



RAJA GROUP

Corporate Social Responsibility

CSR Report

2023

(For 2022)



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EDITORIAL



I have always considered 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 is with this conviction that I created the RAJA-Danièle Marcovici Foundation in 2006, with the ambition of acting in favour of the emancipation of women in France and around the world.

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

- ▶ Fight against global warming by decarbonising our products and activities
- ▶ Continue to develop ever more innovative and ecofriendly products
- ▶ Develop our sustainable and ethical procurement
- ▶ Preserve the Environment on our sites and in our activities
- ▶ Act daily on social and societal equity
- ▶ Contribute to reach sustainable development goals.

Packaging, the core business of the RAJA Group, has become a major concern for consumers and, consequently, for businesses. We want to play a leading role in the ecological transition in packaging, by offering eco-responsible solutions and informing our customers about good practices such as reducing empty spaces in packages or recycling channels.

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

A handwritten signature in black ink that reads 'Danièle Kapel-Marcovici'.

Danièle KAPEL-MARCOVICI

*RAJA Group Chairwoman &
Chief Executive Officer*

PRESENTATION OF RAJA GROUP

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 1,8 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.



RAJA Group, whose European headquarters is in Roissy near Paris, brings together 4,500 team members across Europe, of 65 different nationalities. RAJA is a committed company with strong values focused on entrepreneurship, customer satisfaction, and societal and environmental commitment. In 2022, the RAJA Group achieved a turnover of 1 billion 700 million euros.

RAJA GROUP

26
Companies

19
Countries



RAJA Group Key Figures & Business Activity



1.7 billion €
Turnover



1.8 million
Customers in Europe



250,000
Products available in stock



4,500
Team Members



26
Companies



19
European Countries



15
Distribution Centres

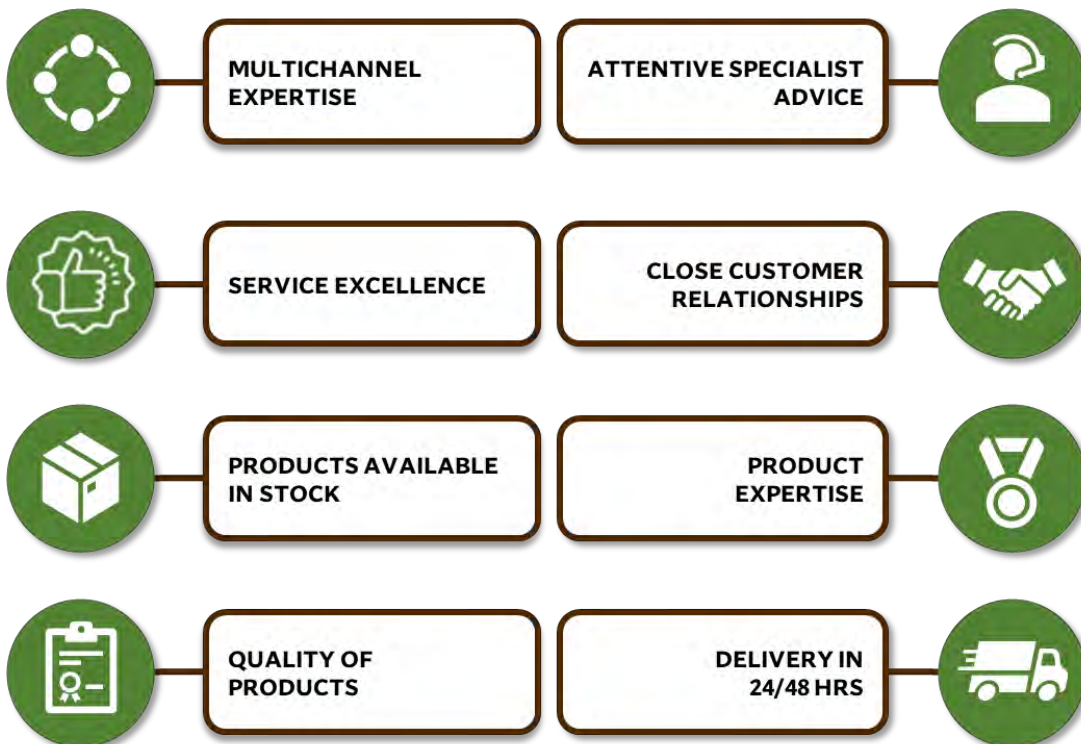


400,000 sqm
Storage

Multichannel Expertise

The business of the **RAJA Group companies** is carried out on four complementary sales channels which guarantee the customer constant proximity, increased responsiveness and the smoothest possible experience: catalogues, websites, field and sedentary sales forces.

Fundamentals



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 janitorial, personal protection, office supplies and industrial equipment.



Packaging for industry, services and e-commerce



Office supplies, equipment and furniture



Handling, storage and workshop equipment



Janitorial, hygiene, safety and personal protection



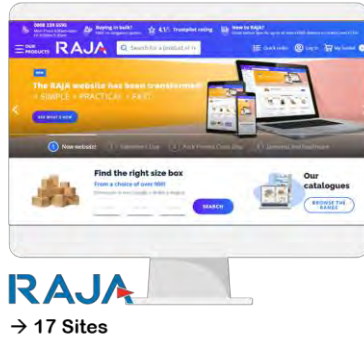
Equipment and supplies for stores



RAJA Group Web Sites

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

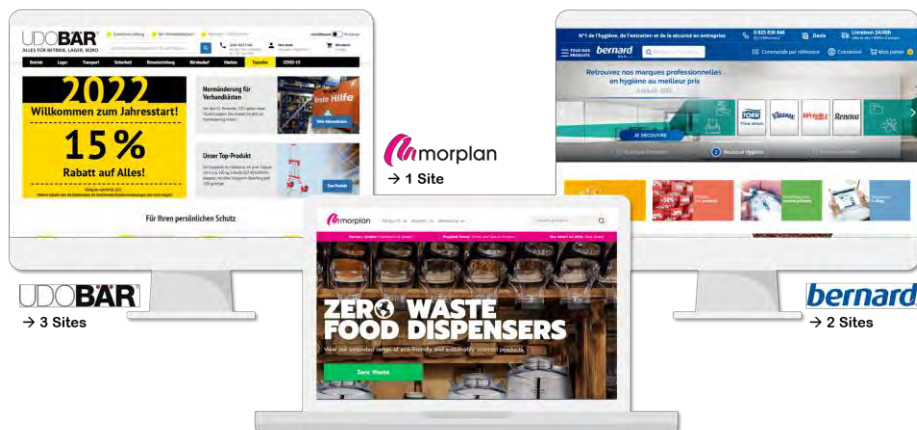
PACKAGING WEB SITES



RAJA OFFICE WEB SITES



INDUSTRIAL EQUIPMENT & RETAIL WEB SITES



GOVERNANCE

The Executive Committee

The Executive Committee, chaired by Danièle Kapel-Marcovici, manages operations and decides on the strategy to implement to develop the Group. It meets weekly.



Danièle Kapel-Marcovici
RAJA Group Chairwoman
& Chief Executive Officer



Catherine Cambier
RAJA Packaging - Packaging
and Industrial Equipment
Managing Director



Nathalie Chapusot
Marketing and technologies
Managing Director



Alexandre Charpy
Administration and finance
Managing Director



Alain Josse
RAJA Office – Office
Supplies & Furniture
Managing Director



Brice Kapelus
RAJA France
Managing Director

The Strategic Committee

This committee is made up of members of the executive committee and members of the former board of directors (dissolved in 2021 following the change in legal form from SA to SAS). It meets twice a year.

The RAJA Group Management Committee

This committee is made up of Executive Committee members and of the Group subsidiaries Managing Directors. 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 Group** 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

RAJA Group subsidiaries engage with their various stakeholders through different means:

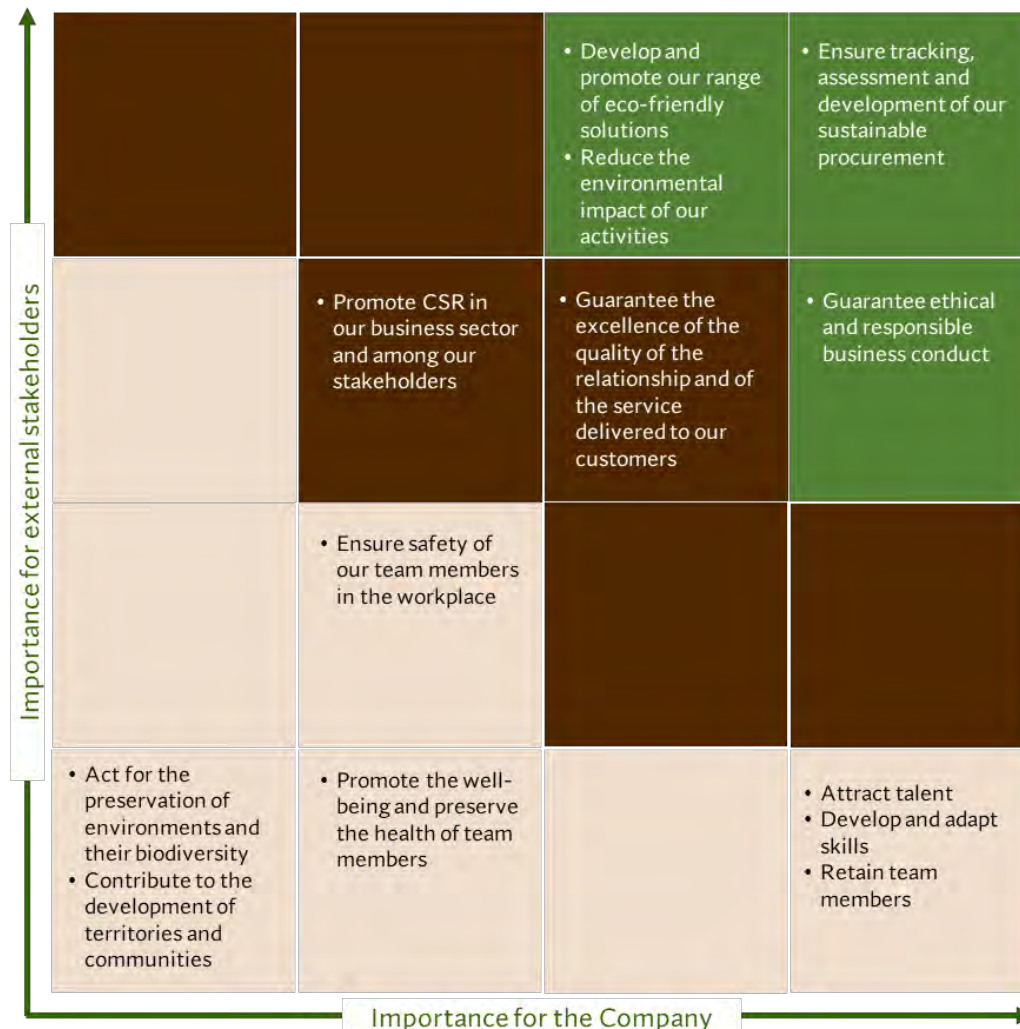
- ▶ Publications on the website and on social networks
- ▶ Participation in the main trade fairs
- ▶ Newsletters
- ▶ Sponsorship and promotion of contributions aimed at socio-economic and environmental development issues of the territory
- ▶ Webinars
- ▶ Regular meetings with social partners
- ▶ Intranet site
- ▶ Internal & External Communication
- ▶ Convention
- ▶ Individual Interviews
- ▶ Group Sustainable Procurement Policy
- ▶ Selection of suppliers and analysis of performance in terms of quality and cost of service
- ▶ Open days
- ▶ Traditional Media
- ▶ Press review



SUSTAINABLE DEVELOPMENT STRATEGY

Materiality Analysis

The materiality analysis is an exercise in identifying issues for the company.



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 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 issues are those with the highest internal and external rating:

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

Risks Analysis

The transposition into national law of European Directive 2014/95/EU requires us to identify our core non-financial risks. Our materiality analysis was used as input data for our risk analysis. The table of focus areas was presented to a small 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" with regards to 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."

PROMOTION OF CSR INITIATIVES

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 centre 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. Fight against global warming by decarbonising our products and activities

- ▶ By working with our suppliers to continue to decarbonize the products we distribute
- ▶ By taking action to measure and reduce CO₂ emissions from all our activities, e.g.: warehousing and transport of goods, employee travel and digital activities
- ▶ By raising awareness among our team members by implementing an energy sobriety plan within the group
- ▶ By constantly monitoring products and technologies that emit less CO₂, to reference and disseminate them

2. Continue to develop ever more innovative and more eco-friendly products

- ▶ By working in partnership with our suppliers and in collaboration with our customers to offer more innovative and ever more eco-responsible products
- ▶ By continuing to obtain numerous national and international awards rewarding our capacity for responsible innovation (products distributed and websites)
- ▶ By ensuring that we reduce the impact of our products and services on the Environment, by setting up a responsible logistics organisation and wind supports
- ▶ By actively monitoring the media and specialised trade shows

3. Develop our sustainable and ethical procurement (to better meet, among other things, the CSR expectations of our customers)

- ▶ By integrating CSR and ethical criteria into the rating, selection and contracts with our suppliers
- ▶ By regularly evaluating the CSR and ethical practices of our suppliers
- ▶ By building long-term loyalty and in our subsidiaries the most responsible suppliers
- ▶ By regularly training our buyers in CSR
- ▶ By encouraging our suppliers, team members and other stakeholders to meet our customers' expectations in terms of CSR
- ▶ By integrating responses to our customers' CSR expectations into the customer experience

4. Preserve the Environment on our sites and in our activities (in addition to fighting global warming)

- ▶ By preventing and reducing the environmental impact of our various activities, and by disseminating good practices
- ▶ By reducing our consumption of fossil energy, water and materials but also the production of waste, emissions of pollutants into the environment, noise and the artificialisation of land when possible and by encouraging renewable energies, the waste recovery, increasing the lifespan of products and their reuse

5. Act on social and societal equity on a daily basis

- ▶ By acting every day to prevent and combat discrimination and harassment and ensure fair treatment between employees
- ▶ By promoting quality of life, health and safety at work through prevention, encouraging social dialogue and training employees to enable them to work optimally
- ▶ By preventing professional risks and implementing actions to eliminate or reduce them
- ▶ By supporting and participating in the projects of the RAJA-Danièle Marcovici Foundation, which works through local associations to improve the empowerment of women and ensure their rights are respected around the world

6. Contribute to achieving the Sustainable Development Goals (SDGs)

- ▶ By acting daily to respect the 10 principles of the Global Compact to which RAJA has adhered
- ▶ By joining the CSR Europe network to be able to be proactive and act as best as possible on these objectives on a European scale
- ▶ By having the CSR approach of our European subsidiaries assessed by an independent third party
- ▶ By respecting the European and national CSR requirements of the countries where we are established
- ▶ By placing ethics and the fight against corruption at the heart of our business model
- ▶ By raising awareness and training our employees in CSR and helping them achieve our ambitious objectives

Membership of the CSR Europe Network

At the end of 2022, **RAJA France** joined CSR Europe, a network of 10,000 European companies and organisations that promotes the concrete deployment of corporate social responsibility (CSR) through the sharing of knowledge and best practices.



Founded in 1995 and based in Brussels, CSR Europe brings together companies and non-profit organisations: NGOs, unions, academic or governmental institutions.

CSR Europe pursues four main objectives:

- ▶ Improve the integration of CSR into the business model and management of companies
- ▶ Become a leading business network in terms of good CSR practices
- ▶ Be a platform for collaboration with all stakeholders involved in CSR and a catalyst for responsible innovation
- ▶ Engage with the European Union on the policy to be followed to achieve the global objectives of sustainable development

RAJA is the first company in its sector to join the 35 main members of CSR Europe. This large European network supports companies and their ecosystems in implementing corporate social responsibility. Our membership is part of the development of a differentiating 2023-2027 CSR strategy.

As a member of CSR Europe, RAJA will work to contribute to the decarbonisation of the distribution and e-commerce sectors at the European level. It will help its customers improve their CSR performance and encourage its suppliers to respond to the challenges of civil society.

Membership of the EcoWatt Charter

Supported by RTE and ADEME, EcoWatt is a citizen system which allows French people, businesses and communities to adopt responsible energy consumption and thus contribute to ensuring the proper supply of electricity to all.



Reduce and/or shift your electricity consumption. This is the commitment made by **RAJA France** by becoming a partner of EcoWatt, “electricity weather”. At the end of 2022, RAJA France formalised its commitment to RTE by signing the EcoWatt charter which provides for the adoption of the right actions for red alerts on the electricity network, to avoid outages or reduce their duration.

In this context, RAJA France has become an essential relay for deploying good practices in electricity consumption in different ways:

- ▶ As an employer through awareness-raising actions with their employees, partners, suppliers
- ▶ As a relay of the Ecowatt signal to their customers
- ▶ As a responsible consumer through concrete actions to moderate or shift their electricity consumption

Membership of 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 France** 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.

In 2022, several subsidiaries of the Group have also committed to the social responsibility initiative of the United Nations Global Compact.

Communication on Progress



In 2022, **RAJA France** published its first Communication on Progress (COP) for the 2021 financial year.

This report details the activities and actions carried out on the 4 themes of the Global Compact:

- ▶ Human Rights
- ▶ International Labour Standards
- ▶ Environment
- ▶ Fight against Corruption

as well as the relevant United Nations Sustainable Development Goals.

ACHIEVEMENTS IN FAVOUR OF HUMAN RIGHTS AND INTERNATIONAL LABOUR STANDARDS

- ▶ New Human Resources Policy
- ▶ Renewal of Agreements in Partnership with Social Partners
- ▶ RAJA Sport Association
- ▶ Company Committed to Diversity Label
- ▶ 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 ENVIRONMENT

- ▶ Introduction of the 10 Principles of the Global Compact and CSR in the Sustainable Procurement Policy
- ▶ Reduction of the Environmental Impact of our Products
- ▶ Promotion of Innovative and Eco-Friendly Products
- ▶ Responsible Logistics Organisation

- ▶ Energy Sobriety Plan & Membership of the EcoWatt Charter
- ▶ Reduction & Recovery of our Waste
- ▶ EcoVadis Label & ISO 14001 Certification
- ▶ Actions of the RAJA-Danièle Marcovici Foundation in Favour of the Environment
- ▶ Actions in Favour of the Ecological Transition



ACHIEVEMENTS IN FAVOUR OF THE FIGHT AGAINST CORRUPTION

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



In 2023, **RAJA France** will publish its second Communication on Progress (COP) for the 2022 financial year which will detail the activities and actions carried out on the 4 themes of the Global Compact and on the Sustainable Development Goals.

Sustainable Development Goals

RAJA Group's subsidiaries and the RAJA-Danièle Marcovici Foundation contribute to the Sustainable Development Goals of the 2030 agenda. In 2022 and continuing the achievements of previous years, several actions have been carried out on the 17 Sustainable Development Goals of the United Nations:



SDG #1: End poverty in all its forms everywhere

- ▶ Actions of the RAJA-Danièle Marcovici Foundation
- ▶ Support to associations



SDG #2: End hunger, achieve food security and improved nutrition, and promote sustainable agriculture

- ▶ Actions of the RAJA-Danièle Marcovici Foundation
- ▶ Support to associations



SDG #3: Ensure healthy lives and promote well-being for all at all ages

- ▶ Actions of the RAJA-Danièle Marcovici Foundation
- ▶ Actions for the Quality of Life at Work for team members within RAJA Group's subsidiaries
- ▶ Implementation of Occupational Health & Safety and occupational risk prevention policies
- ▶ Protection of consumer health by communicating transparently on the composition of products by making safety data sheets available



SDG #4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

- ▶ Actions of the RAJA-Danièle Marcovici Foundation
- ▶ Implementation of a skills development plan



SDG #5: Achieve gender equality and empower all women and girls

- ▶ Actions of the RAJA-Danièle Marcovici Foundation in favour of Women and Girls' Rights around the world
- ▶ Fight against discrimination in all its forms
- ▶ Gender Equality Index
- ▶ Commitments in favour of diversity



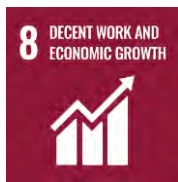
SDG #6: Ensure availability and sustainable management of water and sanitation for all

- ▶ Actions within the framework of agroforestry projects to preserve water quality
- ▶ Support for projects for the supply of drinking water



SDG #7: Ensure access to affordable, reliable, sustainable and modern energy for all

- ▶ Investments in several projects supporting wind energy
- ▶ Installation of photovoltaic panels on the roof of the warehouse in Belgium
- ▶ Project to install photovoltaic shades in the parking lot of RAJA Group Headquarters



SDG #8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

- ▶ Actions of the RAJA-Danièle Marcovici Foundation
- ▶ Economic growth
- ▶ Inclusion of people with disabilities
- ▶ Implementation of a skills development plan
- ▶ Value sharing
- ▶ Policies integrating the abolition of child labour and compulsory labour



SDG #9: Build resilient infrastructure, promote inclusive and sustainable industrialisation, and foster innovation

- ▶ Renovation of existing sites and construction of new sites by implementing resilient technical innovations (renewable energies) for environmental protection
- ▶ Promotion of innovative and eco-friendly products



SDG #10: Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

- ▶ Fight against discrimination in all its forms
- ▶ Gender Equality Index
- ▶ Commitments in favour of diversity
- ▶ Inclusion of people with disabilities



SDG #11: Make cities and human settlements inclusive, safe, resilient, and sustainable

- ▶ Renovation of existing sites and construction of new sites by implementing resilient technical innovations (renewable energies) for environmental protection
- ▶ Promotion of innovative and eco-friendly products



SDG #12: Ensure sustainable consumption and production patterns

- ▶ Referencing of labelled products from the circular economy
- ▶ Signature of the Sustainable Procurement Policy and the Code of Conduct for Suppliers, in accordance with respect for labour law and the dignity of people, compliance with applicable laws and regulations, and the manufacturing of ecologically sustainable products
- ▶ Increase in the range of eco-friendly products
- ▶ Purchasing products in Europe through European suppliers
- ▶ Reduction of the environmental impact of our products

SDG #13: Take urgent action to combat climate change and its impacts by regulating emissions and promoting developments in renewable energy



- ▶ Reforestation programmes
- ▶ Reduction of the environmental impact of our activities
- ▶ Sustainable logistics
- ▶ Circular economy
- ▶ Reduction of our greenhouse gas emissions
- ▶ Off-set of CO₂ measured by supporting several projects
- ▶ Purchase of Carbon Offset Certificate

SDG #14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development



- ▶ Actions in favour of the Sea Acting project contributing to cleaning the oceans

SDG #15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss



- ▶ Reduction of virgin raw materials consumed in the production of paper/cardboard/pulp products, FSC® and PEFC® labels
- ▶ Sale of labelled & eco-friendly products
- ▶ Circular economy
- ▶ Reforestation programmes

SDG #16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels



- ▶ Ethical business conduct
- ▶ Anti-Corruption Compliance Programme

SDG #17: Strengthen the means of implementation and revitalise the global partnership for sustainable development



- ▶ Actions of the RAJA-Danièle Marcovici Foundation
- ▶ Support to associations



RAJA-Danièle Marcovici Foundation

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 mobilise 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.

PARTNERSHIPS & MEMBERSHIPS

The RAJA Danièle Marcovici Foundation is member of:

Fondation de France

With more than 50 years of experience, the Fondation de France is the leading philanthropy network in France. It brings together founders, donors, volunteer experts, employees and thousands of associations, all committed and driven by the desire to act. The RAJA-Danièle Marcovici Foundation was created under the aegis of the Fondation de France.



Centre Français des Fonds et Fondations



Created in 2002, the Centre Français des Fonds & Fondations brings together more than 300 members. Beyond their diversity of action, status and operating methods, these funds and Foundations share common values and missions around which they wish to come together. The CFF's mission is to promote knowledge of the philanthropic sector, to promote its development and to represent common interests for the benefit of the general interest.

Admical

A recognised public utility association founded in 1979, Admical's mission is to give companies and entrepreneurs the desire and the means

to assert and realise their societal role through patronage. It represents a network of nearly 200 members, whom it supports in the management of their sponsorship policy on a strategic, legal and fiscal level.



Charte du Mécénat



The RAJA-Danièle Marcovici Foundation is a signatory of the Admical Corporate Sponsorship Charter, which brings together more than 480 corporate philanthropy players around a common vision of philanthropy, its ethics and its values.

Coalition Française des Fondations pour le Climat

Launched in November 2020 at the initiative of the French Centre for Funds and Foundations, the French Coalition of



Coalition française des fondations pour le Climat

Climate Foundations (CFFC) brings together and mobilises philanthropy stakeholders on climate issues. The objective is to create a national philanthropic movement on issues related to climate change by supporting Foundations and funds in their awareness of these issues, as well as in the implementation of effective strategies. It already has 67 organisations, including the RAJA-Danièle Marcovici Foundation, signatory of the manifesto.

ASSOCIATIVE PROJECTS IN FAVOUR OF WOMEN'S EMPOWERMENT

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

- ▶ Defend women's rights and fight against violence against women.
- ▶ Strengthen education and equal opportunities.
- ▶ Support the professional integration and economic rights of women.
- ▶ Support women's actions for the environment.

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.

110 projects supported including 56 projects under the “Fight against violence against women and girls”, 22 “Education and leadership” projects, 14 “Professional integration and economic rights” projects, 18 projects linked to “Women's actions for the environment”. Of the projects financed outside France, 36 are in Europe, 15 in Africa, 4 in Asia and 3 in Latin America.

Of the 110 projects financed by the foundation in 2022, 29 were selected as part of the call for projects carried out between December 1, 2021, and January 16, 2022. To offer greater financial security to associations, the envelope dedicated to multi-year projects increased significantly in 2022 to reach a third of the foundation's budget. In 2022, the foundation renewed its financial support for 12 projects and made 14 new multi-year funding commitments.



Fight against Violence against Women and Girls

The Foundation fights discrimination, physical, sexual and psychological violence against women and children by supporting prevention, support and reconstruction projects for victims of gender-based violence.



Key Figures 2022:

163,652 beneficiaries including 130,912 women victims of accompanied violence, via the national hotline of the Fédération Nationale Solidarité Femmes, 30,340 people as part of awareness-raising actions for the general public and 2,400 trained professionals.

56 projects supported including 52 in Europe, 2 in Africa and 2 in Asia.

Strengthen 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.



Key Figures 2022:

316,794 beneficiaries including 8,494 young girls and women in school or having strengthened their leadership and 308,300 people made aware of gender equality.

22 projects supported including 13 in Europe, 5 in Africa and 4 in Asia.

Support the professional integration and economic rights of women

In France and around the world, the Foundation intends to offer women the opportunity to be independent and financially autonomous, to provide for the needs of their families and to fully integrate into society.



Key Figures 2022:

880 beneficiaries of professional training or employment support enabling them to increase or diversify their income. The professional integration of these women indirectly benefits 8,687 people around them.

14 projects supported including 7 in Europe, 4 in Africa and 3 in Asia.

“Women & Environment” Action 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 environmental protection

and the fight against climate change: promotion of sustainable agricultural practices, access to sustainable energy, natural resource management, waste management, or promotion of “green” entrepreneurship. It pays specific attention to women bringing innovations and adaptation strategies to preserve natural resources and biodiversity.



Since 2015, the Foundation and the RAJA Group have strengthened their commitment through the “Women & Environment” action program. A vast half-yearly product-sharing operation, the “Women & Environment” action

program is led by RAJA France and 12 European companies in 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 pays €1 to the Foundation. All funds collected are allocated to associative projects supporting initiatives led by women for a sustainable environmental transition.

Renewed every 6 months, the programme allows team members, suppliers and customers of the RAJA Group to be involved. The latter can make solidarity purchases, and discover the associative projects supported via 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.

Key Figures 2022:

940,649 beneficiaries including 6,949 women whose actions to combat global warming have been strengthened, and 933,700 people as part of advocacy and awareness-raising actions carried out by the National Federation of Organic Agriculture.

18 projects supported including 6 in Europe, 4 in Africa, 5 in Asia and 3 in South America.



RAJA-DANIÈLE MARCOVICI FOUNDATION EMERGENCY FUND

The foundation's emergency fund, the creation of which was announced on its 15th anniversary in November 2021, is intended to support associations working in favour of women and whose needs are priority and immediate.



Still in the context of the war in Ukraine, the emergency fund supported 3 associations defending women's rights in Poland, Romania and Hungary.

In Poland and Romania, the foundation supported the association Actions Santé Femmes, which deployed mobile units at the borders with Ukraine for pregnant refugee women.



In Hungary, the foundation supported the EMMA and Patent associations, which have set up comprehensive support for the sexual and reproductive health of refugee women, and in particular women from the rom community.



Following the Taliban takeover in August 2021 in Afghanistan, young girls can no longer study from the age of 12. In 2022, the foundation also supported the FemAid association, which sets up clandestine courses for young girls aged 12 to 18 in different parts of the country. The association also offers university-level courses online, in Dari.



INVOLVEMENT OF RAJA GROUP TEAM MEMBERS

The RAJA Danièle Marcovici Foundation also has the mission of raising awareness among the company's team members about 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 to designate the associations that will receive the RAJA People Price and the donations collected throughout the year.

Carry out Associative Projects: Sponsorship

Team members who identify an interesting initiative in favour of women can recommend it to the Foundation, whether 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.

Participate 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), 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

In June 2022, Sophie Pouget, General Delegate of the RAJA Danièle Marcovici foundation presented the RAJA People Prices to 2 associations on behalf of the 200 micro-donors of RAJA.

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: **€12,926** or **€6,463** per association.



Partnership with the Angoulême International Comic Strip Festival

Since 2018, **RAJA France** has been the main partner of the Angoulême International Comic Strip Festival. By joining forces with this Festival, RAJA is committed to an artistic, economic and ecological partnership serving the public and comic book fans.

RAJA is committed to the festival to act together to gradually implement an eco-responsible approach to the organisation of the event by positioning cardboard, an emblematic packaging material, at the heart of the event. with the creation of cardboard furniture, stands and exhibition designs.

CULTURAL AND ECO-RESPONSIBLE COMMITMENT

RAJA works daily alongside stakeholders in the comics ecosystem (publishers, booksellers, etc.) to enable them to package, protect and ship their books and have them travel safely, before they are shipped. themselves travel their readers. The festival is a unique opportunity to promote these solutions, but also to discover the innovative uses of cardboard, a naturally ecological material.

RAJA Eco-FAUVE

On the renewal of this partnership in 2022 for three additional years, RAJA has made a strong new commitment, with the sponsorship of a new official Festival prize, the RAJA Eco-Fauve. This price aims to highlight and promote an increasing number of authors who address the theme of sustainable development.



RAJA Eco-FAUVE SPACE



To affirm their common desire to promote comics dealing with ecological issues, the Festival and RAJA presented to festivalgoers of the 49th edition, in a dedicated space, the RAJA Space, the books competing for the award of the Eco-Fawn RAJA 2022.

Open to all, this place welcomed festivalgoers, authors, publishers, school groups... for signing sessions, readings, workshops, etc.

Echoing the issues raised by the works offered to festivalgoers, this space has been designed with recyclable materials: bookcases, tables, chairs and other cardboard panels!

CSR Initiatives in RAJA Group Subsidiaries

In line with the United Nations Sustainable Development Goals, each subsidiary has the latitude to promote its social, societal, eco-responsible and environmental commitment. It is within this framework that various actions are carried out within the Group.

CSR INITIATIVES AT RAJA FRANCE

In 2022, **RAJA France** carried out its first evaluation on the EcoVadis platform and, by obtaining a score of 72/100, received the gold medal for its CSR performance.

This result reflects the commitment of the entire company to continually improve its CSR performance, judged by EcoVadis to be advanced. This score positions **RAJA France** in the top 1% of companies evaluated by EcoVadis in its sector of activity globally.



CSR INITIATIVES AT CENPAC

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.



Coffee Break "Zero Waste"

In 2019, **CENPAC** 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 2022 have enabled **CENPAC** to create employment in an adapted company for a volume of **629,53 hours** and to improve its environmental performance.

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



- ▶ **24.5** tonnes of CO₂ equivalent
- ▶ **104,899** litres of water
- ▶ **2.3** tonnes of waste



Donations in Kind for the Benefits of Associative Projects

For the year 2022, **CENPAC** made numerous donations in kind for a total amount of **€202,806** for the benefit of several associations:

Beneficiaries	Nature of Donations	Amount of Donations
EEAD Les 1 000 Couleurs (Bondy)	Hydroalcoholic gel	€ 14,472.00
EA APF P. Floucault (Amiens)	Hydroalcoholic gel	€ 6,912.00
EHPAD Hovia (Drancy)	Hydroalcoholic gel	€ 21 708,00
ESAT APF De Rivery (Rivery)	Hydroalcoholic gel	€ 3,456.00
SAVS SAMSAH APF France Handicap (Brie Comte Robert)	Hydroalcoholic gel	€ 7,236.00
Les Restos du Cœur (Brie Comte Robert)	Goods	€ 1,224.35
Linkee (Paris)	Goods	€ 9,979.22
SCTE ST Vincent de Paul (Beauchamp)	Goods	€ 694.40
Centre Communal Action Sociale (Drancy)	Hydroalcoholic gel	€ 36,180.00
	Masks & Detergents	€ 1,813.80
Emmaüs Défi (Rungis)	Hydroalcoholic gel	€ 3,780.00
ADC St Cyr	Hydroalcoholic gel	€ 14,148.00
ASV (Lavaur)	Hydroalcoholic gel & Masks	€ 5,340.00
ADAPEI des Landes (Mont de Marsan)	Hydroalcoholic gel & Masks	€ 16,596.00
APF Entreprises 64 (Sauvagnon)	Hydroalcoholic gel & Masks	€ 6,576.00
ACAP82 (Reynies)	Hydroalcoholic gel	€ 7,560.00
ADAPEI (Chambray)	Hydroalcoholic gel	€ 9,864.00
	Masks & Detergents	€ 6,443.04
APF 34 (Montpellier)	Hydroalcoholic gel & Masks	€ 3,456.00
ESAT Industriel (Pamiers)	Hydroalcoholic gel	€ 7,236.00
ADAPEI ESAT l'Envol (Lourdes)	Hydroalcoholic gel & Detergents	€ 7,439.04
ESAT Magellan (Pessac)	Hydroalcoholic gel	€ 6,912.00
APEI ESAT (Libourne)	Hydroalcoholic gel	€ 3,780.00
TOTAL		€ 202,805.85

Other Donations

- ▶ Donations to the RAJA-Danièle Marcovici Foundation of **€499,946**
- ▶ Donations to different associations chosen by RAJA for **€90,000**
 - Auberge Migration Association for 20K€
 - Aurore Association for 20K€
 - Action contre la Faim Association for 50K€



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 **10,000** trees in 2022 and aims to reach 2,000 additional trees planted by the end of 2023.

Programmes de reforestation

Engagés depuis 2021 auprès de Mytree nous avons contribué à la restauration de forêts domaniales gérées par l'ONF



10000 arbres plantés en France en 2021 et 2022

Forêt communale des Vosges
Plantons pour restaurer le forêt dégradée par une attaque d'insectes.

CONTRIBUTION

- Introduction de la biodiversité.
- Atténuation des écarts extrêmes de température.
- Élimination et stockage du carbone.

Forêt domaniale de Secondigny
Plantons pour adapter la forêt à son environnement de demain.

CONTRIBUTION

- Valoriser la surface forestière.
- Favoriser l'absorption du carbone.
- Créer un nouvel écosystème résilient au changement climatique.

Forêt domaniale de Montmorency
Plantons pour sauver une forêt atteinte par la maladie de Fenece.

CONTRIBUTION

- Repeupler une forêt après une maladie.
- Favoriser la résistance au changement climatique.
- Réintroduire une forêt très ancienne.

Forêt domaniale de Lyons
Plantons pour restaurer une forêt dégradée par plusieurs tempêtes.

CONTRIBUTION

- Restaurer une forêt suite à de nombreuses tempêtes.
- Préserver la biodiversité.
- Adapter la forêt aux changements climatiques.

Nous poursuivons notre action en 2023 avec de nouveaux projets d'agroforesterie.



Plantons pour aménager un verger en agriculture biologique



Plantons pour préserver la qualité d'eau d'un bassin versant



Plantons pour réguler les ravageurs dans des vignobles



Planter pour délimiter des parcelles et protéger les bovins



CSR INITIATIVES AT BERNARD



Our subsidiary **BERNARD**, specialist in Hygiene, Janitorial and Safety, is committed to CSR and has written in this context a brochure on its CSR commitments in line with the axes defined in the CSR Policy from the RAJA Group.

Mission of BERNARD & its Values

“We help make your workspaces cleaner, safer, and more environmentally friendly for everyone’s well-being.”

To achieve this objective, **BERNARD** has always placed, since the creation of the company, the satisfaction of its customers as well as the quality of products and services at the heart of its challenges, its development and therefore its values.



In this context, fundamental values are shared by all **BERNARD** team members:

- ▶ Customer Culture
- ▶ Search for Excellence
- ▶ Culture of Service
- ▶ Social Commitment
- ▶ Permanent Innovation Policy
- ▶ Respect for Diversity



BERNARD's CSR Strategy Axes

BERNARD's CSR Strategy is structured around 5 major axes:

- ▶ Develop the talents of our team members
- ▶ Promote the Quality of Life at Work and the Safety of our 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



4Acting Programme

For 2022, **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** contributed to **sponsor 29,343 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 32 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 3,934 sqm of ocean** as part of its "10 litres sold = 1 sqm of cleaned ocean + 100% recycling of plastics".



CSR INITIATIVES AT JPG



Our French subsidiary, **JPG**, a specialist in the distribution of office supplies and furniture, has been working for several years in the field of Corporate Social Responsibility and has placed its CSR commitments at the heart of its corporate strategy, in line with with the directives of the RAJA Group.

JPG's CSR Strategy Axes

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

- ▶ Reduce CO2 emissions (storage and transport of goods, movement)
- ▶ Reduce and optimise our energy consumption
- ▶ Optimise the management of our waste (reduce tonnage, improve sorting / recycling and revaluation)
- ▶ Participate in improving biodiversity
- ▶ Raise awareness and train our team members on CSR issues
- ▶ Develop our responsible and ethical purchasing (integrate more CSR criteria in the selection of products/suppliers, offer more eco-responsible products/services)
- ▶ Take daily action on social and societal equity (fighting discrimination and harassment, ensuring gender equality, improving QVCT, supporting Raja Foundation projects, organizing donations to local associations)



Commitment to Biodiversity

Partnership with EcoTree



French company offering nature-based solutions in several European countries. The partnership with **JPG** makes it possible to participate in the sustainable management of French forests and their ecosystem, and thus participate in the creation of carbon sinks, while preserving fauna and flora. Thus **2,995** trees in Breton forests could be planted (Douglas and Sitka spruces in the forests of Kerautret, Ploërdut and Faouët).



Partnership with Ecomouton



French leader in eco-grazing. Around fifty sheep are present on the **JPG** site to manage the mowing of green spaces in a more ecological manner.



Partnership with Ecobee



Installation of 3 hives on the **JPG's** site. This partnership allows to participate in the protection of the environment (safeguarding bees and therefore biodiversity, around **40,000** bees per hive and up to **70,000** at the height of summer), to provide well-being and motivation among team members (raising awareness of the life of the bee through tasting workshops and distribution of the annual honey harvest).



Participation in Initiatives for the Benefit of Associative / Charitable Projects

Donations in Kind

JPG team members collected 160 kg of goods for the benefit of Restos du Cœur.



Partnership for Entrepreneurship with ADIE

JPG has chosen to support an association which works every day to help the young entrepreneurs of tomorrow. In partnership with ADIE, we wish to support 45 young creators in setting up their entrepreneurial project and helping them to enter or reintegrate professionally.



Cash Donations

JPG participated in the action of the RAJA Group by donating **€50,000** to associations for the fight against violence against women.



CSR INITIATIVES AT KALAMAZOO



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 2022.

Solidarity Notepad: Save the Children

Children are our future, which is why our subsidiary **KALAMAZOO** wanted to get involved in a solidarity project to try to contribute to a better world by offering, at the back of the catalogue, the possibility of purchasing solidarity notepads for €1.00. At the end of the year, €0.25 per notebook purchased will be donated to a cause in favour of children.



Donations to the Red Cross



In January 2022, **KALAMAZOO** donated hydroalcoholic gels worth **€13,525** to the Spanish Red Cross.

These products were distributed to various health establishments in the region.



Pink October



October is breast cancer awareness month, in all subsidiaries of the RAJA Group in partnership with the RAJA-Danièle Marcovici Foundation, educational, charitable and sporting events are organised.

the beginning of October to raise funds to support people affected by the disease.

KALAMAZOO team members took part in a solidarity race organised by ACAMBI at the



Promotion of Fair Trade



In line with the values defended by the RAJA-Danièle Marcovici Foundation for women's rights, **KALAMAZOO** organised a solidarity market in November 2022.

The proceeds from the sale of fair-trade products were donated to women farmers in developing countries so that they receive a decent wage for their work.

This event was done in collaboration with Oxfam Intermon, a global movement to end injustice and poverty.



Food Waste Awareness

Because food is a precious resource, it is necessary to avoid waste. If we could recover a quarter of the food wasted or lost, we could feed more than 870 million hungry people.

Waste can be avoided by managing storage, streamlining purchases and orders, etc. If excess food is unavoidable, it is necessary to collect it to donate it to hunger relief organisations so that they can feed those in need. Inedible food can be recycled into other products such as animal feed, compost and worm castings, bioenergy, bioplastics and clothing.



During the month of September 2022, the International Food Loss and Waste Awareness Day took place, in this context, **KALAMAZOO** organised workshops to raise awareness among team members by providing advice and good practices to try to avoid this global problem:

- ▶ “Consume before” does not mean “throw away”, even if the quality of the product is less good
- ▶ Buy from local stores and support community farming to prevent food traveling unnecessary miles
- ▶ Home composting can divert up to 150 kg of food per household per year.



Solidarity with Ukraine



Solidarity in favour of victims of the conflict in Ukraine was demonstrated within **KALAMAZOO** by the collection of necessities from team members in collaboration with the Ukraine-Basque Country Socio-Cultural Development association.

The products were sorted by the association's volunteers and were delivered and distributed in Ukrainian localities according to needs.

This operation was made possible thanks to the involvement of the warehouse team who mobilised to deliver a large volume of materials, particularly first aid equipment.



Sénégaëlle NGO



KALAMAZOO has, once again, collaborated with the NGO Senegäelle, an association founded in 2019 by the family of Gäelle, a woman who during a family trip collaborated with a town in Senegal for the reconstruction of her school for happiness of more than 1,000 children from the village.

In 2022, many school supplies have still been sent.



AVIFES Association

In June 2022, **KALAMAZOO** welcomed representatives of AVIFES, a non-profit association declared of public utility and social interest by the Basque government and recognised as a collaborating entity of Emkunde.



AVIFES was founded in 1986 and its mission is to provide personalised support throughout life to people with mental illness.



CSR INITIATIVES AT MONDOFFICE



Our Italian subsidiary **MONDOFFICE**, specialist in the distribution of office supplies and furniture, also contributes to 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 2022, **MONDOFFICE** made numerous cash donations for a total amount of **€24,000** for the benefit of several charities:

- ▶ Donation of **€ 15,000** to UNHCR to support Ukrainian refugees
- ▶ Donation of **€ 5,000** to Pane Quotidiano to fight against poverty
- ▶ Donation of **€ 1,500** to Young and Promising Artists' Exhibition to support art and culture as an enabler of social transformation
- ▶ Donation of **€ 1,500** to Agenda Digitale, a project to support Digital training and skills improvement in Biella area
- ▶ Donation of **€ 1,000** for the Benefit of the Festival Contemporanea, a local event for women empowering



Donations in Kind

In 2022, **MONDOFFICE** also made several donations in kind by providing associations, institutions and schools with furniture and office supplies. During 2022 we kept on supporting Casa Oz, an association in favour of sick children.



« Spazi a luoghi sostenibili » Contest

The project aims to enhance the territorial heritage by giving back disused spaces to the social dimension, creating 'places' that can respond to the collective needs and social requirements of the community. In 2022, an amount of €40,000 has been allocated to 2 projects:

- ▶ Il Giardino dei Libri in Battipaglia, in the Campania region, is a social cooperative that aims to foster social inclusion processes between people with and without neurodiversity through integrated pathways. **MONDOFFICE** supported the project to renovate the new premises of Il Giardino dei Libri to become a place where neurodiversity is a resource for social and human enrichment, a place designed to offer a variety of stimuli in contact with nature that promotes the emotional, cognitive, and physical wellbeing of children.
- ▶ Naturabilia in Ameglia, in Liguria region, is a Social Promotion Association that deals with the recovery of wildlife, thanks to its CRAS (Centre for the Recovery of Wild Animals) and environmental education for schools. The project involves the furnishing of a former stable of farmhouse becomes a didactic classroom for training and a Biodiversity Garden.



Actions in Favour of the Environment

- ▶ Training programme for Sustainable Procurement
- ▶ Participation in a clean-up day aimed at collecting and disposing of all waste thrown into the forest
- ▶ Recycling and separate waste collection improvement action
- ▶ Creation of a flower bed fertilised with a special fertiliser derived from coffee capsule waste



CSR INITIATIVES AT RAJA SWITZERLAND

In October 2002 our subsidiary **RAJA Switzerland** has started a cooperation with “One Tree Planted” in Portugal. For every customer review on Ekomi or Google, RAJA Switzerland pays to plant a tree. The calculation takes place every 6 months.

In the first 6 months RAJA Switzerland has planted 80 trees.



Our subsidiary **RAJA Germany**, in line with the Group's values, organised several solidarity events throughout 2022 for the benefit of charitable associations but also for the benefit of team members.

Donations

- ▶ Like the RAJA-Danièle Marcovici Foundation action programme “Women and environment”, RAJA Germany has been running its local programme “Perspectives for Women” since 2016 supporting 3 charitable organisations in Germany that empower women: Horizont e.V. (helping homeless women and their children in Munich), Papatya (anonymous crisis facility for female in Berlin), VbFF e.V. (an association for the professional advancement of women in Frankfurt) In 2022 **RAJA Germany** donated **€66,600** to those associations.
- ▶ Furthermore, **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 **€20,000** (aid for mothers in Ettlingen and financing of a meeting place for homeless women in Karlsruhe) as well as **€20,000** to the local TAFEL (organisation for food donations).
- ▶ **RAJA Germany** informed its team members about the topic “Blood cancer” and encouraged them to register as possible aider.
- ▶ In October **RAJA Germany** took part in the Breast Cancer Awareness Month.
- ▶ In November, team members were again mobilised to pack small bags for Saint Nicholas, which were given to the children of the women's shelter in Karlsruhe.



Sustainable Development Workshop

A "Sustainable Development Team" has been set up at **RAJA Germany**; it works on 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



CSR INITIATIVES AT VIKING



As part of its CSR approach initiated several years ago, our subsidiary VIKING in the United Kingdom has published a report which presents the areas of commitment in terms of Sustainable Development:

- ▶ People & Community
- ▶ Environment & Sustainability
- ▶ Greenhouse Gas Monitoring & Reduction
- ▶ Purchase of Carbon Offset Certificate
 - Offsetting emissions created by transporting goods from their warehouses to their customers
- ▶ Investments in projects supporting
 - Wind energy in Namibia
 - Reforestation in Uruguay
 - Access to drinking water in Uganda.



CSR INITIATIVES AT RAJA UNITED KINGDOM

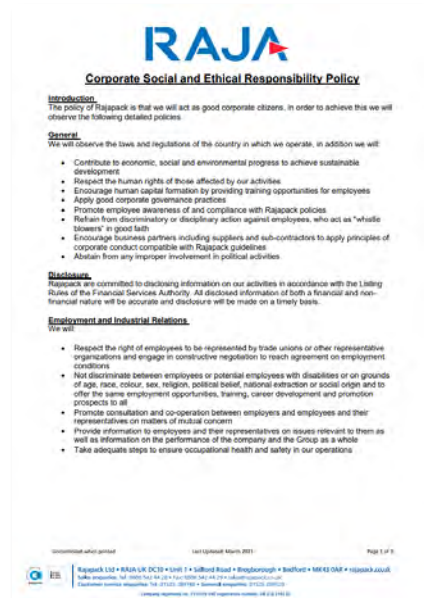


CSR Policy

RAJA United Kingdom 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

This CSR Policy will be updated in 2023.





Carbon Off-Set

RAJA United Kingdom has off-set the CO₂ measured by supporting 3 projects:

- ▶ Zoba Anseba Community Safe Drinking water project
- ▶ Southern Cardamom REDD
- ▶ 199.70 MW Wind Project in Maharashtra by BWDPL



In addition to this, 200 trees have been planted to support a local forestation project in Corby 40 miles from our Head Office location.



CSR INITIATIVES AT RAJA BENELUX



Winner of the VKA “Sustainable Business” Charter



RAJA Benelux is committed to carrying out concrete actions in accordance with the United Nations Sustainable Development Goals (SDGs), to proactively integrate them into company policies. Management is also committed to reporting the results obtained to an evaluation committee and communicating the results of the actions implemented to all stakeholders.

Activities & Projects Linked to the Sustainable Development Goals (SDGs)

Invest in Human Resources

New Team Members On-Boarding

As part of their integration process, new team members share a moment of conviviality with Management Committee members over coffee and biscuits. This moment allows everyone to get to know each other and discuss different types of subjects.



Skill Development

New team members benefit from tailor-made training, the training course being defined in a “personal training plan”. “Learning moments” are organised at regular intervals, team members of all levels can follow the training for a few hours, half a day or a whole day.

Numerous training courses (general and professional) are provided internally or externally, supplemented by a wide range of training courses for which **RAJA Benelux** team members can register themselves.

Communication & Social Dialogue

Screens have been deployed in the premises (catering area, warehouse) to inform employees of what is happening in the company. Content is updated monthly.

“Idea Boxes” have been set up in the premises to encourage team members to share their ideas on work, safety or any other subject of their choice. Discussions with staff representatives on different ideas take place once a month.



Promote Sustainable Mobility

RAJA Benelux promotes sustainable mobility for its employees and actively encourages travel by bicycle or carpooling.

In this context, developments have been made on the site and discussions are underway to participate in mobility initiatives:

- ▶ Car pool parking
- ▶ Cycling as a mode of commuting (providing infrastructure for bicycles, offering bicycle rental)
- ▶ Home Office Policy (amendment to the employment contract)
- ▶ Installation of charging stations has been put in place with a view to the electrification of the commercial vehicle fleet



Promote Work-Life Balance

In this context, an agreement on flexible working hours was signed for team members working in the offices. Furthermore, seniority leave is now granted to all team members who are eligible for better well-being and a better balance between professional and private life.



Promote Digitalisation & IT Security

The Human Resources Department and the Marketing Department have carried out numerous actions to no longer use paper:

- ▶ Request for electronic bicycle compensation
- ▶ Digital treatment of sick leave
- ▶ General catalogue available online
- ▶ All our products available on the online store



Actions were also carried out about IT Security:

- ▶ IT security awareness sessions
- ▶ Phishing campaigns

Support Charity Associations

RAJA Benelux provides financial or material support to local charitable associations or those linked to the RAJA-Danièle Marcovici Foundation:

- ▶ International Women's Day
- ▶ Month of action against breast cancer
- ▶ International Day against Violence against Women
- ▶ Operation RAJA "Enclave Bewel"



Promote Renewable Energy

1/3 **RAJA Benelux** warehouse roof was covered with 1,090 solar panels (after strengthening the roof structure).

The expected production of this photovoltaic installation is 400,000 kW of green energy, or approximately 35% of our annual consumption and corresponding reduction in the impact in CO₂ equivalent.



Participate in the Green Deal

Packaging plays an important role in our society. Among other things, they protect goods during transport and guarantee longer preservation of foodstuffs. However, not all packaging is equally necessary and products may also be packaged differently. If we want to use raw materials more sustainably and reduce our mountain of waste, the prevention and reuse of packaging is a crucial link.



The objectives of this Green Deal are as follows:

- ▶ All participants submit concrete pilot projects in which single-use packaging is avoided through prevention or reuse
- ▶ At least half of the actors participating in the realisation of a concrete project commit to continuing and/or extending their pilot project
- ▶ At least 10% of the pilot projects, when scaled up after the Green Deal, will have the potential to reduce the annual quantity of single-use packaging by at least 15,000 tonnes or 300 million units.

More than 80 signatories have committed to achieving the objectives of the Green Deal “Pack differently”.

RAJA Benelux proposed two projects which were approved:

- ▶ Reuse of cardboard in collaboration with VPK
- ▶ Reusable packaging for e-commerce



Corporate Social Responsibility Reports



In December 2022, **RAJA Italy** published its first CSR report thanks to the involvement of its employees and all stakeholders who allowed the company to be among the first in the packaging and supplies distribution sector for businesses to reach this important milestone.

RAJA Italy has in fact inaugurated a new method for defining priority themes on which to focus reporting efforts and its business development processes.

The CSR report was prepared in accordance with the sustainability reporting standards of the Global Reporting Initiative (GRI).

In 2023 for 2022, **RAJA Italy** published its second CSR report and reaffirmed its desire to play a leading role in the ecological transition of packaging at all levels:

- ▶ Encourage suppliers to research and create innovative packaging solutions
- ▶ Propose environmentally friendly solutions
- ▶ Inform and advise customers in the choice and correct use of packaging, promoting economic circulation
- ▶ Focus on digital sales channels
- ▶ Limit CO₂ emissions during deliveries



Support for Associations

NGO Doctors Without Borders & Red Cross

During 2022, the RAJA Group has been at the forefront in supporting Doctors Without Borders and the Red Cross in dealing with the humanitarian crisis caused by the war in Ukraine. **RAJA Italy**, in cooperation with **MONDOFFICE** and its team members who have chosen to participate.



Sermig Church Association

Voluntarily in the initiative, **RAJA Italy** has collected **€20,000** in support of the refugees.

In addition, the company has also donated more than 3,500 packaging packages and 2,000 boxes of various sizes to the Sermig church association for delivery of food and raw materials of various kinds in Ukraine.



“No Space for Waste” Project



Waste from our activity that could be reused was donated to trade fair workshops and school workshops for children. Furthermore, **RAJA Italy** acted as technical sponsor of the “No Space For Waste” project presented at Milan Design Week.

The exhibition focused on the circular economy features works created by reusing waste packaging materials, thereby minimizing their environmental impact and promoting the positive message of reuse.



Creakit

In 2022, the Company made donations of equipment for a total amount of **€42,927**.

In this context, **RAJA Italy** created a partnership in 2022 with the Piacenza Bussandri stationery by creating Creakit.



CSR INITIATIVES WITHIN THE OTHER SUBSIDIARIES OF 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 linked to the RAJA-Danièle Marcovici Foundation.

CSR INITIATIVES AT RAJA SPAIN

Since March 2022, our subsidiary **RAJA Spain** has been ISO 26000 certified, which highlights its commitment to Corporate Social Responsibility (CSR). As part of the process that this entity initiated in 2021, several awareness sessions were organised to inform team members of the implications of this process.

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



Support for Associations

Collection for Ukraine

RAJA Spain team members organised a collection of food and necessities to send to victims of the war in Ukraine.



Research against cancer

Every Friday morning during the months of October and November, solidarity breakfasts were organised by **RAJA Spain** team members to raise funds to finance cancer research..





Pink Tide

During the month of October, several **RAJA Spain** team members participated in a race, all of the profits from which were donated to the fight against breast cancer.



Donations in Kinds

RAJA Spain donated packaging materials to several non-profit associations as well as health centres:

- ▶ Open Arms is a humanitarian, non-governmental and non-profit organization whose main mission is to protect the lives of the most vulnerable in emergency situations. This NGO was born from a first aid and maritime rescue company with more than 20 years of experience on the coasts of Spanish territory.
- ▶ SJD Solidaridad, an entity founded more than 500 years ago, which has 405 centres in 52 countries to serve the most vulnerable people in society. Its non-profit solidarity action is based on three pillars: social work, volunteering and international cooperation.
- ▶ Parc Taulí, Institute of research and innovation against cancer & minority diseases whose mission is to study and advance the groups of diseases in which the Taulí Park Health Corporation is a reference centre for the diagnosis and treatment of those -this.
- ▶ Cercle Hispano Belga which aims to keep alive the spirit of the Belgian community in Catalonia as well as welcome new members, Belgians, Spanish and other nationalities, who wish to be part of this group.



Donations in Cash



RAJA Spain donated to Hèlia, a non-profit association, created in



2008 by volunteers and professionals who support women who have survived gender-based violence against women, towards complete healing and empowerment, working in a network to meet their needs from a perspective of feminism, intersectionality and human rights.



Drawing Competition

On International Women's Day on March 8, 2022, a drawing competition was organized within **RAJA Spain**. The children of certain team members took part in this competition on the theme of equality.



CSR INITIATIVES AT RAJA POLAND



Support for Associations

In 2022, **RAJA Poland** supported around ten associations as well as the RAJA-Danièle Marcovici Foundation for a total amount of **€50,862**.



Pomoc kobietom i dzieciom ukraińskim



Akcja „Kobiety i Środowisko”



Pomoc Ukrainie



Pomoc bezdomnym



Pomoc muzeom ukraińskim



QUALITY EXCELLENCE OF THE RELATIONSHIP AND SERVICE TO OUR CUSTOMERS

Meeting our Customers' Expectations

In France, **RAJA, BERNARD, CENPAC, JPG** and **WELCOME OFFICE**, 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 our team members. 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.

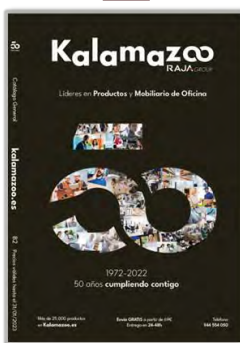
- ▶ Free delivery on purchases over €200 / €250
- ▶ 250 000 products available in stock
- ▶ The assurance of quality products
- ▶ The guarantee of stable prices over a period of 6 months
- ▶ Quantitative degressive discounts
- ▶ “Satisfied or refunded” guarantees



Our commitments and customer culture are disseminated by our marketing and sales teams in direct contact with our customers and via all our sales media. With our catalogues and websites, we distribute precise, rich and detailed product information to facilitate customer choice. They allow us to communicate our commitments and our ability to provide a unique quality service in our market. We have chosen to produce all our media by our internal teams, and we have an integrated photo studio which guarantees us control over the quality of our visuals.

Paper Materials

To provide complete product information, we use paper in different forms. The general catalogue presents the completeness of the offer with detailed product information and numerous visual products in use for better understanding. Specialised catalogues allow customers to discover product worlds that complement packaging and help them group their purchases together (one stop shop).

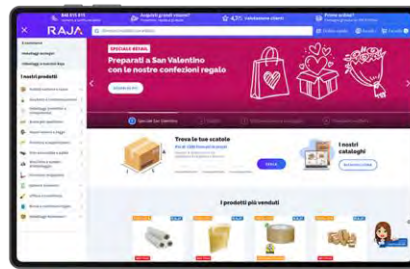




A Unique Web Experience



RAJA



bernard

JPG

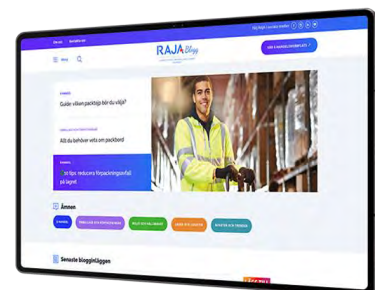
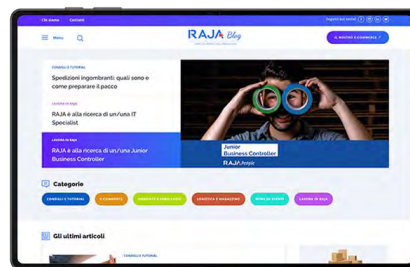
Kalamazoo



MONDOFFICE

The quality of our websites, in terms of presentation of the product offering and its functionalities, allows our Internet customer to have a seamless experience. We have developed many features over time:

- ▶ Algolia search engine
- ▶ Online quote
- ▶ Product comparison
- ▶ Stocks in real time
- ▶ Order tracking
- ▶ Voice search
- ▶ Etc.



To support its customers, the RAJA Group has developed blogs with expert content on the Environment, Safety, Eco-responsibility, good practices, etc. In 2022 more than 100,000 customers visited the RAJA blog available in 16 languages.

