



2021 CSR Report



Corporate Social Responsibility





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“The future will either be green or not at all.”

Bob Brown



Editorial by the Managing Director



In a perpetually changing society, we are forced us to continually rethink our relationship with the world around us. Like all market players, in 2021 Bong faced the challenges of an unprecedented global health crisis.

The resulting unprecedented situation, which changed the entire economy of our market, for example, by causing our customers' stores to close once again, did not discourage us. Those difficult conditions reinforced our profound convictions. They underlined the merits of certain strategies launched a few years earlier, such as the importance of acting at the local level, or even limiting the levels of decision-making in the company by focusing on personal autonomy and responsibility.

Health safety of course was a priority and we maintained our vigilance throughout 2021 in terms of protecting our employees, our customers, our partners and our suppliers.

This pandemic made our corporate project central to our analysis: how to take part in the ecological transition necessary for a world that is more respectful of human beings and life in general?

Our main challenge today is to think about our entire production system from the perspective of a circular economy. This means taking into account the impacts generated throughout the life cycle of each product.

CSR issues are therefore multifarious and they require a relationship of trust with all of our stakeholders: offering innovative solutions that promote the development of our customers by meeting their expectations in terms of sustainable development.

Our company has made it its mission to offer our customers reasoned and sustainable packaging, in their image. It is a question of providing them with a sustainable product offer, transparent information and guaranteeing the best ethical standards in the way we do business. We know that our efforts help convince and retain our customers.



Pascal Gravouille,
Managing Director
Bong South Europe
and Bong Retail

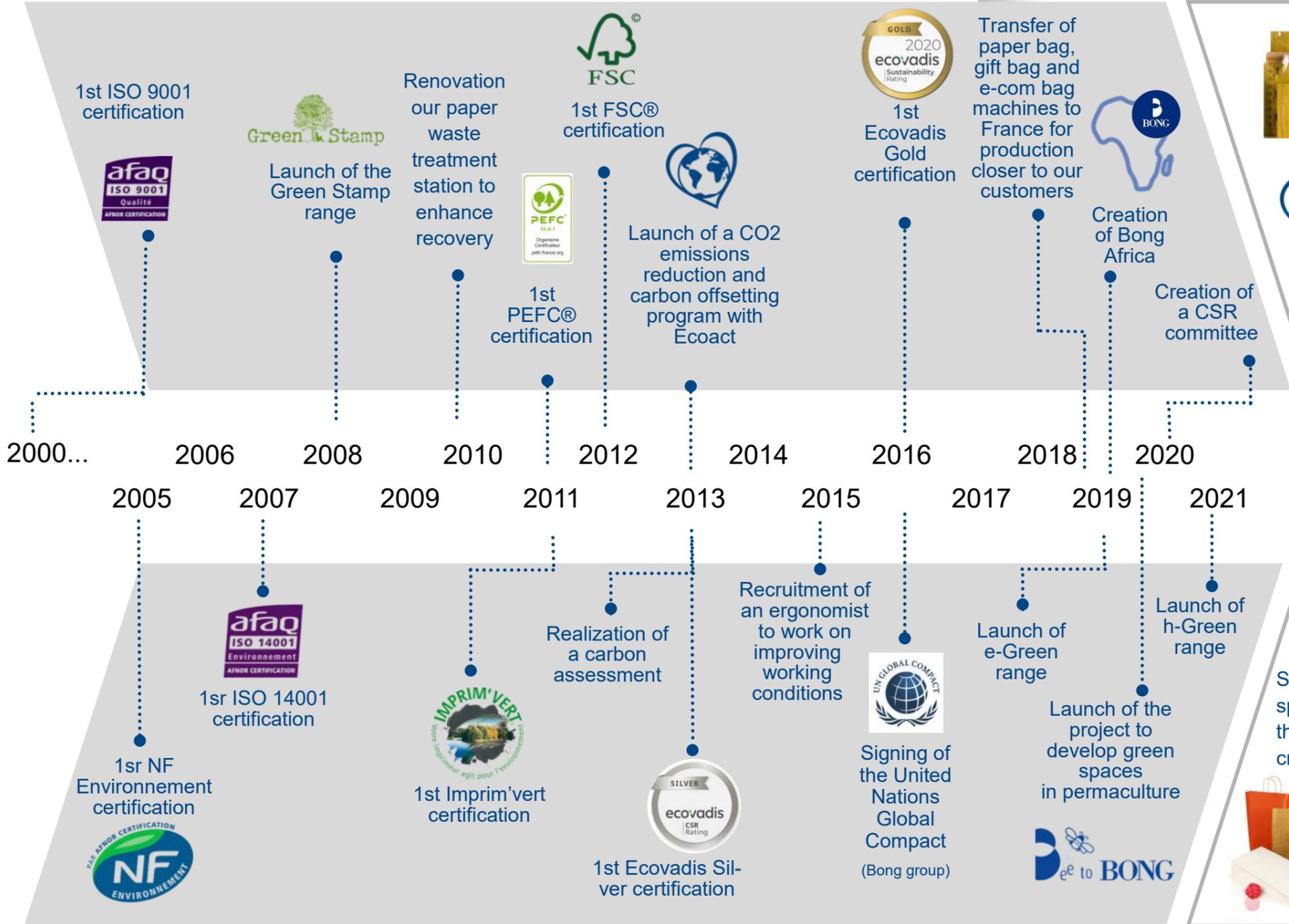


20 years of commitment

central to societal issues



Bong has had a strong sustainable development policy for many years: the impact of our activity on the environment is at the heart of our concerns.



- Manufacture of 100% paper padded bag therefore 100% recyclable
- Launch of a program to reduce our CO2 emissions and carbon offsetting in partnership with EcoAct, through the support of 2 development projects in Kenya, thereby allowing us offer our customers carbon-neutral products.
- Creation of a factory in Tunis for the African market, the ultimate aim being to manufacture on this site products with manual finishing currently subcontracted to Asia.
- Launch of a 100% paper e-commerce range with low environmental impact
- New more ambitious CSR policy developed for 4 years
- Start of the project to develop green spaces in permaculture: planting of the first trees in the garden forest and creation of vegetable plots
- Launch of an eco-designed range of h-Green paper bags



Scope of the report

Bong South Europe & Bong Retail, means:



4 production plants



Evreux (France)



Angoulême (France)

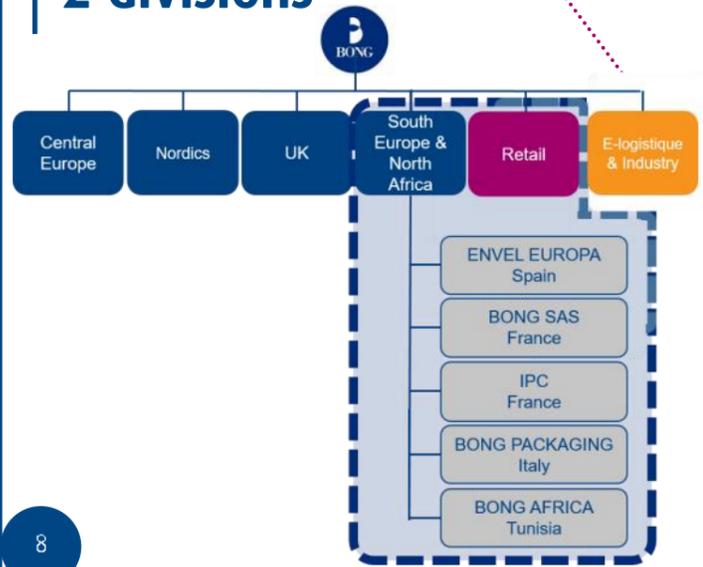


Balaguer (Espagne)



Tunis (Tunisie)

2 divisions



A few facts and figures... for 2021

Bong South Europe & Bong Retail, means:

3 dedicated business sectors

Correspondence and packaging

WHAT? Envelopes, pockets, paper bags, e-com bags... everything for your marketing campaigns, your daily correspondence, the protection of your products during shipping.

