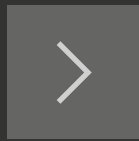


# *write* for sustainable futures.

CSR report

Pilot Corporation of Europe  
1<sup>st</sup> edition - 2024





**For more than 100 years, PILOT has supported the act of writing as a means of empowering people to express their uniqueness – this is our mission.**

We are proud that our R&D innovations and CSR commitments are bringing millions of people the best writing tools to achieve what matters most. Because we know it's by writing, drawing and, underlining that people are writing their world.

CSR is an integral part of Pilot's development strategy and has always been a core focus of the group. Pilot Corporation of Europe has now decided to adopt a sustainability report as an element of planning and control, with the objective of continuous improvement.

The publication of this sustainability report by Pilot Corporation of Europe is a public affirmation of the importance of sustainable development and our commitment to minimize our environmental impact and to the achievement of positive social and economic outcomes for our in-house stakeholders (employees, collaborators, managers, shareholders) and external parties (clients, suppliers, institutions, and local communities), that are directly or indirectly influenced by the Company's activities.



*Committed to writing  
a better world together...*

**...is a significant step forward, uniting sustainability with client and partner satisfaction.**

**Mr Yoshio Wada**  
CEO, Pilot Corporation of Europe.



# « for 100 years, Pilot's objective has been to offer its users sophisticated, innovative and sustainable writing solutions »

Since its establishment in 1918 PILOT has continually innovated and pushed the boundaries of the technology applied to writing instruments.

Today PILOT is one of the only manufacturers in the world which is capable of performing all the stages necessary to the development of a writing instrument. This is due to a particularly successful research and development service, an integrated design department, a powerful manufacturing facility and a sales network spread throughout the entire continent, while taking care of people and the environment.



## PILOT Corporation of Europe...

...is the European head office of PILOT Corporation (located in Tokyo, Japan), established in 1996 in Haute-Savoie, close to Anancy, at the heart of the European market.

Its mission is to support its numerous subsidiaries and distributors across the continent in terms of corporate services: marketing, sales, production, logistics covering nearly 40 countries in Europe.

## Iconic brand products,

such as V-5, G-2, B2P, Frixion and Capless, that have built up the brand's reputation to such a high level are distributed through various B2B and B2C channels, including office suppliers, retailers, Mass Market and E-commerce, offering a PILOT writing solution for every need: at school, at work or at home during leisure times.



**write  
your  
world**



**In 2020, Pilot Corporation of Europe developed a European communication platform to promote the benefits of handwriting and to provide consistent brand values to all its European consumers.**

With PILOT, it's not only about writing. It's about thinking for yourself, daring to express your thoughts and personality, and declaring your convictions to the world.

Connecting ideas together, developing a sense of endeavour, trying till you succeed...  
Telling someone I love you...

**PILOT**  
Write your World

# 2006

- Launch of **Begreen Range.**



- First **ISO 14001** certification.

# 2008

- Pilot launches a first on the market: **a refillable white board marker made with 91% recycled plastic\*.**

# 2009

- **Code of conduct.**
- First **Greenhouse Gas** Emission Report.
- Launch of B2P: **the Bottle to Pen Gel** range made with post consumer recycled PET.

# 2010

- First **Life cycle study.**

# 2011

- Launch of B2P: **the Bottle to Pen Ball.**
- **EMAS** environmental certification.



# 2013

- Integration of **recycled plastic** in our Best Seller **G2.**
- Launch of **V5/7 Cartridge System.** The first liquid ink refillable in the world.

# 2015

Launch of the **V board master S** Begreen.

# 2021

- Launch of **B2P EcoBall** made with 86%\* recycled plastic bottles including 2,5% recycled plastic from oceans.
- Pilot pens made in Europe are **Climate Partner certified.**

# 2022

**Ecovadis** Silver medal.



# 2023

**UN Global Compact** Signatory.



# 2020

- Begreen Range available in **0 plastic packaging.**
- Our 2 best sellers, **FriXion** and **G-2**, manufactured with a **minimum 50% recycled plastic.**

# 2018

Installation of a **packaging machine** to pack our pens in a recyclable paper flowpack made from FSC paper.

*write for sustainable futures*



\*excl. replaceable parts.

**committed to**

# *write* **for** **sustainable** **futures.**

In the execution of our mission, environmental and social issues have long been at the heart of our concerns. Starting in the early 2000s with the implementation of life cycle analysis, followed by an acquisition strategy which has been strengthened over the years for the more effective structuring and enrichment of our actions with regard to our products, our activities, our employees and society.

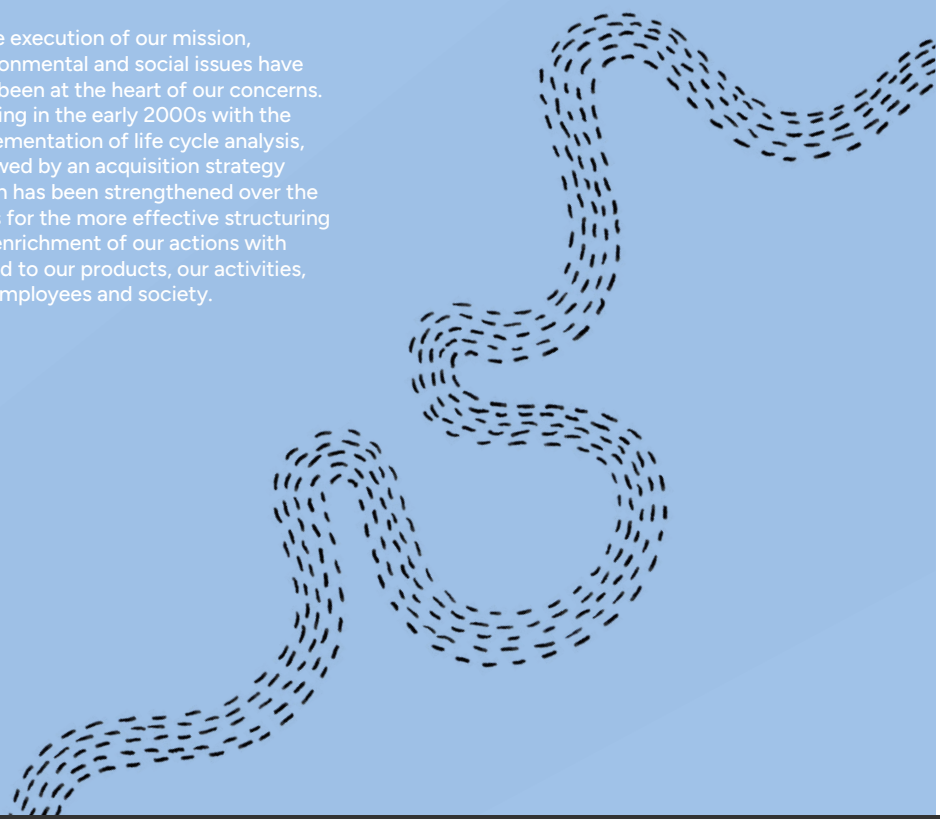
**Today, our CSR approach is based on four pillars, which are...**

