

CSR REPORT



KING TONY

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20
24



EDITORIAL



KING TONY

Enjoy your work

Since the King Tony brand was founded in 1985, **sustainability has always been one of our objectives**. Over the years, we have committed ourselves to finding a balance between industry and ecology, and to minimizing any environmental pollution caused by production. At our head office in Taiwan, we have been complying with the ISO14001 standard for many years. In recent years, however, more and more challenges have reminded us that sustainability means more than just protecting the environment. Faced with the growing problems of cybersecurity, climate change, the energy crisis, mental illness and other diseases of civilization, we hope that King Tony Europe will also be able to do more.

We are pleased to share with you our first Corporate Social Responsibility (CSR) report. Starting with the company's culture and vision, we have identified three values with which most employees agree: **quality, teamwork and friendliness**. In the future, we will be putting these three values into practice in our day-to-day work to make the working environment more user-friendly. On the economic front, we continue to improve product quality and ensure the sustainability of every tool; promoting a friendly and fair working environment; ensure information security and encourage our suppliers to participate in CSR. On the social front, we ensure that safety measures in the working environment reduce the risk of accidents; promote transparency in the working environment and simplify communication processes; and encourage employees to acquire new skills. On the environmental front, simplify or maximize the use of recyclable or recycled packaging; practice waste recycling; reduce energy consumption and carbon footprint.

We want corporate social responsibility to be more than just a slogan. We hope to gradually promote a working environment that is more respectful of the environment and of people, with all the employees who work for and with King Tony Europe. Then, everyone can work together to move society as a whole towards a more sustainable future.

Christian AUBINEAU
CEO
KING TONY EUROPE



SUMMARY

04

KING TONY EUROPE presentation

- The story of KING TONY Group
- Internal organization
- Product ranges and brands
- Customer markets
- Key figures

10

Our actions with a SOCIAL impact

- Goals
- Our positive impact
- Future projects
- CSR impact indicators

06

Our CSR approach

- Our CSR approach based on ISO 26000 and ECOVADIS
- Project stages
- CSR vision and values
- Our CSR challenges

12

Our actions with ENVIRONMENTAL impact

- Goals
- Our positive impact
- Future projects
- CSR impact indicators

08

Our actions with ECONOMIC impact

- Goal
- Our positive impact
- Future projects
- CSR impact indicators

14

Meeting our stakeholders' expectations

- Stakeholder mapping
- Testimonials

18

CSR Reporting

- Economic indicators
- Social indicators
- Environmental indicators

Presentating **KING TONY EUROPE**

The story of **KING TONY** group

In 1976, at the height of the industrial revolution, in Taichung in the heart of Taiwan, Mr. Tony Lin began manufacturing hand tools for the DIY market. He responded to the demand for low-cost consumer products. Five years later, Mr Lin joined forces with Mr Charles Lai. Together, they faced new competitors who had followed their example. But the quality was not up to scratch. With low prices and poor quality, it became clear to the founders of KING TONY that they needed to adopt a new strategy.

So, from the early 1980s onwards, the founders chose a new direction: to manufacture professional-quality hand tools, designed to rival the best in the world. They founded

Taiwan's first hot-forging plant. They set high standards, and in the years that followed, they consistently outstripped the requirements of the world's most stringent standards. As a result, **KING TONY tools not only comply with DIN (German) and ANSI (U.S.A.) standards, they systematically exceed them.**

To underpin this determination to compete with the best in the world, KING TONY has obtained several ISO certifications based on 4 distinct standards. First, in January 1998, ISO 9002, then ISO 9001 for service quality. More recently, the Group's head office obtained ISO 14001 certification to reduce the environmental impact of the manufacturing process,

and ISO 27001 to guarantee data protection. It's part of the company's responsibility to commit to sustainable development. Over the years, KING TONY has also expanded internationally, setting up subsidiaries in France, Spain, Belgium, Mexico and China, each of which offers high-quality service and a unique customer experience. Today, the group has over 450 employees worldwide.

INTERNAL ORGANIZATION

From 1999 onwards, Mr Aubineau developed a referencing strategy with the leading agricultural machinery manufacturers. With 10 years' experience in France, Mr. Aubineau has remained true to his strategy, and since 2008 has been helping KING TONY to grow in the main European countries: Spain, Belgium, the Netherlands, Germany, Italy and England: Spain, Belgium, Netherlands, Germany, Italy and England.

1999

KING TONY France subsidiary created

2008

KING TONY Ibérica subsidiary created

2012

KING TONY Benelux subsidiary created

2013

Creation of KING TONY Europe, bringing together the subsidiaries KING TONY France, KING TONY Ibérica and KING TONY Benelux.

KT Europe

- European headquarters in Poitiers
- 30 employees at headquarters
- 7 sales representatives across Europe (Export)

KT France

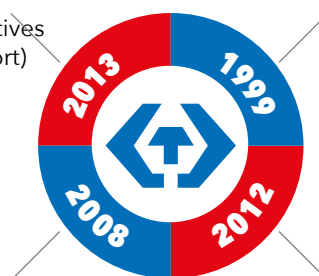
- 7 employees at headquarters
- 21 sales representatives throughout France

KT Iberica

- 2 employees at head office
- 13 sales representatives across Spain and Portugal

KT Benelux

- 2 sales representatives in Belgium/Netherlands



KING TONY EUROPE distributes hand tools. Our head office is located in Poitiers. **Our know-how is at the heart of the success of high-performance, long-lasting tools.** Every stage in the manufacture of our products is studied and validated with a view to obtaining a top-of-the-range tool, whose quality systematically exceeds international standards.

