

**Sustainable Development  
Charter 2017**



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## Édito

Since 1914, RAFFIN MEDICAL creates, manufactures and commercialises single use only medical equipment designed for health professionals.

The values which have brought success to our Company for over 100 years are:

- Involvement and work: build Raffin's success, thanks to the involvement of all the collaborators
- Proximity and reactivity: Being united and available everyday for every customer
- Ethics : build trusting relationships with our partners

Our processes are registered in a continuous improvement approach; our voluntary certifications ISO 9001/ ISO 13485 and ISO 22000 are a proof of this.

We also have decided to adopt, support and apply a sustainable development policy based on the principles of respect :

1. Of the environment :

We wish to reduce pollution and waste from our industrial and administrative activities as well as at all levels of our Supply Chain.

2. Of social progress :

Our different production sites around the world give evidence of our diversity and open mindedness!

We are committed to fight against all forms of work discrimination.

Our goal is also to ensure the health of our collaborators in the world, by the means of private health care.

3. Of the promotion of economic development :

Ensuring the economic development of our different sites, but also of our business partners and suppliers is a major responsibility for RAFFIN. Indeed, the sustainability of our activities, and therefore of all social progress, depends on it!

In order to show our attachment to the UN's fundamental principles, RAFFIN has joined the United Nations Global Compact.

It commits us to a continuous improvement and to a public and annual communication about the sustainable development goals that we have achieved.

We also wish to gain the ISO 26000 certification in the near future.

Michel Evaux, Directeur Général, RAFFIN MEDICAL





By joining the Global Compact in October 2014, RAFFIN MEDICAL is committed to respect the 10 principles of the UN Global Compact and to publish yearly a public statement on its progress.



## 10 powerful Principles

- **Human rights**

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.

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- **Labour**

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.

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- **Environment**

Principle 7 : Businesses should support a precautionary approach to environment challenges;

Principle 8 : Undertake initiatives to promote greater environmental responsibility; and Principle 9 : Encourage the development and diffusion of environmentally friendly technologies.

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- **Anti-Corruption**

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

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## The environment

Pages 6-7  
Dematerialisation

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## **Tender dematerialisation**

= 35 000 fewer printings

## **Purchase order dematerialisation**

= 31 200 fewer printings

## **Customer files dematerialisation**

= 5 250 fewer printings

- **Transporter handovers dematerialisation**

= 45 100 fewer printings

Assessment :

### **Paper purchase costs:**

2014> 1 575 € (600 reams)

2015> 908 € (400 reams)

Cost - 42%

2016> 912 € (400 reams)

With a turnover of + 4%

## Print fleet reviewing



### Recycling of the cartridges:

- 2014 > 15,60 kg
- 2016 > 19,70 kg

+ 26%

Less cartridges types, equipment with ink recovery, and recycling of the cartridges and toners with CONIBI who reuses them or sends back to the supplier.



Printing of our catalogue on 100% PEFC certified paper (Sustainable Forest Management)

### 2017 dematerialisation goal :

Setting up of the EDI « Electronic Data Interchange » for the purchase orders, delivery notes and invoice flows.

> To dematerialise at least 50% of the invoices by 2018

## Responsible transport:

Repatriation of our containers	2015 331 containers	2016 343 containers	
by barge	75	144	+ 48%
by rail	173	152	- 14%
by road	83	60	- 38%



## Direct shipments

2015	2016	
24	26	+ 8%

**2017 goal : To favour**

- The repatriation by barge and rail rather than road to reduce CO2 emission.
- HC containers to reduce the number of shuttles (76.87% in 2016), and reach 80%



## Responsible Distribution :

RAFFIN has chosen logistic partners which are engaged in reducing greenhouse gas emissions and follow up the complete CO2 print ( Collection, Haulage, Delivery) :

### XPO > GLOBAL COMPACT member

2014 : 19 134 kg of CO2 for 857 728 km  
**2,23 kg of CO2** for 100 km

2015 : 25 533 kg of CO2 for 1 074 341 km  
**2,37 kg of CO2** for 100 km  
**+ 6%**

2016 : 28 275 kg of CO2 for 1 337 188 km  
**2,11 kg of CO2** for 100 km  
**- 12%**

### Transports Bonnard >

2015 : 179 070 kg of CO2 for 1 230 607 kg of goods  
= 14,55 kg of CO2 pour 100 kg

2016 : 170 775 kg of CO2 for 1 168 653 kg of goods  
= 14,61 kg of CO2 for 100kg  
**+ 0,4%**

In 2014, RAFFIN has processed 21 505 purchase orders and has carried out 23 870 deliveries.

