

OUR RESPONSIBLE

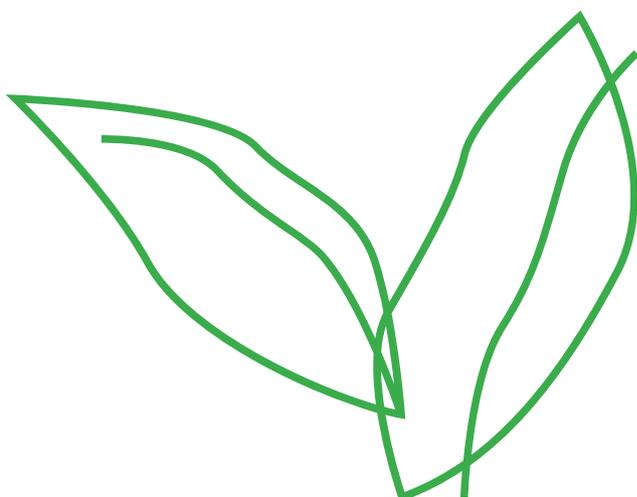
& SUSTAINABLE POLICY





OUR APPROACH

- 01 **Our ambitions - editorial p.3**
A collective approach p.4-5
- 02 Our main values p.6-8
- 03 Our priority issues p.9-15
- 04 **our commitments p.16-37**
- 05 Contact p.38



OUR AMBITIONS

EDITORIAL



Independent family group since 1963, Maestria, anchored in Ariège (France), is committed to providing innovative paint and coating solutions meeting the growing needs of the market.

Beyond our product expertise, we want to go a step further by creating the "sustainability color chart". The integration of these issues in the creation of projects is only a source of sustainability. It is collectively that we wish to move forward to offer more through our activities. Being alongside our employees, our partners and our customers is essential for us.

Through our paints and coatings sold in France and around the world, we are now putting Corporate Social Responsibility (CSR) at the heart of our strategy in order to meet current and future environmental, social and economic requirements.

In 2023, the Maestria group is proud to have obtained the EcoVadis silver medal, reflecting a structured collaborative approach and actions already anchored in our DNA.

In a world where digitalization is essential, we will always place people at the heart of our ambitions. We remain firmly convinced that this mutual trust is precious to succeed in achieving our commitments and that patience will allow us to move forward calmly towards "the construction of a solid foundation".

We are going to establish our CSR approach over time in a sustainable and progressive manner, relying on all of our stakeholders and the fundamental principles that govern such a commitment.

This approach gives the Maestria group a desire to share the vision of a sustainable company.

Pamiers, October 2, 2023

Benoit & Arnaud Maes
CEO & General Manager

*The reflection of a
sustainable
business.*

Maestria Group

A COLLECTIVE APPROACH





A COLLECTIVE

APPROACH

We have dedicated this year 2023 to identifying the main impacts linked to our activities in order to make our convictions heard and give meaning to our actions.

Supported by a sustainable and responsible strategy consulting firm, we have benefited from solid expertise whose methodology and tools are based on the fundamentals of ISO 26000. Our thinking as well as the construction of our approach is based around the social, environmental and economic dimensions. The appointment of an internal CSR representative as well as the creation of a team allow us to monitor and move forward on these essential subjects.

In a process of continuous improvement and in order to move forward calmly, we have highlighted our priority issues in order to reduce our impacts.

It is together that we have identified and formalized the commitments of the Maestria group, a solid foundation for all of our strategies.



OUR MAIN VALUES





OUR MAIN

VALUES

01

A family story

An independent company for 3 generations, the Maestria group has the ambition to continue this beautiful story.

02

Innovation driven by sustainability

Sustainable innovation is at the heart of our priorities in order to respond to growing environmental challenges.

03

The customer at the heart of our concerns

Our teams work daily to guarantee the satisfaction of our customers. Listening and defining their needs are our priorities.





OUR MAIN

VALUES

04

Recognized expertise

Our expertise is based on three generations. The Maestria group has developed high-performance services at the cutting edge of technology.

05

Field listening

The Maestria group teams ensure that they maintain proximity both internally and externally. Listening, flexibility and availability are a priority for us.

06

Rigorous support

Driven by passion for our profession, rigorous monitoring of projects and support for our clients are our priority.



