

Statement of Extra-Financial Performance 2023



Smart CSR

For integrated environmental, social and societal management

SEFP development methodology

The Statement of Extra-Financial Performance (SEFP) covers the Group's Corporate Social Responsibility (CSR) commitment by incorporating it into Delta Dore Group's management and overall strategy.

The CSR initiative consistently identifies priority sustainable development issues and carries out an assessment of the implications and impacts on the business model, stakeholders, and the environment. In addition, the Sustainable Development Goals (SDG) stipulated by the UN allow a more detailed analysis of CSR issues, thus driving the process even further.

Cross-referencing the materiality analysis with the identified CSR risks, as well as the SDGs, leads to the definition of priority issues and their associated strategies, the effectiveness of which is measured by key performance indicators.

This cross-functional initiative is headed by a CSR committee, in conjunction with Delta Dore Group stakeholders, process owners and employees. The SEFP was drafted in accordance with the regulatory requirements of the European directive of 22 October 2014, the order of 19 July 2017 and the implementing decree of 9 August 2017. Its development is based on the international Global Reporting Initiative and ISO 26 000 standards applicable to CSR, and on the FIEEC and GIMELEC sector-specific guides.

The reporting scope of this 2023 SEFP covers the France-Germany-Spain scope of Delta Dore Group's activities (unless otherwise specified in the document).



Jana at the Rhede plant - Germany

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Delta Dore head office in Bonnemain - Brittany - France

Our manifesto:

"Committed to positive energy efficiency"

People are powerful
when they place the collective ahead of the individual.
Faced with the successive crises
that are challenging our lifestyles,
inaction is not an option.
Our energy needs
are forcing us to rethink how we use it.
We are not resigned.
We are committed.

Convinced since our foundation
that technology
can serve the cause of energy sobriety,
we are developing solutions
that give everyone the power
to have a positive impact on our environment on a daily basis.
Solutions that cannot do everything on their own,
but that offer everyone
the opportunity to reconcile
comfortable living with energy efficiency.

Positive energy efficiency.

Foreword by Pascal Portelli, President of the Delta Dore Group

The year 2023 was marked by a cyclical slowdown in the construction and renovation market. However, **the energy transition remains a top priority**. It is supported by the growing need for households to reduce their energy bills and the need to reduce the carbon impact of housing.

The importance of taking action in areas such as home heating and cooling is well established. Consumers need to take control of their own energy consumption to move **towards greater energy efficiency without sacrificing comfort**.

To support them and meet this growing demand for energy management solutions, our Group is investing in its Brittany plant to increase its production capacity.

On a wider scale, we also welcome the European Commission's "Fit for 55" initiatives, which aim to make Europe climate-neutral by 2050. In particular, the revision of the EPBD Directive on the energy performance of buildings, which sets new, more ambitious energy performance requirements for new and renovated buildings and encourages Member States to renovate their building stock.

At every level, we are well on the way to achieving that all-important carbon neutrality!

Today, more than ever, **our CSR commitment and low-carbon strategy are a major challenge for our Group**.

As an integral part of our global strategy, they are embedded in all our company processes and involve all our stakeholders: our employees, our customers, our suppliers and our region. **This collaborative approach leverages both our economic performance and our commitment to society and the environment**. It is a demanding process of continuous improvement, and for us, it is a long-term commitment.

CSR is also a fundamental part of our growth ambitions, supported by the "Smart Ignition" strategic plan launched in 2018. Its aim is to position us as a major player in the energy transition in Europe by 2030, with sales of 400 million euros. Once again, this year, the four pillars of this plan (innovation, conquest, talent, and performance) are illustrated by strategic projects led by committed employees.

The implementation of this plan, combined with the market's growing awareness of the need for an energy transition, gives us confidence in our ability to meet this challenge and achieve our ambitions for sustainable growth.



Delta Dore Executive Board
From left to right: Pascal Portelli, President of the Group / Frédéric Kurkjian, CEO / Guillaume Etorre, CEO / Claire Rostren, Administration and Finance Director



Creating sustainable value

Interview with Samuel Tanné, System, Security and Environmental Quality and CSR Manager at Delta Dore, and member of the CSR and Compliance reporting committee.

As a CSR pilot at Delta Dore, you lead an in-depth reflection on sustainable development in the company.

In your opinion, what makes your CSR approach unique?

As a player in energy transition, we want to give priority, meaning and coherence to social, societal and environmental issues. We seek to address economic and CSR aspects in a well-balanced way. Because priority CSR themes go hand-in-hand with the challenges faced within our industry, relating, for instance to product offering, competitiveness, innovation and customer satisfaction, our approach is intricately related to our vision, strategy and business development plan.

“Taking CSR issues into account in the Group's management is a source of long-term growth and also contributes to improving employee well-being and commitment to the company”.

How does the CSR approach fit in with the company's strategy?

Our CSR strategy is an integral part of our overall strategy: we are aligning the company's management policy with our CSR priorities. That is why our approach is applied across all levels and processes within the company. Our activities are enhanced, on a profound level, by new requirements resulting from CSR and associated tools aiming to develop our practices, with all those concerned, namely customers, employees, suppliers, local authorities, etc. The measures implemented are used as levers to improve both economic performance and CSR. This task involves continuous improvement... and requires patience.

Is it also a guarantee of sustainable growth?

We firmly believe that incorporating social, environmental and societal issues into the company's management policy is a driving force for long-term growth and development. Because, beyond the regulatory base and the reduction of the environmental impact, CSR also provides keys to improve employees' well-being, develop their skills, strengthen the energy efficiency offering, develop eco-design, promote circular economy, boost best practices, decarbonise our activities and those of our customers etc. As a lever for progress for the company, our CSR approach transforms Delta Dore's culture and actions, with a view to improving our overall performance.

OUR COMMITMENTS

We are fully committed to the UN Global Compact. This encourages us to adopt and promote an ethical, socially responsible and environmentally friendly attitude.

At the end of 2023, we began the process of obtaining recognition of our decarbonisation ambitions from the SBTi (Science Based Targets initiative) to obtain recognition of our greenhouse gas emission reduction targets.

In addition, the latest evaluation of our CSR practices by ECOVADIS gave us a score of 78/100, putting us in the top 2% of companies in terms of CSR.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Chapter I: our Group at the heart of energy transition

Our ambition

To become a major player in energy transition

Building on our 50-year commitment to positive energy efficiency, our Group is continuing its efforts to meet the challenge of the energy transition.

Today, **needs are changing with the emergence of new uses** (electric cars, photovoltaic panels, etc.), rising energy tariffs, and a favourable regulatory environment encouraging households to adopt heating control solutions.

The Group intends to **seize these major opportunities** and continue its support to help private customers make energy savings while preserving their comfort.

To become the European leader on the smart home market in 2023

Our group is already very well positioned in France, and we are particularly keen to strengthen our position in Europe. The challenges posed by the energy transition offer very promising prospects.

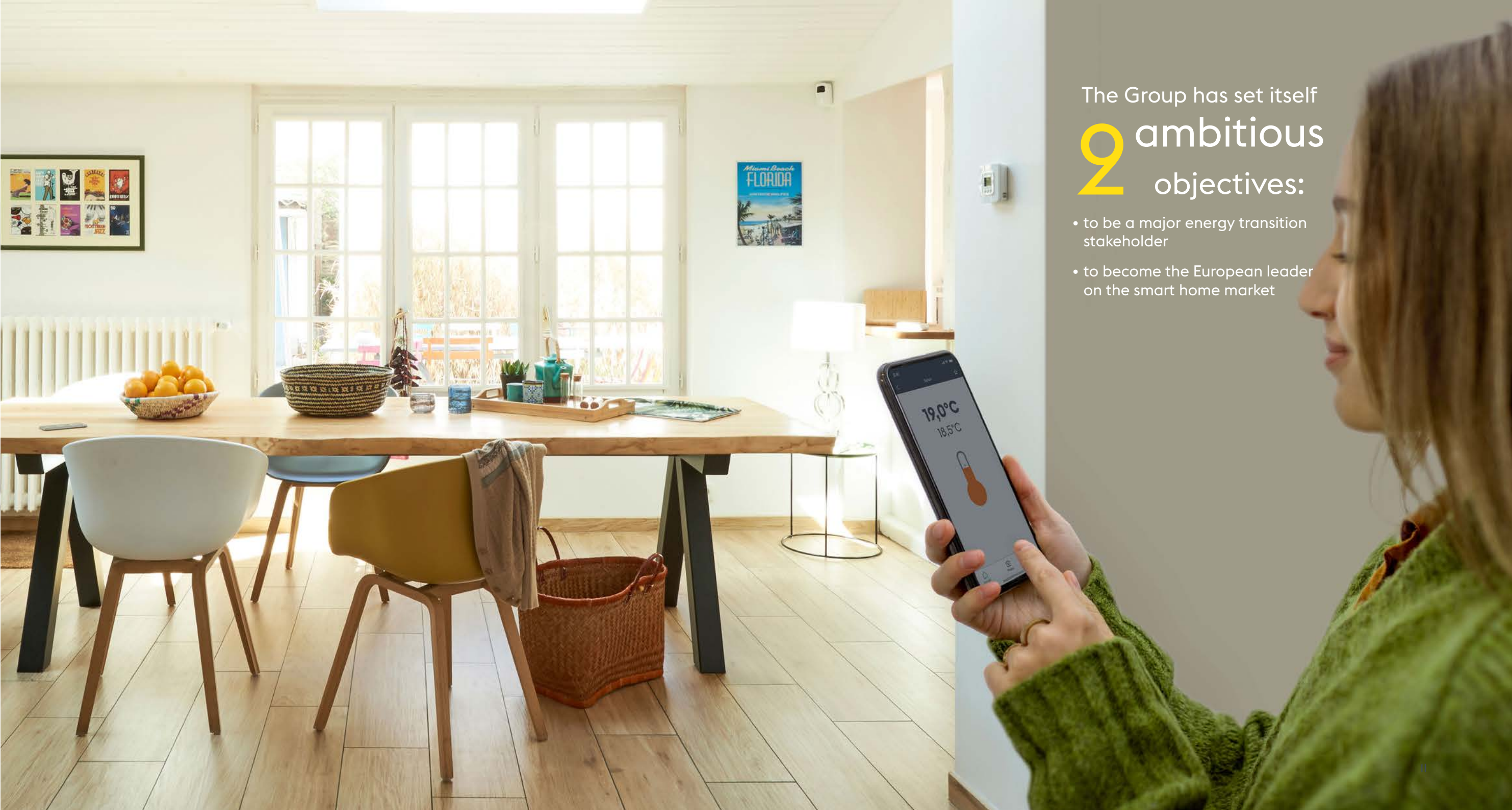
As part of our **conquest strategy, we launched the HomePilot consumer brand**, targeting DIY enthusiasts. It is available via online retailers in Europe. With this launch, we are strengthening our presence on the European market alongside our professional brands, Delta Dore and Rademacher.

Our ambitions for conquest are accompanied by major innovation projects, such as the "Home Energy Manager", which orchestrates all the new energy uses in the home, and the integration of the Matter protocol, which permits interoperability between all the brands on the market.

The Group has set itself

2 ambitious objectives:

- to be a major energy transition stakeholder
- to become the European leader on the smart home market



The issues surrounding the energy transition

To limit climate change, humanity must significantly and quickly reduce its greenhouse gas (GHG) emissions so as not to exceed the absorptive capacity of the Earth's oceans and biosphere. This is what is known as "carbon neutrality". It is therefore necessary to make a transition towards their more careful use and the development of renewable energies, in order to reduce GHG emissions and anticipate future shortages.

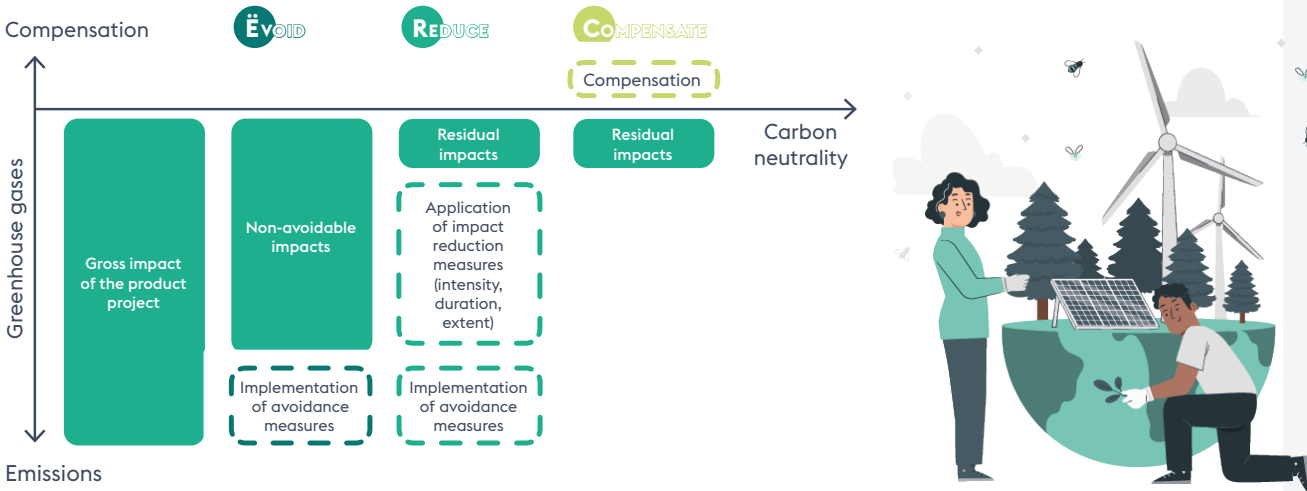
The energy transition is one response to the challenges presented by climate change and the depletion of fossil energy resources.

