

CORPORATE SOCIAL RESPONSIBILITY REPORT



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The goal of our voluntary commitment to CSR, through our alignment with the principles of the Global Compact and the progressive integration of the 17 Sustainable Development Goals (SDGs), is to accelerate our business's energy transition.

EDITORIAL

employees and our internal and external stakeholders, it draws on the principles that have permeated Heppner since its beginnings and which henceforth will guide us in our daily business.

We are proud to have been the first French company in the transport industry to include it in its Articles of Association.

Our raison d'être will also enhance our ability to achieve our goals by mobilising resources around it and fostering initiatives. Indeed, these initiatives have already generated a number of projects, some of which are presented in these pages.

I would like to thank all Heppner employees. Through their daily engagement, it is they who move the company's corporate responsibility forward.

I would also like to thank all of our partners and customers, who inspire us to keep going further, and also our subcontractors for their unfailing support.

JEAN-THOMAS SCHMITT,
Chief Executive Officer

When our first CSR report was issued, I wrote that a company's responsibility cannot be decreed, but must be proven in practice. Our determination to make our transformation happen has been subjected to an incredibly demanding stress test, and I can now proudly say that we have been able to stay on course and reach new milestones.

Although much of our energy has been devoted to managing the health crisis, we have stayed the course because we wanted to ensure that the transitions initiated by the Group were not thrown off-track and our long-term strategy was maintained. Driven by a heightened awareness of the environmental, social and societal issues at stake, we did not want to delay our response.

Achieving new milestones such as the decision to give ourselves a raison d'être: "Foster the Enterprising Spirit".

Unveiled in 2020, after more than six months of work with the Group's

NEARLY A CENTURY of entrepreneurial adventure

Jean Schmitt buys a transport company, Jules Heppner Successeurs, based in Strasbourg.

A truly European network is formed with the creation of the Munich, Stuttgart and Ulm agencies in Germany: 1,000 employees and 15 agencies.

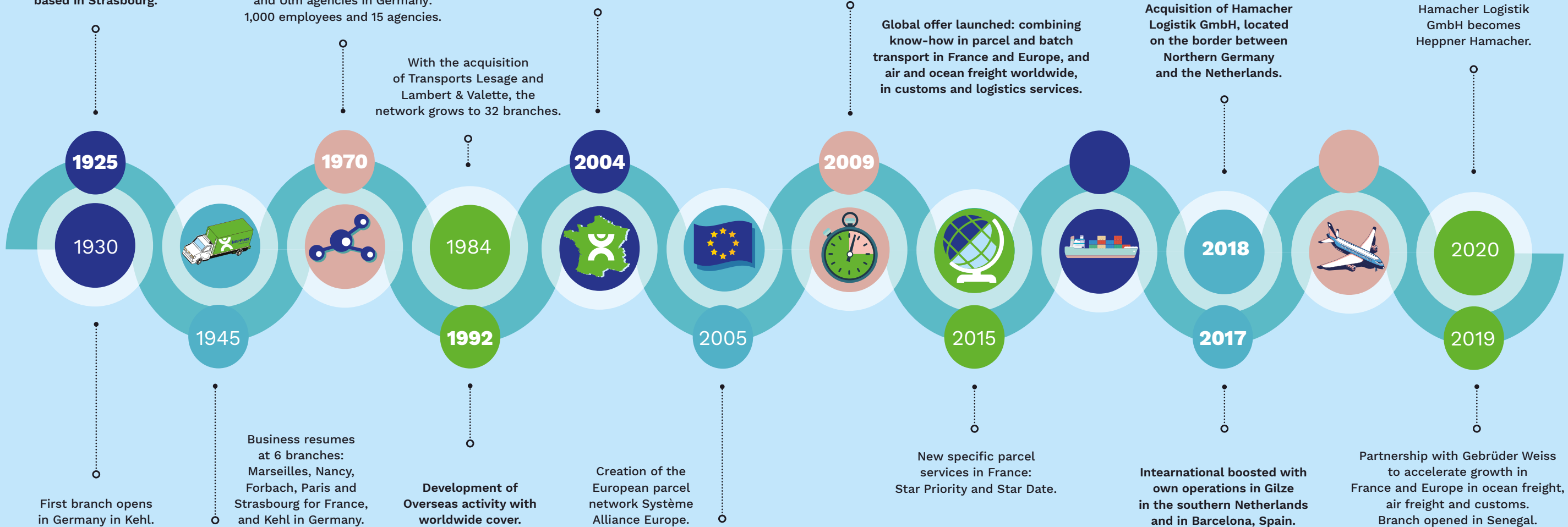
The firm gains its own national distribution network by buying XP France.

With the acquisition of Transports Lesage and Lambert & Valette, the network grows to 32 branches.

Global offer launched: combining know-how in parcel and batch transport in France and Europe, and air and ocean freight worldwide, in customs and logistics services.

Acquisition of Hamacher Logistik GmbH, located on the border between Northern Germany and the Netherlands.

Hamacher Logistik GmbH becomes Heppner Hamacher.



+€709 M
turnover in 2020
60 %
sales generated outside France

10,000
customers
3,100
employees in 5 countries

70
sites in France, 10 agencies in Germany, facilities in the Netherlands, Spain and Senegal
157
countries served

CERTIFICATION OF OUR COMMITMENTS



- SAFETY**
- ISO 9001 Quality Certification
 - Certification of health products
 - Certification of chemicals



- ENVIRONMENT**
- Signature of the ADEME charter
 - EcoVadis Silver medal for CSR



- SECURITY**
- Authorised Economic Operator
 - EU-US Mutual Recognition Agreement



MULTIMODAL EXPERTISE

63 MILLION
parcels/year
16 MILLION
overland shipments

10,000
tonnes/year by air freight
21,500
containers/year by ocean freight

CSR TRICKLES DOWN to all levels of the Group

Heppner’s corporate social responsibility approach is fully integrated in its strategy with the goal of creating sustainable value in all fields of application of the international ISO 26000 standard.



CÉDRIC FRACHET,
Overland Operations
Manager

"For the second year of our CSR policy, the actions we have implemented are starting to bear fruit. Receiving the Eco-Vadis silver medal has been very encouraging, as it is a reflection of the quality of our CSR management system and our ambitions. And we have no shortage of those.

The regulations developing the Decree on the services sector and the green taxonomy, together with the climate and resilience law, are major challenges, but they confirm that we are moving in the right direction, and accelerate integration of CSR in our business model. Driven by our customers’ expectations and our employees’ aspirations, our convictions are stronger than ever.

Despite the highly atypical situation in 2020, we continued to accelerate deployment of our CSR strategy around its five pillars. First of all, by strengthening governance, with the creation of an energy transition department whose mission will be to address this major issue with ambition and from a global viewpoint. Another priority is the deployment of our NGV fleet and supporting our subcontractors in converting their vehicles to help us meet and exceed our environmental objectives. We are also working on improving our CO₂ tracking tools to provide our customers with more detailed and complete information. Lastly, the launch of the Great Place to Work (GPTW) programme, which enables us to structure the Actions targeting our employees and territories."



HOW DOES HEPPNER CONTRIBUTE TO THE SUSTAINABLE DEVELOPMENT GOALS?

The 17 UN SDGs represent a universal vision for a sustainable world. Each goal has specific targets to be achieved between now and 2030.



Logistics support for the Emmaüs Défi association (Banque Solidaire de l'Équipement and various associations): 200 pallets transported in 2020.
Local contribution: collection of toys for the Emmaüs Défi Super Christmas operation (2 pallets).



Logistics support provided by several agencies to Restaurants du Cœur and the Food Banks: 100 tonnes of goods transported in 2020.