OUR PRIORITY ISSUES





OUR PRIORITY

ISSUES



Integrate the CSR approach

Formalize the strategy, involve stakeholders, commitment of governance, means and organization for CSR.



Responsible governance

Guarantee the conditions for responsible governance through equitable and participatory operation. Guarantee diversity and representativeness as well as control of financial and other risks.



Respect the individual

Respect for the individual, their dignity, and fundamental rights.



Protecting the employees

Protect the health and safety of employees.





OUR PRIORITY

ISSUES



Fair remuneration

Ensure a fair and transparent remuneration system.



Eco-design

Eco-design of products, services and activities.



Pollution & nuisances

Limit pollution and nuisances of all types as best as possible.



The environment

Implement a structured approach to environmental protection.





OUR PRIORITY

ISSUES



Fight against corruption

Prevent any act of active or passive corruption.



Fair competition

Guarantee the conditions for fair competition.



CSR among suppliers

Act in favor of social responsibility among suppliers.



Lasting connections

Create lasting relationships with suppliers.





OUR PRIORITY

ISSUES



Fight against discrimination

Prevent all forms of discrimination and promote equal opportunities.



Contribute to sustainable jobs

Fight against precarious work and minimize its consequences.



Quality of life at work

Promote quality of life at work for all employees.





OUR PRIORITY

ISSUES



Social dialogue

Create the conditions for social dialogue in all its forms.



Develop skills

Develop employee skills.



The resources

Minimize resource consumption.





OUR PRIORITY

ISSUES



Quality & satisfaction

Ensure the quality of products and/or services and guarantee customer satisfaction.



Socio-economic development

Contribute to the socio-economic development of territories.



General interest initiatives

Support for solidarity, social or environmental projects.



MAESTRIA GROUP COMMITMENTS

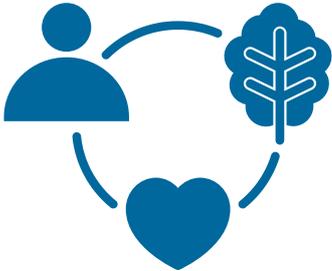




MAESTRIA GROUP

COMITMENTS

REACT TO ACT BETTER



Reflection on the group's commitments was done in a collective and collaborative manner so that everyone could bring ideas consistent with Maestria's overall strategy. Each commitment is monitored using relevant indicators and an appropriate time frame.

We link to the Sustainable Development Goals (SDG) that guide businesses to achieve a better future.

They respond to the global challenges we face.



OUR COMMITMENTS

A RESPONSIBLE GOVERNANCE

A family business for three generations, Maestria has been an independent group since 1963. ISO 9001 certified, quality and people have always been at the heart of our thinking, making our DNA rich.

Aware of the importance of moving forward collectively on the path to sustainability, we want to support our teams in integrating sustainability issues into their daily lives.

The involvement of our internal and external stakeholders in our approach is essential, their vision allows us to build together a solid foundation allowing us to anticipate future challenges. Our project team, led by a CSR representative and supported by an external consulting firm, allows us to move forward with confidence on these subjects.

The group is proud to have obtained the Ecovadis silver medal, reflecting a structured approach and to be part of "Le coq Vert" community, reflecting our ambitions committed to the ecological and energy transition.



Key indicators

2023



82%

collaborators consider the group to be committed

63%

Ecovadis score 2023
84th percentile



1 CSR team

managed by an internal referent

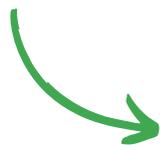


OUR COMMITMENTS

A RESPONSIBLE GOVERNANCE

In our approach to continuous improvement, the Maestria Group has formalized new commitments this year.

DEFINE THE STRATEGIC PLAN FOR 2028	OBTAIN THE ECOVADIS LABEL
WRITE CSR AMBITIONS	WRITE THE CSR STRATEGY
PROMOTE OUR APPROACH THROUGH COMMUNICATION	DEFINE AN ANNUAL BUDGET PER DEPARTMENT
DEFINE AREAS OF EQUITY	DEFINE A CSR DASHBOARD



8

commitments



OUR COMMITMENTS

HUMAN RIGHTS

The Maestria group has always been attentive to respect for the individual, their dignity and their fundamental rights.

The protection of personal data is closely monitored by our teams and is the subject of a structured GDPR policy.

We ensure the promotion of equal opportunities and diversity internally. The Maestria group will strengthen its actions this year in the fight against discrimination and harassment.



