



# CORPORATE SOCIAL RESPONSIBILITY

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## SUSTAINABLE DEVELOPMENT GOALS

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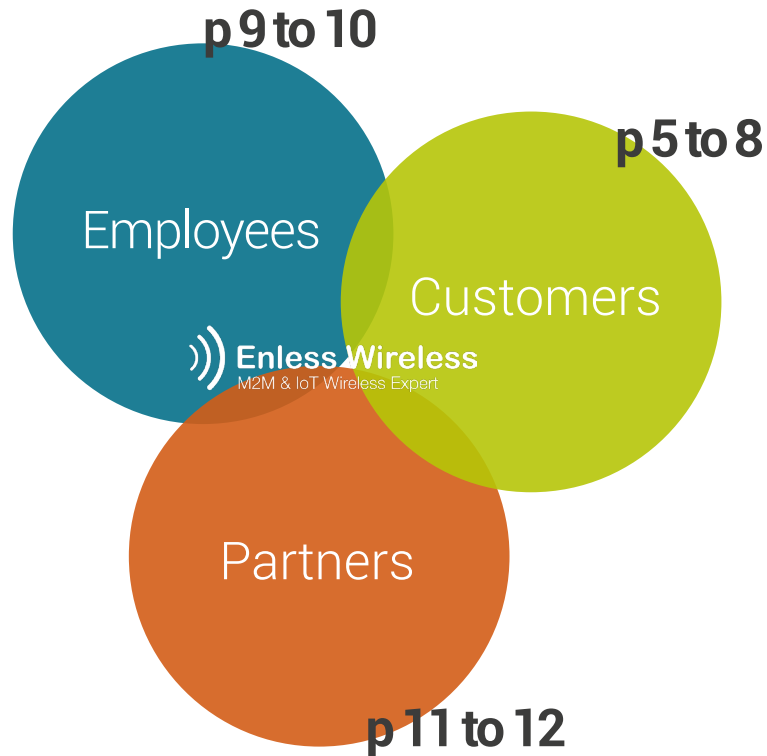


# SUMMARY )))

# EDITORIAL )))

## Enless Wireless p3to4

Commitments



Bruno PETIT  
CEO, Enless Wireless



Energy transition is at the heart of our business. For 10 years, Enless Wireless has been developing wireless transmitters dedicated to improving the energy efficiency of buildings. 150,000 of our sensors have been installed across Europe and our goal is to optimise the resources consumed, reduce the environmental impact and improve the working conditions of the occupants of buildings equipped with our solutions.

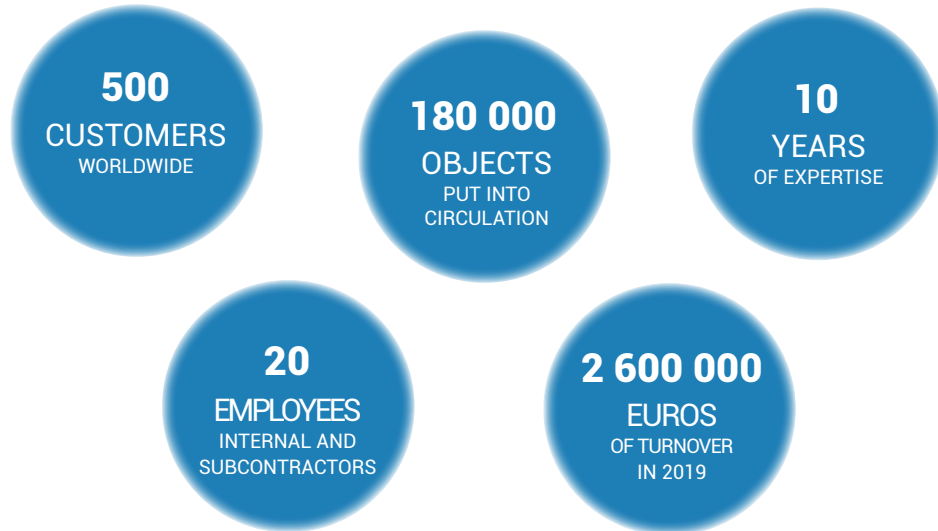
Our energy transition activities rely on strong, local roots which promote the use of regional skills and local employment.

In line with customer expectations and to meet new societal challenges, we are working hard to digitalise our processes, promote and enable teleworking and provide ongoing training for our employees.

We want to ensure that diversity and solidarity are part of the Enless culture and, to that end, our stocks and shipments are entrusted to an employment rehabilitation establishment that employs 100% disabled workers.

