



SOCIAL

ENVIRONMENTAL

ECONOMIC

Sustainability Report

REPORT 2018

wirquin



EDITORIAL

“
*We do not inherit the earth from our ancestors,
we borrow it from our children*”.

Native American proverb

"In light of the challenges facing society and as a continuation of our **3S PROGRAM***, the **WIRQUIN GROUP** decided to enact a sustainability policy in 2017, on a proactive and international basis.

Sustainability is a vision of sustainable economic growth that meets the needs of the present without negatively impacting the lives of our children and future generations.

For Wirquin, the 3 pillars of sustainability are: **SOCIAL, ENVIRONMENTAL AND ECONOMIC.**

THE 3 PILLARS OF
SUSTAINABILITY ARE
**SOCIAL,
ENVIRONMENTAL
AND ECONOMIC.**

A growth policy can only be sustainable when these factors are equally addressed.

This first report illustrates our commitment to a long-term policy that involves all stakeholders (employees, suppliers, customers, etc.) and our company's own eco-system.

The policy will be reviewed and updated on a quarterly basis with the Executive Committee AND AN annual report will be drawn up detailing our results and future action plans."

*Satisfaction, Simplicity, Sustainable



Grégory Le Coënt
Vice-President

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SOCIAL

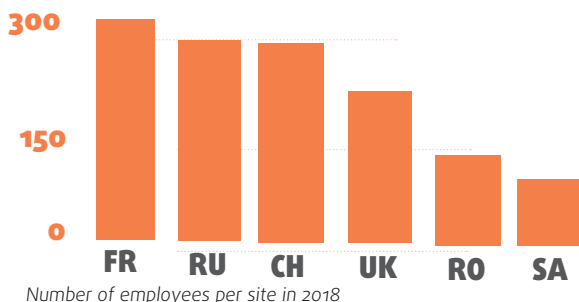
Our talents



Carine Durand
Group Human Resources
and Quality of Working Life Director

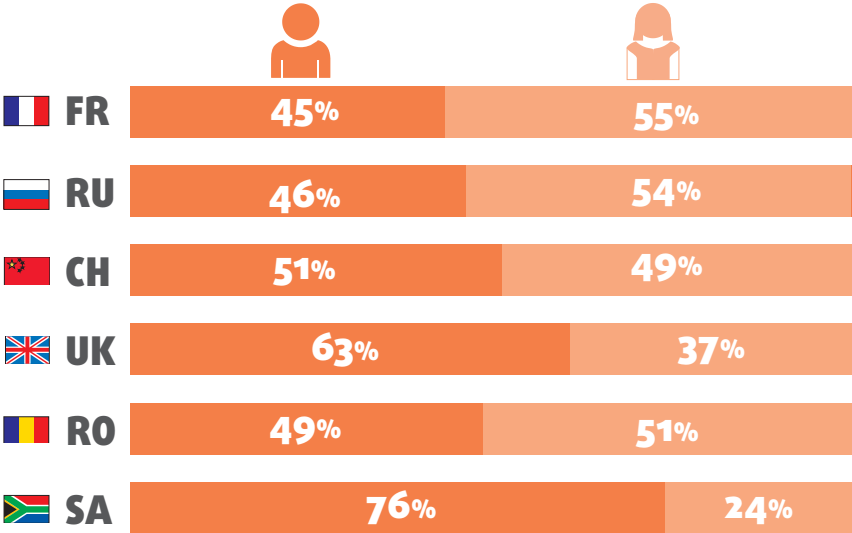
“
We know that people are the company's greatest assets and they drive success thanks to their skills, commitment and motivation.
”

Our Group employs **1200 people** in **11 subsidiaries** including **6 production sites**: France, Russia, China, United Kingdom, Romania, South Africa.



Number of employees per site in 2018

Ratio of Men/Women



Ratio of men/women by production site in 2018 (%)

With **52% men** and **48% women**, the Wirquin Group remains committed to achieving **parity**.

Inclusion & diversity



17% employees with disabilities at Wirquin Europe.

Because people with disabilities are on average twice as likely to be unemployed, **promoting their access to employment** is both **a social and economic issue**. In order to offer everyone the opportunity to develop professionally, Wirquin has worked with a **Supported Employment Organisation** for 20 years.

