



## **2017 Communication on progress**

For a better World



## **SOLYSTIC has long been aware of its social, societal and environmental responsibilities.**

This seventh COP is a new opportunity to report on our actions in respect of our commitments and is intended for all stakeholders (current and future employees, new recruits, suppliers, customers, industrial partners, etc.). This year, we have opted to present various initiatives which actualise 6 of the 10 UN Global Compact principles. This COP also provides a forum to hear feedback from stakeholders who have worked alongside us.

Those who are accustomed to reading our COPs will recognise continuity in our actions and our commitments. First-time readers should feel free to review our previous COPs. You will learn about how our approach is guided by long-term interests and continuous improvement.

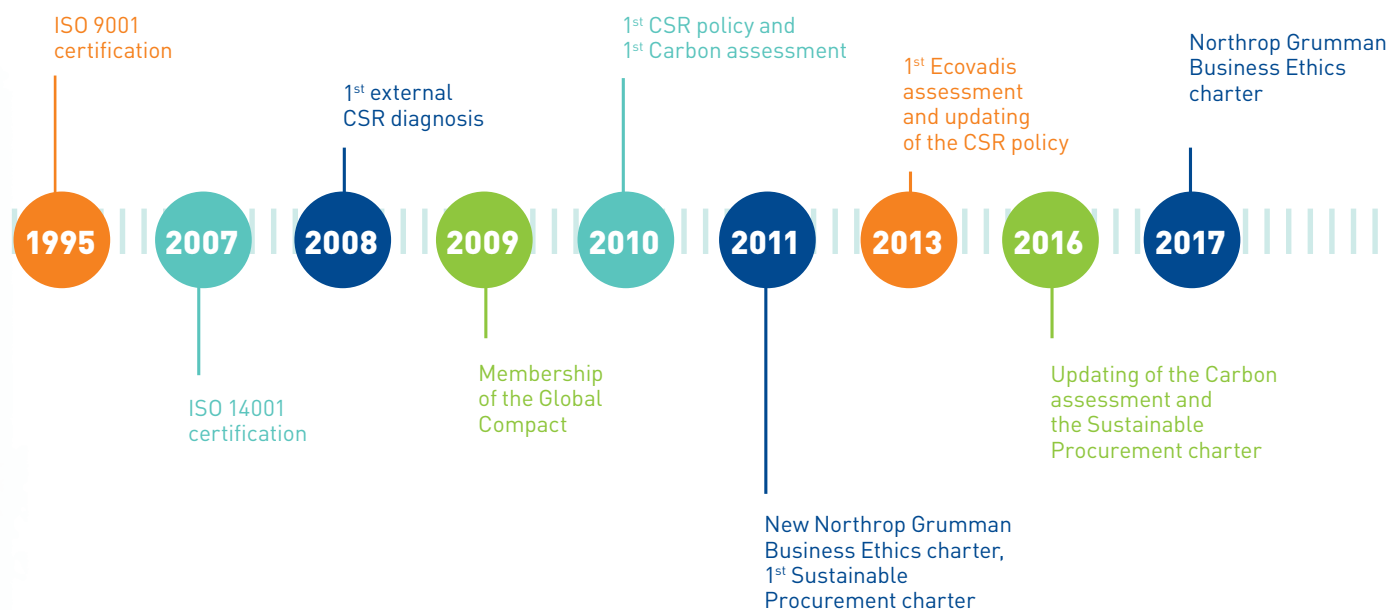
Finally, this year, we felt it was important to establish the link with the Sustainable Development Goals, and to highlight how SOLYSTIC contributes to this global initiative.

**Happy reading.**

### **For more information:**

[www.unglobalcompact.org/  
what-is-gc/participants/  
8682#cop](http://www.unglobalcompact.org/what-is-gc/participants/8682#cop)

## The key phases of our approach



## Table of Contents

<b>02</b>	Good to know
<b>04</b>	Edito
<b>05</b>	SOLYSTIC's presentation
<b>06</b>	Our CSR commitments
<b>08</b>	Chapter 1: Human Rights
<b>10</b>	Chapter 2: Labour
<b>12</b>	Chapter 3: Environment
<b>14</b>	Chapter 4: Anti-corruption



“For SOLYSTIC, the respect of the Global Compact principles is more than just a commitment.”

