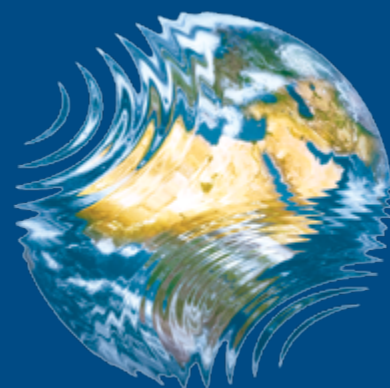




*SUSTAINABLE  
DEVELOPMENT  
2012*

*SNF France*



**SNF FLOERGER**



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## **A growth which respects both people and the environment**

SNF France is a member of the SNF Group and sees itself as a leading company in water treatment and in all related applications.

The numerous actions we have set up for many years in regard to sustainable development, particularly in the environmental, social and economical contexts (energy report, carbon footprint, sustainable development report, social report) are closely linked to our activity.

Our strategy regarding sustainable development is based on the pursuit of the following commitments:

- Acting in conformity with the law and the applicable environment regulations as well as other social and economical requirements.
- Reducing our impact on the environment to a minimum by optimizing our energy consumption (gas, electricity and water)
- Encouraging actions which can avoid damages to the environment, limit our carbon footprint and our needs of natural resources.
- Following up on our environmental, social and economical performance indicators.
- Infusing each member of the company and our partners with a sense of responsibility towards environment protection.
- Make sure that trainings are carried out according to job requirements.
- Communicate and inform within and outside the group on the impact of our activities.
- Optimize the use of our feedbacks for the benefit of all companies of the group.
- Track and evaluate our indicators regarding psycho-social risks.

Setting up these commitments requests a periodical evaluation of our performance, which is regularly released through communication and information messages to all our staff and partners.

With a view to constant improvement and prevention, our objectives are regularly reviewed and upgraded, taking into consideration results obtained, most recent scientific knowledge, new technologies at hand and social and economic context changes.

In order to reach these objectives, we have defined and set up environmental, social and economic standards Management Systems.

René HUND  
President SNF France



# Social Policy

SNF France's main objective is to secure employment of its staff in good social and economic conditions.

SNF France has therefore set up measures which guarantee its employees suitable trainings to maintain and improve their qualifications and skills; the group also wants to be a social partner for both its employees and its neighbourhood.

## Social policy

Company societal responsibility is very important in today's society. SNF France is well aware of it and wants to be a socially responsible company. We must feel responsible for our social environment and insure the longevity of our company and the future of our employees, our partners and our community.

SNF France therefore shares these efforts through essential financial aids toward development.

In 2012 we can mention:

- Neighbouring town councils: 2,000,000 €
- Apprenticeship: 307,000 €
- Buildings: 145,000 €

We also participate to our local council associative life by sponsoring sport clubs, associations, war veterans committees, or by donating to various humanitarian actions.



We can mention:

- "Miroir des anciens combattants" committee (war veterans),
- Andrézieux basket ball club,
- Saint-Bonnet-Les-Oules local pottery market,
- Help to skill transfer in water related activities in Antsinava region (Madagascar),
- Overseas development in Sine Saloum region (Sénégal) with CEDO association of Gramond.
- Building of 12 water wells in Africa.
- Donation to an association fighting against Leukaemia.

Talking about young people professional training, SNF France welcomed in 2012:

- 41 trainees in all departments, with validated training topics which helped develop trainee skills and were of real interest for SNF France.
- 17 apprenticeship contracts or professional contracts.
- 3 primary school teachers and their pupils to reinforce links between professional and education circles.
- A group of high schools students to introduce them to the different professions within the company.

SNF France has always favoured cooperation with universities on numerous topics. We recently handed a 25.000 € donation to Saint Etienne University on the theme of "non conventional gas development".



Concerning the employment of reduced mobility people and other disabilities, SNF France employs about 30 disabled people in different jobs. Our aim is to take into account any disability in the company and to set up significant and long lasting actions for all actors in the company. This determination was awarded the "Handi Loire" label in 2010.



