# CSR Policy
# Ducerf Group

DUCERF GROUPE

# Ducerf commits

## Attract, develop and retain employees

## Reduce our environmental footprint

## Being efficient and innovative at the service of the client

## Being a committed and responsible local actor

DUCERF GROUPE

# Attract, Develop and Retain Employees

The driving force of our business lies in our employees. To strengthen our **corporate culture**, we are committed to attracting qualified and motivated staff, investing in their continuous development, and creating an environment conducive to their professional growth. We place particular emphasis on the **improvement of employee onboarding**, their **training**, and the **development of their skills**, whether specific to the wood industry or more general. Management is determined to involve employees in the company decisions that affect them.

## Attract

Ducerf is committed to **introducing young people to careers in the wood industry** by opening its doors and engaging with students during their career orientation. Welcoming interns and apprentices also allows us to support them in their **professional development** and give them the opportunity to join us and begin their professional journey after completing their training.
Ducerf guarantees equal opportunities and values both professional skills and personal qualities. The Group has developed a welcoming recruitment process, through which we get to know the candidate and allow them to discover our environment and working conditions.
Ducerf offers **internal training programs** that provide everyone the chance to join us and learn our trades alongside our experienced employees.

## Develop

Ducerf offers its employees the opportunity to grow by providing training and **career advancement opportunities**, as well as by allowing them to play an active role in the company's development.
Managers at Ducerf are encouraged to support employees through an approach based on listening, guidance, and recognition. Ducerf embodies a corporate culture that upholds strong human values, enabling employees to reach **their full potential**.

## Retain

Ducerf places prevention at the heart of its priorities to ensure everyone's safety and follows a continuous improvement approach.
Ducerf surveys its teams on their **quality of work life** and implements improvement actions with the goal of making work an enjoyable experience for its employees.
Ducerf involves employees in decisions and projects that affect them and demonstrates transparency in internal communication.
Ducerf also **organizes events and projects** that engage teams, aiming to unite them around the values we hold dear.

# Reduce our environmental footprint

At Ducerf, we optimize the use of wood and our resources to reduce our environmental impact. We act on several levers and also prioritize short supply chains for sourcing our sawmills, thereby limiting transport-related emissions and supporting the local economy. These actions are part of our **overall approach to reducing our carbon footprint**.

## Waste optimization

Groupe Ducerf is committed to more responsible consumption. This involves **optimizing the use of our waste** by converting it into energy, thereby reducing our overall consumption.

We also support our employees in waste sorting and reduction efforts, such as limiting paper usage and participating in collective recycling initiatives.

## Reduction of our pollution

Ducerf is actively committed to **reducing its fuel consumption and greenhouse gas emissions** by implementing a comprehensive **responsible mobility** policy and optimizing travel. This includes investing in more environmentally friendly vehicles, such as electric forklifts and cars, as well as hybrid vehicles selected for their optimal balance between weight and power.

The company also **encourages sustainable modes of transport** : employees are encouraged to prioritize walking or cycling across all production sites, and sales staff are prompted to optimize their routes, using trains or renting electric vehicles when possible. Carpooling is promoted as a collective mobility solution, and short supply chains are favored to minimize travel related to raw materials, consumables, or services whenever feasible.

Additionally, Ducerf allows employees to work from home one day per week to reduce commuting, and the **use of professional equipment** is carefully managed.

Finally, the company conducts **awareness initiatives on digital pollution**, aiming to act more broadly on all levers to reduce its carbon footprint.

## Mastering our consumption

Ducerf is committed to **controlling its electricity consumption** by acting on both behaviors and equipment. We raise employee awareness of daily eco-friendly practices and actively participate in demand response programs by temporarily reducing consumption during peak periods.

All our sites are gradually being equipped with LED lighting, and we have reorganized certain work periods, including breaks, to allow the shutdown of energy-intensive systems such as extraction installations. This approach reflects our commitment to **combining industrial performance with energy efficiency**.

# Be efficient and innovative at the service of the client

We are committed to being reliable and innovative partners, meeting our clients' needs with **expertise and responsibility**. The dynamic wood industry requires attentive monitoring of the market and its trends to deliver **innovative solutions**. Through **continuous improvement** processes and targeted investments, we aim to offer high-quality products and services, while anticipating our clients' needs and providing support **in their projects**.

