



Together for a better world



CSR is at the heart of our business model and is embodied through three pillars: a more sustainable planet, a more equitable society, and a more responsible business model.

It guides our decisions and actions on a daily basis.

Our ambition is to combine economic performance, positive impact, and the creation of value over the long term.

We take action across our entire value chain by engaging our entire ecosystem: customers, suppliers, partners, and employees.

This transformation, based on dialogue, transparency, and continuous improvement, allows us to move forward with the conviction that lasting impact is built over time.

Our business is not limited to product distribution:

Manutan Group offers comprehensive, expert solutions across several strategic markets.

We support businesses, local governments, and small businesses in improving their efficiency and sustainable performance. We provide them with the resources they need to work better, buy better, and learn better.

At the heart of our strategy, CSR guides everything we do and embodies our commitments on a daily basis.

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— **“Sustainability is a dynamic process. It is built on our ability to transform our practices, evolve our business, and engage our entire ecosystem.”**

Xavier Guichard
Manutan Executive Chairman

— **“A meaningful company looks beyond the short term. Our responsibility is to build a solid foundation capable of creating lasting value for future generations.”**

Pierre-Olivier Brial
Manutan Chief Executive Officer

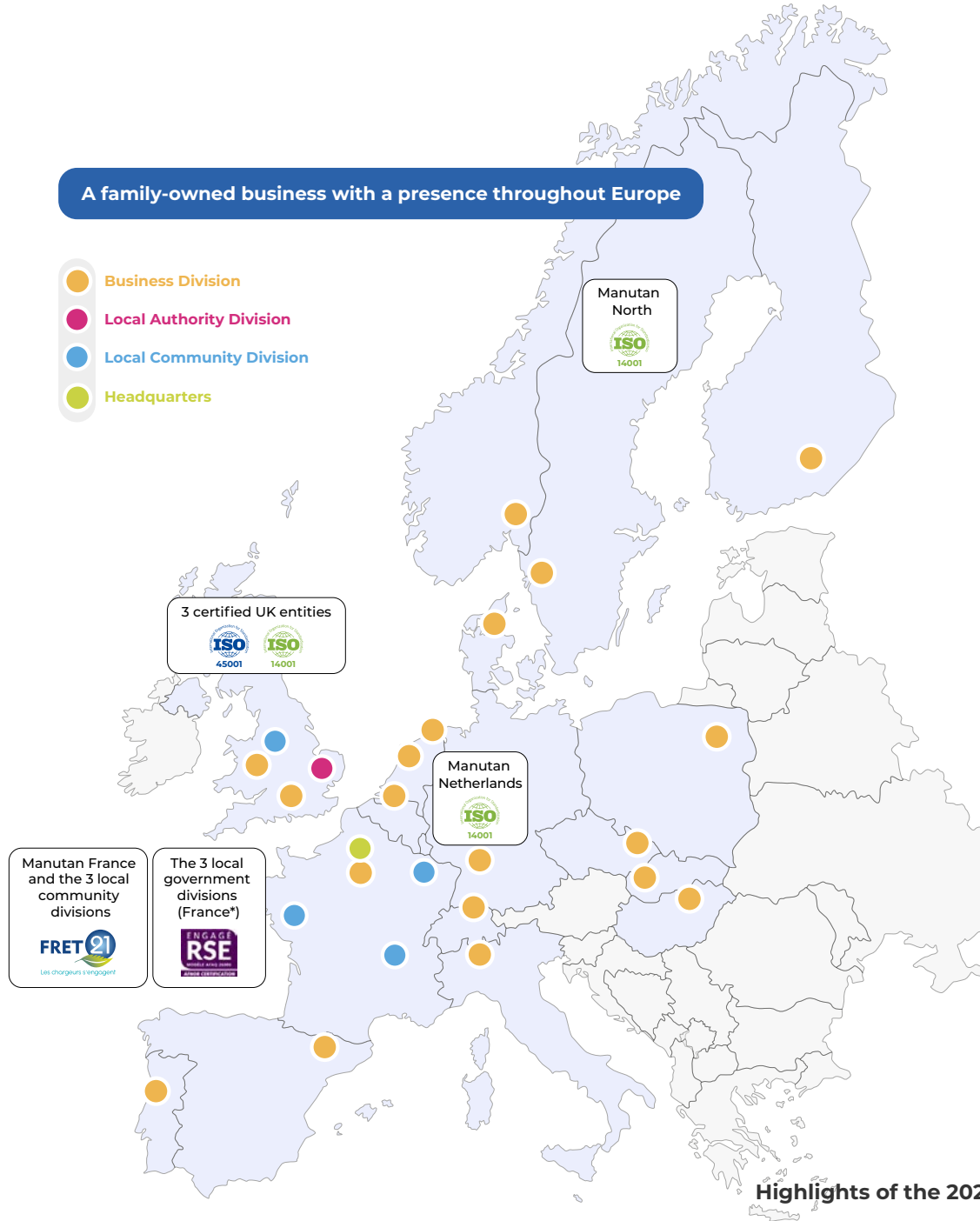
Manutan Group at a glance

A key player in B2B e-commerce in Europe, the Manutan Group supports businesses, local governments, and small businesses with a comprehensive range of eco-friendly and customized equipment, supplies, and services.

With a presence in 17 European countries and internationally in Africa, Asia, and the Middle East through its export operations, the Group draws on its in-depth knowledge of its markets to offer solutions tailored to every need, even the most specific ones.

A family-owned business with a presence throughout Europe

- Business Division
- Local Authority Division
- Local Community Division
- Headquarters



