

2024 REPORT

CORPORATE SOCIAL
RESPONSIBILITY



SERVI DORYL
CHEESE MOULDS EXPERT

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2024 CSR REPORT

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The year 2024 has been marked by many changes for the company. Some key decisions have been made that will shape the near future of our company. They will allow us to deliver on our commitments more than ever before, through actions aligned with our values: Proximity, Innovation, and Social Responsibility.

In terms of responsibility, our efforts have once again been rewarded with a gold medal from Ecovadis. This is a source of pride for all our staff, particularly those involved in the CSR Committee. This committee will be strengthened with new members contributing their visions and ideas in 2025.

As a member of the ALPMA group, which is subject to European directives on CSRD, our efforts are now part of a group-wide trajectory. A pioneer in CSR within the group, we have decided to conduct our first comprehensive carbon assessment of 2023 emissions in 2024.

Initial feedback confirms that our priority actions must remain focused on materials: its moderate use through eco-design, the reduction of waste, the reuse of materials in production, and ultimately, the recycling of materials at the end of their life. Our research and development programs have been confirmed in 2024, in particular thanks to national (ANRT, ADEME) and regional (DEV'UP) support, which allows us to undertake an extremely ambitious research thesis.

At the same time, the company continues to evolve, always promoting employee initiatives on our strategic axes. Some of these actions are part of this report, which you are about to discover. We are proud of the actions carried out, driven by Servi Doryl employees, and that they can be a source of inspiration. In 2024/2025, we will continue our teamwork thanks to the commitment of the CSR Committee and the six working subgroups.

Keen to be part of a global trajectory, our commitment to the United Nations, via the Global Compact program, and its reporting model (CoP, Communication on Progress), available on the website www.unglobalcompact.org, as well as our evaluation by ECOVADIS, are renewed, aiming, once again, for recognition of our exemplary collective commitment.

OUR MISSION IS, MORE THAN EVER, TO MEET THE EXPECTATIONS OF CHEESE PRODUCERS BY CREATING INNOVATIVE AND SUSTAINABLE SOLUTIONS.

WE HOPE YOU ENJOY READING THIS NEW 2024 CSR REPORT.

