



# CSR AND SUSTAINABLE DEVELOPMENT REPORT

Communication on Progress 2019



RAGNI

**WE SUPPORT**

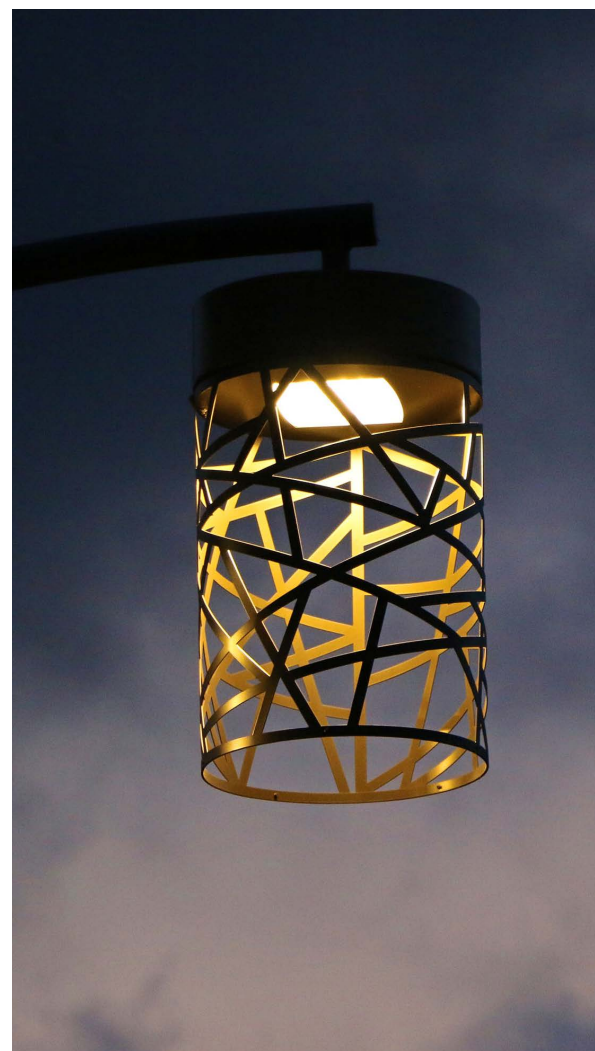


[www.ragni.com](http://www.ragni.com)



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# Renewal of management commitment



In an unusual and uncertain context, issues relating to sustainable development cross even more closely with economic and industrial issues. The COVID-19 pandemic has strengthened Ragni's convictions regarding its responsibilities, whether in terms of risk prevention, exemplarity in the supply chain or reducing environmental impacts.

The substantive projects initiated since we joined the Global Compact in 2018 are continuing with real determination. A subject as wide as sustainable development calls for collective learning, in which we are immersing ourselves with humility and envy. This is why we are renewing our commitments to SDG and affirm that we are leading our teams towards building a responsible, resilient and sustainable company. The coming years are those of a transformation that can only be achieved with men and women who share the same visions and values. More than ever, Ragni's values remain passion, creativity and proximity, which we place at the service of our employees, clients and partners.

We wish you a pleasant reading and remind you that all Ragni's collaborators are at your disposal to move forward and co-construct with you sustainable projects and a desired future.

**Jean-Christophe Ragni**  
Associate General Director  
Export Manager

**Marcel Ragni**  
Chairman

**Stéphane Ragni**  
Associate General Director  
Sales Manager



COMMUNICATION ON  
PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

*In order to deal with the actions carried out per calendar year as from next year, we take up here some figures already presented in our 1st COP. This report therefore concerns exclusively the actions and data for the year 2019.*





# Strategic axes of the organization

## Reminders about the organization

- > 100% independent family business
- > Living Heritage Company
- > Strong territorial anchoring
- > Design, manufacturing, technical studies
- > 105 000 light points manufactured in 2019

## STRATEGIC AXES OF THE CSR POLICY

Ragni's CSR policy is the focal point of its values, ambitions and responsibilities. Based on the concept of mindful lighting, it aims to achieve a balance between virtuous growth, adaptation to societal issues and active participation in solving societal problems.



**SUSTAINABLE GROWTH AND COMPETITIVENESS**



**CHANGE MANAGEMENT**

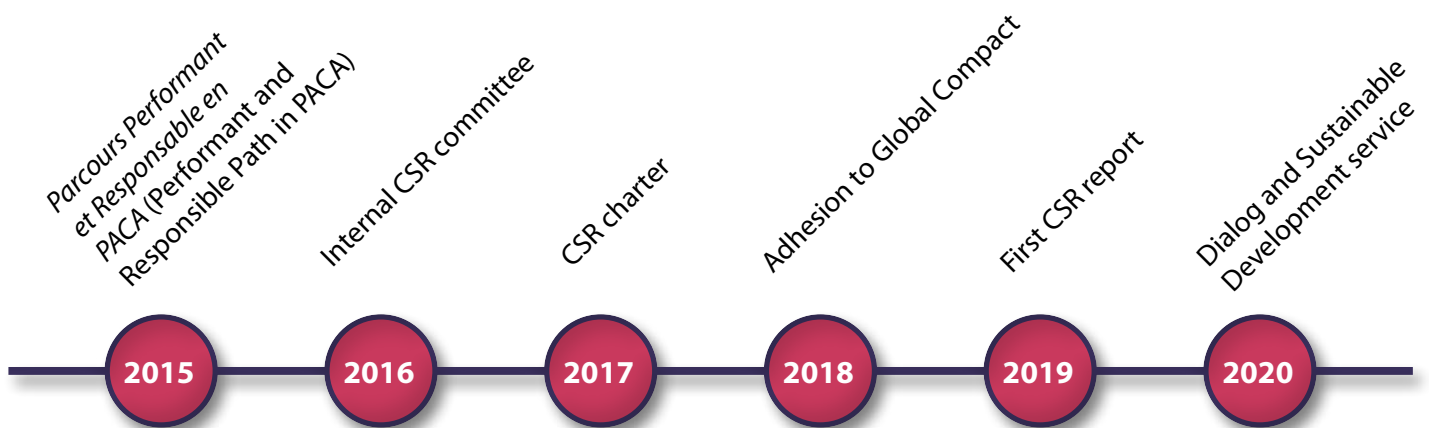


**ACTIVE CONTRIBUTION TO THE SDG**

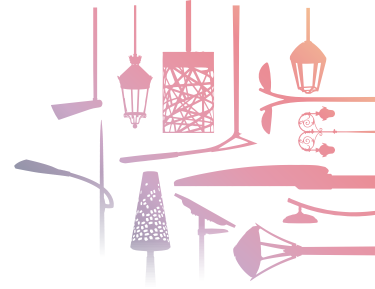
## VALUES AND MAINSPRING

Founded in 1927 by an ironworker fleeing his native Italy and fascism, Ragni was built around a passion for the human adventure that is the company. Its values are *PASSION*, *CREATIVITY* and *PROXIMITY*.

