



# RESPONSIBLE & COMMITTED

CSR REPORT  
2021





# “ We are determined to do our bit”



“

**After several years of being committed to protecting the environment, Coverguard has now formalised its efforts and promises in favour of Corporate Social Responsibility. Today, in view of the importance of environmental issues, CSR forms integral part of our strategy and we intend to go well beyond regulatory requirements.**

We are determined to do our bit, as a responsible supplier working towards a long-term project for the future along with our customers, employees and investors.

Our CSR strategy is based on strong, concrete and relevant commitments that produce a positive impact on our environment. Our goals have been revised and fine-tuned so that they protect the planet and deliver actual results for the company and its stakeholders.

This CSR report shows the growing and significant commitment of Coverguard to serve social and environmental concerns through all the activities and processes of the company.

We hope that it will also allow us to continue to engage and foster dialogue with our customers, suppliers, industry bodies and employees, while giving our business project the aim of becoming a responsible and committed supplier of Personal Protective Equipment (PPE).

”

**Brice de La Morandière**  
*CEO, Coverguard*





**04** Statement from Anne CASSET,  
HR Director and CSR Leader

**05** Our company

**08** Our CSR approach

**10** Our commitments



**11** **PILLAR 1**  
Reducing our environmental footprint



**17** **PILLAR 2**  
Being a responsible supplier



**23** **PILLAR 3**  
Being a responsible employer



**30** **PILLAR 4**  
Working locally with our stakeholders

**34** Our goals for 2025



# Statement from Anne CASSET, HR Director and CSR Leader



**At the end of 2019, we officially launched our CSR drive with an internal working group.**

We have made noteworthy progress and are now strengthening our approach so as to address increasingly concerning environmental issues. As a company we have significant scope for action and our impact is not negligible. Our aim is to become a responsible supplier, employer and even customer.

Thus, we have decided to base our CSR efforts on concrete measures in order to use the levers that are the most relevant for the environment.

Carbon footprint assessments and life cycle analyses will be the fundamentals in our CSR strategy for the years to come.

CSR is taken into account in all our plans, initiatives and operational processes. All our employees are closely involved and invested in the effort.

This is not just another mission, but a daily responsibility. Everybody does their part from their place in the organisation, in their choice of suppliers and actions.



**Anne Casset**

*Human Resources Director and CSR  
Leader*





## OUR MISSION:



*To protect people in the workplace with the help of innovative and adapted PPE.*



## PPE: WHAT IS IT?

PPE keeps people safe in the workplace by protecting them from most of the risks that could affect their **health** or **bodily integrity**. PPE is governed by **standards** (CE) and is **adapted to each area of activity** (building, industry, services). All the products marketed by Coverguard **address the risks of its customers** in industry, construction and services.

## WHO WE ARE

Coverguard is a major player in the global personal protective equipment (PPE) market, and **designs, manufactures and distributes a complete range** of unique, original, comfortable and reliable products.

### We offer the following product categories:



**CHAUSSURES DE SÉCURITÉ**  
Safety Shoes



**GANTS DE PROTECTION**  
Safety Gloves



**LUNETTES DE PROTECTION**  
Eye Protection



**PROTECTION AUDITIVE**  
Ear Protection



**VÊTEMENTS HAUTE VISIBILITÉ**  
High-visibility Clothing



**VÊTEMENTS DE TRAVAIL**  
Workwear



**PROTECTION RESPIRATOIRE**  
Respiratory Protection



**PROTECTION DU CRÂNE**  
Skull Protection



**VÊTEMENTS SEASONS**  
Seasons Clothing



**VÊTEMENTS MULTIRISQUES**  
Expert Clothing



**ÉQUIPEMENTS À USAGE COURT**  
Disposable Equipments



**PROTECTION ANTICHUTE**  
Fall Protection

The company does business **only with retailers**. That means that we are in the B2B market. Our customers are **industry retailers** (manufacturing supplies, PPE specialists, specialised or general building trade) or **retailers selling to the general public** (DIY stores).



**670**

EMPLOYEES



**180M**

PIECES OF PPE SOLD EVERY YEAR

## INTERNATIONAL OPERATIONS



**950K**

ORDER LINES PER YEAR



**over 950**

CONTAINERS PER YEAR



**€50M**

OF STOCK



**30K M<sup>2</sup>**

OF STOCK





## AN EXPERIENCED MANAGEMENT TEAM WHICH WORKS WITH EXPERTS ACROSS THE WORLD



**Our approach is supervised by the Governance team. It is then deployed by the teams.**

### — Our values

**Coverguard relies on the values and ethics shared by all its employees.**

Coverguard makes sure that its activities are conducted in line with high standards of honesty, integrity and professionalism.

Benevolence, availability and responsiveness drive our actions, so that we can live up to the trust that is placed in us by our stakeholders.