SOCIAL

Human Resources Policy

“
*With our family roots, we invest in **human capital**. We have a Human Resources policy that promotes **internal mobility, quality of working life and diversity**.*”

C. Durand Group HR and QWL Director

Quality of Working Life

“
*The Human Resources policy of the Group and its local subsidiaries supports employees in achieving their career goals, **skills development and quality of working life***”

C. Durand Group HR and QWL Director



A sampling of our ACTIONS in 2018

Russia: we set up a manager training program.

France: we rolled out a "Move & go" program to prepare employees for strenuous work and keep them safe and healthy over the long term. The program consists of active breaks that reduce the risk of injury. The objective is to improve working conditions and team cohesion by setting up fun and informal activities.

Group and subsidiaries: we organized round table discussions in the subsidiaries to create forums for discussion about all of our employees' concerns.

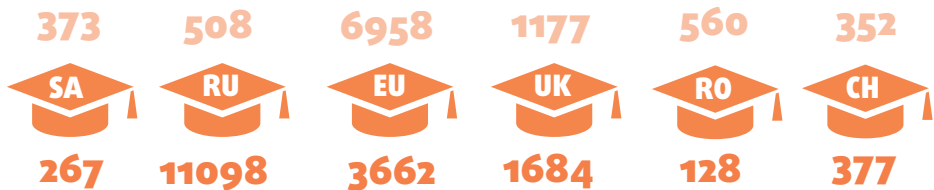
ACTIONS for 2019

In order to define and promote our Quality of Working Life policy, we are developing a Group-wide definition of QWL and an inter-subsidiary challenge in 2019.

Professional training courses

*"We know that people are the company's greatest assets and they drive success thanks to their **skills, commitment and motivation**"*

C. Durand Group HR and QWL Director



2017 2018

hours of training

ACTIONS for 2019

Training courses for managers.

SOCIAL



Didier Filippozzi
Group Operations Director

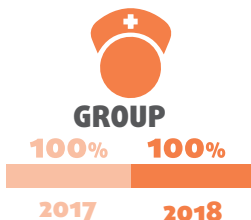
“
Keeping *people* and *property* safe is a constant concern.
Actions to ensure the health and safety of our employees
are an integral part of our operations. This culture is
reflected in the mindset of our employees.”

Internal safety training courses

REVIEW OF 2018 and ACTION FOR 2019

We conducted **internal training courses** in 2018 and will continue in 2019 in order to **improve the skills** of our staff.

Medical Visits



ACTIONS in 2018

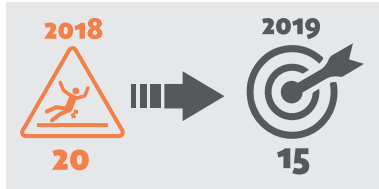
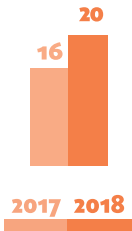
100% of employees receive medical check-ups in accordance with local laws.

ACTION for 2019

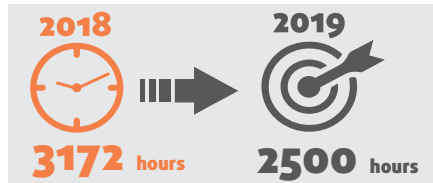
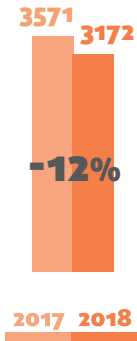
For **South Africa**, where periodic check-ups are not required by law, we will work with an occupational physician to monitor people working in at-risk jobs.

Workplace Accidents

Number of accidents at work resulting in **medical leave**



Hours missed from work resulting from workplace accidents



ACTIONS in 2018

Group-wide policy requiring **personal protective equipment**, monthly safety committee meetings.

Wirquin Group **safety standards** implemented (work permit, flashing lights on forklifts).

ACTIONS for 2019

Daily safety audits in the field by managers at all production sites.

Additional **job safety training** in South Africa and China.