OUR CUSTOMERS GIVE US THEIR OPINIONS

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



Group's Entities		Platform	Rating 2021	Rating 2022
	RAJA France	eKomi	4,5/5	4,6/5
	BERNARD	★ Trustpilot	3,9/5	4,1/5
	CENPAC	eKomi	4,5/5	4,5/5
	JPG	★ Trustpilot	4,3/5	4,3/5
	WELCOME OFFICE	eKomi	4,4/5	NC
	RAJA Germany	eKomi	4,5/5	4,4/5
	UDO BÄR		4,66 / 5	4,49/5
	VIKING	★ Trustpilot	4,4/5	4,4/5
		4,66/5	NC	
	RAJA Austria	eKomi	4,6/5	4,8/5
	VIKING	★ Trustpilot	4,5/5	4,5/5
			4,68/5	NC
	RAJA Belgium	eKomi	4,4/5	4,6/5
	BERNARD	★ Trustpilot	NC	4,2/5
	RAJA The Netherlands	eKomi	4,3/5	4,4/5
	VIKING	★ Trustpilot	3,9/5	3,9/5
			4,13/5	

Group's Entities		Platform	Rating 2021	Rating 2022
	RAJA Norway	★ Trustpilot	NC	4,5/5
	RAJA Poland	eKomi	4,7/5	4,8/5
		CENEO.pl	NC	5/5
	RAJA Portugal	eKomi	4,4/5	4,3/5
	RAJA Sweden	★ Trustpilot	4,3/5	4,5/5
	RAJA Switzerland	eKomi	4,8/5	4,7/5
	RAJA Slovakia	eKomi	4,8/5	4,8/5
	RAJA Czech Republic	eKomi	4,8/5	4,7/5
	RAJA United Kingdom	★ Trustpilot	4,0/5	4,4/5
	MORPLAN	★ Trustpilot	NC	4,4/5
	VIKING	★ Trustpilot	4,0/5	4,1/5
		4,30/5	NC	
	RAJA Spain	eKomi	4,5/5	4,7/5
	KALAMAZOO	★ Trustpilot	4,6/5	4,5/5
	RAJA Hungary	-	NC	NC
	RAJA Italy		4,7/5	4,7/5
	MONDOFFICE	★ Trustpilot	4,4/5	4,4/5
	RAJA Denmark	★ Trustpilot	4,4/5	4,6/5

CUSTOMERS RELATIONS CENTRES AND SALES DEPARTMENTS

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.

PRICES & AWARDS

In 2022, the subsidiaries of the RAJA Group obtained several awards in the field of customer relations and e-commerce.

Customer Service of the Year Award



On November 17, 2022, in Paris, the "Elected Customer Service of the Year" award in the "business supplies and equipment" category was awarded to 2 subsidiaries of the RAJA Group.

With the overall score of 16.77 out of 20, higher than the average of the winners (16.29). Telephone reception (17.6), Internet navigation (17.2), social networks (18.2) and chat (19) were particularly well rated, RAJA France obtained 1st place, a distinction already obtained twice, in 2015 and 2017. CENPAC obtained the 2nd place.



Organised by Viséo Customer Insights since 2007, the Customer Service of the Year Election aims to measure and rank the quality of customer services of French companies. The 2023 awards list is based on mystery surveys lasting approximately eight weeks, carried out from May 9 to July 2, 2022. Telephone calls, emails, chats, browsing the websites and social networks of candidate companies, the Michelin guide for the service customer has not neglected any means of appreciation.



BeCommerce Sustainability Award



On October 20, 2022, the BeCommerce Awards were presented, according to annual custom. BeCommerce, the Belgian e-commerce federation, rewards the best online stores in different categories. In the “sustainability” category, **RAJA Benelux** won the most coveted trophy.

The BeCommerce Awards were awarded based on a complete application, an interview between the candidates and a professional jury, and votes from the public. During this seventeenth edition, it also became clear that sustainability plays a major role in the success of an online store. Companies that innovate in this regard and have a clear focus on sustainability have won awards.



For the important “Sustainability” category, this year’s award went to **RAJA Benelux**: “As a European specialist in the distribution of packaging, office supplies and warehouse equipment, RAJA excels in its innovative solutions and eco-friendly alternatives for doing business sustainably”. **RAJA Benelux** convinced the jury with its dossier and its high number of public votes.

Netcomm Award



The price for excellence and innovation in e-commerce in Italy was awarded in September 2022 to **MONDOFFICE**, the subsidiary of the RAJA Group specialising in office supplies and furniture.



The award created by Netcomm promotes and rewards the most innovative projects in the field of e-commerce at the national level.

CMMC Awards

MONDOFFICE



In October 2022, **MONDOFFICE** was rewarded during the CMMC Awards ceremony (prices awarded by the club of the same name which represents Italian companies with integrated call centres) with two awards.

The “Youth Project” award which rewards companies that know how to give space to young people (and young women) and promote their professional growth and the “Digital Customer Service” award which rewards the commitment of our Italian subsidiary to being an increasingly omnichannel company which has seen us add innovative features for customer support.

Deutscher B2B Award



For the second consecutive year, the German Society for Consumer Research (DtGV) has recognised **RAJA Germany** as the most customer-friendly company in the packaging materials sector. **RAJA Germany** achieves the highest possible customer satisfaction through its extensive range of services at the highest level: a wide product range, constant product availability, a user-friendly e-commerce site and sound advice from experts.

Chip Leading Shops Award



Our subsidiary **VIKING** in Germany obtained the Chip Leading Shops Award which rewards the level of trust and quality of e-commerce (compliance with mandatory legal requirements, but also and above all the practical advantages for buyers).

Top Shop & Trend Shop Awards



VIKING also received 2 awards from Computer Bild and Statista magazine, which voted for the best e-commerce sites in Germany.

The German **VIKING** website was awarded for its clarity, user-friendliness and level of security.

“Forbes Diamonds” Ranking



Forbes Diamonds is an annual ranking of companies that have most effectively increased their value over the past three years. This confirmation of the strength, the ability to create value and the quality of the brand and the company is particularly important. Our subsidiary **RAJA Poland** was one of the winners of this prestigious ranking.



« Industria Felix » Award



RAJA Italy received the “Industria Felix” award, promoted by Cerved Group Spa, which examined no less than 800,000 Italian companies, rewarding only 160 of them for their financial performance, rewarding their solidity and high organisational performance.

Quality of Service

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. Guaranteeing customer satisfaction is the first pillar of our Quality Policy. The values that RAJA team members defend daily are as follows:

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

Quality of service is monitored via service level indicators as follows:

- ▶ 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 in the integrated QSE Management System, during process reviews, with an assessment of the past year and planning of objectives for the coming year. Like any ISO 9001 management system, the Quality system of RAJA subsidiaries is based on continuous improvement. The analysis of statistics makes it possible to identify proven or potential malfunctions, and to implement the necessary curative, corrective and preventive actions. Action plans are managed with all the **RAJA Group**'s businesses.

Promotion of Sustainable Consumption

SUPPORT FOR 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



Infographics

Packaging is essential to protect, transport, ship or correctly present all the products we consume. It is by promoting a circular economic model, avoiding overpackaging 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 infographics on the following topics:

- ▶ 5-Rs of Packaging (Reduce, Reuse, Replace, Renew, Recycle)
- ▶ Waste (Management, Selective Sorting & Recycling)



Blogs RAJA

On each of the merchant sites of its **parent company and its subsidiaries, RAJA** provides its customers with articles, to support them in choosing eco-friendly solutions as part of their activities.



Eco-responsibility has become a major concern, both for consumers and for businesses themselves. Driven both by legislation in this area and by an ecological emergency that continues to grow, everyone must find eco-responsible practices to apply on a daily basis.



ECO-RESPONSABILITÉ & ENVIRONNEMENT

C'est quoi, l'économie circulaire ? Comment l'intégrer à votre stratégie logistique ?

#eco-responsabilité #emballage

🕒 7 min lecture | 21 juin 2022



ECO-RESPONSABILITÉ & ENVIRONNEMENT

5 enjeux de la logistique verte (et les clés pour une supply chain plus responsable)

#eco-responsabilité #logistique

🕒 7 min lecture | 06 juin 2022



ECO-RESPONSABILITÉ & ENVIRONNEMENT

Le guide complet du recyclage des emballages | RAJA

#eco-responsabilité #emballage

🕒 6 min lecture | 27 avril 2022



ECO-RESPONSABILITÉ & ENVIRONNEMENT

Tout comprendre sur le recyclage du plastique | RAJA

#eco-responsabilité #emballage

🕒 8 min lecture | 27 avril 2022



ENVIRONMENT AND PACKAGING

Innovations in Protective Packaging and Waste Reduction

#eco-friendly #environmental packaging

🕒 7 min read | 17 February 2022



ENVIRONMENT AND PACKAGING

The Plastic Packaging Tax: What does it mean for you?

#eco-friendly #reduce plastic

🕒 7 min read | 02 February 2022



MEDIO AMBIENTE & EMBALAJE

¿Por qué escoger embalajes reciclados?

#cajas de cartón #consejos

🕒 5 minutos de lectura | 07 diciembre 2022



MEDIO AMBIENTE & EMBALAJE

Embalaje monomaterial: una solución sostenible para tus pedidos

#cómo embalar #consejos

🕒 5 minutos de lectura | 27 mayo 2022



E-COMMERCE

Lucht in verpakkingen: 5 tips om het te vermijden

#brievensuverpakking #compact verpakken

🕒 7 min. leestijd | 14 november 2022



E-COMMERCE

Papieren verzendzakken van A tot Z

#antistatische verpakking #brievensuverpakking

🕒 5 min. leestijd | 19 oktober 2022



ECOLOGISCHE OPLOSSINGEN

Papieren opvulchips: de nieuwste innovatie om te verpakken

#beschermmateriaal #ecologische producten

🕒 6 min. leestijd | 28 september 2022



ECOLOGISCHE OPLOSSINGEN

5 papieren alternatieven voor plastic verpakkingen

#beschermmateriaal #ecologische producten

🕒 7 min. leestijd | 01 juni 2022

Animation of Webinars & Participation in Conferences

During 2022, several Webinars were organised and put online on the resource centres of the websites to raise awareness and inform our customers and prospects about eco-responsibility, the evolution of the regulatory context and good practices to adopt to reduce the impact of their activities on the Environment. The **subsidiaries of the RAJA Group** also participate in conferences on eco-responsibility during trade fairs.

More environmentally friendly packaging solutions

The growing sensitivity of consumers and industries to environmental concerns is accelerating the growth of the eco-friendly packaging market.

Continuing what was done in 2021, 3 trends are emerging on new consumer expectations around eco-friendly packaging in 2022:



- ▶ A return to nature with packaging made from bio sourced materials that are safe for humans and nature.
- ▶ Mono-material packaging, much easier to recycle, 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 bio sourced 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

Guides & White Books

Whether on their merchant site or on their blog, the **RAJA “Packaging” subsidiaries** provide their customers with guides and white papers on the theme “Eco-Responsibility & Environment” to support them in their approach.



Compliance with the AGECE Law

The Anti-Waste Law for a Circular Economy (AGECE) intends to accelerate the change in production and consumption models to limit waste and preserve natural resources, biodiversity and the climate.



Better Inform Consumers

The ecological transformation of our economic and social model requires a change in consumer behaviour and this change is based on better information. Such information makes companies more accountable for the environmental quality and sustainability of their products and services. It is this virtuous circle of information transparency which is reinforced in the law.

The Triman logo was made mandatory on January 1, 2022, it is indicated on the product, its packaging, or on the documents provided with the product and will be accompanied by information on the gesture specific to each type of sorting product.

The Triman logo does not mean that the waste necessarily goes into the recycling bin. This logo means that the waste is subject to a sorting rule (return in store for electrical and electronic equipment, specific terminals for batteries, yellow bin for packaging, etc.).

Thus, at RAJA, a new printing charter for packaging to better highlight their eco-responsible characteristics and information sorting instructions has been put in place.

The new baseline “Made for a better planet” highlights eco-responsible values and promotes RAJA’s eco-responsible purchasing policy: purchase of FSC products, % of recycled materials included in the product, recyclability and sourcing in Europe.

To communicate with its customers about the sorting and recycling instructions applicable to their place of residence or within their company, RAJA has created a QR Code expressed in several languages, throughout Europe.



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.

Like the RAJA “Packaging” companies, **CENPAC** adheres to the concept of the 5Rs of packaging:

- ▶ 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 and involving elements for all businesses. Its role is much broader than that of product protection. It helps to strengthen the identity and image of a brand



ENSEMBLE, CONSTRUISONS L'EMBALLAGE DE DEMAIN

Agissons éco-responsable !

RSE La responsabilité sociale des entreprises (RSE) est devenue un levier d'action et un positionnement incontournable pour les sociétés.

Depuis 2019, toutes les entreprises françaises doivent « prendre en considération » les enjeux environnementaux et sociaux dans la gestion de leurs activités (Loi Pacte).

2/3 En France, près de deux tiers des consommateurs (65%) choisissent d'acheter une marque en fonction de ses prises de position. Source: Eitan Edelman, Earned Brand, 2018

44% des français considèrent qu'il est de la responsabilité des entreprises d'agir efficacement vis-à-vis de l'environnement. Étude IFOP - Février 2020

70% des entreprises sont conscientes qu'elles doivent devenir sociétales, seules 30% des organisations ont mis en œuvre de réelles actions. Source: Deloitte, Tendances RH 2018

L'emballage est un élément essentiel et impliquant pour les entreprises. Son rôle est bien plus vaste que celui de la protection du produit. Il participe à renforcer l'identité et l'image d'une marque.

De nos jours, la sensibilité aux préoccupations environnementales est de plus en plus présente aussi bien chez les consommateurs que pour les entreprises. Cette prise de conscience incite les entreprises à innover et à adopter de nouvelles stratégies d'emballage visant à réduire leur impact environnemental.

CENPAC raises awareness among its customers of the importance of innovating to respond to all their environmental and eco-responsibility concerns which are increasingly present both for the issuing company and for end consumers.

The anti-waste law for a circular economy aims at the development of reused packaging, the reduction and recycling of single-use plastic packaging as well as better consumer information.



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.



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.

On its blog, **BERNARD** communicates best practices to its customers.

Nous informons, nous conseillons

Sur www.bernard.fr, le blog 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](#)



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](#)

Also present on the **JPG** site, a store dedicated to eco-responsible products (presence of an eco label and/or a composition partly made from recycled materials).

Nos produits éco-responsables

Une sélection de produits raisonnés à prix raisonnable

FOURNITURES DE BUREAU

MATÉRIEL D'ÉCRITURE

HYGIÈNE ET ENTRETIEN

MOBILIER ET AGENCEMENT

PAUSE ET ALIMENTATION

EMBALLAGE ET EXPÉDITION

MATÉRIEL INFORMATIQUE

Fournitures de bureau

Les meilleures ventes de cette catégorie [Voir tout \(1.027\)](#)

WW - 70982-00J - RAJA Ciseaux ambidextres en plastique 100% recyclé ...

WW - 13567-00J - Exacompta Parapheur direction A4 PVC - 20 divisions - Noir

WW - 31587-00J - Clairefontaine Cahier à spirale Metric 17 x 22 cm ...

WW - 96144-00J - REY Papier A4 blanc Office - 80g - Ramette de 500 feuilles

WW - 02199-00J - Rocketbook Core Cahier à spirale connecté réutilisabl...

On its web site, our subsidiary **KALAMAZOO** offers its customers the possibility of connecting to a portal on which several guides have been posted online to support them in their eco-responsible approach. Advice and tips are provided by experts.



Tips for Sustainable Consumption and Responsible Recycling



The benefits of responsible recycling are countless: reducing the amount of waste, avoiding the deterioration of the planet due to overproduction, helping to reduce global consumption of electricity, raw materials and natural resources such as water, oil or oil.

The objective result is to preserve natural resources, reduce pollution and save energy.

Good Environmental Practices Guide

KALAMAZOO also provides its customers with a Guide to Good Environmental Practices which are both useful, simple to implement and low cost.

These good practices consist of:

- ▶ Reducing the consumption of energy resources
- ▶ Reducing the generation of waste and facilitate their reuse
- ▶ Minimising the environmental effect of atmospheric emissions
- ▶ Improving the company's competitiveness
- ▶ Improving the company's image among customers and employees

MONDOFFICE

On its website, our subsidiary **MONDOFFICE** offers its customers the opportunity to connect to the knowledge centre to provide them with advice on sustainable consumption.



Il materiale ho.re.ca eco-friendly firmato Mondoffice

Hotellerie, Ristorazione, Catering ed eventi: il materiale ho.re.ca. eco-friendly firmato Mondoffice ti accompagna in tutti questi settori nel segno della sostenibilità ambientale. Scopri i prodotti monouso e i migliori articoli compostabili per la tua attività commerciale. Difendi anche tu l'ecosistema e proteggi le generazioni future. L'ecosostenibilità firmata Mondoffice Da oltre 30 anni siamo leader nella fornitura di prodotti e servizi per gli ambienti di lavoro. Ma c'è molto altro. La nostra etica è orientata alla sostenibilità ambientale. Le nostre proposte commerciali riflettono scelte ispirate alla transizione ecologica, con prodotti tecnologici ricondizionati. Ad esempio, cancelleria realizzata mediante i processi della...

[Leggi tutto](#)

Protection of our Customers' Health & Safety

SAFETY OF PRODUCTS INTENDED FOR SALE

Compliance with Standards, Directives and Regulations

The Health and Safety of our customers is an important concern, it is in this context that all suppliers of products intended for sale distributed by RAJA Group's subsidiaries of the are obliged as part of their reference to sign the Responsible Purchasing and Sustainable Development Charter.

The Supplier Code of Conduct annexed to this charter mentions the standards, directives and regulations that suppliers must respect to guarantee the conformity of their products.

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

Safety Data Sheets (SDS) containing data relating to the properties of a chemical substance concerning risks and dangers, are made available to customers upon simple request from the sales or product quality teams. Some of our subsidiaries offer them in a downloadable version directly from their website.

REACH Compliance Certificate

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 their website.

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 (DGCCRF) 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).



SOCIAL AND HUMAN RIGHTS

Group Human Resources Policy

We have identified human capital as a strong issue in our mapping of CSR issues. Indeed, to support our growth and to remain a leading player in our sector with a differentiating quality of service, we must constantly evolve our strategy and anticipate the evolution of our businesses, our methods and our tools.

Our Human Resources policy was focused on supporting the attractiveness of new external skills, on the adaptation and development of our internal skills, and on employee retention and until then was structured around commitments to integration, skills management, promotion, internal mobility and annual performance evaluation.

In 2022, a Group Human Resources policy was formalised and applies to all **RAJA Group entities**, 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



Team Members' Health & Safety

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT

Health & Safety Awareness

Safety Welcome Booklet & E-Learning Sessions

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

- ▶ Emergency Response Plan
- ▶ Risk prevention
- ▶ Internal & external H&S trainings
- ▶ Rules specifically 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 to move around the site and perform their tasks in complete safety.

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



Integration Day

In **RAJA France**, this project could not be initiated in 2021 given the health crisis, it was postponed to 2022.

During this integration day, new team members are introduced to health & safety rules, followed by a tour of the distribution centre.



Poster Campaign & Instructions

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

Occupational Health & Safety Training

All RAJA Group entities provide training in Health & Safety at Work. These training courses are carried out in different ways, but all aim to preserve the Health and Safety of the Group's team members.

Health & Safety Training at the Workstation

In addition to providing the QHSE welcome booklet to new arrivals, Health & Safety training is provided to all new team members working in the logistics warehouse. This training at the workplace is provided by the Manager and by the HSE representative for all matters relating to the Safety rules applicable in the Warehouse.

Workstation 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 specialising in risk prevention.

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

Job-Related Safety Training

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 RELATED 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.

Safety Training Provided Internally

Within the parent company, **RAJA France**, several safety-related training courses are provided internally:

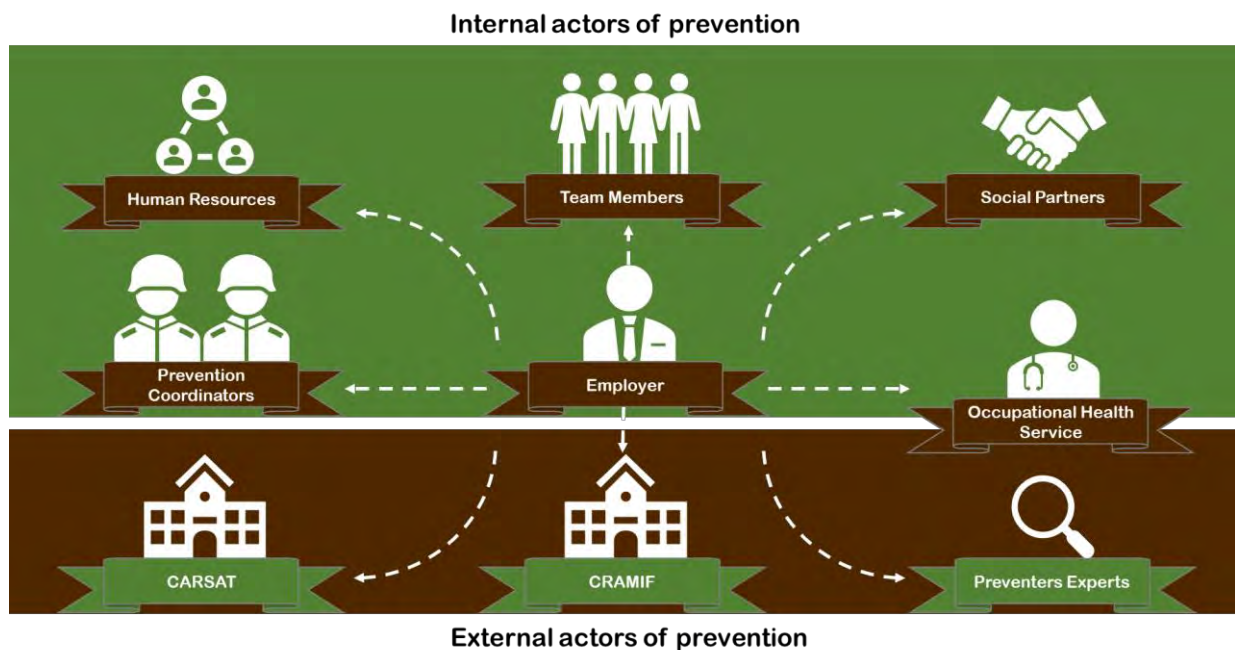
- ▶ Emergency Response Plan
- ▶ First Aiders
- ▶ Extinguishers' Handling (theory)
- ▶ Line leaders & Line controllers
- ▶ Personal Protective Equipment
- ▶ Ergonomics at work
- ▶ Occupational risk assessment
- ▶ Hazardous & Chemical Products Management
- ▶ Road Risk & Eco-Driving

In **certain subsidiaries of the RAJA Group**, this safety training is provided by approved organisations.

OCCUPATIONAL RISK ASSESSMENT

Occupational Risk Assessment Training

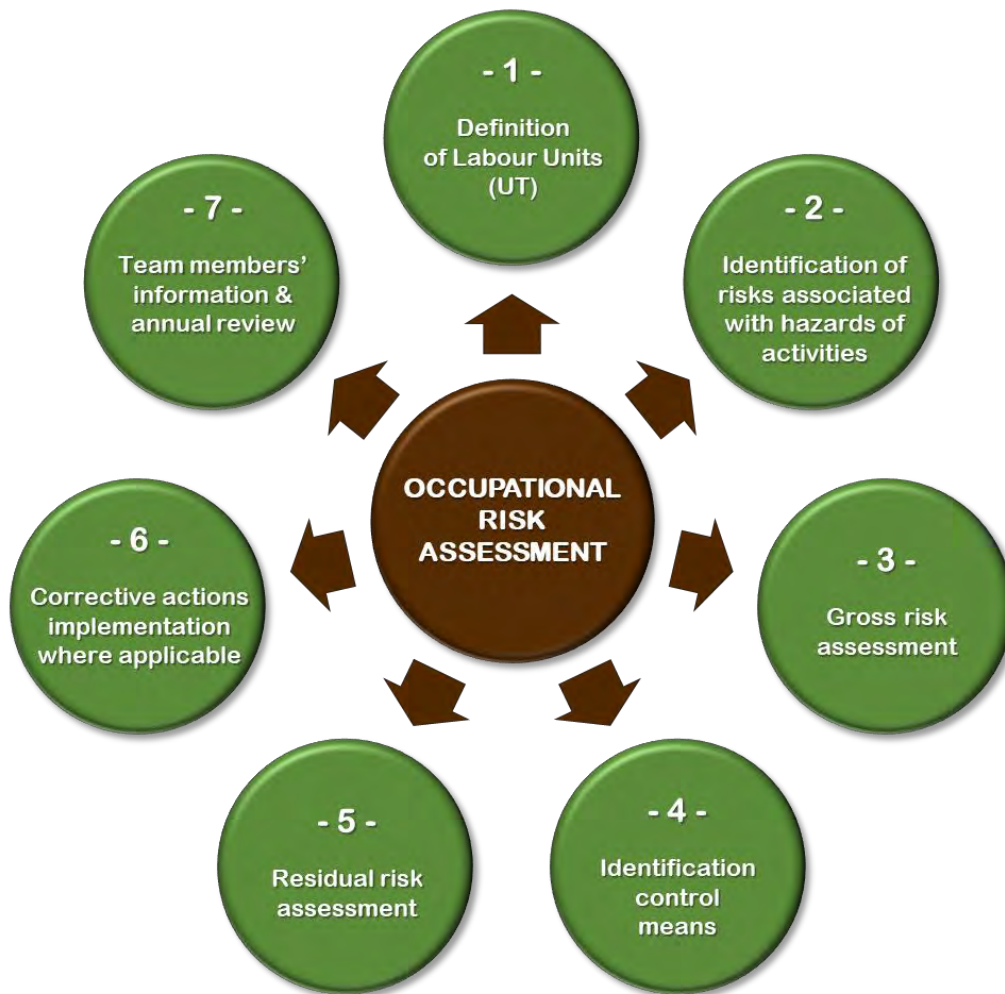
Internal prevention stakeholders have been trained in the risk assessment methodology and are involved in its implementation.



Involvement of Team Members in Occupational Risk Assessment

For this risk assessment to be as efficient and representative as possible, working groups aimed at involving team members have been set up to allow a participatory approach and for each person to feel concerned and to be able to contribute to improving conditions. work if applicable.

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)

Continuing what was done in 2021, several actions were carried out in 2022 to prevent Musculoskeletal Disorders (MSD):

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
- ▶ Gestures & Postures training followed by team members performing manual handling, carrying loads and repetitive gestures

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 organisation 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 team members 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 in French subsidiaries only
- ▶ 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.

Within the parent company **RAJA France**, an action plan was deployed following the update of the Single Document. In 2023, an Annual Program for the Prevention of Professional Risks and Improvement of Working Conditions (PAPRIPACT) will be presented to Staff Representative Bodies.

OCCUPATIONAL HEALTH

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 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, 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

In **all RAJA Group's entities**, 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 60 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.

This is particularly the case within **RAJA Spain** which has set up a private mutual insurance company for employees and members of their families.



Flu Vaccination

Flu vaccination 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

Accidentology 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:

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

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

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 team members.

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 allocation of days or half-days off for 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 subsidiaries **CENPAC** and **JPG** offer 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 as follows:

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

Our subsidiary **RAJA Italy**, following Italian regulations, pays its employees a 14th month which is paid in December.

RAJA Italy has adopted a global remuneration policy which includes a collective company bonus on the overall results of the company, a pension plan thanks to which team members can benefit from 500 € of goods and services and finally a quantitative and qualitative individual bonus diversified according to the department to which it belongs. Note that a growth plan was shared with team members in 2022, with a new economic and contractual positioning, promoting career development and maintaining a high level of commitment.

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.

Working Time = 37 Hours	Working Time = 35 Hours
 Increase to be Applied 	
<ul style="list-style-type: none">▶ 25% beyond the 37th hour and up to the 43rd hour▶ 50 % from the 44th hour	<ul style="list-style-type: none">▶ 25% beyond the 35th 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.

Private Nurseries Network

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 nursery no longer concern only seniority but also family quotient, family situation, etc.



RAJA Italy also partners with the "Un Fiocco in Azienda" project which allows women to obtain various benefits and services during maternity, also accessible to fathers, to further advance the concept of parenthood. This is a program intended to help both parents to experience pregnancy and parenthood peacefully, as well as to facilitate their return to work. Among the services offered, there is the possibility of requesting facilitated working time, with part-time work until the child's third year, post-natal services, the mother of tomorrow bonus, the nursery and baby bonus, and the rest of the time for breastfeeding.

Furthermore, in 2022, all team members, men and women, who took parental leave returned to work and are still employed by the company 12 months after their return, which is an important factor in the long-term positive impact end of this initiative.

FLEXIBLE ORGANISATION OF WORK

Home Office

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 (DUER).

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 organisation 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.

In 2022, **RAJA Benelux** has implemented a policy on flexible working hours to guarantee the well-being and work-life balance of its team members by giving them, as far as possible, the possibility of choosing the start and end time of the working day.

By developing this flexible working policy, **RAJA Benelux** wanted to create a framework allowing its team members to work flexible hours on a voluntary basis.

EXCHANGES WITH SOCIAL PARTNERS

Health, Safety & Working Conditions Commission (CSSCT)

In the Group's French subsidiaries (**RAJA France**, **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.

Our French subsidiary **BERNARD**, due to its headcount, does not have this body, however the members of the CSE have followed the Health, Safety & Working Conditions training and 4 meetings per year are held on these subjects as provided for by legislation. in force.

The Health, Safety & Working Conditions Commission or the CSE must be informed:

- ▶ 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 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, particularly 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 organised 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 team members 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 (QLW) 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
- ▶ Communication & conflict management
- ▶ Adapting to change
- ▶ Psycho-emotional well-being
- ▶ Prevention of musculoskeletal disorders
- ▶ Food & nutrition
- ▶ Ergonomics at the workstation & at home
- ▶ Sleep and rest
- ▶ Prevention of cardiovascular disorders
- ▶ Smoking cessation

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.



Organisation of Sports Events

Several of our subsidiaries organise sporting events to promote sport and team spirit.

In 2022, **RAJA Italy** entered into an agreement with the Valtidone Padel centre, within this framework, the internal initiative RAJA Plays padel was promoted to all employees.

The initiative included trial lessons for those who wanted to tackle the discipline and a company tournament.



RAJA Benelux has obtained the “Sports Company” 2022-2023 label and has organised and/or participated in several sporting events (football tournament and race).



RAJA UK has also participated in numerous sporting events to support various associations.



► The teams from the different departments have committed to taking more than 10,000 steps per day

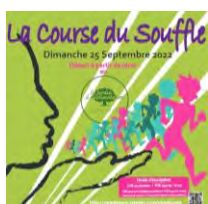


► The “RAJA Ramblers” climbed Mount Snowdon in Wales



► “RAJA Runners” completed the London Marathon in support of Garden House Hospice

The Management of **RAJA Germany** motivates its team members to participate in sporting events. It is in this context that a RAJA-“B2Run” team is to carry out walks and races in Karlsruhe as part of a charitable approach.



In September 2022, several team members of **JPG** took part in the Course du Souffle in support of the fight against cystic fibrosis, the first genetic disease of childhood.

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”

For the 1st time in 2022, **RAJA Germany** has organised a “Health Day” for its team members. At the office building in Ettlingen RAJA offered workshops on healthy nutrition, mental health, stress reduction as well as an eye screening, body fat measurement, e-bike testing, smoothies and other information on how to stay healthy.



RAJA Spain organised a conference on the prevention of breast cancer and colorectal cancer.

This conference, given by specialist doctors, was attended by all team members.

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
- ▶ Noise measurements carried out by an ergonomist
- ▶ The implementation of Segways to facilitate movement in the warehouse

Support to Team Members

Our subsidiary **RAJA United Kingdom** offers its team members a range of e-learning sessions available on the dedicated platform on the following themes:

- ▶ Stress
- ▶ Home Office
- ▶ Time management
- ▶ Various other topics related to well-being

As part of a team members assistance program, workplace first aiders specialising in mental health assist team members with:

- ▶ Stress and anxiety
- ▶ Bereavement
- ▶ Relationship advice
- ▶ Tenancy and housing concerns
- ▶ Financial Well-Being
- ▶ Alcohol and drug issues
- ▶ Family issues
- ▶ Childcare support
- ▶ Medical information
- ▶ Consumer issues

Within the parent company, **RAJA France**, team members can meet the social worker who is on duty on the site once a month.

Mobility Plan

Our subsidiaries **VIKING Germany**, **RAJA Benelux** and **RAJA Germany** offer their team members the opportunity to rent bicycles at a preferential rate. This opportunity is regularly communicated to increase the number of users and encourage workers to use a bike to go to work or shopping instead of a car.

Pleasant Workplaces

All RAJA Group's subsidiaries 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.

Between 2022 and 2024, the head office of **RAJA France** and RAJA Group will be renovated, including the expansion of spaces dedicated to RAJA Sport and more user-friendly catering spaces as well as modified workspaces adapted to the needs of the different departments.

Annual Satisfaction Surveys

Each year, the Facilities Management 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 2022, the score obtained was 8.3/10. 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 **JPG** also organises an employee engagement survey every 2 years. The next one will take place in 2023. At the end of the analysis of the results, an action plan is put in place.

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.

RAJA Germany has started to implement a bi-annual satisfaction survey to analyse the mood and well-being situation in the company to set up an improvement and training plan.

Internal Events

Throughout the year, moments of conviviality and sharing were organised in **all the Group's subsidiaries** team members:

- ▶ Happy New Year Ceremony
- ▶ Online sport course during lunch break
- ▶ Gifts offered for Easter, Women's Day and Christmas
- ▶ Organisation of "After Work"
- ▶ Summer and Christmas party
- ▶ Huge company advent calendar
- ▶ Annual Conventions

RAJA Art Collection

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 recognised 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

WORK COUNCILS

Not all the Group's European subsidiaries have a committee of elected staff representatives; however, substitute bodies have been put in place.

Notably within **RAJA United Kingdom**, 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 Germany** and **RAJA Benelux** 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 **most RAJA Group entities**. Union delegates have the mission of:

- ▶ 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 Germany and **RAJA Benelux** 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, particularly 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

The recruitment policy of **RAJA Group subsidiaries** is structured around several key principles:

- ▶ Culture and respect for RAJA's values: We want to establish long-term relationships with our team members, 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.

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 2022.

SKILLS DEVELOPMENT & ADAPTATION

Annual Evaluation Interviews & Professional Interviews

Annual Evaluation Interviews

The annual evaluation interviews are carried out in all the RAJA Group's subsidiaries 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 **RAJA 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 2022, 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 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 the use of subcontracting and outsourcing, the skills necessary for the development of the **RAJA Group's subsidiaries** are first sought internally, and all job offers are communicated on the intranet and displayed on the signs provided for this purpose.

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

Promotion helps build team loyalty, develop skills and employability but also guarantees the sustainability and transfer of our know-how.

Promotion of Talents

The notion of “promoting talent” to recognize their commitment was materialized within **RAJA United Kingdom** by the presentation of the prestigious “Extra Mile Award” to team members. who have shown continuous effort in doing or achieving something above what is expected.



Diversity, Discrimination and Harrassment

DIVERSITY CHARTER

In 2022, for the 8th 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 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 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 headcounts. 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, 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.



LABEL COMPANY COMMITTED TO DIVERSITY



In 2022, for the year 2023, **RAJA France** was distinguished by the editorial staff of Capital in the “Wholesale trade” sector of activity, based on a double survey combining an online survey carried out with a panel of 25,000 employees and analysis of key indicators published by companies reflecting their diversity policy.

FIGHT AGAINST DISCRIMINATIONS

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 RAJA Group** are particularly aware of the fight against gender discrimination, respect for equal pay, equality during recruitment and equal promotion, 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.

At **RAJA United Kingdom**, all team members must follow training on the following topics:

- ▶ Listening with empathy
- ▶ Unconscious Bias
- ▶ Gender Identity

In June 2022 **RAJA United Kingdom** ran a month of activities, educational updates and e-learning to support PRIDE month and understanding of the LGBTQ community while raising money for Gallop.



RAJA Benelux has implemented the neutrality policy which is included in the internal regulations. Employees scrupulously and unconditionally respect the rules in force within the company regarding neutrality, with a view to preserving a peaceful and tolerant workplace.

Team members are expected to behave religiously, politically and philosophically neutral in the workplace and towards third parties with whom they come into contact on behalf of the company. They must also respect this neutrality in their clothing. They are therefore prohibited from wearing visible signs of their political, philosophical or religious beliefs in the workplace and/or from demonstrating any ritual that may result therefrom.

RAJA Benelux has also put in place a plan for the employment of seniors. The objective of the Belgian government is to maintain or increase the number of workers aged 45 and over in companies.

Furthermore, the employment plan for older workers is also inspired by economic and welfare motives. Good policies for older workers can prevent health problems and absenteeism. Additionally, an employment plan for older workers can also help prevent production losses, retain expertise within the organisation and avoid staff shortages.

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, the **French subsidiaries of the RAJA Group** obtained the scores below:

- ▶ RAJA France: 92/100
- ▶ BERNARD: 90/100
- ▶ CENPAC: 81/100
- ▶ JPG: 94/100



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 subsidiaries **CENPAC**, **BERNARD**, **KALAMAZOO** and **RAJA Germany** 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 of **RAJA France**. 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.

This campaign paved the way for recognition of the status of “disabled workers” for several employees already present in our teams. An allocation of €300 in CESU checks has again been organised in 2022 and will be organised every year for any person 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.

Detachment of People with Disabilities on Site

RAJA Benelux and BEWEL have been working together effectively for years. A collaboration which was strengthened in 2022 with a permanent team of professionals who assist the RAJA teams internally.

These people seconded to the site carry out packaging and repackaging work and affix stickers to certain products.



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 company or in policies of the **various subsidiaries of the RAJA Group**.

Referrals for 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.

The procedure governing this system for **RAJA Group's subsidiaries** was updated at the end of 2022 and distributed at the beginning of 2023 to adapt it to the new European directive on the protection of whistleblowers.

For receiving and processing reports, an external and secure platform, the Integrityline© tool (<https://raja.integrityline.org>), is available to all RAJA team members, as well as to its customers, suppliers and other stakeholders.

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.

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

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.



RAJA 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 everyone 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.

SUSTAINABLE PROCUREMENT

Responsible Purchasing & Sustainable Development Charter

Sustainable Development is about meeting the needs of the present without compromising the ability of future generations to meet their own needs. Corporate Social Responsibility (“CSR”) consists of implementing the principles of Sustainable Development at the level of a company. CSR harmoniously reconciles the following 3 pillars: economic profitability, social and environmental equity. It translates into the company's desire to take responsibility for the impacts of its decisions and activities on society and the environment and to report on them.



The **RAJA Group** is fully committed to Sustainable Development and has positioned Corporate Social Responsibility as a major strategic issue. Established in 19 European countries (France, Germany, Belgium, Netherlands, Luxembourg, Switzerland, Austria, Spain, Portugal, Italy, Denmark, Sweden, Norway, Poland, Czech Republic, Slovakia, Hungary, United Kingdom, Ireland), **RAJA France** has joined the United Nations Global Compact, thus confirming its desire to comply with the 10 Principles defined by the UN.

Responsible for choosing suppliers and the product offering, the Purchasing function is an essential component of the RAJA Group's Sustainable Development policy. Formed as a European Purchasing Centre and supplemented by local purchasing teams located as close as possible to our partner-suppliers, the Purchasing Department of the **RAJA Group** is committed to:

- ▶ Guarantee our customers impeccable product quality and service quality
- ▶ Play a leading role in the ecological transition by constantly improving our range of eco-friendly products and reducing the impact of their delivery, in partnership with our suppliers
- ▶ Ensure proper compliance with environmental regulations applicable to its activity
- ▶ Guarantee ethical and responsible business conduct and fight corruption by implementing an anti-corruption programme
- ▶ Encourage our suppliers to commit to a CSR approach and obtain certifications meeting the most demanding international standards (ISO 14001 standards and equivalents, EcoVadis certification or equivalent; Science Base Target, etc.)

To clarify our expectations, share our commitments and deploy good CSR practices as widely as possible, we ask all our suppliers to co-sign our Sustainable Procurement Policy. This is an essential prerequisite before any supplier referencing. The implementation of a real CSR approach, even progressive, is a selection criterion as important as our requirements for quality, service and costs. This charter constitutes an inseparable part of our Referencing Agreement: it is the subject of a specific contractual clause and is attached as an annex to the Agreement.

By adhering to this Policy and the accompanying Code of Conduct, our suppliers undertake to respect and promote these principles and to implement the necessary means to ensure their application within their company, as well as at their own suppliers and subcontractors.

RAJA's Purchasing teams are very attentive to proper compliance with this Charter and join forces with suppliers to co-construct with them a process of continuous progress: annual CSR and quality assessments (including product quality criteria, quality of service and CSR achievements), ecological transition of the offer, circularity of products (recycled, recyclable, eco-certified) and obtaining new eco-responsible certifications.

In 2022, 100% of the Group's Central Purchasing suppliers have signed our Responsible Purchasing & Sustainable Development Charter.

RAJA GROUP COMMITMENTS

Fair Treatment

RAJA is committed to treating its suppliers with honesty, fairness and respect.

Impartial Selection

RAJA selects its suppliers impartially based on predefined, explicit and transparent criteria: quality, service, cost, environmental and societal impact of the products offered (CSR approach).

Assurance of Financial Equity

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 partnership relationships with its suppliers, in a common approach to continuous improvement.

Fight Against Corruption

RAJA is committed to a policy of zero tolerance for any form of corruption. It has put in place an anti-corruption system. RAJA acts in accordance with its Anti-Corruption Code of Conduct.

Confidentiality & Intellectual Property Rights

RAJA respects intellectual property rights and the confidential nature of 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 confidentiality, integrity and availability of the data collected.

Human Rights

RAJA is committed to upholding international human rights law within its sphere of influence. Raja ensures that its own operations are not complicit in human rights abuses.

RAJA offers equal opportunities and does not discriminate against its team members.

Labour Rights

RAJA supports 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 matters of employment and profession and any form of harassment, while respecting applicable local law as well as the ILO conventions to which France adheres.

RAJA hires team members based on documented contracts in accordance with the requirements of the law.

Corporate Social Responsibility (CSR)

CSR concerns the preservation of the environment, social equity and the search for long-term economic profitability through the establishment of mutually beneficial relationships with its stakeholders (team members, suppliers, customers, partners). financial and associative environment).

RAJA is committed to applying the precautionary approach to environmental problems, to undertaking a constant search to reduce the impacts of its activities on the environment, through innovation and to encouraging the development and implementation of environmentally friendly technologies.

Through the development of a responsible purchasing policy, RAJA is committed to evaluating its suppliers in terms of:

- ▶ Taking CSR into account in governance
- ▶ Fight against global warming
- ▶ Preservation of the environment by measuring and reducing environmental impacts, and the extraction of natural resources
- ▶ Compliance with applicable regulations
- ▶ Respect for fairness, health and safety of the supplier's employees
- ▶ Respect for human rights
- ▶ Establishment of win-win and long-term partnerships with its suppliers
- ▶ Ethical practices in business relationships
- ▶ Considering the answers provided to customer questions regarding the products
- ▶ Contribution of the activity to local communities and to local development.

RAJA, for its part, takes the necessary measures to contribute to this and to establish mutually beneficial relationships with its suppliers.

Suppliers Code of Conduct

Attached to the Responsible Purchasing and Sustainable Development Charter, the Supplier Code of Conduct aims to clarify RAJA's expectations of its suppliers. By adhering to this charter and the code of conduct, the supplier undertakes to respect and promote their principles and to implement the necessary means to ensure their application by itself, its suppliers and its subcontractors.

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, from offering.

The Supplier shall refrain from offering, promising or granting illegal advantages to national or international officials, nor to national or international decision-makers operating in the private sector, to be granted preferential treatment or to 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 undertakes not to offer RAJA team members any advantage which would aim to facilitate its activities with RAJA.

The Supplier must also avoid conflicts of interest which could give rise to risks of corruption.

The Supplier undertakes to promote compliance with the regulations applicable where it operates as well as compliance with the principles of the RAJA 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 contrary to any law relating to competition.

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.

SOCIAL ASPECTS

Respect for Human Rights and the Conventions of the International Labour Organisation (ILO)

The Supplier promotes and respects the International Labour Organisation (ILO) declaration 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 must not use child labour. Workers must not be younger than the minimum age for employment established by the country or local jurisdiction concerned. If no minimum age for admission to employment is set, the applicable minimum age is 16 years.

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 people 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. A written pay slip must be given to the employee each pay period, clearly indicating their remuneration and any deductions. The Supplier must pay higher hourly rates for night shifts than for day shifts. The Supplier must not deduct penalties from wages for disciplinary infractions. In the absence of national laws, ILO standards must apply.

Elimination of Discrimination and Fair Treatment in the Workplace

The Supplier must prohibit and combat any discrimination based on criteria relating to race, colour, gender, sexual orientation, language, disability, religion, political and other opinions, national or social origin, wealth, birth and other situation. It must promote diversity, equality of opportunity and treatment in matters of employment and work. The Supplier must treat all employees with respect and must 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 freedom of association and the right to organise, and collective bargaining as defined in ILO Fundamental Conventions 87 and 98.

ENVIRONMENTAL ASPECTS

The Supplier must comply with the laws and regulations applicable in all countries where it carries out its activity as well as European regulations (regulations or directives) in force.

The Supplier must also commit its own suppliers and/or subcontractors to respect the applicable environmental legislation and regulations as well as the principles listed in this Policy.

More specifically, the Supplier undertakes to comply with all environmental laws and regulations in force. A non-exhaustive list of European environmental regulations is included herein. It is up to the supplier to monitor and apply legislative and regulatory developments on a regular basis.

It preserves and maintains up to date all the legislative and regulatory approvals required in terms of environmental preservation.

The Supplier strives to achieve the best standards in terms of environmental protection, both for its products and for its management system, particularly about the protection of nature, the management of waste and toxic substances. It will take particular care to respect the founding principles of environmental law, in particular:

- ▶ The principle of polluter = payer
- ▶ The principle of preventive action
- ▶ The principle of information and participation of all
- ▶ The precautionary principle
- ▶ The principle of continuous improvement in environmental protection (or principle of non-regression)
- ▶ Respect for human rights
- ▶ Establishment of win-win and long-term partnerships with its suppliers
- ▶ Ethical practices in business relationships
- ▶ Considering the answers provided to customer questions regarding the products
- ▶ Contribution of the activity to local communities and for local development.

The Supplier integrates these principles of respect for the environment in its activities, and for the health and safety of its employees in the design of its products, to eliminate or reduce the negative impacts of its products, throughout their life cycle, while simultaneously maintaining and/or improving their quality.

Conflict Minerals

The Supplier is required to ensure that products supplied to RAJA involving the acquisition and/or use of conflict minerals (tin, tungsten, tantalum and gold) from conflict zones or at high risk comply with the provisions of Regulation (EU) 2017/821 of the European Parliament and of the Council of May 17, 2017 (known as “3TG Regulation”).

In addition, the Supplier must have in place policies, due diligence frameworks and management systems consistent with the OECD Due Diligence Directive for Responsible Supply Chains for Minerals from Conflict Affected Areas or at high risk, to meet this expectation. If our suppliers do not cooperate with our requirement to source conflict-free products or with our requests for information regarding the supplier's sourcing activities, RAJA may require corrective action or terminate its business relationship with the supplier.

ECONOMIC / SOCIAL / ENVIRONMENTAL / COMPLIANCE MONITORING AND AUDITS

In order to guarantee compliance with this Charter throughout the duration of the contractual relationship with RAJA, the Supplier will transmit on request and at any time to RAJA all supporting elements enabling it to demonstrate such compliance and will immediately alert RAJA by any means when it is aware, or has reason to believe, that it itself has failed, or that one of its own subcontractors has failed, in its obligation to comply with the Sustainable Procurement Policy and the corrective measures adopted in order to restore compliance with the principles set out above.

ETHICS ALERT SYSTEM

As part of its ethical approach and its anti-corruption system, the RAJA Group has set up a professional whistleblowing system allowing its team members, its commercial partners and any other stakeholder to report breaches of compliance, anti-corruption regulations or codes of conduct and other internal rules of the Group.

It is possible to make a report at any time (24/7) and securely via the RAJA Group's Integrity Line® platform available at the following link:

<https://raja.integrityline.org/index.php>



COMPLIANCE WITH REGULATIONS / DIRECTIVES

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 be in 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 Paper (France) Article L541-10 Environmental Code

Citéo tax (contribution to the collection, recovery, and disposal of printed paper waste)

Supplier Referencing Framework Agreement

Beyond the Sustainable Procurement Policy and the Supplier Code of Conduct annexed thereto, which suppliers are required to sign and respect, suppliers must sign a framework referencing agreement which sets out the RAJA expectations on all contractual aspects related to the product.

Article 16.3 of the General Conditions of the Referencing Agreement integrates Corporate Social Responsibility (CSR) and stipulates: *"The Parties will carry out their respective activities in an environmentally and socially responsible manner. You will implement an active and concrete and an action plan with obtaining short- medium- and long-term results and will draft the relevant documents in terms of Corporate Social Responsibility, the objectives of which will be integrated into your strategy. You will encourage any stakeholder, partner or sub-contractor contracting party to adopt and implement a similar policy. Signing the Responsible Purchasing and Sustainable Development Charter/Supplier Code of Conduct (Appendix 6) and respecting its commitments constitutes a contractual obligation"*.

Suppliers' Assessment

SELECTION CRITERIA FOR NEW SUPPLIERS

A new criteria grid for the selection of new suppliers was produced in 2022 and deployed in 2023. This new grid now includes themes relating to the implementation of a Corporate Social Responsibility (CSR) approach:

Environment

- ▶ ISO 14001 certificate or EMAS (Eco-management and Audit System) registration in force.

Social

- ▶ ISO 45001 or SA 8000 Certificate or Best Employer of the Year Award or equivalent third-party recognition or assessment.

Societal

- ▶ Mapping of stakeholders and considering their expectations through a materiality matrix or a table allowing the CSR issues considered by the company to be prioritised, or Application of Standard AA 1000, ISO 20400 or equivalent.

Fight Against Corruption

- ▶ Demonstrated existence of an anti-corruption system (completed self-assessment questionnaire accompanied by supporting documents: ethical code + alert system and procedures).

CSR Assessment by a Third Party

- ▶ Evaluation by a third-party organisation and/or adherence to the United Nations Global Compact.

SELF-ASSESSMENT OF OUR SUPPLIERS' CSR PERFORMANCE

In a constant desire for continuous improvement, we have undertaken to strengthen the evaluations of our suppliers by implementing a self-assessment grid on CSR performance.

This grid is now integrated into our Referencing Framework Agreement. The self-assessment themes included in this grid are as follows:

- ▶ CSR (policy, certification, etc.)
- ▶ Environmental Approach (certification, Carbon footprint, etc.)
- ▶ Safety & Working Conditions
- ▶ Ethics, fight against corruption & data security

SUPPLIERS' CSR AUDIT ON SITE

The objective of the CSR audit of suppliers on site will be to verify compliance with the "Sustainable Procurement Policy" and the Supplier Code of Conduct annexed thereto. The audit grid was constructed using the 3 pillars of the Supplier Code of Conduct as assessment criteria:

- ▶ Economic Aspects
- ▶ Social Aspects
- ▶ Environmental & Compliance Aspects

Pillars of the Supplier Code of Conduct	Audited Themes
Economic Aspects	<ul style="list-style-type: none">• Confidentiality & Transparency• Fight Against Corruption• Competition• Personal Data Protection

Pillars of the Supplier Code of Conduct	Audited Themes
Social Aspects	<ul style="list-style-type: none"> • Respect for Human Rights and the conventions of the International Labour Organisation (ILO) • Occupational Health & Safety
Environmental & Compliance Aspects	<ul style="list-style-type: none"> • Compliance with Environmental Regulations • Certifications • Life Cycle Analysis of Products Sold to RAJA

ANNUAL REPORT AND ASSESSMENT CRITERIA

Evaluations of our suppliers representing 70% of our purchasing turnover are carried out each year.

The assessment criteria are mainly focused on:

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

Reduction of the Environmental Impact of our Products

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).

“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.

“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 is a member of the FSC® (Forest Stewardship Council®), an NGO which has established a certification system which defines global requirements for responsible forest exploitation, respectful of the environment, socially beneficial for local populations and economically viable.

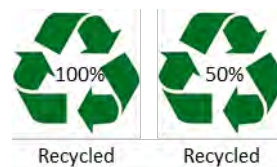
Partner of PEFC France, RAJA is committed to promoting sustainable forest management. This certification guarantees that the product purchased comes from responsible sources and that through the act of purchase we participate in the preservation of forests in France and around the world.



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.

“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.

“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.



recyclable



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.



Guides are posted online on the websites of some of our subsidiaries to aware consumers on the identification of eco-friendly products and the meaning of the different eco-labels.

Promotion of Innovative and Eco-Friendly Products

For several years, buyers from the Central Purchasing team, keen to provide our customers with products from sustainable supply, have obtained numerous awards, proof that RAJA is constantly looking for innovative and environmentally friendly products.

In 2022, RAJA won numerous trophies and awards which further strengthen RAJA's leadership in the field of eco-responsible innovation.

PACKAGING OSCARS

RAJA won 2 Packaging Oscars in the competition organised by Emballages Magazine in November 2022.

Made from recycled and recyclable materials, the Ouatbox and Climaliner solutions convinced the jury of their technical and eco-responsible qualities.



100 % Recycled Textile Cushioning Liners

Made from textile fibres, Ouatbox textile cushioning plates constitute an alternative to polyurethane plates, a non-recyclable plastic material still widely used in industry.

This cushioning foam is made from 100% recycled textile materials (cotton, wool, linen and hemp).

This cushioning foam, made in France, is labelled 100% recycled and recyclable. It has proven physico-mechanical properties and offers maximum protection to all products during transport.



This assembly of fibres forms an expansive, lightweight wadding plate which absorbs shock by returning to its initial shape. It is also an excellent insulator against heat, cold and humidity.

It does not charge with static electricity. Soft, it protects from scratches and is labelled "Protection Efficiency" and "Sustainable Sourcing".

Climaliner Isothermal Packaging



Climaliner is an insulated paper packaging designed to replace aluminised or plasticised packaging (non-recyclable) in the food e-commerce sector.

Made without plastic, renewable and recyclable, the Climaliner meets 3 objectives: protection, eco-responsibility and value for money.

It guarantees the integrity of food products and respect for the cold chain up to the customer/end user.



PURCHASING TROPHIES

In June 2022 and for the 2nd consecutive year, the Jury of the prestigious Purchasing Trophies awarded the gold medal to RAJA, in the “Innovative Supplier” category.

The Jury praised RAJA's constant commitment to eco-responsibility, offering new solutions that are easy to implement by our customers.

Two innovative and eco-friendly products were awarded.



Recyclable Kraft Paper Pallet Wrap Rolls



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

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

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

Recycled & Recyclable Paper Bubble Wrap Rolls

Made from 100% recycled paper, the fully recyclable bubble roll is a major ecological innovation which protects products from shocks during transport thanks to the air captured between the two layers of paper. Flexible and light, it wraps easily around products whatever their shape, its perfect opacity also guarantees total confidentiality.

An ecological alternative to plastic bubble wrap, recycled bubble wrap is environmentally friendly and allows companies to adopt an eco-responsible approach. Enhancing the company's image, it limits the production of plastic and is recyclable.

Recycled and recyclable bubble wrap meets all packaging and protection needs.



Training of Buyers on Environmental Issues

BUYERS' AWARENESS ON ECO-RESPONSIBILITY

Interventions of Fabrice PELTIER

Buyers from the **RAJA Group's Central Purchasing Centre** attended awareness sessions led by Fabrice PELTIER, recognised 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: recyclable, reusable, recycled. It is no longer a trend but a real prerequisite.

The training focused on:

- ▶ 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.



Ecocert Certification

As part of the release of its new range of cleaning products based on 98% of natural origin ingredients, the **RAJA France** Purchasing & Sales teams were made aware of the guarantees provided by Ecocert certification.



Ecocert is a private certification with strong influence on the French market. It is a brand recognized by consumers. This certification is present and recognised in 130 countries.

Guarantees:

- ▶ Environmentally friendly production and transformation processes
- ▶ Promotion of the use of ingredients of natural or organic origin
- ▶ Responsible management of natural resources
- ▶ Requirements for sourcing ingredients of renewable origin and ban on most petrochemical ingredients (Vs EcoLabel)



E-Learning Sessions

Our subsidiary **VIKING** has deployed an e-learning on the Environment and Eco-responsibility:

- ▶ “Green Claims” versus “Green Washing”
- ▶ Recognising the benefits of green labels
- ▶ Understanding your role in the environmental claims process

At **RAJA United Kingdom**, the e-learning sessions focused on:

- ▶ What is Corporate Social Responsibility
- ▶ Environmental Awareness

RAJA United Kingdom's Product Data Manager and active 'Green Team' member is a STEM Ambassador, he is supported twice a year to go into schools and talk about the environment. As part of this he has completed:

- ▶ Open University – Supply Chain and Sustainability
- ▶ NCEF – Level 2 Certificate in Understanding Climate Change and Environmental Awareness

He has then brought these courses to life and made the content relevant to the wider purchasing team in their team meetings.

All members of the Leadership and the Purchasing Teams attended a workshop on the 17 Sustainable Development Goals and Circular Economy delivered by the Product Data Manager and the Human Resources and Social Responsibility Director.

Sustainable Procurement Awareness Policy

Our **KALAMAZOO** subsidiary in Spain has implemented a Sustainable Procurement Awareness Policy which specifies 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.
- ▶ Label d'Eco-conception ou environnemental.



SUSTAINABLE PROCUREMENT OBJECTIVES INTEGRATED IN ANNUAL BUYER PERFORMANCE ASSESSMENTS

During their annual assessment interview, **RAJA Group's Central Purchasing Centre's** 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.

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.

SECTIONS 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**)
- ▶ 1532: storage of wood or similar combustible materials
→ Declaration (**JPG**)
- ▶ 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 about 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.

Environmental Management System (EMS)

ISO 14001 CERTIFICATION

Our certifications constitute a guarantee for our products and security for our customers. Currently within the **RAJA Group**, except for 7 (small) companies, all the other companies are ISO 14001 certified for their Environmental Management System.

Which represents 74% of **RAJA Group entities**. The certificates appear in Appendix 1.



As part of monitoring their Environmental Management System and to comply with the requirements of the ISO 14001 standard (Version 2015), the **RAJA Group's subsidiaries** have notably:

- ▶ 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 as part of ISO 14001 Certification, requires the drafting of an Environmental Policy.

All Quality, Safety, Environmental & Energy Performance Policies of **RAJA Group subsidiaries** appear in Appendix 2.

ENVIRONMENTAL ANALYSIS

To comply with the requirements of the ISO 14001 standard, RAJA has carried out an Environmental Analysis in which all the company's activities, products or services have been identified 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.

ENVIRONMENTAL & ICPE REGULATORY MONITORING

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

Pollutions' 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 certification, checks on 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 QHSE welcome booklet so that the instructions applicable on the sites are known and understood by everyone.

In accordance with current regulations, the **RAJA Group's subsidiaries** respect the obligation to sort the 5 flows of waste:

				
Paper / Cardboard	Metal	Plastics	Glass	Wood

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 Group Management, below some examples:



At **BERNARD** and **JPG**, selective sorting is also in place.

All individual trash bins have been exchanged for recycling bins.

So sorting is carried out even better and team members are encouraged to move around their workplace.

On its website, our subsidiary **BERNARD** offers its customers the possibility of downloading posters relating to waste sorting that it uses within its premises.



As **BERNARD** and **JPG**, **RAJA Germany** has set up selective sorting central bins and removed all individual bins from the offices.

Innovation Serving Waste Management

Our subsidiary **RAJA Benelux** has implemented an innovative “Rollpacker” compaction solution for the management of its wood waste.

This solution reduces the impact on the environment by 6.32 tonnes of CO₂ equivalent each year.

	Without Rollpacker	With Rollpacker	Impact Reduction
Capacity	1.5 tonne	6.0 tonnes	+4.5 tonnes
Number of Collections / years	240	60	-180
Fuel consumption / year ⁽¹⁾	3,120 litres	780 litres	-2,340 litres
Greenhouse Gas Emissions (tCO ₂) ⁽²⁾	8.43 tonnes eq CO ₂	2.11 tonnes eq CO ₂	-6.32 tonnes eq CO ₂

(1) 52 km journey with an average diesel consumption of +/- 25 l/100km

(2) 2,701 kgCO₂/litres



POLLUTANT DISCHARGES MANAGEMENT

The management of pollutant discharges is not applicable in all Group entities. To monitor releases due to its distribution activities, the parent company, **RAJA France**, has implemented a monitoring plan. Pollutant discharges are thus analysed by approved service providers, according to a fixed frequency. The analyses carried out show that the **RAJA France** site is not very polluting and that it complies with 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 on the **RAJA France** site is below the detection threshold of the method (<10 CFU)/litre) since no trace was detected in the 20 samples taken.

Aqueous Discharges into Wastewater Networks

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

Aqueous Discharges into Rainwater Networks

As no limit value is prescribed for rainwater in the **RAJA France** 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 following 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 France** site complies in all respect day and night.

CHEMICAL & HAZARDOUS SUBSTANCES MANAGEMENT

The various **entities of 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

At **RAJA France**, 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 on demand. 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 **French subsidiaries**, 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 2022, most of the general catalogues of the **RAJA Group** will now be dematerialised and can be downloaded from the websites of the various entities.



