

2024

CSR Report



All you need. **With love.**

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“Our approach to the environmental transition is to fully **understand** the challenges, precisely **measure** our impact and **implement sustainable, renewable solutions.**”

Pierre-Olivier BRIAL,
Chief Executive Officer, Manutan Group



“At Manutan, we believe that a company’s success must be measured by **its ability to make a positive contribution** to its entire ecosystem. Our long-term future depends on the value we bring to all our stakeholders.”

Xavier GUICHARD,
Executive Chairman, Manutan Group

The aim of our CSR report is to demonstrate our ambition, explain our strategy, and present the impact of our concrete actions taken for and with our stakeholders for a more sustainable future.

As a family-run business created in the 1960s, **Manutan has stayed true to its course, making long-term decisions, caring about people, and being conscious of our responsibility as a key player in BtoB distribution.** Ingrained in our DNA, these values have grown stronger over the years as we have expanded into the European mid-market.

As a responsible leader, **we aim to transform our business model by addressing every aspect of corporate social responsibility.** Designing and implementing a value-creating virtuous circle requires creativity and determination, as well as discipline in measuring our progress.

This first report presents action **highlights that demonstrate our commitment**, such as our Product Environmental Impact Score, our Circular Hub and our partnerships with local charities.

The road ahead is long and full of challenges, but it also offers opportunities we intend to seize, always driven by our mission of **enterprising for a better World.**

Xavier and Pierre-Olivier



Manutan at a glance

A key player in BtoB e-commerce in Europe, Manutan specialises in the distribution of equipment and supplies to enterprises, local authorities, and traders. The Group offers a wide range of high-quality products and tailored services, with 2,500 committed employees working in 25 subsidiaries.

Driven by
our **Mission**,

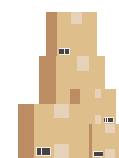
**we are
enterprising for
a BETTER WORLD**

by building a business-to-business model **where all our stakeholders can develop and progress.**

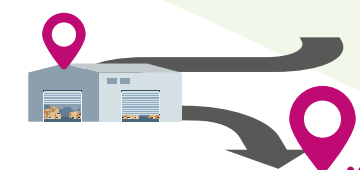


€946M
in 2023/2024

25 operational
subsidiaries



800,000+
product references



14 logistics
platforms



2,500 employees,
including **49%** women



Strong European roots

Established in 17 European countries, Manutan is also present in Africa, Asia and the Middle East through our subsidiaries' export activities. With a thorough understanding of these different markets, **we adapt our offering to meet the specific needs of our customers locally.**

A CSR structured governance

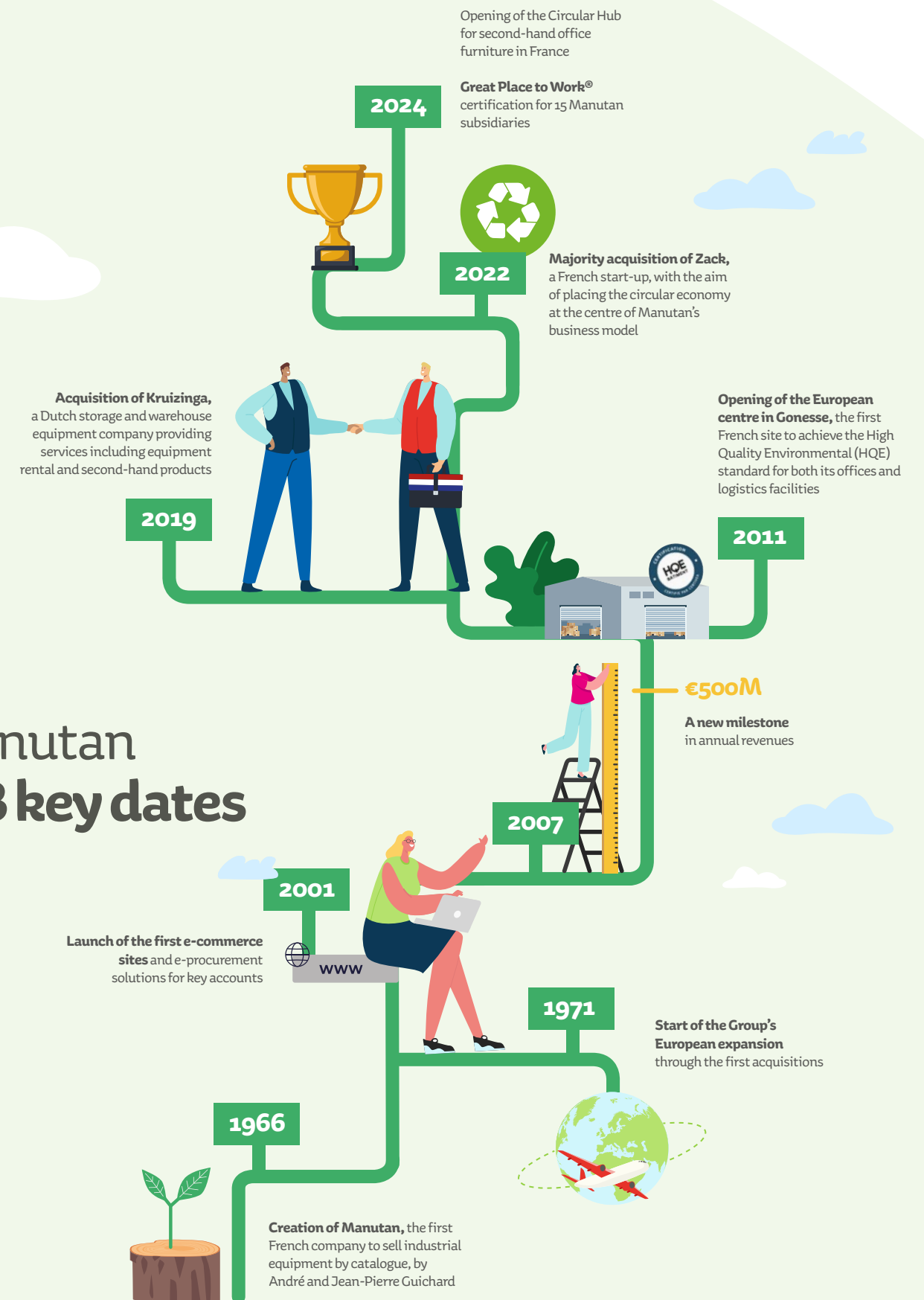
At the heart of our strategy, Corporate Social Responsibility (CSR) has a clearly defined governance framework at Manutan.

At the very top of the company, **our Board of Directors** oversees Manutan's strategic direction and determines the Group's CSR performance goals.

Our CSR Ambassadors Team was set up in March 2022, representing all the company's divisions and departments. Working close to the ground, this team implements our CSR strategy under the guidance of the CSR Director.



Manutan in 8 key dates



Our approach

Manutan is committed to transforming challenges into opportunities for a fairer and more sustainable future.

We are reorganising our procurement function to integrate CSR criteria and better meet customers' needs with a vision built on three cornerstones: **a better society, a better planet and better business.**



Reinventing procurement to adapt to meet stricter legislation and the climate emergency

As a key link in transformation and value creation, the procurement function must be reinvented. **Fanny Bénard, MD of BuyYourWay, underlines the importance of CSR criteria and sustainability,** as well as the traditional challenges of safety, compliance, price and digitalisation.



“The major opportunity offered by responsible procurement is its contribution to our company’s long-term success, by enabling virtuous relationships with suppliers, and encouraging innovation and co-construction.”

