



# COMMUNICATION ON PROGRESS

UN Global Compact Active

# WHO ARE WE ?



As the European leader in premium logistics, STERNE operates all types of planned or on-demand transport (urban, urgent, express, regular), by night or day. It responds to all needs and challenges, whatever the sector of activity, through a global, tailor-made and multimodal offer that improves the logistical efficiency of its customers.

Today, more than 6,000 customers trust the STERNE Group, in all sectors, such as industry, aftermarket, health, luxury, servicesector, retailandtheautomotiveindustry, the tertiary sector, and retail, for whom real market expertise has been developed.



## A WORD FROM THE PRESIDENT

*Aware of the need to combine economic and environmental performance and to unite its ecosystem around a common social project, the STERNE Group has made sustainable development an absolute priority.*

*Thus, our governance system and our growth strategy are now guided by a strategic CSR and ESG vision.*

*Today, the Group's ability to optimise and pool its flows, combined with its powerful distribution network and its national and international coverage, make it a key player in the decarbonisation of the sector.*

*Translated with [www.DeepL.com/Translator](http://www.DeepL.com/Translator) (free version)*

**Daniel DESAGE**  
Groupe Sterne President

## 5 jobs

*carrier, freight forwarder and customs agent, air freight forwarder and courier service providers*

## 89

*agencies in Europe and worldwide*

## 2000

*employees*

## 6000

*customers from all sectors*

## 540M€

*2021 revenue*

# A LASTING COMMITMENT

« STERNE's CSR approach is collective. Every day, all of our employees participate in reducing our GHG emissions: changes in transport plans, waste sorting, rational driving. It also means accompanying our customers on the path to CSR, by anticipating new regulations and proposing innovative solutions (energy, fuel, reusable containers, transport optimisation software) with the aim of limiting our carbon impact. »

**Loic CHAVAROCHE**

Quality, Safety, Security and Environment Director - CQR-ESG



## A dedicated CSR team

Conscient de l'importance du RSE au sein du Groupe STERNE nous avons mis en place une équipe dédiée.

En 2020 le Groupe a nommé un Directeur Qualité, Sécurité, Sureté, Environnement et RSE, Loic CHAVAROCHE. Membre du CODIR il assure la mise en place des démarche RSE et ESG

Le volet Social de notre démarche RSE est porté par la Direction des Ressources Humaine du Groupe et, est décliné à travers la Politique RH au sein de nos Business Unit.

Aujourd'hui nos équipes se renforcent avec l'arrivée de nouveaux collaborateurs spécialisés en RSE portant aujourd'hui l'équipe à 5 ETP.

## Our values

### Precision

Aiming for operational excellence on a daily basis

### Trust

Putting people at the heart of our business plan

### Innovation

Inventing tomorrow's transport and enabling our customers to benefit from the latest technological advances

### Respect

Act with integrity and consistency, respecting our commitments to our shareholders, partners, customers, suppliers and employees