Demander un catalogue

En ligne ou en version papier !
La demande de catalogue est gratuite et se fait en quelques clics.

[CONSULTER OU RECEVOIR](#)



Les catalogues

Demandez gratuitement vos catalogues

[Consulter ou recevoir](#)



Demander un catalogue

En ligne ou en version papier !
La demande de catalogue est gratuite et se fait en quelques clics.

[CONSULTER OU RECEVOIR](#)



Catálogo Kalamazoo 2022

Gratis
Nuevo Catálogo Kalamazoo 2022. Especial 50 Aniversario. Todos los productos que necesitas y además Promociones, Regalos y Ofertas increíbles

[DESCARGAR CATÁLOGO](#)

Environmental Impact of our Merchant WebSite

For the first time in 2022, we wanted to measure the environmental impact of our e-commerce site via the EcoIndex site.

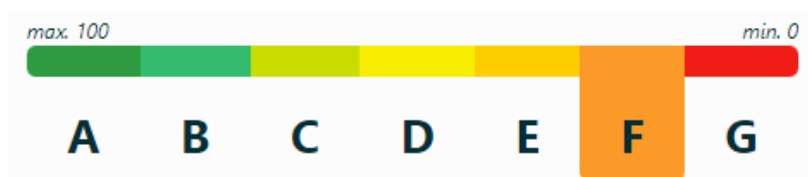


The EcoIndex allows us to know the environmental impacts of a complete user journey linked to the consultation of a web page.

To calculate the environmental performance of a page, EcoIndex considers several elements:

- ▶ The number of DOM (Document Object Model) elements
- ▶ The weight of the data transferred
- ▶ The number of HTTP requests

As of 12/31/2022, the score for the site www.raja.fr was 21/100. An action plan has been put in place with the Digital Factory to improve this score in 2023 for the parent company as well as for the subsidiaries.



Reduction of Energy Consumption and Greenhouse Gas Emissions

ENERGY CONSUMPTION MONITORING

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

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

Within the parent company **RAJA France**, indicators have been displayed to raise employee awareness of reducing energy consumption. On the same model **KALAMAZOO** communicated its own.



ENERGY PERFORMANCE AUDIT

In accordance with European Directive 2012/27/EU on energy efficiency and the DDADUE law 2013-619, since December 5, 2015, mandatory energy audits must be carried out every 4 years for companies with more than 250 employees with a turnover of business of 50 million euros.

In this context, the Group's subsidiaries concerned by this directive have carried out an energy performance audit carried out by an independent third party according to the energy audit standard EN 16247.

RAJA Group's subsidiaries having been ISO 50001 certified are exempt from carrying out this audit since they have implemented an Energy Management System.

ENERGY SOBRIETY PLAN



In our capacity as a corporate citizen, an energy sobriety plan was initiated at the end of 2022 and implemented in 2023 for all **RAJA Group's subsidiaries**, to adapt to the economic situation and to be able to concretely fight against global warming. climate and aims to achieve carbon neutrality.

This energy saving plan concerns the electricity and gas used daily in the offices and the distribution centres.

To raise awareness among RAJA Group headquarters' team members, infographics on "eco-friendly gestures" have been set up in all premises to remind people of good practices to reduce our energy consumption.

The objective of this sobriety plan is to achieve a 15% reduction in our electricity and gas consumption (at the same time) in 2023.

In this context, the following action plan was implemented:

- ▶ Join the EcoWatt Charter, **RAJA France** was the first distributor in its category to join this national energy sobriety system
- ▶ Assess energy consumption and associated costs
- ▶ Regulate temperatures in the premises
- ▶ Cut off energy outside working periods using programming on the Centralised Technical Management (CTM) system
- ▶ Reduce printouts
- ▶ Do not leave devices in standby mode
- ▶ Turn off electronic equipment
- ▶ Raise awareness among team members about good practices while respecting eco-friendly gestures
- ▶ Equip lighting fixtures that are not yet equipped with presence detectors

This energy sobriety plan is part of our CSR strategy. It will allow us to reduce our energy expenses and meet our customers' expectations in terms of Sustainable Development and the reduction of our CO₂ emissions.




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.

JPG RAJA Group


DES ACTIONS SIMPLES ET DE BON SENS




Eteindre les lumières dès que l'éclairage naturel est suffisant et lorsque l'on est le dernier à quitter une pièce




Trier ses déchets et les jeter dans les poubelles et containers dédiés




Eteindre chaque soir ses équipements informatiques : unité centrale, écran, imprimante, etc.




Collecter les piles et cartouches usagées dans les collecteurs prévus à cet effet



Fermer les portes et fenêtres lorsque le chauffage fonctionne, baisser son radiateur dès que la chaleur naturelle est suffisante, etc.



Limitier ses impressions au strict nécessaire en utilisant si possible les modes N&B et brouillon, imprimer si possible recto / verso, etc.



Fermer les robinets, utiliser les économiseurs de chasse d'eau, etc.

Faire un geste pour l'environnement, c'est aussi améliorer notre rentabilité !

RAJA



Les Actions Eco-Responsables Mises en Place au Sein de l'Entreprise

Document Service Qualité - 2018-2022
Version 2.000.001
02/04/2018

RAJA



Notre Démarche Eco-Responsable Changeons nos Habitudes au Quotidien

Document Service Qualité - 2018-2022
Version 2.000.001
02/04/2018

bernard

Éteindre les lumières



Agissons ensemble pour l'environnement

bernard

Économiser l'eau



Agissons ensemble pour l'environnement

bernard

Éteindre les ordinateurs



Agissons ensemble pour l'environnement

bernard

Baisser le chauffage



Agissons ensemble pour l'environnement

Affichettes et goodies distribués pour vous rappeler les bons gestes qui évitent des consommations d'énergies inutiles




IL FAIT JOUR ? ET MÊME GRAND SOLEIL ? ÉTEIGNEZ LA LUMIÈRE !



EN VOILÀ UNE IDÉE LUMINEUSE !

SI FENÊTRE GRANDE OUVERTE CHAUFFAGE ET CLIM BIEN FERMÉS !



JE QUITTE LA PIÈCE ? JE PENSE À ÉTEINDRE LA LUMIÈRE !



EN VOILÀ UNE IDÉE LUMINEUSE !

Améliorer notre consommation énergétique en faisant la chasse au gaspillage !

SUSTAINABLE LOGISTICS ORGANISATION

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

FRET 21 Membership

In 2021, as part of the development of its CSR strategy, **RAJA France** obtained its membership in the FRET21 system of the EVE program (Voluntary Commitments for the Environment Transport and Logistics) with the ambitious objective by the end of 2024 of reducing its CO₂ emissions on transport to its customers in France, i.e. a reduction of 904 tonnes of CO₂ / year.



Supported by the Ministry of Ecological and Inclusive Transition, the FRET21 system is a process of voluntary commitments by shippers to reduce the impact on the climate of the transport of their products. Each member company signs an agreement with ADEME in which it specifies an objective for reducing its emissions and undertakes to implement actions to achieve this.

To achieve the objective of reducing its emissions by 28%, the most ambitious objective among all the companies participating in the FRET21 system, **RAJA France** relies on two main levers:

- ▶ Reduce shuttles between the north and the south
- ▶ Improve the loading rate to reduce the number of vehicles

RAJA France is also committed to working with carriers engaged in voluntary initiatives such as ADEME's CO₂ Objective. 60% of carriers used by RAJA are currently labelled or engaged in an eco-responsible approach.

As distributors, **RAJA France** and **CENPAC** have been engaged for many years in a strategy aimed at reducing its impact on the environment by pursuing a proactive and committed purchasing policy which favours local purchases and eco-responsible products. To reduce the carbon footprint of its downstream logistics, the European leader in the distribution of packaging, office supplies and industrial equipment has decided to adopt the FRET21 approach in France.



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 (vs 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 consacrés à la production d'une énergie propre et renouvelable, mais aussi sources de progrès sociaux et économiques. Chronopost a permis de financer 135 éoliennes 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 décroché 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 salue l'engagement de GEODIS en matière de RSE. En témoigne 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. By optimising routes, the number of packages per order but also across its vehicle fleet.

Therefore, **JPG** is steadily increasing its fleet of clean vehicles thanks to electric and biofuel.

CARBON FOOTPRINT

A Carbon Assessment was carried out for the year 2021 and will be carried out regularly 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 carbon footprint assessment is the first essential step to initiate a policy of controlling and reducing the impact of companies on climate change.

Given its workforce of more than 500 employees, RAJA must carry out a carbon footprint assessment at least every 3 years.

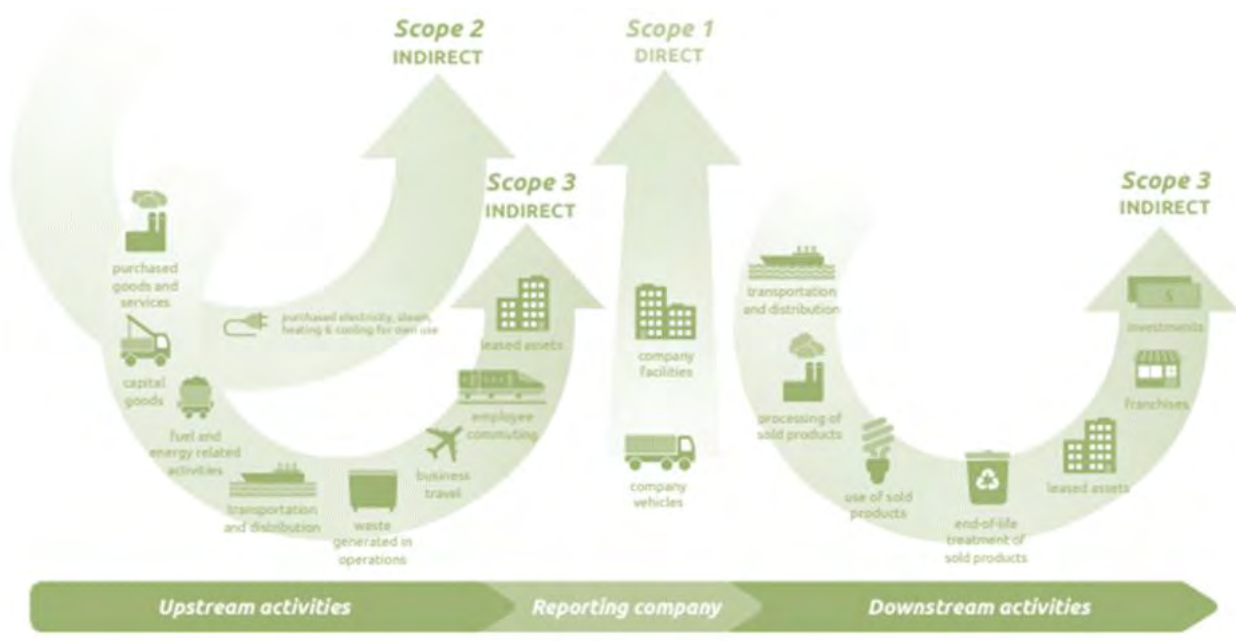
The method used to calculate our greenhouse gas emissions meets the ISO 1406-1 standard on the emissions items to be considered.

Beyond the benefits for preventing global warming, carrying out a carbon footprint assessment 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

To measure its emissions as accurately as possible, RAJA France has decided to consider the widest possible operational scope, going from upstream to downstream of its activities, across all scopes 1, 2 and 3. C that all the group's induced emissions, direct or indirect, have been accounted for.

The operational scope taken into consideration as part of the development of our carbon footprint assessment is as follows:



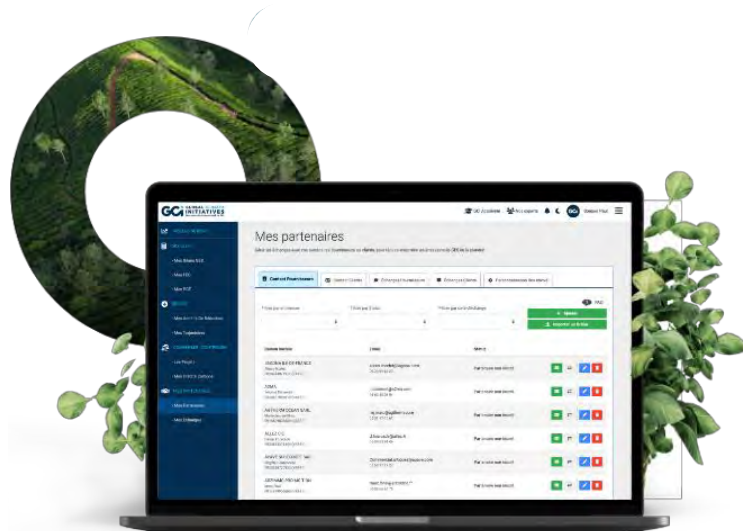
ADEME Methodology

With the implementation of carbon footprint assessment, **RAJA France** 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 carbon footprint assessment meets a regulatory requirement and reaffirms **RAJA France'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 France** 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 France** 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 France** 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 carbon footprint assessment spreadsheet has been sent by email and is therefore traceable.

Deployment of the GCI Tool

Concerned about fighting global warming and to calculate the carbon footprint and manage its decarbonisation strategy, **RAJA France** has started working on the deployment of a GCI (Global Climate Initiatives) platform which will allow it to independently develop its carbon footprint compliant, precise and complete every year.



In 2023, **all the RAJA Group's subsidiaries** will provide a GHG report in accordance with the protocols:



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:

- ▶ Emissions related to gas heating in offices and warehouse
- ▶ Emissions related to the combustion of fuel from service vehicles owned by the company
- ▶ Emissions related to refrigerant gases from air conditioning or chillers

Scope 2: Indirect Emissions Related to Energy

Definition: These are emissions related to energy consumption

Type of Emissions:

- ▶ Indirect emissions linked to electricity consumption

Scope 3: Other Indirect Emissions

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

Type of Emissions:

- ▶ Energy-related emissions not included in Scopes 1 and 2
- ▶ Purchases of products or services
- ▶ Capital assets
- ▶ Waste
- ▶ Upstream freight transport
- ▶ Downstream freight transport
- ▶ Business trips
- ▶ End of life of products sold
- ▶ Home to work travel



Actions for Ecological Transition

Among the solutions to fight against climate change, the **RAJA Group's subsidiaries** 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** and **RAJA Switzerland** participate in solidarity and sustainable reforestation actions.



DERRIÈRE LE CADEAU, SE CACHE LA FORÊT !



L'opération « 1 arbre = 1 cadeau pour la planète » a aussi fait partie des festivités qui ont accompagné nos quarante-cinq années d'existence. Le principe est très simple : vous offrir l'opportunité de participer à la pérennisation 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 carence de gestion ou d'anciennes coupes rases. Elle les remet en état, en déployant une **sylviculture dite « proche de la nature »** puis elle vend, à l'unité, les arbres qui la composent. Ce sont donc, pour l'heure, grâce à votre générosité que des Epicéa de Sitka et sapins Douglas ont repris racine au sein des forêts de Kerautret 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...

Forts 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 réhabiliter des forêts durables et à contribuer à la régulation du climat grâce à de nouvelles sources de capture du carbone.



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 au travers d'une **démarche RSE** (Responsabilité Sociétale des Entreprises) et **environnementale - certifiée 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 **restauration de forêts domaniales gérées par l'ONF** (Office National des Forêts). Ces projets de reforestation visent à **renforcer la biodiversité au niveau local** et à réhabiliter des puits de carbone à l'échelle nationale.

Grâce à cet engagement, nous allons planter 7 000 arbres correspondant à l'équivalent de nos consommations d'énergie fossile et de papier durant 1 an.

* MyTree est une entreprise à vocation sociale qui œuvre pour la réhabilitation des milieux naturels dégradés au travers d'actions de plantation d'arbres en France (my-tree.com).

** Office National des Forêts.



REDUCTION OF 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 that all companies must respect. The implementation of the Energy Sobriety Plan is the new step to further reduce our energy consumption.

The actions implemented in this context in the **different entities of RAJA Group** are mainly as follows:

- ▶ 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 roofs
- ▶ Collection of rainwater for the maintenance of green spaces and the upkeep of premises
- ▶ Installation of taps with detectors at hand basins
- ▶ Thermal insulation of buildings
- ▶ Use of 100% renewable energy
- ▶ Installation of inflatable airlocks at platform level

CLEAN ENERGY CONSUMPTION

To reduce its impact on the climate and its CO₂ emissions, the **RAJA France** head office will install shade houses equipped with photovoltaic panels as part of the headquarters renovation project which will be spread over 2 years (between 2022 and 2024).

The **RAJA Benelux** distribution centre already equipped with photovoltaic panels on the roof since 2021. The expected production of this photovoltaic installation is 400,000 kW of green energy, or approximately 35% of our annual consumption and corresponding reduction in the impact in CO₂ equivalent.

Our subsidiary **KALAMAZOO** has subscribed to a 100% green electricity offer. Its building has also been certified "Sustainable Construction" by the BRE (Building Research Establishment).



AWARENESS AROUND THE CIRCULAR ECONOMY

In November 2022, **KALAMAZOO** launched a Circular Economy project as a distribution and consumption model. This involved reducing waste by trying to extend the life cycle of products returned by customers by reusing them.



In this project **KALAMAZOO** has been joined by Koop SF34, a social micro-enterprise incubator created by sub-Saharan people. This pioneering project aims to serve as a model for learning and social development. Through their unlikely connections, they will oversee helping **KALAMAZOO** to achieve a second life for its products, improve the management of the environmental aspects of its organisation and develop its circular economy strategy.

Whether at the level of their products or at the level of their activities, **all RAJA Group's subsidiaries** raise awareness among their customers, and their team members of good practices based on the 5R principle:



REDUCE

RAJA offers the largest choice of packaging and advises you on how to properly protect products without overpacking, and to reduce the weight and volume of shipments.



REUSE

RAJA offers, whenever possible, reusable packaging offering greater sustainability



REPLACE

Whatever the needs, RAJA offers eco-friendly alternative solutions



RENEW

RAJA offers bio sourced packaging, made from renewable and already recycled natural materials



RECYCLE

RAJA offers its customers the opportunity to give your packaging a second life by choosing recyclable packaging.

Les 5-R de l'emballage avec RAJA :

5 bonnes pratiques pour emballer plus éco-responsable

RECYCLER LES EMBALLAGES AU MAXIMUM ET LES INTÉGRER DANS UNE BOUCLE VERTUEUSE.
Pour cela, RAJA vous propose toujours plus d'emballages recyclables et vous accompagne dans l'amélioration de vos pratiques de BI.

RÉUTILISER DES QUE POSSIBLE LES EMBALLAGES.
Chez RAJA, nous avons conçu certains de nos emballages pour que vous ou vos clients puissiez vous en resservir plusieurs fois sans qu'ils ne s'altèrent. C'est le cas, par exemple, des emballages aller-retour ou de la pochette HIPLI !

RÉDUIRE LE POIDS ET LE VOLUME DES EMBALLAGES AU MINIMUM NECESSAIRE POUR BIEN PROTÉGER SANS SUREMBALLER. Sélectionner un emballage adapté à la taille de son produit permet de réduire le poids dans le colis et donc de supprimer ou de réduire le calage à utiliser. C'est pourquoi RAJA vous propose plus de 1 200 formats de boîtes et caisses en carton adaptés à tous vos besoins.

REMPLENER LES EMBALLAGES À FORT IMPACT ENVIRONNEMENTAL OU NON-RECYCLABLES, PAR DES ALTERNATIVES PLUS ÉCO-RESPONSABLES.
En lien direct avec ses fournisseurs, RAJA travaille à vous offrir des emballages aux impacts environnementaux réduits. Par exemple, les coins en polystyrène expansé sont désormais remplacés par des coins en carton allié 100% recyclé ! Pour vous aider à trouver les bonnes alternatives, les conseillers RAJA se tiennent à votre disposition.

RENOUVELER EN SE TOURNANT EN PRIORITÉ VERS DU BIOSOURCÉ.
Optez pour l'un de nos 2 600 emballages fabriqués à partir de matières naturelles renouvelables telles que le bois, la canne à sucre, le maïs et le bambou. Dans la même démarche, 2 900 produits de l'offre RAJA intègrent des matériaux recyclés dans leur composition.

Pour identifier facilement tous nos produits éco-responsables, fiez-vous au repère RAJA

Nos produits éco-responsables répondent à au moins 1 de ces 4 critères :

- Éco-conception et certification par un éco-label
- Fabrication à partir de ressources renouvelables
- Réduction de matières premières, d'énergie ou de déchets
- Recyclabilité ou valorisation des déchets.

LES "5 R" DE L'EMBALLAGE PAR CENPAC

solutions d'emballage

Aujourd'hui les entreprises souhaitent adopter une attitude responsable, réduire leur niveau de déchets d'emballage et se rapprocher d'une économie plus circulaire.

Elles souhaitent des emballages qui répondent aux attentes en fonctionnalités attendues en termes de qualité, de protection, d'image et qui assurent de l'engagement éco-responsable.

AGISSONS ÉCO-RESPONSABLE

RÉDUIRE

Minimiser les emballages (poids/taille) est une manière efficace de réduire :

- les déchets,
- les coûts,
- l'impact environnemental.

EXEMPLE
Réduire le poids dans les colis en utilisant la taille de la caisse à celle de votre produit.

RÉUTILISER

Les emballages pouvant être réutilisés offrent des avantages en termes de durabilité, de productivité, de sécurité, etc...
Privilégier les emballages réutilisables.

EXEMPLE
E-commerce : utilisation d'emballages réutilisables pour des colis de produits. Maintenance & stockage : les bacs navette, bacs à bac, multibacs et autres solutions flex.

RECYCLER

Les emballages recyclables sont privilégiés dans le choix des clients, de plus en plus impliqués dans la démarche de respect de l'environnement.

EXEMPLE
La présence des logos d'information sur le recyclage est un guide.

RENOUVELER

Sélectionner des emballages plus éco-responsables pour remplacer les emballages obsolètes moins respectueux de l'environnement.

EXEMPLE
Les bio-EGS (AG) et les emballages éco-conçus permettent de renouveler les matériaux de packaging éco-responsables.

REMPLENER

Aujourd'hui, il existe de nombreux matériaux d'emballage renouvelables et durables : cartons, kraft, pulpe de papier, ardoises de maïs... qui peuvent se substituer aux matériaux qui endommagent notre environnement.

EXEMPLE
Remplacer l'usage de biomatériaux pour votre emballage.

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.

Our subsidiaries **RAJA Germany** and **RAJA Poland** have also taken the initiative of installing several hives on their sites which are maintained by a beekeeper.



RAJA Benelux for its part worked in collaboration with the Tongres town hall and "Mieco Effect" (consultant) to carry out a study of the flora and fauna present on the RAJA site, leading to extensive mowing of the meadows and shoulders to improve the biodiversity of its site. A first draft of this project was developed based on 7 fundamental principles:

- ▶ Strive to maximise biodiversity on industrial land
- ▶ Strive to integrate biodiversity into existing environmental obligations
- ▶ Maximise the use of local plant material for plantations
- ▶ As far as possible, direct the management of herbaceous vegetation (current lawns) towards obtaining flowered and biodiverse areas
- ▶ When redeveloping existing paved areas, make every effort to work with water-permeable materials and create as few new paved areas as possible
- ▶ Strive to establish a common organisation for the management of green spaces to save time and money
- ▶ Commit to making biodiversity efforts known externally to show that the business park is very attached to biodiversity

DATA CLEAN UP



On Cyber Cleanup Day 2022, **BERNARD** team members were made aware of digital cleaning.

The result of this campaign was convincing since it allowed the deletion of 561,929 emails and 107,020 files, or 2.2 tonnes of CO2 saved.

PARTICIPATION TO THE WORLD CLEANUP DAY

In September 2022, team members of our subsidiary **BERNARD** participated in World Clean Up Our Planet Day by cleaning the exteriors of the company as well as the neighbouring streets.

This commitment to a planet without waste was the subject of a post on social networks.



MORE ECO-RESPONSIBLE VEHICLE FLEET

Company Vehicles

As of December 31, 2022, within the parent company, even if the Group fleet remains mainly equipped with thermal vehicles, the proportion of hybrid, plug-in hybrid or 100% electric company vehicles and service vehicles is constantly changing between 2021 and 2022, at the level of **the parent company**, it has even doubled from 6 to 12 vehicles, the fleet now consists of 18% (12% in 2021).

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

Biogas & 100% Electric Delivery Vehicles

At the end of 2021, the first truck in the **RAJA France** fleet running on Biogas was put into service. In 2022, the fleet included 8 additional new trucks.

PROPOSAL OF A WIDE RANGE OF ECO-FRIENDLY PRODUCTS

The **RAJA Group's subsidiaries** 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.



TRANSITION ÉCOLOGIQUE

naturellement!

Ensemble construisons l'emballage de demain.

L'INNOVATION

- La sensibilité **environnementale croissante** incite les entreprises à adopter de nouvelles solutions d'emballage. Nous innovons de manière responsable et vous proposons une large **gamme d'emballages éco-responsables et /ou réutilisables**.
- Nous anticipons les évolutions.** Les critères éco-responsables entrent dans nos référencements de produits. Nos fournisseurs signent une **charte des Achats RSE** (Responsabilité Sociétale des Entreprises) avec une grille et des critères de choix certifiés par l'**IAFAQ**. En référencant des produits de qualité recyclés, recyclables ou réutilisables, nous valorisons de l'économie circulaire.
- Pour **Cenpac**, les produits respectueux de l'environnement constituent notre offre, présentés dans des rubriques dédiées dans nos éditions papier ou sur **cenpac.fr** dans la catégorie produits écologiques.

UNE TRANSITION VISIBLE

Pour marquer notre engagement environnemental, notre logo se décline en vert, symbole de notre volonté d'agir pour le changement.

NOTRE LOGISTIQUE

Lorsque nous préparons vos commandes, nous les emballons :

- Avec des caisses carton, respectueuses de l'environnement, que nous fermons avec de l'adhésif kraft, **issu de ressources renouvelables**.
- Nous utilisons du film étirable et des pochettes porte-documents **100% recyclables**.
- Enfin, nous **optimisons nos plans de transport** de manière à réduire notre impact environnemental.

UNE ÉVOLUTION VERS LA FIN DU PLASTIQUE À USAGE UNIQUE

L'objectif est de favoriser l'usage de matériaux éco-responsables et la réutilisation des produits d'emballages alimentaires.

Depuis l'entrée en vigueur de la **Loi de Transition Énergétique (LTE)**, de nouvelles réglementations ont vu le jour :

- Loi **EGALIM** - janvier 2020
- Loi **AGEC** (Anti-gaspillage pour une Économie Circulaire) - janvier 2021

Ces lois ont pour but de **réduire les déchets** liés aux emballages et d'**interdire progressivement l'utilisation des plastiques à usage unique**.

Boîte PSE

Gobelet

Embballages alimentaires plastique interdits depuis le 1^{er} janvier 2021

Gobelet carton brun

Boîte en pulpe de canne à sucre

Tous ces produits sont disponibles chez cenpac !

Assiette en carton kraft

Couverts en bois

Assiette

Couverts

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





Pack eco-responsibly with a suitable cardboard box adapted to your business!

Over 900 sizes in stock to ship just about anything!

Thanks to a wide choice of sizes offered, you can select the perfect box to protect your products during shipping while reducing your void fill consumption, speeding up your packing processes and minimising your transport costs.

Single, double or triple wall: the choice is yours!

Find the right thickness adapted to your the weight and fragility of your products, your shipping and transport method, and your stock storage times.

The cardboard box, eco-responsible by nature!

All of our cardboard boxes are fully recyclable and made from at least 70% recycled material.



Pack more eco-responsibly with our latest innovations!

We can help you make an environmentally conscious transition by offering you an ever-expanding choice of innovative eco-responsible products. This gives you real alternative solutions for packaging that will protect and seal whilst reducing your environmental impact.

Our eco-responsible products are made from sustainable and renewable materials to give you peace of mind without increasing your costs. Eco-responsible packaging doesn't necessarily mean more expensive!





ETHICS

Code of Ethics

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.

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

This Ethics Charter will be submitted for approval to the Executive Committee and will be given to all team members of the Group.



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 **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's** 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

REGULATORY CONTEXT, THE SAPIN II LAW

The Sapin II law, promulgated in December 2016, introduces an obligation to prevent corruption for companies and groups exceeding certain thresholds (turnover greater than €100 million and workforce greater than 500 employees) and defines the key elements of an anti-corruption system. These obligations have been applicable since June 1, 2017. Corruption constitutes a major issue for companies because of the criminal, financial and reputational consequences that it can cause.

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 serving its competitiveness and its development, in a context where the new global legal environment inscribes the ethics and the prevention of corruption at the heart of its systems and where several international organisations intend to ultimately impose a “fair level playing field” for all economic operators.

With a turnover of 1.7 billion euros in 2022 and nearly 4,500 employees in Europe, the **RAJA Group** falls within the scope of the law. Beyond quantitative criteria, the international presence of the **RAJA Group** within 19 European countries requires a certain vigilance regarding the phenomenon of corruption, even if the activity seems less exposed than others. RAJA has therefore implemented an internal system designed to prevent and detect acts of corruption which are likely to arise during the exercise of its commercial activity.

GOVERNANCE: THE ETHICS COMMITTEE

The **RAJA Group** Ethics Committee aims to support the ethical approach initiated by General Management and to ensure proper compliance with the Code of Ethics. It is made up of 3 members belonging to the Legal, Human Resources and Internal Audit Departments of the Group. Within the subsidiaries, the General Directors play the role of ethical referents.

The Ethics Committee is the preferred point of contact for **RAJA Group**'s team members for any questions relating to the application of the Code of Ethics as well as associated internal policies and procedures.

Missions of the Ethics Committee

- ▶ Guide and influence strategic choices regarding anti-corruption compliance
- ▶ Transmit the anti-corruption culture within the organisation
- ▶ Validate the Group's anti-corruption compliance programme
- ▶ Receive and process reports from employees as part of the whistleblowing procedure
- ▶ Manage internal investigations to be implemented following revelations of suspicions or acts of corruption and monitor their progress in relation to the resources mobilised for their processing
- ▶ Propose, where appropriate, disciplinary sanctions to the Human Resources Department in the event of a breach of the anti-corruption code of conduct

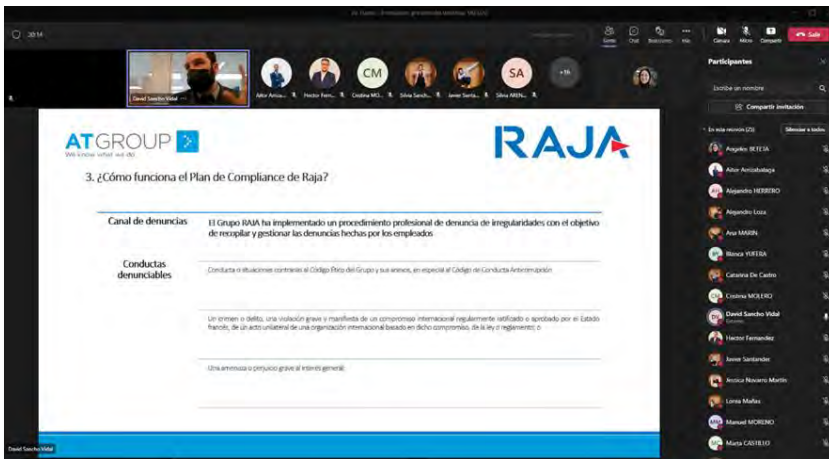
Anti-Corruption and Competition Law Training

FIGHT AGAINST CORRUPTION TRAINING SESSIONS

The Purchasing Department teams, and the Sales Department teams of the parent company **RAJA France** followed training on the fight against corruption during the month of October 2022 to be made aware of the measures of the Sapin II law regarding the actions to be taken, carry out and put in place to follow this law.



ANTI-CORRUPTION E-LEARNING SESSIONS



All **RAJA Spain** team members have completed online anti-corruption training.

COMPETITION LAW TRAINING SESSIONS

The members of the **RAJA France** Management Committee, the Purchasing Department teams, and the Sales Department teams of the parent company have followed training relating to Competition Law, in particular relations between competitors and relations with customers and suppliers.



Third Party Compliance Project: e-Attestations

CHALLENGES

RAJA Group subsidiaries use many suppliers including service providers. In this sense, they must respect legal obligations in terms of prevention:

- ▶ Hidden work
- ▶ Supplier compliance (Sapin II)
- ▶ Abuse of the supplier's state of economic dependence
- ▶ Bank details fraud



OBJECTIVES

- ▶ Control legal risk and the duty of vigilance by collecting legal documents
- ▶ Digitise and secure the procedure for creating, modifying and maintaining the supplier (collection, evaluation and monitoring)
- ▶ Improve collaboration between different departments

This project, initiated in September 2022, will be deployed at the parent company **RAJA France** between 2023 and 2024.

Corruption Risks & Anti-Competitive Practices Mapping

As a cornerstone of the anti-corruption compliance program, RAJA has carried out corruption risk mapping. It makes it possible to draw up an exhaustive overview of the risks within the group and to identify, evaluate and prioritize them. The criteria of occurrence and severity are evaluated to obtain the gross risk, the existing means of control and/or control are all elements which make it possible to weight it to obtain a residual criticality.

Considering changes in the scope of the Group's activity and the latest AFA recommendations published in January 2021, work to update the risk mapping was initiated 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.

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 has been 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.

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.

DATA PROTECTION UNDER GDPR

The Legal & Compliance Department of the RAJA Group has set up workshops with **RAJA France** team members processing personal data:

- ▶ Sales Management
- ▶ Customer Relations Centre Management
- ▶ Marketing Management
- ▶ Purchasing Management
- ▶ Information Systems Management
- ▶ Human Resources Management
- ▶ Facilities Management

To raise awareness of the General Data Protection Regulation (GDPR) and good practices to comply with the requirements of this text, a document containing the 5 key takeaways to remember has been distributed.



1. GDPR makes companies responsible for protecting the personal data of employees, customers and third parties. As a group, we must demonstrate that we are following the regulations, or risk significant financial penalties.
2. Personal data means any information relating to an identified or identifiable natural person. These include, for example, identity cards, photos, team members reviews, survey responses, emails and IP addresses.
3. Sensitive data forms a special category of personal data representing a very high risk for individuals. This includes, for example, information relating to people's racial origin, physical or mental health and political opinions.

4. At RAJA, we do not process or collect sensitive personal data. When writing customer notes in comment boxes, be careful not to include sensitive information. Additionally, be sure to use courteous language in all professional contexts.
5. We all handle personal data during our business. We are therefore all responsible for respecting the principles of the GDPR. We must:
 - ▶ Clearly explain why we collect personal data, how we plan to use it and with whom we will share it (purpose limitation)
 - ▶ Determine whether the data collected is relevant to the purposes for which it is collected (data minimisation)
 - ▶ Determine where and for how long we store data (retention limitation)
 - ▶ Follow procedures in place to update customer and employee files (accuracy)

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

TEAM MEMBERS AWARENESS

In 2021, a portal was created under SharePoint by the RSSI (Information Systems Security Manager).

On this portal, employees can already consult policies, standards and procedures as well as good practices. In 2022, new documents have been added and updates are made regularly.

INFORMATION SYSTEMS SECURITY RISK ASSESSMENT

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

DOCUMENT RETENTION SCHEDULE

This project is in progress and has not been finalised in 2022.

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.

CSR INDICATORS OF THE PARENT COMPANY RAJA FRANCE

Quality Excellence of the Relationship & Service to our Customers

CLAIM RATE

	2020		2021		2022		2023
	Goal	Achieved	Goal	Achieved	Goal	Achieved	Goal
Number of Orders	455,400	475,059	513,351	475,059	505,627	480,333	480,732
Number of Open Claims	-	32,212	-	32,205	-	29,736	-
Claim Rate	5.95%	6.81%	5.95%	6.37%	5.95%	6.12%	6.00%
Claim Rate (Commercial)	1.20%	1.41%	1.20%	1.35%	1.20%	1.04%	1.05%
Claim Rate (Logistics)	1.20%	1.03%	1.00%	0.79%	0.90%	0.54%	0.60%
Claim Rate (Transports)	2.13%	2.55%	2.13%	2.08%	2.10%	1.70%	1.70%
Global Claim Rate	5.95%	6.81%	5.95%	6.29%	5.95%	6.12%	6.00%

INTERNAL SERVICE RATE

	2020		2021		2022		2023
	Goal	Achieved	Goal	Achieved	Goal	Achieved	Goal
Service Rate (Commercial)	98.80%	98.59%	98.80%	98.65%	98.80%	98.96%	98.95%
Stock Availability Rate	98.30%	98.28%	98.30%	97.95%	97.90%	97.78%	97.90%
Product Quality Service Rate	99.58%	99.41%	99.58%	99.47%	99.50%	99.48%	99.50%
Service Rate (Logistics)	98.73%	98.97%	99.00%	99.21%	99.10%	99.46%	99.40%
Global Internal Service Rate	93.68%	94.43%	93.88%	94.55%	94.05%	95.22%	95.25%

EXTERNAL SERVICE RATE

	2020		2021		2022		2023
	Goal	Achieved	Goal	Achieved	Goal	Achieved	Goal
Delivery Time Service Rate 24/48h	97.93%	95.81%	97.93%	98.24%	98.50%	97.87%	98.10%
Delivery Quality Rate	99.61%	99.70%	99.61%	99.66%	99.66%	98.62%	98.60%
Global External Service Rate	98.60%	95.50%	98.81%	97.96%	98.95%	97.08%	96.72%

Social & Human Rights

TEAM MEMBERS' HEALTH & SAFETY

Occupational Risk Assessment

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	764	23	326	415	1	129	634
2022	769	24	331	414	2	126	641

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%

Medical Consultations Follow-Up

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Bureaux	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	458	104	70	458	118	31	576	122	54	
Medical Visits up to Date	410	67	60	416	98	28	518	94	47	
Medical visits not up to date	48	37	10	42	20	3	58	28	7	
% of Medical Visits up to date	90%	64%	86%	91%	83%	90%	90%	77%	87%	
Total up to Date	85%			89%			88%			90%

First Aiders

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	5	0	14	5	19	
Number of First Aiders retrained	0	23	0	0	0	
Number of First Aiders Up to Date	41	29	17	11	28	
Total up to Date	46	52	31	16	47	50

Accidentology Monitoring

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	16		13		29	
2021	0	12	3	8	3	20
2022	5	12	8	10	13	22

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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	13		979		1		53		14		1 032	
2021	-	9	-	1 209	1	6	4	197	1	15	4	1 406
2022	3	11	82	1,062	2	3	20	168	5	14	102	1,230

Frequency Rate & Severity Rate

	2020	2021	2022	Goal 2023
Total number of accidents	29	23	35	-
Number of accidents with lost time	14	15	14	-
Number of days of lost time	1,032	1,406	1,230	-
Frequency rate	15,60	15,90	14.11	13.00
Severity rate	1,13	1,49	1.24	1.00

WORKING CONDITIONS

Workplace Satisfaction Survey

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	-
Number of people who responded to the survey	106	107	153	-
% of the headcount responded to the satisfaction survey	16.2%	15.3%	21.4%	40.0%
Score Obtained	8.5/10	8.7/10	8.3/10	8.5/10

SOCIAL DIALOGUE

Agreements Signed with Team Members' Representatives

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	14	14	16	-
Number of Renewed Agreements over the Reference Period	10	8	4	-
Number of Newly Signed Agreements with Representatives	4	6	2	-
Number of Agreements in Force	14	14	16	

Meetings with Team Members' Representatives

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	30	14	22	-
Number of Health, Safety & Working Conditions Meetings	8	5	3	-
Number of Union Meetings	15	12	18	-

Headcount Represented by Work Councils / Unions

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	-
Number of sites having Elected Representatives	1/1	1/1	1/1	-
% of the Headcount Represented by Elected Representatives	100%	100%	100%	100%

Health, Safety & Working Conditions Representatives

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	-
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/1	-
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	100%

Collective Labour Agreement on Working Conditions

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	-
Number of sites having a Collective Labour Agreement	1/1	1/1	1/1	-
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	100%

CAREER MANAGEMENT

Annual Evaluation Interview

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	583	582	599	-
Number of Evaluation Interviews Achieved	376	465	511	-
% of Annual Evaluation Interviews Completed	64%	80%	85%	100%
% of the headcount having been assessed	58%	67%	71%	100%

Biannual Professional Interviews

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	415	138	377	-
Number of Professional Interviews Achieved	374	106	322	-
% of Professional Interviews Completed	90%	77%	85%	100%

Number of Team Members who have Received Training

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	47	30	77	49	45	94	113	71	184
Supervisors	38	39	77	30	46	76	33	58	91
Managers	112	119	231	62	83	145	94	137	231
Executives & Directors	12	3	15	2	6	8	2	7	9
Total	209	191	400	143	180	323	242	273	515
% of the headcount who received training	61%			46%			72%		

Number of training hours & Average training hours / person

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	554.40	164.50	718.90	2,009	712	2,721	1,063	1,010	2,073
Average Training Hours / Person	11.80	5.48	9.34	41.00	15.82	28.95	9.41	14.23	11.27
Supervisors	500.30	955.30	1,455.60	1,079	566	1,645	444	962	1,406
Average Training Hours / Person	13.17	24.49	18.90	35.97	12.30	21.64	13.45	16.59	15.45
Managers	1,192.20	975.50	2,167.70	1,607	1,686	3,293	1,955	3,156	5,111
Average Training Hours / Person	10.64	8.2	9.38	25.92	20.31	22.71	20.80	23.04	22.13
Executives & Directors	107.31	21	128.31	75	138	213	86	205	291
Average Training Hours / Person	8.94	7.00	8.55	37.50	23.00	26.63	43.00	29.29	32.33
Average Number of Training Hours / Person	11.26	11.08	11.18	33.36	17.23	24.37	14.66	19.53	17.24

Internal Mobility

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	0	1	2
		W	0	1	2
	Number of Professional Employment Categories changes (promotions)	M	5	2	0
		W	6	8	3
Supervisors	Number of intra or inter Department changes of function	M	0	1	0
		W	0	4	1
	Number of Professional Employment Categories changes (promotions)	M	9	3	4
		W	20	0	2
Managers	Number of intra or inter Department changes of function	M	0	3	8
		W	1	5	6
	Number of Professional Employment Categories changes (promotions)	M	1	0	0
		W	1	0	1
Executives & Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			43	28	29

DIVERSITY, DISCRIMINATION & HARASSMENT

Headcount by Professional Employment Categories & per Gender

		2020	2021	2022
Workers	Men	146	149	147
	%	57%	57%	59%
	Women	110	113	104
	%	43%	43%	41%
	Total	256	262	251
	%	39%	37%	35%
Supervisors	Men	54	61	53
	%	40%	38%	35%
	Women	80	101	99
	%	60%	62%	65%
	Total	134	162	152
	%	20%	23%	21%
Managers	Men	101	112	121
	%	41%	44%	42%
	Women	146	145	166
	%	59%	56%	58%
	Total	247	257	287
	%	38%	37%	40%
Executives & Directors	Men	10	9	12
	%	59%	50%	48%
	Women	7	9	13
	%	41%	50%	52%
	Total	17	18	25
	%	3%	3%	4%
Total	Men	311	331	333
	%	48%	47%	47%
	Women	343	368	382
	%	52%	53%	53%
	Total	654	699	715

Headcount per Age & per Professional Employment Categories

		2020	2021	2022
20 years and less	Workers	4	11	12
	Supervisors	0	0	0
	Managers	0	0	0
	Executives & Directors	0	0	0
	Total	4	11	12
	%	0.61%	1.57%	1.68%
From 21 to 25 years	Workers	33	40	38
	Supervisors	14	9	4
	Managers	13	12	11
	Executives & Directors	0	0	0
	Total	60	61	53
	%	9.17%	8.73%	7.41%
From 26 to 30 years	Workers	20	18	15
	Supervisors	12	32	29
	Managers	29	37	39
	Executives & Directors	0	0	0
	Total	61	87	83
	%	9.33%	12.45%	11.61%
From 31 to 35 years	Workers	19	27	23
	Supervisors	9	10	15
	Managers	35	29	40
	Executives & Directors	0	0	1
	Total	63	66	79
	%	9.63%	9.44%	11.05%
From 36 to 40 years	Workers	30	21	21
	Supervisors	22	24	25
	Managers	40	36	36
	Executives & Directors	0	0	1
	Total	92	81	83
	%	14.07%	11.59%	11.61%
From 41 to 45 years	Workers	39	37	37
	Supervisors	26	26	19
	Managers	35	42	50
	Executives & Directors	1	2	4
	Total	101	107	110
	%	15.44%	15.31%	15.38%
From 46 to 50 ans	Workers	37	37	26
	Supervisors	19	22	19
	Managers	37	46	44
	Executives & Directors	8	7	6
	Total	101	112	95
	%	15.44%	16.02%	13.29%

		2020	2021	2022
From 51 to 55 years	Workers	34	32	36
	Supervisors	17	19	21
	Managers	33	28	36
	Executives & Directors	1	4	8
	Total	85	83	101
	%	13.00%	11.87%	14.13%
From 56 to 60 years	Workers	30	30	35
	Supervisors	13	15	17
	Managers	22	23	29
	Executives & Directors	4	1	2
	Total	69	69	83
	%	10.55%	9.87%	11.61%
From 61 to 65 years	Workers	8	8	7
	Supervisors	1	4	2
	Managers	3	4	2
	Executives & Directors	1	2	2
	Total	13	18	13
	%	1.99%	2.58%	1.82%
More than 65 Years	Workers	2	1	1
	Supervisors	1	1	1
	Managers	0	0	0
	Executives & Directors	2	2	1
	Total	5	4	3
	%	0.76%	0.57%	0.42%

Equality Index between Women & Men

	2020	2021	2022	Goal 2023
Equality Index W/M	99/100	94/100	92/100	99/100

Average Remuneration by Professional Employment Categories

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	M	W	M
Average 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
	2022	€2,437.72	€2,453.76	€2,944.50	€2,979.37	€4,012.46	€4,399.08

Average Remuneration for Executives & Directors are not communicated.

Headcount by Nationality

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	230	26	256	231	31	262	221	30	251
Supervisors	128	6	134	151	11	162	143	9	152
Managers	237	10	247	247	10	257	267	20	287
Executives & Directors	16	1	17	17	1	18	24	1	25
Total	611	43	654	646	53	699	655	60	715
% of the Headcount of foreign nationality	7%			8%			8%		

Team Members with Disability

	2020	2021	2022
Workers	6	4	4
Supervisors	1	4	4
Managers	4	3	5
Executives & Directors	0	0	0
Total	11	11	13
% of the Headcount with Disability	2%	2%	2%

Average Annual Headcount

	2020	2021	2022
Workers	25.21	259.98	247.81
Supervisors	127.76	145.56	153.07
Managers	238.77	250.31	273.02
Executives & Directors	16.59	17.93	22.07
Total	635.33	673.78	695.47

Hires by Professional Employment Categories & by Gender

		2020	2021	2022
Workers	Men	24	31	11
	Women	40	46	22
Total " Workers "		70	77	33
Supervisors	Men	4	11	2
	Women	12	20	11
Total " Supervisors "		16	31	13
Managers	Men	15	18	25
	Women	21	18	47
Total " Managers "		36	36	72
Executives & Directors	Men	1	2	4
	Women	0	4	3
Total " Executives & Directors "		1	6	7
Total		124	150	125

Sustainable Procurement

SUSTAINABLE PROCUREMENT POLICY & SUPPLIERS' CODE OF CONDUCT

Signatories

	2020	2021	2022	Goal 2023
Total Number of Suppliers	523	517	399	NC
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	523	515	399	NC
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	99.6%	100%	100%

Supplier Referencing Framework Agreement

	2020	2021	2022	Goal 2023
Total Number of Suppliers	523	517	399	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	523	517	399	NC-
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	100%	100%	100%	100%

SUPPLIERS ASSESSMENTS

	2020	2021	2022	Goal 2023
Total Number of Suppliers	523	517	399	NC
Number of Suppliers' Assessment Completed	240	113	99	NC
Number of Suppliers Assessed on their CSR Performance	240	113	99	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	0	10
% of suppliers assessed on their CSR Performance	46%	22%	25%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	NC

REDUCTION OF THE ENVIRONMENTAL OF OUR PRODUCTS

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Sustainable Procurement Policy	100%	99,60%	100%	100%
% of purchasing turnover assessed on CSR Performance	NC	NC	70%	70%
% of eco-friendly references	NC	50%	66%	70%
% of products purchased in Europe	86%	86%	87%	87%
% of European Suppliers	95%	97%	99%	99%

BUYERS' TRAINING ON ENVIRONMENTAL ISSUES

Buyers' Awareness

	2020	2021	2022	Goal 2023
Number of Buyers within the Group Purchasing Centre	32	29	33	NC
Number of Buyers within the Group Purchasing Centre trained in Sustainable Procurement	32	29	33	NC
% of Buyers trained	100%	100%	100%	100%

Sustainable Procurement Objective

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	10%	10%	10%	15%

Environment

WASTE MANAGEMENT

Tonnage of our Waste

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	265.71	217.83	216.56	-5%
Scrap	13.02	1.88	0.00	
Plastics (Films & Bottles)	1.61	3.04	6.97	
Glass	0.17	0.24	0.00	
Wood	29.88	9.48	16.72	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	199.44	188.55	193.13	-5%
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	0.22	0.12	0.15	
Sub-Total Non-Hazardous Waste	510.05	421.14	433.53	412.00
HAZARDOUS WASTE				
Asbestos	0.00	0.00	0.21	-5%
Waste Electrical and Electronic Equipment (WEEE)	0.29	2.29	1.26	
PCB	0.00	0.00	4.66	
Battery	0.00	0.08	0.13	
Other (Packaging / Soiled Wipes, etc)	3.17	1.56	0.88	
Sub-Total Hazardous Waste	3.46	3.93	7.14	6.80
Total	513.51	425.07	440.67	418.80

Recovery Rate of our Waste

New Indicator in 2022

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	216.56	100%	49%	85% of Recovery of our Waste
Scrap	0.00	-	-	
Plastics (Films & Bottles)	6.97	100%	1%	
Glass	0.00	-	-	
Wood	16.72	100%	4%	
Ordinary Industrial Waste (DIB)	193.13	59%	44%	
Cans	0.04	100%	0%	
Coffee Capsules	0.09	100%	0%	
Cigarettes' Butts	0.02	100%	0%	
Hazardous Waste	7.14	68%	2%	
Total	440.67	81%	100%	85%

Catalogues Tonnage Reduction

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	626	763	731	716
% of catalogues printed on recycled paper	100%	100%	100%	100%

ENERGY CONSUMPTION MONITORING

Gas & Electricity

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	2,353,628	3,371,224	2,723,703	-15%
Number of kWh / Person / days	14.22	18.99	15.06	
ELECTRICITE				
Electricity Consumption (in kWh)	2,506,694	2,511,653	2,511,419	-15%
Number of kWh / Person / days	15.15	14.15	13.88	
ENERGIE CUMULEE (GAZ & ELECTRICITE)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	4,860,322	5,882,877	5,235,122	-15%
Number of kWh / Person / days	29.37	33.13	28.94	

Water

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	3,882	3,302	3,539	-5%
Number of m ³ / Person / days	0.023	0.019	0.019	
FIRE NETWORK WATER				
Fire network water consumption (in m ³)	851	778	691	-5%

Greenhouse Gas Emissions

	2020	2021 (*)	2022	Objectif 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	1,099	1,099	-10%
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	60	60	
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	526,341	526,341	
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	527,500	527,500	474,750

(*) Carbon Footprint Assessment Valid for 3 years but will be carried out in 2023 using the GCI tool

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	202	27	83	92	1	59	142
2021	202	27	83	92	1	59	142
2022	204	29	83	92	3	59	142

Ethics

AWARENESS ON ETHICS ISSUES

Fight Against Corruption Training Sessions

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	NC
Team Members Concerned ⁽¹⁾	NC	NC	105	NC
Number of Trained Team Members	NC	NC	105	NC
% of Total Headcount Trained	NC	NC	15%	NC
% Of Team Members Concerned Trained	NC	NC	100%	NC

(*) Purchasing & Sales Departments

Competition Law Training Sessions

	2020	2021	2022	Goal 2023
Total Headcount	654	699	715	NC
Team Members Concerned ⁽¹⁾	NC	NC	58	NC
Number of Trained Team Members	NC	NC	58	NC
% of Total Headcount Trained	NC	NC	8%	NC
% Of Team Members Concerned Trained	NC	NC	100%	NC

(*) Members of the Management Committee (CODIR), Purchasing Department and Sales Department

FOLLOW-UP OF REPORTS THROUGH THE WHISTLEBLOWING PROCEDURE

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	1	2



















2023 CSR REPORT & INDICATORS SCOPE

For the 2023 CSR Report (for 2022), the Executive Committee of RAJA Group wanted to favour entities with a Distribution Centre, so that the indicators can be representative as much as possible.

The subsidiaries which were not involved in the drafting of this report still transmitted the certificates and policies drawn up locally which were joined to this report.

