



2021 CSR report

we **care** / we **act**

Gerflor[®]

Editorial

« Our products have always been a part of the everyday life of millions of people throughout the world. Whether it's at home, in healthcare facilities, in schools, at work, in public places or in transport.

As we develop and manufacture our floors, walls and finishes we always keep in mind our responsibility towards our teams, our customers and the environment. We enforce the highest standards when it comes to health and well-being.

As an industrial company in over 100 countries, we strive to maintain our growth objectives while proactively managing our environmental and social impacts. With recyclable products and high recycling rates, Gerflor has always integrated the principle of the circular economy into its industrial processes.

Today, the group is going one step further in structuring its CSR approach around a much more global objective: to have a positive impact on our direct sphere of influence - our staff, our products, our customers and, more broadly on society and the environment.

This ambition is reflected in our strong commitments for 2025 detailed in this report. These are our various levers for action to address the climate crisis.

We care, we act is much more than a catchphrase. It is a vision which guides us every day towards our teams, our customers, our communities, and the planet. »

Bertrand Chammas

Chief Executive Officer of the Gerflor Group



Table of contents

02. The Gerflor Group

A global group
Our history
Our strategic priorities
Our products and markets

08. Governance and CSR priorities

A long-standing commitment
Supervisory bodies
Stakeholders
CSR challenges prioritisation
A CSR approach in line with SDGs
2025 main commitments

16. Our commitment to the planet

Gerflor's global carbon footprint
Our products' footprint
The environmental performance of our business units
Recycling: at the heart of our processes for over 20 years

32. Our commitment to our customers

Health-friendly products
For the well-being and comfort of users
For the success of our customers

42. Our commitment to our staff

Our employees' health and safety
The development of our employees
Social dialogue, ethical behaviours and solidarity
Staff well-being

50. Our commitment to the society

Responsible purchases
Ethical practices
Training and local employment
Charitable initiatives

58. CSR indicators table

Find out more on
[gerflor.com](https://www.gerflor.com)

Find us on social media:



For over 80 years, the Gerflor Group has been developing, manufacturing and selling innovative, decorative and eco-responsible solutions. Its product portfolio encompasses flexible floors, wall protection and finishes.

Gerflor supports professionals and individuals every day in every phase of their project, from product selection to end-of-life management and recycling solutions. As a European manufacturer, the Group employs 4,200 people in 19 factories, 30 subsidiaries, and distributes its products and services in over 100 countries. Gerflor solutions can be found in Education, Healthcare, Retail, Sports, Hospitality, Industry, Offices, Hospitality, Industry, Transport, and Residential buildings.

Faced with the climate emergency, the Group's ambition is now more than ever to reconcile sustainable and profitable growth with resolute and innovative approaches to reduce our environmental impact.

The Gerflor Group

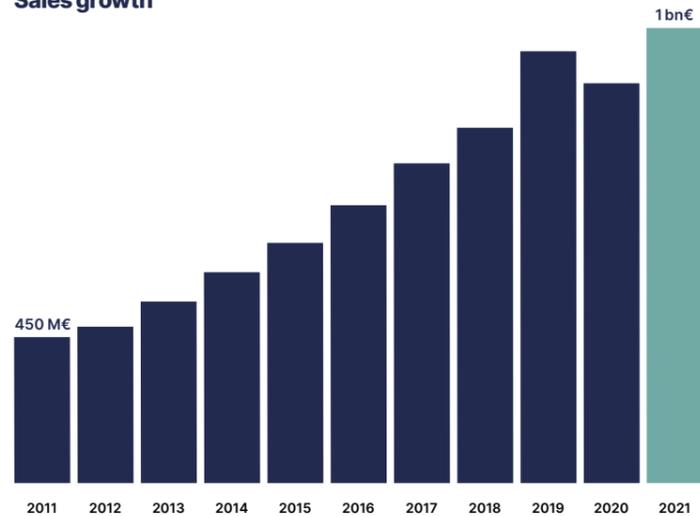
Gerflor factory.
Exclusive gravitational
process for better energy
efficiency.
Saint-Paul-Trois-Châteaux,
France .
→



A global group

Growth for over 20 years based on organic development and strategic acquisitions

Sales growth



1 bn€
in sales.

4 200
staff members.

19
factories.

30
subsidiaries.

Over 50% of sold products are manufactured locally on each continent

Distribution of our manufacturing sites and business subsidiaries



America
● Sales offices
● Manufacturing plants

Europe
Middle East and Africa

East Asia and Australia

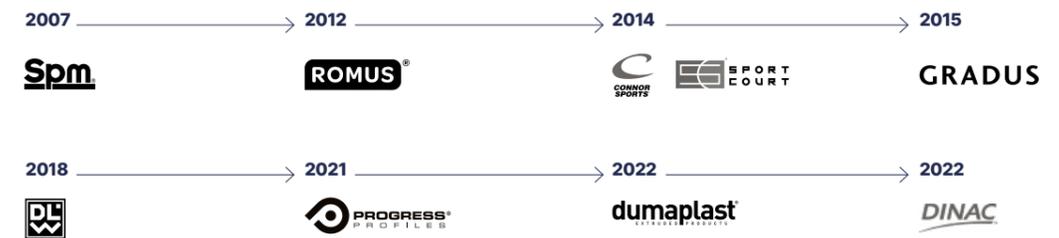
Our History

From one generation of entrepreneurs to the next, we have supplied innovative brands that make flooring an opportunity to improve people's lives. The journey began with our world class brands, Mipolam, Taraflex® and Gerland Sols. Since 2006, we have focused on expanding our range of long-standing and fully legitimate labels. Our distribution network is also growing, making a diverse portfolio widely available to meet your contemporary needs.

Pioneer brands

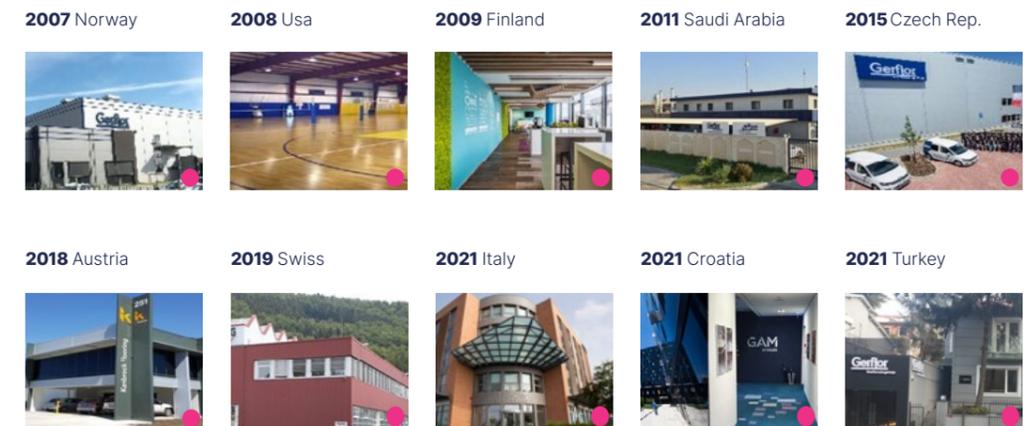


Expert flooring brands



Geographic expansion

Selection of Gerflor subsidiaries built on the acquisition of distributors



Our products and markets

Experts in solutions for floors and their surroundings, we feature a wide range of technical and decorative solutions specific to each market application. Our approach is spread over 10 markets which makes our business model both robust and balanced.

A diversified product portfolio

Our range offers a wide choice of materials and formats for floors and walls, as well as accessories for integrated solutions.



10 Market applications

We meet the needs of public buildings, housing, sports centres and transport vehicles.



4,000 exclusive designs developed by our artistic direction team..



Sales mainly focused on refurbishment.



Our strategic priorities

Our mission: make our customers and users' lives easier with sustainable, innovative, healthy and environmentally respectful products. To achieve this goal, our actions hinge on three core priorities: customers, innovation and environment.

Customer care

Our floor and wall solutions are present in every aspect of personal and professional life: at school, at home, at the office, in stores, at the gym, in transport and hospitals. Therefore, we have a strong responsibility as a manufacturer: to combine innovation with design to improve any living space, to make them safe, comfortable and easy to live in.

For commercial projects, we support our professional customers through offering them the optimum material selection adapted to their needs through to implementation.

Innovation

Our R&D team is made up of 144 engineers and technicians helping us launch products which meet the constantly evolving needs and expectations of customers. An indicator of steady innovation and improvement is that two thirds of our sales revenue comes from products launched less than 3 years ago.

Eco-responsibility: we care/we act

Reducing our operation's environmental impact is a major concern. Our products and factories are compliant with the industry's most demanding standards and regulations (ISO 14001, ISO 50001, REACH). We proactively incorporate reliable eco-design and circular economy principles into our processes.

Our goal is to reduce the environmental impact of each stage of our product's life cycle.

2/3 of sales revenue comes from products launched less than 3 years ago.



↑ Teamwork, innovation accelerator.

FOCUS.

Our values guide our actions.

Our strategic priorities are reflected in our Charter of values titled **T.R.A.C.E.** This charter is shared with each of our employees as soon as they join the company. It is at the centre of our management process. 5 great values guide our actions:

- Teamwork
- Respect and integrity
- Agility and entrepreneurship
- Customer success
- Engagement & responsibility

Our CSR approach continues to expand day by day. Today, our long-standing commitment is integrated into the action plans of all departments of the company. Since 2020, the group has prioritised its goals in line with the United Nations' Sustainable Development Goals (SDGs).

Governance and CSR priorities



A long standing effort

We are driven by strong customer commitments : we want to anticipate needs, make everyday life easier, maintain health and participate in well-being while contributing to sustainable development. This has always been a focus of our CSR policy.

The certification processes were the first formal steps in our CSR policy:

- From 1995, quality certification for business performance and customer satisfaction.
- In 2003, environmental certification for the environmental efficiency of our products and factories.
- In 2011, health and safety certification for the health and safety of our staff and contractors,
- In 2013, energy certification to fight against global warming.