2 365 orders delivered in several deliveries in 2015, 25 441 orders, 29 567 deliveries.

4 126 orders delivered in several deliveries  
**+ 42%**

in 2016, 24 380 orders, 27 659 deliveries.

3 279 orders delivered in several deliveries  
**- 26%**

Average number of lines per order :

2015 : 3,89

2016 : 4,00 **+ 3%**

### 2017 goal:

To continue to reduce the number of deliveries per customer by encouraging pallet orders and by maintaining minimum order values and logistic discount with regards to the total value of the order.

> Average number of lines per order : 5

**Goal: Reduction of the CO2 emission within the company**

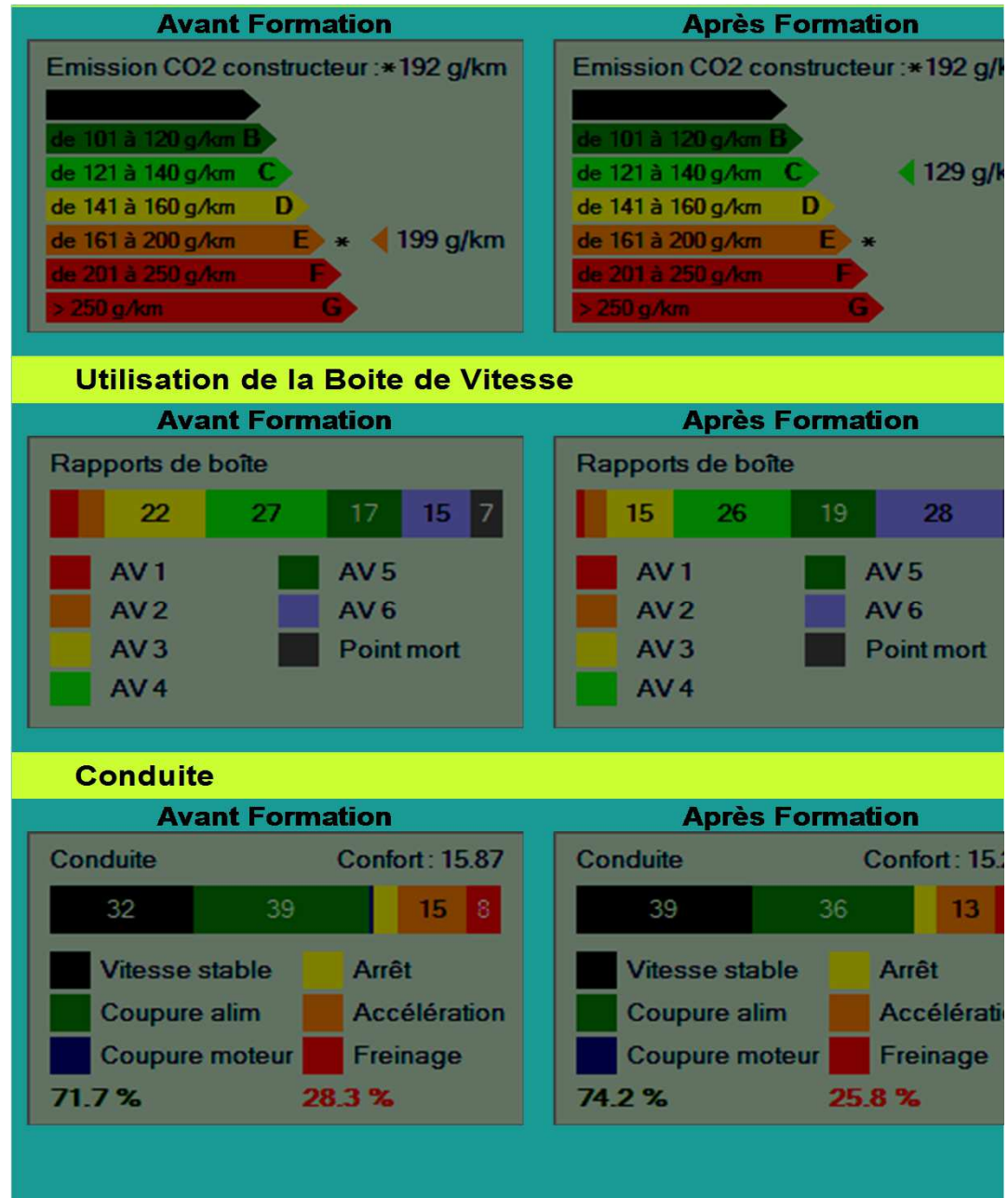
**2016 >**

Eco-driving training for the sales representatives >>>

**2015 >** Purchase of an Hybrid vehicle: 49g/km vs 99g/km

**- 50 %**

92% of RAFFIN MEDICAL employees live in the canton and 9% practise car sharing.



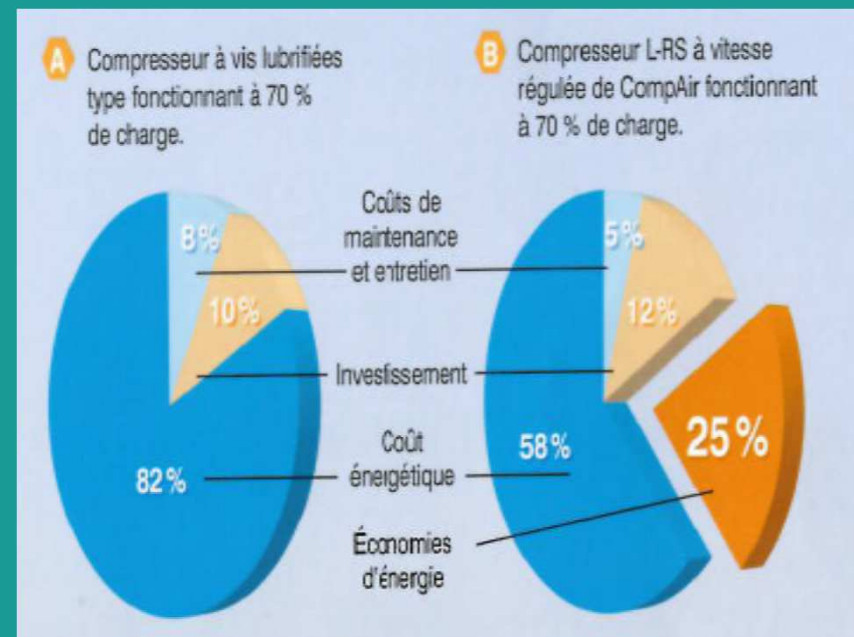
## Goal : Energy saving and Respect of standards

Change of air treatment equipment for our clean room

An air conditioning station using R22 gas and needing 2 air treatments has been replaced by an aero thermodynamic treatment station with a heat pump, efficient with only one air treatment.



Change of our old compressor (A) to a variation compressor (B) which only works when the tank is empty.



## FOLLOW-UP OF OUR ENERGY CONSUMPTION

	2011	2012	2013	2014	2015	2016
RAFFIN Turnover	18 070 000	20 450 000	21 411 000	22 500 000	24 500 000	25 016 000
Electricity cons. /kwh	163 630	174 588	175 281	175 368	176 017	155 009
Water cons. /m3	226	238	182	178	240	293
Cons. at equal activity	-	Electricity - 6% Water - 7%	Electricity - 4% Water - 37%	Electricity - 5% Water - 7%	Electricity - 8% Water + 24%  Identified and fixed water leak	Electricity - 12% Water + 22%  More staff and drivers showers however an audit is in progress

### Gas consumption:

2015: 15% decrease of our gas consumption, bound to a sensitivity to « good practice » within our company ( setting, insulation, environmental actions)

The site external lighting is programmed; it only switches on when the staff arrive and switches off at night.

A verification procedure when closing the factory has been put in place: anti-frost setting of the radiators, and each department manager check that all lights are off and that all devices are not on standby.

In 2013, a large saving has been made because the focus was on energy consumption (boiler, radiators, air conditioner).

## Switch from traditional PC to lights clients:

ENERGY STAR et EPEAT Gold qualification.

