



Corporate Social Responsibility Report 2017/2018



It is with great enthusiasm that we invite you to our journey towards more responsibility. This first comprehensive CSR report showcases our efforts to transform the way we approach business and how we strive to translate our vision into more value for clients. We thank everyone involved in this never-ending story. **We are glad to share it with you today.**



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# EDITORIAL

## RESPONSIBILITY

2018 marks 45 years of the enduring bond of trust between DIAM and the world's most prestigious brands. Such a strong foundation only encourages us to serve their ever-evolving needs better.

It also means we must stay humble, being a part of a bigger picture in which excellence or growth can never be taken for granted. DIAM has enjoyed strong growth over the last few years, becoming a full-service provider for the Point-of-Sale market, all around the world. The credit of this success belongs to our entrepreneurial teams and their focus on satisfying each of our clients.

We believe that growing companies have a responsibility to give something back to society and to improve their footprint, as well as responsibility towards the environment and our stakeholders - of which the foremost are our employees and temporary workers.

## INVITATION FROM THE CSR TEAM

Our world and business environments are changing fast. Consumers expect more transparency and purpose from the products they select and more responsibility from the companies which produce and distribute them.

**It is a positive trend.**

At DIAM, we want to act within our sphere of influence on two issues that we have identified as key to us and our stakeholders: **encouraging social inclusion through employment and developing more circular and efficient Point-of-Sale (POS) business models.**

We committed to the UN Global Compact Programme in 2012; and we intend to set in motion a similar leadership role in the POS market with regard to sustainability to the one we enjoy in business terms. We have therefore decided to go further by publishing this CSR Report.

**This report is an invitation.**

The greatest part of our environmental impact is linked to product use and to their disposal once their mission is complete. Improving the sustainability of the POS industry will only be achieved by coming together with brands and retailers.

MICHEL VAISSAIRE  
CEO



DAVID BAGLEY  
ExCom CSR sponsor

MATHIEU PARFAIT  
CSR Director



At DIAM, we create, develop, produce and install an extensive range of merchandising and packaging solutions to enhance the visibility of consumer products in-store. From concept creation and merchandising consulting, engineering, production, delivery, through to point-of-sale maintenance and product recycling, we do our utmost to provide our clients with the best possible solutions.

## OUR MISSION

Providing merchandising solutions of the highest quality to meet the demanding standards of the brands we work with, no matter where they are in the world, while maintaining a resolute focus on CSR.



## SNAPSHOT OF OUR ACTIVITY IN 2017

### STAFF

2 775

44 % of women  
56 % of men  
28 % temporary staff

### BUSINESS

319

Group turnover:  
319 m € of which  
more than 40%  
outside Europe

### GOVERNANCE

112

112 people involved  
in our employee shareholding policy

28

INTERNATIONAL  
28 sites in  
23 countries

### SOCIAL INCLUSION

203

People benefiting from our  
social inclusion programme:  
203 FTE

### ENVIRONMENTAL POLICY



733

733 teq. CO<sub>2</sub> saved

170

Carbon footprint – 170 kteq. CO<sub>2</sub>

30

30 % of our electricity  
consumption comes from  
renewable energy  
(77% in France)

8.5

Direct (Scope 1+2):  
8.5 kteq. CO<sub>2</sub>

161.5

Indirect (Scope 3):  
161.5 kteq. CO<sub>2</sub>

# FULL SERVICE, EVERYWHERE

A COMPREHENSIVE SERVICE OFFER ON EVERY STEP OF THE VALUE CHAIN

At DIAM we are experts in POS displays, packaging and shop fitting. We intervene on every step of the value chain from project management to the product end of life. DIAM supports its clients growth through local presence and global expertise.

## PROJECT MANAGEMENT

1

- Merchandising consulting
- Creative design
- Global project management
- Design engineering prototyping

