

NON-FINANCIAL PERFORMANCE DECLARATION

2023



Editorial

By making CSR one of the 4 pillars of its new strategic plan "Dare. Act. Impact 2026", the Group's aim is to place Corporate Social Responsibility at the heart of its business model.

Our ambition is to make Damartex a profitable, sustainable Group that is useful to our society and our planet and committed to "On Seniors' Side".

Our challenge, as the Group CSR department, is to make our Change Our World programme a real compass to guide the decision-making of our teams and enable the Group to become a company recognised for its responsible performance.

Our ambition is not to change the world, but to make our contribution through our 4 commitments:

- Reducing our environmental impact
- Conducting business responsibly
- Promoting the company's human capital
- Being a good corporate citizen

These commitments are being translated into concrete action against a backdrop of upheaval in consumption patterns, marked by a growing demand for transparency and more responsible products and services. Despite difficult economic conditions, we have maintained our momentum this year, and our combined efforts have enabled us to implement high-impact projects for and with all our stakeholders.

It is therefore with sincerity, pride and, at the same time, a great deal of humility that we present in this extra-financial performance statement the results achieved this year in transforming our business model towards a more responsible one and meeting the expectations of our stakeholders.

Joséphine Biernacki

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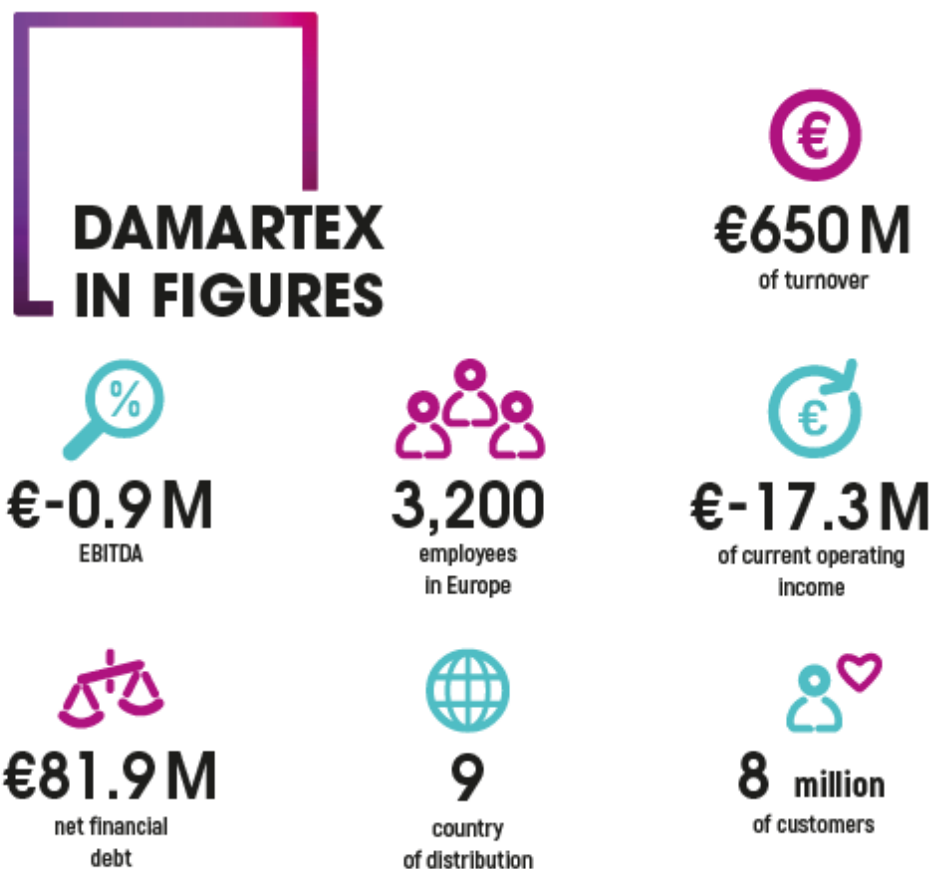
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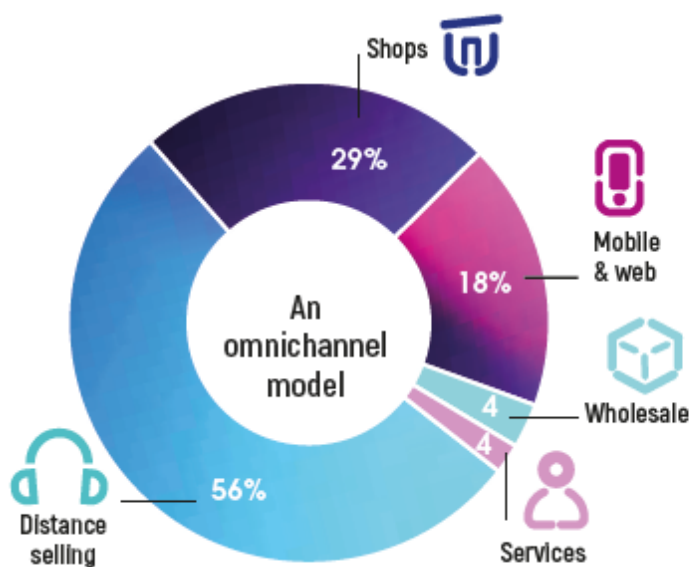
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The Damartex Group

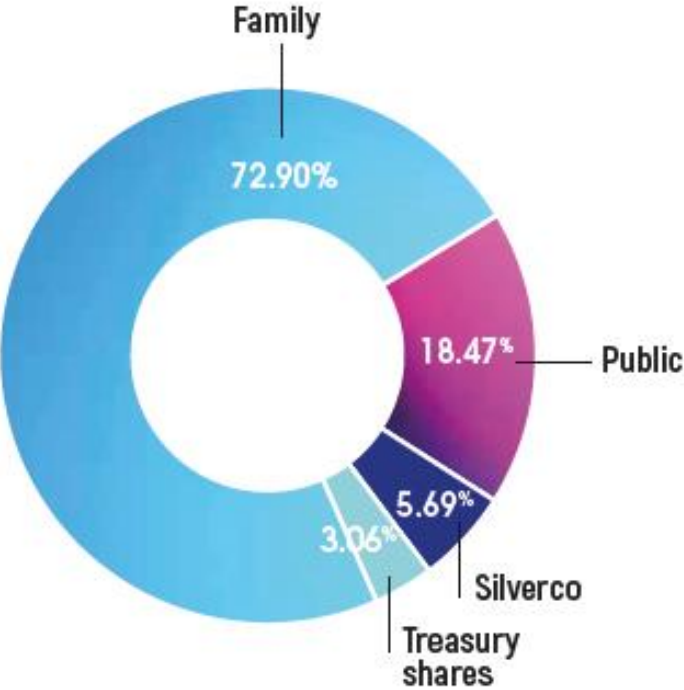
Key figures and business lines



3 vertical business lines:



A majority family shareholding



A COMMIT- TED GROUP

One Foundation
On Seniors' side

Reduction of
25%
of the carbon footprint by 2026



THE SILVER ECONOMY, A MARKET OF THE FUTURE

3%
is the annual growth rate of the Silver economy market, which will be worth €109 billion by 2026.

Source: Xerfi

Fashion



Home & Lifestyle



Healthcare



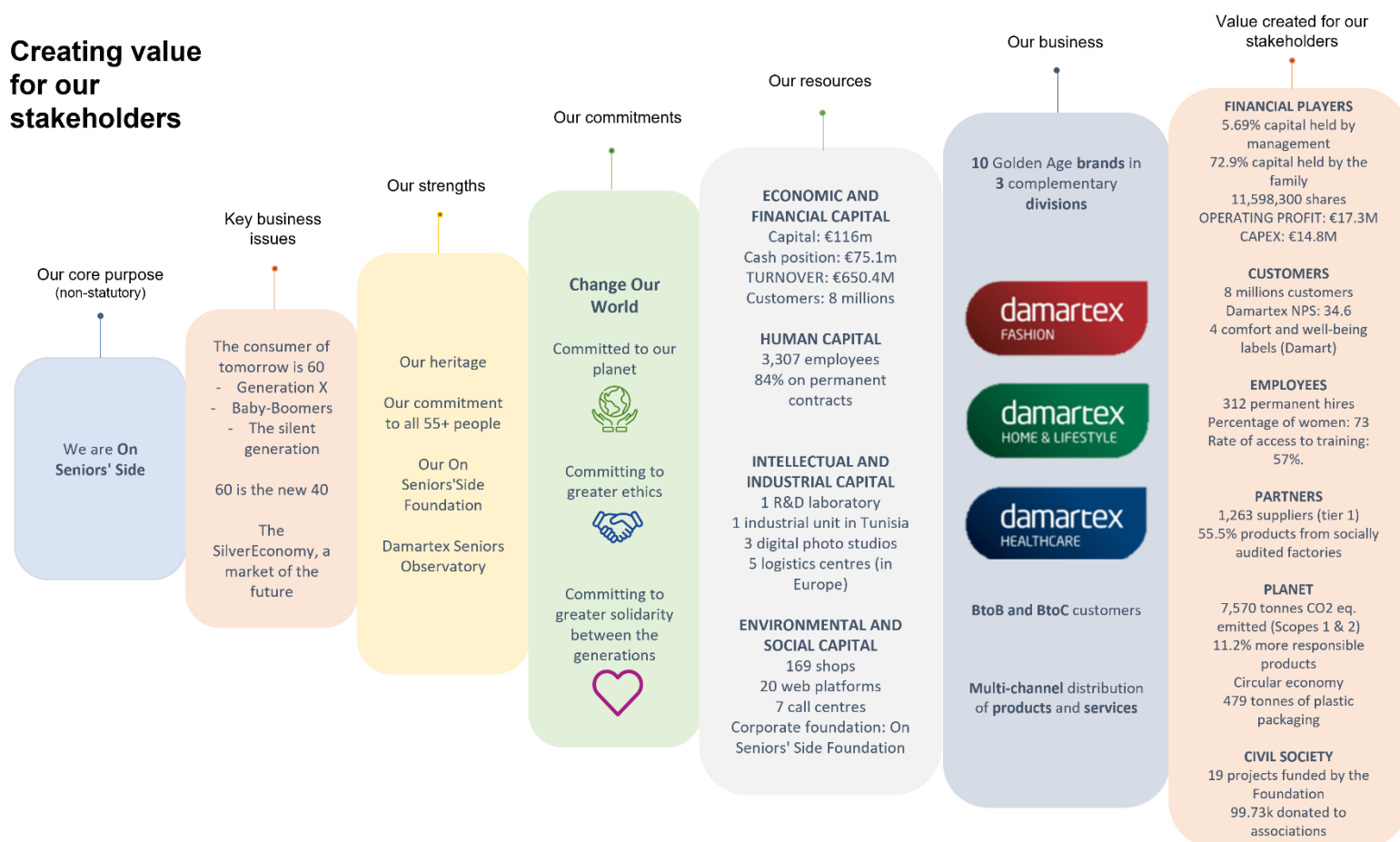
The value creation model

Damartex, a solid model based on 3 complementary business lines serving a market of the future: *the Silver Economy*.

With 70 years' expertise in the seniors market and a sustainable business model based on 3 core businesses and 9 powerful brands, Damartex is expanding in a market with a bright future and structural growth. With its integrated value chain, financial independence, and renewed investment capacity in 2023, Damartex has everything it needs to accelerate its transformation and become a benchmark player in the European Silver Economy market.

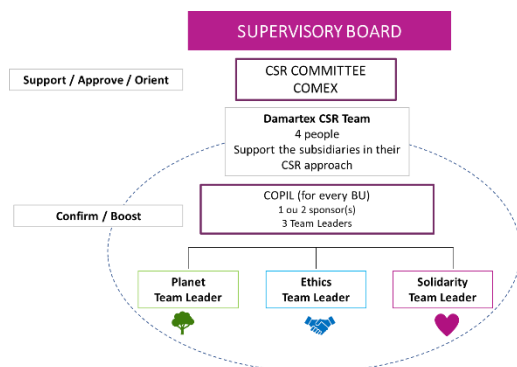
9 strong brands dedicated to the Silver Economy, organised into 3 complementary divisions.

Creating value for our stakeholders



CSR Governance

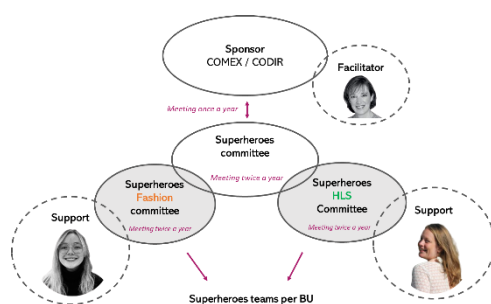
Twice a year, **the Supervisory Board** discusses the progress of CSR projects and approves their direction.



A **CSR Committee** has been set up within the Executive Committee. Its role is to support the Group's CSR strategy and approve the direction of the approach. **The Chief Sustainability Officer (CSO)**, who reports directly to the CEO, works with him to define the Group's CSR strategy, set the framework, and guide and support the companies in implementing appropriate action plans. She reports to the CSR Committee on the progress of transformations. It also facilitates dialogue both internally, with sponsors and team leaders in particular, and externally with stakeholders, for example.

The sponsors are relay players appointed by each subsidiary, responsible for developing and implementing action plans in line with Group strategy.

Team Leaders are volunteers who are responsible for defining their brand's roadmap in order to contribute to the objectives set by the Group CSR Department. They build and manage project teams within the subsidiary, set the framework and report on project progress. They are business experts with strong personal convictions who belong to the company's various departments. In this way, **40 people** act as CSR policy relays within the Group's brands. This network makes it possible to develop a CSR policy that is integrated into the business lines.



To implement its climate strategy, the Group relies on committed employees.

In June 2022, the community of "superheroes", comprising 9 employees from all the Group's subsidiaries, was born. Each superhero is in charge of coordinating the climate policy within his or her Business Unit, working in tandem with his or her Executive Manager, who undertakes to support and accompany them.

Superhero committees are organised throughout the year, providing an opportunity for brands to share best practice.

Each year, this community takes part in a meeting with members of the COMEX (business unit managers).

This year, for the first time, a specific session during each subsidiary's budget review in May was devoted to climate action plans.

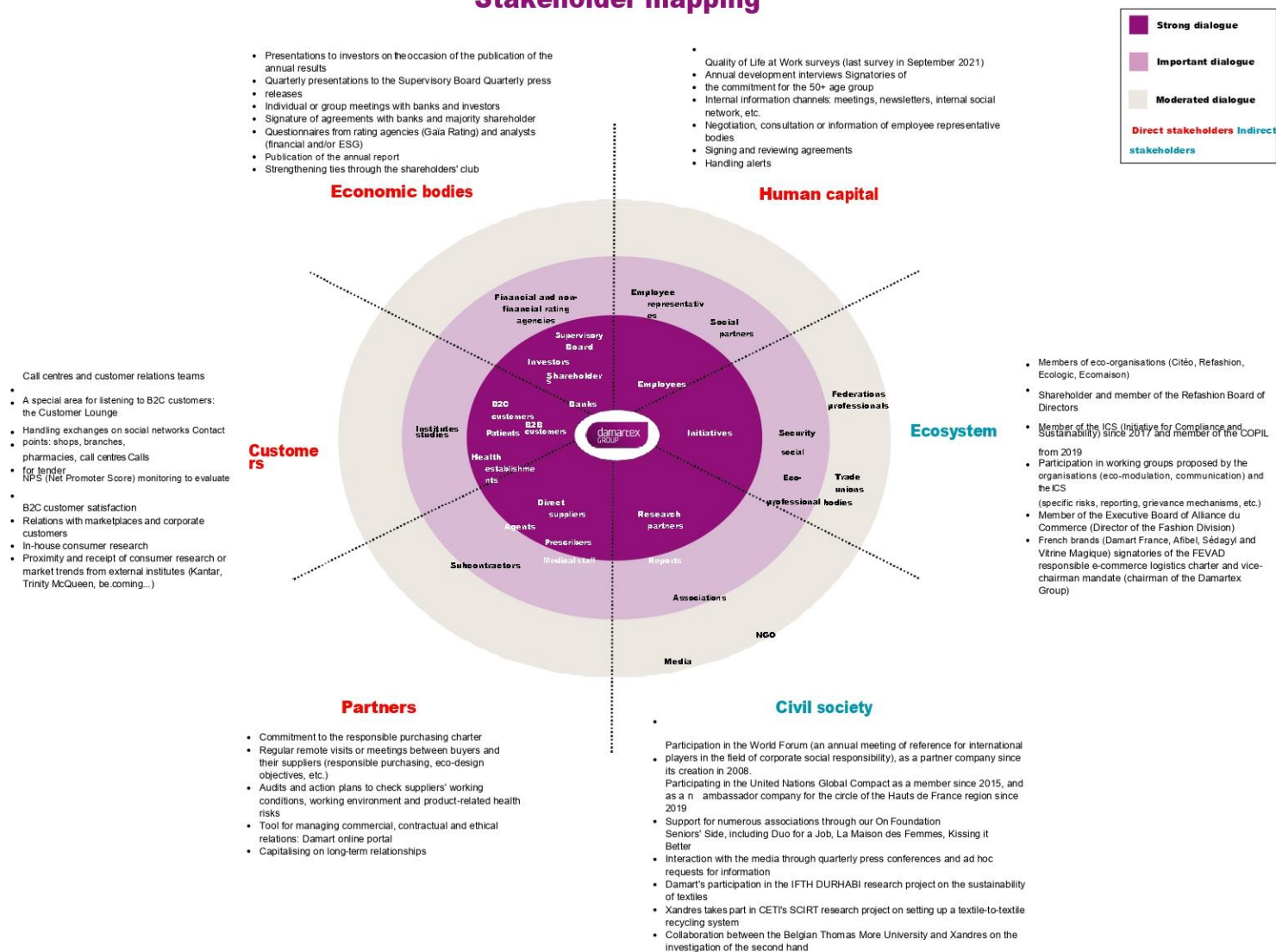
Stakeholder mapping

We are making progress in CSR for and with our stakeholders, convinced that we will achieve better results collectively with all our partners.

As a family-run business, the Damartex Group is convinced that its success today and tomorrow depends on a sustained dialogue with its stakeholders, in order to gather their expectations and identify its areas for progress in environmental, social and societal terms.

The map below shows our main stakeholders and the level of dialogue with them.

Stakeholder mapping



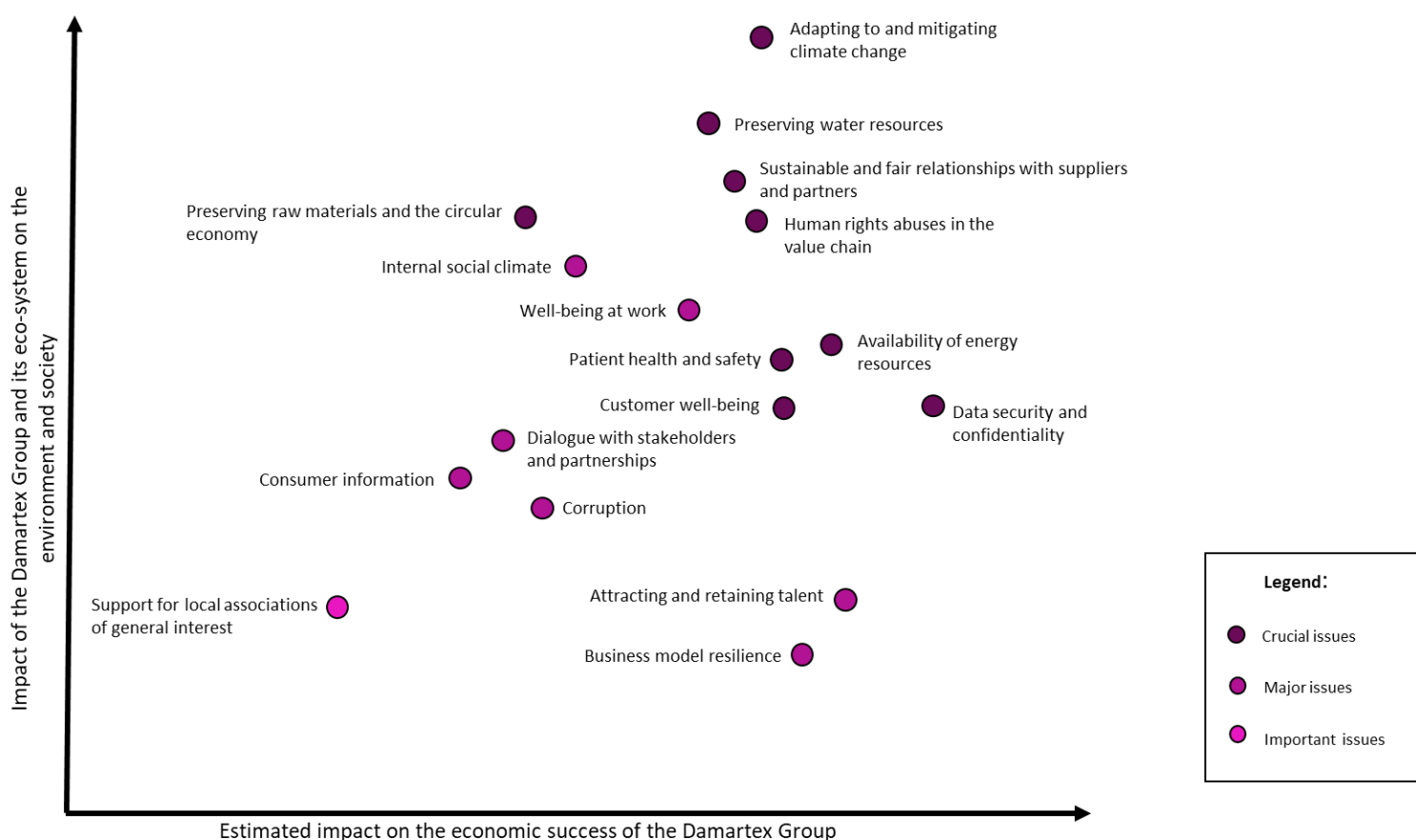
Mapping CSR challenges

In order to identify and respond to its major social, societal and environmental challenges, and to act for the economic and responsible development of its activities, the Group has drawn up a materiality matrix classifying the most strategic challenges at Group level. The aim was to work ahead of new regulations on corporate sustainability, i.e. to assess the Group's impact on major social, societal and environmental issues, as well as the impact of these same issues on the Group's economic success.

17 issues were identified and prioritised by the members of the Risk Committee (comprising the three Sector Directors (Fashion, Home&Lifestyle and Healthcare), the Group Chief Financial Officer, the Group General Counsel, the Group Accounting and Financial Control Director, the Group Human Resources Director (People, Culture, Transformation & Organisation) and the Chairman of the Management Board and Group Chief Executive Officer).

This assessment makes it possible to list the Group's potential impact on the environment and society. The result is a tool for steering the Group's internal CSR policy.

The results of this analysis are presented below.