13 logistic sites, including 4 in France

17 countries

25 subsidiaries

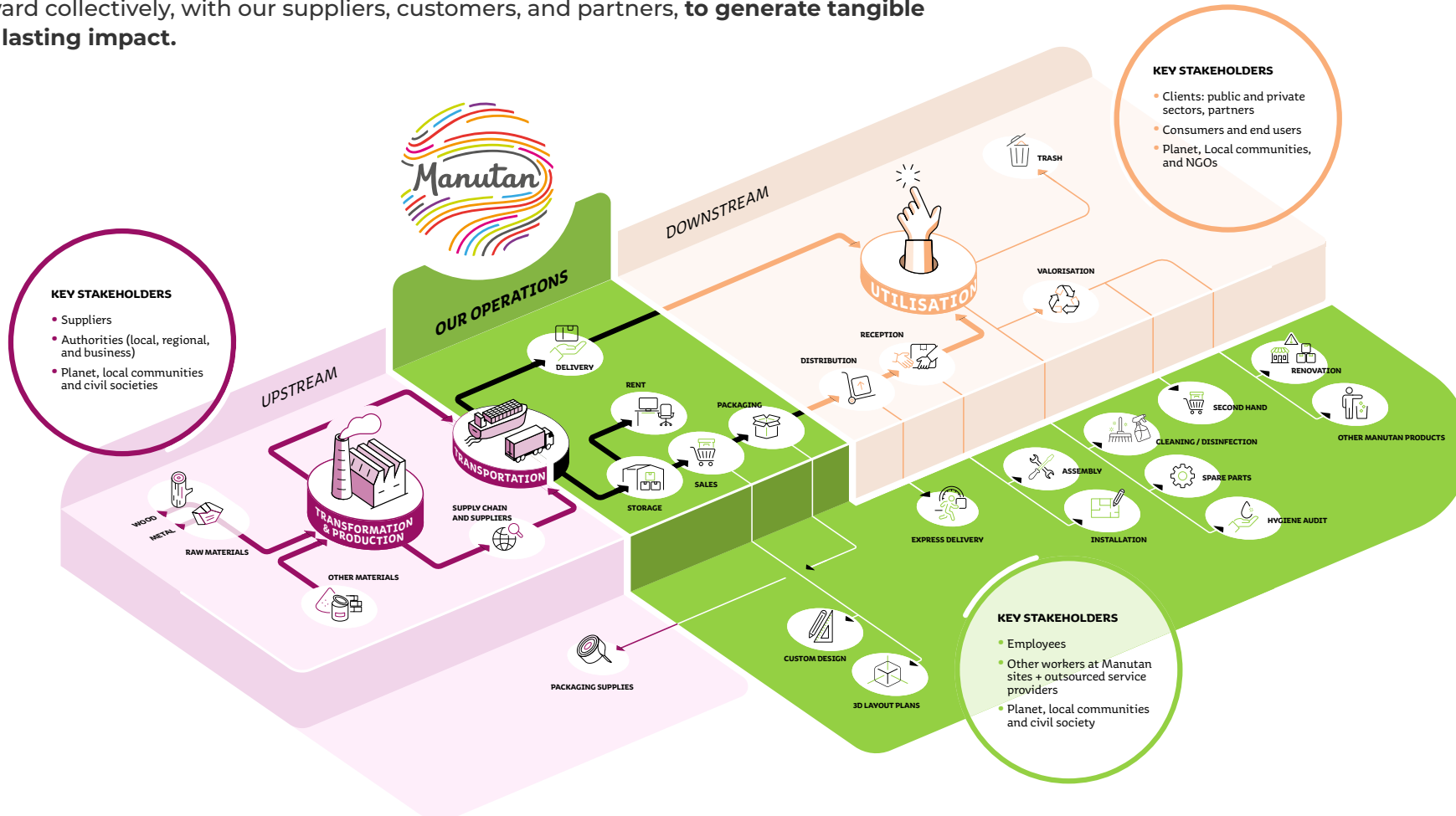
2,415 employees

€1.03 billion in revenue

Manutan France has signed the Environmental Charter with FEVAD (the French Federation of Online Sales), a collaborative initiative launched in 2021 in partnership with the French Ministry of Ecological Transition to reduce the environmental impact of e-commerce.

A value chain that makes a difference

At the heart of the value chain, we serve as a **pivotal link between suppliers and customers**. This position allows us to take action at every stage and accelerate the transformation of our ecosystem. Because the bulk of our environmental footprint lies beyond our own operations, we are moving forward collectively, with our suppliers, customers, and partners, **to generate tangible and lasting impact**.



— “More than 90% of our carbon footprint stems from our value chain. This reality is transforming our approach: we cannot make progress on our own. It requires engaging our suppliers and supporting our customers in decarbonizing their purchases. Our CSR strategy reflects this path. Structured around three pillars, environmental transition, social progress, and integrity of practices, it is based on a shared conviction: to be effective, sustainability must be fully integrated into our business model.”

Nisrene HADDAD,
CSR Director, Member of the
Executive Committee,
Manutan Group

Together, let's be actors of change for a better World!

The Manutan Group reaffirms its commitment to promoting more responsible production, sales, and purchasing practices.

