

# DEDIEMME SANTÉ



## Extra-financial performance

2024

# A word from the management



**Ludovic TOLEDO**  
Chief Executive Officer



The medical devices industry is a sector that, because of the numerous regulations to which it is subject, is not very nimble, and changes take place over a long timescale.

The design of an implantable prosthesis takes several years and costs millions of euros. The manufacturing process involves a wide range of skills, spread over several production sites, and consequently involves numerous logistical transport phases.

However, when we visit healthcare establishments and operating room, we realise the amount of waste generated during surgery. This realisation forces us to take action, despite all the restrictions associated with our professions.

So yes, we are committed. Some of these actions will bear fruit quickly, while others, which are more deeply rooted in our operating system, are designed to produce results in the medium and long term. Boldness must not be held back, and we will build our development, step by step, but with determination, towards a virtuous future.

Together, we are committed to a more sustainable world.”





# Table of contents



## Presentation

- 1.1 The company
- 1.2 Business model
- 1.3 The value chain

Page 5 to 8

Page 10 to 13

## Our CSR approach

- 2.1 Risk mapping
- 2.2 Stakeholder mapping
- 2.3 Materiality matrix
- 2.4 CSR policy



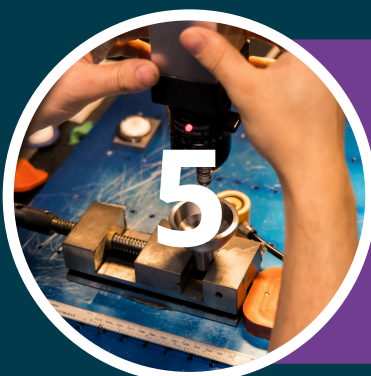
## Deploying our CSR policy

- 3.1 Governance
- 3.2 Environmental
- 3.3 Economic
- 3.4 Social
- 3.5 Societal

Page 15 to 41

Page 43 and 44

## Our CSR indicators



## Our 2025 objectives

Page 46



# PRESENTATION

- 1.1 The company
- 1.2 Business model
- 1.3 The value chain



## 1.1 The company

DEDIENNE SANTÉ specialises in the design, manufacture and sales of orthopaedic implants. The company's flagship products are its hip prostheses and their ancillaries. But as we are constantly listening to our market, we are now expanding our product portfolio to include sports surgery, in particular knee and shoulder arthroscopy. In 2021, DEDIENNE SANTÉ will be celebrating 35 years of experience in the orthopaedics field.

In 2000, S.M.E (Societe Medical Equipment) changed its name to DEDIENNE SANTÉ, marking the start of a new adventure for our company. However, its history dates back to 1986, when Gerard FONFREIDE set up the S.M.E in Mauguio (34). At the time, the brand wanted to exploit the DEDIENNE Group's expertise in plastics for the more specific healthcare market. Headed by Jean-Claude VOLOT, the group is itself the product of the expansion of the DEDIENNE workshop founded in 1947 in Clamart (92) by Mr Roland DEDIENNE, a leading specialist in precision mechanics for plastics.

Since its creation, DEDIENNE SANTÉ has focused its activities on orthopaedic prostheses and is involved in the development of innovative cardiovascular devices such as valve rings, which we develops and manufactures for international partners. The company owes its success not only to the key skills it has acquired in machining, but also to its in-depth knowledge of the French surgical landscape. Patrick RONDOT has built a methodical relationships with the surgeons, agents and distributors, and makes the excellence of customer relations and innovation in commercial offers, his top priorities. In this way, he has given DEDIENNE SANTÉ the commercial impetus it needs, enabling it to concentrate on its own-name implant ranges.



**Production site:**  
217 Rue Charles Nungesser,  
34130 MAUGUIO, FRANCE

**Administrative site:**  
315 Rue Charles Tellier,  
30000 NIMES, FRANCE

## 1.2 Business model

### OUR KEY RESOURCES

#### HUMAN

- Around 70 employees at two sites, one in the Gard department and one in the Hérault.
- Qualified, trained and supported staff.
- Employees committed to a corporate culture that has been firmly established for over 35 years.

#### FINANCIAL

- 19 million in sales by 2023.
- 68,221 references sold in 2023.
- An ambitious national and international development strategy.

#### INTELLECTUAL AND INTANGIBLE

- A varied and complementary portfolio of expertise to meet patients' needs.
- An R&D department to support innovation.
- A certified Quality Management System.
- A high level of digitalisation, enabling us to know in advance the size and type of implant required.

#### SOCIETALES

- Responsible and ethical conduct.
- A growing CSR approach.
- A desire to play an active part in the development of our region.

### OUR REASON FOR BEING

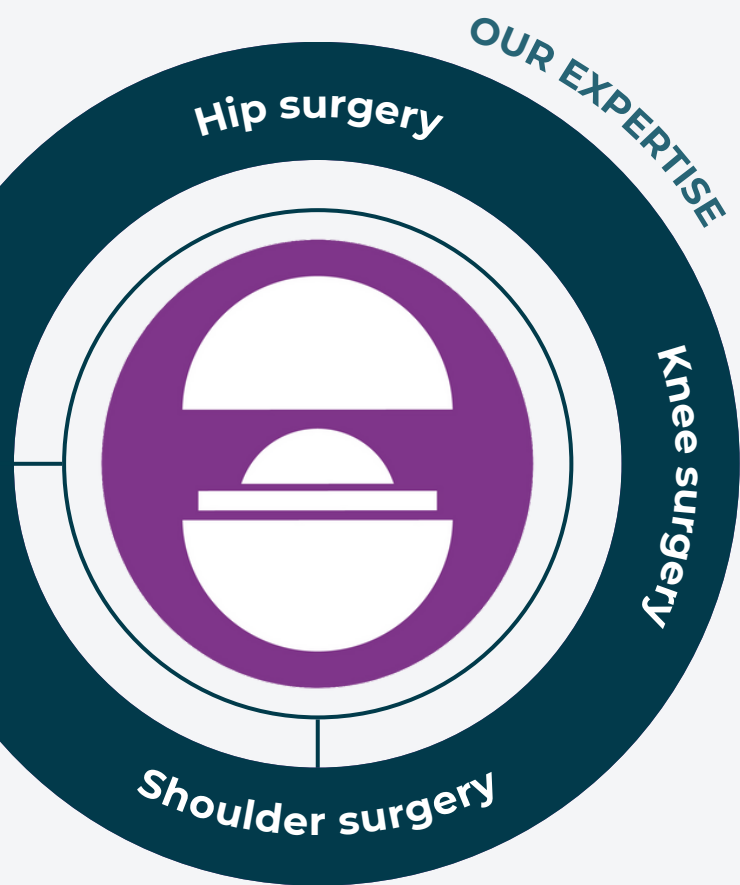
We design and sell Made in France medical prostheses and their instrumentation. Our goal is to **improve the quality of life of patients** who need our products.



### OUR STRATEGY

- Expand to satisfy our customers, remain attractive and a strategic supplier through complementary ranges ;
- Develop our quality of working life policy to enhance the fulfilment of our employees ;
- Be proud to play a part in the emergence of an environmentally-friendly public health system, and give meaning to our actions by integrating societal responsibility concerns.





## OUR BUSINESS SECTOR



Industry



Healthcare

## OUR VALUE CREATION

### OUR PEOPLE

- An HR policy based on diversity, meaning at work and skills development.
- Stimulating career development: **858 hours of training in 2023.**
- Employees committed to our CSR approach.

### OUR CUSTOMERS, SUPPLIERS, CARRIERS AND PARTNERS

- **Top 10** French companies in the hip sector.
- **Top 5** French companies in sports surgery.
- Customer relations:
  - 71% customer satisfaction with the product;
  - 80% customer satisfaction with after-sales service;
  - 94% customer satisfaction with the service provided.
- A growing CSR approach: Member of the **COQ VERT** community.
- **Training** surgeons in our product ranges.
- **Safety and quality** of medical devices thanks to our expertise and Quality Management System.
- A **strong partnership** with expert surgeons with ideas and projects.

### LOCATION

- Job creation.
- Access to quality medical products.
- Helping to protect the environment.

## 1.3 The value chain

### Listening to customers' needs and expectations

*Ongoing dialogue, enhanced by digitalization.*

### Sales and marketing

*Developing our product design and marketing strategy.*

### Research and development

*An R&D policy based on project development to keep pace with changing demands and new markets.*

### Sourcing

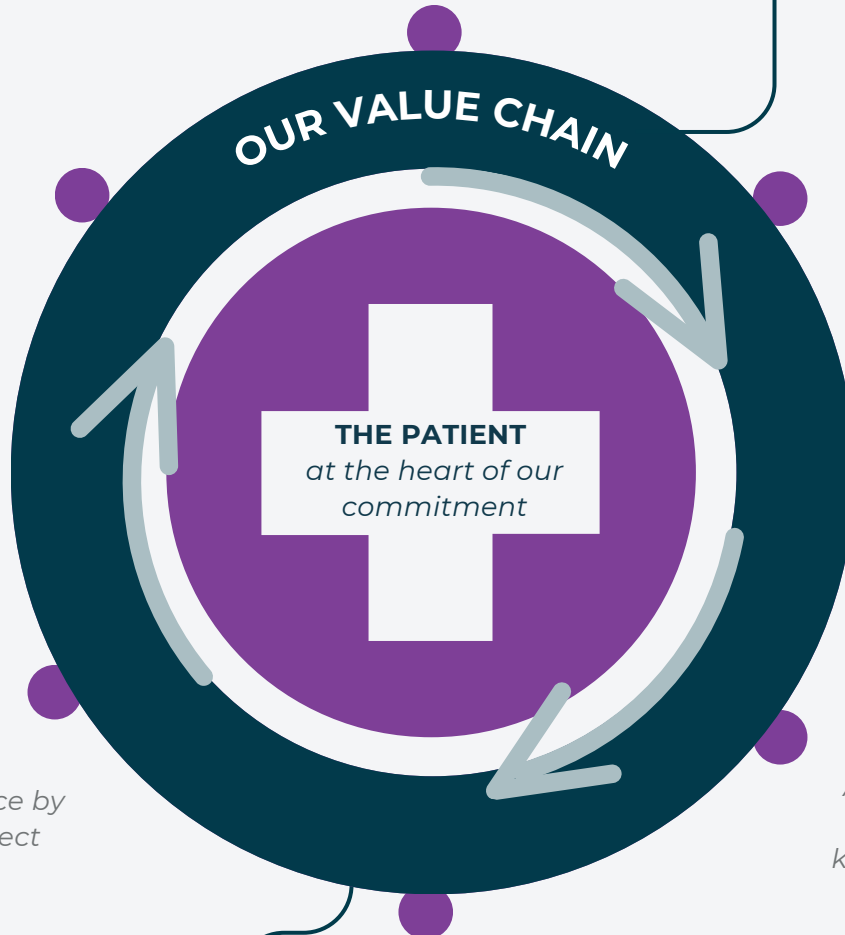
*Transparency in the supply of raw materials, semi-finished and finished products.*