The KING TONY EUROPE team is mainly made up of a field sales force, logistics operators to manage deliveries throughout Europe, and administrative and marketing services for our distributor customers (network development, trade show participation, provision of promotional materials, etc.).

We also offer our professional customers an online sales platform. In addition, our technical department handles the day-to-day management of warranties and after-sales service.

PRODUCT RANGES AND BRANDS

KING TONY offers a wide variety of products, divided into **16 ranges to cover all our partners' tooling needs.** Most of our products come with a lifetime warranty. The warranty applies to hidden defects and manufacturing faults. King Tony markets mainly under two brands: King Tony (KT) and M7.

The M7 brand focuses on pneumatic and hand-held power tools, while the KING TONY brand specializes in all other traditional hand-tool products.



OUR CUSTOMER MARKETS

KING TONY EUROPE's main sectors of activity are agriculture, automotive and industry. We work mainly through partnership contracts with central purchasing agencies:

AGRICULTURE

Major brand listings (John Deere, CNH, Claas, Kubota, SDF, AGCO, etc.).

AUTOMOTIVE

Partnerships with auto parts redistribution groups and dedicated product ranges (mechanics, engine timing, etc.).

INDUSTRY

Industrial equipment redistribution companies, professional hardware stores, truck maintenance (IVECO, VOLVO, Renault Trucks) and mining (Caterpillar).

A FEW KEY FIGURES (2024 - KING TONY EUROPE)



77

Number of employees



25.2M€

Sales figures



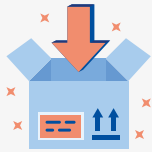
4900m²

Storage area (Poitiers logistics center)



+7000

Number of stocked references



258

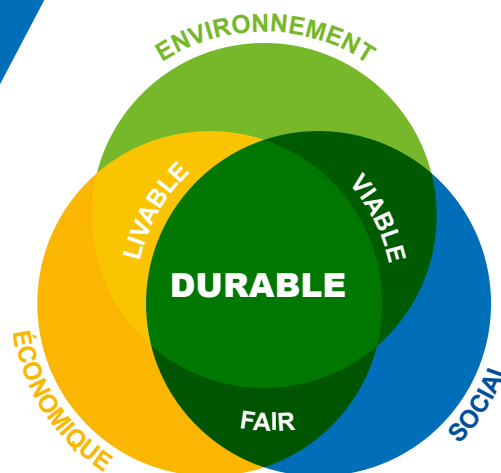
Number of orders processed each day

Our CSR approach

Our CSR approach based on ISO 26000 and ECOVADIS

CSR,

three letters to define what we call Corporate Social Responsibility, or how to integrate the principles of sustainable development into the activities of an organization, whether public or private. Through a CSR approach, the company seeks to reconcile concerns for the well-being of individuals with respect for ethical rules, not forgetting consideration for environmental issues.



Since 2010, this voluntary approach has been based on the application of the principles of the international ISO 26000 standard, which identifies the actions to be taken in a coherent manner on 7 central issues (see diagram below) and 36 areas of action in order to meet the expectations of all of society's stakeholders (customers, suppliers, associations, local authorities, the State, etc.).

For KING TONY EUROPE, it was obvious from the outset to use this international benchmark to structure our CSR strategy. At the same time, we had already been responding to the ECOVADIS CSR rating questionnaire for several years, enabling us to position ourselves in terms of evaluating our practices in this area.

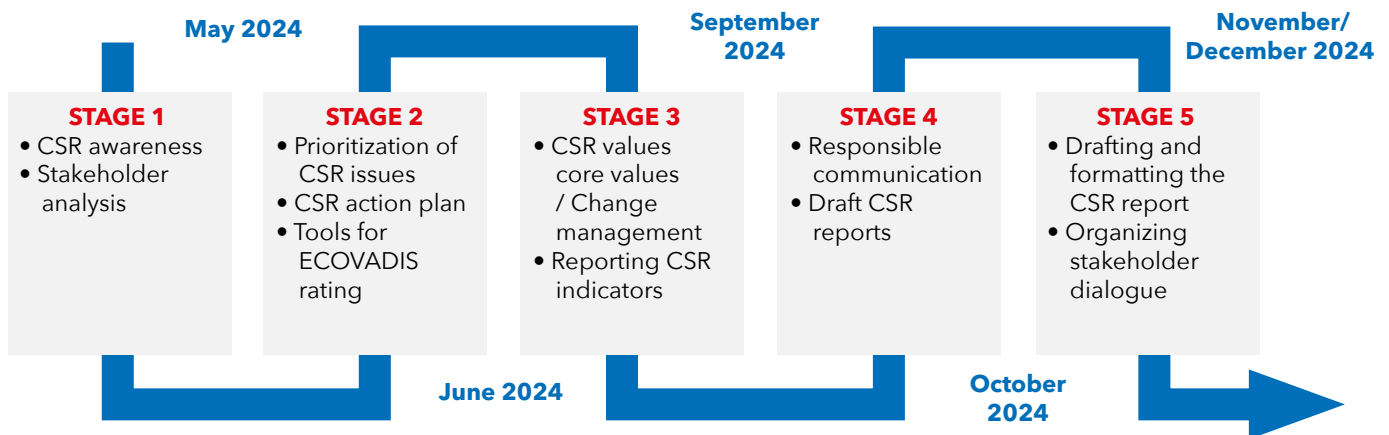


Project stages

From the outset of the project, we adopted a collaborative approach by setting up a CSR steering committee representing key internal functions, so as to coordinate the actions to be taken in all areas of sustainable development and thus effectively structure our CSR approach.