**01** **eco-designed product offer**  
*...to write better with less*

**02** **environmental footprint of activities**  
*...to write better with care*

**03** **social commitment**  
*...to write better together*

**04** **societal contribution**  
*...to write for well-being*



# OUR CSR COMMITMENTS AT A GLANCE

<p>Discover &gt;</p> <p>Pillar 1</p> <h2>eco-designed product offer.</h2> <p>Initial life cycle analyses were undertaken in the early 2000's on our main products. Identifying the most impactful steps has allowed us to set out our 4 Rs product sustainability strategy (Recycled material, Reduce, Refill) which has guided our development since.</p>	<p>Discover &gt;</p> <p>Pillar 2</p> <h2>environmental footprint of activities.</h2> <p>We make every efforts to monitor and reduce the environmental impact associated with our activities and facilities. We implement action plans on carbon footprint, energy consumption, and waste production. Logistics is also at the core of our concerns, with an ambitious carbon reduction program.</p>	<p>Discover &gt;</p> <p>Pillar 3</p> <h2>social commitment.</h2> <p>PCE's ambition is to allow each and every person to express their full potential within the company. This is why PILOT is constantly pushing back the boundaries of innovation so that everyone can express their personality and develop their skills within a team.</p>	<p>Discover &gt;</p> <p>Pillar 4</p> <h2>societal contribution.</h2> <p>We believe in the power of handwriting to empower people to express their uniqueness and to sustain their cerebral faculties. This is why we are committed to supporting the development of cognitive and expressive capacities through handwriting, at all ages.</p>
 <p><b>write better with less</b></p>	 <p><b>write better with care</b></p>	 <p><b>write better together</b></p>	 <p><b>write for well-being</b></p>
<ul style="list-style-type: none"> <li><b>/01</b> Pursue <b>high quality and reliability</b> standards.</li> <li><b>/02</b> Develop <b>eco-designed ranges through our 4R policy</b>: Recycled materials, Reduce, Refill, Reclaim.</li> <li><b>/03</b> Demonstrate <b>transparency</b> in our environmental actions and support <b>climate projects</b>.</li> </ul>	<ul style="list-style-type: none"> <li><b>/01</b> <b>Monitor risks</b> among our value chain and direct our purchase towards <b>responsible sourcing</b>.</li> <li><b>/02</b> Assess and <b>minimize the impact of production</b> on the environment.</li> <li><b>/03</b> Optimize <b>our supply chain</b> and minimize its impact.</li> </ul>	<ul style="list-style-type: none"> <li><b>/01</b> <b>Grow through respect</b>: provide the right working conditions for the personal and professional fulfilment of all our employees.</li> <li><b>/02</b> <b>Grow through improvement</b>: Nurture talents and provide opportunities to develop their skills and professional career.</li> <li><b>/03</b> <b>Grow through actions</b>: Encourage employees to contribute through practical initiatives for the support of our environmental and societal commitments.</li> </ul>	<ul style="list-style-type: none"> <li><b>/01</b> Raise awareness of the <b>benefits of handwriting</b>.</li> <li><b>/02</b> Help the development of <b>cognitive and expressive aptitudes</b>.</li> <li><b>/03</b> Participate in the life and well-being of our <b>local communities</b>.</li> </ul>



write  
better  
with  
less



**pillar 1**  
eco-  
designed  
product  
offer.

excluding replaceable parts





*write better with less*

Eco-designed product offer

## CREATING INNOVATIVE, HIGH-QUALITY AND ECO-DESIGNED PENS

**Quality, reliability and eco-design** drive our product design, as well as our industrial processes, in combination with the pursuit of **high quality standards**.

At PILOT, we relentlessly innovate while doing our utmost **to limit our impact on the planet**.

Back in 2010, the **life cycle analysis** of our pens revealed that our major impact is associated with the use of the raw material of our pens (77.8%) – this was the starting point of our journey **to limit our use of virgin plastic, increase recycled content and encourage our customers to focus even more on refills in their product choices**.

Today, as well as creating innovative and high-quality pens, we also place **eco-design at the heart** of our processes, for the design of reliable and convenient pens which are made to last.

To make our pens even more environment-friendly in future, we are focusing all our efforts on limiting plastic waste, with an ultimate goal: **maximising the plastic circularity of our pens**.

### At Pilot, we are committed to:

- 01 Pursue high quality and reliability standards.
- 02 Develop eco-designed ranges through our 4R policy: Recycled materials, Reduce, Refill, Reclaim.
- 03 Demonstrate transparency on our environmental actions and support climate projects.



SDGs\* related to this pillar



\* Sustainable Development Goals.





write better with less  
Eco-designed product offer

COMMITMENT 01/

# pursue high quality & reliability standards.

Pilot is one of the only manufacturers to handle the entire design and production of its writing instruments in-house. This means that all the components used to make our pens are manufactured in one of our plants worldwide : the tip, the refills, the clip, the barrel, the knob...

True to its Japanese origins, each factory is governed by strict manufacturing processes and controls.

**Pilot guarantees the quality of its products by manufacturing almost every component and by controlling each product which is manufactured throughout the chain.**



## WHAT WE DO



### We perform 3 types of controls during the manufacture of a pen

- Visual:** checks linked to the appearance of a product.
- Writing:** tests to control writing lengths, colors, ink flow.
- Mechanism:** endurance test to evaluate the resistance and the proper functioning of a pen.

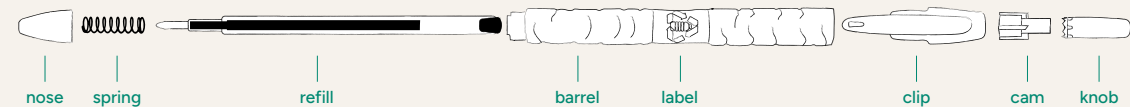
**100%** of refills and pens made by Pilot Corporation of Europe are tested to guarantee smooth writing.



### From design to hand

On average, a Pilot pen undergoes a 100-point quality control process before it arrives in your hands

Every day, around 6,600 products (pens, blister packs, boxes...) are inspected directly in production workshops. Around 800 inspection points are executed by quality controllers.