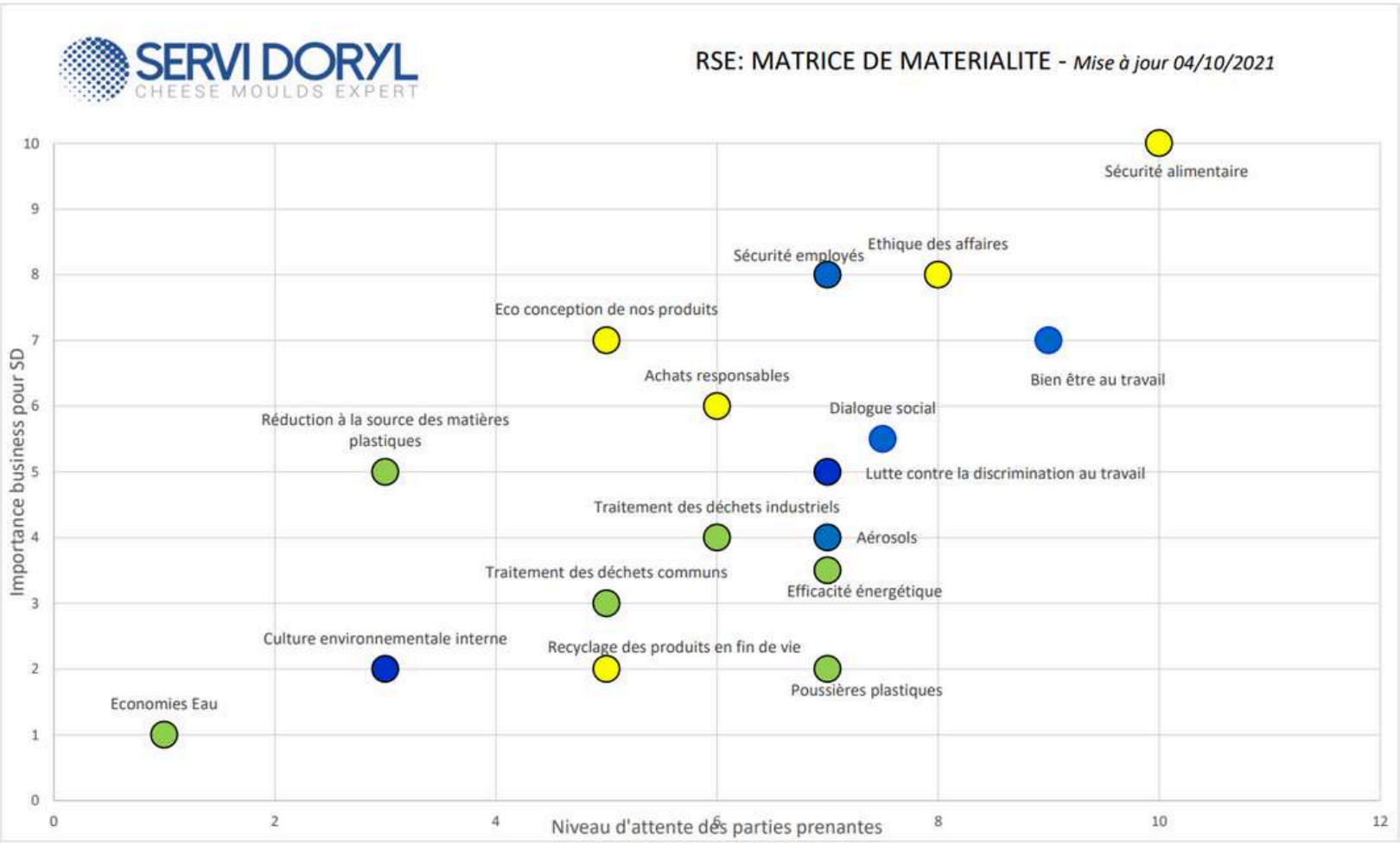
Serge Page
General manager

CSR MATERIALITY MATRIX

In 2021, Servi Doryl updated the CSR (Corporate Social Responsibility) materiality matrix.

This allowed us to identify the challenges of our CSR strategy to move from theory to practice.

It is an extremely visual decision-making tool for everyone.



- Permanent and temporary employees
- Direct customers or suppliers
- Other stakeholders (civil society, planet, etc.)

I. 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 sometimes dangerous machinery.

Backed by our DUER (Single Risk Assessment Document), our risk reduction and working conditions improvement program for all staff, permanent and temporary, continues with the support of Occupational Medicine.

A. COMPLIANCE OF PRODUCTION MACHINES

The production machinery compliance plan was carried out according to the established plan.

In 2024:

Installation, deployment, and improvement of a new machine for manufacturing moulds. This initiative aims to produce more efficiently and safely, thus optimizing our production processes.



Safety of two polyfusing machines: continuation of the machine safety modernization plan.



Conducting a study on the security of certain areas with a view to preparing the 2025 security plan.



B. STRENGTHENING THE SAFETY AND WORKING CONDITIONS OF PRODUCTION OPERATORS

The following 7 actions were implemented in 2024:

1. To facilitate and secure the work of our operators and avoid MSDs, a red zone has been painted on the floor of the oven.



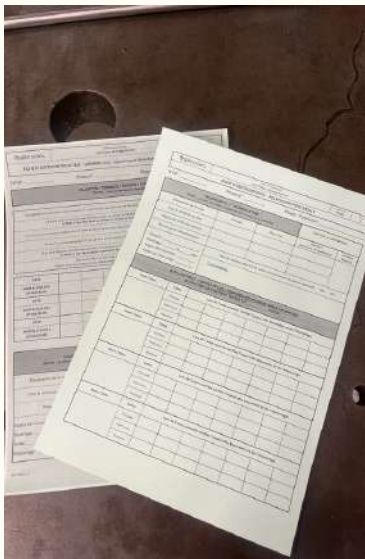
2. The **“You are the safety manager” mirror** has been put in place to **remind employees** that everyone is responsible for their own safety and that by being vigilant and following instructions, we all contribute to a safer environment.



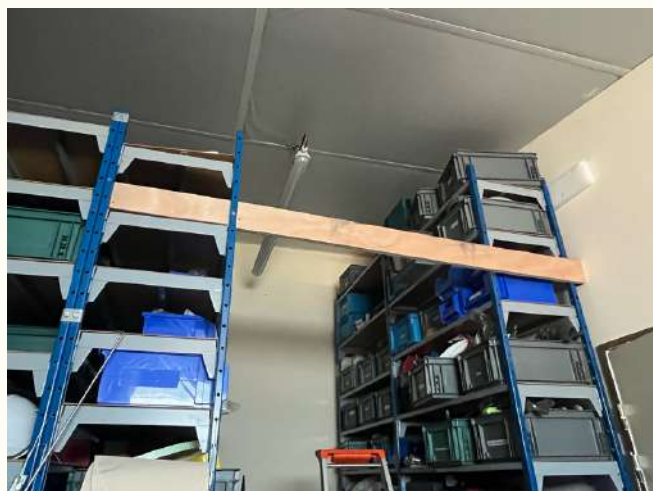
3. The **adjustment of our technical groover has been simplified**: writing of a detailed user guide and manufacturing of a dedicated piece of furniture allowing time savings during adjustment and a more ergonomic environment.



4. To facilitate and ensure the safety of our employees during fires, **markings have been painted on the ground** to visually identify where the fire extinguishers are.
5. We have implemented **a start-up "ok" before starting production to prevent accidents.**



6. We organized **a prevention session led by a physiotherapist.** This intervention was part of the **Global Postural Education®** training aimed at raising awareness among teams about the correct movements and postures to prevent musculoskeletal disorders and improve working conditions.



7. In order to prevent incidents, **all racks have been securely fixed** to avoid any risk of falling.

ACTIONS WITHIN THE LEAN FRAMEWORK

We continued to implement **actions that are part of the LEAN approach** (a global work approach geared towards “management without waste”):

Installation of a new workbench opposite the numerically controlled machines:

Designed with production operators, it has been optimized in:

- Fixing our 2 clamping benches
- Creating custom storage in (reclaimed) drawers
- Using the overhead space to hang our tools

Thanks to this workbench, we were able to improve storage and save space.



Demarcating storage areas with color-coded floor markings helps to improve organization and therefore employee safety.



C. STORAGE AND IDENTIFICATION

- **Storage and Sorting**

Our team has continued to engage in an ongoing process of sorting and organizing tools in a storage space located in an adjacent building. While significant progress has been made, there is still work to be done. This approach aims to facilitate access to tools, save time on a daily basis, and extend the lifespan of equipment. The photos below show the evolution of our workspace before and after the sorting process.