## TECHNICAL DESIGN PRODUCTION

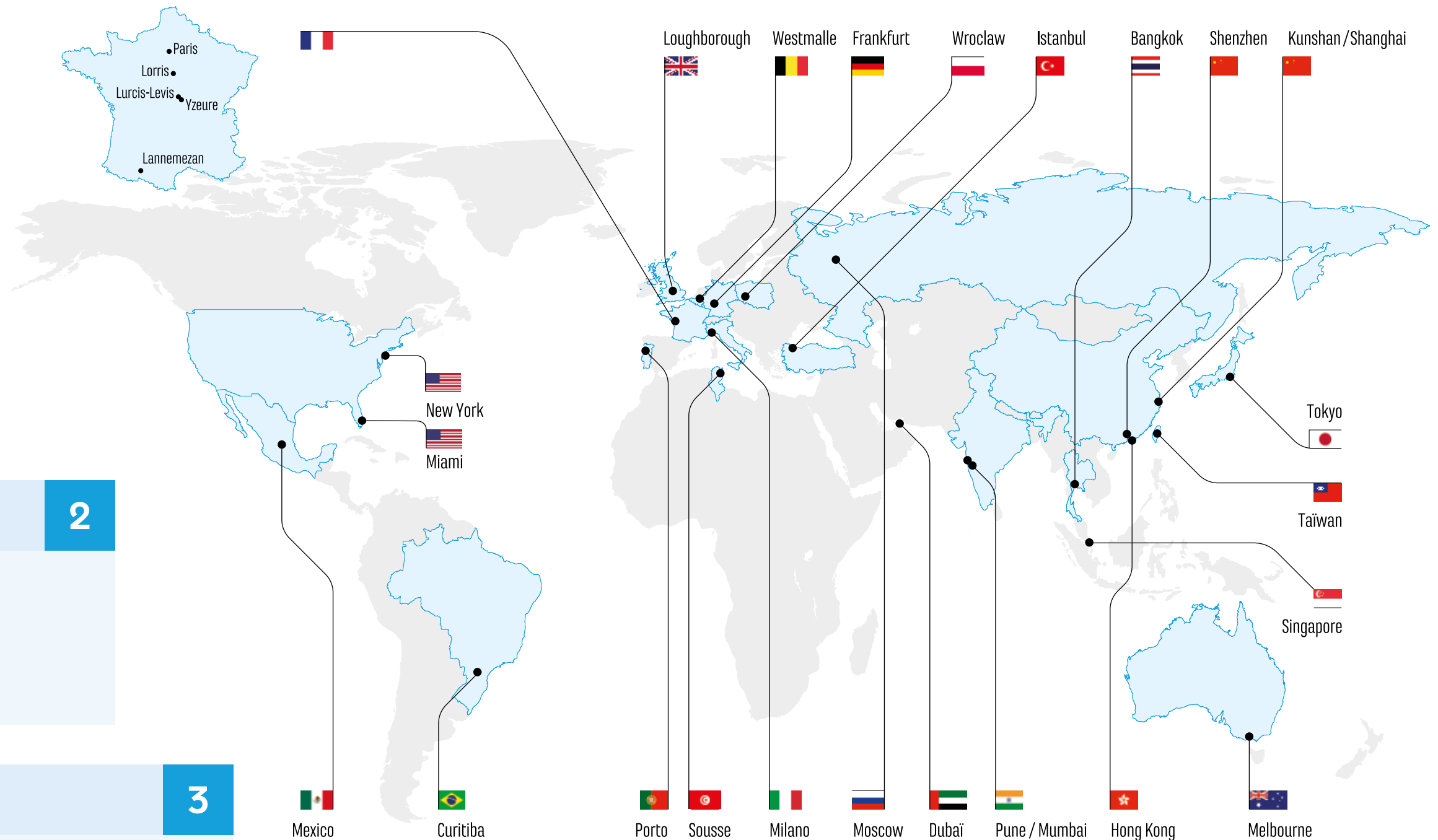
2

- Creative design
- Prototyping
- Manufacturing engineering
- Production
- Assembly

## INSTALLATION, MAINTENANCE & RECYCLING SERVICES

3

- Logistics
- Installation
- Audit
- Maintenance and updates
- Data consumer analytics
- Recycling



45

years of trust from the most demanding brands in the luxury and cosmetics fields

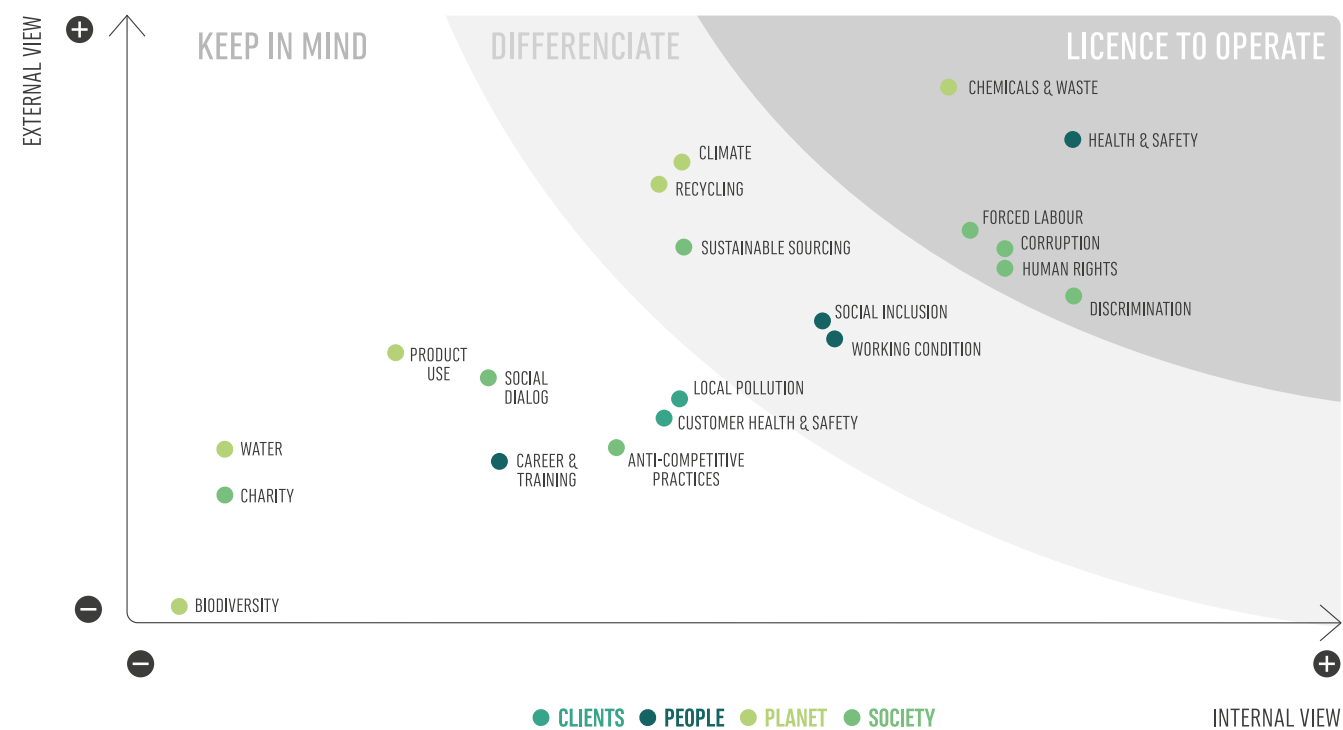
# SUSTAINABILITY, A CORNERSTONE OF EXCELLENCE

Initiated in 2009, our sustainable development programme has flourished to become a fundamental part of our identity. Today, Corporate Social Responsibility (CSR) is at the core of DIAM's strategy. Why is this a game-changer? Because it enables us to strengthen our position as a trusted partner of the brands and companies we serve, by contributing to their own sustainability programmes. And even more importantly, because it is through embedding sustainability action into our strategy and thought-process that we can have the greatest impact.

## MATERIALITY: IDENTIFYING OUR PRIORITIES

We have conducted a materiality diagnosis to ensure that our CSR strategy is relevant to the 20 challenges identified by EcoVadis as applicable to the POS market. Throughout this report, we showcase the actions driven by DIAM in relation to these subjects.

### MATERIALITY MATRIX



### HOW IS IT DONE?

We have rated each item according to the feedback from stakeholders collected over the last few years - and by our internal evaluation procedures.

Groups emerge:

- **Licence to operate** - it is a compliance necessity for any POS supplier to master those items.
- **Differentiate** - it is at the heart of our CSR approach. This group highlights opportunities for DIAM to differentiate vs. competition as we aim to commit to specific solutions that generate added-value.

