



Shaking up water

SUSTAINABILITY REPORT 2023



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KEY FACTS SUSTAINABLE DEVELOPMENT

At the SFA Group,
we are taking action to reduce our environmental footprint,
enhance employee relations and give priority to our partners that are
committed to sustainable development.

TOTAL CARBON EMISSIONS

415

KTCO_{2E}

IN 2022 WITH THE AIM OF REDUCING
THIS BY 5% BY 2030



SCOPE 1

3.1

KTCO_{2E}

SCOPE 2

6.8

KTCO_{2E}

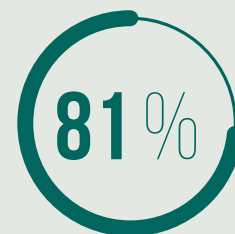
SCOPE 3

405

KTCO_{2E}

TREATING PEOPLE WITH RESPECT AND DIGNITY

TRAINING INITIATIVES



OF EMPLOYEES TRAINED IN DISCRIMINATION,
HARASSMENT, DIVERSITY AND INCLUSION WITH
THE TARGET OF 95 % IN 2024



MEMBERS OF THE ETHICS
COMMITTEE THAT HAVE BEEN
TRAINED IN ANTI-CORRUPTION

CREATING A PLEASANT, FLEXIBLE AND SAFE WORKPLACE



TF1 – FREQUENCY OF
ACCIDENTS WITH SICK
LEAVE



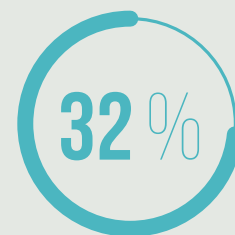
OF EMPLOYEES ARE PROUD
TO WORK FOR THE SFA
GROUP*



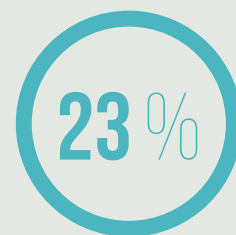
OF WOMEN EMPLOYED
ACROSS THE GROUP'S
ENTIRE WORKFORCE

RESPONSIBLE PURCHASING

COOPERATION WITH SUPPLIERS THAT ARE COMMITTED TO SUSTAINABLE DEVELOPMENT GOALS



OF SUPPLIERS HAVE SIGNED
THE SCOC AS OF 31 OCTOBER 2023
WITH THE AIM OF ACHIEVING
80 % BY 2024



OF SUPPLIERS RATED BY INDEPENDENT
EXPERTS IN 2022
WITH THE AIM OF ACHIEVING
60% BY 2030

*Result of the survey conducted in 2023

CEO'S MESSAGE

Dear colleagues and partners,

As we switch to a reporting cycle by calendar year, I would like to take this opportunity to emphasise once again just how important sustainable development is for our group and how it affects our strategic vision. In a world shaken by sudden changes and complex challenges, we are steadfast in our commitment to responsible business practices and are actively working towards a more sustainable future.

Our vision of sustainable development, focused on human needs and environmental imperatives, is a guiding principle for us. We aim to create value, not only for our customers and employees, but also for the society we belong to and in which we operate. As a caring company, we are deeply conscious of our social responsibilities and are committed to shouldering them in every area of our business.

Sustainability is also the cornerstone of our business success. Our commitment manifests itself in the design and supply of exceptional products, our transparent and reliable partnerships, and in the development of dynamic and inclusive work environments, along with the ongoing resolve to reduce our environmental footprint.

With over 65 years of experience in manufacturing sanitary solutions, the SFA group relies on this treasured balance between tradition and innovation. Faced with pressing global challenges like climate change, the demographic transition and social inequalities, we have rallied behind our environmental, social and governance (ESG) commitments which are contributing to lasting sustainable progress for all.

In order to achieve our ambitious CSR goals, a collective effort is required. That's why we are committed to working closely with our customers, suppliers, employees and all our stakeholders to bring about meaningful change.

Our unwavering commitment to the 10 principles of the United Nations Global Compact remains the ethical foundation of our initiatives.

“It is our vision of sustainable development that inspires us to find solutions to the needs of people and the planet, while creating sustainable value for our customers, our employees and society.”

For us, sustainable development is also an opportunity. We will continue to be creative in implementing innovative and sustainable solutions, and pass on our know-how to ensure the future of the SFA group for generations to come.

I invite you to read our 2023 ESG report and to join us in taking our sustainable development efforts to the next level. Your support and determination are essential to our collective success.

Thank you very much for this.

Arnaud **CORBIER**
CEO, SFA Group



1. SFA GROUP

INVENTIVENESS AT THE SERVICE OF COMFORT, SIMPLICITY, PEOPLE AND PLANET

Every day, the companies of the SFA Group are continually striving to improve sanitary comfort for businesses and private users in their daily lives. This level of comfort is the fruit not only of technological expertise, but also of inventive, reliable and easy-to-implement solutions.

ABOUT US

The SFA group is more than a simple industrial company. Above all, it is an influential and dynamic organisation that is constantly evolving. With a clear mission and a strong vision, SFA has established itself as a world leader in the design and manufacture of home- and work-based solutions wherever water flows.

Our mission:

Our mission is rooted in our ultimate purpose which is to design and manufacture innovative solutions that improve the daily lives of men and women, both in their personal environment and in their workplace. We make sure that our solutions are in line not only with market needs, but also global environmental and social imperatives. Our solutions provide natural connections with all water-related systems.

Our vision

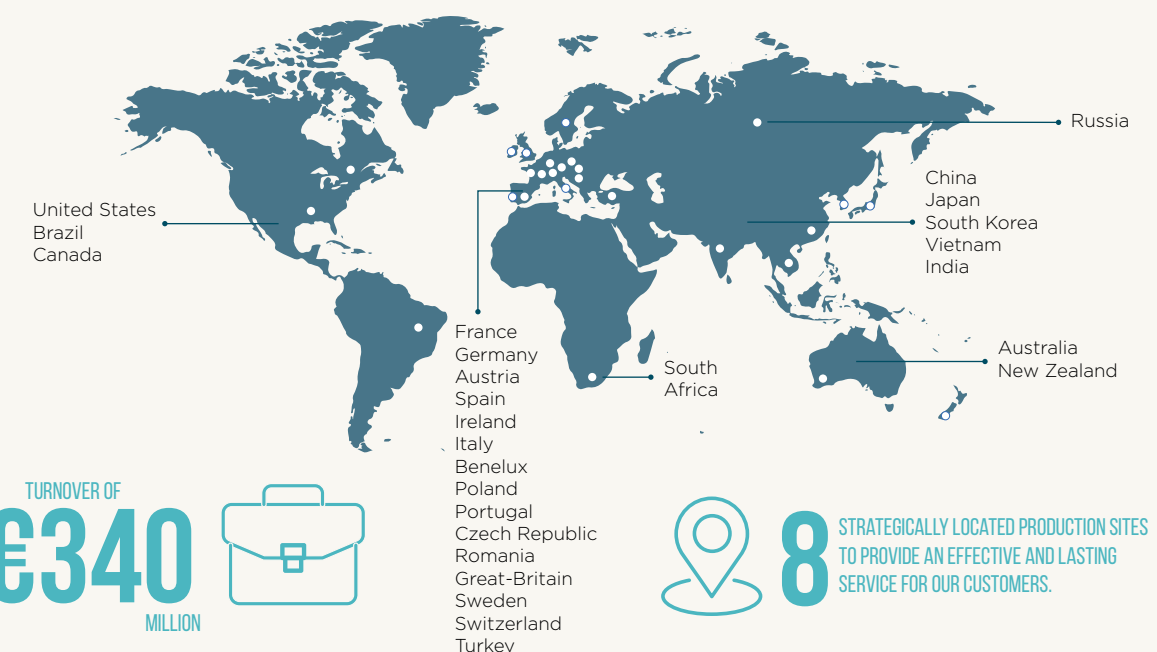
Relying on our industrial expertise and design excellence in pumps and bathroom equipment, we aim to foster a unique culture of well-being across diverse markets. Our vision goes beyond the products themselves. It is part of an ethical commitment aimed at improving quality of life.

A GLOBAL PRESENCE THAT HAS SHAPED THE REPUTATION OF THE GROUP

A PRESENCE
IN OVER
70
COUNTRIES

29
SUBSIDIARIES
ALL OVER THE WORLD

MORE THAN
1200
EMPLOYEES



TURNOVER OF
€340
MILLION

8 STRATEGICALLY LOCATED PRODUCTION SITES
TO PROVIDE AN EFFECTIVE AND LASTING
SERVICE FOR OUR CUSTOMERS.

OUR STRATEGY

CURRENT POSITIONING

We want to consolidate our position in the water sector. The recognition rate of the SFA brand, that depends on the quality of our products and services, is of utmost importance. By integrating our KINEDO, SFA and ZEHNDER PUMPEN brands in the sanitary sector, and our SFA ENVIRO division with the EUROPELEC and AQUATURBO brands in the wastewater sector, we are actively playing an influential role in the water sector. Our global strategy includes:

- 1. Strategic partnerships with key clients in Europe and worldwide.
- 2. A Europe-centric approach to make the Kinedo brand stronger.
- 3. Synergies between our subsidiaries for developing pumping stations.

STRATEGIC OBJECTIVES

From 2020 to 2022, we focused on product availability, i.e. our ability to produce and deliver to our customers, which led us to ramp up our investments in production infrastructure. In 2023, we took a break, and our 2024 strategy will focus on freshening up our range to address the slowdown in demand and make our brands more prominent.

