



Our CSR response

Who are we?



Elis is an international multi-service provider which offers rental-maintenance solutions for textiles and facilities products









513 sites and distribution centers



More than
4.5 Bn in turnover



Our services



Dedicated alongside our customers, we imagine, develop and deliver bespoke solutions for:



Flat Linen

Table, bed and bath linen

Workwear

Workwear clothes and PPE



Washrooms

Hand hygiene, toilet hygiene and air fragrancing



Water coolers

and coffee machines



Floor

Mats, mops and cloths





Pest control

Rodent control, insect control and disinfection

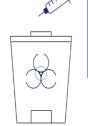


Cleanroom

Garments for cleanrooms

Medical Waster Management Collection

Collection and disposal of medical waste



Personal laundry service

Individual service for personal laundry for care home, nursery and school linen

CSR, first pillar of our Business strategy

> Regularly develop the Group's activity

Densify our presence in these new

countries, implementing the Group's

operational methodology and ultimately

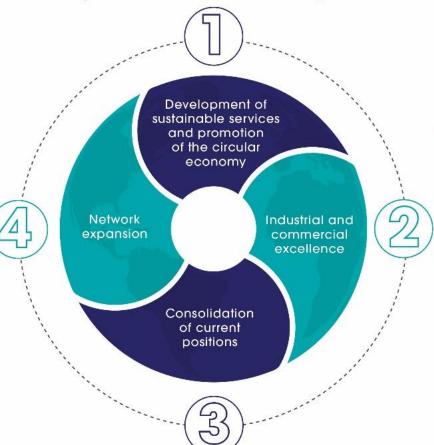
attractive potential.

proposing all Elis' services.

in new countries that offer high and

Circular services at work

- Design ever more sustainable products and circular services thanks to the continuous reduction of their environmental impact.
- Support our clients in the achievement of their ESG objectives by offering our services based on the circular economy.

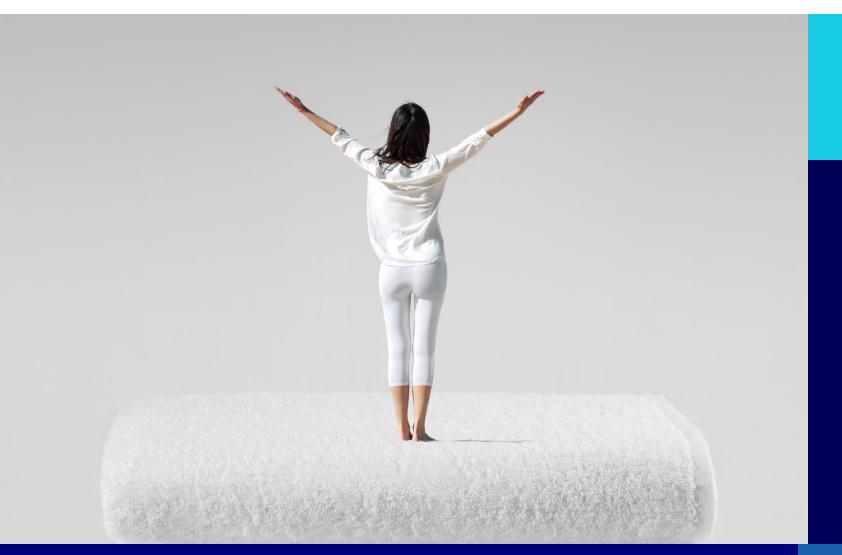


- Develop and maintain over time a privileged commercial relationship with our clients, offering them a high-quality and reliable local service.
- Optimize the profitability of our businesses through an analytical approach of industrial and logistics processes.
- Spread a culture of continuous improvement of industrial and commercial performance by deploying operational best practices across the Group.

- > Consolidate the Group's geographic coverage through both organic growth and acquisitions to benefit from economies of scale.
- > Take advantage of the strong density of Elis' network to roll out the multi-service model and generate cross-selling.