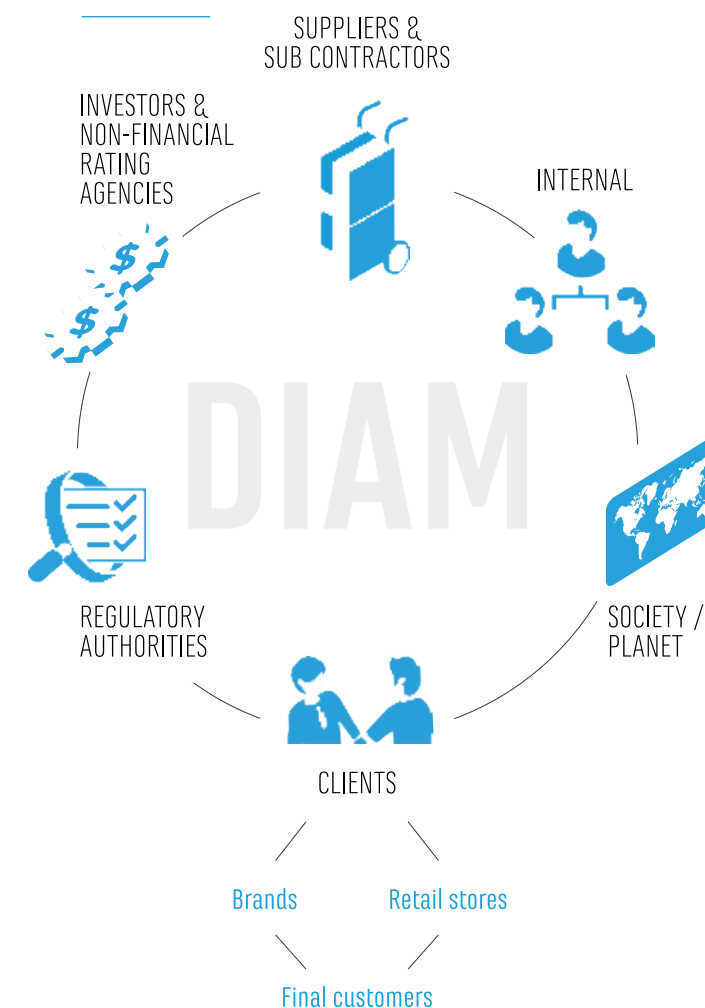
## CSR GOVERNANCE

At DIAM, in each Business Unit there is a manager in charge of CSR, supported by a dedicated central CSR team of 2.5 FTE including the Group CSR Director, who in turn reports to the Group CEO. There are also two sponsors on the Executive Committee: one for HR issues and the other for the circular economy and social policy. In addition to policy definition and implementation, the CSR team is in charge of the internal audit programme: every DIAM entity is audited every 18 months on environmental, Health and Safety, and social aspects according to an audit grid inspired by SA 8000, ISO 45001 and ISO 14001. A CSR steering committee chaired by the Group CEO meets twice a year to review progress, actions and ambition.

## ENGAGING DIALOGUE WITH OUR STAKEHOLDERS

We have a decentralised and pragmatic approach to exchanging with our stakeholders. Successfully improving the sustainability of the POS market requires aligning ourselves - with brands and retailers - to build together stronger and more holistic CSR strategies.

### STAKEHOLDERS MAPPING



## INTERNATIONAL STANDARDS AND COMPREHENSIVE EVALUATIONS

### SNAPSHOT OF OUR EXTRA-FINANCIAL RATINGS

CDP (EX CARBON DISCLOSURE PROJECT)

**Supply Chain rating: B- (management)**  
(grades between A and D-)

**Sectorial grade: C.**

CDP is an organisation which aims to make environmental reporting and risk management a business norm and drive disclosure, insight, and action towards a sustainable economy.

ECOVADIS

**Grade: 60/100 in 2018**  
(Top 7% of suppliers assessed by EcoVadis).

**Sectorial grade: 42,4**

EcoVadis Sustainability ratings and scorecards help procurement teams monitor CSR practices in supply chains, across 150 sectors and 110 countries.

ARDIAN / INDEFI

ESG Grade: 81/100. (Panel of companies with similar activities, average score of 55/100)

Arrian is our principal shareholder. It requires an annual audit of our business conducted by the independent organisation Indefi.

AVIVA

**Extra-financial evaluation from Aviva Bank: 60/100**  
(best performer scored 67/100)

### SNAPSHOT OF OUR CERTIFICATIONS

ECO-POPAI (1<sup>st</sup> in France)

Recognised label for the eco-design of POS displays

SA 8000 (in Tunisia)

It is an auditable certification standard that encourages organisations to develop, maintain and apply socially acceptable practices in the workplace. Our site in Tunisia is certified. Our internal audit practice uses this referential in internal audits throughout the Group.

ISO 9001

Most of our sites in France

This standard defines requirements for setting up a quality management system for organisations wishing to improve customer satisfaction and consistently provide compliant products and services.

Global Compact Principles

We also commit to the Global Compact 10 Principles since 2009.





IN MOTION FOR  
CLIENTS

Credit: DIAM for FLORMAR

# A TRUSTED PARTNER FOR MERCHANDISING SOLUTIONS

A cornerstone of our sustainable growth lies in our ability to develop and nurture long-lasting relationships with our customers. Building trust implies going beyond the traditional client/supplier model. It implies sharing the same high expectations regarding quality. It is also about being proactive and agile, on a global scale. When needed, we positively challenge the briefs we receive to truly offer solutions that meet our clients' expectations and that contribute to our mutual CSR ambitions.

## ■ SUPPORTING the development of responsible players

We take pride in working with customers with values we share. This is the case of Orveda, a new-generation responsible luxury brand. To provide Orveda's products with excellent visibility in-store and to boost brand awareness, we shared our in-depth experience of store and visual merchandising design. The result is a compelling and relevant in-store marketing concept which - we believe - strengthens the brand's introduction to the market.

### FULL VIEW OF our expertise for ORVEDA:

- Retail consulting > Merchandising consulting/analitics
- > Retail concept creation > Store and display design > Planogram services and systems > Engineering > Technical design > Prototyping > Manufacturing > Installation
- > Digital solutions > Maintenance and retail operations

## BEST PRACTICE LANCÔME BARS Less is more



For the second time, we have been chosen by Lancôme to develop and manufacture the new generation of Lancôme Bars. In-depth cooperation has enabled the creation of a modular, more straightforward, more efficient and fast-to-market solution while decreasing the environmental impact by 27% compared to the previous generation. As a result, Lancôme teams have more than doubled the initial order. Once again, **cutting-edge luxury production from China** in collaboration with our French teams is the beating heart of this successful project.

## BEST PRACTICE FENTY A success story from concept to launch



### KEY FIGURES that speak louder than words:

**16**  
Simultaneous launch in 16 countries

**12**  
Less than 12 months from brief to delivery

**1,600**  
Approximately 1,600 points of sale

**3**  
DIAM teams from 3 continents involved

We have been selected to support the simultaneous worldwide launch of the new makeup brand line for Rihanna Fenty. DIAM is probably the only global merchandising company capable of successfully taking on this challenge. We have managed the design, engineering and installation of all the merchandising solutions in total coherence with brand expectations.



