

REPORT

SUSTAINABLE
DEVELOPMENT



2020-2021
EDITION

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Editorial

We live in a time of continuous digitisation, changing markets and global mega-trends. The way we communicate with one another, make our purchases and do our work changes almost daily. It is against this background that our company has had to deal with the global Coronavirus crisis since March 2020. This crisis has raised awareness of our society. Commitments to social responsibility by companies and organisations have come under scrutiny by analysts, politicians and also employees, all concerned by the epidemic and its consequences.

Among the most sensitive points to emerge during this crisis are the health and social protection of employees. Today, these key points make all the difference for companies that have opted for sustainable and responsible strategies, and that protect their employees. Another sensitive point to emerge during this period is climate change and deterioration of the environment, which the international scientific community agrees is both serious and urgent. Conscious of the needs of future generations, the European Union has positioned itself as "world leader" in a fair transition, through the "Green Deal" for Europe.



One of Berner's goals is to act in the most responsible and sustainable way possible, so that it remains the durable family business that it is today, but also to share some of our success with society. At Berner, we are a solid team with strong values, clearly defined roles and responsibilities, and we know we can trust each other. We believe it is our duty to lead by example. And we are convinced that the employees of tomorrow will want to work for companies which show that their work is of benefit and which live their values on a daily basis.

Because of our long-term vision, our strategy, and the attention we pay to social issues, we were able to adapt quickly to cope with the crisis. The protection of our employees was and remains our top priority. And our management has proved to be effective. Our decision to produce this report gives an opportunity to share the relationships between our values, our ethics and our ambitions.

All Berner employees and I hope that you will enjoy reading this report.

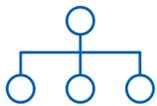
Didier Goguelin

Managing Director of Berner France
and Vice-President for Southern Europe

Berner SARL

7 CORE ISSUES

Like last year, this non-mandatory report is based on the seven core issues of the ISO 26000 standard on CSR. This structure allows CSR to be seen as a global approach covering a broad range of topics. Each core issue and its associated actions have therefore been observed and analysed for 2020-2021. This allows us to take stock and congratulate ourselves on progress made, but also to look ahead to new challenges to be met in the future.



Responsible governance, transparency



Respect for individuals



Quality of life at work



Protection of nature



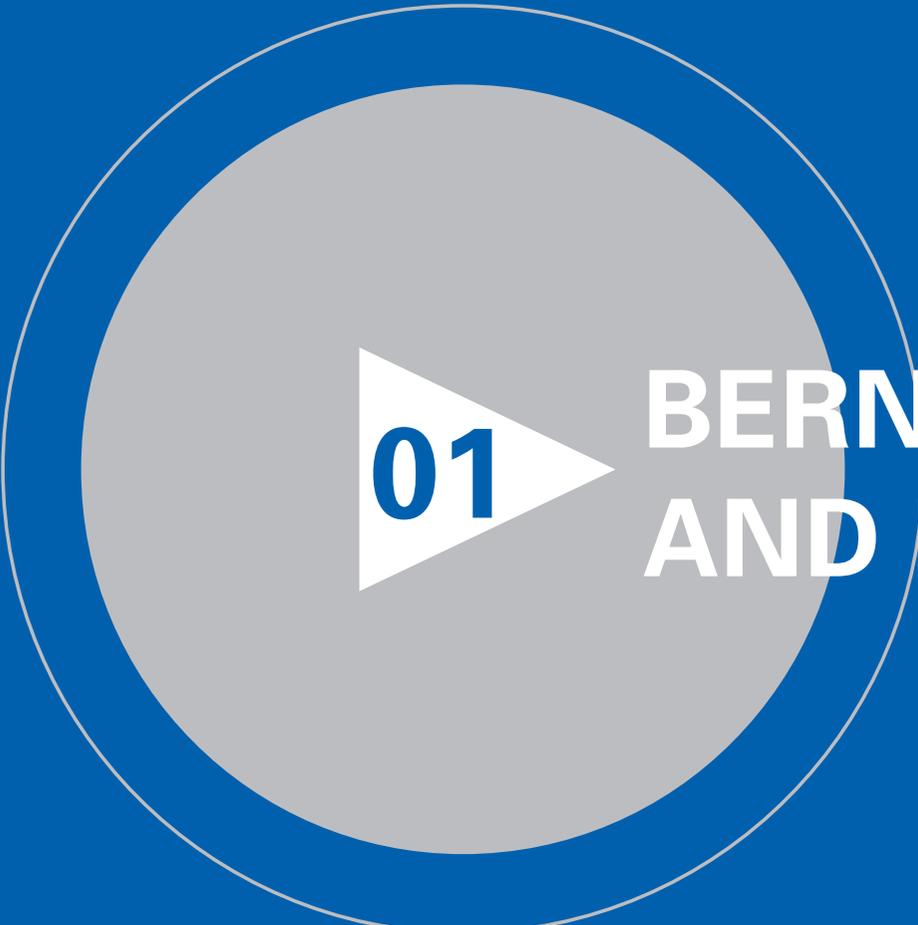
Ethical practices



Responsible products and services



Commitment to the public interest



01

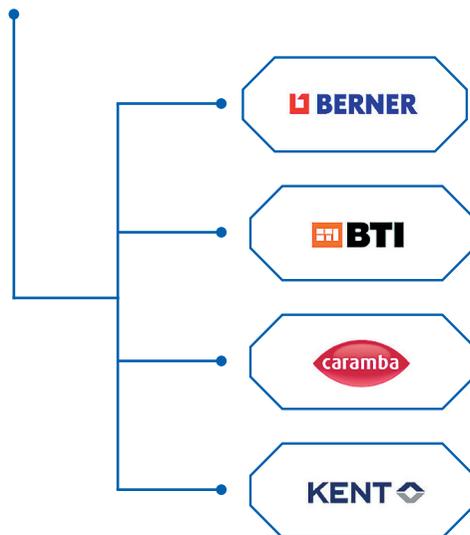
BERNER AND ITS GOVERNANCE

*This first section sets out the frame of reference,
to understand how the company works and its
decision-making structure.*

Berner group

Berner was founded in Germany in 1957 by Albert Berner. Over the years, the company has expanded to become a group with several brands (BTI, Caramba and Kent). Today, the governance of Berner Group is based in Cologne, Germany. The founder's son, Christian Berner, took over the reins of the family business in 2012, supported by an Executive Board. This company of more than 8,000 employees has retained its family model, with strong values and solid governance. With its share capital 100% family owned, Berner group is built to last and adapts to changing markets and the challenges they bring. The corporate strategy developed by Berner group and deployed by its European subsidiaries will thus allow it to meet the challenges of the coming years. Berner Group recorded income of €1.061bn in 2020-2021 and growth of 14.5% compared with the previous year, despite the health crisis.