FOR WHO? public bodies, industry, marketing, distance selling, banking and insurance, printing and routing professionals, e-commerce, e-logistics, etc.

OUR STRENGTHS More than 200 years of expertise in paper processing, a sales force specialized by sector of activity, solid customer references, a wide range of products covering all packaging needs...

Superstores and hypermarkets / office suppliers

WHAT? Envelopes, pockets, paper bags, e-com bags... all products packaged for sale to individuals and office supply wholesalers.

FOR WHO? For supermarkets and hypermarkets, online or retail sellers of office supplies.

OUR STRENGTHS A specialized contact, a tailored supply chain, product packaging specially designed for each specific sector.

Retail

WHAT? Gift bags, paper bags, e-com bags, gift boxes, accessories... all the essential packaging to offer, transport and ship your products.

FOR WHO? For e-commerce and retail, from international chain stores to independent boutiques

OUR STRENGTHS A team of expert consultants for this specific Retail clientele, spread across Europe (Germany, Belgium, Finland, France, the Netherlands and Sweden), solid customer references, guaranteed harmony across the entire product offer, etc.

400

employees located in Belgium, Spain, France, Italy, the Netherlands, Sweden and Tunisia

99%



of our paper comes from sustainably managed forests

2,5

billion products sold each year

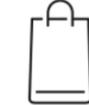
70 M€

in annual sales turnover

4 product families



Envelope



Paper bag



Gift bag



e-com



Our purpose

“

Offering a sustainable packaging,
reflecting your image

”



Because we are convinced of the role that the company has to play in the face of society's expectations, at Bong we have fine-tuned our purpose.

Summarized in a few words, it is to:

- reassert the company's founding principles,
- say who we are through the way in which we do business,
- define our mission and aims with respect to our customers and all of our stakeholders.

Convinced that packaging is essential to protect and transport everyday products, it must nevertheless fulfill its function by minimizing its impact on the environment. It is our duty to act now for a circular economy, by improving each stage of the product's life cycle so that, at the end of the day, it once again becomes a usable raw material for new products.

And because many of our customers are also very concerned about their carbon footprint, we offer them eco-designed products that will reflect their commitments in terms of sustainable development with the general public. We have also made it our mission to submit a paper alternative corresponding to each request for a plastic-based product.

If creating wealth and jobs can be the very nature of a company, we believe that it has a responsibility to do so by contributing to the general interest, that of all the stakeholders, whether they are employees, customers, partners, shareholders or local authorities. This is why the manufacturing of our products must be done in an integrated way, by taking care of and promoting human beings, by preserving resources, by producing locally, by innovating to create tomorrow's products and globally by continuously reducing our footprint on the planet.



Our values



The customer is our passion

Meeting the customer's challenges is always our point of origin. We walk that extra mile in order to help and handle our customer's needs, and understand their business objectives. That is why we encourage regular customer contact at all levels of our organisation.



We seek excellence in everything we do

We measure ourselves against the best in class rather than the nearest competitor. This means setting ambitious targets and anticipating what is necessary for tomorrow's success. We take pride in our work and we never settle for just good enough, meaning that we are always prepared, responsible and open-minded. We understand that only by keeping our promises and exceeding expectations can we ensure excellence in everything we do.



Strong teams are the foundation for our success

We value, support and encourage strong teamwork. We realise that by working together we can perform at our best. This thinking applies to the entire organisation, where best practice is always shared across divisions and departments. It is this spirit of helping each other improve that makes working here more than a job.



We interact with mutual respect

A great working environment is a place that inspires successful development. This requires respect and a culture where people feel comfortable talking freely and directly with each other. We don't play political games, but treat everybody with respect no matter what position or competencies they have. We understand that people are unique and thereby different, and we appreciate those personal differences.



We see change as a creative opportunity

Change is the only constant we have. In order to provide the solutions for tomorrow's challenges, our mindset is based on change. It is change that allows for development, evolution and growth. In order to maintain our reach for excellence and our focus on the customer we grasp every new development as an opportunity.

The Bong CSR policy for 2020 to 2023

Promoting the culture of sustainable development

Through 3 main themes:

- Promoting product and process innovation to invent the products of tomorrow, and always be more respectful of the environment
- Promoting people and cross-functional exchanges by developing our managerial organization and practices
- Triggering ecological awareness to promote eco-responsible practices



Innovation unit

To follow and even anticipate trends, new regulations in terms of packaging and environmental protection, Bong created an innovation department in 2020. It is responsible for developing new products as well as constantly optimizing our manufacturing processes.

Facilitating innovation projects based on working groups is designed to develop an innovation culture and related methodologies to be a source of proposals for our customers.

Improving managerial practices

Developing our organization and managerial practices with more cross-functional exchanges in order to:

- Identify leaders for their contribution
- Motivate employees, promote fulfillment conducive to innovation and development
- Promote knowledge, skills and human values

Ecological awareness

Inform, raise awareness and encourage thinking about our daily practices,
Promote eco-responsible practices,
Educate about respect for the environment,
Contribute to the preservation of biodiversity,
Sustainably reduce our carbon footprint,
Through various projects such as the discovery of permaculture or corporate gardening.



Our commitments in 3 areas

BONG is committed to allocating appropriate resources for each component of its sustainable development policy.

An environmental Commitment - by reducing our ecological footprint

- Controlling the origins of our raw materials
- Maintaining the ISO 14001, PEFC® and FSC® certifications of our factories and NF environment certification for certain French products, in compliance with legal requirements
- Promoting European eco-labeled products such as PEFC®, FSC®, as well as ranges of recycled products
- Establishing a continuous improvement plan aimed at reducing our environmental impact (reduction of the carbon footprint, analysis of the life cycles of our products)
- Actively participate in the various French and European policy guidance committees for future regulatory requirements

Social and Societal Commitment - by asserting the fundamental values of our group

- Promoting local production with more than 90% of our products manufactured on our sites and favouring local suppliers (companies, associations, employment rehabilitation centres)
- Encouraging the development of skills and promoting the professional development of our teams through appropriate training programs
- Effectively organizing initiatives to prevent occupational risks and hardship at work
- Supporting associations

Economic Commitment - by adapting to our economic and structural environment

- Allocating, in line with our industrial strategy, the necessary resources to our various factories in order to enable them to specialize and be at the forefront of knowledge for the target products and processes
- Meeting the different expectations of our customers by providing them with products tailored to their needs
- Improving our QHSE performance (Quality, Health, Safety, Environment) by adhering to ISO 9001 and new national and/or European standards
- Giving birth to the products and concepts of tomorrow thanks to the support of our innovation centre

Our commitments in signing the United Nations Global Compact

United Nations Charter

Since 2016, the Bong group has been committed to the United Nations Global Compact, which is the largest initiative in the world in the field of corporate social responsibility and sustainable development. As a signatory, we are committed to actively promote, through our strategies and within the framework of our activities, the 10 fundamental principles concerning respect for human rights, international labour standards, protection of the environment and the fight against corruption.



The Sustainable Development Goals (SDGs) that guide our initiatives:



Valuing human capital

- Promoting diversity
- Developing skills
- Preventing occupational risks
- Protecting our stakeholders
- Strengthening labour relations



Limiting our impact on the environment

- Controlling the sources of our raw materials
- Reducing our consumption
- Promoting local production
- Sorting, recycling and recovering our waste
- Rethinking our processes with personal initiatives
- Raising awareness about the preservation of biodiversity



Innovating to develop tomorrow's business

- Inventing the products of tomorrow
- Eco-designing
- Promoting more responsible consumption
- Developing trusted partnerships
- Guaranteeing quality
- Developing online sales



Governance & deployment of the CSR policy

Creation of a CSR Steering Committee

Like the HSWC, which guarantees safety, health and working conditions in the company, a CSR committee was created in 2020. It consists of employees representing the diversity of all our staff, both in terms of services, functions and levels of responsibility.



