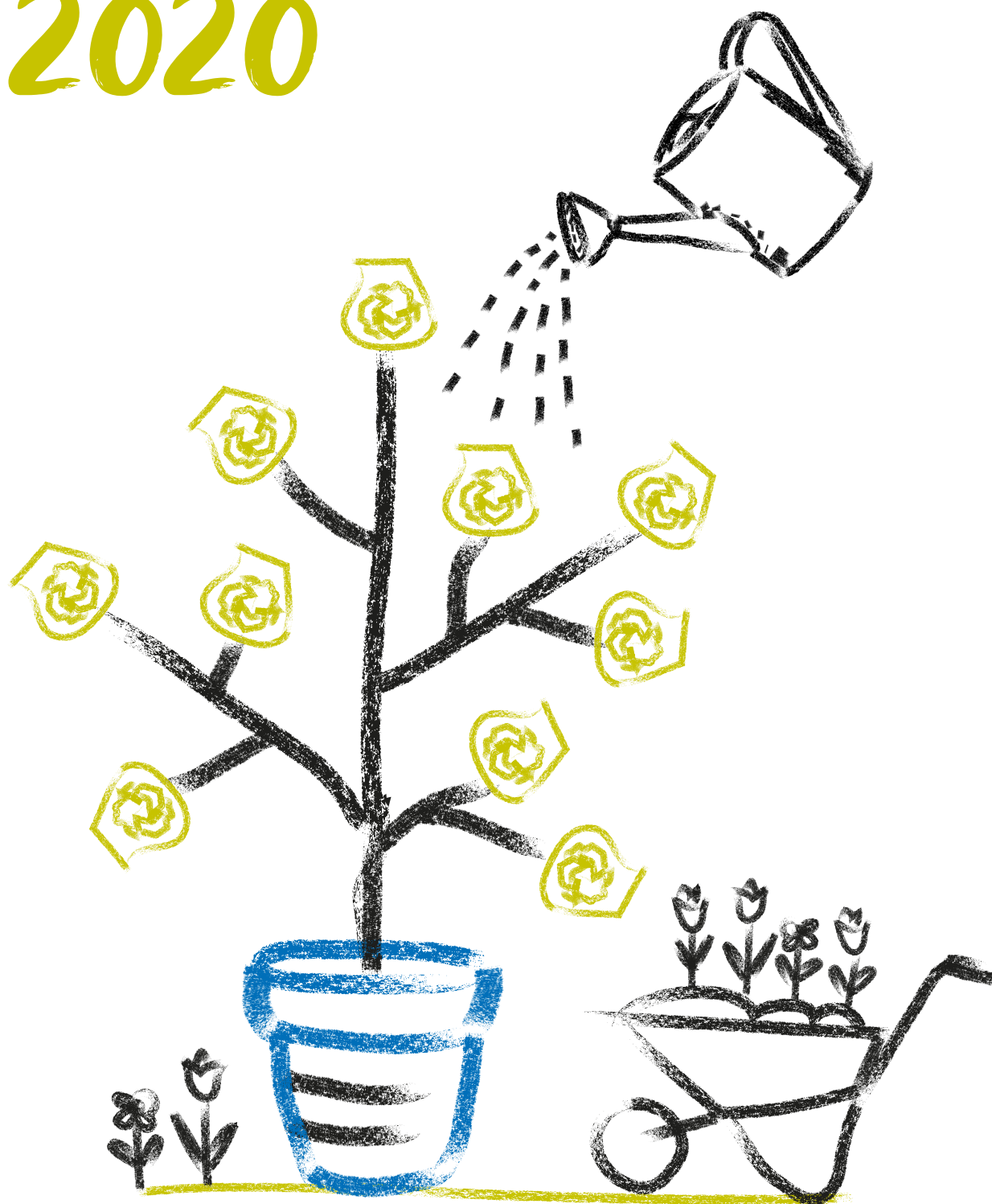


**MAPEI FRANCE  
SUSTAINABILITY  
REPORT**

**2020**









---

**SUSTAINABILITY REPORT  
MAPEI FRANCE**

---

**2020**

# MESSAGE TO OUR STAKEHOLDERS



*Veronica and  
Marco Squinzi*  
Corporate CEOs

2020 was an unprecedented year, almost entirely dominated by the **Covid-19 pandemic** that overwhelmed Italy and the entire world, changing the priorities and challenging not only on all countries' healthcare systems, but also on their economic framework.

This change of perspective has required exceptional responsiveness and flexibility from companies and institutions, a digital acceleration that could represent an epochal leap for our country, both from a technological and cultural point of view, towards the **sustainable development**.

In this challenging context Mapei, that is not unprepared, is firmly convinced that the path towards the sustainability goes through research and innovation. Thanks to **investments in our plants, digitalisation and training**, we have been able to maintain a high level of efficiency, safety and quality, even in the new configurations imposed by the pandemic.

Despite the difficult situation at global level, we are proud of the results achieved thanks to the company's well-established strategy based on **Internationalisation, Specialisation, Research & Development**, and **Sustainability**: indispensable features of an efficient production and commercial system.

This has enabled Mapei to continue to be an active member of the community and to offer its solidarity contribution in support of numerous hospitals, placing itself at the side of health personnel and anyone who has found itself, and still finds itself every day, on the front line in the battle against the virus.

Special thanks are due to all the members of the great "**Mapei Family**" for the seriousness and dedication they have always shown and for the commitment and support that are allowing us to continue our work even in this particular situation.

Mapei, which in 2020 has more than **10,600 employees worldwide and revenues for 2.8 billion euro**, did not stop because of the pandemic and continued to operate and produce in complete safety, not only to support all its subsidiaries and to guarantee supplies to customers all over the world, but also to avoid the interruption of important work sites and strategic national infrastructure works.

In this difficult moment for our Countries and for the whole world, the virus has not prevailed against **passion, commitment, transparency, talent and competitiveness**, or rather the values that have always distinguished us and made us the perfect teammates for each of our stakeholders: from customers, to suppliers, to all the people and the organisations we work with.

Indeed, for over eighty years, Mapei has been working to guarantee “**continuous quality**” for the market, for clients, for the environment and for its own employees.

In 2020, convinced that we want to make our contribution to a better environment, we are strongly committed to reduce environmental impacts from a Circular Economy perspective, limiting the incoming raw materials consumption and maximising the recovery and reuse of produced waste. In this context, the **Circular Economy** topic gained further importance with the annual update of the Group’s materiality matrix, not only as proof of the growing interest shown by our stakeholders in this theme, but above all as confirmation of the strong commitment made by Mapei in this direction and of the important results obtained.

Lastly, 2020 is also the year in which Mapei has decided to expand its sustainability reporting by supporting some European countries, chosen as pilots, in the production of their own local Sustainability Report, which will be added to the annual Sustainability Report for Italy published by the Group.

According to this, it is therefore with great pride that we present to you **our first Mapei France Sustainability Report**.

**Veronica & Marco Squinzi**





# OUR FIRST SUSTAINABILITY REPORT

With the aim of fostering a more transparent and open communication towards its own stakeholders, *Mapei France* has decided to publish its first Sustainability Report.

This choice is part of a wider sustainability path undertaken by Mapei Group, to which *Mapei France* belongs. Starting from 2017, Mapei annually publishes its Sustainability Report at Italian level, sharing with all stakeholders the main results and performances related to sustainability for the parent company and all subsidiaries located on the national territory. The Report describes the main activities carried out to monitor and reduce the environmental impacts related to Mapei's products and operations and the initiatives in place to value and support its people, as well as the communities in which the Group operates, while continuing to preserve economic performance and make economic results growing.

In line with Mapei Italia Sustainability Report, this document begins with an introductory section followed by four chapters, each one of them dedicated to a specific ingredient of Mapei's successful recipe: research and development, people centrality, production system efficiency and closeness to the surrounding community.



# SUSTAINABILITY HIGHLIGHTS

91.4€



MILLIONS OF VALUE DISTRIBUTED  
TO STAKEHOLDERS DURING 2020

127

PARTICIPANTS  
TO TRAINING  
COURSES DURING  
2020 WITH  
MAPEI ACADEMY



1.2€

MILLION SPENT ON R&D  
ACTIVITIES DURING 2020



16% EMPLOYEES  
NEW HIRES RATE

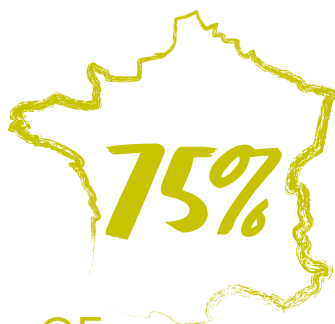
18.5% INJURIES  
FREQUENCY RATE



96.4%



OF EMPLOYEES  
WITH A PERMANENT  
CONTRACT



OF  
PURCHASED  
WEIGHT  
FROM LOCAL  
SUPPLIERS



15% REDUCTION  
OF CO<sub>2</sub> EMISSIONS IN  
TRANSPORT ACTIVITIES  
THANKS TO FRET 21  
COMMITMENT WITH  
RESPECT TO 2018

6,096

HOURS OF  
TRAINING GIVEN  
TO EMPLOYEES



# INDEX

MESSAGE TO OUR STAKEHOLDERS	4
Sustainability reporting path for the first Sustainability Report	9
Mapei's stakeholders	9
Material topics	10
<b>1 MAPEI GROUP: A PASSION BECAME HISTORY</b>	<b>13</b>
1.1 An international company with an Italian soul	15
1.2 Ethics and transparent communication	16
<b>2 RESEARCH AND CONTINUOUS INNOVATION WITH GROWING ATTENTION TO SUSTAINABILITY</b>	<b>19</b>
2.1 Sustainability stated in our products	20
2.2.1 The environmental impact assessment of products	20
2.2.2 The manufacturing of durable and circular products	21
2.2.3 The sustainability of buildings: Mapei's contribution	22
2.2.4 The spreading of a "culture of sustainability"	22
<b>3 MAPEI'S VALUE CHAIN: EFFICIENCY AND RESPECT FOR THE ENVIRONMENT</b>	<b>25</b>
3.1 The production activities and the constant guarantee of quality	25
3.2 The monitoring of the production process impacts for the environment safeguard	27
3.2.1 Energy and Green House Gases emissions: efficiency and reduction	27
3.2.2 Waste: recovery, recycle and disposal	29
3.2.3 Water: consumption and wastewater management	30
3.2.4 Air pollutant emissions in the atmosphere: sampling and analysis	30
3.3 The responsibility in the procurement	31
<b>4 PEOPLE CENTRALITY IN THE GREAT MAPEI FAMILY</b>	<b>33</b>
4.1 People wellbeing and safety as a priority	33
4.2 Diversity and inclusion: important strong points	35
4.3 The professional growth as a result of continuous training	37
<b>5 THE COMPANY BOND WITH THE COMMUNITY AND THE TERRITORY</b>	<b>39</b>
5.1 Sport	40
5.2 Culture	41
5.3 Solidarity	41
5.4 Young people	42
NOTE ON METHODOLOGY	43
GRI CONTENT INDEX	48





## Sustainability reporting path for the first Sustainability Report

This 2020 Sustainability Report has been prepared taking into account the **GRI (Global Reporting Initiative) Sustainability Reporting Standards** (GRI - Referenced option) and it describes the main environmental, social and economic aspects and impacts that characterize Mapei France, giving an overview of all the initiatives launched during the reporting year and the results obtained.