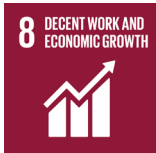
Considering the key role of light in history, science, and culture, and in view of its importance with regard to sustainable development, we have made mindful lighting our key ambition. We have assigned ourselves the mission of supplying and promoting outdoor lighting that is compatible with sustainable land use planning and friendly to all ecosystems.



# Priority SDGs



Ensure access to affordable, reliable, sustainable and moderne energy for all.  
**Goals 7.1, 7.3, 7.a and 7.b**



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.  
**Goals 8.5 and 8.8**



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.  
**Goals 9.2 and 9.4**



Make cities and human settlements inclusive, safe, resilient and sustainable.  
**Goals 11.3 and 11.4**



Ensure sustainable consumption and production patterns.  
**Goals 12.1 ; 12.2 ; 12.5 ; 12.7 and 12.a**



Take urgent action to combat climate change and its impacts.  
**Goal 13.3**



Protect, restore and promote sustainable use of territorial ecosystems [...] halt and reverse land degradation and halt biodiversity loss.  
**Goal 15.5**



**Goals 17.3 ; 17.7 ; 17.14 and 17.16**

Although not identified as a priority, SDG 17 is central to each of our actions. We emphasize the importance of partnerships to achieve the goals.

## PERSPECTIVES

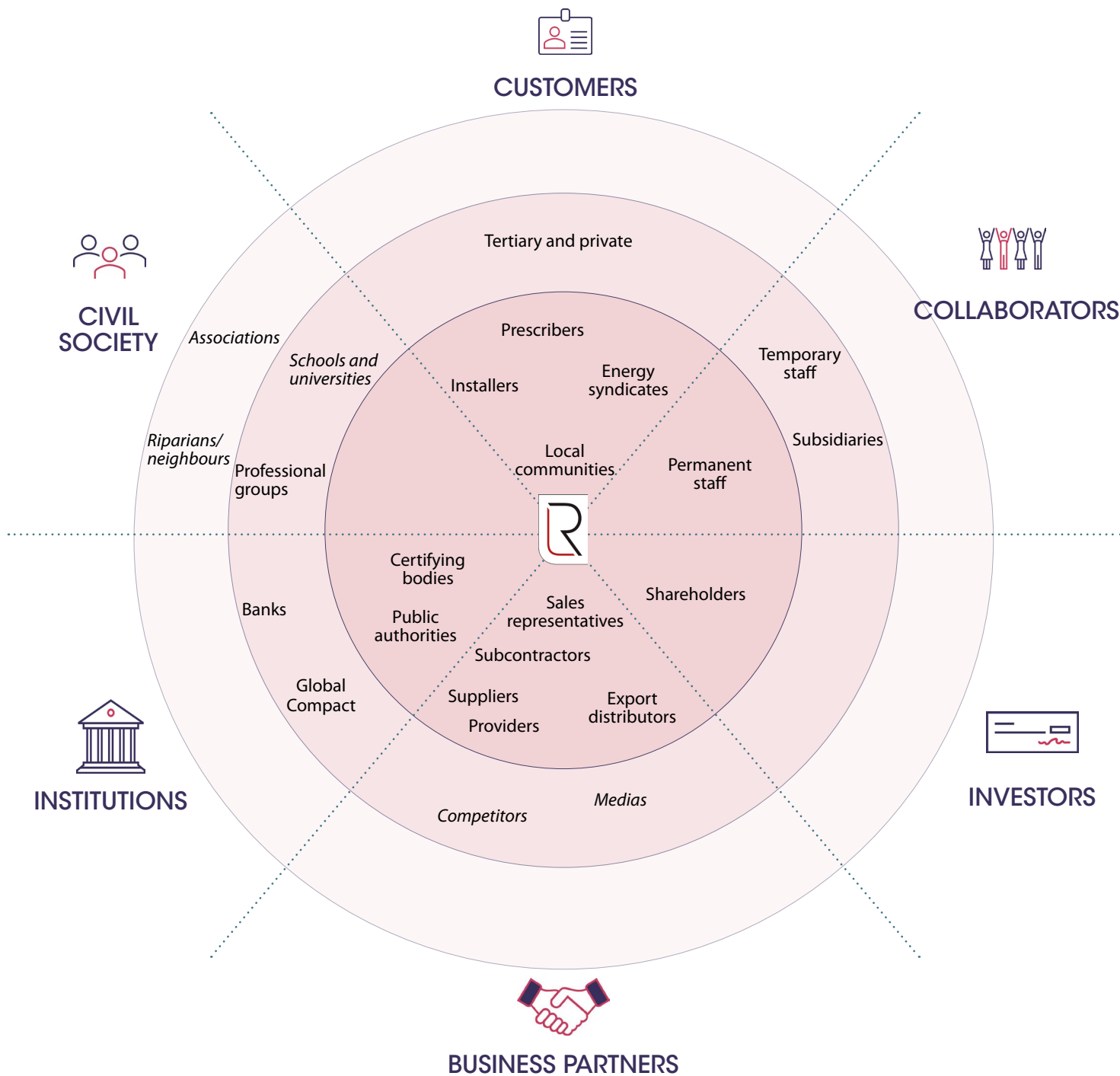
- > Establishing a partnership policy
- > Implementing a multi-stakeholder project related to SDG







# Stakeholders review



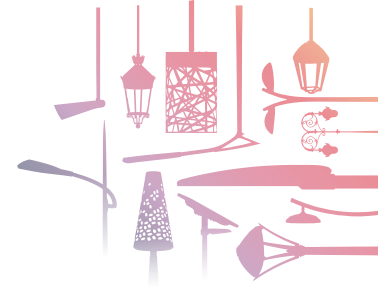
### CAPTION

- High interactions      *Indirect stakeholders*
- Medium interactions      *Direct stakeholders*
- Low interactions

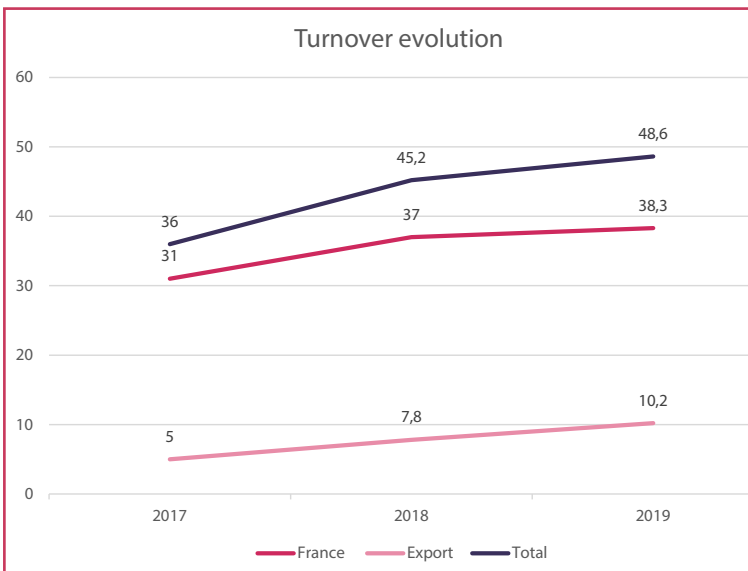
### PERSPECTIVES

- > Develop our materiality matrix to specify the CSR issues related to our activities and the expectations of our stakeholders.
- > Updating our CSR charter to highlight the strategic lines and issues of our policy.