BERNER Group



Christian A. W. Berner
Chief Executive Officer



8200 employees



> **60** years of expertise
and know-how



46 companies



> **€1.06bn** turnover



23 countries in Europe



10 million customer
contacts in B2B



230 products

|| Berner in France

Berner's governance* is based in Saint-Julien-du-Sault, in the Yonne, and is upheld by an executive and operational committee.

For years, Berner's management has followed a continuous improvement approach. This guarantees the durability and performance of our company. It ensures that we provide ever-greater value to our clients. It is based on the performance of the management system and encompasses quality, health and safety at work, the environment and energy. Having held fourfold certification for years, Berner has gone further by establishing continuous improvement within all departments of the company, via Lean Management tools. With its origins in the Japanese car industry in the 1970s, Lean Management is a methodology centred on waste management and based on four pillars: teamwork, communication, efficient use of resources and elimination of waste. At Berner, Lean Management is driven by the Continuous Improvement programme, which includes all parts of the company (Supply Chain and support functions) in a practical way and supports the goals defined in our QSEEn policy:

- ▶ Improving company growth.
- ▶ Improving the performance of our logistics centre.
- ▶ Improving customer satisfaction.
- ▶ Reducing workplace accidents.
- ▶ Reducing the CO₂ emissions of our fleet of vehicles.
- ▶ Reducing our energy consumption.



J'améliore mon entreprise !

Continuous improvement at Berner

It was in 2016 that a "field" continuous improvement approach saw the light of day at Berner. First of all in the logistics centre, with the creation of two "Lean" teams, each made up of a dozen people. The goal of continuous improvement is to enable the company to streamline its processes and improve its operations to ensure customer satisfaction. It is what we call a "bottom up" approach, in other words the information comes from the staff in the field and is fed up to management. Employees know their daily routines and the associated difficulties (cumbersome procedures or inefficient workstation organisation). With the help of continuous improvement tools, they can set up projects to eliminate malfunctions or streamline processes.

The 3 pillars of success

■ Omni-channel distribution focused on customers

- ▶ An office-based and travelling sales force in close contact with our customers.
- ▶ An efficient website.
- ▶ An innovative mobile app.
- ▶ Warehouses allowing local delivery.

Our goal is to provide our 100,000 customers with the benefit of Berner's know-how and skills, to develop and maintain a relationship based on trust, professionalism and quality of service. With this interconnected ecosystem, customers benefit from Berner's quality of service, regardless of the preferred point of contact.

■ A vast range of more than 25,000 items

Available for delivery throughout France in 24 to 48 hours.

■ Recognised quality of service

A high-level sales and logistics system with, in particular, a 46,000 m² logistics centre and an integrated customer relations department in Saint-Julien-du-Sault.

Berner's key figures

	2020-2021
◆ Global turnover – external sales	> €250m
◆ Number of warehouses	3
◆ Number of customers	100,000
◆ Average satisfaction rate	90%
◆ Number of packages shipped per day (on average)	10,000 packages
◆ Number of employees	1600

Challenges & risks

To stay in tune with market developments and prepare for future challenges, it is important for each company to audit its challenges and risks. Each year, in the framework of its management system, Berner identifies risks and opportunities through SWOT analyses (strengths, weaknesses, opportunities, threats). This work involves all company departments and is coordinated by the Sustainable Development department, which then ranks the risks and opportunities.

Nine topics have been identified this year:

- ▶ Skills and key talent management.
- ▶ Support for employees.
- ▶ Quality and availability of products/services.
- ▶ Management of an ethical and responsible supply chain.
- ▶ Personal data management.
- ▶ Enhanced health and safety.
- ▶ Resource management.
- ▶ Management of energy and carbon impacts.
- ▶ Environmental protection.

Each of the topics identified is then taken into account and worked on, under the continuous improvement approach or in the scope of ISO standards.

However, during the 2020-2021 financial year, the first priority, as for most companies, was the management of the health crisis and the resumption of business activity.

Management of the health crisis and business continuity plan

At noon on Tuesday 17 March, France officially went into its first lockdown, after weeks of dealing with an increasingly disturbing and global health crisis.

Berner’s General Management quickly implemented measures to ensure business continuity. An economic and social continuity group was thus set up. The goal was to take collegiate decisions in order to protect employees and the company, and to allow the resumption of business as soon as possible.

For the sake of transparency and to maintain a link between employees still in work and those on furlough, information was quickly provided on the company’s status. Hence, from the start of the health crisis, Managing Director Didier Goguelin addressed all staff every week by video, to inform them of progress on the economic, social and health situation at Berner.



A daily bulletin, summarising the company’s economic results and information on the market and the health situation in France, was emailed daily to all employees.

Throughout lockdown, email, Internet, app and telephone orders and deliveries were maintained.

Three waves of COVID-19, three lockdowns and several months of teleworking and curfew did not hinder Berner’s growth during the past financial year. At the same time, during the pandemic, Berner Group was able to make investments in logistics, IT and warehouses.



"In April and May 2020, we were far from achieving the turnover of the previous year. I am therefore grateful and proud that we managed to close the financial year with one of the highest turnovers in Berner’s history, and we even gained market share in many countries, because we were better prepared," says CEO Christian Berner.



