

# EcoAct 2016 CSR Report

France



ecoact

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## Co-founders' Statement

EcoAct provides companies and regions with unique expertise in **planning for and implementing positive change in response to climate and carbon challenges**.

For more than 10 years, our experts have been developing and implementing climate and carbon strategies (reduction, adaptation and offsetting) at international level, by offering 3 complementary skills: strategic advice, modelling and data analysis, and design and management of projects on the ground.

For us, EcoAct's team members are our most precious asset. With their expertise and their high skill levels, EcoAct's team members offer new opportunities to directors of major groups and prominent local government bodies in France and internationally, to turn their climate strategy into a performance and innovation lever.

Through their daily individual and collective involvement in the company's corporate social responsibility initiative, EcoAct's team members are able to better understand companies' problems, and to offer them practical, sound support in implementing the necessary changes to their business models and to the company itself.

Our CSR policy evolves from year to year and is presented in this report.

We hope you enjoy reading it,



Thierry Fornas and Gérald Maradan  
Co-founders of EcoAct

# EcoAct in a nutshell

Acknowledged as a pioneer in the low-carbon economy field, EcoAct assists major groups, NGOs and prominent local government bodies with their climate strategy and energy transition.

**Our vision** Businesses and regions achieve performance and longevity by taking climate and carbon issues into account in their development strategy, at each stage of the wealth creation process.

**Our "raison d'être"** To improve their performance today, companies and regions must accelerate their ecological transformation. For this, they must have an appropriate, shared climate and carbon strategy, which addresses all the major issues (carbon, water, biodiversity, health,...)

**Our mission** EcoAct provides companies and regions with unique expertise in planning for and implementing positive change in response to climate and carbon challenges.

**Our CSR Charter** EcoAct's values are set out in a CSR Charter signed by all team members. Its purpose is to define the guiding principles which unite the teams. Team members are expected to implement them daily in their professional activities. The CSR Charter was revised in 2014, in order to increase the application of these values within the company. This charter is a living document which is constantly being improved.

## Our key figures



2006  
Creation of  
EcoAct



25%  
Annual growth



31  
Workforce of  
EcoAct France  
in 2016



8.5 M€  
Turnover for 2016



20  
Countries  
concerned



60 M€  
Invested in  
carbon offsetting



1,000  
Available  
projects



12 MtCO<sub>2</sub>e  
Carbon offset

According to an ICROA study by Imperial College in London, the impact of the offsetting projects managed by EcoAct since its creation equates to almost \$6bn in social, economic and environmental co-benefits and more than 20,000 jobs created in developing countries.

# Highlights of 2016

2016 was a year marked by many key events at EcoAct.

## The “Climate Club” initiative takes off

Co-founded by EcoAct, the Climate Club brings together stakeholders committed to bringing about a low-carbon future. Launched as a series of conferences (Cap COP21), the Climate Club draws together business experts, NGOs, foundations and opinion leaders, who work together to build a low-carbon economy and facilitate the energy transition for companies and regions. The Climate Club encourages the sharing of experiences through meetings focusing on the major climate challenges, carries out research work and publishes technical documents. This initiative really took off in 2016. Some key moments were:



**4 Climate breakfasts**, of which 3 were in our company's new premises.

“How companies assess and adapt to Climate Risk”

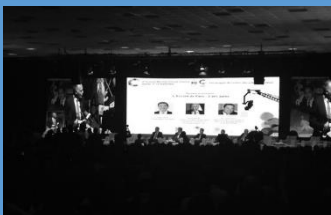
“Carbon pricing in 2016: opportunities and challenges for companies”



Climate Breakfast during COP22 in Marrakesh: “Insetting: solutions for mobility and supply chains”

“COP22 special: time for debate! ”

**Participation in Climate Week in New York** in September 2016, and the organisation of a Climate Club meeting on this occasion



**The publication of two high level technical documents:**

Climate risk: How can businesses adapt efficiently to climate change?

Carbon pricing: connecting businesses with climate.

Since its creation, the Climate Club has: Run **11** Workshops – **37** presentations by experts  
Achieved above **95%** satisfaction levels - Involved more than **1100** participants.

## EcoActors rallied for COP22 in Marrakesh

EcoAct swung into action for COP22, which was held in Marrakesh in November 2016:

**It hosted three conferences** on: “Business & Climate: what role for COP22? ”, “Business and coalitions: what collaboration after COP22? ”, and “Giving access to low carbon energy and development in Africa: Climate Pal's project in Kenya”,

**Hosting of the session “EcoAct: empowering companies to decarbonize their activities”**,

**Organisation of a cocktail** reception devoted to “The Climate Solutions Hub” in partnership with Comité 21,

**Organisation of a Climate breakfast.**

**Interview** on the Ushuaïa TV channel / LCI about carbon offsetting in Kenya.

## Opening of an office in New York and new head offices in Paris

In the first half of 2016, EcoAct teams, whose head offices were formerly located in Boulogne-Billancourt, moved to new premises right in the centre of Paris. The company thus made access to its head offices easier both for its teams and for visitors.

An agency was also opened right in the centre of New York, in Manhattan, in order to continue our international expansion.

## Climate Pal has remarkable success in Kenya

The carbon offsetting project in the three districts of Embu County, in Kenya (Embu East, Embu North and Mbere South), funded by the Livelihoods fund and developed by EcoAct and its subsidiary Climate Pal, has made remarkable progress. In fact, in June 2016, the project reached its target to supply 60,000 families with very energy efficient cook stoves, which reduce wood consumption by 60% compared with traditional cook stoves. Our company set itself an ambitious target for this project, which had a strong social impact on more than 300,000 people, by reducing by more than half wood consumption, the time women devoted to collecting it and the exposure time of women and children to toxic fumes.