Support for the association Magie à l'hôpital, which offers group and/or individual magic shows to hospitalised children and their families on a voluntary basis, in coordination with the medical teams. Heppner provides logistics and financial support amounting to 20 K€/year.
Local contribution from our agencies: logistics support for associations, such as the Red Cross and Celluloses de Brocéliande.



Financial support to the University of Strasbourg Foundation (€50K donated in 2020) to create the Data Science and Artificial Intelligence (SD&IA) Chair.
Creation of a sponsorship programme with the École Supérieure des Transports to enable students to gain experience in the professional world and benefit from targeted monitoring.



Contribution to better air quality. Conversion of the truck fleet to NGV: 50% by 2025 (15 million euros investment).
Development of low-emission solutions in many French towns and cities: delivery tricycles, NGV, electric and hybrid vehicles...



ANTOINE GUICHARD,
CSR Manager

"The Sustainable Development Goals call for action on 17 global priorities by 2030. Adopted by the UN General Assembly, they provide a roadmap to a better, more sustainable future for all. Poverty, hunger, health, sustainable cities and communities, peace, decent work, climate change, biodiversity or clean energy... the SDGs address universal challenges that we all face. They represent a fantastic opportunity for our Group because they stimulate us to innovate and rethink our business model. These goals give even more meaning to what we do and generate increased awareness among our stakeholders of the positive impacts that the company can have and the synergies that we can develop with them. Integrated progressively into our strategy, the SDGs also link to our raison d'être and our CSR policy. They encourage us to go beyond our economic responsibility."

HEPPNER ALIGNS ITSELF WITH the main CSR benchmarks

The Group voluntarily meets its sustainable development undertakings. The intention is to formalise and structure methods, review goals and achieve constant progress.



OBJECTIF CO₂
Charter Heppner has been a signatory of this ADEME charter since 2010, with the goal of reducing CO₂ emissions linked to its transport fleet.



EVCOM MECHANISM
Heppner was chosen to be one of the 10 first-time participants in the EVcom mechanism. Four focus areas: our transport fleet, our customers, our suppliers and CSR implementation.



ISO 26000
The group uses and applies the CSR benchmark for sustainable logistics based on the ISO 26000 standard.



ECOVADIS
The French company EcoVadis is developing a platform to rate the social and environmental performance of global supply chains. Heppner, a silver medal holder since 2018, has moved from the top 50% to the top 25% of the companies rated by EcoVadis.



DIVERSITY CHARTER
Heppner has been a signatory since 2006.



CHRISTOPHE SCHMITT,
Institutional Relations
Manager

"As a signatory of the CO₂ charter since 2010, we have been able to transition our fleet in a few years to the least polluting diesel vehicles on the market. Today, the modernisation of our clean fleet is complete, with 98% meeting Euro 5 and 6 standards. We are now moving towards NGV, which is even less polluting. The training received by our drivers in eco-driving also contributes to reducing our environmental impact. Started back in 2010, these training courses have established Heppner as the forerunner in this field, and it is still one of the few companies in the transport industry to have a full-time in-house trainer. In addition to raising drivers' awareness, this trainer's role is to reconcile the

different data to ensure that the training is effective. All of our HGV drivers will receive refresher training in 2021 and 2022 with the goal of putting in place an eco-driving management system linked to our environmental indicators. Individual monitoring of fuel consumption will generate a positive rivalry among our truck drivers. Another lever? The optimisation of flows, which enables us to reduce the number of kilometres travelled and, therefore, our CO₂ emissions. Overall, signing the charter has helped Heppner structure its environmental approach and reduce its CO₂ emissions by 7% between 2018 and 2020."

ECO PROFIT: HEPPNER'S ENVIRONMENTAL ENGAGEMENT IN GRONAU, GERMANY


Heppner Hamacher has been a member of "Eco Profit" since 2016. The idea behind this initiative is very simple: if all resource consumption entails costs, then all reduction measures will lead to a win-win situation for both business and nature. During the first engagement period, our German subsidiary generated environmental savings through different small and large-scale actions: 139,100 kWh of electricity, 294,000 sheets of paper (printer ink included) and approximately 30,000 envelopes (plus the pollution caused by sending by courier).




KEY FIGURES CSR 2020




ENVIRONMENT




64% recycling rate for the **2,830** tonnes of waste generated




98% of the truck fleet complies with Euro 5 and 6 standards



428,000 tonnes of CO₂ equivalent: Scope 1 (direct greenhouse gas emissions), Scope 2 (indirect emissions related to electricity consumption) and Scope 3 (other indirect emissions)




9,386 MWh of electricity consumed in all the agencies




22,055 m³ of water consumed in all our agencies




EMPLOYMENT




2,669 employees worldwide, including **2,270** in France




8,297 hours of training provided




78/100, our gender equality index




31.2% of the workforce are women



50% of our students on work-study programmes are hired



46 nationalities



3.5% of Heppner's employees have some degree of disability



CORPORATE



40% of our branches work with companies from the social economy)



€90 K donated by Heppner agencies and subsidiaries to sports and cultural associations



€82 K contributed to sponsorship activities



300 pallets transported for associations



2nd consecutive year in the top 20 of the Choiseul ranking, thanks to the economic contribution by the territories

CSR IS INTEGRATED AT THE highest level of governance

One of Heppner's priorities is to include sustainable development as a factor in every decision. This is why Heppner's social responsibility is considered at the highest level of governance. As a source of opportunities and risk control, it is expressed in the company's five strategic pillars: internationalisation, digitisation, environmental transition, employee experience and customer experience. Having been deployed for many years in all territories, CSR has been included in the agencies' roadmap since 2019 as one of the top shared goals to be achieved.

Creation of an energy transition department

At the end of 2020, a specific department was created for the energy transition programme to move forward the Group's commitments in this area. Its role: to deploy Heppner's actions to convert its fleet to alternative fuels, particularly NGV, in both the French and international networks. Another challenge for this new department is to engage subcontractors with the Group's energy transition ambitions.

Inclusion of the company's raison d'être in its Articles of Association: an industry first

Nine months of collaborative work and more than 1,200 stakeholder contributions have culminated in Heppner's raison d'être. Giving voice and substance to a philosophy that has been part of the company's mindset for almost 100 years, it is defined as follows: "Foster the enterprising spirit of our employees, partners, customers and suppliers, and citizens from all generations in all the territories where we operate". It is expressed in many different ways: a decentralised management model built on "intrapreneurs"; an energy transition programme developed in the Heppner University, which encourages the company's partners, subcontractors and suppliers to undertake their own environmental transformation and stimulates territorial action by developing the network of refuelling and recharging stations; daily support provided to customers to find solutions that help their businesses grow abroad. Development of this raison d'être represents a major step, as Heppner has decided to include it in its Articles of Association. It is the first company in the transport and logistics sector to do this.



GHISLAIN FERNANDEZ,
International Subsidiaries
Manager

"In 2020, we began integrating our subsidiaries into our CSR strategy. Starting with purchasing, we have pooled certain needs, such as electricity, vehicle purchases, fuel consumption, etc. The COVID-19 crisis has enabled us to take stock and gain a fairly accurate view of our starting point. 2020 was the year in which we identified our challenges and deployed actions to reduce our carbon footprint through high-impact actions in all areas. For



MURIEL GLAD,
Deputy CEO, France

"Despite the unprecedented situation, our branches have stepped up their CSR initiatives. Actions have been undertaken to promote energy transition and charity projects and to protect our employees' health and quality of life at work, especially with osteopathy workshops.

example, we have rationalised our vehicle fleet and worked on our fuel consumption, which we measure and challenge every month. We are engaged in an active, continuous improvement process. Subsidiary managers are realising that our CSR policy is a lever for improving our performance, footprint and profitability. From the social aspect, we have supported local initiatives such as the use of bicycles by our employees to commute, through a rental system. From the health aspect, we have offered our employees in Northern Germany the possibility of practising sports online via a platform. This initiative, which is considered particularly useful in a home office context, will be rolled out to all our teams in Germany."