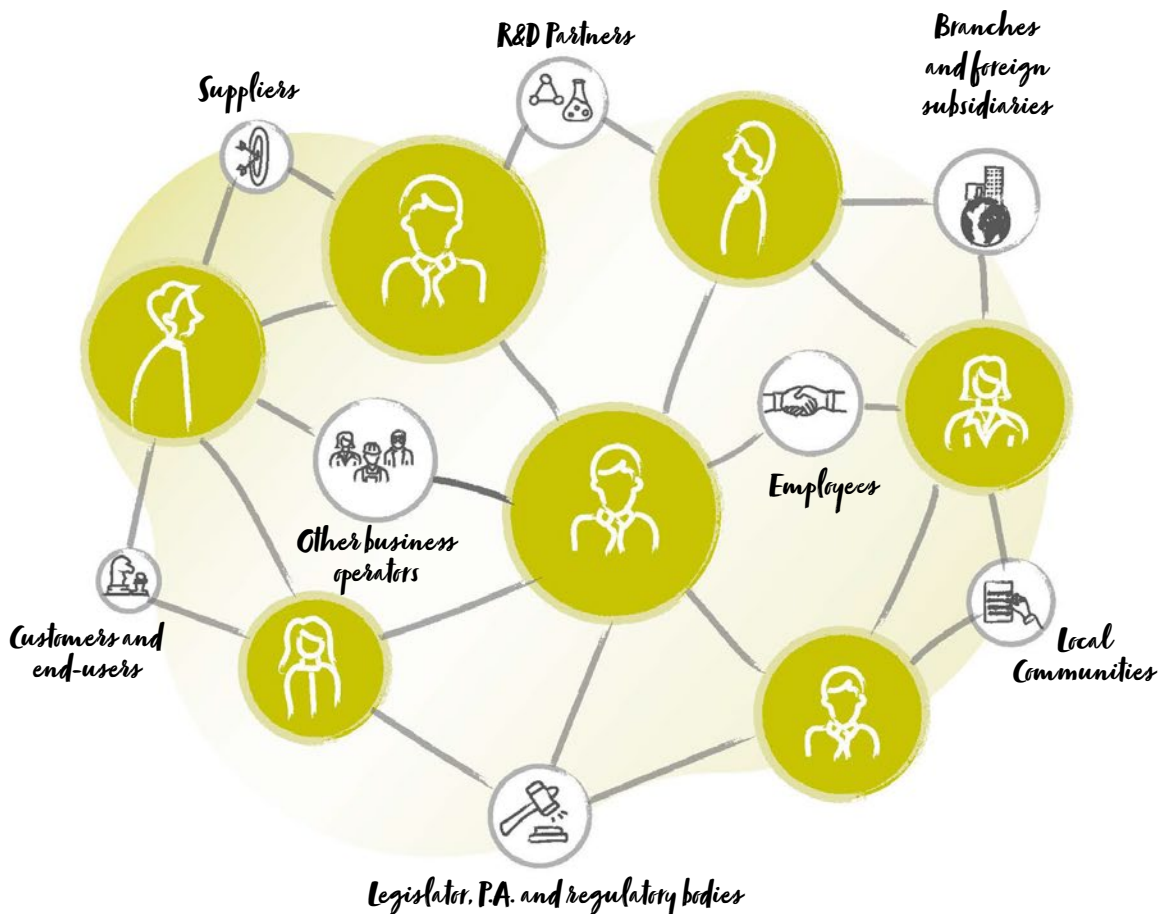
The path undertaken to draft this Report has seen the involvement of a working group, including the Company's top management, which followed step by step the document's set up and drafting. The main Mapei France functions worked together giving their contribution for each respective area of expertise, supported by Mapei Corporate functions.

The first steps for the realization of the Report are represented by the stakeholder identification and the materiality analysis, both carried out at corporate level by Mapei S.p.A.



## Mapei's stakeholders

The main **stakeholder** categories identified are represented below.





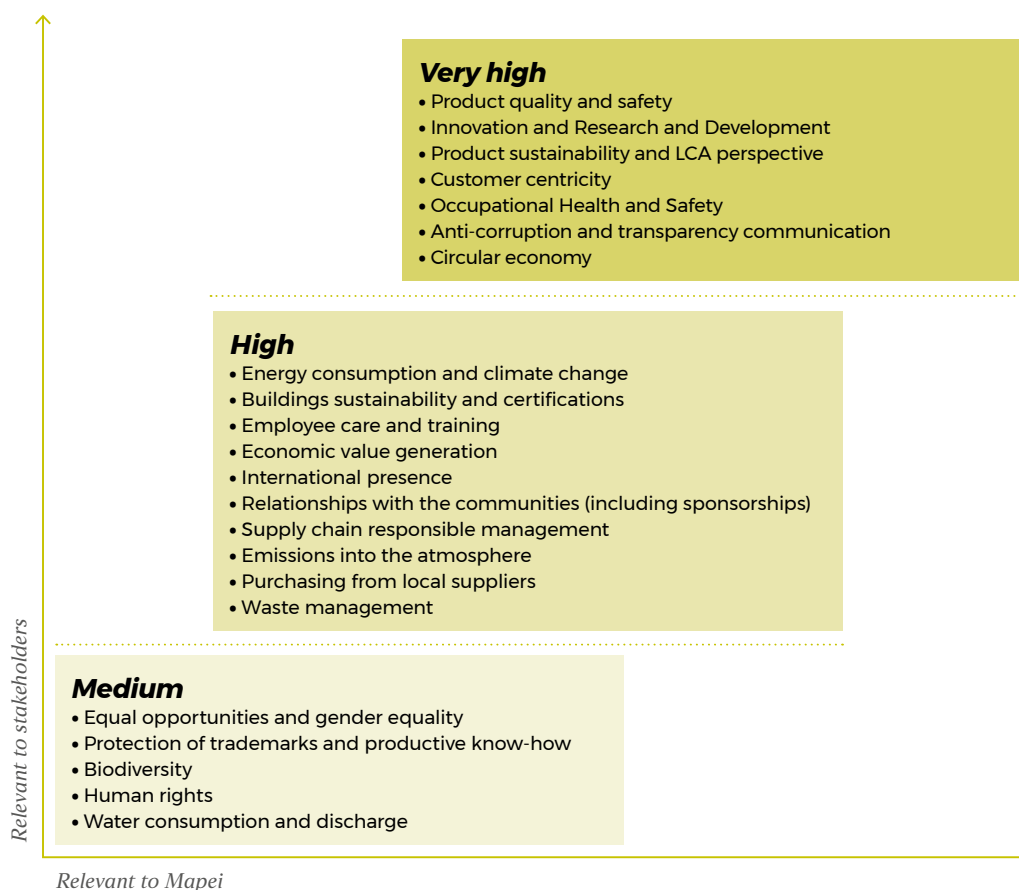
## Material Topics

Key element of a Sustainability Report is the Materiality analysis, a map that present the most relevant environmental, social and economic topics for a Company and for its stakeholders and their decisions.

The following Materiality Analysis has been carried out by the Parent Company on the basis of an analysis of the GRI Standards and of the external stakeholder main expectations (i.e. benchmark and sustainability trend sector analysis). The identified topics have been included into the Materiality Analysis and they have been evaluated depending on their priority, assigned to each one of them by Mapei S.p.A. through an internal sharing process involving corporate functions and considering the external stakeholder's point of view, even without their direct engagement.

The topics included in the classes "high relevance" and "very high relevance" of the Materiality analysis are the ones considered "Materials topics". For this reason, in accordance with the GRI Standards, this document is focused on them.

Even though they represent subject matters close to the Mapei Group's principles and actions, the remaining topics reporting in the "medium relevance" class are not considered material at the moment due to the lower significance of their impacts, to the strong attention already given them by the Group or to their fundamental importance into the reporting perimeter current legislation (e.g. human rights).







## MAPEI GROUP AND THE SUSTAINABLE DEVELOPMENT GOALS - SDGS

Unanimously approved on September, 2015 by the 193 countries members of the General Assembly of the **United Nations**, the **17 Sustainable Development Goals - SDGs** are part of the **2030 Sustainable Development Agenda** ambitious action plan aimed to bring peace and prosperity to the people and the planet. These goals are based on the integration between the **3 dimensions of the sustainable development** (environmental, social and economic) and affect several development areas, such as inequalities suppression, natural resources safeguard and urban development.

Mapei Group shares, supports and promotes the 2030 Agenda and the SDGs. In particular, it has identified four goals (**SDG 3**, **SDG 4**, **SDG 9** and **SDG 11**) that are close to its values and commitments and on which it can significantly provide its contribution through its activities, in line with the priorities defined by the Group and the identified material topics: **Product Sustainability and LCA perspective**, **Employee care and training**, **Product quality and safety**, **Relationships with the communities (including sponsorships)**, **Customer centricity**, **Innovation and Research&Development**, **Buildings sustainability and certifications**.



**SDG 3: Ensure healthy lives and promote well-being for all at all ages**



**SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation**



**SDG 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all**



**SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable**



MAPEI GROUP: A PASSION  
BECAME HISTORY

# Mapei objectives



The Strait of Gibraltar is a narrow strait that connects the Atlantic Ocean to the Mediterranean Sea





## MAPEI GROUP: A PASSION BECAME HISTORY

### Mapei Group in the world in 2020



SUBSIDIARIES  
IN 57 DIFFERENT  
COUNTRIES



MAIN RESEARCH  
CENTERS IN 21  
COUNTRIES



PRODUCTION  
SITES IN 5  
CONTINENTS IN  
36 DIFFERENT  
COUNTRIES



BILLION OF EUROS  
CONSOLIDATED  
TURNOVER AT  
DECEMBER  
31<sup>ST</sup> 2020



EMPLOYEES

**Quality and innovation, skills and knowledge, efficiency and durability** represent the strengths for which Mapei Group is known worldwide. Thanks to them and to a rooted **internationalization** strategy, Mapei Group has grown from a family-run small Company in Milan outskirts to a world leader Group in the production of adhesives, sealants and chemical products for the building industry.

The Group expansion at a geographical level over time is tightly connected to a progressive growth in the systems and solutions offered

on the market, which currently cover all the building industry's sectors, starting from small civil buildings to major infrastructure projects, as well as new architectural structures and restoration activities.

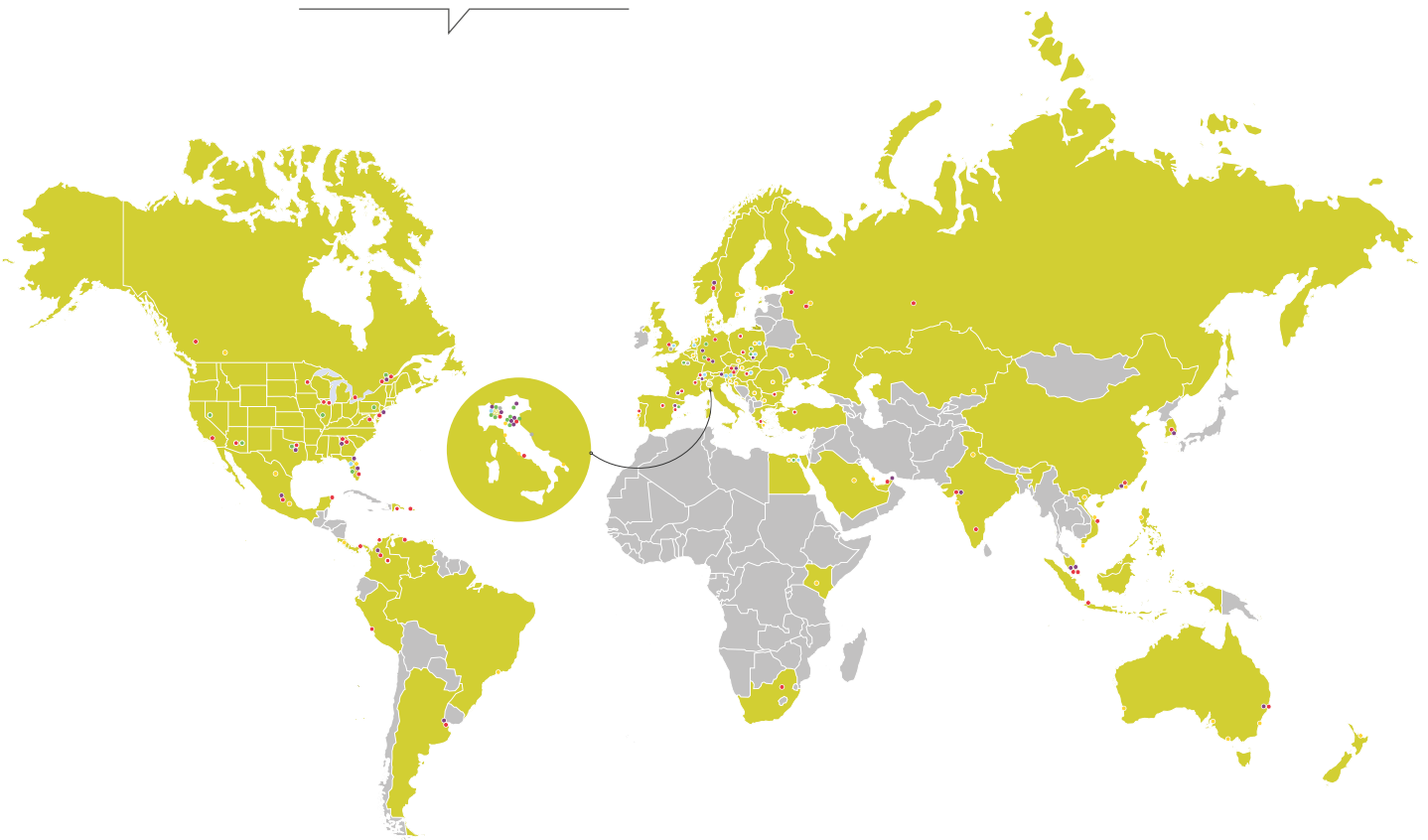
This wide level of **specialization** is a fundamental feature of the Group's way of doing business and it has been reached thanks to a continuous and well-structured **Research and Development** activity, a **qualified technical assistance** and the Group teams' professional **experience**, creative genius and passion.










Especially in these difficult times linked to the Covid-19 pandemic spreading, it's crucial to have the opportunity to rely on people who are joined together by a strong sense of responsibility and by a deep group spirit: this allowed, and still permit, Mapei to act without making any compromise on the offered products and services quality.

There are two additional successful and distinctive details that complete the Group profile: the commitment on **sustainability** in all its dimensions – including the development of **healthy** and **environmentally safe** products – and the **transparent communication** of its own performance aimed at keeping alive, authentic and deep the relationship that links the Group to its customers and collaborators.