So, over the 10 years of the project, 13,000 tonnes of wood will be saved and more than 1 million tonnes of CO<sub>2</sub> equivalent avoided. The project also generated 300,000 carbon credits certified by Gold Standard. These carbon units correspond to the carbon emissions avoided by the project's activities between 2013 and 2015.



## EcoAct's 10th anniversary in July 2016

This was an opportunity to bring customers and our company's team members together for a celebratory and sociable evening.



# EcoAct's CSR: a foregone conclusion

## A short history of CSR for EcoActors

When EcoAct was created in 2006, a CSR policy was drawn up and implemented. Taking account of environmental and social issues has always been an integral part of its identity. In 2013, in keeping with changes in and development of the company, this CSR policy was combined with the creation of a CSR Steering Committee, which meets every 3 months and whose guidelines are set out in a specific mandate. CSR at EcoAct is organised as follows: The CSR Committee proposes a series of measures to the Management based on a consultation with all team members. After obtaining the approval of the Management, the CSR Committee implements and monitors these measures. EcoAct's CSR policy has been in place since 2013, and is based around 5 main areas:

**Establishing** participatory governance

**Reducing** environmental impact

**Placing** employees at the heart of the company

**Getting involved** in society and on the ground

**Guaranteeing** a lasting relationship with customers, partners and suppliers

## A recognised approach

For several years EcoAct's CSR performance has been subject to external assessment. This audit, carried out by the company EcoVadis (a well-known expert in the field of the non-financial rating of suppliers), acknowledged the high quality of EcoAct's CSR approach by awarding it a "Gold" rating for 2015. EcoAct is therefore one of the 5% of French SMEs to have obtained a GOLD rating.

The results of this assessment can be supplied on request by contacting [contact@eco-act.com](mailto:contact@eco-act.com). In 2017 a new assessment will be carried out. The aim will be to achieve this GOLD standard once again.

## Joining the Global Compact

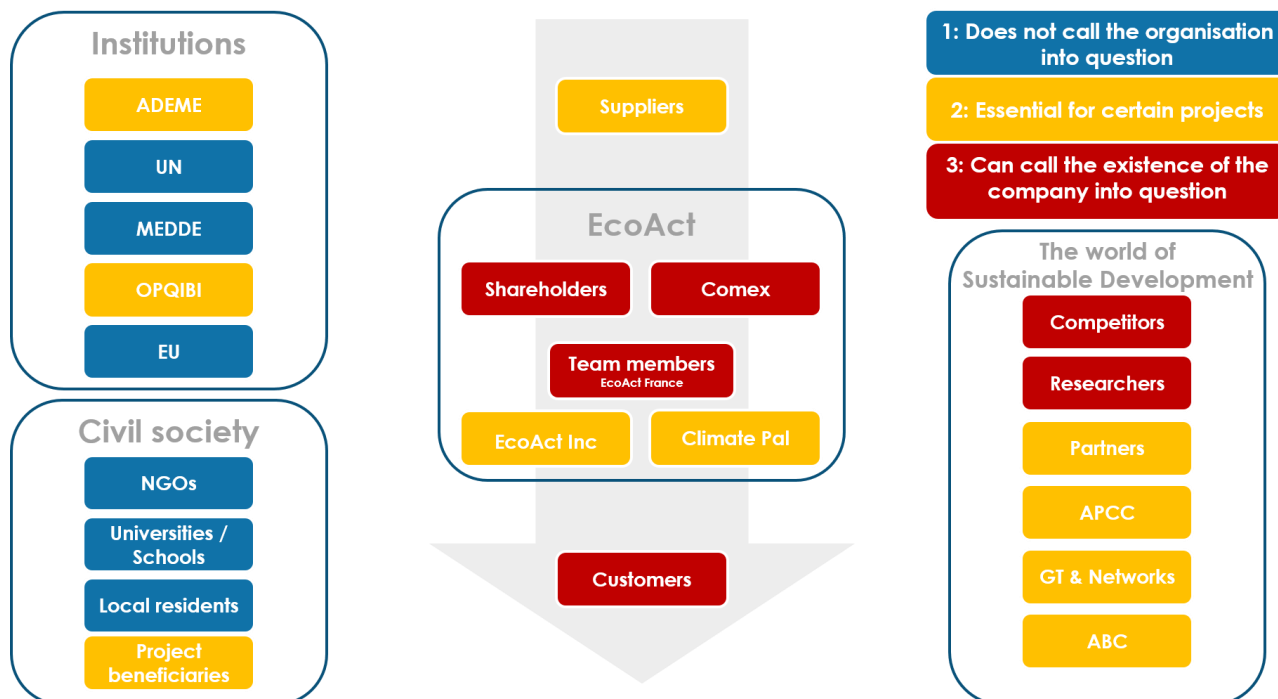
The values of the company are today supported by membership of the Global Compact, an international initiative which requires companies to join with civil society and UN bodies to support ten principles in the field of the environment, human rights, labour rights and the fight against corruption.



The organisations (companies, associations, local authorities, etc.) who belong to the Global Compact are committed to making progress every year in at least one of the 10 principles and to report annually on their progress to the United Nations. EcoAct has been a signatory of the United Nations Global Compact since 24 March 2010 and today is ranked at "Active level".

