

SUSTAINABILITY REPORT



EDITION
2021-2022

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Editorial

Whether we are a company, an individual or a community, our resilience has been tested over the past year as the fight against the COVID-19 pandemic continued. However, this has not prevented us from making clear our commitment to addressing environmental and social challenges.

Indeed, for many years now, sustainability has been deeply embedded in Berner's DNA and is an integral part of the way we do business. Along with strategic priorities such as value chain or digitalization, sustainability is also at the heart of our five-year growth plan. Moreover, it is one of our core values that shows us the way on the path to transformation.

This sustainability report highlights Berner France's main initiatives in the fields of solidarity, climate, biodiversity and nature, as well as responsible distribution and consumption methods during the year 2021-2022. It also outlines for 2022-2023 the actions to be pursued and strengthened, as well as new ones to be undertaken.

The entire Berner team joins me in wishing you a good read.

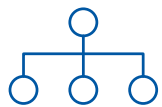


Didier Goguelin

Managing Director of Berner SARL
and Regional Senior Vice President South West Europe

7 CORE ISSUES

Like last year, this voluntary report is structured around the seven core questions of the ISO 26000 standard on CSR. This structure makes it possible to observe CSR as a global approach, which involves many subjects. Each core issue and its areas of action were therefore observed and analysed for the year 2021-2022. This allows us to take stock and to congratulate ourselves on the progress we have made, but also to look to the future with new challenges to take up.



Responsible
governance,
transparency



Respect
of individuals



Quality of life
at work



Protection
of nature



Ethical
practices



Responsible
products and
services



Commitment
to the public
interest



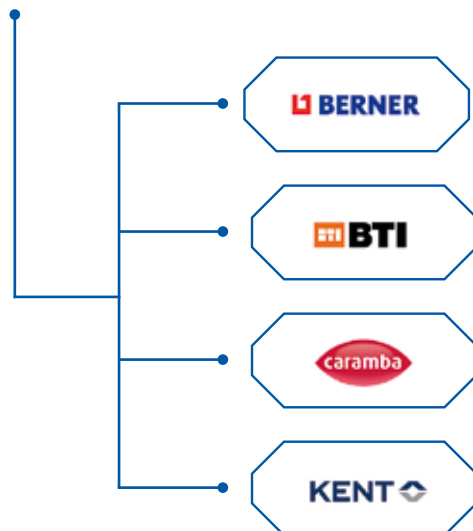
01

BERNER AND ITS GOVERNANCE

This first part allows us to set the frame of reference, to understand how the company works and its decision-making structure.

The **Berner Group**

Berner was founded in 1957 in Germany by Albert Berner. Year after year, the company has grown into a group with several brands (BTI, Caramba and Kent). Today, the governance of Berner Group is based in Cologne, Germany. In 2012, Christian Berner, son of the founder, took over the reins of the family business, accompanied by a Executive Board. The company, with more than 8,000 employees, has maintained a family model with strong values and solid governance. With 100% family ownership, the Berner Group has a long-term vision and is able to adapt to market developments and the associated challenges. The business strategy developed by the Berner Group and implemented by its subsidiaries in Europe will enable it to meet the challenges of the coming years. The Berner Group achieved a turnover of 1.119 billion Euros in 2021-2022 and a growth rate of almost 8% compared to last year, despite the health crisis.



Christian A. W. Berner
Chairman and CEO of the Berner Group



8 200 employees



> 60 years of expertise
and know-how



46 companies



> €1.1 bn
turnover



23 countries in Europe



10 mio.
customer
contacts in B2B

Berner in France

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

Berner's management has been committed to continuous improvement for many years. This ensures that the company is sustainable and the performance of our company. It enables us to deliver ever greater value to our customers. It focuses on the performance of the management system and covers the areas of quality, health and safety at work, environment and energy. Four times certified for years, Berner goes one step further by introducing continuous improvement in all departments of the company, using Lean Management tools. With its origins in the Japanese car industry in the 1970s, Lean Management is a methodology that focuses on waste management and is based on four pillars: teamwork, communication, efficient use of resources and elimination of waste. At Berner, Lean is supported by the Continuous Improvement programme which pragmatically involves all levels of the organisation (Supply Chain and support functions) and supports, among others, our objectives defined in our QSEEn policy:

- Increase the growth of the company.
- Increase the performance of our logistics centre.
- Increase customer satisfaction.
- Reduce accidents at work.
- Reduce CO² emissions from our fleet.
- Reduce our energy consumption.