Moreover, the company uses service companies which are specialized in the employment of disabled people, especially in cleaning and protection equipment cleaning (such as gloves).

At the same time, SNF France organizes in all departments the collection of IT disposable products for associations who help people in great financial conditions.

On a medical level, SNF France offers a medical care service with 3 nurses and a company works doctor. Thus,



each employee is personally followed according to his job's risks and his medical records.

Together with the Red Cross, we have committed ourselves to organizing in our premises blood donations among our whole personnel to contribute to local hospitals blood needs. We have also trained our staff to problems linked to the use of psychoactive drugs. On top of work law and hygiene regulations compulsory obligations, SNF France donates to its workers committee an additional sum of 200,000 €. This sum is dedicated to the welfare of the staff through holiday vouchers, for example.

Many other measures have been taken by SNF, for example:

- Health insurance: SNF France provides and subscribes to a mutual health insurance group at favourable prices
- Saving fund: SNF France offers a company saving fund to all employees.
- Pension fund: SNF France funds a supplementary private pension scheme.

And finally, SNF France being concerned by the well-being of its employees, has set up a psycho-social risks evaluation scale.

As an active member of the UIC, SNF France enthusiastically took part in the international year of Chemistry both in Lyon and Paris. Moreover, to support Chemistry in all its positive sides, SNF France donated over 20.000 Euros to the AIC association, affiliated to UNESCO and UN.

SNF France is also a member of various organizations which promote and respect the same values, such as:

- A UN project called Global Compact, about human rights, working standards and environment protection which also fights against corruption.
- CIRRID « International Centre for innovation and resources in sustainable development », on any issue related to sustainable Development.
- Handi-Loire, for the employment of

disabled people.

We hope thus to contribute on our own scale to setting up fair, social and responsible development patterns fully compatible with ecological and social equilibriums in the long run.

### SNF France personnel

SNF France's staff is mainly in production. Workshops work in 3 shifts 5/7 days. Saturdays are usually dedicated to maintenance and to emergency production orders.

Since 1983, SNF France has witnessed a constant growth of its workforce in all socio-professional categories.

The SNF Group employs around 3700 people in 60 subsidiaries worldwide. With 900 employees, SNF France employs 25% of our global workforce.

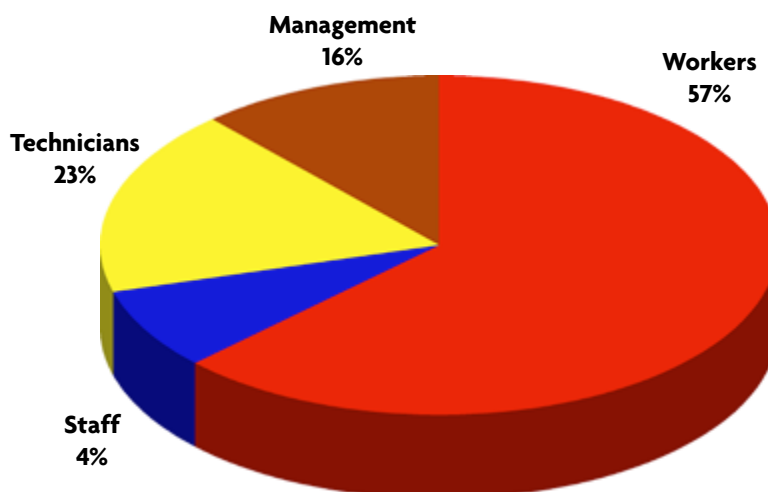
The age average of our employees is 39 years. The largest age group is 41/45 years. It can be mentioned that 60 % of SNF France employees have worked in the company for 10 years or more.

Resignation rate is extremely low: at SNF France it went from 3 % in 2007 to 2.33 % in 2012, which proves that employees feel comfortable in our company. Of course it has a positive impact on work quality and custo-



mer's satisfaction.

SNF France workforce is traditionally men, since most people are employed in production where they must handle loads. (big bags and pails).



# Training

## HR webpage

This Human resources intranet webpage was created by SNF France in 2007.

