



Smart For  
**PARTNERS & PRODUCTS**  
Smart For **PEOPLE**  
Smart For the **PLANET**



# 2020

SUSTAINABILITY  
REPORT

**wirquin**



# EDITORIAL

“ Since early 2020, our #1 priority has been to protect all Wirquin employees from Covid19 pandemic. Our subsidiaries, one by one, were impacted by this global sanitary crisis. Each time, we had to quickly react, to prevent and protect, while guaranteeing industrial activities and customer's satisfaction.

Here again, I want to thank all, **WIRQUEENS** & **WIRKINGS**, for their behavior and courage, during those difficult times. They all demonstrated their commitment to the company and their adaptation capacity, mobilizing each day to support all our strongly impacted activities, but also our partners, customers and suppliers.

Indeed, we succeeded in reducing the crisis impact, maintaining all production sites & deliveries, anytime and anywhere it was possible. Full access to first necessity sanitary & plumbing products to our markets has been maintained.

This resilience & solidarity, at the heart of Wirquin team spirit, has supported us throughout 2020 with pride & maximum safety.

While we have clearly focused on Covid, for most of 2020 we have not forgotten our strategic commitments.

We kept acting around the 3 CSR Pillars: mobilize ourself with our partners, for sustainable & ethical business (**Partners & Products**), act for our employees well-being and develop social & solidary-based economy (**People**), and reduce our activity footprint on environment by promoting circular economy (**Planet**).

In each Wirquin subsidiary, together, we all understand our responsibilities and we commit to continuing to innovate, while ensuring a better balance for people and our Planet.”

**Our 3 smart CSR pillars are about:**  
**PARTNERS & PRODUCTS,**  
**PEOPLE, and PLANET**

Grégory LE COËNT  
Vice-President



# CONTENTS

|  |      |
|--|------|
| WHO ARE WE? .....                              | p.3  |
| Smart For <b>PARTNERS &amp; PRODUCTS</b> ..... | p.7  |
| Smart For <b>PEOPLE</b> .....                  | p.15 |
| Smart For <b>THE PLANET</b> .....              | p.27 |

# WHO ARE WE?

Wirquin is an innovative family-owned group with over 40 years of experience in the field of plumbing and sanitary products.

Its DNA is based on three dimensions: a family-owned company, sustainable innovation and international.



## An innovative and family owned company

Innovation has always been key to our group's growth with a focus on exploration, invention and progress. This process was sparked by its founder's inspirational energy. In the late 60' Henry Wirquin et Daniel Le Coënt had the innovative idea of manufacturing plastic flushing mechanisms : the breakthrough for this trailblazing concept came in 1972 with the opening of a production site in Carquefou on the periphery of Nantes in France.

## An international group

This upward trajectory continues today thanks to our culture of innovation and the expertise of our **1200 TALENTS**, our **6 FACTORIES AND 11 SUBSIDIARIES**. Today Wirquin's innovative award winning products are sold in more than 50 countries worldwide.



Our ***W***ision

**wirquin** / *Smart  
For Good*

## Smart and sustainable solutions for better living

Women & men at Wirquin invent with enthusiasm and proudly sell qualitative technical solutions & services related to **water cycle, smart & innovative, improving end-users' life comfort, hygiene, and health.**

Permanently strive customer, installer and end-user's satisfaction, offering products and services **saving water, time and space, in kitchen and bathroom.**

They are also designed to **save natural resources and minimize our ecological footprint.**

# Our methodology and commitments



The **Smart For Good Program** is directly linked to our CSR commitments and to the contribution of our actions to the **17 SUSTAINABLE DEVELOPMENT GOALS DEVELOPED (SDGs)** by the United Nations in 2015.

They are a global call to action by 2030 to reduce inequality, make the world a better place for future generations, and ensure that all people live in peace and prosperity.



Supported by the Group's Executive Committee and General Management and in line with its « **Smart for Good** » mission, this approach is based on 3 smart axes:

**Smart for PARTNERS & PRODUCTS**  
**Smart for PEOPLE**  
**Smart for THE PLANET**

The analysis of these issues has helped us to define objectives and commitments, around common values shared such as hygiene, well-being while preserving our natural resources.

