

# GLOBAL COMPACT REPORT 2020



HMY®

INNOVATION IN RETAIL





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# HMY

**HMY is the international leader in 360° global services and innovation for the retail sector.** The Group, based in France, has a 60-year history of offering integral solutions for engineering, manufacturing and assembly of furniture for retail, as well as consultancy, design and architecture services, site and project management and divisions specializing in new technologies and lighting. HMY creates efficient and attractive sales spaces, offering innovative products, services and solutions to create a unique shopping experience. As a retail expert, HMY's goal is to help its clients increase sales by offering their consumers the best shopping experience.







## A Company with Global Reach

The company has presence in over 194 countries and more than 90 sales offices across the world. A wide-reaching global structure with deep local knowledge evident in all our activity.

To adapt to each market and its culture, we have business units based in each continent, which makes us well placed to assist our customers in their international expansion.

HMY manages 13 production units in France, Spain, UK, Turkey, Brazil, Malaysia, India and Mexico. Our factories have been certified in the latest international environment standard **ISO 14001**; it has undergone **SMETA social auditing** and forms part of the **SEDEX organization**.



# Our Values

At HMY we are totally committed to the values that identify and distinguish us in any country throughout the world.

## Customer satisfaction

Our objective is to guarantee our customers' satisfaction. We are committed to supporting our customers from the concept creation to the delivery of the fully equipped sales spaces, with a guaranteed after-sales service.

## We look after people

Our success is based on the team. We believe in the people that belong to or collaborate with our company and we have the utmost respect for them.

## Results oriented

We strive to achieve constant growth and strengthen our leadership position in a global market. Achieving maximum customer, employee and shareholder satisfaction is one of our key objectives.

## Global company

We are an international company and shared values enable us to uphold the utmost ethical commitment in every country where we operate, while respecting our policies and commitments overall. A single image, under HMY's flag, means that we are globally recognized as a team, which offers borders-less service.

## Sustainability

At HMY we are committed to the 10 principles of the United Nations Global Compact. This is clear in our action plans, set out on the basis of the 17 sustainable development goals for 2030.

Download our values here:

[https://www.hmy-group.com/wp-content/uploads/2019/07/HMY\\_Our\\_Values\\_ENG\\_SF.pdf](https://www.hmy-group.com/wp-content/uploads/2019/07/HMY_Our_Values_ENG_SF.pdf)



# Our Commitment



To our stakeholders:

I am pleased to confirm that the HMY Group and all its subsidiaries reaffirm their support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continuously improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit ourselves to sharing this information with our stakeholders by using our primary channels of communications.

Sincerely yours,

**Gilles Taldu**

Gérant of GTu Services  
(President of Financière HMY SAS)





# Economic Environment

## HMY figures

**500+ M€**  
turnover

**160+**  
countries  
covered

**90+**  
commercial  
offices  
worldwide

**3,000+**  
staff

**13**  
factories

**3,400+**  
customers

**38,000+**  
projects

**200+**  
assembly teams



# Human Rights Policies And Actions

**The respect for human rights**, the fundamental principles and rights at work contained in the **ILO declaration**, together with the requirements of occupational health and safety, the environment and equality, represent the principle that governs all our decisions and future actions. They are focused on generating sustainable development AND a positive impact on society.

We structure our **Social Responsibility Program** into three basic principles that allow us to execute actions effectively and sustainably:



“We take care of  
our people”

“We are more human”

“We are involved”



**“We take care of our people”.**

This principle is focused on the prevention of our employees’ health. We share our Lessons Learned with an accessible online library such as **HMY Management System**, where the following topics are available:

Campaigns to prevent workplace accidents.  
Healthy eating habits. Healthy breakfasts.  
Sponsoring life in sport.  
Tobacco cessation campaigns.

Furthermore, HMY has adhered to the Luxembourg Declaration in its commitment to the protection of human rights and the integration of basic principles of health at work.

**“We are more human”, “We are involved”.**

These two principles encompass the entire society, understood globally as all external groups that we can help in their personal and professional development, both locally, in our communities, and globally through philanthropic relationships.

