



—
CSR

**Our contribution
to a sustainable world**

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Editorial



William VIDAL

Chairman
of the ECOCERT Group

Everyone must take individual actions to re-establish an ecological and social balance

The global health emergency we are currently experiencing has highlighted the fragility of human organizations and is further proof of the disruption caused by human activities to date. Across the globe, large numbers of people of all ages, walks of life and cultures are voicing their opinions and condemning the way we live and develop so that we will be able to create a new economic and social structure.

Its very efficacy and resilience will stem from both our cumulative efforts as well as individual change. Everyone must play their part. Amongst all the economic organizations, businesses, in fact, are the ones that have a major role to play because of their significant impacts, and also because of their real capacity to change our societies.

Providing our clients with support in understanding, implementing and promoting sustainable practices

The agri-food, cosmetic, textile, wood and forest industries where ECOCERT is significantly involved, hold powerful levers to channel change towards a sustainable society based on the fundamental link between agriculture, the continuity of our ecosystem and climate change.

Beyond simply recognizing best practice by certification, we also hope to raise awareness amongst economic actors, to train and advise them in a broader sense. That is why we have recently expanded our services to assist companies in CSR and why we are working with other industries which are just as impactful.

In 2021, the ECOCERT Group will celebrate its 30th birthday. Over these last thirty years it has acquired an extensive knowledge base and know-how, which equally represent tools for change. Our heartfelt wish is to provide our ecosystem and our stakeholders with the benefit of our experience. But, first and foremost, we must continue to lead by example.

This report covers the work we have been involved in over the last two years, where we strived to play our part as a responsible business.

I would like to thank all the ECOCERT staff who, on a daily basis, through their innovative and organized work, take on the challenge of building a sustainable world with both our clients and stakeholders. We have an important job to do, but the belief and enthusiasm that define us will more than anything else help us in successfully achieving our goal.



Philippe THOMAZO

Chief Executive Officer
of the ECOCERT Group

Our last CSR report was published two years ago. These past two years have seen our teams continue to grow in order to support not only a growth in customer numbers on a daily basis, but an increasingly varied customer base, all on the difficult road towards more sustainable economic models.

These two intense years saw us successfully deliver numerous projects: the integration of new teams, the implementation of a matrix organizational structure allowing access to and understanding of our roles, the speedy digitalization of our processes and the strengthening of our advice and training hub...

One positive note punctuating the frequently darker current events is that ECOCERT 's growth is proof of an increasing and irreversible awareness amongst economic actors of the enormous environmental and social challenges they face.

However, in order for our work to continue to be pertinent and consistent, our 27 CSR coordinators have continued to work and implement our CSR strategy, driving and supporting local actions to improve our global impact.

Reading this report demonstrates the commitment of our ECOCERT staff to our customers, as well as their profound attachment to the values which the Company has been promoting for nearly 30 years.

The health emergency that has engulfed us today has laid bare the fragility of the systems underpinning our societies. It shows how weak we are in the areas where we thought we were strong.

But this crisis has also shown us how extraordinarily responsive we can be. Teleworking, the smart use of technologies, and not least, creativity, were some of the ways in which we continued to provide our services to our clients in otherwise challenging conditions. COVID-19, going forward, has offered us the opportunity to review our practices, re-invent the way we organize our businesses, reconsider our relationship with work, rethink the way we travel.... so many opportunities to keep reducing our environmental impact!

Placing Social Responsibility at the heart of our work

Social Responsibility is an ECOCERT founding value. Since its foundation, the Company has been involved in changing production and consumption models into more environmentally-friendly and fairer models.

With this second edition of our CSR report, we want to continue to share with you how ECOCERT delivers its corporate social responsibility initiatives and how it is helping to build a more sustainable world. You will find out more about our ambitions, the progress we have made to date, and everything that still remains to be achieved in relation to the numerous environmental, economic and social challenges we face.

Act for a sustainable world



By means of our services
training, consulting, and certification
promoting the spread of sustainable practices



By continuous improvement
of our own practices
within our organization



By cooperation
with our ecosystem
as well as awareness-raising actions

Our CSR policy

”



A FEW WORDS FROM...

Valérie CLECH, CSR and Internal Communications Human Resources Director

For the past 3 years, a formalized policy has framed our CSR (Corporate Social Responsibility) activities. It is derived from a materiality analysis. Based on the standard ISO 26 000, we were able to identify the key challenges for ECOCERT.

In 2016, we consulted with 70 randomly selected employees from all our branches (8.8% of the Group's total personnel), as well as all our General Managers, and some clients and partners too.

Our CSR policy can be broken down into 5 commitments driving our decisions and actions on a daily basis.

Our ambition?

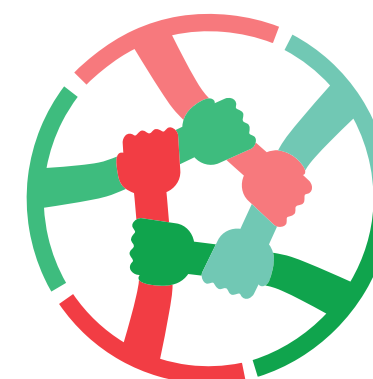
To be a responsible actor for a sustainable world.

Create a relationship of trust with all those who act for the good of future generations

- **Guarantee** the integrity and reliability of our certifications.

Lead by example, thanks to our responsible environmental actions

- **Measure**, restrict **limit**, **reduce** and **offset** our environmental impacts.



Develop sustainably all over the world

- **Uphold** our independence and our values: integrity, innovation, commitment, team spirit
- **Ensure** the Group's sustainability.

Collaborate with our ecosystem and raise awareness about sustainable practices

- **Change** consumption patterns and habits.
- **Promote** organic and fair-trade products and responsible environmental practices.
- **Support** local employment and participate in development projects in the areas in which we operate.

Give our collaborators the means to thrive

- **Involve** and foster innovation and cooperation.
- **Motivate** and give meaning to each collaborator's missions.
- **Ensure** optimal working conditions for our teams, all over the world.

Developing CSR across the whole Group

Our corporate governance

SYLVESTRIS SAS

ECOCERT SA Holding

STRATEGY COMMITTEE

- › Defines the global strategy and validates the CSR policy.
- › Determines and assesses significant investment opportunities.
- › Evaluates the returns on investment of completed projects.

ECOCERT SA

Ecocert parent Company of all our entities and support services

COMEX: EXECUTIVE COMMITTEE - Overseen by the Group's CEO

- › Sets the agenda, the company guidelines within the framework of the CSR Group.
- › Validates priority tasks.
- › Determines and assesses significant investment opportunities.

CSR SUPPORT SERVICE

- › Proposes a plan of action, goals and milestones.
- › Consolidates discussions with stakeholders and the aggregates CSR reporting for the Group.
- › Leads and coordinates specific projects relating to improving in-house company practices.
- › Benchmarks and gathers information from other companies regarding best CSR practices.
- › Conducts awareness programs with our internal and external stakeholders.

GENERAL MANAGERS

- › Drive CSR policy locally.
- › Define an action plan, as well as goals, and benchmarks for the subsidiary.

CSR COORDINATORS

- › Assist the GMs in implementing a plan of action for the subsidiary.
- › Facilitate and coordinate certain CSR projects.
- › Communicate the Group's CSR initiatives.
- › Raise awareness amongst local stakeholders.

SERVICE EVALUATION COMMITTEE

- › The SECO evaluates the alignment of the Group's services with its positioning.

THE CSR MANAGEMENT COMMITTEE

- › Makes recommendations on the CSR strategy to COMEX.

CARBON COMMITTEE - FRANCE

- › Proposes and implements greenhouse gas reduction projects that have been validated in the carbon plan.

A network of 27 committed CSR Coordinators

AMERICAS

- Mario PASSO
Argentina
- Priscila HAUFFE
Brazil
- Danielle ST-PIERRE
Canada
- Robin RAMAKERS
Chile
- Diego CARDENAS
Colombia
- Roxana BALDERRAMA
Mexico
- Pierre NEYRA
Peru
- Antoine MATHIEU
United States

AFRICA

- Saskia THOMAS
South Africa
- Madina OUEDRAOGO
Burkina Faso
- Faly RAMBOARIMALALA
Madagascar
- Xavier BEPMALE
Morocco
- Mariam FAKHFAKH
Tunisia

EUROPE

- Julia ZACHENBACHER
Germany and Switzerland
- Alicia LOPEZ
Spain
- Isabelle PINTO
Portugal
- Mihaela GOGA
Romania
- Slavica SOMBORSKI
Serbia - Balkans
- Büsra SAHIN
Turkey
- Béatrix BEZIAT
ECOCERT Greenlife
- Léa BOZEC
ECOCERT Environment
- Fanny RAYNIER
ECOCERT SA & ECOCERT France
- Laure ROLLAND
Des Enjeux & des Hommes

ASIA

- Liping WANG
China
- Kajal CHAUHAN
India
- Tatsuo YOSHIZAWA
Japan
- Sharon ONG
Singapore - ASEAN

French Companies

A FEW WORDS FROM...



Béatrix BEZIAT
Manager of the Inputs & Ingredients team, CSR Coordinator
ECOCERT Greenlife - France

In addition to my work on the Carbon Committee, I wanted to spend more time on sustainable development projects within the Group. In 2020, I was responsible for my subsidiary's CSR diagnostics (road map and consultation with stakeholders) for the purposes of proposing projects to deliver improvements. During the quarterly strategy meetings, I update our staff about the subsidiary's CSR activities and about the Group.



Kajal CHAUHAN
HR Manager & ECOCERT
India CSR Coordinator

I have been a CSR Coordinator since 2019. I propose and implement sustainable development projects. For example, with colleagues in Delhi, we worked with local NGOs to improve the well-being of the homeless. Currently, I'm working on two different projects: water collection and abandoned animals. At the same time, I'm also collecting data on the subsidiary for the Group's carbon audit.

About us

Our background

For nearly 30 years, ECOCERT has supported numerous organizations in the implementation and promotion of sustainable practices through **training, consulting and certification**. Originally an Association of technicians, farmers and consumers dedicated to organic farming, ECOCERT, today, has expanded its operations across numerous sectors.

What do we stand for

- production processes that respect living ecosystems,
- a better management of natural resources (water, air, soil fertility) and energy,
- socially responsible industry sectors,
- better quality and safer products.

These are indispensable elements **to meet the current economic, social and environmental challenges** in order to build tomorrow's world.

Our values

ENGAGEMENT

To protect the environment and future generations through our services and daily practices.

INTEGRITY

The core pillars of our business as a certification organization are the respect of the individual, honesty and impartiality.

TEAM SPIRIT

Involvement in shared, rather than individual success, mutual trust and knowledge sharing.

INNOVATION

To influence and to pre-empt ongoing changes by recognizing committed practices.



Internationally

There are no borders in issues of sustainable development, which is why we work in over 130 countries across our 26 sites. Our specialist teams work locally in several industry sectors and businesses.

+130
countries where we work with customers

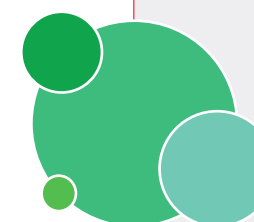
31
branches worldwide, spanning 26 countries

1575
staff worldwide

65 000
customers worldwide



€69M
Global Turnover in 2019



Breakdown of our Turnover

- Food: **68.6%**
- Eco-products: **18.9%**
- Environment: **10.2%**
- Consulting & Training: **2.1%**

Our highlights





**I. Support our clients
towards sustainable practices**

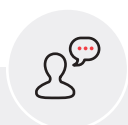
Our services

Thanks to our different training, consulting and certification specializations, **we have the capacity to help numerous actors in their approach to sustainable development.**



TRAINING

Understanding key ideas



CONSULTING

Brainstorming and project implementation



CERTIFICATION

Recognizing socially responsible actions

Training and consulting

Knowledge-sharing is the key to improvement.

