

REPORT

# CSR

## 2025

*“Working together  
to give everyone  
comfort and confidence  
in their own home”*



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# EDITORIAL

**“** *We're working together to achieve ambitious growth that is meaningful and has a positive impact.*

Zurflüh-Feller is Europe's leading supplier of closure components. This performance is the result of over 100 years of commitment, during which we have developed trusting relationships with our customers around the world by supplying them with quality products. By its very nature, our business supports sustainable development, since our components contribute to the manufacture of closure systems that have insulating properties for buildings.

Continuing its growth momentum, the Group strengthened its position with the acquisition of Profilmair in 2015 and Eckermann in 2017. These developments reflect our approach and preserve our added value. The Zurflüh-Feller Group has a strong capacity for innovation, enabling us to develop products tailored to the specific needs of the different countries we serve, while simplifying the assembly of the various components. We also benefit from integrated organisation, enabling us to control the entire production chain. This growth and our ambitions are underpinned by the values that drive the Group: customer proximity, excellence, team spirit and boldness.

In 2024 we formalised our CSR strategy and the goals we are committed to achieving by 2030. The aim of this voluntary approach is to confirm the success of the actions we are already taking, to objectify them and to add new ones to further our impact. We have taken a pragmatic approach to CSR: our roadmap has enabled us to define our priorities, how we will achieve them and the pace at which we want to move forward on each issue. Our aim is to make progress in three areas - supporting the development and well-being of our employees, reducing the environmental footprint of our products and activities, and developing a responsible ecosystem. For example, in the environmental field, research into alternatives to fossil-based plastics is very proactive, with the aim of being able to offer components made from new materials by 2030, while ensuring that our customers get a fair price. The deployment of our CSR roadmap reflects our commitment to building an increasingly responsible and innovative company. By fully integrating these challenges into the heart of our strategy, we are strengthening our leadership position and distinguishing ourselves in the market. This commitment enables us not only to create sustainable value, but also to attract and retain talented people who share our passion and beliefs.

For us, this first CSR report is a key step in the deployment of our CSR strategy. Our ambition is to continue to grow in a sustainable way to serve Zurflüh-Feller's raison d'être: "Giving people comfort and confidence in their homes." ”

**Thierry JEANMART**  
CEO of the ZURFLUH FELLER Group

# About us...

Zurflüh-Feller has specialised in the design, manufacture and distribution of closure components and systems for buildings since it was founded in 1920.

European leader with sales of almost €80 million in 2024 and the aim of achieving €120 million within 3 years.

# 3 locations

AN INTEGRATED MANUFACTURING BASE

Zurflüh-Feller  
Sites

Two sites  
in Doubs,  
France

Eckermann  
Site

Company  
acquired in 2017,  
in Schmitt  
(Germany)

Profilmar  
Site

Company acquired  
in 2015,  
Marseille, France

# 3 export sales subsidiaries:

• SPAIN

• POLAND

• ROMANIA

over  
400

EMPLOYEES

65

PATENTS

1,750

CUSTOMERS

6,900

PRODUCT  
REFERENCES

40

COUNTRIES  
DELIVERED FOR  
EXPORT IN 2024



# Governance Supporting our CSR strategy

## Defining the CSR strategy

At the beginning of 2023, the Group called on a consultancy specialising in the energy, environmental and societal transformation of organisations, to provide support in defining its CSR strategy. All stakeholders - suppliers, employees, shareholders - were invited to complete a questionnaire to express their perception of Zurflüh-Feller's positioning. This made it possible to **identify the United Nations' Sustainable Development Goals (SDGs) to which the company contributes and to prioritise its three areas of commitment.**

## 6 priority projects

In 2024, the Steering Committee worked on framing six projects in line with the Group's three priority areas of CSR commitment. At the same time, it oversaw four "quick-win" projects that could be implemented quickly to give visibility to environmental actions ("ecogestures"). Several ideas put forward by employees have been put into practice: **the elimination of plastic water bottles in the company, the recycling of glassine paper and others which are still to come, such as the installation of waste recycling bins in the refectories and the use of reusable containers for meal trays.**

## Creation of a CSR Steering Committee

A steering committee representing the Group was set up in mid-2024. It is made up of 13 members, representing each sector and each entity of the Zurflüh-Feller Group. It is chaired by Marjolaine Ménétré, Human Resources Director and member of the Executive Committee.