After reorganization of storage
space

D. IMPROVEMENT OF WORKING CONDITIONS IN OFFICES

As part of an effort to improve comfort and ergonomics at work, **employees can request a new height-adjustable desk.**

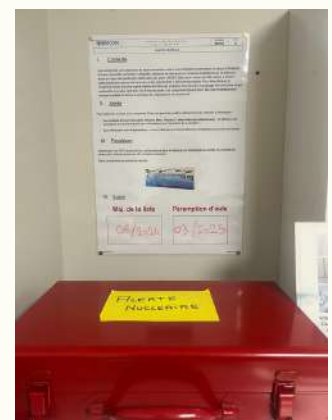
Two new workstations were equipped in 2024. This type of furniture allows users to alternate **between sitting and standing positions**, promoting better posture, reducing fatigue and preventing musculoskeletal pain.



E. STRENGTHENING SECURITY FOR ALL

The following actions have been implemented:

- Transformation of the **formation of queue guides and tail-enders** to suit timetable changes.
- Implementation of **actions to improve our security rounds** compared to 2023. Members of the CODIR have integrated these security rounds.
- A **procedure** for nuclear **safety measures** was drawn up in 2024 and is now posted in the infirmary.
- A **"safety" workshop** was held for all employees, aiming to, in a fun way, **locate fire alarms and smoke dampers**. The safety video for new hires was **analyzed** and **commented** on in order to improve it.



Regular visits to the Servi Doryl infirmary are organized for **first aiders at work (SST)** with reminders given on the procedures in place posted on the walls within the company.



EMPLOYEE HEALTH AND SAFETY INDICATORS

WORK ACCIDENTS WITH TIME OFF

Quantity

2022	2023	2024
5	4	5

2022	2023	2024
84	30	71

FREQUENCY OF ACCIDENTS
WITH LOSS OF TIME

Frequency

2022	2023	2024
2.60	0.50	0.52

SEVERITY OF ACCIDENTS
WITH STOP

Gravity

The number of workplace accidents resulting in lost time has remained constant over the past three years. Work on safety culture is needed to reduce the number of accidents within the company.



EMPLOYEE HEALTH AND SAFETY INDICATORS

OCCUPATIONAL DISEASES

2022	2023	2024
0	0	0

2022	2023	2024
5.7%	3.4%	4.7%

ABSENTEEISM RATE

Number of days of absence due to illness / number of days worked

We have observed a stable rate for 3 years.

SAFETY TRAINING

Number

This indicator does not take into account mandatory fire training, offered to everyone every two years.

2022	2023	2024
54	23	18

The decrease in the number of training courses this year is explained by compliance with mandatory refresher cycles linked to safety training, which do not have to be renewed each year.

2022	2023	2024
17	9	11

IMPLEMENTATION OF THE ACTIONS PLANNED IN THE PROFESSIONAL RISK ASSESSMENT

Number of safety actions closed by the CSE Security

A preventive and corrective action plan for safety is always implemented within the company. It is monitored and controlled by the CSE, and fed from the DUER, with its regular updates, as well as from cross-functional actions.

In 2024, we continued monthly safety rounds led by a CSE member in conjunction with a member of the Executive Committee. Ten visits were conducted and resulted in actions. This helps focus on safety by highlighting management's commitment and providing a fresh perspective on real-life work situations.

The investment plan continues, with the safety of 3 to 4 machines planned for 2024/2025, in accordance with current standards and the recommendations of a specialized external company.

2. EMPLOYMENT AND WORKING CONDITIONS

Servi Doryl applies the collective agreement for the metal industry and respects all of its provisions, such as leave and overtime.

We aim to further strengthen our expertise in our specialty of designing and manufacturing cheese molds and other equipment for cheese factories. This is why we strive to provide our employees with safe and pleasant working conditions.

Employees benefit from the following advantages:

- Legal participation
- Profit-sharing agreement

A. ESTABLISHMENT OF A NEW COLLECTIVE AGREEMENT

Since 2022, we have been preparing for the amendment of the collective agreement for the metal industry.

Since January 1, 2024, metalworking companies have been applying the new collective agreement, the major changes of which are the classification of jobs and the redefinition of minimum wages.

Thanks to the efforts made in 2023 and the support of the UIMM, the new collective agreement was implemented on January 1, 2024.

Here are the topics we worked on, accompanied by the Union of Metallurgical Industries and Trades (UIMM), the French employers' federation bringing together the main French companies in the metallurgy sector:

- **Preparation of job descriptions for each employee by their manager**
- **Transmission of these files to employees indicating the new classifications**

B. ORGANIZATIONAL CHANGES

The workshop was reorganized into **production units**, with the aim of improving **responsiveness and efficiency**. A production islet **groups together several machines** or workstations around the **same type of activity or flow**, in order to create an **autonomous and coherent unit**. Each unit is **managed by a contact person**, which facilitates coordination and communication with other departments.

These initiatives aim to **continue improving our processes and our overall efficiency**.

To facilitate organization and improve efficiency, we have **implemented floor markings** dedicated to **smoothed pull production**. This initiative allows for better structuring of workspaces and ensures the smooth flow of materials and products.