Key indicators

2023



1

trained harassment referent within each site



1

GDPR policy

formalized and monitored



OUR COMMITMENTS

HUMAN RIGHTS

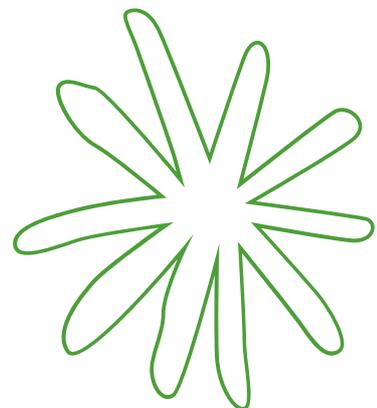
We have formalized several commitments this year in order to go a step further on this crucial area.

APPOINT HARASSMENT REFERENTS	UPDATE HR POLICY
TRAINING OF REFERENTS	WRITE OUR RECRUITMENT POLICY
FOCUS ON DISCRIMINATION IN HR POLICY	COMMUNICATE ABOUT DISABILITIES
CREATE THE EMPLOYEE'S GUIDE	



7

commitments





OUR COMMITMENTS

RELATIONSHIPS & CONDITIONS RESPONSIBLE WORK

We are vigilant about the well-being of our employees. Our structure allows us to support our employees on a daily basis through adapted material conditions and organization.

Quality of life at work (QVT) is one of our concerns. We promote work-life balance through our TOIL day agreement as well as schedule adjustments. The Maestria group pays particular attention to protecting the health and safety of employees as well as developing each person's skills.



Key indicators

2023



5850

hours

of training = 10 hours/employee



4

days per week

for production workshops
6 months/year

120

K/year

for PPE and work clothing



OUR COMMITMENTS

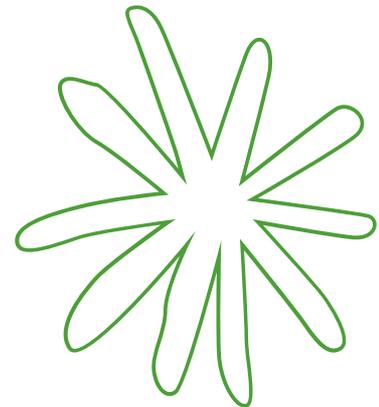
RELATIONSHIPS & CONDITIONS RESPONSIBLE WORK

We have formalized several commitments this year in order to go a step further on this crucial area.

Sustainable jobs, well being & social dialogue



7
commitments





OUR COMMITMENTS

RELATIONSHIPS
& CONDITIONS RESPONSIBLE WORK

Protecting the health & safety of employees

RAISE AWARENESS
AMONG THE
MANAGEMENT BOARD
OF SECURITY RISKS

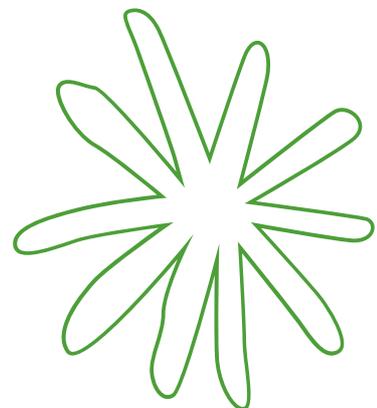
SET UP AN
ANONYMOUS
INTERNAL SURVEY ON
WELL-BEING AT WORK

DEFINE A HEALTH AND SAFETY ACTION PLAN BASED ON
THE RISK ASSESSMENT



3

commitments





OUR COMMITMENTS

RELATIONSHIPS
& CONDITIONS RESPONSIBLE WORK

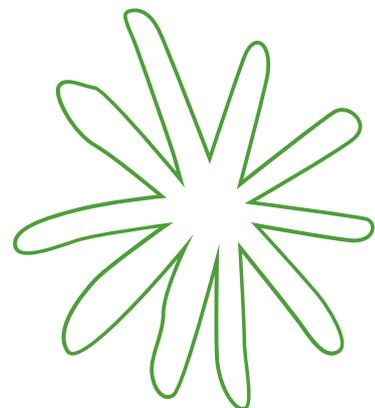
Develop skills & remuneration

GENERALIZE SKILLS TABLES	ANNUAL FORECASTS OF VACANCIES
HARMONIZE INDIVIDUAL INTERVIEWS & TRAINING	PRESENT THE COMPENSATION STRUCTURES (DIRECTORY)
COMMUNICATE ABOUT THE COMPANY'S SOCIAL POLICY	COMMUNICATE ON THE SALARY BENCHMARK (DIRECTORY)