### *Mapei Group in the world in 2020*



-  Mapei Group Headquarters
-  Mapei offices and factories
-  Research & Development Centers
-  Mapei World Specification Centers

-  Commercial branches of other companies
-  Headquarters and factories of other companies
-  Mapei commercial branches

## 1.1 An international company with an italian soul

Founded in **1984**, Mapei France is one of the first Group's subsidiaries and has today three plants located in the major housing and construction areas.

Established in 1989, the site of **Toulouse Saint-Alban** is the first Mapei plant in France, and it is also the headquarters of Mapei France. The site is equipped with a manufacturing process for powder products, packaged in bags, and paste products, packaged in buckets. It also houses an important Research and Development laboratory, one of the 31 Group's worldwide. Under the supervision and guidelines provided by HQ Laboratory of Mapei S.p.A. (as per the Contract R&D Service Agreement signed by Mapei France and Mapei S.p.A.), our research center runs its activities for the French market, adapts international formulas developed by the central laboratory in Milan with French raw materials and meets certification requirements specific to France, particularly in the field of tiles. Each of the 3 production sites has a quality control laboratory for raw materials and finished products.

In 1994, Mapei opened another site in **Montgru-Saint-Hilaire**, between Paris and Reims. The plant is specialized in the manufacture of powder products, concrete admixtures and small packaging. The site houses a concrete application laboratory that supports our customers in the development of their ready-mix or precast concrete formulations.

The third plant was built in 2012 in **Lyon Saint-Vulbas**: equipped with a gravity powder process and a full opening mixer, it was one of the Group's most modern plants.

In 2019, Mapei WORLD PARIS opened in the heart of **Paris**, at 125 Boulevard Sébastopol. This unique place for exchanges, co-working and training welcomes our partners and all players of the building sector. In the same year, Tecnopoli France, a manufacturer of waterproofing solutions for the building and industrial sectors, joined Mapei France.

Mapei France produces and markets nearly **2,000 products**: bonding solutions for coatings, waterproofing systems, mortars for structural work and masonry, systems for underground work, admixtures for concrete and grinding agents for cement, as well as industrial and decorative flooring.

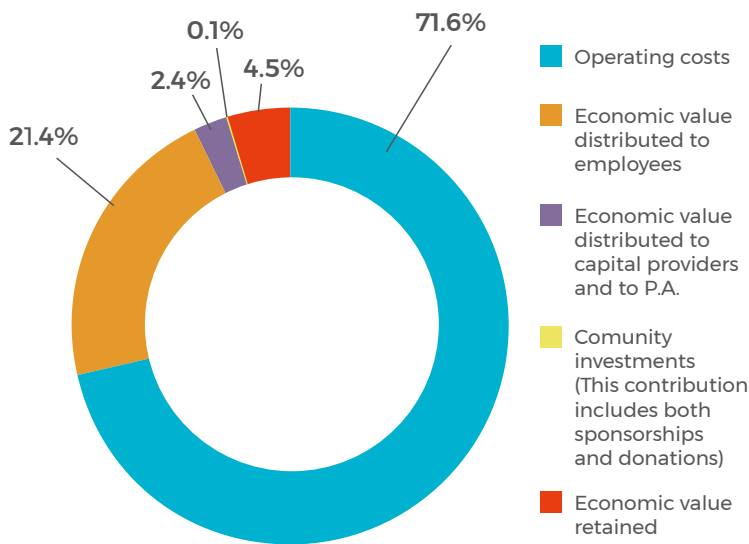
Thanks to a sales team spread throughout the country, Mapei France distributes its products through a network of general and specialist retailers, DIY stores and directly with concrete manufacturers. Mapei has developed special relationships with various applicator customers such as craftsmen (tilers, masons, floorers, etc.) and companies, and also communicates with individual DIYers and specifiers. A team is dedicated to prescribing and helps architects, technical design offices, economists, individual house builders, etc in their projects.

Mapei France's strategy is focused on the end user, to make life easier on the job site, in industrial sector or at the point of sale, through sustainable products and services, more respectful of health and the environment.



## Generating value for stakeholders

### Direct economic value generated and distributed



The **economic value generated** by Mapei France shows an increasing trend during the three-year period, registering a +11.4% between 2018 and 2020 (€ 85.9 million in 2018, € 94.4 million in 2019, € 95.7 million in 2020).

€ 91.4 million, equal to the 95.5% of the economic value generated in 2020, has been distributed to stakeholders as represented below.

A significant part of our value is distributed to our employees (> 21%).

<sup>1</sup> The economic value generated by Mapei France and its distribution among stakeholders has been calculated based on GRI Standards and data shared with Mapei Corporate for the drafting of the Consolidated Financial Report.

## 1.2 Ethics and transparent communication

**Mapei France** is directly owned and controlled by Mapei S.p.A., parent company of the Mapei Group.

The Board of Directors of Mapei France is made up of three members: Marco Squinzi (President), Simona Giorgetta and Mapei S.p.A. represented by Veronica Squinzi.

The General Manager of the company, not belonging to the Board of Directors, is Christophe Jeaneau.

A distinctive feature of Mapei France and of Mapei Group as a whole is the continuous commitment to guarantee a **transparent and direct communication** to all stakeholders, both

internal and external, in order to preserve a solid relationship with all of them.

A first crucial instrument to communicate both internally and externally its commitment is the **Code of Ethics**, which drafting allowed Mapei to state and organize its own ethical values. This document expresses the principles of conduct that the Company is bound to observe when doing business, as well as the responsibilities and obligations assumed by all the people that work for or on behalf of the Company. The Code of Ethics promotes virtuous behavior, "characterized by the highest transparency, integrity and loyalty standards" and without conflicts between corporate

and personal interests. The Code of Ethics represents the corporate landmark even in terms of anti-corruption, and it is hence being communicated to all employees and commercial partners.

Mapei believes that the contribution that the Company can give to the chemical world and to the building sector is one of its “**ethical and scientific duties**”, carried on through Trade Associations and the national and international bodies of which Mapei is part.

Mapei France is a member of several **unions** and **professional organizations** in order to enrich its marketing and technical oversight, to participate in the work of the profession, to influence decisions to defend its interests and those of the industry in which it belongs and gives visibility to its businesses and solutions. The main union to which Mapei France is a member is the **SNMI**, the national union of industrial mortars. The SNMI brings together 17 manufacturers (20 trademarks) established in France through 54 factories, present in different market segments (facade renders, ETIC system, tile adhesives, screeds and self levelling compounds, technical mortars for buildings, public works and civil engineering) and representing a turnover of 1 billion euros. The SNMI, through various groups and commissions of experts, participate in the development of French and European regulatory and normative texts relating to construction, draw up recommendations and standards and promote our technical solutions. Mapei France is also a member of **SYNAD** (national union of admixtures for concrete

and mortars), **AFICAM** (French association of glues, adhesives and mastics industries), **SNFORES** (national union of resin formulators), **SFM** (French union of resin trades) and **AFTES** (French association for underground work). Mapei France is very active in all of these unions by having experts in many committees and by having the presidency of SYNAD and presidency of the special mortars group of SNMI.

The adhesion to Trade Associations and the Code of Ethics publication aren't the only instruments through which the Group keep in contact and communicate with the sector in which it operates and with the other market players.

Mapei France regularly communicates on its commitment to sustainable development. The actions and performances achieved are communicated through various printed **communication tools** (MAPEI & VOUS magazine, technical documentation, articles, etc.) or digital tools (social networks, website, newsletter, podcast, etc.). Mapei France is committed to dematerializing and reducing the amount of printed paper: in recent years, the quantity of printed material has been optimized to limit paper consumption and favor digital version.

Mapei France's documentation and magazines are printed with **vegetable-based** inks on paper from sustainably managed forests, produced from virgin wood fibers from PEFC certified forests and controlled sources: another eco-responsible gesture!





RESEARCH AND CONTINUOUS INNOVATION  
WITH GROWING ATTENTION TO SUSTAINABILITY

# Mapei solutions



Perito Moreno, on the border line between Chile and Argentina





## RESEARCH AND CONTINUOUS INNOVATION WITH GROWING ATTENTION TO SUSTAINABILITY

Behind all Mapei Group products and solutions there are intense research and development (R&D) activities.

The strong commitment in this field is handled by a team of passionate professionals and it is testified by the total amount spent in R&D activities. In particular, during the three-year period, the investments made in these activities<sup>2</sup> by Mapei France amount to € 3.6 million, of which € 1.2 million only in 2020.

Mapei France owns one R&D department situated in Toulouse Saint-Alban where 15 employees, under the supervision and guidelines provided by HQ Laboratory of Mapei S.p.A. (as per the Contract R&D Service Agreement signed by Mapei France and Mapei S.p.A.) develop new products, new processes, improve and optimize current products by considering or integrating more and more sustainability approaches (life cycle

assessment, carbon footprint, greenhouse gas emissions, recycled materials, renewability and biodegradability) and using **more eco-responsible raw materials**.

Each year, we welcome and train engineer apprentices and students coming from national universities and engineer schools to work on innovative solutions and improve our knowledges.

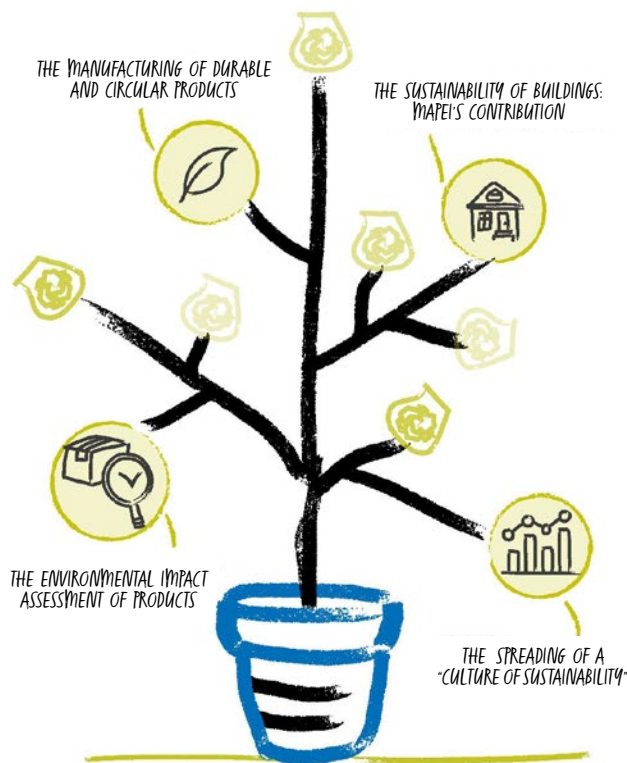
All Mapei R&D is deeply involved and committed in sustainability, by considering during our actions the management of natural resources, the energy savings, the waste reduction, the fight against pollution, and the protection of the planet.

In Mapei, we can and must integrate these considerations during the formulation and production of our products by controlling the impact of our products on the environment.

<sup>2</sup> These expenses include R&D personnel costs, eventual consultations, equipment's depreciation costs and the costs of the materials used in the laboratories



## 2.1 Sustainability stated in our products



Productive know-how, experience and ability to innovate are a fundamental elements of Mapei Group's activities: only by combining these ingredients it is possible to create high-performance, durable and sustainable products.

The Mapei Group essential concept of "Sustainability" includes several goals and aspects, among which:

- The environmental impact assessment of products;
- The manufacturing of products of high quality and durable, characterized by a lower consumption of virgin raw materials;
- The contribution to increase the sustainability of buildings;
- The creation of a "culture of sustainability", thanks to which a proper use of the products can be ensured, by guaranteeing performance, durability and sustainability itself.

### 2.1.1 The environmental impact assessment of products

A primary goal carefully pursued by Mapei Group is to monitor and minimize the products' impacts over their lifecycle, starting from their production and packaging to their use and disposal.

Mapei France is working within professional unions on the creation and evolution of Environmental and Health Declaration Form (**FDES**) to evaluate the environmental performances of a product and the building where it is applied.

FDES are environmental declaration type III, where all environmental impacts of a range of products with similar functions are described from cradle to grave.

FDES can help architects, contractors and designers to build in a sustainable way, choosing the best products. Nowadays Mapei France can use 10 different FDES for different group of products.

In R&D department of Mapei France under the supervision and guidelines provided by

HQ Laboratory of Mapei S.p.A, we have decided to work on the sourcing by selecting more eco responsible resources like biobased raw materials, which mean fully or partially derived from biomass (except: geological formations and fossilized materials), and recycled raw materials.

The environmental impacts of our products can be measured by the LCA (Life Cycle Assessment) methodology, in order to always improve the formulation promoting the sustainable development approach.

Thanks to the continuous attention dedicated to a deep and prompt study of the legislation and to the active participation to working tables and pilot tests promoted by affiliated associations and federations, Mapei Group has always been able to address their research activities through innovative and safe procedures.