4 MAIN PILLARS:

- 1. **DEVELOPMENT:** Expansion of the range thanks to the new entities of the SFA group and relaunch of our advertising campaigns in several markets to consolidate brand awareness and preserve our market share, particularly in France.
- 2. **INVENTIVENESS:** Proposing additional solutions for each market, in line with our core values.
- 3. **ADAPTABILITY:** Adapt our organisational structure to the specific needs of the markets.
- 4. **CSR:** Speed up the deployment of our CSR roadmap.

OUR STRENGTHS AND OPPORTUNITIES AT A GLANCE:

STRENGTHS:

Our strength as a global player in the water sector relies on a number of distinctive qualities that undergird our position in the industry. These key attributes are what define our competitive advantage and strong presence in the world:

Strong brand presence:

Thanks to our influential KINEDO, SFA, and SFA ENVIRO brands, we holds a strong position in the industry.

Financial stability:

Backed by sound financial resources and transparent management, we can guarantee ongoing stability and seize upon investment opportunities.

Diversity of global markets:

With a diverse presence in global markets, we can respond effectively to international opportunities and strategic challenges.

Dedicated and experienced workforce:

Our employees are committed and experienced, with 47% of them having been with the company for more than 10 years.

Inventiveness:

Thanks to our capacity for innovation, we can adapt to market changes and social developments.

OPPORTUNITIES:

Given the available opportunities, there are various avenues of exploration and development in our fields of activity. The following opportunities stand out in particular:

Water treatment:

SFA Enviro's opening in wastewater treatment is promising given the increase in global water consumption.

Demographic transition:

With Kinedo, we offer innovative solutions so that elderly people can stay at home for longer.

Asian markets:

The expansion into Asian markets, especially India, is generating lucrative prospects.

Supplier diversification:

Having a diverse and secure supplier portfolio reduces the risks of dependency.

Environmental standards:

The adoption of new environmental standards promotes sustainable business practices.





FOUR PILLARS THAT GUIDE OUR STRATEGIC COMMITMENTS

KEY INITIATIVES

A Development:

- New international branch.
- Opening of subsidiaries in Vietnam, India and South Korea.
- Mergers, acquisitions or partnerships.
- New activities in the plastics sector.

B Inventiveness:

- Acoustic improvement of the sanitary pumps.
- Development of innovative showers and spas.
- Advanced radar detection system for professional pumps.
- Expansion of the water treatment range.

C Adaptability:

- Adaptation of the organisational structure to local markets.
- Training and development of employees.
- Relaunch of marine activity.

D Corporate social responsibility:

- Realignment of our core values.
- Calculation of our carbon footprint and definition of carbon reduction targets.
- Strong commitment to health, safety and quality of life at work.
- Improvement of our external ratings.

MEASUREMENTS AND PERFORMANCE INDICATORS

Measuring in order to communicate:

In 2024, we established performance indicators to standardise our activities and promote our key initiatives:

- Internal survey on our production sites and at head office, to be repeated in 2025 for all subsidiaries.
- Calculating our carbon footprint at Group level.
- Reporting of standard annual indicators on safety, environmental and social responsibility.
- Setting specific CSR objectives for each entity for 2024.

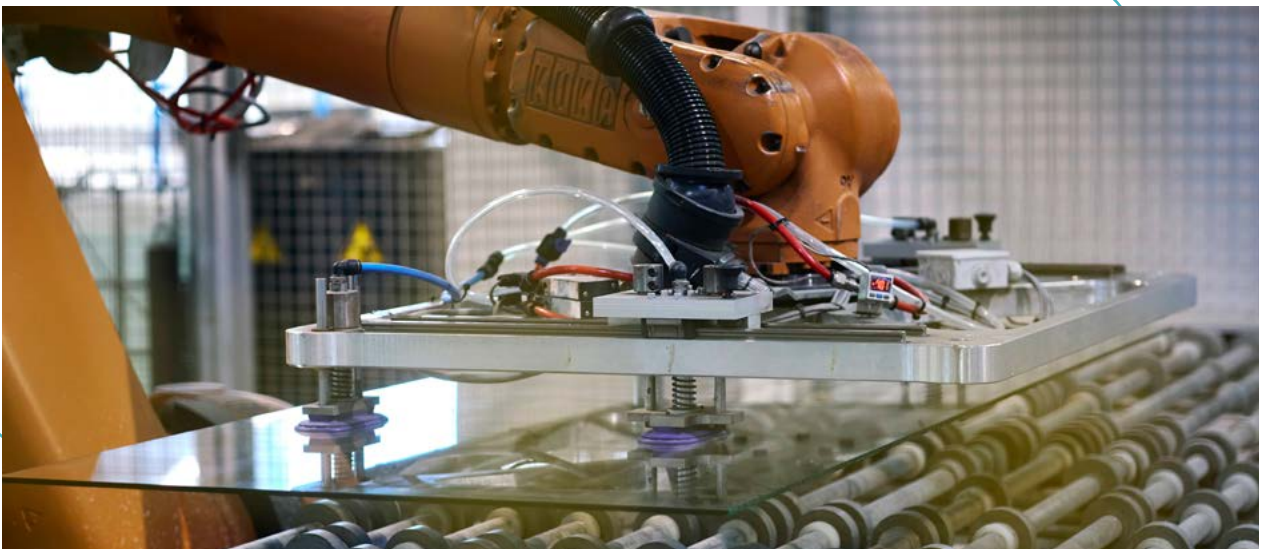
THE RISKS

The sanitation sector faces certain risks including a slowdown in the global real estate market and pricing pressures. Remaining vigilant and adaptable to meet these challenges is of utmost importance.

In the sanitation market, our main internal risk is our capacity to respond to growing demand. Improving our tools and production process is essential to mitigate these risks.

Can we successfully implement all the components of our 2024 strategy?

There is no doubt that there are a number of pitfalls on the road ahead, some of which could have a significant impact, as discussed above. However, we enjoy the benefit of a stable shareholder base which, over the past 65 years, has always invested in our growth, regardless of the turmoil encountered. This long-term commitment puts us in a strong position to face the challenges and uncertainties of the future.



OUR BUSINESS IN KEEPING WITH THE SUSTAINABLE DEVELOPMENT GOALS

Within the SFA Group, sustainable development and responsible practices are central to our business identity. **We pride ourselves in designing inventive products that meet the needs of society and the planet.** Our activities are focused on four main areas, with each one using its inventiveness to develop a sustainable strategy and a positive impact.



1

Pumps and sanitary macerators for home use

For over 65 years, SFA has been transforming homes with innovative sanitary pumps and macerators. These products can be used to fit toilets, bathrooms or kitchens anywhere in the house efficiently, economically and easily.

Our pumping units are industry-leading products, thanks to our commitment to research and development. They offer unmatched performance in terms of noise, accessibility, design and reliability.

We also provide daily support to professionals with digital tools that simplify their work and improve their profitability and quality.

2

Professional pumps and pumping stations

Our activities in this area are characterised by a mix of internal and external growth, which consolidates our global position. We develop the knowledge and talent that exists within our organisation creating a high-performance and stable unit.

The acquisition of Zehnder Pumpen – a German company present in more than 70 countries – in 2019 illustrates our commitment to innovation and performance. This integration has enlarged our product range to meet various needs, including pumps and pumping stations.

Our production site in Germany sticks to the same integrated production principles as our French factories, thereby guaranteeing the high quality of the products.



4

Water treatment

With SFA Enviro, we have been engaged in wastewater treatment for more than six decades. Our innovative industrial solutions meet strict performance and durability standards.

Our engineers use cutting-edge tools to design and certify our solutions, going beyond industry standards. We rigorously test our equipment to make sure that it meets the set quality standards.

Approximately 80% of our solutions are customisable to meet specific customer needs. We offer complete support, from technical assistance to maintenance, while maintaining an open and transparent dialogue.

Thanks to our production sites in France, Belgium and the United States, we can provide high-quality, low-maintenance solutions.

Sustainability and corporate responsibility are central to our actions, encouraging us to develop innovative solutions for wastewater treatment with a positive impact.

3

Shower, balneotherapy and spas

Under the Kinedo brand, we have been reinventing the shower experience for over 25 years. Our range includes shower enclosures and trays, wall panels, shower cabins, balneo therapy baths and spas.

We offer solutions to fulfil every need, including safety and accessibility, as well as an exceptional wellness experience. Kinedo is committed to innovating to meet the expectations of our customers, making each shower a source of happiness without compromising our values of sustainability.

80 %

OF OUR SOLUTIONS ARE CUSTOMISABLE TO MEET SPECIFIC CUSTOMER NEEDS



OUR COMMITMENT TO QUALITY AND SUSTAINABILITY

The SFA Group is committed to going beyond the legal requirements and setting the highest standards in the area of quality, environmental responsibility and occupational safety. This determination is reflected in our numerous certifications, which reward our efforts to promote responsible and sustainable practices in all our sectors of activity.

Our certifications are not simple acts of recognition. They are the expression of our corporate identity and our unwavering commitment to sustainable development. Here are some of our most important certifications:



ISO 9001 - Quality management

Our SFA, SETMA and Zehnder Pumpen production sites have obtained the ISO 9001 certification, which guarantees the consistency of our service quality.



ISO 14001 - Environmental management system

Zehnder Pumpen and our SFA production site are ISO 14001 certified, demonstrating our commitment to reducing the environmental impact of our operations.