We constantly strive towards improving our processes and better qualifying our impact with a genuine approach of continuous improvement.

We are guided in our actions by our commitments to our stakeholders:

- Provide innovative products respectful of health and the environment.
- Continuously innovate to provide the best service to our customers.
- Guarantee health, safety security and well-being at work to our employees while supporting them in their skill-building and professional development.
- Respect strict ethical rules to ensure balanced and fair interactions with our business partners.
- Ensure a sustainable economic and social impact in the territories in which we are located.

In 2022, we wrote our first CSR report to make our CSR achievements and ambitions official and public.



↑
Over 100 Gerflor staff members dedicated to quality.



Supervisory bodies

Decisions are made within operational executive committees and shared with the teams during monthly supervisory meetings.

Executive committee

Executive management committee

- Business
- Marketing
- R&D
- Quality
- Supply chain
- Manufacturing

Dedicated monthly committees

- CSR product committee
- CSR industrial committee
- CSR supply chain committee
- Responsible purchasing committee
- Green IT committee
- CSR/HR committee
- CSR ethics committee

CSR executive committee

- CSR manager
- Divisional directors

Stakeholders

We involve all stakeholders in the CSR process.

Several customer surveys are conducted annually in different markets and countries



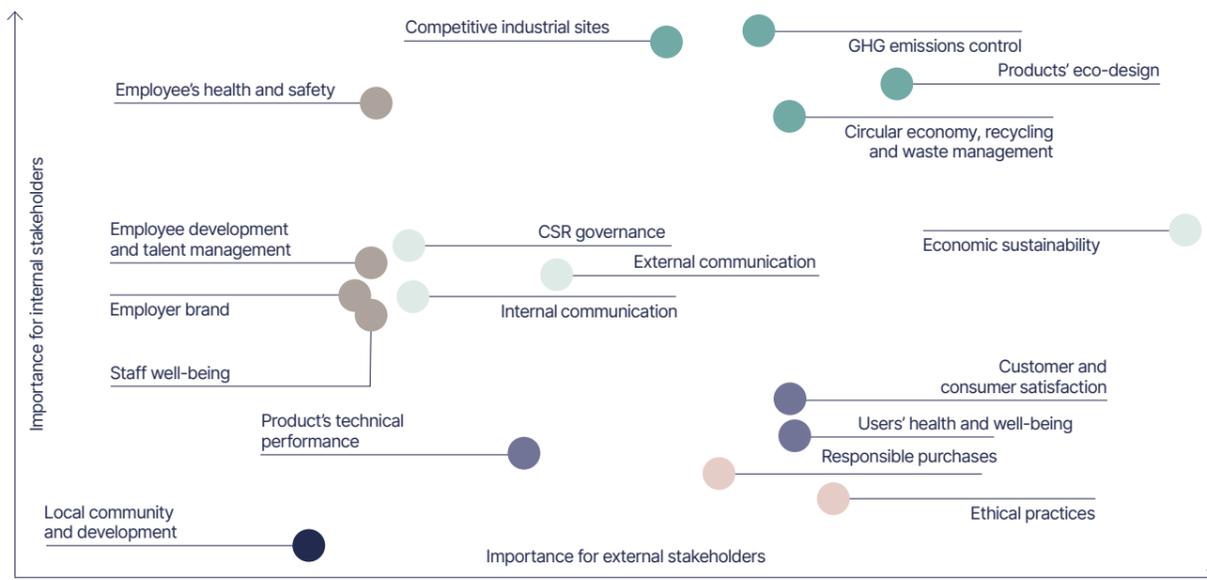
80%

of strategic suppliers signed the ethical and responsible purchase charter in 2021. The goal is 90% in 2022.

CSR challenges prioritisation

To prioritise our CSR challenges and direct our actions, we surveyed our stakeholders in 2020. Based on the data we collected, we built the first materiality matrix.

The materiality matrix



In 2019 and 2020, we conducted qualitative interviews with internal (24 managers, 71 Staff members) and external (55 customers, suppliers, and opinion leaders) stakeholders in France and abroad.

Based on the data we gathered, we built a priority matrix qualifying the level of importance given to each challenge by our internal and external stakeholders.

Matrix legend:

- the environment ●
- local communities and development ●
- fair practices ●
- the consumer ●
- relationships and working conditions ●
- governance ●

150

stakeholders interviewed in 2019 and 2020.

FOCUS.

Paying attention to our customers.

The conclusion from our survey is an important and growing interest for: Organically sourced solutions, circular economy and product carbon footprint.

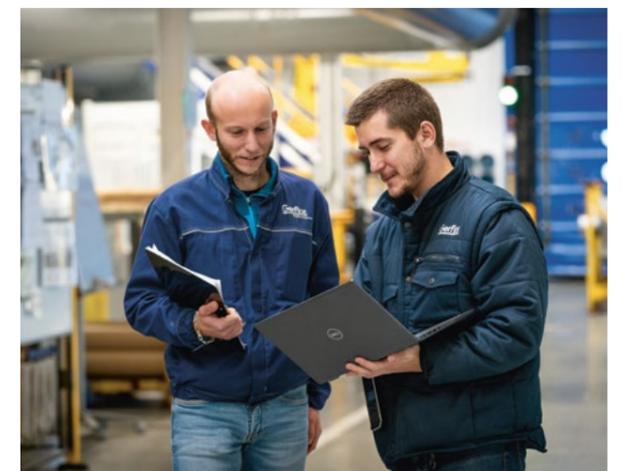
Prioritising challenges

From the matrix, we prioritised the CSR challenges as well as a defined the roadmap for our CSR policy.

	Our commitment for the planet	Our engagement to our customers	Our engagement for society	Our engagement to our staff
Critical challenges	<ul style="list-style-type: none"> - Products' eco-design - GHG emissions control, recycling and waste management - Circular economy 	<ul style="list-style-type: none"> - Users' health and well-being - Customer and consumer satisfaction 	<ul style="list-style-type: none"> - Ethical practices - Responsible purchases 	<ul style="list-style-type: none"> - Staff health and safety - Employee development & talent management
Other important challenges to monitor	<ul style="list-style-type: none"> - Competitive industrial sites 	<ul style="list-style-type: none"> - Product technical performance 	<ul style="list-style-type: none"> - Local community and development 	<ul style="list-style-type: none"> - Employer brand - Staff well-being - External communication - Internal communication

These priorities are in line with the company's policy for the last 20 years. Beyond the economic performance, over the last 10 years, we continuously steered our actions towards:

- The success of our customers and partners,
- A culture of health safety/security,
- The search for eco-responsible solutions,
- Our staff members' expertise and commitment.



A CSR approach in line with SDG's*

Through voluntary action, we aim to contribute to the United Nations' Sustainable Development Goals (SDGs).

We contribute to 10 of the 17 SDG's. We are striving hard to create long-term value and having a positive impact on our sphere of influence, on society and the environment at large in each of our operations through the actions detailed in this report.

FOCUS.
10 OUT OF 17.
The group impacts 10 out of the 17 SDGs.



*Sustainable Development Goals

Our 2025 main commitments

For each of the priorities identified in the materiality matrix (see page 14), we are setting objectives for 2025.

Priority issues		2025 vs. 2020 objectives
 Page 16 Environment	<ul style="list-style-type: none"> - Greenhouse gas emissions control - Eco-design & save natural resources - Circular economy 	<ul style="list-style-type: none"> → -20% on BGES scopes 1 & 2 vs. 2019 → 35% loose lay products → 30% recycled materials in products → 10% organically sourced materials → 60 000 T recycled materials consumed/year
 Page 32 Customers	<ul style="list-style-type: none"> - Users' health and well-being - Customer and consumer satisfaction 	<ul style="list-style-type: none"> → 100% products <100µ/m³ → -30% customer issues
 Page 42 Staff	<ul style="list-style-type: none"> - Staff health and security - Skill building 	<ul style="list-style-type: none"> → Tf1 < 4 =(number of yearly accidents/number of yearly worked hours)x1,000,000 → 1,75% wage bill invested in training
 Page 50 Society	<ul style="list-style-type: none"> - Ethical practices - Responsible purchases 	<ul style="list-style-type: none"> → 100% of staff trained → 90% suppliers signed to the responsible and ethical purchase charter

Faced with the climate emergency and associated risks (more regulations, raw material instability, disruption linked to more common natural disasters), Gerflor commits to reducing its impact. Resolute action is taken on its direct operations but also upstream and downstream value chain. We also hear the high expectations of our stakeholders related to environmental protection challenges.

Sustainable development is a strategic priority with 4 axes :

- Estimate our carbon footprint.
- Limit the impact of our products on climate and raw material depletion.
- Decarbonise our manufacturing and logistics sites.
- Take on the recycling challenge.



Our commitment to the planet



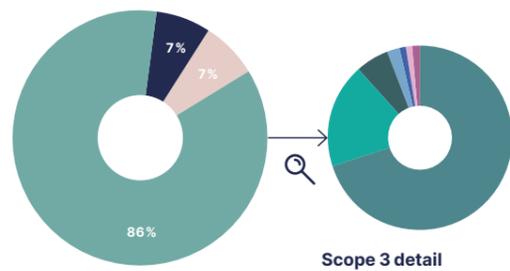
Gerflor's global carbon footprint

Trackable goals are critical in order to improve.
Since 2011, we have carried out greenhouse gas (GHG) assessments in France.
Since 2019, we have expanded this analysis internationally.

In accordance with international standards, these assessments take into account the direct and indirect emissions of our operations.

