

RAJA



NON-FINANCIAL PERFORMANCE STATEMENT

2022

For Fiscal Year 2021

CONTENTS

PREAMBLE	5
EDITORIAL	6
PRESENTATION OF RAJA GROUP	7
Acquisition of Viking	7
RAJA Group Key Figures and Business Activity	8
Multichannel Expertise	8
The Fundamentals	8
Products Range	9
GOVERNANCE	10
The Executive Committee.....	10
Board of Directors.....	10
RAJA France Management Committee.....	10
RAJA Group Management Committee	10
Missions and Values	11
Stakeholders	11
PRESENTATION OF RAJA FRANCE	12
Key Figures & Business Activity	12
Description of our Business Model.....	13
Value Creation and Sharing	14
PROMOTION OF CSR INITIATIVES	15
Membership to the United Nations Global Compact.....	15
Communication on Progress.....	16
Corporate Social Responsibility (CSR) Policy	18
Sustainable Development Goals.....	20
Materiality Analysis	21
Risks Analysis	22
Correspondences and Exclusions.....	23
RAJA-Danièle Marcovici Foundation.....	24
QUALITY EXCELLENCE OF THE RELATIONSHIP AND SERVICE TO OUR CUSTOMERS	29
Meeting our Customers' Expectations	29
Quality of the Customer Relationship	30
Service Quality	33
Promotion of Sustainable Consumption.....	34
Protection of our Customers' Health & Safety	37
SOCIAL & HUMAN RIGHTS	40
Human Resources Policy.....	40

Health & Safety of Team Members	41
COVID 19 Health Crisis.....	50
Working Conditions	51
Social Dialogue.....	60
Carreer Management	62
Diversity, Discrimination & Harrassment	64
SUSTAINABLE PROCUREMENT	67
Group Sustainable Procurement Policy	67
Suppliers Code of Conduct	68
Supplier Referencing Agreement.....	70
Suppliers’ Assessment	71
RAJA Group Products Environmental Impact Reduction.....	72
Promotion of Innovative and Eco-Friendly Products.....	74
Training of Buyers in Environmental Issues.....	76
ENVIRONMENT	77
Installations Classified for the Protection of the Environment (ICPE)	77
Environemental Management System (EMS).....	77
Pollution Prevention	80
Sustainable Marketing Materials.....	82
Reduction of Energy Consumption and Greenhouse Gas Emissions.....	83
Actions for Ecological Transition.....	88
ETHICS	89
Code of Ethics	89
Anti-Corruption Compliance Programme	91
Corruption Risks & Anti-Competitive Practices Matrix	91
Anti-Corruption Code of Conduct.....	91
Ethics Alert System	92
Protection of Personal Data.....	93
IT Charter	94
Information Security	95
CSR INDICATORS	97
Quality Excellence of the Relationship & Service to our Customers	97
Social & Human Rights.....	98
Sustainable Procurement	105
Environment	107
Ethics.....	109
APPENDICES	110
Certifications of RAJA Group Subsidiaries	110

RAJA France ISO 9001 & 14001 Certificate.....	111
RAJA France Quality Policy	112
RAJA France Environmental Policy	113
RAJA France Occupational Health & Safety Policy.....	114
RAJA France Energetic Performance Policy	115
RAJA Group CSR Policy.....	116
United Nations Global Compact Membership Renewal.....	117
United Nations Global Compact Membership’s Certificate	118
RAJA Group Human Resources Policy.....	119
Diversity Charter	123
Percentage of Women in Management Positions.....	124
RAJA Group Sustainable Procurement Policy & Suppliers Code of Conduct.....	125
Waste Recovery Certificate - CKFD.....	132
Projects supported by the RAJA-Danièle Marcovici Foundation.....	133

PREAMBLE

Pursuant to the transposition of European Directive No. 2014/95/EU on the publication of non-financial information, the regulatory framework consists of Ordinance No. 2017-1180 of July 19, 2017 relating to the publication of non-financial information by certain large companies and certain groups of companies, and Decree No. 2017-1265 of August 9, 2017 taken for the application of the Ordinance. The company RAJA SAS (“RAJA”) is thus concerned by the obligation to draw up and publish a non-financial performance statement from its financial year ending on December 31, 2021.

Prior to this transposition, RAJA published in its management report social, societal and environmental information as required by article 225 of the Grenelle 2 law, and of the Decree of application n° 2012-557 of April 24, 2012.

The new system aims to give more relevance to the publication of social, societal and environmental information, by insisting on the principle of materiality of the information published and on its comparability between companies. Thus, RAJA will have to publish a business model, its main extra-financial risks, the policies and procedures implemented with regards to its risks, as well as their results and key performance indicators.

The regulatory obligation and this report only concern RAJA SAS, the only Group company in France to meet the conditions for a workforce of more than 500 employees and a turnover of more than 100 million euros. However, in a desire for transparency, reporting has been set up for the entire group, including its 26 companies across 19 countries. A report on the social responsibility of the RAJA group will be published in 2022 for the year 2021.





Danièle Kapel-Marcovici

RAJA Group Chairwoman & Chief Executive Officer

I have always believed that a company's role must not only be an economic one, but that it has a role as a responsible member of society as well. It was in pursuit of that conviction that I created the RAJA-Danièle Marcovici Foundation in 2006, aiming to help promote the emancipation of women in France and worldwide.

Our company has Corporate Social Responsibility (CSR) toward our employees, our customers, our suppliers and our corporate environment. That's why we are committed to:

- ▶ Promote CSR initiatives & the Sustainable Development Goals
- ▶ Guarantee excellence to our customers
- ▶ Strengthen our social policy based on respect for human rights and the international labour organisation
- ▶ Pursue our responsible purchasing approach
- ▶ Preserve natural resources
- ▶ Guarantee ethics to all our stakeholders.

Packaging, RAJA France's core business, has become a major concern for consumers and consequently for businesses as well. We want to play a leading role in the ecological transition in packaging by offering eco-friendly solutions and by informing our customers about good practices, like reducing void space in parcels and about recycling.

I reaffirm my commitment and that of the Executive Committee to make Corporate Social Responsibility and the promotion of the 10 principles of the United Nations Global Compact strategic issues for our Group in the coming years.

PRESENTATION OF RAJA GROUP

The RAJA Group is the European leader in the multi-channel distribution of packaging, office supplies and industrial equipment for companies, present in 19 countries with 26 companies. The Group's companies serve more than 2 million customers in Europe, from start-ups to multinational companies, in all sectors of activity: distribution, industries, e-commerce, services, administrations. French family and independent group created in 1954, RAJA is distinguished by the high quality of its products, the excellence of its services, as well as the proximity with its customers.



The RAJA Group, whose European headquarters are in Roissy near Paris, brings together 4,500 employees. RAJA is a committed company with strong values focused on entrepreneurship, customer satisfaction, and societal and environmental commitment. In 2021, the RAJA Group achieved a turnover of 1 billion 200 million euros.

Acquisition of Viking

On November 2nd 2021, the acquisition of Viking, the e-commerce brand of Office Depot Europe, has been completed and allows the Group to complete its geographical coverage, to develop its logistic capabilities and to reinforce its position in the strategic market for the distribution of office supplies and equipment. With JPG, Mondoffice, Kalamazoo and now Viking, the RAJA Office business will cover 10 countries in Europe, making the RAJA Group the leading BtoB e-commerce player in workplace solutions in Europe.



RAJA Packaging



RAJA Office



RAJA Group Key Figures and Business Activity



1,2 billion €
Turnover



2 millions
Customers in Europe



250 000
Products available in stock



4 500
Team Members



26
Companies



19
European Countries



15
Distribution Centres



390 000 m²
Storage

Multichannel Expertise

The business of RAJA Group companies is carried out through four complementary sales channels which guarantee the customer constant proximity, increased responsiveness and the smoothest possible experience: catalogues, websites, field and sedentary sales forces.

The Fundamentals



Product Range

Through its various brands, the RAJA Group offers more than 250,000 product references adapted to all business needs, from packaging to storage and handling, including hygiene and maintenance, personal protection, office supplies and equipment.



GOVERNANCE

The Executive Committee

The Executive Committee, chaired by Danièle Kapel-Marcovici, manages our operations and decides on the strategy to be implemented for the growth of the Group. The committee meets weekly.



Board of Directors

In 2021, the Board of Directors met only once during the month of June and was dissolved given the change in legal form of RAJA France which went from SA to SAS.

RAJA France Management Committee

This committee is made up of the Managing Director of RAJA France and Operational Directors. It meets once a month.

RAJA Group Management Committee

This committee is made up of the members of the Executive Committee and the Directors of the Group subsidiaries. It meets twice a year, in March and September.

Missions and Values

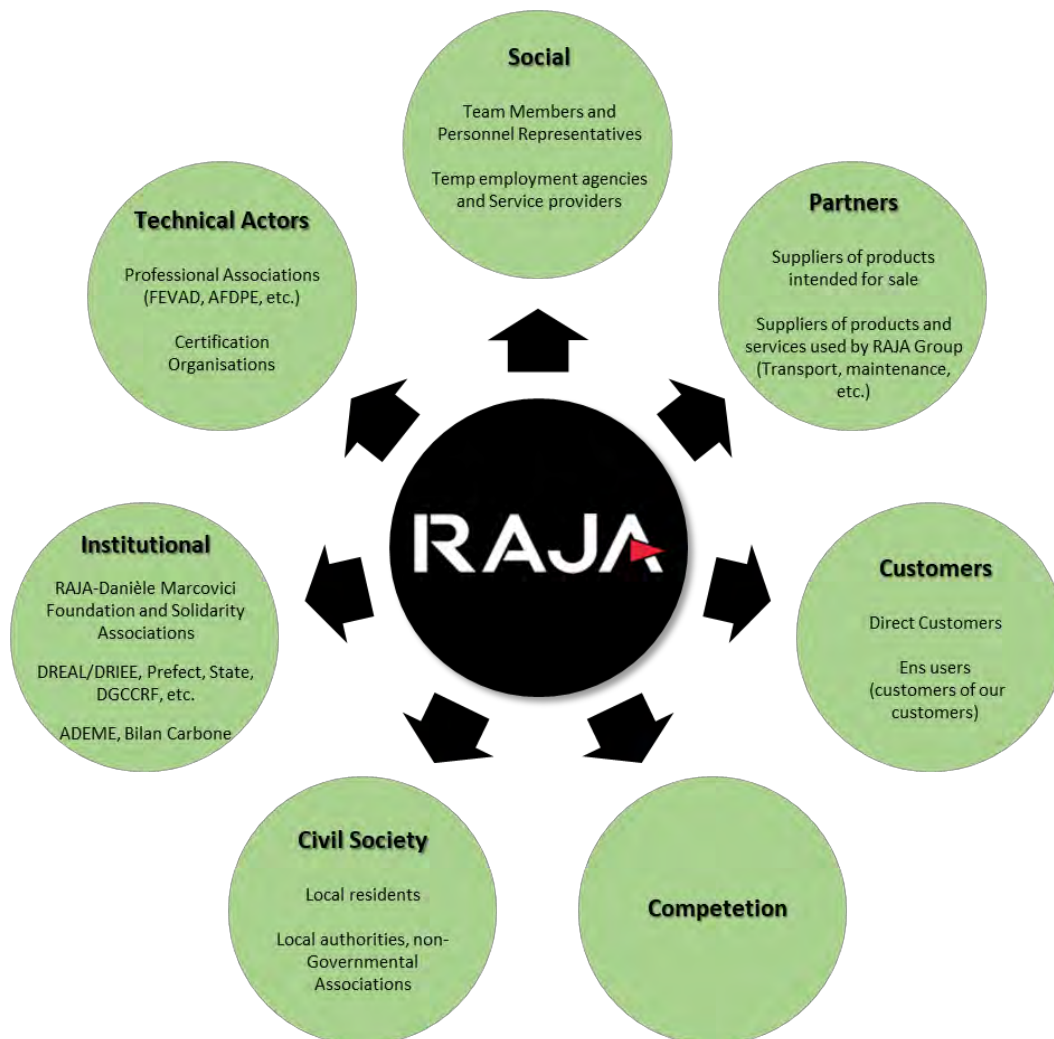
Our mission is to be the preferred partner of our business customers for all their packaging, supplies and equipment purchases.

To achieve this objective, we have always placed, since the creation of the company, the satisfaction of our customers as well as the quality of the products and services at the centre of our challenges, our development and therefore our values.

In this context, the fundamental values are shared by all RAJA team members:

- ▶ A customer-focused culture
- ▶ The pursuit of excellence
- ▶ A culture of service
- ▶ Social responsibility
- ▶ A policy of continuous innovation
- ▶ Respect for diversity.

Stakeholders



PRESENTATION OF RAJA FRANCE

Key Figures & Business Activity



256 millions €

Turnover



115 000

Customers



12 000

Products available in stock



700

Team Members



2

Distribution Centres



71 500 m²

Storage



513 351

Orders Delivered in 24/48h



1 300

Suppliers

RAJA is the leader in France in the distribution of packaging supplies and equipment for companies. RAJA offers more than 12,000 products: boxes and crates, bags and packaging, films and pallets, pouches and envelopes, cushioning and protection, labelling, packaging machines and systems, adhesives and strapping, food packaging, advertising bags. We also distribute a full range of complementary packaging equipment: storage and handling equipment, safety equipment, janitorial and hygiene products, and office supplies.

A range of products available from single stock in France and a commitment to fast delivery in 24/48 hours are fundamental elements of our business model. Our multi-channel marketing and sales strategy, the relevance of our product offer, the performance of our services and the commitment of our employees have made our success and our development.

Within the framework of its activity, RAJA is attached to the collective labour agreement "Distribution & Wholesale Trade of Paper & Cardboard".



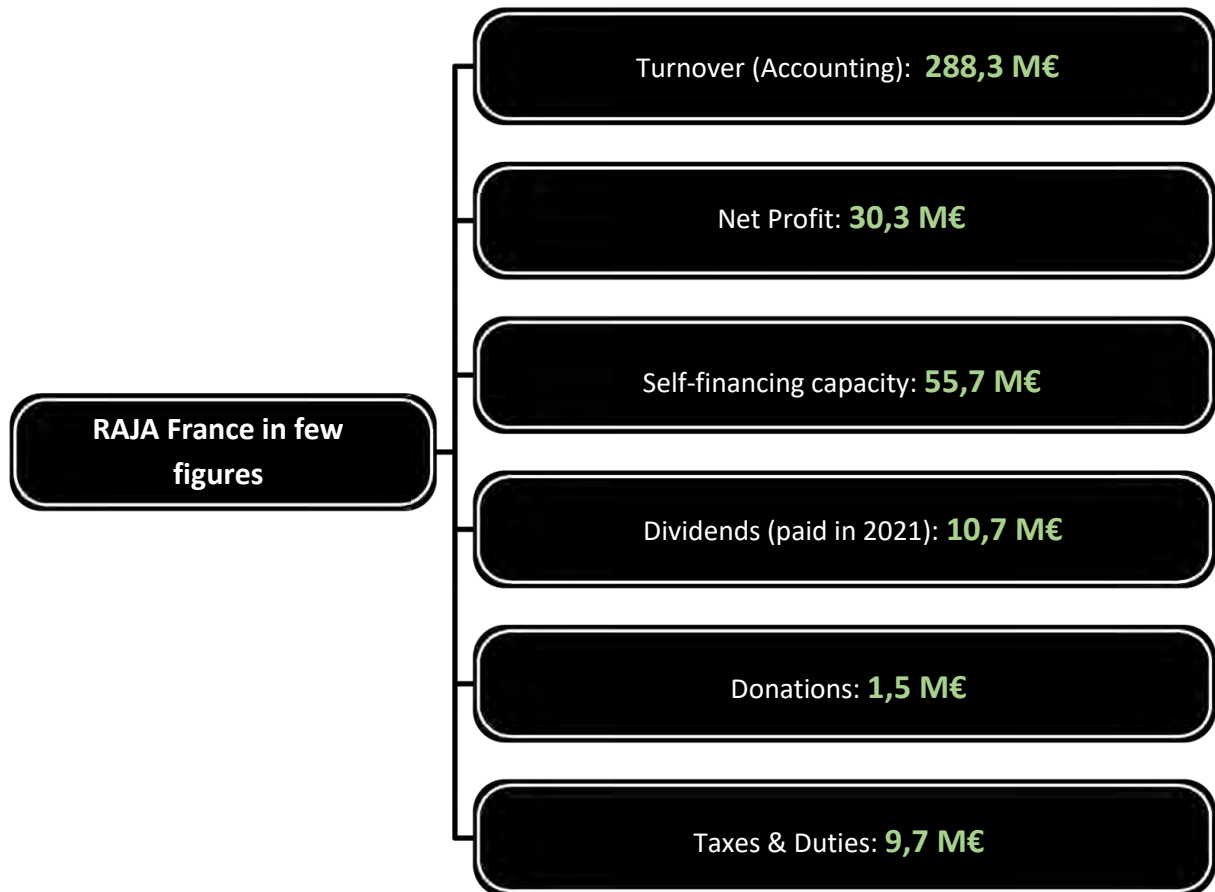
Description of our Business Model

Resources 2021	Activities and Features	Benefits and Impacts 2021
HUMAN CAPITAL <ul style="list-style-type: none"> Headcount at the end of the year: 699 Team Members 	PURCHASING <ul style="list-style-type: none"> Select the best manufacturers and reference the best products to meet customer needs Negotiate competitive purchasing conditions while guaranteeing our customers a quality of products and an optimal quality of service 	FINANCIAL RESULTS <ul style="list-style-type: none"> Turnover (goods): 256 M€ Net Income: 35,9 M€
FINANCIAL CAPITAL <ul style="list-style-type: none"> Equity: 174 715 M€ 		CUSTOMERS <ul style="list-style-type: none"> 114 554 Customers Overall satisfaction rate: 99,6 %
LOGISTICS SPACE USED <ul style="list-style-type: none"> 42 000 m² at Paris Nord 18 000 m² at Sorgues 11 500 m² at Châtres 	COMMERCIAL <ul style="list-style-type: none"> Offer our solutions to customers via catalogues, websites and a sedentary and field sales force Expertise and advice to our customers: 86 sales advisers and 73 technical sales representatives and sales representatives available to respond to customer requests 513 351 Orders (2 021 orders / day) 	EMPLOYEE BENEFITS <ul style="list-style-type: none"> Skills adaptation and increased employability through training Quality of Life at Work: 146 team members registered in RAJA Sport, for approximately 456 hours, with a budget of 46 K€
PARTNERS <ul style="list-style-type: none"> 5 235 suppliers including 578 suppliers of products Intended for sale 33 carriers 		SUPPLY CHAIN <ul style="list-style-type: none"> Supply the stocks of our products to ensure full availability Prepare orders with the objective of excellence Deliver orders in compliance with our commercial promise, the commitments made and the environment
PRODUCTS <ul style="list-style-type: none"> More than 12 000 product references 86 % of the products we sell are bought in Europe Product availability rate: 97,95 % Value of inventory: 30,5 M€ 		ENVIRONMENTAL IMPACT <ul style="list-style-type: none"> 5 883 MWh of final energy consumed 425 Tonnes of waste on site
		CHARITABLE ACTIVITIES <ul style="list-style-type: none"> 53 projects supported by the Foundation in 22 countries with a budget of 970 K€



Mission	Principles	Values
To be the preferred partner of our business customers for all their packaging, supplies and equipment purchases	Customer satisfaction and impeccable quality in products and services	<ul style="list-style-type: none"> Customer-focused culture The pursuit of excellence Social responsibility A policy of continuous innovation Respect for diversity

Value Creation and Sharing



We have done the exercise of looking at the sharing of the value generated by our activity in 2021, between the different actors in our value chain, in order to ensure that the distribution benefits the sustainable economic development of each of them.

PROMOTION OF CSR INITIATIVES

Membership in the United Nations Global Compact

Launched in 2000, the Global Compact is a United Nations initiative aimed at encouraging companies around the world to adopt a socially responsible attitude by committing to integrate and promote several principles relating to human rights, to international standards of work, the environment and the fight against corruption.

By joining the United Nations Global Compact in 2020, RAJA is committed to promoting this international initiative and the 10 principles that flow from it:



HUMAN RIGHTS



- ▶ Support and respect the protection of internationally proclaimed human rights
- ▶ Make sure that they are not complicit in human rights abuses

INTERNATIONAL STANDARDS OF WORK



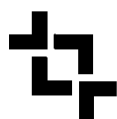
- ▶ Uphold the freedom of association and recognize the right to collective bargaining
- ▶ Contribute to the elimination of all forms of forced and compulsory labour
- ▶ Contribute to the effective abolition of child labour
- ▶ Contribute to the elimination of all discrimination in employment and occupation

ENVIRONMENT



- ▶ Support a precautionary approach to environmental challenges
- ▶ Undertake initiatives to promote greater environmental responsibility
- ▶ Encourage the development and diffusion of environmentally friendly technologies

FIGHT AGAINST CORRUPTION



- ▶ Work against corruption in all its forms, including extortion and bribery

The 10 principles of the United Nations Global Compact are derived from:

- ▶ The Universal Declaration of Human Rights
- ▶ The International Labour Organisation Declaration on Fundamental Principles and Rights at Work
- ▶ The Rio Declaration on Environment and Development
- ▶ The United Nations Convention against Corruption.

Communication on Progress


In 2022, RAJA published its first Communication on Progress (COP) for the 2021 financial year which details the activities and actions carried out on the 4 themes of the Global Compact and on the Sustainable Development Goals.

ACHIEVEMENTS IN FAVOUR OF HUMAN RIGHTS AND INTERNATIONAL LABOUR STANDARDS

<p><u>Principle 1</u> Support and respect the protection of internationally proclaimed human rights</p>		
<p><u>Principle 2</u> Make sure that they are not complicit in human rights abuses</p>		
<p><u>Principle 3</u> Uphold the freedom of association and recognize the right to collective bargaining</p>		
<p><u>Principle 4</u> Contribute to the elimination of all forms of forced and compulsory labour</p>		
<p><u>Principle 5</u> Contribute to the effective abolition of child labour</p>		
<p><u>Principle 6</u> Contribute to the elimination of all discrimination in employment and occupation</p>		

- ▶ New Human Resources Policy
- ▶ Best Employer label
- ▶ Health Protocol for Team Members' Health & Safety in the context of the Covid-19 pandemic
- ▶ Renewal of Agreements in partnership with social partners
- ▶ RAJA Sport Association
- ▶ Renewal of our commitment to diversity
- ▶ Disability awareness campaign
- ▶ Professional equality between women and men
- ▶ Actions of the RAJA-Danièle Marcovici Foundation in favour of women's rights

ACHIEVEMENTS IN FAVOUR OF THE ENVIRONMENT

<p><u>Principle 7</u> Support a precautionary approach to environmental challenges</p>		
<p><u>Principle 8</u> Undertake initiatives to promote greater environmental responsibility</p>		
<p><u>Principle 9</u> Encourage the development and diffusion of environmentally friendly technologies</p>		

- ▶ Introduction of the 10 principles of the Global Compact in the Sustainable Procurement Policy
- ▶ Suppliers Code of Conduct
- ▶ Reduction of the environmental impact of our products
- ▶ Promotion of innovative and eco-friendly products
- ▶ Responsible logistics organisation
- ▶ EcoVadis Label & ISO 14001 Certification
- ▶ Actions of the RAJA-Danièle Marcovici Foundation in favour of the environment

ACHIEVEMENTS IN FAVOUR OF THE FIGHT AGAINST CORRUPTION

Principle 10

Work against corruption in all its forms, including extortion and bribery



- ▶ Anti-Corruption Compliance Program
- ▶ Corruption risk mapping
- ▶ Anti-Corruption Code of Conduct
- ▶ Whistleblowing procedure



Corporate Social Responsibility (CSR) Policy

Our desire is to be the privileged responsible partner of companies for all purchases of packaging, supplies and equipment, everywhere in Europe, and our ambition is to act as a major player in the ecological transition.

We place at the center of our challenges, our development, and our values, the satisfaction of our customers, the quality of our products and the excellence of our services, as well as our commitment to social and to sustainable development.

As a distributor, we provide our customers with solutions that meet their needs and enable them to improve their operational efficiency and reduce their costs, while limiting their impact on the environment. We work with our suppliers to find innovative, efficient and greener solutions.

We are developing our Group by favoring management through trust and proximity, respect for diversity, and the transmission to our employees of our values of excellence, solidarity and collaboration. We ensure the well-being and safety of our employees, we give meaning to their daily missions by involving them in the commitments made by the company.

RAJA's CSR approach revolves around six axes:

1. PROMOTION OF CSR INITIATIVES & SUSTAINABLE DEVELOPMENT GOALS

- ▶ Encourage and promote CSR in our procedures by integrating the 10 principles of the United Nations Global Compact and by communicating on the progress made on the sustainable development objectives, in particular through the actions of the RAJA-Danièle Marcovici Foundation

2. GUARANTEE OF EXCELLENCE TO OUR CUSTOMERS

- ▶ Satisfy the expectations of our customers through quality and a relationship of trust
- ▶ Provide proof of the response to our service promise and our commitments
- ▶ Provide the same level of quality to all our customers, regardless of their size and activity
- ▶ A daily commitment carried by all Group team members

3. SOCIAL POLICY BASED ON HUMAN RIGHTS & INTERNATIONAL LABOUR ORGANISATION RESPECT

- ▶ Promote quality of life and safety in the workplace by promoting social dialogue and training all employees to perform their duties in optimal conditions
- ▶ Assess occupational risks and implement preventive and/or corrective actions
- ▶ Assess skills
- ▶ Prevent discrimination & harassment

4. SUSTAINABLE PROCUREMENT APPROACH

- ▶ Develop an eco-friendly offer, by proposing our customers a complete and innovative range of products
- ▶ Ensure that the impact of our products on the environment is reduced by organising responsible logistics and sales support

5. PRESERVATION OF NATURAL RESOURCES & THE ENVIRONMENT

- ▶ Reduce the environmental impact of our activities by limiting our production of waste
- ▶ Prevent pollution
- ▶ Reducing energy consumption and implementing actions for ecological transition

6. BUSINESS ETHICS & REGULATORY COMPLIANCE

- ▶ Respect the anti-corruption code of conduct and the Group's ethics charter
- ▶ Ensure the protection of personal data entrusted to us in compliance with the GDPR
- ▶ Reinforce the security of our information systems



Sustainable Development Goals

RAJA and the RAJA-Danièle Marcovici Foundation are contributing to the 2030 Agenda for Sustainable Development Goals.

RAJA's actions relate to the Sustainable Development Goals:

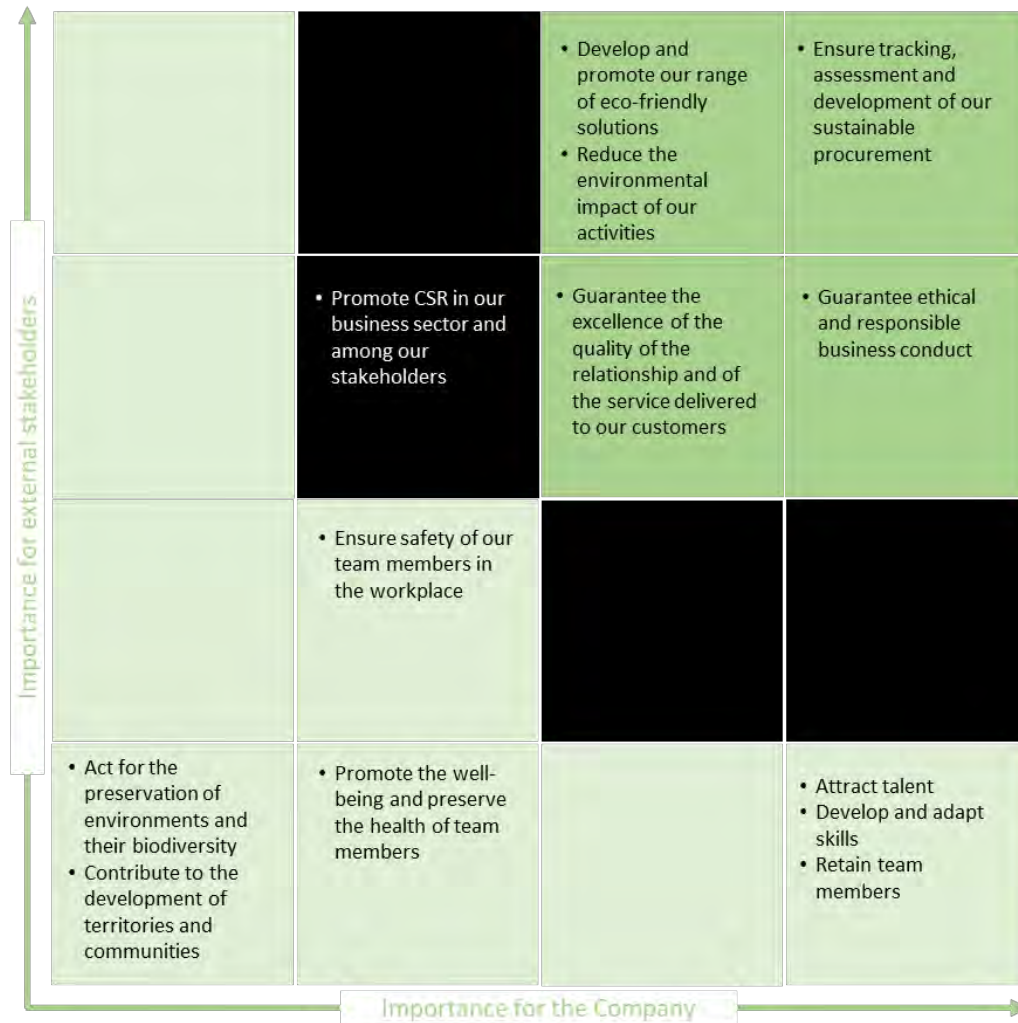
- ▶ N° 3: Health and safety, in particular the activities of the "RAJA Sport" association for team members
- ▶ N° 5: Non-discrimination policy
- ▶ N° 8: Economic growth linked to new acquisitions
- ▶ N° 9: Product innovation
- ▶ N° 12: Impact reduction for distributed products
- ▶ N° 13: Impact reduction for distributed products and product transport
- ▶ N°15: Reduction of virgin raw materials consumed in the production of paper/cardboard/pulp products, FSC® and PEFC® labels
- ▶ N°16: Anti-Corruption Compliance Program

The Foundation's solidarity actions, actions in defence of women's rights and the fight against violence, education and social action, training and professional integration, the role of women in the protection of environment and the fight against climate change, and the support of associations relate to SDGs 1, 3, 4, 5, 13 and 17.



Materiality Analysis

The materiality analysis is an exercise in identifying the challenges for the company. It was produced in 2019 and is regularly updated.



The materiality analysis involves three steps:

- ▶ Identifying issues related to the company's activity: the ISO 26,000 reference system and a sector benchmark were used as a basis for determining our focus areas, and then a workshop was conducted on any subjects that were missing or not applicable in order to identify the relevant focus areas for the company.
- ▶ Prioritisation of focus areas from the company's perspective: workshops were organised with members of the Management Committee
- ▶ Prioritisation of focus areas from the external stakeholders' perspective: interviews were performed with representatives of the primary external stakeholders (customers, suppliers, transport providers, media, environmental organisations).

