

SUSTAINABILITY REPORT

2019

SOCIAL/SOCIETAL
ENVIRONMENTAL
ECONOMIC



wirquin



EDITORIAL

“ On a cosmic scale, water is rarer than gold.”

Hubert Reeves

“ Social / societal, environmental and economic matters, are the 3 pillars of the sustainable strategy, implemented at Wirquin Group, 3 years ago.

This 2nd edition of our sustainable report, is dedicated to our employees, customers, suppliers, partners and all stakeholders.

It shows the progress achieved thanks to our common efforts: improvement of our employees' safety, increased usage of recycled raw materials, eco-designed innovative products, focus on quality of life at work...

**The 3 pillars of sustainability are
SOCIAL/SOCIETAL,
ENVIRONMENTAL
AND ECONOMIC.**

This has become a clear commitment for all our teams and is now part of our Group strategy.

Each subsidiary is involved and committed in this process, to improve our foot print, for the better of every single one of us, and for the planet.

I am proud of the improvements achieved these last months, and I hope this 2019 Sustainability Report will demonstrate in a transparent way, Wirquin Group's strong focus on developing its sustainable strategy.”

Grégory LE COËNT
Vice-President

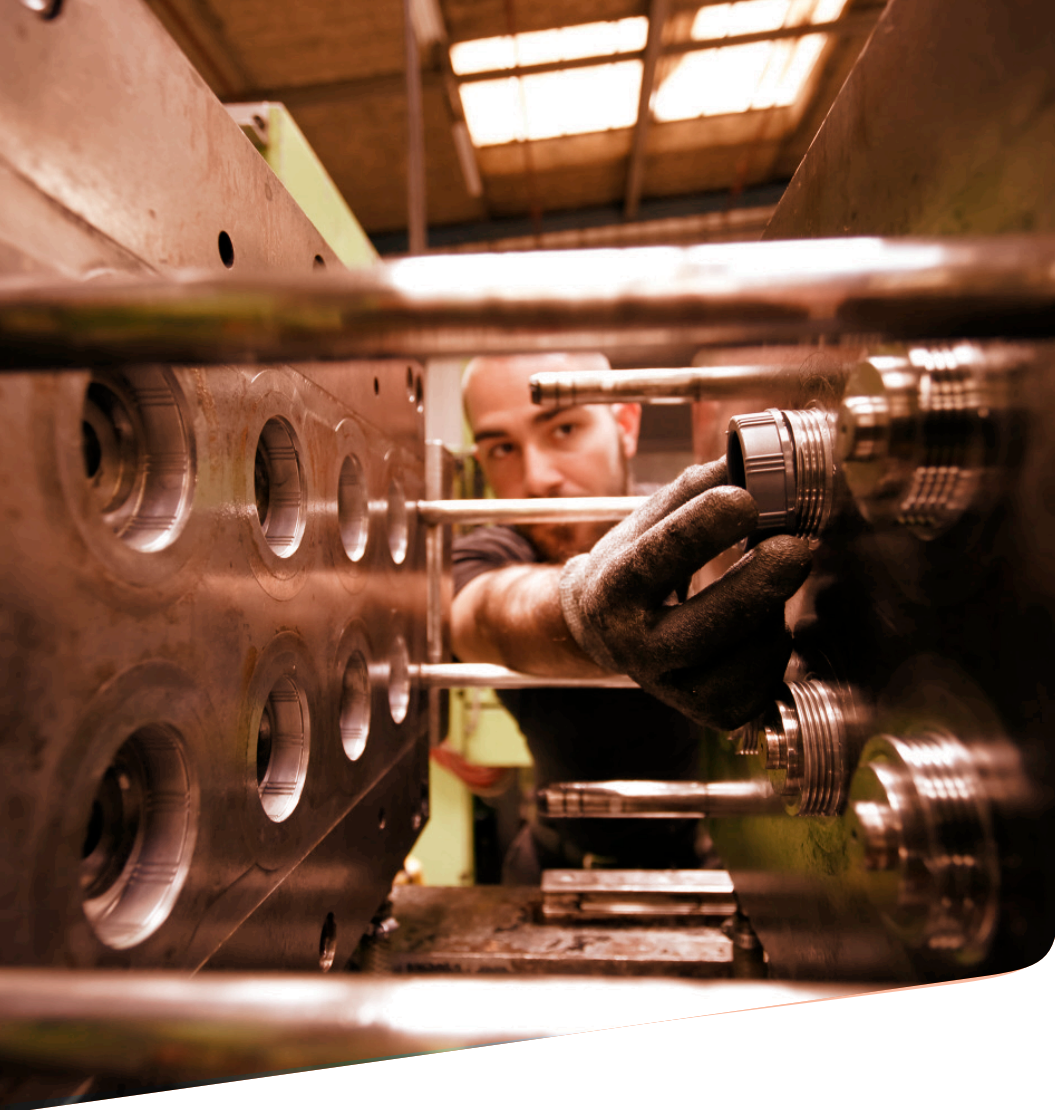
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It is Wirquin's responsibility to ensure the well-being and development of its employees. We prioritize health, safety, professional development and the commitment of our managers to everyone.

