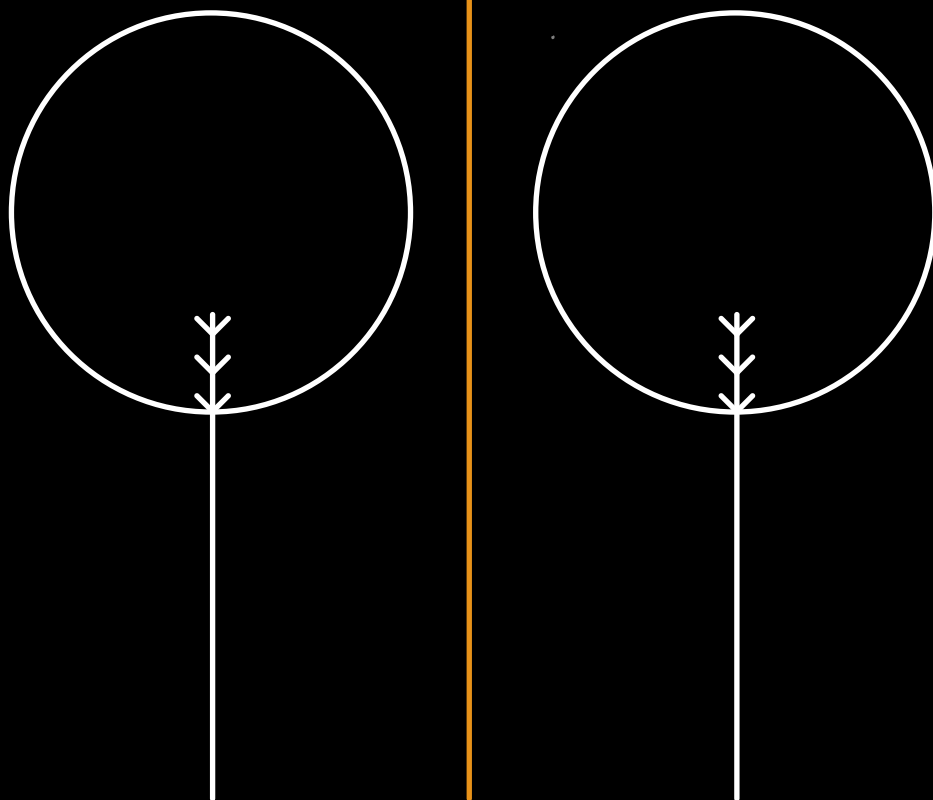


CONCEPT  
MANUFACTURING

# CSR FILE





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# Introduction

## Corporate Social Responsibility (CSR)

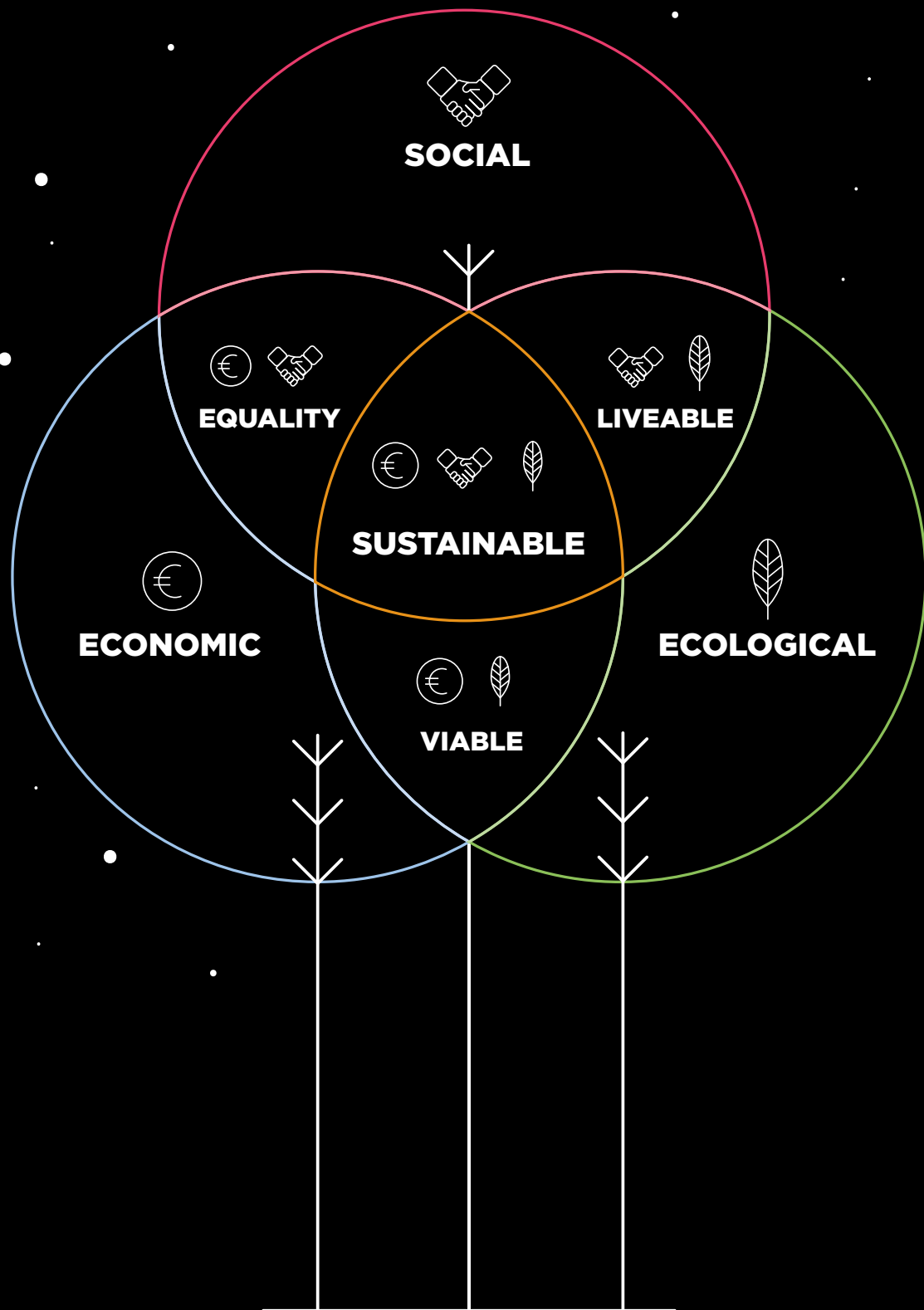
is a concept that refers to the voluntary integration of companies' social and ecological concerns with their economic activities and their relations with stakeholders such as employees, shareholders, suppliers, subcontractors and consumers (French Labor Ministry definition).

CSR therefore encompasses many possible actions in the social, ecological and economic fields. This is not simply a statement of the company's context and environment, but the long-term implementation of all positive and virtuous actions in all aspects: social, environmental and human.

The ultimate goal of the CSR «tool» is to achieve sustainable development of the

company in order to satisfy the present needs of its proper way of working, while preserving future generations and striving to reconcile the different worlds of economical, ecological and social issues.

CSR addresses the company's internal and external functions, but it has an impact on its players: prospective clients, current customers, suppliers, consumers, etc. **It is a global tool that concerns us all.** Aware of this major challenge, which has always been at the heart of its concerns regarding sustainable development, Concept Manufacturing has set up and continues to optimize its virtuous positioning and respect for CSR.



# The three dimensions of CSR

*CSR lies on three main axes: the social focus, the environmental focus and finally the economic focus.*



## **SOCIAL** Focus

Anything related to relationships with people inside and outside the company. The social dimension represents the human factor of CSR.



