



GROUPE



WE SUPPORT

Sustainable
Development
Report
2018–2019

EDITORIAL

To face up to the climate change challenge, the E.CF Group continues its commitment to an environmental approach that began in 2004 with the signing of the UN Global Compact. Decreasing the carbon footprint, managing water, paper, and energy consumption, reducing waste, every possible solution is being considered in our search to minimize the environmental impact of our business.

This year in particular, we have developed further alternatives to plastic in our product offering, to help customers with their own environmental initiatives. And as part of an “Avoid – Reduce – Compensate” approach, we have launched an active initiative to support reforestation in France as well as constructing our first Green Star certified building. From Europe to Australia, the Group’s teams are in motion every day and we are proud of their commitment along with that of the suppliers, partners, and customers who accompany us. This new rapport spells out their efforts and motivation in pursuing individual and collective actions to preserve our future.

Corinne Leduc
CEO
E.CF Group

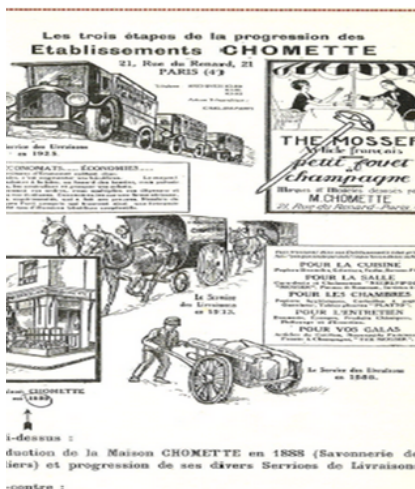
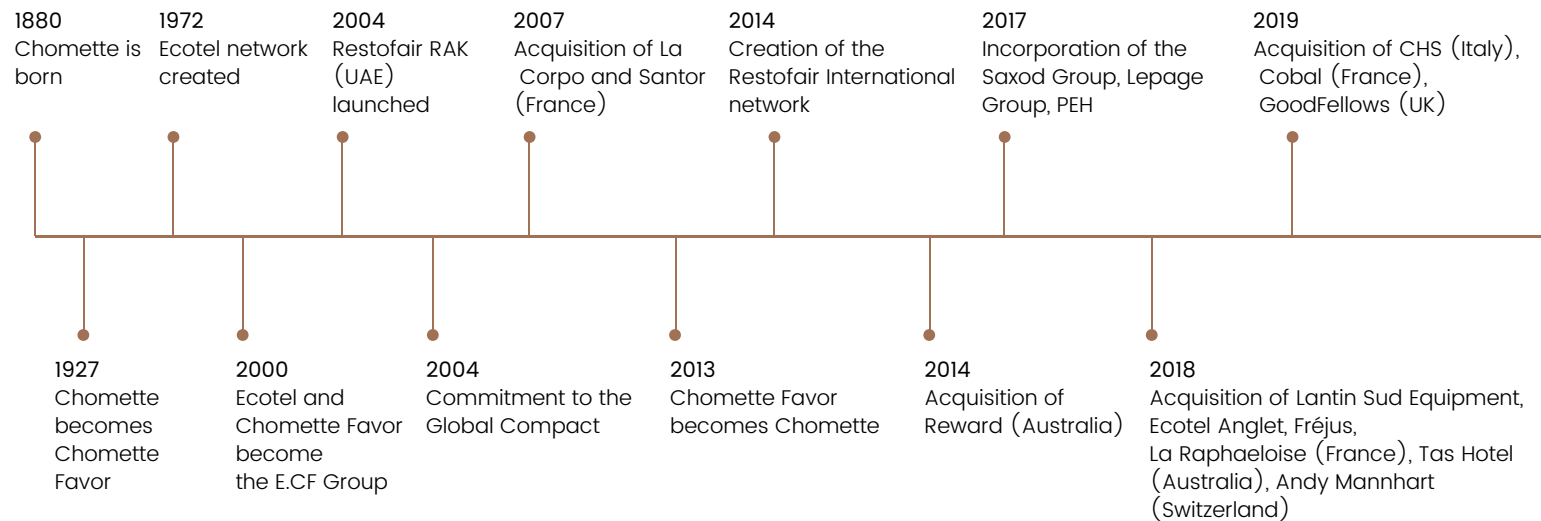
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More than a century serving our customers

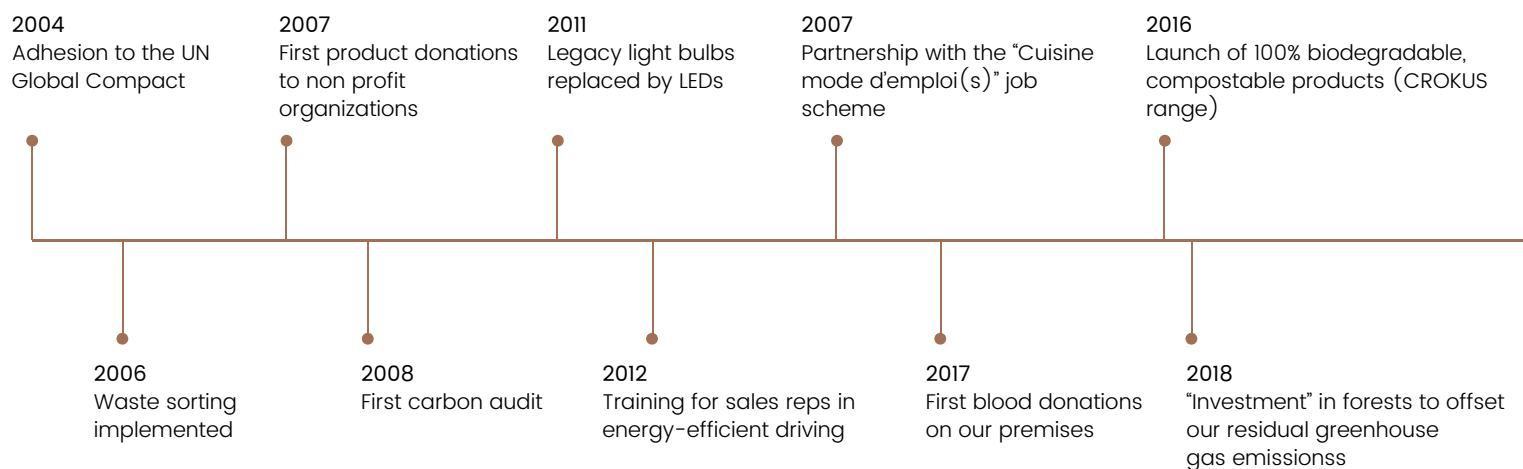
Almost 140 years' experience of passion, know-how, and innovation have forged the E.CF Group. Through sustained organic growth and strategic acquisitions, the Group has built up a distribution network that can meet the needs of even the most demanding customers.

ABOUT THE E.CF GROUP



SUSTAINABLE DEVELOPMENT

Our approach to Sustainable Development was formalized in 2004. Since then, sustainable development has been a central part of our strategy and a key factor in innovation, competitiveness, differentiation, and customer satisfaction.



Our ARC policy

The E.CF Group's actions are implemented in the scope of an ARC (Avoid, Reduce, Compensate) approach, whereby impacts on the environment must be avoided wherever possible, or failing that, reduced. And if those two steps are still ineffective, the impact must be offset by positive action elsewhere. This approach provides a different way of looking at any project the company undertakes, enabling fundamental choices to be made and each action's outlines reviewed. We all subscribe to this approach because the best way to preserve the environment is eliminate our impact on it!



Global Compact

The E.CF Group has actively supported the UN Global Compact since 2004. This Global Compact is a covenant that unites businesses committed to a socially responsible attitude and the adoption of 10 core principles in their operations. We renew our involvement each year through a CoP (communication on progress), which records the actions undertaken and lends real substance to our values.

Our five baselines

SUSTAINABLE DEVELOPMENT



To offer ever more environmentally friendly products

The E.CF Group makes a point of sourcing and selecting products that qualify for the strictest accreditation labels: FSC, PEFC, OK Compost, European Ecolabel. To complement this approach, we also make sure our products are long lasting.



Developing lasting partnerships

Before selecting its suppliers and partners, the E.CF Group appraises the environmental and social aspects of their business and involves the chosen ones in its Sustainable Development policy.



Managing our impact on the environment

To minimize the impact of our activities, we continually endeavour to implement better practices and to privilege solutions whose environmental footprint is small.



Promoting our CSR values

Training, involving, valuing: the company makes sure its employees are aware of the issues that shape today's world and instils in them an experience whose strength comes from sharing and looking the future in the face.