SOCIAL

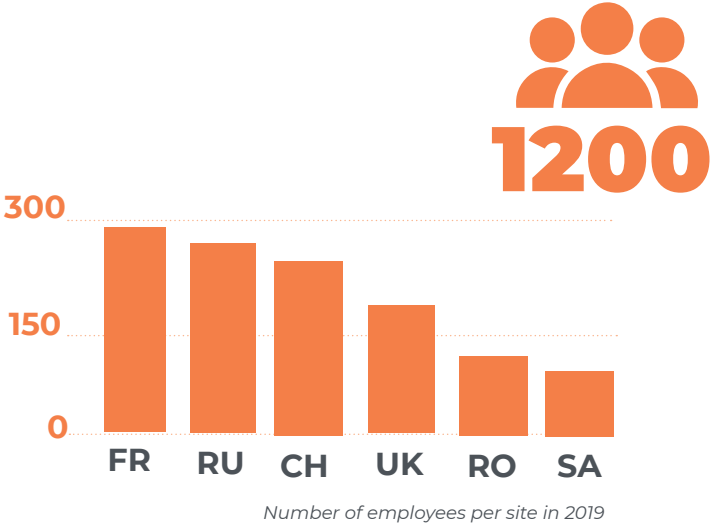
OUR TALENTS



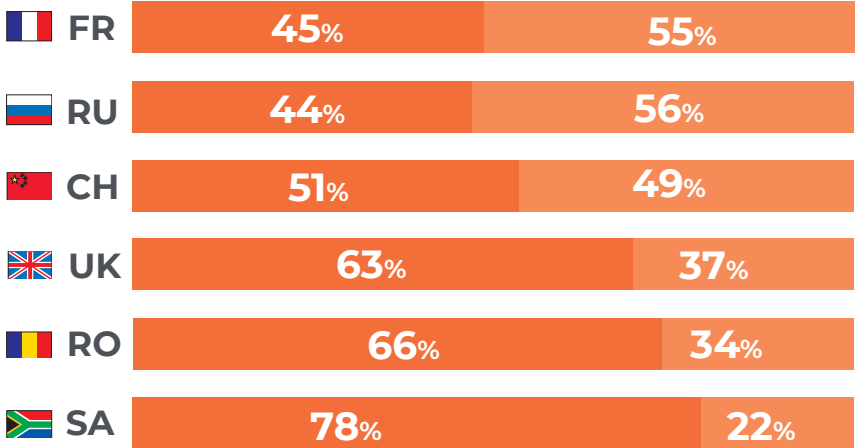
Carine DURAND
Group Human Resources
and Quality of Working Life Director

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

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



Ratio of Men/Women



Ratio of men/women by production site in 2019 (%)



With 57% men and 43% women, the Wirquin Group remains committed to achieving parity.

Inclusion & diversity



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

The team in 2019 was composed of 23 Full Time Equivalent.

HUMAN RESOURCES POLICY

“

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

”

C. DURAND Group HR and QWL Director

Quality of Working Life



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

We were able to establish this common, inter-cultural definition based on reflections led by Group-coordinated teams of subsidiary HR departments.

