

CSR report 2023

(2022 data)



A multi-energy supplier
and service provider committed
to the local energy transition



“The oceans play an essential role in regulating climate, and have already absorbed more than a third of man-made CO₂ emissions.”



Foreword

Objective: energy autonomy

Gaz Européen, a subsidiary of the Butagaz Group, is the longest-standing sponsor of professional sailor, Fabrice Amedeo, who has taken part in a number of prestigious races including the Vendée Globe, the Transat Jacques Vabre and the Route du Rhum. In 2017, realising just how fragile the natural environment he sails in is, Fabrice decided to use his experience to contribute to ocean preservation. He now combines ocean racing with a commitment to the environment.

My story with Gaz Européen began in 2015. As is often the case in the ocean world, it's a story of encounters and shared values. People from the Gaz Européen team often visit my boat, and I get a lot of encouragement from them when I'm racing. We have countless shared memories! When I was coming in to finish the Transat Jacques Vabre race on 18 February 2017, the Butagaz staff boat was the first to join me!

Our collaboration, which began as a purely sports-related venture, has naturally evolved into an environmental one. Oceans play an essential role in regulating climate, and have already absorbed more than a third of man-made CO₂ emissions. With this in mind, I humbly try to do as much as I can to protect them. Since 2019, with the support of my partners, I've been using my boat to serve science by fitting it out with sensors to measure CO₂ levels, salinity and water temperature. In 2020, a new sensor on board my IMOCA will measure the concentration of microplastics in surface waters, which is an unprecedented opportunity for the scientific community. A study by Ifremer (French Research Institute for Exploitation of the Sea), the University of Bordeaux and IRD (the French National Research Institute for Sustainable Development), based on data collected on the yacht during the last Vendée Globe, showed that the surface waters of the Atlantic Ocean are twice as polluted by cellulose fibres as by microplastics.

In 2022, we added a third on-board sensor to measure environmental DNA. This new project will enable us to broaden the spectrum of our measurements, giving us a comprehensive view of the impact of global warming on ocean pollution and biodiversity. I'm really pleased to be extending my civic involvement on the water with the installation of this eDNA sensor.

In parallel, Gaz Européen and I have been working on the different energy sources on board my IMOCA. Ensuring that power is being constantly produced is vital for any offshore sailor because there are so many needs. Computers, navigation systems and navigation lights all need electricity to operate.

On board my boat, I have the additional challenge of managing the power supply for the two oceanographic sensors and the anti-UFO (Unidentified Floating Object) safety systems. Multiple energy sources are therefore essential. On my future IMOCA, we're installing almost 20 m² of solar panels, as well as two water turbines. This energy mix will allow me to be self-sufficient around the world without having to rely on fossil fuels to recharge my batteries. That's what I'm aiming for in the next Vendée Globe in 2024.

Fabrice Amedeo

Fabrice Amedeo's racing achievements

- 2015: Transat Saint Barthe-Port-la-Forêt (2nd) / Transat Jacques Vabre (8th)
- 2016: Transat New-York-Vendée (8th)
- 2017: Vendée Globe (11th) / Transat Jacques Vabre (12th) / Défi Azimut (8th)
- 2018: Route du Rhum (12th) / Monaco Globe Series (3rd) / Guyader Bermudes 1000 Race (4th) / Défi Azimut (8th)
- 2019: Transat Jacques Vabre (9th) / Guyader Bermudes 1000 Race (7th)
- 2020: Participation in the Vendée Globe
- 2021: Transat Jacques Vabre (10th)



“The solar industry is both a development and restructuring opportunity, and a solution for supporting the local energy transition.”

Editorial

Solar energy for today and the future

If you want to be a multi-energy specialist today, solar power offers a range of invaluable solutions. The direction that the Butagaz Group has taken over the past two years has bolstered this conviction!

For our company, the solar industry is both a development and restructuring opportunity, and a solution for supporting the local energy transition. It's a solution to the energy and climate crisis we are currently confronted with, particularly through self-consumption. Today, the market is booming. Technologies continue to improve, and incentives and enthusiasm continue to grow. New models are emerging, for example, collective self-consumption, which involves sharing the electricity produced equitably between different users. The projected growth in the number of electric vehicles means that charging station networks need to be developed and put into operation, as well as serviced and maintained. This is what we are working on with our new Voltigo solution (see pages 30/31).

What's more, the primary concern of our corporate plan lies in our ability to build sustainable, high-performance photovoltaic solutions to promote the ecological transition of economic

activities in France. With Soltéa, Solewa, Sys EnR and O'SiToiT, we are targeting the agricultural, industrial and tertiary sectors. We are now able to cover our customers' needs throughout mainland France, and we are consolidating our local presence, which is one of our historic strengths. Maintaining this balance is crucial to ensuring that all our customers receive outstanding service.

Over the last twelve months, our 170 enthusiastic employees have set up over 400 systems for our professional customers.

Photovoltaic solar power already accounts for more than 10% of the Butagaz Group's workforce, which is excellent progress. But above all, we can be very proud of the level of expertise of the companies that have chosen to join us, and of the quality of their teams. Solewa, Soltéa, Sys EnR and O'SiToiT are among the human-scale companies with the longest track records in solar energy in France. Their expertise enables us to carry out turnkey projects combining design, installation and maintenance. However, we must continue to grow in step with a market that demands constant improvement in our know-how.

Emmanuel Mannoorettonil
Director, New Energies, Butagaz Group



“The local energy transition is now a vital part of our Group’s DNA.”

Interview

Becoming a multi-energy provider is having a tremendous effect on our development

In 2017 the Butagaz Group revolutionised its brand to become a multi-energy and service supplier in France. When you look at the history of our company (see the CSR historical timeline we have included in this report), we’ve always been about innovation, but since 2017, the pace has clearly accelerated!

In fact, our progress in solar energy has been following a virtuous upward curve:

- The Soltéa and Solewa teams are now fully integrated, and we can see our customers’ growing interest in these new solutions every day. Solar-generated electricity is a perfect solution for Butagaz’s traditional business customers,
- The acquisition of Sys-EnR and O’SiToiT is the second milestone we’ve reached in a short space of time, thanks to the maturity and understanding we’ve gained from our early experience in solar energy. We spoke as one expert to another and immediately understood each other,

- The Eoltigo initiative, which came about during the Covid lockdown through spontaneous dialogue between various players within the group, aligns with the industry and our organisation’s long-standing commitment to local service.

The local energy transition, which became our mission in 2020, is now a vital part of our Group’s DNA. That’s the aim of this fourth CSR report - to present initiatives that show how we are being responsible and give you the energy to consume less and better.

Enjoy reading!

Emmanuel Trivin
Butagaz Group CEO



For the third year running, Butagaz has been awarded the Gold distinction by the Ecovadis Institute, considered the global standard for CSR policy assessment.

Once upon a time, there was Bob's CSR...

Founded between WWI and WWII, Butagaz has been attentive to the concerns of its users and employees for several generations. Although Corporate Social Responsibility emerged with the acceleration of the climate crisis, the company has always cultivated a responsible approach to business. We look back at some key dates that show that Bob was doing CSR before CSR was a thing...

1931 Energy for everyone

Messrs Delaplace and Marcellin, the founders of Butagaz, developed a steel cylinder that could hold liquefied gas, allowing a family of 4 to cook for 4 months. Their solution offered many French households the possibility of being powered by an alternative energy source that eliminated the inconvenience of using coal or wood.



1932 Deposits: early promotion of reuse

Butagaz adopted the gas cylinder deposit system in 1932. Today, the oldest gas cylinders in circulation in France are over 60 years old! Cylinders at the end of their life cycle are fully recycled.