Convinced that economic performance must go hand in hand with social responsibility, the Manutan Group places people, the transformation of practices, and sustainable development at the heart of its activities.

This approach is reflected in a CSR strategy structured around three complementary pillars:

Better Planet

Better Society

Better Business

Better Planet

1 We are aiming for net-zero greenhouse gas emissions and are engaging our entire ecosystem in this effort.

Our climate strategy is built around four key areas:

- Decarbonizing our operations
- Reducing our transportation footprint
- Transforming our value chain
- Supporting our customers

We are accelerating our energy transition: up to 94% renewable electricity across the Group, and a corporate headquarters already powered entirely by renewable electricity and biogas.



Our Objectives



2030

-60% reduction in Scope 1 and 2 emissions (base year 2023)

100% renewable electricity used across all our sites

-42% reduction in Scope 3 emissions during the product's use and end-of-life phases

70% of our suppliers (by emissions volume) have targets validated by the SBTi

2035

Net Zero on scopes 1 and 2

100% of our company vehicles are electric

100% of the energy consumed at all of the Group's sites is renewable

2050

Global Net Zero, covering our entire value chain

Better Planet

2 We are optimizing our resources and committing our value chain to the circular economy.

Faced with pressure on resources and rising waste levels, **we're taking action where we can have a direct impact:** reducing our material consumption, promoting reuse, and making frugality a collective habit.

Our commitment extends across the entire value chain. We develop solutions for our customers designed to help them reduce their waste.