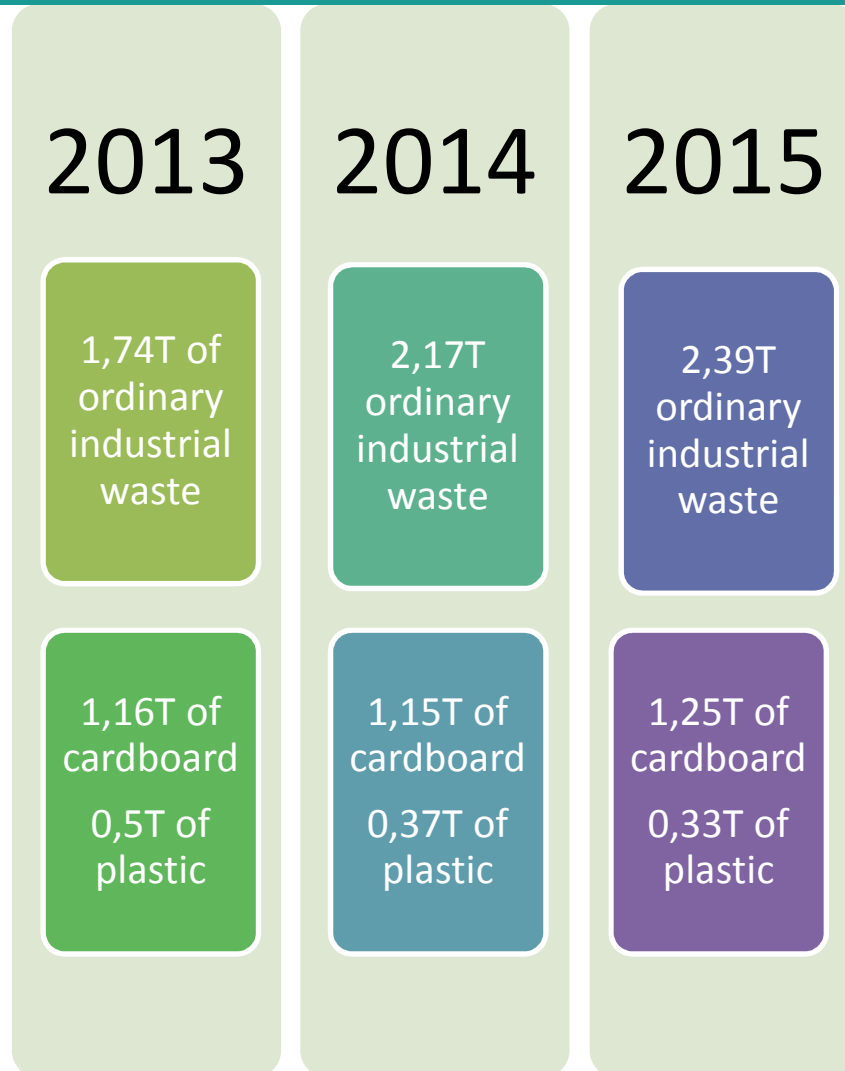
Consumption of 65W



- 78%



# WASTE MANAGEMENT



Waste management is the responsibility of those who produce it.

Our priorities: control, value-creation and reduction of the impact on the environment and health.



A collector bucket for plastic tops has been used for several years for the benefit of « les bouchons d'amour » association which funds the purchase of material for disabled people and one-off humanitarian aids.