Subsidiaries Involved in 2023 for 2022

RAJA PACKAGING SUBSIDIARIES

France 		France 	
Germany 		Benelux 	
Spain 		Italy 	
Poland 		United Kingdom 	
Germany 			

RAJA OFFICE SUBSIDIARIES

France 		France 	
Spain 		Italy 	
Germany 		United-Kingdom 	

SUBSIDIARIES CSR INDICATORS

Social & Human Rights

TEAM MEMBERS' HEALTH & SAFETY

Occupational Risk Assessment



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	234	-	-	-	0	18	216
2021	222	-	-	-	0	13	209
2022	222	-	-	-	0	13	209

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	22	10	6	6	5	3	5
2021	22	5	3	5	0	2	2
2022	22	5	3	5	0	2	2

	2020	2021	2022
Number of Sites Concerned	7	7	7
Number of Sites conducting Health & Safety Risks Assessment	7/7	7/7	7/7
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	372	-	-	-	2	50	320
2021	372	-	-	-	2	50	320
2022	372	-	-	-	2	50	320

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%

Kalamazoo

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	11	0	2	9	0	1	10
2021	11	0	2	9	0	1	10
2022	11	0	2	9	0	1	10

	2020	2021	2022
Number of Sites Concerned	1	1	2
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	2/2
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%

MONDOFFICE

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	58	23	24	11	7	5	10
2021	58	23	24	11	7	5	10
2022	58	23	24	11	7	5	10

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%

RAJA
Germany

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Monitored	Risk to be Controlled	Non-Significant Risk
2020	62	0	19	43	0	0	0
2021	62	0	19	43	0	0	0
2022	60	0	21	41	0	0	0

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	318	92	82	144	7	47	264

	2020	2021	2022
Number of Sites Concerned	3	3	1
Number of Sites conducting Health & Safety Risks Assessment	3/3	3/3	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	99	48	28	23	48	28	23

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	38	0	23	15	0	1	37
2021	38	0	23	15	0	1	37
2022	41	0	26	15	0	1	37

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	194	32	125	37	0	22	172
2021	225	43	144	38	0	36	189
2022	259	52	158	49	0	40	219

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	215	0	0	0	110	0	204

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	6	0	0	0	3	2	1
2021	6	0	0	0	3	2	1
2022	6	0	0	0	3	2	1

	2020	2021	2022
Number of Sites Concerned	1	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	51	NC	NC	NC	NC	NC	NC
2021	51	NC	NC	NC	NC	NC	NC
2022	69	NC	NC	NC	NC	NC	NC

	2020	2021	2022
Number of Sites Concerned	5	5	8
Number of Sites conducting Health & Safety Risks Assessment	5/5	5/5	6/8
% of Sites conducting Health & Safety Risks Assessment	100%	100%	75%

Medical Consultations Follow-Up



	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	NC	NC	NC	98	25	4	102	25	5	100%
Medical Visits up to Date	NC	NC	NC	94	23	4	102	24	5	
Medical visits not up to date	NC	NC	NC	4	2	0	0	1	0	
% of Medical Visits up to date	NC	NC	NC	96%	92%	0%	100%	96%	100%	
Total up to Date	NC			95%			99%			100%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	263	108	20	255	109	20	219	103	29	100%
Medical Visits up to Date	232	104	20	230	107	20	212	102	29	
Medical visits not up to date	31	4	0	25	2	0	7	1	0	
% of Medical Visits up to date	88%	96%	100%	90%	98%	100%	97%	99%	100%	
Total up to Date	91%			93%			98%			100%



	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	256	9	123	273	8	120	267	50	80	100%
Medical Visits up to Date	251	9	121	260	8	108	267	50	80	
Medical visits not up to date	5	0	2	13	0	12	0	0	0	
% of Medical Visits up to date	98%	100%	98%	95%	100%	90%	100%	100%	100%	
Total up to Date	98%			94%			100%			100%



	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	NC	NC	NC	108	17	12	NC	NC	NC	75%
Medical Visits up to Date	NC	NC	NC	73	11	10	NC	NC	NC	
Medical visits not up to date	NC	NC	NC	35	6	2	NC	NC	NC	
% of Medical Visits up to date	NC	NC	NC	66%	65%	83%	NC	NC	NC	
Total up to Date	NC			69%			NC			75%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	263	55	16	262	53	17	247	51	16	100%
Medical Visits up to Date	131	55	13	117	53	15	107	61	14	
Medical visits not up to date	132	0	3	145	0	2	0	0	0	
% of Medical Visits up to date	50%	100%	81%	45%	100%	88%	100%	100%	100%	
Total up to Date	60%			56%			100%			100%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	115	0	0	130	0	0	140	0	0	100%
Medical Visits up to Date	115	0	0	130	0	0	140	0	0	
Medical visits not up to date	0	0	0	0	0	0	0	0	0	
% of Medical Visits up to date	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total up to Date	100%			100%			100%			100%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	120	59	38	132	51	53	137	55	55	90%
Medical Visits up to Date	NC	26	16	NC	44	53	NC	11	11	
Medical visits not up to date	NC	33	22	NC	7	0	NC	44	44	
% of Medical Visits up to date	NC	44%	42%	NC	86%	100%	NC	80%	80%	
Total up to Date	43%			50%			80%			90%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	NC	NC	NC	NC	NC	NC	66	24	0	100%
Medical Visits up to Date	NC	NC	NC	NC	NC	NC	66	24	0	
Medical visits not up to date	NC	NC	NC	NC	NC	NC	0	0	0	
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC	100%	100%	0%	
Total up to Date	NC			NC			100%			100%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	55	0	4	65	0	7	82	0	0	100%
Medical Visits up to Date	55	0	4	64	0	7	82	0	0	
Medical visits not up to date	0	0	0	1	0	0	0	0	0	
% of Medical Visits up to date	100%	100%	100%	98%	100%	100%	100%	100%	100%	
Total up to Date	100%			99%			100%			100%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
Medical Visits up to Date	NC	NC	NC	NC	NC	NC	NC	NC	NC	
Medical visits not up to date	NC	NC	NC	NC	NC	NC	NC	NC	NC	
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC	NC	NC	NC	
Total up to Date	NC			NC			NC			NC

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	NC	NC	NC	NC	NC	NC	54	21	5	100%
Medical Visits up to Date	NC	NC	NC	NC	NC	NC	54	21	5	
Medical visits not up to date	NC	NC	NC	NC	NC	NC	0	0	0	
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC	100%	100%	100%	
Total up to Date	NC			NC			100%			100%

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
Medical Visits up to Date	NC	NC	NC	NC	NC	NC	NC	NC	NC	
Medical visits not up to date	NC	NC	NC	NC	NC	NC	NC	NC	NC	
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC	NC	NC	NC	
Total up to Date	NC			NC			NC			

	2020			2021			2022			Goal 2023
	Offices	Logistics		Offices	Logistics		Offices	Logistics		
		Forklift Workers	Others		Forklift Workers	Others		Forklift Workers	Others	
Number of Team Members	NC	NC	NC	NC	NC	NC	50	49	151	100%
Medical Visits up to Date	NC	NC	NC	NC	NC	NC	10	49	74	
Medical visits not up to date	NC	NC	NC	NC	NC	NC	0	0	0	
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC	100%	100%	100%	
Total up to Date	NC			NC			100%			100%

First Aiders

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	0	0	NC	NC	0	30
Number of First Aiders retrained	0	24	NC	NC	0	
Number of First Aiders Up to Date	32	7	NC	NC	23	
Total up to Date	32	31	NC	NC	23	30

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	0	7	4	0	4	NC
Number of First Aiders retrained	33	44	0	10	10	
Number of First Aiders Up to Date	0	0	0	0	0	
Total up to Date	33	51	4	10	14	NC

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	0	0	NC	NC	38	NC
Number of First Aiders retrained	3	23	NC	NC	0	
Number of First Aiders Up to Date	44	17	NC	NC	20	
Total up to Date	47	40	NC	NC	58	NC

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	0	0	1	0	1	3
Number of First Aiders retrained	2	2	2	0	2	
Number of First Aiders Up to Date	2	2	3	0	3	
Total up to Date	4	4	3	0	3	3

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	7	3	2	2	4	NC
Number of First Aiders retrained	33	6	9	5	14	
Number of First Aiders Up to Date	9	52	48	32	80	
Total up to Date	49	61	48	32	80	NC



	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	5	5	13	0	13	13
Number of First Aiders retrained	5	0	5	0	5	
Number of First Aiders Up to Date	5	10	8	0	8	
Total up to Date	15	15	13	0	13	13



	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	NC	0	0	6	6	15
Number of First Aiders retrained	NC	10	6	3	9	
Number of First Aiders Up to Date	NC	10	6	9	15	
Total up to Date	NC	20	6	9	15	15



	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	NC	NC	NC	NC	8	NC
Number of First Aiders retrained	NC	NC	NC	NC	12	
Number of First Aiders Up to Date	NC	NC	NC	NC	6	
Total up to Date	NC	NC	NC	NC	26	NC

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	13	13	8	0	8	100% Up to Date
Number of First Aiders retrained	12	12	2	0	2	
Number of First Aiders Up to Date	3	8	4	0	4	
Total up to Date	28	33	14	0	14	100%

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	6	5	0	2	2	NC
Number of First Aiders retrained	1	4	6	2	8	
Number of First Aiders Up to Date	6	5	6	2	8	
Total up to Date	13	14	6	4	10	NC

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	NC	NC	16	4	20	NC
Number of First Aiders retrained	NC	NC	0	0	0	
Number of First Aiders Up to Date	NC	NC	13	2	15	
Total up to Date	NC	NC	13	2	15	NC

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	0	1	0	0	0	11
Number of First Aiders retrained	4	0	0	0	0	
Number of First Aiders Up to Date	0	3	4	0	4	
Total up to Date	4	4	4	0	4	11

	2020	2021	2022			Goal 2023
	TOTAL	TOTAL	Offices	Logistics	TOTAL	
Number of New First Aiders	0	5	3	3	6	NC
Number of First Aiders retrained	5	4	4	4	8	
Number of First Aiders Up to Date	21	17	24	48	72	
Total up to Date	26	26	31	55	86	NC

Accidentology Monitoring

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	1		9		10	
2021	1	2	1	1	2	3
2022	1	3	1	6	2	9

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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	0		0		5		208		5		208	
2021	1	1	8	16	0	0	0	0	1	1	8	16
2022	1	5	17	334	0	0	0	0	1	5	17	334

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	10		5		15	
2021	1	13	2	3	3	16
2022	3	11	2	9	5	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	5		66		1		65		6		141	
2021	1	8	13	780	0	2	0	10	1	10	13	790
2022	2	7	38	672	1	3	44	41	3	10	82	713

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	17		4		21	
2021	2	10	1	0	3	10
2022	0	11	1	3	1	14

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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	17		999		4		163		21		1 162	
2021	2	9	10	40	0	0	0	0	2	9	10	40
2022	0	8	0	290	1	3	56	71	1	11	56	361

Kalamazoo

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	11		0		11	
2021	0	3	1	1	1	4
2022	0	4	0	0	0	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	1		64		0		0		1		64	
2021	0	3	0	37	1	1	157	20	1	4	157	57
2022	0	3	0	150	0	0	0	0	0	3	0	150

MONDOFFICE

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	0		1		1	
2021	3	0	3	0	6	0
2022	1	0	0	0	1	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	0		0		1		10		1		10	
2021	3	0	98	0	3	0	54	0	6	0	152	0
2022	1	0	24	0	0	0	0	0	1	0	24	0



Year	Logistics		Office		TOTAL	
	TA	WA	TA	AT	TA	WA
2020	NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC
2022	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC		NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
2022	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC



Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	14		0		14	
2021	1	14	0	0	1	14
2022	1	10	1	1	2	11

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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	13		492		0		0		13		492	
2021	1	9	1	75	0	0	0	0	1	9	1	75
2022	1	6	1	105	1	1	27	1	2	28	7	106

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC
2022	0	1	1	0	1	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC		NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
2022	0	0	0	0	1	0	53	1	1	0	53	1

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	0		0		0	
2021	0	0	0	1	0	1
2022	0	0	0	0	0	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	0		0		0		0		0		0	
2021	0	0	0	0	0	1	0	3	0	1	0	3
2022	0	0	0	0	0	0	0	0	0	0	0	0

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC	
2021	3	15	0	0	3	15
2022	2	12	0	0	2	12

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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC		NC		NC		NC	
2021	0	0	0	0	0	0	0	0	0	0	0	0
2022	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC



Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC
2022	1	0	0	0	1	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC		NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
2022	1	0	39	0	0	0	0	0	2	0	39	0



Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC
2022	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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	NC		NC		NC		NC		NC		NC	
2021	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
2022	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

Year	Logistics		Office		TOTAL	
	TA	WA	TA	WA	TA	WA
2020	47		0		47	
2021	0	21	0	2	0	23
2022	0	26	0	7	0	33

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	
	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
2020	6		21		0		0		6		21	
2021	0	11	0	33	0	1	0	25	0	12	0	58
2022	0	12	0	94	0	0	0	0	0	12	0	94

Frequency Rate & Severity Rate

	2020	2021	2022	Goal 2023
Total number of accidents	9	5	11	0
Number of accidents with lost time	5	2	5	0
Number of days of lost time	0	38	334	0
Frequency rate	14.35	5.30	25.04	0
Severity rate	0.99	0.20	1.8	0

	2020	2021	2022	Goal 2023
Total number of accidents	15	19	24	NC
Number of accidents with lost time	6	11	10	NC
Number of days of lost time	141	803	713	NC
Frequency rate	13.34	23.01	19.6	NC
Severity rate	0.29	1.68	1.40	NC

	2020	2021	2022	Goal 2023
Total number of accidents	21	13	15	NC
Number of accidents with lost time	20	11	12	NC
Number of days of lost time	814	420	417	NC
Frequency rate	16.43	18.21	18.64	NC
Severity rate	1.22	0.70	0.61	NC

	2020	2021	2022	Goal 2023
Total number of accidents	3	5	4	0
Number of accidents with lost time	1	5	3	0
Number of days of lost time	64	214	150	0
Frequency rate	3.61	19.37	2.16	0
Severity rate	0.23	0.83	0	0

MONDOFFICE

	2020	2021	2022	Goal 2023
Total number of accidents	1	6	1	0
Number of accidents with lost time	1	6	1	0
Number of days of lost time	10	152	24	0
Frequency rate	NC	NC	2.09	0
Severity rate	NC	NC	0.05	0

RAJA
Germany

	2020	2021	2022	Goal 2023
Total number of accidents	7	0	2	0
Number of accidents with lost time	0	0	1	0
Number of days of lost time	0	0	5	0
Frequency rate	NC	NC	NC	0
Severity rate	NC	NC	NC	0

RAJA
Benelux

	2020	2021	2022	Goal 2023
Total number of accidents	14	15	13	NC
Number of accidents with lost time	13	10	9	NC
Number of days of lost time	491.5	75.5	134	NC
Frequency rate	41.38	25.95	21.95	20
Severity rate	0.74	0.21	0.33	0.25

RAJA
Spain

	2020	2021	2022	Goal 2023
Total number of accidents	NC	NC	2	NC
Number of accidents with lost time	NC	NC	2	NC
Number of days of lost time	NC	NC	53	NC
Frequency rate	NC	NC	12.91	NC
Severity rate	NC	NC	0.34	NC

	2020	2021	2022	Goal 2023
Total number of accidents	0	0	0	0
Number of accidents with lost time	0	1	0	0
Number of days of lost time	0	3	0	0
Frequency rate	0	6.81	0	0
Severity rate	0	0.02	0	0

	2020	2021	2022	Goal 2023
Total number of accidents	21	15	12	NC
Number of accidents with lost time	0	0	1	NC
Number of days of lost time	0	0	9	NC
Frequency rate	51.74	24.93	3.98	NC
Severity rate	5.17	2.49	4.65	NC

	2020	2021	2022	Goal 2023
Total number of accidents	NC	NC	0	0
Number of accidents with lost time	NC	NC	0	0
Number of days of lost time	NC	NC	0	0
Frequency rate	NC	NC	0	0
Severity rate	NC	NC	0	0

	2020	2021	2022	Goal 2023
Total number of accidents	2	NC	NC	NC
Number of accidents with lost time	2	NC	NC	NC
Number of days of lost time	70	NC	NC	NC
Frequency rate	NC	NC	NC	NC
Severity rate	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
Total number of accidents	47	23	12	NC
Number of accidents with lost time	6	12	12	NC
Number of days of lost time	21	58	94	NC
Frequency rate	21.52	7.71	9.7	NC
Severity rate	0.44	2.52	0.07	NC

SOCIAL DIALOGUE

Agreements Signed with Team Members' Representatives

bernard

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	8	8	10	11
Number of Renewed Agreements over the Reference Period	0	0	3	1
Number of Newly Signed Agreements with Representatives	1	3	2	1
Number of Agreements in Force	9	11	12	12

cenpac
solutions d'emballage

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	4	7	4	NC
Number of Renewed Agreements over the Reference Period	0	1	0	NC
Number of Newly Signed Agreements with Representatives	4	6	0	NC
Number of Agreements in Force	8	14	4	NC

JPG

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	2	4	3	NC
Number of Renewed Agreements over the Reference Period	0	0	1	NC
Number of Newly Signed Agreements with Representatives	0	0	0	NC
Number of Agreements in Force	2	4	4	NC

Kalamazoo

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	0	0	2	NC
Number of Renewed Agreements over the Reference Period	0	0	0	NC
Number of Newly Signed Agreements with Representatives	1	1	1	NC
Number of Agreements in Force	1	1	3	NC

MONDOFFICE

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	0	0	0	NC
Number of Renewed Agreements over the Reference Period	0	0	0	NC
Number of Newly Signed Agreements with Representatives	0	0	0	NC
Number of Agreements in Force	0	0	0	NC

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	6	9	9	NC
Number of Renewed Agreements over the Reference Period	0	1	1	NC
Number of Newly Signed Agreements with Representatives	3	2	0	NC
Number of Agreements in Force	9	12	10	NC

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	1	1	1	NC
Number of Renewed Agreements over the Reference Period	2	2	2	NC
Number of Newly Signed Agreements with Representatives	2	2	0	NC
Number of Agreements in Force	5	5	3	3

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	NC	NC	0	NC
Number of Renewed Agreements over the Reference Period	NC	NC	0	NC
Number of Newly Signed Agreements with Representatives	NC	NC	0	NC
Number of Agreements in Force	NC	NC	0	NC

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	0	0	0	0
Number of Renewed Agreements over the Reference Period	0	0	0	0
Number of Newly Signed Agreements with Representatives	0	0	0	0
Number of Agreements in Force	0	0	0	0

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	0	0	0	NC
Number of Renewed Agreements over the Reference Period	0	0	0	NC
Number of Newly Signed Agreements with Representatives	0	0	0	NC
Number of Agreements in Force	0	0	0	NC

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	NC	NC	1	NC
Number of Renewed Agreements over the Reference Period	NC	NC	0	NC
Number of Newly Signed Agreements with Representatives	NCA	NC	0	NC
Number of Agreements in Force	NC	NC	1	NC

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	0	1	1	NC
Number of Renewed Agreements over the Reference Period	0	1	1	NC
Number of Newly Signed Agreements with Representatives	0	2	2	NC
Number of Agreements in Force	0	4	4	NC

	2020	2021	2022	Goal 2023
Number of Existing Agreements Signed with Representatives	1	0	0	NC
Number of Renewed Agreements over the Reference Period	0	1	0	NC
Number of Newly Signed Agreements with Representatives	0	1	3	NC
Number of Agreements in Force	1	2	3	NC

Meetings with Team Members' Representatives

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	11	11	12	12
Number of Health, Safety & Working Conditions Meetings	4	4	4	4
Number of Union Meetings	3	11	14	5

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	23	14	14	NC
Number of Health, Safety & Working Conditions Meetings	12	6	6	NC
Number of Union Meetings	36	26	27	NC

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	11	11	11	
Number of Health, Safety & Working Conditions Meetings	4	4	4	
Number of Union Meetings	3	3	3	

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	10	4	9	NC
Number of Health, Safety & Working Conditions Meetings	5	6	5	NC
Number of Union Meetings	N/A	N/A	N/A	N/A

MONDOFFICE

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	0	0	0	NC
Number of Health, Safety & Working Conditions Meetings	10	12	8	NC
Number of Union Meetings	0	0	0	NC

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Germany

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	12	12	12	12
Number of Health, Safety & Working Conditions Meetings	1	1	4	4
Number of Union Meetings	0	0	0	0

RAJA
Benelux

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	NC	10	10	10
Number of Health, Safety & Working Conditions Meetings	NC	11	10	10
Number of Union Meetings	NC	NC	NC	NC

RAJA
Spain

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	NC	NC	4	NC
Number of Health, Safety & Working Conditions Meetings	NC	NC	4	NC
Number of Union Meetings	NC	NC	0	NC

RAJA
Italy

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	0	0	0	0
Number of Health, Safety & Working Conditions Meetings	0	0	0	0
Number of Union Meetings	0	0	0	0

RAJA
United-Kingdom

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	11	11	11	NC
Number of Health, Safety & Working Conditions Meetings	4	4	4	NC
Number of Union Meetings	3	3	4	NC

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	NC	NC	0	NC
Number of Health, Safety & Working Conditions Meetings	NC	NC	2	NC
Number of Union Meetings	NC	NC	0	NC

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	0	0	0	NC
Number of Health, Safety & Working Conditions Meetings	4	4	4	NC
Number of Union Meetings	0	0	0	NC

	2020	2021	2022	Goal 2023
Number of Work Council Meetings	20	12	20	NC
Number of Health, Safety & Working Conditions Meetings	1	7	15	NC
Number of Union Meetings	0	0	0	NC

Headcount Represented by Work Councils / Unions

	2020	2021	2022	Goal 2023
Total Headcount	127	124	123	NC
Number of sites having Elected Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Elected Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	349	339	362	NC
Number of sites having Elected Representatives	7/7	7/7	7/7	NC
% of the Headcount Represented by Elected Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	388	401	397	NC
Number of sites having Elected Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Elected Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	166	153	139	NC
Number of sites having Elected Representatives	1/2	1/2	1/2	NC
% of the Headcount Represented by Elected Representatives	NC	89%	88%	NC

MONDOFFICE

	2020	2021	2022	Goal 2023
Total Headcount	334	332	314	NC
Number of sites having Elected Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Elected Representatives	100%	100%	100%	NC

RAJA Germany

	2020	2021	2022	Goal 2023
Total Headcount	111	129	140	NC
Number of sites having Elected Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Elected Representatives	100%	100%	100%	NC

RAJA Benelux

	2020	2021	2022	Goal 2023
Total Headcount	217	236	247	NC
Number of sites having Elected Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Elected Representatives	100%	100%	100%	NC

RAJA Spain

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	90	NC
Number of sites having Elected Representatives	NC	NC	1/1	NC
% of the Headcount Represented by Elected Representatives	NC	NC	100%	NC

RAJA Italy

	2020	2021	2022	Goal 2023
Total Headcount	59	72	82	NC
Number of sites having Elected Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Elected Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	125	187	185	NC
Number of sites having Elected Representatives	0/1	0/1	0/1	NC
% of the Headcount Represented by Elected Representatives	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	80	NC
Number of sites having Elected Representatives	NC	NC	0/1	NC
% of the Headcount Represented by Elected Representatives	NC	NC	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	119	115	110	NC
Number of sites having Elected Representatives	0/1	0/1	0/1	NC
% of the Headcount Represented by Elected Representatives	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	998	910	1 517	NC
Number of sites having Elected Representatives	0/4	0/4	5/8	NC
% of the Headcount Represented by Elected Representatives	0%	0%	96%	NC

Health, Safety & Working Conditions Representatives

	2020	2021	2022	Goal 2023
Total Headcount	127	124	123	NC
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	349	339	362	NC
Number of sites having Health, Safety & Working Conditions Representatives	7/7	7/7	7/7	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	388	401	397	NC
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	166	153	139	NC
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/2	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	NC	89%	89%	NC

	2020	2021	2022	Goal 2023
Total Headcount	334	332	314	NC
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	111	129	140	NC
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	217	236	247	NC
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	90	NC
Number of sites having Health, Safety & Working Conditions Representatives	NC	NC	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	NC	NC	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	59	72	82	NC
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	125	187	185	NC
Number of sites having Health, Safety & Working Conditions Representatives	0/1	0/1	0/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	80	NC
Number of sites having Health, Safety & Working Conditions Representatives	NC	NC	1/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	NC	NC	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	119	115	110	NC
Number of sites having Health, Safety & Working Conditions Representatives	0/1	0/1	0/1	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	998	910	1,517	NC
Number of sites having Health, Safety & Working Conditions Representatives	0/4	0/4	7/8	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	0%	0%	99.8%	NC

Collective Labour Agreement on Working Conditions

bernard

	2020	2021	2022	Goal 2023
Total Headcount	127	124	123	NC
Number of sites having a Collective Labour Agreement	1/1	1/1	1/1	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

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	2020	2021	2022	Goal 2023
Total Headcount	349	339	362	NC
Number of sites having a Collective Labour Agreement	7/7	7/7	7/7	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

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	2020	2021	2022	Goal 2023
Total Headcount	388	401	397	NC
Number of sites having a Collective Labour Agreement	1/1	1/1	1/1	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

Kalamazoo

	2020	2021	2022	Goal 2023
Total Headcount	166	153	139	NC
Number of sites having a Collective Labour Agreement	2/2	2/2	2/2	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

MONDOFFICE

	2020	2021	2022	Goal 2023
Total Headcount	334	332	314	NC
Number of sites having a Collective Labour Agreement	1/1	1/1	1/1	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

RAJA
Germany

	2020	2021	2022	Goal 2023
Total Headcount	111	129	140	NC
Number of sites having a Collective Labour Agreement	1/1	1/1	1/1	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	217	236	247	NC
Number of sites having a Collective Labour Agreement	1/1	1/1	1/1	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	90	NC
Number of sites having a Collective Labour Agreement	NC	NC	1/1	NC
% of the Headcount Covered by a Collective Labour Agreement	NC	NC	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	59	72	82	NC
Number of sites having a Collective Labour Agreement	1/1	1/1	1/1	NC
% of the Headcount Covered by a Collective Labour Agreement	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Headcount	125	187	185	NC
Number of sites having a Collective Labour Agreement	0/1	0/1	0/1	NC
% of the Headcount Covered by a Collective Labour Agreement	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	80	NC
Number of sites having a Collective Labour Agreement	NC	NC	0/1	NC
% of the Headcount Covered by a Collective Labour Agreement	NC	NC	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	119	115	110	NC
Number of sites having a Collective Labour Agreement	0/1	0/1	0/1	NC
% of the Headcount Covered by a Collective Labour Agreement	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Headcount	998	910	1 517	NC
Number of sites having a Collective Labour Agreement	0/4	0/4	7/8	NC
% of the Headcount Covered by a Collective Labour Agreement	0%	0%	99,8%	NC

CAREER MANAGEMENT

Annual Evaluation Interview

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	110	109	116	NC
Number of Evaluation Interviews Achieved	107	107	112	NC
% of Annual Evaluation Interviews Completed	97%	98%	97%	NC
% of the headcount having been assessed	84%	86%	91%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	303	316	322	NC
Number of Evaluation Interviews Achieved	293	312	317	NC
% of Annual Evaluation Interviews Completed	97%	99%	98%	NC
% of the headcount having been assessed	84%	92%	88%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	328	361	388	NC
Number of Evaluation Interviews Achieved	301	333	359	NC
% of Annual Evaluation Interviews Completed	92%	92%	93%	NC
% of the headcount having been assessed	78%	83%	90%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	NC	NC	120	NC
Number of Evaluation Interviews Achieved	NC	NC	120	NC
% of Annual Evaluation Interviews Completed	NC	NC	100%	NC
% of the headcount having been assessed	NC	NC	86%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	334	332	314	NC
Number of Evaluation Interviews Achieved	334	332	314	NC
% of Annual Evaluation Interviews Completed	100%	100%	100%	NC
% of the headcount having been assessed	100%	100%	100%	NC



	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	110	129	140	NC
Number of Evaluation Interviews Achieved	110	129	140	NC
% of Annual Evaluation Interviews Completed	100%	100%	100%	NC
% of the headcount having been assessed	99%	100%	100%	NC



	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	201	218	229	NC
Number of Evaluation Interviews Achieved	130	145	155	NC
% of Annual Evaluation Interviews Completed	65%	67%	68%	NC
% of the headcount having been assessed	60%	61%	63%	NC



	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	NC	NC	90	NC
Number of Evaluation Interviews Achieved	NC	NC	80	NC
% of Annual Evaluation Interviews Completed	NC	NC	89%	NC
% of the headcount having been assessed	NC	NC	89%	NC



	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	59	72	82	NC
Number of Evaluation Interviews Achieved	59	72	82	NC
% of Annual Evaluation Interviews Completed	100%	100%	100%	NC
% of the headcount having been assessed	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	125	187	180	NC
Number of Evaluation Interviews Achieved	21	93	127	NC
% of Annual Evaluation Interviews Completed	17%	50%	71%	NC
% of the headcount having been assessed	17%	50%	69%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	NC	NC	80	NC
Number of Evaluation Interviews Achieved	NC	NC	0	NC
% of Annual Evaluation Interviews Completed	NC	NC	0%	NC
% of the headcount having been assessed	NC	NC	0%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	NC	NC	NC	NC
Number of Evaluation Interviews Achieved	NC	NC	NC	NC
% of Annual Evaluation Interviews Completed	NC	NC	NC	NC
% of the headcount having been assessed	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	618	381	1,400	NC
Number of Evaluation Interviews Achieved	442	197	1 396	NC
% of Annual Evaluation Interviews Completed	72%	52%	100%	NC
% of the headcount having been assessed	44%	22%	92%	NC

Biannual Professional Interviews (French Subsidiaries Only)

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	93	10	113	NC
Number of Professional Interviews Achieved	86	6	101	NC
% of Professional Interviews Completed	92%	60%	89%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	252	82	238	NC
Number of Professional Interviews Achieved	246	81	209	NC
% of Professional Interviews Completed	98%	99%	88%	NC

	2020	2021	2022	Goal 2023
Number of Team Members to Evaluate	NC	378	41	NC
Number of Professional Interviews Achieved	NC	337	41	NC
% of Professional Interviews Completed	NC	89%	100%	NC

Number of Team Members Who Have Received Training

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	21	23	44	17	23	40	9	5	14
Supervisors	12	5	17	18	12	30	10	6	16
Managers	7	4	11	9	8	17	7	8	15
Directors	0	0	0	0	0	0	0	0	0
Total	40	32	72	44	43	87	26	19	45
% of the Headcount who have received Training	57%			70%			37%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	65	77	142	34	57	91	26	61	87
Supervisors	30	18	48	39	39	78	65	51	116
Managers	18	11	29	25	16	41	36	21	57
Directors	3	3	6	3	4	7	3	4	7
Total	116	109	225	101	116	217	130	137	267
% of the Headcount who have received Training	64%			64%			74%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	34	85	119	43	108	151	53	118	171
Supervisors	11	8	19	13	22	35	33	47	80
Managers	11	15	26	28	39	67	37	52	89
Directors	3	0	3	7	1	8	1	0	1
Total	59	108	167	91	170	261	124	217	341
% of the Headcount who have received Training	43%			65%			86%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	7	13	20	30	82	112	6	19	25
Supervisors	0	0	0	1	4	5	0	0	0
Managers	2	4	6	2	6	8	6	2	8
Directors	3	3	6	5	4	9	4	5	9
Total	12	20	32	38	96	134	16	26	42
% of the Headcount who have received Training	19%			88%			30%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	56	136	192	75	159	234	57	120	177
Supervisors	15	13	28	19	25	44	22	24	46
Managers	1	3	4	3	1	4	5	3	8
Directors	1	1	2	1	1	2	1	1	2
Total	73	153	226	98	186	284	85	148	233
% of the Headcount who have received Training	68%			86%			74%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	27	54	81	34	68	102	44	75	119
Supervisors	0	1	1	0	4	4	2	5	7
Managers	6	5	11	5	8	13	3	4	7
Directors	1	0	1	1	0	1	1	0	1
Total	34	60	94	40	80	120	50	84	134
% of the Headcount who have received Training	85%			93%			96%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	53	30	83	77	53	130	80	57	137
Supervisors	9	7	16	17	7	24	17	6	23
Managers	0	0	0	0	0	0	0	0	0
Directors	4	1	5	5	1	6	4	1	5
Total	66	38	104	99	61	160	101	64	165
% of the Headcount who have received Training	48%			68%			67%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	21	10	31
Supervisors	NC	NC	NC	NC	NC	NC	23	19	42
Managers	NC	NC	NC	NC	NC	NC	10	6	16
Directors	NC	NC	NC	NC	NC	NC	1	0	1
Total	NC	NC	NC	NC	NC	NC	55	35	90
% of the Headcount who have received Training	NC			NC			100%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	1	4	5	17	36	53	31	38	69
Supervisors	1	0	1	1	0	1	0	0	0
Managers	1	1	2	4	4	8	0	3	3
Directors	0	0	0	0	1	1	1	1	2
Total	3	5	8	22	41	63	32	42	74
% of the Headcount who have received Training	14%			88%			90%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	12	12	24	71	58	129	84	59	143
Supervisors	1	2	3	0	0	0	4	9	13
Managers	1	1	2	10	8	18	8	7	15
Directors	1	1	2	8	1	9	8	1	9
Total	15	16	31	89	67	156	104	76	180
% of the Headcount who have received Training	25%			83%			97%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	18	20	38
Supervisors	NC	NC	NC	NC	NC	NC	10	4	14
Managers	NC	NC	NC	NC	NC	NC	4	3	7
Directors	NC	NC	NC	NC	NC	NC	1	0	1
Total	NC	NC	NC	NC	NC	NC	33	27	60
% of the Headcount who have received Training	NC			NC			75%		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC	NC	NC	NC
Directors	NC	NC	NC	NC	NC	NC	NC	NC	NC
Total	NC	NC	NC	NC	NC	NC	NC	NC	NC
% of the Headcount who have received Training	NC			NC			NC		

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	527	788	1 315
Supervisors	NC	NC	NC	NC	NC	NC	79	43	122
Managers	NC	NC	NC	NC	NC	NC	40	30	70
Directors	NC	NC	NC	NC	NC	NC	7	3	10
Total	NC	NC	NC	NC	NC	NC	653	864	1 517
% of the Headcount who have received Training	NC			NC			100%		

Number of Training Hours & Average Training Hours / Person



	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	192.5	371.50	564	148.5	206.50	355.00	94.50	63	157.50
Average Training Hours / Person	9.17	16.15	12.82	8.74	8.98	8.88	11.81	9.00	10.50
Supervisors	208.5	45.5	254	260	95.5	355.5	127	91	218
Average Training Hours / Person	17.38	9.10	14.94	14.44	7.96	11.85	15.88	15.17	15.57
Managers	33.5	38.5	72	93	94.5	187.5	54.5	51.5	106
Average Training Hours / Person	4.79	9.63	6.55	10.33	11.81	11.03	5.45	5.15	5.30
Directors	0	0	0	0	0	0	0	0	0
Average Training Hours / Person	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Average Number of Training Hours / Person	10.86	14.23	12.36	11.40	9.22	10.32	10.62	8.93	9.83



	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	438	981	1,419	538	1 088	1,626	601	1,404	2,005
Average Training Hours / Person	6.74	12.74	10.00	15.82	19.09	18.00	23.12	23.02	16.00
Supervisors	657	482	1,138	626	468	1,094	1,334	1,069	2,403
Average Training Hours / Person	21.90	26.78	23.73	16.05	12.00	14.03	20.52	20.96	20.72
Managers	222	256	478	454	468	921	534	435	969
Average Training Hours / Person	12.33	23.27	16.48	18.16	29.25	22.49	14.83	20.71	17.00
Directors	205	70	274	60	103	163	101	154	256
Average Training Hours / Person	68.33	23.33	45.83	20.00	25.75	23.29	33.67	38.50	36.43
Average Number of Training Hours / Person	13.12	16.41	14.72	16.61	18.34	17.53	19.77	22.35	21.09

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	384	440	824	923	2 000	2 923	889	2,927	3,816
Average Training Hours / Person	11.29	5.18	6.92	21.47	18.52	19.36	17.00	25.00	22.53
Supervisors	179	36	215	483	588	1071	245	547	792
Average Training Hours / Person	16.27	4.50	11.32	37.15	26.73	30.60	7.00	12.00	9.83
Managers	150	205	355	704	1 259	1 963	615	795	1,410
Average Training Hours / Person	13.64	13.67	13.65	25.14	32.28	29.30	17.00	15.00	15.81
Directors	16	0	16	199	14	213	14	0	14
Average Training Hours / Person	5.33	0.00	5.33	28.43	14.00	26.63	14.00	0.00	14.00
Average Number of Training Hours / Person	12.36	6.31	8.44	25.37	22.71	23.64	14.16	19.79	17.73

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	27.3	139.1	166.4	195	787.2	982.2	85.8	858.8	944.6
Average Training Hours / Person	3.90	10.7	8.32	6.50	9.60	8.77	14.30	45.20	37.78
Supervisors	0	0	0	3	11.2	14.2	0	0	0
Average Training Hours / Person	0.00	0.00	0.00	3.00	2.80	2.84	0.00	0.00	0.00
Managers	4	8	12	12	148.2	160.2	85.8	9.6	95.4
Average Training Hours / Person	2.00	2.00	2.00	6.00	24.70	20.03	14.30	4.80	11.93
Directors	51.9	126	177.9	351	596	947	38	60	98
Average Training Hours / Person	17.30	42.00	29.65	70.20	149.00	105.22	9.50	12.00	10.89
Average Number of Training Hours / Person	6.93	13.66	11.13	14.76	16.07	15.70	13.10	35.71	27.10

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	672.2	788.8	1,416	517.5	1,001.7	1,519.2	406	687	1,093
Average Training Hours / Person	11.20	5.80	7.38	6.90	6.30	6.49	7.10	5.80	6.22
Supervisors	163.5	137.8	301	321.1	282.5	603.6	156	204.5	360.5
Average Training Hours / Person	10.90	10.60	10.76	16.90	11.30	13.72	7.10	8.50	7.83
Managers	13.2	36	49.2	38.4	13.5	51.9	110.5	84	194.5
Average Training Hours / Person	13.20	12.00	12.30	12.80	13.50	12.98	22.10	280.00	24.31
Directors	16	16	32	16	16	32	23,5	17	40,5
Average Training Hours / Person	16.00	16.00	16.00	16.00	16.00	16.00	23.50	17.00	20.25
Average Number of Training Hours / Person	11.23	6.40	7.96	9.11	7.06	7.77	8.17	6.77	7.29

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	270	810	1,080	340	1,020	1,360	440	1,125	1,565
Average Training Hours / Person	10.00	15.00	13.33	10.00	15.00	13.33	10.00	15.00	13.15
Supervisors	0	20	20	0	80	80	40	100	140
Average Training Hours / Person	0.00	20.00	20.00	0.00	20.00	20.00	20.00	20.00	20.00
Managers	60	100	160	50	120	170	60	80	140
Average Training Hours / Person	10.00	20.00	14.55	10.00	15.00	13.08	20.00	20.00	20.00
Directors	10	0	10	10	0	10	10	0	10
Average Training Hours / Person	10.00	0.00	10.00	10.00	0.00	10.00	10.00	0.00	10.00
Average Number of Training Hours / Person	10.00	15.50	13.51	10.00	15.25	13.50	11.00	15.54	13.84

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	478	346	824	615	255	870	751	357	1,108
Average Training Hours / Person	9.02	11.53	9.93	7.99	4.81	6.69	9.39	6.26	8.09
Supervisors	135	78	213	270	93	363	331	112	443
Average Training Hours / Person	15.00	11.14	13.31	15.88	13.29	15.12	19.47	18.67	19.26
Managers	0	0	0	0	0	0	0	0	0
Average Training Hours / Person	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Directors	32	11	43	94	16	110	31	1	32
Average Training Hours / Person	8.00	11.00	8.60	18.80	16.00	18.33	7.75	1.00	6.40
Average Number of Training Hours / Person	9.77	11.44	10.38	9.89	5.97	8.39	11.02	7.34	9.59

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	942	349	1 291
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	39.25	24.93	33.97
Supervisors	NC	NC	NC	NC	NC	NC	863	323	1 186
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	287.67	80.75	169.43
Managers	NC	NC	NC	NC	NC	NC	0	0	0
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	0.00	0.00	0.00
Directors	NC	NC	NC	NC	NC	NC	6	0	6
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	6.00	0.00	6.00
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC	64.68	37.33	53.98

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	19	551	570	3,860.19	3,684.96	7,545.15	1,240	1,824	3,064
Average Training Hours / Person	19.00	137.75	114.00	227.07	102.36	142.36	40.00	48.00	44.41
Supervisors	19	0	19	74	0	74	0	0	0
Average Training Hours / Person	19.00	0.00	19.00	74.00	0.00	74.00	0.00	0.00	0.00
Managers	19	19	38	417,48	517,44	934,92	0	135	135
Average Training Hours / Person	19.00	19.00	19.00	104.37	129.36	116.87	0.00	45.00	45.00
Directors	0	0	0	0	25,5	25,5	59	115	174
Average Training Hours / Person	0.00	0.00	0.00	0.00	25.50	25.50	59.00	115.00	87.00
Average Number of Training Hours / Person	19.00	114.00	78.38	197.80	103.12	136.18	40.59	49.38	45.58

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	192	192	384,	802.3	609	1,411.3	NC	NC	NC
Average Training Hours / Person	16.00	16.00	16.00	11.30	10.50	10.94	NC	NC	NC
Supervisors	24	48	72	0	0	0	NC	NC	NC
Average Training Hours / Person	24.00	24.00	24.00	0.00	0.00	0.00	NC	NC	NC
Managers	24	24	48	366	37	738	NC	NC	NC
Average Training Hours / Person	24.00	24.00	24.00	36.60	46.50	41.00	NC	NC	NC
Directors	24	24	48	118.4	16	134.4	NC	NC	NC
Average Training Hours / Person	24.00	24.00	24.00	14.80	16.00	14.93	NC	NC	NC
Average Number of Training Hours / Person	17.60	18.00	17.81	14.46	14.88	14.64	13.00	24.00	17.50

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	245.5	96.5	342
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	12.28	5.36	9.00
Supervisors	NC	NC	NC	NC	NC	NC	169.5	55	224.5
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	16.95	13.75	16.04
Managers	NC	NC	NC	NC	NC	NC	90	44	134
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	22.50	14.67	19.14
Directors	NC	NC	NC	NC	NC	NC	33	0	33
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	33.00	0.00	33.00
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC	15.38	7.82	12.23

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	NC	NC	NC
Directors	NC	NC	NC	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	NC	NC	NC
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC	NC	NC	NC

	2020			2021			2022		
	M	W	Total	M	W	Total	M	W	Total
Workers	NC	NC	NC	NC	NC	NC	5,545	5,955	11,500
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	10.5	7.60	8.77
Supervisors	NC	NC	NC	NC	NC	NC	600	438	1,038
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	7.60	10.20	8.50
Managers	NC	NC	NC	NC	NC	NC	350	300	650
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	8.75	10.00	9.29
Directors	NC	NC	NC	NC	NC	NC	5	2	7
Average Training Hours / Person	NC	NC	NC	NC	NC	NC	0.70	0.70	0.70
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC	9.94	7.79	8.72

Internal Mobility

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	1	0	1
		W	4	1	1
	Number of Professional Employment Categories changes (promotions)	M	4	2	2
		W	4	4	8
Supervisors	Number of intra or inter Department changes of function	M	0	2	2
		W	1	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	5	0
		W	1	0	1
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			15	14	15

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	5	2	5
		W	2	0	4
	Number of Professional Employment Categories changes (promotions)	M	0	0	2
		W	0	0	0
Supervisors	Number of intra or inter Department changes of function	M	0	4	1
		W	2	2	3
	Number of Professional Employment Categories changes (promotions)	M	2	2	0
		W	1	4	1
Managers	Number of intra or inter Department changes of function	M	0	3	1
		W	0	0	1
	Number of Professional Employment Categories changes (promotions)	M	0	2	0
		W	1	0	2
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			13	19	20

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	3	6	2
		W	7	2	0
	Number of Professional Employment Categories changes (promotions)	M	2	1	1
		W	3	3	2
Supervisors	Number of intra or inter Department changes of function	M	1	0	2
		W	6	3	4
	Number of Professional Employment Categories changes (promotions)	M	0	2	1
		W	4	9	2
Managers	Number of intra or inter Department changes of function	M	3	10	4
		W	8	8	7
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			37	44	25

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	3	0	0
		W	1	0	2
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	3	1
Supervisors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			4	3	3

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	1	2	2
		W	16	17	9
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Supervisors	Number of intra or inter Department changes of function	M	0	0	0
		W	1	1	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			18	20	11

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	0	1	0
		W	1	1	1
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	1
Supervisors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	3	0
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	1	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			1	6	2

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	0	1	1
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	7	22	17
		W	2	12	15
Supervisors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	1	2	8
		W	1	0	2
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			11	37	43

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	NC	NC	3
		W	NC	NC	0
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	3
		W	NC	NC	0
Supervisors	Number of intra or inter Department changes of function	M	NC	NC	0
		W	NC	NC	5
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	0
		W	NC	NC	5
Managers	Number of intra or inter Department changes of function	M	NC	NC	3
		W	NC	NC	0
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	3
		W	NC	NC	0
Directors	Number of intra or inter Department changes of function	M	NC	NC	0
		W	NC	NC	0
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	0
		W	NC	NC	0
Total			NC	NC	22

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	0	2	0
		W	0	2	2
	Number of Professional Employment Categories changes (promotions)	M	0	0	1
		W	1	0	1
Supervisors	Number of intra or inter Department changes of function	M	0	1	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	1	0
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	1
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	1
Total			1	6	6

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	0	0	1
		W	0	0	1
	Number of Professional Employment Categories changes (promotions)	M	6	6	5
		W	2	2	9
Supervisors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	1
	Number of Professional Employment Categories changes (promotions)	M	1	1	0
		W	1	1	0
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			10	10	17

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	NC	NC	0
		W	NC	NC	0
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	7
		W	NC	NC	3
Supervisors	Number of intra or inter Department changes of function	M	NC	NC	0
		W	NC	NC	0
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	3
		W	NC	NC	2
Managers	Number of intra or inter Department changes of function	M	NC	NC	0
		W	NC	NC	0
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	0
		W	NC	NC	1
Directors	Number of intra or inter Department changes of function	M	NC	NC	0
		W	NC	NC	0
	Number of Professional Employment Categories changes (promotions)	M	NC	NC	0
		W	NC	NC	0
Total			NC	NC	16

			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	1	1	1
		W	1	1	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Supervisors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	3
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Executives & Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			2	2	4



			2020	2021	2022
Workers	Number of intra or inter Department changes of function	M	0	0	5
		W	0	0	15
	Number of Professional Employment Categories changes (promotions)	M	0	0	3
		W	0	0	7
Supervisors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	1
	Number of Professional Employment Categories changes (promotions)	M	0	0	2
		W	0	0	4
Managers	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Executives & Directors	Number of intra or inter Department changes of function	M	0	0	0
		W	0	0	0
	Number of Professional Employment Categories changes (promotions)	M	0	0	0
		W	0	0	0
Total			0	0	37

DIVERSITY, DISCRIMINATION & HARASSMENT

Headcount by Professional Employment Categories & per Gender



		2020	2021	2022
Workers	Men	30	27	27
	%	43%	44%	40%
	Women	39	35	27
	%	57%	56%	50%
	Total	69	62	54
	%	54%	50%	44%
Supervisors	Men	19	17	18
	%	51%	45%	42%
	Women	18	21	25
	%	49%	55%	58%
	Total	37	38	43
	%	29%	31%	35%
Managers	Men	13	15	15
	%	62%	63%	58%
	Women	8	9	11
	%	38%	37%	42%
	Total	21	24	26
	%	17%	19%	21%
Directors	Men	0	0	0
	%	-	-	-
	Women	0	0	0
	%	-	-	-
	Total	0	0	0
	%	-	-	-
Total	Men	62	59	60
	%	49%	48%	49%
	Women	65	65	63
	%	51%	52%	51%
	Total	127	124	123



		2020	2021	2022
Workers	Men	91	83	88
	%	50%	50%	49%
	Women	91	83	92
	%	50%	50%	51%
	Total	182	166	180
	%	52%	49%	50%
Supervisors	Men	65	67	69
	%	60%	58%	57%
	Women	43	49	52
	%	40%	42%	43%
	Total	108	116	121
	%	31%	34%	33%

		2020	2021	2022
Managers	Men	32	32	33
	%	62%	64%	61%
	Women	20	18	21
	%	38%	36%	39%
	Total	52	50	54
	%	15%	15%	15%
Directors	Men	3	3	3
	%	43%	43%	43%
	Women	4	4	4
	%	57%	57%	57%
	Total	7	7	7
	%	2%	2%	2%
Total	Men	191	185	193
	%	55%	55%	53%
	Women	158	154	169
	%	45%	45%	47%
	Total	349	339	362



		2020	2021	2022
Workers	Men	103	99	102
	%	48%	44%	46%
	Women	112	125	121
	%	52%	56%	54%
	Total	215	224	223
	%	55%	56%	56%
Supervisors	Men	40	39	35
	%	43%	44%	42%
	Women	53	50	48
	%	57%	56%	58%
	Total	93	89	83
	%	24%	22%	21%
Managers	Men	31	29	31
	%	44%	37%	39%
	Women	39	49	48
	%	56%	63%	61%
	Total	70	78	79
	%	18%	19%	20%
Directors	Men	8	7	9
	%	80%	70%	75%
	Women	2	3	3
	%	20%	30%	25%
	Total	10	10	12
	%	3%	3%	3%
Total	Men	182	174	177
	%	47%	43%	45%
	Women	206	227	220
	%	53%	57%	55%
	Total	388	401	397

		2020	2021	2022
Workers	Men	40	36	30
	%	28%	28%	26%
	Women	102	94	86
	%	72%	72%	74%
	Total	142	130	116
	%	86%	85%	83%
Supervisors	Men	1	1	1
	%	20%	20%	20%
	Women	4	4	4
	%	80%	80%	80%
	Total	5	5	5
	%	3%	3%	4%
Managers	Men	4	2	2
	%	40%	22%	22%
	Women	6	7	7
	%	60%	78%	78%
	Total	10	9	9
	%	6%	6%	6%
Directors	Men	5	5	5
	%	56%	56%	56%
	Women	4	4	4
	%	44%	44%	44%
	Total	9	9	9
	%	5%	5%	6%
Total	Men	50	44	38
	%	30%	29%	27%
	Women	116	109	101
	%	70%	71%	73%
	Total	166	153	139

		2020	2021	2022
Workers	Men	84	84	83
	%	31%	32%	33%
	Women	185	182	167
	%	69%	68%	67%
	Total	269	266	250
	%	81%	80%	80%
Supervisors	Men	27	27	25
	%	49%	48%	46%
	Women	28	29	29
	%	51%	52%	54%
	Total	55	56	54
	%	16%	17%	17%
Managers	Men	5	5	5
	%	63%	63%	63%
	Women	3	3	3
	%	37%	37%	37%
	Total	8	8	8
	%	2%	2%	3%

		2020	2021	2022
Directors	Men	1	1	1
	%	50%	50%	50%
	Women	1	1	1
	%	50%	50%	50%
	Total	2	2	2
	%	1%	1%	1%
Total	Men	117	118	114
	%	35%	35%	36%
	Women	217	214	200
	%	65%	65%	64%
	Total	334	332	314



		2020	2021	2022
Workers	Men	32	37	47
	%	33%	33%	38%
	Women	66	75	78
	%	67%	67%	62%
	Total	98	112	125
	%	88%	87%	89%
Supervisors	Men	0	0	2
	%	0%	0%	29%
	Women	1	5	5
	%	100%	100%	71%
	Total	1	5	7
	%	1%	4%	5%
Managers	Men	6	7	3
	%	55%	64%	43%
	Women	5	4	4
	%	45%	36%	57%
	Total	11	11	7
	%	10%	8%	5%
Directors	Men	1	1	1
	%	100%	100%	100%
	Women	0	0	0
	%	0%	0%	0%
	Total	1	1	1
	%	1%	1%	1%
Total	Men	39	45	53
	%	35%	35%	38%
	Women	72	84	87
	%	65%	65%	62%
	Total	111	129	140

		2020	2021	2022
Workers	Men	136	141	149
	%	69%	68%	68%
	Women	60	65	70
	%	31%	32%	32%
	Total	196	206	219
	%	90%	87%	89%
Supervisors	Men	9	17	17
	%	56%	71%	74%
	Women	7	7	6
	%	44%	29%	26%
	Total	16	24	23
	%	7%	10%	9%
Managers	Men	0	0	0
	%	-	-	-
	Women	0	0	0
	%	-	-	-
	Total	0	0	0
	%	-	-	-
Directors	Men	4	5	4
	%	80%	83%	80%
	Women	1	1	1
	%	20%	17%	20%
	Total	5	6	5
	%	2%	3%	2%
Total	Men	149	163	170
	%	69%	69%	69%
	Women	68	73	77
	%	31%	31%	31%
	Total	217	236	247

		2020	2021	2022
Workers	Men	NC	NC	21
	%	NC	NC	68%
	Women	NC	NC	10
	%	NC	NC	32%
	Total	NC	NC	31
	%	NC	NC	34%
Supervisors	Men	NC	NC	19
	%	NC	NC	45%
	Women	NC	NC	23
	%	NC	NC	55%
	Total	NC	NC	42
	%	NC	NC	47%
Managers	Men	NC	NC	10
	%	NC	NC	63%
	Women	NC	NC	6
	%	NC	NC	38%
	Total	NC	NC	16
	%	NC	NC	18%

		2020	2021	2022
Directors	Men	NC	NC	1
	%	NC	NC	100%
	Women	NC	NC	0
	%	NC	NC	0%
	Total	NC	NC	1
	%	NC	NC	1%
Total	Men	NC	NC	51
	%	NC	NC	57%
	Women	NC	NC	39
	%	NC	NC	43%
	Total	NC	NC	90



		2020	2021	2022
Workers	Men	16	22	33
	%	27%	31%	40%
	Women	35	39	43
	%	59%	54%	52%
	Total	51	61	76
	%	86%	85%	92%
Supervisors	Men	1	1	0
	%	2%	1%	-
	Women	0	0	0
	%	0%	0%	-
	Total	1	1	0
	%	2%	1%	-
Managers	Men	4	5	0
	%	7%	7%	-
	Women	2	4	3
	%	3%	6%	4%
	Total	6	9	3
	%	10%	13%	4%
Directors	Men	0	0	2
	%	0%	0%	3%
	Women	1	1	1
	%	2%	1%	1%
	Total	1	1	3
	%	2%	1%	4%
Total	Men	21	28	35
	%	36%	39%	43%
	Women	38	44	47
	%	64%	61%	57%
	Total	59	72	82

		2020	2021	2022
Workers	Men	57	93	85
	%	58%	62%	59%
	Women	41	58	60
	%	42%	38%	41%
	Total	98	151	145
	%	78%	81%	78%
Supervisors	Men	1	1	4
	%	20%	11%	31%
	Women	4	8	9
	%	80%	89%	69%
	Total	5	9	13
	%	4%	5%	7%
Managers	Men	7	10	10
	%	50%	56%	56%
	Women	7	8	8
	%	50%	44%	44%
	Total	14	18	18
	%	11%	10%	10%
Directors	Men	7	8	8
	%	88%	89%	89%
	Women	1	1	1
	%	12%	11%	11%
	Total	8	9	9
	%	6%	5%	5%
Total	Men	72	112	107
	%	58%	60%	58%
	Women	53	75	7
	%	42%	40%	42%
	Total	125	187	185

		2020	2021	2022
Workers	Men	NC	NC	30
	%	NC	NC	54%
	Women	NC	NC	26
	%	NC	NC	46%
	Total	NC	NC	56
	%	NC	NC	70%
Supervisors	Men	NC	NC	11
	%	NC	NC	69%
	Women	NC	NC	5
	%	NC	NC	31%
	Total	NC	NC	16
	%	NC	NC	20%
Managers	Men	NC	NC	4
	%	NC	NC	57%
	Women	NC	NC	3
	%	NC	NC	43%
	Total	NC	NC	7
	%	NC	NC	9%

		2020	2021	2022
Directors	Men	NC	NC	1
	%	NC	NC	100%
	Women	NC	NC	0
	%	NC	NC	-
	Total	NC	NC	1
	%	NC	NC	1%
Total	Men	NC	NC	46
	%	NC	NC	58%
	Women	NC	NC	34
	%	NC	NC	42%
	Total	NC	NC	80



		2020	2021	2022
Workers	Men	54	51	47
	%	56%	55%	55%
	Women	43	41	39
	%	44%	45%	45%
	Total	97	92	86
	%	82%	80%	78%
Supervisors	Men	7	6	11
	%	58%	50%	69%
	Women	5	6	5
	%	42%	50%	31%
	Total	12	12	16
%	10%	10%	15%	
Managers	Men	5	7	6
	%	62%	88%	86%
	Women	3	1	1
	%	38%	12%	14%
	Total	8	8	7
%	7%	7%	6%	
Directors	Men	1	1	1
	%	50%	33%	100%
	Women	1	2	0
	%	50%	67%	0%
	Total	2	3	1
	%	2%	3%	1%
Total	Men	67	65	65
	%	56%	57%	59%
	Women	52	50	45
	%	44%	43%	41%
	Total	119	115	110

		2020	2021	2022
Workers	Men	496	459	527
	%	57%	58%	40%
	Women	369	335	788
	%	43%	42%	60%
	Total	865	794	1 315
	%	87%	87%	87%
Supervisors	Men	0	0	79
	%	0%	0%	65%
	Women	0	0	43
	%	0%	0%	35%
	Total	0	0	122
	%	0%	0%	8%
Managers	Men	68	59	40
	%	62%	60%	57%
	Women	42	40	30
	%	38%	40%	43%
	Total	110	99	70
	%	11%	11%	5%
Directors	Men	20	16	7
	%	87%	94%	70%
	Women	3	1	3
	%	13%	6%	30%
	Total	23	17	10
	%	2%	2%	1%
Total	Men	584	534	653
	%	59%	59%	43%
	Women	414	376	864
	%	41%	41%	57%
	Total	998	910	1,517

Headcount per Age & per Professional Employment Categories

		2020	2021	2022
20 years and less	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%
From 21 to 25 years	Workers	4	0	1
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	4	0	1
	%	3.15%	0.00%	0.83%

		2020	2021	2022
From 26 to 30 years	Workers	5	6	3
	Supervisors	2	4	4
	Managers	0	0	1
	Directors	0	0	0
	Total	7	10	8
	%	5.51%	8.06%	6.67%
From 31 to 35 years	Workers	10	7	5
	Supervisors	4	4	5
	Managers	0	1	2
	Directors	0	0	0
	Total	14	12	12
	%	11.02%	9.68%	10.00%
From 36 to 40 years	Workers	13	13	11
	Supervisors	8	8	8
	Managers	5	4	4
	Directors	0	0	0
	Total	26	25	23
	%	20.47%	20.16%	19.17%
From 41 to 45 years	Workers	12	10	7
	Supervisors	5	6	8
	Managers	2	4	4
	Directors	0	0	0
	Total	19	20	19
	%	14.96%	16.13%	15.83%
From 46 to 50 ans	Workers	8	10	9
	Supervisors	6	6	7
	Managers	8	8	7
	Directors	0	0	0
	Total	22	24	23
	%	17.32%	19.36%	19.17%
From 51 to 55 years	Workers	9	7	7
	Supervisors	6	6	5
	Managers	2	3	3
	Directors	0	0	0
	Total	17	16	15
	%	13.39%	12.90%	12.50%
From 56 to 60 years	Workers	5	6	6
	Supervisors	3	2	4
	Managers	4	3	4
	Directors	0	0	0
	Total	12	11	14
	%	9.45%	8.87%	11.67%
From 61 to 65 years	Workers	2	2	2
	Supervisors	3	2	2
	Managers	0	1	1
	Directors	0	0	0
	Total	5	5	5
	%	3.94%	4.03%	4.16%
More than 65 Years	Workers	1	1	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	1	1	0
	%	0.79%	0.81%	0.00%

		2020	2021	2022
20 years and less	Workers	4	4	5
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	4	4	5
	%	1.15%	1.18%	1.38%
From 21 to 25 years	Workers	20	15	18
	Supervisors	3	3	4
	Managers	1	0	0
	Directors	0	0	0
	Total	24	18	22
	%	6.88%	5.31%	6.08%
From 26 to 30 years	Workers	25	25	25
	Supervisors	7	8	7
	Managers	2	3	3
	Directors	0	0	0
	Total	34	36	35
	%	9.74%	10.62%	9.67%
From 31 to 35 years	Workers	28	24	26
	Supervisors	9	12	13
	Managers	4	4	6
	Directors	0	0	0
	Total	41	40	45
	%	11.75%	11.80%	12.43%
From 36 to 40 years	Workers	19	18	23
	Supervisors	13	14	17
	Managers	4	4	4
	Directors	0	0	0
	Total	36	36	44
	%	10.32%	10.62%	12.15%
From 41 to 45 years	Workers	21	20	22
	Supervisors	16	16	16
	Managers	9	9	11
	Directors	1	1	1
	Total	47	46	50
	%	13.47%	13.57%	13.81%
From 46 to 50 ans	Workers	21	21	25
	Supervisors	18	19	17
	Managers	12	8	9
	Directors	3	2	1
	Total	54	50	52
	%	15.47%	14.75%	14.36%
From 51 to 55 years	Workers	16	15	14
	Supervisors	20	24	26
	Managers	9	10	10
	Directors	3	4	3
	Total	48	53	53
	%	13.75%	15.63%	14.64%
From 56 to 60 years	Workers	20	14	16
	Supervisors	18	17	13
	Managers	9	11	9
	Directors	0	0	2
	Total	47	42	40
	%	13.47%	12.39%	11.05%

		2020	2021	2022
From 61 to 65 years	Workers	8	8	6
	Supervisors	4	3	7
	Managers	2	1	1
	Directors	0	0	0
	Total	14	12	14
	%	4.01%	3.54%	3.87%
More than 65 Years	Workers	0	2	0
	Supervisors	0	0	1
	Managers	0	0	1
	Directors	0	0	0
	Total	0	2	2
	%	0.00%	0.59%	0.55%



		2020	2021	2022
20 years and less	Workers	1	1	1
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	1	1	1
	%	0.26%	0.25%	0.25%
From 21 to 25 years	Workers	20	24	24
	Supervisors	3	5	2
	Managers	0	0	1
	Directors	0	0	0
	Total	23	29	27
	%	5.93%	7.23%	6.80%
From 26 to 30 years	Workers	20	22	22
	Supervisors	9	8	9
	Managers	2	3	2
	Directors	0	0	0
	Total	31	33	33
	%	7.99%	8.23%	8.31%
From 31 to 35 years	Workers	21	23	27
	Supervisors	12	8	8
	Managers	5	7	11
	Directors	0	0	0
	Total	38	38	46
	%	9.79%	9.48%	11.59%
From 36 to 40 years	Workers	24	27	20
	Supervisors	9	10	9
	Managers	10	10	4
	Directors	0	0	0
	Total	43	47	33
	%	11.08%	11.72%	8.31%
From 41 to 45 years	Workers	37	32	35
	Supervisors	18	17	18
	Managers	16	15	18
	Directors	2	2	3
	Total	73	66	74
	%	18.81%	16.46%	18.64%

		2020	2021	2022
From 46 to 50 ans	Workers	41	43	41
	Supervisors	17	17	12
	Managers	17	15	14
	Directors	2	3	2
	Total	77	78	69
	%	19.85%	19.45%	17.38%
From 51 to 55 years	Workers	33	29	30
	Supervisors	10	5	7
	Managers	6	14	13
	Directors	4	2	3
	Total	53	50	53
	%	13.66%	12.47%	13.35%
From 56 to 60 years	Workers	16	21	19
	Supervisors	14	16	14
	Managers	12	10	13
	Directors	1	2	2
	Total	43	49	48
	%	11.08%	12.22%	12.09%
From 61 to 65 years	Workers	2	2	4
	Supervisors	1	3	4
	Managers	2	4	5
	Directors	1	1	0
	Total	6	10	13
	%	1.55%	2.49%	3.27%
More than 65 Years	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%

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		2020	2021	2022
20 years and less	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%
From 21 to 25 years	Workers	1	1	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	1	1	0
	%	0.60%	0.65%	0.00%
From 26 to 30 years	Workers	8	4	3
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	8	4	3
	%	4.82%	2.61%	2.15%

		2020	2021	2022
From 31 to 35 years	Workers	13	7	9
	Supervisors	0	0	0
	Managers	1	1	0
	Directors	0	0	0
	Total	14	8	9
	%	8.43%	5.23%	6.47%
From 36 to 40 years	Workers	22	19	14
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	1	0	0
	Total	23	19	14
	%	13.86%	12.42%	10.07%
From 41 to 45 years	Workers	36	25	21
	Supervisors	1	1	1
	Managers	4	4	4
	Directors	0	1	1
	Total	41	31	27
	%	24.70%	20.26%	19.42%
From 46 to 50 ans	Workers	39	46	44
	Supervisors	2	2	3
	Managers	1	1	2
	Directors	5	3	3
	Total	47	52	52
	%	28.31%	33.99%	37.41%
From 51 to 55 years	Workers	15	21	21
	Supervisors	1	1	1
	Managers	1	0	1
	Directors	3	5	5
	Total	20	27	28
	%	12.05%	17.65%	20.14%
From 56 to 60 years	Workers	6	5	3
	Supervisors	1	1	0
	Managers	2	2	0
	Directors	0	0	0
	Total	9	8	3
	%	5.42%	5.23%	2.16%
From 61 to 65 years	Workers	1	1	1
	Supervisors	0	0	0
	Managers	1	1	1
	Directors	0	0	0
	Total	2	2	2
	%	1.20%	1.31%	1.44%
More than 65 Years	Workers	1	1	1
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	1	1	1
	%	0.60%	0.65%	0.72%

		2020	2021	2022
20 years and less	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0%
From 21 to 25 years	Workers	NC	NC	5
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	5
	%	NC	NC	1.59%
From 26 to 30 years	Workers	NC	NC	12
	Supervisors	NC	NC	1
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	13
	%	NC	NC	4.14%
From 31 to 35 years	Workers	NC	NC	27
	Supervisors	NC	NC	1
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	28
	%	NC	NC	8.92%
From 36 to 40 years	Workers	NC	NC	37
	Supervisors	NC	NC	7
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	44
	%	NC	NC	14.01%
From 41 to 45 years	Workers	NC	NC	55
	Supervisors	NC	NC	16
	Managers	NC	NC	1
	Directors	NC	NC	0
	Total	NC	NC	72
	%	NC	NC	22.93%
From 46 to 50 ans	Workers	NC	NC	54
	Supervisors	NC	NC	16
	Managers	NC	NC	3
	Directors	NC	NC	0
	Total	NC	NC	73
	%	NC	NC	23.25%
From 51 to 55 years	Workers	NC	NC	34
	Supervisors	NC	NC	10
	Managers	NC	NC	1
	Directors	NC	NC	2
	Total	NC	NC	47
	%	NC	NC	14.97%
From 56 to 60 years	Workers	NC	NC	17
	Supervisors	NC	NC	3
	Managers	NC	NC	1
	Directors	NC	NC	0
	Total	NC	NC	21
	%	NC	NC	6.69%

		2020	2021	2022
From 61 to 65 years	Workers	NC	NC	9
	Supervisors	NC	NC	1
	Managers	NC	NC	1
	Directors	NC	NC	0
	Total	NC	NC	11
	%	NC	NC	3.50%
More than 65 Years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%



		2020	2021	2022
20 years and less	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%
From 21 to 25 years	Workers	2	2	2
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	2	2	2
	%	1.80%	1.55%	1.43%
From 26 to 30 years	Workers	5	4	10
	Supervisors	2	3	3
	Managers	0	1	1
	Directors	0	0	0
	Total	7	8	14
	%	6.31%	6.20%	10.00%
From 31 to 35 years	Workers	14	18	21
	Supervisors	0	0	0
	Managers	1	1	1
	Directors	0	0	0
	Total	15	19	22
	%	13.51%	14.73%	15.71%
From 36 to 40 years	Workers	20	23	23
	Supervisors	3	3	3
	Managers	1	1	1
	Directors	0	0	0
	Total	24	27	27
	%	21.62%	20.93%	19.29%
From 41 to 45 years	Workers	15	20	22
	Supervisors	3	3	3
	Managers	1	1	1
	Directors	0	0	0
	Total	19	24	26
	%	17.12%	18.60%	18.57%