# Our contributions to SDGs

|  |  |  |                               |
|--|--|--|-------------------------------|
|  | <b>8 DECENT WORK AND ECONOMIC GROWTH</b>         | <ul style="list-style-type: none"> <li>&gt; Ensure decent work and income for the whole group</li> <li>&gt; Ensure sustainable economic growth</li> <li>&gt; Build a cons collaboration with our partners</li> </ul>   | Smart for PARTNERS & PRODUCTS |
|  |  | <b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b> <ul style="list-style-type: none"> <li>&gt; Secure all sites with production certifications</li> <li>&gt; Invest in R&amp;D</li> </ul>  |                               |
|  |  | <b>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</b> <ul style="list-style-type: none"> <li>&gt; Fight against corruption and ensure equitable collaboration with our partners</li> </ul>  |                               |
|  |  | <b>6 CLEAN WATER AND SANITATION</b> <ul style="list-style-type: none"> <li>&gt; Ecodesign: water saving and zero leaks products</li> <li>&gt; Educate on the right actions to save water</li> <li>&gt; Contribute to water sanitation and access to drinking water with the Charity Project</li> </ul>                                 |                               |
|  | <b>1 NO POVERTY</b>                              | <ul style="list-style-type: none"> <li>&gt; Ensure decent salaries for all within the group's sites</li> <li>&gt; Carry out societal actions around the world</li> </ul>   | Smart for PEOPLE              |
|  |  | <b>3 GOOD HEALTH AND WELL-BEING</b> <ul style="list-style-type: none"> <li>&gt; Manage employee health and safety within all sites</li> <li>&gt; Implemente Quality of Working Life actions within all subsidiaries</li> <li>&gt; Manufacture product range wich contributes to improving hygiene and comfort for end-users</li> </ul> |                               |
|  |  | <b>4 QUALITY EDUCATION</b> <ul style="list-style-type: none"> <li>&gt; Increase employee skills (training, etc.)</li> <li>&gt; Promote better quality education with actions in a Haitian school improving hygiene</li> </ul>  |                               |
|  |  | <b>5 GENDER EQUALITY</b> <ul style="list-style-type: none"> <li>&gt; Monitor for parity and equal opportunities in the group</li> </ul>  |                               |
|  |  | <b>10 REDUCED INEQUALITIES</b> <ul style="list-style-type: none"> <li>&gt; Support associations and NGOs to finance projects related to hygiene and access to toilets for all</li> </ul>   |                               |
|  |  | <b>7 AFFORDABLE AND CLEAN ENERGY</b> <ul style="list-style-type: none"> <li>&gt; Invest in limiting excessive energy consumption (LEDs, machines, etc.)</li> </ul>   |                               |
|  | <b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b> | <ul style="list-style-type: none"> <li>&gt; Promote the use of recycled raw material</li> <li>&gt; Eco-design and manage packaging recycling</li> <li>&gt; Reduce the single-use plastic in favor of cardboard</li> </ul>  | Smart For the PLANET          |
|  |  | <b>13 CLIMATE ACTION</b> <ul style="list-style-type: none"> <li>&gt; Reduce greenhouse gases</li> <li>&gt; Save natural resources</li> <li>&gt; Promote the circular economy</li> </ul>  |                               |
|  |  | <b>15 LIFE ON LAND</b> <ul style="list-style-type: none"> <li>&gt; Apply an environment managment with ISO 14001 standard</li> <li>&gt; Respect the sustainable forest management throught FSC / PEFC standard</li> </ul>  |                               |





## *Smart for **PARTNERS & PRODUCTS***

A responsible, sustainable economy requires innovative strategy and ethical principles to safeguard the performance for customer satisfaction.

## OUR ASSETS



A **FAMILY OWNED**  
COMPANY



**1200** TALENTS



**11** SUBSIDIARIES  
**6** FACTORIES



**CUSTOMERS**  
PRO/DIY/OEM/E-COMMERCE  
End-users & Installers



**SMART**  
**INNOVATIONS**  
PLUMBING &  
SANITARYWARE



**INTERNATIONAL**  
Presence in more than  
**50** Countries

## PARTNERS & CUSTOMERS



Jean-Michel COGNON  
Group Sales Director

*“Customer satisfaction and sustainable growth go hand in hand. Customer satisfaction, loyalty and sales are closely related.*

*Because satisfied customers are loyal customers, which leads to higher sales.”*

### Customer satisfaction



**85%**  
**Customer satisfaction**

*Survey realised in France,  
Spain & Italy in Nov 2020*

### ACTIONS

We conducted a study to assess our service to customers in Southern Europe and to research possible improvements.

> An action plan has been decided with longer term actions but also quick wins that can be implemented from 2021, such as the shortening of delivery times for after-sales service.