“ **Honesty, Integrity, High Standards, Benevolence, Availability** ”

### — Our commitments

Our main commitments can be summed up in three points:



**Deploying our strengths and our expertise** to serve retailers and protect users,



**Addressing the risks of all areas of activity** by offering products that are best suited to the needs of workers,



**Guaranteeing high-quality products** regardless of their style, use and position in the range.



## HIGH POINTS OF OUR DRIVE



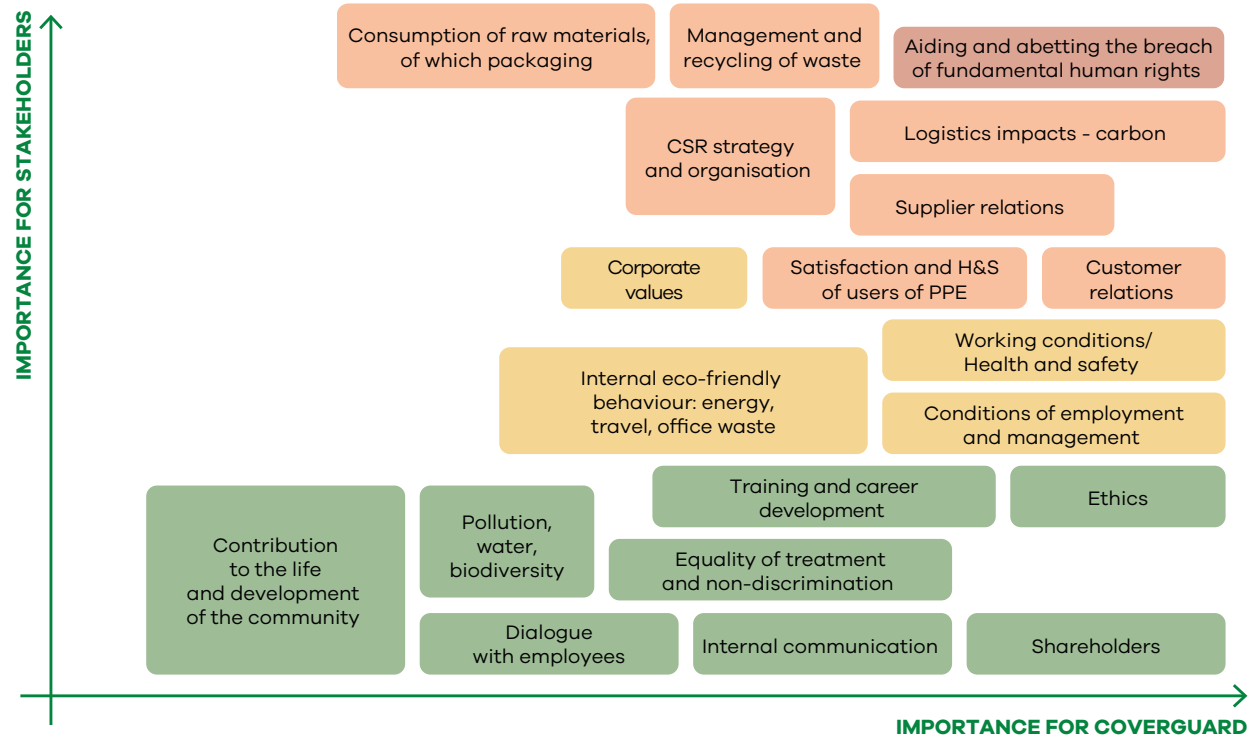




## STRATEGIC ISSUES

The identification of stakeholders and their influence on our activity was used as the basis for specifying our CSR challenges:

- ✔ **Customers:** Development of an offer with added value
- ✔ **Suppliers:** Implementation of a responsible purchasing policy
- ✔ **Company:** Reduction of our environmental footprint
- ✔ **Employees:** Securing the involvement of employees and making them aware of the CSR drive





# OUR COMMITMENTS

**Our CSR effort is supported by four major pillars which bring together 10 commitments. Our commitments are reflected in several types of action that are monitored and applied routinely.**



## PILLAR 1

### Reducing our environmental footprint

*Contributing to environment protection.*

#### COMMITMENTS:

- 1 Measuring our carbon footprint and redesigning our action in order reduce our environmental impact
- 2 Optimising and controlling waste management



## PILLAR 2

### Being a responsible supplier

*Giving our customers the guarantee of high-quality products, at the same time making sure that our activities are carried out in line with ethics and social rights.*

#### COMMITMENTS:

- 3 Giving customers the guarantee of high-quality products
- 4 Setting up relationships of trust with our suppliers in the areas of ethics, social and environmental concerns and quality
- 5 Offering more responsible products and services



## PILLAR 3

### Being a responsible employer

*Providing our employees with a safe working environment and a fulfilling career in accordance with the rules of non-discrimination, diversity and equal opportunity.*

#### COMMITMENTS:

- 6 Deploying action to keep everyone safe
- 7 Promoting equal opportunities



## PILLAR 4

### Working locally with our stakeholders

*Taking part in local action and promoting new habits in our teams.*

#### COMMITMENTS:

- 8 Local commitment
- 9 Guaranteeing information security
- 10 Making employees aware of environmentally responsible behaviours and consuming locally





PILLAR 1

# REDUCING OUR ENVIRONMENTAL FOOTPRINT

CONTRIBUTING TO ENVIRONMENT PROTECTION.





