

**SAGEMCOM**

**SUSTAINABLE DEVELOPMENT**  
**COMMUNICATION ON PROGRESS**

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# FOREWORDS

Quality, Ethic and the respect of the Environment are among the fundamental values of Sagemcom. In particular, we recognize the important role that an organisation like ours can have on sustainable development approach.

One of the key challenges of sustainable development is that it demands new and innovative choices and ways of thinking. While developments in knowledge and technology are contributing to economic development, they also have the potential to help resolve the risks and threats to the sustainability of our social relations, environment, and economies.



As a leader in the field of telecommunication equipments, we are engaged in the development of products embedding solutions to decrease their environmental impact, while conserving their functionalities, in the respect of the principles of the United Nations Global Compact.

To do so, we act on the entire lifecycle of our products and activities, from cradle to grave.

Beyond respecting regulations, Production, R&D and marketing centres mitigate their environmental impact through an ISO 14001 Management System. Significant environmental aspects are strictly controlled & reduced, as much as possible. But managing our centres is not enough. As shown by life cycle analysis, the use phase is the main impact of our products. Thus, the Energy consumption must be managed and reduced, by applying the principles of Eco design. The other phases are also taken into account during development of products.

In parallel, we act for the respect of human rights and protection of our employees.

The safety and the health of our workers are at the centre of our considerations as demonstrated by our health & safety policy applied in accordance with international standard OHSAS 18001. Sagemcom works in compliance with the ILO code of conduct, and ensures the commitment of its suppliers by their signing of the Sagemcom ethical charter and third party audits.

All of these actions, presented in this document, reflect the commitment of Sagemcom to Sustainable Development and result in significant savings, marketing differentiation and better confidence of our customers.

**Patrick SEVIAN**  
President

# summary

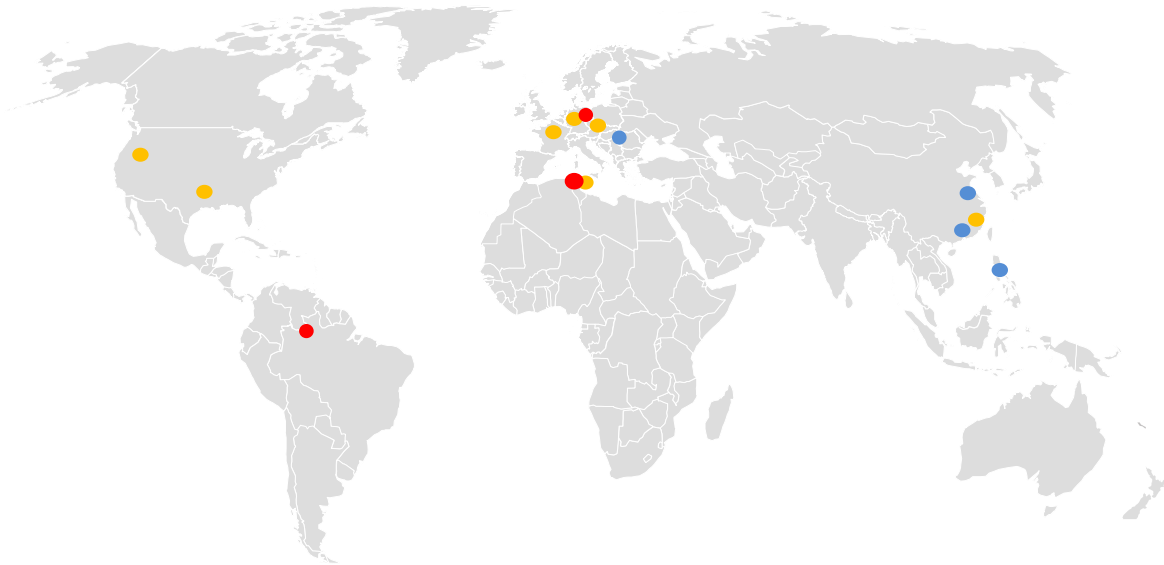
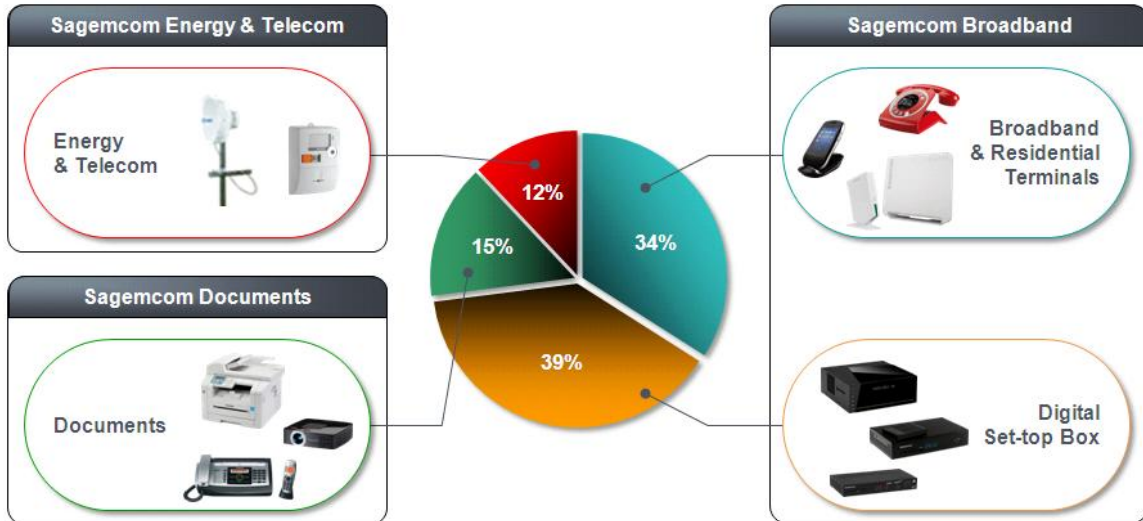
- 1. - SAGEMCOM AT A GLANCE.....6**
- 1.1. Sagemcom products ..... 7
- 1.2. Sagemcom values ..... 8
- 2. - THE GLOBAL COMPACT APPROACH ..... 9**
- 3. - ETHICAL APPROACH ..... 11**
- 3.1. Behaviour outside the company ..... 12
  - 3.1.1. Upholding the law ..... 12
  - 3.1.2. Behaviour towards customers ..... 12
  - 3.1.3. Relations with suppliers ..... 12
  - 3.1.4. Integrity ..... 12
  - 3.1.5. Sustainable Development ..... 13
  - 3.1.6. Political activity ..... 13
- 3.2. Behaviour inside the company..... 14
  - 3.2.1. Protecting the confidential nature of certain information ..... 14
  - 3.2.2. Respect for other people..... 14
  - 3.2.3. Compliance to ethical guidelines ..... 14
- 3.3. Ethical Approach with suppliers..... 15
  - 3.3.1. A little of history ..... 15
  - 3.3.1. Suppliers evaluation and validation ..... 16
  - 3.3.2. Audits Results ..... 17
- 3.4. Health and Safety ..... 18
- 3.5. Handicaps ..... 19
- 4. ENVIRONMENTAL APPROACH..... 21**
- 4.1. Environmental Management ..... 22
- 4.2. Green House gases emissions ..... 23
  - 4.2.1. Scope ..... 23
  - 4.2.2. GHG emissions in France ..... 24
  - 4.2.3. Detailed figures and inclusion of scope 3 ..... 24
  - 4.2.4. Key figures and objectives ..... 26
- 4.3. Ecodesign..... 27
  - 4.3.1. Principles ..... 27

4.3.2.	Life Cycle Analysis.....	29
4.3.2.1.	Methodology.....	30
4.3.2.2.	Gateways (Sagemcom Broadband SAS) .....	31
4.3.2.3.	Set-Top Boxes (Sagemcom Broadband SAS) .....	33
4.3.2.4.	Pico projectors (Sagemcom Documents SAS) .....	34
4.3.2.5.	Demat'box (Sagemcom Documents SAS) .....	35
4.3.2.6.	smart metering (Sagemcom Energy & Telecom SAS) .....	37
4.3.3.	Mechanical parts & raw materials .....	38
4.3.4.	Encouraging recycling: marking materials.....	39
4.3.5.	Alternative materials.....	39
<b>4.4.</b>	<b>Ecodesign partnerships.....</b>	<b>40</b>
<b>4.5.</b>	<b>Chemicals Management .....</b>	<b>41</b>
4.5.1.	European regulations .....	41
4.5.2.	Focus on SVHCs .....	41
4.5.3.	Traceability of conflict minerals .....	42
<b>4.6.</b>	<b>Environmental Labels .....</b>	<b>43</b>
4.6.1.	The «Simple Switch» PHILIPS program .....	43
4.6.2.	Participation in the ENERGY STAR® program .....	43
4.6.3.	Set-Top Boxes : The Industry Voluntary Agreement .....	44
4.6.4.	Environmental labelling of DECT products.....	45
<b>4.7.</b>	<b>Recycling.....</b>	<b>46</b>
4.7.1.	Electrical & electronic equipment.....	46
4.7.2.	Packaging.....	46
4.7.3.	Batteries and accumulators .....	46
4.7.4.	enhancing recycling : Dismantling sheets .....	46
4.7.5.	Consumables .....	47
4.7.6.	Our approach : customer service for a lower environmental impact .....	48
<b>5.</b>	<b>ANNEXES .....</b>	<b>51</b>
	<b>Annexe 1 – Sagemcom engagement.....</b>	<b>52</b>
	<b>Annexe 2 – ISO 14001 certificate .....</b>	<b>53</b>
	<b>Annexe 3 – ISO 9001 certificate.....</b>	<b>54</b>
	<b>Annexe 4 – OHSAS 18001 certificate .....</b>	<b>55</b>
	<b>Annexe 5 – Ethical charter.....</b>	<b>56</b>

# 1. - SAGEMCOM AT A GLANCE

4600 employees around the world

Annual turnover 2012: € 1,271 million



**54** company branch offices around the world

**8** R&D Centers (958 employees)

**5** Strategic partnerships

**3** mains production sites (3 350 employees)

# 1.1.SAGEMCOM PRODUCTS



## Significant market shares (MS)

Product	MS	position	perimeter
IP STB	30%	N°1	Europe
STB	13%	N°1	Europe
Broadband Terminals	22%	N°1	Europe
Smart Meters	17%	N°2	EMEA
Residential Smart Meters	20%	N°3	EMEA
Pico projector	41%	N°1	EU11
Software FoIP	31 %	N°2	World
TT Fax	51%	N°1	Europe
Sheetfed Fax	34%	N°1	Europe

## 1.2. SAGEMCOM VALUES

These values particularly reflect the assets and particularities of Sagemcom as they were determined jointly with employees, and will irrigate a significant percentage of our internal and external communication in the future. Probably on a long-term basis.





## 2.- The GLOBAL COMPACT APPROACH

The United Nations Global Compact is a strategic policy initiative for businesses that are committed to align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. By doing so, business, as a primary driver of globalization, can help ensure that markets, commerce, technology and finance advance in ways that benefit economies and societies everywhere.

As a signatory of the UN Global compact, Sagemcom SAS is committed to the respect and the promotion of its principles within its area of influence.



<b>Human Rights</b>	1	Support and respect the protection of internationally proclaimed human rights
	2	Make sure they are not complicit in human rights abuses
<b>Labour</b>	3	Uphold the freedom of association and the effective recognition of the right to collective bargaining
	4	Uphold the elimination of all forms of forced and compulsory labour
	5	Uphold the effective abolition of child labour
	6	Uphold the elimination of discrimination in respect of employment and occupation
<b>Environment</b>	7	Support a precautionary approach to environmental challenges
	8	Undertake initiatives to promote greater environmental responsibility
	9	Encourage the development and diffusion of environmentally friendly technologies
<b>Anti-Corruption</b>	10	Work against corruption in all its forms, including extortion and bribery

Sagemcom SAS invites its Suppliers and subcontractors to adopt, support and apply, in their area of concern, all the fundamental values here above.

Communications on progress will be posted regularly on the United Nations website.



### 3.- ETHICAL APPROACH

The company's goals are founded on values shared by all personnel. It is corporate policy to ensure that the conduct of business complies with high standards of honesty, integrity and professional excellence. By upholding these values the company will remain worthy of the trust placed in it by its customers, personnel, shareholders, suppliers and all of its partners.

The rules outlined in the following pages are not intended to take the place of, or to revise the laws and regulations in force, but rather to provide points of reference and guidance for the conduct of professional duties.

These ethical guidelines set forth the principles and standards common to the company as a whole, so that everyone in the company may refer to them under all circumstances.

## 3.1. BEHAVIOUR OUTSIDE THE COMPANY

### 3.1.1. Upholding the law

In all the countries in which the company operates, its personnel must uphold the laws in force. It may sometimes be difficult to understand the law in a legal and cultural environment which is very different from the context in which people have previously worked. In case of doubt, employees should immediately consult a superior or the legal department. Personnel working in a subsidiary jointly owned by the company and a foreign company must uphold the law of the country in which the subsidiary is based, of the countries in which it is operating and of the country (or countries) in which its shareholders are based.



The company applies international conventions on fighting the corruption of public officials. The use of business consultants or agents offers an effective means to develop company's business, thanks to the skills they contribute to. The fees stipulated in their contract must always correspond to the actual service rendered and payment must comply with the relevant laws.

All personnel must take particular care to uphold laws on competition, the final destination of products after sale, labour and employment, safety, health and environmental protection.

### 3.1.2. Behaviour towards customers

Each employee must uphold the principles of fairness and integrity in their dealings with customers.

No compromise on standards, for whatsoever reason, can be tolerated. Any situation that may seem questionable to an employee must immediately be referred to a superior or the Quality manager.

### 3.1.3. Relations with suppliers

The company chooses suppliers on the basis of objective criteria in the sole interest of the Company.

The company demands high performance and excellence from its suppliers in order to fully meet the expectations of its customers.

Under no circumstance will the company use suppliers involved in child or forced labour.

### 3.1.4. Integrity

Company employees may under no circumstance damage its reputation, the integrity of its assets and its information systems.

Paid work of any type that personnel may have outside their job must not cause conflicts of interest with their duties inside the company.

Similarly, considerable caution is required with regard to the purchase of shares, directly or via an intermediary, in companies doing business with the company. Such restrictions do not apply to listed companies, unless confidential information is used which may be construed as insider trading.

Under no circumstance may company employees accept gifts or benefits, unless of a symbolic nature, from suppliers.

Similarly, no one may propose or award such gifts or benefits with a view to obtain a contract.

No one should display the slightest indulgence with respect to active or passive corruption.

### **3.1.5. Sustainable Development**

Today, more than ever, preserving the environment is an essential concern for all company employees, starting with product design and running through the whole industrial process.

### **3.1.6. Political activity**

The company does not fund any political party whatsoever.

Any political activities in which personnel may be involved must remain exclusively outside the workplace and the working hours.

## 3.2. BEHAVIOUR INSIDE THE COMPANY

### 3.2.1. Protecting the confidential nature of certain information

Everyone, in the course of their duties, has access to confidential information, which, even if partial, represents one of the company's key assets and must not be divulged to the competition.

Similarly, employees may hold information concerning National Security. It is essential to bear in mind at all times the importance of protecting such information from third parties. At the same time, everyone must make sure that the information required for the proper execution of work circulates normally inside or outside the company and that it is always accurate.