**Pierre IGOU**  
President and CEO

# Edito

Dear Mr Secretary-General,

SOLYSTIC decided to embrace and support the values of the United Nations Global Compact in October 2009. I am pleased to confirm and reiterate our commitment to support and promote the ten principles of the United Nations Global Compact.

Our action in favour of human rights, good working conditions, protection of the environment and fight against corruption is fully in line with my vision of SOLYSTIC. A clear vision expressed to SOLYSTIC's employees and within our sphere of influence, customers, partners, suppliers and all our stakeholders.

For SOLYSTIC, respecting the principles of the Global Compact is more than a simple commitment. It is to adhere to a social model based on mutual respect and dialogue. It is to share our values and to commit to continuous progress and improvement within transparency.

This annual communication is the testimony of this commitment.

As President and CEO, I have made it my priority to implement this policy on a daily basis and to involve all my staff.

I am proud that SOLYSTIC, through its support, helps to further the initiative launched by the United Nations.

Yours sincerely,

Pierre IGOU  
President and CEO

## SOLYSTIC, solutions and services for the mail and parcel industry

SOLYSTIC is a French subsidiary of the Northrop Grumman group that designs, manufactures and maintains mail and parcel equipment throughout their life-cycle.

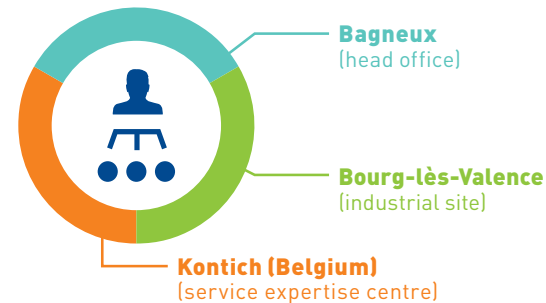
### The SOLYSTIC solutions used by the key French and international postal and logistics operators (25 countries, 5 continents) make it possible to:

- adapt the process to market developments and opportunities,
- remain competitive while preserving high-quality service,
- improve working conditions and respect the environment.

### The company leverages on simulation and modelling tools to provide customers with innovative and tailor-made solutions such as:

- automated letter sorting, with the latest XMS™ machine designed to sort and combine large-sized mail and letter flows, optimisation of the overall process and adaptation to changing flows,
- automated sorting of e-commerce flows, with parcel sorting equipment integrating IT systems, address recognition systems and Soly™ mobile robots to prepare mail delivery,
- spares supply, maintenance, support services.

### 3 activity centres



€100M  
2016 sales

6% of the sales  
dedicated to R&D

500 employees



97.6%  
on indefinite-term contracts

2.7%  
of payroll dedicated to training

# Our CSR commitments

As a subsidiary of the Northrop Grumman group, SOLYSTIC has adopted many of the Group's CSR commitments. However, given the specific business and country context of the company, we have also developed some CSR commitments of our own.



## Respect the interest of customers and end users

- Offer high-quality products and service
- Innovate to meet customer needs
- Purchase responsibly and locally
- Respect human rights and sell with ethics



## Attract, retain and develop highly skilled staff

- Guarantee safety and security, preserve health and improve the quality of life at the workplace
- Advocate diversity and equal opportunities
- Organise constructive and high-quality social dialogue
- Ensure pro-active management of our talents and promote agility



## Reduce our impacts

- Prevent all forms of pollution
- Reduce our waste and consumption
- Combat climate change

### For more information about the Northrop Grumman group's CSR policy:

[www.northropgrumman.com/CorporateResponsibility/Pages/default.aspx](http://www.northropgrumman.com/CorporateResponsibility/Pages/default.aspx)

## Measuring our performance and progress

As part of our drive for continuous improvement, we regularly submit our CSR approach to ECOVADIS for assessment. ECOVADIS is an independent organisation which measures our CSR performance. Four themes are analysed: the environment, social policy, business ethics and sustainable procurement. The result of this assessment is transmitted to all interested customers on request.



**Since our first assessment in 2013, we have always received a Gold status, i.e. the highest level of recognition.**

This year, we received an overall rating of **71%**. This ranks us at an "advanced" level amongst the top 3% of the most high-performing suppliers of the thousands of companies assessed.

**This result is the recognition of our commitment and the culmination of our efforts and the good practices implemented on a daily basis by all our employees and partners.**

The detail of this rating based on the themes can be consulted on our website.

