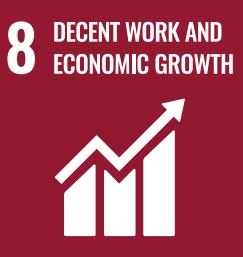
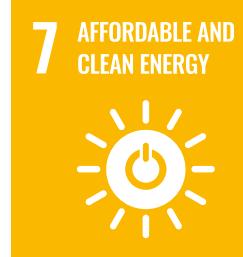




SUSTAINABLE
DEVELOPMENT
GOALS



 **Butagaz s'engage**

L'Humain - La Planète - L'Éthique - Le Partage

2021 CSR Report

Non-financial
performance



Foreword



I'm the Mayor of a community that is small in size but great for the quality of life it offers its residents. This is evidenced by the recent renewal of interest in our village as new families regularly move in, breathing life back into old traditional buildings. Our built heritage is magnificent, even though these buildings are often huge and completely lacking insulation. When the farms that our newcomers are settling into were built, the financial and environmental impact of wood and fuel heating was not yet fully understood.

Today, whether you're an ordinary citizen or elected official, everyone agrees on the vital importance of the energy transition. That's why one of our team's first initiatives was to carry out an energy assessment of our municipal buildings and in 2018, we launched a project to renovate the town hall and school to make them energy efficient. However, in small rural communities like ours, financial resources are an issue, and our other projects were put on hold due to a lack of investment capacity.

The proposal of the Butagaz Foundation in March 2020 to support and finance the renovation of municipal buildings and private homes to make them energy efficient initially surprised us and caught us off guard. I have to admit, I took some time to think before asking Mrs Gallois and Mrs Pierry, President and Vice-President of the Butagaz Foundation, to present their project to the municipal council. Right from the start, we held open

“The Butagaz Foundation took us from being a stakeholder to a partner.”

and honest discussions. The fact that we reached a consensus so easily is in large part due to the productive dialogue that took place between us.

Since then, our community has been the setting for the official launch of the Butagaz Foundation, in the presence of Emmanuelle Wargon, Minister in charge of housing, territorial cohesion and rural affairs. We have also completed energy efficiency renovations on our local elementary school, which will provide a better environment for pupils and teachers when the school year starts. Thanks to dual funding from government and Butagaz Foundation grants, 11 families in Flers received free energy audits of their homes, and 2 families will receive free energy-efficiency renovations.

Over and above how pleased we are to see a successful energy transition taking place in our community, I would like to highlight the exemplary nature of our collaboration. The outcome of our efforts benefits more than just a few residents. I believe its true impact lies in the fact that it has created a new model for collaboration between private and public institutions in a sustainable approach. I hope that this example will inspire others in the future.

Ingrid Gaillard
Mayor of Flers (Pas-de-Calais, northern France)



Editorial

“We’re excited and proud about our CSR approach!”

This second edition of our CSR report comes as we begin to emerge from a completely unprecedented global health crisis. As we look back, I am proud of our company's resilience, and of the extent to which the men and women at Butagaz have continued to work hard and pull together, reinventing themselves to drive the local energy transition to which we are committed.

Every day, I meet people who make our CSR approach a reality and take it forward through both collective and individual initiatives. Our approach is being structured, promoted and supported through major communication efforts and sincere dedication of everyone in our ecosystem. This includes our decisions to involve everyone in the company in an in-depth discussion on the place of disabled workers, our unprecedented level of involvement in International Women's Day, and our Customer Service Department being awarded Customer

Natacha Cambriels
President of Butagaz SAS

Service of the Year for the second consecutive year in 2021*. This award was shared between our internal team and our subcontractors, who continued their efforts despite the difficulties brought on by the pandemic. Of course the success of our Foundation project less than one year after being launched comes with a great feeling of accomplishment as we see the first concrete results in the community of Flers. We have also set ambitious targets, shared with our owner, to reduce our carbon footprint. Finally, our green energy offers are seeing growing success and we are gaining new expertise in photovoltaic energy.

We are ramping up our CSR approach across the group, sparking enthusiasm that is driving our commitments and transforming our habits. We are now multi-energy specialists, feeding off each of us energies.

* Electricity and Gas Supplier Category - BVA Study - Viséo CI
Find out more at eseda.fr



EcoVadis Gold rating!

“Only 5% of companies assessed by EcoVadis obtain a Gold rating. This achievement is first and foremost the recognition of the work carried out by Butagaz teams as they strive for excellence. Our efforts will continue. Having our performance analysed by an external organisation enables us to identify our priorities and we now know what we need to work on next! We're going to improve!”

Interview

Emmanuel Trivin



DCC is Butagaz shareholder since 2015, and the 3rd largest player on the European liquid gas market. Emmanuel Trivin, Managing Director of Continental Europe LPG and CEO of the Butagaz Group tells us about the important role the Butagaz Group has taken in DCC's sustainable development approach.

“Butagaz is spearheading sustainable development within DCC group”

In December 2020, the Butagaz Group joined the UN Global Compact and linked the Sustainable Development Goals (SDG) to its sustainability approach. Why?

We want to incorporate the Butagaz Group's sustainable development approach into a universally recognised standard that structures our approach and attests to the sincerity of our commitments. Another advantage is that the SDGs offer a global vision which allows us to manage the diversity of our issues and stakeholders. Furthermore, it's a basis for reporting, often used by companies in the energy sector. To properly assess our performance, it's important to be able to compare ourselves with companies in our sector of activity, on the basis of common indicators. As the first DCC subsidiary to incorporate the SDGs into its policy, the Butagaz Group is innovating and spearheading sustainable development in the group.

What role does Butagaz group play in DCC sustainable development policy?

The Butagaz Group is a trailblazer for DCC in a number of areas of sustainable development.. For instance, it was the first DCC subsidiary to commit to an environmental, social and societal performance assessment process with the EcoVadis platform. Less than 4 years after, it was awarded the Gold certification, a proof of the maturity acquired by its teams on essential issues. It was also the first to publish a

report on its sustainable development approach and to create a Foundation dedicated to the local energy transition. I can't list all the initiatives now, but sustainable development is profoundly changing our business model.

A very concrete example for the Gaz Liquide activity that I manage for Europe is the emergence of a biogas offer, an alternative to fossil fuels. It contributes both to the preservation of natural resources and to the development of new activities which meet our customers' aspirations.

How is dialogue about sustainable development organised within the DCC Group?

The DCC group has defined a common framework based on 4 pillars: climate change and energy transition, safety and environmental protection, people and social issues, governance and compliance. To develop a dynamic of cooperation, we created a multi-subsidiary working group on sustainability. It meets every six weeks and participants contribute through their experience, provide updates about local regulatory changes, present initiatives or share best practices. Butagaz staff is particularly involved in these meetings. During or after these work sessions, the various participants collaborate on a subject in which they are more specifically interested. It is clear that the other DCC subsidiaries often reach out to the Butagaz Group teams for their experience. These exchanges always involve two-way communication. Answering the questions of other countries is also a great way to reflect on your own practices and develop avenues for improvement.

STANDARDS

The Butagaz Group has defined its mission around supporting its customers and stakeholders in their local energy transition.

To meet its new long-term commitment, the company became a multi-energy, multi-service supplier.

Butagaz group CSR policy is the leading driver of this change and is structured around 4 pillars which form a roadmap for the entire organisation: Ethics, People, the Planet and Sharing.

In December 2020, the Butagaz Group strengthened its CSR approach by adhering to the United Nations Global Compact and incorporating the Sustainable Development Goals into its commitments.

Ethics



Making transparency and a local approach an asset

Our contribution to the SDGs



As a popular brand widely known across France, the Butagaz Group is also a mid-cap company which implements a local management approach, holding itself to the highest ethical and control standards.

People



Making Butagaz a great place to work

Our contribution to the SDGs



As an industrial company that deals with specific risks and employs men and women of different generations, the Butagaz Group focuses specifically on human safety, well-being, equal treatment and skills development.

The Planet



Helping the energy transition and reducing our environmental impact

Our contribution to the SDGs



As a multi-energy supplier, the Butagaz Group feels that it has a responsibility and a role to play in fighting climate change and pollution, protecting the environment, preserving resources, and encouraging its customers to consume less and better.

Sharing



Creating value and sharing it with our stakeholders

Our contribution to the SDGs



The Butagaz Group has traditionally had an active local presence, especially in rural areas, and is involved in regional planning in terms of job protection and development, and when it comes to energy access for all. It uses its performance to serve shared economic development with its stakeholders.

The Butagaz Group and the Sustainable Development Goals

The Butagaz Group's actions are consistent with the United Nations agenda through the 17 Sustainable Development Goals (SDG) and 169 targets. The company examined each goal and target with two questions in mind:

- How are we concerned?
- What can we do to take action?

The Group has identified 12 SDGs that resonate with its activities and the way it wants to do business in the long term. The Butagaz Group's contribution can be broken down into 3 levels of commitment. The most obvious are SDG 7 (Affordable and Clean Energy) and SDG 13 (Fighting Climate Change), which express the group's main mission and purpose.