## COMMITMENT

# #1

Measuring our carbon footprint and redesigning our action in order reduce our environmental impact



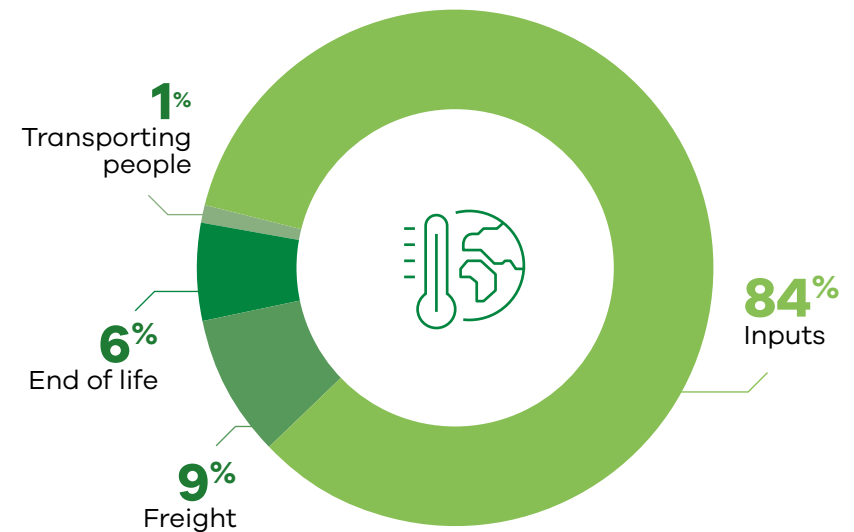
## OUR CARBON FOOTPRINT

In order to better understand the impact of our activities on the environment, **Coverguard has secured the support of a specialised firm to measure its carbon footprint.**

That review makes it possible to **calculate all the greenhouse gas emissions of the company** and define relevant and concrete action to reduce our carbon footprint.



### — Distribution of greenhouse gas effects At Coverguard, end of 2021





## OUR ACTION TO REDUCE OUR CARBON FOOTPRINT

### — Improving transport

#### Optimising our containers

- ✔ Coverguard works actively on its orders so as to **optimise the filling of containers**. Thus, products are only shipped when the container filling rate is above 90%.
- ✔ Coverguard prefers the use of **maritime transport to air transport and/or road transport** whenever possible.

- ✔ We take care to use the **least polluting means of transport**, such as slow steaming container vessels or rail transport.
- ✔ Besides, when the goods shipping time is not critical, Coverguard uses **alternative and less polluting means of transport** such as barge transport, particularly in France.

#### OF NOTE

**Transport accounts for 11% of all our greenhouse gas emissions.** Maritime transport generates the smallest quantity of greenhouse gases per tonne of goods moved.



# 90%

FILLING RATE  
OF CONTAINERS  
BEFORE SHIPPING



# 3195 t CO<sub>2</sub>

EMISSION RATE RELATING TO  
TRANSPORT IN 2021

#### Reducing supply distances

- ✔ For every new product designed, we look at **local development solutions**.



# 14%

OF SUPPLIERS  
BASED IN EUROPE IN 2021

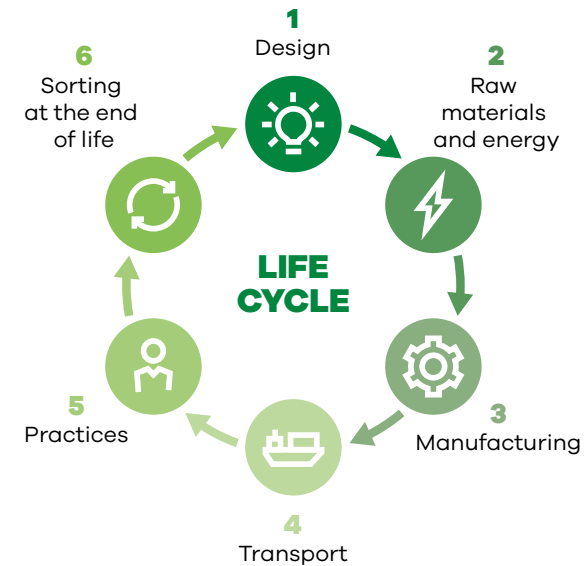




## — Improving product design

### Analysing the life cycle of our products

**Product manufacturing is one of the activities that generates most CO<sub>2</sub>**, but is a necessary part of the activity of Coverguard. In 2022, we initiated analyses of the life cycles of our products to identify the **levers for reducing our carbon footprint** from the time the product is designed. We are pushing for the **eco-designing** of our products, at the same time controlling product safety and quality standards and prices.







# COMMITMENT

# #2

## Optimising and controlling waste management



## NEW WASTEMANAGEMENT POLICY

In 2021, Coverguard initiated a **new organisation** for waste management that helps reduce consumption and better recycle the waste that is generated by the routine activities of our employees.