The priority focus areas are those with the highest internal and external rating (upper right corner of the matrix):

- ▶ Sustainable procurement
- ▶ Eco-friendly solutions
- ▶ Quality of relationship and service to customers
- ▶ Environmental impact of our activities & Resource management
- ▶ Ethical and responsible business conduct
- ▶ Promotion of CSR among stakeholders

Risks Analysis

The transposition into national law of European Directive 2014/95/EU requires us to identify our core non-financial risks. Our materiality analysis was used as input data for our risk analysis. The table of focus areas was presented to a small Management Committee, which identified the following priority risks:

- ▶ Sustainable Procurement: a purchasing policy that lacks requirements on environmental, quality and economic performance criteria would risk calling into question the quality of our product offering, or compliance with French or European regulations.
- ▶ Eco-friendly solutions: a product and service offering that does not meet eco-responsibility criteria would risk degrading the environmental footprint of our activity and would not meet the growing demands of our customers for alternative ecological solutions.
- ▶ Evaluation of our suppliers according to business specificities, considering societal and environmental aspects through questionnaires and a criteria grid
- ▶ Quality of relationship and service de la relation et du service: a deterioration in the quality of customer relations and service would cause our customers' dissatisfaction and therefore a decrease in our customer base.
- ▶ Environmental impact of our activities : Beyond the direct risks linked to climate change (meteorological phenomena such as floods, etc.), the deterioration of the environmental impact of French companies would expose them to restrictive regulations on energy consumption and on CO2 emissions (carbon tax), with the risk of damaging their image with their partners, in particular customers.
- ▶ Ethical and responsible business conduct: corruption, unfair competition, failure to comply with corporate regulations and laws, and other forms of unethical business can lead to legal and financial consequences and tarnish the image of the company.
- ▶ Social Responsibility: in the event of insufficient communication on our societal commitment, we would miss the opportunity to enhance the image of the company with our partners and customers. It is therefore about making CSR a competitive advantage.
- ▶ Investment in our human resources: poor talent management could cause a mismatch between our associates' professional skills and our company's needs, and lead to the reduced attractiveness of the company and insufficient team member loyalty.
- ▶ Safety at work: any degradation of safety conditions at the company would lead to the risk of serious accidents or death, and therefore would generate operational risk, financial risk and a risk of damaging the company's image.

Correspondences and Exclusions

With the transposition into national law of European Directive 2014/95/EU by Ordinance no. 2017-1180 of 19 July 2017 and Decree no. 2017-1265 of 9 August 2017, all companies subject to reporting obligations must publish "information concerning the impact on climate change of the company's business activity and of the use of the goods and services it produces, its social responsibility commitment to promoting sustainable development, circular economy, efforts to combat food waste and food insecurity, and to promote animal welfare and responsible, fair and sustainable foods, the collective agreements entered at the company and their impact on the company's economic performance and employee working conditions, its actions to suppress discrimination and promote diversity, and measures taken for the benefit of disabled persons" (Article L.225-102-1 of the French Commercial Code).

This information therefore had to be included as mandatory input data for the materiality analysis that was performed.

Below are the correspondences and exclusions of this information vis-a-vis the prioritised subjects:

- ▶ Climate change: addressed under "eco-friendly solutions" with regards to the environmental impact of our products and their use by our customers.
- ▶ Social responsibility commitment to Sustainable Development: addressed under "Promotion of CSR among stakeholders".
- ▶ Circular economy: addressed under "eco-friendly solutions".
- ▶ Fight against food waste, fight against food insecurity, respect for animal welfare, responsible, fair and sustainable food: RAJA does not have an agribusiness activity and does not manage company catering, this subject does not 'is not considered a material issue.
- ▶ Collective agreements entered at the company and their impact on the company's economic performance and employee working conditions, its actions to suppress discrimination and promote diversity, and measures taken for the benefit of disabled persons: addressed under "talent management".

RAJA does not have securities traded on a regulated market, and we are thus not subject to the obligation to publish information "regarding respect for human rights and efforts to suppress corruption and tax evasion" (Article L.225-102-1 of the French Commercial Code).

However, we do include certain related elements under the heading of "ethical and responsible business management."

RAJA-Danièle Marcovici Foundation

The RAJA-Danièle Marcovici Foundation was created in 2006 on the initiative of Danièle Kapel-Marcovici, Chairwoman & Chief Executive Officer of the RAJA Group. Placed under the aegis of the Fondation de France, the Foundation develops partnerships with French associations which mobilize on the ground, all over the world, in favour of the emancipation of women and the improvement of their living conditions.



FOUNDATION GOVERNANCE

The governance of the Foundation is ensured by an Executive Committee made up of representatives of the RAJA Group on the one hand, and people who are experts in the areas of intervention of the Foundation on the other. The mission of this committee is to define the strategic orientations of the Foundation, to select the projects it supports and to participate in solidarity events.

A manager of the Agence Française de Développement (AFD) group, a public establishment implementing France's policy on development and international solidarity and contributing to the commitment of France and the French people to the Sustainable Development Goals (SDGs), joined the Executive Committee of the Foundation in February 2022.

SUPPORT AND FINANCING OF ASSOCIATIVE PROJECTS

In 15 years, the Foundation has supported 576 projects carried out by 312 associations, i.e. more than 110,000 women beneficiaries in 56 countries, with an overall budget of more than 11 million euros. For example, the projects financed in 2021 mentioned in Annex 2 reflect the thematic and geographical coverage of the projects supported in favour of women's rights.

Funding for association projects supported by the Foundation is provided exclusively by RAJA France and the RAJA Group, through the Europe-wide "Women and Environment" product-sharing operation launched in 2015.

KEY FIGURES OF THE FOUNDATION SINCE 2006

110 000 women recipients

312 associations supported

576 projects supported

56 countries of Intervention

25% receive multi-year funding

€ 15 000 average allocation per project



ASSOCIATIVE PROJECTS IN FAVOUR OF WOMEN'S EMPOWERMENT

The Foundation financially supports projects in its 4 areas of intervention:

- ▶ **Fight against violence against women and girls. The Foundation fights** discrimination, physical, sexual and psychological violence against women and children by supporting projects for the prevention, support and reconstruction of victims of gender violence.



- ▶ **Promote women's education and leadership.** By combating exclusion and discrimination and encouraging women's leadership, the projects supported by the Foundation enable the education of young girls and promote access to essential social services for women who are deprived of them.



- ▶ **Promote the professional integration and economic rights of women.** In France and around the world, the Foundation aims to offer women the opportunity to be independent and financially autonomous, to support their families and to fully integrate into society.



- ▶ **Support women's actions for the environment.** With the supported associations, the Foundation encourages the use of agricultural practices and sustainable energy, as well as the preservation of natural resources.



These missions are directly in line with the 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals (SDGs) – adopted in 2015 by the Member States of the United Nations to engage the world on a sustainable and resilient path.

In 15 years, the Foundation has supported 576 projects carried out by 312 associations, i.e. more than 110,000 women beneficiaries in 56 countries, with an overall budget of more than 11 million euros. For example, the projects funded in 2021 below reflect the thematic and geographical coverage of the projects supported in favour of women's rights.

“WOMEN & THE ENVIRONMENT” PROGRAMME

The RAJA-Danièle Marcovici Foundation participates in the preservation of natural resources, the implementation of concrete solutions, and the promotion of the major role of women.

Through calls for projects, the RAJA-Danièle Marcovici Foundation financially supports projects promoting the role and actions of women in the protection of the environment and the fight against climate change: promotion of sustainable agricultural practices, access to sustainable energy, management of natural resources, waste management, or promotion of "green" entrepreneurship. She pays specific attention to women who bring innovations and adaptation strategies to preserve natural resources and biodiversity.

Since 2015, the Foundation and the RAJA Group have been strengthening their commitment through the “Women & Environment” action program. A vast six-monthly product-sharing operation, the “Women & Environment” action program is led by RAJA France and 12 European companies of the Group (Belgium, Netherlands, Austria, England, Italy, Spain, Poland, Switzerland). For each purchase made by a customer from a selection of eco-responsible products, RAJA France or one of the companies participating in the program donates €1 to the Foundation.



All the funds collected are allocated to associative projects supporting initiatives led by women for a sustainable environmental transition.

Renewed every 6 months, the program makes it possible to involve employees, suppliers and customers of the RAJA Group. The latter can make solidarity purchases, and discover the associative projects supported through this operation in the pages of the RAJA general catalogue, which appears in March and September, and on the websites of the company and the RAJA-Danièle Marcovici Foundation.



THE RAJA FOUNDATION WOMEN'S AWARDS

The RAJA Foundation Women's Awards were launched in 2013, then renewed in 2014 as well as in 2016 (special edition for the 10th anniversary of the Foundation) and in 2018, in order to promote the actions carried out by the Foundation with all of its partners, to reward the associations by communicating on their activities and the results obtained.



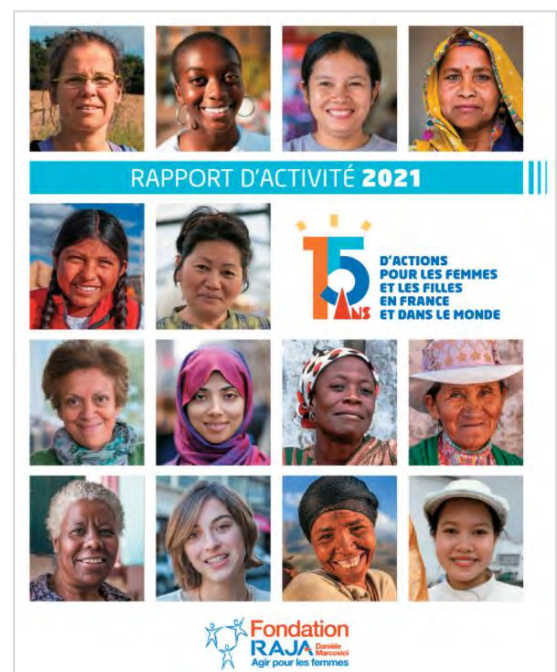
The RAJA-Danièle Marcovici Foundation 15th Anniversary Awards Ceremony which took place at the Théâtre du Trianon in November 2021 was an opportunity to reward and promote actions carried out successfully, in France or in the foreigner, in each of the following four categories:

- ▶ Fight against violence to women and girls
- ▶ Education & leadership
- ▶ Professional integration and economic rights
- ▶ Women's actions for the environment

The winning associations of these four Grand Prizes received an endowment of € 15,000 each. A Public Prize of € 15,000 was also awarded to a fifth project (among the 8 non-winning finalist associations) following the online vote open to the public.

Finally, a RAJA "Coup de Cœur" Price of € 15,000 was awarded by the team members of the RAJA Group, customers and suppliers, following an online vote.

The 6 associations participating in this vote are selected from among the winning associations of the RAJA People Prices, organised every year by the RAJA-Danièle Marcovici Foundation.



As part of its commitment, the RAJA-Danièle Marcovici Foundation spoke at the "Climate Awakening" conference organised by the French Coalition of Foundations for the Climate on September 21, 2021 on the theme Women and Climate in order to share its expertise.

INVOLVEMENT OF RAJA TEAM MEMBERS

The RAJA Danièle Marcovici Foundation also has the mission of making the company's team members aware of its action, while offering them the opportunity to get involved alongside it. Launched in 2013, the RAJA People program offers different modes of involvement allowing them to support projects in favour of women at their level.

Micro-Donation

Thanks to a salary rounding system, each employee has the possibility of making a monthly donation of a few cents to several euros for the benefit of the Foundation. These donations are matched by RAJA and collected in the team members' fund. Once a year, donor team members are invited to vote in order to designate the associations that will receive the RAJA People Price and the donations collected throughout the year.

Support to Non-Profits: Skills-based Volunteering

Team members can carry out volunteer assignments in line with their professional skills with associations supported by the Foundation. To carry out their mission in the best possible conditions, employees undertake to devote a day of their leave to it. In return, and to support their commitment, RAJA offers them an additional day per year, to also be devoted to volunteering.

Promotion of Non-Profit Projects: Sponsorship

Team members who identify an interesting initiative in favour of women can recommend it to the Foundation, whether or not they are members of the association carrying the project. If it meets the eligibility criteria, the sponsor is then invited by the Foundation to participate in the selection process and the monitoring of the project, if it is supported.

Participation in activities organised by the Foundation

Throughout the year, the Foundation offers specific and varied events (especially around International Women's Rights Day on March 8, and the International Day for the Fight against Violence against Women on November 25), in order to allow team members to discover its actions, meet the associations it supports, and act at their level in favour of women's rights.

RAJA People Awards Ceremony



On June 29, 2021, Danièle Kapel-Marcovici presented the RAJA People Awards to 2 associations on behalf of the 160 micro-donors of RAJA and CENPAC.

The latter voted to reward 2 associative projects, one in France and the other internationally, which each received half of the donations collected throughout the year: €14,606 or €7,303 per association.

QUALITY EXCELLENCE OF THE RELATIONSHIP AND SERVICE TO OUR CUSTOMERS

Meeting our Customers' Expectations



As a member of FEVAD (Federation of E-commerce and Distance Selling), RAJA undertakes to respect all the rules contained in the FEVAD Professional Code, also called the "Quality Charter." RAJA has thus made the following commitments:

COMMITMENT n° 1 – Clear identification

FEVAD member companies undertake to be easily identifiable to consumers by providing clear information on their website, their catalogue, etc., thus allowing complete identification.

COMMITMENT n°2 – Fairness

FEVAD member companies undertake to comply with the obligations to ensure that customers are appropriately informed about their business activities. Member companies must uphold principles of fairness and professional diligence so as to respect consumers' rights and fulfil their duties to consumers.

COMMITMENT n° 3 - Providing a secure payment system

FEVAD member companies undertake to set up appropriate systems to secure payments so as to increase consumer confidence at that important stage of the ordering process.

COMMITMENT n° 4 - Providing accessible customer service

FEVAD member companies undertake to provide a convenient and easily contactable customer service so as to provide answers to consumers both upstream and downstream of the order.

COMMITMENT n° 5 - Offering a mediation service

FEVAD member companies undertake to inform consumers of the existence of one or more competent mediation mechanisms in the event of a consumer dispute.

Quality of the Customer Relationship

A MULTI-CHANNEL APPROACH FOR BETTER CUSTOMER SATISFACTION

RAJA does business in four complementary sales channels that guarantee the customer constant proximity, increased responsiveness and the smoothest possible experience: catalogues, websites, and both field- and office-based sales teams.

A customer-focused culture of service has been in the RAJA Group's DNA since the company's creation, and customer satisfaction is the foremost goal of all of our employees. Our close and human commercial relationship with our customers is what builds their loyalty and sets us apart from our competitors. Each of the Group's companies has its own integrated customer relations centre with customer service agents standing by to assist our clients. A team of 73 field and 86 office-based sales representatives is available to provide support and advice to our customers, helping them find solutions that improve their operational efficiency and reduce their costs while limiting their environmental impact.

We have undertaken several commitments in this context that offer the promise of quality service to all our customers whatever their size, consumption levels, or geographical location:

- ▶ Fast delivery in 24/48 hours anywhere in France
- ▶ Free delivery on purchases over €200
- ▶ 12 000 products available in stock
- ▶ The assurance of quality products
- ▶ The guarantee of stable prices over a period of 6 months
- ▶ Quantitative degressive discounts
- ▶ “Satisfied or refunded” guarantees



Under the management of Nathalie Chapusot, Managing Director in charge of media, sales and marketing, our multichannel strategy cultivates the fundamentals of customer satisfaction. Our marketing and sales teams express our commitments and our customer-focused culture in their direct contact with our clients and in all our marketing media.

Our catalogues and websites provide rich, accurate and detailed product information to facilitate customer choice. They give us an opportunity to convey our commitments and our ability to provide a quality service unique in our market. We have chosen to have internal teams produce all our media, and we have an in-house photo studio that guarantees our control over the quality of our visuals.

To provide complete product information, we use paper media in various forms. Our general catalogue presents our full product range, with detailed product information and numerous visuals of products in use to convey a better understanding. With our specialised catalogues, customers can discover a world of products supplementary to packaging and group their purchases together (one stop shop).

The high-quality presentation of our product range on our feature-rich website offers our online customers a seamless experience.

Over time we have implemented several new features:

- ▶ Specific search engine for boxes and bags
- ▶ Online customisation tool for adhesives and bags
- ▶ Packing station configurator
- ▶ Online invoicing
- ▶ Purchase history
- ▶ Etc.



In November 2021, RAJA won the Gold Award at the E-Commerce 2021 Awards in the Best Site Design category.

Organised by Ecommerce Magazine in France, the E-commerce Awards highlight the best initiatives and the most outstanding players in the industry. RAJA is proud to have won this award for its new European E-commerce platform developed by the RAJA Group's Digital Factory.



The new platform, which has been designed, tested and validated by RAJA's customers, improves and simplifies the shopping experience for the Group's European customers. With a modern design and new functionalities, the site offers a more fluid browsing and purchasing experience on all devices. The product sheets have been enhanced with filters and dynamic price tables to help customers make their choices. The customer area has been enriched and, thanks to the self-service function, customers can manage their purchases in a consolidated manner and across different sites, allowing for an approval process for orders.

This new platform will house the E-commerce activities of more than 20 RAJA Group companies in Europe in early 2022.



The editorials we release on our blog and social networks give us an opportunity to put out expert content prepared by specialists.

That's why RAJA was given such great marks on the following media in 2021:

- ▶ On Ekomi (seller ratings via its website), the average customer rating given to RAJA and its products was 4,54 / 5
- ▶ The overall satisfaction rate on the customer barometer was 99,6 %



THE CUSTOMER RELATIONS CENTER AND THE KEY ACCOUNTS SALES DEPARTMENT

The commercial organisation of the Customer Relations Centre and the Key Accounts Sales Department provides for the qualitative management of each customer:

- ▶ Welcome
- ▶ Advice on products and services
- ▶ Order entry and specific order management from Key Account customers
- ▶ Dedicated sales representatives on the phone and in the field
- ▶ Claims management.

The Customer Relations Centre had a phone availability rate of 96,01 % in 2021, with the objective of maintaining it at this level over time. It also shows a rate of calls being picked up within 20 seconds of 78,7 %, and with the aim of achieving 80 % in 2022.

RAJA's priority is to be close to our customers and attentive to their needs, so as to guarantee quality customer relations. Thus, the quality of our customer relationship is a supervised objective, with regular monitoring and evaluation of customer calls to detect training needs for service representatives, whether with regard to their speaking approach or the products themselves, and to help fully understand customer expectations.

Our approach to monitoring customer satisfaction levels, called customer care, includes follow-up of complaint files, survey analyses, the group's satisfaction barometer, as well as customer opinions (Ekomi, social networks, etc.). Corrective actions can then be taken based on these analyses.

Thus, the level of NPS recommendation of RAJA by its customers is 63, a decrease of 3 points compared to 2020, and with the objective of maintaining it above 58 over time.



Service Quality

RAJA has always made service quality and customer satisfaction a priority, and its ISO 9001 certification was a confirmation of its success in practice.

The Quality component of RAJA's CSR policy has the following focus areas:

- ▶ Quality of the customer relationship
- ▶ Product quality
- ▶ Process efficiency and performance
- ▶ Employee competence
- ▶ Compliance with regulations
- ▶ Investment in performance and competitiveness

Service quality is monitored via service level indicators as follows:

- ▶ Weekly, at operational Quality meetings bringing together the primary divisions (Sales, Logistics, Marketing, Information Systems, Procurement, Supplier Purchasing Quality), addressing operational difficulties encountered, organised by Customer Quality.
- ▶ Monthly, at Customer Satisfaction Board meetings, bringing together the directors and Quality liaisons for the primary divisions to monitor service quality level indicators, organized by Customer Quality.
- ▶ Monthly, at meetings of the Management Committee.
- ▶ Annually, during Management Review in the presence of the Management Committee, addressing the annual report, the action plan and the objectives for the coming year.

Process performance is monitored annually as part of the integrated QSE Management System during process reviews, including an assessment of the previous year and planning for the coming year's objectives.

Like any ISO 9001 management system, RAJA's Quality system is based on continuous improvement. With statistical analysis, we can identify proven or potential dysfunctions, and implement the necessary curative, corrective and preventive actions. The action plans are managed by the QHSE Department in collaboration with all the RAJA business divisions.

RAJA's strong involvement will enable an internal service rate of 93.92% and an external service rate of 97.96% to be achieved in 2021, compared to 93.64% and 95.50% respectively in 2020.



The various QUALITY indicators are mentioned in detail in the CSR INDICATORS paragraph

Promotion of Sustainable Consumption

SUPPORT OUR CUSTOMERS IN SUSTAINABLE CONSUMPTION

Because preserving the planet must be our priority for all, RAJA is the eco-friendly partner at the service of its customers and encourages them to make their company more respectful of the environment so that they can engage in an active and sustainable reduction of their impact on the environment.

Promotion of good practices

Packaging is essential to protect, transport, ship or correctly present all the products we consume. It is by promoting a circular economic model, avoiding over-packaging and using more eco-friendly packaging that we can reduce waste.

RAJA offers its customers more ecological alternatives adapted to their needs and supports them in promoting good packaging practices. In the "Our eco-responsible approach" section of its website www.raja.fr, RAJA offers its customers the opportunity to download the "RAJA Environment Booklet" as well as infographics on the following themes:

- ▶ 5-R's of Packaging (Reduce, Reuse, Replace, Renew, Recycle)
- ▶ Waste Management
- ▶ Waste Recycling
- ▶ Selective Sorting



How to manage commercial waste

1 SORT

2 COLLECT

3 RECYCLE

RAJA

Recycling facts

PAPER & CARDBOARD
OVER 12.5 MILLION TONNES OF PAPER AND CARDBOARD ARE USED PER YEAR, AND 70% LESS ENERGY IS USED TO RECYCLE VS USING RAW MATERIALS.

GLASS
GLASS CAN BE RECYCLED INDEFINITELY.

PLASTIC
THE 2020 SINGLE-USE PLASTIC STRAW BAN WILL EXEMPT DISABLED GROUPS, WHO CAN PURCHASE THEM FROM REGISTERED PHARMACIES.

WOOD
PALLETS CAN BE BROKEN DOWN INTO PELLETS, MAKING NEW PALLETS AND WOODEN FURNITURE.

METAL
EACH YEAR 600 MILLION AEROSOL CANS ARE USED. THAT'S 30,000 TONNES OF RECYCLABLE MIXED METALS.

RAJA

Which waste bin to use

PAPER AND CARDBOARD
100% RECYCLABLE + BIODEGRADABLE
Paper with staples and envelopes with windows are accepted, these will be removed during the recycling process.

METAL
RECYCLABLE

PLASTIC
RECYCLABLE
Common items include bottles and containers.

FOR OTHER PLASTICS
Can only be put in the general waste bin.
By 2020, the UK government will introduce new controls on single-use plastic items.

GLASS
100% RECYCLABLE
Some glass objects cannot be recycled as the composition is different, such as dishes.

RAJA

Animation of Webinars

During 2021, several Webinars were organised and led by the Key Accounts Customer Department and by the Purchasing & Product Marketing Department in order to raise awareness and inform our customers and prospects about eco-responsibility, the evolution of the regulatory context and best practices to adopt to reduce the impact of their activities on the environment.

More environmentally friendly packaging solutions

Growing consumer and industry awareness of environmental concerns is accelerating the growth of the eco-friendly packaging market.

In 2021, 3 trends are emerging on new consumer expectations around eco-friendly packaging:

- ▶ **A return to nature** with packaging made from natural materials that are safe for humans and nature.
- ▶ **Mono-material packaging**, much easier to recycle, but without compromising product protection.
- ▶ **Easy-to-use products** (ease of opening the packaging and careful opening for reuse of the packaging).

Raja positions itself as an actor of the ecological transition by working with stakeholders committed to the environment and promotes good practices to reduce the impact of its products on the environment focused on the 5Rs of packaging:

- ▶ **Reduce** packaging and optimize the weight-volume of shipments.
(73% of consumers are sensitive to products ordered online being delivered in suitable packaging, i.e. packaging that is not too large compared to the product they purchased - Toluna study 2020)
- ▶ **Reuse** packaging as much as possible
(85% of e-shoppers favour the reuse of packaging to return a package - Source FEVAD)
- ▶ **Replace** certain materials with more eco-friendly alternatives
(48% of consumers say they would avoid brands or retailers that did not seek to reduce the use of non-recyclable plastic packaging - Toluna 2020 study)
- ▶ **Renew** by choosing materials based on renewable raw materials
(44% of consumers would be willing to spend more for a product if it is packaged with sustainable materials - Toluna Study 2020)
- ▶ **Recycle** by giving packaging a second life
(86% of respondents recognize the Möbius loop (indicating that packaging is recyclable), making it the most recognized logo in Europe. It is also considered the most important mark by consumers - Toluna study 2020)



The 5Rs of packaging, axes of our Eco-Friendly Strategy, were also discussed during 2 other webinars:



Food Packaging

The end of all single-use plastics by 2040 requires distributors to find alternative solutions by offering our customers products that comply with current legislation.

RAJA allows its customers to take advantage of these regulatory constraints by offering a wide range of eco-friendly products made from natural materials.



This support for our customers aims to enhance their image and improve the customer experience and highlight their products. This approach allows our customers to:

- ▶ Create a visual identity
- ▶ Communicate on their brand
- ▶ Convey their responsible commitment
- ▶ Create the event
- ▶ Be the bearer of new consumer trends
- ▶ Stand out

RAJA's Blog

On its website (<https://blog.raja.fr/>), RAJA makes available to its customers articles to support them in the choice of eco-friendly solutions in the framework of their activities.

3 techniques d'éco-conception d'emballage à envisager | RAJA



Comment mettre en place une stratégie de transport éco-responsable ? | RAJA



Logistique verte : 5 bonnes pratiques pour un entrepôt éco-responsable | RAJA



Protection of our Customers' Health & Safety

HEALTH & SAFETY AWARENESS

Catalogues

The general catalogue which is printed twice a year (March and September) is the first vector of communication and awareness of our customers.

It also provides support to our on - the -job and sedentary businesses and in particular offers solutions to equip the workplace and protect co -workers and team members so that they can perform their tasks safely.

For all products in each of the categories, pop-ups "Our Specialist's Advice" appear in our general catalogue. These pop-ups allow our customers to choose their products benefiting from our professional expertise.

Technical Sheets



All products, subject to CLP regulations on classification, labelling and packaging for the purpose of ensuring a high level of protection of human health and the environment as well as the free circulation of substances, mixes and articles, carry the regulatory pictograms.

Technical sheets mention:

- ▶ The designation of the product
- ▶ The properties
- ▶ The composition
- ▶ Precautions of use & manipulation
- ▶ Storage conditions
- ▶ Compliance with the regulation in force
- ▶ Descriptions of first aid where appropriate

are downloadable on the website.

These technical sheets are only of informative value, the Safety Data Sheet (SDS) and the etiquette remain the regulatory reference documents.

Safety Data Sheets

Safety Data Sheets containing data relating to the properties of a chemical substance regarding risks and dangers, are kept at the disposal of customers on a single request to commercial teams or to quality product Department.

REACH Compliance Certificates

REACH is a European regulation (regulation n°1907/2006) which came into force in 2007 to secure the manufacture and use of chemical substances in European industry. This involves identifying, evaluating and controlling chemical substances manufactured, imported and placed on the European market.

REACH certificates relating to the manufacture or use of chemical substances are available to customers on request from the sales or product quality teams.

Prevention of Musculoskeletal Disorders (MSDs)

RAJA GROUP | **DECLARATION DE CONFORMITE REACH**

Nom du Fournisseur : _____

Cette déclaration est établie à l'attention des sociétés :

RAJA, 16 Rue de l'Étang, 93280 Tremblay-en-France et la société
CINPAC, 363 Rue de la Belle Étoile, 93912 Rosny CDG Cedex.

En application de l'article 33 du règlement, vous êtes légalement tenu de nous informer dès qu'une des « substances de la liste candidate SVHC » ou de la liste des substances soumises à autorisation « est présente dans les articles que vous nous fournissez. (voir dans ci-dessous)

<https://echa.europa.eu/fr/candidate-info-table>
<https://echa.europa.eu/fr/substances-list>

Le fournisseur déclare avoir pris connaissance de la réglementation REACH et CLP, ainsi que des dernières mises à jour. Après avoir pris en considération ses obligations vis-à-vis de ces règlements, le fournisseur certifie que : (Case à cocher pour validation du présent document)

Substances dangereuses

Les articles livrés à nos sociétés par le fournisseur, ne contiennent pas de substances dites dangereuses selon le Règlement CLP 1272/2008.

Certains articles livrés à nos sociétés par le fournisseur, contiennent des substances dites dangereuses selon le Règlement CLP 1272/2008.

Le fournisseur s'engage à communiquer toutes les informations permettant l'utilisation des articles concernant les substances en toute sécurité (joindre les Fiches de Données de Sécurité).



In order to protect its clients' employees from musculoskeletal disorders, RAJA France offers two professional training courses: "Gestures and Postures" training and "Muscle Awakening" training in partnership with approved training organisations.

Blog RAJA

On its website (<https://blog.raja.fr/>), RAJA provides its customers with articles and videos to inform our customers about the solutions we can offer them in terms of Health & Safety. as part of their activities.

Logistique & santé : assurez de bonnes conditions de travail à vos employés | RAJA



Le guide des bonnes pratiques pour maximiser la sécurité de votre entrepôt | RAJA



Comment améliorer le bien-être dans votre entrepôt ? | RAJA



Hygiène & sécurité dans l'entrepôt pendant la crise du Coronavirus | RAJA



EMERGENCY RESPONSE

Product Recall Procedure

The "Product Recall" procedure is in place and describes the steps to follow when detecting a problem with a product sold that has a potential impact on the health or safety of people, to inform customers after ordering the product concerned and/or proceed to a product recall.

This procedure also applies when detecting a problem that causes the quality of a product sold.

Whether the information provided by the supplier, from a customer review, from a random control by competent authorities or from an internal detection, the references concerned are identified and the nature of the failure and/or the potential impact is analysed. During the initial analysis the information regarding the state of the stocks, the estimate of the number of orders and customers concerned as well as the place of sale of the product are collected.

In the case where the issue is due to the quality of the product or the impact on the health and safety of users or persons in contact with the product is avoided, communication with customers is carried out by a written mail or by mail or by telephone and a product reminder is organised.

Stocks of the product in question are systematically blocked from sale and are either returned to the supplier or confiscated. The product in question is removed from all sales platforms (catalogue, website).

Customer demands' Treatment concerning Health & Safety

Customer requests in terms of health and safety are handled by the QSE (Quality, Safety, Environment) Department or by the QPF (Quality Products Suppliers) Department. These requests concern essentially:

- ▶ Safety Data Sheets (SDS)
- ▶ Our statistics in accidentology and in particular our frequency rate and gravity rate
- ▶ Occupational Health & Safety Policy
- ▶ Occupational Risks Assessment

SOCIAL & HUMAN RIGHTS

Human Resources Policy

We have identified human capital as a strong issue in our chart of CSR issues. Indeed, to accompany our growth and remain a leading actor in our sector with a diverse quality of service, we must constantly evolve our strategy and anticipate the evolution of our techniques, methods and tools.



Our Human Resources policy was oriented on the support of the attraction of new external skills, on the adaptation and development of our internal skills, and on the retention of team members and was articulated until around the commitments of ' integration, skills management, promotion, internal mobility and annual performance evaluation.

In addition to the principles of respect for human rights and international labour standards, we have integrated 2 sustainable development goals in our Human Resources Policy that now apply to all RAJA Group entities.

