

SUSTAINABILITY

REPORT 2020



Sofap
Do it smarter



WE WANT TO SERVE
PEOPLE AND COMMUNITIES
IN MAKING OUR ISLAND A
MORE BEAUTIFUL AND PLEASANT
PLACE TO LIVE FOR ALL

FOREWORD



At Sofap we firmly believe that businesses must be able to strike the right balance between Profit, People, and Planet. Businesses have an important role to play, and can be powerful engines, in ensuring that we build a better world, a world where development is not done at the expense of our environment and people. We owe it to the future generations that we manage our business in a responsible way and that we contribute to the protection of the environment and the well-being of society at large. With this in mind, we have engaged in several initiatives to achieve the SDGs (Sustainable Development Goals) which we have chosen as our main targets. We have set ourselves this ambitious goal of becoming a Zero-Waste company by 2023 and I am glad that thanks to the dedication and commitment of our employees we have made significant progress towards achieving that goal. I take this opportunity to thank all of you who have put a lot of effort and creativity in taking us forward on the sustainability route.

ERIC ADAM | MANAGING DIRECTOR

A stylized, handwritten signature in black ink, consisting of a large, sweeping loop followed by a shorter, more defined stroke.

OUR INITIATIVES 2020



For 2020, we remained focus on our strategic objective of becoming a zero-waste company by 2023. In doing so, we shall progress on promoting sustainability and the circular economy by building on our network of up-cyclers around the Sofap Ecohub. Launched just before the 2020 lockdown, the Sofap Ecohub has seen numerous up-cyclers selling their produce on this platform. This year, we will add more workshops and presentations on upcycling and environment protection targeting students.

Though we do monitor electricity and water consumption, this year, we will set ourselves some measurable targets and will strive to meet them.

Collaboration with international organisations enabled us to identify some of our practices that were already up to international standards but not mentioned in our policies. This year, we will update these accordingly.

To promote a better work environment, the factory colour scheme will be revamped.

I hope you enjoy reading about our progress in our latest report and if you have any questions or suggestions please feel free to contact me.

OLIVIER CONSTANTIN | OPERATIONS DIRECTOR

CREDENTIALS & CERTIFICATIONS



ISO 9001:2015, ISO 14001: 2015

Since 1995 Sofap has been certified ISO 9001 for its Quality Management System in line with its commitment to deliver quality in everything it does. In 2010, Sofap also obtained the ISO 14001 certification for Environmental Management as it fully integrated the protection of the environment as a key element in the management of its activities. The maintenance of these two international management standards lay the foundations for a structured and rigorous approach to the management of quality and environment protection.

MS189 – ECOLABEL

Obtained for Xtreme White, Matt Emulsion and Softfeel



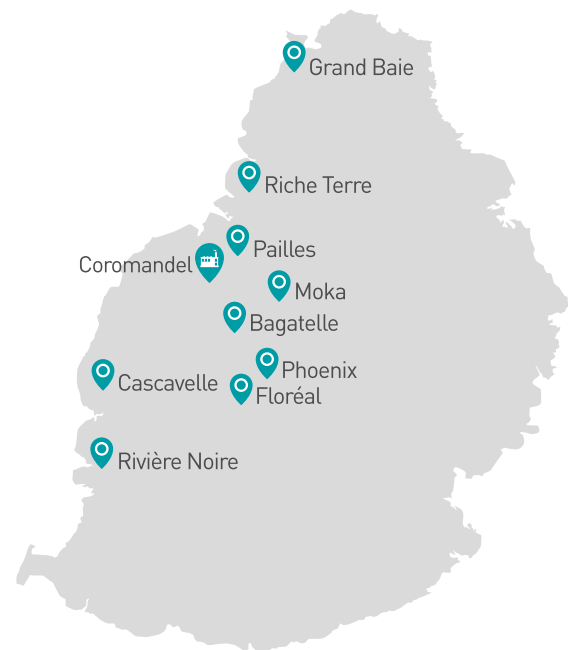
WHO WE ARE



OVER
220
EMPLOYEES

Sofap | INSPIRATIONS
STORE

Sofap was incorporated in 1988 and was then an importer and distributor of Permoglaze paint. Since then, we have grown to become a major player in the local paint market by manufacturing Permoglaze and by representing some other reputed brands. We also lead the market of tile adhesive with the Permofix brand. Today, we deliver to over 600 hardware stores while operating 9 inspirations outlet with over 220 employees.



WHO WE ARE

Sofap manufactures and markets the highly recognised and trusted PERMOGLAZE paint brand under license from Crown Paints UK. The Mauritian paint specialist also manufactures a range of textured coatings under the Tribe brand, as well as its own brand of tile adhesive, Permofix.



PERMOGLAZE

Sofap produces and distributes Permoglaze paints, under the license of Crown Paints UK. Within the Permoglaze range, there are decorative and protective paints, for both interiors and exteriors, wood varnishes, automotive paints, floor paints, surface preparations as well as speciality products.