# SMART AND SUSTAINABLE INNOVATION



Laurent MONTAROU  
Head of R&D

*“Innovating by reducing our environmental footprint is at the center of our product development process.”*

## A TRADITION OF SUSTAINABLE INNOVATION

We work in partnership with our customers, installers and users, in order to offer them solutions close as possible to their expectations and uses. We provide daily solutions, useful, accessible, respectful of our environment, which contribute to hygiene and health.

## Water-efficient products

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



**Wirquin is the inventor of the dual flush 3L/6L system** which has allowed major water savings over the years. Our MW2 dual flush valve in combination with the Jollyfill delayed action inlet valve **save the equivalent of a private pool of water/Y.** The delayed action system prevents water flowing into the cistern before the flush is complete.



Jollyfill delayed action inlet valve & MW2 dual flush valve

## Eco design development



We strive to develop **smart products to prevent leaks** to guarantee a long-lasting installation.

- > Our latest innovation, the Wirquin Neo Trap, the **ONLY** trap with AIR SYSTEM FUNCTION. This innovative option **replaces the traditional ventapipe** and prevents noise (gurgling) and bad odors.
- > Thanks to its **overmolded washers** (Bi-injection technology), directly integrated into the trap, washers of Wirquin NEO AIR trap are always well positioned. No more loss of washers and no more risk of leaks!



**NO LEAKS**



WIRQUIN NEO AIR trap

**9**  
**AWARDED**  
BY PROFESSIONALS SINCE 2018

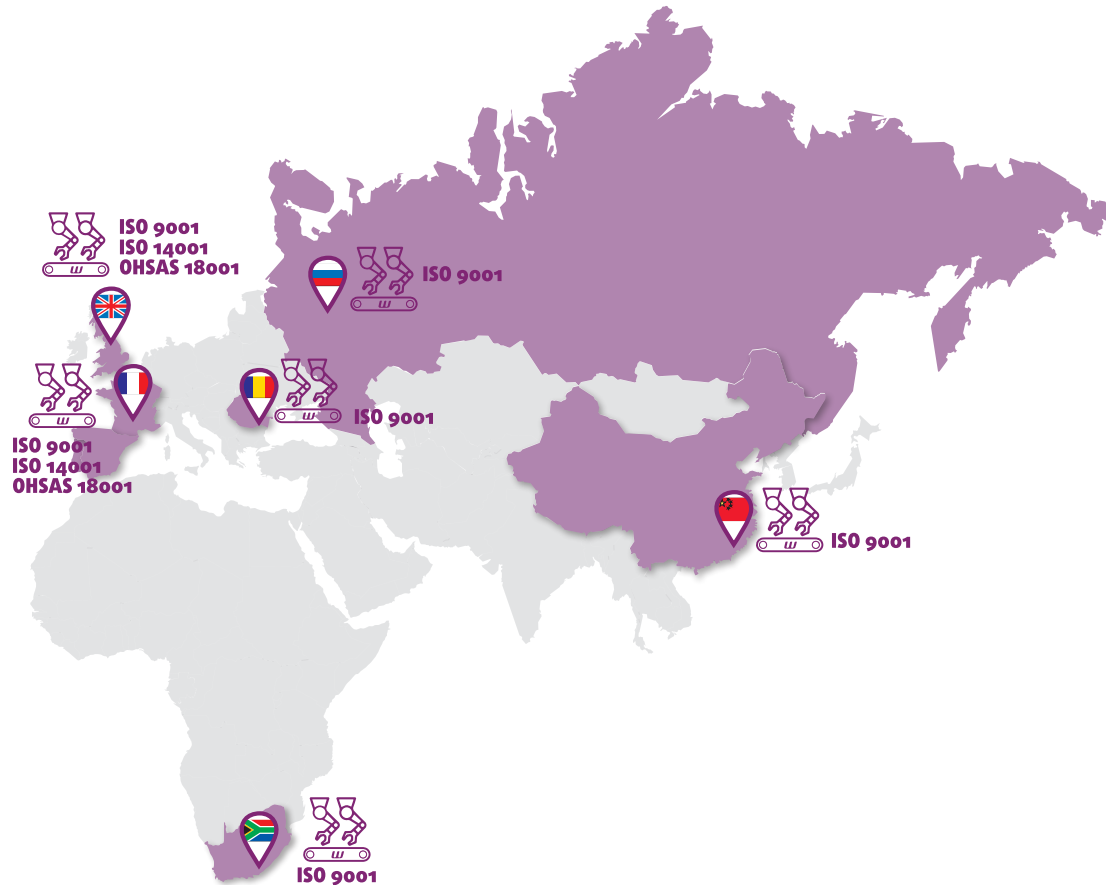
FRANCE - UK - RUSSIA



# QUALITY

## Continuous improvement

Our management system should it be dedicatedly focused on continuous improvement and customer satisfaction. All our production sites are certified ISO 9001.