### Production

*Our products are manufactured in France by subcontractors or direct production.*

### Distribution

*Distribution channels via agents, direct sales and tenders, all experts in the field of healthcare.*



“

**A better knowledge of the impact our products, to improve our control environment**





# OUR CSR APPROACH

- 2.1 Risk mapping
- 2.2 Stakeholder mapping
- 2.3 Materiality matrix
- 2.4 CSR policy

## 2.1 Risk mapping

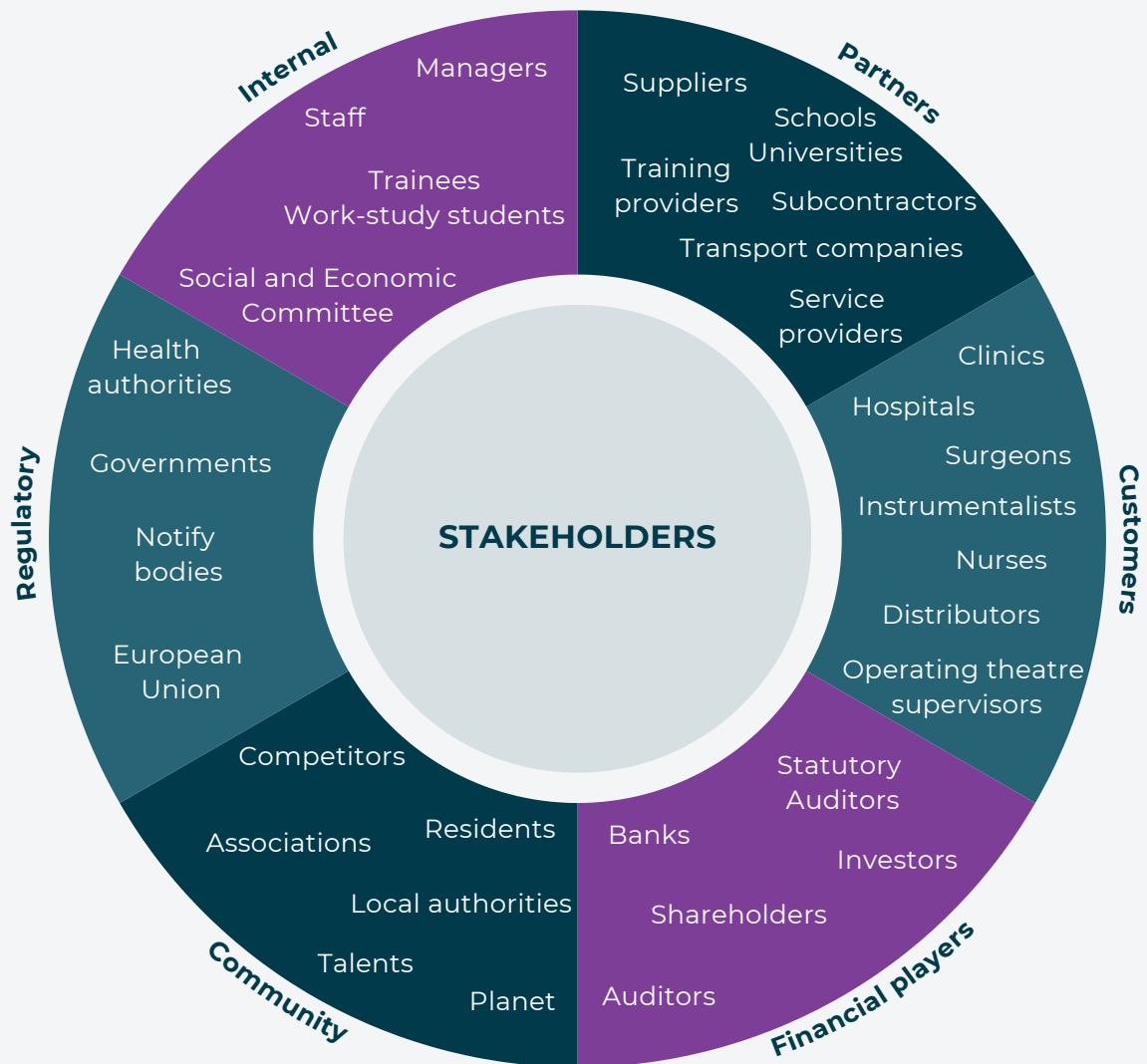
RISK FAMILY	RISK AREA	RISK DESCRIPTION
<b>GOVERNANCE</b>	Responsible governance	Decisions taken that do not contribute to overall financial performance
	Transparent and responsible communication	Damage to image and greenwashing
	Ethics and compliance	Unethical practices, corruption
<b>ENVIRONMENTAL</b>	Climate change	Greenhouse gas emissions
	Biodiversity	Deforestation, disappearance of species and loss of biodiversity
	Resource consumption	Depletion of non-renewable resources
	Pollution	Activity-related waste
<b>ECONOMIC</b>	Ecodesign	Lack of environmentally responsible innovation
	Consumer issues	Customer dissatisfaction, deterioration in quality, failure to comply with regulatory requirements
<b>SOCIAL</b>	Employee health and safety	Deterioration in working conditions with impact on employee health and safety
	Quality of life at work	Lack of a healthy working environment, talent drain and recruitment difficulties
	Diversity, inclusion, equality	Risk of inequality and discrimination
<b>SOCIETAL</b>	Being a player in our region	Lack of local support

SOCIETAL



## 2.2 Stakeholder mapping

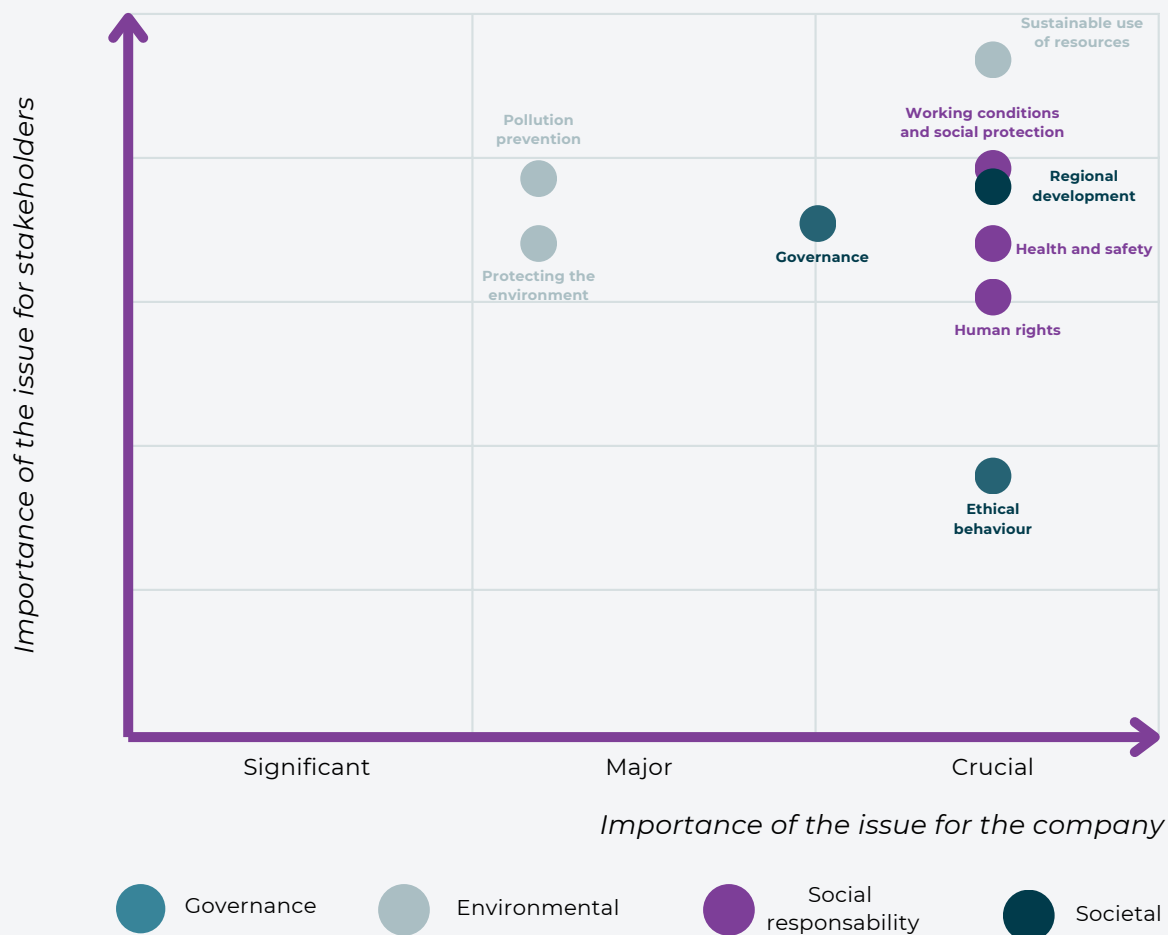
As part of its CSR approach, DEDIENNE SANTÉ wanted to identify the various stakeholders involved in its value creation. We are aware that actively involving our stakeholders in our CSR approach, allows us a better understanding of their expectations and concerns, while promoting transparency and collaboration to achieve sustainable social and environmental objectives together.



Given the urgency of the ecological and social challenges we face, we are aware of the importance of engaging in dialogue with all our stakeholders. This is why we are counting on you, our internal and external stakeholders, to contribute to the continuity of our formal and informal exchanges. We are committed to working with and for our stakeholders, using collective intelligence to create positive long-term social value.

## 2.3 Materiality matrix

DEDIENNE SANTÉ conducted an initial consultation with its internal and external stakeholders, i.e. employees, management, a customer, a school and an association. This consultation was carried out using a questionnaire to assess our management of the various CSR issues. Based on the results of this initial survey, a materiality analysis was drawn up. The aim was to get an initial view of what stakeholders thought of our first steps as a CSR player and to take account of their suggestions and needs.



Our aim is to review this materiality analysis every year in order to identify the priority issues for all our stakeholders. We are committed to asking our stakeholders about their expectations regarding our CSR strategy.

In addition to this materiality analysis, a carbon footprint has been carried out to analyse our greenhouse gas emissions. We also carried out an analysis of issues relating to calls for tender. Our CSR policy is based on 5 key objectives, derived from these various analyses.