Recruitment programs for people at risk of exclusion include:

- Hiring people with special needs.
- Recruitment programs for war refugees.
- Campaigns to collect food, clothing and toys.
- Blood and marrow donation campaigns.
- Campaigns to support adoption (Brazil).
- Campaign Building dreams, changing lives. Construction of single-family homes for people without resources.
- Construction projects for single-family social houses (Mexico).

**We have an anonymous complaints channel, therefore transparency and rigor are the principles that govern us.**



# Labor Policy



## Employees and Company relationship

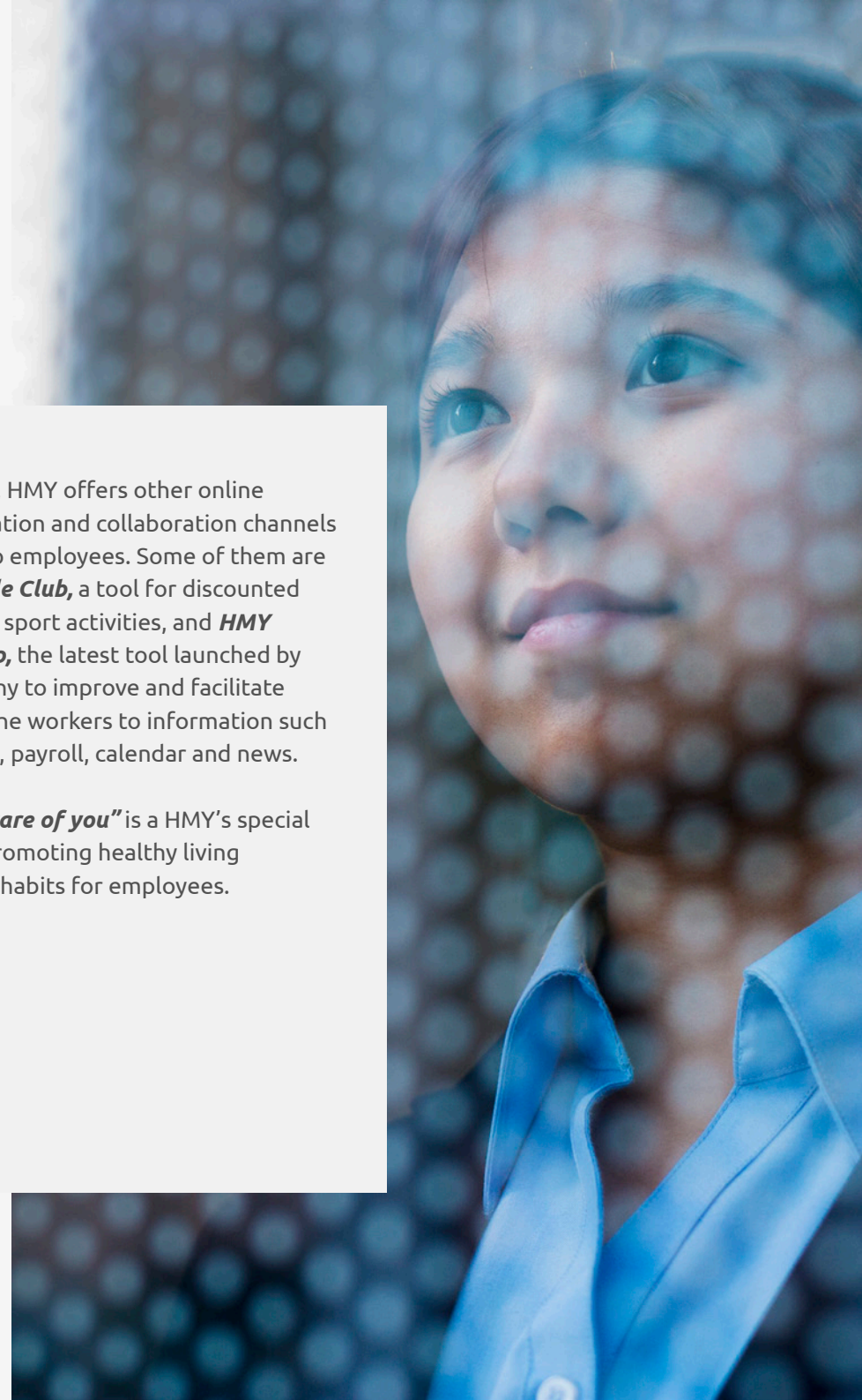
HMY guarantees the labor rights of all its workers regardless of the country where they come from. By means of an open relationship concerning social dialogue with the workers' representatives, HMY commit to their compliance throughout the supply chain by agreement of our **Responsible Purchasing Policy**.