In France in 2021, the carbon footprint per person is estimated at 8.9 t CO₂e*.

In order to achieve carbon neutrality by 2050, we must limit our footprint to 2 T of CO₂e per person per year.

How to implement this transition?

By applying the ERC doctrine, which consists of AVOIDING impacts upstream of our projects (purchasing, construction, travel, etc.), then REDUCING the remaining impacts by using the most responsible solutions possible and finally, COMPENSATING for unavoidable impacts.



* Source: Ministry of Ecological Transition and Territorial Cohesion website

OUR CONVICTION

- We put technology to work for people, enabling them to reduce their energy consumption and impact.
- We are investing in solutions that go beyond merely optimising energy consumption, playing a role similar to that of an orchestra conductor in the home, and increasingly encompassing intermittent energies and storage.
- We combine digital technology with artificial intelligence to integrate and control renewable energies, manage loads (such as electric vehicles) and optimise water consumption.
- As an industrial company, we must set an example and continue our efforts to minimise the environmental impact of our solutions.



Delta Dore is a family business founded during the oil crisis of the 70s, and based on the conviction of its founders that ...



We cannot waste the planet's resources with impunity.

Joël & Monique Renault, founders of Delta Dore

First oil crisis:
offer for thermal management

Building control: heat pump, windows, blinds, hot water tank, etc.

Controlling new uses: photovoltaic production, auto-consumption, electric vehicle charging, storage, etc.

Worldwide, the construction and building industry represents 35% of energy consumption and 38% of CO₂e* emissions.

As a key market player, we have a role to play. We are clear on the challenges facing society and have chosen to move proactively towards new models. That's why we want to engage everyone in **positive energy efficiency** by building a new narrative: a more sustainable way of life where saving energy goes hand-in-hand with living better.

What solutions are possible within the home?

- Insulate using the best possible techniques.
- Refurbish with equipment that uses renewable energy.
- Maintain equipment to ensure it continues to perform at the highest level.
- Offset unavoidable carbon emissions.



Solutions currently offered by Delta Dore

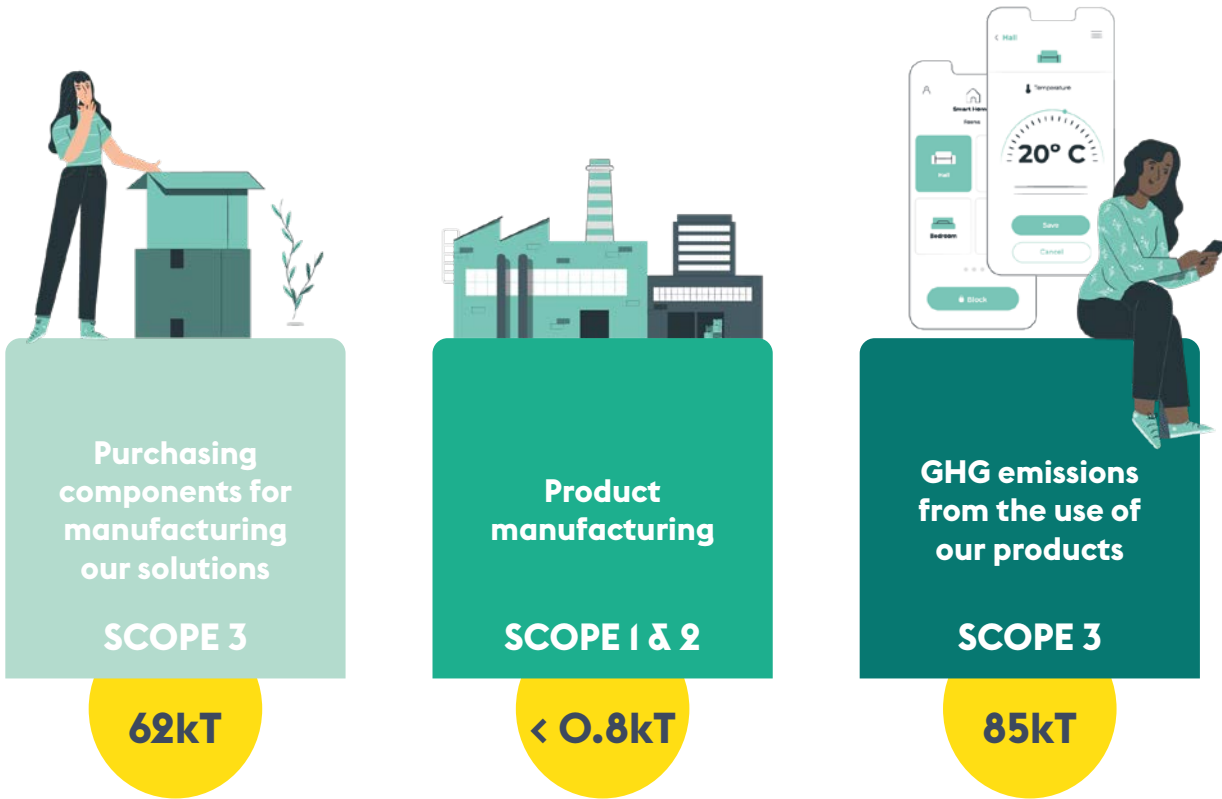
- Understand your consumption in order to improve habits.
- Regulate energy-consuming equipment.
- Enabling the eradication of electricity consumption.
- Integrate the management of new uses such as electric vehicles, energy production, auto-consumption and storage.
- Exploit thermal inertia in buildings.
- Upgrade installations with wireless solutions that require no additional work.

Source : 2020 assessment of the Global Alliance for Buildings and Construction (GlobalABC)

Our carbon assessment

An essential first step in the decarbonisation process

In 2023, we repeated the greenhouse gas (GHG) assessment exercise for scopes 1, 2 and 3. This assessment highlights both the upstream impact of sourcing components and designing Delta Dore products, and the downstream impact of their use.



"Delta Dore aspires to be a model in its low-carbon approach. Every day, our uncompromising choices demonstrate our unwavering commitment to the energy transition."

Frédéric Kurkjian,
Managing Director



OBJECTIVES*

- 2030 : - 42 %
- 2050 : - 90 %

Indicator:

- Total GHG emissions in kTCO₂eq

Years	Emissions **	Target
2022	222	n.a
2023	148	187
2024	-	181
2025	-	215
2026	-	248



* Based on the reference year 2022, on the intensity of our emissions in relation to sales.

** The overall uncertainty of the carbon footprint is estimated at 10%.

Roadmap to decarbonisation

A low-carbon strategy using the ACT method

As part of our commitment to reducing our greenhouse gas emissions, we implemented our low-carbon strategy in 2023 using the ACT (Assessing low-Carbon Transition) method.

This rigorous approach has enabled us to define a detailed action plan to decarbonise our activities, with a particular focus on reducing indirect emissions (scope 3), including both upstream and downstream emissions. Our long-term goal is to help limit global warming to 1.5 degrees, in line with the objectives of the Paris Agreement. With this in mind, at the end of 2023, we made a commitment to the SBTi (Science Based Targets initiative) to validate our decarbonisation trajectory, demonstrating our determination to act responsibly and proactively in the face of the climate emergency.

Our levers are as follows:



Chapter 2

Our value system, our business model & our solutions for eco-responsible housing



Energy management



Security



Lighting control



Managing the smart home

Roller shutter control



Our SOFT values

Four values for a strong corporate culture

Delta Dore has developed a solid corporate culture to accelerate its strategic transformation project. This culture takes form via a shared foundation, built on four values and known as **SOFT**: Simple, Open, Focused, Trusted.

These values express their identity and unite around a common vision and spirit. They enable everyone to understand how the we are pursuing our ambitions and building our future. Each of our values is reflected in every Delta Dore project and guides all of our actions, both internally and with external partners.

Simple:

Our future is designed with simplicity in mind.

We inspire our customers with easy-to-use solutions that simplify their daily lives.

Internally, we favour simplicity in our working methods. We value simplicity and transparency in human relations.

Open:

Our future is enhanced by openness.

We design open solutions for scalable connected housing.

Internally, we are open to international cultures and to new working methods. We look outside the box and adopt an enthusiastic approach to transform challenges into opportunities.

Focussed:

our future is built on clear choices.

We are improving the experience of our customers, by thinking and acting from their perspective.

Internally, we prioritise our efforts based on clear choices. We are proactive and solution-orientated.

Trusted:

Our future is rooted in trust.

We build solutions and trusting relationships with our customers and partners.

Internally, we encourage initiative and decision-making. Our feeling of belonging is rooted in respect and commitment.

SIMPLE

Our future is designed with simplicity



OPEN

Our future is amplified by openness



FOCUSED

Our future is energized by clear choices



TRUSTED

Our future is rooted in trust



Our business model

Our solutions for eco-responsible housing

Our business model is based on a strong use value: contributing to the energy transition while improving everyday comfort, with smart, accessible and easy-to-use solutions that meet the needs of daily life.

Our raw materials:

The products manufactured by Delta Dore use the following resources:

- electronic components,
 - printed circuit boards,
 - plastics, especially for mechanical enclosures.
- Depending on their type, our products operate on batteries, alkaline or lithium.

The nature of our products also requires cardboard packaging and paper inserts.

Our energy dependency is mainly related to the electricity we use for our manufacturing processes and heating, ventilation and air conditioning systems.

In addition, we use gas to heat certain rooms.

Our prevention of environmental risks and pollution

The induction process for new employees makes it possible to increase everyone's environmental awareness and to transmit the best practices to be implemented.

Expectations in terms of contribution to Quality, Safety and Environment are an integral part of each employee's job description.

Our site in **Bonnemain** (France), an electronic assembly unit, is not subject to any ICPE* classification (Installations Classified for the Protection of the Environment), and we are subject to declaration under section I85. The site has also been awarded the "Vitrine Industrie du futur" (Future Industrial Showcase) label.

Our logistics site in **Tinténia** (France) is subject to declaration under section I5IO.

The **Revin** site (France) is subject to declaration under sections 256O and 29IO.

Our **Rhede** (Germany) electronics assembly unit is not subject to any specific requirements.

In our new designs we carry out life cycle assessments (LCA), using life cycle impact modelling tools such as EIME that allow us to take a multi-criteria approach.

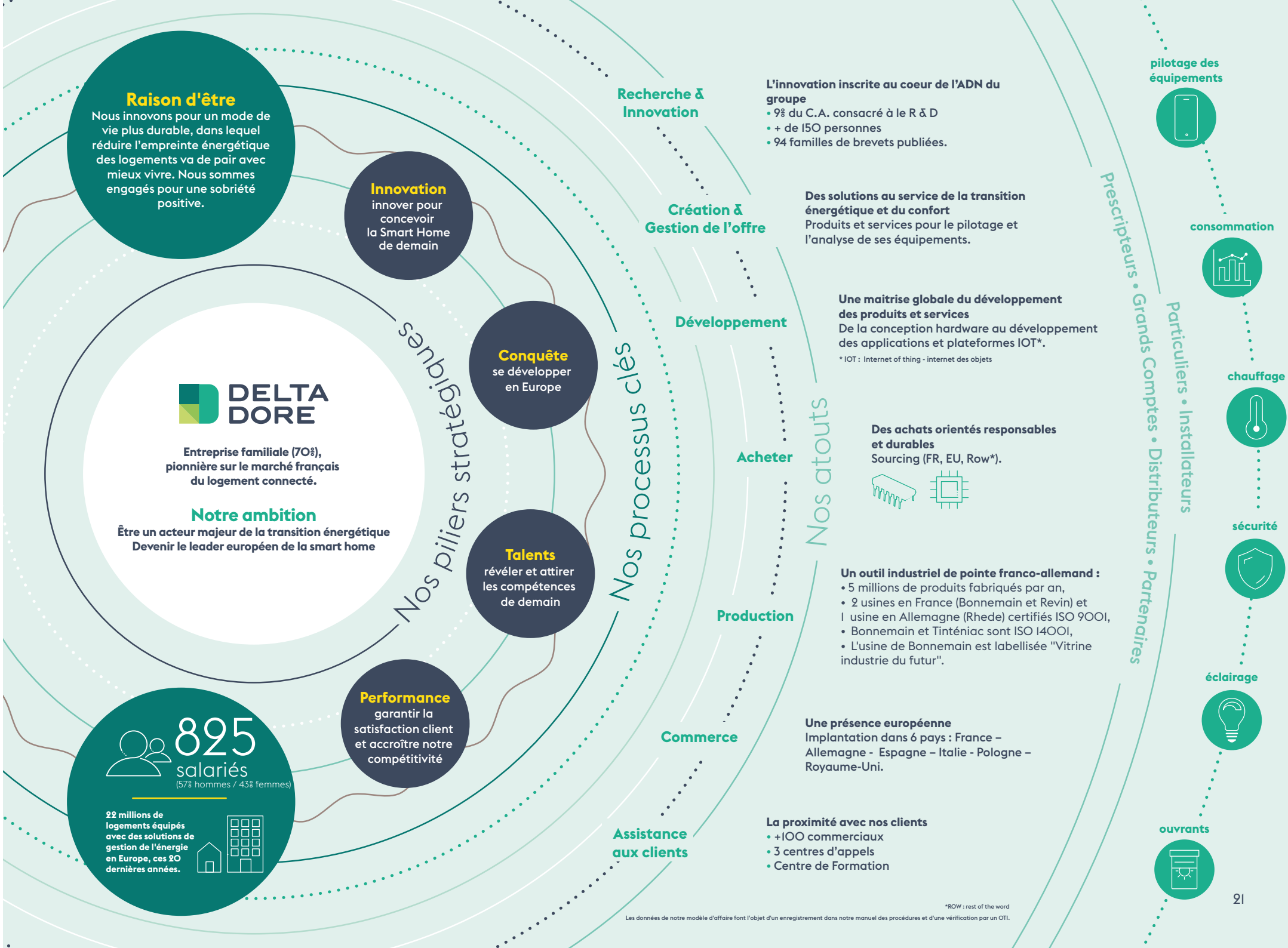
Delta Dore is committed to respecting the requirements applicable to its activities, products and markets.