Our CSR policy

Damartex is stepping up its transformation plan to achieve its mission by taking care of the planet and human beings, wherever the Group operates. Convinced that business and sustainable development are inextricably linked, we are placing CSR at the heart of our business model, contributing to the Sustainable Development Goals (SDGs)* and prioritising them in line with our strategic challenges.

	Limiting our environmental impact	Conducting business responsibly	Promoting human capital	Developing our commitment to society
Strategic issues	<ul style="list-style-type: none"> ▪ Designing more responsible collections ▪ Reinventing manufacturing processes ▪ Marketing more responsibly ▪ Raising our customers' awareness of the need to consume more responsibly 	<ul style="list-style-type: none"> ▪ Involving our partners in our responsible purchasing policy ▪ Treat our customers with respect and consideration ▪ Facilitating relations with our eco-system 	<ul style="list-style-type: none"> ▪ Improving the quality of life at work and working conditions ▪ Supporting people's development ▪ Promoting diversity, equal opportunities and inclusion ▪ Developing the employer brand 	<ul style="list-style-type: none"> ▪ Respecting and serving all seniors ▪ Carrying out solidarity actions ▪ Growing the On Seniors' Side Foundation
Ambitions 2026	25% reduction in our CO2 emissions (constant Group scope)	80% of our products come from socially audited factories	100% of employees committed to CSR	Making the Group and its Foundation a key player in the inclusion of seniors
Levers for action	<ul style="list-style-type: none"> ▪ Measuring our greenhouse gas emissions ▪ Implement action plans on energy efficiency, transport, the circular economy, etc. ▪ Innovating with responsible products ▪ Limiting packaging waste 	<ul style="list-style-type: none"> ▪ Guaranteeing respect for decent working conditions throughout the supply chain ▪ Communicating transparently and supportively with our customers ▪ Ensuring compliance with ethical practices 	<ul style="list-style-type: none"> ▪ Regularly measure and improve the QWL of our employees ▪ Offer career-long training and encourage young people to join the company ▪ Ensuring fair working conditions in-house 	<ul style="list-style-type: none"> ▪ Going beyond business to promote the inclusion of seniors ▪ Creating partnerships in support of the SDGs

<p>Sustainable development objectives</p>	<div data-bbox="320 203 440 322"> <p>9 INDUSTRIE, INNOVATION ET INFRASTRUCTURE</p>  </div> <div data-bbox="453 215 572 333"> <p>15 VIE TERRESTRE</p>  </div> <div data-bbox="320 338 440 456"> <p>13 MESURES RELATIVES À LA LUTTE CONTRE LES CHANGEMENTS CLIMATIQUES</p>  </div> <div data-bbox="453 338 572 456"> <p>14 VIE AQUATIQUE</p>  </div>	<div data-bbox="632 203 751 322"> <p>16 PAIX, JUSTICE ET INSTITUTIONS EFFICACES</p>  </div> <div data-bbox="772 203 908 322"> <p>8 TRAVAIL DÉCENT ET CROISSANCE ÉCONOMIQUE</p>  </div>	<div data-bbox="963 215 1099 338"> <p>3 BONNE SANTÉ ET BIEN-ÊTRE</p>  </div> <div data-bbox="1107 215 1243 338"> <p>4 ÉDUCATION DE QUALITÉ</p>  </div> <div data-bbox="963 360 1099 479"> <p>5 ÉGALITÉ ENTRE LES SEXES</p>  </div>	<div data-bbox="1283 203 1402 322"> <p>10 INÉGALITÉS RÉDUITES</p>  </div> <div data-bbox="1283 338 1402 456"> <p>17 PARTENARIATS POUR LA RÉALISATION DES OBJECTIFS</p>  </div>
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Part 1 - Limiting our environmental impact

Our ambitions:

1. Designing more responsible collections
2. Reinventing manufacturing processes
3. Marketing more responsibly
4. Raising our customers' awareness of the need to consume more responsibly

By 2026: Reduce our CO₂ emissions by 25% (constant Group scope)

We carried out our first scope 1-2-3 carbon assessment at Group level in 2020 (based on our 2018-2019 data). This assessment enabled us to become aware of our CO₂eq emissions volumes, and to understand how they are distributed throughout the life cycle of our products.

In 2022, we updated this scope 1-2-3 carbon footprint, based on our 2021-2022 data (excluding the Healthcare division). We wanted to validate the consistency and relevance of the actions already implemented and find new levers for action.

The greenhouse gas balance came to **533,582 tonnes CO₂ eq** (excluding the Healthcare division). These results indicated a carbon intensity per product of 14 kg CO₂ eq (vs. 17 kg in 2020). In addition, the relative uncertainty on the Damartex Group's total emissions was 15.5%.

We are committed to reducing our CO₂ emissions by 25% by 2026 (a commitment made at the Internal Climate Summit in September 2022).

Understanding our carbon footprint

With the aim of raising awareness among all employees, a "greenhouse gas assessment mini-series" consisting of 4 educational videos was distributed internally. These results were also presented at the Damartex Climate Summit in September.

Defining our strategic reduction targets

Following the reduction action plans unveiled by the subsidiaries, **91 climate projects are** currently being rolled out in France, the UK, Germany, Belgium and Tunisia.

The in-house superheroes are responsible for coordinating projects within their subsidiary, working in tandem with their Executive Manager. Climate governance (described in the introduction) is applied within this framework.

Measuring our efforts on key business-related items

This year, the Extra-Financial Performance Declaration covers the significant items, some of which may be indirect, such as purchases and uses of products sold, and upstream and downstream freight (scope 3), as well as direct emissions (scope 1) and indirect emissions linked to energy (scope 2).

	2018 - 2019	Weight in %	2021 - 2022	Weight in %	2022 - 2023*	Weight in %
Fuel oil and gas	2 907	34%	3 523	39%	3 099	41%
Refrigerant leaks	1 518	18%	1 691	19%	206	3%
Fuel consumption of the vehicle fleet	625	7%	391	4%	1 160*	15%
Total scope 1	5 050	60%	5 605	62%	4 466	59%
Purchased electricity production	2962	35%	3 055	34%	3 002	40%
Consumption of steam, heat or cooling purchased	464	5%	334	4%	102	1%
Total scope 2	3 426	40%	3 389	38%	3 104	41%
TOTAL	8 476		8 994		7 570	

*The scope of consolidation has changed this year, as Santéol and MSanté (Healthcare Division) have been included in the calculation.

The relative uncertainty of the Damartex Group's scope 1 and 2 emissions this year is 8.6%.

Total CO2 emissions for scopes 1 & 2 fell despite the integration of the Healthcare Division's Santéol and MSanté entities, reflecting the efforts made to reduce energy consumption.

The environmental impacts associated with the Group's activity are mainly due to greenhouse gas emissions linked to the life cycle of products: raw materials (extraction and transformation), shaping and assembly, use and end-of-life at customers' premises, which represented more than **89% of emissions** in 2021-2022.

This is why the various subsidiaries have placed the design of more sustainable products, more virtuous manufacturing processes, less impactful marketing and raising awareness of more responsible consumption at the heart of their carbon footprint reduction action plans.

Simple rules adapted to each sector of activity have been defined, covering materials, labels, manufacturing processes, product origin and durability.

1. Designing more responsible collections

Overall for the Group, 11.23% of the products in the 2022-2023 collections fall into the category of more responsible products according to the framework set by the Group, particularly in terms of raw materials and origin. The table below clearly shows the difference in maturity between brands.

More responsible reference rates

DAMART*	AFIBEL**	XANDERS**	3 PAGEN	COOPERS OF STORTFORD
17,31%	62,17%	61,27%	0,14%	3,68%

*Damart has chosen to include only French origin in the eco-design criteria.

**Afibel and Xandres include the European origin provided that the country benefits from a favourable energy mix (less impacting than the European average).

MATERIALS AND LABELS

In both the Fashion and Home & Lifestyle sectors, the product and purchasing teams are fully involved in product development and sourcing:

- Incorporating recycled, organic or alternative materials of natural origin in a proportion of at least 30% of the weight of the product,
- Certified with eco-labels

In the Fashion sector :

To help them in this area, training has been given to Damart's product and purchasing teams, and a practical eco-design guide has been written and distributed more widely throughout the sector. At Xandres, 9 employees have followed a course delivered by the Sustainable Fashion Academy.

Damart has focused on 3 labels in particular:

- STANDARD 100 by OEKO-TEX® to guarantee a traceability process, a high level of commitment from suppliers and to go beyond the most stringent regulations.
- GRS to guarantee the recycled origin of the fibres used
- GOTS to guarantee the organic origin of the cotton used.

Certificates were collected throughout the product creation and purchasing process. Two training sessions on checking documents and communicating the label have been held for the teams concerned. IT tools are currently being developed to facilitate the collection and storage of these certificates. Thanks to the involvement of the teams this year, the rate of more responsible references at Damart has more than doubled.

Xandres has defined a matrix of preferred raw materials. This matrix is a living document that aims to guide the creative team in making sustainable fabric sourcing choices.

By teaming up with committed and innovative designers and brands, Xandres supports labels that share the same values. At the end of 2022, for example, Xandres teamed up with eco-friendly trainer brand Komrads for a collaboration focusing on the use of sustainable, environmentally-friendly materials. A trainer made from apple leather and recycled rubber was sold online in a limited edition of 100 pairs.

In the Home & Lifestyle sector:

The **Home&Lifestyle** teams have also adapted the rules to their product types, in a cross-functional working group comprising the Purchasing, Quality and Product teams. Criteria relating to materials (recycled, organic or alternative) and labels to be given priority in product selection have been adopted in line with the business sector.

This year, at **Coopers of Stortford**, 2 promotional products have been developed using 100% recycled materials:

- A teddy bear has been made using 100% recycled polyester (from recycled plastic bottles) for the fabric and padding.
- A set of long-handled tools in which all the plastic parts are made from recycled plastic.

The aim is to have 100% of promotional items made from at least 70% recycled materials.

Certain labels have also been recommended for the types of products sold.

ANIMAL WELFARE

The **Group's fashion brands** have been committed for several years to refusing to use any animal fur in their collections. **Damart** wishes to go further in its responsible approach and has banned angora wool since 2018 and exotic leather more recently.

For **Home & Lifestyle brands**, all beauty product ranges comply with current European regulations on animal welfare. **3PAGEN** prohibits the distribution of wool-based products from Australia because of the practice of mulesing, angora wool and goose feather-based products because of raw plumage.

INNOVATION

Convinced that the reduction of environmental impact will also be achieved through research and development, the R&D department is at the heart of the **Damart** brand's strategy.

Damart's Research and Development department is made up of 4 engineers, experts in their field, whose mission is to enable the Damartex group to strengthen its position as leader in the areas of "customer benefit" with :

- Thermal comfort garments (Thermolactyl® and Climatyl®),
- Body-conscious comfort garments (Perfect Body®, Perfect Fit®),
- Comfortable fit and walking (Amortyl®),
- Body and skin care textiles (Thermolactyl Sensitive®).

Today, these innovations and labels represent 15% of the products sold by Damart.

All our new developments and innovations are designed to be more environmentally friendly.

- Thermolactyl Sensitive® recycled fibres

The use of recycled fibres in Thermolactyl® underwear was stepped up this year. After successfully replacing all polyester with recycled polyester (around 70% of annual volumes), the redesign of a fast-growing range, Thermolactyl Sensitive®, is now on target to reach 100%.

In addition to its promise of warmth, the Thermolactyl Sensitive® programme has the ability to preserve the skin's natural moisture by up to 23%. The redesign of level 2 has just been completed, incorporating acrylic fibres of recycled origin, without any increase in material cost or degradation of benefits.

All the development and industrialisation work has been completed.

- Recylactyl®

As part of ongoing research into the closed-loop recycling of Thermolactyl off-cuts produced at DMT, components and a process have been developed.

This year, new tests were carried out to introduce "recylactyl" fibres (from these offcuts) into the yarns used to produce Thermolactyl underwear.

- Damart Sport®

The same high standards are maintained, with 100% of new products developed using recycled fibres or fibres that have less impact on the environment.

With the same aim of reducing our impact, tests are under way to produce some of our products in France.

For its part, **Xandres** has created the Xandres Lab. to focus on experimentation and innovation. This involves moving away from a linear design-manufacture-discard model to a system that avoids waste and reuses and recycles end-of-life items. The ambition is to reuse the remaining fabrics. As a result, two capsule collections have emerged from the Xandres Lab experiments:

- Xandres x Quifactum: 3 jumpers and a plaid upcycled from unused yarns from previous Xandres collections. Thanks to a QR code on the label, the manufacturing process is accessible to customers to increase the transparency of the production chain.
- Upcycled kaftan: created from fabric scraps, this kaftan was marketed for Valentine's Day in a limited edition of 55 numbered pieces (to celebrate the 55th anniversary of Xandres).

DURABILITY AND SAFETY OF PRODUCTS AND SERVICES

Guaranteeing safe, long-lasting products for our customers is part of the DNA of the Group's brands. In the belief that a quality product is made to last and can be kept longer by consumers, and in order to respect the specific characteristics of each sector, each brand has its own quality department.

In the Fashion sector, the Group's brands are committed to a more responsible and sustainable fashion approach, as opposed to Fast-Fashion, by offering quality clothes that are made to last.

This is Damart's approach, which is described below. All products and their components (Materials; Supplies; Accessories) are subject to precise technical requirements based primarily on international standardised tests on :

- Strict compliance with current regulations (Reach; Pop; Safety, etc.)
- Performance in use and maintenance
- Durability (the "Made to Last" programme described below guarantees the longevity of our underwear)
- Truthfulness of claims (GOTS; Recycled; Antibacterial; Combed cotton, etc.)

Damart's Quality teams have launched the "Made to last" project, an internal project aimed at reassuring our customers about the quality and longevity of our products by carrying out extensive tests involving more than 70 washes. An initial study was carried out this year on Thermolactyl underwear, focusing on 4 guarantees:

- Appearance" guarantee: pilling resistance, colour fastness, appearance after washing
- Well-fitting" guarantee: dimensional stability when washed and twisted
- Sensoriality" guarantee: soft touch maintained
- Thermolactyl" guarantee: maintaining thermal performance

The initial results proved that after 78 washes, the quality of the Thermolactyl blend tested had not deteriorated and corresponded to the 4 guarantees. The 2024 objective is to launch tests on a new product category.

Damart is also a member of the Brand Committee and an active participant in IFTH's DurHabi collective project, which brings together 53 brands and 5 suppliers. The aim of this project to evaluate the lifespan of textile and clothing articles is to find a method for calculating the longevity index of a textile.

This project is playing an active role in the work to develop the forthcoming environmental labelling system.

Within the Home & Lifestyle Division

The Purchasing teams are working on writing sustainability criteria for products and small household equipment. The idea is to establish thresholds that can be verified by laboratory tests or quality inspections, to ensure that the product lasts longer than the market.

More generally, the **Damartex Group's** brands **do** not multiply their collections, and the fact that most of them are mail-order brands means that they have a high rate of repeat collections, which does not encourage over-consumption.

Collection renewal rate

DAMART	AFIBEL	XANDERS	COOPERS OF STORTFORD	3PAGEN	ALMADIA (SEDAGYL)
74% (76% in 2021-2022)	59% (41% in 2021-2022)	21% (24% in 2021-2022)	46% (85% in 2021-2022)	77% (97% by 2021-2022)	98,14%

➤ Product safety

Within the Fashion Division, orders are checked online and/or before dispatch and/or on receipt for technical conformity, non-defectiveness, regulatory control (REACH/POP Directive) and logistics (Packing & Packaging).

	Upstream	Reception
Quality inspections carried out by Damart	3 885	6 862

For the Home&Lifestyle business, the conformity of products placed on the market is verified on the basis of European and national regulations in the countries of sale, brand specifications and customer satisfaction. For this reason, all suppliers must comply strictly with the regulations in force (e.g. REACH & POP regulations, cosmeto-textiles, biocides, etc.) and sign the required certificates.

Regulatory documents such as CE, RohS and LfgB standards are checked and kept in the product management system to guarantee customer safety. Pre-shipment checks are carried out by third-party organisations.

	Buying Office (Shanghai)	Coopers of Stortford
Upstream quality inspections	1842	166

In addition, the opening in 2018 of the "Damartex Shanghai" purchasing office for Home & Lifestyle products enables quality control at source with 2 quality controllers (QC) who regularly visit the production sites.

For the Healthcare Division, a team of health professionals (including a pharmacist, nurse, dietician and occupational therapist) has joined **Almadia**. With their experience and different areas of expertise, they are regularly called upon to select, test and validate medical devices (formerly Medical Santé products).

➤ Safety of services

Within the Healthcare Division, the **Santéol** and **Msanté** entities have ISO 9001 - Quality Management certification, which guarantees that the products and services delivered meet customers' quality requirements.

CIRCULARITY (RECYCLABILITY, UNSOLD AND DEFECTIVE PRODUCTS, COLLECTION OF USED PRODUCTS)

Even if the end-of-life of products marketed by the Group's brands represents only 2% of the carbon footprint, it remains a lever for reducing our impact on the planet, in particular by taking action on recyclability, the recovery of unsold and defective products and the collection of used products.

In France, the **Damart**, **Afibel** and **Almadia** (formerly **Sédagyl**) brands have historically been members of the EPR (Extended Producer Responsibility) Re-Fashion network (textiles, household linen, footwear). Damart is also one of the partners and, since June 2023, a member of the Board of Directors. Through their eco-contributions, these retailers are helping to transform the textile industry into a circular economy, with a focus on innovation, eco-design, environmental labelling and the integration of recycled materials from used TLC.

The amount of ecocontributions for TLC (textiles, household linen and footwear) for the Group's French companies will be around €657,000 in 2022.

The **Home & Lifestyle** brands also contribute to the recycling of electrical and electronic products, lamps, portable batteries and accumulators (products subject to EPR). Ecocontributions for these products will total around €46,130 in 2022.

➤ Product recyclability

In the Fashion sector, recycling materials is one of the major challenges facing the textile industry.

Since 2018, **Xandres** has been actively involved in the Belgian working group '*Close The Loop Programme*'. This initiative focuses on the transition to a circular economy and the integration of circularity principles in the supply chain and in the day-to-day interactions between designers, suppliers, production sites, shops and distributors. During the year, in collaboration with two organisations, **Xandres** developed a tool called the "Quality Framework". The aim is to be able to measure the quality of a garment and make more qualitative decisions at the design stage. This tool will be integrated into the Close The Loop programme and will be made available to all the partners in the working group.

Xandres is also looking at ways of integrating the circular economy into its day-to-day approach. The company participates and invests in innovative projects. **Xandres** is pursuing the SCIRT closed-loop textile recycling project with eighteen international partners. The aim is to create circular items from used clothing by working with research institutes, recycling companies and other European brands. For **Xandres**, it was a pair of trousers that was studied. Initial lessons were learnt about the complexity of recycling materials, the aspect of design for longevity and technological developments in recycling. Other **Xandres** fabrics are currently being tested with the aim of producing a 100% recycled product.

The Recylactyl® project deployed by **Damart**'s R&D department, and described above in the innovation section, contributes to the circularity of the model. Still in the testing phase, a change of scale would

enable cutting offcuts to be almost entirely reused and would be the first step towards the second phase of the project: post-consumer recycling of Thermolactyl products.

In the Home & Lifestyle sector:

Aware of the impact generated by products sold at the end of their life, **Coopers of Stortford** wants to offer its customers a spare parts service. Still at the project stage, after analysing the 100 main products requiring spare parts, the products identified as priorities are those whose spare parts are universal, such as USB cables, remote controls, chargers and rechargeable batteries (which form part of the purchasing process). Customer feedback on these products now needs to be analysed in detail in order to put this service into operation.

In the Healthcare sector :

Almadia offers a number of medical products for hire, including the following: An electric medical bed, a manual wheelchair, a patient lift, a breast pump and an anti-bedsore mattress. However, to date, hire is only available in the Nord, Pas-de-Calais and Somme départements. This system allows patients to test the equipment and ensure that it meets their needs.

➤ Recovery of unsold and defective goods

All the Group's banners seek to optimise the use of unsold products at the end of the collection, and thus avoid any destruction.

Rate of unsold stock by banner excluding Xandres and Almadia (formerly Sédagyl) (over the 2022-2023 financial year)

Damart			Afibel	3PAGEN
FR	BE	UK		
5,35%	0,93%	1,94%	3,27%	0,16%

In the Fashion sector

Overstocks are either resold via internal channels (shops, parcel inserts, bargain websites) or externally (sale outlets, sales outlets, etc.) or donated to associations. In addition, the **Damart** and **Afibel** brands organised factory sales open to customers in France and Belgium, selling over 34,000 items.

At **Damart**, partnerships have been established with associations for second choice products (with minor conformity defects) following quality controls and customer returns. Over 98,000 **Damart** items were redistributed to associations in France and the UK during the financial year, and over 7,000 items at **Afibel**.

A third upcycled collection from unsold **Damart** items (1300 pieces) arrived in French shops in Spring-Summer 2023. Alongside Modimalisme, all the pieces in this limited series come from the recycling of forgotten textiles.

Home & Lifestyle brands do not suffer from "fashion" phenomena and can therefore offer customers products developed earlier.

No product is destroyed: unsold products are reused by discounters or sold off at clearance sales.

➤ **Collection of used products**

This year, **Damart** has organised two collections of the brand's used products in a network of 55 participating shops, from 23 September to 20 October 2022 and from 31 May to 27 June 2023. The products collected are then recycled by our partner Le Relais, and begin their second life.

This enables the brand to contribute to waste reduction, raise customer awareness of textile recycling and take part in the fight against exclusion. **Damart** plans to repeat these operations every year.

In the Home and Lifestyle sector :

At **Coopers of Stortford**, the launch of a *Recycling Hub* for customers and employees is currently being considered. This would make it possible to collect used products dropped off by customers at the shop and raise awareness of the impact of their end-of-life.

In the Healthcare sector :

Almadia's technicians take back material from the patient. After recovery, they ensure that the products received comply with the standards in force. This is why they are stored and handled with care in a decontamination airlock, and are regularly checked before being offered to other customers. In addition, we are currently looking at the second life of medical equipment that customers want to get rid of. The aim is to steer them towards recycling products through the collection agency.

2. Reinventing manufacturing processes

The choice of production countries, the partnership with our suppliers for more responsible manufacturing processes and the exemplary nature of our DMT production plant are the levers for action to reduce the impact of the manufacture of our products.

COUNTRIES OF PRODUCTION

The choice of production country, guided by its energy mix, is key to achieving our carbon footprint reduction targets. Worldwide, 56% of the greenhouse gases associated with the cotton supply chain are linked to electricity consumption.

The Group considers that the origin of the country in which the products are manufactured falls into the responsible product category, provided that the country benefits from a favourable energy mix (less impacting than the European average).