## HOW WE WANT TO GO FURTHER

Our objective is to optimise our materials to continuously improve their resistance and durability.



write better with less  
Eco-designed product offer

COMMITMENT 02/

# develop *innovative* eco-designed ranges based on our 4R Policy.

The starting point of our eco-design policy started back in 2006 and has guided our product development since that time. By designing our innovations on the basis of these pillars, we develop pens that are made to last, while limiting the use of virgin plastic in the pen itself and in its packaging.



## Recycled materials

Give maximum priority to the use of recycled plastic.



## Reduce

Less plastic and less volume in our packaging.



## Refill

Change the refill, not the pen.



## Reclaim

Reduce pollution by collecting plastic ocean waste.





write better with less  
Eco-designed product offer

# Recycled materials

we have chosen to *reduce*, as a priority, the extraction of raw materials.

Indeed, the consumption of raw materials represents our pens and packaging life cycle's largest impact: **>75% on average.**

## WHAT WE DO

### Begreen

In 2006 we launched our Begreen range: the first range of pens made from at least:



### Our best sellers

44% of pens sold in Europe are made with at least:



\*excluding replaceable parts / excluding luxury range.



## HOW WE WANT TO GO FURTHER



### Raise the bar of recycled content

By reviewing our existing product offer and developing innovations with the highest possible amount of recycled plastic (e.g. >75% for some of our G2 pens).



write better with less  
Eco-designed product offer

# Recycled materials

## write better with less... but how much less?

By using recycled plastic we reduce the CO2 impacts of our pens by between...

26% and 59%

Our pioneering eco-designed approach made PILOT the 1<sup>st</sup> manufacturer in the world to offer Bottle to Pen (B2P) writing instruments.

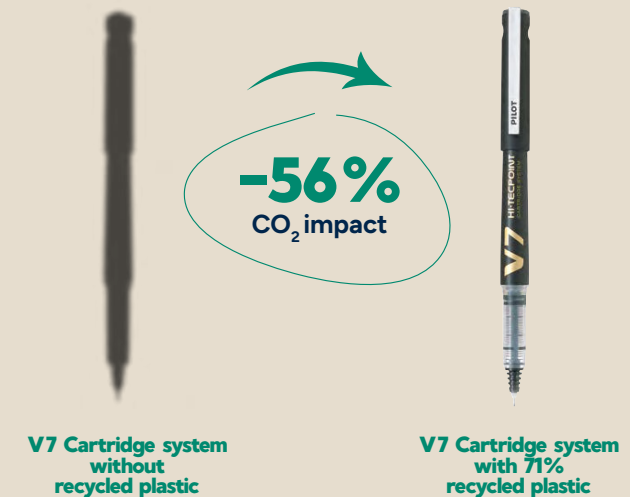
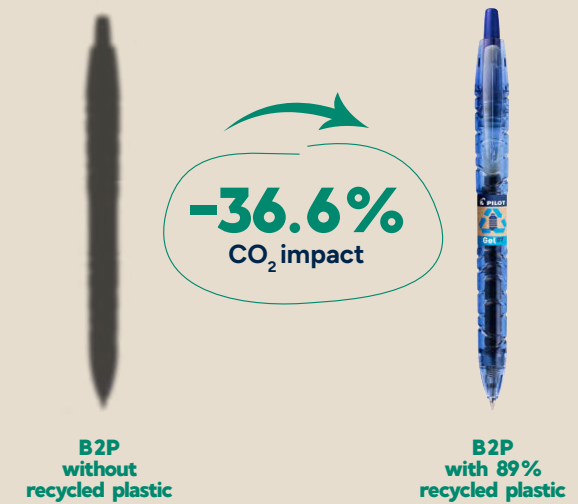
This determination to be environmentally responsible is the driving force behind all our teams. From design to sales, we put all our energy into minimizing our environmental impact.



# CO<sub>2</sub> impact.

By using recycled materials, Pilot:

- uses less raw materials of fossil fuel origin
- helps preserve natural resources
- reduces the CO2 impact of our products





write better with less  
Eco-designed product offer

# Reduce

## less plastic and less volume in our packaging.

We are gradually transforming the packaging of our pens and refills by eliminating virgin plastic and ultimately replacing it with recycled cardboard.



Plastic Acroball blister pack

Carboard Acroball blister pack

### WHAT WE DO

#### Since 2010

We have reduced quantities of virgin plastic by over 80% by using recycled plastic and FSC-certified cardboard.



#### Since 2021

100% Begreen pens were launched in cardboard blister packs. 100% of our e-commerce range is packed in FSC or PEFC paper. All formats of our logistical packaging are adapted to reduce empty space.



### HOW WE WANT TO GO FURTHER

#### Further limit the use of resources in packaging

Current marketing practices oblige us to sell our pens with packaging. But that doesn't prevent us from testing a "no pack" solution. In France we are trialling bulk packaging solutions with several partners in order to reduce the amount of packaging issued on the market.





write better with less  
Eco-designed product offer

# Refill

extend our pens' *lifespan.*

don't bin it, refill it!



the rubbish bin can wait.

By refilling our pens, end users reduce their CO<sub>2</sub> impact.

## WHAT WE DO

Our objective is to promote the multiple use of pens and to reduce the proportion of single-use pens. That's why we offer at least one refillable product in each writing instrument category.

**60%**

of our pen range is refillable



4 single-use Frixion Ball

**-62%**  
CO<sub>2</sub> impact



1 Frixion Ball refilled 3 times

## HOW WE WANT TO GO FURTHER



Expand the mix of refillable products

We aim to expand the proportion of refillable products in our product portfolio and encourage consumers to refill their pens.



write better with less  
Eco-designed product offer

# Reclaim

break  
new ground  
in the writing  
market in  
terms of  
*circularity.*

Reducing plastic pollution in the oceans: at PILOT, we have assumed a commitment to combat plastic waste by collecting and adding reclaimed ocean plastic to the recycled PET of our B2P pens. Beyond the use of plastic of post-consumer origin, we want to break new ground in the writing industry by developing more circular models.



## WHAT WE DO



### Close the loop with the 4<sup>th</sup> R: Reclaim

In our Bottle to pen range, we include 86% recycled plastic, of which 2.5% is sourced from plastic which is collected from oceans, beaches, rivers, lakes and the shores of these waterways.

This may not seem much... but this plastic of post-consumer origin is very difficult to work with, and thus represents an industrial challenge which we

are prepared to address, with the objective of raising the bar in terms of the volume of reclaimed plastic which is incorporated in our products.