Continuous improvement at Berner

Following the example of the Berner Group, which has been implementing a continuous improvement approach in its various European supply chain departments since 2016, the French subsidiary has decided to extend this collaborative quality system to all processes of the company, including its support services, in order to improve, decomplexify and make its processes more fluid. In 2021-2022, some twenty employees (11 in Supply Chain and 9 in the sedentary support functions) participated in the project to a training course to learn how to master LEAN Six Sigma tools and lead a continuous improvement project. They were lucky enough to receive their YELLOW BELT certifications from the hands of the group's founding father, Albert Berner, when he visited the headquarters in October 2021.

The 3 pillars of success

■ ■ ■ An omnichannel distribution system focused on customers

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

Our goal is to bring Berner's know-how and expertise to our 100,000 customers in order to develop and maintain a relationship based on trust, professionalism and service quality. Through this interconnected ecosystem, customers benefit from Berner's quality of service, regardless of the point of contact.

■ ■ ■ A wide range of over 25,000 references

Available and deliverable throughout France in 24 to 48 hours.

■ ■ ■ A recognised quality of service

A device commercial and logistics of high level with, in particular, a 46,000 m² logistics centre and a customer relations department were integrated in Saint-Julien-du-Sault.

Berner's key figures

	2021-2022
Overall turnover	> 250 Mio €
Number of shops	5
Number of customers	100 000
Average satisfaction rate	90 %
Number of products shipped per day (average)	40 000 products
Number of employees	1 475

Issues & risks

In order to keep pace with market developments and to prepare for future challenges, it is important for every company to carry out an audit of its challenges and risks. Every year Berner carries out a SWOT analysis (Threats, Opportunities, Strengths, Weaknesses) as part of its management system to identify risks and opportunities. This work involves all the company's departments and is steered by the Sustainable Development department, which then establishes a hierarchy of risks and opportunities.

This year, nine topics were identified:

- Management of key skills and talents.
- Employee support.
- Quality and availability of products/services.
- Managing an ethical and responsible supply chain.
- Personal data management.
- Health and safety promotion.
- Resource management.
- Controlling energy and carbon impacts.
- Environmental protection.

Each of these identified themes is then taken into account and worked on either within the framework of continuous improvement or ISO standards.



02

HUMAN RIGHTS

This second central question is based on the Universal Declaration of Human Rights, adopted by the United Nations in 1948 and represents for France and its organizations a requirement that is part of its values. Indeed, the Universal Declaration of Human Rights is the preamble to our constitution. In France, each organisation respects the constitution, which allows us to highlight current practices.

■■■ Prevention of corruption

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

The right to alert

All of our customers can bring information to our attention via the whistleblower's right when they feel aggrieved.

Employees can log on to a dedicated platform to report serious conditions, such as corruption, extortion, embezzlement, theft, falsification of books, situations that contradict Bernier'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 2021, is a report drawn up each year by companies to identify any gender pay gaps. It demonstrates Bernier's commitment in this area. With a total of 84 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, Bernier 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
Apprentices/trainees	0,9 %	0,5 %	1,4 %
Employees	8 %	15 %	23 %
Field sales reps	17 %	10 %	27 %
Foremen	0,5 %	1 %	1,4 %
Independant sales agents	9 %	3 %	11 %
Officers/leaders	13 %	5 %	18 %
Technical sales reps	12 %	6 %	18 %

Length of service and average age



9,02 years
Length of service
(on average)



41,7 years
average age

Employment of disabled workers

The partnership with the ESAT (establishment and service for assistance through work) allows disabled workers to receive medical and educational support in a protected environment. The ESAT will have 21 employees on site in 2021. The actions implemented by Berner concerning the employment of disabled workers:

- Simplified access to clear and precise information on disability for each employee.
- Assistance in preparing the file for the declaration of disabled worker for those who wish to declare themselves.
- Raising awareness of disability through the «Han'gagé» campaign and the «Duo Day» scheme.

DuoDay

In November 2021, for the second year in a row, Berner France took part in DuoDay 2021 as part of the European week for the employment of people with disabilities. Every year, this initiative allows a person with a disability to form a duo with an employee of a private or public company to immerse themselves in their daily professional life. The French subsidiary was able to host ten duos this year. In addition to offering disabled people an opportunity to discover a working environment or to define a career plan, this event gives Berner the opportunity to communicate its values and to reinforce the exemplary nature of its social policy, which is already committed to disability issues.

DuoDay
2021



■■■ Employment of young people

Particular attention is paid to the hiring and the integration of young people. In addition to the measures taken to ensure that young people are properly integrated into the company, Berner is committed to the collective agreement on the employment of young people, with a view to providing the best possible training for new recruits, and is committed to taking on work-study students and apprentices for the duration of the agreement. In 2021, **59** professionalisation contracts and **20** apprentices were recruited.