1954 Cultivating a local presence

Across France, the Butagaz brand is embodied by the "Distributeur Spécialiste Agréé" (Authorised Specialist Retailer), who was responsible for providing a comprehensive local service to users: delivering the cylinders to people's home, disconnecting the empty cylinders and connecting the full ones, checking the condition of the rubber hose and changing it once a year, ensuring compliance with safety regulations, and performing annual checks to make sure that the setup and the user's domestic appliances are in good working order.



2005 Creation of a "safety day"

All employees from head office to plants and warehouses are invited to reflect on and share best practices for improving gas production, transport and use safety. This day continues to be an important annual event in the life of the company.

1998 Butagaz began selling the Cube

In partnership with Raigi, Butagaz designed the Cube, a more compact solution. 25 years later, 5 million units of the Cube have been sold, and the collaboration continues.



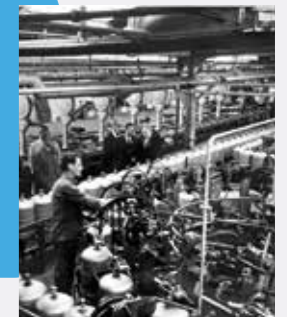
1979 Butagaz launched LPG fuel

As an alternative to traditional fuels, LPG generates 18% fewer CO₂ emissions than petrol. The first trials were carried out in collaboration with La Poste, whose vehicles at the time were Renault 4Ls.



1959 New filling plant commissioned in Rognac

The site used automated production systems to facilitate the work of line operators.



2017 Bob became a multi-energy supplier and launched "Bob's Pellets"

This by-product of wood processing (sorted, dried and compressed sawdust and wood chips) is a renewable energy source used for household heating. Pellets quickly found their place in a multi-energy range of products that includes natural gas, butane, propane and green electricity.



2020 Creation of the Butagaz Group Foundation

The Foundation's goal is to implement the local energy transition through concrete initiatives with the French people and local communities. The Foundation's first project was an energy-efficiency renovation project for a town hall/ school and two poorly insulated houses in Flers, (northern France).



2020 Butagaz provided training for its teams to fight energy poverty

Thanks to this support system for customers experiencing energy poverty, over 200 employees are now able to adopt a new advisory process that matches individuals' energy needs with their resources.



2021 Bob developed photovoltaic products

In line with its position as a multi-energy provider, the Group acquired new skills in photovoltaic installations by integrating specialised organisations. This new offering for professionals addresses the local energy transition that has been the mission of Butagaz since 2020.



REFERENCE DOCUMENTS

A multi-energy supplier and service provider committed to the local energy transition

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 has transformed into a multi-energy, multi-service supplier. Our CSR policy is the primary driver of these changes and is structured around 4 pillars that 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

Our contribution to the SDGs



Making transparency and a local approach an asset



As an industrial company that deals with specific risks and employs men and women of different generations, the Butagaz Group is constantly focused on human safety, well-being, equality and skills development.

People

Our contribution to the SDGs



Making Butagaz a great place to work



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

The Planet

Our contribution to the SDGs



Helping the energy transition and reducing our environmental impact



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 more efficiently.

Sharing

Our contribution to the SDGs



Creating value and sharing it with our stakeholders



The Butagaz Group has traditionally had an active local presence, especially in rural areas, and contributes to planning in terms of job protection and development, and when it comes to access to energy 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 (SDGs) and 169 targets. The company examined each goal and target with two questions in mind:

- How does this affect us?
- What can we do to take action?

The Group has identified 12 SDGs (see chart below) that resonate with its activities and the way it wants to demonstrate its responsibility 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 (Climate Action), which essentially express the Group's mission and purpose in and of themselves.





Everyone on board with the Butagaz Group's CSR policy



Contents

Foreword > P. 2
Fabrice Amadeo

Editorial > P. 4
Emmanuel Mannooretonil - Director of New Energies, Butagaz Group

Interview > P. 6
Emmanuel Trivin - Chairman of the Butagaz Group

Timeline > P. 8

Reference Documents > P. 10

The Butagaz Group Foundation > P. 40

Methodology and indicators > P. 42



Ethics

Nurturing a lasting relationship - Olivier Perrier
> P. 16

Beyond conformity - Véronique Sarrazin,
Géraldine Fourier
> P. 18



People

Professionalising the solar industry
Quentin Pourreau
> P. 22

Improving working conditions
Xavier Saurine, Clément Muscat
> P. 24



The Planet

Helping businesses reduce emissions
Franc Raffali
> P. 28

Évoltigo, sustainable mobility
Louise Fauquembergue, Clément Guillot
> P. 30



Sharing

Fighting fuel poverty - Cécile Fressard
> P. 34

Reuse and jobs in central France - Renaud Chenon,
Emmanuel Boulet Bernac
> P. 36

Working closely with clubs - Pascal Thiebaut,
Cléopatre Darleux
> P. 38



Ethics

Pursuing ethical practices together

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.



Displaying our ethics

To ensure that ethics play a daily part in preserving good working conditions within our organisation, the Butagaz Group displays dedicated signs throughout our premises. For example, this “Safety Call” poster raises awareness and reminds employees of the right thing to do.

OUR ACTIONS

Business ethics

Since the beginning, the Group has cultivated the values of respect and responsibility with all its stakeholders. That's why 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.

In practice

Defending ethical practices is a constant concern that requires awareness on an individual level. Besides the various materials on ethics, 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, the Butagaz Group organises an “Ethics and Compliance Week” along with other recurring actions such as:

- mandatory training modules for employees on the Code of Conduct and the Butagaz Group's commitment to protecting and respecting human rights,

- individual training seminars on competition law,
- regular presentations on topics related to the company's compliance programme

Role and place of CSR

The CSR approach is implemented across the company's value chain. It is part of our culture. We share the CSR report with stakeholders (employees, customers, partners, etc.), carry out regular internal and external communication on CSR issues, and organise awareness-raising activities. In 2018, an internal working group was created to launch and structure the CSR approach. The members of the group change regularly to involve new people from every area of the company and to increase information sharing. At the same time, the creation of a CSR Steering Committee led by Emmanuel Trivin.

President of the Butagaz Group, testifies to the importance of CSR and its influence on the company's development. Meanwhile, EcoVadis has been assessing Butagaz since 2018. For the third year running, the Butagaz group has been awarded the EcoVadis Gold-medal rating. This performance demonstrates 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 rigorous 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. For example, in 2021, some subsidiaries took part in a trial project to purchase refurbished mobile phones. This positive experiment will now be extended to the entire Group.

Whistleblowing

Butagaz has set up a dual system for whistleblowers. It encourages employees and external stakeholders to report potential rule violations. Employees are able to report to the Ethics Committee, or through an independent Safecall service. Whistleblowing is always confidential and secure, and can be anonymous.



Our contribution to the SDGs



€62,086

in purchases made with French establishments reserved for employing people with special needs (“secteur protégé”) or dedicated to social and professional integration in 2022

Alexandra and Olivier Perrier, owners of RAIGI.



Ethics

Nurturing a lasting relationship with our partner, RAIGI

Convinced that rapid and regular changes are needed to avoid obsolescence, the Butagaz Group and RAIGI, which manufactures polyurethane parts, have updated Butagaz’s emblematic small-format packaging, the “Cube”, to adapt to environmental and societal changes. This uniquely longstanding partnership in the industrial world is based on shared values and strong ethical commitments.