It represents...  
**1.7 tons** of plastic  
from ocean and rivers  
incorporated in more than  
10 M B2P pens

## HOW WE WANT TO GO FURTHER



### Take part in collective industry initiatives

Together we go further: we are convinced that the development of a more sustainable product offer is a challenge which needs to be addressed collectively. We are working closely with recycling companies to increase plastic recycling in pens. And we want to take an active part in initiatives for the more effective collection and recycling of pens.



### Write today, tomorrow's projects

Since 2019, Pilot Pen France has been a partner of The SeaCleaners, an association committed to the fight against marine plastic, and supports Project Manta, a boat designed to collect and treat floating waste before it breaks down into microparticles.

B2P  
Ecoball

from  
bottle  
to ocean  
to pen.



The world's  
1<sup>st</sup> pen



made from  
recycled  
water bottles  
and ocean  
plastics  
from the  
oceans.



write better with less  
Eco-designed product offer

COMMITMENT 03/

# demonstrate transparency in our environmental actions and support *climate projects.*

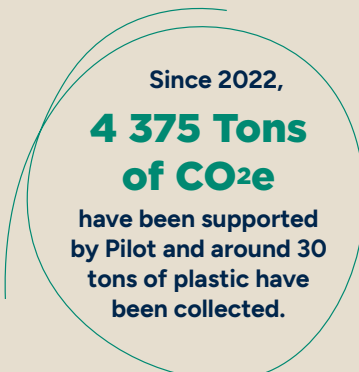
Our first objective is to reduce our environmental impacts all along our value chain : by eco-designing our products, by improving our supply chain and reducing our environmental impacts in our plants, etc, but it will never be enough.

## WHAT WE DO



### Clean Oceans Plastic Bank Worldwide

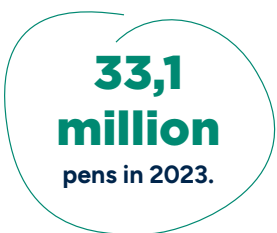
Pilot Corporation of Europe has decided to contribute to the financing of a certified climate project on renewable energies and additionally supports international ocean protection « Clean Oceans Plastic Bank Worldwide »: for every tonne of CO<sub>2</sub>e saved through the contribution via a certified climate project, 10 kg of plastic is collected in coastal regions. This intercepts plastic before it enters the sea and protects sensitive marine ecosystems.



### Climate Partner

The ClimatePartner certified label guarantees transparency and traceability of the climate reduction approach. With a QR code and a unique identification number, anyone can access a webpage.

100% of our pens manufactured in the european PILOT factory are Climate Partner certified products:



ClimatePartner certified product  
[climate-id.com/MTWEDD](https://climate-id.com/MTWEDD)



CO<sub>2</sub> measure  
reduce  
contribute



## HOW WE WANT TO GO FURTHER

Our european Pilot partners have also contributed on climate projects: Pilot Pen Company (UK) Ltd, Pilot pen Italy (NYKOR), Pilot Pen Nordics, Pilot Pen Deutschland (GmbH), Pilot Pen France, Pilot Pen Benelux and Hungary.

Tomorrow, we will work on gathering our strenghts and support one common climate project.





*write  
better  
with  
care*

**pillar 2**  
**environmental  
footprint  
of activities.**





*write better with care*

Environmental footprint of activities

# REDUCE OUR OPERATIONS' ENVIRONMENTAL FOOTPRINT

**We monitor** every stage in the manufacturing process of our products, taking account of their CO2 emissions.

**We innovate:** we are actively adopting new initiatives to ensure that our factories consume as little energy as possible, and for the reduction of waste production.

**We involve:** our environmental vision only makes sense if it is shared by everyone. 100% of our employees are committed to our environmental approach. We also ensure that partners share our values and convictions.

## At Pilot, we are committed to :

- 01 Monitor risks among our value chain and direct our purchase towards responsible sourcing.
- 02 Assess and minimize the impact of production on the environment.
- 03 Optimize our supply chain and minimize its impact.



SDGs\* related to this pillar

<b>7</b> AFFORDABLE AND CLEAN ENERGY 	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 	<b>13</b> CLIMATE ACTION 
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\* Sustainable Development Goals.

