Progress report 2020





Le goût de la rencontre





Dear partners,

As CEO, I would like to confirm for the 12th consecutive year our support to the ten principles of the United Nations Global Compact, concerning human rights, labor standards, environmental protection and fight against corruption.

2020 was represented by a major health crisis that impacted the entire event chain. Saint Clair, like many companies in its sector, experienced a prolonged period of part-time activity to protect employment.

Despite these challenges, we do not forget the importance of a long-term vision. In 2019, we announced our commitment to implement a responsible management system and obtain ISO 20121 certification in 2021. While delays have been caused by the Covid-19 pandemic, our desire to obtain this certification as soon as possible remains equally strong.

It should be noted that our sustainable development approach was rewarded this year with an Ecovadis silver medal. Saint Clair is thus ranked in the top 25% of companies in the sector evaluated by Ecovadis on their CSR management system. Since the enf of 2020, we are also members of the Territories Committee of the Global Compact France. This commitment is a testament to our desire to deploy ambitious CSR approaches with the help of our partners and employees.

The Progress report below details the actions taken in 2020, as well as our objectives for future years. To strengthen our approach, I renew our commitment to the Global Compact.

> Alain POSTIC CEO



Objective #1

ESTABLISH THE MANAGEMENT SYSTEM REQUIRED FOR THE STANDARD ISO 20121





Objective #2

DEFINE AND DEPLOY NEW CSR ACTIONS

Our engagments

ISO 20121 Certification

With more than ten years of commitment to sustainable development, Saint Clair wished to formalize in 2019 the efforts of the company in this area. Management has therefore decided to put the necessary means in order to obtain the ISO 20121 certification.

Despite a difficult year, with the cessation of our activity, Saint Clair maintains its desire to obtain this certification as soon as possible. Our company will draw on the expertise of the firm Herry Conseil, a specialist in eco-responsible events and ISO 20121 standards.

Vur engagments

ecovadis

In 2020, Saint Clair was evaluated by Ecovadis, an important nonfinancial rating platform for companies. Its services are used by multinationals to assess the capacity of their value chain to respond to the following issues: environment, social and human rights, ethics, responsible purchasing.

At the end of the Ecovadis evaluation, Saint Clair obtained a global score of 65/100 and an Ecovadis silver medal, which places it in the top 25% of companies in the sector evaluated by the platform.

Among the strengths of Saint Clair identified by Ecovadis: the measures implemented to reduce energy consumption, the social approach for the career management of employees and the integration of environmental criteria in the purchasing policy.

Thanks to this service, we can also identify areas for improvement for the coming years, including:

- Improving our policy to raise employees' awareness of ethical issues
- Improvement of our document management system on the social and environmental practices of our suppliers.

Silver medal ecovadis obtained in 2020





65/100 2020 ecovadis global score

Summary

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solidarity



CLAIR'S EXTERNAL STAKEHOLDER

Saint Clair renews its commitment to human rights with its employees and suppliers.



SOCIAL SOLIDARITY ACTION BY « CLS ». Our main equipement supplier

- Retention and development
- of seniors staff members
- Promotion of gender equality within the company
 - Collaboration with people with disabilities

SOCIAL SOLIDARITY ACTION BY « TRADITION ET GOURMANDISES ».



Sourcing from ethical and committed **1**. suppliers for the human rights

Saint Clair ensures that its suppliers and subcontractors respect the Universal Declaration of Human Rights and favors collaboration with suppliers developing ambitious social actions.

Since 2017, questionnaires have been sent to suppliers in order to gain a more detailed understanding of their commitments to human rights. The analysis of these questionnaires was supplemented, in 2019, by a more in-depth analysis of the social actions implemented by these suppliers.

52 000 TRAY MEALS

produced and delivered TO CAREGIVERS OF HOSPITALS Henri-Mondor, René-Muret, Jean-Verdier and Avicenne BETWEEN 6 APRIL AND MAY 3, 2020



B. Social and charitable collaboration

1. SUPPORTING CAREGIVERS DURING THE COVID-19 PANDEMIC

In 2020, during the first wave of Covid-19, the teams of Saint Clair and Potel and Chabot have mobilized to provide meal trays to the caregivers of the Hospitals of Paris. In addition to the active employees, several dozen employees volunteered to help the production teams.