GHG assessments - International

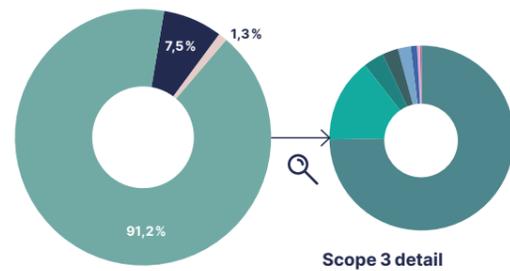
(2019 data, except accessories):



- SCOPE 1**
 - Direct GHG emissions
 - Energy combustion
 - Vehicle fuel combustion
 - Refrigerant agent leaks
- SCOPE 2**
 - Indirect emissions linked to energy
 - Electricity consumption
 - Steam consumption
- SCOPE 3:**
 - Purchase 60,6%
 - Freight - downstream 16,2%
 - Freight - upstream 4,4%
 - Other energies 1,9%
 - Waste 1,3%
 - Home to work travel 0,9%
 - Professional travel 0,3%

GHG assessment - France

(2019 data, except accessories):



- SCOPE 1**
 - Direct GHG emissions
 - Energy combustion
 - Vehicle fuel combustion
 - Refrigerant agent leaks
- SCOPE 2**
 - Indirect emissions linked to energy
 - Electricity consumption
 - Steam consumption
- SCOPE 3**
 - Purchase 75%
 - Freight - downstream 14,5%
 - Freight - upstream 3,8%
 - Waste 2,7%
 - Other energies 2,2%
 - Home to work travel 1,2%
 - Professional travel 0,4%
 - Recycling freight 0,2%

We radically decreased in GHG emissions in the sqm. produced between 2011 and 2019 (French perimeter)

-22%

produced over the 3 scopes (direct and indirect emissions from our operations).

-49%

over scopes 1&2 (direct and indirect emissions from our operations linked to energy).

Priority actions by 2025

The GHG assessments help us identify the priority actions to reduce our carbon footprint and build a carbon trajectory:

Actions on direct emissions linked to energy (scopes 1 & 2):

- Continue the energy optimisation of our sites.
- Increase the portion of renewable energies within total energy consumption.
- Change our methods of working in areas such as internal logistics.

Actions on indirect emissions (scope 3):

- Eco-design our products.
- Further intensify recycling actions during the life cycle of a product.
- Involve our supply chain:
 - On the nature and/or manufacturing methods of raw materials.
 - On the transport of those same raw materials as well as of our finished products.
- Transform our travelling habits.

Future photovoltaic field in Lozère, France.



By 2024 10% of our energy, in France, will come through a "Green PPA multi-buyer" partnership with companies such as Ferrari. The electricity provided will be photovoltaic.

2025 GOALS

-20%

kg CO2e/sq.m. of carbon footprint (scopes 1 & 2) versus 2019.

2025 GOALS

-10%

kg CO2e/sq.m. of carbon footprint (scopes 1, 2 & 3) versus 2019.

Our products' footprint

Our stakeholders expect solutions to environmental challenges and the fight against the depletion of raw materials. Gerflor is committed to communicating transparently on the carbon impact of its products, with a focus on eco-design, the use of sustainable raw materials, product longevity and the circular economy.

Systemise eco-design of products

Because a product's carbon footprint is decided at the first stroke of a pencil, our R&D and marketing departments incorporate ecodesign into the first step of development.

Convinced of the need to eco-design our products, we began in the early 2000's to develop a reference system, with criteria for each phase of the product life cycle.

Today, 11 eco-design criteria drive our product specifications, from product design to its recycling.

Communicate transparently on our products' carbon impact

Our goal is to provide a Lifecycle Analysis for each product. Environmental and Sanitary Declaration Charts or the resultant Environmental Product Declarations (EPDs) help certify the carbon impact of each phase of a product's life.

This analysis demonstrates a duty towards customer transparency and information as well as providing a precious tool helping our engineers to develop innovative and eco-responsible solutions.

In order to systemise this approach, Gerflor has an Environmental Certification Manager of products responsible for internally calculating the Life Cycle Analysis and following third-party certifications process.



FOCUS.

11 eco-design criteria by Gerflor.

- 01** Responsible purchase of raw materials
- 02** Renewable raw materials use
- 03** Energy requirement per sq.m.
- 04** Production reject rate
- 05** Load volume optimisation
- 06** Sq.m. weight reduction
- 07** Loose lay products with no glue
- 08** Decreased use of volatile organic compounds and other volatiles
- 09** Limit the use of maintenance products
- 10** Use of recycled material in products and packaging
- 11** Recyclability of products and packaging

2025 GOALS



100%

of product ranges have an individual Environmental Product Declaration (EPD)

Guarantee durable floors over time

Because the lifespan of a product is one of the most important criteria when it comes to environmental impact, we commit to manufacturing sustainable products. In PVC, linoleum, wood or polypropylene, our floor coverings are all extremely resistant to wear and tear.

Depending on the range, we manufacture products adapted to intense foot traffic (e.g., public building lobbies, stores, etc.), regular mechanical traffic (e.g. forklifts in warehouses) or even actions such as punching, scratching, chemical products, extreme temperatures, and humidity.

We guarantee a durability of 10 to 15 years for most of our products. Our floors have a real average lifespan of 25 years!

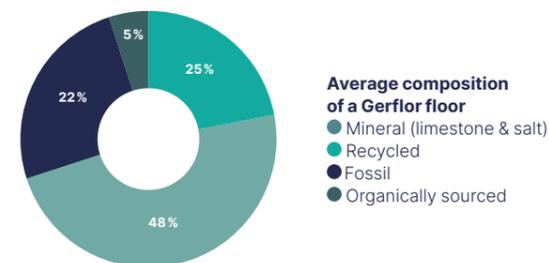
Increase the proportion of sustainable raw materials

To combat global warming, Gerflor is committed to increasing the amount of sustainable raw materials in its products: Recycled, organic sources and mineral materials.

FOCUS.

Floors mainly manufactured from mineral, renewable or recycled raw materials.

On average, 75% of Gerflor flooring components are made from organically-sourced mineral or of recycled origin.



The GTI tile range, specifically made for mechanical traffic

25 years: Gerflor floors' average lifespan

75%

Gerflor floor materials contain organically sourced, mineral or recycled materials



↑
Interlocking tiles and planks with recycled content up to 55%.

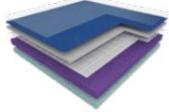
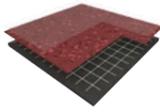
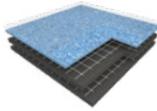
Increase the quantity of recycled content in our products.

Our PVC floors have on average 25% recycled materials. Some of our more technical products can contain up to 50% recycled materials!

These secondary raw materials can come from manufacturing waste, circular economy (laying waste or end of life) or other industries. Note: all our recycled components are controlled and compliant with European REACH regulations.

Our goal is to reach 30% of recycled materials by 2025. The carbon impact of recycled PVC is 17 times lower than the carbon impact of new PVC. Integration of recycled materials does not impair quality or product performance.

FOCUS. Technical products with high recycled content.

 Up to 32% in Taraflex Sport evolution rolls	 Up to 100% in Bateco rolls	 Up to 53% in Taralay Premium rolls
 Up to 55% in Creation clic tiles and planks	 Up to 80% in GTI technical tiles	

2025 GOALS



30%

Recycled materials on average per product by 2025 (25% in 2020)

Increase biosourced content:

For several years, we added solutions - including biosourced content to our portfolio:

- Linoleum: 76% biosourced content.
- Connor Sports floors: North American maple wood certified FSC.
- Saga 2 tiles: cork backlayer.
- Mipolam Symbioz and Mipolam Bio Planet homogenous ranges: natural renewable plasticiser.

By 2025, our goal is to have more biosourced content included in our PVC ranges. Different projects are now under development.

2025 GOALS



10%

biosourced content in our products.

FOCUS. Linoleum is made of up to 98% organically sourced or mineral materials.

41% linseed oil. 	20% wood flour. 	19% limestone. 	8% jute. 
5% pine resin. 	3% coloured pigments. 	2% cork. 	

Our DLW linoleum range is Cradle to Cradle Silver™ certified.



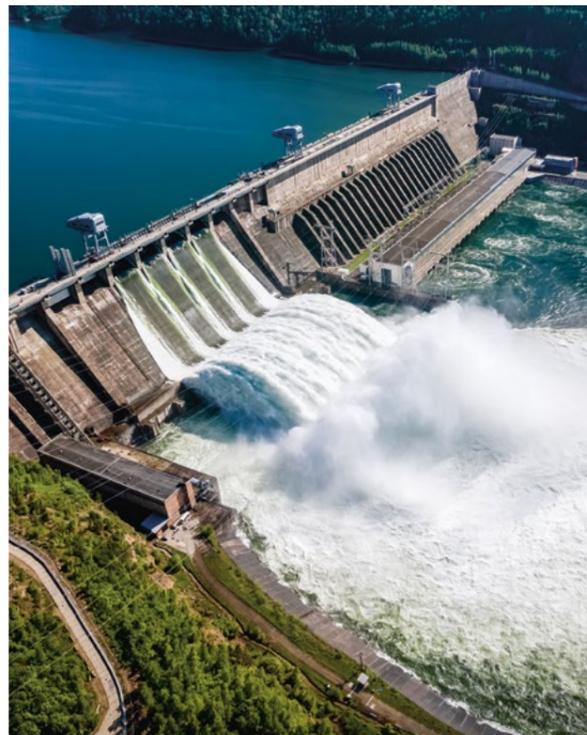
The environmental performance of our operations

Gerflor factories reduce their environmental impact as much as possible: waste gas treatment, limitation of noise pollution, energy optimisation and green energy use (renewable energies of hydroelectric origins), drastic decrease in water consumption thanks to closed circuit cooling systems, immediate waste sorting and recycling.

Certified sites

With a goal to continuously improve quality, environmental and energy performance, our sites are committed through ambitious certification processes:

- Most of our sites are ISO 9001 (quality) and ISO 14001 (environmental management) certified.
- Our main factories in France and Germany are ISO 50001 (energy management) certified - representing about 80% of the group's energy consumption.



