



**SERVI DORYL**  
CHEESE MOULDS EXPERT



## REPORT 2022



# CORPORATE SOCIAL RESPONSIBILITY





2022 was a year of transition for our company. The renewal of certain positions and the arrival of new staff led to a number of organizational changes and the evolution of our managerial practices. Assisted by an external coach, all managers met twice during the year, to agree on our values and mission, and to mobilize our actions to achieve a shared vision of the company over the next 10 years.

**SERVI DORYL'S MISSION IS TO DEVELOP AND MANUFACTURE A SUSTAINABLE RANGE OF EQUIPMENT TO MEET THE NEEDS OF CHEESE PRODUCERS.**

The commitments we made together have been put into practice through actions such as integrating disabled people into the production workshop, developing recycling of our products, manufacturing parts from recycled materials, reducing our greenhouse gas emissions, etc. These projects are presented in this report. It is organized around actions carried out by an extended group, made up of volunteers from all areas of the company. The work is divided into 6 sub-groups, which operate independently and report to company management at bimonthly plenary meetings.

Our individual and collective objectives for the coming years will continue to place the creation and sharing of value with our customers at the heart of our strategy, innovation to ensure the long-term future of our profession, and the reduction of our impact on society and the environment.

We are extending our commitment to the United Nations by joining the Global Compact program, and by voluntarily subscribing to the new «Communication On Progress» reporting model available at [www.unglobalcompact.org](http://www.unglobalcompact.org), ahead of its requirements.

Our commitments and results will be assessed as every year by ECOVADIS, and we are already looking into the possibility of reviewing our assessment system to take our approach even further.

All Servi Doryl employees are proud to present the progress achieved, and to share the difficulties encountered.

We hope you enjoy reading.

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 healthy and safe 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, we work closely with the Occupational Medical Service to regularly check the fitness of our employees.

Addressed with the risk assessment document, Servi Doryl is continuing its program to reduce risks and improve working conditions for all its permanent and temporary staff.

### COMPLIANCE OF PRODUCTION MACHINES

The plan to bring production machinery into compliance will continue in 2022 according to the established schedule :

- **CE conformity of two machines ;**
- **New machine tools have been installed** (numerically controlled machines and a high-security circular saw) ;
- An ambitious **investment plan** has been launched to replace old machines (microperforation and polyfusion of round molds to avoid forcing operators) ;
- The **air-conditioning in the workshops** has been completed, and we're learning how to make the most of it as the months go by ;

Each year, Servi Doryl's investment plan includes reflections on critical equipment, as well as on production accessories to facilitate load-free transfers, limit unnecessary movement and reduce RSI. These actions are carried out in conjunction with the Works Council.



- HIGH-PERFORMANCE CIRCULAR SAW SECURED



## ACTIONS DESIGNED TO STRENGTHEN PRODUCTION OPERATOR SAFETY

The following actions have been implemented :

**1. Purchase of a new stacker** at the request of employees to avoid carrying heavy plates ;

**2. Improved lighting** for deburring stations ;

**3. Safety training and awareness programs for permanent employees :**

- o Safety on traditional joinery machines
- o Maintaining and updating the skills of forklift operators (CACES retraining)
- o Maintaining and updating the skills of electricians
- o Maintaining and updating the skills of workplace first-aiders

**4. Safety training and awareness campaigns for temporary workers :**

- o Introduction of an awareness-raising video for all temporary workers on highrisk machines and tools.

**5. Lifting equipment and electrical installations are checked by an approved body every year (annual report on file).**

## EMPLOYEE HEALTH AND SAFETY INDICATORS

### ACCIDENTS AT WORK

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

2020	2021	2022
<b>1</b>	<b>3</b>	<b>5</b>

*In 2022, Servi Doryl experienced a heavy workload. For several weeks, we had to switch to a 3/8 shift. We also had to call on more temporary staff than usual.*

*We have taken stock of the state of our fleet, in particular by identifying certain ageing machines that could be a risk factor. Action will be taken on these machines in 2023.*

Lost-time accident frequency rate for permanent employees :

2020	2021	2022
<b>13</b>	<b>31</b>	<b>84</b>

Lost-time accident severity rate for holders :