TRIBE

The Tribe range of textured coatings have been created to bring a new dimension to interior decoration. Manufactured and distributed by Sofap, each of the products in the textured range have been inspired by the essence of Africa. These water-based, low VOC products offer intrigue, diversity and interest to surfaces.



PERMOFIX

Leader in Mauritius in the tile adhesive sector, Permofix is recommended for application on interior and exterior walls and floors. It is suitable for laying ceramic tiles, mosaics, slates and cement tiles. It is also a very good primer for walls and ceilings.

Sofap is also a distributor of well known international brands:



RUST-OLEUM

Rust-Oleum, is a "Do it yourself" aerosol range, easy to apply on various surfaces; cement, plastic, wood, plaster, metal, fabric and other. Whilst serving different functions; such as protection against weather conditions and rust.



ATLAS

Atlas provides you with a range of paint brushes, rollers and tools for the preparation and finishing of surfaces



GENERAL PAINT

One of the fastest growing producers of car paints and accessories for the refinsh industry, available in more than 70 countries across the globe.



MARMORAN

Marmoran, one of the leaders in customised Wall Coatings Systems. The range includes a combination of resin bonded plasters and aggregates that provide a wide variety of interior and exterior textured decorative coatings, as well as an extensive assortment of acrylic paints and elastometric coatings, amongst other. The products can be applied over many different substrates, as well as new and innovative wall coating systems.



NOVA

Nova Wood coatings is a range of products to protect and enhance the natural beauty of wood, from weather protection and staining for both interior and exterior.



COLORTEK

Reliability, know-how, innovation, added-value and safety are attributes of the Colortek brand, for creative walls & floor coatings.



125

EYE TESTS

HEALTH AND SAFETY

In 2020, we reported 5 minor injury cases which lead to 50 days of absence from work whereas in 2018 (baseline year), these figures amounted to 8 cases and 30 days, respectively. If the number of cases reduced by 37%, unfortunately, absences related to injuries increased by 66%.

We believe that a well-managed health and wellbeing programme is integral to the success of any business. Our People make our DNA, and we support our colleagues by

providing activities to promote wellbeing.

In the second quarter of 2020, Sofap organised a complete eye test on our premises for employees who wished to be examined. Our head office organised listening sessions for those who felt depressed to help them going through the stressful Covid period.



TRAINING AND EMPOWERMENT



+ 26%
INCREASE
IN TRAINING
HOURS

The number of training hours increased from 887 hours in 2019 to 1201 hours in 2020 representing an increase of 26%. Since we introduced new brands to our distribution portfolio, more product knowledge-based training was organised.

During 2020, the 'Comité d'entreprise' met on 2 occasions. This is a team of 10 operatives who meet the Managing Director and the HR Manager to discuss matters related to the work environ-

ment. No direct line managers are present at this meeting to ensure that there is no bias.

In 2020, the work of Innovation and Quality Circles was seriously impeded by the lock down and the increase load of work that followed. Though the final presentation will be held early in the second quarter 2021, teams came up with great ideas to reduce various waste, paper usage and increase our service level through upgrading of knowledge and skills.

LEAF PROGRAM

Children of 9 nine employees benefitted from the LEAF program in 2020. This scheme is about financing books and exam fees for secondary students. Any employees whose family revenues are below a predetermined ceiling can register for this program.

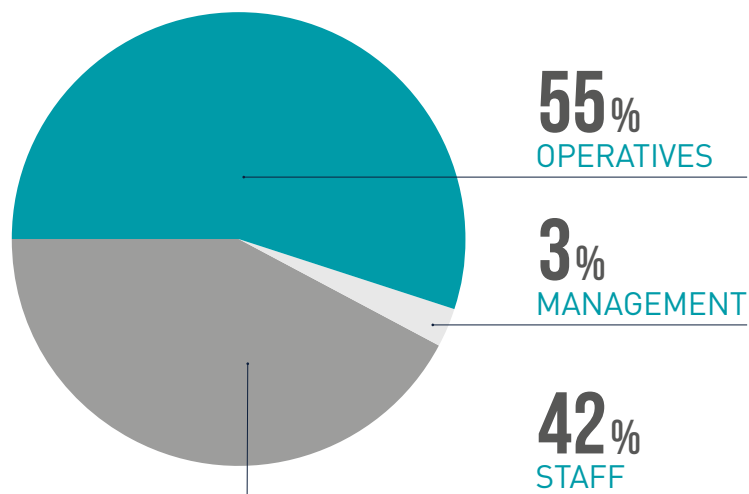


36 % WOMEN IN DECISION MAKING POSITIONS

WORKFORCE

Sofap operates with a workforce of 220 employees of which 20% are women. Women are present at 36% in decision making positions whereas in the operative segment, the level is of 3%. This can be explained by the nature of the work at operative level which is quite physical in nature

Employee Distribution Chart



Level	Women	Men	% Women
Board of Directors	2	5	29%
Management	3	4	43%
Staff	40	56	42%
Operatives	4	124	3%
Total	47	184	20%

ENVIRONMENT



WASTE AND FACILITIES MANAGEMENT



50%
REDUCTION IN
SOLID WASTE
PER LITRE
MANUFACTURED
(2018 BASELINE)



Sofap has communicated widely on a zero-waste objective by 2023. We operate within the widely recognised waste hierarchy, Refuse, Reduce, Rethink, Reuse, Repair and Recycle to better previous performances. This objective is bold considering that there are no adequate recycling facilities for industries in Mauritius.