QUALITY, ENVIRONMENTAL RESPONSIBILITY AND SAFETY IN THE WORKPLACE

6 CERTIFICATIONS



ISO 45001 - Health management and occupational safety process

Our subsidiary, Zehnder Pumpen, obtained the ISO 45001 certification, restating our commitment to prioritising the health and safety of all employees, and promoting a safe and healthy workplace.



Guaranteed French Origin

The vast majority of our SFA products manufactured on our SFA (Brégy) and SETMA (La Ciotat) sites have obtained the "Origine France Garantie" (guaranteed French origin) certification. A mark of distinction that certifies the French origin and manufacturing quality of our products.



EcoVadis bronze medal

In 2023, we were again awarded the Ecovadis bronze medal for our sustainability practices and corporate social responsibility. This medal recognises our ongoing efforts to improve our ethical business practices, and our environmental and social performance.

Although these certifications are deemed to be important milestones for our company, **we see them as part of an ongoing process.** Our commitment goes beyond simply complying with the requirements of the certification. They are an incentive for us to continually improve and develop our efforts **in favour of sustainable development.**



OUR VALUE CREATION MODEL

OUR KEY VALUES

Our corporate values have helped to set the framework of our journey towards sustainability. Initially defined in 2016, they have changed over time and additions have been made to align them even more closely to our identity. In 2023, we took another step forward by redefining these values with the help of employees around the world.

These values are not just words on a piece of paper. They represent our commitment to responsible practices, the well-being of society and the protection of the environment. They reflect who we are, who we want to be, and how we intend to have a positive impact in the world.



INVENTIVENESS: We create smart solutions

Our inventiveness is the key to our success. We creatively resolve complex problems in the healthcare sector and champion the development of cutting-edge solutions. With "You can. Anywhere" as a guiding principle, we encourage each other to develop our skills and remain open to growth and continuous improvement. We are receptive to new ideas, we participate in research, we take risks to find innovative approaches to solving problems, and we share our knowledge and skills to make progress collectively.



SIMPLICITY: We prefer simple things

We emphasise simplicity in everything we do. Our goal is to develop solutions that effectively address complex challenges, while being easy to understand and implement. We understand the importance of that clarity and frankness. Simplicity also requires clear communications. We believe in open and direct dialogue where all the stakeholders can easily understand the information exchanged.



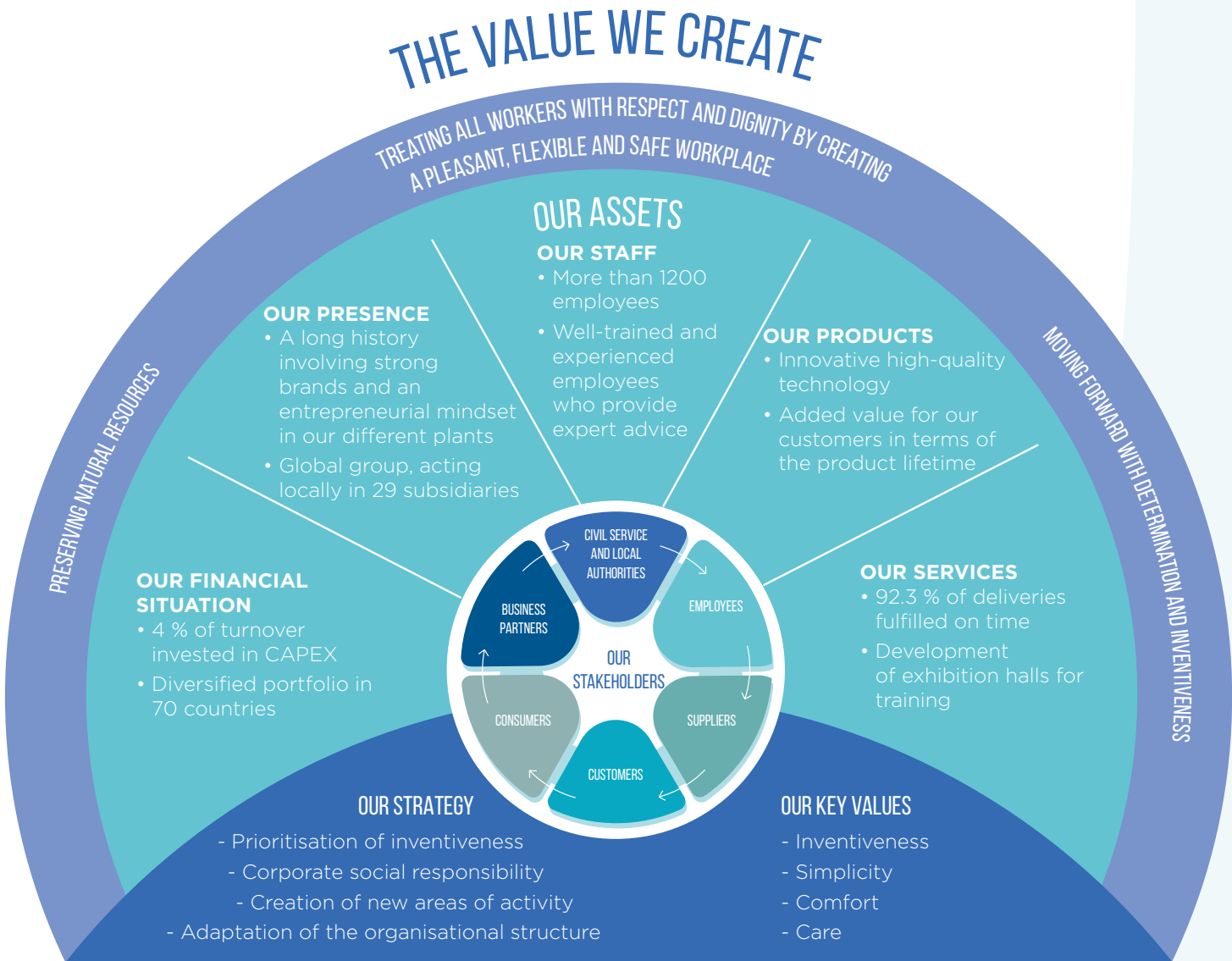
COMFORT: We make people's lives more comfortable

We put the high quality of our products first, with the aim of making reliable and sustainable products that will make a difference in people's daily lives. We are committed to maintaining the integrity of our products, and ensuring the comfort and safety of our customers and employees. We honour our commitments and communicate transparently with our stakeholders.



CARE: We care for people and the planet

Our responsibility extends beyond our organisation. We champion the well-being and safety of our employees, and cultivate an inclusive environment enriched by diversity. We are committed to taking action and we use operational experience to continually improve. We consider the social and environmental implications of everything we undertake, and strive to make improvements to society and the environment.



OUR STAKEHOLDERS

Our commitment to our partners

At SFA Group, we believe that success goes hand in hand with responsible and sustainable business practices. Our commitment goes beyond our products and services; it encompasses the relationships we have with our stakeholders. We recognise that each of our stakeholders, employees, local communities, suppliers, customers and consumers is an important part of our future and it is through them that we can identify the specific expectations concerning our company.

We are committed to engaging with stakeholders, meeting their needs and exceeding their expectations by aligning our actions with our core values of inventiveness, comfort,

simplicity and care. Our desire is to have a positive impact within our organisation and the communities we serve.



2. OUR COMMITMENT

DRIVING CHANGE: SFA GROUP'S ESG VISION IN PRACTICE

Within the SFA Group, our commitment to ESG principles guides our objectives and actions. Through proactive engagement initiatives, we aim to promote positive environmental stewardship, support our communities and champion sound governance practices. This report underlines our continued commitment to creating sustainable value while implementing responsible business practices.

WE SUPPORT



THE SFA GROUP AND THE UN GLOBAL COMPACT

Since 2021, we have proudly participated in the United Nations Global Compact initiative, demonstrating our commitment to corporate social responsibility. **We are committed to respecting the 10 principles of the Pact in the areas of human rights, employment, the environment and anti-corruption.**



OBJECTIFS DE DÉVELOPPEMENT DURABLE

The SFA Group and the Sustainable Development Goals (SDGs)

We actively support the following United Nations Sustainable Development Goals (SDGs):

SDG 5 - Gender equality: Promoting equal opportunities for all employees.

SDG 6 - Clean water and sanitation: Providing solutions that contribute to efficient water use, and safe and appropriate sanitation.

SDG 7 - Affordable and clean energy: Innovate in high energy efficiency technologies.

SDG 8 - Decent work and economic growth: Provide fair working conditions and promote economic growth.