# A LONG-SANDING CSR APPROACH WITH MEASURED IMPACTS

## A policy of owned vehicles

**2014** : 1st electric bike

**2018** : 1st electric vehicle

**2019** : 1st CNG vehicle

**2021** : 1st «health» electric cargo bike

**2022** : From 2022, every 6m<sup>3</sup> vehicle at the end of its life will be replaced by an electric vehicle

## Transport optimisers

**2014** : Setting up Arlanda

**2017** : Deployment of pre-allocation software closer to the collection point

**2018** : Optimisation of LSP collection rounds

**2021** : Deployment of Kardinal and Atoptima

**134 940**

**TONNES OF CO2 SAVED  
EACH YEAR (AVERAGE)**

## An Ecovadis assessment for all our BUs

**2014** : Sterne REGULAR (TCS)

**2016** : Sterne CITY (Novéa)

**2017** : Sterne TIME CRITICAL (ATS)

**2021** : Sterne EXPRESS

**2022** : Sterne CARE (ATS Santé)

Objective 100% of our entities in  
**Ecovadis Gold by 2024**

## ISO certifications that support our approach

**2019** : Sterne REGULAR certified ISO 14001

**2020** : Sterne TIME CRITICAL certified ISO 14001

**2021** : Certifications of our logistic bases

**Fin 2021** : Preparation of certifications for Sterne Care and Sterne CITY

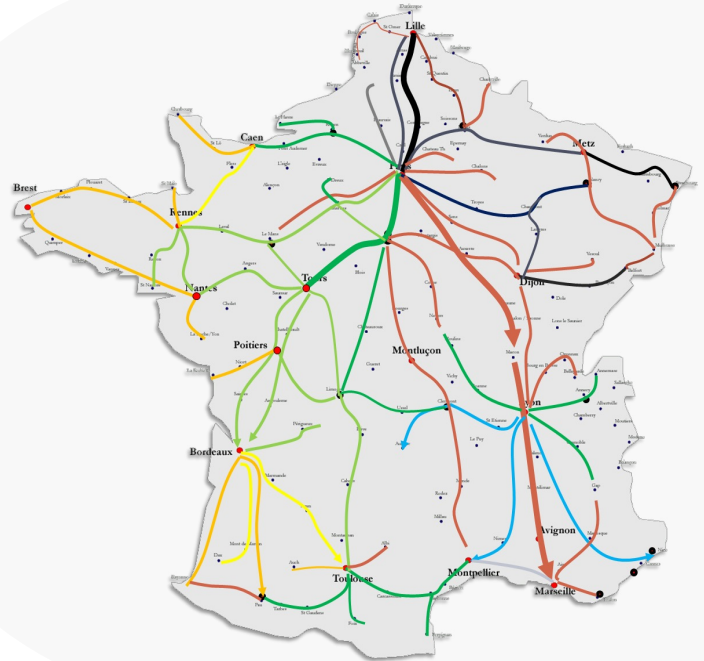


# ENVIRONMENT COMPONENT



For our subsidiary STERNE Regular (TCS), the national distribution network, which is constantly evolving, represents **the primary lever for reducing CO2 emissions, particularly through the pooling of our flows.**

This network is powerful and scalable, serving the whole of France in H+ via no less than 1900 daily rounds, mainly using recent **vehicles (Euro 5 and Euro 6) and other electric or CNG vehicles.**



Greenhouse gas emissions avoided through **seamless management, from collection to delivery...**

- Fast and planned transport enabling packages to be grouped.
- Consideration of average parcel weights.
- Consideration of CO2 values per litre of GO.

and a **reduction in packaging through the rational management of containers.**

The STERNE Group always favours the use of reusable containers in its tenders. Our experience has enabled us to select packaging with a life of 10 years, with one or two after-sales repairs. Our 30,000 bags enable us to save 7,500,000 cardboard boxes per year, i.e. approximately 1,770 tonnes.

Over the past 10 years, we have used 30,000 pieces of sustainable packaging that are over 62% recyclable:

- CO2 consumption generated by the bags (production and service): 10,200 tonnes
- CO2 consumption generated by cardboard packaging (basis 964kg CO2 / tonnes of cardboard): **991,693 tonnes.**

**This packaging has enabled us to avoid 981,493 tonnes of CO2 over 10 years, or 98,149 tonnes per year.**

In collaboration with its external stakeholders, the STERNE Group opts for crocodile boxes (recycled polypropylene containers). Today, **20,000 crocodile boxes** are in transit on the network. These boxes save 99% of CO2 emissions compared to the use of single-use cardboard packaging each year.

## Carbone audit

### Sterne REGULAR

STERNE Regular's carbon footprint in 2021 follows the GHG Protocol: a commitment to follow the *Paris Agreements* with a target of 1.5°C below and with a reduction in GHG emissions intensity per thousand euros of turnover in 2022 and then by 7% each year until 2032.

The STERNE Group invests every day to reduce its carbon impact. By setting up teams dedicated to analysing and optimising routes, we save tons of CO2 every year.

This represents a reduction in this volume since 2018: 193 tonnes of CO2.



STERNE Regular is certified **Ecovadis Platinum** in 2022

2021	scope 1	scope 2	scope 3	Total
tCO2e emissions	1 686, 29	15 237	28 006, 40	29 707,93
Carbon intensity (tCO2e/k€ turnover)	0,011	0,0001	0,18	0,1911



## OUR STRENGTHS

1. Night-time delivery allows us to :
  - *reduce daytime traffic congestion*
  - *limit fuel consumption*
  - *limit noise pollution*
2. Pool the transports
3. Anticipating routes



# ENVIRONMENT COMPONENT

## Permanent CO2 reduction!

Sustainable development issues have been an integral part of STERNE City's priorities since 2006.