### 3.2.2. Respect for other people

The safety and health of other people are prime objectives of all employees.

As a matter of principle the company guarantees equal opportunity for all its employees. Recruitment and promotion are based exclusively on professional qualities, without any form of discrimination. The company undertakes to respect the dignity and private life of each of its employees.

Furthermore one of the company's key practices is to create the necessary conditions for everyone to achieve fulfilment in their professional life.

Hierarchical authority may not be used for any other purpose than ensuring the proper running of the company. It must be exercised with restraint and discernment, and must not lead to any form of abuse or harassment.

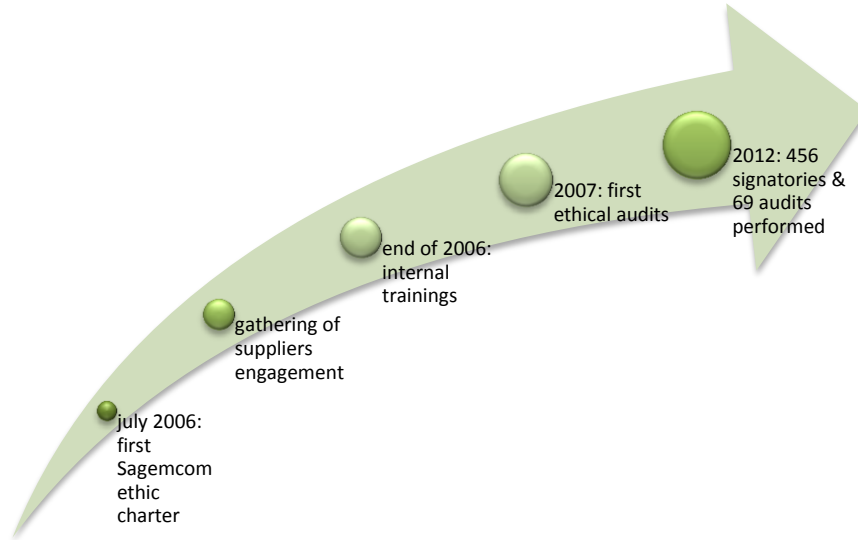
### 3.2.3. Compliance to ethical guidelines

The company brings the contents of these ethical guidelines to the attention of each employee, requiring his or her compliance. In general, in the event of doubt about the appropriate conduct, it is up to each employee to immediately consult a superior or the company's Legal Department.

## 3.3. ETHICAL APPROACH WITH SUPPLIERS

Sagemcom Suppliers Ethical Approach is part of a long term improvement plan. It is one of the 5 fundamental keys of Sagemcom Purchasing Policy.

### 3.3.1. A little of history



The aim of our ethic approach is to check that our suppliers comply with fundamental ethic values.

4 major Principles based on : International law IOL, Universal Declaration of Human Rights and United Nations Convention on the Rights of the Child.

1. Human Rights
  - Child labor
  - Force labor
  - Discrimination
  - Freedom of association & Right to collective bargaining
2. Working rules
  - Health and safety
  - Working hours
  - Payment/Remuneration
  - Disciplinary practices
  - Accommodation
  - Individual conduct (bribery & corruption)
3. Environment respect
4. Bribery and corruption

Action is taken within the company to promote this approach. Internal awareness sessions are planned throughout the year, as well as training sessions for “ethical” auditors.

In view of promoting and extending its ethical approach, Sagemcom requires its suppliers to make commitments:

- by adhering to its ethical charter (in annex 5)
- by filling out the Sagemcom self-assessment questionnaire
- by accepting to be audited on the correct application of the ethical approach of Sagemcom

As of today, 456 ethical charters have been signed among our supply chain.

### **3.3.1. Suppliers evaluation and validation**

Each new supplier must be associated to this approach: before placing an order to a new supplier, they have to sign the ethic Charter (or provide is own Charter which is in accordance with Sagemcom one) and to fill out our auto-evaluation questionnaire.

Each year, Sagemcom is planning ethical audits in order to check the respect of the ethical rules, in addition to the follow-up audits.

The suppliers' selection, to be audited, is done by the Ethical committee (purchasing, quality & environmental departments), according to the profile of the supplier (Activity, Manual process, uses of chemical or toxic substance ...). All the actions are coordinated by the Sagemcom Suppliers Quality Manager with the ethical audits third party.

Once the audit is realised, the service provider send an audit report.

In the case where non conformities have been identified:

- If the non-conformities are prohibitive (under-aged labour, all forms of obligatory or forced labour and all kind of labour, which, by its nature or its conditions, presents an immediate danger or would be likely to endanger the employees' health and safety) and without quick corrective actions, Sagemcom would stop all business with the supplier. The supplier would be classified as Forbidden.
- For the other cases, Sagemcom will ask the supplier to implement corrective actions and if necessary a follow-up audit will be requested.
- Without any feedback from the supplier within 3 months, a follow-up audit will be conducted by our third party auditor. In the same way, if the corrective actions are no sufficient, a follow-up audit will be done too (decision being taken between the purchaser and the steering committee).



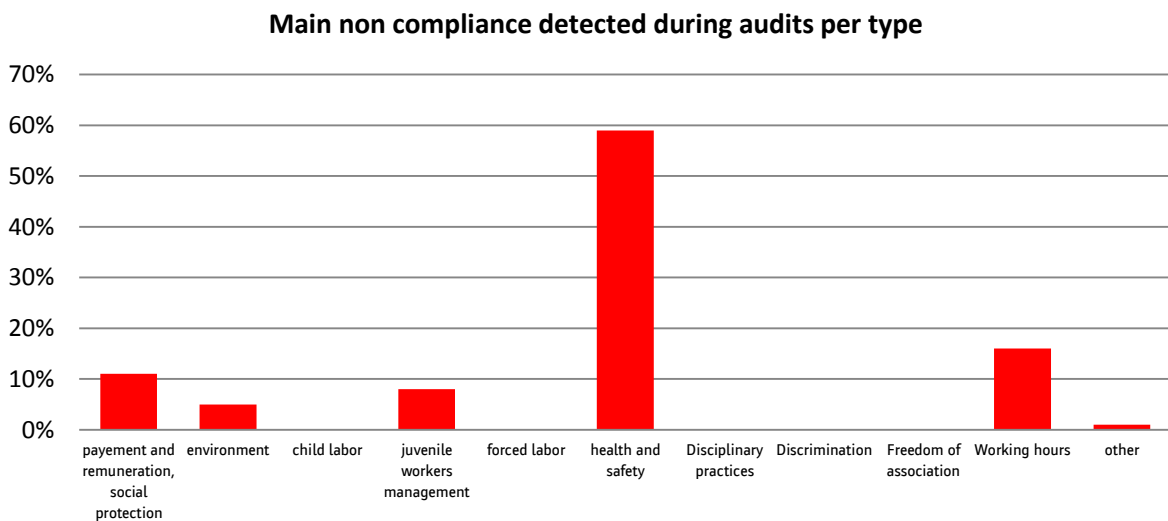
### 3.3.2. Audits Results

Since 2007, 69 audits have been done.

The audited suppliers are mainly strategic partners for high added value components, ODM partners, and critical components suppliers.

Main issues during these audits were:

- Working hours
- Health and safety
- Juvenile workers<sup>1</sup> management
- Payment and remuneration
- Environment



Action plans have been built with the suppliers to correct these problems, and follow-up audits have been set up.

<sup>1</sup> Juvenile workers are workers above legal age that must be declared to the local administration, and must not work on physically demanding jobs. For example a juvenile worker in china is between 16 and 18 years old.

### 3.4. HEALTH AND SAFETY

While the environmental approach (ISO 14001) attempts to reduce environmental impact inside and outside the company, the Occupational health and safety in the work place approach aims to restrict risks for people inside the company. If these two approaches have separate objectives, they will improve the global management of the company.

International standard OHSAS 18001 (Occupational Health & Safety Assessment Series) makes it possible to evaluate and certify the health and safety management system. The fundamental concept behind OHSAS 18001 is based on continuous improvements of risk control in the field of health and safety in the work place and does not establish requirements in terms of performance levels. In view of the above, this standard is compatible with ISO14001 and ISO9001.



This standard allows for:

- the establishment of a health and safety management system to eliminate or at least reduce the risks faced by personnel and other individuals involved and likely to be exposed to the risks relating to the activities of the organization;
- the continuous implementation, updating and improvement of the system;
- guaranteed compliance with its policy;
- the demonstration of compliance.

Risk analysis is the focal point of the system. This particularly involves the:

- systematic identification of the dangerous substances or preparations present in the establishment;
- evaluation of the dangers inherent to the listed substances and preparations;
- evaluation of the installations, particularly those in which the listed dangerous substances and preparations are used;
- systematic identification of dangers and the analysis of the phenomena relating to operating conditions.

We implement the occupational health & safety in the work place approach on various industrial sites on the basis of OHSAS 18001. Our production site in Tunisia is certified (see annex 4).

### 3.5. HANDiCAPS

Insertion of disabled workers is part of Sagemcom values and contributes to its ethical commitment and its approach regarding sustainable development.

Sagemcom, aware that the disabled workers' employment represents a major stake of the company responsibilities, has developed the insertion of disabled workers for several years around 3 major steps:

- Increase hire and facilitate their integration,
- Accompany the disabled employees all along their professional life among the company,
- Promote external employment for disabled people.

Beyond the legal framework and the strict legal obligations, Sagemcom ensures a quality of working environment for disabled employees.

The layout of workstations is therefore at the heart of a global thinking, integrating a social and human dimension and requiring genuine involvement of the company.



## 4. ENVIRONMENTAL APPROACH

Managing our environmental impact is of the utmost importance. All our activities are watched over by environmental coordinators, in order to control and reduce our daily consumptions & wastes. Sagemcom approach is based on the life cycle of the products through a certified Quality and environment management system.

## 4.1. ENVIRONMENTAL MANAGEMENT

The ISO 14001 standard prescribes the requirements for an environmental management system allowing organizations to formulate policies and objectives in view of regulatory requirements and information relating to significant environmental impact.

It describes such management system and allows us to:

- Reduce the environmental impacts of our premises (marketing, R&D, production)
- Design products with less impacts on resources (raw materials, rare earth elements ...), Energy Depletion (in manufacturing and use phase) and end of life (easier disassembly, recycling ...)

As required, the system is audited by a third party auditor each year. These audits ensure the efficiency of the system and its continuous improvement.

Sagemcom, in accordance with national laws and regulations, especially those relating to classified installations, controls environmental aspects such as:

- soil, water & air pollution
- sound pollution
- waste production
- consumption of water, etc.
- controlling dangerous substances

These provisions are implemented in our centres by environmental officers, under the responsibility of the respective Site Directors, according to continuous improvement processes.

Certified sites (certificate in annex 2):

- Rueil-Malmaison (Headquarter)
- Osny (France R&D center)
- Vienna (Austria R&D center)
- Ben Arous (Tunisian manufacturing center)
- Megrine (Tunisian R&D)

## 4.2. GREEN HOUSE GASES EMISSIONS

We made the choice of realizing a GHG report as requested by the French law Grenelle, even if we are not in its scope of duty. Information presented hereafter concern our activities in France, and related GHG emissions in 2011 (baseline). It confirms our position and understanding in the field of ecodesign, and will lead us in the establishment of our environmental policy. 2012 evaluation will be performed by mid-2013.

### 4.2.1. Scope

Activities of Sagemcom group in France are grouped in two sites nearby Paris. Both are ISO 14001 certified.

#### Rueil-Malmaison (92)

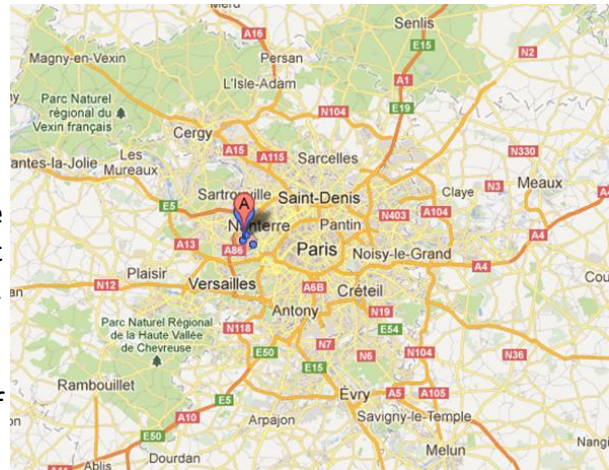
This site holds four companies of the group :

- Sagemcom Holding
- Sagemcom SAS
- Sagemcom Broadband SAS
- Sagemcom Energy & Telecom SAS

Each entity (except the holding) includes the Marketing and the Research and development services. There is no industrial production. Buildings are used for office activity.

874 employees are gathered on this site (end of 2011).

It is identified as an installation to be management for environmental Protection (ICPE).

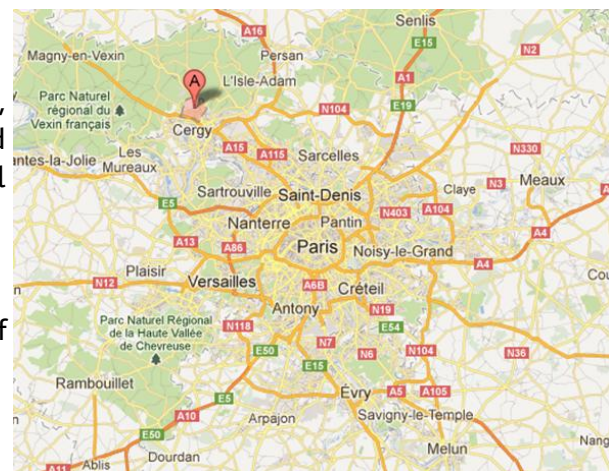


#### Osny (95)

This location holds Sagemcom Documents SAS, including Marketing and research and development services. There is no industrial production.

Buildings are used for office activity.

431 employees are gathered on this site (end of 2011).

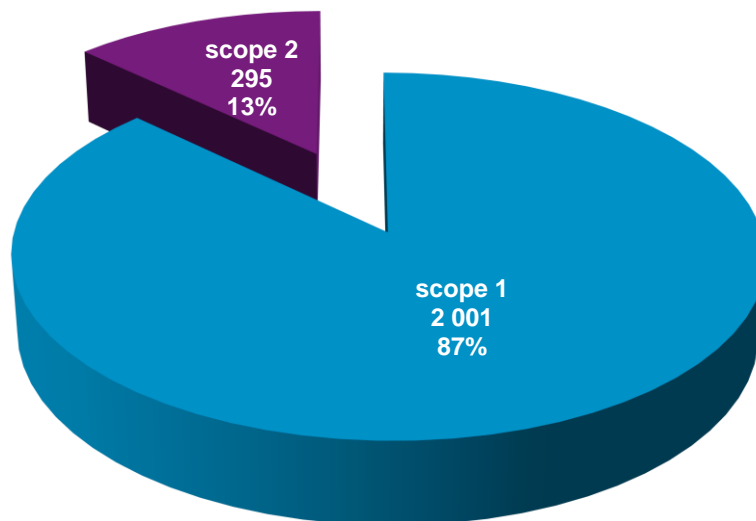


#### 4.2.2. GHG emissions in France

This synthesis groups scope 1 and scope 2 emissions for both sites. Scope 3 elements are detailed in following paragraphs for information.