## Stakeholders at the heart of EcoAct's activity

EcoAct's success is based on its interactions with its stakeholders: not only its customers, its partners and its suppliers, but also institutions, civil society and sustainable development stakeholders.



Mapping of EcoAct's stakeholders in 2016



# Our CSR policy in action

## Area 1: Establishing participatory governance

### The CSR committee, a consultation and action resource for Management

EcoAct's CSR Committee is a body with a deliberative, sharing and management role, which suggests avenues for action to top management which promote a responsible social and environmental policy consistent with EcoAct's values, vision and development strategy. It is an essential part of EcoAct. It is regularly approached by Management to find out the opinions of team members on certain subjects and to put specific measures in place. In 2016, it continued to implement EcoAct's CSR policy, took an active part in decisions related to the fitting out of the new premises and managed the introduction of the Great Place To Work initiative.



#### Jobs and the employer / employee relationship

**The workforce and diversity** EcoAct is an international company which respects and values personal and cultural diversity. It promotes a working environment which ensures equal access to employment and bans any form of discrimination or harassment, principles which are fundamental for the company. So, its growth is combined with work on achieving a well-proportioned age pyramid, a male/female balance amongst team members and an increase in cultural diversity, with employees of more than seven different nationalities.

**Recruitment** Recruitment is a central concern for EcoAct both in terms of culture and of shared values between the candidate and the company, such as team spirit, high professional standards, and commitment and convictions about issues of sustainable development and CSR. Moreover, out of concern for the quality of services delivered, EcoAct pays particular attention to the following qualities: curiosity, thoroughness, commitment, proactiveness, international openness, and awareness of the major global issues. As well as non-discrimination, EcoAct's recruitment policy is based on three key principles:

To recruit as soon as an increase in activity makes it necessary and allows it;

To hire employees on permanent contracts;

To recruit trainees as a pre-employment strategy.

EcoAct also ensures that recruitment is a rapid process in order to be able to respond to candidates individually in the shortest time possible and with maximum transparency. Before each recruitment a job description is drawn up beforehand by the HR Department in collaboration with the manager and/or top management which precisely identifies the parameters of the job and the skills required.

All team members are informed about each recruitment as part of the co-option programme set up within the company. All work placements involve the signing of a three party agreement by the educational establishment, the host company and the trainee. All our trainees receive a bonus based on the extent to which their skills are higher than the minimum required by the law. Their monthly travel expenses are reimbursed in full, they are given meal vouchers just like employees and have one week paid leave for a 6 month work placement.

**Awareness raising, training and career** EcoAct aims to be at the cutting edge of regulatory and technological developments, and as such **pays particular attention to the training of its team members** by recognised and certified organisations. An in-house training system, delivered by team members to their colleagues, has also been introduced in order to capitalise on and pass on everyone's expertise.

At the beginning of the year, each team member is listened to by their manager during an Annual Assessment Interview. This interview is a unique opportunity for discussion, to review the previous year, discuss the main assignments carried out, review objectives, make an overall assessment of the previous year and define objectives for the coming year, as well as training completed or to be put in place. Based on a review of the Assessment documents, EcoAct draws up a training plan for the coming year. These courses are based both on the development of technical skills and on staff development, in order to promote the achievement of professional objectives and the personal development of team members. Following this end-of-year interview, the team members are invited to sign their new objectives. They can also ask their manager for an interim interview at any time during the year.



## R&D in EcoAct's DNA

EcoAct places innovation and research at the heart of its development policy. Since its creation in 2006, the economic sector in which EcoAct operates has undergone constant change. This trend is going to continue and intensify in the years to come. EcoAct is developing its expertise and services in order to meet the new expectations of companies and public authorities, as well as to be a driver for innovation and contribute to the transition to a low-carbon economy. EcoAct's R&D activities aim to develop a range of innovative services and tools to assist stakeholders who wish to become involved in the fight against climate change and in sustainable development. Since 2016 EcoAct has been involved in research and innovation activities which can be grouped into 4 areas:

**Acting in its value chain** In this programme, EcoAct is working to remove the barriers linked to the introduction by companies of climate and sustainable development strategies which exceed their strict area of operation and also involve members of their value chains: suppliers, customers, and stakeholders. A particular emphasis has been placed for the moment on upstream issues, connected to company supply chains.

**Sustainable Development Goals (SDGs) and impact funding** This research programme aims to develop the methodologies and tools necessary for measuring the impact of actions they are undertaking or funding to contribute to Sustainable Development Goals (SDGs). The world has in fact acquired a new universal language in terms of development, adopted by all 196 member countries of the United Nations in September 2015. It is now the task of public authorities, stakeholders in the private sector and civil society to become involved. Nevertheless, the methodologies and tools necessary to allow these stakeholders to measure the impact of actions undertaken for the different SDGs at project level are currently lacking. These studies will thus help produce methods of funding based on results and will allow projects to be funded which have a wide range of benefits (both for the climate and sustainable development).

**Companies' decarbonisation strategies and eco-design of products** This area of EcoAct's R&D strategy aims to develop methodologies and tools which ensure that companies' business activities take better account of climate and environmental issues. These collaborative methods and tools can facilitate strategic decisions, the eco-design of products and management and reporting activities.