As a result, we have deployed an action plan based on the ISO 26000 standard. ***This has led us to make gradual progress on the various dimensions of Corporate Social Responsibility.***

Several phases were followed in a progressive manner, as shown in the following diagram:



Vision and CSR values

Because Corporate Social Responsibility is a source of meaning for the commitment of internal employees, all KING TONY EUROPE employees have been involved in the choice of CSR values so that they are fully shared and that each and every one undertakes to respect them on a daily basis in carrying out their missions.

KING TONY EUROPE's CSR Values:
QUALITY, TEAMWORK, CONVIVIALITY

We have also carried out a strategic reflection process aimed at formulating our CSR vision. This is the contribution our company wishes to make to society, given its activity and its social and environmental impacts, by mobilizing its stakeholders. It is our long-term vision, your ambition incorporating the principles of CSR, the vision of things we wish to defend in your business for a more sustainable society.

«KING TONY EUROPE designs and markets durable, accessible, high-quality tools that promote more responsible consumption for our customer partners: repair rather than throw away, and thus extend the life of equipment. This commitment to trust is based on the reduction of our ecological impact, the performance of our Taiwanese know-how and the ongoing involvement of our teams.»



Our challenges CSR

In order to effectively prioritize CSR issues, the members of the steering committee analyzed KING TONY EUROPE's current practices on the basis of the various criteria of the ISO 26000 standard. This method makes it possible to determine an organization's priority issues and stakeholders, and thus precisely identify its social responsibility. It includes an assessment of performance and importance (materiality analysis). With the support of an external consultant, we were able to draw up a CSR action plan for the short, medium and long term, covering each of the 3 pillars of sustainable development.

OUR ECONOMIC IMPACT INITIATIVES

OUR SOCIAL IMPACT INITIATIVES

OUR ENVIRONMENTAL IMPACT INITIATIVES

For each of these pillars, a set of indicators has been drawn up to measure our CSR impact and help us steer our overall performance with a view to continuous improvement. It is presented in the last section of our CSR report. It will be gradually expanded over the years to optimize the measurement of the effectiveness of our CSR approach.

Our initiatives with **ECONOMIC IMPACT**

Objective

Acting on the economic side of sustainable development is based first and foremost on our mission to offer quality products, thus guaranteeing customer satisfaction while combating accelerated obsolescence with long-lasting steel tools. **On a daily basis, we also seek to maintain long-term, partnership-based relationships with our stakeholders.** Finally, compliance with strict ethical rules is essential to create the conditions for a mutually beneficial relationship with each of our partners.

Our positive impact initiatives

PRODUCT QUALITY AND DURABILITY:

Since 1985, KING TONY has been committed to providing professional tools. We have always focused on offering quality, and ensuring that this quality meets our customers' work requirements. Providing **tools that are simple to use, easy to handle, offer strength and save time.** Our vision for the future is to say to every mechanic who uses our tools: "Enjoy your work". That's what it means to use good tools to do good work, and to get real pleasure from it. This commitment is reflected internally in the **ISO 9001 certification** obtained by our manufacturing plant in Taiwan. What's more, our after-sales service also ensures a high level of responsiveness in dealing with repairs and complaints. Finally, KING TONY Europe offers an unlimited commercial warranty on the majority of its products, which testifies to the durability of our products. Product care instructions are also distributed to optimize product life. Finally, customer satisfaction surveys have been launched to assess the quality and responsiveness of our product shipments.

ETHICAL BEHAVIOR AND FAIR PRACTICES:

KING TONY EUROPE employees are made aware of the need to respect shared commitments to ethical behavior towards other employees, as well as towards customers, suppliers and competitors. This is embodied in an Ethics Charter which defines the individual and collective rules of conduct that must guide our actions and inspire our choices in order to live up to our values on a daily basis. This Code of Ethics also reflects our **ambition for continuous improvement**, enabling us to go even further in our approach to corporate social responsibility. It sets out a framework for making the right decisions in line with CSR principles. In addition, the charter sets out the behaviours to be adopted in order to proscribe all forms of corruption, fight against unfair competition and conflicts of interest, and also provides for an internal whistle-blowing mechanism with sanctions if necessary.

INITIATION OF RESPONSIBLE PURCHASING APPROACH:

The aim here is to integrate social and environmental criteria alongside economic aspects in all our relations with suppliers, including our factory in Taiwan. This has led us to draw up a Responsible Purchasing Charter, which is gradually being sent to our main suppliers to raise their awareness of key CSR principles (fair practices, respect for the environment, human rights, working conditions). In a second phase, we plan to question them in greater detail about their CSR practices through a more in-depth questionnaire, and ask them for their ECOVADIS rating where appropriate. Finally, as soon as we have sufficient information on this subject, we will evaluate suppliers annually on the basis of the responses received to the responsible purchasing questionnaires.