6

commitments



OUR COMMITMENTS

ENVIRONMENT

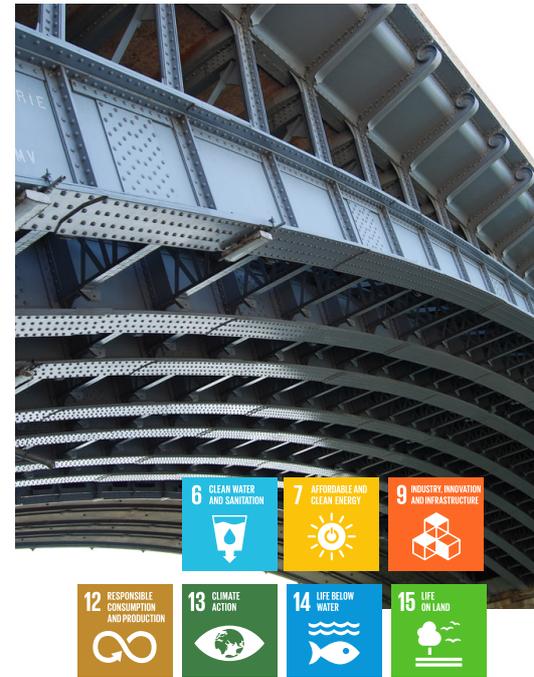
ISO 14001 certified, the group aims to improve its overall environmental performance. A recognized player in the paint industry, the Maestria group has several production sites.

The group monitors its main consumption by monitoring key indicators. Actions around recycling within our workshops as well as reducing our consumption have already been put in place, allowing the group to be part of an improvement process for several years. Our head office is notably equipped with solar panels.

We consider these issues in a global and daily manner and raise awareness collectively in order to successfully implement lasting actions with positive impacts.

For several years, we have naturally integrated the notion of eco-responsibility into the design and manufacturing of our activities, particularly through the development of bio-sourced paints and the carrying out of LCA for few products.

Today, 30% of tonnage is manufactured for products carrying an environmental label.



Key indicators

2023



-15
% of electricity consumption
per ton manufactured since 2021



325k
investments in
electric vehicles

81,5
% waste
generated, recovered or recycled

200k
of investments
in photovoltaic panels



OUR COMMITMENTS

ENVIRONMENT

Eco-design

WRITE A FIVE-YEAR
ECO-DESIGN PLAN

DEVELOP A FLOORING
RANGE BASED ON
RECYCLED MATERIALS

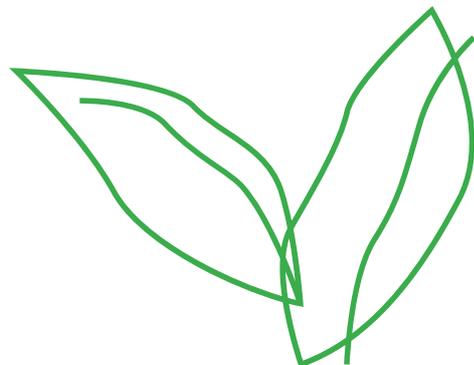
EVALUATE THE TONNAGE
MANUFACTURED OF
LABELED PRODUCTS

SET A TONNAGE
OBJECTIVE FOR LABELED
PRODUCTS



4

commitments





OUR COMMITMENTS

ENVIRONMENT

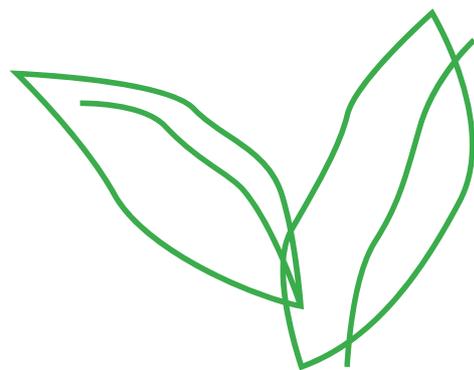
Resource consumption

STUDY THE OPTIMIZATION OF THE OPERATION OF THE STEP	ACTION PLAN TO REDUCE PAPER CONSUMPTION
ELECTRICAL ENERGY SAVINGS FOR PRODUCTION AND LOGISTICS	INVESTMENT PLAN FOCUSING ON RENEWABLE ENERGIES
WRITE THE GUIDE TO GOOD BUSINESS PRACTICES (GBP)	IMPLEMENT AN IT POLICY ON EQUIPMENT