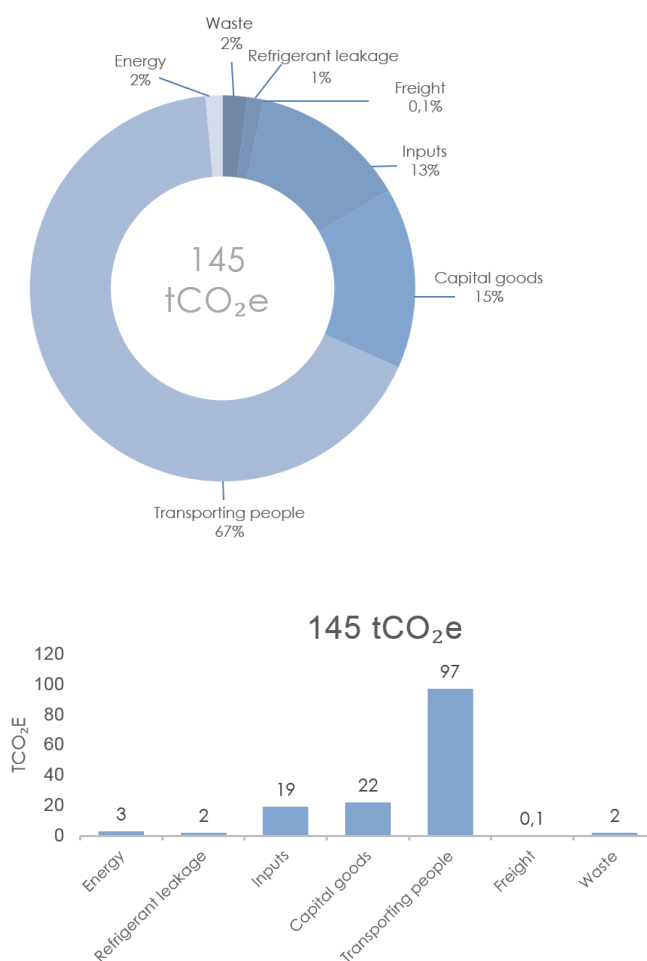
**Low carbon technologies: improved cook stoves** In this programme, EcoAct is helping develop innovative technologies for developing countries (improved cook stove technologies, and agroforestry programmes in particular) and to improve their technical and organisational capabilities in order to increase the impact of these projects, in order to further sustainable development and a transition to a low carbon economy.

## Area 2: Reducing environmental impact

### EcoAct, carbon neutral

The improvement of environmental performance is at the heart of EcoAct's business activity. EcoAct is committed to a reduction approach and every year neutralises all of its GHG emissions.

**Measuring its carbon footprint** Since 2007, EcoAct has calculated its carbon footprint annually using Bilan Carbone® methodology, in order to monitor changes in different performance indicators specific to our activity and the emissions which are associated with them. A corrective action plan is then put in place in order to implement an approach based on continuous reduction. EcoAct's total GHG emissions in 2016 were around **145 tCO<sub>2</sub>eq**:



The item responsible for the highest emissions was staff travel (67% with 97 tCO<sub>2</sub>eq), in particular due to business trips by air. Next came plant and equipment (15% with 22 tCO<sub>2</sub>eq), a large part of which was attributable to computing equipment. The third emissions' item is related to inputs (13% with 19 tCO<sub>2</sub>eq) in particular through the purchase of services. The other items each represent less than 5% of emissions (energy: 2%; waste: 2%; freight & non-energy item: less than 1%).



**Initiative to reduce GHG emissions** EcoAct has launched an initiative for the overall reduction of greenhouse gas (GHG) emissions in order to demonstrate its commitment to the fight against climate change. Overview of some measures implemented:

The introduction of an eco-responsible travel policy

Change of premises and energy renovation

Introduction of waste sorting

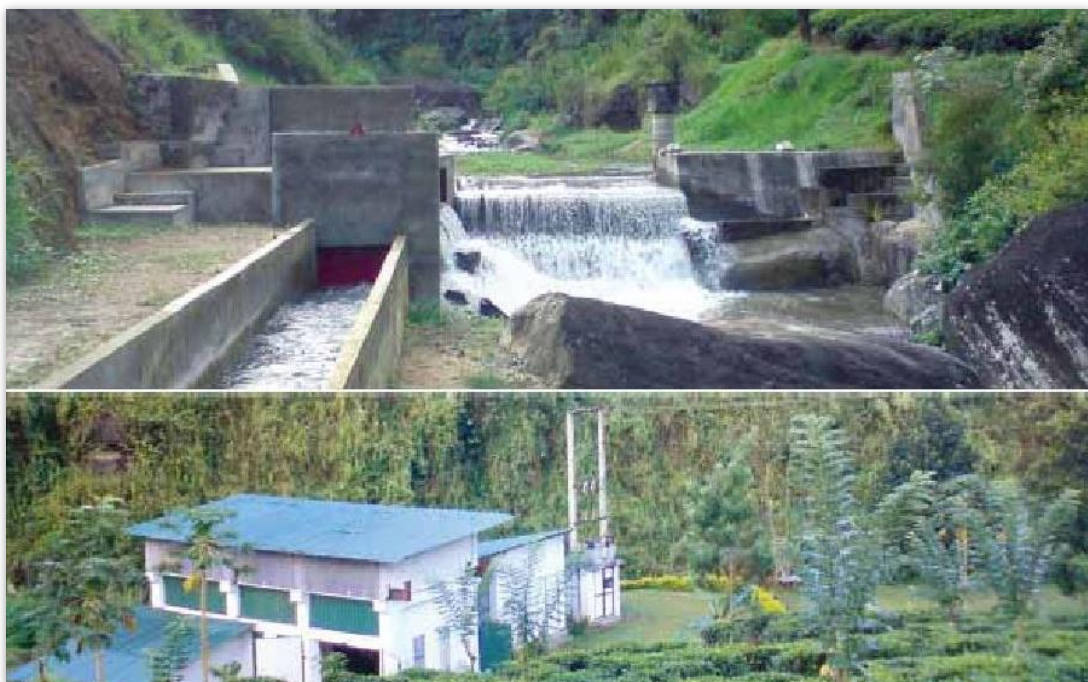
Regular awareness raising sessions for team members