2020	2021	2022
<b>0.02</b>	<b>0.50</b>	<b>2.60</b>

## EMPLOYEE HEALTH AND SAFETY INDICATORS

### OCCUPATIONAL ILLNESSES

Number of occupational illnesses reported during the year :

2020	2021	2022
0	0	0

### ABSENTEEISM RATE

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

2020	2021	2022
7.1%	9.9%	5.7%

*In 2022, we observed a significant drop in long-term sick leave. The majority of sick leave was between 3 and 7 days, in contrast to the previous year.*

### SAFETY TRAINING

Number of safety and ergonomic training initiatives related to the workstation during the year. This indicator does not take into account mandatory fire training, offered every two years to all employees :

2020	2021	2022
12	34	54

*The number of people trained will continue to rise sharply in 2022, with priority given to further training in the operation of handling equipment.*

### IMPLEMENTATION OF ACTIONS SET OUT IN THE OCCUPATIONAL RISK ASSESSMENT

Number of safety actions completed by the Safety Committee :

2020	2021	2022
3	16	17

*As in 2021, the high level of employee involvement enabled us to complete a large number of actions. It will be essential for the new Works Council elected in 2023 to remain just as involved in this subject in order to drive it forward.*

## 2. EMPLOYMENT AND WORKING CONDITIONS

Servi Doryl applies the collective bargaining agreement for the metallurgy industry, and complies with all its provisions, such as vacations and overtime.

Servi Doryl wishes to further strengthen its skills in the design and manufacture of cheese molds and other equipment for cheese dairies. It also wants to offer its employees safe and pleasant working conditions.

Servi Doryl employees enjoy the following benefits in particular:

- Legal shareholding ;
- Profit-sharing agreement.

### ORGANIZATION AND RECRUITMENT

In order to **capitalize on the company's know-how** and optimize the flow of information between the workshop and the Methods department, the Methods department was reorganized. This led to the integration of a scheduler and a Methods/Scheduling preparer into the department.

In 2022, a new production operator was recruited and two employees left the company (including 1 retirement).

In December, Servi Doryl was present at the **Forum Projection 3E (Ecole, Entreprise, Emploi)** at Lycée Grandmont - Tours. The program included conferences, round tables and jobdating. It was a great opportunity to meet young people as close as possible to our needs and to confront them with the codes of the job search.



- SERVI DORYL AU FORUM PROJECTION 3E

### COMPANY SOCIAL COMMITTEE

The works council is made up of four elected members, **four substitutes, and one member representing a trade union.** All elected members are involved in occupational health and safety issues. The Works Council is chaired by the company's managing director. It meets at least once a month and works on workplace safety and social issues. For specific projects, it also calls on volunteers from the departments concerned.

Around 15% of the 60-strong workforce is involved in safety issues.



- WORKS COUNCIL MEMBERS

## FROM DOING GOOD TOGETHER TO A SOCIAL PROJECT TO SERVI DORYL

The creation of a «**Doing good together**» project has enabled us to develop our ability to listen to employees, and their commitment to proposing ways of improving working conditions. This first stage, and the meetings of the working groups, were unfortunately disrupted by the COVID period. In 2021, we have decided to temporarily halt the work.

To kick-start and guide the next steps, we called in our Health Insurance, to listen to employees again and prioritize the actions to be taken to improve **Quality of Life at Work**.

On this basis, and on the advice of the Occupational Health Service, the Works Council carried out a survey on Psycho-Social Risks (PSR) in the company

(4 workshops involving a total of 16 employees), leading to the relaunch of a new Social Project for Servi Doryl. In 2023, a new Works Council will be elected for a 4-year term. It will take up this shared company project.

3 axes have been selected :

- **Working on methods** : better preparation to get it right first time ;
- **Working on skills** : training employees and passing on knowledge
- **Working on autonomy** : putting common sense at the heart of the workshop and empowering teams.

The «Doing good, together» project is closed and transformed into a new social project.

To celebrate **its 50th anniversary** in August, Servi Doryl invited all its employees on a trip to **the Jura mountains**.