# Highlights 2019



Ragni designs and manufactures luminaires for public lighting. Its customers are mainly local authorities, installers and energy syndicates. In its 93<sup>rd</sup> year of existence, Ragni has reached a new milestone in its history and development. Its leading position in the French public lighting market is being consolidated. Our strong commitment to sustainable development has been accompanied by a clear increase in awareness and, we hope, a greater impact in the development of SDGs.



The GROUPE RAGNI is composed of:

- > Ragni (Cagnes-sur-Mer, France)
- > Novéa Energies (Beaucouzé, France)
- > Ragni Lighting (Denver, USA)
- > Ragni IC (Mostar, Bosnia and Herzegovina)



GROUPE  
RAGNI

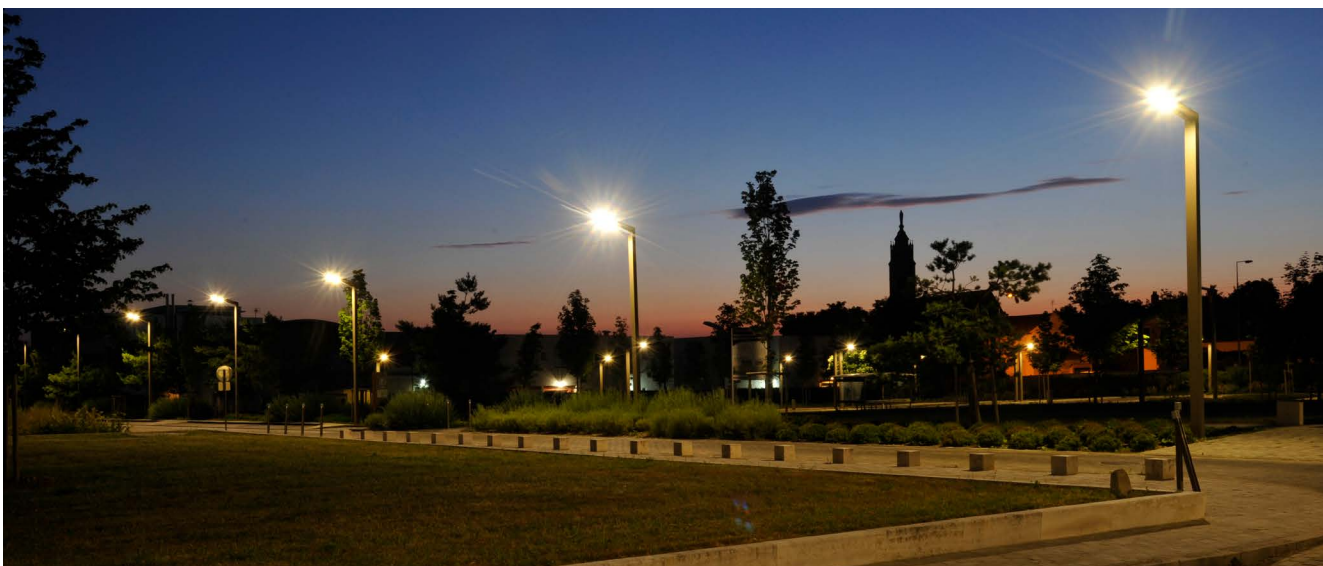
By becoming a mid-size company, the organization has deployed new internal mechanisms to support the corporate social responsibility approach, ensure dialogue and establish fair and reciprocal relationships between management and employees.

## ACHIEVEMENTS

> Establishment of the Social and Economic Committee

## PERSPECTIVES

> To integrate the Dialogue and Sustainable Development process into the organization



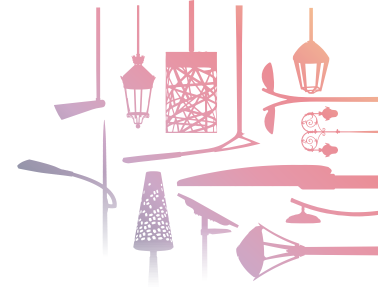


# Review of 2019 objectives

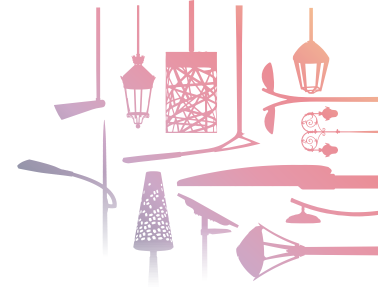
ACHIEVED GOALS		
Goal	Corresponding SDG	Reference in the report
Review of the Single Risk Assessment document	3 - 8 - 10 - 11	pp. 12, 15, 26
Implementation of the risk prevention program	3 - 5 - 8 - 10 - 11	pp. 12, 15, 19, 20, 26
Calculation of our equality index	5 - 10	p. 12
Implementation of the Equality Diversity Action Plan	5 - 10 - 11	pp. 12, 18
Implementation of a tool for	8 - 10 - 11	p. 12
Introduction of the staff satisfaction index	8 - 10 - 11	pp. 19, 20
Contribution to at least two projects related to education and community development	1 - 4 - 11 - 17	pp. 13, 14
Monitoring the energy consumption of all our production sites	7 - 13	p. 25
Conquering new markets with solar lighting via Novéa Energies	7 - 11 - 12 - 13	p. 23
Organization of at least 4 Blabla meetings related to sustainable themes	Depends on the theme	pp. 16, 19



# Review of 2019 objectives



OUTSTANDING OBJECTIVES (deadline placed at the end of 2020)	
Goal	Corresponding SDG
Creating a Dialogue and Sustainable Development department	8 - 9 - 13
Evaluating our suppliers' Sustainable Development practices	14
Decrease the rate of accidents at work	3 - 8
Expanding the range of internal events offered to employees	8 - 9 (other SDGs depending on the theme of the event)
Increase participation in internal events	8 - 9 (other SDGs depending on the theme of the event)
Achieve zero waste during internal events	12 - 13
Conduct a "Live my life" type project of internal exchanges	4 - 8 - 9
Organize two internal training sessions on CSR and SD	4 - 11 - 12 - 13
Totally eliminate plastic cups from our production sites	12 - 13 - 14
Revise supplier contracts to include an ethics clause	11 - 12
Organize CSR training for our sales network	4 - 11 - 12 - 13