Fostering employee well-being

The professional and personal self-fulfilment of employees is a major concern of the E.CF Group, which conducts specific social practices in the scope of its CSR policy of well-being at work.



BASELINE N°1

A product offering that respects the environment

All member companies of the E.CF Group share the same will to assist customers in their environmental reorientation. To do so, actions are focused on ensuring the E.CF Group's "green" products match its customers' requirements.



376

green products

There are currently 376 "Green" Products in our environmentally friendly ranges. Among them are products intended for take-away food sales, which have been the subject of a group-wide rethink in France and Australia.

The aim is to offer our customers eco-responsible products by replacing plastic with materials like glass, cardboard or bagasse, while putting together the technical ranges that our customers expect and which fulfil important criteria:

- Guaranteed quality of the delivered food, at the right temperature
- The ability to vary menus, with packaging to suit each type of dish
- The ability to reproduce "the restaurant experience", so customers have the same visual and taste sensations as when dining out
- Easy storage, with space-saving products and/or products facilitating optimum delivery transport
- Ease of use, with quick filling thanks to careful design focusing on time-savings
- Resistance to knocks, with configurations and materials designed to withstand the customers' transport
- Guaranteed sealing,
- with quality clip closures to avoid leaks and drips and preserve the dish



BASELINE N°1

A product offering that respects the environment

FOR YOUR KNOWLEDGE



PLA card (cardboard with PLA bioplastic film made from plant residues, most notably cornstarch) and bagasse (derived from sugarcane fibre) have been chosen for their characteristics, with bagasse being able to withstand heating to 100°C and microwaving.

Concrete examples can be found at the E.CF Group's Australian subsidiary, Reward, which assists its Oceania customers' environmental reorientation by offering "green" products to replace each of their standard products.

Standard



"Green" products





BASELINE N°1

A product offering that respects the environment

Our “green” products are accredited with various labels (FSC, OK Compost, etc.). What do these mean?

FSC: The Forest Stewardship Council (FSC) is an environmental label that ensures procedures guaranteeing sustainable forest management are followed in the production of timber and wood-based products.

PEFC: The Programme for the Endorsement of Forest Certification (PEFC), formerly called Pan European Forest Certification before its globalization, is a certification scheme that promotes the sustainable management of private forests.

OK Compost: OK Compost is an ecology label that indicates the absence of any noxious substances in a product, which can therefore be composted in an industrial installation without any heavy metal residues.

European Ecolabel: The EU’s ecological label is based on the principle of an “overall approach” that takes account of the whole product lifecycle: raw material extraction, manufacture, distribution, end use, through to final recycling or elimination. Quality and type of use are also factors in the appraisal.





BASELINE N°2

Lasting relations with our partners

To take commercial relations established with our external stakeholders a step further, the E.CF Group strives to develop partnerships based on the respect of basic human principles and of the environment. To materialize this shared vision, all our suppliers sign the E.CF Group's supplier charter and renew this commitment every year. The charter mirrors the UN Global Compact, to which the E.CF Group has subscribed since 2004, and stipulates multiple actions to be undertaken.

Spotlight on :

BiOPak 

and its sustainable operations

BIOPAK

This Australian supplier of products for take-away sales is keen to preserve and protect the environment and give back to and support the communities in which it operates. It therefore does all it can to live up to its ambition of being an responsible business.

In addition to its investment in time and energy, it has also chosen to give 7.5% of all its profits to initiatives for restoring the environment, via Rainforest Rescue (Australia) and Forest & Bird (New Zealand), and to community programmes in collaboration with charity partners. These initiatives and programmes contribute to the quality of life of the less well-off and help accelerate the shift toward a circular economy by promoting sustainability, economic development, and self-sufficiency. Biopak also produces sets of artistic cups (BioCup) to promote designers whose work raises awareness among citizens and helps reconnect consumers with the environment.

Among its initiatives, Biopak has taken part in the planting of 10,500 trees since 2011 and in the purchase of over 4 hectares of threatened rainforest in North Queensland. Biopak's support in New Zealand (via Forest & Bird) is also very important as it aims to protect a certain conifer (kauri) that has suffered devastating effects from a tree disease.

All BioPak's products are carbon neutral. Carbon emissions from production, transport, and end-of-life disposal of these products are measured and offset with carbon credits.

BASELINE N°2

Lasting relations with our partners



JVD

Eco-responsibility has been a pillar of JVD's business ever since its founding. This company's commitment in the field has grown stronger each day and now involves every layer of the business. JVD is very keen on passing its practices down and takes pride in being an activist in an ecological transition that concerns everybody's well-being.

JVD has always exerted its best efforts to preserve its environment and reduce its impact to a minimum; now it actively seeks to share and spread its values by engaging its customers in this common outlook. That's the reason JVD has linked up with the "Planète Urgence" NGO in a partnership to combat deforestation in Indonesia.

Indonesia has the world's most extensive area of mangrove, but its progressive disappearance after decades of clearing threatens all coastal species as well as people whose livelihood depends on fishing. A whole ecosystem is endangered and needs protecting.

FOR YOUR KNOWLEDGE



That's the motivation behind their "1 hand-dryer bought = 1 tree planted" operation. This ecological action is also an economic development model:

- It contributes to safeguarding the food supply and economy of the most vulnerable populations
- It is a renewable energy source for millions of people
- It can be used as a construction material

It is a source of sustainable income for many craftsmen and their families.

Since the operation began, over 20,000 trees have been planted. The E.CF Group, through our customers' orders, is happy to have contributed to the planting of 97 trees in 2018.



BASELINE N°2

Lasting relations with our partners

SMURFIT KAPPA



Smurfit Kappa, with a years-long history as an E.CF Group supplier, commits to managing its operations in a sustainable way. To stimulate positive changes by way of initiatives ranging from sustainable procurement of main raw materials to minimizing its operational impact, and by reducing the environmental footprint of its customers and end consumers, Smurfit Kappa integrates effective Sustainable Development into its every fibre thanks to its circular commerce model.

Starting with the premise that recirculation makes good commercial sense (by replacing necessary natural resources, using 75% of recycled fibres in its products, reusing materials wherever possible), Smurfit Kappa continues to seek out new opportunities in material efficiency, innovation, and reuse.

Convinced that the worldwide economy must adopt circular flows to replace linear flows, Smurfit Kappa is concentrating on five priority areas of Sustainable Development to give body to this vision:

Forests

Objective: to promote sound, healthy forests through sustainable sourcing of timber and by using a balanced mixture of new wood fibres and recycled paper.

Climate change

Objective: to minimize production-related greenhouse gas emissions and reduce carbon levels in its customers' value chain.

Water


Objective: to ensure clean water is returned to nature from production and to limit the use of water wherever possible.

Waste

Objective: to achieve as near as possible zero waste by seeking innovative uses for its sub-products in the circular economy context.

Solidarity commitment

Objective: to help develop inclusive localities by engaging with its employees and contributing to the prosperity of the places it operates in.





BASELINE N°3

Better management of our impact on the environment

To reduce its impact on the environment, the E.CF Group has chosen to implement the ARC (avoid-reduce-compensate) sequence. Here are some examples:

AVOIDING

The “Flash info RH” internal HR information note sent to employees in France, Belgium, and Luxembourg every month has gone paperless and is now sent only by e-mail. This action fits into the E.CF Group’s desire to avoid consuming paper unless strictly necessary.

In the same vein, a new conference room in the Group HQ has been fitted out for video-conferencing to privilege minimal travel in internal communications.



REDUCING

Since 2011, the E.CF Group has pursued its decision to progressively replace legacy lighting at the HQ with LED lamps. This year, for example, 500 LED strips have been fitted in the offices, the dining facilities, and in the large conference room.

With energy savings of more than 50% compared with fluorescent tubes, this action reduces the E.CF Group’s electricity consumption.