It is composed of 3 manuals which can be consulted by all employees; the DIF guidebook (Individual right to Training), the GPEC guidebook (skills and employment provisional management) and the RH guidebook (Human resources). These 3 tools present any training scheme and skills management tool available within SNF France as well as general HR information (disabled workers, pension schemes ....). They were set up to encourage each employee to become the actor of his own professional life, his training and the optimization of his work ability in SNF France .

Beside these guidebooks 2 interfaces are also accessible according to job positions: a Training interface and a Distribution interface.

The first one enables managers to follow in real time which trainings their team members are doing, with foreseen retraining but also to validate the presence of workers in a training which they are organizing (presence sheet and training grid).

The objective of the second is to follow the distribution of documents,

procedures and quality documents: Upon each distribution, we get the list of the employees who had it and we can be sure they have read it. This interface also enables us to follow the Safety Moments in production workshops: these are short meetings in which safety questions are discussed (which safety themes were discussed and who attended)

The HR webpage is a convivial tool, accessible to everyone and constantly updated.

## Global Compact

SNF France has been strongly involved in a sustainable development strategy for many years.

We have taken part in many improvement projects related to the 3 sustainable development themes:

- Economical: to maintain local employment and economical activity.
- Social: to guarantee our employees optimized working conditions.
- Environmental: reducing to a minimum our footprint on environment.

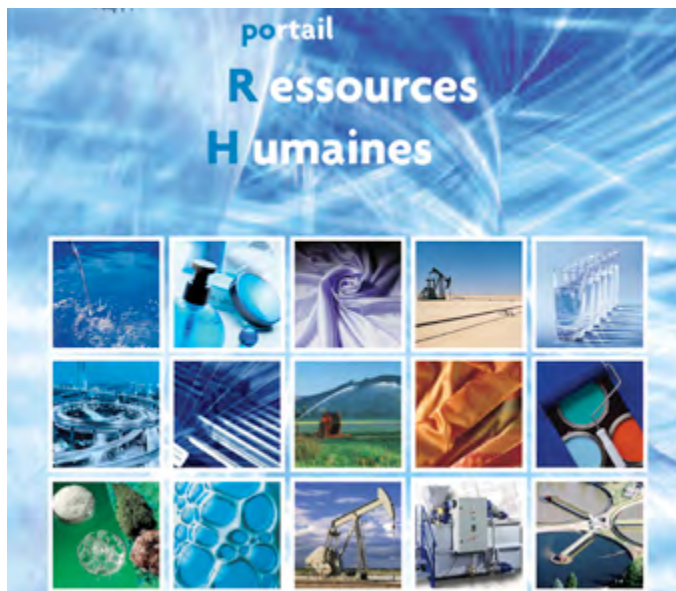
This commitment is also acted through SNF France membership to the UN Global Compact agreement. The values supported by the Global Compact agreement are totally consistent with SNF France vision and commitment. A future can only exist



if a long term balance is found at a social and environmental level.



SNF France signed this Global Compact agreement two years ago. In these 2 years, SNF France has reinforced its commitment towards the



## United Nations Global Compact

promotion of the 10 principles of the agreement, based on human rights, working conditions, environment protection and fight against corruption.

Our first communication on the progress made is about sustainable development and this report is available for downloading on our website [www.snf-group.com](http://www.snf-group.com).

Through its actions and initiatives, SNF France contributes to the promotion of the Global Compact agreement values.

### Integrating disabled workers

SNF France has subscribed to Club Handi Loire since 2004 to improve integration, professional advancement and continuous employment of disabled people.

In this field, SNF France monitors various projects to give disabled people a professional status.

Early 2010, SNF France decided to recruit a hearing deficient worker and to train him as a production line operator. In June we met a second person with a similar deficiency and took him on into the project.

The training was set up with the AFPI (continuous training organization) to adapt the training to the disability of both employees.

A hearing deficiency awareness training was set up among production

teams by the URAPEDA (specific training organisation).

