

SERVI DORYL
CHEESE MOULDS EXPERT



REPORT 2021

**CORPORATE
SOCIAL
RESPONSIBILITY**



In line with its commitment to Corporate Social Responsibility (CSR), SERVI DORYL presents its new report for the year 2021. As before, the company will be evaluated by Ecovadis. Its commitments remain in line with the United Nations' Global Compact, whose 10 principles it is committed to respecting, and for which it has adopted the new Communication on Progress (CoP) model, which can be accessed at www.unglobalcompact.org.

In 2022, CSR commitments have become a pillar of the company's strategy, and actions are carried out by an extended group of volunteers from all sectors of the company. The work is divided into 6 sub-groups, which operate autonomously and report to the company's management at bi-monthly plenary meetings.

GENERAL POINTS DOCUMENTS	ETHICAL & SOCIAL	RESPONSIBLE PURCHASING	ENVIRONMENT	WASTE MA- NAGEMENT	ENERGY
					

This report is designed to monitor and communicate, both internally and externally, the progress made and sometimes the difficulties encountered.

This CSR report covers the following four topics:

- Social and human rights,
- environment,
- Ethics,
- RESPONSIBLE PURCHASING.

From a methodological point of view, we have followed the recommendations of the Ecovadis practical guides for the preparation of these reports. We also used the GRI ("Global Reporting Initiative") G4 Guidelines as a guide for implementation, but did not follow them to the letter.

This is Servi Doryl's second CSR report and is intended to be updated annually. It will be enriched and will testify, I hope, over the years, to our progress.

Serge Page
- General Manager

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SOCIAL AND HUMAN RIGHTS

POLICIES, ACTIONS AND RESULTS

1. EMPLOYEE HEALTH AND SAFETY

Providing our employees with a safe and healthy working environment is a key component of our CSR policy, and a necessity for Servi Doryl, an industrial company using potentially dangerous machinery. As a member of APST37, Servi Doryl works closely with the Occupational Medicine in order to regularly check the fitness of its employees.

Based on its DUER (unique risk assessment document), Servi Doryl continues its program to reduce risks and improve working conditions for all its staff, both permanent and temporary.

The continuation of the Covid-19 pandemic has punctuated the year with specific actions aimed at providing staff with the protection they need to protect themselves, enabling them to be vaccinated as widely as possible, and maintaining barrier gestures.

COVID-19 SAFETY

Keeping Servi Doryl employees safe was our major concern for 2021. We have continued production and have put in place many measures to ensure the safety of all:

- **Weekly meetings with the CSE and special Covid meetings ;**
- Implementation of **safety rules** in the different departments of the company, with **updating of the** adapted safety protocols;
- Continuation of **teleworking** and organisation of office rotations according to the contamination peaks.

These actions were demanding in 2021 as well as in 2020. Other improvement actions have been slowed down due to the difficulty of organising meetings and schedule changes.

COMPLIANCE OF PRODUCTION MACHINES

The plan to bring the production machines into compliance continues according to the established plan:

- **Two machines have been made CE compliant;**
- **New machine tools have been ordered;**
- **An ambitious investment plan has been launched** to replace old machines;
- **The air conditioning of the workshops was launched**, but delayed due to delays in the delivery of equipment suppliers;

Servi Doryl's annual investment plan includes reflections on critical equipment, but also on production accessories facilitating transfers without load ports, as well as aiming to limit unnecessary movements. These actions are carried out with the CSE.

ACTIONS TO REINFORCE THE SAFETY OF PRODUCTION OPERATORS

The following actions have been implemented:

1. **Purchase of safety glasses** for the employees;
2. **Purchase of masks, visors, etc.** for Covid safety;
3. **Safety training and awareness actions for permanent employees:**
 - o Safety on traditional woodworking machines
 - o Passing of the certificate of aptitude for safe operation of machines (CACES) for the use of forklifts
 - o Maintaining and updating the skills of forklift operators (CACES retraining)
 - o Electrical risk prevention
 - o Maintenance and updating of electricians' skills
 - o Maintaining and updating the skills of first aiders at work
4. **Safety training and awareness actions for temporary employees:**
 - o Implementation of specific Covid-19 training for all temporary workers
 - o Safety awareness on risky machines and tools
5. **The lifting equipment and the electrical installation are checked by an approved organisation every year** (annual report archived).

