Editorial

Our purpose, a self-evidence

With all of its unforeseen events, concerns and questions about our health and the environment, 2020 showed us just how justified, necessary and visionary ecosystem’s purpose is, in order to build the conditions for a sustainable and virtuous model.

Our purpose takes its roots from what characterises ecosystem since its creation, that of a high environmental-value model, that constitutes the basis of our future, mission-based company status. We owe this strong legacy to Christian Brabant, who, for 15 years was a major, exemplary and ambitious architect of the French recycling industry. His vision, perseverance and management allowed ecosystem to be one of the most effective take-back scheme operators in Europe. On behalf of all the ecosystem team, I would like to take this opportunity to thank him for the remarkable work he accomplished.

Alain Grimm-Hecker, Chairman

Necessary acceleration

With the world pandemic, the French Law Against Waste and for the Circular Economy (AGEC) which redefines our playing field, and the exceptional flooding and storms in several regions, 2020 was an exceptional year in many ways and has seen us enter into an intensive acceleration process. With the acceleration to find answers to the climate crisis, the intensified collection of electrical appliances, and the extensive drive to change the French population’s habits in order to prolong their equipment’s service life: 2020 has set the rhythm for the coming years.

Our proactiveness, our capacity to rally and to support partners and the responsiveness of our teams will allow us to respond to the numerous challenges set by 2020. I am convinced that it is thanks to these same factors that we will succeed in setting a steady pace to fulfill the very ambitious challenges that our next authority approval period sets us. So off we go!

Nathalie Yserd, CEO

“Extensive drive to change the French population’s habits in order to prolong their equipment’s service life.”
2020, a very special year

Exceptional funding for SSE stakeholders in the face of the effects of Covid-19

2020 was particularly difficult for SSE stakeholders, the economic model of which, essentially based on the sale of renovated products or appliances, came to a complete standstill for three months. After a call for donations made in May 2020 by Emmaüs, ecosystem decided to provide financial support to the Emmaüs and Envie groups, substantially affected by the health crisis. Based on the funding received from March to May 2019, we thereby funded the loss in earnings of nearly €500,000 for the 180 entities concerned. This exceptional donation, paid between 10 October and 15 December 2020, provided financial relief for those benefitting from it, enabling them to gradually resume their activities.

At the service of our local partners ecosystem demonstrated its support to all its long-standing partners by ensuring seamless continuity in the collection of WEEE following the significant impact by health restrictions on logistics and the duty of retailers to carry out take-back operations regarding electrical appliances.

To accompany our partners in re-starting their activities, a telephone canvassing mission was organised in order to list the needs and concerns of our partners. An effective return to local visits was possible at the end of May 2020, whilst strictly adhering to the health protocols required by the retail stores and each region’s policy.

In addition, Regional Managers showed that they were successfully able to adapt to unprecedented circumstances and provided practical solutions, suitable for the different emergency situations encountered.

This was the case in September 2020 following flooding in Brittany and storms in the Alpes-Maritimes region. We triggered our ‘post natural disaster’ measures for managing UEEE that provide comprehensive operational support to the local authorities and partners concerned, in total cooperation with the local authorities involved.

Collection performances in the French Overseas

We continued to develop the assistance we provide to all our overseas territory partners. Two unparalleled collection operations took place overseas in October 2020. In the Kau marshes, in the middle of the national nature reserve in French Guiana, 3.8 tonnes of household WEEE were collected during 4 rounds in a canoe and two trucks, whilst in the Reunion, in the Cirque de Mafate, 100 big-bags containing 7.5 tonnes of household WEE were transported by helicopter. Concerning Mayotte, collection operations were implemented and within a few hours managed to successfully collect an average of 2.4 tonnes of equipment brought by residents; one of the highest rates achieved since the start of collection operations in France in 2014.
Lamp and household WEEE collection was inevitably disrupted by the health crisis, which forced local authorities, in particular, to close municipal recycling facilities to the general public for several weeks. Nevertheless, the efforts made by our partners, our teams and our service providers allowed for more than 625,000 tonnes of electric and electronic equipment and nearly 4,900 tonnes of lamps, to be collected.