Furniture from the previous premises offered to employees and recycling associations

**Purchase of GOs** In order to demonstrate an exemplary approach, EcoAct has begun purchasing GOs (Guarantees of Origin). This involves consuming electricity which is guaranteed 100% renewable. In 2016, the 31 MWh consumed by our company were subject to the purchase of associated GOs from a small hydro power plant in St Beron (France).

**Carbon neutrality** Along with this initiative to limit emissions, EcoAct is offsetting its so-called "residual" GHG emissions via a carbon programme. Voluntary offsetting of emissions is achieved by funding low carbon aid programmes in developing countries, strictly following the principles established in the UN Framework Convention on Climate Change (UNCCC) and the Kyoto Protocol.

This year, EcoAct has funded **a hydroelectric project in Sri Lanka**. The project funded by EcoAct is in Central province, in the district of Kandy. It consists of two small-scale hydroelectric plants (Sanghar and Delta) with a capacity of 1.6 MW. This project enables 5400 tonnes of CO2 equivalent to be avoided every year, which is equivalent to the emissions of more than 530 trips around the world by car or almost 2100 return trips from Paris to New York by air. This project also offers considerable co-benefits for local communities. In particular, it contributes to the reduction of atmospheric pollution caused by fossil fuel power stations (NOx and SOx), 70% of electricity in this country being based on fossil fuels. In addition, this project contributes to local economic development: job creation, contribution to road maintenance, diversification of the Sri Lankan electricity mix, and contribution to governmental commitments on clean energy.



## A responsible travel policy

EcoAct employees' public transport travel passes are paid for in full. In fact, almost all of our employees come to work by public transport. 50% of Velib' subscriptions in Paris for all team members have also been paid for since 2016, in order to encourage the use of zero emission transport systems. EcoAct has a video conferencing facility, allowing, where applicable:

the number of long-distance journeys linked to the performance of an assignment **to be limited**;

**the close link** between customers and consultants to be strengthened by organising more regular work meetings.

Finally, team members travel 2<sup>nd</sup> class for journeys by train or plane (less emissions intensive than first-class), except where special permission has been given linked to the distance being covered.

## Significant eco-friendly habits to improve environmental performance on a daily basis

As part of the ongoing improvement of its environmental impact, EcoAct has introduced several measures, at the instigation of and actively monitored by members of the CSR Committee, which concern every team member and the Management on a daily basis:

**Selective sorting of waste** EcoAct has introduced waste sorting, distinguishing recyclable waste, glass and paper, from household waste. In 2013, EcoAct signed a partnership with the La Poste Group as part of the Recy'go initiative for paper recycling.

**Instructions related to energy consumption** prudent use of heating and air conditioning, turning off of lights in rooms not being used and computer workstations in the evening;

**Limited printing** via the introduction of personal codes and the establishment of shared rather than individual printer peripherals.

“ We are aware of our responsibility as an economic driver and as an employer: employment at EcoAct is directly linked to growth in business, and as a company committed to a sustainable future, our principal capital is human. ”

Thierry Fornas, Chairman  
Gérald Maradan, CEO  
Co-founders of EcoAct.

## Area 3: Placing employees at the heart of the company

### Improving internal communication and consultation with teams

Several measures have been implemented in order to improve these areas:

**The launch of the Trust Index and culture audit** (Great Place To Work®). A survey was set up at the beginning of 2016 to collect the opinions of team members on their daily life at EcoAct.

100% of team members replied to this survey, something which highlights their high level of involvement. This first survey returned a score of 60%, with views which varied depending on length of service. The key points concerned the trust placed in the team member, security of employment, the climate of goodwill, the desire for a balance between everyone's work life and private life, respect for ethics, a good atmosphere and the fact that the company's activity was meaningful. The points for improvement identified concerned an improvement in in-house communication, the valuing of efforts made on a daily basis by everyone and of successes, the need for recognition and transparency, prospects for advancement and the welcoming of new arrivals. These elements highlighted by the survey allowed us to introduce the specific measures described in this document.

Managers and directors also compiled a dossier, the culture audit, with the aim of auditing the company's practices, programmes and value systems. So EcoAct is committed to an ongoing improvement process and is hoping to achieve certification as a great place to work by 2020.



For more information on the results of the survey, the summary distributed in team meetings is presented in Appendix 2 of this document.



**New spaces for expression.** As part of the fitting out of EcoAct's new head office in Paris, an expression wall for team members and a board for in-house communication were installed. An ideas box was also installed to allow information to be relayed, freely and anonymously. This box is managed by the CSR committee, and the information is relayed to the relevant internal bodies.

**Quarterly meetings** are organised with all employees in order to inform them of the directions of the company, the figures, new developments and prospects.

The **relaying of information** from team members to the management is facilitated by:

An anonymous survey conducted every year by the CSR Committee, which invites every team member to express their wishes on the company's CSR policy directions.

The incorporation of team members' requests regarding the new premises in the analysis of the architects' proposals and the choices offered.