This very principle fostered our decision in 2014 to set up a subsidiary dedicated to training and consulting, independent from our certification activities.

Its purpose? To provide guidance to both public and private actors through a better understanding of the socio-environmental challenges, of the sustainable approaches and associated standards, as well as providing operational support in order to define and realize sustainable development projects.

+340

consulting projects annually

+50

countries where we operate

+400

training programs

+800

external personnel trained in 2019

Certification

For nearly 30 years now, our expertise in products, systems and sustainable services provides a guarantee of the most reliable and rigorous certifications on the market.

Right from the very first audit to certification, our teams conduct field assessments of customers' activities and product compliance with the specifications - a set of criteria, also known as standards.

All the 150 standards we offer, whether for public or private entities, are selected for their social and environmental specifications. Even though initially we pursued the route of organic certification, today, we can certify a large range of business activities across the whole supply chain.

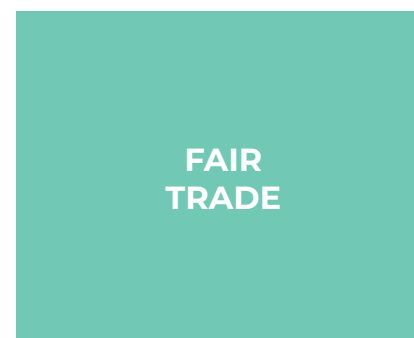
Our sustainable certifications encourage the implementation of best practice by conveying simple and definite information.

As recognition of our customers' voluntary involvement, certification, in return, provides robust guarantees for consumers who want to improve the way they consume.

Our expertise spans many sectors



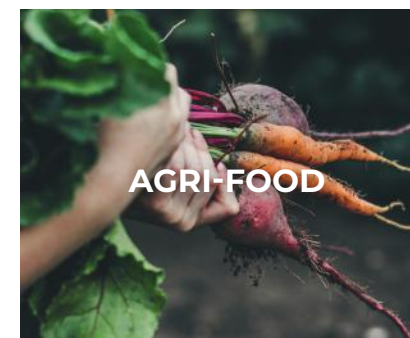
COSMETICS



FAIR TRADE



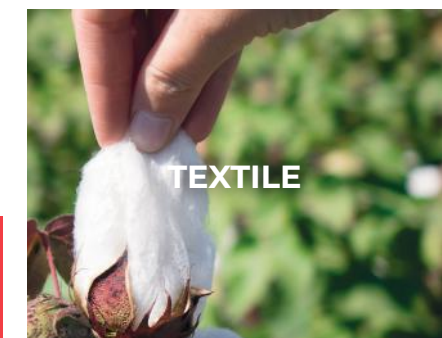
ORGANIC AGRICULTURE



AGRI-FOOD



WOOD AND FORESTRY



TEXTILE



HOME CARE PRODUCTS



COMPANY CORPORATE SOCIAL RESPONSIBILITY

Focus on COMEP, our Service Evaluation Committee (SECO, COMEP in French)

The services we deliver engage in the collective challenge of implementing economic and social models that ensure a balance between:

- the production of goods and services to satisfy human needs, especially food,
- protecting the environment,
- the fair distribution of both material and symbolic material wealth amongst humans, as well as dignified working conditions for workers.

The organic agricultural model that we support complies with the principles of sustainable development, but it is not the only model: scientific research has shown that there are various paths towards achieving sustainability. There are a variety of possible approaches and practices which will depend on the industry sectors and geographic areas.

The Group deployed SECO, a collective, in-house structure to assess how it aligned its services with its market positioning. It thus chooses for the certification services, the most demanding and realistic specifications capable of introducing long-term environmental and social changes in terms of practices and recognizes the best approaches.

Organic agriculture

ECOCERT has been supporting the development of organic agriculture for 30 years

ECOCERT is a key player in the organic agriculture movement, notably represented by IFOAM worldwide (the International Federation of Organic Agriculture Movements), and which promotes and defends an economic and social production model.

It favors a holistic approach founded on the 4 main principles defined by IFOAM: health, ecology, fairness, and the spirit of care, which are aligned to the concept of sustainable development. **Going organic means addressing the basic needs of the population in an innovative and modern way by reconnecting Humans and Nature.**



A FEW WORDS FROM...
Michel REYNAUD, Vice-Chairman of the ECOCERT Group

As an organization that has pioneered organic certification, since 1991, ECOCERT has been the interface between all the actors involved in organic agriculture. We are involved in structuring the service, across the whole supply chain, both in France and internationally. **Even if today organic agriculture is thriving, it was initially a real gamble!**

Our experts can ensure compliance of the practices through field audits in every country where we operate, using their in-depth knowledge of local industry sectors, stakeholders and production methods. In order to bolster our global impact, we have developed innovative approaches linking organic farming to non-food sectors such as cosmetics, creating the first standard for natural and organic cosmetics, as well as for household or textile products.

Organic is very much part of the solution. By recognizing our customers best practices whilst at the same time ensuring transparency for consumers, **ECOCERT is involved in the development of consistent and trustworthy organic practices, beneficial to both the environment and society**, as well as contributing to the sustainable development goals set by the UN.

+800 experts
+20 standards
+50 000 customers certified worldwide in 2019

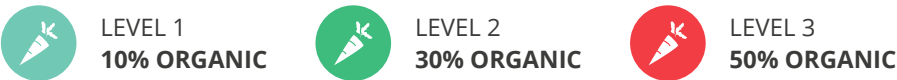
France : Focus on “En cuisine”, our certification label

This is the sustainable food label designed for collective catering services, more organic, more local, healthier and fairer. Developed in 2013, by ECOCERT, it is the very first standard specifically for organic collective catering.



A 3-level approach to progress

Before tackling changes in the kitchens themselves, our label firstly sets out the criteria for creating menus (proportions of organic, local and fair) and it goes beyond the end-product dish by also setting out the criteria for the environmental management of the businesses themselves. There are 3 levels to the label to encourage restaurants towards progressive change.

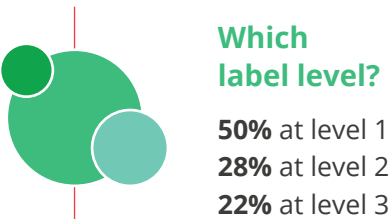
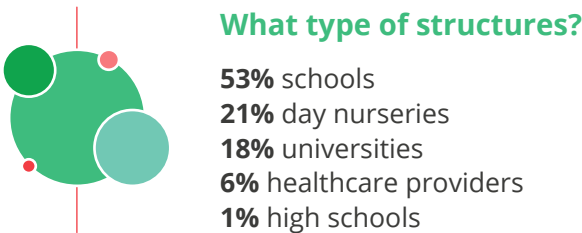


Since 2019, the "excellence level" identifies model restaurants serving over 80% organic products. By October 2020, 42 restaurants had already achieved this level!

DID YOU KNOW?

In France, the EGALIM law was enacted in November 2018, with a **goal of 20% organic products in collective public catering** by January 2022.

In France, in 2019, over 2000 restaurants took part!



Collaborating with stakeholders in the collective catering industry

- **The Association "Un Plus Bio"**: for example, we anonymously share the label data for the annual report "Observatoire de la restauration collective" as well as being involved in the "Victoires des Cantines Rebelles" Awards, organized every year by the Association.
- **The label's own Labelling Committee**: comprises 12 members who meet annually to discuss and decide the changes for the label. They represent a range of institutions: the Paris City Hall day nurseries, INRA (the National Institute for Agricultural Research), the "Manger Bio Ici et Maintenant" network, the "Agores" Association, the "Un Plus Bio" Association, local authorities, etc.



The impacts of organic agriculture

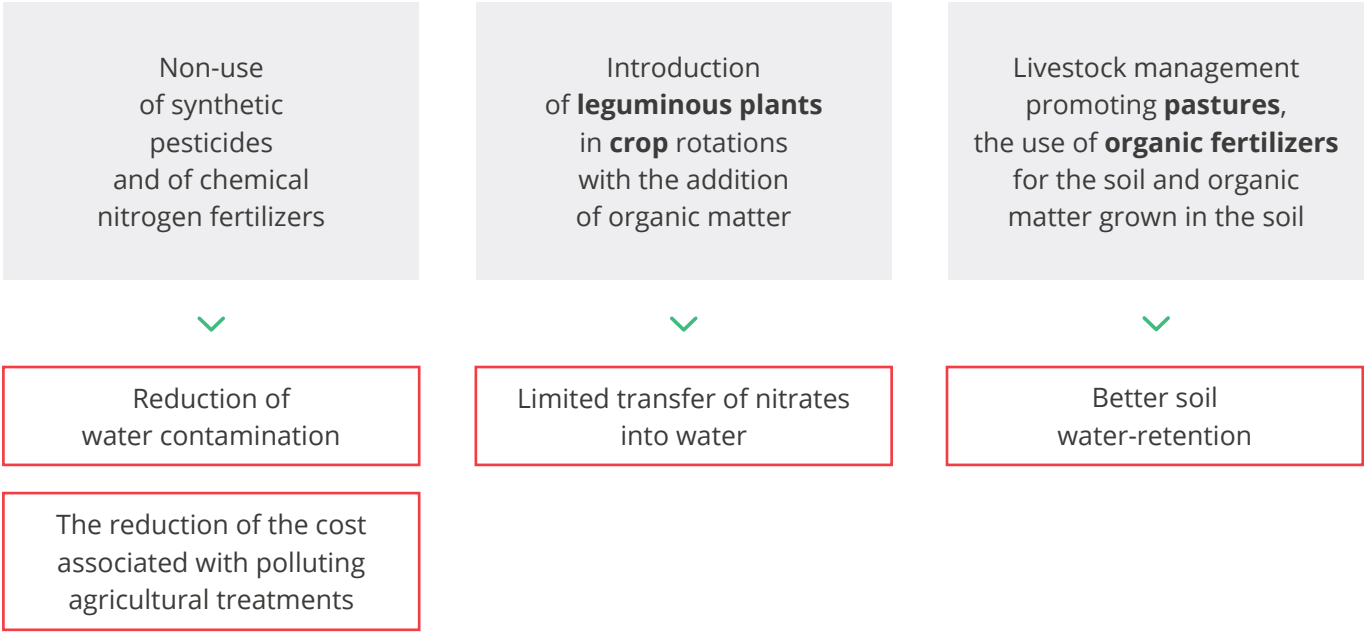
Organic farming is an agricultural production and transformation process relying on living ecosystems which combines the best environmental practices with the most natural of production processes. Agricultural practices within the organic farming standards have a positive impact on the environment and on society.