		2020	2021	2022
From 46 to 50 ans	Workers	23	27	27
	Supervisors	1	1	1
	Managers	0	0	0
	Directors	0	0	0
	Total	24	28	28
	%	21.62%	21.71%	20.00%
From 51 to 55 years	Workers	4	5	5
	Supervisors	1	1	1
	Managers	2	2	2
	Directors	0	0	0
	Total	7	8	8
	%	6.31%	6.20%	5.71%
From 56 to 60 years	Workers	5	5	5
	Supervisors	0	0	0
	Managers	2	2	2
	Directors	0	0	0
	Total	7	7	7
	%	6.31%	5.42%	5.00%
From 61 to 65 years	Workers	5	5	5
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	1	1	1
	Total	6	6	6
	%	5.41%	4.65%	4.29%
More than 65 Years	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%



		2020	2021	2022
20 years and less	Workers	7	7	2
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	7	7	2
	%	3.23%	2.97%	0.81%
From 21 to 25 years	Workers	22	19	18
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	22	19	18
	%	10.14%	8.05%	7.29%
From 26 to 30 years	Workers	38	38	41
	Supervisors	0	1	2
	Managers	0	0	0
	Directors	0	0	0
	Total	38	39	43
	%	17.51%	16.53%	17.41%

		2020	2021	2022
From 31 to 35 years	Workers	40	43	41
	Supervisors	4	6	6
	Managers	0	0	0
	Directors	0	0	0
	Total	44	49	47
	%	28.28%	20.76%	19.03%
From 36 to 40 years	Workers	20	25	41
	Supervisors	3	5	3
	Managers	0	0	0
	Directors	0	0	0
	Total	23	30	44
	%	10.60%	12.71%	17.81%
From 41 to 45 years	Workers	22	20	18
	Supervisors	1	3	4
	Managers	0	0	0
	Directors	1	1	1
	Total	24	24	23
	%	11.06%	10.17%	9.31%
From 46 to 50 ans	Workers	15	20	17
	Supervisors	3	4	4
	Managers	0	0	0
	Directors	2	2	2
	Total	20	26	23
	%	9.22%	11.02%	9.31%
From 51 to 55 years	Workers	23	22	25
	Supervisors	4	4	2
	Managers	0	0	0
	Directors	0	1	0
	Total	27	27	27
	%	12.44%	11.44%	10.93%
From 56 to 60 years	Workers	8	12	16
	Supervisors	1	1	2
	Managers	0	0	0
	Directors	2	0	0
	Total	11	13	18
	%	5.07%	5.51%	7.29%
From 61 to 65 years	Workers	1	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	2	2
	Total	1	2	2
	%	0.46%	0.85%	0.81%
More than 65 Years	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%

		2020	2021	2022
20 years and less	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%
From 21 to 25 years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%
From 26 to 30 years	Workers	NC	NC	6
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	6
	%	NC	NC	6.67%
From 31 to 35 years	Workers	NC	NC	14
	Supervisors	NC	NC	11
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	25
	%	NC	NC	27.78%
From 36 to 40 years	Workers	NC	NC	8
	Supervisors	NC	NC	14
	Managers	NC	NC	4
	Directors	NC	NC	0
	Total	NC	NC	26
	%	NC	NC	28.89%
From 41 to 45 years	Workers	NC	NC	8
	Supervisors	NC	NC	0
	Managers	NC	NC	6
	Directors	NC	NC	0
	Total	NC	NC	14
	%	NC	NC	15.56%
From 46 to 50 ans	Workers	NC	NC	0
	Supervisors	NC	NC	8
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	8
	%	NC	NC	8.89%
From 51 to 55 years	Workers	NC	NC	0
	Supervisors	NC	NC	2
	Managers	NC	NC	6
	Directors	NC	NC	0
	Total	NC	NC	8
	%	NC	NC	8.89%
From 56 to 60 years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	1
	Total	NC	NC	1
	%	NC	NC	1.11%

		2020	2021	2022
From 61 to 65 years	Workers	NC	NC	1
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	1
	Total	NC	NC	2
	%	NC	NC	2.22%
More than 65 Years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%



		2020	2021	2022
20 years and less	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%
From 21 to 25 years	Workers	2	3	6
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	2	3	6
	%	3.39%	4.17%	7.32%
From 26 to 30 years	Workers	9	16	18
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	9	16	18
	%	15.25%	22.22%	21.95%
From 31 to 35 years	Workers	12	8	10
	Supervisors	0	0	0
	Managers	1	1	0
	Directors	0	0	0
	Total	13	9	10
	%	22.03%	12.50%	12.20%
From 36 to 40 years	Workers	10	15	17
	Supervisors	0	0	0
	Managers	3	4	3
	Directors	0	0	0
	Total	13	19	20
	%	22.03%	26.39%	24.00%
From 41 to 45 years	Workers	11	11	17
	Supervisors	1	1	0
	Managers	1	2	0
	Directors	1	1	0
	Total	14	15	17
	%	23.73%	20.83%	20.73%

		2020	2021	2022
From 46 to 50 ans	Workers	6	7	6
	Supervisors	0	0	0
	Managers	2	1	0
	Directors	0	0	2
	Total	8	8	8
	%	13.56%	11.11%	9.76%
From 51 to 55 years	Workers	0	1	2
	Supervisors	0	0	0
	Managers	0	1	0
	Directors	0	0	1
	Total	0	2	3
	%	0.00%	2.78%	3.66%
From 56 to 60 years	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%
From 61 to 65 years	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%
More than 65 Years	Workers	0	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	0	0
	%	0.00%	0.00%	0.00%



		2020	2021	2022
20 years and less	Workers	0	2	1
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	2	1
	%	0.00%	1.00%	0.54%
From 21 to 25 years	Workers	10	14	12
	Supervisors	0	0	1
	Managers	0	0	0
	Directors	0	0	0
	Total	10	14	13
	%	6.40%	7.50%	7.03%
From 26 to 30 years	Workers	20	25	20
	Supervisors	3	2	2
	Managers	3	2	2
	Directors	0	0	0
	Total	26	29	24
	%	20.80%	15.50%	12.97%

		2020	2021	2022
From 31 to 35 years	Workers	14	30	27
	Supervisors	1	2	1
	Managers	2	2	2
	Directors	2	2	0
	Total	19	36	30
	%	15.20%	19.30%	16.22%
From 36 to 40 years	Workers	6	17	23
	Supervisors	2	3	2
	Managers	3	3	4
	Directors	2	1	1
	Total	13	24	30
	%	10.40%	12.80%	16.22%
From 41 to 45 years	Workers	9	14	14
	Supervisors	1	1	2
	Managers	0	1	1
	Directors	0	3	2
	Total	10	19	19
	%	8.00%	10.20%	10.27%
From 46 to 50 ans	Workers	12	20	18
	Supervisors	1	1	1
	Managers	5	3	3
	Directors	1	1	2
	Total	19	25	24
	%	15.20%	13.40%	12.97%
From 51 to 55 years	Workers	5	9	11
	Supervisors	0	0	1
	Managers	2	5	4
	Directors	3	2	2
	Total	10	16	18
	%	8.00%	8.60%	9.73%
From 56 to 60 years	Workers	7	5	8
	Supervisors	0	0	0
	Managers	0	2	2
	Directors	0	0	0
	Total	7	7	10
	%	5.60%	3.70%	5.41%
From 61 to 65 years	Workers	6	12	13
	Supervisors	0	0	0
	Managers	2	0	0
	Directors	0	0	0
	Total	8	12	13
	%	6.40%	6.40%	7.03%
More than 65 Years	Workers	3	3	3
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	3	3	3
	%	2.40%	1.60%	1.62%

		2020	2021	2022
20 years and less	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%
From 21 to 25 years	Workers	NC	NC	12
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	12
	%	NC	NC	15.00%
From 26 to 30 years	Workers	NC	NC	13
	Supervisors	NC	NC	2
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	15
	%	NC	NC	18.75%
From 31 to 35 years	Workers	NC	NC	16
	Supervisors	NC	NC	4
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	20
	%	NC	NC	25.00%
From 36 to 40 years	Workers	NC	NC	10
	Supervisors	NC	NC	4
	Managers	NC	NC	3
	Directors	NC	NC	0
	Total	NC	NC	17
	%	NC	NC	21.25%
From 41 to 45 years	Workers	NC	NC	4
	Supervisors	NC	NC	2
	Managers	NC	NC	3
	Directors	NC	NC	1
	Total	NC	NC	10
	%	NC	NC	12.50%
From 46 to 50 ans	Workers	NC	NC	4
	Supervisors	NC	NC	1
	Managers	NC	NC	1
	Directors	NC	NC	0
	Total	NC	NC	6
	%	NC	NC	7.50%
From 51 to 55 years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%
From 56 to 60 years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%

		2020	2021	2022
From 61 to 65 years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%
More than 65 Years	Workers	NC	NC	0
	Supervisors	NC	NC	0
	Managers	NC	NC	0
	Directors	NC	NC	0
	Total	NC	NC	0
	%	NC	NC	0.00%

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		2020	2021	2022
20 years and less	Workers	1	0	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	1	0	0
	%	0.88%	0.00%	0.00%
From 21 to 25 years	Workers	8	7	3
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	8	7	3
	%	7.08%	5.47%	2.73%
From 26 to 30 years	Workers	17	15	12
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	17	15	12
	%	15.04%	11.72%	10.91%
From 31 to 35 years	Workers	10	18	16
	Supervisors	3	4	5
	Managers	0	0	0
	Directors	0	0	0
	Total	13	22	21
	%	11.50%	17.19%	19.09%
From 36 to 40 years	Workers	14	14	12
	Supervisors	3	1	2
	Managers	0	0	0
	Directors	0	0	0
	Total	17	15	14
	%	15.04%	11.72%	12.73%
From 41 to 45 years	Workers	6	13	9
	Supervisors	1	2	3
	Managers	0	1	0
	Directors	1	1	1
	Total	8	17	13
	%	7.08%	13.28%	11.82%

		2020	2021	2022
From 46 to 50 ans	Workers	13	8	9
	Supervisors	3	2	2
	Managers	2	3	2
	Directors	0	0	0
	Total	18	13	13
	%	15.93%	10.16%	11.82%
From 51 to 55 years	Workers	12	17	16
	Supervisors	1	2	3
	Managers	3	3	4
	Directors	0	0	0
	Total	16	22	23
	%	14.16%	17.19%	20.91%
From 56 to 60 years	Workers	9	9	4
	Supervisors	1	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	10	9	4
	%	8.85%	7.03%	3.64%
From 61 to 65 years	Workers	4	0	6
	Supervisors	1	2	1
	Managers	0	0	0
	Directors	0	0	0
	Total	5	2	7
	%	4.42%	1.56%	6.36%
More than 65 Years	Workers	0	6	0
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	0	6	0
	%	0.00%	4.69%	0.00%



		2020	2021	2022
20 years and less	Workers	1	0	20
	Supervisors	0	0	0
	Managers	0	0	0
	Directors	0	0	0
	Total	1	0	20
	%	0.12%	0.00%	1.32%
From 21 to 25 years	Workers	17	7	148
	Supervisors	0	0	1
	Managers	0	0	0
	Directors	0	0	0
	Total	17	7	149
	%	1.97%	0.88%	9.82%
From 26 to 30 years	Workers	58	34	144
	Supervisors	0	0	7
	Managers	4	0	2
	Directors	0	0	0
	Total	62	34	153
	%	7.18%	4.28%	10.09%

		2020	2021	2022
From 31 to 35 years	Workers	94	74	198
	Supervisors	0	0	16
	Managers	11	5	10
	Directors	2	0	0
	Total	107	79	224
	%	12.38%	9.95%	14.77%
From 36 to 40 years	Workers	113	106	188
	Supervisors	0	0	27
	Managers	12	13	16
	Directors	0	1	0
	Total	125	120	231
	%	14.47%	15.11%	15.23%
From 41 to 45 years	Workers	117	102	153
	Supervisors	0	0	21
	Managers	20	14	10
	Directors	2	1	0
	Total	139	117	184
	%	16.09%	14.74%	12.13%
From 46 to 50 ans	Workers	107	102	137
	Supervisors	0	0	19
	Managers	29	19	7
	Directors	7	6	4
	Total	143	127	167
	%	16.55%	15.99%	11.01%
From 51 to 55 years	Workers	105	110	150
	Supervisors	0	0	22
	Managers	15	18	10
	Directors	5	3	4
	Total	125	131	186
	%	14.47%	16.50%	12.26%
From 56 to 60 years	Workers	81	83	105
	Supervisors	0	0	7
	Managers	11	12	10
	Directors	4	2	2
	Total	96	97	124
	%	11.11%	12.22%	8.17%
From 61 to 65 years	Workers	37	52	58
	Supervisors	0	0	2
	Managers	6	7	3
	Directors	1	0	0
	Total	44	59	63
	%	5.09%	7.43%	4.15%
More than 65 Years	Workers	5	19	14
	Supervisors	0	0	0
	Managers	0	3	2
	Directors	0	1	0
	Total	5	23	16
	%	0.58%	2.90%	1.05%

Equality Index between Women & Men (French Subsidiaries Only)

bernard

	2020	2021	2022	Goal 2023
Equality Index W/M	NC	91/100	90/100	90/100

cenpac
solutions d'emballage

	2020	2021	2022	Goal 2023
Equality Index W/M	NC	75/100	81/100	95/100 (d'ici à 2027)

JPG

	2020	2021	2022	Goal 2023
Equality Index W/M	NC	90/100	94/100	NC

Average Remuneration by Professional Employment Categories

bernard

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	M	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	€1,816 €	€1,824	€2,182	€2,260	€3,313	€4,151
	2022	€1,868	€1,874	€2,184	€2,336	€3,495	€4,202

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Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average 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
	2022	€2,193.37	€1,945.66	€2,820.11	€2,984.59	€4,600.81	€5,291.26

JPG

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	€2,310	€2,491	€2,891	€3,060	€5,487	€7,725
	2022	€1,909	€2,039	€2,478	€2,755	€4,070	€5,354

Kalamazoo

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average 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
	2022	€2,033.19	€2,338.04	€2,200.61	€2,993.42	€4,099.99	€5,474.32

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average 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
	2022	€2,037.28	€2,396.62	€3,374.90	€3,869.30	€10,585.88	€8,628.54

RAJA
Germany

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	€3,500	€3,500	€4,500	€4,500	€6,500	€6,500
	2021	€3,550	€3,550	€4,600	€4,600	€7,000	€7,000
	2022	€3,700	€3,700	€4,800	€4,800	€7,500	€7,500

RAJA
Benelux

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC
	2022	NC	NC	NC	NC	NC	NC

RAJA
Spain

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC
	2022	€1,661	€1,515	€2,317	€2,914	€4,058	€3,154

RAJA
Italy

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC
	2022	NC	NC	NC	NC	NC	NC

RAJA
United-Kingdom

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average 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
	2022	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC
	2022	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC
	2022	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	£2,894.75	£3,267.42	NC	NC	£5,513.25	£5,831.33
	2022	NC	NC	NC	NC	NC	NC

Headcount by Nationality

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	62	7	69	56	6	62	48	6	54
Supervisors	33	4	37	34	4	38	39	4	43
Managers	21	0	21	24	0	24	26	0	26
Directors	0	0	0	0	0	0	0	0	0
Total	116	11	127	114	10	124	113	10	123
% of the Headcount of foreign nationality	9%			8%			8%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	172	10	182	156	10	166	166	14	180
Supervisors	106	2	108	115	1	116	120	1	121
Managers	52	0	52	50	0	50	54	0	54
Directors	7	0	7	7	0	7	7	0	7
Total	337	12	349	328	11	339	347	15	362
% of the Headcount of foreign nationality	3%			3%			4%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	211	4	215	216	8	224	214	9	223
Supervisors	92	1	93	87	2	89	82	1	83
Managers	68	2	70	76	2	78	79	2	81
Directors	8	2	10	8	2	10	8	2	10
Total	379	9	388	387	14	401	383	14	397
% of the Headcount of foreign nationality	2%			3%			4%		

Kalamazoo

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	142	0	142	130	0	130	116	0	116
Supervisors	5	0	5	5	0	5	5	0	5
Managers	10	0	10	9	0	9	9	0	9
Directors	9	0	9	9	0	9	9	0	9
Total	166	0	166	153	0	153	139	0	139
% of the Headcount of foreign nationality	0%			0%			0%		

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	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	265	4	269	261	5	266	245	6	251
Supervisors	55	0	55	56	0	56	53	0	53
Managers	8	0	8	8	0	8	8	0	8
Directors	2	0	2	2	0	2	2	0	2
Total	330	4	334	327	5	332	308	6	314
% of the Headcount of foreign nationality	1%			2%			2%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	80	18	98	91	20	111	105	20	125
Supervisors	0	1	1	3	1	4	6	1	7
Managers	10	1	11	12	1	13	6	1	7
Directors	1	0	1	1	0	1	1	0	1
Total	91	20	111	107	22	129	118	22	140
% of the Headcount of foreign nationality	18%			17%			16%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	193	3	196	198	8	206	204	15	219
Supervisors	16	0	16	24	0	24	23	0	23
Managers	0	0	0	0	0	0	0	0	0
Directors	5	0	5	5	1	6	5	0	5
Total	214	3	217	227	9	236	232	15	247
% of the Headcount of foreign nationality	1%			4%			6%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	NC	NC	NC	NC	NC	NC	31	0	31
Supervisors	NC	NC	NC	NC	NC	NC	1	41	42
Managers	NC	NC	NC	NC	NC	NC	16	0	16
Directors	NC	NC	NC	NC	NC	NC	1	0	1
Total	NC	NC	NC	NC	NC	NC	59	41	90
% of the Headcount of foreign nationality	NC			NC			46%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	49	2	51	60	1	61	74	2	76
Supervisors	1	0	1	1	0	1	0	0	0
Managers	6	0	6	9	0	9	3	0	3
Directors	1	0	1	1	0	1	3	0	3
Total	57	2	59	71	1	72	80	2	82
% of the Headcount of foreign nationality	3%			1%			2%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	68	24	92	94	57	151	80	66	146
Supervisors	6	2	8	7	2	9	7	5	12
Managers	17	0	17	18	0	18	17	1	18
Directors	8	0	8	9	0	9	9	0	9
Total	99	26	125	128	59	187	113	72	185
% of the Headcount of foreign nationality	21%			32%			39%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	NC	NC	NC	NC	NC	NC	56	1	57
Supervisors	NC	NC	NC	NC	NC	NC	14	1	15
Managers	NC	NC	NC	NC	NC	NC	7	0	7
Directors	NC	NC	NC	NC	NC	NC	1	0	1
Total	NC	NC	NC	NC	NC	NC	78	2	80
% of the Headcount of foreign nationality							3%		

	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	99	0	99	94	2	96	78	9	87
Supervisors	12	0	12	12	0	12	15	0	15
Managers	7	0	7	6	0	6	7	0	7
Directors	1	0	1	1	0	1	1	0	1
Total	119	0	119	113	2	115	101	9	110
% of the Headcount of foreign nationality	0%			2%			8%		



	2020			2021			2022		
	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total	Local Nationality	Foreign Nationality	Total
Workers	NC	NC	NC	NC	NC	NC	944	371	1,315
Supervisors	NC	NC	NC	NC	NC	NC	85	37	122
Managers	NC	NC	NC	NC	NC	NC	30	40	70
Directors	NC	NC	NC	NC	NC	NC	3	7	10
Total	NC	NC	NC	NC	NC	NC	1 062	455	1,517
% of the Headcount of foreign nationality	NC			NC			30%		

Team Members with Disability



	2020	2021	2022
Workers	5	4	4
Supervisors	2	3	3
Managers	0	0	0
Directors	0	0	0
Total	7	7	7
% of the Headcount with Disability	6%	6%	6%



	2020	2021	2022
Workers	6	6	6
Supervisors	2	2	2
Managers	1	1	1
Directors	0	0	0
Total	9	9	9
% of the Headcount with Disability	3%	3%	2%

	2020	2021	2022
Workers	8	12	15
Supervisors	0	1	1
Managers	1	1	1
Directors	1	1	1
Total	10	15	18
% of the Headcount with Disability	3%	4%	5%

	2020	2021	2022
Workers	3	3	3
Supervisors	0	0	0
Managers	0	0	0
Directors	0	0	0
Total	3	3	3
% of the Headcount with Disability	2%	2%	2%

	2020	2021	2022
Workers	17	17	17
Supervisors	3	3	3
Managers	0	0	0
Directors	0	0	0
Total	20	20	20
% of the Headcount with Disability	6%	6%	6%

	2020	2021	2022
Workers	5	5	5
Supervisors	0	0	0
Managers	0	0	0
Directors	0	0	0
Total	5	5	5
% of the Headcount with Disability	5%	4%	4%

	2020	2021	2022
Workers	0	0	0
Supervisors	0	0	0
Managers	0	0	0
Directors	0	0	0
Total	0	0	0
% of the Headcount with Disability	0%	0%	0%

	2020	2021	2022
Workers	NC	NC	2
Supervisors	NC	NC	0
Managers	NC	NC	0
Directors	NC	NC	0
Total	NC	NC	2
% of the Headcount with Disability	NC	NC	2%

	2020	2021	2022
Workers	4	5	4
Supervisors	0	0	0
Managers	0	0	0
Directors	0	0	0
Total	4	5	4
% of the Headcount with Disability	7%	7%	5%

	2020	2021	2022
Workers	8	8	9
Supervisors	0	0	0
Managers	1	0	0
Directors	0	0	0
Total	9	8	9
% of the Headcount with Disability	7%	4%	5%

	2020	2021	2022
Workers	NC	NC	0
Supervisors	NC	NC	0
Managers	NC	NC	0
Directors	NC	NC	0
Total	NC	NC	0
% of the Headcount with Disability			0%

	2020	2021	2022
Workers	3	3	4
Supervisors	0	0	0
Managers	0	0	0
Directors	0	0	0
Total	3	3	4
% of the Headcount with Disability	3%	3%	4%

	2020	2021	2022
Workers	NC	NC	50
Supervisors	NC	NC	3
Managers	NC	NC	3
Directors	NC	NC	0
Total	NC	NC	56
% of the Headcount with Disability	NC	NC	3%

Average Annual Headcount



	2020	2021	2022
Workers	69	63	55
Supervisors	32	40	42
Managers	21	23	25
Directors	NC	NC	0
Total	122	126	122



	2020	2021	2022
Workers	167	171	178
Supervisors	109	112	120
Managers	52	50	47
Directors	7	7	7
Total	335	340	351



	2020	2021	2022
Workers	214	219	203
Supervisors	87	87	81
Managers	60	78	78
Directors	10	10	10
Total	371	394	372



	2020	2021	2022
Workers	133	123	116
Supervisors	5	5	5
Managers	9	9	9
Directors	9	9	9
Total	156	146	139



	2020	2021	2022
Workers	268	264	259
Supervisors	55	56	54
Managers	8	8	8
Directors	2	2	2
Total	333	330	323



	2020	2021	2022
Workers	99	113	123
Supervisors	1	4	5
Managers	10	11	11
Directors	1	1	1
Total	111	129	140



	2020	2021	2022
Workers	176	185	202
Supervisors	16	24	23
Managers	0	0	0
Directors	5	6	5
Total	197	215	230

	2020	2021	2022
Workers	NC	NC	31
Supervisors	NC	NC	42
Managers	NC	NC	16
Directors	NC	NC	1
Total	NC	NC	90

	2020	2021	2022
Workers	52	62	73
Supervisors	1	1	0
Managers	6	9	3
Directors	1	1	3
Total	60	73	79

	2020	2021	2022
Workers	98	151	141
Supervisors	5	9	13
Managers	14	18	18
Directors	8	9	9
Total	125	187	181

	2020	2021	2022
Workers	NC	NC	
Supervisors	NC	NC	
Managers	NC	NC	
Directors	NC	NC	
Total	NC	NC	

	2020	2021	2022
Workers	94	94	87
Supervisors	12	12	15
Managers	6	6	7
Directors	1	1	1
Total	113	113	110

	2020	2021	2022
Workers	730	677	1,315
Supervisors	0	0	122
Managers	111	99	70
Directors	23	17	10
Total	864	793	1,517

Hires by Professional Employment Categories & by Gender

		2020	2021	2022
Workers	Men	7	0	2
	Women	7	3	3
Total " Workers "		14	3	5
Supervisors	Men	1	2	0
	Women	5	6	5
Total " Supervisors "		6	8	5
Managers	Men	0	1	2
	Women	0	1	1
Total " Managers "		0	2	3
Directors	Men	0	0	0
	Women	0	0	0
Total " Directors "		0	0	0
Total		20	13	13

		2020	2021	2022
Workers	Men	17	11	19
	Women	23	14	27
Total " Workers "		40	25	46
Supervisors	Men	7	6	10
	Women	9	9	8
Total " Supervisors "		16	15	18
Managers	Men	2	1	4
	Women	0	0	4
Total " Managers "		2	1	8
Directors	Men	0	0	1
	Women	0	0	0
Total " Directors "		0	0	1
Total		58	41	73

		2020	2021	2022
Workers	Men	14	18	29
	Women	45	40	32
Total " Workers "		59	58	61
Supervisors	Men	3	6	1
	Women	10	8	5
Total " Supervisors "		13	14	6
Managers	Men	9	1	5
	Women	9	6	2
Total " Managers "		18	7	7
Directors	Men	0	0	0
	Women	1	1	2
Total " Directors "		1	1	2
Total		91	80	76

		2020	2021	2022
Workers	Men	0	1	2
	Women	3	0	4
Total " Workers "		3	1	6
Supervisors	Men	0	0	0
	Women	0	0	0
Total " Supervisors "		0	0	0
Managers	Men	0	0	0
	Women	0	1	0
Total " Managers "		0	1	0
Directors	Men	0	0	0
	Women	0	0	0
Total " Directors "		0	0	0
Total		3	2	6

		2020	2021	2022
Workers	Men	8	8	2
	Women	12	8	3
Total " Workers "		20	16	5
Supervisors	Men	2	1	2
	Women	1	0	0
Total " Supervisors "		3	1	2
Managers	Men	1	0	0
	Women	0	1	0
Total " Managers "		1	1	0
Directors	Men	0	0	0
	Women	0	0	0
Total " Directors "		0	0	0
Total		24	18	7

		2020	2021	2022
Workers	Men	3	13	6
	Women	14	23	13
Total " Workers "		17	36	19
Supervisors	Men	0	0	1
	Women	0	3	1
Total " Supervisors "		0	3	2
Managers	Men	3	2	0
	Women	0	0	0
Total " Managers "		3	2	0
Directors	Men	0	0	0
	Women	0	0	0
Total " Directors "		0	0	0
Total		20	41	21

		2020	2021	2022
Workers	Men	32	39	32
	Women	20	21	15
Total " Workers "		52	60	47
Supervisors	Men	0	0	1
	Women	1	0	0
Total " Supervisors "		1	0	1
Managers	Men	0	0	0
	Women	0	0	0
Total " Managers "		0	0	0
Directors	Men	0	1	0
	Women	0	0	0
Total " Directors "		0	1	0
Total		53	61	48

		2020	2021	2022
Workers	Men	NC	NC	11
	Women	NC	NC	9
Total " Workers "		NC	NC	20
Supervisors	Men	NC	NC	3
	Women	NC	NC	5
Total " Supervisors "		NC	NC	8
Managers	Men	NC	NC	0
	Women	NC	NC	1
Total " Managers "		NC	NC	1
Directors	Men	NC	NC	0
	Women	NC	NC	0
Total " Directors "		NC	NC	0
Total		NC	NC	29

		2020	2021	2022
Workers	Men	1	5	10
	Women	5	6	5
Total " Workers "		6	11	15
Supervisors	Men	0	0	0
	Women	0	0	0
Total " Supervisors "		0	0	0
Managers	Men	0	1	0
	Women	0	1	0
Total " Managers "		0	2	0
Directors	Men	0	0	0
	Women	0	0	0
Total " Directors "		0	0	0
Total		6	13	15

		2020	2021	2022
Workers	Men	NC	NC	15
	Women	NC	NC	20
Total " Workers "		NC	NC	35
Supervisors	Men	NC	NC	1
	Women	NC	NC	0
Total " Supervisors "		NC	NC	1
Managers	Men	NC	NC	2
	Women	NC	NC	0
Total " Managers "		NC	NC	2
Directors	Men	NC	NC	1
	Women	NC	NC	0
Total " Directors "		NC	NC	1
Total		NC	NC	39

		2020	2021	2022
Workers	Men	NC	NC	12
	Women	NC	NC	9
Total " Workers "		NC	NC	21
Supervisors	Men	NC	NC	2
	Women	NC	NC	1
Total " Supervisors "		NC	NC	3
Managers	Men	NC	NC	1
	Women	NC	NC	0
Total " Managers "		NC	NC	1
Directors	Men	NC	NC	0
	Women	NC	NC	0
Total " Directors "		NC	NC	0
Total		NC	NC	25

		2020	2021	2022
Workers	Men	12	15	16
	Women	8	3	7
Total " Workers "		20	18	23
Supervisors	Men	1	2	2
	Women	1	1	0
Total " Supervisors "		2	3	2
Managers	Men	3	1	1
	Women	0	0	0
Total " Managers "		3	1	1
Executives & Directors	Men	1	1	0
	Women	0	0	0
Total " Executives & Directors "		1	1	0
Total		26	23	26

		2020	2021	2022
Workers	Men	20	7	50
	Women	13	7	72
Total " Workers "		33	14	122
Supervisors	Men	0	0	0
	Women	0	0	1
Total " Supervisors "		0	0	01
Managers	Men	5	0	2
	Women	2	0	3
Total " Managers "		7	0	5
Executives & Directors	Men	3	1	2
	Women	0	0	1
Total " Executives & Directors "		3	1	3
Total		43	15	131

Sustainable Procurement

RESPONSIBLE PURCHASING & SUSTAINABLE DEVELOPMENT CHARTER AND SUPPLIERS' CODE OF CONDUCT

Signatories

	2020	2021	2022	Goal 2023
Total Number of Suppliers	240	240	232	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	57	57	57	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	24%	24%	25%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	353	322	568	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	353	322	568	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	173	218	329	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	142	218	329	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	82%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	424	419	355	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	0	0	143	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	0%	0%	40%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	203	264	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	NC	64	108	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	NC	32%	41%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	222	214	246	275
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	136	209	237	275
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	61%	98%	96%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	379	397	400	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	349	367	393	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	92%	92%	98%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	163	167	199	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	0	0	20	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	0%	0%	10%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	194	224	230	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	194	224	230	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	149	139	221	227
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	149	139	221	227
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	NC	126	NC
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	NC	NC	126	NC
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	NC	NC	100%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	205	200	212	213
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	205	200	212	213
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	NC	NC	401
Number of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	NC	NC	NC	175
% of the Responsible Purchasing & Sustainable Development Charter and of the Supplier's Code of Conduct Signatories	NC	NC	NC	44%

Supplier Referencing Framework Agreement

	2020	2021	2022	Goal 2023
Total Number of Suppliers	240	240	232	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	0	0	118	NC
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	0%	0%	51%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	353	322	568	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	353	322	NC	NC
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	100%	100%	NC	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	N/A	N/A	N/A	N/A
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	N/A	N/A	N/A	N/A
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	N/A	N/A	N/A	N/A

	2020	2021	2022	Goal 2023
Total Number of Suppliers	424	419	355	315
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	0	0	143	200
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	0%	0%	40%	63%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	203	264	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	NC	64	108	NC
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	NC	32%	41%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	222	214	246	275
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	136	209	237	275
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	61%	98%	96%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	222	214	246	275
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	136	209	237	275
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	61%	98%	96%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	163	167	199	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	0	0	81	NC
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	0%	0%	41%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	194	224	230	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	194	224	142	NC
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	100%	100%	62%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	149	139	221	227
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	149	139	221	227
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	NC	126	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	NC	NC	126	NC
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	NC	NC	100%	100%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	205	200	212	213
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	184	200	212	213
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	90%	100%	100%	100%



	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	NC	NC	NC
Number of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	NC	NC	NC	NC
% of Suppliers who have signed a Framework Referencing Contract containing Clauses on Environmental, Labour & Human Rights Requirements	NC	NC	NC	NC

SUPPLIERS' ASSESSMENTS



	2020	2021	2022	Goal 2023
Total Number of Suppliers	240	240	232	NC
Number of Suppliers' Assessment Completed	0	0	0	NC
Number of Suppliers Assessed on their CSR Performance	0	0	0	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	0	NC
% of suppliers assessed on their CSR Performance	0%	0%	0%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	NC



	2020	2021	2022	Goal 2023
Total Number of Suppliers	353	322	568	NC
Number of Suppliers' Assessment Completed	314	70	84	NC
Number of Suppliers Assessed on their CSR Performance	314	70	84	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	0	52
% of suppliers assessed on their CSR Performance	89%	22%	15%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	173	218	329	NC
Number of Suppliers' Assessment Completed	0	0	56	NC
Number of Suppliers Assessed on their CSR Performance	0	0	0	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	0	NC
% of suppliers assessed on their CSR Performance	0%	0%	0%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	424	419	355	315
Number of Suppliers' Assessment Completed	187	194	134	200
Number of Suppliers Assessed on their CSR Performance	0	0	134	200
Number of Suppliers who have been the subject of an on-site audit	0	0	0	0
% of suppliers assessed on their CSR Performance	0%	0%	38%	63%
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	0

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	203	264	NC
Number of Suppliers' Assessment Completed	NC	162	164	NC
Number of Suppliers Assessed on their CSR Performance	NC	36	78	NC
Number of Suppliers who have been the subject of an on-site audit	NC	0	0	NC
% of suppliers assessed on their CSR Performance	NC	18%	30%	NC
% of suppliers who have been the subject of an on-site audit	NC	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	222	214	246	324
Number of Suppliers' Assessment Completed	0	0	0	50
Number of Suppliers Assessed on their CSR Performance	0	0	0	50
Number of Suppliers who have been the subject of an on-site audit	0	0	0	5
% of suppliers assessed on their CSR Performance	0%	0%	0%	15%
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	2%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	379	397	400	NC
Number of Suppliers' Assessment Completed	349	367	393	NC
Number of Suppliers Assessed on their CSR Performance	349	367	393	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	0	NC
% of suppliers assessed on their CSR Performance	92%	92%	98%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	163	167	199	NC
Number of Suppliers' Assessment Completed	0	0	4	NC
Number of Suppliers Assessed on their CSR Performance	0	0	20	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	6	NC
% of suppliers assessed on their CSR Performance	0%	0%	10%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	3%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	194	224	230	NC
Number of Suppliers' Assessment Completed	0	0	0	NC
Number of Suppliers Assessed on their CSR Performance	0	0	0	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	0	NC
% of suppliers assessed on their CSR Performance	0%	0%	0%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	149	139	221	NC
Number of Suppliers' Assessment Completed	132	0	0	NC
Number of Suppliers Assessed on their CSR Performance	127	0	0	NC
Number of Suppliers who have been the subject of an on-site audit	0	0	0	NC
% of suppliers assessed on their CSR Performance	85%	0%	0%	NC
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	NC	126	NC
Number of Suppliers' Assessment Completed	NC	NC	126	NC
Number of Suppliers Assessed on their CSR Performance	NC	NC	111	NC
Number of Suppliers who have been the subject of an on-site audit	NC	NC	17	NC
% of suppliers assessed on their CSR Performance	NC	NC	88%	NC
% of suppliers who have been the subject of an on-site audit	NC	NC	13%	NC

	2020	2021	2022	Goal 2023
Total Number of Suppliers	205	200	212	213
Number of Suppliers' Assessment Completed	192	200	212	213
Number of Suppliers Assessed on their CSR Performance	192	200	212	213
Number of Suppliers who have been the subject of an on-site audit	0	0	0	0
% of suppliers assessed on their CSR Performance	94%	100%	100%	100%
% of suppliers who have been the subject of an on-site audit	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Total Number of Suppliers	NC	NC	58	NC
Number of Suppliers' Assessment Completed	NC	NC	0	NC
Number of Suppliers Assessed on their CSR Performance	NC	NC	39	NC
Number of Suppliers who have been the subject of an on-site audit	NC	NC	36	NC
% of suppliers assessed on their CSR Performance	NC	NC	67%	NC
% of suppliers who have been the subject of an on-site audit	NC	NC	62%	NC

REDUCTION OF THE ENVIRONMENTAL OF OUR PRODUCTS

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	24%	24%	25%	NC
% of eco-friendly references	NC	NC	5%	NC
% of products purchased in Europe	100%	100%	100%	NC
% of European Suppliers	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	100%	100%	100%	NC
% of eco-friendly references	NC	NC	53%	NC
% of products purchased in Europe	88%	88%	86%	NC
% of European Suppliers	95%	97%	97%	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	82%	100%	100%	NC
% of eco-friendly references	10%	10%	24%	NC
% of products purchased in Europe	NC	NC	NC	NC
% of European Suppliers	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	0%	0%	97%	100%
% of eco-friendly references	6%	7%	12%	20%
% of products purchased in Europe	100%	100%	100%	100%
% of European Suppliers	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	32%	32%	41%	NC
% of eco-friendly references	7%	11%	42%	NC
% of products purchased in Europe	NC	NC	99%	NC
% of European Suppliers	NC	77%	99%	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	61%	98%	98%	NC
% of eco-friendly references	NC	60%	NC	NC
% of products purchased in Europe	99%	98%	NC	NC
% of European Suppliers	95%	99%	NC	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	92%	92%	98%	NC
% of eco-friendly references	33%	34%	44%	NC
% of products purchased in Europe	86%	86%	86%	NC
% of European Suppliers	95%	97%	97%	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	0%	0%	41%	NC
% of eco-friendly references	NC	NC	28%	NC
% of products purchased in Europe	100%	100%	100%	NC
% of European Suppliers	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	100%	100%	100%	100%
% of eco-friendly references	45%	44%	55%	56%
% of products purchased in Europe	100%	100%	100%	100%
% of European Suppliers	99%	99%	100%	100%

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	100%	100%	100%	NC
% of eco-friendly references	33%	38%	NC	NC
% of products purchased in Europe	99%	99%	NC	NC
% of European Suppliers	99%	99%	NC	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	NC	NC	100%	NC
% of eco-friendly references	NC	NC	NC	NC
% of products purchased in Europe	NC	NC	100%	NC
% of European Suppliers	NC	NC	100%	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	96%	98%	100%	NC
% of eco-friendly references	NC	NC	NC	NC
% of products purchased in Europe	100%	100%	100%	NC
% of European Suppliers	100%	100%	100%	NC

	2020	2021	2022	Goal 2023
% of suppliers who have signed the Responsible Purchasing & Sustainable Development Charter	NC	NC	NC	44%
% of eco-friendly references	NC	NC	8%	9%
% of products purchased in Europe	NC	NC	NC	98%
% of European Suppliers	NC	NC	NC	93%

BUYERS' TRAINING ON ENVIRONMENTAL ISSUES

Buyers' Awareness



	2020	2021	2022	Goal 2023
Number of Buyers	4	4	4	NC
Number of Buyers trained in Sustainable Procurement	0	0	0	NC
% of Buyers trained	0%	0%	0%	NC



	2020	2021	2022	Goal 2023
Number of Buyers	NC	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC	NC
% of Buyers trained	NC	NC	NC	NC



	2020	2021	2022	Goal 2023
Number of Buyers	6	7	7	NC
Number of Buyers trained in Sustainable Procurement	0	0	0	NC
% of Buyers trained	0%	0%	0%	NC



	2020	2021	2022	Goal 2023
Number of Buyers	5	5	5	NC
Number of Buyers trained in Sustainable Procurement	5	5	5	NC
% of Buyers trained	100%	100%	100%	NC



	2020	2021	2022	Goal 2023
Number of Buyers	NC	8	8	NC
Number of Buyers trained in Sustainable Procurement	NC	8	8	NC
% of Buyers trained	NC	100%	100%	NC



	2020	2021	2022	Goal 2023
Number of Buyers	NC	NC	0	4
Number of Buyers trained in Sustainable Procurement	NC	NC	0	2
% of Buyers trained	NC	NC	0%	50%

	2020	2021	2022	Goal 2023
Number of Buyers	8	12	12	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	0	NC
% of Buyers trained	NC	NC	0%	NC

	2020	2021	2022	Goal 2023
Number of Buyers	NC	NC	3	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	3	NC
% of Buyers trained	NC	NC	100%	NC

	2020	2021	2022	Goal 2023
Number of Buyers	4,5	5,5	6	NC
Number of Buyers trained in Sustainable Procurement	1	5	6	NC
% of Buyers trained	22%	90%	100%	NC

	2020	2021	2022	Goal 2023
Number of Buyers	NC	NC	6	6
Number of Buyers trained in Sustainable Procurement	NC	NC	0	6
% of Buyers trained	NC	NC	0%	100%

	2020	2021	2022	Goal 2023
Number of Buyers	NC	NC	9	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	9	NC
% of Buyers trained	NC	NC	100%	NC

	2020	2021	2022	Goal 2023
Number of Buyers	NC	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC	NC
% of Buyers trained	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
Number of Buyers	NC	NC	12	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	10	NC
% of Buyers trained	NC	NC	83%	NC

Sustainable Procurement Objective

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	15%	15%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	NC	80%	80%	NC

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

	2020	2021	2022	Goal 2023
Part of Sustainable Procurement Objective in Buyer Evaluations	0%	0%	0%	0%

Environment

WASTE MANAGEMENT

Tonnage of Waste



	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	46.00	37.10	36.70	NC
Scrap	7.90	2.32	15.75	
Plastics (Films & Bottles)	0.00	2.26	1.78	
Glass	0.00	0.00	0.00	
Wood	0.00	0.00	0.00	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	53.50	32.07	36.24	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	0.00	0.00	0.00	
Sub-Total Non-Hazardous Waste	107.40	73.75	90.47	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	1.25	0.12	2.06	NC
Battery	0.30	1.25	0.00	
Other (Packaging / Soiled Wipes, etc)	0.24	0.92	0.538	
Sub-Total Hazardous Waste	1.79	2.29	2.598	NC
Total	109.19	76.04	93.068	NC



	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	101.35	83.90	96.70	NC
Scrap	0.00	0.00	9.44	
Plastics (Films & Bottles)	0.03	0.07	0.05	
Glass	0.00	0.00	0.00	
Wood	0.00	0.00	0.00	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	237.37	162.92	159.42	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	1.88	0.03	2.22	
Sub-Total Non-Hazardous Waste	340.62	246.92	267.83	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	0.00	0.00	0.02	NC
Battery	0.03	0.03	0.00	
Other (Packaging / Soiled Wipes, etc)	0.03	0.08	0.03	
Sub-Total Hazardous Waste	0.06	0.11	0.05	NC
Total	340.68	247.03	267.88	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	229.00	295.00	331.00	NC
Scrap	0.00	0.00	3.30	
Plastics (Films & Bottles)	0.00	0.00	0.04	
Glass	0.00	0.00	0.00	
Wood	203.00	248.00	211.00	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	329.00	359.00	311.00	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, Furniture, etc.)	38.00	15.00	16.00	
Sub-Total Non-Hazardous Waste	799.00	917.00	872.34	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	3.65	10.58	7.55	NC
Battery	0.11	0.00	1.17	
Other (Packaging / Soiled Wipes, etc)	7.35	7.56	7.00	
Sub-Total Hazardous Waste	11.11	18.14	15.72	NC
Total	810.11	935.14	888.06	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	79.04	39.55	60.70	NC
Scrap	12.28	5.91	4.68	
Plastics (Films & Bottles)	0.49	3.79	1.03	
Glass	0.00	0.00	0.00	
Wood	16.26	14.64	4.68	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	0.00	0.00	0.00	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	0.00	0.00	0.00	
Sub-Total Non-Hazardous Waste	108.07	63.89	71.09	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	0.88	0.80	0.62	NC
Battery	0.00	0.00	0.00	
Other (Packaging / Soiled Wipes, etc)	0.00	0.00	0.00	
Sub-Total Hazardous Waste	0.88	0.80	0.62	NC
Total	108.95	64.69	71.71	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	316.00	312.00	258.00	NC
Scrap	18.00	13.00	17.00	
Plastics (Films & Bottles)	35.00	36.00	34.00	
Glass	0.00	0.00	0.00	
Wood	182.00	236.00	128.00	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	190.00	138.00	168.00	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	0.00	0.00	0.00	
Sub-Total Non-Hazardous Waste	741,00	735,00	605,00	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	6.00	12.00	3.00	NC
Battery	0.00	0.00	0.00	
Other (Packaging / Soiled Wipes, etc)	0,00	2,00	0.00	
Sub-Total Hazardous Waste	6.00	14.00	3.00	NC
Total	747.00	749.00	608.00	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	NC	NC	11.20	-10%
Scrap	NC	NC	1.00	
Plastics (Films & Bottles)	NC	NC	6.30	
Glass	NC	NC	0.00	
Wood	NC	NC	0.90	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	NC	NC	13.00	-5%
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	NC	NC	0.00	
Sub-Total Non-Hazardous Waste	NC	NC	32,4	
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	NC	NC	0.70	0%
Battery	NC	NC	0.02	
Other (Packaging / Soiled Wipes, etc)	NC	NC	0,00	
Sub-Total Hazardous Waste	NC	NC	0.72	NC
Total	NC	NC	33.12	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	279.00	278.00	241.00	-3%
Scrap	2.00	22.00	17.00	
Plastics (Films & Bottles)	22.00	16.00	18.00	
Glass	0.00	0.00	0.70	
Wood	300.00	357.00	329.00	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	55.00	94.00	60.00	-3%
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	0.00	0.00	0.00	
Sub-Total Non-Hazardous Waste	658.00	767.00	665.70	645.73
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	0.30	0.05	0.00	-3%
Battery	0.00	0.00	0.00	
Other (Packaging / Soiled Wipes, etc)	0.04	0.41	0.26	
Sub-Total Hazardous Waste	0.34	0.46	0.26	0.25
Total	658.34	767.46	665.96	645.92

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	NC	NC	24.80	NC
Scrap	NC	NC	0.00	
Plastics (Films & Bottles)	NC	NC	12.80	
Glass	NC	NC	0.00	
Wood	NC	NC	0.00	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	NC	NC	15.30	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	NC	NC	0.00	
Sub-Total Non-Hazardous Waste	NC	NC	52.90	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	NC	NC	0.00	NC
Battery	NC	NC	0.00	
Other (Packaging / Soiled Wipes, etc)	NC	NC	0.00	
Sub-Total Hazardous Waste	NC	NC	0.00	NC
Total	NC	NC	52.90	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	47.86	30.07	23.88	NC
Scrap	0.00	0.00	0.00	
Plastics (Films & Bottles)	0,00	1.20	8.63	
Glass	0.00	0.00	0.00	
Wood	0.00	0.00	0.00	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	41.34	27.67	46.51	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	0.00	0.00	0.00	
Sub-Total Non-Hazardous Waste	89,20	60,16	79,02	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	0.00	0.00	0.00	NC
Battery	0.00	0.00	0.00	
Other (Packaging / Soiled Wipes, etc)	0.00	0.00	0.00	
Sub-Total Hazardous Waste	0.00	0.00	0.00	NC
Total	89.20	60.16	79.02	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	24.43	114.85	106.30	NC
Scrap	0.00	0.00	0.00	
Plastics (Films & Bottles)	1.83	2.81	28.24	
Glass	0.00	0.00	0.00	
Wood	46.90	34.40	69.66	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	49.48	119.96	54.66	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	0.00	0.00	0.00	
Sub-Total Non-Hazardous Waste	122.64	272.02	258.86	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	0,00	0.31	0.24	NC
Battery	0.00	0.00	0.00	
Other (Packaging / Soiled Wipes, etc)	0.00	0.00	0.00	
Sub-Total Hazardous Waste	0.300	0.31	0.24	NC
Total	122.64	272.33	259.10	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	NC	NC	20.55	NC
Scrap	NC	NC	0.40	
Plastics (Films & Bottles)	NC	NC	21.37	
Glass	NC	NC	0.12	
Wood	NC	NC	5.82	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	NC	NC	5.50	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	NC	NC	0.02	
Sub-Total Non-Hazardous Waste	NC	NC	53.78	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	NC	NC	0.00	NC
Battery	NC	NC	0.00	
Other (Packaging / Soiled Wipes, etc)	NC	NC	15.28	
Sub-Total Hazardous Waste	NC	NC	15.28	NC
Total	NC	NC	69.06	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	NC	NC	NC	NC
Scrap	NC	NC	NC	
Plastics (Films & Bottles)	NC	NC	NC	
Glass	NC	NC	NC	
Wood	NC	NC	NC	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	NC	NC	NC	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	NC	NC	NC	
Sub-Total Non-Hazardous Waste	NC	NC	NC	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	NC	NC	NC	NC
Battery	NC	NC	NC	
Other (Packaging / Soiled Wipes, etc)	NC	NC	NC	
Sub-Total Hazardous Waste	NC	NC	NC	NC
Total	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
NON-HAZARDOUS WASTE				
5 Flows Waste				
Paper / Cardboard	NC	NC	867.48	NC
Scrap	NC	NC	87.20	
Plastics (Films & Bottles)	NC	NC	104.25	
Glass	NC	NC	0.00	
Wood	NC	NC	606.20	
Other Non-Hazardous Waste				
Ordinary Industrial Waste (DIB)	NC	NC	88.01	NC
Other (Cans, Cigarettes' Butts, Coffee Capsules, etc.)	NC	NC	0.00	
Sub-Total Non-Hazardous Waste	NC	NC	1,753.13	NC
HAZARDOUS WASTE				
Waste Electrical and Electronic Equipment (WEEE)	NC	NC	5.56	NC
Battery	NC	NC	0.00	
Other (Packaging / Soiled Wipes, etc)	NC	NC	4.42	
Sub-Total Hazardous Waste	NC	NC	9.98	NC
Total	NC	NC	1,763.12	NC

Recovery Rate of our Waste

New Indicator in 2022

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	36.70	NC	39%	NC
Scrap	15.75	NC	17%	
Plastics (Films & Bottles)	1.78	NC	2%	
Glass	0.00	NC	0%	
Wood	0.00	NC	0%	
Ordinary Industrial Waste (DIB)	36.24	NC	39%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	NC	0%	
Hazardous Waste	2.60	NC	3%	
Total	93.07	NC	100%	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	96.70	79,2%	36%	NC
Scrap	9.44	100%	4%	
Plastics (Films & Bottles)	0.05	100%	0%	
Glass	0.00	-	0%	
Wood	0.00	-	0%	
Ordinary Industrial Waste (DIB)	159.42	99,2%	59%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	2.22	75%	1%	
Hazardous Waste	0.05	100%	0%	
Total	267.88	94%	100%	NC



	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	331.00	NC	37%	NC
Scrap	3.30	NC	0%	
Plastics (Films & Bottles)	0.04	NC	0%	
Glass	0.00	NC	0%	
Wood	211.00	NC	24%	
Ordinary Industrial Waste (DIB)	311.00	NC	35%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	16.00	NC	2%	
Hazardous Waste	15.72	NC	2%	
Total	888.06	NC	100%	NC



	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	60.70	100%	85%	NC
Scrap	4.68	100%	7%	
Plastics (Films & Bottles)	1.03	100%	1%	
Glass	0.00	-	0%	
Wood	4.68	100%	6%	
Ordinary Industrial Waste (DIB)	0.00	-	0%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	-	0%	
Hazardous Waste	0.62	-	1%	
Total	71.71	75%	100%	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	258.00	NC	42%	NC
Scrap	17.00	NC	3%	
Plastics (Films & Bottles)	34.00	NC	6%	
Glass	0.00	NC	0%	
Wood	128.00	NC	21%	
Ordinary Industrial Waste (DIB)	168.00	NC	28%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	NC	0%	
Hazardous Waste	3.00	NC	0%	
Total	608.00	NC	100%	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	11.20	100%	34%	90% of Recovery of Waste
Scrap	1.00	100%	3%	
Plastics (Films & Bottles)	6.30	80%	19%	
Glass	0.00	100%	0%	
Wood	0.90	100%	3%	
Ordinary Industrial Waste (DIB)	13.00	75%	39%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	100%	0%	
Hazardous Waste	0.72	NC	2%	
Total	33.12	NC	100%	90%

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	241.00	100%	36%	96% of Recovery of Waste
Scrap	17.00	100%	3%	
Plastics (Films & Bottles)	18.00	100%	3%	
Glass	0.70	100%	0%	
Wood	329.00	100%	49%	
Ordinary Industrial Waste (DIB)	60.00	59%	9%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	-	0%	
Hazardous Waste	0.26	68%	0%	
Total	665.96	96%	100%	96%

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	24.80	NC	47%	NC
Scrap	0.00	NC	0%	
Plastics (Films & Bottles)	12.80	NC	24%	
Glass	0.00	NC	0%	
Wood	0.00	NC	0%	
Ordinary Industrial Waste (DIB)	15.30	NC	29%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	NC	0%	
Hazardous Waste	0.00	NC	0%	
Total	52.90	NC	100%	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	23.88	100%	30%	NC
Scrap	0.00	-	0%	
Plastics (Films & Bottles)	8.63	100%	11%	
Glass	0.00	-	0%	
Wood	0.00	-	0%	
Ordinary Industrial Waste (DIB)	46.51	-	59%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	-	0%	
Hazardous Waste	0.00	-	0%	
Total	79.02	33%	100%	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	106.30	100%	41%	NC
Scrap	0.00	-	0%	
Plastics (Films & Bottles)	28.24	100%	11%	
Glass	0.00	-	0%	
Wood	69.66	100%	27%	
Ordinary Industrial Waste (DIB)	54.66	98%	21%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	-	0%	
Hazardous Waste	0.24	-	0%	
Total	259.10	99.6%	100%	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	20.55	100%	30%	NC
Scrap	0.40	66%	1%	
Plastics (Films & Bottles)	21.37	100%	31%	
Glass	0.12	100%	0%	
Wood	5.82	100%	8%	
Ordinary Industrial Waste (DIB)	5.50	77%	8%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.02	100%	0%	
Hazardous Waste	15.28	-	22%	
Total	69.06	NC	100%	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	NC	NC	NC	NC
Scrap	NC	NC	NC	
Plastics (Films & Bottles)	NC	NC	NC	
Glass	NC	NC	NC	
Wood	NC	NC	NC	
Ordinary Industrial Waste (DIB)	NC	NC	NC	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	NC	NC	NC	
Hazardous Waste	NC	NC	NC	
Total	NC	NC	NC	NC

	2022			Goal 2023
	Tonnage	Recovery Rate	% of Waste Tonnage	
Paper / Cardboard	867.48	100%	49%	NC
Scrap	87.20	100%	5%	
Plastics (Films & Bottles)	104.25	100%	6%	
Glass	0.00	-	0%	
Wood	606.20	100%	34%	
Ordinary Industrial Waste (DIB)	88.01	9%	5%	
Others (Cans, Cigarettes 'butts, Coffee Capsules, etc.)	0.00	-	0%	
Hazardous Waste	9.98	-	1%	
Total	1,763.11	92%	100%	NC

Catalogues Tonnage Reduction

bernard

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	551	496	431	NC
% of catalogues printed on recycled paper	100%	100%	100%	100%

CENPAC
solutions d'emballage

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	84	123	85	NC
% of catalogues printed on recycled paper	100%	100%	100%	100%

JPG

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	1,135	1,013	753	NC
% of catalogues printed on recycled paper	100%	100%	100%	100%

Kalamazoo

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	403	330	323	-30%
% of catalogues printed on recycled paper	100%	100%	100%	100%

MONDOFFICE

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	1,514	1,486	1,326	1,198
% of catalogues printed on recycled paper	100%	100%	100%	100%

RAJA
Germany

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	NC	NC	NC	NC
% of catalogues printed on recycled paper	100%	100%	100%	100%

RAJA
Benelux

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	205	179	190	186
% of catalogues printed on recycled paper	100%	100%	100%	100%

RAJA
Spain

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	NC	NC	63	NC
% of catalogues printed on recycled paper	100%	100%	100%	100%

RAJA
Italy

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	52	49	58	47
% of catalogues printed on recycled paper	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	104	108	132	NC
% of catalogues printed on recycled paper	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	NC	NC	259	NC
% of catalogues printed on recycled paper	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	NC	NC	155	122
% of catalogues printed on recycled paper	100%	100%	100%	100%

	2020	2021	2022	Goal 2023
Tonnage of paper for printing catalogues	NC	NC	1.5	NC
% of catalogues printed on recycled paper	NC	NC	90%	NC

ENERGY CONSUMPTION MONITORING

Gas & Electricity

	2020	2021	2022	Goal 2023
Total Headcount	127	124	123	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	1,031	976	1,165	-15%
Number of kWh / Person / days	0.03	0.03	0.04	
ELECTRICITY				
Electricity Consumption (in kWh)	474	291	458	-15%
Number of kWh / Person / days	0.02	0.01	0.01	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	1,505	1,267	1,623	-15%
Number of kWh / Person / days	0,05	0.04	0.05	

	2020	2021	2022	Goal 2023
Total Headcount	349	339	362	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	2,711,301	3,041,312	1,255,424	-15%
Number of KWh / Person / days	31.39	35.32	13.71	
ELECTRICITY				
Electricity Consumption (in kWh)	1,492,112	1,588,900	1,039,049	-15%
Number of KWh / Person / days	16.90	18.45	11.35	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	4,263,413	4,630,212	2,294,473	-15%
Number of KWh / Person / days	48.28	53.77	25.05	



	2020	2021	2022	Goal 2023
Total Headcount	338	401	397	NC
Number of Business Days	253	254	253	
FUEL				
Fuel Consumption (in kWh)	2,827,283	1,808,688	1,480,950	-15%
Number of KWh / Person / days	33.06	17.76	14.74	
ELECTRICITY				
Electricity Consumption (in kWh)	1,676,000	1,685,000	1,585,599	-15%
Number of KWh / Person / days	19.60	16.54	15.79	
CUMULATIVE ENERGY (FUEL & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	4,503,283	3,493,688	3,066,549	-15%
Number of KWh / Person / days	52.86	34.30	30.53	



	2020	2021	2022	Goal 2023
Total Headcount	166	153	139	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	0	0	0	-15%
Number of KWh / Person / days	0.00	0.00	0.00	
ELECTRICITY				
Electricity Consumption (in kWh)	470,917	488,863	476,274	-15%
Number of KWh / Person / days	11.21	12.58	13.54	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	470,917	488,863	476,274	-15%
Number of KWh / Person / days	11.21	12.58	13.54	

	2020	2021	2022	Goal 2023
Total Headcount	334	332	314	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	1,839,760	2,384,960	1,231,549	-15%
Number of KWh / Person / days	21.77	28.28	15.50	
ELECTRICITY				
Electricity Consumption (in kWh)	1,412,880	1,432,600	1,364,008	-15%
Number of KWh / Person / days	16.72	16.99	17.17	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	3,252,640	3,817,560	2,595,557	-15%
Number of KWh / Person / days	38.49	45.27	32.67	

	2020	2021	2022	Goal 2023
Total Headcount	111	129	140	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	NC	NC	0	-15%
Number of KWh / Person / days	NC	NC	0.00	
ELECTRICITY				
Electricity Consumption (in kWh)	NC	NC	298,200	-15%
Number of KWh / Person / days	NC	NC	8.42	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	NC	NC	298,200	-15%
Number of KWh / Person / days	NC	NC	8.42	

	2020	2021	2022	Goal 2023
Total Headcount	217	236	247	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	4,435,841	5,381,010	4,182,986	-15%
Number of KWh / Person / days	80.80	89.77	66.94	
ELECTRICITY				
Electricity Consumption (in kWh)	1,564,127	1,641,676	1,287,421	-15%
Number of KWh / Person / days	28.49	27.39	20.60	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	5,999,968	7,022,686	5,470,407	-15%
Number of KWh / Person / days	109.29	117.15	87.54	

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	90	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	NC	NC	0.00	-15%
Number of KWh / Person / days	NC	NC	0.00	
ELECTRICITY				
Electricity Consumption (in kWh)	NC	NC	215,622	-15%
Number of KWh / Person / days	NC	NC	9.47	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	NC	NC	215,622	-15%
Number of KWh / Person / days	NC	NC	9.47	

	2020	2021	2022	Goal 2023
Total Headcount	59	72	82	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	15,354	10,467	8,624	-15%
Number of KWh / Person / days	1.03	0.57	0.42	
ELECTRICITY				
Electricity Consumption (in kWh)	321,523	349,283	273,676	-15%
Number of KWh / Person / days	21.54	19.10	13.19	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	336,877	359,750	282,300	-15%
Number of KWh / Person / days	22.57	19.67	13.61	

	2020	2021	2022	Goal 2023
Total Headcount	125	187	185	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	349,000	815,000	479,445	-15%
Number of KWh / Person / days	11.04	17.16	10.24	
ELECTRICITY				
Electricity Consumption (in kWh)	505,000	643,000	394,143	-15%
Number of KWh / Person / days	15.97	13.54	8.42	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	854,000	1,458,000	873,588	-15%
Number of KWh / Person / days	27.00	30.70	18.66	