Our CSR response





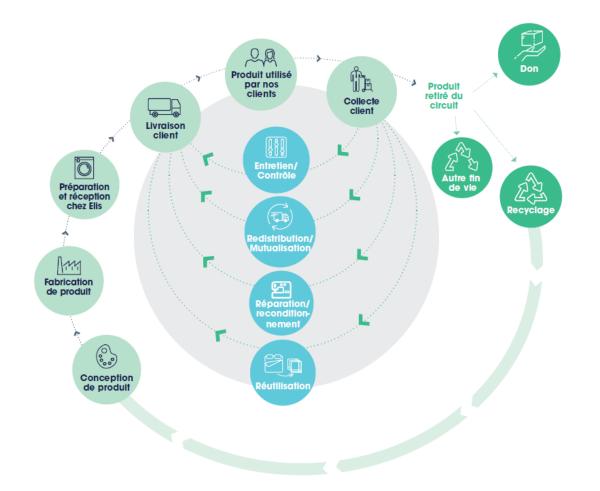
It's all **Elis**

Pure and simple

Our business model is based on the **product as**service model and emphasises services over products and rentals over purchases.

A virtuous growth model

Based on the product as a service approach



> 86% of the Group turnover based on the product as service business model



Elis raison d'être

Circular services at work

every day
and sustainably
a circular service of
protection
hygiene and wellbeing throughout
the world





- Enabling our customers to reduce their environmental footprint
- Strengthening our business model rental and maintenance, repair and reuse
- Creating a link between ourselves, our customers and our planet.
- Uniting our people around the world

A comprehensive CSR Strategy based on 3 pillars





The circular economy business model, by reducing natural resource consumption and keeping product in use, is a sustainable solution to address today's environmental challenges!

Xavier Martiré, CEO





Circularity: our mindset for more than 75 years



Circularity and exemplarity To reduce our impact on the planet



Empower our employees and support their development



Make a positive impact for society

With ambitious 2025 goals to answer our key challenges and opportunities.

Our CSR vision capitalizing on our DNA



Circularity: our mindset for more than 75 years



- Master circularity in everything we do:
 - Develop even further our circular approach on our Products, Services
 & Operations
 - Bring our lower carbon and resources solutions to our customers
- Ecodesign our product & services to support our customers in their sustainability journey
- Be best in class in our day-to-day operations to limit our impact on the environment



- Attract talents and support our employees' development
- Ensure well being at work and drive for zero accidents
- Ensure equal opportunity for everyone



- Offer products and services that contribute to hygiene or to reduce resources consumption
- Contribute to our local communities and support the causes that matter
- Work responsibly along our value chain and engage on CSR to find solutions to today's CSR challenges



Our 2025 CSR Engagement Program

Continuously improving



Nos engagements et objectifs

Improving the thermal efficiency of European laundries by 35% between 2010 and 2025

Accelerating the transition of the logistics fleet and aiming for 650 alternative vehicles by 2025

Reducing water consumption per kg of linen delivered by 50% between 2010 and 2025 in European laundries

Deploy a flood emergency plan for all European sites at high risk by 2025

Reusing or recycling 80% of our end-of-life textiles by 2025

Increase the workwear reuse rate by 18% between 2019 and 2025

Maintain at least 80% of the Group turnover based on the product-as-a-service approach

Offering at least one collection composed of sustainable materials for each product family

Reducing the frequency of Group employees' accidents by 50% between 2019 and 2025

Achieving a rate of 40% of women in managerial roles by 2025 (42% by 2030)

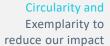
Ensure team engagement through a Group satisfaction of at least 70% by 2025

Expand the Chevron program with 360 new chevrons in the Group by 2025 compared to 2019

Reach 55% of Elis employees with an access to an e-learning solution by 2025

Tripling the impact of the Elis Foundation

Achieving 95% of procurement spend with direct suppliers that have undergone a CSR assessment in the last three years



Planet

































model

Already completed by some 2030 CSR targe



Nos engagements et objectifs

Sustainable Development Goals (SDGs)



Reducing absolute Scope 1 and 2 CO2eq emissions by 47,5% between 2019 and 2030











Reducing absolute Scope 3 CO2eq emissions from purchased goods and services, fuel and energy related activities, upstream transportation and distribution, employee commuting, and end-of-life treatment of sold products by 28% between 2019 and 2030







Reducing water consumption per kg of linen delivered by 30% between 2018 and 2030 in European laundries







model

Empower our employees and support their development



Achieving a rate of 42% of women in managerial roles by 2030







Our 2024 performance

The Group's targets are aligned with the Paris Agreements and will contribute to keeping the temperature rise below 1.5°C (Scopes 1 & 2) and well below 2°C (Scope 3).