EMPLOYEE HEALTH AND SAFETY INDICATORS

ACCIDENTS AT WORK

Number of lost-time accidents for the year involving permanent employees:

2019	2020	2021
3	1	3

The intense production activity is a factor of disorganisation influencing the conditions of congestion of the workshops, the moved masses etc... it shows the limits of our infrastructure and the consequences on the working conditions in full safety.

Lost Time Injury Frequency Rate for permanent employees:

2019	2020	2021
25	13	31

Lost Time Injury Severity Rate for permanent employees:

2019	2020	2021
0.16	0.02	0.50

EMPLOYEE HEALTH AND SAFETY INDICATORS

OCCUPATIONAL DISEASES

Number of occupational diseases services reported during the year:

2019	2020	2021
0	0	0

ABSENTEEISM RATE

Number of days absent due to illness / number of days worked:

2019	2020	2021
6.0%	7.1%	9.9%

The absenteeism rate remains high. It increased by 2.8 points in 2021 due to an increase in the number of sick days ranging from 31 to 90 days. The impact of the Covid periods can be noted here, especially during the post-confinement waves of 2021, as the company was generally spared in 2020.

SAFETY TRAINING

Number of safety and ergonomic training sessions related to the workstation during the year.

This indicator does not take into account the mandatory fire training offered every two years to all employees:

2019	2020	2021
16	12	34

Several training actions were carried out this year with priority given to safety on traditional woodworking machines.

IMPLEMENTATION OF THE ACTIONS PLANNED IN THE ASSESSMENT OF OCCUPATIONAL RISKS

Number of safety actions completed by the Safety CSE:

2019	2020	2021
4	3	16

Several actions initiated in 2019 and 2020 were completed during this year 2021. In 2022, the CSE will include new actions in its action plan. The involvement of an increasing number of people in the action plans has resulted in more actions being completed than in previous years.

2. EMPLOYMENT AND WORKING CONDITIONS

Servi Doryl applies the collective agreement of the metallurgy industry, and respects all its provisions, such as holiday time and overtime.

Servi Doryl wishes to further strengthen its skills in designing and manufacturing cheese moulds and other equipment for cheese dairies. It also wishes to offer its employees pleasant and safe working conditions.

Servi Doryl employees receive the following benefits:

- **Legal participation;**
- **Profit-sharing agreement.**

ORGANISATION AND RECRUITMENT

The year 2021 was marked by the **change of general management**, and the **reorganisation of the sales department**. A project manager and an administrative and commercial assistant were recruited, and the position of marketing manager was confirmed. At the workshop, permanent hires have been made to reduce the use of temporary workers.

Four production operators were recruited in 2021 as well as a trainee in the maintenance department.

Four employees (including one who retired) and one trainee left the company. Since 2018, employees have been involved

SOCIAL COMMITTEE OF THE COMPANY

The CSE is composed of **four elected members, four alternates, and one member representing a trade union**. All elected members are involved in actions related to occupational health and safety. The CSE is chaired by the company's general manager. It meets at least once a month and alternates every two months between safety at work and social actions. Volunteers from the relevant departments are also called upon for specific projects.

COMMUNICATION AND WELL-BEING AT WORK

in the **"Doing well, together"** project, to seek solutions for improving our performance and developing the quality of life at work.

In 2021, with our mutual insurance provider, we conducted a new survey on communication and quality of life at work. An action plan will be deployed during 2022 to respond to the results of this survey.

The establishment of the **Company Social Committee (CSE)**, at the end of 2018, has enabled a new dynamic in social dialogue, particularly in the safety aspect and the improvement of working conditions.

Out of a staff of sixty people, 15% of them work directly on safety.



– CSE MEMBERS

CSE ACTIONS 2021

In 2021, the CSE met **five times on general safety issues**, and **five times on social issues**. In addition, the management met several times with the CSE on the specific subject of **covid-19**; these regular meetings made it possible to take the necessary decisions regarding employee safety.

The members of the CSE are actively involved in the safety action plan, the main actions for 2021 of which are listed in point 1 above.

High-lift electric pallet trucks are purchased every year. In 2021, 2 units were purchased, thus completing the replacement of manual pallet trucks.

"DOING WELL, TOGETHER" PROJECT

The working groups formed in 2019 on the themes of **Communication, Quality, Organisation and Management, Planning and Ranges**, continued their activities. The Covid-19 epidemic has forced the company to refocus on its core business and business meetings have been greatly reduced.

