



UNITED NATIONS GLOBAL COMPACT: COMMUNICATION ON PROGRESS (COP)

Period covered by the COP:

From: 11/11/2011 to: 11/11/2012

Human Rights Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses

Human rights risk-assessment for the company, description of policies, public commitments, and company goals

⇒ statement of corporate responsibility committing CSP to scrupulously respect the human rights; statement signed by the chairlady on the 22nd December 2011 and communicated to the managers and the personnel in January 2012

⇒ Social and ethics charter defining the fundamental commitments of CSP and including the respect of the international human rights law and the prohibition of complicity in human rights abuses; charter signed by the chairlady on the 22nd December 2011

⇒ Social and ethics charter for suppliers and sub-contractors defining the fundamental commitments of CSP and asking suppliers and sub-contractors for their commitment to respect the human rights and not to being complicit in human rights abuses

Company goals for 2013

⇒ 80% of the staff members and 80% of the suppliers and sub-contractors should have signed the social and ethics charters

Implementation

⇒ Request of the chairlady in June 2012 to the managers to commit to respect the international human rights law and to substantiate their commitment by signing the social and ethics charter of CSP

⇒ From June 2012, addition of the commitment of each staff member to his/her work definition

⇒ From July 2012, request to each provider to commit to respect the international human rights law by signing the social and ethics charter for suppliers and sub-contractors of CSP

Measurement of outcomes

⇒ No infringement of human rights was reported by the staff, the stakeholders or the competent authorities

⇒ Signing rate of the social and ethics charter of CSP by the staff members

⇒ Signing rate of the social and ethics charter for suppliers and sub-contractors of CSP



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Labour principles

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation

Labour rights-related risks assessment for the company, description of policies, public commitments, and company goals

⇒ CSP's statement of corporate responsibility proving the commitment to maintain and develop a socially responsible company, to offer safe and motivating work conditions, to fight against discrimination and guarantee equal opportunities within the company, to encourage social dialog and information of the staff and their representatives; statement signed by the chairlady on the 22nd December 2011 and communicated to the managers and the personnel in January 2012

⇒ Social and ethics charter defining the fundamental commitments of CSP in terms of labour law which aim is the respect of the freedom of association, the right to collective bargaining, the elimination of all forms of forced and compulsory labour, the abolition of child labour, the elimination of discrimination; charter signed by the chairlady on the 22nd December 2011

⇒ Social and ethics charter for suppliers and sub-contractors defining the fundamental commitments of CSP and asking suppliers and sub-contractors for their commitment to undertake these labour-related principles

⇒ The commitment letter signed by the chairlady and the head pharmacist encouraging CPS's directors to make of the occupational health and safety management one of their priorities with the implementation of safety in the work methods and a risks prevention policy to ensure the safety of people and goods

⇒ Deployment of a system of occupational health and safety management

⇒ Yearly assessment of labour-related risks for each area of expertise and on each site, last update: November 2012

⇒ Psychosocial risks assessment in September 2012 via a questionnaire forwarded to all staff members

Company goals for 2013

Obtaining OHSAS 18001 certification

Implementation

⇒ Request of the chairlady in June 2012 to the managers to commit to respect the labour law and to substantiate their commitment by signing the social and ethics charter of CSP

⇒ From June 2012, addition of the commitment of each staff member to his/her work definition

⇒ From July 2012, request to each supplier to commit to respect the labour law by signing the social and ethics charter for suppliers and sub-contractors of CSP



- ⇒ Appointment of a director in charge of the systems of occupational health and safety, and of environment management; appointment of an officer in charge of hygiene, safety and environment, and of safety coordinators on each site
- ⇒ Regulatory monitoring dedicated to labour health and safety
- ⇒ Prevention plan against significant risks as defined by the annual assessment of the labour risks
- ⇒ Action plan to reduce the arduousness of work
- ⇒ Training of managers in occupational health and safety, training of employees in labour-related risks, their prevention and control, communication of specific safety instructions
- ⇒ Regular meeting with the staff representatives, the works council, and the health and safety committee in accordance with the French labour law
- ⇒ Implementation of psychosocial risks prevention working groups
- ⇒ Individual interviews: one per year for managers and supervisors, every two years for employees

Measurement of outcomes

- ⇒ No significant physical accident with injuries in 2012
- ⇒ No infringement to Labour law noticed by the competent authorities
- ⇒ 681 people (72% of the staff members of CSP) have been trained in occupational safety between November 2011 and December 2012

Social indicators	2011	2012	2011/2012
Number of staff members	982	944	-4%
Gender proportion: women	55%	58%	+1%
men	43%	42%	-6%
Age curve			
Under 20	0.6%	1.7%	+167%
From 20 to 29	21.8%	17.3%	-24%
30-50	64.8%	66.3%	-2%
Above 50	12.8%	14.7%	+10%
Type of employment contract			
Long term	87.7%	88.5%	-3%
Short term	21.3%	11.5%	-10%
Temporary			-15%
Apprenticeships			+18%
% of staff turnover			-3%
Disabled staff members			+17%
Absenteeism due to			
1- Illnesses			-11%
2- Maternity/parental leave			+13%
3- Occupational accident			-31%