## ■ CELEBRATING our innovation culture

From design to the installation of our solutions, innovation is vital not only to meet the expectations of our clients but also to raise them. Digital innovation plays an increasing role in the retail market. At the DIAM Group, we strive to develop this expertise through two functional brands:

**C O N E X**  
CONNECTED EXPERIENCE

Specialised in the development of in-store innovative digital solutions, Conex has already developed various cutting-edge digital display solutions that bring new animation and campaign update possibilities, with impressive traffic results.



## REM3RCH

Introducing a new generation of planogramming and merchandising tools. Rem3rch has developed a platform that saves brands, distributors and POS suppliers' teams hours of effort and repetitive tasks while opening up new possibilities to merchandisers and marketers.

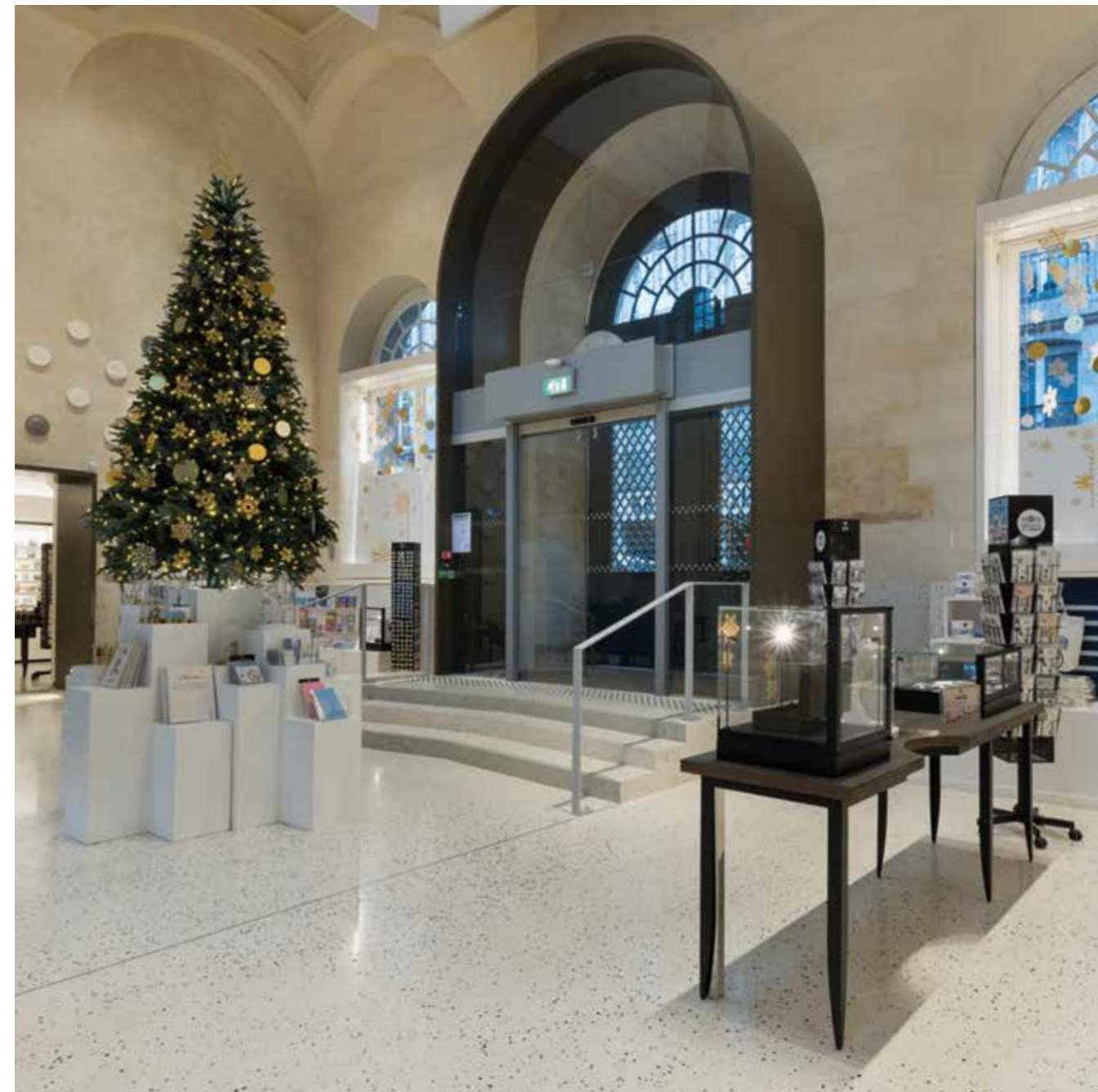


### DIAM CONNECTED to the future game-changers

To foster this innovation culture, we participate in innovation ecosystems. Our goal is to support talented inventors and entrepreneurs and develop new offerings with them. For the 4th year running, we are members of the Open Innovation Club of the city of Paris. In 2017, we launched a partnership with Kinése; a brand-new company specialised in retail decision-making using 1:1 scale virtual reality. By showcasing their solution in our showroom, we enable Kinése's team to pitch to potential customers while reinforcing our innovative positioning.

## ■ DELIVERING extraordinary atmospheres, anywhere

The bespoke know-how of Prugent DIAM in store design and store fitting enables us to build extraordinary flagship and store atmospheres. With three specialised sites in Mexico, France and China, DIAM is uniquely qualified to meet the most demanding luxury retail expectations, anywhere in the world.



The Musée de la Monnaie in Paris underwent a complete renovation which required 6 years of work. Selected on public tender, Prugent DIAM Europe has set up a team entirely dedicated to this project. The company produced the layout of the shop (350 m<sup>2</sup>), all the furniture and also intervened in the architecture of the premises. This design required close collaboration between the Prugent DIAM Europe teams and the Musée de la Monnaie.





# IN MOTION FOR PEOPLE

## PEOPLE, OUR STRENGTH

“In motion for people” is mostly about our responsibility and our values as an employer. DIAM is a community of entrepreneurs. We want them to benefit from professional development - for their own good and that of the company. Also, as we recognize that some people are less privileged than others, we strive to give them the little extra attention that may enable them to get back to a “normal” job. DIAM fully embraces its responsibility as an employer in rejecting child labour, providing safe working conditions, maintaining a healthy social dialog, and offering employees rewarding careers free from discrimination of any kind.