Our products are Electrical and Electronic Equipment (EEE) for residential and commercial applications. As such they are subject to all European directives, or regulations and their applicable standards as follows:

- Electromagnetic compatibility (EMC),
- Low Voltage (LV),
- Wireless (RED),
- Waste Electrical and Electronic Equipment (WEEE),
- Hazardous Substances (ROHS),
- Power consumption (EuP),
- Chemical substances contained in products (REACH) and SCIP (Substances of Concern In articles as such or in complex objects (Products))
- General Data Protection Regulation (GDPR).
- The Sustainable Development Goals (SGD) defined by the UN.
- The Carbon Border Adjustment Mechanism

Our markets and customers also require that our equipment complies with requirements such as thermal regulations (RT2012 and RE2020) and the DPEB (Energy Efficiency Directive for Buildings).

*ICPE: Any industrial or agricultural operation likely to create risks or cause pollution or nuisances, particularly for the safety and health of local residents, and included in the nomenclature of classified installations due to their activities or the substances stored or used, is a classified installation. The nomenclature of classified installations makes installations subject to an authorisation or declaration regime depending on the importance of the risks or inconveniences that may be generated



Simple, robust and open solutions for energy efficiency

Delta Dore has mastered cutting-edge technologies and formed a number of partnerships with a view to offering a wide range of solutions for managing energy and comfort. Accessible, interoperable and easy-to-use products that address everyday concerns.

A pioneer in home automation in the 1980s, Delta Dore has recognised expertise in the control of energy and comfort management equipment. As a pioneer in digital technology, the Group has established itself as a key player in smart home solutions.

Delta Dore has built its reputation on the robustness and reliability of its technologies, which have made the brand's success and allowed it to place its offerings at the opposite end of the scale of programmed obsolescence. Its ranges meet all the needs of European users, without technical barriers. In a digital world full of hopes and questions, our solutions give occupants the capacity to control their home safely.

The Group has earned the trust and loyalty of its users and installers alike thanks to the scope, relevance and quality of its offer.

As the reference brand for French electricians and plumbers, Delta Dore establishes privileged relationships with many players in the smart housing sector and develops networked solutions with major manufacturers and service providers.

The Rademacher brand is also used in Germany by professional customers.

Recently, the group launched a consumer brand (HOMEPILOT) for DIY* enthusiasts in Europe to address the whole market.

The next big step will be our compatibility with the new "Matter" communication protocol, which enables connected smart home accessories to interact with each other regardless of their brand.

* DIY: Do It Yourself

Our areas of expertise

Smart Home Professional: 46% of turnover

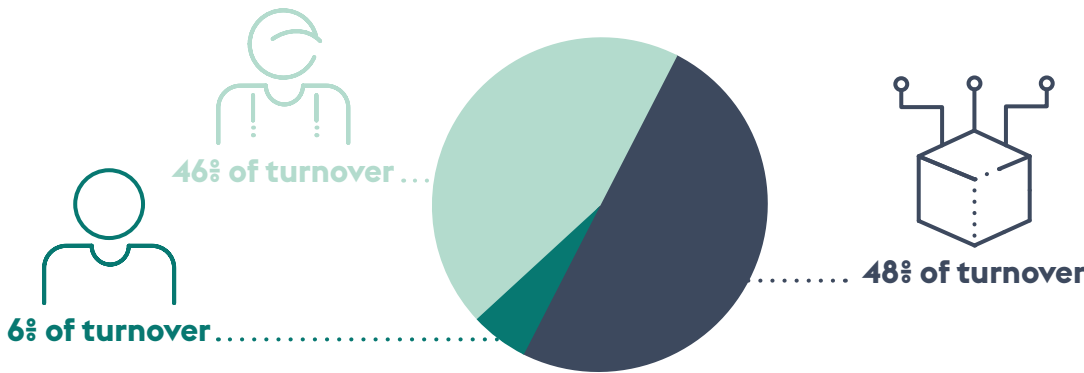
- A complete range of smart solutions installed by professionals in the homes of private customers, increasing their comfort while saving energy and securing their homes: energy management, shutters and doors, lighting, alarm systems, single application to manage these use cases within the home.

Consumer Smart Home: 6% of turnover

- A more concentrated, easy-to-install product range, marketed via e-commerce and aimed at private customers who want to install their own equipment and take their first step into the world of the smart home.

Smart IoT Solutions: 48% of turnover

- A product range aimed at all professionals within the home sector (builders, developers), enhanced with support for the digital transformation of their ranges of products & services.
- Tailored range consisting of IoT products, an application and a platform aimed at industrial partners (boiler, radiator, roller shutter, window manufacturers, etc.) and service providers (energy operators, banks, insurance companies, etc.), to enhance their range of device and connectivity management solutions.

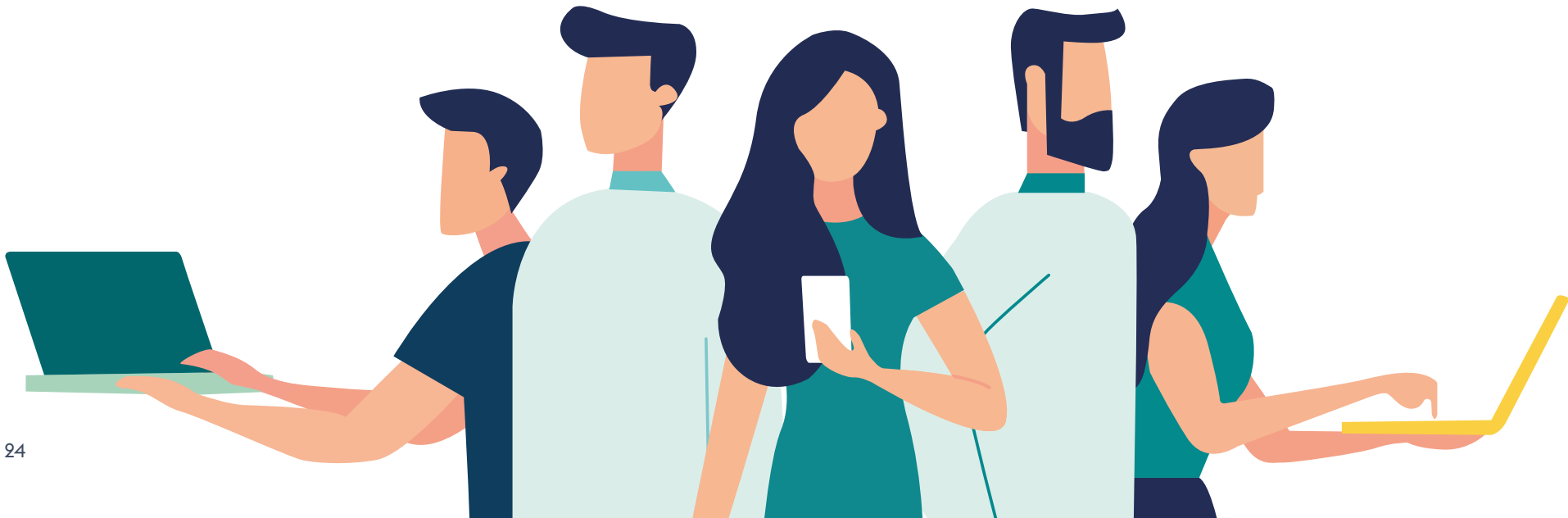


DELTA DORE IS:

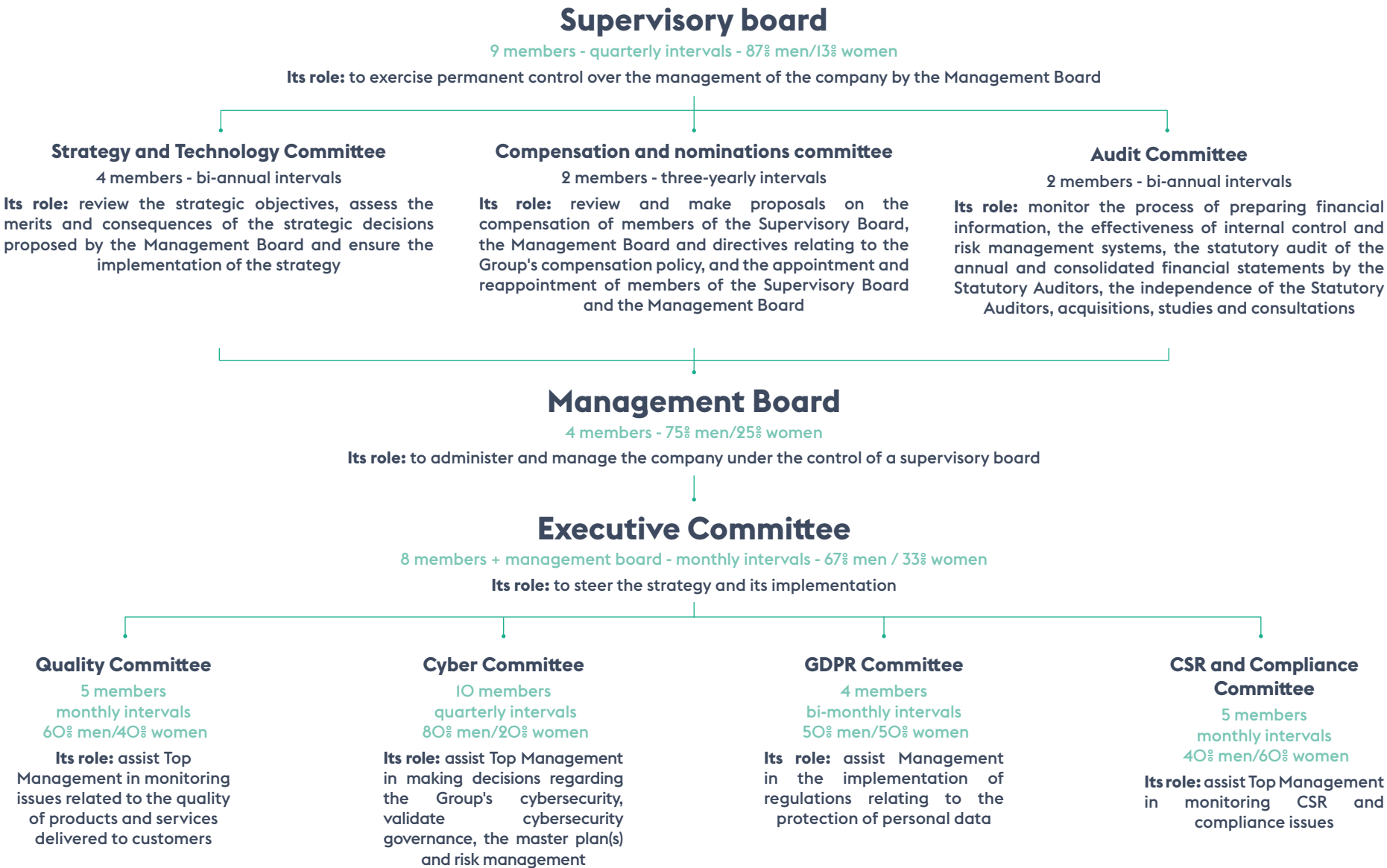
- 22 million homes equipped with energy management solutions in Europe over the last 20 years.
- 5 million products per year manufactured in the 3 production sites in France and Germany.
- Established in 6 European countries: France - Germany - Spain - Italy - Poland - United Kingdom, and sold in more than 30 countries.

A demanding and tailored mode of governance

Delta Dore's governance is based on several decision-making and operational entities that work together to define strategic orientations, and to ensure their implementation and their management. Their rules and operating procedures comply with the principles of accountability, integrity and transparency.



DELTA DORE'S GOVERNANCE BODIES



CSR MANAGEMENT AT DELTA DORE

Stakeholders

Employees - Distributors - Key accounts - Installers - Institutions - Partners - Individuals - Specifiers, etc.

Departments & Services

Purchasing - Consumer BU - Key Accounts BU - Professional BU - Communication & Brand Identity - Cybersecurity - Finance - Industry & Logistics - IT - Quality Systems/Environment/CSR, Research & Development - HR - Customer Services - Strategy & Technology

CSR Committee

Management Board - Legal Service - HRD - CSR Officers

R&I

Stakeholders contribute to the prioritisation of issues by expressing their priorities through the materiality analysis and participating in the deployment via their interactions with Delta Dore.

