



## CEAT Electronique

13 rue du 19 mars 1962  
21600 Longvic

### Business Sector

- Technical After-Sales Service
- Hi-Tech Products Repair
- Training
- Testing and metrology
- Supply-Chain Coordination

### Our skills

#### Our expertise

In a context of competitiveness and innovation, CEAT Electronique offers Hi-Tech sector leaders an industrial response to problems by intervening since the initial operation of their products.

Thanks to the experience gained since 1977, CEAT Electronique is now able to provide a wide range of solutions from corrective maintenance at industrial scale to preventive study which allows the improvement of product design before launch on the market. The criteria for differentiation of CEAT Electronique compared to its competitors are defined in three ideas: Creativity, Reactivity, Traceability. These ideas are supported by a team of developers specialized in the design, provision and deployment of "proprietary" IT solutions.

- Expertise on product lots prior to sale.
- Technical feedbacks to manufacturers.
- Design of own software packages.
- Design of repair guides.
- Technical training.
- Eco-design by preventive analysis of uses and failure modes.

#### Our main references

SAMSUNG, ZTE, COOLPAD, HAIER, E.Zicom, FUJITSU, ERGOTRON, ORANGE, SFR, Bouygues Telecom, NRJ Mobile, Boulanger, Fnac, Conforama, Auchan, Leclerc.

#### Our eco-participatory approach

CEAT Electronique makes responsible development a top priority in its business strategy. CEAT Electronique's social responsibility approach revolves around a shared vision that a responsible sustainable development is a growth factor and a credibility source.

#### Mission fields

CEAT Electronique offers a full range of services related to the introduction of electronic products on the market.

- Just-in-time repair of all ranges of electronic products in workshop or on site.
- Component swap (including BGA).
- Rework of product lots before introduction on the market.
- Assembling.

#### Our visions and values

We integrate systematically the principles of sustainable development in our missions and policies.

**Our values in a few words:** Credibility, Innovation, Commitment, Openness.

### Ours structure

**Legal form :** Simplified joint stock company

**Workforce :** 340 persons

**Location :** Bourgogne

### Contact

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## Ethical leadership as a source of competitive advantage

### Identification and integration of stakeholders' expectations

Since 1977 CEAT Electronique has continually serve its stakeholders, particularly its clients. This culture cannot be detached for the desire to satisfy customer requirements. The « Process » approach formalized in 2010 on the basis of ISO9001:2015 recommendations has enable the emergence of a strong awareness: the idea that all employees within the company are bound by "Customer/Supplier" relationships. In 2011, this service culture has been systemized for all stakeholders with a formalization of social responsibility of the company and identifying its external stakeholders.

### Culture of excellence and identification of necessary changes

The triple certification of our Integrated Management System (ISO9001, ISO 14001, OSHAS18001) is a direct consequence of the ability of the CEO to communicate at all levels of the organization a culture of excellence, standards (ISO2600 in lead), that conducted to examine all required changes for the organization.

### Company strategy and objectives

The Global Compact invites companies to adopt, support and apply within their sphere of influence a set of core values, regarding human rights, labour standards and the environment as well as the fight against corruption.

How do we express it at CEAT Electronique?