**The Steering Committee is responsible for defining the framework for the projects and coordinating them.**

In practical terms, a team is set up for each project: it identifies the opportunities, threats, constraints, the initial situation, the objectives, draws up a schedule of actions to be carried out and appoints a leader for each action. **The project team also defines the indicators for measuring the progress of projects and collects feedback.**

Each project framework is validated by the Executive Committee. The role of the steering committee is to **monitor the operational deployment of the framework, in line with the schedule, and to raise any blocking points with the Management Committee, which plays a facilitating role.**

## Training on CSR issues

Steering Committee members were trained in project management and made aware of environmental issues at a **Fresque du Climat workshop**. This fun, collaborative workshop gave them a better understanding of current and future climate issues, their causes and consequences. This collective awareness is essential to guide the Group's actions and decisions in striving for a more sustainable future.

# Supporting the **development** and **well-being** of our **employees**

*"We place  
well-being,  
inclusion and  
talent development  
at the heart of  
our commitment,  
because a responsible  
company is first and  
foremost a company  
that takes care of its  
employees"*

Marjolaine Ménétré,  
Director of Human Resources

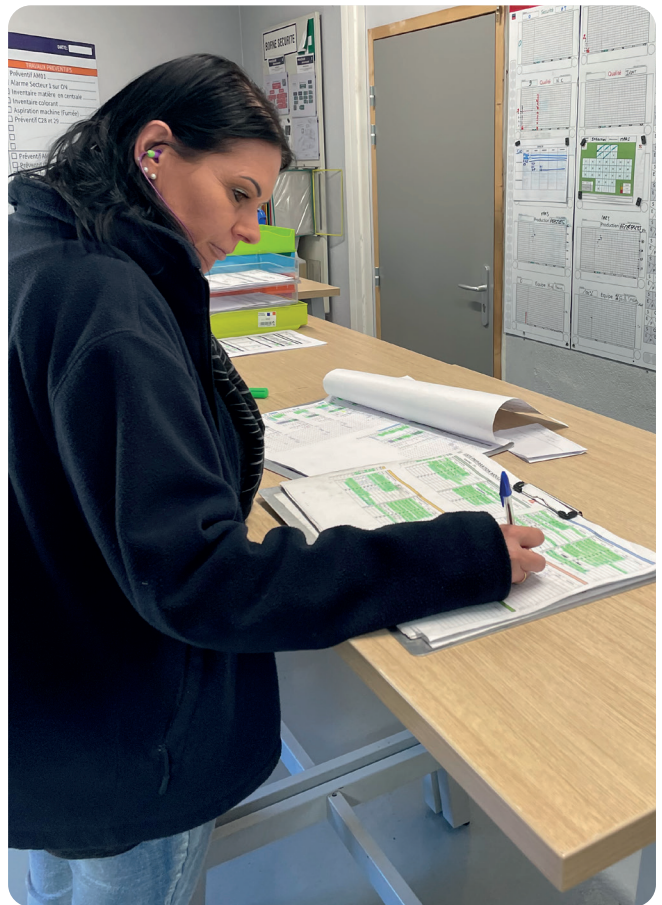


## What challenges does the Zurflüh-Feller Group face in terms of human resources ?

Our Group is growing fast and we have reached the size of an intermediate-sized company in terms of headcount. This growth prompted the creation of a Human Resources Department in 2022 and justifies the need to **structure ourselves to be in a position to achieve external growth**. We're in a line of business that is hard to recruit to, with 75% of our employees working in production. This is exacerbated by the fact that our historic sites are fairly isolated geographically and in competition with neighbouring Switzerland. **So we need to make our jobs attractive, ensure that our employees feel good about working for the company, and retain them.**

## What are your levers for improving well-being at work?

**Quality of life at work is a key issue** especially as employee expectations have changed considerably since the Covid-19 period. **In 2024, we carried out a psychosocial risk diagnosis (RPS) in order to identify our strengths and areas for improvement.** This audit enabled us to draw up **an action plan for 2025** which will reinforce initiatives that are already underway, such as organising social events, the presence of an on-site social worker and the implementation of a teleworking agreement. **Employee training is also a key focus:** in addition to the compulsory training specific to our industrial businesses, we are extending our offering to encourage the development and acquisition of new skills and versatility with a view to improving employee employability and supporting internal development and promotion.



