



**COMMUNICATION**  
**ON**  
**PROGRESS**  
**2012**



United Nations Global Compact

## Commitments

**Assuming our responsibility in Sustainable Development** is part of the 5 fundamental commitments FIDUCIAL OFFICE SOLUTIONS is making towards its customers.

Company values, both collective and individual, include:

- Customers' satisfaction,
- Profitable growth,
- **Respect and promotion of our collaborators.** This value has always been part of the COMMITMENTS OF THE MANAGEMENT, part of our quality management system.

A diagnosis was run in 2007 by an independent expert (on the basis of the AFNOR SD 21 000 standard) in order to get recommendations to adapt the management system with Sustainable Development objectives.

The company's organization was thoroughly examined (interviews and site visits) and an international benchmarking was done.

A SWOT grid was used after the audit to cover the 34 subjects defined by the SD 21 000 standard, mandatory in the major areas of environmental organization:

- Governance and managerial practices,
- Sustainable Development and economic performance,
- Sustainable Development and corporate social responsibility,
- Sustainable Development and environmental responsibility,
- Sustainable Development and transversal approach.

This work resulted in the launch of an operational "excellence" workshop dedicated to Sustainable Development.

FIDUCIAL OFFICE SOLUTIONS is committed to enforce and make progress on its environment, according to the **10 principles of the UN Global Compact**: Human Rights, labor standards, environment and fight against corruption (Declaration signed in 2008).

Our business model is organized by process, with an **annual roadmap** follow-up regarding Sustainable Development. This enables FIDUCIAL OFFICE SOLUTIONS to continuously improve its environment management.

Many subjects mentioned in this COP are already covered in our **financial annual report**.

We will strengthen communication on our actions to improve even more our commitments.



Bart RENTMEESTERS  
**General Manager**

Our objectives for 2012 are included in the attached **Self-assessment board**.

## **Description of concrete actions**

### **GLOBAL COMPACT principles 1, 2, 3, 4, and 5:**

- **Promote and respect international laws on Human Rights**
- **Make sure our company does not violate Human Rights**
- **Respect association liberty and recognize negotiation rights**
- **Eliminate all forms of forced or compulsory labor**
- **Effective abolition of child labor**

FIDUCIAL OFFICE SOLUTIONS is asking its suppliers to sign a charter, based on the principles of ethics, morality, professionalism, transparency and responsibility, shared by all partners.

For instance, ordered products must comply in all aspects with laws and regulations, particularly with regards to:

- Quality, contents, presentation and labelling of the products,
- Employment and labor law: in any case, suppliers will not sell products which could have been manufactured by under-aged children,
- The provisions of International Conventions on Children Rights, and more particularly those related to child labor,
- Environmental law.

Our suppliers must systematically approve this code of ethics and sign the Charter.

**97% of our suppliers signed this charter.** They therefore committed to the 3 pillars of Sustainable Development (environmental / social / economics).

FIDUCIAL OFFICE SOLUTIONS is deploying an analysis tool to determine the Sustainable Development part of our products. Achats Concept Eco helped us develop this tool.

We created product sheets mentioning:

- Environmental and social characteristics,
- Sustainable development policy evaluation,
- Labels.

FIDUCIAL group has many sports partnerships and organizes some patronages:

- FIDUCIAL is sponsoring EM Lyon Foundation (European Business School) with two projects: "Entrepreneurship for the World" and "Global Master France – USA – China entrepreneurship". These projects are promoting entrepreneurial values and social responsibility.
- Since 1999, FIDUCIAL is sponsoring CLIMSO, which is a solar astronomical instrument based on the Observatoire du Pic du Midi. It is used by the Observateurs Associés to produce pictures of the sun.
- FIDUCIAL is sponsoring Toulouse's rugby team: Stade Toulousain
- FIDUCIAL OFFICE SOLUTIONS takes part in social and collective actions:
  - Products donations (end of life) to charities
  - FIDUCIAL OFFICE SOLUTIONS is regularly working with protected workshops



FIDUCIAL OFFICE SOLUTIONS is regularly conducting assessments of its suppliers' performance in terms of quality of service and compliance with established processes and commitments.

Asian suppliers are audited by the Purchasing Direction on **fundamental Human Rights protection**.