Its assignments

Its purpose is to determine each year the CSR projects that will be developed in the years to come.

Training in the management of projects using collective intelligence

To give as many people as possible the chance to express themselves and participate in projects that help the company evolve, employees have been trained to develop collective intelligence. Each of the trained employees has been entrusted with the participatory management of a new CSR project in order to put into practice the use of appropriate tools to facilitate the fluidity of exchanges, promote cohesion and boost collective thinking. One of the projects, for example, is to design and set up a simple and fun collaborative platform for sharing knowledge, for easy access to all our employees to various business training courses and tools.

Each year, its members define the areas in which Bong will commit to progress by integrating all the social, environmental and economic concerns of our business.

In practice, we take stock of our situation, the initiatives undertaken and determine new projects or areas for improvement to be implemented in these 3 areas in order to strive for continuous progress.

“ Even if respect for the environment has always been central to Bong's concerns, with this new, more ambitious CSR policy, we wanted to go much further. Encouraging employees to actively participate in these new policy guidelines was the primary objective.

Judith Lothon,
CSR Manager





Valuing our human capital





Fostering diversity by seeing it as a strength

Code of Ethics and Conduct

Bong's Code of Ethics and Conduct outlines the standards that all of our staff are expected to uphold in their day-to-day activities and in their dealings with others. Its role is to provide guidelines that will help in making decisions, in accordance with Bong's values and reputation. It helps employees uphold our core values, our standards of behaviour and our commitment to the UN Global Compact Principles of Social Responsibility in all of our activities. Permanently available to employees, it can be communicated to all our stakeholders on simple request.



Access to work for all

As part of our efforts to promote the reintegration of prison inmates after their sentences, Bong has worked with the Evreux remand center for many years. Some fifteen inmates, supervised by a Bong team leader specially trained for work in this environment, work 6 hours a day on machines made available by the company. They carry out wrapping, product folding or other finishing operations on paper pouch closing systems.

Integration of young people

Because we know that access to the world of work for young people is sometimes difficult, every summer Bong offers employees' relatives the opportunity to discover the industrial environment by accessing machine operator positions for a few weeks. These recruitments over short periods often provide help for financing of their studies or serve as a first step in a company.

We also regularly integrate young people on work-study programs or as trainees. Kilian Roussel, for example, a 2nd year student taking a University Technology Diploma in packaging, will join the quality department of Evreux for 12 weeks to work on the deployment of self-checks by machine operators.



Promoting the integration of people with disabilities or incapacity

Because we are aware of the difficulties of professional integration that people with disabilities can encounter, we wanted to implement a policy of keeping employees with disabilities in the company through job adjustments.

In 2021, for example, Bong worked with occupational medicine and Cap Emploi to find the best solution to keep 2 employees in production at the Evreux site. A material investment was made for one (electric high-lift pallet truck) and a proposal for a change in jobs and adaptation of working time for the other.

The Angoulême plant also sets up workstations with automated product packaging or workstations with no machine speed to follow for people with disabilities, returning from a long illness or undergoing major treatment. The resumption of work can be done part-time or with flexible hours.

Our factories also call on vocational rehabilitation centers (ESAT) in their region, particularly for services such as specific packaging.



Promoting equal treatment for women and men

Promoting equal treatment for women and men

For several years, we have been analysing the employment situation of women and men in the company using objective criteria. This analysis does not highlight any specific problem. We are of course always careful to guarantee access to training and to all functions of the company without distinction.

We do not practice positive discrimination, being convinced that talent and skills are the best assets. However, we believe that these qualities are in no way linked to criteria of race, color, sex, nationality, religion, ethnicity or other characteristics.

Bong offers equal opportunities to all, without distinction. Women, for example, are very well integrated into this industrial environment and have held key positions for many years.



44 %
of the management committee are women

I joined the Works Council about ten years ago. I got involved in it as a simple member and then became treasurer, my aim being to help my colleagues to live and work well on a daily basis. I am now secretary of the CSE and appreciate the trust that employees place in me, the regular exchanges with management and the responsibilities entrusted to me in my job.

Sandra Gerometta,
WC secretary



From 0 to 15 % maximum

Temporary staff
→ open-ended employment contracts remaining the privileged contract



86/100
IPC women/men equality index

I joined the Bong group 35 years ago as a line operator, then I worked for more than 20 years in the QHSE department. In 2019 that I was asked to take charge of the Angoulême plant. In an industrial environment, that a woman may be given such a job sometimes surprise people but my change in position took place naturally.

Sophie Duruisseau,
Manager of the Angoulême production site





Developing skills

and fostering in-house promotion

Better integration for greater loyalty

The integration of new employees is a key moment in their lives within the company. To encourage new arrivals, Bong has defined an integration path dedicated to each function allowing them to better understand the market, the company, its products and its missions.

Access to training

The last two years will remain marked by the Covid pandemic and its consequences on employment. Bong having used the partial unemployment scheme, staff were invited to train over the short periods of non-working days. Discovery of the computer world, specialization in certain software, commercial development via Lindek'In or even starting a vegetable patch in permaculture... are some of the training courses offered to all employees.



In-house promotion

In-house promotion allows employees to develop within a group whose most important capital remains the women and men who work in it. Bong having understood this, people showing involvement and the wish to progress are given the possibility to develop their careers in-house. It is a way rewarding employees but it is also a win-win approach for the company because it fosters employee loyalty.

“ As a young student in the 1st year of a vocational training certificate, Bong invited to join their sales agency in Lille to me to do my end-of-year internship. I learnt about a wide range of products, a business line, and new know-how. The company allowed me to complete my degree on a work-study basis. After graduating, I continued my career for 6 years as a customer service representative on the Normandy site where I gained the technical know-how I needed.

A few months ago, I took charge of the customer service. It provided me with a real opportunity to develop various skills. Supporting a team of 7 people on a daily basis is an exciting job. I am proud to promote a department which optimizes the service provided for our customers.

Manon Teton,
Customer Care Service manager




Preventing occupational risks

and hardship at work

Ensuring the health and safety of our employees is a daily concern. Through various systems, we have adopted a continuous improvement initiative, in order to prevent the professional risks associated with our manufacturing activity. This prevention also involves regular discussions with our teams on the conditions in which the company's various jobs are done and appropriate training. Of course, investments are also regularly made in our buildings and workstations to support these efforts.

Through the initiatives carried out in concert with the HSWC, our commitment helps prevent accidents at work and occupational illnesses, but generally extends to all the risks to which employees may be exposed at work. To do so, we also inform and train our employees in health and safety.

High-performance noise measurement and protective equipment

We regularly carry out background noise measurements within our factory premises and at the various workstations. Personal protective equipment is distributed to all employees working on industrial sites tailored to their jobs and to the working environment. Prevention reminders are also regularly given. Earplugs, for example, are now moulded to fit the ear canal of each employee. These protectors have a triple advantage: better protection from noise, increased comfort in use and a reduction in the waste linked to the use of disposable earplugs with a very limited lifespan.



Continuous safety training

First-aiders

The company has first-aid personnel qualified to practice first aid and evacuate any injured staff. Found in every department and in every work team, they are trained every 2 years.



Fire safety

Our fire team is given training every year to remind them of the best practices in the event of an incident. At the same time, we regularly organize training on the handling of fire extinguishers as well as evacuation drills for all of our staff.