02

HUMAN RIGHTS

This second core issue is based on the Universal Declaration of Human Rights, adopted by the United Nations in 1948 and central to the values upheld by France and its institutions. Indeed, the Universal Declaration of Human Rights forms the foreword to the French constitution. Given that all French organisations normally respect the constitution, this section highlights our current practice.

Prevention of corruption

We are aware of the risks associated with corruption within our business, which is why we have implemented mandatory training and regulations for all our employees. Each new recruit receives training on the Sapin 2 law and is made aware of the internal regulations.

Whistle-blowing report

If our customers feel aggrieved, they can bring information to our attention via a whistle-blowing report.

Employees, meanwhile, can log on to a dedicated platform to report serious situations, such as corruption, extortion, embezzlement, theft, falsification of accounts, any situation contrary to Berner's practices and values, etc.

Discrimination and vulnerable groups

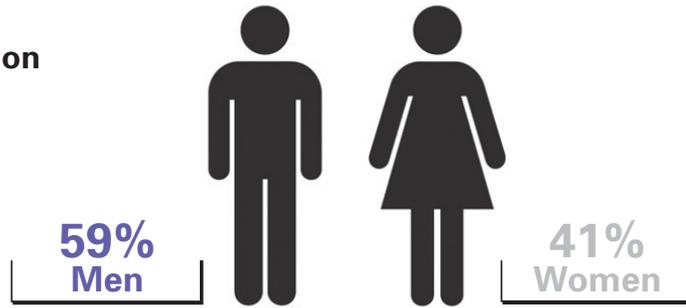
Gender equality

Berner has long been committed to ensuring a fair career path for its employees, whether male or female. The professional gender equality index, published in 2020, is a report drawn up each year by companies to identify any gender pay gaps. It demonstrates Berner's commitment in this area. With a total of 85 points, the company is above the target of 75 set by the State. The four priority areas for action in 2017 were again selected and studied, each of them allowing the implementation of relevant and effective systems.

Each year, Berner communicates on International Women's Rights Day through interviews with female employees. The aim is to raise awareness among our stakeholders of the issues of professional equality and work/life balance.



Gender distribution



	Men	Women	Total
◆ Executives	13%	6%	19%
◆ Apprentices/work-study	0.9%	0.7%	1.6%
◆ Supervisors	0.4%	1%	1.4%
◆ Workers	7%	15%	22%
◆ Sales representatives	11%	4%	15%
◆ Travelling sales reps	17%	10%	27%
◆ Travelling technical sales reps	10%	4%	14%

Length of service and average age



8.8 years
length of service (average)



41.2 years
average age

Employment of disabled workers

The partnership with a vocational centre for disabled workers (ESAT) ensures that they have medical, social and educational support in a protected environment. The ESAT workforce present on site in 2020 was 21 people. Action taken by Berner concerning the employment of disabled workers:

- ▶ Easy access to clear and precise information about disability for all employees.
- ▶ Support for filing registration as a disabled worker for those who wish to do so.
- ▶ Raising awareness of disability through the “Han’gagé” and “DuoDay” campaigns.

DuoDay

DuoDay 2020

In November 2020, Berner took part in DuoDay for the first time. This day is an opportunity for disabled people outside the job market to discover a company and a profession. Following this day, Berner recruited one person in the Customer Relations department.

■ ■ Employment of young people

Particular attention is paid to the recruitment and induction of young people. Beyond the action taken to ensure proper induction of young people into the company, Berner is committed to the collective agreement on employment of young people, with the aim of providing the best possible training to newcomers and welcoming work-study trainees and apprentices for the entire duration of the agreement. This year, 23 work-study trainees and apprentices were recruited.

One of the Lean projects developed by employees concerns the creation of a clear and uniform induction process for all employees and especially those in logistics. This project, currently in progress, should allow all new arrivals to benefit from the same level of information according to their contract.

■ ■ Employment of seniors

The company undertakes to maintain its recruitment policy, which has always striven for completely fair treatment of candidates. In accordance with the principle of equal access to employment, age can only be taken into consideration during recruitment in the presence of applications with equal qualities, skills and motivation. The main actions implemented under the Generation Contract scheme are as follows:

- ▶ "Movement and posture" training.
- ▶ Tools for lifting heavy loads.
- ▶ Adapted workstations.
- ▶ Vehicles with automatic transmission for the sales force.
- ▶ Vehicles with ergonomic seats.
- ▶ Adapted working hours.
- ▶ Funding of a retirement review from the age of 55.

Induction morning

Each year, an induction morning is organised to welcome new work-study trainees. During this session, the trainees take part in a meeting to introduce the company and visit the logistics centre. This meeting gives them a real opportunity to get to know each other.





Economic, social and cultural rights

■ Berner Group's values

Berner Group, a family company now run by the second generation, attaches great importance to tradition and values. Berner Group employees live our values on a daily basis. They are both an anchor point and a compass. They allow us to calmly rise to the challenges of the world today. They form the basis of our corporate culture and our actions. Especially during the past year, our values have enabled us to keep on track despite an uncertain context.

b.proud - pride

Our previous successes, our future energy. It is our success so far that allows us to make further progress. Within Berner Group, we are firmly convinced of this.

▶ Vincent, key account manager: *"Being proud of our successes, being proud of our victories, even the smallest ones, is what motivates us and keeps us going the next day."*

b.real - pragmatism

Being honest. Remaining pragmatic. Being true to your word. Whatever changes we go through and despite constant progress, we don't forget where we come from. Berner Group is and remains honest, authentic and reliable.

▶ David, travelling sales rep: *"I try to be completely honest with my customers and to be a man of my word. This is how to build a lasting commercial relationship, built on trust. This is Berner's strength."*



b.responsible - responsibility

Think sustainable. Act responsible. Take the consequences. As a family business, responsibility is of paramount importance. For Berner Group, this value means thinking in a sustainable way, acting reasonably, taking the consequences of our actions.

