



SUN EUROPEAN

PARTNERS, LLP

accelerating value through operational excellence



ESG MATTERS



ESIM was awarded the **EcoVadis ESG “Gold” level**, meaning ESIM received an overall score **in the top 5%** of the companies assessed by EcoVadis.

ESIM

ESIM is a leading European specialty chemical manufacturer and crop protection contract manufacture organization (“CMO”).

ESG ACTIVITY

ESIM has an ESG score of 92%, based on a 2017 independent valuation from INDEFI (an ESG strategy advisor) – the valuation included an assessment on 14 sets of ESG criteria (i.e. governance, human capital, environment and external stakeholders). Highlighted by this survey, ESIM continues to outperform its peers in human capital, specifically ESIM’s leading efforts in health & safety and diversity.

HEALTH & SAFETY

ESIM received the highest score in the INDEFI assessment in health & safety, which is critical given the nature and risk associated with chemicals production. Since 2014, ESIM has implemented a handful of health & safety initiatives: including (i) “Lifesaving Rules” – aimed at reducing the number of workplace accidents; (ii) a health and security policy; (iii) weekly updates on health and security; (iv) comprehensive training programs covering topics such as occupational hazards; slip and fall; and real-life incidents; (v) hiring a certified safety expert; and (vi) workplace KPIs.



As a result of these initiatives, the number of worker related accidents (per OSHA definition) decreased by 60% (from five to two incidents from 2015-2018).

DIVERSITY

Diversity is an area ESIM is focused on improving; globally there is a higher proportion of males employed in the chemicals sector, than females. In 2016, ESIM focused on increasing the number of female employees at ESIM. As of 2018, ESIM employed 72 female employees (15% of the work force), a 95% increase from 2015; in addition, six females are in management positions.

Dreams

DREAMS

Dreams is the #1 UK bed and mattress retailer operating ~198 stores, an online platform and manufacturing facility.

ESG ACTIVITY

Customer service is key to the success of Dreams' business model. In 2014, Dreams' team implemented "Pillow Talk", as a way to engage directly with their customers, and receive real-time feedback on their in-store and delivery customer experiences. "Pillow Talk" collects both quantitative and qualitative analysis through online surveys; to date Dreams has received over 530,000 survey responses. The results are communicated weekly to Dreams' executive team and assessed by an outside consultant, SMG, to provide actionable feedback for the stores and distribution teams.

Since the implementation of "Pillow Talk", overall customer satisfaction has increased by ~20%, from 74% in 2014 to 88% in 2018. Through "Pillow Talk", Dreams has found that simple but important actions can serve to heighten the client experience. Dreams offers the "GDP" service experience which consists of: greeting the customers ("G"), offering them a drink ("D"), and offering them a pillow ("P"). Ultimately this service results in an exceptional client experience. In addition, Dreams has assessed that their "GDP" service experience drives an increase in customer spend. On average, customers spend an additional ~£500 if they are offered the three service basics of "GDP".



"...I felt like royalty, from being made a coffee, to the Dreams specialist walking around with a pillow so I could try the beds in comfort. The Dreams specialist even made me a second drink as my first one got cold as I got carried away trying mattresses..."

Dreams customer





AMES

Ames is the nation's leading provider of automatic taping and finishing ("ATF") tools, supplies and training to the professional drywall finishing industry.

ESG ACTIVITY

Ames has demonstrated that small changes in day-to-day ESG practices can have a large positive impact on the bottom line of a company.

Highlighted below are a few of Ames' ESG initiatives:

- Replaced cardboard containers, which are used to ship tools, with reusable recycled plastic shipping totes
- Implemented automatic motion sensor lights in their factory and warehouse
- Switched from using large transit vans for their on-site field specialists to smaller more fuel efficient vans

Ames remains thoughtful about ESG implementation; they find practical solutions which improve both the quality and profitability of their business.

"ESG and continuous improvement go hand in hand at AMES. Improvements, no matter how small, can add up to make a big difference."

Fred J. Daniels, III, President and CEO, Ames