### ■ HEALTH AND SAFETY, our commitment

DIAM is fully committed to the physical and psychological integrity of all its employees, wherever they operate. As a Group, we are continually working to create a robust Health and Safety culture, notably by raising awareness on risks and best practices in the workplace. To achieve this, we believe that empowerment and practical action are our main success factors. Over the last few years, our H&S results have improved, but we aim to raise our game in safety to a new level by 2020.

BEST PRACTICE

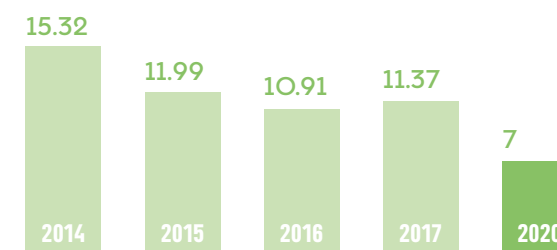
### PREVENTING toxic risk

Our procurement department has developed and is rolling out a comprehensive methodology to prevent toxic substances risk in line with DIAM's commitment to purchasing more responsible products. A proprietary online tool enables a better identification of potentially risky products as early as the purchasing step, triggering action for replacement.

### SAFETY DAY: PROMOTING H&S

Creating a stronger H&S culture on an international level can be a challenge. In addition to management empowering and internal audit reviews, DIAM has taken it on by promoting an annual Safety Day across all its sites, all over the world. During one full day, training sessions, workshops and quizzes are organised to raise awareness on health and safety risks and procedures: a great -and often fun- way to talk about a very serious subject. The Safety Day is also about sharing best practices and fostering better collaboration which are strong platforms for progress and risk prevention.

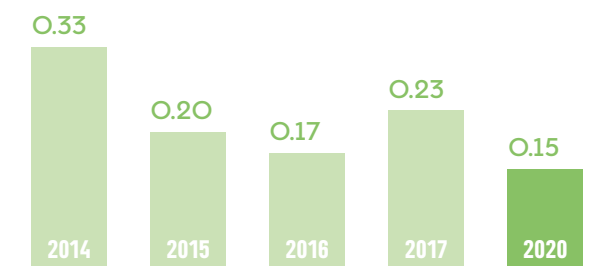
### FREQUENCY RATE



■ Work accident frequency rate

Number of lost time injuries by million hours worked  
Sector average: 27

### SEVERITY RATE



■ Work accident frequency rate

Number of lost day by thousand hours worked  
Sector average: 1



## ■ FOSTERING talents

Talent management is crucial for a company that relies on the empowerment of its talents in the fields of engineering and innovation. This is the foundation on which we have built the ambitious training goals which we have implemented at Business Unit and site levels to better respond to the operational needs of people and business. Individual annual appraisals, performed since 2013 for all management positions, are another tool that enables us to support the professional development of managers while improving our capacity to adapt our organisation and service offer to our clients' needs.

## ■ ENCOURAGING in-house mobility

Mobility is a reliable talent accelerator. Our current growth implies the creation of new positions. Naturally, we recruit new external talents, but we strongly favour DIAM talents to move to new challenges. This vision is part of our HR programme International Thinking.

"I joined DIAM in 2010. I was one of the first team members of DIAM Turkey. At the time, there was no management level. I had the challenging task of being a Project Manager and a Design Engineer at the same time. Our teams in Turkey grew in size, and I started to work for DIAM UK projects. I was then offered the opportunity to work for DIAM, in the UK. I decided to take my chance. And I further developed there. It is great. I really believe that DIAM rewards talent."

**MERT GUNDOĞDU**  
Head of Design  
Development  
in DIAM UK

**"Mobility  
is a strong  
talent  
accelerator."**



## 2 QUESTIONS TO...

**Raphaèle Briand**

HR Group Director

How does a strong HR strategy contribute to the Group's CSR ambitions?

*They are naturally intertwined: our company is managed and owned by entrepreneurs. It is their company, their business. We are in a demanding and rapidly evolving market which puts a lot of pressure on client satisfaction. Our attention to employees' well-being and development are equally good practice for CSR, HR, and business. In our workshops, the considerable variability of business levels obliges us to hire temporary workers, but at the same time, this is an opportunity to go the extra mile to give less favoured people a chance of a real job.*

What are your priorities regarding training?

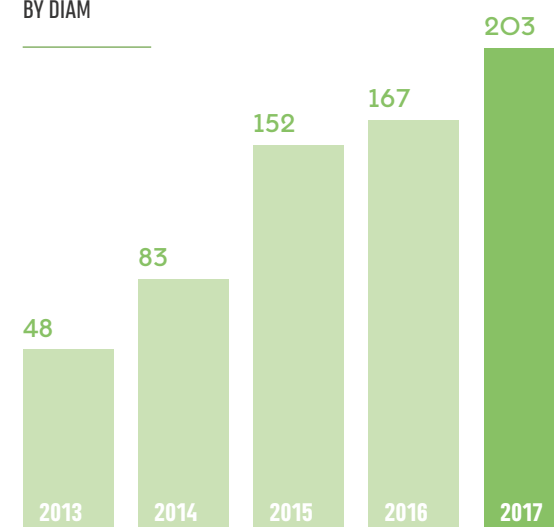
*We aim at two days of training per person per year. It is ambitious. It reflects our belief that people are the center of our capability as a company. Better trained people mean less health and safety risks and accidents, better eco-designed products, more flexibility in responding to client demands. And, more importantly, maybe, it nurtures entrepreneurship, self-confidence and employability, and provides new career opportunities within the Group.*

## ■ SOCIAL inclusion

Our first responsibility is towards our employees. Securing their jobs and providing fair conditions and a healthy workplace are basics, but they still have to be fought for every day. Moreover, we aim to go beyond mere legal «compliance» and believe we can -and should- transform our responsibilities towards our employees into opportunities to grow our teams while giving less favoured people that extra little help that may enable them to start or restart a regular career.

Many initiatives, driven by the enthusiasm of our local teams, have emerged in almost every DIAM plant throughout the world, from Brazil to Poland and China.

SOLIDARITY  
BY DIAM



IN 2017  
**203**

**203 full-time-equivalent jobs have been done through "social inclusion"**, either within DIAM or by sub-contracting. This number has grown faster (+27% vs. 2016) than our business. It is a great pride for all the teams, and we will keep aiming at more social opportunities in the years to come.



## 2 QUESTIONS TO...

**Steve Ison-Jacques**

Factory Manager in DIAM UK

What makes the DIAM recycling offer so special for the Group and for your clients?