Protecting our employees and stakeholders

by maintaining our Covid protection plan

Maintaining vigilance against Covid

Ensuring the health and safety of employees, customers and service providers remains Bong's priority. Through prevention and safety procedures, the vigilance provided to guarantee a safe and fulfilling work environment for everyone is essential.

For this reason, the measures set up in 2020 at the onset of the pandemic remained in force throughout 2021, on production sites and in sales agencies. These measures were discussed and taken together with the HSWCC in each unit.

Adjusting the working hours to limit meetings between employees of different teams

Reorganization of the movement of people within the production site to limit people meeting.

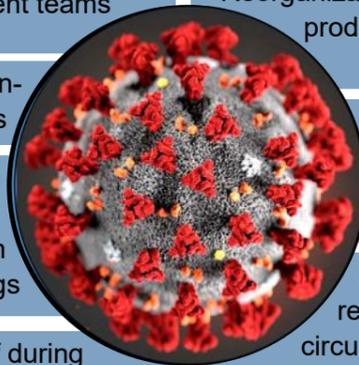
Regular communication and reminders of good safety practices

Focus on telework for all staff whose jobs allow it and limiting the number of people present on site on the same days.

Investment in equipment adapted to teleworking and easier access to videoconferencing rather than face-to-face meetings

Provision of the equipment necessary to respect barrier gestures at all times and in all circumstances (masks, hydro-alcoholic gel, workstation disinfection solution, etc.)

Training proposals for all staff during partial activity days



Noting and measuring the satisfaction of our teams

Following the difficulties caused by the pandemic, a survey was conducted at the end of 2020 among all of our staff.

The results of the survey were analysed and published in-house in 2021. They involved the implementation of 4 main initiatives and the creation of working groups.

95% of the people who responded to the survey felt that the management of the Covid crisis had been very or rather good in terms of employee health safety. 83% concluded by expressing their satisfaction with their jobs.

The satisfactory results of our in-house survey proved to us that a committed, sincere staff policy helps maintain our resilience. Everyone's safety was of course a priority and we have maintained our vigilance throughout 2021, to protect our employees, our customers, our partners and our suppliers.



Enhancing quality and efficiency

in labour relations and fostering collaborative commitment

Informing and listening

Each year, the managing director brings together all the employees to present to them in person with the company's strategy, the results of the year, the successes and the challenges to be met...

In an industrial company where work schedules differ according to the teams (work during the day, at night, alternating in the morning and the afternoon, etc.), communication and exchanges between employees and with department heads is not always optimal. This is why these meetings are organized in small groups of a maximum of 20 to 30 people. They are key moments for everyone to speak their minds and ensure that all of the employees understand and adhere to the company's strategy. It is also a unique opportunity to discuss in person the proposals for improving working methods made by employees or any other topical issue.



Fostering a collaborative commitment

Because we share the commitment of its employees in non-profit associations, Bong, for example, in 2021 supported the LAGB, an academy training children for the specific position of goalkeeper in football. Created by a Bong employee, the academy aims to share the values of fun in sport, personal investment in a team, self-confidence and surpassing one's limits.



WC meetings

Despite the change in structure of the Works Council, which has become the EWC, and the reduction in the schedule of mandatory meetings, we wanted to maintain the rhythm of a monthly meeting between management and staff representatives. These exchanges provide a unique opportunity for its members to assert the expectations of the employees. In the context of an unprecedented pandemic, it seemed essential to maintain this regular and frequent form of discussion.





Promoting quality of life at work

through various projects

Break room layout

A room has been refurbished on the Angoulême production site to make it more convivial and allow staff to relax during their breaks. By promoting exchange and well-being, the user-friendly venue also strengthens employee cohesion.



Working hour flexibility

A certain flexibility of working hours is granted to as people as possible, for example, with periods of arrival at work in the morning and departure in the evening which can be spread over 1h30. Helping employees to better reconcile their family life and their personal obligations with their work is a value that Bong supports.



Greening of offices

Over and above simply making the premises look better, various studies have shown that the greening of workspaces has many other virtues in terms of the quality of life at work. Plants in particular help improve air quality, increase creativity, help concentration, job satisfaction and reduce anxiety. This is why Bong Retail Solutions, when returning to face-to-face after the 2021 confinement, offered each employee the opportunity to take care of a plant. The offices in Kortrijk are therefore now enriched with plants, and everyone received a small how-to maintenance guide for their plant.



Promoting quality of life at work

through various projects

Doing things together — such as gardening!

Creating links, meeting people from the company with whom you do not work directly or even erasing staff hierarchies, there are many benefits of an activity as accessible as corporate gardening. As a bonus, achievements are a source of pride! You can even taste a cherry tomato when you arrive at the workplace or distribute your harvest of strawberries to colleagues.



I live in an apartment and do not have the opportunity to garden, so growing things within the company is a real opportunity. I love the peace and serenity that gardening brings me. It takes my mind off things!

Dany Cotigny,
machine operator



Shared library

Bong has set up a shared library; the employees run it. The principle is simple: employees can deposit the books they have already read to share with their colleagues. Simple sharing that encourages exchanges and cultural development.



Free bikes

Bong Retail Solutions wanted to encourage its employees to practice regular physical activity, and so offered its entire Belgian team free bikes for rent.

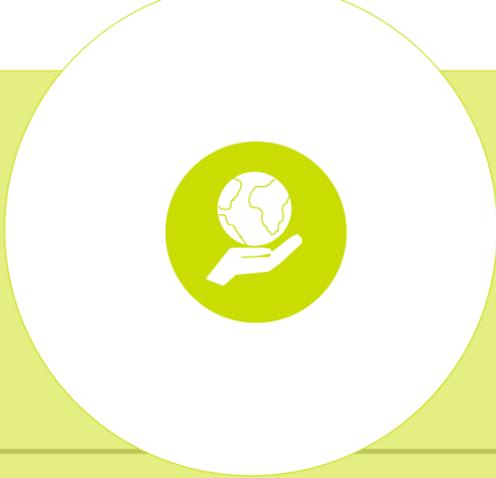
As a result, almost half of the team based in Kortrijk regularly use this means of transport to get to the office but also for their weekend excursions.





Limiting our environmental impact





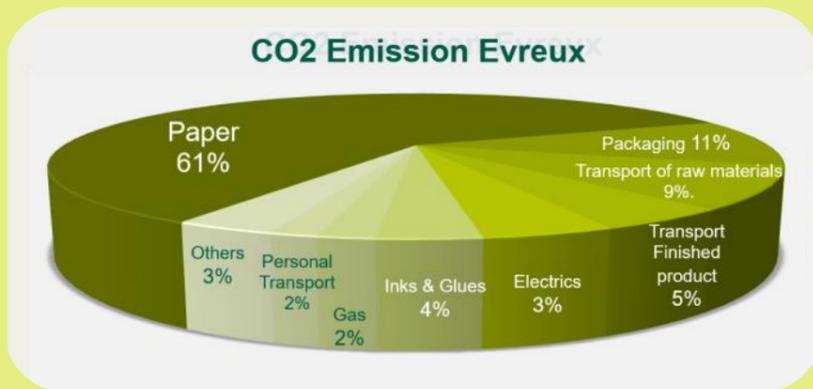
- Foreword -



Measure, before reducing!

To ensure that we reduce our CO2 emissions, we must first measure them, then monitor our progress and identify possible improvements for further reducing them.

Carbon footprint



A carbon assessment of our activities was carried out by an independent body, an active member of the Association of Climate Consulting Professionals, Objectif Carbone. It showed that 61% of the carbon emissions we generate are directly linked to the raw material used. So it is logic that we focus on that issue as a priority.

