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# MESSAGE FROM THE CEO



«Meeting challenges for and with our customers has always been a goal of Pac Team Group. We start with the principle that nothing is impossible. So when it comes to improving the world we live in, we are doing everything we can to adapt our activities in this direction. Reducing our footprint, adopting new environmental and societal constraints was not easy, but it led us to demonstrate our creativity and proactivity to meet our customers, our social and our economic partners. We are constantly looking for new solutions that are more respectful for people and for our planet. This principle has become a priority for Pac Team Group and we take our suppliers with us in this process.»

Alain Borle  
CEO Pac Team Group

# HISTORY

## PRESENTATION OF PAC TEAM GROUP

Founded in Switzerland in 1949, Pac Team Group specializes in the development of luxury: displays, packaging, shop-in-shops and exhibition stands for the biggest watch brands and jewelry, eyewear and li-

quors. Today, we have locations in Europe, USA, Asia as well as the Emirates. In parallel to our development to follow the requirements of a global market, we continue to draw inspiration from Swiss watchmakers precision and ingenuity. We embody the legendary Swiss engineering quality and we consider every relationship like a timepiece - a commitment that must be stored and handled with care. Each of our companies

represents a proud tradition of manual work, quality and craftsmanship that Pac Team Group is committed to preserving. From design to production and from delivery to installation, we stage your brand environment with passion and perfection, just like its creation.

Thanks to an in-house design and engineering team and several production sites, we can carry out any presentation project, packaging and display you can dream of, with unequaled efficiency and precision. A meticulous attention to detail during the design process allows us to offer an optimal flexibility in terms of price and delivery. Our local and personalized service guides you at each step of the process. While maintaining its Swiss roots, Pac Team Group has developed in an international market spirit. Each production center, factory and office that we open is designed to meet specific requirements, and satisfy the need for proximity of our customers around the world. Our production sites associate classic craftsmanship with new technologies to produce work under tight deadlines.

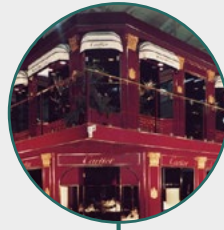




**1949**

### Atelier Borle

«L'Atelier Borle» is founded in Mont-sur-Lausanne, Switzerland, specializing in creating window displays for the watch industry. In addition, they begin designing and constructing booths for the prominent watch fair, BASELWORLD. Over half a century later, Pac Team remains one of the few official booth suppliers of BASELWORLD.



**1983**

### Pac Team makes BASELWORLD history

Pac Team is commissioned by Cartier to construct the first "two-tier" booth at BASELWORLD.

**1975**

### Pac Team SA

The company adopts the name "Pac Team SA," an acronym for Promotion, Architecture, Creation. Through Alain Borle's vision, the company expands into mass production of point of sale materials, including display and packaging, and gains prominence in new industries such as luxury, jewelry and eyewear.



**1999**

### Pac Team Europa

Pac Team Europa is founded in Milan, Italy enabling the company to have a location within the European Union as well as manufacture more efficiently in Italy.



**2005**

### Pac Team America

Alain Borle and Eric Zuckerman partner, expanding Pac Team's presence in North America with the formation of Pac Team America.



**2004**

### Globalization - China

Pac Team becomes a pioneer in the industry by embracing globalization and setting up locations in Hong Kong and Shenzhen, China.



**2012**

### Chinese manufacturing Pac Team Productions Asia Pacific

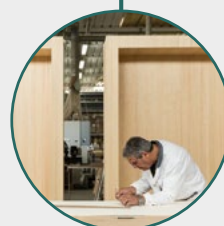
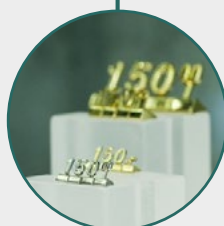
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**2012**

### LANSA

To expand its product range, Pac Team acquires Lansa SA, the global leader in designing, producing and marketing price-display systems, primarily for industries such as watch, jewelry, eyewear, shoes, and retail boutiques. Shortly thereafter, Lansa Americas is established to serve customers in the North and South American markets.



**2013**

### Pac Team US Manufacturing

Pac Team starts USA manufacturing with a focus on providing customers a local solution for shop-in-shops, retail fixtures, exhibitions and installation. This addition completed Pac Team's vision of a global manufacturing footprint that encompasses Asia, Europe and the United States.

## 2017

### Pac Team Canada

Pac Team expands its presence in North America with the formation of Pac Team Canada



## 2017

### PT Next

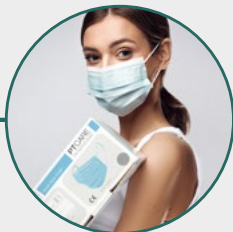
Pac Team Group opens its newest division, PT Next focused on technology within the retail environment.



## 2020

### PT CARE

Pac Team Group found PT CARE in Switzerland.



## 2020

### Pac Team Middle East DMC

Pac Team expands its presence in the Middle East with the creation of Pac Team Middle East DMC.



# “



**Christophe Vuille**  
R&D  
Pac Team SA

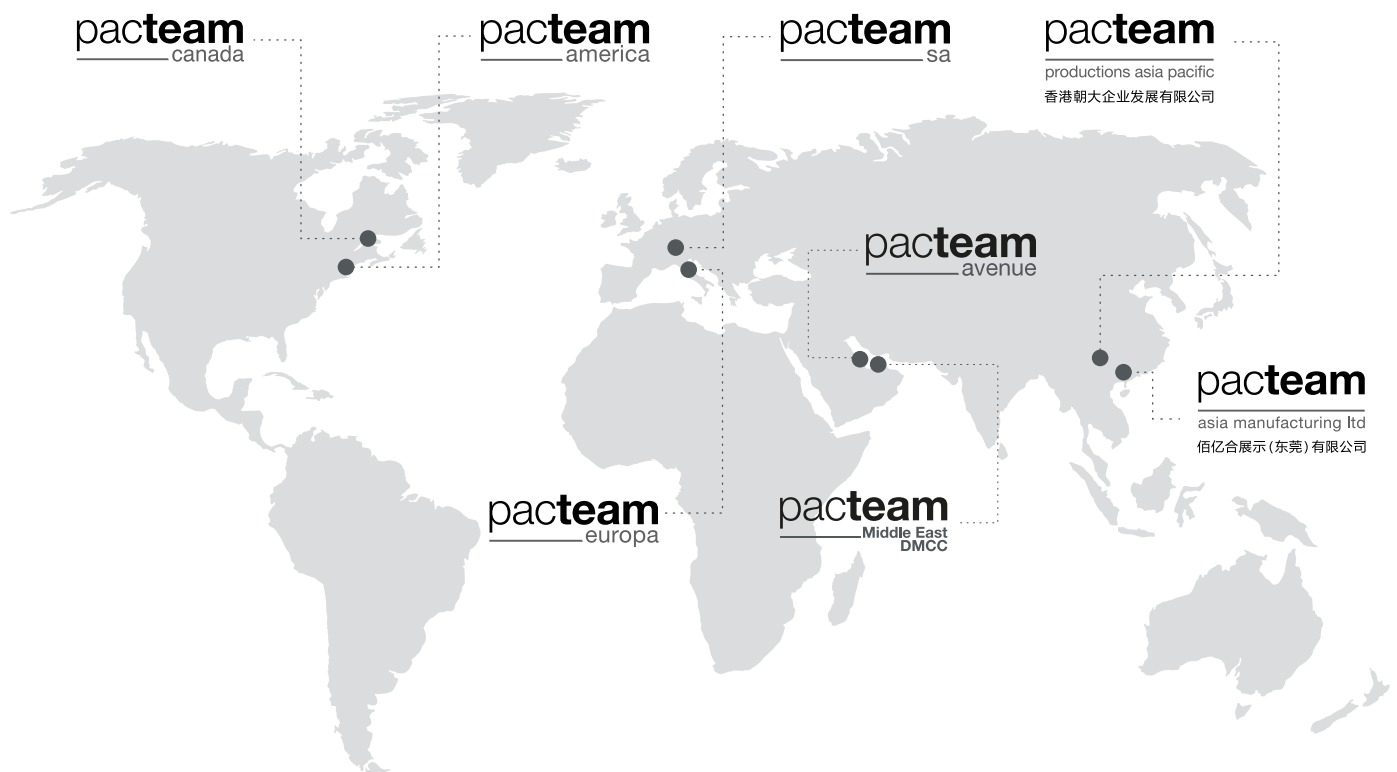
«1989, for the first time I passed the door of the company Pac Team. On the capital of the front door, was engraved in golden letters on the façade of this very old building: «La Paisible Demeure». We were in the glorious 30s! Those years when our ambitions had no limits, where the world was globalizing, where the word growth was not an ideology, but an evidence... And I came to offer my skills in a peaceful home. It is much later and after the company has changed several times from premises, that I understood the wink that fate gave me. When everyone is panicking, stay calm.

# ”



## AN INTERNATIONAL GROUP WITH A HUMAN MIND

“Passion” is the first word that comes to mind when you visit Pac Team Group. We have a love for design, perfect proportions and beautiful objects. Pac Team Group is an environment architect for luxury products around the world. The major brands of watchmaking, jewelry and eyewear have entrusted us with their collections for over half a century. Before a presentation goes into production, it is carefully studied by designers, then entrusted to skilled craftsmen. Wood, metal, plexiglas... each project is planned in detail by specialists who choose the best combinations of materials and colors to achieve the best possible value for money.