COMPLIANCE WITH THE EUROPEAN DIRECTIVE RGPD (GENERAL DATA PROTECTION REGULATION):

It is important to apply rules designed to respect the confidentiality of computer data and the privacy of customers and employees. This is an integral part of our CSR approach. An IT charter defining best practices in this area has been drawn up and circulated internally to raise awareness among our employees. In addition, it is important to underline **the ISO 27001 certification obtained** by our group headquarters in Taiwan, validating the highest standards of data protection and materializing in concrete actions on a daily basis (IT charters and awareness of phishing risks among employees, appointment of an Information Systems Security Manager, password safe, encryption of customer content for greater confidentiality, follow-up and processing of alerts, etc.).



Our future projects

Roll-out of the CSR policy to all KING TONY entities in Europe to facilitate change management by involving employees in the implementation of concrete actions.

Pursue our quality approach by rolling out a survey to all our customers, enabling us to measure their satisfaction levels more accurately, and by developing even more precise indicators for monitoring complaints.

Define and structure a genuine strategy of territorial anchorage, coordinated at European level and adapted to the territories in which we operate, while ensuring that we act in a socially, environmentally and economically balanced way.

Develop a CSR best practice watch to complement the social and legal tools already in place.

CSR IMPACT INDICATORS

0.60%

Percentage of complaints out of orders

6.1%

of Net Income (2023)

Value redistributed to employees

18,647€

CSR investments (2024)

30,836€

Budget for local development and ESAT (2024)

Our initiatives with **SOCIAL IMPACT**

Objective

As a company on a human scale, KING TONY EUROPE **places the well-being of its employees at the heart of its organization**. Our mission is to reconcile employee well-being with corporate performance. In addition to rigorous human resources management based on the development of skills, our aim is to act progressively on all the contributors to quality of life at work: autonomy, work-life balance, a participative approach, constructive social dialogue and managerial support. This approach, centered on strong human values, has resulted in concrete actions over several years, which we share with you here.

Our positive impact initiatives

PREVENTIVE HEALTH AND SAFETY MEASURES IN THE WORKPLACE:

A number of initiatives have been taken, such as the formalization of the DUERP (Document Unique d'Evaluation des Risques Professionnels), enabling us to analyze the health risk factors for our employees and thus initiate appropriate preventive actions. An awareness booklet defining safety rules within KING TONY EUROPE is also distributed to facilitate the dissemination of best practices internally for all employees. In addition, personal protective equipment (safety shoes, gloves, goggles, etc.) is issued to all employees as soon as they join us. A poster is also displayed on the premises to remind employees of the good reflexes to adopt on a daily basis. First-aid training has also been provided, as has training in the prevention of musculoskeletal disorders. This continuous improvement approach is bearing fruit, with **a very low number of workplace accidents** in recent years (see the CSR indicator report presented in the last section of this report).

SOCIAL DIALOGUE AND SHARING ADDED VALUE:

This is based on a number of mechanisms for listening to and exchanging views with employees, in particular the regular organization of CSE (Comité Social et Economique) meetings involving employee representatives, who are informed and involved in strategic decisions taken at company level. In addition, regular departmental meetings are organized to facilitate internal communication. In addition, a general information meeting is organized every year, and all employees are invited to join in the festivities. In 2024, we also deployed our first social barometer to measure the level of team satisfaction on various criteria contributing to quality of life at work. A progress plan will follow, based on a collaborative approach. Finally, KING TONY EUROPE is committed **to the fair redistribution of added value**, as demonstrated by the recently renewed profit-sharing agreement for the period 2024-2026.

FACILITING PROFESSIONAL INTERGRATION:

To raise awareness of stereotypes and promote diversity within the company, the members of KING TONY EUROPE's CSE (Comité Social et Economique - Social and Economic Committee) initiated an awareness-raising campaign on the issues of discrimination and harassment in the workplace. This made it possible to identify high-risk situations and implement procedures for dealing with any malfunctions in this area. In addition, to take useful action on the issue of disability, a partnership has been in place for several years with an ESAT (Etablissement Spécialisé d'Aide par le Travail) for the upkeep of green spaces at our main site in Poitiers, as well as for the procurement of office supplies. In terms of integrating young people into the job market, we take on interns and work-study students every year to help them acquire the experience they need to master a trade. We are also committed to equality between men and women, as evidenced by our professional equality indicator with **a 47%/53% m-f ratio for office staff**, although we still have some way to go for other categories of employees.

IMPROVING EMPLOYEE SKILLS:

Initially, this involves individual annual interviews between department managers and each member of their team, enabling them to take stock of skills acquired and to plan for the future in terms of professional development and the acquisition of new skills. Wherever possible, we try to encourage internal mobility. On this subject too, we regularly run in-house training courses on new products and on any changes in the company's processes. External training is also carried out to improve more specific skills in line with changes in our business, or to meet new regulatory requirements.



Our future projects

Deepen the health prevention approach and the safety culture by initiating "safety talks" involving the operational teams and the prevention of RPS (Psychosocial Risks). An awareness booklet defining safety rules within KING TONY EUROPE is also to be drawn up to facilitate the internal dissemination of best practices for all employees.

GPEC (Gestion Prévisionnelle des Emplois et des Compétences): job descriptions to be formalized more systematically, implementation of an integration program for new recruits and a welcome booklet, development of internal mobility.

Increase our actions to prevent discrimination and promote diversity by raising team awareness of stereotypes, taking part in Duoday on the issue of disability, and formalizing a whistle-blowing procedure in line with our ethics charter.

Further structure our QWL (Quality of Life at Work) approach through an annual action plan in this area, taking into account the expectations of all employees following the completion of our first social barometer.