Organic agriculture has a positive impact on 6 of the UN's SDGs (UN Sustainable Development Goals)



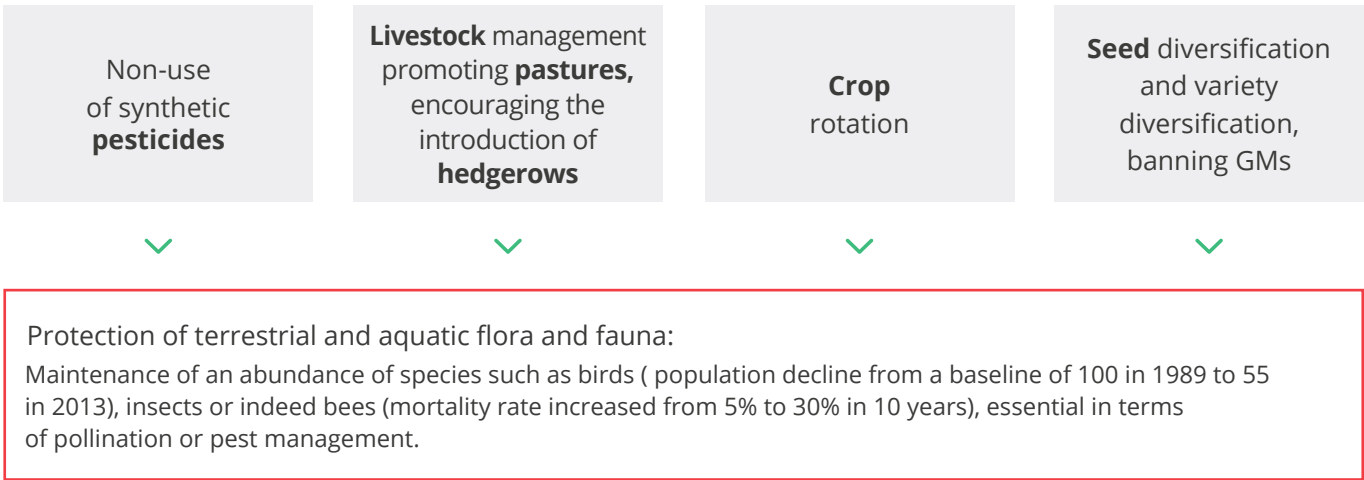
Preservation of water quality

SDG n°6



Maintaining high levels of biodiversity

SDG n°15



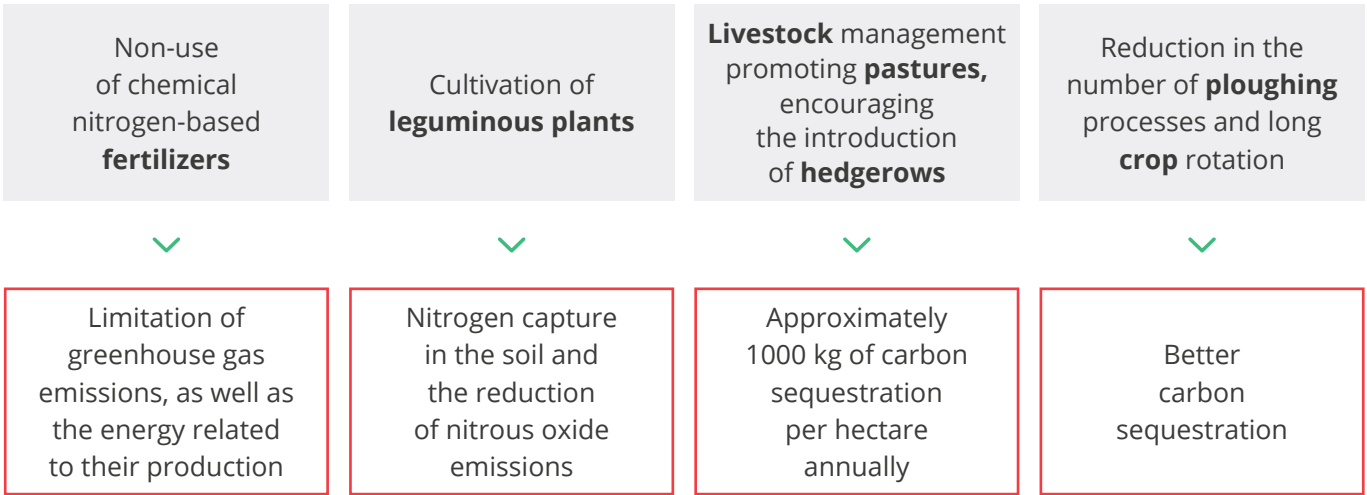
Conservation of soil fertility

SDG n°15

- High content of organic matter in the soil to ensure optimum characteristics: better porosity, better water-retention, stability.
- Better water cycle regulation and carbon sequestration.
- Greater biomass: earthworms (between 78% and 94% higher than in conventional agriculture), mushrooms and insects maintain the life of the soil.

Climate benefit

SDG n°13



Providing quality food

SDG n°3

SDG n°2

- Certain organic products contain more nutrients (for example polyphenols in fruit and vegetables, Omega 3 in milk) and higher fatty acid polyunsaturates are present in organic meat from grass-feed cattle.
- A ban on synthetic pesticides will result in a reduction in associated diseases, particularly cancer.

Vitality of the territories

SDG n°12



Sources : Report from the ITAB study "Quantification et chiffrage économique des externalités de l'agriculture biologique", Sautereau N., Benoit M., 2016; IFOAM " How organic agriculture helps achieve sustainable goals" 2018; Agence Bio; Sanders J., Heß J., Thünen Rep 65, Institut Thünen, 2019.

Eco-products

Textiles

A complex and globalized industry, the textile industry has a significant role to play in the design of tomorrow's world. We, at ECOCERT, **want to contribute to the emergence of a sustainable world by recognizing more environmentally-friendly solutions for the planet and for humans.** As pioneers in the certification of organic textiles, we promote a number of practices.



TEXTILE RAW MATERIALS FROM PLANT OR ORGANIC SOURCES

GOTS Standard
(Global Organic Textile Standard)



RECYCLED CLOTHING AND ECO-DESIGNED CLOTHING

ERTS Standard
(Ecological and Recycled Textile standard)



THE CIRCULAR ECONOMY

We are strengthening our expertise in recycled clothing through certification of RCS standards (Recycled Claim Standard) since 2018 and our GRS (Global Recycled Standard) since early 2020.



ANIMAL WELFARE

In addition to our increasing interest in the textile industry with regard to animal welfare, ECOCERT, since mid-2020, has been proposing certification services which guarantee the respect of animal welfare; wool certification with the RWS standard (Responsible Wool Standard) and down certification with the RDS standard (Responsible Down Standard).



A FEW WORDS FROM...

Kwando KIM, Certification Manager, ECOCERT South Korea

I notice today that most fashion labels try to remediate the environmental impacts of their value chains. An increasing number of them are using sustainable raw materials (organic cotton, recycled fibers...) and are even taking into account animal welfare when designing sustainable collections.

Fibres such as polyester, nylon and recycled cotton help reduce the use of chemical substances, with a positive impact on the planet. To enable our customers to sell certified recycled textiles, ECOCERT, through its rigorous auditing process, ensures that recycled materials have been used. An article of clothing can only achieve the recycled textile certification when the whole supply chain has been audited and validated. Finally, certification labels help consumers choose responsible fashionable clothing.

1200

customers worldwide,
of which 50% GOTS certified

+2300

audits conducted annually
in 57 countries

+450 000

workers in GOTS businesses
certified by ECOCERT



Cosmetics

As we strongly believe that the impact of cosmetic products on our health and on the environment can be improved, for over 20 years, we have been contributing to the development of organic and natural cosmetics.

In 2002, in partnership with proactive pioneers in the industry sector, **ECOCERT launched the first standard solely for natural and organic cosmetics** and has been certifying the COSMOS standard (COSMetrics Organic Standard) since its launch in 2011.

Focus on COSMOS

An international standard, COSMOS provides a common definition of natural and organic cosmetics. Created by 5 pioneers from the sector, including ECOCERT, to compensate for the lack of any international regulation, this standard comprises innovative, demanding and progressive criteria: recognizing organically-farmed ingredients, the obligation to engage in production and processing that are environmental friendly and respectful of human health, the promotion of "green chemicals" etc. In 2019 **ECOCERT certified 67% of COSMOS products worldwide.**

N°1

in the world for the certification
of organic and natural cosmetics

27 000

certified products
in 54 countries

+1500

companies

A FEW WORDS FROM...

Esther ALONSO, ECOCERT Auditor, Spain

The cosmetic industry at the moment is faced with one of its greatest challenges. We have never been so demanding in terms of beauty products! Naturally-sourced ingredients, ecological formulas and manufacturing processes beneficial for our health and for the planet, recyclable packaging... **with "green washing" statements no longer cutting the mustard: consumers demand transparency and guarantees.**

Within this context, ECOCERT and COSMOS certifications provide good reference points, with clear labeling to help the actors along the whole chain to identify and adopt best practices.

In addition to being the leading exporter of cosmetics in Europe, Spain is their 5th biggest consumer. Natural and organic cosmetics are booming and currently represent 30% of all new products launched!



Fair trade

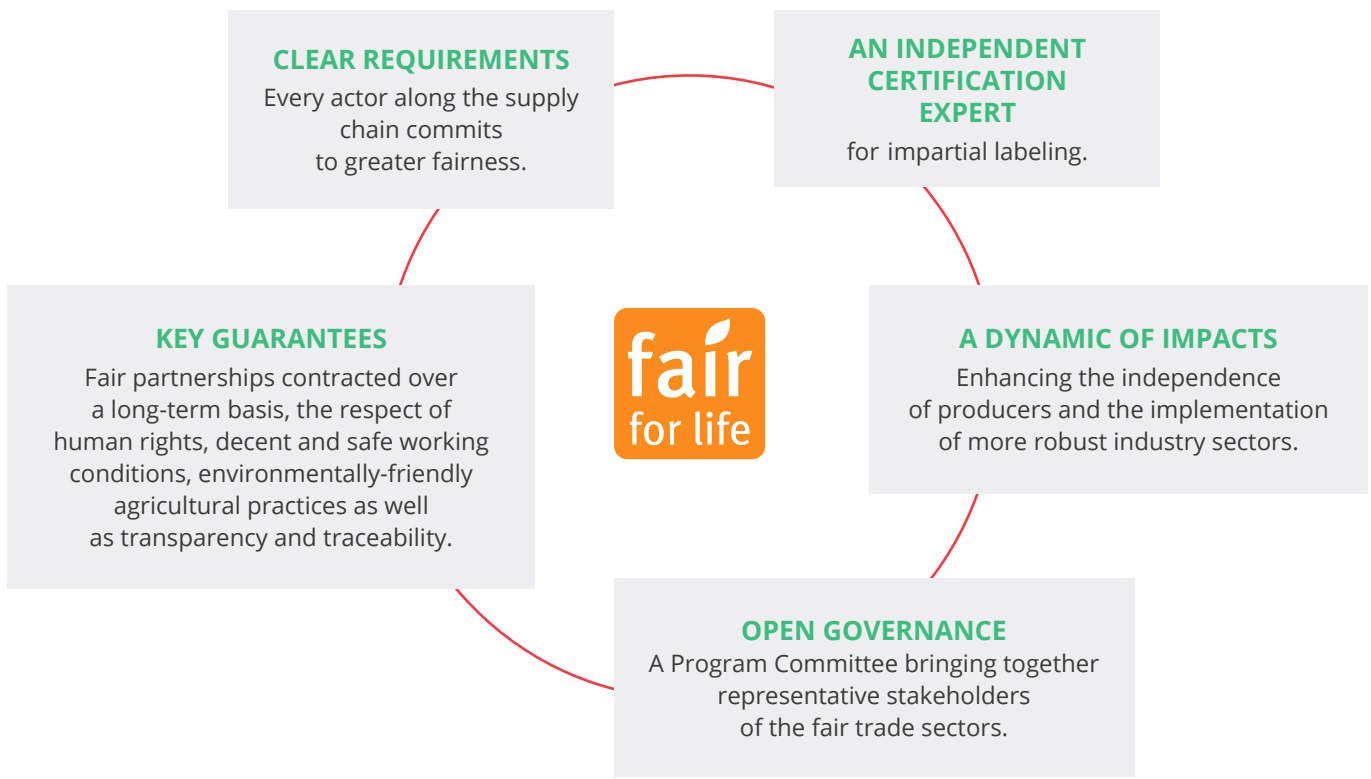
Fair trade means building sustainable sectors where every link of the chain offers a long-term commitment to responsible product sourcing as well as responsible production processes, thus contributing to promoting greater fair trade relations worldwide.