Nathalie Virgo, Head of
"Butagaz par Mega"
Customer Service and
General Secretary of the
Foundation.



Aurélien Barbé, Supply
Chain and Purchasing
Director for the Butagaz
Group and Treasurer of the
Foundation.

Foundation

The Butagaz Group Foundation: the energy transition in practice

The Butagaz Group Foundation was launched in September 2020 with the implementation of a renovation programme in Flers. Its purpose is to play an active role in the local energy transition by making it accessible to everyone through concrete actions carried out for the French territories and inhabitants. The Foundation brings together well-known external experts and Butagaz Group employees and is consistent with the CSR approach of the Butagaz Group as a multi-energy supplier and service provider committed to local energy transition. The Foundation's first project involves the energy transition on a village scale and the underlying issue of energy poverty, which is a real social and ecological problem that still affects nearly 7 million people in France.

The first inspirational project

Nathalie Virgo, Head of "Butagaz par Mega" Customer Service and Aurélien Barbé, Supply Chain and Purchasing Director, joined the Butagaz Group Foundation as General Secretary and Treasurer. These roles are key to the structure of the Foundation and, they take them very seriously.

"What's most important for me is that we succeed in fulfilling our mission through concrete, realistic and feasible projects," says Nathalie Virgo.

"The Foundation project really resonated with me. My father was a forest ranger and my mother the town hall secretary for a community of 250 residents," adds Aurélien Barbé. "I identify with the ecological and social values they passed on to me. Energy poverty is an issue that has been left a bit on the back burner in France. You don't hear about it on the radio every morning! The funding that's out there is difficult to access for those who are eligible because of the administrative red tape."

The energy transition in practice : Act 1 in Flers

The Foundation's first initiative is currently being carried out in the village of Flers in Pas-de-Calais, northern France. The project will help families experiencing energy poverty by providing them with an energy audit of their home and renovation work funded by government and Foundation grants. Among the many applications submitted by the people of Flers, 11 families received a free home energy audit. The partnership between the Village of Flers and the Foundation will also enable the village's town hall and school to be renovated, creating value for everyone living in Flers.

It took just 12 months from the launch of the Foundation to real change in the living conditions of these households. *"For us, the energy transition needs to be tangible. We want to provide simplicity to help people in a real way,"* says Aurélien Barbé. The Foundation's staff members and the Group's customer service department were on the front lines in helping people apply for MaPrimeRenov' energy renovation grants. The Foundation also aims to create real ties with the communities in which it is involved. *"All the decisions have been made together with the municipal council of Flers and ETC, the consulting firm that carried out*

the energy audit. Similarly, for the work phase, we will be calling on local artisans with RGE French environmental protection certification. When the work is completed, we'll go and make sure that everything complies with the requirements set out with the contractor," explains Nathalie Virgo.

Towards broader involvement

One of the Foundation's medium-term goals is to give the Group's other employees the opportunity to contribute. *"When the plans for the Foundation were announced internally, a lot of people on my team were eager to get involved in the adventure. The seeds had already been sown, as the initiative is consistent with our mission as an energy company and our corporate values. Moving forward, we need to think about how employees who want to do so could devote a few hours every year to the work of the Foundation, as we already have new projects in the works! The Foundation is a Butagaz Group baby, in line with our CSR approach,"* says Aurélien Barbé.



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Ethics

All actors on the road to ethics

Regulatory compliance is essential but not enough. Since its inception, the Butagaz Group has regarded ethical practices as the common foundation for all the players in its ecosystem and as the best way to ensure business sustainability.

To foster this corporate culture, the Group has adopted dedicated tools and regularly organises awareness and training sessions for new hires and existing employees. The fundamental rules are also communicated to stakeholders through specific documents and the exemplary behaviour required of employees.

**DO THE
RIGHT THING**
HELP US
PROTECT YOU



**CODE OF
CONDUCT**

DCC

Code of Conduct

The Butagaz Group's first Code of Conduct was written several decades ago. Although the values remain the same, the Butagaz Group reviews and updates it regularly to meet current and future challenges. The Code of Conduct guides all of the DCC Group's subsidiaries to "do the right thing". It defines our individual and collective commitments, leaving a positive stamp on everyone's actions.

OUR ACTION S

Business ethics

Since the beginning, the Group has cultivated the values of respect and responsibility with all its stakeholders. Therefore, all employees receive and undertake to comply with the following reference documents: the Code of Conduct, Ethics Charter, Diversity and Inclusion Policy, Anti-Corruption Policy, Competition Law Handbook, Computer Resource Use and Data Security Charter, Social Media Charter.

A constant effort

Defending ethical practices is a constant concern that grows with time and requires awareness on an individual level. Besides the various materials dedicated to the subject, the company has increased the number of multi-format actions to ensure that everyone is mindful of the values, rules and commitments that need to guide our behaviour. For example, this autumn, the Butagaz Group is organising an "ethics and compliance week" along with other recurring actions such as:

- training modules on the Code of Conduct and the Butagaz Group's commitment to protecting and respecting human rights (mandatory for all employees),
- individual training seminars on competition law,
- regular presentations on topics related to the company's compliance programme.



rating, demonstrating the extent to which CSR issues have been instilled in the company's corporate culture.

Responsible purchasing

Butagaz has placed its policy of integrity at the heart of its ecosystem and chooses suppliers and partners that adhere to the same high ethical standards. All the company's suppliers are required to at least comply with the Code of Conduct incorporated into the Terms and Conditions of Purchase. Responsible purchasing is part of a concerted approach with all suppliers. They are asked to sign the Responsible Purchasing Charter and engage in dialogue on CSR issues at specific events or annual performance reviews.

Whistleblowing

Butagaz has implemented dual whistleblowing procedures that encourage employees and external stakeholders to report potential rule violations. Employees can report to the Ethics Committee, or an independent Safecall service.

Whistleblowing is always both confidential and secure. It can be anonymous on request.

Our contribution to the SDGs



55%

The increase in the Group's purchases from the "protected" or "adapted"** sector between 2018 and 2020.

*French establishments reserved for people with special needs to assist with their social and professional integration (Établissements et services d'aide par le travail - ESATs) and subsidised businesses in which at least 55% of their production staff are people with disabilities (Entreprises adaptées - EA), under the French Disability Act of 11 February 2005.



Hugo Baldassari,
Butagaz Group buyer.

The Responsible Purchasing Charter at the heart of our relationship with suppliers

In July 2020, the Group's executive committee approved the Responsible Purchasing Charter, which is based around 4 guiding principles: raise the awareness of all employees and suppliers; maintain long-term relationships with partners in compliance with strict rules of integrity and quality; factor environmental concerns into the purchasing process; select suppliers based in France.

At Butagaz, our purchasing and CSR teams work hand in hand to reduce environmental impacts and improve the social impact of the relationships that unite the Group and its suppliers. Expectations are

high, but they are also shared because responsible purchasing is also taken into account in the evaluation and personal objectives of buyers! Initially, the purchasing roadmap was updated with several key performance indicators (KPI), selected for each of the CSR policy pillars (People, the Planet, Ethics, Sharing).

The percentage of paperless invoices, the spending with the "protected sector" (subsidised companies that employ people with disabilities and special needs), and the proportion of purchases made from suppliers based in France are tracked. Responsible purchasing is not limited to some products or sectors. It can potentially

affect all categories of purchasing. *"For example, when it comes to replacing part of our fleet of phones, we're thinking about going for refurbished equipment,"* says Hugo Baldassari, a buyer for the group.

The Responsible Purchasing Charter outlines how to incorporate CSR issues for purchases over €100,000 (90% of spending).

CSR criteria are taken into account throughout the entire tendering process (research, selection, contracting) and for each strategic supplier (75% of spending), the Butagaz Group draws up a specific continuous improvement plan regarding CSR issues for the contract duration.

The CSR criteria are considered in the annual assessment of suppliers. *"For our suppliers, this charter is a binding document just as the Code of Conduct and the Terms and Conditions of Purchase. They're required to follow it,"* underlines Hugo.

In the short term, our purchasing teams are thinking about two main areas for improvement: managing the life cycle of gas cylinders and signs on displays, and decreasing greenhouse

gas emissions from transport companies.

In the medium term, *"the Group's goal is to raise employees awareness so that they can act on these CSR criteria at their own level,"* confirms Hugo Baldassari.

To do this, the company has developed a "responsible purchasing" training



Butagaz Group Responsible Purchasing Policy

The Butagaz Group Responsible Purchasing Policy is part of its Corporate Social Responsibility (CSR) approach. Its aim is to make the Butagaz Group an eco-responsible player in all its activities by improving its economic, environmental and social performances.