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Scopes 1 & 2

(emissions linked to energy)

-47.5%

between 2019 and 2030

Scopes 1 & 2

-20%

between 2019 and 2024



(purchased goods and services, fuel and energy related activities, upstream transportation and distribution, employee commuting, and end-of-life treatment of sold products)



between 2019 and 2030



Scope 3

-4,3%

between 2019 and 2024

A recognized CSR approach





Top 1% out of more than 100,000 companies evaluated

Subjects covered:

- Environment
- Human rights
- Responsible purchasing
- Ethics



A-List!

In 2024, Elis' climate change performance was ranked A-List. This distinction is awarded to **the top 2% of the**24 800 companies assessed by the CDP.

The CDP is a leading international organization that assesses companies according to their commitment, maturity, strategy and actions, particularly regarding climate change.



responsible companies in the WORLD (25th among French companies)

A performance recognized by other indices:



MSCI ESG RATINGS







A recognized CSR approach



of Elis turnover is aligned with circularity goals according to EU Taxonomy



- A framework (EU Taxonomy) defined by Europe to identify Sustainable Activities, with stringent criteria
- A performance audited every year by a Third Party
- Elis contribution recognized with a great performance. Bloomberg study (January 2025) on 2,000 companies on 2023 data:

on average10%turnover aligned

Supported by a strong governance and dedicated tools



2

3

4

Dedicated CSR Board Committee

- Dedicated committee within the Supervisory Board
- Regular presentations to the Supervisory Board
- For Elis' executive compensation

CSR Department

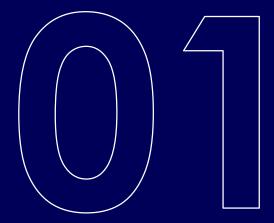
- SR Director reporting directly to the CEO
- Regular presentation to the Executive Committee

CSR Criteria

For Elis' executive compensation

Integrated in financial Group policy

A CSR criteria influencing the Group financial tools*



To reduce our impact on the Planet



2

Master circularity in everything we do:

- Develop even further our circular approach on our Products, Services & Operations
- Bring our lower carbon and resources solutions to customers

Eco-design our products & services

to support our customers in their sustainability journey

Be best in class in our day-to-day operations

 to limit our impact on the environment

Promoting and developing circularity

Progressing on our circularity journey:

In our operations:

- Maintaining, cleaning and reusing transport equipment (trolleys, boxes, sacks)
- Restoring and reusing 2 million hangers per year
- Reusing plastic detergent containers
- Rethinking our plastic use (e.g. for films) for our operations or products (e.g. for Cleanroom activities)

In our services:

- Repairing our products
- Reusing them internally to extend their life (dyeing a textile cotton spool in blue and provide it to other activities such as automotive industry)
- Rethinking our logistic flows to refurbish sanitary products in France and surrounding countries and to repair mats in Europe





- Supporting scientific understanding of circular economy benefits
 - To reduce natural resource consumption and stay within planet boundary
 - By performing Life Cycle Analysis to stress benefits.
 - Highlight alternatives (material, design...) and identify new eco-design principles

The Group produced several Life Cycle Analyses (LCA) to stress the benefits of its circular services, including on hospitals suits, hand towel with a cotton spool, and a workwear.





