



All you need. **With love.**



**WE ARE ENTERPRISING
FOR A BETTER WORLD**



MANUTAN, A COMMITTED COMPANY

Our mission is 'Enterprising for a better World' that drives our CSR Commitments for a...



Better Planet



SCIENCE BASED TARGETS

Committed to achieving Net Zero by 2050 or before across our business.

Integrate circularity and resource efficiency across our activities



Move towards a greener and less polluting logistics.



Better Society

Contribute to economic and social development of our communities.



Great Place To Work®

Provide the best working environment



Value diversity and inclusivity for all our stakeholders.



Better Business



We are leading our ecosystem towards a circular economy.



We are innovating through our eco-responsible products & services.



We are working ethically and transparently with our stakeholders.



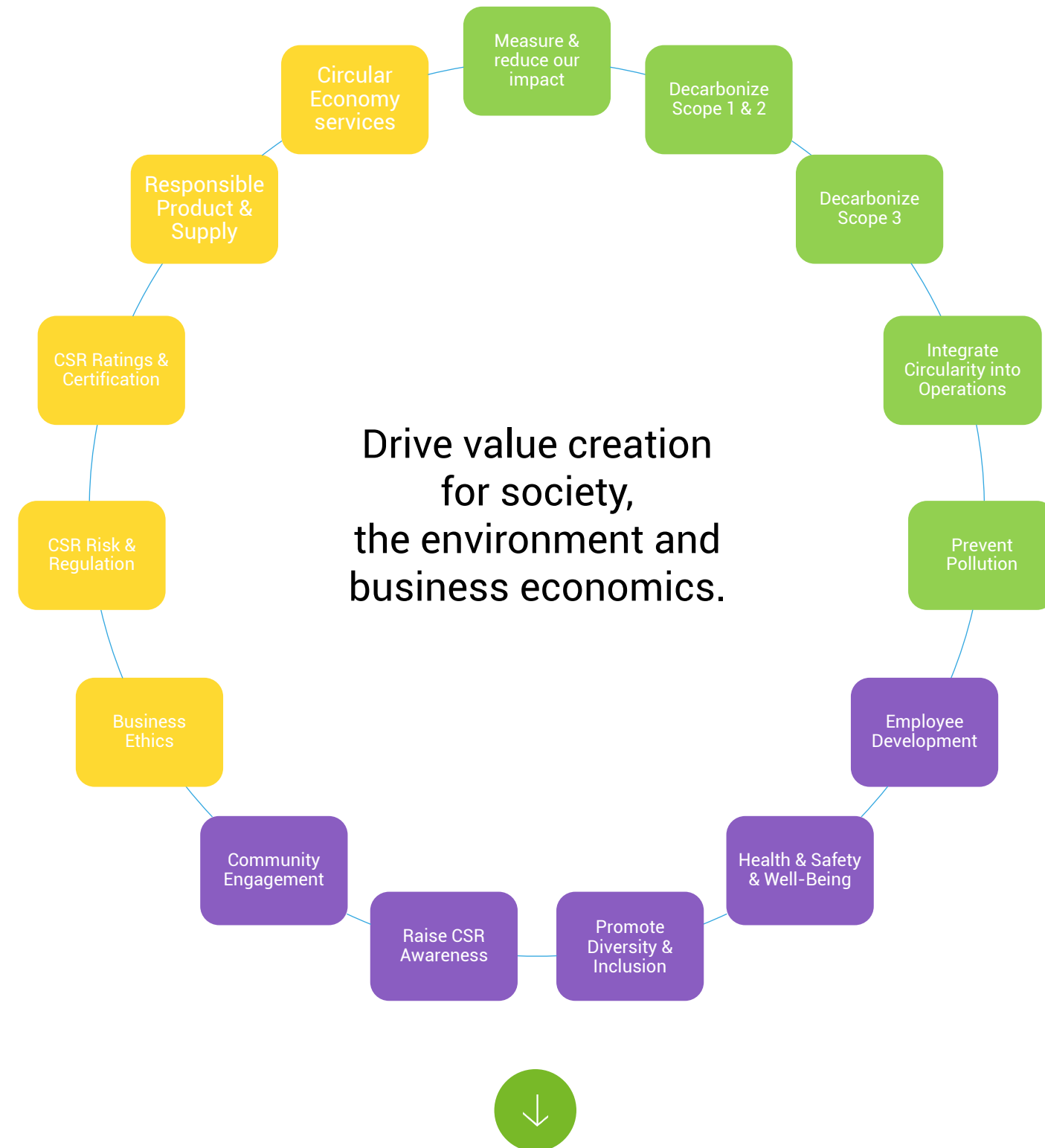
OUR CSR JOURNEY TO 2025 AND BEYOND

3 pillars

Responsible Business

INNOVATE our offering to enable our customers to compete in a low carbon and **circular economy**

Increase **transparency and collaboration** along our value chain.



Better Planet

Work towards a **NET ZERO FOOTPRINT** by effectively **measuring and diminishing** our impacts (operations and SC)

Successful People & Communities

Advance CSR **COMMITMENT** and engagement (by promoting a **healthy, inclusive and learning** environment)

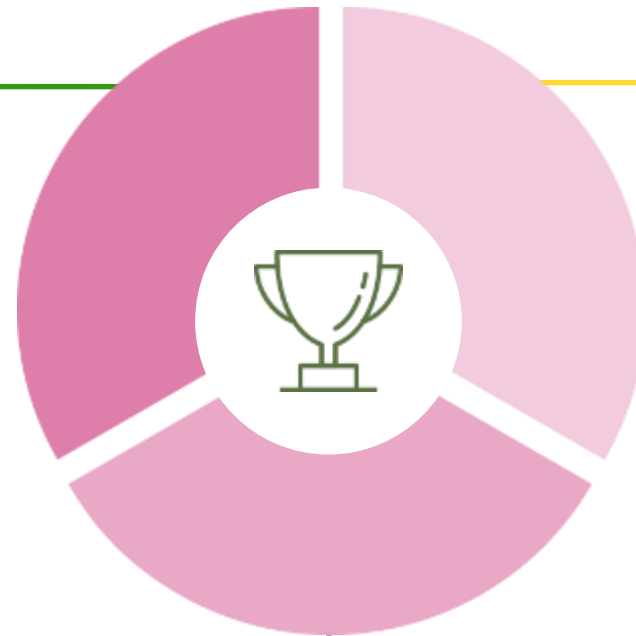
MANUTAN, A COMMITTED COMPANY

Implemented a sincere CSR policy fully embedded into our business strategy and culture



PRESERVING OUR PLANET'S RESOURCES