This approach is broken down into four guiding principles:

- Raise the awareness of all employees, suppliers and partners about the CSR issues involved in the purchasing process and provide training for key people.
- Maintain long-term relationships with suppliers who design products and services that meet the highest standards of integrity and quality and who are committed to complying with a stringent general purchasing policy. Butagaz provides them with a supplier's code of conduct containing all the provisions relating to business ethics, human rights protection and the prevention of harassment and discrimination.
- Integrate CSR issues into the purchasing process:
 - For each purchasing category in a call for tenders over €100,000 (i.e. more than 90% of spending), by selecting the most relevant CSR criteria at each stage of the process (research, selection, contracting).
 - For each strategic supplier (i.e. over 75% of spending), by formalising a CSR continuous improvement plan targeting the most relevant criteria during the life of the contract.
 - For all our suppliers with an annual review, by systematically measuring CSR as part of it.
 - Work primarily with partners based in France, close to our customers, for greater transparency and proximity, and to involve them in our CSR projects through co-innovation.

This responsible purchasing approach includes two specific and essential commitments:

- Environmental protection: Butagaz measures its environmental footprint and is committed to work with its partners in order to reduce or offset carbon emissions across all its activities.
- Human health and safety: these are the founding values of Butagaz. The company applies them daily, whether with its staff, partners, customers or third parties.

For reference, the four pillars of Butagaz's CSR approach are:

- The planet: helping the energy transition and reducing our environmental impact
- People: making Butagaz a great place to work
- Ethics: making transparency and a local approach an asset
- Sharing: creating value and sharing it with our stakeholders

22 July 2020,
On behalf of the Butagaz Executive Committee

"The Butagaz Group draws up a specific continuous improvement plan regarding CSR issues for the contract duration."

programme with an independent firm, and communicates about the progress of these projects through articles published on its intranet platform

Finally, as an extension of a solution for recycling office waste already being implemented on the group's main sites, the purchasing department and

CSR division are working on a call for tenders for the collection and recycling of waste produced by Butagaz's industrial plants. After mapping out all the waste flows, the aim is to identify innovative treatment solutions in order to reduce their impacts.



Ethics

Using a charter as a roadmap

In 2020, Butagaz made the decision to acquire trucks fuelled by compressed natural gas (CNG). Several of these vehicles belong to the transport company, Jacky Perrenot, a long-time supplier of the group. For service providers, the requirements set out in Butagaz's "Responsible Purchasing Charter" enable us to move forward together on environmental, safety and occupational health issues.

Butagaz has been looking to introduce more environmentally friendly ways to transport and deliver its products for several years. A first step was taken in 2019, when a truck running on compressed natural gas (CNG) was put on the road in the Lyon region. One year later, three CNG

working to develop new transport solutions that generate fewer emissions in order to improve our carbon footprint," she continues. "This has led to an increase in the number of non-diesel vehicles (running on natural gas (NGV), electricity or hydrogen) in our fleet." The CNG trucks used for Butagaz are equipped with on-board telematics that collect data such as speed,

"We are working to develop new transport solutions that generate fewer emissions in order to improve our carbon footprint."

trucks were rolled out in the Paris region. This initiative comes from close collaboration with Jacky Perrenot, a pioneering green energy service provider. The transport company was among the first to adopt natural gas vehicles. "Today they make up 13% of our entire fleet, that's to say 600 vehicles," says Oliva Scaïa, Head of QHSE at Perrenot. "We are

mileage and fuel consumption. "It gives us a fairly detailed analysis of our drivers' driving," explains Oliva. "We then pass on the information to our customer to provide them with a clear view of the transport they use." Natural gas is on the rise. "Future CNG trucks will be rolled out as new equipment is replaced between now and 2023," says Denis Bertin,



Oliva Scaïa, Head of QHSE at Perrenot.

Managing Director of Perrenot, who has also put forward the idea of experimenting with trucks in the Poitiers region running on B-100 biodiesel produced from canola farmed in the region. The Butagaz approach goes far beyond simply marketing a "green" image. The safety of customers, other road users and employees in contact with Butagaz products is another key



Denis Bertin, Managing Director of Perrenot.

issue. These safety, traceability and environmental responsibility requirements, embodied in a whole series of obligations also enable Perrenot to improve its performance. "Our customer challenges and audits us for our HSSE performance, and that keeps us improving." Denis Bertin's relationship with Butagaz teams since October 2009

"Butagaz has long been a responsible buyer and co-responsibility is an integral part of how we do things."

goes well beyond a standard business relationship. *"I think of it more as a partnership because there's real two-way communication in our exchanges. They really listen when we*

put forward ideas for cleaner and safer transport. A concrete example of this is the introduction of cab managers." This "training programme" initiated jointly by Perrenot and Butagaz, involves training future drivers and detecting potential improvements early on to make working conditions safer and less difficult.

What about the Responsible Purchasing Charter?
Denis Bertin has signed it, but he sees it as the written formalisation of a long-standing approach. *"Butagaz has long been a responsible buyer and co-responsibility is an integral part of how we do things. With the ecological transition and the projects associated with it, we've started a new chapter and strengthened the bonds of trust between us," he concludes.*



People

Making Butagaz a great place to work

The Butagaz Group is committed to ensure the safety of its employees who work in diverse facilities and sometimes high-risk environments.

Positioning itself as a multi-energy specialist has led it to invest in new areas and integrate new staff. However, the company continues to uphold the roots of its management model, based on respect and mutual cooperation, through a rigorous QHSSE (Quality, Health, Safety, Security, Environment) policy.

Salut, c'est Bob ! J'espère que tu as la patate avec l'arrivée des beaux jours.)

Comme ces deux derniers mois, nous souhaitons t'interroger sur différents thèmes ayant trait à la vie dans le Groupe Butagaz pour pouvoir entendre tes idées. Le sujet du jour est l'expérience client, en lien avec la Journée Bleue le 10 juin !

J'ai quelques questions, ça ne devrait te prendre que quelques minutes et tes réponses seront anonymes. En fin de questionnaire, tu pourras voir les résultats en temps réel pour l'ensemble du groupe.

"Can you tell me how your last month of work went?"

Historically, Butagaz has measured employee satisfaction every two years or so through an extensive survey. With the recent Covid-19 crisis, a specific survey has been developed and sent to all employees every month. The online questionnaire, administered by a specialised service provider, has helped quickly identify difficult situations caused by health constraints or remote working and provide corrective measures.

Avant tout, peux-tu me dire comment s'est passé ton dernier mois de travail ?

😊 😃 😄 😅 😕 😟

OUR ACTION S —

the company organises at least one national safety day every year for each site, whether they are industrial or tertiary sites.

Disability

The company has begun to catch up when it comes to disability, with direct hiring, recognising the disability status of existing employees, appointing three disability advisors and significantly increasing its purchases from the subsidised businesses that employ people with disabilities (*secteur protégé*). A specialised external consulting company is also helping the Butagaz Group implement an action plan adapted to each subsidiary. Thanks to an extensive training and communication policy, Proxigaz went from 0 disabled workers to 6 employees recognised as disabled workers in December 2020. The Group plans to replicate this action plan at other subsidiaries in 2021.

Skills development and professional integration

The Butagaz Group leads a number of actions to launch careers or help improve the qualifications of its teams and maintain the employability of its staff. The company supports professional integration and offers a range of careers for people with or without degrees.

It also cultivates partnerships with several external institutions, such as MyJobGlasses, a platform that brings together students and professionals, and EDHEC Business School (*École des Hautes Études Commerciales du Nord*).

Workplace health and safety

The Butagaz Group manages industrial sites subject to Seveso regulations, oversees dangerous goods transport activities, trains its travelling staff in road safety (defensive driving training), and also ensures the compliance and maintenance of its customer's facilities through regular technical inspections of tanks. Workplace health and safety is regularly addressed throughout the year to ensure that a zero risk culture permeates every level of the company. That's why the majority of training each year is dedicated to Quality, Health, Safety, Security, and the Environment (QHSE) and

Equal opportunities

Gender equality is a reality across the entire Group, which has an overall index of 83 and a strict gender balance on its executive board (4 women / 4 men). Besides working to prevent harassment and discrimination, Butagaz also has an inclusion and diversity policy.

Our contribution to the SDGs

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



2.13

LTI* in 2021

* The number of lost time injuries/accidents, which occur over a 12-month period per million working hours.





People

At Aubigny-sur-Nère, safety is the top priority

The exemplary gas filling plant in Aubigny-sur-Nère, central France, is focused on more than just industrial excellence. It is constantly working to maintain and improve the safety culture instilled in its operators, who have become its everyday champions.



Jonathan Amour,
operations worker
and forklift operator
at Butagaz.

The Aubigny-sur-Nère plant is considered the safest and most up to date in Europe. It is the only plant capable of handling the entire range of gas cylinders and bottles, and particularly the Viseo cylinder and Cube. It is also a SEVESO classified site (designation relating to the handling, manufacture, use or storage of dangerous substances) and ATEX site (for potentially explosive atmospheres). However it boasts another achievement, of which it is perhaps the most proud.