## Taking care of our employees also involves safety at work...

Our accident frequency rate is comparable to that of companies in our sector, but in our view it is still too high. **In 2024, we drew up an action plan with the aim of instilling a culture of safety and improving employee commitment to this key issue.** Several tools have been implemented to make safety a daily concern at all levels of the company.

## Diversity is also one of your key commitments. What are your priorities?

**Our managers are aware of the need to integrate people who are officially recognised as disabled workers (RQTH) and we work hard on the ergonomics of workstations, particularly in the assembly workshop.**

**Diversity at Zurflüh-Feller also means integrating young people:** we are very keen on apprenticeship contracts because they are a real asset when it comes to recruiting into our professions. **Defending equal opportunities and, more generally, fighting against discrimination are also at the heart of our practices.**



## A revealing **psycho-social risk audit**

**In 2024, a psychosocial risk audit (RPS) was carried out among all Zurflüh-Feller staff.** The aim was to obtain information about employees' experiences at work and the risk factors to which they may be exposed, in order to identify actions to improve their well-being at work. **68% of the workforce responded**, which is a very satisfactory rate.

This audit revealed that **the level of stress at Zurflüh-Feller is lower than national indicators.** It also identified sources of satisfaction and comfort at work (autonomy, support from colleagues, relations with superiors, taking the initiative, feeling of efficiency) as well as areas for improvement (concerns about future prospects, working environment, pace of work, resources available and recognition/trust from superiors).

**An action plan is currently being drawn up based on this audit and will be implemented over the course of 2025. It covers three main areas for improvement:**

- **Strengthening communication within the company** at all levels and greater visibility of Zurflüh-Feller's strategic directions;
- **A study of possible changes to work areas** and the technical resources available;
- **Increased interactivity between departments** with regard to work organisation.

## A social worker **to support employees**

Since February 2024, **a social worker has been present one day a month at our Noirefontaine and Autechaux-Roide sites** to meet employees in order to answer questions and prevent or resolve difficulties of a personal (health, finances, family, housing, etc.) or professional (retirement, professional mobility, disability, relationship with work, etc.) nature.



## Strengthening our **safety culture**

**To prevent and avoid accidents in the workplace, it was decided to draw up a "breakthrough" action plan in 2024.**

The plan will be fine-tuned over the course of 2025, but a number of measures have already been adopted to establish a safety culture and involve all employees in prioritising it. **A "Safety Flash" is now published following any accident resulting in lost time** to make it visible, explain what happened, point out what not to do and take corrective action. Other initiatives include the launch of the **"Minute to think"** and **"Go production"** tools, which help to ensure that all the conditions are in place to **guarantee safety before starting work**, and communications on the **"Golden Safety Rules"** that apply to the whole company.





9.3 %

*People with disabilities*

As part of Disability Week, **managers were made aware of disability in the workplace, the challenges associated with inclusion and the assistance available** at a session run by Cap Emploi and Agefiph. In Germany, Eckermann entrusts the assembly of parts to a company that employs people with disabilities.

At Zurflüh-Feller, **we have achieved a gender balance in terms of overall headcount**. In order to respect equal pay, we advocate transparency with regard to pay brackets. **Managers are made aware of gender bias in recruitment and performance appraisals**, social partners are also made aware of gender bias as part of mandatory annual negotiations (NAO).

85/100

*Gender equality index*

## New Teleworking agreement

At the end of 2024, a teleworking agreement was signed, following on from an agreement adopted during the Covid period. It entitles eligible employees to one day's teleworking per week and two additional occasional days per month. **Zurflüh-Feller aims to improve the quality of life of its employees by offering them greater flexibility** at the same time as helping to combat global warming by reducing the carbon footprint generated by commuting.

In 2024, we supported six of our disabled employees by adapting their workstations to meet their specific needs and to ensure that they benefit from the best possible working conditions.

6

*work station modifications*

## Onboarding day for new recruits

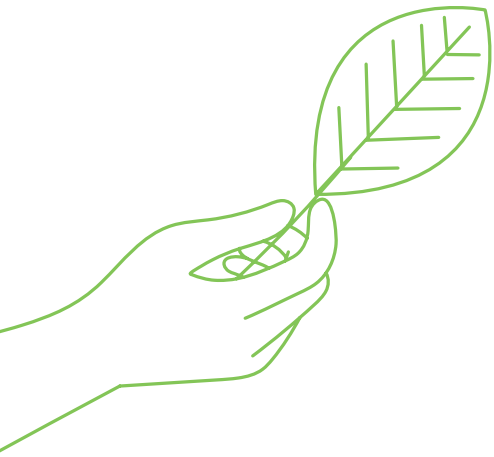
The 2nd Onboarding Day for new recruits was held in 2024. A fun way **to introduce the thirty or so recruits to the Zurflüh-Feller professions** with a team-based photo rally around the company, a fun and relaxed meal and a team-building activity.