*Our holistic approach is a great game-changer regarding our relationship with our customers. Today, we not only design, manufacture and install; we also take care of bringing back, dismantling, reusing and recycling our solutions. Many clients have visited our facilities and have been impressed with our approach. Expectations are pushed for the good of our business partnerships and we are proud to see this service become a standard.*

How does your corporate commitment to social inclusion benefit the company?

*Responsibility helps create a strong in-house corporate culture. We feel everyone is on board: managers, partners and employees alike. Last year, we have organised Taster Days (an opportunity for more vulnerable trainees to see what we do and to join in). We truly witnessed great enthusiasm from our teams helping the trainees feel part of something positive. Removing barriers and recruiting more diverse talents are strong drivers for progress. It is absolutely vital.*



# IN MOTION FOR THE PLANET

## ENVIRONMENTAL PERFORMANCE

DIAM is committed to play its part in addressing the environmental crisis. Through the analysis of the life-cycle environmental impact of 4 representative categories of displays, we have identified climate change and the depletion of mineral resources as the predominant ecological aspects in the POS business. In light of this, we see eco-design, post-shop collection, proper reuse and recycling of displays as priorities. Due to our growth, and improved reporting (scope covering 85 % in 2015 vs 98 % in 2017), we favour intensity metrics.

### ■ REDUCING our energy consumption and our carbon footprint

We target a 5% decrease in energy intensity every year. Between 2016 and 2017, our carbon intensity (scope 1&2 per euro of sales) has decreased by 29%; our electric intensity improved by 19% (from 89 to 72 Wh /euro sold) and our gas intensity improved by 28% (from 32 to 23 Wh/euro sold). Switching to renewable electricity at four French plants saved 733 tonnes of CO<sub>2</sub> eq. in 2017. Our goal back in 2015 was to reach over 20% of electricity from renewable sources by 2020, we are already at 30% in 2017 and aim to achieve 60% by 2020.

We invest to convert to more energy-efficient machines. Several sites have switched to LED lighting with significant savings.

### ■ REDUCING production waste

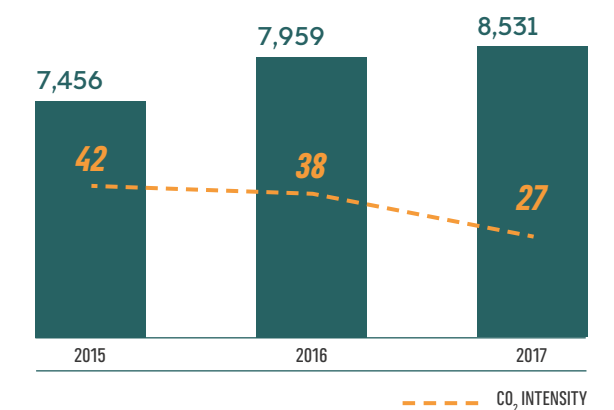
Specific objectives: today, our capacity to measure our production waste ratio is variable. Our aim is, by 2020 and for every production site, to be able to quantify the proportion of waste produced vs. total material input and to set clear improvement objectives.

We are working on various levers to reduce production waste. Injection batch sequencing improvement, moulds optimisation, direct grinding and re-processing of waste are some examples. Significant results have also been achieved on plastic sheet offcuts through complex cutting design optimisation.

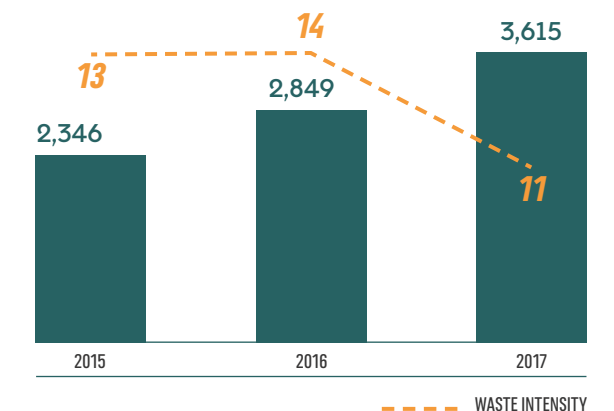
### ■ REDUCING water intensity

We have relatively low exposure to water scarcity issues. We target a 5% annual decrease in intensity. We monitor consumption to address potential leaks. To save water, DIAM implements a range of different solutions. For instance, DIAM Yzeure performed a closed water circuit for its hydraulic presses. And D3 in the USA has reduced its office water consumption through close monitoring and education of employees.

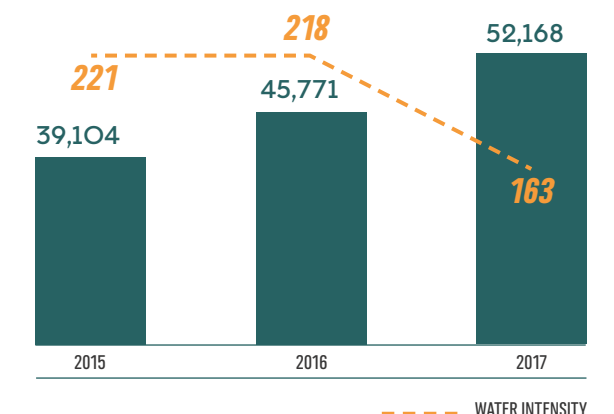
GHG EMISSIONS (t eq. CO<sub>2</sub>) AND INTENSITY (gram eq. CO<sub>2</sub>/Euro)



WASTE GENERATED (ton) AND INTENSITY (gram/Euro)



WATER CONSUMPTION (m<sup>3</sup>) AND INTENSITY (litre/kEuro)





## ■ TOWARDS a more circular economy

In 2017, we did an impact evaluation programme on four representative product lines. The study confirmed that the greater part of the impact of our business occurs beyond our factory walls. Our analysis also highlighted that in-store electric consumption can be just as impactful as raw materials. It calls for eco-design and recycling. **Eco-design is not just about the design phase!**

Additionally, we have launched a new service offer in continental Europe, replicating our UK best practice, to collect products, reuse or dismantle them and send them to the appropriate recycling channel. Our aim is for every entity of the DIAM Group to propose a similar service offer to their customers around the world by 2020.



## 2 QUESTIONS TO...

### Gerald Townsend

Environnemental manager at SEPHORA

How does DIAM support your own sustainability ambition regarding POS merchandising?

*Waste generated in our stores is one of the issues we wish to tackle. It is challenging because we receive a lot of merchandising items of furniture from the many brands we distribute. It is fast-changing, prone to innovation and massively heterogeneous. DIAM's strength lies in its capacity to anticipate the end-of-life of their solutions. This eco-design approach not only helps developing more sustainable products (that we can communicate to brands) but also gives us the means to imagine more responsible scenarios for the end-of-life of these products.*

What is your feedback regarding SEPHORA's experimentation of the FIELDFLEX solution?