The Cube: 25 years and 5 million units

The Cube, which came about in response to consumers’ desire for a smaller, more manageable bottle, is an example of our policy of continuous innovation. “The success of our innovation approach lies in our shared ability to project ourselves into the future. Our

respective teams have grown since 1997, because we have always been able to devote time to discussing the operational constraints of our business and market conditions,” explains RAIGI’s Managing Director, Olivier Perrier. “Our modus operandi, aimed at achieving simultaneous advancement of the product and the industrial line, echoes the Japanese culture of KAIZEN, or

continuous improvement,” he says. Right from the start, the Cube was equipped with an electronic device for statistical monitoring of safety checks and to speed up the fully-automated filling line. New chips have recently been requalified. Butagaz and RAIGI also share an interest in the circular economy. At Butagaz’s request, RAIGI has been

developing a Cube repair activity for a number of years now. Repair work involves rebuilding the polyurethane overmolding in a dedicated workshop. This activity is now operational on an industrial scale. It extends the life of 50% of damaged Cubes. What’s more, RAIGI has just submitted an application to the French Environment and Energy Management Agency (ADEME) to recycle 100% of the foam from Cubes at the end of their life cycle.

Over the last 25 years, the Cube’s weight has been re-engineered 5 times and reduced by 30%. This gain has helped make them easier to handle and reduced the carbon footprint from transport.

A common culture

According to Olivier Perrier, RAIGI is committed to performance and benevolence, both internally and externally. These are also part of the Butagaz Group culture. Transparent pricing has created a relationship of trust. “This approach is essential to RAIGI’s survival. In early 2022, the cost of raw materials doubled. If the Butagaz group, and our other customers, hadn’t allowed us to pass on these increases to them, our SME would have gone out of business. On the flip side, when our material costs are low, we pass on this lower price,” explains Olivier Perrier, before adding: “Our shared innovative approach is made possible by our complementary expertise, which facilitates mutual learning. Butagaz has helped us make improvements when it comes to the integration of metal parts and related constraints. In return, we helped them solve quality problems with how the Cubes were painted.”

“Our shared innovative approach is made possible by our complementary expertise, which facilitates mutual learning.”

The Butagaz Group is closely involved in operations - half of RAIGI’s employees manufacture Cubes every day. Real-time co-management of Cube stocks is a very important tool for the Group. Both companies also ensure a high level of product traceability. “We were able to certify the Cube at a European level under a standard that Butagaz partly created and supported. This enables economies of scale, because it makes requalification by sampling possible, which means we can verify the life of the bottles much more thoroughly,” says Olivier Perrier.

The ability of both companies to keep their promises over the long term remains the powerful glue behind a relationship that began 25 years ago. “Our customers, such as Butagaz, can make long-term commitments, which is a sign of trust for our suppliers, and helps us avoid supply disruptions. At the same time, the market dictates our decisions, which is why we have worked together on Cube stock management solutions. We’ve worked to balance the Butagaz Group’s market forecasts with RAIGI’s manufacturing constraints,” concludes Olivier Perrier.



Aerial view of the production line.

The Cube, 25 years old and still going strong.



Ethics

The Ethics Committee: beyond compliance

In 2003, the Group set up an Ethics Committee to ensure day-to-day compliance with the Code of Conduct. As a guarantor of the company's values, a forum for employee questions and a safe space for dialogue, it enables Butagaz to go above and beyond compliance.

A tool for all employees

The Ethics Committee is made up of 9 people who represent all the company's divisions and levels of hierarchy. It meets every three months to receive and examine questions from employees. If necessary, it can also hold emergency meetings. *"The questions raised concern compliance with laws and regulations, safety procedures, relations at work and with our suppliers, and the way we make decisions,"* explains Véronique Sarrazin, Director, Legal & Compliance Department and member of the Ethics Committee. Representativeness and the diversity of Committee members (in terms of geography, position, job and gender parity), is essential to ensuring that every employee, whatever their position or type of request, feels comfortable enough to refer the matter to a Committee member. According to Christian Fayard, former HSSEQ coordinator. *"Committee members can both be consulted and act on their own initiative.*

They listen to the people who come to see them (incoming information), but they also have to be on the lookout for what they might see or hear (outgoing information)."

Employees can also share their ethics-related questions with their manager, HR or the legal department. The Committee's work is supported by an Ethics and Compliance programme that is implemented throughout the year to bring the code of conduct to life through training, poster campaigns, and events such as Ethik Week (organized for the first time in 2021 on the theme of courage with the motto: *"We're all actors in our corporate culture"*). *"It's important that all employees, whatever their position within the company, are aware that they are the guarantors of compliance with our code of conduct. Inaction is not an option: when in doubt, asking your manager, HR or the ethics committee should be a natural part of your day-to-day work life. In 2022, we took*

into account all the issues raised by employees during the workshops. The Butagaz Group's subsidiaries have expressed a desire to have their own ethics focus groups, which have been organised to facilitate dialogue about these key issues," explains Véronique Sarrazin.

A committee that embodies our values and brings them to life

"At a time when we need to rethink our business in a turbulent market, the Ethics Committee serves as a reminder of our shared values and brings them to life. These values have contributed to the company's success by providing better direction for our behaviour, acting as our guide and compass. Meeting the challenges of today means dealing with lots of variables, but our values will never change. As an organisation, it means starting from our essence, from what we fundamentally are, to keep growing better, together!" says the director of the Legal and Compliance Department.

Véronique Sarrazin,
Director, Legal & Compliance
Department and member
of the Ethics Committee.



"The Ethics Committee serves as a reminder of our shared values and brings them to life."

Acting as a guardian

"I was nominated by an outgoing member of the Ethics Committee and approached by Christian Fayard. I see my role as that of a guardian. I fulfil my responsibility by being very attentive and observant: I watch, I listen and if something surprises me, I alert. The goal is to avoid abuses. This body provides safeguards on our various sites and at several levels. It is a sounding board for the protection of employees, while protecting those who wish to stay anonymous. Through its diversity, the Ethics Committee brings a different perspective to the table. Butagaz is about more than just kindness, but discretion too. If an employee approaches me, I see it as a real mission. Being there for our peers gives us meaning and responsibility. Each member is on the committee as an individual, not as a representative of a department. Within the committee, everyone's point of view is heard and listened to. It is a neutral body that creates the conditions for collective reflection, while analysing facts without passing judgement."

Géraldine Fourier,
Sales and Marketing Assistant
GEB/GEC - Gaz En Bouteille /
Gaz En Citerne. Member of the
Ethics Committee since 2022.





People

Making Butagaz a great place to work

The Butagaz Group is committed to ensuring the safety of its employees who work in geographically-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.



Integration day at the Petit Couronne site (near Rouen) in 2022

New employees joining the Butagaz Group undergo training to familiarise them with Gaz Liquide's activities and understand safety issues. This day of training and dialogue also enables new hires to discover the company's various trades and forge individual relationships.

OUR ACTIONS

Occupational Health, Safety and Security

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

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 build the skills of each employee. The company supports professional integration and offers a range of careers for people with or without qualifications. It also cultivates partnerships with several external institutions, such as MyJobGlasses, a platform that brings together students and professionals.

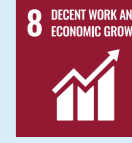
Equal opportunities

Gender equality is a reality across the entire Group, which has an overall index of 95 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.

Disability

The company has begun to catch up when it comes to disability, with direct hiring, recognising the disability status of existing employees, and appointing three disability advisors. An external consulting company is also helping the Butagaz Group implement an action plan adapted to each subsidiary.

Our contribution to the SDGs



Gender equality index
95/100
in 2022





Professionalising the solar industry: Solewa is taking the lead

Solewa has been designing, installing and servicing photovoltaic systems in France since 2006. The business is closely tied to the building industry, and requires the development of specific skills to meet the ambitious challenges facing the sector. Explanations with Quentin Pourreau, Head of HR and OHS at Solewa and Head of HR for the Butagaz Group's solar sector.



Quentin Pourreau,
Head of HR and OHS
at Solewa and Head of HR
for the Butagaz Group's
solar sector.