UNMET GOALS	
Goal	Comments
Display our commitments in our premises	The relocation has been delayed
Incorporate sustainable development awareness into our factory tours	The relocation has been delayed
Achieving 90% material recovery for plastic waste	We have had numerous downgrades of our waste due to several factors, on which we are placing corrective actions for 2020
Dedicate a resource to the revision of our packagings	Subject treated with delay, reprogrammed
Reach a SSI* greater than or equal to 75/100	The result is a little below target and allows us to work in depth on the subject of happiness at work in 2020
Achieve 95% sales of LED sources	A number of commands with old sources are done to replace one or two light points. We are working towards a total stop of the lamps on 1 <sup>st</sup> January 2021

\*Staff Satisfaction Index





# Actions

## HUMAN RIGHTS



**Principle 1:** Support and respect the protection of internationally proclaimed human rights;  
**Principle 2:** Not to be complicit in human rights abuses.

**WORKING AREAS TO CONSOLIDATE THE EQUALITY CULTURE IN THE COMPANY**

### EQUALITY DIVERSITY PROJECT

The project is part of the "Professional equality" section of our CSR approach and has the following objectives:

- the fight against discriminations
- talent promotion
- the guarantee of respect for fundamental human rights.

Planned over 24 months (2020-2021), the project is divided into 3 areas of interventions:

1. Gender equality and the prevention of sexism at work: support by the Alter Egaux body for the implementation of a culture of professional equality.
2. Accessibility and inclusion (disability aspect)
3. Equal opportunities (diversity aspect).



Alter Egaux supports organizations in the implementation of real and effective professional equality. [www.alteregaux.org](http://www.alteregaux.org)



### ACHIEVEMENTS

> Development of a dashboard to monitor the HR KPI [April 2019]

> Staff consultation: questionnaire on employees' perceptions of sexist or racist behaviour in the company. This survey was used to guide Alter Egaux's support initiatives [October 2019]

> Ragni's participation in the "Professional gender equality" meetings. Understanding the INDEX" organized by Alter Egaux and the Ministry of Labour [November 2019].

### PERSPECTIVES

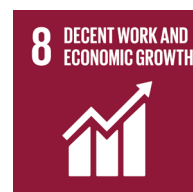
> Add the risk of sexist or discriminatory behaviour to the risk evaluation

> Continue the support program of Alter-Egaux: organization of a week of activities (interactive exhibition in the Ragni premises) on issues relating to gender equality

> Organize training for Economic and Social Committee members: "Acting for professional equality between women and men in the framework of social dialogue"

> Progress in the establishment of our Economic and Social Database

> Anticipate the hiring of women in the factory staff.





# Actions

## HUMAN RIGHTS

**Principle 1:** Support and respect the protection of internationally proclaimed human rights;  
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**WORKING AREAS TO SUPPORT EDUCATION INITIATIVES**

### PARTNERSHIP WITH LOULY L'ÉCOLE AU SÉNÉGAL ASSOCIATION

Ragni and Louly strengthen their relationship year after year. This partnership, which we hope will be long-lasting and whose impact we will be able to monitor over the long term, serves the following interests:

- Reducing access to lighting inequalities (lighting as a development lever)
- Contributing to the education of underprivileged populations



**Louly l'école au Sénégal** supports the schooling of children in the region of M'Bour, Senegal  
[www.loulysenegal.org](http://www.loulysenegal.org)



**Vivre ensemble - la Pouponnière** helps children separated from their parents  
[www.lapouponniedembour.org](http://www.lapouponniedembour.org)



### ACHIEVEMENTS

> Donation of 2 candelabra to the association *Vivre ensemble - La Pouponnière* (M'bour), a partner association of *Louly l'école au Sénégal*, in cooperation with Novéa Energies. [Reception september 2019]

> Gathering of clothing, school supplies and sports equipment for the children of *La Pouponnière* de M'bour and of *Louly l'école au Sénégal* [Reception september 2019]

> Organization of an appeal for donations to finance the canteen in Louly (see next page)

> Donation of 3 lighting bollards for the canteen area [The bollards have not yet been shipped and will be sent as soon as the world health situation permits].

### PERSPECTIVES

> Ship the lighting bollards for the canteen

> Renew our support for at least two actions in favour of access to education or access to night lighting.





# Actions HUMAN RIGHTS



## KHADJIR MAKES YOU SMILE (KHADJIR ÇA FAIT SOURIRE) FUNDING OF A CANTEEN FOR THE CHILDREN OF LOULY



*Khadjir ça fait sourire* is the story of 8 students at the National School of Architecture in Montpellier who decide to devote a year's break to the construction of a canteen for children attending the school in Louly Benteigné (Senegal).

With the help of local people and companies, Khadjir's team itself made and assembled the 4,000 or so mud bricks using a traditional method, using laterite, Senegalese ochre. After 6 months of hard work, the canteen, cleverly designed for the comfort of children and mothers, was inaugurated in the presence of friends of the association, its partners and the inhabitants of Louly. Ragni, who mobilized his partners to participate in the financing of the project, was supposed to travel to attend the inauguration party. The trip was postponed because of the beginning of the COVID-19 health crisis.





# Actions

## HUMAN RIGHTS

**Principle 1:** Support and respect the protection of internationally proclaimed human rights;  
**Principle 2:** Not to be complicit in human rights abuses.

**WORKING AREAS**  
**PROMOTING AND DEFENDING**  
**HUMAN RIGHTS**  
**IN OUR VALUE CHAIN**

### RESPONSIBLE PURCHASING POLICY

Initiated in 2018, our Responsible Purchasing policy aims to ensure that our business partners effectively comply with international standards of behaviour. It also promotes SDGs. Ultimately, we aim to co-construct with them virtuous relationships that have a positive impact on society at large.

### ESTABLISHING A CULTURE OF PREVENTION

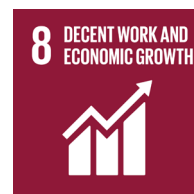
As we gradually explore the many topics that sustainable development encompasses, we realize that many of them include a priority notion of prevention. In terms of human rights, education, dialogue and prevention are often solid foundations for fostering a healthy and sustainable climate between individuals and groups. We envisage to completely review prevention plans to adjust our mechanisms to the real human issues affecting our stakeholders.

### ACHIEVEMENTS

- > Evaluation of our suppliers' CSR practices. As part of the evaluation, we sent them the Responsible Purchasing Charter [June 2019]
- > Revision of the Single Risk Assessment Document by workshop and department [December 2019].