## GROUP KEY FIGURES

7  
countries

8  
subsidiaries

350  
employees

60.794  
annual sales  
2021  
CHF



# OUR HUMAN RESOURCES

## Presentation of our Swiss Team



Patricia Anthamatten  
Head of Finance



Renaud Blin  
Senior Project Manager



Joanna Boisseau  
CSR Manager



Mathilde Roth  
Technical Designer



Michael Rivoire  
Senior Project Manager



Christophe Vuille  
R&D



Fedele Licari  
Technical Designer



Mélodie Exbrayat  
Administrative Assistant



Sarah Bonneau  
Managing Director



Magali Kaeslin Niyongira  
Accountant



Philippe Froehly  
Technical QC Manager



David Pichard  
Logistics Manager



Fabien Bandini  
Technical Manager



Nataliia Tarankov  
Business Development Manager



Nolan Bonneau  
Project Manager Assistant



Maila Deon  
Project Manager



Pascal Borle  
Logistics Assistant



Camille Jatton  
Logistics Coordinator



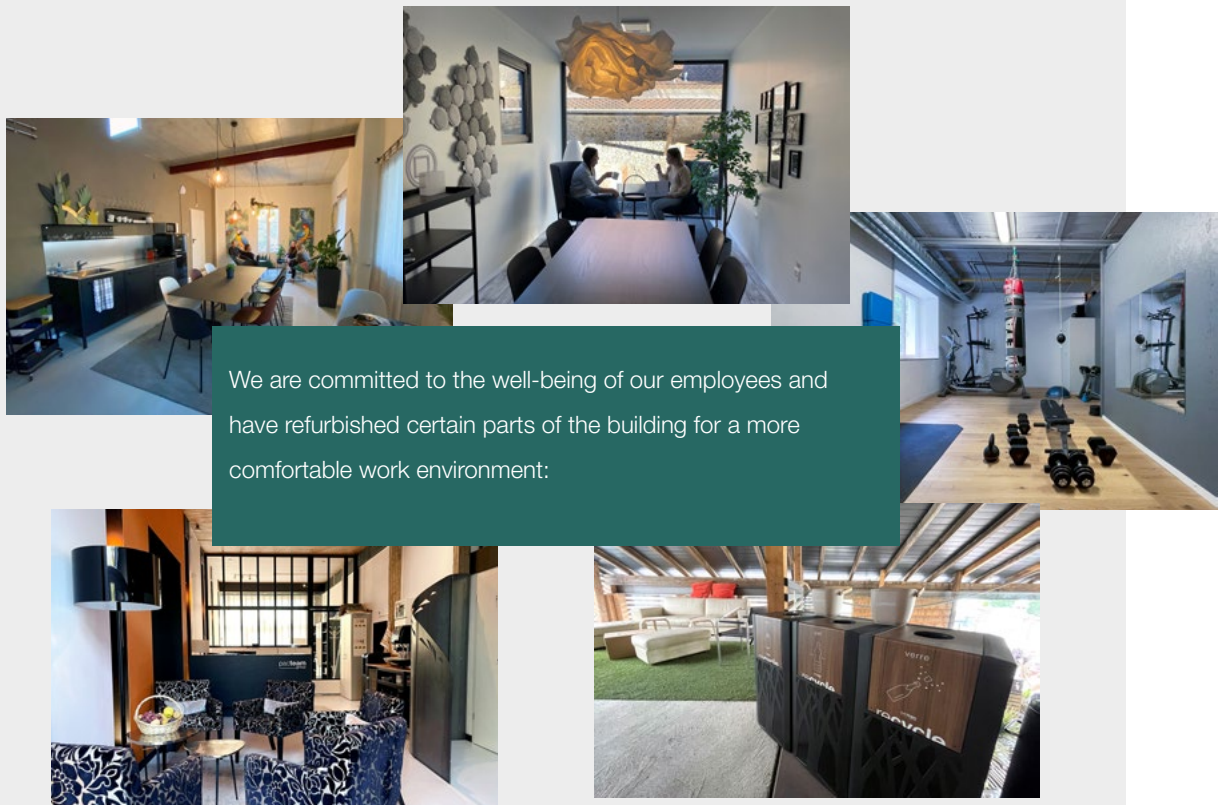
Tiffany Tripet  
Senior Project Manager



Simon Volet  
Creative Designer

## OUR MATERIAL RESOURCES

World leader in our industry, we are proud to have kept our roots in Switzerland. Since 2019, our head office has been located in Cugy, less than 100km from where our company was founded over 70 years ago.



# MISSION, VALUES & CSR STRATEGY

“



Joanna Boisseau  
CSR Manager  
Pac Team SA

«Pac Team understands the importance of managing climate change and has undertaken efforts to limit its social and environmental impact. In 2021, we implemented the resources needed to formalize our commitment through a structured CSR strategy. This change is quite palpable and is reflected, among other things, in this report.»

”

World leader in the field of POS, Pac Team SA's mission is to support our customers in the enhancement of their products, with personalized and avant-garde proposals. Our trusted partnership is focused on 360 degree service and guided by our values.

**SPIRIT OF SERVICE**  
**QUALITY**  
**CRAFTSMANSHIP**  
**REACTIVITY**  
**OUR TEAM'S PASSION**

From these values, we have formalized our commitment and structured the CSR approach of Pac Team SA. Our goal is to limit the impact of our activities and create added value for the men and women who work daily in our subsidiaries, but also for all of our partners.



Aware of the societal and environmental challenges that we must take up together, we go further in improving the working conditions of our employees, reducing the environmental impact of our activities, in synergy with our partners.

To meet the major challenges of sustainable development and to develop our service offering, we have materialized our CSR commitment around the following three pillars:

## SOCIAL

Being committed to well-being at work

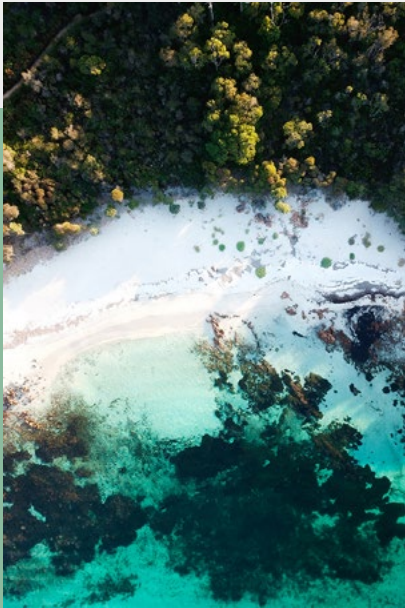
To be attentive internally, to the fulfillment and work/life balance of our employees. Externally, be vigilant by making human rights respected with our partners and suppliers throughout our value chain.



## ENVIRONMENT

Reducing the environmental impact of our activities as well as our clients'

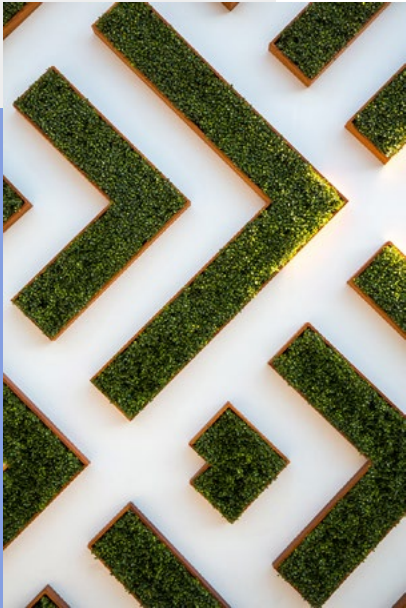
Minimize our ecological impact and involve our employees, suppliers and customers to try to limit this impact as much as possible. Applying and disseminating our eco-design approach is a priority for us.



## ETHIC

Innovate along with our stakeholders to meet the challenges of tomorrow

Support our clients in the context of their strategy and challenges, to advance our partners and suppliers in their ethical practices. Act according to our ethical principles and ensure that our partners and suppliers follow the same guidelines.



# OUR COMMITMENTS

Our CSR approach is the natural extension of a commitment, already initiated many years ago, and materialized through the following initiatives:

## FSC®

We have undertaken the process of this certification in order to affirm our CSR commitment and demonstrate our desire to produce in a more environmentally friendly way, using products from sustainable forests.

We have obtained FSC® certification in May 2022.



The mark of responsible forestry

## SEDEX



Pac Team SA is a Sedex member since 2013. This allows us to demonstrate our performance on sustainability, improving our ethical practices and easily share these informations with our customers through their platform.



## CARBON DISCLOSURE PROJECT

The CDP is an organization that evaluates companies on their environmental impacts, in particular with regard to climate change.

Pac Team SA has responded to this questionnaire since 2021 and is committed to improving its result by assessing its first carbon footprint.

## ECOVADIS

Ecovadis is a CSR assessment platform that gives companies the opportunity to assess and enhance their overall performance, as well as their social and environmental impact.

We have obtained the highest distinction from Ecovadis, the platinum medal, in November 2022.



## SWISS TRIPLE IMPACT

We are part of the STI program, a Swiss commitment program which makes it possible to assess companies' contribution to the Sustainable Development Goals (SDG).

The STI Directory lists Swiss companies committed to contributing to the SDGs by taking concrete measures and setting ambitious goals.

## TIMELINE OF OUR COMMITMENTS

2022

- EcoVadis platinum medal
- FSC® certification
- LCA tool development
- CSR report publication

2021

- Carbon Disclosure Project assessment
- Participation in the Swiss Triple Impact

2020

- Carbon footprint assessment

2019

- Socio-environmental program

2018

- First Ecovadis assessment

2014

- UN Global Compact membership

2013

- Sedex membership

# CSR POLICY

## CSR GOVERNANCE

The integration of our CSR strategy to the highest level of our governance allows us to make it fully operational within each of our departments and across our value chain.

### BOARD OF DIRECTORS

Validation of actions and budgets

### CSR COMMITTEE

- Definition of CSR commitments, risks, measures and objectives for each pillar social, environmental and ethical
- Evaluation of the implementation of the CSR strategy
- Ensures that each department respects the measures and objectives defined
- Communication to the board of directors

### IT SERVICES

Provides:

- Security of information systems
- Energy savings

### HUMAN RESOURCES

Provides:

- Health, safety and quality of life at work
- Integration of new employees
- Rise in competence
- Quality of social dialogue

### CSR DEPARTMENT

Provides:

- Coordinating the implementation of the CSR strategy within the company
- Transversal interaction with different departments
- Monitoring of the various indicators
- Raising awareness throughout our value chain
- Internal and external communication of our CSR strategy
- Dissemination of our CSR policy along our value chain

### PROJECT MANAGEMENT

Provides:

- The implementation of our eco-design approach
- Raising awareness among our stakeholders to our CSR policy

### LOGISTICS

Provides:

- Optimization of upstream and downstream freight
- Dissemination of our CSR policy throughout of our value chain





## CSR GOVERNANCE

### Board of Directors

The Board of Directors is in charge of validating actions and budgets, and consists of four members.

Each member is responsible for one or more particular themes :

- Governance
- Social
- Environment
- Security
- Finance
- Law and Ethics

### CSR Committee

Our CSR committee was created in November 2021 with the aim of formalizing our sustainable development approach.

Our committee is made up of eight people representing each department of our company:

- Alain Borle – CEO
- Sarah Bonneau – Managing Director
- Fabien Bandini – Technical Manager
- Patricia Anthamatten – Head of Finance
- Michael Rivoire – Senior Project Manager
- David Pichard – Logistics Manager
- Christophe Vuille – R&D / Occupational Health and Safety Manager
- Joanna Boisseau – CSR Manager

After a series of weekly meetings to define our strategy, in consultation with the Board of Directors, we now meet every three months to establish the inventory of our ongoing actions on the various pillars, to monitor our performance indicators and to ensure the pursuit of our objectives.

## CSR Department

Our CSR department in Switzerland is made up of the following members:

- Joanna Boisseau – CSR Manager
- Simon Volet – Creative Designer (Eco Design)

The CSR Department is in charge of the following missions:

- Transversal interaction with the different departments and actors
- Implementation of the CSR strategy within the company
- Coordination of exchanges between the different departments
- Internal communication of the strategy to all collaborators
- External communication with our customers, partners and suppliers

We are committed to exceeding our partners' expectations.

Any questions can be directed to:

**[joanna.boisseau@pacteam-group.com](mailto:joanna.boisseau@pacteam-group.com)**







## STAKEHOLDERS

In 2022, we intensified the dialogue with all our stakeholders: our employees, suppliers and customers.

We support our clients in the context of their strategy and challenges and help our partners and suppliers progress in their ethical practices .