The Group Human Resources policy has been formalised and applies to all RAJA Group entities; it rests on 8 fundamental themes:

- ▶ Share, communicate the ambition, goals and founding values of the Group
- ▶ Promote the RAJA employer brand
- ▶ Strengthen the organisation
- ▶ Improve processes and tools
- ▶ Develop talents (training, mobility, promotion & equal opportunities)
- ▶ Strengthen HR capabilities
- ▶ Promote CSR culture and sustainable development goals
- ▶ Promote Well-Being & Safety in the workplace

Health & Safety of Team Members

HEALTH & SAFETY MANAGEMENT AT THE WORKPLACE

Health & Safety Awareness

Safety Welcome Booklet

On their first day at RAJA, the new team members receive a Security welcome booklet, in which they find the relevant information:

- ▶ Emergency Response Plan
- ▶ Risk prevention
- ▶ Internal & external H&S trainings
- ▶ Rules applicable in the warehouse

Temporary personnel, on the other hand, receive an alleged version of this welcome booklet in the form of a brochure that repeats the basic rules to be followed in order to work on the site and perform their tasks in complete safety.

Health & Safety Protocol

As part of the Covid-19 pandemic between 2020 and 2021, a RAJA protocol has been drafted in conjunction with the National Protocol to ensure Health and Safety of team members in the Company. This document was addressed to all staff, collaborators and personnel detached at RAJA and was systematically handed over during the reception of new arrivals. This document was reviewed:

- ▶ Methods of implementation of prevention measures
- ▶ Measures of physical distance
- ▶ Hygiene measures
- ▶ Personal protective equipment
- ▶ Symptoms & management of contact cases

Health & Safety Integration Day

This project could not be started in 2021 due to the health crisis, it was postponed to 2022.

This integration day will not be solely dedicated to health & safety, but a part devoted to this theme is provided in the planning to sensitize team members to the security rules applicable on the site.

A site visit with emergency reactions will be systematically organised so that new arrivals can become familiar with their work environment and with the site in general.



Health & Safety at Work Trainings

Health & safety training at the workplace

In addition to the handing over of the Health & Safety welcome booklet to new team members and in anticipation of the Health & Safety Integration Day Implementation, a Health & Safety training is provided to all new team members within the logistics department. This on -the -job training is provided by the Manager and the Logistics Safety Coordinator for all matters concerning the Health & Safety rules applicable in the warehouse.

Workplace instruction sheets

As part of the review of the Occupational Risk Assessment Document, instruction sheets for various workplaces (including Logistics) will be put in place. These documents are intended to remind co-workers and good manners that team members can perform their duties in a safe manner and preserve their health by adopting good gestures and good postures.

Safety updates during team briefings

Team members' health and safety is a daily priority. During team briefings a point on safety is systematically addressed in order to remind everyone of the importance of complying with the guidelines applicable to the site.

Safety trainings linked to Business

CACES

The Training Department of the Human Resources Department oversees safe operation certificate (CACES) training, including both basic & refresher courses for the various forklift operators.

ELECTRICAL CERTIFICATIONS

All personnel in charge of site maintenance and technical installations have electrical certifications at varying levels depending on the responsibilities of the personnel concerned.

PREVENTION OF RISKS ATTACHED TO PHYSICAL ACTIVITY

Several Logistics team members performing manual handling or repetitive operations attended a training for Physical Activity Risk Prevention (PRAP). This training is a real added value that allows concerned team members to be actors in improving working conditions in a way that reduces the risks of work accidents or occupational diseases.

Internal Health & Safety trainings

Several formations related to Health & Safety (hereafter in ***bold italics*** trainings dispensed from 2022) are dispensed internally:

- ▶ Emergency Response Plan
- ▶ First Aiders
- ▶ Extinguishers' Handling (theory)
- ▶ Lin leaders & Line controllers
- ▶ Personal Protective Equipment
- ▶ ***Ergonomics at work***
- ▶ Occupational risk assessment
- ▶ ***Hazardous & chemical products management***
- ▶ ***Road risk***

OCCUPATIONAL RISK ASSESSMENT

In accordance with Article R4121-1 of the Labour Code, RAJA annually updates the Occupational Risk Assessment Document (DUER) in which all the risks that team members may face are detailed. preventive, protective or permissive measures to reduce or eliminate them.

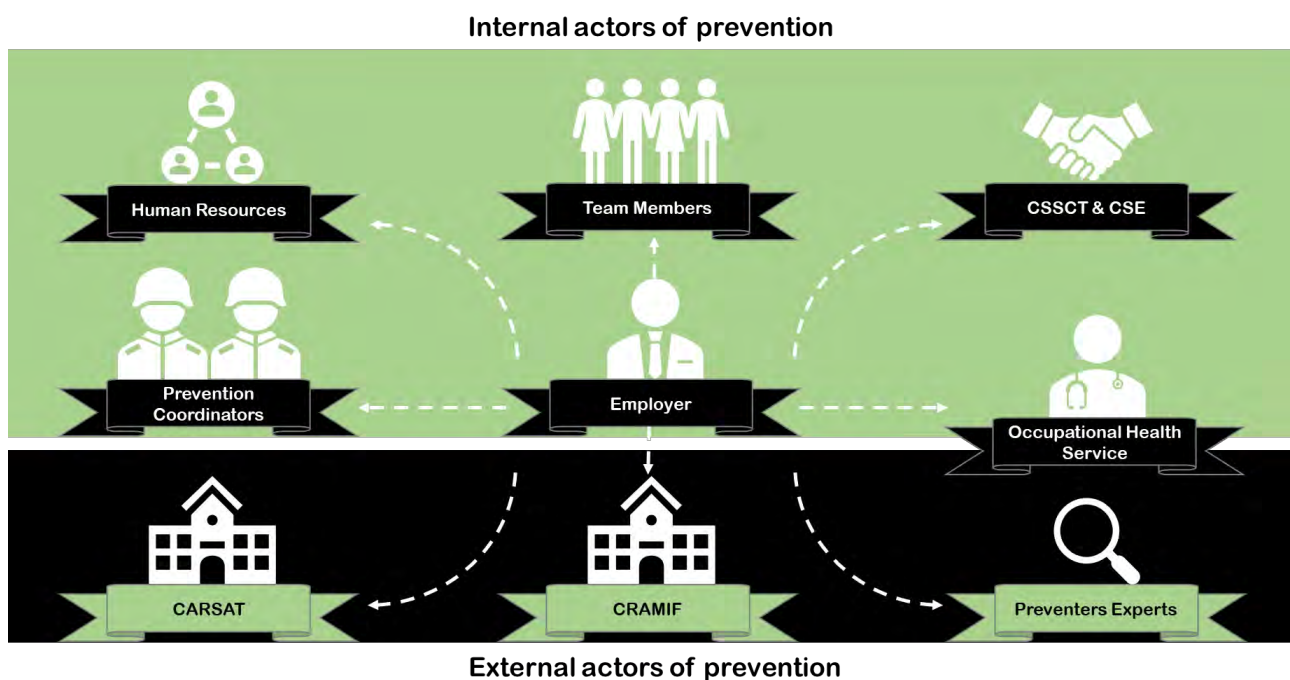
In 2021, a new matrix, some new Labour Units, as well as a new methodology for the assessment of different risks were presented to the Health, Safety & Working Conditions Commission (CSSCT) which validated them for a publication of this new occupational risk assessment document in 2022.

Occupational Risk Assessment Training

As part of the 2022 implementation of the new occupational risk assessment matrix and the new quotation system, training was provided internally in May 2021 to sensitise the various internal prevention actors to the new methodology and to the risks to be evaluated in the company in order to be in compliance with the legislation in force

Have attended to this training the following people:

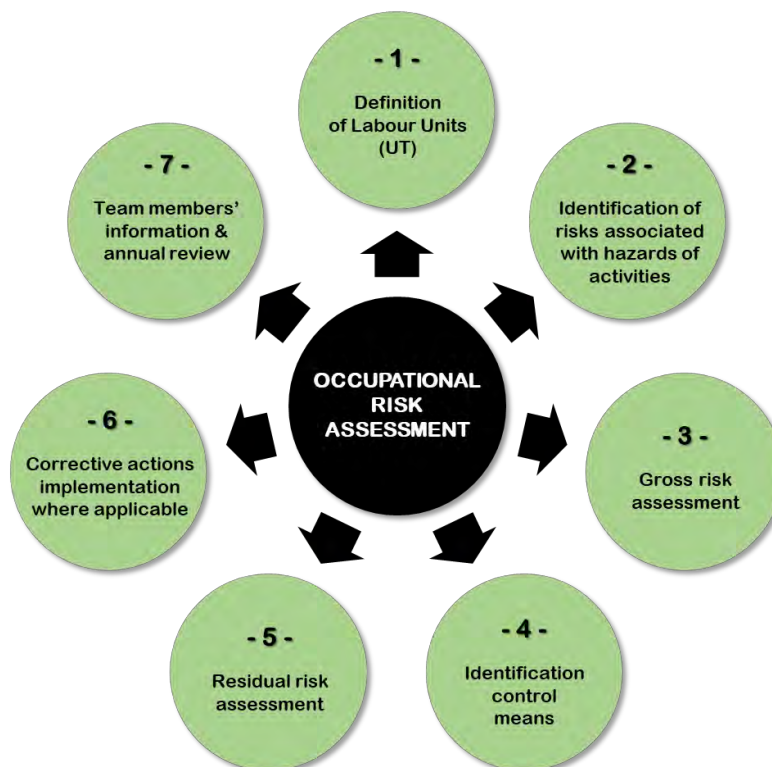
- ▶ Health, Safety & Working Conditions Commission members
- ▶ Human Resources Department team members
- ▶ Logistics Safety Coordinator
- ▶ QSE Department team members
- ▶ Occupational Health Service



Involvement of Team Members in Occupational Risk Assessment

In order for this risk assessment to be the most efficient and representative possible, working groups seeking to involve team members were put in place to allow a participatory approach and that everyone could feel involved and contribute to the improvement of working conditions where applicable.

Steps of the Occupational Risk Assessment



Assessed risks

The risks that have been taken into consideration for the occupational risk assessment are as follows (the risks that will be evaluated in the new matrix to be put in place for 2022 are in ***bold italics***):

- ▶ ***Organisation of Prevention***
- ▶ ***Organisation of work***
- ▶ Risk of falling from height
- ▶ Risk of tripping
- ▶ Risk related to the Internal Traffic of Vehicles
- ▶ ***Risk related to co-activity***
- ▶ Risk related to manual handling
- ▶ Risk related to mechanical handling
- ▶ ***Risk related to air quality***
- ▶ ***Asbestos risk***
- ▶ Risks related to electricity
- ▶ Risk of fire / explosion
- ▶ ***Risk related to lack of hygiene***
- ▶ ***Risk related to home office***
- ▶ Risks related to working alone
- ▶ Risk related to work on screen
- ▶ Risks related to biological agents
- ▶ Risks related to lighting
- ▶ Risk related to noise
- ▶ Risks related to the thermal environment
- ▶ ***Risks related to electromagnetic fields***
- ▶ Risk related to falling objects
- ▶ Risks related to work equipment
- ▶ Risk related to hazardous & chemical products
- ▶ Road Risk
- ▶ Psycho-social Risks (PSR)

Preventive measures to reduce / eliminate risks

Personal Protective Equipment

All team members are equipped with personal protective equipment (safety shoes, hearing protection for positions with an exposure limit value greater than the 80 dB threshold) and work clothes that allow them to perform their tasks safely.

Safety Instructions

Safety instructions relating to the emergency response plan (accident, fire, evacuation, containment, etc.) are displayed in all premises and instructions have been drafted and displayed near machines and operating equipment.

Safety Tips

Safety tips aimed at making team members aware of the risks, the preventive measures in place and the best practices to follow to preserve their health and safety in the workplace have begun to be drafted and will be deployed in 2022. following the annual review of the Occupational Risk Assessment Document.

Prevention Measures for Musculoskeletal Disorders (MSDs)

Several actions were carried out in 2021 to prevent Musculoskeletal Disorders (MSDs):

IN LOGISTICS

- ▶ Installation of height-adjustable and ergonomic tables for order picking
- ▶ Installation of a conveyor at the order picking line
- ▶ Provision of a mobile conveyor for unloading trucks
- ▶ Deployment of exoskeletons to assist the operator in handling oversized products
- ▶ Implementation of lighter and more manoeuvrable picking trolleys for picking parcels
- ▶ PRAP training followed by employees performing manual handling, carrying loads and repetitive movements

IN OFFICES

- ▶ Supply of ergonomic chairs and height-adjustable desks
- ▶ Supply of ergonomics equipment for workstation (mouse, mouse pads with gel wrist supports, monitor risers, etc.)

Prevention of Psycho-Social Risks (PSR)

The organisation of work in the various departments has been put in place to prevent Psycho-Social Risks (PSR). In this difficult health context, our Group has not suffered from the resulting economic crisis and has implemented actions so that team members can carry out their tasks serenely:

- ▶ Several company agreements signed with representatives were renewed
- ▶ The Mandatory Annual Negotiation (NAO) was held with the Union Representatives
- ▶ Additional resources have been allocated to the various departments to compensate for the increased activity
- ▶ A Social Worker is present on site at regular intervals (1/2 day per week)
- ▶ Home office has become more democratic.

Periodic Regulatory Inspections

The periodic regulatory checks of the installations, equipment and site, mentioned below, are part of the means of prevention which guarantee compliance but also the proper functioning of all the material or technical resources necessary for the safe accomplishment of tasks of team members of RAJA:

- ▶ Electrical installation
- ▶ Infrared thermography
- ▶ Lifting devices & accessories
- ▶ Lifts
- ▶ Pressure equipment
- ▶ Fire protection & prevention equipment
- ▶ Doors & gates
- ▶ Water networks
- ▶ Air pollutants
- ▶ Noise pollution
- ▶ Lighting
- ▶ Electromagnetic fields
- ▶ Asbestos

Occupational Risk Assessment Document (DUER)

The Occupational Risk Assessment Document (DUER) was updated in August 2021, thus meeting the annual update obligation in accordance with article R 4121-2 of the Labour Code.

This document has been made available for free consultation so that all team members can read it.



HEALTH AT WORK

Occupational Health Service

The RAJA occupational health service is made up of a nurse present on the site from Monday to Friday from 9:00 am. to 5:00 pm. and an occupational doctor available on request and is present ½ day per month.

The missions of the Occupational Health Service are as follows:

Nurse

- ▶ Conduct occupational health actions intended to help preserve the physical and mental health of workers throughout their professional career
- ▶ Advise management, workers and their representatives on the provisions and measures necessary to prevent or reduce occupational risks, improve working conditions, prevent the consumption of drugs and alcohol in the workplace, prevent sexual and psychological harassment, prevent or reduce hardship at work and occupational withdrawal, and promote employee retention.
- ▶ Monitor team members' health in consideration of the risks affecting their (and third-party) health and safety at work, the physical strain of their duties, and their age.

As part of the risk assessment process and in particular in updating the Occupational Risk Assessment Document (DUER), the nurse is involved alongside the members of the Health, Safety & Working Conditions Commission (CSSCT).

Occupational Physician

The role of the occupational physician is to prevent any impairment of workers' health as a result of their work, in particular by monitoring the conditions of hygiene at work, the risks of contagion, and the workers' state of health. The occupational physician is an adviser to the employer, team members, staff representatives and social services, on:

- ▶ Improve living and working conditions at the company
- ▶ Adjust jobs, working techniques and the pace of work for better physical and mental health, with a view to promoting employee retention in particular
- ▶ Protect team members workers against all hazards, and in particular against the risk of occupational accidents or exposure to dangerous chemical agents
- ▶ General hygiene at the company and in catering services
- ▶ Health prevention and education at the company in connection with occupational activity
- ▶ New construction and Improvement of our layouts
- ▶ Changes made to our workplace and our equipment
- ▶ The establishment or modification of night shift scheduling
- ▶ Support in case of any major reorganisation at the company

The occupational physician also advises the employer by participating in the risk assessment as part of the preparation of the company record, and as part of activities related to the working environment conducted with the other members of the multidisciplinary team directed and coordinated by the occupational physician.

First Aiders

First Aiders are in charge of managing injured people or people having discomfort. They provide first aid by following the instructions provided during their training and contact the External Emergency Services if necessary.

If it is a minor accident, they fill out the infirmary notebook. In the event of an accident at work, they inform the Human Resources Department.

The list of First Aid is displayed on the panels provided for this purpose.

Mandatory Health Checks

Throughout their career in the company, team members are subject to a number of medical examinations aimed at validating their ability to perform their duties in the company or detecting possible dangers to their health. at the workstation.

As in 2020, the health context linked to the Covid-19 pandemic has forced occupational medicine centres to modify their practices, particularly with regard to VIPs (Information and Prevention Visits):



- ▶ During the second quarter, there were no VIPs. Only remote recoveries were carried out by certain centres
- ▶ Postponements have been granted for VIPs
- ▶ Decree 2021-56 of 22 01 2021 JO 24, provides for the possible postponement of initial and intermediate inspections SIS, intermediate and periodic inspections SIR until the deadline of April 22, 2022, postponed to September 30, 2022
- ▶ Our reporting centres have been overstretched by requests for follow-up visits and others, and VIP appointments are therefore often granted sparingly

By posting, team members are informed of the various recurring medical check-ups that they will have to follow during their career:

Type of Visits	Main Initiative	Frequency
Mandatory Medical Visits		
Information & Prevention Visit (VIP) <ul style="list-style-type: none"> For all team members 	The Employer	3 months maximum from the hiring's date
Recovery visit <ul style="list-style-type: none"> After maternity leave After an occupational disease After a stoppage of at least 30 days due to an accident at work, illness or non-professional accident 	The Employer	Within 8 days from the date of work's recovery
Simple Individual Tracking (SIS) <ul style="list-style-type: none"> For all team members 	The Employer	5 years maximum after the last visit
Reinforced Individual Monitoring (SIR) <ul style="list-style-type: none"> For team members assigned to a position subject to a specific aptitude test (operating certain work equipment, electrical clearances, etc.) 	The Employer	A medical visit is carried out by the occupational physician before hiring and is repeated at least every 4 years. An intermediate visit is carried out by a healthcare professional no later than 2 years after
Other Medical Visits		
Occasional Visits <ul style="list-style-type: none"> For all team members 	The Employer / the team member / the attending physician	According to the availability of the Occupational Physician
Pre-recovery visits <ul style="list-style-type: none"> For team members who have been off work for more than 3 months 	The team member / the attending physician	3 months maximum from the date of recovery
Complementary Visits <ul style="list-style-type: none"> • For all team members 		

Complementary Health Insurance

Subscription to the complementary health insurance allows all team members to complete their reimbursements of health costs in addition to the part reimbursed by Social Security.

Unlike individual complementary schemes, company complementary health insurance are collective schemes that protect all team members and managers of the company by offering guarantees adapted to the specificities of the company and/or the sector of activity.

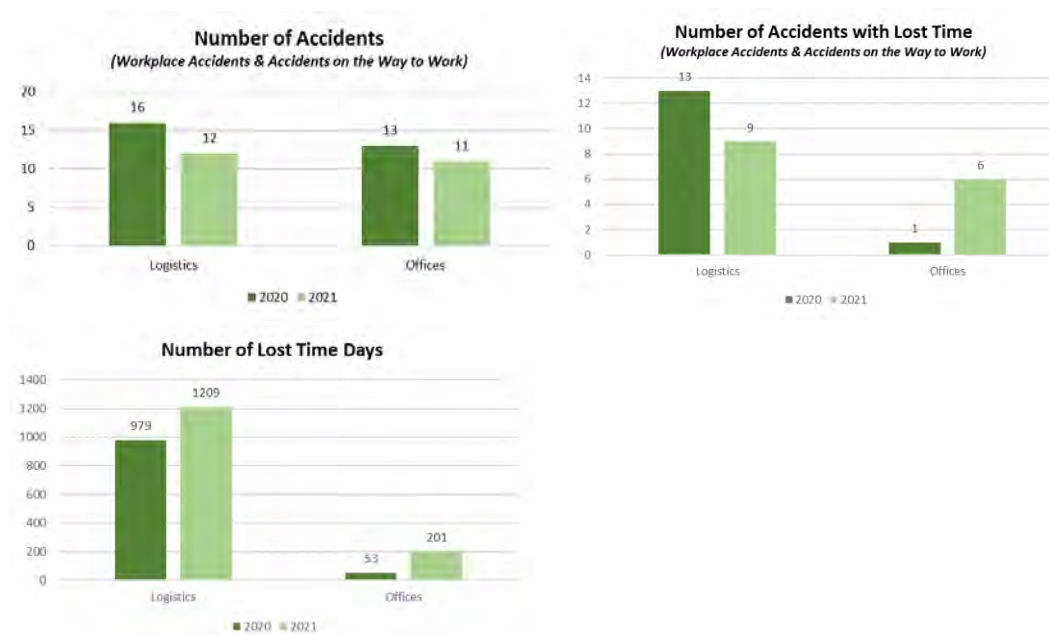
ACCIDENTOLOGY

Accident Monitoring

Cumulatively (Logistics + Offices) over 2021, accidentology statistics (Workplace Accident + Commuting Accident) are down 20.6% compared to 2020 with 23 accidents (including 3 accidents on the way to work) recorded against 29 last year.

In detail, there is a 25% drop in logistics, which is explained by the implementation of several support solutions in the prevention of Musculoskeletal Disorders (MSDs) as well as a 38% drop at office level, taking into account only accidents at work and 15% if accidents on the way to work are included.

Despite these significant drops in the number of accidents recorded, the number of days lost increased by 36.6% with 1,406 days lost in 2021 compared to 1,032 in 2020 (+23% for Logistics and +279% for offices).



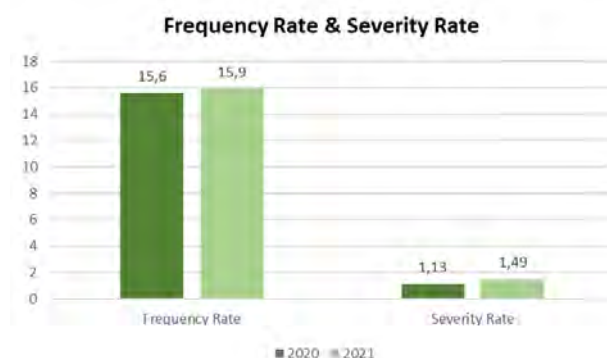
The number of days lost is mainly explained by:

- ▶ 2 Logistics team members whose accidents occurred, one in 2019 (commuting accident recognised as a work accident because traveling to another site) and the other in 2020 (wrist trauma while handling a package) were absent for the whole of 2021, i.e. 730 calendar days
- ▶ 1 logistics team member whose accident occurred in April 2021 was off until January 2022, i.e. on leave for 239 days for 2021
- ▶ 1 office team member on leave following a discomfort.

Frequency Rate & Severity Rate

The frequency rate and the severity rate are impacted by the 2 accidents that occurred in 2019 and in 2020 for which Logistics employees were on leave for the whole of 2021.

The severity rate is increasing given the injuries related to these accidents (trauma to the lower limbs).



COVID 19 Health Crisis

PERMANENT MOBILISATION OF OUR TEAMS

The health crisis linked to the Covid-19 pandemic persisted in 2021. In line with what we had implemented in 2020 to provide service to our customers, all protective measures have been maintained or even reinforced to ensure the health and safety of team members present on the sites. Home office has been introduced in the Departments where it was possible.

Several screening campaigns were organised by the Occupational Health Service of the Human Resources Department throughout the year to enable volunteer team members to be tested at their workplace.

The Executive Committee regularly ensured the coordination of all the companies of the Group in order to guarantee the correct application of the preventive measures for the continuity of the activity. The directors and managers of the Group's subsidiaries have supported their teams on a daily basis and have put in place the organisations and action plan necessary for the situation and to adapt them to its evolution.

Throughout 2021, our teams in all Group companies have been mobilised to guarantee excellence in service to our customers.



Working Conditions

NEW TEAM MEMBERS' ON-BOARDING

Welcome Session

The arrival at a new company, in a new position, is an important moment of professional life. That's why at RAJA we try to do whatever we can to take advantage of the opportunity to make that moment a special one, where new team members can learn about our professional specialties and our organisation.

On their first day at RAJA, new team members receive an onboarding booklet, a practical human resources guide where they can find information about:

- ▶ Human resources contacts
- ▶ Daily life at RAJA
- ▶ Working conditions
- ▶ Health & safety
- ▶ Quality & the environment
- ▶ Components of their remuneration
- ▶ Trainings' opportunities
- ▶ The different types of leave
- ▶ Team members' benefits (health insurance, provident insurance, child-care, etc.)



During this welcome session, the new team member also receives:

- ▶ A copy of the internal rules of procedure
- ▶ A copy of the various agreements concluded with the social partners
- ▶ The ethics charter
- ▶ The anti-corruption code of conduct
- ▶ Their contractual documents

Integration Phase

In order to limit the use of subcontracting and outsourcing, the skills necessary for the development of RAJA are first sought internally, and all job offers are communicated on the intranet.

The integration phase, essential for understanding the specificities of our businesses and the challenges of the workstation, contributes to the loyalty of our employees. We have set up integration systems adapted to the job category and level of responsibility of each.

The integration process includes time for immersion and exchange so that the new team member can discover all the company's jobs, its various departments and meet all the people with whom he is likely to have regular contact in the framework of his work. The integration is completed for managers by a report of astonishment which aims to collect the first impressions of the new employee, to evaluate the internal functioning and to identify areas for improvement. It also allows to highlight the good practices of the company.

The immersion periods are intended to get into the daily life of the various departments, to understand each person's job and the requirements of each department. Thus, an employee of the Customer Relations Centre will be able to follow an employee of the Logistics department in his order preparation work, or an employee will be able to follow a sales adviser in double listening when he is on the phone with a customer whose ordered.

PAID LEAVES & EXCEPTIONAL LEAVES

Paid Leaves, RTT & Leaves linked to Seniority

The acquisition period for paid leaves is from June 1 of year N-1 to May 31 of year N.



The period for taking the main leave (summer leave) is from June 1 of year N until October 31 of year N. The minimum take is 12 consecutive days and a maximum of 24 days. The balance of legal leave must be taken before May 31 of the following year (N+1).

For a seniority of one year (if the recruitment takes place during the year, the calculation is made pro rata to the time of presence during the acquisition period, which must be at least one month), at 01/06 of the reference year, the annual fees are as follows:

Status	RTT	Paid Leaves	Seniority Leaves		
			20 Years	25 Years	30 Years
Worker	12 Days (1 day / month)	25 Days (2,08 days / month)	2 days (2 days)	4 days (4 days)	6 days (6 days)
Supervisors	11 Days (0,92 day / month)	26 Days (2,16 days / month)	2 days (2 days)	4 days (4 days)	6 days (6 days)
Managers & Directors	8 Days (0,67 day / month)	29 Days (2,41 day / month)	-		

Exceptional Leaves

Parents' Leaves (until the child is 21)

Workers & Supervisors with less than 6 Months Seniority	Workers & Supervisors with more than 6 Months Seniority	Managers & Directors
1 day for 1 child or 2 children	2 days for 1 child or 2 children	2 days for 1 child or 2 children
2 days for 3 children or more	4 days for 3 children or more	4 days for 3 children or more

Family Events' Leaves

Exceptional Event	Additional Paid Days
Marriage or PACS of the team member	4
Birth of a child (*)	3
Adopting a child	3
Marriage of a child	1
Death of spouse/child	5
Death of father, mother, spouse's parents, brother or sister	3
Death of a grandparent	1
Move	1 / year

() Leave granted to the father independently of paternity leave*

Maternity leave

Maternity leave lasts 16 weeks for the 1st and 2nd child (6 weeks before, 10 weeks after) and 26 weeks (eight weeks before, 18 weeks after) from the 3rd child.

Future mothers will be able to postpone, within the limit of 3 weeks, the starting point of the prenatal leave. Postnatal leave will be increased by the same amount.

Adoption Leave

Number of Children	Number of weeks
For the 1st and 2nd child	10
From the 3rd child	18
Multiple adoption	22

Paternity leave

Since July 1, 2021, the paternity and childcare leave previously planned for a period of 11 consecutive calendar days has been increased to 25 days which can be divided for a single birth and from 18 to 32 days in the event of multiple births. Paternity leave is covered by Social Security up to 50% and must be taken before the child is 4 months old.

Parental Education Leave

Following the birth or adoption of a child aged 16 or under, any team member present in the company for at least one year on the date of the child's arrival can benefit from parental leave for education.

There are two types of parental leave:

- ▶ Full-time leave, during which the employment contract is suspended
- ▶ Part-time work: the duration must be at least 16 hours per week. The team member can choose the duration of work that suits him; on the other hand, the distribution of hours must be fixed in agreement with the employer

WAGES & WORKING BENEFITS

Remunerations

Wages

The individual increases, which each year represent a budget of 2% of the payroll, are validated by the Human Resources Department, which ensures that they are distributed fairly. The principles of individual increases are transparent and common to all of the company's departments: individual performance, alignment with the company's values and reference compensation.

In addition to the basic fixed salary, RAJA has built over the years a compensation package that values performance, with:

- ▶ Payment of 13th month and seniority bonuses
- ▶ A variable and individualised compensation system

Overtime

All working hours carried out at the express request of the department manager, beyond the legal working time, give rise to increases for overtime. Within the framework of a weekly duration of 37 hours, the increase to be applied is as follows:

- ▶ 25% beyond the 37th hour and up to the 43rd hour
- ▶ 50% from the 44th hour

Individual Social Report

Each year, all team members receive their Individual Social Report (BSI). This document allows them to find out about the social benefits they have received.

It includes information relating to the position occupied by the team members as well as the components of their remuneration.

Employees Savings

Participation

Participation is a legal obligation for companies with more than 50 employees. Its overall amount (called the Special Participation Reserve) is determined by a formula based on the company's financial results. All RAJA employees benefit from it, provided they have seniority of at least 3 months over the previous year.

Participation is distributed in proportion to salary and attendance time. Maternity leave, accidents at work, training and all legal or contractual periods assimilated to actual work (paid leave, delegation, etc.) are not deducted.

Profit-Sharing

Profit-sharing is an optional approach, which is part of RAJA's desire to involve its team members in the success of the company, while encouraging the performance of each of the departments. It is the subject of a collective agreement, signed with the social partners. Since it was set up in 1990, it has been renewed every 3 years. Negotiations define the methods for calculating this bonus.

The overall amount of profit-sharing is determined by several criteria used to manage the company, such as improving productivity, operational activity, support for the quality policy and environmental protection.

All RAJA team members benefit from it, provided they have worked for at least 3 months in the previous year. The profit-sharing is calculated in proportion to the salary as well as the time of presence. Maternity leave, accidents at work, training and all legal or contractual periods assimilated to actual work (paid leave, delegation, etc.) are not deducted.

Employee Savings Schemes

RAJA provides all team members (subject to 3 months of seniority) with two employee savings schemes:

- ▶ Company Savings Plan (PEE), with sums unavailable for 5 years, to build up medium-term savings
- ▶ Collective Retirement Savings Plan (PERCO), with amounts not available until retirement age, to constitute a supplementary pension

Subsidy for Transport Costs

Public Transport

RAJA supports 50% of the price of the weekly, monthly or annual subscription of the transport ticket for the journey home-workplace and return.