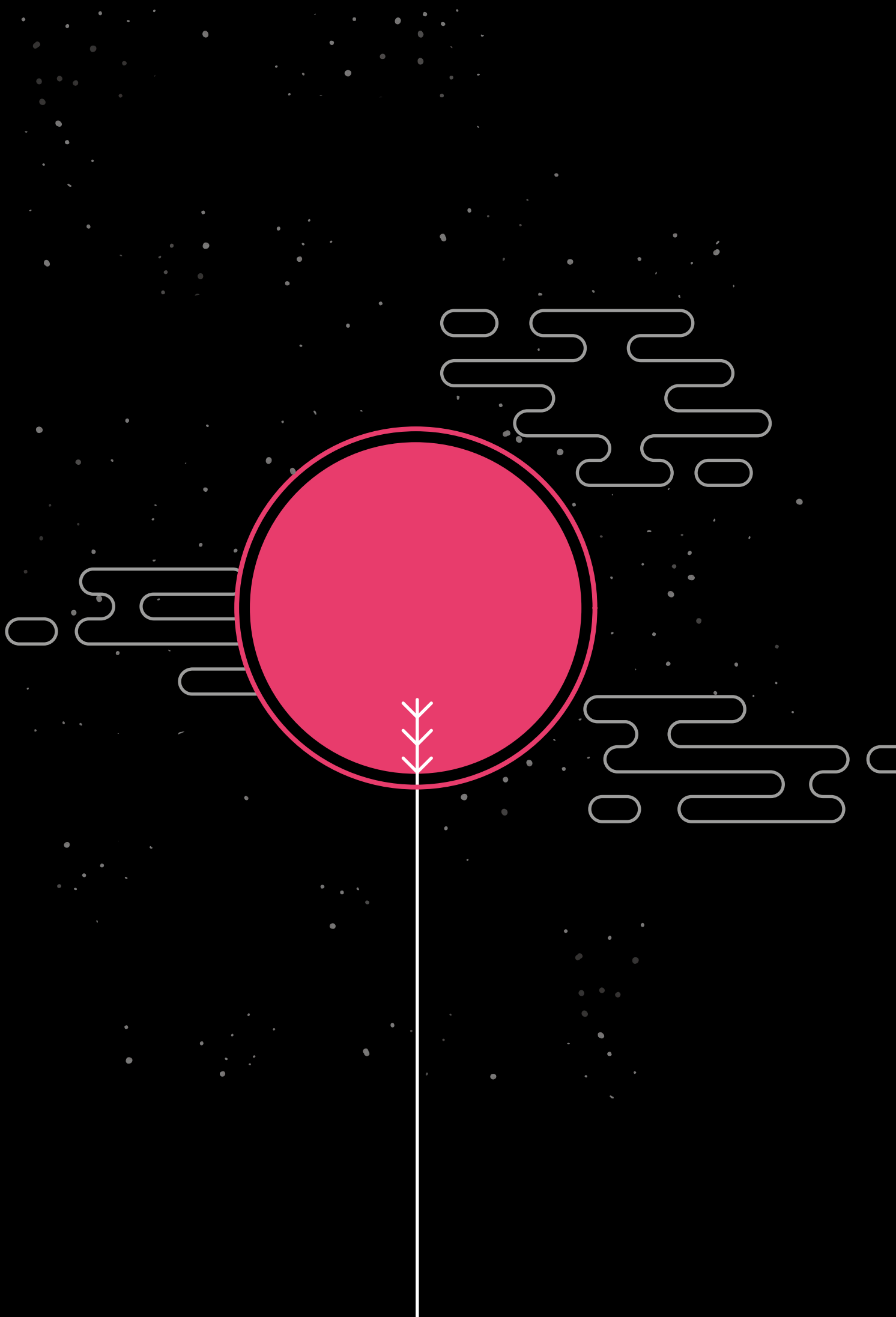
## **ECONOMIC** Focus

All the ethical issues of the business and its business efficiency and green business. How the company implements actions that protect the satisfaction of its economic needs, while putting CSR at the heart of its operations.



## **ENVIRONMENT** Focus

Concerns everything that impacts the environment. How do the company's internal (products, goods and services) and external (impact of products and activities) behaviors affect the environment ?





