

# Sustainable Development Report 2016

*1<sup>st</sup> April, 2016 to 31<sup>st</sup> March, 2017*



# The E.C.F Group

With over 1300 employees, the Group serves some 80,000 customers, bringing all the know-how and expertise acquired since its beginnings in 1880 to bear.

In long-standing partnerships with over 500 referenced suppliers, the Group offers the largest selection of products on the market, with over 40,000 references in the fields of tableware, kitchen & cookery, hygiene, expendables, and furniture.

The Group also owes its success to a high-performance logistical tool that helps satisfy a demanding market in search of responsiveness and professionalism. The whole of the marketplace trusts us with their custom, from large restaurant and hotel chains to small eateries, from luxury hotels to local authorities, not forgetting a whole range of catering professionals.

The E.C.F Group distributes the best known brands in the trade. And with its solid market experience, it can also offer its own brands, drawing on the extensive know-how of its suppliers to select and commission its products at an excellent price and quality.

## Our Brands



### Pro.mundi

pro.mundi

Pro.mundi guarantees its customers professional quality at the best price to go on their tables.



### Tren

Tren provides a range of welcome packs renowned in the hotel trade.



### Pro.cooker

pro.cooker

Pro.cooker offers the best value for money when outfitting a professional kitchen.



### Kleaning Essentials

A complete range of environmentally friendly eco-label products at the service of cleaning professionals.



### So.mob

so.mob

So.mob offers a complete furniture range at the right price for indoor & outdoor dining areas.



### Hospitality Essentials

High quality, single-use products for the essential needs of hospitality professionals.



### Majelia

MAJELIA

Majelia explores a new world of beauty through high-quality design and materials.



### Soft Clean

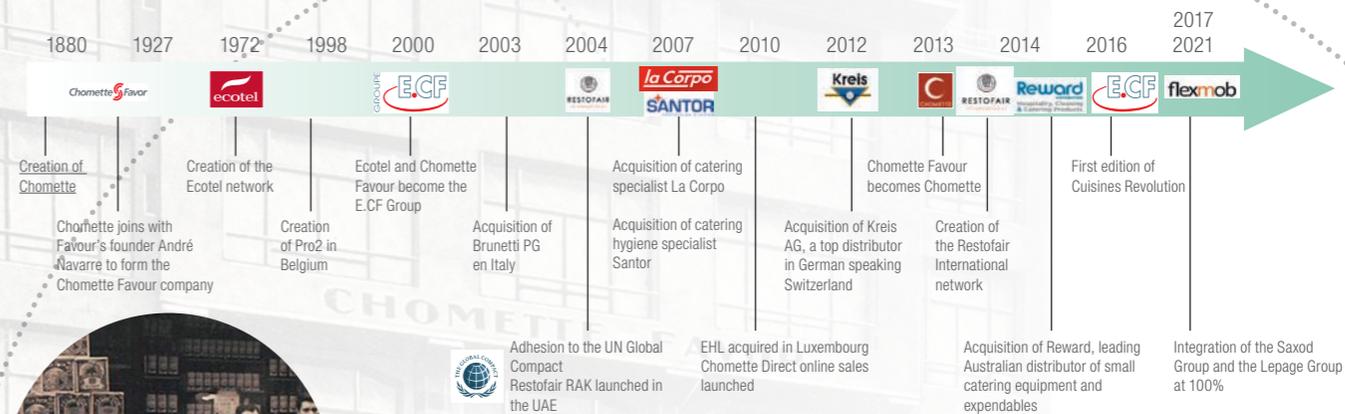
Expendable paper goods at an unbeatable price for such quality.