The company supports family and labor reconciliation with flexibility of entry and exit times previously agreed upon with the workers' representatives. These hours oscillate between  $\pm 30$  minutes over the fixed hours, giving a flexible daily work schedule of 1 hour.

The company provides its workers with a **Personal Management System, Endalia**, for the evaluation of competencies. Here, **employee participation achieved a result of 61%** since the beginning of the year.

In addition, HMY offers other online communication and collaboration channels available to employees. Some of them are both **People Club**, a tool for discounted leisure and sport activities, and **HMY People App**, the latest tool launched by the company to improve and facilitate access by the workers to information such as contract, payroll, calendar and news.

**"We take care of you"** is a HMY's special program promoting healthy living and eating habits for employees.





## Health and safety at work

In order to proactively guarantee compliance with current legislation, our factories are certified according to the international standard regulations **OHSAS 18001**, and are based on a **Management System** that guarantees action plans for continuous improvement. We are currently working to update these audits to the new **ISO 45001 standard** and we are passing social audits with a review of occupational health and safety issues such as **SMETA and ECOVADIS**, publishing the results on their online platforms, **Sedex and Ecovadis**, available to our clients and stakeholders.

In addition, regular internal audits are carried out for good practices and healthy behavioral habits in the workplace, in order to train and prevent workers from unsafe habits and inappropriate processes or measures. This allows us to detect problems and share the lessons learned among all areas of the factory, and most importantly, among all business units.

In the search for transparency and continuous improvement to prevent workplace accidents, HMY has joined the **Luxembourg Declaration** committing to comply with the basic principles of promoting health at work through company management of employee health.

### Lost Time Injury (LTI).

We have achieved a trend of continuous improvement that has allowed us to decrease the number of incidents over the last 5 years.

Achieving a **reduction in the frequency index of 50%**, we reached the value of **5.7 LTI per million hours worked** during the past year, which corresponds to the best results in all industries, including automotive. In addition, this low incident rate goes along with a very low severity index, with a result of **0.15 days of lost work for every 1000 hours worked** in the last year.

This ratio is lower than the average for the industrial sector, including automotive.