The first objective of these 2 contracts was to make SNF France employees the actors of this integration and training scheme, and allow all staff to move forward on the subject of disability at work; the second objective was to give these 2 disabled workers a qualification, an experience and the ability to join the company permanently (one of them has now signed a CDI –permanent contract)

The integration of these hearing deficient workers created a real dynamic within the teams but also in the whole company (Many employees asked to be trained in signing....)

Early in December 2012, the experience was renewed with the taking on of a new hearing deficient worker who will be trained as a chemical industry production operator on a 17 month professional contract, together with other chemical industry companies.





# Risk Management

## Practices

The safety of people and capital goods is a priority for SNF. The industrial risks which SNF France can be faced with are linked to chemical products handling, industrial operations and transport.

### 2009-2012

#### A more than positive result

2 lost time accidents less each year in the last 10 years!

Thanks to the safety improvement program, lost time accidents were divided by 3 in 10 years.

### 2012

#### An encouraging Second semester

Even if the number of lost time accidents slightly increased in 2012, it is important to mention that the second semester was more than satisfying with only 3 lost time accidents recorded.

### Our objectives for 2013

Our objective in 2012 was to stabilize the frequency rate under 10. Our aim still being « Zero accident », it was therefore not reached. SNF France commits itself in 2013 to pursue its efforts to reach:

- A lost time accidents frequency below 6.
- A decrease by 30% of reported operational accidents, which means less than 20 reported operational accidents with or without lost time in a whole year.

### A human commitment

Training and information of the staff are carried out by a supervisors' network.

### A culture for safety

The safety culture will progress thanks to the daily commitment of everyone, managers as well as employees. The objective is to see behaviours improving and better practices set up. Therefore our trainings and our meetings must include two major topics: health and safety.

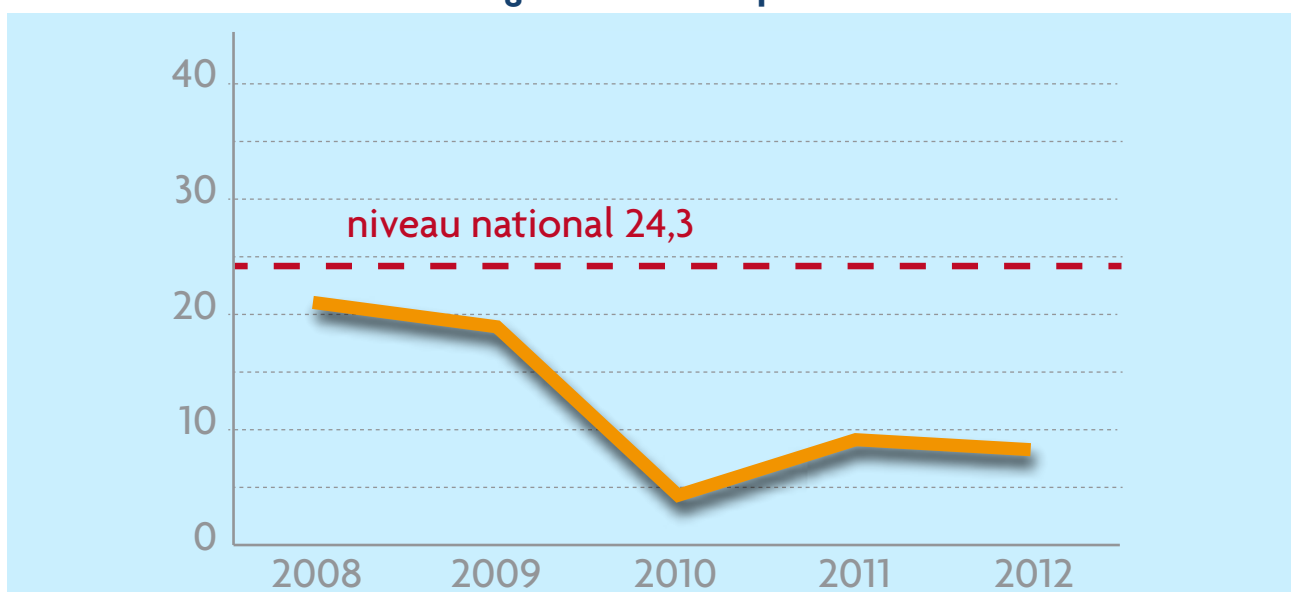
### Feedbacks

Training is an essential tool for prevention. Feedbacks on incident or malfunctioning make it possible to avoid these happening again, this is the reason why they are so important. After each incident or malfunctioning the circumstances and consequences must be reported. A cause analysis will be done and recommendations made. Thus all feedbacks are formalized.