FOCUS.
100% green energy in France and Germany.
 In France and Germany, where most of our production takes place, 100% of the electricity purchased by our factories comes from renewable energy sources. This electricity is on average 5% more expensive - and is guaranteed by Certificates of Origin.

Reducing our energy consumption

Greener factories

We acted at different levels to limit our factories' energy consumption:

- Re-design of production lines: such as the manufacturing line of new generation 2-metre rolls which helps save 30% energy compared to the formerly used technology.
- Heating and cooling systems modernisation in our main factories (Tarare, Saint-Paul, Grillon, Troisdorf) over the last 5 years to reduce their consumption (-10% in 3 years in kWh/sq.m.).
- Biomass energy use on the Amasa (USA) site from recycled sawdust (generated from cutting) to feed the factory's heating system.
- Energy performance integration across all project specifications.



Modernised sites to reduce our energy consumption.
 Gerflor factory, Tarare, France.

Limit our water consumption

In the interests of resource management, we set up actions to reduce our water consumption. This includes the setting of efficient closed-circuit cooling systems. The result: in our French factories, in 20 years, our water consumption dropped from 1.5 million cubic metres per year to 0.25 million cubic metres per year.

-85 %
 water consumption
 in 20 years in France

2025 GOALS



-10%
 kWh/sq.m. by 2025
 in France and Germany.



↑
LVT factory,
Saint-Paul-Trois-Châteaux,
France.



←
Electrical logistics
tractor.

FOCUS.
**New vinyl tiles and planks
eco-designed factory.**

Operational since 2018, a new factory in Saint-Paul-Trois-Châteaux was built to:

- Makes it possible to add up to 55% recycled materials in products.
- Minimise energy consumption thanks to a gravitational mixing process and a continuous manufacturing line.

**A recycling unit 100%
integrated in the
manufacturing process.**

Change the mode of operation

Optimise transport

In order to reduce the environmental impact of our transport, we developed 3 strategies:

- We bring production closer to our markets: thanks to our factories and logistics centres in our main markets, we can limit the transportation of products. This geographical proximity also helps us to respond very quickly to our customers.
- Favour rail transport: constantly looking to optimise our transport schemes, we shift some road transport towards rail when rail transport offers a viable alternative. Thus, since 2013, 100% of products going to Belgium and the Netherlands have been transported by rail through France. Since 2019, two thirds of semi-finished products are dispatched by rail from the factory in Troisdorf (Germany) factory to our French factories.
- Reduce truck emissions by selecting fleets that use natural gas and reduce emissions from material handling vehicle emission by investing in an electric solution. In our Saint-Paul site for instance, diesel transport used for containers and trailer handling were replaced by 2 electric tractors. Thus, lorries no longer enter the site. Apart from their carbon impact, these new means of transport help improve security and reduce noise on construction sites.

Evolve towards digital environmental responsibility

In the age of a digital transformation, it is our responsibility to consider digital pollution. Since 2020, we have launched voluntary initiatives with close collaboration between CSR and IT teams. For instance, we changed our default search engine and launched an awareness campaign on green IT eco-steps via various media (film, articles on the intranet...).

We follow 5 indicators to measure this policy's results:

- The volume of emails.
- Computer workstation data consumption.
- Mobile phone data consumption.
- Servers' electrical consumption.
- Equipment recycling.

Reduce and decarbonise travelling

We quantified the emissions associated with our staff commute to create a commuting plan. Based on this we have set up a plan of action:

- Review of the transportation grid for staff members.
- Eco-driving training for travelling salespeople.
- Implementation of electric charging stations in Gerflor parking lots.
- Addition of electric utility transports in the company fleet.



2025 GOALS



-20%

Carbon footprint per
employee for their
commute vs 2019.

Recycling: part of our processes for over 20 years

Reducing waste is our top priority and is an essential step before even considering recycling: eco-design, durability, process reliability, and being easy to repair are key efforts that help to reduce waste creation. Once waste is nevertheless produced, recycling is the best option, far better than landfill or incineration. Circularity enables us to protect natural resources and reduce operational carbon footprint.

Collection and recycling solutions at each step of the life cycle

Our floors are 100% recyclable. Our challenge is to collect the waste at each step of the product life cycle, taking into account the geographical spread of the waste. Our recycling schemes apply to all of our Vinyl and Linoleum product ranges.

Production waste

Industrial trials, quality scraps, offcuts: all generate production waste. This waste is collected across all of the Gerflor Group's factories on production lines, it is then crushed into granules and reincorporated into new production. All of the Gerflor Group's factories can be considered as genuine recycling centres.

Installation waste

Each job site generates between 5 to 10% of installation offcuts, depending on the type of product. In France, Germany, Italy, Benelux, Scandinavia, we have implemented or are in the process of implementing our "Second Life" program : this program is in partnership with installers and enables us to collect installation offcuts and deliver them back to Gerflor factories to get them recycled.

End of life products

After long years of use, 'clean' flooring (not glued and without raw materials concerned by any REACH restriction) can be collected through the Gerflor Second Life programme.

Some products are trickier to recycle : glued, mixed with other materials or with raw materials concerned by a REACH restriction. These products have a collection and recycling route of their very own, as they require different technologies and won't be returned to Gerflor factories. The European PVC Next programme with the AgPR recycling centre based in Germany provides a solution for this type of waste. Collected products are crushed into granules and down cycled into 3rd party products (road traffic cones, building pipes, ...).



↑ Installation offcuts collected by Second Life

A unique recycling partnership with PAPREC

Since 2017, we have partnered in a joint company with the French recycling leader PAPREC to create a recycling factory located in France. Called 'Floor to Floor', this recycling facility is specialised in resilient flooring. It processes Reach-compliant laying offcuts and non-glued end-of-life products. It sorts and transforms waste collected through the Second Life program into granulates which are then sent to Gerflor factories to produce new flooring.



Gerflor commits to intensifying its investments in the recycling sector . A key initiative is the creation in 2023 of a new Gerflor/Paprec recycling factory with a capacity of over 8,000 tons/year in Auvergne-Rhône-Alpes. This is key as local regulations are becoming more restrictive (see for instance the new Enlarged Producer's responsibility regulation in France).

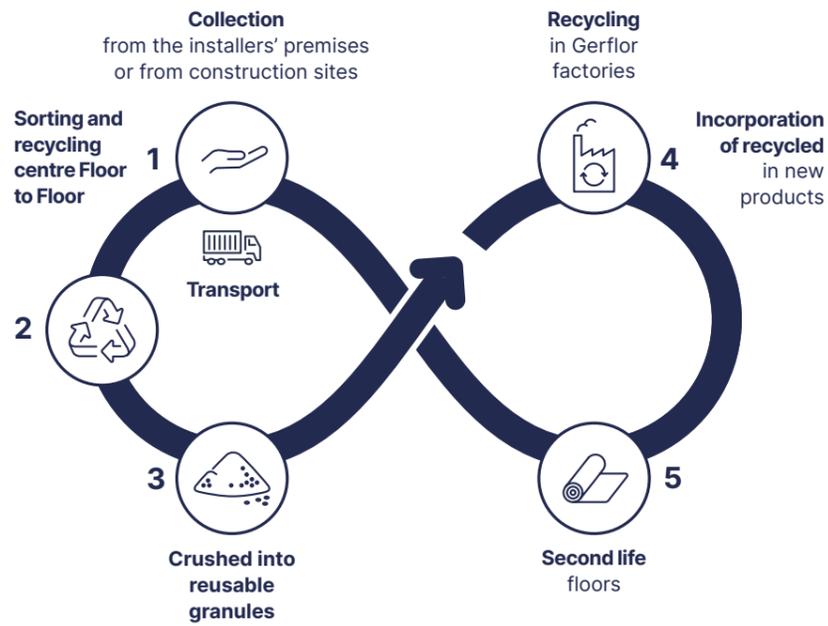
Eucertplast certified recycling programmes

The entire Gerflor recycling program has been certified by Eucertplast since 2014. Eucertplast is the European reference in term of recycling schemes third part certification.



↑ Vinyl = 100% recyclable material

Second Life : Gerflor's innovative program for collecting installation waste and non-glued end-of-life products. In partnership with our installers, this program is now fully effective in France and Germany and in the process of being implemented in Italy, Benelux and Scandinavia.



FLOOR TO FLOOR
BY GERFLOR & PAPREC

7000t

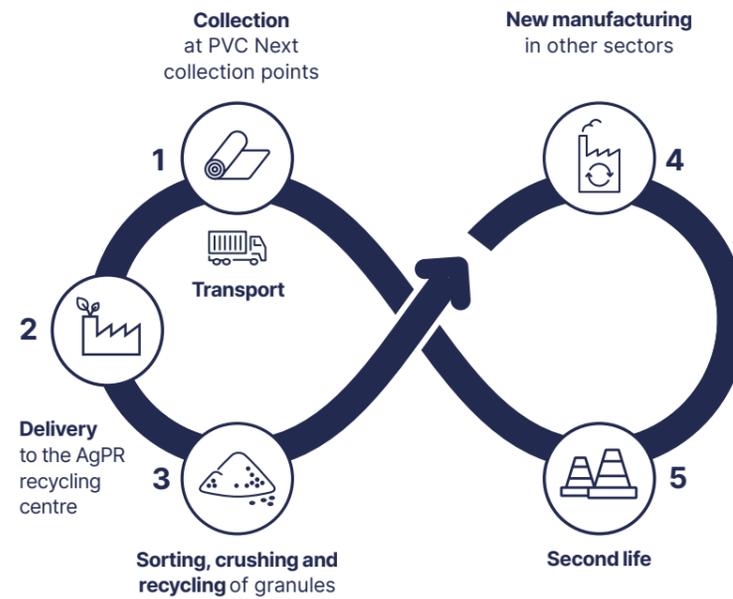
of external waste processed by Floor to Floor in France in 2021



PVC Next program, our recycling solution for end of life products

Located in Germany, the AgPR recycling facility - of which Gerflor is a founding member and key shareholder - recycles and crushes waste collected through the PVC Next program or through other programs. It can process

any PVC, even glued or with uncertain Reach status. It transforms the collected products into granules which will not be reused in flooring but rather by other industries (traffic cones, water pipes..). Up to 2,500 tons of products are recycled this way each year including 700 tons of end-of-life products.