- Reduce our carbon footprint



RESPONSIBLE PRODUCTS AND SERVICES

- Our responsible offer
- Our circular solutions

ENGAGING WITH OUR EMPLOYEES AND COMMUNITIES

- Our values, our commitments
- Associative and territorial support





OUR CSR COMMITMENTS

because 'Enterprising for a better World' requires daily efforts by everyone

To bring this ambition to life, we place sincerity and social responsibility at the heart of our actions. As a retailer, we want to work for the progress of all our stakeholders, customers, employees, investors and suppliers.



Reduce our carbon footprint

The reduction of CO2 emissions is among our priorities by optimizing the transport and packaging of our products and with our HQE certification of our headquarter in Paris and its 100% carbon offsetting.



Our circular solutions

Manutan offers a recycling and reconditioning service and second-hand products. For limited time needs Manutan rents products to invest in a proper consumption.



Our values, our commitments

Manutan encourages the development of each employee by offering training courses, developing their skills and enhancing social connections: At Manutan everyone talks to each other as equals.



Associative and territorial support

Manutan promotes inclusion of all kind of people no matter what their disability might be. Besides Manutan donated new or returned material, offers economic support and volunteering.



Our responsible offer

From responsible purchasing with quality, selected products with eco-labels, to recycled materials, the use if FSC paper to a responsible and local product offer.