Between 2010 and 2022, training in France's solar energy sector came to a halt following the moratorium on the photovoltaic industry. *"There used to be a few training courses for photovoltaic technicians who install rooftop panels, but we're now starting from scratch. It's both a challenge and an opportunity to develop the right training to cover the specific aspects and complexity of our line of work. Vocational training courses for electricians and electrical technicians remain very general, and do not cover direct current, which is specific to solar energy. Similarly, in technical degrees and engineering programmes, photovoltaics is often just lumped in with other subjects.*

These are the hardest jobs to fill, as they require extensive training on our part. Our priority is to provide a solid common base of expertise, underpinned by our values: respect, integrity, passion, team spirit and proximity," explains Quentin Pourreau.

To meet the targets set out in the Multi-annual Energy Programme (PPE), i.e. a minimum installed photovoltaic capacity of 35 GW by 2028 - France will have to almost double the level of production in 2023. The development of training courses in renewable energies is a prerequisite if we are to keep pace with the growth in photovoltaic installations and their maintenance.

For Solewa, like other companies in the sector, anticipating needs and skill-building are crucial. The Butagaz Group subsidiary has decided to step up its relationships with existing training organisations. *"We have long-standing partnerships with CNAM and vocational*

"It's both a challenge and an opportunity to develop the right training."

schools offering BTS and undergraduate degree courses. Every year, we take on 2 technicians or design office engineers on work-study contracts before offering them permanent contracts. We're also in regular contact with the CFA Bâtiment programme in Le Mans and the Pays de La Loire region, as well as the AFPA centres in Vendée and Finistère. We've offered to co-develop training programmes with them, provide equipment and even our premises and teams as instructors," adds Quentin Pourreau. The initiative, supported by the Groupement des Métiers du Photovoltaïque (GMPV), has been well received by its stakeholders. Solewa is initially involved in short training courses (300 to 400 hours) designed to provide future solar technicians with a comprehensive theoretical knowledge base. These courses, which include site safety and reading electrical diagrams, will lead to the necessary certifications to carry out electrical operations and work at height.

The course ends with a 2-week internship at Solewa and serves to confirm interest in the business. A similar approach has been initiated for higher education programmes, with meetings with institutions offering this type of curriculum.

"In the immediate future, we're going to focus on finalising the curriculum with CFA Bâtiment and AFPA Vendée and Finistère, which will draw on our employees who are keen to pass on their know-how. We also need to raise the profile of our professions, which are often relatively unknown. Of course, they are affected by the constraints of the construction sector, such as bad weather or long-distance travel, but above all they leave a great deal of autonomy for an activity that has a key part to play in the energy transition. For people with no training or who have been out of work, it's a springboard for changing professions, with opportunities to rapidly acquire responsibilities!" says Quentin Pourreau.



Detail of a
photovoltaic panel
installation.



People

Making work easier through innovation

How can we make day-to-day work easier for delivery drivers? It's a key question that former head of innovation, Olivier Eudeline, and innovation project manager, Xavier Saurine, have been working hard on in recent years. Their work led to the creation of a slide to facilitate gas cylinder unloading.

An upstream study with an ergonomist

According to a prior study with an ergonomist, a delivery driver carries an average of 9 tonnes of cylinders every day. To answer this question, we first had to define what contributes to these "difficult working conditions", or "pénibilité" in French. "It's not about the weight, but the intensity of work over a given period of time," says Olivier Eudeline. The innovation team worked with an ergonomist who, after observing an operator in action, identified that carrying cylinders over the shoulder was the most difficult movement. This first step enabled us to define 3 essential criteria for the project. First, to make work around 30% less difficult. Then to ensure that time lost integrating a new process is less than 10%. Finally, to design a solution that is accepted by delivery drivers.

An open innovation approach that included drivers

"Butagaz has tried to tackle this issue several times," recalls Olivier Eudeline. Xavier Saurine collected feedback from HSE/safety and supply chain teams who had previously worked on the issue. The project team identified external service providers capable of providing added value, to develop a zero-gravity arm. The first prototype, tested on trucks with volunteer delivery drivers, had a number of limitations: it introduced unnatural movements for delivery drivers, was difficult to install on vehicles, and required training in prevention and use of the machine. "Even though this solution wasn't viable, it enabled us to understand the real issues involved in drivers' day-to-day operations," admits Xavier Saurine, before adding, "Based on what we learned, we took a more low-tech approach for the second prototype. After a feasibility study or Proof Of

Concept (POC), we ended up with an MVP (Minimum Viable Product) made by the Rognac laboratory, working in start-up mode. We then consulted a number of specialised service providers. We wanted to work with an integrated design firm capable of handling mechanical design from A to Z. We collaborated with a company called ITS, which created several prototypes until we came up with the final product. The drivers were involved every step of the way." Whether or not they use the system is up to the drivers. "We potentially need to fit out 150 vehicles. The logistics team is involved in the roll-out and disseminates best practices via educational tools such as a video describing how to use the slide and providing a reminder of health and safety fundamentals," says Xavier Saurine.



Xavier Saurine,
Innovation Project Manager,
Butagaz Group.

"The drivers were involved every step of the way."



Clément Muscat,
driver for Delta Route.

Clément Muscat, a driver for Delta Route from Rognac, evaluated and tested the slide:

"I've been working with Butagaz on this project for 18 months. During the prototype testing phases, Xavier Saurine and Léo Malfroy, who is in charge of transport safety, came along on my delivery runs several times. Being a driver is a physically taxing job. The slide designed in Rognac helps reduce my daily aches and pains. Whether or not I use it depends on the context, the type of delivery run or how much I'm transporting. It's lightweight and easy to use, and takes less than 30 seconds to install. The slide changes our work habits, but in a good way! Today, there are fewer and fewer people wanting a job in this line of work, and the use of slides could help with hiring. Adopting this new tool will undoubtedly be easier for new hires. Butagaz stays close to its drivers and takes care of us!"



The Planet

A structured environmental policy!

The Butagaz Group’s CSR policy is primarily seen as a way of improving and moving forward. In this respect, the environmental component of the CSR strategy has been subject to an in-depth review, in collaboration with external partners.

In order to objectify the results already obtained and future initiatives, the assessment process combined the ADEME “Bilan Carbone” methodology and the requirements of the ISO 14001 standard, which was used to calculate a “gap analysis”* based on an audit of two of our industrial sites. This review has helped better structure the Group’s environmental policy and draw up an action plan, validated by the Executive Committee, to set out specific targets for the future.

By using this approach, Butagaz has been able to calculate its carbon footprint while extending it to the direct and indirect emissions of all its activities and subsidiaries (scope 1, 2 and 3), and then define a policy for reducing emissions by 50% for all scopes by 2030.



Bob’s orchards

In partnership with Stock Co2, Butagaz is committed to supporting six local projects with a positive impact on climate, labelled low-carbon by the French Ministry of Ecological Transition and Territorial Cohesion. The aim is simple: to support the development of techniques supporting a sustainable and competitive agri-food system that enables resilient biodiversity while preserving French forests and crops.

Butagaz’s six low-carbon projects to date include:

- 85,667 trees planted.
- 45.2 hectares of forests and woods preserved.
- 10.4 hectares of orchards.

* A gap analysis is based on comparison between the current and projected situation, in order to identify the levers and tasks that need to be carried out to eliminate the gaps.

OUR ACTIONS

Carbon footprint

The Group’s carbon footprint has been certified by an external body, taking into account all its activities and subsidiaries across the three scopes of the Greenhouse Gas Protocol. Scope 1 refers to all direct emissions from its activities, Scope 2 to all indirect energy-related emissions and Scope 3 to any remaining indirect emissions upstream and downstream of its activities.