2. DONATIONS OF MASKS, ALCOHOL GEL AND GOWNS TO A COVID-19 EMERGENCY CENTRE

In March 2020, the city of Taverny (Val-d'Oise) has opened an emergency centre dedicated to Covid-19 cases to relieve hospitals and general practitioners.

Saint Clair, whose laboratory is located near the centre, donated equipment to help caregivers maintain adequate health conditions.



2800 masks 150 gowns 12 litres of hydroalcoholic gel

delivered to the City of Taverny's Covid-19 Emergency Centre



3. PARTICIPATION IN "LA GALETTE DES CHEFS, LA GALETTE DU CŒUR« FOR THE BENEFIT OF THE PSEUDO CHRONIC INTESTINAL **OBSTRUCTIONS FONDATION**

Saint Clair, with many famous Chefs, participated for the 16th consecutive year in the operation "La Galette des chefs, la Galette du cœur" organized by the "Association des Disciples d'Auguste Escoffier. »

> **OBJECTIVE** : help patients with administrative procedures and support medical research.



14 250 €

THE ASSOCIATION **OF PSEUDO CHRONIC INTESTINAL OBSTRUCTIONS (POIC)**



4. PARTNERSHIP WITH « L'ATELIER DU COURRIER » FOR THE DISABILITY EQUALITY IN THE WORKPLACE

Eager to participate to the disability equality in the workplace, the Bezons site, our production unit, collaborates with "Atelier du Courrier" for its outgoing mail.

Founded in 2006, "Atelier du Courrier" is a company whose activity is centered on postal mail service and the deposit in distribution platforms. The company favors the employment of disabled workers through social support and training program, designed to facilitate their development to ordinary businesses.



7349 MAILS

managed in 2020 by **'L'ATELIER DU COURRIER'** from the Bezons site



Objective 2021

TO CONTINUE FOOD DONATIONS FOR CANCELLATIONS OF ORDERS AND FOOD SURPLUS ON EVENTS



5. FIGHT AGAINST HUNGER WITH SECOURS POPULAIRE AND PHENIX

In 2019, Saint Clair formed a partnership with a local Secours Populaire branch to redistribute finished products for late cancellation of an event.

Saint Clair has also partnered with the Phoenix company to manage food surpluses. The finished products are collected by Phenix and redistributed within the hour to local charities.

In 2020, the goal of adding the Phoenix service to our computer software was met. This made it easier to donate food on events.

>1600

COCKTAIL PIECES AND MEALS EQUIVALENTS REDISTRIBUTED to Secours Populaire in 2020 404 kg OF FOOD REDISTRIBUTED Demergency accommodation centers with Phenix in 2020



40,3 years old

the average age of our employees in 2020

Versus 38.4 years old in 2019

Evidence of Saint Clair's commitment to keeping seniors employees within the company



Social solidarity

SOCIAL ACTIONS TARGETING INTERNAL SAINT CLAIR STAKEHOLDERS

Maintening the diversity of recruits

Saint Clair, a signatory of the "Charte de la Diversité", is committed **to fight all forms of recruitment and managment discriminations**.

PERMANENT EMPLOYEES BY GENDER AND AGE CATEGORY IN 2020



Saint Clair is keen to move towards **a balanced** representation of men and women within society.

In 2020, the gender distribution was stable.



SAINT CLAIR, A SIGNATORY OF « CHARTE DE LA DIVERSITÉ », COMMITS TO :

- RAISE AWARENESS AND TRAIN its managers and employees involved in HR procedures on the issues of non-discrimination and diversity
 - Seek TO REFLECT THE DIVERSITY of French society in its workforce, at different levels of qualification
 - COMMUNICATE to all its employees and social partners
 the practical results of this commitment

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B. Commitment to gender equality

In compliance with the Freedom to Choose Your Professional Future Act of 2018, Saint Clair calculated its Gender Index for the year 2020.

The calculation is based on the following indicators:

- Pay gap between women and men
- Wage increase rate gap between women and men
- Percentage of employees increased within one year of returning from maternity leave
- Number of employees of the under-represented gender in the top ten paid

74/100 OUR SCORE FOR 2020 GENDER EQUALITY INDEX

Following the calculation of this index, Saint Clair reaffirms its commitment to gender equality.