C. RECRUITMENT AND INDUSTRY REPRESENTATION

In 2024, **8 recruitments** were made. The following indicators include work-study students (anyone who has received a pay slip).

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

	2022	2023	2024
Name	7	6	8
Percentage	12%	10%	11%

Turnover percentage (number of departures/number of employees)

	2024
Turnover rate	5%

For the third consecutive year, we participated in the 3E Fair, organized by the Lycée Grandmont in Tours. Seven of our employees were present for this initiative aimed at connecting industrial BTS students with the world of business and employment. We had the opportunity to discuss our professions, products, and values with approximately 250 students.



Post-baccalaureate forum at the Multipurpose High School Planiol de Loches

On Thursday, May 23, 2024, we participated in the post-baccalaureate forum at the Planiol comprehensive high school in Loches. Our team, comprised of a machinist, a production manager, and a QSE manager, had the opportunity to share our passion. This event allowed students to learn about our professions and discuss their career prospects.



Recognition through the work medal

Recognition through the long-service medal recognizes employee commitment and loyalty. It takes the form of a symbolic (medal) and financial reward. This year, 18 employees were honored. Together, they have more than 500 years of combined service, illustrating the richness of their career paths and lasting commitment to the company.



Strengthening the sales team

To support the structural projects underway in 2024, the sales and administration team has been temporarily strengthened, notably through targeted recruitment. These reinforcements are designed to better absorb peaks in activity and support the company's growth.



EMPLOYMENT-RELATED INDICATORS AND
TO WORKING CONDITIONS

STAFF TURNOVER

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

2022	2023	2024
9%	9.2%	9.5%

The staff turnover rate is similar to that of the last two years. This is low compared to the national average. These figures demonstrate the commitment of employees at Servi Doryl.

CSE

Number of actions implemented following proposals from employees or the CSE:

2022	2023	2024
10	12	14

FORMATION

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

2022	2023	2024
13	20.5	30

This figure is explained by the long training courses provided in 2024.

ANNUAL INTERVIEWS

Percentage of employees who received a periodic performance review for the year in question:

2022	2023	2024
21%	23%	In progress

In 2024, annual interviews are being carried out.

D. COMPANY SOCIAL COMMITTEE

In 2024, a new substitute member was elected following the resignation of an employee, elected (substitute) of the CSE.

All elected members (full and alternate) are involved in actions related to occupational safety and health. The CSE is chaired by the CEO and meets at least once a month to work on workplace safety and social action issues.

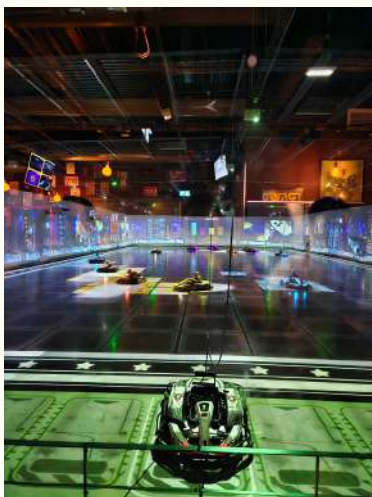


It also calls on volunteers from relevant departments for specific projects. Approximately 15% of the 60-person workforce is involved in security issues.

Management and the CSE discussed the renewal of the **profit-sharing agreement applicable in 2025**. This agreement will be renegotiated **in three years**.

The CSE budget is divided into **two parts**: the operating budget, **used for the CSE's daily needs** (stamps, furniture), the annual amount of which is **regulated by law**, and the social works budget, intended to provide **benefits** to employees (holiday vouchers, bowling trips, etc.). In 2024, a new calculation method was negotiated, based on an **amount per employee**. These two documents are **available at the CSE**.

In 2024, the social work budget allowed for events such as a **Mario Kart night** and a **bowling outing**. Surprises are planned for 2025.



E. WORK AROUND COMMUNICATION AND COHESION

In order to improve communication within Servi Doryl, several projects were carried out this year:

- A **questionnaire** was conducted to assess the communication tools used within the company. We are seeking to reexamine our communication methods in order to address potential challenges. The television in the break room, set up to convey information, works well and is beneficial.
- Every year, we organize the **Galette des Rois event** with ALPMA FRANCE and ALPMA SERVI to strengthen cohesion between our subsidiaries.
- Every year, Servi Doryl employees form a team to participate in the **Inter-Company Handchair Tournament**. This event, organized by the Joué-Lès-Tours Handball Sports Union, uses its proceeds and donations to fund activities for the handball club's disabled sports section.



- With enthusiasm and team spirit, and in collaboration with ALPMA SERVI and ALPMA Alpenland Maschinenbau GmbH, our team covered **350 km during the Wings for Life race in Munich to support spinal cord research**. This first joint participation strengthened our team cohesion while supporting an important cause.
- **Two management committee meetings are held each year.** A project poster has been created so that everyone can identify all of Servi Doryl's projects and ensure they align with our three values.
- Since 2023, a **shared meal routine** has been established. Once a month, we share our meals together, particularly with our colleagues from the ALPMA FRANCE subsidiary who come to share these meals with us.
- We transformed **our entrance by prioritizing reclaimed furniture**, thus contributing to an ecological approach. Our iconic cow has found its place.