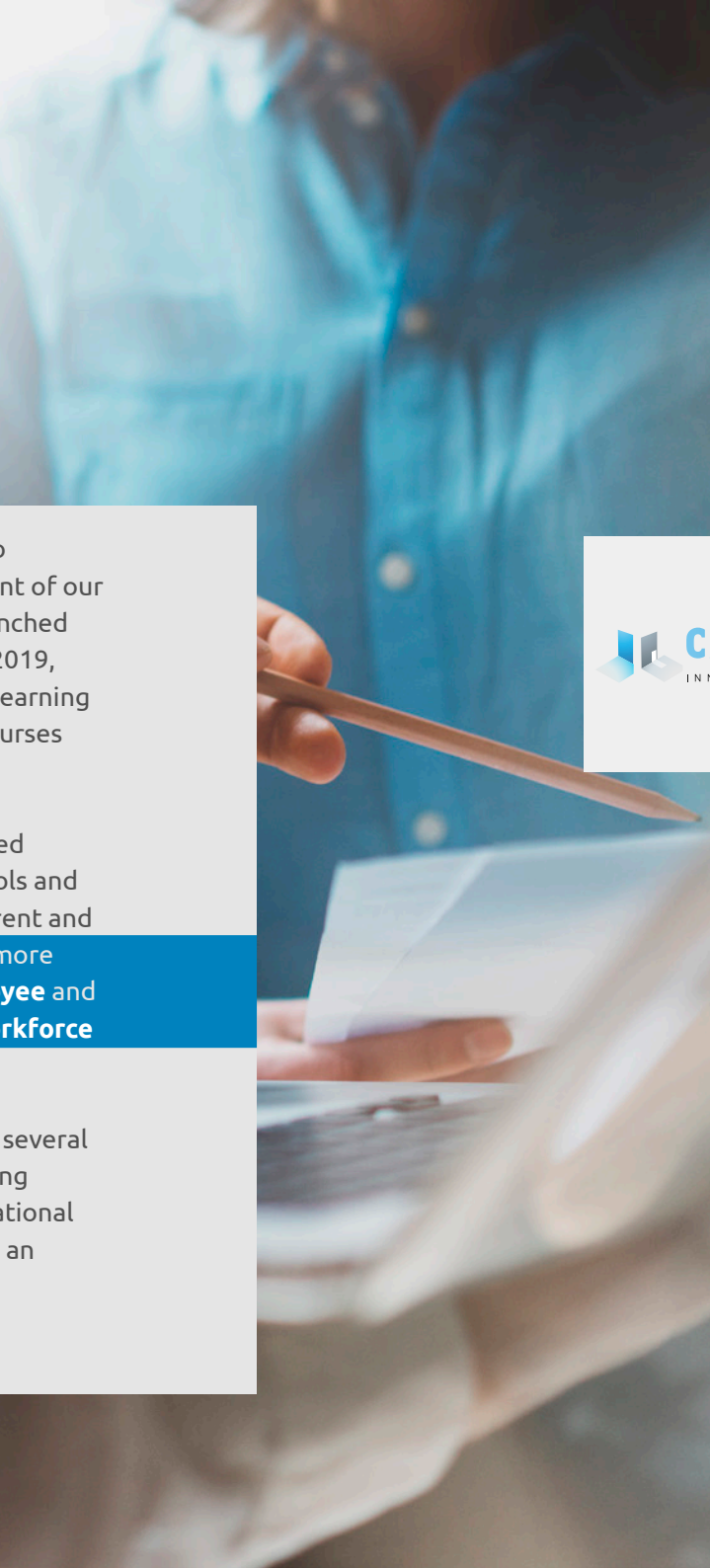


## Training and learning

Promoting access to training is key to improve the professional development of our employees. To manage this, HMY launched its own **online training platform** in 2019, **HMY Campus**, which delivers online learning by sharing knowledge throughout courses carried out by our own employees.

Employees have significantly increased their hours of training focused on tools and topics that are required for their current and future roles. This action guarantees more than **15 hours of training per employee** and confirms that at least **80% of the workforce has been trained.**

The platform also delivers courses in several specific languages aimed at developing the potential of employees in International Relations within and outside HMY, as an essential objective identified within the value of Global Group.





## Diversity and equal opportunities

HMY has an **Equal Opportunity and Non-Discrimination Plan** as well as a **Company Ethic Code**. The first document specifies the principles applied during the hiring process, whereas the later establishes the ethic rules for employees in the workplace, to guarantee non-discrimination and respect for diversity. There is also a special policy to develop prevention measures against workplace harassment or mobbing.

Download our **Ethic Code** here:

<https://www.hmy-group.com/wp-content/uploads/2019/07/Ethic-Code -HMY-ENG.pdf>



# Environmental Policy

We are committed to supporting efficiency throughout the supply chain of the products we develop for our clients. We are moving towards a sustainable production model based on the principles of **circular economy** driven by **ecodesign**, which allows us to minimize and even compensate for our carbon footprint emission.

Our goals for the 2025 agenda are the following:

**15%**  
reduction of  
our carbon  
footprint

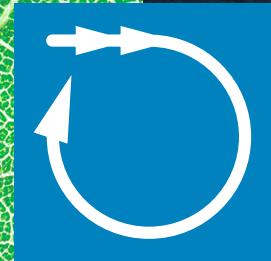
**100%**  
product from  
recycled or  
controlled  
raw materials

**100%**  
of projects  
based on  
ecodesign

**Zero**  
waste  
in all our  
factories and  
manufacturing  
processes

**80%**  
recycled  
or reused  
products

**50%**  
of product  
manufactured  
with own or  
client's waste





## Environmental Management System

At present, HMY factories are environmentally certified according to **ISO 14001 Standard** and/ or have been audited on the **SMETA** format by an external organization to guarantee compliance with environmental requirements.

Our sustainable commitment makes us improve continuously. Proof of this is the fact that every year we gain **EMAS certification** in our main manufacturing center located in Cariñena (Spain).