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C. Integration and training of employees

INTRODAYS

To facilitate the integration of newcomers to Saint Clair le Traiteur, a **welcome booklet** is given to each newcomer to introduce them to the company. It is revised every year.



Of training in 2020

Purchasing Training
Technical training in cooking and pastry
Project Management Training
Webmarketing training courses
Language training



WORKFORCE TRAINING

Each year, Saint Clair establishes a training plan for its employees. It aims to enable each person, regardless of their status, to acquire knowledge and skills promoting their professional development, and to progress by at least one level of qualification during their professional life.

In 2020, despite the implementation of the part-time activity, Saint Clair continued to support employees in their training with the Personnel Training Account and the FNE-Training.

Training

A) ESTABLISH A TRAINING PLAN

- Plan developed according to the priority objectives of the company and the needs expressed during the annual end-of-year interviews
- Request wishes to each department manager
- Arbitration by general management
- Establishment of a draft training plan
- Application of the training plan throughout the year (partner organizations)

B) BUDGETING

The Saint Clair training plan is fully funded within the company, except the Pavillon Dauphine training (co-funded by the FAFIH up to 15%).

C) DELIVERING

Upstream of large-scale events, small training sessions are organized to train our extra and temporary staff. During these group meetings, **technical gestures and the quality of customer service are developed through interpersonal skills and behavior**.



D. Integration of employees in decision making processes

ANNUAL ASSESMENT INTERVIEW

All employees have **an annual and individual** assessment interview with their manager in order to evaluate each person's role during the past year and to prepare for the year to come.





WORKS COUNCILS

The company has a work council systematically involved in the decisions taken by management.

A meeting every two months with the work council is organized by the company.

Management also organizes **one meeting per year** to present to employees the upcoming year strategy.



- D. Comittment to the well-being and health of employees

PROFESSIONAL CONDUCT CODE

Distributed to all employees and new-comers, this code shows the attitudes that employees in the company must adopt in order to create a healthy, stimulating and efficient working environment:

- Respectful relational attitude towards customers, suppliers and prescribers
- Respectful relational attitude towards employees and work colleagues
- Focus on meeting and oral exchange
- Respect for rules, for others, for their work and for their values.

TAKING INTO ACCOUNTS HARD WORKING CONDITIONS

Saint Clair is committed to reducing multiple exposures, improving working conditions and planning end of career. Some measures put in place in 2019 have had the effect of improving these situations.

A project to overhaul the organization of working time was also launched in 2019. The objective is to harmonize the various rules relating to working time.

Although this project was slowed down by the implementation of partial activity in 2020, it remains one of Saint Clair's priorities.

Improve working conditions 400 000 €

INVESTMENT IN RENOVATION WORK for our Saint-Ouen l'Aumône laboratory in 2019 Improve working conditions

GESTURE AND POSTURE TRAINING FOR EMPLOYEES SUBJECT TO HANDLING

PREVENTION OF WORK-RELATED ACCIDENT

To limit work accidents of its employees, Saint Clair implements:

- Active management of the working time carried out by employees
 Training of employees in accident risks
 - The provision of personal protective equipment (PPE).

Due to the Covid-19 pandemic and Saint Clair's low activity in 2020, it is not relevant to present the 2020 IOD figures here.

- 21%

WORK-RELATED ACCIDENTS BY NUMBER OF EMPLOYEE IN 2019 thanks to our prevention plan (reference : 2018)





PROJECT HEALTH AND QUALITY OF LIFE

In 2020, a process to improve the quality of life at work was launched by the general management. ADF PERMORMANCE was thus called upon to identify the psycho-social risk factors among employees, promote awareness and define preventive measures.

This process was carried out in 4 stages:

1 - Carrying out interviews with thirty employees spread across the different sites

- 2 Return of information to management and teams in the presence
- of executives and elected representatives of the works council
- 3 Presentation of strategic choices for validation with management
- 4 Discussions around actions and work axes to prioritize



A commitment

the company and

IMPLEMENTATION OF COVID-19 HEALTH PROTOCOLS

The Covid-19 health crisis has stopped our business since mid-March 2020 and our company is still on hold.

Aware of health and economic issues, Saint Clair has been actively involved since the beginning of the crisis in the development of a national health protocol. It is adapted to the whole of our profession of Caterers, Organizers of receptions, and aims to cover all its components.