BASELINE N°3

Better management of our impact on the environment



AVOIDING AND REDUCING IN TWO LARGE-SCALE PROJECTS

Layout of a logistics area in France:

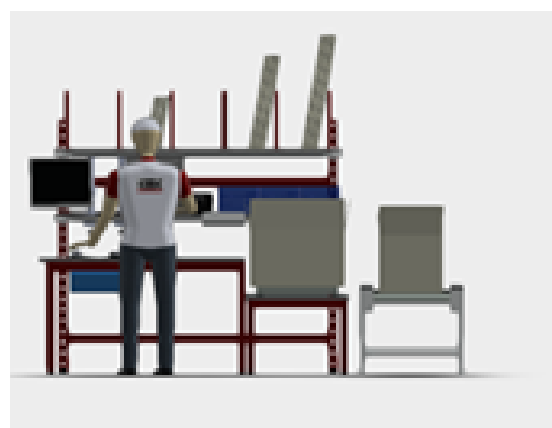
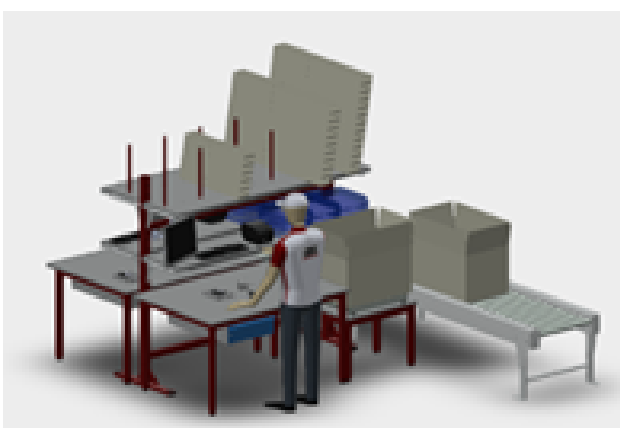
The “sub-branding” business (receiving and preparing products that are not kept as routine stock in the logistics warehouses) has gone through constant progress since 2014. To address this growth, in the Grigny warehouse between November, 2018 and March, 2019 a specific sub-branding area took shape. This action was planned in a global approach based on the ARC “avoid-reduce-compensate” sequence.

Review of the completed project:

First of all, from the human point of view, this new layout in the sub-branding area has improved working conditions by totally revamping the workstation ergonomics (adjustable-height worktops, limitation of load carrying and offloading, mechanized package conveying). The introduction of single-schedule working has also has a positive impact by strengthening team cohesion and enabling close-up managerial support. Technically, the chosen solution features lower maintenance and greatly reduced electrical power (45% less consumption compared with similar equipment), while the conveyor has the advantage of relatively silent running.

Last but by no means least, customer service levels have also been improved by lessening sources of error (limitation of offloads and better ergonomics in the area).

The outcome of this project is therefore very positive as it reduces our electricity consumption, improves working conditions, and increases our throughput capacity while increasing customer service levels.



BASELINE N°3

Better management of our impact on the environment



Reward's new Australian HQ "Green Star" certified

After several months' work, the new Reward HQ building near Brisbane is ready. Although visible improvements catch the eye in these new premises—for example a showroom to welcome our visitors with cookery demonstrations, video conferencing implementations in all the conference rooms—it's the less obvious items that have been appraised and rewarded by certification.



With buildings in general being the biggest current contributor to greenhouse gas emissions worldwide, the E.CF Group wanted the construction of this new headquarters to align with the ARC "avoid-reduce-compensate" sequence and to respect biodiversity.

BASELINE N°3

Better management of our impact on the environment

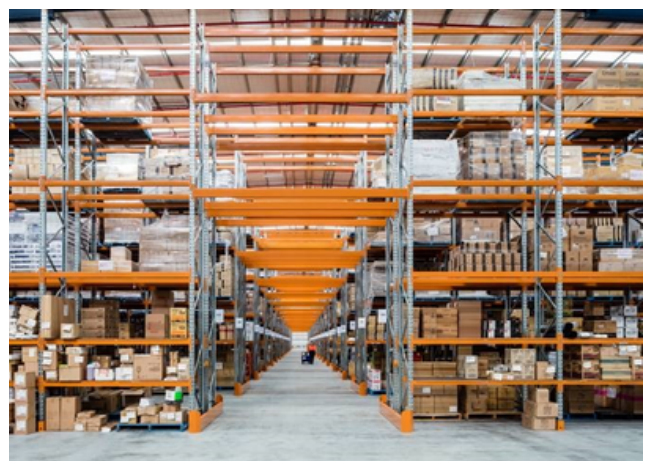


FOR YOUR KNOWLEDGE



To ensure our initiative received recognition, we subjected the project to Green Star certification criteria. In a formal process, an independent assessment committee comprising sustainable development experts accredited the new building with a rating. A certified Green Star score is an independent assertion that a building is sustainable after taking into consideration all the building's design, construction, and occupation phases.

Each of these phases take account of various criteria: management, interior environment quality, energy, transportation, water, materials, use of the ground and ecology, emissions, and innovation





BASELINE N°3

Better management of our impact on the environment

The E.CF Group, especially the Australian staff, are proud of the score obtained by this new building: 66.7/100, representing a 5-star rating!



This is to certify that **Reward Hospitality** has been awarded a **5 Star Green Star rating** representing Australian Excellence in building design.

Certified in June 2018*



Green Star Category Achievements

Total number of points awarded **68.7/100****

Management 11/14

Indoor Environment Quality 08/17

Energy 17/22

Transport 01/10

Water 07/12

Materials 10.7/14

Land Use & Ecology 00/06

Emissions 04/05

Innovation 10

* This Design Review rating expires 24 months after Practical Completion.

** The total number of points awarded is expressed as a percentage of points available.

BASELINE N°4

Promotion of greater responsibility in environmental matters

Involvement, awareness, and the introduction of the ARC “avoid-reduce-compensate” sequence have been keywords in the actions undertaken to promote greater responsibility in environmental matters.



INVOLVEMENT

One of our promotion tools has been the organization of a photo contest on the theme of biodiversity, open to every E.CF Group employee. The contest, launched in 2018, had the following rules:

- each employee could send photos of landscapes taken by themselves according to four themes (water, open country, forest, or pollution) to a dedicated e-mail address

all the entries were anonymized and placed on a photoshare site where all the Group’s employees could look at them and elect their favourites

This operation was a great success, with over 160 photos sent in! Apart from the quality of the photos taken and the number of entries, this contest also enabled E.CF Group employees to grow closer by sharing photographic moments from every country in the Group. Indeed, the cover photo on this Sustainable Development Report is one of the photo contest entries.



Look up all the photos in the contest




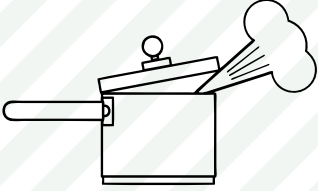
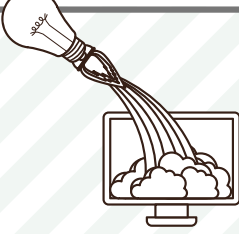
BASELINE N°4

Promotion of greater responsibility in environmental matters



AWARENESS

This photo contest was the introduction to a big awareness campaign within the E.CF Group. Starting on 31st August and running till Friday, 14th September, a daily communication on the ARC “avoid-reduce-compensate” sequence has been distributed to all the Group’s employees. Holding to the principle that the ARC sequence is applicable right down to individual level, each day’s communications illustrates three good working practices, stating the expected benefits (financial, environmental, biodiversity, even health

		
<p>I ADOPT THE BICYCLE REFLEX</p> <p>For distances from 2.5 to 6 km, the bicycle is the quickest way to get from place to place (especially in town): 8–12 minutes on a bike goes takes you far as 16–18 minutes in a car. Because in France at least, travelling generates the biggest share of greenhouse gas emissions (almost 1/3) , get on your bike for short distances! Burn calories, not hydrocarbons!</p>	<p>I PUT LIDS ON MY POTS & PANS</p> <p>Heat your food in a flat-bottomed pan with a lid and you’ll consume a quarter of the energy of a rounded bottom pan with no lid. And to heat your cup of hot water, stay away from the microwave!</p>	<p>I DECREASE THE BRIGHTNESS OF MY SCREENS</p> <p>80% of a smartphone’s battery use comes from the screen. Lower the brightness of your smartphone, tablet, or laptop and you won’t need to charge it as often! Remember the energy saving mode! The right reflex for saving your battery.</p>
<p>BENEFITS TO YOU</p>		
<p>Financial Lower energy consumption Health Less greenhouse gas</p>	<p>Financial Lower energy consumption Less greenhouse gas</p>	<p>Financial Lower energy consumption Health</p>

BASELINE N°4

Promotion of greater responsibility in environmental matters

Awareness initiatives are gathering pace in the build up to our Sustainable Development Day. The release of our updated carbon audit results has been a great opportunity to strengthen awareness among E.CF Group employees about :



BIODIVERSITY AND CLIMATE CHANGE

Biodiversity provides IRREPLACEABLE, INDISPENSABLE commodities (oxygen, food, etc.) and also provides many services (POLLENIZATION, SOIL FERTILIZATION, CARBON SINKS etc.).

