



H.E Ban Ki-Moon
Secretary General
United Nations
New York, NY 10017
USA

Longvic, September 3rd. 2012

Dear Mr. Secretary-General,

CEAT Electronique is signatory to Global Compact since 2010 and their 10 principles are full part of the company's social responsibility.

CEAT Electronique has always covered responsibility for the impact of its activities on the environment and always promoted sustainable development into its strategy. Indeed, thanks to its repair activity, CEAT Electronique extends electronic devices life cycle, thereby limiting the environmental impacts of the electronics industry. Over the past two years CEAT Electronique has also carried out plans that aimed at reducing energy cost and water use as well as generating less waste.

Our "Communication on Progress" report describes some of the measures implemented by CEAT Electronique in 2011 in keeping up with the UN Global Compact principles.

Sincerely yours.

Mr. VIGNERON Gilbert
General Manager



CEAT Electronique

13 rue du 19 mars 1962
21600 Longvic

Business Sector

- Technical After Sales Service
- Testing and metrology
- Hi-Tech products
- Radio telecommunication

Our skills

Our expertise

Within a context of competitive and innovation challenges, CEAT Electronique offers major High-Tech companies an industrial response regarding the commissioning of their products. Thanks to the experience gained since 1977, CEAT Electronique is now able to provide a wide range of solutions from corrective maintenance at industrial scale to preventive study which allows the improvement of product design before launch on the market. The criteria for differentiation of CEAT Electronique compared to its competitors are defined in three ideas: Creativity, Reactivity, Traceability, ideas that are supported by a team of developers specialized in the design, provision and deployment of "proprietary" solutions.

Mission fields

CEAT Electronique offers a full range of services related to the introduction of electronic products on the market.

- Just-in-time repair of all ranges of electronic products in workshop or on site.
- Component replacement (including BGA).
- Rework of product lots before introduction on the market.
- Assembling

- Expertise on batches of products prior to sale.
- Technical feedbacks to manufacturers.
- Design of own software packages.
- Design of repair guides.
- Technical training.
- Eco-design by preventive analysis of uses and failure modes.

Our main references

SAMSUNG, ASUS, ERGOTRON, SONY, E.Zicom, SEB Group, ORANGE, SFR, Bouygues Telecom.

Our eco-participatory approach

CEAT Electronique makes responsible development a top priority in its business strategy. CEAT Electronique's social responsibility approach revolves around a shared vision that a responsible sustainable development is a growth factor and a credibility source.

Our vision and values

We integrate systematically the principles of sustainable development in our missions and policies.

Our values in few words: Credibility, Innovation, Commitment, Openness.

Our structure

Legal Form : LLC

Workforce : 360 employees

Location : Burgundy, France

Contact

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Ethical leadership as a source of competitive advantage

Company's strategy and objectives

CEAT Electronique's General Manager puts ethical leadership at the core of the company's business strategy. His governance is based on values, ability to create an ethical climate and make ethical decision, facilitation of hierarchical exchanges. The main objective is to create social, environmental and economic wealth in order to stimulate, continually improve and make naturally sustainable our societal model. Behind this strategy there is a fierce determination to write rather than face the future of our societies. These ideas are clearly expressed in the Management's Quality, Health, Safety and Environment Policy.

Identification and integration of stakeholders' expectations

Since 1997, CEAT has continually served its stakeholders, particularly its clients. This culture cannot be detached from the desire to satisfy customer requirements. The "Process" approach formalized in 2010 on the basis of ISO9001:2008 recommendations has enabled the emergence of a strong awareness: the idea that all employees within the company are bound by "customers/Suppliers" relationships. In 2011, this service culture has been systemized for all stakeholders with a formalization of social responsibility of the company and identifying its external stakeholders.

Culture of excellence and identification of necessary changes

The triple certification of our integrated Management System (ISO 9001, ISO 14001, OHSAS 18001) is a direct consequence of the ability of the General Manager to communicate to all levels of the organization a culture of excellence, standards (ISO 26000 in lead) , that conducted to examine all required changes for the organization.

Development of multi-skilled workforce

Context

In the context of a globalized economy, companies undergo the system change from industrial society to a society of logistics and communication flows. It is necessary to carry out strategies to keep our competitive advantage by promoting our structural adaptability of our production with professional versatility. This professional versatility should help us grow an economic differentiation factor in the respect of each individual and a better management of jobs and careers (GPEC).

Objective(s)

0 jobs cut due to a paradigm, a technology or a competitive environment change.

Approach

The approach was to develop personnel training in a rational way, that is to say, to adjust human resources to clients' daily needs.

Various actions based on this objective were planned and deployed:

- Development of available procedures with simplified implementation.
- Preparation of internal training team to support versatility training.
- Development of a training plan taking into account the notion of "rational versatility" (An employee cannot be trained in more than two trades at a given moment of his career).

Several types of personnel versatility have been promoted from 2011. A few examples :

- « Hardware » Technician > »Production » Technician.
- « Production » Technician> Shipping Agent
- « Final Test » Quality controller > Reception Agent
- " Final Test" Quality controller > "Battery test" Technician

Key factor(s) to success

- Clear and didactic internal communication.
- Appropriation of the approach interest by company's personnel.
- Voluntary commitment of employees.

Contribution to company performance	Social and/or Environmental benefits
<ul style="list-style-type: none"> • 11,713 additional products repaired in 2011 thanks to the versatility « Hardware Technician » > « Production » Technician. 	<ul style="list-style-type: none"> • Jobs durability • Personal enrichment when discovering new trades • Skills Development

Consideration of painful conditions at work without gender and age discrimination.