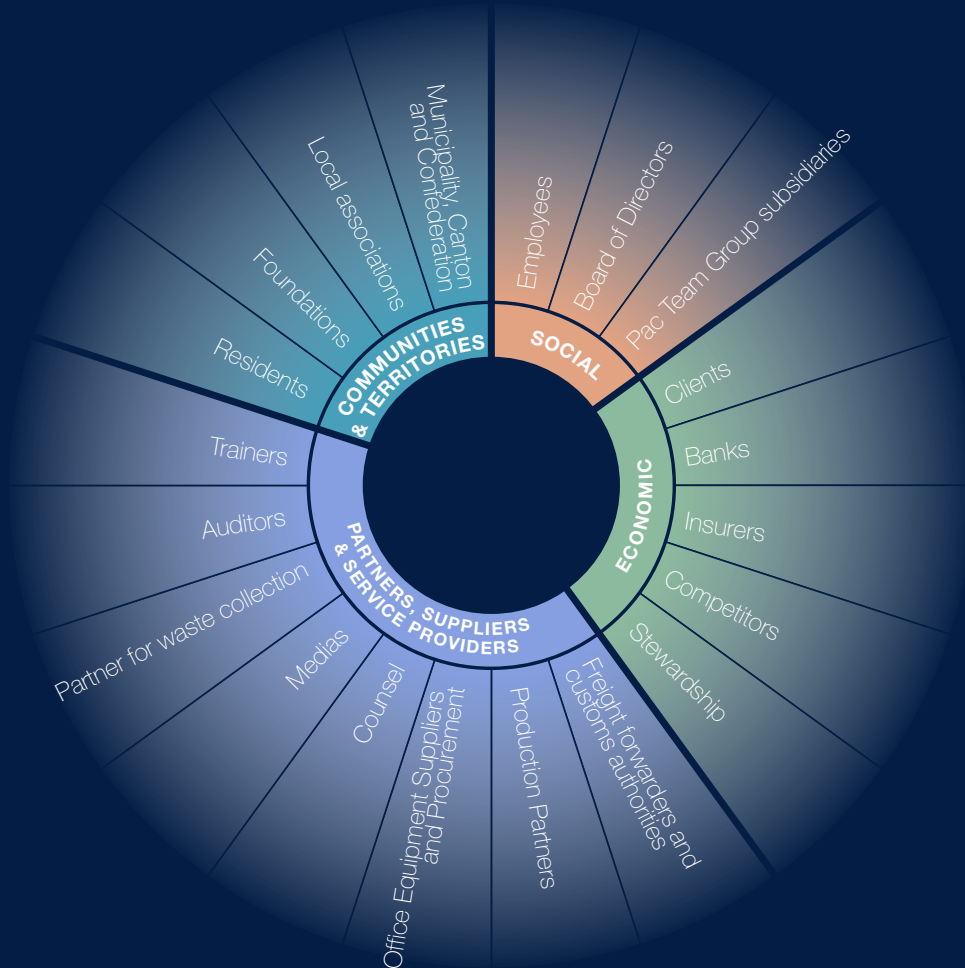
As partners, their contribution is essential to improving our social and environmental performance. That is why we involve them in our strategy of sustainable development. They were also involved in the definition and implementation of our action plan.

The implementation of this collaborative strategy aims to build long-term relationships and promote good sustainability practices that we advocate, at all levels of our value chain.

We show our CSR commitments through our CSR policy. Thus, our stakeholders are engaged to meet our criteria for environmental protection, social and ethical commitment. We also guarantee fair and equitable treatment, fight against corruption and economic dependence, and improve performance, transparency and confidentiality.

All of our employees are subject to our ethical charter, and a whistleblowing system is implemented for any breach to the principles of this charter.

## Stakeholder mapping



Identifying and analyzing an organization's stakeholders is a fundamental step in the development of a CSR strategy. It leads to identifying the needs and expectations of each customer, supplier, partner and employee and carries out an evaluation of the stakes, according to their importance (principle of double materiality).

At Pac Team SA we believe that by investing in regular and quality exchanges with our customers, partners, suppliers and collaborators, we can create relationships of trust based on communication, security and mutual aid.

## EMPLOYEES

Each employee of Pac Team SA brings specific skills, know-how and a unique experience that enriches the culture of our company on a daily basis.

Being a project manager at Pac Team involves the development of presentation objects for luxury brands.

Through window animations, pretty boxes and original displays, we set the stage for our clients' brands. The responsibility of the project manager is to have an overall view of the project. It all starts with the customer to understand their needs.

Depending on the project, we then work in close collaboration with designers, technicians, factories and logistics in order to offer solutions to our clients and establish the realization of their vision.

We then follow the teams for the realization of prototypes in order to present our concept as a prototype to the client. Once the prototype has been approved, we work with the factories to ensure that the production is delivered on time, respecting all the details requested by our clients.

With a variety of projects, every day is different. We develop objects using multiple materials, from small to very large, for unique pieces up to annual productions of more than 100 000 pieces.

Our responsibility is to understand, interpret, transmit and follow up on all requests from our clients.

### Team Projects



## EMPLOYEES

Welcome to «logistics», a crucial department in all production lines. Logistics is involved at all points of the project, but most critical when a project is ready to leave the factory. For some commands of raw materials, we interfere upstream of the production and above all, we take over as soon as the order of our customer is ready to leave the factory.

We make sure that the documentation given to our customers allows them to ship the goods quickly from our factories while ensuring proper invoicing. We manage both air and sea freight across the globe, which makes each day very exciting.

The ultimate goal of logistics is to ensure the highest quality of our products and services offered by the company in order to preserve and improve clients' satisfaction, with the finished product and our respect of the environment.

### Team Logistics

Being a technician and designer at Pac Team means following all projects from start to finish. We think in terms of eco-design, cost consciousness, as well as feasibility, and aesthetics.

Using 3D software, we prepare plans for our customers in order to give them a precise idea of the finished product.

These plans are also intended for our manufacturing partners so they can produce our projects with foresight.

We visit the factories and follow the production, to have control over the entire project.

We meet with customers to present the prototypes, give ideas and propose technical solutions.

### Technical Team

“

## CLIENTS

« As director of Pac Team, my greatest pride is in the recognition of our clients who have continued, to choose our company to develop their projects for many years. Their loyalty is my greatest reward. »



**Sarah Bonneau**

Managing Director  
Pac Team SA

We work with prestigious clients who we have partnered with for a very long time. With our materialized eco-design approach, in particular through our responsible innovation charter, all projects take into account their socio-environmental constraints and sustainability.

« A long-time partner, Pac Team has structured and mobilized over the past two years to meet environmental challenges and contribute to reducing the carbon footprint.

Pac Team has shown to be proactive on issues by promoting concrete eco-design solutions. At the same time, developing of dedicated tools to measure the impact of eco-design and actions of carbon footprint reduction and to project a long term strategy . Convinced that achieving our goals requires close dialogue and collaboration with our partners, together we build the path to take. »

*Cartier*

Purchasing  
Department  
POS  
Development  
Cartier  
International  
Paris

”



## SUPPLIERS

« At Pac Team, we value all of our relationships. Our suppliers are considered partners and at the heart of our value chain. A good relationship and communication are therefore crucial, and working hand-in-hand we are able to meet the requirements of our customers.

I particularly appreciate this relationship, because I work with my suppliers essentially in a relationship of trust and mutual assistance to carry out our projects. This is what guarantees the efficiency of the Pac Team value chain.»



**Maila Deon**

Project Manager  
Pac Team SA



Our suppliers and partners are selected with care to limit our socio-environmental impact and improve our eco-design efforts.

## Materiality Matrix

At Pac Team SA, we seek to focus our sustainability efforts in the areas where we have the greatest impact. The materiality index shows what these areas represent for us. We have created it through discussions with our customers, partners and employees over the past two years.

The materiality matrix enables us to prioritize the main challenges for the company as well as for our external stakeholders.



Based on the results of our materiality matrix, we have prioritized the following issues:



### SOCIAL ISSUES

- Quality of life at work
- Good communication
- Health and security at work



### ENVIRONMENTAL ISSUES

- Eco-design of products
- Life cycle analysis
- Assess and reduce GHG emissions



### ETHICAL AND SOCIETAL ISSUES

- Regulatory compliance of products
- Responsible purchasing
- Respond to our clients new expectations

## OUR NON-FINANCIAL CHALLENGES AND RISKS

### SOCIAL

COMMITMENTS	ISSUES	KPI
Health and security at work	Ensuring collaborators health and safety	Number of employees that have taken OHS training Number of accidents and incidents
Quality of life at work	Promoting a balance between professional and personal life	Absenteeism rate Turnover rate Satisfaction rate
Responsible management	Promoting collaborative strategies and collective intelligence	Number of workshops and sessions attended
Promoting diversity and equity	Promoting diversity an inclusive environment	Gender parity Satisfaction rate
Communication withiin the company	Promoting good relations and integrating all employees in communication	Ratio of successful selected / not selected proposals from the suggestion box
Development of skills	Acquisition and retention of talents, employee commitments, internal and external training, transversality and skills transfer	Turnover rate Annual number of hours of training

# OUR NON-FINANCIAL CHALLENGES AND RISKS ENVIRONMENTAL

COMMITMENTS	ISSUES	KPI
Sustainable resources management	Evaluate and reduce our water and energy consumption	Water consumption monitoring Energy consumption monitoring
	Carry out an LCA of our products	Number of LCA performed
	Improve management of the company towards a logic circular economy	Volume of incinerated/ recycled waste
	Prioritize eco-design for all of our products	Number of eco-designed products (partially or fully)
Pollution prevention	Deploy thoughtful management of our waste	Volume of incinerated/ recycled waste
Climate change	Assess and reduce our GHG emissions	Change in overall GHG emissions by a significant amount
Sustainable mobility	Promote sustainable mobility for employees	Change in the number of electric or hybrid vehicles Change in GHG emissions when traveling
Environmental policy	Promoting our commitments regarding environmental challenges	Publication of our environmental policy See all other environmental KPIs
Preservation of biodiversity	Promoting biodiversity through eco-gestures	Change in the number of eco-gestures Change in the categories of products included in our FSC® certification Number of FSC® products

## OUR NON-FINANCIAL CHALLENGES AND RISKS ETHICAL AND SOCIETAL

COMMITMENTS	ISSUES	KPI
Supplier risk monitoring within our value chain	Acting accordingly with our ethics principles and ensure that our partners and suppliers follow the same guideline	Change in supplier scoring Change in the number of certifications/ good practices Change of audit results
Fair business practices	Promoting fair business practices	Number of reports regarding our whistle blower procedure
Regulatory compliance of products	Ensure that each product is in compliance with the applicable regulations, present or futur	% of declarations signed annually % of tests performed on new materials/suppliers
Relations with our stakeholders	Supporting regular exchange with our customers and suppliers	% of stakeholders involved in CSR exchanges % of stakeholders involved by category Materiality matrix
Sustainable procurements policy	Selecting suppliers and service providers that respect sustainable development challenges	Sustainable development compliant/non-compliant supplier ratio
Societal commitment	Involvement with associations and encourage commitment of our employees	Change in the number of actions carried out Annual change in investment of these actions

## STRUCTURING OUR CSR APPROACH BASED ON ISO 26000

ISO 26000 is the international standard that guides companies adopting socially and environmentally responsible behavior.

ISO 26000 addresses seven central issues of social responsibility :