### CERTIFICATIONS

**ISO 9001** QUALITY (Customer Satisfaction)  
**ISO 14001** ENVIRONMENT (Impact reduction)  
**OHSAS 18001** HEALTH AND SAFETY (Keeping Property and People Safe)

# ETHICS

## A new charter for responsible purchase



Lauren THUMAS  
Head of Group Purchasing

*“The Responsible Purchase Charter aligns our purchasing goals with our global sustainability strategy.”*

## 4 MAJOR PRINCIPLES

- ✓ Human rights
- ✓ Labour law
- ✓ Respect the environment
- ✓ Corruption



**Elaborate respectful products** for consumers and environment, considering from the early conception their environmental impact as well as the impact of their packaging.



**Respect regulation requirements** and expectancies of actors at stake (respect Human Rights and ethical, social and environmental fundamental demands, and essential for a good cooperation).



**Monitor and reduce environmental impact** of our activity, with the implementation of ISO 14001 certification process. This includes an environmental analysis considering our products' life cycles, and focuses on energy and resources savings, as well as raw material recycling and waste valorisation of it.



A large group of approximately 40-50 employees of Wirquin are posing for a group photo in front of a large industrial building with white corrugated metal siding. The building has a large sign that reads "wirquin" in a stylized, lowercase, dark red font. The employees are arranged in several rows, with many of them waving their hands. They are wearing a variety of work clothes, including dark blue or black t-shirts and pants with reflective yellow-green stripes, as well as some in light blue shirts and jeans. The scene is brightly lit, suggesting a sunny day. To the left, a loading dock area is visible with some cardboard boxes stacked. To the right, a smaller section of the building has a sign that says "DANGER" and "NO SMOKING".

# wirquin



## *Smart For* **PEOPLE**

It is Wirquin's responsibility to ensure the well-being and development of its employees. We prioritize health, safety, professional development and the commitment of our managers to everyone.



# OUR TALENTS

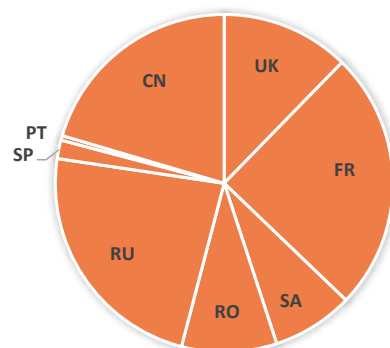


Carine DURAND  
Group Human Resources  
and Quality of Working Life Director

“

*A business is built by **Men and Women**. Wirquin attaches great importance to improving working conditions*

”



Number of employees per site in 2020

**1200**

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

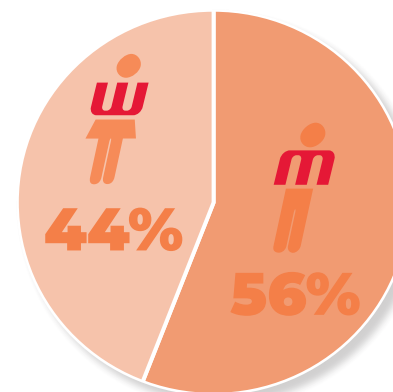
The Wirquin Group gives a special attention to the diversity of people and on valuing difference.

In each of its subsidiaries, Wirquin places **diversity, inclusion and equality** at the heart of its activities, with a long-term commitment to fighting all kinds of discrimination, particularly in its recruitment practices.

## Parity & Equality

Wirquin achieves equality between Women and Men within the Group. With **44% of women** in the group, parity has increased by 1% since 2020.

In 2020, **45% of Key manager positions were held by women**.



Parity in the group in 2020



## Inclusion & diversity

Despite the health crisis, the Group has continued its actions in favour of inclusion, in particular with disabled people through the CERAM and ASI program in France.

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.



**20**

employees  
with disabilities  
at Wirquin France.

# Quality of Working Life

In 2019, the Group injected a Quality of Working Life policy through a **common definition** and experimental measures.



## ACTIONS:

Attention has been paid to the career path of newcomers to Wirquin. Within the Group, the subsidiaries have worked on their integration process to ensure a smooth and warm induction of the new employees. On the agenda : security training, buddy program, etc.

## Skills development

Skills development continues with the implementation of training plans within the Group. The COVID year brought with it a need to digitalize training so that it could be implemented remotely.

Within the Group, new training modules have been integrated into the managerial path, in particular on the issue of team leadership and remote collaboration.