“

*The notion of Quality of Working Life (QWL) corresponds to a feeling of **well-being at work** perceived collectively and individually that includes 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.***

”

The next phase is to **develop a QWL charter** in an aim to build a common foundation for work conditions and ensure greater coherence of the Group's initiatives.

6 KEY AXIS



QUALITY OF COMMUNICATION



TRUST AND QUALITY
OF MANAGEMENT



MEANING IN WORK



THE CONCEPT OF
SAFETY AND HEALTH AT WORK



EFFECTIVE WORK BALANCE



GOOD ORGANIZATION

ACTIONS

> Numerous 'quality of working life' initiatives deployed within the Group. They were carried out according to employee needs and local opportunities. In just a few short weeks, we observed first results. In China for example, turnover was reduced by a half.



WIRQUIN Support > HEAD OFFICE

A quality of working life week has been organized for the employees. During the week, 3 key axis were explored by the team, well-being in the body, well-being in the mindset, and well-being in the relations with the others. During the week, several activities were organized: lunch & learn, workshops, round tables, etc.



WIRQUIN Europe

Improving the quality of working life of over 58 year old employees. France improved the working conditions through flexibility in workshop and shift organization. Employees over 58 years old can get extra breaks or arrange their working time during dayshifts.

“

As a part of a plan for senior employees, I was able to organise my hours to work mornings from 7 am to 1:45 pm.

This new schedule gave me better stability and regularity in the pace of my work, and thus improved my work-life balance.

”



Anne COCU
Wirquin Europe



WIRQUIN Romania

Promoting onboarding and induction of new employees and develop mentoring.

Romania worked with quality department to develop induction procedures and involving the managers of the production in the process (presentations, training etc.) to understand their expectations and to train employees.



WIRQUIN South Africa



Improving the financial and physical wellbeing of employees. South Africa offered services related to budget management, with presentations and advice by financial experts. Also, free medical checkups for cancer awareness were organized for women healthcare.



Vuyiswa OFFICE
Wirquin South Africa

“

I would like to thank the doctors and Wirquin behind the cancer campaign awareness for making me more aware of cancer issues.

We were made aware of everything that we need to look out for and to pay attention to. We would appreciate the opportunity to do it again in the future.

”



WIRQUIN Russia

A program focused on four main axes: leadership, customer service, knowledge sharing & time management.

In Russia, a leadership program was organized to develop leadership skills, a Home office policy was created, and an Internal customer service policy was developed to have a better communication among each other.



WIRQUIN China

Making better working and living conditions.

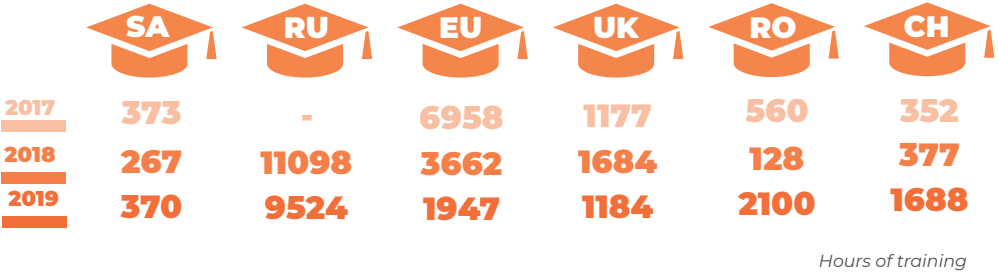
China worked on improving the quality of life to reduce turnover: the plant and accommodations were renovated and equipment upgraded to get better working and living conditions, and increase safety. Several internal actions and events were also organized to improve communication and work-life balance.



WIRQUIN UK

Improving communication. UK organized round tables in order to facilitate communication in the subsidiary.

Professional training courses



ACTIONS

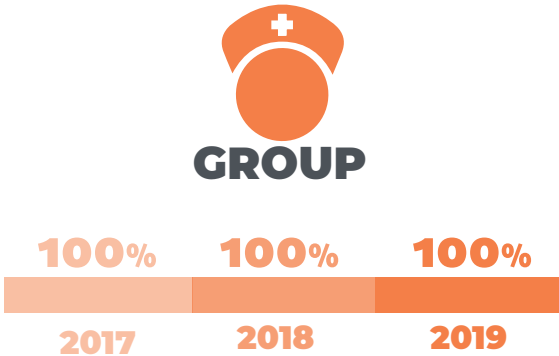
> Wirquin Russia organized several workshops to better understand the learning needs of the managers and developing a leadership program.