Our Life Cycle Analyses

Promoting and developing circularity

> LCA of hospital suits

The use of reusable hospitals scrub suits in healthcare establishments allows a 31% reduction in CO2 emissions compared to disposable ones, which can go up to 62% depending on the actual consumption level

LCA of hand towels

Using a hand towel with a cotton spool reduces CO2 emissions by up to 29% compared to a disposable paper towel solution

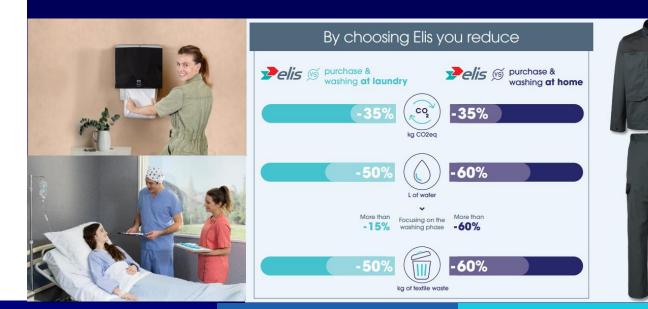
LCA of a full Workwear outfit

Our rental-maintenance model has a significantly lower environmental impact than purchasing, whether washing is done at home or through a laundry service. The study highlights the importance of extending the lifespan of workwear to reduce its carbon footprint.

Circularity and

Exemplarity

Thanks to the Elis model, which helps keep products in use (lifespan, repair, reuse, etc.), CO₂ emissions can be reduced by up to 35%. Compared to home washing, this represents a 60% reduction in water usage.



Recycling and reusing our products

Going further to recycle or reuse our textiles at their end of life:

- Build partnerships and innovate along the textile value chain to identify the best ways to valorize our products at their end of life, targeting to reuse or recycle them.
- Working on projects to "close the loop" and have textile made from textile
- Today, our end-of-life products are mostly recycled: into rags, insulating materials for automotive parts, new textile materials
- Our textile recycling rate reached 79,6% in 2024, closing the gap with our 80% target for 2025.

79,6 % of our end-of-life textiles are reused or recycled



Our commitment for 2025

80% of our end-of-life textiles reused or recycled.

Identification of new ways of recycling (acoustic insulation, furniture industry, carbon fiber industry...)

- In **France**, the first "textile to textile" items have been designed and **woven from recycled yarn**, **using Elis workwear**. These products are now on the market in several countries of the Group.
- In Sweden and Denmark, Elis has been working for several years with a partner whose process is based on chemical recycling technology. Using cotton fibers mixed with wood fibers, it manufactures new synthetic cellulose fabrics.
- In the Netherlands, all end-of-life workwear has been mechanically recycled, mainly as insulation material for the automotive sector. Projects are also underway to experiment with chemical recycling solutions. As a result, all the clothing managed by the Group is recycled in this market.



Circularity and Exemplarity Improving product footprint

Designing for tomorrow

We optimize lifespan by:

- Using sturdy, reliable materials of high quality that will last and also survive to fashion changes
- Anticipating repairs and recycling phases from the design of new collections
- Implementing Eco-design principles in our product definitions

We work on more responsible materials or products by:

- Encouraging Oeko-Tex certification on our textiles
- Offering ranges with labelled consumables (e.g. FSC or recycled paper, fair trade or organic coffee...) or products (EU Ecolabel, Cradle to Cradle...)
- Offering ranges with alternative materials (e.g. Lyocell fibers, organic or fair-trade cotton, recycled polyester, recycled plastic ...)



Our commitment for 2025

Offer at least one collection composed of **sustainable materials** for each product family



Be best in class in our day-to-day operations

Reduce emissions thanks to renewable energy

(solar heating, biogas heating, renewable electricity, biomass...)