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	80	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	NC	NC	52,009	-15%
Number of KWh / Person / days	NC	NC	2.57	
ELECTRICITY				
Electricity Consumption (in kWh)	NC	NC	314,859	-15%
Number of KWh / Person / days	NC	NC	15.56	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	NC	NC	366,868	-15%
Number of KWh / Person / days	NC	NC	18.13	

	2020	2021	2022	Goal 2023
Total Headcount	119	115	110	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	43,900	46,400	34,000	-15%
Number of KWh / Person / days	1.46	1.59	1.22	
ELECTRICITY				
Electricity Consumption (in kWh)	129,800	127,100	123,100	-15%
Number of KWh / Person / days	4.31	4.35	4.42	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	173,700	173,500	157,100	-15%
Number of KWh / Person / days	5.77	5.94	5.64	

	2020	2021	2022	Goal 2023
Total Headcount	998	910	1,517	NC
Number of Business Days	253	254	253	
GAS				
Gas Consumption (in kWh)	NC	NC	4,413,960	-15%
Number of KWh / Person / days	NC	NC	11.50	
ELECTRICITY				
Electricity Consumption (in kWh)	NC	NC	8,159,336	-15%
Number of KWh / Person / days	NC	NC	21.26	
CUMULATIVE ENERGY (GAS & ELECTRICITY)				
Cumulative Gas & Electricity Energy Consumption (in kWh)	NC	NC	12,573,296	-15%
Number of KWh / Person / days	NC	NC	32.76	

Water

bernard

	2020	2021	2022	Goal 2023
Total Headcount	127	124	123	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	653	568	89	-5%
Number of m ³ / Person / days	0.02	0.02	0.003	

CENPAC
solutions d'emballage

	2020	2021	2022	Goal 2023
Total Headcount	349	339	362	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	NC	NC	1,591	-5%
Number of m ³ / Person / days	NC	NC	0.02	

JPG

	2020	2021	2022	Goal 2023
Total Headcount	338	401	397	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	3,212	2,574	5,493	-5%
Number of m ³ / Person / days	0.04	0.03	0.05	

Kalamazoo

	2020	2021	2022	Goal 2023
Total Headcount	166	153	139	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	489	629	634	-5%
Number of m ³ / Person / days	0.01	0.02	0.02	

MONDOFFICE

	2020	2021	2022	Goal 2023
Total Headcount	334	332	314	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	2,897	3,769	2,490	-5%
Number of m ³ / Person / days	0.03	0.04	0.03	

	2020	2021	2022	Goal 2023
Total Headcount	111	129	140	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	NC	NC	990	-5%
Number of m ³ / Person / days	NC	NC	0.03	

	2020	2021	2022	Goal 2023
Total Headcount	217	236	247	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	629	730	1,173	-5%
Number of m ³ / Person / days	0.01	0.01	0.02	

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	90	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	NC	NC	305	-5%
Number of m ³ / Person / days	NC	NC	0.01	

	2020	2021	2022	Goal 2023
Total Headcount	59	72	82	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	3,339	3,538	2,170	-5%
Number of m ³ / Person / days	0.22	0.19	0.10	

	2020	2021	2022	Goal 2023
Total Headcount	125	187	185	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	NC	NC	419	-5%
Number of m ³ / Person / days	NC	NC	0.01	

	2020	2021	2022	Goal 2023
Total Headcount	NC	NC	80	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	NC	NC	496	-5%
Number of m ³ / Person / days	NC	NC	0.02	

	2020	2021	2022	Goal 2023
Total Headcount	119	115	110	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	607	526	654	-5%
Number of m ³ / Person / days	0.02	0.02	0.02	

	2020	2021	2022	Goal 2023
Total Headcount	998	910	1,517	NC
Number of Business Days	253	254	253	
SANITARY WATER				
Sanitary water consumption (in m ³)	NC	NC	10,966	-5%
Number of m ³ / Person / days	NC	NC	0.03	

Greenhouse Gas Emissions

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	NC	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	NC	
Total	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	505	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	151	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	144,709	
Total	NC	NC	145,365	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	NC	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	NC	
Total	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	54	113	24	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	2	NC	0	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	209,949	196,122	
Total	56	210,062	196,146	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	335	435	104	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	554	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	20,995	
Total	355	435	21,653	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	734	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	734	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	NC	
Total	NC	NC	1,468	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	719	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	275	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	15,735	
Total	NC	NC	16,729	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	NC	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	NC	
Total	NC	NC	NC	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	48	138	144	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	91	71	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	NC	
Total	48	229	215	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	187	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	118	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	749	
Total	NC	NC	1,054	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	142	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	0	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	1,057	
Total	NC	NC	1,199	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	121	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	26	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	2,533	
Total	NC	NC	2,680	NC

	2020	2021	2022	Goal 2023
Total Greenhouse Gas Emissions - Scope 1 (in metric tonnes of CO ₂)	NC	NC	1,100	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tonnes of CO ₂)	NC	NC	1,666	
Total Greenhouse Gas Emissions - Scope 3 (in metric tonnes of CO ₂)	NC	NC	8,065	
Total	NC	NC	10,831	NC

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	75	/	/	/	7	4	64
2021	75	/	/	/	7	4	64
2022	75	/	/	/	7	4	64



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	91	9	30	52	2	15	74
2021	91	9	28	54	1	5	85
2022	91	9	28	54	1	4	86



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	89	/	/	/	6	10	73
2021	89	/	/	/	7	9	73
2022	90	/	/	/	7	9	74



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	1	0	0	0	0	0	1
2021	2	0	0	0	0	0	2
2022	3	0	0	0	1	1	1

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	NC	NC	NC	NC	NC	NC	NC



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	NC	NC	NC	NC	NC	NC	NC



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	104	0	0	104	0	0	0
2022	138	31	30	77	0	13	125



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	2	0	0	2	0	0	2



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	1	0	0	1	0	0	0

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	46	0	46	14	0	31	14
2021	46	0	46	14	0	31	14
2022	50	0	34	16	0	34	16

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	5	0	0	0	0	5	0

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	NC	NC	NC	NC	NC	NC	NC

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risk to be Controlled	Risk to be Monitored	Non-Significant Risk	Risk to be Controlled	Risk to be Monitored	Non-Significant Risk
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC
2022	NC	NC	NC	NC	NC	NC	NC

Ethics

FOLLOW-UP OF REPORTS THROUGH THE WHISTLEBLOWING PROCEDURE

bernard

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

cenpac
solutions d'emballage

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

JPG

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

Kalamazoo

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

MONDOFFICE

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

RAJA
Germany

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

	2020	2021	2022
Number of Reports	0	0	0
Number of Confirmed Corruption Incidents	0	0	0
Number of Data Security Incidents	0	0	0

APPENDIX 1 – ISO CERTIFICATIONS

RAJA Group Subsidiaries' Certifications

Most of the RAJA Group's subsidiaries 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's Entities						
		Quality	Environment	Occupational Health & Safety	Energetic Performance	CSR
	RAJA France	●	●	-	-	-
	BERNARD	●	●	-	-	-
	CENPAC	●	●	-	●	-
	JPG	●	●	-	-	-
	WELCOME OFFICE	Not Certified				
	RAJA Germany	●	●	-	-	-
	UDO BÄR	●	-	-	-	-
	VIKING Germany	●	●	●	-	-
	RAJA Austria	●	●	-	-	-
	RAJA Benelux	●	●	-	-	-
	VIKING Benelux	●	-	-	-	-
	RAJA Denmark	●	-	-	-	-
	RAJA Spain	●	●	●	-	●
	KALAMAZOO	●	●	-	●	-
	RAJA Hungary	Not Certified				
	RAJA Italy	●	●	-	-	-
	MONDOFFICE	●	●	●	-	-
	RAJA Norway	Not Certified				
	RAJA Poland	●	●	●	-	-
	RAJA Portugal	●	●	●	-	-
	RAJA Sweden	●	●	-	-	-
	RAJA Switzerland	●	●	-	-	-
	RAJA Slovakia	●	●	-	-	-
	RAJA Czech Rep.	●	●	-	-	-
	RAJA United Kingdom	●	●	●	-	-
	MORPLAN	Not Certified				
	VIKING UK & Ireland	●	●	●	-	-

RAJA France ISO 9001 & 14001 Certificate



Certificat

Certificate

N° 2011/40767.6

Page 1 / 1

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

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'Étang 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

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Until

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Managing Director of AFNOR Certification

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The electronic certificates only, consult the <https://www.afnor.org> website to find out more about the company's certified.
Certification de systèmes de management. Fiche d'activités disponible sur www.afnor.org.
Management Systems Certification. Activities sheet available on www.afnor.org.
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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 du (année/mois/jour)
This certificate is valid from (year/month/day)

2021-04-01

Jusqu'au
Until

2024-03-31

Julien NIZRI

Directeur Général d'AFNOR Certification
Managing Director of AFNOR Certification

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AFNOR is the only one that the company is certified. Certification COPRAC n° 3-001. Certification de Systèmes de Management. Peut être déposée sur www.afnor.org.
COPRAC accréditation n° 3-001. Management Systems Certification. Seule accessible sur www.afnor.org.
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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

Jusqu'au
Until

2024-03-31

Julien NIZRI

Directeur Général d'AFNOR Certification
Managing Director of AFNOR Certification

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AFNOR certifies that the company is certified. Accreditation COPRAC n° 4-0201, Certification de Systèmes de Management. PDF disponible sur www.afnor.org.
COPRAC acreditatör n° 4-0201 Management Systems Certification. Supra available at www.afnor.org.
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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 valable à compter du (année/mois/jour)
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2021-04-30

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2024-04-23

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afnor et indique que le copieur à valeur probatoire (COPROC) n° 4 0001 Certification de Systèmes de Management. Pour plus d'informations voir www.afnor.org
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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:

Logistique :

ZAC VAL BREON BATIMENT 5 FR-77610 CHATRES

Agence commerciale Midi Pyrénées :

5, RUE BRINDEJONC DES MOULINAIIS 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 L RUE DE LA TERRE ADELIE 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 BREON BATIMENT 5 FR-77610 CHATRES

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Address of the data that the company is certified: AFNOR Certification (COFRC n° A-2021) Certification de Systèmes de Management. France déposée au www.afnor.org.
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CENPAC ISO 50001 Certificate



Certificat

Certificate

N° 2021/95313.1

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 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))

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Jusqu'au
until

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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:

Adresses	N° SIREN
<p>Logistique :</p> <p>ZAC VAL BREON BATIMENT 5 FR-77610 CHATRES</p>	652051830
<p>Agence commerciale Paris, Ile de France :</p> <p>161-165, RUE DE LA BELLE ETOILE BAT 1A ZI PARIS NORD II FR-95700 ROISSY-EN-FRANCE</p>	652051830
<p>Agence commerciale Midi Pyrénées :</p> <p>5 RUE BRINDEJONC DES MOULINAIS FR-31500 TOULOUSE</p>	652051830
<p>Agence commerciale Picardie :</p> <p>17 ALLEE DU CHATEAU BLANC CS 50221 FR-59445 WASQUEHAL CEDEX</p>	652051830
<p>Agence commerciale Rhône Alpes :</p> <p>MULTIPARC DE PARILLY BATIMENT L 50 RUE JEAN ZAY FR-69800 SAINT-PRIEST CEDEX</p>	652051830
<p>Agence commerciale Nord-Ouest :</p> <p>PARC D ACTIVITE EDONIA BATIMENT L RUE DE LA TERRE ADELIE FR-35000 SAINT GREGOIRE</p>	652051830
<p>Bureaux Administratifs & Financiers :</p> <p>89 RUE DES CITES FR-40101 DAX CEDEX</p>	652051830

JPG ISO 9001 Certificate



Certificat

Certificate

N° 2023/104121.1

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 9001 : 2015

et est déployé sur les sites suivants :
and is developed on the following locations:

63 GRANDE RUE FR-95470 SURVILLIERS

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2023-04-04

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Until

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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

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KALAMAZOO ISO 9001 Certificate



Fecha de Emisión Actual: 18 Diciembre 2021
Fecha de Caducidad: 17 Diciembre 2024
Número de Certificado: 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 D, Pab. 1A, 48960 Galdácano, Vizcaya, España

ha sido aprobado por Lloyd's Register de acuerdo con las siguientes normas:

ISO 9001:2015

Números de Aprobación: ISO 9001 – 0037846

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El alcance de esta aprobación es aplicable a:

ISO 9001:2015
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



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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 Albufera, 321, 1ª planta, local 6, 28031 Madrid, España	ISO 9001:2015 Venta de productos para la oficina.



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KALAMAZOO ISO 14001 Certificate



Fecha de Emisión Actual:
Fecha de Caducidad:
Número de Certificado:

18 Diciembre 2021
17 Diciembre 2024
10400452

Aprobaciones Originales:
ISO 14001 - 18 Diciembre 2016

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 Galdácano, Vizcaya, España

ha sido aprobado por Lloyd's Register de acuerdo con las siguientes normas:

ISO 14001:2015

Números de Aprobación: ISO 14001 – 0041403

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ISO 14001:2015
Venta de productos para la oficina.

Paul Graaf

Area Operations Manager, Europe

Emitado por: Lloyd's Register Quality Assurance España, S.L.U.

en nombre de: Lloyd's Register Quality Assurance Limited



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Anexo al Certificado

Ubicación	Actividades
Pol. Ind. Izaga, Plataforma D, Pab. 1A, 48960 Galdácano, Vizcaya, España	ISO 14001:2015 Venta de productos para la oficina.
Avenida Albufera, 321, 1º planta, local 6, 28031 Madrid, España	ISO 14001:2015 Venta de productos para la oficina.



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KALAMAZOO ISO 50001 Certificate



Fecha de Emisión Actual: 18 Diciembre 2021
Fecha de Caducidad: 17 Diciembre 2024
Número de Certificado: 10400446

Aprobaciones Originales:
ISO 50001 - 18 Diciembre 2016

Certificado de Aprobación

Certificamos que el Sistema de Gestión de :

Kalamazoo Productos de Oficina, S.L.U.

Pof. Ind. Izaga, Plataforma D, Pab. 1A, 48960 Galdácano, Vizcaya, España

ha sido aprobado por Lloyd's Register de acuerdo con las siguientes normas:

ISO 50001:2018

Números de Aprobación: ISO 50001 – 0041536

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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



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Anexo al Certificado

Ubicación	Actividades
Pol. Ind. Izaga, Plataforma D, Pab. 1A, 48960 Galdácano, Vizcaya, España	ISO 50001:2018 Venta de productos para la oficina:
Avenida Albufera, 321, 1º planta, local B, 28031 Madrid, España	ISO 50001:2018 Venta de productos para la oficina:



MONDOFFICE ISO 9001 Certificate

CERTIFICAT

CERTIFICADO

СЕРТИФИКАТ

認證證書

CERTIFICATE

ZERTIFIKAT



Italia

CERTIFICATO

Nr. 50 100 10090 Rev.004

SI ATTESTA CHE / THIS IS TO CERTIFY THAT

IL SISTEMA DI GESTIONE PER LA QUALITÀ DI
THE QUALITY MANAGEMENT SYSTEM OF

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 9001:2015

QUESTO CERTIFICATO È VALIDO PER IL SEGUENTE CAMPO DI APPLICAZIONE
THIS CERTIFICATE IS VALID FOR THE FOLLOWING SCOPE OF APPLICATION

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. Gestione dello smaltimento mediante intermediazione di rifiuti senza detenzione (IAF 29, 39)

Marketing and distribution of products and services for the workplace, through phases of goods receipt, storage, picking, contact with customers, packaging and shipping. Management of disposal through intermediation of waste without detention (IAF 29, 39)

Per l'Organismo di Certificazione
For the Certification Body
TÜV Italia S.r.l.

Validità / Validity

Dal / From: **2023-01-20**

Ai / To: **2026-01-19**



SGQ N° 049A

Membro degli Assorb & Metro Recognition
CA, IAF & IAC
Signatory of EA, IAF and IAC Mutual
Recognition Agreements

Francesco Scarlata

Divisione Divisione Business Assurance
Business Assurance Division Manager

Data emissione /
Issuing Date

2023-01-10

PRIMA CERTIFICAZIONE / FIRST CERTIFICATION: 2011-01-20

LA VALIDITÀ DEL PRESENTE CERTIFICATO È SUBORDINATA A SORVEGLIANZA PERIODICA A 12 MESI E AL RISSAME 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 14001 Certificate

CERTIFICAT

CERTIFICADO

СЕРТИФИКАТ

認證證書

CERTIFICATE

ZERTIFIKAT



CERTIFICATO

Nr. 50 100 15975 Rev.001

SI ATTESTA CHE / THIS IS TO CERTIFY THAT
IL SISTEMA DI GESTIONE AMBIENTALE DI
THE ENVIRONMENTAL MANAGEMENT SYSTEM OF

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 OF APPLICATION

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. Gestione dello smaltimento mediante intermediazione di rifiuti senza detenzione (IAF 29, 39)

Marketing and distribution of products and services for the workplace, through phases of goods receipt, storage, picking, contact with customers, packaging and shipping. Management of disposal through intermediation of waste without detention (IAF 29, 39)

CERTIFICAZIONE RILASCIATA IN CONFORMITÀ AL REGOLAMENTO TECNICO ACCREDIA RT-09
CERTIFICATION ISSUED IN ACCORDANCE TO ACCREDIA TECHNICAL REGULATION RT-09



SGA N° 018D

Membro degli Accordi di Mutuo Riconoscimento
EA, IAF e 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: **2023-01-10**

Ai / To: **2024-02-10**

Francesco Scarlata

Data emissione // Issuing Date:

Direttore Divisione Business Assurance
Business Assurance Division Manager

2023-01-10

PRIMA CERTIFICAZIONE / FIRST CERTIFICATION: 2021-02-11

"LA VALIDITÀ DEL PRESENTE CERTIFICATO È SUBORDINATA A SORVEGLIANZA PERIODICA A 12 MESI E AL RISAME 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

認證證書

CERTIFICATE

ZERTIFIKAT



Italia

CERTIFICATO

Nr. 50 100 15976 Rev.001

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)**

È 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.
Gestione dello smaltimento mediante intermediazione di rifiuti senza
detenzione (IAF 29, 39)**

**Marketing and distribution of products and services for the workplace,
through phases of goods receipt, storage, picking, contact with
customers, packaging and shipping. Management of disposal through
intermediation of waste without detention (IAF 29, 39)**

Per l'Organismo di Certificazione
For the Certification Body
TÜV Italia S.r.l.

Validità / Validity

Dal / From: **2023-01-10**

Ai / To: **2024-02-10**



SCR N° 009F

Membro degli Accordi di Mutuo Riconoscimento,
EA, IAF e ILAC
Signatory of EA, IAF and ILAC Mutual
Recognition Agreements

Francesco Scarlata
Francesco Scarlata

Data emissione / Issuing Date

Direttore Divisione Business Assurance
Business Assurance Division Manager

2023-01-10

PRIMA CERTIFICAZIONE / FIRST CERTIFICATION: 2021-02-11

LA VALIDITÀ DEL PRESENTE CERTIFICATO È SUBORDINATA A SORVEGLIANZA PERIODICA A 12 MESI E AL RISSAME 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

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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 NÖ 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

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Genau. Richtig.

RAJA Germany, Austria & Switzerland ISO 14001 Certificate



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www.tuv.com



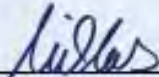
Anlage zum Zertifikat

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

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 **TÜVRheinland**[®]
Genau. Richtig.

RAJA Benelux ISO 9001 Certificate



CERTIFICATE



This is to certify that

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:

Procurement, storage, multi-channel sales, packing and shipping of packaging materials, office supplies and warehouse equipment for the Benelux market, as well as the logistics of orders for the other subsidiaries in the group.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 9001 : 2015

Certificate registration no. 500284 QM15
Valid from 2022-06-13
Valid until 2025-06-12
Date of certification 2022-05-12



DQS GmbH

Markus Bleher
Managing Director

Accredited Body: DQS GmbH, August-Schanz-Straße 21, 60433 Frankfurt am Main, Germany
Administrative Office: DQS Holding GmbH, Konrad-Adenauer-Allee 8-10, 61118 Bad Vilbel, Germany

1 / 2





**Annex to certificate
Registration No. 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 packaging materials,
office supplies and warehouse equipment

RAJA Benelux ISO 14001 Certificate



CERTIFICATE



This is to certify that

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:

Procurement, storage, multi-channel sales, packing and shipping of packaging materials, office supplies and warehouse equipment for the Benelux market, as well as the logistics of orders for the other subsidiaries in the group.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 14001 : 2015

Certificate registration no. 500284 UM15
Valid from 2022-06-13
Valid until 2025-06-12
Date of certification 2022-05-12



DQS GmbH

Markus Bleher
Managing Director

Accredited Body: DQS GmbH, August-Schanz-Straße 21, 60433 Frankfurt am Main, Germany
Administrative Office: DQS Holding GmbH, Konrad-Adenauer-Allee 8-10, 61118 Bad Vilbel, Germany

1 / 2





**Annex to certificate
Registration No. 500284 UM15**

Rajapack Benelux NV

Vrijheidsweg 8
3700 Tongeren
Belgium

Location

Scope

**500285
Rajapack BV
Industrieterrein Hoogeind II,
Minervum 7439 C-D
4817 ZG Breda
Netherlands**

Multi-channel sales of packaging materials,
office supplies and warehouse equipment

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**

Certificeringskontor: *Bureau Veritas Certification Denmark 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 RIPOLLET - 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 Weiner, Managing Director
TÜV® Saarland Certification GmbH
Am TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



RAJA Spain ISO 14001 Certificate



CERTIFICATE

The environmental 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 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) Thorsten Gröber, 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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DL/A/1304/01
TUV

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 TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



página 1 de 1

TÜV SAARLAND
TÜV®

RAJA Spain ISO 26000 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 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



page 1 de 1

DE/A/207501
TÜV®

RAJA Italy ISO 9001 Certificate



Building trust together.

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) Italy

has implemented and maintains a

Quality Management System

for the following scope:

Multichannel marketing of packing and packaging materials

which fulfils the requirements of the following standard:

ISO 9001:2015

Issued on: **2022/07/22**

Expires on: **2026/06/22**

Registration Number: **IT – 96550**


Alex Stoichitoiu
President of IQNET


Mario Romersi
President of CISQ



This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

IQNET Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CCC** Cyprus **CISQ** Italy **CQC** China **CGM** China **COS** Czech Republic **Cro Cert** Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC** Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea **LSQA** Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** Mexico **PCBC** Poland **Quality Austria** Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Turkey **YUQS** Serbia

*The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

RAJA Italy ISO 14001 Certificate



www.imq.it

CERTIFICATO N. 9191.RJA2
CERTIFICATE N.

SI CERTIFICA CHE IL SISTEMA DI GESTIONE AMBIENTALE DI
 WE HEREBY CERTIFY THAT THE ENVIRONMENTAL MANAGEMENT SYSTEM OPERATED BY:

RAJAPACK SRL con unico socio

VIA DOGANA PO 15 - 29015 CASTEL SAN GIOVANNI (PC)

SITI / SITES

VIA DOGANA PO 15 - 29015 CASTEL SAN GIOVANNI (PC)

E' CONFORME ALLA NORMA / IS IN COMPLIANCE WITH THE STANDARD:

ISO 14001:2015

PER LE SEGUENTI ATTIVITA' / FOR THE FOLLOWING ACTIVITIES

Commercializzazione multicanale di materiali per l'imballaggio ed il packaging
 Multichannel marketing of packing and packaging materials

Certificazione rilasciata in conformità al Regolamento Tecnico ACCREDIA RT-09

IL PRESENTE CERTIFICATO E' SOGGETTO AL RISPETTO DEL
 REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE

THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE
 REQUIREMENTS OF THE RULES FOR CERTIFICATION OF MANAGEMENT SYSTEMS

DATE	PRIMA CERTIFICAZIONE FIRST CERTIFICATION	EMISSIONE CORRENTE CURRENT ISSUE	SCADENZA EXPIRY
	2014-06-23	2022-07-22	2026-06-22

IMQ S.p.A. - VIA QUINTILIANO, 43 - 20138 MILANO ITALY
 Management Systems Division - Pavia Origo



IONet, the association of the world's principal certification bodies, is the largest provider of management system certification in the world.
 IONet is composed of approximately 30 bodies and counts over 150 subsidiaries all over the globe.



SGA N° 006 D

Modello regolamento di attuazione
 Regolamento (CE) del Parlamento Europeo
 n° 1701/2003 del Parlamento Europeo
 del 22 settembre 2003

IAF: 29

La validità del certificato è subordinata al rispetto delle norme tecniche
 di riferimento di cui costituisce parte integrante.
 The validity of the certificate is subordinate to compliance with the technical
 reference standards which form an integral part of it.



Organismo di Certificazione Federazione CISQ
 www.imq.it



www.cisq.com

CISQ è la Federazione Italiana di Organismi di
 Certificazione dei sistemi di gestione aziendale.
 CISQ is the Italian Federation of management
 system Certification Bodies.

RAJA Poland ISO 9001 & ISO 14001 Certificate



Certificate of Registration

This is to certify that the Management System of:

Rajapack Sp. z o.o.

ul. Działkowa 62, 02-234 Warszawa

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 9001:2015, ISO 14001:2015



Certificate Number:

14851-Q15-001

14851-E15-001

Initial Registration Date:

22 December 2016

Previous Expiry Date:

22 December 2022

Recertification Date:

12-14 December 2022

Re-issue Date:

13 January 2023

Expiry Date:

22 December 2025

Scope of Registration:

Sale of packaging, consumables and equipment for enterprises.

Signed:

Alyn Franklin, Chief Executive Officer
(on behalf of Alcumus ISOQAR)

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by Alcumus ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards' requirement may be obtained by consulting Alcumus ISOQAR. This certificate is one of several issued to the registration number 14851.

Accredited body: Alcumus ISOQAR Limited, Alcumus Certification, Cobra Court, 1 Blackmore Road, Stretford, Manchester M32 0QY
T: 0161 865 3699 F: 0161 865 3685 E: isoqarenquiries@alcumusgroup.com W: www.alcumusgroup.com/isoqar (UK)
Local office: ISOQAR CEE Sp. z o.o. ul. Wajozowa 11, 02-796 Warszawa
T: +48 22 649 76 64 F: +48 22 349 95 62 E: isoqar@isoqar.pl W: www.isoqar.pl (Poland)

This certificate is the property of Alcumus ISOQAR and must be returned on request. The certificate was issued electronically. The validity and authenticity of the certificate can be confirmed: <https://www.alcumus.com/en-ph/certification/customer-area/certificate-checker/>

Page 1 of 1

RAJA Poland ISO 45001 Certificate



Certificate of Registration

This is to certify that the Management System of:

Rajapack Sp. z o.o.

ul. Działkowa 62, 02-234 Warszawa

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 45001:2018



Certificate Number:	14851-OHS-001
Initial Registration Date:	13 January 2023
Expiry Date:	13 January 2026

Scope of Registration:

Sale of packaging, consumables and equipment for enterprises.

Signed:
Alyn Franklin, Chief Executive Officer
(on behalf of Alcumus ISOQAR)

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by Alcumus ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards' requirement may be obtained by consulting Alcumus ISOQAR. This certificate is one of several issued to the registration number 14851.

Accredited body: Alcumus ISOQAR Limited, Alcumus Certification, Cobra Court, 1 Blackmore Road, Stretford, Manchester M32 0QY
T: 0161 865 3699 F: 0161 865 3685 E: isoqarenquiries@alcumusgroup.com W: www.alcumusgroup.com/isoqar (UK)
Local office: ISOQAR CEE Sp. z o.o. ul. Wawozowa 11, 02-796 Warszawa
T: +48 22 649 76 64 F: +48 22 349 95 62 E: isoqar@isoqar.pl W: www.isoqar.pl (Poland)

This certificate is the property of Alcumus ISOQAR and must be returned on request. The certificate was issued electronically. The validity and authenticity of the certificate can be confirmed: <https://www.alcumus.com/en-gb/certification/customer-area/invalidate-checker/>

RAJA Portugal ISO 9001 Certificate



CERTIFICATE

The quality management system of

RAJAPACK UNIPessoal, LDA

Estrada de Paço de Arcos, 66 e 66-A – Piso 2, Sala 11 |
2735-336 – CACÉM – PORTUGAL | PORTUGAL

has been assessed and certified as meeting the requirements of:

ISO 9001:2015

for the following activities:

Marketing of packaging solutions and industrial equipment

This certificate is valid from 30.10.2023 until 29.10.2026
Issued: 30.10.2023.

Certificate N° EA01081-EN

Ivana Vitale, Technical Manager
TÜV® Saarland Certification GmbH
Am TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



RAJA Portugal ISO 14001 Certificate



CERTIFICATE

The environmental management system of

RAJAPACK UNIPessoal, LDA

Estrada de Paço de Arcos, 66 e 66-A - Piso 2, Sala 11 |
2735-336 - CACÉM - PORTUGAL | PORTUGAL

has been assessed and certified as meeting the requirements of:

ISO 14001:2015

for the following activities:

Marketing of packaging solutions and industrial equipment

This certificate is valid from 30.10.2023 until 29.10.2026
Issued: 30.10.2023.

Certificate N° EF01082-EN

Ivana Vitale, Technical Manager
TÜV® Saarland Certification GmbH
Am TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



RAJA Portugal ISO 45001 Certificate



CERTIFICATE

The occupational health and safety management system of

RAJAPACK UNIPessoal, LDA

Estrada de Paço de Arcos, 66 e 66-A - Piso 2, Sala 11 |
2735-336 - CACÉM - PORTUGAL | PORTUGAL

has been assessed and certified as meeting the requirements of:

ISO 45001:2018

for the following activities:

Marketing of packaging solutions and industrial equipment

This certificate is valid from 30.10.2023 until 29.10.2026
Issued: 30.10.2023.

Certificate N° EN06013-EN

Ivana Vitale, Technical Manager
TÜV® Saarland Certification GmbH
Am TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com

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



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

Validity: Proof has been furnished by means of an audit that the requirements of ISO 14001:2015 are met.
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

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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: **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

Validity: Proof has been furnished by means of an audit that the requirements of ISO 14001:2015 are met.
The certificate is valid in conjunction with the main certificate 01 104 2042257 from 2021-10-02 until 2024-10-01.

2022-04-21


TUV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

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www.tuv.com



RAJA Sweden ISO 9001 Certificate



BUREAU
VERITAS

Bureau Veritas Certification

Rajapack AB

Logistikvägen 2, 438 70, Landvetter, Sweden

Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standard detailed below

Standard

ISO 9001:2015

Scope of supply

Sales and distribution of packaging, office supplies, consumables material and storage equipment.

Original Approval Date:

20-12-2023

Subject to the continued satisfactory operation of the organisation's Management System, this certificate is valid until:

20-12-2026



Herman Fahström Technical Manager, Bureau Veritas Certification Sverige AB



Date: 20-12-2023

Certificate Number: SE009636

Version: 1



To check this certificate validity please call +46 31 60 65 00
Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.

RAJA Sweden ISO 14001 Certificate



BUREAU
VERITAS

Bureau Veritas Certification

Rajapack AB

Logistikvägen 2, 438 70, Landvetter, Sweden

Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standard detailed below

Standard

ISO 14001:2015

Scope of supply

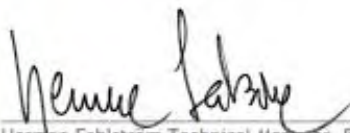
Sales and distribution of packaging, office supplies, consumables material and storage equipment.

Original Approval Date:

20-12-2023

Subject to the continued satisfactory operation of the organisation's Management System, this certificate is valid until:

20-12-2026



Herman Fahstrom Technical Manager, Bureau Veritas Certification Sverige AB



Akkred. nr. 1236
Certifiering av
ledningssystem
ISO/IEC 17021-1

Date: 21-12-2023

Certificate Number: SE009637

Version: 1



To check this certificate validity please call +46 31 60 65 00

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.

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 : 14 June 2022
Valid until : 11 February 2025 (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 14001 Certificate



CERTIFICATE

No. CN 14216IE

certifies that :

Rajapack

Raja UK- Unit 1, DC10 Salford Road, Bragborough 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 : 14 June 2022
Valid until : 11 February 2025 (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. 4 Gordano Court
Serbert Close, Portishead, Bristol BS20 7FS
UNITED KINGDOM

<http://socotec-certification-international.co.uk>

RAJA United-Kingdom ISO 45001 Certificate



CERTIFICATE

No. CN/14216HS

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 : 14 June 2022
Valid until : 11 February 2025 (Subject to adherence to the agreed ongoing programme, successful endorsement of certification following each audit and compliance with the terms and conditions of certification.)
Previously certified to OHSAS 18001 since : 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>

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 Bleher
Geschäftsführer

IO-Net

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 BÄR GmbH
Jägerbauernweg 1
5082 Grödig
Österreich

061267
UDO BÄR & Partner AG
Mühlegasse 36
6340 Baar
Schweiz

370422
BAR SARL
50 avenue d'Alsace
Colmar Cedex
Frankreich

373968
BÄR B.V.
Ceresstraat 1
4811CA 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: 10395633

Original approval(s):
ISO 14001 - 15 July 2011
ISO 9001 - 15 July 2011
ISO 45001 - 4 June 2019

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 – 0007856, 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



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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.



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 7ES, United Kingdom



VIKING The Netherlands ISO 9001 Certificate



CERTIFICATE



ISO 9001:2015

DEKRA Certification GmbH hereby certifies that the organization

Viking Netherlands B.V.

Columbusweg 33, 5928 LA Venlo, Netherlands

for the scope of certification:

Provision of office supplies and workplace solutions,
storage, picking and shipping,
customer service and sales

has established and maintains a quality management system according to the above mentioned standard.
The conformity was adduced with audit report no. A22111165.

Certificate registration no.:	100420263/1
Validity of previous certificate:	2023-04-15
Certificate valid from:	2023-04-16
Certificate valid to:	2026-04-15

Language translation



Dr. Rolf Krökel
DEKRA Certification GmbH, Stuttgart, 2023-04-07



VIKING 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



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 * Handwerkstraße 15 * D-70585 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 Großostheim, 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



VIKING Germany ISO 45001 Certificate

ZERTIFIKAT

Office DEPOT

ISO 45001:2018

DEKRA Certification GmbH bescheinigt hiermit, dass die Organisation

Office Depot Deutschland GmbH

Zertifizierter Bereich:

Handel mit Büroartikeln

Zertifizierter Standort:

Linus-Pauling-Straße 2, 63762 Großostheim, Deutschland

ein Managementsystem für Sicherheit und Gesundheit bei der Arbeit entsprechend der oben genannten Norm eingeführt hat und aufrechterhält. Der Nachweis wurde mit Auditbericht-Nr. A19081038 erbracht.

Zertifikats Registrier-Nr.: 450420028

Zertifikat gültig vom:

16.04.2020

Gültigkeit vorheriges Zertifikat:

Zertifikat gültig bis:

15.04.2023


Dr. Gerhard Nagel
DEKRA Certification GmbH, Stuttgart, 07.04.2020



APPENDIX 2 – QSE POLICIES

RAJA France Quality Policy



Depuis sa création, l'une des valeurs de RAJA est de garantir l'excellence de la qualité des produits et de la relation de 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 et écoresponsables

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 SYSTEME 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 la satisfaction du 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 et de Logisorgues s'engagent 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 KAPELUSZ
Directeur Général Opérationnel
RAJA France

RAJA France Environmental Policy



POLITIQUE ENVIRONNEMENTALE

Depuis sa création, RAJA France 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 la Direction des Achats de RAJA, qui demande à ses fournisseurs d'être respectueux des réglementations et législations environnementales européennes et françaises
- En incitant nos fournisseurs à s'inscrire également dans une démarche environnementale et sociale
- En achetant des produits majoritairement fabriqués en Europe
- En promouvant des produits innovants et écoresponsables ⁽¹⁾
- En respectant les conseils et les informations pour nos clients sur nos produits, nos services et sur la réglementation en vigueur, qui sont donnés par la Direction Achats

REDUIRE L'IMPACT ENVIRONNEMENTAL DE NOS ACTIVITES ET PREVENIR LA POLLUTION

- En respectant la diminution de 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, pilotée par la Direction Création et média France
- En mettant en œuvre une organisation logistique qui permette de diminuer l'empreinte environnementale de notre site, par le tri à la source des déchets, la diminution de notre consommation énergétique et la mise en œuvre d'actions de prévention des pollutions
- En mettant en place des actions pour réduire notre empreinte carbone : mise en place d'une plateforme de calcul et de réduction des émissions de CO2

(1) Ecoresponsable : Cf définition sur le site Internet raja.fr et sur le catalogue de RAJA.

COMMUNIQUER ET SENSIBILISER SUR NOTRE DEMARCHE ECORESPONSABLE

- En sensibilisant nos collaboratrices et nos collaborateurs aux bonnes pratiques environnementales, et en suivant les indicateurs environnementaux au respect des bonnes pratiques
- En rappelant lors de l'intégration des nouveaux collaborateurs, les attendus comportementaux environnementaux incontournables
- En mettant la politique environnementale à disposition des parties intéressées, sur simple demande

MAINTENIR NOTRE SYSTEME DE MANAGEMENT ENVIRONNEMENTAL (SME)

- En nous inscrivant dans une démarche d'amélioration continue du Système de Management Environnemental, afin d'améliorer notre performance environnementale
- En nous engageant à respecter nos obligations de conformité liées à la réglementation applicable et aux exigences du Système de Management Environnemental
- En fixant des cibles et des objectifs environnementaux et en assurant le suivi des résultats atteints
- En effectuant une veille réglementaire afin de mettre en place les actions préventives et/ou correctives

La Direction Générale de RAJA France et la Direction de Logistique s'engagent 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 KAPELUSZ
Directeur Général Opérationnel
RAJA France

Annex to the RAJA France Environmental Policy (Indicators)



INDICATEURS

Axe de la Politique	Indicateurs	Réalisé 2021	Réalisé 2022	Cible 2023
1 Réduire l'Impact Environnemental de nos Produits	% de fournisseurs signataires de la Charte des Achats & du Développement Durable	99,6%	100%	100%
	% du chiffre d'affaires achat évalué sur la performance RSE	NC	70%	70%
	% de produits achetés en Europe	86%	87%	87%
	% de fournisseurs européens	97%	99%	99%
	% de références éco-responsables	50%	66%	70%
2 Réduire l'Impact Environnemental de nos Activités et Prévenir la Pollution	Tonnage des catalogues	763	731	716
	% de catalogues imprimés sur du papier recyclé	100%	100%	100%
	% de valorisation des déchets générés sur le site	NC	81%	85%
	% de conformité du tri sélectif dans le Centre de Distribution	91,2%	91,5%	91%
	Nombre d'inspections Cellules de Tri	14	14	14
	Nombre de kWh d'énergie cumulée / personne / jour	33,13	28,94	26,00
	Nombre d'aspects environnementaux significatifs en risque résiduel à maîtriser	1	3	0
	% de Contrôles Périodiques Réglementaires Effectués (prélèvements EU/EP, Bruit & Rejets Atmosphériques)	100%	100%	100%
	Bilan Carbone - Scopes 1 & 2 (en tonnes CO ₂)	1 159	1 159	1 043
	Bilan Carbone - Scope 3 (en tonnes CO ₂)	526 341	526 341	473 707
3 Communiquer et Sensibiliser sur notre Démarche Eco-Responsable	% de véhicules hybrides, hybrides rechargeables et électriques	12%	18%	20%
	Indicateurs Environnementaux	Partiels	Complets	Complets
4 Maintenir notre Système de Management Environnemental	% de conformité aux textes applicables	NC	90%	95%

Communication of RAJA France Environmental Indicators



FLOTTE ÉCORESPONSABLE

Proportion de Véhicules Hybrides & Electriques

	2020	2021	2022
Véhicules Thermiques	57	57	55
Véhicules Hybrides & Electriques	5	5	12
Total Flotte	63	63	67

Proportion de Véhicules Hybrides & Electriques en 2022

+6 Véhicules Hybrides ou Electriques (+100%)
2022 Vs 2021 & 2020

■ Véhicules Thermiques ■ Véhicules Hybrides & Electriques

DECHETS

Déchets Générés sur le Site (en tonnes)

	2020	2021	2022
Déchets Non Dangereux			
Papier / Carton	255,71	217,53	216,85
Métal	13,02	1,55	0,00
Plastique (Pneus & Bouteilles)	1,81	3,04	6,97
Verre	0,17	0,24	0,00
Bois	20,55	9,45	16,72
DIE	190,44	185,55	193,13
Autres (Cables, Matériaux, Copiers & Collés, etc.)	0,22	0,12	0,15
Sous Total Déchets Non Dangereux	610,85	423,34	433,65
Déchets Dangereux			
Amiante	0,00	0,00	0,21
DEEE	0,29	2,29	1,20
PCB	0,00	0,00	4,05
Piles	0,00	0,05	0,13
Autres (Soudure, Colles, Solvants, Outils, Produits & Déchets, etc.)	3,17	1,55	0,00
Sous Total Déchets Dangereux	3,46	3,93	7,19
Tonnage Global	613,51	425,07	440,67

-72,64 tonnes (-32%)
2022 Vs 2020

+15,8 tonnes (+4%)
2022 Vs 2021

RÉDUCTION DE L'IMPACT ENVIRONNEMENTAL DE NOS PRODUITS

Achats Responsables

	2020	2021	2022
% de références écoresponsables	ND	50%	55%
% de produits achetés en Europe	55%	55%	57%
% de Fournisseurs Européens	95%	97%	99%
% de Fournisseurs Signataires de la Charte des Achats Responsables	100%	99,5%	100%
% du Chiffre d'Affaires Achat Evalué sur sa Performance RSE	ND	70%	70%

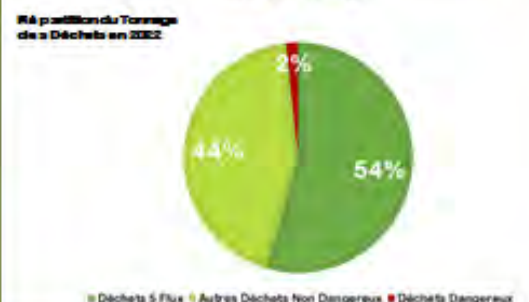
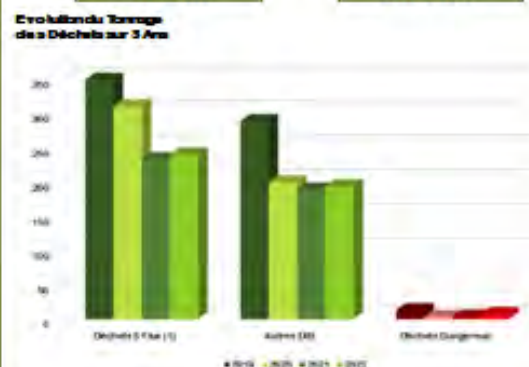
IMPRESSION DE NOS CATALOGUES

Tonnage Papier Catalogues

	2020	2021	2022
Tonnage de papier pour l'impression des catalogues	525	753	731

-32 tonnes (-4%)
2022 Vs 2021

Depuis 2015 réduction de 42% de l'utilisation de nos catalogues papier
100% de nos catalogues sont imprimés sur du papier recyclé ou issu de forêts gérées durablement, avec des encres minérales certifiées Blue Angel et par des imprimeurs certifiés ISO 14001





TRI DES DÉCHETS

Déchets 5 Flux (en tonnes)

Cartons & Papier

	2020	2021	2022
Cartons & Papier	205,71	217,55	216,95

100%
Taux de Valorisation 2022

-49,15 tonnes (-18%)
2022 Vs 2020

-1,27 tonnes (-0,6%)
2022 Vs 2021

49%
du Tonnage de Déchets 2022

Métal

	2020	2021	2022
Métal	13,02	1,55	0,00

0%
Taux de Valorisation 2022

-13,02 tonnes (-100%)
2022 Vs 2020

-1,88 tonnes (-100%)
2022 Vs 2021

0%
du Tonnage de Déchets 2022

Films Plastiques

	2020	2021	2022
Films Plastiques	1,51	3,02	6,05

100%
Taux de Valorisation 2022

+5,15 tonnes (+341%)
2022 Vs 2020

+3,64 tonnes (+121%)
2022 Vs 2021

1%
du Tonnage de Déchets 2022

Bouteilles en Plastique

	2020	2021	2022
Bouteilles en Plastique	0,10	0,02	0,03

100%
Taux de Valorisation 2022

-0,07 tonne (-70%)
2022 Vs 2020

+0,01 tonne (+50%)
2022 Vs 2021

0%
du Tonnage de Déchets 2022

Verre

	2020	2021	2022
Verre	0,17	0,24	0,00

0%
Taux de Valorisation 2022

-0,17 tonne (-100%)
2022 Vs 2020

-0,24 tonne (-100%)
2022 Vs 2021

0%
du Tonnage de Déchets 2022

Bois

	2020	2021	2022
Bois	29,55	9,45	16,72

100%
Taux de Valorisation 2022

-13,16 tonnes (-44%)
2022 Vs 2020

+7,24 tonnes (+76%)
2022 Vs 2021

4%
du Tonnage de Déchets 2022

DIB (en tonnes)

	2020	2021	2022
DIB	199,44	155,55	193,13

59%
Taux de Valorisation 2022

-6,31 tonnes (-3%)
2022 Vs 2020

+4,58 tonnes (+2%)
2022 Vs 2021

44%
du Tonnage de Déchets 2022

Autres Déchets Non Dangereux (en tonnes)

Canettes

	2020	2021	2022
Canettes	0,05	0,05	0,04

100%
Taux de Valorisation 2022

-0,04 tonne (-80%)
2022 Vs 2020

-0,02 tonne (-33%)
2022 Vs 2021

0%
du Tonnage de Déchets 2022

Capules à Café

	2020	2021	2022
Capules à Café	0,13	0,05	0,00

100%
Taux de Valorisation 2022

-0,04 tonne (-31%)
2022 Vs 2020

+0,04 tonne (+80%)
2022 Vs 2021

0%
du Tonnage de Déchets 2022

Mégots

	2020	2021	2022
Mégots	0,01	0,02	0,02

100%
Taux de Valorisation 2022

+0,01 tonne (+100%)
2022 Vs 2020

- tonne (-%)
2022 Vs 2021

0%
du Tonnage de Déchets 2022

Déchets Dangereux (en tonnes)

	2020	2021	2022
Déchets Dangereux	5,45	5,93	7,14

68%
Taux de Valorisation 2022

-0,04 tonne (-80%)
2022 Vs 2020

-0,02 tonne (-33%)
2022 Vs 2021

2%
du Tonnage de Déchets 2022

VALORISATION DES DÉCHETS

Valorisation des Déchets Générés sur le Site

- 100% des déchets 5 Flux sont valorisés, soit 240,25 tonnes
- 59% des DIB sont valorisés, soit 114,30 tonnes
- 100% des canettes, mégots & capsules de café sont valorisés, soit 0,15 tonnes
- 2,27 tonnes de nos déchets dangereux sont valorisés ou recyclés

81%
de Valorisation de nos Déchets

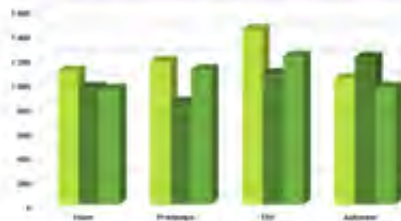


EAU

Consommations d'Eau du Site (en m³)



	2020	2021	2022
Hiver	1 094	980	945
Printemps	1 174	840	1 105
Été	1 432	1 073	1 215
Automne	1 055	1 207	963
Annual	4 733	4 080	4 230



-503 m³
(-11 %)
2022 Vs 2020

+150 m³
(+4 %)
2022 Vs 2021

Eau Sanitaire

-343 m³
(-9 %)
2022 Vs 2020

+237 m³
(+7 %)
2022 Vs 2021

	2020	2021	2022
Hiver	902	750	793
Printemps	992	750	803
Été	973	817	1 025
Automne	935	980	836
Annual	3 882	3 302	3 539

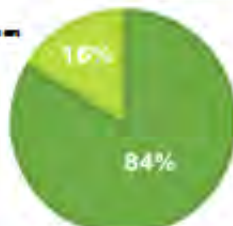
Eau Incendie

-160 m³
(-19 %)
2022 Vs 2020

-87 m³
(-11 %)
2022 Vs 2021

	2020	2021	2022
Hiver	112	191	183
Printemps	182	74	223
Été	499	205	190
Automne	95	247	128
Annual	851	778	691

Répartition des Consommations d'Eau en 2022



■ Eau Sanitaire ■ Eau Incendie

IMPACT ENVIRONNEMENTAL DE NOTRE SITE MARCHAND

Empreinte Environnementale du Numérique

eco Index

Un plan d'actions est en cours d'élaboration sur 2023

21/100
Au 31/12/2022



ANALYSE ENVIRONNEMENTALE

Aspects Environnementaux Significatifs (AES)

ISO 14001

	2020	2021	2022	
Nombre de Risques Évalués				
RISQUE SEUL	Risques à Maîtriser	27	27	29
	Risques à Surveiller	55	55	53
	Risques Non Significatifs	92	92	92
RISQUE RESIDUEL	Risques à Maîtriser	1	1	3
	Risques à Surveiller	59	59	59
	Risques Non Significatifs	142	142	142

Libellés et Commentaires

Consommations d'Énergie

- Pour l'ensemble du site à ce moment précis, avec les bilans actuels.

Incendie / Explosion

- Risque de site à la suite de travaux de maintenance de l'usine avec le site de distribution.

- Prévention de l'incendie de l'entrepôt de la zone de distribution de l'usine de l'usine avec le site de distribution.

INSPECTIONS ENVIRONNEMENT

Audits des Cellules de Tri dans le Centre de Distribution



Audits menés par le Département QSE qui, à l'aide d'une grille d'évaluation, permet de définir le taux de conformité du tri des déchets dans le centre de distribution.

	2020	2021	2022
Nombre d'inspections effectuées	10	14	14
% de conformité du tri	90,7%	91,2%	91,2%

+0,80%
Amélioration de la conformité du tri 2022 Vs 2020

+0,30%
Amélioration de la conformité du tri 2022 Vs 2021

OBJECTIFS 2023

20% de véhicules hybrides et/ou électriques

69% de références écoresponsables dans l'offre produits

-2% de papier utilisé pour l'impression des catalogues

-5% de déchets générés sur le site

85% de déchets valorisés au global (valorisation matière et/ou énergétique)

-5% de consommations d'eau

-5% de risques environnementaux significatifs

91% de taux de conformité de tri



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 des réglementations et législations 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 (DUER) et en mettant le plan d'actions résultant de l'analyse des risques

COMMUNIQUER ET SENSIBILISER SUR NOTRE DÉMARCHÉ SANTÉ & SÉCURITÉ AU TRAVAIL

- En sensibilisant 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 fixant des cibles et des objectifs sécuritaires et en assurant le suivi des résultats atteints
- En effectuant une veille réglementaire afin de mettre en place les actions préventives et/ou correctives
- En nous appuyant sur le référentiel ISO 45001

La Direction Générale de RAJA France et de Logisorgues s'engagent 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 KAPELUSZ
Directeur Général Opérationnel
RAJA France

Annex to the RAJA France Occupational Health & Safety Policy (Indicators)



INDICATEURS

Axe de la Politique	Indicateurs	Réalisé 2021	Réalisé 2022	Cible 2023
1 Garantir un Environnement de Travail & des Conditions de Travail de Qualité	Résultats de l'Enquête de Satisfaction Environnement de Travail	8,7/10	8,3/10	8,5/10
	Nombre de Réunions de la CSSCT	5	3	4
	% de Visites Médicales à Jour	89%	87%	90%
	% de Contrôles Périodiques Réglementaires Effectués	100%	100%	100%
	Nombre de SST à jour	52	47	50
2 Réduire voire Annihiler les Risques Professionnels	Nombre de Risques Evalués	764	769	769
	Nombre de Risques Significatifs en Risque Résiduel à Maîtriser	1	2	0
	Nombre d'Accidents	23	35	-
	Nombre d'Accidents avec Arrêt	15	14	-
	Nombre de Jours Perdus	1 406	1 230	-
	Taux de Fréquence	15,90	14,11	13
3 Communiquer et Sensibiliser sur notre Démarche Santé & Sécurité au Travail	Taux de Gravité	1,49	1,24	1
	Nombre d'Exercices d'Evacuation Réalisés	2	2	2
4 S'Orienter vers la Mise en Œuvre de notre Système de Management Santé & Sécurité au Travail (SMSST)	% de Prestataires ayant signé un Plan de Prévention	100%	100%	100%
	Indicateurs Santé & Sécurité au Travail	Partiels	Complets	Complets
	% de conformité aux textes applicables	92%	95%	98%

Communication of RAJA France Occupational Health & Safety Indicators



EVALUATION DES RISQUES PROFESSIONNELS

Prévention des Risques Professionnels

Source de Danger:

- Chute de Plain Pied
 - Œuvres d'art sur les voies de circulation (couloirs) pouvant gêner l'évacuation en cas d'alerte incendie
- Incendie / Explosion
 - Combustion spontanée des batteries lithium-ion dans le centre de distribution

		2021	2022
RISQUE BRUT	Nombre de Risques Évalués	764	760
	Risques à Maîtriser	25	24
	Risques à Surveiller	328	331
RISQUE RESIDUEL	Risques Non Significatifs	415	414
	Risques à Maîtriser	1	2
	Risques à Surveiller	129	126
	Risques Non Significatifs	634	641

CONDITIONS DE TRAVAIL

Enquête de Satisfaction sur les Services Généraux

	2021	2022
Effectif Total	600	718
Nombre de Collaborateurs ayant répondu à l'enquête	107	183
% de Collaborateurs ayant répondu à l'enquête de satisfaction	18,3%	25,4%
Note Obtenue (sur 10)	6,70	6,27

Dialogue Social : CSSCT

	2021	2022
Nombre de Réunions de la Commission Santé, Sécurité & Conditions de Travail (CSSCT)	5	3

SANTE AU TRAVAIL

Bilan des Visites Médicales

	2021			2022		
	Bureaux	Logistique	Entrepos	Bureaux	Logistique	Entrepos
Nombre de collaborateurs	416	116	31	676	122	54
Visites médicales à jour	456	96	26	816	94	47
Visites médicales non à jour	42	20	5	66	28	7
% de visites médicales à jour	91%	83%	90%	90%	77%	86%
Total à jour	60%			67%		

Sauveteurs Secouristes du Travail (SST)

	2021	2022
Nombre de SST dans le Centre de Distribution	10	16
Nombre de SST dans le Bâtiment de Bureaux	33	31
Nombre Total de SST à jour & recyclés	52	47

GESTION DES SITUATIONS D'URGENCE

Exercices d'Evacuation

	2021	2022
Exercices d'Evacuation dans le Bâtiment de Bureaux	1	1
Exercices d'Evacuation dans le Centre de Distribution	1	1
Exercices d'Evacuation de l'Ensemble des Bâtiments en Simultané	0	0
Nombre Total d'Exercices d'Evacuation Réalisés	2	2

SUIVI DE L'ACCIDENTOLOGIE

Accidents de Travail & Accidents de Trajet

Nombre d'Accidents

	2021			2022		
	Bureaux	Logistique	Total	Bureaux	Logistique	Total
Nombre d'Accidents de Travail (AT)	5	12	20	10	12	22
Nombre d'Accidents de Trajet (ATJ)	3	0	3	6	6	13
Total	11	12	23	16	17	33

Accidents avec Arrêts de Travail

		2021		2022	
		AT	ATJ	AT	ATJ
Bureaux	Nombre d'Accidents avec Arrêt	5	1	3	2
	Nombre de Jour d'Arrêt	107	4	166	20
Logistique	Nombre d'Accidents avec Arrêt	9	0	11	3
	Nombre de Jour d'Arrêt	1 209	0	1 062	62
Nombre Total d'Accidents avec Arrêt		14	1	14	5
Nombre Total de Jour d'Arrêt		1 406	4	1 230	102

Taux de Fréquence & Taux de Gravité

	2021	2022
Nombre Total d'Accidents	23	33
Nombre d'Accidents avec Arrêt	15	14
Nombre de Jours Perdus	1 406	1 230
Taux de Fréquence	15,00	14,11
Taux de Gravité	1,40	1,24

OBJECTIFS 2023

- 8,5/10 de moyenne des résultats de l'enquête de satisfaction Services Généraux
- 4 réunions de la CSSCT
- 90% de visites médicales à jour
- 50 Sauveteurs secouristes du travail
- 2 Exercices d'Evacuation incendie réalisés
- 13 en Taux de Fréquence et 1 en Taux de Gravité (Accidents du Travail)

Indicateurs Santé & Sécurité au Travail 2022 (01/2 - Juin 2022)

RAJA France Energy Performance Policy



POLITIQUE DE PERFORMANCE ÉNERGÉTIQUE

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 :

METTRE EN PLACE DES ACTIONS POUR LUTTER CONTRE LE RÉCHAUFFEMENT CLIMATIQUE

- En réalisant un Bilan Carbone visant à diminuer les émissions de gaz à effet de serre de nos activités : transport et stockage
- 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 proposant des véhicules propres : hybrides ou 100% électriques aux collaboratrices et collaborateurs éligibles à l'attribution d'un véhicule de fonction
- En investissant dans la consommation d'énergie renouvelable dans le cadre des travaux en cours sur le siège de RAJA France

RÉDUIRE NOS CONSOMMATIONS D'ÉNERGIE

- En mettant en place un plan de sobriété énergétique avec l'objectif de réduire nos consommations dans les bureaux et dans le centre de distribution
- 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

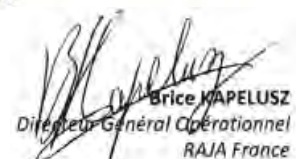
COMMUNIQUER ET SENSIBILISER POUR ÉCONOMISER L'ÉNERGIE AU QUOTIDIEN

- En sensibilisant les collaboratrices et les collaborateurs à la Fresque du Climat ainsi qu'aux bonnes pratiques pour réduire nos consommations énergétiques : Ecogestes
- En informant nos clients, nos fournisseurs, nos prestataires des actions mises en place pour la transition écologique
- En réalisant, en suivant et en communiquant le tableau de bord des consommations énergétique de RAJA France

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 et en déterminant, de façon cohérente, les orientations stratégiques en matière de Performance Energétique
- En effectuant les audits réglementaires pour mesurer notre Performance Energétique
- En effectuant une veille réglementaire afin de mettre en place les actions préventives et/ou correctives
- En nous appuyant sur le référentiel ISO 50001

La Direction Générale de RAJA France et de Logisorgues s'engagent 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 NAPELUSZ
Directeur Général Opérationnel
RAJA France

Annex to the RAJA France Energy Performance Policy (Indicators)



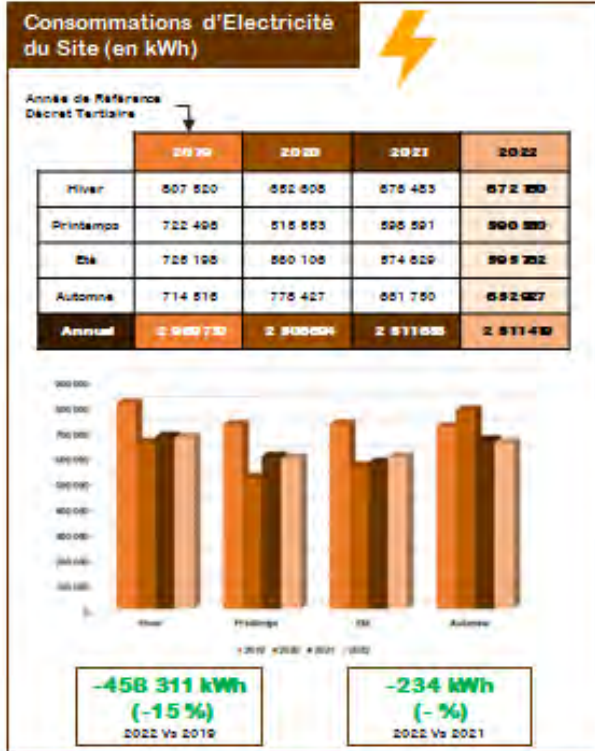
INDICATEURS

Axe de la Politique	Indicateurs	Réalisé 2021	Réalisé 2022	Cible 2023
1 Mettre en Place des Actions pour Lutter contre le Réchauffement Climatique	Bilan Carbone - Scopes 1 & 2 (en tonnes CO ₂)	1 159	1 159	1 043
	Bilan Carbone - Scope 3 (en tonnes CO ₂)	526 341	526 341	473 707
	Tonnage de nos Déchets	425,07	440,67	420
	% de véhicules hybrides, hybrides rechargeables et électriques	12%	18%	20%
2 Réduire nos Consommations d'Énergie	Nombre de kWh d'énergie cumulée / personne / jour	33,13	28,94	26,00
	Nombre de kWh / m ² / an	124,36	110,67	100,00
3 Communiquer et Sensibiliser pour Economiser l'Énergie au Quotidien	% de Collaborateurs sensibilisés aux EcoGestes	NC	100%	100%
4 S'Orienter vers la Mise en Œuvre de notre Système de Management de l'Énergie (SMÉ)	Indicateurs de Performance Énergétique	Partiels	Complets	Complets
	% de conformité aux textes applicables	NC	63%	90%

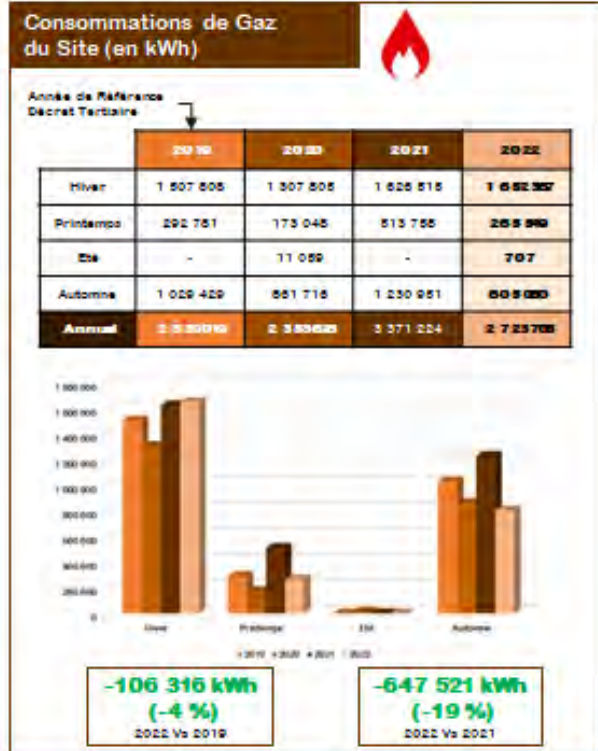
Communication of RAJA France Energy Performance Indicators



ÉLECTRICITÉ



GAZ



CONSOUMATIONS D'ÉNERGIE

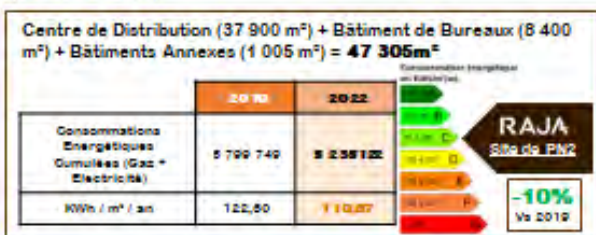
(Nombre de kWh / Personne / Jour)

Gaz & Electricité (En kWh)

	2019	2020	2021	2022
Effectif	322	340	309	315
Nombre de Jours Ouvrés	2,91	2,83	2,84	2,83
Consommations de Gaz	2 530 019	2 355 505	3 371 224	2 723 708
kWh / Personne / Jour	15,10	14,54	15,09	13,05
Consommations d'Electricité	2 669 730	2 505 594	2 511 553	2 511 430
kWh / Personne / Jour	15,09	15,45	14,15	13,05
Consommations Énergétiques Cumulées (Gaz + Electricité)	5 199 749	4 861 102	5 882 577	5 235 138
kWh / Personne / Jour	37,09	30,02	33,13	28,04

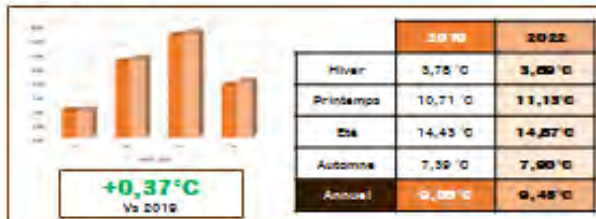
CONSUMMATION ÉNERGETIQUE

(En kWh / m² / an)



TEMPÉRATURES MOYENNES

(Prises au Nord)



OBJECTIF 2023



-15%

sur la consommation énergétique globale afin d'être en conformité avec le Plan de Sobriété et la Charte EcoWatt signée par RAJA France

RÉPARTITION DES CONSOMMATIONS D'ÉLECTRICITÉ

Consommations d'Électricité du Site (En kWh)



Les consommations d'électricité au titre de l'année 2022 sont comparées aux consommations au titre de 2019 qui est l'année de référence choisie dans le cadre de l'application du Décret Tertiaire.

