

Bastide Le Confort Médical

Your health is our priority

ESG Pitchbook

June 2021



Letter of commitment

Nîmes,

June 2021 the 30th,

My vision for BASTIDE is a Group committed to creating long-term value in all areas in which we operate. Sustainable development is a central concern in our organization as we support a more conscious and responsible company in the use of resources, in its impact on the environment and in its role in society.

We are positioning our employees as keystones in this most important challenge of maintaining the best healthcare quality of service while respecting the environment and the regulations.

In order to achieve these commitments, serving our ESG vision to create healthy sustainable environments, we have focused our actions on:

- **Corporate governance**, with exemplified leadership, transparency and independence of our board of Directors;
- **Business Ethics**, for the best actions and reputation for our Group;
- **Human resources**, valuating and promoting our talents while protecting diversity;
- **Environment**, reducing the footprint of our economical activity for a responsible living environment;
- **Value Chain** and **societal impact** of the Group.

Such expression of commitment to ESG issues is our promise for a permanent focus on how our business can better contribute to a sustainable and thriving society while also continuing to create long-term sustainable returns for our investors and other stakeholders.

Bastide

PwC

Summary


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Presentation of Bastide

Group profile



Sector	 Supply of medical equipment for home care and nursing homes								
Activity	<p>Bastide is a multi-specialist player in the provision of home care</p> <p>Its unique positioning enables it to operate in three distinct segments:</p> <ul style="list-style-type: none"> - Home Care - Assistance ('MAD') - Nutrition Perfusion, Stomatherapy (NPS) - Respiratory <p>The group does not provide care; it only provides the material necessary for them.</p>								
Key figures	<table border="1"> <thead> <tr> <th data-bbox="519 911 1437 972">Legal form</th> <th data-bbox="1437 911 2040 972">Turnover (FY20)</th> <th data-bbox="2040 911 2458 972">Workforce (FY20)</th> </tr> </thead> <tbody> <tr> <td data-bbox="519 972 1437 1029">French Société Anonyme</td> <td data-bbox="1437 972 2040 1029">382 706 000 €</td> <td data-bbox="2040 972 2458 1029">1 974</td> </tr> </tbody> </table>	Legal form	Turnover (FY20)	Workforce (FY20)	French Société Anonyme	382 706 000 €	1 974		
Legal form	Turnover (FY20)	Workforce (FY20)							
French Société Anonyme	382 706 000 €	1 974							
Key contacts	<p>M. JOURDANNEY Olivier – Chief Operating Officer</p> <p>M. DROUAZ Nassim – Financial director</p> <p>Mrs. CHUREAU Céline – Group Quality Director</p> <p>M. PARMENTIER Guillaume – Investor Relations / ESG Officer</p>								

Structure and divisions

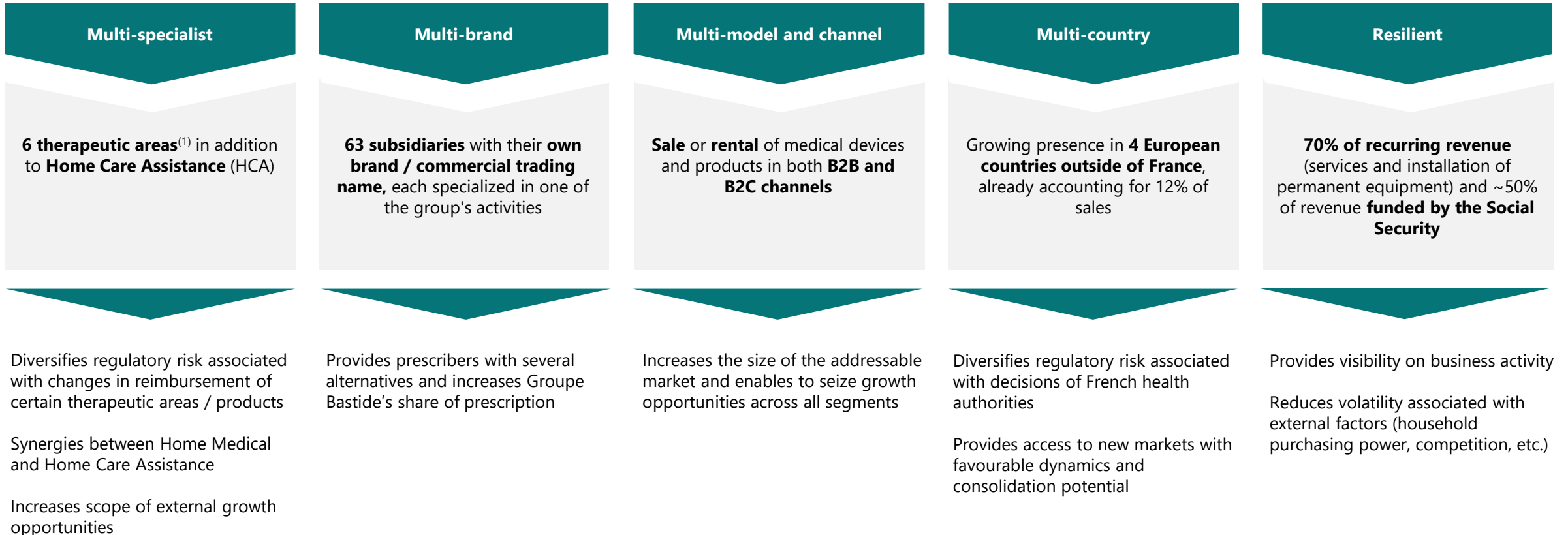
Bastide is involved in the Home Care Assistance ('MAD') and Home Medical Assistance ('PSAD') market through three divisions

	Home Care Assistance ('MAD')	Nutrition Perfusion Stomatherapy (NPS)	Respiratory
Description	Sale and rental of medical devices to patients directly through stores or nursing homes	Outpatient treatments for patients with serious pathologies such as diabetes or cancers	Delivery of a source of oxygen to patients with severe chronic or acute respiratory failure
Market	Dependency, handicap and silver	Health (Home Medical Assistance, 'PSAD')	
Purpose	Treatment of ailment consequences (decrease in physical abilities)	Treatment of acute or long-lasting ailments	
Weight in Bastide revenue	49%	25%	24%

Source: PwC Strategy& Analysis

Characteristics of Bastide business model

Groupe Bastide has a resilient and diversified model that provides strong visibility into the future



1) Nutrition, Perfusion, Stomatherapy, Urology, Healing, Respiratory

Geographical footprint

Bastide has a strong footprint acquired through a combination of organic and external growth as well as a performing franchise strategy

Created in 1977, Bastide was one of the first company to offer Home Care Assistance in France.

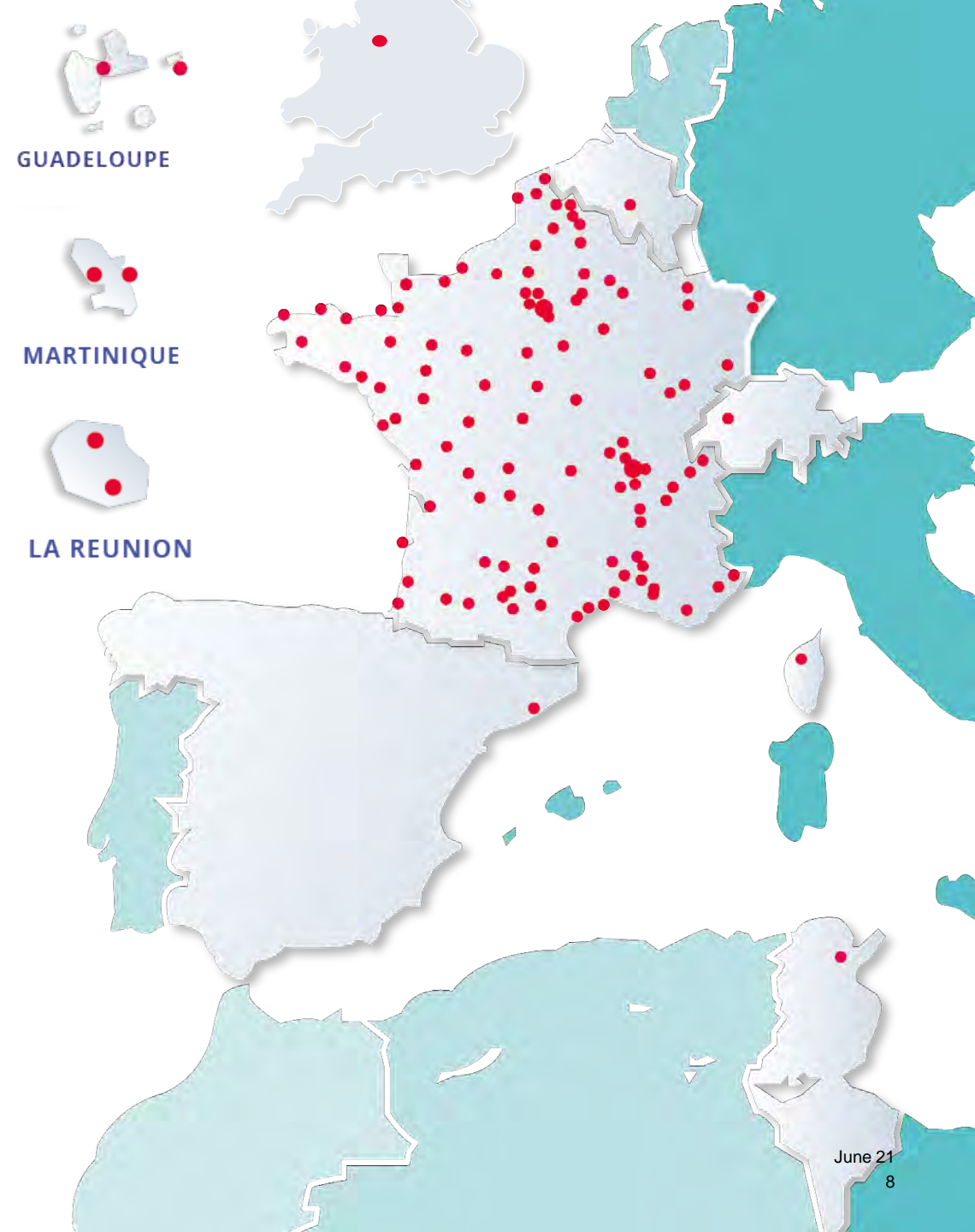
The Group has diversified its activity and footprint over the years through external growth and franchise.

It is now a multi-special with a balanced presence in Home Care and Home Medical Assistance and on all therapeutic areas

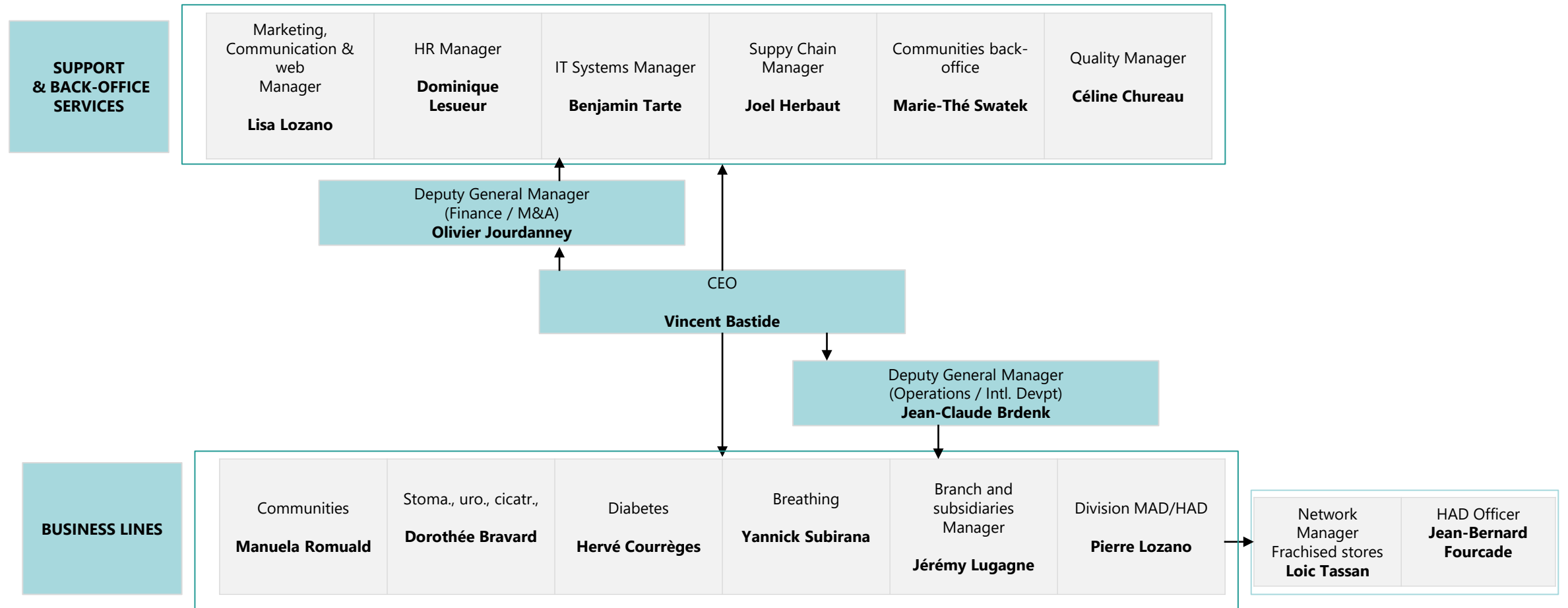
Bastide operates in France, the United Kingdom, Switzerland, Spain, Belgium and Tunisia