Consistent with our founding principles, **we decided to add economic responsibility and social justice to our service proposition.** A key player in fair trade labeling with the Fair For Life label, ECOCERT is involved in recognizing and developing fair trade worldwide.

The Fair For Life Label

An independent label for universal fair trade where fairness knows no borders. Created in 2006, and now delivered by ECOCERT, it confirms the implementation of fair trade practices in the food, cosmetics and textiles sectors etc.... regardless of the geographic origin of the products. It allows for North/North and North/South fair trading.

What is the Fair For Life certification program?



What our customers say....



Give livestock breeders a fairer place in trade relations

We are delighted to have obtained the Fair for Life labeling under our contractual agreements with *Les Prés Rient Bio*. This label, in particular, provides the customer with a formal guarantee that each player in the sector has received their fair share of the value, from the farmer right up to the customers themselves. Moreover, this guarantee helps acknowledge, both independently and in a controlled manner, the work we do as organic milk producers as well as best practice on our farms. It is a way of ensuring breeders play a fairer role in trade relations.

Ludovic BILLARD, Biolait President
A co-operative of organic milk producers in France

Shea butter gives our children a brighter future!

Culturally, in Africa, the shea tree is solely managed by women. Thanks to the label, our living conditions have greatly improved because both harvesting almonds as well as selling fair trade shea butter means that women can earn additional income for their households, enabling them to feed their children or pay for transport...this means going forward, our children will have a brighter future, thanks to the butter. Fair trade has also enabled us to invest in the semi-mechanization of our processing unit. As the work is easier now, it has also been easier for us to recruit women who now contributing financially to their households feel the men appreciate them more and feel more fulfilled.

Eli Marie BALAYA KANZOULE, Manager of the Réo production unit
Union des Groupements Féminins Ce Dwane Nyee (UGF / CDN)
(Ce Dewane Nyee Women's Group Union) - organic shea butter producer in Burkina Faso



205 600
producers and workers

460
organizations

56
countries

3/4
of the Fair For Life products are organic!

3500
references and finished labeled products

18.5M
euros in development funds

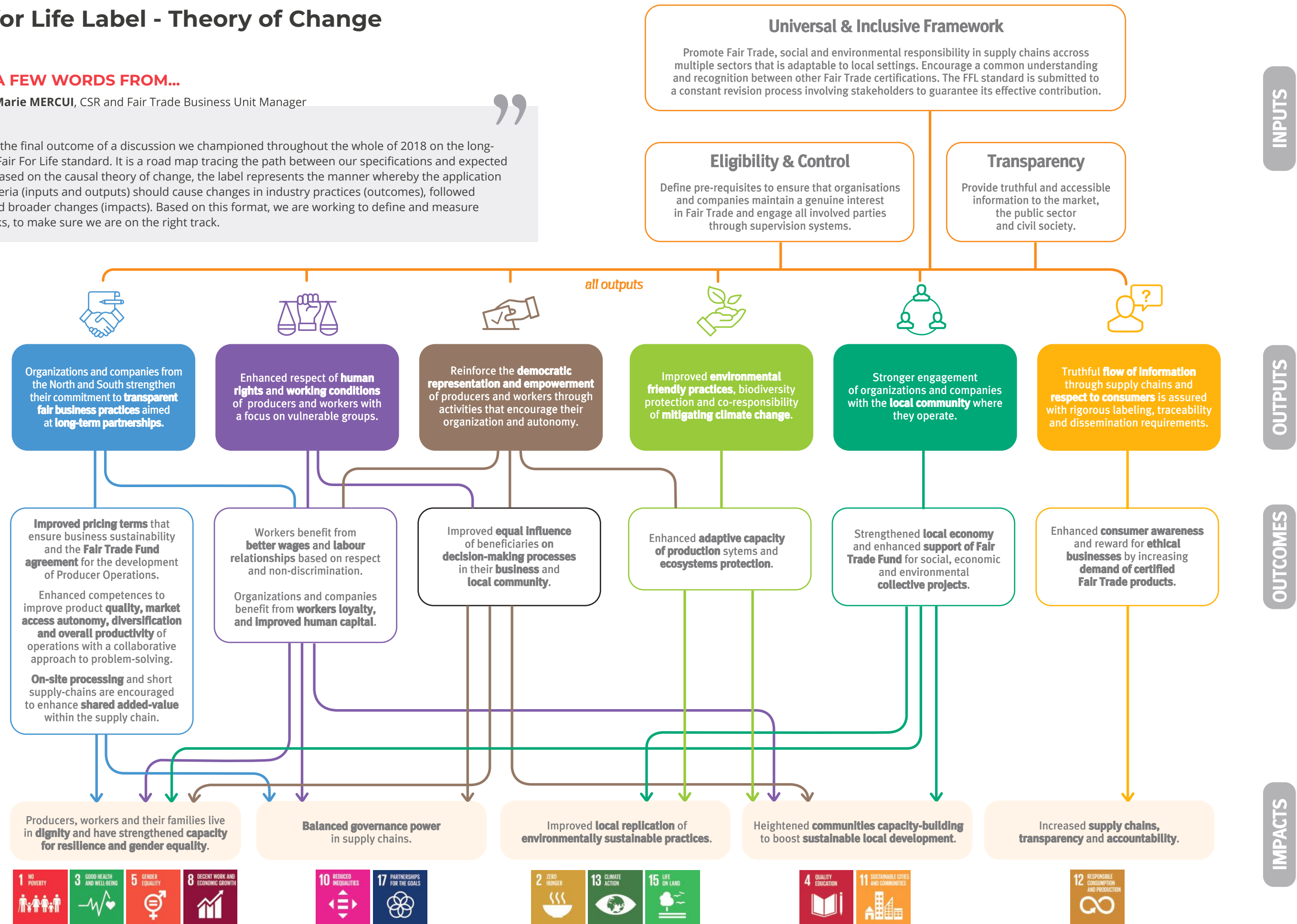
The Fair for Life Label - Theory of Change



A FEW WORDS FROM...

Marie MERCU, CSR and Fair Trade Business Unit Manager

The label represents the final outcome of a discussion we championed throughout the whole of 2018 on the long-term impacts of the Fair For Life standard. It is a road map tracing the path between our specifications and expected long-term impacts. Based on the causal theory of change, the label represents the manner whereby the application of the standard's criteria (inputs and outputs) should cause changes in industry practices (outcomes), followed by more systemic and broader changes (impacts). Based on this format, we are working to define and measure follow-up benchmarks, to make sure we are on the right track.



« A world where trade is a driving force for positive and sustainable change, benefiting people and their environment. » : Fair For Life's vision, which is aligned with the following UN Sustainable Development Goals

CSR Services



A FEW WORDS FROM...

Agnès RAMBAUD-PAQUIN, Vice-President of "Des Enjeux et des Hommes"



CSR is the business world's contribution to the great challenges of Sustainable Development (formatted by the UN into 17 SDGs). Once considered optional in the early 2000s or just the prerogative of inspired pioneers, today it is perceived as a prerequisite for global performance. In 2016, a study by France Stratégie on 8500 French companies showed it delivered a 13% increase in performance.

It is time to re-think our business models!

The ECOCERT Group has been supporting these long-term changes mainly through CSR policy certification. In 2014, it acquired a Training and Consulting division to go one step further. The acquisition, in 2020, "Des Enjeux et des Hommes" a leading CSR strategy and change management consultancy business in France, enhanced the Company's ability to work not only in France but internationally. The "raison d'être" of this new entity is "assisting companies in transitioning to sustainable models by providing the actors with the tools to design these models within their ecosystem."

CSR labels designed by ECOCERT



A program to foster ongoing improvements with regard to social and environmental impacts.



A program designed for SMEs which aims to establish concrete specifications with a strong focus on the social aspect, responsible procurement and sustainable agricultural practices.

Supporting actors with bespoke CSR labels

Since 2013, several professional associations and networks in France have relied on ECOCERT's expertise to improve and enhance their practices through the design, the implementation and the independent assessment of CSR labels designated for their specific industry.



Sustainable agriculture

There is a wide choice of potential practices and approaches to tackle the issues of sustainable agriculture which can depend on cultures and geography. **Our sustainable agriculture services recognize the implementation of best farming practices, which have more respect for our ecosystems and humans.** They can be applied to a farm or across the whole length of a supply chain and our aim is to guide our customers in using these to find alternatives to conventional agriculture and to transition to an agriculture that has greater respect for living things and is more socially responsible.



A FEW WORDS FROM...

José Manuel GONZALES GARCIA
Manager of the Sustainable Agricultures Business Unit



All the labels we choose to certify sustainable agriculture practices, such as the Rainforest Alliance (RA), UTZ or Global GAP, improve the livelihoods of rural populations, specifically, through decent and safe working conditions, the efficacious use of natural resources, the reduction of pollution due to the ban on dangerous pesticides as well as the respect of local biodiversity.

ECOCERT only certifies and promotes labels with relevant criteria, and which necessarily provide a solid and reliable guarantee system that ensures consumer access to transparent information. For example, Global Gap has enhanced its certification by implementing an inclusive program based on independent assessments of the performance of certification organizations such as ECOCERT, in parallel to the accreditation required of them.

Describe concrete actions in the field

- With UTZ (which merged to become RA - July 1, 2020), we have been combating deforestation in West Africa, only certifying cocoa harvested from farms strictly located outside the protected zones, whilst at the same time strengthening the tracing system.
- In 2020, we are working on a sustainable rice platform to encourage a more judicious use of water for the crop.

Contributing to strengthening public standards in Myanmar

In 2019, GIZ (an international German cooperation development agency) selected ECOCERT to improve the national certification system, the MyanGAP (Good Agricultural Practices), with the Myanmar authorities. This public standard recognizes good agricultural practices and includes environmental social and health criteria.

OUR MISSION?
To develop a consistent and efficient monitoring system to complement MyanGAP and thus increase its credibility. Strengthening this standard will encourage the development of more sustainable agricultural practices in the country.

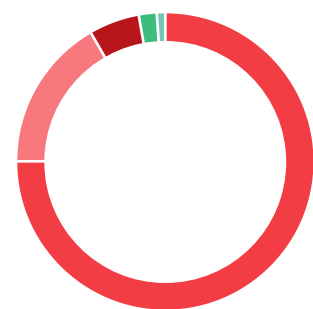


II. Giving our collaborators the means to thrive

About our teams

1575
staff in total

+300
permanent contract employees
annually in 2018 & 2019



- **1191** permanent contracts
- **279** freelance
- **84** fixed term contracts
- **14** interns
- **7** international volunteers

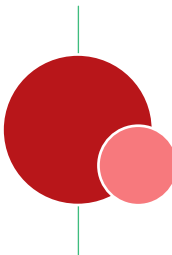
94% permanent contracts
6% fixed term contracts

36.8 years average age
5.24 years seniority



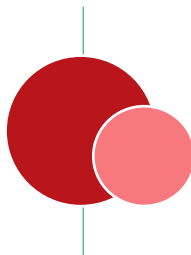
ECOCERT women and men

In the Group



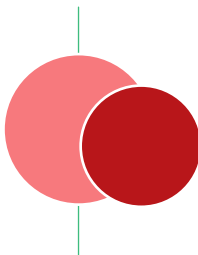
women **70%**
men **30%**

In Managerial roles



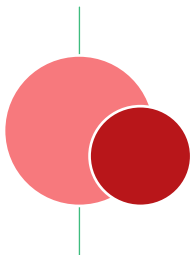
women **62%**
men **38%**

In General Manager roles



women **48%**
men **52%**

In COMEX



women **38%**
men **62%**

Gender parity index Men/Women in France

This index, set up by the French Ministry of Labor calculates gender balance in companies with more than 50 employees. It is calculated from indicators such as salary differences or the distribution of salary increases and promotions.

