



## **CSR POLICY SERVI DORYL 2023**

**(Exercice 2023-2025)**

## **MANAGEMENT COMMITMENT**

Servi Doryl has been committed to Corporate Social Responsibility (CSR) for many years, and probably since its very beginnings. Founded in 1972, in the essentially rural and tourist area of Langeais, at the heart of the Touraine industrial basin, the company has always been aware of its impact on the environment and communities, to ensure its sustainability and development.

The approach was then structured because, to meet customer demands, the management team had to find proof of its commitment in its actions and results. The ECOVADIS medals obtained since 2018 are the image of this.

Responding to the needs of our stakeholders, to provide clarity on the actions undertaken and give meaning to decisions for the company's development, we have taken it to heart to structure our commitments around a CSR policy, then an annual report. These are practical communication tools for answering questions from employees, customers and third parties, like the Global Compact program to which we subscribe. They are also guides for understanding what we do on a daily basis.

Having completed three CSR reports in 2020, 2021 and 2022, we were able to analyze the areas in which we could position ourselves, and measure the impact of our actions. After these three years, we want to develop our policy and structure our actions for the next three years.

In this review of Servi Doryl's CSR policy, you will find out how we have developed the company's governance to meet the challenges facing society.

I am committed to ensuring that the company and its stakeholders adhere to this policy, to implementing actions that will enable us to meet the objectives we have set ourselves, and to freely communicating the results obtained to our stakeholders.

Serge PAGE  
Chief Executive Officer

Done at Langeais  
June 23rd, 2023

A handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.



# SERVI DORYL'S CSR POLICY



In the course of 2022, the Executive Committee and all the company's managers met to discuss the values that define Servi Doryl. It seemed essential that the company's management validate what unites us : our mission and vision for the company in 2032.

The strategy for achieving this goal was then organized into an action plan based on our three core values:



In addition to its commitment to providing the best possible service to its customers and developing its products and know-how, the company is also committed to making CSR one of its top priorities.

The monitoring and actions are entrusted to a dedicated committee, made up of employees representing all parties. This committee is made up of employees representing all parts of the company, and is divided into working groups to launch and monitor concrete actions.

DOCUMENTARY REPOSITORY	ETHICAL & SOCIAL	RESPONSIBLE PURCHASING	ENVIRONMENT	WASTE MANAGEMENT	ENERGY
					

Servi Doryl management is committed to :

- Providing teams with the means to launch and implement concrete improvement actions in the field ;
- Encourage individual commitment by evaluating key managers on criteria directly linked to CSR ;
- To quantify its main impacts, prioritize and evaluate the actions launched, and publish its CSR results in an Annual Report available to all stakeholders.

# **GENERAL ORIENTATION and CSR OBJECTIVES**

An "Ethical and Social" working group has been set up and is led by Servi Doryl's HR manager.

It issues recommendations to prevent the risk of discrimination, both at the time of hiring and throughout employees' careers. The group works to promote equality and diversity within the company, including the integration of disabled people. Women's rights are a value, and equality between men and women a guideline for all company functions. To this end, an indicator is measured to reflect these commitments and measure progress.

## **ETHICS**

Servi Doryl has introduced and regularly updates its Business Ethics Charter. It sets out the rules governing the company, and in particular the prevention of corruption. It defines good behavior and calls on the responsibility of each employee. The Code of Ethics is available on the Servi Doryl website, and applies to all company employees. By signing it, employees who have regular exchanges with stakeholders outside the company are committed to respecting it.

The company operates within a secure commercial and financial framework. 100% of its industrial operations are carried out in Langeais, France. It makes little use of subcontractors, and when necessary, uses local companies. Most of its suppliers are French, and in some cases European. Exposure to ethical risk is very low. Its customers are worldwide, and almost exclusively private companies. International sales and marketing are handled by agents who are also committed to respecting the company's ethical charter.

The company encourages all employees to report any ethical risks they observe, and undertakes to protect whistle-blowers in accordance with the law. Similarly, any potential conflict of interest is reported so that an appropriate response can be made (change of contact person, change of service provider, etc.).

An internal procedure governing the purchase of materials, services and equipment defines the roles of each party, their authorized level of commitment and the associated control procedures. The company has its accounts assessed annually by an independent auditor, mandated to certify the honesty and sincerity of the results.

Preventing ethical risks involves developing IT security. To this end, a CIO (Chief Information Officer) has been recruited to develop IT tools, procedures and solutions, and thus preserve the integrity of the company's management system.

## **SOCIAL**

In the social field, the company gives priority to :

- the health and safety of its employees ;
- prevention of psycho-social risks
- prevention of harassment;
- gender equality.