CSR IMPACT INDICATORS

88%

of employees are satisfied with their quality of life at work in 2024

53%

Female workforce (office staff) in 2024

3

Number of work-related accidents in 2024

7.42^h

Training hours per employee in 2023

Our initiatives with **ENVIRONMENTAL IMPACT**

Objective

Our business generates impacts on the environment that we are committed to reducing in a progressive and structured way. Our company's commitment to a more ecologically sustainable development is based on taking into account the challenges of global warming and the depletion of natural resources in our business activities. The aim is to take action at every stage of the life cycle, from the supply of tools, through the reduction of the environmental footprint of transport, to the recycling of waste.

Our positive impact initiatives

INITIATING AN ECO-INNOVATION PROCESS :

For several years now, KING TONY EUROPE, in conjunction with the Group's head office which includes the manufacturing site for our products, has been committed to an eco-innovation approach that aims to reduce its environmental impact at every stage of the product life cycle, including design, choice of materials, manufacturing, distribution, use and recycling. In this way, KING TONY EUROPE complies with standards such as RoHS, the European Directive promoting non-toxic and recyclable materials in products. It's also worth noting that most of our tools are made from steel, which is easily reusable thanks to the recovery system set up with our partner Véolia. The recycling of materials made from steel can thus be assured. At our European site in Poitiers, which handles distribution logistics for our range of hand tools, we have taken steps to reduce the amount of packaging needed for deliveries to our customers. In addition, we exclusively use **recycled and/or recyclable packaging, primarily made of cardboard.**

ORGANIZATION OF WASTE SORTING AND RECYCLING :

Working closely with our service providers in charge of waste management at our Poitiers logistics site, we have launched a "Zero Waste" project to optimize the reuse of cardboard boxes needed to manage deliveries to our customers. **We use dedicated skips and containers to sort and recycle plastic film, cardboard, paper, steel products and pallet wood, as well as aerosols, batteries and all types of WEEE** (Waste Electrical and Electronic Equipment). In addition to the organization put in place on our site, it has been important to raise awareness among our in-house teams of the need to comply with these precise recycling rules, through in-house training initiatives and the posting of notices in strategic locations.

REDUCING RESOURCE CONSUMPTION :

First of all, the reduction of our consumption of resources of all kinds concerns our manufacturing plant in Taiwan, which has been committed to this objective for many years, **culminating in ISO 14001 certification** attesting to a high level of performance in this field. In terms of optimizing our logistics warehouse and offices at our French site in Poitiers, we have invested in electrical equipment for our handling equipment. We have also changed our lighting system, gradually switching to energy-efficient LED bulbs. Light detectors are also being installed in our main warehouse. In addition, we will be continuing to raise employee awareness with the distribution of an eco-gestures charter concerning the reduction of energy and water consumption, paper waste and more responsible digital practices.

LIMITING OUR CARBON FOOTPRINT:

As our business involves substantial logistics flows, we work closely with our transport partners to **optimize delivery routes**. What's more, part of our internal vehicle fleet is made up of hybrid cars, and two recharging stations are available in the parking lot at the KING TONY EUROPE site in Poitiers. The aim is to promote low-carbon mobility for our employees, who will be made aware of eco-driving and soft mobility as part of our environmental initiative.



Our future projects

Extend our product eco-innovation approach by developing eco-designed product ranges for the European market, in partnership with the Group's head office in Taiwan, using a Life Cycle Assessment (LCA) approach.

Adopt a genuine decarbonization plan for our business, based on the completion of an initial greenhouse gas assessment, an energy audit and the development of renewable energy supplies.

Develop an employee training program on environmental protection, raise awareness of responsible digital technologies and take part in the Ecomobility Day.

Biodiversity preservation: development of green spaces and a community garden at the Poitiers site, etc.