Continually improving our fleet and delivery channels

Cleaning and conserving water

- In Barcelona, the roof of our plant is equipped with solar panels that provide 20% of the energy necessary for the cleaning stage, reducing CO2 emissions up to 50 tons per year.
- Reducing fuel consumption by densifying our delivery channels and being close to our customers
- Deploying a unique fleet management tool
- Promoting eco-driving
- Maximizing the filling rate of our trucks
- Experimenting alternative vehicles for our logistic fleet
- A strategy around the 3R : Reduce, Reuse and Recycle
- Leveraging new technologies and approaches, best practices sharing and constant performance monitoring
- Optimization programs implemented through the Groups with dedicated engineer teams (e.g. the water used during the rinsing stage is reused for the laundry wetting stage; or the water is reused between the different washing equipment for the washing and pre-washing phases)
- > 100% of our wastewater treated

Circularity and Exemplarity

18% of renewable energy (thermal and electric)

562 alternative logistics fleet



Our commitments for 2025 (Compared to 2010)

Decreasing CO₂ emissions in the operations:

-20% (on intensity)

Improve thermal energy efficiency::

-35%*

Reduce water consumption:

-50%*

And Accelerate logistic fleet transition towards alternative vehicles

Consumption reduction since 2010 per kg of linen delivered - Europe



-48%*Of water **



-30%*
of thermal
energy



-23%*

Of CO2 emissions intensity in the operations

*in Europe

**water consumption per kg of delivered linen



Climate targets in line with the Paris agreements







Based on a scientific method to reduce the CO2 emissions



-47.5%

On emissions from Scope 1 & 2 (energy-related)

- Further improving energy efficiency in our industrial laundries
- 2 Decarbonising our energy mix
- Reducing the environmental footprint of our logistics fleet

-28%

Scope 3 emissions (linked to purchasing, transport, etc.)

- Improve and optimise our operational practices, in particular by optimising linen management
- Reducing the impact of our products by working on materials, design and production methods
- Reducing the impact of goods transport and helping our employees to adopt more responsible modes of transport

Our commitment and actions for the climate Reducing scopes 1 & 2

Favouring an approach based on reducing energy consumption through energy efficiency

Example of established energy-efficiency approach

To dry a textile, using a mechanic action is more efficient than using heat.

Switching a press to a high-pressure press will allow to reduce energy consumption



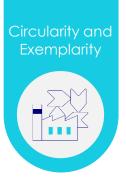
Capitalizing on established energy-efficient technologies



Performing Proof of Concept on innovative technologies



Our commitment and actions for the climate Reducing scopes 1 & 2



Decarbonising our energy mix

Increasing the use of renewable energies

50 solar panel projects



Reducing the impact of our vehicle fleet

Deployment of GLAD (Global Logistics Assistant for Deliveries) to optimise deliveries

Delivery of 75 electric HGVs in France in 2024 with a target of 1,000 more by 2030 across the Group.



Circularité et exemplarité

Our commitment and actions for the climate Reducing scopes 3



Improve and optimize our operational practices, especially on linen management

Reduce losses, increase product reuse, reduce energy consumptions

Riga mat plants doubles its capacity with 60,000 mats repaired every year



Reduce the environmental impact of our products by working on design, material selection or production modes

Switch to material with lower carbon footprint

Motion range with 65% recycled polyester on the fabric



New dispenser: Phoenix with 73% to 98% recycled content

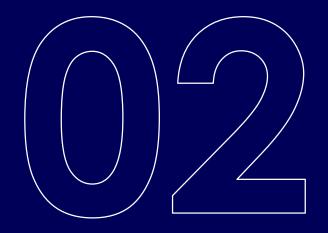


Reduce the impact of our freight and support our employees in their transition towards more responsible commuting practices

Engage with freight partners to reduce environmental impact in the value chain

Promote car-pooling and gentle mobility approaches





Empower our employees and support their development

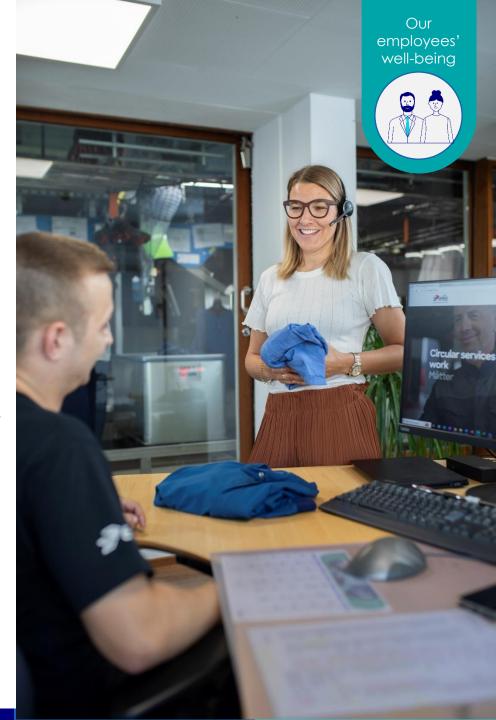
Empower our employees and support their development