> In China, we focused on increasing internal training for the technicians in each department (R&D, Quality Controller, Maintenance, Injection, ...).

A competition in assembly workshop has also been organized on 2019 5th July, to improve skills and efficiency.



Medical Visits



Employee’s safety is our number one priority at Wirquin. We are proud to announce that for the third consecutive year, 100% of our teams have taken medical exams.

ACTIONS

> In South Africa, corporate medical exams are not mandatory, but complementary exams and awareness-raising actions were conducted for women as a part of a breast cancer prevention campaign.

This Quality of Working Life initiative also reflects the importance we place on workers’ health and safety.

Internal safety training courses



Didier FILIPPOZZI
Group Operations Director

“

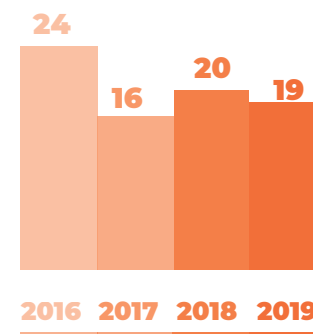
*The safety of people and property is part of Wirquin's DNA. We can already observe an improvement in our key figures after implementing several actions in the Group over the past few years. This issue is a **daily concern** for all our employees, and we do not see the continuous improvement of our health and safety systems as a voyage, but rather as a destination.*

”

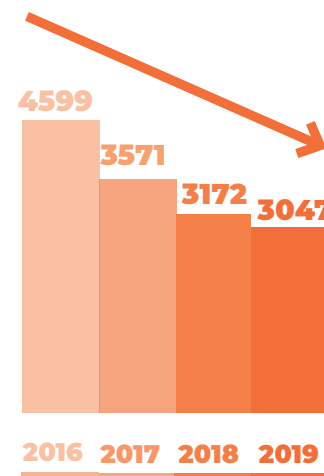
ACTIONS

- > Training modules are formalised through evaluation questionnaires or game-type scenarios.
- > A continually growing number of protective equipment beyond local legislation requirements.
- > Group QESH audits conducted during site visits + HSE and social audits conducted by key accounts (four sites approved in 2019).