This vitality is an illustration of our network's resilience. We have even seen an increase in the level of commitment. Our energy transition programme is now firmly consolidated and all Heppner agencies have taken part in our CSR reporting campaign. How do we measure the success of our CSR approach? By the total, unreserved engagement of all our agencies. They are keen to undertake more CSR actions and share their good practices in this area. Next year, 2021, our plan is to put in place a shared project centred on health and safety and quality of life at work."



HEPPNER PRESSES FORWARD with reducing its carbon footprint

As a major player in the transport industry, the Group is stepping up initiatives to limit its CO₂ emissions.



**CARBON TRACK:
CO₂ INFORMATION
FOR CUSTOMERS**

Information about the CO₂ impact of the services provided by Heppner is sent to all customers. Used as a resource for calculating emissions, the goal is to reduce this impact with them by proposing low-emission solutions.



**GOING BEYOND REDUCING
CO₂ EMISSIONS**

The first NGV vehicles arrived at the end of 2020. Although this fuel has been chosen as the main alternative energy source, Heppner continues to explore and implement other alternative solutions, such as electric vehicles, delivery tricycles and, probably, hydrogen in the future. By reducing its fleet-related CO₂ emissions, the Group has also managed to cut nitrogen oxides (NOx) by 50% and fine particles by 95%, as well as volatile organic compounds (VOCs).



**MULTIMODAL TRANSPORT,
GOOD FOR THE ENVIRONMENT**

Reducing road traffic, noise emissions, and environmental footprint... multimodal goods transport offers many benefits. The use of river barges and trains significantly reduces the intensity of greenhouse gases linked to "100% road" transport. In 2020, the Nîmes agency performed nearly 700 combined road-rail freight operations. Next year, it will develop a partnership with the GreenModal platform for shipments between France and Germany. In total, in 2020, 10,000 tonnes were transported by combined road-rail and 5,300 tonnes by river.

98%
OF OUR FLEET meets the most demanding environmental standards, Euro 5 and 6

15,000
TONNES OF GOODS carried by multimodal transport

-7%
OF OUR FLEET-RELATED CO₂ emissions between 2018 and 2020

161
TG CO₂/TONNES-KM on average for our truck fleet in 2020 (HBEFA data)

**CARBON DISCLOSURE PROJECT:
A NEW BENCHMARK**

As part of its partnership with L'Oréal, Heppner conducted its first Carbon Disclosure Project (CDP) evaluation, which publishes the environmental impact of the world's largest companies. The Group held a middle position within its industry (D). The Group will repeat this evaluation each year to improve. The CDP holds the world's largest database on the environmental performance of cities and enterprises. This international organisation encourages investors, companies and cities to take action to build a truly sustainable economy by measuring and understanding their impact on climate, biodiversity and water.

"COUNTING TO KNOW, KNOWING TO ACT, ACTING TO REDUCE"

Each year, Heppner calculates its carbon footprint in scopes 1, 2 and 3, including both direct and indirect greenhouse gas emissions. This calculation provides data for designing strategic decarbonisation actions focused on its vehicle fleet, site

operation, purchases, subcontracting, and business travel, with a single overriding goal: reduce them. In the case of scope 1, converting the fleet to alternative fuels, eco-driving and replacing fossil fuels for heating and forklift trucks are including in

the priorities. In the case of scope 2, Heppner is intensifying its actions to reduce consumption, such as relamping. Finally, in the case of scope 3, the Group is focusing on converting our subcontractors to alternative fuels.



**HEPPNER'S
tCO₂eq
(TONNES OF CO₂
EQUIVALENT)
EMISSIONS
UNDER THE
MICROSCOPE**

Direct emissions	Scope 1 (transport)	9,200
	Scope 1 (excluding transport)	2,300
Indirect emissions	Scope 2 (electricity)	560
	Scope 3 (excluding transport)	10,100
	Scope 3, subcontracted freight, of which:	405,100
	• overland	273,200
	• ocean	37,100
	• air	94,800



CHRISTOPHE REBULARD,
Regional Manager,
Brittany

"We started with Les triporteurs de l'Ouest in 2017 to handle traffic for our customer Marionnaud in the hyper-centre of Rennes, which is inaccessible to heavy goods vehicles after 11 am. Several criteria are considered: the breadth of the delivery window, safe distribution and an environmentally friendly solution. With this partnership, it was possible to transport the products in crates to the store entrance without any handling of the goods between the warehouse and the delivery point. The use of delivery tricycles does require some work upstream, but it offers unparalleled flexibility in distribution. Initially, we had to expand this principle to about

15 daily positions to make it economically acceptable. In the end, the additional cost is very reasonable compared with the qualitative and environmental gains offered by this urban delivery scheme. Recently, in order to cover all districts of Rennes, Les triporteurs de l'Ouest have purchased electric vehicles that can deliver parcels and pallets loaded with up to 200 kg of goods. From 23 positions in the start-up phase, this year we have about 40 positions for 35 - tonnes of goods per month. We plan to increase the volume by 40-50% in 2021. This distribution method has since been emulated by a number of the Group's agencies."



TIM CONRADTS,
HR and Purchasing
Manager, Hamacher
Logistik GmbH

"In 2020, we decided to take part in the 'City in the Saddle' project*. Organised at the initiative of the Climate Alliance, its aim is to encourage citizens to make as many daily trips by bicycle as possible during 21 days. The primary goal is to contribute to climate protection, as well as to encourage cycling as a practice that is beneficial for health and well-being in urban environments. We also saw it as an interesting way to boost our team spirit. In Gronau, the town where Heppner Hamacher has its headquarters, the 'City in the Saddle 2020' initiative was held between 16 August and 5 September. Over those three weeks, 31 employees cycled a total of 9,548 km, giving an average distance of 308 km for each employee. In total, this activity saved 1,404 kg of CO₂ and enabled us to take second place in the challenge (out of 92 teams in Gronau), in terms of the number of participating cyclists. The operation was a complete success. In addition to the daily trips (to work, shopping, etc.), a number of bicycle outings have been organised, much to the delight of our cyclists. We will participate again in 2021!"

*Stadtradeln in German.



GROWING PRESENCE of NGV on the roads

Setting up a gas station, supporting partners in the energy transition, taking delivery of NGV tractors... Overview of initiatives.



A SEMI-PRIVATE GAS STATION IN LE MANS

Heppner has signed a contract with GNVERT to set up a semi-private gas station at the Le Mans agency. Work began in 2020 and, from 2021, the station will be able to optimally refuel the site's 11 gas-powered vehicles, as well as those of partners and other Heppner agencies in transit at this hub.



NEW-GENERATION TRACTORS

When the first 27 NGV tractors were received in 2020, the drivers were trained either by the manufacturer or by an in-house trainer. During these courses, the basics of eco-driving were reviewed, introducing specific aspects related with NGV vehicles. Other tractors are on standby, as deliveries have been delayed due to the different lockdowns in Europe. 44 Iveco trucks scheduled for 2020 will arrive during the first semester of 2021.



NOÉMIE FELDBAUER, Energy Transition Programme Manager

"Our subcontractor programme is divided into two phases. First, awareness. The aim is to explain to our distribution partners the main reasons for buying low-emission vehicles (NGV, electric, hybrid, etc.): changes in customer expectations to reduce their carbon footprint and changes in the regulatory framework, particularly with the implementation of low-emission zones in the cities. We present the advantages and disadvantages of alternative fuels to diesel, the financial and tax opportunities, and we explain the reasons for our current choice of NGV. Second, support. We offer them negotiated prices for the purchase of NGV vehicles, and also for gas refuelling in public or private stations. We also help them develop their financial plan, identify potential for individual agencies, and track actual vehicle conversions. These meetings and exchanges are mainly conducted at local level, so as to be as close as possible to the territories' concerns and transfer knowledge to our site managers. This programme is beginning to bear fruit and will be expanded significantly in the coming months."