Paru au Journal Officiel en juillet 2019, le Décret Tertiaire impose la réduction de la consommation énergétique des bâtiments à usage tertiaire de plus de 1 000 m². Ceux-ci devront atteindre, par palier de 10 ans, des performances de sobriété définies.

Bureaux

(Bâtiment de Bureaux)

	2019	2020	2021	2022
Hiver	212 515	192 748	155 785	162 083
Printemps	208 200	148 574	161 908	179 238
Été	250 254	125 485	199 010	184 481
Automne	199 044	157 722	161 444	132 461
Annuel	869 013	624 530	677 148	658 263

-215 049 kWh (-25%)
2022 Vs 2019

26%

de la Consommation Totale

Salles Serveurs

(N°1 & N°2 de l'Étage du Bâtiment de Bureaux)

	2019	2020	2021	2022
Hiver	112 522	102 922	114 021	123 878
Printemps	112 297	115 345	127 704	138 385
Été	107 909	119 232	119 442	168 923
Automne	121 799	125 449	126 999	148 198
Annuel	454 527	463 952	588 166	580 384

+91 814 kWh (+20%)
2022 Vs 2019

22%

de la Consommation Totale

Bornes de Rechargement

(Parking de Récharge)

	2019	2020	2021	2022
Hiver	-	-	-	2 297
Printemps	-	-	424	2 190
Été	-	-	1 292	2 373
Automne	-	-	2 949	6 477
Annuel	-	-	4 665	13 337

+15 267 kWh (+20%)
2022 Vs 2019

1%

de la Consommation Totale

Centre de Distribution

(Câbles de Distribution, Bureaux et Repaire, Salle Serveurs Logistique)

	2019	2020	2021	2022
Hiver	292 759	204 418	201 422	192 268
Printemps	264 782	149 522	155 142	152 638
Été	264 814	152 594	149 459	137 474
Automne	234 007	192 190	179 987	189 862
Annuel	1 056 362	698 324	686 010	672 242

-368 234 kWh (-35%)
2022 Vs 2019

27%

de la Consommation Totale

Local de Charge

(Vans, Déchèques, Au Chargeur des Camions, Livraisons)

	2019	2020	2021	2022
Hiver	54 051	35 455	50 215	47 437
Printemps	57 007	42 217	51 219	49 867
Été	45 245	41 724	42 591	49 138
Automne	50 622	55 922	55 423	51 994
Annuel	206 925	175 318	199 448	198 436

-18 341 kWh (-9%)
2022 Vs 2019

8%

de la Consommation Totale

Bâtiments Annexes

(Pôle de Santé Local, DPC Local, Consommation à l'Extérieur)

	2019	2020	2021	2022
Hiver	92 214	91 522	104 540	94 994
Printemps	44 155	42 941	53 872	37 788
Été	14 254	25 030	22 205	17 792
Automne	73 245	77 509	92 103	72 815
Annuel	223 868	237 002	272 720	223 389

-1 761 kWh (-1%)
2022 Vs 2019

9%

de la Consommation Totale

Production de Froid / Chaud

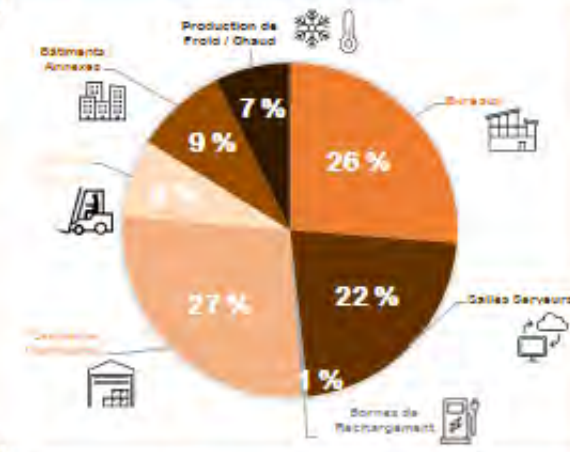
(CVC et Bâtiment de Bureaux, Unités Climatis, Sans Groupe Froid)

	2019	2020	2021	2022
Hiver	41 127	41 452	49 272	48 036
Printemps	32 052	22 944	27 214	42 812
Été	25 022	24 220	22 050	47 813
Automne	25 690	199 525	41 540	49 239
Annuel	123 891	468 141	140 076	187 899

+37 995 kWh (+26%)
2022 Vs 2019

7%

de la Consommation Totale



RÉPARTITION DES CONSOMMATIONS DE GAZ

Consommations de Gaz du Site



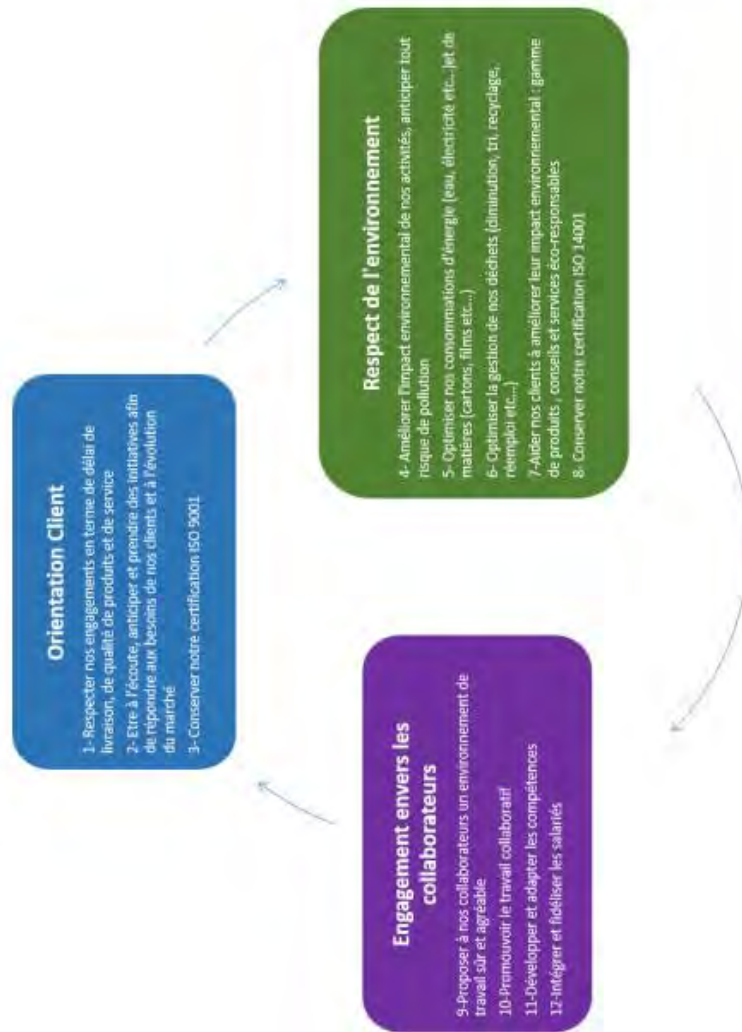
100% des consommations de gaz servent à l'alimentation des chaudières pour le chauffage du bâtiment de bureaux.

-106 316 kWh (-4%)
2022 Vs 2019

BERNARD Quality, Safety & Environment Policy



Politique Qualité Santé Sécurité Environnement



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 Braeckevelt
Directeur Bernard

POLITIQUE QUALITÉ

Depuis 2005, nous sommes engagés dans une **démarche de progrès**, confirmée par **la certification qualité ISO 9001 délivrée par l'AFAQ**.



Les 5 valeurs **cenpac** solutions d'emballage

Satisfaction client au cœur de nos préoccupations

Écouter et réagir

Vivre un projet commun

Partager nos expériences

Encourager la curiosité et l'émergence d'idées nouvelles

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.
- **La surveillance continue de nos processus** pour nous assurer de leur maîtrise et de leur efficacité à atteindre les objectifs visés.
- **Le déploiement de notre stratégie "multicanal"** pour faciliter les contacts avec nos clients et faire connaître nos offres et services.
- **Le respect de la législation en vigueur et la conformité réglementaire** des produits que nous distribuons.
- **L'innovation permanente** pour adapter nos produits et services aux besoins du marché.
- **L'engagement dans une politique de partenariat réel** avec nos clients et nos fournisseurs.
- **L'optimisation de notre organisation** par le développement des compétences de nos collaborateurs, de nos moyens techniques, la recherche systématique des synergies et la mesure de nos performances.

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.

Sylvain BERQUET
Directeur Général

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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



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 permettant d'emballer responsable.



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 permettant d'emballer responsable et des solutions d'emballage optimisées auprès de ses clients 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 transport et d'approvisionnement tout 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.

► 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)**.

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 Roissy-en-France et de Châtres Val Bréon.



Sylvain BERQUET
Directeur Général

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** avec la mise en place d'un système de management certifié **ISO 50001**. 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.

Sylvain BERQUET
Directeur Général



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Prochaines

POLITIQUE SÉCURITÉ ET SANTÉ AU TRAVAIL

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 :


- Étant 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

« L'amélioration continue de la sécurité et de la santé au travail est un enjeu prioritaire dans nos actions quotidiennes. »

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JPG Quality, Safety & Environment Policy

JPG

Engagement de la direction JPG

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 12/09/2022

Jean-Louis COUSTENOBLE
Directeur Général JPG

1-Assurer le développement rentable de JPG

2-Participer au schéma logistique du Groupe Raja

3-Positionner JPG en leader du mobilier et agencement des bureaux/espaces de travail

4-Accélérer la stratégie digitale

5-Améliorer la satisfaction client

6-Renforcer l'appartenance des collaborateurs à l'entreprise

7-Améliorer la démarche RSE

8- Améliorer l'impact environnemental de nos activités, anticiper tout risque de pollution
9- Optimiser nos consommations d'énergie (eau, électricité etc...)et de matières (cartons, films etc...)

10- Optimiser la gestion de nos déchets (diminution, tri, recyclage, réemploi etc...)

11-Aider nos clients à améliorer leur impact environnemental : gamme de produits , conseils et services éco-responsables

12- Conserver notre certification ISO 14001

KALAMAZOO Quality, Environment & Energy Performance 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

Communication of KALAMAZOO Environmental Indicators

INDICADORES MEDIOAMBIENTALES

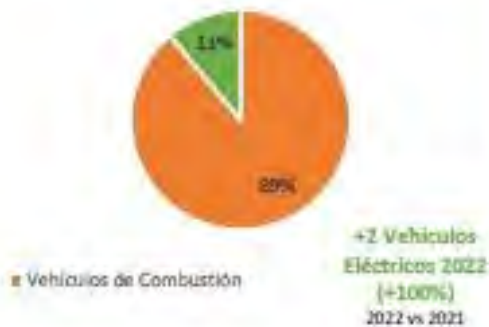
FLOTA ECO-RESPONSABLE

Proporción de vehículos Híbridos & Eléctricos



	2020	2021	2022
Vehículos de Combustión	21	18	16
Vehículos Híbridos / Eléctricos	1	0	2
Total flota de vehículos	22	18	18

Proporción de vehículos eléctricos / híbridos 2022



COMPRA ECO-RESPONSABLE



	2020	2021	2022
Nº de referencias ecoresponsables	495	575	1103
% de referencias ecoresponsables	81%	76%	92%
% de referencias ecoresponsables - ventas	9,201%	15,001%	7%
% de productos comprados en Europa	100%	100%	100%
% de proveedores Europeos	100%	100%	100%
% de proveedores que han firmado Carta de Compra Responsable	0%	0%	97%
Nº de proveedores homologados en la autoevaluación de RSC	0	0	125
Share of sales concerned	0%	0%	99,92%

Kalamazoo
RAJA GROUP

GESTIÓN DE RESIDUOS



	2020	2021	2022
Residuos No Peligrosos			
Cartón	Kg 79019	10551	60099
Plástico	Kg 489	3787	2052
Madera	Kg 16290	14640	4680
Metal	Kg 12280	5910	4500
Toner Actividad Kalamazoo	litr. 72	30	46
Toner Devolución Clientes	litr. 162	75	44
Total Residuos No Peligrosos	108299	64092	71899

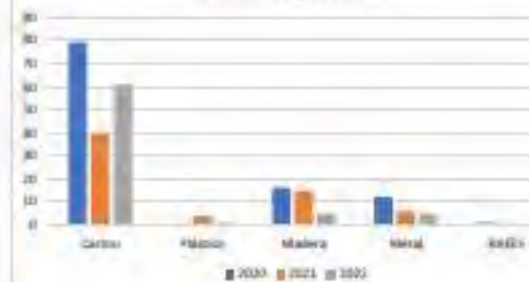


	2020	2021	2022
Residuos Peligrosos			
RAEES	Kg 680	798	620
Total Residuos No Peligrosos	680	798	620

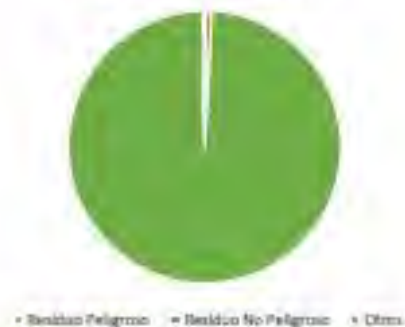
+7,4 Ton RNP
(+12%)
2022 vs 2021

-640 Kg RP
(-22%)
2022 vs 2021

Toneladas de residuos



Desglose Toneladas 2022



DESGLOSE de RESIDUOS

Residuos No Peligrosos (RNP)



		2020	2021	2022
Residuos No Peligrosos				
Papel & Cartón	Kg	78039	39551	60699

- 39,49 Ton
(-50%)
2020 vs 2021

+21,15 Ton
(+53%)
2021 vs 2022



		2020	2021	2022
Residuos No Peligrosos				
Plástico	Kg	486	3787	1052

+3,30 Ton
(+679%)
2020 vs 2021

- 2,76 Ton
(-73%)
2021 vs 2022



		2020	2021	2022
Residuos No Peligrosos				
Madera	Kg	16260	14640	4680

- 1,62 Ton
(-10%)
2020 vs 2021

- 9,96 Ton
(-68%)
2021 vs 2022



		2020	2021	2022
Residuos No Peligrosos				
Metal	Kg	12280	5910	4900

- 5,91 Ton
(-52%)
2020 vs 2021

- 1,01 Ton
(-17%)
2021 vs 2022

DESGLOSE de RESIDUOS



		2020	2021	2022
Residuos No Peligrosos				
Tóner Actividad Kalamazoo	Un.	72	39	44
Tóner Devolución Clientes	Un.	162	75	44
Total Tóner		234	114	88

- 120 Un.
(-51%)
2020 vs 2021

- 26 Un. Ton
(-23%)
2021 vs 2022

Residuos Peligrosos (RP)



		2020	2021	2022
Residuos Peligrosos				
RAEES	Kg	880	796	620

- 84 Kg
(-10%)
2020 vs 2021

- 176 Kg
(-22%)
2021 vs 2022

Reciclaje de los residuos generados en el centro



- Se recicla el 100% de los residuos no peligrosos monitorizados, lo que supone un total de 61,32 toneladas.
- Se recicla el 100% de los residuos de consumible informático (tóneres y cartuchos), es decir 88 unidades.
- Se recuperan o reciclan 0,62 toneladas de nuestros residuos peligrosos.

ANÁLISIS MEDIOAMBIENTAL

IDENTIFICACIÓN DE LOS ASPECTOS MEDIOAMBIENTALES SIGNIFICATIVOS 2022

Generación de residuos			Valor 2021	Valor 2022	U
Electricidad Madrid	Oficina	Agotamiento recurso natural	8731	10663	Kwh
Film estirable	Embalaje	Agotamiento recurso natural	1788	1884	Rollo
Cola (saco 23 kg)	Ensamblaje cajas	Agotamiento recurso natural	41	43	Sacos
Carton	Embalaje	Uso de suelo	39331	60699	Kg

Consumo			Cantidad	Cantidad	U
Cajas	Embalaje	Agotamiento recurso natural	341712,854	127636,181	Kg
400 Bolsas de preparación	Embalaje	Agotamiento recurso natural	170	200	Rollo



CONSUMO DE AGUA

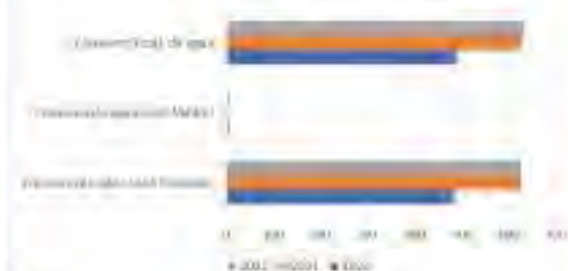
Agua sanitaria – m3



	2020	2021	2022
Consumo de agua sede Galdakao	463	526	627
Consumo de agua sede Madrid	6	3	7
Consumo Total de agua	469	629	634

+5 m3
(+1%)
2022 vs 2021

Consumo de Agua (litros / Año)



Agua contra incendios – m3



	2020	2021	2022
Consumo de agua sede Galdakao	0	0	0

Sin consumo de suministro de agua en el sistema contra incendios.

IMPRESIÓN DE CATÁLOGOS

Toneladas de Papel para Catálogo



	2020	2021	2022
Papel cartón para impresión papel negro	49,18	79,17	220,38



El 100% de nuestros catálogos están impresos en papel con certificado de registro PEFC ST-COC2-2013 de la Cadena de Custodia de Productos Forestales según actualización en www.pefc.org

OBJETIVOS 2023



- Aumentar hasta el 75% de vehículos eléctricos y/o híbridos.
- Aumentar a un 20% el surtido de referencias de venta con calificación eco-responsable.
- Reducción de un 10% de los residuos metálicos destinados a chatarra.
- Reducción de un 5% del consumo de agua.
- Reducción de un 5% del consumo de energía.
- Reducción de un 30% el papel utilizado para la elaboración de catálogos.

Communication of KALAMAZOO Energy Performance Indicators



INDICADORES DE DESEMPEÑO ENERGÉTICO 2022

ELECTRICIDAD

CONSUMO DE ELECTRICIDAD (kWh)

En kWh / sede / trimestre / año



GALDÁCANO	2019	2020	2021	2022
Q1	134372	134370	122554	130537
Q2	119016	160215	114406	112104
Q3	117279	110580	117011	112267
Q4	125484	118289	126111	110621
Anual	496111	465454	480112	465609

-30.502 kWh
Sede Bilbao
(-6%)
2021 vs 2022

-14.503 kWh
Sede Bilbao
(-3%)
2021 vs 2022

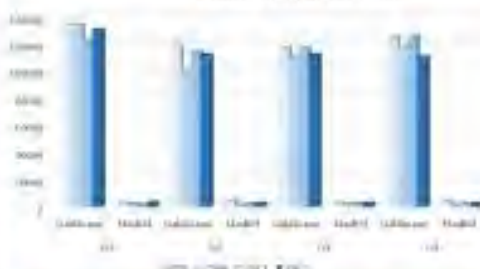


MADRID	2019	2020	2021	2022
Q1	3113	2302	1328	3206
Q2	4784	1348	2355	2350
Q3	2587	2716	2366	2620
Q4	4474	1097	2702	2489
Anual	14958	7463	8751	10665

-4.293 kWh
Sede Madrid
(-29%)
2021 vs 2022

+1.914 kWh
Sede Madrid
(+22%)
2021 vs 2022

Consumo trimestral por año



ELECTRICIDAD

CONSUMO DE ELECTRICIDAD (kWh)

En kWh / m² / año

Centro de distribución	12000 m ²
Oficina Galdácano	2.328,74 m ²
Oficina Madrid	234 m ²
Total	14562,74 m²

Galdácano	2019	2022
Consumo Total de Energía	496111	465609
kWh / m ² / año	34,62	32,49

Madrid	2019	2022
Consumo Total de Energía	14958	10665
kWh / m ² / año	63,92	45,58

Total	2019	2022
Consumo Total de Energía	511109	476264
kWh / m ² / año	35,10	32,70



OBJETIVO 2023

REDUCCIÓN DEL CONSUMO

- 5% 2023 vs 2022



ELECTRICIDAD

CONSUMO DE ELECTRICIDAD (kWh)

En kWh / persona / día

GALDÁCAO	2019	2020	2021	2022
Nº empleados	342	138	123	123
Nº días laborables	218,5	218	218	217
Consumo eléctrico	496111	463454	480112	465909
kWh Persona / Día	15,99	15,41	17,91	17,84

-0,46 kWh
Sede Galdácano
(-3%)
2021 vs 2022

MADRID	2019	2020	2021	2022
Nº Empleados	20	15	13	13
Nº días laborables	218,5	218	218	217
Consumo eléctrico	14958	7463	8751	10666
kWh Persona / Día	3,42	2,28	3,09	3,38

+0,69 kWh
Sede Madrid
(+22%)
2021 vs 2022

ELECTRICIDAD

TEMPERATURA MEDIA POR AÑO

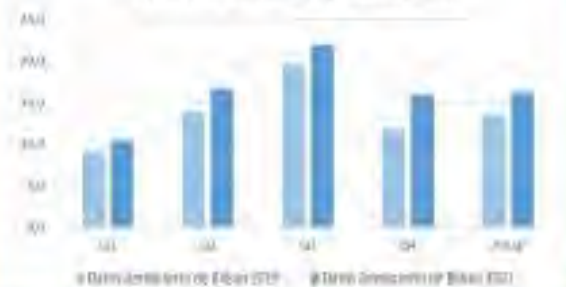
Datos Aeropuerto de Bilbao (AEMET)

	2019	2020	2021	2022
Q1	9,1	10,1	9,6	10,5
Q2	13,9	16,0	14,1	16,7
Q3	19,6	19,7	18,9	21,9
Q4	13,0	13,7	13,5	16,9
Anual	13,6	14,4	13,5	16,3



+3,3º C
Temperatura Media Anual
2019 vs 2022

Evolución Temperatura Media Anual



DESGLOSE DEL CONSUMO ELÉCTRICO

	Líneas de consumo	Consumo semanal	%
	General	8,25 MWh	100%
	Servidores & UPS	0,66 MWh	8%
	Línea automática Compressor	0,8 MWh	10%
	Circuitos esenciales Grupo electrogeno	3,54 MWh	43%
	Máquinas cinta & empaquetadora	1,40 MWh	17%
	Climatización	1,07 MWh	13%
	Iluminación	0,74 MWh	9%

Desglose de consumo por línea %



KALAMAZOO Occupational Health & Safety Policy

DECLARACIÓN DE LA POLÍTICA PREVENTIVA



La Dirección de la empresa, consciente de que la actividad que desarrolla puede ocasionar daños a la seguridad y salud de los trabajadores y la de terceras personas que puedan permanecer en las instalaciones, ha determinado el desarrollo de un sistema de gestión de la prevención de riesgos laborales integrado en su actividad, conforme a los siguientes principios:

- La salud y seguridad de los trabajadores contribuye a la ejecución de nuestra actividad empresarial, preservando y desarrollando los recursos físicos y humanos y reduciendo las pérdidas y responsabilidades legales que se derivan de la materialización de los riesgos laborales.
- La actividad preventiva, se orientará a evitar los riesgos y a evaluar aquellos que no se hayan podido eliminar.
- La determinación de las medidas preventivas, se efectuará intentando actuar sobre el origen de los riesgos y en su caso, anteponiendo la protección colectiva a la individual y considerará los riesgos adicionales que pudieran implicar y sólo podrán adoptarse cuando la magnitud de dichos riesgos, sea sustancialmente inferior a los que se pretende controlar y no existan alternativas más seguras.
- La elección de los equipos y los métodos de trabajo y de producción, se efectuará con miras en particular a atenuar el trabajo, monótono y repetitivo y a reducir los efectos del mismo en la salud de los trabajadores.
- La planificación de la prevención, buscará un conjunto coherente que integre la técnica, la organización del trabajo, las condiciones de trabajo, las relaciones sociales y la influencia de los factores ambientales en el trabajo.
- Sólo los trabajadores que hayan recibido información suficiente, podrán acceder a una zona con riesgo grave y específico.
- Antes de encomendar a un trabajador una tarea, se considerará su capacidad profesional en materia de seguridad y salud para poder desarrollarla.
- Al evaluar la peligrosidad de los procesos, deberá analizarse las consecuencias que podrían ocasionar las posibles distracciones o imprudencias no temerarias que pudieran cometer los trabajadores al efectuarlas.
- Se asegurará el cumplimiento indicado en la normativa de aplicación y se valorará en todo caso, los estándares de seguridad alcanzables conforme al nivel actual de la técnica.
- Los trabajadores tienen derecho a participar activamente en cuestiones relacionadas con la prevención de riesgos en el trabajo, para lo que se dispondrán de los cauces representativos establecidos legalmente en el Capítulo V de la Ley de Prevención de Riesgos Laborales.

DECLARACIÓN DE LA POLÍTICA PREVENTIVA



Estos principios, que serán divulgados a toda la organización, servirán de guía para la determinación de los objetivos, que con carácter anual, se establecerán conforme a criterios de mejora continua, para asegurar que se cumpla la política de la entidad, gracias al esfuerzo y colaboración de todos los trabajadores y mandos y el apoyo del equipo directivo de la entidad.

En Galdácano a 30 Octubre de 2020

A handwritten signature in blue ink, appearing to read "Jorge Gallego", is written over a set of horizontal lines.

Fdo. Jorge Gallego

Director General

KALAMAZOO

MONDOFFICE Quality, Environment, Health & Safety Policy

	<u>POLITICA INTEGRATA</u>	POI-SGI-001
		REV. 1 del 10.02.22
		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 Integrato - Qualità, Ambiente e Salute e Sicurezza dei Lavoratori (in linea con le norme UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 e UNI ISO 45001:2018), inteso come strumento per il miglioramento continuo;
- 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;
- Orientare il cliente verso acquisti più eco-sostenibili, aumentando all'interno del nostro assortimento la gamma di articoli fatti con materiali riciclati o riciclabili, provenienti da filiere certificate e prediligendo fornitori che a loro volta prestino attenzione alla riduzione degli impatti ambientali.

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: 10/02/22

L'Amministratore Delegato

MONDOFFICE SRL
Irina 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 Benelux Quality & Environment Policy



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.

Pag. 1 / 4

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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.

Uitmunten 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 steven 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

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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.

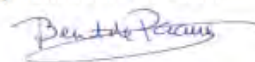
RAJAPACK considera fundamental, el cumplimiento de los requisitos legales, reglamentarios y otros que la Organización suscriba, y la promoción de la mejora continua, para la consecución de los objetivos que se derivan de esta Política Ambiental.

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 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 1954 roku, Raja chroni surowce naturalne poprzez wprowadzanie na rynek kartonów wielokrotnego użycia. 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. Opakowania 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 bielonego 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

Wideokonferencja, 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 INICJATYWACH

Naszych klientów, dostawców i pozostałych partnerów świadczących usługi dla naszej firmy.

9 DZIAŁAMY NA RZECZ ZRÓWNOWAŻONEGO ROZWOJU, POPRZEC FUNDACJĘ RAJA DANIELE 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

	Příkaz vedení společnosti č. 8/2019 POLITIKA ISM	Strana:	1/1
		Vydání:	1
		Počet příloh:	0
		Účinnost od:	02.01.2019

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 znečištění životního prostředí a neustále 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

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

Signed 
Tom Rodda - Managing Director

Date: 24th October 2022

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.

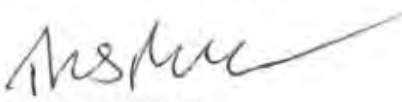
We will achieve these commitments by:

- 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


Signed
Tom Rodda - Managing Director

Date: 24th October 2022

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: 24th October 2022

RAJA Sweden Quality Policy



Document Created	Document reviewed (date)	By	Version
2023-05-01		Remi Colas	1

QUALITY POLICY

The objective of RAJAPACK AB is to deliver top quality, competitively priced packaging supplies and workplace products and equipment for businesses throughout Sweden. The company also plays a major role in the supply chain for RAJA entities in Sweden, Norway and Denmark acting as a purchasing, warehousing and distribution platform for the Scandinavian countries. The company has a clear focus of sustainability, profitability and reducing our impact on natural resources.

1. Customer Focus: We prioritize understanding and meeting the specific packaging requirements of our customers. By actively listening to their needs, we deliver standard and/or tailored solutions that enhance their products' protection, presentation, and marketability.

2. Continuous Improvement: We foster a culture of continuous improvement at all levels of our organization. Through regular evaluation, analysis, and feedback, we identify areas for enhancement in our processes, products, and services to consistently deliver improved quality and value to our customers.

3. Compliance with Standards: We strictly adhere to all relevant industry standards, legal requirements, and regulations. Our commitment to compliance ensures that our packaging solutions are safe, reliable, and meet the highest quality benchmarks.

4. Supplier Partnerships: We collaborate with reputable suppliers who share our commitment to quality. By establishing strong partnerships with suppliers who meet our rigorous standards, we ensure the consistency and reliability of the materials and components used in our packaging solutions.

5. Employee Engagement: We empower and engage our employees by fostering a culture of quality consciousness. Through training, open communication, and active participation, we encourage our team members to take ownership of quality, contributing their expertise and ideas to drive continuous improvement.

6. Process Excellence: We continuously evaluate and refine our internal processes to optimize efficiency, minimize waste, and maximize quality. Our systematic approach ensures that each step of the packaging distribution process is executed with precision and adherence to established standards.

7. Risk Management: We proactively identify and mitigate risks that may impact the quality of our packaging solutions. By implementing effective risk management practices, we safeguard our operations and maintain the highest standards of quality control.

8. Measurement and Analysis: We employ measurement and analysis techniques to monitor and evaluate the effectiveness of our quality management system. Through data-driven insights, we identify trends, track performance, and make informed decisions to enhance our processes and achieve our quality objectives.

This Quality Policy serves as the foundation for our quality management system, guiding our actions and fostering a culture of quality throughout RAJA. By upholding these principles, we ensure that our customers receive packaging solutions that consistently meet their expectations while striving for continual improvement in all that we do.

Remi Colas

General Manager

RAJA Sweden Environmental Policy



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ENVIRONMENTAL POLICY

At RAJA, we are committed to minimizing our environmental impact and promoting sustainability throughout our operations. We recognize the importance of protecting the environment for current and future generations, and we strive to integrate environmentally responsible practices into every aspect of our business. Our environmental policy outlines our commitment to sustainable packaging distribution and our dedication to continual improvement in environmental performance. As such, RAJA is committed to implement and maintain an Environmental Management System that is independently certified as compliant with ISO 14001:2015.

Key Principles:

- 1. Compliance with Environmental Laws and Regulations:** We are committed to full compliance with all applicable environmental laws, regulations, and other requirements. We ensure that our operations meet or exceed the established environmental standards to protect the environment and prevent pollution.
- 2. Resource Conservation:** We strive to conserve natural resources by promoting efficient use of materials throughout our packaging distribution processes. We aim to minimize waste generation, develop packaging solutions for reduced material usage, and encourage recycling and responsible waste management practices.
- 3. Pollution Prevention:** We are dedicated to preventing pollution at its source. We implement measures to minimize the release of harmful substances, emissions, and waste into the environment. Through careful selection and management of our suppliers, we prioritize working with partners who share our commitment to pollution prevention.
- 4. Energy Efficiency:** We continuously seek opportunities to improve energy efficiency and reduce greenhouse gas emissions associated with our operations and our products. We promote renewable energy conservation practices, utilize energy-efficient equipment and technologies, and explore renewable energy sources to minimize our carbon footprint.
- 5. Sustainable Product Selection:** We collaborate with our suppliers and customers to promote sustainable packaging solutions. We prioritize the use of environmentally friendly materials, such as recycled, recyclable, or biodegradable packaging options, and encourage the adoption of sustainable packaging practices throughout the supply chain.
- 6. Continuous Identification of the risks and aspects with an environmental impact, and quantification of the significance of each aspect within the defined scope of its environmental management system**
- 7. Continuous Improvement:** We are committed to ongoing improvement in our environmental performance. Through regular monitoring, measurement, and analysis, we set objectives and targets to minimize our environmental impact. We encourage employee engagement and participation in environmental initiatives, fostering a culture of environmental responsibility.
- 8. Stakeholder Engagement:** We engage and communicate with our stakeholders, including customers, suppliers, employees, and the local community, to promote environmental awareness and sustainability. We encourage open dialogue, seek feedback, and actively respond to concerns related to our environmental practices. We ensure suppliers, and customers are aware of their role in supporting environmental objectives.
- 9. Training and Awareness:** We provide our employees with the necessary training and resources to promote environmental awareness and responsible practices. We ensure that all employees understand their roles and responsibilities in implementing our environmental policy and contribute to the achievement of our environmental objectives.

This Environmental Policy reflects our commitment to integrating sustainability into our packaging distribution operations. By adhering to these principles, we strive to minimize our environmental footprint, promote responsible resource use, and contribute to a more sustainable future.

Remi Colas
General Manager Rajasoft AB



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 Quality, Environment, Health & Safety Policy (All Entities)



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 3 – CSR POLICIES

RAJA Group CSR Policy

RAJA GROUP

April 26, 2023

RAJA Group Corporate Social Responsibility Policy

The RAJA Group, composed of 26 subsidiaries in 19 countries, has become the European leader in multi-channel distribution, packaging supplies and equipment, office supplies and furniture, handling and storage equipment and hygiene and maintenance products. The RAJA Group offers more than 250,000 products, delivered in 24 to 48 hours, of which more than 86% are manufactured in Europe and more than 97% of the suppliers are European. In this regard, it has the ambition to act on its European ecosystem to promote Corporate Social Responsibility among its employees/managers, its customers, its suppliers, its financial partners and in the voluntary sector.

Corporate Social Responsibility (CSR) is a strategic issue for the RAJA Group, as its President, Danièle Kapel-Marcovici affirms her commitment, that of the Executive Committee and that of the Board of Directors in this area:

"I have always considered that the role of the company is not only economic, but also social, environmental, and societal. It is with this conviction that I created the RAJA-Danièle Marcovici Foundation in 2006, with the ambition to defend women's rights, to fight against violence, to support education, social inclusion, the professional integration and financial independence of women in the world."

For this we commit to:

1/ FIGHT GLOBAL WARMING BY DECARBONIZING OUR PRODUCTS AND ACTIVITIES

- Working in partnership with our suppliers to continue decarbonizing the products we distribute
- By taking actions to measure and reduce CO₂ emissions from all our activities, eg : storage and transport of goods, employee travel and digital activities
- By raising our employees' awareness through the implementation of an energy efficiency plan in the group
- By constantly monitoring products and technologies that emit less CO₂, to reference and disseminate them

2/ CONTINUE TO DEVELOP PRODUCTS ALWAYS MORE INNOVATIVE AND ECOFRIENDLY

- By working in partnership with our suppliers and in collaboration with our customers to propose more innovative and always more ecofriendly products
- By continuing to obtain numerous national and international awards rewarding our capacity for responsible innovation (distributed products and websites)
- By making our customers and suppliers aware of logistics solutions and services to reduce the impact of our products and services on the environment
- By monitoring innovations in CSR products and services: via media and specialized trade shows

3/ DEVELOP OUR RESPONSIBLE AND ETHICAL PURCHASING (to better meet, among other things, the CSR expectations of our customers)

- By integrating CSR and ethical criteria into the listing, selection, and contracts with our suppliers
- By regularly evaluating the CSR and ethical practices of our suppliers
- By retaining the most responsible suppliers in our subsidiaries over the long term
- By regularly training our buyers in CSR
- By encouraging our suppliers, employees, and other stakeholders to meet our customers' CSR expectations
- Integrating responses to our customers' CSR expectations into the customer experience

4/ PRESERVING THE ENVIRONMENT ON OUR SITES AND IN OUR ACTIVITIES (in addition to fight against climate warming)

- By preventing and reducing the environmental impact of our various activities (managerial, operational and support functions), and by sharing best practices
- By reducing our consumption of fossil energy, water, and materials but also the production of waste, emissions of pollutants in the environment, noise and the artificialization of soils where possible and by encouraging renewable energies, waste recovery, increased product life and reuse

5/ ACTING ON SOCIAL AND SOCIETAL EQUITY DAILY

- Acting daily to prevent and combat discrimination & harassment and ensure equity between women and men throughout their career
- Promoting quality of life and safety in the workplace by promoting social dialogue, and by training all employees to carry out their mission in optimal conditions
- Preventing occupational hazards and implementing actions to eliminate or reduce them
- Supporting and participating in the projects of the RAJA-Danièle Marcovici Foundation-Action for Women and participating directly in local unions/associations in order to make our voice heard towards politics

6/ CONTRIBUTE TO REACH THE SUSTAINABLE DEVELOPMENT GOALS

- By acting daily to respect the 10 principles of the Global Compact to which RAJA subscribed in 2020
- By joining the CSR Europe network to be able to be pro-active and to act at the best on these objectives on a European scale
- By having the CSR approach of our European subsidiaries evaluated by an independent third party company
- By complying with European and national CSR requirements in the countries where we operate
- By placing ethics and anti-corruption at the heart of our business model
- Raising CSR awareness and training for our people and helping them achieve our ambitious goals

Danièle Kapel-Marcovici
RAJA Group President and CEO

Danièle Kapel-Marcovici



RAJA GROUP I2



**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. Éstos 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.



Política General de Responsabilidad Social Corporativa

RAJA es una empresa comprometida con el bienestar de la sociedad y los impactos derivados de su actividad.

La Política General de Responsabilidad Social Corporativa (RSC) de **RAJA** se constituye como el marco de referencia a nivel corporativo para dar respuesta a los compromisos de **RAJA** en los siguientes ámbitos:

1. **La gestión responsable.** El cumplimiento con las mejores prácticas de Buen Gobierno y el establecimiento de un marco de actuación basado en la ética, la transparencia y la gestión eficiente de los riesgos
2. **El compromiso con las personas y los colectivos con los que se relaciona.** La generación de empleo, el desarrollo de la franquicia, los acuerdos con proveedores, la colaboración en programas de ayuda socio-humanitaria y la creación de valor para el accionista y la sociedad.
3. **La calidad y el precio.** Ofrecer a los consumidores soluciones a sus necesidades y productos de gran consumo desde un compromiso único en el mercado con la calidad y el precio.
4. **El cuidado del medio ambiente.** **RAJA** innova en su trabajo diario para reducir el consumo energético, disminuir la huella ambiental de sus actividades logísticas y gestionar adecuadamente sus emisiones, consumos y residuos.

Con el propósito de crear valor en la sociedad, **RAJA** apuesta por el respeto y la sostenibilidad del entorno a través de una gestión eficiente de los recursos, lo que permite el acceso a una alimentación de calidad a precios asequibles y la generación de riqueza y confianza en aquellas comunidades donde desarrolla sus actividades.

En línea con este propósito, la Política General de RSC promueve la consecución de los objetivos señalados en el plan estratégico de **RAJA** y el mejor posicionamiento de la compañía en el mercado.

Firmado por la dirección a máximo nivel

Gerencia
Ripollet - Abril 2021

PRINCIPIOS DE LA RSC

Transparencia, Comportamiento ético, Respeto a los intereses de las partes interesadas, Respeto al principio de legalidad, Respeto a la normativa internacional de comportamiento y Respeto a los derechos humanos, son los valores que definen a RAJA y se establecen como el referente para la ética profesional y una correcta toma de decisiones. Estos valores sirven de fundamento para el desarrollo de la Política General de RSC de RAJA, la cual se articula a través de ocho principios básicos que sostienen su propósito de crecimiento rentable y reflejan su compromiso con el entorno social y natural:

- / Promover las **mejores prácticas de Gobierno Corporativo**, dando prioridad a la transparencia, la gestión ética en los negocios y la adecuada gestión de riesgos.
- / Gestionar de forma responsable tanto los **riesgos** financieros y no financieros como las **oportunidades** derivadas de la evolución del entorno.
- / Crear y mantener una **comunicación responsable, fluida y bidireccional con los grupos de interés** (consumidores, empleados, proveedores, sociedad civil y accionistas) para conocer mejor sus expectativas y adaptar el funcionamiento del negocio de manera eficiente a la satisfacción de estas.
- / Promover el respeto a la **diversidad** desarrollando las condiciones adecuadas para el funcionamiento de equipos con diferentes capacidades.
- / Apoyar la **igualdad** entre hombres y mujeres.
- / Promover el cuidado de la **seguridad y la salud** de todas las personas que integran la compañía.
- / Apoyar la **formación y el desarrollo profesional** de los/las personas que forman parte de la empresa, fomentando la **conciliación**.
- / Contribuir a una mejor **gestión de los recursos naturales y el medio ambiente**, a través de la eficiencia energética, la innovación y la concienciación de los empleados para minimizar los impactos negativos derivados de nuestra actividad.



Firmado por la dirección a máximo nivel

Gerencia
Ripollet - Abril 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

Uncontrolled when printed

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Rajapack Ltd • RAJA UK DC10 • Unit 1 • Salford Road • Brogborough • Bedford • MK43 0AR • rajapack.co.uk
Sales enquiries: Tel: 0800 542 44 28 • Fax: 0800 542 44 29 • sales@rajapack.co.uk
Customer service enquiries: Tel: 01525 289748 • General enquiries: 01525 289720

Company registered no: 3110319 VAT registration number: GB 216 2142 93



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.

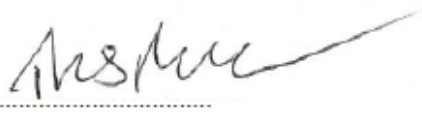
We are committed to preventing slavery and human trafficking in our business activities and our supply chains and this commitment is emphasised in our employee training programmes and company policies.

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: 24th October 2022

Tom Rodda - Managing Director

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Rajapack Ltd • RAJA UK DC10 • Unit 1 • Salford Road • Brogborough • Bedford • MK43 0AR • rajapack.co.uk
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RAJA Group EcoVadis Rating Certificate

ecovadis

RAJA SAS (GROUP)
a reçu une
médaille d'argent
pour sa notation EcoVadis

- JUIN 2022 -



Vous recevez ce score/cette médaille sur la base des informations communiquées et des news mises à la disposition d'EcoVadis au moment de l'évaluation. Si des informations ou des circonstances changent sensiblement au cours de la période de validité de la fiche d'évaluation/médaille, EcoVadis se réserve le droit de retirer temporairement la fiche d'évaluation/médaille de l'entreprise, afin de réévaluer et de publier/d'octroyer éventuellement une fiche d'évaluation/médaille révisée.

Valable jusqu'au : **Juin 2023**
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RAJA France EcoVadis Scorecard

RAJA SAS (FRANCE)

TREMBLAY EN FRANCE - France | Commerce de gros non spécialisé

Date de publication : 6 oct. 2022

Valable jusqu'au : 6 oct. 2023



72 / 100
97ème
percentile

CERTIFICATIONS ET ADHÉSIONS

✓ Au moins un site est certifié ISO 14001

✓ Signataire du Pacte Mondial

PERFORMANCE EN MATIÈRE DE RSE

Détail du score

La performance RSE de RAJA SAS (FRANCE) est : **Avancée**

Performance mesurée sur 5000 entreprises de l'industrie



Répartition des scores globaux



Comparaison des scores de thème



* Vous pouvez vérifier la crédibilité des données relatives à cette entreprise en consultant le site internet de EcoVadis (www.ecovadis.com). Si des informations des entreprises (ou leurs fournisseurs) ou leurs clients de la chaîne de valeur de l'entreprise sont manquantes, EcoVadis se réserve le droit de retirer temporairement la fiche d'évaluation initiale de l'entreprise afin de réévaluer son score à la prochaine évaluation.

APPENDIX 5 – UNITED NATIONS GLOBAL COMPACT

United Nations Global Compact Membership Renewal Letter

UNITED NATIONS GLOBAL COMPACT MEMBERSHIP RENEWAL LETTER

In December 2020, RAJA undertook to support the 10 principles of the United Nations Global Compact concerning respect for human rights, international labour standards, environmental protection and the fight against corruption.

Danièle Kapel-Marcovici

**RAJA Group Chairwoman
& Chief Executive Officer**



Through this membership, I wanted to express our desire to integrate these principles into our Group's strategy, its culture, its daily operations and to advance them in our area of influence.

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

- Fight against global warming by decarbonizing our products and activities
- Continue to develop ever more innovative and ecofriendly products
- Develop our sustainable and ethical procurement
- Preserve the Environment on our sites and in our activities
- Act daily on social and societal equity
- Contribute to reach sustainable development goals.

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

In accordance with my commitment, this year we are publishing our second Communication on Progress (COP) which marks our desire to renew our membership in the Global Compact.

Danièle Kapel-Marcovici

Attestation d'Adhésion au Global Compact des Nations Unies RAJA France



Pacte Mondial
Réseau France

DATED'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES
31 décembre 2020

ATTESTATION D'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES

remis à _____

RAJA SAS

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.



DROITS DE L'HOMME
NORMES
INTERNATIONALES DU
TRAVAIL

ENVIRONNEMENT

LUTTE CONTRE
LA CORRUPTION

SIGNATURE DE L'ORGANISATION

SIGNATURE ET CACHET PACTE MONDIAL RESEAU FRANCE

Réseau France

Nils Pedersen
Président

UN Global Compact Réseau France
SIRET : 488 308 311 00057 - APE : 8490Z
RNA : W751170388

APPENDIX 6 – SUSTAINABLE DEVELOPMENT GOALS

RAJA Germany Socio-Ecological Impact Certificate

AfB
social & green IT

URKUNDE

für sozial-ökologische Wirkung mit IT-Hardware

Die AfB gemeinnützige GmbH dankt der
Rajapack GmbH

AfB gGmbH ist Europas größtes gemeinnütziges IT-Unternehmen und spezialisiert auf die Lebensdauererweiterung gebrauchter IT- und Mobilgeräte. Für die professionelle Datenvernichtung, Aufarbeitung und Wiedervermarktung beschäftigt das anerkannte Inklusionsunternehmen rund 650 Mitarbeitende in fünf Ländern. Ca. 49 % davon sind Menschen mit Behinderung.

Im Rahmen unserer Partnerschaft wurde vom 01.01.2022 bis 31.12.2022 durch die an AfB übergebenen Geräte folgende Wirkung erzielt:

Arbeitsplätze für Menschen mit Behinderung	1	Anzahl	44	Geringere Human-toxizität
Geringere Treibhausgasemissionen	7.513	kg CO ₂ -äqu.	6.716	Eingesparte Rohstoffe
Reduzierter Primärenergieaufwand	30.786	kWh	59.433	Reduzierte Wasser-Ökotoxizität
Weniger Wasserverbrauch	55.621	Liter		

Paul Cvilak, Gründer und Geschäftsführer
Ettlingen, den 18.04.2023

myclimate
Klimaschutzpartner

GERMAN SDG AWARD

4 QUALITÄT
6 SAUBERES WASSER
8 WACHSTUM, ARBEIT UND WIRTSCHAFTLICHE WELTWEITUNG
10 KEINE UNGLEICHHEITEN
12 KREISLAUFWIRTSCHAFT
13 KLIMASCHUTZ
17 NEUTRALE NETTO-EMMISSIONEN

Diese Urkunde ist ein valider Nachweis über eingesparte Ressourcen, jedoch kein Klimaschutz-Zertifikat zur CO₂-Kompensation

Beitrag zur Kreislaufwirtschaft durch ReUse

Es gibt heute keine nachhaltig produzierte IT-Hardware. Rohstoffabbau und Produktion sind aktuell mit erheblichen sozialen und ökologischen Auswirkungen verbunden. Eine möglichst lange Nutzungsdauer von IT- und Mobilgeräten ist aus Sicht der Nachhaltigkeit die beste Option. Insgesamt konnten 71% Ihrer an Afb übergebenen IT-Geräte durch einen zertifizierten Prozess wieder aufbereitet und vermarktet werden.

ReUse und Recycling in unserem zertifizierten Prozess:



Aufteilung in ReUse (Wiedervermarktung) und Recycling Ihrer übergebenen Geräte:

- ReUse (Wiedervermarktung)
- Recycling
- keine Geräte abgegeben



Ihre Wirkung im Detail

Zwischen 1. Januar 2022 und 31. Dezember 2022 hat AfB bei Ihnen eine Abholung gefahren und 72 IT- und Mobilgeräte mit einem Gesamtgewicht von 0,9 Tonnen bearbeitet. 71% der Geräte konnte AfB nach Datenvernichtung, Hardware-Test, Ersatzteilbeschaffung, Reparatur, Aufrüstung und Reinigung wieder vermarkten.

Detaillierte Zusammensetzung

	Wiederverwendbar nach Aufarbeitung			Rohstoffgewinnung durch Recycling			Gesamtmenge	
	Anzahl	%	kg	Anzahl	%	kg	Anzahl	kg
Notebook	0	-	0	0	-	0	0	0
PC	46	92 %	702	4	8 %	41	50	743
Tablet	0	-	0	0	-	0	0	0
Mobiltelefon	0	-	0	0	-	0	0	0
Monitor	0	-	0	0	-	0	0	0
Server	5	100 %	109	0	0 %	0	5	109
Thin Client	0	-	0	0	-	0	0	0
Drucker	0	-	0	0	-	0	0	0
Sonstiges*	0	0 %	0	17	100 %	9	17	9
Summe	51	71 %	811	21	29 %	50	72	861

Reduzierte Emissionen und eingesparte Ressourcen durch IT-Wiedervermarktung

	Human-toxizität	Treibhausgas-emissionen	Rohstoff-einsparung	Primärenergie-aufwand	Wasser-verbrauch	Wasser-Ökotoxizität	
	t 1,4-DB-äqu.	kg CO ₂ -äqu.	kg Fe-äqu.	kWh	Liter	Süßwasser	Salzwasser
						t 1,4-DB-äqu.	
Notebook	0	0	0	0	0	0	0
PC	38	6.519	6.716	26.713	48.235	33	51.502
Tablet	0	0	N/A	N/A	0	N/A	N/A
Mobiltelefon	0	0	N/A	N/A	0	N/A	N/A
Monitor	0	0	0	0	0	0	0
Server	6	993	N/A	4.073	7.387	5	7.892
Drucker	0	0	N/A	0	0	0	0
Summe	44	7.513	6.716	30.786	55.621	38	59.394

* Enthält z.B. Kopierer, Scanner, Switches, Beamer und Plotter, aber keine (losen) Datenträger und Zubehör.
N/A steht für „not available“ und bedeutet, dass für eine Geräteart (z.B. Tablet) in einer Wirkungskategorie (z.B. Rohstoffeinsparung) nicht genügend wissenschaftlich fundierte Daten verfügbar sind. Die Definitionen der Wirkungskategorien (z.B. Humantoxizität) finden Sie auf der letzten Seite.

Die Partnerschaft mit Afb - ein Beitrag zu sieben SDGs

Die Agenda 2030 für nachhaltige Entwicklung wurde 2015 von allen Mitgliedsstaaten der Vereinten Nationen (UN) verabschiedet. Damit schafft die UN die Grundlage, wirtschaftlichen Fortschritt im Rahmen unserer ökologischen Grenzen und sozialen Verantwortung zu gestalten. Kern der Agenda sind 17 Ziele für nachhaltige Entwicklung - die sogenannten Sustainable Development Goals (SDGs).

Afb hat sich folgende Zwischenziele bis 2025 gesetzt, die wir gemeinsam mit engagierten Partnern wie Ihnen erreichen wollen, um damit die SDGs zu unterstützen:



	<p>Durch eine IT-Partnerschaft mit Afb leisten Sie einen wertvollen Beitrag zur Erfüllung von sieben SDGs.</p>		<p>Chancengerechtigkeit ist mit dem Zugang zu guten Lernmitteln verbunden. Afb unterstützt weltweit Bildungsprojekte durch die Bereitstellung von IT-Geräten.</p>
	<p>Durch Wiederverwendung von IT-Geräten wird die Wassernutzung und die Auswirkungen auf die Wasserökosysteme infolge der Emission toxischer Stoffe reduziert.</p>		<p>IT-Remarketing trägt zur nachhaltigen Rohstoffgewinnung und zur Reduzierung von Elektroschrottdeponien im Globalen Süden bei.</p>
	<p>Mit der Schaffung inklusiver Arbeitsplätze fördert Afb die soziale und wirtschaftliche Inklusion sowie die Selbstbestimmung von Menschen mit Behinderung.</p>		<p>Afb trägt zur Reduzierung von Ressourcenverbrauch, Emissionen und Elektroschrott durch die Wiederverwendung von IT-Hardware bei.</p>
	<p>Wiederverwendung und Recycling von IT-Geräten führt zur Einsparung von Emissionen, Rohstoffen und Energie und trägt somit zum Klimaschutz bei.</p>		<p>Die Zusammenarbeit von Afb und IT-Partnern unterstützt maßgeblich die Erreichung sozialer und ökologischer Ziele.</p>

Begriffe und Verständnis



Arbeitsplätze für Menschen mit Behinderung

Ihre gebrauchten IT-Geräte tragen dazu bei, Arbeitsplätze für Menschen mit Behinderung bei AfB zu schaffen und zu erhalten.

Humantoxizität

Der Mensch ist tagtäglich einer Vielzahl von Umweltschadstoffen ausgesetzt. Humantoxizität misst die Auswirkungen auf bzw. Schäden an der menschlichen Gesundheit. Diese Schäden können durch Stoffe (z. B. Stickstoffoxide) ausgelöst werden, die in Luft, Boden und Wasser gelangen.

Die Ausweisung erfolgt in 1,4-Dichlorbenzoldäquivalente (t 1,4-DB-äqu.).



Treibhausgasemissionen (Klimawandel)

Die durch menschliche Aktivitäten verursachten Treibhausgasemissionen tragen zur Erwärmung der Erdatmosphäre und somit zum Klimawandel bei. Als Indikator wird das Global Warming Potential (GWP) verwendet. Zur Vergleichbarkeit werden alle Treibhausgasemissionen in CO₂-äqu. umgerechnet.

*Eine Einsparung von 1.000 kg CO₂-äqu. entspricht einer Fahrt von 4.900 km mit einem Mittel-Klasse Benziner.**

Eingesparte Rohstoffe

Durch die Wiederverwendung gebrauchter IT-Geräte werden weniger Rohstoffe für die Herstellung neuer Geräte abgebaut. Die global verfügbaren Metall- und Mineralreserven (z.B. Palladium, Eisen) variieren stark, weshalb der Verbrauch eines Metalls in Relation zu seiner Verfügbarkeit gesetzt wird.

Zur Vergleichbarkeit werden alle Metalle und Mineralien in Eisenäquivalente (kg Fe-äqu.) ausgewiesen. Grundlage ist eine Ökobilanzstudie der TU Berlin von 2013.



Primärenergieaufwand

Der Primärenergieaufwand spiegelt den Bedarf an Primärenergieressourcen (Rohöl, Steinkohle, Wasserkraft, etc.) eines Produktes über den gesamten Lebenszyklus von der Herstellung bis zur Entsorgung wieder. Primärenergien sind für die Bereitstellung der Endenergie (Strom, etc.) nötig.

*Der Indikator wird hier in der Einheit kWh quantifiziert. Eine Einsparung von 1.000 kWh entspricht einem Drittel des jährlichen Strombedarfs eines 2-Personenhaushalts in Einfamilienhaus.***

Wasser-Ökotoxizität

Wasser ist für das Leben auf dem Planeten eine wertvolle Ressource, die u. a. durch toxische Substanzen gefährdet ist. Die Ökotoxizität von Süß- und Meerwasser bezieht sich auf die Auswirkungen auf die Süß- bzw. Meerwasserökosysteme. Schadstoffe (z.B. Schwermetalle) gelangen dabei über eine Vielzahl von Wegen in Süßgewässer oder Meere- über Luft, Wasser und Boden.

Die Ausweisung erfolgt in 1,4-Dichlorbenzoldäquivalente (t 1,4-DB-äqu.).



Wasserverbrauch

Für viele Verarbeitungsschritte eines Produktes wird Wasser benötigt. Dabei ist die Wasserverfügbarkeit in vielen Regionen gefährdet. Der Wasserverbrauch bezieht sich auf die eingesparte Wassermenge und kann Entnahme, Verwendung, Verschmutzung und Verdunstung umfassen.

Eine Einsparung von 1.000 Litern entspricht fünf gefüllten Badewannen.

* https://www.tageschau.de/multimedia/bilder/grafik-co2-101--_size=47ca831f-6a31-4285-8b38-8d7a6678a29.html, abgerufen am: 10.12.2020

** <https://www.co2online.de/energie-sparen/strom-sparen/strom-sparen-stromspart/ppt/stromverbrauch-im-haushalt#C12094>, abgerufen am: 10.12.2020

RAJA Benelux Winner of the Sustainable Entrepreneurship Charter Certificate



Charter
**Duurzaam
Ondernemen**

2023 • Laureaat

Toegekend door de evaluatiecommissie van het VCDO Limburg aan

RAJAPACK BENELUX NV (RAJA) Tongeren

Op basis van het duurzaamheidsbeleid en de acties uitgevoerd in het werkingsjaar 2022-2023 in lijn met de Duurzame Ontwikkelingsdoelstellingen van de Verenigde Naties.