**Our development strategy and CSR commitments are closely aligned to Enless Wireless, a pledge of trust for our teams and our customers.**

## KEY DATA )))



With more than **10 years of experience** in the telecommunications field, Enless is recognised as a major manufacturer of M2M and IoT products for monitoring and improving **energy performance in buildings**.

The Enless offer allows you to effectively monitor the energy consumption of your buildings with **Low-Power / Ultra Long Range products** that are quick and easy to install.

Our know-how with wireless technologies such as **Wireless M-Bus, Sigfox** and **LoRa / LoRaWAN** allows us to partner with equipment manufacturers, integrators or operators looking for wireless products and ready-to-use solutions.

We provide a complete product offer for several targeted applications : **temperature monitoring, hygrometry and air quality, meter reading and industrial applications**.

## EXPERTISE )))



Energy efficiency



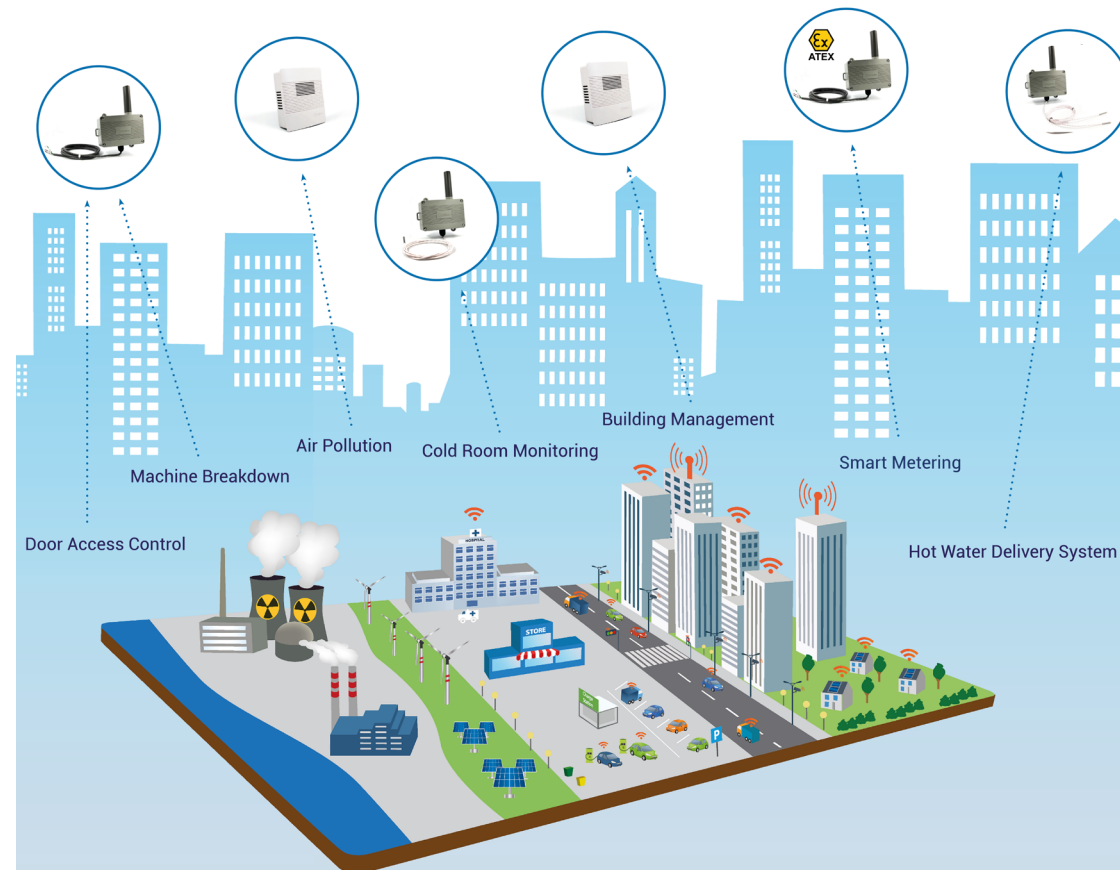
Comfort  
(temperature, humidity, CO<sub>2</sub>)



Smart metering



Industrial applications



# CUSTOMERS )))



**Committing to energy conservation and the fight against climate change**

**Building Satisfaction and the trust of our customers**

## QUALITY OF SERVICE AND CUSTOMER SUPPORT

### ISO 9001 and ATEX certifications



At Enless Wireless, we care about our commitment to quality. **The company has been certified ISO 9001 for seven years.**

This certification demonstrates our ongoing objective of continuous improvement and value creation with our suppliers and customers.