## **SOCIAL FOCUS**



# Concept Manufacturing China



## HUMAN RIGHTS

The respect for human and civil rights (principle expressed in ISO26000).



## SPACIOUS PREMISES

Pleasant and scenic rooms mirroring the taste of each service : green plants, decoration, adapted lighting.



## FREE TRANSPORT

Free round trip bus transport servicing downtown to the factory premises to help workers not having any other means of transport.



## UNIQUE HUMAN DIMENSION

A voluntary human dimension favored by the company's management involving all joint project staff such as the optimization of production processes, to avoid as much as possible laborious tasks, discussion groups and close interaction with Human Resources.



## MAINTAIN FULL TRANSPARENCY

Transparency towards subcontractors and the same transparency in return : visibility of the products used, frequent visits to the places of activity, active exchange based on partnership relationships.



## RISK MANAGEMENT PROGRAM

Risk management program: trained fire personnel, frequent evacuation drills, safety standard fire extinguishers, frequent and safety standard electrical equipment checks.



## A DISCRIMINATION-FREE COMPANY

No racial or sexual discrimination within the plant, equal opportunities and the possibility of internal career development for all (the majority of managers in charge of departments and services are women).



## EMPLOYEE WELL-BEING

Well-being of employees throughout the factory: workstations adapted to production with attention to ergonomics, air coolers in the textile department, air extractors in plastics, modern individual changing rooms, permanent sweeping of the textile workshop floors, meals provided in the canteen for all employees and workers.



## COMPLIANCE WITH SAFETY STANDARDS

Compliance with safety standards at all stages of production and across the entire company.



## INTER-COMPANY SHARING

Willingness to share professionally and culturally with French teams, visits from Chinese employees to forge links with their French counterparts.



# Concept Manufacturing France



## SPACIOUS & PLEASANT PREMISES

Operational since 2014, our spacious and pleasant premises are conducive to employee development. They have been well-thought out, with non-aggressive and progressive lighting, brightness parallel to natural daylight, highly-equipped staff canteen and a staff sports hall with several sanitary facilities.



## FIRST AID TRAINING PROGRAM

First Aid training program proposed to those employees wishing to pursue it.



## FIRE RISK MANAGEMENT

Risk management program: fire risks with frequent drills, regulated audit electrical or washing equipment checks.



## SAFETY PROGRAM

Dynamic safety program in place: the wearing of essential safety equipment (shoes, vests, etc.) for staff and potential visitors, rule compliance checks, traffic in warehouses.



## W.S.C. PARTNERSHIPS

A Partnership with a Work Support Center and a work integration company.



## WORK-STUDY CONTRACTS

Providing Work experience contracts to students as much as possible within the framework of the company's business activity.



## IN-HOUSE DEVELOPMENT

The company's strategy is to promote and prioritize internal development, proposing each employee requested training programs (for example, 20% of employees receive training in English).



## INTER-COMPANY SHARING

Professional and cultural sharing with Chinese teams. Visit of French employee teams to the Chinese production plant to build relationships and to work in dynamic groups.



## PERMANENT WORK CONTRACTS

Prioritizing the awarding of Permanent work contracts to young people for their first job.



## YOUNG INTERNS

Systematic hiring of young people for their in-company internship programs at the end of 8th grade.



## EXPERIENCED INTERNS

Hiring of trainees, as often as possible, as part of their studies from Bachelor or Master levels.



## SOCIAL WATCH



# — Clients / Products Concept Manufacturing



## TRAINING CERTIFICATE

A personalized and individual certificate of on-the-job training is issued to each person who has followed the training on how to use our Concept Microfibre and Delta Microfibre products.



### ERGONOMIC PRODUCTS

Ergonomic products designed to promote the well-being of customer users, avoiding MSDs and significantly reducing the workload of cleaning staff; lightweight materials, ergonomic shape, size adaptable to each user (telescopic handles, for example).



### FASTER BACK-TO-WORK PERIOD FOR STAFF

Work sick leave duration can be considerably reduced thanks to the ergonomics of our products, facilitating the return to an arranged activity, an optimum reintegration factor into social life.