CSR IMPACT INDICATORS

17.4

Weight of recycled waste
(steel and cardboard)
in tonnes, in 2024

-32%

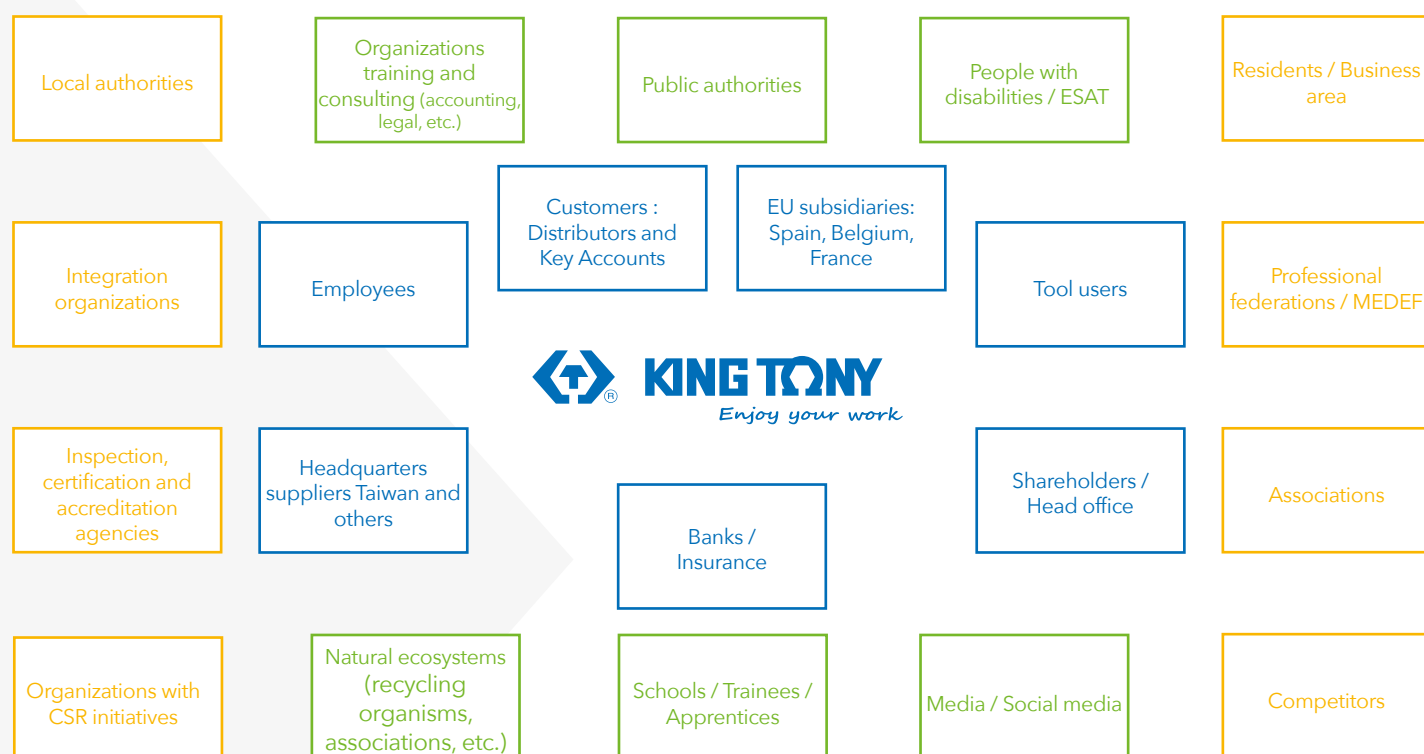
Reduction in
packaging expenditure
(2023/2024)

Meeting the expectations of our **stakeholders**

Stakeholder mapping:



Employees, customers, users, shareholders, natural ecosystems, suppliers, associations, public authorities, banks, etc. are all stakeholders that KING TONY EUROPE strives to satisfy on a daily basis. Responding to their needs, discussing social issues with them, and offering them new solutions that respect CSR principles are all objectives we have set for building and maintaining regular dialogue with all our stakeholders. In order to better structure these exchanges, we have precisely prioritized them, as shown on the following map.





TESTIMONIALS

We now invite you to discover a number of testimonials from our stakeholders who have been kind enough to share with us their views on KING TONY EUROPE. We would like to thank them warmly.



King Tony employee
Philippe Dulac - IT department

« First of all, I feel it's important to point out that until a few months ago, there was no CSR approach. As I'm personally very sensitive to these issues, I'm delighted to see the CSR team come into being today. I enjoyed filling in the survey form and hope that the various projects initiated by this team will enable the company to mature and improve its carbon footprint. I'd like to thank the CSR team in advance for their involvement, and wish them every success in the various projects they've undertaken, which seem to me to be relevant so far. If I had to suggest ideas for CSR projects, I'd suggest Up-cycling and Cleaning Day! »



King Tony employee
Marc Duclos - Logistics Assistant

« I think that initiating a CSR approach is a good thing, as it will generate benefits in several areas. At first, I thought it was just greenwashing. In the end, I have the feeling that CSR actions will really have a positive impact.

Firstly, these actions will enable the company to promote employee well-being and ensure better working conditions. The company's image with employees, customers and partners can clearly be positively affected. It will also help reduce energy consumption costs and better manage the waste we produce. There is also a clear expectation on the part of consumers, who are seeking to consume responsibly and are increasingly well informed about the involvement of companies in the ecological transition.

The actions we take enable us to stand out from the competition and stay ahead of regulations, whether ISO standards or the environmental standards that will be imposed on us in the future. The various members of our CSR team seem very committed, and I have no doubts about the success of our projects! »



King Tony Customer
Benjamin Courtey - Atelier 86

« KING TONY is a company that owes its dynamism to its young recruits, and its management is well aware of this, continuing to give the youngest staff their chance. Thanks to its development, KING TONY is today a key player in the economic life of Poitiers, but also throughout Europe thanks to its numerous subsidiaries.

Involved for many years in sustainable development, KING TONY's future is centered around the sustainability of its products, the recycling of raw materials and the professional development of its employees. Resolutely a human-scale company, we expect from KING TONY unfailing reliability, which is rarely lacking! »



King Tony Supplier
Bruno BERTRAND
Cofemi emballage

« I represent COFEMI EMBALLAGE and have personally worked with KING TONY's logistics department in Poitiers for ten years. Over these ten years, I have regularly been asked to find packaging products that are as environmentally friendly as possible. Whenever possible, we have supplied products that are biobased or at least recycled and/or recyclable.

I imagine that the choice of supplier COFEMI EMBALLAGE is also due to its geographical proximity, which reduces transport (carbon footprint) and facilitates responsiveness.

I've also noticed a great deal of concern about the working conditions of the employees in the packaging division, and here too I'm regularly asked about the quality of the products and how easy they are to use. I've also had the opportunity to sell work tools to reduce employee handling as much as possible (automatic case sealer and strapping machine).