## RECYCLE FOR TOMORROW ! PAPER / CARDBOARD



**WITH 12 TONS OF RECYCLED CARDBOARD IN 2016**

**RAFFIN MEDICAL HAS SAVED:**

**578m<sup>2</sup> of water, 12 000 litres of petrol,**

**0,5 tons of CO2 et 204 trees**

*With it, we managed to manufacture: 10 tons of recycled cardboard,*

*26 052 6 bottles boxes or 198 000 eggs boxes.*



**RAFFIN**

**PAPREC  
RECYCLAGE**

# 2016

## RECYCLE FOR TOMORROW ! PLASTIC



**WITH 5 TONS OF RECYCLED PLASTIC IN 2016**

**RAFFIN MEDICAL HAS SAVED:**

**2,6 tons of petrol, 1,6 tons of natural gas**

**and 40 MWh**

*With it, we managed to manufacture: 37 km of hosepipe,*

*3,4 tons of recycled PE plastic, 340 bins or 35 public benches.*



**RAFFIN**

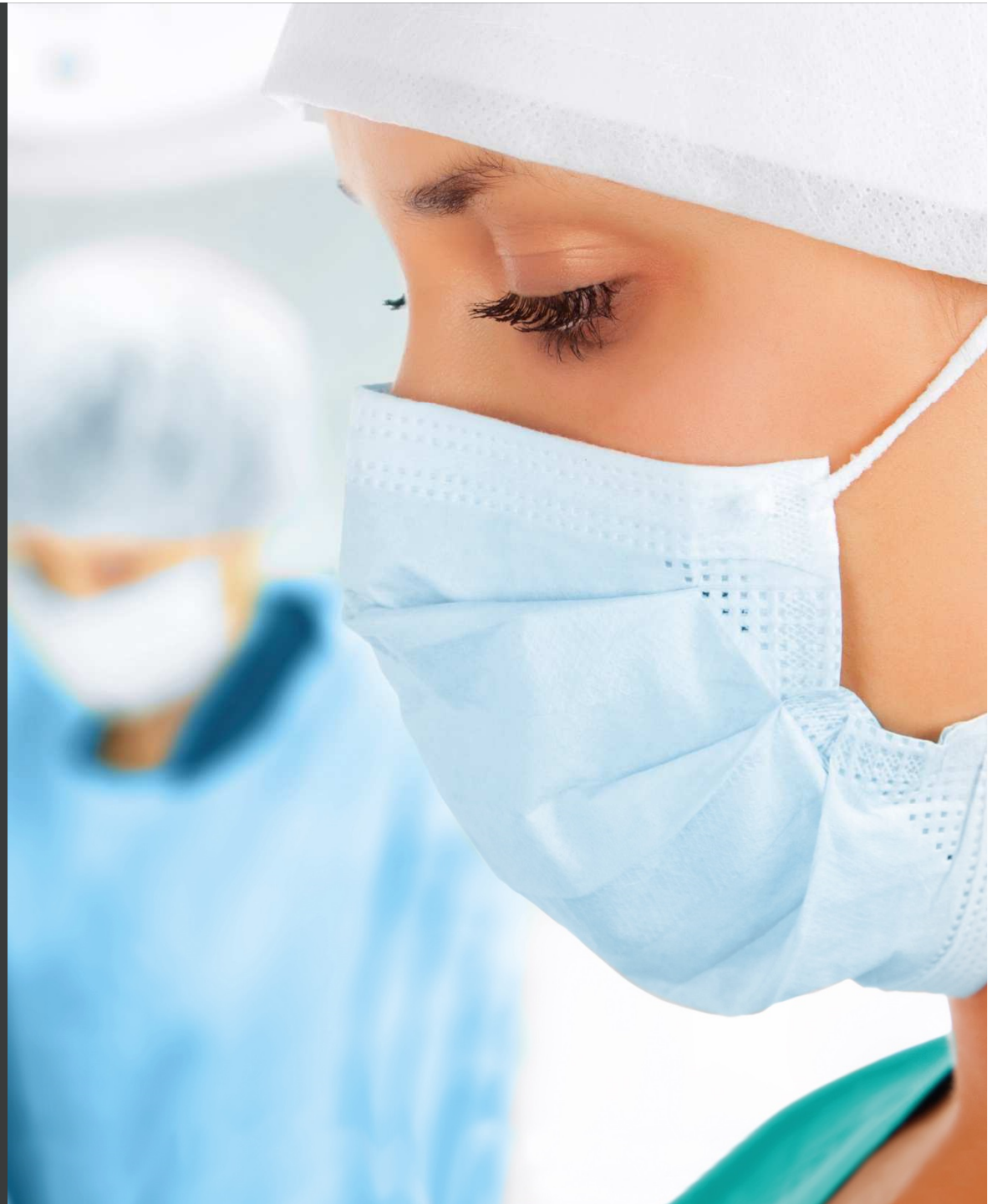
**PAPREC  
RECYCLAGE**

## Human rights

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Human Resources

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Humanitarian aids  
&  
Internal and external  
institutional communication