To celebrate **International Women's Day 2024**, all employees were invited to take part in a quiz on the subject. For each login, 1 euro was donated to the Belfort Women's and Family Rights Information Centre (CIDFF). Another example: since **Pink October 2022**, a midwife has been coming to the company to run a **breast cancer prevention workshop for female employees**.

## Supporting major causes



# Reducing the **environmental** footprint of our **products and activities**



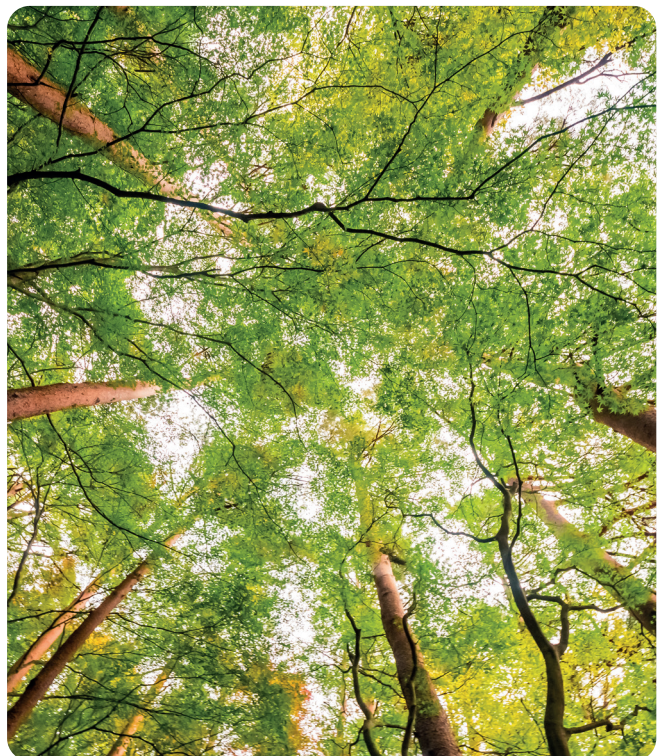
*"Quantifying the environmental footprint of our products is the first step towards eco-design"*

Romain Baldeck, R&D engineer, plastics specialist, responsible for rolling out the eco-design approach

Reducing **the environmental footprint** of products and activities is one of Zurflüh-Feller's CSR commitments.

## **How far have you got?**

Our carbon footprint has provided us with global data for the entire business, **and we want to quantify this footprint product by product.** This is a first step towards eco-design, as it will determine **which products to prioritise in order to improve our carbon footprint and refine our eco-design research priorities.** As an accessory manufacturer, we will be able to provide our customers with all the information they need to draw up Environmental and Health Data Sheets (EHSDS) for their finished products. Currently very few of them ask us for this data, but we have a feeling that it will become more and more common.





## What is your **strategy** for **quantifying the footprint** of your products?

*In 2024, we developed our global methodology.*

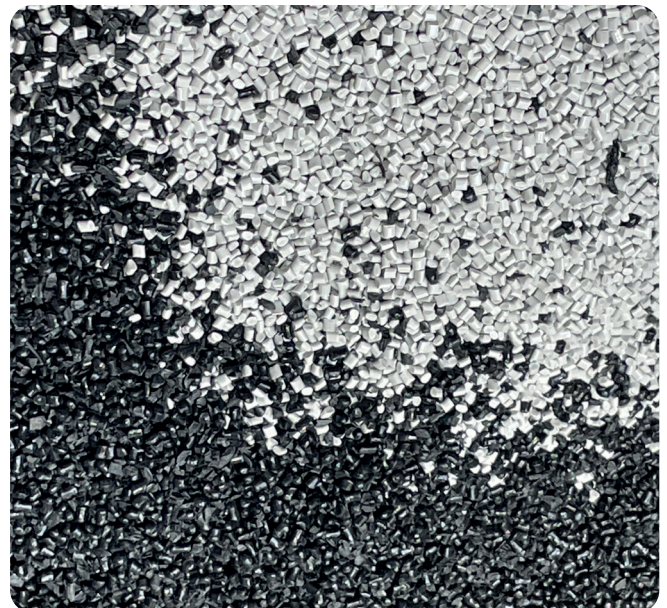
**From 2025, we will be carrying out a life-cycle analysis (LCA) of a pilot product involving all the company's departments:** plastic injection, screw machining, surface treatment, etc. We will be using the **the PEF methodology** (Product Environmental Footprint), which takes **16 impact indicators** into account in the calculation of the LCA. The aim is to use this LCA to design a tool for calculating our environmental impact, adapted to all types of product. Then **we will draw up an eco-design checklist** for each of our new development projects. For each product, this means detailing its nomenclature, the materials used, where they come from, its energy and water consumption up to the end of its life and how it can be given a second life.

