



# MANOMANO RESPONSIBLE PURCHASING CHARTER

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# A WORD FROM THE FOUNDERS

The ManoMano platform, specialising in DIY and gardening, collaborates with many suppliers from countries with varied economic situations and legal systems. Our supply chains can involve significant environmental, social and societal issues. As part of the deployment of its Corporate Social Responsibility (CSR) strategy in 2021, ManoMano has created its first responsible purchasing policy and wishes to go further with this ManoMano Responsible Purchasing Charter. It sets out the main CSR principles and commitments that our organisation has been implementing since 2022 to encourage and strengthen the adoption of sustainable business practices within its ecosystem.

With this document, ManoMano is committed to supporting its internal buyers towards the adoption of more responsible practices in order to anticipate and best manage the CSR impacts generated by the development of its activities. We therefore wish to offer a basis for exchanges with our suppliers - understood here as the actors from whom we buy products or services to develop our activities - on the main themes of the commercial relationship, adapting each discussion to the nature of our purchases. Furthermore, we wish to base our action on the principles of ethics, professionalism, transparency and mutual trust.

We are counting on the commitment of our buyers to support this ambitious initiative and on our suppliers' attention to this policy to help it evolve with us.

***Philippe de Chanville & Christian Raison***

# OBJECTIVES AND SCOPE

**ManoMano wishes to be recognised as a responsible company whose actions comply with the environmental and societal requirements of European and international standards.**

Our Corporate Social Responsibility (CSR) department conducted a preliminary study of ManoMano's supply chains, highlighting a wide variety of environmental, social and societal issues within them. For example, it is just as important to prevent and reduce the environmental impact of our logistics activities as it is to anticipate any risk of human rights violations, in countries where

the regulations applicable to subcontracted workers are not in line with European and international standards. More generally, this preliminary study has highlighted the strong dependence of our organisation on the purchase of digital advertising and software services and therefore the need to include these specialised partners as a priority.

To meet these challenges, ManoMano's Responsible Purchasing Charter offers its internal buyers a wide range of principles and commitments and is based on the major international conventions (listed in the Annex), such as the 10 principles of the United Nations Global Compact, the fundamental and priority Conventions of the International Labour Organization, as well as the ISO 20400 standard on responsible purchasing. The themes addressed here - human rights, respect for the environment and business ethics - are fundamental. All the themes set out in this Responsible Purchasing Charter must be treated with the same importance, regardless of the order in which they are presented.

In this context, ManoMano must take into account the laws and regulations in place in its suppliers' countries of operations, which are understood here as the actors from





whom our various departments purchase products and services to carry out their activities. They are not to be confused with the merchants distributing on ManoMano.

ManoMano will give preference at a minimum to suppliers who undertake to comply with the principles and commitments set out in this document. Our organisation not only aims to protect its business interests but also wants to ensure and promote a responsible attitude across all of its supply chains.

ManoMano therefore addresses this document to its employees entering into a business relationship in the name and on behalf of ManoMano and encourages

its buyers to promote the principle of reciprocity to their suppliers by adopting an equivalent approach, whether they are directly or indirectly involved in the purchasing process.

The Responsible Purchasing Charter is the framework established by ManoMano for any commercial relationship with a supplier. This document is shared by our internal buyers with all their suppliers and is also available on the ManoMano corporate website in French and in English.

# COMMITMENTS AND PRINCIPLES

**ManoMano's Responsible Purchasing Charter is in line with our organisation's CSR philosophy: working hand in hand with our employees and business partners to give everyone the means to create their own world in a more sustainable way.**

The commitments and principles below stem from this desire and aim to integrate more responsibility into the business choices made by our internal buyers. ManoMano asks its teams involved in dealings with our supply chains to respect them and to implement corrective actions if necessary.

This Responsible Purchasing Charter will be updated with each significant change to our CSR risk materiality matrix.

01

## Governance & sustainable relationships



**ManoMano is committed to regularly sharing information on its Corporate Social Responsibility strategy with its buyers so that they can relay it to their suppliers. This allows buyers to propose a framework for reflection around the environmental and societal impacts to their suppliers.**

The latter must be scalable and adapted to the size of each supplier while remaining in line with the real economic capacities of each supplier and be fully part of the construction of a sustainable and equitable commercial relationship.