Pages 21-22  
Stakeholders





## Economic development depends on the creation of activity, of value and recruitment of new contributors :

### Population diversity

+ 50 years old > 23%

Experience, know-how

- 30 years old > 15%

Training, integration, future

### Gender repartition

	Woman	Man
Management	50%	50%
1 woman is a board member		

### Rate of absenteeism for sickness

YEAR	NUMBER OF EMPLOYEE	NUMBER OF DAYS	
2014	16	849,75	4,85%
2015	18	383,78	2,19%
2016	15	381,32	2,18%

### Length of service in 2016

	F	M	total
25 years +	3	1	4
20 à 24 y.	0	1	1
15 à 19 y.	4	5	9
10 à 14 y.	7	2	9
5 à 9 y.	7	6	13
2 à 4 y.	4	4	8
(-1) year	2	1	3
total	27	20	47

76% of the employees have more than 5 years of service

49% have more than 10 years of service

# Risks prevention

- « Posture » risks

- Regular change of work station to avoid repetitive movement,
- Purchase of ergonomic mouse mats, footrests,
- Phone headsets,
- Change of desk chairs
- Replacement of the motorized pallet trucks by reach trucks

Fire training

Lifeguard and first aid at work training

- « Circulation » risks

- Creation of a pedestrian zone within the shared zones.



- Absences due to work accident

No employee    No days

2014	3	269,9
2015	3	10,96
2016	2	11,1

# Accompanying

- Family private health care and life insurance, disability/inability to work benefit for all employees
- CADHOC vouchers, petrol vouchers
- Sharing agreement (non-compulsory in SMEs < 50 employees)
- Establishment of the article 83 – complementary retirement pay for the executives from 01/01/2014 and for the non-executives from the 01/01/2015
- Revision of development and professional interviews for discussing approaches to training and skills development.

## Number of training actions / Number of employees:

2016 =  $9/47 = 0,19 \%$

2015 =  $7/48 = 0,15 \%$

2014 =  $3/49 = 0,06 \%$

- An « idea box » is available to all

# Humanitarian Aid

ASSOCIATION  
INTERNATIONALE  
DES SOLDATS  
DE LA PAIX  
ENVIRONNEMENT



SOLDIERS  
OF PEACE  
INTERNATIONAL  
ASSOCIATION  
ENVIRONNEMENT

Association provided with category I advisory status with the United Nations Economic and Social Council.

Environmental, humanitarian, mines & disarmament missions:  
Support in 2012 = 45KE, 2014 = 75KE, 2016 = 67KE

O.N.G. EN STATUT CONSULTATIF AUPRÈS DU CONSEIL ÉCONOMIQUE ET SOCIAL DES NATIONS UNIES,  
RÉSOLUTION 12-96 (XLIV), DU 03 JUILLET 1995

Sponsor



RUN & BIKE - 19 MAI 2016



RAFFIN also supports the below associations / charities:

**HANDI-PSY** : Charity helping people with mental trouble.

**Docteur Clown** : Charity offering clowns, jugglers, magicians and musicians shows to children in hospitals or specialised institutes.

**ESAT la Roche** : Facility helping disabled workers.

**Les amis du Père Pedro** : Charity supporting the actions of Father Pedro in Madagascar.

**L'entraide Tararienne** : Association providing medico-social care and home help.

And local sports associations.

## Social progress

We prefer to buy from our subsidiaries because that way we can supervise their social progress:

Certified Iso 14001 in 2016

### VMEDICAL Products – China

Legal age of 16, control via compulsory and official ID

Respect of minimum wages and legal working hours determined at regional level

Social security for all employees and private health care for managers

End of year bonus (Chinese New Year) corresponding to 2% of the annual gross salary

Meals are 100% supported by the companies

Parity : 55 men- 180 women

### RAFFIN MEDICAL AFRIQUE – Marocco

Legal age of 16, control via compulsory and official ID

Respect of minimum wages and legal working hours

Social security (CNSS) and private health care for all employees

Bonus for the mutton's religious celebration

Participation of the company in transports costs

Parity :      Tec MAROC : 7 men - 38 women  
                  RMA : 5 men – 3 women

RAFFIN commits, practices monthly or annual audits and asks for a commitment from its partners to:

- Support and respects Human Rights,
- Uphold the freedom of association and the right to representation,
- To never use, be complicit or benefit from forced labour,
- Contribute to the abolition of child labour,
- Work for the elimination of all discrimination,
- To not make, authorize or offer any loan, gift, donation or bribe (DMOS Law).