FIDUCIAL OFFICE SOLUTIONS is also auditing suppliers, taking into account:

- Labor law and employment (ban suppliers who would sale products manufactured by children)
- The provisions of international conventions, and in particular those relating to child labor

FIDUCIAL OFFICE SOLUTIONS is committed to constantly increase its ethical and environmentally product offer:

- FIDUCIAL OFFICE SOLUTIONS' printing-house SACIPRINT is FSC certified. SACIPRINT ensures **respect of forest ecosystems and local populations** and allow them to develop a sustainable economic growth.
- Some of our "green" facility management products have the Rainforest Alliance label. These products meet **social and environment standards** (forests, rivers, soil, fauna and flora are protected and workers are treated with respect, get a decent wage, are properly fitted and have access to education and health care).



The Company values include respect and promotion of all employees, from a collective and individual perspective.

The work environment contributes to social and personal individual development. The company is offering **staff restaurants** and **parking lots**.

The company authorizes **desk personalization** and invests in furniture and all necessary equipment for its employees' comfort (wrist rests, air-conditioning, etc...). Some important maintenance work was made in 2008 and 2009.

All hygiene, security and work conditions questions are treated by a « Health, safety and working conditions Committee ».

The company promotes working time arrangements (part-time) so that any employee may combine their professional and private lives.

The company is organizing **regional and national integration seminars** to develop a sense of belonging to the Group. The company puts a strong emphasis on training and promotes the **individual right to training** so that employees are proactive on their wishes of promotion.

The company gives great importance to communication. Every employee has a yearly appointment with his manager. The **company newsletter "InFOS"** is sent twice a month to all employees, informing them of the results, the on-going projects and their contributors, organization changes, the new employees joining the company.

The company is constantly adapting its organization to fit its business.

### **GLOBAL COMPACT principle 6: the elimination of discrimination in respect of employment and occupation**

FIDUCIAL OFFICE SOLUTIONS has a **strong culture based on collective and individual values**. They include, beyond others, **respect and promotion of all employees**.

FIDUCIAL OFFICE SOLUTIONS is committed to employing disabled workers. As of December 2011, disabled workers were totalizing 1,5% of the global workforce.

The company is therefore discharged of its obligations (article L 5212 from labor code):

- Employment of disabled workers
- Sub-contracting with protected workshops
- Payment of a financial contribution to Agefiph (association collecting funds for vocational integration of disabled people).

FIDUCIAL OFFICE SOLUTIONS makes sure that all employees are equally treated (employment, wage, career plan and training). The recruitment process makes no distinction of sex, age nor disability.

In terms of workforce, as of December 2010, FIDUCIAL OFFICE SOLUTIONS was employing 47% of women and 53% of men.

As of December 2010, **14% of FIDUCIAL OFFICE SOLUTIONS' employees were over 50**. The company is currently working on a plan for senior employees (recruitment and retention in employment).

FIDUCIAL OFFICE SOLUTIONS is granting specific training to all employees to:

- Enable the acquisition of new skills,
- Maintain alignment of their skills with the evolution of employment,
- Promote the acquisition of news skills, complementary to those required for their current position in order to get a promotion.

As a distributor, FIDUCIAL OFFICE SOLUTIONS is putting the customer at the heart of its concerns. Specific trainings to develop customer relationship are organized as well as trainings to get the **necessary knowledge about products and services**.

#### **Employees' sensitization to Sustainable Development:**

FIDUCIAL OFFICE SOLUTIONS is concentrating efforts on major stakes such as **hygiene, security, Sustainable Development and Quality**. Employees can:

- take part in the Sustainable Development approach
- take part in the Quality management system and the ISO 9001 V2008 standard.

FIDUCIAL OFFICE SOLUTIONS defined a Sustainable Development program in 2007 with the company Be Citizen (strategic counseling on Sustainable Development).

Our Sustainable Development commitments are available on our website **www.fos.com**.

Our company set up actions for the employees:

- Recycling garbage bins
- A mug was given to our employees to reduce the consumption of disposable cups.



## **GLOBAL COMPACT principle 7: Businesses should support a precautionary approach to environmental challenges**

We integrate varied elements in the environmental pillar of our approach to Sustainable Development.