### PERSPECTIVES

- > Sign the Responsible Supplier Relations Charter
- > Renew the evaluation of our suppliers
- > Add the human rights risks to the Single Risk Assessment Document
- > Adopt and promote our ethical charter to all our partners.





# Actions

## HUMAN RIGHTS



**Principle 1:** Support and respect the protection of internationally proclaimed human rights;  
**Principle 2:** Not to be complicit in human rights abuses.

**WORKING AREAS**  
**CULTIVATING**  
**HUMAN VALUES**



### ACHIEVEMENTS

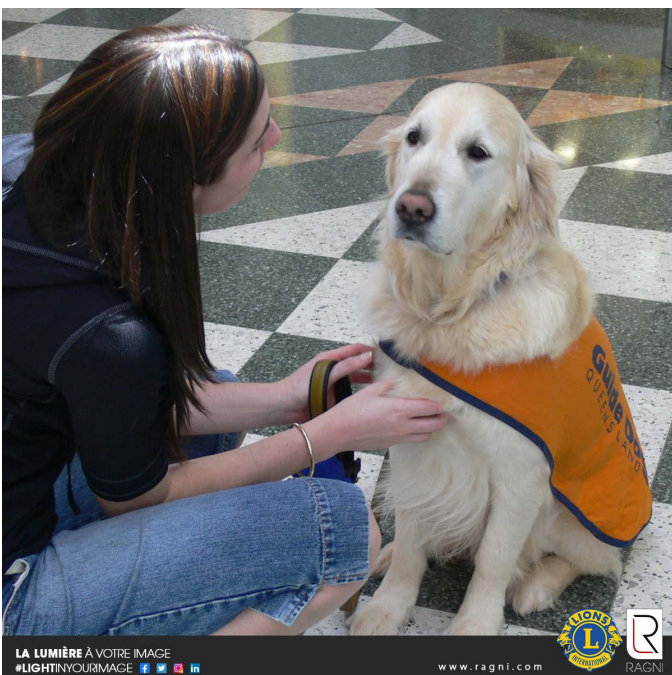
> Renewal of patronage for the "[Smart city: Philosophy and Ethics](#)" Chair, headed by Laurence Vanin, whose mission is to bring together students, institutions and professionals around the place of the human being in the city of the future

> Donation of 5500 € to the Lions Club of Roquefort-les-Pins (06) within the framework of the funding of a guide dog [March 2019]

> Participation in the Xman 06 trail race, in aid of the fight against breast cancer (Association [Première de Cordée Méditerranéenne](#)) [June 2019]

> Donation of 1500 € to the Telethon 2019 [December 2019]

> Organization of team building events: the RDV blablas are convivial moments organised for Ragni employees around themes related to sustainable development or conviviality [All year round].



### PERSPECTIVES

> To disseminate our ethical principles to our stakeholders, particularly internally

> To deploy the #TEAMRAGNI program in the new head office (implementation of health wellness and sustainable development activities)

> To participate in at least 2 solidarity sports events.



LA LUMIÈRE À VOTRE IMAGE  
 #LIGHTINYOURIMAGE

www.ragni.com





# Figures

## HUMAN RIGHTS

<b>Period covered by the figures</b>	<b>2019</b>
<b>INTERNAL EVENTS</b>	
Number of internal events organized	11
of which sporting events to benefit causes	1
of which events related to sustainable development themes	5
of which cohesion-related events	6
<b>RESPONSIBLE PURCHASING</b>	
Number of assessed suppliers	30
Participation rate in supplier evaluation	63 %
Proportion of suppliers with a CSR policy that is formalized or in the process of being developed among the companies evaluated	52,6 %
<b>HUMAN RIGHTS</b>	
Number of information meetings on Human Rights topics	2
Total amount spent on human rights-related causes*	9 312,93 €



\*Among the actions to which we contribute, we count here those that respond to the SDGs because they are related to health or education and correspond to our strategic axes.



# Actions

## LABOUR RIGHTS



**Principle 3:** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining;  
**Principle 4:** The elimination of all forms of forced and compulsory labour;  
**Principle 5:** The effective abolition of child labour; and  
**Principle 6:** The elimination of discrimination in respect of employment and occupation.

**WORKING AREAS**  
**PROMOTING DIALOGUE**  
**AS A TOOL FOR PROGRESS**

### DIALOGUE AS A CSR TOOL

Whether through the Social and Economic Committee, the managerial policy, the Dialogue and Sustainable Development process currently under construction, actions related to QWL, etc., we are convinced that dialogue is an indispensable instrument for the success of a CSR strategy and the optimization of the organization's overall performance.

### APPROACH THROUGH DIALOGUE

Dialogue refers to a mode of communication that places equality and reciprocity at the heart of exchanges and is conducted with a shared desire to reach solutions that are favourable to all those involved in the discussion. It calls on the interlocutors to listen in order to understand and not simply to counter-argue. Ragni plans to use dialogue as a management tool to promote proximity between stakeholders.



### ACHIEVEMENTS

- > Implementation of the Equality Diversity project with the aim of establishing and cultivating professional equality within the company [Project planned for 2020-2021]
- > Construction of the Dialogue and Sustainable Development process, to be implemented in the first quarter of 2020 [July 2019]
- > Creation of the Social and Economic Committee: organization of 3 meetings, consultation during the COVID-19 health crisis, training on professional equality for the members of the SEC
- > Staff consultations on CSR training needs [July 2019] and gender equality issues [September 2019].

### PERSPECTIVES

- > Discuss at least once a quarter with each production team
- > Include the Dialogue and Sustainable Development process in the organization's Quality system
- > Collect employees' ideas and remarks for QWL via a suggestion box or other device.







# Actions

## LABOUR RIGHTS

**Principle 3:** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**Principle 4:** The elimination of all forms of forced and compulsory labour;

**Principle 5:** The effective abolition of child labour; and

**Principle 6:** The elimination of discrimination in respect of employment and occupation.

### WORKING AREAS TO ENSURE AND GUARANTEE FULFILMENT AND HAPPINESS AT WORK

#### #TEAMRAGNI PROGRAM

Ragni is a growing company. For the managers as well as for the employees, the family spirit and group cohesion must be constantly valued and preserved. This is why we are keen to continue organising team building events, sports activities or actions with a vocation of solidarity towards the environment and/or society.