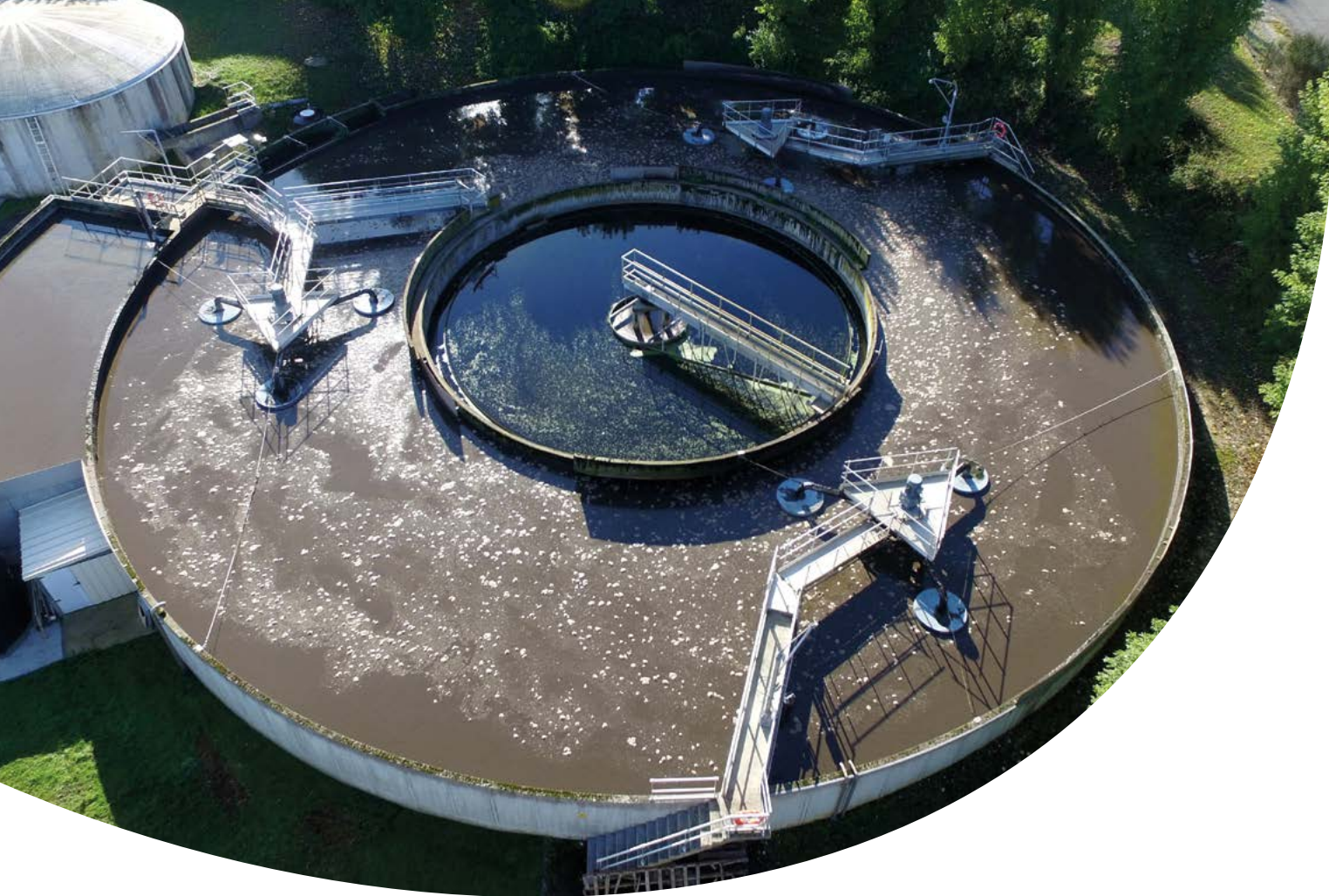
SDG 12 - Responsible consumption and production: Committing to promote sustainable manufacturing processes.

SDG 16 -Peace, justice and strong institutions: Championing transparency and ethical business practices.

Our support for these SDGs reflects our aspiration to make a positive contribution to a sustainable and just future. By adhering to the United Nations Global Compact and upholding the SDGs, we are asserting our firm belief in a better world and are actively working towards its fulfilment.

2. OUR COMMITMENT

OUR CONTRIBUTIONS		OBJECTIVES
5 GENDER EQUALITY 	We encourage diversity within the SFA Group by creating an inclusive environment and actively supporting career opportunities for everyone, regardless of gender. Our measures to advance gender equality are clearly reflected in our hiring policies, our training programmes and our professional development initiatives.	5.1 End all forms of discrimination against women and young girls all over the world 5.5 Guarantee the full and effective participation of women and their equal access to leadership positions at every level of the decision-making process, in political, economic and public life 5.2 Eliminate all forms of violence against women and girls in the public and private spheres, including human and sexual trafficking and other types of exploitation
6 CLEAN WATER AND SANITATION 	As a leading manufacturer of water-related products, we recognise the vital importance of providing access to safe drinking water and adequate sanitation facilities worldwide. We design and manufacture solutions that meet the most stringent standards of hygiene and provide access to adequate sanitation facilities worldwide.	6.2 By 2030, provide access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls, and people in vulnerable situations 6.3 By 2030, improve water quality by reducing pollution, eliminating the dumping of waste and minimising any emissions of chemicals and hazardous materials, by halving the proportion of untreated wastewater and significantly increasing the recycling and safe reuse of water worldwide
7 AFFORDABLE AND CLEAN ENERGY 	We are investing in renewable energy sources, including installing solar panels on some of our sites. Although part of the energy produced is injected into the local network, our investments contribute to promoting renewable energies and reducing CO₂ emissions in the long term.	7.2 By 2030, significantly increase the share of renewable energy in the global energy mix
8 DECENT WORK AND ECONOMIC GROWTH 	We contribute to the economic development of the regions in which we operate by creating decent jobs, providing safe working conditions and promoting the professional development of our employees. In addition, we work closely with local partners to further support the local economy.	8.2 Achieving higher levels of economic productivity through diversification, technological upgrades and innovation, including a focus on sectors with a high added value and with a high proportion of labour 8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including the recruitment and use of child soldiers, and by 2025 end child labour in all its forms 8.8 Protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	We design water-saving products to promote the efficient use of water resources. In addition, we recommend the frugal use of resources, support recycling efforts and keep waste to a minimum. Our products are designed to stand the test of time. We offer the customer a comprehensive service and keep spare parts to encourage responsible consumption.	12.2 By 2030, achieve sustainable management and efficient use of natural resources 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	We consistently uphold high ethical standards and encourage integrity and transparency in all our business activities. We maintain fair and respectful business relationships with our partners and actively contribute to the promotion of peaceful societies by adopting responsible business practices.	16.5 Substantially reduce corruption and bribery in all its forms 16.6 Establish effective, responsible and transparent bodies at every level



3. ENVIRONMENT

PRESERVE WATER AS WELL AS THE OTHER NATURAL RESOURCES

and reduce our carbon footprint with the help of sustainable and efficient products and solutions.

ROADMAP

VISION 2030

ENERGY

Achieve an energy mix by promoting renewable energy sources and improving energy efficiency at every level of our operations.

WATER

Reduce our consumption by using water resources efficiently and working with local communities to ensure fair access to drinking water while protecting aquatic ecosystems.

WASTE

Reduce our waste production by optimising our processes, supporting recycling initiatives and designing innovative products in accordance with circular economy principles.

CARBON
FOOTPRINT

Reduce our carbon footprint by adopting responsible practices across our value chain, while encouraging innovation and raising awareness about the importance of the transition to a low-carbon economy.

CERTIFICATION

ISO 14001

OBJECTIVES 2027

- **30,000** m² of solar panels installed in our various sites.
- Reduce our energy consumption by **10** %.
- **Raise awareness** among the general public about consuming green energy.
- Reduce our water consumption by **10** %.
- Raise awareness **among the entire** workforce about responsible water consumption.
- Reduce the production of waste by **5** %.
- Reduce our greenhouse gas emissions by **10** %.
- Have **20** % sustainable vehicles in our fleet.
- Perform a life cycle analysis on **80** % of the product families.
- **50** % of plants with a certification.

ENVIRONMENTAL PROTECTION: BUILDING A GREENER FUTURE

The SFA Group has made environmental responsibility a pillar of its strategy. We are committed to reducing our environmental footprint and promoting sustainable practices throughout our value chain.

A CERTIFIED APPROACH THAT IS CONSTANTLY CHANGING

The ISO 14001 certification, which has been awarded to several of our entities, demonstrates our commitment to environmental performance. With this certification, we can identify, assess and control the environmental risks associated with our activities.

CLIMATE ACTIONS: TOWARDS A LOW-CARBON BUSINESS

Faced with the challenges of climate change, our group has stepped up its efforts to reduce our carbon footprint and promote the transition to a more sustainable economy.

Sustainable mobility

To accelerate our transition to cleaner mobility, we are committed to having 20 % of our fleet made up of electric, hybrid or alternative energy vehicles by 2027.

To achieve this objective, we have implemented the following actions:

- **Responsible purchasing:** Whenever we purchase new vehicles, we select models that are less polluting and more energy-efficient.
- **Incentives to use alternative modes of transport:** We give our employees the infrastructures they need (charging stations, bicycle shelters, etc.) and encourage shared mobility.
- **Building awareness among employees:** We raise awareness among our employees about the challenges of climate change and encourage them to adopt more responsible behaviour on a daily basis.

EXAMPLES:

Zehnder Pumpen has converted its vehicle fleet to electric or hybrid vehicles. In 2023, the proportion of green vehicles in the fleet exceeded 70 %.

Kinedo's sales team has learned eco-driving techniques for driving in a way that are more respectful of the environment. This includes methods to save fuel and reduce greenhouse gas emissions.

SFA Saniflo UK joined the Cycle to Work programme. This initiative by the British government encourages active travel such as cycling and walking, with the corresponding benefits, i.e. better employee health, savings on commuting and reduced carbon emissions.



REDUCING OUR GREENHOUSE GAS EMISSIONS our goal in environmental responsibility:

The SFA Group is committed to minimising its impact on the environment, particularly in terms of greenhouse gas emissions. We recognise that combating global warming is a global imperative and we are committed, as a responsible business, to doing our part to reducing this critical trend.



ISO 14001

OUR ZEHNDER PUMPEN
PRODUCTION SITE OBTAINED THE
CERTIFICATION IN 2023

We have taken a new step by conducting our first carbon assessment, in partnership with Greenly, a recognised specialist in this field. Thanks to this evaluation covering scopes 1, 2 and 3, we were able to:

- Gain a better understanding of our environmental impact.
- Identify the main sources of emissions.
- Set clear and measurable reduction targets.