The 2-day program in the Franche-Comté region includes a visit to Fruitière Rix-Trebief to learn about the production process for pressed cheeses, a tour of the Fromagerie Marcel Petite ripening cellars at Fort Saint-Antoine to discover the secrets of slow ripening and meet a Master Caviste, an immersive and fun visit to the Maison du Comté, and a tasting of Franche-Comté cheeses and products.



- SERVI DORYL AT THE COMTÉ HOUSE



In June, the whole Servi Doryl team got together for a barbecue.

Warmth and, above all, good humour were the order of the day to share this moment of **conviviality and friendship. team building.**



– SERVI DORYL BARBECUE

## ACTIONS 2022 « DOING GOOD, TOGETHER, AROUND COMMUNICATION »

- Maintenance of a **daily 5-minute point in the plant.**
- An intranet has been developed **to facilitate internal communication** between departments and is available to all employees;
- **Improved onboarding for new arrivals**, including temporary staff, notably through the creation of **videos** on various topics : company presentation, general and workshop safety, waste sorting, quality control.
- In addition to these videos, **an instruction manual** has been written for managers to help them welcome new arrivals in the best possible way.

## WORKS COUNCIL ACTIONS 2022

In 2022, the works council met **five times on general safety issues, and five times on social issues.**

Works Council members are actively involved in the safety action plan , whose main actions for 2022 are listed in point 1 above

In December, Servi Doryl welcomed its employees and their families for a **Christmas breakfast.** The event was organized by the Works Council and management, enabled the children and spouses of employees and management to discover the company's premises and its different professions.

On the program : visits to offices and workshops, entertainment, presentation of know-how, pastries, coffee and gift distribution.



## CHILD LABOR, FORCED LABOR & HUMAN TRAFFICKING

Acting within the French regulatory framework, and operating from its sole site at Langeais, Servi Doryl is not directly subject to these risks. Materials, spare parts and other services are sourced from companies that are as local as possible, either French or subsidiaries of well-known international groups. We have made our main suppliers aware of this, and the indirect risk can be considered limited.

### 3. CAREER MANAGEMENT AND TRAINING

Whenever possible, Servi Doryl promotes its employees from within, **and takes care to train them.**

Each employee is entitled to an **annual appraisal interview**, generally held during the 1st quarter of the following year, and a professional interview every two years.

A **training plan** is drawn up each year.

#### ACTIONS 2022 «CAREER MANAGEMENT AND TRAINING»

- Seizing opportunities for business and **safety training**
- Extension of **certification training** for one of our employees
- Follow-up of the «**skills by operator**» file, according to the various specialties of our plant

### 4. DIVERSITY, DISCRIMINATION AND HARASSMENT

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

In liaison with the Works Council, **a sexual harassment and sexist harassment referent** is available to employees.

## GENDER EQUALITY INDEX

Servi Doryl work men/women actively to set an example in terms of equality.

Indeed, in both the managerial and blue-collar categories, **equal pay for men and women is respected.**

What's more, the **salary increase is evenly distributed between men and women.**

We also make sure that women who have taken **maternity leave**, see **their salary increase** to the average value of the company.

Both our CODIR and our works council have equal representation.

And last but not least, **we're on a par with men and women when it comes to the company's top 10 salaries.**

## INDICATORS RELATED TO EMPLOYMENT AND WORKING CONDITIONS

### RECRUITMENTS

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

	2020	2021	2022
<b>Number</b>	<b>9</b>	<b>5</b>	<b>7</b>
<b>Percentage</b>	<b>15%</b>	<b>8%</b>	<b>11.5%</b>

*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 departures) / 2 / workforce at January 1 :

2020	2021	2022
10.4%	18.3%	9%

A number of employees left the company and were replaced by new recruits. The hiring of permanent employees has also reduced the need for temporary staff.

### DOING WELL, TOGETHER

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

2020	2021	2022
4	1	3

After the COVID period, the number of shares issued by the group was able to take off again.

### WORKS COUNCIL

Number of actions implemented following proposals from employees or the Works Council :

2020	2021	2022
10	5	10

### TRAINING

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

2020	2021	2022
7.5	4.7	13

In 2022, particular emphasis has been placed on developing employee skills. This investment should enable Servi Doryl to remain competitive in its niche sector.