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Environmental principles

Principle 7: Businesses should support a precautionary approach to environmental challenges;
Principle 8: undertake initiatives to promote greater environmental responsibility; and
Principle 9: encourage the development and diffusion of environmentally friendly technologies

Environmental risks assessment for the company, description of policies, public commitments, and company goals

⇒ statement of corporate responsibility committing CSP to protect the environment on a daily basis; statement signed by the chairlady on the 22nd December 2011 and communicated to the managers and the personnel in January 2012

⇒ Social and ethics charter defining the fundamental commitments of CSP in terms of environmental protection, stating the implementation of the precautionary principle and the actions put in place to reduce the ecological footprint of our activities; charter signed by the chairlady on the 22nd December 2011

⇒ Social and ethics charter for suppliers and sub-contractors defining the fundamental commitments of CSP and asking suppliers and sub-contractors for their commitment to protect the environment

⇒ Yearly environmental analyses to evaluate the environmental impact resulting from our activities

⇒ Assessment of greenhouse gas emission

⇒ Energy diagnostics of the site of Cournon conducted by the energy advisor of the Chamber of Commerce in 2011

Company goals for 2013

⇒ Renewal of the ISO 14001 certification

⇒ Reduction of 15% of the energy consumption of the pilot site equipped with a centralised technical management system (CTM)

⇒ Implementation of the CTM on the other site if the energy savings are satisfactory

⇒ Increase of the staff's awareness for energy management

⇒ Reduction of the greenhouse gas emission resulting from our activities

⇒ Continued optimisation of non-hazardous waste recycling

Implementation

⇒ Request of the chairlady in June 2012 to the managers to commit to protect the environment and to substantiate their commitment by signing the social and ethics charter of CSP

⇒ From June 2012, addition of the commitment of each staff member to his/her work definition

⇒ From July 2012, request to each supplier to prove its commitment in terms of environmental protection, to put actions in place at every level to limit the environmental impact resulting from its activities and thus reduce its ecological footprint. Each supplier



substantiates its commitment by signing the social and ethics charter for suppliers and sub-contractors of CSP

⇒ Environmental follow-up management system with a steering committee dedicated to environment

⇒ Regulatory monitoring

⇒ Environmental impacts reduction plan (for impacts assessed as significant in the environmental analyses)

⇒ Staff training to control the environmental impacts of their activities, upon arrival and renewed every three years

⇒ Actions to reduce waste at source including dematerialisation of documents: electronic document management (EDM)

⇒ Optimisation of non-hazardous waste recycling

⇒ Implementation of the CTM in our main site to reduce energy consumption

⇒ Collection and analysis of the safety data sheets of the products entrusted to us by our clients

Measurement of outcomes

⇒ The environmental management system has been ISO 14001 certified since January 2008. The certification was renewed in November 2010

⇒ No incident with significant environmental impact occurred in 2012

⇒ Dematerialisation of 2,500,000 delivery notes, 2,500 invoices; 2,200,000 orders; 6,900 overdue notices and 1,000 product recovery notes

⇒ Energy savings of 9% on the CTM-equipped pilot site

⇒ 95% of the safety data sheets provided by our clients analysed

Environmental indicators	2012/2011
Greenhouse gas emission	in process
Electricity consumption	-5.8%
Total quantity of non-hazardous waste	-2.3%
Total quantity of recycled non-hazardous waste	+3.5%
Rate of recycled non-hazardous waste	+4.3%



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Anti-corruption principles

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

Anti-corruption risk assessment for the company, description of policies, public commitments, and company goals on anti-corruption

⇒ CSP's statement of corporate responsibility proving the commitment to respect fair business practices; statement signed by the chairlady on the 22nd December 2011 and communicated to the managers and the personnel in January 2012

⇒ CSP's social and ethics charter defining the measures to fight against corruption, signed by the chairlady on the 22nd December 2011

⇒ Social and ethics charter for suppliers and sub-contractors written in July 2012 defining the measures to fight against corruption that all suppliers and sub-contractors should take into account

Company goals for 2013

⇒ Development of a guiding protocol for the staff to identify the attempts of fraud to respond to extortion or corruption situations

Implementation

⇒ Request of the chairlady in June 2012 to the managers to commit to refuse any attempt of corruption and to substantiate their commitment by signing the social and ethics charter of CSP

⇒ From June 2012, addition of the commitment of each staff member to his/her work definition

⇒ From July 2012, request to each supplier to substantiate its commitment in terms of anti-corruption measures by signing the social and ethics charter for suppliers and sub-contractors of CSP

Measurement of outcomes

⇒ Signing rate of the social and ethics charter of CSP by the staff members

⇒ Signing rate of the social and ethics charter for suppliers and sub-contractors of CSP