ACTIONS 2021 "DOING WELL, TOGETHER" AROUND COMMUNICATION

- Maintain a daily **5-minute point in the plant**. However, it has been interrupted or adjusted according to the time of year, in connection with the safety measures inherent with Covid-19;
- An intranet **has been developed to facilitate internal communication** between departments and is available to all employees;
- **Improving the welcome procedure for new arrivals**, including temporary workers, was initiated in 2021, moving towards more digitalisation.

CHILD LABOUR, FORCED LABOUR & HUMAN TRAFFICKING

Acting within the French regulatory framework, and operating in its sole site of Langeais, Servi Doryl is not directly subject to these risks. The supply of materials, spare parts and various services is done with companies as local as possible, French or possibly subsidiaries of reputable international groups (plastics). We have made our main suppliers aware of this, and the indirect risk can be considered to be under control.

3. CAREER MANAGEMENT AND TRAINING

Servi Doryl practices, when possible, the **internal promotion**, and takes care to **train its employees**.

Each employee has an **annual appraisal interview**, usually held in the first quarter of the following year, and a **professional interview** every two years.

A training plan is established each year.

ACTIONS 2021 "CAREER MANAGEMENT AND TRAINING"

- **Development of the 2021 training plan**; some courses were cancelled or replaced with remote learning courses.
- **Establishment of the Professional assessments** covering the years 2014 to 2020.
- **Launch of a certification training** for one of our employees.
- Updating of the "**Skills by operator**" file, according to the various specialities of our factory.

4. DIVERSITY, DISCRIMINATION, AND HARASSMENT

Servi Doryl promotes **diversity**, **refuses discrimination** and **all forms of harassment**.

In conjunction with the CSE, , a **sexual harassment** and **sexist harassment** referent is available to employees.

INDICATORS RELATED TO EMPLOYMENT AND WORKING CONDITIONS

RECRUITMENT

Total number and percentage of new employees hired (number of employees hired for the year / number of employees as of 31/12):

	2019	2020	2021
Number	5	9	5
Percentage	9%	15%	8%

This indicator includes work-study students (anyone who has received a pay slip).

INDICATORS RELATED TO EMPLOYMENT AND WORKING CONDITIONS

STAFF TURNOVER

Staff turnover rate (number of entries + number of exits) / 2 – number of employees on 1 January:

2019	2020	2021
6.4%	10.4%	18.3%

Several departures have taken place, replaced by new employees. The hiring of permanent employees has also reduced the use of temporary workers.

DOING WELL TOGETHER

Number of actions implemented as a result of the Doing Well Together working groups:

2019	2020	2021
8	4	1

The health crisis reduced the number of meetings and consequently the development of new actions. The action is relaunched in 2022.

CSE

Number of actions implemented as a result of employee or CSE proposals:

2019	2020	2021
7	10	5

TRAINING

Number of training hours per year, per employee, for skills development (excluding safety/fire):

2019	2020	2021
9.4	7.5	4.7

INTERVIEW EVALUATION

Percentage of employees who have had a periodic assessment interview in the year under review:

2019	2020	2021
27%	96%	83%

ENVIRONMENT

POLICIES, ACTIONS AND RESULTS

1. ENERGY CONSUMPTION

Since 2013, Servi Doryl has been carrying out actions designed to **monitor and reduce its energy consumption**.

The energy consumed is essentially **electricity for all production operations** : machines for cutting, screening, drilling, welding, machining, planing, turning, lighting, etc.

Gas is used almost exclusively for space heating.

HISTORY OF ACTIONS TAKEN TO REDUCE ENERGY CONSUMPTION

Servi Doryl continues its program of **reducing its energy consumption**.

An audit of production and buildings led to an initial series of actions that significantly reduced the energy intensity index from 20 kWh/production hour to 16 to 17 kWh/production hour.

The main actions implemented were:

- **Regular awareness heightening** of all ;
- **Monthly report on the** company's energy efficiency;
- **Insulation work** ;
- Installation or **adjustment of clocks on the preheating machines** before the start of production ;
- Installation of **variable speed drives on the chip extraction of numerically controlled machining machines**.

A new study launched in 2019 reinvigorated the project and identified new sources of energy savings. A specific working group is in place, composed of the production manager, the maintenance technician, the purchasing assistant, a production operator, and the general manager. This group decides and monitors the energy action plan.

Several actions have been undertaken, including :

- **Installation of new, more** energy-efficient vacuum pumps ;
- **Switching to LED** for the factory lighting ;
- **Installation of presence detectors** for the lighting of passage areas;
- **Repair of the speed variator** on the centralised vacuum cleaner;
- **Search for regular leaks** on the compressed air network.