 **Margaux**, communications officer: *"Each year, the company devotes quite a substantial budget to societal projects aimed at supporting local communities or associations by offering human, material and financial support. For a company, being responsible means looking beyond your own business and having a positive impact on society."*

b.hungry - surpassing yourself

Setting ambitious goals. Making a complete commitment. Being involved day after day. We come from the German middle class. We are fighters. We have big goals and show unfailing commitment – every day. This is the philosophy of Berner Group employees.

 **Sarah**, work-study travelling sales rep: *"When you're in sales, surpassing yourself is a very important value. With customers, you should never give up. You have to stay attentive and try to go all the way to win new customers. Surpassing myself is really part of my personality, which is why I see myself in Berner's values."*

b.brave - courage

Be daring. Accept your mistakes. Learn faster. Succeed together. Courage allows us to accept mistakes, to dare to innovate and to succeed together.

 **Nathalie**, trainer: *"As a trainer, I have to constantly re-invent myself depending on who I have in front of me. Courage is therefore the value that fits me best and echoes our motto at the Berner Campus: train more people, faster and more efficiently."*

b.connected - sharing

Optimising relationships. Expanding networks. Starting to make use of them. Maximising connections means more knowledge and efficiency. Within Berner Group, we aim to unite our departments, our brands, our suppliers and our customers.

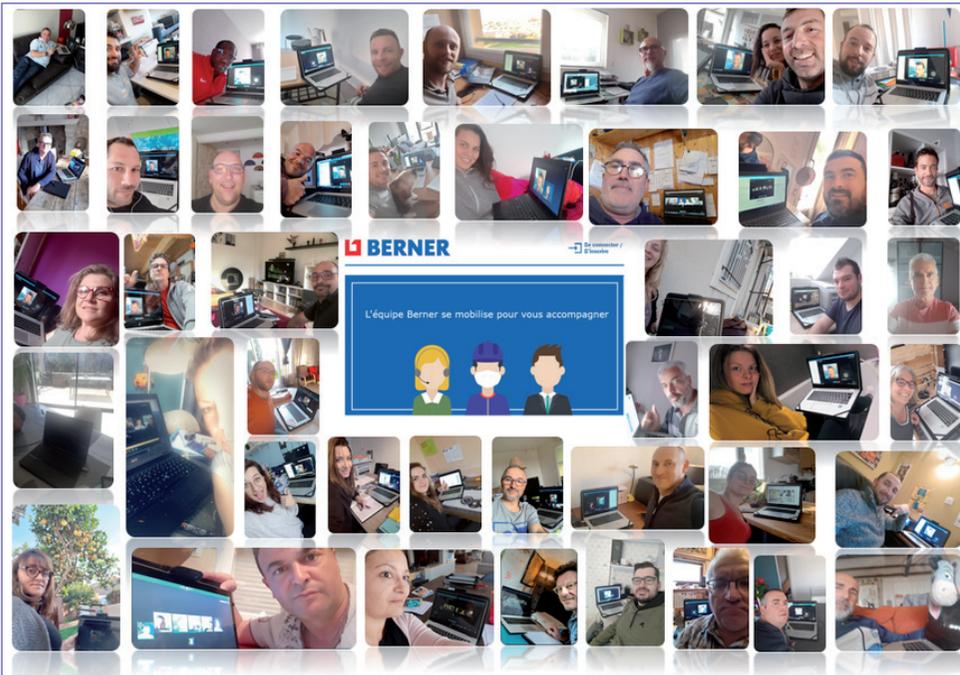
 **Laure**, industry market manager: *"The company value that helps me the most on a daily basis and that fits me best is sharing. As I have cross-functional job, I have to talk to people from other departments on a daily basis and connect directly with them. That's where I think the value #b.connected comes into its own."*

Corporate culture

The various lockdowns have had an impact on how we talk to each other and how we communicate.

We have moved from a physical world to a virtual world. Video conferences have replaced physical events, meetings, medal award ceremonies and retirement drinks parties.

The corporate culture has changed, therefore, but the link is still there, whether through the Managing Director's weekly videos, the daily newsletters or the internal Yammer network, everyone has been able to exchange news with others.



To ensure employees' well-being, a psychological support unit has been put in place with our partner Klésia. Consultations and a telephone help line are offered to employees. Tips on well-being have also been posted via the Klésia app, to help Berner staff cope with the crisis.

Newsletter and Yammer

As from June 2020 and the resumption of company activity, a monthly in-house newsletter has been distributed to all employees, to inform them of current and future business projects, always putting the customer experience at the heart of the content.



03

LABOUR PRACTICES

This core issue analyses the company in terms of human capital. Social dialogue, information on changes concerning the company, training, etc. All these areas of action give an overview of the company's position.

Employment and employer/employee relations

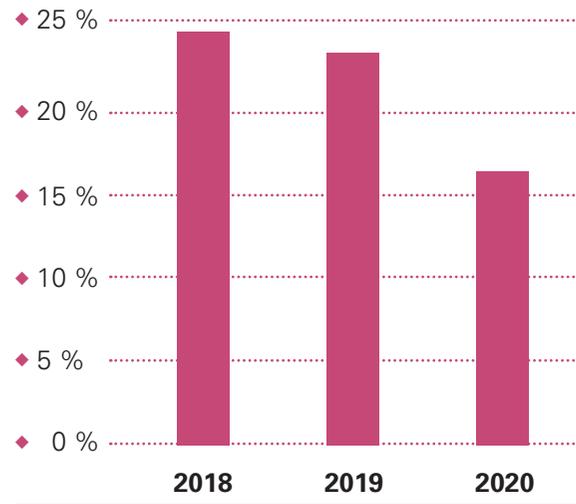
Key figures

238 people hired in 2020-2021

Despite the health crisis, Berner recruited 238 people.

Turnover

The turnover rate has decreased in recent years. Reducing this rate is one of the company's main objectives.



Working conditions and social protection

The health, safety and working conditions committee (CSSCT)

The CSSCT, made up of 6 members appointed for 4 years, was created in 2019 to replace the former CHSCT. Its mission is to help promote health and safety and improve working conditions in the company. This committee meets regularly at the request of management. The site is equipped with all the necessary and regulatory safety equipment (fire and intrusion detection, fireproof partitions, fixed automatic water extinguishing systems or sprinklers, extinguishers, fire hydrants, etc.). A safety department ensures the safety of people and property.