This initiative is supported in particular by our **Circular Hubs** in France and the Netherlands, which are dedicated to refurbishing furniture and equipment to extend their lifespan.



RESULTS 2025

-33%
“With Love Planet” indicator to guide the emissions reduction trajectory

995 kg CO2eq
on average in emissions avoided per air-conditioned order

82%
of our waste is currently recycled or reused

2030 Goal:
100%
zero waste to landfills

OUR CARBON FOOTPRINT

-26%
of direct emissions generated directly by the Group's operations*

-59%
of indirect emissions related to the Group's purchased energy consumption*

-14%
indirect emissions resulting from the Group's activities but originating from sources that it neither owns nor directly controls*

3 We are choosing more sustainable logistics and packaging solutions.

We prioritize packaging made from recycled and recyclable materials, with a strictly regulated proportion of virgin fibers sourced from certified supply chains.

The Manutan Group reduced its transportation-related CO₂ emissions by 12.6% between 2022 and 2025, exceeding its initial target of 7%. At the end of 2025, the Group renewed its commitment to the **FRET21** program and is aiming for a further 10% reduction by 2027, through the optimization of its logistics flows and the decarbonization of its transportation.



GOAL: phase out single-use plastic by 2030.

Better Society

1 Our commitment to inclusion and diversity allows everyone to find their place and express their uniqueness.

The diversity of our regions is reflected in our teams. We are committed to ensuring that everyone – regardless of their background or differences – has a job, opportunities, and an inclusive work environment.

RESULTS 2025

69 employees with disabilities (Group).

90% survey response rate to Great Place to Work®.

100% eligible subsidiaries are certified as Great Place to Work®.

78% positive responses to the question, “Do you think the Manutan Group is a great place to work?”



93% employees responded positively to the question, “Are safety requirements being met?”

2 We provide the best possible work environment to empower all our employees and enable them to make a difference.

A/ SKILL DEVELOPMENT

In an ever-changing environment, we value all talents and provide everyone with the resources they need to grow according to their abilities and ambitions.

An average of **16.5 hours of training** per employee per year.

B/ HEALTH, SAFETY, AND WELL-BEING AT WORK

These issues are managed as close to the front lines as possible, with regular monitoring of initiatives, audits, and a continuous improvement process at each of the Group's sites.

3 We contribute to the economic and social development of the regions where we operate.

Our local impact is reflected in our role as an employer and our contribution to the communities where we operate. Through the Manutan Social Fund, we are structuring and expanding this commitment. Designed as a shared platform, this initiative brings together the social initiatives led by our subsidiaries and employees, while leaving ample room for local initiatives, in line with a “think global, act local” approach.

Approximately

€1.9 billion in donations (Emmaus and Telethon) for the 2024/2025 fiscal year

Better Business

1 We work with our suppliers to ensure responsible working conditions.

The reliability of our supply chain depends on responsible working conditions at our suppliers. We work with them to increase transparency, standardize practices, and implement improvement plans when necessary.

2 We innovate by offering eco-friendly products and services that meet our customers' needs.

Against a backdrop of resource constraints, **circularity** is becoming a key driver for securing our business. By reducing our reliance on virgin materials and promoting reuse, we are strengthening the continuity of our operations. In response to our customers' growing expectations, CSR is also emerging as a key business driver. We offer eco-responsible, concrete, and **measurable solutions** that are fully integrated into our product and service offerings.



RESULTS 2025

80% IQ plus
Supplier CSR Assessments and the Gradual Integration of Sustainability Criteria (Business Division)

+1,200
orders for refurbished products

17.1%
of revenue generated from eco-friendly products (Business Division)

10,000
Refurbished items

We are strengthening cybersecurity to ensure a lasting relationship built on trust.

Cybersecurity aims to **protect data, information systems, and infrastructure** from the growing risks of cyberattacks. Through robust security policies, appropriate protection tools, and employee awareness initiatives, the Manutan Group ensures the continuity of its services in an increasingly demanding digital environment.

3 We work ethically and transparently with our stakeholders.

We build sustainable partnerships with our suppliers, based on transparency, high standards, and responsible practices.