PARTNERS ARE ENCOURAGED TO TRANSITION TO A LOW-EMISSION FLEET

Heppner has launched its awareness programme with its subcontractors. The intention is to explain the opportunities and constraints when converting their diesel vehicles to low-emission vehicles. Defined by the energy transition programme department and negotiated by the purchasing department, this support project has been taken up by agency managers, operations managers and the quality correspondents in the network. The objective: convert more than 135 diesel routes into low-emission routes by the end of 2021.

+35%
OF OUR FLEET will consist of low-emission vehicles by the end of 2021

€15 M
INVESTED to convert our fleet to NGV

-20%
IN OUR CO₂ emissions by 2025 (own fleet)



RÉGIS BARNIER, HGV driver, La Roche-sur-Yon

"The acquisition of NGV vehicles has admittedly caused some apprehension among the agency's drivers: new trucks, new energy, fears of explosions... Fortunately, an Iveco technician gave us some hands-on training and also explained the safety aspects of gas, which reassured us.

The programme included: Filling the tanks (you could almost do it with white gloves on), vehicle handling taking its specific features into account, mileage per tank... Unlike diesel, NGV causes short lags in gas supply, especially when manoeuvring into the bay, a bit like with an automatic car. Today, we are seeing the benefits: smoother handling, less noise, no diesel smell. Driving a clean vehicle gives you a certain feeling of pride. Professionally, because the drivers of other transport companies and our customers ask us a lot of questions, but also personally: we emit 84% less fine particles!"



CYRIL DELAGE, Agency Manager, La Courneuve

"Our main goal is to transition our own vehicle fleet to NGV, and also our subcontractors' fleets, aligning with what will increasingly become our profession's reality in Paris and its region, which are moving towards a low-emission zone. We are already facing real problems in the field: Alternate day traffic restrictions, fewer parking areas, videosurveillance... Our distribution business's survival depends on this energy transformation. Today, our mission is to raise awareness and urge our partners to take action soon. Playing for time is a risky option because, in the time between deciding to buy a NGV vehicle and actually receiving delivery, they may find themselves in a situation that forces them to stop operating. They need guidance so that our tomorrow can be built with them as well. Accordingly, we have agreed an energy transition pact with our subcontractors to help them take the step. Among other things, we guarantee that we will work with them for five years if they buy a NGV vehicle. For people used to buying second-hand vehicles for short-term expediency, this represents a radical change of mindset. Our job is to help them build a true entrepreneurial culture."

2021 COMMITMENTS

- Another 30 NGV trucks delivered.
- 16% of our subcontracted routes have been converted to low-emission vehicles.
- Programme launched outside of France, with our subsidiaries in Gilze (Netherlands), Barcelona (Spain) and Germany. The challenge: understand how these countries are dealing with the energy transition, traffic restrictions or access for heavy goods diesel vehicles in order to define the strategy and pace for adapting our fleet to these challenges.

BUILDINGS ARE BECOMING less energy-consuming

The Decree on the services sector requires buildings to reduce their energy consumption by 40% by 2030, 50% by 2040 and 60% by 2050, or to reach the minimum consumption thresholds for virtuous buildings.



LE MANS, AN AGENCY IN TUNE WITH ENVIRONMENTAL EXPECTATIONS

The La Chapelle-Saint-Aubin agency (near Le Mans) has moved to Yvré-l'Évêque. This brand-new site meets the latest environmental standards. In all, 14,000 m² of green spaces have been laid out, 18 trees have been planted and the truck wash has been equipped with a water recycling system. In addition, the offices and bays are equipped with 100% LED lighting.



LUC BAZOT,
Infrastructure Manager

"The infrastructure department takes part in agency building and renovation projects. We also act as technical advisor when agencies need to install or modify certain facilities. Among our initiatives this year: we have specified LED lighting and presence detectors as standard fittings in the agencies under construction or undergoing major



CANÉJAN: GREENER, MORE COMFORTABLE

After a 1,000-m² extension, LED lighting has been installed throughout the Canéjan warehouse (33). The parking area for light vehicles has been separated to avoid crossing with heavy vehicles and to offer increased convenience and safety to employees. The 300-m² office area has been renovated and equipped with LED lighting and a new reversible air conditioning system. A total of 300 m² of additional office space was created with the same features.

alterations. In addition, we have installed solar panels on the Vitrolles agency's roof and a water recycling system at the Le Mans truck wash. These two actions will be rolled out progressively to all agencies under construction. Another major project: our future headquarters. After a detailed energy audit, we decided to renovate the air conditioning system and switch to a twin-source central heat pump. This overinvestment will be offset by energy savings of around 57% during its service life, with an expected payback in four years. We also chose LED lighting with presence detectors and variation of the light intensity to supplement natural light. Another significant source of savings."

In the logistics buildings, which must maintain a constant ambient temperature, lighting is the main source of electricity consumption. In 2020, a number of agencies, including Vitrolles, Tours and Nice, upgraded the lighting in their offices and/or loading bays, using LEDs with presence detectors and timers.

360,000 M²
OF WAREHOUSE AND OFFICE
SPACE in France and abroad

108 KWH/M²/YEAR
in electricity consumption

2021 COMMITMENTS

- Compliance with the reporting requirements for our buildings and their energy consumption.
- Moves
 - The head offices have moved to Rosny-sous-Bois in a new building with 3,300 m². Electric vehicle charging stations and a bicycle shelter will be installed in the parking area.
 - Saint-Avoid (the agency of our long-standing partner, Woehl) and Forbach will move in September to Henriville on a 6,000-m² site under construction. The merger of the two agencies will reduce our overall energy consumption. The lighting will be 100% LED and photovoltaic panels will cover the roof.
 - The new Niort site is now on-stream. Located in a Natura 2000 area, the agency is committed to preserving its environment's biological diversity.

CIRCULAR ECONOMY: A CHALLENGE that goes round and round

BioNGV, pallet repair, increased recycling and material synergies: circular economy initiatives are being developed within the network to harmonise growth with the environment.



94%
OF WOOD recycled

2,830
TONNES of waste,
of which 4% is
hazardous waste

64%
recycling rate
(versus 57% in 2019)



HERVÉ PASQUIER,
Agency Manager,
La Roche-sur-Yon

"Previously, we took our sorted paper to a service provider. This meant generating CO₂ emissions during transport and we had little control over what the recycled paper was used for.

Since the end of 2019, we deliver our paper directly to Igloo, taking advantage of our daily pickups from this customer. There is no need for additional resources to be put in

place, nor any obligation to deliver on a fixed date. We make up pallets from the paper and cardboard left by our employees. Once the pallet is made, if we have room, we take it to Igloo on the same day. The transport costs us nothing. Furthermore, once everybody knew that our recyclable paper was a raw material for one of our customers, the volume of paper sorted and, therefore, recycled at the agency increased substantially in 2020. In December, a second customer, a furniture manufacturer, told us that they were interested in recovering our wood waste, which represents a cost centre for us. We are thinking about how we can do this to our mutual benefit."

With the goal of moving away from a linear economy and integrating a more sustainable economic model, the company is increasingly aligning with the circular economy philosophy.

BioNGV: a renewable energy under trial

BioNGV is the renewable energy version of NGV. It is obtained from the methanisation of organic agricultural, industrial or household waste. Several agencies, especially in the Maine-Touraine region, are using this energy.