150 point of sales
(47 of them are franchises)

78 subsidiaries
(15 of them being international)



Bastide Organization Chart



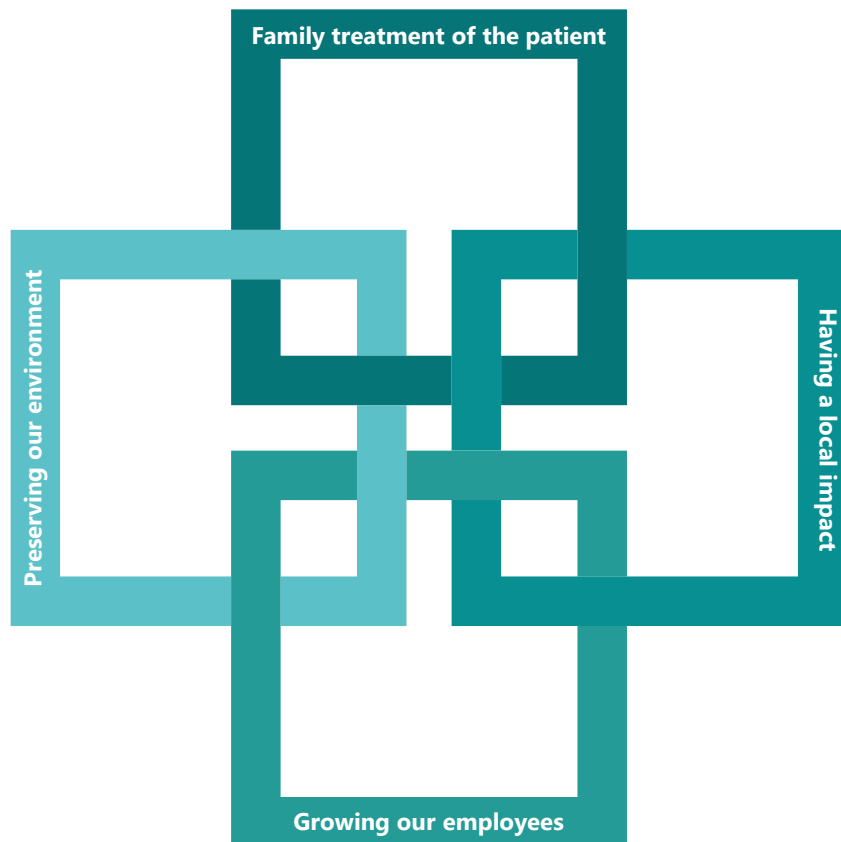
2

Bastide's ESG approach

The foundations of Bastide's ESG approach

The foundations of Bastide's ESG approach are the distinctive elements which characterise the Group, and which are intrinsically found in all the actions initiated by the company

Bastide's vision: "To be at the service of those who are in a difficult phase of their lives and to act with them as with our own family members"



Family treatment of the patient

Bastide is committed to placing patient satisfaction at the center of its strategy.

The Group benefits from an ISO 9001 Quality Management System and multiplies its research and innovation efforts to satisfy patients.

Having a local impact

Bastide is committed to creating a positive impact with all its stakeholders.

The Group actively participates in the integration of disabled people both professionally (integration agreements) and in sport (official sponsor of the disabled basketball federation).

Growing our employees

Bastide is committed to creating a working environment where its employees can grow and flourish while respecting diversity.

The Group has signed several company agreements, in particular in favor of diversity, disability and respect for working hours

Preserving our environment

The Group has identified its main environmental impacts and implemented several measures to reduce them.

Bastide has implemented ambitious circular economy measures to reduce the environmental impact of the equipment it supplies (e.g. Second Life program)

The formalised framework of Bastide's ESG approach

Bastide has implemented several ESG related policies and agreements for framing its approach as a sign of the Group's commitment and willingness to apply concrete measures and initiatives in line with their ambitions

ESG THEMES	ESG vision and Corporate governance	Business Ethics	Human Resources	Environment	Value Chain	Societal Relations
ESG related Policies & Agreements	ISO 26000 approach – Social Responsibility	Code of Ethics	Gender equality Agreement	Formalised Waste Management Commitments	ISO 9001 Certification – Quality Management	Social and local actions sponsorship
	Group's ESG commitment letter		Working time Agreement	Carbon footprint of the Group	Responsible purchasing Policy	
	Corporate Governance Code		Profit-sharing Agreement	Group energy audit	Supplier Code of Ethics	
	Signature of the UN Global Compact		Telework Charter		Quali'PSAD Label	
			HR policy			
Legend	Policies & Agreements already formalised to date			Policies & Agreements not yet formalised		

Oversight responsibilities for ESG

ESG responsibilities are taken on by the entire Group management and led by Mrs. CHUREAU Céline, member of the Executive Committee of Bastide

ESG THEMES	ESG vision and Corporate governance	Business Ethics	Human Resources	Environment	Value Chain	Societal Relations
People in charge	M. JOURDANNEY Olivier <i>Deputy General Manager</i>	M. PELLENC Olivier <i>Legal Officer</i>	M. LESUEUR Dominique <i>Human Resources Manager</i>	Mrs. CHUREAU Céline <i>Quality Manager</i>	Mrs. CHUREAU Céline <i>Quality Manager</i>	Mrs. ROMUALD Manuela <i>General Manager - Communities Division</i>
	M. DROUAZ Nassim <i>Admin. & Financial Manager</i>				M. HERBAUT Joel <i>Supply Chain Manager</i>	Mrs. LOZANO Lisa <i>Marketing, Communication & web Manager</i>
	M. PARMENTIER Guillaume <i>Investor Relations and ESG</i>				M. CHOFFART Stéphane <i>Purchasing Manager MAD/Comm.</i>	
					M. TRIGUI Fathi <i>Purchasing Manager Breathing/Comm</i>	

Distinctive ESG performance

Please find below the main indicators relating to the theme covered in this report. To find the exhaustive list of indicators disclosed, please refer to Annex 4.2 *Complete List of indicators*

Selected indicators for FY20

67%

% of independent directors on the board

x6,6

Spread Between CEO compensation and average employee wage

0,3%

Pay gap between men and women at equal category

15 000

Hours of training provided

21%

Of valorised waste

2 080

Assets recycled into the "second life" program

SDGs' alignment

Please find below a brief illustration of how Bastide contributes to the UN Sustainable Development Goals.



Family treatment of the patient

Objective 3.8: Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all

Objective 9.5: Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending

Growing our employees

Objective 3.6: By 2020, halve the number of global deaths and injuries from road traffic accidents

Objective 5.5: Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

Objective 10.3: Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard

Having a local impact

Objective 10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

Objective 11.4: Strengthen efforts to protect and safeguard the world's cultural and natural heritage

Preserving our environment

Objective 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

Objective 13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

3

**Actions carried out by
the Group**

3.1

**CSR vision and
Corporate governance**

Snapshot – ESG vision and Corporate governance

« *Bastide places sustainable development within its activity. Our ambition is to combine economic, social and environmental performance with the quality of our health services activities* »

Guy Bastide – CEO

ESG vision

Bastide has a pragmatic and operational approach of its ESG strategy.

This approach is based on the guidelines of the *ISO 26 000* standard – Corporate Social Responsibility – which allows the Group to better manage and organise its initiatives and impact in terms of ESG.

In addition, Bastide has formalised its vision through an *ESG Commitment Letter*, signed by Mrs. Guy Bastide (Chairman) and presenting the values and foundations of the company's ESG approach.

In addition, keen to continue its efforts, the Group is ambitioning to formally comply with the *Global Compact*.

Corporate governance

Bastide's Corporate governance is based on the values of competence, respect for all members, shareholders, and the social interest.

The company refers to the recommendations of the *Middlenext Corporate Governance Code* and presents its compliance with the main provisions presented therein (page 20).

Corporate officers' (CEO and board members) compensations are fully transparent (cf. 4.2 Complete list of indicators).

Key initiatives from the Group

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ESG vision	The Group's ESG Commitment Letter	21
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Governance	Middlenext Corporate Governance Code	23

Performance – ESG vision and Corporate governance

Please find below the main indicators relating to the theme covered in this section. To find the exhaustive list of indicators disclosed, please refer to Annex 4.2 *Complete List of indicators*.

Selected indicators for FY20

2/6

Women / Total Board members

4/6

Independent / Total Board members

6.64

Spread between CEO compensation and average employee wage

2

Number of specialised committees within the Board

100%

% of independent directors within the Audit and Risk Committee

100%

% of independent directors within the Compensation and Appointments Committee

ISO 26 000 approach – Corporate Social Responsibility

Bastide has a pragmatic and operational approach for its ESG strategy. This approach is based on the guidelines of *ISO 26 000 – Corporate Social Responsibility* – which allows the Group to better manage and organise its initiatives and impact in terms of ESG.

Description

About the ISO 26 000 standard.

ISO 26 000 is an International Standard providing guidance and recommendations on how organisations could improve their Social Responsibility and thus contribute to sustainable environmental, social and economic development.

The Standard is based on:

- 7 principles: *accountability, transparency, ethical behaviour, respect for stakeholder interests, respect for the rule of law, respect for international norms of behaviour, respect for human rights*
- 7 core subjects with related issues (see “illustration”)
- Stakeholder engagement

Bastide uses the ISO 26 000 standard as a framework for its ESG management.

Principles and core subjects of the standard have been considered by Bastide, to identify its extra-financial risks and the most material issues, by considering all stakeholders.

The framework and guidance from the Standard allowed the Group to establish priorities and develop action plans to bridge the initial gaps.

Communication on ESG risks and performance is made periodically, within the annual report.

Illustration: the 7 core subjects of the ISO 26 000 standard



* The figures refer to the corresponding clauses in the standard

Source: iso.org, 2010

The Group's ESG Commitment Letter

Bastide has formalised its vision through an ESG Commitment Letter, signed by Mr. Guy Bastide and presenting the values and foundations of the company's ESG approach. All these commitments are associated with quantitative objectives and KPIs monitored by the Group's management.

Description

The list of the 8 commitments presented in the Letter.

Social commitments:

1. Participate in the economic and social development of the areas in which the Group is located
2. Respect gender equality & parity in the Group
3. Improve safety conditions at work
4. Train the staff to ensure the quality of services

Environmental commitments:

1. Limit fuel consumption, the main source of pollution of the Group's activities
2. Limit CO2 emissions, the main greenhouse gas produced by the Group's activities

Economical commitments:

1. Promote the internal growth of the Group
2. Promote the external growth of the Group

Illustration: Bastide's ESG Commitment Letter

Bastide GROUPE DIRECTION

Lettre d'engagement
Responsabilité Sociétale des Entreprises

Bastide GROUPE
"Votre santé est notre priorité"

Cette volonté implique des valeurs fortes et nous exigeons de chaque collaborateur le respect de celles-ci, et ce d'autant que les patients que nous suivons sont vulnérables.

Les valeurs de notre société

- L'écoute du prescripteur
- La sensibilité de nos patients
- L'humilité
- Le respect de la réglementation
- Le respect du choix de nos patients
- L'amélioration continue de nos prestations
- La qualité, la rapidité d'intervention et de conseil
- La formation continue de nos collaborateurs
- La formation des patients et de leur entourage
- La bonne communication avec le Tier-Payant
- L'innovation et la transition vers le numérique

Nous croyons fondamentalement dans ces valeurs et nous appliquons chaque jour à les respecter rigoureusement.