## 02

## Fair practices and business ethics

**ManoMano undertakes to comply with its financial commitments to its suppliers, in accordance with the applicable legal and contractual provisions.**

For example, our organisation respects at least the legal payment deadlines. ManoMano complies with the laws and regulations regarding ethics and business loyalty. In particular, ManoMano has put in place a Code of Conduct in which employees undertake to refuse any compensation, benefit, financial or in-kind incentive, direct or indirect, which may call into question the independence, objectivity and partiality of its judgement.



Our organisation expects its buyers to be vigilant in order to ensure full reciprocity on the part of their suppliers.

## 03

## Responsible purchasing

**ManoMano requires competition (calls for tenders) from several service providers for any contract with a value greater than €10,000. In particular, it communicates transparently on a grid of technical and CSR criteria. The selection will be objective, consistent with the defined criteria and will respect the CSR principles mentioned in this document.**

In addition, ManoMano's buyers strive to take into account all the components of the total cost - additional and supplementary costs to the price set at the time of contracting - such as the costs related to logistics, technical development or any quality/CSR audits. Finally, they provide visibility on ManoMano's activities and offer their suppliers a forum for regular exchanges around advance purchasing management in order to anticipate changes and needs.

## 04

## Environmental impacts

**ManoMano is committed to complying with legislative and regulatory constraints in the field of environmental law. Our organisation endeavours to prevent and reduce its environmental footprint, on its logistics and digital activities as a priority, as part of the implementation of its carbon plan. ManoMano is committed to measuring the impact of its greenhouse gas emissions and to proposing reduction projects adapted to the impacts of its largest emissions-producing activities.**

ManoMano's buyers involved in commercial relationships that generate significant environmental impacts must establish an effective dialogue with their suppliers in order to work towards the realisation of these decarbonisation actions at their level (reduction or even financial contribution to carbon sinks) and to reduce any other negative impact that may harm the environment in the context of implementing the commercial relationship.

## 05

## Human rights, health and working conditions

**ManoMano is committed to selecting suppliers that respect human rights and fundamental rights when operating in high-risk countries.**

It works to establish an effective and regular dialogue with its suppliers on these themes. Our buyers will be able to conduct surveys to gain transparency from suppliers at risk. ManoMano is committed to preventing and anticipating occupational health issues and promoting healthy and decent working conditions for all within our organisation and in the places of joint operations with our suppliers.





## 06

## Diversity and people development

**ManoMano is committed to promoting social and societal programmes adapted to the problems of its sector. For buyers who subcontract, ManoMano encourages the creation of a dialogue with their suppliers on the following themes:**



The promotion of diversity, for example, by working on the implementation of programmes dedicated to including women and people from disadvantaged backgrounds in the technological world.



The implementation of actions to support well-being and mental and physical health at work in order to offer prevention and protection tools adapted to the needs of everyone, particularly in their logistics activities.



The development of people by encouraging its suppliers to provide access to appropriate training programmes and by enabling them to improve their skills and grow in their professional careers, in particular through training in digital tools.

## 07

## Data protection



**ManoMano attaches the utmost importance to the protection of the personal data of its employees, customers and suppliers and has a data protection officer (DPO) primarily responsible for ensuring compliance with the regulations applicable to the protection of its customers' data.**

# IMPLEMENTATION

**ManoMano and its buyers are committed to following the CSR principles and commitments proposed in this Responsible Purchasing Charter and working towards its implementation in commercial relationships.**

ManoMano's buyers undertake to establish partnerships only with actors who have responded to the prerequisites proposed in the CSR grid during ManoMano's call for tender (if applicable), or who comply with the specific principles similar to those set out in this charter as soon as the commercial agreement is signed. If a significant issue that may affect the commercial relationship has been identified, ManoMano may request the performance of surveys and/or audits by experts selected for this purpose, at the expense of the audited supplier. ManoMano buyers commit to working with their suppliers to put in place an improvement plan and corrective actions within 6 months and may request to terminate the business

relationship if there is a lack of commitment on the part of the supplier.

ManoMano is committed to putting in place a system of governance with its most strategic suppliers in order to raise awareness of the main CSR themes of the commercial relationship. Our organisation ensures the establishment of dedicated meetings between ManoMano buyers, its CSR team and their counterparts within partner organisations once a year.

ManoMano may occasionally request its suppliers to collect data on their CSR impacts as part of its annual extra-financial reporting.