## Sustainable Development Goals: our contribution to the world!

**The Sustainable Development Goals (SDGs) came into effect in September 2016 and are a global call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. For the goals to be reached, everyone has a role to play, Governments, businesses, associations and everyday citizens alike.**

“At present, the SDGs allow us to broaden our thinking and demonstrate how SOLYSTIC contributes to key global challenges.”

### Interview with Jean-Pierre Baiardi SOLYSTIC CSR Manager

#### What is the connection between the CSR approach, the COP and the SDGs?

In 2008, SOLYSTIC commissioned an external agency to perform a CSR diagnosis and thereby triggered a process of proactive action. As part of its commitment, the signature of the UN Global Compact in 2009 confirmed top management's desire to contribute to sustainable development and incorporate the 10 principles in the daily life of employees. Joining the UN Global Compact gave us the opportunity to structure our process of actions via a formalised CSR policy incorporated into the management system. At present, the SDGs allow us to broaden our thinking and demonstrate how SOLYSTIC contributes to key global challenges.

#### Why make the link with the SDGs?

SDGs are a global benchmark which is increasingly recognised by businesses and in particular the signatories of the UN Global Compact. As such, it is vital

for an international company like SOLYSTIC to see how we contribute to each of the 21st-century stakes wherever we operate through our partners and installations teams. The SDGs also give meaning to our actions and establish the link between the global and local levels, such as to combat climate change. Stakes to which the young generation and many stakeholders are more and more receptive.

#### How can SOLYSTIC contribute to the SDGs via its operations?

We have identified 8 of the 17 SDGs to which we directly contribute. These include local employment via our network of partner suppliers, training, hiring new staff (refer to page 10), gender equality (refer to page 08) and employee health and wellbeing. In terms of the environment some other examples are responsible production and consumption via our work to reduce the energy consumption of our machines (refer to page 12) as well as climate change via our mobility plan (refer to page 12).



# Human Rights

**Principle No. 1:** Businesses should support and respect the protection of internationally proclaimed Human Rights.

**Principle No. 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**SOLYSTIC operates internationally with facilities located in France and Belgium. We place great emphasis on respecting human rights within and outside of the company. In light of our economic model, our organisation and geographic location, respect of human rights is an issue that essentially arises upstream of our value chain, with our suppliers, and downstream of this value chain with our installers. As a result, this concern is incorporated into our sustainable procurement policies as well as our ethics and anti-corruption commitments. French legislation sets out a strict labour framework. Within this context, we consider respect of human rights via a constructive and high-quality social dialogue to be of paramount importance.**

**19 employees**  
telecommute  
on a regular basis  
(1 day per week)

**10 employees**  
telecommute on an  
occasional basis

## 1 Collective bargaining, from signature of the agreement to its assessment

A few examples of agreements which have been signed with social partners include agreements on professional equality, quality of life at the workplace, the right to disconnect, teleworking, on-call duties and cycling-related mileage allowance.

Some of these agreements have been renewed as a means of fostering their improvement. In addition to negotiations, we have embarked upon a constructive collaboration and steering approach with trade union organisations. This is achieved through the concrete targets that we have set and specific indicators whose progress we assess together during an annual meeting to follow-up the agreements.

## 2 Reducing gender pay gaps

SOLYSTIC has been deeply committed to gender equality in the workplace for many years and has accordingly set the goal of reducing eventual gender pay gaps. As a result, the gender equality agreement includes specific commitments in this respect. Each gap of more than 5% must be analysed via the annual comparative status report. A dedicated budget allows the HRD to counter the effect of maternity leave for example or to bridge an unjustified pay gap.

## 3 Updates to the telecommuting agreement

COP 16 reported on our agreement to introduce telecommuting on a trial basis. As this trial yielded positive results, we have signed an indefinite-term agreement with all social partners.

The arrangement takes into consideration the requests of employees (managers and staff), as well as the individual circumstances of our company and the requirements of the position or the department. Eligibility criteria such as length of service in the company, knowledge of the position, autonomy and frequency of customer relations are analysed by the manager to make his or her decision. Since the start of the experiment, 90% of the requests have been accepted.



## Assessment of the agreements

In keeping with its readiness to have a constructive and high-quality dialogue, the SOLYSTIC Human Resources Department also **sought to enhance joint monitoring of the signed agreements**. Therefore, all agreements with the trade union organisations contain quantified targets, monitoring indicators and are regularly assessed in particular during an annual meeting.

The November 2016 meeting served to address the following agreements: generation contract, gender equality and quality of life at the workplace, telecommuting, on-call duties and cycling-related mileage allowances.