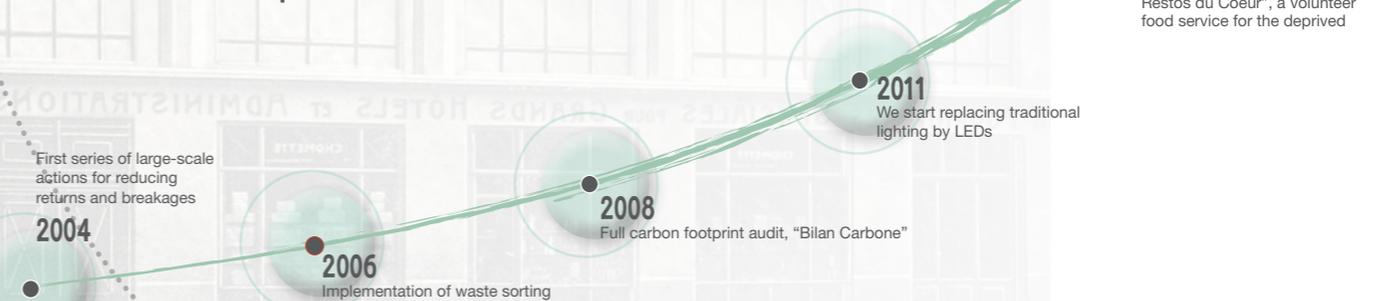
# E.C.F. Development Timeline

The E.C.F Group has been fashioned through over 130 years of experience, passion, know-how, and innovation. Over the last 13 years it has committed fully to a Sustainable Development policy.

Through its organic growth, underpinned by a programme of strategic acquisition, The E.C.F Group has over the years built up a highly structured distribution network to meet even the most demanding expectations.



## Milestones in our Sustainable Development initiative



# The Chairman Speaks

As shown by the ratification of the COP21—the “Paris Agreement”—by the participating countries, environmental awareness and the need for responsible development are issues that more and more people are sharing.

Most recently, Chinese government campaigns aimed at shutting down the most polluting factories have shown that intentions can indeed lead to actions.

The task is of course huge, and there’s a lot left to do, but no matter what our position is in the world, we must all get involved, citizens and businesses alike.

In the E.CF Group this year, we wanted to act by supporting solidarity initiatives and instilling those around us with a behaviour more respectful of our environment and with more concern about equitable social relations.

Our actions and progress may be modest but they are real. They are a source of motivation in our committing unreservedly to a 13th consecutive year adhering to the principles of the United Nations Global Compact.

Thierry DRECQ  
E.CF Group Chairman



## Our **5** commitments



A product offering that better respects the environment



Lasting relations with our partners



Better control of our impact on the environment



Furthering of greater responsibility in environmental matters



Promotion of equitable social relations



## A product offering

### Day to day

We are developing all possible alternatives for offering our clients tough, long-lasting products and are implementing various strategies to this end:

- Carrying out product tests on a daily basis (before and after they go in our catalogue).
- Choosing recyclable materials (stainless steel, porcelain, plastic, cardboard, glass, etc.).
- Developing alternative ecological ranges with eco-labelled, biodegradable, compostable, and natural fibre products.



### CROKUS range:

#### 100% biodegradable, compostable products

CROKUS has been developing single-use products for 20 years. Today, CROKUS wants to help preserve our planet by offering totally biodegradable, compostable products made from natural materials.

Sugar cane pulp, palm frond sheaths, plant materials extracted for maize starch become input materials for plates, cutlery, beakers. Each reference is regularly inspected by an independent body and complies with very stringent standards (French standard EN 13432 defining requirements for packaging with value recovery by composting and biodegradation).

Besides its environmental and aesthetic aspects, this range is really practical in use: food contact approved, heat resistant, microwavable, and deep freezable.

This range of products meets the needs of our customers seeking to reduce the environmental impact of their activities without compromising on quality, looks, and convenience.



## that better respects the environment



### Kleaning Essentials range:

*When nature provides us with solutions!*

A new own-brand range for the cleaning and upkeep of premises has hit the market: KLEANING ESSENTIALS.

These products, on which you won't find any hazard labels (neither for people nor for the environment), are much more comfortable to use.

They do not release irritant substances and can be used without special protection such as gloves or masks.

They are also 100% biodegradable (products and packaging) and do not release pollution into the water or the atmosphere.

The tensioactive components used in these products come from biotechnology, not from petrochemicals. They feature outstanding wetting and dispersal properties, thereby optimizing cleaning while using less product.

This 19-product range easily covers all requirements: kitchen, work surfaces, floors and multi-use, odour elimination, bathrooms. That little extra detail: all products are packaged in bottles and flasks for easy refilling.

### Choyer Earth range:

where bodycare teams up with respect for the environment

Reward asserts its development in this field with 335 eco-friendly products.