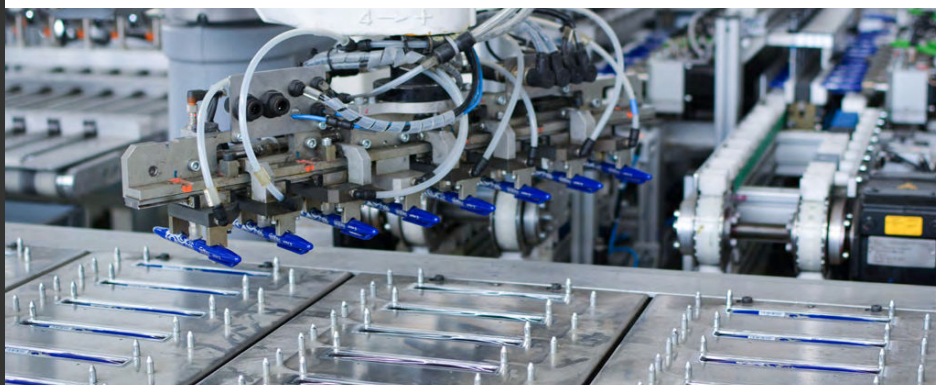


write better with care  
Environmental footprint of activities

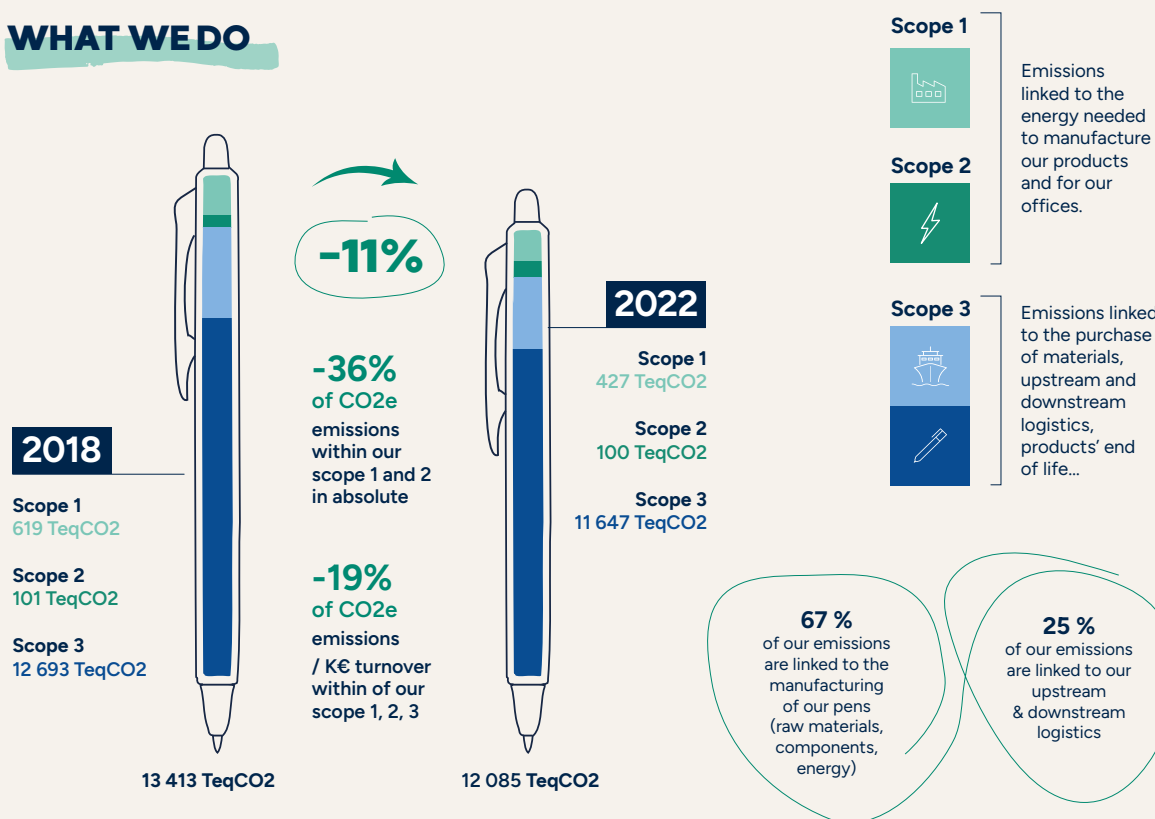
OUR CARBON FOOTPRINT

*Our mission:*  
**-50% emissions**

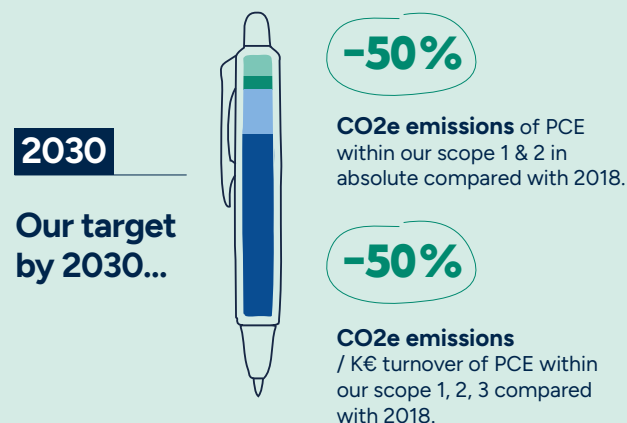
greenhouse gas  
emissions of  
**Pilot Corporation**  
of Europe.



WHAT WE DO



HOW WE WANT TO GO FURTHER



Our ambition is to align our carbon reduction targets in order to limit global warming to 1.5° and meet the 2015 Paris Agreement.

Our next challenge will be to submit our target to SBTi and obtain their official validation.

TeqCO2 = tons of CO2 equivalent ;  
SBTi = Science-based targets is an initiative that helps business to set ambitious decarbonization roadmap.



write better with care  
Environmental footprint of activities

COMMITMENT 01/

# monitor risks along our value chain and *direct our purchase* towards responsible sourcing.

The Responsible Procurement Policy is a critical building block of our CSR approach. It demonstrates our desire to include sustainable development principles in all our business policies and promote them in our relations with our partners.

## WHAT WE DO

The Responsible Procurement Policy is based on four cornerstones:

### Monitor risks along our value chain

We ask our suppliers to perform self evaluation on environmental aspects, we evaluate them on economic, quality, social and environmental criterias in order to determine our suppliers' risk cartography.



### Promote partnerships relations

We work closely with our suppliers and favor longterm relations with our suppliers. We prefer to select local suppliers.

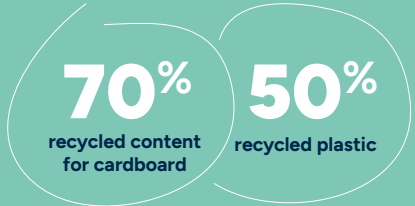


Since 2005 we have partnered with Messidor in our production site. Messidor is a social company that helps people with mental disability back into employment.



### Direct our purchase towards responsible sourcing

We incorporate minimum requirements in our tenders for the procurement of materials or products.



### Select the suppliers who are aligned with our responsible purchasing commitments

We ask our suppliers to sign our responsible purchasing charter.



## HOW WE WANT TO GO FURTHER

Evaluate, target and sensitize our suppliers with regard to CSR criteria. Work with them to reduce our environmental impacts.



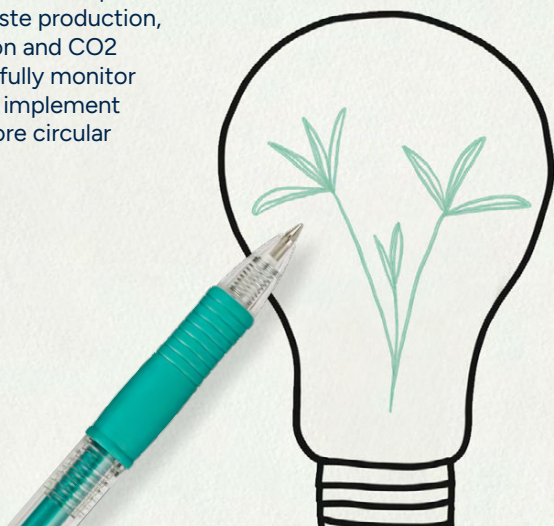


write better with care  
Environmental footprint of activities

COMMITMENT 02/

assess &  
minimize  
our  
*production  
impact.*

We pay particular attention to the significant environmental impacts associated with waste production, energy consumption and CO2 emissions. We carefully monitor these impacts, and implement more frugal and more circular processes.



WHAT WE DO



Environmental certified site

Our production site, located in France, has set up an environmental management system.



EMAS  
Management  
environnemental  
vérifié  
FR-000068



Save energy in production

The adjustment of our energy mix and our production processes has enabled us to achieve significant energy savings. Our new electric presses have enabled us to cut energy consumption by: 40% kW/press

Our european factory uses...

**100%**  
renewable  
electricity,  
mainly from  
hydroelectric  
origin.



Reduce, reuse, recycle waste

Whenever possible we reduce and reuse our waste. Today, our recycled rate is at 85,3% (+2pt%).

Between 2018 and 2022 :

**-15%**  
quantity of  
waste  
by-products



Recycled materials

**70%**

of recycled plastic in the raw material which we buy to manufacture our pens in our European factory.