- **Scope 1** (Direct Emissions) represents 87% of the annual impact on scope 1&2 perimeter. It includes:
  - gas consumption (heating) (31.6% of scope 1)
  - cooling gases (damping calculation, no leakage) (10.3% of scope 1)
  - fuel (2.8% of scope 1)
  - vehicles (55.3% of scope 1)
- **Scope 2** (indirect emissions linked to energy, e.g. Electricity) represents 13% of the annual impact on scope 1&2 perimeter. Detailed figures are presented hereafter.

Repartition of impact eqCO<sub>2</sub> France 2011 - scope 1 & 2  
(tonnes eqCO<sub>2</sub>)



#### 4.2.3. Detailed figures and inclusion of scope 3<sup>2</sup>

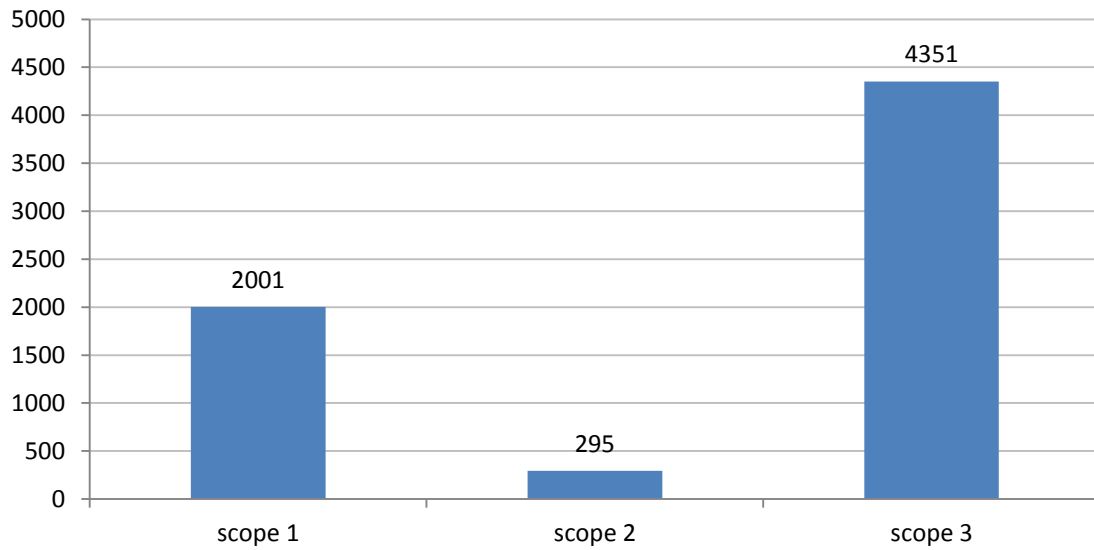
Buildings are not included in this synthesis, as few other elements of the scope 3.

Production, Distribution, Use and end of life of products sold in France during 2011 are estimated in the next pages.

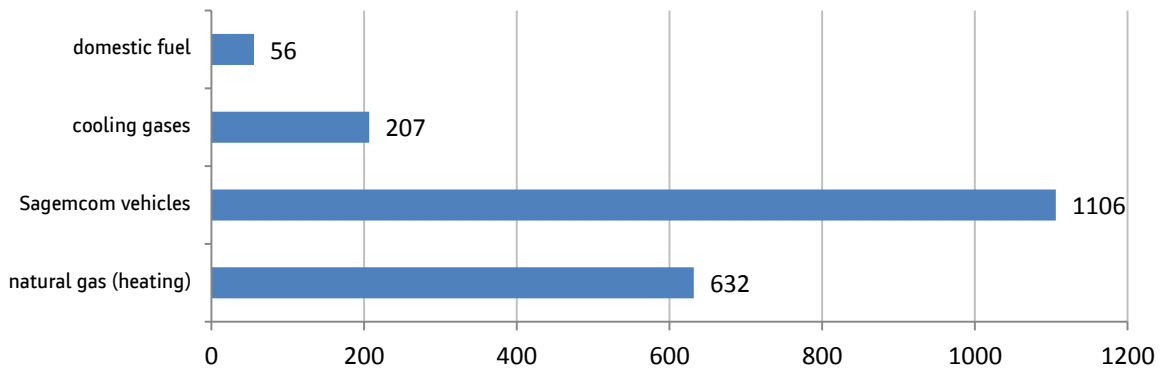
<sup>2</sup> Scope 3 : indirect emissions not linked to energy



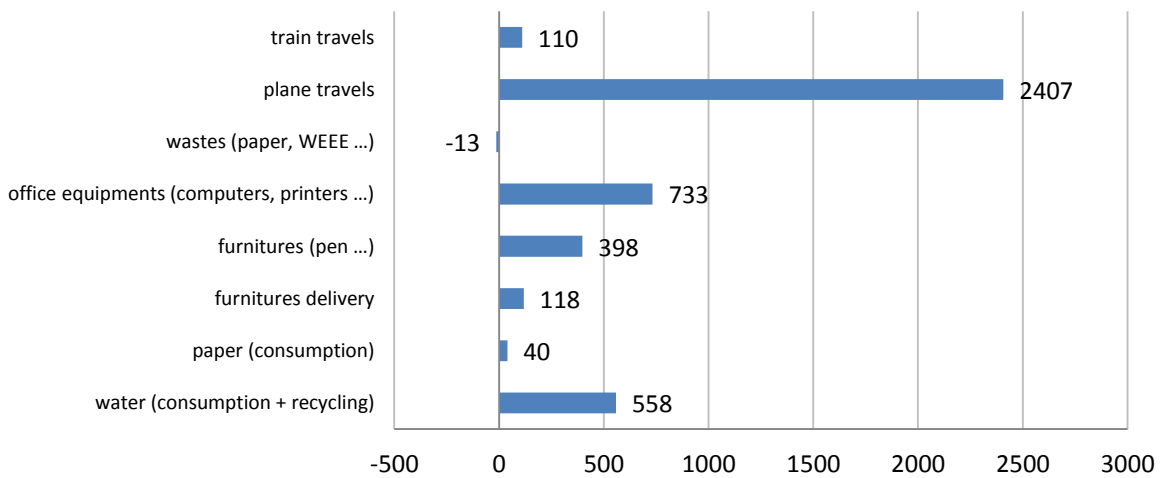
**Sagemcom 2011 Impact repartition (without products sold) in tonnes eqCO<sub>2</sub>**



**2011 detailed scope 1 (tonnes eqCO<sub>2</sub>)**



**2011 detailed scope 3 (tonnes eq CO<sub>2</sub>)**



#### 4.2.4. Key figures and objectives

Baseline: year 2011. 2010 figures are only informative.

##### Sagemcom Vehicles (rented)

Data type: extrapolated data

The impact calculation is based on rent contracts upon the concerned year (2011).

- Impact data origin : manufacturers data
- Average impact in 2010 : 121.5 g eqCO<sub>2</sub> / km
- Average impact in 2011 : 117.2 g eqCO<sub>2</sub> / km

Action:

- To continue the evolution of rented cars to less CO<sub>2</sub> emitting models
- Average impact objective for 2012 : 116.4 g eqCO<sub>2</sub> / km

##### Gaz consumption (Heat)

Data type: primary data

- Impact data origin : Base Carbone (« Gaz naturel, amount et combustion »)
- Impact in 2010 : 776.7 tonnes eqCO<sub>2</sub>
- impact in 2011 : 631.8 tonnes eqCO<sub>2</sub> (-18.6%)

Actions:

- Decreasing heat automatically by night
- Centralisation of temperature management
- Objective for 2012: -10%

Note: this objective is dependent upon temperatures in 2012 as gas consumption only aim is heating system.

##### Electricity consumption

Data type: primary data

The impact calculation is based on real figures of on-site meters

- Impact data origin : Base Carbone (« électricité, usage : industriel base »)
- Impact in 2010 : 301.6 tonnes eqCO<sub>2</sub>
- Impact in 2011: 295.2 tonnes eqCO<sub>2</sub> (-2%)

Note: Very few variation of the indicator in absolute value. However, the consumption per employee has decreased by approximately 10%.

Actions:

- Reinforce purchasing criteria of Energy using products with stronger energy criteria
- To study alternative for infrastructures management (75% of the consumption)
- Objective by 2014: -10% in absolute value.

Note: The global electricity consumption is stable in 2011 compared to 2010 (-2%). Calculated per person per day, the average electricity consumption has decreased by 10,2%.

## 4.3. ECODesign

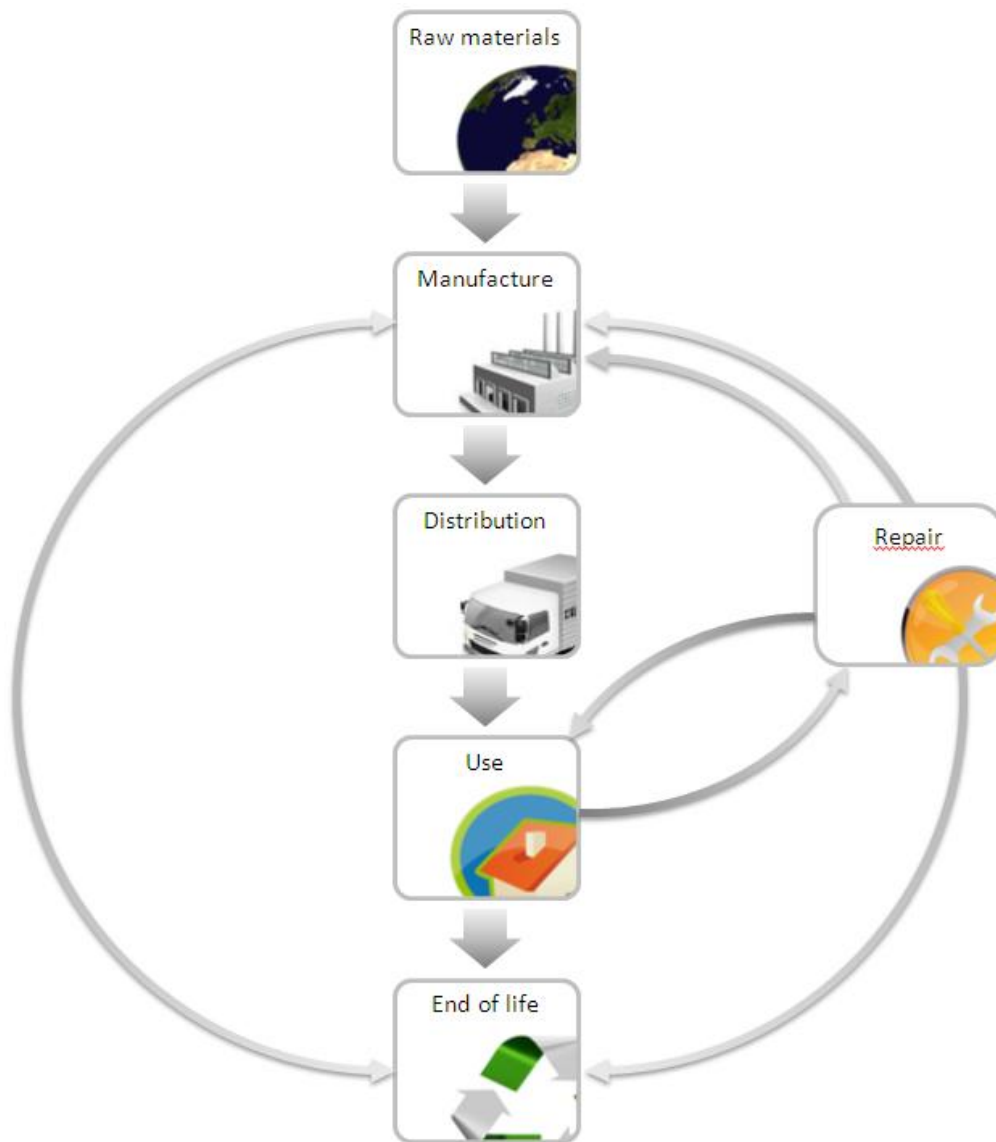
### 4.3.1. Principles

In addition to controlling the site approach (control of rejections, etc.), the research and development site obtained ISO 14001: 2004 certification, products oriented, for its eco design approach.

Eco design accounts for the environmental impact of a product “from cradle to grave”. An eco-designed product must be of the same quality as a standard product. No functions or performance must be sacrificed.

The aim of our research teams is to reduce environmental impact, by working on all aspects of the product life cycle, and particularly raw materials and the consumption of energy during the use phase as with other stages of life cycle, including disposal.

#### the life cycle approach



## **Partnerships with our customers**

Sagemcom wishes to move forward with its customers for all issues relating to sustainable development, to promote its ethical and environmental ideas, and to take a step beyond the simple context of the company.

We work with our major order providers to create an "ever-greener" marketing policy, mainly for eco design. These partnerships must lead to the general distribution of information on the Ecological quality of our products.

## **Reduction of packaging**

In addition to its effect on the consumption of raw vegetal substances, packaging has an effect on the environmental impact of transport. This is why we permanently attempt to optimize the weight and volume of our packaging.

To give an example, changing the range of our thermal transfer faxes enabled volume to be reduced by 26% per product. This optimization, combined with improved logistic control, optimized transport, increasing pallet capacity from 64 to 120 products, i.e. requiring 47% less trucks for an equivalent quantity.

## **Reduced energy consumption**

Energy consumption is a key element on all of our product lines.

This aspect must be taken into account to reduce the environmental impact of electronic products to a significant degree.

Accounting for energy consumption requires compliance with strict consumption criteria during the various operating modes, constant innovation (programmable / intelligent stand-by modes, etc.) and the awareness of personnel.

Sagemcom has ensured that its printing products consume less energy for many years. This is why most of its products have ENERGY STAR® labels, when applicable.

## **Functionalities**

Innovation is a factor in improvements. This is why our teams are constantly seeking out product functions which encourage consumer eco-friendliness, or replacing these functions with product automatisms (automatic duplexing, "Toner Save" function, etc.).

## **Significant Environmental aspects**

In order to set priorities, we conduct Life cycle assessment of our products.

Our method consists of the analysis of existing products in qualitative (mode of assembly, etc.) and quantitative terms, by modelling the products using simplified life cycle analysis tools. Thanks to the EIME software, we obtain statistical data on environmental impact (creation of CO<sub>2</sub>, water pollution, etc.) via a multi-stage, multi-criteria process, and using a database created by the electronics industry. This enables the assessment and comparison of the impact of the products on the environment. This double qualitative / quantitative approach, avoids pollution transfers (e.g. an assembly solution which facilitates end-of-life could increase the impact of a different stage in the product life cycle).

The main conclusion is that the most significant environmental aspect for our products is the energy consumption during the use phase.

The following examples illustrate the environmental impacts of few of our products and the results obtained with the new generations.