### ANNUAL REVIEWS

Percentage of employees having had a periodic appraisal interview in the year under review :

2020	2021	2022
96%	83%	21%

This figure is mainly due to the departure of the production manager. In 2022, we did not formalize annual performance reviews in the workshop, which represents around 60% of our payroll.

A return to normal will take place in 2023 with the new production manager. In the future, we will track professional and annual performance reviews separately in this report.

# ENVIRONMENT

## POLICIES, ACTIONS AND RESULTS

### 1. ENERGY CONSUMPTION

Since 2013, ServiDoryl has been taking steps to monitor and **reduce its energy consumption**.

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

Gas is used **almost exclusively for production heating/air conditioning**.

### HISTORY OF ACTIONS UNDERTAKEN FOR THE REDUCED ENERGY CONSUMPTION

The working group made up of the general manager, purchasing assistant, maintenance technician and production manager continues to drive forward the action plans.

Our main objective is to reduce the consumption heel, i.e. the minimum energy consumed when the plant is shut down.

**The main actions implemented were :**

- Raising **awareness** ;
- **Insulation** work above certain offices and meeting rooms (double insulation) ;
- **Clocks installed** on almost all machines ;
- Gradual **switch to LED** lighting in offices ;
- Installation of **presence detectors** for lighting passageways ;
- Regular **leak detection** on the compressed air network, 3 times a year ;
- Replacement of the old compressor with a new-generation, **energy-efficient compressor** to generate compressed air.



## ACTIONS 2022 IN FAVOR OF ENERGY SAVINGS

### The following actions were carried out :

- Replacement of the plant's air conditioning system with a **more efficient solution**. In 2022, we are in the running-in phase ;
- Drafting of a closing checklist with team leaders ;
- Raising team leaders' awareness of the use of electricity in production.

We are continuing to monitor the main actions identified in the 2021 Eco-flux Diag :

- Optimization of workshop heating/cooling with installation of latest-generation reversible air conditioning ;
- Optimization of heating control with verification of programmers ;
- Installation of motorized dampers on the suction side of machines (electrical savings on fans and thermal savings on heating): 2 machines equipped by the end of 2022 ;
- Compressed air leak detection and repair campaigns every 6 months ;
- Training of a PROREFEI administrative energy consultant.



- REVERSIBLE AIR CONDITIONING

## ENERGY CONSUMPTION INDICATORS

### ANNUAL CONSUMPTION BY ENERGY TYPE, IN MWH

	2020	2021	2022
Electricity	701	757	859
Natural Gas	270	365	224

Annual electricity consumption is 13% higher than in 2021. This is due to a higher number of production hours.

### ENERGY EFFICIENCY

Two indicators have been defined and are monitored internally :

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

Electricity consumption varies greatly depending on the machines used. Currently, we have no sub-metering systems 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 quantity of energy represents

the total quantity invoiced to the company during the period in question. The number of production hours is the total number of hours clocked in by production operators.

This indicator is imperfect because it does not separate consumption linked to production from that linked to heating or air conditioning in summer, but its regularity makes it a good monitoring tool :

2020	2021	2022
16.0	14.2	14.9

In 2022, the number of production hours was higher than in 2021.

## ENERGY CONSUMPTION INDICATORS

### 2. GAS CONSUMPTION IN KWH PER DEGREE DAY (TOTAL CONSUMPTION/DJU)

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

To take account of the harshness of winter, we correct gas energy consumption using the unified degree day (UDD) system. The ratio of energy consumption to UDD is a recognized indicator.

2020	2021	2022
133	151	110

*This result can be explained by a change of air-conditioning and its adjustment, which led to a drop in consumption as soon as it was brought into service.*

### ANNUAL WATER CONSUMPTION IN M<sup>3</sup>

ServiDoryl uses no water in its production process. Water consumption is therefore limited to the use of «domestic»: cooking, showers, laundries, toilets, cleaning.

- All toilets are equipped with double squeezer stoppers ;
- A urinal has been installed in place of a conventional toilet.

Only basic improvements have been made to reduce water consumption :

Given the low stakes involved, reducing water consumption is not a priority.