Le groupe Bastide place également le développement durable au sein de son activité. Notre ambition est de conjuguer la performance économique, sociales et environnementales avec la qualité de nos activités de prestations de santé.

Guy BASTIDE, Président

DIR-GROUP-ENR

Nos engagements, nos indicateurs et nos objectifs

Engagements Sociaux	Indicateurs	Objectifs
1. Participer à l'essor économique et social des lieux dans lesquels notre société est implantée	Nombre d'emplois créés chaque année Proportion de CDI dans l'effectif de total	Nb d'emplois créés sur l'année écoulée ≥ 0 Effectif CDI > 90 % Effectif Total
2. Respecter l'égalité et la parité entre les sexes dans l'entreprise	Répartition des effectifs par sexe Différence de salaire entre les hommes et les femmes	Ecart Homme-Femme dans l'effectif global < 10% Ecart de salaire < 2%
3. Travailler à l'amélioration des conditions de sûreté au travail	Taux de Gravité Taux de Fréquence	Taux de gravité < 1,5 Taux de fréquence < 30
4. Former notre personnel pour assurer la maîtrise opérationnelle de notre prestation	Nombre d'heures de formation en présentiel par collaborateur par année	Moyenne annuelle > 7h

Engagements Environnementaux	Indicateurs	Objectifs
1. Limiter la consommation en carburant, principale source de pollution de notre activité	Consommation annuelle du parc auto Bastide Groupe en litres de gazoil	Variation annuelle 2-5%
2. Limiter le rejet en CO2, principal gaz à effet de serre produit dans le cadre de notre activité	Tonnes de CO2 rejetées par an	Variation annuelle 2-5%

Engagements Economiques	Indicateurs	Objectifs
1. Promouvoir la croissance interne de notre société	Chiffre d'Affaire annuel de la société Bastide	Variation annuelle ≥ 5%
2. Promouvoir la croissance externe de notre société	Chiffre d'Affaire annuel de nos filiale	Variation annuelle ≥ 5%

DIR-GROUP-ENR

Member of the UN Global Compact

Bastide is committed to embrace the principles of the UN Global Compact to make an even greater difference across the four core themes of the Standard: human rights, labour, environment and anti-corruption.

Description

About the UN Global Compact.

The United Nations Global Compact (UN) Global Compact is the world's largest corporate sustainability initiative.

It is a 'call to companies to align strategies and operations with the universal principles on human rights, labour, environment and anti-corruption, and take actions to advance societal goals'.

It is a principles-based approach, with 10 principles across four themes: Human Rights, Labour, Environment and Anti-Corruption (see "illustration").

Bastide joined the initiative in 2021.

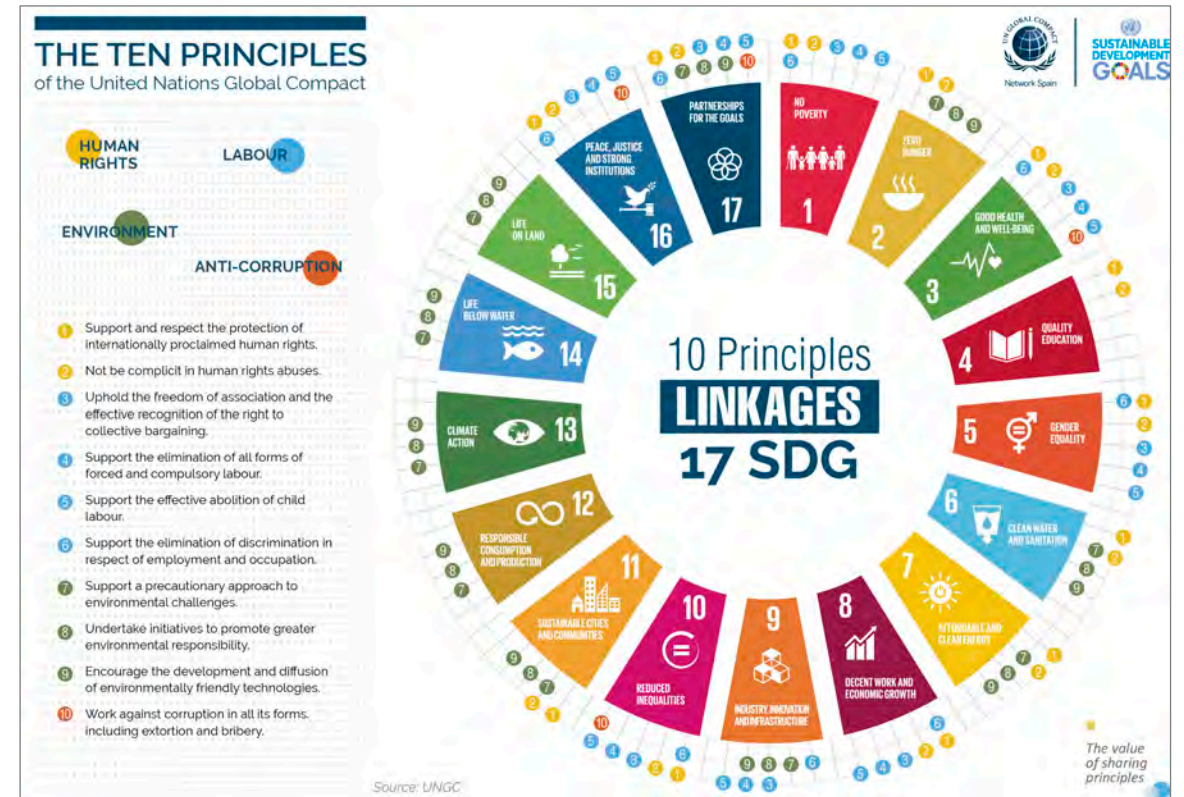
Quote by Vincent Bastide:

" Those ten principles were more than already a part of our strategy and day-today operation : it was obvious there was no other option than joining the Global Compact".

Signature



Illustration: the 4 core themes and the 10 principles of the UN Global Compact



The Middlednext Corporate Governance Code

Bastide formally commits to adopt responsible corporate governance, by adhering to the principles and standards of the Middlednext Code and by making public its gap analysis of compliance with the various provisions stated therein.

Description

Bastide has adopted the MiddleNext Corporate Governance code in 2014.

The Code establishes the principles that aim to identify and address corporate governance issues and guidelines aiming to promote effective and responsible management.

Companies adopting this Code shall be expected to comply with specific recommendations and provide due justification for any exceptions to them.

Bastide fully refers to the Middlednext recommendations, subject to the exclusions justified in the Article L.225-37 of the French Code de Commerce.

A copy of the code is available at the Group's headquarters for the members of the Management and the Board of Directors.

Bastide has conducted an analysis of compliance with the Middlednext Corporate Governance Code (see 'Illustration') and published results in its 2020 annual report.



Illustration: Bastide's self assessment of compliance with the Middlednext Code

#	Theme	Compliance
1	Board members' ethics	✓
2	Conflict of interests	ongoing
3	Composition of the Board – Independent members	✓
4	Board member information	✓
5	Board and committee meetings	✓
6	Creation of committees	✓
7	Introduction of Board Rules of Procedure	✓
8	Choice of directors	✓
9	Directors' term of office	✓
10	Directors' compensation	✓
11	Board evaluation	✓
12	Relation with shareholders	✓
13	Definition and transparency of the compensation of corporate officers	✓
14	Retirement schemes of managers	Not formalised
15	Corporate officers and employment contracts	✓
16	Golden handshakes	Not applicable
17	Supplementary retirement schemes	Not applicable
18	Stock options and bonus shares	✓
19	Review of the points to be watched	ongoing

3.2

Business Ethics

Snapshot – Business Ethics

Bastide is particularly concerned by business ethics issues since the Group is at the cornerstone of the commercial relations between different types of stakeholder within the healthcare sector.

Strategy

Bastide has implemented different initiatives to prevent corruption and anti-competitive behaviour risks as well as to promote data protection. These measures are all formalised in a Code of Ethics.

The risks are monitored thanks to an internal control plan to avoid errors or fraud. The purpose of the plan is to reasonably ensure that management, operations and the behaviour of employees are compliant with the regulations and principles to which Bastide refers.

In accordance with the Sapin Law II, a whistleblower plan has also been put in place.

Governance

A Legal Director is notably in charge of managing business ethics.

Oversight responsibilities cover:

- Commercial relations with stakeholders
- Corruption and anti-competitive behavior risks
- Personal data protection and compliance with the GDPR regulation

Key initiatives from the Group

Page

Business ethics

Bastide's Code of Ethics

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Performance – Business Ethics

Please find below the main indicators relating to the theme covered in this section. To find the exhaustive list of indicators disclosed, please refer to *Annex 4.2 Complete List of indicators*.

Selected indicators for FY20

100% +40% FY19

Of governance agreed anti-corruption internal policies

73% +73% FY19

Of employees that the anti-corruption policies have been communicated to

0

Confirmed incident of corruption

0

Public legal case regarding corruption brought against the company

100%

Of personal data encrypted

0

Cybersecurity or data breaches

Code of Ethics

With ethics and responsibility as core values of the medical field, Bastide formalised a Code of Ethics that provides a framework for all existing practices implemented to manage the risks of corruption and anti-competitive behaviour as well as data protection.

Description

The Code of Ethics is bringing together all the essential commitments and procedures related to ethical principles.

The main issues targeted are the following:

- Respect and protection of people.
- Respect and protection of the environment
- Corruption and illicit practices.
- Conflicts of interest.
- Protection of the group's image.
- Protection of sensitive information and confidentiality.
- Prevention of insider trading.

Illustration – Bastide’s Code of Ethics



3.3

Human Resources

Snapshot – Human Resources

Employees are at the heart of Bastide's business model. Consequently, the implementation of good human resources management is a key issue for the success and development of the Group.

Strategy

Bastide has implemented several initiatives promoting good working conditions, diversity and the development of its employees.

The Group has signed several agreements with employee representatives in order to formalise all the advances in human resources management.

These agreements concern in particular: diversity, respect for working hours, teleworking, bonuses on participation and profit sharing.

Governance

Human Resources issues are managed by a team of five people:

- Head of HR
- HR Administration Officer
- Trainings Officer
- Recruitment Officer
- Payroll officer

Key initiatives from the Group

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Performance – Human Resources

Please find below the main indicators relating to the theme covered in this section. To find the exhaustive list of indicators disclosed, please refer to *Annex 4.2 Complete List of indicators*

Selected indicators for FY20

2 751

Total Workforce

45% +1% FY19

% of women

70% 0% FY19

% of permanent contracts

22% +4% FY19

Turnover

28,3 -5% FY19

Accident Frequency rate

5,4 -0,15% FY19

Average hours of training provided per employee

HR Policy

HR Management is a key component of Bastide's successful growth and employees' wellbeing one of the Group's top priorities. The Group formalised an HR Policy to present and disclose the various initiatives notably related to career management, attractiveness, diversity & inclusion and health & safety as well as a Welcome Booklet to be shared with all newcomers.

Description

Bastide formalised an HR Policy at the Group level that includes all its commitments toward employees and implemented initiatives on the following issues:

- **Ethics & responsibility**
 - Social dialogue,
 - Health & security,
 - Philanthropy,
 - etc.
- **Human capital**
 - Promotion,
 - Communication,
 - Animation,
 - etc.
- **Employees' personal development and growth**
 - Recruitment,
 - Training,
 - Transparency,
 - etc.

Moreover, the Welcome Booklet (see "illustration") gathers the Group's values and mission as well as the key information for employees, notable regarding compensation, paid holidays, working time, benefits etc.

Illustration: the Welcome Booklet shared with all newcomers



Gender diversity

Bastide is committed to creating a working environment where all its employees regardless of their gender, ethnicity, religion or other factors can grow and flourish. The Group promotes diversity and inclusion and has put in place measures to ensure non-discriminatory practices.

Description

Bastide has implemented several diversity and inclusion practices that apply to hiring, employment and promotion in the workplace and ensure non-discriminatory practices within the Group.

- **Diversity awareness campaigns are conducted** by the Group on articles 225-1 à 225-4 of the French penal code (poster campaign in all the Group's establishment and emailing – see “illustration”).
- **A gender equality index is calculated and published by the Group** (see “illustration”).
- **Agreements are formalised** at the Group level on gender diversity to ensure that these principles are communicated and respected by all employees.
- **Partnerships with Pôle Emploi** (a French Public Employment Agency) are established to use the simulation-based recruitment method which allows the recruitment of candidates for positions regardless of their degree, experience and resume (inherent bias). This selection method is currently being deployed by the Group for two positions: technicians and multi-skilled workers.