## 2.4 CSR policy

### To contribute to sustainable development challenges

1

- To integrate and implement CSR into our strategy
- Ensuring the integrity of the company

### Reduce our environmental footprint

2

- Control our greenhouse gas emissions
- Control and manage our resource consumption
- Enhance waste management
- Preserve biodiversity

### Governance



### Environmental



### Economic



### Social



### Societal



### Ensure responsible and quality products

3

- Co-develop with our suppliers and partners a more sustainable sourcing and freight
- Promote eco-responsibility and eco-design
- Ensure quality service and products

### Enhance the quality of work life for our employees

4

- Develop skills
- Preserve the health and safety of our employees
- Ensure pleasant working conditions for our employees
- Commit to equality and diversity

### To be an actor in our territory

5

- Participate in the development of the local employment network
- Support social causes







# DEPLOYING OUR CSR POLICY

- 3.1 Governance
- 3.2 Environmental
- 3.3 Economic
- 3.4 Social
- 3.5 Societal





**Our ambition:**  
To contribute to the challenges of sustainable development



In September 2015, the 193 UN member states adopted the 2030 Agenda for Sustainable Development. It is an agenda for people, for the planet, for prosperity, for peace and through partnerships. It sets out a vision for transforming our world by eradicating poverty and ensuring its transition to sustainable development.

Our CSR (Corporate Social Responsibility) policy aims to integrate sustainable development concerns into our strategy on a voluntary basis.



## Integrating and deploying CSR in our strategy

### Description

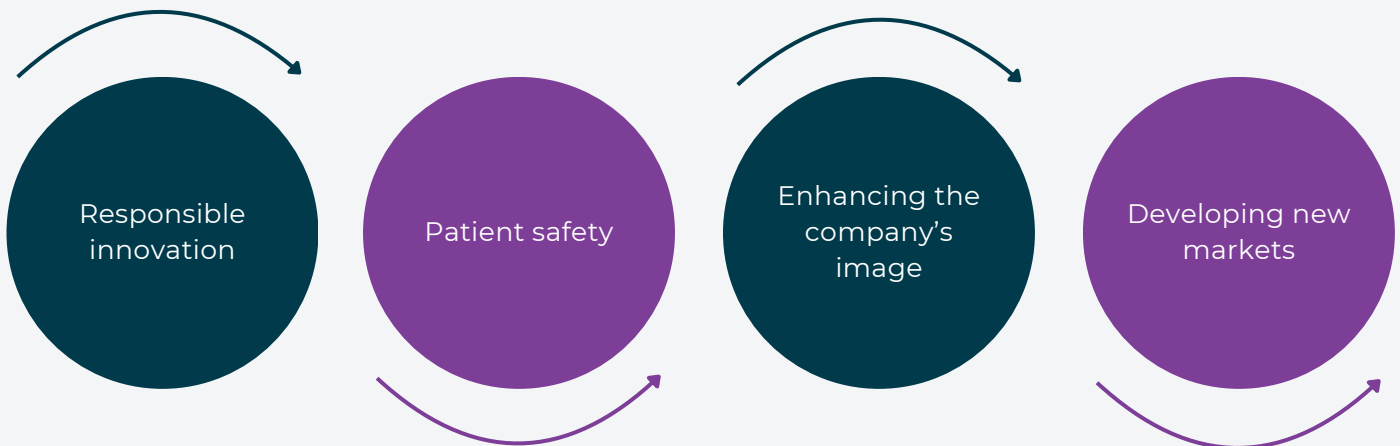
CSR is at the heart of DEDIENNE SANTÉ's strategy. Our CSR policy helps to strengthen our long-term performance and contributes to built a better, more sustainable world for future generations.

DEDIENNE SANTÉ's sustainable approach is developed around 5 axes to enable our business to commit as closely as possible to sustainable development. We are aware that this approach is only possible if we take into account the needs of our stakeholders, using a questionnaire and a materiality matrix to help us prioritise our areas for improvement.

In line with sustainable development concerns, our CSR commitment takes part in achieving the Agenda 2030 through the Sustainable Development Goals (SDGs) adopted by the United Nations. For each objective, we have therefore made the link with each of the SDGs that we are achieving by implementing our CSR actions.

Through this document, we invite you to follow our CSR commitments and understand the challenges of our approach.

### The challenges of our CSR approach



## Actions implemented

- **Governing our approach**

To ensure the success of our CSR projects, issues are dealt with at the highest level of the DEDIENNE SANTÉ hierarchy.

Validation of the strategy and deployment of the CSR culture within the company



A CSR committee was set up in April 2024. Its role is to support, formalise and centralise the CSR approach promoted by DEDIENNE SANTE. It has a steering, monitoring and advisory role and is made up of a referent and three other members chosen by lot from among the employees who have put themselves forward. The CSR Committee will be able to carry out an overall review of the action plan and take a diagnostic look at its implementation. This committee is a consultative body that listens to our stakeholders' needs for any information relating to our CSR policy. It meets four times a year.

All employees are involved in the process and can call on the CSR committee to put forward ideas for action to management.

We are aware of the collective importance of a CSR approach, which is why we are putting in place the human and financial resources needed to meet this challenge.

- **Communicating our commitment**

Our CSR communications policy is based on key principles designed to promote transparent and engaging information about our initiatives and our environmental, social and economic impacts. Our approach is based on a desire for integrity and consistency with our values, while involving all our stakeholders.

To achieve this, we use a number of channels, including our website, where our CSR policy is detailed, our social networks, which show the progress of our initiatives, and our internal media to promote the approach within the company. The plurality of these communication channels enables us to guarantee a broad and inclusive dissemination of information while avoiding greenwashing. The aim of our CSR communication policy is to establish a climate of trust with all our stakeholders.



## Indicators

Indicators	2022	2023
Number of CSR Committee meetings	Not applicable	Not applicable

## Integrity of the company

### Description

In the course of its business, DEDIENNE SANTÉ regularly interacts with numerous stakeholders. As part of these exchanges, we have a duty to respond in a compliant and ethical manner according to the interests, needs and expectations of these various stakeholders.

Our policy therefore aims to respect the laws, regulations and standards applicable to the company in order to guide our choices and attitudes with discernment.

Corruption is illegal and not compatible with the values of our company. In addition, we are committed to respecting human rights and fundamental freedoms through compliance, with the Fundamental Conventions of the International Labour Organisation, in order to ensure the integrity of the company.

### Actions implemented

- **Drawing up an Ethics Charter**

The Ethics Charter, which has been in force since June 2023, applies to DEDIENNE SANTÉ and all its employees. The law in force and existing commercial practices, often differ from one country to another, which can make it difficult to determine what is appropriate and legal in terms of commercial practices. We have adopted this Code of Ethics with the aim of promoting honest and ethical conduct with the utmost respect for the ethics, laws and standards in force.

This charter covers the following subjects:

- Compliance with the law
- Behaviour at work
- Prevention of conflicts of interest
- Use of DEDIENNE SANTÉ's assets and confidential information
- Use of DEDIENNE SANTÉ's intellectual property
- Protection of personal data
- Competition
- Compliance with rules in customer relations
- Combating corruption
- Accuracy and fairness of books and records
- Our commitment to the environment
- Our commitment to respecting human rights and fundamental freedoms

Finally, an e-mail address dedicated to the ethics alert system is available to everyone.

- **Raising awareness of corruption and ethics**

DEDIENNE SANTE, aware of the public health implications of its business, has made ethics an integral part of its organisation. In order to guarantee responsible commercial practices and the safety and well-being of patients who use our products, an ethics awareness campaign has been carried out among the employees concerned.

This awareness-raising on ethics and corruption was carried out by a remote compliance consultant to remind them of the key concepts of the company's integrity in terms of its sales of implantable medical devices, followed by a quiz to help them understand the provisions presented.

DEDIENNE SANTE is committed to respecting ethical standards, protecting patients and ensuring the sustainability of the company, in order to strengthen the trust of our stakeholders and ensure our legitimacy in the market.

### Indicators

Indicators	2022	2023
Percentage of employees concerned who have signed the ethics charter	100%	100%



# ENVIRONMENTAL



COP28, which took place at the end of 2023, reminds us that we all have a role to play in protecting our environment, whether individually, as citizens, or collectively, as companies.

DEDIENNE SANTÉ, aware of the climate challenges and the need to take action, is more committed than ever to the environment, biodiversity, the prudent management of resources and pollution prevention.



## Our ambition:

Reduce our environmental footprint



## Controlling our greenhouse gas emissions

### Description

As an industrial company in the healthcare sector, DEDIENNE SANTÉ is aware of the need to take action against global warming. +5°C is the maximum increase in the earth's temperature that is expected by 2100 if no strong measures are taken. Emissions from the healthcare sector are estimated at 8% of national greenhouse gas emissions.

The aim of our policy is to make our organisation a company committed to controlling its GHG emissions in order to limit the risk of impact on climate change and adapt to its consequences.

### Actions implemented

- **Carrying out a carbon assessment**

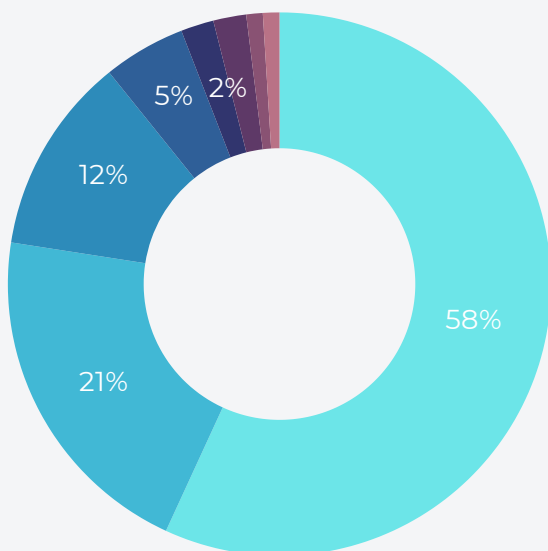
DEDIENNE SANTÉ carried out a carbon assessment in 2023 for the 2022 financial year, proposed by the **BPI**, in partnership with **Ademe** and in collaboration with **ABC**. The results revealed 1920 tonnes of greenhouse gas emissions, equivalent to the annual emissions of 216 French people, 190 circumnavigations of the Earth by car and the combustion of 605,680 litres of diesel. This carbon footprint is based on estimates.