## ACTIONS:

A team management course has been organized on April and May with all team leaders. The objective was to develop the management skills of the production line leaders to train and coach their teams.

2020



12 503

Hours of training in the group



There were fewer training courses than last year, but proportional to the monitoring of the activity with an investment of **24.020 €**.

In 2020, the quality of working life actions were nonetheless mainly oriented towards health and safety at work, in connection with the strong issues surrounding the COVID pandemic.



“The notion of Quality of Working Life (QWL) corresponds to a feeling of well-being at work perceived collectively and individually. Including communication, quality of management, the meaning given to work, working conditions, organization, work/life balance. Quality of working life is a factor in the company's performance through employee satisfaction.”

## 6 KEY AXIS



QUALITY OF COMMUNICATION



TRUST AND QUALITY OF MANAGEMENT



MEANING AT WORK



THE CONCEPT OF SAFETY AND HEALTH AT WORK



EFFECTIVE WORK BALANCE



GOOD ORGANIZATION

## Pandemic management

The coronavirus epidemic, which started in China in December 2019, gradually impacted all group's subsidiaries in 2020 where several actions were taken:

### > Group health directives

Support was provided to the subsidiaries; with the provision of a COVID "Kit" made up of prevention sheets to be deployed, and regular communication on the situations in the different countries.

### > Modified work organization

Over time, subsidiaries have had to adapt and adjust their organizations, to reduce the impact of the epidemic and ensure business continuity. Site management and HR teams were then in charge of managing, with managers, the organization of the teams and deploying appropriate systems. In connection with local regulations.

### > Personal protection equipment distributed

The health measures undertaken have allowed us to limit the number of cases.

### > Acceleration of digital in professional relations

**IT WAS DIFFICULT, BUT OUR IT TEAM MADE IT HAPPEN!**

The IT teams supported teleworking since the very beginning, across the world. After a quick assessment of our resources, remote connections were set up through a secure corporate network (VPN), for the French teams. Internationally, and for employees who did not have a laptop, access has also been increased thanks to a remote connection tool.

The confinement also permit to evaluate a new collaborative and communication tool, "Microsoft Teams", and to decide on its deployment for the entire Group.



Complete Wirquin kit (disinfectant, spray, mask)



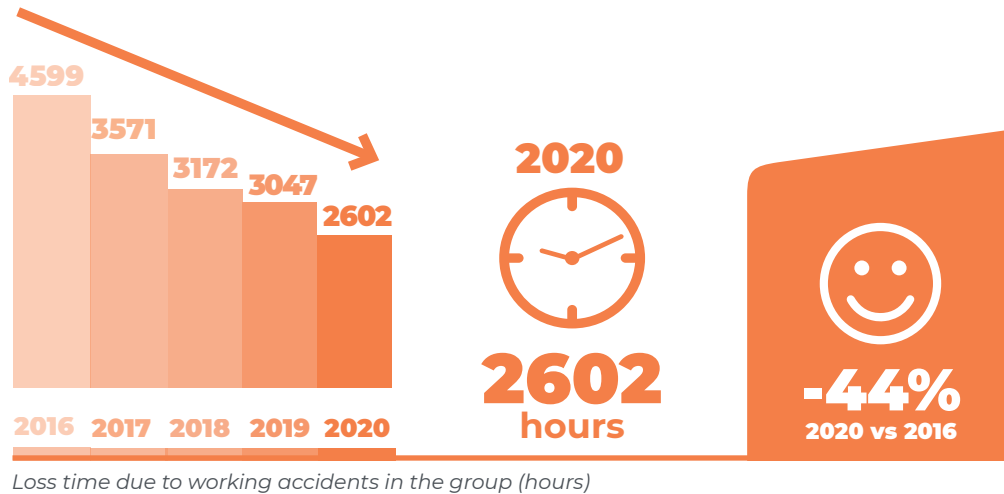
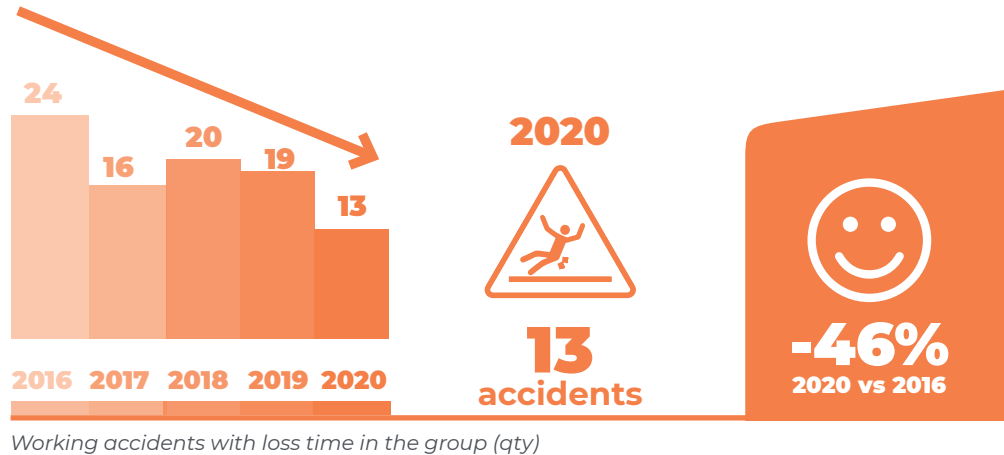
Beyond the management of the health crisis, occupational health is a key dimension at Wirquin. We are proud to announce that for the fourth year in a row, **100% of our teams have passed medical examinations** with the high stakes surrounding the COVID pandemic.






