

2025

CSR REPORT

Our journey
towards
sustainability



CONTENTS

- 02 ABOUT EASTWISE
- 04 CSR CHALLENGES & STRATEGY
- 06 ROADMAP & AMBITIONS
- 11 CONCLUSION

Editorial

'At Eastwise, we see corporate social responsibility as a real opportunity. The opportunity to innovate, to progress, but above all to have a positive and tangible impact on our environment. Today, we are convinced that our development can only take place in close conjunction with our commitment to a more sustainable future. Our CSR approach is part of a long-term strategic vision. It helps us to anticipate **economic and social transformations**, to strengthen our links with our customers and partners, to attract and retain talent, while cultivating a fairer and more fulfilling working environment for our teams.

But beyond the indicators and action plans, it is above all a human adventure. Everyone, at their own level, contributes to it.

Together, we are building a more responsible company, with the desire to leave a positive footprint. We firmly believe that a company can only grow in the long term if the men and women who comprise it grow with it.

We have already come a long way: concrete objectives have been defined, actions have been taken and the first results have been measured. **This report bears witness to this momentum, to the steps we have taken, but also to our ambitions for the future. It does not mark the end, but rather a milestone. An invitation to continue, with commitment and high standards. And with you.'**



Cyrille Littler
CEO Eastwise **HONG KONG**.

Who are we?

Purpose and values of Eastwise

Eastwise is a team of 37 experts spread across **Asia, South-East Asia and Tunisia, with headquarters in Hong Kong**. We operate in strategic regions such as China, Taiwan, Vietnam, Thailand, Singapore, Malaysia, India and more. Since 2005, our team has been putting its expertise at your service to offer original and sustainable sourcing and procurement solutions.

At Eastwise, our mission is simple but ambitious: **to provide innovative sourcing and procurement services through trusted partners on a global scale.**

We are committed to offering tailor-made solutions that meet the specific needs of our

customers while promoting a sustainable and responsible approach.

Our core values are at the heart of our strategy and our interactions with our partners and colleagues. There are four of them, all rooted in our DNA:

- Human development
- Bold mindset
- Team spirit
- Customer satisfaction

Product categories



Industry



Hotels /
restaurants



Home /
plumbing



Kitchen



Office
equipment



Sport



AD-HOC

Our services



Sourcing



Quality



Sales



Procurement & Logistics

KEY FIGURES



+250
active suppliers



+3 000
containers



+8
countries



37
employees



+8 000
product references



+2 900
quality inspections



+65 M\$
purchases under management

Our team



Jérémie Arntz
Sales Director
Paris



Thomas Flament
Human Resources
Manager
Hong Kong



Freddy Law
Sourcing Director
London & Shenzhen



Jay Ren
Director of Operations
& Quality
Shenzhen

Today, our organization employs 37 people, 40% of whom are women and 60% men. Women represent 33% of the workforce in managerial positions, reflecting our commitment to building a more balanced and inclusive working environment at all levels.

For Corporate Social Responsibility (CSR), as for any other field, **a good strategy must be founded on something tangible.** That's why, in 2023, we decided to collaborate with **MIND UP CONSULTING** to launch a **materiality assessment**, essential to building our CSR strategy.

This project, initiated by Cyrille Littler, CEO of Eastwise, was to address two major challenges:



A major geographical presence

Eastwise provides a link between Europe and Asia, requiring us to address the social and environmental issues associated with this position.



Growing expectations

Asian and European societies are looking to companies to tackle these issues head on.



'Supporting Cyrille and his teams in developing a materiality assessment and operational roadmap has been very rewarding. Listening to stakeholders and welcoming changes in a context that encourages short-termism is an audacious, yet essential exercise. Cyrille leadership, the teams' enthusiasm and the directors commitment have been critical to make this first step a success.'

Marjorie Hobin,
MIND UP CONSULTING



Project objectives

- **To identify our key CSR strategic issues and priorities**, based on their impact on our operations, and compare them with the perceptions of our internal and external stakeholders.
- **To develop an actionable roadmap** with concrete actions to be implemented over the coming years.

The materiality assessment was a demanding, complex and stimulating task. Our current practices were assessed and challenged, our future expectations and ambitions were reviewed, and we reflected on both present and future impacts on our business. **In addition, we conducted 23 interviews with internal and external stakeholders** (customers, partners, employees, shareholders and suppliers), in order to assess and align our objectives against their expectations.