Fanny Bénard,
Managing Director, BuyYourWay,
a consultancy specialising in responsible
procurement advice and support

The Corporate Sustainability Reporting Directive

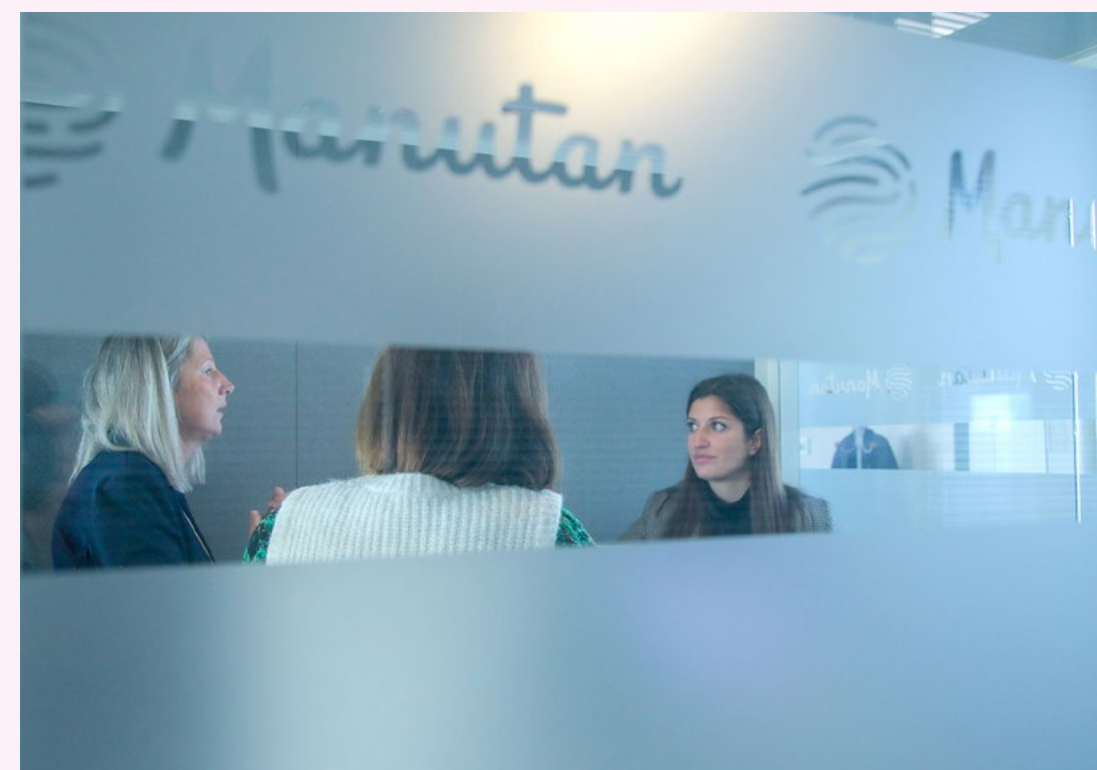
The aim of this regulation is to promote sustainable business practices and recognize exemplary performance.

The reported information helps stakeholders assess the environmental and social impact made by different companies.



The CSR stakes are rising for businesses. In Europe, **the CSRD and upcoming CSDDD will oblige businesses to prevent violations to human rights and the environment,** while in France, **the Anti-Waste Circular Economy Act** (“AGEC Law”) is guiding businesses and public authorities towards the circular economy.

In addition, **consumers expect businesses to provide information on where and how their products are manufactured – even as distributors.** According to the French Agency for Ecological Transition (ADEME), purchasing represents on average 20% of a company’s carbon footprint, and up to 67% in some sectors.



Companies need **a precise vision of their environmental impact at every level.** Distributors must rethink their purchasing strategies, work with their suppliers to understand their impact and optimise their own operations, while leading customers towards more sustainable products and reuse solutions.

This creates a major challenge in terms of gathering information and training teams, as we must guide customers towards informed decisions, while maintaining partnerships with suppliers based on sustainable practices.”



Our manifesto

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

So, what's our vision for this world?

It's a world in which our
stakeholders work together to
shape new and better ways of
producing, selling and purchasing.

A world in which performance and
positive impact are inseparable.

A world in which everyone can
grow, improve and develop,
regardless of gender, back ground
or journey.

Together, we will contribute
to this world in which we hold
astead fast belief.

A better Society

- We value diversity and inclusivity, allowing all our stakeholders to find their rightful place.
- We provide the best possible working environment to empower all employees & make them positive contributors.
- We contribute to the economic and social development of the communities in which we are established.



A better Planet

- We target Net Zero greenhouse gas emissions and encourage our stakeholders to pursue the same process.
- We make our value chain more circular and more resource-efficient across all our activities.
- We choose more sustainable logistics and packaging solutions.



Enterprising for a better World

A better Business

- We lead our ecosystem (suppliers, employees, and customers) to the circular economy.
- We innovate by offering eco-responsible products and services that meet our customers' needs.
- We work ethically and transparently with our stakeholders.



Our performance indicators

We measure our CSR progress through a range of key performance indicators.

1. Revenues and operating income

2. Four "With Love" indicators

These provide invaluable information on our stakeholders:

- **With Love Employee**
Our employee experience
- **With Love Supplier**
Our relations with suppliers
- **With Love Customer**
Our customer satisfaction
- **With Love Planet**
Our CO₂ emissions



Demonstrating responsible leadership

With corporate CSR action now essential to sustainable growth and ethical practices, **Fabienne Ménard, Group's Chief Finance Officer, and Nisrene Haddad, Group's CSR Director, explain our path to progress on new social and environmental issues.**



“CSR will be increasingly well measured and managed, thanks to the CSRD. More than a regulatory requirement, it will provide fantastic opportunities and new perspectives for our company.”

Fabienne Ménard,
Chief Finance Officer, Manutan Group

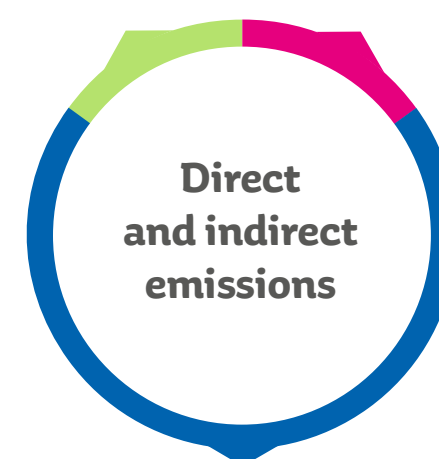


Today's businesses must respond to major global challenges, like global warming, pollution, biodiversity risks and human rights. At Manutan, we've decided to make CSR an intrinsic part of all our activities, guided by a clear vision, robust objectives and a governance structure focused on overseeing our strategy.

Our internal and external stakeholders are asked to determine **priority actions**. We then review our CSR strategy and its major themes to rank topics in order of priority, **considering emerging risks and new opportunities.**

The 3 Scopes of greenhouse gas emissions

SCOPE 1
Direct emissions
from our company's activities



SCOPE 3
Indirect emissions
from activities in our value chain that we do not own or control directly

Our decarbonisation strategy

Climate change is one of the biggest challenges facing the global community, presenting both risks and opportunities for resources and product life cycles.

Through our **With Love Planet indicator**, we have set a clear trajectory for reducing our greenhouse gas emissions in line with the Paris Agreement, **based on the Science Based Targets initiative**. This report presents the progress achieved in measuring the carbon footprint of our activities, in terms of **Scope 1 (direct) and Scope 2 (indirect) emissions**.