■■■ Employment of seniors

The company is committed to maintaining its recruitment policy, which has always endeavoured to ensure that all candidates are treated equally. In accordance with the principle of equal access to employment, age can only be taken into consideration during recruitment if the applicants are of equal quality, skills and motivation. The main actions implemented under the terms of the agreement on the generation contract are as follows:

- ▶ «Gestures and postures» training.
- ▶ Tools for heavy lifting.
- ▶ Workstation design.
- ▶ Vehicle with automatic transmission for the sales force.
- ▶ Vehicle with ergonomic seat.
- ▶ Adjustment of working hours.
- ▶ Financing of a retirement assessment from the age of 55.

Alter'Egaux



Berner France has created a recruitment campaign for work-study students called «Alter'Egaux» which began in March 2020 and has been renewed in 2021-2022. The objectives are to position Berner as a company that supports students and to promote the sales force work-study programme. Several means have been put in place. First of all, a visual identity was created with a logo for the campaign. Internal and external communication media were developed: press release, video, blog posts, Instagram lives, testimonials, visuals on social networks, emailing...

But the campaign did not stop with the recruitment of work experience students. Once they are in the company, Berner wants them to be integrated, which is why integration half-days were organised with a presentation of the company, a tour of the logistics centre and games to get to know each other better.





Economic, social and cultural rights

▯▯▯ The values of the Berner Group

Berner Group, a family business managed by the second generation, attaches great importance to tradition and values. The employees of the Berner Group live our values every day. They serve as an anchor and a compass. They enable us to face the challenges of today's world with confidence. They are the foundation of our corporate culture and our actions. Even more so during the past year, our values have enabled us to stay the course despite an uncertain context.

b.proud - pride

Our successes of yesterday, our energy for tomorrow. It is the success we have achieved so far that drives us forward. We at the Berner Group 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 galvanises us and what makes us move forward the next day».*


b.real - pragmatism

Be honest. Be pragmatic. Be true to your word. No matter how much we change, and despite constant progress: we never forget where we came from. The Berner Group is and remains honest, authentic and reliable.

▯▯ **David**, field sales representative: *«I try to be as honest as possible with my customers and to keep my word. This is how a business relationship is created based on trust. This is what makes Berner strong.»*

b.responsible - responsibility


Thinking sustainably. Act responsibly. Taking responsibility for the consequences. As a family business, responsibility is of paramount importance. For the Berner Group, this value means: thinking sustainably, acting sensibly, taking responsibility for the consequences of our actions.

 **Margaux**, communications specialist: *«Each year, the company devotes a fairly substantial budget to social projects, the aim of which is to support local communities or associations by offering them human, material and financial support. Being responsible for a company means looking beyond its own business and having a positive impact on society.»*

b.hungry - going the extra mile


Set ambitious goals. Be fully committed. To be involved day after day. We are from the German middle class. We are achievers. We have high goals and show great commitment - every day. This is the philosophy of the employees of the Berner Group.

Sarah, field sales representative in apprenticeship: *«When you are a salesman, going above and beyond is a very important value. You must never give up on your customers. You have to keep listening*

 *and try to go all the way to acquire new customers. Going the extra mile is really part of my personality, and that's why I can relate to Berner's values.»*


b.brave - courage

Dare. Accepting mistakes. Learning faster. Succeeding together. Courage allows us to accept mistakes, to dare to do something new and to succeed together.

 **Nathalie**, trainer: *«As a trainer, I have to constantly reinvent myself according to the people I am dealing with. 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. Multiplying knowledge. Start by implementing. Maximum networking means more knowledge and efficiency. At the Berner Group we are committed to bringing our departments, brands, suppliers and customers together.

 **Laure**, industry market manager: *«The value of the company that helps me the most on a daily basis and in which I find myself the most is sharing. Indeed, as a cross-functional job, I have to interact with people from different departments on a daily basis and work in direct connection. This is where the value #bconnected makes sense to me.»*

Corporate culture

The various confinements and the health crisis have affected our exchanges and the way we communicate.

From a face-to-face world, we have moved to a virtual world with teleworking becoming more common depending on the position in the company. Videoconferences have replaced events, meetings, medal awards ceremony and farewell parties.



Video shoot with our employees to highlight our employer brand



Kick-off 2021 recording studio

So the company culture has changed, but the connection has always been maintained, whether through streaming exercise launch events, newsletters and posts on the internal social network Yammer to keep all employees up to date with company news.

Employer Brand

Employer branding has become a key issue. This is especially true in a competitive industry and when recruiting for high demand profiles. In 2021-2022, our website and YouTube channel have been expanded to include six new video testimonials from our employees to showcase our different professions and the reasons for joining Berner.