Water savings

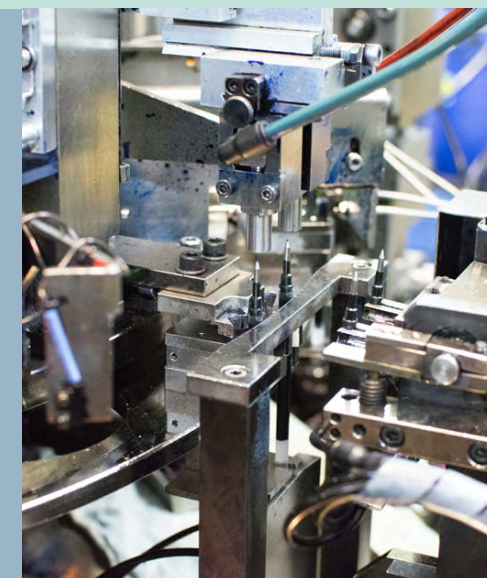
The plant retreats its process water in a closed loop system and has installed a rainwater collection tank.

HOW WE WANT TO GO FURTHER



Undertake new projects to save energy

By replacing old presses with new ones, undertaking insulation works in our factory, or reviewing our heating solutions, we keep on working for the restriction of our energy consumption.



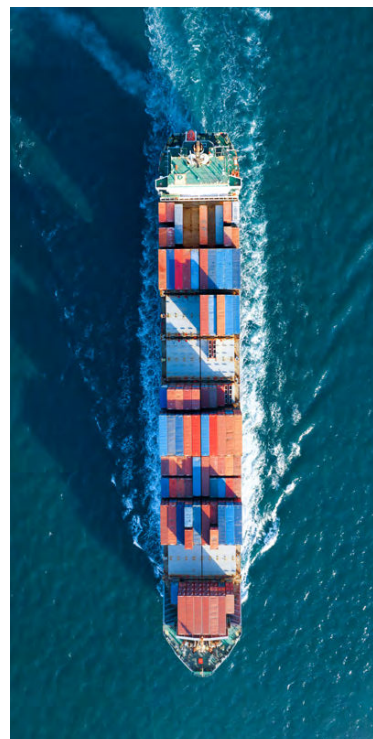


write better with care  
Environmental footprint of activities

COMMITMENT 03/

# optimize our *supply chain* and minimize its impact.

We are conscious of the major environmental impact of transport in our processes, and have thus set up an ambitious program for the optimization of our product flows.



## WHAT WE DO



### Optimize our logistics flows

We have reviewed our logistics flows, and have created a central warehouse for the pooling of our buffer stocks and minimizing the impact of our transport operations.

The optimization of transport and stock volumes is key to the reduction of our CO2 emissions. This plan is intended to reduce transport flows whilst maintaining quality of service. We also ensure a maximum loading factor for containers.

**-85%**

of pallets transported by air between 2022 et 2023.



### Choose more sustainable transport options

We are now deploying barge or rail transport for deliveries from harbors, in order to limit pollution from trucks.

In 2023,  
**67%**

of our containers are transported by barge/rail, as against 52% in 2022.

## HOW WE WANT TO GO FURTHER



### Centralize all our product flows in one place

All product flows are to be centralized at our French logistics platform in Allonzier-la-Caille, for the supply of our European markets. This is a key project for the rationalization of transport operations, and it is our intention to complete the roll-out of this program in all countries by the end of 2025.



### Deploy a demand-driven process

We are also working on a new process for the more effective management of our product procurement. By matching demand and supply more effectively, we can simultaneously restrict air transport and eliminate any excess stocks.



*write  
better  
together*

**pillar 3  
social  
commitment.**





*write better together*  
Social commitment

# ENABLE EMPLOYEES TO FULFILL THEMSELVES IN THEIR JOB, WITHIN THE COMPANY AND IN SOCIETY.

Our collaborators are the first to write down PILOT's story and to implement our social and environmental commitments. Creating the right conditions for professional fulfilment in their job and life at PILOT, uniting them around a warm and purposeful corporate culture, making

them active players in our CSR commitments: all these are major priorities of PILOT. Hand-in-hand, we work every day to maintain and improve conditions for writing down our innovative and sustainable world.

At Pilot, we are committed to grow better together:

- 01 **Grow through respect:** provide the right working conditions for the personal and professional fulfilment of all our employees.
- 02 **Grow through improvement:** nurture talents and provide opportunities to develop skills and professional careers.
- 03 **Grow through actions:** encourage employees to contribute to our environmental and societal commitments through practical initiatives.



SDGs\* related to this pillar

<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>5</b> GENDER EQUALITY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>10</b> REDUCED INEQUALITIES 
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\* Sustainable Development Goals.





write better together  
Social commitment

COMMITMENT 01/

# grow through respect:

## provide the right working conditions for the personal & professional fulfilment of all our employees.

At PILOT, we believe in the talent of our collaborators and the power of our culture to drive performance and meet our CSR commitments. Creating an appropriate working environment is our priority, in order to allow employees to express their full potential.



## WHAT WE DO



### Professional equality

Our equality & inclusion policy aims to ensure equal working conditions for our collaborators, bringing together a diversity of talents.

**95/100**

on the Professional Equality index.

We got perfect score on: Difference in individual rates of pay increases; Percentage of employees having

received a pay rise in the year following their return from maternity leave; Number of employees of under-represented gender among the 10 highest earners. Our area of improvements is to reduce the gender pay gap.



### Working conditions and environment

We endeavor to provide optimum conditions which are conducive to efficiency including:

- MSD prevention : muscular warm-up, recommendations and **action plans from ergonomists every year**; sensitization on a healthy lifestyle at work for night shifts or staggered working hours.
- Nurturing our warm and friendly culture, which is acknowledged by many recruits.
- Maintaining a constructive dialogue with social partners through regular consultations with employee representatives.
- Ensuring a good work-life balance : PILOT offers flexible work patterns (home office, part-time arrangements...).



## HOW WE WANT TO GO FURTHER



### Reinforce our inclusion & diversity policy

In 2023, 7,7 FTE are disabled employees. **For all people suffering from a disability due to an occupational illness, we are always on the lookout for internal reclassification solutions** for suitable positions, and we ask for job adaptations co-financed by AGEFIPH\*.

\*AGEFIPH : Association for the Management of the Fund for the Professional Integration of Disabled Persons.



### Support women in industrial jobs

Encouraging long-term courses of certification training, leading to promotion for women in industrial and logistics jobs.