Personal Vehicle

The net monthly transport allowance for team members who use their personal vehicle is paid up to €18.18.

Child-Care Service

Private Nurseries Network

In the context of well-being at work and work-life balance, Raja chose the nursery manager La Maison Bleue, a recognised player in early childhood, to help his employees find a childcare solution. for their children.

For the sake of fairness, the criteria for allocating places in crèche no longer concern only seniority but also the family quotient, family situation, etc.



FLEXIBLE ORGANISATION OF WORK

Home Office

In December 2017, the management of RAJA France signed a first agreement relating to home office for an experimental period of one year for certain team members depending on their status. The results of this agreement being conclusive, it was extended to a larger number in a supervised manner.

In order to adapt the organisation of work within the RAJA Group to the health context, home office has been permanently established in the various entities and allows team members whose functions allow them to work remotely.

In order to explain the terms and conditions, an agreement on the implementation of home office was signed with the social partners in January 2019 and an amendment was signed in July 2021.

Team members eligible for home office have signed an amendment to their employment contract for a period defined by mutual agreement between the parties.

The risks associated with home office, such as ergonomics at the workstation, professional isolation or the balance between professional and private life have been integrated into the Occupational Risk Assessment Document (DUER).

Reduction of Working Time

RAJA France has implemented the terms of the law of June 13, 1998 and that of January 19, 2000 relating to the organisation and reduction of working time and has in this context set up an agreement signed with the social partners.

As part of the 35-hour agreement, team members who work a weekly schedule of 37 hours benefit from RTT days. Absences (sickness, maternity, paternity, unpaid leave, work or commuting accident) reduce their RTT rights.

Working Hours

The requirements applicable to working hours are defined in the employment contract, the internal regulations and the welcome booklet (Human Resources Practical Guide).

The opening hours of the site are as follows:

- ▶ From 8:30 am to 8:00 pm for team members working in offices
- ▶ From 5:00 am to 8:00 pm depending on the activity for team members working in the logistics warehouse

These times may vary depending on the needs of the service.

QUALITY OF LIFE AT WORK & WELL-BEING

RAJA Sport Association

Concerned about the health of our team members, their personal development and well-being at work, we allow them to carry out, within the framework of the company, sports, well-being and artistic activities. Our teams also participate in major international sporting events and we have set up dedicated spaces in the RAJA premises in Roissy: a sports and dance hall as well as a room dedicated to well-being and sophrology.



The RAJA Sport association, chaired by Mohamed Fahim, which manages these activities, was created in 2006 on the initiative of Danièle Kapel-Marcovici, convinced of the benefits of sports practice and anxious to benefit her teams.

« I've always held the belief that the values promoted by sport, such as surpassing oneself, mutual aid, and team spirit, are the ingredients for success and accomplishment in business. The in-company practice of sport activities helps improve quality of life at work, which is the key to improved stress management and greater dedication and performance amongst our teams. »

Danièle Kapel-Marcovici, RAJA Group Chairwoman & Chief Executive Officer

Various sports and well-being activities are offered: from sports lessons (Yoga, Pilates, Cross Fit) to photography, as well as relaxation and well-being services. Other activities and services are offered by professionals at advantageous rates: hairdressing salon, beauty salon, massage, sophrology, energy treatments.

In 2021 and due to the health crisis, 146 team members (21% of the workforce) took advantage of RAJA Sport, for approximately 456 hours (this number does not include running sessions). The budget for the year 2021 amounted to 46 K€.

RAJA also has a European team of around thirty marathon runners, who every year wear the colours of RAJA by participating in marathons in France and abroad, with the financial participation of the company.



RAJA Art Collection

Passionate about contemporary art, Danièle Kapel-Marcovici has built an original and eclectic collection at her company: the RAJA Art collection.

The collection started in the 90s and grew over the years through encounters with artists and gallery visits; it now includes more than 150 works, such as paintings, sculptures, installations, photographs and videos, created by more than 100 recognised and emerging artists from 5 continents.

What makes the RAJA Art collection special and unique in the world of corporate art collections is its specific theme: packaging, a theme that reflects RAJA's historical core business.

Packaging, an idea that sparks endless inspiration for artists! Some works are made from cardboard, wood, paper or polyethylene, giving these materials an unexpected nobility; others are inspired by them, and transpose them in marble, bronze, metal or ceramic, exploring the rich symbolic universe of packaging to express such notions as voyage, absence, the consumerist excesses of our society...

Exhibited at the Group's European headquarters with a creative scenography tailored to the location, as well as at several European subsidiaries, the RAJA Art Collection is dedicated above all to the company's team members. The collection helps to bring them together around common values such as creativity, modernity and diversity and gives them prime daily exposure to contemporary art. The collection can also be viewed during our Open House events, and as part of events intended for our visitors or for the company's priority customers.



Workplace Satisfaction Survey

Each year, the Workplace & HSSE Department carries out a satisfaction survey among RAJA team members. The purpose of this survey is to engage us in a process of continuous improvement and to provide a workplace adapted to changes within the company. For 2021, the score obtained was 8.7 / 10.

The summary of the responses gives rise to the establishment of an action plan which is sent to team members to inform them of the preventive and/or corrective actions that will be implemented.

In 2021, following the recognition of the RQTH status (status for disabled people) of several team members, workstations were adapted (height-adjustable desks, ergonomic chairs, etc.) in order to protect the health of the people concerned.

Danièle Kapel-Marcovici, Chairwoman & Chief Executive Officer of the RAJA Group, announced that from 2022, a vast renovation plan for the Headquarters would be undertaken, with the expansion of the spaces dedicated to RAJA Sport and the catering areas.

Social Dialogue

WORKS COUNCIL (CSE)

The members of the CSE are staff representatives elected by the team members. Their term of office is 4 years. Their mission is:

- ▶ To be informed and consulted on decisions relating to the organisation, management and general operation of the company
- ▶ To manage social and cultural activities benefiting team members
- ▶ To present individual or collective complaints to the employer during monthly meetings
- ▶ To Support team members and set up mediation with management
- ▶ To bring in outside experts when necessary
- ▶ To exercise whistle-blower rights
- ▶ To contribute to promoting health, safety and the improvement of working conditions in the company and to carry out investigations into work accidents or occupational or occupational diseases.

The frequency of meetings between the Management and the members of the CSE is monthly, however if the situation requires it, extraordinary meetings can be organised.

UNION DELEGATION

A trade union delegation is represented at RAJA, the trade union representatives have the mission:

- ▶ Transmission of claims between team members and employer.
- ▶ Participating in, creating, or making changes to various agreements concerning labour law, such as: the collective agreement, the sectorial agreement, the company agreement, and the internal rules of procedure.

COLLECTIVE AGREEMENTS

Our social dialogue is dynamic, based on listening, dialogue and trust. Since 2018, exchanges with social partners have thus enabled the co-construction of numerous collective agreements which are regularly updated and adapted to the company's challenges:

- ▶ Agreement on professional equality between women and men and on the quality of life at work
- ▶ Agreement on the reduction of working hours
- ▶ Agreement on the donation of days off
- ▶ Agreement on night work
- ▶ Company agreement on overtime work and annual quotas
- ▶ Profit-sharing agreement
- ▶ Amendment on incentive pay objectives
- ▶ Agreement on Solidarity Day
- ▶ Memorandum of Understanding on Wage Policy (Mandatory Annual Negotiations - NAO)
- ▶ Agreement on the implementation of home office
- ▶ Agreement on the right to disconnect
- ▶ Intergenerational agreement on the generation contract
- ▶ Agreement on the organisation and functioning of the works council (CSE)
- ▶ Agreement relating to the adjustment of the information and consultation procedure of the CSE

COLLECTIVE LABOUR AGREEMENT

RAJA is subject to the collective labour agreement entitled "Wholesale Distribution and Sale of Paper and Cardboard".

This text supplements the Labour Law in force at the national level and makes it possible to take into account the specificities of each trade, in particular the disparities of organization, the arduousness of the work and the particular social conditions, the subjects below are there developed :

- ▶ Section 1: Scope
- ▶ Section 2: Hiring, employment contract, medical visits
- ▶ Section 3: Changes to the employment contract
- ▶ Section 4: Duration & organisation of working time
- ▶ Section 5: Holidays & bank holidays
- ▶ Section 6: Termination of the employment contract, notice, job search hours, dismissal & contractual indemnities
- ▶ Section 7: Maternity, sickness & accidents at work
- ▶ Section 8: Provident Insurance
- ▶ Section 9: Occupational Classification
- ▶ Section 10: Salaries, bonuses & compensations
- ▶ Section 11: Securing & developing career paths
- ▶ Section 12: Diversity & enhancement of human capital
- ▶ Section 13: Occupational Health & Safety
- ▶ Section 14: Compensation for partial activity
- ▶ Section 15: Social dialogue, discrimination & freedom of association

In all cases, collective labour agreements allow:

- ▶ For workers, to have a framework for the employment contract, which makes it possible to guarantee minimum working conditions and income
- ▶ For employers, to guarantee social peace by defusing global conflicts through negotiation.



Career Management

RECRUITMENT POLICY

Our recruitment policy is based on several key principles:

- ▶ Culture and respect for RAJA's values: We want to establish long-term relationships with our employees, so we seek out candidates with values and interpersonal skills that are in line with our customer satisfaction-focused corporate culture.
- ▶ Sustainable employment: we endeavour to develop permanent employment relationships whenever possible, and our use of temporary contracts is generally limited to periods when peaks in activity, particularly in terms of logistics, make it necessary to reinforce our teams.
- ▶ Non-discrimination: we've implemented the most objective recruitment processes possible, and we raise awareness among all persons involved in hiring so as to guarantee equal treatment and promote diversity.
- ▶ Oversight of the hiring process: RAJA has invested in the WeRecruit hiring management toolkit to help enhance its image as an employer among applicants, and we have a simplified qualitative management of offers and application files.

STABILITY OF HUMAN CAPITAL

Our turnover, in 2021, represented 9.28% for permanent contracts with a stable average seniority of 10 years. 9 fixed-term contracts were transformed into permanent contracts.

The constitution of our teams promotes the diversity of our profiles, the renewal and transfer of our skills. Thus, in 2021 the number of team members aged under 30 is 143, i.e. 20.4% of the total headcount, while that of team members aged over 55 represents 15.6% of the total headcount for a stable average age between 40 and 45 years. While maintaining the employment of seniors, RAJA integrates new and more junior team members, which allows the contribution of new skills, the evolution and the sustainability of our professions thanks to the transmission of knowledge and know-how from the business.

BEST EMPLOYER LABEL

In 2021 and for the 3rd consecutive year, RAJA was honoured as "Best Employer" (Palmarès Capital / Statista). RAJA is an attractive employer, identified in the TOP 10 companies preferred by employees in the wholesale trade.



SKILLS DEVELOPMENT & ADAPTATION

Annual Evaluation Interviews & Professional Interviews

Annual Evaluation Interviews

Each year, the annual evaluation interviews (EAE) are an opportunity for managers and their team members to have a privileged time for discussion and to make a statement on achievements of the past year and to set objectives for the coming year.

For 2021, 80% of the annual assessment interviews have been carried out.

Professional Interviews

Every 2 years, the professional interviews are an opportunity for the manager to consider the professional development prospects of her/his team members and to define the training needs that can contribute to it.

For 2021, 77% of professional interviews were carried out.

Skills Assessment Tools

In addition to the interviews, all the tools useful for the evaluation of skills which are all means of ensuring an objective measurement of performance are put in place in the company:

- ▶ Job descriptions
- ▶ Competency frameworks
- ▶ Interviews at the end of the trial period

Training & Skills Development

Professional Training

Professional training aims to:

- ▶ Promote the professional integration of team members
- ▶ Allow them to remain in employment
- ▶ Contribute to the economic development of the company
- ▶ Allow team members who have interrupted their professional activity to return to work.

This internal skills development policy is reflected in 2021 by a budget of nearly

€287,000 for external training for a volume of 7,871 hours, 325 team members trained, i.e. 46,5% of the headcount. Our objective is to maintain this rate above 40% of the headcount over time.

Skills Assessment

The skills assessment, at the initiative of the employer and/or the team member, is intended to enable him or her to analyse their professional and personal skills as well as their aptitudes and motivations and to define a professional project and/or a training project.

Validation of Acquired Experience (VAE)

On the initiative of the employer and/or the team member, the validation of acquired experience allows anyone engaged in working life to have the professional experience they have acquired validated in order to obtain a diploma, a professional title or a certificate of qualification. The VAE also allows access to a training course, without justifying the level of studies or diplomas usually required.

Skills Development Plan

The skills development plan is built each year in support of the RAJA Group's strategy. Training is primarily put in place for services undergoing transformation, whether it is a question of changing professions or reorganising the production of catalogues in paper and web format.

Promotion of Internal Mobility

With a view to limiting recourse to subcontracting and outsourcing, the skills necessary for the development of RAJA are first sought internally, and all job offers are communicated on the intranet and posted on the panels provided for this purpose.

Promotion is an essential and priority lever of our Human Resources policy; internal candidates being favoured whenever possible.

Promotion makes it possible to retain teams, develop skills and employability but also to guarantee the sustainability and transfer of our know-how.

Diversity, Discrimination & Harrassment

DIVERSITY CHARTER

In 2021, for the 7th consecutive year, RAJA France renewed its adherence to the Diversity Charter and thus confirmed its desire to promote the application of the principle of non-discrimination in all its forms (ethnic, generational, physical, social , sexual, cultural or religious) in all acts of management and decision-making of the company or organisation and in particular in all stages of human resources management. This charter is structured around the following axes:

- ▶ Commitment
- ▶ Awareness & training
- ▶ Process evolution
- ▶ Hiring & internal promotions
- ▶ Communication
- ▶ Establishment of dialogue between social partners
- ▶ Assessment of diversity indicators



FIGHT AGAINST DISCRIMINATION

We are particularly vigilant in respecting equal opportunities both in the conditions of access to employment and promotion and in our salary policy, making sure to apply the following principles:

- ▶ Definition of objective criteria for the hiring process: preparation of job descriptions, objective analysis of CVs and career paths, with collective hiring sessions for certain profiles without prior consultation of candidates' CVs, etc.
- ▶ Definition of objective criteria for the mobility and promotion processes through the generalisation of annual interviews and the performance of skill assessments
- ▶ Actions to raise non-discrimination awareness among managers
- ▶ Monitoring of key indicators and biannual actions involving the social partners

PROFESSIONAL EQUALITY BETWEEN WOMEN & MEN

We are particularly aware of the fight against discrimination between women and men, respect for equal pay, equality during recruitment and equal promotion. A joint commission to monitor our commitments to professional equality meets regularly.

Our professional equality index thus stands at 94/100, down 5 points compared to last year, due to the profile of the positions to be filled, which are currently favoured by men. The objective is to get closer to the score obtained in 2020.

In 2021, 52.6% of the headcount are women, of whom 2.45% hold management positions. Within the Management Teams (Executive Committee & Management Committee), 44% are women.

INCLUSION OF PEOPLE WITH DISABILITIES

Aware of its role as a responsible company, RAJA is attentive to promoting the sustainable integration into employment of people with disabilities. Thus, the Group regularly hires employees with disabilities who represent 15.65 FTE in 2021 (down 17% compared to 2020), and for whom the company makes sure to adapt the working conditions if necessary.

RAJA also calls upon employment assistance establishments and services (ESAT) for an amount of €9,051 (up 165% compared to 2020). The progress made in the integration of people with disabilities has made it possible to maintain the amount of its financial contribution at + 6% in 2021 compared to 2020.

Disability Awareness Campaign

There are still many stereotypes related to disability, which contributes to an inaccurate perception of it.

It is in this context that in June 2021, an awareness campaign in favour of disability was launched by the Human Resources Department. Taking disability into account is essential to adapting positions in the best conditions and adapted solutions can be proposed to compensate for difficulties of a very wide variety.

This campaign paved the way for recognition of the status of "disabled workers" for several team members already present in our teams. An endowment of €300 in CESU checks is organised each year for anyone who has declared their disability.



HARASSMENT AT WORK

The employer is required by law under the general principles of prevention to take all necessary measures to ensure the safety and protect the physical and mental health of its team members. Thus, in matters of moral and sexual harassment, he must prevent wrongful acts, put a stop to them and sanction the perpetrator.

The provisions relating to harassment, whether sexual harassment or moral harassment, are described in the internal rules of procedure.

Referents in Matters of Sexual Harassment & Sexist Acts

In accordance with the provisions of Article L 1153-5-1 of the Labour Code, RAJA has appointed a referent responsible for guiding, informing and supporting team members in the fight against sexual harassment and sexist acts.

Similarly, in accordance with the provisions of Article L 2314-1, a referent has been appointed from among the members of the Works Council (CSE) to fight against sexual harassment and sexist acts.

Whistleblowing Procedure

The whistleblowing procedure, applicable to all entities of the RAJA Group explains the system allowing the collection and processing of reports from employees on a threat or serious harm such as the violation of human rights and fundamental freedoms. such as workplace harassment.



The various SOCIAL & HUMAN RIGHTS indicators are mentioned in detail in the CSR INDICATORS paragraph

SUSTAINABLE PROCUREMENT

Group Sustainable Procurement Policy

Sustainable development means meeting the needs of the present without compromising the ability of future generations to meet theirs. It covers three dimensions: economic, social and environmental. Social responsibility is the contribution of organisations to sustainable development. It is reflected in the organization's desire to take responsibility for the impacts of its decisions and activities on society and the environment and to report on them.



This policy is based on RAJA's commitment within the framework of its membership of the United Nations Global Compact, thus confirming its desire to integrate the 10 principles of this organisation into the Group's strategy.

In addition, RAJA has implemented a sustainable development policy of which the Purchasing function is an essential component. For RAJA's commitment to be effective and constructive in the context of responsible purchasing and sustainable development, it must also be shared by our suppliers. The objective of this charter is to share our commitments and our desire to integrate CSR (Corporate Social Responsibility) as a selection criterion as important as the aspects of quality, service and cost. RAJA's Purchasing teams are attentive to compliance with this charter and work with the Supplier to build a continuous improvement approach.

In 2021, 99,6 % of the Group's Purchasing Centre suppliers have signed this Sustainable Procurement Policy.

RAJA GROUP COMMITMENTS

Beyond the principles of the United Nations Global Compact, in terms of promoting and respecting human rights, international labour and environmental standards, RAJA is also committed to the following values:

- ▶ **Fair treatment:** RAJA is committed to treating its suppliers with honesty, fairness and respect
- ▶ **Impartial selection:** RAJA selects its suppliers impartially according to predefined, explicit and transparent criteria: quality, service, cost, environmental and social impact of the products offered
- ▶ **Assurance of financial fairness:** RAJA makes every effort not to establish with its suppliers a link of economic dependence which could jeopardize one of the two parties
- ▶ **Performances improvement:** RAJA seeks to build long-term relationships with its suppliers, in a common approach of continuous improvement
- ▶ **Fight against corruption:** RAJA acts in accordance with its Anti-Corruption Code of Conduct
- ▶ **Confidentiality & intellectual property rights:** RAJA respects the intellectual property rights and the confidential nature of the technical and commercial information communicated by its suppliers
- ▶ **Security & protection of personal data:** RAJA undertakes to comply with applicable laws relating to the protection of personal data, as well as all specific requirements relating to the protection and security of the data collected.

- ▶ **Human Rights:** RAJA is committed to respecting the protection of international human rights law within its sphere of influence. RAJA ensures that his own operations are not complicit in human rights abuses. RAJA offers equal opportunities and does not discriminate against its team members
- ▶ **Labour law:** RAJA supports the freedom of association and effective recognition of the right to collective agreements, the elimination of all forms of forced or compulsory labour, the effective abolition of child labour and the elimination of all forms of discrimination in employment. job and profession. RAJA hires employees on the basis of documented contracts in accordance with the requirements of the law
- ▶ **Environment:** RAJA is committed to applying the precautionary approach to environmental problems, to undertaking constant research to reduce the impact of their activities on the environment and to encouraging the development and implementation of environmentally friendly technologies. 'environment. RAJA takes the necessary measures to preserve natural resources and avoid environmental degradation

Suppliers Code of Conduct

Attached to the Sustainable Procurement Policy, the Supplier Code of Conduct aims to clarify RAJA's expectations of its suppliers.

By adhering to this policy and the code of conduct, the supplier undertakes to respect and promote their principles and to implement the means necessary to ensure their application by itself, its suppliers and its subcontractors.

SUPPLIER COMMITMENTS

Economic Aspects

- ▶ **Confidentiality and transparency:** The Supplier undertakes to work transparently and to provide RAJA with accurate information. The Supplier respects the confidentiality of the information received which is the property of RAJA and never uses this information for its own benefit
- ▶ **Fight against corruption:** The Supplier refrains from all forms of corruption including extortion and bribery, to offer, promise or give illegal advantages to national or international officials, nor to national decision-makers international organizations operating in the private sector, in order to be granted preferential treatment or obtain a favourable decision in the public or private sector. The same applies to donations, gifts or invitations to business meals or commercial events. The Supplier must also avoid conflicts of interest which could create risks of corruption. The Supplier undertakes to promote compliance with the applicable regulations and the principles of RAJA's Code of Conduct among its own suppliers and subcontractors, and to enforce it
- ▶ **Competition:** The Supplier must respect the rules of free and fair competition in all commercial relations and must in particular not act against any law relating to competition
- ▶ **Security and protection of personal data:** The Supplier must comply with all applicable laws relating to the protection of personal data, as well as all specific requirements relating to data protection and security provided for in the referencing agreement signed with RAJA

Employment Related Aspects

The Supplier promotes and respects the declaration of the International Labour Organisation (ILO) on fundamental principles and rights at work as well as international human rights legislation. For these

purposes, the Supplier implements mechanisms guaranteeing compliance with the following principles:

- ▶ **Elimination of forced and compulsory labour:** The Supplier undertakes not to have recourse to forced or compulsory labour under any circumstances as defined in the fundamental Conventions 29 and 105 of the ILO
- ▶ **Abolition of child labour:** The Supplier undertakes not to employ people who do not have the minimum age required to work as defined in the fundamental Conventions 138 and 182 of ILO
- ▶ **Occupational health and safety protection:** The Supplier implements a health and safety policy which aims to guarantee each employee a safe and healthy working environment and to maintain an environment in which the dignity of persons is respected
- ▶ **Compliance with all applicable laws regarding wages, benefits and working hours:** The Supplier must grant remuneration in accordance with national regulations relating to the minimum wage and benefit from legal advantages. Working time, including overtime, must at least comply with applicable national laws. In the absence of national Laws, ILO standards should apply
- ▶ **Elimination of discrimination and fair treatment in the workplace:** The Supplier must prohibit and fight against any discrimination based on criteria related to race, colour, sex, sexual orientation, language, disability, religion, political and other opinions, national or social origin , wealth, birth and other status. It must promote diversity, equality of opportunity and treatment in matters of employment and work. Supplier shall treat all employees with respect and shall not inflict corporal punishment, use physical or moral coercion, any form of abuse, harassment or threats of such treatment
- ▶ **Freedom of association and right to collective bargaining:** The supplier undertakes to respect the freedom of association and the right to organize and bargain collectively as defined in the fundamental Conventions 87 and 98 of the ILO.

Environmental & Regulatory Aspects

The Supplier must comply with the laws and regulations applicable in all the countries where it operates as well as the European regulations (regulations or directives) in force. The Supplier must commit its own suppliers and/or its subcontractors to comply with the applicable legislation and the principles of this code of conduct.

More specifically, the Supplier declares to comply with all applicable environmental laws and regulations. It retains and updates all required regulatory and environmental approvals.

The Supplier strives to achieve the best standards in terms of environmental protection, both for its products and for its management system, in particular with regards to the protection of nature, the management of waste and toxic substances. RAJA encourages its suppliers to obtain ISO 14001 certification.

The Supplier integrates environmental, health and safety criteria into the design of their products, in order to eliminate or reduce negative impacts throughout their life cycle, while maintaining and/or improving their quality. The Supplier applies the precautionary principle in the approach to environmental problems.

Social, environmental and compliance monitoring and audits

In order to guarantee compliance with the expectations described in the suppliers' code of conduct throughout the duration of the agreement, the Supplier shall send RAJA all the elements enabling such compliance to be established and shall immediately inform RAJA when it becomes aware of, or has reason to believe that it has itself failed, or that one of its subcontractors has failed, in its obligations.

COMPLIANCE WITH STANDARDS, DIRECTIVES & REGULATIONS

The main directives and regulations with which suppliers must comply are appended to the Supplier Code of Conduct (non-exhaustive list).

- ▶ **European Directive 94/62 Directive (EU) 2018/852 of the European Parliament and of the Council:** Regulations related to packaging and packaging waste
- ▶ **Regulation (EC) 1935/2004 of the European Parliament and of the Council:** Regulations relating to materials and objects intended to come into contact with foodstuffs
- ▶ **European Directive 2006/121/EC and Regulation of the European Parliament and of the Council:** REACH regulations on the presence of chemical and hazardous substances in products
- ▶ **European Directive 2002/95/EC of the European Parliament and of the Council:** RoHS regulations restricting the use of certain hazardous substances in electrical and electronic equipment
- ▶ **European Directives 2002/96/EC and 2003/108/EC of the European Parliament and of the Council:** Regulations relating to the collection and processing of WEEE
- ▶ **Eco-contribution on papers (France) Article L541-10 environmental code:** Citeo tax (contribution to the collection, recovery and disposal of printed paper waste)

COMPLIANCE WITH REGULATIONS ON MINERALS FROM CONFLICT ZONES

Products sold by RAJA do not contain tin, tantalum, tungsten or gold, four minerals most often linked to armed conflict and human rights violations.

Despite this, the Purchasing Department ensures that its suppliers sign a "Conflict Minerals Declaration" in which they certify that the products delivered to RAJA are not subject to responsible supply chain management of minerals from the areas conflict or high risk.

Supplier Referencing Agreement

Beyond the Code of Conduct for Suppliers, which they are obliged to sign and respect, suppliers must sign a referencing agreement that includes RAJA expectations on all contractual aspects related to the product.

Since 2016, the referencing agreement has included societal and environmental clauses. In 2021, these clauses were completed as part of RAJA's adherence to the United Nations Global Compact and now incorporates the principles related to the promotion and respect for human rights, international labor standards, environment and anti-corruption.

Thus clause 27 of the Referencing Agreement - Compliance, Ethics, Social Responsibility & Sustainable Development - stipulates:

"RAJA adheres to the United Nations Global Compact and actively supports the sustainable development goals adopted by this organisation. It attaches great importance to compliance with the laws, regulations and ethical principles that govern the conduct of its business and expects its business partners and subcontractors to collaborate based on compliance with the same standards. Consequently, the Supplier undertakes to respect the Sustainable Procurement Policy and the Supplier Code of Conduct communicated by RAJA and in particular to implement an active and concrete policy of sustainable development and social and environmental responsibility whose objectives will be integrated into the supplier's strategy. It will encourage any contractor, partner or subcontractor to adopt a similar policy".

Suppliers' Assessment

ANNUAL REPORT & EVALUATION CRITERIA

Assessments of our suppliers generating a large part of our turnover are carried out each year. The evaluation criteria are essentially based on:

- ▶ Compliance with delivery deadlines
- ▶ Conformity of deliveries and conformity of products
- ▶ Regularization of credit notes
- ▶ Responsiveness in responding to requests
- ▶ Innovation in offering new products, particularly in terms of eco-responsibility
- ▶ Flexibility in terms of the ability to deliver in shorter lead times
- ▶ The social, environmental and sustainable development approach.

SELF-ASSESSMENT OF SUPPLIERS ON THEIR CSR PERFORMANCE

In a constant concern for continuous improvement, we have undertaken to strengthen the assessments of our suppliers by setting up a self-assessment grid on CSR performance. This grid is now integrated into our referencing protocol

The self-assessment themes included in this grid are as follows:

- ▶ CSR (policy, certification, etc.)
- ▶ Environmental approach (certification, Bilan Carbone®, etc.)
- ▶ Safety & Working Conditions
- ▶ Ethics, fight against corruption & information security

ON-SITE AUDIT OF SUPPLIERS FOLLOWING THE PRINCIPLES OF GLOBAL COMPACT

We will use, in this context, the evaluation grid proposed by the United Nations Global Compact, to which we will add compliance with the REACH regulations.

This new grid will be implemented in the course of 2022 and will give rise to an audit on the supplier's site.

We will identify the most strategic suppliers with regard to our activity in order to plan these audits.

RAJA Group Products Environmental Impact Reduction

Since 2016, the evolution of French and European legislation tends to limit, or even prohibit, the sale of single-use products. This context forces players in the packaging sector to accelerate their transition to more sustainable solutions.

RAJA is part of this approach with concrete solutions, by offering products requiring less material, products using recycled materials and/or which can themselves be recycled or even reused. We offer eco-responsible products to our customers, advise them and inform them through a promotion of these products according to four criteria:

- ▶ Products certified by ecolabels such as the European Ecolabel (EU Ecolabel®) or NF Environnement®
- ▶ Products made from renewable resources (FSC® and PEFC® labels: products made from wood from sustainably managed forests)
- ▶ Products that reduce the production of waste or save energy or raw materials, such as cardboard made from recycled paper (signage on the share of recycled materials)
- ▶ Products entering the cycle of selective collection and recovery of waste, in particular products made of plastic (signage on recyclability).

THE “ECO-DESIGN” CRITERION

Eco-designed products are certified by an eco-label, which covers the entire product design and production cycle.



This European label concerns products that have a lower impact on the environment on the basis of performance criteria. These ecological criteria take into account all aspects of the life of the product, from its production and use to its subsequent disposal.

The French NF-Environnement eco-label certifies products that have less impact on the environment and a fitness for use at least equivalent to that of other similar products. It is aimed at products intended for consumers and intermediate products.



THE “PRODUCTS DERIVED FROM RENEWABLE RESOURCES” CRITERION

Biobased products are made from materials derived from renewable natural resources (paper, cardboard, wood, corn starch and other plant materials).



RAJA is a member of FSC® France (Forest Stewardship Council) which encourages responsible management of forests according to the 3 criteria of sustainable development: social, ecological and economic.

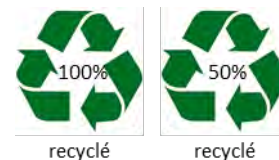
Partner of PEFC France, RAJA is committed to PEFC certification to promote sustainable forest management. This certification guarantees that the product purchased comes from responsible sources and that through the act of purchase we participate in the preservation of forests in France and around the world.



THE “REDUCTION OF WASTE, RAW MATERIALS OR ENERGY” CRITERION

These products reduce the production of waste or save raw materials or energy (recycled products, pre-stretched film, etc.).

These symbols indicate that the product is made with recycled materials. The percentage of these materials is indicated inside the loop.



THE “SELECTIVE COLLECTION AND RECOVERY OF WASTE” CRITERION

These products enter the cycle of selective collection and recovery of waste.