Key lessons from the assessment:

- **A collective enthusiasm for CSR**, with a strong strategic priority for Eastwise.
- **An opportunity to improve our practices**, by making CSR a lever for continuous improvement that is practical and integrated into our daily work.
- **A relatively positive external perception**, with heightened expectations for eco-responsible products and transparency in our supply chains.

KEY FIGURES
from the project

23

stakeholders interviewed, divided between Europe (48%) and Asia (52%).

5

major themes identified.

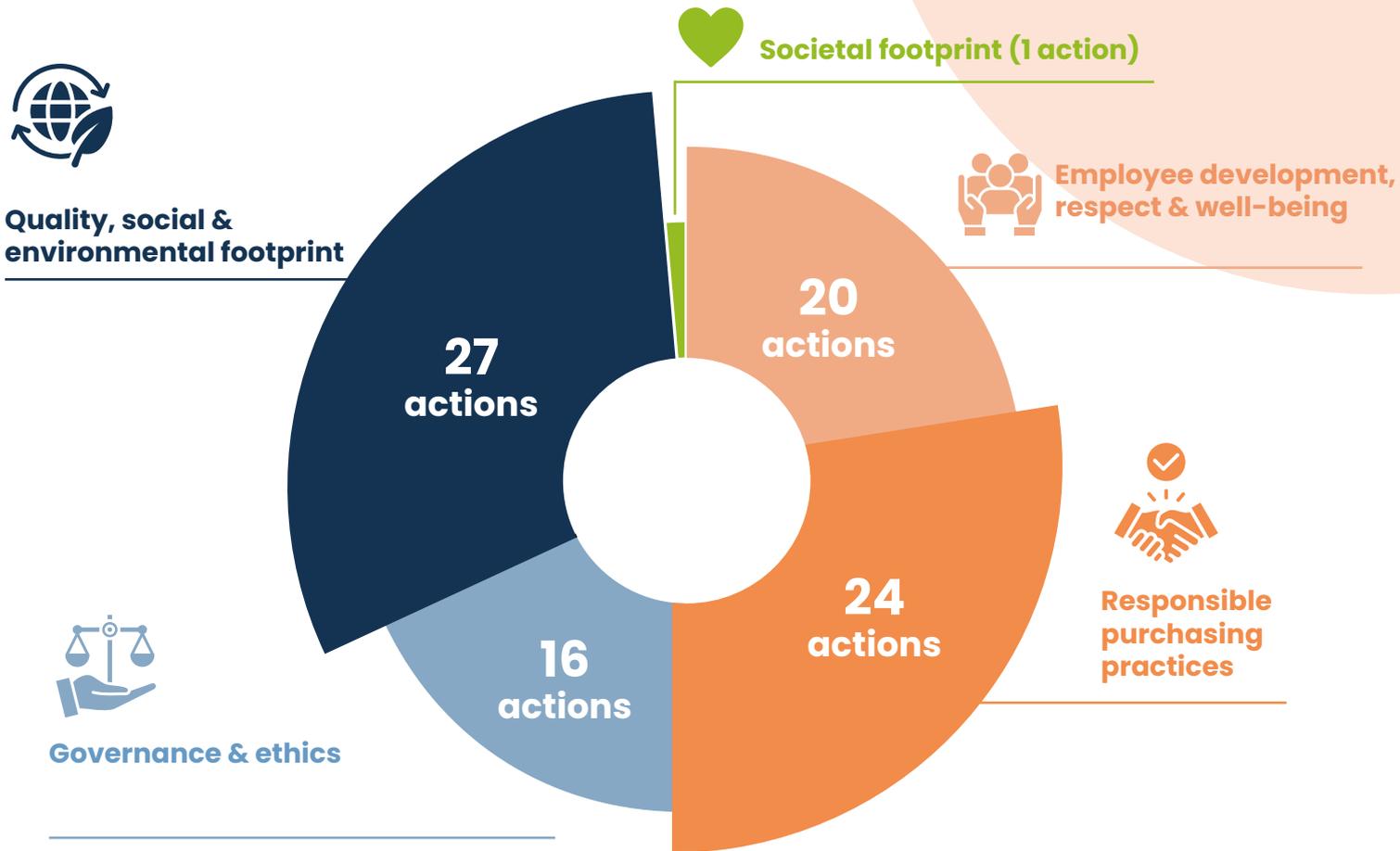
88

defined actions, spread over a 5-year roadmap.

This first report marks a key stage in our process. Our work continues, but the foundations have been laid and the momentum is there.