It has not had a single lost time accident in 40 years. “*Our safety rules are extremely strict,*” confirms Jonathan Amour, who has worked at Butagaz for 4 years as an operations worker and forklift operator. He is assigned to the filling line, but is used to changing stations. This is because the organisational approach aims to avoid any form of routine that could cause workers to become less attentive. “First I “qualify” the cylinders, which means that I check to see if they have any impacts or if they are suitable for filling and to be sent to a customer.

have to read the documents containing the content of the meeting and sign them. In addition, “Flash” meetings are held whenever there is the slightest accident within Group, even if it occurs on another site or within the scope of another activity. The case study is presented to the operators, who are asked to identify the failure that occurred and review the best practices that apply. “*It’s a way of reiterating the safety rules and it helps us to be constantly alert,*” says Jonathan Amour. The last aspect of the “workplace safety” theme is called “shared awareness”.

“It’s a way of reiterating the safety rules and it helps us to be constantly alert.”

I check that cylinders have the flame pictogram, which indicates that they contain a dangerous substance. Every step, from filling to installing the seal and cap and capping, are carefully controlled, with leak detection being an important part of the process,” explains Jonathan Amour. While consumer safety is essential for product compliance, employee safety is just as important. Smart watches and mobile phones are not allowed inside the plant to prevent electrostatic risks. Personal Protective Equipment (PPE) includes gloves, safety shoes to protect feet from falling heavy objects, a complete fire-resistant suit and goggles to protect eyes from potential gas projection. Staff also receive special training, such as the course recently completed by Jonathan Amour on different types of fires and how to use a fire hose. Operators also have safety meetings 2 to 3 times a month. If a team member misses one of the meetings, on their return to work, they

It involves extending the attention paid to personal safety to other colleagues and everyone present on the site. When Jonathan Amour informed a driver that the bolt on one of his forklift tyres was unscrewed, which meant the vehicle could not be used, he was doing just that. “*I wouldn’t necessarily have said anything before becoming conscious of this,*” he admits. When it comes to safety, the Aubigny-sur-Nère team is not about to rest on its laurels.



Disability inclusion: more than a duty, a natural choice

One out of five people in France will face disability at some point in their life, and in 80% of cases, it will be an invisible disability. Inclusion is therefore key. For businesses, it is both an ethical and pragmatic concern and Butagaz is committed to these issues by implementing measures to hire and accommodate workers with special needs. The energy provider has focused its efforts on achieving and surpassing its legal obligations in this area.

Myriam Pages works in the payroll and human resources department at Proxigaz, a Butagaz Group subsidiary in Balma, in southwestern France.

After working for over 20 years as a special educator involved in the professional integration of young people in difficulty, Myriam Pages was recently hired and received Human Resources training with a view to facilitating the integration of people with disabilities into her team. Appointed as a disability advisor, she performs this role alongside her regular duties to fight against the stereotypes surrounding people with disabilities, which sometimes prevent employers from hiring them. The difficulties that these employees can encounter in their careers are not

due to a lack of skills or knowledge. *“These colleagues are just as capable as everyone else,”* she says. In order to integrate properly into the company, these employees sometimes require special

Myriam Pages is a human resources manager, lip-reads, has a heightened sensibility to non-verbal communication, and a keen sense of observation, which she regularly puts to good use.

“Caring for the customer also means caring for those that serve them.”

accommodations when it comes to working hours, space and special equipment. Myriam Pages, who is deaf herself, uses the Roger Voice application for calls. This new solution transcribes the conversation into written form so that people who are deaf or hearing-impaired can use the telephone. With writing and new technologies, *“I am more efficient and productive,”* she says.

“Things have come a long way, but there is still progress to be made,” she notes. When someone in a team has a disability, it can be destabilising. It creates a preconceived notion that needs to be recognised, and requires a change in communication habits in line with common sense and simple courtesy. It’s easier for Myriam Pages to participate in a meeting if everyone follows the agenda, is careful about



Myriam Pages, payroll and human resources department at Proxigaz.

their elocution and makes sure they don’t interrupt others. Opening up to disability therefore means returning to a more respectful and less abrupt relationship, and in short, adopting an attitude that benefits the whole group.

Myriam is convinced of this. *“Caring for the customer also means caring for those that serve them.”* The Butagaz Group wants to focus its efforts on awareness in order to ensure that its managers and employees adhere to its principles and share its well-being and equal opportunities values

As a disability advisor, Myriam recommends early support from specialised consulting firms in order to develop a disability policy adapted to each subsidiary of the company, along with communication, sourcing and mentoring.

This approach is already in place in some subsidiaries and will soon be expanded to the entire Group in order to increase the pool of qualified candidates with disabilities and make it easier for them to find their place in a company where people enjoy working.

“Opening up to disability therefore means returning to a more respectful and less abrupt relationship, and in short, adopting an attitude that benefits the whole Group.”

Improvement
Between 2019 and 2021, the Butagaz Group increased its employment rate of disabled workers by

14%



To encourage the development of bio-based energies, the Butagaz Group has dedicated products for professionals (up to 100% of biogas supplies) and includes at least 20% biobutane in its Viséo cylinders. Butagaz's biobutane and biopropane are ISCC plus and ISCC-EU* certified.



A 20% reduction of the Butagaz Group carbon footprint by 2024

Butagaz Group is committed to cutting its direct CO₂ emissions by 20%* by 2024. This reduction is already being implemented by:

- switching to green electricity for its offices and industrial plants
- an investment programme based on energy audits carried out within its scope of business,
- raising the awareness of employees about eco-friendly behaviour.



Helping the energy transition and reducing our environmental impact

In a few years, the Butagaz Group has transitioned from a liquefied petroleum gas (LPG) supplier to a multi-energy specialist by developing products that include LPG, green electricity, natural gas, biogas (biomethane, biobutane, biopropane), wood pellets, photovoltaics, and services for reducing energy consumption. This diversification, combined with biobased alternatives to its products and a wide range of services and incentives as part of the Energy Savings Certificates (ESC) scheme have enabled the Butagaz Group to support its private and professional customers in their energy transition.

The company has a strict environmental policy and provides incentives for its stakeholders by offering them solutions for "consuming less and better".

OUR ACTIONS

social media, with the aim of helping people consume less and more efficiently. The group also provides initiatives that encourage responsible and sustainable energy consumption. These include attic insulation, replacement of energy guzzling boilers, installation of photovoltaic panels, thermal renovations, and the neutralisation and replacement of fuel oil tanks.

Carbon footprint

Butagaz takes into account all the impacts linked to the life cycle of its products along the same rationale as for its historical product, liquefied petroleum gas (LPG). The carbon footprint is calculated using a "Life Cycle" approach that includes the indirect impacts from inputs, the energy consumption of its own organisation and the emissions produced from use.

The logic behind the assessment is based on an overall vision of the company's responsibility in line with its commitment to the Sustainable Development Goals.

Energy transition

The greenest energy is the energy that isn't consumed. That's why in 2021, the Butagaz Group offered its private customers a series of webinars on saving energy so that they could better understand and reduce their day-to-day energy consumption. The company also regularly shares "Bob's Eco-tips" (*Éco-gestes de Bob*) on its website and

and alternative cooking solutions in Burkina Faso. As part of its partnership with the French Handball Federation, Butagaz also offsets CO₂ emissions generated when the French national teams travel by air.

Environmental protection

In its transport and logistics activities, the Group tries to replace its fleets with hybrid vehicles or helps its service providers choose "clean" vehicles (e.g. LNG trucks) in order to decrease fine particle emissions (85% less nitrogen oxide emissions and up to 20% less greenhouse gas emissions) and cut noise pollution in half. Fuel-efficient driving training is provided to all of the Group's entities and partners.

Waste management

A dedicated team has been created to map waste in order to determine the conditions for reducing waste volumes and setting up local recycling channels. A waste recycling system has already been introduced at all its sites and Butagaz offers its "Bob's wood pellets" customers the opportunity to recycle the pallets and bags used to package them.

Our contribution to the SDGs



567 370

In 2020, Butagaz offset 567,370 tonnes of CO₂ from gas cylinders and the propane and natural gas heating of its private customers.

*ISCC plus: The International Sustainability Carbon Certification (ISCC Plus Certification) ensures the traceability of biobased materials by a third-party organisation. ISCC EU: proof, determined by Control Union, of a renewable energy certified sustainable supply chain on the sustainable biofuel market in Europe.





The Planet

CNG: a step towards more responsible transport

Butagaz encourages its transport partners to use LNG (Liquid Natural Gas) or CNG (Compressed Natural Gas) to reduce the carbon footprint of its activities. This type of fuel requires new driving habits, but has proven to be particularly suitable for urban traffic. A driver and training instructor from Oissel Transport, which had a CNG truck in its fleet in 2019, give us their perspective as road professionals.