**Over 25,000 hours of training per year were given to employees including 9,000 hours just on safety.**

**TF1 = Accidents involving time off work per million hours worked**





# The Risk Management System (RMS)

## Technological risk control and safety management

SNF France has 2 plants in France that present risks according to the criteria of the European Seveso directive. Its Risk Management System (RMS) is subject to internal audits, and is also audited by the DREAL\*.

Over the last 25 years, SNF France has been constantly improving its procedures, including those which are concerned with risk management.

Right from the outset, SNF France has equipped itself with the resources, both material and spatial, required for compliance with quality, safety and environmental norms.

SNF's Risk Management System complies with Annex III of the Seveso II plan for the prevention of major accidents.

The RMS deals with individual responsibilities, reinforces staff training, and develops in-house systematic risk analysis, and also reinforces inspection and monitoring programs.

## Priority objectives

- A systematic analysis of the risks and consequences associated with its various installations, both those that are in the course of development and those in need of important modifications.
- Feedback from experience, with an analysis of situations that have given rise to accidents, quasi-accidents or other significant incidents, so that corrective and/or preventive measures can be taken.
- Minimizing risks at their source, through the use of safe technologies, limited storage tanks volume, selection of raw materials according to their risk factors, etc.
- A constant dialog with the neighbourhood through CSS\*
- Geographical distribution of risks across an installation.
- Ongoing monitoring of the operational functioning and safety of facilities.
- Internal audits of the Risk Management System.
- Regular exercises to assess emergency plans.
- Periodical control of IPS\* and MMR\*
- Redundant MMR\*
- Efficiency evaluation of MMR\*, response time, independence, maintenance,
- Automatic control of MMR\*



\* CSS: Industrial Surveillance Community Committee

\* DREAL : Direction Régionale de l'Environnement et de l'Aménagement et du Logement

\* IPS: Important for Safety

\* MMR: Risk Management Implementation

SNF's Risk Management System is audited twice a year by the DREAL\*.



# Environmental Protection

SNF's policy consists in using green-field sites, thus, the infrastructures needed to deal with discharges can be built into the design of a plant at the drawing-board stage.

## ISO 14001

As far as environment is concerned, SNF France has always had a very clear strategy, based on commitments and precise objectives. This is reflected by concrete objectives in:

- Energy consumption,
- Emissions,
- Water consumption
- Waste management,
- Research and environment.

These objectives are monitored through indicators which are analysed to define improvement actions (Quality Safety Environment Action) such as:

- using fewer non re-usable packing materials,
- using fewer toxic chemicals : redu-



cing free monomers, replacing CMR chemicals (i.e carcinogens, mutagens and reproductive toxins) by others which do not fall into this category,

- Proposals for an automatic measuring system that will optimise the product's consumption,
- Replacement of mineral by organic coagulants which are more biodegradable and produce less sludge.

Careful of our Environment, SNF France is ISO 14001 certified to formalize its actions into the international environment protection management system.

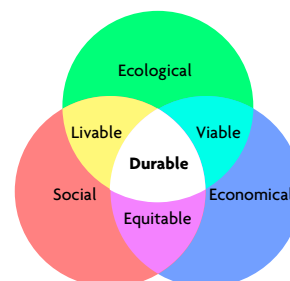
We are also involved with the UIC (Responsible Care® partner) to act in favour of environment protection and therefore have:

- initiated a working committee, after an external audit by an independent company, to reduce our energy consumption by acting on human behaviours as well as on our production tools and equipments.
- carried out a carbon footprint ® with ADEME method, to define greenhouse gas emissions linked to our activity in order to reduce them and therefore lower our impact on environment.