Our 5 CSR pillars and initiatives undertaken for 2024/2025

We have structured our CSR strategy around 5 main pillars, each supported by specific actions. These pillars will guide our CSR efforts for the years ahead.



Stage 1 - 2024/2025 A CSR culture in DEVELOPMENT

For the period 2024-2025, we have launched **32 CSR actions**, some of which have already been completed, while others are underway and will be finalised shortly.

This first CSR report marks the beginning of our commitment to a more responsible future. Although our path is still a work in progress, it is already producing significant ambition and concrete results for the future of Eastwise.



Passionate about China and Asia for over 25 years, Marjorie Hobin founded MIND UP CONSULTING in 2015, after a career in international purchasing, production and strategic sourcing. SA8000-qualified, she has been supporting companies in improving their performance and driving positive impact by combining hands-on field expertise, operational rigor, and a strong sense of collaboration. We chose to work with Marjorie to structure our CSR policy, convinced by her in-depth knowledge of purchasing in Asia, her human-centred approach and her ability to design practical and sustainable solutions.



A structuring first stage

This CSR project turned out to be more ambitious than we imagined. While we have always integrated the notion of sustainability into our way of working, formalising this ambition in a structured, strategic and operational framework required **a genuine collective commitment**.

The change has been profound, especially for our directors, who have had to adapt their methods, priorities and organisation to drive, coordinate and monitor the implementation of 32 actions.

This work represented a major investment in terms of time, energy and determination. **Despite the workload and additional pressure, everyone rose to the challenge with rigour, conviction and professionalism.**

We have completed a large number of actions, and the majority of those in progress are now well advanced.

Let's review what happened in 2024/2025:

Operational roadmap

88 actions to improve our practices over the next 5 years



Update on initiatives undertaken*



Governance & ethics

Ensure strong governance, an approach focused on improvement and exemplary practices.

PROJECT OBJECTIVES

- To drive the CSR initiative at the Board of Directors level and rally the Top Management team around it.
- Formalise an internal code of conduct to ensure the highest level of professionalism and integrity from our teams.

WHAT WE HAVE PUT IN PLACE

- The initiative was first endorsed by the Board of Director, which validated the strategy, and then personally by each director, thereby guaranteeing close contact with the teams and more effective monitoring on the ground.
- The appointment of Marjorie Hobin – MIND UP CONSULTING – as CSR Advisor in 2021 marked an important step in the structuring of our approach.
- The launch of 5 actions including:

ACTIONS	KPI
Implementing and formalising our code of conduct .	50% ● (document ready for training and rollout)
Optimising access to essential data to encourage its sharing with teams from the bottom up, and putting in place appropriate reporting.	100% ●

*Key Performance Indicator (KPI) data is analysed over the period April 2024 – March 2025.



Employee development, respect & well-being



Developing our employees while respecting their individuality.

PROJECT OBJECTIVES

- Develop the technical and soft skills of our teams.
- Guarantee all our employees contractual protection in accordance with local law and decent working conditions in their country of activity.
- Protect the health of our employees, through personal protection mechanisms and during work-related travel.
- Promote diversity and inclusion in all jobs and countries.

WHAT WE HAVE PUT IN PLACE

- The recruitment of an HR Director to deal with these issues.
- The launch of 13 actions including:

ACTIONS	KPI
Assessing and formalising training needs by department.	70%
Developing the skills of our employees through internal and external training.	100% of employees attended at least one training course last year 67% of employees have taken CSR-related training 2.7 average number of training courses /year
Guaranteeing that our contracts and the working conditions of employees comply with local law.	100%
Putting in place a personal protective equipment (PPE) kit for employees who travel to factories.	27% (8 people/33, quality controllers only)
Defining and implementing anti-harassment policy, mechanism and training.	50%
Strengthening team cohesion through team-building events.	3 events



'This CSR initiative helped me enormously when I joined Eastwise. It gave me clear indications about our objectives, a structured history of actions taken and the next steps to aim for. It was much easier for me to understand and take on my responsibilities as Human Resources Director. Developing our internal code of conduct is more than just a set of rules. It has to clearly explain the rules, while inspiring and opening up horizons. It's about putting down in writing a way of working that reflects our values and our ambition as a team.'



Thomas Flament - Director of Human Resources, Eastwise



Responsible purchasing practices



Aligning our purchasing practices with our values.