Attract talents and support our employees' development Ensure wellbeing at work and drive for zero accidents Ensure **equal opportunities** for everyone



Enabling personal and professional growth



Accompagner

38%

Share of young* people in hires**

59%

of employees have been with Elis for more than 3 years

18%

of which for more than 15 years

A business development strategy that relies on skilled, highperforming employees::

- An intensive integration period to introduce Elis' business and philosophy
- Multiple training tracks that can lead to rich
- and varied career growth opportunities
- Regular trainings to develop skills and competencies.
 E.g: Sales Academy and development of a Groupe elearning tool

Recognition and exchanges programs:

The Chevrons program that recognizes and rewards employees from production and maintenance teams (implemented for more than 30 years)

Developing the next generation of leaders:

- Management trainee program for young professionals to develop their management skills through different projects lead across the Group
- International training program which newly recruited employees are trained in another country to share good practices

Group by 2025

Our commitment for 2025

Expand the Chevron program with 360 new chevrons in the Group by 2025 compared to 2019

362 chevrons in 2024

^{*}Age range under 27

^{**}New permanent hires as a proportion of the workforce as at 31 December of the year.

Promoting diversity and equal opportunity





Equal opportunity and diversity are at the foundation of Elis' culture and embedded in its Code of Ethics.

The Group is convinced of the benefits of Diversity:

- Inclusive actions across the Group to foster the integration of people with disabilities by adapting of the workload, bringing extra supervision and specific support. In Spain, the Group has two specialized employment centers: which employ a minimum of 66% of people with disabilities.
- Is leading an active action plan to support Gender Parity at all level



35% of managers are women



51% of women in overall workforce





40 % of all permanent management

positions covered by women

(42% in 2030)

Ensuring our employees' well-being and safety







Get ready for work I am trained on safety instructions and ready to undertake my lob.



Move Safely
I mave carefully: I'm aware
of the working areas
and mobile equipment



Wear personal protective equipment I will always use the prescribed personal protective equipment.







Share Vigilance

I will address and communicate about events, unsafe situations, and positive practices. I am vigilant on my safety and safety of others.



Handle cages safely I always use the good practices for handling linen cages.



Position the body safely

I assess and place my body in the satest position to work in relation to loads and during manual and mechanical handling.



Be vigilant about fire I'm aware about fire risks and I follow fire safety instructions.



Work on/with equipment safely

I do not intervene on an operating machine and I always apply lockout/tagout procedure when working on equipment





One goal: zero accident

- Strengthening the safety culture by communicating on best practices, training the dedicated staff and also other employees. Apply the Group's safety standards and guidelines in all its countries and activities.
- Ensure compliance with local regulatory requirements.
- 3 10 Golden Rules as the heart of our safety culture, launched by the Group in 2020.

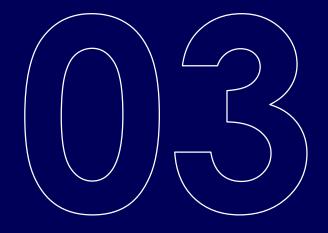


-27,7%

In our frequency rate since 2019



- 50% in our employee frequency rate between 2019 and 2025



Make a positive impact for the Society

Make a positive impact for the Society





Offer products and services that contribute to hygiene or to reducing resources consumption





Work
responsibly
along our value
chain and
engage on CSR
topics to find
solutions to
today's CSR
challenges



The benefits of Circular Economy



Elis provides solutions that contributes to:

- Protect workers
- Provide enhanced hygiene solutions for the most vulnerable people or for the most sensitive environments
- Ensure the provision of essential hygiene systems for customers, residents, patients, users or visitors

And thanks to its Circular economy business model, Elis

Offers solutions that contribute to reducing the consumption of resources Our impact on Society

The Ellen MacArthur
Foundation believes that
the "circular economy
is necessary to achieve Net
Zero Emissions" and that
nearly "9 billion tons of
CO2 (or 20% of global
emissions) could be
reduced by transitioning
our models to the circular
economy".