## Ecodesign

Prior to our **ISO 14006** certification, we work in accordance to the **six principles of Ecodesign**:

**1**

Use of minimum possible material

**2**

100% recyclable and recycled materials

**3**

100% materials of sustainable origin

**4**

Design to facilitate material separation

**5**

Zero coating pollution

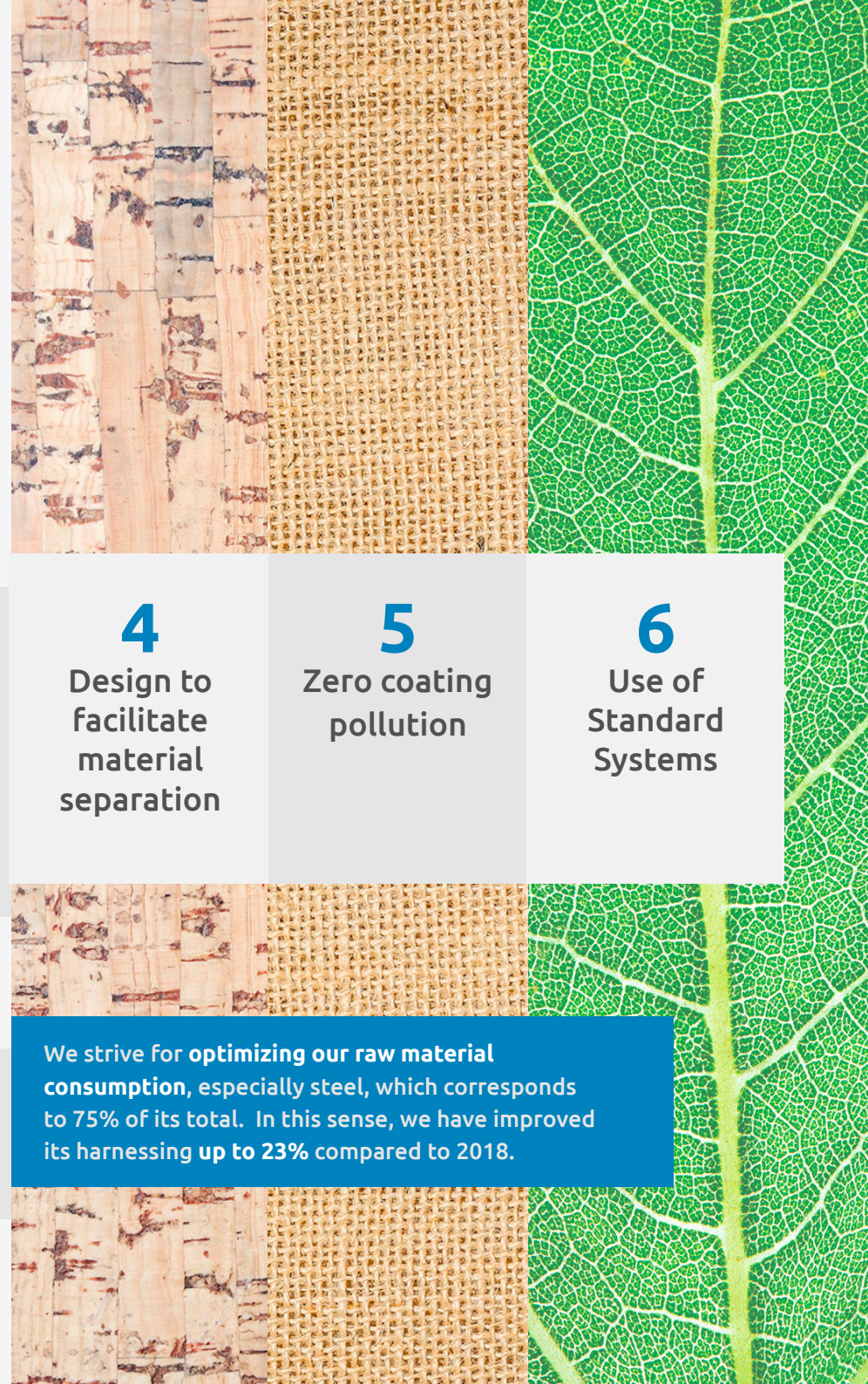
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Use of Standard Systems

## Materials

At HMY we have defined the tools that allow us to make better use of materials as well as improve waste and residues management, while helping our clients to reuse their own waste.