WHAT IS CSR AND HOW COULD IT BENEFIT YOUR BUSINESS

because 'Enterprising for a better World' requires daily efforts by everyone





REDUCE OUR CARBON FOOTPRINT

Some examples...



DREDA, OUR HEADQUARTER IN FRANCE

- Double **HEQ certification** and compensating 100% of our carbon emissions from natural gas consumption.
- 32 recharging sites for **electric vehicles** and a fleet of 8% **hybrid and electric vehicles** with a target of 16% by the end of 2022.
- A voluntary **work-from-home agreement** 3 days per week and a new **carpooling** application for all commutes.

NETHERLANDS

- In 2022 Manutan Netherlands installed 1.220 **solar panels** on the roof of one of its two warehouses.

TRANSPORT



- **Optimisation** of our flows and loads and **adaptation** of the size of our packages
- **Commitment with FRET21** to reduce CO2 emissions in France by at least 5% within 3 years.
- **Shared delivery** with Urby (Paris, Yvelines) to reduce distances as much as possible and favour a fleet of vehicles running on natural gas



OUR PAPER CONSUMPTION

- Our catalogue made of **PEFC-certified paper** for sustainable forest management of 39g on the inside pages.
- Printing with **Blue Angel certified inks** allowing the recyclability of the catalogue.
- A **plastic-free packaging** for shipping and **carbon-neutral** distribution carried out by our mailing service La Poste.
- For each of our catalogues a **digital or PDF version** is available, and we regularly offer you expert advice through our **blog and eBooks**.



Catalogues
-45%
 of paper in
 3 years



REDUCE OUR CARBON FOOTPRINT

Some examples...



Lowering our impact on the environment, especially our greenhouse gas emissions, is one of our top priorities and includes:



Dual HQE certification

Achieving dual HQE certification (High Environmental Quality) for our head office in France, which fully offsets the carbon emissions generated by its natural gas use.



Videoconferencing system

Using a videoconferencing system for discussions with our colleagues, customers and partners, therefore cutting down on travel.



Optimized logistic flows

Improving our packaging, loading rates and supply chain by reusing suppliers' packaging, double-floor trucks, eco-friendly last-mile transportation, etc.



Controlled paper consumption

Reducing our paper use by lowering the amount of printed and distributed catalogues and accelerating the process of digitizing our transactions.



Low-emission vehicles

Creating a fleet of hybrid and electric vehicles for our employees.





REDUCE OUR CARBON FOOTPRINT

Some examples...



**ACHIEVED 11%
ABSOLUTE REDUCTION
ON GROUP SCOPE 1 & 2
IN FY 2023 VS 2022**

**SCOPE 3
MEASUREMENT
ONGOING**



REDUCE OUR ENERGY CONSUMPTION

- DREDA, our head office has Double **HQE certification** with the use of **geothermal energy** and reinforced insulation, the buildings save energy and **recycle rainwater** to supply restrooms.
- 60% of group purchased electricity consumption is now **100% renewable**.
- In 2022 Manutan Netherlands installed **1,220 solar panels** on the roof of one of its two warehouses which produce nearly 500,000 kWh per year to cover the daily electricity needs of the two logistics buildings.



SCIENCE
BASED
TARGETS

*Manutan's decarbonization plan is being developed in accordance with the Science Based Target initiative (SBTi) guidelines



REDUCE OUR CARBON FOOTPRINT

Some examples...



REDUCE TRAVEL AND COMMUTING IMPACT

- **Teleworking** agreement for 3 days per week.
- **Carpooling** application for commuting.
- At the headquarters, 56 locations with charging stations for electric vehicles as well as a fleet of **hybrid and electric vehicles**.

ORGANIZATIONS OF WASTE SORTING AND COLLECTIONS

- We organize **collections of electronic devices** : last year 645 kg of computer equipment could be recovered.
- We also encourage collections **for the benefit of associations** .
- In addition, 70% of waste from our headquarters is recycled and 100% of our **food waste recycled** into compost.





REDUCE OUR CARBON FOOTPRINT

Our supply Chain...