PROJECT OBJECTIVES

- Formalise and align sourcing and supplier qualification criteria.
- Map strategic suppliers according to defined criteria.
- Develop a client-focused corporate culture, starting with a satisfaction questionnaire.
- Clarify our relationship with our partners by formalising a supplier charter defining both our expectations and our commitments to them.

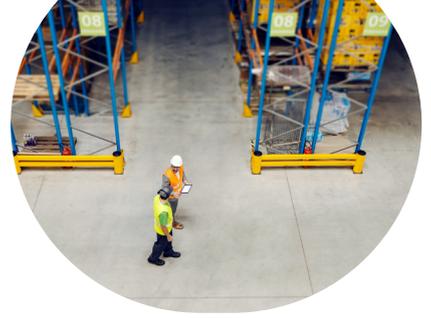
WHAT WE HAVE PUT IN PLACE

- The co-construction of sourcing qualification criteria.
- The implementation and deployment of a client survey.
- The launch of 7 initiatives, including:

ACTIONS	KPI
Embedding CSR criteria into a formalized and consistent supplier qualification process.	50% ●
Mapping our strategic suppliers.	30% ●
Assessing client satisfaction and collecting suggestions for improvement via a questionnaire.	100% ●
Improving the evaluation and monitoring of our suppliers' overall performance.	50% ●



Quality / social & environmental footprint



Improve our quality and our social impact while working to reduce our environmental footprint.

PROJECT OBJECTIVES

- Formalise quality audit processes in all the countries where we operate.
- Train our quality managers in the fundamentals of human rights in factories, in accordance with the SA8000 standard.
- Design communication workshops on quality and CSR news for all teams.

WHAT WE HAVE PUT IN PLACE

- The development of our own **social assessment tool**, grounded in the SA8000 framework, field-tested and complemented by managerial training- a pragmatic and qualitative approach that goes beyond statutory social audits.
- The deployment of **ESG Now, our platform for measuring carbon emissions** (CO2 equivalent), designed with experts to integrate environmental impact into our offerings (price, quality, emissions).
- The launch of 8 initiatives, including:

ACTIONS	KPI
Harmonising our quality audit and its deployment in our countries of operation.	100% ●
Training our quality managers in the fundamentals of human rights in factories, in accordance with the SA8000 standard.	100% ●
Developing an in-house social assessment solution.	80% ●
Improving the quality capabilities and performance of our suppliers.	Success rate of quality inspections of active suppliers: < 50% : 2.5% ● <small>(5 suppliers)</small> 50%/90% : 18% ● <small>(38 suppliers)</small> > 90% : 79.5% ● <small>(164 suppliers)</small>



'The CSR approach helps me to make decisions that take account of social responsibility and accountability, both internally and externally. When we started working on the 2024-2025 roadmap, I had a hard time getting the team to understand the value of this approach. But as the project progressed, they realised that it could really have a positive impact: on employee engagement, on the brand's reputation... I'm proud of these positive outcomes, but above all of the awareness it has generated.'



Jay Ren, Director of Operations and Quality, Eastwise.

At the end of this first phase of work, we were able to lay the foundations for a collective reflection on the first four pillars identified. The **societal footprint** pillar has not yet been explored as part of this first phase. Its treatment is envisaged in a later phase (P2 or P3).

Conclusion

Although progress has been made, there is still a long way to go to make CSR fully tangible in our day-to-day operations. In 2024-2025, we have successfully completed a large number of actions. Other ongoing actions are also progressing satisfactorily, and we can already see real results.

In phase 1 (P1), 32 actions have been launched, 12 of which have already been completed.

This momentum will continue in 2025-2026, with a change in scale: greater involvement of managers and employees in spreading the CSR culture, and enhanced work with our external stakeholders. Co-constructing this approach with our clients, suppliers and partners is now essential.

Phase 2 (P2), which runs for two years until 2027, includes 44 new actions, which we will need to review and prioritise with the directors. **We need to make this approach even more practical, and refine our objectives and Key Performance Indicators (KPIs) where necessary.**

'There are still many things to do and challenges to overcome, which is precisely the essence of CSR: a dynamic process of continuous improvement that enables Eastwise to remain resilient in an increasingly volatile environment and deliver greater value to its customers, suppliers and employees.'



Marjorie Hobin,
MIND UP CONSULTING



Our commitment to CSR has only just begun. We are moving forward with humility but determination, to build a more sustainable, inclusive and efficient model.

Do join us in this endeavour!

All the figures detailed in this report are taken from the field audit carried out by Marjorie Hobin in March 2025.



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