Energy transition

Since the greenest energy is energy we don’t use, the Butagaz Group has been developing “Bob’s Eco-tips” (*Éco-gestes de Bob*) and publishing them on its website and social media, with a view to encouraging customers to reduce waste on a daily basis. In addition, the Group offers both its private and professional customers solutions to promote responsible and sustainable consumption: installation of photovoltaic panels, neutralisation and replacement of fuel oil tanks, installation of electric charging stations or energy control systems in commercial buildings.

Alternative energies

Butagaz has become a multi-energy group that promotes biofuels for its traditional gas-related activities. These include biopropane for all types of users and biomethane for professionals. However, it is also developing alternative options with “Bob’s wood pellets” (*Granulés de Bob*) and green electricity contracts for private and professional customers. Finally, the group has acquired two businesses specialised in the installation of photovoltaic solutions for professionals. In 2022, these new subsidiaries account for around 10% of our total workforce.

Environmental protection

In its transport and logistics activities, the Group tries to update its existing vehicles 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

Mapping has been carried out to ensure that industrial waste is recycled and that local recycling systems are put in place. What’s more, we are working with partners to eliminate plastic from gas cylinder displays and to increase the lifespan of promotional banners (lifespan extended by about 3 years).



Our contribution to the SDGs



-50%

2030 emissions reduction target for the DCC Group, all energy sectors combined.



Franc Raffalli,
Managing Director
of Sys EnR.



The Planet

Sys EnR: helping businesses reduce emissions

With the acquisition of Sys EnR in 2022, the Butagaz Group is stepping up its investment in solar energy and further consolidating its position as a multi-energy supplier. With over 500 solar power systems commissioned, Sys EnR is a key player in the deployment of solar energy in France and the optimisation of its use.

A global, national operator

“Solar energy contributes to energy independence and helps limit global warming. Today, it is the world’s fastest-growing energy source, and its share in the French energy mix is poised to increase rapidly in view of the ambitious targets

set by the French Multi-annual Energy Programme (PPE),” says Franc Raffalli, Managing Director of Sys EnR. He decided to create his company in 2007, just as the Grenelle Environment round table consultation was being launched. The business focuses on the installation of photovoltaic panels for professional customers.

By winning major contracts, the company structured its business around areas of expertise to deliver turnkey projects combining design, integration, network connection, operational optimisation and maintenance. Large-scale projects on their résumé include the installation of 50,000 panels on 11 Casino Group stores with the Soprema

Group, and the integration of a power generation system on the façade of the Vente Privée head office in Saint-Denis. With an annual output of 750 MWh, the system completed in 2011 for Sisley in Saint-Ouen-l’Aumône was the largest rooftop photovoltaic installation in the Ile-de-France (Paris) region. In addition to development projects, Sys EnR also works on renovation and retrofit projects for existing installations. Market changes, including the rise of self-consumption, have led Sys EnR to develop internal expertise to support these emerging needs (equipment supervision to optimise self-generation rates, R&D on intermittent energy storage). Joining the Butagaz Group marks another step for Sys EnR, which will enable continued stable growth. “I wanted to find a solution that would respect my teams, our history and our DNA. At Butagaz, I found benevolence, shared values and a climate of trust.

I’ve been able to connect with Soltéa and Solewa, and we’ve identified a lot of potential ways in which we can complement each other and develop synergies,” he observes.

A stakeholder committed to its industry

Franc Raffalli was initially involved with the French Building Federation (FFB) trade association, and joined the Groupement des Métiers du Photovoltaïque (GMPV) in 2012 to breathe new life into the group as its president. Today, the GMPV includes 1,300 installers with a wide range of expertise in building-related photovoltaic installations. He is Treasurer and a board member of CONSUEL*, a key player in the safety of power generation facilities. Franc Raffalli is also head of GS21, an



“Solar energy contributes to energy independence and helps limit global warming.”

affiliate of the Scientific and Technical Centre for Building (CSTB) that issues technical opinions attesting to the conformity and quality of photovoltaic equipment and components designed for structural integration (panel fastening systems, etc.). “This gives Sys EnR a complete overview of existing technologies, enabling us to recommend appropriate solutions for projects with complex construction issues, such as a heavy downward load on the roof. Our fellow professionals also benefit from this technology monitoring.” Sys EnR is aware of the impor-

tance of training for the industry, and along with a number of other companies in the sector, is the driving force behind the creation of NRSud. This school for power generation dedicated to renewable energies aims to train young people in the solar industry. “Passing on know-how and keeping it up to date is vital to ensuring quality and safety over the long term,” concludes Franc Raffalli, who serves as NRSud treasurer.

* The Comité national pour la sécurité des usagers de l’électricité (CONSUEL - National committee for electricity user safety) is a French association with recognised public utility status, and is responsible for issuing compulsory certificates of conformity for electrical installations.



Installation of photovoltaic roof panels.





The Planet

Evoltigo: sustainable mobility accelerated by solar power

The French Law on Mobility (*Loi d'orientation des Mobilités - LOM*), enacted in December 2019, - obligates professionals to adopt more virtuous practices when it comes to mobility, particularly for day-to-day travel. It includes provisions for an end to sales of fossil fuel cars by 2040, the deployment of electric charging and a framework for the development of Low Emission Zones (LEZ).

Against this backdrop, the Butagaz Group - now a leading multi-energy supplier - is offering a new solution for Electric Vehicle Charging Stations (EVCS) powered by solar panels. We talked with Clément Gillot (Evoltigo's South-West Regional Director) and Louise Fauquembergue (Head of PSC GROUP's Real Estate Programmes) - about an exemplary first facility.

"Evoltigo completes Butagaz's offering in terms of supporting the local energy transition," explains Clément Guillot. "We offer professionals sustainable mobility solutions, inspired by the service philosophy for which the brand has always been renowned. Our goal is to create virtuous synergies with the photovoltaic energy production facilities set up by the Group's various subsidiaries. For example, for the South-West region, we are in contact with the customers of Soltéa, which has an unrivalled track record in the region. When a customer has or decides to install

a solar power generation system on its buildings, the possibility of coupling the system with EVCSs is both a way to meet their legal obligations under the LOM law, and a tool to support its business mobility requirements. They can decide to reserve the use of their EVCSs just for their employees, or offer access to nearby residents. It's a new approach that is ideally suited to the changes we all need to make if we are to succeed in our energy transition."

Launched in April 2022, Evoltigo is currently limited to south-western France. The Butagaz Group wanted to draw on the expertise of its two subsidiaries, Solewa and Soltéa, to design and enhance the reliability of its service. EVCSs are managed from start to finish by Evoltigo teams, including design of the facility following analysis of vehicle charging needs, installation and commissioning of AC (7.4 or 22 kW) or DC (90 to 240 kW) charging stations, and supervision via a dedicated application (VIRTA) and

maintenance. Real estate professionals are among the first to promote and operate this new approach to mobility. PSC GROUP was one of the first customers to use this new customised service for its "Sea Factory" project built in Soorts-Hossegor in the Landes region.

"We've always been concerned about the impact of our projects. We've been in the renovation and property development business for 20 years," explains Louise Fauquembergue, Head of Real Estate at PSC GROUP. "We're originally from the Basque country and we're committed to protecting the quality of our environment. We know that the appeal of our projects depends on both aesthetics, and respecting the living environment of future residents. For around 10 years now, we've been working regularly with Soltéa, who install photovoltaic power installations on many of our projects. As we specialise in the development of real estate projects for professional

use, we have an obvious complementary fit! For the Sea Factory project, we are installing 3 dual charging stalls which are connected to the solar power generation installations located on the roof of one of the buildings, with a planned output of around 100 kW. We have followed the same collaborative principles as with Soltéa: we remain the decision-makers, but all the technical and operational management is in the hands of the teams, who take on full responsibility for the installation. For Sea Factory, the introduction of solar-powered EVCSs was a real selling point for the residents of our project. The development of electric vehicle fleets has significantly accelerated in recent years and there is now high demand for charging stations. Through the synergy between Soltéa and Evoltigo, we're taking sustainable energy production to the next level. For this first-time endeavour, we have decided, in agreement with our customers, to retain ownership of the EVCSs. That way we can get direct feedback on a solution with a promising future."