Working conditions and social protection during the health crisis

Following the government announcement in March 2020, most Berner employees were put on furlough or teleworking. During this period, Berner introduced social distancing rules throughout the company by means of floor markings at head office and the distribution of masks, gloves and hand sanitiser gel to all employees present on site. The offices were disinfected. On resumption of business in June, all employees were able to take advantage of this equipment.

||| Social **dialogue**

The social and economic committee (CSE) meets regularly to represent employees' interests. During the crisis, members of the CSE were invited to certain meetings of the economic and social continuity group, and were thus able to closely follow company news and progress.

17
CSE meetings
in 2020-21

||| **Health** and **safety** at **work**

Aware of its responsibilities in terms of health and safety at work, Berner strives to maintain a high quality of professional life for all its employees. Since 2019, we have been certified ISO 45001 (Health and safety). This allows us to better control the impacts and risks related to our activities. We organise risk prevention and awareness training. During the health crisis, particular attention was paid to the psychological well-being of employees.

Particular **attention** during the **health crisis**

During the Covid-19 health crisis, Berner set up a psychological support service provided by the insurer GAN to support employees who felt the need to talk, to confide, to share their worries. Promoting the well-being of employees is a top priority for the company. To gather feedback on how employees were getting through the crisis and the exceptional measures imposed, Berner invited its employees to answer an anonymous questionnaire on the impact of the health crisis.

The results, aggregated by our partner GAN, will identify global trends on a national level (many companies have taken part in this questionnaire) and allow Berner to better understand how employees feel and take appropriate measures.

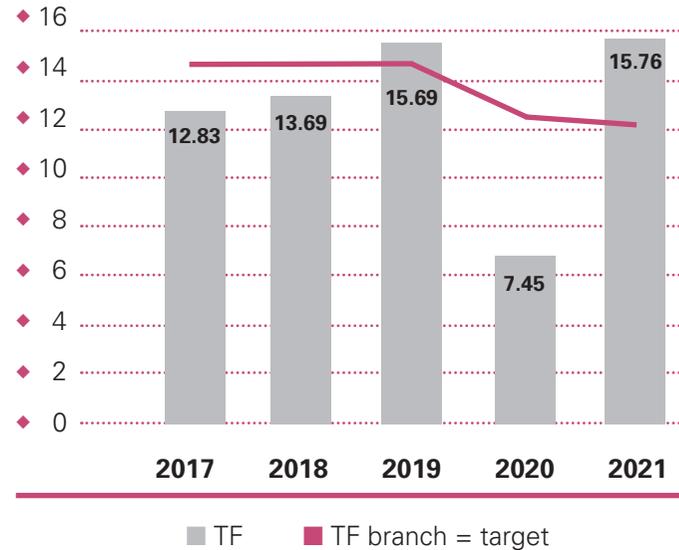
The survey revealed that many employees encountered difficulties related to the context of the Coronavirus pandemic. The main needs expressed showed the growing desire of employees to adopt a healthier lifestyle and improve their personal and professional well-being.

Based on this finding, Berner took part in a project led by its partner Klésia, aimed at providing employees with practical, simple and fun tools allowing them to meet these new needs on a daily basis. Klésia has developed a mobile app "Maestro santé Klésia" to allow employees who so wish to follow a daily exercise routine and relaxation advice, promoting a better lifestyle and allowing self-coaching in personal health.



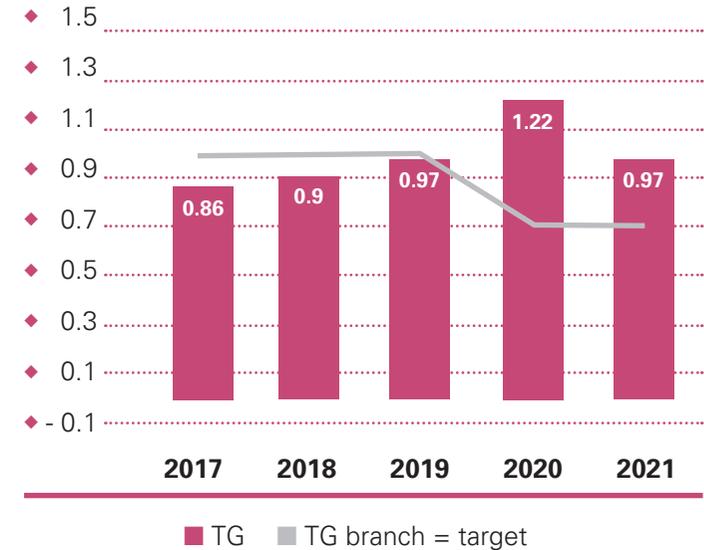
Accident frequency rate (TF)

Annual monitoring



Severity rate (TG)

Annual monitoring



Number of workplace accidents

The frequency rate is the ratio between the total number of accidents resulting in death or total incapacity for at least one day and the number of hours of exposure to the risk. The actual severity rate is the ratio between the number of calendar days actually lost following accidents at work (in the workplace) and the number of hours of exposure to the risk. The company measures itself against the national average for equivalent companies. Berner's safety performance is mainly measured by the frequency rate and severity rate. Here are our results over the past 3 years.

Training and employees trained

Reducing severity and frequency rates is one of the objectives of the 45001 standard on health and safety at work. To this end, a safety culture has been established within the company in order to inform, raise awareness and train employees on these issues. For example, 194 trainees took the load-carrying course and the e-learning course on road safety when they joined the company.

Development of human capital and skills

The proper induction and training of employees is a key initiative for Berner. This is one of the company's priority development projects. Training them means helping them to progress, to keep their skills attuned to changes in techniques, so that they remain in step with a fast-moving world. To offer its customers quality and service that match the promise of its signature "Experts with passion", Berner offers specialised induction programmes, individual development, and a constantly increasing number of training hours.