With increasingly stringent regulations, especially for deliveries in city centres, a growing number of trucking companies are exploring the option of replacing their fleets with natural gas instead of diesel vehicles. This alternative has been garnering even more attention since the emergence of Low Emission Zones introduced by the French "Mobility Orientation Law" of 24 December 2019 (*Loi d'Orientation des Mobilités – LOM*), which imposes traffic restrictions in major cities. As a Butagaz service provider for the transport of cylinders, the delivery of gas tanks for private customers and professionals, and logistics between

the group's plants and warehouses, Oissel is a transport company with a truck running on Compressed Natural Gas (CNG) and driven by Fabrice Lamotte, a dangerous goods driver since 1987. *"I have no particular apprehensions about driving a natural gas truck. Like all my colleagues who work for Butagaz, I'm very familiar with the characteristics of natural gas and I'm used to follow safety procedures,"* says Fabrice with a smile. *"The first place where you see the change in fuel is at the pump. There's no unpleasant odour or risk of slipping on spilled gas like when you're filling up with diesel."*

trucks are at traffic lights in urban areas, the fact that there are no emissions and that the engine is quiet decreases the impact of pollution on passers-by and other road users. Fabrice Karolczack, an instructor and dangerous goods transport safety advisor for Oissel Transport, adds: *"In terms of training, we help the drivers learn new cues as the ideal engine speed is higher than on a diesel. They therefore need to adopt more anticipative driving, especially when going through intersections, in order to always follow safety rules while maintaining optimal fuel*

"I'm very familiar with the characteristics of natural gas and I'm used to follow safety procedures."

The driving also changes because the engine needs to be at a higher rpm to perform well. At first, you don't really notice because the engine is quieter. It means you have to drive with your eyes on the gauges a little more to visually check the rev counter. However, the reduced noise is a real advantage. You really feel the difference at the end of the day!"

A decrease in noise pollution is one of the advantages that the drivers and people near delivery areas all recognise. For example, when the

efficiency. They acclimatise relatively easily because all our drivers are certified according to the ADR (Agreement concerning the International Carriage of Dangerous Goods by Road) and are therefore quite experienced when it comes to safety. I think gas is a great fuel for distribution in urban areas, but its future will depend on the number of service stations that are equipped with the right pumps."



Focus: CNG / LNG

Compressed Natural Gas (CNG) is currently the most widely used type of natural gas. It is the same as the gas used for domestic applications in Butagaz cylinders, for instance. It is compressed to a pressure of 200 bars. Liquefied Natural Gas (LNG), as the name suggests, is in liquid form, at a temperature of -140°C.

CNG has less technical constraints but LNG currently produces more energy. The main obstacle to the growth in sales of natural gas-fuelled vehicles is the lack of available service stations. However, the French Climate Energy Plan, which focuses on achieving reduced greenhouse gas emissions targets, should see a ten-fold increase in the number of LNG service stations between 2018 (82) and 2028 (840).



Emmanuel Pousset,
Director of Solewa.



Vincent Nicolas,
Founder of Soltéa.



The Planet

Solar power in the spotlight

For several years now, the Butagaz Group has been promoting and providing alternative energy solutions to help its professional and private customers with the energy transition. Among these new energies, electricity production from solar radiation is a competitive solution with low environmental impact. In May 2021, a milestone was reached as the Group merged with two regional companies, experts in the design, installation and maintenance of photovoltaic power plants—located in the West and South-West France. Here we shed light on a new step forward in the local energy transition.

Using solar radiation is an age-old idea, but it is only in the last two decades that photovoltaic panel technology has made significant strides, making solar energy production widely accessible.

In reality, besides “solar farms” located on huge areas of land with high sunshine potential, most of the market is made up of building-mounted systems for professional use, including agricultural

warehouses, storage or distribution areas and industrial buildings.

Since 2017, the Butagaz Group has been offering a solar electricity service via its subsidiary, Gaz Européen, and for the last year, has been developing a consulting and support service for private and professional customers looking to install photovoltaic panels.

“The sector is maturing and our evolution into a multi-energy provider naturally led us to develop our offering in this area. We wanted to

bring our vision to this segment and cultivate our local involvement. It's part of our history and identity,” explains Emmanuel Mannoorettonil, Director of the new energies division at Butagaz. “To take things further, we looked for local human-scale specialists with solid experience and a stellar reputation. We initiated our discussions by focusing on their customer culture, technical expertise and safety and quality requirements. These are key aspects of our own corporate culture that we were looking for in the companies joining

our Group. Eventually, we'll cover all of France, but we'll do so by taking the time to find partners for each area who share our professional standards and customer service philosophy. Our aim isn't first and foremost to be the biggest. It's to gain expertise!

Butagaz, we have the business expertise in this sector,” explains Emmanuel Pousset, Director of Solewa. “Today, we're directly involved in preparing the development plan for the Butagaz Group's photovoltaic offering because

“By teaming up with the Butagaz Group, we're giving our customers an extra guarantee that we're in for the long haul.”

With Soltéa, located in Bidart, in the heart of the Aquitaine region since 2008, and Solewa (created in 2006), which has 4 locations in the west of France, 100 new experienced colleagues are joining the Butagaz Group. For their management team, the merger is firstly an opportunity to contribute to the Group's multi-energy and multi-service range. *“Paradoxically, while our organisations are recent compared to the 90 years of*

we are the ones who will be implementing it in our region and the ones ensuring the long-term satisfaction of our users. A solar installation is meant to produce energy for 30 to 35 years. By teaming up with the Butagaz Group, we're giving our customers an extra guarantee that we're in for the long haul.” As for Vincent Nicolas, the founder of Soltéa, he underlines the convergence of know-how:

“Producing electricity from solar energy is an inexpensive and environmentally-friendly solution, but that doesn't mean you have to install solar panels everywhere! Whether our customer is wanting to produce electricity to resell it, for their own use or even for complete self-sufficiency, it's up to us as professionals to advise them because we know their needs and the performance capabilities of our solutions. With the support of the Butagaz Group's teams, we'll soon be able to go further and explore innovative energy mix solutions. For example, energy that we produce during the day from solar panels could be stored in different forms to meet energy needs at other times of the day.”

There are many research avenues that can be explored and projects for systems on the Group's industrial sites are already under consideration.



Nicolas Arnaud, Director
of La Conserverie du
Manoire.



The Planet

Green gas for professionals who want to make a difference

The Butagaz Group develops 100% renewable and locally produced biogas for professional and private customers who are committed to the energy transition in their activities. By opting for biopropylene or biomethane, everyone is doing their part to make better choices for the planet.

Nicolas Arnaud, Director of La Conserverie du Manoire

Nicolas Arnaud took over the management of La Conserverie du Manoire cannery 18 years ago. The family business transforms regional products from the Périgord region.

"As an entrepreneur, I have been focusing more on the environment. In my own life, I try to consume better and locally, and to choose organically sourced products. I wanted to bring the same approach to my company. We optimise travel for our sales teams, for instance by pooling transportation with our deliveries to reduce our carbon footprint. Using biopropylene for cooking food and autoclaving our cans is another step towards protecting the planet. I wasn't necessarily aware of the products

available on the market but a sales rep from Butagaz suggested a solution that I thought could be interesting. I appreciated the approach, the two-way communication and close relationship that was established. When you're presented with a biofuel that's still accessible in terms of cost, there's not much to think about! The added cost of switching to a more environmentally friendly energy supply wasn't excessive. Satisfaction isn't always measured in terms of profit. It's also about doing things that make sense for the greater good. The

Butagaz Group's teams were really attentive, especially when it came to installing the tank and making it fit into the configuration of the facilities at the cannery plant. There's great follow-up. They took the initiative with the tank refill without me having to call them. I was quite impressed with that. The Butagaz Group made me completely change suppliers and fuel type. The environment is an issue that I feel very strongly about and it's important for my company to reflect my personal convictions."



Loïc Hervé, Assistant
General Manager of Perial
Asset Management.

Loïc Hervé, Assistant General Manager of Perial Asset Management.

Loïc Hervé, Assistant General Manager of Perial Asset Management, one of France's leading management companies, which has been designing investments, and particularly French real estate investment trusts (SCPIs) for private and institutional investors for the past 55 years. It manages various real estate assets, including offices, commercial properties, hotels, seniors' residences, and health facilities across their entire life cycle.

"At Perial Asset Management, we work in depth to optimise the management of the real estate assets of the funds we manage, in their selection prior to acquisition and in their short- and medium-term transformation. By creating the PFO2 fund in 2009, we were implementing the French tertiary renovation decree over ten years before it came into effect in 2020. Three years ago we went one step further by creating a rating scale with 60 environment, social and governance (ESG) criteria that we apply to all our funds. Before acquisition, we screen properties to determine if they can fit in to our CSR policy. If it doesn't meet our criteria, we don't buy it. If it is acquired, we then work to continuously improve the property with all the stakeholders.