*In 2022, our measured water consumption was 640 M<sup>3</sup>.*





## 2. GREENHOUSE GASES

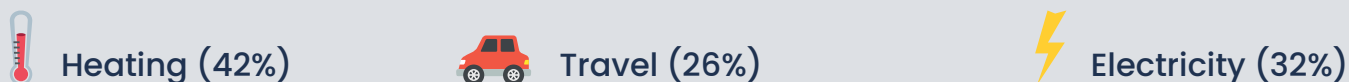
To reinforce Servi Doryl's commitment to sustainable development, an assessment of **greenhouse gas emissions** has been carried out for the years 2021 and 2022, following the approach proposed by ADEME. This was carried out on a voluntary basis, as the company is not subject to any publication obligation.

For this assessment, only direct emissions produced by the company (category 1) and indirect emissions linked to energy consumption (category 2) were taken into account. Emissions in categories 3 to 6 have not been assessed.

The calculation is therefore not exhaustive. These two reports have been published on the ADEME website : <https://bilans-ges.ademe.fr/bilans>

Total GHG emissions (categories 1 and 2) amount to 104 tonnes of CO2 equivalent in 2022 (126 tonnes in 2021). This reduction is directly linked to lower gas consumption for building heating in 2022, thanks to investment in an efficient reversible air-conditioning system.

The main sources of emissions are :



This inventory is interesting and provides an initial overview of the company's impact on greenhouse gas emissions, but it needs to be supplemented by other categories, which could potentially have a greater impact (raw materials). This work would be necessary before considering a reduction plan for the most significant emissions.

## 3. BIODIVERSITY

Servi Doryl's activities have no direct impact on biodiversity. There is no animal testing, and no use of products of animal or plant origin that could contribute to significant land use. The plant has been set up on an industrial estate and in existing buildings. As such, it did not result in any direct artificialisation of the soil. 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.

A potential impact on biodiversity could be linked to the plastic dust and shavings produced by the plant, which could end up in the environment and possibly in rivers and then in the sea, where they could be ingested by aquatic animals. This point is dealt with in the chapter on waste.

As part of Sustainable Development Week, we raised awareness among our employees of various gestures and good practices. To conclude the week, we sent out a questionnaire to all our staff to find out their personal and professional concerns in terms of sustainable development. It emerged that they were particularly concerned about the disappearance of animal and plant species. This is something we'll need to address in the future.



## 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, drip trays, tundishes, etc.) and aluminum (tooling, drip trays, etc.).

The risks of local pollution and negative externalities identified are :

### DISCHARGE OF PLASTIC PARTICLES TO THE OUTSIDE

Plastic shavings emitted by our CNC machining centers are evacuated to dedicated skips stored off-site.

The transfer process sometimes results in plastic shavings being lost on the ground. They can then be blown away by the wind and run off into watercourses. In 2022, we continued to modify the plant to make it as watertight as possible.

We have also invested in a new silo. This purchase should enable us to pursue our actions.



- CHIP BIN

### ICPE FILE

During the rewriting and updating of the ICPE dossier, we listed certain elements that could be detrimental to the environment :

- **Noise emitted by our installations :** measurements have shown us to be within regulatory limits.
- **On-site storage of a large number of plastics**
- **Atmospheric emissions linked to our activities**

Servi Doryl has set up an action plan to identify and manage these risks. Given the age of our infrastructure, we are aware that certain points will not be able to be brought into line with current regulations.

That's why, in the coming years, we'll be looking into **compensatory measures**.

## 5. MATERIALS, CHEMICALS AND WASTE

Servi Doryl has focused its actions on the continuous improvement of **waste sorting** and the **reduction and recovery of plastic waste**.

### REDUCING AND RECOVERING PLASTIC WASTE

Plastic waste is essentially production scrap, made up of virgin plastic material, which can easily be recycled, provided it is properly sorted by material type and color.

Our actions revolve around the following themes :

- **Reduction at source**, for example by having plastic sheets cut directly to the desired dimensions;
- **Optimizing flow rates to reduce falls** ;
- **Improved sorting to reduce downgrading** due to mixing of materials in skips ;
- **Search for new recycling possibilities**, even for low-tonnage plastics. Objective : 0 tonnes of plastic sent to landfill.

We also work with our **customers to recycle end-of-life equipment**.