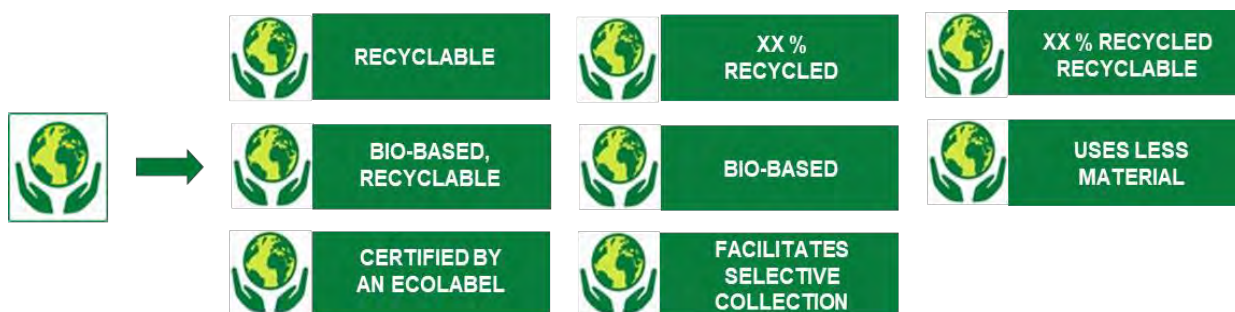
This symbol indicates that the product is used for the selective collection of waste helping companies in their sorting.

This symbol indicates that the product is recyclable and can be thrown in the yellow bin anywhere in France.



The RESY symbol comes from a German organisation and can only be affixed to cardboard products. It indicates that it is recyclable.

Beyond these "standardised" labels, all eco-responsible products are identified by the systematic use of the pictogram below, broken down according to the criterion or criteria concerned:



In 2021, 66% of our references meet at least one of these criteria. The number of eco-responsible references (global offer) represents 75% of our sales, which was the objective to be achieved in 2022.

A target of 76% for the overall offer and 82% for the packaging offer has been set for 2022.

Thanks to our wide range of crates and cardboard boxes, we help our customers find the most suitable format for their shipments. This reduces the vacuum in packages and improves the Bilan Carbone®.

Our commitment is also reflected in the desire to buy the majority of our products in Europe in order, among other things, to limit CO2 emissions linked to transport. Thus, 97% of our suppliers are European and 86% of our products intended for sale are purchased in Europe.

Promotion of Innovative and Eco-Friendly Products

THE PACKAGING OSCARS

The RAJA Group won 1 Packaging Oscar in the competition organised by Emballages Magazine in November 2021.



100% Recycled & Recyclable Bubble Wrap



Awarded in the "Transformation" category, the bubble wrap, thanks to the air captured between the 2 sheets of paper, provides optimal cushioning and guarantees effective protection of the goods during the shipping cycle. Flexible and as easy to handle as plastic bubble wrap, it envelops and protects products from shocks, impacts and vibrations, while protecting them from humidity and dust. Lightweight, it does not increase shipping costs.

The jury appreciated this "made in France" technical prowess which led to the development of this alternative to plastic films while online sales are growing very strongly.

PURCHASING TROPHIES

On June 15, the RAJA Group won the gold medal of the 2021 Purchasing Trophies in the "Supplier Co-construction Challenge" category. The Purchasing Trophies is the first event in France to reward the most efficient and innovative achievements in the field of Purchasing. The "Supplier Challenge" category highlights innovations made in co-design between manufacturers and purchasing departments.

Box with Integrated Wedging 100% Recycled & Recyclable

RAJA won the price with its new recycled and recyclable foam cushioning boxes under the RAJA brand, developed with the company Cartospe, a French SME and historical partner of RAJA.

RAJA and Cartospe have combined their expertise to develop this product into fully eco-friendly packaging. The new boxes, made in France with recycled PET foam cushioning, are 100% recycled and 100% recyclable. They are marketed exclusively in Europe by the RAJA Group.



The jury was seduced by the product and its protective qualities, but also by the approach of the RAJA Group which has aimed, for several years, to develop innovative and eco-responsible solutions, biosourced and made from recycled plastics.

PRICE FOR THE BEST CSR INITIATIVE

The Federation of Office and Digital Companies, made up of industrialists, journalists and companies specializing in eco-responsibility, awarded the RAJA Group the Trophy for the Best CSR Solution for its new stretch paper for palletising, biobased, FSC and 100% recyclable.

The jury wished to salute "the leadership and long-term commitment of the RAJA Group in the field of eco-responsibility".

100% Recyclable Manual Stretch Paper for Palletising

Hand stretch paper is made from PEFC certified natural kraft. It is ideal for packaging standard homogeneous and light pallets up to 200kg.

It provides excellent support for goods during transport and storage in the warehouse, while protecting them from dirt and dust.

Elastic and tear-resistant, fully recyclable, stretch paper up to 30% is an ecological alternative to the manual plastic stretch film usually used to wrap pallets.



Training of Buyers in Environmental Issues

BUYERS' AWARENESS

Interventions of Fabrice PELTIER

Buyers from the Central Purchasing Centre attended awareness sessions led by Fabrice PELTIER, recognized as an expert in design-packaging who works for responsible packaging that is more respectful of the environment.

Indeed, consumers are now demanding that packaging be more environmentally friendly: 100% recyclable, biodegradable, reusable, 100% recycled. All the results of studies on the subject converge towards scores that are close to 100%, so that it is no longer a packaging trend, but a real prerequisite. The packaging of tomorrow will necessarily have to be more respectful of the environment, "zero impact", "zero waste".

Through these last 2 works offered to all buyers, Fabrice PELTIER was able to make them aware of the Packaging Revolution with several "R"

- ▶ Regulatory revolution for all sectors producing and using packaging
- ▶ Revolution in packaging design to continue to Reduce the amount of materials used
- ▶ Revolution in the origin of Resources used to produce packaging materials
- ▶ Revolution to ensure the Recycling of all types of packaging placed on the market
- ▶ Revolution to reintegrate ever more recycled materials into closed loops
- ▶ Revolution to guarantee a reasonable return to the earth of non-recyclable biodegradable packaging
- ▶ Revolution to make packaging Reusable without generating collateral environmental impacts
- ▶ In short, Revolution to Reinvent packaging that is more Respectful of our common good: the environment.



SUSTAINABLE PROCUREMENT OBJECTIVES INTEGRATED IN ANNUAL BUYER PERFORMANCE ASSESSMENTS

During their annual assessment interview, Central Purchasing buyers systematically have objectives to promote responsible purchasing, worded as follows:

- ▶ Pursue the eco-responsible transition of our purchases and product offering
- ▶ Increase the number of eco-certified suppliers (ISO 14001, EcoVadis Label)
- ▶ Increase the rate of eco-friendly references.



The various SUSTAINABLE PROCUREMENT indicators are mentioned in detail in the CSR INDICATORS paragraph

ENVIRONMENT

Installations Classified for the Protection of the Environment (ICPE)

Since 2004, the Paris Nord 2 site has been a Classified Installation for the Protection of the Environment (ICPE) subject to authorization and declaration. As its operation presents a risk to the environment, it is subject to regular monitoring. Being a distributor and not a manufacturer, we have a reduced environmental impact.

HEADINGS OF THE ICPE NOMENCLATURE

Our Paris Nord 2 site is classified under the following headings:

- ▶ 1510: Storage of combustible materials, products or substances in covered warehouses → Registration
- ▶ 2663: Storage of Tires & Products composed of at least 50% Polymers → Declaration
- ▶ 2910: Combustion at Gas Installations > 1MW & <20 MW → Declaration
- ▶ 2925: Charging room → Declaration

As such, RAJA ensures the compliance of its buildings and facilities with regard to ICPEs and implements the controls and preventive measures necessary to reduce or even eliminate the impacts (pollution of water, air, soil, etc.) and the dangers (fire, explosion, etc.) resulting from our activity to preserve the Environment.

Environmental Management System (EMS)

CERTIFICATION ISO 14001

Our certifications constitute a guarantee for our products and a security for our customers. RAJA was certified ISO 9001 (Quality Management System) in 1998 and ISO 14001 (Environmental Management System) in 2011.

As part of the monitoring of its Environmental Management System and in order to comply with the requirements of the ISO 14001 standard (2015 version), RAJA has in particular:

- ▶ Drafted an Environmental Policy
- ▶ Performed an Environmental Analysis to identify Significant Environmental Aspects (SEAs)
- ▶ Set up a monitoring regulatory changes system so that the site and facilities are always in compliance with the latest legislation in force.



ENVIRONMENTAL POLICY

The establishment of an Environmental Management System, essential in the context of ISO 14001 Certification, requires the drafting of an Environmental Policy.

RAJA France's Environmental Policy is based on the following principles:

1. REDUCTION OF THE ENVIRONMENTAL IMPACT OF OUR PRODUCTS

- ▶ Work with producers who respect European environmental regulations and legislation
- ▶ Encourage our suppliers to also adopt an environmental and societal approach
- ▶ Buy products mainly made in Europe
- ▶ Promote innovative and eco-friendly products and by offering our customers, whenever possible, an alternative range of products that are more respectful of the environment at the same price-quality ratio, as well as recycled and recyclable products
- ▶ Advise and inform our customers about our products, our services and the regulations in force

2. REDUCTION OF THE ENVIRONMENTAL IMPACT OF OUR ACTIVITIES

- ▶ Reduce the ecological impact of our catalogues by using materials from sustainably managed forests (FSC and PEFC papers) and by reducing the weight of the paper
- ▶ Implement a responsible logistics organisation
- ▶ Reduce the environmental footprint of our site by sorting, controlling and reducing our waste, by implementing pollution prevention actions
- ▶ Implement actions to reduce our carbon footprint

3. COMMUNICATION & AWARENESS ABOUT OUR ECO-RESPONSIBLE APPROACH

- ▶ Train and empower our team members on good environmental practices and on the application of our Environmental Policy
- ▶ Inform our customers, our suppliers, our service providers of the actions implemented for the ecological transition

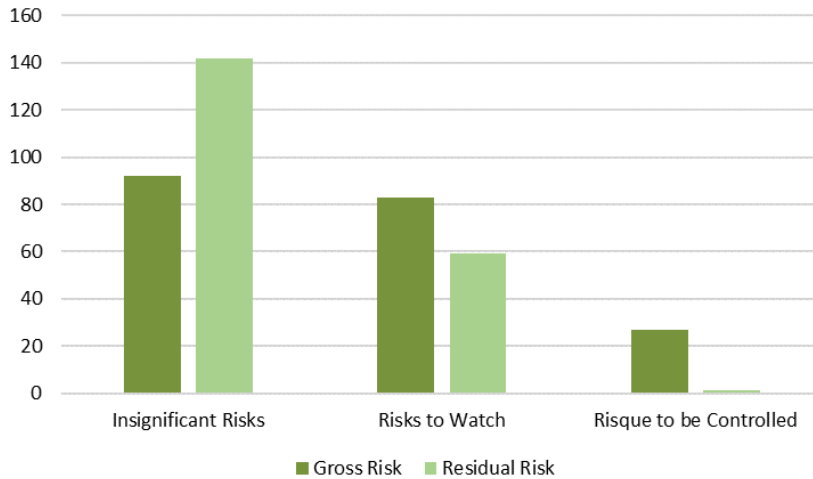
4. MAINTENANCE OF OUR ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

- ▶ Join in a process of continuous improvement to increase our competitiveness
- ▶ Consistently determine the strategic orientations in terms of the environment
- ▶ Setting environmental targets and objectives and monitoring the results achieved
- ▶ Carry out an environmental analysis identifying significant environmental aspects (SEAs)
- ▶ Carry out a regulatory monitoring in order to implement preventive and/or corrective actions in order to comply with the legislation in force
- ▶ Renew our ISO 14001 certification that RAJA obtained in 2011

ENVIRONMENTAL ANALYSIS

In order to comply with the requirements of the ISO 14001 standard, RAJA has carried out an Environmental Analysis in which all of the company's activities, products or services have been identified in order to determine the aspects that may have a significant aspect on the environment.

The field of environmental aspects covers water, air, energy, waste, noise, asbestos, etc. The activities carried out on the site have been addressed in all types of situation: normal operation, degraded or accidental operation, maintenance.



MONITORING REGULATORY CHANGES

Environmental regulations are constantly changing, in order to ensure the compliance of its facilities and buildings, RAJA uses a personalized regulatory watch tool that allows it to receive all texts that are likely to concern our activities and /or our buildings.

For 2021, of the 2,039 applicable texts, 1,659 have been assessed, i.e. 81.36% and 1,502 are in "compliant" status, i.e. 90.65%.



Pollution Prevention

WASTE MANAGEMENT

One of the objectives of RAJA France's Environmental Management Plan is to optimize waste sorting, through a recycling rate set at 70% by the end of 2022 (excluding pallet recovery). In 2021, the recycling rate excluding pallet recovery was 68.51%.

In order to control the correct application of the sorting instructions, monthly inspections of the sorting cells are organised, and the rate of compliance with the instructions determines part of the profit-sharing of the logistics team members. Awareness sessions on sorting waste are also carried out with team members so that the instructions applicable on the site are known and understood by all.

POLLUTING DISCHARGES MANAGEMENT

In order to monitor releases due to its distribution activities, RAJA has implemented a monitoring plan. Pollutant discharges are thus analysed by approved service providers, according to a set frequency. The analyses carried out show that the RAJA site is not very polluting and that it respects the regulatory thresholds.

Legionella in Sanitary waters

In accordance with the decree of February 1, 2010 relating to the monitoring of Legionella in installations for the production, storage and distribution of domestic hot water, the count of Legionella pneumophila is below the detection threshold of the method (<10 CFU(1)/litre) since no trace was detected in the 20 samples taken.

(1) CFU: COLONY FORMING UNIT

Aqueous Discharges into Wastewater Networks

The comparison of the analytical results with the values fixed in the prefectural decree of RAJA shows that the parameters analysed respect the thresholds.

Aqueous Discharges into Rainwater Networks

As no limit value is prescribed for rainwater in the RAJA prefectural decree, the prescriptions of the modified decree of 02/02/1998 were taken into consideration. The comparison of the analytical results with the values fixed in this order shows that the parameters analysed respect the thresholds.

Boilers' Atmospheric Emissions

The analyses carried out on the 3 boilers show that our installation is in compliance with the legislation in force. Measures are taken to prevent releases, and protect in the event of an incident such as:

- ▶ The spillage of products on the ground
- ▶ The discharge of residual water from the fire, the dam valves are, in this sense, monitored to avoid discharges from the water network at the site outlet
- ▶ With regard to the only sound emissions prescribed by our prefectural decree and by the ministerial decree of January 23, 1997, the RAJA site complies in all respects day and night.

CHEMICAL & HAZARDOUS SUBSTANCES MANAGEMENT

Instructions for Storage & Handling of Chemicals & Hazardous Products

The instructions for storage & handling of chemical & dangerous products are displayed and have been integrated into the welcome booklet given to new team members.

These instructions include:

- ▶ The various pictograms present on the containers
- ▶ Precautions to be taken when transferring
- ▶ Personal protective equipment to be worn
- ▶ The storage compatibility table

CONSIGNES POUR LE STOCKAGE & LA MANIPULATION DES PRODUITS CHIMIQUES & DANGEREUX

L'Étiquetage des Produits

Matières explosives, Matières gazeuses sous pression, Risque mutagène, cancérogène ou pour la reproduction, Matières Solides Inflammables, Matières corrosives, Danger pour l'environnement (écotoxicité, irritant, nocif ou très nocif pour l'aquaticité), Matières comburantes, Matières Toxiques, Danger polluant

Le Transvasement des Produits

Les produits chimiques & dangereux peuvent être transférés dans un contenant plus adéquat que celui dans lequel ils ont été reçus, toutefois des précautions sont à prendre afin que le produit soit clairement identifiable.

- Indiquez le nom du produit sur le nouveau contenant
- Apposez l'étiquette avec le pictogramme de danger correspondant au contenu
- Veillez à utiliser un contenant dont la matière soit bien compatible avec le contenu

Les Equipements de Protection Individuelle

Pour toutes les opérations de stockage, de manipulation et surtout de transvasement, vous devez **IMPÉRATIVEMENT** porter les équipements de protection individuelle afin de vous préserver des risques.

Protection des voies respiratoires obligatoire, Gants de Protection Obligatoires, Vêtements de protection obligatoire

Tableau de Compatibilité pour le Stockage

Produit 1 \ Produit 2	0	+	-	X	D	F	T	C	N
0	0	+	-	X	D	F	T	C	N
+	+	+	-	X	D	F	T	C	N
-	- <td>-<td>-</td><td>X</td><td>D</td><td>F</td><td>T</td><td>C</td><td>N</td></td>	- <td>-</td> <td>X</td> <td>D</td> <td>F</td> <td>T</td> <td>C</td> <td>N</td>	-	X	D	F	T	C	N
X	X	X	X	X	D	F	T	C	N
D	D	D	D	D	D	F	T	C	N
F	F	F	F	F	F	F	T	C	N
T	T	T	T	T	T	T	T	C	N
C	C	C	C	C	C	C	C	C	N
N	N	N	N	N	N	N	N	N	N

Les produits peuvent être stockés ensemble (0), Les produits peuvent être stockés séparés (0), Les produits peuvent être stockés ensemble (0), Les produits peuvent être stockés séparés (0)

Attention !!!

Les produits corrosifs sont, soit des ACIDES CONCENTRÉS, soit des Bases CONCENTRÉES. Ces deux catégories de produits DOIVENT ÊTRE STOCKÉS SÉPARÉMENT. Risque de réactions exothermiques en cas de contact accidentel entre les deux catégories de produits.

In order to prevent accidental spills that could cause soil pollution, chemicals and hazardous products are stored in retention tanks.

Safety Data Sheets (SDS) & Technical Data Sheets

Safety Data Sheets for all stored products bearing a hazard pictogram are available from the Purchasing Department. They are all available in the storage areas in regularly updated binders.



The technical sheets containing all the same the prevention and safety advice to be applied when using the product can be downloaded from the website.

Inventories & Monitoring of Chemicals and Hazardous Products

All the products stored in our warehouse are subject to regular inventories.

Products subject to the CLP (Classification, Labelling, Packaging) regulation relating to the classification, labelling and packaging of chemical substances are subject to special attention, particularly as part of our approach to preventing situations emergency (fire, accidental spill).

Work must be done in 2022 so that chemical and hazardous products are codified as soon as they are entered into the REFLEX warehouse management system so that extractions to know the percentage of chemical and hazardous products stored can be calculated quickly.

Containers for Chemicals and Hazardous Products



Soiled packaging, standard & special DDQD (Dispersed Quantities Hazardous Waste) must be discarded in the plastic pallet boxes dedicated to each of these types of waste.

These wastes are systematically subject to a Waste Tracking Slip as required by the Environmental Code; this ensures the traceability of waste from its collection to its destruction.

The sorting of hazardous waste is part of the instructions which are included in the HSSE welcome booklet given to new team members.

Sustainable Marketing Materials

Since 2016, we have decided to reduce:

- ▶ Distribution of our paper catalogues to both customers and prospects (-53% of catalogues sent since 2015)
- ▶ Paper weight to reduce the tonnage of paper used

	2016	2017	2018	2019	2020	2021
Paper Tonnage	971	774	756	762	626	763

The catalogues are printed on 100% FSC paper.

The tonnage used in 2021 amounts to 763 tonnes, up 22% compared to 2020, this significant increase is explained by the health crisis that occurred last year and during which far fewer catalogues were printed.

At iso scope in terms of activity, the tonnage of paper used in 2021 is in line with that of 2019 (+0.13%) with the objective of maintaining this tonnage below 760 tonnes in the coming years.

RAJA works with 3 printers in Europe, one in Germany and 2 in France. The 2 French printers are labelled



Since 2019, the general catalogue has been dematerialised and can be downloaded from the website www.raja.fr.

Reduction of Energy Consumption and Greenhouse Gas Emissions

The operation of our buildings requires electricity and gas for lighting, heating, air conditioning and the use of electrical appliances. Cumulative energy consumption (Gas & Electricity) in 2021 amounts to 33.13 kWh per person and per working day, compared to 32.62 kWh in 2020 and 37 kWh in 2019.

In accordance with the national objectives for reducing energy consumption (article L111-10-3 of the Construction and Housing Code Energy and environmental performance and energy and environmental characteristics), our objective is to reduce the consumption of final energy at 15 kWh per person per working day by 2050.

In 2019 we estimated a first milestone at 35 kWh per person per working day in 2020, despite the increase observed in 2021, we have achieved this objective.



ENERGY CONSUMPTION MONITORING

Electricity

For 2021, electricity consumption (2 511,653 MWh) is up 5.5% compared to 2020 (2 383,415 MWh) and down 11.1% compared to 2019.

In 2021, the increase in consumption is mainly explained by the resumption of "normal" activity compared to 2020 when we had experienced several months of containment with a reduced workforce present on site.

Gas

For 2021, gas consumption (3 371,2214 MWh) increased by 29.7% compared to 2020 (2 354,822 MWh) and by 15.6% compared to 2019, which is mainly explained by:

- ▶ Average temperatures down by 1.3°C (8.35°C on average in 2021 compared to 9.62°C in 2020).
- ▶ An extension of the time slot in the logistics warehouse following the reorganisation of operations

Water

For 2021, water consumption (sanitary & fire) is down 13.8% (4 060 m³) compared to 2020 and 23.4% (4 733 m³) compared to 2019.

ENERGY PERFORMANCE AUDIT

We have carried out the regulatory audit which must be carried out every 4 years to measure the energy performance of our facilities and our Paris Nord 2 site. The audit report indicates that:

- ▶ The energy costs of gas and electricity per m² are low for a logistics warehouse (8.5 € / m² or 17 kg of CO₂ / m² / year)
- ▶ Energy and environmental labels scored C, which is ok but can be improved.

In 2022, insulation work on the administrative building and the installation of photovoltaic panels are part of the action plan initiated following the energy audit report.

SUSTAINABLE LOGISTICS ORGANISATION

Since 2019, many actions have been carried out in partnership with our carriers:

- ▶ Deployment of 5 hybrid trucks
- ▶ Use of the combined rail/road mode of transport between the Paris Nord 2 Distribution Centre and that of Sorgues. The road trailer is loaded onto the train at the Valenton terminal (Val de Marne) and transported by train to Avignon (Vaucluse)
- ▶ Compensation of CO₂ emissions on shipments made by Chronopost under the supplier's policy of systematic compensation of CO₂ emissions
- ▶ Choice of carriers who have signed the ADEME "CO₂ Transport" Charter and have vehicles with Euro 5 or 6 standards
- ▶ Regionalised transport plan to transport products with the fewest possible vehicles to the closest to the delivery areas and to ensure "last mile" distribution
- ▶ Optimised trailer loading

Freight transport is a key parameter of business performance. At the heart of business transformation challenges, a driver of competitiveness and differentiation, its optimisation can prove decisive. Long reduced to costs, it must now extend to service quality and environmental impact.

In 2021, a Transport CSR program was launched with several objectives over several years:

- ▶ Measurement of our GHG emissions with the implementation of the BP2R Carbon tool
- ▶ RAJA's commitment to Fret21's EVE program → set 3-year targets for reducing our GHG emissions on all our deliveries in France
- ▶ Increase in the Fleet from 10 to 20 100% green vehicles, with gas or even electric engines
- ▶ 0% increase in the number of clean deliveries by 2023 to reach 40% of deliveries.



BILAN CARBONE®

A Bilan Carbone® was carried out for the year 2021 and will be carried out every year to measure our areas of improvement to reduce the impact of our activity on global warming and the reduction of greenhouse gases which must be reduced by 50% by 2030.

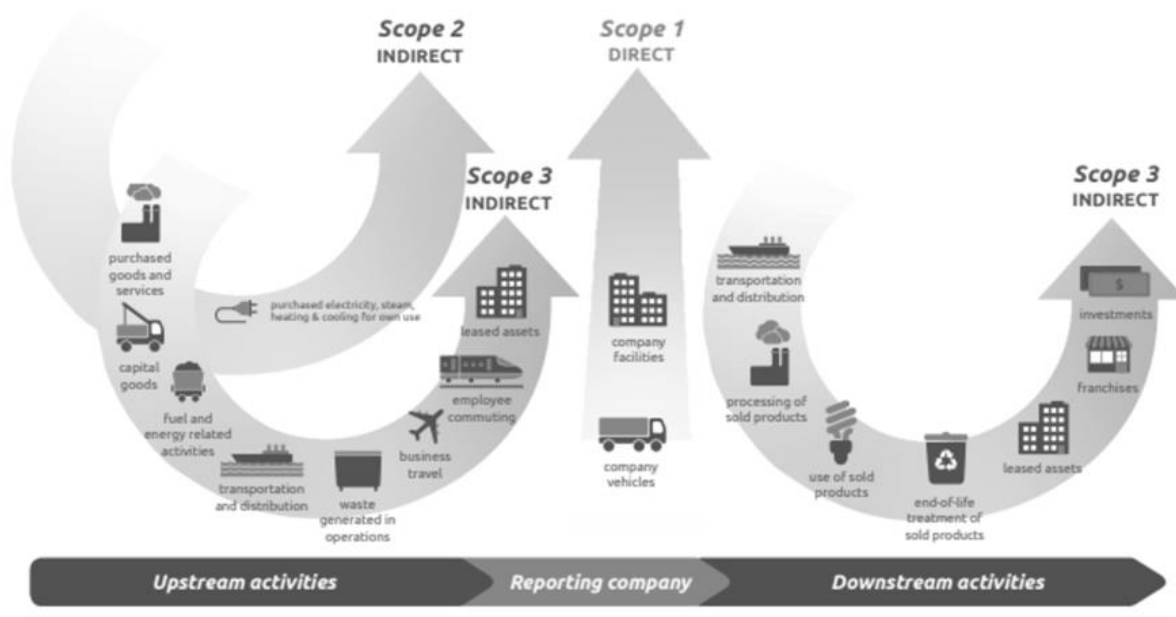
The development of the Bilan Carbone® is the first essential step to initiate a policy of control and reduction of the impact of companies on climate change. With a workforce of more than 500 employees, RAJA must carry out a Bilan Carbone® at least every 3 years.

The method used to calculate our greenhouse gas emissions complies with the ISO 1406-1 standard on the sources of emissions to be taken into account.

Beyond the benefits of preventing global warming, carrying out a Bilan Carbone® allows:

- ▶ Structure our Environmental Policy
- ▶ Identify actions to reduce our energy bill and our overall impact
- ▶ Assess our vulnerability
- ▶ To set ourselves apart by our exemplarity
- ▶ To involve our team members, our subsidiaries and our partners through this exercise

The operational scope taken into consideration in the development of our Bilan Carbone® is as follows:



With implementing its Bilan Carbone®, RAJA is in line with the ADEME methodology for quantifying greenhouse gas emissions, the principles of which are set out below.:

- ▶ **Consistency, the approach is centred on the need:** The development of the Bilan Carbone® meets a regulatory requirement and reaffirms RAJA's desire to control these greenhouse gas emissions and implement an action plan to reduce them by 50% by 2030.
- ▶ **Accuracy, biases and uncertainties are minimized:** RAJA provided data that met the expectations of the tool used to calculate greenhouse gas emissions
- ▶ **Exhaustiveness, the approach seeks to cover a maximum of emissions:** To meet this principle, RAJA wanted the 3 scopes to be taken into account in the scope
- ▶ **Relevance, the approach focuses on emissions that are relevant to the organisation:** Given its activity RAJA wanted to calculate the emissions on the 3 scopes because the transport of goods upstream and downstream remains an important item

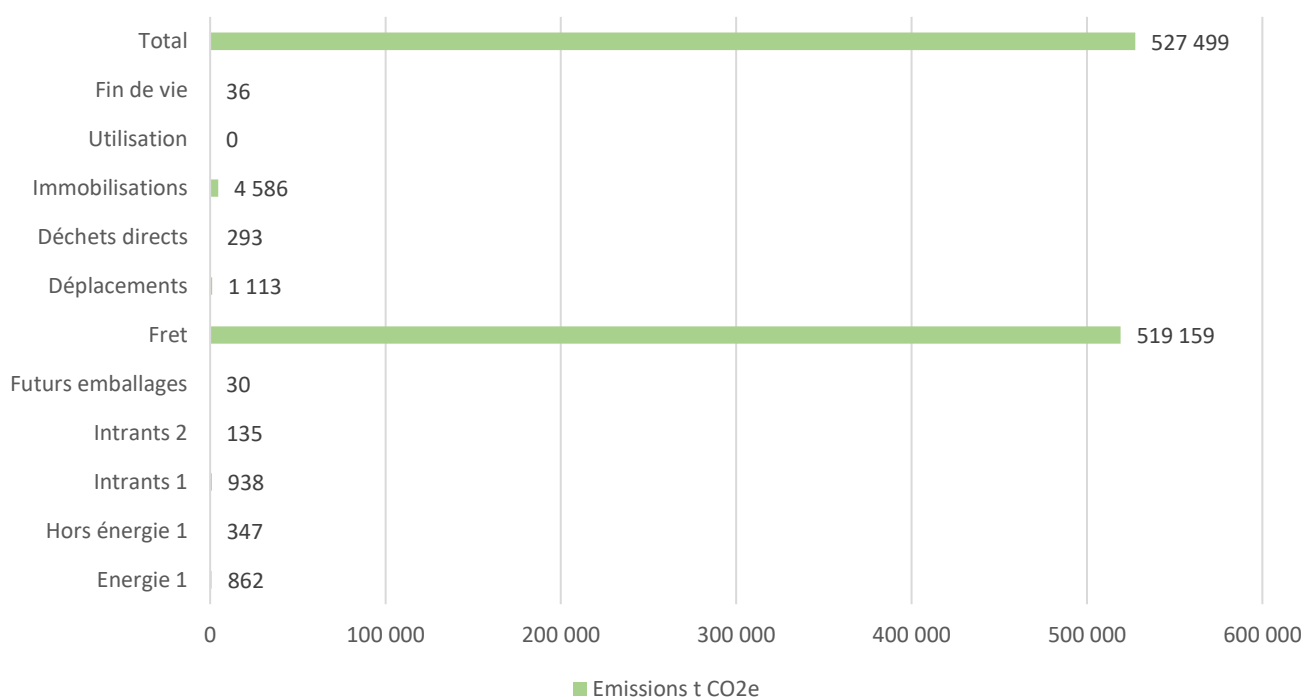
- ▶ **Transparency, the process must be sufficiently transparent to allow informed decision-making:** The various departments contacted for data collection will work together to implement and monitor an action plan aimed at reducing our greenhouse gas emissions
- ▶ **Verification, the process must lead to verifiable results:** All the source data integrated into the Bilan Carbone® spreadsheet has been sent by email and is therefore traceable.

GREENHOUSE GAS EMISSIONS

Greenhouse gas emissions were observed in the following categories:

Category	Relative Emissions
Energy	To fossil fuels and electricity
Excluding Energy	To processes / activities that emit energy outside of use (refrigeration appliances, air conditioning, water fountains)
Inputs	Materials, products and services purchased
Future packaging	Materials, products and services purchased for future packaging, i.e. consumables used to package the packaging sold
Freight	For the transport of goods, upstream and downstream
Trips	Transport of people (personal, professional)
Direct Waste	To the waste produced on the site
Fixed assets	To the manufacture of durable goods used by the entity (building, computer equipment)
Use	Fossil fuels or electricity used to use the product or service sold or distributed
End of Life	End-of-life treatment of products sold or distributed

For 2021, the greenhouse gas emissions for the RAJA France site of PN2 is the cumulative of the 3 scopes of **527,500 Tons of CO2**.



