



arc

Innovative glass  
for a better world

Who we are?

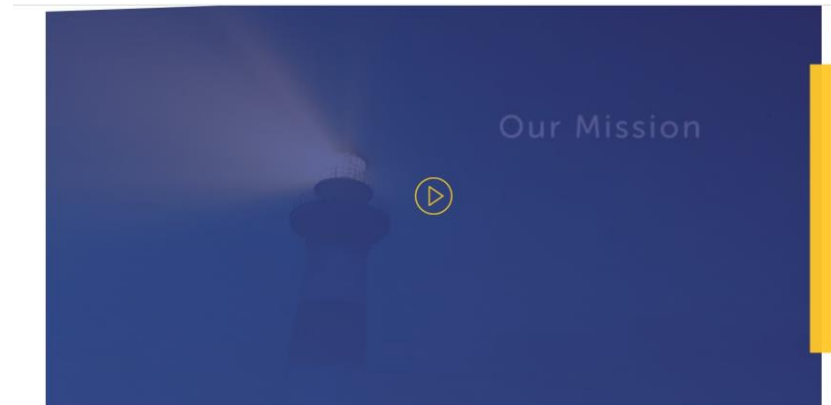


Arc was founded in the North of France in Arques, which is still home to the Group's head office, its Research and Development division and **the world's largest glass-production plant**. Today our footprint extends across the world, with factories in the **USA, China** and in the **UAE** and sales in virtually every country. We sell our products under our 5 main brands: **Luminarc®**, **Arcopal™**, **Cristal d'Arques® Paris**, **Arcoroc®**, **Chef&Sommelier®** as well as private label for our customer's brands.

Though their performance, their unique know-how and their passion for their profession, The Women and Men of Arc are committed to our development every day. Our Group wishes to develop while benefiting the region in which we are established. We intend to promote the well-being of each employee by offering favourable working conditions and a caring and stimulating professional environment.



Discover in video the Vision, Mission and Values of the Arc Group, which allow all our employees to come together around a common goal all over the world.







- **The Group's history dates back to 1825 and the creation of the Verrerie Cristallerie d'Arques**

This small family-owned business experienced spectacular growth after the First World War, under the guidance of its managers: Georges Durand and his son Jacques.

- **As early 1930, the Verrerie Cristallerie d'Arques stood out as a pioneer**

It was the first company in France to install a tank furnace and presses. A few years later, it installed the first glass-blowing machines. These technologies were imported from the United States and relatively unknown in Europe.

- **A rich history of innovation and change**

As market innovators we have brought innovation and change each decade. These are born out by the materials and 'What we do'.

## New brands

Throughout its innovations, Arc has developed **new brands that support you on a daily basis**, all over the world, for several generations.



**1948**  
**Creation of the Luminarc® brand.** Luminarc® is the brand which achieves the highest turnover in the Group today. It offers simple and current collections, accessible and adapted to every day life.



**1958**  
**Creation of the Arcopal™ brand** with the first automated production of opal glass. **Creation of the Arcoroc® brand** which offers shock-resistant tempered glass collections.



**1960**  
**Creation of the Cristal d'Arques brand.** From 1960, the company developed the automated production of crystal stemware. This innovation – a first in France – has made crystal accessible to all!



**2000**  
**Renamed Arc International** in 2000, the Group continues to innovate. With its revolutionary materials and inventive collections, Arc has contributed to both the history of glass-making and tableware!



**2008**  
**Creation of the Chef&Sommelier® brand** which offers collections with a pure and elegant design, intended for hotel and restaurant professionals, but also for retailers and wine enthusiasts.



**2016**  
In 2016, following the recapitalization of the company a few months earlier, **Arc International became Arc**. New logo, new identity, to accompany the writing of a new page in the history of the Group.



A  
worldwide  
presence

Mainly established in Europe, Arc's Group achieves a little over 50% of its turnover here.

Since the beginning of the 2000s, the company has accelerated its manufacturing presence in growth areas and has set-up production sites on several continents.

This location at the heart of consumer region enables/allows Arc to supply **Europe, the Americas, the Near and Middle East** and **Asia-Pacific** while adapting products to the uses and expectations of local consumers and limiting transport cost.

Arc markets its products mainly through its network of distribution subsidiaries, partner distributors and selective distribution

## Global Reach

5 production sites around the world producing more than 4.5 million items per day.





## UK & ROI Reach

Largest Production Site (4million pieces a day)

Located 20mile south of Calais

- Central UK Warehouse circa 200,000 sq ft. Complete focus on tabletop (90% Drinkware) covers all of UK & N.I
- Partner Importer to cover ROI and N.I
- Central Warehousing (in the top 10 industrial sites in France for Sq Foot) Manufacturing Unit circa 4million pieces a day. Ability to delivery Direct\*





# Innovations



## Market Leaders

Arc innovated the tempering process in the 1950s and to this day it is the market leader and produces not only performance glassware, but also technical washing machine doors.