The Departments & Services ensure the implementation of the CSR policy, and provide the necessary promotion and impetus for the approach within their area of responsibility via the steering of the processes for which they are responsible.

The CSR Committee provides governance for the CSR approach within the company. It leads the deployment of the approach in the company and consolidates the progress indicators. It facilitates the process and the implementation of CSR initiatives.

Delta Dore's management team draws up and validates the Group's CSR strategy.



Chapter 3

Our strategic priorities and risks



Valentine and Erwan on the production lines at the Bonnemain site - Brittany - France

Smart Ignition,

Our strategic plan

Our strategic plan focuses on four key areas aiming to achieve our development ambitions and contribute to the energy transition. They also make it easier to share our corporate strategy internally and to focus our attention on the main risks that could hinder the company's development.

1. Innovation

Innovating for positive energy efficiency.

Every day we strengthen our expertise in energy management, innovating for positive energy efficiency, and thus optimising the use of energy, while preserving living comfort in homes. We are committed to making the smart home accessible to all, strengthening brand interoperability and home upgradability by opening up to standard protocols. We apply our innovation to help people, by designing increasingly smooth user journeys on our mobile applications. Finally, we are strengthening the eco-design of our products by working to reduce their size, and by adopting materials and technologies that reduce their carbon footprint.

2. Conquest

To become the European leader on the smart home market

To increase our scale, we are accelerating our development within Europe, particularly in France, Germany, Spain and Italy, with the ambition of becoming the leader in the smart home market. We are developing our presence within the fast-growing e-commerce channel. Lastly, we are committed to strengthening our proximity to customers, by supporting our sales teams and deploying new and dedicated digital tools.

At the same time, we are stepping up our compliance drive.

3. Talents

Giving our employees the resources to meet all challenges.

Our talents are our greatest asset. We strive to unite our teams by sharing our corporate strategy and our social and environmental challenges. We are implementing an empowerment policy to ensure that employees are both key players and drivers of Smart Ignition's success. The objective is to mobilise and unite them in a sustainable manner, around the group's common values. What's more, we support our employees in their professional development through training, a mobility policy and specific projects to promote well-being and health in the workplace.

To attract new talent and skills, we actively communicate externally to promote our

commitments and corporate culture. We are also building partnerships with prestigious schools and universities to attract the best talent.

4. Performance

Aiming for excellence to boost investment and reduce our impact.

Staying competitive depends on the efficiency and effectiveness of every part of the company. This approach to performance is not limited to production processes. It also relies on the adoption of a new mindset, an agile approach to change and the ability to adopt new methods. This enables us to support digital transformation and improve customer satisfaction.

Our overall performance is inextricably linked to our environmental performance. We have embarked on an ACT programme to define our own low-carbon strategy and reduce our environmental impact. Our actions include an energy efficiency plan, a waste recovery plan, the development of eco-design and responsible purchasing and the controlled reduction of greenhouse gas emissions across the entire value chain of our activities.

Great progress in the roadmap

In 2018, Delta Dore launched its project Smart Ignition, using a detailed road map that includes implementing cross-functional projects that allow the progressive achievement of the objectives of each of its strategic focuses and decarbonising our activities.

We are continuing with projects from our strategic plan. The major achievements of the SIGN programme are noted in the issues on the following pages, identified by an icon **SIGN**.



- Intelligent multi-energy management
- Integration of renewable energy sources & electric vehicles
- Openness to protocols via Matter
- Systematic eco-design



- Growth within Europe
- Development of our new BtoC brand
- Gaining market share in multi-family and social housing
- Excellent customer support



- Employer attractiveness
- Staff development
- Encouraging employees to be environmentally responsible
- A unique corporate culture



- Industrial excellence in France and Germany
- Aligning our financial and environmental performance

Identifying the CSR risks so as to better control them

Delta Dore's system for managing extra-financial risks is based on:

- Respecting legal and regulatory requirements.
- Risk analysis in line with international CSR standards (notably ISO 26000), with regard to their potential impact on stakeholders, society and the environment.
- The implementation of a double materiality, with the participation of Delta Dore's internal and external stakeholders, and the involvement of the entire management committee and employees.
- Management of these risks through appropriate action plans.
- Performance indicators to measure the achievement of objectives.
- Regularly updating our risk analysis to reflect changes in our activities and value chain.

This system is managed by the CSR Committee, under the supervision of the Management Committee.

These CSR risks are associated with our issues. The issues are driven by our internal processes. Our processes ensure the implementation of progress plans by providing the necessary resources.

Consulting with our stakeholders to improve our understanding of their expectations.

To build its materiality matrix, Delta Dore assessed the priority CSR issues following a consultation process with all its internal and external stakeholders: employees, customers, suppliers, communities, financial institutions, schools, etc.

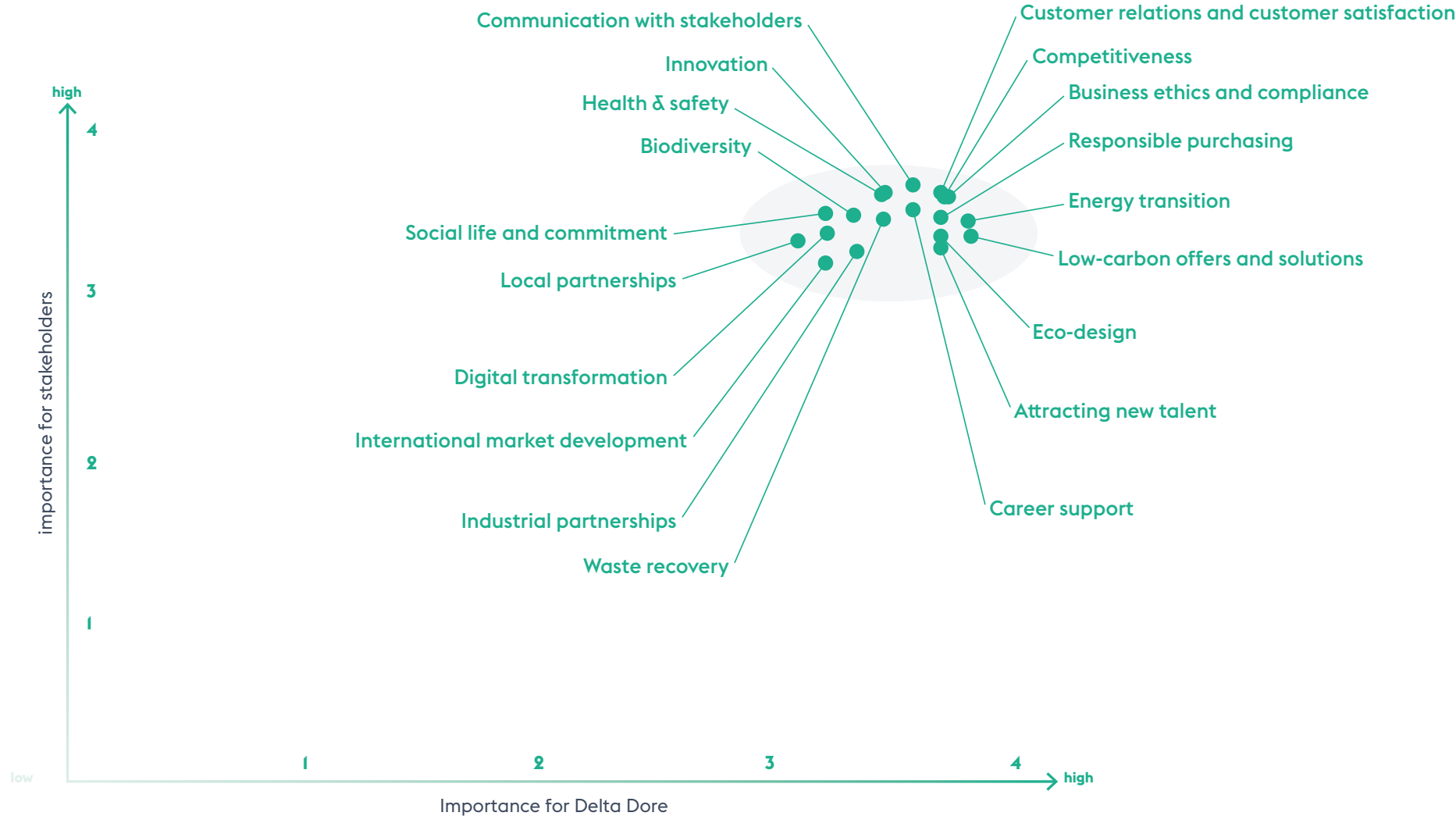
This exercise allows us to collect stakeholders' expectations and helps to identify risks.

Delta Dore has decided to submit business issues to its materiality analysis. This choice is in line with the desire to integrate CSR into the Group's strategy and management. These issues are not covered in the rest of the document.

A wider range of stakeholders surveyed for the new materiality matrix



Delta Dore Group materiality matrix (updated 2023)



In 2023, we updated our materiality matrix by asking our various stakeholders, both internal and external, about our CSR challenges. The small difference between the results obtained confirmed the interest, relevance and high expectations for all our issues.

Our main CSR risks

The main CSR risks identified are the result of the synthesis of the materiality matrix and the risk analysis carried out internally, and are validated by the Delta Dore management committee. Our ACT "Step by Step" approach enabled us to confirm the risks we had identified in our previous analysis.

Theme	Description of risk	Potential impacts on stakeholders and the environment	Potential impacts for Delta Dore	Measures taken by Delta Dore to limit risks, developed in the following challenge areas:
ENVIRONMENTAL	Risks relating to the impact of our activities and the life-cycle of our products on climate change.	• Worsening effects of climate change (natural disasters, extreme weather, impacts on water resources and crops, etc.).	• Financial impact (impairment of group assets) • Impact on Group image	• Energy transition • Eco-design • Responsible purchasing • Sustainable innovation
	Risks relating to the scarcity of natural resources associated with their use in our products and services	• Unavailability of resources, shortage • Price increases	• Increase in material costs • Supply difficulties	• Sustainable innovation • Eco-design • Responsible purchasing • Waste recovery
SOCIAL	Risks related to non-development or loss of skills	• Loss of employability • Stress and loss of commitment if there is no prospect of development • The digital divide	• Loss of key competencies • Loss of employee commitment	• Career support • Digital transformation • Talent attraction • Social life and commitment
	Risks of not guaranteeing the health and safety of our employees	• Injuries • Occupational illnesses • Burn-out	• Financial impact • Legal impact if employer responsibility • Impact on Group image	• Career support • Health & Safety • Diversity and discrimination • Communication with internal stakeholders
SOCIETAL	Risks relation to not fulfilling requirements (legal, normative, contractual)	• Damage to the interests of stakeholders (customers, suppliers, government, employees, etc.)	• Legal impact • Financial impact (loss of customer confidence) • Impact on Group image	• Responsible purchasing • Business ethics and compliance • Industrial partnerships • Customer satisfaction and customer relations

Delta Dore contributes to the Sustainable Development Goals



Delta Dore is reaffirming its commitment to the United Nations Global Compact and is reporting on its progress regarding four fundamental principles:

- respect for human rights
- respect for working standards
- the battle against all forms of corruption
- respect for the environment

(cf. annexe: Correspondence table with the IO principles of the United Nations Global Compact)

Having signed up in 2021, we are proud to have achieved "active member" status in 2022.

OBJECTIFS DE DÉVELOPPEMENT DURABLE

Delta Dore is committed to contributing to these SDGs and to participating in their achievement through their integration into our CSR strategy.

The SDG Action Manager¹ tool enabled us to assess our contribution to the 17 SDGs. We then linked our CSR challenges to the corresponding SDGs.



SDG Action Manager¹: a tool designed to measure an organisation's impact and contribute to the United Nations' Sustainable Development Goals (SDGs) in the 2030 Agenda, based on the principles of the United Nations Global Compact.

Chapter 4: Our responsible commitments

A continuous improvement approach for all

The structured identification of priority CSR risks makes it possible to report on Delta Dore's extra-financial performance while inspiring the company's strategy. On a daily basis, our Group endeavours to address major issues in order to transform and enhance their impact at all levels of the company and beyond, supported by key performance indicators.

Our key performance indicators have been validated by mutual agreement with the Independent Third Party Organisation.

Our risk reduction measures are broken down by issue, within each of our strategic pillars.

Innovation

Sustainable innovation

Eco-design**

Energy transition

Offer/service*

Conquest

Customer relations and satisfaction
(No contribution to the SDGs)

International growth*
(No contribution to SDG)

Industrial partnerships

Business ethics and compliance

Talent

Talent attraction

Career support

Training

Communication with internal stakeholders

Social life and commitment

Health and safety protection

Diversity and discrimination**

Performance

Responsible purchasing**

Digital transformation

Waste recovery**

Competitiveness*
(No contribution to SDG)

Business issue not discussed in this document ** Issue selected outside materiality, in response to the mandatory themes of Article L225-IO2-I
The mandatory themes of Article L225-IO2-I are discussed in "Our results and impacts".



Laëtitia at our 4.O factory in Bonnemain - Brittany - France



The Tywell Control interface, from our eco-designed bioclimatic range

Innovation pillar

How does our innovation approach contribute to controlling our impact?