COFEMI EMBALLAGE and I are totally committed to working with our customers to protect the environment and the well-being of our employees. The CSR approach takes on its full meaning when customers and suppliers can move forward together in a benevolent partnership. I would like to thank Mr GUERINEAU for his confidence over the years. »



Isaac de l'Étoile High School 86000 Poitiers

« As a logistics teacher at the Isaac de l'étoile school complex in Poitiers, the teaching staff and I are working with the KING TONY company to improve the learning experience of students in training, from CAP to Bac Pro. This enables us to offer them hands-on experience through periods of on-the-job training.

The student (or learner) discovers theoretical concepts and principles in the classroom, and then applies this knowledge in a real-life company context. This enables them to reinforce their technical and interpersonal skills. A pedagogical follow-up booklet is set up to assess the student's know-how and interpersonal skills. This assessment takes place in the presence of the logistics manager, the student and the teacher. King Tony has also introduced tools to assess the impact of our learning program. For a little over a decade, King Tony's logistics supervisors have been bringing their professionalism and benevolence to all our learners.

We also work on collecting paper for recycling at King Tony. We've been working together for two years. The Isaac de l'Étoile school is a partner of the Petits Papiers Montmorillonnais association. Within this framework, the CAP "logistics operator" students organize the storage and transportation of this paper for recycling.

These various initiatives enrich the students' experience, but also contribute to a more responsible and sustainable corporate culture. »

Reporting CSR indicators

ECONOMY									
ODD	GRI 4.0	Directive CSRD	ISO 26000	Indicators	Unit	2021	2022	2023	2024
Economic performance, redistribution of added value and governance									
N/A	102_7	N/A	6.8.7	Turnover (KT Europe Group)	M€	20.8M€	23.2M€	25.4M€	25.2M€
N/A	201_1	ESRS S1-10	6.8.7	Value redistributed to employees (% of net profit) in the form of profit-sharing (KT Europe Group)	%	3.8	5.5	6.1	5.8
N/A	201_1	N/A	6.8.7	Total of investments dedicated to CSR	€	245	245	245	18,647
N/A	N/A	N/A	7.6	Bank of France Rating (KT Europe Group)	rating	F4	E3	E3+	To come
N/A	405_1	N/A	6.2	Labels obtained in the field of CSR	Number	1	1	1	1
Quality and customer satisfaction indicators									
N/A	102_43	ESRS S4-2	6.7.1	Customer Survey - Customer Satisfaction	% or satisfaction rating	N/A	N/A	N/A	From 2025
	102_44		6.7.2						
N/A	102_43	ESRS S4-2	6.7.1	Number of customer complaints	Number	304	327	381	367
	102_44		6.7.2						
N/A	102_43	ESRS S4-2	6.7.1	% customer complaints on turnover	%	1.5	1.4	1.5	1.5
	102_44		6.7.2	% customer complaints on total orders	%	0.5	0.6	0.7	0.6
N/A	419_1	ESRS S4-4	6.7.1	Number of non-conformities with regulations relating to products/ services	Unit	0	0	0	0
N/A	N/A	ESRS S4-4	N/A	Number of ISO 9001 certified sites (KTT headquarters)	Number	1	1	1	1
Ethics in business									
16	205_2	ESRS G1-1	6.6	Rate of distribution of the ethics charter to employees and new hires	%	0	0	0	From 2025
16	205_2	ESRS G1-3	6.6	Percentage of employees trained in ethics	%	0	0	0	From 2025
16	419_1	ESRS G1-4	4.6	Number of confirmed corruption incidents	Number	0	0	0	0

ECONOMY									
ODD	GRI 4.0	Directive CSRD	ISO 26000	Indicators	Unit	2021	2022	2023	2024
16	419_1	ESRS G1-4	4.6	Number of confirmed information security incidents	Number	0	0	0	0
Territorial anchoring and stakeholder dialogue									
N/A	415_1	N/A	7.6	Number of employees involved in volunteering	Number	0	0	0	12
N/A	415_1	N/A	6.6.4	budget allocated to local development (associations, partnerships, etc.)	€	30,824	29,926	46,458	21,000
N/A	N/A	ESRS S1-12	6.3.7	Budget allocated to ESATs	€	9,519	1,933	10,511	9,836
Purchasing practices									
11	204	ESRS G1-2	6.8	Number of CSR questionnaires sent to suppliers	Number	0	0	0	0
11	204_1	ESRS G1-2	6.8	Number of responsible purchasing charters sent to suppliers	%	0	0	0	33
11	204_1	ESRS G1-2	6.8	Percentage of targeted suppliers having signed the responsible purchasing charter	%	0	0	0	27
ENVIRONMENT									
ODD	GRI 4.0	Directive CSRD	ISO 26000	Indicators	Unit	2021	2022	2023	2024
General									
N/A	N/A	ESRS E1-E2	7.5	Number of sites certified ISO 14001 (KTT headquarters)	Number	1	1	1	1
Energy									
7	302_1	ESRS E1-5	6.5.4	Total gas consumption	m ³	18,627	13,162	12,343	13,890
7	302_3	ESRS E1-5	6.5.4	Total gas consumption per FTE	m ³ / ETP		175	157	181
7	302_1	ESRS E1-5	6.5.4	Total electricity consumption	kW/h	97,130	91,008	92,073	106,438
7	302_3	ESRS E1-5	6.5.4	Total electricity consumption per FTE	kW/h / ETP		1,212	1,173	1,387
Paper									
6	303_1	ESRS E5-4	6.5.4	Annual paper consumption	kg	2,000	1,125	1,375	1,750
Water									
6	303_1	ESRS E3-4	6.5.4	Annual water consumption	m ³	198	161	202	218
6	303_1	ESRS E3-4	6.5.4	Annual water consumption per FTE	m ³		2.1	2.6	2.85
Transports									
13	302_1	ESRS E1-5	6.5.4	Fuel consumption	Liters				137,385
13	302_1	ESRS E1-5	6.5.4	Share of employees using soft mobility to get to work	%				5
Waste and effluents									
12	306_2	ESRS E5-5	6.5.3	Weight of recovered waste (reuse, recycling, composting and other recovery operations)	Steel - tons	9.8	9.9	10.2	11.8
					Carton - tons	6.5	5.8	5.7	5.6