Aware of the issues in this area, we implemented a **Global Progress Plan** which is translated into concrete actions:

- **Carbon assessment** to measure the quantity of GHG (greenhouse gas) emissions
- Complete renewal of our delivery vans, which are now all equipped with **particle filters** and **Start & stop** system. Our vans meet the **EURO V standard**.
- Use of **100% recycled paper** for the printing of our media. Our envelopes are 100% recyclable and we use biodegradable bags for packing orders.
- Ecological recycling network for used ink cartridges and used batteries.
- Compliance with the **REACH** directive
- Compliance with the **DEEE** directive: control in our suppliers' warehouses that a certified recycling circuit is in place. Development of a **light bulb recycling** circuit on our distribution platforms.
- **FSC/PEFC certification** for SACIPRINT (printing-house).

We also ensure that all our economic actions contribute to Sustainable Development:

- Regionalization of our paper stock (limitating GHG)
- Administrative dematerialization (internet orders and purchasing card)
- Consolidation of orders and limitation of small orders

**A. Our carbon assessment:** was realized according to the ADEME method. The objective was to determine greenhouse gas emissions generated by the direct and indirect activity of our company, associated to a progress plan in order to reduce emissions.

**Our recent efforts in this domain helped us reduce by 20% our CO<sub>2</sub> emissions between 2008 and 2011.**

Our progress plan to reduce GHG emissions since 2008:

- Logistics:
  - o Transportation:
    - Advanced regional platforms where paper is stocked (average saving of 200 km)
    - Semi trailers have a 70% to 90% filling rate at our logistics center
    - Delivery planning optimization standards
    - Adaptation of vehicles based on the activity volume (20, 13, 12 et 10 m<sup>3</sup>)
  - o Packaging:
    - Waste & cardboard sorting on our logistics center. Cardboard is valorized by recycling specialists.
- Back office:
  - Recycling of papers & used cardboards,
  - Financial allocation to employees if they take public transports,
  - Flow dematerialization (internet sales and purchase card),
  - Orders globalization and limitation of small orders.

Example of new actions in 2009 and 2010: direct and indirect costs savings program (optimization of products returns).

**B. Our certification:** realized according to international standards.

- Our ISO 9001 certification, version 2000 (for all our sites), since 2004, and **renewed in its 2008 version**

All our procedures and operational documents are available on our intranet.

- *Our printing-house SACIPRINT*
  - o *FSC/PEFC certification since 2009*
  - o *IMPRIM'VERT label since 2004*

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### **GLOBAL COMPACT principle 8: undertake initiatives to promote greater environmental responsibility**

**We offer our customers an ecological recycling circuit for used ink cartridges, used batteries and used light bulbs.** Our strengths:

- Real time collection by our drivers in France and Belgium
- An ecological recycling circuit:
  - o Thanks to our adhesion to the NEW LIFE Attitude program (**REVIALIS**) for ink cartridges:
    - Sorting of ink cartridges
    - Revalorization of re-usable cartridges (0% of waste at the end of treatment and 100% valorization – re-use of spare parts)
    - Environment friendly treatment (no incineration and no burying)
    - A complete traceability of materials
    - Ecological packagings (recycled cardboard and vegetal ink printing)
  - o Thanks to our partnership with **COREPILE**, we recycle used batteries.
  - o Thanks to our partnership with **RECYLUM**, we recycle used light bulbs. These operations are financed by the Eco-contribution.

FIDUCIAL OFFICE SOLUTIONS performs audits of suppliers. Suppliers agree to comply with the law n°2001-420 of May 15, 2001 on new economic regulations ("NRE" Act) and its related decree n°2002-221 of February 12<sup>th</sup>, 2002. Upon our request, suppliers may be requested to communicate on the consequences of their activity on the environment.

The first audit includes examination of the following items:

- **Consumption of water, raw materials and energy resources**, and the measures taken to improve energy efficiency and the use of renewable energy, land use, air, water and soil releases auditory or olfactory pollution and waste;
- Measures taken to limit breaches to the **biological balance** in natural environment to protected animals and plant species;
- Evaluation or **certification** steps taken for the environment;
- Measures taken to ensure the company's activity compliance with **applicable legislative and regulatory obligations**;
- Expenses paid to prevent the consequences of the company's activity on the environment; the existence of internal training on environmental management and information on the employees devoted to **reducing risks**;

- Pollution breaches measures taken to ensure compliance of the company's activity with applicable legislative and regulatory obligations;
- Reserves and warranties for environment risks and amount of penalties paid in the year pursuant to a court decision to compensate environmental damages.