The latest range on offer, Choyer Earth, comprises shower gels, shampoos, and lotions whose main feature is biodegradable contents in a compostable container.

Bodycare and respect for the environment can now live happily together.



### A few Indicators

#### • 394 Green Products

• 256 FSC references

• 35 PEFC references

• 101 OK Compost references

• 87 references with the European Ecolabel



# Lasting relations with



## Day to day

In 2004 we made the positive decision to comply with the UN Global Compact, and we have taken great care to observe its basic principles ever since: the upholding of human rights and proper working conditions, the fight against corruption, and respect for the environment.

Our relations with all stakeholders (our suppliers, our customers, even nonprofit organizations) therefore follow these main guidelines.

In the scope of our responsible purchasing policy, we have always privileged partnerships with those suppliers who subscribe to our Sustainable Development initiative. An ethical charter, present in our contracts since 2007, formalizes our suppliers' commitment. Moreover, since 2008 the independent agency SGS has been commissioned to carry out social audits with our non-European suppliers.

Using the "GAP Assessment" scheme, work conditions are assessed according to nine topics such as child labour and environmental issues.

Our recruiting partners are also involved in our initiative: we drew up a non-discrimination charter with them in 2009.

Though our "active listening" policy with our customers, we bring everything to bear to develop lasting exchanges with our customers.

By offering advice and availability, we do our best to meet our customers' demands day after day.

Last but not least, the E.CF Group takes an active involvement in and contributes to local solidarity and development by supporting nonprofit organizations and making donations.



## Indicator

- 40 social audits performed since 2008.

Thierry Marx  
Michelin-starred Chef  
of the Mandarin  
Oriental restaurant



CUISINE  
MODE  
D'EMPLOI(S)  
LA FORMATION AUX MÉTIERS  
DE LA RESTAURATION  
AVEC THIERRY MARX

Since 2012, through its Chomette subsidiary, ECF has supported "Cuisine Mode d'emploi(s)"\* created on the initiative of Thierry Marx in partnership with the local council in Paris's 20<sup>th</sup> arrondissement. Free training courses aim to provide people in difficult situations—job seekers, youths without academic qualifications, people changing trades, people under guard and unable to follow a normal course—with a way to gain professional qualifications. Following on from the bakery and catering service/customer relations courses, the next subject coming soon is waiter service. This long-term partnership has made remarkable contributions to local developing.

\* French play on words evoking both methods and jobs note explicative à rajouter en bas



# respectable partners

BBL is a haulage organizer who today offers the full range of transport modes. We are a long-standing specialist in Eastern Europe, Turkey, and Russia. Today these services extend to Western Europe also. From freight grouping to full lorries, from overseas shipping to logistics, we cultivate partnership relations to assist our customers in their growth.

Working with owner-operators in our traditional countries made us aware of certain social and legal inequalities. That's perhaps an obvious comment, but in striving to improve our quality of service and taking as our cue the Gandhi quotation, "Be the change you wish to see in the world", we have looked for ways to coax our Polish, Romanian, Russian, and Turkish partners into wholeheartedly embracing the UN Global Compact's ten commandments. The initial way we checked their compliance was essentially by documents (submitted when we opened their supplier account), then this eventually extended to random on-site audits. We can all find a way of acting on our own scale.

Concretely, we wanted to reduce our waste by reducing the rotation of our skips in all our French depots. The first step was therefore to remove the paper from them by installing separate waste paper bins in the offices, by sorting wood (mainly broken pallets and also broken desks) and plastic items. In late 2016 we observed that these simple sorting gestures had given rise to a collective awareness that united the different teams and created a competitive spirit around corporate social responsibility actions in general.

Two years after founding BBL, we wrote down our values, the ones that have welded us as a unit and underpinned our amazing growth (from 6 to 400 employees). We have also increased our donations in support of French heritage (BBL is a patron of Château de Chambord), toward building a school in Nepal in association with the ISG business school, and in helping promote talented young musicians.

In 2017 we are planning to concentrate on improving the working conditions of our own staff: workstation ergonomics, fitting out of our rest rooms, investment in tables and seating to take more advantage of our green spaces, and several cycle shelters on certain sites.