Our results in 2019
84/100 in ECOCERT France
88/100 in ECOCERT SA
93/100 in ECOCERT Greenlife



A global workforce

60%
internationally-based staff, with 40% in France

11
languages spoken in the Group

+40
different nationalities

92%
of our General Managers recruited locally i.e. 23 out of 25



Let's meet our teams!



Data - March 2020

Training and supporting our staff

At ECOCERT, we want to provide our staff with the resources to learn, as well as the vision to progress, across the world.

Encouraging agility and individual responsibility

Our aim is to encourage development in an environment that is changing at an increasingly rapid pace. In order to adapt, **we have tried to change our culture and review the foundation of our expected behaviors**, something we specifically discuss during the Annual Individual Dialogues (AID). This review is for all staff members in the Group, regardless of their roles and their level of responsibility. This is how we encourage and recognize a range of competencies.

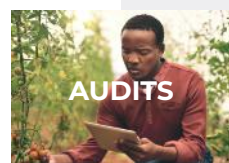
AGILITY

Adaptability
Pro-activeness & Creativity



RESPONSIBILITY

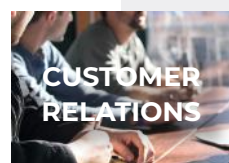
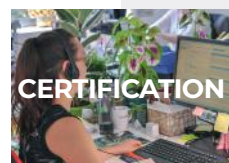
Global vision - Professional judgment
Courage and decision-making skills



Clear and standardized career paths across the Group

This is a new step towards expediting our Company strategy "*Towards Smarter Certification*", launched in 2018. The skills expected at each level of expertise have been formalized and standardized Group-wide for our three core activities: audits, certification and customer relations.

This common and shared vision provides transparency and visibility at all levels of our organization. It allows our staff to take a stance, to recognize their strengths and areas for improvement and to visualize their prospects for growth. It is also a welcome reference point for Managers responsible for managing and developing their teams' skills.



BRAZIL Co-investing in team training

For several years, ECOCERT Brazil has provided an annual training subsidy for staff who wish to fund language courses or more technical courses related to their professional activities. Almost half of the teams have already benefited from this subsidy!

Managers trained to support and expand their teams

Given the key role Managers **play in the development of our staff, as well as maintaining the consistency and communication of Company values**, we invest in training our team Managers.

We are currently developing a Management and Leadership development program to train both new Managers and more experienced Managers. This broad program enables every single Manager to quickly understand the challenges and the expectations of the role and to acquire the competencies and tools indispensable for managing their team.



A FEW WORDS FROM...

Yunxia GENG, General Manager,
ECOCERT China



Over the past two years, we heavily invested in the development of our Managers. Each one follows, at their own pace, and over a period of months, a training program which covers key management issues. The results are, of course, already visible in our Managers, but also in their teams.

They have all managed to improve efficiencies on individual levels; tools allowing them to maximize their time, manage priorities and improve interpersonal skills (communication, feedback...). The emphasis has been on motivation, delegation and assuming responsibility. **Our teams today have acquired a greater sense of responsibility and are performing better; benefits that are apparent to our customers**, having expressed their satisfaction with the quality of our services.



MANAGER TRAINING IN FRANCE IN 2018 AND IN 2019

+700 training hours
61 managers trained

MODULES:

Management principles,
HR processes (recruitment, AID),
the prevention of psycho-social
risks, behavioral change,
better self-knowledge
for better communication.

Innovation! Digitalization of the ECOCERT Learning Academy's programs

Our online training platform was developed in-house. This "lab" produces content for our ECOCERT teams in France and internationally, as well as for our certification auditors, and for our customers too. The topics vary, but cover all our roles and sectors of activities.

Our aim?

- 🎯 To boost our current training programs by distance learning, to reduce carbon emissions and introduce more relaxed learning processes.
- 🎯 Goal 2021: **to provide free access to all our employees** across the Group!

+3

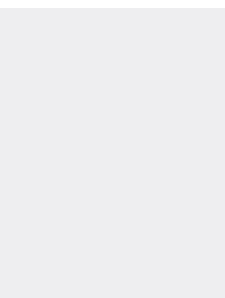
average no. of training days
per employee across
the Group in 2019

Ensuring good working conditions

We believe that when everyone feels fulfilled this contributes to our collective success. As a consequence, we are committed to creating a pleasant working environment for all our staff.

Our offices are modern, pleasant living spaces

More spacious, more modern, more comfortable... Between 2018 and 2020, several teams moved into new offices: Argentina, Brazil, Burkina Faso, Canada, United States, France, Japan, Peru and Serbia.



GERMANY: Our teams work standing up!

In 2019, two rooms were transformed into shared offices and fitted out with 4 adjustable stand-up desks.

Staff can opt to work there for a few hours, whenever they like, to alternate with sitting down and counteract the effects of sedentarism. **A real plus for our staff's health!**

FRANCE More ergonomic equipment in 2019

More comfortable screens

We purchased 120 desktop screens so staff could work on dual displays. We also purchased large meeting-room screens to improve the quality of our video conferences (€30,000 investment).

More energy-efficient photocopiers

In 2019 our investment totaled €70,000.

More ergonomic office seating

Between 2019 and in the first half of 2020, we invested in excess of €45,000 in circa 100 seat units.

Flexible work structure for a better work-life balance

Working hours

- Several of our branches offer **flexible working** hours, such as in Germany and Brazil.
- In France, auditors can independently organize their audit shifts and since 2019, 3 of our 5 branches have been providing a choice of 3 possible shift options.

Teleworking

- Teleworking has seen recent growth in Germany, in Canada and India.
- In France, **teleworking is being tested** at the Greenlife subsidiary since the second half of 2019, but given the success of teleworking since lockdown, the opportunities for teleworking will be greatly expanded to other companies.

FRANCE A new expense management policy - making life easier

Gradually introduced since 2018, and ramped up in 2019, our new expense management policy is there to facilitate the daily workload of our auditors in France. What do its users think?

These systems have greatly simplified my daily work. Just to give you an example, the business card is really practical for tracking expenses. I find it easy to differentiate between my business and personal expenses. What's more, my personal bank account is debited several months later, which means I am reimbursed for my business expenses before they're even debited from my account.

The expense statement has also been simplified by the meal vouchers, so I don't have to attach an itemization of my expenses to my audits, which means I can personally close off my projects more quickly. Another, not insignificant change, is that the travel allowance has now been extended over the whole year, offsetting any changes during seasonal work.

Nathanaël DUFLOT, Auditor, ECOCERT France



Maternity leave - towards a minimum universal baseline for all our ECOCERT moms!

ECOCERT continues its commitment to equality with a target of 14-weeks fully paid maternity leave worldwide. It is still a work in progress for only 6 of our branches worldwide. Our US branches, for example, are planning on providing 6-weeks fully paid maternity leave from 2021. Some branches are even going beyond this: in India, maternity leave has been increased to 26-weeks fully paid leave.

14

weeks
minimum
maternity
leave
worldwide

Ensuring the health and safety of our teams

Safer travel

To guarantee the health and safety of our staff, as well as external personnel (freelancers), we have implemented a **Health and Safety policy for international travel**, to include all the requisite instructions and recommendations that need to be complied with.

An exceptional situation: Covid-19

80%

our employees are happy with the Company's management of the emergency

This unexpected global situation meant all our teams had to adapt quickly in order to continue working. **Teleworking and collaborative tools were extensively introduced very quickly allowing us to conduct a number of remote audits.** During the whole Covid emergency, we issued regular communications to maintain our social connectivity and to keep our staff informed.

Combating pollution



A FEW WORDS FROM...

Anil JADHAV, Managing Director, ECOCERT India

Air pollution is a major problem in Delhi where registered levels are very high. Internal air quality is also compromised affecting our Gurgaon employees directly. 4 employees became ill. So, we implemented the following measures to deal with this issue:

- the distribution of **N95 masks**,
- the installation of **5 air purifiers**,
- **plants** to purify the air.

We also raised the whole team's awareness of the negative health implications of pollution, and finally took the more radical decision **to move our offices to Bangalore, which is a lot less polluted!**



Improving health cover

We hope to create a **minimum and universal health cover** for all our staff worldwide. Year on year we have grown and improved our subsidiary health cover. For example...

MADAGASCAR

- **Health insurance:** 90% ECOCERT contribution, 10% staff contribution, since 2019
- **Life & Death insurance:** 100% covered by ECOCERT, since 2019

INDIA

- **Insurance policy:** the sum is now based on age and no longer on hierarchical rank
- **Death benefit** doubled



A healthy mind in a healthy body

We are strong believers in the benefit of **sport for our staff's well-being**. There are numerous advantages - being physically fit, feeling less stressed, spending time with work colleagues!

BURKINA FASO

- 1 hour of sport a week - with a coach

CANADA

- 1/2 hour sport a week, during working hours

FRANCE

- Weekly pilates sessions, sophrology or jogging

FRANCE

Tracks Athlé, the jogging Association with its new fans!

Every Wednesday afternoon, around fifteen L'Isle-Jourdain staff members meet for a jogging session encouraged by a coach from the local athletic club "Tracks Athlé." Voted "staff choice" in 2019, **this Association receives donations from ECOCERT to pursue eco-responsible behaviors:**

- catering 100% organic,
- sustainable tableware,
- environmental awareness through an orientation course.



3 years

of funding started in 2019

€2000

total annual funding through ECOCERT sponsorships

+15

staff members who are association members

Uniting our teams and giving meaning

Understanding our strategy and sharing the same challenges

It is essential that everyone understands our Company's strategy and ambition and feels invested in its daily projects, as well as sharing the same challenges.

To draft the annual report and focus on the future

Every year, the Group's CEO Director drafts a report on the previous year's work whilst setting out the goals and major projects for the upcoming year.

Several sessions are organized in France and a communication kit is sent to the international branches to convey these messages to all the Group's staff. It is an opportunity to garnish information and to put questions to the Management Team.

The Group Management Meeting

Every two years, all our Directors and Subsidiary Managers meet in France for the iconic week of: Group Management Meeting. Shared experiences, practical workshops and informative meetings punctuate a week with lots of collaborative work and cultural exchanges.

In 2019, the theme chosen was "Towards a new culture of Responsibility and Agility".



A FEW WORDS FROM...

Thierry STOEDZEL, General Manager, ECOCERT France

In 2018, I decided to organize the Managing Director's breakfast meetings. The concept is simple: once or twice a year, I meet the ECOCERT France employees from L'Isle-Jourdain in groups of 10 to 15 for a breakfast.

These small group meetings are better for quality exchanges than big group meetings. We can have friendly discussions over coffee and pastries with no agenda or anything that's off-limits. The number of breakfast meetings I've hosted has certainly not done any favors for my waistline, but it is always a time of the year that I really enjoy!

Welcoming our new hires

FRANCE A day dedicated to new hires - Head Office and field staff

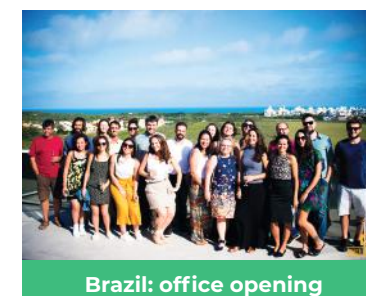
Every year, at our Head Office, we organize a welcome day for our new hires. The program for the day involves meeting the founder and President of ECOCERT, meeting the French Subsidiary General Managers to explain their different roles, as well as some team building exercises. In 2019, for the first time, we invited all our new auditors, from all over France to take part.