Our carbon footprint reveals that our emissions amount to 2.4kt in scope 1, 1.4kt in scope 2 and 167kt in scope 3.

At the same time, we want to raise awareness among all our employees about climate issues and get them involved in implementing our low-carbon strategy. We believe that this collective approach will allow us to achieve our objectives and contribute to a more sustainable future.

EXAMPLE:

By installing 2000 m² of solar panels on the new SFA Italia site, we are avoiding 2,879 tons of CO₂ emissions every year.



SIGNIFICANT PROGRESS HAS BEEN
MADE IN EMISSIONS WITH OVERALL
REDUCTIONS OF

23 %



11.4 ML

WATER CONSUMPTION
ON PRODUCTION SITES

WATER AND ENERGY

The SFA Group is aware of the challenges associated with water and energy in the current context. Our commitment to managing these resources in a sustainable way is a key concern for us and it contributes to attaining Sustainable Development Goals 6 and 7.

SDG 6: Clean water and sanitation

At the SFA Group, we know that water is an essential resource. By undertaking practical actions, we aim to reduce our water footprint and improve water quality. Thanks to a combination of water-saving technologies, employee awareness and process optimisation, we aim to reduce our water consumption by 10 %.

SDG 7: Clean and affordable energy

The SFA Group promotes the use of renewable energies and the optimisation of energy consumption at its sites. Our SFA Italia site is a real-life example of this. In addition to installing solar panels, an automatic energy management system optimises the consumption of energy by regulating the heating and air conditioning, adjusting the light levels and monitoring energy consumption in real time. By incorporating more renewable energy sources, we are also working towards improving air quality by reducing the emissions associated with the consumption of energy.



78 %

OF ELECTRICITY CONSUMPTION
OF OUR FACTORY IN LA CIOTAT IS SUPPLIED BY
THE SOLAR PANELS ON THE SITE


630 T
OF RECYCLED GLASS USED
TO MAKE SHOWER ENCLOSURES



**WASTE MANAGEMENT:
SIGNIFICANT PROGRESS**

Our commitment to reducing waste has produced tangible results. In 2023, we exceeded our initial target by reducing total waste production by 28 % compared to the previous year. This achievement is the result of implementing more efficient production processes and improving our recycling programmes in our facilities.

An eco-design approach for the future

To go even further, our R&D teams participated in an eco-design workshop. This experience was an opportunity to:

- **Acquire new skills:**
Our teams have deepened their knowledge in sustainable product design by incorporating environmental criteria from the earliest stages of development.
- **Identify practical levers of action:**
Each factory has made a commitment to selecting a product or range of products on which to apply the principles of eco-design. This will reduce the environmental footprint of our products throughout their entire life cycle from design to end of life.

We are determined to pursue our efforts in waste management. By 2027, we are aiming for a further reduction in our total waste production. To achieve this goal, we will:

- **Raise awareness among our employees:**
We will raise our employees' awareness of the challenges of waste management by giving them eco-friendly actions to implement and by implementing appropriate communication actions.
- **Collaborate with our suppliers:**
We will work closely with our suppliers to prioritise the use of recycled materials and reduce our environmental impact throughout the value chain.


49 %
OF OUR WASTE IS RECYCLED



Recycling cigarette butts

To implement this noteworthy initiative, a cigarette butt recycling programme was set up in our SETMA factories. Not only does this help to reduce waste, it also supports the production of renewable energy. In partnership with SPUR Environnement, the cigarette butts are collected and incinerated to produce electricity, which is then integrated into the local electricity grid. This programme should be able to recycle approximately 2 kg of cigarette butts per year.



4. SOCIAL

PROMOTING THE RESPECT AND DIGNITY OF ALL INDIVIDUALS

who are in contact with our brands, i.e. employees, stakeholders and users, while conducting our affairs and using our products.

HEALTH AND SAFETY
AT WORK

ROADMAP

VISION 2030

Establish an occupational health and safety culture that is embedded in all our activities by reducing the risks, ensuring the well-being of our employees and by promoting an environment where each individual feels responsible and protected regarding their own health.

DIVERSITY
AND INCLUSION

Create an environment where every voice counts, by promoting a culture of diversity and inclusion that encourages innovation, enhances our performance and reflects the richness of the world in which we operate.

TRAINING AND CAREER
DEVELOPMENT

Investing in training and career development for our employees by aligning their professional expectations with our CSR objectives and by encouraging a culture of lifelong learning and progress within the company.

COMMUNITY AND
LOCAL DEVELOPMENT

Contribute to local development and be more integrated in the communities through socially responsible and economically inclusive initiatives with a lasting positive impact.

OBJECTIVES 2027

- Certify **50** % of our production sites in accordance with the ISO 45001 standard.
- Train **100**% of staff in the "actions and attitudes" on our production sites
- Train **20**% of staff in first aid.

- Train **100** % of staff in the fight against discrimination and harassment.

- **75** % of employees trained per year
- **25** training hours per employee

- **100** % of our production sites organise an "Open Day" every two years
- Give **1,000** people access to drinking water and sanitary facilities

TREATING PEOPLE WITH RESPECT AND DIGNITY, **CREATING A PLEASANT, FLEXIBLE AND SAFE WORKPLACE**

Social responsibility: our commitment to building a fairer world

As a company, we are responsible not only for considering the ecological implications of our actions, but also for ensuring that the social impact for our employees, partners and communities is positive.

HEALTH, SAFETY AND WELL-BEING

In 2023, the SFA Group reaffirmed its commitment to ensuring the health, safety and well-being of its employees. Building on the successes of previous years, the group launched several key initiatives aimed at building workplace safety, improving ergonomic conditions and promoting the general well-being of its teams.

POLITICAL NEWS

In line with SFA's strategic focus on employee well-being, the group has established two policies: the Occupational Health, Safety and Quality of Life Policy and the Company Policy on Employee Well-Being. They reflect the company's serious commitment to physical and mental health, emphasising the need for safe and supportive work environments. The group's senior management has prioritised continuous improvements in these areas, while ensuring that everyone has access to a healthy and motivating workspace.



HEALTH AND SAFETY INITIATIVES

To further embed the health and safety culture, the group has launched several new programmes in 2023:

Muscle warm-up routine in the Brégy facilities:

Following the successful implementation of the musculoskeletal disorder (MSD) prevention programme in 2022, the Brégy production site has extended its daily muscle warm-up routines. The employees participate in guided drills, aided by an instructional video that demonstrates the proper techniques to avoid strains and injuries. This programme, which has now been fully integrated into the daily workflow, helps to reduce MSDs and has been extended to the other production sites of the group.

Automated packaging at Aquaproductio:

The introduction of a fully automated packing line for the shower tray accessories at the Aquaproductio site has reduced the physical strains associated with manual packaging tasks. This new system not only improves employee safety by reducing MSD risks, but also increases production efficiency and reduces the environmental impact thanks to a 54 % reduction in materials used.

Ergonomic arrangements:

At Zehnder Pumpen, the installation of height-adjustable desks has helped reduce the risks associated with sitting for prolonged periods. This adjustment improves posture and general well-being, giving added impetus to the group's commitment to the ergonomic design of workplaces.



THE FREQUENCY OF ACCIDENTS
DECREASED BY **1.63 %**
IN RELATION
TO THE PREVIOUS YEAR.

THE SEVERITY RATE HAS SEEN
A SIGNIFICANT DROP OF
33.3 %.

TRAINING AND AWARENESS

In 2023, SFA ramped up its health and safety training efforts. For example, a safety day was organised at the Aquaproductio site, where employees participated in interactive workshops and discussions aimed at promoting a proactive safety culture. The event was a resounding success, highlighting the importance of preventative safety measures and encouraging employees to take charge of their personal safety.

The group is committed to a process of continuous improvement. With each initiative, the group's objective is not only to protect its staff but also to create an environment, in which each employee can flourish, keeping the well-being of the company's employees at the heart of its ethical policy.



81 %
OF EMPLOYEES
TRAINED IN COMBATING
DISCRIMINATION
AND HARASSMENT

Zehnder Pumpen became the group's first site to obtain the ISO 45001 certification, validating our commitment to maintaining the highest standards of occupational health and safety.

DIVERSITY, EQUALITY AND INCLUSION

Since 2022, we have made significant progress building a more inclusive workplace. 81% of our employees have participated in training programs on discrimination, harassment and inclusion. This represents a substantial step forward towards our ambitious goal of achieving 100% employee participation by 2027. This training is essential to ensuring that all employees have the knowledge and understanding needed to promote a corporate culture that respects human rights.

THE SFA GROUP IS PROUD TO
ANNOUNCE THAT IN 2023,
THE PERCENTAGE OF WOMEN IN
MANAGEMENT POSITIONS GREW
FROM **15 %** TO **19 %**.
THIS SUCCESS HIGHLIGHTS
OUR COMMITMENT TO PROMOTE
GENDER DIVERSITY
AT EVERY MANAGEMENT LEVEL.

During the period covered by this report, the SFA Group has not recorded any cases of human and labour rights violations. Furthermore, the company has not been the subject of any legal proceedings, convictions or penalties in relation to such violations.



EMPLOYEE COMMITMENT

In April 2023, the SFA Group conducted its first internal survey of employees to gain a better understanding of their expectations and identify areas for improvement. The consultation covered a wide range of topics, including company values, working conditions, health and safety, as well as the group’s CSR approach. The results were very encouraging, revealing a high degree of employee satisfaction. These data will inform the development of future CSR projects.