Workplace Accidents



Number of accidents at work resulting in medical leave



Hours missed from work resulting from workplace accidents

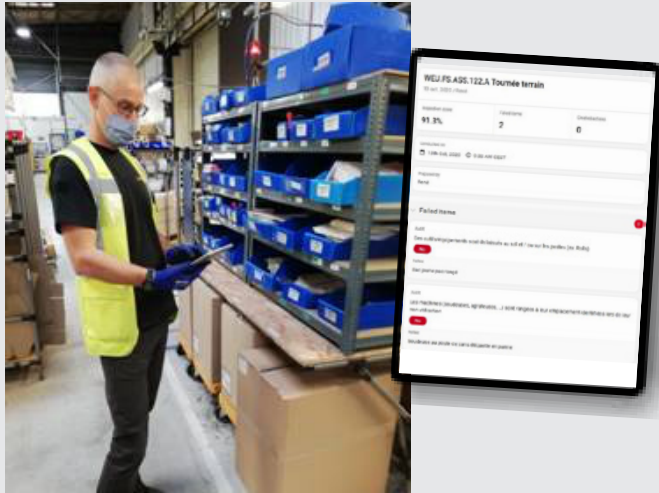


ACTIONS

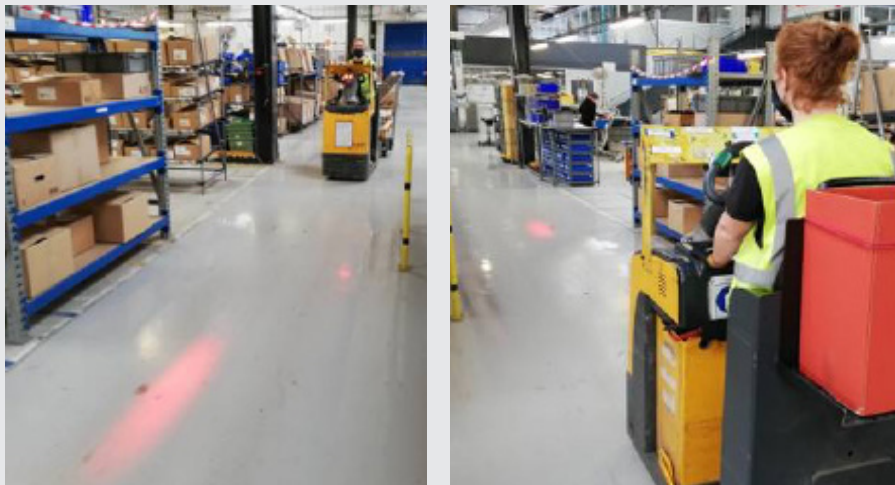
> Several training initiatives relating to worker safety were led in classroom settings and at workstations throughout the Group's subsidiaries.



Digital workstation audit



RED SPOT - Visual signal to prevent collision risk



Safety training in offices



Safety worker validation



First aid kits in Russia





SOCIETAL



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 who work there.

“

*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 secure jobs.

AWARD

In France, our Charity project won the 2019 INOHA trophy last November in the “**RSE HUMANITAIRE**” category (**HUMANITARIAN CSR**).

That award was the result of a Group-wide commitment to this project.



*Non Governmental Organisation

Charity Project

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.



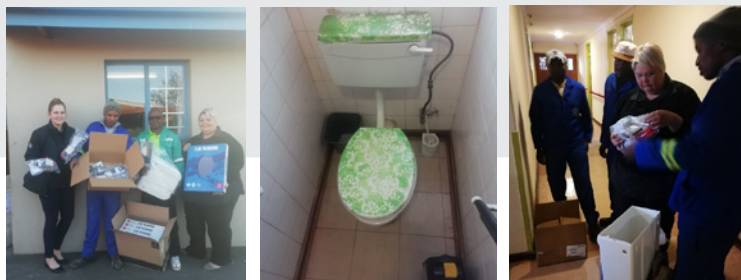
"Toilet facilities and Wells in 2 Schools" in Madagascar (led by Wirquin EU)



"Outdoor installations for Trud school" in Russia (led by Wirquin Rus)



"Nelson Mandela International Day" bathroom renovation in a retirement home (led by Wirquin SA)



"Race for the fight against breast cancer" in France (led by Wirquin EU)



74 employees participated in the race, which allowed us to donate € 888 to research in the fight against breast cancer.



"Round of golf to benefit the association Pink Trees for Pauline" (led by Wirquin South Africa)



Wirquin donated gifts, sponsored a hole and also had a team in the competition to collect funds for people battling cancer.



The company commits to the environment through the use of eco-designed, responsible and sustainable products. It also adopts resource management best practices. Eco-design principles consider the environmental impact of the entire life cycle of a product (from the raw material to end-of-life, including manufacturing, transport, distribution and use).

ENVIRONMENTAL

WIRQUIN RESOURCE MANAGEMENT BEST PRACTICES

Power consumption



Change in power consumption (MWh)

Our Group's cumulated power consumption increased by 2,5% while our sales revenues increased by 5%.

This illustrates our capacity to control and reduce our environmental impact as a result of our efforts.

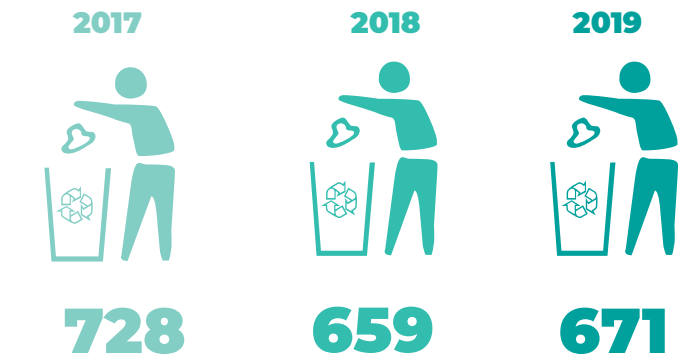
ACTIONS

- > New, more energy-efficient injection moulding machines in China.
- > A switch to LED lighting in France, an energy-saving alternative to standard light bulbs.
- > Installation of a generator in South Africa that starts up on Mondays to reduce peaks in consumption.