By 2035, we wish to achieve net-zero Scopes 1 and 2 emissions by implementing the following measures across all our operational sites:

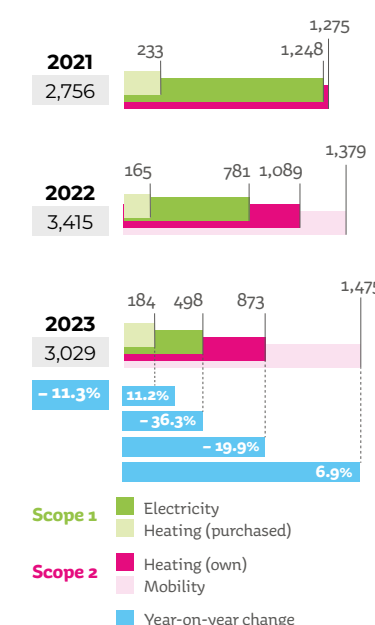
- **100% of our corporate vehicle fleet** will be EVs.
- Our heating and cooling systems will be **fossil-fuel free**.
- 100% of the electricity we buy and consume will come from **renewable sources**.

We have also launched projects to reduce our Scope 3 emissions across our value chain. These initiatives are presented in this report.

SBTi

It encourages businesses to adopt science-based targets for reducing greenhouse gas emissions and helping limit global warming.

Greenhouse gas emissions (CO₂ e tonnes)



“Through our CSR commitment, we reduced our greenhouse gas emissions by 11% in 2023, illustrating our pathway to sustainable progress.”

Nisrene HADDAD,
CSR Director, Manutan Group

Boosting customer satisfaction through CSR

Philippe Mallard, Managing Director of our Local Authority Division, and Ramon Kok, Managing Director of our Enterprise Division, explain Manutan's strategy for helping customers achieve more sustainable performance.



“We can make a real difference when we act together and involve our entire ecosystem!”

Philippe MALLARD,
Managing Director of the
Local Authority Division,
Manutan Group

What are the characteristics of your Divisions?

Philippe Mallard: The Local Authority Division and our three French subsidiaries – Manutan Collectivities, Casal Sport and Papeteries Pichon – provide equipment for crèches and schools, local authorities, sports clubs, and medical and social care facilities.

Ramon Kok: In the Enterprise Division, our customers are both small companies, which buy directly from our website, and much larger organisations. Our key accounts are managed by dedicated sales teams and have access to tailored digital solutions.

What do your customers expect in terms of corporate social responsibility in this context of stricter regulation?

R. K.: We've noticed an acceleration in their awareness of CSR obligations over the past few years. **Our customers are measuring their carbon footprints and trying to reduce them at every level.** That's why they're implementing responsible purchasing processes and relying on the expertise of their suppliers to manage the impact of their purchases.

85,000
eco-responsible
Manutan
product
references

10,000
product
references with
a Product
Environnemental
Impact Score

Eco-responsible Manutan products

These include products with environmental labels and/or products that are used, refurbished or contain at least 25% recycled materials.



P. M.: Our customers must comply with regulations such as France's 2020 Anti-Waste Law (“**AGEC**”), which requires local authorities and public organisations to favour reuse, recycling and the circular economy in general. To comply with this regulation, they have to show proof, such as eco-design certification, guarantees of raw material traceability, and so on...

AGEC

France's Anti-Waste Law encourages local authorities to buy second-hand products, reuse their products and integrate recycled materials. This makes public purchasing a driver of the circular economy.



“To help our customers with their responsible purchasing strategies, our teams are building awareness about upcoming standards. For example, we organise webinars and develop specific solutions.”

Ramon KOK,
Managing Director of the Enterprise Division,
Manutan Group

R. K.: Our customers receive a purchasing experience aligned with their CSR objectives. This is possible because Manutan has invested in **the collection of reliable and relevant data**, which we then share. Creating our own solutions, such as the Product Environmental Impact Score (see page 22), is a real game changer. On our website, consumers can visualise more responsible alternatives. Another example is our Savin'side® platform, which offers a tailored, holistic approach to optimise customers' purchasing strategy (see page 23).

How do you support them?

P. M.: The idea is to make a business pact with them to rethink all our working methods and develop our activities together. We sell an extremely **broad range of responsible products** (85,000 references across the Group). We're also developing **a circular economy offering** for IT products and furniture (see page 24) with associated CO₂ reduction certificates. And to simplify admin for our customers, we've set up an exclusive service: with every order, they receive information on the proportion of products to declare to public authorities under the Anti-Waste Law.

How do you build CSR awareness among your customers and employees?

R. K.: We communicate regularly with all our internal and external stakeholders on numerous CSR topics. Our With Love Planet indicator supports our ongoing efforts to raise awareness at every level of the company and provides concrete proof of the impact of our actions. For example, we organise webinars with our customers and suppliers.

P. M.: It's essential to involve all the stakeholders across our value chain. That's why we organise workshops with local authorities and public bodies that help us understand their needs and obligations. We also assist our suppliers with their own CSR processes. Our sales teams are all trained on this new type of support, which brings new meaning to their work.

Our actions

At Manutan, we demonstrate our commitment through concrete sustainable initiatives.

With projects such as the Circular Hub, we are proud to be **a circular economy leader on the BtoB market.**

These actions attest to our determination to create a sustainable future while meeting the needs of our stakeholders.



The environmental transition: the crucial roles of data and technology

Could data become one of the keys to a successful environmental transition? **Alexis Clarke, Group's Chief Marketing and Technology Officer, shares his experience of the importance of collecting and using Big Data effectively.**



Big Data

refers to vast sets of complex data that require specific processing and analysis tools to extract meaningful information and highlight useful trends.



The combination of digital technology and data offers a strategic opportunity for businesses in their journey towards a successful ecological transition. This subject is clearly sensitive – we must be aware that digital technology has its own significant environmental footprint – but it also comes with unique opportunities to meet regulatory requirements **while adopting responsible purchasing and resource management practices.**

How can we guarantee compliance with the CSRD directive and European Sustainability Reporting Standards (ESRS)? Digital

solutions will play a crucial role in the collection and analysis of data generated internally and by our thousands of suppliers, analysing product life cycles, prioritising



“Using Big Data, we analyse the impact at every stage of a product lifecycle, from design to end of life.”

Alexis CLARKE,
Chief Marketing and Technology Officer,
Manutan Group

ESRS

The European Sustainability Reporting Standards provide a standardised framework for businesses to report their sustainability performance, guaranteeing transparency and comparability. They are part of the Corporate Sustainability Reporting Directive.



efforts in certain areas, promoting sustainable practices and accelerating transparency across supply chains.

In this context, **the transparent, reliable and widescale sharing of data** between stakeholders is crucial to reaping the full benefits of digital technology for the environmental and social transition.

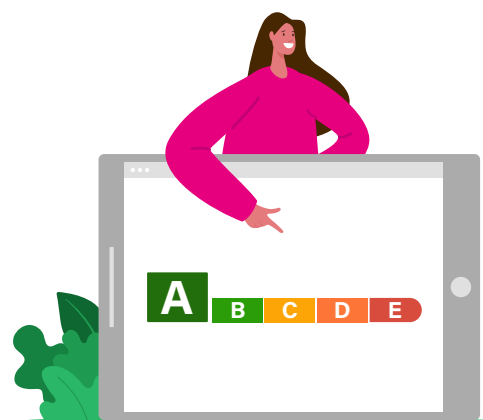
By unlocking the power of Big Data and digital solutions, businesses can integrate sustainability principles at every stage of their operations, from design and manufacturing to consumption and the product end of life. So, it's essential to regard data as a strategic asset that promotes collaboration and innovation to reduce the environmental footprint.