Induction

- An induction email was created in March 2018 and is now sent to all new arrivals. This email contains essential information about the company, divided into different sections.
- All new workplace-based employees take a personalised training course called the "Berner Tour", during which they discover the company's various departments and receive quality and safety training.
- New arrivals on the sales force also follow an induction course. This has evolved over the years to help new recruits succeed in their professional development, with a better understanding of the business of tomorrow. It is made up of

six steps allowing new sales representatives to gradually discover the company, its values and sales techniques. A new step was added this year, the "Live my life" programme, which allows the sales force to discover the daily life of workplace-based colleagues, through four days dedicated to discovering the various support functions.

- The Supply Chain induction and awareness course for new arrivals was improved by the Lean Supply Chain team in 2018-2019 to provide an identical course for all new arrivals, regardless of which department they will work in, to help them find their bearings more easily and become operational more quickly.



1.46% of payroll is allocated to training Berner employees



19,882 hours of training in 2020-2021 for Berner



60 + in-house training courses available and an infinite number of possibilities through partner organisations

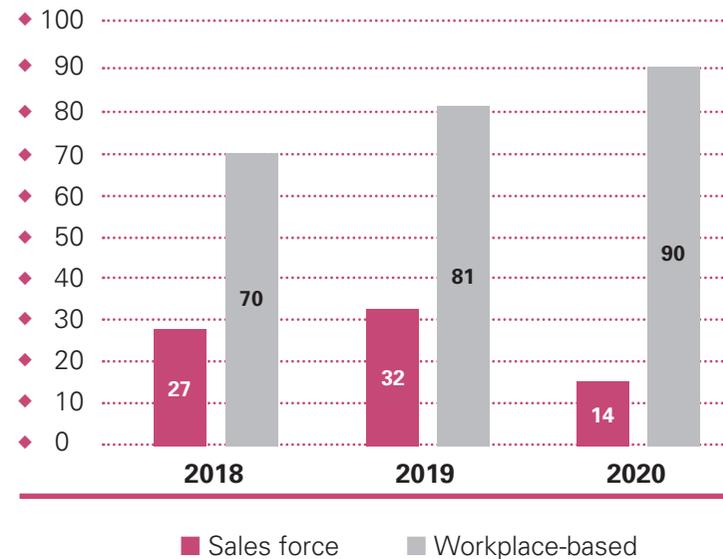


Training

Since 1997, the Berner campus has ensured the induction, progress, support and professional development of Berner employees. The company's growth, its strategic ambitions, and the changing needs of employees have led Berner to reinvent itself, to be more in line with new trends in online training. Hence, in collaboration with Berner Group and the subsidiaries, an e-learning platform, Berner Campus, was inaugurated in January 2021.

The platform is directly available from the Intranet, like all the other applications. Several modules are on line: sales, products, management, supervision, regulatory obligations and, of course, modules on strategy.

Distribution of trainees





04

THE ENVIRONMENT

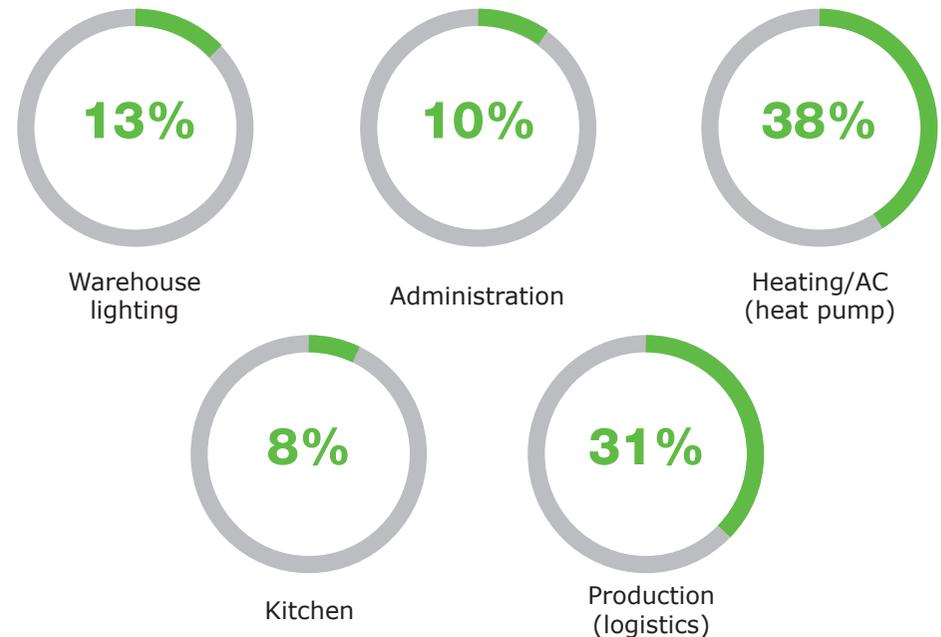
This issue requires organisations to examine their environmental practices: prevention of pollution, sustainable use of resources, mitigation of climate change, and protection of the environment. As Berner is certified to ISO 14001 - Environment, new environmental expectations are regularly met. Putting an environmental approach in place requires identifying the impacts and risks that the company's activity can generate and developing effective and appropriate policies to prevent any negative consequences. The environmental component of our management system provides enhanced monitoring to avoid and limit these impacts. A specialised team monitors regulations and listens to stakeholders, to anticipate any necessary adjustments to the system.

Prevention of pollution and sustainable use of resources

Controlling consumption

As part of its ISO 50001 energy management certification, Berner set itself a target of a 15% reduction in energy consumption for 2020-2021 compared with 2014-2015. The energy used for the company's activity comes from green electricity and natural gas. To reduce the environmental and energy impact, Berner is authorised to use heat from a groundwater table to supply the heat pump that heats the site. Natural gas is only used during the coldest periods, to avoid exceeding the groundwater pumping thresholds set by the regional authorities.