Social Responsibility

"On July 28, 2010, the United Nations General Assembly recognized the human right to water and sanitation and acknowledged that clean drinking water and sanitation are essential to the realisation of all human rights." (source: World Health Organization)

Global Citizens

Because Wirquin is a **family business** with strong local roots, we believe we have a duty to **support associations or NGOs** that focus on the **right to safe drinking water** and **sanitation for all**.

Our locations

Our production sites are mainly located in small rural towns. Our goal has always been to **grow our business to create lasting jobs**.



Projet Charity

Cinq mille euros

Un Enfant par la Main

50000 €

winqum

SOCIAL

Charity Project



6 projects

funded since 2015



€20,720

raised since 2015

All our subsidiaries organise events to raise **funds dedicated to these causes**. Thanks to this spirit of giving, we successfully carried out **several charitable projects** in different parts of the world.



2015/2016

"Floating Toilet Project"
in Cambodia
(led by the World Toilet
Organization)



27 Handy Pods financed (wastewater filtration system).

**Sheffield
Children's
Hospital**

"Charity Bike Ride Project"
(led by Wirquin UK)



Wirquin UK employees cycling to raise funds

2016

"Renovation Project"
in Kosteryovo Solnyshko
(led by Wirquin Russia)



Washbasins and toilets for a day care centre

2016

**"Luvuyo Special Day Care
Center Renovation Project"**
(led by Wirquin South Africa)



Renovation of the restrooms of a day care centre
for 87 disabled children



Un enfant grandit, un village avance

ChildFund
Alliance



2017

"Latrines in my school"
in Mali
(led by Wirquin EU)



3 latrines + handwashing kit

2018

"A water tank in Haiti"
(village of Verrettes)
(led by Wirquin EU)



Construction of a rainwater collection tank for a village.

2019

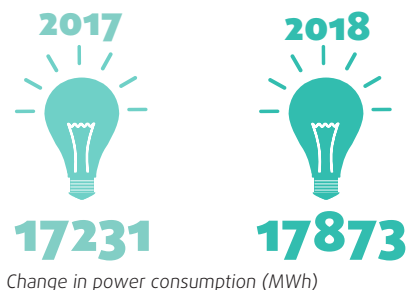
**"Toilet facilities and Wells
in 2 Schools"** in Madagascar
(led by Wirquin EU)



Construction of toilet facilities and a well in the
Andranonahoatra and Tsitakondaza schools.

ENVIRONMENTAL

Power consumption



ACTIONS in 2018

A **stable result** given the increase in activity (+4%). All the plastic injection moulding presses purchased in 2018 consume less power than the existing fleet. A frequency converter was set up for Russia (-15% consumption vs 2017).

The new automated process for manufacturing frames in Romania will likely lead to a significant reduction in electricity consumption.



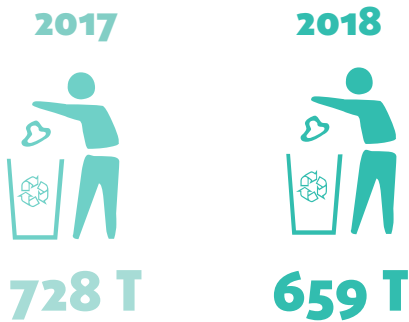
Solar notice boards in South Africa

ACTIONS for 2019

Energy-efficient LED lighting installed in the factory in France.

Notice boards reminding people to turn off computers / lights, converters for injection machines in France.

Recycling



Change in tonnes of waste recycled
at Group level (T)

ACTIONS in 2018

Lower tonnage because more waste is reused internally.

Recycling is expanding in Romania (+5%) and Russia (+30%).

ACTIONS for 2019

Study of PVC recycling in France and exhaustive **survey** of new recycling sectors that have emerged.
Group project on the reuse of cardboard.

ENVIRONMENTAL

Eco-design



Franck RAVARD
Group Research & Development Manager

“*Reducing our environmental footprint is one of the concerns of our marketing process.*”

The **environmental impacts** of a product are based on the **manufacturing process**, the **raw materials** and the **function** of the product. Using recycled cardboard for packaging will reduce the environmental impact (raw material), and likewise 3l/6l dual flushes will reduce the volume of water flushed (function).



JollyFill Delayed Action Valve and
Double Pushbutton Mechanism
Assembly

WATER-EFFICIENT PRODUCTS

Saving water has become one of the major challenges of the 21st century. That is why Wirquin focuses all its efforts on developing ever more water-efficient products.