The best proof of our concern about environment protection was our deci-



sion to build our new plant on a 40 ha green-field site dedicated to industry, outside of town: thus the infrastructures needed to deal with discharges were built into the design of the plant at the drawing-board stage.





# Carbon Footprint

## Carbon Footprint®

To preserve the environment is the first objective of SNF France . Our policy regarding environment has therefore always been at the heart of our strategy and is based on commitments and objectives. Doing carbon footprint measurements belongs to them.

SNF France used the ADEME method to evaluate greenhouse gas emissions. This audit was carried out with an external company SOCOTEC.

SNF France did its first carbon footprint study in 2007 and the first results were: 353 kg Ceq/t of manufactured product, on Andrezieux site in France .

These first figures were obtained with calculation hypothesis, which implied some uncertainties.

In the following years, we tried hard, on top of emissions reduction, to sharpen our information collection and therefore get more precise results.

Year	Emissions per tonne of manufactured product*
2007	353 kg Ceq/t
2008	366 kg Ceq/t
2009	375 kg Ceq/t
2010	358 kg Ceq/t
2011	364 kg Ceq/t

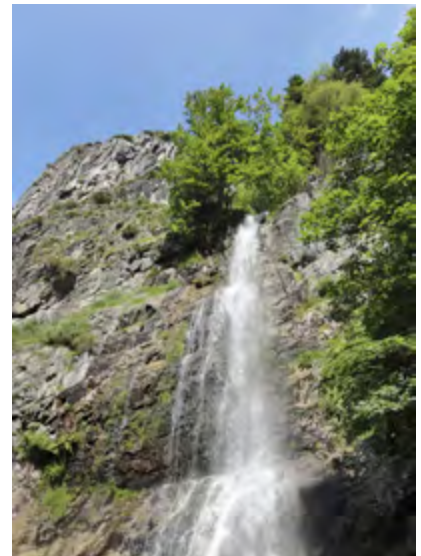
\*these results apply to SNF France whole activity (energy, transport, raw materials, packing, sub-contractors ...)

Those yearly figures enable us to set up improvement measures, especially concerning energy saving. A dedicated task force was created to work on this topic and reduce our costs.

In 2009, 78 745 t Ceq emissions, which corresponds to 375 kg Ceq/t of manufactured products. This rise by 2.5 % compared to 2008 can be partially explained by a production decrease.

However, the opposite trend was observed in 2010 with a production increase and a significant drop of our emissions -4,5 % with 358 kg Ceq/t for manufactured products.

In 2011, we can observe a slight increase but our emissions seem to have stabilised.



To be mentioned is that the emission factor corresponding to the energy consumed to manufacture 1 tonne of product is 54,1 kg Ceq in 2011.



# Results

## Actions set up

An action plan is still in use to optimize our energy consumption and improve the efficiency of our plants. There are several projects to recycle end energy (hot air coming from the dryers) and using our utilities in a better way.

## Results obtained

The trend of our electricity consumption over the last 9 years, as shown in the hereunder table, shows a decrease compared to the total quantity of products manufactured.

The trend of our gas consumption over the last 9 years, as shown in the hereunder table shows that it is slightly going down (except in 2009) compared to the total quantity of products manufactured.

To manufacture 1 tonne of finished product, our water requirements are now 20% below those 10 years ago. Tanks washing has particularly been optimized by recycling more water and developing new washing techniques (different washing nozzles now enable us to reduce our water need by 75%).