Lost pallets: closing the loop!

Loaded, unloaded, transported... pallets, often badly handled, sometimes become unusable. Rather than throwing them away or even turning them into wood waste, many companies offer solutions for repairing these pallets, which can then be reused. Twelve of the network's agencies are using this option, giving preference to repair over recycling.

Recycling: more and more

Recycling is Heppner's preferential waste treatment method. The aim is to increase the recycling rate, especially for office waste. In 2020, 89% of the agencies sort and recycle office waste. The goal is to reach 100% by 2023.

2021 COMMITMENTS

- At least one circular economy project planned per region.

PRESERVED ECOSYSTEMS, benefits for everyone

As a global issue, Heppner is strongly committed to limiting its impact and protecting biodiversity, and has implemented a number of initiatives.



THE FIRST HONEY HARVEST IN HOUPLINES

The bee is a crucial link in the pollination process, which in turn is essential for plant reproduction. To help preserve bee populations, a number of agencies have installed hives, starting with the Houplines agency in 2019, which harvested its first honey in 2020. The result: 70 kg of this delicious product were shared with all the agency's employees. Other hives have been started in the network during this year, such as Le Mans. And new hives are in the pipeline, together with insect hotels to preserve biodiversity at our sites.



TREES AS CUSTOMER GIFTS

This year, the Vendée-Charente and Maine-Touraine region has renewed its collaboration with Reforest'Action. This organisation undertakes reforestation projects to restore degraded ecosystems, raise awareness of the need to preserve forest biodiversity and provide a source of income for the more disadvantaged populations. As part of its contribution to the fight against climate change, the region has offered trees to its most loyal customers, through the services of Reforest'Action.



REFORESTATION OF FRENCH TOWNS AND VILLAGES: MULHOUSE MOBILISES

At the end of 2020, the start-up Trees-Everywhere launched the national operation "1 billion trees in the towns and villages of France" by 2035 to mobilise the country's fight against climate change. Mulhouse is the first city to sign this initiative and it proposes to convert an 8,000 m² plot of land into dense, varied woodland. Where? On the Doller promenade, included in the Mulhouse Diagonales operation to reconnect the city's dwellers with water and nature. The local agency is one of the sponsors of this public-private partnership project, which is fully funded by local businesses.



NIORT IS HELPING TO PRESERVE FAUNA AND FLORA IN NATURAL AREAS OF EXCEPTIONAL INTEREST

Natura 2000 is a network of natural or semi-natural areas in the European Union of exceptional value for their fauna and flora. The future Niort agency, located in one of these areas, is committed to maintaining the biological diversity of its environment and to working within a framework of sustainable development and cooperation with other stakeholders, such as the Marais-Poitevin Natural Park.

2 EMPLOYMENT



HUMAN CAPITAL IS AND ALWAYS will be the key resource

At Heppner, every candidate, whether a recent graduate or experienced professional, and every employee should have a unique experience. The company’s role is also to offer each person the keys to their career path by guaranteeing growing skill acquisition and versatility in an increasingly complex world.



HeppnerProgress

An innovative digital training system

Launched in March 2020, the digital training platform HeppnerProgress has enabled the Group to overcome the difficulties in organising face-to-face training during the pandemic.

With a hundred or so pieces of content in different languages, this system is aimed at all Heppner employees, in France and at the subsidiaries. Induction module, mandatory basic training, job and business line training, training in management and leadership skills, and also courses to instil our values... the content is very varied. In 2020, HeppnerProgress had 1,825 learners, 2,41 logins and 390 hours of training.

1
UNIQUE online training platform

8,297
HOURS OF TRAINING provided in 2020

WE ARE CURRENTLY WORKING TO MAKE OUR HEPPNERPROGRESS ONLINE TRAINING PLATFORM AVAILABLE TO OUR DRIVERS AND LOADING BAY STAFF. SOME AGENCIES ARE THINKING ABOUT EQUIPPING ROOMS WITH COMPUTERS TO ENABLE EMPLOYEES TO LOG ON DURING THEIR WORKING HOURS AND BENEFIT FROM THE TRAINING COURSES AVAILABLE.

Emmanuel Ledroit, Group HR Director

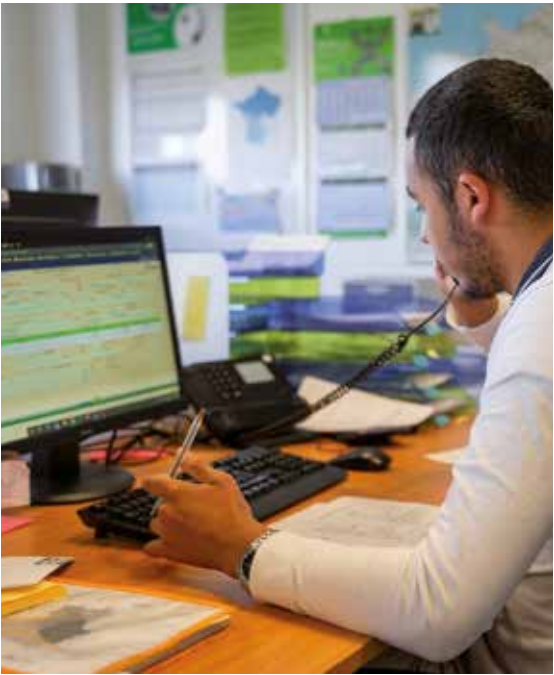


Innovation

Training dives into virtual reality

Heppner is taking innovation another step forward with its quality service for its front-line business lines. The Group has developed a virtual reality training module with Artefacto, a

company based in Rennes, to help the teams on the loading bays learn loading and unloading techniques for our trucks.



Skills

The Group is investing heavily in work-study programmes

In 2020, Heppner supported more than 40 young people through work-study programmes, including people taking 2-year university courses, master’s degrees in sales, engineers, or people working in transport, supply chain or logistics. Half of them were hired at the end of their contract. With 31% of its graduating class made up of young women, the Group has maintained and even increased the number of women on its workforce. To develop its work-study programmes, Heppner has established close relationships with certain schools, such as the University of Nantes for the professional degree in transport and logistics, the University of Aix-en-Provence and the Higher Institute of Transport and International Logistics (ISTELI) in Lyon. With the goal of helping students become true intrapreneurs in the transport industry, the company has established close partnerships with a number of specialised schools. Thus, Heppner has sponsored the class of 2020 at the École Supérieure des Transports. Senior management and the Group’s talents have committed to a mentoring format to support more than 200 students studying for Level 1 and 2, and also for Executive MBAs, in their learning project. The company used this experience, enriched by a conference led by Heppner’s CEO and meetings on life skills, to place its values and know-how at the service of the students. Through the creation of trust-based relationships, the Group’s intention is to establish close ties with teachers and students.

50%

of our students on work-study programmes are hired



Know-how

The Heppner University develops talent

The Heppner University is also a resource for in-house skill development and uncovering our talent. "Undergraduates" from all parts of the Group are immersed in the intrapreneurial culture, working on a project in a multidisciplinary team which, if the business plan and the issue hold interest, could be taken up by senior management as a strategic project. This project management simulation is supported with training modules given by internal

and external coaches. Since 2017, two classes of 90 employees have been created. Between these two classes, 30% of them are women and 30% of the "undergraduates" come from Germany and Spain. With these courses, the company is showing the importance given to talent development and its ambition to share its know-how and values. It provides an effective way to train to work on projects within an international network.

2021 COMMITMENTS

- ⌚ Increase work-study contracts by 50% in 2021 and 2022.
- ⌚ Launch the 3rd Heppner University.

AN ENGAGED, measured CSR policy

Heppner’s human resources policy is aimed at ensuring each employee’s satisfaction in their work-life balance and well-being.