WSA Generator

Waste Recycling



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

ACTIONS

- > Tons of recycled material were controlled and stabilised thanks to a more intelligent re-use of cardboard at our plants.

Product Transport



We prioritise maritime, road and rail transport for our merchandise.

Eco-design



Ana ANASTASOVA-BORIE
Group Marketing and Innovation Director

“

Reducing our environmental footprint is one of the concerns of our product development process.

”

WATER-EFFICIENT PRODUCTS

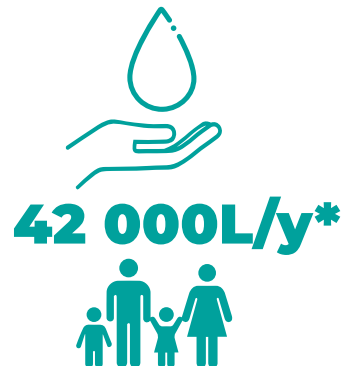
Saving water has become one of the major challenges of the 21st century. That is why Wirquin focuses all its efforts on developing ever more water-efficient products.

Wirquin is the inventor of the dual flush 3L/6L system which has allowed major water savings over the years.

> For example the MW2/Jollyflush dual flush valve in combination with the Jollyfill delayed action inlet valve allows to save up to 42 000L/y. The delayed action system prevents water flowing into the cistern before the flush is complete.



Jollyfill delayed action inlet valve &
MW2/Jollyflush dual flush valve



42 000L/y*



Recycled plastic

2018



10%

2019



12%

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

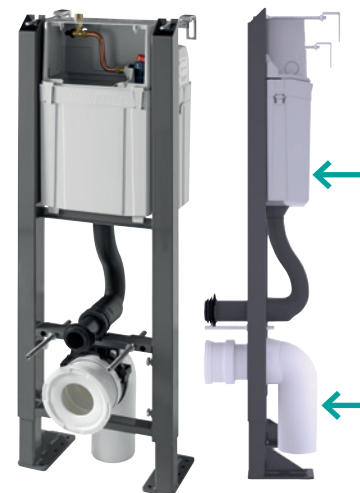
We're committed in using recycled plastic in our products whenever possible.

ACTIONS

- > Use of regrinded plastic carrots (internal reuse loop).
- > Switch from virgin ABS to recycled ABS.



Regrinding plastics carrots (internal reuse loop).



CHRONO WC Frame.

Some of our products
already contain
**100% RECYCLED
PLASTICS**

Labels and certificates

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.

THE MORE LABEL®

Created by the Federation of Plastics and Composites, the MORE (French acronym for 'MOBilisés pour REcycler) label is awarded to manufacturers who source recycled plastics in their production.

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



The MORE LABEL (Carquefou).

CERTIFICATE
In 2019, the French site received “the More Label®” (promotion of recycle plastics use)





A responsible, sustainable economy requires innovative strategy and ethical principles to safeguard the performance and profitability of a company and its production methods.

ECONOMIC

Responsible Purchase Charter



Lauren THUMAS
Head of Group Purchasing

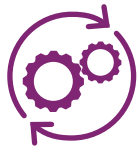
“

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

”

4 MAJOR AXES

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



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



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



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.

Innovation

A TRADITION OF SUSTAINABLE INNOVATION

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



Above our latest innovation the **WIRQUIN NEO trap**, the ONLY trap with AIR SYSTEM FUNCTION – this innovative option replaces the traditional ventapipes air admittance valve and prevents noise (gurgling) and bad smells.

The WIRQUIN NEO AIR allows the pipes to be ventilated: when a negative pressure is created in the pipework, the WIRQUIN NEO AIR's membrane rises, thus creating continual ventilation to prevent the suction of the water seal.

The Wirquin Neo is made in France.