On the customer side, our **Savin'side and RSE360** approaches analyze purchasing and support decarbonization.

Our Group's eco-responsible procurement policy is currently being formalized for 2026 and is based on several priorities, including:

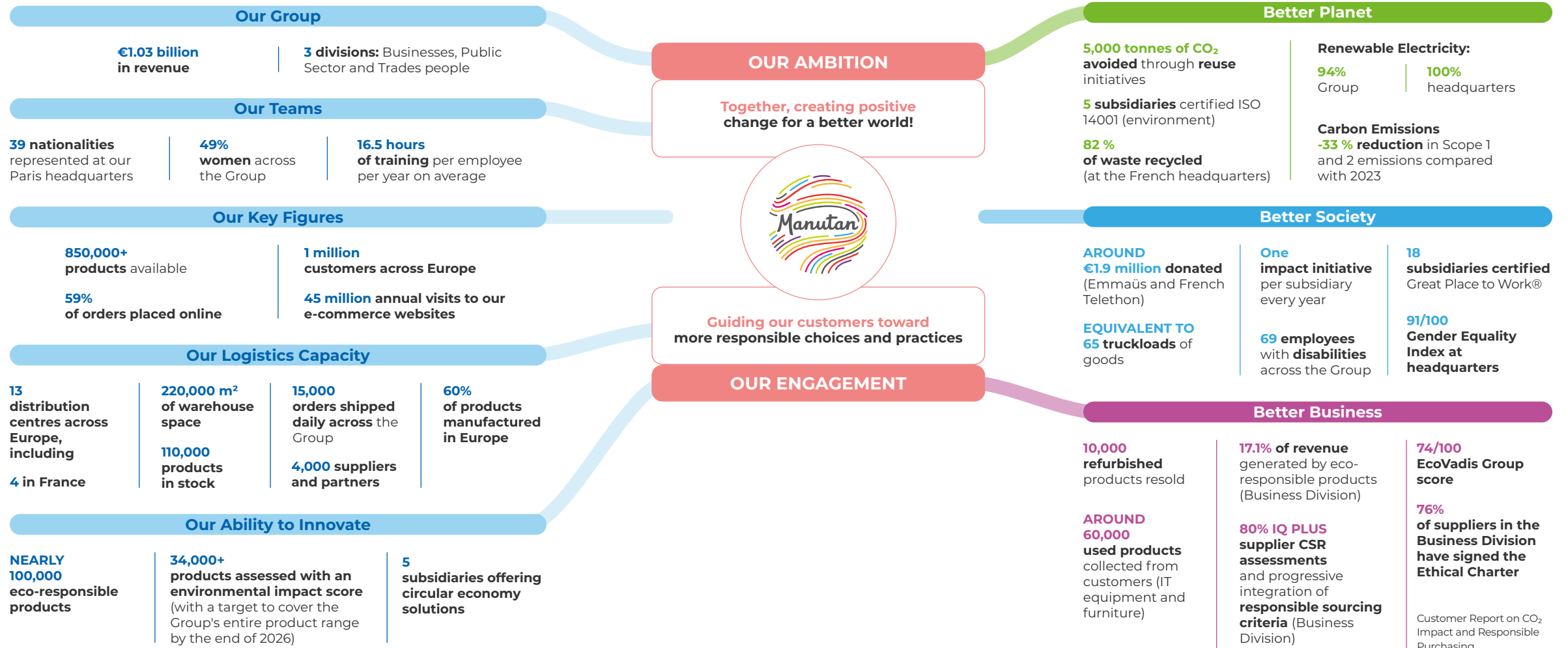
- Systematic integration of CSR criteria into our requests for proposals
- Increased use of non-fossil fuels
- Supplier commitment to decarbonization pathways

All of this content is extracted from our **CSRD 2025 report**. For more information, please visit the [following link](#):



A Model for a Better World

The Manutan Group creates **value** by simplifying and streamlining business procurement through **a hybrid model** that combines **digital platforms and human expertise**. As a key link between suppliers and customers, the Group integrates **operational performance, reliable solutions, and sustainability requirements** throughout the value chain.



All figures relate to the 2024/2025 financial year perimeter.