### Maintain a healthy work-life balance

Adjusting working conditions for employees who have recently become parents is one of our identified areas of progress.



write better together  
Social commitment

### COMMITMENT 02/

# grow through *improvement:*

## nurture talents and provide employees with opportunities to develop their skills and professional career.

PILOT's culture is based upon a wide diversity of collaborators, with various talents and professional aspirations. From orientation through skills acquisition to the definition of career paths: we support our collaborators at every stage.



## WHAT WE DO



### Great care in our hiring processes

We take great care to recruit talents who embrace our values, providing them with the best possible orientation at PILOT. We therefore nurture close relationships with universities and colleges. Our recruitment process also includes an evaluation of soft skills and the fit with PILOT's culture. A comprehensive orientation and follow-up process is intended to ensure a successful integration of new recruits as well as an important training path for new comers.

Our training expenses represented:

**3%** of our payroll in 2023.



### Career and skills development

Joining the PILOT team means writing a professional adventure based on a virtuous balance between skills development and a passion for writing, combined with personal fulfillment. Various opportunities are offered through our extensive training plan and our PILOT school.

**24%**

of permanent hires were filled by internal promotions in 2023.



### Environmental criteria integrated in all teams' target.

We have systematized the integration of environmental goals into all of our teams' objectives.

### CSR criteria in remunerations.

Our top managers have CSR criteria integrated in their remuneration.

2 objectives:

CO<sub>2</sub> reduction

improvement on external CSR evaluation

## HOW WE WANT TO GO FURTHER



### Continuously improve working conditions

In the short-term, surveys and polls are planned to measure and understand our employees' work commitments, and to listen to their needs and ideas for improvement. Our aim is to reconcile well-being, efficiency and performance.



### Offer continuous learning & development

With skills development, management and training policy, opportunities for career development are provided. This is also achieved through constant investment and, significantly, through training for our collaborators.



### Give young people their first opportunity

Through internships and mentoring projects, amongst other facilities.



write better together  
Social commitment

COMMITMENT 03/

# grow through *actions:*

encourage our employees to contribute to our CSR commitments.

Our collaborators are the driving force of the success of our CSR strategy. To ensure that each of them can actively contribute, we take action to raise their awareness of sustainability issues, keeping our strong team spirit alive and enabling all to commit.

## WHAT WE DO



### Raise sustainability awareness

Sustainability week, cleaning day, challenges... with various incentives, our collaborators are given the opportunity to deepen their sustainability knowledge and to take actions.

Our plan for sustainable mobility fosters practices such as carpooling, walking and bike challenges.



### Keep our team spirit alive

A strong team spirit is at the heart of our culture. Events like running races and regular sporting activities are one of the ways by which we keep this spirit alive.

60% of our employees took part in CSR actions in 2023.

## HOW WE WANT TO GO FURTHER



### Prepare for the challenges of tomorrow

Supplying our teams with the necessary knowledge and providing them with tools, as a means of keeping up with CSR challenges for PILOT.



### A commitment to contribution by all

Providing the opportunity and developing the responsibility of each collaborator for contributions to projects and initiatives associated with our CSR strategy, and organizing initiatives for collective action and the maintenance of commitment.



### Nurture our team spirit

Beyond the maintenance of existing team-building activities, inter-disciplinary initiatives are under development for volunteering by employees.



write  
for  
well-  
being



pillar 4  
**societal  
contribution.**





*write for well-being*

Societal contribution

# SUPPORT THE DEVELOPMENT OF COGNITIVE APTITUDES & EXPRESSIVE ABILITIES

## AND CONTRIBUTING TO OUR LOCAL COMMUNITIES' LIFE AND WELL-BEING.

Whether for the reduction of stress, the expression of thoughts and feelings, the development of creativity and critical thinking or the stimulation of our brain capacities, **handwriting is a powerful tool for the support of physical and cerebral health.** This is why PILOT is strongly committed to supporting the development of cognitive and expressive functions through handwriting, at all ages, and contributing to our local communities' life and well-being.

For over 100 years, PILOT has been convinced of handwriting's ability to make us understand, feel and change the world. With this societal commitment, PILOT goes one step further, **for the empowerment of people to make the most of their handwriting and to improve their inner world, in the interests of a better life.**

At Pilot, we are committed to :

- 01 Raise awareness of the benefits of handwriting.
- 02 Help the development of cognitive aptitude and expressive abilities
- 03 Participate in the life and well-being of our local communities.



SDGs\* related to this pillar



\* Sustainable Development Goals.



write for well-being  
Societal contribution

OUR BRAND FIGHT

# support the act of *handwriting* at all ages to live better.

Pilot is passionate about handwriting. Every day, we are committed to the support of handwriting. It is scientifically proven that **handwriting helps to develop and maintain brain capacities and release from emotional burdens.**



## by developing & maintaining *cognitive* aptitudes.

From a neuroscientific point of view, handwriting helps to develop and maintain brain capacities.

In this regard, through its pens and handwriting initiatives, PILOT delivers powerful tools for the support of brain health and the lifelong development and maintenance of cognitive capacities.

## by enhancing *expressive* abilities.

Handwriting, but also, drawing, DIY leisure & creative activities are considered as a restorative and liberating act, as a form of personal release from emotional burdens.

PILOT's commitment to handwriting also involves helping people to release their emotions and express their creativity and unique self.

We want to contribute to the improvement of personal well-being through the act of writing.



At all ages

At PILOT, we make a point of developing handwriting tools which are adapted to evolving writing needs on a lifelong basis. From pupils and students through to workers, creatives and retirees: our aim is to support everyone in their handwriting activities.





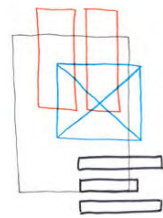
write for well-being  
Societal contribution