**Provision of an instant messaging group between the French and Kenyan teams** in order to facilitate communication and the sharing of experiences between all team members, in particular on the achievements of Climate Pal, EcoAct's Kenyan subsidiary.

## Ensuring the well-being of team members

**Welcoming and integration of new team members** Out of a concern to ensure that its new team members are well integrated, EcoAct ensures that an announcement of the arrival of a new employee is sent to all team members a few days before their arrival date, so that everyone is informed and ready to welcome the new arrival. On the day they join a presentation is made to all team members, and a welcoming meeting is also arranged with top management. A welcome package is also given to the team member in order to ease their integration and provide them with information which will be useful to them on an everyday basis. A welcome lunch is organised with their manager.

Finally, in order to assist the new arrival in taking up their post and knowing that the first weeks of integration are decisive, the company has recently decided to give each new arrival a mentor. The aim is to allow the latter to have someone to refer to, other than their manager, who can assist them with any practical questions about the life of the company (good practices, use of specific documents, resource persons for a particular problem,...)

**Increasing team cohesion** For several years, EcoAct has organised an **annual seminar**, bringing together French teams and combining working time with fun “team building” activities. The aim of this seminar is to reflect and work on strategic targeted subjects and to pass on the company’s general strategy. It has been a resounding success with all team members. In 2016, the team seminar took on a particularly eco-friendly dimension as it was organised in the Ecolodge in the Pays de Guédelon. A **breakfast** is also organised every Friday. It is a particularly sociable time, and greatly appreciated by team members. Finally, **trips outside of work** are regularly organised on the initiative of the communication team or of team members. All of these team cohesion measures are coordinated by the communication team and the Director of Human Resources.

**Giving team members flexibility with their holidays** EcoAct’s team members are entitled to all their annual leave from the first day of the year and on arriving in the company.

**Improving working conditions** Several measures were implemented in 2016 to improve the working conditions of team members.

**EcoAct’s new head offices in Paris** EcoAct has acquired new premises at 35 rue de Miromesnil in Paris, which became operational at the end of the first quarter of 2016. The renovation work targeted energy and environmental performance (improvement of insulation, an efficient energy system, a dual flow ventilation system, security and well-being of people, etc.). Team members were consulted about this work and the CSR committee was greatly involved.



The well-being of team members is a central concern for EcoAct and was particularly taken into account when fitting out the new premises:

**Optimising** team members' travel times thanks to a more central location:

**Improving** working conditions through more spacious and more functional offices, and the choice of welcoming and professional décor and materials;

**Promoting** a living-together environment, through the installation of living spaces for the use of team members.

In addition, French team members located in Lyon and Montpellier are invited to make use of co-working rooms as well as telecommuting. The Lyon agency, for example, uses La Cordée, a workspace based on "a cheerful and good-hearted community" where users learn to work together. This co-working venue has several sites in France, which allows you to change your workspace at will depending on your schedule. Finally, because of their business trips and the use of their personal mobile phones for professional reasons, the company pays for part of the mobile phone subscriptions for employees who so wish.

**Improving work life-private life balance** Since the end of December 2016, EcoAct has introduced telecommuting for all employees who have completed their probationary period. This measure offers numerous advantages for the team members and for the company: A **reduction in travel time** and therefore of the tiredness associated with it, a better **work life / private life balance**, greater autonomy in the organisation of team members' work, **the development of new forms of working** and new managerial practices, a **reduced carbon footprint** and **an increase in available space** in the building, allowing new team members to be accommodated in the same space.

EcoAct also provides all its team members with high-quality health insurance, far in excess of the legal obligations. 50% of this additional health cover is paid for by the Company; it also covers the team member's spouse and children without additional cost. Finally, EcoAct gives all its team members meal vouchers worth €9, 50% of which is paid for by the company.

**Recruiting a human resources director** In order to improve internal processes and the well-being of team members, EcoAct has used the services of a Human Resources Director since 2016. He works in close collaboration with the Management and the CSR Committee to contribute to well-being at work and manage the strategy for personnel management and workforce development.

## Area 4: Getting involved in society and on the ground

EcoAct endeavours to carry out action on the ground, a tangible sign of the values it champions, and to support regions in their initiatives to reduce their environmental footprint.

### Carbon offsetting projects

Voluntary offsetting of emissions of tonnes of CO<sub>2</sub> equivalent is achieved by funding low carbon aid programmes in developing countries, strictly following the principles established in the UN Framework Convention on Climate Change (UNFCCC) and the Kyoto Protocol. The projects led or monitored by EcoAct are undertaken in tandem with all local stakeholders, and guarantee the provision of social and environmental benefits. EcoAct is committed to follow the best practices in terms of offsetting by following the ICROA (International Carbon Reduction and Offset Alliance) charter, which promotes the most advanced practices in the world. EcoAct audits all the projects proposed to its partners. As an example, here is an extract from the list of projects supported by EcoAct in 2016:

LifeStraw drinking water project for rural families in Kenya

REDD project, in Kenya

Improved cook stove project, in Uganda

The Mai Ndombe project against deforestation of the primary forest in the Congo basin, in the Democratic Republic of the Congo

Wind farm project in Gujarat, India

INFAPRO project for the restoration of a logged forest in Sabah, Malaysia

Biogas programme for the livestock farming sector, in India

REDD Madre de Dios Amazonian rainforest project, in Peru

Barbosa biomass programme, in Brazil

And many others...