- ✔ Thus, **new collection bins** were installed in all departments in order to make every individual more responsible. **From paper to plastic and including computer equipment**, a total of over 6 sorting streams are made available to all.
- ✔ We also prefer **local contractors** for waste treatment; they recycle our plastic and cardboard.



### 26 t

OF CARDBOARD/  
PAPER  
RECYCLED IN 2021  
→ -8.3%\*



### 22 t

OF ORDINARY INDUSTRIAL  
WASTE - OF WHICH SURGICAL  
MASKS - COLLECTED IN 2021  
→ +5.6%\*



### 3 t

OF PLASTIC  
COLLECTED  
IN 2021  
→ +67%\*

\*compared to 2020



## PAPERLESS DOCUMENTS

**Our employees have worked actively to reduce the use of paper.** Thanks to such collaborative work, many documents are now paperless.

- ✔ In 2021 and 2022, we worked on a **new process for validating supplier invoices that is** entirely paperless, using new accounting software named **YOOZ**.



# REDUCTION OF EMISSIONS RELATING TO EMPLOYEE TRANSPORT

- ✔ The implementation of **a day of working from home and increased digitisation** have helped reduce the movements of our employees.
- ✔ Further, in 2021, the group decided to amend its vehicle policy to reduce the CO<sub>2</sub> impact of its fleet. **Vehicle renewal** is now limited to the purchase of vehicles with CO<sub>2</sub> emissions below 123g/km. The transition is accompanied by action **to make travelling sales teams more aware of the need for eco-driving.**
- ✔ **Our aim is to make hybrid or rechargeable hybrid vehicles account for 30% of all our vehicles by 2025.**



# 2022 AND THEREAFTER...

## OUR ENVIRONMENTAL POLICY GOAL FOR 2025

Coverguard has initiated an environmental policy to organise its approach and improve the monitoring of environmental KPIs. Energy efficiency and waste management are our main areas of improvement for the future.

The new drive aims to **improve our energy consumption by 2025** (water, gas, electricity) and **optimise waste management.**

To that end, we have designed our future building with new installations that will enable us to achieve our goals by 2025 (PV panels, rechargeable terminals, LED system, presence detectors etc.)

### ✔ OUR INITIATIVES

- + Reinforcing our local suppliers  
+ 10% of our suppliers are in Europe
- + Including the carbon footprint of forwarders in our transport tender processes
- + Constructing a future building with low energy requirements
- + Developing the eco-design of our products





# PILLAR 2

# BEING A

# RESPONSIBLE

# SUPPLIER

GIVING OUR CUSTOMERS THE GUARANTEE OF HIGH-QUALITY PRODUCTS, AT THE SAME TIME MAKING SURE THAT OUR ACTIVITIES ARE CARRIED OUT IN LINE WITH ETHICS AND SOCIAL RIGHTS.





# COMMITMENT

# #3

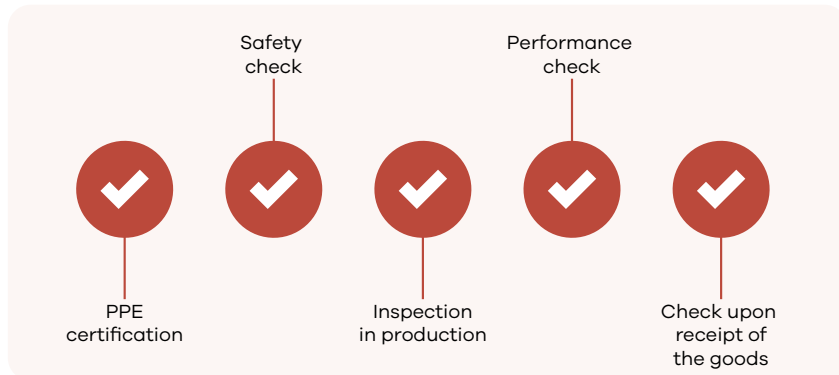
## Giving customers the guarantee of high-quality products



For all its ranges, Coverguard makes sure that its products:

- ✓ comply with **European standards** or those of the country in which they are marketed,
- ✓ are **certified** by **recognised** and **independent** notified bodies.

## CLOSER AND REINFORCED QUALITY CONTROL



Coverguard applies a **rigorous quality process** before its products are marketed. Thus, we carry out **quality inspections** and **in-process performance checks**, followed by **receiving inspections**.

 **100%**  
**OF THE LEATHER USED IN OUR GLOVES IS INSPECTED TO MAKE SURE THAT IT DOES NOT LEAD TO ALLERGIC REACTIONS**

- ✓ In order to make sure that the items marketed by Coverguard always comply with the requirements defined by us, we regularly organise **in-process inspections**, in the factories of our suppliers. These inspections are carried out by an outside auditing firm.
- ✓ Every time items are received in our warehouses, we **inspect them** and carry out **performance inspections** to make sure that they **comply** with our requirements and supplier specifications. These inspections are carried out by an outside auditing firm.