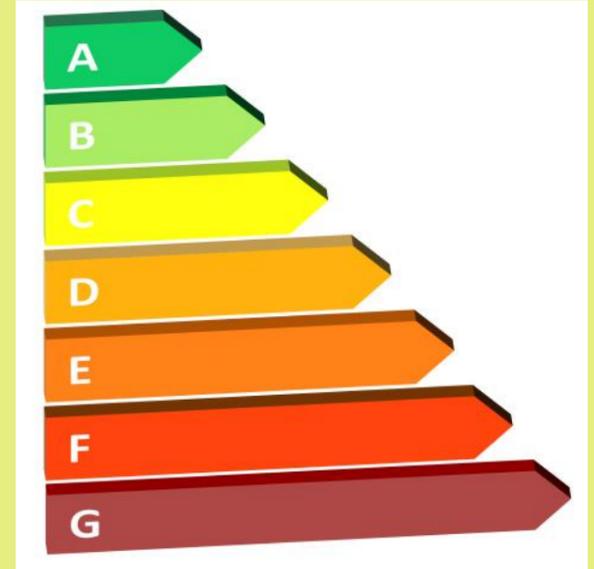
Monitoring the management and recycling of our waste

Our waste is sorted by category and processed by partners specializing in its recovery. Every month, we count the waste of each type of paper but also of other types of waste. These measures allow us to identify any deviations but above all to make improvements in terms of reduction or reuse.



Monitoring our consumption of natural resources (water, gas, electricity)

The consumption of gas and electricity at our main production sites is monitored monthly. But we are also working with our main suppliers to develop sufficiently precise indicators to allow us to identify the causes of consumption peaks and thus be able to modify our working methods in order to limit them.



100%

of our packaging products are recyclable



90%

of our sales are paper or cardboard products

Responsible purchasing

Bong evaluates its suppliers according to criteria of quality, deadlines, price but also their CSR policies. This is to take into consideration the social and environmental values of our partners and to encourage them to take joint action to globally reduce our impact on the environment.

Monitoring of wastewater discharges

We carry out systematic checks of our water discharges in accordance with local regulatory requirements (eg MES, BOD5, COD, Nitrogen, phosphorus, etc.). These analyses allow us to check the compliance of our environmental discharge parameters.





Reducing our carbon footprint by controlling the origins of our raw materials

We only use paper from sustainably managed forests. We also attach great importance to the provenance of our other raw materials (inks, glues, etc.).

Sustainable forest management

Sustainable forest management means the management and use of forests and woodlands in such a way and at a rate such that they maintain their biological diversity, productivity, capacity for regeneration, vitality and capacity to satisfy, now and in the future, relevant ecological, economic and social functions at local, national and global levels, and that they do not cause harm to other ecosystems. It is a major challenge in the fight against global warming. This is why we use a raw material that respects these principles.



99%

of our paper comes from sustainably managed forests



Packaging

The cardboard we use to package our products meets the requirements of Articles R.543-44 and R. 543-45 of the French Environment Code of Law and European Directive 94/62/EC relating to the consideration of the environment in the design and manufacture of packaging. It is therefore 100% recyclable.

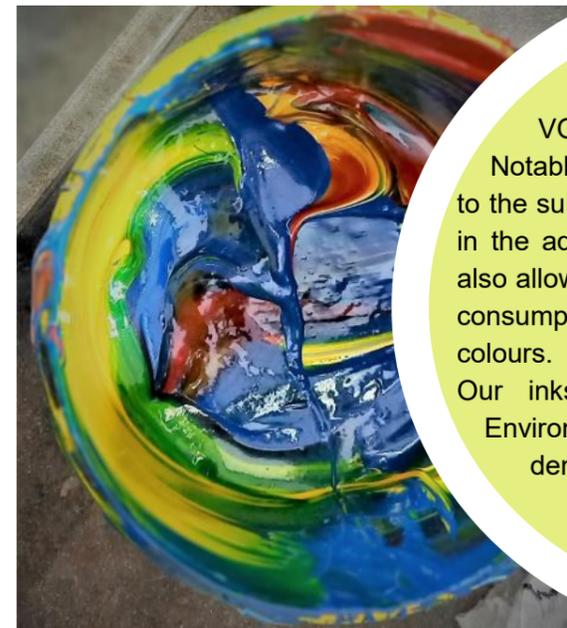
The production of corrugated cardboard is made using 85% recycled paper.

The cardboard we use is biodegradable and can undergo chemical, thermal or biological decomposition. Most of the compost obtained decomposes into CO₂ or biomass.



Reducing our carbon footprint by controlling the origins of our raw materials

Inks



For several years, we have taken action to reduce solvents by using inks and cleaning products with lower VOC levels.

Notable progress has been made in this area thanks in particular to the substitution of inks containing a high level of VOCs with inks in the aqueous phase (water-soluble). The acquisition of stations also allows a better dosage of the quantities used for a reduction of consumption without compromising the perfect reproducibility of the colours.

Our inks meet the requirements of the NF Environment and Imprim'Vert standards, 2 very demanding standards.

Finally, each year we make the necessary declarations on the INGEDE 11 test of our inks.



Glues

All the glues used meet the following criteria:

- Less than 250 ppm of aromatic or halogenated solvents and less than 500 ppm of formaldehyde in their formulation
- Less than 5% VOC
- The quantity of chemical substances classified as dangerous for the environment (R50 and R53) does not exceed 0.1% by weight in the formulation
- In accordance with the European directive in force, none of the preparations is classified as dangerous
- Comply with the requirements of the NF 316 environment standard
- Adhesives containing no more than 0.1% of substances listed in article 59 of the REACH directive



In so doing we respond to the CITEO system and make the necessary declarations each year on the INGEDE 12 test of our glues.



Reducing our consumption of water, energy and raw materials

Water consumption

The activity of our company does not require any withdrawal of water directly from the natural environment. Our daily drinking water consumption levels are between 3.5m³/d and 9m³/d (depending on the site's production capacity), which is comparable with the daily water consumption of 25 to 64 people. We are constantly thinking about initiatives to continue to further reduce our water consumption.



Energy management

Each site is adapting its buildings in order to limit its energy consumption. A working group, set up in 2021, studies the weekly energy consumption of the main production sites. Recent investments in new machines for light packaging products have generated an increase in consumption, so regular adaptations must be made to reduce overall consumption again and in the long term.

Some developments recently completed or in progress:

- Search for optimal pressure in the air vacuum circuit having led to a significant reduction in the number of vacuum pumps and compressors in operation each day and thus to noise pollution
- Gradual modification of the lighting of the various workshops with a switchover to LEDS
- Adaptation of light intensity to the constraints of each zone of the factory
- Automation of the boiler for a systematic reduction in heating on non-working days
- Staff awareness and modification of procedures and ways of working
- From 2022, the first results should be visible with a significant reduction in the energy consumed.

Reducing energy consumption is a fascinating, topical subject. This is an exercise that the team is working on by continually researching into new technologies to do so.

Carl DETE,
Electrical maintenance manager



Reducing our consumption by promoting local production

Local production

Bong is committed to making its products as close as possible to its customers: each company in the group produces locally for its geographical area and thus limits its CO₂ emissions.

21%

of our company vehicles are hybrid or electric

Bong Africa



In 2019, Bong opened a factory in Tunis to manufacture and sell lightweight packaging products to the North African market. In the medium term, the Bong group wants to internalize the manufacture of Retail and e-commerce products requiring manual finishing on this site. Since these specific products are currently subcontracted to Asia by most market players, this project aims to reduce the carbon footprint of our customers by offering them products manufactured in the Mediterranean basin rather and also shorten the deadlines for product delivery.