*As part of an experiment, FIELDFLEX was responsible for gathering used POS products in our stores in the Parisian area. The furniture was optimised for rapid dismantling enabling recycling. This experiment was a promising step and is currently being rolled out again this year, nationwide.*

### IMPLEMENTING AN ECO-DESIGN QUANTIFICATION TOOL

To further ensure that decisions are based on sound facts, in 2018 we are rolling out a tool enabling us to provide clients with a product's «environmental impact budget.» We aim to propose a low-impact alternative to client's design briefs. We have trained DIAM teams and are even educating clients in some instances.



## 1. DESIGN BRIEF

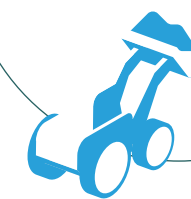
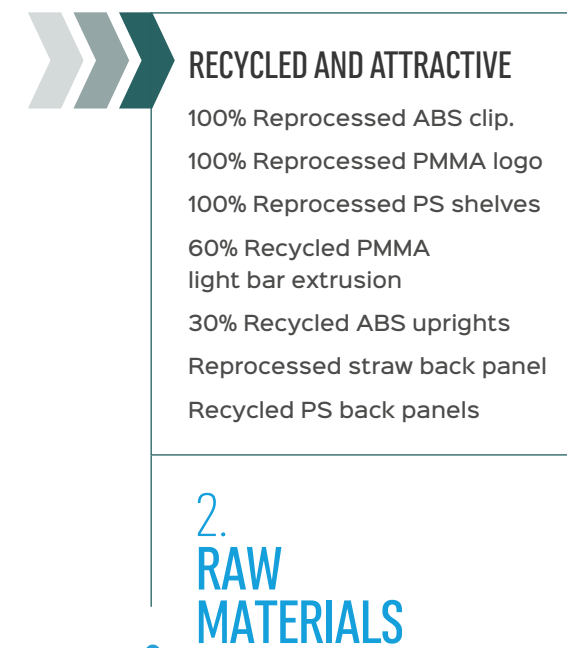
### FIELDFLEX: COMBINING INSTALLATION, MAINTENANCE, AND RECYCLING

Our presence on the entire value chain from design to stores gives us a unique ability to contribute to transforming the POS industry from a linear to a more circular one. Our subsidiary, Fieldflex, specialised in the installation of POS displays, has successfully developed an offer that combines: in-store maintenance, used product gathering, dismantling and recycling. Thanks to these efforts, more than 2,000 units have been recycled in the UK with less than 1% of materials going to landfill in 2017.

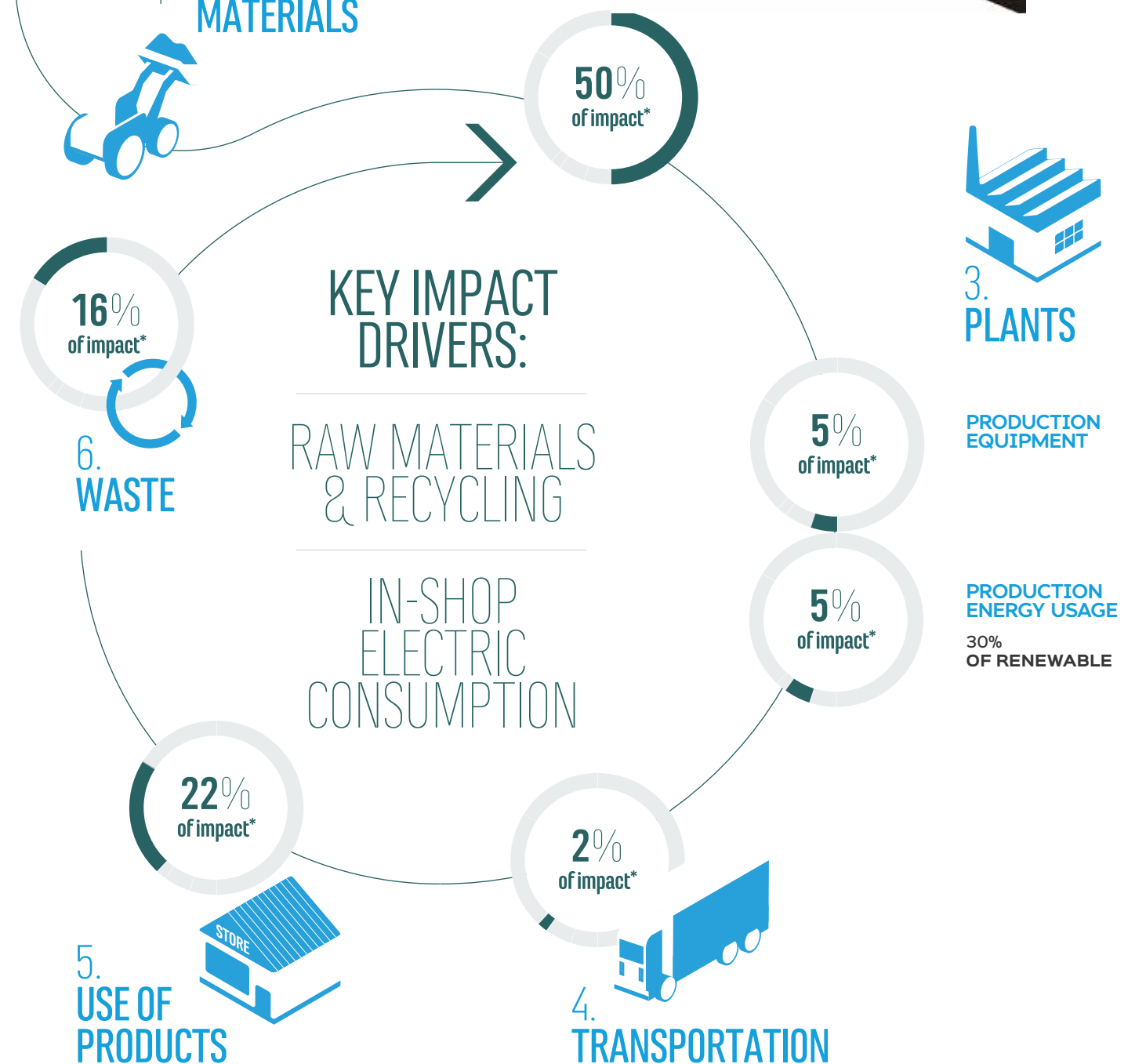
### SCOPE 3 EVALUATION METHODOLOGY

- We estimate our 2017 Scope 3 at **161.5 kteq. CO<sub>2</sub>**.
- There is a 10-15% uncertainty factor.
- Our estimate is based on emission factors from the carbon base applied to purchased items.
- The use phase considers four years of average usage.