Delta Dore has an ambitious innovation plan, focused on digital technology and the optimisation of user paths, to advance the conception and design of its products, applications and services. It will lead to a differentiated offering in energy efficiency, innovative services and global, integrated and decarbonised solutions.

Promoting sustainable innovation

The issue at stake

Designing tomorrow's flagship solutions to reduce energy impacts, individual comfort and future uses. As such, the interoperability of our offer with that of other market players is essential to ensure the sustainable growth of the smart home.

Our commitment:

Bring the customer experience at the core of our considerations. Delta Dore strives to maintain consistency between the technologies deployed and the needs of increasingly demanding users.

What we have achieved this year:

- SIGN** • We are pursuing our research programme with the CEA (French Alternative Energies and Atomic Energy Commission) to develop control algorithms to promote energy-efficiency and optimise comfort.
- SIGN** • We have applied for a patent on the management of roller shutters which reduce discomfort during hot spells and limit the need for air conditioning. Our approach, based in particular on weather forecasts, allows us to manage shutters in advance. Users can choose the best compromise between comfort and energy savings.

SIGN

- Studies have been carried out looking into solutions for managing and optimising electric vehicle charging. These studies have led to us applying for two supplementary patents, allowing us to position ourselves, so we are ready for the next generation of home management systems.

SIGN

- As an active member of the Connectivity StandardsAlliance (CSA) we started developing of our first Matter products.

Indicator

- Number of patent families published

2023	Targets			
	2023	2024	2025	2026
94	n.a	102	115	129

Developing eco-design

The issue at stake

Integrating criteria from the design phase of a product that reduces its environmental impacts at each stage of the life cycle and promotes sustainable development, from the extraction of its raw materials to the end of its life.



Our commitment:

To increase the proportion of eco-designed products and services by focusing on several levers:

To reduce our use of non-renewable materials, we will replace them with more recycled materials, increase the recyclability of products, extend product life, and limit the impact of use.

What we have achieved this year:

SIGN

- We have drawn up our Prevention and Ecodesign Plan.

SIGN

- We systematically take a low-carbon approach when determining our design choices.
- We apply the rules of the PEP Ecopassport PCR edition 4 programme, a reference for product environmental declarations in line with the RE2020 requirements, which details the environmental declaration procedures for electrical and electronic equipment. This new edition enables the application of international standards in European format while incorporating the European Commission's PER (Product Environmental Footprint) requirements.
- We participated in the development of a collective PEP for roller shutter motors.

- We provide life cycle analyses (LCAs) to our key account customers who request them and collaborate with our suppliers to integrate their LCAs.

Indicator

- Percentage of Delta Dore brand turnover covered by a PEP

KPI

Targets				
2023	2023	2024	2025	2026
70,3%	70%	75%	80%	85%



Developing our contribution to energy transition

The issue at stake

Climate change, depletion of natural resources, etc. - controlling our energy consumption is a core challenge of the 21st century.

Energy transition refers to the set of changes that must be made to adopt a more environmentally friendly model, while reducing our energy consumption. It is a question of moving from a consumption mainly based on the use of fossil fuels (oil, natural gas, coal, etc.) to a consumption where renewable energies (solar, wind, biomass, etc.) play a predominant role in the energy mix. Energy transition has many impacts:

- Economic: reducing energy dependence, creating employment and increasing competitiveness
- Social: controlling energy prices to fight fuel poverty
- Eco-friendly: reduce greenhouse gas emissions and reduce all environmental and health impacts.

Our commitment

In addition to our major commitment to limiting energy consumption in homes, Delta Dore is more broadly committed to contributing to the energy transition. Since 2018, the energy transition has been an integral part of the group's vision and ambition, and a strategic Smart Ignition project has been specifically launched.

What we have achieved this year:

SIGN

- During the sustainable development weeks, a number of initiatives were organised to raise employee awareness of the need to reduce our carbon footprint, including a carbon footprint game and awareness-raising communications on mobility and digital pollution. The second Carbon Footprint Challenge enabled around forty participants to calculate their individual carbon footprint.

SIGN

- In 2023, our ACT Step-by-Step approach came to an end after 14 months of work involving nearly 30 employees in 7 major workshops. These workshops explored a range of themes, from our long-term vision and business model to decarbonising our production and mobility, innovation, suppliers, customers, and stakeholders. In all, nearly 200 ideas emerged for reducing our carbon footprint, leading to the identification of 25 decarbonisation projects. ADEME provided 50% of the funding for this initiative.

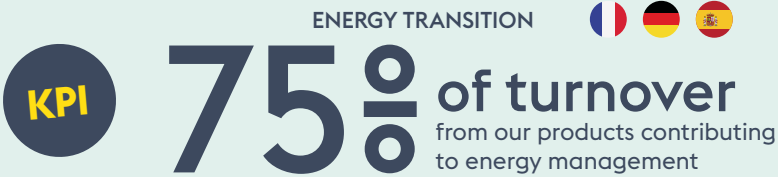
Indicators

- Percentage of revenue from products contributing to the energy transition

Targets				
2023	2023	2024	2025	2026
75%	n.a	76%	79%	80%

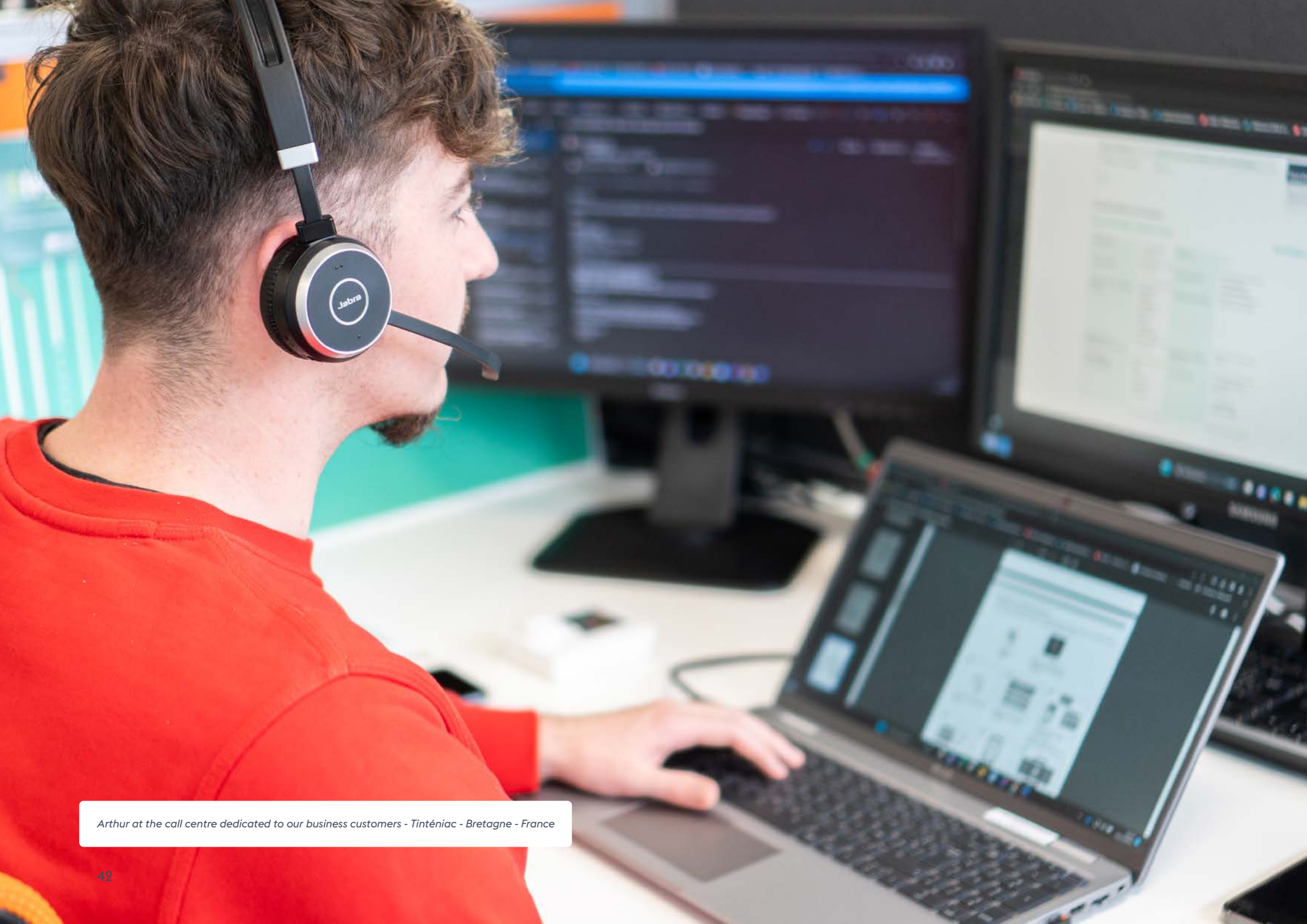


Innovation pillar: key indicators



Contribution of the pillar to SDG:





Arthur at the call centre dedicated to our business customers - Tinténiac - Bretagne - France

Conquest pillar

Which winning strategy should be used for a responsible approach?

Delta Dore is continuing its drive to become the European leader in smart home solutions. The Group is stepping up its international expansion by ensuring that it grows ethically, sustainably, and respectfully throughout its value chain.

Strengthening business ethics and compliance

The issue at stake

We must conduct our activities ethically and responsibly, respecting fundamental rights and applicable regulations in all the countries in which we operate. Our duty is also to guarantee to our customers and users that their digital data is respected and protected.

Our commitment

We undertake to take all necessary steps to comply with our legal and regulatory obligations and to prevent the risks associated with any failure on our part or on the part of any of our stakeholders. Our regulatory monitoring is carried out by a dedicated committee, using specialised tools and external resources. The protection of personal data is a sensitive issue to which we are fully committed, particularly to guaranteeing its security. To this end, we take care to prevent malicious acts such as cyber-attacks by maintaining a high level of cyber-security.

What we have achieved this year:

- We have extended corruption risk training to the Rhede site in Germany while continuing to train new arrivals at other sites. A total of 48 employees received anti-corruption training in 2023.
- From the design phase, we incorporate specific security measures into our solutions: identification, authentication, and authorisation technologies, as well as encryption of exchanges.
- We work with our partners using standard subcontracting clauses to provide a framework for the management of users' personal data.
- Exercising users' rights enables us to test and improve our processing procedure. In 2023, we responded to 100% of requests within one month in accordance with the regulations.
- We have checked the compliance of our personal data processing and updated our register of processing operations for the Group's main activities.
- We have simplified our privacy policy on the processing of personal data relating to our products to make it more transparent.
- As part of our ongoing drive to protect our business, 260 employees have taken the 'Before you Click' training course to reinforce our cybersecurity reflexes.



Fostering industrial partnerships

The issue at stake

Focusing our efforts and resources to make solutions that are not currently compatible with Delta Dore's offer and encouraging the development of the smart home by multiplying exchanges and partnerships with all the players in the sector.

Our commitment

To increase the business volume with partners who are developing solutions that are compatible with ours.

What we have achieved this year:

- We have continued our prescription sales campaigns to promote the Tywell bioclimatic range and Tymoov motors, which comply with the RE2020 standard.
- We have won major projects in the Heating, Ventilation, and Air Conditioning (HVAC) sector, particularly heat pumps, to support our key account customers.
- We have launched a number of forward-looking Home Energy Management projects in France and abroad involving distributed load shedding, metering and photovoltaic management.

SIGN

SIGN **Developing customer relations and satisfaction**

.....

The issue at stake

Customer relations and satisfaction are a strategic imperative and one of the foundations of our value creation and growth logic. Listening to our customers and fostering dialogue with them is fundamental to offering them solutions tailored to their expectations and fully satisfying them.

Our commitment

To meet this requirement, we deploy the human and technical resources necessary to gather our customers' and users' wishes, feedback, and expectations. These systems enable us to collect and use feedback to improve our products and solutions, benefiting our customers and users.

What we have achieved this year:

- In 2023, our Customer Care department, with a presence in 5 countries and a team of over 70 people, handled 256,890 interactions with our customers.
- Salesforce Omnichannel customer relations software was launched in September in France, Spain, Italy and the UK. This software allows us to centralise exchanges from the telephone, e-mail, chat and e-shop in our current CRM, giving us a 360° view of customer needs. A remote video assistance tool is also now in place.
- We have harmonised our customer satisfaction indicators (NPS and CSAT) for all Professional BU customers.
- The study to improve the S&OP process (sales and operations planning) began in 2023 when we prioritised the acquisition of a planning tool. The project, which should help improve our customer service levels, is still ongoing and is scheduled for completion in 2025.

- We are continuing the project to overhaul our websites, with the aim of bringing them online in 2024. This new system will enable us to better address and inform our end customers, as well as offering our business customers a dedicated space and content.

Indicators

- Quality of smart home service

	2023	Targets				
		2023	2024	2025	2026	
Consumer	89%	> 85%	> 85%	> 85%	> 85%	🇫🇷
Professional	82%	> 85%	> 85%	> 85%	> 85%	

	2023	2023	Targets			
			2024	2025	2026	
Consumer & Professional	70%	n.a	85%	85%	85%	🇩🇪

Conquest pillar: key indicators

Satisfaction
“Quality of Service”

Smart Home Consumer: 🇫🇷
89%

Smart Home Professional: 🇫🇷
82%

Smart Home Consumer & Professional: 🇩🇪
70%

Contribution of the pillar to SDG:





Part of our logistics team in Tinténia - Brittany - France

Talents pillar

How to support talents and develop their social well-being?