### ENHANCING MAINTENANCE CLEANING STAFF

Respect and enhancement of the function of maintenance agent staff through personalized training programs, the provision of training certificates, continuous monitoring and listening to what they require.



*The ergonomics of our products make it possible for cleaning maintenance staff to avoid hazards at work.*



### A PASSION TO KEEP IMPROVING

Frequent use of external specialist expertise (prevention specialists, product ergonomists, trainers, etc.) to always strive to effectively improve ergonomics, functionality and the efficiency of our products.



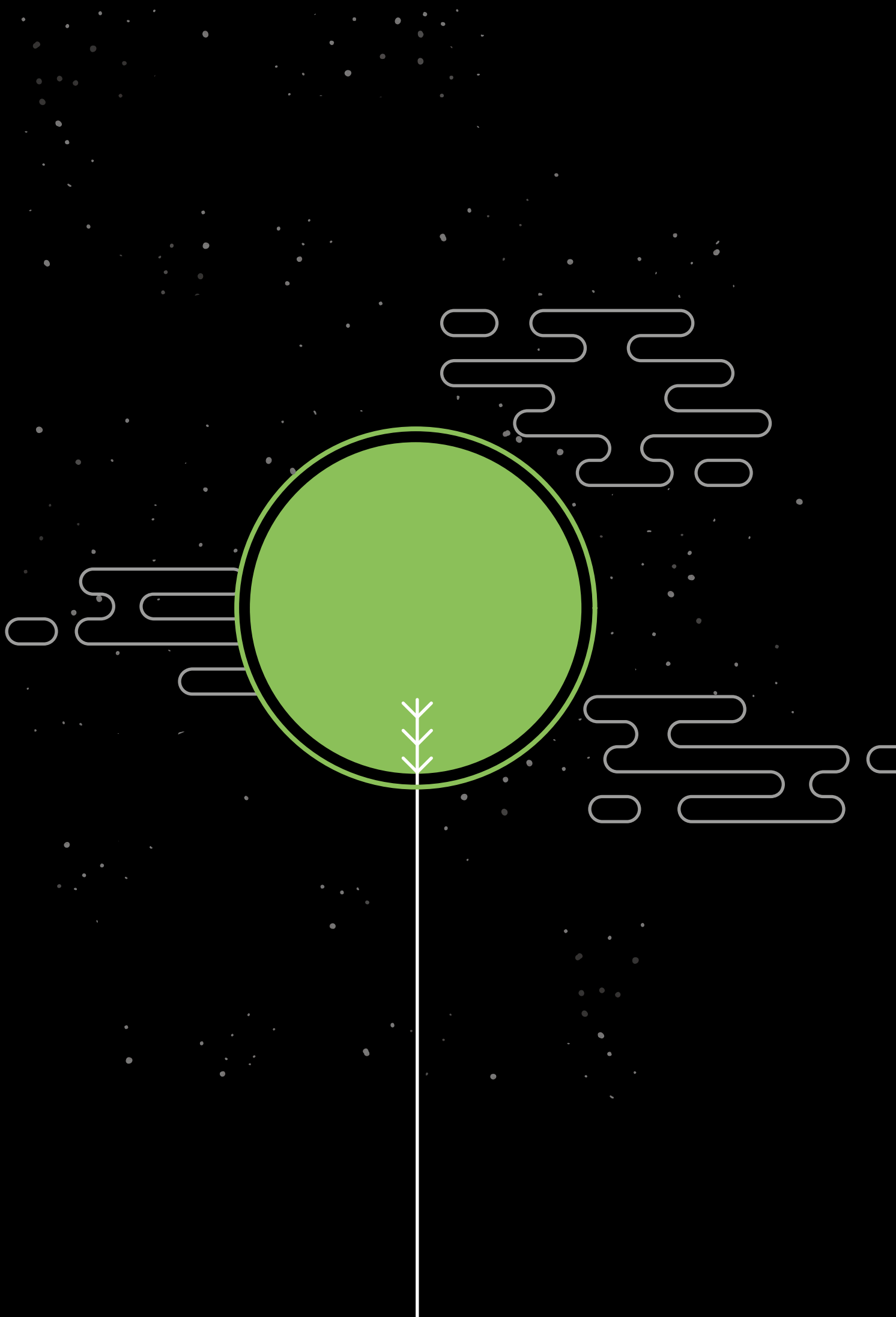
### AVOID WORK ACCIDENT

The ergonomics of our products also make it possible to avoid risky situations for maintenance cleaning staff. For example, it is not necessary to move certain objects that are too heavy or to climb on a piece of furniture to reach a difficult area.



### USER INTERACTIVITY

Unbiased consideration of users' opinions of our major products, through a systematic and individual survey, aimed at collecting the opinions and comments of cleaning staff, who are the most concerned and best able to evaluate our products from their daily use.





# **ENVIRONMENTAL FOCUS**



# Concept Manufacturing China



## COMPONENT SELECTION

Choice of components for tools and textiles that have the least possible impact on the environment: oxidized aluminum instead of anodized, one-component microfibers to facilitate end-of-life recycling, study of new manufacturing processes that considerably reduce the need for water and chemicals.



## USE OF RECYCLED CARDBOARD



## FREE TRANSPORT

Free round trip bus transport servicing downtown to the factory premises to help workers not having any other means of transport.



## SELECTIVE WASTE SORTING



## AIR QUALITY

Frequent air quality testing in our plastics department.



## SOLAR PANELS

Installation of solar panel project on the roof of factory production units.



## WATER MANAGEMENT

Water management optimization : drainage for wastewater.



## SUPPLY CHAIN MONITORING

Frequent monitoring of supply chains to ensure that the products and processes used are in line with Concept Manufacturing China's environmental commitment.