### Tonnes collected

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOUSEHOLD WEEE</td>
<td>598,707</td>
<td>583,489</td>
</tr>
<tr>
<td>PROFESSIONAL DEEE</td>
<td>39,455</td>
<td>44,414</td>
</tr>
<tr>
<td>LAMPS</td>
<td>5,176</td>
<td>4,832</td>
</tr>
<tr>
<td>SMALL FIRE EXTINGUISHERS</td>
<td>257</td>
<td>281</td>
</tr>
</tbody>
</table>

### Number of units collected

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOUSEHOLD WEEE</td>
<td>82,933,301</td>
<td>82,706,600</td>
</tr>
<tr>
<td>LAMPS</td>
<td>58,277,662</td>
<td>56,518,662</td>
</tr>
<tr>
<td>SMALL FIRE EXTINGUISHERS</td>
<td>97,617</td>
<td>118,210</td>
</tr>
</tbody>
</table>
The development of collection activities

Waste recovered from the construction industry via DÉMOCLES

Co-financed by ecosystem and the ADEME, its purpose is to improve the prevention and management of non-structural construction waste from major refurbishment and demolition sites. It unites a large number of partners around one goal: that of recovering/recycling non-structural construction waste in a circular economy approach. **On 12 March 2020 the “great DEMOCLES event” provided the opportunity to launch the “50 Exemplary Project Owners” Call for Projects and to announce the launch of a major construction waste tracking project: EMAT.**

"Je donne mon téléphone.fr" (I give away my phone), an innovative collection solution.

The “jedonnemontelephone.fr” website is a free and tracked solution that allows concrete action to be taken to prolong the service life of old devices. Using a pre-paid envelope, users simply send their used mobile telephones via the post. The mobile telephones collected are then sorted, repaired and resold at a socially affordable price or recycled if they cannot be repaired. **Since March 2020, more than 50,000 telephones have been collected thanks to this solution.**
112 industrial centres specialised in treating the entire country’s various streams in partnership with ecosystem.

Recycling and recovery rates

A national industrial tool
Assisting producers

ecosystem provides assistance to its producers, the number of active contracts of which has risen by 2% compared to last year. ecosystem thanks them for the trust shown in us and for their involvement alongside us to promote a demanding and ambitious recycling model.
Each producer member can login to their own online account at: https://pro.ecosystem.eco/

MORE THAN 4 700 MEMBERSHIP CONTRACTS

<table>
<thead>
<tr>
<th>Category</th>
<th>Household EEE(1)</th>
<th>Professional EEE</th>
<th>Lamps</th>
<th>SFE(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract</td>
<td>2,136</td>
<td>1,765</td>
<td>779</td>
<td>25</td>
</tr>
</tbody>
</table>

MORE THAN 273 MILLIONS EUROS NET COLLECTED IN ECO-FEES

<table>
<thead>
<tr>
<th>Category</th>
<th>Household EEE(1)</th>
<th>Professional EEE</th>
<th>Lamps</th>
<th>SFE(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>236,373,867 €</td>
<td>12,281,769 €</td>
<td>23,784,860 €</td>
<td>1,052,103 €</td>
</tr>
</tbody>
</table>

MORE THAN 1.4 MILLION TONNES PLACED ONTO THE MARKET

<table>
<thead>
<tr>
<th>Category</th>
<th>Household EEE(1)</th>
<th>Professional EEE</th>
<th>Lamps</th>
<th>SFE(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tonnage</td>
<td>1,302 Ktonnes</td>
<td>172 Ktonnes</td>
<td>9,131 tonnes</td>
<td>1,401 tonnes</td>
</tr>
</tbody>
</table>