### ACTIONS 2022 FOR THE REDUCTION AND RECOVERY OF PLASTIC WASTE

In 2018, Servi Doryl supplied 4,000 plastic sterilization plates to its customer Petit Pierre. 4 years later, these plates have been recovered, recycled and re-injected into new plates ready for use.

Servi Doryl has already carried out several recycling operations, including the recycling of Roquefort Vernières molds, but none of them resulted in the re-injection of a product from the same recycled material.

To date, recycled plastics have not been processed and qualified for food contact. Work is being carried out to improve the recovery of these recycled plastics and thus limit recycling (recycling for use in products of inferior quality).

Thanks to Petit Pierre, we were finally able, in collaboration with our partner Ioké Plastic, to re-inject sterilization plates from plastic (polypropylene).



## ACTIONS 2022 FOR THE REDUCTION AND RECOVERY OF PLASTIC WASTE

In 2022, we set up an area for sorting hazardous waste.

Servi Doryl generates very little hazardous waste (for human health and the environment). However, certain types of waste, such as gloves and aerosol cans, are considered hazardous and must be treated separately.

That's why, at the end of 2022, sorting was improved at Servi Doryl. An intermediate zone has been set up in the workshop for the most common types of waste. And the final storage area has been set up with a simple, clear display.



**Two new sorting channels have been opened** : ABS and X-ray detectable material. These are located in our mini-waste center outside production.



During Sustainable Development Week, posters on sorting were put up in the offices and workshop. These reminded us of a few good practices.



## COMPUTER REPLACEMENT

In 2022, when we replaced our IT equipment, we asked ourselves what would become of it. As our equipment was still functional, we met with the Greenmatic team to give a second life to our IT equipment.

Greenmatic is an adapted company (with over 80% disabled workers), which recycles computer equipment.

33 Servi Doryl computer systems were recycled, for a total of 200kg of recycled or reused equipment (towers, laptops, screens, cables, etc.).

## ELIMINATE AEROSOL CANS

The percentage of hazardous waste is very low (less than 0.5%). However, action is underway to deal with 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 pursued our program to eliminate these aerosols, replacing them with equally effective products available in bulk.

## ACTION 2022 ON AEROSOL CANS

We have limited the use of our latest product to a minimum, which is in aerosol form.

## INDICATORS FOR PLASTIC MATERIALS, CHEMICALS AND WASTE

### RATE OF PLASTIC TRANSFORMED

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

2020	2021	2022
<b>109</b>	<b>107</b>	<b>114</b>

The rate of plastic material transformed increased between 2019 and 2022. This reflects our teams' growing awareness of the value of the material and the optimization of purchases and throughputs. These actions need to be stepped up if we are to see a major increase in this indicator in the years ahead.

### RECYCLED WASTE RATE (%)

2020	2021	2022
<b>64</b>	<b>65</b>	<b>69</b>

This indicator represents the quantity of waste recycled (all materials) in relation to total waste tonnage (ordinary industrial waste + recycled). It was created in 2021, but figures from previous years have been used to analyze trends.

The rate of recycled waste has risen steadily over the past 3 years.

### AEROSOL CANS

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

2020	2021	2022
<b>37</b>	<b>35</b>	<b>0</b>

Thanks to everyone's efforts, we have achieved our goal of almost total reduction in the use of aerosols.

We have reviewed certain production methods, in particular the stitching of our honeycomb bottoms, in order to discontinue their use.

## 6. END-OF-LIFE PRODUCT

The moulds and block-moulds produced by Servi Doryl are investment parts. They have a **long service life, from 10 to 20 years or more.**

Servi Doryl is interested in the collection and recovery of these products after use, and would like to reduce their landfill rate as much as possible. This is also an expectation of our customers.

### ACTIONS 2022 ON WASTE COLLECTION AND RECYCLING END-OF-LIFE PLASTIC PRODUCTS

- Replacing certain products that combine plastic and metal with all-plastic products for easier recycling ;
- Search for manufacturers of recycled plastic who might be interested in the material: collaboration underway with several plastic recyclers ;
- Organization with four customers of a collection and **recycling operation for end-of-life products**

These operations can only be set up if there are sufficient volumes to at least balance the cost of buying back the material and the costs involved (transport, dismantling of parts, etc.).