As a pioneer in green delivery in Paris, Sterne CITY is giving the STERNE Group the benefit of its experience and enabling it to anticipate **Low Emission Zone (LEZ) regulations**.








**100%** of the vehicle fleet equipped with a system below 130g CO2/km by 2023.

## Carbone audit Sterne CITY

STERNE City's 2021 carbon footprint follows the GHG Protocol: a commitment to follow the *Paris Agreements* with a target of 1.5°C below and with a reduction in greenhouse gas emissions intensity per thousand euros of turnover in 2022 and then by 7% each year until 2032.

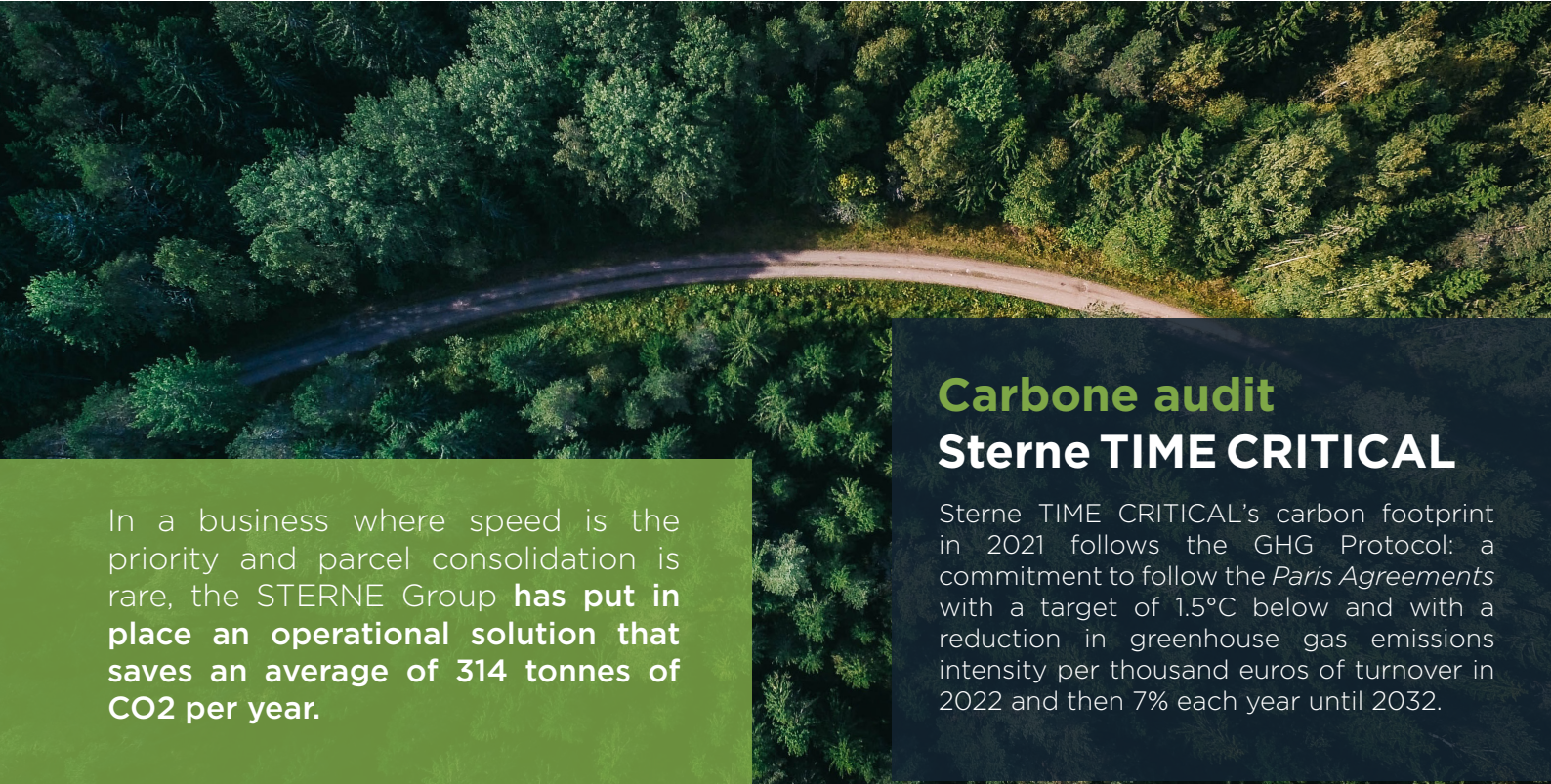
## A green fleet in the Ile-de-France

- 30**  Bikes and Cargo Bikes (0kg/km CO2)
- 15**  2-wheel thermal vehicles (< > 130g/km CO2)
- 11**  4-wheel electric vehicles (<130g/km CO2)
- 8**  4-wheel CNG vehicles (<130g/km CO2)
- 20**  4-wheel vehicles EURO 6 standard (< > 130g/km CO2)

With a fleet of vehicles equipped with a carburetion and exhaust system of less than 130g of CO2/km and an increasing number of bicycle races, the STERNE Group offers solutions in line with the Paris 2024 LEZ project.

2021	scope 1	scope 2	scope 3	Total
tCO2e emissions	180,82	5 424	1 673, 87	1 860, 11
Carbon intensity (tCO2e/k€ turnover)	0,020	0,0006	0,19	0,2106

# ENVIRONMENT COMPONENT



In a business where speed is the priority and parcel consolidation is rare, the STERNE Group **has put in place an operational solution that saves an average of 314 tonnes of CO2 per year.**

## Carbone audit Sterne TIME CRITICAL

Sterne TIME CRITICAL's carbon footprint in 2021 follows the GHG Protocol: a commitment to follow the *Paris Agreements* with a target of 1.5°C below and with a reduction in greenhouse gas emissions intensity per thousand euros of turnover in 2022 and then 7% each year until 2032.

2021	scope 1	scope 2	scope 3	Total
tCO2e emissions	2 751,60	8 030	38 521,17	41 280,80
Carbon intensity (tCO2e/k€ turnover)	0,039	0,0001	0,538	0,5762

## Grupage and co-loading, the keys to CO2 reduction!

- Deployment of GRI reporting
- Annual campaign to collect data and report on consumption (water, gas, electricity, fuel)
- Deployment of waste and recycling reporting