EMMANUEL LEDROIT,
Group Human
Resources Director

Quality of life at work Heppner confirms its position in the Capital ranking

In the Capital ranking of the "500 best employers in France", Heppner is proud to appear among the top 10 transport and logistics companies where it is good to work. This is the third year in a row that the company has received this distinction, which reflects the feelings of the employees surveyed for the occasion. This recognition gives meaning to the Group's actions, confirms the success of its intrapreneurship-driven management model and also highlights its ability to support its teams in the unprecedented context of COVID-19.

An initial Great Place to Work survey was conducted in 2020 to measure and develop the engagement levers identified by employees.

"The Great Place to Work survey, which lists the best companies to work for, was launched in March, in the middle of the lockdown. 1,368 employees (59% of the workforce) responded. This is a good participation rate for a first questionnaire, considering the prevailing health context. Beyond a confidence index of 58%, what does it tell us? That Heppner is above average when 66% of its employees say that they are proud of their company and the work they do in it, and 60% give credibility to the Group's vision and management. Furthermore, comradeship and ethics scored 57%. The rate is acceptable, but greater emphasis should be placed on cooperation between departments and the organisation of internal events, in particular to facilitate communication. However, it showed a need for improvement in two items: useful training for career growth (41% said they were satisfied) and work environment (40%). The Group is very confident that progress will be achieved next year, aided by the roll-out of its online training platform HeppnerProgress, agencies moving to new premises, and renovation and refurbishment of current premises. For example, the company's head offices will leave Noisy-le-Sec in 2021 for more modern offices in Rosny-sous-Bois."



Health crisis Remote working requires a positive framework

During the pandemic, the Group adapted to the situation and set up a monitored telecommuting system: provision of laptops, training for "good telecommuting" and support for people who had problems in coping with lockdown isolation. Managing means above all listening to others and ensuring that life's balances are respected.

**2021
COMMITMENTS**

- A new Great Place to Work survey, rolled out in France and our foreign subsidiaries.
- Implementation of a Quality of Life at Work Week from 14 to 18 June 2021.
- Appointment of a national "quality of life at work" advisor.
- The lessons learned from telecommuting under pressure during the health crisis have been used to develop a system that combines performance, flexibility and quality of life at work.

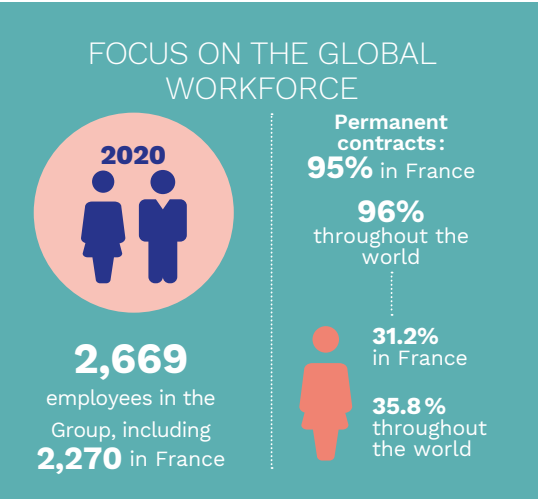
DIVERSITY AND PARITY are protected every day



Workforce feminisation Well above the industry average

Heppner is strongly committed to internal promotion and equal treatment and has a gender equality index of 78/100. This is higher than the target figure given in the legislation (75/100). Moreover, the percentage of women in the workforce (31.2%) remains well above the industry average (19%).

46
NATIONALITIES
identified within the Group. As a signatory of the Diversity Charter since 2006, this figure provides further proof of Heppner’s commitment.



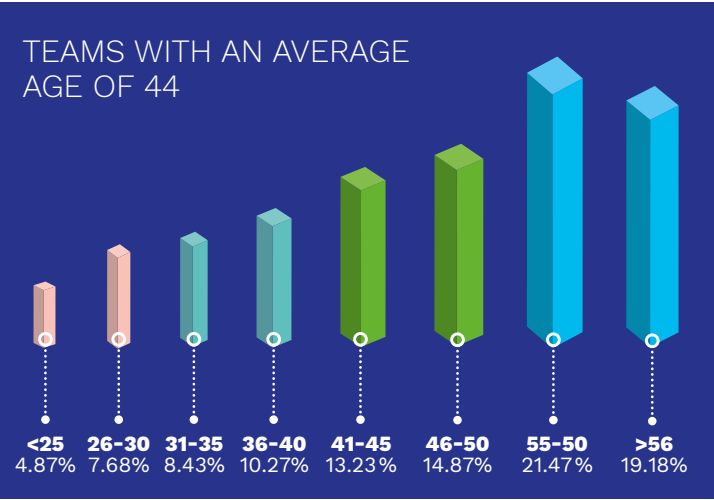
Disability A system that supports inclusion

With its signature of a Handicap Agreement, Heppner steps up efforts to help disabled employees. A proactive hiring policy for the years to come, but also integration and insertion to keep these employees in employment and enable them to live better in the corporate world (adaptation of workstation, work activities, etc.). In 2020, 3.5% of Heppner's total workforce was disabled and the ambition is to reach 4.5% by 2023. To promote inclusion, "disability advisors" will be appointed in each of the Group's regions in 2021.



Employer-employee A necessarily mutual commitment

What governs the employer-employee relationship? Reciprocal rights and obligations, protecting both Heppner's and its employees' interests. The Group has a duty to protect its employees and their personal data, improve their work environment, provide stable employment and foster diversity. These commitments take different forms: 95% of employees on permanent contracts, creation of a code of business conduct with a whistle-blower system, systematic posting of internal regulations, or ongoing investments to assure safety.



WORK IS health... guaranteed

Heppner’s social policy also means preventing work stress and fostering a safe work environment.



**1.5 MILLION EUROS INVESTED
IN LOADING BAY SAFETY**

The Operational Excellence and Human Resources departments are working together with the regions to invest in premises adapted to business and safety obligations. In each region, a quality-safety correspondent ensures that all new employees or temporary workers are trained in quality-safety procedures and the use of protective equipment. The renewal in 2020 of ISO 9001 certification is proof of compliance with the undertakings made. Over 1.5 million euros have already been invested since 2012 in loading bay safety.



**INNOVATIVE TRAINING
MATERIALS FOR
BETTER PREVENTION**

Innovative measures, implemented at the closest possible level to the regions, include fostering awareness of incorrect movements and postures, using virtual reality to help develop expertise in organising on-the-job training actions (AFEST), and providing information to employees to avoid injuries in the workplace and during their personal time. These initiatives are adapted to the needs of each population, which is then responsible for choosing the right mix.



**EMPLOYEE HEALTH:
A CONSTANT REQUIREMENT**

As part of its quality of life at work policy, Heppner organised a number of osteopathy and/or chiropractic sessions at its agencies during 2020, in partnership with a specialist company. This service for truck drivers and loading bay workers helps prevent musculoskeletal disorders and treat back and joint pain. Specifically, 80 sessions were organised and given to more than 350 employees. In addition, the Group has broadened its mutual insurance policy by including coverage for chiropractic procedures.

80

osteopathy-chiropractic sessions

18,4

FREQUENCY RATE
(number of accidents with more than one day off work per hours worked)

400

MEETINGS based on social dialogue

**REGULAR AND CONSTRUCTIVE
SOCIAL DIALOGUE**

The management of the pandemic has shown the quality of the Group’s social dialogue with its representative bodies for employees. Telecommuting, work stress and life balance are the focal points for the company’s commitment to fostering an environment conducive to individual and collective success. Heppner ensures regular updating of its documents and prevention measures through local dialogue with social and economic committees (CSE) and health, safety and work conditions committees (CSSCT).