OPENING UP TO THE LOCAL COMMUNITY

Our community-based initiatives cement relationships with local stakeholders and generate a lasting positive societal impact.

Zehnder Pumpen participated in the Spätschicht event in September 2023, in Chemnitz, Germany. The event saw local businesses open their doors to the public, offering an insight into daily operations, innovation processes and career opportunities. Zehnder Pumpen welcomed 15 visitors for an exclusive tour of its factory, as a mark of its commitment to transparency, workforce development and encouraging local talent with apprenticeship opportunities.

In October 2023, Aquaproductio opened its facilities to the public as part of the “Regional Company Open Days” in the Pays de la Loire region of France. This event introduced the visitors to our manufacturing processes, showcasing our expertise in production and innovation. Due to high demand, all the available slots were quickly filled, reflecting the community’s interest in learning more about the industry and the company. Given the success of the event, we are looking to welcome more visitors to give the public a better understanding of our work.

PHILANTHROPY

In addition to the sanitation initiatives, the group has focused on educational and health initiatives to support global causes.

SFA China’s employees support the local community by donating 500 books to a primary school in Qufu, Shandong Province. This included 100 books donated by employees and another 400 purchased by the company. The objective of this initiative is not only about access to high-quality education, but also about environmental responsibility by encouraging the reuse of materials, and building awareness about the importance of circular economy principles for the next generation.

SFA Saniflo UK has a long-standing partnership with Cancer Research UK. In September 2023, a team of seven employees embarked on a 402 km charity cycle ride from the UK office to the group’s head office in Paris. Their efforts raised £8,856, making a significant contribution to cancer research.

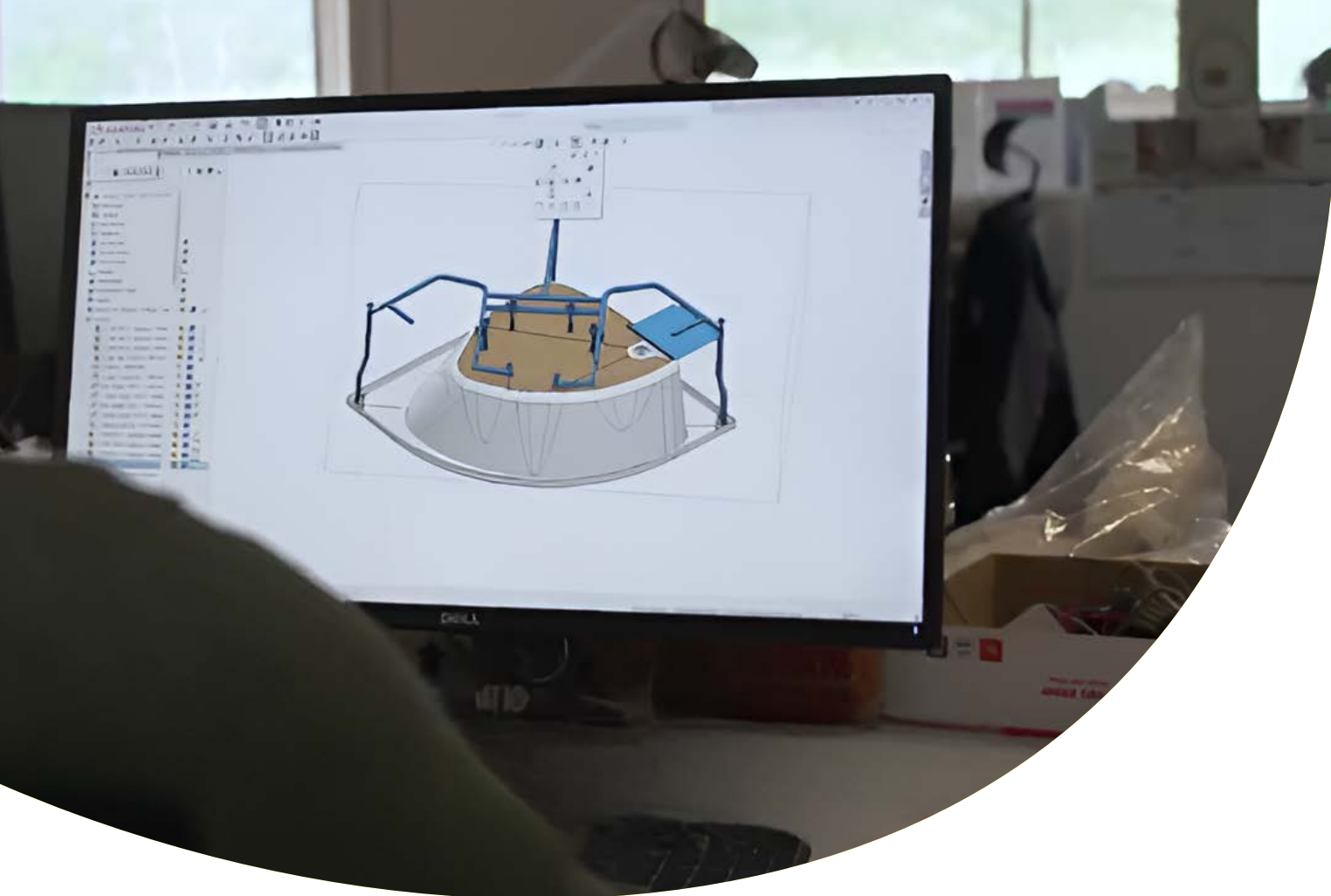
World Toilet Day – Partnership with Sulabh International (India).

At World Toilet Day on 19 November 2023, the group partnered with the Indian NGO, Sulabh International, a leading player in improving sanitation and hygiene in India. Thanks to a financial donation to the Sulabh School Sanitation Club programme, we helped implement educational programmes focusing on water, sanitation and hygiene in four schools in Gurgaon, Haryana. This initiative was of benefit to over 250 students, giving them access to essential knowledge on hygiene and sustainable practices. This collaboration is entirely consistent with the United Nations Sustainable Development Goal 6, which aims to provide universal access to water and sanitation by 2030.



The group’s different community engagement initiatives reflect our genuine determination to create positive and lasting change. Whether it is by improving sanitation, enhancing educational opportunities, supporting global health campaigns or encouraging local initiatives, our contributions continue to have a meaningful impact on communities around the world.


90 %
OF EMPLOYEES
CONSIDER THAT THE WORKING
CONDITIONS ARE GOOD



5. BUSINESS WITH AN IMPACT

MAINTAINING A SHARP AND INVENTIVE MINDSET

and choose reliable and ethical partners to design affordable solutions that disrupt the market.

ROADMAP

VISION 2030

Improve our partner assessment and selection by prioritising relations with players selected on the basis of environmental, social and ethical criteria in order to promote an ecosystem aligned with our values.

Integrating sustainability criteria in our procurement processes by prioritising sustainable and responsible products, with the aim of actively contributing to preserving the environment and social well-being throughout our supply chain

Obtaining the ISO 27001 certification

OBJECTIVES 2027

- **100** % of suppliers signed up to the SCoC
- **100** % of suppliers responded to the self-assessment questionnaire
- **60** % of suppliers rated by an independent contractor

- **80** % of packaging materials are sustainable
- **20** % of purchased recyclable materials used for production (in value terms)

- **100** % of the scope

SUPPLIER ASSESSMENT
AND SELECTION

SUSTAINABLE AND
RESPONSIBLE
PROCUREMENT

CYBERSECURITY

LEADING WITH DETERMINATION AND INVENTIVENESS

A key commitment is developing within our corporate mindset to maintain a strong spirit of inventiveness. We know that genuine progress is not solely a matter of innovation. It is also about using our inventiveness to bring about significant changes. And this is how we proceed:

We have become more committed to ensuring that the supply chain is more ethical and transparent, and improving our supplier engagement practices in order to comply with higher sustainability and ethical standards. Our approach is centred on ongoing dialogue and assessments.

RESPONSIBLE PROCUREMENT PRACTICES

We have a conflict minerals policy in place to ensure that our products do not contain minerals from conflict-affected regions.

We make sure that ethical working standards are met throughout our supply chain. We require our suppliers to comply with international labour conventions and ensure that workers' rights are protected.

SUSTAINABLE PURCHASING ASSESSMENT

We evaluate potential suppliers and partners not only on the basis of cost and quality, but also on their environmental impact, labour practices and compliance with ethical standards.

PROMOTING EFFORTS IN THE AREA OF SUSTAINABLE DEVELOPMENT

We are committed to promoting sustainability throughout our supply chain. Our efforts include working with suppliers to reduce packaging waste and optimising logistics to reduce carbon emissions. We also encourage them to adopt sustainable materials.



32 %
OF SUPPLIERS HAVE
SIGNED THE SUPPLIER
CODE OF CONDUCT

CYBERSECURITY: PROTECTING OUR DIGITAL ECOSYSTEM

We are investing in cutting-edge cybersecurity measures to safeguard our digital ecosystem and protect not only our business activities, but also the trust of our stakeholders. Here are some key approaches to ensuring the security of our digital ecosystem:

• ISO 27001:

Our goal is to be certified in 2025 in order to be able to establish, organise, implement, control and maintain the management and security infrastructures of our information systems. Our goal is to identify and manage risks in an effective, consistent and measurable manner.

• Full risk assessment:

We regularly conduct in-depth risk assessments to identify potential vulnerabilities in our digital infrastructure. Using this proactive approach, we can address weaknesses before they affect our systems.