Key to managing our waste is the setting up of a waste catalogue, segregation and despatching to recyclers/ up-cyclers. These fundamentals were used when organising our recycling network which consisted of 49 artisan up-cyclers, 7 professional recyclers, 8 NGOs as well as having 37 employees taking the Sofap wastes to be used for various purposes. A few NGOs who are into empowering of the poor communities have taken some of our wastes to help people who need furniture in their home or who want raised bed gardening using drums.

38%
REDUCTION IN PAINT
SLUDGE PER LITRE
MANUFACTURED
(2018 BASELINE)

Moreover, as stated previously, our innovation and Quality Circles came up with some improvement ideas to refuse and reduce some of our common waste such as plastic shrink wraps.

Applying those principles, we have been able to reduce our waste to landfill and the amount of paint sludge pumped per litre of paint produced by 50% and 38% respectively when compared to 2018 our baseline year. We have

good hope for reducing further the solid waste as we found a recycler for our Polypropylene bags late in 2020.

Beyond recycling our own waste, Sofap encourages its employees to adopt a zero-waste lifestyle at home through talks organised internally. Employees are encouraged to bring the following type of waste from home to be recycled: Paper, carton, batteries, used pens and PET.



WATER

Water consumption is inherent to the production of paint as it is considered as a raw material. As such, reducing the overall consumption of water year on year is utopic. However, water used to wash production casters can be managed. By using tools such as high-pressure water cleaners, we have been able to reduce water consumption by 12% for a comparable production volume as compared to 2018, the baseline year. We are also signatory of the WASH pledge and hence ensure that our employees have adequate access to safe water and sanitation beyond the required legal aspect.

12%
REDUCTION IN WATER
CONSUMPTION IN
WASHBAY PER LITRE
MANUFACTURED
(2018 BASELINE)



16%
REDUCTION IN
ELECTRICITY
PER LITRE
MANUFACTURED
(2019 BASELINE)

ELECTRICITY

In 2020, Mauritius was locked down for about 2 months. During that period, Sofap was able to operate on very limited basis. Obviously, not operating had a positive effect on total electricity consumption. However, by comparing electricity to the total production volume, we notice a drop of 16% in electricity consumption. The lockdown was mostly responsible for this drop but the no air condition policy after the lockdown period helped considerably. During the month of July and August, this policy enabled a reduction of 11% as compared the 2019.



SEED BANK AND PLANT AT HOME PROJECT

As a way of initiating the employees to gardening, a seed bank was set up where employees have been exchanging seeds as well as plants. Informative videos were done with the participation of the staff on how to save seeds and to understand the importance of doing companion planting. A follow up is carried out to see if this project is successful in terms of vegetable production. Around 10% of our staff were present for the seed and plant exchange.



PRODUCTS

We have launched two new products since the last sustainability report. Both products showcase the research and creativity of our teams.



PERMOGLAZE ANTI-BACTERIAL

PermoGlaze Anti-Bacterial is a low odour ecological water-based paint, offering resistance against bacteria. Complying to the Japanese Standard, JIS Z2801. PermoGlaze Anti-Bacterial is especially adapted for areas that require a particularly hygienic environment such as hospitals, schools, kitchens, hotels, and restaurants. This Ultra-Low VOC paint is extremely washable and has excellent coverage.



PERMOGLAZE TOUGH GUARD

PermoGlaze Tough Guard, is a highly resistant and durable water-based emulsion, offering excellent adhesion to all types of surfaces, concrete, cement plaster, PVC, wood, and metal substrates. It dries out to a silky finish and is extremely washable.

COMMUNITY



ECOHUB



30 ARTISANS/UPCYCLERS CAME AT LEAST ONCE TO SELL AT THE ECOHUB IN 2020

As previously stated, in 2020, we launched the Sofap Ecohub which is a network of up-cyclers that use our premises to sell their products. Three months of lockdown during its early days made the start far from easy. Fortunately, with a determined network of artisans up-cyclers and NGOs, we were able to conduct workshops and provide a platform for about 30 small entrepreneurs in the upcycling business to sell their products and helped them in being more visible on social networks.



KOMIKO

Aware of the importance of supporting local artists and culture, Sofap is an official sponsor to the Komiko group of artists since several years. This year again, we have renewed our monthly contribution to them.



ÉCOLE DES PEINTRES

Unfortunately, due to the lockdown related to Covid 19 and the sanitary protocols that followed, we could not organise any sessions during the year 2020. We hope that we will be in a better position to resume these training sessions in 2021.





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