- Since 2019, seven of our employees have participated in a training course entitled **"Professionalizing the Art of Management Through Objective Communication."** This training, also attended by two employees in 2024, focuses on adapting one's listening skills, language management, optimizing differences, and managing interpersonal conflicts.
- **Prioritize small group meetings:** Following visits to inspiring companies (see below), when it comes to conveying strategic elements, **small group meetings between management and employees** have been tested. We aim to **encourage discussion** and ensure that messages are properly understood.
- **Biannual workshops to learn about each other's work:** since 2022, twice a year, half a day is devoted to **workshops allowing employees to present an aspect of their daily work.**
- Here is the list of workshops held in **2024:**
 - Presentation of smoothed pull flow to all employees. This method allows for regular production based on actual needs, to better manage inventory, distribute the workload, and improve efficiency.
 - Inequality Monopoly. Created by the Inequality Observatory, this game aims to raise awareness of inequalities and discrimination in society.

The welcome booklet for new employees has been completely redesigned. It now includes information on our customer approach, the versatility of our skills, our production resources, the access map to Servi Doryl, our CSR policy, our communication channels, and our safety measures. In addition, the **welcome videos** for newcomers have been updated to reflect these changes.



F. TEAM BUILDING



Before our summer and winter holidays, we hold team building days.

These **days are divided into two parts: workshops in the morning and a lunchtime meal.**

In the summer of 2024, the entire team gathered for a special employee day. This event, featuring workshops, board games, and a meal, was a friendly occasion open to employees' families. This contributed to the positive team atmosphere.

In winter, we meet around a workshop for a moment of sharing about our professions and our ways of working in order to enrich ourselves personally and collectively while strengthening our cohesion.

We then meet around a warm and refined meal strengthening cohesion between colleagues and to enjoy together outside of work.



G. PROMOTING CSR WITHIN THE COMPANY

This year, Servi Doryl and ALPMA FRANCE participated in the European Week for Waste Reduction, an initiative aimed at raising awareness and mobilizing our businesses to reduce the amount of waste generated.

This week raises awareness among our employees and allows the implementation of various concrete actions to promote waste reduction.

- **The "Taste of Water" Challenge**

Throughout the week, we hosted a stand with several types of water (filtered, bottled, tap, canned, and reverse osmosis). This allowed us to think together about ecological and economical actions in our daily lives while raising awareness among our employees.



- **The anti-waste recipe booklet**

Many anti-waste recipes were shared. From homemade deodorant and laundry detergent to carrot bread made from leftovers, our employees were intrigued and educated about reducing waste.



In 2023, all employees participated in a Climate Fresco workshop led by Arborésciences. One year later, we asked our employees if they had implemented the individual measure chosen during the workshop. The feedback was mixed. We observed changes in some.

Every year, Servi Doryl, ALPMA FRANCE and ALPMA SERVI also participate in the European Sustainable Development Week.

This week raises awareness among our employees and enables the implementation of **various concrete and joint actions** around sustainable development issues. Five actions have been undertaken collectively in 2024.

- **Collection and donation of winter clothing.** In total, more than 70 items were exchanged, and over 30 kg were donated to the “Active” association, which supports people in professional integration.
- **A 100% homemade vegetarian picnic.** Many people participated, which helped strengthen our team cohesion and demonstrate that it's possible to eat differently.
- **The Sustainable Development Goals race.** More than €300 in donations were raised, with donations from employees, Servi Doryl, and ALPMA France matching the total for the CMEL (Langeais nursery and elementary school collective) and ImagineForMargo associations.
- **Soft Mobility Day.** During this day, 257 km were saved and our employees were able to test riding an electric bike!
- **Eco-friendly posters.** The goal was to raise awareness about good habits.



COOPERATIVE AND FUNCTIONAL ECONOMY (CFE)

Since 2022, Nekoé has been with us on the EFC.

The **EFC** is a support point **for responding to the challenges of transitioning** towards a more ecologically and **socially sustainable economic development model**, at the scale of businesses and territories.

After training our general manager and a team of 5 employees, all the other managers followed training in 2024, providing them with the theoretical bases of the EFC.



H. PROTECTION OF WHISTLEBLOWERS

Since mid-2024, all Servi Doryl employees have had access to a platform allowing them to report, without fear of personal consequences, information relating to serious violations of rules and legislation that could result in financial losses and compromise the company's reputation with the public and public authorities. By reporting facts, employees help to avoid damage to the company as much as possible. We will not tolerate any discrimination or pressure against whistleblowers.

I. SERVI DORYL'S INFLUENCE OUTSIDE OF SERVI DORYL

It is with immense pride that we share the election of Servi Doryl as a Dev'Up 2024 Top Partner company. This award, presented by La Nouvelle République du Centre Ouest and Dev'Up, highlights our dynamism and our contribution to the economic development of Indre-et-Loire.



Our company was highlighted in an article by Touraine Eco for its commitment to corporate social responsibility. The article highlights our actions in favor of sustainable innovation, our collaborative practices, and our environmental management approach.



We had the pleasure of welcoming employees from a company to Servi Doryl to share their experiences with employees, who are driving internal change. This meeting was an opportunity to strengthen our commitment to innovation while improving our collaboration and sharing of best practices.

J. SOCIAL RESPONSIBILITY

Various causes were supported this year. In this spirit of solidarity, we applaud the involvement of our employees who volunteer their time to organize and participate in various initiatives.