This protocol was drafted, in consultation with the federations/ unions of the catering and the event-driven, by the Covid referents of the associations 'Traiteurs Evènementiels de Paris' and the 'Traiteurs de France', given their national representativeness.

It offers to the crisis ministry, secure, pragmatic and progressive processes depending on the local health situation.

Economic impact and business ethics



9 interns

welcomed in 2020 in our company.

Each year, Saint Clair trains apprentices from reputable and demanding schools, guaranteeing the values and know-how required by the catering sector. This represents a sure value for the quality of the teachings transmitted to the students accommodated in our company.



Transmission Ene

PARTNERSHIP WITH HOSPITALITY SCHOOLS

Each year, Saint Clair is involved in vocational **training and welcomes apprentices** (CAP, BEP and Bac Pro), trainees and young people under qualification contracts.

Concerned about the quality of its service and kitchen staff, Saint Clair is very demanding in terms of knowledge, know-how and interpersonal skills. Therefore, Saint Clair has for many years maintained a close partnership with the best French Hotel Schools such as the Lycée Guillaume Tirel, the Lycée Auguste Escoffier, the Ecole Jean Drouant, the Institut Paul Bocuse...





LABEL ENTREPRISE DU PATRIMOINE VIVANT

Saint Clair is involved in the transmission of know-how and has held the "Entreprise du Patrimoine Vivant" label since 2009, which testifies to the craftsmanship of excellence.

THEMES OF THE ANTI-CORRUPTION ETHICAL CHARTER:

• Guiding principles, such as **RESPECT** for laws and regulations, rules and procedures, customers and Saint Clair's image, mutual respect, collaborative spirit, **HONESTY** and **INTEGRITY**

- BEHAVIOR towards partners and third parties
 - Use of company EQUIPMENT
 - Use of INFORMATION
 - ENVIRONMENT, HEALTH and SAFETY
 - Internal professional ALERT SYSTEM

Fight against corruption

Saint Clair is a signatory of a **professional ethics charter for the fight against corruption**. It sets the principles governing the behavior of everyone within the company.

Listing of



Saint Clair favors the purchase of fair-trade products in order to guarantee fair incomes for producers in developing countries. This concerns in particular the references of **organic Andoa chocolate and Puro coffee, both certified Max Havelaar**.







In France, food is the primary source of household gas emissions and represents 24% of their carbon footprint.

Before arriving on the plate, a food is grown, processed, preserved, packaged, transported and cooked. All these steps consume energy and are the source of gas emissions, which are also more or less significant.

The carbon impact of food depends mainly on several criteria, such as the presence of animal proteins, seasonality, production method, origin and delivery method, degree of processing and method of preservation.

Saint Clair promotes a more sustainable food offer, an economically efficient, socially just and ecologically viable system.



Fight again climate change and the degradation of the ezene layer

Use of seasonal fruits and vegetables, french or from Ile de France

In order to limit agriculture generating greenhouse gas emissions, the Saint Clair menu respects natural rhythms as much as possible.

Saint Clair avoids the purchase of products that have been transported by plane and favors purchases of local and French products.

100% French

MILK, CREAM, EGGS, FLOUR



B. Optimisation of fuel consomption

In order **to limit its direct greenhouse gas emissions**, Saint Clair is taking measures to reduce its fuel consumption for its fleet of trucks:

- **Geolocation system** for delivery trucks at the Bezons site in order to optimize logistics routes;
- Replacement of part of Bezons delivery trucks with automatic transmission trucks.

To limit its indirect CO2 emissions, Saint Clair works with rental companies setting up actions to reduce fuel consumption.

« CLS » ACTION, OUR MAIN EQUIPMENT SUPPLIER

CLS is strongly committed to the fight against climate change. This lessor made the decision to bring its site closer to its Parisian customers, which resulted **in** SAVINGS OF 500,000 KM PER YEAR.

CLS has also embarked on a program to replace its trucks, with a switch to NGV gas in 2018.

IN 2024, 83% OF ITS FLEET WILL RUN ON NGV,

allowing a significant reduction in its CO2 emissions.