ROMANIA: New hire - integration program

Since 2019, the aim of this program has been to welcome all new arrivals. It lasts 8 weeks and is organized into 7 steps to facilitate the transfer of job-related skills as well as certification process skills. This ensures that new hires have the opportunity to meet all staff members and with some team building exercises, **our new arrivals very quickly feel part of the team. No shortage of team spirit here.**

Our teams understand team work!

Whether celebrating local events, strengthening ties when partaking in a given activity or doing something that is ecologically beneficial, **our teams are always ready to meet up with each other.**



Brazil: office opening



India: Independence Day celebration



France: ecological team building exercise



Argentina: annual seminar



Japan: the subsidiary's 20 year birthday!



Chile: fiestas patrias

FRANCE The Events Committee

Here at ECOCERT, we also enjoy some lighter moments with our work colleagues. In 2018, we set up our **own in-house Events Committee with staff from different French branches.** This highly motivated, creative and fun team is tasked with organizing a number of key events throughout the year; such as the traditional summer and Christmas parties. Fun on the menu!



**III. Lead by example
thanks to our responsible
environmental actions**

Engaging and creating awareness among our staff

Involving teams in our commitments towards society and the environment

We provide our teams the opportunity **to contribute to meaningful actions**: to participate in projects supported by our sponsorships, as well as voting for their favorite projects; their "staff choice" projects. These can be school visits, film screenings. To find out more, check out page 60!

Facilitating access to organic and local foods

Organic food baskets delivered at work

In France, we work with a national network called "Jardins de Cocagne". **In order to encourage our staff to eat organically and locally, we pay their annual subscription.** This network organizes the delivery of organic food baskets to the workplace. Staff can choose from: 2 types of baskets and 2 delivery days.

• **For our auditors**: there are also several locations across France where they can pick up their baskets!

• **For our Head Office staff**: vegetables grown by Terra Ferma, a charitable gardening organization which employs staff from rehabilitation programs.

They are also in our branches!

• **In Germany** since the summer of 2018, organic and local baskets have been delivered to the office for employees subscribed to Solawi.

• **In Argentina**: every month, free vegetables are delivered to our office staff.



Group collective purchase orders

Food is a core element of our daily concerns. **Several branches offer group purchasing of organic products for their staff**: honey, flour, bread, chocolate, wine, fruit, and juices.... in France and in Chile for example.

Maintaining the link with nature

MADAGASCAR Locally involved in the reforestation of a village

Over a three year period, the ECOCERT Madagascar staff were involved in a reforestation project of a village threatened with both erosion and the "Lavaka" phenomenon. Between 2018 and 2020, our teams and their families, as well as the local population **joined forces, for a few days, to plant around 2000 trees.**



FRANCE 3000 agroforestry trees planted

For several years now, our French teams have been planting trees. Since 2019, **a 3-year partnership with the French AgroForestry Association** (Association Française d'AgroForesterie, AFAF) has given additional impetus to this work! Our auditors across France are invited to take part, near to where they live and during working hours, in plantation projects run by our customers. Between 2019 and in the first half of 2020, **15 different customer projects were selected** across France in 10 different *départements* (French administrative areas). 3000 trees were planted in total, compared to 300 in 2017.



FRANCE: Honey produced by and for our staff!

The Bee Côme project, started by 4 passionate ECOCERT employees, **seeks to raise awareness amongst staff about the role bees play in our ecosystems**, whilst at the same time educating them on agriculture and hive products.

In 2019, these amateur "happy-producers" brought 3 beehives into the park of one of our L'Isle Jourdain sites, and invited their work colleagues to join. They were divided into groups of 10 split into 3 educational workshops about beehives.

August saw us celebrate the first ECOCERT honey harvest! The honey pots from this small production process were then available in cafés across our different sites in L'Isle-Jourdain.

FRANCE Green-fingered teams

Every winter we host an original event: vine-pruning in the ECOCERT garden.

In 2019, 32 employees followed a vine-pruning course run by Mr. VIDAL and took some cuttings home to plant in their own gardens.

Limiting our carbon footprint

Combating our emission levels by re-thinking how we travel

Aware of the climate challenges and convinced that we all have a role to play, we focus on solutions to reduce greenhouse carbon emission. As ours is a service business mainly involved in certification, it entails a great deal of travel to conduct field audits. Our carbon footprint reflects this: based on our 2018 carbon footprint, **staff travel represents 83% of our emissions, so this is an important lever!**

TURKEY A policy for more responsible travel

In July 2020, determined to reduce its climate impact, ECOCERT Turkey instituted a travel policy called the *Responsible Travel Policy*.

The goal of this initiative is to persuade employees to use travel options that will reduce carbon emissions, whilst at the same time delivering positive economic and social impacts.

Priority is given to ecological hotels and airlines with strong CSR engagements, local food, audit planning, eco-driving, the promotion of car-pooling...and a target that can be measured by reduced emissions!

Our teleworking policy grows across the Group

As the health emergency very much demonstrated that teleworking was possible, the Group intends to open discussions in France and set up a Group framework by the end of 2020.

GERMANY

Bike repairs at the office

Most of our German teams cycle to work. To support them, the local CSR team's project involved installing a tool shed for repairs at the workplace.



DID YOU KNOW?

In spring 2018, our German subsidiary spontaneously set up a team to deliver CSR actions and to inform and involve other staff members. So, now 4 employees meet every month, even if remotely!

FRANCE Focus on the ECOCERT Carbon Committee

The mission of this Committee is to find solutions to reduce our carbon impact. Launched in 2016, in the ECOCERT France subsidiary, **it now involves a group of about ten employees, from all our French branches**, who meet up every quarter to manage various projects.

What has been achieved since its launch?

VIDEOCONFERENCING

- 12 fully-equipped rooms in France.
- Microsoft Teams set up across the whole Group.

CAR-POOLING

- Set up of a "mobility café" at our Headquarters to link up all the car-poolers.

LUNCHES

- Partnership with Le Bocal en Boucle, a local company which offers organic and local lunches delivered in glass jars to the workplace to reduce travel and to eat organically!

SHUTTLE-CARS

- 4 shuttle-cars are now available in L'Isle-Jourdain for trips between the offices and train station to encourage train usage in daily commuting.

ELECTRIC CARS

- 14 charging points at the workplace.
- 5 electric cars being tested by auditors in 2020.

BICYCLES

- Since 2016, ECOCERT has offered cycle-to-work incentives.



A FEW WORDS FROM...

Thierry STOEDZEL, General Manager ECOCERT France

As the world's climate is deteriorating rapidly, it was inevitable for ECOCERT that our increased activities would result in an increase in our carbon footprint. The Carbon Committee became involved in ambitious projects to tackle the sources which represent the majority of our emissions: car fleets, business travel, and daily commuting. In May 2020 Comex validated our proposals.

A key ambition, for example: the electrification of the ECOCERT France fleet (in excess of 200 auditors in 2020) with a target of 50% electric vehicles by 2025.

Offsetting our greenhouse gas emissions

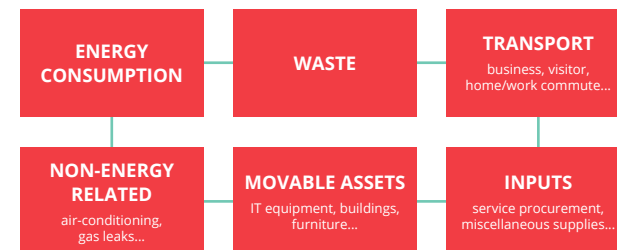
We try and reduce emissions, but that's not all! Since 2013, and **every year since, we have been offsetting emissions** that **we cannot avoid creating** by investing in carbon-offset projects.

The carbon footprint

This consists in implementing or supporting projects that reduce or capture and sequester greenhouse gases (GHGs), in a location different from their emission point. The impact of GHGs on climate temperature increases is worldwide. The locations where the emissions are reduced has no relevance from a climate point of view. **One ton of GHGs avoided = one ton of GHGs transformed into carbon credits.**

The carbon toll

There exist different sources of carbon emissions that need to be recorded:



Step 1: Measuring

Every two years **we conduct a carbon footprint across the Group to estimate the direct and indirect emissions caused by our activities**, based on a methodology developed in France by ADEME. In between two audits, we can make an approximate estimation of our emissions based on change in turnover and staff numbers.

Changes in our carbon emissions



Calculating the number of tons of CO₂ equivalent produced and offset by the ECOCERT Group over 4 years.

This increase is explained by the acquisition of new branches, the opening of new offices and a robust growth in operating activity as well as the increased reliability of the data.

Step 2: Offsetting

In 2019, to offset our 2018 emissions, we bought carbon credits from the Secacao Group (72% of our emissions) and from Microsol (28%).

The CHOLOMA project: a hydro electrical plant

Every year since 2013, we have bought carbon credits from the Secacao Group which manages several small hydro-electrical plants in Guatemala, like the "Choloma" plant. The company supplies renewable electrical energy without any GHG emissions, avoiding the production of electricity from combustible fossil fuels. The Secacao plants fall under the Kyoto protocol clean development framework (CDM) and so their carbon credits are guaranteed by the UN.

In addition to climate benefits, these projects also deliver positive economic social and environmental impacts.

SOME EXAMPLES

- ▶ Access to electricity for local populations,
- ▶ The development of agroforestry projects in the areas around the plants to protect the soil and rivers, whilst at the same time providing job opportunities to local families,
- ▶ 10% of the funds generated by the sale of credits have been invested back in local communities into education, health and infrastructure improvement projects.



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The UTSIL NAJ project: better cooking facilities

In 2019, and for the first time, we used Microsol to offset a part of our emissions. This is a social enterprise which develops sustainable projects that contribute to the reduction in global GHG emissions whilst at the same time improving the living conditions of rural communities in Latin America; communities living in extreme poverty and vulnerable to climate change.

The credits we purchased allowed us to offset 2300 tons of GHG thanks to the use of and monitoring of 227 improved kitchens, installed in the homes of the local populations. These families can now cook using less wood and with lower health risks. A total of 1,230 people have benefited from this, including 379 children. 97% of the families believe that their health has improved.

▶ Certified by the Gold Standard Foundation, an organization recognized worldwide for its management of carbon credits, **this project contributes to 7 out of 17 of the UN's SDGs for 2030.**



Building and renovating in an environmentally responsible manner

Located in le Gers, a rural and predominantly agricultural French département near Toulouse, L'Isle-Jourdain is the historic heart of the ECOCERT Group. Our Head Office and several of our operational units are based in this small town.

A unique, ecological Head Office

In line with its commitment to the planet, the ECOCERT Group designed three ecological buildings for its Head Office on the "Lamothe" site: 1 dome entirely made from wood, housing the kitchen, and 2 bio-climatic buildings, called "E1" and "E +". **Opened in 2013, the latter is a positive energy building: it produces more energy than it uses.**

Built in collaboration with regional actors using natural and lightly processed materials (wood, straw, earth, hemp), it was designed to minimize the impact of its construction and use. In 2014, it was awarded the International LEED Platinum certification, which rewards the most environmentally-friendly buildings.



2000
m² habitable
surface area

1.1
kWh produced for
1kWh consumed

500
m² photovoltaic
panels

10
geothermal wells

400
tons of wood and
800 straw bales

1
rainwater recovery
tank (22m³)

100 % renewable electricity for all our French offices through Enercoop, a cooperative that provides renewable electricity.