**70% of the targets have been reached or exceeded and 15% have been partially reached.**

Progress must still be made in various aspects such as skills development, disability, the employment of older workers or apprentices.

Staff representatives view this process of transparency as a means of making the dialogue more concrete and fact-based.

**In addition, it is a constructive and collaborative approach which combines decision-making and action.**

“Good dialogue requires each party to put aside its individual position, with due regard to the interests of each party, the company and the employees.”

**Marie-Pierre HOMBERG**  
Human Resources Director

**Interview with Marie-Pierre HOMBERG,** Human Resources Director, shares her vision and her experience for good social dialogue.

### What is your vision of social dialogue at SOLYSTIC?

It is primarily a collaborative effort. Negotiating also involves making use of your senses in a human-based process. Holding a dialogue does not mean that you have to agree on everything, it means that you have to discuss everything. This is not always easy, however by listening attentively, showing respect, trust and using common sense, we move forward together. I work with one fundamental principle in mind: say what I am going to do and do what I said I would.

### What are the benefits of good social dialogue for SOLYSTIC?

There are many benefits, including trust, sharing key issues affecting the company to increase its attractiveness, loyalty, professional development, wellbeing

and anticipation of legislations. In conjunction with staff representatives, we create the conditions for company success and performance. Our objective is to support the transformation of SOLYSTIC by taking into account the development of the company and the expectations of our employees.

### What are your formulas for success?

Good dialogue is time-consuming. Three ten-minute meetings are not enough to understand each other, find new solutions, think outside of the box and make mutual concessions. To make good progress, I systematically draw up a written report. It reflects the position of each party and is distributed in a transparent and open manner at each meeting. This creates a climate of trust and confidence. Then, you have to listen to employees who can report certain issues that are important for them. Even if they are lower on the priority scale for management, they deserve our attention. This was the case for telecommuting.

Sometimes, the issues which secure rapid consensus are the ones which consolidate the relationship through calm discussions, and sometimes the more difficult topics are the ones for which we try to find common ground. Finally, an overall approach is needed. For example, the gender equality agreement has been broadened to include diversity (gender, age, disability, work-life balance), which is an essential factor for managing our skills.

### Are there any forthcoming areas for improvement?

There is always room for improvement! We still have a lot of ground to cover with regard to gender equality, integration and the training programme in order to develop the skills of our employees. Employability and change management are essential components of agile companies against the backdrop of a constantly-changing economy. The recognition and involvement of employees also play a key role.

# Labour

**Principle No. 6:** Businesses should uphold the elimination of discrimination in respect of employment and occupation.

**The social issues of SOLYSTIC are *inter alia* developing an employer brand, attracting new future recruits, their wellbeing and retention. We are an IT and innovation company. We abide by the laws and we strive on a daily basis to take care of our staff, provide them with an environment that is conducive to fulfilling their potential and performing to the best of their abilities. We encourage the diversity of our teams, equal opportunity and skills development. SOLYSTIC receives all future new recruits, without distinction.**

"We develop many actions and services to **foster their integration and make the everyday life of our employees easier.**"

# 1

## France engagement survey

The annual engagement survey was initiated by the group and implemented in all countries as a way of enlisting feedback from employees. It is carried out on an anonymous basis by a specialist external agency. Our analysis of the results per country, site and department allows us develop improvement plans. The 2017 survey highlights an 80% participation rate. Amongst the good points are team work, working conditions and work-life balance.

# 2

## Gender equality

The industrial and engineering sectors have been identified as short-staffed, especially in relation to female professionals. In connection with our diversity policy, we have set up a number of positive initiatives (partnerships with schools, integration action, internships, work study programs). Our gender equality agreement has been broadened to diversity and includes the quality of life in the workplace. This agreement is monitored on an annual basis and we convene a Gender Equality Commission (see insert). Some levers of change include training provided to managers on non-discrimination, the organisation of awareness raising actions and the promotion of socially responsible suppliers.

# 3

## Induction of new employees

We develop many actions and services to foster their integration and make the everyday life of our employees easier. A few examples are the orientation day for new recruits, health, safety and environment training, visit of customer sites or sorting centres, the "live my life" organisation, informal breakfast meetings for interns or work-study students, an intercompany day-care at our Bourg-lès-Valence facility, a company gym at our Bagneux facility, in addition to the employee representative committees, their media library as well as the services provided by our "1% logement" (employer contribution to government housing scheme) provider which has been described as "reactive and making interesting proposals" by the beneficiaries.