This involves green meetings with customers to discuss improvement plans for the building, engaging partner property managers who oversee property maintenance and an effective energy policy. For the common areas of the buildings, we buy the energy ourselves by selecting green energy. Until recently, we had a hard time finding a smart gas solution. Now we've found it with Gaz Européen following a call for tenders launched in 2020 to supply our buildings with biomethane, which amounts to 7.7 GWh per year. Gaz Européen was the best in terms of price, but the quality of their proposal, in particular how the energy is produced, was a determining factor. The solution makes so much sense because the biomethane is produced by French farmers. It is

environmentally and economically sustainable because we work with local businesses. We were impressed with the solution, which stands out on the market, and makes sense, at a time where there's a bit of bashing around natural gas. It also comes with real service quality that ensures the connection and management of our 11 gas meter identifiers. Thanks to Gaz Européen, which enabled us to fill the gas segment, 100% of our energy mix in the common areas of the buildings we manage, is now covered by smart green energy in our real estate assets."

According to data from the French ecological transition agency (ADEME), supplying biomethane instead of natural gas cuts emissions by **1,344** tonnes per year.



The Planet

Green energy for responsible consumers

The Butagaz Group involves private customers in fighting climate change and protecting the environment. To do this, it has become a multi-energy group that promotes biobased sources, i.e. natural resources that can be restored over a short period of time, such as green gases, green electricity and wood pellets.

Since June 2020, the Butagaz Group has been selling Viséo cylinders with at least 20% biobutane, a green gas produced from biomass, one of five families derived from renewable resources, such as solar or wind power, making it a biofuel. Their use and performance are identical to previous butane gases.

The Viséo bottle (10 kg of gas) is more environmentally-friendly and more practical, and is light with four clear windows so that the gas level can be checked at any time. The Viséo bottle is also highly resistant to impacts, has a triple safety valve and a quick butane connection clip for increased safety.

David Fortin, a customer from Oise since 2008, opted for a Viséo cylinder for his kitchen. He was won over by its

ergonomics, easy connection and stable price, and was excited to adopt the Viséo biobutane bottle as soon as it came out. *"We wanted to reduce our carbon footprint and were convinced by this 20% biofuel that maintains the practical and flexible side of gas cylinders. The environmental benefits are important to us."* This choice is part of a reliable and proactive customer relationship with Butagaz.

Since 2017, the Butagaz Group has been offering wood pellets, an affordable, flexible and environmentally friendly heating fuel. The pellets are made of sawdust from softwood trees in Ardennes, Landes and Auvergne. They offer better performance with

The Butagaz Group gives the option of having a pallet delivered in two batches, right to the storage location, payment in three instalments at no additional cost and the choice between two sizes of bags (8 or 15 kg of pellets) in order to simplify things

"Choosing Bob's Wood Pellets means avoiding deforestation and respecting biodiversity because the pellets are made from sawmill waste."

their DIN Plus certification, which guarantees their high calorific value (4.9 kWh/kg). They are used in specially-designed pellet-burning stoves or boilers.

for customers. Wood pellet consumption for the year is calculated based on consumption per day. On average, a home uses 2 tonnes per year, i.e. 2 pallets of 8 kg bags of wood pallets.

Butagaz gives all its customers the opportunity to help protect the planet by recycling the bags and pallets. They are collected from customers free of charge at the next delivery to give them a second life.

Alexandra Caix has been a customer since 2017 and opted for wood pellets to replace an old fuel oil boiler. *"This solution lets us heat the entire house from October to April and one pallet is enough for the whole winter."*

Alexandra adds that her decision was also influenced by the reasonable delivery times and affordable price, with Butagaz offering the option of paying in three instalments. However her main reason for choosing this energy is its environmental contribution: *"Choosing Bob's Wood Pellets means avoiding deforestation and respecting biodiversity because the pellets are made from sawmill waste."*



Sharing

Creating value and sharing it with our stakeholders

Historically, the distribution of LPG in bulk or in cylinders has structured the brand's network across France. Today, with the development of its multi-energy and multi-service offering, the Butagaz Group is contributing to the quality of life and energy transition of a growing number of rural and urban communities, professionals and private customers.



Emmanuel Trivin, CEO of the Butagaz Group speaks to university students.

MSC Global & Sustainable Business at EDHEC

For several years now, the Butagaz Group has been supporting and leading training for future leaders by organising classes and supervising student work on energy transition issues. Butagaz employees have accompanied students in their studies of energy poverty, energy conservation, carbon footprint and a sustainable vision of the gas cylinder distribution supply chain.

OUR ACTION S

The Group is also involved in supporting communities that are committed to more responsible energy use. For instance, Gaz Européen helps building co-ops with collective energy efficiency renovation projects via Energy Savings Certificates (ESCs).

Commitment to the professional sector

The Butagaz Group wants to be a resource for tradespeople and their customers, in an energy transition approach. With Facilipass and Artiprimes, it develops support services that make it easier to access and obtain government grants and financing for energy renovation and energy transition projects.

Co-innovation

The Butagaz Group is the only player in its field to have its own research centre, located in Rognac in south-eastern France. It also encourages the emergence of innovative solutions through Zagatub, its open innovation laboratory, for exploring and testing technology trends and new business models.

Customer and civic culture

The customer experience, in other words, the quality of the relationship with customers and partners, is of the utmost importance to the Butagaz Group. It is cultivated and evaluated in different ways, through

doors open events at different sites, by sharing customer feedback at every level of the organisation, and a satisfaction survey conducted regularly with 4000 customers.

The "Blue Day" is the annual highlight of these initiatives (see article on pages 42-43).

The Butagaz Group also encourages its staff to get involved in community initiatives and become socially engaged themselves. Individual willingness is the only selection criterion and the most popular initiatives include: "*Le Challenge contre la faim*" (challenge against hunger), "*La Parisienne*", "*Le Cross du Figaro*", and "*Le Défi Joliette*".

The Butagaz Group has been an official partner of the French Handball Federation since 2017. This collaboration has been further bolstered with the first ever naming of a women's sports league in France with the Women's Handball League: Ligue Butagaz Énergie.

The Butagaz Group Foundation

Created in 2020, the Foundation is designed as a laboratory for implementing the company's commitment to play an active role in the local energy transition.

Our contribution to the SDGs

7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



17 PARTNERSHIPS FOR THE GOALS



13,171

Projects financed by Energy Savings Certificates (ESCs) in 2020.





Mireille Roboam,
beneficiary of the first
energy renovation
program.



Sharing

The energy transition in practice in Flers

The Butagaz Group Foundation was officially launched on 17 September 2020 in Flers. This charming village in Pas-de-Calais, northern France, is also the setting for the first energy renovation programme led and financed by the Foundation. This unique and socially responsible project demonstrates the direct involvement of the Foundation in the local energy transition.

“With the Butagaz Group Foundation, we want to make the energy transition accessible to everyone through concrete local actions,” says Sylvie Gallois, President of the Foundation and Vice President of Marketing, Communication and Partnerships for Butagaz. “**For our Foundation’s first project, we got involved with a small village of 225 people, because it is an area that is symbolic of our company’s history. In addition, contrary to popular belief, buildings with low energy efficiency are more frequent in rural areas.**”

After a scientific analysis of a database of all the heating systems used in the 36,000 municipalities in France, the village of Flers was “selected” for the first energy

renovation program. Located in an H1 zone, i.e. a cold zone under the government nomenclature, the majority of local housing uses oil-fired boilers (61%), which is an energy-consuming form of heating that is costly in terms of natural resources and operating budget, and often typical of populations experiencing energy poverty. In order to treat all the residents equally, a partnership agreement was signed with the municipal team involved in all the stages of the project. At the team’s initiative, in October 2020, the programme was presented and pre-audit questionnaires were given to the residents wanting to benefit from an energy audit performed by an independent consulting firm. Eleven families received a full audit, including a heat analysis of the

home, a financial analysis with an estimate of the various government grants and a proposal for a renovation package. Among the 11 applications, the jury, which included the mayor of Flers, members of the municipal council, the energy auditing firm (ETC) and the Foundation, selected 2 projects for families experiencing energy poverty. Among the projects selected was an eight-room house lived in by Mireille Roboam and her three children. The house, typical of the architecture of Flers, was built in 1711, expanded and renovated in 1954, and has a terrible energy rating despite the family’s initial investments.

“We have a heat pump for the bedrooms, but for the rest, we use a petroleum heater that just isn’t



The energy audit was carried out by the energy efficiency consulting firm, ETC. This shows the energy losses from window and door frames.

enough. In the winter, I have to add a second heater in the lounge to get to 20°C!” says Mrs Roboam. “The renovations offered through the Foundation’s project will enable us to go from a D “greenhouse gas emissions” rating to a B rating, and to save 40% on our annual energy bill.”

The planned renovations cover all the aspects that make a house comfortable and sustainable, including insulation, doors and windows, extractor fans,

hot water production, temperature and heating. Besides the energy audit, the Foundation helps with the application process for obtaining financing for the work and covers the remaining costs. At the time of publication, local artisans are costing out the work on the homes of the two selected families so that renovations can be carried out before winter 2021.

In total, the Butagaz Group Foundation plans to invest up to

€40,000 in the community of Flers to finance the 11 energy audits and the energy renovation of 2 individual homes and village buildings (school/town hall), which will benefit all the children in the community.