Contributing to our local communities and supporting the causes that matter



The Group has more than 500 sites in 30 countries and being embedded in its territory is a key element of its success.

The Group is contributing to its local community's economy both **directly** (via employment, local partnerships, donations, taxation) and **indirectly** (via its contribution to the local economic fabric or its purchases). Elis activities can not be relocated.

The Group aims also to be a local player and partner, providing support to its communities when they need it by providing products, services, human or financial support.



The Elis Foundation fosters equal opportunity

- Allocation of scholarships to deserving undergraduate students experiencing financial difficulties to pursue higher education
- Support from a mentor who works at Elis



Our commitment for 2025

triple
the impact
of the Elis Foundation

In 2024

73 young people supported by the Foundation (or NQT) since 2019 and **4,5% of managers involved.**

Ensuring product are manufactured responsibly along the value chain



A supplier code of conduct to formalize the standards expected from suppliers and subcontractors in

Encouraging certification policies such as:

terms of:

Regular audits and suppliers' assessments:

- The quality of their products
- their responsible practices
- their ability to deliver on time value for money
- their capacity to innovate
- fair practices,
- human rights and labour,
- health and safety
- » protection of the environment
- » policy against corruption.
- » ISO 14 001 (environmental)
- SA 8000/ISO 26000 (social)
- >> EU REACH for all textiles supplied
- to assess product quality, performances and practices
- to review progress and corrective action implemented





Almost 30% of direct suppliers of clothing items are European.

Almost **90%** of direct suppliers **in Hygiene and well-being** are
European.



Our commitment for 2025

95%

of procurement spends from direct suppliers being assessed against CSR criteria

93,3% in 2024

Our impact on Society

Respecting the Elis Code of Ethics throughout the value chain, across all functions and countries



Ethical requirements applicable to all stakeholders

- Respecting the dignity and rights of everyone
- Ensuring compliance with laws and regulations
- Setting an example by acting at all times with integrity and responsibility

Whistleblower procedure accessible to all

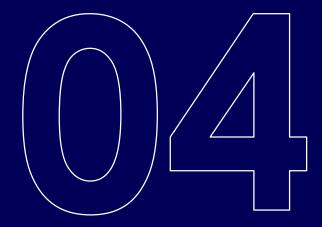
Risk management

- Reporting system of non-compliance situation under anonymity if wished
- Dedicated corruption and bribery risk mapping
- Internal compliance policies (preventing conflicts of interests, gifts and hospitality, accounting and internal controls policies)
- Regular trainings of employees and managers

Environmental and health & safety requirements

Third-party management

- Optimizing natural resource consumption and reducing our environmental footprint across our production units
- Preventing the occurrence of work-related accidents, injuries and illnesses
- SR assessment of privileged suppliers and anti-corruption due diligence of high-risk third parties
- Ethics clauses in contracts and supplier code annexed to supplier agreements



Key facts about Elis in Poland

Elis in Poland



We are always

close to our

We want to always be close to our customers, which is why our plants are located in the main locations in Poland

About 1000 employees

More than 10 000 customers



sites and distribution centers



New plant under construction



response

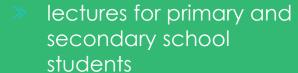
Education

At Elis, we believe that social responsibility should be taught from an early age.