03

LABOUR PRACTICES

This central issue analyses the company via human capital. Social dialogue, information on changes in the company, training, etc. All these areas of action make it possible to draw up an inventory of the company.

□□□ Employment and employer/employee relations

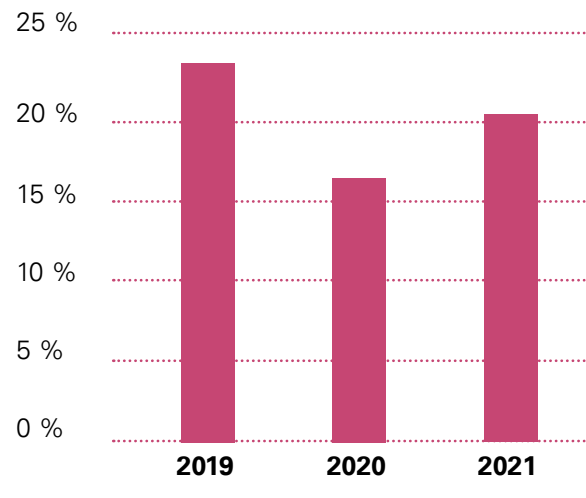
Key figures

259 people hired in 2021-2022

Despite the health crisis, Bernier recruited 259 people.

Turnover

The turnover rate increased in 2021-2022. Reducing this rate represents one of the company's main objectives



□□□ Working conditions and social protection

The Health, **Safety** and **Working Conditions Committee**

The Health, Safety and Working Conditions Committee composed of 6 members appointed for 4 years, was created in 2019, replacing the former «hygiene, health and working conditions committee». Its mission is to contribute to the promotion of health, safety and the improvement of working conditions in the company. This commission meets regularly when convened by the management. The site is equipped with all the necessary and regulatory safety equipment (fire and intrusion detection, firewalls, fixed automatic water or sprinkler systems, fire extinguishers, fire hydrants, etc.). A security department ensures the safety of goods and people.

Working **conditions** and **protection** during the **health crisis**

As soon as the government announcement was made in March 2020, the vast majority of Bernier employees were put on short-time working or teleworking. Even after the resumption of face-to-face work at the end of 2021 and the beginning of 2022, Bernier has maintained the rules of social distancing throughout the company by means of floor markings and the provision of masks and hydro-alcohol gel at the various company sites for the well-being of the employees.

□□□ Social dialogue

The social and economic committee meets regularly to represent the interests of employees. During the crisis, members of the Berner SARL social and economic committee were invited to certain meetings of the economic and social continuity group, thus keeping abreast of information and progress in the company.

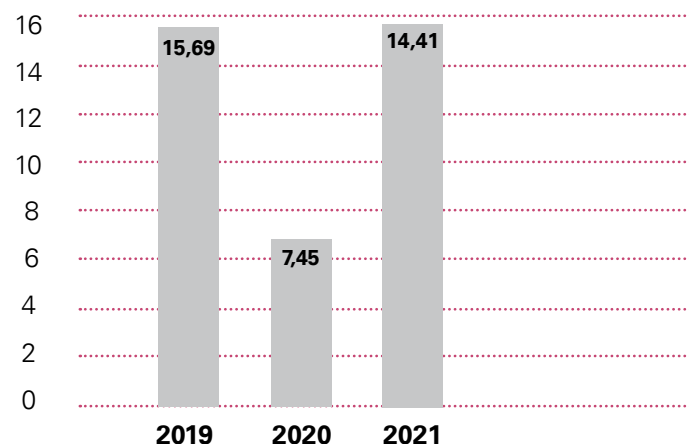
13 meetings of the Berner SARL social and economic committee in 2021-2022.

□□□ Occupational health and safety

Berner is aware of its responsibilities in terms of health and safety at work and works to maintain a high quality of working life for all its employees. Since 2019, we have been certified to ISO 45001 (Health and Safety). This allows us to better control the impacts and risks associated with our activities, we organise prevention and awareness training.

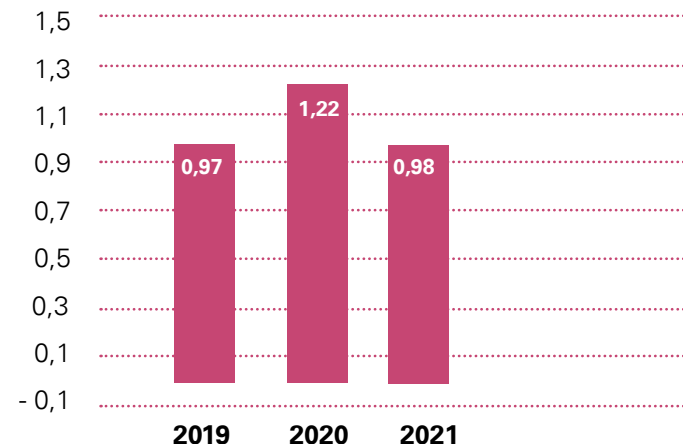


Frequency rate (FR) Annual monitoring



FR

Severity rate (SR) Annual monitoring



SR

Number of accidents at work

The frequency rate is the ratio of the total number of accidents resulting in death or total disability of at least one day to the number of hours of exposure to the risk.