# Concept Manufacturing France



## CARDBOARD RECYCLING

Weekly collection of used cardboard boxes for recycling by a specialized reintegration company.



## WASTE COLLECTION

Frequent collection of aluminum and plastic waste by a specialized recycling company.



## INSULATED PREMISES

Insulated premises to avoid any heat loss in winter, no over-consumption of energy.



## CARBON FOOTPRINT

Undertaking and implementation of a Carbon footprint assessment to prompt alternatives : prioritizing maritime transport and 40-foot containers for greater transport optimization.



## ORDER CONSOLIDATION

Encouraging customers to group their orders as much as possible and optimize weekly deliveries.



## RESEARCH & DEVELOPMENT UNIT

Integrated Research and Development Unit, working in close collaboration with the engineers at the Chinese plant, to develop tools and textiles that are increasingly environmentally friendly, both in terms of their components and their operating methods.



## DRAINAGE SYSTEM

Rainwater drainage system adapted for floods.



## E.R.P. SYSTEM

Roll out of an ERP system to favor virtual business documents : paper savings; mail cost savings with a direct impact on savings at all stages of the mailing system.



## ENVIRONMENTAL AWARENESS

Environmental monitoring of sustainable development methods. Subscription to the REACH help desk newsletter.



# — Clients / Products Concept Manufacturing

“

*Lightweight textiles to reduce the  
waste weight and consumption*

”



## REDUCTION IN CHEMICAL USE

High-performance microfiber fabric that significantly reduces the need for additional chemicals for cleaning activities.



## REDUCTION IN ENERGY CONSUMPTION

Microfiber fabric requiring only a quick drying time, at moderate temperature, reducing energy consumption.



## WATER VOLUME REDUCTION

The pre-impregnation method is a washing technique that we have been using for fifteen years, and results in significant water savings: up to twenty times less water is needed to wash floors thanks to the high quality microfiber fabric, which does not require much water to be effective.



## MATERIAL DURABILITY

Durability of materials: aluminum and/or plastic handles and supports, high-performance microfiber textiles : less long-term waste, more durable products avoiding having to frequently replace them.