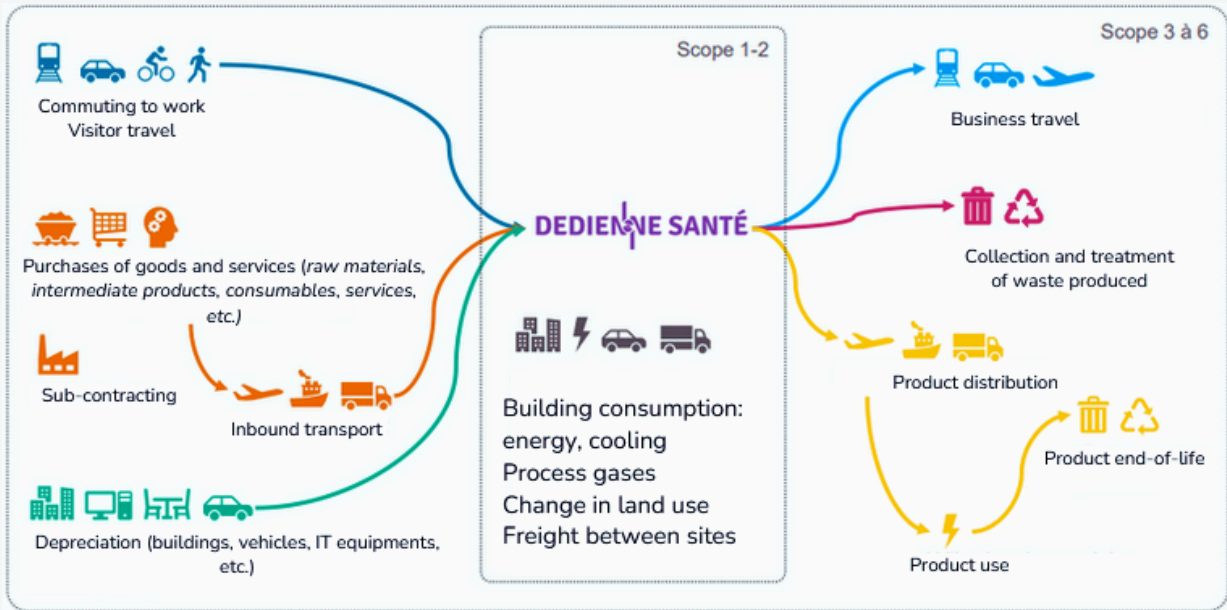
Purchasing and subcontracting account for 58% of greenhouse gas emissions, followed by equipment and IT (21%). Inbound freight and product distribution account for 12%. Mobility, packaging and its end-of-life, waste and energy represent 11% of total emissions.

An action plan has emerged from this assessment, based on a brainstorming session with two main areas for improvement:

- Work on product sourcing;
- Work on fixed assets.

DEDIENNE SANTÉ is committed to implementing actions each year, to reduce our greenhouse gas emissions by 1% per year over the next 10 years. These actions are detailed in the various sections of this declaration.



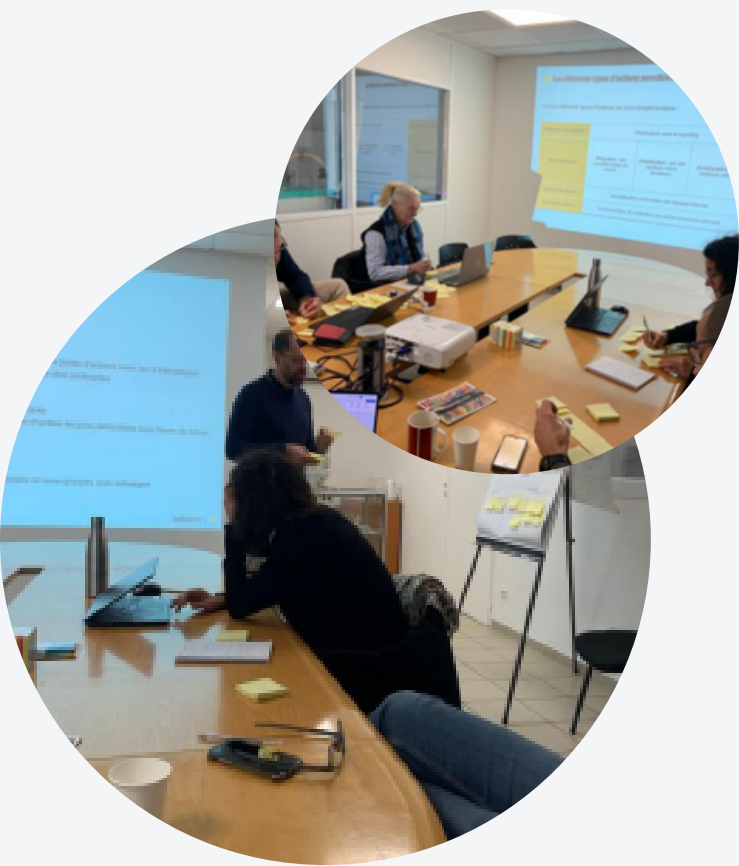


The carbon footprint revealed that :

- Purchases of goods, materials and services account for 58% of our GHG emissions, i.e. more than half, with subcontracting for the manufacture of prostheses as the main source of emissions. Raw materials account for 5% of emissions;
- 21% of our greenhouse gas emissions come from fixed assets, with furniture and fittings accounting for 49% of emissions and machinery and equipment for 31%;
- Supplier freight accounts for 12% of our GHG emissions. This estimate takes into account travel between the various subcontractors and the company's sites, as well as product distribution in France and abroad;

- GHG emissions due to employee travel have been calculated on the basis of an estimate and represent 89 tonnes of CO<sub>2</sub> ;
- Packaging and packaging end-of-life represent 2% of our GHG emissions, or 32 tonnes of CO<sub>2</sub>. Plastic represents 53% of the total, paper 16% and cardboard 13%. End-of-life packaging accounts for 19% of emissions.

Following this exercise, we hope to be able to assess our greenhouse gas emissions over a period of 3 to 5 years in order to compare our carbon footprints, assess our CSR strategy and draw up an action plan to control our greenhouse gas emissions.



- **Raise awareness among employees**

DEDIENNE SANTE strives to develop an awareness of CSR issues among all members of the company, men and women alike, to enable them to play an active part in the approach. For this reason, the climate fresco plays a central role in our CSR strategy. As an interactive educational tool, it effectively raises our employees' awareness of major environmental issues, particularly those linked to climate change.

By taking part in the Climate Fresco sessions, our employees gain a better understanding of the mechanisms of climate change, its impacts and the possible solutions for dealing with it, both individually as citizens and collectively as a company. As a result, we are fostering a corporate culture based on environmental responsibility and collective awareness.

In 2024, 14 employees took part in a climate fresco session. We hope to be able to repeat this activity until all employees are aware of the issue.

In addition, we have drafted and shared an eco-gestures booklet with all employees, to raise awareness of the need to adopt more virtuous practices, such as using a lighter email signature, optimising printing, etc.



- **Encouraging ecomobility**

- The teleworking charter

Introduced in 2022, for a maximum of 2 days a week after 6 months' service for sedentary employees whose position allows it, the teleworking charter helps to reduce commuting between home and work. By reducing road travel, teleworking helps to reduce our carbon footprint, thereby helping to mitigate climate change and protect the environment. As well as helping to reduce road travel, teleworking plays an important role in the environment and quality of life at work for our employees.

In 2023, 8 employees had access to regular teleworking.

- Business travel by train

In order to reduce our greenhouse gas emissions and help protect the environment, business trips are made by train whenever possible, rather than by plane or car.



## Indicators

Indicators	2022	2023
Number of employees made aware of climate and environmental issues	N/A	N/A

## Controlling and managing our resources

### Description

As part of our decarbonization commitment, we adopt an efficient use of our resources (recycling, reuse, anti-waste) and the use of clean and renewable energy. For this reason, we are committed to reducing the pressure on non-renewable natural resources in order to mitigate climate change, preserve natural resources and promote a sustainable economy.

### Actions implemented

- **Using aerothermal energy**

Our administrative site in Nîmes has been equipped with aerothermal heating since it was built. Aerothermal energy is a clean source of energy that emits very few greenhouse gases. It is also a renewable and sustainable resource, as it draws on the natural heat in the air. Thanks to this green energy, we are helping to reduce our carbon footprint and promote more responsible use of energy resources.

- **Optimising our IT resources**

Reducing our environmental footprint means taking a responsible approach to the life cycle of our electronic equipment. We are committed to repair rather than replace at the slightest fault. This not only saves the resources needed to manufacture a new computer, but also reduces electronic waste. More than just an environmental commitment, this is part of a more circular and sustainable economy.

### Indicators

Indicators	Site	2022	2023
Total energy consumption (kWh)	Mauguio	477 249	431 179
	Nîmes	106 245	95 242
Total water consumption (en m3)	Mauguio	3 556,15	1 013,41
	Nîmes	432	395

## Improving our waste management

### Description

As part of its policy to reduce its environmental footprint, DEDIENNE SANTÉ has focused on improving its waste management, both by sorting waste for recycling and by reducing the amount of waste we produce. We firmly believe in the importance of preserving our planet for future generations, and this includes our waste management, which is a key element of our CSR commitment.

### Actions implemented

- **Reducing the amount of waste we produce**

As part of our CSR approach, we are committed to reducing the amount of waste we produce by dematerialising our invoices and pay slips.

Another action has been taken in this direction: each time a new employee is recruited, a DEDIENNE SANTÉ bottle is distributed to limit the use of single-use crockery.

Finally, at our Mauguio site, we have decided to reduce our infrastructure waste by replacing paper hand towels with cloth.



- **Sorting and recycling waste**

- Sorting and recycling cigarette butts with **Tchaomegots**

In 2024, we started recycling our cigarette butts with TCHAOMEGOTS, a company that collects cigarette butts and recycles them into eco-designed insulation for use in the building and textile industries.

- Sorting and recycling printer cartridges with **Conibi**

We have incorporated the recycling of printer cartridges into our CSR policy. These printer consumables are sorted for recycling or recovery.

- Use of recycled paper with **Top Office**

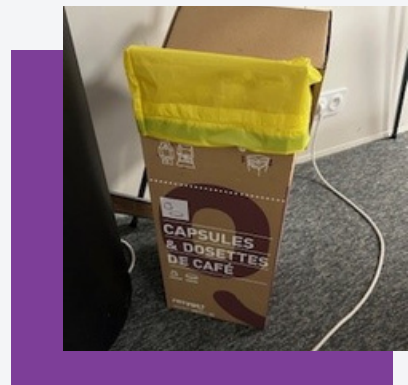
Since September 2024, our supply of recycled paper has helped to reduce deforestation and waste. Producing recycled paper requires less water and energy than the virgin paper we used before.

- Paper sorting in collaboration with **Recygo**

The paper is stored and collected by the postman. The paper is then sent to social economy players for sorting and shredding, before being sent to paper-recyclers in France.

- Sorting of aluminium, plastic and paper coffee capsules and pods, as well as infusion and tea bags, has been introduced at DEDIENNE SANTE in collaboration with **Recygo**.