Illustration: the internal communication on diversity and the Gender Equality Index

AFFICHAGE OBLIGATOIRE

ÉGALITÉ DE RÉMUNÉRATION ENTRE LES HOMMES ET LES FEMMES
ARTICLES L. 3221-1 à L. 3221-8 DU CODE DU TRAVAIL

ARTICLE L. 3221-1
Les dispositions des articles L. 3221-2 à L. 3221-7 sont applicables, outre aux employeurs et salariés mentionnés à l'article L. 3211-1, à tous les régimes de droit du travail et, notamment, aux agents du droit public.

ARTICLE L. 3221-2
Tout employeur assure, pour un même travail ou pour un travail de valeur égale, l'égalité de rémunération entre les hommes et les femmes.

ARTICLE L. 3221-3
Constitue une rémunération de même nature et de même valeur, le salaire ou traitement additionnel de base, de leur mise de leur situation de famille, de leur grossesse, de leur appartenance physique, de leur patrimoine, de leur état de santé, de leur handicap, de leurs caractéristiques génétiques, de leurs besoins, de leur situation sociale, de leur âge, de leurs opinions politiques, de leurs activités syndicales, de leur appartenance ou de leur non appartenance, vraie ou supposée, à une ethnie, une nation, une race ou une origine ethnique.

ARTICLE L. 3221-4
Sont exclues de l'ensemble des dispositions de l'article L. 3221-2 les rémunérations versées en raison de leur origine, de leur sexe, de leur situation de famille, de leur appartenance physique, de leur patrimoine, de leur état de santé, de leur handicap, de leurs caractéristiques génétiques, de leurs besoins, de leur situation sociale, de leur âge, de leurs opinions politiques, de leurs activités syndicales, de leur appartenance ou de leur non appartenance, vraie ou supposée, à une ethnie, une nation, une race ou une origine ethnique.

ARTICLE L. 3221-5
Les disparités de rémunération entre les établissements d'une même entreprise ne peuvent pas, pour un même travail ou pour un travail de valeur égale, être fondées sur l'appartenance des salariés de ces établissements à l'un ou l'autre sexe.

ARTICLE L. 3221-6
Les éléments suivants concernant la rémunération sont double selon des normes identiques pour les femmes et pour les hommes. Les critères et les critères de classification et de promotion professionnelle ainsi que toutes les autres bases de calcul de la rémunération, notamment les modes d'évaluation des emplois, doivent être communs aux salariés des deux sexes.

ARTICLE L. 3221-7
Tout employeur peut conclure des dispositions (signant notamment dans un contrat de travail, une convention ou accord collectif de travail, un accord de salaire, un règlement ou barème de salaires) résultant d'une décision d'un employeur ou d'un groupement d'employeurs et qui, conformément aux articles L. 3221-2 à L. 3221-6, compense pour un ou des salariés de l'un des deux sexes, une rémunération inférieure à celle de salariés de l'autre sexe pour un même travail ou un travail de valeur égale.

ARTICLE L. 3221-8
La rémunération plus élevée doit bénéficier aux deux sexes sur substance de plein droit à celle qui comportait la disposition antérieure de référence. Lorsque, au sein d'un établissement, il s'agit d'une promotion, les règles de la prime énoncées à l'article L. 1144-1 s'appliquent.

LUTTE CONTRE LES DISCRIMINATIONS
ARTICLES 225-1 à 225-4 DU CODE PÉNAL

ARTICLE 225-1
Constitue une discrimination toute distinction opérée entre les personnes physiques à raison de leur origine, de leur sexe, de leur situation de famille, de leur appartenance physique, de leur patrimoine, de leur état de santé, de leur handicap, de leurs caractéristiques génétiques, de leurs besoins, de leur situation sociale, de leur âge, de leurs opinions politiques, de leurs activités syndicales, de leur appartenance ou de leur non appartenance, vraie ou supposée, à une ethnie, une nation, une race ou une origine ethnique.

ARTICLE 225-2
La discrimination définie à l'article 225-1, commise à l'égard d'une personne physique ou morale, est punie de trois ans d'emprisonnement et de 45 000 euros d'amende lorsqu'elle constitue :

1° l'absence de recrutement d'un bien ou d'un service ;

2° l'absence d'exécution normale d'une activité économique quelconque ;

3° l'absence d'embauche, de recrutement ou à la formation d'une personne ;

4° l'abandonner la fourniture d'un bien ou d'un service à une condition fondée sur l'un des éléments visés à l'article 225-1 ;

5° l'abandonner une offre d'emploi, une demande de stage ou une période de formation en entreprise à une condition fondée sur l'un des éléments visés à l'article 225-1 ;

6° l'absence d'accepter une personne à l'un des stages visés par le 2° de l'article L. 412-8 du code de la sécurité sociale.

Lorsque le fait discriminatoire prévu au 1° est commis dans un lieu accessible du public ou aux fins de ses intérêts, les peines sont portées à cinq ans d'emprisonnement et à 75 000 euros d'amende.

ARTICLE 225-3
Les dispositions de l'article précédent ne sont pas applicables :

1° Aux discriminations fondées sur l'état de santé, lorsqu'elles consistent en des agissements ayant pour objet la prévention et la couverture du risque déviant, des risques portant atteinte à l'intégrité physique de la personne ou des risques d'incapacité de travail ou d'invalidité. Toutefois, ces discriminations sont punies des peines prévues à l'article précédent lorsqu'elles se fondent sur la prise en compte de tous les éléments mentionnés par le présent article ;

2° Aux discriminations fondées sur l'état de santé ou le handicap, lorsqu'elles consistent en un refus d'embauche ou un licenciement fondé sur l'aptitude médicale constatée soit dans le cadre de la loi de droit du travail, soit dans le cadre des lois portant dispositions relatives à la fonction publique ;

3° Aux discriminations fondées, en matière d'embauche, sur le sexe, l'âge ou l'appartenance physique, lorsqu'il s'agit de recrutement d'une personne professionnelle spécialisée et déterminée et pour autant que l'objectif soit légitime et l'admission proportionnée ;

4° Aux discriminations fondées, en matière de recrutement, sur le sexe lorsque cette discrimination est justifiée par la protection des victimes de violence à caractère sexuel, des caractéristiques liées au respect de la vie privée et de la dignité, la protection de l'égalité des sexes ou des intérêts des hommes ou des femmes, la liberté d'association ou l'organisation d'activités sportives ;

5° Au refus d'embauche fondé sur la nationalité lorsqu'il résulte de l'application des dispositions relatives à la fonction publique.

ARTICLE 225-4
Les personnes morales peuvent être déclarées responsables pénalement, dans les conditions prévues par l'article 221-2, des infractions définies à l'article 225-2. Les peines encourues par les personnes morales sont :

1° L'amende, variant des modalités prévues par l'article 131-10 ;

2° Les peines mentionnées aux 2°, 3°, 4°, 5°, 6° et 8° de l'article 131-30. L'interdiction mentionnée au 2° de l'article 131-30 porte sur l'activité dans la France ou à l'occasion de l'exercice de laquelle l'infraction a été commise.

Bastide GROUPE
« Prendre soin de nos semblables »

87/100

C'est la valeur de l'index d'égalité femmes-hommes chez BASTIDE LE CONFORT MÉDICAL pour l'année 2020

Cet index est calculé sur la base de 4 indicateurs :

- En matière d'égalité de rémunération, la société Bastide Le Confort Médical affiche **0,3%** d'écart entre les hommes et les femmes (en faveur des hommes).
- Au sujet du **taux d'augmentation**, la société Bastide Le Confort Médical constate un écart de **1,2%** en faveur des femmes.
- En ce qui concerne les **promotions** entre les femmes et les hommes, la société Bastide Le Confort Médical obtient un écart de promotion de **3,2%** en faveur des hommes.
- 3 femmes figurent parmi les **dix plus hautes rémunérations**.

L'égalité professionnelle est une valeur inscrite de longue date dans la culture et les politiques de la société Bastide Le Confort Médical. Elle se traduit ainsi par des actions concrètes et fait l'objet d'accords sociaux réguliers.

Le dernier accord égalité professionnelle a été signé le 22 décembre 2018 entre la société et les organisations syndicales représentatives. Il vise à renforcer l'accès des femmes et des hommes à tous les métiers et tous les niveaux de l'entreprise, à réduire les écarts de rémunérations et à favoriser l'équilibre entre vie privée et vie professionnelle.

Le rapport d'égalité femmes - hommes 2020 a été présenté au CSE en date du 25 mars 2021

45 %

C'est la part des femmes dans l'effectif total de BASTIDE LE CONFORT MÉDICAL

MT - SERVICE MARKETING - INDEX D'ÉGALITÉ HF

Inclusive environment for disabilities

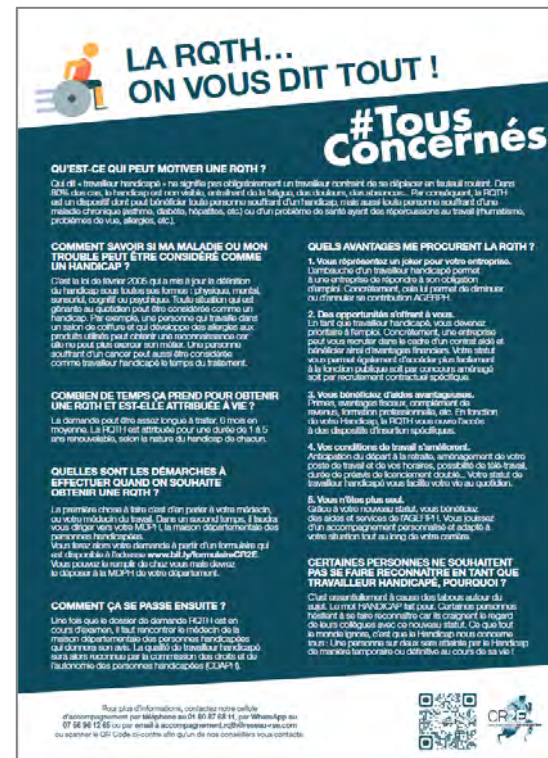
Bastide is committed to creating an inclusive work environment. Several initiatives have been implemented by the Group to make the workplace more inclusive for people with disabilities.

Description

Bastide has built an inclusive workplace over the years and implemented measures to ensure that all employees feel welcome, supported and heard.

- **The Group has an adapted workplace infrastructure** and has especially worked on the layout of workstation for employees with disabilities.
- **Bastide provides training for the staff and regularly organises awareness campaigns** on disability, discrimination issues and inclusive behavior (through various channels such as posters, mailing campaigns, newsletters).
- **Bastide has set up a support unit** dedicated to its employees to inform and/or assist them if needed.
- In France, an employee can request and obtain a recognition of the status of worker with disability (known in French as *RQTH: Reconnaissance de la qualité de travailleur handicapé*). **Bastide communicates on the matter and provides all the information required to carry out administrative procedures.**
- **Partnerships are developed** by Bastide with companies in the adapted and protected sector.