## Support for the Wheelbeback project: a tour of the carbon neutral world

Wheelbeback is a round the world solo cycle trip, undertaken by Antoine Baloge since May 2014. This adventurer with his strong ecological convictions is travelling the world in a simple fashion, using this soft mode of transport, to discover different cultures. He also visits low carbon development projects when his journey allows and is taking note of them. EcoAct has undertaken to offset all of the GHG emissions resulting, despite all his efforts, from his journey, in order to ensure that his round the world trip is carbon neutral.





## Area 5: Guaranteeing a lasting relationship with customers, partners and suppliers

### EcoAct's commitments to its customers

Expertise, a high level of skill and individual and collective involvement on a daily basis in a responsible environmental approach allows us to better understand customers' problems and to offer them the best possible advice on their approach. EcoAct's aim is to supply its customers with exemplary services and in order to do so is committed to an ongoing service improvement policy. In order to ensure that its customers are satisfied, EcoAct is committed:

To reply within 48 hours

To organise an appointment with each customer who encounters a problem in the service provided

To restate their scope of liability (RACI) for all projects during the launch meeting

To share information about risks and the associated action plan throughout the project

To carry out end of project reviews

To collect customers' opinions via a satisfaction survey at the end of each project (the results of these surveys are then analysed in-house to improve EcoAct's services);

To maintain a lasting relationship with its customers by contacting them several months after the end of the project to collect their opinions.

### They place their trust in us



## The ethics at the heart of EcoAct's relationships with its stakeholders

**EcoAct's Code of Ethics** EcoAct conducts its business with complete loyalty to its competitors. Accordingly, the company has not had to face any legal action for anti-competitive practices, breach of antitrust laws or monopolistic practices. EcoAct actively fights corruption by refraining from any action which would place it in a situation of being a corrupting influence or a corrupted party.

**Rigorous management of Carbon Offsetting** In the area of carbon offsetting, numerous guarantees have been introduced since 2008 to ensure traceability:

The keeping and annual audit of an in-house register to monitor all carbon credit transactions carried out, certified annually by an independent third-party (Bureau Veritas Certification or EcoCert) since EcoAct was created;

All our certified credits are recorded in external registers (Caisse des Dépôts et Consignations, Markit, APX).

All projects are audited by an independent auditor, accredited by the United Nations Framework Convention on Climate Change (UNCCC).

## A recognised quality approach

EcoAct's experience in carrying out carbon footprint assessments has enabled it to develop precise and effective procedures for all stages in the process, allowing performance time to be optimised.

**The macro-quality procedure:** a procedure detailing the roles of each member of the EcoAct team attached to the project, and the methods for performing each stage of the assignment (task, description, manager, recipient, deliverable, validation, etc.).

**EcoAct's micro-procedure:** an in-house procedure for the sharing of knowledge: the development of new emission factors, inventories of existing calculation methodologies, alternative calculation methods.

These tried and tested procedures, which are continually implemented during assignments, guarantee the quality of service provision.



In this context, EcoAct has been committed since 2010 to comply with the **Code of Best Practice for carbon management** published by ICROA<sup>1</sup>. Every year, **consultancy activities for the reduction of GHG emissions are audited by an independent third-party** in order to guarantee the quality of the services delivered. This audit is subject to an activity report submitted to ICROA. EcoAct is the first French operator to become a member of ICROA.



At the same time EcoAct has obtained the following OPQIBI qualifications:

“0605 – Assessment and drafting of a set of recommendations for the reduction of GHG emissions”

“ 0606 – Assistance with the management and monitoring of an action plan for the reduction of GHG emissions”.

OPQIBI qualifications guarantee that a service provider has the capabilities to carry out and has already carried out services in the field of engineering in which they are qualified, to the satisfaction of its customers.

## Information security

EcoAct undertakes to keep strictly confidential all information, instructions, documents and results produced in the delivery of the service, sent by the company or of which it may have knowledge, and not to divulge them to anyone either while the service is being performed or after it is finished. In addition, EcoDev, a collaborative platform which makes data collection easier for the performance of different studies (carbon footprints, LCAs,...) provides secure personal access for each team member, thus guaranteeing the protection of the data supplied.



## Our contribution to the development of Energy/Climate expertise



**Institut de  
Formation  
Carbone**

EcoAct is a training organisation, and a part of the pool of trainers for the ABC Bilan Carbone® methodology. These courses are based in particular on the acquisition of the basics of the Bilan Carbone® method, environmental labelling and water footprinting. Many courses have been delivered in this context, to a varied clientèle.

EcoAct is a member of Club ADEME International, whose purpose is to develop the use of the Bilan Carbone® methodology at international level.



EcoAct has obtained JEI (Young Innovative Business) status and places the emphasis on Research & Development through its Crédit Impôt Recherche and Crédit Impôt Innovation (CIR & CII) programmes. One of its priorities is the development of collaborative tools which allow its customers' initiatives for the reduction of GHG emissions to be optimised and managed.



EcoAct is a member of OREE, an association made up of more than 170 entities with the aim of developing group discussion on the best environmental practices and setting up integrated environment management tools for territories.



**Environmental  
Finance  
Voluntary Carbon  
Markets Rankings  
WINNER**

In 2016 EcoAct won the 3 most prestigious awards in the Environmental Finance study:  
Best consultancy firm in the world  
Best developer of energy efficiency projects in the world  
Best project developer



Climate Club

**EcoAct's multi-stakeholder contributions as part of the "Climate Club"** In the context of the Climate Club's work, EcoAct is at the centre of a network of important international partners with whom it produces regular analyses and publications. Further information on this initiative is available on its website: [www.theclimateclub.org](http://www.theclimateclub.org).