Context

Companies cannot complete sustainable development without committing themselves to deeply respect the working tool as well as the people involved.

In recent years, a regulatory framework has emerged and has given analysis axes to prevent painful conditions at work. If companies do not take a step ahead on this regulatory pressure and if they do not take into account painful conditions at work they are at risk of having to plan curative actions in the short or medium term that challenge their viability and sustainability. . In addition, CEAT Electronique is committed to a process of continuous improvement that cannot be satisfied with a simple regulatory compliance beyond any improvement dynamic.

Objective(s)

100% of personnel satisfied with his work environment by 2013.

Approach

Analysis and “multi-criteria” action plan have been focused on painful conditions at work. This “painful conditions” at work matter must be examined without taking into account gender or age-related stereotypes. Our approach was therefore to ensure initially that all employees are equal at work. In a second step the approach was to identify and work on painful conditions at work.

Here are some examples of actions resulting from this work :

- Repeal of night hours
- Day working hours instead of shift working hours.
- Active participation in a regional cluster led by ARACT Bourgogne on « painful conditions at work and gender equality» (Benchmark with other companies of the region).
- Creation of a group of internal stakeholders working on painful conditions at work.
- Diagnosis of painful conditions at work situation together with a report on comparative situation.
- Invest in a system of assisted regulatory monitoring to ensure full compliance with respect to the regulatory objective and overtaking it.
- Renewal of the KARASEK questionnaire (already made in early 2010) with a sample of interviews conducted by external consultant.

Key factor(s) to success

- Integration of internal stakeholders (CHSCT,...) to working group.
- Corporate culture based on human values.
- Overtaking painful conditions at work factors.

Contribution company performance	Social and/or benefits
<ul style="list-style-type: none"> • 0 recognized occupational disease in 2011 • -271 days of work stoppage in 2011 (basis 2010) • Severity of accidents has declined in 2011 (-0.17 points , basis 2010) 	<ul style="list-style-type: none"> • 0 discrimination cases registered in 2011 (full compliance of gender equality) • Over 50% of personnel are not subject to painful conditions at work.

Responsible commitment to a society of soft mobility

Context

CEAT's General Manager has always been aware that mobility patterns used by personnel had a major impact on the organization's ability to adjust to a changing market: need to accommodate work schedules occupancy rate of parking to avoid saturation, not to mention the growing isolation that South Longvic industrial area suffers from and the energy cost that keeps on increasing.

Objective(s)

50 % of home/work car journeys in alternative mode by 2015.

Approach

The approach chosen by CEAT Electronique was to involve gradually all employees through active participation of the company local mobility challenges organized by external stakeholders. In 2011 the following actions have been completed:

- Participation in a round table on the theme "Company Travel Plans in Côte d'Or" as "companies wishing to engage on a Mobility Plan Company"
- Creation and monitoring of an "alternative mobility indicator"
- Participation in the day "at work without my car"
- Joining the Carpooling platform "Mobigo!"

Key factor(s) to success

- Involvement of employees.
- Voluntary participation of the General Manager and the management team in the day « at work without my car ».
- Operational support from local stakeholders

Contribution to company performance	Social and/or environmental benefits
<ul style="list-style-type: none"> • Late clocking ins have dropped by 36% in 2011 (basis 2010) • Car journey accidents have decreased by 22% in 2012 (2010 basis) • 428 days less of work stoppage due to car journey accidents in 2011 (2010 basis) 	<ul style="list-style-type: none"> • Up to 24% of employees choosing an alternative transportation mode to the private car.

Responsible Electrical and Electronic Equipment Waste Management (EEEW)

Context

In a context of constant pressure of our clients for "more productivity, better quality, less time," the strategy was to identify our differentiation factors and risks for our organization that could stop its development with logistics costs and generating environmental impacts such as production of EEE Waste. Considering our job as a continuous performance improvement of the means of production, it was necessary to optimize waste management.

Objective(s)

100% of EEE Waste has been oriented to an eco-responsible material recycling system since 2011.

Approach

Our production of EEE Waste has increased since 2006 (starting date of Longvic production site) mostly due to constant rise in our repair inflows, it was strategic to focus on the impact of the waste management on our organization. Since 2009, a diagnosis to analyze the amount of waste generated has enabled a detailed action plan to master our environmental and economic impacts due to EEE Waste. As part of the implementation of our Environmental Management System, an analysis of the most critical environmental issues has also been achieved, the impact related to EEE Waste being well ahead (13 tons of EEE Waste generated in 2010). An approach has been launched according to the following protocol:

A. *Mastering the current situation :*

- Identification of families and subfamilies of waste
- Quantification for each company's department
- Establishment of a waste sorting procedure followed by an operational deployment.
- Raise personnel's awareness to good practices.

B. *Optimization of EEW Waste reprocessing :*

- Identification and selection of a service provider specializing in upgrading « material » that shows a maximum guarantees about sustainability of supply and environmental protection.
- Identification and selection of a logistics provider offering optimized removal method.

Key factor(s) to success

- Waste sorting procedure simple and efficient
- Responsible commitment of personnel

Contribution to company performance	Social and/or environmental benefits
<ul style="list-style-type: none"> • 95% of EEE waste (in mass unit) revenue generating • Total waste has decreased by 98,3% (all families of waste combined) • Balance of logistics costs related to waste removed 	<ul style="list-style-type: none"> • 0% EEE Waste sent to landfill • Waste collection cycles have been decreased by 50% • 100% of personnel aware of waste sorting