- Preparation for deployment of ODD reporting
- Implementation of non-financial reporting
- Implementation of Scope 1, 2, 3 & 4

Year	Number of km	CO <sub>2</sub> total in kg
2018	1 137 583	268 457,60
2019	1 743 388	394 278,71
2020	1 264 698	286 019,77

**Our staff are constantly monitoring the flows to identify sources of CO2 savings!**



# ENVIRONMENT COMPONENT

## Carbone audit Sterne CARE

Sterne CARE's carbon footprint in 2021 follows the GHG Protocol: a commitment to follow the *Paris Agreements* with a target of 1.5°C below and with a reduction in greenhouse gas emissions intensity per thousand euros of turnover in 2022 and then 7% each year until 2032.

2021	scope 1	scope 2	scope 3	Total
tCO2e emissions	949,35	2,267	2 083,39	3 035,007
Carbon intensity (tCO2e/k€ turnover)	0,08069	0,00019	0,17708	0,257969

### Optimisation is the essence of Sterne CARE

The implementation of routes for the medical analysis laboratory sector allows for the optimisation of blood flows and a drastic reduction in kilometres travelled.

The work carried out by the operating teams to reduce the number of kilometres travelled as collection points are added, as well as the work of the purchasing teams to modify the route, should lead to a reduction in GHG emissions in the coming years. Only the sector linked to the urgent transport of organs or blood does not currently benefit from flow optimisation, although the introduction of energy-efficient vehicles can optimise CO2 emissions.

# ENVIRONMENT COMPONENT



## Carbone audit Sterne EXPRESS

Sterne EXPRESS' carbon footprint in 2021 follows the GHG Protocol: a commitment to follow the *Paris Agreements* with a target of 1,5°C below and with a reduction in greenhouse gas emissions intensity per thousand euros of turnover in 2022 and then by 7% each year until 2032.

2021	scope 1	scope 2	scope 3	Total
tCO2e emissions	2 136,19	3,651	2 030,14	4 169,981
Carbon intensity (tCO2e/k€ turnover)	0,05492	0,00009	0,05219	0,10721

### Greenhouse gas emissions **under control**

Sterne EXPRESS' activity is a mix of regular rounds and urgent transport under pressure. Routes are optimised in accordance with the group's process to allow limited greenhouse gas emissions.