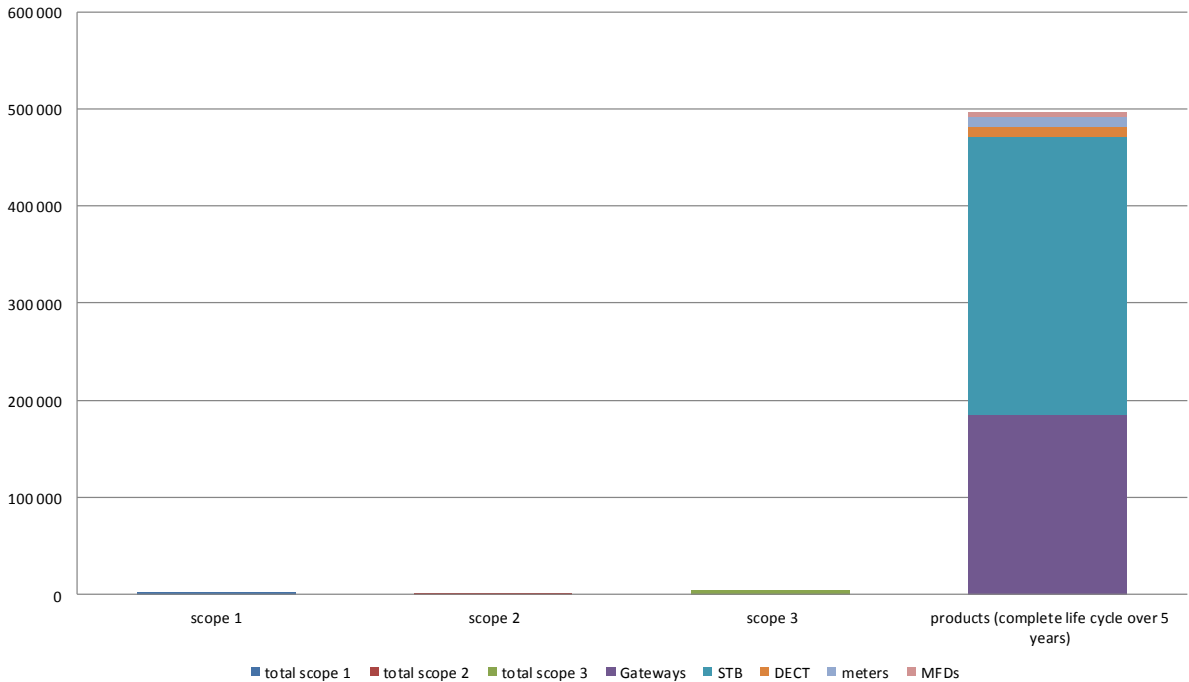
**4.3.2. Life Cycle Analysis**

We perform life Cycle analysis of our products in order to identify significant environmental aspect to set priorities. These analyses take into account the whole life cycle of the product, from materials to end of life, with manufacturing, transport and use phase.

Life Cycle Analysis have been realized on the main products sold in France in 2011 & 2012 thanks to the EIME software (CODDE - Bureau Veritas) ; the analysis hereunder shows the importance of Eco design works compared to scope 1 and 2 in France.

Products impacts are presented separately from the scope 3 for more clarity, by product category.

**Comparison of impact between Sagemcom emissions in 2011 (scope 1, 2 and 3 without products) and products sold the same year in France in tones eqCO<sub>2</sub>**



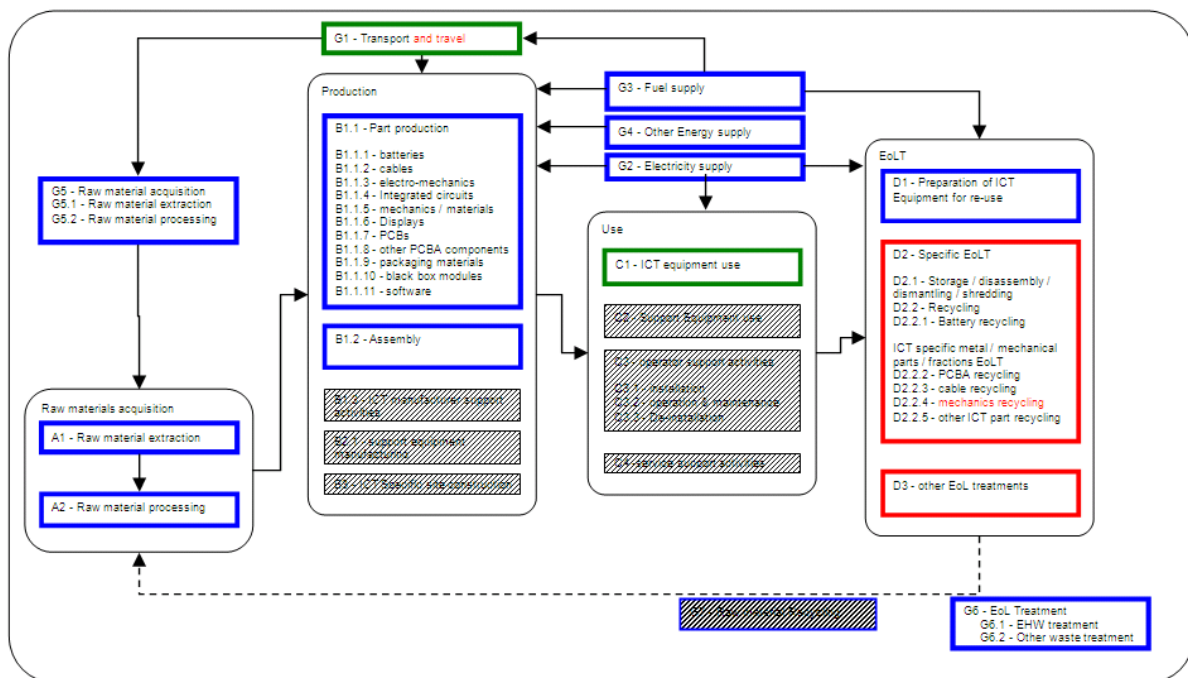
### 4.3.2.1. Methodology

All life cycle results have been calculated with EIME software.  
Results are expressed for the following environmental impacts from EIME:

Impact indicator	Unit
Air Acidification (AA for PEP)	kg H <sup>+</sup> eq
Air toxicity (AT for PEP)	m <sup>3</sup>
Energy Depletion (ED for PEP)	MJ
Global Warming Potential (GWP for PEP)	kg CO <sub>2</sub> eq.
Photochemical Ozone Creation Potential (POCP for PEP)	kg C <sub>2</sub> H <sub>4</sub> eq.
Raw Material Depletion (RMD for PEP)	y <sup>-1</sup>
Water Depletion (WD for PEP)	dm <sup>3</sup>
Water Eutrophication (WE for PEP)	kg PO <sub>4</sub> eq.
Water Toxicity (WT for PEP)	m <sup>3</sup>

The ETSI TS 103 199 v1.1.1 methodology<sup>3</sup> has been followed as much as possible.  
However we do not claim compliance with this standard.

The following boundaries are used for our Life cycle assessments:



- Blue: generic (secondary) data from EIME, adjusted with primary data (weight of material, surface, etc.)
- Green: primary data
- Red: estimated data
- Grey: out of boundaries

<sup>3</sup> ETSI TS 103 199 v1.1.1 : Environmental Engineering (EE) ; Life Cycle Assessment (LCA) of ICT equipment, networks and services; General methodology and common requirements (2011-11)

### 4.3.2.2. Gateways (Sagemcom Broadband SAS)

Gateways embed more and more functions as they are the central nod of the digital home. Thus, it is essential to limit the Environmental impact of these products.

The main environmental aspect of such products is the Energy Consumption. That is the reason why we worked on the use phase, adjusting power consumption to the user behaviour with dynamic low power functions with new software features.

Then, we optimised the global power management by replacing electronic components with last generations & power rails enhancement to decrease globally the power consumption.

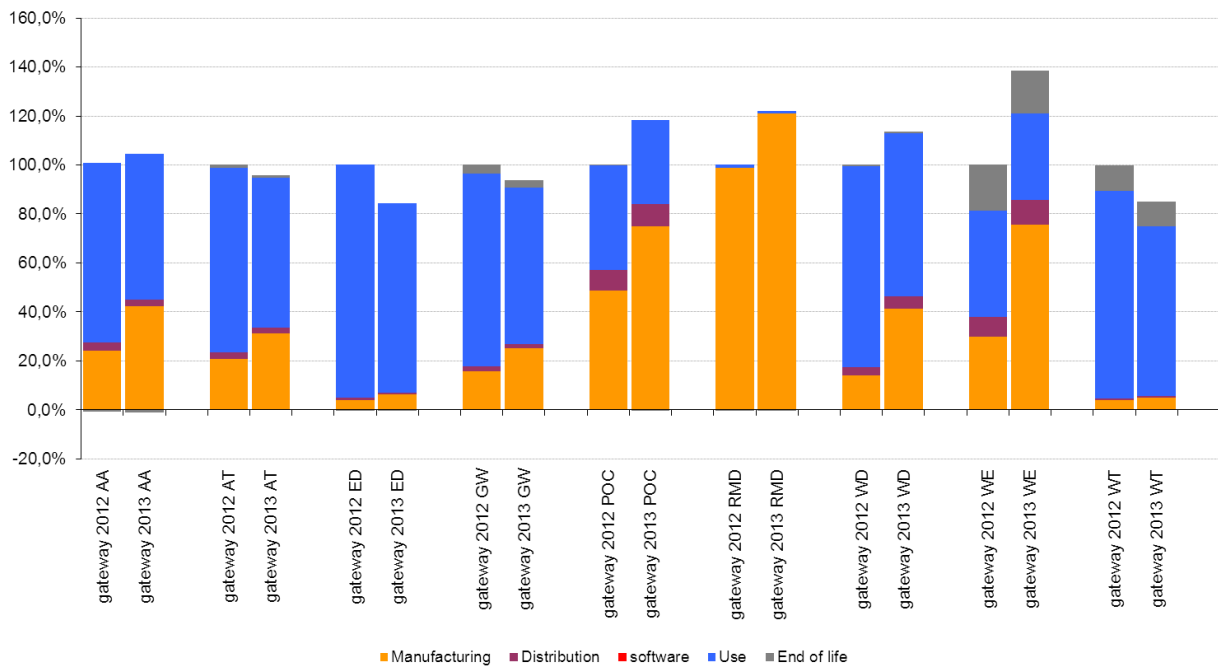


In three generations, we decreased the power consumption by 35% with equivalent functions. (see our COP 2011)

The next step is harder to take as new features are required which are more power consuming.

The graphic hereunder illustrates the differences of impact of our gateways sold in 2012 and the future model of 2013 (evaluation with French energy mix)

**Environmental impact comparison between 2012 and 2013 Gateways (french energy mix)**

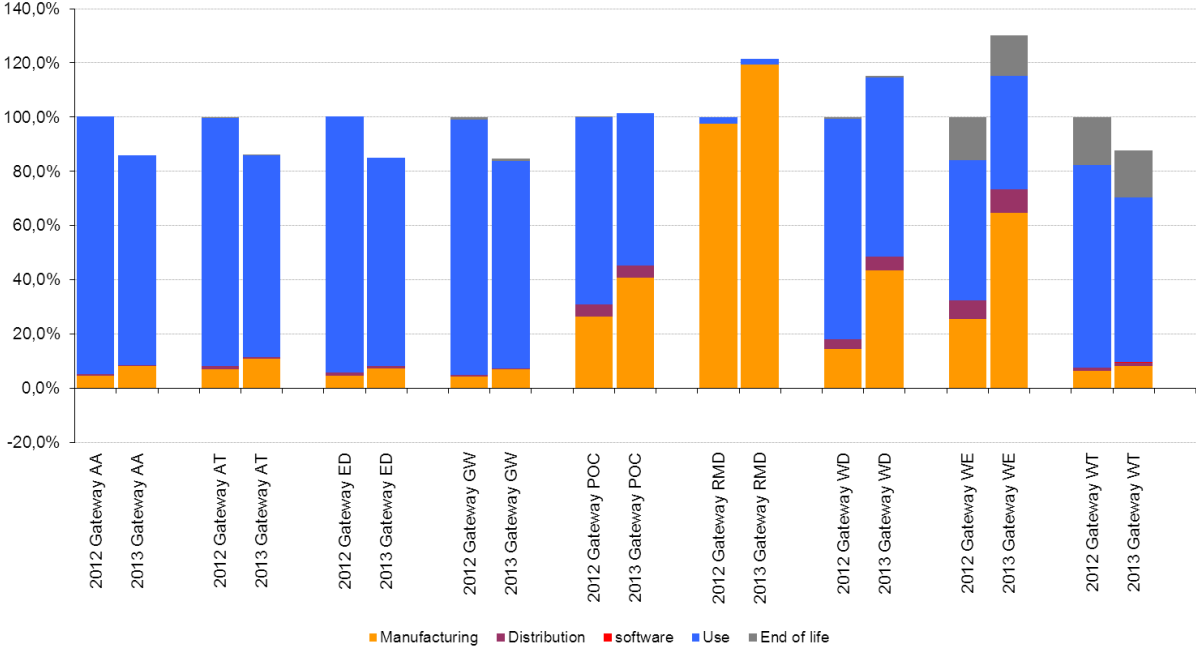


While embedding more functions, the new platform allows saving impacts on selected indicators. A close look to the global warming indicator (in Kg eqCO<sub>2</sub>) shows a decreasing of approximately 10% on the whole life cycle (18.5% on the use phase).

However the environmental impact of the manufacturing is increasing as new features need more electronic components.

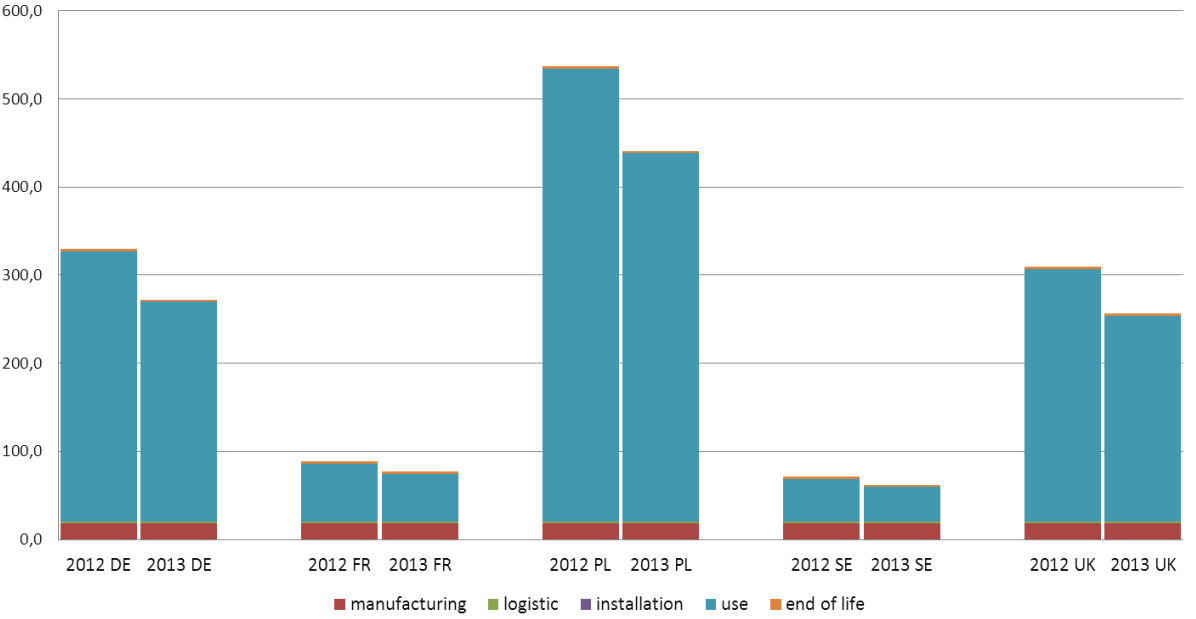
One could say that it may not be representative to use French Energy mix as it is low emitting (135g eqCO<sub>2</sub> / kWh in ELCD database). A different approach with UK energy mix (665 g eqCO<sub>2</sub> / kWh) shows better results on all indicators because of the higher environmental impact of the UK energy mix: -17% in total for the Global warming indicator.