• Advanced threat detection:

Our state-of-the-art threat detection systems, combined with our PSSI, continuously monitor our networks for unusual activity. These are used to identify potential cyber-threats and counter them in real time.

• Building awareness among employees:

We believe that cybersecurity is a collective responsibility. Every employee gets training in cybersecurity best practices to reduce the risk of human error.

• Data encryption:

To protect sensitive data, we use proven encryption procedures, both during transfer and storage. So, even in the event of an intrusion, the data cannot be compromised.

• Regular security audits:

We regularly conduct security audits and intrusion tests to assess the effectiveness of our cybersecurity measures. Any identified vulnerability is quickly corrected.

• Incident response plan:

In order to deal with cyber-incidents, we have a clearly-defined response plan in place. This plan includes containment, mitigation and recovery measures to minimise any potential impacts.



Our commitment to cybersecurity is reflected in our investments in this key area. Currently, 10% of our IT budget is dedicated to cybersecurity measures. This gives us the resources needed to protect our digital assets and preserve the confidence of our stakeholders.

Additionally, as part of our ongoing cybersecurity efforts, we are continually improving our systems and practices to adapt to evolving threats. We consider cybersecurity to be an integral part of our sustainability approach and recognise that digital security is essential to the long-term success of our business.

A glimpse into the future

SFA Group is committed to pursuing its efforts in sustainable procurement, anti-corruption and bribery, and cybersecurity. The steps taken to implement the supplier code of conduct, introduce self-assessment questionnaires, collaborate with Greenly, assess suppliers, improve our cybersecurity measures and promote sustainable practices are all evidence of the SFA Group's commitment to a sustainable future.

We recognise that, thanks to these four pillars, the influence of our company has grown through its activities and the conditions are created for a promising future for the entire group and its stakeholders.



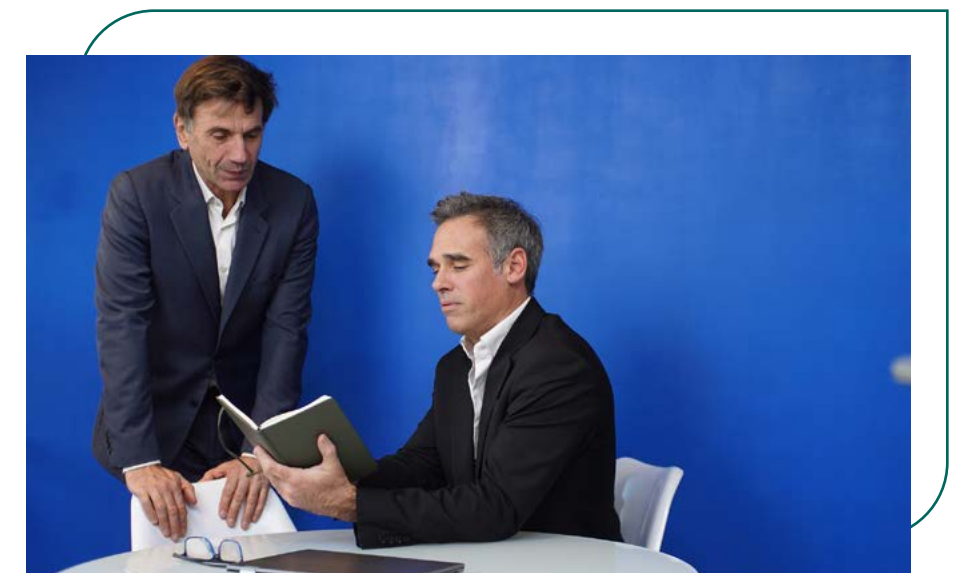
6. GOVERNANCE

KEEPING BUSINESS ETHICS AT THE
HEART OF RESPONSIBLE GROWTH.

GOVERNANCE BODY

Corporate management and governance: composition of the board of directors

The SFA Group is committed to promoting multifaceted and inclusive work environments, which also affect the governance organisation. We believe that diversity of thought and experience improves decision-making and enhances our ability to address complex sustainability challenges. We are continually looking to increase the proportion of minority groups and foster greater gender, ethnic and generational diversity.



6. GOVERNANCE

CSR GOVERNANCE

Our group set up six committees and bodies, including a group CSR steering committee and a group CSR committee, which oversee our approach to sustainable development. Our sustainable development committees, made up of members of the management, are set up for the group's different activities and countries, and they meet at least once a year.

The group CSR steering committee is responsible for:

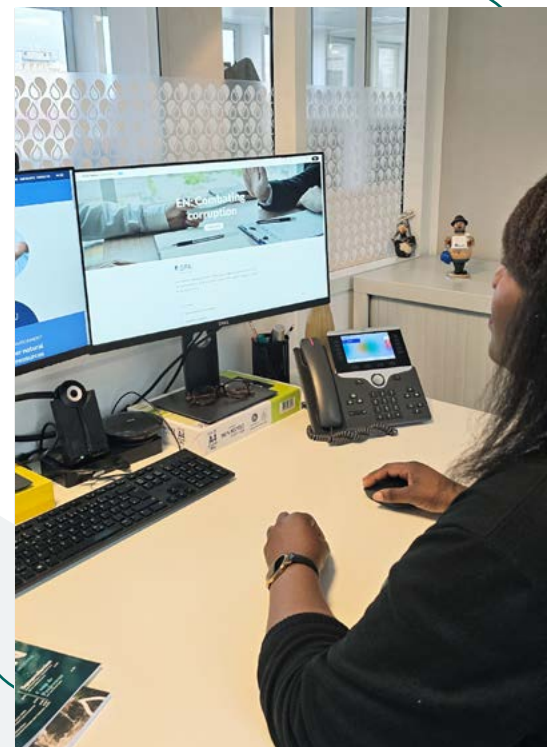
- 1 Strategic development**
 - Design, deployment and implementation of the CSR approach in compliance with the CSRD.
- 2 Compliance and reporting**
 - Ensuring compliance with new ESRS reporting standards.
 - Defining and updating a multi-year calendar.
 - Proposing, communicating and monitoring action plans to ensure compliance and effectiveness.
 - Working closely with operational units to implement their action plans and make sure they are aligned with overall CSR objectives.
- 3 Follow-up and evaluation**
 - Regularly informing stakeholders of the progress made and changes in the CSR strategy.
 - Monitoring and evaluating the implementation of the CSR approach, in accordance with a continuous improvement model.
 - Coordinating with consultants to ensure the approach remains consistent and aligned with changing standards.

4 While the group CSR committee is responsible for:

- Amending and validating the successive stages of the approach proposed by the CSR steering committee.
- Ensuring that it is implemented in all of the group's entities.
- Making sure that it is communicated internally and externally, and properly understood.
- Taking ownership of the CSR approach proposed by the CSR steering committee.
- Tracking deployment in the operational units.
- Consolidating the reports.
- Analysing results and corrective measures.
- Communicating the results to internal and external stakeholders.

Our executive management team is responsible for implementing the strategy and initiatives in the area of sustainable development at every operational level. It reports to the chief sustainability officer (CSO) on the progress made.

Our CSO reports directly to the CEO and provides regular updates to the management team on ESG performance, as well as emerging risks and opportunities.



ETHICS AND FIGHT AGAINST CORRUPTION

Our company continues to stand by its zero tolerance policy on corruption. We strictly prohibit any form of corruption or unethical behaviour that could undermine our corporate values, legal obligations or stakeholder confidence. This commitment is regularly communicated to all the employees, suppliers and business partners.

We are committed to fully complying with all the relevant anti-corruption laws and regulations. Our compliance framework includes monitoring changes in legislation and, consequently, updating our policies.

As part of their duties, members of the ethics committee must comply with the SFA Group's internal documentation on the anti-corruption and whistleblowing system, including the following:

- anti-corruption code of conduct;
- internal/external whistleblower procedure;
- procedure for processing "whistleblower" alerts and anti-corruption reports.

The SFA group ethics committee can be contacted at the following address:
ethics@SFAgroup.com


4
NUMBER OF REPORTED CORRUPTION INCIDENTS

TRAINING AND AWARENESS

Regularly raising awareness among all employees on anti-corruption has helped maintain a strong ethical business environment. High-risk staff and management teams get additional training sessions. These sessions include real-world case studies and regulatory updates.


58 %
OF EMPLOYEES MADE AWARE OF ANTI-CORRUPTION ISSUES

RISK MANAGEMENT



In order to ensure the integrity of our business operations and uphold our commitment to ethics, the SFA Group conducted a corruption risk assessment during the reporting period. The purpose of this process is to identify potential vulnerabilities, implement effective corrective strategies across our entire operations, ensure that they comply with regulatory requirements and preserve our operational resilience.

SCOPE OF THE ANALYSIS

The analysis focused on the management functions and support services, as identified during the interviews held with the managers. This scope ensures that the assessment of our operational risks is targeted and relevant.

STEPS IN THE RISK ASSESSMENT PROCESS

The assessment process was divided into several stages:

1 Inventory audit and general assessment:
We audited the existing anti-corruption systems, e.g. internal regulations, anti-corruption code of conduct, delegations of authority, due diligence procedures for business partners, contract validation protocols, etc.

2 Risk mapping:
Interviews were conducted with 90 % of our managers, leading to the classification of 172 sub-professions, 57 of which were subject to an initial corruption risk analysis.

3 Third-party assessment:
We assessed 178 third-party relationships, including individual entities and homogeneous groups, to identify possible risks of corruption.