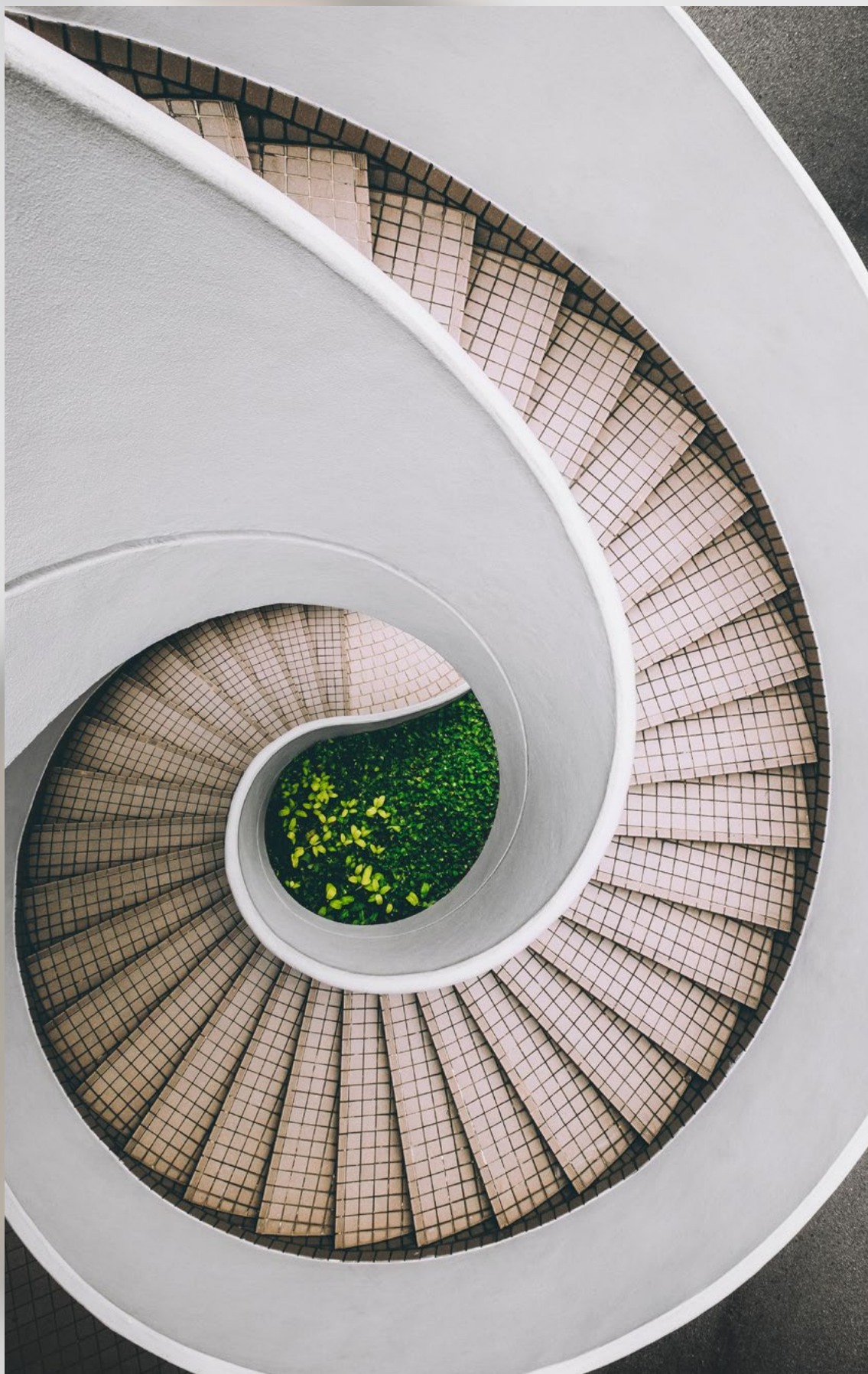


Our CSR approach follows the stages of the ISO 26000 standard :

- Diagnosis of our company and evaluation of our CSR performance: exchanges with various departments, sector benchmark, analysis of initiatives underway.
- Identification of our CSR challenges and priority action issues: identification and exchanges with our stakeholders, identification and development of our stakeholder mapping, processing and analysis of results.
- Definition of our CSR strategy and development of action plan: development and implementation of our action plan.
- Communication and reporting: collection and processing of elements and documents for the drafting of our CSR report, internal and external communication of our CSR strategy.



S O C I A L



PILLAR



# SOCIAL COMMITMENT

COMMUNICATION IN  
OUR COMPANY

INCLUSIVE  
ENVIRONMENT

HEALTH AND  
SECURITY AT WORK

QUALITY OF LIFE

RESPONSIBLE  
MANAGEMENT

SKILLS  
DEVELOPMENT

# BEING COMMITTED AT WORK

Pac Team SA is all about the men and women who work every day to our success and still are, this day, our greatest source of progress.

We consider that respect for all people, the ability to create a creative, stimulating and inclusive environment are essential to the company's performance and sustainability.

Thus, in a professional framework whose lines are constantly redrawn, our human resources policy should help to meet the following objectives:

- Ensuring business success in its development strategy
- Appeal of company to current and future talent
- Optimize career and skills management

As part of our social commitment, we also make sure that adequate working conditions exist at our partners and suppliers.



**Michael Rivoire**  
Senior Project Manager  
Pac Team SA

***« Active in the company since 2006, I have seen in recent years all the improvements made in its organization and functioning to retain employees and make our activity more attractive for the new generation.***

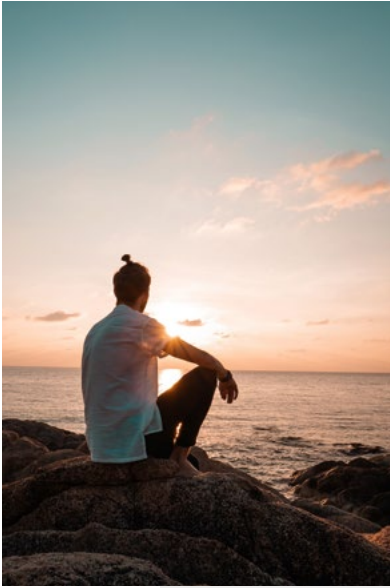
***Increasing the cohesion between employees thanks to parties and trips organized by management, social conditions optimized with improved retirement plans, reduced hours, but also participations in profits according to the market business.***

***»***





# OUR ACTIONS



## HEALTH AND SECURITY AT WORK

We strive to maintain a safe and healthy environment, and in accordance with relevant regulations.

We have implemented several measures to promote health and safety at work our office but also our partners:

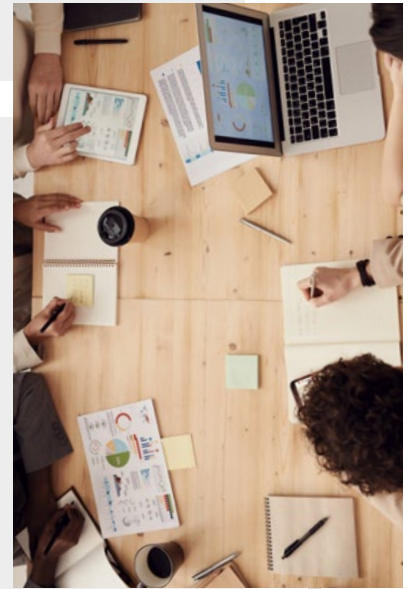
- Occupational health and safety training
- Carrying out SA 8000, BSCI or SMETA 4P type audits
- Drafting of our health and safety manual
- Appointment of a health and safety manager

## COMMUNICATION IN OUR COMPANY

Because the unique knowledge of its employees is one of its main resources, Pac Team SA organizes workshops to promote the exchange and sharing of experiences. This reinforces the transfer of skills disseminated by its most senior employees.

Prioritizing social cohesion, integrating all employees into the communication: inevitably leads to a better performance of the company.

- Distribution of our welcome booklet
- Dissemination of our CSR charter
- Organization of workshops and team building activities
- Creation of a suggestion box
- Company outings and meals





## QUALITY OF LIFE

We are committed to promoting a fulfilling work-life by developing a culture of well-being at work, based on respect, listening and caring in employer-employee relations.

The company has implemented a set of initiatives to allow for a better work-life balance:

- More flexible working hours
- Gym available free of charge
- 80% discount in the Cugy fitness room
- Dog friendly company
- Baskets of seasonal organic fruit available
- Coffee, still and sparkling water available
- Organization of workshops and team building activities
- Company outings and meals
- Access to training
- Best social insurance program





## INCLUSIVE ENVIRONMENT

Pac Team SA believes that diversity drives to innovation, creativity and performance. For these reasons, our company is particularly attentive to the integration of diversity in its organization, and promotes the equal recruitment of individuals with diverse backgrounds.

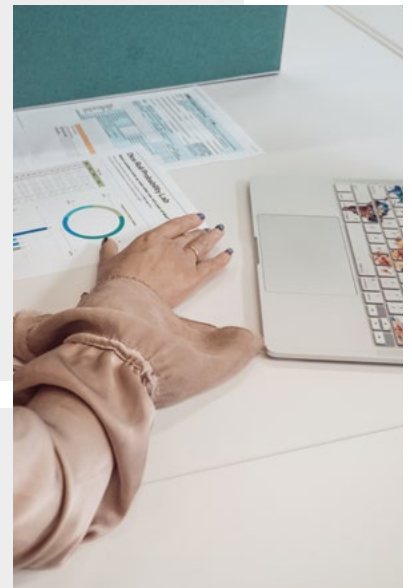
- Dissemination of our charter on equality, diversity and inclusion
- Dissemination of our recruitment policy
- Dissemination of our Human Resources policy
- Gender equity in recruitment and compensation

## RESPONSIBLE MANAGEMENT

Pac Team SA believes that responsible management is at the heart of sustainable performance.

Collaborative strategies, collective intelligence, dedication, humility and flexibility are essential values that we strongly support:

- Management with an emphasis on listening
- Organization of participatory workshops
- Distribution of satisfaction questionnaire to employees



## SKILLS DEVELOPMENT

Professional training throughout the career is not only an essential lever of performance and attractiveness of a company, but remains essential for employee growth and loyalty. We are committed to the acquisition, retention and development of skills, to offer the best professional development for our employees.

- Specific individual training
- CSR training
- FSC® training
- Occupational health and safety training
- Ethics training
- Eco-design workshops
- Group visits to recycling centers

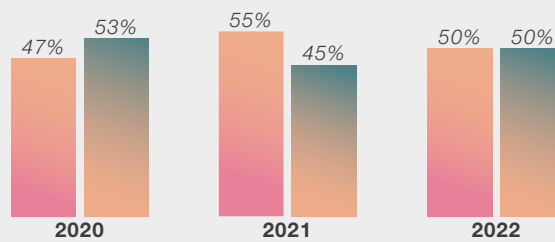
# OUR RESULTS



As we continuously improve, we have identified our main indicators (KPI) based on our significant CSR issues. To ensure we progress on the pillars we have defined, we are attentive to collect our main data source and to monitor our non-financial performance.



## Gender parity



In 2022, our company employed 20 people, comprised of 10 women and 10 men.

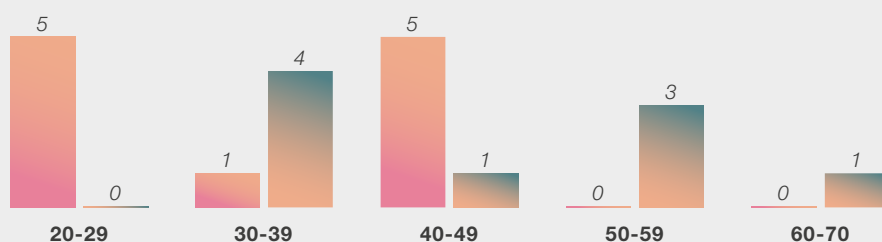
We strive for equality between genders and therefore we are attentive to the following:

- Number of women in positions of responsibility
- Percentage of women in the company's ten highest wages
- Equal pay
- Equal annual increases
- Equal promotions

## DIVERSITY

We aim to provide a fair reflection of the diversity of society within our workforce, including its cultural diversity, at all levels of the organization. We promote the integration of people with different profiles at all levels of the organization without distinction of gender, sexual orientation, nationality, ethnic origin, religion, belief, age, or disability. We aim to maintain and improve a diversified work environment.

## Breakdown of employees by age group 2022





Average age  
**40**  
years

**33%**  
employees  
of foreign nationality

**95%**  
Permanent  
contracts

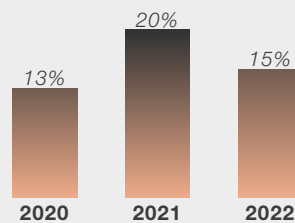
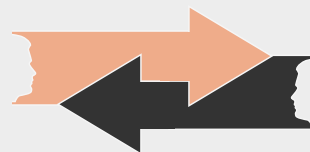


## TURNOVER RATE AND ABSENTEEISM

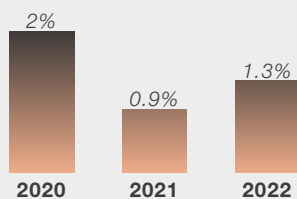
The turnover rate takes into account the number of departures and arrivals of employees within our business over a year.

The absenteeism rate is expressed as the percentage of employees who did not show up for work. The reasons of the absence considered for the calculation of our absenteeism rate are the following: illness, accident or any other non-attendance.

### Turnover Rate



### Absenteeism Rate



We can see our turnover rate for 2020 and 2022 relatively low (between 5-15%).

For the year 2021 a slight increase was seen due to an increase in the number of positions.

With regard to the absenteeism rate, we see the highest rates in 2020. These numbers are driven by the pandemic. 2021 and 2022 rates are more reflective of normal levels of absenteeism based on justified absences.