 **460**  
**IN-PROCESS INSPECTIONS COMPLETED IN 2021**

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 **332**  
**RECEIVING INSPECTIONS COMPLETED IN 2021**

 **100%**  
**OF OUR SUPPLIERS COMPLY WITH REACH**

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 **0.0028%**  
**COMPLAINT RATE**

- ✓ The designing of PPE is governed by a **strict regulatory framework**. We endeavour to go beyond regulations through a **demanding quality policy** that defines additional **performance** and **safety** inspections (components or products).
- ✓ We are very keen to ensure that our products are designed with materials and substances that are **not toxic** and **are harmless to human health**.
- ✓ Besides, we work closely with all our suppliers to **prevent controllable variations**, whether in the production processes or in the materials used.
- ✓ Thus, we conduct **reliability tests** of some components to guarantee **the safety** we owe the users of our products.



## COMMITMENT

# #4

Setting up relationships of trust with our suppliers in the areas of ethics, social and environmental concerns and quality



Coverguard outsources the manufacturing of most of its product lines from Asia, and thus has an **international supply chain**. In order to ensure compliance with welfare and environmental standards, we carry out regular **ethics and welfare audits**, and also **quality audits** conducted by **outside bodies**.



## SUPPLIER AUDITS

### — Ethics, social and environmental audits

In order to ensure compliance with **our ethics and social standards**, we have developed an ethics audit policy for all our suppliers, at a frequency that is based on the purchase volume or the score at the previous audit.

#### Five themes are covered by the audits:

- ✓ Hygiene, health and safety
- ✓ No use of child labour
- ✓ Working hours and wages
- ✓ Social practices such as union membership, forced labour and discrimination
- ✓ Waste management

- ✓ **Serious and voluntary violations** of these five standards **are unacceptable for Coverguard** and lead to **the immediate cessation of collaboration**. Similarly, refusal to be audited always leads to an end of the working relationship.
- ✓ All working and living areas are inspected during the audit and **all** minor and major nonconformities are recorded.
- ✓ A score is given out of 100. Depending on the purchase volume and the score achieved, the supplier is **audited**: once a year, once in every two years or once in every three years if the optimum score is reached.



**36%**  
OF PURCHASE VOLUME FROM SUPPLIERS  
WITH ISO 14001 CERTIFICATION





## — Quality and CSR audit

- ✔ In order to verify the conformity of our suppliers to the requirements of **standard ISO 9001** (quality management system), our Quality department defines the **requirements applicable to each supplier** and inspects them through **regular quality audits**.
- ✔ The audits are **carried out by an independent third party** with widespread recognition in the area, to ensure **objective results**.
- ✔ At the end of these Ethics, Social and Quality audits, we work closely with each supplier through **specific action plans** to enable them to make improvements and obtain the certifications. We endeavour to set up **a long-term relationship with each partner** to guarantee the **high quality of all our products** throughout their life.



## RESPONSIBLE COMMITMENT

- ✔ Before our audits, each potential supplier completes a questionnaire about **its environmental, social, managerial and other practices**. The assessment enables us to **identify the potential ethics, social and environmental risks** of our suppliers.



- ✔ In order to make our suppliers more responsible, we ask them to make a contractual commitment in respect of explicit ethics, social and environmental points taken from our CSR policy.
- ✔ To keep our relations long-standing, **100% of our suppliers** ratified the suppliers' ethics rules in 2021. Those rules also cover the application of our ethics and social standards by our subcontractors and our suppliers.
- ✔ We are anxious to **defend the know-how of our teams and the value they create**, which is why we include an intellectual property clause in our supplier agreements. Also we do not copy other products or use others' ideas, **so as to show respect for the competition**.



# COMMITMENT

# #5

Offering more responsible services and products



## RESPONSIBLE PRODUCTS

Each new product is studied from the point of view of **eco-design**: choice of supplier, supply distance, recycled or recyclable material, impact of manufacturing on the environment, end of product life etc.

Coverguard works on the designing and production of a range of eco-responsible products, made from **recycled materials (Global Recycling Standard) and recyclable materials**, particularly in **natural fibres, eco-textiles** (OEKO-TEX standard 100 = free from harmful substances) which offer an alternative for animal down.

**Some thirty eco-friendly products were developed in 2021.**

### ✓ OUR COMMITMENT:

Offering an eco-designed glove, called the Euroheat Green Glove

#### RAW MATERIAL

- ✓ Durable knit substrate containing **44% recycled fibres** made up of 25% recycled polyester and 19% recycled cotton
- ✓ Natural rubber coating

#### PRODUCTION PROCESS

- ✓ **Reduces the consumption** of water and energy
- ✓ **Limits the carbon footprint**
- ✓ **Limits plastic waste**

#### PACKAGING

- ✓ Replacement of conventional poly bags with **eco-packaging**
- ✓ **Protects the environment**
- ✓ **Limits plastic consumption**







## RESPONSIBLE PACKAGING AND MATERIALS

Since 2021, Coverguard has been working with its suppliers so that **100% of the packaging of new products is recycled or recyclable**. Similarly, our products are packaged for transport in recyclable cardboard. That gives the customer a guarantee of **responsible management of the waste** generated by the packaging of Coverguard products.