Scope 1: Direct Greenhouse Gas Emissions

Definition: These are greenhouse gas emissions that take place directly at the company level

For 2021, direct Scope 1 greenhouse gas emissions amount to 1,099 tonnes of CO₂:

Type of Emissions	Tons of CO ₂
Emissions related to gas heating in offices and warehouse	632
Emissions related to the combustion of fuel from service vehicles owned by the company	120
Emissions related to refrigerant gases from air conditioning or chillers	347
TOTAL SCOPE 1	1 099

Scope 2: Indirect Emissions Related to Energy

Definition: These are emissions related to energy consumption, such as:

Type of Emissions	Tons of CO ₂
Indirect emissions related to electricity consumption	60
TOTAL SCOPE 2	60

For 2021, indirect emissions related to energy falling within Scope 2 amount to 60 Tons of CO₂.

Scope 3: Other Indirect Emissions

Definition: These are emissions related to the company's activity, such as:

- ▶ Purchases of goods and raw materials
- ▶ Purchases of services (administrative, digital, etc.)
- ▶ Home-to-work travel
- ▶ The use of the products or services sold

Type of Emissions	Tons of CO ₂
Energy-related emissions not included in Scopes 1 and 2	246
Purchases of products or services	1 100
Capital assets	4 586
Wastes	293
Upstream freight transport	519 159
Business trips	117
End of life of products sold	39
Home to work travel	801
TOTAL SCOPE 3	526 341

Actions for Ecological Transition

Among the solutions to fight against climate change, RAJA has already started its approach to reduce its CO2 emissions on a daily basis and is carrying out actions in favour of ecological transition.

FIGHT AGAINST DEFORESTATION

Some labels guarantee sustainable forest management. By purchasing products bearing the Forest Stewardship Council (FSC) or European Program for Certified Forests (PEFC) label, RAJA contributes to the preservation of forests and thus limits anthropogenic greenhouse gas (GHG) emissions.

CLEAN ENERGY CONSUMPTION

To reduce its impact on the climate and its CO2 emissions, the head office of the RAJA Group will install photovoltaic panels as part of the head office renovation project which will be spread over 2 years (between 2022 and 2024). The goal of this project is to produce enough electricity for the offices to be self-sufficient in terms of their electricity consumption.

CIRCULAR ECONOMY AWARENESS

Whether in terms of its products or its activities, RAJA makes its customers and employees aware of good practices based on the 5R principle:



REDUCE

RAJA offers the widest choice of packaging and advises you, to protect the products well without overpacking, and to reduce the weight and volume of shipments.



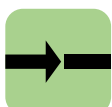
REUSE

RAJA offers, whenever possible, reusable and more sustainable packaging



REPLACE

Whatever the needs, RAJA offers alternative eco-friendly solutions



RENEW

RAJA offers bio-based packaging, made from renewable and already recycled natural materials



RECYCLE

RAJA offers its customers the opportunity to give your packaging a second life by choosing recyclable packaging

MORE ECO-FRIENDLY VEHICLE FLEET

As of December 31, 2021, our fleet of company vehicles and service vehicles was only composed of 12% hybrid or plug-in hybrid vehicles.

The range of vehicles offered to employees eligible to obtain a company vehicle was modified in 2021 and now offers more clean vehicles (hybrid, plug-in hybrid and 100% electric).



The various ENVIRONMENT indicators are mentioned in detail in the CSR INDICATORS paragraph

ETHICS

Code of Ethics

The RAJA Group has established itself as a leader in the distribution of packaging, supplies and equipment for companies in France and Europe thanks to its passion for service and the customer, its dynamic innovation and know-how. of its team members.

As a benchmark player in its sector of activity, aware since its creation of its social and environmental responsibility and endowed with a strong ethical culture, RAJA wished to formalise its values and its commitments by establishing a Code of Ethics.

It is obvious that the Group's actions must be carried out in an ethical approach, respectful of rights and regulations and of our values. This approach must become a key differentiator allowing us to stand out from our competitors for the benefit of our team members, our customers, our suppliers and other stakeholders. It must also contribute to the protection of one of the Group's main assets: its reputation, its notoriety.

This document is a benchmark of behaviour that is binding on all Group team members, at all levels without exception, and whose purpose is to serve as a guide and inspire action through respect for the values and Group commitments.

RAJA GROUP



RAJA GROUP VALUES

Our values are based on the culture of the customer and service through the search for excellence, permanent innovation and respect for our societal and environmental commitment.

Our values are based on these fundamental pillars, shared by all team members of the RAJA Group. These values reflect our commitments to our customers, suppliers and other stakeholders and are set out in ethical principles in the RAJA Group Code of Ethics.

RAJA GROUP COMMITMENTS

As a Responsible Company

- ▶ Compliance with laws, regulations and national & international standards
- ▶ Fight against corruption, conflicts of interest, fraud
- ▶ Fair competition
- ▶ Respect for the confidentiality of information
- ▶ Protection of personal data
- ▶ Relations with our suppliers
- ▶ Sincerity and accuracy of accounting and financial information
- ▶ Loyalty in communication
- ▶ Use of company IT resources
- ▶ Representation of the company

As a Human Company

- ▶ Working Conditions
- ▶ Occupational health and safety protection
- ▶ Freedom of association & social dialogue
- ▶ Fight against discrimination

As a Committed Company

- ▶ RAJA-Danièle Marcovici Foundation

As a Social Company

- ▶ Our CSR approach
- ▶ RAJA & the Environment

Anti-Corruption Compliance Programme

The Sapin II law, promulgated in December 2016, introduces an obligation to prevent corruption for companies and groups exceeding certain thresholds (turnover above €100 million and workforce above 500 employees) and defines the key elements of an anti-corruption system. These obligations have been applicable since June 1, 2017.

Corruption is a major issue for companies because of the criminal, financial and reputational consequences it can generate.

These new legal obligations imposed on the company by the Sapin II law must be understood, not as an additional constraint, but as a tool at the service of its competitiveness and its development, in a context where the new global legal environment enshrines the ethics and the prevention of corruption at the heart of its systems and where several international organisations intend to eventually impose a "fair level playing field" for all economic operators.

With a turnover of 1.2 billion euros in 2021 and nearly 4,500 employees in Europe, the RAJA Group falls within the scope of the law. Beyond the quantitative criteria, the presence of the RAJA Group internationally within the 19 European countries requires a certain vigilance with regard to the phenomenon of corruption, even if the activity seems less exposed than others. RAJA has therefore implemented an internal system to prevent and detect acts of corruption that are likely to occur during the exercise of its commercial activity.

Corruption Risks & Anti-Competitive Practices Matrix

As a cornerstone of the anti-corruption compliance program, RAJA carried out corruption risk mapping. It makes it possible to draw up an exhaustive overview of the risks within the group and to identify, assess and prioritise them. The occurrence and severity criteria are assessed to obtain the gross risk, the existing means of control and/or control are all elements that allow it to be weighted to obtain residual criticality.

Given changes in the scope of the Group's activity and the latest AFA recommendations published in January 2021, the risk map will be updated in 2022.

Anti-Corruption Code of Conduct

The Anti-Corruption Code of Conduct applies to all Group team members, service providers, suppliers and business third parties. Carried by the Chairwoman of the company and by her Executive Committee, it demonstrates the commitment of the governing body.

The Anti-Corruption Code of Conduct defines the types of offenses associated with corruption and specifies, with examples, the rules and principles applicable in the context of gifts and invitations received or offered, sponsorship, sponsorship and assistance to associations, intermediaries, political contributions, payment of facilitations, influence peddling, collusion, conflicts of interest, selection of suppliers and service providers, accounting and financial documents, the fight against money laundering.

It is appended to the company's internal regulations and communicated to each team member who undertakes to respect it.

Ethics Alert System

In addition to traditional communication channels, RAJA has set up an alert system to allow the collection and processing of reports from employees, Group or external, and relating to the existence:

- ▶ Conduct or situations contrary to the Anti-Corruption Code of Conduct of the RAJA Group.
- ▶ A crime or misdemeanour, a serious or manifest violation of an international commitment duly ratified or approved by France, a unilateral act of an international organisation taken on the basis of such a commitment, law or regulation.
- ▶ A threat or serious harm to the general interest, such as anti-competitive practices, risks or serious violations of human rights and fundamental freedoms (including discrimination and harassment at work), health and the safety of people and the environment.

WHISTLEBLOWING PROCEDURE

The whistleblowing procedure communicated to all team members describes the procedures for exercising this right. An external platform, the “Integrity Line” tool, allows the collection and processing of reports by the Group Ethics Committee in complete confidentiality.

The whistleblowing procedure will be reviewed in 2022 to adapt it to the European directive on the protection of whistle-blowers and the transposition laws in the various European countries in which RAJA is present.

RAJA undertakes to continue the deployment of its anti-corruption program in all of the group's subsidiaries.

ETHICS COMMITTEE

The purpose of the RAJA Ethics Committee is to support the ethical approach promoted by General Management and to ensure proper compliance with the Ethics Charter. It is made up of 3 members from the Group's Legal, Human Resources and Internal Audit Departments. Within the subsidiaries, the General Managers play the role of ethical referents.

The Ethics Committee is the preferred point of contact for RAJA team members for any question relating to the application of the Charter as well as the associated internal policies and procedures. It receives and processes reports of behaviour contrary to the stipulations of the Charter.



Protection of Personal Data

DATA PROTECTION OFFICER

In 2018, RAJA appointed a Data Protection Officer (DPO) in charge of steering the Group's compliance with the General Regulations for the Protection of Personal Data ("GDPR"), and has formalised a policy which expresses its commitment to guarantee the collection, processing and transfer of personal data in complete security within the Group with an appropriate and uniform level of protection. This policy has been validated by the members of the Executive Committee.

PERSONAL DATA PROTECTION POLICY

Through this policy, RAJA undertakes to protect the personal data entrusted to it and to respect the data protection laws of the countries in which this personal data is collected.

The protection of natural persons with regards to the processing of their data is a fundamental right enshrined in European legislation. Indeed, the Charter of Fundamental Rights of the European Union and the Treaty on the Functioning of the European Union provide that everyone has the right to the protection of their personal data regardless of nationality or country of residence.

Ensuring a consistently high level of personal data protection is essential for our relationships with our customers, team members, business partners, suppliers and other stakeholders. They rely on RAJA to carry out its activity in an efficient and competitive manner while ensuring the protection of the personal data collected.

AWARENESS OF GROUP TEAM MEMBERS

Since September 2021, the Legal Department has been publishing a newsletter for all group team members by country.

The purpose of this newsletter is to present the recommendations, opinions and decisions of the European Supervisory Authorities that may be of interest to the RAJA Group.

September 2021 Edition

- ▶ Competition & Partnerships
- ▶ Contracts & Tenders
- ▶ Purchases & Sales
- ▶ Online sales
- ▶ Products
- ▶ Logistics & Transportation
- ▶ Finance

October 2021 Edition

- ▶ Commercial prospecting
- ▶ Computer security
- ▶ Cookies and other trackers
- ▶ Duration of data storage
- ▶ Personal rights
- ▶ Human Resources

November 2021 Edition

- ▶ Transfers of data outside the EEA
- ▶ Data security
- ▶ Cookies and commercial prospecting
- ▶ Data minimization principle
- ▶ Processing of health data (SPECIAL COVID)
- ▶ Data Breach Notification

December 2021 Edition

- ▶ The ethics of artificial intelligence
- ▶ The place of the Data Protection Officer within organisations
- ▶ Marketing: the practice of inbox advertising and the presentation of Google's Privacy Sandbox
- ▶ New developments in cold calling

IT Charter

The charter for the use of resources and data of the information & communication system, also called IT charter, constitutes an appendix to the internal regulations of RAJA.

RAJA implements an information and communication system necessary for the exercise of its activity. It thus provides its employees with the IT and communication tools essential to the performance of their duties.

Any user of the RAJA information and communication system acknowledges having read this charter and undertakes to apply all of its provisions.

The objective of this charter is to specify the uses of RAJA's computer and digital technologies while ensuring their operation and security while respecting the individual freedoms of each user.

The purpose of this charter is to set out the main rules and precautions that all users must respect and implement, for responsible use of IT resources and external resources accessible via the RAJA information and communication system.

Indeed, the sharing of computer and digital data generates exchanges of information favourable to the good coordination of work, but also risk factors.

Finally, this charter defines the means of control and monitoring of this use put in place, not only for the proper performance of the team members' employment contract but also in the context of the criminal and civil liability of the employer.



Information Security

AWARENESS OF GROUP TEAM MEMBERS

In 2021, a portal was created under SharePoint by the RSSI (Head of Information Systems Security).

On this portal, team members can already consult policies, standards and procedures as well as best practices. It will be increased even further in 2022.

At the end of 2021, awareness sessions led by our RSSI were provided:

- ▶ The password
- ▶ The password vault

An information security education platform has also been created and e-learning modules have been made available to Group employees.

These interactive modules covered the following topics:

- ▶ Avoid dangerous links
- ▶ Avoid dangerous attachments
- ▶ URL training
- ▶ Data entry phishing
- ▶ Threat of spear phishing
- ▶ Email protection tools
- ▶ Email security on mobile devices
- ▶ Email Security

Posters and infographics on the topics of information systems security have been displayed in the premises (elevators, break rooms) to inform Group team members of best practices.

EMPÊCHEZ LES RANSOMWARES DE PRENDRE NOS DONNÉES EN OTAGE

Les ransomwares ciblent des entreprises et organisations de toutes tailles, mais aussi des particuliers.

S'il peut se connecter à Internet... il est vulnérable.
Ordinateur
Appareil mobile
Serveur
Périphérique USB

LIMITEZ LE RISQUE D'ATTAQUE DE RANSOMWARE.

SOYEZ VIGILANT AVEC VOS E-MAILS
Soyez prudent avec les liens et les pièces jointes que vous n'attendez pas, même s'ils semblent provenir de sources fiables. Vérifiez toujours auprès de l'expéditeur avant de cliquer ou de télécharger.

MAINTENEZ VOS LOGICIELS À JOUR
Cela vaut pour votre logiciel de cybersécurité, votre navigateur et tout autre logiciel ou application que vous utilisez. Si votre entreprise vous demande d'installer une mise à jour, faites-le rapidement !

PROTÉGEZ VOTRE APPAREIL
Téléchargez uniquement des applications fiables et assurez-vous que VOUS seul avez accès à votre appareil. Ne laissez pas les membres de votre famille utiliser des appareils d'entreprise.

NAVIGUEZ EN TOUTE SÉCURITÉ
Bloquez les fenêtres contextuelles, utilisez un bloqueur de publicité crédible, désactivez les modules d'extension (ou paramétrez-les pour qu'ils ne s'exécutent qu'après avoir obtenu votre autorisation) et évitez les sites à risque.

Si vous pensez que votre système est infecté, réagissez vite.
Déconnectez-vous immédiatement du réseau, tant filaire que sans fil.
Contactez le support informatique (13).

CONSEILS PRATIQUES POUR ÉVITER LES E-MAILS DE PHISHING

Pour parvenir à leurs fins, les e-mails de phishing n'ont besoin que d'une chose : que le destinataire morde à l'hameçon. Cet « arabe italoconnel » constitue un rappel utile que la vérification des e-mails inconnus constitue une étape importante de la protection de vos données et de vos appareils.

Avez-vous reçu un e-mail ?

- NON** → **POURSUIVEZ**
- OUI** → **CONTIENT-IL UNE PIÈCE JOINTE ?**
 - NON** → **POURSUIVEZ**
 - OUI** → **DEMANDE-T-IL DE L'URGENT, DES IDENTIFIANTS DE CONNEXION OU DES INFORMATIONS SENSIBLES ?**
 - NON** → **POURSUIVEZ**
 - OUI** → **CONNAISSEZ-VOUS SON EXÉDITEUR ?**
 - OUI** → **POURSUIVEZ**
 - NON** → **POUVEZ-VOUS VÉRIFIER QUI LA ENVOYE ?**
 - OUI** → **POURSUIVEZ**
 - NON** → **EN ÊTES-VOUS CERTAIN ?**
 - OUI** → **POURSUIVEZ**
 - NON** → **EN ÊTES-VOUS ABSOLUMENT CERTAIN ?**
 - OUI** → **POURSUIVEZ**
 - NON** → **ENVOIEZ LE MAIL À VOTRE SERVICE DE SÉCURITÉ**

Pour rappel :
Les e-mails de phishing peuvent être envoyés par des personnes que vous connaissez. Les messages et liens peuvent être envoyés à votre adresse e-mail. Les liens peuvent être dirigés vers des sites légitimes.

Pour confirmer la source :
- Vérifiez les liens pour voir la destination réelle et comparez-les avec le site officiel.
- Apprenez un numéro de téléphone connu pour vérifier l'identité de l'expéditeur et contactez-le par téléphone. Consultez un site Web de confiance (et assurez-vous d'être connecté à votre réseau sécurisé).

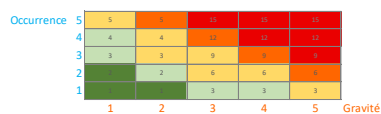
Pour rappel :
Avant de demander quel est ce site, les cybercriminels peuvent créer un site de confiance ou télécharger progressivement les données au moyen d'e-mails, d'appels téléphoniques et d'interactions sur les médias sociaux. Les cybercriminels peuvent voler et utiliser des identifiants de connexion pour envoyer des e-mails malveillants à votre adresse e-mail officielle.

Avant de cliquer sur un lien, de télécharger un fichier ou de communiquer des données sensibles ou d'effectuer un paiement bancaire, vous devez être absolument certain que l'expéditeur est bien celui qu'il prétend être et que sa demande est légitime.

RAJA GROUP

INFORMATION SECURITY RISK ASSESSMENT

Every year, as part of our ISO 9001 certification, all process managers update the risk analysis. The matrix below relating to the management of information systems shows that the risks are under control since the residual rating is low.



Activité du processus	Risque (avéré ou potentiel)	Impact	Criticité brute					Actions de maîtrise (Prévention / protection)	Criticité résiduelle			Commentaires
			Occurrence	G1	G2	Gravité	Cotation brute		Prévention	Protection	Cotation résiduelle	
Etudes et développement : analyse et réalisation	livraison en production erronée	dysfonctionnements, besoin non couvert	1	1	3	3	3	Recettes avant mise en production	-2	-2	1	
	développement trop lent	production non optimisée	4	1	1	1	4	Pilotage des projets	-2	0	2	Suivi plus précis avec les métiers des développements projet
	Livraison en retard	engagement de délai non tenu	2	1	2	2	4	Pilotage des projets	-2	0	2	
Données : Surveillance de la conformité et disponibilité des données	Données clients erronées	Mauvais marketing opérationnel Réclamations clients, insatisfaction	4	2	2	2	8	Modules de correction de certaines données	-1	-1	3	
Surveillance de la sécurité et confidentialité	Mise à disposition d'information confidentielle	Commercial, image, relation fournisseurs	2	3	4	4	8	Politique de sécurité RSSI Outils de surveillance et prévention (firewall, antivirus, ...)	-2	-2	2	Des mesures complémentaires de sécurité ont été prises en 2019. De même, une mise à l'épreuve (Espagne) a démontré une certaine robustesse de nos outils.
Gestion des sauvegardes et archivage	Blocage des outils informatiques, des processus	Commercial et/ou logistique	1	5	5	5	5	Procédures de back up et sauvegardes régulières	-3	-4	1	RAS
Systèmes : surveillance et mise à jour des systèmes et logiciels et site web	Arrêt des systèmes et des sites web	Commercial et/ou logistique	4	4	3	4	16	Suivi d'exploitation, monitoring des applications et sites web. Tests de charges des nouveaux programmes	-2	-2	4	Monitoring en Place
Surveillance de la sécurité et confidentialité	Exfiltration de données	Perte de chiffre d'affaire déficit d'image	3	1	4	4	12	Gestion des entrées / sorties et suivi des actions sur les fichiers (Varonis®)	-1	-2	4	RAS
Suivi des prestations	Mauvaise qualité	Systèmes défaillants (internes ou externes)	2	1	2	2	4	Suiv des fournisseurs	-1	0	2	Procédure de 2017 appliquée Sortie de 3 fournisseurs
Réseau : gestion et maintenance du réseau	Ne plus accéder au système	Business perturbé	1	4	3	4	4	Monitoring du réseau et constitution de flux séparés (back up)	0	-3	1	RAS
Hot line : analyse et traitement des demandes	Mauvaise qualité de service	Clients internes mécontents	3	3	2	3	9	Stimulation des équipes, monitoring des pannes, formalisation des processus	-2	-1	2	
Global processus	Risque de corruption : choix de prestataires	Non conformité à la Loi Sapin II	2	3	1	3	6	Mise en concurrence de plusieurs prestataires Définition de critères d'évaluation	-1	0	3	
Global processus	Risque de corruption : Choix de fournisseurs de matériels	Non conformité à la Loi Sapin II	2	3	1	3	6	AO pour les gros équipements (immobilisations) Mise en concurrence de plusieurs fournisseurs	-1	0	3	Monopole pour certains matériels (apple)
Continuité d'activité en cas de perte d'un datacenter	continuité d'activité	Arret de l'activité	1	5	4	5	5	Plan de redondance des infrastructures	0	-3	2	Testé en live en août 2019
Continuité d'activité en cas de pandémie	continuité d'activité	Arret de l'activité	1	5	5	5	5	Télétravail	0	-4	1	Télétravail

DOCUMENT RETENTION SCHEDULE

This project is in progress and has not been finalised in 2021.

CONFIDENTIALITY AGREEMENT

The Legal & Compliance Department of the RAJA Group has set up 2 types of confidentiality agreements:

- ▶ Unilateral confidentiality agreement
- ▶ Bilateral confidentiality agreement

The purpose of these confidentiality agreements is to set the rules relating to the protection and use of information of a confidential nature communicated by RAJA to the receiving party or parties.

This document is accessible on the common directory as well as in the contract registration database.



The various ETHICS indicators are mentioned in detail in the CSR INDICATORS paragraph

CSR INDICATORS

The indicators mentioned below are those for the reference period, namely from January 1 to December 31, 2021.

Quality Excellence of the Relationship & Service to our Customers

CLAIM RATE

	2020		2021		2022
	Goal	Achieved	Goal	Achieved	Goal
Number of Orders	455 400	475 059	513 351	475 059	505 627
Number of Open Claims		32 212		32 205	
Claim Rate	5,95 %	6,81 %	5,95%	6,29%	5,95%
Claim Rate (Commercial)	1,20 %	1,41 %	1,20%	1,35%	1,20%
Claim Rate (Logistics)	1,20 %	1,03 %	1,00%	0,79%	0,90%
Claim Rate (Transports)	2,13 %	2,55 %	2,13%	2,08%	2,10%
Global Claim Rate	5,95 %	6,81 %	5,95 %	6,29%	5,95%

INTERNAL SERVICE RATE

	2020		2021		2022
	Goal	Achieved	Goal	Achieved	Goal
Service Rate (Commercial)	98,80 %	98,59 %	98,80 %	98,65%	98,80%
Service Rate (Supply Chain)	94,85 %	95,83 %	95,05 %	95,84%	95,22%
Stock Availability Rate	98,30 %	98,28 %	98,30 %	97,95%	97,90%
Product Quality Service Rate	99,58 %	99,41 %	99,58 %	99,47%	99,50%
Service Rate (Logistics)	98,73 %	98,97 %	99,00 %	99,21%	99,10%
Global Internal Service Rate	93,06 %	93,64 %	93,65 %	93,92%	93,26%

EXTERNAL SERVICE RATE

	2020		2021		2022
	Goal	Achieved	Goal	Achieved	Goal
Delivery Time Service Rate 24h	98,06%	96,71%	98,06 %	98,61%	98,50%
Delivery Time Service Rate 48h	97,80%	95,47%	97,80 %	98,08%	98,50%
Delivery Quality Rate	99,61 %	99,70 %	99,61 %	99,66%	99,66%
Global External Service Rate	98,60 %	95,50 %	98,81 %	97,96%	98,67%

Social & Human Rights

HEALTH & SAFETY OF TEAM MEMBERS

Occupational Risk Assessment

Of the 15 Work Units (TU) evaluated, the results of the 2021 risk assessment are as follows:

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	764	23	326	415	1	129	634

On 2022, the evaluation methodology will change, currently the work units are defined by location, they will be defined by functions.

Medical Consultations Follow-Up

	2020			2021		
	Offices	Logistics		Offices	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	458	104	70	458	118	31
Medical Visits up to Date	410	67	60	416	98	28
Medical visits not up to date	48	37	10	42	20	3
% of Medical Visits up to date	89,5 %	64,4 %	85,7 %	90,61%	77,11%	87,09%
Total up to Date	84,7 %			89,29%		

First Aiders

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
Number of New First Aiders	5	0	0	0
Number of First Aiders retrained	0	8	15	23
Number of First Aiders Up to Date	41	11	18	29
Total up to Date	46	19	33	52

Accident Monitoring

Year	Logistics		Offices		TOTAL	
2020	16		13		29	
2021	TA	WA	TA	WA	TA	WA
	0	12	3	8	3	20

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	13		979		1		53		14		1 032	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	-	9	-	1 209	1	5	4	197	1	14	4	1 406

Frequency Rate & Severity Rate

	2020	2021	Goal 2022
Total number of accidents	29	23	0
Number of accidents with lost time	14	14	0
Number of days of lost time	1 032	1 406	0
Frequency rate	15,6	15,90	0
Severity rate	1,13	1,49	0

WORKING CONDITIONS

Workplace Satisfaction Survey

	2020	2021
Total Headcount	654	699
Number of people who responded to the survey	106	107
% of the headcount responded to the satisfaction survey	16,20%	15,34%

SOCIAL DIALOGUE

Agreements Signed with Team Members' Representatives

	2020	2021
Number of Existing Agreements Signed with Representatives	14	14
Number of Renewed Agreements over the Reference Period	10	8
Number of Newly Signed Agreements with Representatives	4	6
Number of Agreements in Force	14	14

Meetings with Team Members' Representatives

	2020	2021
Number of Work Council Meetings	30	14
Number of Health, Safety & Working Conditions Meetings	8	5
Number of Union Meetings	15	12

Headcount Represented by Work Councils / Unions

	2020	2021
Total Headcount	654	699
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

Health, Safety & Working Conditions Representatives

	2020	2021
Total Headcount	654	699
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

Collective Labour Agreement on Working Conditions

	2020	2021
Total Headcount	654	699
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

CAREER MANAGEMENT

Annual Evaluation Interviews

	2020	2021
Number of Team Members to Evaluate	583	582
Number of Evaluation Interviews Achieved	376	465
% of Annual Evaluation Interviews Completed	64%	80%
% of the headcount having been assessed	57,49 %	66,52 %

Professional Interviews

	2020	2021
Number of Team Members to Evaluate	415	138
Number of Evaluation Interviews Achieved	374	106
% of Professional Interviews Completed	90%	77%

Internal Mobility

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	0	1
		Women	0	1
	Number of Professional Employment Categories changes (promotions)	Men	5	2
		Women	6	8
Supervisors	Number of intra or inter Department changes of function	Men	0	1
		Women	0	4
	Number of Professional Employment Categories changes (promotions)	Men	9	3
		Women	20	0
Managers	Number of intra or inter Department changes of function	Men	0	3
		Women	1	5
	Number of Professional Employment Categories changes (promotions)	Men	1	0
		Women	1	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			43	28

Number of Team Members who have Received Training

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	47	30	77	49	45	94
Supervisors	38	39	77	30	46	76
Managers	112	119	231	62	83	145
Executives & Directors	12	3	15	2	6	8
TOTAL	209	191	400	143	180	323

Number of training hours & Average training hours / person

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	554,40	164,50	718,90	2 009	712	2 721
Average Training Hours / Person	11,79	5,48	9,34	40,18	17,36	29,90
Supervisors	500,30	955,30	1 455,60	1 079	566	1 645
Average Training Hours / Person	13,16	24,49	18,90	35,97	12,58	21,93
Managers	1 192,20	975,50	2 167,70	1 607	1 686	3 293
Average Training Hours / Person	10,64	8,2	9,38	25,92	20,31	22,71
Executives & Directors	107,31	21	128,31	75	138	213
Average Training Hours / Person	8,94	7	8,55	37,50	23	26,63
Average Number of Training Hours / Person	11,26	11,08	11,18	33,13	17,73	24,68

DIVERSITY, DISCRIMINATION & HARRASSMENT

Headcount by Professional Employment Categories & per Gender

Professional Employment Categories	Gender	2020	2021
Workers	Men	146	149
	%	57%	57%
	Women	110	113
	%	43%	43%
	TOTAL	256	262
Supervisors	Men	54	61
	%	40%	38%
	Women	80	101
	%	60%	62%
	TOTAL	134	162
Managers	Men	101	112
	%	41%	44%
	Women	146	145
	%	59%	56%
	TOTAL	247	257
	%	38%	37%

Professional Employment Categories	Gender	2020	2021
Executives & Directors	Men	10	9
	%	59%	50%
	Women	7	9
	%	41%	50%
	TOTAL	17	18
	%	3%	3%
TOTAL	Men	311	331
	%	48%	47%
	Women	343	368
	%	52%	53%
	TOTAL	654	699

Headcount per Age & per Professional Employment Categories

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	4	0	0	0	4	0,61%	11	0	0	0	11	1,57%
From 21 to 25 years	33	14	13	0	60	9,17%	40	9	12	0	61	8,73%
From 26 à 30 years	20	12	29	0	61	9,33%	18	32	37	0	87	12,45%
From 31 à 35 years	19	9	35	0	63	9,63%	27	10	29	0	66	9,44%
From 36 à 40 years	30	22	40	0	92	14,07%	21	24	36	0	81	11,59%
From 41 à 45 years	39	26	35	1	101	15,44%	37	26	42	2	107	15,31%
From 46 à 50 years	37	19	37	8	101	15,44%	37	22	46	7	112	16,02%
From 51 à 55 years	34	17	33	1	85	13,00%	32	19	28	4	83	11,87%
From 56 à 60 years	30	13	22	4	69	10,55%	30	15	23	1	69	9,87%
From 61 à 65 years	8	1	3	1	13	1,99%	8	4	4	2	18	2,58%
More than 65 years	2	1	0	2	5	0,76%	1	1	0	2	4	0,57%

Equality Index between Women & Men

	2020	2021	Goal 2022
Equality Index W/M	99 / 100	94 / 100	99/100

Average Remuneration by Professional Employment Categories

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	M	W	M
Average of Remuneration	2020	€2,367.01	€2,356.29	€2,794.60	€2,877.00	€3,930.22 €	€4,080.27
	2021	€2,358.70	€2,374.85	€2,824.93	€2,875.97	€3,939.25	€4,135.96

Headcount by Nationality

Professional Employment Categories	2020			2021		
	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	230	26	256	231	31	262
Supervisors	128	6	134	151	11	162
Managers	237	10	247	247	10	257
Executives & Directors	16	1	17	17	1	18
TOTAL	611	43	654	646	53	699

Team Members with Disability

Professional Employment Categories	2020	2021
Workers	6	4
Supervisors	1	4
Managers	4	3
Executives & Directors	0	0
TOTAL	11	11

Average Annual Headcount

Professional Employment Categories	2020	2021
Workers	252,21	259,98
Supervisors	127,76	145,56
Managers	238,77	250,31
Executives & Directors	16,59	17,93
TOTAL	635,33	673,78

Hires by Professional Employment Categories & by Gender

Professional Employment Categories	Gender	2020	2021
Workers	Men	24	31
	Women	46	46
Total " Worker "		70	77
Supervisors	Men	4	11
	Women	12	20
Total " Supervisors "		16	31
Managers	Men	15	18
	Women	21	18
Total " Managers "		36	36
Executives & Directors	Men	1	2
	Women	0	4
Total " Executives & Directors "		1	6
TOTAL		124	150