► The entire infrastructure is managed using building automation with computer-assisted maintenance management. All heat pump, electricity and gas metering systems are managed on servers. This automation makes it possible to detect anomalies and to monitor consumption more easily. For site lighting, LEDs, compact fluorescent tubes or low-consumption T5 electronic bulbs have been installed. Heating and electricity are cut off at night and re-start automatically each morning. Internal communications are also regularly displayed in the reception area.



- New arrivals receive training in environmentally friendly actions as part of the Quality, Safety, Environment and Energy awareness course.
- We have been able to control our energy consumption despite the growing workforce and the increased number of employees on site.

20% reduction in energy consumption compared with 2014-2015.

Carbon inventory

Berner carried out a carbon inventory to calculate all its greenhouse gas emissions. The purpose of this approach is to have a precise idea of the carbon footprint.

The results of the carbon inventory will be used to develop an action plan to reduce the impact of the company's activities on the environment. In the medium to long term, the idea is:

- to reduce energy consumption.
- to raise awareness among company employees and make them full players in the sustainable transition initiated by the company.

Optimised and efficient transport with carbon offsetting

Our main goods transport contractors are committed to a CSR approach. With these transporters, the goal is to meet the 18h OTL* commitment (an order placed before 6 p.m. will be delivered to the customer the following day). OTL reached **99%** this year.

On the Berner site, load optimisation has been in place for 4 years now: **530 km per day** has been saved in the distance travelled. Thanks to the work of the teams, the distance travelled remains stable, despite the increased volumes transported.

The "transport after-sales" department assesses the quality of the service provided by each transporter through an anomaly rate. A service quality review is then carried out every two months with the transporters, to improve the quality of service. Optimised transport allows for control and reduction of the use of resources.

The main transporter uses CO₂ offsetting for all journeys made on behalf of Berner.



A responsible vehicle fleet

For several years, Berner has been striving to ensure customer satisfaction while reducing the CO₂ emissions generated by its fleet of vehicles and the transport of its products. Every year, the fleet department selects the best vehicles based on cost, safety equipment, comfort and CO₂ emissions.

The 2020/2021 financial year was strongly impacted by the Covid crisis and new regulations.

The Mobility Orientation law (LOM) and the development of low-emission zones have left no choice but to include electric and hybrid vehicles in the Fleet.

► Commissioning of **3 hybrid vehicles** at under 50g/CO₂ and one 100% electric vehicle.

► **193 steam washes** were entrusted to a local entrepreneur. With projection of dry steam at high temperature, water consumption is reduced by up to 90%, and cleaning time by 40% compared with a high-pressure cleaner. A significant water saving!

► **33,774,571 km** was the distance travelled by the teams in 2020-2021.

► **25 electric charging points** have been installed in the car park.

► Road safety training: **2 modules created this year:** the right position at the wheel and good behaviour on the road.

► Average consumption per vehicle and per 100 kilometres: **6.78.**

Protection of the environment and biodiversity

For several years, measures have been taken to limit the impact of the activity on biodiversity and to raise employee awareness:

- Upkeep of green spaces is carried out in an ecological way to limit the impact on the environment.
- Groundwater is used for the heat pump and is then discharged into a pond containing a large number of fish.
- Beehives have been installed since 2011 to encourage the growth of flora on our site.
- Building lighting is switched off every night to reduce energy consumption and avoid disturbing nocturnal fauna.
- In addition to these actions, regular in-house communication is organised to raise employee awareness (Earth Day, sustainable development week, sale of honey, etc.).

Sale of honey

Around ten beehives have been installed on the Saint-Julien-du-Sault site to contribute to biodiversity. The honey collected is then sold to employees and the sales income is handed over to a charitable association.



Raising awareness of environmental protection

Each year, the company participates in World Earth Day, Environmental Protection Day and Earth Hour, in partnership with the WWF. These days are an opportunity to remind people of the importance of eco-actions in their daily lives.



Protecting neighbours in the context of Seveso classification

Since obtaining QSE certification in 2007, environmental protection at Berner has been closely linked to the promotion of health and safety. Since 2007, Berner has also been classified as an “environmentally sensitive facility” under the law of 19 July 1976. Currently classified as a lower-tier Seveso establishment, the prevention and limitation of industrial and natural risks are key concerns for the company. Our proactive policy in terms of preventing and limiting risks is necessary to reduce them as much as possible and prevent new accidents from occurring or limit their consequences. Risks and impacts are identified and assessed at least once a year. For Berner, the major risk is an outbreak of fire which could lead to a widespread fire. The impact to be controlled is energy consumption.



05

FAIR PRACTICE

This issue takes stock of topics such as conflicts of interest, manipulation or coercion.

Combating corruption

Berner is committed to vigorously and categorically combating corruption. Employees can immediately report any suspected cases of corruption to the Compliance Department on the “whistle-blower” site.

Since 1 September 2018, an annex in the form of a code of conduct has been added to the internal regulations concerning combating corruption and influence peddling.

All employees joining our company receive anti-corruption training as part of their induction.

Fair competition

Fair competition applies both to our organisation and to our suppliers. Berner is fully committed to fair competition and we compete on the market based solely on the value and the high quality of our innovative products and services. Compliance with all laws and regulations aimed at preventing unfair competition forms an integral part of our company policy.

Suppliers must practise fair competition. They must comply with the applicable laws protecting and promoting competition, in particular the laws on cartels and any other laws regulating competition. All this is set out in the supplier code of conduct.

■ ■ Promotion of societal responsibility in the value chain

At Berner Group, we aim to exceed our customers' expectations and live up to our societal responsibility. We achieve this through strong partnerships with suppliers who share our values of integrity, fairness, sustainable development and our ethical principles in compliance with applicable laws and regulations.

Hence, we only work with suppliers that have signed our supplier code of conduct.

The ethical rules defined in this code of conduct are based in particular on the principles of the United Nations Global Compact,

the Conventions of the International Labor Organization (ILO), the United Nations Universal Declaration of Human Rights, the conventions of the United Nations on the rights of the child and on the elimination of all forms of discrimination against women, as well as on the OECD Guidelines for multinational corporations.