## Focus on the Gender Equality Commission

This Commission's core functions are **to assist management in its decision making** and **provide concrete and operational recommendations** in light of the annual comparative situation report. Therefore, the Commission took part in the collective introspection initiated during the negotiations for the gender equality agreement. Consequently, it can legitimately make contributions regarding the other discrimination criteria (age, gender, disability, trade union membership, work-life balance and the quality of life at the workplace).

The 7-member commission, three of whom were appointed by the Staff Representative Bodies, is comprised of four women and three men from the Bagneux and Bourg-lès-Valence sites. The chairman convenes the commission at least twice per year to a meeting attended by management. Members speak freely without censorship. The commission may select an annual work theme and request explanations from management on specific aspects such as gender pay gaps or access to training for women.

**This approach confirms the quality of the social dialogue and the high level of cooperation.**

## Engagement survey

**80%**  
Participation rate

### Employees' satisfaction level assessed at

**93%** team work

**89%** working conditions

**85%** work-life balance.

"The issue is not deciding which gender makes more contribution than the other. Gender equality is a crucial issue for a contemporary industry seeking to be successful."

**Fatou SY**

Software Development Engineer at SOLYSTIC,  
member of the Gender Equality Commission

### Interview with **Éliane DEJOUX**, SOLYSTIC Project Manager new recruit

At SOLYSTIC, treating people with respect is not merely a declaration, it is a reality. After graduating with an engineering degree in Grenoble, I worked in industrial and service companies in the region before joining SOLYSTIC last June. I was looking for an internationally-minded company with a strong local presence; an industrial company where the products use technology. I wanted a company that was a great place to work.

I was immediately struck by the work environment! The Bagneux facility is modern you are well treated by others. At SOLYSTIC, you can express your views and concerns, there is no disregard, everyone is important and that is really a wonderful thing. Since my very first day on the job, everybody have really taken good care of me. In my department, we have lunch

at a restaurant once per month to share our views and get away from the office environment. We do not talk about work in the cafeteria, it is an opportunity to discover others and get to know them better.

At SOLYSTIC, there is a positive professional requirement. This means that we are focused on the quality of our work, the products and customer satisfaction. This makes all the difference! We can give the best of ourselves in a professional and caring environment.

I believe that SOLYSTIC combines the innovative spirit of a start-up with 60 years of history and an agility, whereby it is constantly developing at the cutting edge of technology. There is a genuine corporate social responsibility. I have been here for a little over a month and I am really enjoying it.

# Environment

**Principle No. 8:** Businesses should undertake initiatives to promote greater environmental responsibility.

**Principle No. 9:** Businesses should encourage the development and diffusion of environmentally-friendly technologies.

**SOLYSTIC has been an ISO 14001-certified company for 10 years. Accordingly, it has developed various tri-annual action plans to reduce its impacts. Amongst its environmental commitments, combatting climate change is of special significance. This company voluntarily carried out its first carbon emission assessment (bilan carbone®) in 2010 and this gave us an idea of our CO<sub>2</sub> emissions. The assessment was updated in 2016 and served to measure the progress made as well as set new priorities and determine new areas of action.**

**MARS machine power consumption trend 2012 et 2015**



## 1 Mobility plan

The update of the carbon emission assessment showed that the company needs to take action in respect of the home-work commute which is the second highest source of emissions behind work-related travel. To this end and in anticipation of the Energy Transition law, SOLYSTIC signed a mobility plan. This plan was negotiated with the Valence-Romans Conurbation as part of a collective action (see insert). It brings together all steps to reduce the use of a private car by offering alternative solutions (public transportation, cycling, walking, and carpooling) both for the home-workplace commute and work-related travel (see testimonial).

## 2 Reduction of machine energy consumption

Since 2010, the design office teams have been innovating to reduce the power consumption of machinery. Most letter sorting machines are operated more than twenty hours per day and have a service life of over fifteen years. The reduction actions target in particular the conveyor system through the use of low-consumption shifts and motor replacements as well as optimisation of power supply units. For example, with regard to the MARS machine, these changes helped to reduce energy consumption by 17%, whereas the initial aim was 10%. We are continuing this process of ongoing improvement in conjunction with our suppliers.