We are observing UNNATURAL EROSION OF BIODIVERSITY (experts say that half of all living species are liable to disappear in the next 100 years), whose main causes are

- destruction and fragmentation of natural habitats, over
- exploitation of wild species
- water, soil, and air pollution; the introduction of invasive
- exotic species
- climate change, notably caused by too big a rise in greenhouse gas concentrations in the earth's atmosphere, way above the levels necessary to support life.

This increase can be mainly ascribed to human activities, including

- burning of fossil fuels
- agriculture, rearing, and non-natural land coverage (urbanization)
- the use of chlorofluorocarbons (CFCs) and hydrochlorofluorocarbons (HCFCs), in refrigeration and air conditioning systems
- nitrous oxide emissions
- methane emissions



BASELINE N°4

Promotion of greater responsibility in environmental matters

BIODIVERSITY AND CLIMATE CHANGE: RECIPROCAL INFLUENCES

When ecosystems are modified by climate change, they in turn can influence the local and global climate. For instance, by modifying the absorption and emission of greenhouse gases,

- agriculture, especially hedgerows, and forestry can act as carbon sinks
- conversely, the gradual thawing of permafrost (frozen land in polar regions) releases large quantities of carbon and methane.
- Biodiversity can therefore HELP **INCREASE OR DECREASE THE GREENHOUSE GAS EMISSIONS** responsible for global warming.

Biodiversity also provides us great service by helping attenuate the effects of climate change, for example protecting the coast from erosion, diminishing flood levels.

**PRESERVATION OF
BIODIVERSITY
=
THE FUTURE**



BASELINE N°4

Promotion of greater responsibility in environmental matters

The “Bilan Carbone” carbon audit is an extended inventory of greenhouse gas emissions (GGE) in a business. In practice, it corresponds to the sum of emissions linked to a business’s activities (whether completely within the company or outside the legal influence of the business). This GGE inventory takes place within three scopes:

Main emission areas of the carbon audit:



Goods inward



Travel:

- business travel
- home-to-work



Manufacture of fixed assets: buildings, machines, vehicles, etc.



Purchases: manufacture of goods and services used by the company in its activities

Upstream activities



Company vehicles



Company sites

- fuel consumption
- electricity consumption
- fugitive and process emissions

Company activities



Visitor’s and customers’ travel



Goods outward



Use of unsold products



End of life:

- waste from the activity
- products sold

Downstream activities



BASELINE N°4

Promotion of greater responsibility in environmental matters

Our carbon audit

Carried out in December 2017, it identifies which areas are the biggest greenhouse gas emitters. In the main (94%), these are

- Emissions linked to purchased products and services
- Emissions linked to goods transports

The remaining 6% come from business

- travel
- travel to and from
- work
- electric power consumption
- fixed combustion sources (natural gas)
- direct fugitive emissions (from refrigerants)

AND TOMORROW ?

On the basis of these observations, we we shall be able to direct our Sustainable Development actions more accurately to sustainably reduce our GGEs.

AND NOW ?

How do we start improving things right away ? This is possible by following the principle of the sequence—

« AVOID – REDUCE – COMPENSATE »

BASELINE N°4

Promotion of greater responsibility in environmental matters



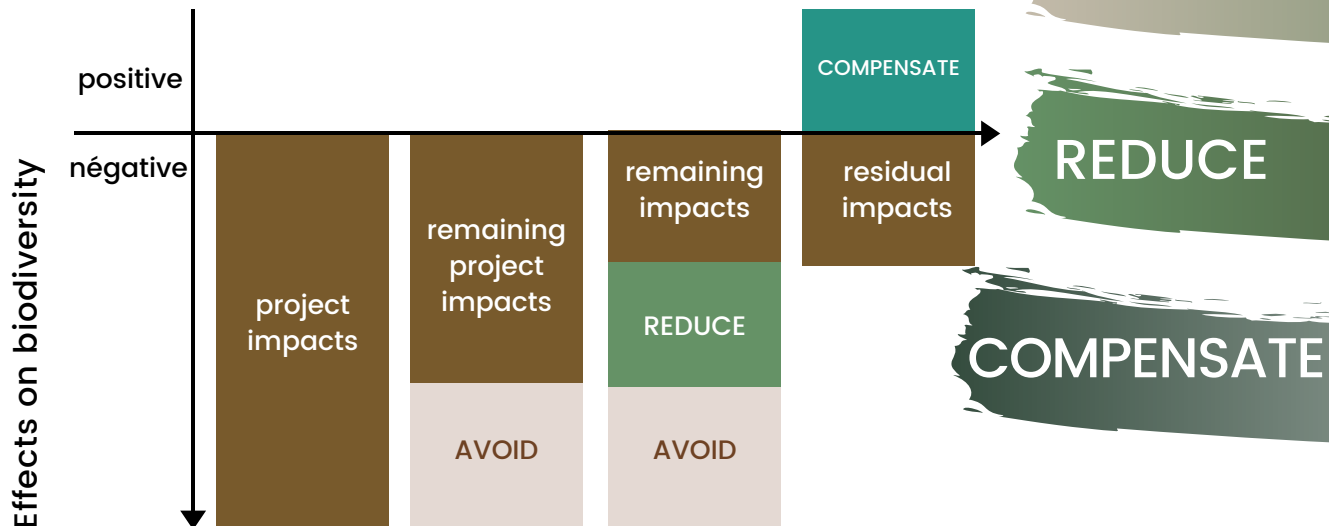
The ARC “avoid-reduce-compensate” sequence

This sequence recommends that biodiversity be factored into a project at the earliest possible stage of its conception (in the choice of project, its location, even its pertinence) to ensure it has the least possible impact on the environment. Integrating the environment at the earliest stages is essential toward prioritizing the 3 steps:

- first and foremost, the avoidance of impacts
- then their reduction
- or, lastly, compensation of any residual impacts of the project if the first two steps come to nothing

FOR YOUR KNOWLEDGE

The “avoid – reduce – compensate” sequence can be illustrated schematically as follows:



Our carbon audit enabled us to identify the main areas responsible for greenhouse gas emissions. This audit provides an assessment that for the time being we can act on only by “compensation”. The “avoid” and “reduce” phases will be deployed in our next business year.

**FROM NOW ON, EACH PROJECT WILL INCORPORATE THE
“AVOID – REDUCE – COMPENSATE” SEQUENCE
RIGHT FROM ITS CONCEPTION**

BASELINE N°4

Promotion of greater responsibility in environmental matters

All this information is a natural accompaniment to E.CF Group employees as we head toward our Sustainable Development Day on Friday, 14th September. This day, the crowning event of our Sustainable Development initiative, is our opportunity to look back at the panorama of actions already undertaken, plan more actions for the future, and share moments of good cheer around breakfast and lunch.



JOURNÉE DÉVELOPPEMENT DURABLE
VENDREDI 14 SEPTEMBRE 2018



PROGRAMME DE LA JOURNÉE

8H - 10H
PETIT DÉJEUNER DANS LE HALL D'ACCUEIL
- BAR À CÉRÉALES -
LANCEMENT DU 1^{er} QUIZZ (*)

12H30 - 12H45
DISCOURS DE LA DIRECTION ET
ECOTREE DANS LE HALL DE
L'ACCUEIL

12H45 - 13H45
PIQUE-NIQUE DANS LES
JARDINS D'ECF (JEU À TABLE)
LANCEMENT DU 2^e QUIZZ (*)