Toegekend op 15/09/2023 - geldig tot 15/09/2024

Johann Leten
Gedelegeerd bestuurder
Volka - KvK Limburg

Karin Van De Velde
Voorzitter
Volka - KvK Limburg



APPENDIX 7 – 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 87 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 PARTAGEE

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.



Politique des Ressources Humaines de RAJA France

RAJA est le leader européen de la distribution multicanale des équipements pour les entreprises : emballages, fournitures et équipements de bureaux, équipements industriels et produits d'hygiène. Le groupe, fort de ses 4500 collaboratrices et collaborateurs, est aujourd'hui présent dans 19 pays, à travers ses 26 filiales.

Les collaboratrices et collaborateurs de RAJA, sont au cœur de nos préoccupations. La Direction des Ressources Humaines s'emploie à attirer, fidéliser et développer leurs compétences, tout en respectant les valeurs fondatrices de RAJA, qui sont les suivantes :

- La culture du client,
- La culture du service,
- La recherche de l'excellence,
- L'engagement sociétal et environnemental,
- Une politique d'innovation permanente,
- Le respect de la diversité.

Ces valeurs sont portées par notre Présidente Directrice Générale Danièle Kapel-Marcovici et sont relayées par la Direction Générale. Elles animent l'ensemble de nos talents qui les déclinent au quotidien dans le cadre de leurs actions.

Les objectifs de notre politique des Ressources Humaines figurent ci-dessous par ordre de priorité décroissant :

1/ RESPECTER LA DIVERSITÉ À TOUS LES NIVEAUX DE L'ENTREPRISE

- Garantir la diversité dans le recrutement, l'évolution professionnelle et l'accès à la formation
- Sensibiliser les collaboratrices et collaborateurs à l'importance du respect de la diversité
 - Nombre d'incidents confirmés liés à la diversité et l'inclusion/effectif total
 - Cible 2023 : 0
 - Cible 2027 : 0
- Améliorer le taux de personnes en situation de handicap dans tous les métiers de l'entreprise
 - Proportion de collaboratrices et collaborateurs en situation de handicap
 - Cible 2023 : 4%
 - Cible 2027 : 5%
- Suivi du dispositif d'alerte lié aux potentielles discriminations, au harcèlement, au stress et autres actions pour garantir le bien-être au travail, l'inclusion et la diversité.
- Favoriser l'inclusion des personnes éloignées de l'emploi et/ou issues des minorités et/ou de travailleurs vulnérables, notamment à des postes à responsabilité :
 - Proportion collaboratrices et collaborateurs âgés de 50 ans ou plus
 - Cible 2023 : 30%
 - Cible 2027 : 40%
 - Proportion de femmes dans les effectifs salariés
 - Cible 2023 : 53%
 - Cible 2027 : 53%

- Soutenir les actions de la Fondation RAJA-Danièle Marcovici et s'appuyer, pour cela, sur les ambassadeurs de la Fondation, présents dans chacune des filiales du Groupe
- Maintenir notre position de leader de la diversité dans notre secteur d'activité par le maintien de notre distinction « Entreprise engagée pour la diversité », publiée dans la revue Capital N°381 du mois de juin 2023.
De plus, RAJA est signataire de la Charte de la diversité depuis le 1^{er} octobre 2018.



- *Proportion de collaboratrices et collaborateurs sensibilisés aux problématiques de diversité, d'inclusion :*

Cibles 2023 : 50%

Cible 2027 : 100%

2/ ÉGALITÉ HOMMES/FEMMES

- Maintenir l'égalité professionnelle entre les Femmes et les Hommes
 - Augmenter la proportion de femmes dans les équipes d'encadrement

Cible 2023 : 30%	Cible 2027 : 40%
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 - Augmenter le nombre de femmes au sein du COMEX de RAJA SAS

Cible 2023 : 50%	Cible 2027 : 57%
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 - Index d'égalité professionnelle (score)

Cible 2023 : 95/100	Cible 2027 : 99/100
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- Lutter contre le sexisme et les violences sexistes et sexuelles dans l'entreprise
 - Former en 2023 et 2024 des catégories suivantes :
 - CODIR
 - CSE
 - RH • Référentes harcèlement sexuel et agissements sexistes
 - Managers
 - Collaboratrices et collaborateurs
 - Tous les collaborateurs auront également à disposition des vidéos de sensibilisation sur les outils intranet.

3/ FORMATION ET ÉVOLUTION PROFESSIONNELLE

- Continuer à beaucoup investir en matière de formation professionnelle pour nos collaboratrices et collaborateurs
 - *Pourcentage de la masse salariale affectée à la formation*

Cible 2023 : 2,3%	Cible 2027 : 2,5%
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- Augmenter la part de formation professionnelle pour le personnel non-cadre

Cible % cadres formés 2023 : 84%	Cible 2027 : 90%
Cible % non-cadres formés 2023 : 72%	Cible 2027 : 78%
- Suivre, gérer l'évolution professionnelle et réaliser un entretien individuel annuel

Cible 2023 : 80%	Cible 2027 : 100%
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4/ FLEXIBILITÉ AU TRAVAIL

- Améliorer la flexibilité au travail, et pour cela
 - Augmenter le pourcentage de collaboratrices et collaborateurs bénéficiant du télétravail par rapport au nombre de postes télétravaillables
 - Cible 2023 : 66%
 - Cible 2027 : 70%
 - Pourcentage de salariés bénéficiant d'une organisation flexible du travail (temps partiel)
 - Cible 2023 : 0 refus
 - Cible 2027 : 0 refus

5/ SANTÉ ET SÉCURITÉ AU TRAVAIL

- Diminuer la fréquence des accidents du travail
 - Cible 2023 : 13
 - Cible 2027 : 10,5
- Diminuer la gravité des accidents du travail
 - Cible 2023 : 1,13
 - Cible 2027 : 0,9
- Actualiser chaque année le DUER sur l'ensemble des sites concernés
 - Cible 2023 : 100%
 - Cible 2027 : 100%
- Former et sensibiliser les collaboratrices et collaborateurs à la prévention en matière de Santé et Sécurité au travail :
 - Cible 2023 : 50%
 - Cible 2027 : 100%
- Actualiser annuellement la politique de Santé et Sécurité de RAJA France et suivre et partager les indicateurs de suivi des objectifs annuels de Santé et Sécurité
 - Cible 2023 : 100%
 - Cible 2027 : 100%

6/ AVANTAGES SOCIAUX

- Continuer à proposer et à maintenir des avantages sociaux qui vont au-delà de la convention collective
 - *Liste non exhaustive*
 - Mise en place d'un dispositif de co-voiturage sur le site de RAJA France
 - 1% Logement auprès d'ACTION LOGEMENT
 - Crèche Inter-entreprise
 - Primes de cooptation
 - Don de jours de repos
 - Droit à la déconnexion
 - Possibilité de prendre un congé solidaire
 - Micro-dons par arrondi sur salaire
 - Chèque CESU de 300 € annuel pour les salariés ayant une RQTH
 - Cotisation à une caisse retraite supplémentaire (article 83) pour les profils cadre et agent de maîtrise
 - L'association RAJASport propose 16 activités sportives ou culturelles: ainsi qu'une salle cardio-training et une salle de fitness, un fauteuil de massage gratuit en libre accès, et activités de bien-être sur demande (soins du corps, coiffure, manucure, soins énergétiques, sophrologie, ostéopathie ou massage)
 - 75 % du prix de l'abonnement hebdomadaire, mensuel ou annuel du titre de transport

- Mise à disposition de protections hygiéniques périodiques gratuites dans des distributeurs installés dans toutes les toilettes de l'entreprise
 - Visites guidées mensuelles de la collection RAJA Art des œuvres exposées sur le site de RAJA France
 - Prise en charge par l'employeur à hauteur de 82% de la mutuelle des salariés
- Proportion de collaboratrices et collaborateurs bénéficiant d'un dispositif d'intéressement, de participation aux bénéfices

Cible 2023 : 100%

Cible 2027 : 100%

Le Directeur des Ressources Humaines de RAJA France est garant du pilotage et du déploiement opérationnel de cette politique. Son contenu ainsi que de la révision annuelle de ce document sont réalisés avec la Direction RSE et Développement Durable du Groupe RAJA et fait l'objet d'une validation par le Directeur Général de RAJA France.

Fait à RAJA SAS France, le 30 mai 2023,

Brice Kapelusz
Directeur Général Opérationnel
RAJA France



Éric Grasset
Directeur des Ressources Humaines
de RAJA France



CENPAC Human Resources Policy



Politique des Ressources Humaines de CENPAC

La société CENPAC est l'un des principaux acteurs de la distribution B2B de solutions d'emballages en France.

Les collaboratrices et collaborateurs de CENPAC sont au cœur de nos préoccupations. La Direction des Ressources Humaines s'emploie à attirer, fidéliser, et développer leurs compétences dans le respect des valeurs de l'entreprise :

- La culture du client
- La culture du service
- L'amélioration continue et la recherche de l'excellence
- L'engagement sociétal et environnemental
- Le respect de la diversité

Ces valeurs sont portées par le Comité de Direction de l'entreprise et animent nos talents qui les déclinent quotidiennement dans leurs actions.

Les objectifs de notre politique des Ressources Humaines sont ainsi :

1/ RESPECTER LA DIVERSITE A TOUS LES NIVEAUX DE L'ENTREPRISE

- Garantir la diversité dans le recrutement, l'évolution professionnelle et l'accès à la formation
- Sensibiliser les collaboratrices et collaborateurs à l'importance du respect de la diversité, au harcèlement, aux risques psycho-sociaux et toutes autres actions pour garantir le bien-être au travail, l'inclusion et la diversité
 - Proportion de collaboratrices et collaborateurs sensibilisés aux problématiques de diversité et d'inclusion :
Cible 2024 : 30% **Cible 2027 : 100%**
 - Depuis 2018, CENPAC sensibilise chaque année ses collaboratrices et collaborateurs au handicap au travail.
- Améliorer le taux de personnes en situation de handicap dans tous les métiers de l'entreprise
 - Proportion de collaboratrices et collaborateurs en situation de handicap :
2022 : 2, 59% de l'effectif assujetti **Cible 2027 : 4% de l'effectif assujetti**
- Soutenir les actions de la Fondation RAJA – Danièle Marcovici

2/ EGALITE FEMMES-HOMMES

- Maintenir l'égalité professionnelle entre les Femmes et les Hommes
 - Augmenter la proportion de femmes dans les équipes d'encadrement :
2022 : 38,9% **Cible 2027 : 45%**

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- **Maintenir la parité au sein du comité de Direction de l'entreprise :**
2022 : 55,5% de femmes Cible 2027 : 55, 5 % de femmes
- **Index d'égalité professionnelle (score) :**
Cible 2023 : 92/100 Cible 2027 : 95/100
- **Lutter contre le sexisme et les violences sexistes et sexuelles dans l'entreprise**
 - *Formation des référents harcèlement*
 - *Sensibilisation des collaboratrices et collaborateurs au harcèlement et aux comportements sexistes en entreprise : première campagne en 2023, puis sensibilisations régulières notamment via l'intranet.*

3/ FORMATION ET EVOLUTION PROFESSIONNELLE

- **Poursuivre notre politique volontariste en matière de formation professionnelle pour nos collaboratrices et collaborateurs :**
 - *Pourcentage de la masse salariale affectée à la formation :*
2022 : 1,49% Cible 2027 : 2%
- **Garantir à nos collaboratrices et collaborateurs de bénéficier à minima d'une formation tous les 3 ans. Pour les plus de 50 ans, garantir une formation à minima tous les 2 ans.**
- **Suivre, gérer l'évolution professionnelle et réaliser un entretien individuel :**
Cible : 100% des collaborateurs présents sur l'année civile doivent bénéficier d'un entretien annuel

4/ SANTE ET SECURITE AU TRAVAIL

- **Diminuer la fréquence des accidents du travail :**
2022 : 19,61 Cible 2027 : 16
- **Diminuer la gravité des accidents du travail :**
2022 : 1,40 Cible 2027 : 1,20
- **Actualiser chaque année les DUER de l'ensemble des sites**
- **Former et sensibiliser l'ensemble des collaboratrices et collaborateurs à la prévention en matière de santé et sécurité au travail**
- **Maintenir un taux d'absentéisme Maladie et accident de travail/trajet cohérent :**
2022 : 5, 65 % Cible 2027 : inférieur ou égal à 5%

5/ FLEXIBILITE AU TRAVAIL ET EQUILIBRE PERSONNEL

- **Favoriser la flexibilité au travail, pour cela :**

- Adapter l'organisation, les jours et horaires des réunions ou interventions afin de respecter les durées légales de travail et de faciliter l'organisation des collaborateurs contraints de se déplacer
 - Pérenniser le télétravail pour les postes télétravaillables
 - Faciliter l'accès au temps partiel pour les collaboratrices et collaborateurs demandeurs
- Réguler l'utilisation des outils numériques dans le respect des règles édictées par l'accord d'entreprise relatif au droit à la déconnexion
 - Faciliter la parentalité
 - Par la subrogation de salaire pour les collaborateurs bénéficiant du congé de paternité
 - Par la prise en compte de la totalité du congé parental d'éducation pour la détermination des droits que les collaboratrices et collaborateurs tiennent de leur ancienneté
 - Par la mise à disposition de berceaux en crèche à l'usage exclusif des collaboratrices et collaborateurs CENPAC.

5/ AVANTAGES SOCIAUX

- Continuer à proposer et à maintenir des avantages sociaux qui vont au-delà de la convention collective :
 - Liste non exhaustive :
 - Accord d'intéressement
 - Primes de cooptation
 - 1% Logement auprès d'ACTION LOGEMENT
 - Don de jours de repos
 - Micro-dons par arrondi sur salaire
 - Prise en charge à hauteur de 75% du prix de l'abonnement hebdomadaire, mensuel ou annuel du titre de transport

La Directrice des Ressources Humaines de CENPAC est garante du pilotage et du déploiement opérationnel de cette politique. Son contenu ainsi que la révision annuelle de ce document sont validés par le Directeur Général de CENPAC.

Cenpac, le 02 octobre 2023


Sylvain BERQUET
Directeur Général de CENPAC


Ingrid Gillet
Directrice des Ressources Humaines de CENPAC

KALAMAZOO Human Resources Policy

Kalamazoo considers its Human Capital to be its greatest asset and strives to be an organization to which all its employees can be proud to belong to. Human Capital, constitutes the principal strategic resource, decisive to achieve the highest level of productivity, efficiency and profitability.

Through this policy, Kalamazoo expressly states its commitment to:

- I. An absolute respect for the legal regulations in force in all territories in which the company carries out its activity.
- II. Attracting, developing, motivating, and retaining a talented workforce. Promoting a professional development based on the principles of capability, competence, mobility, merits and driven by training and personal development.
- III. Providing our employees with a stable work environment with equal opportunity for learning and personal growth. Employees will be provided with the same concern, respect, and caring attitude within the organization that they are expected to share externally with every customer.
- IV. Establishing a competitive remuneration policy based on internal equity and recognition.
- V. Implementing programs and training plans orientated towards professional development as well as adapting to the technological, organizational and market changes.
- VI. Promoting the principle of equal opportunity, ensuring that all our employees can work in an environment free from discrimination, and retaliation due to gender, race, age, ideology, political opinions, nationality, religion, sexual orientation, or any other personal, physical, or social condition.
- VI. Properly balancing the needs of the employees and the needs of the company. We support a balance between personal and professional lives.
- VII. Encouraging a positive and healthy work environment aspiring to the highest quality standards in the areas of employee security and health.
- VIII. Promoting ethical and legal conduct in personal and business practices. We practice responsible care for our resources, assets, and environment, promoting Corporate Social Responsibility programs.

Kalamazoo will promote the adequate transmission of these values and will ensure compliance with and adequate application of these principles.

RAJA Benelux Human Resources Policy

HR policy RAJAPACK Benelux

1/4

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Verantwoordelijke:	HR Director
Goedgekeurd door:	CEO

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1. Inleiding

RAJA is Europa's toonaangevende distributeur van bedrijfsuitrusting via meerdere kanalen: verpakkingen, kantoorbenodigdheden en -apparatuur, industriële apparatuur en hygiëneproducten. De groep, met zijn 4500 werknemers, is momenteel aanwezig in 19 landen via zijn 26 dochterondernemingen.

RAJAPACK Benelux (RAJA) maakt deel uit van de RAJA Groep en telt +200 medewerkers. De medewerkers van RAJA vormen het hart van ons bedrijf. De afdeling Human Resources streeft ernaar hun vaardigheden aan te trekken, te behouden en te ontwikkelen, met respect voor de stichtende waarden van RAJA, die als volgt zijn:

- De klant als nr. 1
- Constante innovatie
- Service op maat
- Sociaal en duurzaam engagement
- Veerkracht en enthousiasme
- Respect voor diversiteit



F151 v1

Deze waarden worden verdedigd door onze Voorzitter en CEO Danièle Kapel Marcovici en worden ondersteund door ons General Management. Ze inspireren al onze medewerkers, die ze toepassen in hun dagelijkse werk.

De doelstellingen van ons Human Resources beleid worden hieronder opgesomd:

2. Diversiteit respecteren op alle niveaus van het bedrijf

- ❖ Diversiteit garanderen bij aanwerving, loopbaanontwikkeling en toegang tot opleiding.
- ❖ Medewerkers bewust maken van het belang van respect voor diversiteit.
- ❖ Incidenten op het gebied van diversiteit en inclusie tot een absoluut minimum behouden.
- ❖ Het percentage van personen met een handicap verhogen in de onderneming en bedrijfsprocessen hierop afstemmen.
- ❖ Het bewaken van het waarschuwingssysteem voor potentiële discriminatie, intimidatie, stress en andere acties om welzijn op het werk, inclusie en diversiteit te garanderen.
- ❖ Bevorderen van de inclusie van mensen die nog niet zo lang in dienst zijn en/of een minderheidsachtergrond hebben en/of kwetsbare werknemers zijn, met name in verantwoordelijke posities:
 - Aandeel werknemers van 50 jaar of ouder verhogen.
 - Aandeel vrouwen in het personeelsbestand verhogen in alle posities van de onderneming.
 - Aandeel buitenlandse nationaliteit tewerkstellen verhogen.
- ❖ De acties van de RAJA Danièle Marcovici Foundation ondersteunen via de ambassadeurs in België.
- ❖ Medewerkers bewuster maken van diversiteit en inclusie door sensibilisering.

3. Gendergelijkheid

- ❖ Behoud van professionele gelijkheid tussen vrouwen en mannen.
- ❖ Het aandeel vrouwen in het managementteam en directieteam verhogen.
- ❖ Bestrijden van seksisme en seksueel en gendergerelateerd geweld op de werkplek. Medewerkers bewuster maken van seksisme en seksueel en gendergerelateerd geweld door herhalende sensibilisering.

4. Training en loopbaanontwikkeling

- ❖ Blijven investeren in professionele training voor onze werknemers.
- ❖ Het budget voor trainingen goed beheren en ieder jaar verhogen naargelang het aantal medewerkers.
- ❖ Het aandeel beroepsopleidingen verhogen.
- ❖ Loopbaanontwikkeling promoten en beheren via jaarlijkse individuele gesprekken.

5. Flexibiliteit op het werk

- ❖ Flexibiliteit op het werk verbeteren door:
 - Het percentage van werknemers dat kan telewerken verhogen.
 - Werknemers gebruik laten maken van flexibele werkregelingen (deeltijds) om de work/life balance te verhogen.
 - Blijven investeren in verbeteringen om de algemene work/life balance voor de medewerkers te verbeteren.

6. Gezondheid en veiligheid op het werk

- ❖ Het aantal arbeidsongevallen op het werk verminderen.
- ❖ De ernst van ongevallen op de werkplek verminderen (Resultaat IDPB).
- ❖ Jaarlijks een risicoanalyse over arbeidsveiligheid houden.

- ❖ Medewerkers trainen en bewuster maken van gezondheids- en veiligheidspreventie op de werkplek.
- ❖ Het jaarlijkse actieplan jaarlijks bijwerken en erop toezien dat de doelstellingen in dit plan worden uitgevoerd.

7. Secundaire arbeidsvoorwaarden

- ❖ Doorgaan met het aanbieden en handhaven van secundaire arbeidsvoorwaarden die verder gaan dan de collectieve overeenkomst (Niet-uitputtende lijst):
 - Premies voor personeelsverwijzingen
 - Het recht op disconnectie
 - Jubileumverlof
 - Bijdrage aanvullend pensioen
 - RAJA Sportactiviteiten
 - Fietsleasing
 - Enz.

De Human Resources Director van RAJA Benelux is verantwoordelijk voor de aansturing en operationele uitvoering van dit beleid. De inhoud en de jaarlijkse herziening van dit document worden opgesteld in samenwerking met het CSR en Sustainable Development team van RAJA België en goedgekeurd door de CEO van RAJAPACK Benelux.



Gidi Pluym
CEO



Michelle Daenen
HR Director

RAJA Benelux Human Rights & Non-Discrimination Policy



RAJA Benelux Verklaring van de Rechten van de Mens

In de loop van de jaren is ons bedrijf gegroeid en veranderd, maar onze basiswaarden zijn hetzelfde gebleven. Onze klanten, consumenten, werknemers en zakenpartners weten dat we doen wat we zeggen, en dat we zeggen wat we bedoelen. Die reputatie van vertrouwen en integriteit hebben we in de loop van de tijd opgebouwd en maken we elke dag weer waar. Dat maakt ons uniek. Onze doelen, waarden en uitgangspunten vormen de basis van ons bedrijf.

Respect en overeenstemming

Bij RAJA Benelux is het respect voor de mensenrechten van fundamenteel belang voor de manier waarop we onze zaken beheren. Wij steunen de beleidslijnen voor bedrijven en mensenrechten van de Verenigde Naties die de principes van internationaal erkende mensenrechten respecteren en erkennen. Die bestaan uit:

- De rechten die beschreven staan in de **Internationaal Statuut voor de Rechten van de Mens** (dat zijn de Universele Verklaring van de Rechten van de Mens en de internationale verdragen inzake economische, sociale en culturele rechten en burgerrechten en politieke rechten)
- En
- De principes betreffende fundamentele rechten zoals beschreven in de Verklaring van de **Internationale Arbeidsorganisatie (IAO) over de fundamentele beginselen en rechten op het werk**.

Wij zijn er ons van bewust dat de soevereine staat de plicht heeft iedereen te beschermen tegen inbreuken op de mensenrechten door geschikte wetten en beleidslijnen op te stellen en te handhaven. Wij werken in overeenstemming met alle wetten die van toepassing zijn op onze activiteiten.

Wij verwachten hetzelfde engagement van onze zakenpartners wereldwijd en wij moedigen hen sterk aan die verwachtingen met hun leveranciers te delen.

Onze werknemers respecteren

Bij RAJA Benelux promoten we een werksfeer van vertrouwen en zelfvertrouwen. Onze werknemers zijn er zelf en tegenover elkaar verantwoordelijk voor dat ze met vertrouwen en integriteit kunnen werken, dat ze zich als leiders en eigenaars van de zaak gedragen en dat ze voor eerlijke concurrentie zorgen met een passie om te winnen. RAJA Benelux engageert zich om een werkomgeving te creëren die open communicatie cultiveert en werknemers die mogelijke inbreuken rapporteren ondersteunt. Revanche, op welke manier ook, gaat in tegen onze waarden van integriteit en vertrouwen en worden gewoon niet getolereerd.



Onze klanten respecteren

Het doel van RAJA Benelux om producten en -diensten van superieure kwaliteit en waarde te bieden vormt de inspiratiebron voor alles wat we doen en voor ons beleid rond mensenrechten.

Dit voornemen vormt het richtsnoer bij onze strategische keuzes, leidt tot grotere en betere innovaties, zorgt voor geniale realisaties en daagt ons uit om verantwoord en ethisch te handelen.

Ons engagement bij onze distributieketen

Onze supplier charter beschrijft de heldere verwachtingen voor onze rechtstreekse zakenpartners.

Die omvatten ook de verwachting dat ze internationaal erkende mensenrechten respecteren, in overeenstemming zijn met de toepasselijke wetten en hun bedrijf op een ethische en verantwoorde manier leiden.

Wij zullen niet bewust negatieve gevolgen voor de mensenrechten die veroorzaakt zijn door de acties van onze zakenpartners vergoelijken of eraan bijdragen.

Als wij ons bewust worden van zo'n negatieve impact, zetten we ons in om mee te zorgen voor de oplossing van het probleem of dilemma, en zoeken we mee naar manieren om de negatieve impact te voorkomen of te beperken.



Gidi Pluym

CEO RAJA Benelux

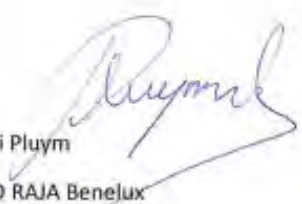
29/04/2022

Raja Benelux Verklaring Non-discriminatiebeleid

Raja Benelux streeft naar gelijke kansen op het werk.

Dat betekent dat we collega's en sollicitanten bij Raja Benelux eerlijk behandelen en nooit overgaan tot onwettige discriminatie van welke aard ook.

Bij het nemen van beslissingen die te maken hebben met de tewerkstelling (zoals werving, het in dienst nemen, opleiding, verloning en promotie) volgen wij de toepasselijke wetgeving en discrimineren we niemand op grond van ras, huidskleur, geslacht, leeftijd, nationale afkomst, religie, seksuele gerichtheid, genderidentiteit of de uitdrukking ervan, burgerlijke staat, nationaliteit, handicap, militaire status, status wat betreft HIV/AIDS of enige andere grond waarvoor een wettelijke bescherming geldt.



Gidi Pluym

CEO RAJA Benelux

29/04/2022



Human Resources Policy

RAJA UK

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RAJA UK Human Resources Policy

Policy Scope and Control

This policy applied to all employees of RAJA UK.

The Director of Human Resources of RAJA UK is responsible for the management and operational deployment of this policy. This policy will be reviewed annually but may not be updated and is subject to the validation of the RAJA UK Managing Director.

Policy Statement

The RAJA Group is the European leader in the multichannel distribution of packaging supplies and equipment, office supplies and furniture, handling and storage equipment, and hygiene and maintenance products. The group, with its 4,500 employees, is now present in 19 countries, through its 26 subsidiaries. RAJA UK is one of these subsidiaries and, as such, applies the RAJA Group Human Resources principles within its local context.

At RAJA UK we put employees at the heart of our concerns and the Human Resources team strives to attract, retain and develop employees while respecting the local values of:

1. **Customer** – “Our business is built on customer satisfaction and loyalty. We want our customers to love working with us, and actively recommend us to others”
2. **Do The Right Thing** – “We are honest and open in our communications; we always respect our colleagues and customers. We have a reputation for valuing integrity”
3. **Be Accountable** – “We take personal responsibility for what’s in our control and we are happy to be accountable for our results”
4. **Succeed Together** – “We achieve more when we work together towards common goals. We are open and challenging whilst supporting each other”
5. **Be The Best** – “We always seek to be the best we can be. We strive to fulfil our potential and feel rewarded by doing a great job everyday”

These values are central to the way we do business and are underpinned by our 'Behaviours Framework' which highlights 'expected' and 'aspirational' behaviours alongside 'negative' behaviours which will be challenged by the management team.

Our Employee Handbook and Statement of Terms provide employees with all policies and expectations relating to their employment with the Company.

Our Human Resources Priorities are listed below in descending order of priority:

1. **Respect Diversity** at all levels of the Company
 - Ensure diversity in recruitment, career development and access to training.
 - Raise employee awareness of diversity and creating a positive and inclusive workplace for all.
 - o Completion of diversity and inclusion training, and unconscious bias training

- Target 2023: 100% Target 2027: 100%
 - Number of reported incidents relating to Equality Act 2010 through the grievance procedure
 - Target 2023: 0 incidents Target 2027: 0 incidents
- Promote the importance of employing and developing individuals with protected characteristics under the Equality Act 2010.
 - Improve the percentage of non-white British individuals within the business
 - Target 2023: 41% Target 2027: 43%
 - Improve the percentage of individuals with disabilities in all areas of the business.
 - Target 2023: 6% Target 2027: 8%
 - Improve the percentage of individuals over the age of 50 within the business.
 - Target 2023: 27% Target 2027: 32%
 - Improve the percentage of females within the business.
 - Target 2023: 43% Target 2027: 45%
- Support well-being in the workplace through the provision of Mental Health First Aiders who will also be involved in reviewing Occupational Stress Risk Assessments.
 - Number of trained Mental Health First Aiders within the business
 - Target 2023: 10 Target 2027: 20
- Support the actions of the RAJA-Daniele Marcovici Foundation through the Foundation's ambassador(s) within the UK.
- Provide a workplace environment where employees would recommend RAJA UK as an employer to their family and friends.
 - Employee Engagement advocacy Net Promoter score
 - Target 2023: 75 Target 2027: 80

2 Gender Equality

- Maintain professional equality between males and females
 - Increase the proportion of women in management roles
 - Target 2023: 38% Target 2027: 40%
- Fight against sexism and sexual violence within the Company
 - Number of incidents of sexual harassment or sexist behaviour reported through the grievance procedure
 - Target 2023: 0 Target 2027: 0
- Ensure that males and females are provided with equal pay for doing 'equal work' through the benchmarking of roles and work levels throughout the Company
 - Improve the Gender Pay Gap at each work levels within the organisation
 - Target 2023: Less than 0.1 Target 2027: Less than 0.075

8 Training and Professional Development

- Continue to invest in the professional development of employees within RAJA UK
 - Average number of training hours per employee
 - Target 2023: 22 Target 2027: 25
- Ensure efficient usage of the Apprenticeship Levy to support the professional development of employees to support the talent pipeline of critical roles within the business

- Ensure that all employees have a Performance review, including a conversation about their professional development on an annual basis
 - Employees annual review completion
 - Target 2023: 80% Target 2027: 100%
 - Employee engagement survey 'My Manager supports my personal development within my role' question Net Promoter Score
 - Target 2023: 65 Target 2027: 75
 - Employee engagement survey 'I know what I need to do to develop within my role' question Net Promoter Score
 - Target 2023: 65 Target 2027: 75
- Ensure that all Management employees are given access to professional coaching to develop their leadership skills.

4. Flexibility at Work

- Ensure that all employees understand the flexible working and hybrid working policies and consideration is given to work-life balance.
 - Increase the number of part-time workers
 - Target 2023: 8% 2027 Target: 8%

5. Health and Safety At Work

- Ensure that Risk Assessments are in place in line with Health and Safety Executive guidelines and all Risk Assessments are reviewed on an annual basis as a minimum
- Ensure that the number of accidents and incidents are reported, investigated, and monitored according to the principles of ISO 45001. Key Performance Indicators are to be reviewed by the senior leadership team on a quarterly basis at the Quality Management System Management Review meetings.
 - Reduce accident incident rates to less than 36 – (*Number of work-related injuries × 1,000 / Average number of employees*)
 - Reduce accident frequency rates to less than 16.5 – (*The number of reported accidents multiplied by 200,000, divided by the number of employee hours worked*)
 - Maintain a minimum 98% score for safety on commercial vehicles

6. Benefits

- Continue to review the total rewards package on an annual basis to ensure it is competitive within the UK employment market. A full total reward policy is in place covering:
 - Base Salary
 - Bonus and Commission (dependent on role)
 - Annual Leave
 - My Staff Shop – benefits platform
 - Pension



- Car Salary Sacrifice (Management Levels only)
- Private Medical Insurance (Senior Leadership Levels only)
- In addition to this RAJA UK offers
 - Free On-site gym and showering facilities
 - On-site vending machines and free refreshments in all rest and break areas
 - An employee assistance program that provides free 24-hour advice and support for:
 - Stress and anxiety
 - Bereavement
 - Relationship advice
 - Tenancy and housing concerns
 - Counselling
 - Financial Well-Being
 - Legal Information
 - Alcohol and drug issues
 - Family issues
 - Childcare support
 - Medical information
 - Consumer issues
 - Feminine hygiene products in all female bathrooms in support of the fight against 'period poverty'
 - Engagement in charity activities throughout the year including supporting employees to participate in the annual RAJA Sports marathon.
 - Holiday purchase scheme enabling employees to purchase up to an additional 5 days holiday per year
 - Enhanced Maternity and Paternity pay depending on eligibility
- RAJA UK applies the Working Time Regulations 1998 to rest breaks to the working patterns of all employees. Holiday entitlement as a standard is 25 days plus 8 days bank holiday. This is above the statutory minimum requirement of 28 days inclusive of bank holidays.

Signed on behalf of Rajapack Ltd

Signed

Date: April 21st 2023

Tom Rodda - Managing Director



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 France Label Company Committed to Diversity Certificate



RAJA

a été distinguée par la rédaction de Capital,
dans le secteur d'activité « Commerce de gros »,
sur la base d'une double enquête associant un sondage en ligne
réalisé auprès d'un panel de 25 000 salariés
et de l'analyse des indicateurs clés publiés par les entreprises
traduisant leur politique de diversité.



Pascale Socquet
Executive Managing Director
Prisma Media



Dr. Friedrich Schwandt
Président-Directeur Général
Statista

Capital **statista**

APPENDIX 8 – SUSTAINABLE PROCUREMENT

RAJA Group Responsible Purchasing and Sustainable Development Charter & Supplier Code of Conduct



RESPONSIBLE PURCHASING AND SUSTAINABLE DEVELOPMENT CHARTER

Sustainable Development is about meeting the needs of the present without compromising the ability of future generations to meet their own needs. Corporate Social Responsibility ("CSR") consists of applying the principles of Sustainable Development to a company. CSR reconciles the following three pillars in a harmonious manner: economic profitability, social and environmental equity. It translates into a company's willingness to take responsibility for the impacts of its decisions and activities on society and the environment and to be accountable for them.

The RAJA Group is fully committed to Sustainable Development and has positioned Corporate Social Responsibility as a major strategic issue.

With operations in 19 European countries (France, Germany, Belgium, the Netherlands, Luxembourg, Switzerland, Austria, Spain, Portugal, Italy, Denmark, Sweden, Norway, Poland, Czech Republic, Slovakia, Hungary, United Kingdom, Ireland), **RAJA has joined the United Nations Global Compact**, thus confirming its commitment to the 10 UN Principles.

In charge of choosing suppliers and products, **the Purchasing function is an essential component of the Raja Group's Sustainable Development policy.**

Constituted as a European Purchasing Centre and completed by local purchasing teams located as close as possible to our partner-suppliers, the RAJA Group Purchasing Department is committed to:

- Guarantee our customers impeccable product quality and service quality.
- Play a leading role in the ecological transition by constantly improving our offer of eco-responsible products and by reducing the impact of their delivery, in partnership with our suppliers.
- Ensure compliance with the environmental regulations applicable to its activity.
- Ensuring ethical and responsible business conduct and fighting corruption through the implementation of an anti-corruption programme.
- Encourage our suppliers to commit to a CSR approach and obtain certifications that meet the most demanding international standards (ISO 14001 and equivalent standards, EcoVadis or equivalent certification, Science Base Target, etc.)

To clarify our expectations, share our commitments and deploy good CSR practices as widely as possible, **we ask all our suppliers to co-sign our Responsible Purchasing and Sustainable**

Development Charter. This is an essential prerequisite for any referencing. The implementation of a genuine CSR approach, even if progressive, is a selection criterion that is as important as our quality, service, and cost requirements. This charter is an inseparable part of our Master Supply Agreement: it is the subject of a specific contractual clause and is attached to the Agreement.

By adhering to this Charter and the accompanying Code of Conduct, **our suppliers undertake to respect and promote these principles and to implement the necessary means to ensure their application within their company, as well as with their own suppliers and subcontractors.**

Raja's Purchasing teams will pay close attention to the proper respect of this Charter and will work with suppliers to build a continuous improvement process: annual CSR and quality evaluations (including product quality, service quality and CSR results), ecological transition of the offer, circularity of products (recycled, recyclable, eco-certified) and obtaining new eco-responsible certifications.

RAJA's commitments

1. Fair treatment

RAJA is committed to treating its suppliers with honesty, fairness, and respect.

2. Impartial selection

RAJA selects its suppliers impartially according to predefined, explicit, and transparent criteria: quality, service, cost, environmental and societal impact of the products offered (CSR approach).

3. Financial fairness assurance

RAJA shall make every effort not to establish a relationship of economic dependence with its suppliers that could jeopardise either party.

4. Performance improvement

RAJA seeks to build long-term partnerships with its suppliers in a joint effort to achieve continuous improvement.

5. Fight against corruption

RAJA is committed to a policy of zero tolerance of any form of corruption. It has put in place an anti-corruption system. RAJA acts in accordance with its Anti-Bribery Code of Conduct [available here](#).

6. Confidentiality and intellectual property rights

RAJA respects the intellectual property rights and confidentiality of technical and commercial information provided by its suppliers.

7. Protection of personal data

RAJA undertakes to comply with applicable laws on the protection of personal data, as well as with all requirements relating to the confidentiality, integrity and availability of the data collected.

8. Human Rights

RAJA is committed to upholding international human rights law within its sphere of influence. Raja ensures that its own operations are not complicit in human rights abuses.

RAJA offers equal opportunities and does not discriminate against its employees.

9. Labour law

RAJA supports the freedom of association and the effective recognition of the right to collective agreements, the elimination of all forms of forced or compulsory labor, the effective abolition of child labor and the elimination of all forms of discrimination in employment and occupation and all forms of harassment, respecting the applicable local law as well as the ILO Conventions to which France is a party

RAJA hires employees based on documented contracts in accordance with the requirements of the law.

10. CSR

CSR is about preserving the environment, social equity, and the search for long-term economic profitability through the establishment of mutually beneficial relationships with its stakeholders (employees, suppliers, customers, financial partners and associations).

RAJA is committed to applying the precautionary approach to environmental issues, to undertaking a constant search for ways to reduce the environmental impact of its activities, including through innovation, and to encouraging the development and implementation of environmentally friendly technologies.

Through the development of a responsible purchasing policy, RAJA is committed to assessing its suppliers in terms of:

- Taking CSR into account in governance,
- Fight against global warming,
- Preservation of the environment through the measurement and reduction of environmental impacts, and the withdrawal of natural resources,
- Compliance with applicable regulations,
- Respect for the fairness, health, and safety of the supplier's employees,
- Respect for human rights,
- Establishment of win-win and long-term partnerships with its suppliers,
- Ethical practices in commercial relations,
- Consideration of responses to customers' questions about products,

- Contribution of the activity to local communities and local development.

RAJA takes the necessary steps to contribute to this and to establish mutually beneficial relationships with its suppliers.

Ulrick Parfum
Group Purchasing and Product Supply Director

Supplier Code of Conduct

1. Economic dimension

Confidentiality and transparency

The Supplier undertakes to work transparently and to provide RAJA with accurate information. The Supplier shall respect the confidentiality of the information received which is the property of RAJA and shall never use this information for its own benefit.

Fight against corruption

The Supplier shall refrain from all forms of corruption including extortion and bribery.

The Supplier shall refrain from offering, promising, or granting unlawful advantages to national or international public officials, or to national or international decision-makers operating in the private sector, in order to obtain preferential treatment or a favorable decision in the public or private sector. The same applies to donations, gifts or invitations to business meals or events.

The Supplier shall refrain from offering RAJA employees any benefits that are intended to facilitate its business with RAJA.

The Supplier shall also avoid conflicts of interest that could give rise to risks of corruption.

The Supplier undertakes to promote compliance with the applicable regulations where it operates as well as compliance with the principles of the RAJA Code of Conduct among its own suppliers and subcontractors, and to enforce it.

Competition

The Supplier shall comply with the rules of free and fair competition in all business relations and shall not act in contravention of any competition law.

Protection of personal data

The Supplier shall comply with all applicable laws and regulations regarding the protection of personal data and shall ensure the security, confidentiality, integrity, and availability of the data entrusted to it under the contract with RAJA.

2. Social dimension

Respect for human rights and International Labour Organisation (ILO) conventions

The Supplier shall promote and respect the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work and international human rights law. To this end, the Supplier shall implement mechanisms to ensure compliance with the following principles:

- **Elimination of forced and compulsory labor**

The Supplier undertakes not to use forced or compulsory labor as defined in ILO Core Conventions 29 and 105.

- **Abolition of Child labor**

Supplier shall not use child labor. Workers should not be younger than the minimum employment age established by the respective country or local jurisdiction. In the event no minimum employment age is established, workers should not be younger than age 16.

- **Protection of health and safety at work**

The Supplier implements a health and safety policy that aims to ensure a safe and healthy working environment for every employee and to maintain an environment in which the dignity of individuals is respected. Supplier must respect all applicable laws related to the protection of health and security at work.

- **Compliance with all applicable laws regarding wages, benefits and working hours**

The Supplier shall provide remuneration in accordance with national minimum wage regulations and statutory benefits. Working hours, including overtime, shall be at least in accordance with applicable national laws. A written accounting of wages should be given to the employee during each pay period clearly indicating the employee's compensation and any deductions. Supplier should pay higher hourly rates for night shifts than for day shifts. Supplier should not deduct penalties from employee wages for disciplinary infractions. In the absence of national laws, ILO standards shall apply.

- **Elimination of discrimination and fair treatment in the workplace**

The Supplier shall prohibit, and combat discrimination based on race, color, sex, sexual orientation, language, disability, religion, political or other opinion, national or social origin, property, birth or other status. It shall promote diversity, equal opportunity and treatment in employment and occupation. The 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 the right to collective bargaining**

The Supplier undertakes to respect the freedom of association and the right to organise and bargain collectively as defined in ILO Core Conventions 87 and 98.

3. Environmental dimension

The Supplier shall comply with the applicable environmental laws and regulations in all countries in which it operates as well as the applicable European regulations (regulations or directives).

The Supplier shall also commit its own suppliers and/or subcontractors to comply with applicable environmental legislation and regulations and the principles listed in this Charter.

More specifically, the Supplier undertakes to comply with all applicable environmental laws and regulations. A non-exhaustive list of European environmental regulations is attached hereto. It is the responsibility of the supplier to follow and apply legislative and regulatory developments on a regular basis.

It retains and updates all required legislative and regulatory approvals related to environmental preservation.

The Supplier shall strive to achieve the highest standards of environmental protection for both its products and its management system, especially regarding nature protection, waste management and toxic substances. In particular, the company will ensure that the basic principles of environmental law are respected, including

- The polluter pays principle,
- The principle of preventive action,
- The principle of information and participation for all,
- The precautionary principle,
- The principle of continuous improvement of environmental protection (or the principle of non-regression).

The Supplier incorporates these principles of respect for the environment in its activities and for the health and safety of its employees in the design of its products, in order to eliminate or reduce the negative impacts of its products throughout their life cycle, while at the same time maintaining and/or improving their quality.

Conflict Minerals

The Supplier is required to ensure that products supplied to RAJA involving the acquisition and/or use of conflict minerals (tin, tungsten, tantalum and gold) from conflict or high-risk areas comply with the provisions of Regulation (EU) 2017/821 of the European Parliament and of the Council of 17 May 2017 (known as the "3TG Regulation"). Furthermore, Supplier should establish policies, due diligence frameworks and management systems consistent with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas to help meet this expectation. If our Suppliers do not cooperate with our requirement to source conflict-free products or our requests for information concerning the Supplier's sourcing activities, RAJA may demand corrective action or terminate its business relationship with the Supplier.

4. Economic / social / environmental / compliance monitoring and audits

In order to ensure compliance with this Charter throughout the duration of the contractual relationship with RAJA, the Supplier shall on request and at any time provide RAJA with all supporting evidence to demonstrate such compliance and shall immediately alert RAJA by any means when it is aware, or has reason to believe, that it has itself or one of its own subcontractors has failed to comply with its obligation to respect the Responsible Purchasing Charter and of the corrective measures adopted in order to re-establish compliance with the principles set out above.

5. Ethics alert platform

As part of its ethical approach and its anti-corruption program, RAJA Group has set up a whistleblowing system enabling its employees, business partners and any other stakeholder to report breaches of the Group's anti-corruption regulations or code of conduct and other internal rules.

It is possible to report at any time (24/7) and in a secure manner via the Raja Group's Integrity Line® platform available at the following link:



<https://raja.integrityline.org/index.php>

Mr/Mrs, duly authorised representative of the company
....., confirms that I have taken note of the provisions of the
Supplier Charter/Code of Conduct and undertakes to respect them and to ensure that they are
respected within my company.

Date:

Company stamp :

Signature :

RAJA France FSC License



Numéro de licence promotionnelle

Le numéro FSC® ci-dessous est votre numéro d'identification officiel (Numéro de Licence).
Ce numéro de licence doit impérativement apparaître pour tout usage de la marque à des fins promotionnelles.

Vous ne pouvez en aucun cas apposer ce numéro sur produit ou documents commerciaux.

ENTREPRISE : Raja
DATE D'ÉMISSION : 15/07/2021
PAYS : Monde Entier
VALIDE JUSQU'AU : 14/07/2026
DÉLIVRÉ PAR : Maya BENTZ, Directrice Marketing et Communication

N° de licence FSC	Office national FSC
FSC®-N002053	FSC France Résidence Hoche Bâtiment A 8 boulevard de la Paix 56000 Vannes

N° Siret : 512 377 797 00042
FSC®, A.C. Tous droits réservés. FSC-F000212
FSC France, 8 Boulevard de la Paix, 56000 Vannes
www.fr.fsc.org - 02 97 63 08 29

Licence

AUTORISATION D'USAGE DE LA MARQUE PEFC

Madame, Monsieur,

Je vous informe que l'Association Française de Certification Forestière – dite PEFC France, notifiée pour la France par le Programme for the Endorsement of Forest Certification schemes (PEFCC) sous le numéro PEFC/10-1-1, a reçu favorablement votre demande de droit d'usage de la marque PEFC.

Cette autorisation porte sur une utilisation en dehors du produit au titre de la catégorie D des utilisateurs de la marque PEFC.

Ainsi, PEFC FRANCE a le plaisir de vous faire savoir que :

RAJA
16, rue de l'étang-
93290 Tremblay En France

Bénéficie du numéro de droit d'usage de la marque suivant : **PEFC/10-4-126**

Je vous rappelle que ce numéro de droit d'usage doit accompagner systématiquement toute utilisation de la marque conformément aux Règles d'utilisation de la marque PEFC. En outre, le non-respect de ces règles entraîne une suspension immédiate du présent droit d'usage. Cette autorisation de droit d'usage de la marque PEFC reste valable jusqu'au 26/06/2023

Vous félicitant pour l'obtention de cette autorisation, je vous prie d'agréer, Madame, Monsieur, l'expression de mon profond respect.



**GARDIEN
DE L'ÉQUILIBRE
FORESTIER**

La Présidente de PEFC France
Christine de NEUVILLE

A handwritten signature in black ink that reads 'Christine de Neuville'.



RAJA Italy FSC Compliance Certificate



CERTIFICATO / CERTIFICATE

ICILA-COC-004151

SI CERTIFICA CHE LA GESTIONE DELLA CATENA DI CUSTODIA ATTUATA DA
WE HEREBY CERTIFY THAT THE MANAGEMENT OF CHAIN OF CUSTODY OPERATED BY

RAJAPACK SRL

sede legale/registered office: VIA DOGANA PO, 15/E - 29015 CASTEL SAN GIOVANNI (PC) - Italia

PRESSO LE SEGUENTI SEDI/SITES INCLUDED IN THE CERTIFICATION

VIA DOGANA PO, 15/E - 29015 CASTEL SAN GIOVANNI (PC) - Italia

È CONFORME AGLI STANDARD / IS IN COMPLIANCE WITH THE STANDARDS

FSC-STD-40-004 v3.0

PER LE SEGUENTI LAVORAZIONI E PRODOTTI / FOR THE FOLLOWING PROCESSING AND PRODUCTS

Commercializzazione multicanale di imballaggi in legno FSC Misto, di imballaggi in cartone e carta, carte gommate e adesive ed etichette FSC Misto e FSC Riciclato e di carta per asciugatura in bobine FSC Misto e FSC Riciclato.

Multichannel trading of wood packaging FSC Mix, cardboard and paper packaging, gummed and adhesive papers and labels FSC Mix and FSC Recycled and cleaning paper in rolls FSC Mix and FSC Recycled.

La lista completa dei gruppi di prodotti inclusi nell'ambito di applicazione del certificato è disponibile sul database FSC® all'indirizzo <http://info.fsc.org>
The full list of the products groups that are included in the scope of the certificate is available on the database FSC® at the address <http://info.fsc.org>

Questo certificato non costituisce evidenza che un particolare prodotto fornito dal titolare del certificato sia certificato FSC (o FSC Controlled Wood).
(i prodotti offerti, spediti o venduti dal titolare del certificato possono essere considerati inclusi nel campo di applicazione del presente certificato solo quando la presente dichiarazione FSC è addebiata chiaramente sulle fatture e sui documenti di trasporto) This certificate itself does not constitute evidence that a particular product supplied by the certificate holder is FSC-certified (or FSC Controlled Wood). Products offered, shipped or sold by the certificate holder can only be considered covered by the scope of this certificate when the required FSC claim is clearly stated on sales and delivery documents.

I termini di uso e la validità del presente certificato sono definiti nel Regolamento per la concessione e il mantenimento della certificazione della gestione della CATENA DI CUSTODIA secondo gli STANDARD FSC e per il rilascio delle autorizzazioni all'uso del LOGO FSC e subordinati al rispetto dello stesso.
The terms of use and validity of this certificate are defined in Regolamento per la concessione e il mantenimento della certificazione della gestione della CATENA DI CUSTODIA secondo gli STANDARD FSC e per il rilascio delle autorizzazioni all'uso del LOGO FSC and subject to the respect of the same.

Questo certificato rimane di proprietà di CSI SpA. Il certificato e tutte le sue copie, se richiesto da CSI SpA, devono essere restituite o distrutte.
This certificate remains the property of CSI SpA. The certificate and all copies or reproductions of it shall be returned or destroyed on CSI SpA request.

La validità di questo certificato deve essere verificata sul sito <http://info.fsc.org> / The validity of this certificate shall be verified on <http://info.fsc.org>.

PRIMA EMISSIONE
FIRST ISSUE
04/10/2019

DATA DI VALIDITÀ
EFFECTIVE DATE
03/08/2021

DATA DI SCADENZA
EXPIRING DATE
03/10/2024

Mod. CO-003 (Rev.0)



Viale Lombardia, 20 - 20021 Bollate (MI) - www.csi-spa.com

CSI S.p.A. a socio unico soggetta ad attività di direzione e coordinamento di IMQ Group S.r.l.
REA MI 1466310 R.I./C.F./P.I. 11360160151 Cap. Soc. € 1.040.000

Ing. P. Baldazzi
B. U. Management Systems



The mark of
responsible forestry

Mod. CO-003

RAJA Italy PEFC Compliance Certificate



CERTIFICATO / CERTIFICATE ICILA-PEFC-COC-004152

SI CERTIFICA CHE LA GESTIONE DELLA CATENA DI CUSTODIA INDIVIDUALE ATTUATA DA
WE CERTIFY THAT THE INDIVIDUAL CHAIN OF CUSTODY MANAGEMENT OPERATED BY

RAJAPACK SRL

sede legale/registered office: VIA DOGANA PO, 15/E - 29015 CASTEL SAN GIOVANNI (PC) - Italia

PRESSO LE SEGUENTI SEDI/SITES INCLUDED IN THE CERTIFICATION
VIA DOGANA PO, 15/E - 29015 CASTEL SAN GIOVANNI (PC) - Italia

È CONFORME AGLI STANDARD / IS IN COMPLIANCE WITH THE STANDARDS

**PEFC ITA 2001:2020, PEFC ITA 1002:2020,
PEFC ST 2002:2020, PEFC ST 2001:2020**

PER LE SEGUENTI LAVORAZIONI e PRODOTTI / FOR THE FOLLOWING PROCESSING and PRODUCTS

**Commercializzazione di imballaggi in legno (abeto, pino, douglasia),
cartone, carta ed articoli di cancelleria.
(Metodo: separazione fisica)**

**Trading of wooden (fir, pine, douglas fir),
cardboard, paper packagings and stationery items.
(Method: physical separation)**

GRUPPI DI PRODOTTO / PRODUCT GROUPS: 060103, 110401, 110402, 110403, 110404, 110407, 110503, 110506, 110507, 110508, 110602

I termini di uso e la validità del presente certificato sono definiti nel documento REGOLAMENTO PER LA CONCESSIONE E IL MANTENIMENTO
DELLA CERTIFICAZIONE DELLA CATENA DI CUSTODIA SECONDO GLI STANDARD PEFC e subordinati al rispetto dello stesso.
The terms of use and validity of this certificate are defined in the document REGOLAMENTO PER LA CONCESSIONE E IL MANTENIMENTO
DELLA CERTIFICAZIONE DELLA CATENA DI CUSTODIA SECONDO GLI STANDARD PEFC and subject to the respect of the same.

Questo certificato rimane di proprietà di CSI SpA. Il certificato e tutte le sue copie, se richiesto da CSI SpA, devono essere restituite o distrutte.
This certificate remains the property of CSI SpA. The certificate and all the copies or reproductions of it shall be returned or destroyed on CSI SpA request.

PRIMA EMISSIONE
FIRST ISSUE
04/10/2019

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EFFECTIVE DATE
28/08/2023

DATA DI SCADENZA
EXPIRING DATE
03/10/2024

P. Carlo Dassi
B. A. Certification



Mod. COC 003 Rev.3
Italia - 20030 Senago (MI) - Cascina Traversagna 21 - www.esi-spa.com
CSI S.p.A. a socio unico soggetta ad attività di direzione e coordinamento di IMQ Group S.r.l.
REA MI 1468310 R.U.C.F./P.I. 11380160151 Cap. Soc. € 1.040.000



PEFC SP 2024
Certified by PEFC, SPP and CAC
Mutual Recognition Agreement

APPENDIX 9 – WASTE MANAGEMENT

Attestations & Certificates for the Recovery of Waste Generated by RAJA France

Attestation de valorisation de déchets de papiers/cartons, métal, plastiques, verre, bois, fractions minérales et le plâtre prévue par l'article D543-284 du code de l'environnement			
Attestation n° 2022_681_221		Année : 2022	
1. Emetteur de l'attestation			
Nom :	PAPREC IDF NORD	<input checked="" type="checkbox"/> Exploitant d'une installation de valorisation	
Adresse :	10, rue de la Victoire ZI de la Molette 93155 LE BLANC MESNIL CDX		
N° SIRET :	42 171 646 500 024		
Tel :	155811320		
Mail ou Fax :	155811321		
Personne à contacter :			
2. Origine des déchets			
Nom :	RAJA SA PARIS NORD 2	<input checked="" type="checkbox"/> Producteur du déchet	
Adresse :	16, RUE DE L'ETANG 93290 TREMBLAY EN France		
N° SIRET :	93708041400066		
Tel :	01 48 17 32 66		
Mail ou Fax :			
Personne à contacter :			
3. Flux de déchets pris en charge			
3.A Dénomination usuelle des déchets :			
	Déchet de papiers/cartons	<input checked="" type="checkbox"/>	
	Déchet de métal	<input type="checkbox"/>	
3.B <input type="checkbox"/> Triés	3.D Déchet de plastiques	<input checked="" type="checkbox"/>	
	Déchet de verre	<input type="checkbox"/>	
	Déchet de bois	<input checked="" type="checkbox"/>	
	Déchet de fractions minérales	<input type="checkbox"/>	
	Déchet de plâtre	<input type="checkbox"/>	
4. Quantités de déchets pris en charge			
Flux de déchets	Prise en charge	Poids	Méthode
Papiers/cartons	Collecté	217T	Pesé
	Valorisé	217T	Pesé
Plastiques	Collecté	7T	Pesé
	Valorisé	7T	Pesé
Bois	Collecté	17T	Pesé
	Valorisé	17T	Pesé
5. Destination de valorisation finale			
Flux de déchets	Type d'installation de valorisation	Destination	Répartition
Papiers/cartons	Valorisation matière	Etranger	50%
Papiers/cartons	Valorisation matière	France	50%
BOIS	Valorisation énergétique	Etranger	0%
BOIS	Valorisation matière	Etranger	0%
BOIS	Valorisation énergétique	France	0%
BOIS	Valorisation matière	France	100%
Plastique	Valorisation matière	Etranger	20%
Plastique	Valorisation matière	France	80%
6: Date et signature de l'emetteur de l'attestation:			

PAPREC GRAND ILE DE FRANCE
 NORD
 Agence LE BLANC MESNIL
 21 De La Molette
 10 rue de la Victoire
 93155 LE BLANC MESNIL CEDEX
 Tél. : 01 55 81 13 20
 B.O.S. Paris B 421 716 469 APX 1000 2

RAJA SA PARIS NORD 2

**16, RUE DE L'ETANG
93290 TREMBLAY EN France**

ATTESTATION DE VALORISATION

La société **PAPREC GRAND IDF NORD** - Agence Le Blanc Mesnil, dont le siège social est situé au 3/5 rue Pascal – 93120 LA COURNEUVE, certifie que les déchets collectés par nos soins sur votre site de Tremblay en France (93) durant l'année 2022, ont suivi des filières d'évacuation et de valorisation appropriées en fonction de leur nature et conformément à la réglementation en vigueur.

Déchets générés sur votre site de PARIS NORD 2 en 2022 :

Nature	Tonnage
Papiers/Carton	217 ^T
Déchets Industriels Banals	264 ^T
Déchets Ultimes (non valorisables)	74 ^T
Bois	17 ^T
Plastique	7 ^T

Les déchets banals sont emmenés sur notre centre de tri du Blanc-Mesnil, pour tri et revalorisation des matières. A l'issu du tri :

→ Les cartons, papiers et ferraille sont valorisés sous forme de matière première secondaire.

→ Les plastiques

Après mise en balles, les matières plastiques - PET - PEHD - PVC sont acheminées vers des filières de recyclage PAPREC PLASTIQUES.

→ Le bois en mélange

Le bois trié est ensuite broyé, affiné et déferraillé, puis il est remis sur le marché pour une valorisation matière ou énergétique, soit auprès des fabricants de particules, soit auprès des chaufferies à bois.

NORD
Agence LE BLANC MESNIL
3/5 rue Pascal
93120 LA COURNEUVE
93 120 30 30 30
93 120 30 30 30





Certificat de valorisation 2022

La société CKFD environnement, représentée par Monsieur Patrick POIRIER certifie que tous les mégots des locaux de la société :

RAJA
Située au
16 Rue de l'Étang – Paris Nord 2
95977 ROISSY CEDEX

Ont fait l'objet d'un recyclage et d'une revalorisation de la matière collectée.

Ainsi, CKFD environnement a valorisé en 2022 pour votre société :

- ✓ 4 350 kg de cartons
- ✓ 37,8 kg de canettes
- ✓ 1 090 kg de papier confidentiel
- ✓ 30,8 kg de bouteilles plastique
- ✓ 92 kg de capsules à café
- ✓ 19,3 kg de mégots

La société CKFD environnement certifie travailler avec des partenaires recycleurs soucieux de transformer en France l'intégralité de ces déchets en matière première secondaire. Aucun de ces déchets n'a donc été enfoui ou incinéré.

Fait à Gennevilliers, le 02/06/2023

Patrick POIRIER

CKFD environnement – 86/114 avenue Louis Roche 92230 Gennevilliers
Tél : 01 47 37 35 05 - www.ckfd.fr - RCS 498 485 416

Certificat de valorisation



Attestation de Recyclage

Corepile est un éco-Organisme en charge de la collecte et du recyclage des piles et accumulateurs agréé par l'arrêté du Ministère de l'Ecologie du Développement Durable et de l'Energie du 16 décembre 2021. Labellisé ISO 26000.

Nous, COREPILE, attestons avoir repris et fait recycler selon la réglementation en vigueur, les lots de piles et accumulateurs regroupés par RAJA, enregistrée sous le numéro 95/DIS/0281.

Nous certifions travailler avec des prestataires respectant la législation Européenne sur le droit du travail.

Attestation établie pour faire valoir ce que de droit.

Fait à Paris, le 06/06/2023 à 14h55

COREPILE
17, rue Georges Bizet
75016 PARIS
Téléphone : 0 820 802 820
Fax : 0 820 890 306
S PARIS R SIRET 422 445 015 0055 - APE 771

COREPILE S.A - 17, rue Georges Bizet, F- 75116 PARIS
Tél. : 01 56 90 30 90 - Mail : corepile@corepile.fr
RCS Paris : 422 489 088 000 35 - APE : 7022 Z - S. A. au capital de 40 000 euros
COREPILE EST UN ÉCO-ORGANISME SANS BUT LUCRATIF SOUS AGRÈMENT D'ÉTAT QUI ASSURE LA COLLECTE ET LE RECYCLAGE DES PLUS ET PETITES BATTERIES USAGÈES



www.corepile.fr www.jerecyclamespiles.com



RAJA GROUP

RAJA *bernard cenpac* JPG Καλαμάρας MONDOFFICE  morplan UDOBÄR  viking Welcome Office

RAJA Group

Head Office
16 Rue de l'Etang
ZI Paris Nord 2
93290 Tremblay en France
Tél : 01 48 17 30 00