## 3 Raising awareness among employees

SOLYSTIC conducts regular awareness raising actions for its employees in keeping with its strong commitment to preserve the environment. Therefore, as part of the integration process for each new recruit, he or she receives safety and environment training. Moreover, a brochure regarding good environmental practices (energy, water, travel, waste, chemicals) is distributed to all employees. Finally, various theme-based events are organised. For example, each year since 2013, the Bourg-lès-Valence SOLYSTIC site takes part in the Auvergne Rhône-Alpes mobility challenge. This year, the employees were able to try out e-bikes, mark their own bicycles free of charge and learn more about the company agreement on cycling-related mileage allowance. With a participation rate of 32%, the company was rewarded for its efforts. This is an excellent opportunity for employees to change their habits and to travel to work otherwise than in their private vehicle.

## Mobility work group

In connection with its goals to reduce CO<sub>2</sub> emissions, the Valence Romans conurbation has implemented **an urban travel plan.**

This plan is designed to bring about a 4.7% reduction in the share of car traffic by 2025. Accordingly, Valence-Romans Déplacement, the transport authority, has implemented an action programme to promote soft mobility in the region.

**It involves meeting the challenges and needs of the population as well as businesses.**

Consequently, **an intercompany work group was set up** in partnership with the Drôme Chamber of Commerce and Industry. Therefore, some fifteen companies or facilities with a workforce of more than 100 employees, including SOLYSTIC, were invited to share and discuss their good practices.

This experience, which is free of charge, for the company also provides the opportunity to express its mobility expectations and needs.

This group also gives us the chance to attend information meetings on diverse themes such as:

- **the Energy Transition Act,**
- **available tools and services,**
- **bicycle mileage allowance,**
- **car sharing and the mobility plan.**

It is a true forum for emulation which simplifies things for companies and allows them to save time by building on the feedback received to avoid the pitfalls that others have experienced.

“This day shows that there are other ways to travel to work. Since the event, I bought an e-bike for my 10-km journey.”

**Nicolas SORBÉ**  
Purchasing Agent

**Interview with Agnès BALOGNA,** Environment Policy Officer at the Drôme Chamber of Commerce and Industry and co-coordinator alongside VRD of the mobility steering group ecobiz.

### What do you think about the SOLYSTIC CSR approach?

SOLYSTIC is a socially responsible corporation. The company is very involved in local activities and our contacts are reactive and readily respond to our requests. In terms of mobility, SOLYSTIC has anticipated legal requirements.

### In your opinion, what are the challenges related to mobility for businesses?

First and foremost, an economic challenge, given the time spent and lost by employees in their vehicles. In a number of municipalities, we have noted an increase in traffic jams and an extension of the home

work commuting time. There is also a need for regulatory compliance with the Energy Transition Act. This also ties in with the issue of wellbeing at the workplace: commuting times generate stress and naturally cause accidents. Mobility is therefore both an opportunity and a means of reducing risks.

### What actions are being implemented by SOLYSTIC?

Firstly, the company has officialised its commitment through the Partnership Agreement. This agreement sets out the work framework between SOLYSTIC and Valence-Romans Déplacements. This plan is comprised of five themes.

- Raising the awareness of employees which is conveyed for example through their participation in the regional mobility challenge, organisation of an information stand and regular dissemination of information.

- The second theme relates to the use of public transportation by covering the costs of bus passes and tickets of trains.
- The next two themes focus on cycling (parking facilities, mileage allowance) and carpooling.
- The last theme is dedicated to limiting travel, in particular through the use of video-conferencing rooms as well as the implementation of specific tools such as simulators or remote maintenance services for customer equipment.

# Anti-corruption

**Principle No. 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

**In light of our operations and our value chain, responsible procurement plays a pivotal role in our CSR policy. Being a member of the Northrop Grumman group allows us to stay one step ahead in the fight against corruption. In 2011, we were already implementing the commitments of the group in France. The group's ethics charter was reviewed in 2016 and was associated with the development of an updated implementation plan that also included practical tools. It should be noted that 75% of our customer portfolio is located in France, 15% in Europe and 10% in the rest of the world. The Rhône-Alpes region alone represents 36% of French purchases for all product groups combined.**

15 suppliers audited



Amount of purchases to institutions of insertion by work (ESAT)

€ 27,400

## 1 Ethics training

The update of the group's ethics charter was accompanied by a training programme that was organised last June. This programme is designed for the departments that work with suppliers and customers (the entire purchasing department received training). Its aim was to update the knowledge of the teams exposed to the risks of corruption and remind them of the good ethical practices that they are expected to implement when conducting business.