The CSRD requires the collection of **1,500+** data elements

50,000+ businesses in Europe are already impacted by the CSRD

We firmly believe that digitalisation has immense potential to improve and promote sustainable business models. Our Product Environmental Impact Score (see page 22) is a good example of how data can be used to facilitate action, helping customers make informed and more responsible decisions.”





Product Environmental Impact Score (PEIS): supporting our stakeholders

Our **PEIS** is based on the principles of the Life Cycle Assessment (LCA) defined by ISO 14040-44 and Europe's Product Environmental Footprint (PEF).

In this way, a product's environmental impact is scored on a graded scale.

There are multiple advantages: we can support both our customers in making informed decisions, and our suppliers in adopting an eco-design approach. Our suppliers can gauge the effectiveness of their efforts to reduce the environmental footprint of the products they design through **a detailed impact analysis and an eco-design simulation tool**. This tool measures **16 environmental indicators**, such as the impact on climate change, resource depletion, airborne particulate matter, and human health. This creates a collaborative ecosystem, as we ask our suppliers to provide **primary data**: quantity and weight of raw materials, manufacturing origins and processes used.

Product Environmental Impact Score

The product's environmental impact is calculated by analysing its entire life cycle, from the extraction of raw materials to its end of life, using the European Commission's Production Environmental Footprint (PEF) method, which considers 16 environmental indicators.



HOW DOES IT WORK?

The score is mentioned on the product page to simplify comparisons with other products in the Manutan catalogue. Products are ranked in five categories from A (low impact) to E (high impact).*



"The PEIS is a game-changing process. We're the first BtoB distributor to adopt this approach based on the European PEF methodology, taking into consideration upcoming French and European regulation. In making this choice, we're taking a long-term approach."

Marine VARRET,
Group Sustainable / CSR Offer and Supply Chain Manager,
Manutan Group

Savin'side®: the Manutan tool that uses data for savings and competitive advantage

To help our customers optimise their purchases, we have developed Savin'side®.

This approach rationalises long tail purchases, the often small, non-recurring purchases that, when combined, account for significant additional expenses.

Using data, our specialists help customers analyse these purchases and identify **six ways** to optimise spending. The outcome is a radar chart of all their expenditure and savings opportunities, including, for example, **preferring more sustainable, European products and grouping deliveries**.

In this way, Manutan helps customers boost their performance while engaging them **in more responsible purchasing**, which ultimately provides **a competitive advantage in France and across Europe**.

The 6 levers for optimisation

For more information



"Our customer reports include sector benchmarks, which are useful for identifying opportunities for improvement. This transparency helps them align their practices with industry leaders."

Laurène ZWISLER,
Customer Purchasing Optimisation
Consultant, Manutan Group

Our aim is to score all the products we sell by 2026.

Collaboration and transparency will be key to the success of this project.

By the autumn of 2024, Manutan will have scored **30,000** product references

* In the product category

The circular economy: an essential model for the future

The extraction and use of resources causes 70% of worldwide greenhouse gas emissions.* **Pierre-Emmanuel Saint-Esprit, Group's Circular Economy Director, outlines the fundamentals of the circular economy and the potential offered by this model.**

* Source: The circularity gap report 2021. 



“With the Circular Hub, we’re developing a range of second-hand products for our customers in the private and public sectors offering around 30% savings.”

Pierre-Emmanuel SAINT ESPRIT,
Circular Economy Director,
Manutan Group



We believe the ecological transition relies on the principles of the circular economy: promoting responsible products and a usage-based economy (where people and organisations rent rather than buy) to reduce the consumption of resources and energy. We’ve integrated these principles into our business model and developed a responsible product offering while helping our customers give a second life to their equipment, in compliance with the France’s AGEC and Reduction in the Environmental Footprint of Digital Technology regulation (“**REEN**”).

3,000m²
Centre in
Le Bourget

**France’s
REEN**
Law aims to
mitigate the
environmental
footprint of digital
technologies

ARES is a group of businesses and associations providing a springboard for people to return to work.



For used electronics, we work with **Ateliers Sans Frontières (Workshops Without Borders)**, an ARES Group-affiliated association that helps people integrate the workforce) to collect, reuse, recycle and donate products. A CSR report, certified by the French Agency for Ecological Transition (ADEME) reports on the avoided CO₂ emissions and waste.

In September 2023, we launched a similar service for used office furniture. Our fully integrated Circular Hub encourages the professional integration of persons who have been distanced from professional activity. Furthermore we work with the **Sud Oise upcycling** centre to avoid waste.

This process makes **an impact on business, the environment and the society**. It requires rethink our jobs, our business model and the commitment of our entire ecosystem, including employees, suppliers, customers and partner start-ups. It’s been met with great enthusiasm by all our teams and customers.”



“When I arrived in Paris, I was in a very precarious situation. I wanted a new life, and that’s how I ended up at ASF. Here, I work on the Manutan activity, which has taught me a lot about logistics and different materials. It’s very satisfying to be part of a team. Everyone has their own personality, and it’s helped me find myself.”

Edmée P.,
Logistics Agent, Ateliers Sans Frontières, Groupe ARES

The circular economy

What is the circular economy?

In contrast with the wasteful linear economy, **the circular economy makes a positive social, environmental and economic impact**, by optimising resources, prolonging lifespans, reducing waste and rethinking supply strategies. Products and materials are repaired, refurbished and recycled to maintain their value for as long as possible.



The linear economy



FOCUS

WHAT IS MANUTAN'S RESPONSIBLE PRODUCT OFFERING?

Launched in 2021, our range of responsible products includes eco-designed products (containing at least 25% recycled materials), second-hand products, and products with a recognised environmental label (European Ecolabel, Ecocert, etc.).

Today this range includes 85,000 responsible product references. In line with customer demand, it has triple our average conversion rate.

This is a key argument for persuading our suppliers to choose eco-design: a win-win process that directly meets growing market demand.



A distributor committed to our ecosystem

What role should companies play in tackling the climate emergency? How can we act on the entire value chain? How can we mobilise our ecosystem?

Marco Verdonkschot, Group's Chief Operating Officer and Managing Director of the Traders Division, tells us about his convictions and Manutan's initiatives.

“

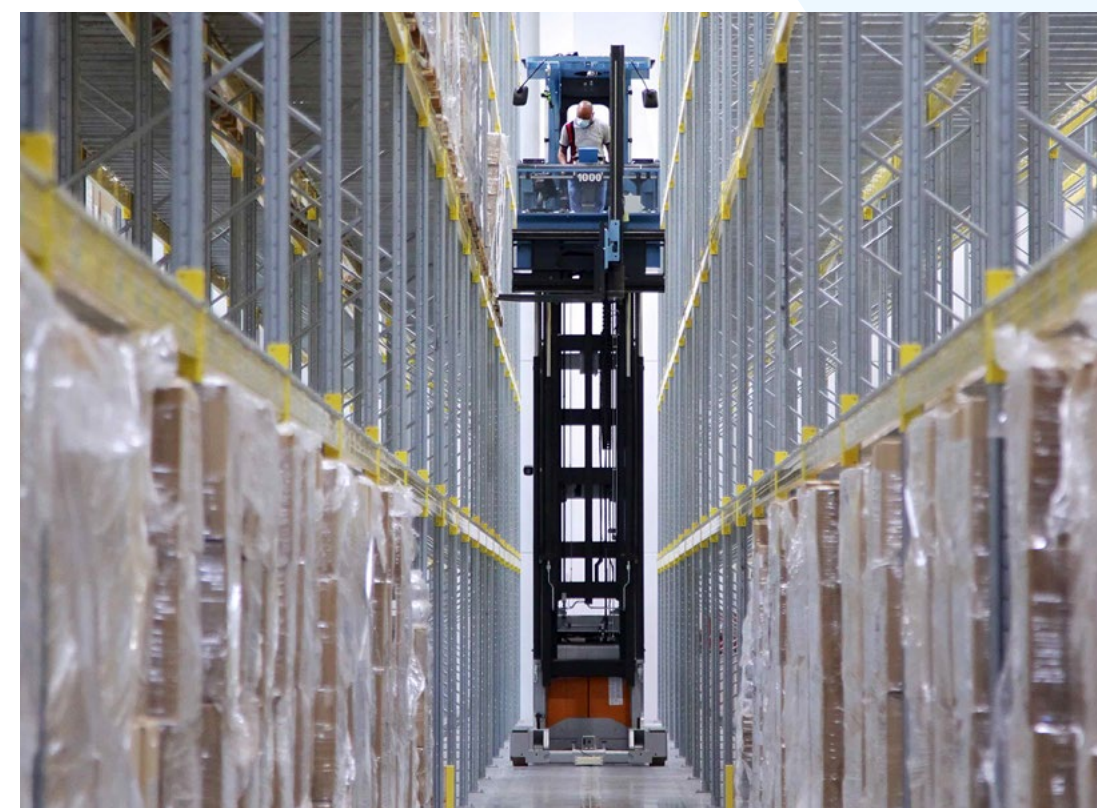
“We can no longer ignore the challenges of climate disruption and CSR. Regulations aside, every company should be contributing to a sustainable future. It's also an opportunity to create value.