2021 ACTIONS IN FAVOUR OF ENERGY SAVINGS

The following actions were completed:

- Replacement of the plant's air conditioning system with a more efficient solution, for final acceptance in 2022, including insulation work and the installation of double high-speed doors;
- A **Diag Eco-flux**, a device carried by the BPI, was conducted over the year 2021 and finalised in early 2022.



This one allowed us to make a diagnosis on the consumed energy and to set up an action plan moving towards savings. The main actions implemented are the following:

- Optimisation of the heating/cooling of the workshops with the installation of the latest generation in reversible air-conditioning;
- Optimisation of the heating control with verification of the programmers;
- Installation of motorised valves on the suction of the machines (electrical gain on the fans and thermal gain on the heating): 2 machines equipped at the end of 2021;
- Every 6 months, campaigns to find and repair compressed air leaks are maintained;
- Realisation of a plan for the installation of sub-meters (in order to optimise, for example, the electrical consumption on the weekend);
- Training of a PROREFEI energy referent.



– REVERSIBLE AIR CONDITIONING

ENERGY CONSUMPTION INDICATORS

ANNUAL CONSUMPTION BY ENERGY TYPE, IN MWH

	2018	2019	2020	2021
Electricity	709	759	701	757
Natural gas	359	345	270	365

Annual gas and electricity consumption has changed little over the past 4 years. These raw figures do not allow any conclusions to be drawn, which is why energy efficiency indicators have been defined and calculated. Indeed, the company's activity has been steadily growing over the last few years.

ENERGY EFFICIENCY

Two indicators have been defined and are monitored internally:

1. ELECTRICITY CONSUMPTION PER HOUR OF PRODUCTION IN KWH/H OF PRODUCTION

Power consumption varies greatly depending on the machines used. We do not currently have sub-metering systems that allow us to monitor consumption by island or by machine.

Since 2013, we have been tracking the monthly and annual indicator of overall electrical energy consumed in kWh divided by the number of production hours. The energy quantity represents the total quantity billed to the company du-

ring the period under consideration. The number of production hours is the total number of hours clocked in on cases by the production operators.

This indicator is imperfect because it does not separate consumption related to production and that related to heating or cooling in summer, but its regularity makes it a good monitoring tool:

2019	2020	2021
14.4	16.0	14.0

This indicator has declined to a value of 14.0 in 2021, which is the lowest value in the last 3 years. The effects of the product mix are probably to blame. Indeed, 2020 was a year strongly dedicated to the production of boiler-made moulds requiring more processing steps and is therefore more energy consuming.

ENERGY CONSUMPTION INDICATORS

2. GAS CONSUMPTION IN KWH PER DEGREE-DAY (TOTAL CONSUMPTION/UDD)

Natural gas is only used to heat the plant and part of the offices.

In order to take into account the severity of winter, we correct the gas energy consumption by the system of unified degree days (UDD). The ratio of energy consumption to UDD is a recognised indicator.

2019	2020	2021
14.4	16.0	14.0

The improvement of this indicator in 2020 seems to be more related to a milder winter than in 2021 or 2019. It should be noted that the efforts of the staff in the offices to reduce the consumption of heaters have a beneficial effect. On the other hand, the buildings are not at all up to the standard of modern buildings. Investing in the company's infrastructure would be the most effective way to improve this indicator.

ANNUAL WATER CONSUMPTION IN m3

Servi Doryl does not use water in its production process. Water consumption is therefore limited to "domestic" use: kitchen, showers, sinks, toilets, cleaning.

- All toilets are equipped with double push buttons;
 - A urinal was installed in place of a conventional toilet.
- Only basic improvements have been made to reduce water consumption: Given the low stakes, reducing water consumption is not a priority.

2019	2020	2021
98	96	45

The table above shows the water consumption over the last 3 years. It indeed reflects the low annual consumption. For comparison, the domestic water consumption of an average French person is 55 m³ of water (ADEME figures, 2017).

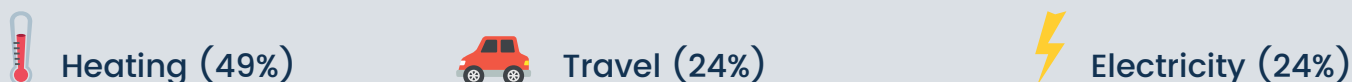
2. GREENHOUSE GASES

To reinforce Servi Doryl's commitment to sustainable development, an initial **greenhouse gas (GHG) emissions assessment was carried out for the year 2021 using the approach proposed by ADEME**. This was done without any regulatory constraints, as only companies with more than 500 employees are required to publish.