The actual severity rate is the ratio of the number of calendar days actually lost due to accidents at work (at the workplace) to the number of hours of exposure to the risk. The company based itself on the national average of equivalent companies.

Berner's safety performance is measured primarily by the frequency and severity rate. Here are our results for the last 3 years.

Training and employees trained

The reduction of 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. Thus, 227 trainees have taken the training course on carrying loads and e-learning on road safety during their induction.

Human capital development/skills

The proper integration and training of employees are important initiatives for Berner. It is one of the company's priority development projects. Training them means helping them to progress, to keep their skills up to date with technical developments, so that they can keep up with a fast-moving world. To offer its customers the quality and service corresponding to its signature promise as «Experts with a passion», Berner offers specialised integration programmes, individual development and a constantly growing number of training hours.

Integration

- Since March 2018, an induction email has been created and sent to all newcomers. This email contains essential information about the company under different headings.
- The sales force also follows an integration programme. This has evolved over the years to help new recruits to successfully develop professionally with a better understanding of the business of tomorrow.



1,70 %

of the wage bill allocated to employee training for Berner



25 626 hours

training in 2021-2022 for Berner



100 and more

training courses available in-house and endless possibilities via organisations partners



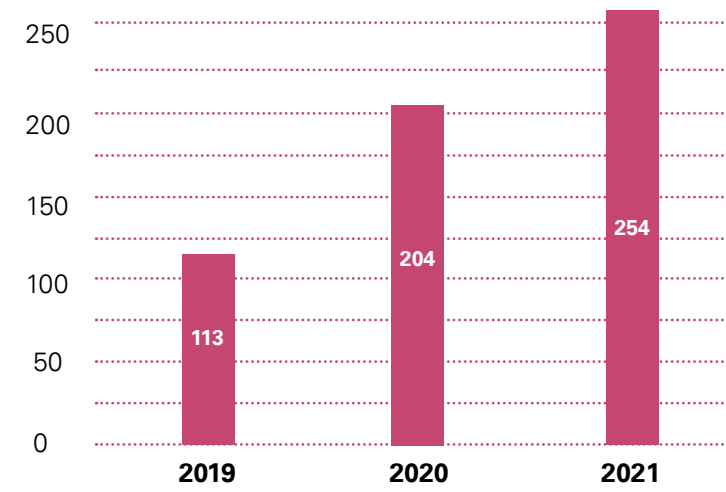
Training

Since 1997 the Berner Campus has been integrating, developing, supporting and professionalising Berner employees. The growth of the company, its strategic ambitions and the changing needs of its employees have led Berner to reinvent itself and to adapt to new trends in e-learning. In collaboration with the Berner Group and the subsidiaries, an e-learning platform, Berner Campus, was launched in January 2021.

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



Distribution of trainees



Field and office-based sales force



04

THE ENVIRONNEMENT

This issue pushes organisations to look at their environmental practices: pollution prevention, sustainable use of resources, climate change mitigation, and environmental protection.

As Berner is ISO 14001 (environment) certified, new environmental requirements are regularly observed.

Implementing an environmental approach requires identifying the impacts and risks that the company's activity may generate and developing effective and appropriate policies to prevent any negative consequences.