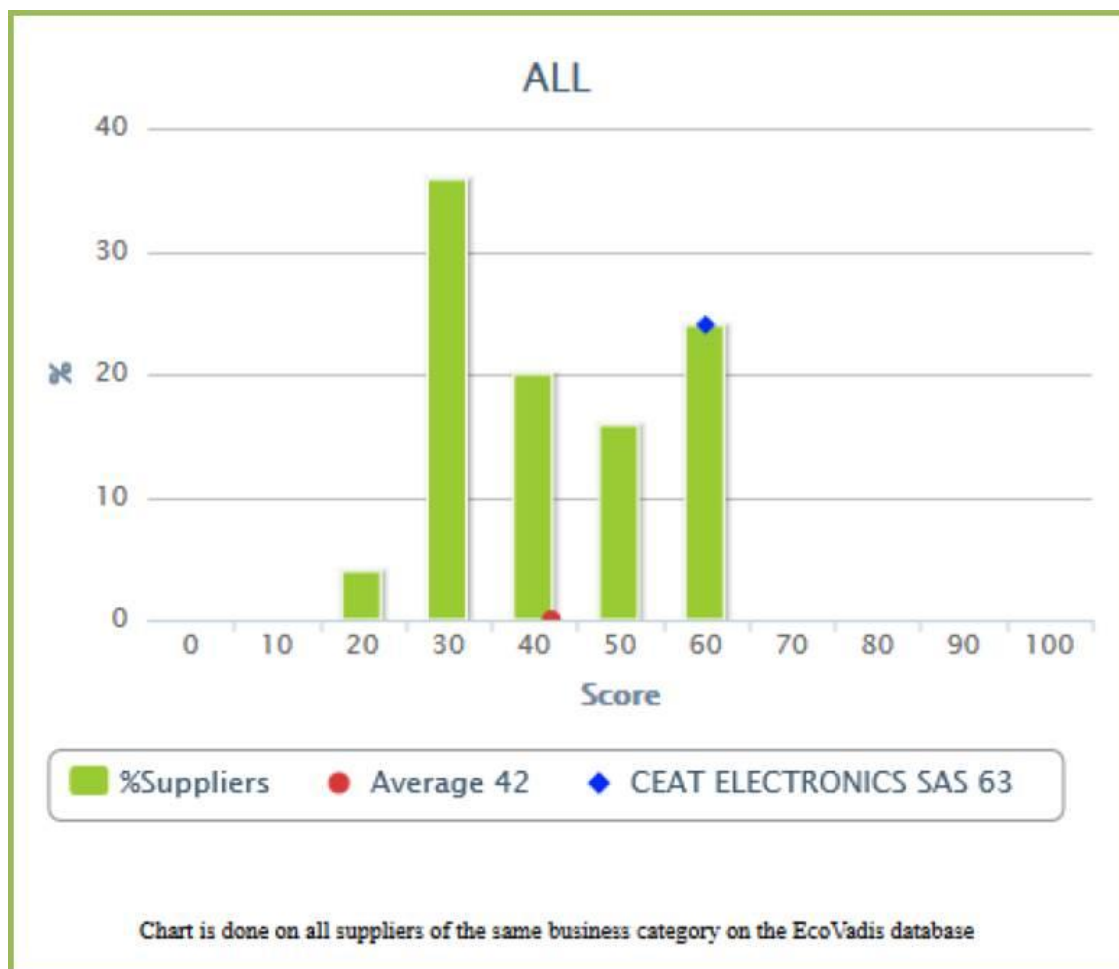
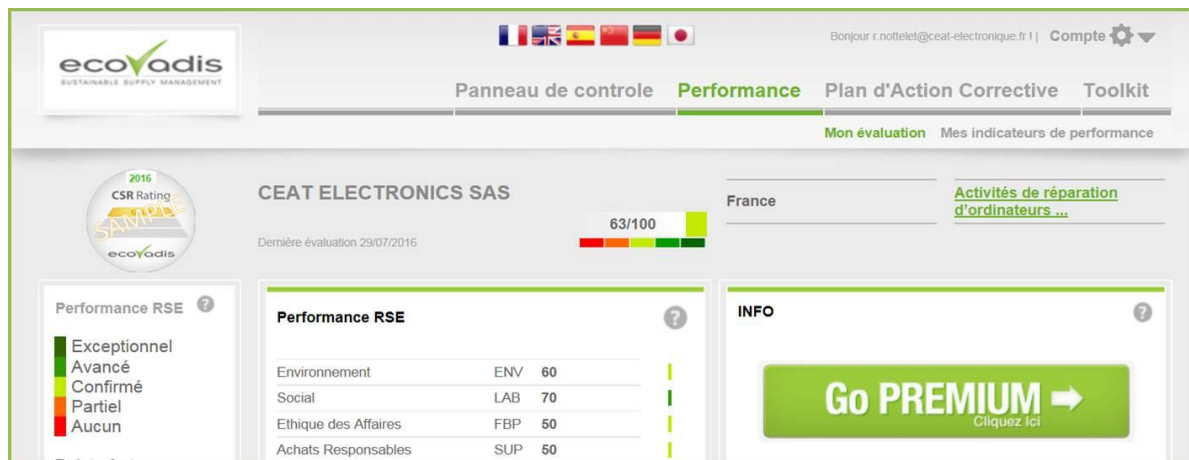
The main goal is to create social, environmental and economic wealth to stimulate, improve and make our societal model a naturally sustainable model.

Behind this strategy there is a fierce determination to write rather than face the future of our societies.

These ideas are clearly expressed in the Management's Quality, Health, Safety and Environmental policy and particularly in the implementation of actions in the following fields:

- Human Rights and Labour
- Environment
- Fight against corruption

In addition CEAT Electronique was evaluated in 2016 on its Corporate Social Responsibility by ECOVADIS. This body verifies the implementation of the measures regarding Corporate Social Responsibility among others, respect for Human Rights. CEAT Electronique earned a rating of **63/100** (GOLD Level) which is significantly higher than the average of companies in its sector (**42/100**).



## Eco-Vadis Social Rating : 70

## Social Conditions

- Staff represented by bodies elected by them.
- Holiday checks for all employees on permanent contracts.
- Birth bonus for permanent employees for each new child birth.
- Financial participation in sports and cultural activities.