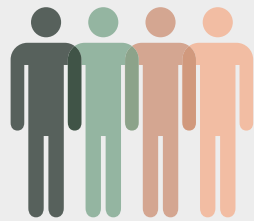
## EMPLOYEE SATISFACTION RATE

Pac Team SA is committed to promoting a safe and healthy working environment for our employees.

We carried out an annual satisfaction assessment for all of our employees.

100% of them answered the questionnaire on the following topics:

- Well being at work
- Nature of work
- Organization at work
- Professional development
- Compensation and benefits
- Corporate culture
- Management



78%  
Overall satisfaction rate

77.8%  
See themselves with the company in three years



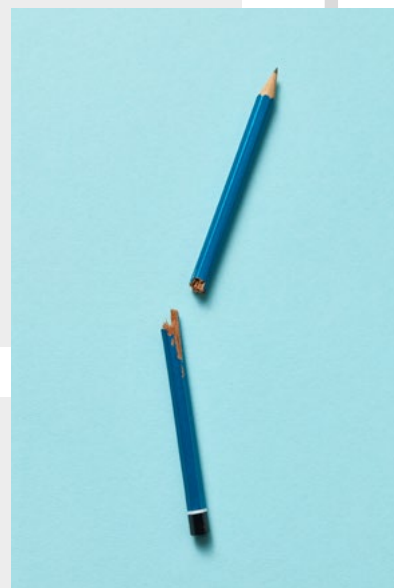
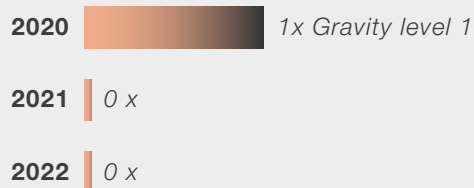
94%  
Are satisfied with the general atmosphere and appreciate our corporate culture

## ACCIDENTS



Pac Team SA tracks accidents and are measuring the severity, frequency and number.

## Number of accidents



## TRAININGS

**100%**  
of our employees took  
part in training sessions in  
2022

Trainings were held on the following issues:

- Sustainable development
- Ethics in our business
- FSC®
- Health and security at work
- Eco design

Other more specific professional training courses have also been offered:

- HR training
- Technical software training
- REACH training



# ENVIRONMENT



PILLAR

# ENVIRONMENTAL COMMITMENT

SUSTAINABLE  
MANAGEMENT OF  
RESOURCES

PRESERVATION OF  
BIODIVERSITY

CLIMATE  
CHANGE

SUSTAINABLE  
MOBILITY

POLLUTION  
PREVENTION

ENVIRONMENTAL  
POLICY

ECO DESIGN  
APPROACH



# REDUCING THE ENVIRONMENTAL IMPACT CREATED AS A RESULT OF ACTIVITIES FOR OURSELVES AND OUR CLIENTS

In response to the environmental impact of ours and our clients' activities, we have taken the opportunity to create an environmental policy as part of our Corporate Social Responsibility.

Pac Team SA's environmental policy considers the short-term and long-term impact our work has on the environment, and it is supported by an action plan that is regularly monitored and reviewed.

Roles and responsibilities relating to this policy have been meticulously allocated and the Management is responsible for its application. The targets, as well as all the monitoring indicators have been carefully designed so that we see continuous improvements to our environmental performance.

We encourage all our employees, partners and suppliers to actively participate in this challenge to improve our environmental performance.

Pac Team SA is actively searching for respectful solutions of the environment by identifying market opportunities and assessing their technical and economic potential.

We encourage our customers to be more responsible by offering them solutions that present the least environmental impact.



**Simon Volet**  
Creative Designer  
Eco-design Expert  
Pac Team SA

**« Eco-design has become a necessity for us. We work hand in hand with our customers and partners to design products with the least impact possible. Optimizing weight and size of our products, sourcing local materials and limiting the most harmful components for the environment and human health : these decisive criteria are part of our daily tasks. »**







In order to structure our environmental policy and respond to material issues related to the development of our activities, we have identified our significant environmental aspects and impacts, on the following areas:

ACTIVITIES AND SERVICES	ENVIRONMENTAL ASPECT	ENVIRONMENTAL IMPACT
Administrative activities	Consumables consumption (paper, toner, supply Office)	Natural resource depletion
	Water and energy consumption (electricity)	Natural resource depletion
	GHG emissions	Increase of the greenhouse effect
	Generation of waste: end of product vacuum consumable (DIB/inerts)	Increased pollution
Production	Raw material consumption	Natural resource depletion
	Carbon Consumption	Natural resource depletion
	Water and energy consumption	Natural resource depletion
	Consumption of glues, solvents, inks, paints etc.	Air and water pollution
	GHG emissions	Increase of the greenhouse effect
	Generation of waste: end of product vacuum consumable (DIB/inerts)	Increased pollution
Employee daily travel	Carbon consumption	Natural resource depletion
	GHG emissions	Increase of the greenhouse effect

# OUR ACTIONS

## CLIMATE CHANGE

- Assessing and reducing our greenhouse gas emissions
- Carbon footprint of our business and action plan
- Energy from 100% hydraulic sources and produced in Switzerland

We started to assess our GHG emissions in 2020 during our first carbon assessment, following the GHG Protocol method. This evaluation will take place every 2 years and includes the following parameters:

- Scope 1: direct emissions (vehicle fuel business and heating)
- Scope 2: indirect emissions (energy consumption)
- Scope 3: indirect emissions (business travel, commuting and purchase of equipment)

### Scope 1

Direct emissions  
(Consumption of fuel by company vehicles and gas for heating)

### Scope 2

Indirect emissions  
(electricity consumption)

### Scope 3

Indirect emissions  
(upstream activities)

## ECO-DESIGN APPROACH

Our eco-design approach is part of the DNA of Pac Team SA and is at the heart of any development of new projects, formalized through our responsible innovation charter.

Our Responsible Innovation Charter is a multi-criteria approach to reduce the environmental impact of our products, ensure the health and safety of operators during production and users when using products and it is structured around 6 main axes.

1. Choice of raw materials
2. Product Design
3. Production
4. Packaging
5. Distribution
6. Recycling

Our approach relies on:

- Measuring these impacts using a life cycle analysis tool
- Minimize these impacts through actions such as promoting low materials carbon impact, improve the energy efficiency of the surgical range or facilitate recycling end-of-life products.



## LIFE-CYCLE ANALYSIS

Since 2022, we are able to offer our customers a life cycle analysis (LCA) of their products.

There are several types of LCA we can offer:

- Simple analysis (only one reference)
- Benchmarking to compare the same product reference manufactured from different materials (for example: standard version versus more eco-friendly version)
- Multicriteria analysis (analysis according to several environmental indicators)

LCA can be assessed based on the following environmental indicators:

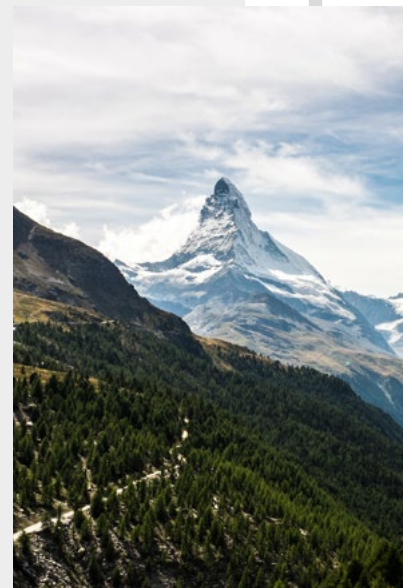
- Abiotic depletion
- Climate change
- Ozone layer depletion
- Human toxicity
- Freshwater aquatic ecotoxicity
- Marine aquatic ecotoxicity
- Terrestrial ecotoxicity
- Photochemical oxidation
- Acidification
- Eutrophication

Along the analysis, we consider the following life cycle stages :

- Extraction
- Distribution
- Manufacturing
- Factory recycling

## SUSTAINABLE RESOURCE MANAGEMENT

- Evaluate and reduce our water and energy consumption
- Challenge our employees on eco gestures
- Installation of reusable dishes and water fountain. End of plastic bottles and disposable cups
- New guidelines for managing our server, our emails as well as impressions
- Guidance on office equipment purchases
- Reuse and recycling dynamics
- Recycling our waste by giving it a second life
- Outreach to our partners and suppliers





## POLLUTION PREVENTION

- Deployment of thoughtful waste management
- Placement of sorting bins
- End of individual office bins
- Thoughtful design of our products to facilitate transportation and recycling
- Donations of materials to local schools and associations

ACTIONS

## SUSTAINABLE MOBILITY

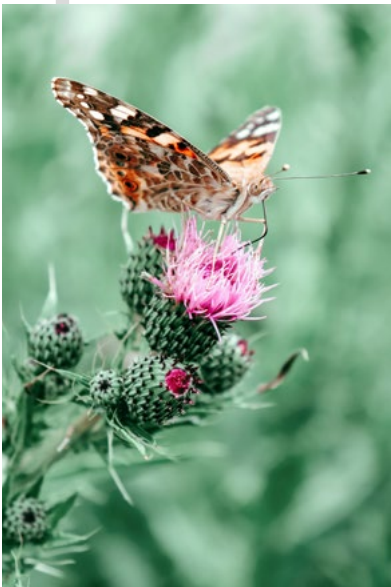
- Encouraging videoconferencing sessions
- Encouraging soft mobility on business travel
- Business travel tracking (travel and distance)
- Train selection for any trip in Europe
- Carpooling recommended for business and private travel of employees
- Installation of electrical terminals to encourage our employees to purchase electric vehicles



## ENVIRONMENTAL POLICY

- Promotion of environmental services
- Implementation of environmental reporting

ACTIONS



## PRESERVATION OF BIODIVERSITY

- Eco-labelled products for maintenance and cleaning
- FSC® certification for more sustainable forest management

# OUR RESULTS

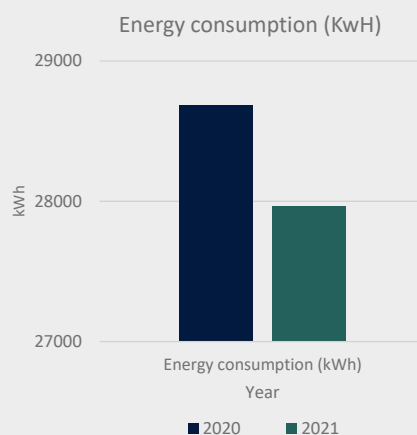
As we continuously improve, we have identified our main indicators (KPI) based on our significant CSR issues. To ensure we progress on the pillars we have defined, we are attentive to collect our main data source and to monitor our non-financial performance.

## MONITORING OF OUR ANNUAL CONSUMPTION

We identified the main sources of energy consumption of our premises and have consumed in 2020 a total of:

28'684  
KwH

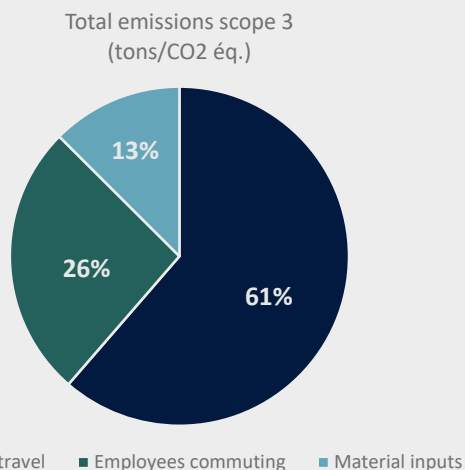
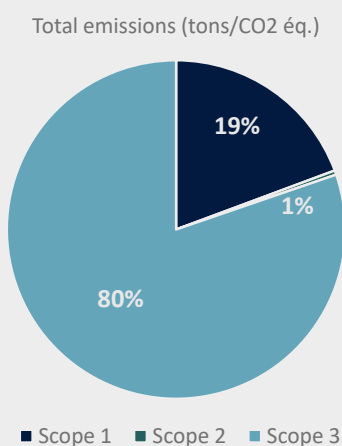
which represents approximately 1% of our CO2 emissions.