In addition, for the purposes of a gradual improvement of the offered solutions, the Group constantly monitors possible customers' complaints related to the product's negative effects on human health.

## 2.1.2 The manufacturing of durable and circular products

The most significant environmental impacts during the lifecycle of Mapei Group products are related to raw materials' extraction and manufacturing. All the companies can give their active contribution to the reduction of these impacts, in a perspective of circular economy in the building sector that aims both at recycling and reusing waste produced and at reducing the consumption of raw materials.

In the R&D department of Mapei France, we decided to work on the sourcing by selecting more eco-responsible resources like biobased raw materials, which mean fully or partially derived from biomass (except for geological formations and fossilized materials) and recycled raw materials.

Three studies are currently opened:

- **Eco-responsible fillers/granulates:** in our formulas, we use mostly silica and carbonate as fillers. These raw materials are not renewables, which mean that we can't replace them within our generation (fossil). In France, in 2018, 92.3 million of calcium carbonate were extracted: an alternative

must be found. The same principles apply to silica: in the world, 30 billion tons are consumed every year. Alternatives are currently being tested: oyster shells, eggshells, recycled glasses, coffee grounds, plant flours.

- **No more production waste:** multipurpose mortars are composed of filler and cement. The aim of our research is to try to use some of our production waste as filler in new products. We calculated that we could reuse 800-1,000 tons per year of our production waste. We are also evaluating the use of recycled fillers with a granulometry of around 0 - 4 mm.
- **Low carbon cement:** cement industry represents 7.5% of global CO<sub>2</sub> emissions. The production of one ton of a CEM I cement produces on average 765 kg of CO<sub>2</sub> emissions. The CO<sub>2</sub> emissions result from the decarbonation of limestone during the production of clinker. Alternatives exist: CEM III/A (400 kg CO<sub>2</sub>/tons), CEM III/B (274 kg CO<sub>2</sub>/tons) : all these alternatives will be tested.



## 2.1.3 The sustainability of buildings: Mapei's contribution

Mapei Group solutions can bring different contributions to the sustainability of the buildings, both in terms of environmental impacts and people safety and comfort.

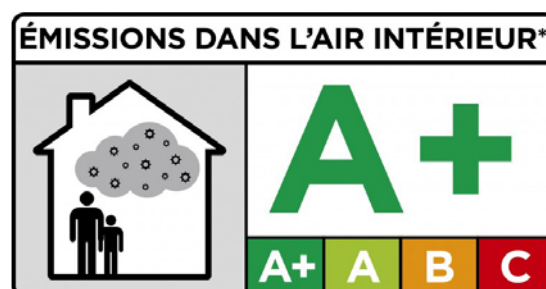
Mapei France is increasingly integrating environmental considerations into the formulation of the products by using bio-based or recycled raw materials and reducing their carbon footprint and their impacts on the planet. In their applications and uses, it is important to ensure that our products have no impact on health (low emissions of **VOCs** – Volatile Organic Compounds and dangerous components) and that they improve the thermal and acoustic characteristics of buildings, as well as the durability of the structure.

Mapei is committed to a voluntary certification process. Many Mapei products are certified EMICODE® EC1 PLUS, with very low VOC emissions, by GEV (Gemeinschaft Emissionskontrollierte Verlegewerkstoffe, Klebstoffe und Bauprodukte e.V.), a German association which checks emission levels of construction products. EMICODE® EC1 PLUS defines the limit of what is technically feasible today and thus guarantees the highest level of protection for the indoor air. This label is

today an international reference and a real guarantee of safety and health protection for those who apply the products and the users of the spaces where they are used.

All construction products intended for indoor use are subject to French mandatory labelling indicating the level of VOCs, in accordance with the application of the Grenelle I and II laws (Decree No. 2011- 321 of March 23, 2011 and implementing order of April 19, 2011). Based on the same principle as the energy label for household appliances, it highlights the product's class.

**95%** of Mapei products are classified **A+** (406 products), with very low VOC emissions.



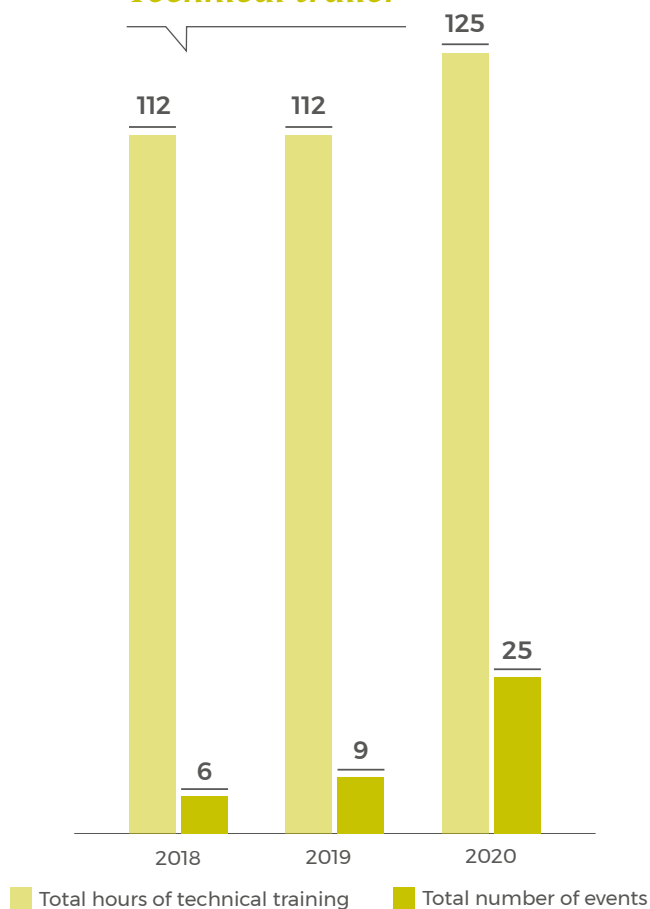
\*Information on the level of emission of volatile substances into the indoor air, presenting a risk of toxicity by inhalation, on a class scale from A+ (very low emissions) to C (high emissions).

## 2.1.4 The spreading of a “culture of sustainability”

In a continuously evolving construction industry, it is important that a Group like Mapei dedicates its efforts and investments to share and spread its know-how within the sector, for example with designers and suppliers. In this way, the Group can always be close

to its customers, guaranteeing them a 360° assistance and ensuring that all the subjects that handle its products can use them in the best way possible, so that their performance, durability and sustainability are not being compromised.

## Technical trailer



Transmitting an adequate level of knowledge of its solutions is important to contribute to the evolution of the technical skills and to the culture's growth into the building sector, particularly in terms of sustainability.

In particular, during 2020, 125 hours of **technical training** had been provided, involved about 127 participants through different kind of activities, such as seminars and webinars.

As a committed industrial player, Mapei France makes its teams, customers, end-users and partners aware of Mapei's eco-sustainable solutions and approaches. Throughout our internal and external training courses with Mapei ACADEMY, we promote Mapei solutions that are the most respectful of health and the environment.

We create a collective emulation within society allowing motivated individuals, concerned about the environment to express themselves on eco-responsible subjects.

In order to reduce our environmental impact and to involve all of our employees in the process, Mapei France has decided to take on three internal challenges concerning direct operations:

- A "**resource**" challenge to reduce our use of certain resources such as the consumption of plastic or paper;
- An "**informatic**" challenge to reduce the impact of our use of IT tools, such as search engine, management of file storage and mailboxes, etc;
- An "**energy**" challenge to reduce the energy consumption of our activities (water, electricity, gas...), excluding production.

Researching and applying environmental friendly solutions in the formulation and manufacture of our products and systems prove our desire to protect our ecosystem.



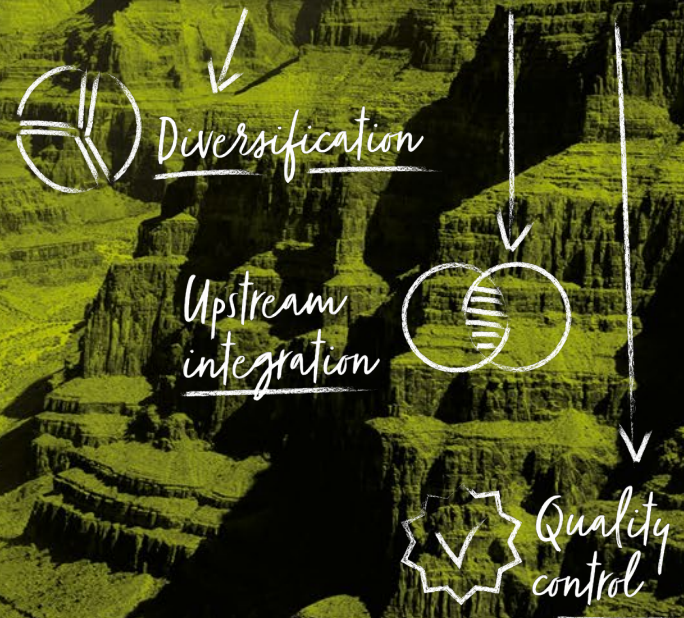
# MAPEI'S VALUE CHAIN: EFFICIENCY AND RESPECT FOR THE ENVIRONMENT

## Mapei strategy

### IMPACT ON THE ENVIRONMENT



### INTEGRATED PRODUCTION CHAIN



### MANAGEMENT OF THE SUPPLY CHAIN







## MAPEI'S VALUE CHAIN: EFFICIENCY AND RESPECT FOR THE ENVIRONMENT

### 3.1 The production activities and the constant guarantee of quality

The production activities of Mapei France are carried out in **3 production sites**, as highlighted in the image below.



The 3 production sites of Mapei France are equipped with a process of finished powder products.

- The Toulouse **Saint-Alban** plant has the particularity to produce finished products in paste ready to use for the laying of tiles or carpet;
- The **Montgru Saint-Hilaire** plant has a liquid process for the production of concrete admixtures;
- The Lyon **Saint-Vulbas** plant has a production line with plastic bagging to protect the special mortars on site.

Total production increased by 3.4% with respect to 2018: in 2020, Mapei France produced 185,075 tons of products (almost

stable compared to 2019). Despite the COVID context, Mapei France maintained its activity, without interrupting production. The market was boosted particularly by the DIY sector.


In order to comply with the highest performance standards and to guarantee excellent products that meet the clients' expectations, in all the

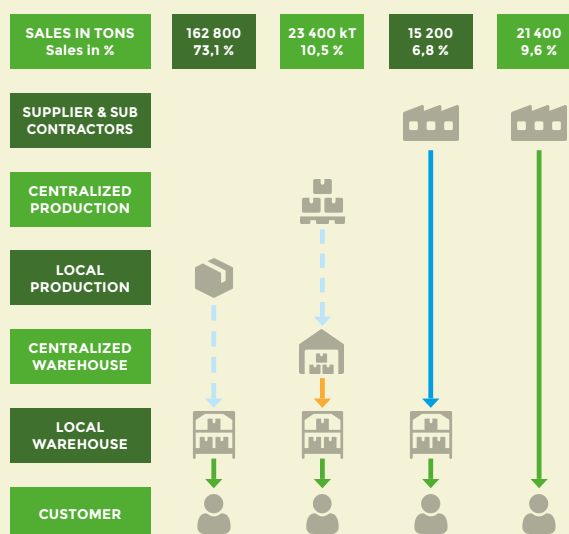
Company sites there is a **Quality Control laboratory**, in charge of verify entering raw materials and finished products quality levels.

All Mapei France plants have Management Systems **certified** ISO 9001 and ISO 45001, while only the Toulouse Saint-Alban plant is ISO 14001 certified.