Actions

In order to ensure the well-being of our employees, The Health, Safety and Working Conditions Committee and the Human Resources Department have assess the Psychosocial Risks within all the work units of the three site of CEAT Electronique.

The method proposed by INRS was chosen. Then, a sample of employees for each work unit answered, during meeting, 26 questions written by INRS.

These 26 questions evaluate 7 families of Psychosocial Risks :

- Intensity and complexity of work
- Emotional requirements
- Low autonomy at work
- Detoriated social relations at work
- Conflicts of values
- Insecurity of employment and work

The main risks identified are work intensity, job insecurity and lack of recognition. The last two risks can be impacted by inadequate or poor communication internally. Finally the “Repair/Production” unit is the one where the most risks have been identified.

HR Indicators

- Turnover

CEAT Electronique	2014	2015	2016
Permanent employees turnover	6,44	3,69	2,29

- Absenteeism Rate

CEAT Electronique	2014	2015	2016
Absenteeism rate	4,60	5,66	5,66

## Non-discrimination in employment

HR Indicators

- Employment of young people and seniors

CEAT Electronique	2014	2015	2016
Number of permanent employees under 25	20%	15%	15%
Number of permanent employees above 50	21%	20%	22%

- Gender distribution

CEAT Electronique	2014	2015	2016
Women	47,9%	46,9%	46,7%
Men	52,1%	53,1%	53,3%

Maintaining and developing employment in the company are key areas in the development of Human Resources policy of CEAT Electronique

CEAT Electronique	2014	2015	2016
Workforce	386	354	340
% Permanent Employees	93%	95,4 %	94,12%
% Executive Women	27 %	15 %	15%
% Foreign Nationality	2,07 %	2,25 %	2,35%
% Disabled Workforce	4,12%	4,37%	5,03%

Since 2013, aware that the position of repair technician in electronic products did not require a diploma or a specific qualification, nor particular experiment we chose to recruit from now on our new collaborators by the method of **Recruitment by Simulation (MRS)** proposed by Pôle Emploi. .

This method has also been used since 2014 for the Logistics Agent position. Now 90% of our recruitment are made by MRS.

This method makes it possible to diversify the application since it is based on measurable, identical criteria for all and therefore non-discriminatory.

In 2016 this method is still used for the recruitment of the positions mentioned above.

### Recruitment of disabled workers :

Concerned to respect our obligations in terms of disability, we recruit every year new disabled employees.

CEAT has a partnership with CAP EMPLOI (employment agency for employees recognized as disabled workers) who frequently send us application adapted to positions we offer.

Recruitment by simulation and without CV also allows disabled workers to apply without discrimination and to prove their aptitude.

So we hired a disabled worker on a permanent contract in 2015. In the context of fixed-terms or temporary contracts we also hired five people in 2015 and recently recruited a disabled apprentice.

At the same time, CEAT Electronique conducts a disability policy by working to maintain the employment of employees with disabilities and by using the protected and adapted sector (ESAT).

### Training in the service of job trends

The training effort at CEAT Electronique is important thanks to the CEO's desire to promote employees' skills. It allows the maintenance of employability, reinforce, develop skills, the transmission of knowledge and help a retraining if necessary.

The VAE (Validation of job experience) undertaken in 2016 will end in 2017 with 16 people engaged in the following degrees:

- 10 workers for a degree Level V (Technical School Certificate of Electronic and Digital Systems)
- 3 workers for a degree Level IV (Administrative management vocational baccalaureate and Logistics vocational baccalaureate)
- 1 worker and 2 supervisors for a degree Level III (Electronic and Numeric Systems Vocational training certificate and Assistant Manager Vocational Training Certificate)

CEAT is proactive in training throughout the working life of its employees. The advantage for the company is to value the work of its employees and to retain them by avoiding turnover. The company sends to its customers a brand image for the qualification of its employees and therefore the quality of the resulting repairs.

On the one hand the benefits are all the more certain for employees who value their work and obtain a diploma in line with their professional activities and on the other hand they will be able to demonstrate his/her expertise.

In addition, in 2016, 182 employees received training (81 women, 101 men), particularly on skills development (20 women and 36 men).

We are currently considering other trainings related to :

- Accompanying new managers
- Development of managerial skills

## Eco-Vadis Environnement Rating : 60

### Waste Management

CEAT Electronique has an Environmental Management System based on the principles of ISO14001 standards. We have been ISO14001 certified since 2011. The desire to control the impact of its activities led CEAT Electronique to implement actions.

That's why today 100% of our EEE waste has been oriented to an eco-responsible material recycling system.