WE SUPPORT  
the act of  
handwriting

aaa

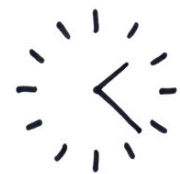
help *learning*  
and *memorization*

for better **academic achievement** <sup>(1)</sup>



**structure**  
*thoughts & ideas*

for better **problem solving** <sup>(2)</sup>

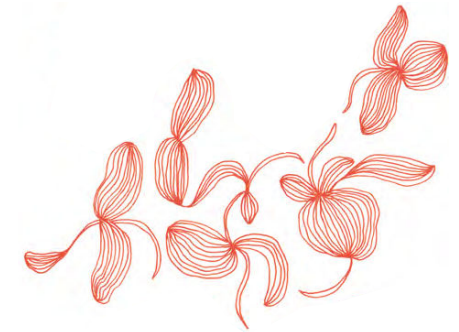
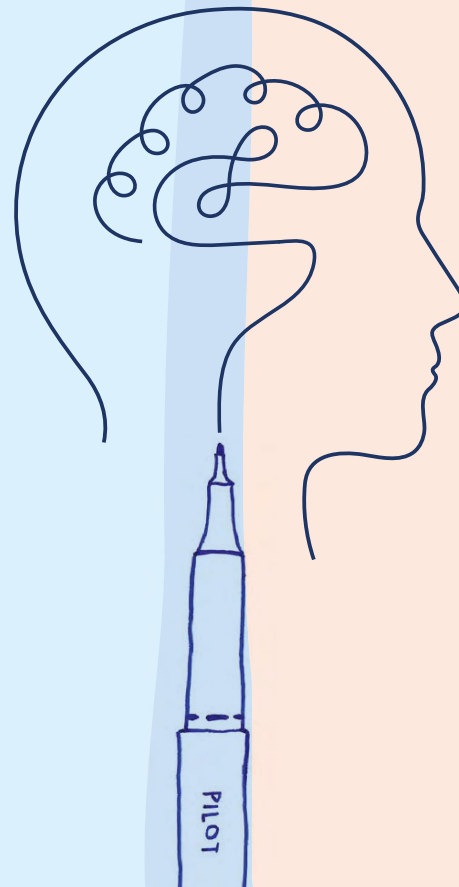


**maintain** *focus*

for better **productivity** <sup>(3)</sup>

...to improve  
*cognitive* **aptitudes**  
and enhance  
**efficiency.**

...to liberate  
*emotions*  
and enhance  
**well-being.**



**boost** *mindfulness*

for better **disconnexion**  
through **creative activities** <sup>(4)</sup>



**relieve**  
*stress & anxiety*

for better **sleep quality**  
& **mental well being** <sup>(5)</sup>



**strengthen**  
*deep connections*  
*to each others*

for better **meaningful life** <sup>(6)</sup>





write for well-being  
Societal contribution

COMMITMENT 01/

# raise awareness of the benefits of handwriting.

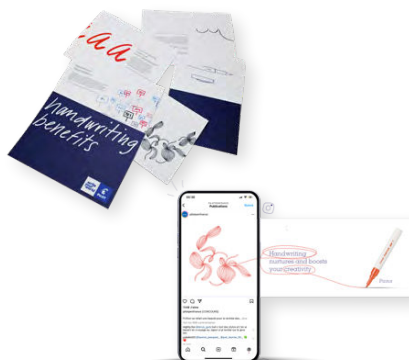
Acquisition of reading skills, memorisation, mindfulness, self-expression... the benefits of handwriting are so numerous and yet so little known. At PILOT, we want to spread the word and raise awareness of how handwriting can benefit our cerebral powers, cognitive abilities and well-being.

## WHAT WE DO



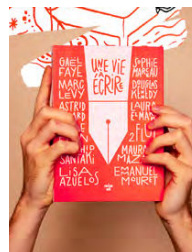
### Handwriting Benefits Cards

A comprehensive set of cards for the discovery of the benefits of handwriting. We also regularly highlight related content to our B2B and B2C audience.



### Book: "Une vie à écrire"

In France, PILOT has teamed up with Le cherche midi éditeur to develop the book Une vie à écrire, in which artists, writers, journalists or simple lovers of words reveal how handwriting brings people together, transforms them and helps them to live.



### Gaël Faye\* x PILOT: ambassadors to share the passion for handwriting

Revealed through his novel Petit Pays, the renowned French author and musician Gaël Faye has written an ode to writing for PILOT. Sharing this common passion, PILOT and Gaël Faye have also launched a writing contest.



## HOW WE WANT TO GO FURTHER

As part of our societal commitment, we intend to support national and European days linked to raising awareness of the benefits of handwriting.

\*exclusive partnership until March 2024 only.





write for well-being  
Societal contribution

COMMITMENT 02/

# help the development of *cognitive and expressive* aptitudes.

Even though handwriting is challenged by the digital world, its benefits remain key, enabling us to feel better, work better, learn better. It stimulates our long-term brain capacity, and helps us to express our sensitivity, our own vision and to write down our world.

## WHAT WE DO



### Organize handwriting workshops

Whether for its own employees or for local communities, PILOT regularly organizes handwriting workshops, promoting the discovery of the world of words in a playful manner by connecting to ourselves and others.



### Develop specific materials for teachers

In Germany, PILOT co-develops and provides pedagogic materials for teachers, in order to support them in the daily promotion of the benefits of handwriting and issues of sustainability which are consistent with our CSR policy.



## HOW WE WANT TO GO FURTHER



### Play an active role in the development of handwriting protocols

Hand-in-hand with scientific institutes and associations, PILOT aims to develop innovative handwriting activities for the acquisition, stimulation and maintenance of cerebral and expressive cognitive abilities, through the act of writing (e.g.: writing and memorization workshops).



### Make handwriting playful and accessible

Handwriting is not only academic or serious, but can be great fun and self-fulfilling too. Pilot aims to offer content and games that reveal a more accessible and entertaining vision of handwriting, while helping to boost our brain capabilities and enabling everyone to express their uniqueness.





write for well-being  
Societal contribution

**COMMITMENT 03/**

participate  
in the *life & well-being* of  
our local  
communities.

PILOT actively takes part in the life and development of our local communities. From pen donations and solidarity initiatives, through to support for associations who are aligned with our mission, and participation in think tanks: Pilot aims to be a local stakeholder, with a global impact.

**WHAT WE DO**



**Donations**

Acting for good usually starts with a pen. PILOT is proud to support various associations (Agence du Don en Nature, Dons Solidaires, Entraide Internationale, Notre Dame des Sans-Abris) and institutions (schools, hospitals) that carry out concrete actions to improve human well-being.

**500 000 pens**  
given to NGO in 2023.

Since 2018, we have supported ADN's «Back-to-School» solidarity event to promote equal opportunities by helping 75,000 underprivileged students or pupils obtain the materials they need for the start of the new school year.



**Patronage**

Pilot is a global player which is strongly rooted in its territory, supporting local events and associations that highlight medical, sporting, environmental or cultural causes (for example: Bonheur des Mômes...).

Pilot is also a recruiting company and a partner to social and economic public communities (promoting investment, recruitment and economic development...).

**15 associations**  
and events under sponsorship.



@CCAS\_Montval-Sur-Loir

**HOW WE WANT TO GO FURTHER**



**Partner in local events**

Pursuing our current commitments and placing a special focus on associations, initiatives and donations that support the development of cerebral and expressive abilities.



**Member of think tanks**

Contributing to the promotion of the benefits of handwriting and societal well-being, by taking part and sharing our knowledge through dedicated collective initiatives and think-tanks.



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sustainable futures!

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**write  
your  
world**