Recycled granules, Gerflor factory.

2025 GOAL



60 000 t

collected and recycled waste in 2025

Mindful of the health and well-being of users, Gerflor commits to designing and manufacturing healthy products and maximising the comfort of users. Aiming for high customer and user satisfaction, we support them at each step of their project.



Our commitment to our customers



Healthy products

Our products are at the heart of millions of people's daily lives, at home, on sports fields, in hospitals, schools, offices or public places. We always keep in mind our responsibility towards our users. Thus, we follow the highest standards in product formulation, air quality and hygiene.

Formulations 100% compliant with REACH regulations

European regulations managed by the ECHA (European Chemicals Agency), REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) identifies chemical substances with or suspected of having an impact on human health and defines any use restriction.

We guarantee our consumers that our products do not contain any substances subject to REACH restrictions.

Exemplary products for indoor air quality

Each and everyone of us now spends 90% of our time indoors. Indoor quality is thus a major challenge which Gerflor has been taking on for decades. We enforce demanding thresholds to best limit the emissions of volatile organic compounds: 100% of Gerflor floors have 10 times less than what is allowed by the regulations.



FOCUS.

All Gerflor products are A+ certified which is the best emission level for building products.



Gerflor products are certified Floor-score, allowing our customers to get 1 additional point in the LEED™ certification system. All Gerflor linoleum products are Blue Angel certified which is a highly regarded German certification on product emission levels.

Adhesive free products

In line with these commitments, we develop innovative products to lay that require no adhesives thus reducing volatile organic compounds emissions often linked to adhesives. These products are laid without adhesive or only with a double sided adhesive tape on the edges of the room.

We believe these loose lay solutions are the future of floor coverings. In addition to meeting concerns for better indoor air quality, they help to easily and quickly lay the floors (a time and money saver) and provide simpler recycling at the end of the product's life (as there is no glue residue or screeding). Gerflor positions itself as a leader in loose lay products.

As early as 2000, Gerflor invented loose lay vinyl rolls with a textile underside - a Gerflor patented technology.

These products have become a reference in adhesive free installation. Loose lay solutions represent now 25% of Gerflor's sales. Aside from rolls, we feature loose lay clipable tiles and planks with different patented Gerflor technology.

OBJECTIFS 2025



Innovations for easier cleaning and improved hygiene.

Facility maintenance

Carrying out and optimising the cleaning of our floors is a priority. Cleaning represents between 18 to 38% of a product's carbon footprint, over its lifespan, as it impacts on water consumption, energy, and cleaning agents.

Improved maintenance solutions can greatly reduce a product's life cycle costs by saving time on cleaning and reducing the use of cleaning materials and energy.

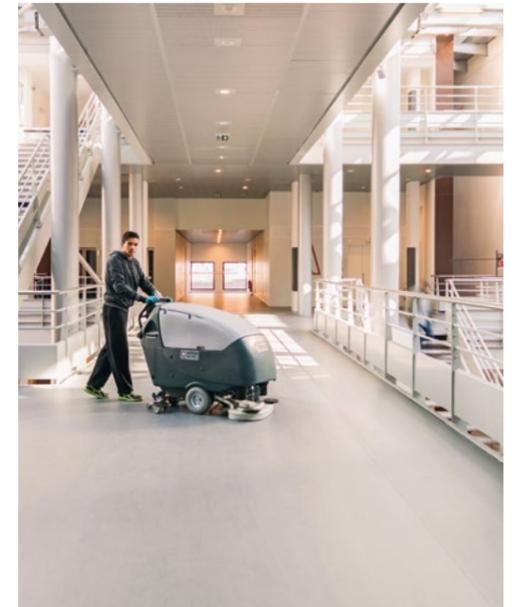
Gerflor invests in innovation to create improved surface treatments. These treatments are essential to protect the floor covering from stains or fouling and allow for easier maintenance.

Ensure optimal hygiene

Gerflor has been actively working in the health sector for decades and, as an expert in hygiene and disinfection it has developed a complete offer:

- Floors
- Walls
- Skirtings
- Clean Corner System
- Hot welding

This 100% waterproof system does not have any clogging areas and ensures optimal hygiene by reducing infection risks.



↑
Evercare® and Protecsoil® 2 varnishes help halve the CO² impact of a product over its lifespan by reducing water and consumption of cleaning products.

Certify our products antibacterial and antiviral activity

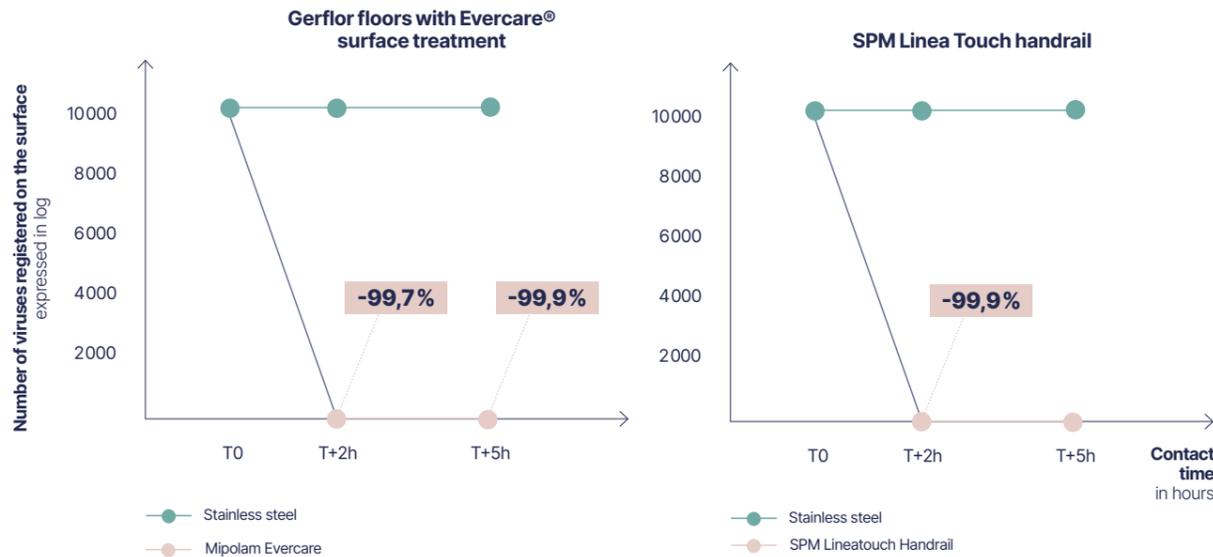
As a leading supplier of floor and wall coverings for the healthcare and cleanroom industries, Gerflor has always worked in partnership with ultra-cleanliness and hygiene.

Gerflor collaborated with Virhealth, an independent laboratory expert in virology.

Virus resistance on surfaces can vary from a few hours to several days depending on the material.

Our floors, walls and finishing solutions have been tested for their antiviral activity according to the ISO21702 standard and for their antibacterial properties according to the ISO22196 standard.

Antiviral activity against human coronaviruses
(ISO21702 standard - Virhealth Laboratory - 2021)



Floors: 99.7% decrease in the number of viruses. Gerflor floors with an Evercare® or Protecsol® 2 surface treatment has antiviral activity against human viruses: after two hours the number of viruses has decreased by 99.7%.

Handrails: 99.9% decrease in the number of viruses. SPM Linea Touch handrails have antiviral activity against human coronaviruses: after 2 hours the number of viruses decreased by 99.9%.

For the well-being and comfort of users

Our mission is to contribute to the well-being and comfort of our product users by providing solutions that are both easy to live with and respectful of the environment.

Beautiful interiors

The Gerflor Group has always had an integrated artistic direction. Its mission is to contribute to the well-being of our users thanks to designs adapted to relate to our 10 market segments.

Every year, our artistic team works on the upcoming trends with our customers and some popular influencers.

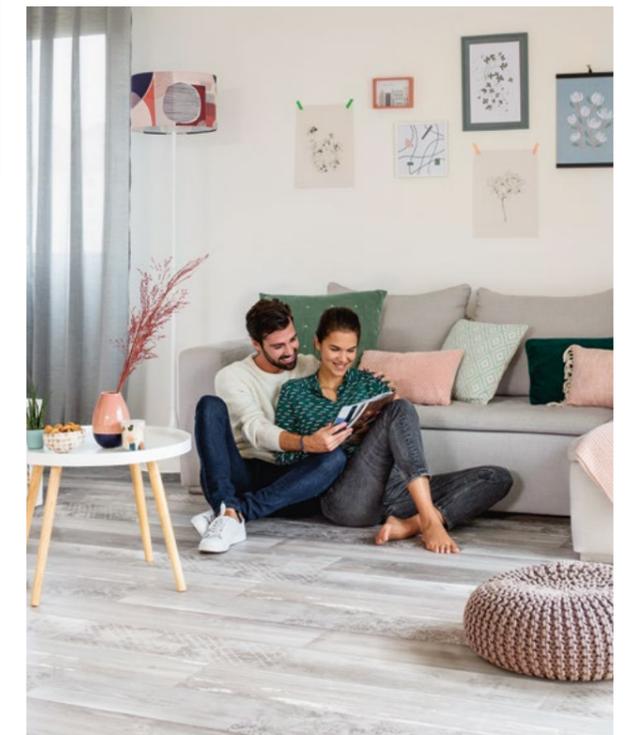
Gerflor has a 4,000 strong proprietary design catalogue.

Improve acoustic comfort and insulation

Gerflor are conscious of the impact of noise pollution in all sectors and have developed an acoustic range with a foam or cork back layer to noticeably reduce:

- The impact sound of falling objects.
- The sounds of someone walking in a room.