Waste (mass in tons)	2014	2015	2016
Paper	3,17	3,4	3,21
Plastic	15,76	13,49	17,64
CIW (Common Industrial Waste)	10,65	11,05	13,34
EEE	18,56	20,86	18,27
Cardboard	88,26	74,24	73,19

3.21 tons of paper are recycled at CEAT Electronique, which equates to 9.17 kilograms of paper water per employee, a much lower average than the average for French employees, estimated by ADEME at between 70 and 85 kilograms per year.

Today 93% of our waste is recycled. We aim to raise this rate to 95% in the next years.

Actions to achieve this goal are under consideration or soon in place as :

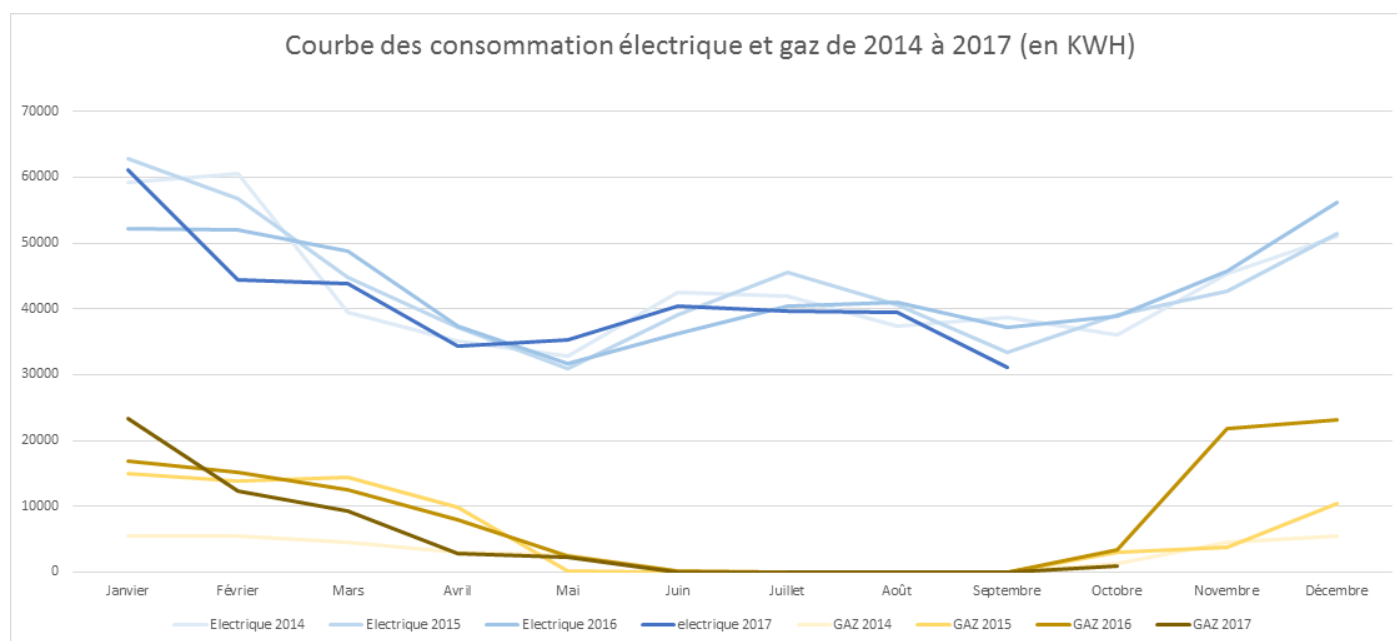
- Selective sorting waste in the employee lunch room. We will install containers for metallic, cardboard and plastic waste.
- The establishment of a sustainable purchasing policy. It is part of a rational use of natural and energy resources.

## Energy Consumption

In 2016 CEAT Electronique renewed its energy audit, the first one was realized in 2013.

Pointers to actions have emerged and will be examined in the next months as we did for the first audit.

### Electric and gas consumption chart



Other projects are in progress:

- Evaluation of the environmental performance of suppliers.
- ISO 5001 certification of our sites.



The values of CEAT Electronique totally exclude corruption in all its forms. CEAT Electronique asks its business partners and suppliers to adhere to the principles of respect for human rights.

All employees are also invited to build objective and honest relationships with our customers, suppliers and other stakeholders. They must not receive any benefits (goods or services) from a supplier or solicit gifts, gratuities or any other favors or benefits of any kind whatsoever.

IN 2014 we drafted the Ethics Charter covering the areas of anti-corruption.

Content of the Ethics Charter :

- Identify and implement actions to improve risk management in health and safety, economics and financial, social, environment.
- Show respect and kindness in exchanges between people and organizations.
- Practice justice, equity and equal rights and opportunities for all with respect for diversity.
- Practice listening and social dialogue, while respecting the rights and duties for each of the stakeholders.
- Refuse favoritism, conflict of interest and corruption.

So far, CEAT Electronique has not been the subject of any claim or request for financial penalty for corruption.