Let us not forget that a company in the service business relies above all on the energy of the people who work there, and then a parting word:

*Take care of  
yourself and others!*

Thank-you Hatice Luis for giving us this account.

Hatice LUIS,  
BBL general secretary  
and Kaci Kebaili,  
BBL CEO



# Better control of our impact on the environment

## Day to day

Our actions for controlling our impact on the environment are many and varied.

### • Reducing our electricity consumption

We set out on this huge project in 2011, beginning with the replacement of traditional lighting by LEDs.

LED lighting offers many advantages:

- Theoretical lifespan of 50,000 hours.
- Less maintenance
- Prices becoming more and more attractive
- Very low heat output
- Reduced carbon footprint
- Energy saving of over 50% compared with traditional fluorescent tubes

During our 2016-2017 business year, 450 LED lighting units were installed, representing savings of 26.07 euros per day. Controlling our impact on the environment doesn't mean foregoing cost savings!

We will continue to replace traditional lighting by LEDs over the coming years.

### • Recycling our waste

Waste recycling has become embedded in our habits. Not just the waste from our logistics activities (cardboard and plastic film) but other types of waste too (light bulbs, electrical and electronic equipment and materials). We pull out all the stops in our recycling endeavour.

### • Using recyclable paper

We are careful to use only paper from sustainably managed forests for all our promotional literature and catalogues. By seeking the PEFC label (Pan European Forest Certification) and FSC label (Forest Stew-

ardship Council), we can be sure where the paper really came from.

### • Decreasing our carbon footprint

Optimizing our transport and packaging (pooling orders and vehicles, reducing breakage and avoidable returns), using videoconferencing, and incorporating environmental issues in the car policy are just some of the actions we take to decrease our carbon footprint.

### • Raising awareness among our sales representatives

The induction programme for new sales representatives includes a sales-oriented presentation of Sustainable Development issues. Situational case studies awaken representatives to the impact of their work on the environment and the existing means for limiting the downside (well-planned, justified travel, recommendation of environmentally more friendly products to customers, etc.).

### • Going paperless

This business year, we are pursuing the actions we have undertaken to eliminate paper. The EDI system that we've had since 2007 is still in use for large accounts and paperless invoices to customers are showing a constant increase. Customers interested in going paperless with us can use a special e-mail address provided this purpose and receive their paperless invoice all in accordance with accounting and tax rules. Invoices can be consulted at any time by customers who have a mychomette.com account.

## impact on the environment

### Energy audit

The energy audit at the end of last business year at the Grigny site showed up potential improvements. We were able to implement one of its recommendations by installing presence detectors in two areas. This feature will be extended to others areas that have first been fitted with LEDs (a prerequisite if the presence detector might otherwise cause bother to users).

### Controlling chemical hazards

Managing potential chemical hazards has received special attention in Australia and at the Grigny site. Specific protocol have been defined for the safe storage and handling of chemicals. Employees have undergone training to refresh their knowledge of handling and storage instructions and what to do when a product is found to be leaking.



Thierry Polard  
Maintenance Manager



## A few indicators

### Electricity/Gas consumption (Grigny site):

	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017
Electricity + gas	3,674,784	4,246,133	3,383,680	3,346,846	3,246,913	3,416,101

### Car fleet:

### CO<sub>2</sub> emission monitoring (grams average)

2010	2011	2012	2013	2014	2015	2016
125	122	116	117	112	107	101



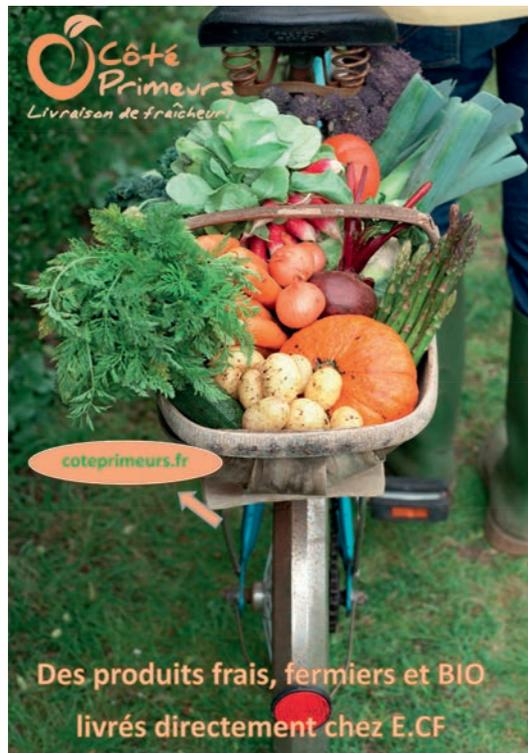
## Furthering of in environmental

### Day to day

We promote environmental responsibility by strong communication with stakeholders.