## CARBON FOOTPRINT

We have completed our GHG emissions assessment for 2020 on scopes 1, 2 and 3 (on upstream activities).

Within this scope of study, Pac Team SA's greenhouse gas emissions report represents 192.7 tonnes CO2 equivalent, equivalent to 9.17 tonnes CO2 equivalent per employee and distributed as shown in the following charts:





Looking at the graphs above, we can see that 80% of our emissions come from essentially scope 3, especially our business trips.

Pac Team SA business travel expenses include trips to factories to control and monitor production, meetings with customers for the presentation of prototypes and meetings to maintain good customer-supplier relationships.

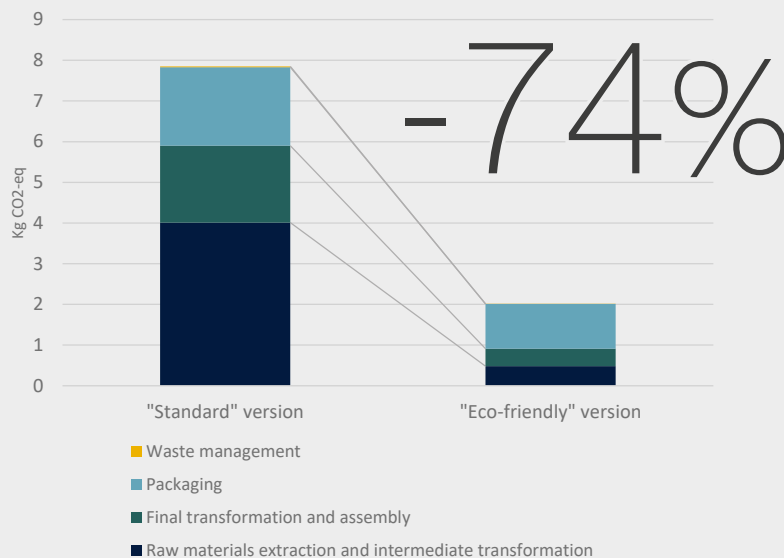
Following the results of our carbon footprint, we have defined an action plan for reducing our emissions, by better managing our business travel and replacing some trips with conference calls.

## ECO DESIGN APPROACH

Pac Team SA has updated its responsible innovation charter and eco-design strategy. These two documents outline a step-by-step process to be implemented that would allow customer, suppliers and partners to measure the environmental impact at each stage of a product or material's life cycle.

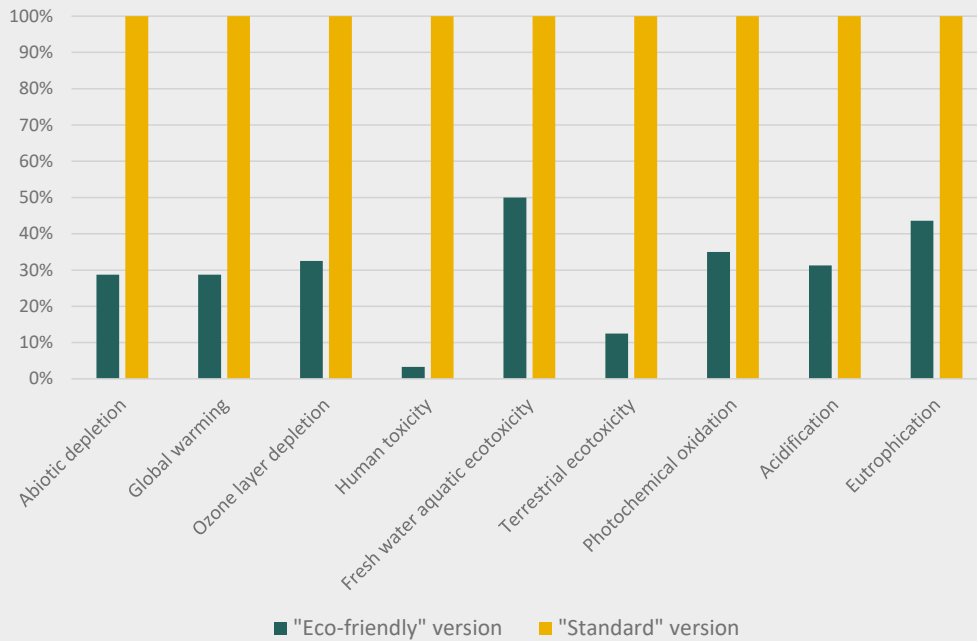
We conducted several life cycle analyses for our customers to present the environmental impact of their products.

On the chart below, we performed an LCA comparison of a standard and a more environmentally friendly version.



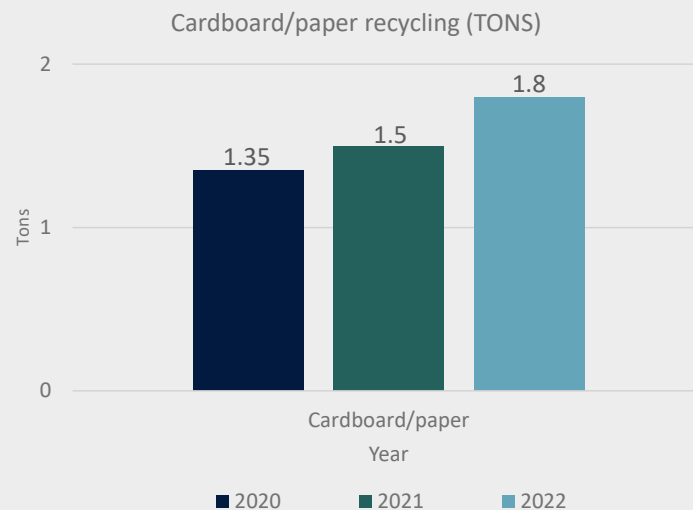
The study clearly shows that the second version, «eco-friendly», emits -74% of emissions of CO<sub>2</sub>eq compared to the first release.

In order to measure the different environmental impacts of the two versions of products, we have also conducted a multicriteria comparative analysis.



## WASTE MANAGEMENT

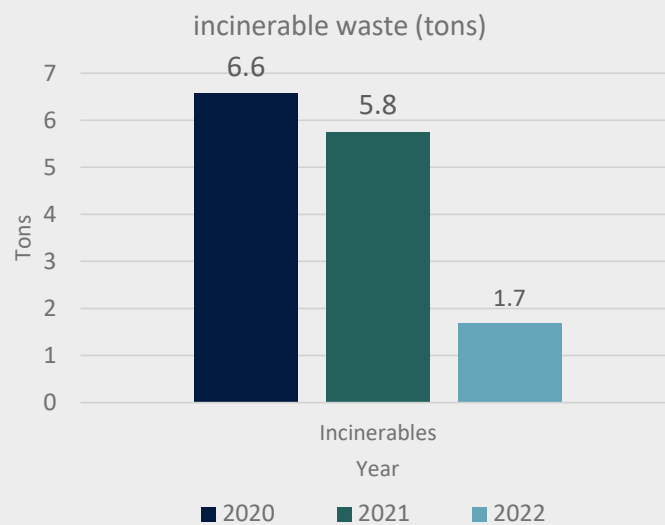
In 2021, we decided to go further in sorting our waste internally, and we also encouraged our partners and suppliers to take certain reduction and recycling measures, including cardboard packaging. A composter has been installed in our parking lot to recover our biodegradable waste.





On the above graph we can see a significant increase of paper/board recycling between 2020 and 2022. This is mainly due to the fact that we have replaced much of the plastic in our packaging with paper and cardboard.

**-74.2%**  
compared to 2020



We have reduced our incinerated waste by 74.2%. This reduction reflects our efforts to sort and recycle our waste and that we have given a second life to some products for schools and associations.

Other wastes such as glass, PET, aluminium, scrap, wood and computer and electronic products are also recycled in small quantities for our office in Switzerland.

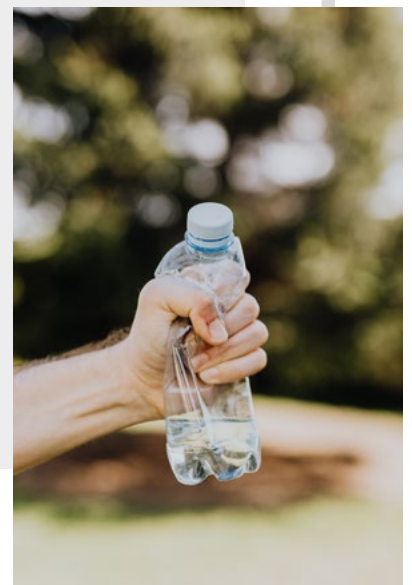
Since 2021 :



plastic



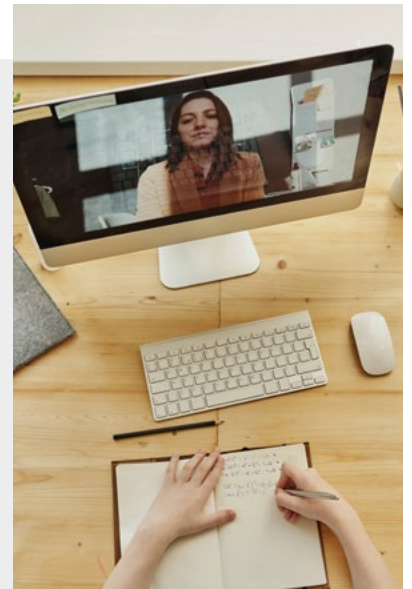
disposable  
tableware



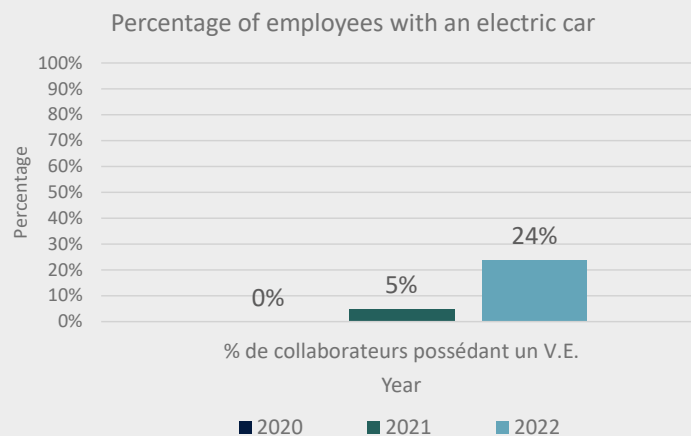
## SUSTAINABLE MOBILITY

**-50%**  
compared to 2020

We have reduced non-essential business travel by 50% from 2019. Using videoconferencing whenever possible while being aware that some face-to-face sessions remain fundamental to maintaining good working relationships with customers and partners.