Delta Dore is committed to meeting the aspirations of its employees, which are its greatest value. We are conducting a managerial project designed to engage and involve them on a long-term basis around our common project of transformation and value creation, driven by a unique and unifying corporate culture, reconciling performance and well-being at work. Delta Dore is proud, for the fifth consecutive year, to be among the 500 best employers for 2020 in France, published by Capital.

Attracting talent

The issue at stake

We want to be able to count on the best skills to support our growth issues and ensure the sustainability of Delta Dore.

Our commitment

To promote our jobs, develop our image and our appeal to schools and potential candidates, and to attract the best profiles.

What we have achieved this year:

SIGN

- To raise the profile of our jobs and create future vocations, we have carried out 11 initiatives in collaboration with Delta Dore partner schools. Firstly, we welcomed Centrale Supélec, ENSIBS and BTS Melec to our premises for factory visits. We have also offered students the chance to work on specific R&D projects, particularly around electric vehicles.
- As a Made in France company, we make it a point of honour to promote the industrial trades. As part of the ESOS project run by INSA Rennes to raise teachers' and students' awareness of industrial issues, we presented our company at two forums. In addition, every year during Industry Week, we invite groups of local secondary school pupils to visit our Bonnemain plant, which has been awarded the Industrie du Futur (Industry of the Future) label.

SIGN

- Valuing the talent that makes the group successful is the common thread running through our employer brand. We highlighted more than 150 employees through testimonials in our internal publications during the year. Externally, we showcased our talent, recruitment and school relations through 35 dedicated publications on the Delta Dore Group LinkedIn page.
- In 2023, 11 employees joined us on the recommendation of an employee via our co-optation process.

Indicators

- Staff turnover in conjunction with resignations

2023	Targets				FR	DE	ES
	2023	2024	2025	2026			
4,1%	< 5%	< 5%	< 5%	< 5%			

Supporting careers

The issue at stake

Helping our employees to maintain and develop their skills so that they can progress in their careers and move within the group through vertical or horizontal mobility. Guaranteeing professional fulfilment, developing talent and strengthening commitment.



Our commitment

We encourage the professional development of our employees by expanding their skills through internal and external training schemes and making it easier for them to apply for jobs offered by the group.

What we have achieved this year:

SIGN

- Each year, we carry out a talent review by the Executive Committee, backed by a succession plan for employees with strategic skills.

SIGN

- Developing and growing within the group is in Delta Dore's DNA. As a result, in 2023, 33 employees benefited from an internal promotion (managerial position within their business activity or transversally, increase in expertise and associated recognition).

SIGN

- Every two years, employees are invited to complete a "managerial diagnosis," which enables their manager to obtain a "cross view" of their skills and their fit with the company's values. This compass enables managers to adapt their actions and develop their skills according to the needs of the team.

SIGN

- Our sector is evolving! To support our employees, a skills upgrade on the theme of robotics has been organised for 2023. In addition, to establish a common understanding of the MATTER communication protocol, we organised an online event led by expert employees. It brought together 139 employees from all over Europe. Finally, to strengthen our internal skills in energy management (heating/cooling) in housing, we carried out a wide-ranging audit of 291 employees in 80 areas of expertise. The results obtained have made it possible to define a plan for increasing expertise, which will be rolled out in 2024 to around one hundred employees, enabling Delta Dore to strengthen its position in these areas.
- More than 127 French and German employees have taken language skills courses to improve working relations between the various European sites.

Indicators

- Percentage of employees promoted out of average annual workforce

Targets				
2023	2023	2024	2025	2026
4,1%	> 5%	> 5%	> 5%	> 5%

- Percentage of positions filled internally

Targets				
2023	2023	2024	2025	2026
23%	> 5%	> 5%	> 5%	> 5%

- Percentage of employees who have received training

Targets				
2023	2023	2024	2025	2026
79%	> 75%	> 75%	> 75%	> 75%

Communicating with internal stakeholders

The issue at stake

Maintaining good communication with internal stakeholders, while respecting mutual listening, to better take into account their expectations and defuse conflicts. As Delta Dore's driving force, internal stakeholders are directly involved in the Group's dynamics and performance. This dialogue may cover any subject of common interest relating to the company's economic and social policy.

Our commitment

To ensure the quality of the dialogue established with employees and their representatives, through regular information on Group news, meetings with employee representative bodies and annual individual reviews between employees and managers. Delta Dore involves employees in the organisation of work and the layout of their workstations, particularly in terms of ergonomics.

What we have achieved this year:

- During their annual performance review, employees rated their satisfaction with the organisation and their working conditions. Based on the results, we deployed an action plan aimed at reinforcing the identified areas for improvement.

- To communicate our core news, unite our talents around a common strategy and give them a direct link with management, we are offering our employees:

- the opportunity to take part in a quarterly online or face-to-face event sharing our key advances. Available in French, English and German, Employee News gives everyone the chance to put a question live to the various

members of the Management Committee at the end of the event.

- Once a year, the strategy seminar brings together around a hundred employees from all over Europe to take part in workshops on key issues.

- We carry out regular surveys to ensure that social ties are maintained, that information about the Group's various activities is properly passed on, thereby encouraging employee commitment.

Indicator

- Percentage of employees satisfied with internal communication

Targets				
2023	2023	2024	2025	2026
93%	> 95%	> 95%	> 95%	> 95%

Developing social life and commitment

The issue at stake

Promoting the development and involvement of our employees by developing motivating incentive schemes, in terms of profit-sharing, wages, social benefits, managerial culture, etc. Quality of work life and the search for a better balance between professional and personal life are fundamental to retaining our talents.

Our commitment

Develop employee engagement by activating several levers. In particular, we regularly check the consistency of our compensation with market practices. We also aim to improve the balance between professional and personal life by encouraging teleworking in particular.

What we have achieved this year:

- Uniting our employees around meaningful issues and causes is key for our Group. 233 employees across Europe took part in the sixth edition of the walking challenge, which aimed to provide financial support to a young para-cyclist in his race for the 2024 Paralympic Games. The first year of Gatien Le Rousseau's sponsorship was financed thanks to the 20,000 km covered.

- Since 2019, employee share ownership has involved and motivated all employees collectively around the company's financial performance and through a Delta Dore share fund available in the company savings plan.

- To involve our employees in the Group's strategy and keep them up to date with its news, the Chairman sends them monthly videos.

- We also promoted the environmental action of our partner Team for The Planet through a dedicated communication sent to our employees and in a LinkedIn post.

- To create links with our sports-loving employees based in Brittany, we coordinated the participation of around thirty employees in five sporting events.

- To help our employees reconcile family and professional life, we financed around twenty crèche places in 2023.

- In a further initiative, we welcomed 18 children of employees looking for a work placement of less than two months for periods lasting from a few days to several weeks.

Indicator

- Percentage of overall employee satisfaction

Targets				
2023	2023	2024	2025	2026
82%	> 80%	> 80%	> 80%	> 80%

Protecting health and safety

The issue at stake

Improve our occupational health and safety performance by combining prevention policy, human resources and financial resources in a continuous improvement approach to enable our employees to operate safely and reliably.

Our commitment

Lead and develop a safety culture to reduce the occupational risks inherent in our business (electrical, road, chemical or fire), by involving and raising awareness among our teams about prevention and well-being at work. We are working hard to continue improving working conditions and workstation ergonomics.

What we have achieved this year:

- To raise employee awareness of the impact of their lifestyle on their physical health, a training programme, including practical workshops at their workstations, has enabled 47 of our manufacturing and logistics employees to better understand their working posture and prevent physical risks.

- Every year, we take advantage of the Quality of Life at Work months to raise awareness among our employees of health issues relating to their work and good interpersonal relations.

- Every two years, we carry out a psychosocial risk (PSR) assessment among our employees in France to obtain an overview of PSR and identify our strengths and areas for improvement. Following the 2023 assessment, two working groups were set up to enable volunteer employees to take part in defining action plans.

- To help prevent high-risk situations and provide effective assistance in the event of a workplace accident or illness, 12 employee volunteers received first-aid training, and 74

others updated their skills.

Indicators

- Frequency of work-related accidents

Targets				
2023	2023	2024	2025	2026
8,12	n.a	n.a	n.a	n.a

- Severity rate of work-related accidents

Targets				
2023	2023	2024	2025	2026
0,50	n.a	n.a	n.a	n.a

- Absenteeism rate

Targets				
2023	2023	2024	2025	2026
4,5%	< 5%	< 5%	n.a	n.a

Promoting diversity and combatting discrimination

The issue at stake

As an international group, our diversity is our strength. We are convinced that this is a strength, both when it comes to overcoming challenges facing the company as, and with regard to employees' development. Alongside physical health, we consider mental and social health to be paramount and believe they must be protected, preventing any form of discrimination or harassment.

Commitment

We defend a policy of equality and respect, where no distinction based on various grounds, such as age, gender, religion, ethnic or social origin, sexual orientation, disability, etc., is tolerated. We expect all our employees, managers and partners to apply these principles,

thereby promoting mutual respect and fairness. We prohibit the use of discriminatory language and the dissemination of inappropriate content within our group.

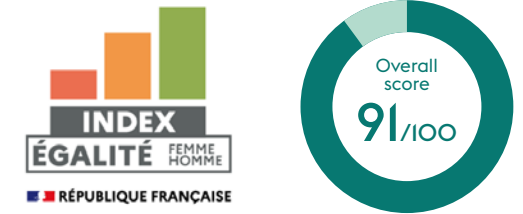
We attach great importance to the application of these principles and ensure that everyone is transparent, objective and respectful at all stages of recruitment, induction, task allocation and conflict management.

We will always apply ZERO tolerance to discrimination and inappropriate behaviour. We expect all our employees and partners to comply with these fundamental principles.

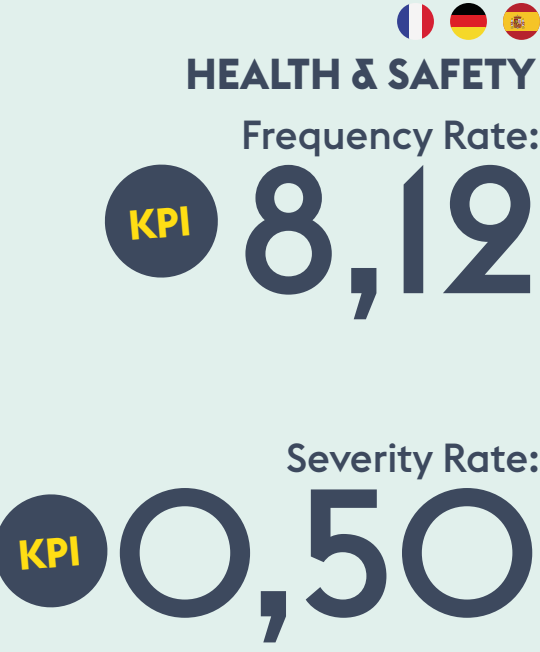
What we have achieved this year

- For the first year, we supported Gatien Le Rousseau, a disabled athlete, on his journey towards the 2024 Paralympic Games. A sponsorship with a top-level sportsman whose values resonate with those of our group and whose commitment and perseverance are an example to us all.
- For the second year running, we continued to use the simulation recruitment process (without CVs) to recruit our temporary production staff. 60 candidates who had missed out on employment were able to take part in this recruitment test.
- As part of our policy of zero tolerance of all forms of violence, harassment and sexist behaviour, the group regularly raises awareness among its employees through communications and videos, for example, to explain what to do in the event of inappropriate behaviour.

Gender Equality in the Workplace Index



Talent pillar: key indicators



Percentage of employees who have been promoted or changed jobs: 4.1%.

Percentage of positions filled internally: 23%

Percentage of overall employee satisfaction: 82%

Rate of satisfaction with internal communication: 93%

Absenteeism rate: 4.5%

Gender Equality Index: 91/100

Contribution of the pillar to SDG:





Charlène at the machines unit - Bonnemain, Brittany, France

Performance pillar

How can we improve performance by making better use of our resources?

Delta Dore aims to sustainably increase its performance and investment capacity. The quest for performance is not limited to productive processes. Above all, it is a question of a Group-wide mindset, accompanied by the implementation of new methods to optimise resources while adopting a responsible approach. They also facilitate the identification of the most promising projects and create both economic and societal value.

Taking action to ensure responsible purchasing

The issue at stake

Reducing the risks associated with undignified working conditions and environmental impact through a sustainable purchasing policy, which favours exemplary suppliers who share our CSR values (respect for rights, control of environmental impact, and business ethics).

Ensuring, through controlled sourcing and traceability, so that the risks pertaining to the environment and human rights violations associated with the extraction and refining of raw materials used in the manufacture of our electrical and electronic equipment (minerals, precious metals and rare soils) are reduced.

Our commitment

We encourage our suppliers to incorporate eco-design into their solutions to minimise their environmental impact throughout the value chain, including at their suppliers' sites. This means optimising transport, encouraging waste reduction and recycling, promoting energy sobriety, and committing to sustainable production practices in line with the Paris Climate Agreements.

We ask all our suppliers to respect human and labour rights, preserve the environment and guarantee business ethics. We invite them to adhere to our Purchasing Charter, which was drawn up in accordance with the Universal Declaration of Human Rights, the ten principles of the UN Global Compact, and the fundamental conventions of the International Labour Organization.