Sustainable Procurement

SUSTAINABLE PROCUREMENT POLICY / SUPPLIERS CODE OF CONDUCT

Signatories

	2020	2021
Total Number of Suppliers	523	517
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	523	515
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	99,6%

Suppliers Referencing Agreements

	2020	2021
Total Number of Suppliers	523	517
Number of Supplier Referencing Agreements Containing Clauses on Environmental, Labour & Human Rights Requirements	523	517
% of Supplier Referencing Agreements Containing Clauses on Environmental, Labour & Human Rights Requirements	100%	100%

SUPPLIERS' ASSESSMENTS

	2020	2021
Total Number of Suppliers	523	517
Number of Suppliers' Assessment Completed	240	113
Number of Suppliers Assessed on their CSR Performance	240	113
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	70% of turnover by product range	70% of turnover by product range
% of suppliers who have been the subject of an on-site audit	0⁽¹⁾	0⁽¹⁾

(1) The health context did not allow us to carry out on-site audits

REDUCTION OF THE ENVIRONMENTAL IMPACT OF OUR PRODUCTS

	2020	2021	Goal 2022
% suppliers who have signed the Sustainable Procurement Policy	100%	99,6%	100%
% of eco-friendly references	NC	66%	67%
% of sales of eco-friendly references (packaging offer)	NC	81%	82%
% of eco-friendly references	48%	47%	51%
% of sales of eco-friendly references (overall offer)	NC	75%	76%
% of products purchased in Europe	86%	86%	86%
% of European Suppliers	95%	97%	97%

BUYERS' TRAINING ON ENVIRONMENTAL ISSUES

Buyers' Awareness

	2020	2021	Goal 2022
Number of Buyers within the Group Purchasing Centre	32	29	35
Number of Buyers within the Group Purchasing Centre trained in Sustainable Procurement	32	29	35
% of Buyers trained	100%	100%	100%

Sustainable Procurement Objective

	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	10%	10%

Environment

WASTE MANAGEMENT

Tonnage of our Waste

Waste Category	2020	2021	Goal 2022
Recyclable / Reusable Waste (In Tons)			
Cardboard & Paper	NC	215,66	Reduction between 3 and 8%
Paper (destruction of confidential documents)	NC	0,20	
Crushed wood	NC	1,42	
Wood (broken pallets)	NC	8,06	
Scrap	NC	1,88	
Plastic Films	NC	3,02	
Glass	0,17	0,238	
Coffee Capsules	0,13	0,05	
Plastic Bottles & Cups	0,10	0,03	
Cans	0,08	0,06	
Cigarettes' Butts	0,001	0,015	
Battery	0,00	0,079	
Ordinary Industrial Waste (DIB) → Recycled at 60% of the global tonnage	NC	66,727	
Waste Electrical and Electronic Equipment (WEEE)	NC	2,294	
Subtotal Recyclable / Reusable Waste	NC	299,533	Reduction between 3 and 8%
Non-Recyclable / Non-Recoverable Waste (In Tons)			
Ordinary Industrial Waste (DIB) → Non-Recycled at 60% of the global tonnage	NC	44,485	Reduction between 3 and 8%
Infectious waste	NC	0,005	
Aerosol	NC	0,04	
Solid waste	NC	0,53	
Ultimate waste	NC	77,88	
Packaging with residues	NC	0,11	
Flammable liquids	NC	0,87	
Subtotal Non-Recyclable / Non-Recoverable Waste	NC	123,92	Reduction between 3 and 8%
TOTAL	NC	423,45	Reduction between 3 and 8%

Waste Recycling (excluding pallets)

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	NC	291,473	-
% recovery of our waste	NC	68,51%	70 %

Catalogues Tonnage Reduction

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	626	763	760

ENERGY CONSUMPTION MONITORING

Gas & Electricity

	2020	2021	Goal 2022
Gas Consumption (in kWh)	2 353 628	3 371 224	2 400 000
Number of kWh / Person / day (*)	14,60	18,99	< 15
Electricity Consumption (in kWh)	2 380 694	2 511 653	2 400 000
Number of kWh / Person / day (*)	14,77	14,15	< 15
Cumulative Gas & Electricity Energy Consumption (in kWh)	4 734 322	5 882 877	4 800 000
Number of kWh / Person / day (*)	26,67	33,13	< 27

(*) Headcount of 699 team members at 12/31/2021
254 working days in 2021

Water

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	3 882	3 302	3 250
Number of m ³ / Person / day (*)	0,024	0,019	0,015

(*) Headcount of 699 team members at 12/31/2021
254 working days in 2021

	2020	2021
Fire water consumption (in m ³)	851	778

Greenhouse Gas Emissions

	2020	2021	Goals 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	1 099	Reduction between 3 and 8%
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	60	Reduction between 3 and 8%
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	526 341	Reduction between 3 and 8%
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	527 500	Reduction between 3 and 8%

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	346	41	167	138	8	110	228
2021	202	27	83	92	1	59	142

Ethics

AWARENESS ON ETHICS

	2020	2021	Goal 2022
Total Headcount	654	699	NC
Number of people trained in Ethics issues	0	NC	NC
% of the Headcount trained in Ethics issues	0%	NC	NC










FOLLOW-UP OF REPORTS THROUGH THE WHISTLEBLOWING PROCEDURE

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	1

APPENDICES

Certifications of RAJA Group Subsidiaries

Most of the subsidiaries of the RAJA Group have obtained ISO 9001 and ISO 14001 certifications for the control of their Quality and Environment management system. As part of these certifications, each of the entities has drawn up a Quality Policy and an Environmental Policy in which the objectives set by the Executive Committee of the RAJA Group have been set out.

Group entities						
		Quality	Environment	Occupational Health & Safety	Energetic Performance	CSR
	RAJA France	●	●	-	-	-
	BERNARD	●	●	-	-	-
	CENPAC	●	●	-	●	-
	JPG	-	●	-	-	-
	WELCOME OFFICE	Not Certified				
	RAJA Germany	●	●	-	-	-
	UDO BÄR	●	-	-	-	-
	VIKING	●	●	●	-	-
	RAJA Austria	●	●	-	-	-
	VIKING	●	-	-	-	-
	RAJA Belgium	●	●	-	-	-
	RAJA The Netherlands	●	●	-	-	-
	VIKING	●	-	-	-	-
	RAJA Denmark	●	-	-	-	-
	RAJA Spain	●	●	●	-	●
	KALAMZOO	●	●	-	●	-
	RAJA Hungary					-
	RAJA Italy	●	●	-	-	-
	MONDOFFICE	●	●	●	-	-
	RAJA Norway	Not Certified				
	RAJA Poland	●	●	-	-	-
	RAJA Portugal	Not Certified				
	RAJA Sweden	Not Certified				
	RAJA Switzerland	●	●	-	-	-
	RAJA Slovakia	●	●	-	-	-
	RAJA Czech Republic	●	●	-	-	-
	RAJA Unites Kingdom	●	●	●	-	-
	MORPLAN	Not Certified				
	VIKING	●	●	●	-	-
	VIKING	●	●	●	-	-

RAJA France ISO 9001 & 14001 Certificate



Certificat

Certificate

N° 2011/40767.5

Page 1 / 1

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

RAJA

pour les activités suivantes :
for the following activities:

VENTE DE FOURNITURES ET D'ÉQUIPEMENTS AUX ENTREPRISES.

SALE OF SUPPLIES AND EQUIPMENT TO COMPANIES.

a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of:

ISO 9001 : 2015 - ISO 14001 : 2015

et est déployé sur les sites suivants :
and is developed on the following locations:

16, rue de l'Etang ZI Paris Nord II FR 93290 TREMBLAY-EN-FRANCE
Avenue Marcel Dassault ZAC Sainte-Anne FR 84700 SORGUES

Le détail des activités et sites certifiés par norme est mentionné sur les certificats suivants :
The description of certified activities and locations per standard is mentioned on the following certificates:

Certificat ISO 9001 : 2015 n° 10208
Certificat ISO 14001 : 2015 n° 40764

Certificats ISO 9001 et ISO 14001 délivrés sous accréditation n° 4-0001
Certificates ISO 9001 and ISO 14001 issued under accreditation n°4-0001

Ce certificat est valable à compter du (année/mois/jour)
This certificate is valid from (year/month/day)

2021-10-28

Jusqu'au
(until)

2023-07-08

Ce document est signé électroniquement. Il constitue un original électronique à valeur probatoire.
This document is e-electronically signed. It stands for an electronic original with probatory value.

Julien NIZRI
Directeur Général d'AFNOR Certification
Managing Director of AFNOR Certification

Seuls les certificats électroniques, consultables sur www.afnor.org, ont été mis à disposition de la certification à l'usage des clients. The electronic certificates only available at www.afnor.org in order to be used by the company's clients. Les accréditations obtenues par AFNOR Certification ont obtenu une accréditation par www.afnor.org - accréditation for the Accreditation body by AFNOR Certification and its subsidiaries is awarded by www.afnor.org. AFNOR est une marque déposée - AFNOR is a registered trademark. CERTIF 13333, 07/2022



Plashez ce QR Code pour
vérifier la validité du certificat

RAJA France Quality Policy



Depuis sa création, l'une des valeurs de RAJA est de garantir l'excellence de la qualité de la relation et du service à ses clients quels que soient leur taille et leur secteur d'activité.

Parce que nous sommes le leader européen de la distribution multicanale d'emballages, de fournitures et d'équipements pour les entreprises, nous sommes déterminés à poursuivre nos actions pour satisfaire les attentes de nos clients et respecter nos engagements (qualité, prix, délai, services).

Nous sommes également axés sur la qualité de vie au travail de nos collaboratrices et de nos collaborateurs et favorisons l'équité professionnelle entre les femmes et les hommes, le développement des compétences et la mobilité interne.

Notre Politique Qualité s'organise autour des principes suivants :

GARANTIR LA SATISFACTION DE NOS CLIENTS

- En proposant une gamme de produits adaptés à leurs besoins et au meilleur rapport qualité / prix
- En mettant à leur disposition une offre multicanale exhaustive et claire (catalogues, newsletters, site web)
- En les accompagnant lors de la prise de commande et en leur apportant des conseils personnalisés
- En garantissant une disponibilité de tous nos produits
- En veillant à la qualité de la préparation des commandes et à la rapidité de la livraison (en 24/48 heures)

PROPOSER DES PRODUITS CONFORMES AUX REGLEMENTATIONS EN VIGUEUR

- En garantissant à nos clients la conformité des produits (certificats CE pour les machines et systèmes d'emballages, fiches techniques pour tous nos produits et fiches de données sécurité pour les produits d'hygiène)
- En effectuant une veille réglementaire « produits »
- En proposant des produits innovants pouvant se substituer au plastique

INVESTIR DANS NOS RESSOURCES HUMAINES

- En fournissant les ressources nécessaires à la mise en œuvre efficace de notre Système de Management de la Qualité
- En développant le capital humain en anticipant et accompagnant les évolutions de nos métiers par le développement des compétences et de l'employabilité

MAINTENIR NOTRE SYSTÈME DE MANAGEMENT QUALITÉ (SMQ)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité et maintenir notre niveau de performance
- En mettant le client au centre de notre stratégie et de nos plans d'actions
- En fixant des cibles et des objectifs qualité et en assurant le suivi des résultats atteints
- En optimisant notre organisation et la maîtrise de nos processus
- En renouvelant notre certification ISO 9001 que RAJA a obtenue en 1998

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brice KAPELUSZ
Directeur Général Opérationnel
RAJA France

RAJA France Environmental Policy

POLITIQUE ENVIRONNEMENTALE

RAJA

Depuis sa création, RAJA s'est engagée dans la préservation des ressources naturelles et a renforcé son engagement en matière de développement durable et d'amélioration de ses performances environnementales.

Parce que nous sommes le leader européen de la distribution multicanale d'emballages, de fournitures et d'équipements pour les entreprises, nous sommes déterminés à poursuivre nos actions pour réduire l'impact de nos activités sur l'Environnement et à fournir à nos clients une large gamme de produits éco-responsable.

Politique Environnementale s'organise autour des principes suivants :

REDUIRE L'IMPACT ENVIRONNEMENTAL DE NOS PRODUITS

- En travaillant avec des producteurs respectueux des réglementations et législations environnementales européennes
- En incitant nos fournisseurs à s'inscrire également dans une démarche environnementale et sociétale
- En achetant des produits majoritairement fabriqués en Europe
- En promouvant des produits innovants et écoresponsables et en proposant à nos clients chaque fois que cela est possible, une gamme alternative de produits plus respectueux de l'environnement au même rapport qualité-prix ainsi que des produits recyclés et recyclables
- En conseillant et en informant nos clients sur nos produits, nos services et sur la réglementation en vigueur

REDUIRE L'IMPACT ENVIRONNEMENTAL DE NOS ACTIVITES

- En diminuant l'impact écologique de nos catalogues par l'utilisation de matières issues des forêts gérées durablement (Papiers FSC et PEFC) et par la réduction du grammage du papier
- En mettant en œuvre une organisation logistique responsable
- En diminuant l'empreinte environnementale de notre site par le tri, la maîtrise et la réduction de nos déchets, par la mise en œuvre d'actions de prévention des pollutions
- En mettant en place des actions pour réduire notre empreinte carbone

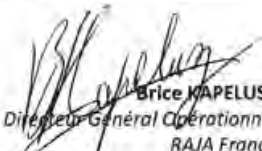
COMMUNIQUER ET SENSIBILISER SUR NOTRE DEMARCHE ECORESPONSABLE

- En formant et en responsabilisant nos collaboratrices et nos collaborateurs sur les bonnes pratiques environnementales et sur l'application de notre Politique Environnementale
- En informant nos clients, nos fournisseurs, nos prestataires des actions mises en place pour la transition écologique

MAINTENIR NOTRE SYSTEME DE MANAGEMENT ENVIRONNEMENTAL (SME)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité
- En déterminant, de façon cohérente, les orientations stratégiques en matière d'environnement
- En fixant des cibles et des objectifs environnementaux et en assurant le suivi des résultats atteints
- En effectuant une analyse environnementale identifiant les aspects environnementaux significatifs (AES)
- En effectuant une veille réglementaire afin de mettre en place les actions préventives et/ou correctives afin d'être en conformité avec la législation en vigueur
- En renouvelant notre certification ISO 14001 que RAJA a obtenue en 2011

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brice KAPELUSZ
Directeur Général Opérationnel
RAJA France

RAJA France Occupational Health & Safety Policy



Nous considérons la Santé et la Sécurité comme un enjeu majeur dans notre stratégie et sont nos priorités au quotidien dans la planification et la mise en œuvre des activités de RAJA France. La santé et la sécurité au travail sont des conditions sine qua non de la pérennité de l'entreprise et revêtent une importance fondamentale pour la concrétisation de nos objectifs qualitatifs et quantitatifs.

La responsabilité de la Santé et la Sécurité au Travail est en premier lieu individuelle car chaque collaboratrice et chaque collaborateur doit veiller à effectuer ses tâches pour préserver son intégrité physique et mentale. Nous travaillons avec les membres de la Commission Santé, Sécurité & Conditions de Travail (CSSCT) pour mettre en œuvre les actions préventives et /ou correctives nécessaires pour fournir à tous, un lieu de travail sain et sécurisé.

Notre Politique Santé & Sécurité au Travail s'organise autour des principes suivants :

GARANTIR UN ENVIRONNEMENT & DES CONDITIONS DE TRAVAIL DE QUALITÉ

- En mettant à disposition des collaboratrices et des collaborateurs des espaces de travail ergonomiques et adaptés aux contraintes de leurs activités
- En fournissant les équipements nécessaires et en proposant des solutions innovantes pour effectuer le travail en toute sécurité et préserver la santé
- En maintenant le site et les installations en bon état de fonctionnement, en effectuant les contrôles périodiques réglementaires afin que l'environnement de travail soit en conformité au regard de la législation en vigueur
- En respectant les obligations en matière de Santé & Sécurité au Travail (gestion des compétences, formations métiers & suivi des visites médicales)

RÉDUIRE VOIRE ANNIHILER LES RISQUES PROFESSIONNELS

- En identifiant l'exhaustivité des risques auxquels les collaboratrices et les collaborateurs peuvent être exposés dans le cadre de leur fonction
- En effectuant une évaluation des risques en collaboration avec nos partenaires sociaux et en impliquant les collaboratrices et les collaborateurs afin qu'ils soient acteurs de la prévention
- En proposant des mesures de prévention et de protection pour réduire l'impact des activités et limiter les risques d'accidents (équipements de protection individuelle et collective, prévention des TMS, etc.)
- En mettant à jour le Document Unique d'Évaluation des Risques (DUER) et en mettant le plan d'actions résultant de l'analyse des risques

COMMUNIQUER ET SENSIBILISER SUR NOTRE DÉMARCHE SANTÉ & SÉCURITÉ AU TRAVAIL

- En formant et en responsabilisant nos collaboratrices et nos collaborateurs sur les bonnes pratiques en matière de Santé & de Sécurité au Travail et sur les comportements à adopter dans le cadre des situations d'urgence
- En informant nos prestataires des règles applicables sur le site en matière de Santé & Sécurité au Travail par l'intermédiaire des plans de prévention

S'ORIENTER VERS LA MISE EN ŒUVRE DE NOTRE SYSTÈME DE MANAGEMENT SANTÉ ET SÉCURITÉ AU TRAVAIL (SMSST)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité
- En déterminant, de façon cohérente, les orientations stratégiques en matière de Santé et de Sécurité au Travail
- En fixant des cibles et des objectifs sécuritaires et en assurant le suivi des résultats atteints
- En nous appuyant sur le référentiel ISO 45001

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brite KAPELUSZ
Directeur Général Opérationnel
RAJA France

RAJA France Energetic Performance Policy

POLITIQUE DE PERFORMANCE ÉNERGÉTIQUE



RAJA France est depuis de nombreuses années, engagée dans une démarche écoresponsable et a mis le Développement Durable et la Transition Ecologique au centre de sa stratégie pour améliorer la Performance Energétique de ses bâtiments administratifs et de ses centres de distribution.

Afin d'être en conformité avec les exigences de la loi sur la transition énergétique et la croissance verte, RAJA France a mis en œuvre de nombreuses actions pour réduire l'impact de ses produits et de ses activités sur l'Environnement.

Notre Politique de Performance Energétique s'organise autour des principes suivants :

REDUIRE NOS CONSOMMATIONS D'ÉNERGIE

- En suivant nos consommations énergétiques (eau, gaz & électricité)
- En maîtrisant nos consommations par la programmation de plages horaires en fonction des besoins de l'activité
- En proposant des solutions pour réduire les consommations pendant les périodes d'activité

METTRE EN PLACE DES ACTIONS POUR LUTTER CONTRE LE RÉCHAUFFEMENT CLIMATIQUE

- En achetant des matériels correspondant à la meilleure classe énergétique
- En favorisant l'économie circulaire en revalorisant et en limitant notre production de déchets, en limitant la consommation et le gaspillage des matières premières et des sources d'énergie non renouvelables et en luttant contre la déforestation
- En accompagnant nos collaboratrices, nos collaborateurs et nos clients en faisant la promotion du principe des 5R de RAJA (Réduire, Réutiliser, Remplacer, Renouveler, Recycler) dans leurs tâches et dans leur vie au quotidien
- En proposant des véhicules propres (hybrides ou 100% électriques) aux collaboratrices et collaborateurs éligibles à l'attribution d'un véhicule de fonction
- En mettant en place une organisation qui nous permette de réduire les émissions de gaz à effet de serre
- En investissant dans la consommation d'énergie propre en mettant en place des panneaux photovoltaïques qui nous permettront d'être auto-suffisants

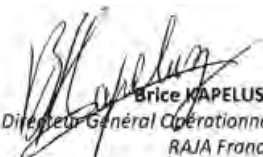
COMMUNIQUER ET SENSIBILISER POUR ÉCONOMISER L'ÉNERGIE AU QUOTIDIEN

- En formant et en responsabilisant nos collaboratrices et nos collaborateurs sur les bonnes pratiques pour réduire nos consommations énergétiques
- En informant nos clients, nos fournisseurs, nos prestataires des actions mises en place pour la transition écologique

S'ORIENTER VERS LA MISE EN ŒUVRE DE NOTRE SYSTÈME DE MANAGEMENT DE L'ÉNERGIE (SME)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité
- En déterminant, de façon cohérente, les orientations stratégiques en matière de Performance Energétique
- En effectuant les audits réglementaires pour mesurer notre Performance Energétique
- En fixant des cibles et des objectifs de performance et en assurant le suivi des résultats atteints
- En nous appuyant sur le référentiel ISO 50001

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brice KAPELUSZ
Directeur Général Opérationnel
RAJA France

RAJA Group CSR Policy



J'ai toujours considéré que le rôle de l'entreprise n'était pas seulement économique, mais aussi social et sociétal. C'est avec cette conviction que j'ai créé la Fondation RAJA-Danièle Marcovici en 2006, avec pour ambition d'agir en faveur du développement durable en soutenant dans la défense des droits des femmes, la lutte contre les violences, l'éducation, l'insertion sociale, l'insertion professionnelle et l'indépendance financière des femmes dans le monde.

L'emballage est devenu un sujet de préoccupation majeur pour les consommateurs et, par voie de conséquence, pour les entreprises. RAJA souhaite avoir un rôle moteur dans la transition écologique dans les emballages, en proposant des solutions écoresponsables et en informant ses clients sur les bonnes pratiques telles que la réduction du vide dans les colis ou les filières de recyclage.

La Responsabilité Sociétale des Entreprises (RSE) concerne nos collaboratrices et collaborateurs, nos clients, nos fournisseurs et notre environnement social. Pour cela nous nous sommes engagés à :

PROMOUVOIR LES INITIATIVES RSE & LES OBJECTIFS DE DÉVELOPPEMENT DURABLE

- En encourageant et promouvant la RSE dans nos procédures et en intégrant les 10 principes du Global Compact des Nations Unies et en communiquant sur les progrès réalisés sur les objectifs de développement durable en particulier au travers des actions de la Fondation RAJA-Danièle Marcovici

GARANTIR L'EXCELLENCE À NOS CLIENTS

- En satisfaisant les attentes de nos clients par la qualité de la relation de confiance
- En apportant la preuve et la réponse à notre promesse de services et à nos engagements
- En apportant le même niveau de qualité à tous les clients quelles que soient leur taille et leur activité
- En promouvant l'engagement quotidien porté par toutes les collaboratrices et tous les collaborateurs du Groupe

CONFORTER NOTRE POLITIQUE SOCIALE AXÉE SUR LE RESPECT DES DROITS HUMAINS & DE L'ORGANISATION INTERNATIONALE DU TRAVAIL

- En promouvant la qualité de vie et la sécurité sur le lieu de travail en favorisant le dialogue social, et en formant toutes les collaboratrices et tous les collaborateurs pour qu'ils effectuent leur mission dans des conditions optimales
- En évaluant les risques professionnels et en mettant en place les actions préventives et/ou correctives
- En évaluant les compétences
- En prévenant la discrimination & le harcèlement

POURSUIVRE NOTRE DÉMARCHE D'ACHATS RESPONSABLES

- En développant une offre éco-responsable, en proposant à nos clients une gamme de produits complète et innovante
- En veillant à réduire l'impact de nos produits sur l'Environnement en organisant une logistique et des supports de vente responsables

PRÉSERVER LES RESSOURCES NATURELLES

- En réduisant l'impact environnemental de nos activités en limitant notre production de déchets
- En prévenant les pollutions
- En réduisant les consommations d'énergie et en mettant en place des actions pour la transition écologique

GARANTIR L'ÉTHIQUE À TOUTES NOS PARTIES PRENANTES

- En respectant le code de conduite anti-corruption et la charte éthique du Groupe
- En veillant à la protection des données personnelles qui nous sont confiées dans le respect du RGPD
- En renforçant la sécurité de nos systèmes d'information

Danièle KAPEL-MARCOVICI
Présidente Directrice Générale
du Groupe RAJA

United Nations Global Compact Membership Renewal

LETTRE DE RENOUVELLEMENT DE L'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES

En Décembre 2020, RAJA s'est engagée à soutenir les 10 principes du Pacte Mondial des Nations Unies concernant le respect des droits humains, des normes internationales du travail, la protection de l'environnement et la lutte contre la corruption.

Danièle Kapel-Marcovici
Présidente-Directrice Générale
du Groupe RAJA



Par cette adhésion, j'ai souhaité exprimer notre volonté d'intégrer ces principes dans la stratégie de notre groupe, sa culture, ses opérations quotidiennes et de les faire progresser dans notre zone d'influence.

La Responsabilité Sociétale des Entreprises (RSE) concerne nos collaboratrices et collaborateurs, nos clients, nos fournisseurs et notre environnement social. Pour cela nous nous sommes engagés à :

- Promouvoir les initiatives RSE et les objectifs de développement durable
- Garantir l'excellence à nos clients
- Conforter notre politique sociale axée sur le respect des droits humains et de l'Organisation Internationale du Travail
- Poursuivre notre démarche d'achats responsables
- Préserver les ressources naturelles
- Garantir l'éthique à toutes nos parties prenantes

Je réaffirme mon engagement et celui du Comité Exécutif de faire de la RSE et de la promotion des 10 principes du Pacte Mondial des Nations Unies des enjeux stratégiques des prochaines années pour notre Groupe.

Conformément à mon engagement, nous publions cette année notre première Communication sur le Progrès (COP) qui marque notre volonté de renouveler notre adhésion au Global Compact.

Danièle Kapel-Marcovici

United Nations Global Compact Membership's Certificate



Pacte Mondial
Réseau France

DATE D'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES
31 décembre 2020

ATTESTATION D'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES

remis à _____

RAJA SAS

pour son engagement au respect des Dix principes du Global Compact des Nations Unies et plus largement aux Objectifs des Nations Unies.

RAJA SAS est également adhérent du Pacte mondial Réseau France,
réseau local officiel du Global Compact des Nations Unies

RAJA SAS a publié sa Communication sur le Progrès (COP) au niveau GC Active sur le site du
Global Compact des Nations Unies, elle est donc à jour jusqu'au 31 mars 2023.



SIGNATURE DE L'ORGANISATION

SIGNATURE ET CACHET PACTE MONDIAL RESEAU FRANCE

Réseau France

Nils Pedersen
Nils Pedersen

UN Global Compact Réseau France
SIRET : 480 945 123 0001
RMA : 0751170338

RAJA Group Human Resources Policy



POLITIQUE RESSOURCES HUMAINES GROUPE

Parce que nos valeurs, le respect de nos engagements et notre capital humain font la force de notre entreprise depuis 87 ans, aujourd'hui, notre croissance nous conduit à poursuivre plus que jamais le déploiement de notre culture d'entreprise et de nos valeurs, et le développement de nos équipes à travers le Groupe, et place ainsi les ressources humaines au cœur de la stratégie de développement et de la croissance européenne du Groupe RAJA.

Notre politique Ressources Humaines repose sur 8 thèmes fondamentaux :

- ▶ Partager, transmettre l'ambition, les objectifs et les valeurs fondatrices du Groupe
- ▶ Promouvoir la marque employeur RAJA
- ▶ Renforcer l'organisation
- ▶ Améliorer les processus et les outils
- ▶ Développer les talents
- ▶ Renforcer les capacités RH
- ▶ Promouvoir la culture RSE et le développement durable
- ▶ Promouvoir le bien-être, la Santé et la Sécurité au travail

1. RAJA, UNE CULTURE FORTE ET PARTAGÉE

Dans le Groupe RAJA et dans chacune de ses filiales, nous sommes déterminés à préserver et faire rayonner les valeurs qui fondent notre culture : l'exigence et la bienveillance, la solidarité et l'esprit d'équipe, la collaboration et le dépassement de soi.

C'est pourquoi nous veillons à ce que chaque nouvelle collaboratrice et chaque nouveau collaborateur les partage. C'est un gage de bonne intégration et de collaboration à long terme. Elles nourrissent l'esprit entrepreneurial, le sens de l'engagement et le professionnalisme de nos équipes.

Ces valeurs sont le socle d'une culture ouverte aux différences personnelles et multiculturelles de chacune et chacun des 4.500 collaboratrices et collaborateurs du Groupe RAJA.

Elles favorisent l'audace, l'inspiration et la capacité d'innovation qui ont permis à RAJA de continuer à grandir, à rayonner et à s'imposer comme le partenaire préféré et de confiance des entreprises et des professionnels.

2. LA MARQUE EMPLOYEUR RAJA

Notre valeur ajoutée est constituée par le sens du service de nos équipes comme leur capacité à s'adapter et à innover constitue depuis toujours. Parce qu'une entreprise, sans les femmes et les hommes qui la compose n'est qu'une coquille vide, chez RAJA, nous considérons que notre capital humain est la clef de la réussite de notre entreprise.

Entrer chez RAJA, c'est saisir l'opportunité d'un véritable tremplin de développement et de se réaliser à long terme au travers de missions évolutives et de projets ambitieux, dans un univers de challenge, d'exigence où chacun est à la recherche de toujours plus de performance pour mieux répondre aux attentes de nos clients.

Entrer chez RAJA, c'est surtout rejoindre une organisation qui a su conserver sa taille humaine et son esprit entrepreneurial. Un Groupe dans lequel l'initiative, l'engagement, l'enthousiasme et l'esprit d'équipe sont encouragés et récompensés. Une entreprise où les rapports humains sont authentiques, traduisent un profond sens du service et sont reconnus comme créateurs de valeur ajoutée. Des équipes encadrées par des managers de proximité qui sont attachés au développement de chacune et chacun et formés pour permettre l'éclosion et le développement des talents.

Entrer chez RAJA, c'est travailler dans une entreprise leader convaincue que pour continuer à croître, partout en Europe, il est nécessaire d'anticiper les évolutions de nos métiers, de nos méthodes, de nos organisations et de nos outils et de permettre aux collaboratrices et collaborateurs de continuer à grandir pour réussir à relever, ensemble, les défis d'aujourd'hui et de demain.

3. UNE ORGANISATION EVOLUTIVE

Depuis sa création en 1954, le Groupe RAJA n'a cessé de se développer, par croissance interne ou par acquisitions, grâce aux femmes et aux hommes qui ont œuvré depuis toutes ces années, ou ayant rejoint le Groupe plus récemment.

Ainsi, il est tout naturel chez RAJA de toujours poursuivre le travail sur le design organisationnel et d'identifier les opportunités de gain d'efficacité et productivité.

Les équipes en place se sont développées, renforcées, et continueront à se renforcer, notamment avec la mise en œuvre de pratiques de référence, visant à optimiser les synergies fonctionnelles et réfléchir aux opportunités de modéliser des organisations cibles selon les pays ou les business, tout en renforçant et responsabilisant toujours et davantage les équipes locales.

4. L'AMELIORATION CONTINUE DES PROCESS ET DES OUTILS

Nos certifications et labels obtenus chaque année dans toutes les filiales du Groupe nous conduisent à toujours viser des pratiques d'excellence, que ce soit au service de nos clients, partenaires, mais également au profit de nos collaboratrices et collaborateurs.

Qu'il s'agisse de mettre en place des nouveaux process de travail, ou encore de former les équipes en favorisant les outils digitaux, les équipes ressources humaines, et les managers se mobilisent pour favoriser le déploiement de méthodes et outils modernes, et agiles, en constante évolution.