We have a specific acoustic under-layer range in both vinyl tiles and planks.



FOCUS. UPEC A+ CERTIFIED PRODUCTS IN FRANCE

All our acoustic ranges are QB UPEC A+ certified. This certification is delivered by the CSTB (Scientific and Technical Centre for Building) and guarantees an acoustic insulation of -15dB minimum.

Contribute to the health and safety of sports activities

Our sports floor ranges guarantee impact absorption and energy recovery, this helps those practicing sports - whatever their age and ability but with complete safety.



Improve accessibility to buildings

Our floors, walls and finishes have a wide colour range with LRV index gaps (Light Reflectance Value) of over 70%.

Contrasting colours Gerflor have also developed a complete range of solutions.

Contrasting colours not only bring visual comfort but also provide easier navigation for people with visual impairment.

In addition, Gerflor has developed a range of complete solutions including stair noses, podotactile strips, guide paths and rails and signage elements to facilitate access for person with a disability or visually impaired person.

Contribute to decreased energy consumption

As Gerflor is concerned with helping our customers make energy savings, we direct them towards lighter coloured floors which reflect more light and therefore support a reduced use of artificial lighting.

With LRV (Light Reflectance Value) ranging from 6 to 86%, we offer a wide range of colours to architects which are adapted to the lighting conditions and needs of their projects.

In addition, for the transport market, Gerflor developed Tarabus Lightweight, a floor covering which is much lighter, whilst keeping the same characteristics as a standard floor. This innovation helps to reduce fuel consumption.

Customer Success

Our customers are our priority. With the help of our expert teams and innovative digitalised services, we provide support to ensure projects are successful.

Understand our customers

- Qualitative and quantitative surveys among our different customer targets - Project Managers, Contractors, Suppliers, Distributors and the Public - as part of the Customer Care project.

- Systematic analysis of each complaint to prevent the problem reoccurring.

A global approach to customer satisfaction

Quality representatives are integrated throughout the different teams (sales, supply chain, R&D, manufacturing, customer relations) to represent the customer satisfaction policy across the entire company. The results are:

- Controlled product quality with a 22ppm incident rate (number of incidents/Mm²).

- High service quality with a 0.33% incident rate during deliveries.

- Technical Support agents close to our installers and construction sites: help in training and assistance for floor installation and maintenance, support and advice during the whole product lifetime.

Simplify the life of our customers with digital services

Our customers have expressed high expectations when it comes to digital services which inspired a large transformation project including:

- The launch on the French market of a customer portal. This platform helps them save time by quickly accessing information without having to call a salesperson or customer service (product availability, orders, order updates). This customer portal will be available worldwide soon.

- A review of the customer journey on our 40 country websites to facilitate browsing and the access to information: simulation tools, documentation and making appointments.

The customer portal helps with order placement and tracking in real time.



Over 450 inbound calls are processed every day by our customer service team.

Help our customers reach their environmental goals

All Gerflor products contribute to the environmental buildings' certification. Their contribution varies depending on the product characteristics and technology used.



Gerflor's flooring contributes to HQE and LEED™ certifications

 **LEED™ (Leadership in Energy and Environmental Design)** is a certification system for ecological building which is internationally renowned and developed by the US Green Building Council (USGBC).

Materials and resources

- Recycled materials
- Regional materials
- Quickly renewable materials
- Certified wood

Internal environmental quality

- Low emission materials:
 - Adhesives and Sealants
 - Paints and Coverings
 - Floor Covering Systems

 **In France, High Environmental Quality (HQE)** is a global approach aiming to give a building the ability to “master its impact on the external environment and create a comfortable and healthy internal environment”.

Eco-building

- Integrated choice of building processes and materials

Comfort

- Hydrothermal comfort
- Acoustic comfort
- Visual comfort
- Olfactory comfort

Health

- Cleanliness of indoor spaces
- Indoor air quality

Always more on-demand products and solutions

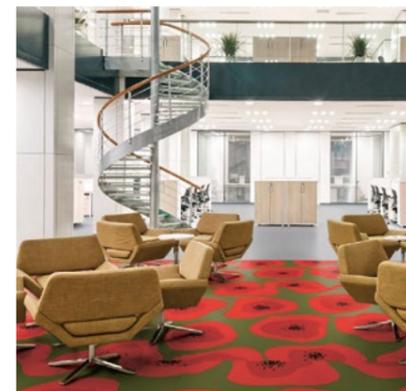
A pre-cutting service at the factory

We feature a pre-cutting service on demand at the factory before shipping to facilitate laying and reduce installation waste. This service applies to products from the Taraflex sports range as well as roll products supplied by large DIY stores and decoration specialists.

Aside from personalisation, pre-cutting is in line with our circular economy approach to reduce installation waste.

Digital printing to personalise projects

Since 2018, we have offered personalised solutions thanks to digital printing on our sports, transport and even general ranges. Our MyTaralay Impression range allows customers to create an original and unique design for their floor to differentiate their project.



↑
MyTaralay Impression, a tailor-made floor for our customers.

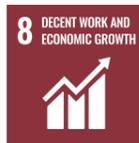
FOCUS. Tarabus Kit System.

Pre-cut and pre-taped floors to meet the needs of our customers manufacturing buses: optimise their installation time and reduce installation losses to zero.



↑
Tarabus kit preparations, Tarare, France.

Our Gerflor group employees are our biggest asset. We are committed to offering them the best working conditions and ensuring a good balance between their work and personal lives. Thanks to a Human Resources policy and an ambitious prevention approach, Gerflor brings to each and every one of its staff members support and training which will help them grow and evolve within the Group.



Our commitment to our employees



Our employees' health and safety

Our 4,200 employees are our core strength world wide, we take care of them, their safety, their well-being, and their future. We are working with them to meet the zero-accident challenge we have in place.

Our safety charter

We made our commitments official in a Gerflor safety charter to ensure a fully safe environment for all employees - both permanent and temporary and to external companies' employees as well as customers and partners.

These guidelines are the key principles of our prevention programme:

- Prevention through risk analysis - existing ones and those pertaining to new projects.
- Detection thanks to the analysis of dangerous conditions and behaviours, dialogue on the risks and associated solutions through the exploration of safe behaviour.
- Improvement through a system of dynamic proposals.
- Analysis of all accidents and incidents and the efficient identification of their root causes.
- Safety training both general and specific to workstations.
- Regular and relevant communication on safety.
- Regulatory monitoring and external benchmarks.

Our prevention programme

Gerflor's prevention programme relies on several aspects to engage teams and maintain awareness when working - such as:

- Monitoring of activities.
- Safety dialogues at workstations.
- Collective involvement in the improvement of the ways and methods of work.
- On the job training.
- Exemplary behaviours.
- An approach to safety which underpins the company's culture of prevention.



Sessions adapted to everyone's position are mandatory and part of the working day. →

FOCUS.

Muscle toning programme for operational teams.

In France, we developed a muscle toning programme for over 300 staff members supervised by sports coaches. The goal: 15 minutes per day to take care of oneself and prevent musculoskeletal disorders.

2025 GOALS

<4*

Accident frequency rate = (number of lost-time accidents / number of hours worked) x 1 000 000.

The development of our employees

We are committed to supporting our staff throughout their careers: onboarding, performance recognition, long-term professional fulfilment, skills development and training are all key elements of our Human Resources policy. We build our activities on these foundations.

Ensure professional equality

To ensure equality in the treatment of all our staff members, we follow strict rules and procedures:

- During the recruitment process, a new structured and fair process is followed based on the candidates' skills and abilities to evolve within the Group.
- Salaries and promotions are based on performance, potential and positioning in the candidate market.

In France, we signed an agreement on professional equality in 2014 based on two principles:

- Equality of rights between women and men implies the absence of discrimination both direct and indirect between employees based on sex.
- Equal opportunity which aims to rectify inequalities between women and men in the professional sphere through concrete measures.

Following new legal provisions as stipulated in articles L.2241-1 and the labour code introduced by the law for the freedom to choose one's professional future, a new agreement on professional equality was signed in 2020 and centres around 5 indicators:

- Hiring process.
- Working conditions.
- Career development.
- Balance between professional activity and the exercise of family responsibility.
- Actual income.

This agreement implies the implementation of concrete actions and the tracking of results stemming from these actions through the annual review of these 5 indicators. In 2020, the equality index was 86.



2025 GOALS

30%

of Gerflor employees

Simplify inductions and encourage training

Integrate staff

To introduce our new staff members into their teams and more broadly into the Group, we organise an induction common to all and individualised support tailored to each work environment. Similarly, as part of any acquisition, we make sure to integrate new companies and their teams.

Train our teams

We invest in the training of our teams to maintain and develop the skills, professionalism and capability of every staff member:

- Creation in 2010 of the Gerflor Training School to broaden and deploy best practices specific to our businesses.
- Launch in 2014 of a digital platform to feature online training for sales staff. This has been complemented by new digital training for all staff in French, English and German.

Gerflor Training School (GTS) makes over 20 online training activities per year, which are available to employees



Develop skills

Talent management represents a strong challenge for us: it allows us to match the needs of the organisation with the skill and potential of our employees, while maintaining a good balance between external recruitment and promotions. The value of good talent management is significant:

- Strengthen staff motivation by offering attractive career prospects with internal mobility in France and abroad. Help people to develop their skills throughout their career.
- Assess staff performance annually through an individual interview process between staff members and managers (Annual Performance Review).
- Reward staff commitment and performance as well as their contribution to the Group's development.



Social dialogue, ethical behaviour and solidarity

Encourage social dialogue

We created an atmosphere conducive to social dialogue because we believe in the freedom of association and support the right to collective negotiation in the countries where it exists:

- Freedom of association and respect of groups: we ensure our partners respect their employees right to join a legal association or not with no fear of reprisal.
- Agreements aiming to guarantee the well-being of our staff: agreement on social dialogue and agreement on professional equality.