(1) Electric and electronic equipment (2) Small fire extinguishers

Assisting producers in their eco-design activities

Throughout the pandemic ecosystem never ceased to provide assistance to its producer members. Day-long events with meetings and discussions continued to be organised related to the recycling of small household appliances, electronic circuit boards and the reintegation of strategic metals. We also established a LCI (Life Cycle Inventory) database. This models the environmental impact for the production of 3 types of plastic resulting from the recycling of WEEE and enables its users to promote the environmental benefits in using these materials as opposed to raw materials. Eco-design workshops were also set up with the Mines ParisTech School to exchange on best practices in the circular economy with multidisciplinary input.
Environmental review

ecosystem assesses the environmental footprint of each stage in the recycling chain (collection, depo-
lution, treatment, etc.). Areas where action can be taken can thereby be identified so that the environ-
mental benefits of recycling can continue to grow.

For more details on the environment review:
https://www.ecosystem.eco/fr/article/bilan-environnemental

Fighting against the depletion of natural resources

The recycling of appliances and lamps plays an important role in limiting mineral resource depletion (metals, precious metals, rare earth metals, etc.) and fossil fuels (oil, coal, gas). Collection enabled the following savings to be made:

- 3.6 million tonnes of raw materials to be saved, i.e. the equivalent of mineral resources required to produce 9 million items of IT equipment.
- 1.6 billion kWh, i.e. the equivalent of the energy consumption of 346,000 persons in France for a year's worth of heating.

Fighting against global warming

The depollution and recycling of electric and electronic equipment and lamps play a major role in envi-
ronmental protection. Collection operations enabled:

- The emission of 483,000 tonnes of CO₂ to be avoided, i.e. the equivalent of 4.3 billion km travelled by car.
- The equivalent of 1.3 million tonnes of CO₂ to be removed, i.e. the quantity of CO₂ absorbed by 112 million trees over a year.

Fighting against other forms of pollution (other environmental indicators)

Without depollution and recycling, polluting gases would have been released into the atmosphere and virgin materials would have been produced. Collection operations enabled:

- The equivalent 219,520 kg tonnes of gas to be removed, responsible for the depletion of the ozone layer (CFC-11 equivalent).
- The emission of molecules responsible for ozone pollution peaks to be avoided, equivalent to those released by 3.7 million cars per year.
- The emission of molecules which would have generated the equivalent of one year's worth of acid rain on a surface area of 553,8 millions m² to be avoided.

For further information go to: https://www.ecosystem.eco/fr/article/recycler-proteger
Committing to the Social and Solidarity Economy (SSE)

The Emmaüs France network redeployes electrical and electronic equipment coming from private individuals. The Envie network enables large household appliances collected by retailers to be reused. In 2020, almost 597,259 appliances were thus recovered or reused after repair.

583,489 tonnes of WEEE collected

Donations to the social and solidarity economy (Emmaüs)

17,157 tonnes

123,955 tonnes by retailers

303,917 tonnes by local authorities (municipal recycling facilities)

138,460 tonnes Through new channels

25,059 tonnes For the SSE (Envie)

34,706 tonnes Sorting appliances

Non reusable/re-deployable appliances

Recycling by service-providers under contract with ecosystem

Emmaüs France

4,072 tonnes reemployed

520,257 appliances (excluding telephones)

Envie

3,438 tonnes reused

77,002 appliances (excluding telephones)

7000 people employed, 49% of whom are re-entering the labour market.

In 2020, 850 tonnes of professional equipment were exported for reuse of which 132 tonnes by two NGOs (donation of medical equipment).

1) Waste management operators and those having waste (Energy Transition Law) and solidarity district collection rounds.

2) Transformation in numbers of appliances according to 2019 sampling (average weight per type of appliance).
Offering hospital beds a second lease of life
In 2020, nearly 850 tonnes of used professional equipment exported for redeployment were voluntarily declared by ecosystem partners. The export of donated medical equipment for reuse by partner NGOs exclusively concerns electric hospital beds. Thanks to a partnership between ecosystem, Hillrom, Valdelia and the NGO Horizons Sahel, 100 hospital beds from the hospital in Blois were exported to Dakar in October 2020. 50 other beds that could not be reused were transferred to a treatment centre.