For sales assistance material, we have also selected **French and local suppliers** of catalogues, flyers, POS advertising, business line leaflets etc.

For POS advertising and our Shop-in-Shop offer, we have selected **French suppliers**, close to the **Lyon area** and **who protect forests** through **PEFC or FSC marks**. 100% of our POS material is manufactured by artisans who have the PEFC or FSC mark.

### ✓ OUR COMMITMENT:

+ A pack that reduces the environmental impact

#### VIRGIN PAPER VS RECYCLED PAPER

✔ Increased CO<sub>2</sub> absorption thanks to the trees saved

**51 kg CO<sub>2</sub>**  
that is **8 trees saved**  
**POTENTIAL SAVINGS**  
FOR 10 K

**1261 kg CO<sub>2</sub>**  
that is **189 trees saved**  
**POTENTIAL SAVINGS**  
PER YEAR

#### 40% REDUCTION OF USE OF PLASTIC IN POLY BAGS

✔ Reduction of CO<sub>2</sub> emissions due to production processes

**240 kg**  
**POTENTIAL SAVINGS**  
FOR 10 K

**5904 kg**  
**POTENTIAL SAVINGS**  
PER YEAR



## 2022 AND THEREAFTER...

### OUR ENVIRONMENTAL POLICY GOAL FOR 2025

#### ✓ OUR INITIATIVES

- + We will put in place a code of conduct and training in anti-bribery measures for all our employees
- + We will drive eco-design further and secure recognised marks such as OEKO-TEX to make our efforts carry more weight with customers and users
- + We will build up our offering of responsible products by 2025
- + By 2025, 100% of our packaging will be recycled or recyclable and we will join an environmental body to manage the end of the life cycle of our products





PILLAR 3

# BEING A RESPONSIBLE EMPLOYER

PROVIDING OUR EMPLOYEES WITH A SAFE WORKING ENVIRONMENT AND A FULFILLING CAREER IN ACCORDANCE WITH THE RULES OF NON-DISCRIMINATION, DIVERSITY AND EQUAL OPPORTUNITY.





# COMMITMENT

# #6

## Ensuring workplace health and safety



Coverguard intends to provide a **safe workplace** to all its employees. That particularly requires the creation of **suitable working conditions**, and rules and procedures relating to **health** and **safety**.



## EMPLOYEE HEALTH

### CLOSE UP

During the entire pandemic period, Coverguard put in place **a health protocol that is posted and regularly communicated to employees**. All the teams were exemplary in their compliance with the protocol, which made it possible to protect the group, avoid clusters and **operate continuously during the two-year period**.

3.01%

ABSENCE RATE IN 2021

15.49%

EMPLOYEE TURNOVER

### — Healthcare cover

Coverguard guarantees a right to healthcare **to all employees, with no discrimination or exclusion**. In 2021, the company changed its supplemental health insurance and death and disability insurance agreement so as to **improve the healthcare cover** of all its employees, by offering **improved benefits and refunds** according to the regulations of the country including **healthcare costs, death and disability insurance, maternity insurance, retirement and unemployment benefits**.

**100% of employees** have healthcare cover.

### — Working conditions & commitment

Besides, we have put in place two indicators that are related to service time, which also enable us to monitor the **impact of working conditions** at Coverguard and thus measure **employee commitment**.



## SAFETY MANAGEMENT

Coverguard spares no effort to keep its **employees safe** in their working environment, particularly by deploying a **safety management system** that includes two types of action:



### — Training and awareness of employees

Compliance with safety instructions and risk prevention is a **priority**. Several measures are taken to that end:

- ✓ **Presentation and handover of a safety booklet** to all new employees, after an interview with the site safety manager
- ✓ **Induction training** in workplace risks
- ✓ **Training in the assessment of workplace risks** for team supervisors and members of the social and economic council
- ✓ **Deployment and monitoring of the safety training plan** (emergency and first aid, refresher training, safe operating certificates, operating authorisation, fire training etc.)



### 20%

**OF OUR EMPLOYEES** ARE TRAINED IN WORKPLACE EMERGENCY AND FIRST AID WORK



### 100%

**OF OUR TEAM SUPERVISORS** ARE TRAINED IN ANALYSING WORKPLACE INJURIES AND CAUSAL TREE ANALYSIS\*

\* (method used to better identify the event that has triggered a workplace injury)

### — Strict monitoring of workplace injuries

To monitor workplace injuries, we have put in place **monitoring indicators**: number of injuries, frequency rate and severity rate.

We work with our social and economic council on **reducing** the occurrence of injuries, their **frequency** and **severity**. We have thus put in place an action plan for safety training **courses**.