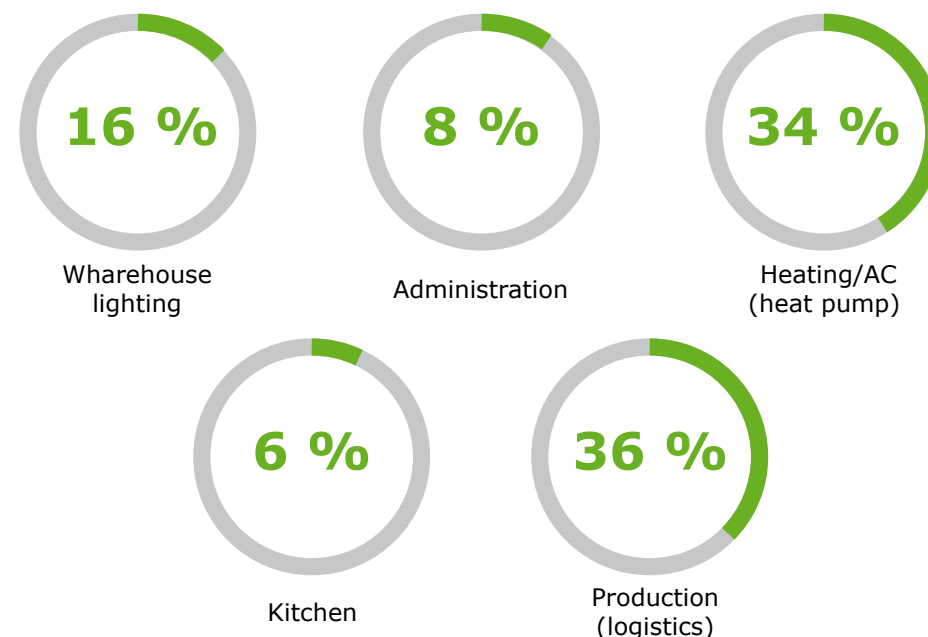
The environmental impact of our management system allows for increased monitoring to avoid and limit these impacts. A specialised team carries out a regulatory watch and listens to stakeholders in order to anticipate the necessary adjustments to the system.

Prevention of pollution and sustainable use of resources

Controlling consumption

As part of our ISO 50001 energy management certification, Bernier has set itself the target of reducing its energy consumption by 21% by the year 2021-2022 compared to the year 2014-2015. Energy used for the company's activities are from green electricity and natural gas. To reduce the environmental and energy impact, Bernier has been authorised to use groundwater to supply heat to the heat pump that heats the site. Natural gas is only used during the coldest periods, so as not to exceed the groundwater pumping thresholds imposed in the prefectural decree.

► The entire infrastructure is managed by home automation with computer-assisted maintenance management. All heat pump, electricity and gas metering systems are managed on servers. This allows anomalies to be detected and to monitor all consumption more easily thanks to the automatons. For the light distribution on the site, LED, compact Fluo or even low consumption T5 electronic bulbs have been installed. The heating and electricity are switched off in the evening and restarted automatically every morning. Internal communications are also regularly posted in the reception area.



- New employees receive training in eco-actions during the Quality, Safety, Environment and Energy awareness-raising course.
- We are controlling our energy consumption despite the increase in the number of employees on the site.

-23% reduction in energy consumption compared to 2014-2015.

Carbon footprint

Berner carried out a carbon inventory to calculate all its greenhouse gas emissions. The aim of this approach is to get a clear picture of the carbon footprint.

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

- to reduce energy consumption.
- to raise awareness among the company's employees and make them full-fledged players in the sustainable shift undertaken by the company.

Optimised and efficient transport carbon offsets

Our main goods transport providers are committed to a CSR approach. With these transporters, the objective is to ensure a 6:00 pm OTL* rate commitment (an order placed before 06:00 pm must be shipped the next day to the customer). This year, the OTL rate achieved **87.4%**.

At the Berner site, loading optimisation measures have been in place for four years now: **530 km per day** have been saved on the routes. Thanks to the work of the teams, the number of trips (kilometres travelled) has remained stable, despite the increase in volume to be transported.

The «transport after-sales» department evaluates the quality of the services of each of the service providers by means of an anomaly rate. A service quality assessment is then carried out every two months with the transporters in order to improve the quality of services. An optimised transport service makes it possible to control and reduce the use of resources. The main transport company offsets all journeys made on behalf of Berner with CO².



A responsible vehicle fleet

For many 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 on the basis of cost, safety, comfort and CO² emissions.

The French law on the orientation of mobility and the development of low emission zones in France leave no other choice than to open up the car fleet to electric and hybrid vehicles.

► Introduction of **6 hybrid vehicles** of < 50g/CO² and two 100% electric vehicles.

► **311 steam washings were contracted out** to a local contractor. Thanks to dry high-temperature steam spraying, water consumption is reduced by up to 90% and cleaning time by 40% compared to a high-pressure cleaner. A significant water saving!

► **36,069,034 km** were covered by the teams in the year 2020-2021.

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

► Average consumption per vehicle per 100 kilometres: **6,88.**

Environmental protection and biodiversity

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

- The maintenance of green spaces is carried out in an ecological manner to limit the impact on the environment.
- The water used for the heat pump comes from the water table, which is then discharged into a pond with many fish.
- Beehives have been installed since 2011 to allow the development of the flora on our site.
- The buildings are switched off every night to limit energy consumption and to avoid disturbing nocturnal fauna.
- In addition to these actions, internal communication actions are regularly organised to raise awareness among employees (Earth Day, sustainable development week, honey sales, etc.).