We require any relevant supplier to be able to meet its information and traceability obligations for substances subject to regulation (ROHS exemptions, SCIP identifiers, tantalum, tungsten, tin and gold supply) in accordance with the European Union "Conflict Minerals" Regulations 2017.

We ban the use of minerals from areas of armed conflict or high-risk areas.

What we have achieved this year:

- SIGN** • We have developed our criteria for monitoring our suppliers' sustainable development performance by stepping up our requirements in terms of their carbon footprint and the reduction of their carbon emissions.
- SIGN** • We have put in place specific monitoring of our suppliers' alignment with our decarbonisation strategy.
- SIGN** • We are committed to providing training in responsible purchasing (2024).



Indicators

- Suppliers who have signed the Purchasing Charter

Targets					FR
2023	2023	2024	2025	2026	
86%	> 80%	> 80%	> 80%	> 80%	

KPI

- Sustainable Development suppliers' performance

Targets					FR
2023	2023	2024	2025	2026	
74,8%	> 80%	> 80%	> 80%	> 80%	

Supporting digital transformation

The issue at stake

Embrace new digital applications and integrate digital technologies, to decompartmentalise communication between our services and with our partners, promote a collaborative approach, increase agility and improve our competitiveness. To succeed, we give priority to supporting the skills development of our employees, in order to guarantee their employability.

Our commitment

To ensure maximum customer satisfaction, develop collaborative working and support users in adopting new tools to improve the efficiency of all our processes.

What we have achieved this year:

- We have implemented a new cross-functional customer management solution covering the entire customer journey, strengthening our Salesforce CRM tool for customer care.
- We have retained our provisions for teleworking for up to three days a week.

Improving waste recovery

The issue at stake

Combat the risk of depletion of natural resources, prevent climate change and reduce environmental impact. To achieve this, we must reduce and manage the waste generated by our businesses in a global and sustainable way, from its collection to its recovery by recycling, composting and energy transformation, but also participate in the eco-contribution of our packaging, printed materials and Electrical and Electronic Equipment (EEE) under the Extended Producer Responsibility (EPR).

Our commitment

To improve the effectiveness of our waste reduction, sorting, and recovery measures. Delta Dore works closely with its suppliers to avoid unnecessary packaging that creates unnecessary waste. We pay particular attention to the optimal recovery of all our waste, with the installation of appropriate outlets. We ensure that we choose service providers with recognised know-how and compliance with applicable regulations, and rely on the commitment of our employees and their compliance with our sustainable waste management rules.

What we have achieved this year:

Bonnemain - Tinténia - Revin site

- We have continued our efforts to ensure that our products are as recyclable as possible.
- We have optimised the consolidation of waste to reduce the volume of containers and the number of collections.
- We use Track déchet (FR), in accordance with regulations, to ensure the traceability of hazardous waste.

Rhede site

- As part of our continuous improvement approach, we have removed the foam padding from a large number of packs
- We now prefer to print out instructions for operators on paper.
- We have done away with the quick use guides inside the packaging.
- User manuals are available online.

Indicator

- Rate of waste material recovery

2023	Targets				
	2023	2024	2025	2026	
73,4%	> 80%	> 80%	> 80%	> 80%	

Performance pillar: key indicators



RESPONSIBLE PURCHASING

Suppliers' performance in sustainable development

74,8% KPI

Percentage of signatories to the Purchasing Charter: 86%.

WASTE RECOVERY

Rate of waste material recovery

73,4% KPI

Contribution of the pillar to SDG:



Conclusions and perspectives

With this 6th CSR report, we highlight our achievements in extra-financial performance, which result from our commitments and the contributions of our employees. 2023 marks the culmination and formalisation of Delta Dore's decarbonisation strategy.

We would like to thank all those who contribute to these results and who trust us to continue to create sustainable value in everything we do.

We would like to sincerely thank all stakeholders, internal and external, for their active contribution. Without their involvement, the actions implemented would not have the impact we seek to give them. We would also like to thank the process pilots for the extent of the conversion work they carry out within their respective activities. Finally, we would like to thank all those who participated in the production of the indicators and content of this report.

Based on a risk-based approach, the process of alignment with the Global Compact and its breakdown into Sustainable Development Goals (SDGs), the coherence and improvement presented in this document provides a better understanding of Delta Dore's policies. This strategy promotes the deployment and achievement of our objectives. It is united around increasing the company's sustainable and perennial performance and backed by listening to our stakeholders.

Delta Dore is committed to pursuing this path of progress and the implementation of its CSR actions. In particular, the group plans to maintain its approach and its reporting scope to its significant entities.

This report is intended for our current and future stakeholders and employees, to provide them with transparent information regarding the extent of our collective achievements and to outline our ambitions.

In this way, we contribute to a better sharing and understanding of our corporate social responsibility practices.



Employees at our German site - Rhede, Germany

Our results and impacts

We make the link between the 3 CSR pillars and our issues. These are recalled in inverted commas below:

I - Social

Collective agreements concluded within the company and their impact on the company's economic performance and on employees' working conditions:

- “Communication with internal stakeholders”
- “Developing social life and commitment”
- “Protecting health and safety”

In 2022, company agreements were signed on gender equality in the workplace, as well as on the management of jobs and career paths.

Actions against discrimination

- “Promoting diversity and combatting discrimination”

Promoting diversity

- “Promoting diversity and combatting discrimination”

Measures taken in favour of people with disabilities

- Integration of objectives promoting the employment of people with disabilities with our temporary employment agency.
- Delta Dore's green spaces are maintained by a work-based disabled integration enterprise (ESAT)

Actions to promote the Nation-Army link and support commitment to the reserves

- In 2023, we have no specific policy on this issue.

Actions to promote the practice of physical and sporting activities:

- “Developing social life and commitment”
- “Protecting health and safety”

2 - Societal

Societal commitments to sustainable development

- “Promoting sustainable innovation”
- “Developing our contribution to energy transition”
- "Strengthening business ethics and compliance
- “Improving customer satisfaction and customer relations”
- “Taking action to ensure responsible purchasing”

3 - Environmental

Effect on climate change of society's activity and the use of the goods and services it produces:

- “Extending eco-design”
- “Promoting sustainable innovation”
- “Developing our contribution to energy transition”

Circular economy:

- “Extending eco-design”
- “Taking action to ensure responsible purchasing”
- “Improving waste recovery”

Fight against food waste:

- The company restaurant offers employees the option of adapting the portions according to their needs, in order to limit food waste.

Fight against food insecurity

- This issue has not been identified as a priority.

Respect for animal welfare

- This issue has not been identified as a priority.
- Delta Dore's activities do not involve any exploitation or use of animals.

Responsible, fair and sustainable food

- “The company restaurant is partly supplied by local producers and includes products from organic farming.”

ITO Report (RSM Paris):

Independent third-party report on the consolidated declaration of extra-financial performance featured in the Group management report - (period ending 31 December 2023)

To the shareholders of DELTA DORE FINANCE SA,

In our capacity as a professional auditing body, designated as a third-party body for your group (hereinafter "entity"), and accredited by COFRAC (Comité d'Accréditation Français [French Accreditation Committee]; Cofrac accreditation validation/verification no. 3-1861, scope available at www.cofrac.fr), we undertook work aiming to formulate a reasoned opinion expressing a conclusion offering moderate assurance, based on historic information or information extrapolated from the consolidated Statement of Extra-Financial Performance, prepared in accordance with the entity's procedures (hereinafter the "Reporting Criteria"), for the period ending 31 December 2023 (hereinafter the "Information" and the "Statement" respectively), presented in the group's management report, in accordance with the provisions of articles L. 225-102-I, R. 225-105 and R. 225-105-I of the French Commercial Code.

Preparation of the Statement of Extra-Financial Performance

The lack of a generally accepted and commonly used frame of reference or established practices that can be drawn on as a means by which to evaluate and measure the information enables the use of different, yet acceptable measurement techniques, which can affect the ability to draw comparisons between the entities and over time.

As a result, the information must be read and understood by referring to the Reporting Criteria, of which the relevant elements are presented in the Statement.

Limitations inherent to the preparation of the information associated with the Statement

The information may be subject to a degree of uncertainty inherent in the state of scientific knowledge, and to the quality of the external public data used (e.g. greenhouse gas emission factors, sectoral climate trajectories, etc.) Some information may be affected by methodological choices, hypotheses and/or assumptions made with a view to establishing said information, and presented in the Statement (e.g. the reporting scope, extrapolations made regarding energy consumption, reported scope 3 greenhouse gas emissions, etc.)

Responsibility of the entity

It is the responsibility of the Management Board:

- to select or establish appropriate criteria for the preparation of information;
- to prepare a Statement in accordance with legal and regulatory requirements, including a presentation of the business model, a description of the main extra-financial risks, a presentation of the policies applied in relation to these risks and the results of these policies,

including key performance indicators, as well as the information stipulated in article 8 of (EU) regulation 2020/852 (green taxonomy);

- and to implement the internal controls that it deems necessary for the preparation of information that does not include significant anomalies,, such as those stemming from fraud or as the result of errors.

The Statement has been drawn up, applying the aforementioned entity Reporting Criteria.

Responsibility of the designated independent third-party body

It is our responsibility, on the basis of our work, to formulate a reasoned opinion expressing a conclusion based on moderate assurance on:

- the compliance of the Statement with the provisions of Article R. 225-105 of the French Commercial Code;
- the accuracy of the information provided pursuant to 3° of I and II of Article R. 225-105 of the French Commercial Code, namely the results of policies, including key performance indicators, and actions, relating to the main risks, hereinafter the "Information".

As we are required to formulate an impartial conclusion regarding the information, as prepared by the management, we are not authorised to be involved in the preparation of the said information, as this could compromise our impartiality.

It is not for us to comment on the following:

- the entity's compliance with other applicable legal and regulatory provisions (in particular with regard to the information stipulated by article 8 of (EU) regulation 2020/852 (Green Taxonomy), the due diligence plan and the fight against corruption and tax evasion);
- the accuracy of the information specified in article 8 of the (EU) regulation 2020/852 (green taxonomy);
- the compliance of products and services with application regulations.

Regulatory provisions

Our work described below has been carried out in accordance with the provisions of articles A. 225 I et seq. of the French Commercial Code, which determines the terms and conditions under which a third party organisation conducts its mission, in accordance with the verification programme.

Impartiality and quality control

Our impartiality is defined by the provisions of Article L. 822-II-3 of the French Commercial Code. In addition, we have implemented a quality control system that includes documented policies and procedures to ensure compliance with applicable laws and regulations.

Nature and scope of work

We have planned and implemented our work, taking into account the risk of significant anomalies in terms of information.

We believe that the procedures that we have implemented while exercising our professional judgement allow us to formulate a conclusion expressing moderate assurance.

Our work is performed in accordance with an audit programme and the associated specified requirements relating to auditing.

- we have reviewed the activities of all the entities included in the scope of consolidation and the description of the main risks;

- we have assessed the appropriateness of the Reporting Criteria with regard to its relevance, completeness, reliability, neutrality and understandability, taking into account, where appropriate, best practices in the sector;
- we verified that the Statement covers each category of information provided for in III of Article L. 225-IO2-I with regard to social and environmental matters;
- we have verified that the Statement presents the information provided for in II of Article R. 225-IO5 when relevant to the principal risks and includes an explanation of the reasons for the absence of the information required by the second paragraph of III of Article L. 225-IO2-I;
- we have verified that the Statement presents the business model and a description of the principal risks of all entities included in the scope of consolidation, including, where relevant and proportionate, the risks created by its business relationships, products or services, and the policies, actions and results, including key performance indicators relating to the principal risks;
- we have consulted the documentary sources and conducted interviews in order to:
 - assess the process of selecting and validating the main risks and the consistency of the results, including the key performance indicators selected, with the main risks and policies presented, and
 - corroborate the qualitative information (actions and results) presented in Appendix 2 that we considered most important. Our work was carried out at the level of the consolidating entity and within a selection of entities;
- We have checked that the Statement covers the consolidated perimeter, i.e. all the entities included in the consolidation perimeter in accordance with Article L. 233-I6 with the limits specified in the Statement;

- we have examined the internal control and risk management procedures implemented by the entity and have assessed the collection process aimed at ensuring the completeness and accuracy of the information;
- for the key performance indicators and other quantitative results that we considered most important presented in Appendix I, we implemented:
 - analytical procedures consisting of verifying the correct consolidation of the data collected and the consistency of its evolution;
 - detailed tests on a sample basis, consisting of verifying the correct application of definitions and procedures and reconciling the data with supporting documents. This work was carried out with a selection of contributing entities, namely Delta Dore SA and Rademacher, and covered between 70% and 100% of the consolidated data selected for these tests;
- We assessed the overall consistency of the Statement in relation to our knowledge of all the entities included in the scope of consolidation.

Procedures implemented within the scope of a task with a moderate assurance audit are less extensive than those required for a reasonable assurance audit; a higher level of assurance would have required more extensive auditing work.

Methods and resources

Our work involved the skills of four people and took place between March and April 2024 over a total intervention period of two weeks.

We called upon our specialists the fields of sustainable development and societal responsibility to assist us in the execution of our tasks. We conducted 8 interviews with the people responsible for the preparation of the Statement.