In order to limit CO2 emissions, the operations teams put together the most optimal vehicle to carry out the requested transports. To do this, they use operating software to define the most suitable vehicle, taking into account the size and geographical position, to carry out the collection and delivery.9+63



# STERNE IS COMMITTED

As a sign of its determination and long-term commitment, the STERNE Group has signed up to recognised programmes such as The Global Compact and Climate Pledge Friendly, and has invested in carbon offset projects: installation of solar panels, participation in the CO2 Well, etc.

The STERNE Group has been a member of the **United Nations Global Compact since 2021**. A GLOBAL COMPACT is an organisation that aims to support the CSR dynamics of companies.



The STERNE Group, in collaboration with EcoAct, carries out an accurate carbon footprint through data collection. They allow the Group to better monitor monthly, quarterly and annual trends in order to better anticipate the future.



GHG provides a framework for the measurement and control of greenhouse gas emissions. The STERNE Group calculates CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O as part of its activities. GHG serves as a guideline for setting GHG reduction targets.



# 2022 PROJECTS THAT MAKE SENSE

## ISO 50001 Certification

Implementation of energy management throughout the group.

## Implementation of alternative mowing

Elimination of mechanical mowing in favour of animal mowing where possible.

## Formation générale sur la RSE

Faciliter l'adhésion de chacun des membres du groupe en présentant des objectifs et programmes communs.

## Establishment of beekeeper partnerships

Facilitate the installation of beehives on our buildings and provide financial support to beekeepers to compensate for productivity losses.

## Extra-financial data software

Facilitate data collection through decentralisation of requests, and generate reports according to GRI, ODD, ESG, GHG standards.

## New greener offices

For our new Sterne REGULAR Lyon branch, we have set up a more environmentally friendly building project.

## New greener building project Sterne REGULAR, located in Lyon!



### BREEAM VERY GOOD Certification



- Integration of devices that reduce the environmental impact of the project from design to completion
- Minimum 80% of construction waste recycled
- Efficient building envelope

### Energy savings



- Optimised daylighting
- 100% LED lighting with presence detection and dimming
- Planting of 1000m of hedge to promote ecological continuity
- Optimised energy management through centralised metering



### Water management

Premises equipped with a rainwater recovery tank for washing floors and the warehouse



### Green spaces & biodiversity

- Selection of low-maintenance native species
- In-situ and ex-situ compensation as part of the overall development project



### Renewable energy

Installation of a photovoltaic plant on the roof of the building



# QUALITY COMPONENT

## QUALITY, AT THE HEART OF OUR DNA

Quality for our customers is a key element and to meet ever more precise requirements, a group quality team raises awareness and deploys standards among our operational teams.

In 2022, we are strengthening this approach through a group-wide certification process.

Our business and our premium offer enable us to respond to all our customers and the standardisation of our processes is a key element of our performance,

Today, our teams are being strengthened with the arrival of new employees specialising in quality and process optimisation, bringing the team to 5 FTEs.

In each of our entities, each DIR and DPO:

1. Define the means to
  - Achieve the KPIs
  - Ensure customer satisfaction
2. Implement annual inter BU plans

At group level, each BU:

- Is the guarantor of the Quality commitment
- Carry out KPI reporting for the committees
- Define annual plans to achieve our objectives

## A GLOBAL CERTIFICATION PROGRAMME

**ISO 9001 & 13485**

Quality management system

**ISO 14001**

Environmental management system

**ISO 27001**

Information Security Management System (ISMS)

**ISO 45001**

Occupational health and safety management system

**ISO 28001**

Security management system for the supply chain

# PURCHASE COMPONENT



# 1

## Formation of a dedicated team

- Appointment of a Purchasing Director, member of the Groupe Sterne Management Committee
- Creation of a dedicated purchasing team at group level
- Definition of harmonised purchasing rules
- Integration in the compliances policies
- Integration into environmental policies
- Improvement and systematisation of supplier controls

# 2

## Creation of a body of documentation

- Drafting and distribution of the Responsible Purchasing Charter
- Drafting of Car Policy integrating low CO2 emission vehicles
- Drafting of a Supplier Code of Conduct in French, English and Polish
- Implementation of GRI Purchasing indicators