### COLLECTION AND RECYCLING INDICATORS OF END-OF-LIFE PRODUCTS (IN TONNES)

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

2020	2021	2022
6.9	13.8	24.4

The good result achieved in 2022 is mainly due to 2 high-volume fleet replacements.

In addition, of these 24 tonnes, 2 tonnes are linked to the sterilization plate recycling operation.



## 7. CONSUMER HEALTH AND SAFETY

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

In 2022, we worked on new contact conditions with certain partners and customers. Servi Doryl has also launched a project with its suppliers to ensure traceability of the materials used in its manufacturing processes, **from which 75% of products currently benefit. We have also carried out 2 traceability audits with our suppliers.**

We continue to promote and improve materials that can be detected by metal detectors or X-ray detectors. The range of drip blinds has been extended to include these materials. **In addition, a study has been launched into a range of blue products for food safety in our customers' workshops.**



- 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 behavior, act or approach that is contrary to business ethics and completely at odds with the **spirit and culture of the company**.

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

Our products are distributed worldwide by food producers who are sensitive to the ethical aspects of business. **Every employee is encouraged to report any dishonesty in his or her professional environment.**

The «Business Ethics» component of our CSR approach therefore involves informing and raising awareness among management, sales and purchasing staff, and all our partners.

### ACTIONS LAUNCHED IN 2022

#### 1. SERVI DORYL'S BUSINESS ETHICS CHARTER

Servi Doryl updated its Ethics Charter in 2022.

It is based on the recommendations of the United Nations GLOBAL COMPACT program.

#### 2. INFORMATION AND DISTRIBUTION OF THE ETHICS CHARTER TO OUR SALES AGENTS

In addition to the people exposed to ethical risk within the company, we have also made our sales agents **aware of our responsible commitments**.

In 2022, our agents were invited to come and meet our teams, discover our workshops, our products and our **know-how**. It was also an opportunity to remind them of the ethical values of our group and company.



## 2022 INDICATORS

### IN-HOUSE TRAINING IN BUSINESS ETHICS – PRESENTATION OF THE ETHICS CHARTER

Total workforce	Number of training participants
58	28

### SIGNING OF THE SERVI DORYL SERVICE BUSINESS CHARTER – GENERALIZED TO NEW HIRES

Total workforce	Number of Charter signatories
58	28

### SIGNING OF THE SERVI DORYL BUSINESS ETHICS CHARTER – BY AGENTS

Total number of Agents	Number of agents concerned	Number of agents signing the Charter
26	21	20

Agents not concerned are direct employees of ALPMA, Servi Doryl's parent company.



# RESPONSIBLE PURCHASING

## POLICIES, ACTIONS AND RESULTS

A project on responsible purchasing was launched 3 years ago, with major actions such as the drafting of a **Responsible Purchasing Charter** and the implementation of a reflection process on our purchasing practices

One of the results of this initiative was to raise buyers' **awareness of responsible purchasing**.

### 1. SUPPLIERS

	2021	2022
<b>Number of signatory companies</b>	<b>4/5</b>	<b>11/21</b>

*By 2022, more than half our suppliers had played the game and returned their signed Responsible Purchasing Charter.*

An audit grid has also been set up to assess suppliers in terms of CSR and traceability. In 2022, we carried out 3 visits to key suppliers to assess their CSR policies.

One of our suppliers, like us, has chosen Ecovadis to evaluate and monitor its supplier base. Overall, we observe that our suppliers are taking action in terms of CSR, even if they do not have a formal CSR policy. Plastic recycling is the action most frequently taken by our suppliers.

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



## 2..COMMITTED PURCHASES

Servi Doryl is careful about the supplies it orders. We give preference to «green» products in our supplier's catalog. **These products are either recycled or recyclable.**

We also make occasional purchases of office supplies from a company that employs people with disabilities. This company buys components which it then reconditions. Our printer cartridges are collected in special bins. **These are regularly removed for recycling.**

In 2022, we worked on various issues such as the films and air cushions used when shipping our molds for dunnage. Suppliers were consulted with a view to using materials made from paper. Given the small quantities involved, the cost of this change is considered too high. A replacement is not envisaged for the time being.

**There are currently no indicators in place for committed purchases.**





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