C MEL x ImagineFormargo

As part of **European Sustainable Development Week** and following the race we participated in for the **Sustainable Development Goals**, we managed to raise **€300** thanks to the enthusiastic participation of our employees and businesses. This fundraising is divided between the **Langeais primary school** and the **ImagineForMargo** association.



Restaurants of the Heart Association

Every year, Servi Doryl makes a donation to the **Restaurants du Coeur**. This donation is used for local initiatives.



US club Handball

We are proud to announce that Servi Doryl participated in and donated to the Inter-Company Handchair Tournament organized by the Joué-Lès-Tours Handball Sports Union.

EFC University

Since 2022, Servi Doryl has been following an **EFC (Economy of Functionality and Cooperation)** trajectory, initiated by the training of Serge Page and several collaborators in partnership with the Nekoé association.

In this context, several participatory workshops were organized, such as “Embarking on the EFC trajectory as an employee” or “Getting out of the price”, in order to encourage the appropriation of EFC principles by the teams. During the workshops, a Servi Doryl employee shared her experience and feelings about the implementation of this trajectory, alongside another company employee, thus illustrating the collective commitment to this transformation.



Second-hand clothes

On the occasion of **European Sustainable Development Week** and following the successful collection and exchange of second-hand clothing, we were able to collect a significant quantity of clothing.





Donation Orphopolis

We are pleased to announce that Servi Doryl has once again made a donation to the **Orphopolis** association, which works to improve the lives of children in need. This donation, organized by Gisbert Strohn, former CEO of ALPMA Maschinenbau, reflects our commitment to supporting important initiatives and making a positive contribution to our community.

Monopoly of Inequality

We are delighted to have participated in the **Monopoly of Inequality**, organized by the **Observatory of Inequality**.

In 2024, Servi Doryl organized a fun and educational workshop: the Monopoly of Inequality. This interactive game sheds concrete light on the mechanisms that deepen inequalities in society.



K. CHILD LABOR, FORCED LABOR & HUMAN TRAFFICKING

Acting within the French regulatory framework and operating at its sole site in Langeais, Servi Doryl is not directly subject to these risks.

We comply with French regulatory code by verifying the age of future hires in order to avoid using child labor.

Materials, spare parts, and various services are sourced from companies that are as local as possible, whether French or possibly subsidiaries of reputable international groups. We have raised awareness among our main suppliers, and the indirect risk can be considered limited.

3. ETHICS

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

Through this CSR report published annually, we continue to ensure zero tolerance for corruption.

Our company remains an SME committed to **working with local and regular suppliers**. The **local** network is widely used, particularly for machine maintenance operations, various projects, equipment development, etc. In this context, ethical risks are low.

Our products are distributed worldwide to food producers who are **sensitive to ethical business** practices. Every employee is encouraged to report dishonest behavior within their **professional circle**.

In 2024, the group joined a whistleblower protection platform. This allows employees to now safely report any identified malpractice within the company.

The “Business Ethics” component of our CSR approach therefore consists of **informing and raising awareness** among management, and those involved in sales or purchasing, as well as all of our partners.

Our CSR policy, which applies to the 2023–2025 financial year, has been updated. It allows us to take stock of the actions undertaken to date and to structure projects for the next 3 years.

4. CAREER MANAGEMENT AND TRAINING

We **promote internally** when possible and ensure that our **employees are trained**.

Each employee benefits from an **annual performance review**, which generally takes place in the first quarter of the following year, and a professional review every two years.

A training plan is established each year.

In 2024, a group of 10 people had the chance to participate in **cheesemaking training** with Nicolas Morillon at the **Fromagerie du Haut Anjou**.

They were able to participate in the production of **soft and hard cheeses**. The groups were able to immerse themselves, practice, and understand how these cheeses are made.

This experience is beneficial for the **professional development of employees**, but also to reinforce Servi Doryl's values and commitment to **innovation, sustainability** and **community**.



ACTIONS 2024 “CAREER MANAGEMENT AND TRAINING”

• **Progress of the job and career path management project (GEPP):**

The amendment to the collective agreement has allowed us to move forward with our job and career path management project (GEPP).

This should enable us to better **anticipate developments in professions and skills**, by developing the **competitiveness** of our company while promoting our know-how and supporting their continuous development.

• **Production focus skills matrix:**

To better **map** each individual's expertise, we've created a **skills matrix** for production. This will allow us to assess our employees' training needs to avoid any **loss of knowledge** when some of them retire in the coming years.

Significant work also remains to be carried out in 2025 on skills, in particular the deployment of matrices in the administrative part.

• **Qualifying training courses:**

Following a one-year **training course**, one of our employees obtained the title of team leader and another the title of **QSE assistant**.

An employee also began training in 2024 to become a **logistics technician**.

Training on the use of ChatGPT was offered to all employees in 2024. The goal was to gain a general understanding of how it works. We were also able to identify several applications for professional and personal life. A best practices guide was shared with everyone.

5. DIVERSITY, DISCRIMINATION AND HARASSMENT

Servi Doryl promotes **diversity and rejects discrimination** and any form of harassment.

A **sexual harassment and sexist behavior** contact is available to employees. In 2024, the harassment contact within the CSE was trained.



Gender Equality Index

Servi Doryl actively works to be exemplary in terms of **gender equality**. Indeed, equal pay for men and women is respected in both the management and workers' colleges.

The salary increase is distributed equally between women and men.

We also ensure that women who have taken maternity leave see their salary **increase to the average value of the company's increases**.