Ethical working practices

The Gerflor ethics charter - handed to each employee when they join the Group - defines a framework for the behaviour of all the stakeholders (staff, suppliers, distributors, temporary workers, etc). Through this ethics charter, Gerflor commits to enforcing the rules within the Group and with partners:

- Provide safe and healthy working conditions.
- Ensure staff are treated equally with no discrimination on the basis of ethnic origin, sex, nationality, etc.
- Promote and respect human rights with staff and in all business relationships.

FOCUS.

10 new agreements in France and Germany in 2021:

- several agreements on salary negotiations
- 2 agreements on health and safety
- 3 agreements on remote work and working hours flexibility.

Reporting concerns

As part of our ethics charter, we have created an alert procedure to help our staff report any activities that contravene our ethics charter, CCTV code of conduct or anti-corruption policy.

Employees can report concerns based on our own organisation or a third party.

How does the procedure work?

The staff member requests an independent third party who ensures he or she is granted confidentiality. If the matter is considered as requiring further investigation, the compliance officer is informed. An investigation is opened: those who are authorised will verify the facts of the investigation and initiate any appropriate sanction based on the seriousness of the facts.

Protect employees' personal data

We implement a personal data protection programme to respect the current law and regulations in the countries where we operate, particularly the European General Data Protection Regulation (GDPR). This protection comprises:

- A general data protection policy.
- Individual rights management.
- Consent management.
- Data retention.

Its operation relies on:

- The nomination of a Data Protection Officer (DPO) with the CNIL (French data protection agency).
- Personal data processes registry.
- Personal data risk management for each new project (privacy by Design).
- A GDPR steering committee (General Data Protection Regulation).

Staff well-being

A shared concern, particularly for managers is the quality of life at work. It favours initiative and favours taking on more responsibilities and helping to improve the workplace efficiency.

Promote and support the quality of life at work

We support managers so they have the necessary skills and abilities to lead and represent their teams. We do so to maintain a climate conducive to a quality work life.

Thus, our training dedicated to managers helps them develop themselves as managers, leaders, team developers and ambassadors of work life quality.

Our actions to improve the quality of life at work also aim to:

- Develop a sense of community, the quality of interpersonal relationships, people assisting one another while seeking to continuously improve our staff performance so they remain motivated, proficient, and responsible.
- Adapt the Human Resources policy as well as global and sector-oriented priority topics based on staff feedback through regular surveys around quality of life at work.
- Maintain a good balance between professional and personal lives, such as the use of remote work and disconnection guidelines enforced by managers during the annual progress interview.
- Communicate to our staff on the issues, challenges and goals of the company to involve them in our common objectives and strengthen internal communication so everyone is more aware of the company's broader business.

FOCUS. Annual interviews.

In 2020, 98% of staff deemed their annual interview had gone very well (66%) or well (32%).



FOCUS. An organisation adapted to individual countries legislation.

The way work is organised on the Group's sites varies depending on the country's regulatory frameworks and the specific needs of each manufacturing plant. Thus, a large part of the organisation of work is made through collective negotiations: agreements are drawn in areas such as working hours, part-time working and remote working.

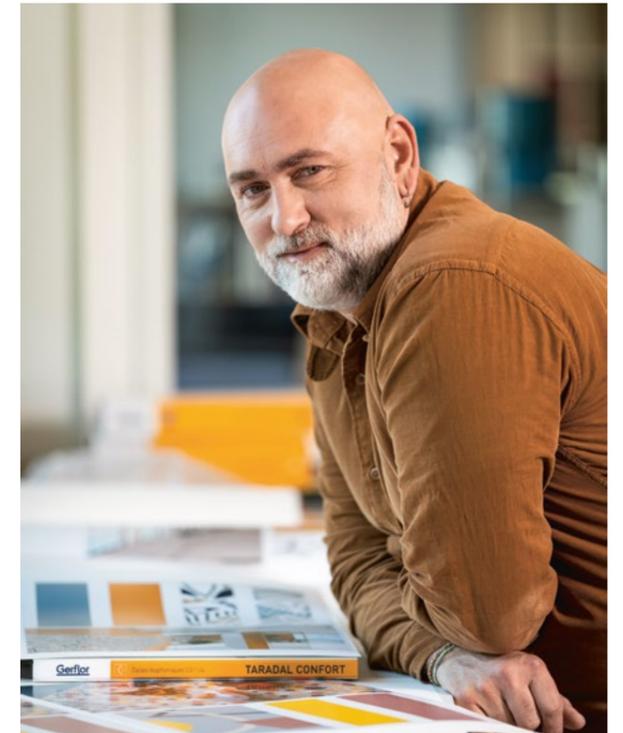
Respect the right to logout

Digital tools are not aimed at being used during downtime or when an employee is absent (maternity leave, sick leave, etc) to ensure a balance between private and professional life is respected.

We protect the right to logout for all our employees: no connection or contact outside of working hours. To enforce this right, daily and weekly downtime for executives in France is tracked and supervised by managers who must make sure working hours and downtime are respected by their staff.

A long-term commitment

With a general staff turnover of 10% in France, an average service of 12 years, and an average age of 44 years, the company commits to its employees for the long term. Each year, Gerflor recognises and thanks the commitment of its staff over time during the long-service award ceremony on our main sites.



Annual long-service award ceremony.



100 employees celebrate their 20 years (or more) of service each year

2025 GOALS



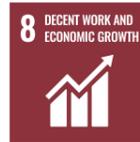
staff turnover (% of people leaving the company).

As a responsible company, we base our operations on strong principles:

- Responsible purchasing: suppliers are selected based on our purchasing charter which includes consideration of environmental and social responsibility.
- Ethical commitment in our business relationships is managed under our ethics charter and our anti-corruption code of conduct.

In the territories where we are present, we contribute to society through active local participation:

- Training and skills development in our Technocentres.
- Supporting associations engaged in reducing poverty.
- Working alongside partners engaged in the cultural world.



Our commitment to the society



Responsible purchases

In 2020 we implemented a responsible and ethical purchases charter in order to fulfill our social, economic and environmental commitments across our entire supply chain.

Through multi-disciplinary work groups, this charter was created to detail our expectations with regards to our partners practice. Scope includes suppliers, consultants and other third parties providing goods and services from their parent company, branch, sub-contractor and supply chain.

Following each country's governing laws and regulations, this responsible and ethical purchases charter supervises:

- Working conditions.
- Environmental compliance.
- Business practices.

For instance, in the section "workplace, labour laws and human rights", our partners must confirm equal pay between men and women and the absence of discrimination against religious minorities. It is aimed at our business partners operating in religious states.



40% of our suppliers are located within 100 km of our factories

↑
Solidified linseed oil

2025 GOALS

90%

strategic suppliers are signatories of the responsible and ethical purchases charter

Ethical practices

Created with all the stakeholders, the ethics charter and codes of conduct supervise our practices.

Our ethics charter

Created for all our stakeholders (staff, customers, suppliers, distributors, temporary workers, etc), this charter supervises our business practices.

As an example of topics covered, a chapter is dedicated to business relationships : we commit to not discriminate our suppliers whatever the country of origin , size and state. Another chapter condemns anti-competitive practices.

Competition and anti-corruption code of conduct

We created a competition and anti-corruption code of conduct to supervise the practices of our staff during their interactions with suppliers and other stakeholders of the group.

The competition code of conduct identifies and condemns practices which do not comply with competition law such as:

- Arrangements between competitors on market share fixing.
- Arrangements with distributors or suppliers.
- Abuse of a dominant position.

Our recourse: report to the competition authority as these practices are forbidden.

The anti-corruption code of conduct is aimed at other practices which are contrary to our ethics charter such as undue payments corresponding to gifts or privileges given to influence the beneficiary in accomplishing - or not - an action relative to his or her position within the company. Sanctions will be implemented for staff members engaging in these types of practices.

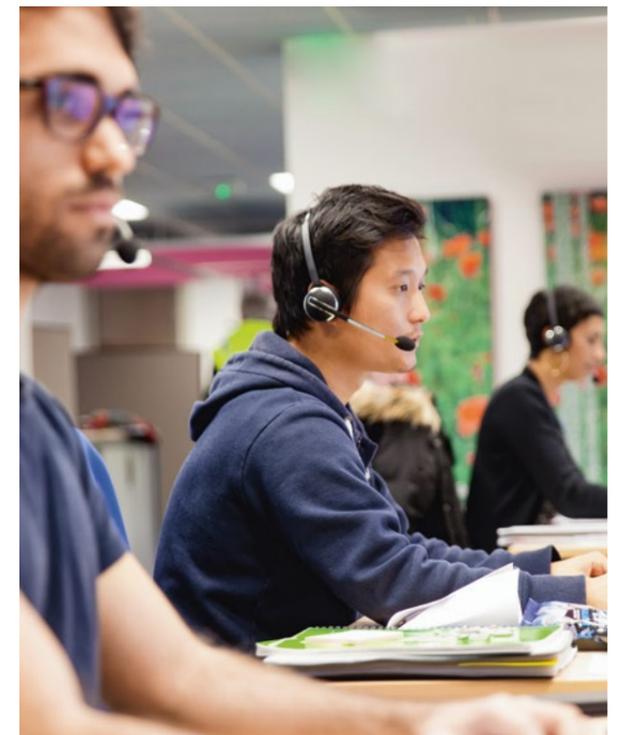
The ethics charter is handed to all staff members during their onboarding

2025 GOALS



100%

executive and sales teams are trained in ethical practices



Training and local employment

Bringing to light the skills of industry professionals and training the next generation of installers are important goals for Gerflor.

Training floor installers

We created the Gerflor Technocentre in France to train young people and professionals in the installation of floor coverings. Located next to our Tarare factory, this 750 sq.m. centre employs skilled trainers, has 3 classrooms and 31 practice booths.

What is unique about it? It is a laboratory for best practice on technical and environmental topics.