### TRANSPORTATION

Here are the routes to market:

-  Inter-sites transport
-  Transport on purchases
-  Transport for sales



Each site delivers the products in its **delivery area**. The delivery areas are set up to ensure a balanced distribution of the volume between the sites, and to optimize transport for sales. The plants manufacture the products to cover most of the sales needs of their delivery area. Thus, 83.6% of the tonnage sold consists of products manufactured by the 3 plants of Mapei France, of which:

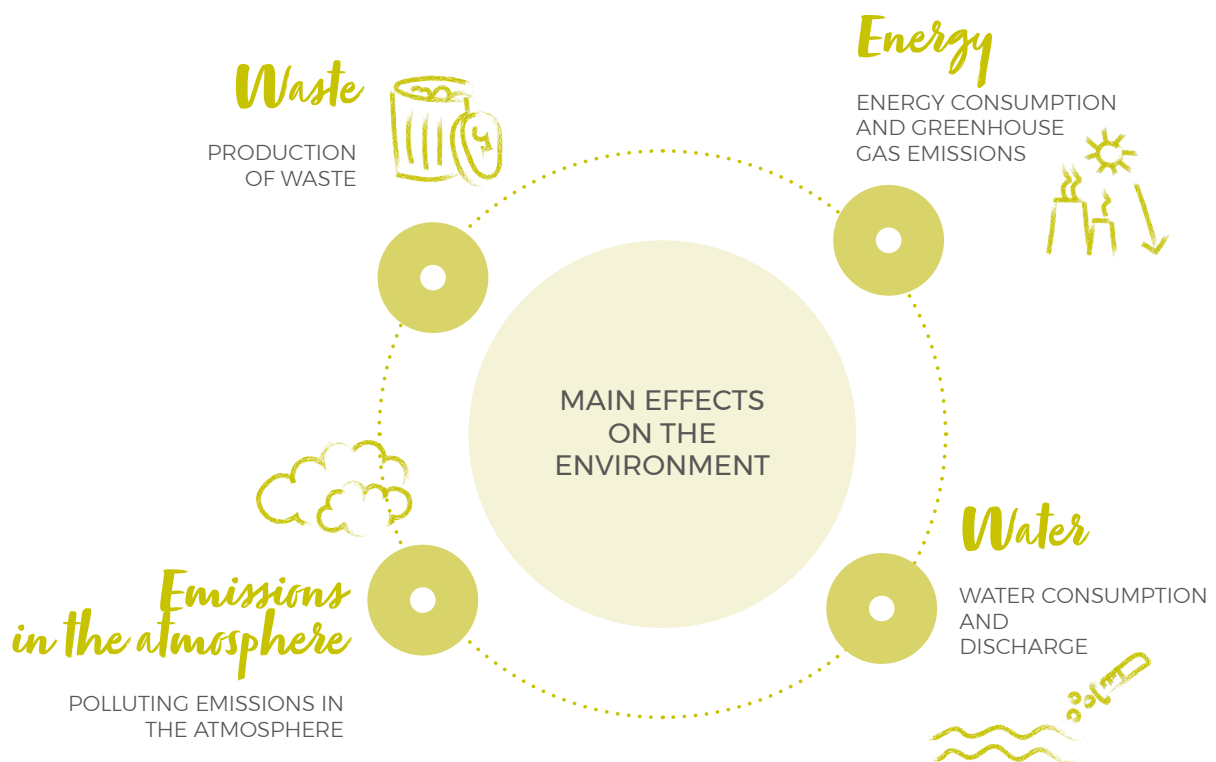
- 73.1% delivered directly to the delivery area from the plants;
- 10.5% transported between sites; the productions of certain products requiring raw materials or specific processes are in fact centralized. As part of our FRET 21 commitment, we are taking actions to reduce the volume transported between sites by relocating production to the closest plant to the customer, and we have thus reduced the tonnage transported between our sites by 16% in 2020 compared to 2018, and over this same period, the average distance per ton of finished product transported fell by 13%.



## 3.2 The monitoring of the production process impacts for the environment safeguard

Among the different environmental impacts related to Mapei France production process, the most relevant ones are represented by the energy consumption (and the relative

GHG emissions), air pollutant emissions, water consumption and the waste production.



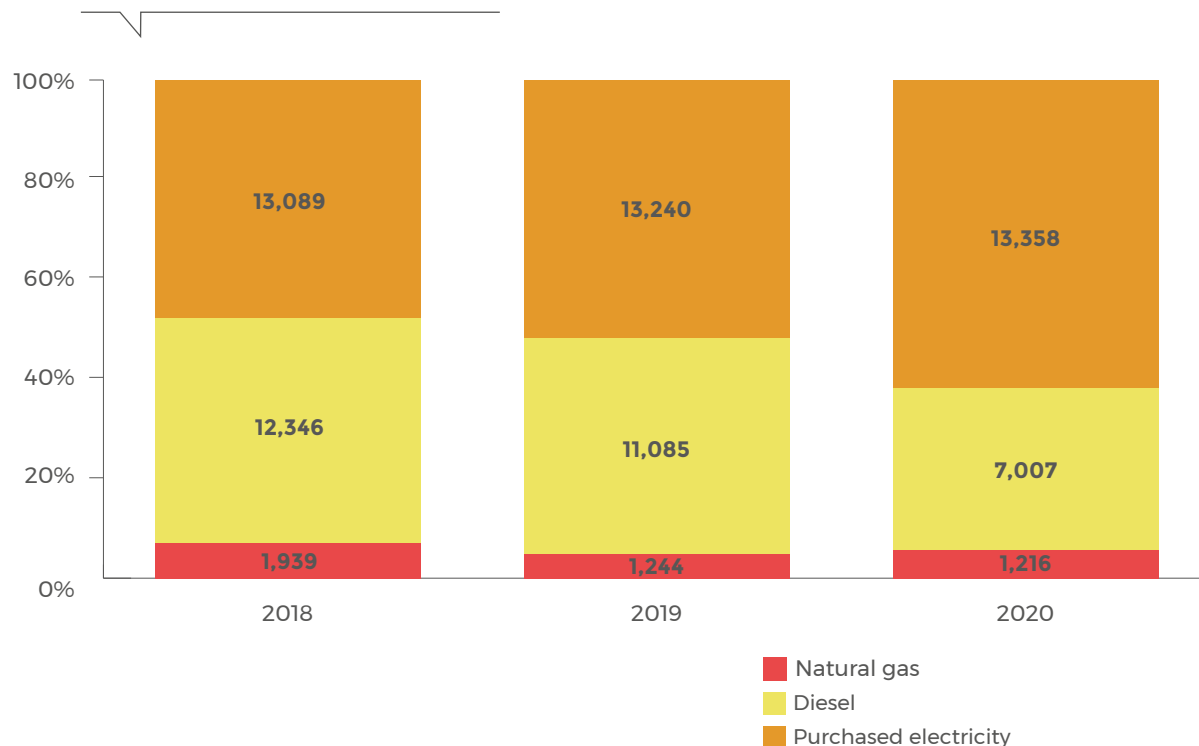
### 3.2.1 Energy and Green House Gases emissions: efficiency and reduction

The 70% of **electricity consumption** concerns production activity, while another 20% is used by the administrative parts for the needs of normal operation of our equipment, including heating and lighting. The remaining 10% is used by the

R&D or QC laboratories in order to guarantee the temperature and hygrometry standards.

The use of natural gas is 100% for warehouses' **heating**.

### Energy consumption (GJ)



Mapei France is **reducing** its energy consumption thanks to various actions. Among them, we can mention the following ones:

- An **awareness campaign** on energy savings for all employees in daily activities (e.g.: turning off the light when leaving a room, turning off unused tools, turning off radiators in the evening and on weekends, etc.);
- **Investment**: by replacing energy-consuming devices (e.g.: changing air conditioning, replacing neon lights with LEDs, etc.) and by carrying out a study on the installation of photovoltaic panels;
- **Information/Education**: by launching three internal challenges: “resource”, “informatic” and “energy” challenge to reduce the Mapei France environmental impact involving all our teams.

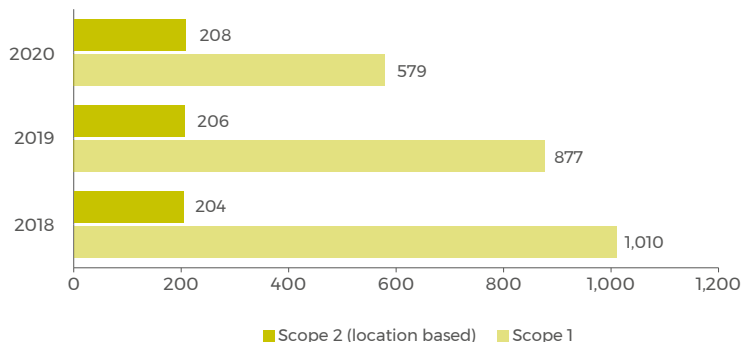
These initiatives contributed to a significant decrease of the specific energy consumption (GJ/ton).

The **GHG emissions** are strictly connected to the energy consumption: during 2020 their largest share is represented by **Scope 1** emissions (or direct emissions, 579 tonCO<sub>2eq</sub>), which are due to diesel (almost 88% of the total Scope 1 emissions) and natural gas consumption (about 12%).

**Scope 2** emissions (or indirect emissions) are due to electricity purchasing: they are calculated following two methods, known as Location-Based method (208 tons CO<sub>2</sub> during 2020) and Market-Based method (217 tons CO<sub>2</sub> during 2020)<sup>3</sup>.

Mapei France committed to the **FRET21** program in December 2018: FRET 21 is a program run by ADEME, a public agency placed under the supervision of the Ministry of Ecological Transition. This program aims to encourage shippers to better integrate the impact of transport into their sustainable

### GHG Emissions (ton CO<sub>2</sub> eq)



We were therefore committed to reducing the CO<sub>2</sub> emissions of our **downstream transport activities** by 10% over three years (2019-2021). To achieve this, we are taking actions to improve the filling rate of our trucks, reduce empty kilometers, choose less polluting means of transport and select transport partners with an eco-responsible approach.

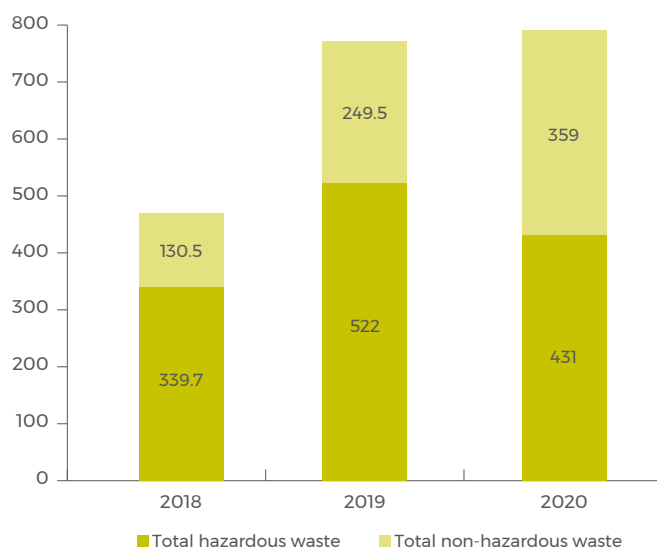
Our first actions were effective, and we therefore reduced our CO<sub>2</sub> emissions by 9% in 2019 and by 15% in 2020 compared to 2018.

development strategy. We are the first company in the industrial mortars and construction chemicals sector to join this program.



<sup>3</sup> Even if Mapei France don't purchase electricity from certified renewable sources, the Scope 2 Emissions calculated in 2018 and 2019 following the Market-based method are lower than the Location-based ones, due to a lower Emission Factor used for the calculation defined by a different data source. Please see the "Note on Methodology" for details.

## 3.2.2 Waste: recovery, recycle and disposal

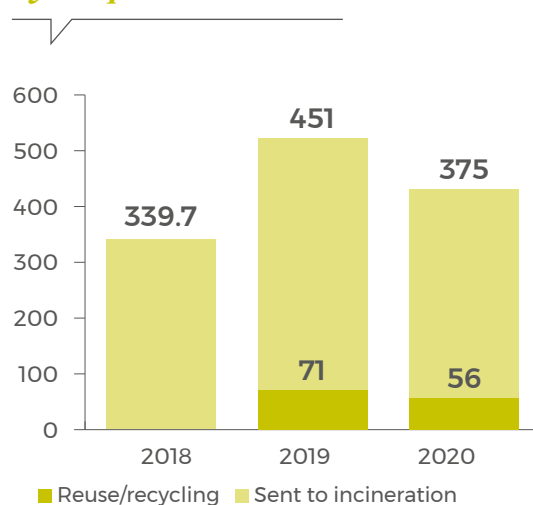


### Waste by type (tons)

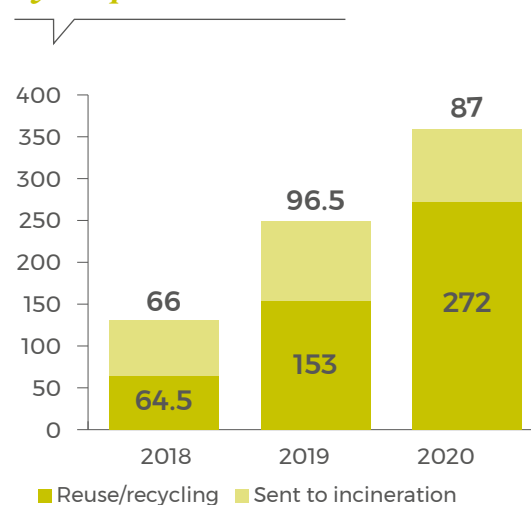
In 2020, **55%** of Mapei France waste is hazardous and **45%** is non-hazardous.

Of the hazardous waste, 13% was reused (example: fuel for cement factory), while 76% of non-hazardous waste (such as plastic/paper/cardboard sorting, reused IBC, reused inerts, etc.) has been reused.

### Hazardous waste (tons) by disposal methods



### Non-Hazardous waste (tons) by disposal methods



## 3.2.3 Water: consumption and wastewater management

In the same way as our atmospheric emissions, our **aqueous emissions** and water use require our full attention. We monitor and analyze our discharges in accordance with **ICPE** (Installation Classified for the Protection of the Environment) regulations, but also in accordance with local regulations through any discharge agreement.