# Workplace accidents

Beyond the pandemic, continuous improvement of health and safety at work is a major concern in the group's factories.





**1082**  
days

**FOCUS ON**

**Russia**

> In Russia at 31 December 2020, we crossed the threshold of 1082 days **without work accidents.**

These good results are the fruit of all the efforts made to ensure the safety at work of each of us.

## ACTIONS:

### FOCUS ON



- > Improved the methods of labor organization:
  - **140 WORKERS** were certified
  - **82 NEW EMPLOYEES** successfully passed health & safety introduction course & coaching at working place
  - **30 EMPLOYEES** improved health & labor safety skills
- > Created safe working conditions (normalization of lighting and microclimate in the premises, effective ventilation of industrial premises);
- > Promoted the importance of work without injuries and accidents via bonus schemes (daily checks);
- > Developed occupational safety instructions for safe work;
- > Provided employees with personal protective equipment and provided first aid kits.



- In France:** many improvements in molds, assembly and logistics areas were noticed. A lot of investments were done in equipment to improve workstations, reduce fatigue and increase employees safety.

Assembly  
Setting up a secure platform on the NEO Machine to ease part supplies, thus reduce Musculoskeletal Disorder



- In China:** Sound insulation curtain was installed in the crushing area. When crushing, workers stand outside the curtain and the noise is reduced, and installation of strong ventilation systems to improve air quality.

New ventilation systems

# COMMUNITY AND SOCIAL DEVELOPMENT



Corporate social and societal responsibility also means considering the human factor beyond the framework of commercial activities. Charitable initiatives, both individual and collective, give meaning to a company and a purpose for the men and women working there.

## Sponsorship



### THE HERON TREE, A CRAZY PROJECT WE LOVE!

FOCUS ON



**We are proud to be one of the sponsors of this project and contribute to rise the cultural and international influence of the city of Nantes in France.**

The Tree will be inhabited by a mechanical menagerie and crowned with two majestic Herons. Never before had the childhood dream of flying aback a giant bird comes true. But in 2023, it will be possible to board the Herons for a slow circular flight at 40m above the ground.

*Wirquin was won over by this ambitious project which resonates with our values of innovation and daring.*

“

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)

## World toilet day

Each year Wirquin celebrates The World Toilet Day at the 19<sup>th</sup> nov which is an official United Nations day, that raises awareness about global access to clean and safely managed sanitation systems.



We support 3 causes close to our hearts – **water, children,** and **universal access to toilets**, throughout the world.



In 2020 we could not meet to celebrate this event due to covid but we nevertheless continued our actions for the charity project.

## Charity project

FOCUS ON



350

5265€

In France the supported project was related to the construction of a sanitary block in BARBE school in HAITI. The old toilet block was too far away and in poor condition. When it rained, the contaminated water would flow into the cavities where people take water to drink.

The new sanitary block will prevent the spread of contagious diseases and allow children to adopt good hygiene practices. A lot of internal action has been taken to finance this project.



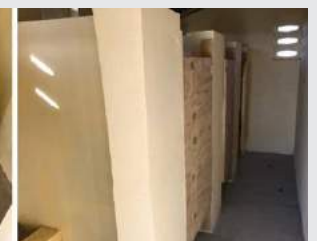
French Team Charity



Washbasin



Latrine



Interior view of the sanitary block consisting of 8 latrines



## *Smart For* **THE PLANET**

Our objective is to analyze our environmental impact to move towards more sustainable development with responsible production, respectful of the environment.