Our **Executive Committee** and our **CSR** group are **equal**.

We are equal in terms of men and women in the **top 10 highest salaries** in the company.

II. RESPONSIBLE PURCHASES

POLICIES, ACTIONS AND RESULTS

1. SUPPLIERS

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

As part of the EFC, a multidisciplinary group of employees interviewed around ten suppliers.

These discussions covered three main themes:

- The daily life of our interlocutors
- Their current working relationship with Servi Doryl
- Common areas for improvement

These interviews were analyzed within this group.

We have identified some trends. Associated actions will be implemented in 2025.

We thank them for their time and for their transparent responses. We will be in touch with them to keep them informed of our progress.

This interview work pushes us, buyers/suppliers, to change the way we look at each other in order to enter into a real collaborative relationship that allows us to grow.

Examples of questions addressed to our **suppliers**:

What are your current and future challenges/issues?

- What do you expect from your customers?
- What are your expectations in terms of innovation?

Testimonials from our discussions with suppliers:

- **“I’m not used to this exercise, but I enjoyed the exchange. You’re right to question yourself.”**
- **From the interviewer: “The approach is great because we take time to speak with the suppliers.”**

“The interview guide is well done. I'm pleasantly surprised that SERVI DORYL is taking this supplier interview approach. It's interesting that you've also done this with your customers. We'd like feedback on the actions SERVI DORYL will take following the analysis of all supplier feedback.”

2. PURCHASES MADE

ACTIONS CARRIED OUT IN 2024

- **Repairing a variator**

Our inverter on a CNC machine broke down. Instead of purchasing a new one, the old one was repaired by an external company. This action is just one example of more sustainable purchasing practices.



III. ENVIRONMENT

POLICIES, ACTIONS AND RESULTS

1.CONSCIOUSNESS RAISING

As mentioned earlier, in 2023, all Servi Doryl employees participated in the Climate Fresco, a collaborative workshop which marked a key step in our awareness of environmental issues.

This experience helped to strengthen collective understanding of the mechanisms of climate change, but above all to raise real individual awareness.

In 2024, this awareness resulted in concrete actions, carried out by the employees themselves, such as:

- Reducing the use of private cars (carpooling, cycling, teleworking).
- The adoption of daily eco-friendly practices.
- Integrating anti-waste recipes into cooking habits.
- Regular sorting and donations of clothing.
- Homemade deodorants and laundry detergents.



POSTER CAMPAIGN DURING SUSTAINABLE DEVELOPMENT WEEK

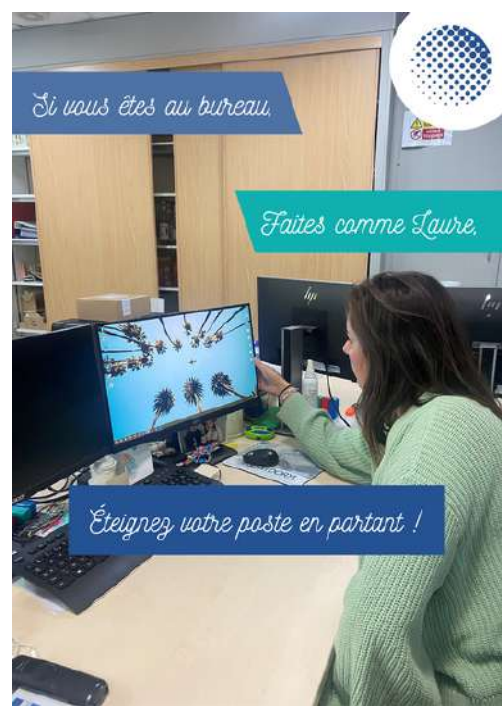
As already mentioned, every year, Servi Doryl, ALPMA FRANCE and ALPMA SERVI participate in the European Sustainable Development Week, for the third consecutive year.

This week raises awareness among our employees and allows for the implementation of various concrete and joint actions around sustainable development issues. Actions were then collectively established.

These actions are diverse and varied, ranging from running to clothing exchanges, including vegetarian picnics and soft mobility days.



During Sustainable Development Week, **posters** on sorting were displayed in the offices and workshop, reminding people of some **good practices**.



2. ENERGY CONSUMPTION

Since 2013, Servi Doryl has been taking action to **monitor and reduce its energy consumption.**

The energy consumed is essentially **electricity for all production operations.**
Gas is now mainly used **for heating offices.**

A. HISTORY OF ACTIONS TAKEN TO REDUCE ENERGY CONSUMPTION

A dedicated working group continues to ensure the progress of action plans.

Our main objective is to reduce the consumption heel, that is, the energy consumed when the factory is at a standstill.

The main actions implemented were:

- Every 3 months, we continue to carry out campaigns to search for and repair compressed air leaks on each of our machines, **using the air leak detector.**
- **Installation of watertight hatches** on machines to limit shavings in the workshop and promote the separation of materials while preventing compressed air leaks.
- **Replacement of lighting with LEDs** in all offices.
- Improvement of **preventive maintenance across the entire machine** fleet in order to limit and prevent breakdowns
- Since February 2024, **a new PROREFEI representative** has been appointed to our maintenance department. This approach aims to integrate good energy efficiency practices into daily life, such **as limiting systematic equipment startups or prioritizing the activation of machines that are actually needed.** This is a first step toward more efficient and proactive management of our consumption.
- The **air conditioning** has been changed and uses much less gas.



