

OUR POLICIES

CSR, Social and Environmental



Our CSR policy

2022 - 2025



Knauf Industries is the specialist in packaging solutions, technical parts and insulation parts in plastic polymers. With more than 2,000 employees, we are located in 8 countries and internationally recognised as a partner.

Packaging, protection and insulation solutions

In the agri-food, automotive, construction, household appliances and HVAC (heating, ventilation and air conditioning) markets, and in industry, our packaging solutions protect, equip and insulate, in order to provide the best possible response to the changing expectations of customers and markets.

Our commitments

Our commitments for 2025 are followed by indicators that are published annually in the CSR Report.

They are in line with the principles of the Global Compact and contribute to 13 of the 17 Sustainable Development Goals (SDGs) defined by the United Nations.

They will be the occasion for an annual dialogue with internal and external stakeholders, which will stimulate the implementation of the action plans and, if necessary, adjust them to achieve the objectives set for 2025.

Three policies

Our three policies (**CSR policy**, **Environmental policy** and **Social policy**) reaffirm Knauf Industries' commitment to sustainable development.



Our CSR policy 2022 - 2025

After undertaking a CSR diagnosis, we signed up to the principles of the United Nations Global Compact to ensure that our initiative is sustainable.

We have chosen to focus our efforts on five strategic areas that our teams and stakeholders consider to be the most relevant and important.

Our Social Responsibility policy applies to our teams, our markets and solutions, our territories and our environment.

We want to anchor this policy over time in order to :

- ▶ Act responsibly
- ▶ Provide a safe working environment
- ▶ Innovate for a circular economy
- ▶ Be open to all stakeholders
- ▶ Reduce our consumption and emissions

CSR is at the heart of our strategies and businesses by implementing action plans in each department of our company.

« We are going to continue our efforts so that each employee of Knauf Industries, wherever he or she may be, takes ownership of this CSR approach and brings it to life on a daily basis through concrete actions. We are proud to act together and to go beyond our commitments! »

Gilles Istin,
CSR, Marketing and Innovation Director, Knauf Industries



GOVERNANCE
ACT RESPONSIBLY



HUMAN CAPITAL AND ETHICS
PROVIDE A SAFE WORKING ENVIRONMENT



SOLUTIONS
INNOVATE FOR A CIRCULAR ECONOMY



TERRITORIES
BE OPEN TO ALL STAKEHOLDERS



ENVIRONNMENT
REDUCE OUR CONSUMPTION AND EMISSIONS



INTEGRATING CSR INTO OUR BUSINESS

Commitments :

- Improve the score of the annual CSR audit
- Raise awareness of CSR strategies and actions among all members of the Management Committees in each country
- Appoint a CSR Manager in charge of the CSR strategy and the management of actions
- Set up a CSR Ambassadors Committee with a central Lead Ambassador per country





HUMAN CAPITAL AND ETHICS

PROVIDE A SAFE WORKING ENVIRONMENT



HEALTH AND SAFETY

Commitments:

- Prevent accidents at work and achieve a frequency rate < 4
- Reduce the severity of accidents at work and aim for a severity rate < 0.5



DIVERSITY AND INCLUSION

Commitments:

- Target 50% women in the workforce
- Increase the proportion of women among all managers to 30%
- Implementing diversity measures in recruitment
- Raise awareness of the principles of diversity and non-discrimination among 80% of the workforce
- Aim for 100% pay equity between men and women in all roles for equivalent functions (France)
- Obtaining a Gender Equality Index above 75 points (France)
- Increase the employment rate of people with disabilities to $> 6\%$ on average (France)



WORKING CONDITIONS AND WELL-BEING AT WORK

Commitments:

- Maintain an absenteeism rate $< 5\%$
- Maintain a turnover $< 12\%$
- Implement a teleworking Charter in 80% of sites
- Achieve a 90% participation rate in the annual Employee Engagement survey
- Have an action plan for improving engagement drawn up by 90% of managers



INTEGRATION AND SKILLS DEVELOPMENT

Commitments:

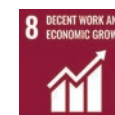
- Train 100% of managers in line management practices
- Conducting annual performance reviews for all employees
- Set up an induction programme for each new employee
- Raise awareness of CSR (Corporate Social Responsibility) and its integration into practices among all employees



MOBILITY AND PROFESSIONAL CAREERS

Commitments:

- Conduct an annual review of the organisation's talent
- Publish all job offers prioritarily to internal staff



ETHICS

Commitments:

- Maintain 100% corruption risk analysis of clients and suppliers
- Raising awareness of the ethical rules among 100% of newcomers by handing over the Knauf Code of Conduct





SOLUTIONS

INNOVATE FOR A CIRCULAR ECONOMY



SELECTION OF MATERIALS

Commitments:

- Aim for 100% mono-material packaging products and mark all our products
- Offer materials from renewable or recycled resources as an alternative to fossil sourced materials