**Environmental impact comparison between 2012 and 2013 Gateways (UK energy mix)**



If we focus on global warming in different countries, the savings are much more important due to the Energy mix.

**eqCO<sub>2</sub> impact comparison between 2012 and 2013 gateways in different countries**





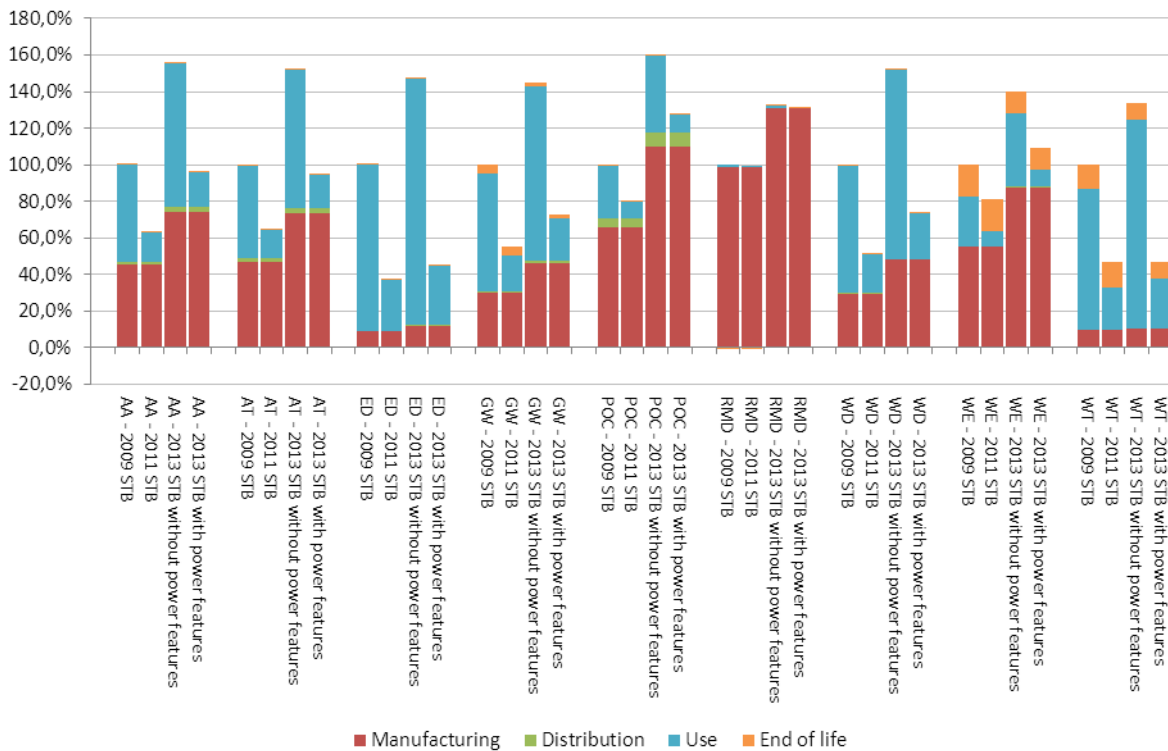
### 4.3.2.3. Set-Top Boxes (Sagemcom Broadband SAS)

Set Top Boxes offer the possibility to watch TV upon different kind of Tuners (IP, Terrestrial, Satellite or Cable). In addition, one can use Video on Demand Service, recording function, and other multimedia features. This increasing number of features, beyond simply watching TV, leads to increasing power consumption.



The main environmental aspect of such products is the Energy Consumption. That is the reason why we worked on the use phase, adjusting power consumption to the user behaviour with dynamic low power functions with new software features.

**Comparison of STB generations and effect of the power features**



The 2013 STB embed more functions and power than 2009 and 2011 products. Without power features it leads to greater power consumption & impacts. With power features enabled, the total environmental impact is nearly the same than 2011 product, and lower than 2009 product.

#### 4.3.2.4. Pico projectors (Sagemcom Documents SAS)

The PPX2480 Pico projector developed by Sagemcom is a small revolution. It allows to project photos, video, from a wide range of products such as smart phones, computers, USB sticks, ... It is the perfect tool for nomad people who wants to share a media.

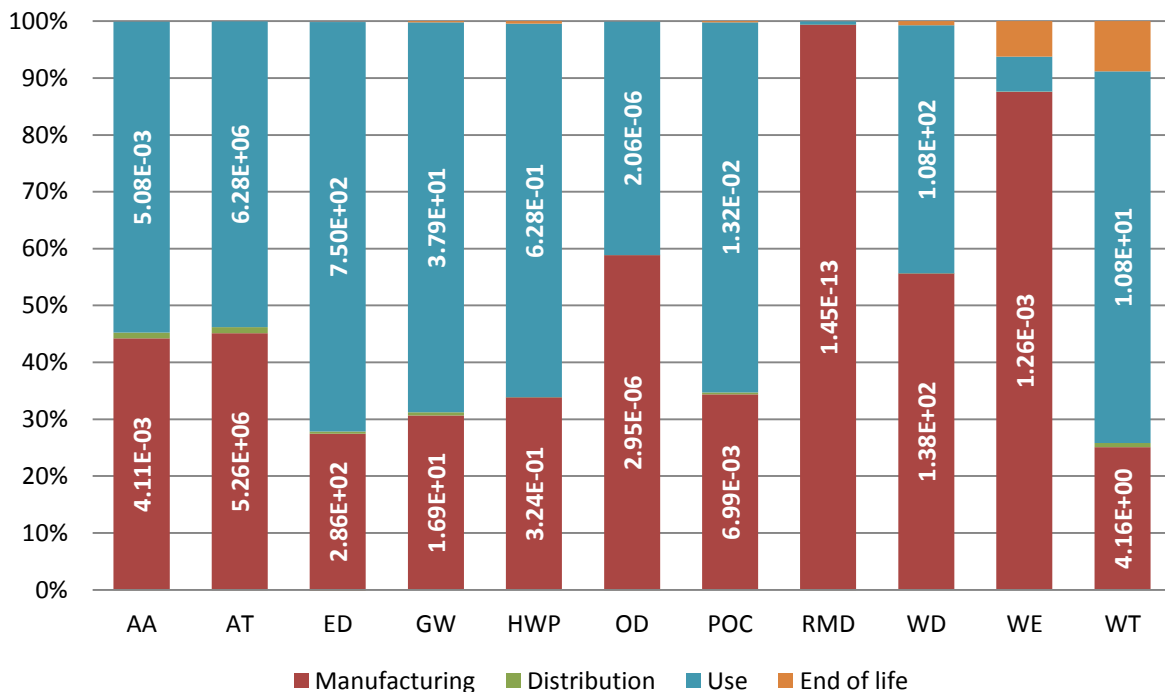


Compared to standard beamers it has numerous advantages and a much more lower environmental impact as illustrated below.

	Autonomy	Power	Lamp life time	Weight	Power consumption in use	Annual energy consumption
PPX2480	Up to 2 hours	80 lumens	30 000 h	~0.6 kg	15.9 W	11 169 Wh
Standard beamer	None	2000 lumens	2 000 h	~3.4 kg	310 W	172 189 Wh

For nomad use, it is not always necessary to have powerful beamer that need to be plugged on the mains. That's the basic idea of the Pico projector that gives sufficient power to reach up to 120 inches screen with 80 lumens to share photos, videos or any kind of media. The total environmental impact of the PPX2480 energy consumption is **93% lower** than a standard beamer, based on a scenario of 1.5 hours per day.

environmental impact of PPX2480 (EU average mix, 5 years)



#### 4.3.2.5. Demat'box (Sagemcom Documents SAS)

The ecosystem Demat'Box is a dematerialization solution without a PC, through the cloud, which allows digitizing all your documents. Combined with an operator, the user can choose any services, such as processing, analysis, or data storage.

Easy to use, Demat'Box is adapted for all professional users or individuals. The transition from paper to the Cloud turns out to be revolutionary.

From the environmental point of view the main advantage of this product is to allow scanning and storage without any computer or local hardware storage.

However it is environmental friendly by itself with low power consumption and design integration.

From power consumption point of view, low power have been designed so that user have the choice to parameter the fallback time ; allowing the product to go in deep standby as soon as possible will lead to sensitive environmental impact reduction.

Comparative life cycle analysis has been realized based on different scenarios (see table)

Scenario	Scan / day	On	Idle	standby
N°1 – without low power mode activation	10	1%	99%	-
N°2 – with low power mode activation	10	1%	7%	92%

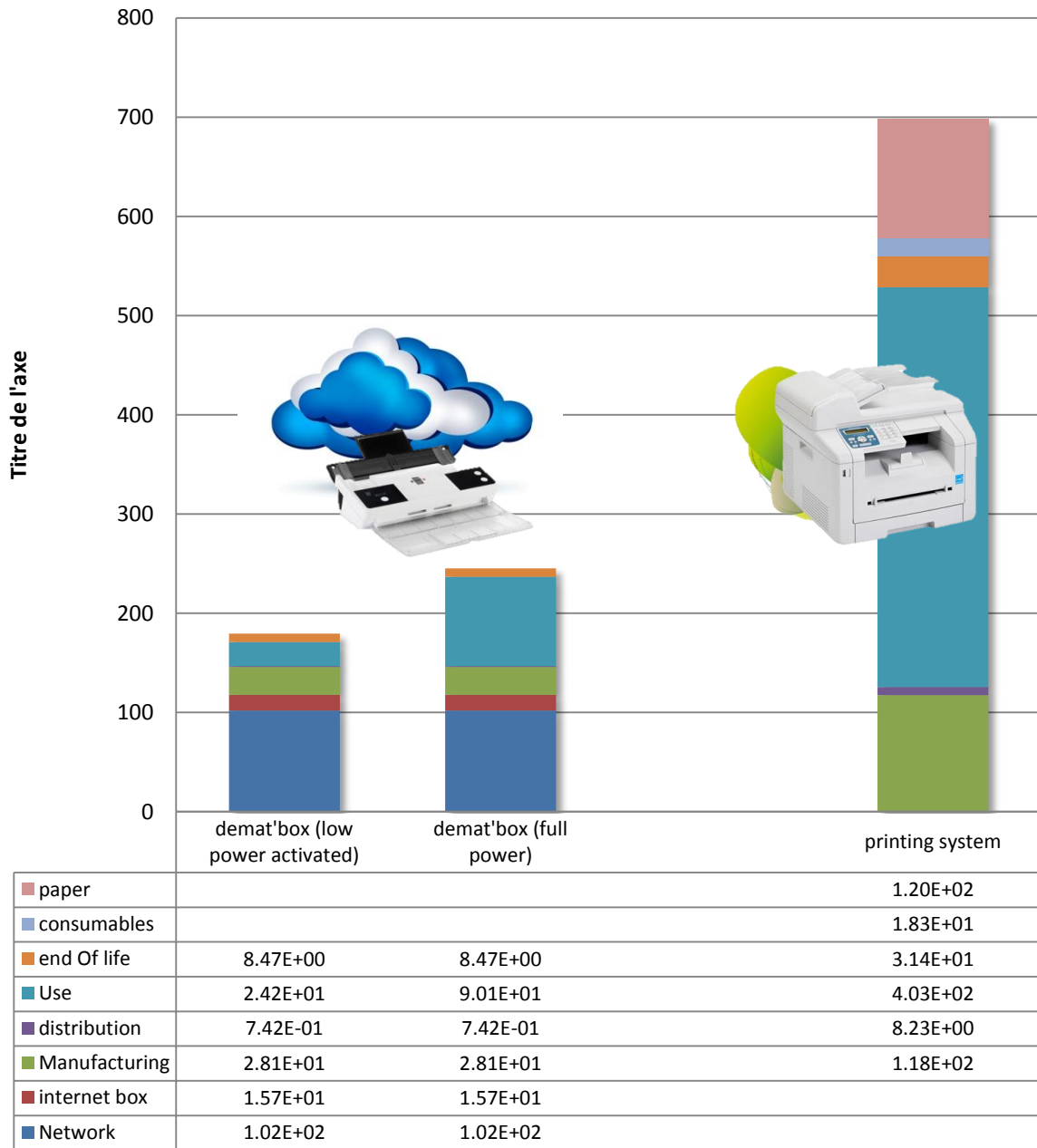
The network activity is taken into account based on previous study in partnership with a telecommunication operator. First transmission of the document and seven distant accesses have been taken into account with a document size of 500 Ko.

These scenarios should be compared to a paper management system with hard copy for use inside a company; for such management is it considered that incoming documents are copied once in their life cycle. In paper management scenario an impact per page printed is taken into account from previous Sagemcom evaluation of its multifunction device MF5571dW (see COP 2011). Paper used is made of virgin fibers, 80g/m<sup>2</sup>.

The use phase is modelised with an average European energy mix.



## Impact comparison between dematerialized system and a paper management system (kg eqCO<sub>2</sub>) during 5 years



Without power management activated, the Carbon footprint of the Demat'box solution is 245 kg eqCO<sub>2</sub> over 5 years. If the power saving features are activated, the carbon impact is decreased by 27% (179 kg eqCO<sub>2</sub>).

In total, the Demat'box can save up to 488 kg eqCO<sub>2</sub> compared to a paper management system, while using an Energy Star printer.

[More information about demat'box](#)

#### 4.3.2.6. smart metering (Sagemcom Energy & Telecom SAS)

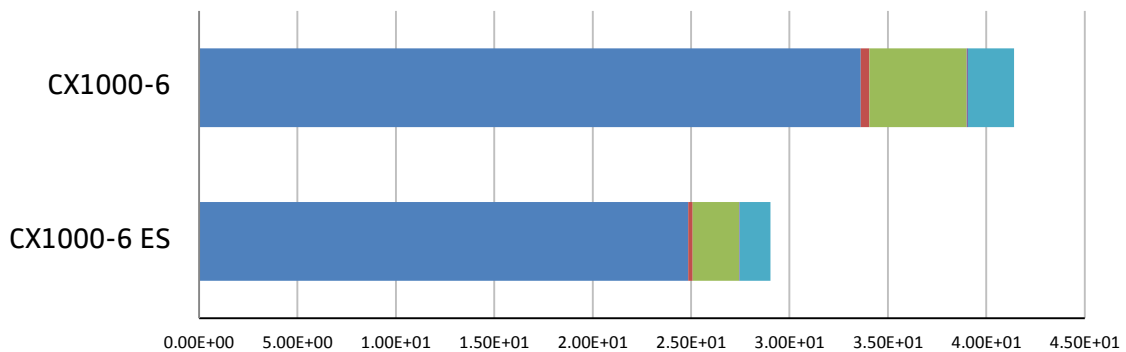
The Energy meter CX1000-6 has been redesigned in 2012 to decrease its environmental impact, while maintaining its functions in the CX1000-6 ES version.

Thanks to their know-how, our R&D team has sensitively decreased the raw material use. The efforts and achievements are illustrated below.