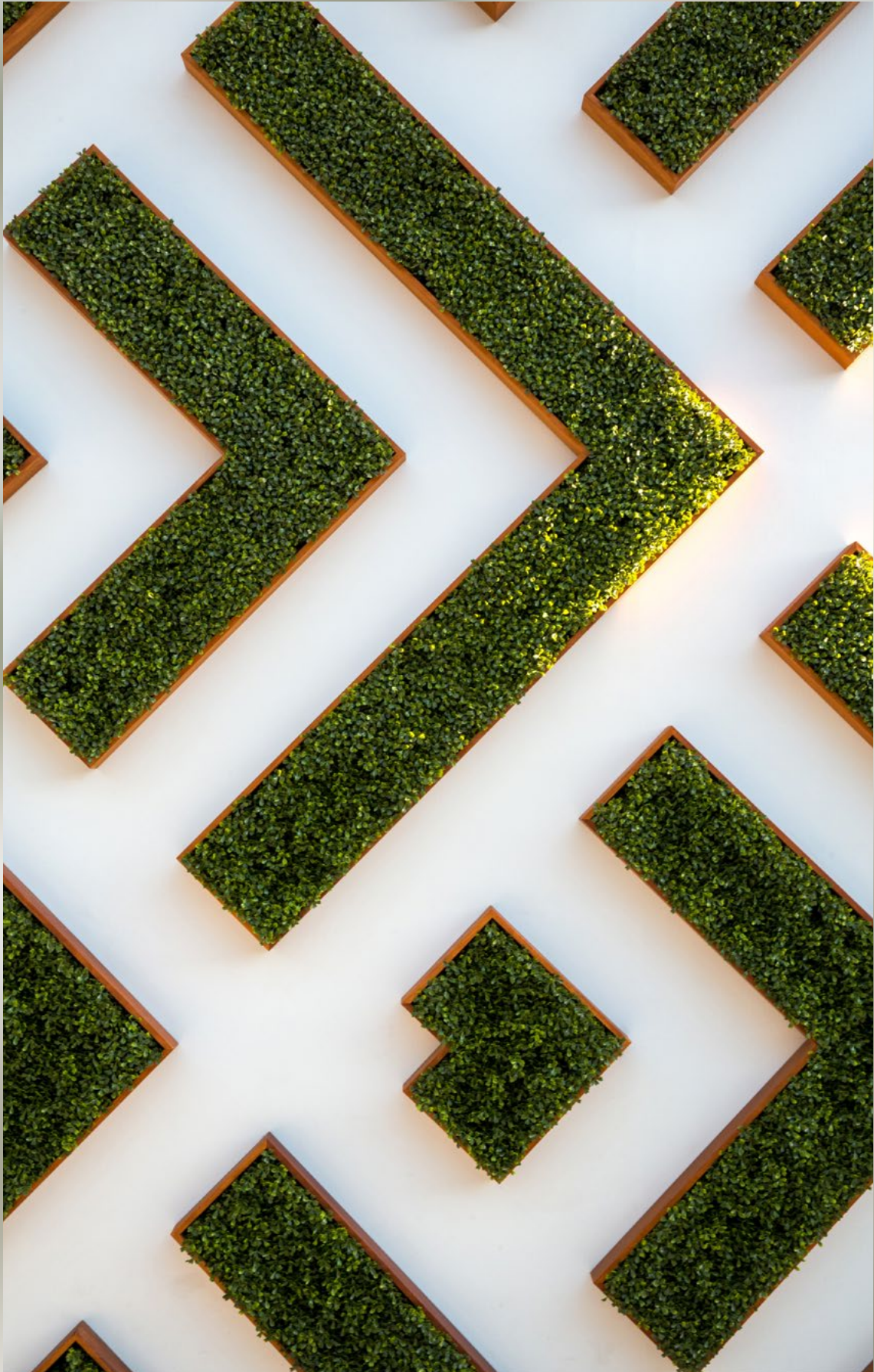
For private journeys we have installed two electric terminals in our office to encourage employees to purchase electric vehicles.



Since 2022, 5 employees have opted for the purchase of an electric vehicle, which corresponds to 24% of our office employees.



É T H I C



PILLAR

# ETHICAL COMMITMENT

RESPECT OF  
HUMAN RIGHTS

FAIR BUSINESS  
PRACTICES

RISK MONITORING  
THROUGH OUR  
VALUE CHAIN

COMPLIANCE

SOCIETAL  
COMMITMENT

SUSTAINABLE  
PROCUREMENT POLICY



# INNOVATE IN SYNERGY WITH OUR STAKEHOLDERS ON THE CHALLENGES OF TOMORROW

For over seventy years, Pac Team SA has been serving our customers and following our guiding principles and mission that it is a privilege to be able to work with them and that we value and respect each and every relationship. We promise to provide them with quality service, designs and concepts that are avant-garde and customized to their needs.

The development of our activities is strictly consistent with our desire to build with our customers and partners sustainable relationships based on trust and mutual interests.

Similarly, our employees are ambassadors of these values and demonstrate their integrity and respect through their interaction with our customers and partners.

We firmly believe that ethical business behavior requires essential rules of respect and consideration and these are non-negotiable policies that must be followed by all who represent the company.

That is why we have formalised our ethical and societal commitment, whose objective is to set standards and principles that employees must follow when faced with ethical dilemmas in their place of work. It also allows all the stakeholders of Pac Team SA to act responsibly.

The ethical principles of our company:

- Act with integrity and purposeful responsibility;
- Comply with laws and regulations;
- Respect dignity and rights of any person;
- Act with respect for the natural environment and promote sustainability



**Mélodie Exbrayat**  
Administrative Assistant  
Pac Team SA

**«Pac Team takes his ethical commitment and created this year an ethical box. The aim is to enable any stakeholder in the company, whether it is external or internal, to report any situation which would go against our policy.»**



# OUR COMMITMENTS

Aware of our ethical and societal impact, we are determined to respect the following commitments :



## RISK CONTROL THROUGH OUR VALUE CHAIN

We act according to our ethical principles and ensure that our partners and suppliers follow the same guideline.

## RESPECT OF HUMAN RIGHTS

We attach particular importance to the prohibition of child labour and forced labour. Our partners and suppliers have prohibition to employ children in accordance with the provisions of the conventions of the International Labour Organization.

## BUSINESS FAIR PRACTICES

At Pac Team SA, we are following an exemplary course in business relationships to build long-term trust with our stakeholders.

## COMPLIANCE

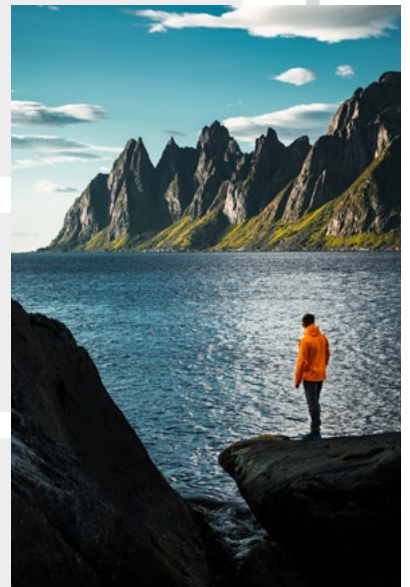
All managers and technicians ensure that that all our projects are in compliance with all regulations that apply to our business.

## SUSTAINABLE PROCUREMENT POLICY

To reduce risk within our supply chain , we select suppliers and service providers who share our sustainability vision.

## SOCIETAL COMMITMENT

We invest in associations and mobilize our employees on projects that make sense for the team.



COMMITMENTS

COMMITMENTS



# OUR ACTIONS

Our ethical and societal commitments are materialised through these actions :

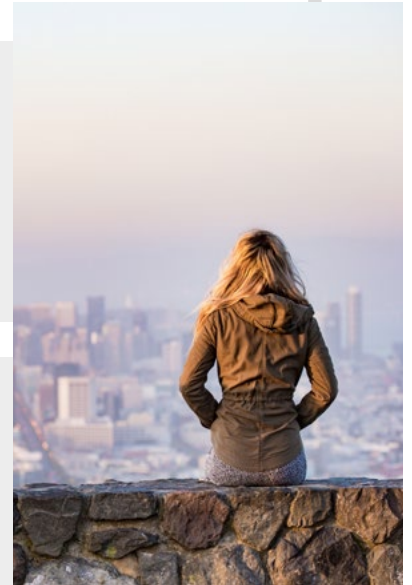
ACTIONS

## DISSEMINATION OF OUR CODE OF ETHICS AND IMPLEMENTATION OF A WHISTLE BLOWER PROCEDURE FOR ANY REPORT INCONSISTENT WITH THE PRINCIPLES OF OUR CODE

The ethical charter aims to formalize our business ethics policy, to set the standards and ethical principles of reference for our employees, and bring them to the attention of all our stakeholders.

## CODE OF CONDUCT FOR SUPPLIERS AND COMMERCIAL PARTNERS

Based on a principle of reciprocity, the Code of Conduct describes the Social and Environmental Responsibility of Pac Team SA and aims to inform our partners and suppliers of the commitments we have made in responsible procurement and our expectations of meeting these major principles.



## PLANNING AND MONITORING OF INTERNAL AND EXTERNAL AUDITS

Thanks to our internal auditor in China and in collaboration with our referent in Switzerland, we maintain regular monitoring of audits carried out at our production sites.

## CSR ASSESSMENT GRID

Because it is crucial to educate and evaluate our partners and suppliers sustainable development issues, we maintain an evaluation grid updated regularly to encourage continuous improvement.

We prefer suppliers audited BSCI, SMETA 4P, SA8000 and/or certified ISO9001, ISO14001, ISO45001.

## SEDEX PLATFORM

The Sedex platform complements our evaluation grid for monitoring of SMETA audits. This ensures the self-assessment and effectiveness of certifications.

## ANNUAL CSR QUESTIONNAIRE

Every year, we conduct a self-assessment questionnaire for each partner and supplier. Thanks to their feedback and on-site monitoring by our internal auditor, we help them improve their performance in terms of sustainability.



ACTIONS

## OUTREACH AND TRAINING

For Pac Team SA it is important that our partners and suppliers follow the same guideline as our office in Switzerland. For this reason, we maintain regular and quality exchanges with them in order to progress towards the highest social and environmental standards.

## REACH AND ROHS DECLARATION

We solicit all our partners and suppliers annually to have them sign a REACH and ROHS declaration concerning the completeness of our projects to comply with these regulations.

## REGULATORY MONITORING AND AWARENESS OF CURRENT AND FUTURE REGULATIONS

We have put in place a regulatory monitoring system to be informed as soon as new articles or substances are prohibited from use or imports into Europe, the United States and Asia. In continuity, we keep our partners and suppliers informed of any new regulations.

## LABORATORY TESTS FOR NEW MATERIALS

All new materials are tested prior to use to ensure that no prohibited substances are used.

## DISSEMINATION OF OUR SUSTAINABLE WOOD PURCHASING POLICY

We are committed to implementing our sustainable wood procurement policy for all our value chain to promote sustainable procurement principles.

## SUPPORT FOR LOCAL ASSOCIATIONS (ENVIRONMENTAL, ANIMAL CAUSE, ETC..)

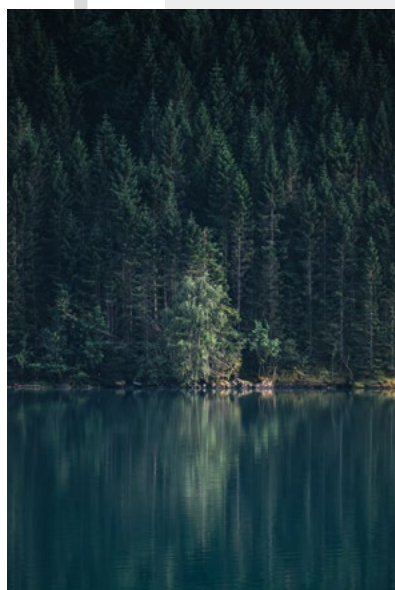
Every year, part of our turnover is donated to associations for the protection of animals or the promotion of young athletes. We are also committed to supporting an association that helps women who are victims of domestic violence.

## CONTRIBUTION TO LOCAL ECONOMIC DEVELOPMENT

Pac Team SA contributes to local economic development by promoting suppliers and local partners, for the organisation of our events in Switzerland.

## ORGANIZATION OF A VOLUNTEER DAY

During the European Week for Sustainable Development we want to organise from 2023 a day of volunteering and thus contribute to the preservation of the environment in our country.



## OUR RESULTS

Committed to continuous improvement, we have identified our main performance indicators (KPI) based on our significant CSR challenges. To ensure our progress on the pillars that we have defined, we are concerned to collect our main data sources and by the monitoring of our non-financial performance.