Illustration: the Raising Awareness Posters, 2021



Quality and attractiveness of working conditions

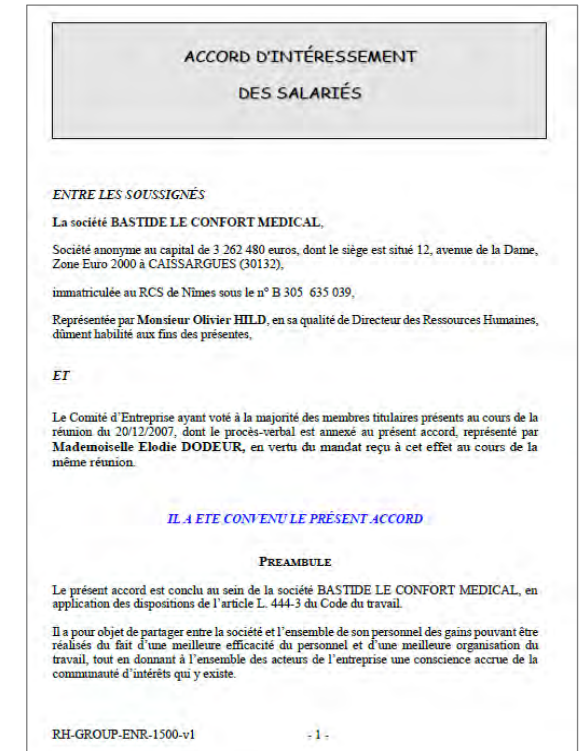
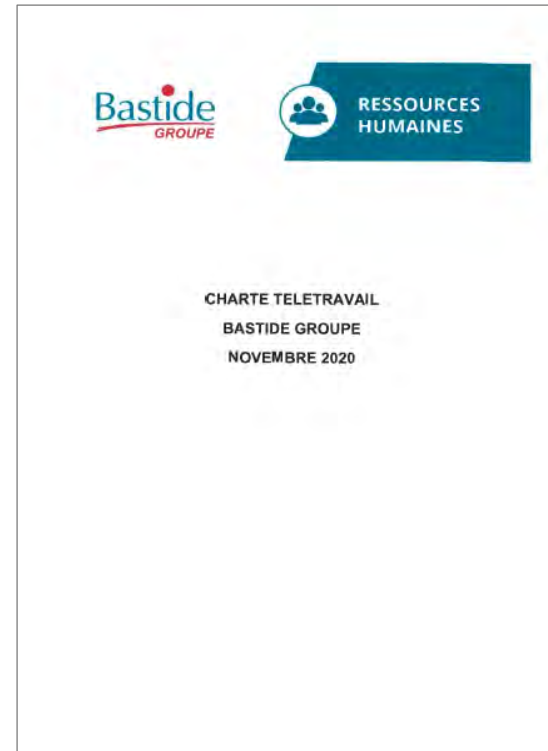
Bastide is committed to creating and maintaining an attractive work environment for all its employees. To do so, the Group focuses its efforts on addressing the talent attraction and retention issue.

Description

Bastide has implemented several initiatives to address the talent attraction and retention issue and to improve its employees' wellbeing, notably contributing to increase their engagement and to empower their career.

- **Employer branding:** 'Working for Bastide means giving yourself the means to progress, to innovate and to reach your full potential' – Dominique Lesueur, HR manager, on the Group's career website.
- **Training and development programs:** to ensure that all employees have adequate knowledge and culture about their jobs' specificities.
- **Remuneration policy and other incentives:** individualisation of compensation to reward merit and performance, profit-sharing policy, co-optation bonus.
- **Employee benefits and perks:** a collective company performance agreement on the duration and organisation of working hours (flexible schedules, remote working options, paid holidays, etc.), improvement of the employees' social status (better health insurance coverage, community service projects etc.).

Illustration: the Charter for Telework and the Employees' profit-sharing agreement



Trainings

Bastide is committed to constantly enhancing the knowledge and skills of its employees in order to ensure and improve health care quality and better serve its patients and clients.

Description

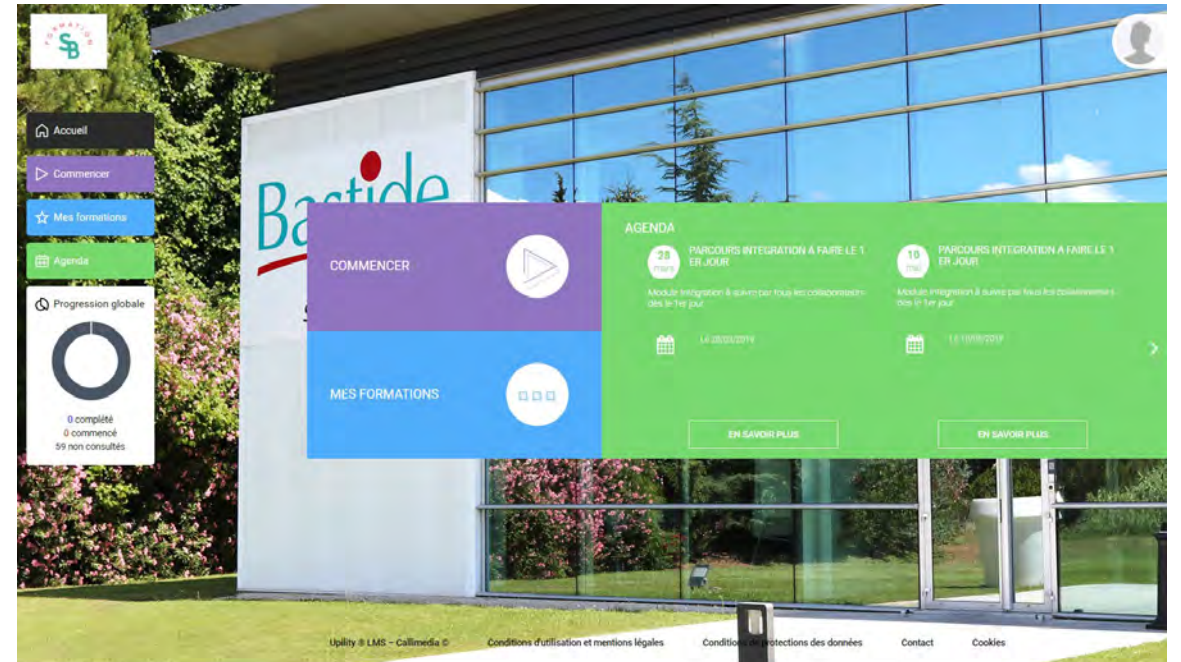
The quality of patient care is mainly determined by the quality of training and the competence of the personnel. So having a well-trained staff is critical to provide high quality of care.

In addition to this, ensuring continuous skills development, addressing the issue of evolving skills and employee's career development is an increasing material issues for the healthcare sector.

In response to all that, Bastide continuously devotes significant effort in order to put in place robust training programs:

- **An integration program** especially dedicated to new Managers, to better support them.
- **Specific training programs**, including technical e-learning modules.
- **Individualised professionalisation programs** (400 hours /individual, a mix of individual field coaching, face-to-face group training and e-learning courses).
- **The incorporation of SB Formation in 2012**, a dedicated entity developing training programs for Bastide employees (see "illustration").

Illustration: the e-learning platform



Health & Safety

Health & Safety related issues are duly addressed by Bastide. The Groupe has implemented several procedures and controls to prevent occupational accidents and illness.

Description

Bastide is committed to ensure all its employees' security and low accident rates.

To do so, the Group has:

- **Formalised a H&S procedure** defining, evaluating and analysing the risks to which employees are or could be exposed in their workplace.
- **Drafted a Responsible Driver Charter**, distributed to all employees (see "illustration").
- **Provided training programs on health and safety** in the workplace (for example, use of the personal Protective Equipment), psychosocial risks prevention and management, risk awareness, responsible and eco-driving.
- **Supported Investments & Innovation** to improve working conditions and safety and prevent accidents: first aid kits, defibrillators, ergonomic chairs etc.
- **Reported with dedicated KPIs** on H&S. Besides, a dedicated commission is in charge of monitoring work accidents, their number and nature, besides analysing causes to reduce their frequency.

Illustration: the Responsible Driver Charter



3.4

Environment

Snapshot – Environment

Considering its activities and perimeter, Bastide’s climate impact is mainly linked to CO₂ emissions regarding the transportation of medical equipment, as well as to the energy consumption of the Group's buildings.

Strategy

Aware of its environmental challenges, Bastide has implemented several initiatives seeking to reduce the impact of its activities.

These initiatives mainly concern CO₂ emissions linked to transport and energy consumption, waste management, as well as the development of a program linked to the circular economy (Second Life Program).

In addition, to further monitor and mitigate its environmental impact, the Group undertook a carbon footprint and an energy audit of its activities, carried out by an independent third-party expert in 2021.

Governance

Environmental issues are managed in particular by the Group's Quality Director, Mrs. CHUREAU Céline, responsible for a team of 7 people.

Key initiatives from the Group

Page

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	Energy consumption-related impacts	41
	Carbon footprint assessment	42
	Waste-related impacts	43
	Circular economy - the Second Life program	44

Performance – Environment

Please find below the main indicators relating to the theme covered in this section. To find the exhaustive list of indicators disclosed, please refer to Annex 4.2 *Complete List of indicators*.

Selected indicators for FY20

7 793

Tons of CO² emissions

2 396

Fuel consumption
(hundred liters)

4 294

Total Energy consumption
(Mwh)

2125 -17% FY19

Fuel consumption by vehicle
(liters)

0,7 +0,1t FY19

Tons of hazardous waste diverted
from disposal

2 080

Items valorized by “Second Life”
program

Transport-related impacts

Bastide identifies the fuel consumption of its vehicle fleet as the major contributor to the total of GHG emissions of the Group.

Description

As most of Bastide's GHG emissions are emitted by its vehicle fleet, the company has taken concrete measures tied to transportation to tackle the issue.

Thanks to these measures, Bastide managed to reduce its carbon emissions linked to fuel consumption by 10% within a year.

- **Training and monitoring of an eco-friendly driving approach:** the Group provides an e-learning training to ensure its drivers adopt an eco-friendly driving approach.
- **Drivers are monitored by a device – Webfleet (see “illustration”) -** that measures each drivers' fuel consumption with a score and highlights axes of improvement.
- **Deployment of a fleet of hybrid vehicles:** the Group provides all managers with hybrid vehicle as part of its measures to reduce GHG emissions.
- **Promoting soft mobility:** Nîmes' tramway-bus can now stop at the entrance of Bastide's headquarters. This new measure seeks to promote the use of green mobility for Bastide collaborators' routines.

Illustration: the Webfleet solution and the Nîmes' tramway-bus access to the Group



Energy consumption-related impacts

Bastide's second source of emissions is related to the energy consumption of its infrastructures. Aligned with the ambition to reduce its environmental footprint, the Group has taken several measures to mitigate negative impact.

Initiatives undertaken

The Group has undertaken several infrastructural initiatives to reduce its electricity consumption.

Measures to reduce electricity consumption:

- Thermal insulation in all buildings
- Reversible air-conditioning systems using heat pumps
- Switching of conventional light bulbs to LED lighting
- Installation of presence detectors on all sites
- Considering the energy performance of future potential rental premises

Results of the energy audit

Our energy audit has assessed the Group as already delivering very satisfying results, mostly because of its business model: energetic resources used are very low and mostly resulting of transportation.

With an overall yearly 7,78 tons of CO² emission, Bastide is one of the "best in class" for its energy consumption.

Illustration: the DEKRA report for energy audit

DEKRA
www.dekra-energie.com

Bastide le Confort Médical

Rapport
Audit Énergétique Transport

Bastide
LE CONFORT MÉDICAL

Version	1
Date	21/06/2021
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Rédacteur	A.GIOIOSA
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Visa	

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Bastide
LE CONFORT MÉDICAL
BASTIDE CONFORT MEDICAL

BILAN CARBONE

ANNÉE DE REPORTING : 01/06/2019 AU 31/05/2020

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Date	Version	Modifications
22/06/2021	1	Initial

Monitoring its impact – carbon assessments

Carbon footprint assessment

Bastide Group has appointed DEKRA for the assessment of its global carbon footprint as stated by ISO 14064-1 standard.

Scope 1 and scope 2, as direct and indirect emissions, have been identified as key components of this audit.

Within scope 1, only direct emissions of self owned transport equipment and some fugitive emissions have been pinpointed while within scope 2, the unique source of GHG is the heating systems.

Very few reduction methods have been identified as the business of our company is not likely to produce GHG.

- For buildings : we will proceed with LED lighting switch in order to have performed 80% of renewal within 5 years, we will also promote a savings policy on heating and air-conditioning use for our employees.
- For transportation : we will perform a progressive switch to alternative power and will conduct an eco-driving program for employees.

Such initiatives should lead our Group to a 4% decrease of GHG production within the next 4 years.