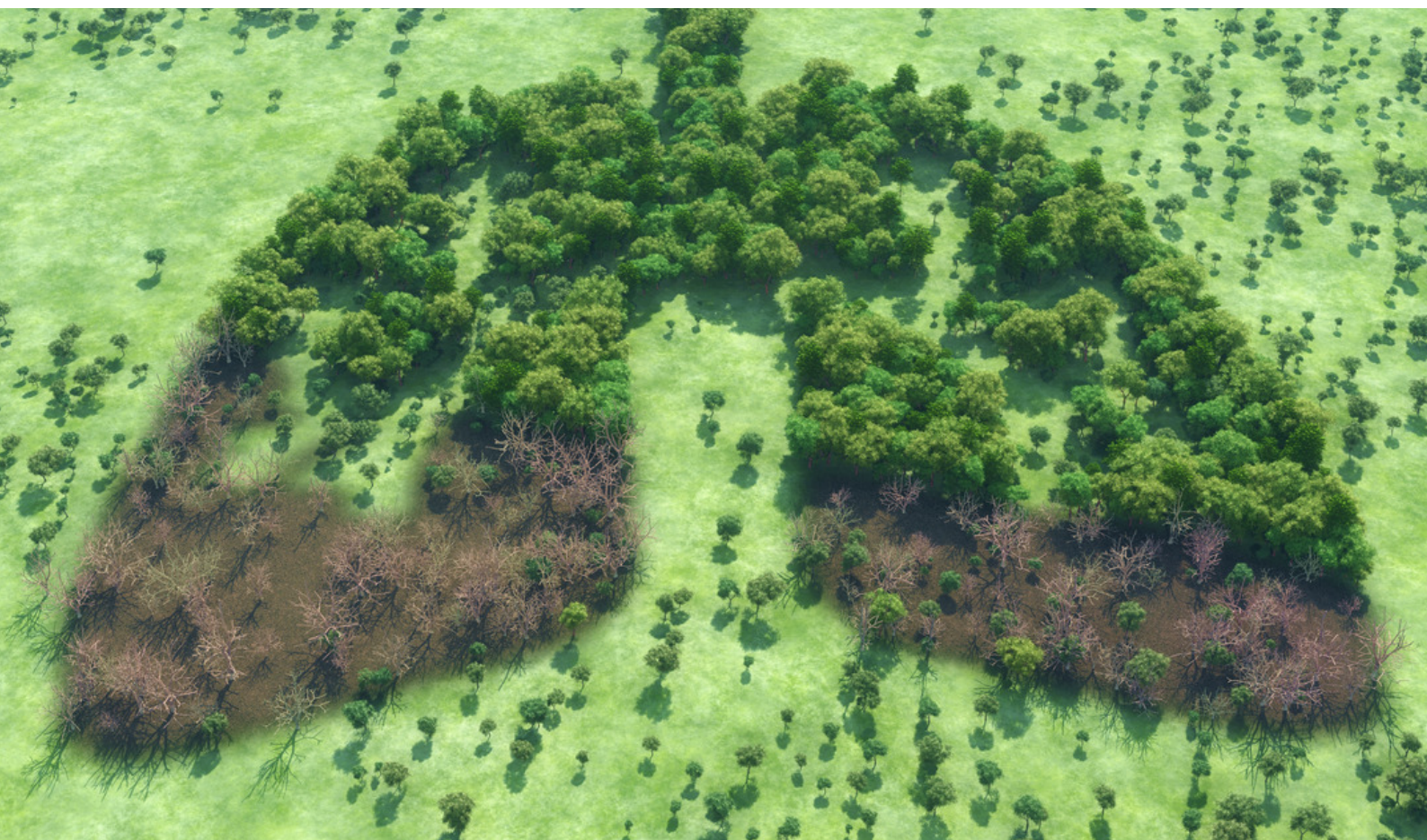
(*) REMISE D'UN ACCUEIL ET UN PAIN
RECEPTION LOGISTIQUE

AVEC LA PARTICIPATION DE NOTRE PARTENAIRE 

SUSTAINABLE DEVELOPMENT DAY

Friday, 14th September, 2018

A BREATH OF FRESH AIR
AVOID - REDUCE - COMPENSATE



BASELINE N°4

Promotion of greater responsibility in environmental matters

THE ARC SEQUENCE:
“AVOID–REDUCE–COMPENSATE”

This Sustainable Development Day was marked by the announcement of a strong E.CF Group action: the Group has chosen to offset part of its greenhouse gas emissions by investing in forests through the Ecotree company. This company's concept is based on “taking care of the forest and reaping its benefits in return.” The Group has therefore become the owner of forestry assets managed by Ecotree. As trees grow, they become a good whose intrinsic value rises over time, independently of demand or the price of timber. Leaving aside financial motives, the E.CF Group wanted to participate in the other benefits linked to this reforestation scheme :

Biodiversity : Trees favour biodiversity by providing shelter, food, and protection to many species: birds, insects, small mammals, mushrooms, and others. They serve as dens and lairs for animals and offer a relay to cultivated lands for accessory species. When just a single plant species disappears, it alone brings about the extinction of 30 animal species. The biological and ecological richness of forests is a source of life

Soil/water balance: Trees structure the landscape and stem erosion. They stabilize and regulate soil hydrology and water table levels. They improve crop yields and provide farmers with economic diversification. Their economic and leisure functions contribute to people's well-being

Oxygen : Trees produce the oxygen we need and improve air quality by acting as bona-fide air filters. They help combat climatic imbalance by CO2 subscript sequestration. They temper extreme variations in the climate through their transpiration process and provide local relief from extreme climatic phenomena like drought and flooding





BASELINE N°4

Promotion of greater responsibility in environmental matters

To enable all E.CF Group employees to invest in the forest and more easily share in the benefits of reforestation, a special operation has been launched: “for the individual purchase of a tree, the E.CF Group offers you a similar tree.” Since every opportunity to promote the ARC “avoid-reduce-compensate” sequence and biodiversity is a good one, this special operation was renewed for Halloween.

Après avoir **EVITÉ** une plus grande production de déchets en réutilisant par exemple de vieux costumes et avoir **REDUIT** les emballages papiers en préférant les bonbons en vrac, on peut encore **COMPENSER** les impacts résiduels notables.



Du 29 octobre au 29 Novembre 2018

« **EVITER-REDUIRE-COMPENSER** »

Prolongation de l'opération de compensation

1 mois pour **INVESTIR DANS LA NATURE !**



BASELINE N°4

Promotion of greater responsibility in environmental matters

Generally speaking, the E.CF Group wants to seize every opportunity for promoting greater responsibility in environmental matters. Here are some examples.



New year

This being the period when people make their legendary resolutions, it was a great opportunity to introduce employees to a smartphone app that sets 500 challenges for acting to protect the environment. It's surely better to tweak our lifestyles to achieve a positive impact on our planet and on ourselves than to make personal resolutions that are often, shall we say, over ambitious!

1 an de prospérité
12 mois de douceur
52 semaines de santé
365 jours de splendeur

MEILLEURS
Vœux
2019

2019
UNE ANNÉE DE
BONHEUR

Avez-vous déjà choisi vos
BONNES RÉOLUTIONS pour
cette nouvelle année?

Et si nous en prenions
EN FAVEUR DE LA PLANÈTE?

ACTION POUR RENDRE CONCRÈTES NOS BONNES
RÉOLUTIONS EN FAVEUR DE LA PLANÈTE

légumes de saison, faire tourner sa machine à laver à 30 degrés,
s en veille pendant la journée, ... L'application WAG (développée
ariat avec l'ADEME - l'Agence pour la maîtrise de l'environnement, La
pose d'agir pour la protection de l'environnement grâce à 500

ible gratuitement sur l'App Store et sur Google Play, propose
i cinq catégories: "Bien manger", "Vers le zéro déchet", "Se
ier l'énergie" et "Do it yourself".

st aussi collaborative. On peut partager ses bons plans (par
d'un restaurant bio ou d'un lieu de vente directe entre
oducteurs). Déjà 33 000 adresses sur toute la France!

ccès rapide une liste des événements organisés près de chez soi,
des ciné-débats ou encore des cours gratuits de cuisine saine.
nois, de nouvelles catégories vont voir le jour sur l'application
avec ses enfants" courant janvier, "Quand bébé arrive" en février
ture", en mars).

AN APP FOR ADDING SUBSTANCE TO OUR RESOLUTIONS IN FAVOUR OF PLANET EARTH

Eating fruit and vegetables in season, running the washing machine at 30 degrees, switching off appliances on standby with no one at home, etc. The "WAG" application (developed by WWF France in partnership with environmental agency ADEME, La Poste, and Maif insurance) encourages people to act to protect the environment through 500 challenges. This application is available free from Apple's App Store or Google Play and contains 500 challenges divided into five categories: "Good eating", "Going for zero waste", "Travelling", "Optimizing energy", and "Do it yourself". WAG is also a collaborative application. Users can share their tips (e.g., the address of an organic restaurant or direct sale from producers to consumers). There are already 33,000 addresses across France! There's also a quick-access list of nearby organized events, such as workshops, cinema-debates, free lessons on healthy cooking. In the coming months, new categories will be making their appearance on the app ("Family and kids" in January, "When baby arrives" in February, "Return to nature" in March).

BASELINE N°4

Promotion of greater responsibility in environmental matters



Sales conferences

Every year, all the E.CF Group's sales teams meet up to trade thoughts on a whole range of subjects. This start-of-year encounter—in France and Australia alike—has been placed under the digitalization and Sustainable Development banner. Instigated by the E.CF Group management, presentations of new ranges of “green” products and a comprehensive rundown on changes to the energy transition law sent some very strong messages to all the sales teams.



Internal communication

The E.CF Group's in-house social network, Yammer, exists to develop information sharing between employees as well as to highlight various facets of Sustainable Development. With a humoristic twist or simply factual, the posts help promote greater responsibility in environmental matters among employees.