Sea Factory key figures
 Delivery: May 2023
 Floor area: 1,750 m² across 2 buildings
 Photovoltaic panel area: 300 m² roof space
 Number of EV charging stalls:
 Three dual charging stalls -
 i.e. 6 charging ports



Louise Fauquembergue,
 Head of Real Estate Projects
 at PSC GROUP.

"It's a new approach that is ideally suited to the changes we all need to make."



Clément Gillot,
 South-West Regional Director
 of Evoltigo.



Sharing

Creating value and sharing it with our stakeholders

Historically, the distribution of butane and propane 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, whether professionals or private customers.



Training for fuel poverty* representatives

Butagaz is committed to fighting fuel poverty by training fuel poverty representatives within the customer service teams of Gazarmor, Logigaz, Proxigaz and Socogaz. The twelve representatives met at a seminar on 26 and 27 September 2022, at the Maison du Handball in Créteil, to discuss this issue and learn more about energy issues.

* "Fuel poverty" refers to the difficulty some people have in heating their homes and paying their energy bills.

OUR ACTIONS

Local involvement and support

With 19 sites across France and 1,000 direct jobs, the Butagaz Group's activities generate many indirect jobs through its safety and transport interactions.

The Group is committed to keeping its operations in France. The Butagaz customer service is based in France, in 4 different regions. In terms of customer relations, the Butagaz Group has set up a support system dedicated to fighting fuel poverty. Two hundred employees are now skilled in a new process to provide assistance and support to match customers' energy needs with their financial resources. This initiative continues to be developed through new actions (energy poverty meetings, seminars, role playing).

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). Finally, the Group works in partnership with the AMRF (French rural mayors association) to help the energy transition. In addition to providing dedicated training, assistance with energy audits and a service for local authorities to map out their real estate assets, Butagaz is involved in "Les Trophées de la Rénovation Verte" (The Green Renovation Awards). The challenge is aimed at municipalities with a population of less than 3,500, and rewards exemplary energy renovation projects.

Commitment to the professional sector

The Butagaz Group wants to provide support to tradespeople and their customers, through an energy transition approach. That's why it has been stepping up its partnerships with institutions in the installation and repair sectors. Synasav, CAPEB and Synamome are among the most active partners involved in this initiative.

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 its open innovation laboratory, for exploring and testing technology trends and new business models.

Customer and civic culture

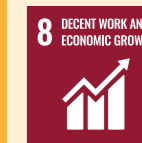
The customer experience, in other words, the quality of the relationship with its customers and partners, is of the utmost importance to the Butagaz Group. It is cultivated and evaluated in different ways, through open-door events at different sites, by sharing customer feedback at every level of the organisation, and a satisfaction survey conducted regularly with 4,000 customers. Our "Blue Day", which celebrates our customers, is the annual highlight of these initiatives. The Butagaz Group also encourages its staff to get involved in community initiatives and become socially engaged themselves. For example, Butagaz has given Group employees the opportunity to donate jerseys to amateur clubs as part of its #AuPlusPrèsDesClubs operation.

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 - 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 playing an active role in the local energy transition.

Our contribution to the SDGs



93%

customer satisfaction in 2022





Sharing

Working with Unis-Cité to fight fuel poverty

In 2022, Butagaz continued its efforts to fight fuel poverty by forming a partnership with Unis-Cité, an association founded in 1994 that promotes civic service and general interest missions, including home support service and environmental protection, by mobilising and working with 5,500 young people every year. In 2022, the first class of 260 young people spent 8 months fighting fuel poverty. The organisation receives support from various financial partners such as Enedis, GRDF and EDF, and operational partners such as Stop Exclusion Énergétique. On 28 March, an event was organised in Paris with the participants.



Cécile Frésard, Head of Programmes and Partnerships at Médiaterre and Solidarité Énergie.

Fuel poverty: a major focus of a responsible policy

Butagaz has been taking action against fuel poverty for many years. The “Stop fuel poverty” training, taught by Bernard Saincy - founder and chairman of Innovation Sociale Conseil, expert in sustainable development - trains Butagaz fuel poverty representatives. *“Our customer support teams regularly encounter customers who are in difficult situations and who ask for instalments to pay their bills, or for payment deferrals. Our training courses help them be better equipped. However, we wanted to take the approach a step further, and Bernard Saincy directed us to Unis-Cité, which we decided to support through the learning tax,”* explains Anne-Stéphanie Pierry, Director of Communications, CSR and Customer Experience.

A voluntary partnership

As part of Unis-Cité’s Solidarité Énergie programme, Butagaz carried out a project in partnership with the Maison Bleue, a social and cultural centre in the 18th arrondissement of Paris. *“This is an opportunity to provide information on the energy voucher, tips on how to consume less and lower your bill, and grants for energy renovation work,”* explains Cécile Frésard, Médiaterre and Solidarité Énergie programmes and partnerships manager. Hénoc Sombi, Océane Penot and Kidian Edinguélé, together with their tutor Chloé Brulis - the team and project coordinator behind the local partnership with La Maison Bleue - run the stand in the courtyard of a condominium managed by Paris Habitat. They go out to meet residents who have been informed about the initiative by the social housing landlord. Hénoc Sombi has been

“Our partnership with Unis-Cité goes well beyond financial aspects. We’re helping develop the skills of young people doing civic service.”

enrolled in a civic service programme since November 2022, after completing a BUT (technology Bachelor’s degree) in electronics. He’s 21 years old, and joined Unis-Cité because of its environmental focus. *“We raise local people’s awareness around waste sorting and recycling, responsible eating and short supply chains. We go to meet people in public spaces (streets, train stations) and organise events on our premises. We’re also working with the youth employment centre, CIEJ,”* he says. Alongside him, Océane Penot, 24, who has a Master’s in city and urban environments, wanted to explore the concrete aspects

of her academic training while donating her time for the climate and the environment causes she wants to defend and share. As for 22-year-old Kidian Edinguélé, he was introduced to environmentally-friendly practices on his arrival at Unis-Cité, where he has been a volunteer since December. He has a BTS (technical diploma) in systems maintenance, and says that his activities as a volunteer have helped him grow and develop. *“Our partnership with Unis-Cité goes well beyond financial aspects. We’re helping develop the skills of young people doing civic service,”* says Anne-Stéphanie Pierry.



During their civic service, Hénoc Sombi and Océane Penot have provided advice to Parisian tenants facing fuel poverty.



Sharing

Reuse and jobs in central France

Butagaz’s historic filling centre in Aubigny-sur-Nère (central France) has seen the start of a collaboration with the ISA Groupe solidarity consortium to recycle transport pallets. Renaud Chenon (President of ISA Groupe) and Emmanuel Boulet-Benac (Filling Centre Manager at Butagaz) tell us about this project involving multiple forms of solidarity.

“Our consortium was founded in 1987, at a time when mass unemployment was rampant in our region,” Renaud Chenon begins. “Business leaders and elected officials came together to form a consortium that aimed to take a different approach to helping people get back to work. We wanted to shift from stigmatisation to helping people understand their value. Regaining self-confidence is an essential factor in an inclusive approach. Over the years, we have developed a number of activities that have enabled us to offer jobseekers over 8 million hours of work to date.”

The Butagaz filling centre is located in rural central France, employs 30 permanent staff and generates around 80 indirect jobs.