Nikola Karabatic and the Butagaz Group Foundation

Nikola Karabatic, along with Allison Pineau and Fabrice Amedeo, is a Butagaz Group Foundation board member and is getting involved in the energy transition. Words from a champion.

“I am very aware of and involved in everything related to protecting our planet. We have to make a difference at a day-to-day level. The French Citizens Convention on Climate proposed actions that I support, such as accelerating the overall energy renovation of buildings by 2040 and especially buildings with low energy efficiency. When Butagaz told me about its plans for the Foundation and the actions they wanted to put in place, I wanted to not just be an ambassador, but to sit on the Board to encourage and support projects that I believe in. I’m very proud to be able to make my small contribution to these actions.”



Sharing

Customer Service: the heart of Butagaz culture

Customer satisfaction is the foundation behind the brand's great image and success with its customers. Every day, customer service representatives work hard to use their interpersonal and other skills to answer customer calls and letters.

Listening and understanding

Voted 2021 Customer Service of the Year for the second year in a row*, the Butagaz Group was awarded for its sense of human relations at every level of the company. For example, at its subsidiary Proxigaz, a team of six people works to answer customer queries and requests. These representatives make the customer their main focus every day. Jean-François Leclercq sees himself more as a coach and facilitator than their manager. He has surrounded himself with a strong group of carefully recruited individuals. The job is tiring and uncontrolled turnover would hurt the department. "You have to have great listening skills and empathy to guide customers, handle their problems and provide solutions," says Jean-François Leclercq.

At the Butagaz Group, there is no standard call time because each customer is unique. Our representatives do not have a set

speech. They have to guide and assist the customer and help them make the right choice to manage their budget. "Our sales practices are respectful and transparent and are based on our Ethics Charter," says the manager. "We don't push people to buy. We're really attentive to difficult situations. Energy poverty is an issue that motivates us," he notes.

The Butagaz Group is conscious that it needs to stand out from other suppliers. "We know our customers and are aware of their situations. They're not just a number. They also know our names and often ask to talk with the same person. We offer the same service as a local shop," adds Jean-François Leclercq.

Taking action

Questions about billing, contracts, orders and deliveries make up the majority of calls. However, failures sometimes occur, but thankfully that's rare! Jean-François Leclercq says there are around ten each winter:

"*We put back-up solutions in place until the gas is delivered. We don't leave our customers in the cold!*" To prevent these situations from happening again, Proxigaz makes sure they call these customers back the next year in the autumn to have them check their meter. "*That way we transform an unpleasant memory into a positive experience. The customers appreciate our concern,*" says the team manager.

In terms of service, there is always room for innovation. In 2019, Jean-François Leclercq implemented a "processing time". When the solution to a given problem cannot be found right away, the representative undertakes to provide an answer within 24 hours. In the meantime, they look into it with other departments to find the right information. In general, customers are called back quickly. "*The customer representative often gains more insight from the customer query,*" says Jean-François. The presence of our

customer service representatives is reassuring. During the lockdown in the spring of 2020, this relationship

with nothing. We helped them as best we could. We assigned two customer service representatives to inquire

"Our sales practices are respectful and transparent, and are based on our Ethics Charter."

was an important social tie, and sometimes the only one for some isolated customers. Unfortunately, sometimes customers are also faced with natural disasters. In November 2019, an earthquake hit the village of Teil, in Ardèche. In October 2020, mud torrents devastated La Bollène-Vésubie in the outlying mountains near Nice, sometimes sweeping away entire houses and reducing properties to rubble. Right away, Proxigaz contacted its customers in the area to check on them. "*Some customers suddenly found themselves*

about their needs and call them regularly," says Jean-François Leclercq. Teams on the ground also systematically checked to make sure that tanks in the affected areas were closed.

Being quick and efficient

Today, as digital technologies gain ground, communication is becoming more and more interactive. "*Customers are increasingly volatile and demanding. They want speed and efficiency,*" says the team manager. To provide even more customer

satisfaction, the Butagaz Group is constantly setting new objectives in a highly structured continuous improvement approach. It measures its "service level" and percentage of calls answered within 60 seconds.

For 2020-2021, Proxigaz can pride itself on the fact that calls are almost always answered within one minute (95.6% of calls are answered and 89.3% of calls are answered within 60 seconds). These numbers show great improvement. They have gone up ten percentage points in just two years. Reporting is done automatically and records the average time in queue and call resolution rate.

For Jean-François Leclercq, customer satisfaction should be measured daily. "*We need to avoid questionnaire overkill,*" he says, reminding us that customers should not be wasting their time with these kinds of procedures.



Jean-François Leclercq, Team Manager, Proxigaz.

* Electricity and Gas Supplier category – BVA Study – Viséo CI – For more information, go to esca.fr



Sharing

The fifth Blue Day: a time for sharing

This year, the Butagaz Group organised its “Blue Day” (*Journée Bleue*) for the fifth time. The purpose of the day is two-fold. It is a way for customers and employees to meet, and to engage employees and partners in workshops so that everyone feels involved in developing the customer experience.



Vincent Brenti,
legal advisor,
Butagaz Group.

The Butagaz Group is deeply committed to cultivating and maintaining a close relationship with its customers. This principle is fully exemplified by the Blue Days (Journées Bleues), which involve the entire company every year. During the event, all employees, regardless of their position, including managers and members of the executive committee, are invited to call customers from all walks of life, including private customers or professionals, natural gas, liquid gas, electricity, wood pellet customers and gas cylinder retailers.

“The Butagaz Group is deeply committed to cultivating and maintaining a close relationship with its customers.”

The aim of the phonecalls is to connect all employees to the customer experience, and have them talk with customers in order to get their opinion on their relationship with the Butagaz Group, especially when it comes to handling their needs, and to assess their level of satisfaction and get new ideas. Vincent Brenti, a legal advisor at Butagaz, confirms the importance of this annual event: “*Blue Day is a key event that reminds us that our customers are the backbone of our business and that they need to be the focus of our actions, because without them, we wouldn’t be here!*” Beyond its symbolic aspect, the event “*gets all our employees involved in a common project focusing on the ultimate goal*

of our activities: customer satisfaction,” says Vincent Brenti before adding: “*Our job today is also to support our customers in their energy transition by recommending environmentally-friendly products.*”

Customers appreciate the initiative and their comments provide constructive input. These exchanges confirm and reinforce the goal of the entire legal and compliance department to guide the company towards the right choices, not only in terms of financial performance but also with respect to business ethics. “*For example, during the health crisis, the winter moratorium [which usually prohibits suppliers from*

terminating a contract or cutting off service in the event of unpaid bills from 1 November to 31 March] was extended for natural gas and electricity consumers and payment arrangements were defined by the authorities for certain professional customers. We chose to grant exceptional payment terms to our tanker gas customers, even though the legal measures were not applicable to this activity.”

After collecting all the feedback from the Blue Days, employees are brought together in customer relationship and customer experience workshops where they work to optimise procedures and customer flows and design new communication and new sales offers.

A few meetings with customers during the 2021 Blue Day



“*These calls help us better understand the expectations of our customers while improving our relationship with them and making it a more human experience. That’s why this time of sharing is part of our CSR approach,*” concludes Vincent Brenti.

Method, approach and indicators

This second edition of the Butagaz Group CSR report covers the financial year ending on the 31st of March 2021* for the various entities of the Group as of said date: Butagaz SAS, Butagaz À Votre Service, Gaz Européen, Distrinord LogigazNord and Proxigaz, Gazarmor, Solewa and Soltéa, which joined the Group in May 2021, will be taken into account in KPI reporting starting in 2022.

Reporting took place in several phases:

- selection of new members of the working group,
- survey of CSR theme leaders,
- appointment of resource contact and people for each theme,
- CSR Steering Committee approval of the strategy,
- collection of content,
- executive committee consultation for approval of issues and indicators,
- expression of challenges and corresponding initiatives,
- collection of indicators.

Core principles

The publication of the Butagaz Group CSR report follows the principles set out in prominent reporting standards and particularly those for the Sustainable Development Goals (SDGs).

The Butagaz Group is a member of the UN Global Compact, which is the world's largest initiative to call on companies to align with the SDGs.

The Global Reporting Initiative (GRI) standards have particularly encouraged compliance with the general principle of offering a comprehensive and balanced overview of the issues relevant to the organisation and of associated impacts within a consistent scope.

In the case of the Butagaz Group, according to the terms of GRI, "the organization discloses information from the guidelines, but does not comply with all the requirements."

This particularly applies to stakeholder inclusiveness, for which GRI recommends:

- identifying stakeholders (depending on relevant issues),
- creating a framework for dialogue,
- involving stakeholders in the process and in reporting.

This work has been carried out with the help of EDHEC BUSINESS SCHOOL. A group of their students conducted a survey of Butagaz Group customers, suppliers and partners, including local authorities.

This dialogue is also expressed in the decision to give a voice to a range of stakeholders in this report. It now needs to be extended, formalised and perpetuated in a regular framework.