Servi Doryl recognizes freedom of association and trade union freedom. It encourages all its staff to take part in professional elections, and encourages those who wish to represent staff to become involved in representative bodies. Through its chairmanship of the Work Council, management is committed to listening to employees' demands, promoting collective action and recognizing their right to collective bargaining.

In this way, we aim to encourage frankness and spontaneity, while respecting individuals and their sensitivities. Everyone is encouraged to talk about the problems they encounter, and to work collectively to resolve them.

A safety/exposure to risk action plan is drawn up with the Safety Works Council and updated regularly. A progress meeting is held every two months for this purpose. Safety and ergonomic training is provided on a regular basis. Ongoing work is carried out with operators and the Works Council to define new personal protective equipment (PPE) and find the most suitable for each individual.

In addition to compulsory training, employees regularly receive training in safety and ergonomics related to their workstations.

New employees and temporary workers undergo safety training before taking up their posts. To this end, Servi Doryl issues an induction booklet and shows a video outlining all safety instructions, with the aim of achieving zero accidents. To improve employee safety and working comfort, Servi Doryl regularly invests in new machines as well as in the renovation of existing ones, in conjunction with the CARSAT.

At the same time, training courses are offered to help employees develop their skills and move up the career ladder, based on an annual review of the needs expressed by employees at their annual interviews.

Management is also committed to respecting the gender balance of the company's Management Committee and CSR Committee.

## **ENVIRONMENT**

Servi Doryl takes its regulatory obligations seriously, and complies with standards and regulations specific to its field of activity and geographical area. Beyond its regulatory obligations, Servi Doryl is committed to reducing the environmental impact of its activities.

To protect the environment, Servi Doryl has chosen to focus on the following five main areas of progress :

### ***4.1. COMPLIANCE WITH ICPE (Installations Classées Pour l'Environnement) regulations***

Servi Doryl has undertaken to review its classification order, and to enter into dialogue with the regional authorities in charge. Actions are taken to take account of requests specific to impacting headings, or aimed at reducing risk below defined hazard thresholds. Older infrastructures do not always allow for compliance with standards, so compensatory measures are put in place as a preventive measure.

### ***4.2. REDUCE AND RECYCLE PLASTIC WASTE***

The company's main activity is the transformation of petro-sourced materials, which have a significant impact on the environment, from the extraction of raw materials to their final disposal.

Unable to act on upstream processes, Servi Doryl has committed to a program aimed at reducing raw material consumption from design to manufacturing. In addition, the company's research and development efforts aim to promote the sustainability of the materials it supplies. In order to achieve this, the company also offers its customers a range of services to support them in their use of the product.

Manufacturing waste and end-of-life equipment are systematically included in material recycling programs. In particular, actions to promote waste sorting have led to significant progress. In addition, the company offers its customers the benefit of its recycling circuits to dispose of used molds, thus avoiding landfill (protecting biodiversity) or incineration (greenhouse gas emissions).

Ultimately, the company aims to reintroduce used materials into the manufacture of new moulds, and is conducting trials and research to this end.

In this way, Servi Doryl aims to play an active role in the life cycle of its raw materials.

### **4.3. REDUCE ENERGY CONSUMPTION**

Major investment programs have been carried out to reduce the company's gas and electricity consumption. In particular, the purchase of a modern air-conditioning system has significantly reduced energy consumption in winter.

An energy coordinator has been trained, with the task of identifying unfavorable consumption points and launching a new reduction program. Reducing the energy heel (minimum energy consumed when the plant is shut down) is a key concern.

The action plan is steered by the "Energy" working group, which reports to the CSR committee.

### **4.4. GREENHOUSE GASES**

The company has used the tools provided by ADEME to assess its greenhouse gas emissions in categories 1 and 2. We do not yet have the resources to assess categories 3 to 6.

However, the company has launched individual and collective actions, and supports employee initiatives, and the CSR committee to reduce emissions. The launch in 2023 of a collective awareness campaign at the Fresque du Climat will enable 100% of employees to understand climate issues.

Since the main source of pollution in our business is the travel of our sales teams, technicians and employees the company has embarked on a program to select electric or hybrid vehicles. The most polluting vehicles are eliminated. In terms of behavior and habits, everyone is authorized to telework one day a week when their job permits, and carpooling is encouraged. Actions to promote soft mobility are underway.

### **4.5. AIR POLLUTION**

The company is not considered an emitter of air pollutants by the authorities. Various points have been identified, listed and positioned on maps. They correspond to atmospheric emissions from combustion points (gas burners, welding, etc.). A measurement campaign has been launched to qualify and quantify the impact of these activities on the air (dust, solvents, etc.). This first step will lead to the formalization of actions to reduce this impact.

## **RESPONSIBLE PURCHASING**

Servi Doryl is committed to working as closely as possible with local players. It sources all its materials from the European Union. It encourages its suppliers to respect the rights of minorities at risk, and bans the use of forced labor and child labor.