This conviction is ingrained in Manutan's DNA. **The three cornerstones of our CSR strategy – a better planet, a better society, and better business – impact our operations at every level:** in our selection of products and suppliers, our logistics and transport strategy, our internal organisation, our HR policy, and so on.



“We have a dedicated sourcing team in charge of selecting our suppliers and ensuring they're aligned with our vision and our commitments. CSR is one of our main criteria.”

Marco VERDONKSCHOT,
Chief Operating Officer and Managing Director Traders Division,
Manutan Group



58%
of our spending is
subject to supplier
assessment

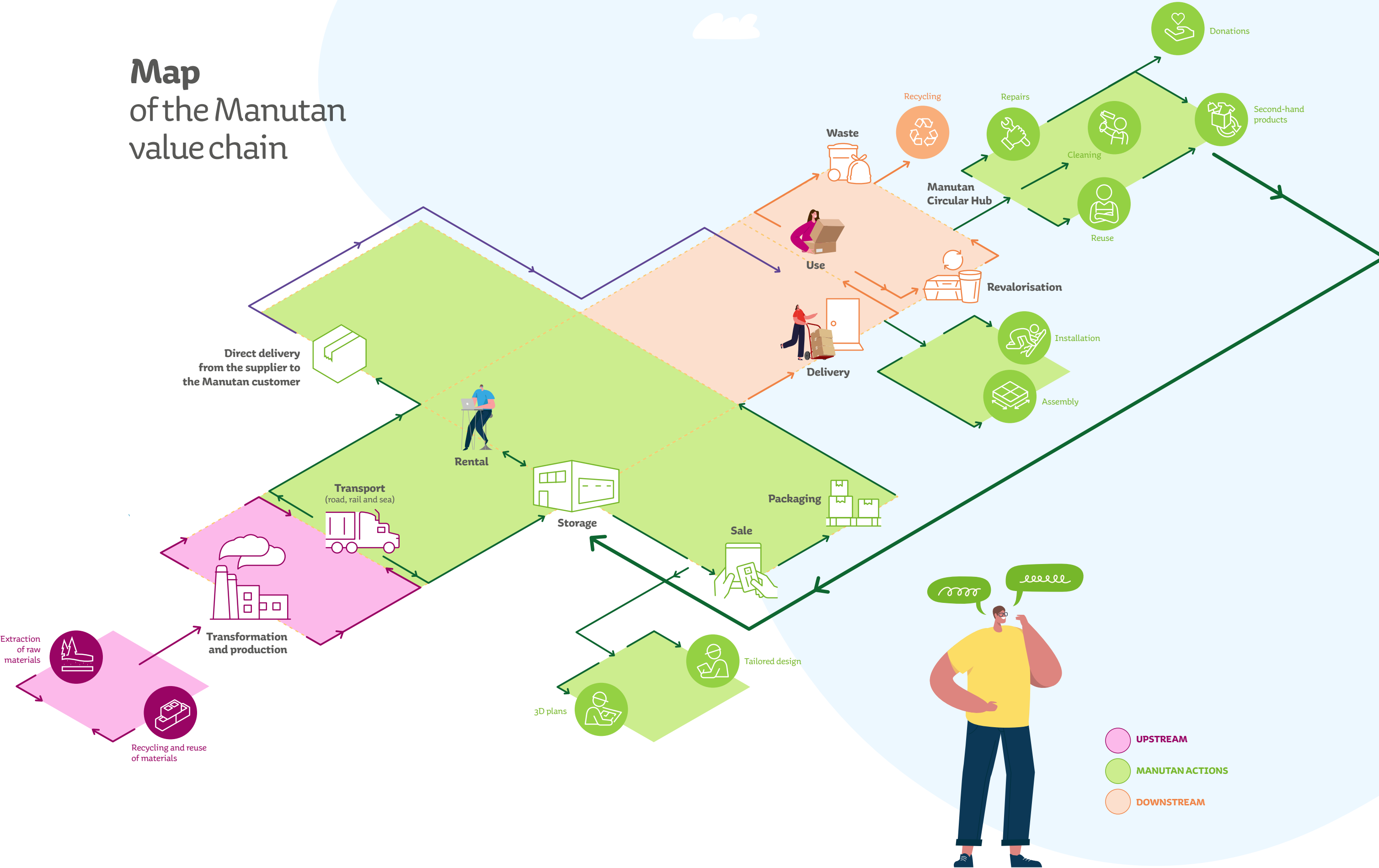
95%
of suppliers in Asia
have signed our
ethics charter

To date, **Scope 3** (indirect) emissions represent the biggest CSR challenge, as they do for every organisation. **We've introduced several innovative initiatives to rise to this challenge:** our Product Environmental Impact Score, which helps our customers make informed choices and enables our suppliers to positively transform their products, our service for collecting and reusing office and warehouse furniture and second-hand electronics, and our growing range of responsible products (see page 27).

These actions are proof of our determination to be a committed distributor for and with our ecosystem. Our contribution model enables customers to choose products with a lower environmental impact. It encourages our suppliers to use new manufacturing standards. And it's improving our business model through a virtuous circle.

Our five-year ambition is to **generate more than 50% of our revenues from the sale or provision of new products with a low environmental footprint, as well as second-hand products** through our collection and reuse service.”

Map of the Manutan value chain



Our suppliers: a win-win relationship

At Manutan, we work closely with our suppliers to reduce our environmental and social impact and provide customers with more transparency.



Our customers require increased traceability and reduced impact, especially in the context of fast-changing regulation.

As intermediaries, we have a duty to support **our 3,000 suppliers, 95% of which are European**, by carrying out audits. In 2023, we analysed half of all our purchases. We promote the

engagement of our suppliers by providing advice, sharing our ethics charter, and integrating CSR criteria into our calls for tender. Since the launch of our responsible product offering, we've been engaging our suppliers through regular action, such as information webinars, eco-design training and work sessions on Manutan's Product Environmental Impact Score."



"We maintain ongoing relations with our suppliers, strengthened by our With Love Supplier indicator. Every year, a questionnaire is sent to assess the quality of our relations and identify opportunities for ongoing improvements."