Transport

For deliveries, we use a network of independent professional carriers. We have 6 main service providers and choose the one best suited to our customers' own delivery constraints (geographical area, volume, quantity, weight, access to the place of delivery, with or without handling, etc.).

Goods transport is optimized to reduce our environmental impact. So in order to limit flows, orders can be grouped (according to destination, quantity, etc.) on logistics platforms

- Favour, as far as possible, the production site whose distance for the transport of goods will be the shortest
- Select transport companies whose drivers are systematically trained in eco-driving

But the secret of success also involves encouraging our employees to adopt eco-responsible habits: facilitating teleconference meetings, recommending train travel, etc.





Sorting, recycling and recovering our waste to limit our impact on the environment

Responsible waste management

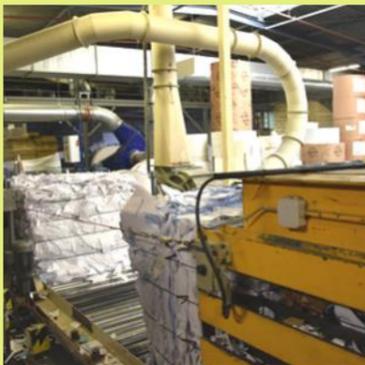
Taking into account the environmental impact of our industry involves the recovery of our waste:

- The service providers (collector and/or eliminator) are approved and provide Industrial Waste Tracking Slips (BSDI), which are archived on the company's website.
- The removal and collection service is subject to a detailed contract.
- Awaiting evacuation, waste is identified and isolated by category in specific areas according to environmental risks (hermetic waste cabinets).

95%

of our waste is sorted and collected by approved organizations for recovery

Recovering our scrap paper



Our scrap paper, which represents the vast majority of our production waste, is handled by a central vacuum cleaner whose ducts are positioned directly on the shaping machines. This unit is capable of sorting of white, kraft and coloured paper. The various scraps of paper are thus brought to the compactor where they will be pressed and packaged in bales of paper, to be recycled by approved service providers. To promote recovery, each paper has its own specific circuit: white, kraft, colour and printed paper are not mixed.

Also, so that all of our waste is sorted and recycled, we have set up sorting areas in each of our production units equipped with skips tailored to each type of waste.

The annual summary of our waste is reported to the legal and certification bodies (the Regional Department for the Environment, Development and Housing [DREAL], ISO14001, Imprim'Vert, NF316).



Our Extended Producer Responsibility (EPR)



Donnons ensemble une nouvelle vie à nos produits.

Through our active participation in CITEO, we help preserve the environment by advancing recycling. Our initiative is designed for the sustainable development of the paper industry, so that economic performance meets environmental performance.

Our contribution to this eco-organization makes it possible to finance communities in the form of support for recycling, as well as financing and organizing the green growth of the sector.



Everday initiatives to reduce our impact on the environment

Reducing our environmental impact also involves a set of small daily actions, which, repeated every week, are important.

Reusable tableware

For in-house events or to welcome our customers and suppliers, the watchword is now the systematic use of reusable tableware. Meal trays and plastic water bottles are also giving way to dishes to share and reusable bottles filled at fountains.



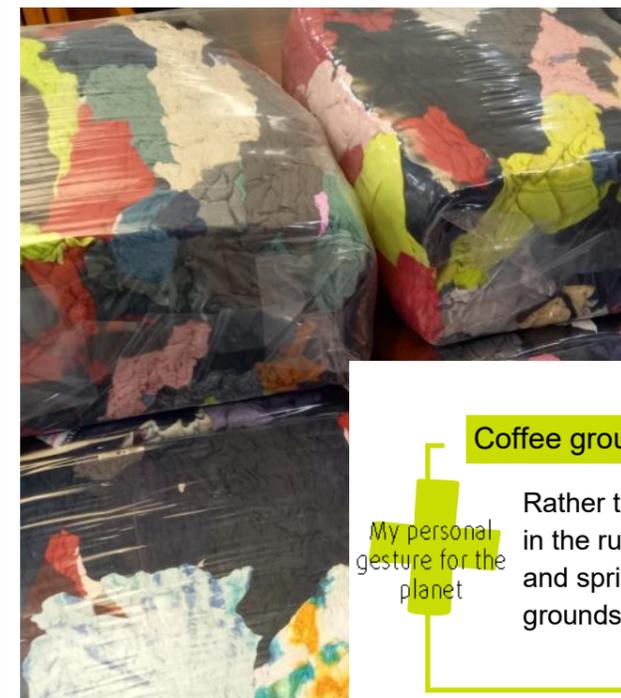
Re-used rags

In production, it is sometimes necessary to use rags to clean a machine, as well as any excess glue or ink. Rather than buying new textiles, our factories preferred to cooperate with a partner recovering scraps of fabrics from T-Shirts recycled to be reused in rags



Replacing plastic mugs

In 2021, the Evreux production site decided to no longer use plastic cups. They have been replaced at water fountains by biodegradable paper cups. The Bong European Economic and Social Committee took the opportunity to offer each employee a reusable metal mug for coffee machines.



Coffee grounds for plants

My personal gesture for the planet

Rather than throw coffee pods in the rubbish bin, I open them and sprinkle the coffee grounds around plants!

Pascal





Introducing our employees to permaculture

to raise awareness about preserving biodiversity

What exactly is permaculture?

Permaculture is a tool for designing harmonious, sustainable, resilient, labour- and energy-saving human settlements, taking nature as their model. It is based on 3 ethical principles: taking care of the Earth, taking care of people and sharing resources fairly.

These are concepts, "best practices" that can be applied to all types of human settlements such as cities, businesses, communities, farms, gardens... to design efficient and productive systems.

It is a science, a philosophy, an art of living... still very young but rich with extraordinary potential!

Its principles concern the design of our living spaces as well as our consumption and production habits. They enable and ensure the establishment of resilient, sustainable systems that meet our most diverse needs while seeking to reproduce nature's strategies.



One day, so the legend goes, there was a huge forest fire. All the animals, terrified and aghast, watched helplessly as the disaster struck.

Only the tiny hummingbird was active, fetching a few drops of water in its beak to throw them onto the fire. After a while, the armadillo, annoyed by its seemingly derisory efforts, said: "Hummingbird! Are you mad! Do you think that with these drops of water that you're going to put out the fire?!" The hummingbird replied: "I know it, but I'm doing my part"...

Some of the permaculture principles that guide our initiatives

- Start low, aim high,
- Small initiatives lead to big changes,
- Start at home first,
- Every waste product in an unused resource



The project

Rather than seeing the green spaces surrounding our various sites as a constraint requiring regular maintenance, we have decided to organize them so that they benefit everyone.

By following the principles of permaculture, they are also gradually being developed to benefit the well-being of employees with a pleasant environment, providing healthy fruits and vegetables, and a reserve for the protection of biodiversity.



Planting trees

to raise awareness about preserving biodiversity

Forest-Garden

In February 2021, a participatory worksite was organised to which Bong employees and their relatives were invited to plant trees and shrubs to create the future forest-garden.

During the morning, Charlotte, an agricultural engineer, showed participants how to create a feeder forest. Apple trees, pear trees, plum trees, cherry trees, currant trees, raspberries, blackcurrants... were in the grounds around the factory and will soon bear fruit...