	CX1000-6	CX1000-6 ES
Composition	Weight (g)	Weight (g)
Plastics	468	241
Metals	84	36.5
Electronics	498	286.7
Batteries	2,3	2,3



carbon impact comparison of the manufacturing phase of CX1000-6 & CX1000-6 ES (kg eqCO<sub>2</sub>)



	CX1000-6 ES	CX1000-6
■ electronic components	2.48E+01	3.36E+01
■ metallic parts	2.27E-01	4.30E-01
■ plastic parts	2.36E+00	4.95E+00
■ soldering process	4.63E-02	6.47E-02
■ printed wired board	1.55E+00	2.34E+00

Global manufacturing impact has been reduced by 30%, mainly due to reduction of PWB size and integration of components. The impact of plastic parts has been reduced by approximately 50%.

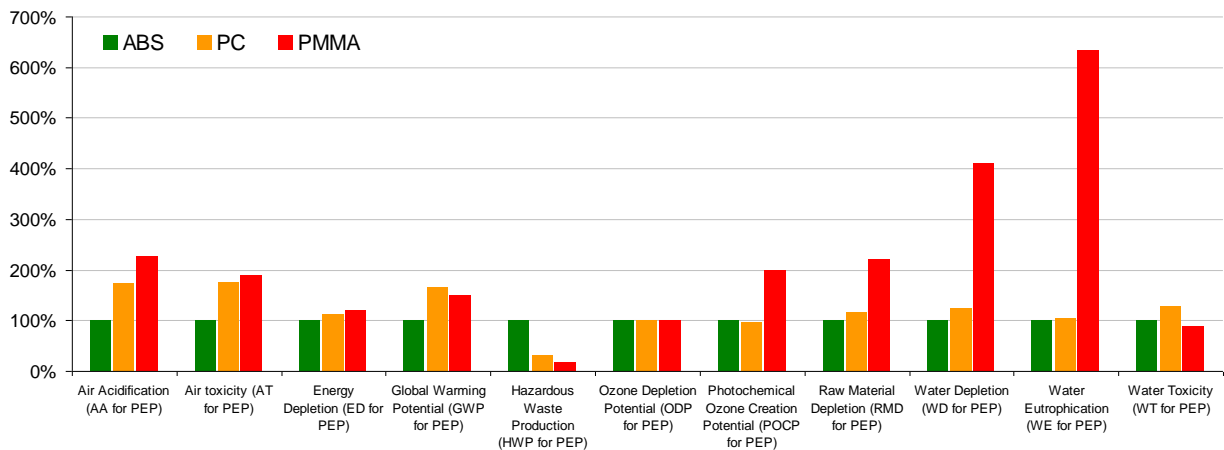
### 4.3.3. Mechanical parts & raw materials

Selecting materials is also an important stage in the optimization of the environmental impact of our products. The combination of various types of materials can encourage or prevent the recycling of a product. This is why we ensure that we use compatible materials during recycling phases (e.g. PC and ABS plastics can be recycled together). From an assembly point of view, every action is taken to optimize the dismantling and separation times for the various fractions (plastics/metals/electronics/cabling, etc.). We are also taking a proactive approach and considering alternative materials which will reduce the exhaustion of the raw materials.

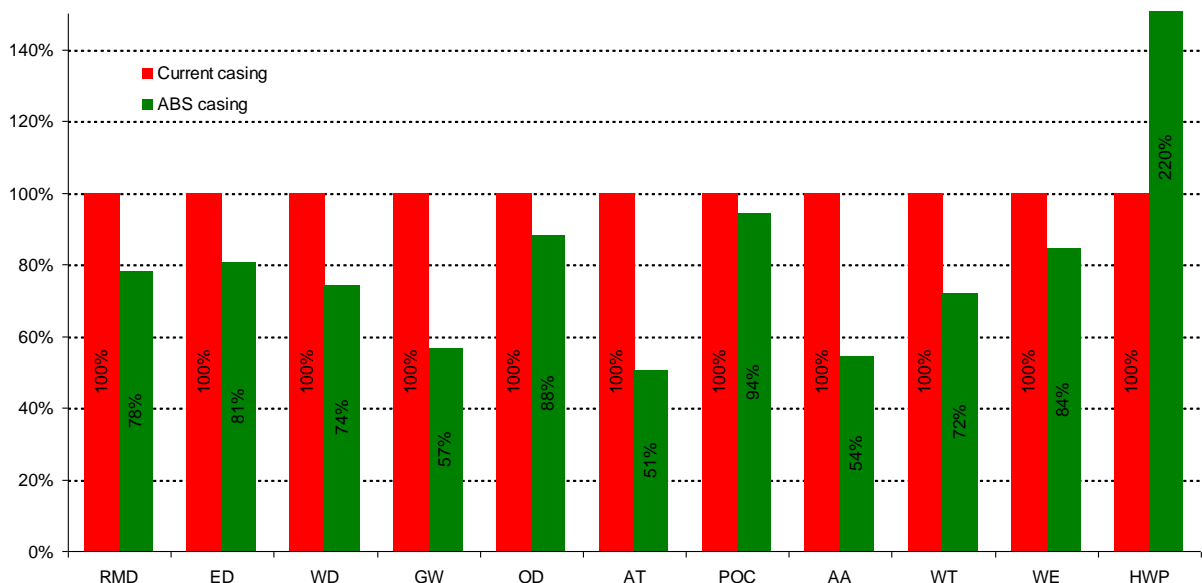
We compared the environmental impact of two different types of plastic (PC and PMMA) to a plastic of reference (ABS).

The benefit is that ABS has generally a lower impact to the PC for different impact categories studied; thus it is interesting to generalize the use of ABS in our product.

#### Environmental impact comparison - plastics



This result is illustrated by concrete case studies taking into account physical and technical parameters such as density and mechanical resistance. For example on one casing, using ABS instead of PC allowed a saving of 2.8 Kg eqCO<sub>2</sub> per product. (Evaluation below)



#### 4.3.4. Encouraging recycling: marking materials

In addition to financing end-of-life, measures are being taken to encourage recycling. Marking materials, particularly plastic parts, is part of these measures.

By marking parts with different items of information, we allow recyclers to sort the plastic by type. This improves recycling by purifying the batch to be recycled.

Thus, producers can encourage recycling by marking:

- The type of plastic (ABS, PC, etc.)
- The flame retardant (FR)
- The nature of this retardant

#### 4.3.5. Alternative materials

In addition to characterisation of environmental impacts of our plastic parts, we are working on use of alternative materials, based on :

- High rate recycled plastics (post-consumption)
- Bio-based plastics

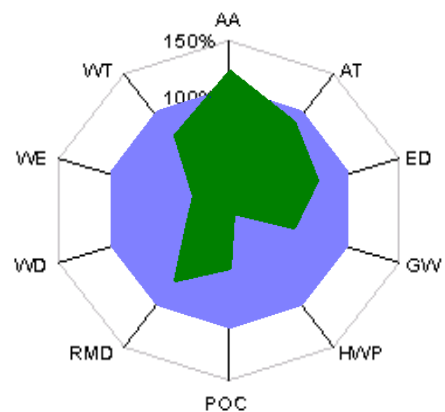
These materials are evaluated from technical and environmental point of view.

Various references of materials have been identified and are currently studied to ensure that environmental savings are real, and that technical needs are met to keep the same level of quality.

Example of evaluation here under is a comparison of impact between a 85% recycled material and a standard ABS one. It takes into account the density of the materials and the design of the plastic part.

Result is positive for the recycled material, while it is still necessary to qualify it from a technical point of view.

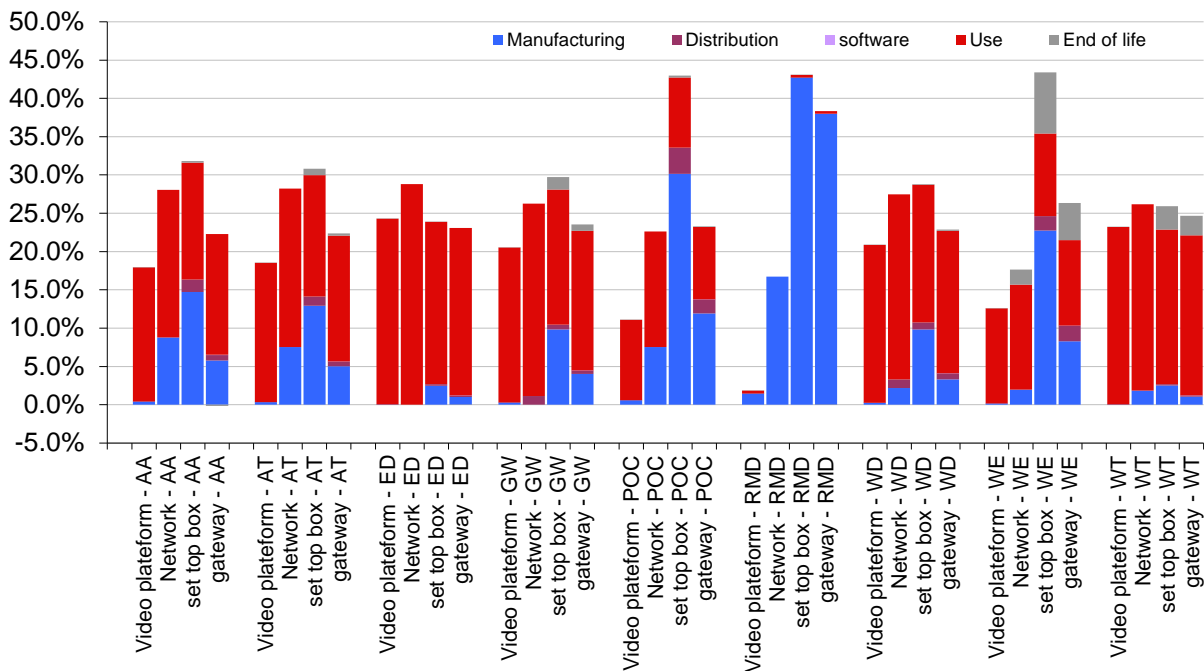
Comparison of impacts between an ABS part (as a reference) and an alternative material part



## 4.4. ECODesign PARTNERSHIPS

Sagemcom as a leading company in Broadband equipment participates in different workshops and wishes to adopt a participative approach with stakeholders. In 2012, we participated in the ICT footprint project of the European commission, which aimed to assess the practicality of standards for life cycle assessments of ICT products. This partnership was made with a European telecommunication operator in order to evaluate the environmental impact of a video on demand service, including content management, operator network, home gateway and Set top box (optionally with a TV set). The global results are illustrated below for reference.

VOD service impact repartition by product and lifecycle stage

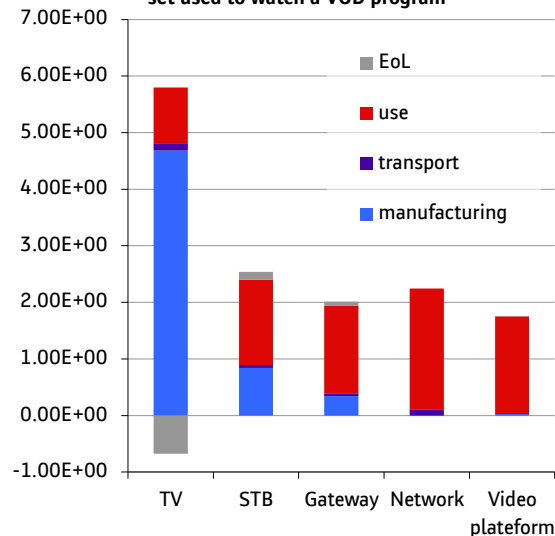


In the end two methodologies were tested with fairly similar results. However the result is extremely dependent on who makes the study (differences in approaches of various companies) and on which LCA tool is used (differences in databases).

In addition, the comparison with a TV set highlighted the difficulties to compare data from different studies as the TV LCA<sup>4</sup> was not performed with the same methodology nor Energy mix. Further calculation and assumption have been made in order to integrate the TV set to the comparison, nevertheless the uncertainty was much higher.

Last, the comparison was limited to Global warming (Kg eqCO<sub>2</sub>) as this was the only common indicator between the studies.

CO2 (Kg eq) impact comparison for annual VOD service compared to the impact of a plasma TV set used to watch a VOD program



<sup>4</sup> "LCA study of a plasma television device", by Roland Hischer & Isabelle Baudin, *Int J Life Cycle Assess* (2010) 15:428-438 ; DOI 10.1007/s11367-010-0169-2. Source: <http://seeds4green.open-green.net/content/lca-study-plasma-television-device>



## 4.5. CHEMICALS MANAGEMENT

### 4.5.1. European regulations

Several European Directives aim to prohibit or restrict the use of substances, which are dangerous for human health and the environment, in particular the REACH regulation 1907/2006 (Restriction, Evaluation, Authorisation of Chemicals) and the RoHS directive 2002/95/EC (Restriction of Hazardous Substances). We guarantee that our products comply with these directives.

Particularly, the REACH regulation requires manufacturers and importers to declare the quantities of chemical substances manufactured in or imported to Europe. We have started with a complete inventory of all substances used in our activities, in coordination with the management of Material Safety Data sheets. All necessary pre-registrations have been made by the supply chain to ensure continuity of supplies.

### 4.5.2. Focus on SVHCs

Concerning Substances of Very High Concern in our product, a traceability system has been set up to identify chemicals present in our products toward the supply chain. Sagemcom asks its suppliers to give information on chemicals contained in the components. Two possibilities for the suppliers:

- To connect on our dedicated web portal, or
- To connect on other external portals

These declarations are made by uploading an IPC1752 format. This questionnaire lists:

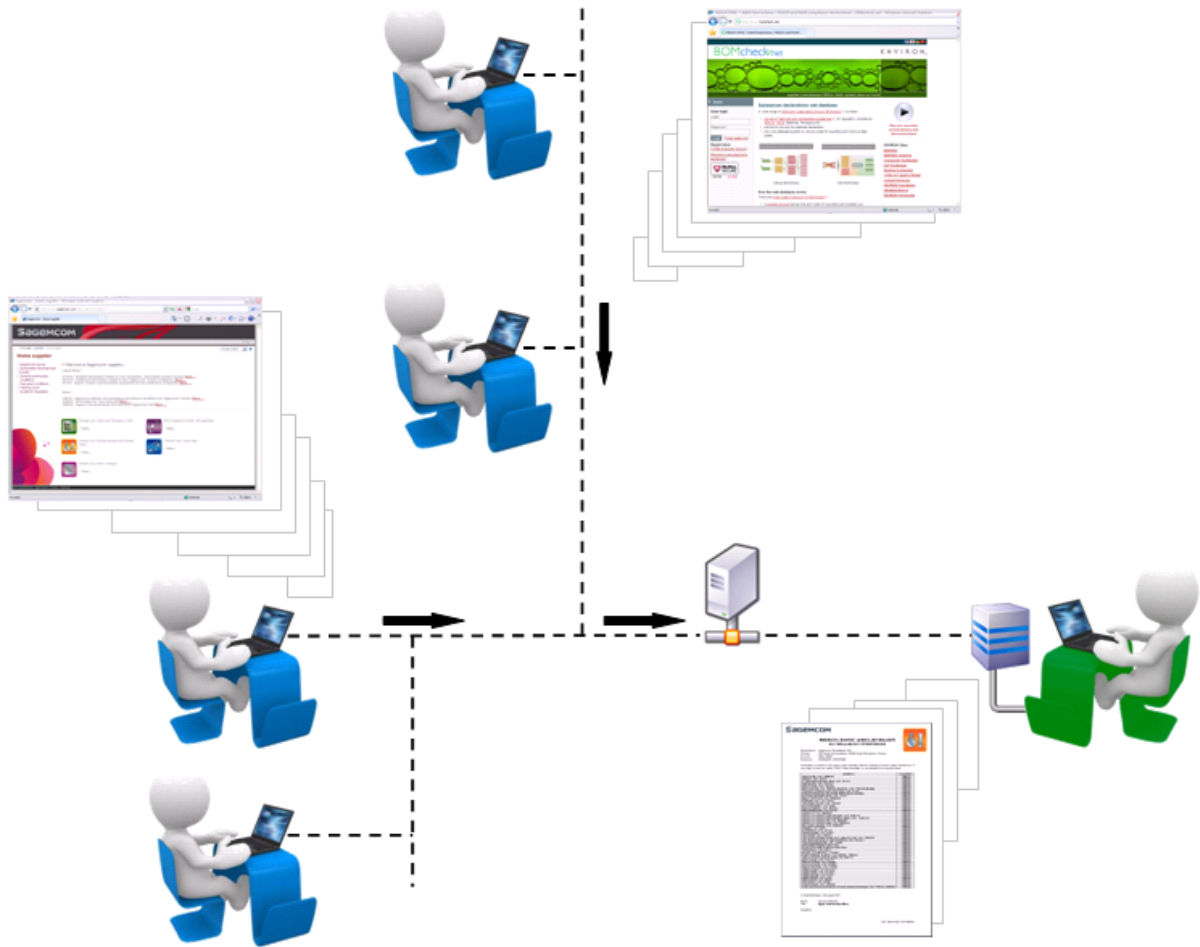
- the restricted substances of REACH Annex XVII known to be used in the electronic sector (and other regulated substances),
- non-regulated substance suspected to have an effect on human health and / or on the environment
- Substances of Very High Concern (SVHC).