6

commitments





OUR COMMITMENTS

ENVIRONMENT

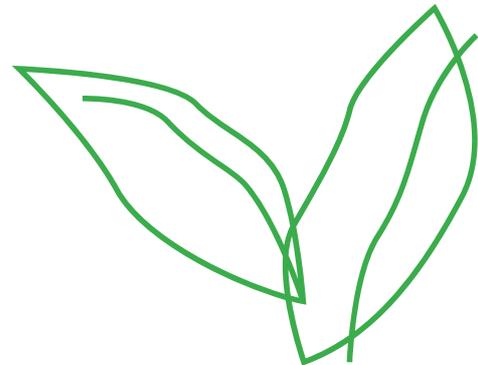
Limit pollution and nuisances

REDUCE THE WASTE RATE	OPTIMIZE THE RECYCLING OF FINISHED PRODUCTS
OPTIMIZE THE WATER TREATMENT PLANT	MAKE A GHG ASSESSMENT (SCOPE 3)
STUDY THE POSSIBILITY OF REUSING WATER (FOR MANUFACTURING)	IMPROVEMENT OF RECYCLE IN OFFICES



6

commitments





OUR COMMITMENTS

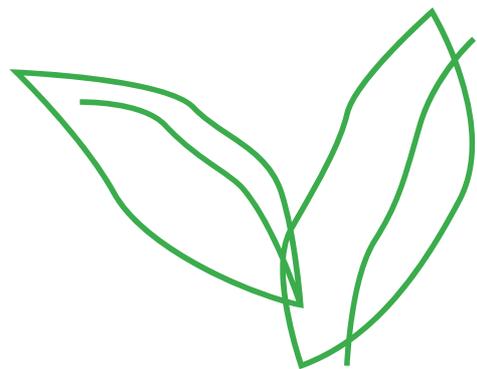
ENVIRONMENT

Structured approach to environmental protection



2

commitments





OUR COMMITMENTS

LOYALTY OF PRACTICES

The Maestria group pays particular attention to the fight against corruption. Our teams gave further thought this year through the drafting of an anti-corruption policy.

We are attentive to respecting fair competition through our practices and are keen to strengthen dialogue with our suppliers. Their involvement is essential to move forward together on the path to sustainability.

As part of our approach, we want to create a collective adventure.



Key indicators

2023



80

% of our suppliers located in Europe



1

sustainable charter sent to a list of suppliers

70

% of our suppliers signatories of the Maestria charter



OUR COMMITMENTS

LOYALTY OF PRACTICES

We have formalized new commitments in order to act in favor of the social responsibility of our suppliers and partners.