We have been presenting our approach to quality, safety, and Sustainable Development in new employee induction programmes since 2011. This initiation is the starting point for a greater awareness of our environmental responsibility.

Every year at the Grigny site since 2008, we have organized a whole day dedicated to Sustainable Development. It's a moment for sharing and a great occasion for reminding everyone of our commitments, pointing out our progress, and involving our employees in a friendly, enjoyable way.



### Being a "Consci'umer" is getting easier

For this year's day dedicated to Sustainable Development, the signs all indicated easy access to organic and/or local produce. This type of produce delivers many sustainable advantages to the environment, to consumer health & well-being, and to the local economy, although it isn't always simple getting one's supplies from local producers with the kind of hectic lives many people lead these days. This is where our partnership with "Côté Primeurs" comes in. Employees can now order and receive organic and/or local products directly at the Grigny site. The partnership thus makes it so much easier for willing employees to become conscientious consumers—or "consci'umers" as we like to call them.

### A few indicators

- **9<sup>th</sup> edition** of the day Sustainable Development
- **28 pallets** of products donated to nonprofit organizations

## greater responsibility matters

*Come and go as you please*

### La Tribu

Furthering environmental responsibility took on a new dimension this year with the creation of an action group called "La Tribu" (the tribe).

Open to all staff, La Tribu exists to gather views and expectations from both internal and external stakeholders and to let participants play a part in the consequent organization of our Sustainable Development actions. Any employee can join La Tribu according to the time they can spare: there's no obligation to attend every single meeting or participate in all the events. They can come and go as they please, making their own small yet important contribution to the bigger picture!

By thinking together and sharing ideas, La Tribu also sets out to promote exchanges, awakening, and the creation of bonds internally. Meeting every two months or so, this group has generated good impetus that can only lead to good achievements.

### Reward

The subject of health has been core to Reward's mobilization in the promotion of greater environmental responsibility. The battle against cancer (and its proven environmental causes) has been a big mobilizing factor for the whole staff during the "Biggest Morning Tea" event. The event brings all the staff together around a snack to make a donation.

In the aim of garnering more and more funds for cancer research and informing the biggest possible number of people on the way, Shona Russell (Reward's Airlie Beach branch manager) took part in the "Tour de Cure", cycling 1.520 kilometres in 10 days. This sporting challenge brought in a massive 5,066,553 dollars. As fighting cancer is considered a major national concern (one in every two Australians runs the risk of being diagnosed with cancer at the age of 85), there was a huge turnout: staff from the Yatala and Sydney sites collected 307 dollars (which Reward doubled thanks to a choice by David Bull, CEO).

*Spreading  
awareness far  
and wide*



# Promotion of equitable social relations



## Induction: the first step to securing loyalty?

Stirred by the firm conviction that an integrated employee is an involved employee, the E.CF Group has been running an induction programme for new starters since 2014. Depending on the job profile (non-managerial, managerial, sales representatives), the course can last from several hours to several weeks.

These courses are structured around several axes:

- Help with taking up the position and its responsibilities: giving employees bearings as to where they stand in the organization
- HR and managerial coaching and assistance: starting interview, induction appraisal, first impressions report
- This period must enable employees to find their feet in the company and become familiar with their new environment.



This is a crucial issue when you realize that studies have shown half of all employees are tempted to quit their job before the end of the trial period and over 30% of French employees contemplate calling it a day before their first year is over.

First impressions reports routinely single out the induction phase as one of the company's key points for new starters. We can therefore rightly be happy that we are one of the 35% of companies who have implemented an induction process.

Alongside this, the Group's staff turnover (excluding Reward) has dropped from an average 16.1% during the three years prior to the implementation of the induction programme to 12.4% over the last three years, which equates to 20 fewer recruitments per year in a company with an average workforce of 530.