2021
COMMITMENTS

Launch of the 1st Health and Safety Day on 28 April 2021, with awareness-raising activities in all our agencies in France and abroad.

3
CORPORATE



THE PURCHASING DEPARTMENT goes on campaign

The challenges are to promote sustainable development throughout our value chain, guarantee fair, environmentally responsible practices by our subcontractors, and change our own practices.

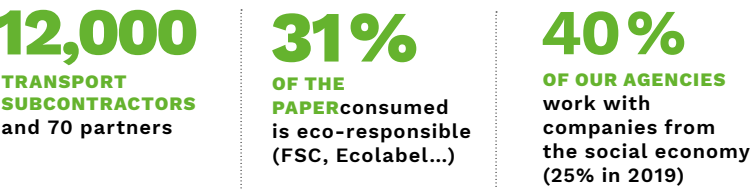
The group's responsible purchasing policy is coming together: defining goals, assessing suppliers with respect to their CSR practices, putting indicators in place, organising the upcoming buyer training, etc. As a means for raising awareness and transforming internal and external practices, the responsible purchasing policy is highlighted as one of Heppner's CSR priorities.

Improved management of IT consumables

Double-sided printing, a 30% reduction in ink intensity and systematic selection of black and white have been default settings on all of the Group's printers since 2020. The idea behind this action is to significantly reduce paper and ink consumption. At the same time, the purchasing department has integrated its partner Armor's eco-responsible "OWA" solution for purchasing and recycling ink and toner cartridges. This system, offered to all agencies, increases the recycling rate, supports the circular economy and saves 30% on cartridge purchases.

Ensuring fair, environmentally responsible practices

Before working with any subcontractor, Heppner first verifies their financial and ethical solvency. The Group uses the AndCo solution to ensure compliance by delivery drivers, truck operators and local and national partners. This platform, which handles legal document collection, control and follow-up, ensures a relationship based on trust. The subcontractors' environmental practices are another of Heppner's priorities. 150 subcontractors were surveyed in late 2020 to assess their level of commitment to energy transition.



CHRISTOPHE COMEL, Purchasing Director

"When it comes to CSR, the purchasing function has a foot in all three areas as a stakeholder, cooperating with other departments. In the environmental area, we want to be a force for innovation and support the energy transition department, while looking after Heppner's bottom line and that of its subcontractors. This year, we have addressed the energy

transition of material handling trucks with our suppliers. As from the end of the year, this will enable us to have a much cleaner fleet. We currently have more than 400 trucks, of which 93 are gas-powered. In the corporate area, we have transformed our ethical purchasing charter into a responsible purchasing charter. It sets forth a series of requirements that must be met in our relations with our suppliers. The most strategic suppliers are invited to sign it. We also provide support and guidance in energy transition for our subcontractors. This is a fundamental point because they carry 80% of our parcels. Our programme ensures that the agreements negotiated with our suppliers, including rates, benefit our subcontractors."

THE CUSTOMER EXPERIENCE is constantly improving

Improve interactions

In 2020, more than ever, the customer relations teams were the core drivers for solving customer problems. The levers for continuous improvement are sharing best practices, communication between regional managers and co-building of changes in the customer experience.



An optimised customer experience to reduce dissatisfaction

In 2020, the company worked on the design of its new shipper portal, which will be launched in 2021. The challenge is to provide customers with the means to manage all their activities, obtain their transport documents and easily track problems and risks. New content will be added progressively to this platform.

Deployment of proactive communication

The Group has provided information by email about all major events to its customers in France and abroad. The principle: be as proactive and transparent as possible on Covid-19-related impacts. Proximity to customers and daily human contact form part of the Group's differentiating features.

Systematisation of customer feedback analysis

Although the pandemic did not allow Heppner to repeat the annual NPS barometer, a pilot trial was undertaken with our partner Feedier to collect data and analyse the satisfaction of the consignee customers. Among the findings: average recipient satisfaction is much higher than average shipper satisfaction. The main reason for dissatisfaction (nearly 50%) is related to actual and/or proposed delivery times. In the other cases, 25% are related with the delivery options and 25% with order fulfilment.



SÉBASTIEN VIDET, Group Marketing and Communication Director

"During 2020, in a relatively sluggish economic environment, e-commerce underwent an unprecedented acceleration and is imposing its standards in terms of customer experience more than ever: more online channels, a race for instant impact and complete information exchanges, and the end customer at the centre of the operation.

In line with our commitments, during 2020 we sought to communicate better and more proactively, and optimise the quality of our responses to customer complaints. We also prepared our new customer portal, which will be launched in 2021. At the same time, we took advantage of this highly unusual year to lay down some groundwork for our future, reviewing our priorities and our business plan to improve our customers' satisfaction. Among our top challenges for the next three years: the digitisation of the transport information chain and its distribution to our shippers and consignees; our collection and delivery procedures; and our compensation hedging and management processes."

+ 2021 COMMITMENTS

- Improvement of the compensation process and specific customer procedures for deliveries to private customers.
- Construction of indicators, dashboards and analyses.
- Launch of the NPS 2021 barometer on all our shipper customers.

GROUP COMPLIANCE is gaining ground

In 2020, Heppner continued working on corruption preventions actions, focusing particularly on integrating its foreign subsidiaries in the system.



Heppner is continuing its internationalisation, with a growing obligation to integrate this dimension in its compliance programme.

A code of conduct for everyone

The Code of Business Conduct, an essential part of the Group's compliance policy, was updated and translated into English in 2019. It is now available in German as well. The idea is to make it increasingly accessible to as many people as possible. The Code of Business Conduct will be distributed to all parts of the Group in 2021. Each employee will receive a copy and undertake to comply with it.

Corruption: zero tolerance

To ensure dissemination of its culture against corruption and

conflicts of interest at all levels of the company, Heppner has decided to raise awareness of these issues in all its teams, by designing an accessible, informative online course. Adapted to a wide audience, it will be deployed from 2021.

Control tools reinforced

Heppner has stepped up its vigilance to ensure that its main service providers comply with the rules against corruption and conflicts of interest. Suppliers must commit to abiding by these rules, which are included in the Group's responsible purchasing charter. The company is also in the process of sending a questionnaire about corruption and conflicts of interest to its main service providers.



MATTHIEU CORNU,
General Secretary
of the Heppner Group

"The fact that the compliance function has been attached to the general secretary's office shows the cross-functional dimension that this function holds within the Group, viewed by senior management as a core part of the business. As a key factor in the success of the corruption prevention system, the compliance function also helps guarantee compliant behaviour in a competitive environment where the values of probity and ethical conduct are essential. This focus on compliance is present in all of the Group's projects, particularly those involving external growth. Thus, the dimension "compliance with anti-corruption laws" has now been included in the due diligence questionnaires."

Data safely kept

The security and confidentiality of personal data is a priority for the Group, which strengthened its commitments with enactment of the European Union's General Data Protection Regulation (GDPR) 2016/679 on 25 May 2018.

A Heppner data protection officer ensures compliance with the applicable regulations and implementation of security measures matched to the data's sensitivity.



2021 COMMITMENTS

- Deployment of awareness-raising activities against corruption and conflicts of interest, both in France and in our international subsidiaries, in an online format.
- Dissemination of the Group's Code of Business Conduct to the employees of our foreign subsidiaries.

UNPRECEDENTED solidarity

Involvement in humanitarian actions, support for general interest missions, revitalisation of the local economic fabric... Heppner is multiplying initiatives to engage with solidarity between citizens, but also within the territories.