Kévin GRANADO,
Purchasing Manager, Manutan Group



CASE STUDY

NOWY STYL AND MANUTAN: A POSITIVE CONTRIBUTION

Founded in 1992 by two Polish brothers, **Nowy Styl** initially specialised in office chairs before expanding into all office furniture. Today the company has **4,000 employees, six production plants and a presence in 30 countries. It is a key supplier for Manutan.**

Manutan and Nowy Styl share the conviction that **the climate emergency requires concerted action for a sustainable future**. Laurent Escoda, Sales Director, explains how the company's approach changed in the 2000s, when it adopted the ISO 9001 norm.

"Today, our CSR strategy is accelerating in the face of increasing regulation. In addition to significant work on standardisation, we're focusing on two main priorities: first, reducing our greenhouse gas emissions (for example, we increased our use of green energy from 12% to 32% between 2020 and 2021), and secondly, by designing and producing more virtuous products."

For the past two years, Nowy Styl has been producing Environmental Product Declarations (DEPs) to assess the impact of 80% of its products, 15 to 20% of which are eco-designed. This process is fully in line with Manutan's ambitions.

The collaboration between our two companies has taken a step further with the Product Environmental Impact Score (PEIS) project.



"Since 2018, we've been working to reduce our CO₂ emissions by following the Netherlands' CO₂ -Performance Ladder. We're targeting a 30% reduction by 2025."

Laurent ESCODA,
Mass Retail Sales Director,
Nowy Styl Group France

"Manutan is a trailblazer on these topics. As we are fully onboard with the process, we've committed to providing environmental information for 200 of our products distributed by Manutan."

Nowy Styl and Manutan are working on a more sustainable model, illustrating their commitment to a better World.



Our teams: entrepreneurs for a better World

Manutan's most important assets, our employees, share **an enterprising mindset and culture**. We aim to offer them the right conditions to grow and the opportunity to contribute to our CSR initiatives. **Caroline Haquet, Group's Chief People Officer, describes Manutan's HR policy and the culture that drives our teams.**



“To engage our employees in our approach, throughout the year, we organise events such as Earth Month, when we encourage them to take part in digital and environmental cleanups, support thrift stores, and get involved in other responsible actions.”

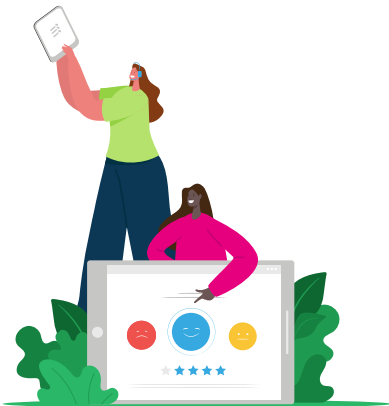
Caroline HAQUET,
Chief People Officer,
Manutan Group



“Enterprising for a better World by building a sustainable model in which everyone can develop and progress: that is Manutan's mission. To achieve it, we believe we need to engage every individual and encourage them to contribute their own specific talents.

Our employees are the driving force behind our business model.

At Manutan, we are a community of people who are passionate about pushing the boundaries of our industry, and embarking on a different adventure, rich in experiences, challenges and discoveries! We want our employees to be fulfilled by meaningful work. That's why we work constantly **to attract and retain talents**.



Learning Policy

Our policy is built on six principles: opportunities for daily learning, holistic development, knowledge sharing, impactful learning, proximity and mutual commitment.

In today's transformed working environment, we want to help our teams learn and grow.

We've set up development pathways based on a culture of feedback and performance, two key pillars for our business.

Since the launch of our **Learning Policy** in 2018, Manutan University has realised its ambitions by providing training for our teams on the challenges facing the company, business process improvements and personal development.

We also endeavour to improve our management processes, to promote all the rituals that create a positive employee experience, and to live by our values every day.

This is how we see the “We are Manutan” culture, which is shared by all.

And our efforts have not gone unnoticed: in 2024, 15 Group subsidiaries were recognized as a Great Place to Work®.

44
of the Group's employees have recognised disabilities

49%
of our workforce is female

75
employees have taken part in Climate Fresh workshops



CASE STUDY

A management culture embodying our values

At Manutan, we realise the importance of values-based leadership. Our managers are trained to guide their teams through autonomy and motivation. Since July 2023, our “Path of Management” management training programme has included online modules, practical workshops and masterclasses.

Tribes programme

In 2023, we launched Tribes, our three-month programme for developing young talents. Tribes covers a variety of topics (corporate strategy, customer experience and the circular economy) and also aims to improve their soft skills (MBTI profile, communication and self-confidence). Their experience is enhanced by discussions with leaders and a coach, along with a hackathon on the circular economy.

Path of Excellence programme

We use lean methodology to optimise our processes and improve the customer and employee experience. Our Path of Excellence programme includes an e-learning module for all employees and a workshop for managers. Employees can also obtain Lean Six Sigma **Green Belt and Black Belt certification**.

Green Belt and Black Belt certification

Lean Six Sigma certifications attesting to expertise at making operational processes more efficient and better quality. Black Belt certification signifies mastery and the ability to lead and train others.

CASE STUDY



“What we find interesting at Manutan is the company culture. They let three sports associations use their Gonesse sports centre free of charge every Friday morning!”

Jérôme ROUSSEAU,
Managing Director, Novosports

PROMOTING INCLUSIVE SPORT WITH NOVOSPORTS

We take concrete steps to ensure that everyone finds their place through our business.

For example, Manutan has partnered with Novosports to promote inclusive sports, by opening our 1,000 m² sports centre, situated at our Group headquarters in Gonesse, France, to three associations in the Novosports network. On the playing field, disabilities tend to disappear as the match takes over.

The sports events organised at the centre encourage interactions and exchanges between our employees and people from diverse horizons. Through this partnership, the company nurtures the intrinsic values of sport that are so dear to us, such as team spirit and a willingness to work towards a goal, while contributing to the development of our employees and communities.



“Through this partnership, we organise sporting events between members of Novosports associations and Manutan teams to facilitate interaction and communication.”

Nathalie CARA,
Workplace Manager, Manutan



Novosports has an ambition to create a new style of sport for all, played by a mix of people with and without disabilities.

A FULFILLING ENVIRONMENT FOR BETTER PERFORMANCE

As the first site in France to receive **High Quality Environmental** (HQE) standard certification for both its offices and logistics buildings, Manutan’s European Headquarters, DREDA, symbolises the Group’s human, socially-responsible and environmental ambitions. Organised like a campus over 13.5 hectares, numerous facilities improve employees’ quality of life and working conditions. These include a University, a Sports Centre, a restaurant, a cafeteria, access to a nearby intercompany crèche, a concierge service, and spaces for creativity and relaxation equipped with user-friendly furniture. This campus has become a model for all the Group’s sites during construction or renovation projects.

15 subsidiaries are certified by Great Place to Work®

High Quality Environmental standard
Geothermal energy, green roof systems, rainwater collection, etc.



WORKING@MANUTAN

In 2023 Manutan launched a new framework for **working@manutan**.

We want to create a working environment that encourages our teams to do their best, which is why we have introduced measures such as:

- **Offering flexibility** to each employee by enabling hybrid work, providing the right tools and reorganising our offices in collaboration with our teams
- Launching specific initiatives to improve the experience of the 450 employees in our logistics teams



“Through our annual employee survey, we discovered that the satisfaction of our logistics teams was on average 10 points lower than the satisfaction of other teams. That’s why we’ve launched a project to improve working conditions in our warehouses, focusing specifically on safety and training.”

Valérie BENOIT,
HR Development Director, Manutan Group

Our three Divisions: supporting transformation

Manutan's three-Division structure meet the needs and specific challenges of each of our customers. This organisation provides tailored solutions and support.