# 3

## Signature of the Responsible Supplier Relationship Charter

- Implementation of the Supplier Relations Charter
- Appointment of the Supplier Relations Mediator
- Appointment of SME correspondent
- Training of Buyers
- Implementation of purchasing indicators



# STRUCTURING INTERNAL PROGRAMMES

At the group level, we have set up various programmes to structure our actions in terms of the **environment, ethics, personal safety, security of our infrastructures and the RGPD.**



## Waste reduction

- Generalisation of dematerialisation
- Purchase of reusable cardboard at our logistics bases
- Testing of plastic counters

## Installation of solar panels

*With the reduced costs of solar panels, it is advantageous to use this form of renewable energy. This will allow our agencies to increase their energy independence.*

- On-site photovoltaic panel installations for some of our branches:
  - Mandatory implementation on new projects
  - Evaluation of implementation on historical agencies
- Working in partnership with specialists
- Study on the installation of solar outdoor lighting on Mat
- Objective: limit grey areas, increase security and facilitate BCP

## Research and testing of environmentally friendly synthetic fuels

- Aware of the need to limit greenhouse gases, we will test several scenarios
- We wish to test specific sectors according to fleet and transport configurations: B100 and B100 Eco, XTL/HVO, CNG Bio Gas
- Implementation of a study on green fuels such as : Bio CNG, XTL or B100

## Reduction of greenhouse gases

- Systematic installation of charging stations in new buildings
- Incentives to change vehicles by upgrading the fleet to EURO 6
- Test NGV Crit Air 1 and Piek vehicles for use in the EPZs
- Acquisition of 20 Citroën E-Jumpy vehicles in 2022
- Optimisation of routes

## Pollution prevention throughout the group

Aware of our responsibilities, we have implemented anti-pollution solutions at all of our facilities to limit liquid spills at our logistics centres.

These solutions will be fully deployed and operational by 2022.

In the context of ISO 14001 certification, environmental analyses have highlighted a risk of accidental water pollution due to accidents or falling packages.

The QSSE-RSE division is deploying **eco-driving and energy-saving guides** as well as several posters providing optimal visual management to adopt good environmental practices.



### **ISO 45001 Certification**

ISO 45001:2018 specifies the requirements for an occupational health and safety management system. It will allow:

- Continuous improvement of OSH performance
- Meeting legal and other requirements
- The achievement of OHS objectives



### **Single risk assessment document**

- Complete overhaul of the DUER in 2022
- Updating of risks
- Implementation of QSSE software
- Establishment of interaction with local relays
- Carrying out integrated QSSE audits
- ISO 45001 certification by the end of 2022

### **Documentary deployment and multilingual training**

- Safety Policy
- Safety protocol during loading and unloading
- Reception protocol
- From Q1 2022, we will be implementing online training for : ADR chap. 1 & 3, RGPD, CSR, Security

### **Personal protective equipment**

- Redesign of PPE processes
- Selection of French brand shoes
- MSD reduction solution
- Increase in cushioning
- Selection of footwear and products adapted to business processes
- Redesign of hand protection solutions
- Selection of new warning waistcoats

### **ADR Transport of dangerous goods**

- Implementation of an Internal Safety Advisor at Sterne Time Critical and Sterne France
- Setting up of External Advisors for the other BUs
- Production of annual reports on the BUs concerned
- Training in chapters 1 & 3 ADR in 2022

### **Health and Safety Indicator**

- ISS 1: number of accidents per month
- ISS 2: absenteeism rate
- ISS 3: number of updated risk analyses





### **ISO 28001**

This standard specifies the requirements for supply chain security and enables :

- Develop and implement supply chain security processes
- Establishing and documenting a minimum level of security within one or more supply chains or a segment of a supply chain
- Assisting in meeting the applicable Authorised Economic Operator (AEO) criteria set out in the World Customs Organisation's framework of standards and in national supply chain security programmes

### **Risk analysis**

- Each year the STERNE Group updates all its risk analyses
- The analyses are deployed at several levels: Group, Group Support and BU
- They take into account: regulatory reviews, internal and external risks
- An analysis of the risks induced by the PPRT and PPRI is carried out annually on each site

### **Business continuity plan**

Several continuity plans are in place on the following topics:

- Technological risks
- Natural risks
- Computer risks of cyber-attacks
- Risk of industrial action

Daily tests are carried out.