Quality and Sustainable Development represent **30% of the suppliers' rating**, each criterion being calculated with a coefficient. Audited areas related to Sustainable Development are the ones with the highest ratios.

Audited areas related to Sustainable Development are:

- Labels and product standards: coefficient 3
- Sustainable Development program: coefficient 2
- Selective sorting and waste collection: coefficient 2
- General criteria:
  - o ISO 14001 environmental certification: coefficient 1
  - o Global Compact membership: coefficient 1

#### Other actions:

- Consideration of the control flow in the housing master plan.
- For the energy consumption: real estate has implemented follow-up ratios of **energy consumption** for our major sites and determines a patrimonial maintenance plan based on the sites' effective consumption. FIDUCIAL Group is considering installing **photovoltaic panes** on the roofs of buildings to be renovated. This possibility is also considered for our printing-house SACIPRINT.
- Insulation improvements: on new buildings but also while renovating insulation, glazing actions are regularly made to **decrease energy consumption**.

FIDUCIAL's real estate department has cut down the electric consumption in the offices, cutting the needed voltage by 3 to 4.

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### ***GLOBAL COMPACT principle 9: Encourage the development and diffusion of environment friendly technologies.***

FIDUCIAL OFFICE SOLUTIONS is committed to constantly increase respect of the environment by **increasing the share of branded products and generic products offer, certified or recognized by environmental labels** ("green" products catalogue).

Implementation of an eco-design for green products by product family:

#### **"Green" products board:**

- 3230 « green » products in 2012, i.e. over 50% of our general catalogue
- 952 references are labelled, i.e. 29% of our « green » products
- The part of recycled products within each product family of « green » products reaches 24%. Classification, printing materials & writing instruments are the best represented.
- 2107 references are recycled products
- 62 references have other environmental characteristics



## **1. Paper:**

**68% of our products are Blue Angel, APUR, European Ecolable or FSC/PEFC certified.** The **Blue Angel** label provides warranties on the use of recycled paper and on the non-use of some substances in the production process. This label is monitored by independent agencies and the German public authorities.

The **European Ecolabel** grants that at all stages of the product lifecycle, energy consumption, gas emissions, effluents, origin of filters, forest management, use of chemicals, waste management are monitored.

The **PEFC certification** guarantees that wood come from sustainably managed forests.

The **FSC certification** ensures respect of forests' ecosystems and enables local populations to develop a sustainable economic resource.

The **APUR brand** guarantees the percentage of recycled paper fiber used to manufacture the product.

## **2. Classification, notebooks, dispatch, labeling and envelopes:**

**48% of these products are labelled.**

The **NF Environnement certification** ensures that the product meets environmental criteria, based on an analysis of the product lifecycle. This certification is granted by independent agencies (Afnor) and Governmental agencies.

**Paper by Nature** is a European certification that ensures the low environmental impact of transformed products.

## **3. Printing materials:**

Our main suppliers guarantee:

- The ISO 9001 certification of their production sites
- The collection and recycling of used cartridges

Manufacturers' commitments exist on all environmental issues.

Example for ink cartridges:

- Waste reduction (remanufactured cartridges, NF Environnement certification on a laser ink cartridges selection, 100% recycled cardboard packaging...)
- Clean manufacturing (objective of cutting wastes by 30% and electricity consumption by 10% on production sites, Nordik Swan certification)
- Proximity services to collect used ink cartridges
- Guarantee 100% recycling:
  - o Dismantling, products valorization by specialized companies
  - o No burying, no landfill, no export,
  - o No production waste incineration

#### **4. Writing instruments:**

Our suppliers offer a wide range of pens with Sustainable Development characteristics:

- **Labelled products (22%)**
- **ISO 14021 certified products** (100% recycled material), in major segments of writing instruments and iso-technology
- **ISO 14001** certified production sites.

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#### ***GLOBAL COMPACT principle 10: Businesses should fight all forms of corruption, including extortion and bribery***

FIDUCIAL OFFICE SOLUTIONS is preventing all kind of corruption, whether direct or indirect. The principle is based on a commitment to respect the core values of integrity, transparency and responsibility. The company makes sure to create and maintain a culture of trust that does not tolerate corruption.