The suppliers are asked to update this information every six months, due to evolutions of the SVHC list done by the ECHA.

In order to enhance the update of data, we encourage our suppliers to give a full material disclosure; meaning the chemical breakdown of the components. It will allow us to know in one declaration which are the substances included in the components. By doing this, suppliers will not have to update information every six months.

Once information is uploaded by the suppliers, data are gathered in our environmental database. Thanks to that, our REACH team can analyse the bill of materials of our products to deliver a clear status of products to customers asking for information about chemicals.

### **Sagemcom Traceability system**



#### **4.5.3. Traceability of conflict minerals**

The traceability of certain minerals coming from the Democratic Republic of Congo and nearby countries is a growing concern for the electronic sector. We will initiate a traceability system about so-called conflict minerals in 2013 as per the US Dodd-Franck act.

## 4.6. ENVIRONMENTAL LABELS

Eco-labels are intended to highlight the environmental qualities of products. These labels allow consumers to choose a product on an environmental friendly basis.

Because there are not always labels for our product families, we chose to identify the environmental qualities of our own, when they are above average, with a clear display.

### 4.6.1. The «Simple Switch» PHILIPS program

Products wearing the “Simple Switch” label allow reducing the costs, the energy consumption and the CO<sub>2</sub> emissions by improving energy efficiency, packaging, hazardous substances, weight, and recycling.

The range of PHILIPS fax Magic5 ECO, in the different versions as Basic, Primo, Primo Smart, Voice and Voice Smart received this label because of its environmental qualities.



Our range of Thermal Transfer fax has a very low power consumption in standby. This is particularly important for telecom products, which always remains connected; standby mode represents more than 90% of operating time! Thus, with the Magic5 PHILIPS ECO range, we save energy and money.

Ecodesign of this range of fax is beyond energy consumption; his design has reduced its size and weight, thus preserving natural resources by using fewer raw materials.

Thus, it was possible to significantly reduce packaging size, with all consequences on the supply chain, more products per pallet for transportation, so fewer trucks on the roads, and less CO<sub>2</sub>!

### 4.6.2. Participation in the ENERGY STAR® program

Sagemcom has ensured that its printing terminals consume less energy for many years.

The ENERGY STAR® program aims to promote the development and the general use of office hardware with low consumption. As a partner of ENERGY STAR®, Sagemcom develops many products satisfying the requirements of the label.

You can find ENERGY STAR® compliant products on our Website <http://www.sagemcom.com> or on [www.eu-energystar.org](http://www.eu-energystar.org)

By using products with this label, you can help to protect the environment, while making savings!



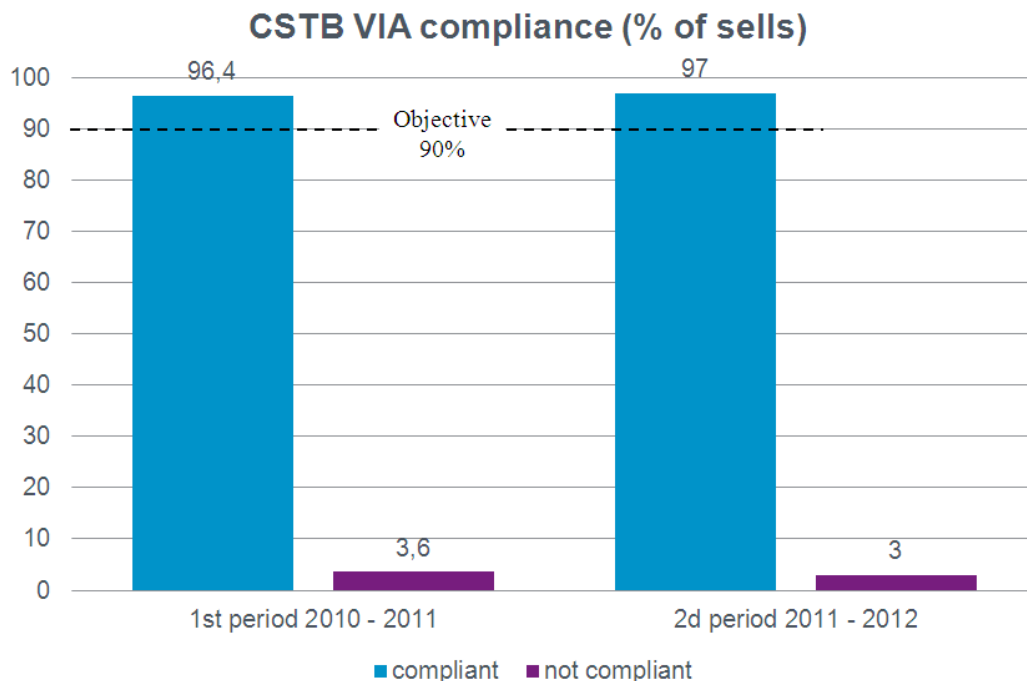
### 4.6.3. Set-Top Boxes : The Industry Voluntary Agreement

The industry Voluntary Agreement seeks to contribute to the achievement of the EU Action Plan on Energy Efficiency and in particular of the Eco design Directive 2009/125/EC, by reducing the potential environmental impact of Complex Set-top-Boxes (CSTBs), which will ultimately be beneficial to consumers and other end users.

Its overall objective is to reduce the energy consumption of CSTBs in accordance with energy consumption targets and time frame, with a view to maximise the environmental benefits from improved design.

The Voluntary Agreement delivers an industry-wide commitment to reduce the potential environmental impact of CSTBs. It goes beyond a “business as usual” scenario and provides for quick progress by means of rapid and cost-effective implementation, while allowing for flexible and appropriate adaptation to technological options and market sensitivities. This Voluntary Agreement sets out the means by which the Signatories, which are drawn from across the spectrum of the CSTB industry, will commit to achieve such rapid and effective implementation while continuing to invest in and develop sustainable and appropriate “best of class” CSTB products.

Signatories engage in having more than 90% compliant products put on the market each year. Sagemcom Broadband SAS signed the voluntary agreement as it reflects our eco design policy; achieved results are described below.



#### 4.6.4. Environmental labelling of DECT products

Sagemcom is a stakeholder in the French experiment about disclosure of environmental information related to electronic products.

In particular, the DECT phones environmental characteristics are disclosed by a French telecommunication operator in its shops & website. It includes a simplified carbon footprint of the product, and various information about raw material depletion, Eco design, ...



**note environnementale : 5/5**  
**SAGEMCOM D181**

- > limitation du CO<sub>2</sub> ..... ●●●●●●●●  
13 kg eq CO<sub>2</sub> émis de la fabrication au recyclage
- > préservation des ressources naturelles..... ●●●●●●●●
- > conception éco-responsable ..... ●●●●●●●●  
(dont limitation des substances dangereuses)

en partenariat avec le 

 ne meilleure info, un meilleur choix  
facile pour vous, utile pour tous



**note environnementale : 4/5**  
**SAGEMCOM D571**

- > limitation du CO<sub>2</sub> ..... ●●●●●●●●
- > préservation des ressources naturelles..... ●●●●●●●●
- > conception éco-responsable ..... ●●●●●●●●  
(dont limitation des substances dangereuses)

en partenariat avec le 

 ne meilleure info, un meilleur choix  
facile pour vous, utile pour tous

## 4.7. RECYCLING

Sagemcom commits to the recycling of all of its products.

### 4.7.1. Electrical & electronic equipment

European Directive 2002/96/CE (known as WEEE) regulates the management of Electric and Electronic products at their end-of-life. Producers are responsible for the recycling of their products. Sagemcom is one of the founders of the eco-organization Ecologic, a company approved by the French government for the management of WEEE.



[www.ecologic-france.com](http://www.ecologic-france.com)

### 4.7.2. Packaging

Sagemcom packaging satisfies the requirements of applicable regulations (European directive 94/62/CE):

- No heavy metal content
- Optimized volume of raw materials used
- Materials are identified to optimize recycling

We finance the collection and recycling of our packages via eco-packaging systems. In addition to meet its obligations, Sagemcom permanently attempts to reduce packaging quantities. To give an example, changing the range of thermal transfer fax products reduced volume by 26%. Individual packaging is thus optimized as well as transport as an equivalent quantity of products can be carried by fewer trucks. Materials incomings being also an important question, we deploy recycled packaging in cardboard or certified, printed with vegetal inks.

### 4.7.3. Batteries and accumulators

Batteries and accumulators can represent a danger for the environment during elimination due to the dangerous substances they contain. The European directive 2006/66/EC prohibits the marketing of the least eco-friendly batteries and accumulators (limits for lead, mercury and cadmium content). It makes collection and recycling mandatory to ensure that elimination is controlled and to encourage less use of raw materials. Sagemcom contributes to the collection and recycling of batteries, particularly via its membership of eco organizations.

### 4.7.4. enhancing recycling : Dismantling sheets

To ensure the correct recycling of its former products, Sagemcom provides recyclers with a dismantling sheet at request. This sheet contains all the information required to properly dismantle the product & recycle products in an optimum manner.

To give an example of the information on the sheet:

- A summary of the material used (metals, plastics, electronic boards, etc.)
- Location of the components to be separated (according to the WEEE directive)
- Dismantling instructions
- Potential risks for recycling operators (sharp metal edges, etc.)

#### 4.7.5. Consumables

Sagemcom voluntarily set up a free-return system for corporate laser consumables. Eligible consumables have the “Nature by SAGEMCOM” logo.

The Sagemcom collection program was set up to protect and conserve the environment. Our environmental program uses a T label which allows all users of Sagemcom cartridges to return them from anywhere in Europe. The T label is located on the packaging of your cartridge. This packaging is therefore designed to be returned to our centres.



Once an empty cartridge has been returned, it is treated in a recycling centre.

The T label placed on packaging enables you to manage your empty cartridges simply by sending them by post. Thanks to the re-use of cartridges via this program, you contribute to reduce industrial pollution. Sagemcom covers all postage, making this procedure useful, fast and free.

To return your empty consumable, just slip the used cartridge into the bag which contained your new cartridge. Put the empty cartridge into the box of the new cartridge, then close the box and drop it off at your nearest post office.

In addition, Sagemcom is partner of the French initiative CART'TOUCH in partnership with the French government.

CART'TOUCH is a common take-back system set up by the major manufacturers of printers and consumables. CART'TOUCH aim is to enhance the return ratio of empty cartridges and to share best practices in consumables recycling. It gives opportunities to the end-user to send back empty consumables via various means (local take back, mailing, ...).



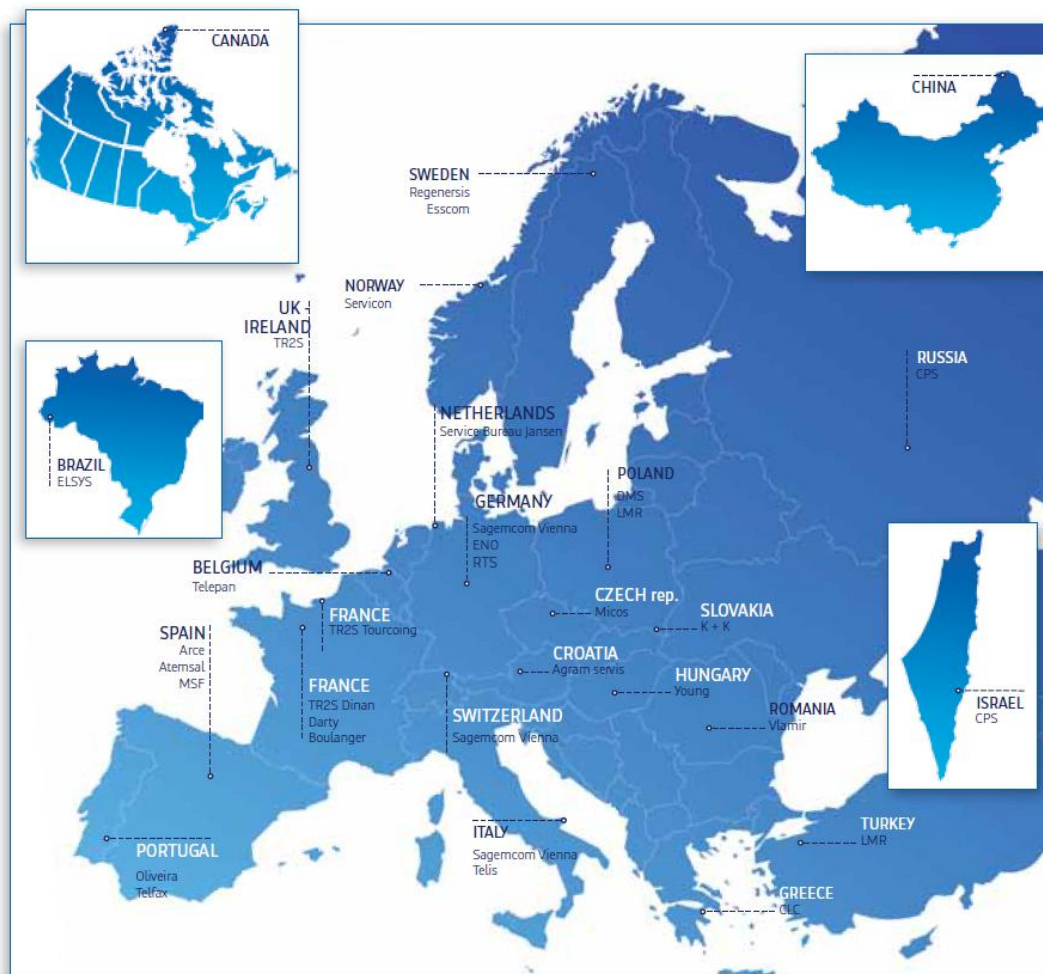
More information about CART'TOUCH at [www.cart-touch.org](http://www.cart-touch.org)

#### 4.7.6. Our approach : customer service for a lower environmental impact

In addition to recycling household products and professional via Ecologic, Sagemcom has implemented a strategy of repair & refurbish for its customers.