The working group conducted more detailed analysis around the principle of relevance to ensure that the report highlights the substantial economic, environmental and social impacts of the Butagaz Group.

This study led to the joint development of a roadmap with our owner, DCC, which publishes a Statement of Non-Financial Performance.

The results of this work structured the contents of this report.

This work has also helped us prioritise the development of certain indicators according to a selective approach that limits how many there are, while ensuring that they are relevant and monitored over time.

Regarding the survey phase for identifying and collecting content

This phase involved:

- in-depth interviews across the CSR spectrum (covering social, community and environmental issues),
- reviewing reporting practices in the profession,
- surveying customer queries.

Regarding the appointment of resource contact people for each theme

Each theme was assigned to a contact resource person responsible for proposing and defining indicators according to their relevance and the availability of information.

Regarding indicator development

The majority of the selected indicators were already included in the previous report. However, some indicators were revised or replaced

by others which were considered more relevant, in the light of feedback from various readers.

The scope of indicators was extended to all entities within the Butagaz Group, which obviously affects their assessment.

Where necessary, explanations are provided for the variations observed. The majority of indicators concern one financial year (April 2020 - March 2021), unless otherwise specified. It is specified if the indicators are calculated for a calendar year.

A number of indicators specific to the company's activity were created or adopted to ensure that the information disclosed is relevant.

They are as follows:

- Number of projects funded through ESCs
- Biofuels
- Average employee tenure
- Percentage of employees on permanent contract
- Employees who recommend Butagaz as an employer
- Percentage of buyers with CSR/sustainable purchasing targets
- Percentage of purchasing from suppliers in France
- Percentage of Compressed Natural Gas vehicles in the bottled gas fleet

Sustainable Development Goals (SDGs)

In December 2020, the Butagaz Group officially became a member of the UN Global Compact. Joining the initiative is both a pledge of sincerity and a commitment to progress.

* Some indicators use calendar year data

Indicators

The majority of the indicators concern one financial year (April 2020 - March 2021).
It is specified if the indicators are calculated for a calendar year.



Total purchases from French establishments reserved for employing people with special needs ("secteur protégé") or dedicated to social and professional integration

€37,651 (2020)

€30,014 (2019)

*These figures are for one calendar year.
Scope: Butagaz SAS. The results, which are still too modest in terms of direct hiring of workers with disabilities, are partly offset by increased outsourcing to subsidised businesses in which at least 55% of their production staff are people with disabilities ("secteur adapté"), which have grown considerably over the past three years. Between 2018 and 2020, the amount of purchases from establishments reserved for employing people with special needs ("secteur protégé") or dedicated to social and professional integration increased by 55% (€24,264 in 2018 compared to €37,651 in 2020).*



Safety

LTI *

2.13 (2021)

1.95 (2020)

Note: the average rate for our sector is 9. The increase of this indicator is due to the integration of new Safety Technical Advisors who are responsible for conducting technical inspections of tank installations outside the Group's sites.

The accident rate is therefore higher for these missions as the operators are exposed to road travel and work on unfamiliar sites where safety conditions are not optimised. The Group has implemented special measures to increase prevention among the teams who carry out these inspections.

* The number of lost time injuries/accidents, which occur over a 12-month period per million working hours.

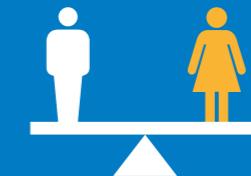
Parity

Gender equality index

83/100 (2020)

91/100 (2019)

Note: data for a 12-month calendar year. The deterioration in this indicator can be explained partly by an over-representation of men in sales positions in some of the Group's subsidiaries. An action plan has been implemented in order to recruit more women in these subsidiaries and reduce these gaps.



Percentage of women in senior management positions

36% (2020)

Employment

Tenure

Between 9 and 10 years

(2020)

Note: data for a 12-month calendar year.

Percentage of people on permanent contract

92% (2020)

Note: given the specific requirements of its industrial activities (Séveso and Atex) and the nature of production operations, the Group limits the use of temporary workers and favours stable jobs.

Employees who recommend Butagaz as an employer

7.7/10 (2021)

Note: data collected during the Bloomin survey of March 2021 (452 participants), on internal communication of corporate strategy. Employees were asked the following question: "Would you recommend the company to your friends and family as a place to work?"

Disability

2.13% (2020)

1.84% (2019)

Note: % of employees within the Butagaz Group with disabilities - data for a 12-month calendar year.

Voluntary turnover rate

2.46% (2020)

4.40% (2019)

Note: data for a 12-month calendar year.

Absenteeism rate

3.35% (2020)

3.08% (2019)

Note: data for a 12-month calendar year.

Training

7 hours, including 3.5 dedicated to CSR issues (2020)

14 hours (2019)

Note: average number of hours per year per staff member - data for a 12-month calendar year. During the Covid-19 crisis, all in-person trainings were deliberately postponed to protect employee health and comply with health regulations.

The majority of the indicators concern one financial year (April 2020 - March 2021).
It is specified if the indicators are calculated for a calendar year.

THE PLANET

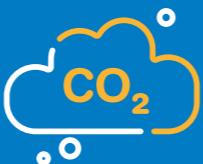


Emissions

Tonnes of CO₂ released

The Butagaz Group is aiming for a 20% reduction in its greenhouse gas emissions by 2024 from 2019 levels. Between 2019 and 2020, the Group decreased its total emissions by 27.5 %.

Scope 1: 1,028.35	Scope 1: 1,384.1
Scope 2: 371.17	Scope 2: 546.26
Total: 1,399.52 (2020)	Total: 1,930.36 (2019)



Note: data for a 12-month calendar year.

*Scope 1: direct greenhouse gas emissions generated by the activities of an organisation or region.
Scope 2: emissions from electricity and heat consumption.*

Biofuels

Green gas / total gas sales

2% (2021)

2% (2020)

Note: the percentage stayed the same this year due to the expanded scope of calculation.

Our product range now includes biomethane, biobutane and biopropane.

Green electricity / total electricity sales

8.4% (2021)

5.3% (2020)

Consumption

Electricity consumption in MWh

6,962 (2020)

7,222.4 (2019)

Note: data for a 12-month calendar year.

Water consumption of sites

139,822 m³ (2020)

150,812 m³ (2019)

Note: data for a 12-month calendar year.

Waste

Non-hazardous waste (including metals)



1,612.9 t
(2019)



1,246.6 t
(2020)

Note: data for a 12-month calendar year.

Hazardous waste

299 t (2020)

277.81 t (2019)

*Note: data for a 12-month calendar year.
The increase in hazardous waste generated is due to work carried out on one of the Group's industrial plants (dismantling of wooden sleepers).
In 2021, the Group mapped all its waste and began researching how to decrease or recycle all waste from its sites.*

Percentage of Compressed Natural Gas vehicles in the bottled gas fleet

0.9% (2020)

0.3% (2019)

Note: data for a 12-month calendar year.

SHARING



Customers

Data from the customer satisfaction survey carried out by Institut BVA in February/March 2021 with 4,903 Butagaz customers.



Customer satisfaction rate

92% (2021)

92% (2020)

Customer effort score

68% (2020)

67% (2019)

Note: the customer effort score is the percentage of Butagaz customers who stated that it was easy to get a response to their request.

Partners

Number of projects finance by Energy Savings Certificates (ESCs)

13,171 (2020)

12,500 (2019)

*Note: data for a 12-month calendar year.
The ESC scheme sets out to finance the energy transition. Energy suppliers encourage consumers to make savings by facilitating access to grants to finance insulation and energy renovation work.*

Number of MaPrimeRénov grant applications facilitated

552 (2020)

*Note: data for a 12-month calendar year.
The scheme was initiated in 2020.
MaPrimeRénov is a government grant to encourage energy renovations and make them accessible to homeowners and landlords.*



Acknowledgements

Many people contributed to this CSR report. This speaks volumes about the commitment of the Group, as well as the interest of an increasing number of staff and stakeholders regarding these issues.

CSR Steering Committee members:

Yves Branthomme
Natacha Cambriels
Sylvie Gallois
Emmanuel Mannoorettonil
Emmanuel Trivin

CSR working group members

Alicia Bettin
Laetitia Deltour
Olivier Eudeline
Christian Fayard
Claire Menant
Anne-Stéphanie Pierry
Laure Rinaudo
Trevor Smith

Contributors

Jonathan Amour
Nicolas Arnaud
Hugo Baldassari
Aurélien Barbé
Denis Bertin
Sophie Boyer
Vincent Brenti
Alexandra Caix
David Fortin
Ingrid Gaillard
Loïc Hervé
Nikola Karabatic
Fabrice Karolczak
Fabrice Lamotte
Jean-François Leclercq
Vincent Nicolas
Myriam Pages
Emmanuel Pousset
Mireille Roboam
Philippe Salliot
Olivia Scaia
Ronan Scavennec
Agnès Testard
Nathalie Virgo

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