External communication

Responsible communication to our customers is a choice the E.CF Group has adopted. To promote a decrease in plastic consumption, the Group has chosen to restrict its promotion of plastic-based expendables and to stop promoting plastic straws altogether. Alternatives glass, cardboard, bagasse will from now on take precedence in our communications in order to assist our customers in their ecological transition.



BASELINE N°4


Equitable, respectful social relations

The E.CF Group has chosen openness, sharing, giving (notably through the ARC “avoid-reduce-compensate” sequence), and listening in order to promote equitable, respectful social relations.




OPENNESS

From Australia to France, the E.CF Group’s doors have been wide open, welcoming many persons, allowing them to discover the world of work and the trades in the E.CF Group, helping them integrate with the active population.



Reward thus received students near the end of their graduate courses, helping them acquire hands-on skills in the legal field and also relative to human resources. The accounting staff at Reward also received some recent immigrants to Australia to provide them with work experience and favour their integration in the population.



In France, twenty or so trainees have also been received at the E.CF Group headquarters. At varying study levels and course durations, they were able to gain an overall conception of the world of work (by sharing in the life of various sections) or specific experience by working in a single section.

BASELINE N°4

Equitable, respectful social relations



SHARING

Social relations notably involve sharing a common experience centred on an event that brings people together. Sport being such a unifier, the E.CF Group seized the opportunity of a major sporting event to create good synergy between employees and reinforce group spirit among all the subsidiaries. A platform was thus set up during the Football World Cup to enable each employee to give their predictions for each match and exchange chats. As a medium for “sweepstakes”, or for airing well-reasoned predictions, this platform met with great success, and exchanges (not without a few jibes!) flowed freely.

The screenshot displays the E.CF World Cup website interface. At the top left is the E.CF logo. The main header includes 'E.CF World Cup' and navigation links for 'ACCUEIL' and 'MON COMPTE'. A dropdown menu under 'MON COMPTE' contains 'Editer mon compte', 'Voir mon profil', and 'Déconnexion'. Below the header is a navigation bar with 'Classement', 'Pronostics', 'Résultats', 'Détails', 'Règles', and 'Options'. The left sidebar shows a 'MESSAGES' section with a refresh icon and a text input field 'Votre message...'. Below this is an 'ENVOYER' button with an emoji icon. Two messages are visible: one from 'SuperMario' saying 'Bravo Michael, Bravo!!!!' and another saying 'Boom Boom Boom Michael "Top Dog" Turner 😄😄'. The main content area is titled 'A LA UNE' and features three jersey cards with scores: 92 POINTS (dark red), 85 POINTS (red), and 77 POINTS (blue). Below this is a 'CLASSEMENT' table.

	POINTS	BS	BD	BV
1	92	12	8	19
2	85	10	7	20

BASELINE N°4

Equitable, respectful social relations

Based on the precept that giving is an essential part of building equitable social relations, the E.CF Group has made donations in several forms throughout the business year.



**Reward
Hospitality** 

Financial donation

A can and bottle depository in Reward's Yatala warehouse in Australia saw the collected aluminium "transformed" into a donation of 700 dollars to a charity organization

Material donation

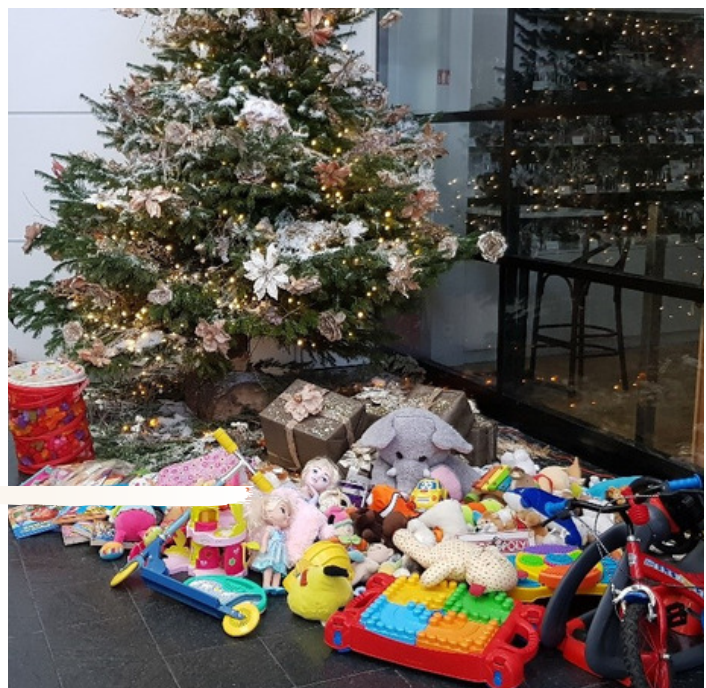
In line with the ARC "avoid-reduce-compensate" sequence, several types of operation based on the "second life" of objects have been implemented within the E.CF Group. The first two took place just before Christmas. In Australia, Reward organized the collection of personal care items for a local benevolent organization that runs a neighbourhood service for providing homeless and socially isolated people with food, blankets, and hygiene products.

FOR YOUR KNOWLEDGE



In France, a **children's toy and book depository** has been implemented in partnership with the "Secours Populaire" people's help organization.

The employees showed great generosity indeed (the photo shows only a small selection of the donations).



BASELINE N°4

Equitable, respectful social relations



The library

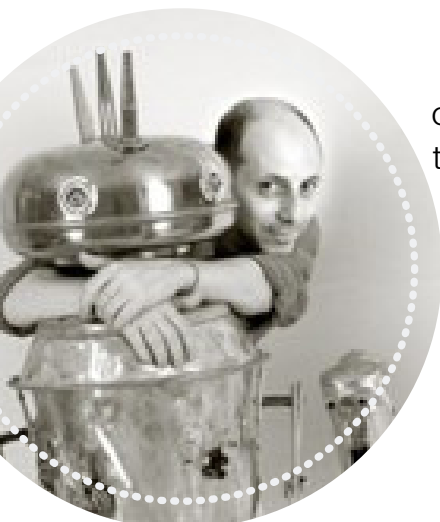
The third type of operation, based on the “second life” of objects, involved setting up an in-house sharing library. The principle behind this library is quite simple: exchange, lend, give, receive, borrow a book, provided free and available to everybody.

This sharing library is a great opportunity to make literary discoveries, unclutter the shelves at home, spark curiosity, avoid waste, and develop exchanges between employees.



The last two types of donation concern E.CF Group products. Depending on their condition, they can lend themselves to quite interesting “second lives”. In good condition but no longer saleable (too small a collection of left-overs, etc.), they are donated to various people’s help organizations (Emmaus, Secours Populaire, Fondation Paul Bocuse, Red Cross, Anatomis). Donations made during the 2018/2019 business year amounted to 143,000 euros worth of products.

If the products are damaged, they can, thanks to the creative genius of Thierry Deroche, find a second, artistic life! Assembled and worked on, our products become decorative, utility, or fun items. Thus in the reception lobby of the E.CF Group headquarters, you will find a statuette on which we wish visitors a warm welcome!



The latest Thierry Deroche creation (shown in two parts because it is ready for shipping to Vietnam).



BASELINE N°4

Equitable, respectful social relations



Donation in support of our solidarity commitment

ENTREPRENEURS
du Monde 

The links between the microfunding NGO “Entrepreneurs du Monde” and the E.CF Group are powerful and go back many years. It was therefore a foregone conclusion that the E.CF Group would attend Entrepreneurs du Monde’s 20-year Gala. It was an intense, moving moment, strung with testimonies in which everyone attending took note of the necessary work already undertaken by the NGO as well as all the work that still remains to be done. The tombola and the auction that took place at this gala turned in a handsome profit, which will give a leg up to the first 100 microentrepreneurs in Sierra Leone, kick start assistance to 50 microenterprises in Togo, and equip 150 families with solar kits in the Philippines!

To support Entrepreneurs du Monde differently, the E.CF Group also relays the organization’s actions internally. It’s a way of bringing news to employees on the NGO and producing greater visibility for it



Blood donations

For the second year running, a blood donor session took place at the E.CF Group headquarters. Now something of a habit among the group’s employees, this yearly donation “in kind” enables everyone to respond to everyday needs: emergency services, surgical operations, blood disease, cancer, and others. Blood requirements exist every day of the year and have greatly increased over the last fifteen years. Even with today’s technology there is strictly no substitute for human blood and labile blood products. The only source is blood donations. This voluntary, unpaid action is therefore irreplaceable.