For the Fashion division:

The following countries were therefore included: Albania, Austria, Belgium, Croatia, Denmark, Spain, France, Hungary, Italy, Latvia, Luxembourg, Norway, Netherlands, Portugal, Slovakia, Slovenia, Sweden, Switzerland.

Afibel has chosen to make this a real area of differentiation, sourcing its products in Europe. 50.2% of the products in the collection are manufactured in Europe in one of the countries listed above.

For its part, **Damart has chosen to** restrict this criterion to manufacture in France: this concerns 14 references in the collections sold in the 2022-2023 financial year.

For the Home & Lifestyle Division :

Depending on the raw materials and specific know-how involved, and given the typology and diversity of Home & Lifestyle products, it was considered that a product manufactured in a country with a more favourable energy mix than the European average (and therefore lower emissions) could be considered more responsible.

As a result, Vietnam has been taken into account. **The Home & Lifestyle Division's** Purchasing and Sourcing teams are developing new partnerships to reduce the impact of product manufacturing.

PARTNERSHIP WITH SUPPLIERS

At **Damart**, Lifecycle Analyses were carried out by 2 specialist consultancies in 2021 to reduce the impact of two iconic products: the Thermolactyl blend for underwear and Perfect Fit trousers. Thanks to the results of these analyses, in addition to modifying the composition of recycled materials, the washing technique has been modified towards less impactful solutions and thanks to the cooperation with the main denim supplier in Bangladesh, **Damart** now uses a washing technology that consumes less water and energy.

As part of the **Damartex Group's** membership of the Initiative for Compliance and Sustainability, **Damart** has shared the environmental checklist (a tool launched by the ICS) with 31 factories. This environmental checklist asks suppliers to declare their water and energy consumption, the type of energy used, and the way in which waste is managed. **Damart's** main objective is to better assess the impact of its activity and to encourage suppliers to measure and reduce their water and energy consumption.

THE EXEMPLARY DAMART MANUFACTURING TUNISIA

The **Damart Manufacturing Tunisia (DMT)** production plant is in the process of drawing up its environmental policy as part of the ESQM (Environmental, Social and Quality Management) project, due to start in early 2022.

As early as May 2021, the plant volunteered to carry out an initial environmental audit (under the ICS standard) as a starting point for the launch of the project. Since then, several steering committees have been set up, bringing together the Tunisian teams and the French support teams involved in the project. In particular, it has been agreed that two management systems, quality and environment, will be put in place.

Significant progress was made this year in implementing our environmental policy:

- Recruitment and appointment of a Management Systems Manager and Environmental Officer within the plant
- Installation of water meters and monitoring of consumption by department
- Inventory of refrigeration equipment
- Monitoring electricity and natural gas consumption
- Creation of the documentation system (procedures, instructions, etc.)
- ISO14001 training at 4 levels (expert, mastery, basic knowledge and awareness)

An action plan has been drawn up, including the various processes and indicators involved in setting up an Environmental Management System.

The next steps will be to define targets for energy consumption in relation to production volume, validate the action plan and environmental indicators, set up an environmental committee within the plant, and eventually implement the environmental policy.

All DMT teams have also been made aware internally of water consumption, ozone-depleting substances, greenhouse gases and the energy used for transport. Posters have been produced to raise awareness of the eco-actions that can be taken to continue acting more responsibly on a daily basis, and these will be displayed in the plant over the coming months.

3. Marketing more responsibly

This concept of more responsible marketing covers efforts and action plans to reduce the environmental impact of our buildings and sales outlets in terms of energy, employee travel, goods transport and waste management.

ENERGY IN BUILDINGS

Energy has an impact equivalent to **6,409 tonnes eq CO₂** over the past financial year, compared with **8,994 tonnes eq CO₂** in 2022. The Group's main sources of energy consumption are shop lighting, the operation of heating and air conditioning systems and the powering of IT systems.

Aware of the urgent need to reduce energy consumption and the difficulties in obtaining supplies due to the geopolitical context, reduction action plans have been drawn up by all the Group's companies.

In France (**Damart France**, **DSB** and **Afibel**) and in the United Kingdom (**Damart UK** and **Coopers of Stortford**), a number of measures have been implemented in line with the sobriety measures advocated by governments:

- Internal communication to raise awareness of eco-gestures, actions taken and savings made
- Reduction in outdoor lighting (car parks and signs)
- Reduce the heating temperature set point and switch to reduced mode at night and at weekends if possible using timers
- Optimising building occupancy to reduce heating costs
- Replacement of existing lighting with LEDs
- Checking economy operating modes for warehouse equipment
- Installation of motion detector lighting in all common areas
- Building insulation

➤ **Focus on points of sale**

For several years now, the **Damartex Group** has been committed to empowering its physical points of sale. The Group's 169 shops accounted for 29% of business over the period, making them a channel still widely favoured by our customers.

Damart, the Group's historic brand, has 94 shops in France and 56 in Belgium. They are located in town centres, *retail parks* and shopping centres.

Lighting in these outlets is gradually being replaced by LEDs. Last winter, in line with the legal recommendations of the French government's energy saving plan, a guide to good practice in energy saving was shared and applied in all shops in France. It focused mainly on heating, air conditioning and lighting. Since the end of March, illuminated signs have also been completely switched off.

➤ **Focus Green IT**

A digital sobriety plan has been put in place within the **Afibel** teams, involving several measures:

- Deletion of unused files to reduce the energy consumed by servers
- Optimisation of network traffic for images and videos for websites in France and the UK to reduce the bandwidth used by customers
- Reuse of old physical servers for development needs
- Internal repairs to PCs, laptops and hard drives to extend their lifespan

At **Damart**, employees in France and the UK were invited to take part in Digital Clean Up Days for the first time in the form of a challenge. During the week of 13 to 17 March in France and one day in May in the UK, a good practice was sent to employees every day. 100 employees took part, resulting in 395GB and over 137,000 emails being deleted. **Afibel** also distributed some good practices this summer.

EMPLOYEE TRAVEL

➤ **Business travel**

The use of the Group's owned and leased vehicles generated **1,160 tonnes of CO2 eq** this year (compared with 625 tonnes of CO2 eq in 2022). However, the scope has changed, as data from Healthcare Division entities (Santéol and MSanté) delivering homecare services has been added, which explains this increase in consumption.

Particular attention is paid to the vehicles used by the technicians and sales representatives of the Healthcare Sector brands who visit patients. At **Almadia**, for example, the management teams are running an eco-driving training project for the fleet of 40 professional vehicles.

Damart France has begun converting its courier vehicles used for internal transport between different sites to electric vehicles.

The **Damartex Group** also wants to promote the use of electric vehicles internally and the installation of electric terminals at the headquarters of each entity.

➤ **Commuting to and from work**

All the brands encourage their employees to use alternatives to the private car and to telework.

In addition, incentives to encourage employees to use an electric vehicle (**Damart UK**) or a bicycle (**Coopers of Stortford**, **DSB**, **Damartex Corporate**, **Xandres**), in particular through financial aid, have been introduced.

For their part, employees from sites in France took part in the Hauts de France Mobility Challenge last September. This initiative is repeated every year, and has won prizes on 4 occasions.

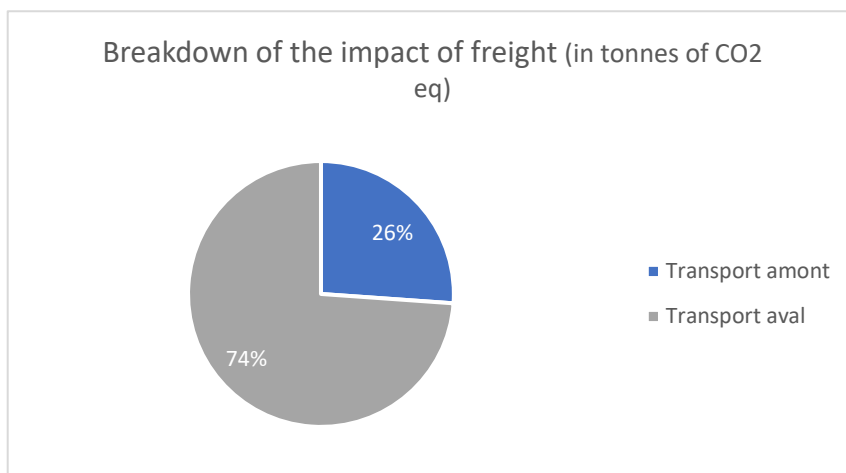
Teleworking is practised in all the Group's companies at a rate of 8 to 16 days per month.

At **Coopers of Stortford**: 4 wellness weeks were introduced and also offered to employees in the sales teams, increasing the number of days worked from home throughout the year to an average of 44.61%.

INBOUND AND OUTBOUND TRANSPORT

Transport and logistics to deliver products have an impact equivalent to **15,005 tonnes CO₂ eq** (compared with 13,534 tonnes CO₂ eq in 2022) at Group level (excluding the **Healthcare Division**). The relative uncertainty on emissions linked to the transport of goods by the **Damartex Group** is 20%.

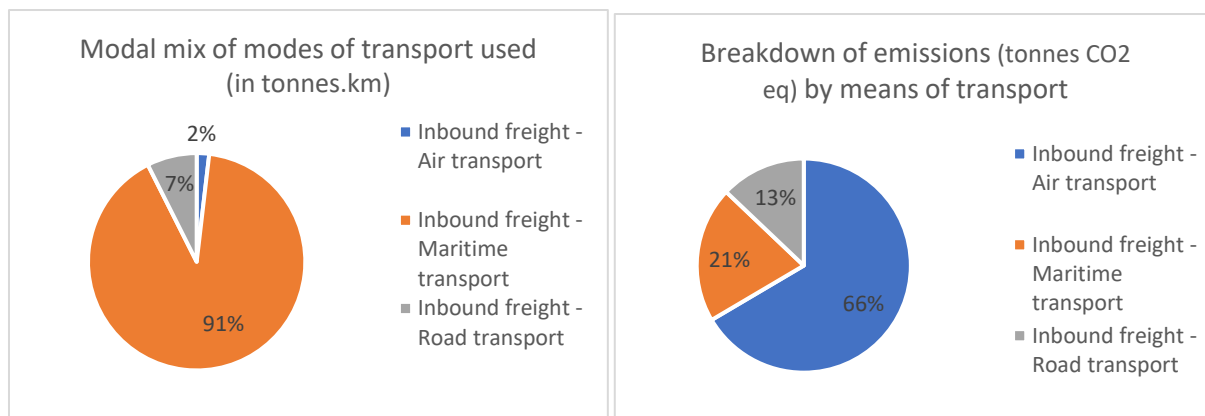
Transport is split between upstream and downstream transport.



➤ **Inbound transport (which accounts for 26% of the impact of this item)**

Inbound transport covers the flow of goods (by road, sea, air or rail) between suppliers and the Group's warehouses.

Sea transport, which is economical and has a reduced environmental impact (lowest ratio of tonnes of CO₂ eq /tonne.km), is by far the preferred mode of transport for intercontinental links for all the Group's brands. Despite the very limited use of air transport (only 2% of the volume of goods transported in tonnes.km), it accounts for 67% of the overall impact of inbound transport (in tonnes of CO₂ eq).

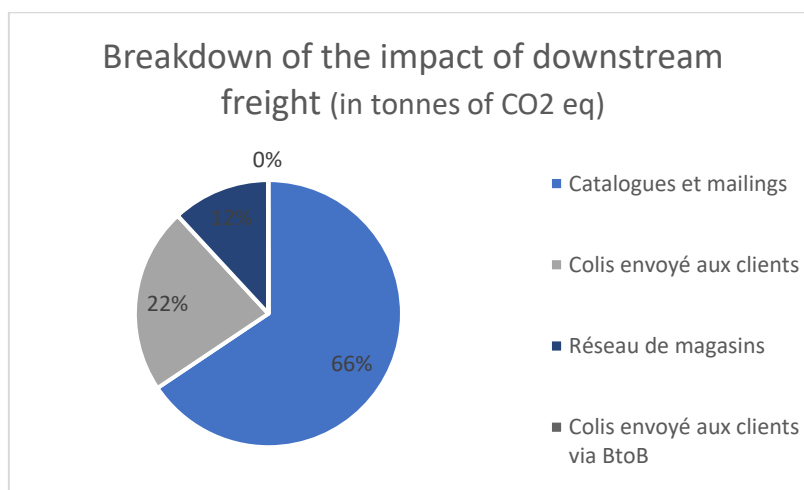


➤ **Downstream transport (which accounts for 74% of the impact of this item)**

Downstream transport involves the flow of supplies from warehouses to points of sale or customers' homes. This transport is carried out entirely by truck. The pace of restocking is controlled by the Group, but transport is carried out by external service providers.

We have chosen to distinguish between the various downstream transport flows (which depend on our activities):

- Shop distribution network (11.6% of the impact of downstream transport)
- Mailings and catalogues sent to customers (66% of the impact of downstream transport)
- Orders sent to customers (22% of the impact of downstream transport)
- BtoB orders (0.4% of downstream transport impact)



French retailers (**Damart France, Afibel, Almadia** (formerly Sédagyl) and **Vitrine Magique**) have signed FEVAD's responsible e-commerce logistics charter, which sets out 10 concrete commitments in four main areas:

- Consumer information: raising awareness and informing the "Consum'Acteur".
- Packaging: reducing the volume of packaging and encouraging re-use
- Warehouses and deliveries: relying on environmentally-friendly logistics
- Monitoring: reporting on the implementation of commitments

By joining the Carbon Offsetting scheme run by La Poste's Parcels Mail Service, La Poste guarantees that the amount of residual and incompressible CO2 emissions linked to the dispatch of all our catalogues in France (**Damart**, **Afibel**, **Almadia** (formerly Sédagyl) and **Vitrine Magique**) will be offset for the benefit of environmental projects.

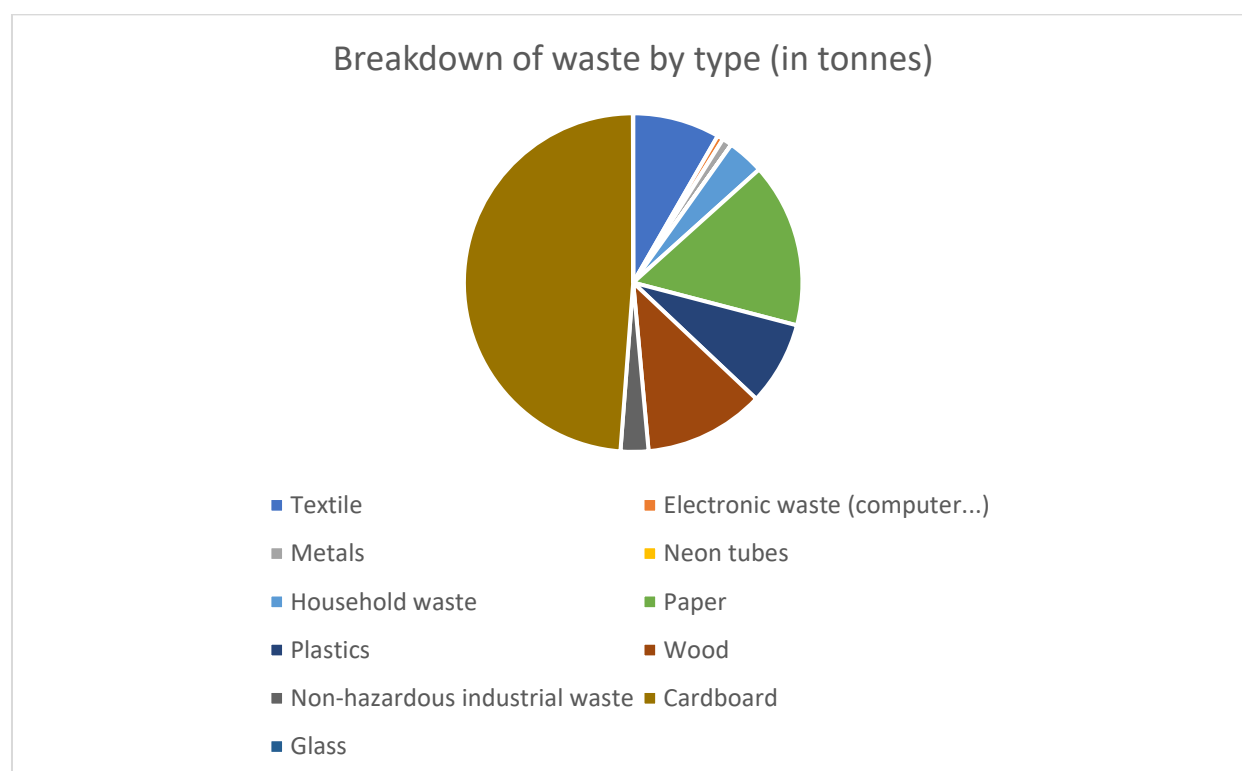
WASTE MANAGEMENT

(excluding the Healthcare division)

The nature of our business (the distribution of products and the provision of services) generates waste, mainly plastic, paper and cardboard. Hazardous waste represents a very marginal volume.

All subsidiaries have set up waste sorting systems in their offices and warehouses to reduce waste and optimise the collection of recyclable waste (cardboard, paper, glass, aluminium, etc.).

- Production of hazardous waste at Group level (tonnes): 12 tonnes (following the closure of the outsourced Damart *Print* activity)
- Production of non-hazardous waste at Group level (tonnes): 2,046 tonnes
- Percentage of waste reused, re-employed or recovered (internally or externally) at Group level: 82%.



As part of the ESQM project at the DMT plant in Tunisia, described earlier under manufacturing processes, all plant staff were made aware of waste management this year. Storage areas were also

identified, leading to a review of the waste monitoring and removal procedure (choice of recycler, inventory, removal contract), the drafting - still in progress - of an explanatory sheet on the different types of industrial waste and the formalisation of waste sorting and management procedures.

At **Almadia**, following the teams' move to the same site in Villeneuve d'Ascq, a battery sorting system has been set up. This is an opportunity to raise awareness among the teams of the importance of eco-citizenship, but it also enables the After-Sales Service teams to recycle the batteries from returned products.

Damart UK has signed up to the "Plastic Free City" initiative launched by the charity *Surfers against Sewage*. This has resulted in :

- Distribution of reusable cups and elimination of polystyrene cups
- The elimination of plastic cutlery and plates and the introduction of compostable cutlery in the canteen
- Doing away with plastic bottles in canteens

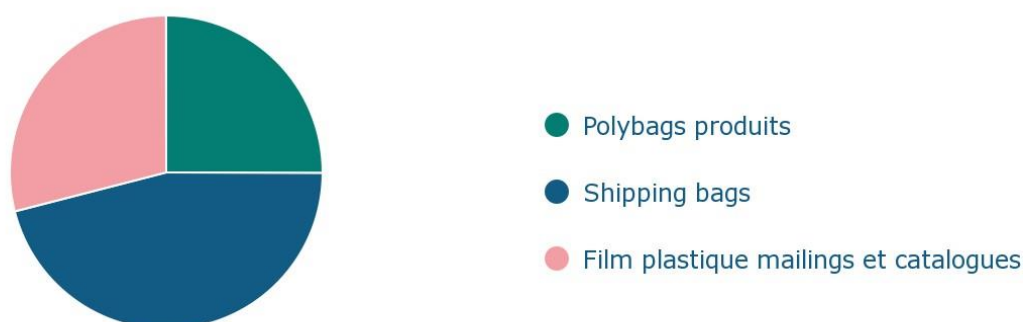
In addition, a number of volunteer employees from **DSB** and **Damartex Corporate** took part in the 5th World Clean Up Day. It's a universal, unifying, educational, practical and friendly event that raises awareness of the issue of waste and encourages people to take action.

➤ Focus on plastic packaging waste

Through its activity as an omnichannel distributor of products for senior citizens, the Group generates plastic packaging waste (in the warehouse, in shops or at customers' premises), which can be divided into 3 categories:

- Polybags to protect products from suppliers: **120 tonnes**
- Mailing bags for e-commerce customers: **220 tonnes**
- Plastic film used to wrap mailings and catalogues: **139 tonnes**

Breakdown of the quantity of single-use plastic packaging used for the business



All brands are working to eliminate single-use plastic packaging from their processes. The first step in this reduction strategy is to replace it with recycled plastic. The second step is to eliminate it (where possible) or replace it with paper or cardboard.

In the Fashion sector

- *Polybags*

For the **Damart** and **Afibel** brands, polybags have been replaced as soon as possible by recyclable cardboard packaging, glassine paper or kraft packaging. The remaining **Damart** plastic packaging is now made of PE (polyethylene) containing 30% recycled material for all the bags produced, so that we only have one type of plastic that can be recycled more easily.

Finally, deliveries of **Damart** products without polybags for non-sensitive textile products have been made to certain suppliers.

At **Damart**, in order to ensure that plastics are recycled at the warehouse, since September 2019, plastic bags from textile items received at the warehouse are removed before being sent to shops. They are then compacted in the warehouse and sent to a recycling service provider for plastic and cardboard.

- *Shipping bags*

When it comes to the bags used for shipping parcels and **Afibel** customer returns, **Damart France** and **Damart Belgium** only use plastics made mainly from recycled plastic. This is a first step before finding the alternative that has the least impact on the environment.

A second test of orders shipped in paper bags by **Damart France** took place at the beginning of June 2022. A customer telephone survey was carried out in order to draw the initial conclusions and adapt this packaging for quality delivery to our customers. Customer feedback has been very positive. However, for budgetary reasons, the project had to be postponed.

For its part, **Xandres** uses only cardboard boxes for its deliveries, in which the products are wrapped in tissue paper customised with the brand's logo, recycled and from sustainably managed forests (FSC certified).

- *Plastic film for postal items*

Finally, at **Damart France** and **Damart Belgium**, in accordance with the Anti-Waste for a Circular Economy Act (AGEC), no more plastic film for mailings and catalogues was used in 2023. **Damart UK** has also started the transition without being subject to the same regulations as France and Belgium. An alternative, made from biodegradable and recyclable paper, is used to protect the documents sent to customers and ensure that the envelope stays in place while retaining an attractive design.

In the Home and Lifestyle sector:

Coopers of Stortford has also taken steps to reduce its use of plastic.

- With regard to the plastic film that surrounds letters and catalogues, the reduction in the use of polyethylene (PE) for mailings is continuing, thanks to the use of paper envelopes for 2 catalogues over the year, representing around 1 million catalogues sent to customers.

- Concerning product protection packaging: 700 kg of plastic packaging has been eliminated since September 2022. Plastic packaging declared to ValPak (official government audit) has been reduced by 26 tonnes compared with 2022 (i.e. 33% of packaging). The ambition is to reduce the volume of plastic packaging that protects the product by 15%.

Amount of eco-contributions paid for packaging at Group level: € 510,000

➤ **Focus on paper**

Aware of the amount of paper waste generated by our various commercial communications with customers, and to limit the use of this resource, we have launched projects to reduce mailings and catalogues. This involves targeting customers more effectively.

At **Almadia**, new customers can discover the product catalogue directly online on the website. The catalogue can be sent to your home address on request (using a form).