Enterprise Division

Our Enterprise Division optimises long tail purchases and offers generalist products and services focusing on quality and efficiency to enable businesses to concentrate on their core activities.

Become a leading partner

Manutan aspires to become a preferred partner to European customers through our diversified offering. Our Enterprise Division distributes over 30,000 responsible products, **helping reduce the carbon footprint of purchases (Scope 3 emissions) while generating 11.2% of our revenues.**

More responsible e-commerce

Given the fast growth of online commerce, Manutan has signed a charter with the French government and the Federation of E-commerce and Distance Selling (FEVAD) **to reduce our environmental impact.** In collaboration with around 30 stakeholders, this charter aligns with our CSR strategy and includes 10 commitments in four main areas: informing consumers, reducing and reusing packaging, adopting responsible logistics, and following up on actions.

The French Federation of E-commerce and Distance Selling



Long tail purchases

These include non-strategic goods or services, such as office supplies and IT equipment. While often inexpensive, they need to be managed effectively to optimise costs and operations.



“We’re constantly innovating to provide our customers with CSR solutions. We analyse their purchasing processes and draw up plans for optimising the share of responsible products and reducing their environmental and social impact.”

Antoine COMPIN,
Managing Director,
Manutan France and Iberia

25
social impact events
organised in the Group

A partnership with a strong social impact in the Netherlands

For the past seven years, Manutan has been partnering with Abrona, a charity helping people with intellectual disabilities enter the workplace. Every day, a dozen members of the association prepare packages in our warehouse, **helping boost their self-confidence.**



“To have a positive impact, it’s essential to involve all our employees in this process. Our initiatives raise awareness among our teams on the importance of our CSR strategy.”

Ghislaine OTTEVANGER,
Managing Director,
Manutan Netherlands, Belgium
and Germany

Empowering women

The Group works closely with Isahit, a start-up encouraging businesses **to use a network of women for marketing or data processing assignments.**

Situated in Africa, Europe, Asia, and Central and South America, the women gain financial independence while continuing their education.



Isahit promotes female empowerment in emerging countries by providing digital jobs.

A partnership with Sport dans la Ville

Manutan and the French association Sport dans la Ville share the belief that sporting values, such as team spirit and the ability to work towards a goal, **help young people from poor neighbourhoods to find work and succeed in life.**

This partnership has already led to several initiatives, including a job forum, a “Live my Job” day and mentoring.

Abrona supports adults with intellectual disabilities by focusing on their well-being and everyday happiness.

isahit.





**Sustainable
warehousing
in the Benelux region**

Manutan’s generalist offering is complemented by specialised services. In the United Kingdom, Rapid Racking sells shelving and storage solutions while Kruizinga, in the Benelux region, offers storage and warehouse handling equipment.

**A responsible
warehouse shelving
solution in the
United Kingdom**

Rapid Racking is the first company in the UK market to sell a range of shelving solutions manufactured from 100% recycled steel using a process powered by renewable energies.

Kruizinga has a diverse range of products, including containers, shelving and forklifts, with a focus on durability. The company also provides second-hand and rental solutions **to prolong the life of equipment and reduce waste.**

This approach strengthens Manutan’s commitment to the circular and more responsible economy.



CASE STUDY

**LOCAL
INITIATIVES**

On-site energy efficiency
Groupwide, we use 60% renewable energy. The Den Dolder site in the Netherlands uses 100% renewable electricity, as do our Gonesse headquarters, our Kruizinga facilities, and Manutan Sweden. Solar panels are installed on our buildings in the Czech Republic and the Netherlands.

Supporting Emmaüs
Our French and Portuguese subsidiaries support Emmaüs, an independent, non-religious charity fighting against poverty and social exclusion, by donating returned goods that have damaged packaging or minor defects. This partnership also strengthens Manutan’s commitment to the circular economy.



€1.8M
of donations in kind
were made to
Emmaüs in 2023

60%
of the electricity
purchased by
the Group is from
renewable sources





Inclusion through sport

Casal Sport offers high-quality sports equipment and supports local initiatives to promote **inclusion through sport**. Engaged in the **FRET21** programme to achieve an 8% reduction in CO₂ emissions from freight by 2025, Casal Sport is also developing a range of responsible products.



“Manutan’s Engagé RSE label acknowledges our CSR commitments and convictions. To keep up the momentum, we’re working closely with our partners and customers, convinced that we can only overcome future challenges together.”

Laurent MICHEL,
Deputy General Manager, Casal Sport



“We’ve launched a new partnership with Place2Be, a charity dedicated to supporting children’s mental health in schools—a crucial issue that has become increasingly apparent since COVID-19. This commitment is the driving force behind why we come to work every day: to make a positive impact and support children facing diverse challenges.”

Chris MAHADY,
Managing Director, Findel



Volunteer work to support children and young adults

Findel, one of our British subsidiaries, launched a foundation in 2022 **to promote positive change for children and their education** in the United Kingdom. The Findel Foundation has funded breakfasts for 680 school children, supported 400 youngsters through development and coaching initiatives, and provided professional support to more than 500 college students.

Findel also encourages all its employees to get involved in volunteering.



“We undertake several initiatives each year that help our communities, customers, and strengthens our social commitments. In addition, these initiatives have helped us build a workplace culture that values responsibility, unity and the wellbeing of others”

Dave COULSON,
Managing Director, IronmongeryDirect



Traders Division

Our Traders Division provides ironmongery products to tradespeople in the UK through our IronmongeryDirect company.

Committed to the community

IronmongeryDirect raises **awareness of mental health** by organising an employee awareness week and participating in charitable events. These have included creating a 12-metre-high work of art and organising an intercompany football tournament at Chelsea’s Stamford Bridge stadium to raise money for the Mind mental health charity.

Sustainable supply chains combining innovation and reduced energy consumption

To optimise a CSR strategy, companies must rationalise and recycle packaging, modernise and digitalise processes, and transport goods more sustainably. **Alexis Royer, Logistics Director for our Gonesse (France) and Den Dolder (Netherlands) warehouses, explains what CSR looks like in our warehouses.**

18%
reduction in the use
of adhesive tape



We're applying the '3Rs' (Reduce, Recycle and Reuse) consistently in anticipation of evolving regulation, such as the European directives on packaging and packaging waste, which were updated on 30 November 2022, aiming for a **15% reduction in packaging waste per inhabitant by 2040.**



"Ongoing performance improvements require us to constantly analyse the value chain to identify sources of waste and eliminate low-value actions to leave room for higher-value actions."

Alexis ROYER,
Logistics Director, Manutan

Manutan has taken several steps in this direction. For example, we now reuse pallets, which makes a crucial difference, as roughly 300,000 pallets are dispatched annually. Instead of recycling damaged pallets, an employee now repairs them to prolong their lifespan. We've also reduced our use of sticking tape, replacing it with eco-friendly kraft paper tape, which costs more but aligns with our CSR commitments.

We aim to eliminate all plastics from our European warehouses by 2030, for example, by gradually replacing bubble envelopes with cardboard solutions and by using a pillow packaging machine to transform supplier boxes into cushioning materials."

10,000+
pallets reconditioned
or reused annually

Tomorrow's warehouses

Platforms at the cutting edge of technology

Manutan's 50,000 m² warehouses in Gonesse, France, use advanced stock management tools, while favouring sustainable transport and packaging solutions.



Autostore:
40,000
small products
stored in
60,000 bins

61
robots

4,500
orders daily

Our company has the largest **Autostore** installation in France, where **61 robots** dispatch products to operators working on ergonomic workstations designed by and for our employees.