We strive for **optimizing our raw material consumption**, especially steel, which corresponds to 75% of its total. In this sense, we have improved its harnessing **up to 23%** compared to 2018.





## Energy

We strive to obtain energy from sustainable sources and maximize its consumption. Those are the fundamental reasons supporting our strategy to combat climate change and set a line of action to reduce our carbon footprint.

Our use of Diesel C, Diesel B, gasoline, and electricity has allowed us to save **2.32% in 2019** compared to the previous year.

The actions implemented to reduce our energy consumption are as follows:

- Renewal of obsolete industrial equipment such as polymerization furnace.
- New lines of paints with processes based on more efficient thermal pretreatment nanotechnologies.
- Paint lines optimization, increasing their efficiency in loading products.

- Air conditioning plants rationalization.
- Transport to plant promotion and optimization.
- Facilitate the use of electric vehicles for traveling with recharging points.
- Raising awareness of the workforce for effective use of electronic equipment.
- Energy audit.
- Automatic presence sensors.
- Awareness of the workforce with our adherence to "Earth Hour":

<https://www.hmy-group.com/media/hmy-joins-earth-hour>



## Water

Water is a very valuable resource and HMY considers any small improvement to help us reduce water consumption as a great success.

At HMY we have carried out the following actions to achieve **9.5% reduction of water consumption:**

- Improvement of painting processes.
- Facilities leaks mapping and preventive plans.
- Stoppers in taps and toilets with double flush.
- Awareness campaigns.
- Irrigation with rain recovery water and its post-treatment.





## Emissions

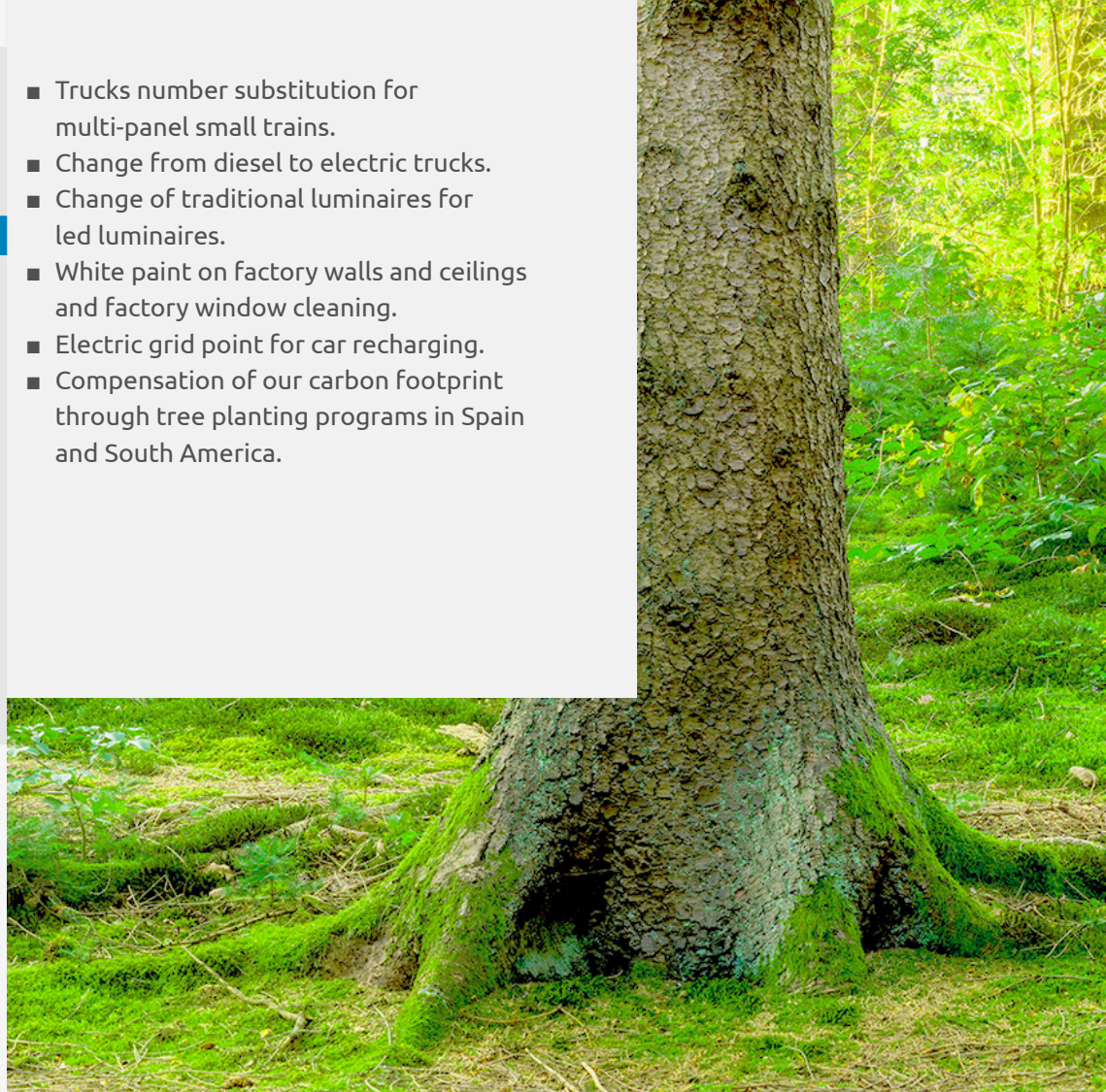
Emission control and management to reduce our carbon footprint is the spearhead of our preventive plan against the impact of our activity and products on the environment.