What are you doing to find alternatives to **alternatives to plastic**, a material that emits a lot of CO<sub>2</sub>?

**We are looking at solutions using recycled polyamide and bio-sourced materials**, such as polylactic acid (PLA), based on starch, or polyhydroxyalkanoates (PHA), biodegradable polyesters produced naturally by bacterial fermentation of sugars or lipids. **The challenge is both financial** - customers are not prepared to accept significant additional costs - **and technical** - the quality of the plastic and its ability to be coloured must be high. All materials identified as being of interest are sampled by our suppliers, tested in test tubes and on parts. **Note: we already use 25% recycled plastic and almost all the plastic used in our parts is recyclable.**

## **Does eco-design** also concern **existing products**?

**Our efforts are focused on the development of new products**, as this is a way of preparing for the future. But working on our flagship products is not out of the question. What's more, **the structural investments we make**, such as the electrification of our hydraulic equipment, **are helping to reduce the energy consumption** required to manufacture all our products.





# Carbon footprint, the starting point for the decarbonisation policy

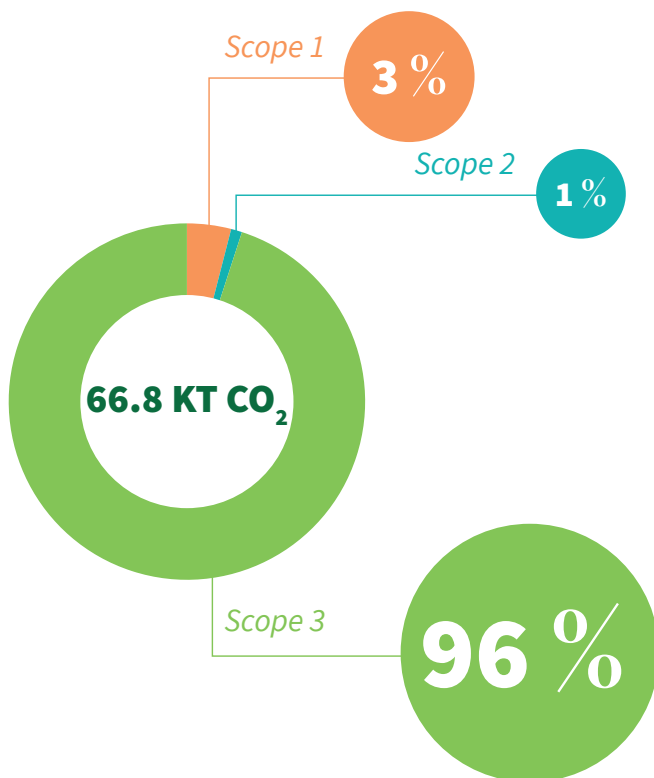
Zurflüh-Feller has carried out **its first carbon footprint** with the help of a specialist consultancy. The study included all **direct and induced activities** by each of the company's sites in France and Germany for the 2022 financial year. This assessment informed a **decarbonisation action plan** for the years 2023 to 2030.

**Emissions: 66.8 kt CO<sub>2</sub>**

**4.5 t CO<sub>2</sub> per tonne of steel/plastic purchased**

**133 t CO<sub>2</sub> per employee**

Zurflüh-Feller's emissions breakdown is typical of a manufacturing company. **The main challenge lies in scope 3, in the composition of products, since raw materials, the first item in the assessment, account for 88% of emissions. The freight used to transport these materials is the second largest source of emissions (3.5%), followed by the energy used to process them on the company's sites (2.6%).**



## THE MAIN AREAS FOR IMPROVEMENT ARE:

- the use of **raw materials with a lower carbon impact**, recycled materials in particular;
- closer links with suppliers** to work on upstream logistics;
- reducing the impact of deliveries**

**Scope 1:** direct emissions from fixed or mobile installations located within the organisational perimeter.

**Scope 2:** indirect emissions associated with the production of electricity, heat or steam imported for the organisation's activities.