We are one of the few companies of our size to receive this accreditation, attesting to the high level of process quality and organisation systems we have in place. Meeting the needs and expectations of our customers

remains at the heart of our business.

The ISO certification incorporates a systems approach that is characterised by effective process management to ensure set objects are achieved.

Each year, our teams review and analyse changes in the field, identify areas for improvement and create an action plan so we're improving year-on-year.



With the safety of its customers in mind, Enless markets **five references of gas smart metering products certified ATEX** - ATmospheres EXplosives. This ATEX standard also applies to our production processes.

# CUSTOMERS )))

## Continuous improvement and customer satisfaction

The reliability and quality of the products obtained a rating of 4.33/5, to be emphasised with **a very low product return rate: 0.31% over the year 2019.**

### Satisfaction Client 2020



At Enless, we also take pride in ensuring optimised delivery times.

For the past three years, Enless Wireless has been publishing an annual customer satisfaction survey. This survey is part of our long-term approach to continuous improvement.

The results of this survey reveal ever-increasing satisfaction indicators over the past three years.

In 2020, the average overall satisfaction rating was 4.31/5, with **a rating of 4.62/5 for the quality of customer relations** (quality of service, availability of the sales team, ...).

**TECHNILOG** " We particularly appreciate the listening and professionalism of the teams. "

**POWELECTRICS** " Enless has been a high-quality partner for the past four years. We chose to integrate their range of high-power Sigfox transmitters because of the high reliability of the products and their excellent technical support. "

**WIT** " Enless sensors are a real guarantee of reliability for our customers, their range is more than satisfactory. Moreover, they have a very good autonomy and do not require a return on site. "



#### Quality of service

Availability of the sales team (visits, relationship, etc.)  
**Average delivery time in 2019 : 4 days** (<50 units)  
Fast and efficient technical support



#### Client Satisfaction

Average score in 2020 : **4.31/5** \*\*  
**4.62/5 for the quality of the relationship** \*\*  
Rating up over the last 3 years - no rating assigned < 3/5

# CUSTOMERS )))



## ENVIRONMENTAL QUALITY COMMITMENT

### Environmental aim

[ our products at the heart of the energy transition ]



The Enless Wireless product lines aim to provide businesses and communities with solutions to increase their energy efficiency and limit their environmental impact through the energy optimisation of buildings. In addition, they make it possible to improve the comfort of occupants thereby contributing to limiting health problems associated with poor air quality.

Our product lines provide a positive response to the French and European government's environmental and health requirements for air quality monitoring.

Our case studies and feedback from our customers highlight **an average of 25% to 30% of energy savings achieved by municipalities and government institutions.**

These savings allow these organisations to allocate funds to other projects or other purposes to improve the lives of users.



### Equipment of the Carré d'Art in Nîmes, France

The Carré d'Art in Nîmes has been equipped with about forty ambient transmitters of CO<sub>2</sub>, temperature and humidity Wireless M-Bus 169 MHz from Enless Wireless. This monitoring device was designed for the protection of people and artworks. It has also made it possible to achieve 30% energy management savings.





Our internal organisation is also impacted. Enless is committed to a **goal of 100% e-invoicing to reduce its impact on the planet.**

# CUSTOMERS )))

## BUILDING A LONG-TERM AND TRUST-BASED RELATIONSHIP



### Comfort monitoring at the Singapore hospital

Enless collaborated with Engie and the Sigfox operator UnaBiz on the implementation of a monitoring system for temperature and humidity in the different spaces of a hospital in Singapore. In addition to the obvious improvement in patient comfort, it has enabled the rapid detection of abnormalities and their resolution in an optimised time frame.



### DHW systems monitoring at a retirement home in southern France

« The gains of the installation are not limited to the final control of the risk of legionella or the detection of water leaks; the solution achieves energy savings by controlling the temperature of the DHW networks to the exact degree and making it possible to detect boiler failures or power outages. Automation cuts down on labour-intensive and less-precise human maintenance. »  
**David Marchetti, EMC2**

### Security and protection of information



Enless Wireless applies a policy of security and ethical use of information through its general compliance with current GDPR regulations.

Each party in direct connection with the company - and in particular our customers - is subjected to a strict control of its information.