“Investment in rural areas is part of Butagaz’s DNA,” says Emmanuel Boulet-Benac, Filling Centre Manager. “Our

shared history with ISA Groupe goes back several decades, since we have always contacted them for temporary staff. In 2021, we took a step further by collaborating with their temporary employment entity that helps people find work who are struggling to do so. During a follow-up visit to our premises the project to reuse the transport pallets we were storing on site was born. These wooden pallets are very specific. They are used to transport new cylinders shipped to us by manufacturers, and are designed to withstand heavy loads and to protect the cylinders during transport operations. Their unusual size and the presence of hard-to-remove rubber protectors mean they cannot be recycled through standard channels. When Mr Chenon suggested recovering these pallets for use as material in a furniture workshop, I immediately jumped on board. The project quickly caught on, and our problem of storing old pallets was solved! I think this collaboration is a testament

to the Group-wide work we’re doing to develop relationships with our stakeholders wherever we operate. Thanks to our connection with ISA Groupe, we were able to transform a waste product into a second-generation raw material, while promoting local employment and solidarity! What else is there to say?”

“Yes, it’s a very inspiring collaboration,” says Mr Chenon. “The times we’re living cause us to re-examine all our old certainties and behaviours. We need to learn to think differently to find meaning in our work. This project is a typical example. By reusing material in a circular economy approach, we have managed to create 4 permanent jobs and help preserve natural resources. I hope this collaboration can be replicated at other sites and other companies!”

“Our role is to look at problems differently, in order to turn them into opportunities.”



Renaud Chenon, President of ISA Groupe.



Emmanuel Boulet-Benac, Filling Centre Manager at Butagaz.

The Aubigny-sur-Nère site in figures
 Date of opening: 1 April 1960
 Facility area: 12 hectares
 Volume of gas processed: 40,000 tonnes/year
 Number of cylinders filled: 4 million/year
 Number of pallets recovered: 1,000 in 2022
 Discover the furniture built from recycled pallets at www.isagroupe.fr



Sharing

Bob supports local sports

HBC Nancy SLUC handball club was one of the first winners of the “au plus près des clubs” operation to support amateur sports clubs (an initiative designed and run by Butagaz in partnership with the French Handball Federation). The club’s 205 members worked energetically with their parents and friends to meet the challenges and win complete collections of jerseys. The highlight came on 12 April with a visit from Nikola Karabatic!

“Our association is about more than sport,” says Pascal Thiebaut, President of HBC Nancy SLUC. “Our club is also about developing a sense of civic duty. For example, children who come here to train also have a room to do their homework and study. We have set up a very active “youth office” which does a lot of important work on a day-to-day basis, and every year we take on work-study students as part of their civic service. We have developed a handisport section for people with disabilities that blends perfectly with our other teams, training at the same times and using the same facilities.

For the past ten years or so, we’ve been focusing on women. It all started with the observation that, in our region, there was a club based in Metz, with a professional team, which attracted a large number of players, but not many female players. With us, it’s the other way round: 75% of our players are girls and 25% are boys. In addition, the majority of our Board members are women. The idea is not to create a women-only club, but to be a club that is open to all that embraces a unifying philosophy of inclusion. This socially responsible approach goes hand in

hand with our sporting ambitions. In 4 or 5 years’ time, we hope to see some of our young players playing in the Ligue Butagaz Energie! We discovered the “au plus près des clubs” challenge via a Butagaz social media post. We acted immediately, and our communications intern, Berfine Ozekinci, passionately got everyone on board. In fact, we even have parents of players who convinced work colleagues to post for us! And we succeeded beyond our expectations... in addition to the two sets of jerseys for our U10 and U15 sections, we also got to meet Nikola Karabatic! All the kids who took part were really excited!”



Nikola Karabatic captivated the attention of our future women’s champions!

“A club that is open to all that embraces a unifying philosophy of inclusion.”



Pascal Thiebaut, President of HBC Nancy SLUC

Cléopatre Darleux: mother and committed champion

Cléopatre Darleux is the multiple medal-winning, iconic goalkeeper of the French Women’s handball team. She has also been a member of the Butagaz Group Foundation’s Board of Directors for several years. Rather than shutting herself away in her bubble as an elite athlete, she is working to change attitudes to gender equality in professional sports.

Cléopatre is one of few players to have been pregnant during her career and to have won gold at the Olympic Games, just one year after giving birth to her baby daughter. Maternity among female athletes is still an issue. “Choosing motherhood is still too often associated with risk-taking. While a significant number of male handball players are both players and fathers, female professional handball players tend to have children after their sports careers are over.” The issue is always controversial... so after announcing her pregnancy, Cléopatre had to deal with comments from her club arguing that they would have liked to know about her desire to have a child when she signed her contract. “I felt I’d made a mistake. The way people looked at me changed,” she confides. “After a month and a half of pregnancy, I had to stop after suffering a concussion during a match. My 9 months were really beneficial for my body. Three and a half months after giving birth, I was back on the Brest Bretagne Handball court, and more committed than ever.”

Thanks in part to the involvement of Cléopatre Darleux, the Dihane collective agreement was signed in the summer of 2021 by the French handball players association (AJPH), the women’s handball clubs union (UCPHF) and the trainers’ union. Female Professional handball players in the Ligue Butagaz Énergie now enjoy better social protection in terms of wages and maternity. “The agreement allows professional players to enjoy a more relaxed maternity period, with their salaries maintained for one year (instead of 3 months previously). It also protects athletes with long-term injuries (more than a year),” says Cléopatre. “They can continue to receive their salary for up to 12 months. This is a first for women’s professional sports in France, and I hope it will inspire other sports federations.” For Cléopatre, motherhood no longer stands in the way of a career, but there are still other battles to be fought to achieve gender equality!



“Being a mother is very personally fulfilling and makes me a better person on the court!”





Energy renovation project in Flers: the work is finished!

For the past 3 years, the Butagaz Group Foundation has been supporting an energy renovation project in the town of Flers. After the selection, design and costing phases, work was completed on the homes of 2 families who received advice from Lille-based architects Mathieu Marty and Sébastien Muteba. At the same time, the renovation of the primary school/town hall is being finalised to receive pupils in the best possible conditions.



People from Flers town council, the Butagaz Foundation team and architects gathered in front of the primary school/town hall, which is currently undergoing renovation.



ISOLATION THERMIQUE EXTERIEURE
DOUBLAGE LAINE DE BOIS ET ENDUIT MINERAL

Drawing of the future renovated facade



The house before the work



The insulation is installed on the outer shell of the facade.



Energy renovation goes hand in hand with aesthetic improvements to the home.

Method, approach and indicators

This fourth edition of the Butagaz Group’s CSR report covers the financial year ending 31 March 2022* for the various entities of the Group as of said date: Butagaz SAS, Butagaz À Votre Service, Gaz Européen, Distrinord, Logigaz-Nord, Proxigaz, Gazarmor, Solewa, Soltéa. Sys EnR, which joined the Group in January 2023, will be taken into account in KPI reporting starting in 2024.

Reporting took place in several phases:

- survey of CSR theme leaders,
- mapping of initiatives undertaken during the year,
- appointment of resource contact 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 issues and corresponding initiatives,
- collection of indicators.

Core principles

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 organisation 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 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. More detailed analysis around the principle of relevance was conducted 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 sustainable development report.

The findings of this work have enabled us to structure the summary of this report and adopt the necessary adjustments to the key performance indicators, in line with the 4 pillars of the Butagaz Group’s CSR strategy (Ethics, People, The Planet, Sharing).

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),
- 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

Most of the published indicators were already in the previous edition, reinforcing a long-term CSR strategy. However, certain KPIs have changed, and new ones have been integrated as part of a continuous improvement approach.