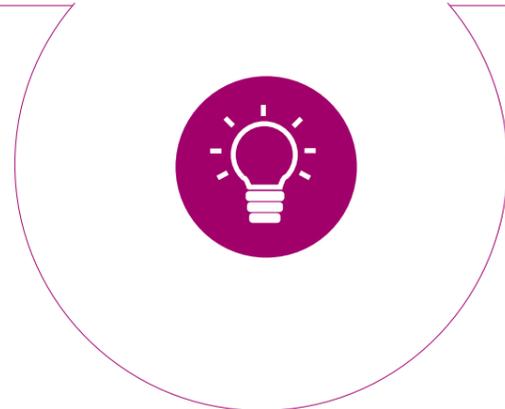
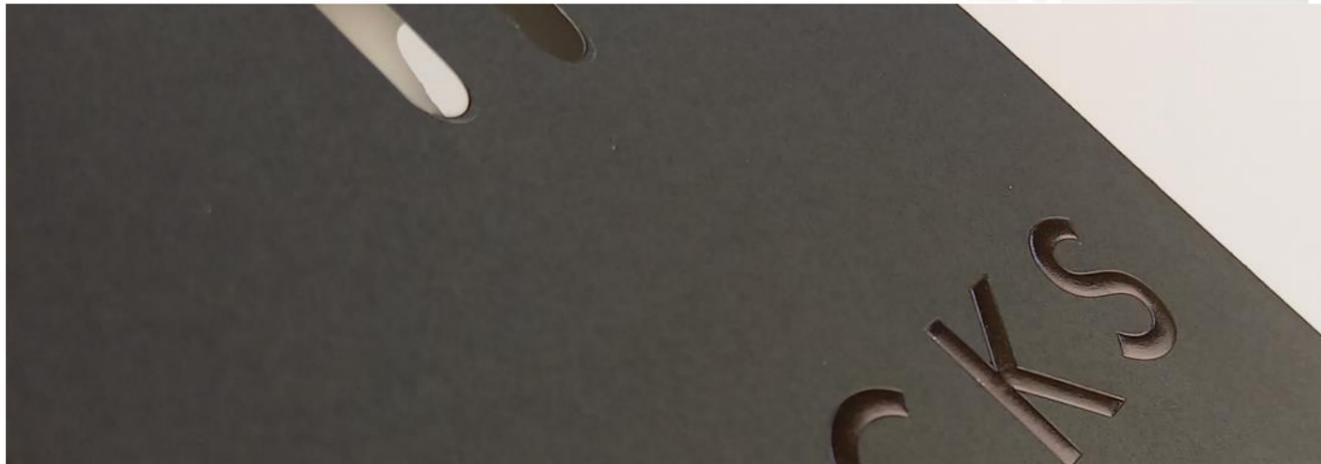
Fermes d'Avenir : an involved partner



Fermes d'Avenir is an association supporting the development of agroecology. Its mission is to accelerate the agricultural transition by developing farms that provide people with healthy and quality food, preserving the planet's natural capital and guaranteeing a viable, livable and resilient activity for the backers of projects.

Two experts from Fermes d'Avenir helped Bong define the priorities of the project, the steps to take in order to make progress and to define a permaculture design corresponding to our expectations. All while ensuring that the project is carried out by and for the employees.





Promoting product and process innovation





Innovating

to create the products that meet tomorrow's challenges



Zero plastic

We have worked closely with one of our sports equipment supplier customers to design a Zero Plastic e-commerce bag.

Made of heavy-weight kraft paper, it is equipped with 2 self-adhesive closing strips. This allows recipients to return the product to the sender if it is not suitable.

The challenge therefore consisted of replacing the plasticized tear strip with a paper equivalent while maintaining a clear opening between the 2 peel & seal strips and without risk of tearing during transport of the package. A challenge taken up by the innovation department—and then tested, approved and ordered by the customer!

All concerned!

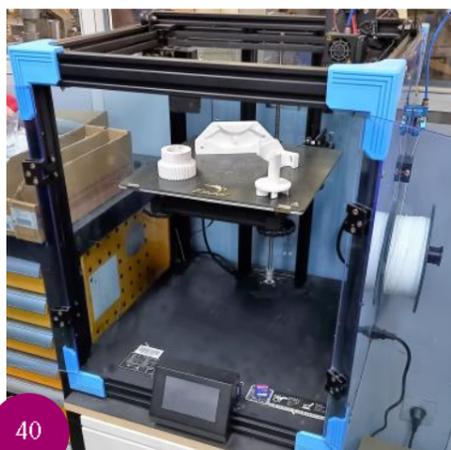
Because together we have more ideas, we launched an internal challenge on the occasion of Paper Carrier Bag Day: what second life do you give to your paper bags?

It is not because they are made of 100% paper and therefore perfectly recyclable that we should not promote a longer useful life of our products! All of our employees were invited to think about the issue and send us one or more photos which were published and relayed on social networks.



Repairing with new tools

Production site maintenance teams have always sought to repair rather than buy new. In 2021, to facilitate the search for spare parts that are sometimes complicated to find on the market, the manager invested in a 3D printer which makes it possible to manufacture parts to repair all types of machines and tools in a very short time. This new technology encourages greater involvement by personnel working in the digital tracing of parts



Innovating

to create the products that meet tomorrow's challenges



Innovating to promote backshoring

In 2020, Bong initiated a project to offer its customers luxury paper bags that had previously required manual finishing, resulting in their mainly being manufactured in China.

Since 2021, Bong has been able to manufacture products in Europe that previously mainly came from Asia. A solution allowing our customers to obtain supplies as close as possible to their European stores and thus considerably reduce their ecological footprint.

Limit over-packaging by providing a bulk solution

Most often, our products are packaged in recyclable cardboard boxes and shipped on film-wrapped pallets. In order to limit over-packaging, we wanted to provide our customers with a packaging solution for bulk products which had to preserve the integrity of the products during transport.

A team worked in conjunction with a cardboard partner to design a solution adapted to our e-commerce pouches. It is now provided for our customers who are aware of the need to reduce their waste.



“ Our environment is constantly changing—as are the expectations of our customers. It is up to us to offer products in line with these new challenges. Together, we also work daily to optimize our manufacturing processes to remain competitive.

Pascal Rouland,
Innovation Manager





Eco-design

our commitment to a more circular economy

Our role in the circular economy

To form part of a circular economy strategy, our aim is to considerably reduce our environmental footprint and that of all our stakeholders. The eco-design of our products is a constant concern.

Our efforts focus on the packaging design and manufacturing stage in our factories, but also on all phases of the product life cycle, from the responsible sourcing of our raw materials to the optimized recycling of the finished product.



The 3 R's

REDUCE

In the product design and manufacturing phase, the objective is to minimize natural resources and limit our consumption during production.

REUSE

Our role is also to prolong the product's useful life as much as possible by encouraging its reuse.

RECYCLE

The end of life of the product must be thought out from its design so that it can become a new raw material again. It also means making sorting easier by providing visible instructions.

Ecodesign applied to our new range of h-Green pa-

The **h-Green** range has been designed to limit its impact on the environment, at each stage of the product's life cycle.

It is made with FSC® certified, recycled, resistant and 100% recyclable kraft paper. The inks used are based on water and natural pigments, without mineral oils. Glues are free of hazardous chemicals for easy recycling.



Promote consumption

that is more responsible

Providing eco-responsible and eco-certified products

We provide various ranges of catalogue products allowing full traceability of their origin and manufacture:

- Recycled paper: OXFORD range or Green Stamp envelopes, h-Green range of bags
- Paper from sustainably managed forests: standard OXFORD PEFC, NF PEFC ranges...



Our standard ranges are regularly upgraded in order to further reduce our impact on the environment.

The Bong Commitment

Each time we receive a request for plastic packaging, Bong undertakes to offer a recyclable paper alternative that fulfills the same functions.



The Green Stamp envelope is made of 100% recycled extra white paper, the printing is exclusively made with water-based inks, the gluing is with NF environment vegetable glues and the Earthfirst PLA window is made from corn waste.

It is fully biodegradable and has a background print marking your environmental commitment.



Made with very high-resistance kraft paper, the e-Green range is a bag specially designed for e-commerce. It is recyclable and considerably limits the volume of the shipment compared with a cardboard box. FSC® certified, they clearly display the environmental priorities of the brand that ships them.