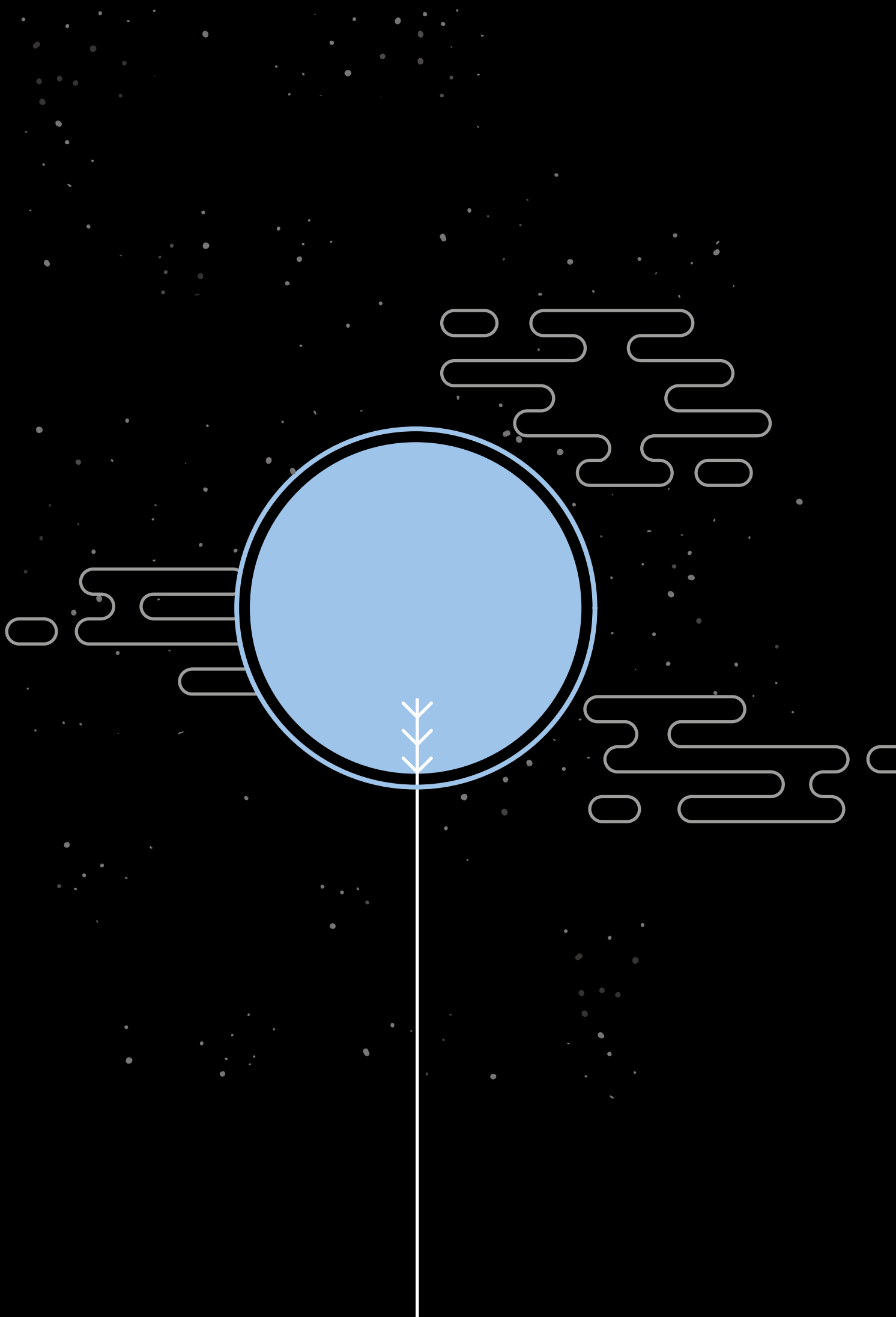
## LIGHTWEIGHT TEXTILES

Concept Manufacturing textiles are very light in weight compared to other textiles resulting in reducing the amount of waste energy consumption, water and chemicals in washes.