CSR - what does it mean to us







- cooperation with Universities
- participation in congresses, trainings and debates
- educational and preventive events



COOPERATION WITH SCHOOLS AND KINDERGARTENS

- As part of promoting pro-ecological activities and social responsibility, we decided to write a series of fairy tales on the subject of "Pro-EKO" under the slogan: "Socially Responsible Change the World"
- One of the fairy tales was read out on a pilot basis at a meeting with children from SP 33 in Gdańsk Osowa and during an event at the University of Gdańsk





Społecznie Odpowiedzialni Zmieniają Świat



6-minutowe Ekobajeczki (nie tylko) na Dobranoc

COOPERATION
WITH SCHOOLS
AND
KINDERGARTENS

We also decided to talk to children from local schools about what ecology means to them, what it means to be responsible for something or someone and what a social initiative means.



COOPERATION WITH UNIVERSITIES

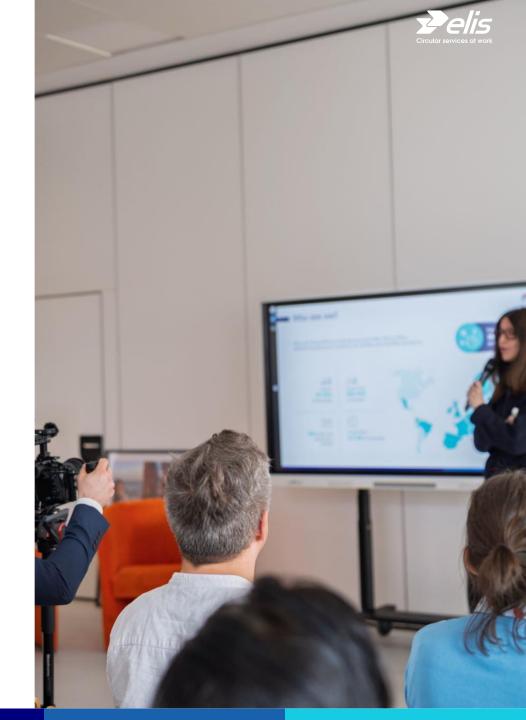
- Participation of Łukasz Neumann -Sales and Marketing Director of Elis Textile Service in the plenary session opening the 4th Congress of Young Science on July 11-13, 2024.
- The topic of the discussion was

"CSR, i.e. social responsibility from the perspective of academia, business and individual initiatives"



COOPERATION WITH UNIVERSITIES

- Co-organization of the Sustainable Development Day
- Conducting workshops for high school and college students
- Participating in a debate on fast fashion, consumerism and social responsibility



FAIRS, WORKSHOPS, TRAINING

PCI FAIRS

Promotion of closed-loop clothing rental and service solutions Workshops for trade fair participants promoting the idea of sustainable development in the area of using reusable clothing for work in rooms with increased sanitary requirements.



FAIRS, WORKSHOPS, TRAINING

In order to meet the expectations and needs of our clients and partners, we consistently share knowledge, educate and try to "infect" with positive energy in terms of taking care of sustainable development and caring for the environment.



PLANTING TREES

ON BEHALF OF OUR CUSTOMERS

On behalf of our clients, after signing the agreement, we plant trees. This is a program carried out in cooperation with Posadzimy.pl

So far, nearly 2,400 trees have been planted on our recommendation!





Charity events

We help others not because it is the right thing to do, but because we want to.



- charity runs and turnaments
- » noble package
- collecting gifts for shelters
- supporting local initiatives
- helping orphanages

Charity Events

PRO-SOCIAL INITIATIVES AND CHARITY EVENTS

POLAND BUSINESS RUN

- Once again we took part in the relay race organized by the Poland Business Run Foundation.
- This time, 19 teams from all over Poland ran in the Elis colors.



Charity Events

PRO-SOCIAL INITIATIVES AND CHARITY EVENTS

CHRISTMAS NOBLE PACKAGE

- This year, each of our plants got involved in SZLACHETNA PACZKA by choosing at least one family to help.
- This is a special time that shows how big our teams have hearts. Thanks to their commitment, support and work put into organizing this help, we can change reality together for those who need it the most.



Events prepared for Elis employees

The well-being of our employees is extremely important to us



- Sustainability Week
- Pink October, Movember and other preventive actions
- Singerbread decoration and Christmas cards
- Sustainable breakfast