Enless Wireless undertakes **not to store any confidential information that would not be directly useful for the exercise of its activities.** Moreover, after five years, the unused information is destroyed.



**IDEX**  « Enless Wireless products are designed for the field, robust and reliable. »

**GASHOGAR**  « The technical expertise of Enless combined with the wireless [IoT] mode of communication allows us to achieve the objectives of our project. »

**HM SYSTEMES**  « Enless products are reliable, very simple to implement, with impressive radio range. Their team is perfectly attuned to the field. »

# EMPLOYEES )))



## Protecting the health and safety of our employees

### Develop their skills

### Promoting equal opportunities and fighting against discrimination

## MEN AND WOMEN AT THE HEART OF OUR COMPANY

### Diversity

The Enless team is built on the principles of : listening, transparency, respect for others, diversity, solidarity in the implementation of decisions.

We have chosen to entrust our logistics (management of our stocks and our shipments) to a **local employment rehabilitation establishment which employs 100% of disabled workers.**

### Recruitment and equal opportunities

Enless Wireless has implemented a qualitative and ethical recruitment policy, promoting equal treatment of all candidates.

This recruitment policy involves an external specialised firm. Each candidate is evaluated in a similar way according to a fixed and precise specification that includes, among other things, a number of technical and human skills questionnaires.



# EMPLOYEES )))

## Working conditions

In addition to employee annual reviews, we hold weekly team meetings where employees are encourage to share any problems or issues they are facing so that work practices can be adapted or implemented to ensure an appropriate and safe working environment.

Enless also introduced an **annual incentive plan for its employees in late 2019, effective April 2020.**

## Inclusive and supportive organisation

Enless is committed to contributing to the integration of minority or vulnerable populations.

One way this commitment is expressed is by the integration of 100% disabled workers in our logistics teams in Artigues-près-Bordeaux.



## Skills development

Enless has implemented a training policy to develop the individual skills of each employee.

During the employee annual reviews, each employee is invited to express his or her wishes for training.

Initial training sessions were completed at the end of 2019, with several planned for 2020.

## Security of individual employee information

The confidential personal information relating to the company's employees is protected and only made available to the company's CEO, Bruno Petit, via a secure file.



# PARTNERS )))



**Supporting an inclusive and local approach**  
**Engaging in a responsible purchasing policy**  
**Contributing to environmental development**

## VALUE CREATION, RESPONSIBILITY AND SOLIDARITY

### Organisation for a limited carbon footprint



Enless solutions are **MADE IN FRANCE**. We place a special emphasis on providing our customers with optimised, robust, reliable and low-carbon solutions. **Our production and logistics platforms are managed locally** (Bayonne – Artigues-Près-Bordeaux).

In addition to ensuring full control of our processes and our value chain, this local management allows us to limit our carbon footprint, in line with our strong environmental sensitivity.

### Waste management

In support of the European Community Directive 2012/19/EU on waste electrical and electronic equipment, every year we donate a financial contribution to Deutsche Recycling Service GmbH to help offset our environmental impact in the field of electronic waste.



Our internal organization is also impacted. Our employees are encouraged to limit non-essential printing, to sort electronic waste and turn off devices (computers, printers etc.) when they leave the office to help us reduce, reuse and recycle.



# PARTNERS )))

## RESPONSIBLE PURCHASING POLICY



Purchasing is at the heart of our strategy, and is key to Enless' performance and profitability.

## An ethical relationship with our suppliers

We strive to maintain an open dialogue with our suppliers, in order to better understand their offers and prospects for adaptation. The assessment of their social and environmental responsibility is decisive in the final choice of our service providers. Our suppliers are audited and evaluated once a year. We are vigilant in resolving non-compliances identified throughout the year.

## A targeted purchasing policy for more responsible consumption

A powerful lever for sustainable development, our policy aims to purchase products that are more environmentally friendly, supportive and ethical.

## Local associative support and sponsorships



Enless Wireless provides financial support to associations such as the Bergonié Foundation, a cancer centre that operates in the South-West of France and one of the European reference centres for cancer research.



We also support local initiatives. In 2021, Enless will sponsor the Rallye Aïcha des Gazelles through a regional team using 100% electric power.

The «Rallye Aïcha des Gazelles du Maroc» is an all-female, off-road rally which takes place in the deserted parts of southern Morocco. It is also the only off-road rally that is ISO 14001 certified.

# THE ENLESS WIRELESS TEAM STAYS AT YOUR DISPOSAL !



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**Enless Wireless**

M2M & IoT Wireless Expert