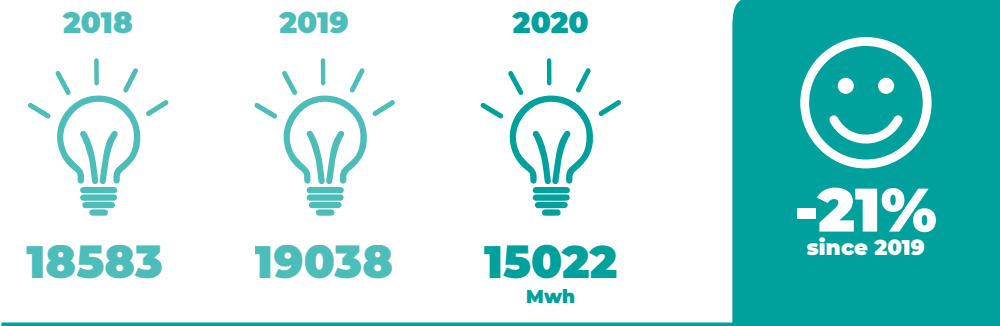


# RESOURCE MANAGEMENT

The environmental stakes have never been as high as today, with global warming issues and disruption of ecosystems.

Wirquin has long been committed to the preservation of natural resources. We work and act on reducing our environmental impact linked to our production.

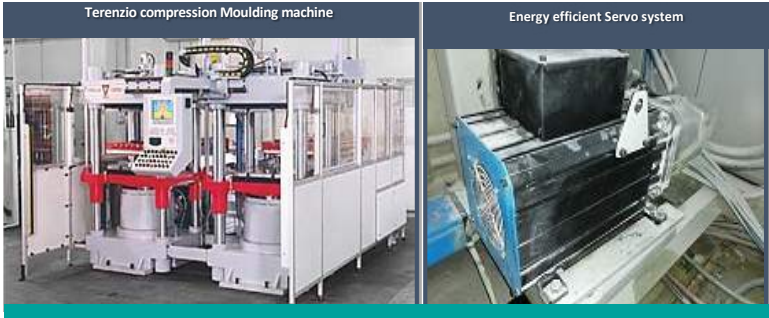
## Power consumption



Change in power consumption in the group (MWh)

In 2020, our electricity consumption **decreased by 21% compared than in 2019.**

Despite the crisis **we have improved our way of producing.**



In South Africa Compression Moulding – Conventional piston pump replacement with Servo system Gear pump

### FOCUS ON



**In South Africa:** using a Servo system is a more robust energy efficient system but also will yield an improvement in machine availability, that will have a positive effect on the plant OEE KPI. The saving in energy is **13,2%.**

## Waste Recycling



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

The best waste is the one we do not produce. We are proud to have **actively reduced the quantity of raw materials** (Plastics & Packagings).



# TOWARD SUSTAINABLE PLASTIC MANAGEMENT

To face the challenge of climate change Wirquin is committed to save natural resources by promoting the circular economy, by integrating ever more recycled plastic into its products while maintaining the level of product requirements.

## Use of Recycled plastic



Ratio of recycled plastic and virgin plastic raw material bought (T)

## ACTIONS

- > Use of regrinded plastic runner (internal reuse loop).
- > **Wirquin Romania** and **France** increases the uses of recycled PPC and HIPS which are in the composition of several product: body of shower waste, mechanisms and frame's cisterns.
- > **Russia** and **South Africa** are having more difficulty using recycled material, but efforts will play.



Regrinding plastics carrots

## FOCUS ON

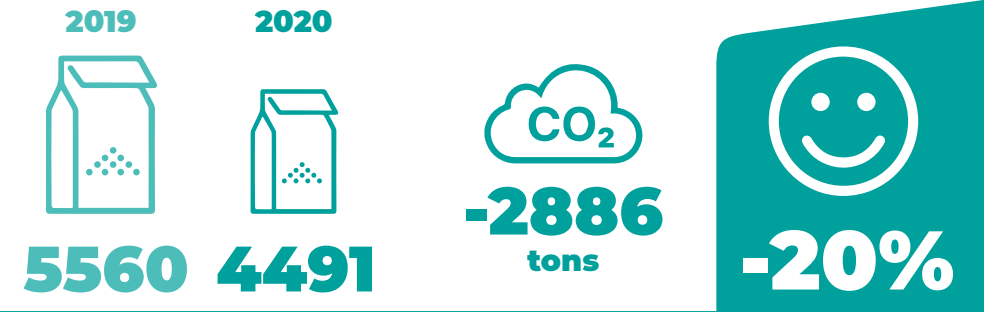


**Wirquin China** which already used recycled ABS, has just introduced HIPS and PP in their production. Congratulations to China which already uses **54% of recycled PP**.