### 100%

**OF THE MEMBERS OF THE SOCIAL AND ECONOMIC COUNCIL** ARE TRAINED IN WORKPLACE SAFETY ISSUES



### 100%

**OF LOGISTICS WORKERS** ARE TRAINED IN SAFETY AT THEIR WORKSTATION



### 100%

**OF EMPLOYEES** ARE TRAINED IN OPERATIONS AND POSTURES AT THE WORKSTATION

	2020	2021
Frequency index	49.18	40.32
Frequency rate	27.54	22.58
Severity rate	0.945	1.779

✓ **The frequency index** is the number of workplace injuries for 1000 employees

✓ **The frequency rate** is the number of injuries with time off work longer than a day that have occurred during a period of 12 months per million hours of work





# COMMITMENT

# #7

## Promoting equal opportunities



## PRINCIPLE OF NON-DISCRIMINATION

- ✔ In accordance with our Coverguard code of ethics, we develop the skills and careers of our employees with no **discrimination**, particularly based on **ethnicity, disability, age or membership of a political or union body**.
- ✔ Beyond **non-discrimination** and **respect for difference**, Coverguard is committed to **professional equality between men and women**. We continue to guarantee **equality** in terms of **pay**, promote gender diversity in our trades and allow women to reach all levels of responsibility.



## DIVERSITY

### — Gender equality

- ✔ Coverguard is also committed to a recruitment approach that promotes **equal opportunities** and compliance with the principles of **non-discriminatory** recruitment.
- ✔ All our action is taken in accordance with the principle of **gender equality** (drafting of job offers, interview structures etc.).
- ✔ Coverguard is also committed to professional equality **throughout the career**: remuneration, raises, maternity leave, mobility.



perfect  
gender  
**equality**

IN 2021: 50% MEN/50% WOMEN

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**40%**

OF OUR MANAGERS IN  
2021 WERE WOMEN

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**15%**

OF WOMEN IN THE  
EXECUTIVE COMMITTEE  
IN 2021

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**95/100**

CALCULATION OF  
GENDER EQUALITY INDEX  
IN 2021



## — Induction of young workers

Coverguard endeavours to bring in new generations and young graduates. We are particularly committed to recruiting **trainees** or **students in work-study programmes** every year, and also to **hiring newly trained employees**.

- ✔ We are committed to enabling young people to become familiar with the work environment and offering them **work experience leading to qualification** that is in line with their education.
- ✔ A trainee policy was put in place in 2019 to harmonise placement pay and support. The placement pay we offer is well above the legal minimum.
- ✔ Such experience also helps **develop the skills** of the tutor and **train up the talents of the future**.

 **2.65%**  
OF OUR WORKFORCE IS MADE UP OF WORK-STUDY STUDENTS AND TRAINEES

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 **NEARLY 1 YOUNG PERSON OUT OF 4**  
WAS OFFERED A JOB AT THE END OF THEIR WORK-STUDY PROGRAM OR INTERNSHIP IN 2021



## DIALOGUE WITH EMPLOYEES

**Dialogue with employees** is important for Coverguard, and the subjects regularly addressed include employee welfare, working conditions and health and safety.

Dialogue was reinforced during the pandemic in order to **protect the health and safety of employees** and to respond promptly to governmental measures.

The management organises meetings with employees twice a year, where they **review the activity and the deployment of the strategy and initiatives that are under way and planned**. During the pandemic, communication took the form of a newsletter, for the Group and for CSR issues.

 **100%**  
OF THE MEMBERS OF THE SOCIAL AND ECONOMIC COUNCIL HAVE UNDERGONE CSR TRAINING





## MANAGEMENT OF SKILLS AND MOBILITY

Our offers are first made to employees before they are published on job boards (other than confidential offers).

Each in-house application is examined to the same standards as external applications.

### Objective tools for more mobility

In 2021, Coverguard defined and put in place a **map** of its trades and skills.

This new tool has allowed us to **make the** skills assessment during job interviews and yearly employee appraisals more objective, and create **more transparency** about the skills expected. This new view of our internal resources allows us to **anticipate job changes** and offer **action plans** to promote even more **internal mobility**.



TRADE								
Sales Director								
KAM								
Area manager								
Sedentary sales development manager								
Junior tender manager								
Sales executive								
Key account sales executive								
Sales & support assistant								
Trade and marketing manager								
Junior trade and marketing manager								

BEHAVIOURAL SKILLS								
Sense of performance, responsibility, initiative								
Capacity to adjust, entrepreneurial spirit								
Sense of customer service								
Team spirit and work								
Organisation								
Information management								
Impact/Persuasion/Project								
People management								

TRANSVERSE BUSINESS LINE SKILLS								
Knowledge of business/market								
Internal process and procedures								
Product knowledge								
Use/Command of ISs								
English								
Foreign Language 1								
Foreign Language 2								



## — Skills development

The success of the group relies essentially on the **knowledge** and **know-how** of our people. The continuing adaptation of trades and skills to **changing markets** is a **major challenge** for Coverguard.

To contribute to the professional development of its employees, every year, the Group offers **training courses** in its **strategic areas** and based on **needs stated by personnel** during annual appraisal and career development interviews.



## PARTICIPATIVE MANAGEMENT

Each employee has an opportunity to **participate actively** in a strategic project of the company through membership of **working groups**. They thus contribute their knowledge and skills, and **learn** about transverse subjects and project management (key competency in the organisation) and **develop interpersonal skills** through interchange with other departments.