In France, all our catalogues are designed and dispatched with respect for the environment. All the paper we use comes from sustainably managed forests (PEFC certified), our printers take concrete action to reduce their environmental impact, and our catalogues contain no recycling disrupters. As a member of the Citeo eco-organisation, we make a financial contribution to the collection, sorting and recycling of paper.

We also monitor the volume of waste generated by our mail order business by tracking the following indicators:

- Total volume of paper used to print mailings and catalogues: 16,969 tonnes
- Total volume of paper used for envelopes (when paper): 1,363 tonnes

At **Almadia**, a test has been carried out with pharmacies (around 1,160 BtoB customers) to stop systematically printing the sales flyers presented at meetings (every two months). The documents are sent electronically and printed on request.

As explained above, paper is now the preferred choice for product packaging:

- Quantity of paper used to package and protect products: 47.5 tonnes
- Quantity of paper used for shipping bags: 900 kg
- Quantity of paper used for in-store bags: 52 tonnes

4. *Raising our customers' awareness of the need to consume more responsibly*

Damartex attaches great importance to its customer communication strategy. On a daily basis, our employees are in direct contact (shops, call centres) with almost 40,000 customers, providing them with every opportunity to raise their awareness of responsible consumption.

CSR communication is visible on the commercial websites of the **Damart**, **Afibel** and **Xandres** brands, with pages dedicated to the approach and commitments of each brand.

This year, **Damart**'s communications teams have developed an FAQ called "**Damart** answers you", consisting of 10 simple questions on ethics, plastics and recycling.

Damart and **Afibel** are trying to raise their customers' awareness of the end-of-life issue. For the 4th year, the brands are taking part in the #RRRR communication campaign launched by the Re-Fashion organisation from 23 September to 2 October 2022 to talk about the repair and second life of clothing and footwear on their websites and social networks (Facebook, Instagram, Twitter). The campaign brought together more than 200 partners who made this new year a success on social networks, on brand and retailer websites, on second-hand platforms, in shops and even at local authority level. As a result, 76% of the population was reached (compared with 55% last year) thanks to the mobilisation of these players. On social networks, there were no fewer than 52 million impressions - i.e. reactions - (of which more than 13,000 (compared with 16,000 in 2021-2022) were made by **Damart** and **Afibel**). At the same time, **Damart** has teamed up with Le Relais, and collection points have been installed in 55 shops from 23 September to 20 October 2022.

A "Sustainability talk" also took place during Fashion Revolution Week in the **Xandres** shop in Hasselt with a few selected customers. The event provided an opportunity to discuss **Xandres**' CSR policy, the pieces in the spring-summer 2023 collection that are considered to be more responsible, less impactful raw materials, production sites, etc.

CONSUMER INFORMATION

On the French market under the Anti-Waste for a Circular Economy Act,

- The sorting instructions (packaging and product) are displayed directly on the product or on the packaging in order to simplify the sorting process for consumers, by means of the TRIMAN sign and information specifying the sorting procedures.
- A quality and environmental data sheet is available for each product on the **Damart** and **Afibel** websites. This sheet contains information about the product and packaging:
 - o The % of recycled material (if any)
 - o The release of microfibres
 - o The presence of dangerous substances
 - o The countries of the main processing stages (garment making, dyeing or printing and weaving or knitting).

The packaging must specify the percentage of recycled material if it contains any.

The Group's legal department has also informed the communications teams about the updating of standards relating to environmental claims.

Finally, **Damart** brand products from our responsible product policy are stamped with a logo on the website and in the catalogues so that customers can identify them.

Afibel's marketing teams have worked to raise customer awareness. Two specific boutiques on the website inform consumers about French and/or European manufacturing, and labels such as Oeko-Tex. The logos appearing on the various media (catalogues and mailings) have been unified to deliver a consistent communication message.

USE

Using and maintaining our products consumes energy and chemicals. This is the second largest contributor to our carbon footprint.

We try to raise our customers' awareness of this issue by offering them :

- **Fashion:** wash clothes at a lower temperature and dry them flat to avoid ironing and tumble-drying, reduce detergent consumption and extend garment life...
- For **the Home & Lifestyle section:** to choose products that consume less energy (low-energy LED bulbs, batteries, or solar-powered products).

For the Fashion sector

The Group's 3 brands have a page on their website devoted to advice on how to wash, dry, iron or repair their clothes, or on the best way to store them in their wardrobe.

At **Xandres**, additional information has been added on wool and cashmere, as these are more fragile fibres that require special care.

At **Damart**, a customer survey was carried out in 2022 among consumers in 3 countries: France, the United Kingdom and Belgium, to find out more about their garment care habits. This survey was used to support the "Adopt the right gestures" web page by adding a guide to good usage practices.

Damart has launched a campaign to change washing instructions, recommending 30°C for almost half of its products. As well as limiting energy consumption, this change in the way clothes are cared for will extend their life.

REPAIR

As part of the French Anti-Waste for a Circular Economy Act, the public authorities have asked the textile industry, through its eco-organisation Re-fashion, to encourage repair by creating a fund to award a bonus to consumers who use a repair service.

As associates and members, **Damart** and **Afibel** fulfil their obligation and are contributors to this fund. The brands are considering offering repair services or options to their customers.

For several years now, **Xandres** has been running a *Repair & Care* programme to help customers extend the life of their clothes. The brand is committed to repairing garments indefinitely, regardless of the date of purchase.

For the second year running, Green Friday **Xandres** was held last November as an alternative to Black Friday to promote repairs. For the occasion, all the shops and the website were closed. Instead, all the employees, their families and some residents of the Destelbergen care centre got together to repair the clothes dropped off by customers, free of charge. 600 items were collected and 400 repaired the same day.

In the Home and Lifestyle sector:

At **Coopers of Stortford**, a project has been launched to provide spare parts for some of the electrical and electronic products on offer. Around 100 products requiring spare parts have been prioritised (as they have universal parts such as cables). In order to meet customer expectations, feedback on these products is currently being analysed.

BIODIVERSITY

Aware of the impact of the manufacture and marketing of products (throughout their life cycle) on the degradation of biodiversity, the teams are training to better understand this subject. In this context, **Damartex** has joined the Ecological Transition Group organised by the United Nations Global Compact - France Network (as part of the Steering Committee), which offers members support on environmental issues such as climate and biodiversity. Event-based content is offered, encouraging companies to share their experiences: webinars, workshops, round tables, presentations by experts and tools.

Part 2 - Conducting business responsibly

Our ambitions:

- Involving our partners in our responsible purchasing policy
- Treat our customers with respect and consideration
- Facilitating relations with our eco-system

By 2026: 80% of our products will come from socially audited factories

1. Involving our partners in our responsible purchasing policy

(Excluding the Homecare division: Santéol, MSanté)

The **Damartex Group** subcontracts the production of the majority of the products it markets. As a result, a significant proportion of the Group's social impact depends on the activities of its suppliers and subcontractors. Because of the distance between **Damartex** headquarters and the factories, the risks associated with purchasing are significant (quality, non-compliance, human rights violations), and could damage the Group's reputation and compromise its ability to attract new investors and employees.

To improve control over its supply chain, **Damartex** has had a responsible purchasing policy in place since 2013. Working in close, long-term partnership with suppliers who share the Group's ethical requirements is the basis of this approach. **Damartex** wants to be able to guarantee to its customers and employees that the women and men who make its products are treated with respect and that this manufacturing tries to limit the negative impact on the environment.

This responsible purchasing policy is based on 3 pillars: the Responsible Purchasing Charter, the involvement of buyers and social audits.

Damartex has been a member of the Initiative for Compliance and Sustainability (ICS), **Damart** since 2017, **Afibel** and **3Pagen** since 2019, **Xandres** and **Coopers of Stortford** since 2021 for social and environmental audits. The 70 banners that are members of this initiative are working together to achieve sustainable improvements in working conditions for people and to provide responsible support for suppliers, so that they can play an active role in their own progress. By 2022, more than 3,500 social audits had been carried out under the ICS standard.

Furthermore, in anticipation of legislative advances, the **Damartex Group** has begun work on an initial compliance plan. This will consist mainly of a mapping of non-financial risks and the measures to be taken to protect against them. This plan will enable us to better identify the main impacts of our activities on people and the environment.

RISK MAPPING AND ASSESSMENT

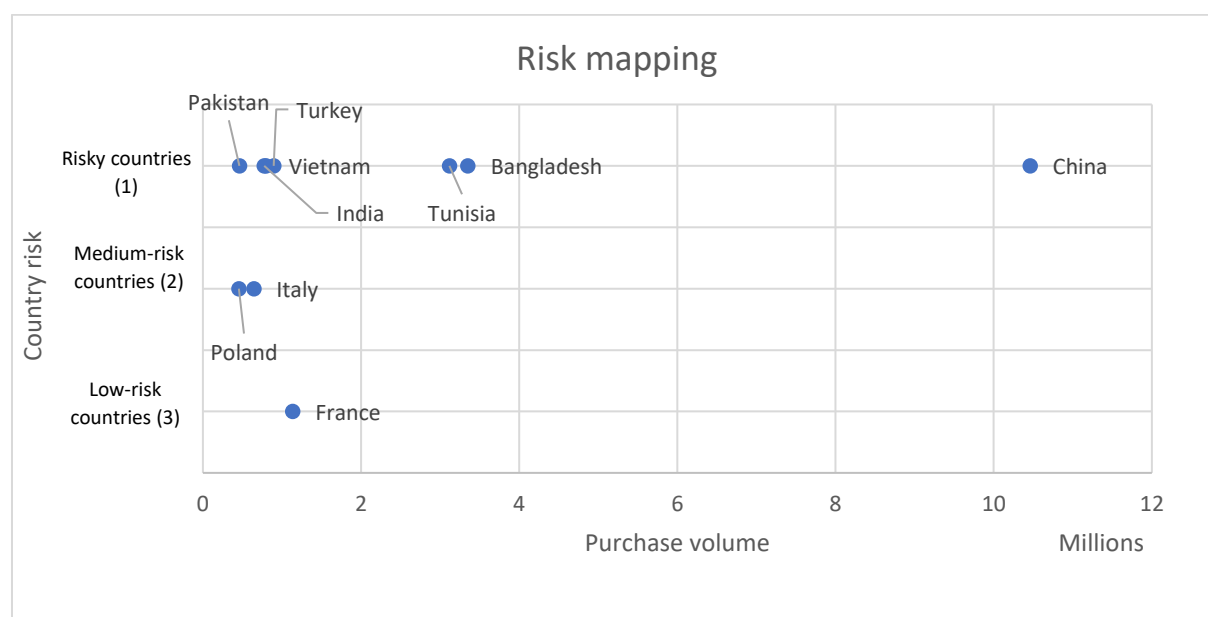
All the Group's brands pay close attention to the selection of suppliers for each type of product. The **Damartex Group** works with 1,263 Tier 1 suppliers (active during the reporting period). Some suppliers

are common to several brands, but the mismatch between the information systems of each brand makes it impossible to identify duplicates. The rate of new suppliers to the Group's brands is 9.55%.

The mapping of non-financial risks highlights the risks that our activities pose to women and men in terms of human rights and fundamental freedoms, health and safety, and the environment.

A Group-wide risk assessment is carried out using the Country Risk Map (produced by the ICS team), which is based on 9 criteria and updated annually. It classifies countries according to 3 levels of risk: risky, medium-risk and low-risk.

Our mapping is based on ICS country risk mapping and the volume of purchases made by **Damartex** in these countries. We have selected a scope of 10 countries: Poland, Italy, Tunisia, China, India, Turkey, Vietnam and Bangladesh. These represent the sourcing zones with the highest volumes.



➤ General analysis by country

China presents the greatest risk, both in terms of occurrence and impact. This is due to the large volume of purchases made by the Group in this country, where the country risk (according to the ICS mapping) is high. It is also the country where the most ICS audits are carried out (more than 1,000 by 2021). The main risks concern the lack of transparency, in particular undeclared subcontracting, but also the massive use of excessive working hours.

Secondly, although the textile industry in Bangladesh has come a long way, it still presents many risks. Today, the textile industry is considered to be fairly safe, with a strengthening of CSR policies and an increase in the minimum wage. However, as in China, the fact that legal working hours are regularly exceeded entails numerous health and safety risks.

Tunisia is a particularly important sourcing country for **Damartex**. The Group has its own factory, **Damart Manufacturing Tunisia (DMT)**. The textile sector there is currently booming (12% increase in the value of exports by 2023). There are major health and safety risks.

Lastly, even though the volume of purchases is lower, Vietnam, India, Poland and Italy present risks that need to be monitored. Poland presents major health and safety risks. As for Italy, a number of organisations have denounced the development of "*sweatshops*", small informal workshops with poor

working conditions. India and Vietnam are also considered to be high-risk countries, particularly in terms of working hours and health and safety.

Share of purchasing volumes by risk level

	DAMART*	AFIBEL	XANDERS	3 PAGEN	COOPERS OF STORTFORD	ALMADIA (SEDAGYL)
Risky countries (1)	86,2%	47%	16,8%	60,7%	85,6%	45,3%
Medium-risk countries (2)	9,3%	31,6%	69,3%	1,6%	4,5%	13,4%
Low-risk countries (3)	4,3%	21,1%	0,8%	26,8%	9%	37,1%
Countries without ICS listing	0,2%	0,3%	13,1%	10,9%	0,9%	4,2%

***Damart perimeter:** This figure takes into account suppliers of the clothing & footwear offer and the well-being & home offer (excluding promotional items).

RISK MITIGATION ACTIONS

A number of initiatives have been taken to protect against these risks (excluding **Almadia** (formerly Sédagyl)).

➤ Risks relating to human rights and fundamental freedoms

- Responsible Purchasing Charter

The Group has drawn up a responsible purchasing charter based on the ten principles of the United Nations Global Compact. Within the charter, the Group asks its suppliers to ensure the effective application of fundamental workers' rights in compliance with the conventions of the International Labour Organisation (ILO) and national legislation. The charter is appended to the general purchasing conditions of the various banners. The target signature rate is 100%.

DAMART	DMT	AFIBEL	XANDERS	3PAGEN	COOPERS OF STORTFORD
59%* (2021-2022 : 98%)	56% (2021-2022 : 43%)	100% (2021-2022 : 93%)	92% (2021-2022 : 65%)	29% (2021-2022 : 24%)	24% (2021-2022 : 18%)

***Scope:** This figure takes into account suppliers in the clothing & footwear offer and the well-being & home offer (excluding promotional items).

- Involvement of buyers

The purchasing teams are particularly involved in this responsible purchasing policy. They have been trained to visit factories from a CSR perspective. They have a checklist of points to look out for when touring the workshops. **Damart** carried out 41 visits during the 2022-2023 financial year. In addition, buyers have CSR criteria to take into account when selecting their suppliers. For example, suppliers must submit a valid audit, or undergo an audit, before joining the supplier pool.

A **Home & Lifestyle** purchasing office opened in Shanghai in January 2018. The Group's presence in China through this office has strengthened the traceability of the **Home & Lifestyle** product supply chain, with local teams travelling to production sites.

- *Participation in the Initiative for Compliance and Sustainability (ICS)*

This multi-sector initiative enables members to collaborate, work together, share knowledge and good practice, and pool audits and common tools.

In this context, **Damartex** has been involved in a number of working groups: environment; human rights; audit follow-up, enabling the audit grid to be updated and new audit firms to join; and the alert mechanism.

In addition, the ICS team produces a watch that is shared with the members of the initiative. Media alerts are sent out regularly when incidents occur in factories (fires, accidents, strikes, etc.). These are passed on to the purchasing teams, who are in direct contact with suppliers and factories. In addition to this shared monitoring between members, this initiative enables us to agree on common positions on geopolitical issues. For example, after the coup d'état in Myanmar, the ICS issued a statement on behalf of all its members recommending withdrawal from the country.

- *Social audit campaign*

Social audits are carried out as part of ICS membership. They enable us to evaluate suppliers and support them in their continuous improvement process, with the implementation of Corrective Action Plans (CAP). Suppliers' factories are assessed under 8 headings: Management System, Transparency and Traceability; Forced Labour; Discrimination; Disciplinary Practices, Harassment and Abuse; Freedom of Association and Whistleblowing; Working Hours and Overtime; Remuneration and Benefits; Health and Safety.

The first step is to prioritise the plants to be audited. Risk mapping is used to identify the riskiest countries, so that the majority of audits can be carried out in these countries.

Share of audited purchasing volumes by risk level

	DAMART*	AFIBEL	XANDERS	3 PAGEN	COOPERS OF STORTFORD
Risky countries (1)	94,2%	62,5%	6%	100%	98,6%
Medium-risk countries (2)	5%	31%	94%	-	-
Low-risk countries (3)	0,80%	6,7%	-	-	0,5%

Countries without ICS listing	-	-	-	-	0,9%
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***Damart perimeter:** This figure takes into account suppliers of the clothing & footwear offer and the well-being & home offer (excluding promotional items).

The Group has set itself the goal of achieving 80% of products placed on the market coming from socially audited factories by 2026. To date, 55.5% of purchasing volume comes from factories audited at Group level (2021-2022: 58%).

The framework was defined as follows:

- Type of audits and certifications accepted: Social audits under the ICS and Amfori BSCI (Business Social Compliance Initiative) standards and SA 8000 certification (once obtained).
- Audit acceptance rule: semi-announced or unannounced, less than 2 years old (less than 1 year old if BSCI C), with a corrective action plan in progress if not A or B.

Within the Group, each company undertakes to pay for the initial audit. Depending on the results, follow-up audits are scheduled during the year, this time at the supplier's expense.

The ICS social audit follows a methodology common to all brands and is always initiated by the brand and not the supplier, in order to guarantee objectivity.

	DAMART	AFIBEL	XANDERS	3PAGEN	COOPERS OF STORTFORD
Valid audits ¹	139 audits (including 122 ICS)	36 audits (including 30 ICS)	4 audits (including 4 ICS)	22 audits (including 3 ICS)	53 audits (including 22 ICS)
Audits carried out over the period	59 audits (including 52 ICS)	17 audits (including 13 ICS)	1 audit (including 1 ICS)	20 audits	29 audits (including 4 ICS)
Volume of purchases from audited factories	75.7%* (80.7% in 2021-2022)	37.8% (46.4% in 2021-2022)	28.3% (51.7% in 2021-2022)	20.9% (34.2% in 2021-2022)	8.55% (31.8% in 2021-2022)

***Damart perimeter:** This figure takes into account suppliers of the clothing & footwear offer and the well-being & home offer (excluding promotional items).

The percentage of purchasing volume coming from audited factories has fallen compared to last year for all the banners. This is mainly due to changes in scope and the refinement of our calculation methodology.

Despite these reductions in the number of audits and the volume of purchases audited, the level of compliance of the factories audited over the period remains high, with an average of 91.25% for all the Group's brands. The analysis below, by letter, gives a more detailed breakdown of the audit scores for the Group over the period.

	Breakdown of audit scores (over the period)
A	3%
B	40%

C	50%
D	0%
E	7%

- *The organisation of supplies to the **DMT factory (Damart Manufacturing Tunisia)***

The plant has a duty to set an example: a social audit was carried out this year, with an excellent level of compliance (97%) and a minor degree of non-compliance. The audit highlighted the progress made (5% improvement in score).

The **DMT** plant also has subcontractors and suppliers in Tunisia and other countries.

	In Tunisia	Outside Tunisia
Breakdown of purchases and external services (in €)	26%	74%
Volume of purchases from audited factories (in €)	60%	40%

It should also be noted that all garment manufacturers in Tunisia are visited by in-house teams. With a view to improving the management of its value chain, one dye house was also subjected to an environmental audit (ICS standard) during the period. Finally, the factory producing the packaging for **Damart** underwear was socially audited in May 2023 and obtained an excellent result. The aim is to extend the responsible purchasing approach to all Thermolactyl production processes.

- *Transparency and traceability projects*

To protect yourself from serious damage, you need to have a good understanding of your entire value chain, rank 1 and below.

	DAMART*	AFIBEL	XANDERS
Intermediaries	31,0%	0,4%	3,8%
Importers	7,4%	34,8%	-
Trading	3,55%	6,4%	13,2%
Live plants	14,8%	53,6%	83%
Brands	3,55%	4,9%	-
Not defined**	39,7%	-	-

**Damart perimeter: This figure takes into account suppliers of the clothing & footwear offer and the well-being & home offer (excluding promotional items).*

***Undefined: Home & well-being suppliers*

With a view to increasing traceability and transparency, subcontractors must be declared in the Factory Profile. This form brings together the main information about the supplier. The supplier must list its various subcontractors.

Damart's own factory, **DMT**, has embarked on a factory traceability project in 2021 as part of its ICS membership. This Sustainability Map has made it possible to identify the factory's subcontractors (dyers, spinners, etc.). Today, 40 suppliers are included in this map.

For **Home&Lifestyle** brands, the ambition is to develop an increasingly large proportion of purchases through the Purchasing Office, as shown below:

Share of purchasing volume via the Shanghai Purchasing Office for Home & Lifestyle brands

	3PAGEN	COOPERS OF STORTFORD
Shanghai Purchasing Office	32%	37%

- *Mechanisms for upgrading supplier skills*

Our membership of the ICS also enables us to improve the skills of our suppliers. With this in mind, a training course in collaboration with the International Labour Organisation was offered to **Damart** suppliers. The aim of this free distance learning course was to raise suppliers' awareness of working hours issues. The subject of overtime is particularly important in South-East Asian countries, and this training enabled good practices to be shared as well as a reminder of the legal framework. The ICS selected factories to take part, based on their excessive overtime. 12 factories working for **Damart** took part, on a voluntary basis.

In addition, the Group's responsible purchasing policy fosters a partnership between the brands and their suppliers. The **DMT** plant has proposed a satisfaction questionnaire for its suppliers, to identify areas for improvement in the partnership with subcontractors. In particular, the questionnaire helped to raise their awareness of Transparency, the internal alert tool. It is also a first step towards the ISO20400 standard on responsible purchasing.

ENVIRONMENTAL RISKS

- *Collection of environmental audits*

Damartex does not currently carry out environmental audits on its suppliers. However, membership of the ICS enables us to collect audits carried out by other brands. Over the period 2022-2023, 12 factories producing for **Damartex** have been environmentally audited. These audits are used to check various parameters, such as environmental management, energy and transport, greenhouse gas emissions, water use, discharges, waste management and hazardous or potentially hazardous substances. As the main environmental risks tend to be upstream in the value chain, **Damart** ensures that the dyeing facilities at the **DMT** production plant are audited.

The overall compliance rate for these environmental audits was 84.3%. The letter obtained for the audit gives a more precise view of the plants' compliance levels:

Letters obtained	Breakdown of audit scores (over the period)
A	8%
B	75%
C	8%
E	8%

- *Supporting suppliers to adopt more sustainable practices*

In addition to the environmental audits shared between ICS members, a new tool called the "Environmental Checklist" has been tested at a number of **Damartex** plants. It collects quantitative data on water and energy consumption in the factories. To date, 32 factories working for **Damart** have been invited to complete this environmental checklist, with a response rate of 43%. The brand sends out targeted invitations, in agreement with the purchasing and CSR teams, but the approach is entirely voluntary and declarative on the part of the factories. It is part of a partnership between the brands and their suppliers.