## Collaboration

We are committed to working in partnership with manufacturers to find **customized solutions** that meet their technical, ecological, and economic needs. Our employees listen closely to develop **tailor-made solutions**, sometimes **co-designed**, to perfectly align with their expectations.

## Responsibility

Aware of our role in **preserving natural resources** and building a more sustainable future, we are committed to offering environmentally friendly products sourced from controlled and sustainable supply chains. To this end, all our wood carries **recognized certifications** (Bois de France, Made in France), which guarantee :

- sustainable forest management that respects ecosystems and local social balances,
- traceability of the wood's origin,
- and the valorization of local resources, contributing to the development of French forestry sectors.

This commitment is also part of a broader **eco-responsibility** approach: optimizing resources, reducing carbon footprint, and promoting short supply chains.

## Customer experience

The customer experience at Ducerf is built on three essential pillars : **meeting needs and expectations** through high-quality products and services ; **simplicity and friendliness** of the customer journey, facilitated by an accessible and efficient team ; and a commitment to establishing a **trusting relationship** through transparent communication, as well as customer recognition and loyalty.

Ducerf continuously modernizes and adapts its production facilities to meet demand, be more responsive, and deliver high-quality products. We place great importance on **responsiveness and attentiveness** at every stage of the customer journey.

The customer experience is particularly important to us, especially when welcoming them to our sites.

# Being a local actor committed and responsible

Our company is deeply **committed to its region**. We support local initiatives and actively participate in projects that strengthen the social and economic ties of the area. As an engaged local player, we strive to be a trusted partner, positively contributing to the **development of our region**.

## Responsible purchasing

We prioritize **responsible and local purchasing**, in partnership with organizations such as the Cèdre group, a mission-driven company that selects suppliers according to strict CSR criteria. We also favor local suppliers and those with environmental certifications. Whenever possible, we choose **eco-responsible products**, including recycled and refurbished materials.

## Partnerships

Ducerf is actively involved in the **local community life**. We participate in various events and support associations through donations and partnerships.

Our commitment is also demonstrated through external activities, such as in schools, to **share our expertise and values** with younger generations. For example, we collaborate with institutions like ENSAM to develop joint initiatives.

## Opening & transmission

We believe that being open to our environment and passing on our expertise are integral parts of our corporate social responsibility. That is why we **regularly open our doors** to a wide range of audiences : schools, institutions, wood industry professionals, as well as the general public.

We are committed to **introducing our trades, our values, and our commitment** to a responsible and sustainable wood industry. These visits provide an opportunity to raise awareness of **environmental issues**, showcase industrial know-how, inspire future careers, and highlight the importance of wood in building a more sustainable future.

By welcoming these audiences into our workshops and sawmills, we create a **direct link between the company and society**, helping them better understand our activities, challenges, and commitments. This open dialogue promotes transparency, education, and supports the development of a more responsible economic model rooted in local territories.

# Ducerf and the sustainable development goals

Several Sustainable Development Goals (SDGs) defined by the UN can be clearly identified as being supported by our described actions. Here is a correspondence between the group's commitments and the relevant SDGs :

- Reception of interns and apprentices.
- Partnerships with schools (e.g. ENSAM).
- Internal training paths and skills development.
- Awareness actions among young people on wood trades.

- Guarantee of equal opportunities in recruitment.
- Enhancement of human as well as professional qualities.

- Employee retention.
- Professional development, support and recognition.
- Continuous improvement of the quality of life at work.
- Part-time telework and responsible mobility.

- Investments in the modernization of production tools.
- Research of technical and ecological solutions for customers.
- Development of innovative and adapted products.

- Optimization of resource and waste use.
- Energy recovery from waste.
- Responsible purchasing policy (local, labeled, recycled).
- Awareness of digital pollution and eco-gestures.

- Reduction of the carbon footprint (hybrid/electric vehicles, short circuits).
- Energy sobriety actions.
- Sustainable mobility approaches and reduction of GHG emissions.

- Use of certified wood from sustainably managed forests.
- Promotion of the French and local forest sectors.

- Collaboration with local institutions, responsible groups (e.g. Le Cèdre).
- Openness to educational, associative and industrial partnerships.