The water consumption of Mapei France production sites has been stable for several years. Mapei France has mainly two types of use:

- As a **raw material** in the composition of our finished products at the Toulouse Saint-Alban site for paste adhesives and at the Montgru Saint-Hilaire site for concrete additives;
- As **sanitary use** for the employees of the sites.

On this last point, an action plan on the controlled use of water in our premises has been drawn up, the main phases of which are the sectorization of consumption in order to understand the uses and then awareness-raising for the controlled use of this important natural resource.

## 3.2.4 Air pollutant emissions in the atmosphere: sampling and analysis

Mapei France no longer manufactures finished products that release **VOCs** during the production process, and therefore does not use raw materials that emit or release these

substances. The Mapei France production sites comply with ICPE regulations which require annual measurement of our atmospheric emissions targeted at dust emissions.

### 3.3 The responsibility in the procurement

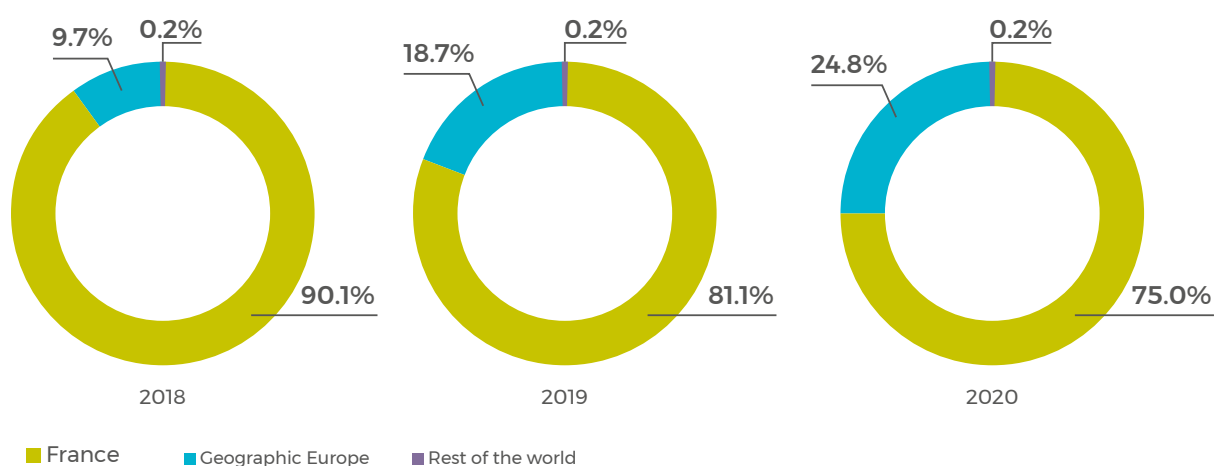
In 2020, Mapei France sold **222,800 tons of finished products**.

15.9% of the tons sold is purchased from suppliers (35,363 tons for a value of € 11 million), and on these purchases of finished products, 60% of the tonnage is delivered directly from the supplier to the customer,

which makes it possible to reduce cost breaks and optimize transport.

To supply its 3 plants with raw materials and packaging, Mapei France used 126 suppliers for the year 2020. This represents a volume of 188,072 tons for a value of € 30.8 million.

Materials used by weight (tons)	2018	2019	2020
Raw materials (natural resources used for conversion to products or services)	176,490	184,453	186,656
Purchased finish products	8,247	19,098	35,363
Packaging (excluding labels)	1,374	1,414	1,416
Other - tools	5	19	2
<b>Materials used by weight (tons)</b>	<b>186,116</b>	<b>204,984</b>	<b>223,437</b>



The majority of the volume purchased is **sourced locally** in France (75%). Over the past three years, the share of French sourcing has fallen in favor of Europe with the purchase of cements from the Benelux, notably for the

Montgru-Saint-Hilaire plant, located in the north of France.

Currently, Mapei France new suppliers are not screened using environmental or social criteria.



*People first*

FAMILY



TRAINING



WELFARE

INCLUSION



HEALTH & SAFETY





## PEOPLE CENTRALITY IN THE GREAT MAPEI FAMILY

As well as the entire Mapei Group, since its foundation in 1984, Mapei France identifies people as the key element for the Company success and continuous growth. That's why the Company strongly believes in its employees and collaborators and strives to increase and enhance their talent, proactivity

and team spirit and to preserve their safety and well-being.

This is the philosophy that distinguishes the Company itself and the entire Group, even during the most difficult times, as the recent health emergency linked to the Covid-19 pandemic.

### 4.1 People wellbeing and safety as a priority

One of the Mapei France's target is to ensure employees a comfortable and safe workplace, keeping in mind their personal needs and guaranteeing them a general condition of **well-being**. Among many benefits and initiatives put in place by the Company, here is reported a list that is worthwhile to mention.

- "I take care of myself": online relaxation and muscle strengthening sessions for all employees led by the association "Courir pour Elles", which contributes to the fight against female cancers, through prevention and by improving the quality of life of women in care.

Mapei France has been committed for many years to a **Health and Quality of Life at Work approach**:

- Regular team meetings and lunches on our different sites;
- Setting up of exchange moments with the management;
- Organization of artistic events, sports challenges and internal competitions;
- Implementation of actions to promote well-being and preserve health at work, such as:
  - Sports initiation (cycling, biathlon, BMX) supervised by professionals from our partner clubs;

Works and improvements are planned for the Mapei site in Toulouse Saint-Alban (2021) to create a welcoming entrance, offer soothing spaces conducive to exchanges and promote well-being.

During the **Covid-19 emergency**:

- Mapei France management regularly communicated with its teams through live webinars and question and answer sessions to maintain a permanent link;
- Prevention plans have been regularly updated and communicated internally and externally to protect the health and safety of everybody;



- Teams that can telework have been equipped with portable computer tools. Advice on “how to set up a home office while teleworking” and “how to communicate easily from a distance” has been made available.

The Mapei France Quality Working Life action plan, built in collaboration with the HR department, will focus on 6 factors and levers: work content, health at work, skills and career path, professional equality, management and commitment, and workplace relations and social climate.

Together with people’s well-being, it is essential for Mapei France to ensure a healthy workplace, where employees and collaborators can carry out their tasks in the safest possible manner. For this reason, the Company has always been committed to reduce as much as possible the chance that an injury may occur according to its **Health and Safety Culture**, highlighted below:

- Preserving the health and safety of employees and stakeholders is an essential duty for the long-term success of the company. This is achieved by constantly investing in resources, improving process and product performance in compliance with mandatory and voluntary standards and legislation;
- Promote regulatory compliance and legislation and, where possible, enforce continuous improvement in its management

and performance;

- Develop and implement a health and safety management system to prevent work-related accidents and illnesses by managing health and safety risks;
- Improve safe behaviors by working on safety culture.

In the implementation of its prevention program and in line with the **QHSE Corporate policy**, Mapei France is carrying out a risk analysis of each task in all departments. This analysis includes employees and will lead to the development of an improvement action plan.

At the same time, a system encouraging feedback from the field has been set up to report incidents or near misses in order to work on the root causes.

Safety visits are regularly organized, and specific communications are organized according to the themes, either by alerts as for accidents or by safety minutes. Moreover, visual management is organized in order to promote the appropriation of safety issues.

Mapei France will focus on the following specific themes:

- Organization and behavior in the work areas;
- Machine adjustments and compliance;
- Carrying of loads;
- Job-specific training.

Work-related injuries for employees	Unit of measure	2018	2019	2020
Total number of injuries	n.	6	8	9
<i>of which with high-consequence work-related injuries</i>	n.	1	1	0
Employee worked hours	hours	500,969	478,591	487,531
Rate of total injuries	-	10	14.6	18.5
Rate of high-consequence work-related injuries	-	2	2.09	0

Regarding the Company non-employee workers<sup>4</sup>, during the three-year period 2 incidents have been registered, with no high consequences<sup>5</sup>.

<sup>4</sup> Interns, temporary agency workers and fixed outside contractors

<sup>5</sup> Injury with more than 6 months of absence or that led to a permanent and irreversible damage to the injured person



## 4.2 Diversity and inclusion: important strong points

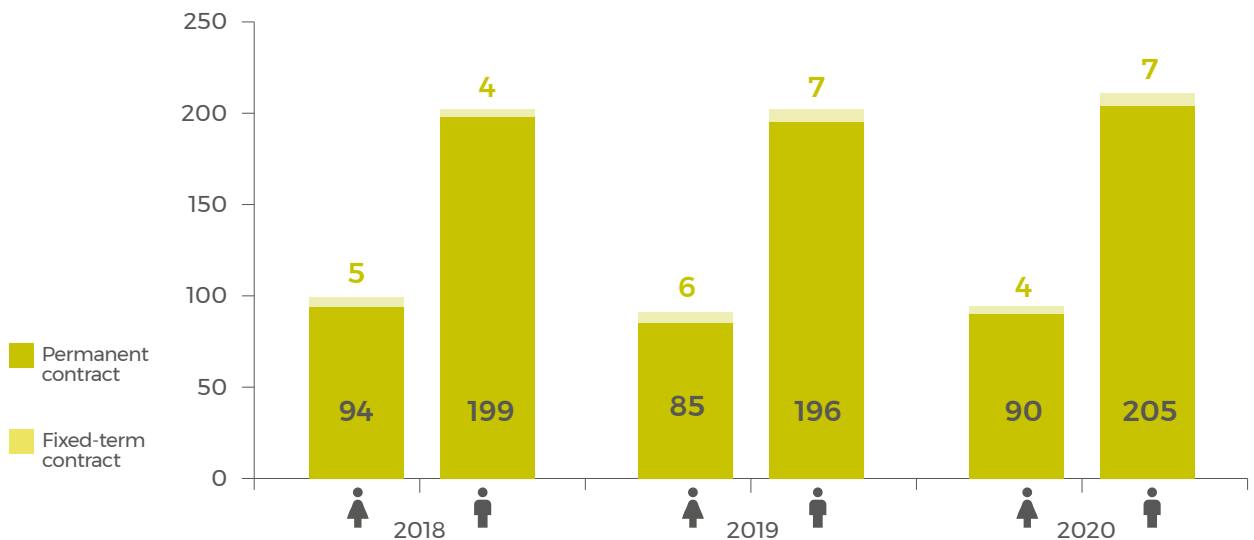
On 31<sup>st</sup> December 2020, Mapei France counts 306 employees, of which 30% women and 70% men. Industrial and sales occupations are represented by a majority of men. Women are mainly present in support services like sales support, accounting, marketing and communication but also in R&D and sales teams.

Regarding the professional categories, Mapei France workforce is made up of white collars

(65.9%), blue collars (17.7%), managers (12.8%) and executives (3.6%).

In line with previous year, in 2020, employees' contracts are mainly **permanent terms** (96.4%), while the remaining part consists in 3.6% of **fixed-term** ones. The **part-time** contract option covered 7 employees and it's used mainly by women (about 86% of the overall part-time contracts).

### Employees by contract type



During 2020, the Mapei France's family has also seen the involvement of interns and temporary agency workers, for a total amount of 19 people.

Nobody is excluded or isolated, this is a

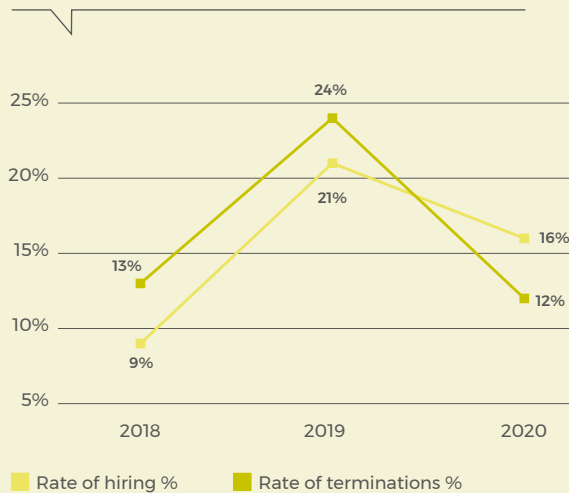
distinctive cornerstone of the whole Mapei Group, that want to be like a family for its people. According to this, Mapei France constantly follows the principles of inclusion and equality and appreciation of the differences and particularities of each.

## HIRING AND TERMINATIONS

Compared to 2019, the number of employees is increased in 2020 by 4.1% due to the balance between the 48 hiring (33.3% of women and 66.7% of men) and the 36 terminations (36.1% of women and 63.9% of men) occurred during the year. Instead, in 2019, 13 women and 49 men were hired (in 2018, 12 and 15 respectively), while the terminations concerned 21 female employees (9 in 2018) and 49 male employees (31 in 2018).

In 2020, the hiring rate was 16% and the turnover out rate was 12%. In 2019, 21% for the hiring rate and 24% for turnover out rate (this rate is linked to our Lyon Saint-Vulbas site which has come under pressure from new neighboring industrial and logistics sites). During the three-year period, it can be seen a recruitment peak in 2019 linked to the

### *New hiring and turn over rates*



terminations, in correspondence to which Mapei France recruited to replace such departures. In 2020, the rate hiring is higher than the rate of terminations thanks to the creation of new positions in addition to replacing departures.