Fight against passive and active corruption

INTEGRATE THE ANTI-CORRUPTION ASPECT INTO OUR CHARTER

INTEGRATE THE MENTION IN THE GOOD PRACTICES GUIDE

Guarantee fair competition

INTEGRATE FAIR COMPETITION INTO OUR CHARTER

INTEGRATE THE MENTION IN THE GOOD PRACTICES GUIDE

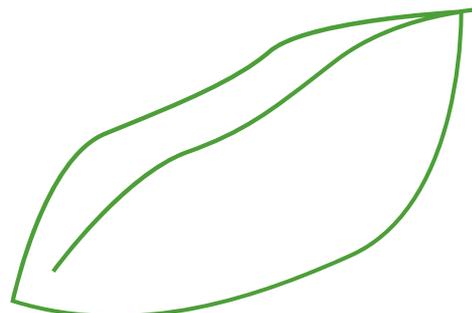
Create lasting links with suppliers

IDENTIFY SUPPLIERS AND SERVICE PROVIDERS WHO HAVE BEEN WITH US FOR OVER 10 YEARS



5

commitments





OUR COMMITMENTS

LOYALTY OF PRACTICES

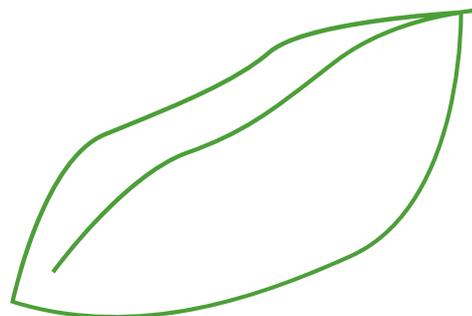
Acting in favor of CSR among suppliers

WRITE A SUPPLIER AND SERVICE PROVIDER ETHICS CHARTER	IDENTIFY SUPPLIERS WITH A CSR APPROACH
IDENTIFY EUROPEAN SOURCES OF SUPPLY	RISK ANALYSIS OF NON-EUROPEAN SUPPLIES
TRAIN TEAMS IN RESPONSIBLE PURCHASING	FORMALIZE THE RESPONSIBLE PURCHASING POLICY



6

commitments





OUR COMMITMENTS

RESPECT FOR THE CUSTOMER

The Maestria group has innovation as its common thread and is increasingly integrating sustainability through its developments, thus making it possible to offer new alternatives to customers who must meet the growing needs of end consumers. Double certified, the group integrates quality into its daily operations.

We pay particular attention to the formulation of our products in order to respect the health and safety of users.

We are strengthening this fundamental axis a notch this year by strengthening dialogue.



Key indicators

2023



91

% of our customers consider the group as committed



9/10

customer satisfaction

rating reflecting the satisfaction of our customers

2

satisfaction surveys

made in mass distribution and industrial anti-corrosion

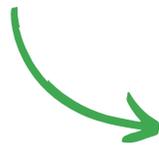


OUR COMMITMENTS

RESPECT FOR THE CUSTOMER

Quality of products/services & satisfaction

CARRY OUT A SATISFACTION SURVEY
BY SECTOR



1

commitment



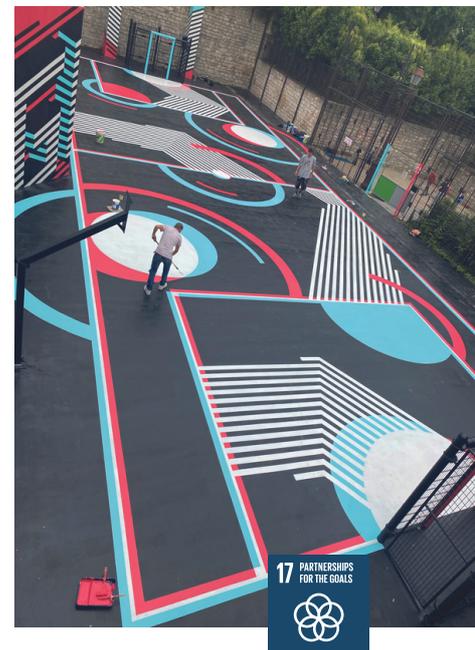


OUR COMMITMENTS

LOCAL DEVELOPMENT & GENERAL INTEREST

We contribute to the development of the region through our recruitment and our participation in certain socio-economic actions. This year, the Maestria group wishes to strengthen its existing actions and give special consideration to responsible purchasing.

Driven by the desire to collectively support solidarity projects, we have also integrated patronage into our annual ambitions. The Maestria group is proud to support several associations:



Key indicators

2023



92 K
of donations
in support of associations



OUR COMMITMENTS

LOCAL DEVELOPMENT & GENERAL INTEREST

Socio-economic development of the territory

HIGHLIGHT THE WEIGHT
REPRESENTED BY OUR
LOCAL PARTNERS

INTEGRATE THE LOCAL
DIMENSION INTO
PURCHASING POLICY

INCLUDE A MENTION OF
THE PREMISES IN THE
EMPLOYEE'S GUIDE

SPEAK WITH LOCAL
ACTORS

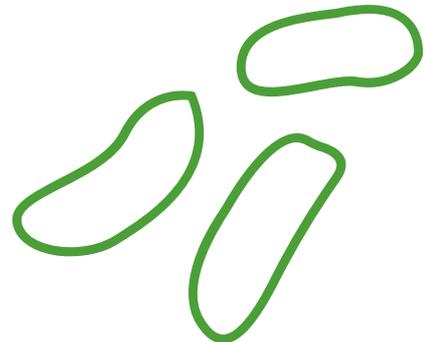
Support for solidarity projects

PLAN AN ANNUAL BUDGET AND DETERMINE
SUPPORT ACTIONS



5

commitments





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