Illustration: the carbon footprint

DEKRA Industrial

VI. BILAN GLOBAL DES ÉMISSIONS

Les tableaux ci-après présentent les émissions GES de BASTIDE CONFORT MEDICAL, année 2019/2020 – Scopes 1 & 2, calculées avec l'outil Bilan Carbone® v8.5 :

Catégories d'émissions	Numéros	Postes d'émissions	Emissions de GES						Emissions évitées de GES Total (t CO2e)	
			CO2 (t CO2e)	CH4 (t CO2e)	N2O (t CO2e)	Autres gaz (t CO2e)	Total (t CO2e)	CO2 b (t CO2e)		Incertitude (t CO2e)
Emissions directes de GES	1	Emissions directes des sources fixes de combustion	5 941	2	54	0	5 997	374	668	0
	2	Emissions directes des sources mobiles à moteur thermique	0	0	0	0	0	0	0	0
	3	Emissions directes des procédés hors énergie	0	0	0	0	0	0	0	0
	4	Emissions directes fugitives	0	0	0	23	23	0	7	0
	5	Emissions issues de la biomasse (sols et forêts)								
		Sous total	5 941	2	54	23	6 020	374	668	0
Emissions indirectes associées à l'énergie	6	Emissions indirectes liées à la consommation d'électricité	137	0	0	0	137	0	15	0
	7	Emissions indirectes liées à la consommation de vapeur, chaleur	0	0	0	0	0	0	0	0
		Sous total	137	0	0	0	137	0	15	0
Autres émissions indirectes de GES	8	Emissions liées à l'énergie non incluses dans les postes 1 à 7	1 452	101	83	0	1 636	-374	176	0
	9	Achats de produits ou services	0	0	0	0	0	0	0	0
	10	Immobilisations de biens	0	0	0	0	0	0	0	0
	11	Déchets	0	0	0	0	0	0	0	0
	12	Transport de marchandise amont	0	0	0	0	0	0	0	0
	13	Déplacements professionnels	0	0	0	0	0	0	0	0
	14	Actifs en leasing amont	0	0	0	0	0	0	0	0
	15	Investissements	0	0	0	0	0	0	0	0
	16	Transport des visiteurs et des clients	0	0	0	0	0	0	0	0
	17	Transport de marchandise aval	0	0	0	0	0	0	0	0
	18	Utilisation des produits vendus	0	0	0	0	0	0	0	0
	19	Fin de vie des produits vendus	0	0	0	0	0	0	0	0
	20	Franchise aval	0	0	0	0	0	0	0	0
	21	Leasing aval	0	0	0	0	0	0	0	0
	22	Déplacements domicile travail	0	0	0	0	0	0	0	0
23	Autres émissions indirectes	0	0	0	0	0	0	0	0	
		Sous total	1 452	101	83	0	1 636	-374	176	0

BASTIDE CONFORT
MEDICAL

Bilan GES 2020

21/26

Waste-related impacts

The Group takes responsibility for the management of its domestic waste, which is mainly composed of old medical devices and their packaging. In order to tackle this issue, measures have been taken to recondition used medical devices when possible while third parties collect the remaining waste to either recycle it or destroy it.

Description

The Group has formalised its Waste Management Commitments and initiated several partnerships with specialised waste treatment companies (see “illustration”).

Specialised companies treating Bastide’s waste:

- **Eco-mobilier**, collecting old furniture
- **Corepile**, collecting used batteries,
- **Ecosystem**, collecting electrical and electronic equipment,
- **Citéo**, collecting recycling paper and packaging
- **Accredited providers**, collecting hazardous waste

Bastide pushes a step further by reconditioning used medical devices, when it is possible, in order to reduce its environmental impact along ensuring economic benefits. This program, called Second Life is detailed in the next slide.

Illustration: the Waste Management Commitments & the dedicated partnerships



écomobilier
COLLECTER · TRIER · RECYCLER



ecosystem
recycler c'est protéger

CITEO
Donnons ensemble une nouvelle vie à nos produits.

Circular economy – the Second Life program

“Reconditioning is an eco-responsible approach of sustainable development, aiming to reuse products rather than destroy them. This is fully supported by the Bastide Group”.

Mrs. CHUREAU Céline – Quality Manager

Description

With the deployment of the Program Second Life, Bastide is not only reducing its environmental footprint, but can also offer refurbished medical devices to its clients at lower costs.

Initiated in 2019, Second Life is a reconditioning program that refurbishes used medical material and equips healthcare facilities with the best medical equipment. Along contributing to the circular economy and environmental protection, this program also generates consequent storage savings.

Products compliant with the strictest regulations and from the best brands

The products come from Bastide’s rental stock and the wide range of products that it offers meet strict regulations determined by the best medical brands.

The products are reconditioned by specialised and qualified technicians. The medical equipment is then approved by the manufacturers that guarantee a perfect functioning and reliability. All products can either be bought or rented by the healthcare facilities.

The distributor’s guarantee is of 6 months to a year depending on the type of medical device.

In 2020, 2 080 medical devices in total from the Second Life Program were sold. This amounts to a turnover of 280 515,29€.

Illustration: the Second Life Program



LIT MÉDICALISÉ STANDARD - 2 FONCTIONS

Selon stock disponible

OPTION PACK 2 BARRIÈRES + 1 POTENCE



LIT TYPE ALZHEIMER - 2 FONCTIONS

Selon stock disponible

OPTION PACK 2 BARRIÈRES + 1 POTENCE

3.5

Value Chain

Snapshot – Value Chain

Patients are Bastide's number one concern. To offer them products and services that meet their expectations, the Group has formalised ambitious initiatives in terms of Responsible Purchasing Policy and Quality Management System.

Strategy

Bastide has formalised a Responsible Purchasing Policy which notably promotes local purchases, sourced in France.

In addition, the Group engages its suppliers to respect certain principles in terms of ESG and Human Rights, through the Supplier ESG Engagement Letter.

In addition, the Group benefits from two external certifications (ISO 9001 and the Quali'PSAD Label) recognising the efforts made in terms of product quality and customer satisfaction.

Governance

Responsible Purchasing issues are managed by the Group Purchasing Director, Mr. HERBAUT JOEL, as well as the three Purchasing Managers for the operational divisions of the Group.

In addition, the team of the Quality Director, Mrs. CHUREAU Céline is also heavily involved in Responsible Purchasing and Quality Management System topics.

Key initiatives from the Group

Page

Responsible purchasing	Responsible Purchasing Policy	48
	Supplier ESG Engagement Letter	49
Quality of care	Access to care and patient treatment	50
	ISO 9001 Certification – Quality Management	51
	Quali'PSAD Label	52

Performance – Value Chain

Please find below the main indicators relating to the theme covered in this section. To find the exhaustive list of indicators disclosed, please refer to Annex 4.2 *Complete List of indicators*

Selected indicators for FY20

67% -34% FY19

of suppliers based in France

34% +13% FY19

Of suppliers certified by eco-responsible labels (ISO 14001)

53% -5% FY19

Of suppliers having signed our ESG commitment letter

91%

Of auditors covered by recent audits

84% +6% FY19

Customer satisfaction rate

73% +38% FY19

Of sites targeted by ISO 9001 certification

Responsible Purchasing Policy

Bastide acknowledges that supplier engagement is key in order to improve value chain performance on ESG. The Group has drafted a Responsible Purchasing Policy formalising its commitments and initiatives. Bastide is undertaking to integrate specific ESG criteria into its suppliers' contracts.

Description

Bastide commits, through a Responsible Purchasing Policy, to include ESG criteria into consideration in its contractor selection and assessment process (see "illustration").

The Group has formalised several commitments, followed by dedicated action plans and monitored with specific KPIs:

- **Favour local suppliers based in France**
- **Favour suppliers with an environmental approach (for instance ISO 14001 certified)**
- **Promote societal responsibility with suppliers**
- **Provide trainings to Group employees on the principles and guidelines of the Responsible Purchasing Policy**

In parallel with these commitments, Bastide has formalised a Supplier Engagement Letter, in order to ensure that suppliers comply with the principles and guidelines of the Responsible Purchasing Policy (detailed in the next slide).

Illustration: the Responsible Purchasing Policy



- Le Fournisseur s'engage à appliquer les dispositions relatives à l'élimination du travail des enfants et à la protection des enfants définies par les conventions de l'Organisation Internationale du Travail. Il s'engage en particulier à ne pas employer de personnes n'ayant pas atteint l'âge minimum requis pour travailler en vertu des conventions C138 et C182 de l'OIT
 - Dans les conditions prévues par la convention C111 de l'OIT, le Fournisseur s'engage à ne pas exercer de distinction, exclusion ou préférence fondée sur la race, la couleur, le sexe, la religion, l'opinion politique, l'ascendance nationale ou l'origine sociale, qui a pour effet de détruire ou d'altérer l'égalité de chances ou de traitement en matière d'emploi ou de profession.
 - Le fournisseur s'engage à respecter la législation locale sur les rémunérations minimales des salariés. Il s'engage également à payer ou à compenser les heures supplémentaires conformément aux taux définis par la législation locale applicable.
 - Le groupe Bastide intègre dans son évaluation annuelle des fournisseurs des critères de performance sur les aspects RSE ci-dessous :
 - Politique environnementale ou système de management environnemental
 - Politique sur le droit du travail
 - Politique d'égalité Hommes / Femmes
 - Politique ou Mesures prises relatives au les minerais du conflit
- IV. Mise en place d'un code d'éthique avec les fournisseurs**
- Le Groupe Bastide respecte la législation en vigueur sur les cadeaux et le code de conduite à tenir auprès des prescripteurs. Le Groupe souhaite pousser plus loin cet engagement en l'étendant également à nos relations avec les fournisseurs.
 - Les collaborateurs du Groupe Bastide n'accepteront pas de cadeaux, d'invitation, d'acte de complaisance, faveur ou tout autre avantage pécuniaire ou autre susceptible de corrompre, d'influencer ou d'enlever l'intégrité, l'indépendance de jugement ou l'objectivité dans leur relation avec le Fournisseur.
 - Le fournisseur s'engage à éviter les situations où il existe un conflit d'intérêts réel ou potentiel avec les collaborateurs du Groupe ou leur proche. Dans le cas où un conflit ne peut être écarté, le fournisseur fait preuve de coopération et de transparence en informant la direction générale du Groupe Bastide de la problématique à traiter.

Supplier ESG Engagement Letter

When contracting with Bastide, suppliers must commit to respect 9 main principles formalised in the Supplier ESG Engagement Letter.

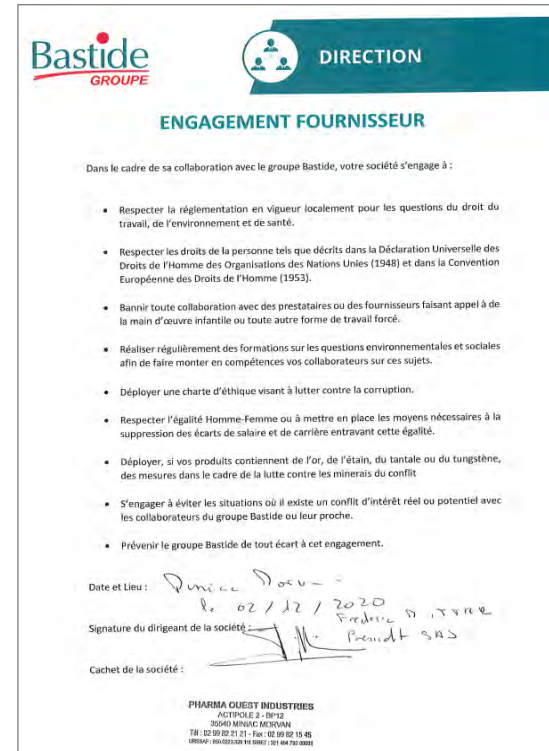
Description

The Supplier ESG Engagement Letter encompasses 9 principles covering various responsible purchasing principles and ESG criteria (see “illustration”).

Commitments requested from suppliers:

- **Comply with local regulations on environment, labour and health & safety**
- **Respect the Universal Declaration of Human Rights (1948)**
- **Ban child labour throughout the entire value chain**
- **Regularly conduct training on environmental and social issues**
- **Deploy a Code of Ethics**
- **Respect gender equality**
- **Deploy specific measures, if relevant, to tackle conflict minerals issues**
- **Avoid conflict of interest situations with Bastide employees**
- **Warn Bastide of any deviation from the commitments mentioned above**

Illustration: the Supplier ESG Engagement Letter



Access to care and patient treatment

“All employees and managers of Bastide share a common sense of service, assistance and empathy to help the weakest, the most vulnerable or those who suffer from illness.”

Vincent Bastide – P-DG

Description

This issue addresses Bastide’s ability to provide and ensure equal access to its services and products for all through the following initiatives:

- A **wide national coverage** that enables **close proximity to the patients**.
- For certain pathologies, the Group has implemented **lump-sum payments**.
- A **patient booklet** has been edited to explain procedures and ease the burden of at home-treatments for the patients and their relatives. **Training sessions** for patients are also organised on the use of medical equipment by **qualified staff**.
- Besides, the Group has signed the **Charter of ‘the person being cared by a home health care provider’** elaborated by **the French Federation (FFAIR)** and by doing it, is officially committed to respect the elements written in this document and to give each of his patients a copy of the patient’s section.

Illustration: the Charter and the Patient booklet



ISO 9001:2015 Certification – Quality Management

Bastide has been certified to ISO 9001:2015, which demonstrates the Group's commitment to address rigorous quality management and implement best-known practices to meet patient satisfaction.