**Scope 3:** other emissions indirectly produced by the organisation's activities.



## 100 % LED lighting

Since 2017, all the Group's plants have been equipped with **LED lighting**, the most energy-efficient solution.

## Recovery of heat energy to heat workshops

Two chillers (with an output of 2 x 295 kW) and a 90 kW compressor are connected to a **heat recovery system** which heats a production workshop.



## Encouraging carpooling

Since May 2024, employees at sites based in the Doubs region have had access to the car-sharing application **Karos** for their **journeys between home and work**. This helps reduce single car use and makes a positive contribution to reducing greenhouse gases.

## Electrification of plastic injection machines

**25% of the** of plastic injection moulding machines **have switched from hydraulic to electric power**. Electric presses consume less energy and are more environmentally friendly, while guaranteeing excellent product quality.



## Photovoltaic shading

To reduce the carbon footprint of our energy consumption, a project to install **photovoltaic shading** is being studied for the car park at the Noirefontaine site (the only site eligible because of its exposure). It will enable 250 MWh of electricity to be self-generated to cover the site's current energy needs, with any surplus fed back into the grid.



## A second life for glassine

In 2024, Zurflüh-Feller entered into a **partnership with Soprema for the recovery of glassine**, the "siliconised" paper on which the labels are affixed. 1.8 tonnes of glassine waste per year can be reused in the manufacture of insulation for buildings by a Jura-based company. Glassine sorting, initially implemented by the Logistics and Assembly departments at Noirefontaine, will be rolled out at the Autechaux-Roide site.

**This initiative will add to the list of materials collected for recycling, with sorting already underway for steel, wood, cardboard and plastics.**



## Profilmar reduces its paper use

Based on the observation that 75% of office waste is paper waste, Profilmar carried out a project in 2023 to optimise IT tools in order to reduce paper use. **Result: the company has put an end to paper printing.**



## Increased waste sorting in the Eckermann workshops

In addition to the bins for sorting production waste, **Eckermann's workshops are now equipped with waste sorting bins to collect employees' waste.**



## KUBB by ZF a universal solution to make repairs easier

Zurflüh-Feller has been marketing the **Kit Universel pour Bloc-Baie (Kubb)** in France, making it possible to **repair and modernise the majority of existing bay window roller shutters** without having to change the shutter curtain or guide rails. This standard product saves time and improves efficiency, while making roller shutters easier to repair.





# Developing a responsible ecosystem

**We are introducing internal/external awareness-raising measures and tools** to ensure that business is carried out correctly and to engage our external stakeholders in an ethical and sustainable manner.

## Ethics Charter

In 2024, a working group of the **CSR Steering Committee** drew up an ethics charter. The purpose of this document is to set out the values and principles of Zurflüh-Feller applicable to all the company's stakeholders. This code will be finalised and distributed in spring 2025 and dedicated **training will be given to the employees concerned.**

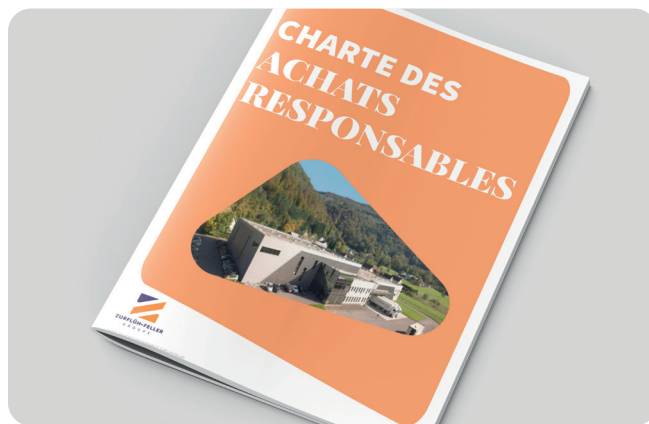
*“This Charter shows our will to build the principles of sustainable development into all our business activities and our partners, and to build a good working relationship with them based on trust.”*

Thierry JEANMART  
CEO

## Responsible Purchasing is everyone's business

Drafted in 2024, the **Group's Responsible Purchasing Charter** defines the principles for ensuring ethical and sustainable business relations with suppliers. Thanks to this text, Zurflüh-Feller aims to **share its commitment to its suppliers and ensure their involvement in sustainable development** through a common reference framework. By adhering to the charter, suppliers agree to comply, on their own behalf and on that of their subcontractors, with the applicable laws and regulations of the countries in which they operate, and to work with the Group to ensure compliance with the principles described in this Charter, and if necessary to take any appropriate corrective action.