- 8,6% ELECTRICITY CONSUMPTION IN 2019

thanks to our measurements on refrigeration systems (reference: 2018)

C. Limitations of refrigerant gas fluid

In order to limit refrigerant gas leaks which, contribute to the degradation of the ozone layer, maintenance work on the air conditioning unit has been carried out in 2019 in the Saint Clair production laboratory located in Saint-Ouen l'Aumône.

The refrigeration gases used (R-404) have been replaced by **gases** with better energy performance (R-448 and R-410). Tests were carried out to shut down the cooling systems of the production laboratory during the night. These measures resulted in a reduction in the electricity consumption of the Saint-Ouen l'Aumône site, to be weighted due to the transfer of certain activities to the Bezons site.

Due to the Covid-19 pandemic and so the decrease of our business, it is not relevant to present the 2020 figures here.

A. Use of eco-responsible laundry products

All the material treated at the Bezons site is cleaned with 3 cleaning products with **the SWAN Ecolabel**:

- Topmatic Clean (Ecolab) Dishwashing detergent
- Solid Clean (Ecolab) Solid detergent for dishwasher
- Toprinse Clean (Ecolab) Surfactant for automatic dish drying

Furthermore, bactericidal laundry products for food use do not yet exist in Ecolabel. We therefore remain **attentive to technological advances**.

Limitation of impacts on biodiversity and water quality

B. Reduction of plastic pollution

Afin de lutter contre les pollutions plastique à l'origine d'une dégradation des espaces naturels et d'une érosion de la biodiversité marine, Saint Clair est passée fin 2019 **au zéro plastique à usage unique pour son économat**, hormis le film plastique qui ne peut être supprimé pour des raisons d'hygiène. Ainsi sont concernés les gobelets, pics, assiettes, couverts et plateaux-repas.

Dans cette même logique, de nouvelles références de contenants recyclables et/ou compostables on été introduites en 2020.

Par ailleurs, le service Décoration et Style privilégie les **matières naturelles** ou à impact environnemental réduit pour tout support de décoration (verre, bois, métal), ainsi que les **fleurs de saison**.



SWAN ECOLABEL

Independent certification from Northern Europe intended to highlight professional solutions that are THE MOST RESPECTFUL OF THE ENVIRONMENT.

The Swan Ecolabel and European Ecolabel organizations work in close cooperation. SWAN's goal: to provide consumers with environmentally friendly products.

C. Purchase of products from organic or sustainable farming operations

In 2019 and in 2020, Saint Clair's purchases of organic products or products from farms in a sustainable agriculture approach developed in parallel with the systematization of the indication of these characteristics on our IT systems.

Importance is given to agricultural production methods. We therefore favor farms with AB, Terra Vitis labels or certified High Environmental Value.









16%

WINES ARE FROM A SUSTAINABLE AGRICULTURE in 2020

in 2020 (in numbers of references)



Objective of MR GOODFISH PROGRAMME

RAISE THE ATTENTION OF THE ENTIRE FISHING INDUSTRY AND CONSUMERS ON THE EVOLUTION OF FISHERY RESOURCES AND OFFER SIMPLE SOLUTIONS "SO THAT THERE IS ALWAYS FISH TOMORROW".

Each quarter, a list of fish to be offered for sale and consumption is published according to 4 criteria:

- The state of the resource: stocks deemed to be in good condition
 - Size: of sexual maturity, which ensures at least one reproduction before fishing
 - The season: period furthest from the breeding season
 - The status of the species



FORBIDDEN FISH AT SAINT CLAIR

Black escolar Roundnose grenadier Hoki or blue pomegranate Black scabbardfish Tusk Pink sea bream Halibut Atlantic bluefin tuna / Medit. Blue ling Frank ling Marlin Ray Shark Tropical sole Redfish

D. Respect of fishery ressources

Saint Clair le Traiteur has been a member of the Mr Goodfish program since October 2013, formalizing our commitment to safeguarding the world's fishery resources.

Saint Clair therefore favors seasonal fish; whose stocks are in good condition and which were fished in adulthood in order to ensure at least one reproduction before fishing.

2021 OBJECTIVE: Improve this indicator by focusing on purchases during the recommended periods of the program.



PERCENTAGE OF SEAFOOD PURCHASES THAT ARE PART OF THE SPECIES FAVORED BY THE MR GOODFISH PROGRAM IN 2020



E. Reducing the impact on forest ressources & biodiversity

For several years, all the paper supports used by Saint Clair have been **PEFC certified**.