The COVID 19 pandemic did not have any significant effect on recruitment, apart from a delay of a few weeks in the integration of new employees. There was no direct, and therefore economic, effect on terminations that could have led to contract terminations.

### HIRING AND TERMINATIONS BY AGE GROUP (N.)

AGE GROUP	HIRING			TERMINATIONS		
	2018	2019	2020	2018	2019	2020
< 30 years old	7	20	16	5	11	3
Between 30 and 50 years old	14	30	26	27	37	22
> 50 years old	6	12	6	8	22	11
<b>TOTAL</b>	<b>27</b>	<b>62</b>	<b>48</b>	<b>40</b>	<b>70</b>	<b>36</b>

## 4.3 The professional growth as a result of continuous training

The training activities provided by Mapei France are related to several subject areas and include trainings on managerial skills, business skills and health and safety at work.

Mapei France continues to support managers in the context of change, diversification and development, by offering them trainings to consolidate their managerial skills. This training began in December 2020, and it is divided into two parts: a common set of skills and an individualized course (à la carte workshops).

Trainings are carried out to develop the skills of the sales force, particularly in terms of product technology and business skills, and aim to maintain employees in their jobs (for example, compulsory and regulatory training, such as CACES, electrical accreditation, etc.).

Management continues to encourage employees to maintain their employability by using the **CPF system** (self-financing of training through their CPF wallet) for languages, office, etc.. on top of that, training activities to ensure health and safety at work and quality remain a priority.

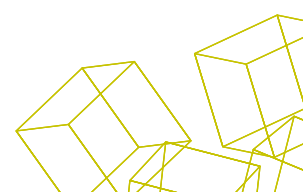
Moreover, with the e-learning platform, we are going to deploy internal training modules in order to diversify the learning method and our practices.

The training hours provided by the Company during 2020 amount to 6,096.5 hours in total, registering a -28.2% during the three-year period.

The spread of Covid-19 pandemic generated negative effects: training organizations closed from March to end of June 2020 for containment, implying difficulties in training organization due to the lack of participants, so that few training sessions have been opened.

AVERAGE TRAINING HOURS	2018	2019	2020
Average training hours per employee	27.7	24.4	19.9
BY GENDER			
Average training hours per female	24.6	21.8	15.2
Average training hours per male	29.3	25.5	22.0
BY EMPLOYMENT CATEGORY			
Average training hours per executives	39.7	19.4	22.7
Average training hours per managers	40.3	27.1	23.4
Average training hours per white collars	27.6	24.9	14.3
Average training hours per blue collars	15.2	21.5	37.8

Mapei France sets up Individual Annual Interview for each employee, conducted by the line manager, in order to assess the achievement of the objectives set for the current year and to set future objectives.





# THE COMPANY BOND WITH THE COMMUNITY AND THE TERRITORY

## Tradition and excellence

Team



**SPORT**



Social  
awareness

Talent



**CULTURE**



Heritage

**SOLIDARITY**



Know-how  
Closeness  
Worldwide



**YOUNGSTERS**

School / Work / Territory

**CITY**

Development



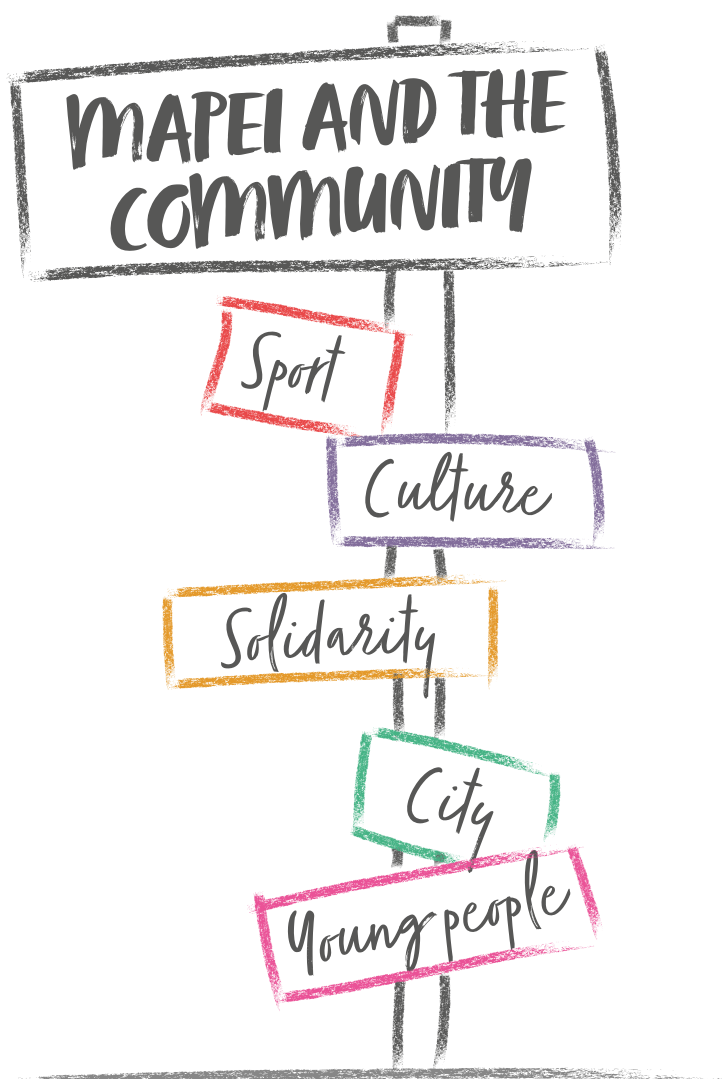
Upgrading

The Matterhorn is located on the border between Italy and Switzerland



## 5

## THE COMPANY BOND WITH THE COMMUNITY AND THE TERRITORY



Mapei France is aware of the great impact that it can have on the local communities, generating economic value within its surroundings/on the territory and taking on an active role in the community life.

For this reason, the Company, just like the Mapei Group as a whole, constantly commits to keep alive its relationship with the communities in which it operates through numerous initiatives, based on key elements such as tradition and excellence, passion for sport, love of arts and culture, care for others and closeness to new generations.

In particular, during 2020, Mapei France provided a contribution of about € 74,398 through all the initiatives supported and implemented.

In the following pages, the most significant initiatives put in place during the three-year period are reported.

In line with its history and values, as well as its **strategic pillars #Close to you and #Progressing together**, Mapei France is committed to supporting its local and national partners and stakeholders.



## 5.1

## Sport

### Sports and training at the heart of MAPEI's DNA

In line with its DNA, Mapei France is very much involved in sports and supports local and national clubs with common values like team spirit and passion.

Through these partnerships, Mapei France perpetuates its history with cycling and sport and continues its commitment to training young people.

- Mapei is partner of **AS Villemur Cyclisme** for over 20 years. Located just a few kilometers from Mapei France's headquarters near Toulouse, this cycling training club welcomes riders from 3 to 70 years old, in road, track and cyclo-cross disciplines. In 2020, the club is part of the Haute-Garonne junior team of the FFC committee (French cycling federation) to pursue its objectives and perpetuate the development of its young talents.



- Mapei France also supports **GSC Blagnac Vélo Sport 31** for many years. With its 250 members, GSC Blagnac Vélo Sport 31 is one of the largest and oldest clubs in France. It has a French cycling school labeled "Baby Vélo", "Ecole de Vélo" and "Club Compétition", a training center "sport études", as well as an elite team of 1<sup>st</sup> National Division.
- Since 2018, Mapei has been supporting **AG2R CITROËN U23 Team**, the training center of the professional AG2R CITROËN



TEAM. Officially recognized as the 1<sup>st</sup> training center in an individual sport, the National Division center welcomes 15 riders, aged 19 to 22, to support them in their academic curriculum and learning. Thanks to this training, great names such as Romain Bardet, Benoit Cosnefroy, Nans Peters... have been able to join the most prestigious teams to shine on the world circuit.

- For the past 4 seasons, Mapei France has been supporting the **La Féclaz Club**, the leading Nordic club in France with 475 members. Mapei France supports the Mapei Elite Team, a group of 8 cross-country skiers and biathletes with international goals, and the "**Féclaz Formation Longue Distance**" section, whose objective is to develop young talent.



Mapei France regularly organizes events with its partner clubs to give its teams and customers the opportunity to experience the thrill of passion or to introduce them to new sports disciplines.

## 5.2 Culture

### MAPEI France, sponsor of the Bonrepos-Riquet's castle



Involved in the preservation of cultural and historical heritage, Mapei France is participating in the renovation of the **castle of Pierre-Paul Riquet** (1609-1680), designer of the Canal du Midi, that connects Toulouse to the Mediterranean sea. The Bonrepos-Riquet's castle, located a few kilometers from Toulouse, has been classified as Historic

Monument since 2008 and has been awarded the Maison des Illustres label.

As sponsor since 2017, Mapei France is committed to work alongside the commune of Bonrepos-Riquet and the Fondation du Patrimoine to support the renovation of the castle and its promotion.

After providing its technical expertise and supplying suitable solutions for the reinforcement of the vault of the Grotte de Fraîcheur (a cooling cave whose coolness was appreciated in summer: a rare and precious witness to the art of living of XVII<sup>th</sup> century), Mapei is participating in the renovation of the castle's wooden windows, the renovation of the Glacière and the completion of the floor of the Orangerie.

## 5.3 Solidarity

### 1 Maillot pour la vie, the values of sport for sick children



Mapei France has been supporting **1 Maillot pour la Vie** for the past few years, an association that is committed to bringing smile to sick children through sport and its values. Numerous operations have been set up, such as toy collections from employees, tombola for the benefit of the association during Mapei sports events, sports challenges, activities for sick children, etc..



## Ludo 62, to improve the stay of children in hospital

In 2020, Mapei France supported **Ludo 62**, an association that works to make children's hospital stays less stressful, in link with the sports challenge of one of its employees (swimming across the English Channel). An internal challenge was launched among Mapei teams: swim or run for the association! The kilometers completed were converted into a donation: €1,000 were collected and donated to the association.



## Courir pour elles: I take care of myself

Since 2020, Mapei France has been supporting the association "**Courir pour elles**" which contributes to the fight against



women's cancers through prevention and by improving the quality of life of women undergoing treatment. The association prevents cancer through sport and physical activity by organizing dedicated times throughout the year in schools and companies. In order to promote well-being at work and preserve the health of all employees, men and women, Mapei France and "Courir pour elles" regularly organize webinars on "well-being and relaxation" and "muscle strengthening and good posture".

## 5.4 Young people

Mapei France is strongly committed to training, apprenticeship and knowledge sharing. Every year, Mapei France welcomes young people for introductory or long-

term internships as well as apprenticeship or professionalization contracts in many departments and trades.



## Note on methodology

This document represents the first Sustainability Report of Mapei France and it refers to 2020 reporting year (from January 1<sup>st</sup> to December 31<sup>st</sup> 2020).

The Report also contains, where available, the performance data regarding the previous two years, in order to allow a comparison of the data over the 2018-2020 three-year period.

The reporting standards adopted by Mapei France to prepare the 2020 Sustainability Report are the GRI Sustainability Reporting Standards. In particular, in accordance with GRI Standard 101: Foundation, paragraph 3, reference has been made in this document to the Disclosures the table below, in accordance with a **GRI-Referenced approach**. In addition, the GRI Content, available at the end of this document, contains the GRI indicators associated with each material topic.

GRI Standards	GRI Disclosure	Description
GRI 102 - General disclosures	102-8	Information on employees and other workers
	102-14	Statement from senior decision-maker
	102-18	Governance structure
	102-40	List of stakeholder groups
	102-46	Defining report content and topic boundaries
	102-47	List of material topics
	102-55	GRI content index
GRI 103 - Management Approach	103-1	Explanation of the material topic and its boundary
	103-2	The management approach and its components
	103-3	Evaluation of the management approach
GRI 201 - Economic performance	201-1	Direct economic value generated and distributed
GRI 204 - Procurement practices	204-1	Proportion of spending on local suppliers
GRI 205 - Anti-corruption	205-3	Confirmed incidents of corruption and actions taken
GRI 301 - Materials	301-1	Materials used by weight or volume



## NOTE ON METHODOLOGY

GRI Standards	GRI Disclosure	Description
GRI 302 - Energy	302-1	Energy consumption within the organization
GRI 305 - Emissions	305-1	Direct (Scope 1) GHG emissions
	305-2	Energy indirect (Scope 2) GHG emissions
GRI 306 - Effluents and waste	306-2	Waste by type and disposal method
GRI 307 - Environmental compliance	307-1	Non-compliance with environmental laws and regulations
GRI 308 - Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria
GRI 401 - Employment	401-1	New employee hires and employee turnover
GRI 403 - Occupational health and safety	403-1	Occupational health and safety management system
	403-2	Hazard identification, risk assessment, and incident investigation
	403-3	Occupational health services
	403-4	Worker participation, consultation, and communication on occupational health and safety
	403-5	Worker training on occupational health and safety
	403-6	Promotion of worker health
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
	403-9	Work-related injuries
GRI 404 - Training and education	404-1	Average hours of training per year per employee
GRI 413 - Local communities	413-1	Operations with local community engagement, impact assessments, and development programs
GRI 414 - Supplier social assessment	414-1	New suppliers that were screened using social criteria
GRI 416 - Customer health and safety	416-1	Assessment of the health and safety impacts of product and service categories
GRI 417 - Marketing and labeling	417-1	Requirements for product and service information and labeling
GRI 419 - Socio-economic compliance	419-1	Non-compliance with laws and regulations in the social and economic area

At the publication date of this Report, Mapei France had not been informed of any significant

events in 2021 that could be deemed important for purposes of sustainability reporting.