For this assessment, the following were taken into account: direct emissions produced by the company (scope 1) and indirect emissions linked to energy consumption (scope 2). Scope 3 emissions have not been assessed in this first approach.

It is published on the ADEME website: <https://bilans-ges.ademe.fr/fr/accueil>.

Total GHG emissions amount to **126 tons in 2021**. The main sources of emissions are:



This inventory allows us to better identify the emitting activities and to consider actions to limit them. In addition, this provides a reference value for future years.

3. BIODIVERSITY

Servi Doryl's activity has no direct impact on biodiversity. There is no animal testing, nor is there any use of animal or plant products that could contribute to the significant use of land. The plant was installed on an industrial estate and in existing buildings. It has therefore not been the cause of direct soil artificialisation. The land occupied by Servi Doryl borders a natural area along the Nantes-Tours railroad line, which extends beyond it towards the Langeais bypass and then towards the Loire River.

Therefore, there is no biodiversity action plan in progress at Servi Doryl.

A potential impact on biodiversity could be linked to the dust and plastic chips produced by the plant which could end up in the environment and possibly in the waterways and then in the sea and be ingested by aquatic animals. This is discussed in the chapter on waste.



4. LOCAL POLLUTION AND NEGATIVE EXTERNALITIES

The materials used and marketed by Servi Doryl are mainly **plastics, polyethylene and polypropylene, as well as stainless steel products** (reinforcements, draining trays, distributors, etc.) **and aluminium** (tools, draining trays, etc.).

The risks of local pollution and negative externalities identified are :

RISK OF LEAKAGE AT THE TREATMENT ROOM METAL ACID

The stainless steel products produced on the site by our sister company **Alpma Servi**, are partly used or marketed by Servi Doryl. The risk of possible pollution by leakage or flooding has been identified and addressed. In the event of flooding, the stored acid will be transferred to watertight plastic tanks , which will avoid any risk of pollution. This measure is included in our Flood Prevention Action Plan (PAPI).



- PLASTIC TANKS

RELEASE OF PARTICLES OF PLASTIC TO THE OUTSIDE

The plastic chips emitted by our digital machining centres are evacuated to **dedicated dumpsters stored outside**. The transfer sometimes causes plastic chips to be lost on the ground. They are then likely to be moved by the wind and end up in waterways through runoff. In 2021, we continued to work on modifying the facility to make it as airtight as possible.



- CHIP DUMPSTER

5. MATERIALS, CHEMICALS AND WASTE

Servi Doryl works on two axes related to materials, chemicals and waste: the **reduction and recovery of plastic waste** and the **elimination of aerosol cans**.

REDUCTION AND RECOVERY OF PLASTIC WASTE

Plastic waste is essentially **production waste**, composed of virgin plastic material, which is easily recovered, provided that the sorting is well done by type of material and by colour.

Our actions are based on the following themes :

- **Source reduction**, e.g. by cutting the plastic sheets directly to size ;
- **Optimisation of flow rates** to reduce falls ;
- **Improved sorting** to reduce downgrades due to mixing of materials in dumpsters ;
- **Search for new recycling possibilities** for better reclamation and a reduction in transport costs.

ACTIONS 2021 FOR THE REDUCTION AND RECLAMATION OF PLASTIC WASTE

With each major order, the buyer considers whether to purchase standard or custom parts (tailored to the need), in order to minimise losses during production.

In 2021, Servi Doryl welcomed a trainee in a "Waste and Circular Economy" professional degree for the implementation of more efficient **waste management** within the company. The major actions implemented were as follows:

- **Characterisation of an OIW garbage can;**
- **Implementation of new sorting systems:**
 - o Wood sorting
 - o Sorting of surgical masks
 - o Reuse of pallets



ACTIONS 2021 FOR THE REDUCTION AND RECLAMATION OF PLASTIC WASTE

- Installation of sorting sectors;
- Creation of a mini-waste centre ;
- Searching for solutions for the end of disposable cups : distribution of stainless steel water bottles in addition to reusable cups;



- Creation of sorting posters;
- Awareness campaign on sorting for all employees;
- Implementation of an internal communication over several months (awareness posters).

Areas for improvement have been identified for the coming years, such as the **sorting of detectable materials** as well as **better management of hazardous waste**. This topic was not initially addressed because the volume of hazardous waste generated is very small.