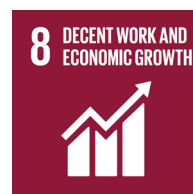
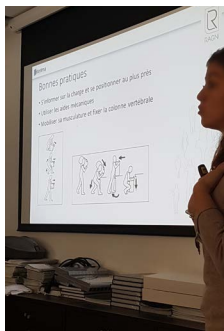


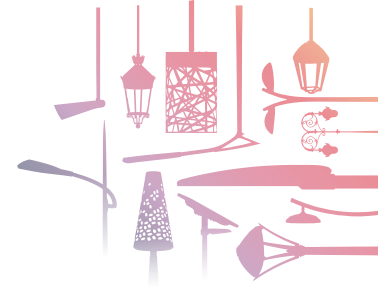
#### ACHIEVEMENTS

- > New participation in the Azur Festival Corporate Film on the theme: "We are nothing without the others, what about in the company?" [May 2019]
- > Launch of the Equality Diversity Project to strengthen the culture of equality in the company [July 2019]
- > New 7-a-side football season for the Ragni Football Team
- > Organization of 10 thematic or simply friendly meetings
- > Deployment of the OHS and risk prevention policy, including the organization of a gestures and postures workshop [November 2019]
- > Implementation of the Staff Satisfaction Index based on 5 criteria [December 2019].

#### PERSPECTIVES

- > Achieve a Staff Satisfaction Index equal to or greater than 75/100
- > Organize at least 8 internal events during the year.





## STAFF SATISFACTION INDEX A NEW INDICATOR TO MEASURE THE HAPPINESS OF THE RAGNI TEAM

The introduction of the Staff Satisfaction Index has led to constructive internal exchanges around the notion of happiness at work. Considered by our organization as a source of change in management methods, as a starting point for many aspects of risk prevention, and finally as a decisive performance lever, it brings into play individual responsibility in the service of collective success.

To calculate the annual SSI, we survey all employees on each of the five criteria used (see criteria opposite). Each criterion is rated on a scale of 0 to 20, resulting in an individual satisfaction index. Once all the individual indexes have been added together and compared to an average, we obtain the overall annual SSI.

### SSI 2019 RESULTS

BELONGING	15/20
RESPECT	14/20
FULFILLMENT	14/20
ATMOSPHERE	15/20
APPRECIATION	16/20

### GOAL 2020

75/100

#### INTERPRETATION OF 2019 RESULTS

The lowest rated criteria bring us back to the needs for esteem and fulfilment, which are at the top of the pyramid of needs (after physiological needs, security needs and the need to belong). These interpretations allow us to orient our QWL approach by basing it on Human Resources and Dialogue and Sustainable Development policies.

#### STRATEGIC AXES OF THE APPROACH

*Identify action levers to improve overall team satisfaction*

- > Strengthening of individual follow-up in the context of the jobs and skills management planning
- > Strengthening internal communication
- > Restructuring of the internal training plan

*Legitimizing the actions of the dialogue and sustainable development process*

- > Establishment of a culture of responsible management
- > Increased vigilance on equity issues
- > Democratization of dialogue at all hierarchical levels.





# Figures

## LABOUR RIGHTS

### Period covered by the figures

2019

Number of staff consultations	5
Number of customer visits	50
Number of student visits	6

### HUMAN RESOURCES

Average number of employees	73
Number of employees under 25 years of age	7
Number of employees between 26 and 45 years old	40
Number of employees between 46 and 60 years old	24
Number of employees over 60 years of age	2
Number of women	19 (26 %)
Number of men	54 (74 %)
Proportion of managers and supervisors	19 %
Proportion of employees	47 %
Proportion of workers	34 %

### TRAINING

Total number of training hours	210
Average number of training hours per employee	11,6

### TYPES OF CONTRACTS

Number of permanent contracts	67
Number of fixed-term contracts	6
Number of work-study contracts	5
Number of internships	5

### OCCUPATIONAL HEALTH AND SAFETY

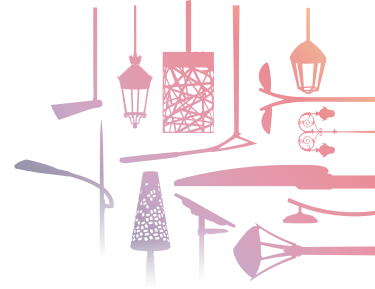
Accidents at work and occupational diseases rate	1,75 %
Accident severity rate	0,337
Number of medical leaves	13





# Actions

## ENVIRONMENT



**Principle 7:** Business should support a precautionary approach to environmental challenges;  
**Principle 8:** undertake initiatives to promote greater environmental responsibility; and  
**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

**WORKING AREAS  
 TO KNOW AND TO REDUCE  
 THE ENVIRONMENTAL IMPACT  
 OF OUR ACTIVITIES**

### PUBLIC LIGHTING IN THE HEART OF THE ENERGY PERFORMANCE CHALLENGES

Luminaires are increasingly efficient in terms of limiting pollution: consuming less and less energy, they are being solicited in energy performance markets and the number of calls for tenders containing social or environmental clauses is increasing year after year. To satisfy our desire to gain a better understanding of the life cycle of each of our products, we are currently increasing our skills in this area and will be able to produce the Life Cycle Analysis of all our new products.

### ACHIEVEMENTS

- > 91% of our sales in 2019 is of LED luminaires
- > Total dematerialization of supplier invoicing [June 2019]
- > In order to optimize the existing resources, generalization of the reuse of components for newly designed products [All year round]
- > Sending an opinion survey to our subscribers to find out their vision of street lighting [December 2019].

### PERSPECTIVES

- > Prepare for the total stop of lamps sales in favour of LED
- > To train internal ecodesign referents
- > Perform a life cycle analysis of each new designed luminaire
- > Design a luminaire that specifically addresses an environmental issue
- > Include impact reduction targets in the renovation project for the factory of Cagnes-sur-Mer.





# Actions

## ENVIRONMENT



**Principle 7:** Business should support a precautionary approach to environmental challenges;  
**Principle 8:** undertake initiatives to promote greater environmental responsibility; and  
**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

**WORKING AREAS**  
**TO PROMOTE THE SUSTAINABLE DEVELOPMENT GOALS AND THE MINDFUL LIGHTING**

### COMMUNICATION SUPPORTING SDGs

Through social networks, meetings or projects in which we participate, we now place sustainable development issues largely at the centre of exchanges. In 2019, we once again received school groups on factory visits, published a great deal of information on SDGs and continued to promote rational lighting through our presence at local events related to corporate social responsibility.

Within our business relations, customer requests that are truly oriented towards environmental issues have increased, even if the figures are still modest.

### ACHIEVEMENTS

> In 2019, 44 % of the tenders we responded to contained CSR clauses (27 % in 2018)

> The GROUPE RAGNI' subsidiary Novéa Energies, specializing in autonomous lighting, continues to grow. In 2019, it conquered new markets around the world (Canada, Cyprus, Ireland and New Zealand). In terms of access to lighting for developing countries, Novéa, for example, followed up on a project initiated in Gabon in 2018 by supplying 2,000 additional solar fixtures

> Participation, through a factory visit and a video, in the European project APP VER, supported by Interreg Alcotra and the Academy of Nice. The initiative aims to unite the academic and business worlds around the challenges and perspectives of sustainable development, in connection with current educational programmes [Project spread over 2019/2020]

> Participation in the Azurean Circle of the Global Compact France, supported by the companies Resistex and GSF [September 2019]

> Mention of relevant SDGs in communications shared internally [All year round].