THE ECOLABELS

Wirquin is committed to promoting products from sustainably managed supply chains. Our **FSC** and **PEFC** certifications guarantee that a portion of our wood-based products come from a supply chain controlled end-to-end, from the raw material to the finished product.



Promoting sustainable forest management
pefc-france.org



La marque de la
gestion forestière
responsable

The logo certifying responsible forest management

ECONOMIC



Jean-Marc Feltin
Group Executive Managing Director

“
Customer satisfaction and sustainable growth go hand in hand. Customer satisfaction, retention and sales are closely related. Because satisfied customers are loyal customers, which leads to higher sales.”

Customer Satisfaction Survey

Survey carried out on **440 customers**.

Satisfaction



Over 90%

Satisfied and very satisfied customers

ACTIONS in 2018

A **group survey** was conducted on more than 400 customers on different topics: quality of relationships, service rates, etc.

This survey will be repeated annually.

In addition, in order to include **the voice of the customer** in our development process, **consumer tests in real-life situations** are also carried out to validate the concept, packaging or function.



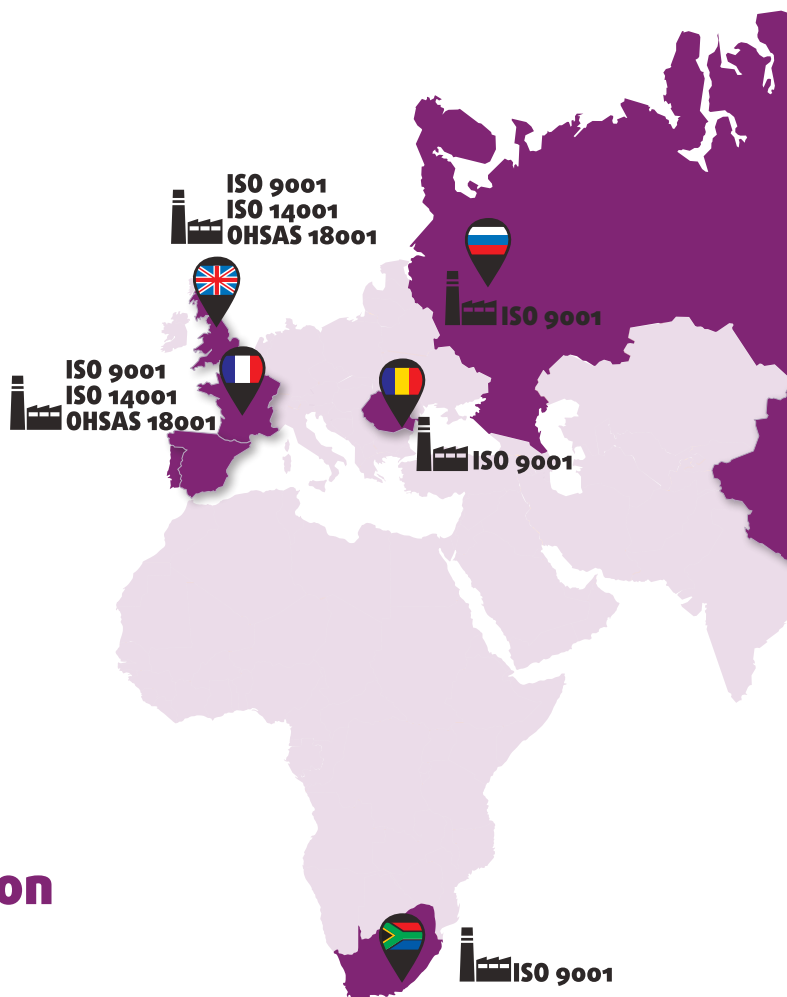
ACTIONS for 2019

Our areas for improvement include **delivery times** and **product quality**.