REMOVE AEROSOL CANS

The percentage of hazardous waste is very low (less than 0.5%). Nevertheless, actions are underway concerning aerosol cans. These are mainly used to apply cleaning products, lubricants or other products useful in the manufacturing process.

All these products are of course suitable for food contact, but their use in cans generates waste to be recycled (the cans) and releases propellant gases into the atmosphere. We have continued the **program to eliminate these aerosols**, replacing them with equally effective products available in bulk.

ACTIONS 2021 ON AEROSOL CANS

- One bulk chemical reference has been tested and approved in 2021;
- A second reference has been found and will be implemented in 2022.

INDICATORS ON MATERIALS, CHEMICALS AND PLASTIC WASTE

RATE OF PLASTIC PROCESSED

For confidentiality reasons, the rate shown is considered relative to a base of 100 in 2018.

2019	2020	2021
106	109	107

There is a slight increase in this rate of processed plastic between 2018 and 2020. This reflects the growing awareness of the teams on the value of the material and the optimisation of purchases and throughput. These actions must be reinforced if we want to see a major increase in this indicator in the years to come.

RECYCLED WASTE RATE (% PER YEAR)

2019	2020	2021
74	64	65

This indicator represents the quantity of recycled waste (all materials) in relation to the total tonnage of waste (OIW + recycled). It was created in 2021, but previous years' figures were used to analyse trends.

The percentage of waste recycled has not significantly increased over the last 3 years. There is even a decrease in the years 2020 and 2021. Actions taken during 2021 (mid-year) should show their effects on the 2022 figures.

AEROSOL CANS

The table shows the mass of aerosols thrown away per year (in kg).

2019	2020	2021
41	37	35

The indicator has been modified in 2021 to be more in line with the hazardous waste reduction objective.

There is a slight decrease in the annual consumption of aerosols. This should be accentuated in the years to come following the actions carried out.

6. END OF PRODUCT LIFE

The moulds and block-moulds produced by Servi Doryl are investment pieces. Their **lifespan is long, from 10 to 20 years or more**.

Servi Doryl is interested in the **collection and reclamation of these products after use** and wants to reduce the rate of landfill of these products as much as possible. This is also an expectation of our customers.

ACTIONS 2021 ON THE COLLECTION AND RECYCLING OF END-OF-LIFE PLASTIC PRODUCTS

- **Replacement of certain products combining plastic and metal by all-plastic products** allowing for easier recycling;
- **Search for manufacturers of recycled plastic material** who may be interested in the material: ongoing collaboration with four plastic recyclers;
- **Organisation with four customers of a collection and recycling operation for end-of-life products.**

The implementation of these operations is only possible if the volumes are sufficient for there to be at least a balance between the cost of buying back the material and the costs (transport, dismantling of parts, etc.).

INDICATORS ON COLLECTION AND RECYCLING OF END-OF-LIFE PRODUCTS (IN TONS)

The indicator is the tonnage of end-of-life products collected from customers and recycled through Servi Doryl (excluding repair waste).

2019	2020	2021
0	6.9	13.8

These end-of-life recycling operations are recent and we are working to multiply them.