OPTIMIZED LOGISTICS FLOWS TO REDUCE OUR FOOTPRINT

- On the transport side, we work with our carriers to favor **electric vehicles as well as vehicles running on biodiesel** with the objective of reducing our level of emissions.
- We also work to **optimize the loading rate** and reduce the number of trucks on the roads thanks to more than 500,000 packages each year which are now 100% adapted to the size of the products.
- We joined the FRET21 program in partnership with ADEME with a target of 7% reduction in emissions over 3 years.



CONCRETE SOLUTIONS TO REDUCE OUR PACKAGING

- We **optimize our packages** by reducing the void and adapting each package to the size of the packaged products.
- 100% of our boxes are **recycled** and recyclable.
- For small packages, 100% recycled **kraft envelopes** now replace cardboard boxes.
- The **tape** is now 100% recycled **kraft**.
- To replace plastic cushioning, we strictly minimize it and we are gradually replacing it with 100% recyclable **honeycomb**.
- Onsite, we **repair** and reuse wooden pallets.





REDUCE OUR CARBON FOOTPRINT

Our supply Chain...

FRET21 COMMITMENT : REDUCE EMISSIONS BY 7% IN 3 YEARS



FRET21 is a program in partnership with ADEME with a target of 7% reduction in emissions over 3 years.

- On the transport side, we work with our carriers to favor **electric vehicles as well as vehicles running on biodiesel** and to evaluate each of the optimization options that are tested and managed with the objective of reducing our level of emissions.
- We also work to **optimize the loading rate**, increase the load factor and reduce the number of trucks on the roads thanks to more than 500,000 packages each year which are now 100% adapted to the size of the products.





OUR CIRCULAR SOLUTIONS

Some examples...

69% of our operational waste is recovered



KRUIZINGA.COM[®]
Material handling equipment



THE MANUTAN GROUP DEPLOYS NEW SERVICES AROUND THE CIRCULAR ECONOMY

- In 2022, acquisition of "Zack", a French startup expert in the circular economy that gives a **second life** to electronic products with a model based on four pillars: repair, resale, donation and recycling.
 - Nowadays fully implemented into Manutan as "MCR" (Manutan collection and recycling service)
- In 2019, acquisition of Kruzinga (BENELUX), a B2B distributor that has developed product customization, a "**second-hand**" offer and a **rental service**.
- Project for a furniture **recycling offer** for local authorities with our partner Valdelia.



AN OFFER OF RECONDITIONED PRODUCTS

- Manutan France is launching a brand-new range of **reconditioned** computer equipment. There are more than 200 references available online in the "Computers and multimedia" family.



Séléne desk
A905938

SECOND LIFE OFFICE FURNITURE

- Eco designed with **98% up-cycled material** and promoting the employment of people in reintegration
- Performed using a calculation tool developed by Ademe taking into account the major stages of the product's life cycle, it has been shown that the Séléne desk:
 - Limits nearly 80% of **CO2** equivalent emissions compared to a table equivalent new
 - Avoids 26,89kg of **waste** compared to the design of a new office





1.6

OUR VALUES, OUR COMMITMENTS

Some examples...



OUR CULTURE, OUR HEADQUARTERS, OUR GUIDANCE

- Our **company culture values** inclusion and social connection through caring relationships.
- Our head office offers a pleasant and inspiring **work environment**.
- Our **training policy** promotes and supports the **development** of skills, in particular through the Learning Policy (attend at least 1 training course per year), with 90% of employees having taken training courses in 2021 at our head office.



IMPACTFUL AWARDS

- Best **“Workplaces France”** label for 6 years in a row plus 9 further subsidiaries by **Great Place to Work**
- Manutan awarded **Happy Trainees 2023** label
- 2nd prize at the **ARSEG Work Environment Trophies**: our European headquarter as a model of connected building





OUR VALUES, OUR COMMITMENTS

Some examples...



OUR COMMITMENTS AROUND OUR CULTURE AND OUR VALUES

- “**Best Workplaces France**” label for 6 years by Great Place to Work.
- Manutan is certified **Happy Trainees 2024** France for the 4th consecutive year.
- 2nd prize at the ARSEG Working Environment Trophies last year : our European headquarters as a model of connected building.