Description

Bastide Quality Policy and Management System is ISO 9001 certified which demonstrates the Group's ability to provide products and services that meet high quality requirements.

ISO 9001 builds on seven quality management principles:

- **Customer focus**
- **Leadership**
- **Engagement of people**
- **Process approach**
- **Improvement**
- **Evidence-based decision making**
- **Relationship management**



Illustration: the Group Quality Policy and the ISO 9001:2015 certificate



Quali'PSAD Label

Bastide has obtained the Quali'PSAD label in March, 2021, a French label dedicated to the home health-care professionals. It is a commitment to quality and ethics and the guarantee that the Group meets the quality requirements.

Description

The Quali'PSAD is a label created at the initiative of the French Home healthcare providers' federation. Based on a reference system written by professionals, it specifies the conditions for setting up a quality system for home healthcare providers who strive for excellence in their activities.

The label proposes 8 areas of commitment with a total of 54 commitments all in all:

1. Monitoring of the system
2. Receipt of the request for services
3. Patient management
4. Billing
5. Relationship with partners
6. Resource Management
7. Measurement and continuous improvement of quality
8. Commitments related to medical devices



Illustration: the Quali'PSAD certificate



3.6

Societal Relations

Performance – Societal Relations

Bastide's policy in terms of societal relations is characterised by a commitment around three axes and a strong territorial anchoring in the actions that the Group carries out.

Strategy

Bastide's policy in terms of societal relations is characterised by a commitment around three axes:

- Sports sponsorship and medical research around sports and sleep knowledge
- Cultural sponsorship
- A policy of donations and international support

Governance

Societal relations issues are directly managed by the Top Management of Bastide, through the decisions of Mr. Vincent BASTIDE – General Director

Key initiatives from the Group

Page

	Sport sponsoring & Partnerships	56
Sports & medical research	Sponsoring of the skipper Kito de Pavant	57
	Bastide fund for medical research	58
Culture	Cultural sponsoring	59
Donations	Donations and international support	60

Performance – Societal Relations

Please find below the main indicators relating to the theme covered in this section. To find the exhaustive list of indicators disclosed, please refer to *Annex 4.2 Complete List of indicators*.

Selected indicators for FY20

5

**Number of sport and parasport
sponsoring partnerships**

2

**Clinical & medical research
partnerships**

2

Cultural sponsoring partnership

2,2 M€

Donations

Sport sponsoring and partnerships

Bastide wishes to make sport more accessible to all, including people with disabilities. The Group has multiplied partnerships and sponsoring actions over the last few years. Since 2020, Bastide has been an official partner of the French Federation for disabled athletes.

Description

“Sport conveys strong values such as tolerance, respect, courage and excellence. We want to encourage everyone to join a local sports club. Everyone has the right to access to sport!”.

Vincent Bastide – General Director

Bastide positions itself as a major player in accessibility and mobility in sport for people with disabilities by providing athletes with the necessary equipment.

Local and custom-made wheelchairs (see “illustration”)

The Group designs custom-made wheelchairs for many sports clubs in France (basketball, tennis etc.). The wheelchairs are 100% made in France.

Bastide, an official partner of the Wheelchair Basketball Federation (see “illustration”)

In 2020, Bastide became an official partner of the Wheelchair Basketball Federation, for a period of 5 years. A collaboration that will lead to Paris 2024.

Bastide also supports other sports’ federations such as tennis, handball and football. The Group has developed close ties with these federations and collaborates with them in order to promote sport for all.

Illustration: Bastide, a major partner in parasports



Sponsoring of the skipper Kito de Pavant

On the 17th of July 2014 Kito de Pavant and Bastide embarked on a journey; the race of the « Route du Rhum ». Bastide sponsored and accompanied the skipper along his race by giving him tools, advices and by monitoring his sleep pattern to help him optimise his performance.

Description

Improving the skipper's sleep pattern to improve his performance

It has been established that physical and cerebral performances are linked to the quality of sleep. Lack of restorative sleep over a period of time as long as the Route du Rhum can increase the probability of making mistakes, and the slightest mistake there can have serious consequences.

In order to help Kito de Pavant in his medical preparation for the Route du Rhum, Bastide collaborated with Doctor Bertrand de la Giclais, head of the Annecy's Medical Sleep Research Centre to design a specific program. The Group's support helped the navigator optimise his sleep schedule and improve its physical state.

A first in Bastide's history

It was the first time since its creation in 1977 that the Group used its medical and technical expertise for the benefit of a professional athlete.

This initiative enriched the Group's medical expertise in sleep treatment.

After that, Bastide collaborated with several top athletes to develop scientific knowledge and notably in the field of nutrition research.

Illustration: Kito de Pavant, Route du Rhum, 2014



Bastide fund for medical research

Bastide fund for medical research's goal is to finance actions of general interest promoting medical research projects that accelerate or intensify progress in the knowledge and treatment of diseases.

Description

Created in 2018, the Bastide fund for medical research has funded specific projects to develop knowledge and solutions to improve patients' treatment.

Montpellier University Hospital project (see "illustration")

Bastide participated in a research conducted by the University Hospital of Montpellier in 2018 and that lasted thirty-six months with a funding of 8 000€.

The project looked at the "effects of exercise training on endothelial function in COPD patients: a study of functional and biological determinants".

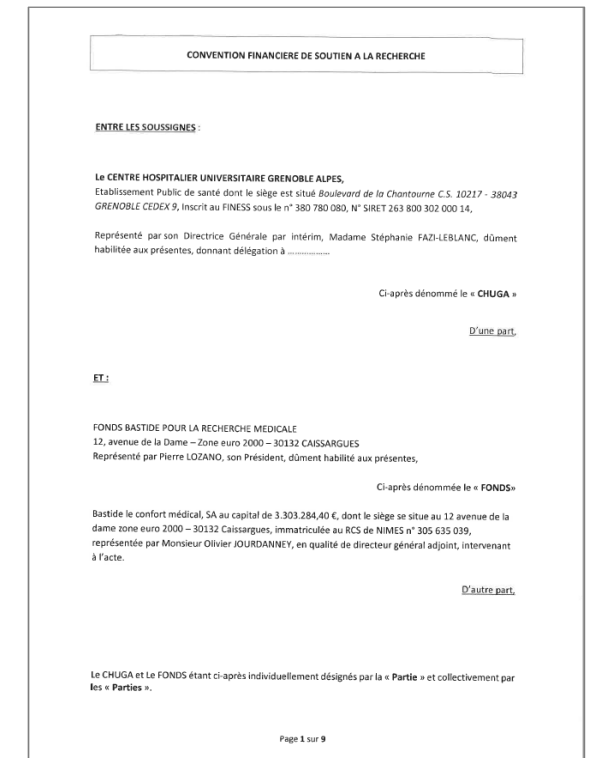
Grenoble University Hospital project (see "illustration")

Bastide financed part of the study conducted by Prof. Jean Louis PEPIN's team on the "impact of the severity of liver damage and the presence of sleep apnea syndrome and/or COPD on the occurrence of new cardiovascular events and mortality in a non-alcoholic steatohepatitis cohort".

The study started in February 2018 and will end on the 15th of June 2021 and is conducted on 250 patients in total.

Bastide financed the research with an amount of 68 420€.

Illustration: the Official documents for the launch of both projects



Cultural sponsorship

Bastide is a sponsor of the International Foundation for the Roman Monuments of Nîmes. The foundation works towards the preservation of Historic Roman Monuments.

Description

Bastide is a founding member of the Foundation for the Roman Monuments of Nîmes

Following the terrible floods of 1988, the International Foundation for the Roman Monuments of Nîmes was created in 1994 under the aegis of the French "*Fondation de France*".

Its purpose is to participate in the safeguarding and the development of the famous Roman sites of the city of Nîmes. It also supports the restoration of archaeological collections kept at the "Musée de la Romanité".

The foundation has undertaken several renovation projects, such as the "Maison Carrée" or the "Temple de Diane". From 2009 to 2019, it also supported the renovations of the arenas.

As one of the founding members of the International Foundation for the Roman Monuments of Nîmes, Bastide contributes to the conservation of the monuments through its collective action of sponsorship and local and regional influence (see "illustration").

Illustration: the Arena of Nîmes



Donations and international support

Bastide is inclined to supporting communities in times of need. It has expressed its supported to French and international initiatives through important donations of medical supplies. Major donations have taken place during the pandemic or the 2020 Lebanon explosion.

Description

Bastide supports national and international initiatives in times of need (see “illustration”)

Bastide and the pandemic

During the pandemic, Bastide supported the city by donating of more than 700 000 masks to the hospital of Nîmes and 50 000 masks to the residents of Nîmes.

“I appreciate the trust the city has placed in us during this time and for these health protection issues. It was only natural to make such a donation as we were very touched by this initiative during this floating season.”

Vincent Bastide – General Director

Bastide and its international support

Bastide supported several international initiatives such as:

- Partnership with « Solidarité Sénégal » and donation of medical beds, walkers, manual and electric wheelchairs.
- Shipping of medical supplies (wheelchairs, bandages, compresses, safety equipment etc.) to Lebanon after Beyrouth’s 2020 explosion.

Illustration: “Solidarité Sénégal” and medical supplies for Lebanon



4

Appendices

4.1

**ESG disclosure
methodology**

Methodology for disclosing material ESG issues

In order to guarantee a coherent and comparable vision, ESG issues identified were disclosed using the “PwC ESG screening” approach allowing to classify them according to 6 major themes



Societal Relations

Implement societal and philanthropic actions consistent with the identity of the Group

Value Chain

Stand out through an offer of sustainable products and services across the entire value chain

Environment

Act responsibly in its operations and reduce its environmental impact across its entire scope

Human Resources

Create value by ensuring employee development consistent with the Group's values

Business Ethics

Guarantee business ethics management with transparency and free from corruption risks

ESG vision and Corporate Governance

Define the identity of the Group, its values and the governance structures to achieve the strategic objectives

CSR vision and Corporate governance

Theme	Issue	Definition
CSR vision and Corporate governance	Board Independence	An independent director is a member free of interest and who contributes, through his skills and freedom of judgment, to the Board's ability to carry out its missions.
	Diversity within the Board	The issue addresses diversity practices that apply to the board of the company. It covers topics of discriminatory practices based on gender, ethnicity, religion, sexual orientation and other factors.
	Governance & Controlling Bodies	This issue looks at the system of rules, practices and processes by which a business is directed and controlled. Corporate governance refers to how companies are governed and for what purpose(s) and identifies who holds the power and responsibility for the decisions made there. This issue also looks at the control process put in place to ensure compliance with regulations.
	Global Compact's signature	This issue concerns the signature or not of the studied entity of the 10 principles of the United Nations Global Compact. These principles provide a framework for voluntary commitment to respect human rights, labor law, the environment and the fight against corruption. The Global Compact is also mandated by the UN to support the implementation of the 2030 Agenda and the appropriation of the Sustainable Development Goals by the French business community.
	Remuneration of Directors	This issue concerns the transparency of compensation criteria, as well as the integration of ESG criteria in determining executive compensation.
	Rights of minority shareholders	This issue focuses on respect for the rights attributed to minority shareholders (right to sell, right to information, right to vote).
	Separation of functions / checks and balances	This issue concerns the distinction between the function of Chairman and that of Group Chief Executive Officer.
	Vision / Sustainable development strategy	This issue concerns all the shared values, objectives, attitudes and practices which characterize an organization and which are shared with all employees about sustainable development and which define a framework and a direction towards which to move forward.

Business Ethics

Theme	Issue	Definition
Business Ethics	Business ethics / Fight against corruption and money laundering	<p>This issue addresses the risks and opportunities associated with ethical conduct in business, and covers various topics, such as fraud, corruption, facilitation payments, fiduciary responsibilities and other illegal behavior that has an ethical component.</p> <p>It also covers sensitivity to business norms and standards that change over time, and depending on geographic location, jurisdiction and culture.</p>
	Data protection	<p>This issue concerns the risks associated with the use of personally identifiable information for secondary purposes, including its marketing through companies whether affiliated with the company.</p> <p>Companies for which this issue is considered material run a risk due to the volume and / or the sensitive nature of the personal data that they process during their commercial activities.</p>

Human Resources

Theme	Issue	Definition
Human Resources	Attraction and retention of employees	This issue concerns the company's ability to attract and retain talent. The companies for which the stake is particularly material have an economic model which relies heavily on qualified human capital and operate in sectors or industries where there is a competitive labor market and a shortage of qualified employees.
	Career Management	This issue concerns all the management rules making it possible to organize the adaptation of employees to the strategy and future needs of the company, considering their skills and personal aspirations.
	Diversity and non-discrimination	The issue addresses diversity and inclusion practices that apply to hiring, employment and promotion in the workplace. It also covers topics of discriminatory practices based on gender, ethnicity, religion, sexual orientation and other factors.
	HR policy	This issue concerns the formalization of all the rules and principles implemented by the company within the framework of Human Resources management.
	Health and security	This issue concerns the ability of a company to ensure and maintain a safe and healthy working environment. This requires protecting the workplace from the risks of injury, death and disease (chronic or acute; physical or mental health) through technology, training, corporate culture, compliance. regulation, monitoring and testing, as well as personal protective equipment.
	Training and development	Training and development refers to educational activities within the company, created to improve the knowledge and skills of employees and provide them with information and instructions to better perform certain tasks. They also cover issues related to employee mentoring and career planning.