The Charter will be rolled out in the first quarter of 2025. **All new suppliers will have to sign it and it will gradually be submitted to existing suppliers.**



# Involved in local life

**We are taking action in our local area** to help young people succeed at school and provide financial support for local charities and associations.

## Raising awareness at high schools and among students

In 2022, Zurflüh-Feller has made a **5-year commitment to participate in the P-Tech mentoring scheme** (*Pathways to Technology*), run by the French Ministry of Education and coordinated by Fondation CGénial. The aim of this support, provided by Zurflüh-Feller employee mentors, is to prepare young people from the first year of high school to the BTS, for careers in plastic injection moulding by giving them the skills they need.

In September 2024, Zurflüh-Feller also signed a 3-year Professional Mentoring Partnership (MAP) with the Lycée Nelson Mandela in Audincourt. As part of this project, the company is working with two students doing a vocational baccalaureate in Production Systems Maintenance.

During Industry Week 2024, the company welcomed a class of 4th graders from Mandeure secondary school. On the programme: a guided tour of the facilities to find out more about the company's businesses and expertise, and employee testimonials.

## Local sponsorship

Zurflüh-Feller is a long-standing partner of the Autechaux-Roide football club and sponsor of the Pont-de-Roide fire brigade, it is also involved in charitable initiatives thanks to the commitment of its teams. In 2024, for example, the company contributed to the Blamont Telethon. Support for programmes to combat poor housing is being considered for 2025, in line with the Group's *raison d'être*.



## Preventing poverty and social exclusion

In May 2024, Zurflüh-Feller signed a sponsorship agreement with the Article 1 association as part of the territorial action grant (DAT) set up by Pays de Montbéliard Agglomération. The DAT is a scheme for mobilising businesses at local level to support projects of general interest aimed at preventing poverty and social exclusion. Under this agreement, Zurflüh-Feller has undertaken to provide financial support for local projects to combat poverty among young people for a period of 3 years. Over this period, 1,890 young people from the region will be supported by the Article 1 association, with the aim of removing self-censorship in career choices, encouraging student success by providing them with moral and methodological support to discover the business world, enabling young people to become aware of the diversity of career options they have, and thereby contributing to better professional integration by developing their cross-disciplinary skills.



# Our goals for 2030



*“This first CSR report gives us the opportunity to describe our CSR strategy, while at the same time highlighting concrete achievements and ambitious projects.*

*It also prepares us for the introduction of non-financial reporting.*

*The whole Group is committed to implementing our CSR roadmap and achieving our objectives by 2030.*

*We will move forward calmly and pragmatically to achieve our goal:  
To offer our customers innovative products and services that meet the long-term safety and performance needs of buildings.*

Thierry JEANMART  
CEO of the ZURFLUH FELLER Group

# Our CSR roadmap

## Our goals

Establishing our **decarbonisation trajectory**.

Deploying the **Life Cycle Analysis (LCA)** of our products to reduce their environmental impact.

Identifying and structuring recycling, recovery and re-use channels to optimise the **our waste management**.

**Preventing occupational risks**, supporting employees and promoting employability to create a safer, more inclusive and fulfilling working environment.

Structuring a responsible value chain through a **Code of Ethics**, a committed purchasing charter and support for initiatives to combat poor housing.





*“In a sector as vital as building closure components, where every product installed contributes to energy performance and user comfort, our commitment to controlling our environmental impact is not only a responsibility, but also a vocation that gives meaning to our business. At Zurflüh-Feller, we believe in the power of collective intelligence: it is this synergy between our know-how and the involvement of each employee that brings innovative and sustainable solutions to life”.*

Marjolaine Ménétré

Director of Human Resources and CSR  
Manager for the Zurflüh-Feller Group,



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[www.zurfluh-feller.fr](http://www.zurfluh-feller.fr)