➤ **The specific nature of subsidiaries in Great Britain**

The two English subsidiaries **Damart UK** and **Coopers of Stortford** adhere to the Modern Slavery Act. The MSA Statement 2022 is published on the **Damart UK** and **Coopers of Stortford** corporate websites, and includes all supplier awareness, training and internal communication initiatives.

At **Damart UK**, all employees are made aware of these issues by signing the Code of Conduct (which includes a chapter on "Modern Slavery"), explaining the Transparency process and the "Modern Slavery" chapter, and through an e-learning module.

Lastly, suppliers are made aware of these issues by signing the Responsible Purchasing Charter (which includes a chapter dedicated to Modern Slavery). These specific regulations have enabled **Damart UK** to develop a voluntary approach to promotional items. A central purchasing unit for the collection has been set up at **Damart** level, but the business units (United Kingdom, France and Belgium) purchase their promotional items and practical products individually. **Damart UK** is involved in a voluntary approach to the purchase of practical life and promotional items. Suppliers presenting the highest risk must attest to a valid social audit. A manual has also been produced to highlight the social compliance rules for suppliers. Today, 100% of suppliers have signed the responsible purchasing charter.

2. *Treat our customers with respect and consideration*

DATA CONFIDENTIALITY

Since 2018, the Group has implemented actions to comply with the RGPD in all subsidiaries.

Since January 2021, decentralised data protection governance has been in place: DPOs (Data Protection Officers) have been appointed in each subsidiary. Their role is to advise on and provide independent oversight of the implementation of privacy regulations.

Once a quarter on average, all the DPOs meet at Privacy Meetings to work together on Group projects. On 15 November 2022, a "DPO Day" brought together all the Group's DPOs at **Damartex** headquarters in the presence of the Chairman of the Executive Board.

The responsibilities of each DPO are as follows:

- Informing and advising the data controller, who decides on the purposes and processing of the data (often the corporate officer or company director of each BU),
- To disseminate the culture and rules of data protection to all those who handle personal data within the BU,
- Monitor compliance with regulations relating to personal data,

- To act as a contact point for requests from individuals concerning the processing of their personal data and the exercise of their rights,
- Cooperate with the data protection authorities and act as a contact point for questions relating to data processing,
- Documenting data processing.

➤ **Internal audit plan**

In accordance with the audit plan approved by the Group Audit Committee, internal audits of compliance with the RGPD are carried out in all Group entities. In 2022-2023, three compliance audits were carried out. The results of these audits and the associated action plans are presented to the Group Audit Committee. Regular reporting to the Group Risk Committee is also in place to ensure that subsidiaries are making positive progress towards compliance.

➤ **Customer/patient communication**

The personal data policy of each entity in France is available on request in shop, on the internet or by telephone. In this way, all customers can be informed about the processing of their personal data and their rights arising from it.

Within the **Healthcare** division, **Damartex Group** entities process medical data relating to patients. Compliance measures have been put in place to take account of the sensitive nature of this data and the additional requirements laid down by the regulations.

In addition, on 15 August 2022, the **Damart** entities (**DSB, Damart France, Damart UK, Damart Belgium**) suffered a computer intrusion on its servers. The IT teams reacted immediately to prevent any attack. No leakage of personal data was detected.

TAKING RESPONSIBILITY FOR OUR MARKETING PRACTICES

The **Damartex Group** attaches great importance to its customer communications strategy: positive, clear and supportive. The brands work to improve their image across all channels (marketing, press relations, social networks). On a daily basis, **Damartex** employees are in direct contact (shops, call centres) with almost 40,000 senior citizens, enabling them to build up a close relationship with their customers.

➤ **Contact with the customer**

Modernising the customer experience means capitalising on human relations. The Group's brands use a variety of channels to maintain close contact with customers.

- *For the mail order business*

Damartex's mail order brands all have an in-house call center that responds to customers in a personalised way.

- *For commercial websites*

At **Afibel**, the overhaul of the commercial site has optimised the user experience between the various tabs to facilitate the customer journey. To emphasise the omnichannel approach between the catalogue and the web, each communication campaign and each catalogue now contains a QR code that redirects customers to the website.

Finally, the **Coopers of Stortford** commercial site has a responsive and optimised design. The contact tab offers an online chat service for site visitors, as well as an order-taking and customer services management service. Delivery options aim to meet customer needs with a standard service, a next day delivery option on certain routes and the option of collection from a parcel shop at a convenient location chosen by the customer.

➤ **Messages to customers**

The Group's brands apply the principles of ethical marketing, building customer trust through transparency and inclusiveness.

- ***Afibel: inclusive fashion***

Afibel publishes body-shaping advice on its commercial website to help women enhance their figure. The Offer Director also offers advice on certain types of product (dresses and lingerie) through the "Advice from Amélie" sections published this year.

Afibel has also produced photo shoots and videos on Instagram with senior and body-positive models and influencers, such as Caroline Ours, Catherine Platelle and Rachel Peru.

Finally, a test was carried out in May to offer customers an innovative experience: a one-to-one advice session via video conference. The aim is to guide and support customers, whatever their size, to help them feel beautiful. To achieve this, 3 loyal customers were selected. Their feedback was very positive, whether it was thanks to the special time they had, the models they had selected or the advice on how to match them. The project will be rolled out from mid-September to a selection of 4,000 digital customers.

- ***Xandres: an inspiring brand***

At **Xandres**, the *Inspiring Women* programme highlights inspirational women, their stories and their favourite **Xandres** pieces. For the first time this year, **Xandres** launched an open call asking its community to submit their personal inspiring woman. Monique was chosen and nominated by her daughter to share her story and experience.

- ***Damart: special moments to share***

The teams of in-store advisors are recognised for their expertise and are trained to be as familiar as possible with the problems encountered by customers. In their practices, the brands are committed to compliance, sincerity, comprehensibility and treating customers fairly. A "*Damart & moi*" training course is offered to sales advisers on omnichannel customer relations.

A number of highlights marked the year in shop with and for customers:

- **Gourmet teas:** an opportunity for our most loyal customers to get together for a cup of tea and share a moment of conviviality on dedicated themes: shopping, relaxation, exchanges...

- **Fashions shows:** in 20 **Damart** shops, fashion shows for the new Spring-Summer 2023 season were held twice a day. Customers were able to discover the new collection worn by professional models and enjoy a warm, gourmet moment together.

These special moments of sharing are much appreciated by more traditional customers, who see their loyalty rewarded.

On its website and social networks and beyond the act of purchase, **Damart** wishes to accompany its customers in their experience of the products and the brand:

- The brand is showcasing its products with harmonious combinations of colours, materials and patterns, thanks to the *Live Shopping* sessions organised this year with Virginie Fauconnier, stylist on the TV programme Incroyables Transformations.
- The brand also posts "*1 instant pour soi*" video tips on Instagram to share advice, tips and gourmet recipes for well-being and relaxation.

Through all these actions, **Damart** aims to convey a positive image of the dynamic older woman. It was with this in mind that the "**Cosy by Damart**" podcast was launched. In this podcast, subjects of interest to today's women (routines for ageing well, "sweeping away" clichés about the menopause, etc.) are presented, along with inspiring personal accounts.

- **Almadia:** practical advice to improve everyday life

At **Almadia**, a shopping guide has been set up, consisting of blog articles offering advice in response to customer questions. The topics covered are incontinence, daily life, fall prevention, lingerie, the bathroom, health, mobility and Alzheimer's disease.

➤ Customer satisfaction

Customer satisfaction is a major concern for the Group's companies, as it consists of matching customer expectations with the perceived performance of the service or product offered.

Measuring customer satisfaction is a crucial step in delivering positive customer experiences. The two satisfaction indicators used internally are the NPS and the analysis of return rates.

- **NPS**

Since 2013, the Group has been measuring customer satisfaction using the Net Promoter Score (NPS) tool. After making a purchase, customers are asked to rate from 0 to 10 their likelihood of recommending the brand to their friends and family. Promoters" are customers who give a score of 9 or 10, "detractors" are those who give a score of 6 or less. The NPS is the difference between the percentage of promoters (scores of 9 and 10/10) and the percentage of detractors (scores of 0 to 6/10).

The **Damartex Group's** NPS for the 2022-2023 financial year is : **34.6, stable compared with the previous financial year (34.4).**

Damart	Afibel	Xandres	3PAGEN	Coopers of Stortford	Almadia (Sedagyl)
40,1	30	61,6	4	39,5	32,2
(2021-2022 : 38,4)	(2021-2022 : 31,9)	(2021-2022 : 65,5)	(2021-2022 : 9,9)	(2021-2022 : 37,5)	(2021-2022 : 39)

Developments are impacted in the following ways:

- Positive for: product quality, product conformity, on-time delivery
- Negative: delivery times or delays.

The Damartex Group's objective is to achieve an NPS of 50 by 2026.

- *Return rate*

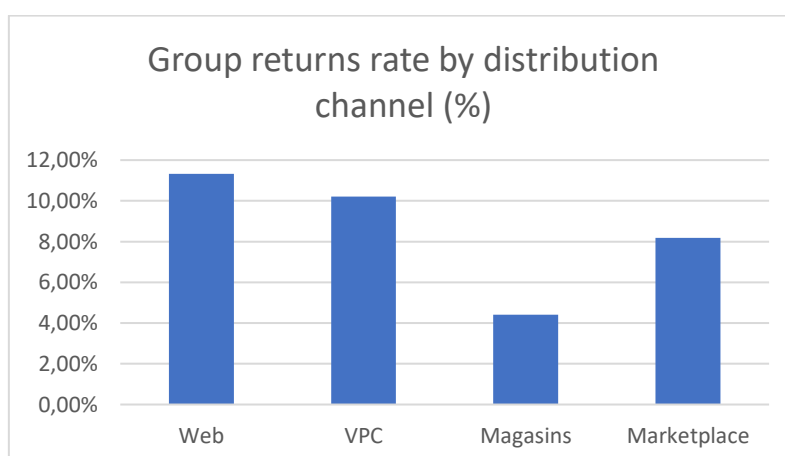
The returns rate is another good indicator of customer satisfaction with the perceived quality of our products. Each season, a multi-disciplinary team analyses high customer return rates and implements the necessary action plans with the suppliers concerned.

Analysis of these product return rates (excluding promotional items) enables the quality teams to refine the requirements criteria.

Rate of return by brand for the 2022-2023 financial year (excluding Almadia (formerly Sédagyl))

DAMART			3PAGEN	COOPERS OF STORTFORD	AFIBEL	XANDERS
FR	BE	UK				
6,28% (6.7% in 2021-2022)	3.77% (4.03% in 2021-2022)	18,49% (19.16% in 2021-2022)	7.93% (6.96% in 2020-21)	6,66% (6.53% in 2020-21)	9.21% (8.39% in 2021-2022)	0,44%*

*excluding marketplaces



3. Facilitating relations with our eco-system

GOVERNANCE AND VALUE SHARING

CSR is at the heart of our business model, and during the year we decided to include a CSR criterion in the remuneration of the Group's senior executives.

In France, several value-sharing schemes enable employees to share in the company's performance and capital. A number of schemes were offered to Group employees during the period: value-sharing bonus, profit-sharing and incentive schemes.

- The value-sharing bonus: To support purchasing power, the French government has introduced - since August 2022 - a value-sharing bonus that allows companies to pay their employees an annual bonus in addition to their pay. **Damartex** employees have been able to benefit from this.
- The profit-sharing scheme is an employee savings plan that enables employees to receive a bonus in proportion to their company's results or performance, in order to involve employees in the company's objectives and results. An agreement between the French entities (**DSB, Damart France, and Damartex Corporate**) and the employees or their representatives enables employees to benefit.
- The profit-sharing scheme is a compulsory employee savings agreement under which part of the company's profits is redistributed to employees. **DSB and Damartex Corporate** employees were able to benefit from it.

CORRUPTION AND BUSINESS PRACTICES

With a large presence in Europe, Tunisia and China and a business model based on purchasing products and then reselling them, the Group could be faced with situations of corruption or conflict of interest. Such situations could involve an arrangement during price negotiations, favouring a supplier during a call for tenders, or increasing purchases from a supplier in exchange for payment. If any of these situations were to arise, the **Damartex** Group would face a risk to its image and reputation, as well as financial consequences.

Without waiting for the appearance of a potential threat to the conduct of business, the Group has always placed ethics at the heart of its relations with its employees, third parties and stakeholders. These practices have now been formalised as part of our compliance with the Sapin 2 anti-corruption regulation.

○ **Corruption risk mapping**

The Group's corruption risk mapping is updated every two years. The next update will take place between September and December 2023.

It will include all the Group's entities, including the Healthcare division entities integrated into the **Damartex Group** over the last two years.

Based on interviews to identify situations perceived to be at risk, the raw risk will be assessed and existing risk mitigation measures identified. An action plan will have to be formalised at the end of this update indicating the additional risk mitigation measures to be put in place.

The updated corruption risk map will then be validated by the Group Risk Committee and presented to the Executive Committee and the Group Audit Committee.

○ **Warning system**

The Group has developed its own whistleblowing system called Transparency, which is available at the following address: transparency@damartex.com.

This system was launched Group-wide in autumn 2018 in the Group's six languages (French, English, German, Dutch, Chinese and Arabic) and was the subject of an internal communication campaign (on-site posters and distribution of explanatory brochures). The system is also available to external suppliers and customers, in the form of a brochure handed out at discretion or posted on the Group's website.

Transparency alerts cover any breach of probity as well as the following elements:

- Fraud (corruption, conflict of interest or influence peddling),
- Theft of confidential data (customer or employee data),
- Moral or sexual harassment of a Group employee or service provider,
- Behaviour contrary to the ethics and code of conduct of the **Damartex Group**.

The Group Ethics Committee is now responsible for handling the alerts received. The members of the Group Ethics Committee are appointed for 2 years and undertake to respect the confidentiality of the author of the alert, the facts constituting the alert and the persons targeted by the alert.

Based on the analysis of alerts, the Group Ethics Committee is also responsible for identifying corrective measures to limit the recurrence of risky situations (reinforced internal control, training, etc.).

Periodic reports are submitted to the Group Risk Committee and the Group Audit Committee.

○ **Code of conduct**

The Sapin 2 regulation requires the introduction of a code of conduct defining and illustrating the different types of behaviour to be avoided. The code should be seen as the embodiment of the governing body's anti-corruption approach.

It has been introduced for all the Group's French subsidiaries. The code is binding and forms part of the Group's internal regulations.

○ **Sapin II training**

A face-to-face SAPIN 2 training course, provided by Middennext, took place on 30 March 2023. The topic was: "How to set up an anti-corruption system (Sapin 2 law)". It was an opportunity to train the directors and senior managers of the Healthcare division entities, as well as the French-speaking directors most exposed to Sapin 2 and who had not yet been able to benefit from training. 13 people from the Group's French-speaking entities attended the training.

A new session will be organised for the 2023/2024 financial year.

As regards awareness-raising, this is planned for employees throughout the Group during the 2023/2024 financial year.

Compliance with Sapin 2 regulations is monitored by the Group Risk Committee on a quarterly basis.

PAYMENT POLICY

The **Damartex Group** strives to maintain relationships of trust with its customers and partners in all areas, including payment practices.

➤ **Receiving customer payments**

There is currently no Group policy for customer payments, which are managed independently by the subsidiaries' finance departments. Subsidiaries use different payment methods depending on their distribution channels (shops, web, mail order). The Group's treasury teams report regularly on payment defaults and fraud by means of payment:

- Historically a mail order company, catalogue sales still account for 56% of the Group's turnover, and payments by cheque and bank card are the most at risk. The **Damartex Group** suffers less than 4% fraud.
- With regard to transactions carried out on websites, which have strong growth potential, **Afibel**, **Damart** and **3Pagen** now offer double authentication for new customers to ensure secure payments.

➤ **Supplier payments**

With regard to suppliers, 3 means of payment are used within the Group: letters of credit, documentary remittances and bank transfers. In accordance with legal provisions, **Damartex** applies a maximum payment term of 60 days after the invoice date to its suppliers.

A formalised process for creating and modifying supplier accounts has been set up by the Group's accounting department and is the responsibility of the buyer, who ensures that the information provided is accurate.

TAXATION

The **Damartex Group** is transparent about its tax policy and wants its tax policy to be fully in line with its corporate responsibility strategy. The Group therefore adopts a responsible attitude, which consists not only of complying with legislation, but above all of making a fair contribution to the countries in which it operates. The **Damartex Group** pays the taxes due in the countries where it operates. In this way, it contributes to their development and to maintaining a stable economic environment in these countries, with quality public services (health, education, security, transport) that benefit everyone, including the Group itself.

INFLUENCE POLICY

The **Damartex Group** is working to deploy a public affairs and influential communications strategy and is committed to :

- Take part in public debate in relation to its sector of activity;
 - As part of his duties within federations, unions and organisations :
 - **Damart** is a member of the Refashion Board of Directors
 - **Damart** is a member of the Board of Directors of the Trade Alliance
 - As part of its position papers and responses to calls for contributions issued by the Government
 - Terms and conditions of the Refashion eco-organisation
 - Consultation on the draft CSRD regulation within Middlednext

- Being part of the solution, i.e. contributing to the debate, by showing a willingness to try and get involved, as opposed to defensive lobbying;
 - As part of **Damart**'s participation in the ADEME working group, Groupe miroir pour l'affichage environnemental français, or in the DURHABI project.
- Be part of the community to enhance your local roots by getting to know the local ecosystem
 - As part of its work with the town of Roubaix, where the head office is located, **Damart** takes part in World Cleanup Day every year.

Part 3 - Promoting the company's human capital

Our ambitions:

- Improving the quality of life at work and working conditions
- Supporting people's development
- Promoting diversity, equal opportunities and inclusion
- Developing the employer brand

By 2026: 100% of employees committed to CSR

Human capital is the keystone of our organisations' current and future success. As such, maintaining commitment, ensuring that talent is in the right place, nurturing it to build loyalty, providing working conditions conducive to creativity, initiative and innovation, bringing greater meaning and fostering individual fulfilment are all crucial issues. Promoting the company's human capital also involves promoting diversity and equality. Embodying curiosity, inclusion and diversity are vectors of added value.

The **Damartex Group** employed 3,307 people (3,113 last year) at 30 June 2023, 84% of them on permanent contracts.

After 5 years of profound change, the **Damartex Group** is opening a new chapter in its transformation by launching a new strategic plan entitled "*Dare. Act. Impact. 2026*". Built around 4 complementary axes, over the next 3 years it will guide all the decisions taken by the teams to enable the Group to perform and innovate in the omnichannel customer/patient experience.

Beyond our customer/patient vision, our responsibility and our desire are to build a meaningful working environment for each and every one of our employees, who are key agents of change. "*Dare. Act. Impact. 2026*" is first and foremost a plan to invest in our most important asset, people, to make **Damartex** a profitable, sustainable Group that is useful to our society and our planet, committed to "On Seniors' Side", both a pioneer and a benchmark in the Silver Economy. The aim is to have an employee commitment rate of over 75%.

Our strategy:

- Living the employee experience to the full
- Strengthening our decentralised organisation, built on the autonomy of the subsidiaries
- Recruit on attitude and train on aptitude
- Nourishing our culture to go further: speaking the truth, knowing how to manage paradoxes, navigating uncertainty

This approach involves the women and men who make the company a success every day. This year, the creation of the post of Executive Director of Human Resources and Transformation within the Executive Committee is intended to give greater ambition to the Human Resources and Transformation strategy within **Damartex**, by creating efficiency and optimising HR actions in each of the banners.

An HR community bringing together all the Human Resources professionals from the different subsidiaries was created this year. It has a number of objectives: training, sharing best practice and, above all, creating a real sense of belonging.

Over this period, the emphasis has been on strengthening the HR Board (made up of the HR Directors of all the entities) so that together we can build a roadmap that meets the business challenges and translates them into HR challenges:

- Supporting our "Dare, Act, Impact" strategic plan and our ongoing transformation - with a particular focus on implementing our 4th axis, "*Shared Leadership*".
- Attracting, developing and retaining talent
- Strengthening HR fundamentals

In addition to these discussions, the new HR and Transformation roadmap was drawn up. Based on our *raison d'être*, 4 dimensions of value creation have been identified: our employees, our customer-patients, our shareholders and our planet and society.

In this way, we promote a human relationship that is close to our employees and their day-to-day challenges.

1. Improving the quality of life at work and working conditions

Cultivating quality of life at work and "working together" means preserving the health and safety of employees, collectively building better working conditions and promoting a better work-life balance.

WELL-BEING AT WORK

The issue of well-being in the workplace is a sine qua non for the future of the Group, a guarantee of performance and competitiveness, but also of attractiveness to new talent. For the Group, this means adopting a voluntary and sustainable approach, a key factor in our success today and tomorrow.

Damartex uses the "QWL wheel" and its 9 sources to assess the quality of life at work: meaning, mission content, role, recognition, atmosphere, working conditions, processes, work-life balance and sense of belonging.

For **Damart**, the key to sustainable success is motivated, competent teams who feel good about their work and their company. At **Damart France** and **DSB**, the "*Damart attitude*" posture is conducive to well-being and helps to give meaning, encourage teamwork, agility, innovation and listening to others and oneself. It is all the more important in the context of the company's transformation and the proliferation of cross-functional projects.

The Group's various companies have organised a number of federative activities to enhance the quality of life at work, particularly in terms of pride of belonging, sharing, getting to know each other better and conviviality:

- **Afibel** organised the national QWL week in-house, supported by its employees. A team challenge was organised, with a pétanque tournament, sports and creative games, bike outings, communication cafés to meet colleagues, karaoke, etc. and the inevitable barbecue that brings all employees together. In addition to the QWL week, **Afibel** organises a number of other events: sewing workshops, creative hobbies, a walk, a food truck, a hair donation for pink October, etc.
- During **Xandres'** annual presentation in June, an activity with musical instruments was organised to learn how to "work together". The evening ended with a jazz concert and a buffet to bring employees together for a moment of sharing.
- Within **Damart France** and **DSB**, several actions were carried out as part of Human Days, the theme of which was #Together to highlight **Damart's** new favourite word. The programme included e-conferences, a "vis-ma-vie", a career forum, a sports challenge, yoga classes, country music classes, an afterwork session, etc. A questionnaire was sent out at the end of Human Week to find out what participants thought and to get suggestions for improvements for next year.
- At the end of June, **Damart France** organised an employee garage sale. 15 exhibitors came together, offering a variety of products in a cheerful atmosphere.