ENVIRONMENT									
ODD	GRI 4.0	Directive CSRD	ISO 26000	Indicators	Unit	2021	2022	2023	2024
Raw materials									
12	301_1	ESRS E5-4	6.5.4	Packaging expenses		74,957	111,677	120,105	82,172
12	301_2	ESRS E5-4	6.5.4	% Sales / Packaging expenses		0.36	0.48	0.47	0.33
Greenhouse Gas Emissions									
13	305_1	ESRS E1-6	6.5.5	GHG emissions / GHG balance (Scope to be specified)	Téq. CO2				From 2025
Conformity									
N/A	307_1	ESRS E2-6	6.5.1	Amount of fines for non-compliance with environmental regulations	€	0	0	0	0
N/A	307_1	ESRS E2-6	6.5.1	Accidental damage to the environment	Number	0	0	0	0
Biodiversity									
14/15	304_3	ESRS E4-5	6.5.6	Total investments for the preservation or restoration of biodiversity	€	0	0	0	0
SOCIAL									
ODD	GRI 4.0	Directive CSRD	ISO 26000	Indicators	Unit	2021	2022	2023	2024
Employment									
8	102_7	ESRS S1-6	6.8.5	Total workforce	Number		75	78	77
8	401_1	ESRS S1-6	N/A	Average seniority	Year		5.6	5.9	6.52
8	401_1	ESRS S1-6	6.4.3	Staff turnover rate	%		18.8	16.9	12.34
	102_7		6.8.5	Hours worked	Number		138,747	146,180	140,764
Employment practice									
8	N/A	ESRS S1-6	6.4.4	Share of employees on permanent contracts	%		97.6	97.8	96.6
8	414_2	ESRS S1-6	6.3.6	Number of grievances regarding employment practices through formal resolution mechanisms	Number		0	0	0
Social dialogue									
8	403_1	ESRS S1-8	6.4.6	Number of members within the Social Economic Comitee (KTE)	Number	N/A	N/A	3	3
8	403_1	ESRS S1-8	6.4.6	Number of meetings within the Social Economic Comitee	Number	N/A	N/A	4	11
8	407	ESRS S1-8	6.4.6	Number of Union delegates	Number	N/A	N/A	0	0
8	404_3	ESRS S1-8	6.4.7	Individual interview completion rate	%	N/A	N/A	N/A	From 2025
8	N/A	ESRS S1-8	6.4.4	Social Barometer - Overall Satisfaction	%	N/A	N/A	N/A	88

SOCIAL									
ODD	GRI 4.0	Directive CSRD	ISO 26000	Indicators	Unit	2021	2022	2023	2024
Health and safety at work									
8	403_2	ESRS S1-14	6.8.8	Truancy rate	%		3.10	2.07	2.23
8	403_2	ESRS S1-14	6.8.8	Average number of days of absence	Number		8.25	5.44	442
8	403_2	ESRS S1-14	6.8.8	TF1 Frequency rate	Rate		7.21	6.84	21.31
8	403_2	ESRS S1-14	6.8.8	Severity rate	Rate		4.46	2.92	3.14
8	403_2	ESRS S1-14	6.8.8	Number of recognized occupational or work-related illnesses	Number	0	0	0	0
8	403_2	ESRS S1-14	6.8.8	Number of safety and quality of life at work training actions	Number		17	22	0
	403_2		6.8.8	Number of days lost due to work accidents, death, or health issues	Number		620	427	442
Training and education									
4	404_1	ESRS S1-13	6.4.7	Number of training hours	Number		290	583	46
4	404_1	ESRS S1-13	6.4.7	Average number of hours of training per employee	h/ETP		3.9	7.4	0.6
Diversity and equal opportunities									
5	405_1	ESRS S1-9	6.2	Percentage of female workforce	%		24.3	24.2	20
5	405_1	ESRS S1-9	6.2	Percentage of female staff (office)	%		47.6	50	53
5	405_1	ESRS S1-9	6.2	Percentage of female workforce (field)	%		2	2	2
5	404_1	ESRS S1-9	6.4.7	Number of apprentices	Number		1.13	1.56	2.27
5	404_1	ESRS S1-9	6.4.7	Number of apprentices	Number	11	10	12	15
5	401_1	ESRS S1-9	6.3.7	Rate of disabled staff	%		0.13	0	0
Wages									
8	405_2	ESRS S1-10	6.4.4	Payroll	M€		3,098,560	3,349,229	3,371,959
Human Rights									
N/A	414_2	ESRS S1-17	6.3.6	Number of human rights grievances addressed through formal resolution mechanisms	Number	0	0	0	0
5	406_1	ESRS S1-17	6.3.7	Number of incidents of discrimination	Number	0	0	0	0
5	406_1	ESRS S1-17	6.3.7	Number of hours of employee training on discrimination prevention issues	Number	0	0	0	0



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