A well-designed eco-renovation: the Saint Bertrand site

To accommodate a portion of its teams, in 2019, the ECOCERT Group renovated an old house. This building which dates back to the end of the 19th century is located in the town center of L'Isle Jourdain. **By breathing life back into this element of the town's heritage, the Group has strengthened its local ties.** Both the project

management team and the local craftsmen involved on the site were contracted to deliver a traditional renovation project respecting the spirit of the location, whilst at the same time ensuring optimum working conditions. The exceptional architectural elements and fundamental structures of the build were preserved as much as possible.

Saint Bertrand house renovation was in line with the buildings built on the Lamothe site, consistent with the ecological approach which is the hallmark of all the Group's activities. **Environmental impact and our staff's well-being mainly underpinned our building renovation choices.**

➤ The renovation did not involve the use of unoccupied lands for the build.

➤ The thermal qualities of this ancient building, the thickness and the natural materials in the walls were all harnessed.

➤ Energy consumption was optimized (double-glazing and automated LED sensor lighting).

➤ Renewable energy sources were chosen for the heating system (wood pellet boiler).

➤ A preference for natural and local materials (wooden floors, terracotta tiles for the floor, wood wool fiber insulation, old-style carpentry, plastering work, lime-based whitewash and paints), including for the furniture.



Consuming

more sustainably

Buy better and less. Discard better, but waste less. Consistent with our goal of sustainable development, we aim to promote responsible consumption practices at the heart of our organization.

Buying more responsibly

A Group-wide responsible purchasing policy was set up in 2018. It defines our expectations in relation to our suppliers and encourages our staff to make purchases that take into account sustainability criteria: environmental performance, CSR, etc.

For example, **in France, the environmental criterion has become a priority in the choice of our fleet cars:** service cars should not emit more 105 g of CO₂ per kilometer and no more than 115 g/km for company cars.

Promoting organic, local and environmentally-friendly purchases

In several of the communal areas of our branches, we offer organically farmed tea, coffee, sugar, and oils. We use environmentally-friendly cleaning products in our offices in addition to using recycled paper. Furthermore, **our on-site coffee at L'Isle Jourdain is organic... and roasted in L'Isle-Jourdain!**

FRANCE Telephones in the circular economy

- For over 10 years now, we have been refurbishing all the telephones we purchase.
- Since 2017, we have been sending our second-hand fixed line and cell phones for recycling to the "Ateliers du bocage", a rehabilitation enterprise part of the Emmaüs movement. In 2019, we sent them 45 cell phones.
- Launched in 2018, **our mobile phone repair policy continues to improve the quality and extend the lifecycles of the phones** as well as encouraging employees to keep their company phones for as long as possible.

FRANCE Maintaining our green spaces with committed service providers

In the spring of 2019, we contacted Faire à Cheval, a local association which modernizes traditional methods **to develop an alternative to fossil fuel energy in the maintenance of green spaces.** Late mowing and pruning is used to protect insects, and over a 4-day period the horses of the Association were used to help maintain the park at one of our sites at L'Isle-Jourdain.

The following summer, a group of about ten staff volunteers spent an evening with a group of naturalists to count bat population numbers, under **a biodiversity inventory being conducted by an environmental study group.** Work is in progress to protect their cave and promote cohabitation between humans and chiroptera.



Reducing and re-evaluating our waste

SOUTH AFRICA

Testing an innovative solution

At ECOCERT South Africa, staff are creating **"Eco bricks"; an innovative solution for non-recyclable waste.**

This waste is stored over time in plastic bottles and once completely filled and compacted, they are used to create urban furniture or clay houses.



BRAZIL Composting, even in the city

As there is no public system for managing organic waste in Brazil, our subsidiary got in touch with Agroecologica, a private partnership which collects organic waste for

composting. **The ECOCERT staff in Brazil bring their household waste to the office and Agroecologica composts it** in a designated area provided by the city of Florianopolis. The city, in return, requires that 80% of the compost produced is used in its public parks.

FRANCE Limiting and re-evaluating every day waste


- Washable eco-cups, mugs and dishes are available in the kitchen
- Filtered tap water
- Recycled paper
- Selective sorting in all our offices
- At our L'Isle-Jourdain sites, organic waste is recovered from the kitchens and then composted for re-use in our gardens. Some staff members also bring their own organic waste to the office.

CHILE From recycling.... to worm composting!

Over the last few years, ECOCERT Chile has been involved in a partnership with the San José foundation. This foundation collects waste paper from businesses, transforms it and uses the profits to finance their social projects: for example, supporting women who want their children adopted (abortion is illegal in Chile). **Our subsidiary installed water filters to reduce the use of plastic bottles and one of the offices is now testing worm composting!**

FRANCE: An anti-plastic initiative created by our employees

In 2019, the team at ECOCERT France took the initiative to stop using the plastic pockets we use for posting our organic agriculture audits. This represents a savings of over 65,000 plastic pockets per year!



**IV. Collaborate with our
ecosystem and raise
awareness about
sustainable practices**

Sustaining the ECOCERT vision

ECOCERT is involved in collective, professional and institutional organizations to build a sustainable world together. We therefore contribute towards the definition of frameworks for more environmentally-friendly sustainable practices beneficial to nature and to humans. We are the experts. We are committed. Our opinions count!

Supporting organic agriculture in Europe and, around the world...

AGRICULTURE

IFOAM Organics International & IFOAM Organics Europe

- **Established:** 1972
- **Members:** 800 pro-ORGANIC organizations in over 100 countries.
- **Goal:** to work together and encourage the widespread adoption of agriculture, value chains, and sustainable consumption compliant with the principles of Organics.

OUR ROLE

Member of the Board of Directors of IFOAM Organics Europe since 2018, represented by ECOCERT's Vice-Chairman, who is also an internal IFOAM Organics International auditor.

AGRICULTURE

EOCC: European Organic Certifiers Council

- **Established:** 2010
- **Members:** 50 inspection organizations and authorities.
- **Goal:** to improve the reliability of Certification in Europe and the European Legislation on organic agriculture.

OUR ROLE

- Member of the Board of Directors since its foundation
- Vice-Presidency held by an ECOCERT international expert, since 2018

How did ECOCERT become involved in European organic regulations?

Adopted in May 2018 after 4 years of negotiation, the new European Union regulation on organic farming comes into effect on January 1, 2022. Since 2018, the Member states of the European Commission have been negotiating the secondary clauses of the regulation which will specify the procedures for the application of the original ruling. We are closely following these discussions, making our recommendations to the various authorities as well as co-writing some of the propositions which will be defended by the French government before the European Commission.

The European Green Deal recognizes the benefits of organic agriculture

The influential work of IFOAM Organics Europe has been successful. In 2020, the European Commission set a **new goal: 25% of agricultural land to be converted into organic by 2030** and a 50% reduction in the use of pesticides.

2021 Event: The World Organic Congress in Rennes

Organized by IFOAM every 3 years in a different country, this Congress is the most important organic event in the world. The 20th edition, postponed until September 2021, will be held in France for the first time in Rennes. Experts, researchers, professionals, and institutional organizations are expected to attend from around the world. **Our Role? ECOCERT is the event co-organizer!** We will also be involved in developing the Forum program entitled "Industry Sectors and Value Chains".

...and in France

AGRICULTURE

Association CEBIO

- **Established:** 2003
- **Members:** 12 French organic certification entities.
- **Goal:** to defend the interests of its members before the French authorities and to facilitate the exchanges and the standardization of practices amongst members.

OUR ROLE

Founding member of the Association ECOCERT France's GM is the Chairman.

AGRICULTURE

BIOVALEURS

- **Established:** 2017
- **Members:** 10 business representatives, leaders in Organics in France.
- **Goal:** to discuss the strategic guidelines to develop lifelong Organics consistent with its fundamental values.
- **News:** Intervention at the Court of Auditors for the preparation of a Feasibility study.

OUR ROLE

Members since 2017, the ECOCERT Group CEO holds the post of Secretary General.

Getting involved in cosmetics

FAIR-TRADE

COSMOS: COSMetics Organic Standard

- **Established:** 2010
- **Members:** 10 international certification organizations.
- **Goal:** to develop the COSMOS label as a world standard for natural and organic cosmetics.

OUR ROLE: Member of the Board of Directors, of the Technical Committee (management of specifications and their developments) and of the Certification Committee (standardization of the certification practices across organizations).

Defending our vision of fair trade

COSMETICS

Commerce équitable France

- **Established:** 1997
- **Members:** 29 French industry players (companies, labels, associations, distribution networks...).
- **Goal:** to promote the industry at state level as well as to the general public.

OUR ROLE

- Member since 2007
- Board member since 2010

Supporting sustainable projects worldwide

Our sponsorship principles

“For years, we have been supporting projects that are important to us and which are consistent with our values.

- › To defend the issues dear to us: organic agriculture, responsible consumption, and combating climate change
- › To prioritize awareness education for future generations
- › To support projects closest to our branches across the world
- › To involve our staff and invite them to vote for their favorite projects and participate in the events
- › To develop sustainable partnerships

Find out more about the projects we support!

ECODOTA funding

ECODOTA centralizes a part of our sponsorship work. In 2010, we created our own enterprise foundation (2010-2015), and wanted to go further by mobilizing other companies so that together we could make more long-lasting contributions to future projects. We therefore founded ECODOTA, a not-for-profit endowment fund in 2016.

ECODOTA is an organization dedicated to the common good. It is open to any committed company. **In 2020, ECODOTA brought together 10 sponsor companies that support ecological and inclusive initiatives both in France and abroad.**



ECOCERT's commitment through ECODOTA - in numbers

385

employee votes in 2019

5

projects supported over 3 years (2020-2022)

€81,000

donated towards projects over 3 years (2020-2022)

Our “Staff Choice” - employees choose their favourites

All our teams worldwide are invited to vote for their favorite projects. Those chosen are given financial support over a 3-year period through ECODOTA.

Feedback on the "Doutchi Climat" project, selected in 2017



A FEW WORDS FROM...

Morgane ANZIANI-VENTE, Head of Partnerships at Eau Vive Internationale

In Nigeria, climate change has strongly impacted the population whose livelihoods depend mainly on agriculture and where lack of food security can be chronic.

Our role in the Doutchi Climat project was to help rural communities develop their resilience to climate change. Over three years, we trained more than 150 elected representatives and local agents on the risks of climate change, sustainable resource management, as well as conducting awareness programs in the villages, which were delivered to over 30,000 people. We also supported farmers in the implementation of adapted measures and supported young people and women in creating economic activities to protect the environment.

Today, in the context of declining Public Development Aid, private funding such as ECOCERT donations through ECODOTA are ever more precious and essential in continuing the fight for sustainable development and prevent climate change.

”

Focus on the projects selected in 2019

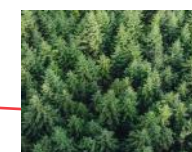
In 2019, once again our employees chose 5 projects for the 3-year support program, from 2020 to 2022.



MA BOUTEILLE S'APPELLE REVIENS

Association Locaverre France

A service to collect and wash glass bottles for producers of fruit juice, beer and local wines.



FORESTATION AND RE-FORESTATION

Association Duramen France

Supporting forestation and re-forestation to combat climate change.



EN BOÎTE LE PLAT

Association ETIC emballages (packaging) France

A glass container delivery service for takeaway meals.



BIO FERMES INTERNATIONALES

SOL Association India, Senegal, and France

Developing agro-ecological farms and conserving local farmers' seeds resilient to climate change.



BEEKEEPING

Association Up2 Green Reforestation Colombia

Training women from the farming communities in beekeeping to protect the bees, to promote plant reproduction, and support the local economy.

Raising awareness in younger generations

Because young people will deliver tomorrow's changes, we want to raise their awareness about current challenges and provide them with a number of guidelines to become actively involved.