- To mark International Women's Rights Day, **DSB** and **Damart France** employees were given a musical welcome on 8 March with sweets, bookmarks with quotes from inspirational women, and a hand massage workshop. Portraits of inspirational women at **Damart** were also produced and displayed at the Roubaix and Hem sites, and published on LinkedIn at **Damart UK**.
- At **Almadia**: Following the merger of the teams, a new head office was designed and set up, resulting in new workspaces, a spacious warehouse, an exterior and a green working environment. A working group dedicated to Quality of Life in the workplace is meeting to consider the decoration of the new premises. And the first friendly moments are being organised to get to know each other better: breakfasts, welcome barbecues, etc.

EMPLOYEE SURVEYS

In 2021, a *Damartex & You* survey was carried out for all **Damartex Group** entities. It consisted of a 24-question questionnaire based on the "QWL wheel", made available online to all permanent employees. The response rate was 65% and the overall Group satisfaction rate was 65.75%. A target of 75% has been set for 2026.

This year, the survey was not repeated, but at **Damart France** and **DSB**, a verbatim analysis was carried out, focusing on what employees like or dislike about the company. This enabled us to focus on pride in working for the company, team spirit and a friendly atmosphere for the positive aspects; difficulty in disconnecting, lack of agility and workload for the aspects to be improved.

TELEWORKING

Even though teleworking was already practised in some of the Group's companies before the confinement. The Covid-19 crisis has accelerated the evolution of this way of working, with the widespread use of teleworking and the development of digital collaborative working via the Teams tool, which is currently being rolled out throughout the Group.

Damart France, **Damart Belgium**, the Damart Support Services (**DSB**) entity, and **3PAGEN** have set up a teleworking agreement covering 8 to 12 days per month.

For **Damart France**, a rider was added to the agreement in 2023 concerning the possibility of teleworking, which was increased from 8 to 12 days per month for employees nearing the end of their career and employees who are pregnant, representing an average of two days per month.

The creation of the **Damartex Corporate** entity in 2022 has led to new discussions and a revision of the teleworking agreement for this new entity. The spirit of the agreement is to encourage flexibility and therefore well-being at work, while remaining voluntary. The key is communication with the manager: the notions of trust, exchange and autonomy have been strongly emphasised.

HEALTH AND SAFETY

The **Damartex Group** is committed to scrupulously applying the regulations in force relating to the health and safety of people at work, at head office, shop, factory and warehouse level, whatever the country. In addition, the accident rate is low.

- Group absenteeism rate: 7.4% (7.4% in 2021-2022)
- Absenteeism rate for occupational illness and accidents (excluding maternity and paternity leave): 6.6% (6.5% in 2021-2022)
- Number of accidents resulting in lost time (greater than or equal to 1 day) at Group level: 48 (52 in 2021-2022)
- Frequency rate of accidents at work (Group): 9.08% (8.92% in 2021-2022)
- Severity rate of accidents at work (Group): 0.26% (0.21% in 2021-2022)

At **Damart France**, the members of the Works Council and the members of the Health, Safety and Working Conditions Committee are informed and consulted as transparently as possible and on a regular basis via health committees.

Thanks to these regular meetings, all employees are now covered by the provident agreement, which covers the risks of long-term illness, incapacity or reduced working hours. Each shop also has an occupational physician, depending on its location, and an occupational physician is available for the Roubaix and Hem sites. A nurse and a social worker are also available for all employees. **Damart Belgium** operates in the same way, with the PPWC (Prevention and Protection at Work Committee).

The various entities also regularly train workplace first-aiders. An SST (Sauveteur Secouriste du Travail) is a member of staff who volunteers or is appointed to provide assistance in the event of an accident. They are required to undergo training to maintain and update their skills. There are currently 61 SSTs at **Damart's** French sites. During the period, an initial 2-day training course in first aid was held. 10 people were trained and have the necessary equipment to provide first aid while waiting for help. Two training sessions to maintain and update skills were also held for a total of 14 SST employees.

In France, each workplace accident is analysed as soon as it occurs by the department manager and a member of the CSSCT. These accidents are then studied at the quarterly meetings of the CSSCT, in the presence of the company doctor, in order to define the measures to be put in place to prevent them from happening again. These accidents are also analysed so that the Single Risk Assessment Document can be regularly updated. A psychosocial risks committee has been set up and its members trained.

In **Tunisia**, the Health and Safety policy is led by the Human Resources department under the slogan "Safety is our priority". It is based on :

- Improving working conditions, particularly in terms of the ergonomics of workstations, the suitability and maintenance of equipment and tools, the cleanliness of workshops and the hygiene of premises.
- Organising first aid training. The OHS policy is posted and communicated to plant employees.
- Organising fire prevention and fire-fighting training courses
- The organisation of weekly awareness-raising sessions: "Safety Wednesdays" in the form of videos on safety in the workplace (handling, falls, staff empowerment, etc.).
- Presentation of the safety policy during the induction of each new recruit
- The organisation of fortnightly medical check-ups (occupational physician)

SOCIAL DIALOGUE

Social dialogue is also an essential component of quality of life at work, as it demonstrates the capacity for expression, attention and action in relation to the quality of working relations and working conditions.

Group companies constantly seek to maintain close links with their social partners. Any opportunity to exchange views with them is exploited to maintain the link and the discussion.

Frequent exchange and working meetings are organised with the various committees of each French entity concerned: the CSE, the Health, Safety and Working Conditions Committee, with the elected representatives and with the representatives of the trade union organisations. In Belgium, elected employee representatives meet with the Works Council once a month, and with the Occupational Health and Safety Committee and the Trade Union Delegation on a regular basis.

- Number of meetings with employee representatives over the period at Group level: 185 (180 in 2021-2022)

The Group also negotiated and signed a number of collective agreements during the year, including a teleworking agreement, an agreement on phased retirement, a wage agreement and a right to disconnect.

- Percentage of employees benefiting from collective agreements: 57.39

2. Supporting the personal development of employees

By promoting the autonomy and personal development of its employees, **Damartex** aims to improve its performance and agility every day. This means developing people, identifying talent and helping them to grow by supporting them and enabling them to evolve in a safe environment, where it's good to work and everyone has a chance.

What's more, the average number of years of seniority this year was 8 years, demonstrating the real attachment of employees to the various banners.

The personal development of employees through the intermediary of skills consists of assimilating know-how and interpersonal skills that are useful in a professional context. It involves acquiring, updating or perfecting the knowledge needed to perform one's current or future job, and thus developing one's employability.

Skills development can be achieved through a variety of channels, including professional training, conferences, coaching, professional forums, trade fairs, formal and informal events and any other situation that encourages the exchange of best practice.

By investing in skills development, partly through its skills plan, the Group is increasing the efficiency and motivation of its employees. In this way, by focusing on the individual, the collective has a positive impact. Skills development concerns all individuals, whatever their level of initial training or position.

RECRUITMENT POLICY

At the **Damartex Group**, employees are curious, involved, versatile, creative and autonomous. More than a diploma and beyond a profile, the Group's brands recruit personalities who know how to take part in their transformation.

Since the major human challenge is to ensure that employees are successful in their mission, in their team and in the company, the recruitment process focuses on getting to know the candidates, their background, their skills and the environment in which they thrive.

- Group staff turnover rate: 12% (2021-2022: 17%)
- Number of permanent employees recruited during the 2021-2022 financial year for the Group: 312 (2021-2022: 465)

All the brands are committed to applying an equal opportunities policy at all stages of recruitment and selection, and to promoting internal mobility.

Against a backdrop of a tight labour market and recruitment difficulties, certain entities such as **Almadia**, **Damart France** and **DSB** have set up co-option systems for employees in the form of internal challenges for certain professions.

RECRUITMENT OF WORK-STUDY STUDENTS

As part of its policy of integrating young people, the Group is developing work-linked training and giving young people access to their first professional experience. In addition to the induction and integration programmes in place at all our entities, **Damartex** aims to support young people throughout their year of work-linked training by giving them a sense of responsibility and providing them with practical assignments.

Since 2021, the Group has been taking on work-study students training in all types of professions (communication, responsible purchasing, legal, IT, marketing/merchandising, etc.). Over the period, a total of 1,120 internship and work-study agreements were signed for all the Group's entities.

At **Damart France**, **DSB** and **Damartex Corporate**, work-study students are brought together on arrival for a presentation of the company and to receive their administrative documents. This meeting is also an opportunity for them to introduce themselves and get to know each other, and to forge links with other work-study students from different sites or departments.

A survey covering the company culture, the content of the assignments, the skills developed and flexibility was sent to them to ensure their successful integration into the company. The results were positive, particularly in terms of job content, the quality of social relations and the meaning of work within the company.

INTEGRATION POLICY

Integration remains a key area of focus for the Group, and a number of initiatives have been put in place to strengthen the integration process.

All new arrivals benefit from an induction programme to help them get to know the workings of their new company better (distribution of the "*Welcome pack*", site visits, e-induction programme with

videos for everyone or specific to the job, etc.). Once the integration process is complete, the HR department is asked to provide feedback so that the employee can benefit from an external perspective.

At **Damart France**, a personalised 5-6 month induction programme for new managers (internal development or external recruitment) is run by an HR consultant. The aim of this programme is threefold:

- Getting to know your team (individual career paths, missions, motivations, wishes)
- Identifying the objectives and priorities for the department being managed and defining its roadmap in relation to the challenges facing the department and the team
- Establishing managerial rituals (collective and individual)

The referents pass on the OROC (Observe, Re-orientate, Organise, Reinforce) methodology to the new managers and share best practices. 40 **Damart France** managers have been coached in this way since the process was launched.

As part of the merger of the **Médical Santé Groupe and Sédagyl** entities under the **Almadia** name, a number of actions have been taken to unite them and create a sense of belonging:

- Formalisation of our brand purpose : to become a key player in homecare in France, and of our shared promise to make Living Well at Home possible for those who need it!
- Workshops to embody the company's values: illustration of concrete situations experienced in the business lines (2-3 hours) - mixed teams to bring together people from different sites
- In-house inauguration of the new headquarters over a summer barbecue

TRAINING POLICY

Acquiring and developing skills are key to the success of the Group's transformation strategy. This is why each subsidiary offers everyone the keys to success by providing a range of training programmes to develop their skills. To deliver these training courses, each brand calls on external service providers who are experts in their field, as well as internal trainers who are keen to share their know-how. A wide variety of teaching approaches are used: face-to-face, distance learning or e-learning, short or full-day courses, etc. We always encourage experimentation and the sharing of experience and skills.

Individual training needs are identified during annual interviews with managers.

- At **Damart France, DSB and Damartex Corporate**, the Development Interview (DI) is a transparent annual interview, focused on the employee who speaks first. With the aim of boosting the **Damart** attitude, it provides an opportunity to summarise favourite or difficult moments during the year and to position oneself in relation to the **Damart** attitude roles (inspiring, cooperative and entrepreneurial). Training needs are then expressed based on the assessment of the past year and the challenges of the coming year in terms of the employee's job and career path.

- In **Belgium**, the EDP (Entretien de Progrès) is used to identify training needs, at the request of the employee or the manager, whether for internal training ('informal' training such as the induction programme) or external training ('formal' training).
- Percentage of employees having had a personal interview over the period (FTE): 31.72%.
- Number of employees who had an individual annual appraisal interview during the period (in FTEs): 1,440 employees

At the same time, collective training needs within a department or across a brand or the Group are defined with the Directors. Skills development plans are then drawn up, and budgets arbitrated and approved. Approved actions are communicated to employees at the start of the year. Training is then provided.

A "training book" is also available to **Damart** employees in the DSB, Home Selling and Store boxes. This standard catalogue can be adapted to any type of business and includes all information relating to the ongoing development of skills. Among the group and cross-functional training courses, the priority is to support the development of the skills needed for the transformation: soft skills in line with the **Damart** Attitude and training to support the development of professions, tools and organisations. Cross-functional training courses have been set up to develop day-to-day efficiency: office automation and languages.

Damart France and **DSB** employees have permanent access to the Eureka e-learning platform. The platform offers 36 online training modules¹, with concise, targeted content, and is designed to encourage flexibility and continuous skills development among teams. The aim of the platform is to continuously develop employees' skills in corporate culture, products, innovation, management, various IT tools (Office 365, Teams, One Drive, etc.) and the General Data Protection Regulation (GDPR).

Coopers of Stortford employees now have access to an online training tool comprising various modules.

For new managers, **Damart** has launched a "Manager Attitude Journey" training programme to support and accompany the implementation of the **Damart** Attitude postures. This three-stage journey offers a day's support in each of the roles: inspirational, cooperative and entrepreneurial. In practice, inspirational videos and/or articles are sent out 1 to 2 weeks before each module, to arouse the participants' curiosity and stimulate reflection. Each day's training follows the same pattern, with input, discussion time to strengthen the feeling of belonging and the sharing of experience between peers, and time for reflection on action plans and commitments to ensure that behaviour changes. Between two stages, participants experiment with actions to develop their inspirational, cooperative and entrepreneurial posture.

At **Damartex UK**, compulsory training is given to all new recruits.

¹ Not included in the training rate.

- Group training take-up rate: 57% (48% in 2021-2022).
- Number of employees having attended at least one training course at Group level: 1889 (1676 in 2021-2022)
- Group training budget: €1,210,000 (€1,275,000 in 2021-2022)
- Average number of hours of training per Group employee: 10 hours (8 hours in 2021-2022)
- Training contribution rate: 1.23%.
- Percentage of employees having received cybersecurity training: 17.87

SUPPORTING EMPLOYEES IN THE CONTEXT OF change

A number of programmes have been put in place to help employees cope better with change and embody these new attitudes more effectively:

- ➔ **Live training**: 1.5-hour remote workshops on themes related to improving cooperation and preventing psychosocial risks were held during the year. The topics covered respond to employees' needs for better ways of managing difficult situations or situations that are a source of tension for them. The coaches who run these workshops provide practical tools that are easy to use on a day-to-day basis. Over 300 people have taken part in these live training sessions.
- ➔ Launch of the **"We talk" individual coaching** system, a remote coaching platform designed to support and develop teams during this period of change. This anonymous digital solution enables managers (executives, managers with executive status and team managers) to sign up for a series of inter-company discussion groups or coaching sessions. 15 professional and personal themes are proposed. Of the 402 employees invited, 100 registered on the platform and 42 took part in coaching sessions. The 3 main themes were leadership, the search for meaning and stress and emotion management.
- ➔ Roll-out of **lightning workshops**: these 2.5-hour sessions on themes of personal skills development and cooperation, in small groups, are led by a professional coach. Using a short, fun and practical format, employees were able to discover tools, methods and concrete input for immediate implementation. There were 181 participants, including 45 for the "Giving and receiving feedback" workshop.

INTERNAL MOBILITY

All employees have access to all offers from the Group's French banners. An international mobility procedure and a mobility charter have been drawn up.

Initiatives to reposition employees have been implemented between **Afibel** and **Almadia**, which share the same site. Certain departments, such as customer relations, have been able to take on former **Afibel** employees who have been able to retain their seniority (accumulated within the Group).

3. Promoting diversity, equal opportunities and inclusion

Promoting equal opportunities means ensuring that all individuals have the same chances and the same opportunities for social development, regardless of their social origin, their gender, their parents' financial resources, their place of residence, their ethnic origin, their sexual orientation or any disability they may have.

With the determination to go beyond the simple observation of equal rights, equal opportunities mainly consist of supporting and accompanying populations that are subject to discrimination in order to guarantee them fair treatment.

DIVERSITY AND EQUAL OPPORTUNITIES

The **Damartex Group** is strongly committed to valuing personalities in order to develop a culture of openness and seeks to turn differences into opportunities through an egalitarian policy (gender diversity, equal treatment, employability of seniors, etc.).

- Percentage of seniors in the Group workforce: 21.49% (22.06% in 2021-2022)
- Average age of Group workforce: 43 (42 in 2021-2022)

The **Damartex Group** has signed a charter of commitments to promote the role of people over 50 in the company. This unprecedented initiative comprises 10 key commitments relating to recruitment, training, job retention, support for career development, well-being in the workplace, retirement and awareness of age-related stereotypes. In this context, **Damart France** has signed an amendment to the gradual retirement agreement for all its home shopping and in-store employees.

In addition to its focus on the senior target, the Group's brands are committed to :

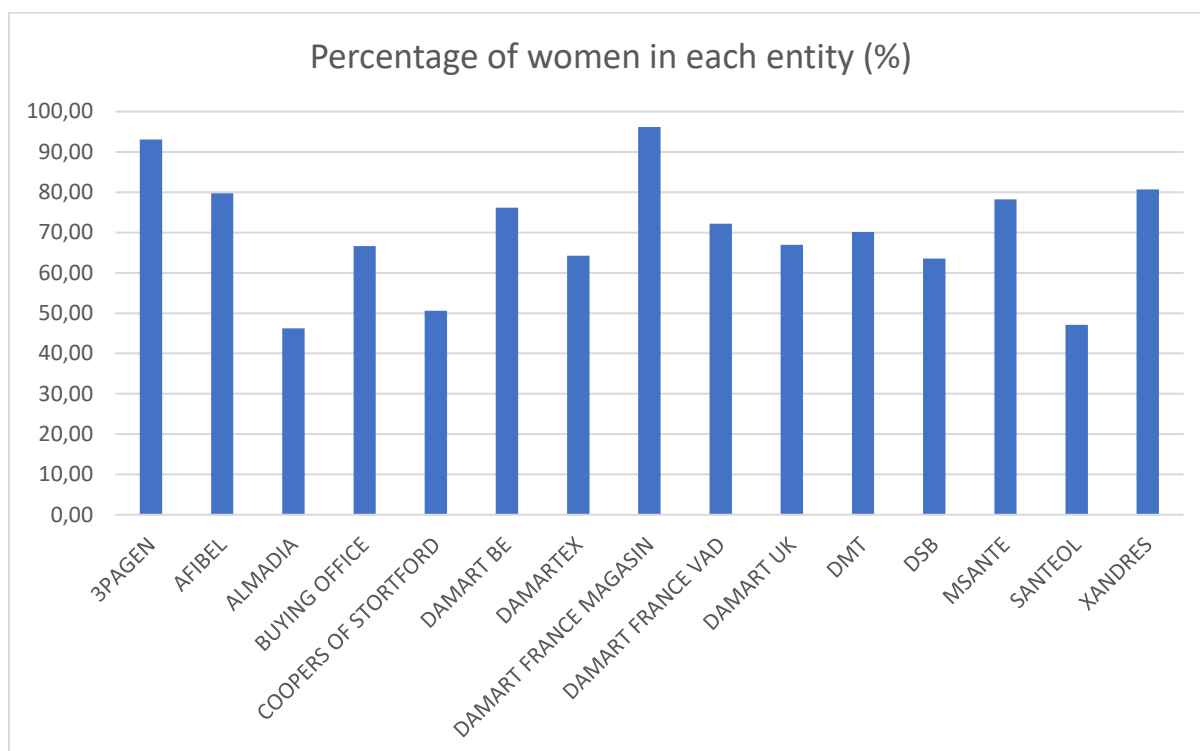
- To develop and promote a culture of diversity and equality, fairness, integrity and dignity.
- Prevent all forms of discrimination and deal with these problems consistently, quickly and effectively.
- Raising awareness and training colleagues in equality and diversity.

At **Damart France**, an e-learning module promoting diversity has been made available to recruiting managers. From this point of view, what counts is the match between what the candidate and the company are looking for, in order to build a lasting career path. Our recruiting managers are trained in inclusion, each bringing their own unique added value. The specific measures we take to help older employees focus mainly on keeping them in work, through an active policy of adapting workstations and continuously improving working conditions.

Every year, **Damart France** and **DSB** hold employee reviews to encourage the development of collective and individual skills, in line with changes in the business and the development of each individual, and in recognition of their contribution. These reviews bring together the managers of the same department, who share and enrich the assessment of the skills of each team member and decide on individual increases validated within the framework of the Compulsory Annual Negotiations. This collective process enables consistent decisions to be made, based on objective criteria: the level of contribution made by the employee in relation to the company's expectations, in terms of business skills and behavioural skills (Softskills), and the level of remuneration in relation to the employee's level of responsibility and progress in recent years. These criteria ensure fairness in individual pay rise decisions.

The **Damartex Group**'s workforce is characterised by a very strong female presence, with women representing 73.4% of employees at 30/06/23 (compared with 73.9% in 2021-2022). Every level of the organisation reflects this consistent proportion of women.

- The proportion of women executives (or managers) is 65.51% (65.72% in 2021-2022).
- Percentage of women on the Executive Committee: 45
- Percentage of women on the Supervisory Board: 25%.



GENDER EQUALITY IN THE WORKPLACE INDEX

In France, companies with more than 50 employees are required to publish an index measuring the efforts made by French companies to achieve equal pay for men and women.

The Equality Index has been designed as a simple, practical tool for advancing equality between women and men in the workplace. It measures the pay and situation gaps between women and men. It highlights areas for improvement where these disparities are unjustified. The criteria are as follows: pay gap, gap in the distribution of individual increment rates, distribution of promotions, gap in increments on return from maternity leave, parity among the highest paid.

- **Damart France:** 90 (2021-2022: 94)
- **DSB:** 69 (2021-2022: 88)
- **Damart Belgium:** 93 (2021-2022: 92)
- **Afibel:** 91 (2021-2022: 85)
- **Almadia:** 88

At **DSB**, as the index is below 75 points out of 100, the company will have to implement corrective measures to make progress within three years. An action plan has been drawn up to identify and implement measures to promote gender equality (in terms of recruitment, mobility, training, pay, etc.) and to monitor the relevant associated indicators.

- Gender pay gap: 3.85

PEOPLE WITH DISABILITIES

Disability is no exception to the Group's support approach, even if there is still a great deal of progress to be made in this area. The main areas of action are raising employee awareness and maintaining employment:

- In France and Belgium, adjustments to working hours and workstations for disabled workers have been put in place to help them remain in employment (flexible working hours, etc.) at the request of the employee. At **Damart France**, this represented **18 job adjustments** over the period.
 - Awareness-raising sessions on the RDW (Recognition as a Disabled Worker) were also held at **DSB** this year, including explanations and a testimonial to raise awareness of this status.
- Percentage of disabled employees (in French subsidiaries): 8% (8% in 2021-2022)
 - Percentage of disabled employees at Group level: 5% (5% in 2021-2022)

Internal policies on quality of life at work, people development, diversity and inclusion are all components that help to develop **Damartex's** employer brand by building employee loyalty.

However, other actions, described below, have been put in place to unite and nurture employee commitment.

4. Developing the employer brand

The internal employer brand is partly based on the commitment of employees, since they are ambassadors and share their dedication to the company or their missions with their colleagues.

EMPLOYEE COMMITMENT

There are two types of employee commitment: commitment to one's work and mission, and commitment to one's company:

- To nurture **employees' commitment to their work and their mission**, an internal Climate Superheroes Community has been launched. They are dedicated and invested in their mission to deploy the various climate action plans.

This team is made up of 9 committed volunteers from across the Group. Their mission is as follows: "To raise awareness among all employees, alert our top management and share best practice between subsidiaries so that we can implement our action plans to achieve our climate objectives".