## Lead Free & Purity

During the 00's Arc started a journey to remove Lead from its drinkware portfolio. Today we offer Krysta (our own unique performance mix) and Kwarx a purified glass material.



## Innovators, Food2Go

In 2018 Arc started the journey to focus on reusable vs disposable. Throughout 2020 we have been rolling out our reusable containers for the Food2Go and QSR market.

## Branded

Arc is the leader in the mass production of branded glassware, our ability to add value and manufacturing capacity globally attracts the world's largest brands.



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**wetherspoon**

# Sustainable and responsible solutions

Since 2020, our Group has been committed to a circular economy approach in order to limit the waste of resources and the environmental impact. This is reflected in particular in local production but also in sustainable and responsible solutions.



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CTRL+CLICK Image to see video



## United Nations Global Compact

Our brands and manufacturing plants are members of United Nations Global Compact, which champions 10 principles divided into four main themes:-

- Human Rights
- Labour Conditions
- Environment
- Anti- corruption



CTRL+CLICK Image to see video

### Promote local production Made locally

Even today, 50% of our worldwide turnover comes from production from our historic French site, and 75% of this production is sold in Europe. At the end of 2019, 200 collections manufactured on the Arques site received “Guaranteed French Origin” certification for all of the Group’s brands.

100% of our US production is sold domestically and our factory in Nanjing also mainly serves the Chinese market.

**wetherspoon**

As a business we ensure that our messages are clear both to our valued employees and to the market.

## Sustainability is key to our future



A business that is not only focused on the world we have today, but the one we will need tomorrow





## **A committed group for sustainability**

We have been renewing our commitment to the United Nations Global Compact every year for the past 15 years, with the conviction that sustainable development is an essential lever for our success and, more broadly, that of society.



### Guaranteeing the health and safety of all

As an industrial group, **the health and safety of employees are priorities for us**, the objective being to strive for zero accidents. To achieve this goal, a multi-year plan has been put in place to improve and consolidate the safety culture, based on various parameters: the involvement of managers and teams, the identification of risks, the improvement process and a permanent safety dialogue.



### Developing the human capital of the company

Rich in the talent of its teams and the diversity of its personalities, our Group is committed to supporting them in developing the technical know-how and managerial skills essential to a leader in tableware. Everywhere in the Group, we invest heavily in the training of our employees and partnerships are developed with local schools and universities or specialized in glass production.

**Since 2015, 82% of apprentice glassmaking machine operators have been offered a permanent contract at the end of their training and are continuing their career within the company.**



### Valuing diversity

At Arc, the differences, whether of the order of gender, disability, nationality, age, ethnic origins, sexual orientation, convictions, beliefs, education, social origins, or culture are a source of value for us. **Allowing all employees to make their contribution knowing that they will be heard and recognized is part of our corporate culture.**



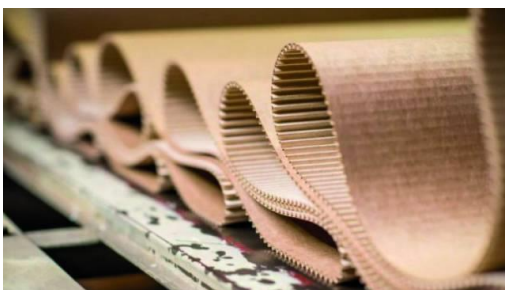
### Being socially committed to the territory

Wherever we operate, our presence is significant, both through the scope of our facilities but also as an actor and employer in the local economy. **Sharing, solidarity and investment in the territory have been part of the fundamentals of the company since its creation.** These are anchors that stabilize Arc in times of change and unite employees around local projects.



### Preserving the Earth's Resources

Our Research and Development department focuses on developing new technologies on a daily basis to preserve water and air and generate a direct and positive impact on climate change. Among these, the integration of cullet in the composition of the glass, the installation of closed and controlled water networks or the treatment of the fumes leaving the installations.



### Environmentally responsible solutions

From idea to industrial realization, our solutions are innovative while reconciling technology and ecology: lighter glasses, without heavy metals, low temperature decoration processes based on organic inks, design of increasingly ecological packaging are all examples of sustainable development of activities.



### A sustainable value chain

The principles of integrity and transparency are fundamental to the way we conduct our business and operations around the world. This is why we have a Code of Ethics, guiding our employees in their daily decisions. Policies and commitments in terms of quality, safety, security, environment, energy and food safety also form a foundation on which the operational and professional activities of our employees around the world are based. Finally, we have a supplier charter which covers Arc's expectations in terms of ethics and compliance.



**United Nations**  
Global Compact



arc