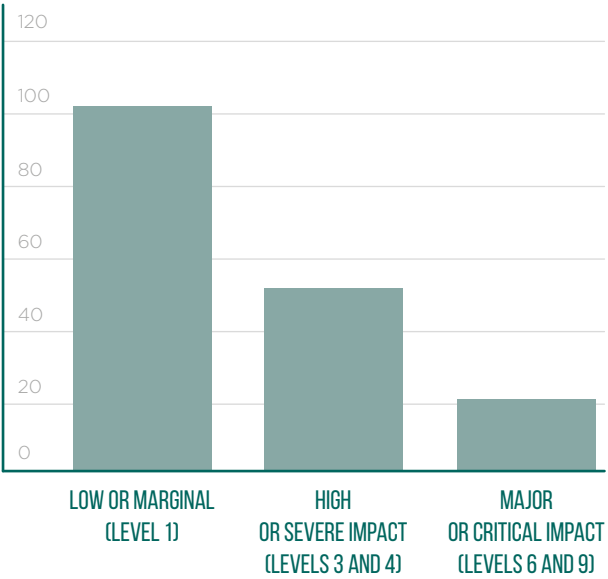
ASSESSMENT RESULTS

Our assessment identified a wide range of corruption risks, with most of our third parties considered to be low risk. However, a significant number of risky relationships were identified.

Corruption risk level



Impact of corruption-related events



RISK MITIGATION STRATEGIES

The fourth step in our risk assessment process concerns the organisation of risk management. Based on the results, we developed and initiated action plans, including for 54 relationships which gave rise to a processing sheet covering identified risks.

Although most of our relationships were assessed as low risk, the results highlighted a significant number of relationships requiring targeted action. We identified some areas where further action is required. To address these risks, we will implement the following measures:

- More robust due diligence for high-risk third parties.
- Training and awareness building: we will expand our training and awareness campaigns to all employees in order to promote ethical behaviour.
- Monitoring and control: we will put in place procedures to enhance our anti-corruption strategies so that they continue to be effective.

By proactively addressing corruption risks, the SFA Group aims to maintain the highest standards of ethical conduct and integrity in all our business transactions.



7.

APPENDICES

SCOPE OF APPLICATION AND METHODOLOGY OF THE REPORT

This document is a voluntary sustainability report published on 20 December 2024. This gives the stakeholders of the SFA Group a completely transparent overview of the group's sustainability, governance and performance topics.

SCOPE

The report was prepared at the SFA Group head office. The scope of consolidation includes the activities of the head office and the group's four business areas which are organised into 29 subsidiaries.

DATA ASSURANCE

The report contains both qualitative and quantitative data. The information presented is largely based on real raw data.

We collect our data from a variety of sources, including our internal systems, operational data, and data from our partners and suppliers. Each data source is carefully assessed in terms of its credibility and relevance.

In some situations, we have used estimates, assumptions or even extrapolations of data that do not cover the entire scope of the report. Although we strive to keep any inaccuracies to an absolute minimum, we cannot guarantee the strict completeness and accuracy of our data.

A number of checks and reviews were undertaken at various stages during the preparation of our sustainability report.

Additionally, we use evidence collection guidelines for the relevant data, which is systematically archived on our servers. An example of this process is the bills from our power providers, which are used as evidence of our electricity consumption and form a basis for calculating our carbon emissions. This backup of accounting documents supports the accuracy of our data.

PERIOD COVERED AND FREQUENCY OF THE REPORT

This report covers the 2023 financial year of the SFA Group, unless otherwise stated. It is produced every year.

The objectives reflect the performance of the SFA Group over the 2023 reference period.



ENVIRONMENT

RESULTS 2023

RESULTS 2022

ENERGY

WATER

WASTE

CARBON FOOTPRINT

CERTIFICATION

• 12,200 m²
• 14,301 MWh
• 45 % of employees have completed the sustainable energy consumption course
• 11.4 ML
• 53 % of the employees have completed the course on responsible water consumption
• 2,058 t
• 415 ktCO2e
• 22 %
• Participation in the eco-design workshop to launch the ACV project
• 25 %

• 9,000 m²
• Total power consumption = 17,272 MWh (excluding use of products sold) • ./.
• 10 ML
• ./.
• 2,942 t
• 541 ktCO2e
• 12 % of sustainable vehicles (hybrid/electric)
• 0 %
• 12.5 %

KPIS

Indicators	2022	2023
Percentage of company turnover invested in product research and development / environmentally friendly services during the period considered	4 %	4 %
Percentage of renewable energy in the electricity consumption	10 %	10 %
Total energy consumption in MWh - electricity	13,436	11,799
Total energy consumption in MWh - gas	3,836	2,522
Percentage of workforce aware of responsible energy use	0 %	56 %
Total water consumption in megalitres	10	11.4
Total weight of hazardous waste in tonnes	153	174
Total weight of non-hazardous waste in tonnes	2,798	1,884
Total weight of waste collected in kg	1,762	1,571
Gross overall greenhouse gas emissions of the company from scope 1 during the period covered	2.7kt	3.1kt
Gross overall greenhouse gas emissions of the company (scope 2) during the period covered	1kt	6.8kt
Company's gross global greenhouse gas emissions from Scope 3 during the period	538kt	405kt
Number and surface area (in hectares) of sites owned, leased or managed by the company in or near protected areas and/or key biodiversity areas (KBA)	0	0
Surface area of previous projects (in hectares) focused on the restoration and protection of ecosystems supported or implemented by the company	0.6	0.6
Percentage of recycled glass used in manufacturing shower enclosures	20 %	35 %
Percentage of ISO 14001 certified production sites	12.5 %	25 %

SOCIAL

RESULTS 2023

RESULTS 2022

HEALTH AND SAFETY
AT WORK

DIVERSITY
AND INCLUSION

EDUCATION
AND CAREER
DEVELOPMENT

COMMUNITY AND LOCAL
DEVELOPMENT

- **25 %**
- **69.5 %** of staff are trained
- **18.7 %**
- **81%** of the workforce are trained
- **57 %**
- **9.3** hours per employee
- **25 %** of our production sites invite stakeholders to open days
- **348** people in Uganda gained access to clean water
- **250** students in Vietnam had access to drinking water and hygiene training

- **0 %** of the production sites are ISO 45001 certified
- Start of training operations at all production sites
- **16.9 %** of the workforce have received first-aid training
- **50 %** of the staff trained on discrimination, harassment, diversity and inclusion by an external consultancy firm or by local CSR managers worldwide
- **58 %**
- **12.8** hours per employee
- **0 %**
- **228** people in Uganda gained access to clean water
- **2** homes in the Philippines had access to drinking water and renewable energy

KPIS

Indicators	2022	2023
Percentage of women in senior management positions in 2022	15 %	19 %
Frequency of accidents in 2022	4.91	4.83
Severity rate in 2022	0.57	0.38
Overall percentage of men and women in the company's work-force	75 % / 25 %	76% / 24 %
Total percentage of permanent employees in the workforce of the company	96.5 %	96 %
Total percentage of temporary workers in the company's workforce	3.5 %	4 %
Total percentage of full-time workers in the company's workforce	97.1 %	96 %
Total percentage of part-time workers in the company's work-force	2.9 %	4 %
Recruitment rate of new employees in 2022	11.1 %	13.8 %
Turnover rate	9.2 %	13.1 %
Average number of hours of employee training during the refer-ence period covered by the report	12.8 hours	9.3 hours
Percentage of the total number of employees who participated in a skills assessment during the reporting period	100 %	100 %
Percentage of employees covered by collective agreements	57 %	57 %
Total number of substantiated complaints received regarding the disclosure of confidential customer information by category		
External stakeholder complaints which have been justified and received by the organisation	0	0
Complaints from regulatory authorities	0	0
Total number of leaks, thefts or losses of identified customer data	0	0
Percentage of remote-working employees	27.4 %	22.6 %
Percentage of total workforce trained in "actions and behaviours"	55 %	55 %
Percentage of staff trained in anti-discrimination and harassment policies	50 %	81 %
Number of complaints and grievances from local communities	0	0
Percentage of ISO 45001 certified production sites	12.5 %	12.5 %
Percentage of total workforce trained in first aid procedures	16.9 %	18.6 %

IMPACT OF OUR MODEL

SUPPLIER ASSESSMENT AND SELECTION	RESULTS 2023	RESULTS 2022
	• 32 % of the suppliers signed up to the SCoC • 12 % of suppliers responded to the self-assessment questionnaire • 23% of the suppliers have been assessed by an external service provider	• Launch in November 2022 • Launch in November 2022 • N/C
	• 50%	• 50 % of products with sustainable packaging, i.e. without foam
SUSTAINABLE AND RESPONSIBLE PROCUREMENT		
CYBER-SECURITY	• Pre-audit	• Recruitment of an ISO 27001 standard compliance officer

GOVERNANCE

KPIS		
Indicators	2022	2023
Number of corruption incidents	0	4
Total number of sites assessed for corruption risk	0	4
Percentage of ethical committee members trained in anti-corruption measures	100 %	100 %
Percentage of buyers trained in anti-corruption measures	80 %	80 %
Percentage of staff members made aware of the fight against corruption	0 %	58 %
Percentage of employees who have been informed anti-corruption policies and procedures	100 %	100 %

KPIS

Indicators	2022	2023
Percentage of sustainable packaging	50 %	50 %
Percentage of staff made aware of cybersecurity	95 %	95 %
Percentage of suppliers responding to the self-assessment questionnaire	N/C	16.5 %

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