RECOVERY OF MATERIALS AT THE END OF THEIR LIFE

Commitment:

- Double the volume of EPS recovery at end of life



CONSUMER HEALTH AND SAFETY

Commitments:

- Maintain ≥ 1 quality certification for 75% of the sites concerned
- Maintain ≥ 1 Food Safety and Hygiene certification for 75% of the sites concerned
- Maintain zero product withdrawal in France



CUSTOMERS SATISFACTION

Commitments:

- Maintain overall customer satisfaction $> 90\%$
- Improve the customer recommendation rate (NPS - Net Promoter Score) by 10%



RESPONSIBLE PURCHASING

Commitments:

- Engage our top suppliers in responsible purchasing
- Raise awareness of sustainable procurement among all our central buyers
- Formalise and disseminate a Sustainable Procurement Policy



STAKEHOLDERS DIALOGUE

Commitments:

- Share our results with our stakeholders annually
- Establish partnerships with local associations in favour of social or environmental actions
- Welcoming visitors to all our sites
- Encouraging the training of young people





ENVIRONNEMENT

REDUCING OUR CONSUMPTION AND EMISSIONS



ENVIRONMENTAL MANAGEMENT SYSTEM

Commitments:

- Obtain at least one environmental certification for 50% of the sites concerned



ENERGY CONSUMPTION

Commitments:

- Reduce our electrical energy consumption by 10%
- Reduce our steam consumption by 10%
- Reduce our CO₂ emissions by 25%



WATER CONSUMPTION

Commitments:

- Reduce our water consumption by 10%



AIRBORNE EMISSIONS

Commitments:

- Reduce our emissions of volatile organic compounds (VOCs) by 25%
- Reduce our nitrogen oxide - NOx - emissions by 8%



PRODUCTION WASTE

Commitments:

- Increase the recovery of our production-related waste - excluding raw materials - by 30%



Our CSR policy

2022 - 2025



Scope and period

In its CSR policy, Knauf Industries makes 49 dated and quantified commitments.

Scope : unless otherwise stated, they relate to the entire scope of the company, in Brazil, Spain, France, Hungary, Italy, Morocco, Poland and Germany. Data is collected and consolidated on a global basis.

Effective date: February 2022

Period of validity: [2022-2025]

CSR policy Officer

Gilles Istin, CSR, Marketing and Innovation Director,
Knauf Industries

Contact: info-industries@knauf.com

CSR Report

Each year we share our challenges, strategies, actions and results in a CSR Report that reflects us, which you can find on our website and on the United Nations Global Compact website.



Our Social policy

2022 - 2025



Knauf Industries is the specialist in packaging solutions, technical parts and insulation parts in plastic polymers. With more than 2,000 employees, we are located in 8 countries and internationally recognised as a partner.

Packaging, protection and insulation solutions

In the agri-food, automotive, construction, household appliances and HVAC (heating, ventilation and air conditioning) markets, and in industry, our packaging solutions protect, equip and insulate, in order to provide the best possible response to the changing expectations of customers and markets.

Our commitments

Our commitments for 2025 are followed by indicators that are published annually in the CSR Report.

They are in line with the principles of the Global Compact and contribute to 5 of the 17 Sustainable Development Goals (SDGs) defined by the United Nations.

They will be the occasion for an annual dialogue with internal and external stakeholders, which will stimulate the implementation of the action plans and, if necessary, adjust them to achieve the objectives set for 2025.

Three policies

Our three policies (**CSR policy**, **Environmental policy** and **Social policy**) reaffirm Knauf Industries' commitment to sustainable development.



Our Social policy

2022 - 2025

People run the company and constitute its human capital. Knauf Industries considers its employees to be the main vector of its longevity and its adaptability.

The Social policy of Knauf Industries is integrated into the general strategy.

We strive to continuously develop processes and improve our practices on five major pillars: **health and safety**, **diversity and inclusion**, **working conditions** and **well-being**, **integration and skills development** and **mobility and careers**.

Knauf Industries has identified key social and societal challenges to meet future market demand, attract quality candidates and retain employees.

In order to consolidate our social policy in all countries, we are committed to putting in place measures that will be deployed on all our plants.

«For each of our 5 pillars, we continue to involve our employees in our journey. We believe in a company where everyone has a voice, and everyone can contribute. We actively encourage employee participation in scoping workshops, surveys and always allow people to have a voice in contributing to our collective future. At Knauf Industries, our employees' opinions count!»