However, in order for the redeployment-for-export process to be comprehensive, maintenance operations locally must be provided and the end-of-service-life of this exported used equipment must be properly managed. Therefore, ecosystem is helping Horizon Sahel to develop a resource centre specifically focused on medical equipment maintenance training, and is providing technical assistance to the NGO for the implementation of a local solution for managing the end-of-service life of the medical equipment that it exports.
Communications

Deployment of the ecosystem brand
At the beginning of 2020, we finished the deployment of our new identity at all partner stores and municipal recycling facilities by redecorating the collection units and shelters with the brand’s new colours. This was carried out so that the French population links the awareness-raising campaigns in the media to the collection solutions used in daily life.

Award-winning awareness-raising campaigns
All of the general public awareness-raising campaigns created for the launch of ecosystem’s new corporate identity won awards at the “Communication Strategy Awards” Festival. We received no less than 7 awards:

- The film, “Our story” received the Company Communication Strategy Grand Prize, the highest distinction possible. It was also awarded Gold in the Company Communication/Brand Company and Responsible Communication categories.
- The TV film “Bulbs” was also awarded Gold in the Responsible Communication category.
- The combination of a TV campaign and local relay on bulbs also received two Prix Effie, Silver and Bronze awards.

ecosystem, a responsible Tour de France partner
In order to rally the French population in donating, repairing and recycling objects, ecosystem teamed up for the first time ever in 2020 with the very popular Tour de France race. At this event, a major used smartphone collection operation enabled 3,500 reconditioned telephones to be given to 43 local associations during the 28th official ceremony on the Tour de France podium. This large-scale operation generated more than 300 press articles.
The ecosystem Challenge: raising the awareness of young people about recycling and solidarity

For the eighth consecutive year, primary school children and the first year of secondary school students were able to participate in “The Challenge”, our free educational project to raise awareness in recycling. This is based on a solidarity mechanism, in partnership with the NGO, Electricians without Frontiers: for every 1000 challenges validated, a mission is funded in order to provide electricity to a school in isolated villages.

Initially focused on bulb recycling, the project was opened up to all electrical equipment in 2020. A new kit was therefore created to enable students to discover the stakes and challenges of the circular economy, whilst meeting the French National Education curriculum. So in 2020, 4,500 kits were distributed, i.e. an equivalent of 108,000 students made aware of the stakes and challenges. Since its launch in 2013, electricity supply has been installed in 71 schools in 15 countries thanks to The Challenge.

Listen to your heart: solidarity toy collection

This eleventh edition of the “Listen to your heart” operation was an immense success because 34,972 kg worth of toys were collected, i.e. 35% more than in 2019, thanks to the active participation of 396 local authorities.

31 French charities received toys thanks to this event, which takes place before the end of year festivities.
Governance is structured around the 25 members of the Board of Directors, 4 cross-disciplinary committees and 4 sector groups. It ensures the coherence of the whole whilst carefully managing the different business sectors.
Associates ecosystem is a private, non-profit making company (SAS) wholly owned by 41 companies: manufacturers, import companies, and retailers, and companies placing equipment onto the markets.

**Household WEEE group**

**Manufacturers sub-group**

- GROUPE ATLANTIC
- BaByliss
- beko
- BRANDT FRANCE
- B/S/H/
- GROUPE CANDY-HOOVER
- Société ARB
- EF
- DELonghi Group
- Hisense
- LG
- magimix
- Miele
- Panasonic
- PHILIPS
- SAMSUNG
- sèb
- SMEG
- STIEBEL ELTRON
- Whirlpool

**Retailers sub-group**

- Conforama
- cora
- DARTY
- Gitem
- Ex&Co
- United.b
- LEROY MERLIN
- PRO

**Professional WEEE group**

- hager
- legrand
- Schneider Electric
- TRILUX

**Lamps WEEE group**

- FEILO SYLVANIA
- LEDVANCE
- signify
The full annual report is available on our site:
https://rapport2020.ecosystem.eco