Unless otherwise indicated, the reporting perimeter is limited to Mapei France.

Mapei France has its registered office in Saint-Alban (29 Avenue Léon Jouhaux, 31140 Saint-Alban); details of the production sites of the

Company included in the perimeter of this Sustainability Report are provided at the beginning of chapter 3.

This document has not been audited by an independent company.

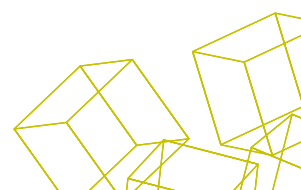
## Material topics

In accordance with the GRI Standards, the content of the Sustainability Report depends on the materiality analysis performed by Mapei Group, as described in the introductory chapter. The table below provides the list of the material topics identified by the Group and its stakeholder, the corresponding *GRI Topics*

and the related perimeter in terms of impact and any restrictions on reporting due to data unavailability on the external perimeter.

Over the coming years, Mapei Group intends gradually to extend the reporting perimeter of the material topics.

Material topics for Mapei Group	GRI Topics	Perimeter of the topic		Restrictions on the reporting perimeter	
		Internal	External	Internal	External
Product quality and safety	Customer health and safety; Marketing and labeling	Mapei France	-	-	-
Innovation and Research & Development	-	Mapei France	-	-	-
Product sustainability and LCA perspective	Materials; Emissions	Mapei France	Suppliers	-	Reporting not extended to suppliers
	Customer health and safety	Mapei France	-	-	-
Customer centricity	-	Mapei France	-	-	-
Occupational Health and safety	Occupational health and safety	Mapei France	Suppliers	-	Reporting partially extended to suppliers
Anti-corruption and transparent communication	Anti-corruption; Environmental compliance; Socio-economic compliance	Mapei France	-	-	-
Energy consumption and climate change	Energy; Emissions	Mapei France	Suppliers	-	Reporting not extended to suppliers
Buildings sustainability and certifications	-	Mapei France	Clients	-	-
Employee care and training	Employment; Training and education	Mapei France	-	-	-



Material topics for Mapei Group	GRI Topics	Perimeter of the topic		Restrictions on the reporting perimeter	
		Internal	External	Internal	External
Economic value generation	Economic performance	Mapei France	-	-	-
International presence	-	Mapei France	The Other Subsidiaries of Mapei Group	-	-
Relationships with the communities (including sponsorships)	Local communities	Mapei France	-	-	-
Supply chain responsible management	Supplier environmental assessment; Supplier social assessment	Mapei France	-	-	-
Emissions into the atmosphere	Emissions	Mapei France	Suppliers	-	Reporting not extended to suppliers
Purchasing from local suppliers	Procurement practices	Mapei France	-	-	-
Waste management	Effluents and waste	Mapei France	-	-	-
Circular economy	Effluents and waste	Mapei France	-	-	-

## The principles for the content definition and the quality guarantee of the Report

This Sustainability Report is prepared in compliance with the *Reporting Principles* defined by Standard *GRI 101: Foundation*, namely the principles of *completeness*, *sustainability context*, *stakeholder*

*inclusiveness* and *materiality* for the Report content definition, and *reliability*, *clarity*, *comparability*, *accuracy*, *timeliness* and *balance* to ensure the overall quality of the report.

## The reporting process and the calculation methods

The content of this Report has been defined on the basis of what emerged from the materiality analysis performed. The qualitative and quantitative data on the social, environmental and economic- financial aspects have been collected, on an annual basis, through the involvement of the main Company and Group functions.

The main calculation methods and assumptions adopted for the performance indicators included in the Report are indicated below, in addition to those already explained within the text.

- Regarding environmental data: when unavailable, conservative estimates had



been followed. This approach led to choose the assumptions linked to the less positive environmental performances for the Company.

- Greenhouse gas (GHG) emissions have been reported in accordance with the guidelines established by the GHG Protocol Corporate Accounting and Reporting Standard developed by the World Resources Institute (WRI) and by the World Business Council on Sustainable Development (WBCSD).

The emissions calculation is based on the following formula: CO<sub>2</sub> emissions = activity data x emission factor x GWP (Global Warming Potential). The calculation of greenhouse gas emissions also considers the emissions associated with any leakage of refrigerant gases. In this case, the quantity of lost refrigerant is multiplied by the respective GWP.

- The emission factors and the GWPs used are shown in the table below:

Scope	Coefficient	Unit of measurement	2018	2019	2020	Source
Scope 1	E.F. natural gas	kg CO <sub>2eq</sub> /m <sup>3</sup>	2.047	2.031	2.023	DEFRA <sup>6</sup>
	E.F. Diesel	kg CO <sub>2eq</sub> /l	2.688	2.687	2.688	DEFRA <sup>6</sup>
Scope 2	Market-based electricity E.F.	gCO <sub>2eq</sub> /kWh	51.23	43.19	58.52	AIB - Residual mixes <sup>7</sup>
	Location-based electricity E.F.	gCO <sub>2eq</sub> /kWh	56	56	56	TERNA - Confronti internazionali <sup>8</sup>

<sup>6</sup> DEFRA (Department for Environment, Food and Rural Affairs) database of the UK Government, annually updated.

<sup>7</sup> AIB (Association of Issuing Bodies) - European Residual Mixes, annually updated

<sup>8</sup> TERNA - Confronti internazionali, the latest version available (2018 Enerdata, version 2020)

- Scope 2 GHG Emissions reported in the environmental impacts paragraph are calculated using the Location Based method; for completeness, the overall amount of Scope 2 emissions has been calculated using also the Market Based method, which emission factor is provided by AIB - European Residual Mixes.
- For calculation of GHG emissions and energy consumption, the conversion factors

used (lower heating value and density of natural gas and diesel) are obtained from the DEFRA (Department for Environment, Food and Rural Affairs) database of the UK Government, which is updated annually.

- For any additional information and in-depth analyses, please contact:  
Mapei France: [mapei@mapei.fr](mailto:mapei@mapei.fr)



# GRI CONTENT INDEX

GRI STANDARDS	DISCLOSURES	CHAPTERS	OMISSIONS
GENERAL DISCLOSURES			
GRI 102: General Disclosures 2016	ORGANISATIONAL PROFILE		
	102-8 Information on employees and other workers	4.2	
	STRATEGY		
	102-14 Statement from senior decision-maker	Message to our Stakeholders	
	GOVERNANCE		
	102-18 Governance structure	1.2	
	STAKEHOLDER ENGAGEMENT		
	102-40 List of stakeholder groups	Mapei's stakeholders	
	REPORTING PRACTICE		
	102-46 Defining report content and topic boundaries	Material topics; Note on methodology	
	102-47 List of material topics	Material topics; Note on methodology	
	102-55 GRI Content Index	GRI Content Index	

GRI STANDARDS	DISCLOSURES	CHAPTERS	OMISSIONS
MATERIAL TOPICS			
GRI 200 - ECONOMIC PERFORMANCE INDICATORS			
ECONOMIC PERFORMANCE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	1.1	
	103-3 Evaluation of the management approach	1.1	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	1.1	

GRI STANDARDS	DISCLOSURES	CHAPTERS	OMISSIONS
---------------	-------------	----------	-----------

#### PROCUREMENT PRACTICES

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	3.3	
	103-3 Evaluation of the management approach	3.3	
<b>GRI 204: Procurement practices 2016</b>	204-1 Proportion of spending on local suppliers	3.3	

#### ANTI-CORRUPTION

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	1.2	
	103-3 Evaluation of the management approach	1.2	
<b>GRI 205: Anti-corruption 2016</b>	205-3 Confirmed incidents of corruption and actions taken	During the three-year period no incidents of corruption occurred	

### GRI 300 – ENVIRONMENTAL PERFORMANCE INDICATORS

#### MATERIALS

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	3.3	
	103-3 Evaluation of the management approach	3.3	
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	3.3	

#### ENERGY

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	3.2; 3.2.1	
	103-3 Evaluation of the management approach	3.2; 3.2.1	
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	3.2.1	



## GRI CONTENT INDEX

GRI STANDARDS	DISCLOSURES	CHAPTERS	OMISSIONS
EMISSIONS			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	3.2; 3.2.1	
	103-3 Evaluation of the management approach	3.2; 3.2.1	
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	3.2.1; Note on Methodology	
	305-2 Energy indirect (Scope 2) GHG emissions	3.2.1; Note on Methodology	
EFFLUENTS AND WASTE			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	3.2; 3.2.2	
	103-3 Evaluation of the management approach	3.2; 3.2.2	
<b>GRI 306: Effluents and waste 2016</b>	306-2 Waste by type and disposal method	3.2.2	
ENVIRONMENTAL COMPLIANCE			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	1.2; 3.2	
	103-3 Evaluation of the management approach	1.2; 3.2	
<b>GRI 307: Environmental compliance 2016</b>	307-1 Non-compliance with environmental laws and regulations	During the three-year period no episode of non-compliance occurred related to laws and regulations in the environmental area	
SUPPLIER ENVIRONMENTAL ASSESSMENT			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	3.3	
	103-3 Evaluation of the management approach	3.3	
<b>GRI 308: Supplier environmental assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	3.3	



## GRI 400 – SOCIAL PERFORMANCE INDICATORS

### EMPLOYMENT

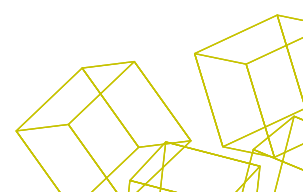
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	4.1; 4.2	
	103-3 Evaluation of the management approach	4.1; 4.2	
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	4.2	

### OCCUPATIONAL HEALTH AND SAFETY

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	4.1	
	103-3 Evaluation of the management approach	4.1	
<b>GRI 403: Occupational health and safety 2018</b>	403-1 Occupational health and safety management system	4.1	
	403-2 Hazard identification, risk assessment, and incident investigation	4.1	
	403-3 Occupational health services	4.1	
	403-4 Worker participation, consultation, and communication on occupational health and safety	4.1	
	403-5 Worker training on occupational health and safety	4.1	
	403-6 Promotion of worker health	4.1	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.1	
	403-9 Work-related injuries	4.1	

### TRAINING AND EDUCATION

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	4.3	
	103-3 Evaluation of the management approach	4.3	
<b>GRI 404: Training and education 2016</b>	404-1 Average hours of training per year per employee	4.3	



GRI STANDARDS	DISCLOSURES	CHAPTERS	OMISSIONS
LOCAL COMMUNITIES			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	5	
	103-3 Evaluation of the management approach	5	
<b>GRI 413: Local communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	5	
SUPPLIER SOCIAL ASSESSMENT			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	3.3	
	103-3 Evaluation of the management approach	3.3	
<b>GRI 414: Supplier social assessment 2016</b>	414-1 New suppliers that were screened using social criteria	3.3	
CUSTOMER HEALTH AND SAFETY			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	2.1.3	
	103-3 Evaluation of the management approach	2.1.3	
<b>GRI 416: Customer health and safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	2.1.3	
MARKETING AND LABELING			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	2.1.1	
	103-3 Evaluation of the management approach	2.1.1	
<b>GRI 417: Marketing and labeling 2016</b>	417-1 Requirements for product and service information and labeling	2.1.1	

GRI STANDARDS	DISCLOSURES	CHAPTERS	OMISSIONS
---------------	-------------	----------	-----------

#### SOCIO-ECONOMIC COMPLIANCE

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	1.2	
	103-3 Evaluation of the management approach	1.2	
<b>GRI 419: Socio-economic compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic area	During the three-year period no episode of non-compliance occurred related to laws and regulations in the social and economic area	

#### NON GRI TOPICS

#### CUSTOMER CENTRICITY

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	1.2; 2.1.4	
	103-3 Evaluation of the management approach	1.2; 2.1.4	

#### BUILDINGS SUSTAINABILITY AND CERTIFICATIONS

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	2.1.3	
	103-3 Evaluation of the management approach	2.1.3	

#### INNOVATION AND RESEARCH&DEVELOPMENT

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	2	
	103-3 Evaluation of the management approach	2	
<b>MAPEI Indicator</b>	Amount spent in Research & Development	2	

#### INTERNATIONAL PRESENCE

<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Material topics; Note on methodology	
	103-2 The management approach and its components	1; 1.1	
	103-3 Evaluation of the management approach	1; 1.1	