Jocelyne Blineau,
Human Resources Director of Knauf Industries



HEALTH AND SAFETY



DIVERSITY AND INCLUSION



WORKING CONDITIONS AND WELL-BEING AT WORK



INTEGRATION AND SKILLS DEVELOPMENT



MOBILITY AND PROFESSIONAL CAREERS





HUMAN CAPITAL AND ETHICS

PROVIDE A SAFE WORKING ENVIRONMENT



HEALTH AND SAFETY

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Commitments:

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WORKING CONDITIONS AND WELL-BEING AT WORK

Commitments:

- Maintain an absenteeism rate < 5%
- Maintain a turnover < 12%
- Implement a teleworking Charter in 80% of sites
- Achieve a 90% participation rate in the annual Employee Engagement survey
- Have an action plan for improving engagement drawn up by 90% of managers



INTEGRATION AND SKILLS DEVELOPMENT

Commitments:

- Train 100% of managers in line management practices
- Conducting annual performance reviews for all employees
- Set up an induction programme for each new employee
- Raise awareness of CSR (Corporate Social Responsibility) and its integration into practices among all employees



MOBILITY AND PROFESSIONAL CAREERS

Commitments:

- Conduct an annual review of the organisation's talent
- Publish all job offers prioritarily to internal staff



Our Social policy

2022 - 2025



Scope and period

In its Social policy, Knauf Industries makes twenty dated and quantified commitments.

Scope : unless otherwise stated, they relate to the entire scope of the company, in Brazil, Spain, France, Hungary, Italy, Morocco, Poland and Germany. Data is collected and consolidated on a global basis.

Effective date: February 2022

Period of validity: [2022-2025]

Social policy Officer

Jocelyne Blineau, Director of Human Resources

Knauf Industries

Contact : info-industries@knauf.com

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Our Environmental policy

2022 - 2025



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Packaging, protection and insulation solutions

In the agri-food, automotive, construction, household appliances and HVAC (heating, ventilation and air conditioning) markets, and in industry, our packaging solutions protect, equip and insulate, in order to provide the best possible response to the changing expectations of customers and markets.

Our commitments

Our commitments for 2025 are followed by indicators that are published annually in the CSR Report.

They are in line with the principles of the Global Compact and contribute to 8 of the 17 Sustainable Development Goals (SDGs) defined by the United Nations.

They will be the occasion for an annual dialogue with internal and external stakeholders, which will stimulate the implementation of the action plans and, if necessary, adjust them to achieve the objectives set for 2025.

Three policies

Our three policies (**CSR policy**, **Environmental policy** and **Social policy**) reaffirm Knauf Industries' commitment to sustainable development.

Our Environmental policy

2022 - 2025

The Environmental policy of Knauf Industries is integrated into the general strategy and applies to all production sites worldwide.

Our 43 sites in 8 countries are strategically located close to our customers. Each site determines its own local and environmental issues in line with our overall objectives.

Our priority environmental issue is to reduce our consumption and emissions:

- ▶ **by adapting our energy choices and our industrial processes through a continuous improvement process**
- ▶ **innovating for a circular economy with alternative materials that integrate a recycling channel,**

In order to protect the environment, Knauf Industries is gradually phasing out the use of fossil materials in favour of materials from renewable resources.

Our long-term development is based on the principles of responsibility, economic sense and the creation of added value for the company and all our stakeholders.

« Recycling is both a way of processing waste and a way of producing recycled resources. In 2020, we launched Knauf Circular® to give new life to EPS waste. This initiative collects, recycles and recovers food and industrial packaging waste, as well as building site offcuts.»

Claude Zumsteeg, Industrial Director,
Knauf Industries



ENRONNMENT

REDUCING OUR
CONSUMPTION AND
EMISSIONS

Environmental management system

Energy consumption

Water consumption

Airborne emissions

Production waste management



SOLUTIONS

INNOVATING FOR
A CIRCULAR ECONOMY

Selection of materials

Recovery of materials at
the end of their life



ENVIRONNEMENT

REDUCING OUR CONSUMPTION AND EMISSIONS



We have chosen to focus our efforts on the following environmental issues, which have been identified as priorities by our management committee, our teams and our stakeholders. These issues have five-year targets and apply to all production sites worldwide (unless otherwise stated).

Steering indicators are used to measure our progress.

These objectives are directly linked to the United Nations Sustainable Development Goals (SDGs).



ENVIRONMENTAL MANAGEMENT SYSTEM

Commitment:

- Obtain at least one environmental certification for 50% of the sites concerned



ENERGY CONSUMPTION

Commitments:

- Reduce our electrical energy consumption by 10%
- Reduce our steam consumption by 10%
- Reduce our CO₂ emissions by 25%





WATER CONSUMPTION

Commitment:

- Reduce our water consumption by 10% (France)



AIRBORNE EMISSIONS

Commitments:

- Reduce our emissions of volatile organic compounds (VOCs) by 25%
- Reduce our nitrogen oxide - NOx - emissions by 8%



PRODUCTION WASTE MANAGEMENT

Commitment:

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SELECTION OF MATERIALS

Commitments:

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RECOVERY OF MATERIALS AT THE END OF THEIR LIFE

Commitment:

- Double the volume of EPS recovery at end of life



Our Environmental policy

2022 - 2025



Scope and period

In its Environmental policy, Knauf Industries makes eleven dated and quantified commitments.

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Environmental policy Officer

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