Although it's certainly not the only consideration, induction is undeniably a factor in bringing the number of company leavers down, and this must now enable us to pursue our assistance and loyalty securing initiative with those employees who are already present!

  
Livret d'accueil



## A boost for road accident prevention!

It's been a long time now since the E.CF Group implemented its "Vehicle use regulations", which set down good driving rules like no alcohol at the wheel and no answering the phone while driving as well as reminders on issues such as fines for driving offences.

The health and safety of all its employees is a real Group concern; that's why in 2016 it decided to beef up the "Good driving charter", handed to every company vehicle driver, in its prevention measures regarding road accident risks.

Driving is a risk that is too often underestimated, but it nonetheless constitutes a major risk at work.

The road is the most deadly place that exists for a worker, accounting for almost half of all fatal accidents at work.

This new measure therefore sets out to limit how many kilometres are driven daily, to stop days stretching out and causing tiredness at the wheel. Fatigue and drowsiness are behind a third of all fatal motorway accidents.

The first six months of 2017 will be the occasion for judging the effectiveness of these measures!

Road accident risks affect drivers on company business, but not just drivers of company vehicles. Let's all stay alert!

### Integral occupational risk assessment document ("DUERP"):

The analysis of risks at work for employees of E.CF Group companies in France has been given a thorough overhaul. In accordance with the methods recommended by an outside consultancy (ADEPTS), the employee health and safety risk assessment has been revised as follows:

1. The determination of work units. This preliminary phase involves dividing the company into virtual units. Each unit comprises groups of employees exposed to similar risks or who encounter homogeneous conditions of exposure to risk. The units determined according to these criteria are called "work units" and in our case six work units have been identified.
2. The setting up of project teams. To get all the stakeholders involved in these changes to the DUERP, the members of the H&S committee along with volunteer employees and the work unit chiefs are being brought together to form one project team for each work unit.
3. Risk assessment. All potential risks have been considered for each work unit (according to their frequency and would-be seriousness) in room discussions then in the field. This double approach (theory and hands-on) is necessary in order to have the most exhaustive assessment possible.
4. Action plans. After agreement from all the stakeholders, an action plan has been determined for each work unit.
5. Monitoring. The implementation of actions per work unit is monitored monthly at each Quality, Safety, Sustainable Development committee meeting. Furthermore, the progress of these action plans can be consulted by all the employees on Grigny site's common network.



# Social and environmental indicators

Social and diversity indicators				
	2013/2014	2014/2015	2015/2016	2016/2017
Average total Group workforce (inc. Reward)	494.18	830	838.92	861
M/F ratio (UES perimeter)	58/42	57/43	57/43	56/44
Number of different nationalities in Group (UES perimeter)	12	13	14	13
Number of different nationalities at Grigny HQ	11	11	11	11
% local employees at Grigny HQ	48.91	48.61	48.6	46.2
Training hours completed at Group level (UES perimeter)	4773	4937	4654	3330
Environmental Indicators				
Consumption & Emission				
	2013/2014	2014/2015	2015/2016	2016/2017
Reduction in internal energy consumption	-8%	- 1.08%	-2.98%	+1.05%
Average emissions from car fleet (France)	117	112	107	101
Suppliers / Products				
	2013/2014	2014/2015	2015/2016	2016/2017
Number of social audits outside Europe	32	32	37	40
Number of suppliers who have signed the ethical charter	100%	100%	100%	100%
Amount of promotional literature printed on FSC or PEFC paper	100%	100%	100%	100%
Nonprofit donations				
	2013/2014	2014/2015	2015/2016	2016/2017
Number of pallets of products donated to nonprofit organizations	5	9	45	28

# 2017/2018 Prospects

*E.CF renews its commitment for new Sustainable adventures!*

## *Our ambitions*

To continue our day-to-day actions in accordance with our Sustainable Development policy and its 5 commitments.

To optimize the impact of our transport to reduce our carbon footprint.

To reduce our waste for better control of our impact on the environment.

To make paperless invoices the status quo.

To continue developing products related to green chemicals.

To strengthen the internal and external communication on our corporate social responsibility.

To strengthen and add to our partnerships with nonprofit organizations.