OUR CULTURE, OUR HEADQUARTERS, OUR SUPPORT

- Our **common culture** values inclusion and social connection : kindness and human relations are among our corporate values.
- Our **training policy** promotes and supports skills development, with the Learning Policy, more than 90% of employees have followed training in 2022 and 80% of our employees will have followed CSR training by the end of 2023.





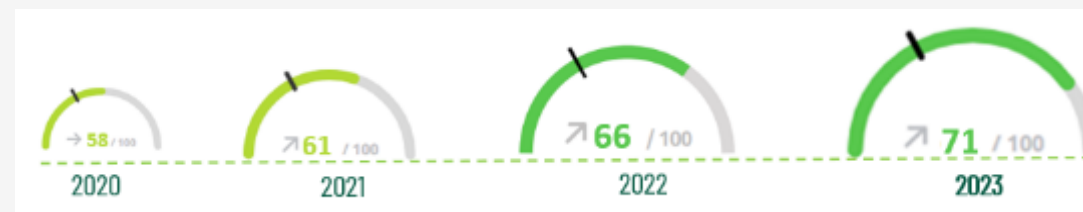
OUR VALUES, OUR COMMITMENTS

Some examples...



ECOVADIS LABEL

ECOVADIS GOLD label for MANUTAN FRANCE which certifies our environmental, social, ethical and responsible commitment.



ENVIRONMENTAL COMMITMENTS

- Manutan France awarded bronze in the “Promoting the circular economy” category at the Good Economy Grand Prix.
- Manutan France has signed the **FEVAD Charter**, a responsible e-commerce logistics charter.
- DREDA, our head office has double **HQE** High environmental quality certification.
- Manutan France **partner of the OBSAR** Responsible Purchasing Observatory for the 2023 barometer.





ASSOCIATIVE AND TERRITORIAL SUPPORT

Some examples...

more than 1
truck of
products
donated each
week

Whether through our partnerships or our actions alongside associations, we are determined to drive community development with:



Donations to the most impoverished

Donations to the most impoverished populations are part of our everyday life. Whether via long-term or one-off partnerships, initiated by Manutan or by employees.

- UNICEF
- Save the Children
- and much more



Assistance for young people

Supporting young people from all backgrounds in building their careers

- Sport dans la Ville



Inclusion of people with disabilities

Inclusion of people with disabilities

- UNAPEI
- La Main Verte association
- Abrona
- and much more



Communities' economic challenges

We help face the economic challenges and support the partners in our regions through various associations, charities and company networks.



ASSOCIATIVE AND TERRITORIAL SUPPORT

Some examples...



PARTNERSHIP

With “Sport dans la Ville”, an **association for professional integration** through sport to support young people in building their careers.



HELP FOR CHARITY ASSOCIATIONS AND INITIATIVES

- Each year Manutan France donates products returned by customers to **Emmaüs**, representing 78 trucks over a year.
- All of the group’s subsidiaries organize charitable actions with partners at the end of the year local. Manutan Poland offered its support to a local orphanage, Rapid Racking donated equipment to Stroud District Kids Stuff (charitable organization supporting families), humble contribution during the humanitarian crisis in Ukraine with a donation of 100,000 euros to UNICEF.
- The wish period is an opportunity to make donations (the 2023 wishes were 5,000 euros collected) for **Earthwatch** , **UNICEF** or **CARE**.

DONATIONS TO EMMAÜS

More than 6 trucks each month





ASSOCIATIVE AND TERRITORIAL SUPPORT

Some examples...



CONTRIBUTION TO ECONOMIC DEVELOPMENT

- **The economic development of territories** with the METI, the Club des ETI d'Île-de-France as well as the club Réseau Entreprendre Val-d'Oise.
- **Supporting** innovative start-ups in the BtoB world with the "Moov'with Manutan" program. This year, 3 innovative start-ups selected by our jury are all driven by a CSR ambition : JeuNoh , Holis and SWOOP Energy.



SUSTAINABLE DEVELOPMENT GOALS

CSR in the world