The capsules and pods deposited in the containers are separated into three materials: the melted aluminium is reincarnated as a bicycle or scooter, the plastic becomes a street litter bin or public bench and the coffee grounds are transformed into natural fertiliser.



- Industrial sorting is carried out on our production site in collaboration with various partners. We have set up recycling of our production chips (chrome cobalt and titanium) with **Veolia**, recycling of our cutting oils with **Spur Environnement**, and wood recycling with **Nicollin**.

**Indicators**

Indicators	Type of waste	Measure	2022	2023
Quantity of waste recycled	Production waste	In tonnes	22,832	15,773
	Infrastructure waste	In kilos	508,1	571,2

**Preserving biodiversity**

**Description**

Today, it is clear that studies have shown that the disappearance of several living species will occur within the next century as a result of human activities.

Aware of its role in preserving biodiversity, DEDIENNE SANTÉ is committed to protecting the sensitive natural habitats located near our two sites, the administrative site and the production site, by contributing to ecological restoration projects.

**Actions implemented**

- **Installing beehives**

Investing in beehives on our administrative site in Nîmes, is a CSR initiative that makes sense for us and our employees. This initiative has enabled us to participate in the protection of bees and biodiversity, since bees play an important role in the pollination of plants and in our ecosystem.

What's more, they raise environmental awareness among our employees, since our partner regularly comes to check on the condition of the hives and takes advantage of the opportunity to turn our employees into beekeepers, in compliance with safety regulations.

As a result, any employee who can wishes to see the progress of the bees' work can. Finally, the beehives allow employees to take home local, sustainable honey. In 2023, every employee received a jar of honey produced by our bees.

The beehives therefore represent a social commitment, by promoting the work of our partner LES ECORUCHES and an environmental commitment by protecting biodiversity.







• **Creating a shared vegetable garden**

In 2024, an employee proposed creating a shared vegetable garden at our Nîmes site. The idea was approved by management, on condition that there were internal rules detailing safety regulations and that work was carried outside working hours. A number of employees volunteered to help create this vegetable garden, which contributes to our CSR commitment.

This project plays a key role in preserving biodiversity and raising awareness of sustainable practices. A vegetable garden forms a local ecosystem, providing a habitat for many insects that are often threatened by urbanisation.

In addition to its environmental benefits, the shared vegetable garden promotes social cohesion, within our company and also helps to raise employee awareness of the importance of healthy, local food.

This year, the participants were able to harvest a few tomatoes, but the weather and the quality of the soil meant that not many could be harvested. The participants hope to be able to repeat the experience next year with a little more preparation.

• **Installing insect houses**

Another initiative launched in 2024 involved the installation of insect houses in Nîmes and Mauguio.

The role of these insect houses is simple: they provide a refuge for numerous insect species and support pollinating insect populations. This action is part of our CSR policy, as it promotes local biodiversity. Our aim is to protect the environment by taking an active part, at our own level, in the fight against the loss of biodiversity.



**Indicators**

Indicators	2022	2023
Number of actions to preserve biodiversity	0	1



CSR commitment is essential for the healthcare industries, particularly in order to minimise the impact on the environment while contributing to the well-being of patients.

Economic activity is the backbone of our CSR policy. DEDIENNE SANTÉ therefore attaches great importance to guaranteeing responsible, high-quality products in order to enhance our reputation, attract and retain customers and strengthen our long-term competitiveness.



### Our ambition:

To guarantee responsible quality products



## Co-developing more sustainable sourcing and freight with our suppliers and partners

### Description

As a company producing and selling implantable medical devices, our supply chain plays an important role in our business, guaranteeing the availability, quality and safety of our products. But it is also a source of greenhouse gas emissions, and is therefore one of the main areas for progress in improving our environmental impact.

The aim is to co-develop a sustainable supply chain with our suppliers and partners in order to strengthen our commitment to social responsibility.

### Actions implemented

- **Measuring suppliers' environmental commitment**

As part of our Corporate Social Responsibility (CSR) approach, we are placing particular emphasis on reducing our environmental footprint, by co-developing more sustainable sourcing with our main suppliers.

Measuring the environmental commitment of suppliers is essential to guarantee a sustainable value chain. However, despite the importance of this initiative, we are finding it difficult to obtain full and regular feedback from certain suppliers. This reflects the current challenges of our process, which is still under development.

- **Rationalising our purchases of raw materials**

In line with the Medical Device Regulation (MDR), we have rationalised our purchases of raw materials.

This action contributes to our CSR approach for several reasons:

- Less waste generated during the manufacture of our medical devices;
- Reduced energy consumption linked to the production process, since optimising our purchases will lead to better use of available materials;
- Reduced waste thanks to better planning of purchases and a reduction in excess stocks.

This allows us to manage our raw materials more efficiently, reducing both operating costs and our environmental footprint.

As well as ensuring the quality of our products and meeting regulatory requirements, this action is essential in our CSR approach to ensure the stability and sustainability of our supply chain.

- **Using electric transporters**

According to our carbon footprint, our freight represents 12% of our GHG emissions. We try to work with carriers that are committed to sustainable development and aligned with our CSR values and objectives. Our partners, such as Ciblex, DHL and UPS, use electric cars to reduce CO2 emissions and noise pollution. DEDIENNE SANTE is demonstrating consistency in its supply chain and thus reinforcing its commitment to sustainable development.

We firmly believe that working with our partners and suppliers will make our company a committed player.

- **Optimising the composition of loans**

Another action taken in 2024 to reduce our greenhouse gas emissions was the optimisation of our loan cases. To achieve this, we have removed extreme sizes such as 62 and 64 from our ancillary and implant loan cases.

By optimising the weight of our loan cases, we can reduce the volume of freight transported. Less weight means lower CO2 emissions, because transport is a major source of greenhouse gas emissions. Thanks to this action, we are limiting the consumption of raw materials for the manufacture of ancillary equipment and implants, and the waste generated.

We are convinced that such actions are in line with our CSR approach, by helping to limit the environmental impact of our logistics operations, while improving the efficiency of our processes.



### Indicators

Indicators	2022	2023
CO2 from freight (in Kg)	40 870,19	54 459,13

### Description

DEDIENNE SANTÉ is aware of the impact of its production on the environment. As part of our CSR policy, eco-responsibility is a given, as it allows us to integrate environmental criteria throughout our activities, from the design of our products right through to the production process, with the objective of reducing the ecological impact of our products and services. The aim is to reduce the consumption of natural resources, GHG emissions and waste in order to contribute to sustainable development.

### Actions implemented

- **Internalise the manufacturing stages**

In our 2023 carbon assessment, subcontracted manufacturing - production - sterilisation accounted for around 35% of greenhouse gas emissions from the purchase of goods, materials and services, i.e. 385 Teq of CO<sub>2</sub>.

Subcontracting represents a significant part of our carbon footprint, since it entails additional travel that contributes to greenhouse gas emissions. What's more, by outsourcing manufacturing stages, we are also delegating part of our environmental footprint, since we do not have total control over the practices of our subcontractors.

Faced with the urgency of climate change, we have therefore decided to bring the manufacturing stages in-house as soon as we can. In 2024, we brought in-house the manufacture of our PE inserts for our SYMBOL range.

- **Integrating environmental criteria into design inputs**

DEDIENNE SANTE's ecodesign procedure aims to integrate sustainability principles into the development of medical devices, from design to end of life. It applies to new products and modifications to existing devices, targeting the reduction of the environmental footprint at each stage of the life cycle.

The main areas of focus include:

- 1.Reduction of materials: limiting diversity to simplify recycling;
- 2.Optimisation of the materials: minimising waste by adjusting dimensions;
- 3.Selecting sustainable materials: favouring those that are low-impact, recyclable and resistant;
- 4.Design for longevity: to improve durability and robustness;
- 5.Modularity: allowing maintenance and dismantling at the end of life;
- 6.Reducing single use: favouring reusable instruments;
- 7.Optimising packaging: designing packaging that is recyclable and economical;
- 8.Energy savings: optimise manufacturing and transports to reduce energy consumption.

Each phase (project, study, industrialisation, post-market) is validated to meet eco-design standards. Environmental performance indicators ensure continuous monitoring and enable us to adjust our systems to maximise their sustainability.



- **Packaging our products**

Types of packaging	Materials	Interests	Recycling options
PE SYMBOL screw/plug/ insert vacuum bag	PA/PE	Barrier properties to guarantee the sterility and safety of our products.	Difficult
SMS screw bag	PA/PE	Protection, moisture resistance and sealability.	Difficult
	OPA12/ALU9/PE50		Difficult
Blister packs	PETG	Resistance, transparency and compatibility with sterilisation processes.	Difficult
Lids	TYVEK	Barrier properties against contaminants.	Difficult
Packing	Plastazote and alveolitis	Impact resistance, lightness and shock absorption.	Difficult

The packaging of our products is a priority area for improvement in our CSR strategy, so we have begun work on reducing our waste, particularly the packaging of our hip prostheses, with the Eco-design Centre and the OCCIMORE programme. This programme has raised the awareness of 13 employees who work directly with the products (R&D, Marketing, Production) with a view to finding solutions for optimising packaging, by making it recyclable, eco-designing it, improving manufacturing processes or reducing its use.

At this day, we are trying to reuse protective packaging and sterilisation cartons in order to reduce our packaging waste.

DEDIENNE SANTE is more committed than ever to reduce packaging waste.



## Indicators

Indicators	2022	2023
Number of in-house implant processes and manufacturing tools	14/129	14/127
Number of outsourced manufacturing processes for implants and instruments	115/129	113/127

## Ensuring quality service and products

### Description

DEDIENNE SANTÉ, a company with strong values: performance, expertise and French manufacturing, has a duty to provide a quality service in order to satisfy its stakeholders, and this necessarily involves customer satisfaction, transparency and responsibility. We are convinced that our commitment to CSR has an impact both on the quality of our products and on society as a whole. CSR therefore enables our company to meet stakeholder expectations in terms of quality and sustainability, while strengthening our reputation and competitiveness in the marketplace.

### Actions implemented

- **Setting up a Quality Management System**

The aim of our Quality Management System (QMS) is to create a sustainable and responsible organisation, and this necessarily involves the quality of our products and services, continuous improvement of our system, stakeholder satisfaction and management commitment. The aim is therefore to provide a quality service, just like CSR. Our CSR policy is also based on an approach of continuous improvement and dialogue with our stakeholders in order to maintain a high level of service quality.

Our CSR policy and our QMS work together to create long-term value while making a positive contribution to society and the environment. The certification of our QMS will serve as a foundation for our CSR initiatives. The Quality Management System (QMS) provides a framework for our practices and helps us to achieve our quality objectives in line with our quality policy. The latter clearly identifies the CSR approach as a key element of our organisation.