Students trained at the Technocentre in 2021:

- 83 interns in continuing education
- 16 young people in floor covering installation NVQ
- 4 young people in painting and coating applications NVQ
- 20 students in level 4 floor laying.

Promote learning

The group contributes an apprenticeship tax to schools within the territories in which it is located as well as those where our students in training study. We also contribute to other bodies training young people in flooring related trades.

Each year, Gerflor trains over 50 young people who are also studying. We offer jobs to some of them at the end of their course.

Committed to integration

We support specialist companies for some general services.

For instance, in France, the waste from our canteen space is collected and then recycled by a specialist company of which 80% of its employees have special needs.

This type of partnership creates local employment for vulnerable people in our community.

Floor installers are professional workers. They install floor coverings in all types of buildings.

3 full-time employees deliver professional training for floor installers.



Worldskills

400 competitors, from 20 European countries, across 48 trades competed to draw out the best young professionals during the 2021 Worldskills. During this event at Graz in Austria, Jessy Dumas-Bougain, a former intern at the Technocentre, won the silver medal.

Before gaining second place in the “floor installers” category, Jessy successively obtained the gold medal during the Regionals and Nationals in Caen in 2018. This success helped him join the French trades team and confirmed his participation to the Euroskills in Graz. Jessy was supervised by 2 Gerflor professional coaches to help him shine during competitions. With their support, he took on a training regime worthy of high-level athletes: weeks of physical and mental training, group seminars, practical training on the different materials which was organised in different locations throughout France.

For several years, Gerflor has been supporting Worldskills to promote the “floor installers” contest of which the 2023 Nationals and 2024 Internationals will take place in Lyon.



Jessy Dumas-Bougain, former student in training at the Tarare Technocentre, France. Silver medalist of the 2021 Worldskills in Graz, Austria.



Charitable initiatives

Each year, we support social and charitable projects worldwide.

France

In addition to our local commitments such as sports sponsorship, Tarare Red Cross support, Gerflor is a partner of the French handball, volleyball and table tennis federations at national level.

In parallel, Gerflor engaged in cultural sponsorships with the Musée des Confluences in Lyon. During the Mini-Monstre exhibit in 2019 and on the Sioux's trail in 2021-2022, Gerflor created 100% tailor-made floors to ensure a unique experience.

Africa

Gerflor is a partner of the "Giants of Africa" programme which promotes basketball in disadvantaged areas.

In 2021, Gerflor supplied 5 countries with 9 courts in Powergame Sportcourt tiles.

Germany

Following serious floods in Germany in July 2021, Gerflor rallied as part of the "Floor against Flood" programme by offering over 20,000 sq.m. of Clic LVT to participate in the refurbishment of many homes which had been flooded.

United Kingdom

Gerflor partnered with BBC DIY SOS - an association re-housing people in vulnerable situations - and donated high-quality floor coverings as part of the construction of housing for homeless young people in Blackburn and Darwen.

Italy

Gerflor gave financial assistance to the Foundation Comitato Maria Letizia Verga to support scientific research in leukaemia in children as well as a telethon, committed to research on neuro-muscular genetic disorders.

Austria

Gerflor teams hosted a training at the BG BRG Knittelfeld school to raise awareness on the use of renewable and sustainable materials such as linoleum, in partnership with the EIT Raw Materials.

United States

Sportcourt partnered with the Dream Court™ project by Nancy Lieberman Charities, seeking to build outdoor basketball courts. This is to democratise the sport among children and give them a safe environment to practise 91 Dream Courts™ have been installed in the country since 2010.

The Peace League organised by Saint Sabina Church (Illinois) for young people from 18 to 30-years-old living in underserved neighbourhoods is equipped with Connor floors.

Australia

Gerflor teams rallied with the Clean Up Australia Day association and spent a day picking up trash.



Hotel Via Castellana Spain in April 2020 transformed into a COVID centre.

FOCUS.

Covid-19.

From the beginning of the COVID-19 pandemic, Gerflor teams have been particularly involved with health professionals around the world to bring them their expertise during this unprecedented crisis. In Italy, Spain, the Netherlands, United Kingdom, Russia, Africa, USA, Asia, the Middle East and France, Gerflor teams and partners transformed hotels, conference centres, sports centres and other public places into temporary hospitals. Thanks to the use of adhesive free techniques, these short-lived care centres will easily return to their initial use once the pandemic ends.

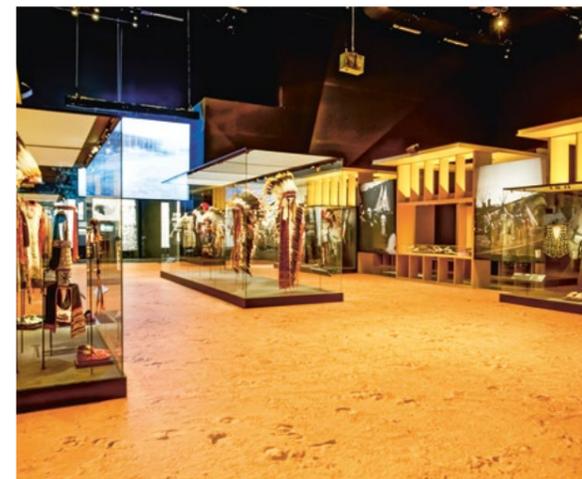
Donation of 20,000 sq.m. of floors in Germany following the 2021 floods.



Support to sports associations for reduced mobility athletes.



Giants of Africa, 9 Sport Court fields installed in 2021.



Musée des Confluences, Lyon, France, sponsorship of the Sioux exhibit in 2022. Digital impression floor.

CSR indicators table

Indicator computation scope: Gerflor scope without the 2021 acquisitions.

Theme	CSR challenge	Indicator		2021 results	2021 results	2025 goals (based on 2020 if not specified)
Environment	GHG emissions control	CO2 reduction percentage (kg eq CO ₂ /sq.m.)	Scopes 1 & 2 FR	2019 0.4 kg eq CO ₂ /sq.m. -49% vs 2011	-11% vs 2019	-20% vs 2019
			Scopes 1 & 2 WW	1.1 kg eq CO ₂ /sq.m.	-3.7% vs 2019	
			Except accessories			
			Scopes 1, 2, 3 FR	4.6 kg eq CO ₂ /sq.m. -22% vs 2011	-	-10% vs 2019
Scopes 1, 2, 3 WW	6,2 kg eq CO ₂ /sq.m.	-				
Environment	GHG emissions control	Renewable energy percentage as part of the company's energy blend (GWh)	FR	47%	47%	50%
			WW	36%	36%	
Environment	GHG emissions control/efficient industrial sites	Percentage of energy consumption reduction (kwh/sq.m.)	FR	3.66 kwh/sq.m.	3.72 kwh/sq.m.	-10% vs 2021 FR / ALL
			FR / ALL	5.1 kwh/sq.m.	4.9 kwh/sq.m.	
Environment	Efficient industrial sites	Percentage of industrial sites with an EMS	WW	70%	70%	-

Theme	CSR challenge	Indicator		2021 results	2021 results	2025 goals (based on 2020 if not specified)
Environment	Products' eco-design	Percentage of loose lay products (in revenue)	FR	48.6%	50.5%	50% FR
			WW	34.5%	36.4%	35% WW
Environment	Products' eco-design	Percentage of organically-sourced materials in products	WW	5%	7%	10%
Environment	Products' eco-design	Average percentage of recycled materials in products	WW	24%	25%	30%
Environment	Circular economy, waste management and recycling	Annual volume of recycling	WW	50000T	51390T	60000T
Governance	CSR governance	Percentage of the company's operational priorities with a CSR goal	WW	89%	94%	100%

Theme	CSR challenge	Indicator		2021 results	2021 results	2025 goals (based on 2020 if not specified)
Practice loyalty	Responsible purchases	Percentage of strategic suppliers signatory of the ethical and responsible purchases charter	Except for US & Accessories	66 %	80 %	90 %
Practice loyalty	Business ethics	Percentage of trained exposed staff members	WW	Anti-corruption 65 % Cybersecurity : 59 %	Anti-corruption : 36 % Antitrust : 38 % Cybersecurity : 53 %	100 %
Social	Employees' health and security	Frequency rate of accidents at work	FR WW	9.6 % 6.8 %	8.1 % 8.1 %	< 4 %
Social	Talent management	Staff turnover	FR WW	7.33 % -	8.7 % 10.5 %	< 10 %
Social	Talent management	Percentage of the wage bill invested in training	FR	1 %	1,8 %	> 1.75 %
Social	Employer brand	Percentage of conducted annual interviews	FR WW	69 % 88 %	82 % 85 %	90 %

Theme	CSR challenge	Indicator		2021 results	2021 results	2025 goals (based on 2020 if not specified)
Social	Employer brand	Percentage of women staff members	FR WW	23.6 % 23 %	24 % 25 %	30 %
Social	Staff well-being	Percentage of internal mobility	FR WW	34 % -	52 % -	40 %
Social	Staff well-being	Absenteeism rate	FR	5 %	4,9 %	< 5 %
Consumer	Product performance	Percentage of products <100µg COV/ cubic m. (in revenue)	WW	88.5 %	89.9 %	100 %
Consumer	Customer satisfaction	Number of customer complaints to total number of orders ratio	Products Services	22 ppm (incident/ sq. Mm) 0.32% of deliveries	26 ppm (incident/ sq. Mm) 0.38% of deliveries	-30 %
Local communities and development	Community support	Number of charitable operations in territories	WW	10 actions	10 actions	> 10 actions

we care / we act Our Commitments for a Sustainable future



CARBON FOOTPRINT*
-20 % kg
CO₂ equivalent/m²
between 2020 and 2025



BIOSOURCED CONTENT**
10 % by 2025



RECYCLED CONTENT
30 % by 2025



ADHESIVE FREE***
35 % by 2025



ANNUAL VOLUME RECYCLED
60 000 t by 2025



* Scopes 1 and 2 defined in the GHG protocol ** % of activity with biosourced materials *** % of activity - adhesive free solution