## RECYCLABLE HANDLES AND HOLDER SUPPORTS

Aluminum handles, maintenance supports for recycling.





# **ECONOMIC FOCUS**



# Concept Manufacturing China

“

*An active partnership with subcontractors, reducing transport and logistics costs.*

”



## PARTNERSHIP WITH SUBCONTRACTORS

Active partnership with subcontractors to minimize rotations for incoming raw materials or accessories, therefore reducing the cost of transport for subcontractors, as well as logistics costs (delivery, processing) in the Concept Manufacturing China plant.



## TRANSPARENCY AND ETHICS WITH SUBCONTRACTORS

Transparency and ethical behavior with the plant's subcontractors and suppliers, in order to collectively and fairly leverage productivity gains.



## SOLAR PANELS

The solar panel project will allow for increased savings in energy over the long term.



## ENERGY REDUCTION

The implementation of a strategy aimed at considerably reducing the need for water and energy leads to a significant reduction in operating costs over the long term.



# Concept Manufacturing France

“

*Prioritizing the use of 40-foot maritime containers, although less numerous are much more optimized.*

”



## CONTAINER SELECTION

Cost reduction by limiting 20 feet maritime containers in preference to 40 feet, which are more scarce but much more optimized; the use of internal logistics players and subcontractors, shipping companies, freight forwarders, etc.



## MARITIME TRANSPORT PREFERENCES

Favor maritime transport for the supply of products sold, more economical than air transport and much more eco-citizen responsible.



## ECOLOGICAL AND SOCIAL CHOICES

Concept Manufacturing has deliberately based its economic development on ecological and social choices, pioneering and innovative in this new positioning since the early 2000s. Concept Manufacturing was the first to develop its product ranges and development strategy in bringing together ergonomics and user well-being at the center priority of what it does. This meaningful choice has positioned the company as a leader in the professional hygiene and cleaning market, a position it still holds today.



## COLOR MATCHING

Concept Manufacturing France has got now its own color assessment cabinet, in order to measure the colorimetry of our textiles and tooling. So, the chromatic harmony is double checked in China and in France, saving time and shipping costs when sending the the textile themselves prior to production.



## COST CONTROL

The integrated plant in China makes it possible to maintain stability in production costs over the long term, while promoting the sharing of solutions to environmental challenges.



## E.R.P. SYSTEM

Roll out of an ERP system to favor virtual sales documents: a saver in time, productivity, mail processing and safe shipments to customers.



# — Clients / Products Concept Manufacturing



## WATER VOLUME REDUCTION

Microfiber requiring little water helps save water.



## TRAINING OF CLEANING MAINTENANCE STAFF

Training of maintenance workers to significantly reduce bad posture and harmful gestures, therefore reducing the high cost of MSD-related work stoppages.



## REDUCTION IN CHEMICAL USE

Reduced need for additional chemicals when using the textiles therefore avoiding additional costs.



## REDUCTION OF SICKLEAVE DURATION

The ergonomic design of our maintenance tools facilitates the quick return of an agent after a work stoppage, thanks to their light and easy handling. The reduction in the duration of work stoppages of the employees concerned represents a significant saving for the employer.



## TEXTILE DURABILITY

Durability of microfiber textiles, handles and supports: cuts down on the need to renew purchases.



## WATER PURCHASE AND REPROCESSING

The pre-impregnation method allows a very significant reduction in the cost of purchasing water. This same method greatly reduces the quantity of used and discharged water, resulting in a significant reduction in water treatment costs, which is a double saving.



## REDUCTION IN ENERGY REQUIREMENTS

The saving of energy thanks to a short time in moderate temperature machine washing when cleaning microfibers and a greater number of bands washed with each cycle.



## E.R.P. SYSTEM

Saving time and security thanks to the sending of commercial documents by the ERP system to and from Concept Manufacturing France : orders, acknowledgements of receipt, invoices, etc.



## **Concept Manufacturing**

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