Over the course of the year, committees made up of one "reference" superhero per brand (**DSB, Damart France, Damart UK, DMT, Afibel, Xandres, 3Pagen, Coopers**) were set up, with multiple objectives:

- Defining the community's purpose and governance
- Write the superhero's mission statement and mandate
- Co-create in-house events
- Reflecting on the next steps and the development of the community

To carry out this mission, the superheroes form a duo with their Executive Director, whom they meet several times a year.

- Finally, to develop **commitment to the company**, we are rolling out the Change Our World programme to everyone.

This involves internal communication, the organisation of events and forums to share best practice between the Group's brands, and employee training and awareness-raising.

INTERNAL COMMUNICATIONS

Internal communication tools are available to help all employees understand our challenges and ambitions, and to encourage commitment:

- A quarterly newsletter for each brand
- A press review of the most impactful initiatives of each brand.

Each entity is committed to communicating frequently with its employees using a variety of tools:

- Newsletters are sent to employees:

At **Almadia**, an internal newsletter has been created and is sent out monthly. A CSR insert entitled "Don't wait for CSR" has been published. The "colibris" actions have also been shared so that everyone is aware of eco-gestures.

Damart's internal communications department is committed to communicating across the board on the various projects carried out internally over the last 2 years in Belgium, France and England. Thanks to a monthly newsletter, "Damart news", employees can keep up to date with news in shops or at head office and in the various departments.

Afibel also publishes newsletters to highlight actions undertaken in certain departments, current company issues or present the missions of a department.

➤ Intranet interfaces

Damart UK employees also have access to the Damart Hub: an intranet where employees share all kinds of information and best practices. A Change Our World section is dedicated to CSR actions.

On the DSB Box, a "Change Our World" insert enables all **DSB** and **Damartex** employees to find documents to help them develop their knowledge of the subject.

➤ **Meetings (face-to-face and remote)**

Afibel held its first CSR café on 27 June at its head office. It was an opportunity to share general information about global warming and **Afibel's** carbon footprint. A call for volunteers was launched following this workshop so that those interested could get involved on a regular or ad hoc basis, depending on the project. Idea boxes were made available to employees in the break rooms to prepare for future meetings.

At **Damart**, information meetings are also held every month, in Teams or in person, for employees at one of the Roubaix sites: the 'DA breakfasts'. These are invaluable times, as they provide an opportunity to review the Group's figures, and also for project leaders to share their experience with everyone. This year, some of these meetings have been transformed every 3 months into a "Damart breakfast", which brings together the French and Belgian sites, with the aim of increasing collaboration and exchanges between the different **Damart** entities.

➤ **Videos on screens**

Each site (head office, warehouse) is equipped with screens on which communications can be broadcast simultaneously. This is a fantastic tool for reaching employees on site, and also those who don't have a computer (in shop or in the warehouse).

A number of videos presenting the different professions in IT, Finance and Legal have also been produced and published, highlighting the different types of department and their missions.

These initiatives enable every employee to be informed and involved in the deployment of CSR actions.

CSR EVENTS FOR EMPLOYEES

In addition to communication tools, internal events are organised for employees throughout the year.

➤ **Raising awareness among managers**

Every year, the Community of Superheroes addresses COMEX members on climate issues.

Last year, the Group's superheroes got together to call the Executive Committee's attention to the climate emergency: the Resigna'show. Their commitment was rewarded in September 2022 with the **MR21 Responsible Managers award**: "Employees as agents of sustainable transformation". Their mission was crowned with success, as new specific action plans with figures to reduce the carbon footprint of activities were drawn up for the first **Climate Summit** in September 2022.

This year, the superheroes took part in the **Show Must Go On** for COMEX members in June. The aim of the superheroes was threefold:

- Taking stock of the year
- Imagining the Damartex of tomorrow
- Inspiring our leaders

They were supported by scientist and climate speaker Déborah Pardo, whose key message was to remain optimistic in a world full of paradoxes and obstacles, and to develop environmental leadership so as to act with Confidence, Courage and Collaboration.

➤ Raising employee awareness

The **Damartex** Climate Summit, a day dedicated to the climate, was a success thanks to the mobilisation of the superheroes: more than 300 people logged on to Teams during the day of 21 September 2022. This new hybrid format combined video-conferencing sessions with local awareness-raising activities in each of the Group's entities in France, the UK, Belgium and Germany, organised by the superheroes: vegetarian or local meals offered by company restaurants, "*Do It Yourself*" workshops, idea trees, bartering between colleagues, etc.

Participants were also put to the test with the Good Idea Challenge, to reward an initiative to reduce our carbon footprint. The winning idea was **Damart UK's** scheme to help people buy an electric vehicle.

DEVELOPING CSR EXPERTISE: THE CLIMATE FRESCO

At **Damart France**, **DSB** and **Damartex Corporate**, in October 2022, 29 in-house facilitators were trained to run the Climate Fresco to raise awareness among employees at the various sites.

Coopers of Stortford also organised a training session on how to run the Fresco.

This 3-hour workshop, which is participative, fun and collaborative, is based on 42 cards to help employees take up the challenge of climate change and draw up action plans to reduce the carbon footprint of their activity.

At the end of June, 441 **Damart France**, **DSB** and **Damartex Corporate** employees (including 422 on permanent contracts) took part in a Fresco. The aim is to raise awareness among all employees.

This inspired the Group's other banners, and Frescoes were organised for the teams at **Damart UK**, **Afibel**, **Coopers of Stortford** and **Almadia**.

GROUP REPUTATION AND IDENTITY

Numerous initiatives have been deployed to raise awareness of the identity of the **Damartex Group** and its brands. External communication on the LinkedIn network (on the **Damartex Group** page) supported the highlighting of brand news, the publication of internal events, and the sharing of posts from the Foundation and the Observatoire des Seniors.

This year, **Damart France** carried out an analysis of its e-reputation on two job search platforms, with the aim of understanding and improving its image.

At **Afibel**, employees embody the brand: many external communications feature employees on a voluntary basis.

To mark **Damart**'s 70th anniversary, a specific tab has been created and deployed on the various commercial websites (France, Belgium and the United Kingdom). The history of **Damart**, videos, capsule collections and portraits of employees are available. These portraits, created by the Communication teams, highlight the employees and their pride in belonging to the brand.

➤ **Speaking at external events**

On Thursday 8 December 2022, the launch of the Lille circle of the United Nations Global Compact took place at the headquarters of AG2R La Mondiale. As a member company since 2015, then ambassador since 2019, the **Damartex** team took part in a round table discussion on stakeholder engagement. This was an opportunity to highlight our commitments to our customers, employees and suppliers. The members of the circle also met in March on the subject of inclusion.

On 20 June 2023, the General Meeting of the Alliances Network took place. This year, the format of the members' and partners' meetings is changing to give members a greater say and encourage networking. The **Damartex** team had the opportunity to speak on the issue of "Mobilising employees around the climate/environment strategy", to highlight the climate governance put in place.

Recognition by peers at external events is the ultimate recognition of a successful CSR policy.

Part 4: Developing our commitment to society

Our ambitions:

- Respecting and serving all seniors
- Carrying out solidarity actions
- Growing the On Seniors' Side Foundation

A 2026: Make the Group and its Foundation a key player in the inclusion of seniors

1. *Respecting and serving all seniors*

More than a signature, our raison d'être: "On Seniors' Side" is a commitment to respect and serve all people aged 55 and over, from the youngest still active to the oldest losing their independence. The **Damartex Group's** mission is to offer them the very best in progress, fashion, products and services to make their daily lives easier. Each of the Group's brands has always had an emotional, close, authentic and lasting bond with its customers. This is what inspires and guides the actions of all the Group's employees on a daily basis.

The **Damartex Group** ensures that its collections meet the specific needs of consumers and allow everyone to find their own style by designing high quality pieces for everyone, adapted to all sizes, morphologies and skin tones. It also means promoting access for all, by making its range of affordable quality products accessible.

This inclusiveness can also be seen in the new **Damart** shops, which have been renovated to be more adaptable. With more airy circulation spaces, this new concept adapts to customers' needs. Alcove systems delimit the different major areas, and spacious cubicles welcome customers to make fitting easier and provide them with hangers, shelves and a bell button to call a sales assistant.

With a view to inclusiveness, **Damart** and **Afibel** have teamed up with Acceo, a telephone and physical accessibility solution. The service enables people who are deaf or hard of hearing, deafblind or aphasic to have free face-to-face discussions.

BRANDS COMMITTED TO THE 55+ SEGMENT

Damartex Fashion: fashion that combines comfort and style

Damart has been cultivating a taste for well-being for 70 years and today provides well-being and comfort in both summer and winter. **Damart** well-being also means offering its customers the opportunity to make the right choice: at home, in front of the staged products presented in the catalogue and on the website, or in the friendly atmosphere of the shops, with the help of advice from qualified staff.

Xandres offers top-of-the-range products aimed at a demanding, younger and more affluent clientele. A household name in Belgium, **Xandres** distributes its products in shops, multi-brand corners and online. With a strong presence on social networks, the brand is undergoing a 'green' revolution to establish itself as a cutting-edge, sustainable fashion brand.

Afibel offers inclusive fashion for all body shapes. The brand offers a range of fancy, elegant quality products that are regularly renewed throughout the season. **Afibel's** loyal senior customers appreciate the quality of the service and communication they receive.

Damartex Home & Lifestyle: all the solutions to make life at home easier

Coopers of Stortford offers a "so British" way of life that is popular with the 55+ by selling innovative products for well-being, leisure, health, decoration and cooking via its catalogue, website and shop. The brand's aim is to make life considerably easier for seniors at home, with useful products that add real value to everyday life.

3PAGEN is one of the leading mail order companies for kitchen, decoration, home and wellness products. **3PAGEN** offers a range of practical items with excellent value for money: clever, inexpensive products designed to brighten up the home and make life easier for all seniors.

Vitrine Magique offers its customers a wide range of kitchen, garden and decorative items at low prices, including cleaning and storage products, kitchen accessories, leisure products, personalised items and wellness products.

Damartex Healthcare: the health platform for "ageing well" at home

- Staying at home

Almadia wants to make it possible for seniors to live well at home. This means enabling people who are convalescing, elderly or disabled to continue living at home in their familiar environment, with their memories, landmarks and habits. It means respecting their choice not to be placed in a specialised establishment, by providing solutions and services to enable them to remain as independent as possible for as long as possible.

- Home health service (HHS)

Santéol is a medico-technical service provider specialising in the fitting and monitoring, at home, of patients suffering from respiratory and sleep disorders. Santéol offers therapeutic solutions that improve the health of each patient through its diagnostic, treatment and follow-up activities. Dedicated teams are available to help patients. They are available 24 hours a day, 365 days a year, to answer patients' questions.

Msanté is a homecare provider specialising in infusion and nutrition. Recognised for simplifying and optimising patient support in increasingly complex medical protocols, its team, mainly made up of nurses and nutritionists, is patient-centred. By creating a link between the patient at home and hospital services, the organisation of care at home and communication are made easier.

The Group's brands, by virtue of their DNA, are resolutely focused on and committed to the over-55s.

CUSTOMER KNOWLEDGE

To ensure that the range of products and services on offer meets the needs of its customers/patients, the Group needs to carry out a wide range of initiatives to gain a detailed understanding of their expectations. This is achieved through in-house call centres for each brand, a place for exchange and dialogue with customers ("*The Customer Lounge*") to capitalise on the human relationship, customer

studies and surveys and a monitoring tool for the senior citizens community ("L'Observatoire des Seniors").

➤ **The Customer Lounge**

In mid-2018, the **Damartex Group** created a special space to welcome and listen to its customers: the Customer Lounge. The room can accommodate up to ten customers, accompanied by five members of the **Damartex** teams.

The **Damartex Group** was able to receive customers in March and April 2023. Four **Afibel** customer workshops were held during these two months in the Customer Lounge, to gain an insight into the expectations of customers aged 55 and over.

➤ **Customer surveys**

- *Image and Awareness Survey, new methodology*

Every year, **Damartex** launches its **image and awareness barometer for its Fashion brands**. Last year, the surveys were mainly conducted by telephone. This year marked a turning point, with **a 100% online survey focusing on the 50-75 age group**. This means that the results are closer to the reality of the market and the new consumer habits of households (distance selling has become widespread since Covid). This new methodology does not allow us to compare the results with those of the previous financial year.

- *Surveys WEB shopper profiles*

Damart has long been a catalogue retailer. Today, 20% of sales are made via the website. A study of usage and habits was therefore launched to gain a better understanding of the behaviour, needs and desires of this target group of more digital customers.

This has enabled the teams to learn more about the different buying behaviours of these customers and to adapt their communication accordingly.

- *Seniors Observatory*

Based on the principle that the more the senior population is known, the better it will be served, **Damartex** has developed **the Observatoire des Seniors**, a website accessible to all that disseminates information on seniors: <http://observatoire-des-seniors.com>.

This observatory gathers information on the 55+ population: demographics, leisure activities, family, place in society, health, and also the relationship with new technologies. In addition to external communication, the Observatoire des Seniors helps us to better understand the current needs of our customers and to anticipate future needs.

A few figures on the Observatory :

- 35 articles (2021-2022: 31) were published this year
- 5470 visitors per month on average
- 2101 X (formerly Twitter) subscribers at 30 June 2023 >
https://twitter.com/obs_seniors

All these actions are meaningful and enable us to serve our customers on a daily basis. **Damartex** employees are in direct daily contact (shops, call centres) with almost **40,000 senior citizens** in Europe. This makes sense and gives the Group a very detailed knowledge of this target group of seniors.

2. Carrying out solidarity actions

Following on from the Foundation's actions and in line with the Group's purpose brand: "*On Seniors' Side*", the Group's subsidiaries are getting involved through various solidarity initiatives.

- The Pink October campaign

Pink October is a major communication campaign for breast cancer prevention and screening, aimed at informing people, raising awareness and raising funds for research. It's a major internal event, and all our teams are mobilising for this cause, which is particularly close to their hearts.

- Mobilising employees

Once again this year, **Damart** has decided to take part in the Pink October campaign throughout the month of October. **Damart** has mobilised its employees in France and the United Kingdom, in particular through an appeal for donations.

For the second year running, **Damart France** sponsored a group of 3 women called "les sympathiques de Lille" who were taking part in the *Rose Trip Morocco*, equipping them with **Damart Sport** technical clothing.

Afibel employees donated hair to the Fake Hair Don't Care association. In total, 22 employees took part in the operation and nearly 3 metres of hair were collected. "*I cut my hair so that I could be useful to others. It was important to me, and when **Afibel** suggested the operation, I said yes*", says Delphine - International Marketing Manager.

Almadia's teams rallied in support of the fight against breast cancer and breast cancer research throughout the month of October, with employees taking part in the Pink October Connected Challenge! The idea was simple: download the mobile application and then walk as many kilometres as possible to help screen for breast cancer. In total, over 200,000 kilometres were covered nationwide!

In this month of communication and awareness-raising about breast cancer, the chains also wanted to involve their customers in this worthy cause.

- Raising awareness and mobilising customers

An advertising campaign on **Almadia's** social networks (formerly Sédagyl) has been launched to publicise a guide to breast self-palpation: an easy method of prevention and screening that you can do yourself between regular visits to a doctor or specialist. Breast cancer can now be cured in 90% of cases if it is detected and treated quickly. It's a positive message to keep in mind!

Finally, in partnership with the RoseUp association, the **Almadia** brand (formerly Sésagyl) is committed to the fight against cancer and has enabled its customers to participate through a "shared product". For every bra purchased via the website during the month of October, €1 was automatically donated to the RoseUp association.

RoseUp's mission is to inform, support and defend the rights of women affected by breast cancer and any other type of cancer. A total of €500 was donated to the association.

- *Donations of unsold and defective products*

We try as far as possible to anticipate our sales volumes and thus avoid unsold stock, which is a major social and environmental issue. However, at the end of the season, we sometimes have unsold stock. Over the financial year, for example, they represented 3.12% of our goods at Group level.

In order to avoid destroying these new products, **Damart** and **Afibel** have developed donation partnerships with local associations in France and the UK to combat exclusion and precariousness. The products thus find a second life and are offered to the most disadvantaged at very low prices. The stores donate unsold items to charities such as the Red Cross, La Pioche, Secours Populaire, Abej Solidarité, Atelier Fou de Coudre, Les Blouses Roses, Modeshow, Petites Sœurs des Pauvres and Shelter. Over 100,000 items were redistributed this year.

3. The On Seniors' Side Foundation

The existence of our Corporate Foundation is a strong social commitment to a fairer, more caring and more responsible world. Its mission is to change the face of society for the over-55s. To this end, the Group's companies donate 1% of their profits to the Foundation. Since its creation, the Foundation has helped to finance and support almost 90 projects in 5 countries.

THE ORIGINS OF THE FOUNDATION

The creation of the Foundation in 2019 was motivated by the **Damartex Group's** desire to develop partnerships with charitable organisations so that, beyond a simple question of business, we can stand alongside the elderly. This project is driven by a group of around twenty employees from all the subsidiaries who have immense respect, knowledge and a real passion for senior citizens.

Each **Damartex** subsidiary is a founder of the Foundation and contributes financially to its operations and local initiatives.

THE FOUNDATION'S VISION

Because the Foundation is "On Seniors' Side", it is committed to building a caring, supportive and inclusive society in which everyone aged 55 and over is recognised, independent and can live and develop with dignity.

THE FOUNDATION'S MISSION

The Foundation's mission is to "change the way society looks at senior citizens and promote their well-being". It is aimed at all senior citizens and, to fulfil its mission, supports projects in the countries where the Group operates: France, Tunisia, Belgium, the UK and Germany.

To fulfil this mission, the Foundation finances projects run by associations around the three areas identified:

- Encouraging activity among senior citizens to improve their well-being
- Helping older people to get involved in society and encouraging links between generations
- Promoting healthy living at home and supporting carers.

THE ORGANISATION OF THE FOUNDATION

➤ Governance

The Foundation is managed by a Board of Directors and steered by a Committee made up of employees from each subsidiary.

- *The Board of Directors*

The Foundation's Board of Directors is made up of 9 members, 5 of whom are internal to the **Damartex Group** and representatives of the Founders, and 4 of whom are external and qualified, with expertise in senior citizens or charitable actions:

- Marie Despature: Country Manager at Muséo and member of the Supervisory Board of Damartex and Somfy
- Anne-Marie Durocher: Founding President of the ALMA Nord-Pas-de-Calais association against elder abuse, founding member and Honorary President of the Société Septentrionale de Gériatologie Clinique.
- Bérangère Penaud: Strategy Consultant at Thomas More Partner.
- Laurent Delemer: Director of the HPM Group's geriatric unit.

The Board of Directors meets twice a year to

- To ensure that the Foundation's mission is carried out and that the programme defined within the 3 pillars is implemented.
- Defining strategic choices and major orientations.
- Voting on the budget and approving the accounts.
- Affirming the Foundation's commitment and values.

- *The Steering Committee*

The Foundation's Steering Committee has 9 members: the ambassadors and the Foundation Director.

The Foundation's ambassadors are the key contacts for employees who want to play a role and get involved in the Foundation.



The Steering Committee meets three times a year to examine the projects submitted by employees and select those that meet the Foundation's values.

In 2023, the Committee carried out in-depth work on the project selection process. A scoring grid has been introduced to facilitate project selection. This new system takes into account the need and number of beneficiaries, the relevance and impact of the projects, the involvement of the sponsor and the completeness of the application.

➤ **The role of ambassadors**

- *Raising awareness of the Foundation internally*

By presenting the Foundation to their colleagues, relaying information about the projects supported by the Foundation and answering employees' questions about the projects.

- *Creating commitment for the Foundation*

By looking for a project sponsor, helping an employee to fill in a submission file, launching a call for projects...

- *Represent their company to the Foundation*

By receiving and forwarding project submissions to the Foundation, taking part in project selection meetings, playing an active part in the development of the Foundation's operations and sharing best practice in project management.

- *Participating in working groups aimed at continuous improvement of the Foundation's operations*

The year's projects focused on the new project selection criteria and formalising the role of sponsors.

This year also saw a great deal of reflection on the meaning of the Foundation. This work was carried out in preparation for the Foundation's next accreditation. On Seniors' Side Foundation will be celebrating its 5th anniversary next year, the legal period for which it was created in 2019. On the strength of these 5 years of experience, we are preparing Chapter 2.

The main conclusions of this study are that the :

- Is a real vector of meaning for employees and generates a real sense of belonging.
- Reinforces the Group's power of action in the silver economy and brings its purpose brand to life.
- It aligns subsidiaries around common values and is a place for exchange and cooperation between brands. It's a real common denominator.
- Create a community bond.

Laurie Baguette, Ambassador at Xandres

"I joined the Foundation Committee a few months ago. As CSR Project Manager, I'm delighted to see that the Group is doing so much to improve the lives of the elderly. What I particularly like about the Foundation is that every member of our company can propose a project that they would like to support through the Foundation. Thanks to a colleague from Xandres, we recently enabled a Belgian care centre to buy digital equipment to combine technology and the well-being of residents. I think that's fantastic."

Flora Moffat, ambassador at Coopers of Stortford:

"I love getting involved with the On Seniors' Side Foundation and supporting the work it does with older people and young people around the world. I've been lucky enough to meet and work with colleagues from across the Damartex Group. Colleagues I wouldn't normally work with. I'm now able to tell my colleagues about the On Seniors' Side Foundation and encourage them to support the Foundation and

Coopers' partner charity. Since working with Kissing It Better, we have forged some incredible relationships and intergenerational bonds within our local community. "

➤ **The role of sponsors**

All the projects financed by the Foundation are sponsored by a Group employee, to give them the opportunity to get involved for the benefit of senior citizens and to maintain the caring, respect, empathy and passion that form the basis of the brands' values.

This year, the Steering Committee worked on clarifying the mission and role of a project sponsor. Supporting a project as a sponsor means being a privileged contact for the association and the Foundation, ensuring that the project runs smoothly and communicating progress to the Foundation. It also means :

- To act as the Foundation's representative to the association and its main contact,
- Taking an active role in the project
- To act as a conduit for information and communication between the association and the Foundation.

To date, **129 employees** are involved in the Foundation.

Testimonial from Asma in Tunisia: "An experience that changed my outlook on life!

A few years ago, the concept of the On Seniors' Side Foundation struck a chord with me and I decided to help senior citizens. So I started looking for associations in Tunisia that met the Foundation's requirements. My first observation was that, unfortunately, there are very few associations in Tunisia that put senior citizens at the heart of their mission, and above all they have very few resources. I finally found ATRI, Association for the prevention and treatment of renal failure. The aim of this association is to raise awareness of kidney failure, its consequences, complications and treatments (dialysis and kidney transplants), to improve therapeutic support for sufferers and to act as a spokesperson for people with kidney failure and their families in order to improve the health system. The majority of patients cared for by ATRI are senior citizens. I met men and women, most of whom were over 50. Not having the means, they were there, suffering in silence. They lived from day to day, waiting for ATRI to find the means to take care of them. I realised that it wasn't just a question of improving their conditions, it was a matter of life and death! The day the foundation accepted the projects, I burst into tears. I immediately called the President of ATRI: "We're going to save lives! There's nothing like the look on a patient's face when he's reborn, a look full of hope and gratitude. Since then, I've made it my own mission: the senior citizens of my country deserve better conditions, and I'll do my best!