Body of TOURBILLON shower waste in recycled ABS

## Use of Virgin plastic



Plastic - virgin raw material bought (T)

By reducing our virgin plastic consumption by 20%, we saved 1069 tons of plastic which is equivalent to 2886 tons CO<sub>2</sub> savings.

## THE MORE LABEL®

Created by the Federation of Plastics and Composites, the MORE (French acronym for 'MOBilisés pour REcycler') label rewards manufacturers who are actively committed to innovation and the circular economy.

It is the first European label to recognise the contribution of plastics manufacturers to the circular economy and the integration of recycled plastics into their products.

It is attributed each year on the basis of declarations of the volumes of recycled raw materials consumed.



The MORE label: MOBilisés for REcycling



The MORE LABEL certificate (Carquefou).

## FOCUS ON



In 2020, the French site received "the More Label®" for the second year in a row (promotion of recycle plastics use).

# PACKAGING MANAGEMENT

## Less single-use plastic, towards more sustainable packaging

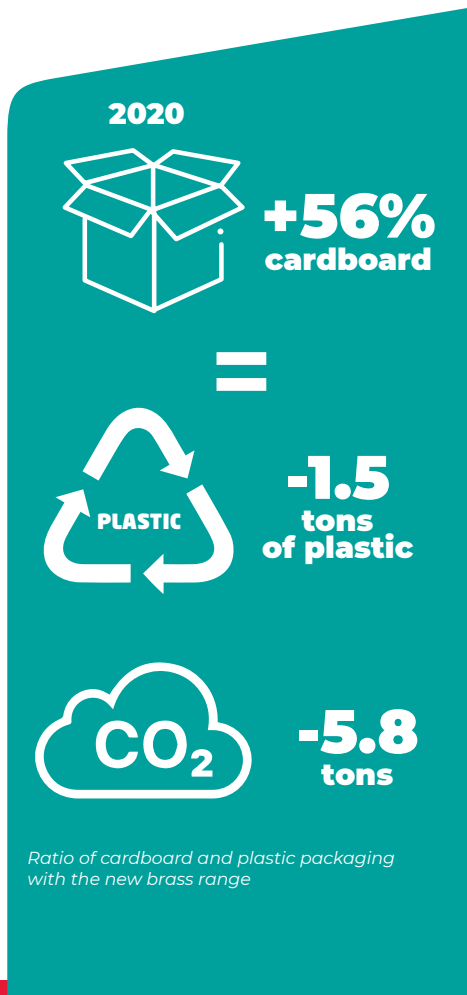
A manufacturer we have the responsibility to manage and act to reduce our waste. That is why in 2020, Wirquin began its transition from plastic packaging to cardboard packaging.

### ACTIONS

> In all subsidiaries, replacement of plastic shells by sustainable carton boxes for the brass waste range.



The transition to green packaging allows us to save **5.8 CO<sub>2</sub> eq tons** and have a positive impact on the environment.



## Cardboard reused



*Cardboard reused in internal in the group (T)*

### ACTIONS



> **In France:** with actions carried out internally for the reuse of A9, A10 and A11 cardboard boxes we have multiplied its tonnage of reused cardboard boxes by 3, bringing the figure to + 32% at group level.

**FOCUS ON**

## Packaging recycling management

As a responsible and environmentally conscious manufacturer, Wirquin has always been educating and teaching about the sorting instructions on its packaging. Wirquin makes a contribution to the Citeo organization to finance the collection and sorting of packaging for recycling.





# Certified material

## 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*

The Programme for the Endorsement of Forest Certification (PEFC) is a non-governmental certification system which promotes sustainable forest management. Thanks to its presence in 53 countries, the PEFC is the leading source of certified wood in France and abroad (with 2/3 of certified forests).

**773 MILLION ACRES** of forests are PEFC-certified

**53 MEMBER COUNTRIES** covering all the continents

**750,000 FOREST OWNERS**

**19,800 PEFC-CERTIFIED SITES**



**La marque de la gestion forestière responsable**

*The logo certifying responsible forest management*

The Forest Stewardship Council (FSC) is an environmental label designed to ensure that wood production or wood-based products comply with processes that guarantee sustainable forest management.

**494 MILLION ACRES OF FORESTS** were certified worldwide, including all types of forests

In **90 COUNTRIES WORLDWIDE**, FSC certificates were awarded

**42,000 BUSINESSES** are certified worldwide.





# wirquin

**Smart  
For Good**

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