The company has implemented reliable procedures to eliminate any risk of corruption (for example, every order captured by a Commercial Assistant is made via a secure information system. If the order exceeds a certain amount, a validation by the hierarchy is required).

The management has a monitoring role in the implementation of measures and staff missions. FIDUCIAL has an **in-house audit department** that performs audits of FIDUCIAL OFFICE SOLUTIONS' structure to control the application of good practice and prevent bribery.

FIDUCIAL OFFICE SOLUTIONS encourages dialogue with all Staff representative bodies, in charge of alerting about any problem related to illegal practices in business.

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### **Complements:**

#### ***Business continuity plan in case of major risk***

During the pandemic H1N1 flu alert in 2009, the Group quickly set up a health surveillance plan and took all necessary measures, in accordance with the Government's prescripts.

This plan associated the Management Committee's members as well as operational managers. Our multi-sites structure would have enabled lower contagion risks between collaborators.

The Management Committee decided:

1. To inform the staff on the virus, the risks, the pandemic evolution, the elementary hygiene rules to respect and instructions in case of an infection suspicion.
2. To work with the Staff representative bodies
3. To keep employees posted, via the information boards and by email
4. To be regularly in touch with the health and safety inspectors
5. To update the risk assessment document

6. To ask our suppliers to send us their business continuity plan

The Management Committee's members prepared an alternative organization plan and adapted measures in case the risk would be aggravated.

**Alternative solutions:**

- Identification of people particularly exposed and key essential functions
- Determination of work adjustment measures to activate (telework, shifts..),
- Examination of possible alternatives (temporary workers, training of some employees to priority tasks, flexibility...).

**Adapted measures:**

- Secure stocks
- Reinforce cleaning of professional and collective spaces
- Prefer electronic mails and fax to classic paper mail in case public utilities would be paralyzed
- Prefer telephone conferences and visioconferences to face-to-face meetings and travel

***Prevention of workers' accidents and professional diseases***

An analysis of workers' accidents and professional diseases is run periodically.

Determination of frequency rates and gravity based on the 2010/2011 Social Assessment:

**Gravity rate:**

The gravity rate represents the number of wasted days for 1 000 worked hours:  
(Number of days of sick leave x 1 000) / Number of worked hours  
Our gravity rate has been decreasing for the past two years.

**Frequency rate:**

The frequency rate represents the number of accidents with more than a one-day sick leave, that occurred during the past 12 months for every million worked hours:  
(Number of days of sick leave x 1 000 000) / Number of worked hours  
Our frequency rate decreased by 14% in the past two years.

Employees have an appointment with Health and safety inspectors every two years. During these visits, the inspectors analyze the functions and the corresponding security elements.

The risk assessment document is regularly updated.

**Appendix: Self assessment board**

<b>focus</b>	<b>Indicators</b>	<b>Global Compact equivalent</b>	<b>Our goals as of 2009</b>	<b>Our performance in 2010</b>	<b>Our performance in 2011</b>	<b>2012 and future targets</b>
<b>Global activities</b>	% of suppliers who signed our Charter	<i>All</i>	99%	97%	99%	100%
	% of suppliers who are certified ISO 14001	<i>Environment Principle 7 Principle 8 Principle 9</i>	35%	23%	45%	50%
	Decrease of Carbon Balance	<i>Principle 7</i>	20% (from 2008)	13%	22%	25%
	Order Carbon balance (kg équ. CO <sub>2</sub> )		15	21	18	15
<b>Logistics</b>	Adequacy with the European EURO V standard	<i>Principle 9</i>	100%	70%	100%	to be maintained
	Advanced PlatForms regional paper stocks	<i>Principle 8</i>	Total sold paper	Nearly complete	To be implemented for archive files	Total sold archive files
<b>Purchases</b>	% of products certified or recognized by environmental labels	<i>Labour standards Principle 4 &amp; 5 Environment Principle 9</i>	50%	40%	50%	60%
	% of products recognized by environmental labels among green products		50%	29%	29%	35%
	% of products made of recycled materials among green products		30%	13%	24%	30%
<b>Management/ Organization</b>	Women/men parity	<i>Labour standards Principle 6</i>	to be maintained	Men 47%	48%	to be maintained
	Employability of employees over 50 years		to be improved	> 50 ans : 14%	14%	to be improved