### PERSPECTIVES

> To display clearly our commitments on our premises

> To organize meetings, gatherings of conferences to promote the SDGs to which we contribute

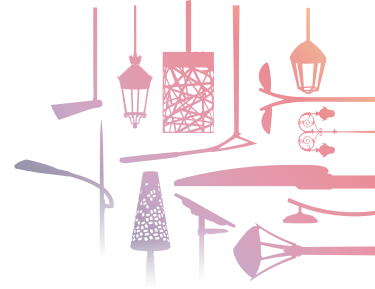
> To engage internal processes to take ownership of the SDGs for concrete action.





# Actions

## ENVIRONMENT



**Principle 7:** Business should support a precautionary approach to environmental challenges;  
**Principle 8:** undertake initiatives to promote greater environmental responsibility; and  
**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

### WORKING AREAS TO RAISE AWARENESS AND TO ACT INTERNALLY

#### GIVING MEANING WHILE FEDERATING TEAMS

Aware of the importance of giving meaning to our team building actions, we take advantage of internal events to discuss environmental issues. This is how we have been able to generate adherence from some of our employees, and thereby implement concrete actions to take action within the organization, notably by reducing the amount of waste generated at trade shows.



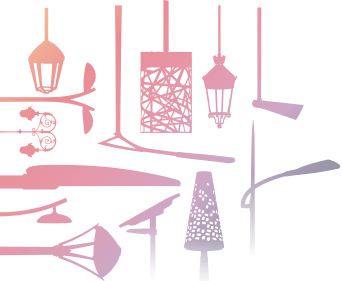
#### ACHIEVEMENTS

- > Installation of sorting bins in the refectory of the Cagnes-sur-Mer plant and production of a sorting guide for employees [July 2019]
- > Participation in the "Clean Up Nature" day of the association [Méditerranée 2000](#) in Théoule-sur-Mer [September 2019]
- > In-house organization of a workshop on the creation of reusable wraps [June 2019] and a workshop on the production of home-made household products [November 2019]
- > Use of glass cups and glasses instead of plastic at the SMCL fair in Paris and at SCEWC in Barcelona [November 2019]
- > Reduction of waste during internal events and organization of a Zero Waste lunch and seasonal cooking [February 2020].

#### PERSPECTIVES

- > Totally eliminate plastic cups from our sites
- > To organize conferences and workshops dedicated to the environment
- > To improve our material recovery rate.





# Figures

## ENVIRONMENT

### Period covered by the figures

2019

#### AWARENESS

Number of environmental awareness operations 4

#### WASTE MANAGEMENT

Material recovery rate (from industrial waste wood, cardboard, paper, plastics except PMMA) 83.6 %

Rate of energy recovery (from industrial waste wood, cardboard, paper, plastics except PMMA) 12.3 %

Total weight of metals collected 28.77 t

Total weight of PMMA plastic collected 16.04 t

#### WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT

Total weight of WEEE pro collected 8.26 t

Total weight of electrical and electronic equipment put on the market 622.27 t

Financial contribution to the WEEE recycling industry 45 425,78 €

#### RESOURCES MANAGEMENT

Total water consumption - Cagnes-sur-Mer sites 892 m<sup>3</sup>

Total water consumption - Tourrettes site 670 m<sup>3</sup>

Total electricity consumption - Cagnes-sur-Mer sites 480.900 Kw

Total electricity consumption - Tourrettes site 394.958 Kw

Evolution of water consumption in Cagnes-sur-Mer\* - 62 %\*\*

Evolution of electricity consumption in Cagnes-sur-Mer\* - 7.14 %



\* In 2018 we had not measured energy consumption in Tourrettes.

\*\* In 2018, a major leak caused excessive water consumption.



# Actions

## FIGHT AGAINST CORRUPTION

**Principle 10:** Business should work against corruption in all its forms, including extortion and bribery.

**WORKING AREAS  
TO ASSIST OUR CLIENTS IN ALL  
TRANSPARENCY**

### COMMON VALUES BASED ON RESPECT AND ETHICS

In a family business like Ragni, moral values are of paramount importance, and sharing them is an essential condition for continuing to move the organization forward in an ever-changing context.

Aware of the corruption issues that may exist in our sector of activity, which is largely governed by tenders, we plan to offer our sales network training on the principle of fighting corruption. In addition, the sales department wanted to plan the modification of certain contracts in order to better highlight the risks of corruption.

Finally, in the more general framework of risk prevention, Ragni undertakes to include corruption in its Single Risk Assessment Document.

### ACHIEVEMENTS

> Internal dialogue on issues related to ethics and moral principles [December 2019]

> CSR assessment of our top 30 suppliers, accompanied by the Responsible Purchasing charter, in which international standards of behaviour and the fight against corruption are highlighted [June 2019]

### PERSPECTIVES

> To sign the Responsible Supplier Relations Charter, managed by the Corporate Ombudsman and the National Purchasing Council.

> Organize awareness actions for employees and business partners

> Draw up the GROUPE RAGNI's ethical charter and to ensure its diffusion

> Add the risk of corruption in our Single Risk Assessment Document.





# Actions

# FIGHT AGAINST CORRUPTION

**Principle 10:** Business should work against corruption in all its forms, including extortion and bribery.

**WORKING AREAS  
FEDERATING  
OUR STAKEHOLDERS  
AROUND ETHICAL PRINCIPLES**

## TRANSPARENCY AND RESPONSIVENESS TO SERVE CUSTOMER SATISFACTION

Certified ISO 9001: 2015, Ragni implements a Quality policy that is revised annually. Around 4 central notions which, linked to our customers' expectations, guide us towards a better consideration of claims, we deploy the following strategic axes:

### CONTINUOUS IMPROVEMENT

- Customer attention and satisfaction
- Risk management
- Dialogue with stakeholders

### SUSTAINABLE TRANSITION

- Know-how and team spirit
- Ecodesign and impact reduction
- Digitalisation

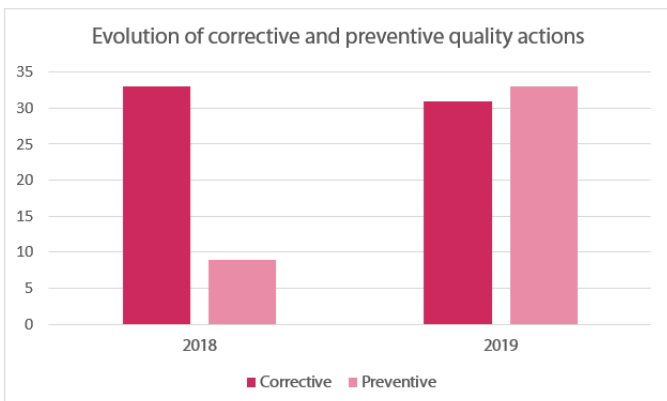
Among other objectives, the Quality Policy aims at reduction of corrective actions in favour of preventives ones.