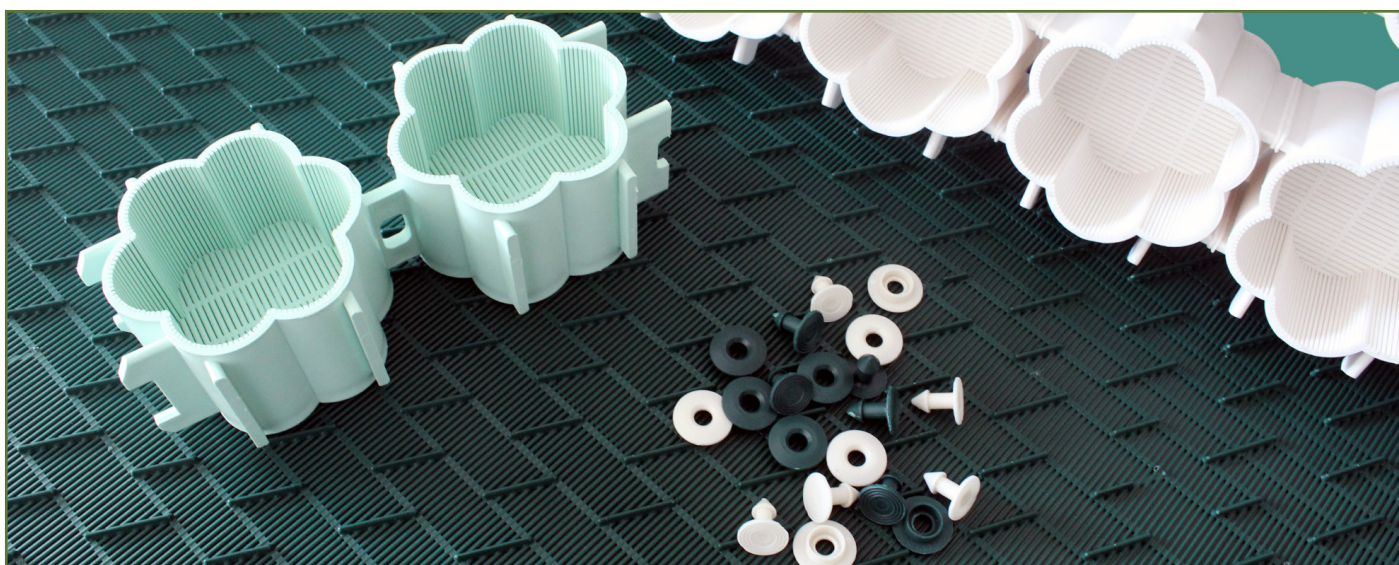
7. CONSUMER HEALTH AND SAFETY

In 2021, Servi Doryl continued to work with its suppliers to characterise the **food suitability of the products** it markets. Global migration tests are performed on all materials sold.

A validation procedure for new materials has been put in place.

Servi Doryl has also launched a project with its suppliers **to trace the materials used in its products**. At the end of 2021, approximately 75% of the products sold will be traceable.

We continue to **promote and improve the materials detectable by metal detectors or RX detectors**. The range of draining mats has been expanded with these materials. In addition, a study has been launched on **a range of blue products for food safety** in the workshops of our customers.



- PRODUCTS DESIGNED IN RX DETECTABLE MATERIAL

ETHICS

POLICIES, ACTIONS AND RESULTS

1. PRESENTATION OF THE COMPANY'S BUSINESS CONTEXT

Servi Doryl has always **condemned any behaviour, act, or approach that is contrary to business ethics**, in complete contradiction with the spirit and culture of the company.

The context of the company has not changed, and Servi Doryl remains an SME committed to working with close and regular **suppliers**. The local fabric is largely solicited, particularly for machine maintenance operations, miscellaneous work, equipment development, etc. In this context, the ethical risks are low.

Our products are distributed all over the world, to food producers who are sensitive to the ethical aspects of business. Each employee is encouraged to report any wrongdoing in his or her work environment.

The **"Business Ethics" component** of our CSR approach therefore consists of informing and raising awareness among management, people in charge of sales or purchasing, and all our partners.

ACTIONS LAUNCHED IN 2021

1. SERVI DORYL'S BUSINESS ETHICS CHARTER

To assert our values, **The Ethics Charter was written and distributed at the end of 2020 to all employees**, after validation by the CSE. It is available on the company's website: <https://www.servidoryl.com>

The Business Ethics Charter was created following the recommendations of the United Nations [GLOBAL COMPACT programme](#).

2. INFORMATION AND DISTRIBUTION OF THE ETHICAL CHARTER TO OUR COMMERCIAL AGENTS

In addition to the people exposed to the Ethical risk in the company, we have **made our sales agents aware of our responsible commitments**. The internal training at the end of the year 2020 concerned the employees. Participants were asked to commit to the rules of conduct of our business by signing the Charter in early 2021.

The Ethical Charter has been translated and sent in early 2021 to Servi Doryl's international sales agents.

As of the date of this report, of the 21 agents who do not belong to the Alpma group, only 2 agents have not yet signed, primarily due to Covid issues. One of our French business partners has not yet responded, as the Business Ethics Charter will be part of a new contract in 2022.

INDICATORS 2021

INTERNAL TRAINING IN BUSINESS ETHICS – PRESENTATION OF THE ETHICS CHARTER

Total number of employees	Number of people concerned	Number of participants in the training programmes
58	28	28

SIGNING OF THE SERVI DORYL BUSINESS CHARTER – BY THE STAFF

Total number of employees	Number of people concerned	Number of signatories of the Charter
58	28	28

DISSEMINATION OF THE SERVI DORYL BUSINESS ETHICS CHARTER – BY AGENTS

Total number of agents	Number of agents involved	Number of Agents signatories of the Charter
26	21	18

The agents not involved are direct employees of ALPMA, Servi Doryl's parent company.