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AWARDED
BY PROFESSIONALS SINCE 2018

FRANCE - UK - RUSSIA

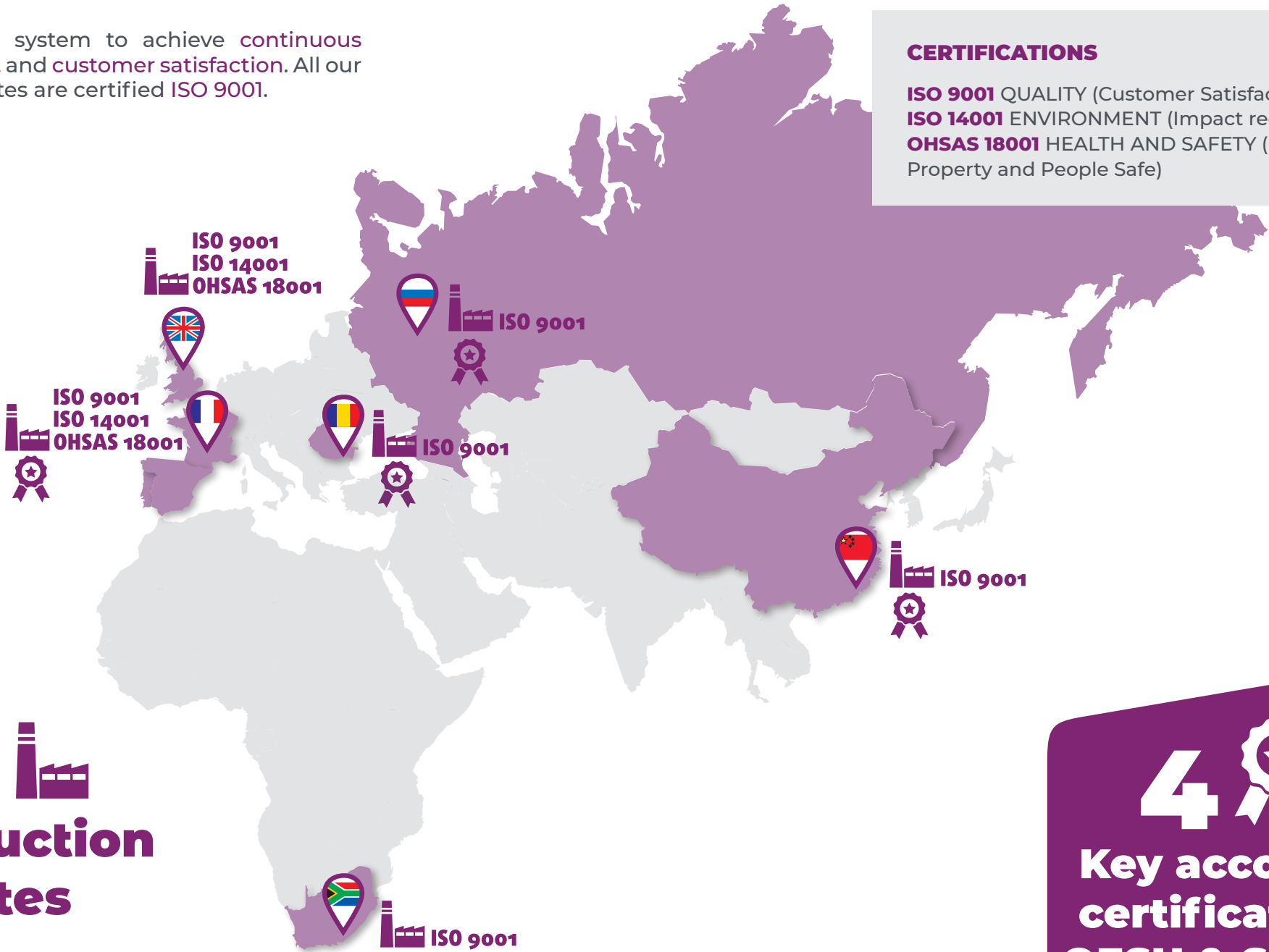


Production sites

Management system to achieve 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)



6 
production
sites

4 
Key account
certification
QESH & Social



wirquin

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