- **2019**
  - ✔ Change in brand
- **2020**
  - ✔ CSR drive
- **2021**
  - ✔ Move
  - ✔ Website
  - ✔ Cover Lab

# 2022 AND THEREAFTER...

## OUR SOCIAL POLICY GOAL FOR 2025

### ✓ OUR INITIATIVES

- + A move, with an optimised logistics platform to improve working conditions
- + Well-being in the workplace after the pandemic: resumption of social interaction, managing the return to the workplace with a balance between in-person and remote work





**PILLAR 4**  
**WORKING**  
**LOCALLY WITH**  
**OUR STAKEHOLDERS**  
TAKING PART IN LOCAL ACTION AND PROMOTING NEW HABITS IN OUR TEAMS



# COMMITMENT

# #8

## Local commitment



## SOCIAL COMMITMENT

- ✔ Coverguard is committed as a **socially responsible company** at every level of its value chain.
- ✔ For over three years, we have set up a partnership with **five** establishments that support disabled workers, particularly for the personalisation of Coverguard products.
- ✔ Besides, in addition to **gifts to the personnel** of unsold products, we make donations to a **local resettlement organisation, the Recyclerie of Rillieux-La Pape**, which uses a **circular economy** model and makes a strong contribution to **local development**.



more than **29,624**

PRODUCTS DISTRIBUTED TO THE RECYCLERIE IN 2021

## LOCAL PARTNERSHIPS

- ✔ Coverguard put in place **several local partnerships** in 2021 to support local companies and consume **more responsibly**.
- ✔ All our employees can secure the delivery **of fruit and vegetables directly at the office** thanks to the supplier Maréchal Fraicheur based less than 3 km away from our premises.
- ✔ Also, whenever possible, we prefer **suppliers from the local region** (office supplies, services).
- ✔ For the well-being of our staff, we have also set up a partnership with a **gym** located 200 m away from our offices. More than a dozen workers go there after work or during their lunch break.







## COMMITMENT

# #9

Guaranteeing information security



## PROTECTION OF PERSONAL DATA

The protection of personal data is a **central issue** for all our stakeholders. In 2021, we reinforced our **computer security** and put in place new **awareness action**:

- ✓ New data management procedure after the departure of employees
- ✓ Change in password made necessary and more complex
- ✓ New IT audit





## COMMITMENT

# #10

Making employees aware of environmentally responsible behaviours and consuming locally



## REDUCED DAILY WASTE

To durably reduce the use of consumables, Coverguard has given all its employees a **zero waste pack** including a mug, an eco-cup, a water bottle and a tote bag. The aim is to **considerably reduce the use of plastic cups**, which will be **phased out finally by 2025**.



## NEW LIFE FOR IT EQUIPMENT

Every year, Coverguard offers the **unused IT equipment** of our machine base for sale or as a gift. We also offer **local schools** the opportunity to recover our IT equipment after it is reformatted and put into working order.



## 2022 AND THEREAFTER...




### ✓ OUR INITIATIVES

- + Having a **CSR correspondent in each department** to put in place initiatives within their teams and be the **CSR ambassador**
- + **Tour of the waste treatment facility** to better understand what happens to our waste
- + Installation of an **insect hotel** to promote **biodiversity**





# OUR GOALS FOR 2025

PILLARS	COMMITMENTS	INDICATORS	2020	2021	Goals for 2025
 <b>CORPORATE RESPONSIBILITY</b>	<b>Our carbon footprint</b>	Our Scope 1 (direct emissions) and Scope 2 (indirect emissions relating to energy consumptions) carbon footprint	-	130 tCO <sub>2</sub>	<b>25% reduction</b>
		Our Scope 3 (other indirect emissions) carbon footprint		121,488 tCO <sub>2</sub>	<b>5% reduction</b>
	<b>Computer data</b>	Information security		Safety audit	<b>Renewal of network infrastructure</b>
 <b>RESPONSIBLE SUPPLIER</b>	<b>Ethical supplier relations</b>	Support for Suppliers' Ethics Rules	100%	100%	<b>100% new suppliers</b>
		Supplier agreements		70%	<b>100% suppliers</b>
		Purchase volume from suppliers with ISO 14001 certification		36%	<b>60% of purchase volume</b>
		Purchase volume from suppliers with ISO 9001 certification		91%	<b>100% of purchase volume</b>
	<b>Responsible products</b>	Eco-responsible products		25 products	<b>Eco-design for 100% new products</b>
		Recycled or recyclable packaging		100% new products	<b>100% product packaging</b>
 <b>RESPONSIBLE EMPLOYER</b>	<b>Health and Safety</b>	Absence rate	4.29%	3.01%	<b>&lt; 5% (national average)</b>
		Turnover	17.79%	15.49%	<b>&lt; 15%</b>
		Frequency rate	27.54	22.58	<b>&lt; 20.70 (national average)</b>
		Severity rate	0.945	1.779	<b>&lt; 1.4 (national average)</b>
	<b>Equal opportunities</b>	Male/female equality index	93/100	95/100	<b>Maintained</b>
		Map of skills	-	100%	<b>Update procedure</b>







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