Educating about environmental issues

FRANCE A week devoted to pesticide alternatives

In 2019, during the Alternatives to Pesticide Week (Semaine pour les alternatives aux pesticides, SPAP), we organized an **awareness day for the students of the L'Isle-Jourdain (En Cuisine labeled) high school**, led by our staff, in addition to **an after-work no-pesticides program for staff members** which included an environmental education quiz. Participants:

- 1000 pupils
- 10 staff volunteers
- 80 participants in the after work program

ECOCERT has been a SPAP partner since 2015.

Organized by the Association Générations Futures, the aim of this national event was to provide information about the health and environmental risks linked to the use of pesticides and to promote alternative solutions. Every year, over 1000 events are organized across France and abroad.

Sponsorship: €5000/year.

A FEW WORDS FROM...

Audrey BARON

Visual Communication Officer
ECOCERT SA



Sanne GUYOT

CEO Assistant (ou Executive Assistant)
ECOCERT SA



I hosted a quiz on pesticides because I wanted to raise awareness amongst teenagers. Being able to do this within ECOCERT made it even more interesting! From personal experience (I have a teenager at home) I know it's not always easy to get them to concentrate. **I was pleasantly surprised to find out that some of them were very well informed and were very determined to embrace better consumption practices. That's encouraging!** We have to continue organizing initiatives like these, such as school visits which young people love, and which raise their awareness about important issues.

Getting involved in that day for me was the opportunity to contribute to that national event. **As I love cooking, I also helped to prepare the fully organic and locally sourced lunch** with the team from the school canteen, along with 4 other staff members. As the commis-chefs, we washed salads, de-seeded apples - all in a very nice atmosphere! It was interesting and quite impressive to get a behind-the-scenes exposure to the canteen and the quantities involved in 1000 meals... Several months later, I offered to prepare the food on the menu designed for the IFOAM meeting!

FRANCE Local students visit us!

Since 2016, we have been opening up our Head Office to elementary and high school students in the catchment area of L'Isle-Jourdain. Staff members, in rotation, volunteer to host the visits. The program includes workshops on positive-energy buildings as well as gardening and biodiversity, followed by an organic snack while learning how to identify the different packaging logos and labels.

+250

elementary school children visited in 2019, 11 classes



FRANCE The ANEDDs

Conferences, eco-awards, workshops, stands... Every year, the students from the Toulouse Business School (TBS) organize a day dedicated to sustainable development and CSR: the ANEDDs (Assises Nationales Etudiantes du Développement Durable) (National Student Conferences for Sustainable Development). We have been partners since 2017, and **we are part of the judging panel for the eco-awards.** We also present hosting workshops. Over 700 participants, including: students, companies, researchers, public service organizations, artists...

› *Sponsorship: €2500/year.*

Promoting sustainable consumption

ROMANIA

A taste education campaign

ECOCERT Romania supports an awareness campaign for elementary school children. Led by a Romanian Association whose goal is to encourage people to eat sustainable food, this **educational campaign was delivered to 136,000 people in 2019.**

This association, in particular, designed and distributed 45,000 educational brochures with exercises for children on the topic of healthy food.

› *Sponsorship: 3 years from 2019, €2000/year.*

TUNISIA: Organic cooking with schoolchildren

In February 2020, **3 ECOCERT Tunisia staff visited a elementary school to educate the children on balanced, organic, and healthy food.**

Our 3 volunteers explained to first year elementary schoolchildren about organic agriculture and how to recognize organic products. Then, they all prepared a meal from an organic menu.

Raising awareness in younger generations

Planting in the schoolyard



A FEW WORDS FROM...

Lauren LEROUX, Certification Manager, ECOCERT South Africa

The Devon Valley Primary School, located a few kilometers from our office in South Africa, welcomes underprivileged children and provides them with free education. The school provides two meals a day for these pupils for whom, sometimes, lunch is the first meal of the day.

From 2019, in collaboration with the school, our local team will contribute with the development and maintenance of a vegetable garden. This commitment, which the team wants to make in the long term, **will enable the schoolchildren to be trained in organic farming and the sustainable cultivation of their own vegetables, while supplementing the children's meals** with nutrient-rich vegetables free of harmful pesticides.

The Ecocert team dedicates its personal free time to the maintenance of the garden (fencing, irrigation system, etc.) and in parallel has obtained the support of other partners, who have provided organic seeds, fertilizers, and equipment.

CANADA

A new schoolyard

Our Canadian subsidiary voted **to support a project in a different region of the country every year, to get closer to the teams** based in our 4 Canadian offices. The first donation in 2020 will benefit the Notre-Dame school, located in the historic Lévis quarter, only a few steps from our office. The subsidiary makes a modest contribution to the ambitious project of transforming the schoolyard outside into an educational, inclusive, and fun space. ECOCERT will also take part in planting a garden and installing pedagogical activities.

› *Sponsorship: €3000 in 2020.*

Did you know? Since 2016, **Les Bottines Vertes**, a group of 9 volunteer staff members, both office and field staff, has been suggesting solutions to limit ECOCERT Canada's environmental impact and to raise awareness with their colleagues about sustainability.

TURKEY: ecological gardens in schools

ECOCERT Turkey supports the **project of a Turkish association whose aim is to bring nature and children together**. Urbanization has resulted in less and less children growing up in contact with nature.

In Izmir, the city where the subsidiary is located, in 2020, two schools were selected for the installation of ecological crop lots.

› *Sponsorship: 3 years starting in 2020, €3000/year.*

› **Staff choice of our Turkish colleagues!**



Encouraging permaculture

MADAGASCAR Permaculture and agroforestry eco-sites

In 2020, ECOCERT Madagascar launched a partnership with the Malagasy Association Green Art Soa **to promote permaculture and organic farming in Madagascar**, and to raise awareness with young people about ecology and protecting ecosystems. Our subsidiary funds a project to create eco-sites modeled on the principles of permaculture and agroforestry.

› *Sponsorship: 3000€/year from 2020.*

› **Madagascar's "staff choice"!**

FRANCE Introducing permaculture to all ages

Located in the French *département* (French administrative area) of le Gers, not far from our Head Office in L'Isle Jourdain, the Association Les Jardins de la Marquise, since its foundation in 2017, through educational workshops, conferences, and events has sought to **raise awareness and introduce schoolchildren and individuals to permaculture**.

› *Sponsorship: 3 years from 2019, €2000/year.*

› **France's "staff choice"!**

A FEW WORDS FROM...

Jérôme RAFANEL, Founder and President of the Association

Permaculture is based on the principle of ecology and traditional knowledge to design stable, autonomous, and resilient systems, inspired by natural balances. **Permaculture not only produces vegetables, it also promotes well-being;** the well-being of the planet, the producer and other humans!

I have always been passionate about nature, biology and ecosystems. After a career in mass retail, I decided to change my career path: I was looking for some land to grow crops and decided to create the Association. We have a 2 hectare lot approximately, broken down into several zones: a vegetable garden with ecological clusters, a living zone, animals.... And then we started to create a food forest! It was a shared project. We get a lot of help. We want to make permaculture accessible, to show that alternatives did exist.



Raising awareness

among the general public and economic actors



BRAZIL Cooperate with the municipality

2 employees from our Brazilian subsidiary, representing ECOCERT Brazil, on a committee for the city of Florianópolis, are working on the issue of pesticides.

Towards the end of 2019, our team invited a high school student to spend an afternoon as a Junior Consultant.

He had to submit proposals to city hall on the issue of sustainable food and particularly food traceability.

FRANCE Promoting committed films

Since 2016, we offer an annual screening of a committed movie at the cinema of L'Isle-Jourdain. All the employees of the Head Office, their families as well as local residents are invited.

In 2020, we also supported the production of a documentary; "Douce France", directed by Geoffrey Couanon and promoted by De Deux Choses Lune, an association which promotes awareness amongst children and adults of the social, economic, and environmental challenges facing their regions.

• The topic?

A group of young French teenagers from the Parisian suburbs investigate EuropaCity, an amusement park and shopping mall planned to be built on agricultural land near where they live.

• Become part of the action! If you would like to organize film-debates and get your region moving, check out www.doucefrance-lefilm.fr



FRANCE Vandana Shiva at a conference in Toulouse

In February 2019, **SOL and the ECOCERT Group were delighted to meet with Vandana Shiva for an extraordinary open-access conference.**

A major defender of biodiversity and farmers' rights internationally, awarded the alternative Nobel prize in 1993, her insights were central to an evening event focusing on ecological change, with inputs from local experts on issues relating to agriculture and the environment.



Our Chairman

Co-founder of ECOCERT, CEO and Chairman from 1991 to 2015, and today, President Chairman, William VIDAL shares his experience as a business leader engaged in the fabric of the local economy, convinced that organizations must change rapidly to adapt to tomorrow's world, with CSR as a real lever for that purpose.

He defends this vision within the Sustainable Development group of the Occitania Chamber of Commerce. A CSR Leader, he thus supports the Chamber of Commerce and businesses in defining their "raison d'être". As a Consultant for the Bank of France, he is raising awareness of the challenges relating to sustainable development, whilst at the same time partaking in numerous CSR corporate or public conferences.

Showing solidarity

Donating for re-use

CANADA Thinking of others over the New Year

Every year, our 4 Canadian offices become active in their communities at Christmas. Employees organize staff collections. In 2019, all the offices got involved!

- in **Guelph**: personal hygiene items for women in women's shelters.
- in **Québec and Lévis** : food, second-hand clothes, books, and toys were donated to the Maison de la Famille in Lévis.
- in **Saskatoon**: trinkets, toys, and children's clothes were donated to the Saskatoon Crisis Nursery.

SERBIA: A charitable office move

When they moved to their new offices at the beginning of 2020, the 10-member ECOCERT Balkan Team, took the initiative to donate the furniture from their old office to the State Refugee and Migrants Commission of Serbia, who will **redistribute the furniture to schools based on their needs.**

- Overall, the teams donated 4 desks, 9 chairs and 4 shelf units.



Helping local populations

CHILE A community agro-ecological garden

In 2020, ECOCERT Chile entered into a partnership with a Chilean association with the aim of improving the living conditions for the San Carlos residents.

- **What did the project entail?** It involved setting up an agro-ecological garden and training women from the local community. The produce would complement the families' resources (consume it themselves or as an additional revenue stream).

- Sponsorship: 3000€/year starting in 2020.
- **Chile's "staff choice"!**

BURKINA FASO: Blood donations

Responding to an appeal from the Burkina Faso Government due a shortage of supplies in hospitals, ECOCERT Burkina Faso organized a blood donation in their office in February 2019, along with their annual training program which brings together all subsidiary staff, including freelance auditors.

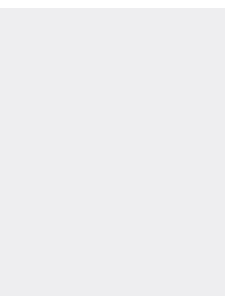
- **12 ECOCERT employees donated blood** to the Centre de transfusion national (National Transfusion Center).

INDIA

The Earth Saviours Foundation

In January 2019, all the Gurgaon staff in Delhi gave up their work time to get involved in charity work at the Earth Saviours Foundation, a NGO that supports the disadvantaged.

- **Staff took part in organizing a lunch for the 450 foundation residents** and then enjoyed some fun with them, dancing, singing, and discussing.



Thanks

Our warmest thanks to everyone who contributed to the production of this report: all the staff who gave us their time when asked, sharing information, proofreading, as well as the many customers and partners who took part.

Testimonials

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KIM



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Translation

This report was translated by ACS Traduction.
For easier reading, we have used male pronouns as generic terms to refer to all genders.



This report is available online in 5 languages:
English, French, Spanish, German, Mandarin
at www.ecocert.com



Thank you for reading our CSR report.
Look forward to seeing you in two years time for our next edition!



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