We use B+ equipment machines to adapt boxes to our products, eliminating the need for plastic fillers. This not only reduces our consumption of plastic but also optimises the size of our boxes, reducing the number of trucks required for delivery.



A virtuous logistics model

Mindful of the environmental impact of our transport, we reduced the CO₂ emissions from our fully subcontracted French fleet by 9%, or 326 tonnes, between 2021 and 2023. This exceeded our -7% commitment, as part of the FRET21 programme, for our logistics platform in Gonesse, France.

Gabriel Tellier, Group's Transport Director, presents our ambitious environmental policy for logistics.



“We must help traditional transporters convert their fleets and invest. We have a duty to support them by communicating on our customers’ needs and our price review criteria.”

Gabriel TELLIER
Transport Director, Manutan Group



Steering committees analyse delivery data to improve our performance. We've identified opportunities for improvement and are working closely with our transport partners to convince them to convert their **diesel fleets to biogas, electric or biofuel**. We select **virtuous transport providers**, considering their **CSR policies** and their rate of fleet conversion. Every new transporter must have **lower emissions** than our previous providers.

Our partnership with Mazet

Mazet, a leading French transport company, uses a fleet running **50% on rapeseed biofuel**. This partnership ensures that all Manutan deliveries leaving our European centre are made by fleets using alternative energy.

Our target is for all pickups from our headquarters to be carried out by this type of fleet **by 2025**.

This strategy aims to reduce our **environmental footprint** while improving quality of service.”



Mazet Group is committed to more sustainable logistics with B100 biofuel vehicles and a 25% reduction in CO₂ emissions per kilometre by 2030. Our responsible quality, safety and environment policy focuses on quality, accident prevention, safety and respect for the environment.”

Pierre-Louis MAZET,
Managing Director and member of the Board of Directors, MAZET

CASE STUDY

FRET21: A PROACTIVE ENGAGEMENT

In March 2022, Manutan joined **FRET21**, a programme that encourages shipping companies to integrate the environmental impact of transport into their sustainable development strategies. This approach, created by the **ADEME** (French agency for ecology), standardises calculations of transport emissions.

The signatory companies receive **customised support** from transport experts, along with access to calculation and reporting tools, such as **a calculator for avoided CO₂ emissions**.

For our headquarters logistics platform, this robust methodology has led to a clear improvement target: a 7% reduction in transport-related emissions over three years.

Our Local Authority Division's three French subsidiaries have also committed to this programme.



Mazet is a logistics expert providing innovative solutions to optimise the supply chain and reduce the environmental impact.

Groupe
MAZET
LE TRANSPORT DE A À Z

Our progress metrics

At Manutan, we are committed to continually measuring and improving our CSR performance.

This section presents our key indicators on our carbon footprint, energy consumption and waste management, along with our progress in transportation and social impact.

This data shows how we assess our initiatives to build a responsible and caring **future in line with our values and ambitions.**



Our key indicators

| A better society | |
|---|---|
| KPI | FY 2023 |
| OUR TEAMS | |
| Total headcount (full-time equivalent) | 2,160 |
| Permanent contracts | 91% |
| Women | 49% |
| People with disabilities | 2.3% |
| Foreign employees | 7.8% |
| Nationalities at the Gonesse headquarters | 29 |
| BREAKDOWN PER AGE RANGE | |
| ≤ 29 years (permanent contract) | 16% |
| 30-39 years (permanent contract) | 27% |
| 40-49 years (permanent contract) | 27% |
| 50-59 years (permanent contract) | 24% |
| ≥ 60 years (permanent contract) | 6% |
| Average sick days per employee | 13.8 |
| Incidents resulting in time off | 23 |
| Rate of accidents resulting in time off | 5.3 |
| Total parental leave days across the Group | 7,764 |
| Total paternity leave days | 10% |
| Total training days across the Group | 23,898 (excluding Manutan Benelux, Manutan Est, Manutan Collectivités and Rapid Racking) |
| OUR COMMUNITIES | |
| Total donations to charities in cash or in kind | €1.8 million |
| Total social impact events organised by the Group | 25 |
| CERTIFICATIONS | |
| Subsidiaries certified by Great Place to Work® | 15 |

| A better planet | |
|---|--------------------------------|
| KPI | FY2023 |
| CARBON FOOTPRINT (WITH LOVE PLANET KPI) | |
| Scope 1 | 2,347 tonnes CO ₂ e |
| Scope 2 | 681 tonnes CO ₂ e |
| Total | 3,028 tonnes CO ₂ e |
| ENERGY CONSUMPTION | |
| Electricity purchased | 7.4 GWh |
| Renewable energy | 62% |
| WASTE | |
| Total waste produced | 2,126 tonnes |
| Recycled (excluding energy recovery) | 70% |
| TRANSPORT-EVOLUTION 2020-2023 | |
| FRET21 reduction | 9.4% |
| FRET21 reduction | 926 tonnes CO ₂ e |
| Scope | Manutan France initially |
| SUSTAINABILITY OF PACKAGING IN OUR PRINCIPAL DISTRIBUTION CENTRE IN GONESSE | |
| Envelopes made from 100% recycled paper | 100% |
| Boxes made from 100% recycled/ recyclable cardboard | 78% |
| Kraft paper tape | 100% |
| Filling materials made from 50% recycled/ recycled materials | 71% |
| Packaging materials made from recycled paper or cardboard (including boxes, filling, labels and pallet packaging) | 80% |
| CERTIFICATIONS | |
| Operations achieving environmental certification (ISO14001, HQE, EMAS, etc.) | 45% |

| A better business | |
|---|-----------------|
| KPI | FY 2023 |
| Total revenue | €94,5.6 million |
| RESPONSIBLE PRODUCT OFFERING | |
| Number of responsible products within the Group | 85,000 |
| Number of responsible products available to Local Authority customers | 66,000 |
| Number of responsible products available to Enterprise customers | 47,000 |
| Sale of responsible products | 15% |
| Number of products with PEIS scores | 9,200 |
| RESPONSIBLE PURCHASING | |
| Purchasing spending subject to supplier assessment | 58% |
| Suppliers in Asia having signed our ethics charter | 95% |
| Suppliers in Europe having signed our ethics charter | 76% |
| Asian suppliers assessed by the BSCI or SEDEX | 59% |
| CERTIFICATIONS | |
| Number of Manutan Group companies with CSR certifications or rankings (EcoVadis,* Engagé RSE,** etc.) | 6 |

Our objectives

A better society

By 2026, we aim to strengthen and improve our social impact in our communities and donate at least 2.5% of our net income to charity, in cash or in kind.

Each of our operational sites will establish and maintain one or more partnerships, in line with our Divisions' social impact targets:

- Enterprise Division: help marginalised people achieve social integration and find work social
- Local Authority Division: support inclusion, education and child protection

Each site will organise at least one charitable action every year to encourage employees to engage with their communities.

A better planet

By 2035, we aim to achieve net zero on our Scopes 1 and 2 emissions from all our operational sites through the following measures:

- 100% electric vehicles.
- Transition to fossil-free heating and cooling systems
- 100% electricity purchased and consumed from fully renewable sources

By 2030, we are aiming for the packaging leaving our distribution centres to be:

- 100% plastic free
- 100% certified recyclable or reusable

By 2030, all our operational sites will process waste responsibly:

- No waste sent to landfill sites
- 100% waste recycled or composted

A better business

By 2026, all our products will have a Product Environmental Impact Score (PEIS).



* Subsidiaries certified by EcoVadis: Manutan Group (Bronze), Manutan France (Silver) and Manutan United Kingdom (Gold)
** Subsidiaries certified by Engagé RSE: Manutan Collectivités and Casal Sport



All you need. **With love.**