We are committed to ensuring the availability of all the resources needed to successfully implement our Quality Policy, maintain the effectiveness of the QMS and deploy a CSR approach with the constant aim of meeting customer and regulatory requirements.

- **Drawing up a customer satisfaction questionnaire**

DEDIENNE SANTÉ carries out customer satisfaction surveys based on a questionnaire specific to each type of customer: surgeon, operating theatre supervisor and technician, distributor, customer of subcontracted products. This satisfaction questionnaire enables us to assess product satisfaction (quality, performance, durability and ergonomics, clarity of information) as well as service satisfaction (training, operating techniques, communication, reception, availability of contacts and products, relevance of answers given, after-sales service). We carry out this questionnaire every 2 years, depending on the type of customer.

By implementing a CSR policy, we hope to improve customer satisfaction through our commitment to social responsibility. In addition, we are convinced that such a dynamic can only be beneficial to the quality of our products and services. In this way, the CSR policy will strengthen our Quality Management System and, consequently, our overall performance and competitiveness.

### Indicators

Indicators	2022	2023
Percentage of customer satisfaction	87%	99%

## SOCIAL



The activity of DEDIENNE SANTÉ is made possible thanks to the men and women who participate in the company's activities every day. DEDIENNE SANTÉ is therefore committed to implementing the necessary means to become a responsible and committed employer.

DEDIENNE SANTÉ is responsible for the health and safety, well-being, development and fulfilment of its employees and pays a particular attention to social cohesion and dialogue.



### Actions implemented

- **Implementing a skills development plan**

Each year, DEDIENNE SANTÉ draws up a skills development plan in line with the company's ambitions. This skills development plan covers both compulsory and non-compulsory training. Every year, DEDIENNE SANTÉ allocates a budget to the development of its employees' skills in order to ensure that people are adapted to their jobs.

Employees can express their desire for training, either during professional interviews every 2 years, or using the training request form. This form is intended for all employees who wish to express their needs outside of the professional interviews. They can also inform their managers, who can use their department's skills matrix to prioritise needs..

### Indicators

Indicators	2022	2023
(Number of training courses completed - Number of training courses cancelled or postponed)/Target for skills development plan	156%	89%

**Our ambition:**  
To improve the quality of life  
of our employees



### Developing skills

#### Description

As a company on a human scale, at DEDIENNE SANTÉ we see mobility as a vector for performance, enabling us to adapt and remain competitive, but we also believe that it is a source of fulfilment for our employees. For this reason, we place it at the heart of our HR policy.

Our training policy is designed to foster employee loyalty and contribute to our company's employer brand.

The training policy meets our company's ambitions by ensuring that employees' skills are maintained and developed. All our training programmes reflect our management's strategy and ensure that we have the skills needed to keep pace with market trends. They promote the employability of each employee and help to reduce the risk of a mismatch between employees' skill levels and the company's ambitions.



## Protecting the health and safety of our employees

### Description

DEDIENNE SANTÉ is aware of the importance of prevention of professional risk for the men and women who work in and for the company.

We know that the quality and safety of our products are a reflection of our health and safety policy for employees.

To this end, DEDIENNE SANTÉ, itself a player in the health sector, is committed to preserving the physical integrity of the men and women in the company. Our policy aims to prevent risks in order to improve the quality of life at work.

There is a risk that working conditions will deteriorate, which could have an impact on the health and safety of our employees.

### Actions implemented

- **Drawing up a single risk prevention document**

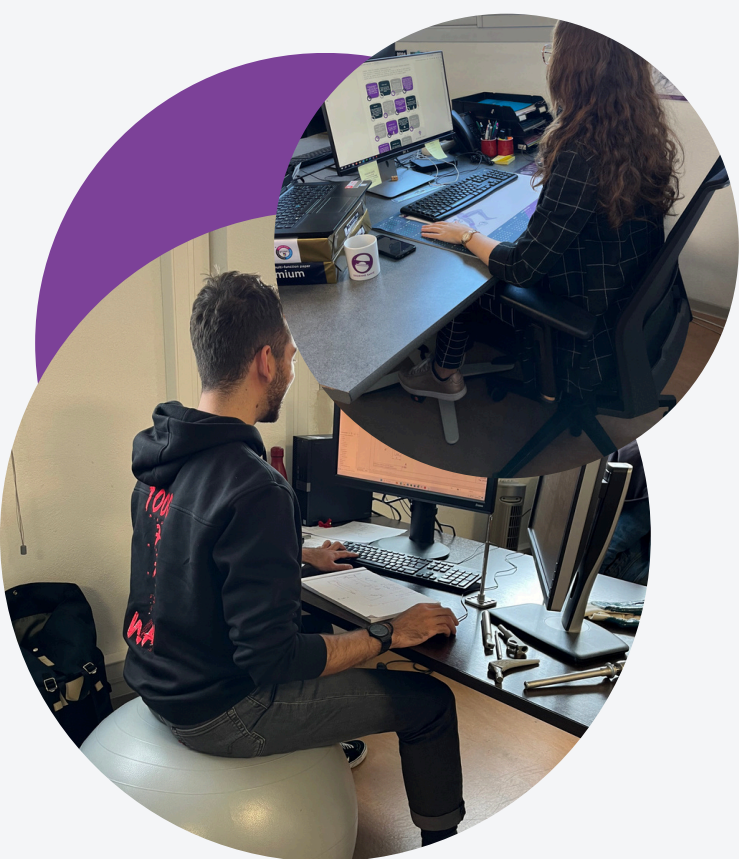
Every year, DEDIENNE SANTÉ updates its occupational risk assessment document. More than an obligation, this is a real tool enabling us to maintain a high level of health and safety in the workplace by identifying, assessing and updating the company's occupational risks as part of a continuous improvement process, through an annual action plan.

In 2024, the action plan document was drawn up by the HR department and the safety officer, then validated by the Works Council. This year, the focus was on preventing the risks associated with a sedentary lifestyle.

For example, in April 2024, DEDIENNE SANTE invested in a pedal crank and three seat balls at each site. The pedal board allows employees with landline telephones to pedal for a few minutes when they are on the phone. Employees with mobile phones are invited to walk during their telephone calls whenever possible. The seat ball relieves pressure on the spine and lumbar region.

- **Paying for company mutual insurance**

DEDIENNE SANTÉ is aware of the importance of health to the productivity and fulfilment of its employees. To meet these challenges, we have decided to cover 100% of the cost of company health insurance for the whole family. This means that employees have easier access to care and prevention, and we are committed to employee well-being while helping to reduce occupational risks. This benefit improves employee fulfilment, reduces the risk of absenteeism and increases loyalty and overall satisfaction. This measure also contributes to the attractiveness of our employer brand.



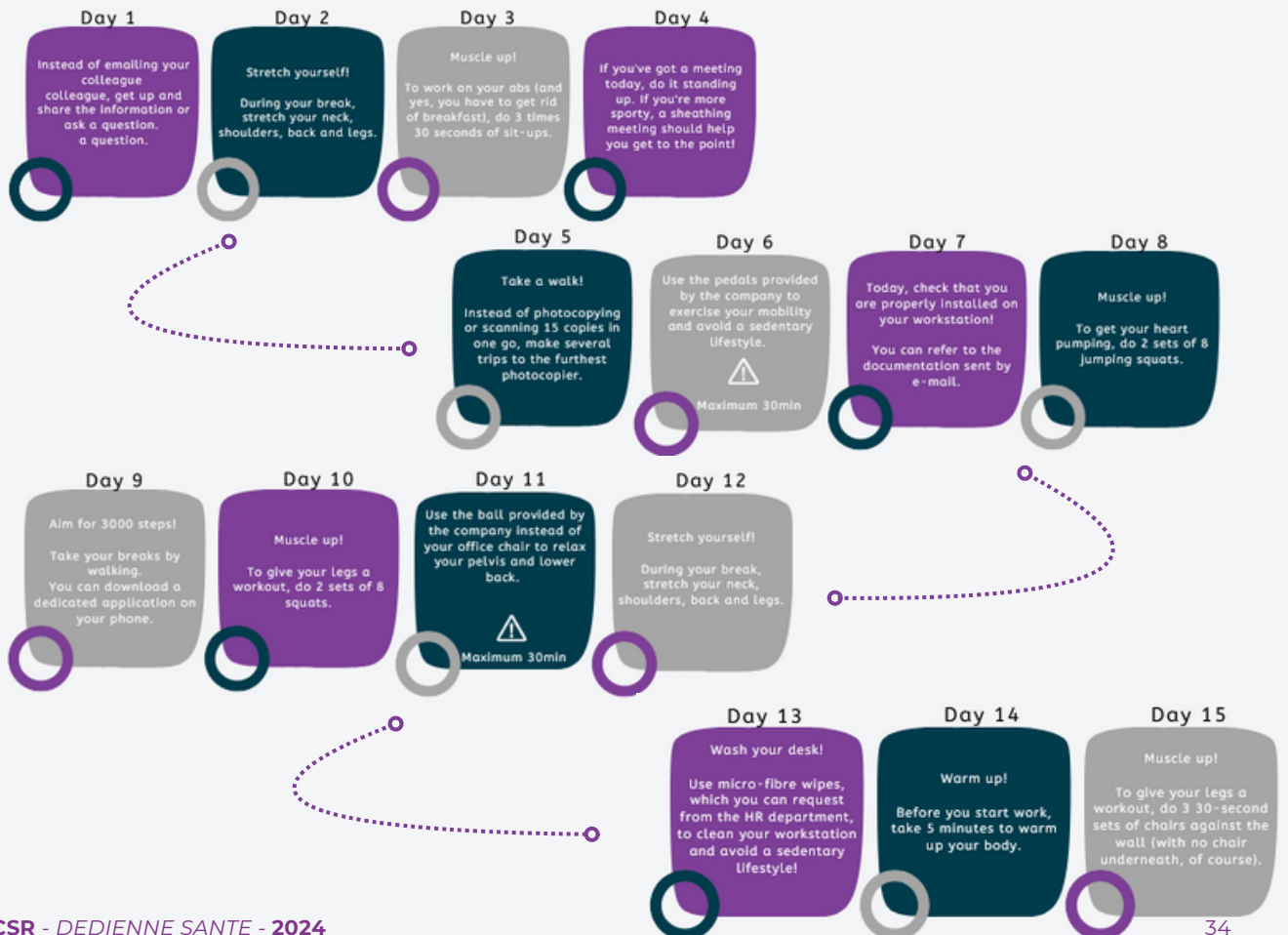
- **Setting up awareness-raising workshops**

In order to involve employees in occupational risk prevention in a fun way, DEDIENNE SANTÉ runs awareness-raising sessions in partnership with training organisations and occupational medicine departments.