100%  
of our partners

### Have completed and signed

- Our code of conduct
- Our REACH and ROHS Declaration
- Our evaluation questionnaire
- Our CSR Charter

### Have been assessed according to our sustainability criteria

- Governance
- Human Rights
- Environment
- Ethics and good business practice
- Customer-supplier relationship
- Subcontracting
- Local development

All our employees have signed the CSR charter



report in the frame of our  
whistle blower procedure

3  
months

Frequency of CSR Committee meetings



### Audits 2021/2022

Production site	A	B	C	D	E
Number of internal audits	27	11	21	8	1
Number of external audits	6	4	3	6	3





# ECOVADIS RANKING

## WHAT IS ECOVADIS ?

EcoVadis reliably assesses how companies integrate CSR (Corporate Social Responsibility) in the development of their activities. More concretely, EcoVadis measures the level of performance on environmental, social, ethical and sustainable procurement dimensions.

Assessments are validated by an international team of experts and adapted to more than 200 categories for companies of all sizes.



## OUR PERFORMANCE

At Pac Team SA we are involved in a continuous improvement process. Since 2018 we implemented several sustainable actions in order to progress and improve our CSR performance.



We are delighted to have received the highest honour from EcoVadis, the platinum medal in November 2022 with a score of 82/100.

This initiative is a continuation of our sustainability efforts over the past several years.

# SUSTAINABLE DEVELOPMENT GOALS

The 17 SDG's, adopted by the United Nations, are a call to action to protect our planet, eradicate poverty, and improve everyone's life.

Pac Team SA is actively contributing to the following 4 SDG's:



- Promoting the well-being of employees
- Training employees in occupational health and safety
- Promoting diversity of profiles, gender diversity and an inclusive environment
- Promoting employee health by offering a free gym access and organic and seasonal fruits



- Regularly audit our key partners to ensure respect for working conditions
- Commit to Human Rights, H/F Parity or occupational health and safety and ensure that there is no discrimination, forced labour or child labour: this through our ethical and whistle blower procedure, as well as our supplier code of conduct



- Integrate sustainability criteria into procurement processes
- Select suppliers and service providers that respect sustainable development challenges
- Focus on eco-design for all our products
- Establishing a dynamic of reuse and recycling as well as that thoughtful waste activity management



- Assessing emissions through a GHG assessment
- Implementing an action plan to reduce GHG emissions
- Install electrical terminals to encourage employees to purchase electric vehicles and thus reduce their carbon footprint
- Encourage employees to use public transit and carpooling

# CORRESPONDENCE GRID

Question / Reference	Issues	ISO 26 000	GRI	SDG	Global Compact Principles
Governance	Integration of CSR in the strategy and in the risk and opportunities management	6.2 - Governance of the organization	GRI 103-1, GRI 103-2, GRI 103-3	Goal 12 : Consumption and sustainable production	N/A
	Promotion of CSR in the value chain (due diligence)	6.3.3 Due diligence and 6.6.6 - Promotion of CSR in the value chain	GRI 102-9, GRI 308-1, GRI 308-2, GRI 408-1, GRI 412-1, GRI 414-1, GRI 414-2	Goal 12 : Consumption and sustainable production Goal 7 : Partnerships for the realization of the objectives	N/A
Respect of Human Rights	Respect of Human Rights	4.8 Respect of Human Rights 6.3.4 – Situations showing a risk to Human Rights 6.3.5 - Prevention of complicity 6.3.6 – Remedy breaches to human rights 6.3.7 – Discrimination and vulnerable groups 6.3.8 – Civil and political rights 6.3.9 – Economic, social and cultural rights	N/A	Goal 1 : No poverty Goal 3 : Health and well-being Goal 5 : Gender equality Goal 16 : Peace, justice and efficient institutions	6. International standards of work Contribute to the elimination of any discrimination in terms of employment 1. Promote and respect the protection of international law relating to Human Rights 2. Fight against complicity in violation of Human Rights
Relations and work conditions	Health and safety at work	6.4.6 - Health and safety at work	GRI 403	Goal 3 : Health and well-being Goal 8 : Decent work and economic growth	6. International standards of work Contribute to the elimination of any discrimination in employment
	Skills development	6.3.5 - Skills development	GRI 404	Goal 8 : Decent work and economic growth Goal 10 : Reducing inequalities	N/A

Question / Reference	Issues	ISO 26 000	GRI	SDG	Global Compact Principles
	Conditions for work and quality of life at work	6.4.4 - Working conditions and social protection	GRI 401	Goal 3 : Health and well being Goal 8 : Decent work and economic growth	1. Promote and respect the protection of the international law regarding Human Rights 2. Fight against violation of Human rights 3. International standards of work Respect freedom of association and recognize the right to collective bargaining 4. International standards of work Contribute to the elimination of all forms of forced labor 6. International standards of work Contribute to the elimination of any discrimination in employment
	Employment and Relationships employer/employee	6.3.10 - Fundamental principles and rights at work 6.4.3 - Employment and Relationships employer/employee	GRI 401, GRI 402, GRI 405, GRI 406, GRI 407, GRI 408, GRI 409	Goal 5 : Gender equality Goal 8 : Decent work and economic growth Goal 16 : Peace, justice and efficient institutions	6. International standards of work Contribute to the elimination of any discrimination in employment
	Social dialogue	6.4.5 - Social dialogue	GRI 402, GRI 405	Goal 8 : Decent work and economic growth	N/A
	Remuneration	6.4.4 - Working conditions and social protection	GRI 202, GRI 405	Goal 5 : Gender equality Goal 8 : Decent work and economic growth Goal 10 : Reducing inequalities	N/A



Question / Reference	Issues	ISO 26 000	GRI	SDG	Global Compact Principles
Environment	Climate change	6.5.5 - Climate change mitigation and adaptation	GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 305-5	Goal 7 : Green and affordable energy Goal 12 : Consumption and sustainable production Goal 13 : Fight against climate change	7. Environment Apply the precautionary approach to problems affecting to the environment 8. Take initiatives tending to promote a great responsibility in terms of environment 9. Supporting the development and the diffusion of technologies respectful of the environment
	Biodiversity	6.5.6 - Protection of the environment, biodiversity and rehabilitation of natural habitats	GRI 304-1, GRI 304-2, GRI 304-3, GRI 304-4, GRI 306-5	Goal 14 : Protection of wildlife and aquatic flora Goal 15 : Protection of terrestrial flora and fauna	7. Environment Apply the precautionary approach to problems affecting to the environment 8. Environment Take initiatives tending to promote a great responsibility in terms of environment 9. Environment Supporting the development and the diffusion of technologies respectful of the environment

Question / reference	Issues	ISO 26 000	GRI	SDG	Global Compact Principles
	Energy	6.5.4 - Sustainable use of resources	GRI 302-1, GRI 302-2, GRI 302-4, GRI 302-5	Goal 7 : Green and affordable energy Goal 12 : Consumption and sustainable production Goal 13 : Fight against climate change	9. Environment Supporting the development and the diffusion of technologies respectful of the environment
	Air pollution	6.5.3 - Pollution prevention	GRI 305-6, GRI 305-7, GRI 306-3	Goal 3 : Health and well being Goal 7 : Green and affordable energy Goal 15 : Protection of terrestrial flora and fauna	7. Environment Apply the precautionary approach to problems affecting to the environment 8. Environment Take initiatives tending to promote a great responsibility in terms of environment 9. Environment Supporting the development and the diffusion of technologies respectful of the environment
	Pollution of water and soils	6.5.3 - Pollution prevention	GRI 303-3, GRI 304-1, GRI 306-1, GRI 306-3, GRI 306-5	Goal 3 : Health and well being Goal 14 : Protection of wildlife and aquatic flora Goal 15 : Protection of terrestrial flora and fauna	7. Environment Apply the precautionary approach to problems affecting to the environment 8. Environment Take initiatives tending to promote a great responsibility in terms of environment 9. Environment Supporting the development and the diffusion of technologies respectful of the environment

Question / reference	Issues	ISO 26 000	GRI	SDG	Global Compact Principles
	Circular economy (including management of waste)	6.5.4 Sustainable use of resources	GRI-301-3, GRI 306-2, GRI 306-3, GRI 306-4	Goal 9 : Industry, innovation and infrastructure Goal 12 : Consumption and sustainable production	N/A
	Structured environmental approach	N/A	GRI 102-14	Goal 12 : Consumption and sustainable production Goal 13 : Measures regarding fight against climate change Goal 14 : Aquatic life Goal 15 : Terrestrial life	7. Environment Apply the precautionary approach to problems affecting to the environment 8. Environment Take initiatives tending to promote a great responsibility in terms of environment
Clients and customers	Enduring relations with clients, subcontractors and suppliers	6.6.6 - Promotion of CSR in the value chain	GRI 102-9, GRI 308-1, GRI 308-2, GRI 408-1, GRI 412-1, GRI 414-1, GRI 414-2	Goal 12 : Consumption and sustainable production Goal 17 : Partnerships for the realization of the objectives	N/A
	Fair practices in the field of information and of contracts	6.7.3 - Fair practices in marketing, information and contracts 6.7.5 - Sustainable consumption 6.8 Access to essential services 6.7.9 - Education and awareness	N/A	N/A	N/A
	Protection the health and safety of customers/ clients	6.7.7 - Data protection and consumer privacy	GRI 102-2, GRI 416-1, GRI 416-2, GRI 417-1, GRI 417-2, GRI 417-3, GRI 418-1, GRI 419-1	Goal 3 : Health and well being	N/A

Question / reference	Issues	ISO 26 000	GRI	SDG	Global Compact Principles
	After-sales service and resolution of disputes	6.7.6 - After-sales service, assistance and resolution of claims and disputes for consumers	N/A	Goal 12 : Consumption and sustainable production	N/A
Fair business practices	Corruptions and frauds	6.6.3 - Fight against corruption	GRI 102-16, GRI 102-17, GRI 205-1, GRI 205-2, GRI 205-3	Goal 12 : Consumption and sustainable production Goal 16 : Peace, justice and efficient institutions	10. Fight against corruption Act against corruption below all its forms, including extortion of funds and bribes
	Fair competition	6.6.5 - Fair competition	GRI 206-1	Goal 16 : Peace, justice and efficient institutions	3. International standards of work Respect the freedom of association and recognize the right to collective bargaining
Community involvement	Respect for people	6.3.4 - Situations presenting a risk for Human Rights / 6.3.5 - Prevention of complicity/ 6.3.6 remedy infringements of Human rights / 6.3.7 Discrimination and vulnerable groups/ Civil and political rights/ 6.3.9 Social, economic, and cultural rights	N/A	Goal 1 : No poverty Goal 3 : Health and well being Goal 5 : Gender equality Goal 16 : Peace, justice and efficient institutions	6. International standards of work Contribute to the elimination of any discrimination in terms of employment 1. DH Promote and respect the protection of international law regarding Human Rights 2. DH Fight against violation of Human Rights
	Involvement in the territories	6.8.3 - Involvement with Communities 6.8.4 Education 6.8.6 - Development of technologies and access to technology 6.8.7 Creation wealth and income 6.8.9 - Investment in the society	GRI-102-2, GRI 102-43, GRI 202-2, GRI 203-2, GI 204-1, GRI 411-1, GRI 413-1, GRI 413-2	Goal 11 : Sustainable cities and communities	N/A



Question / reference	Issues	ISO 26 000	GRI	SDG	Global Compact Principles
	Local employment	6.8.5 - Job creation and skills development	GRI 202-2	Goal 11 : Sustainable cities and communities	N/A
	Health of popula- tions	6.8.8 - Health	N/A	Goal 3 : Health and well being Goal 11 : Sustainable cities and communities	N/A

«The man who moves a mountain begins by carrying away small stones»



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