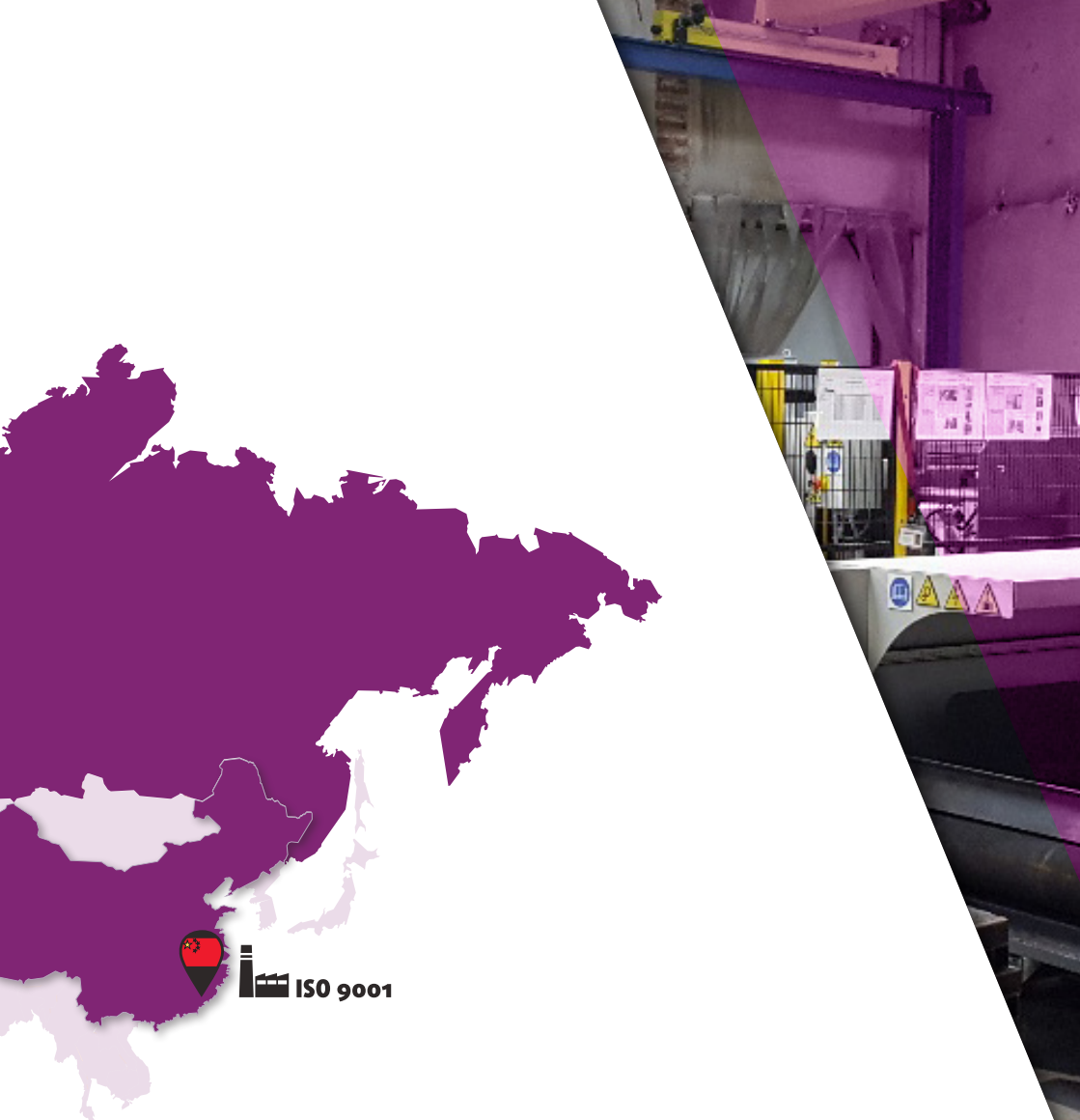
The **action plans** will be reported quarterly at Group level by the subsidiaries.

ECONOMIC

Management system to achieve **continuous improvement** and **customer satisfaction**. All our production sites are certified **ISO 9001**.



6  **production sites**



ISO 9001

CERTIFICATIONS

ISO 9001 QUALITY (Customer Satisfaction)

ISO 14001 ENVIRONMENT (Impact reduction)

OHSAS 18001 HEALTH AND SAFETY (Keeping Property and People Safe)

ECONOMIC

Our global presence

Wirquin is proud to have a **commercial presence** in **75 countries** around the world.



75 countries







wirquin

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