5. LE DEVELOPPEMENT DES TALENTS: DEVELOPPEMENT, FORMATION, MOBILITE, PROMOTION, EGALITE DES CHANCES ET REMUNERATION

Le développement : Pour révéler les potentiels, mieux répondre à nos enjeux d'aujourd'hui et se préparer aux évolutions de demain, nous avons à cœur de faire progresser nos collaboratrices et collaborateurs pour les préparer aux évolutions de nos métiers et à ceux de demain et leur permettre de trouver l'épanouissement professionnel.

La formation : Notre politique de développement et de formation est donc centrée sur l'accompagnement de nos managers, les évolutions prévisibles de nos organisations et l'accélération de la digitalisation de l'entreprise. Nous aidons également à faire évoluer nos pratiques managériales et organisationnelles en formant nos managers au management à distance, au leadership et aux méthodes agiles.

La mobilité des collaboratrices et des collaborateurs, qu'il s'agisse d'apporter son savoir-faire à une autre société du Groupe ou de prendre davantage de responsabilités au sein d'un métier, est dans l'ADN de RAJA.

L'histoire du Groupe est celle d'une entreprise qui n'a cessé de se développer avec ses collaboratrices et collaborateurs et où les talents engagés et performants accèdent prioritairement à des missions et des responsabilités qui les font grandir avec nos organisations.

Nous sommes persuadés que la richesse de nos équipes s'accroît avec le temps, raison pour laquelle nous faisons de la promotion interne un levier essentiel et prioritaire de notre politique de Ressources Humaines. Elle nous permet de fidéliser nos talents, de développer leurs compétences et leur employabilité, et, d'assurer la pérennisation et le transfert de nos savoir-faire.

Les promotions se font sur les compétences, le niveau d'engagement et de potentiel dans le strict respect de la diversité et de l'égalité des chances. L'entreprise se veut exemplaire dans l'accès à l'emploi, la promotion et la politique salariale.

L'égalité des chances professionnelles : A l'instar de Danièle Kapel-Marcovici, Présidente Directrice Générale du Groupe RAJA, personnellement très engagée pour les droits des femmes, l'ensemble des équipes de Direction sont mobilisées sur l'égalité des chances professionnelles dans toutes les sociétés du Groupe. Sur les 4500 collaboratrices et collaborateurs du Groupe, plus de 50 % de l'effectif est féminin.

La rémunération : Désireux de récompenser avec équité la performance, notre politique de rémunération prend en compte la performance individuelle comme la performance collective avec des systèmes attractifs de redistribution de nos bénéfices, et d'organisation du travail.

Nos systèmes reconnaissent également l'assiduité et la fidélité de nos collaboratrices et collaborateurs et des règles sont en place pour lutter contre la discrimination salariale et garantir l'équité salariale.

La plupart des sociétés du Groupe ont organisé le don solidaire de journées de congés pour soutenir des collègues dans des moments difficiles.

6. RENFORCER LES CAPACITES RH

Les ressources humaines sont placées au cœur de la stratégie de développement et de la croissance européenne du Groupe RAJA.

Aussi, dans nos filiales et au Siège du Groupe, une communauté RH européenne interagit et partage les meilleures pratiques afin de garantir à toutes les collaboratrices et collaborateurs un accompagnement au même niveau de service que celui porté à nos clients.

L'excellence de service ne se décline pas qu'en externe, elle est portée au quotidien par des équipes RH pluridisciplinaires et mobilisées pour faire de l'expérience collaborateur une expérience unique.

7. PROMOTION DE LA CULTURE RSE ET DU DEVELOPPEMENT DURABLE

Notre volonté est d'être le partenaire responsable et privilégié des entreprises pour tous leurs achats en emballages, fournitures et équipements, partout en Europe, et notre ambition est d'agir comme un acteur majeur de la transition écologique sur nos marchés. Nous plaçons la satisfaction de nos clients, la qualité de nos produits et l'excellence de nos services, ainsi que notre engagement sociétal et en faveur du développement durable au cœur de nos valeurs, de nos enjeux et de notre développement.

En tant que distributeur, nous apportons à nos clients des solutions qui répondent à leurs besoins et leur permettent d'améliorer leur efficacité opérationnelle et de réduire leurs coûts, tout en limitant leur impact sur l'environnement. Nous collaborons avec nos partenaires industriels pour trouver des solutions innovantes, efficaces et écologiques.

Nous développons notre Groupe en privilégiant le management par la confiance et la proximité, le respect de la diversité, et la transmission à nos collaboratrices et collaborateurs de nos valeurs d'excellence, de solidarité et d'éthique. Nous veillons au bien-être et à la sécurité de nos collaboratrices et collaborateurs, nous donnons du sens à leurs missions quotidiennes en les impliquant dans les engagements pris par l'entreprise.

En tant qu'acteur de référence dans son secteur d'activité, conscient depuis sa création de sa responsabilité sociétale et environnementale et doté d'une culture éthique forte, le Groupe RAJA a formalisé ses engagements RSE (Responsabilité Sociétale des Entreprises). Ces engagements concernent les collaboratrices et collaborateurs, les clients, les fournisseurs et l'environnement social de RAJA et s'articulent autour de 6 axes :

- ▶ Promouvoir les initiatives RSE & les Objectifs de Développement Durable
- ▶ Garantir l'excellence à nos clients
- ▶ Conforter notre politique sociale axée sur le respect des droits humains et de l'organisation internationale du travail
- ▶ Poursuivre notre démarche d'achats responsables
- ▶ Préserver les ressources naturelles
- ▶ Garantir l'éthique à toutes nos parties prenantes.

8. PROMOUVOIR LE BIEN ETRE AU TRAVAIL

Pour favoriser l'épanouissement personnel, véritable levier de réussite et de performance professionnelle, de nombreux services, ou activités sont proposés aux collaboratrices et aux collaborateurs du Groupe.

L'association RAJAsport, créée en 2009 à l'initiative de Danièle Kapel-Marcovici, Présidente Directrice Générale du Groupe RAJA, basée au siège social du Groupe à Tremblay-en-France propose plus de 15 activités sportives et de bien être telles que : une salle de sport et de musculation, des cours de fitness, de course à pied, de boxe anglaise, de Pilates, de danse mais aussi du yoga, de la sophrologie, du chant ou du dessin.

Un salon de bien-être installé dans les locaux permet à chacun de prendre rendez-vous avec une esthéticienne, une énergéticienne, un ostéopathe ou l'une de nos deux coiffeuses. Un relais est organisé dans les filiales, à la libre initiative des équipes locales, et chaque année une équipe de marathoniennes et de marathoniens venant de toutes nos sociétés en Europe participe à l'un des 'grands marathons' européens.

Des moments de convivialité et de partages sont également organisés tout au long de l'année et rythmés par le calendrier événementiel de l'entreprise : petits marchés proposés par des partenaires agriculteurs biologiques, offre sur site de restauration équilibrée et de qualité, fêtes événementielles de saison, etc.

Diversity Charter



La diversité est le fondement d'une société performante socialement et économiquement. Inscrite dans la politique globale de l'entreprise ou de l'organisation, la Charte de la diversité a pour objet de favoriser l'égalité des chances et la diversité dans toutes ses composantes.

La Charte de la diversité contribue à développer un management respectueux des différences et fondé sur la confiance. Elle améliore la cohésion des équipes, source d'un meilleur vivre-ensemble et donc de performance.

Les engagements de la Charte de la diversité, traduits en actions mesurées et évaluées régulièrement, sont facteurs de progrès social et économique. Leur mise en œuvre dans toutes les activités de l'entreprise ou de l'organisation renforce la reconnaissance auprès de toutes les parties prenantes internes et externes en France et dans le monde.

**Par la signature de la Charte de la diversité,
nous, entreprise ou organisation, nous engageons à :**

- 1 Sensibiliser et former nos dirigeants et managers** impliqués dans le recrutement, la formation et la gestion des carrières, puis progressivement l'ensemble des collaborateurs, aux enjeux de la non-discrimination et de la diversité.
- 2 Promouvoir l'application du principe de non-discrimination** sous toutes ses formes dans tous les actes de management et de décision de l'entreprise ou de l'organisation, et en particulier dans toutes les étapes de la gestion des ressources humaines.
- 3 Favoriser la représentation de la diversité de la société française** dans toutes ses différences et ses richesses, les composantes culturelle, ethnique et sociale ; au sein des effectifs et à tous les niveaux de responsabilité.
- 4 Communiquer sur notre engagement** auprès de l'ensemble de nos collaborateurs ainsi que de nos clients, partenaires et fournisseurs, afin de les encourager au respect et au déploiement de ces principes.
- 5 Faire de l'élaboration et de la mise en œuvre de la politique de diversité** un objet de dialogue social avec les représentants du personnel.
- 6 Évaluer régulièrement les progrès réalisés**, informer en interne comme en externe des résultats pratiques résultant de la mise en œuvre de nos engagements.

www.charte-diversite.com

RAJA

Percentage of Women in Management Positions



ATTESTATION EMPLOYEUR

Je soussignée, Madame Christine MABILAT, agissant en qualité de Directrice des Ressources Humaines Groupe, atteste que RAJA emploie, au 31/12/2021, au sein de son équipe dirigeante (Comité de Direction & Comité Exécutif) : 44% de Femmes.

Fait à Tremblay-en-France, le 11 avril 2022

Pour servir et valoir ce que de droit

Christine MABILAT

Directrice des Ressources Humaines Groupe

RAJA
S.A. au capital de 10 000 000 €
16, rue de l'Étang - Paris Nord 2
95977 ROISSY CDG CEDEX
Tél. 01 48 17 30 00
RCS Bobigny B 937 097 414 - Code NAF 515 N



RAJA 16, rue de l'étang • Paris Nord 2 • 95977 ROISSY CDG Cedex

Services commerciaux : tél. 01 49 90 49 90 du lundi au vendredi de 8h à 18h30 – contact@raja.fr – raja.fr

Services administratifs : tél. 01 48 17 30 00 du lundi au vendredi de 8h30 à 18h30 - fax 01 48 17 30 30

RAJA S.A. au capital de 10 000 000 € RCS Bobigny B 937090414

RAJA Group Sustainable Procurement Policy & Suppliers Code of Conduct



CHARTRE DES ACHATS RESPONSABLES ET DU DEVELOPPEMENT DURABLE

Le développement durable consiste à répondre aux besoins du présent sans compromettre la capacité des générations futures à répondre aux leurs. Il couvre trois dimensions : économique, sociale et environnementale. La responsabilité sociétale est la contribution des organisations au développement durable. Elle se traduit par la volonté de l'organisation d'assumer la responsabilité des impacts de ses décisions et activités sur la société et sur l'environnement et d'en rendre compte.

Le Groupe Raja est pleinement engagé dans le développement durable et a positionné la responsabilité sociétale des entreprises comme un de ses enjeux stratégiques majeurs. Implanté dans 19 pays Européens (France, Allemagne, Belgique, Pays-Bas, Luxembourg, Suisse, Autriche, Espagne, Portugal, Italie, Danemark, Suède, Norvège, Pologne, République Tchèque, Slovaquie, Hongrie, Angleterre, Irlande), le Groupe a adhéré au Global Compact des Nations Unies confirmant ainsi sa volonté de se conformer aux 10 Principes définis par l'ONU.

En charge du choix des fournisseurs et de l'offre produits, La fonction Achats est une composante essentielle de la politique de développement durable du Groupe Raja.

Constituée en Centrale d'Achats Européenne et complétée d'équipes achats locales implantées au plus près de nos partenaires-fournisseurs, la Direction Achat du Groupe Raja s'engage à :

- ▶ Garantir à nos clients une qualité de produits et une qualité de service irréprochables
- ▶ Jouer un rôle moteur dans la transition écologique en améliorant en permanence notre offre de produits écoresponsables, en collaboration avec nos fournisseurs
- ▶ Veiller au bon respect des réglementations environnementales européennes en vigueur
- ▶ Garantir une conduite des affaires éthique et responsable
- ▶ Inciter nos fournisseurs à s'engager dans une démarche durable et obtenir les certifications répondant aux référentiels qualités les plus exigeants (ISO 14001, Ecovadis...)

De manière à clarifier nos attentes, partager nos engagements et déployer le plus largement possible les bonnes pratiques RSE (*Responsabilité Sociétale des Entreprises*), nous demandons à tous nos fournisseurs de cosigner notre Charte des Achats Responsables et du Développement Durable. Il s'agit d'un préalable indispensable à tout référencement. La RSE est un critère de sélection aussi important que nos exigences qualité, service et coûts.

En adhérant à cette Charte et au Code de Conduite qui l'accompagne, nos fournisseurs s'engagent à respecter et à promouvoir ses principes et à mettre en œuvre les moyens nécessaires pour en assurer l'application au sein de leur entreprise, chez leurs fournisseurs et sous-traitants.

Les équipes Achats de Raja seront très attentives au bon respect de cette Charte et s'associeront aux fournisseurs pour construire avec eux une démarche de progrès continu : évaluations qualité annuelles (comprenant notamment les critères de qualité produits, qualité de service et réalisations RSE), transition écologique de l'offre, circularité des produits (recyclés, recyclables, écocertifiés), obtention de nouvelles certifications écoresponsables.

LES ENGAGEMENTS DE RAJA

1. Traitement Loyal

Raja s'engage à traiter ses fournisseurs avec honnêteté, équité et respect.

2. Sélection Impartiale

Raja sélectionne ses fournisseurs de manière impartiale en fonction de critères prédéfinis, explicites et transparents : qualité, service, coût, impact environnemental et social des produits proposés.

3. Assurance d'équité financière

Raja met tout en œuvre pour ne pas établir avec ses fournisseurs un lien de dépendance économique qui pourrait mettre en péril l'une des deux parties.

4. Amélioration des Performances

Raja cherche à construire avec ses fournisseurs des relations à long terme, dans une démarche commune d'amélioration continue.

5. Lutte contre la Corruption

Raja agit conformément à son Code de Conduite Anticorruption disponible à https://www.raja.fr/INTERSHOP/static/WFS/RAJA-Site/-/RAJA/en_US/PDF/DPO/Code-de-conduite-anti-corruption-Groupe-RAJA-2019-FR.pdf

6. Confidentialité et Droits de Propriété Intellectuelle

Raja respecte les droits de propriété intellectuelle et le caractère confidentiel des informations techniques et commerciales communiquées par ses fournisseurs.

7. Sécurité et Protection des Données Personnelles

RAJA s'engage à respecter les lois applicables relatives à la protection des données personnelles, ainsi que toutes les exigences spécifiques relatives à la protection et à la sécurité des données collectées.

8. Droits Humains

Raja s'engage à respecter la protection du droit international relatif aux droits de l'Homme dans sa sphère d'influence. Raja s'assure que ses propres opérations ne sont pas complices d'abus en matière de droits de l'Homme.

Raja offre l'égalité des chances et ne fait pas de discrimination à l'encontre de ses collaboratrices et collaborateurs.

9. Droit du Travail

Raja soutient la liberté d'association et de reconnaissance effective du droit aux conventions collectives, l'élimination de toutes les formes de travail forcé ou obligatoire, l'abolition effective du travail des enfants et l'élimination de toute forme de discrimination en matière d'emploi et de profession.

RAJA embauche des collaboratrices et collaborateurs sur la base de contrats documentés en conformité avec les exigences de la loi.

10. Environnement

Raja s'engage à appliquer l'approche de précaution face aux problèmes de l'environnement, à entreprendre la recherche constante de diminution des impacts de leurs activités sur l'environnement et à encourager le développement et la mise en œuvre de technologies respectueuses de l'environnement.

RAJA prend les mesures nécessaires pour préserver les ressources naturelles et éviter la dégradation de l'environnement.

Ulrick Parfum

Directeur Achats et Marketing Produits Groupe

CODE DE CONDUITE DES FOURNISSEURS

1. Dimension Economique

Confidentialité et transparence

Le Fournisseur s'engage à travailler dans la transparence et à transmettre à Raja des informations exactes. Le Fournisseur respecte la confidentialité des informations reçues qui sont la propriété de Raja et n'utilise jamais ces informations pour son propre bénéfice.

Lutte contre la corruption

Le Fournisseur s'abstient de toutes formes de corruption y compris l'extorsion de fonds et les pots-de-vin.

Le Fournisseur s'abstient d'offrir, de promettre ou d'accorder des avantages illégaux à des fonctionnaires nationaux ou internationaux, ni à des décideurs nationaux ou internationaux opérant dans le secteur privé, afin de se voir accorder un traitement préférentiel ou d'obtenir une décision favorable dans le secteur public ou privé. Il en est de même concernant les dons, les cadeaux ou les invitations à des repas d'affaires ou à des événements commerciaux.

Le Fournisseur s'interdit d'offrir aux collaboratrices et collaborateurs Raja tout avantage qui viserait à faciliter ses activités avec Raja.

Le Fournisseur doit éviter également les conflits d'intérêt qui pourraient engendrer des risques de corruption.

Le Fournisseur s'engage à promouvoir le respect de la réglementation applicable et des principes du Code de Conduite de Raja auprès de ses propres fournisseurs et sous-traitants, et à le faire appliquer.

Concurrence

Le Fournisseur doit respecter les règles de concurrence libre et loyale dans l'ensemble des relations commerciales et doit en particulier ne pas agir à l'encontre de toute loi relative à la concurrence.

Sécurité et protection des données personnelles

Le Fournisseur doit respecter toutes les lois applicables relatives à la protection des données personnelles, ainsi que toutes les exigences spécifiques relatives à la protection et à la sécurité des données prévues dans le contrat signé avec Raja.

2. Dimension Sociale

Le Fournisseur promeut et respecte la déclaration de l'Organisation Internationale du Travail (OIT) sur les principes et les droits fondamentaux au travail ainsi que la législation internationale en matière de droits de l'homme. A ces fins, le Fournisseur met en œuvre des mécanismes garantissant le respect des principes suivants :

Elimination du travail forcé et obligatoire.

Le Fournisseur s'engage à n'avoir en aucun cas recours au travail forcé ou obligatoire tel que défini dans les Conventions fondamentales 29 et 105 de l'OIT.

Abolition du travail des enfants. Le Fournisseur s'engage à ne pas faire travailler des personnes n'ayant pas l'âge minimum requis pour travailler comme défini dans les Conventions fondamentales 138 et 182 de l'OIT.

Protection de la santé et de la sécurité au travail.

Le Fournisseur met en œuvre une politique de santé et de sécurité qui vise à garantir à chaque salarié un milieu de travail sûr et sain et à maintenir un environnement dans lequel la dignité des personnes est respectée.

Respect de toutes les lois applicables en matière de salaires, avantages et temps de travail.

Le Fournisseur doit accorder une rémunération conforme à la réglementation nationale relative au salaire minimum et bénéficier des avantages légaux. Le temps de travail, y compris les heures supplémentaires, doivent être au moins conformes aux lois nationales applicables. En l'absence de lois nationales, les normes de l'OIT doivent s'appliquer.

Elimination de la discrimination et traitement équitable sur le lieu de travail.

Le Fournisseur doit interdire et lutter contre toute discrimination basée sur des critères liés à la race, la couleur, le sexe, l'orientation sexuelle, la langue, le handicap, la religion, les opinions politiques et autres, l'origine nationale ou sociale, la fortune, la naissance et autre situation. Il doit promouvoir la diversité, l'égalité des chances et de traitement en matière d'emploi et de travail. Le Fournisseur doit traiter tous les employés avec respect et ne doit pas infliger de châtiments corporels, utiliser des coercitions physiques ou morales, toute forme d'abus, de harcèlement ou de menaces d'un tel traitement.

Liberté d'association et droit de négociation collective.

Le fournisseur s'engage à respecter la liberté d'association et le droit d'organisation et de négociation collective comme défini dans les Conventions fondamentales 87 et 98 de l'OIT.

3. Dimension environnementale et Réglementaire

Le Fournisseur doit se conformer aux lois et aux réglementations applicables dans tous les pays où il exerce son activité ainsi que la réglementation européenne (règlements ou directives) en vigueur. Le Fournisseur doit engager ses propres fournisseurs et/ou ses sous-traitants à respecter la législation applicable et les principes de cette Charte.

Plus spécifiquement, le Fournisseur déclare respecter l'ensemble des lois et réglementations environnementales en vigueur. Une liste non-exhaustive de la réglementation européenne en matière environnementale est accompagnée aux présentes.

Il conserve et tient à jour tous les agréments requis en matière réglementaire et environnemental.

Le Fournisseur s'efforce d'atteindre les meilleurs standards en matière de protection de l'environnement, tant pour ses produits que pour son système de management, notamment en ce qui concerne la protection de la nature, la gestion des déchets et des substances toxiques.

Le Fournisseur intègre des critères de respect de l'environnement, de santé et de sécurité dans la conception de leurs produits, afin d'éliminer ou de réduire les impacts négatifs tout au long de leur cycle de vie, tout en maintenant et/ou en améliorant leur qualité.

Le Fournisseur applique le principe de précaution dans l'approche des problèmes environnementaux.

4. Surveillance et audits sociaux/environnementaux/de conformité

Afin de garantir la conformité à cette Charte pendant toute la durée du Contrat, le Fournisseur transmettra sur demande et à tout moment à Raja tous les éléments permettant d'établir une telle conformité et informera immédiatement Raja lorsqu'il a connaissance, ou a des raisons de croire, qu'il a lui-même manqué, ou qu'un de ses sous-traitants a manqué, à son obligation de respect de la Charte et des mesures correctives adoptées afin de rétablir la conformité aux principes énoncés ci-dessus.

M./Mme, Représentant(e) dûment habilité(e) de la société, confirme avoir pris connaissance des dispositions de la Charte et m'engage à les respecter et à les faire respecter au sein de mon Entreprise.

Date :

Cachet de l'entreprise :

Signature :

ANNEXE 1 –DIRECTIVES ET REGLEMENTATIONS (liste non exhaustive)

Nom		Description	Produits du Groupe RAJA concernés
Directive européenne 94/62 Directive (UE) 2018/852 du parlement européen et du Conseil	Réglementation liée aux emballages et déchets d'emballages	Ces directives ont pour objet d'harmoniser les mesures nationales concernant la gestion des emballages et des déchets d'emballages afin, d'une part de prévenir et de réduire leur incidence sur l'environnement des Etats membres et des pays tiers et d'assurer ainsi un niveau élevé de protection de l'environnement et, d'autre part, de garantir le fonctionnement du marché intérieur et de prévenir l'apparition d'entraves aux échanges et de distorsions et restrictions de concurrence dans la Communauté.	Tous les produits d'emballage : cartons, sacherie, calage, film, caisses, ...
Règlement (CE) 1935/2004 du parlement européen et du Conseil	Matériaux et objets destinées à entrer en contact avec des denrées alimentaires	Le présent règlement vise à garantir le fonctionnement efficace du marché intérieur en ce qui concerne la mise sur le marché communautaire de matériaux et objets destinés à entrer en contact, directement ou indirectement, avec des denrées alimentaires, tout en constituant la base pour assurer un niveau élevé de protection de la santé humaine et des intérêts des consommateurs.	Toute la vaissellerie, les boîtes, barquettes, sachets pain, sandwich..., papiers aluminium et alimentaires de la gamme Alimentaire, certains sachets plastique de la gamme sacherie, certains bacs de la gamme manutention...
Directive européenne 2006/121/CE et Règlement du parlement européen et du Conseil	REACH	Une liste de substances chimiques dangereuses a été élaborée et est régulièrement complétée. Les fabricants de produits doivent déclarer la présence de ses substances en fonction de la teneur. A terme, l'utilisation de ces substances sera interdite et ils devront intégrer des substitutifs. Les distributeurs doivent communiquer à leur client la teneur de ces substances dans les produits vendus. L'objectif est d'améliorer la protection de la santé humaine et de l'environnement.	Tous les produits contenant des substances chimiques (plastiques, colles, additifs, encres, produits d'entretien, ...)

Nom		Description	Produits du Groupe RAJA concernés
Directive européenne 2002/95/CE du parlement européen et du Conseil	RoHS	Elle vise à limiter l'utilisation de certaines substances dangereuses dans les équipements électriques et électroniques.	Tous les équipements qui fonctionnent à partir d'un courant électrique : Banderoleuse, machines à filmer et à cercler, soudeuses, compresseur, imprimantes, calculatrices, aspirateurs, ...
Directives européenne 2002/96/CE et 2003/108/CE du parlement européen et du Conseil	DEEE	Elle régleme la collecte et le traitement des déchets des équipements électriques et électroniques. L'objectif est d'améliorer le recyclage et la valorisation de ces déchets contenant des substances nocives pour l'environnement.	Tous les équipements qui fonctionnent à partir d'un courant électrique : Banderoleuse, machines à filmer et à cercler, soudeuses, compresseur, imprimantes, calculatrices, aspirateurs, ...
Eco-contribution sur les papiers (France) Article L541-10 code de l'environnement	Taxe CITEO	Tout donneur d'ordre qui émet plus de 5 tonnes d'imprimés papiers et tout metteur sur le marché (fabricant ou importateur) de papier à copier est redevable de la taxe Citéo (contribution à la collecte, à la valorisation et à l'élimination des déchets d'imprimés papiers).	Papier d'impression, enveloppes et pochettes postales ...
Ecocontribution mobilier Décret 2012/22 du 6 janvier 2012 (France)	Gestion des déchets d'éléments d'ameublement	Mise en place d'un système de responsabilité élargie des producteurs pour la prévention, la collecte et le traitement des déchets d'éléments d'ameublement.	Rayonnages et tablettes, armoires, vestiaires, chaises et tabourets, dessertes et certains chariots, établis, tables de travail, armoires à clés...

Waste Recovery Certificate - CKFD



CKFD environnement
Tout, c'est facile !

Certificat de valorisation 2021

La société CKFD environnement, représentée par Messieurs POIRIER et KUKAWKA, certifie que tous les déchets de types gobelet, bouteilles, canettes, verres, papiers, capsules de café et mégots collectés dans les locaux de la société :

Raja
Située au
16 rue de l'étang
ZI Paris Nord 2
95977 Roissy en France

Ont fait l'objet d'un recyclage et d'une revalorisation de la matière collectée.

Ainsi, CKFD environnement a valorisé en 2021 pour votre société :

- ✓ 59.5 kg de canettes
- ✓ 23 kg de bouteilles plastiques
- ✓ 6.4 kg de gobelets
- ✓ 15.1 kg de mégots
- ✓ 45.7 kg de capsules
- ✓ 37.5 kg de verres
- ✓ 200 kg de papiers

La société CKFD environnement certifie travailler avec des partenaires recycleurs soucieux de transformer en France l'intégralité de ces déchets en matière première secondaire.

Fait à Gennevilliers, le 27/04/22

Patrick POIRIER

Christophe KUKAWKA



CKFD environnement – 86/114 avenue Louis Roche 92230 Gennevilliers
CKFD environnement - Tél : 01 47 37 35 05 - www.ckfd.fr - RCS 498 485 416
86/114, avenue Louis Roche - 92230 GENNEVILLIERS - T. 01 47 37 35 05 - www.ckfd.fr

Certificat de valorisation

Projects supported by the RAJA-Danièle Marcovici Foundation

PROJECTS IN FAVOUR OF WOMEN'S RIGHTS

Association Nationale d'Assistance aux Frontières pour les Etrangers

Country of Intervention: France

Project: Strengthen the defence and access to the rights of foreign women held in waiting areas

Number of Beneficiaries: 384 women

Project duration: Continuously



Fédération Nationale GAMS

Country of Intervention: France

Project: Fight against the practice of female genital mutilation
91,250 visitors to the website

Project duration: Continuously



Futur au Présent

Country of Intervention: Senegal

Project: Fight against the early work of young girls from disadvantaged backgrounds by allowing them to be educated

Number of Beneficiaries: 90 girls

Project duration: Continuously



ANAK, Aide aux Enfants d'Indonésie

Country of Intervention: Indonesia

Project: Give precarious young girls the opportunity to build their life project

Number of Beneficiaries: 46 girls

Project duration: Continuously



El-Camino

Country of Intervention: Mexico

Project: Strengthening the financial autonomy of Mayan craftswomen

Number of Beneficiaries: 130 women

Project duration: 3 years



Gynécologie Sans Frontières

Country of Intervention: France

Project: Provide health care for migrant women

Number of Beneficiaries: 476 women

Project duration: Continuously



Femmes pour le Dire, Femmes pour Agir

Country of Intervention: France

Project: Fight against violence against women with disabilities

Number of Beneficiaries: 227 women

Project duration: Continuously



Essentiel

Country of Intervention: Burundi

Project: Improve the sexual and reproductive health of fishmongers and fishermen in the port of Rumonge

Number of Beneficiaries: 919 women

Project duration: Continuously



PROJECTS IN FAVOUR OF ENVIRONNEMENT

blue Energy

Country of Intervention: Nicaragua

Project: Ensure food security and a healthier and more diversified diet through the development of bio-intensive family vegetable gardens among two groups of vulnerable women: women with disabilities and elderly women

Number of Beneficiaries: 40 women

Project duration: 1 year



Carton Plein

Country of Intervention: France

Project: Allow the socio-professional integration and the reconstruction of the social bond of people living on the street, through the valuation of boxes

Number of Beneficiaries: 45 women

Project duration: 2 years



GRET

Country of Intervention: Vietnam

Project: Promoting economic empowerment and participation of ethnic minority women to ensure sustainable forest conservation in Pu Luong Nature Reserve

Number of Beneficiaries: 80 women

Project duration: 1 year



Objectif France Inde

Country of Intervention: India

Project: Foster the empowerment of Tamil women and promote their role in preserving the environment through the implementation of natural resource management activities for sustainable and responsible agriculture

Number of Beneficiaries: 1 250 femmes

Project duration: 1 year



Agir pour le Cambodge

Country of Intervention: Mexico

Project: Strengthen the role of women in the protection of the environment and the fight against climate change by training them in sustainable agricultural practices

Number of Beneficiaries: 150 girls

Project duration: 1 year



Rejoué

Country of Intervention: France

Project: Develop actions in favour of the integration of women in difficulty and the reuse of toys

Number of Beneficiaries: 36 women

Project duration: 18 months



Association Humanitaire pour l'Afrique

Country of Intervention: Benin

Project: Accompany women farmers in an activity to promote surplus tomato crops by transforming them into preserves and juice

Number of Beneficiaries: 80 women

Project duration: 15 months



Chaussettes Orphelines

Country of Intervention: France

Project: Support the economic integration of women in precarious situations by making clothes from scraps of fabric and recycled socks

Number of Beneficiaries: 16 women

Project duration: 20 months



D'Antilles & D'Ailleurs

Country of Intervention: France (Martinique)

Project: Enable women in a situation of prostitution to reintegrate professionally through an activity of making sanitary napkins and washable diapers

Number of Beneficiaries: 25 women

Project duration: 2 years



Envol Vert

Country of Intervention: Colombia

Project: Revitalise and feminise the wheat and honey agricultural sectors while applying agroecological practices

Number of Beneficiaries: 50 women

Project duration: 34 months



LAAFI

Country of Intervention: Burkina Faso

Project: Train rural women in the profession of beekeeper and preserve the biodiversity of the area thanks to the activity of bees

Number of Beneficiaries: 80 women

Project duration: 16 months



SOL

Country of Intervention: Burkina Faso

Project: Promote the establishment of women from non-agricultural backgrounds in organic farming activities

Number of Beneficiaries: 10 women

Project duration: 1 year





RAJA

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