### **ISO 27001**

The STERNE Group launched an ISO 27001 certification in 2020.

Diagnostic audits have been carried out.

Corrective actions are being implemented for certification in 2022/2023.

### **Data protection and RGPD**

The group has had a certified Data Protection Officer since 2018.

Analyses are conducted jointly with the group's IT department.

DPIAs are deployed according to the evolution of processing.

Privacy by Design is always favoured to limit the amount of sensitive data in our possession.

Processing outside the EU is prohibited.



### **A cross-functional team**

Regulatory compliance is supported by a cross-functional team and actions are led by:

- The Managing Director
- The Administrative and Financial Director
- The Purchasing Director
- The IT Director
- The Quality, Safety and Environment Director

A project has been underway since 2020 to deploy the pillars of the Sapin 2 Law and its corollaries, as well as a specific mechanism concerning the RGPD.

### **Documentary deployment and multilingual training**

- Privacy Policy
- Code of Ethics
- Anti-Bribery Guide
- Whistleblowing and Reporting Process

From Q3 2022, we are introducing online training for : RGPD, Sapin 2 and Cyber Security.

### **Controlling the risk of subcontractors and service providers**

- Total control of our duty of care
- Setting up of a dedicated team by the Purchasing Department
- Periodic follow-up of document collection
- Deployment of an outsourced legal document collection and control service
- Implementation of additional controls
- Systematisation of write-offs
- Deregistration of one-person companies (currently about 50/2000)
- Refusal of auto-entrepreneurs
- Strict compliance with transport regulations for the calculation of journeys or rounds (Labour Code, TRM)

### **A Gender Equality Index demonstrating a strong commitment**

The continuous and targeted actions of the Human Resources Teams have led to a strong improvement in the index:

- 2018 : 71
- 2019 : 88
- 2020 : 89





### **A strong commitment of the Management to our Social Partners**

- Signing of the Gender Equality Agreement
- Implementation of a Quality of Life at Work (QWL) Agreement
- Study on the signing of National Charters

### **A recruitment policy focused on skills and diversity**

- Redesign of our job titles
- Analysis of the content of the vacancies to eliminate terminology and stereotypes
- Formulation of job offers in a non-gendered manner
- Communication on our jobs and openness to diversity
- Communication on International Women's Rights Day to encourage the feminisation of our professions

### **Strong actions in favour of parenthood**

- Partnership with BABILOU daycare centres with preferential prices for our employees
- Encouraging employees to take paternity leave
- Deployment of the time waiver system for our employees in order to better reconcile professional and personal life
- Donation of paid leave
- Preparation for the signing of the Parenthood Charter

### **Ensuring Equal Treatment in Career Promotion**

- Ensuring women's access to professional promotions
- Implementation of specific interviews after absences for maternity, adoption or parental leave in two phases with the Management and the HRM: «departure on leave» interview at the time of the request for leave & «return from leave» interview

### **Encouraging continued employability**

- Communication and information programme on measures to enable access to a higher level of qualification: VAE, skills assessment, CPF
- Improving working conditions by adapting jobs to gender diversity: job design, ergonomic solutions, training for technical jobs

### **A pay system that ensures fair treatment**

- Generalisation of People Reviews and vigilance reviews through co-validation of HR/DBU increases (People Review: Personnel Manager Review)
- Raising managers' awareness of the plans and criteria for awarding individual increases before they are granted
- Analysis and permanent monitoring of salary changes for men and women, both full-time and part-time

# INTERNAL PROJECT

## #TOUSÀBORD



Since 2021, the STERNE Group has embarked on an HR approach to social cohesion where the objective is to implement concrete actions within the Group to respond to major societal issues. By launching the #TOUSÀBORD approach, a dedicated team was appointed and is renewed each season to ensure the follow-up and implementation of the actions. For the first edition, two main themes were chosen: **disability** and the **«young start-up» initiative**.

Through this approach, the group wishes to make its HR policy a real challenge for society, by mobilising its teams around this project and making its actions and commitments known internally and externally.

### 2021 subject

#### **Disability :**

How can we include people with disabilities in our teams (recruitment, integration, support)?

#### **Helping hand for young shoots :**

With an unemployment rate of more than 20% among 18-24 year olds, how to give young people access to business, how to attract them, train them and above all retain them.

For the year 2022, the group is looking at: **work-study and well-being in companies.**