

## **Fnac Darty enhanced for its ambitious CSR commitments**

### **Extra-financial rating:**

### **The Group now ranks among the Top 20% worldwide**

**Following the Sustainability Rating conducted by Vigeo Eiris, Fnac Darty is reaping the rewards of its ambitious CSR policy. The Group was rated A2, i.e. a rating of 44/100, up 9 points compared with 2018 and well above the average sector rating of 30/100.**

This performance confirms the environmental, ethical, social and governance commitments of Fnac Darty - as pillars of its Confiance + strategic plan. The Group now stands among the world's top 20% of companies rated by Vigeo Eiris and ranks 11th in its sector worldwide.

Frédérique Giavarini, Director of Human Resources, Corporate Social Responsibility and Governance, declared: *"We are pleased with this highly positive rating for the Group, which reflects our daily efforts made in the various pillars of our CSR policy. In a context of digitalisation of distribution and fierce competition, we have chosen to fervently commit to more responsible commercial practices by relying on the recognised and complementary expertise of the employees in our chains, who constitute the Group's main asset. The acquisition of Nature & Découvertes, recognised for its positioning in favour of ethical and ecological consumption, converges with our commitment to a more circular economy. We have chosen to place our CSR policy at the heart of our commitments – a winning challenge which now enables us to offer our customers an educated choice, while promoting a more virtuous economy and bringing culture within the reach of the greatest number of people."*

Fouad Benseddik, Director of Methods at Vigeo Eiris, declared: *"We assessed the sustainability performance and risks of Fnac Darty, a key player which has high visibility with consumers. We have appraised the Group's ability to control its social and environmental impacts, commit to forward-looking activities, control its risks and integrate key objectives in its operations such as respect for human rights, the valuing of human capital, business ethics, environmental protection and contributing to local development. The publication of the results of this rating advances the dialog of companies like Fnac Darty with their stakeholders"*.

### **The Fnac Darty Group's Mission "together committed to providing an educated choice"**

At a time of hyper-choice, Fnac Darty is committed to guiding and informing its customers to enable them to make an educated choice. This commitment guides every decision within the Group, at every level. It is embodied by an ambitious CSR policy which is based on 25,000 skilled employees and an HR policy focused on talent management.

It is also reflected in transparent information about its products and innovative services. The tests conducted daily by the Labo Fnac, as well as analysis of the after-sales repairs performed by the Group – France's No.1 repairer – have made it possible to launch the first **"Repairability Index"** for laptop computers and smartphones and to publish the **"After-Sales Service Barometer"**.

Finally, the Group relies on a broad territorial network which reinforces access to culture, services and technology, through 815 stores worldwide and 7,000 free cultural events organised each year.

### **Fnac Darty is committed to a more circular economy**

Fnac Darty is the leading repairer in France, with 2.5 million breakdown call-outs and 1.5 million products repairs every year for the past 50 years. The Group is also the biggest collector of WEEE (waste electrical and

# FNAC DARTY

electronic equipment) with over 45,000 tonnes of products collected every year for recycling and re-use, including 12,000 tonnes donated to the non-profit organisation ENVIE for product re-use.

**To promote responsible commerce and sustainable consumption, the Group has launched numerous innovative projects this year to extend products life span and support a circular economy:**

- The “**Darty Sustainable Choice**” selection now guides customers based on sustainability and reliability criteria. This label, implemented in all Darty stores, is based on two criteria: the availability of spare parts for at least 10 years and the product’s low breakdown rate within its price category (39 products selected in 22 categories of large domestic appliances) ;
- Darty also launched the first subscription-based assistance and repair service – **Darty Max** – which covers all of large domestic appliances at home. This further confirms that repair and the circular economy are at the heart of the Group’s concerns and business model.

To find out more about the CSR strategy and initiatives launched by the Group,  
read our [2018-2019 CSR Report](#).

## About Fnac Darty

Operating in twelve countries, Fnac Darty is a European leader in the retail of cultural and leisure goods, consumer electronics and household appliances.. The Group counts 25,000 employees and, as of the end of September 2019, has a multi-format network of 815 stores, including 594 in France. Fnac Darty is France’s second e-commerce retailer in terms of traffic (near 20 million aggregated unique visitors per month) with its two retail sites, [fnac.com](#) and [darty.com](#). A leading omnichannel player, Fnac Darty’s revenue was €7.5 billion in 2018.

## About Vigeo Eiris

Vigeo Eiris, an extra-financial rating agency, assesses and analyses the sustainability risks and performance of companies according to over 330 indicators. These company-requested analyses focus on three complementary areas: the impact of a company’s products, services and behaviour on sustainability and its capacity to invest to prepare for the future; the risks that may affect the company’s strategic assets (reputation, human capital cohesion, operational efficiency and legal security) and their identification, monitoring and mitigation system; the management of social responsibility factors (human rights, HR policy, environment, business ethics, governance and societal commitment).

## CONTACTS

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