Claire Allcock at Damart UK:

*"I was delighted to sponsor a local charity, The Friends of Myrtle Park. For those who don't know, Myrtle Park is in Bingley, which is not only the location of one of **Damart UK's** sites, but also a park close to where I lived and grew up as a child. It is also close to my heart, as my paternal grandparents lived the last years of their lives in a flat overlooking the park and regularly walked there. The main aim of the grant is to improve the design of the park and provide leisure opportunities for older and less mobile residents, as well as increasing mobility, fitness and well-being.*

*We are planning a joint celebration with the charity in September, in conjunction with **Damart's** 70th anniversary celebrations, where colleagues will be invited to view the project but also take part in a litter pick in the park."*

PROJECTS FUNDED

A total of **€99,730** was awarded to associations this year. **19 projects** were funded, including 8 to promote the well-being of senior citizens, 7 to encourage intergenerational links and 4 to support carers. This financial aid enabled the associations to purchase equipment, organise events and training.

This year, the formalization of the partnership with the associations and the securing of financial flows have been reinforced by monitoring tools: in addition to the signature of an agreement between the Foundation and the association, a provisional budget and the implementation of qualitative and quantitative monitoring in the form of project progress reports within 6 months of the financial donation are required.

In addition to financial support, investment in projects is one of the Foundation's key priorities.

- *Geek days in Lille*

The Geek Days event, part-funded by the Foundation, was held at Lille Grand Palais on 13 May. It's a festival of geek culture, bringing together a multitude of geek universes including video games, manga and films. During the Haut-de-France Seniors Trophy Final, players competed in Wii bowling.

During the competition, Isabelle Picard, ambassador for the Foundation at **Damart France**, was able to promote the project and the Foundation to the Geek Days public. The project's godmother, Lucie Taverne, also came along and congratulated the competitors by giving them **Damart** discount vouchers.

- *Clothes collection and Helping Hand workshop with Cravate Solidaire*

The association offers HR and image coaching to counter discrimination in recruitment, particularly linked to physical appearance. The Foundation has funded a specific programme for the over-50s.

The godmothers organised a collection of clothes from their colleagues to support La Cravate, and **Damart** welcomed the charity's mobile branch in its car park. This was an opportunity for employees to find out more about the charity.

- *Kissing it Better*

It's an association that fosters links between generations, enabling young volunteers to get involved in projects that benefit senior citizens, such as hospital visits, musical sessions, Easter and Christmas events, etc.

At **Coopers of Stortford**, a group of employees was formed to help the association design the calendar and take part in events with volunteers. This internal mobilisation led to the creation of a community: The Charity Champions of Coopers, which has generated tremendous involvement from all the Coopers teams.

Finally, as part of our ambition to become a key player in the inclusion of seniors, we have put in place a communication plan with the ultimate aim of creating an On Seniors'Side community.

This communication plan is based on both internal and external communication. Internally, a newsletter in the local language is published every quarter and videos are regularly shown on the screens so that everyone in the various subsidiaries is kept up to date with the latest news from the Foundation. Externally, the planning and regularity of publications, improved moderation with the associations' social networks and the overhaul of the Foundation's website have given it much better visibility.

- Number of articles published on social networks over the period: 215 articles
- Number of visits to the Foundation's website over the period: 2,217

Methodological note

The social, environmental and societal information presented in this report has been prepared for the year ended 30 June 2023 in accordance with Articles L.225-102-1 and R.225-105-1 of the French Commercial Code.

- The DPEF 2022/2023 scope corresponds to the Group scope as defined in the financial statements.
- Given the nature of the Group's activities, the following themes: the fight against food waste, the fight against food insecurity, responsible, fair and sustainable food, are considered irrelevant and do not warrant a development in this report.

Limiting our environmental impact

Tonnes CO₂ eq: CO emissions₂ eq measured on the Group's scopes 1&2 over the 2022-2023 financial year according to the GHG Protocol method and scope 1-2-3 over the 2021-2022 financial year (excluding the Healthcare division).

Percentage of eco-responsible references in the collection: total number of references classified as eco-responsible in the 2022-2023 collection / total number of references in the 2022-2023 collection. A product is defined as eco-responsible on the basis of the raw material, the manufacturing process, the origin and its sustainability within the framework set by the Group.

Collection renewal rate: number of items renewed in the 2022-2023 financial year/total number of items in the 2022-2023 collection. A renewed item is a product from the 2022-2023 collection that was already offered in the 2021-2022 collection, possibly in a new colour.

Rate of unsold products: quantity of unsold products in the 2022-2023 collection / total quantity of products offered in the 2022-2023 collection.

Customer return rate: number of items returned in the 2022-2023 financial year / number of items sold in the 2022-2023 financial year.

Production of hazardous waste: total consolidated volume of waste containing toxic or hazardous elements generated by the Group's subsidiaries in the course of their business.

Non-hazardous waste production: total consolidated volume of non-hazardous waste generated by Group subsidiaries in the course of their business.

Proportion of waste reused, reemployed or recovered (internally or externally): total consolidated volume of waste reused, reemployed or recovered (internally or externally) / total volume of waste (hazardous or non-hazardous) generated by the Group's activity.

Tonnes of plastic waste generated by the activity: total quantity of plastic generated by the activity of the banners (plastic bags in shops, product polybags, product packaging, parcel packaging, mailing packaging and catalogues) over the 2022-2023 financial year.

Conducting business responsibly

Share of purchasing volumes by risk level: volume of purchases of products from countries (risky, medium-risk or low-risk) / total purchasing volume

Rate of new suppliers: number of new suppliers referenced during the year/total number of active suppliers

Share of suppliers by type: number of suppliers by type/total number of suppliers

Percentage of purchasing volume handled by the Purchasing Office: purchasing volume handled by the Purchasing Office / total purchasing volume

Rate of suppliers who have signed the charter: total number of suppliers who have signed the Damartex Way responsible purchasing charter/total number of suppliers

Rate of products from audited factories: volume of products purchased from factories with a valid ICS or BSCI audit / total volume of products purchased.

Valid ICS: unannounced or semi-announced for less than 2 years.

Valid BSCI: not announced or semi-announced and less than 2 years old if rated A or B or less than one year old if rated C.

Level of compliance of audited plants : Average percentage of the score obtained during an audit carried out over the period

NPS (Net Promoter Score): % of brand promoters - % of brand detractors

The concepts of promoters and detractors are evaluated using the question: "On a scale of 0 to 10, how likely are you to recommend the brand to your friends and family?" asked to customers after the purchase. *Promoters*: customers who gave a score of 9 or 10. *Detractors*: customers who gave a score of less than 6.

Promoting the company's human capital

Total number of employees: total number of employees (in persons) at 30.06.23

Percentage of employees on permanent contracts: number of employees on permanent contracts at 30.06.23 / total number of employees at 30.06.23.

Turnover rate: $\frac{[(\text{Number of permanent departures during the financial year} + \text{Number of permanent arrivals during the financial year})/2]}{\text{Staff at 30.06.22}} \times 100$

Number of permanent hires: number of permanent hires made by Group subsidiaries during the 2022-2023 financial year.

Rate of access to training: number of employees having attended at least one training course during the 2022-2023 financial year out of the workforce at 30.06.23.

Number of employees having attended at least one training course: consolidated number of employees at Group level having attended at least one training course during the 2022-2023 financial year.

Training budget: consolidated budget at Group level allocated to employee training during the 2022-2023 financial year.

Average number of hours of training per employee: total number of hours of training provided during the 2022-2023 financial year/total number of employees at 30.06.23.

Total absenteeism rate: (hours of absence due to illness and accidents + hours of absence due to maternity and paternity leave) / theoretical hours worked.

Absenteeism rate due to illness and accidents at work Group: (hours of absence due to illness and accidents at work) / theoretical hours worked.

Number of accidents resulting in time off work: consolidated number of accidents at work at Group level resulting in time off work of 1 day or more.

Incidence of accidents at work :

Frequency rate: = (number of lost-time accidents \geq 1 day x 1,000,000) / hours worked

Severity rate: = (number of days off work \geq 1 day x 1,000) / hours worked

Percentage of employees covered by a welfare agreement: Number of employees covered by a welfare agreement/total number of employees at 30.06.23

Percentage of employees benefiting from medical cover: Number of employees covered by a benefits agreement/total number of employees at 30.06.23

Percentage of employees benefiting from collective agreements: Number of employees benefiting from collective agreements / Total number of employees at 30.06.23

Percentage of seniors in the Group workforce: number of employees aged 55 and over/total number of employees at Group level

Average age of Group workforce: sum of ages of Group employees at 30.06.23 / number of Group employees

Percentage of women in the workforce: number of women in the workforce at 30.06.23 / total number of Group employees.

Share of female executives (or managers): number of female executives or managers in the workforce/total number of executive or managerial employees

Proportion of female COMEX members: number of female COMEX members/total number of COMEX members

Percentage of women members of the Supervisory Board : number of women members of the Supervisory Board/total number of members of the Supervisory Board

Pay gap between women and men: Average pay gap between women and men

Percentage of disabled employees (in French subsidiaries): number of disabled employees (in French subsidiaries) / total number of employees in French subsidiaries.

Percentage of disabled employees at Group level: consolidated number of disabled employees at Group level / total number of Group employees.

Percentage of employees having had a personal interview: Number of employees having had a personal interview / Total number of employees at 30.06.23

Developing our commitment to society

Number of projects funded by the Foundation: total number of projects funded by the Foundation over the 2022-2023 financial year.

Total amount distributed to the associations: sum of the amounts paid to the associations by the Foundation as part of a project financed over the 2022-2023 financial year.

Number of articles published on social networks over the period: number of articles published on the Foundation's social networks over the 2022-2023 financial year.

Number of visits to the Foundation's website over the period: number of external visits to the Foundation's website during the 2022-2023 financial year.

Lexicon

FAC: Damart France head office

CLEM: Damart France and Damart Belgium logistics warehouse

DA: head office of DSB and Damartex

DMT : Damart Manufacturing Tunisia - Damart's own factory in Tunisia

MESQ: Environmental, Social and Quality Management Project for the production plant in Tunisia

FTE: Full Time Equivalent

DSB Box: digital toolbox for DSB and Damartex Corporate employees

DAMARTEX SA

Avis de l'organisme de vérification
Exercice clos le 30 juin 2023

Aux actionnaires,

À la suite de la demande qui nous a été faite par la société DAMARTEX SA (ci-après « entité ») et en notre qualité d'organisme tiers indépendant (« tierce partie »), accrédité par le COFRAC Inspection sous le numéro 3-2013 (Accréditation Cofrac Inspection, portée disponible sur www.cofrac.fr), nous avons mené des travaux visant à formuler un avis motivé exprimant une conclusion d'assurance modérée sur les informations historiques (constatées ou extrapolées) de la déclaration de performance extra-financière, préparées selon les procédures de l'entité (ci-après le « Référentiel »), pour l'exercice clos le 30 juin 2023 (ci-après respectivement les « Informations » et la « Déclaration »), présentées dans le rapport de gestion du groupe en application des dispositions des articles L. 225-102-1, R. 225-105 et R. 225-105-1 du code de commerce.

Conclusion

Sur la base des procédures que nous avons mises en œuvre, telles que décrites dans la partie « Nature et étendue des travaux », et des éléments que nous avons collectés, nous n'avons pas relevé d'anomalie significative de nature à remettre en cause le fait que la déclaration consolidée de performance extra-financière est conforme aux dispositions réglementaires applicables et que les Informations, prises dans leur ensemble, sont présentées, de manière sincère, conformément au Référentiel.

Préparation de la déclaration de performance extra-financière

L'absence de cadre de référence généralement accepté et communément utilisé ou de pratiques établies sur lesquels s'appuyer pour évaluer et mesurer les Informations permet d'utiliser des techniques de mesure différentes, mais acceptables, pouvant affecter la comparabilité entre les entités et dans le temps.

Par conséquent, les Informations doivent être lues et comprises en se référant au Référentiel dont les éléments significatifs sont présentés dans la Déclaration.

Limites inhérentes à la préparation des Informations

Comme indiqué dans le paragraphe « Limiter nos impacts environnementaux », les informations relatives aux émissions d'équivalents CO₂ peuvent être sujettes à une incertitude inhérente à l'état des connaissances scientifiques ou économiques et à la qualité des données externes utilisées. Certaines informations sont sensibles aux choix méthodologiques, hypothèses et/ou estimations retenues pour leur établissement et présentées dans la Déclaration.

Responsabilité de l'entité

Il appartient à la direction de :

- sélectionner ou d'établir des critères appropriés pour la préparation des Informations ;
- préparer une Déclaration conforme aux dispositions légales et réglementaires, incluant une présentation du modèle d'affaires, une description des principaux risques extra-financiers, une présentation des politiques appliquées au regard de ces risques ainsi que les résultats de ces politiques, incluant des indicateurs clés de performance et par ailleurs les informations prévues par l'article 8 du règlement (UE) 2020/852 (taxonomie verte) ;
- préparer la Déclaration en appliquant le Référentiel de l'entité tel que mentionné ci-avant ; ainsi que
- mettre en place le contrôle interne qu'elle estime nécessaire à l'établissement des Informations ne comportant pas d'anomalies significatives, que celles-ci proviennent de fraudes ou résultent d'erreurs.

La Déclaration a été établie par le Directoire.

Responsabilité de l'organisme tiers indépendant

Il nous appartient, sur la base de nos travaux, de formuler un avis motivé exprimant une conclusion d'assurance modérée sur :

- la conformité de la Déclaration aux dispositions prévues à l'article R. 225-105 du code de commerce ;
- la sincérité des informations historiques (constatées ou extrapolées) fournies en application du 3° du I et du II de l'article R. 225-105 du code de commerce, à savoir les résultats des politiques, incluant des indicateurs clés de performance, et les actions, relatifs aux principaux risques.

Comme il nous appartient de formuler une conclusion indépendante sur les Informations telles que préparées par la direction, nous ne sommes pas autorisés à être impliqués dans la préparation desdites Informations, car cela pourrait compromettre notre indépendance.

Il ne nous appartient pas de nous prononcer sur :

- le respect par l'entité des autres dispositions légales et réglementaires applicables (notamment en matière d'informations prévues par l'article 8 du règlement (UE) 2020/852 (taxonomie verte), de plan de vigilance et de lutte contre la corruption et l'évasion fiscale) ;
- la sincérité des informations prévues par l'article 8 du règlement (UE) 2020/852 (taxonomie verte) ;
- la conformité des produits et services aux réglementations applicables.

Dispositions réglementaires et doctrine professionnelle applicable

Nos travaux décrits ci-après ont été effectués conformément aux dispositions des articles A. 225-1 et suivants du code de commerce et à la doctrine professionnelle de la Compagnie nationale des commissaires aux comptes relative à cette intervention, notamment l'avis technique de la Compagnie nationale des commissaires aux comptes, Intervention du commissaire aux comptes - Intervention de l'OTI - Déclaration de performance extra-financière, tenant lieu de programme de vérification et à la norme internationale ISAE 3000 (révisée)¹.

Indépendance et contrôle qualité

Notre indépendance est définie par les dispositions prévues à l'article L. 822-11 du code de commerce et le code de déontologie de la profession de commissaire aux comptes. Par ailleurs, nous avons mis en place un système de contrôle qualité qui comprend des politiques et des procédures documentées visant à assurer le respect des textes légaux et réglementaires applicables, des règles déontologiques et de la doctrine professionnelle de la Compagnie nationale des commissaires aux comptes relative à cette intervention.

Moyens et ressources

Nos travaux ont mobilisé les compétences de 3 personnes et se sont déroulés entre le 18 septembre 2023 et le 24 octobre 2023 sur une durée totale d'intervention de 10 jours.

Nous avons fait appel à nos spécialistes en matière de développement durable et de responsabilité sociétale. Nous avons mené 16 entretiens avec les personnes responsables de la préparation de la Déclaration représentant notamment les directions générales, administration et finances, gestion des risques, conformité, ressources humaines, environnement.

¹ ISAE 3000 (révisée) - Assurance engagements other than audits or reviews of historical financial information.

Nature et étendue des travaux

Nous avons planifié et effectué nos travaux en prenant en compte le risque d'anomalies significatives sur les informations.

Nous estimons que les procédures que nous avons menées en exerçant notre jugement professionnel nous permettent de formuler une conclusion d'assurance modérée :

- nous avons pris connaissance de l'activité de l'ensemble des entités incluses dans le périmètre de consolidation et de l'exposé des principaux risques;
- nous avons apprécié le caractère approprié du Référentiel au regard de sa pertinence, son exhaustivité, sa fiabilité, sa neutralité et son caractère compréhensible, en prenant en considération, le cas échéant, les bonnes pratiques du secteur ;
- nous avons vérifié que la Déclaration couvre chaque catégorie d'information prévue au III de l'article L. 225-102-1 en matière sociale et environnementale et comprend, le cas échéant, une explication des raisons justifiant l'absence des informations requises par le 2ème alinéa du III de l'article L. 225-102-1 du code de commerce;
- nous avons vérifié que la Déclaration présente les informations prévues au II de l'article R. 225-105 lorsqu'elles sont pertinentes au regard des principaux risques;
- nous avons vérifié que la Déclaration présente le modèle d'affaires et une description des principaux risques liés à l'activité de de l'ensemble des entités incluses dans le périmètre de consolidation, y compris, lorsque cela s'avère pertinent et proportionné, les risques créés par ses relations d'affaires, ses produits ou ses services ainsi que les politiques, les actions et les résultats, incluant des indicateurs clés de performance afférents aux principaux risques ;
- nous avons consulté les sources documentaires et mené des entretiens pour :
 - apprécier le processus de sélection et de validation des principaux risques ainsi que la cohérence des résultats, incluant les indicateurs clés de performance retenus, au regard des principaux risques et politiques présentés, et
 - corroborer les informations qualitatives (actions et résultats) que nous avons considérées les plus importantes présentées en Annexe 1. Pour certains risques tels que la lutte contre la corruption, etc., nos travaux ont été réalisés au niveau de l'entité consolidante, pour les autres risques, des travaux ont été menés au niveau de l'entité consolidante et dans une sélection d'entités ;
- nous avons vérifié que la Déclaration couvre le périmètre consolidé, à savoir l'ensemble des entités incluses dans le périmètre de consolidation conformément à l'article L. 233-16 avec les limites précisées dans la Déclaration ;
- nous avons pris connaissance des procédures de contrôle interne et de gestion des risques mises en place par l'entité et avons apprécié le processus de collecte visant à l'exhaustivité et à la sincérité des Informations ;
- pour les indicateurs clés de performance et les autres résultats quantitatifs que nous avons considérés les plus importants présentés en Annexe 1 ,
- nous avons mis en œuvre :
 - des procédures analytiques consistant à vérifier la correcte consolidation des données collectées ainsi que la cohérence de leurs évolutions ;
 - des tests de détail sur la base de sondages ou d'autres moyens de sélection, consistant à vérifier la correcte application des définitions et procédures et à rapprocher les données des pièces justificatives. Ces travaux ont été menés auprès d'une sélection d'entités contributrices² et couvrent entre 26% et 100% des données consolidées sélectionnées pour ces tests ;
- nous avons apprécié la cohérence d'ensemble de la Déclaration par rapport à notre connaissance de l'ensemble des entités incluses dans le périmètre de consolidation.

² Annexe 1

Les procédures mises en œuvre dans le cadre d'une mission d'assurance modérée sont moins étendues que celles requises pour une mission d'assurance raisonnable effectuée selon la doctrine professionnelle de la Compagnie nationale des commissaires aux comptes ; une assurance de niveau supérieur aurait nécessité des travaux de vérification plus étendus.

Lyon, le 25 octobre 2023



FINEXFI
Isabelle Lhoste
Associée

ANNEXE 1

Informations quantitatives vérifiées :

Thématique sociétale :

Périmètre DSB, 3Pagen, Coopers of Stortford :

- Pourcentage du volume d'achats issu d'usines auditées au niveau Groupe

Périmètre DSB, DMT, Afibel, Xandres, 3Pagen, Coopers of Stortford, Sedagyl :

- Nombre de fournisseurs de rang 1 (actifs sur la période de reporting)

Périmètre Damart :

- Typologie de fournisseurs (de rang 1)
- Part des fournisseurs ayant signés la charte d'achats responsables

Périmètre Damart, Afibel, Xandres, 3Pagen, Coopers of Stortford, Sedagyl :

- Part des volumes d'achats par niveau de risque

Périmètre Damart, 3Pagen, Coopers of Stortford :

- Part des volumes d'achats audités par niveau de risque

Thématique environnementale :

Périmètre Damart France consolidé, Damart UK, Xandres, Santeol, DSB :

- Tonnes de CO₂ eq. émises (Scopes 1 & 2)
- Total Scope1
- Total Scope 2

Périmètre Damart France consolidé, Damart UK, DSB :

- Tonnes de CO₂ eq. émises pour le transport et la logistique (Vérification du processus)

Périmètre Xandres, DSB :

- Taux de produits plus responsables (Vérification du processus)

Périmètre Damart France consolidé, Damart UK, Xandres, DSB :

- Production de déchets dangereux au niveau Groupe
- Quantité de déchets plastiques polybag produits liée à l'activité (Vérification du processus)
- Quantité de déchets plastiques pour les colis clients (Vérification du processus)
- Quantité de plastiques issus des films mailling et catalogues (Vérification du processus)
- Tonnes d'emballages plastiques (Vérification du processus)

Thématique sociale :

Périmètre Damart France (Magasins, Vente à distance), DSB :

- Effectif au 30/06/2023
- Nombre de recrutements en CDI
- Taux de turnover
- Taux de féminisation
- Taux d'absentéisme pour maladie professionnelle et accidents du travail
- Nombre d'accidents du travail ayant entraîné un arrêt de travail (supérieur ou égal à 1 jour)
- Taux de fréquence des accidents du travail

- Taux de gravité des accidents du travail
- Nombre de salariés ayant au moins suivi une formation au niveau Groupe (Vérification du processus)
- Taux d'accès à la formation de l'effectif (Vérification du processus)

Informations qualitatives vérifiées :

- Accords d'entreprise
- DPO Day, Compte rendu récapitulatif des audits internes sur la conformité RGPD
- Code de conduite anti-corruption
- Adhésion au Pacte Mondial des nations unies, Participation au Groupe Transition écologique du Pacte Mondial
- NPS Damart, Coopers of Stortford
- Cartographie des risques
- Financement par la fondation

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