RESPONSIBLE PURCHASING

POLICIES, ACTIONS AND RESULTS

1. DIAGNOSIS ON RESPONSIBLE PURCHASING

Together with Servi Doryl's main buyers, we made a **diagnosis of responsible purchasing**. This diagnosis was carried out using the ADEME's eco-responsible purchasing diagnostic Excel template. This diagnosis revealed that:

- Eco-responsible purchasing seems **strategic for employees** (score of 7/10) but that **maturity was low** (score of 3/10);
- In particular, there is a **significant lack of formalisation of the responsible procurement strategy**;
- As the strategy is not formalised, its implementation is not mature either (score of 0.9/10);
- Actions are already in place before the purchase (determination of the need), but actions on the selection of suppliers and their evaluation (supplier audit) are missing).

2. AWARENESS ON RESPONSIBLE PURCHASING

An **awareness-raising session on responsible purchasing** was held in January 2021 for purchasing employees and members of the CSR group who work on this topic.

3. STRATEGY ON RESPONSIBLE PURCHASING

The **responsible purchasing charter was finalised in 2021** and **distributed to some of our suppliers**. This includes environmental issues, labour practices and human rights, and the fight against corruption.

We still need to distribute the charter to our internal employees.

In addition, the general purchasing conditions have been modified to include a clause on Corporate Social Responsibility (paragraph 13).

4. SUPPLIERS

A list of key suppliers was compiled in 2020. These suppliers will be the first to be made aware of Servi Doryl's CSR approach in 2021 through the communication of the CSR policy and the responsible purchasing charter. We sent them to about twenty of these suppliers and more than half of them played the game and returned the signed document.

An audit grid has also been set up in order to evaluate these suppliers in terms of CSR, but also traceability. Visits begin in 2022.

In its choice of suppliers and service providers, Servi Doryl does not look for the best price by direct sourcing in low-cost countries but uses suppliers who guarantee their products.

2021
11/20

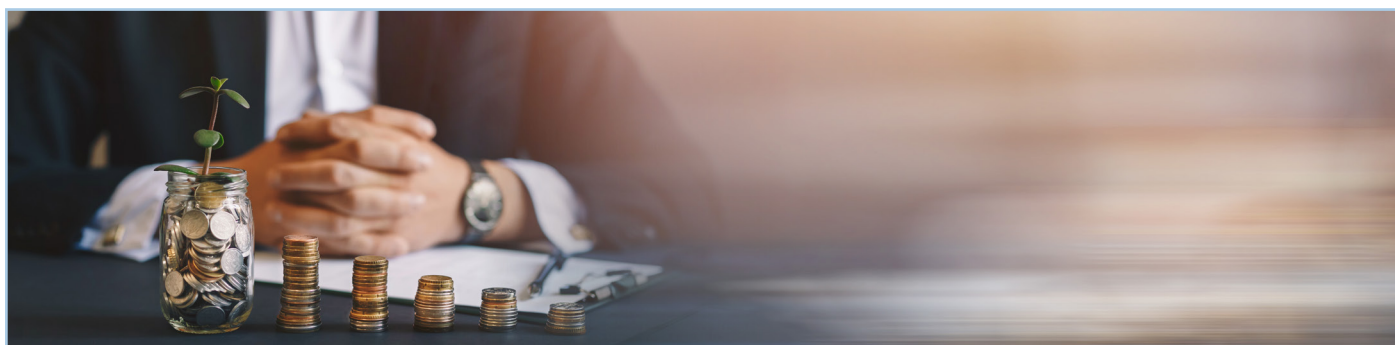
5. GREEN PURCHASES

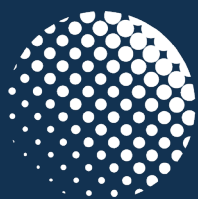
Green purchases are purchases made with respect for the environment in mind. The environmental aspect must be integrated into any purchasing consideration. This should be done from the smallest purchase of office supplies to the most important investments.

The question of respect for the environment arises in multiple purchases:

- **Office supplies are preferred** when made from **paper or recycled plastic**. A special catalogue has been set up with the supplier;
- The **aerosol suppression work** described earlier in this report is a responsible purchasing choice;
- Servi Doryl **cannot** unfortunately use **recycled plastic for its production because this recycled plastic is currently not suitable for food contact** (strict regulations). However, we remain on standby and will be the first to test it as soon as it is available.

There is currently no indicator in place for green purchases.





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