Servi Doryl has implemented a responsible purchasing policy designed to reduce its impact on the environment, strengthen its social and regional role, and increase the overall value of its products. Signed by Servi Doryl's buyers, it is also distributed to its main suppliers and sales agents. They are invited to sign it too.

The actions undertaken by the group are as follows:

### ***DIAGNOSIS***

- Suppliers are invited to cooperate with Servi Doryl to reduce their impact on the environment (adapting quantities to requirements, recycling pallets and outer packaging, etc.) ;
- A CSR questionnaire has been introduced in 2022, to assess the CSR approach adopted by suppliers ;
- Meetings with suppliers are organized to discuss a range of topics, in particular their CSR approach and that of Servi Doryl ;
- All plastics used must be pre-approved and come from suppliers who comply with European REACH regulations.

### ***GET INVOLVED***

- Servi Doryl has eliminated and reduced to the strict minimum single-use and non-recyclable products such as films and other packaging components. For example, single-use cups have been eliminated from coffee machines, and each employee has been given an individual water bottle to limit the use of plastic bottles;
- Particular attention is paid to the purchase of office supplies.

### ***INNOVATE***

Servi Doryl takes a long-term view of its relationships with suppliers, inviting them to develop projects with us that help reduce the impact and overall cost of our products and services.



## **CSR ASSESSMENT OF SERVI DORYL**

Servi Doryl has chosen to adhere to the United Nations Global Compact program, thus committing itself to publishing its Communication On Progress (COP) every year, which systematically assesses the impact of its CSR policy, the actions it has launched and the results obtained.

At the request of its customers, Ecovadis has been selected as the body to assess CSR commitments and results.

This dual commitment provides the company with a basis for comparison with its industry peers.

Documentary resources and comprehensive assessment feedback enable actions to be prioritized along the most strategic lines.

The results are communicated to employees, enabling them to value initiatives and promote individual and collective actions.

# APPENDIX 1

## THE 10 PRINCIPLES



### HUMAN RIGHTS

Principle 1: Companies are invited to promote and respect the protection of international human rights law.

The Global Compact asks its participants to promote and respect human rights (the right to education, freedom of expression, a healthy environment, etc.) within their sphere of influence. Respecting human rights means being vigilant in identifying and correcting potential direct or indirect negative impacts of the organization.

Human beings must enjoy their rights without distinction of race, color, sex, language, religion, political or other convictions, national or social origin, property, birth or any other status.

Beyond simply respecting human rights, organizations are encouraged to take concrete, voluntary steps to support and promote respect for human rights by making a positive contribution through their core business, strategic social investments, philanthropic public policy commitments, partnerships and other collective actions. These measures to support human rights should be a complement to, not a substitute for, corporate action.

Particular attention should be paid to the rights of vulnerable groups, such as women, children, people with disabilities, indigenous peoples, migrant workers, the elderly, etc.

Principle 2 : Companies are invited to make sure they are not complicit in human rights violations.

Complicity is the act of being directly or indirectly involved in the violation of Human Rights committed by another company, government, individual, group or other. This risk of complicity can be particularly high in areas of weak governance, as well as in regions where human rights abuses are widespread.

However, the risk of complicity exists in all sectors and countries.

The obligation to respect human rights, in line with Principle 1 of the Global Compact and the Guiding Principles on Business and Human Rights, includes avoiding complicity.

The risk of an allegation of complicity is reduced if a company exercises due diligence, particularly within its value chain. These processes make it possible to identify, prevent or mitigate human rights risks associated with its products, operations or services.



## INTERNATIONAL LABOR STANDARDS

[Principle 3](#): Companies are invited to respect freedom of association and recognize the right to collective bargaining.

Freedom of association implies respect for the right of all employers and workers to freely and voluntarily form and join groups for the promotion and defense of their professional interests. Workers and employers have the right to establish, join and operate their own organizations without interference from the state or any other entity. All, including employers, have the right to freedom of expression and opinion, including on the subject of trade unions - provided that the exercise of this right does not infringe a worker's right to freedom of association. To be able to make a free decision, workers need a climate free from violence, pressure, fear and threats.

Freedom of association implies the possibility for employers, trade unions and other workers' representatives to freely discuss workplace issues in order to reach mutually acceptable agreements. Collective bargaining is the activity or process of reaching an agreement or collective bargaining agreement. It defines working conditions and regulates relations between employers, employees and their representative organizations.

[Principle 4](#): Companies are invited to contribute to the elimination of all forms of forced or compulsory labor.

Forced or compulsory labor is any work or service which is exacted from any person under the menace of any penalty and for which he has not offered himself voluntarily. Providing wages or other remuneration to a worker does not necessarily mean that the work is not forced or compulsory. Work must be given freely, and employees should be free to leave their jobs in accordance with established rules.