CLARA SCHMITT,
Deputy CEO

"Despite the constraints of the health crisis, Heppner and its employees have redoubled their efforts. We have witnessed a wind of solidarity that has mirrored in magnitude the nature of the situation: unprecedented. Spontaneous collections to help people in need, equipment loans, logistics support, time donations... are examples of initiatives that have continued and grown. In addition, this year we decided to support the Data Science & Artificial Intelligence Chair. This sponsorship is in line with the actions we have undertaken since 2015. In a market immersed in a technological transformation, shaken by the explosion of e-commerce, artificial intelligence is now an integral part of our digital roadmap. The idea is to capitalise it to develop operational resources and routes and also to deepen our knowledge of our customers and act ahead of their expectations. This support is fully in line with our vision, which gave rise to the Magellan programme in 2018, built around four pillars: customer experience, operational excellence, employee experience and disruption."

The pandemic situation didn't make it any easier. But, in 2020, the network was able to substantially increase its charity actions at both Group and regional levels. For example, for the first time, the Ile-de-France agencies took part in Emmaüs Défi's "Super Christmas" operation. With their contribution, two pallets of toys were sent to Emmaüs Défi, a Group partner, for redistribution to people in need. In 2020, as in previous years, agencies provided storage space or vehicles for collecting clothes and toys, as well as food from food banks and Secours Populaire. The Nice agency provided a vehicle for three days to deliver emergency material to the villages devastated by the storms in the Alpes Maritimes region in October. In addition, Heppner has maintained its charity and sponsorship commitments this year, particularly with the associations Magie à l'hôpital and Jeunesse et Entreprise, but also with some of its employees involved in charity actions. In addition, the Eastern Region organised a wonderful solidarity chain with its customer Weleda to deliver

hygiene products for women and children, and the South-Eastern Region mobilised to help the victims.

Taking high-level research to the business world

2020 wasn't an exception to the rule. As a local player, Heppner has been supporting the University of Strasbourg Foundation for the last 10 years. During this period, it has contributed a total of 500,000 euros. As a member of an industry currently undergoing major technological change, the Group decided to support the creation of the foundation's Data Science and Artificial Intelligence (SD&IA) Chair and, in fact, is one of its largest contributors. This support not only seeks to foster convergence between AI and data but also to contribute to enhancing students' skills in this emerging field. With its engagement with this research, the company seeks to foster disruption and the development of new services for customers and consignees.



100 tonnes of food were transported for the Food Banks and the Restos du Cœur. As every year, several agencies have provided a vehicle for transporting and collecting food as part of a campaign against hunger and waste.



CAMILLE MANET,
Corporate
Partnerships Manager,
La Banque Solidaire
de l'Équipement,
Emmaüs Défi

"Our home equipment programme, created within Emmaüs Défi's integration project, enables families to equip their first home after living in precarious housing. Heppner collects new household goods that companies donate to us and takes them to our storage platform. For example, a company in Toulouse donated some household appliances to us. Heppner went to pick them up, took them to their warehouse, filled their trucks with our 30 pallets and delivered them to our warehouse in Rungis. This transport sponsorship started in September 2020 and continues each month. It's really inspiring to see just how far the solidarity chain can reach. Heppner also helped us with our Super Christmas operation. During the holiday season, our Parisian department store, which employs people on work integration programmes, moves out all its other stock and replaces it with new and second-hand toys that have been donated to us. This allows families with limited means to have a Christmas like everyone else. In 2020, with telecommuting, we had serious problems in getting items from our partners. Heppner behaved fantastically and collected toys from their agencies and delivered them to us on a NGV truck."



An initiative for hospitalised children

As a sponsor of Magie à l'hôpital for the last ten years, Heppner strengthened its commitment to hospitalised children by organising a relay race with the association during its annual convention. A total of 210 employees took part in the 1.5-hour event, raising 20,000 euros for the association, which supports children in short and long stays at hospital. "These donations and the financial support provided by Heppner during the last four years for our Au Tours du rire show and our larger-scale actions enable us to buy magical gifts that our volunteer magicians give to hospitalised children. During lockdown, when hospital visits were forbidden, these donations were used

to develop our remote magic workshops. Basically, they were used to buy computers and tablets. These funds are also used to help make children's dreams come true. The association organises encounters between children and their favourite celebrity", explained Stéphane Henry, director of Magie à l'hôpital. Despite the health crisis, the association was able to make 25 dreams come true in 2020. Others took place by videoconference. Thanks to the association, a private concert by "Billal Hassani with some musicians was organised for a young girl hospitalised in the oncology ward at Necker Hospital in Paris", he explained, adding that Heppner also provides logistical support by transporting pallets for them.

**Choiseul ranking
Heppner in the top 20 for the second time**



The Institut Choiseul has unveiled the 2nd edition of its ranking The new economy conquerors. This study ranks the top 100 French companies that are in the process of conquering their market. For the second time running, Heppner is one of the top 20 for its contribution to employment in the territories and its ambitious, innovative HR policy.



MYRIAM GARIN,
Lorient Agency Manager

"The Marie Le Franc trade school in Lorient contacted us to transport a parcel. What was in the parcel? Hair clippings for Coiffeurs Justes. The association uses the hair to make wigs for cancer patients. The hair's absorbent properties is also used as a decontamination solution. The hair is stuffed in sausage-shaped bladders and immersed in the sea or rivers to remove hydrocarbon pollutants. So I offered to support them in this process by handling the transport. We have also renewed our undertaking with our customer Celluloses de Brocéliande (a disposable nappy manufacturer), which supports the association Safe Cocottes and for which we delivered feminine hygiene products. This year, we also carried out two actions for the Red Cross consisting of collecting the newborn gift boxes sent to licensed midwives but not used. These are new products (bottles, nappies, baby creams and so on), totalling several pallets a year that we then deliver to the Red Cross."



**Research
A race to help fight
against breast cancer**

Every year in October, the Pink Ribbon association launches a campaign to combat breast cancer through

awareness-creation and mobilisation activities. On 18 October, the Ludres agency took part in the Pink October charity race.

40 %
OF OUR
AGENCIES work
with companies
from the
social economy
(versus 25%
in 2019)

300
PALLETES
transported
for non-profit
associations

82,000
EUROS
contributed to
the University
of Strasbourg
Foundation and
the associations
Magie à l'hôpital
and Jeunesse
et Entreprise

**Heppner mobilises
against ocean pollution**

In 2020, Heppner supported Oce'EM, an association of student eco-volunteers from EM Strasbourg that supports action against beach and ocean pollution in Asia. The Group's financial contribution will enable Oce'EM to take joint action with the association Zero Plastic Lembongan, which is working to counter this scourge by initiating a marine education programme.



MARION MARTIN,
Buyer, Noisy-le-Sec

"When I heard that a stock of mobile phones was going to be destroyed, I thought that they might be useful for the association where I volunteer. I suggested to Heppner that we reuse them and they immediately agreed. L'école sous l'arbre humanitaire France operates in at least six African countries: Cameroon, Central African Republic, Chad, Niger, Senegal and occasionally Mali. In what fields does it work? Education, health and environment.

Building and renovating schools, supporting orphanages and universities, building maternity wards in rural areas, donating medical equipment, as well as creating agro-pastoral and fish farming cooperatives to achieve food self-sufficiency and create income-generating occupations for women and young people... These are just some of the activities we are involved in. The mobile phones recovered from Heppner, which we reconditioned, were provided to representatives in the villages, who are responsible for collecting data about health, education and marital status. Of the 152 phones, some were also distributed to representatives in the Central African refugee camps in eastern Cameroon."

+ 2021 COMMITMENTS

- Launch of a Solidarity and Territories Initiatives trophy to provide financial support for a personal charity initiative undertaken by one of our employees. The selected action will be chosen by a jury composed of fellow employees.

**FOSTER THE
ENTERPRISING
S P I R I T**
of our employees,
partners, customers
and suppliers, and
citizens from all
generations in all the
territories where we
operate