The code of conduct specifies the minimum requirements intended to prevent situations likely to compromise the integrity of companies and their employees. If other applicable laws or regulations provide stricter rules, these take precedence over the Code of Conduct.

■ ■ Respect for property rights & GDPR

The General Data Protection Regulation (GDPR) governs the processing of personal data within the European Union. This new European regulation is a continuation of the French law on data processing, files and freedoms of 1978 and gives citizens greater control over the use that can be made of their personal data.

For companies, it is therefore essential to put this data processing in place. In each group subsidiary, a data protection officer (DPO) has been appointed and identified to the authorities. The DPO's role is to ensure that everything is in place in accordance with the regulations.



06

CONSUMER ISSUES

The company has responsibility for consumers' rights, particularly with regard to traceability, transparency of information, services and protection of privacy. Berner adopts fair practices in its dealings with customers. The company protects their health by making safety data sheets available, it informs them of the commercial relationship, the cooling-off period and the after-sales service conditions, it protects customers' computer data, and raises their awareness of responsible use of its products. Beyond these essentials, without which a smooth, serious and lasting commercial relationship is not possible, Berner has set up projects that go further in its relationship with consumers.

■ An **omni-channel approach** giving **choice** to customers

Since 2019, Berner has changed its sales model by twinning office-based sales reps with travelling sales reps. The purpose of this approach is to offer customers a new sales channel, in addition to existing channels (travelling sales rep, website, app, warehouses). The twinned reps work hand in hand with the aim of satisfying and retaining the customer. After two years, the results are very

positive and strengthen Berner's resolve to continue on this track. The omni-channel approach gives customers a choice when they want to get in touch with Berner. Today, they can place an order with the travelling sales rep, the office-based sales rep, on the website, the mobile app, or at a point of sale.

■ **Measuring** customer **satisfaction**

For many years, Berner has tried to measure customer satisfaction by sending questionnaires to customers after every purchase. Customers give a score out of 5. Any customer giving a score of 3 or under is automatically contacted by customer services. This is a valuable source of information for Berner, so that it can make improvements.

In 2020-2021, the satisfaction rate was 90%.



■ **Support** during the **health** crisis

In March 2020, when all companies were called on to close their doors, Berner was able to remain open.

Sales reps replaced their rounds with phone calls and video conferences, while regional warehouses made widespread use of "click and collect". Our customers were thus able to continue to buy products and consumables, and carry on working.



07

COMMUNITIES AND LOCAL DEVELOPMENT

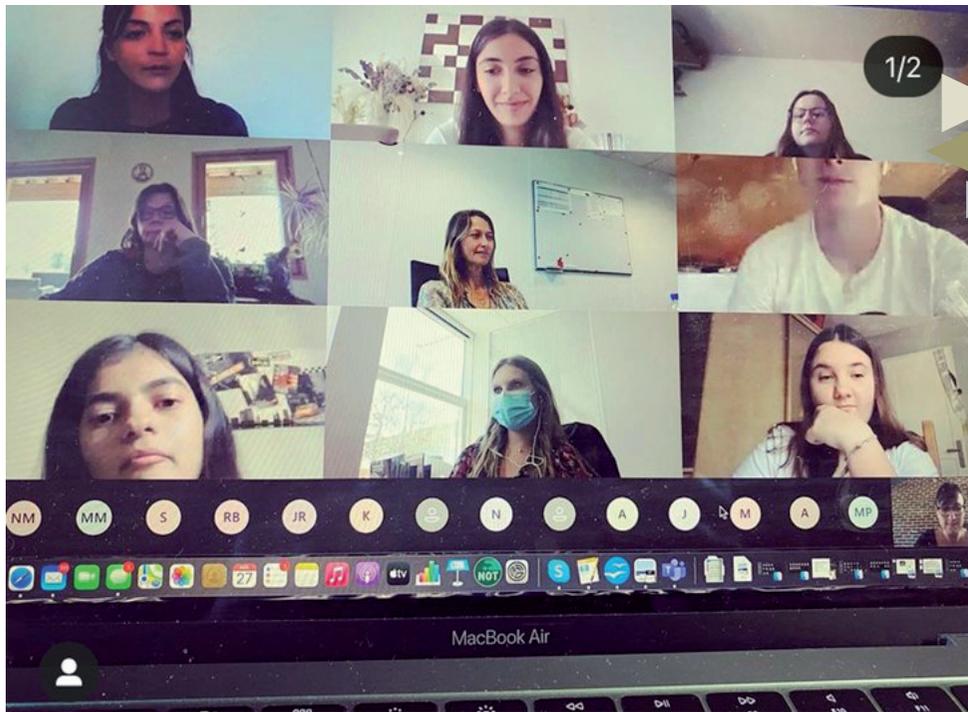
This core issue allows the company to observe its actions outside its field of competence, to position itself as a player in local life, making a contribution to society that is not necessarily related to its business.



Getting involved with local communities

Societal projects

Since 2017, Berner has been supporting projects with a social purpose, i.e. projects that help to improve society. Each year, Berner issues a call for proposals from its employees. The employees come up with societal projects, making it possible to highlight the company's business activities (construction, mobility and industry) while involving employees in carrying out these projects. In 2020-21, due to the pandemic, it was not possible to organise societal projects in the usual way. Nevertheless, we were able to support some associations by donating products.



Relations with schools

For many years, Berner has endeavoured to build solid relationships with local schools and universities. Several company visits are organised each year, and our human resources teams go into schools to present Berner and its professional opportunities. This year, due to the pandemic, a first virtual visit was organised, which nevertheless followed the usual format: introduction to the company, tour of the logistics centre (by video this time) and job workshops in which the students had the opportunity to talk to Berner staff about the professions they are considering and overcome certain stereotypes.

Communicating with young people

To establish dialogue with our stakeholders, and more particularly young candidates, we organised two live Facebook sessions to unveil our work-study job offers, and introduce the company and its values. This was also an opportunity to answer web users' questions. It resulted in lively discussions that were appreciated by web users.



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