Developing a partnership based on trust

by guaranteeing a quality service and products

Promoting transparency

We promote transparency by encouraging our customers to visit our factories, audit our processes and meet our production teams. Even during the pandemic period, our doors remained open to any audit.

Key contact

Each of our customers is allocated a key contact in order to fully understand and follow-up their expectations over time.

From order taking to product delivery, our information system allows us to monitor the progress of each order at all times. This allows us to alert the customer in the event of an unforeseen event.

The entire sales force receives specific training in our products and manufacturing processes upon integration into the company, then on a regular basis. More than manufacturers, our sales teams are true packaging consultants.

“ We encourage our customers to come and visit our factory and gladly offer them the possibility of signing the artwork for their products directly on the machine to ensure a perfect match with their expectations. We see our customers as partners that we want to support over the long term. Transparency and advice are therefore essential values.

Petter LINDAHL,
Sales Director
Europe Retail Division



Quality controls

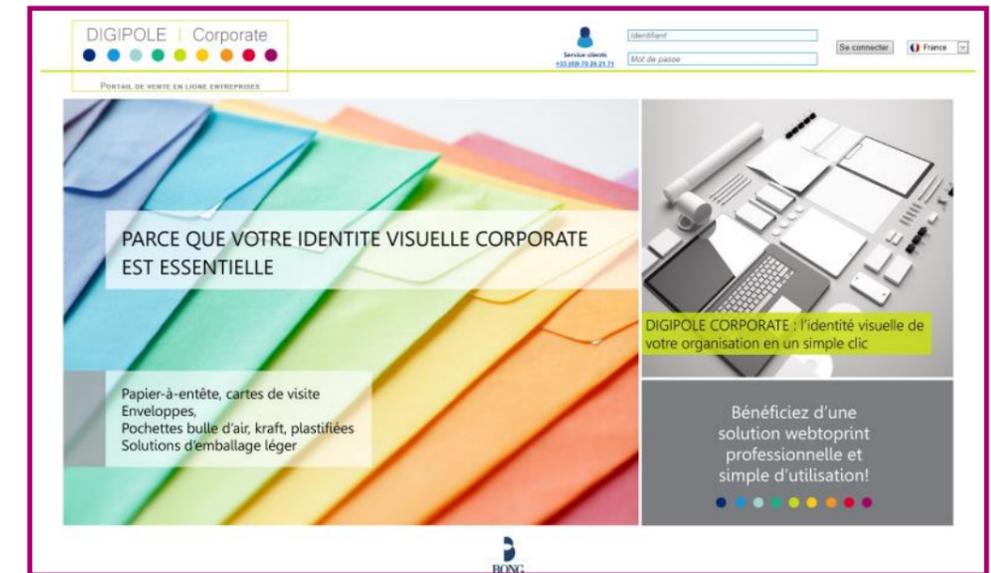
Our ISO 9001 certification guarantees the quality of the service provided by our companies. Customer satisfaction has been the central feature in the development of our procedures, to ensure that the items requested are properly taken into account and to deliver the product initially expected. Our companies have set up product conformity checks to be carried out at all stages of product manufacturing: at the start of orders, during manufacturing and printing, up to packaging. In parallel with these regular checks, random checks are carried out on products taken directly from the machines during production. And machines test the resistance of our paper bags.



Providing an online sales platform

to order your customised recurring products in a click

We provide our business clients with customised access to our online product order management system, via our Digipole Corporate solution. This exclusively B-to-B online sales site allows you to order recurring products in a few clicks.



A tailor-made solution

- Intuitive interface delivered with user documentation
- Access to a personalized portal for each business client
- Management of user rights (supplier access, administrator)
- Management of the product catalogue made available in the portal (products catalogued or personalized with or without printing)
- Customized Pressproof (layout design tools) and generation of online Pressproof pdf file
- Live Order Status Tracking
- Other features: express delivery, budget tracking, statistics



Technical support

The solution allows users to quickly get started and be self-sufficient. An online demonstration of the application is always possible however.

The Bong IT team configures the solution for all of our clients that wish to order their recurring products online. Each corporate style guide is integrated so that it can be applied to all the media ordered online (envelopes, headed notepaper, business cards, folders, etc.). The team can be reached throughout the contract for technical support if and when needed.

Our commitments are reflected in the wealth of our certifications

For more than 20 years, the Bong group has been working to continuously improve its CSR performance. The regular audits carried out by independent organizations and the certifications that follow are a reflection of our daily efforts.



For sustainable forests

The Forest Stewardship Council® is an international, non-profit, non-governmental organization that promotes environmentally appropriate, socially beneficial and economically viable management of the world's forests. For more information, please visit www.fsc.org. Our FSC number: C111622.



For clean printing

Imprim'Vert distinguishes companies carrying out printing activities and implementing tangible initiatives leading to the reduction of their impact on the environment. Through the IMPRIM'VERT certification, Bong undertakes in particular to collect and dispose of its waste by approved collectors in accordance with the regulations, not to use products identified as "toxic", to set up specific in-

house communication in order to raise awareness among all of our staff, to establish monthly monitoring of our energy consumption and send this statement each time our certification is renewed...



For sustainable forests

PEFC is an organization that certifies sustainable forest management in 55 countries around the world. It promotes the balance between the environmental, societal and economic characteristics of the forest through guarantees of sustainable practices and the involvement of forest owners.

Our PEFC number: 10-31-2232



Customer satisfaction and production quality control.

ISO 9001 is defined as the international standard that specifies the requirements for a quality management system. Certification provides guidelines and tools so that our products and services are constantly in line with customer expectations and that our quality continues to improve. Indeed, the standard is based on a number of quality management principles, including a strong customer focus, management motivation and commitment, process approach and a continuous improvement initiative. It helps to ensure that the quality of the products and services provided is constant.



Environmental management

An internationally recognized standard that defines the requirements of an environmental management system. As part of this certification, we make an annual assessment of our environmental impact, determine the improvements made and set our own objectives for the coming year. This active approach is also a means of constructively influencing our partners (suppliers, subcontractors and clients) by encouraging them to adopt the same eco-responsible attitude.



Guaranteed safety and quality of the finished product.

This certification guarantees the optical and mechanical characteristics of the product as well as its printability, the improvement of its recycling, the reduction of energy consumption and emissions into the air as well as the quantity of water used when manufacturing the paper of the body of the envelope and the absence of any use of hazardous substances for glues and inks.

An efficient system that meets the challenge of CSR

With its Gold/Silver/Bronze badges and certificates, EcoVadis assesses the commitment of companies, gives them the recognition that their CSR (Corporate Social Responsibility) performance deserves, and brings the credibility of a solid methodology recognized worldwide. The rating covers a wide range of management systems, including a company's impact on the environment, labour and human rights ethics and sustainable sourcing.

For the 6th year running, Bong SAS obtained EcoVadis' Gold rating in 2022.





Our aims for 2022



Measure the carbon footprint of our products

Our aim is to measure the CO2 emissions generated by our business and to be able to specify the impact of each type of product.

Develop new machines

Our innovation teams are working on the creation of 2 new machines:

- one called « Zero Waste », to manufacture products without emitting waste paper
- the other will help to package products while reducing the risk of Musculoskeletal Disorders among its operators



Promoting access to work for people with disabilities

We plan to develop a greater partnership with organisations supporting people with disabilities, by providing them with regular work.

And as always...

Our wish to support our customers in reducing their carbon footprint incites us to offer new product ranges with a low environmental impact from 2022 onwards and to invent new packaging products with and for our partners.

Some working groups will continue to reduce our consumption of energy and raw materials while others will propose solutions to improve the quality of life at work.





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