Electricity	2003	2004	2005	2006	2007	2008	2009	2010	2011
Consumption (MWh PCS)	67 244	67 749	73 455	77 357	81 810	82 027	77 565	84 355	89 232
Consumption MWh PCS/kt of finished goods	460	424,2	406,3	400	385	371	370	347	328

Natural Gas	2003	2004	2005	2006	2007	2008	2009	2010	2011
Consumption (MWh PCS)	162 837	168 359	180 776	181 653	196 965	193820	187949	219 929	216 073
Consumption MWh PCS/kt of finished goods	1 114,5	1 054,4	999,6	939,3	926,1	876,6	895,7	894	795

Water	2003	2004	2005	2006	2007	2008	2009	2010	2011
Consumption par an en m <sup>3</sup>	238 809	272 126	298 563	329 037	354 989	316 293	339 529	408 054	429 382
Tonnage of finished goods	121 525	159 677	178 459	193 422	212 677	221 071	209 842	246 447	271 819
Water consumption/tonnage of finished good (m <sup>3</sup> /t)	1.96	1.70	1.67	1.70	1.67	1.43	1.62	1.66	1.58





## Waste

SNF France environment impacts are partly limited thanks to our waste management : source separation, researching solutions adapted to the different kind of waste and encouraging recovery channels, tracking waste until final recycling, measuring costs and weights with indicators.

Waste is sorted in each workshop, then handled by a specialized team who takes it to a storing area dedicated to each kind of waste :

- Stainless steel trim, iron and copper scraps as well as engines and electric cables are put in a special container, then sorted and recycled.
- Used empty big-bags are pressed into bales then recycled to further use of raw material.
- Cardboard is also pressed into bales and sold to cardboard manufacturing plants,
- Office paper is stored in a specific area and recycled by a company employing disabled workers,
- Wood pallets are taken back by our suppliers. Broken pallets are repaired, non standard pallets are used for waste transport, and wood bits are thrown into a container for energy recovery.
- Computers, refrigerators and other DEEE are dismantled by a specialized department and all elements are sorted to be recycled to their best.
- Neon lights are collected and recycled,
- 1000 L plastic containers and 200 L plastic drums are taken back by a specialized company, they are cleaned, and depending on their state, can be re-used, recycled or destroyed. This also is the case for 200 L metal barrels,
- Active carbons are regenerated by a specialized company and re-used.
- Liquid distillation waste which was used as fuel in incineration plants is now re-distilled by an external company to be re-used as solvent in manufacturing process.
- Manufacturing and laboratory rejects, filtration bags and other packaged products are usually burnt in a specialized centre. They are identified

by our production workshops before being handled by our waste team.

- Powder waste is put in big-bags and buried in specific landfill sites,
- Empty plastic drums and pales from 25 to 100 l are sorted according to their dangerous nature and incinerated in a specialized centre, or given back to suppliers.
- Other empty packaging items are also sorted according to the dangerous nature of the product they contained:
- Safe empty packaging items : collected in transparent bags. It is often made of label support papers, shrink wrapping film, innocuous raw material bags.... And other industrial waste such as canteen bins. These bags are put in the DIB trash compactor and are taken to a waste disposal unit to be recycled or used as substitution fuel.
- Reactive products bags (oxidizing material and organic peroxides) are collected in yellow bags in the workshops and then incinerated in a specialised centre.
- Bags containing potentially explosive products (ADR class 4.1) are collected in green bags, or in their original cardboard boxes; they are incinerated in small quantity in a specialized centre in Switzerland,
- Other dangerous products bags (irritant, corrosive, inflammable...) are collected in red bags in the workshop and are pressed and incinerated in a specialized centre.

Each waste shipment is prepared by the Environment department together with the waste collecting team.

For manufacturing rejects, powder big-bags and other packing, information mentioned on the labels is collected to track the rejects origin within SNF France and to set up waste indicators.

For some dangerous waste and other inoffensive waste, waste tracking slips are filled in. These tracking slips will accompany waste during transport until their final destruction. These documents are filled in by each treat-



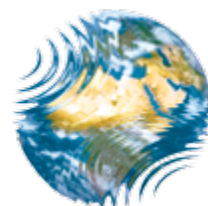
ment actor(carrier, storing centre...) and is sent back to us when waste has been destroyed. This feedback enables us to inform the DREAL of the destruction mode used.

There is a specific software dedicated to issuing BSD, putting in details related to waste disposal (recycling or incineration, service companies...) various costs in relation with waste disposal (transport, processing, tax on polluting activities –TGAP-, container renting...). This information helps us to set up monthly internal indicators and fill in the report document transmitted each year to the DREAL.



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