In 2023, an escape game on musculoskeletal disorders was run by PREVY, the occupational medicine department at our Nîmes site. MSDs are the leading cause of occupational illness in France, so we felt it was important to provide an educational introduction for our employees as part of our prevention policy.



In 2024, to prevent the risks associated with a sedentary lifestyle in a fun way, the HR department set up a 15-day challenge to raise awareness among employees concerned about sedentary lifestyles. The aim of these challenges is to promote mobility and encourage dynamism.



## Indicators

Indicators	Site	2022	2023
(Number of actions carried out - Number of actions cancelled or postponed)/Objective of the single document's provisional action plan	Mauguio	150%	75%
	Nimes	66%	100%

## Ensuring pleasant working conditions for our employees

### Description

Improving working conditions is a key factor in attracting and retaining employees. This aspect of our HR policy is all the more important as it is a source of personal fulfilment and sustainable performance.

To achieve this aspect of our HR policy, the company attaches great importance to social dialogue and listening to employees.

To achieve this, DEDIENNE SANTÉ is committed to promoting an environment that is conducive to productivity, but also to employee satisfaction and the overall success of the company.

The risk of failing to take action on working conditions is a drain on talent and a lack of appeal for our employer brand.

### Actions implemented

- **An integration programme**

In 2023, DEDIENNE SANTÉ recruited 6 permanent employees and 2 part-time employees. Convinced that getting to know the company better helps people to identify with its culture and develop a sense of belonging, we have taken various steps in this direction, including

- drawing up a welcome booklet which is distributed to each new employee
- the introduction of an astonishment report in February 2024;
- the introduction of an end-of-probation interview in February 2024.

- **Establishing a work-life balance**

As part of our commitment to work-life balance, several actions have been put in place within the company, namely:

- The charter on the right to disconnect, implemented in 2017;
- The teleworking charter, introduced in 2022, allowing sedentary employees to work 2 days a week after 6 months' seniority if their position permits;
- Flexible working hours, with a choice of working hours at each site.

- **Set up an employee satisfaction survey**

An internal satisfaction survey was carried out in September 2024 at the company's two sites in order to gain a better understanding of employees' needs and to open a dialogue between management and employees with a view to improving working conditions together.

### The results:

The satisfaction questionnaire received 34 responses from around 60 employees.

Overall job satisfaction obtained an average of 7.85/10, a fairly high score which suggests that the majority of employees have a positive opinion of their position and working environment at DEDIENNE SANTE. However, the score is below 8/10, as is the Net Promoter Score (NPS), which is 7.66 and reveals moderately positive satisfaction and loyalty, with a score above average but below the enthusiastic promoter zone. These scores below 8/10 suggest that there are areas for improvement.

One of the priority areas for improvement that emerged from this questionnaire relates to skills and career paths: induction, training opportunities and career development within the company are major areas for development to improve satisfaction.

- **Establishing social dialogue**

Social dialogue within DEDIENNE SANTÉ is important to ensure the well-being of employees, and generally takes the form of discussions between management and employees. To facilitate this social dialogue, we have already put in place a number of initiatives:

- CSE (Comité Social Économique) meetings, during which a dialogue is initiated between CSE elected representatives and management. Each employee is free to ask questions, anonymously or not, through the elected members of the CSE. In addition, each year the Works Council organises two meals, one in the summer and one in the winter, to enable employees from both sites and management to share a convivial moment;
- Internal communication presentations made by the Managing Director at least once a year to present the company's figures, strategy and projects;
- Individual interviews, which are optional but recommended for managers to facilitate performance assessment, communication and motivation.

We are aware that the well-being of our employees influences our performance and productivity. This is why we are committed to a process of continuous improvement in the working conditions of the men and women who work at DEDIENNE SANTÉ.

### Indicators

Indicators	2022	2023
Number of CSE meetings	6	7

## Committing to equality and diversity

### Description

Our equality and diversity policy is based on respect, non-discrimination and equal opportunities. We are committed to providing an inclusive working environment where every individual is respected and valued, with equal opportunities for all. We are committed to eliminating all forms of discrimination in remuneration, promotion and treatment in order to foster a corporate culture based on mutual respect and diversity. In short, we are committed to creating an environment where inclusion is the norm.



## Actions implemented

### • Deploying a recruitment procedure

As part of its Quality Management System, DEDIENNE SANTÉ has drawn up a recruitment and integration procedure in which the principles of non-discrimination and professional mixity relating to the Labour Code are defined and which each individual must respect when recruiting. In this way, every manager and HR or management staff member who has to recruit, must respect the principles of equality and non-discrimination.

And we apply these principles as soon as we write a job advert. For example, here is the job advert that was published for the position of communications officer:

Join **DEDIENNE SANTE**, a French company specialising in the design, manufacture and supply of high-quality implantable medical devices.

The company's flagship products are its hip prostheses and their ancillaries. We also offer a range of sports surgery implants for arthroscopic techniques.

DEDIENNE SANTE's strength lies in its solid background in orthopaedics and its ability to adapt. Its ambition is to remain a key player in this sector, serving its customers and patients.

**Position to be filled** : Permanent contract - December 2023

**Place of work**: Nîmes (30000) - occasional travel to our Mauguio site

**Hours**: 38 hours/week

**Remuneration**: Fixed monthly salary + CSE access + luncheon vouchers + health insurance 100% paid by the company

#### **Main role**

The Communications Officer is responsible for all of the company's internal and external communications and for organising events in accordance with the strategic decisions of the hierarchical bodies and in compliance with the national regulations in force.

#### **Responsibilities**

- Reporting to the Marketing Manager, your main tasks will be as follows:
- Propose and produce communication tools
- Assisting the Product Manager and Marketing Manager in producing communication materials (operating techniques, price lists, technical data sheets, etc.)
- Ensures that communications and sales tools comply with current regulations
- Carry out a documentary watch on the various communication initiatives and trends in the sector and the competition
- Ensure the availability of the various communication media
- Participate in the organisation of various conferences and events (national and international)
- Ensuring the consistency and unity of event, visual and editorial communications
- Help organise working meetings with designers
- Declare agreements to the relevant professional bodies
- Organise the reception and escort of visitors
- Set up communication campaigns (with agents and distributors)
- Create and update the company's website and social networks
- Represent the company at various conferences and events

#### **Required Skills**

- Desired level of education/diploma:

Bachelor's degree (Bac+3) in communication/marketing/business or 3 years of professional experience in the field.

- Knowledge and skills:

Knowledge of communication techniques and tools  
o Ability to develop a comprehensive communication strategy  
o Mastery of writing and document presentation techniques  
o Proficiency in office tools, particularly the Microsoft Office Suite  
o Professional knowledge of English

As part of our commitment to equal opportunities, we confirm that this position is accessible to people with disabilities.

- **Raising awareness of non-discrimination**

When DEDIENNE SANTE is faced with major recruitment campaigns, the management team uses memos to make managers aware of the importance of our commitment to gender equality and non-discrimination in recruitment. In addition, our policy on equality and diversity is reminded to the external service providers we work with as part of our recruitment process.

Managers are also made aware of the need for non-discrimination during annual performance reviews, whether in terms of pay or promotion. DEDIENNE SANTE firmly condemns discrimination and is committed to being an inclusive company.

- **Implementing a gender equality plan**

Each year, DEDIENNE SANTE draws up an action plan to promote professional equality. Through this plan, management expresses its desire to commit to promoting professional diversity and reaffirms its commitment to respecting the principle of non-discrimination between men and women.

The action plan aims to achieve proportionality in a number of areas, as well as preferential measures to correct any differences in treatment with regard to professional development and career paths. The aim is to offer the same opportunities for success and fulfilment at work.

For example, as part of this action plan, DEDIENNE SANTE has been able to implement several initiatives:

- Allowing employees with families to take up to two hours' paid leave on the first day of school for any child whose schooling is compulsory within the meaning of article L131-1 of the Education Code;
- Determining the level of remuneration for a given position before a vacancy is advertised;
- Favour the organisation of training courses during working hours, close to the workplace and with sufficient notice of the sessions;
- Quantify pay differentials.

## Indicators

Indicators	2022	2023
Percentage of women in the workforce	37%	43%
Percentage of disabled people in the workforce	8%	8%



DEDIENNE SANTÉ's activities are made possible by the area in which it operates. Aware of the role it has to play in the development of the region, DEDIENNE SANTÉ wishes to invest in the well-being of the communities in which it operates, while helping to create a favourable long-term environment for the economic and social health of the region.

DEDIENNE SANTÉ is committed to stimulating the local economy by creating jobs and supporting social causes.



**Our ambition:**  
To be a key player in our region



## Helping to develop the local employment fabric

### Description

The ultimate aim of our CSR policy is to be a player in our local area, and this means helping to develop the local employment fabric. This aspect of our CSR policy helps to strengthen local economies, reduce unemployment and promote social inclusion.

The aim is to promote well-being in the communities where we operate. We are convinced that a commitment to society helps to build a more inclusive and supportive society.

### Actions implemented

- **Raising awareness of the medical devices industry**

Organisation of school/company visits in our production site

As part of our commitment to training young people in our region, we regularly welcome students from the DMCC Master's programme (Medical Devices: from Design to Marketing) at the **Montpellier Faculty of Pharmacy**. They visit our production site in Mauguio to learn more about the different jobs in our sector. This partnership has now been running for 7 years.

### Organisation of visits in our production site

In 2023, DEDIENNE SANTÉ opened its doors to the general public for the first time, so that as many people as possible could discover its professions and expertise.

Participants were given a presentation of the company and a showing of the corporate film, as well as a guided tour of the factory, during which they were shown the manufacturing process for a hip prosthesis, and finally a demonstration of the finished products and ancillary equipment over a snack.

Visits were organised in one-hour groups. Participants included employees' families and friends, health care professionals, as well as teachers and students from the sector. We welcomed 60 people over the course of the day. We hope to be able to continue this event over the years.



- **Helping to integrate local people into the world of work**

Welcoming young people

Every year, DEDIENNE SANTÉ takes on trainees, mainly in our Research and Development department, for placements lasting an average of six months.

We are proud to contribute to the training and development of young talent by helping to make them employable through internships and apprenticeship contracts.

Working with an ESAT

We have entrusted the upkeep of the green spaces at our Nîmes site to an ESAT. This socially responsible approach aims to promote the social and professional integration of people with disabilities. This partnership is a further step towards our CSR commitment.

**Indicators**

Indicators	2022	2023
Number of trainees	8	8
Number of work-study students	1	2

**Supporting social causes**

**Description**

As part of our sustainable approach, DEDIENNE SANTÉ contributes to the development of the solidarity economy by working with partners who are essential to the development of our community. We have therefore established a corporate policy based on cooperation and solidarity, supporting social causes with the aim of creating a positive impact on our territory.