In this sense, we have achieved a **10% cut in emissions in the last year**. We certify our carbon footprint reduction and compensation within the scope of each country legislation.

These are the main actions taken in order to reduce emissions:

- More efficient machinery adaptation.
- Energy audits.
- Remote control of plant heaters and offices temperature rationalization.
- Refrigerant gases replacement by other less polluting ones.

- Trucks number substitution for multi-panel small trains.
- Change from diesel to electric trucks.
- Change of traditional luminaires for led luminaires.
- White paint on factory walls and ceilings and factory window cleaning.
- Electric grid point for car recharging.
- Compensation of our carbon footprint through tree planting programs in Spain and South America.





## Zero Waste, in search of the Circular Economy

**Our first goal** is to drastically **reduce the hazardous waste** we generate, which comes mainly from the paint booths and the water treatment processes of such paint lines.

For this purpose, the following actions were launched:

- **5% sludge reduction** from water treatments, using an anti-settling system in a treatment plant.
- **System to reduce process water usage** in paint with Nanotechnologies.

**Our second goal** is to **optimize the use of our resources** with a drastic reduction in our waste, either by recycling throughout our value chain, or through direct reuse with actions to renew customer stores.

As a result of these solutions, we have reused **87% of wood and 97% of glass**, with an estimated **37% of savings**.

We have established strategic alliances with clients and partners, such as research institutes like **Solteco & Feltwood** as well as **intermediate transformers** for the recycling of own and client's plastics waste. These partnerships have allowed us to develop new families of products for our portfolio, including car and shelf image. At the same time, we have managed to give sustainable response to waste destined for landfill so far.





# Anti-Corruption Policy

At HMY we maintain and promote the highest ethical commitment to our supply chain, suppliers, customers and all HMY team. We ensure that our policies work properly as well as our commitment to society by adhering to our values and ethical code.

The company's Ethics Code was reviewed in accordance with the **Sapin Law** in order to be aligned with HMY principles and values and in favor of the fight against any form of corruption. An online course about it is also available for employees in our training platform, Campus HMY.

In this sense, HMY has identified 393 profiles among all our worldwide employees that have trained in Ethics Code, due to their job position, professional contacts or

relevance in the organization. However, as the entire workforce is entitled to this training, more than a third of it has been already accredited.

The company has developed for the first time a **Responsible Purchasing Policy** that seeks the commitment of all our suppliers to HMY's values.

You can find below some measures taken to achieve this commitment:

- Specific purchasing training plans for managers and their teams regarding our Responsible Purchasing Policy and its purpose.
- Development of an **Internal Supplier Selection Procedure** in accordance with such Policy.



Download our **Ethic Code** here:

<https://www.hmy-group.com/wp-content/uploads/2019/07/Ethic-Code-HMY-ENG.pdf>





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