Sale of honey

About ten beehives are installed on the Saint-Julien-du-Sault site to contribute to biodiversity. The harvested honey is then sold to employees and the proceeds are donated to charity.



Raising awareness of environmental issues

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 the neighbourhood in the context of Seveso status

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 «Installation classified for environmental protection» under the law of 19 July 1976.

Currently classified as a Seveso low threshold plant, the prevention and limitation of industrial and natural risks is an essential concern for the company. Our proactive policy on risk prevention and limitation is necessary to reduce risks as much as possible and to prevent new accidents from occurring or to limit their consequences. Risks and impacts are identified and assessed at least once a year. For Berner, the most important risk is a fire outbreak that could lead to a general fire. The impact to be controlled is energy consumption.



05

FAIR PRACTICES

This question proposes to take stock of issues such as conflicts of interest, manipulation and coercion.

Fight against 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 whistleblower site.

Since 1 September 2018 an annex in the form of a code of conduct has been added to the rules of procedure concerning the fight against 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 in the marketplace solely on the basis of the value and high quality of our innovative products and services. Compliance with all laws and regulations aimed at preventing unfair competition is an integral part of our company policy. The supplier must respect fair competition. This includes compliance with applicable laws protecting and promoting competition, in particular applicable antitrust and other competition laws. All of the above is governed by the supplier code of conduct.

Promotion of social responsibility in the value chain

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

As such, we only work with suppliers who have signed our supplier code of conduct.

The ethical rules defined in this code of conduct are based in particular on the United Nations Global Compact Principles, 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 to prevent situations that could call into question the integrity of companies and their employees. If other applicable laws or regulations provide for stricter rules, these laws take precedence over the Code of Conduct.

Respect for property rights & GDPR

The General Data Protection Regulation (GDPR) governs the processing of personal data in the European Union. This new European regulation follows on from the French Data Protection Act of 1978 (Loi Informatique et Libertés) and strengthens citizens' control over the use that can be made of their data.

It is therefore essential for companies to implement this data processing. In each subsidiary of the group, a data protection coordinator (data protector officer or DPO) has been appointed and identified to the authorities. His or her role is to ensure that everything is set up in accordance with the regulations.



06

CONSUMER ISSUES

The company is responsible for consumer rights, including traceability, transparency of information, services and privacy. Berner adopts fair practices in its dealings with customers. The company protects their health by making available safety data sheets, informs them about the business relationship, the possibility of withdrawal and the conditions of after-sales service, protects customers' computer data, and educates them about responsible product use. In addition to these essential elements, without which a serene, serious and lasting commercial relationship is not possible, Berner has set up projects to go further in its relationship with consumers.

An omnichannel approach giving customers choice

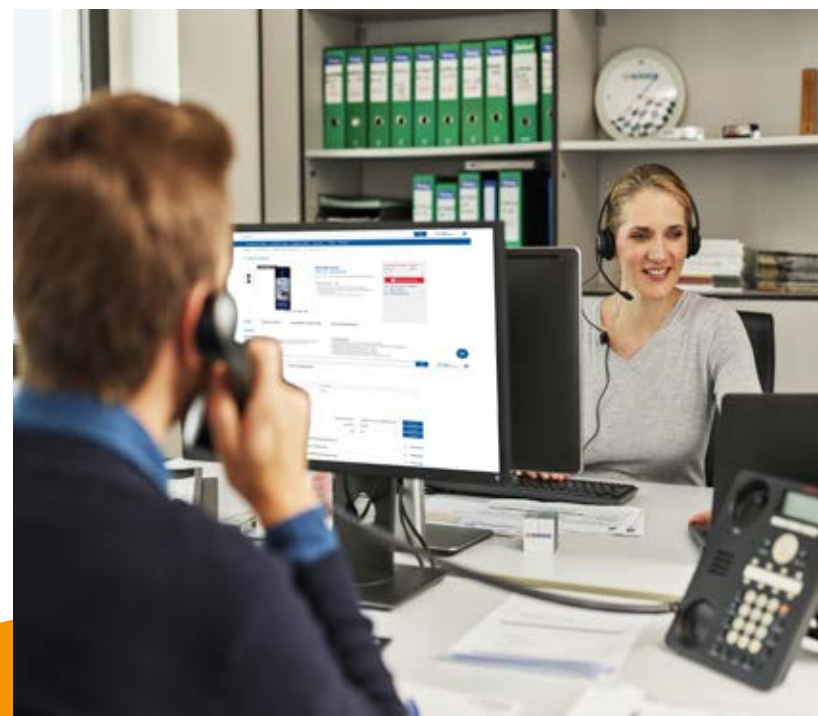
Since 2019, Berner has changed its sales model by creating a sedentary and field sales pair. The aim of this approach is to offer customers a new sales channel in addition to the existing ones (field salesman, website, app, shops). This pairing works hand in hand with the aim of satisfying and building customer loyalty. After three years, the results are very positive and reinforce Berner's determination to continue in this direction.