It was also an opportunity for some employees to become aware of these new risks in particular in our relations with customs commissioners, intermediaries and public authorities. *"Although our sector is less exposed to this risk, it nonetheless exists and it is important to be able to update our knowledge"*, confided one purchasing agent at the end of the day.

## 2 Group's ethics charter

Over the past few years, there have been many changes in anti-corruption legislation. Therefore, the group's ethics charter needed to be updated and its implementation associated with a new action plan. Each Ethics Officer was thus asked to help with coordination of the process.

The charter covers themes such as business gifts, data protection, compliance with intellectual property rights. The group's internal control structure regularly checks its enforcement. The most recent "supply chain" audit confirmed and recognised conformity of SOLYSTIC in respect of responsible purchasing and good ethics when conducting business.

## 3 Denied Party Screening (DPS)

In a global world, there are increasingly high risks of trading with companies that have received sanctions for corruption or the infringement of human rights. Although SOLYSTIC has little exposure to this risk (most orders are sent to Europe-based entities), it nonetheless exists. The group has therefore updated its procurement practices to include this issue. At present, purchasing agents check the "ethics classification" of each supplier with a dedicated Denied Party Screening tool.

In July 2016, all suppliers earning a turnover of more than € 15,000 from SOLYSTIC were checked. No alert was reported. We also carry out supplier Quality audits involving an examination of compliance with CSR commitments. In the event of non-compliance, the purchasing agent may request an additional audit conducted by the SOLYSTIC CSR department.

## Better knowledge of our specific purchasing requirements

SOLYSTIC designs, assembles, installs and maintains bespoke sorting solutions (postal and parcels).

**The Procurement function is incorporated into the Industrial and Purchasing Directorate.**

It is driven by a team of nine individuals including six purchasing agents. The Procurement function, with equivalent economic performance, **fosters the local operations.**

The total amount of purchases, for all suppliers combined, is over € 40 million. We make purchases from businesses of all sizes, selected based on detailed specifications. **Our supplier assessment procedure involves environmental and social information.**

### Breakdown of suppliers per geographic area



### Guy VOISIN

CEO of Voisin,  
SOLYSTIC supplier for over 25 years

“Voisin has been a partner of SOLYSTIC for many years.

SOLYSTIC has always stood by us in difficult times going so far as to review the delivery schedule for the sheet metal components and the modules that we assemble in order to facilitate our cash flow management.

At present, we are involved at a much earlier stage in the value chain, from the design phase to the assembly instructions. This “win-win” relationship entails obvious benefits for both SOLYSTIC and our company.

Our counterparts are demanding and we work in complete trust with them. We are confident that this trust is mutual. We have established a collaborative, innovative and respectful partnership. Our teams can deliver high performance.”

### Interview with Patrick HOURS, Head of Industrial Operations and Purchasing

#### How long ago did you include CSR in your purchasing policy?

As a member of the group, we had already incorporated a number of CSR themes such as business ethics and anti-corruption. In 2011, we decided to officialise our responsible procurement approach via a specific charter appended to the contracts. This requires our suppliers and subcontractors to comply with legal obligations and adhere to the UN Global Compact principles. All employees who work with the suppliers must check the sound adoption of this policy and, as applicable, ensure that they make progress on this theme.

#### What impact does CSR have on your relationship with your suppliers?

We build long-standing relationships with our suppliers. It is vital that they understand that the design-marketing-use cycle of a postal solution covers a period of over twenty years. Compliance with the commitments made by SOLYSTIC entails long-term quality. This particularity stimulates innovation and may provide a high volume of activity for efficient partners.

#### And in more concrete terms?

The commitments we have made in terms of noise reduction, energy consumption or improving recyclability is the driving force behind new technological solutions.

A cross-cutting multi-disciplinary relationship between the design offices, purchasing agents and our best suppliers helps to stimulate collaborative work.

Moreover, SOLYSTIC has always “offered support” to any partner supplier experiencing difficulties: production forecasts, increase of down payments, guarantee (security) of business for banking procedures, etc.



**Head office**

152 - 160 avenue Aristide Briand  
CS 80013  
92227 Bagneux Cedex  
FRANCE

Tel. +33 (0)1 49 08 41 00

[solystic.com](http://solystic.com)

**For more information:**

[contact.rse@solystic.com](mailto:contact.rse@solystic.com)