\* Estimate % of full scope impact (scope 1+2+3).



## 2. RAW MATERIALS



## 3. PLANTS

PRODUCTION EQUIPMENT

PRODUCTION ENERGY USAGE  
30% OF RENEWABLE

## 5. USE OF PRODUCTS



## 4. TRANSPORTATION







# IN MOTION FOR SOCIETY

## AIMING TO GO BEYOND COMPLIANCE

Full compliance with internationally proclaimed human rights has become a license-to-operate in the purchaser/supplier relationship. We welcome this positive trend. We fully adhere to the UN Global Compact 10 principles. We implement tools and responsible practices to prevent any risk of abuse. And to go further, we are committed to giving back to society by supporting local solidarity initiatives.

### ■ 23 COUNTRIES, 1 code of conduct

DIAM's commitment to fully comply with international labour standards is stated in our Code of Conduct. SA 8000 is the standard upon which we base our social policy and social audits. For the countries where higher risks on these issues have been identified, we take specific action. For instance, in China, we explicitly forbid staff to pay deposits to the company upon commencing employment; or to withhold - wholly or partially - any salary, bonus, property or document, of any employee. We ensure that no employment fees or costs are borne in whole or in part by workers. To counter child labour, DIAM China verifies ID documents using appropriate and reliable processes.

#### REACH AND ECO-DESIGN:

Furniture manufacturers in Europe are subject to the requirements of the REACH European regulations. We are committed to continually improving our REACH reporting capacity. To go further, we avoid using harmful chemicals and aim to eliminate potential carcinogenic (CMR) chemicals by 2020. DIAM is continuously innovating to develop new technical solutions that enable the use of alternative technologies such as water-based solvents, VOC-free glues, and solvent-free adhesives.

### ■ RAISING STANDARDS regarding our suppliers

It is natural that we share growing expectations with our suppliers. We expect them to adhere to and comply with our suppliers' code of conduct. Beyond simply complying, we encourage them to become trusted partners in the promotion of eco-design and to find innovative solutions to curb the environmental impact of their activity.

### ■ Deploying a robust RESPONSIBLE PURCHASING POLICY with EcoVadis

To deploy our responsible purchasing policy, we have decided to work with the EcoVadis evaluation platform. We have performed a risk mapping of suppliers and are now requesting our most strategic suppliers, starting in 2018 by those serving our European factories, to submit to this evaluation. We complete this evaluation by on-site audits whenever necessary.

### ■ INTEGRATING THE ENVIRONMENT into our choice of supplies

The goal of our responsible purchasing policy is also to integrate an environmental approach to the selection of products we purchase. For instance, we are committed to using only FSC® or PEFC® certified paper and cardboard by 2020. We also increasingly buy recycled raw materials for our production needs, such as the recycled acrylic sheet material Madreperla Greencast®.





## ■ SOLIDARITY in action

At DIAM, we support local initiatives which bring life to our vision of social inclusiveness and showcase our willingness to give back to society in many forms (charity and social inclusion). Those are some examples of actions taken.

### DIAM "D3" USA COMMUNITY ACTIONS

Supporting men's and women's health issues has become part of the D3's annual calendar. Employees and temporary agency workers alike participated in 2017 in October's Wear Pink Day and Movember. D3 also supports local universities and food pantries.



### DIAM BRAZIL COMMUNITY ACTIONS

DIAM Brazil has donated 459 books in 2017 to enhance a local public school's library. Other initiatives include favouring hiring from low-income areas.



### DIAM JAPAN COMMUNITY ACTIONS

Our teams at DIAM Japan are involved in a street cleaning project and other initiatives to support their community.



### DIAM "YZEURE" FRANCE SOCIAL INCLUSION

DIAM Yzeure has a long-standing partnership with a social inclusion workshop for both production and post-consumer dismantling. DIAM Prestige Europe is initiating a partnership with Singa France, to foster and design opportunities between newly arrived people (including refugees) and the local community.

### DIAM POLAND SOCIAL INCLUSION

In 2017, DIAM Poland has signed an agreement with a local prison to 'resocialise' offenders through work. The employees also raised money for a Polish NGO which helps children with special needs.



### DIAM AUSTRALIA SOCIAL INCLUSION

DIAM Australia is now employing two people from White Lion, a national non-profit organisation which supports youngsters breaking their cycle of disadvantage.



### DIAM UK SOCIAL INCLUSION

DIAM UK works closely with various specialised organisations to support social integration.

### DIAM DISPLAY CHINA COMMUNITY ACTIONS

DIAM Display China sponsors five young girls from Chinese minorities with the NGO Couleurs de Chine to provide them access to school.



### DIAM MEXICO COMMUNITY ACTIONS

After the September 19th earthquake, DIAM Mexico organised water, food, and emergency supplies distribution to several villages near the factory. A fundraiser was launched with a fantastic response from our DIAM colleagues around the globe.







# GLOBAL COMPACT

# GLOBAL COMPACT CORRESPONDANCE TABLET



This document highlights the communication report on DIAM group’s progress in 2017-2018. The following transposition table refers to chapters that contain information on the implementation of the 10 Global Compact principles.

■ **THE 10 PRINCIPLES**  
of the United Nations Global Compact

■ **DIAM**  
group’s commitments

**PRINCIPLES RELATED TO HUMAN RIGHTS**

- Principles 1**  
businesses should support and respect the protection of internationally proclaimed human rights; and
- Principles 2**  
make sure that they are not complicit in human rights abuses.

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**PRINCIPLES RELATED TO INTERNATIONAL LABOUR STANDARDS**

- Principles 3**  
businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principles 4**  
the elimination of all forms of forced and compulsory labour;
- Principles 5**  
the effective abolition of child labour; and...
- Principles 6**  
the elimination of discrimination in respect of employment and occupation.

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**PRINCIPLES RELATED TO THE ENVIRONMENT**

- Principles 7**  
businesses should support a precautionary approach to environmental challenges;
- Principles 8**  
undertake initiatives to promote greater environmental responsibility; and...
- Principles 9**  
encourage the development and diffusion of environmentally friendly technologies.

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**PRINCIPLES RELATED TO THE FIGHT AGAINST CORRUPTION**

- Principles 10**  
businesses should work against corruption in all its forms, including extortion and bribery.

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# IN MOTION

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