Since 2019, **a fully recycled paper reference** is used to reduce pressure on forest resources and biodiversity.

Since october 2020, all temporary employment contracts and pay slips for our temporary extras are dematerialized in order to reduce paper waste and preserve forest resources.

OBJECTIVE 2021 : Maintain the dematerialization of these documents and deploy it for the sign-in sheets.





Objective 2021

OF OUR EGGS ARE RAISED IN THE OPEN AIR

F. Consideration of animal wellfare

At the end of 2019, the decision to switch to outdoor eggs in partnership with a local company was made.

Due to supply chain disruptions during the 2020 lockdowns, the target of 100% free-range eggs could not be obtained. Nevertheless, an excellent 92% freerange eggs score was achieved.

Sustainable food plan Saint Chair

Engagements of Saint Clair 2021			
FRUITS JUICES			
Offer fruit juices from organic / HVE farms			
WATERS			
Offer mineral and sparkling water in returnable bottles on and outside the Dauphine pavilion			
WINES			
Offer wines from farms in organic or sustainable agriculture (organic farming labels, HVE, Terra Vitis, etc.)			
COFFEE AND TEA			

Offer coffees, teas and infusions from organic farming and / or fair trade

Offer chocolate from organic farming and / or fair trade

FRUITS AND VEGETABLES

Use seasonal fruits and vegetables (frozen included), French or even local

Use fruits and vegetables from organic farming (frozen included)

Utiliser des fruits et légumes exotiques issus du commerce équitable

BREADS

Proposer des féculents/des céréales issus de l'agriculture biologique et/ou HVE Use exotic fruits and vegetables from fair trade

MEAT

Use meats and cold cuts labeled Organic Agriculture, Label Rouge or Bleu Blanc Cœur

Use beef and charcuterie raised, slaughtered and processed in France

Offer vegetarian or vegan alternatives

Use exclusively eggs from hens raised in the open air or even certified Organic Agriculture

Prohibit the use of seafood appearing on the prohibited list (see above)

Offer dishes based on fish, crustaceans and molluscs labeled MSC, ASC, or from organic aquaculture Use cheese labeled PDO and/or from sustainable agriculture

Offer spices, condiments and processed products from organic farming and/or fair trade

STAKEHOLDERS SENSIBILITY

Indicate the sustainable elements of the dishes on the menu (mention of labels, veggie dishes, etc.)

REDUCING FOOD WASTE

Systematize the offer of Phoenix services to our customers to redistribute food surpluses to local charities

Initiate a partnership with a company that collects leftover bread and makes pastries



Wastemanagment

A. Waste prevention

In order to limit the creation of food waste, an internal poster campaign is carried out every year.

To reduce the amount of waste, **most of the containers used are non-disposable**: use of porcelain, stainless steel and glass services. They are washed and reused.

For transport, the products are stored in containers on stainless steel grids.

B. Waste recovery

SELECTIVE SORTING

On our sites, waste sorting has been in place for several years: paper, glass and other waste.

The waste from our production laboratory is treated by incineration by AUROR'ENVIRONNEMENT, a treatment center located 1km away. The recovered energy is used for district heating in Cergy-Pontoise (95).

* Due to the Covid-19 pandemic and the low number of events, waste generated and recycled in 2020 is significantly less than in 2019.

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collected and recycled in 2020*



BIO-WASTE

We have initiated a bio-waste sorting project with Veolia. This waste is recovered in anaerobic digestion, making it possible to produce biogas and fertilizer.

*Due to the Covid-19 pandemic and the low number of events, waste generated and recycled in 2020 is significantly less than in 2019.

OBJECTIVE 2021 Continue to deploy the sorting of bio-waste in our production laboratory and on services.

CARDBOARD

4,5t

OF BIO-WAST

transformed in 2020 *

On the Saint-Ouen l'Aumône site, a dumpster is installed, and teams are trained in sorting cardboard. Cardboard recovery and recycling are provided by Veolia.

BATTERIES

Collected by the company Screlec environnement.

INK CARTRIDGES

To recycle all empty toners from our services, a partnership has been created with the company CONIBI. The service provider comes by phone call.

OBJECTIVE 2021 : Continue to implement recycling actions.

6,8t of cardboard

collected and recycled in 2020 *





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