Our presence in France, in two different départements to be precise, means that we have a wide range of committed partners. We are convinced that by working together we can work towards a more inclusive and sustainable future for all.

**Actions implemented**

- **Working with associations**

“Les petits doudous” association

DEDIENNE SANTÉ wanted to make a commitment to this association of carers, which works to help children in hospital to reduce their anxiety before surgery and to improve their reception and well-being, in particular through games and cuddly toys.

To support the charity, we sent them a crate of titanium weighing almost 90kg, which they can resell to raise funds. We also ordered them a large cuddly toy online, which was drawn by one of the company's parents.





## AFIDEO

DEDIENNE SANTÉ is committed to associations such as AFIDEO, a professional association set up in 2004 by French and European companies, all active in the design, production, marketing and service of orthopaedic, traumatological and spinal implants and products.

Mr Ludovic TOLEDO, Managing Director of DEDIENNE SANTÉ, is a member of AFIDEO as President. It is important for us to defend the interests who manufacture medical prostheses.

## Grézan Actiparc Association

Based in Nîmes (administrative site) within the Actiparc of Grezan's zone, DEDIENNE SANTÉ is committed to the association with the aim of creating links with the other actors in the zone. The association organises events and promotes the pooling of human and material resources to bring the Grézan Actiparc to life.

Every year, DEDIENNE SANTÉ joins this association.

We would like to thank all our partners in the social economy who work every day to build a caring society.

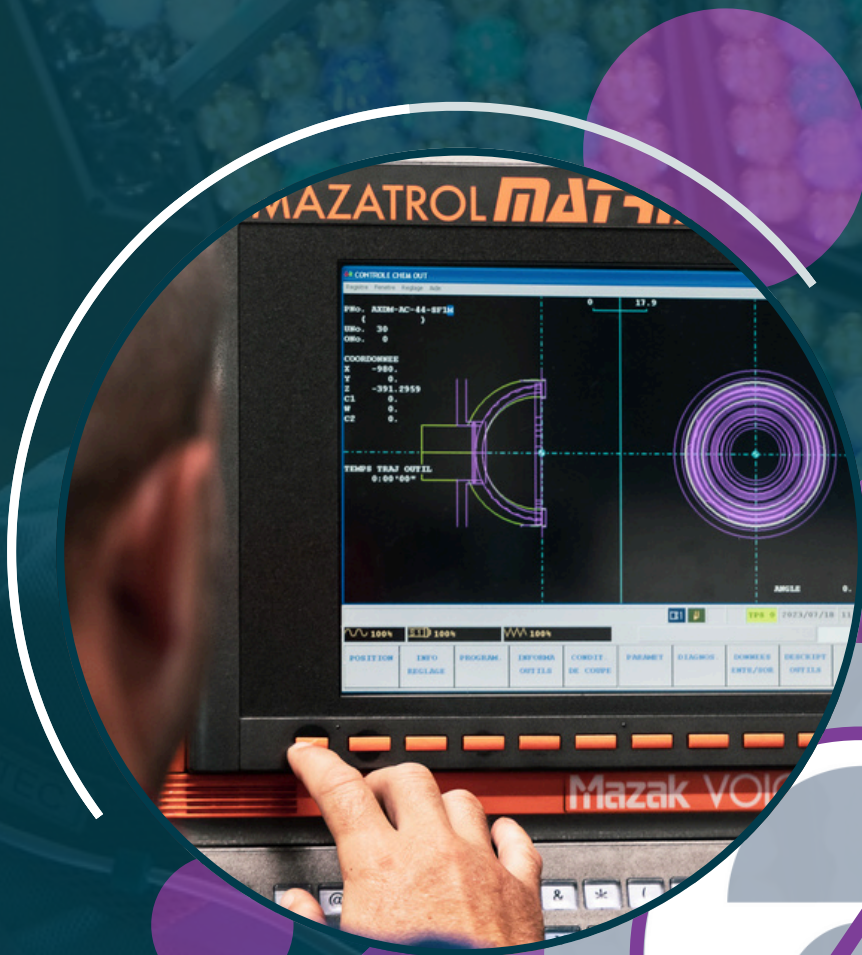
- **Participate in preventive public health campaigns**

DEDIENNE SANTÉ believes in the importance of taking an active part in preventive public health campaigns. We encourage all our employees to raise awareness of these causes, in particular by involving them in communication campaigns linked to various public health issues: Pink October or Movember. To this end, we regularly publish employees' support for public health causes on our LinkedIn page. Together, we hope to help promote the health and well-being of our community.



## Indicators

Indicators	2022	2023
Number of communication initiatives to raise awareness of public health campaigns	1	2



# OUR CSR INDICATORS

## Our indicators

Our CSR policy is part of the company's strategy and we have to monitor it using indicators. We have chosen to set a minimum indicator for each objective. The objectives are set out in our CSR policy and throughout the report when the actions are highlighted. These indicators aim to quantify the achievement of the objective.

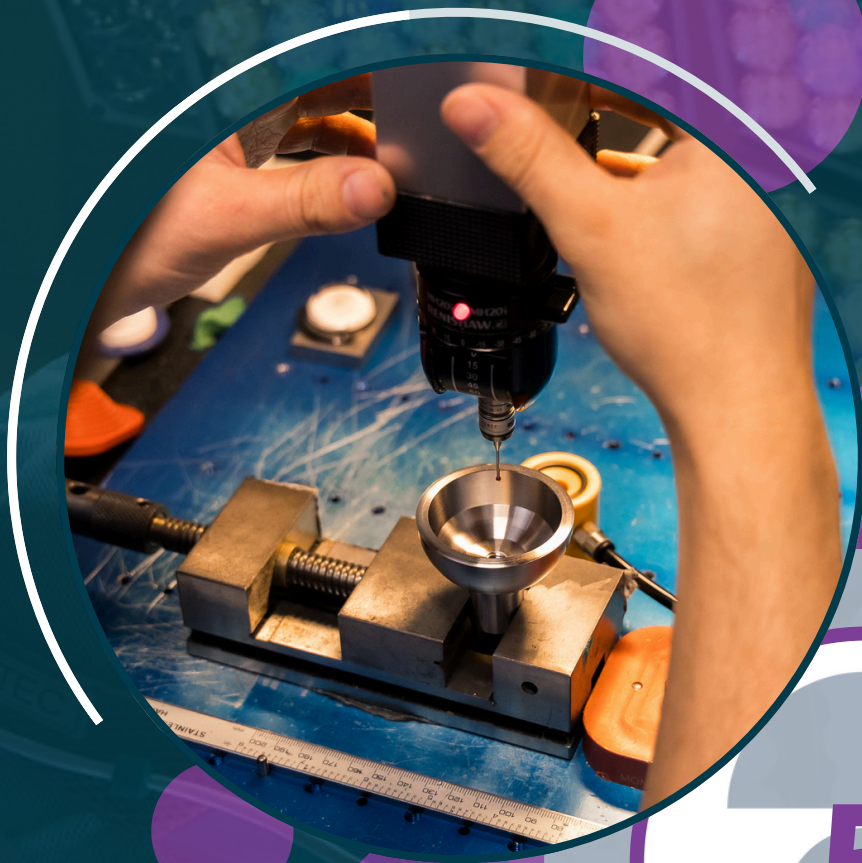
The internal interpretation of these results must always be correlated with the number of parts produced and sold.

Objectives	Indicateurs	Unit	2022	2023
Integrating and deploying CSR in our strategy	Number of CSR meetings	Number	N/A	N/A
Ensuring the integrity of the company	Percentage of employees having signed the ethics charter	%	100	100
Controlling our greenhouse gas emissions	Number of employees made aware of climate and environmental issues	Number	N/A	N/A
Controlling and managing our consumption of resources	Total energy consumption	kWh	583 494	526 421
	Total water consumption	m3	3 988,15	1408,41
Improving our waste management	Quantity of production waste recycled	Tonnes	22,832	15,773
	Quantity of infrastructure waste recycled	Kg	508,1	571,2
Preserving biodiversity	Number of actions to preserve biodiversity	Number	0	1
Co-developing more sustainable sourcing and freight with our suppliers and partners	CO2 from freight	Kg	40 870,19	54 459,13
Promoting eco-responsibility and eco-design	Number of in-house implant processes and manufacturing tools	Number	14/129	14/127
	Number of outsourced implant processes and manufacturing instruments	Number	115/129	113/127
Ensuring quality service and products	Percentage of customer satisfaction	%	87	99

Objectives	Indicators	Unit	2022	2023
Developing skills	(Number of training courses completed - Number of training courses cancelled or postponed)/Target for skills development plan	%	156	89
Protecting the health and safety of our employees	(Number of actions carried out - Number of actions cancelled or postponed)/Objective of the single document's provisional action plan in Mauguio	%	150	75
	(Number of actions carried out - Number of actions cancelled or postponed)/Objective of the single document's provisional action plan in Nîmes	%	66	100
Ensuring pleasant working conditions for our employees	Number of CSE meetings	Number	6	7
Committing to equality and diversity	Percentage of women in the workforce	%	37	43
	Percentage of disabled people in the workforce	%	8	8
Helping to develop the local employment fabric	Number of trainees	Number	8	8
	Number of work-study students	Number	1	2
Supporting social causes	Number of publicity campaigns to raise awareness of public health campaigns	Number	1	2

*\*The data presented is deemed to be as reliable as possible. However, some data may come from external sources and may be subject to variations beyond our control.*





# OUR 2025 OBJECTIVES

## Our 2025 objectives

THEME	ACTIONS
GOVERNANCE	<ul style="list-style-type: none"> <li>• Integrate the stakeholder questionnaire into our customer satisfaction questionnaire</li> <li>• Integrating CSR into the QMS</li> </ul>
ENVIRONMENTAL	<ul style="list-style-type: none"> <li>• Reduce the environmental impact of packaging</li> <li>• Plant trees/flowers</li> <li>• Install a water recovery system</li> <li>• Install reusable paper towels in Nîmes</li> </ul>
ECONOMIC	<ul style="list-style-type: none"> <li>• Increase the rotation rate of ancillary equipment to make loans more profitable</li> </ul>
SOCIAL	<ul style="list-style-type: none"> <li>• Drawing up an action plan following the employee satisfaction survey</li> </ul>
SOCIETAL	<ul style="list-style-type: none"> <li>• Supporting other social causes and getting employees involved</li> </ul>



# Contact us

**Phone** : +33 (0)4 66 28 06 85

**Email**: [rse@dedienne-sante.com](mailto:rse@dedienne-sante.com)



*Document updated in December 2024 by the CSR Committee.*