Conclusion

Based on the procedures that we have implemented, as outlined in the "Nature and scope of the work" section, and the elements that we have collected, nothing has come to our attention that causes us to believe that the Statement of Extra-Financial Performance is not in accordance with the applicable regulatory requirements and that the Information, taken as a whole, is presented fairly in accordance with the Reporting Criteria.

Comments

Without calling into question the conclusion expressed above and in accordance with the provisions of Article A. 225-3 of the French Commercial Code, we make the following comments:

- Scope:
 - Some entities are not included because their contribution is not significant in terms of CSR issues. The entities included represent 98% of turnover and 98% of employees.
 - In June 2021, the Delta Dore group acquired the Rademacher group, which is based in Germany. Due to organisational difficulties, it was not possible to produce all the indicators for this scope.

Paris, 13/05/2024
The Independent Third Party Organization
RSM Paris
Amandine DUQUESNE
Head of CSR Department,
partner

Risks and Challenges	Quantitative indicators	Tested qualitative data
Talent	Indicators: <ul style="list-style-type: none">• Absenteeism rate• Percentage of employees satisfied with internal communication Key Performance Indicators: <ul style="list-style-type: none">• Turnover related to resignations• Percentage of employees who have received training• Frequency of work-related accidents• Severity rate of work-related accidents	<ul style="list-style-type: none">• “Forging a partnership with Brittany”• “Our new managers follow a training programme”• Disconnection agreement• “A CET has been set up”.• “Funding for crèche places”• “We are in the process of obtaining ISO45001 certification”• “Drafting the recruitment policy”
Innovation	Key Performance Indicators: <ul style="list-style-type: none">• Percentage of catalogue turnover covered by a PEP• Percentage of Delta Dore products' turnover that contribute to energy management• Number of active patent families	<ul style="list-style-type: none">• “Development of a “Conservation” or “Dissipation” strategy calculated based on weather forecasts”• “We have deployed a CPF catalogue detailing around forty eligible training courses”• Definition of the objective for the reduction of carbon emissions, coming into alignment with the ambitions of the Paris Agreement
Performance	Indicators: <ul style="list-style-type: none">• Percentage of suppliers who have signed the purchasing charter Key Performance Indicators: <ul style="list-style-type: none">• Rate of waste material recovery• Sustainable Development suppliers' performance	<ul style="list-style-type: none">• “Targeting and support actions for environmental impact reductions”• “We have identified reduction measures involving the installation of valves in the production areas”• AGECE Act: IDU
Conquest		<ul style="list-style-type: none">• “At the end of the year, we became members of the UN Global Compact”• “Information about the purpose of cookies”• Training on the SCIP regulation
Conquest	Key Performance Indicators: <ul style="list-style-type: none">• Total GHG emissions	

Summary table of indicators:

	Issues	Pillar	Indicator	Fra/ Spa	Grp	Fr/Spa	All	Grp²	Target				Coverage³		Comment(s)	Calculation method(s)
				2022		2023			2023	2024	2025	2026	Rates	Calculated on the basis of		
ENVIRONMENTAL	KPI Decarbonisation strategy		Total GHG emissions in kTeq CO2	n.a¹	222	n.a¹	n.a¹	148	187	181	215	248	100%	Consolidation of emissions according to scopes 1, 2 and 3 of the DELTA DORE Group's activities	Balance sheet impacted by changes in activity, energy mix of destination products	Bilan Carbone® method
	KPI Eco-design	I	% of Delta Dore brand turnover covered by a PEP	64%	n.a¹	70%	n.a¹	n.a¹	70%	75%	80%	85%	100%	Delta Dore brand turnover	No PEP for Rademacher. DD-brand scope excluding Home Pilot and Rademacher	Delta Dore brand turnover covered by a valid PEP during the sales month / Delta Dore brand turnover
	KPI Responsible purchasing	P	Sustainable Development suppliers' performance	76%	n.a¹	74,8%	n.a¹	n.a¹	> 80%	> 80%	> 80%	> 80%	72,6%	Of the total amount of purchases	Development of performance criteria linked to suppliers' carbon approach	Measurement as a percentage based on a questionnaire
	KPI Waste recovery	P	Rate of waste material recovery	79%	n.a¹	75%	67%	73%	> 80%	> 80%	> 80%	> 80%	100%	Tonnage of treated waste	Inclusion of the Rhede production site in the calculation of the indicator.	Evolution of the calculation: refined by the data provided by our service provider for the treatment of hazardous waste
BUSINESS		C	SQ SH consumer	75%	n.a¹	89%	n.a¹	n.a¹	> 85%	> 85%	> 85%	> 85%	100%	French calls	Objective achieved	Number of calls handled / number of calls made in the year
		C	SQ SH pro	82%	n.a¹	82%	n.a¹	n.a¹	> 85%	> 85%	> 85%	> 85%	100%	French calls	Objective partially achieved this year due to capacity problems	Number of calls handled / number of calls made in the year
		C	QS SH pro & consumers	n.a¹	n.a¹	n.a¹	70%	n.a¹	> 85%	> 85%	> 85%	> 85%	100%	German calls	Objective only partially achieved this year due to low capacity.	Number of calls handled / number of calls made in the year
		C	Business ethics and compliance	n.a¹	n.a¹	n.a¹	n.a¹	48	100%	100%	100%	100%	100%	People likely to be exposed to corruption	Anti-corruption training rolled out in Germany using a new teaching format	Number of people who have received anti-corruption training
		I	Sustainable innovation	63	85	71*	23	94	n.a¹	102	115	129	100%	Active patent families (FR-ALL)	Active portfolio of published patents	Number of active patent families published in the INPI (France) and DPMA (Germany) databases
	KPI Energy transition	I	% of turnover from products contributing to energy management	75%	79%	n.a¹	n.a¹	75%	n.a¹	76%	79%	80%	100%	of the group turnover	No comment	Turnover from energy management products + HVAC (Heating, Ventilation, and Air Conditioning) products + Smart Building turnover / total turnover
		P	Responsible purchasing and procurement	84%	n.a¹	86%	n.a¹	n.a¹	> 80%	> 85%	> 90%	> 92,5%	n.a¹	suppliers approached	Increase in the return rate in 2023	Number of signatory suppliers / Number of suppliers approached

* Of which 2 co-owned patents

	Issues	Pillar	Indicator	Fra/ Spa	Grp	Fr/Spa	All	Grp²	Target				Coverage³		Comment(s)	Calculation method(s)
				2022		2023			2023	2024	2025	2026	Rates	Calculated on the basis of		
	KPI Talent attraction	T	Staff turnover in conjunction with resignations	3,80%	4,33%	3,1%	8,00%	4,1%	< 5%	< 5%	< 5%	< 5%	100%	Average staff FR + SPA + GER / group average staff	Numerous resignations at the Rhede site	Number of resignations / average staff
		P	Business ethics and compliance	n.a¹	n.a¹	100%	100%	100%	100% within one month	100% within one month	100% within one month	100% within one month	100%	Of all requests submitted to the Delta Dore Group	No comment	Number of responses to users' requests to exercise their rights within one month
			Diversity and discrimination	n.a¹	91/100	n.a¹	n.a¹		> 90/100	> 90/100	> 90/100	> 90/100		The workforce of Delta Dore SA and Delta Dore FI.	No comment	The Index, out of 100 points, is calculated from 4 to 5 indicators depending on whether the company has fewer or more than 250 employees. (index calculation: https://egapro.travail.gouv.fr/index-egapro)
SOCIAL	KPI Career support	T	Percentage of different employees who have received training:	89%	81%	n.a¹	n.a¹	79%	> 75 %	> 75 %	> 75 %	> 75 %	n.a¹	Average staff FR + SPA + GER / group average staff	No comment	Number of different employees trained / average number of employees
	KPI Health & Safety	T	Frequency Rate	5,48	4,3	7,53	9,93	8,12	n.a¹	n.a¹	n.a¹	n.a¹	100%	Average staff FR + SPA + GER / group average staff	10 lost-time accidents in 2023, 7 in France, 3 in Germany	Number of lost-time accidents/number of hours worked (in millions)
	KPI Health & Safety	T	Severity rate of work-related accidents	0,36	0,28	0,66	0,03	0,50	n.a¹	n.a¹	n.a¹	n.a¹	100%	Average staff FR + SPA + GER / group average staff	4 accidents losing more than 25 days in France, including 1 in 2022	Number of days lost through temporary disability / number of hours worked (in thousands)
		T	Health & Safety	4,27 %	4,05 %	3,77 %	6,58 %	4,47 %	< 5 %	< 5 %	< 5 %	< 5 %	100%	Average staff FR + SPA + GER / group average staff	No comment	Number of days absent / number of days theoretically worked x 100
		T	Communication with internal stakeholders	97%	n.a¹	n.a¹	n.a¹	93%	95%	95%	95%	95%	100%	of group employees surveyed	Results down 3 points, satisfaction down 20 points at the Rhede site. Creation of an information committee following these results. Strengthened communication around product news, customer news and the low-carbon approach (Rhede)	Number of employees who answered "very satisfied" or "fairly well-informed" / number of respondents
		T	Social life and commitment	80%	n.a¹	n.a¹	n.a¹	82 %	> 80 %	> 80 %	> 80 %	> 80 %	100%	Average staff FR + SPA + GER / group average staff	No comment	Number of respondents to the questionnaire (487) / Group average staff (814)
		T	Professional development/ Career support	5,12%	4,21%	4,40%	3,40%	4,07%	> 5%	> 5%	> 5%	> 5%	100%	Average staff FR + SPA + GER / group average staff	No comment	Number of promotions and position changes / average staff numbers
		T	Professional development/ Career support	18%	n.a¹	24%	21%	23%	> 5%	> 5%	> 5%	> 5%	100%	Average staff FR + ESP / group average staff	No comment	Number of internally filled positions / number of open positions

¹ Not Applicable. Data not usable or not available for calculating this indicator or for the 2023 financial year

² In the absence of an indicator for the Delta Dore Group, the value of the target to be achieved is that of the indicator given for 2022.

³ The coverage ratio is a ratio that expresses all or part of the reference scope in which the indicator has been calculated.

Correspondence table with the IO principles of the United Nations Global Compact)

Themes of the Global Compact	Principles of the Global Compact	Challenges expanded upon within this report
Human rights	1. Promoting and respecting the protection of international law relating to Human Rights	Business ethics and compliance, page 43 Health & Safety, page 49 Responsible purchasing, page 53
	2. Be sure not to render yourself complicit in violations of Human Rights	Business ethics and compliance, page 43 Health & Safety, page 49 Responsible purchasing, page 53
International labour standards	3. Respect freedom of association and recognise the right to collective negotiation	Communication with internal stakeholders, page 48
	4. Contribute to the elimination of all forms of forced or mandatory labour	Responsible purchasing, page 53
	5. Contribute to the effective abolition of child labour	Responsible purchasing, page 53
	6. Contribute to the elimination of all employment-related discrimination	Diversity and discrimination, page 50
Environment	7. Apply a precautionary approach when faced with problems relating to the environment	Eco-design, page 39 Waste recycling, page 54
	8. Take initiatives that promote increased responsibility with regard to the environment	Eco-design, page 39 Energy transition, page 40
	9. Promote the development and dissemination of technologies that are respectful of the environment	Sustainable innovation, page 39 Eco-design, page 39
Battle against corruption	10. Take action against corruption in all its forms, including extortion and bribery	Business ethics and compliance, page 43 Responsible purchasing, page 53

Glossary

LCA: Life-Cycle Assessment

ACT : Assessing Low-Carbon Transition

CMRT: Conflict Minerals Reporting Template

COP: Communication on Progress

PTA: Personal Training Account

CRM: Customer Relationship Management

CSE: Comité Social et Economique (Social and Economic Committee)

WEEE: Waste Electrical and Electronic Equipment

OIW: Ordinary Industrial Waste

Due Diligence: The concept of due diligence means that a person must work to protect themselves against any negative element of an operation that can be avoided. This refers to basic precautionary duty.

SEFP: Statement of Extra-Financial Performance

RE: Renewable energies

ESAT: Etablissement et service d’aide par le travail (Work-based disabled integration enterprise)

GHG: Greenhouse gas

GQS : Gestes Qui Sauvent (Techniques the Save Lives)

HVAC : Heating, ventilation and air-conditioning

ICPE: Installations Classified for the Protection of the Environment

IoT: Internet of Things

ERB: Employee Representative Bodies

KPI: Key Performance Indicator

N.A: Not Applicable

SDG: Sustainable Development Goals

UN: United Nations

OTD: On Time Delivery

ITO: Independent Third Party Organisation

OTIF: On-time, In-Full

PEP: Product Environmental Profile

QS: Qualité de Service (Service Quality)

QSE: Quality, Safety, Environment

QWL: Quality of Working Life

R&I: Research and Innovation

EPR: Extended Producer Responsibility

GDPR: General Data Protection Regulation

PSR:Psychosocial risks

CSR: Corporate social responsibility

ISSM: Information Systems Security Manager

SCIP : Substances of Concern In articles as such or in complex objects (Products)

S&OP: Sales and operation planning.

SAV: Service Après-Vente (After Sales Service)

SIGN: Smart Ignition Strategic Plan

SST: Sauveteurs Secouristes du Travail (First-aiders at Work)

TCO2e : Tonnes of CO2 equivalent.

FR: Frequency rate

SR: Severity rate



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