In principle, legally operating companies do not resort to forced labor practices, they may, however, use them indirectly, through subcontractors.

[Principle 5](#): Companies are invited to contribute to the effective abolition of child labor.

Child labor is a form of exploitation that constitutes a violation of a Human Right recognized and defined by international instruments. The international community and almost all governments have abolished child labor.

Child labor is work that harms the physical, social, mental, psychological and spiritual development of the child, because it takes place at too early an age. Child labor deprives children of their childhood, and is an affront to their dignity. The child concerned is also deprived of any education, and may be separated from his or her family. Any child who fails to complete basic education runs the risk of remaining illiterate, never acquiring skills that would enable him or her to hold down a job and contribute to the development of a modern economic society. It can therefore be said that child labor creates under-qualified or unskilled workers, and is detrimental to the professional improvement of the workforce.

ILO Conventions (Minimum Age Convention No. 138 on the Worst Forms of Child Labor / Convention No. 182) provide a framework for national legislation and call for a minimum working age to be set: as a general rule, this has been set at 15 years, corresponding to the end of compulsory schooling. Nevertheless, international standards distinguish between what constitutes acceptable and unacceptable work for children at different ages and stages of their development. The minimum age for hazardous work is higher, at 18 for all countries.

Principle 6: Companies are invited to contribute to the elimination of all discrimination in respect of employment and occupation.

Discrimination in employment means treating people differently because of characteristics unrelated to their merit or the skills inherent in the job. In national legislation, these characteristics generally include: skin color, gender, religion, political opinion, national ancestry, social origin, age, disability, trade union membership and sexual orientation. However, Principle 6 allows companies to consider additional grounds on which discrimination in employment and occupation may occur.

Discrimination can occur in a variety of situations, such as:

- Recruitment
- Compensation
- Hours of work and rest / paid vacations
- Maternity protection
- Job security
- Job assignment
- Performance and promotion appraisals
- Training and opportunities
- Job prospects
- Social security
- Occupational health and safety

Non-discrimination in employment means that employees are selected on the basis of their ability to do the job, and that there is no distinction, exclusion or preference based on other grounds. Discrimination affects the individual concerned both professionally and personally.



## ENVIRONMENT

### Principle 7 : Companies are invited to apply the precautionary approach to environmental issues.

The precautionary principle introduced by Principle 15 of the 1992 Rio Declaration states that "To protect the environment, precautionary measures should be widely applied by States according to their capabilities. Where there are threats of serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation".

This principle implies the systematic application of risk assessment, management and communication. Where there is a reasonable suspicion of harm, decision-makers must exercise precaution and consider the degree of uncertainty resulting from scientific assessment.

### Principle 8: Companies are invited to take initiatives to promote greater environmental responsibility.

Chapter 30 of Agenda 21, published at the 1992 Rio Earth Summit, sets out the role of business and industry in the sustainable development agenda. The Rio Declaration states that companies have a responsibility to ensure that activities within their own operations do not cause damage to the environment. Society expects companies to be good community players.

Companies have an obligation to ensure that their activities do not harm the environment of local communities. Taking a public stance, building coalitions of actors and helping to raise awareness among the general public (employees, stakeholders) are all good practices in this area.

### Principle 9 : Companies are encouraged to promote the development and dissemination of environmentally-friendly technologies.

Environmentally-friendly technologies, as defined in the Rio Declaration's Agenda 21, must protect the environment, pollute less, use resources sustainably, and recycle and treat their waste.

These technologies, which can take the form of know-how, a procedure, a product, a service, etc., include a variety of cleaner production processes and prevention and monitoring solutions.



## ANTI-CORRUPTION

Principle 10: Companies are invited to take action against corruption in all its forms, including extortion and bribery.

The tenth and final principle of the United Nations Global Compact concerns the fight against corruption. Adopted in 2004, it commits participants not only to avoid bribery, extortion and other forms of corruption, but also to proactively develop concrete policies and programs to fight corruption internally and within their supply chains. Companies are also challenged to work collectively with civil society, UN agencies and governments to achieve a more transparent global economy.

**Transparency International defines corruption as "the abuse of power for private gain". This can mean not only financial gain, but also non-financial advantages.**

Bribery is "an offer or receipt of any gift, loan, fee, reward or other benefit as an inducement to do something that is dishonest, illegal or a breach of trust, in the conduct of the company's business."

The OECD Guidelines for Multinational Enterprises define extortion as follows: "Solicitation of bribes is the act of asking or inducing another to commit a corrupt act. It becomes extortion when this request is accompanied by threats that endanger the personal integrity or privacy of the actors involved."

Bribery jeopardizes a company's reputation and increases its legal, financial and other risks.