Having full control over its repair network has undeniable benefits for a group such as ours, as a client service (from the supply of the product to complete life-cycle management), but also as feedback. Our R&D and Quality services particularly appreciate this point. The study of NFF (No Fault Found) indeed appears to be the best means of ensuring that our products are constantly more reliable, effective and easy-to-use.

#### Repair staff around the Globe



ASC (Authorized Service Center) feedback on user tips - which our operators know backwards and forwards - allows our call centre to assist clients while avoiding tedious and expensive product returns for repairs. Sales staffs are not forgotten: our refurbish lines are equipped to process thousands of products returned from a Telecommunications operator in view of serving a new subscriber. Large ASC are comparable to fully-fledged production plants as they include their own reception/acceptance units, production lines, quality control, dispatch, and purchasing services, etc. Operations are therefore similar, however, one detail differs, an ASC is unaware of which products



the service will need to process in advance (products are processed when they fail and cannot therefore be forecast by definition) and the aim is to ensure a rapid repair: a client is waiting for every failed product! For small ASC, the challenges mentioned above are combined with the wide range of products handled, as the Sagemcom portfolio is vast. One single operator could therefore repair set-top boxes on a morning, continue with Picopix and end the day with a few DECT. And all this time, the quality of the repair must be guaranteed, as our aim is to return a product in full working order to the client. Repair sites match the deployment of Sagemcom products to ensure effective international coverage. On this basis, Fax and Imaging products can be found in China, STB products in Brazil and Turkey, and other HGW in Brazil, Canada and Israel. Several centers are clearly set up in Europe, ranging from Sweden to Italy and from Portugal to Russia.

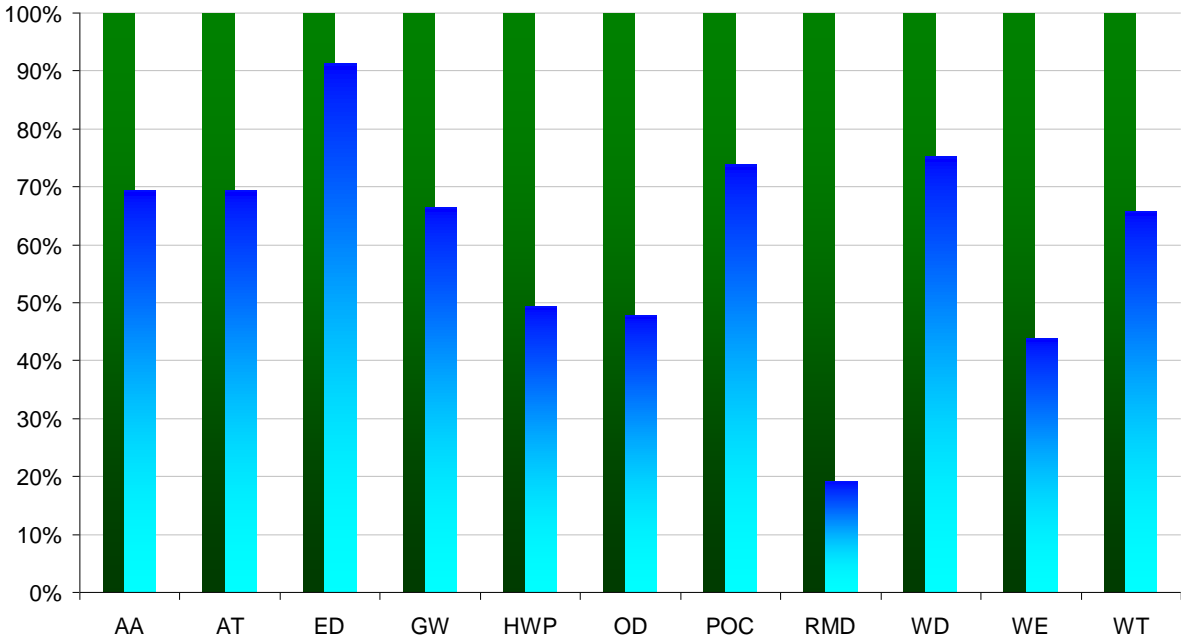
Before concluding that the product has failed, every action is taken to ensure that our clients receive an adequate response in real-time. Our customers can access our support site, films and forums, and an on-line chat 24 hours a day, and what's more, our telephone operators are there to provide assistance. And if no solution is found despite all our efforts, our ASC will take action to ensure repair as rapidly as possible.

**A few figures for the client service:**

- **49** : number of ASC spread over 29 countries
- **461,000** : number of repairs carried out
- **1,130** : number of Sagemcom product references processed in ASC
- **500,000**: number of calls received on our hotline
- **27,000** number of support site pages (having generated almost **3 million** pages viewed)
- **40,000** : number of e-mails received and processed
- **36,000**: visits to the “get satisfaction” forum with **22,000** educational films viewed over **7,000** on-line chat sessions

This approach allows the reuse of a maximum of products; depending on products types, up to 85% can put repaired and have a second life on the market. (Remaining products are non-repairable). The environmental impact is considerably reduced:

**Environmental impact comparison between a newly manufactured product (in green) and a refurbished product (in blue)**





## 5. ANNEXES

## SAGEMCOM

### OUR SAGEMCOM COMMITMENTS

Sagemcom is witnessing significant change in its markets, characterised by a significant acceleration in the growth of our offer and of our communication terminal solutions with added value, in relation to the constant development of the implemented technologies.

Our aim is to satisfy our customers by anticipating their needs and protecting their interests, by securing our precious and desirable business assets, in order to do better than our competitors and further accelerate our growth while maintaining profitability.

To do this, our management systems rely on five continuous improvement axes:

- The efficiency of our procedures, with ISO 9001 standard as a guide:
  - To offer the best of Sagemcom to our customers, with innovative products to bring growth and profitability,
  - To develop our ability to adapt into a high-performance, customer-oriented organisation,
  - To manage business continuity.
- The security of our information systems, in accordance with ISO 27001 standard :
  - To ensure our customers providing solutions that meet the highest levels of security requirements and protection of their investments,
  - To protect against all threats, whether internal or external, deliberate or accidental, information assets managed by Sagemcom, its staff, its customers, partners and suppliers,
  - To establish criteria for assessing and controlling the risks involved in our operations.
- The management of our environmental :
  - To limit and control our site impacts on the environment by preventing pollutions, based on continuous improvement through an ISO 14001 certified environmental management system,
  - To design and distribute products and services with the lowest environmental impact by spreading Eco-design practices and obtaining Eco-labels,
  - To propagate best environmental practices among our suppliers.
- The respect of ethical rules, with the United Nations "Global Compact" program as a guide to deploy our sustainable development approach internally and with our partners
- The respect of health and safety of our employees (OHSAS 18001) to provide safe facilities and look after the health of everybody who contributes to our business.

I support the Sagemcom Quality Director, acting in close collaboration with the Quality Activity Directors and Managers of the various entities, with monitoring the provisions set out in the present document. I ask them to propose any development they deem necessary for permanent improvement of our management system and to take into account new legal and other requirements which may become applicable to our professionals and businesses.

I personally commit myself:

- To make understood all the policies and objectives that we regularly define together ,
- To oversee the continuous improvement of the efficiency of the involved procedures, as consistent with Sagemcom Strategy, Policy and Objectives, in particular through carrying out Management Reviews,
- To provide the resources and skills necessary for the implementation of the Management System and the full usage of feedback.

In addition to these principles, the implementation of the company's values by everyone is the key to our success.

  
Patrick SEVIAN  
President

Document Sagemcom Ref : 24037696-D – 25/02/2013

# ANNEXE 2 – ISO 14001 CERTIFICATE



# Certificat Certificate

N° 2008/31032c

AFNOR Certification certifie que le système de management mis en place par :  
AFNOR Certification certifies that the management system implemented by:

## SAGEMCOM SAS

pour les activités suivantes :  
for the following activities:

CONCEPTION, PRODUCTION ET SERVICES AUX CLIENTS :  
- DE PRODUITS DE TELECOMMUNICATION,  
- ET AUTRES EQUIPEMENTS ELECTRONIQUES  
(A L'EXCLUSION DES CHANTIERS D'INSTALLATION HORS EUROPE).

DESIGN AND PRODUCTION OF:  
- TELECOMMUNICATIONS PRODUCTS,  
- AND OTHER ELECTRONIC EQUIPMENT  
(EXCLUDING NON-EUROPEAN INSTALLATION SITES).  
RELATED CUSTOMER SERVICE.

a été évalué et jugé conforme aux exigences requises par :  
has been assessed and found to meet the requirements of:

## ISO 14001 : 2004

et est déployé sur les sites suivants :  
and is developed on the following locations:

250 route de l'Empereur CP 1111 FR-92848 RUEIL-MALMAISON

(Liste des sites certifiés en annexe n° 1)  
(List of certified locations on appendix n° 1)

Ce certificat est valable à compter du (année/mois/jour)  
This certificate is valid from (year/month/day)

2011-02-04

Jusqu'au\*  
Until\*

2014-02-03

Seul le certificat électronique, consultable sur [www.afnor.org](http://www.afnor.org), fait foi en l'absence de la version imprimée. Le présent certificat est valide jusqu'au 31/03/2014. AFNOR Certification est accréditée par le COFRAC pour la certification de management.



Directrice Générale d'AFNOR Certification

Managing Director of AFNOR Certification

F. MEAUX



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SAS au capital de 18 187 000 € - 479 076 002 RCS Bobigny - [www.afnor.org](http://www.afnor.org)

afnor  
CERTIFICATION

# ANNEXE 3 – ISO 9001 Certificate



# Certificat

Certificate

N° 2004/23652g

AFNOR Certification certifie que le système de management mis en place par :  
AFNOR Certification certifies that the management system implemented by:

## SAGEMCOM SAS

pour les activités suivantes :  
for the following activities:

CONCEPTION, PRODUCTION, VENTE ET SERVICES AUX CLIENTS :  
- DE PRODUITS DE TELECOMMUNICATION,  
- ET AUTRES EQUIPEMENTS ELECTRONIQUES.

DESIGN, PRODUCTION AND SALE OF:  
- TELECOMMUNICATIONS PRODUCTS,  
- AND OTHER ELECTRONIC EQUIPMENT.  
RELATED CUSTOMER SERVICE.

a été évalué et jugé conforme aux exigences requises par :  
has been assessed and found to meet the requirements of:

### ISO 9001 : 2008

et est déployé sur les sites suivants :  
and is developed on the following locations:

250 route de l'Empereur CP 1111 FR-92848 RUEIL-MALMAISON

(Liste des sites certifiés en annexe n° 1)  
(List of certified locations on appendix n° 1)

(Traduction en chinois en annexe n°2)  
(Chinese translation on appendix n°2)

Ce certificat est valable à compter du (année/mois/jour)  
This certificate is valid from (year/month/day)

2011-02-04

Jusqu'au\*  
Until\*

2014-02-03

Le certificat électronique communiqué est valide. Ce certificat est valide pour les activités de la certification de l'organisme.  
The electronic certificate communicated is valid. This certificate is valid for the activities of the certification of the organization.  
CERTIF 17008 17/02/11 AFNOR est une marque déposée. AFNOR est un organisme agréé.



Directrice Générale d'AFNOR Certification

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CERTIFICATION

# ANNEXE 4 - OHSAS 18001 Certificate



# Certificat

Certificate

N° 2008/33339b

AFNOR Certification certifie que le système de management mis en place par :  
AFNOR Certification certifies that the management system implemented by:

**SAGEMCOM SAS**

pour les activités suivantes :  
for the following activities:

**FABRICATION DE CARTES ET DE TERMINAUX ELECTRONIQUES  
ET DE CONSOMMABLES FAX.**

**MANUFACTURING OF BOARDS, ELECTRONIC TERMINALS  
AND FAX COMSUMABLES.**

a été évalué et jugé conforme aux exigences requises par :  
has been assessed and found to meet the requirements of:

**OHSAS 18001 : 2007**

et est déployé sur les sites suivants :  
and is developed on the following locations:

**ZI Borj Ghordel Yasminet TN 2013 BEN AROUS**

Ce certificat est valable à compter du (année/mois/jour)  
This certificate is valid from (year/month/day)

**2011-02-04**

Jusqu'au\*  
Until\*

**2014-02-03**

Directrice Générale d'AFNOR Certification

Managing Director of AFNOR Certification

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**afnor**  
CERTIFICATION

# ANNEXE 5 – Ethical Charter

## SAGEMCOM

### Suppliers Ethic Charter

Sagemcom, invites its Suppliers and subcontractors [named after «Supplier(s)»] to adopt, support and apply, in their area of concern, all the fundamental values hereafter "Principles" in terms of Human Rights (Universal Declaration of Human Rights), working rules (ILO), environment, and struggle against corruption :

- To prohibit, systematically, under-aged labour (lower than the legal age in force into the country), except ILO clause;
- To prohibit all forms of obligatory or forced labour;
- To prohibit all kind of labour, which, by its nature or its conditions, presents an immediate danger or would be likely to endanger their health and safety;
- To promote and respect the International Human Rights;
- To insure that Human Rights principles are not violated;
- To respect the freedom of association among workers and to take into account the right to do collective bargaining;
- To practice an all-equal opportunity employer attitude, during hiring process and, vis-à-vis his workers, whilst on job;
- To apply a careful approach towards environmental problems;
- To undertake some initiatives in order to promote environmental aspect awareness;
- To encourage the utilisation of nature-respecting technologies during product development;
- To act against all kinds of corruption, including money extortion and bribes;

The Supplier commits himself to promote the above-mentioned Principles, besides respecting them and ensuring his own Suppliers and subcontractors do respect them as well.

The Supplier commits himself to respect all current international treaties with regards to the environmental protection. Upon Sagemcom request, necessary documents correlated to the eco-conception view and to his durable development programmes must be provided by the Supplier.

Upon Sagemcom request, the Supplier will communicate duly without any restriction, all necessary documents allowing Sagemcom to verify if Suppliers and other second party respect the above-stated Principles. Prior to verification, Sagemcom should be given free access by all its Suppliers and subcontractors to their premises during audit-related process via internal auditors or external auditors, approved by Sagemcom.

Illicit labour by under-aged workers, obligatory or forced labour, as well as an immediate risk for the safety of the employees constitutes a crippling element with any trade of Sagemcom with the supplier. Generally, Sagemcom will take care to help the supplier to improve his standards of satisfaction. Without any improvement of the supplier, the supplier will see himself also private of any trade with Sagemcom.

*Drawn up in two originals*

For Sagemcom,  
Rueil-Malmaison on,

For the Supplier, "Company name "(+company sealing)  
"place" on, "date"

Jean-Claude Barberan,  
VP Purchasing Managing Director

"Name"  
"Title"

*"This document and the information contained are Sagemcom property and shall not be copied or disclosed to any third party without Sagemcom prior written authorization"*  
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www.sagemcom.com







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