Environment

Theme	Issue	Definition
Environnements	Biodiversity	<p>This issue looks at the company's impacts on biodiversity. This includes, but is not limited to, land use, ecosystem service benefits, biodiversity loss, habitat destruction, as well as deforestation.</p> <p>In addition, this issue investigates all stages of a company's interaction with ecosystems, including planning, land acquisition, obtaining permits, as well as site development, operation and restoration.</p>
	Energy consumption / EMS	<p>This issue looks at the energy consumption of the company as well as the energy management system: the organization and operation of the company set up to optimize energy performance.</p>
	Environmental risk management	<p>This issue concerns environmental risks and identifies the risks caused by the activities of any entity that may have a direct or indirect impact on the human and natural environment of the company.</p>
	GHG emissions / Climate change	<p>This issue describes the management and mitigation measures for greenhouse gas emissions, direct and indirect.</p>
	Product impact / Green offer	<p>This issue is concerned with the environmental and social impact induced by the offer of the company's products. It is also interested in the possibility of offering a range of "green" products.</p>
	Pollution and waste	<p>This issue looks into the degradation of the environment by the company using certain substances (natural, chemical, radioactive), various nuisances (sound, light, thermal, biological), waste produced and finally the strategy put in place in response to this.</p>
	Water (water consumption)	<p>This issue concerns the management of water by the company and the policies implemented.</p>

Value Chain

Theme	Issue	Definition
Value Chain	Health care access	This issue refers to the guarantee of each patient to have equal access to health care (offer of products and services, prices, transparency of information, etc.).
	Product quality and safety / Customer satisfaction	This issue investigates the company's ability to guarantee product quality and safety: qualities relating to the design and delivery of products and services, the health and well-being of customers and therefore their satisfaction as well as the preservation of the value chain against fraudulent products.
	Responsible purchasing	<p>This issue looks at the company's responsible purchasing strategy. It consists of considering the life cycle of the product or service, as well as the resulting environmental and / or social impact.</p> <p>It is an act integrated into a process of solidarity and sustainability.</p>

Societal Relations

Theme	Issue	Definition
Societal Relations	Local communities / Human rights	<p>This issue looks into the management of the relationship between companies and the communities in which they operate.</p> <p>This includes, but is not limited to, the management of basic human rights in the community, the rights of indigenous peoples, child labour, slavery or forced labour, and human trafficking.</p> <p>In addition, this category covers socio-economic impacts on the community, community engagement, shared value, environmental justice, local workforce training, impact on local businesses, business and exploitation permits and environmental and social impact assessments.</p>

4.2

**Complete list of
indicators**

Key indicators – Board of directors

1/11

Below are presented the main indicators related to the theme covered on this section.

Indicators		FY20	FY19	Evolution
Board composition	Number of Board directors	6	8	-2
	Salaried administrators - in French "administrateurs salariés"	1	1	0
	Average age of directors	50	58	-8
Gender representation	Number of women holding a Board director position	2	4	-2
	% of women within the Board	33%	50%	-12 pts
Board independence	Number of independent directors on the Board	4	3	+1
	% of independent directors within the Board	66,66%	37,50%	+29,16 pts
Audit and Risk Committee	Number of directors within the Audit and Risks Committee	2	3	-1
	Number of women within the Audit and Risk Committee	1	2	-1
	% of women within the Audit and Risk Committee	50%	66,66%	-16,66 pts
	Number of independent directors within the Audit and Risk Committee	2	2	0
	% of independent directors within the Audit and Risk Committee	100%	66,66%	+33,33 pts
Compensation and Appointments Committee	Number of directors within the Compensation and Appointments Committee	2	2	0
	Number of women within the Compensation and Appointments Committee	1	1	0
	% of women within the Compensation and Appointments Committee	50%	50%	0
	Number of independent directors within the Compensation and Appointments Committee	2	1	+1
	% of independent directors within the Compensation and Appointments Committee	100%	50%	+50 pts

Key indicators – Compensation

2/11

Below are presented the main indicators related to the theme covered on this section.

Indicators		FY20	FY19	Evolution
CEO	Total compensation	201 900	201 900	0
	Fixed compensation	192 000	192 000	0
	Variable compensation	0	0	N/A
	Integration of CSR criteria in variable compensation	No	No	
	Exceptional compensation	0	0	N/A
	Long-term compensation	0	0	N/A
	Advantages	9 900	9 900	0
	Severance pay	0	0	N/A
	Non-competition allowance	0	0	N/A
Wage differentials	Average employee wage (€)	28 885	28 495	+1,4%
	Spread between CEO compensation and average employee wage	x 6,64	x 6,73	-0,09

Key indicators – Business ethics

3/11

Below are presented the main indicators related to the theme covered on this section.

Indicators	FY20	FY19	Evolution	
Anti-corruption	% of governance body members that the anti-corruption policies have been communicated to	100%	60%	+40pts
	% of employees that the anti-corruption policies have been communicated to	73%	0%	+73pts
	Number of confirmed incidents of corruption	0	0	N/A
	Number of confirmed incidents in which employees were dismissed or disciplined for corruption	0	0	N/A
	Number of confirmed incidents when contracts with business partners were terminated	0	0	N/A
	Public legal cases regarding corruption brought against the company	0	0	N/A
Anti-competitive behaviour	Number of legal actions pending regarding anti-competitive behaviour and monopoly	1	1	0
	Number of legal actions completed within the last 3 years	0	0	N/A
GDPR	% of employees that have received training of the GDPR	25%	12%	+13 pts
	% of personal data encrypted	100%	100%	0%
	Number of confirmed incidents regarding personal data breaches	0	0	N/A
	Number of confirmed cybersecurity breaches	0	0	N/A

Key indicators – Human Resources

4/11

Below are presented the main indicators related to the theme covered on this section.

Indicators		FY20	FY19	Evolution
Structure	Total number of employees	2 751	2 354	+397
	Number of employees in France	2 425	2 207	+218
	Average age of employees	37	36	+1
Employee contracts	% of employees on permanent contracts	70%	68%	+2 pts
	% of employees on temporary contracts	30%	32%	-2 pts
Gender equality	% of women in the company	45%	44%	+1 pts
	% of women on permanent contracts	91%	91%	0 pts
	% of women with managerial responsibilities	13%	13%	0 pts
	Pay gap between men and women at equal category	0,30%	0,28%	+0,02 pts
Disability integration	% of employees with disabilities	2%	2%	0 pts
	Agefiph tax amount (M€)	0,17	0,08	+0,09
Turnover	Number of new employee hires during the reporting period	723	452	+5,7%
	Number of employee departures during the reporting period	326	363	-11,3%
	Employee turnover during the reporting period	22%	18%	+4 pts

Key indicators – Human Resources

5/11

Below are presented the main indicators related to the theme covered on this section.

Indicators	FY20	FY19	Evolution	
Salary benefits	Number of employee shareholders of the company	0,21%	0,24%	-0,03 pts
	Amounts paid through the participation mechanism ("participation")	0	0	N/A
	Amounts paid through the profit-sharing mechanism ("intéressement")	0	0	N/A
Working times	Average number of hours worked weekly by employee (including holidays and compensations)	23,64	25,80	-2,16
Absenteeism	Number of hours of unauthorised absence	0	0	0
	Absenteeism rate	6%	4,20%	+1,8 pts
Health & Safety	Number of work-related injuries during the reporting period	111	120	-7,5%
	Number of fatalities during the reporting period	72	84	-14,3%
	Number of days lost due to work-related injuries	5 974	6 922	-13,7%
	Accident frequency rate	28,3	33,2	-14,75%
	Accident severity rate	2,72	2,4	+13%
	Number of employees that have received training on health & safety	222	202	+9%
	Amount of social security contribution for work accidents (M€).	0,98	0,94	+0,04

Key indicators – Human Resources

6/11

Below are presented the main indicators related to the theme covered on this section.

Indicators	FY20	FY19	Evolution	
Trainings and development	Total hours of training provided	15 000	18 000	-16%
	Average hours of training provided to employees	5,45	6	-0,15
	Percentage of employees who received a career development review during the year	72%	68%	+4 pts

Key indicators – Energy consumption

7/11

Below are presented the main indicators related to the theme covered on this section.

Indicators		FY20	FY19	Evolution
Total	Total energy consumption within the organization (Mwh)	4 294	4 167	+3%
Energy consumed	Fuel (thousand litres)	2 396	2 587	-7,3%
	Electricity (Mwh)	2 189	1 979	+10,6%
Energy produced	Global	0	0	N/A
Energy sold	Electricity (Kw)	1 118	0	N/A

Key indicators – Water withdrawal & discharge

8/11

Below are presented the main indicators related to the theme covered on this section.

Indicators		FY20	FY19	Evolution
CO₂ emissions	Scope 1 emissions in metrics tons of CO ₂ equivalent	6 020	Not assessed (N/A)	N/A
	Scope 2 emissions in metrics tons of CO ₂ equivalent	1 773	Not assessed (N/A)	N/A
Waste	Total weight of waste generated in metric tons	1 300	800	+500
	% of valorized waste	21%	10%	+11%
	Total weight of hazardous waste diverted from disposal in metric tons	0,7	0,6	+0,1
Environmental compliance	Amount of fines for non-compliance with environmental laws and/or regulations (€)	0	0	N/A

Key indicators – Environment

9/11

Below are presented the main indicators related to the theme covered on this section.

Indicators		FY20	FY19	Delta
GHG emissions / Climate change	Number of people that followed the eco-driving	13,34%	0%	+13,34%
	Evolution of the CO2 rate per kilometer of vehicles in the vehicle fleet	138	143	+5
	Tons of CO2 released per year	7 793	6 829	+964
	Ecovadis evaluation score >50% for 2020	39%	34%	+5%
	CO2 emissions linked to fuel consumption	6 020	N/A	N/A
Product impact / Green offer	Rate of rental medical devices tracked in SAP	89%	91%	-2%
Energy consumption / EMS	Global electricity consumption (MWh)	2 189	1 979	+210
	Annual consumption of Bastide car park in liters of fuel	2 486 910	2 897 390	-410 480
	Fuel consumption per vehicles	2 125	2 586	-461
Pollution and waste	Management of waste from healthcare activities with infectious risks measures	0,7	0,6	+0,1
	Scrap value for expiry	100 K€	204 K€	-104 K€
Second Life	Number of recycled items sold	2 080	Not assessed (N/A)	N/A
	Total turnover of recycled items (M€)	0,3	Not assessed (N/A)	N/A

Key indicators – Value Chain

10/11

Below are presented the main indicators related to the theme covered on this section.

Indicators	FY20	FY19	Evolution	
Responsible purchasing	% of supplies based in France	67%	33%	+34%
	% of suppliers certified by eco-responsible labels or benefiting from the ISO 14001 certification	34%	21%	+13%
	% of suppliers having signed the ESG Commitment Letter	53%	47%	+6%
	% of audits carried out with suppliers	8%	20%	-12%
	% of auditors covered by recent audits (3 years)	91%	91%	0%
Quality	Customer satisfaction rate	84%	78%	+6%
	% of sites targeted by ISO 9001 certification	72,8%	34,9%	+37,9%

Key indicators – Societal relations

11/11

Below are presented the main indicators related to the theme covered on this section.

Indicators	FY20	FY19	Evolution	
Sponsorship & partnership	Number of sport and parasports sponsoring partnership	5	4	+25%
	Number of cultural sponsoring partnership	2	1	+50%
	Donations (M€)	2,2	0,3	+1,9
Medical research	Number of clinical and medical research partnerships	2	2	0

Thank you

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