## Appendix 1: Indicators

Every year, EcoAct monitors several indicators as part of its CSR policy. The company thus seeks to improve its social responsibility in each area by setting itself ambitious improvement targets.

Indicator	Unit	Value 2014	Value 2015	Value 2016	Objective for 2020	GRI Compatibility	Compatibility with Art. 225
Energy consumption	kWh/m²/year	158	211	245	-20% vs 2016	EN3&4	X
GHG emissions	tCO <sub>2</sub> eq/employee/year	3.4	3.8	4.5	4	EN16&17	X
		including 7% scope 1&2	including 8% scope 1&2	including 2% scope 1&2			
Work-related journeys	km/employee/year	8,374	9,486	13,263	Ratio 60% train and 40% air	EN29	
Paper	kg/employee/year	29	29	23	-20% vs 2014	EN1&2	X
		100% recycled	100% recycled	100% recycled			
Water	m³/year			122	-10%/employee vs 2016	EN8	X
Employees	employees	26	26	31	50% of women	LA1	X
		(of which 48% are women, 17% female managers)	(of which 50% are women, 11% female managers)	(of which 46% are women, 3% female managers)			
Turnover	%	50% (14 new entrants and 13 leavers)	46% (11 new entrants and 11 leavers)	23% (8 new entrants and 5 leavers)	-50% vs 2014		

Length of service	years	2	3	2.6	> 3		
Increase in salaries	%	4%	4%	6%	5% / year		
Training	hrs/employee/year	2.3	2.2	13.9	16	LA10	X
Disabled	%	0	0	3%	6%		X
Telecommuting	% of employees	4	8	16.12%	100% of employees concerned		
Great Place To Work Trust index	%	-	-	60%	70%		
Turnover	€m / year	5.7	7.05	8.5	50		
Customer satisfaction	%	67%	84%	85%	90%	PR5	
Skills transfer	presentations in universities and schools	6	2	0	+1/year		
CSR Steering Committee	meetings	1	2	4	4		
Time spent on in-house CSR	Days		8.8	29	60		
EcoAct meetings (major annual meetings)	meetings	4	4	4	4		
Annual interview	% of employees	100%	100%	100%	100%	LA12	

## Appendix 2: Presentation of the 1st GPTW survey overall results



Results of the **Trust Index®**  
**Survey**



- Response rate: **100%**  
→ First strong indicator of employees' involvement in the company



- Good overall score for a first survey:

Trust Index® : **60%**

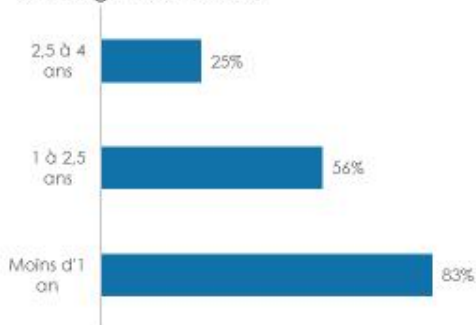


## Overall satisfaction

"Overall, I can say that it's a company  
that's really **good to work for**"

52%

Perception varies depending  
on length of service

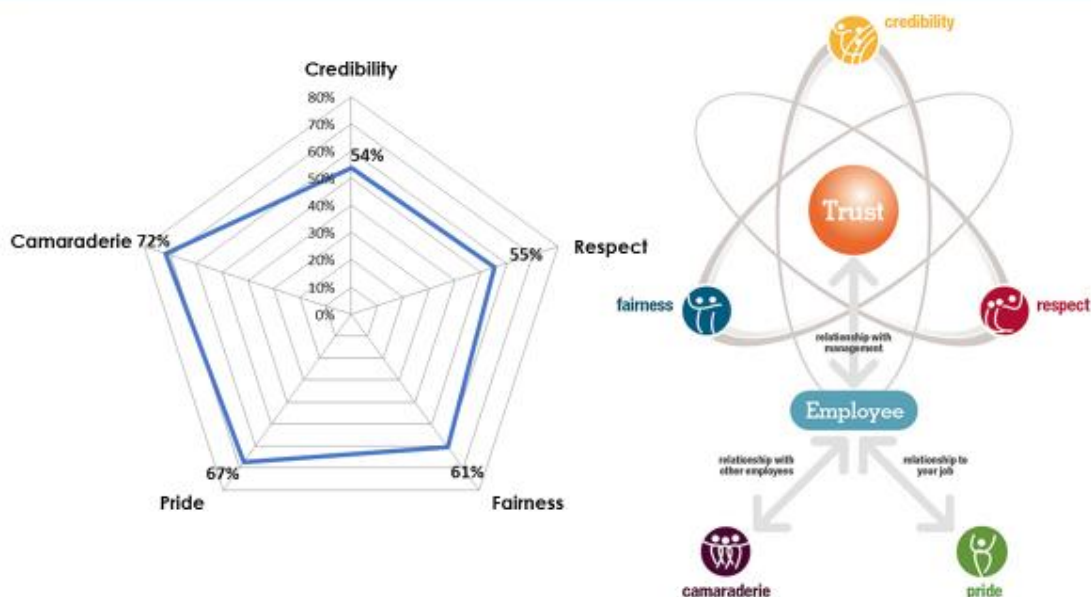


Focus on prospects for  
advancement

3



## Overall Results per category



4

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