## ACHIEVEMENTS

- > Implementation of daily production control
- > Revision of the after-sales service file tracking system
- > Decrease in the number of customer complaints
- > The number of claims represents 3.91% of the total invoicing carried out
- > Increase in the number of preventive actions
- > During process reviews, detections of 10 new risks and 11 opportunities for improvement.

## PERSPECTIVES

- > Continuing the federation of process pilots and general management around the Quality approach
- > Initiate steps fore the implementation of new environmental and safety standards
- > Developing internal controls
- > Identify priority work areas to address 4.0 industry issues.







# Figures

## FIGHT AGAINST CORRUPTION

### Period covered by the figures

2019

#### BUSINESS ETHICS

Number of suppliers aware of our purchasing policy and ethical principles of behaviour

30

#### QUALITY POLICY - CUSTOMER SATISFACTION

Number of quality actions opened in 2019

64

Number of Quality actions carried out among the 69 planned\*

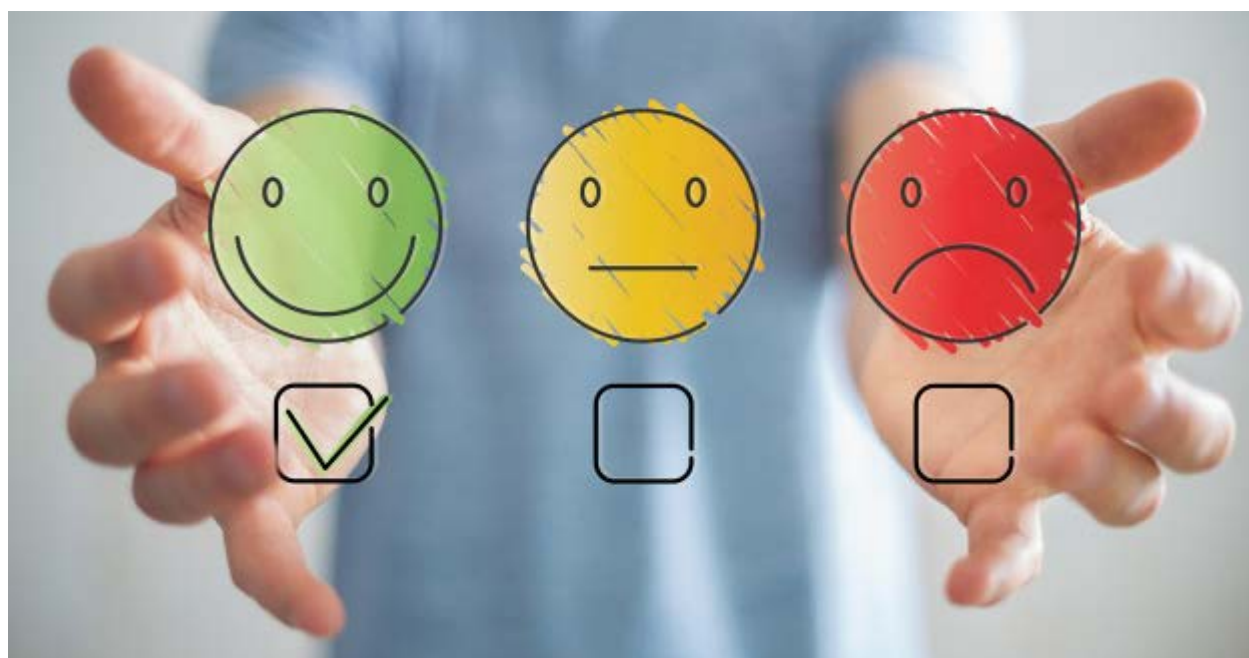
54

Non-compliance rate of delivered products

0,49 %

Number of claims due to internal mistakes

266



\* The Quality Management System distinguishes between open actions (those that have been created), planned actions (open actions with a due date in the reference year) and completed actions (actions opened in the same or previous year).



# Perspectives 2020

3 GOOD HEALTH AND WELL-BEING



## **CSR GOVERNANCE**

Integrate the Dialogue and Sustainable Development process into the organization  
Clearly display our commitments on our premises and review the tour itinerary  
Organize meetings, engage in reflection and trainings around our priority SDGs  
Working on our materiality matrix with stakeholder participation

4 QUALITY EDUCATION



## **RISK PREVENTION**

Decrease the rate of accidents at work

Review of the Risk assessment document by adding:

- the risks associated with sexist or racist behaviour
- the risks associated to corruption

Set up warning mechanisms to deal with the risks of sexist or racist behaviour and corruption, deploy means of prevention, action and punishment within the company and ensure staff awareness

Continue the development of our economic and social database

5 GENDER EQUALITY



## **ETHICS IN BUSINESS**

Sign the Responsible Supplier Relations Charter

Renewing the CSR assessment of our suppliers

Adopt and disseminate the GROUPE RAGNI's ethical charter

7 AFFORDABLE AND CLEAN ENERGY



## **WORKING CONDITIONS**

Participate in at least 2 solidarity sports events

Achieve a Staff Satisfaction Index equal to or greater than 75/100

Organize at least 8 internal events during the year

To lead an internal exchange project like "Live my life"

8 DECENT WORK AND ECONOMIC GROWTH



## **PERFORMANCE AND CUSTOMER SATISFACTION**

Continuing to federate process pilots and management around the Quality approach

Initiate steps for implementation of new environmental and safety standards

Developing internal controls

Identify priority work areas to address 4.0 industry issues

10 REDUCED INEQUALITIES



## **INTERNAL DIALOGUE**

Implementing a solution for collecting ideas from staff on working conditions and CSR

Organize dialogue meetings with each production team, at least once a quarter

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



## **SOLIDARITY**

Renew our support to the *Louly l'école au Sénégal* association in favour of access to education and/or access to night lighting

13 CLIMATE ACTION



## **ENVIRONMENT**

Engage internal stakeholders to place objectives related to SDG in their process

Remove plastic cups from our sites

Achieve 85% material recovery

Aim for "zero waste" during internal events

Improve knowledge and control of our environmental impact through life cycle assessments

Initiate the design of a luminaire that specifically addresses an environmental issue

17 PARTNERSHIPS FOR THE GOALS



## **PARTNERSHIPS**

Establish a partnership policy

Implement a multi-stakeholder partnership around the notion of reasoned lighting.



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RAGNI



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