TABLISSEMENT FRANÇAIS DU SANG



BASELINE N°4

Equitable, respectful social relations

LISTENING

The E.CF Group's commitment to a Sustainable Development approach became officially recognized in 2004 with its adherence to the UN Global Compact. Actions have been gradually implemented so that this approach, with its three cornerstones (social, environmental, financial), has taken root in each person's everyday business.



During this same period, the E.CF Group itself and the world it evolves in changed considerably. Therefore the **relevance** of the E.CF Group's initial Sustainable Development guidelines needed to be reappraised with respect to the parties involved and their expectations.

To do so, the group has undertaken a **reality appraisal**. Taking place in several stages, its first target has been a specific stakeholder in the E.CF Group, its employees.

A preliminary phase involved identifying and taking stock of **social and environmental issues** relevant to the E.CF Group, after which all employees were asked, in an anonymous internal questionnaire, to **prioritize** the listed Sustainable Development issues. The results obtained have been very enlightening.

First of all, they show that despite all the countries involved in the E.CF Group, important **common lines of thought** emerge. Thus recycling, waste, and the preservation of the seas and oceans are the three priority issues identified by the employees as a whole. These results also show up a certain variance in the ranking of issues, often related to the political environment in an employee's own country. For example, issues linked to human rights are ranked higher in countries where this concept is more recent.



BASELINE N°4

Equitable, respectful social relations

Apart from the results themselves, **employee involvement** in the E.CF Group's Sustainable Development approach can clearly be seen from the response rate of 24% (for this type of questionnaire, the rate would typically be closer to 15%).

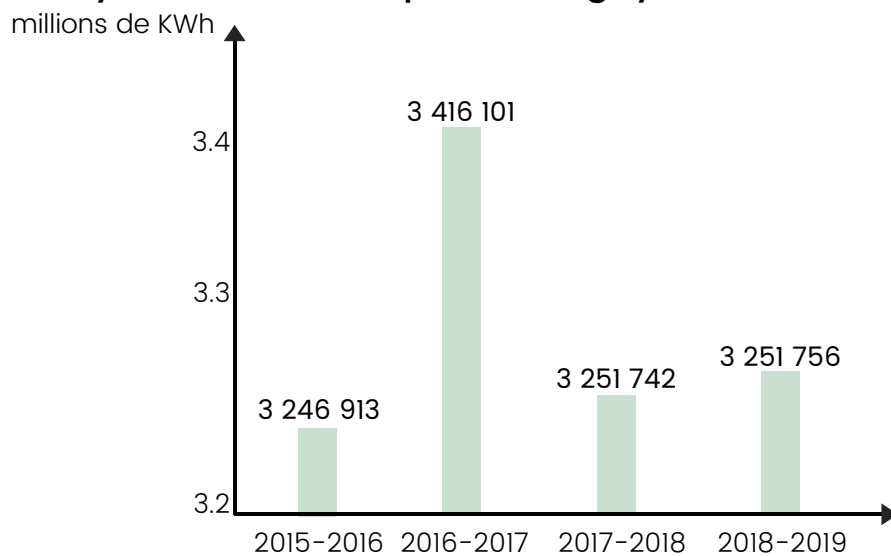
All information gathered through this questionnaire is precious. It will be an essential factor in the E.CF Group's future Sustainable Development policy. Once all the interested parties have been consulted, the strategic implications of the issues chosen by all these parties on the E.CF Group's business model can be assessed.

The relevance of the E.CF Group's initial Sustainable Development guidelines with respect to the parties involved will then be total.

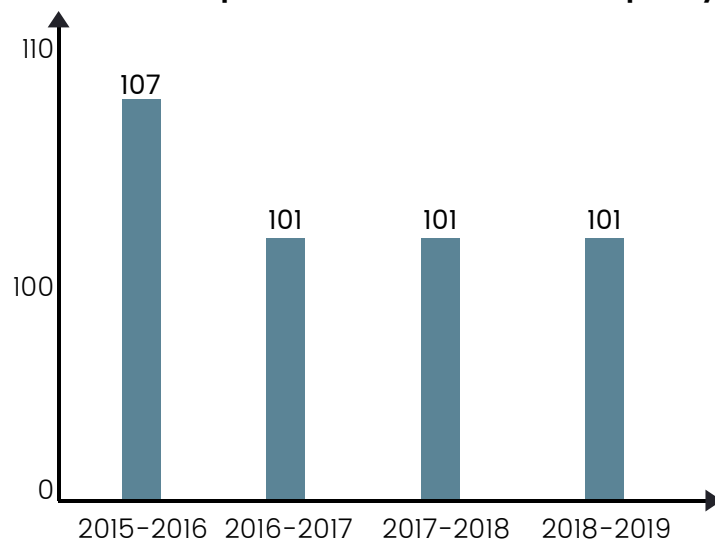


ENVIRONMENTAL INDICATORS

Electricity + Gas consumption (Grigny site)



Average CO2 emissions per car from the company's fleet (grams)



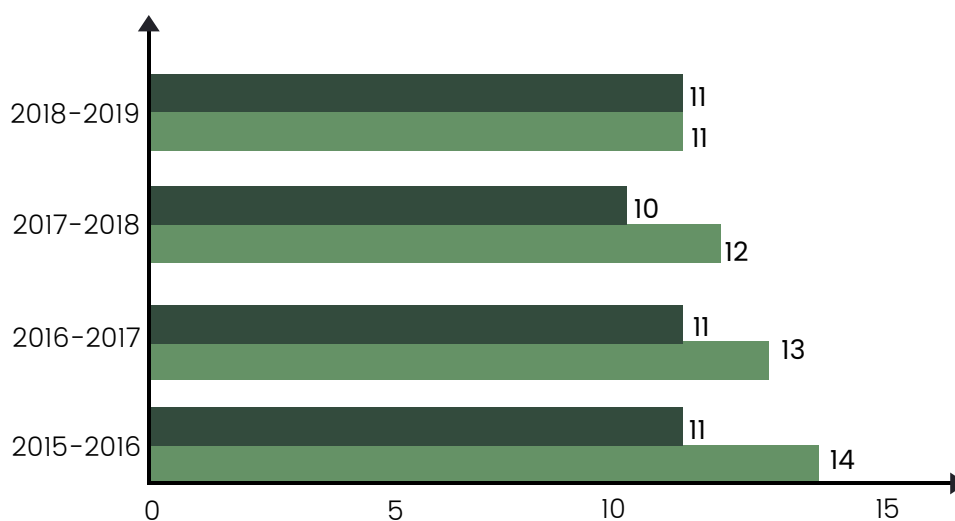
CO2 kg offset by tree planting



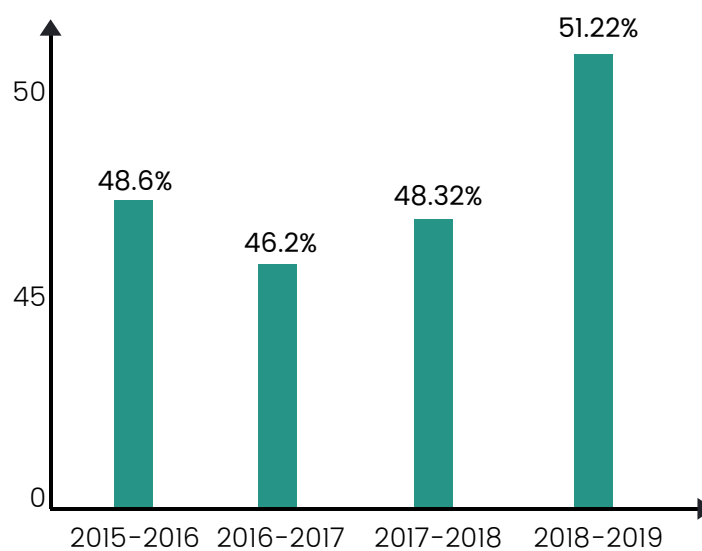
SOCIAL INDICATORS

Number of different nationalities:

- in E.CF Group
- at Grigny HQ



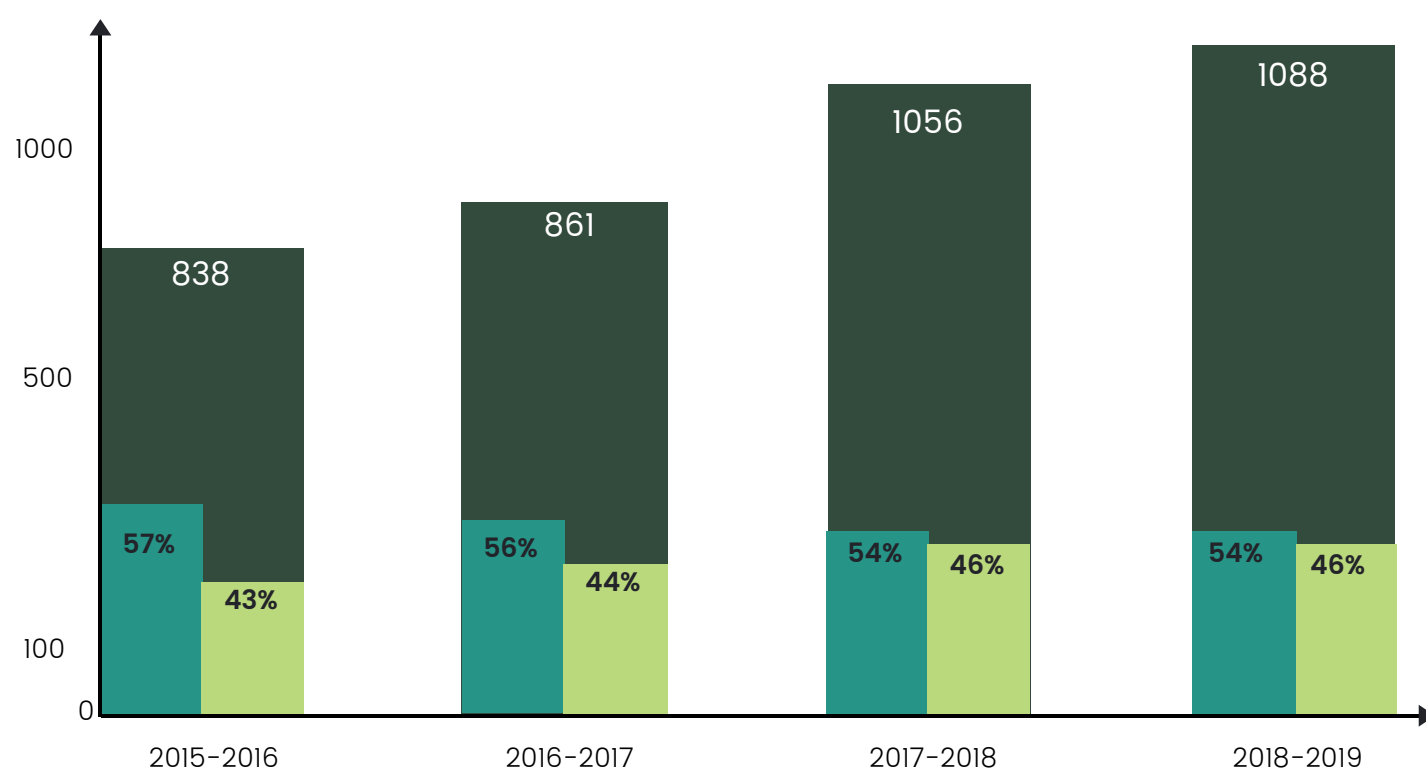
■ Percentage local employment at the Grigny headquarters



SOCIAL INDICATORS

Total E.CF Group workforce and M/F ratio (in the “Economic and social unit”)

- E.CF Group total workforce
- Females %
- Males %



A close-up photograph of a person's hand watering a small green seedling. The hand is positioned above the plant, and a stream of water is falling from the fingers onto the soil. The background is a soft, out-of-focus green, suggesting an outdoor setting. The overall image conveys a sense of care, growth, and sustainability.

PROSPECTS

Continuity, consolidation, and reflection will characterize the E.CF Group's sustainable initiative in the coming year.

Continuity

The regular actions already undertaken in implementing the Group's five Sustainable Development baselines will continue, and the first results of the reality appraisal will be incorporated. Uniting the whole of the E.CF Group's stakeholders will be a prerequisite for each action deployed. The reality appraisal will therefore continue in order to have a true picture of the expectations of stakeholders who have not yet been consulted.

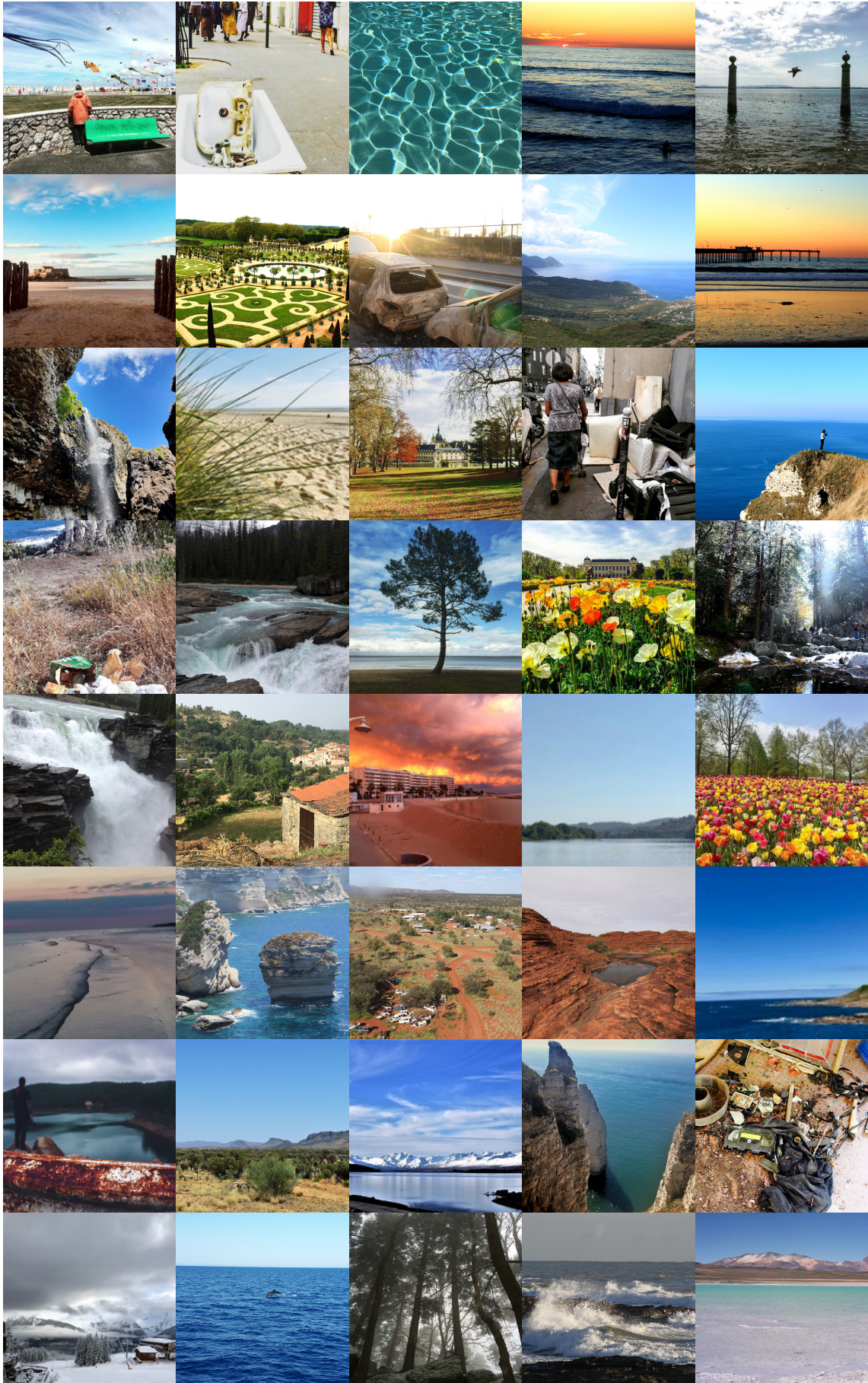
Consolidation

The E.CF Group is witnessing lively growth (organic and by acquisition). To achieve total Sustainable Development synergy among the various E.CF Group entities, a set of Sustainable Development indicators will be implemented and will be monitored in all the subsidiaries. The shared global vision provided by these indicators is needed to orient the E.CF Group's Sustainable Development policy in a continual improvement perspective.

Reflection

Employee travel (journeys between home and work as well as business trips) represents a big challenge for the E.CF Group on several levels. With its impact on the environment and on employees' health, well-being, and performance, in addition to the cost factor, transportation as a whole will be studied to come up with concrete answers. Continuing the initiated actions, getting all the stakeholders on board, and directing efforts toward continual improvement to meet tomorrow's challenges head-on: that will be the roadmap of the E.CF Group's Sustainable Development approach.

Look up all the photos from the biodiversity contest



<https://www.flickr.com/photosconcoursebiodiversite> 