The scope of the indicators has been extended to include all Butagaz Group entities in order to reflect the Group’s organic and external growth: this entails recalculations between year n and year n-1 for a like-for-like comparison.

Reporting is harmonised from one year to the next: the majority of KPIs cover the calendar year (January - December) unless otherwise specified.

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.

* Calendar data for certain indicators

Indicator

Data refers to the Group Scope and the calendar year, unless otherwise specified.

ETHICS



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

€62,086 (2022)

€29,362 (2021)

Note: This initiative is part of the Group’s disability policy, which aims to promote the recruitment and employment of people with disabilities within the company and in its supplier relations.

Percentage of purchasing - excluding energy - from suppliers in France

97% (2022)

98% (2021)

Note: Concerns Butagaz SAS only. Data is collected over the financial year.

Percentage of buyers with CSR/sustainable purchasing targets

100% (2022)

100% (2021)

PEOPLE



Safety

LTI *

0.45 (2022)

0.40 (2021)

Note: This indicator is for the financial year.

* The number of lost time injuries/accidents resulting in absence for more than one day, which occur over a 12-month period per 200,000 working hours.

Parity

Gender equality index

95/100 (2022)

91/100 (2021)

Note: Some Group subsidiaries have made progress on sub-criteria of the index: wage gaps, wage increases on return from maternity leave. However, the index cannot be calculated for the Solewa and Soltéa subsidiaries.

Percentage of women in senior management positions

42% (2022)

36% (2021)

Note: Percentage of female managers in the Group’s total managerial workforce.

Employment

Tenure

Between 9 and 10 years (2022)

Between 9 and 10 years (2021)

Percentage of people on permanent contract

93% (2022)

89% (2021)

Note: Given the specific nature of its industrial activities (Séveso and Atex-classified sites) and the nature of its production. The Group limits the use of temporary staff and favours stable employment.

Employees who recommend Butagaz as an employer

72% positive responses (2022)

74% positive responses (2021)

Note: Percentage of positive responses from employees to the question “Would you recommend your company to your friends and family?” “In 2022, the survey participation rate was 82% (779 respondents).

Voluntary turnover rate

6.65% (2022)

4% (2021)

Note: This trend is in line with the overall national trend, marked by an increase in the number of resignations as a result of the economic recovery in 2021-2022. The value recorded in 2022 reflects the cyclical nature of this indicator.

Rate of disabled employees

3.16% (2022)

2.26% (2021)

Note: The Butagaz Group has reached its target of 3% by 2024 - 2 years ahead of schedule. The action plan has been redefined (employee awareness-raising, direct hiring, extension of Handifeels’ support to subsidiaries) to reach 4% by 2025.

Absenteeism rate (excluding maternity and/or paternity leave)

5.4% (2022)

4% (2021)

Note: The increase in the number of long-term sick leave cases has led to an automatic rise in the absenteeism rate.

Average number of hours of training

7 hours (2022)

8 hours (2021)

Note: Average number of hours for all training courses combined (HSSE, OHS, regulations, IT tools, language skill building, managerial skill building).

Data refers to the Group Scope and the calendar year, unless otherwise specified.

THE PLANET

Emissions

Greenhouse gas emissions report (BEGES) in t. CO₂ eq.

Scope 1: 3,056	Scope 1: 2,900
Scope 2: 282	Scope 2: 300
Scope 3: 3,096,687	Scope 3: 3,372,000
(2022)	(2021)



Note: The carbon footprint includes all scopes as well as Group subsidiaries acquired between 2021 and 2022. The DCC Group, the energy division that includes Butagaz, aims to reduce emissions by 50% across all scopes by 2030.

Biofuels

Green gas / total gas sales

2.24% (2022)
1% (2021)

Note: Sales are recorded on the basis of invoice dates, not customer consumption dates.

Peak power generated by installed photovoltaic panels (in MWp)

59 MWp (April 2022 to April 2023)
42 MWp (April 2021 to April 2022)

Note: Concerns Solewa and Soltéa. Data is collected over the financial year. The peak power or "rated power" of a photovoltaic system is the maximum power it can produce in electricity, according to standard test values under optimal sunshine and ground temperature conditions.

Green electricity / total electricity sales

36% (2022)
17% (2021)

Note: The indicator only concerns Gaz Européen, which is the only Group subsidiary to sell electricity. The Soltéa and Solewa subsidiaries specialise in the installation of photovoltaic infrastructure (panels, supervision).

Percentage of Compressed Natural Gas vehicles in the bottled gas fleet

3% (2022)
1.5% (2021)

Note: Concerns Butagaz SAS only. Data is collected over the financial year.

Consumption

Electricity consumption in MWh

7,093 (2022)
7,182 (2021)

Note: Concerns Butagaz SAS only.

Water consumption for our industrial sites (m³)

123,574 m³ (2022)
142,260 m³ (2021)

Note: Concerns Butagaz SAS only.

Industrial waste



Volume of non-hazardous waste generated (in tonnes)

 **1,159.1 t** (2022)
 1,191.4 t (2021)

Volume of hazardous waste generated (in tonnes)

 **232.2 t** (2022)
 283.3 t (2021)

Total volume of waste generated in tonnes

 **1,391.3 t** (2022)
 1,474.7 t (2021)

SHARING

Customers

Customer satisfaction rate (%)

93% (2022)
93% (2021)

Note: Concerns Butagaz SAS only. Result of a study conducted by the BVA research institute among 4,570 customer respondents in February 2023. In 2022, the same study received 4,655 responses. The "completely satisfied" rate was 42% in 2021 and 45% in 2022.

Customer effort score

68% (2022)
69% (2021)

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 funded through the ESC initiative

41,930 (2022)
33,170 (2021)

Note: Energy Savings Certificates (CEE) are one of the tools under France's energy efficiency policy for financing insulation work or the replacement of heating systems with more efficient equipment (heat pumps, condensing boilers, etc.).

Number of MaPrimeRénov grant applications facilitated

3,804 (2022)
6,166 (2021)

Note: As an agent, the Butagaz group finances the MaPrimeRénov' scheme by providing homeowners with an advance payment of the subsidies granted for the energy-efficiency renovation of their homes. Data refers to the Group Scope and the calendar year, unless otherwise specified.



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 in these issues.

CSR Steering Committee members:

Yves Branthomme
Natacha Cambriels
Sylvie Gallois
Emmanuel Mannoorettonil
Florence de Noray
Emmanuel Trivin

CSR working group members and KPI representatives:

Marianne Angot
Alicia Bettin
Emmanuel Chauvet
Laetitia Deltour
Laetitia Guillotin
Anne-Stéphanie Pierry
Laure Rinaudo
Anne Roncaglia
Trevor Smith
Dimitri Terestchenko
Moussa Toure

Contributors:

Fabrice Amedeo
Emmanuel Boulet-Benac
Renaud Chenon
Cléopatre Darleux
Kidïan Edinguélé
Olivier Eudeline
Louise Fauquemberger
Cécile Frésard
Géraldine Fourier
Clément Guillot
Clément Muscat
Océane Penot
Olivier Perrier
Quentin Pourreau
Franc Raffalli
Véronique Sarrazin
Xavier Saurine
Henoc Sombi
Pascal Thiebaut

Production:
Histoire de Comprendre
September 2023

Photo credits:
©Pierre Bouras
©Bruno Lienard
©Clément Mahoudeau
©Andia - David Darrault
©Andia - Vincent Baillais
©Andia - Jérôme Sevrette
©Andia - François Moura
©Andia - Patrick Tohier
©Andia - Alain Apaydin
©Andia - Thierry Martrou
©Andia - Sylvain Beucherie
©Andia - Charlaïne Croguennec
©Maison et Travaux



www.butagaz.fr



Energy is our future, let's save it!