Omnichannelity gives customers a choice when they want to contact Berner. Today, they can order via the sales representative, the customer service, the website, the mobile application or at the point of sale.

Measuring customer satisfaction

For years, Berner has been striving to measure customer satisfaction by sending questionnaires to customers after each purchase. The customers give a score out of 5. All customers who give a score of 3 or less are automatically contacted by customer service. For Berner, this is a valuable source of information for improvement.

In 2021-2022, the satisfaction rate was 89.5%.





07

COMMUNITIES AND LOCAL DEVELOPMENT

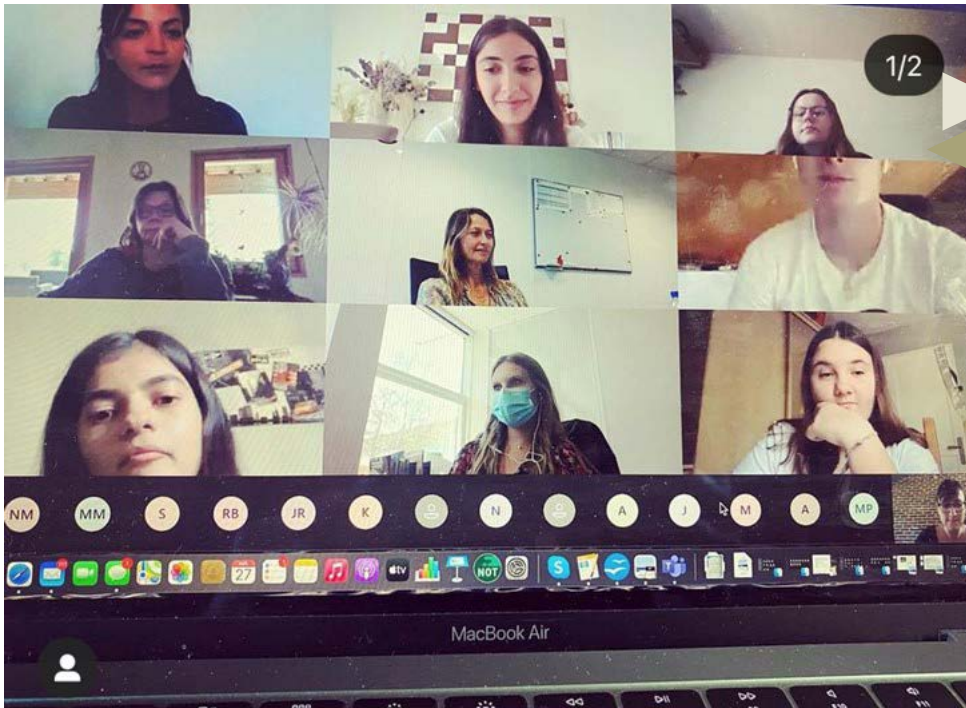
This central question allows the company to observe its actions outside its field of competence in order to position itself as an actor in local life, as a contributor to society without necessarily being related to its activities.



Engaging with local communities

Social projects

Since 2017, Bernier has been supporting projects with a social purpose, i.e. projects that contribute to the betterment of society. Each year, Bernier launches a call for projects among its employees. Employees propose projects of a social nature, which both highlight the company's business activities (construction, mobility and industry) and involve employees in the implementation of these projects. In 2021-22, due to the pandemic, it was not possible to organise social projects as usual. However, we supported six associations by making product donations.



Relations with schools

For many years Berner has been committed to building strong relationships with local schools and universities. Each year, several company visits are organised at the head office or our human resources teams travel to schools in the region to present Berner and its career opportunities. In 2021-2022, due to the pandemic, a virtual visit was organised, although it followed the usual format: presentation of the company, visit of the logistics centre (in video this time) and career workshops where the students had the opportunity to discuss with Berner's speakers the careers they are considering and to dispel some clichés.

Communicating with young people

In order to establish a dialogue with our stakeholders, and more particularly with young candidates, we organised two Instagram lives to unveil our work-study job offers and present the company and its values. This was also an opportunity to answer questions from Internet users. A moment of exchange that was greatly appreciated by the internet users.



communication@berner.fr

Berner SARL

Z.I. Les Manteaux

14, rue Albert Berner

F-89331 Saint-Julien-du-Sault Cedex

www.berner.fr



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