ENERGY CONSUMPTION INDICATORS

ANNUAL CONSUMPTION BY ENERGY TYPE, IN MWH

	2022	2023	2024
Electricity	859	930	968
Natural gas	224	112	70
Total	1083	1042	1038

Electricity consumption increased by 38 MWH compared to 2023 and gas consumption decreased significantly (-42 MWH).

Our total energy consumption has been stable over the past 2 years.

These results are explained by the increased production capacity of the coagulation basins and the switch from gas to electric heating. We replaced our gas heating with a heat pump.

ENERGY EFFICIENCY

Two indicators have been defined and are monitored internally:

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

Power consumption varies considerably depending on the machines used, and we do not currently have sub-meters to track consumption by island or by machine.

The increase in the production of coagulation basins in 2024, which is particularly energy-intensive, partly explains the increase in consumption this year.

2022	2023	2024
15	18	20



ENERGY CONSUMPTION INDICATORS

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

Natural gas is consumed only for heating the factory and part of the offices.

To take into account the harshness of winter, we correct gas energy consumption using the Unified Degree Days (UDD) system. The Energy Consumption / UDD ratio is a recognized indicator.

2022	2023	2024
110	56	33

As shown on page 36, the drop in gas consumption is explained by the replacement of the heating system with electric systems.

ANNUAL WATER CONSUMPTION IN M3

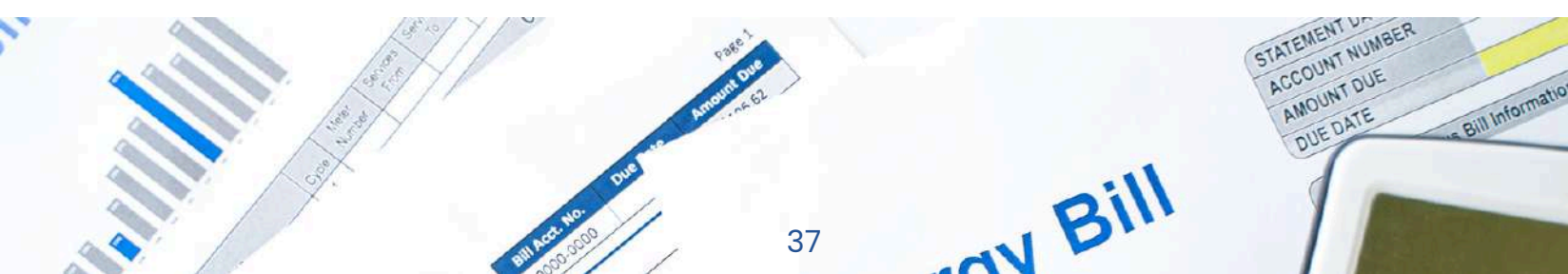
Servi Doryl does not use water in its production process. Water consumption is therefore limited to "domestic" use: cooking, showers, sinks, toilets, cleaning.

In 2024, our measured **water consumption** was **773 m3**. This is equivalent to the average annual consumption of three French households. This consumption can be described as low for a company with more than 50 employees.

The significant increase in water consumption in 2023 is linked to a leak in the network, which has since been repaired. In 2024, water consumption returned to levels similar to those of previous years.

Our maintenance manager now **regularly checks** the water meter to detect any new leaks as early as possible.

2022	2023	2024
640M3	1077M3	773M3

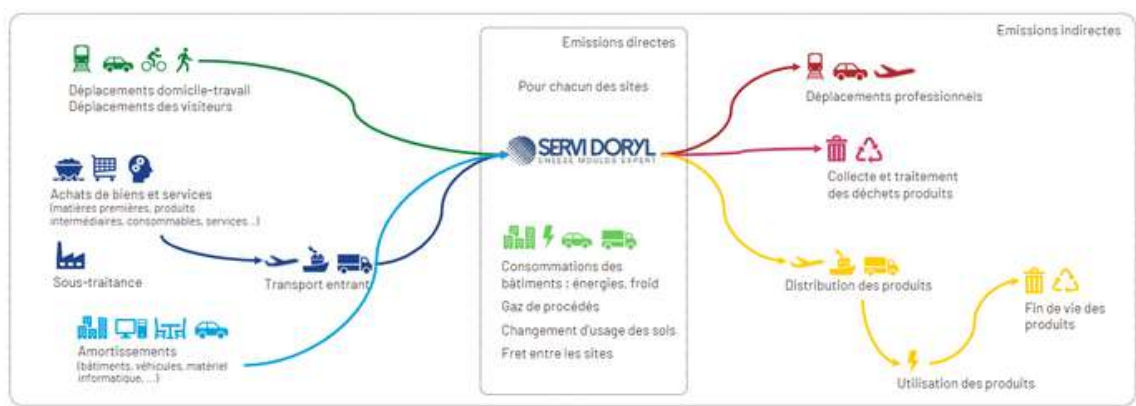


3. GREENHOUSE GASES

In 2024, Servi Doryl began calculating its Carbon Footprint® as part of the Diag Décarbon'Action program, supported by ADEME and Bpifrance. We were supported by experts in the field.

This year includes scope 3, which provides a more comprehensive view of greenhouse gas emissions. The report covers scopes 1 (direct emissions), scopes 2 (indirect emissions from purchased energy), and scopes 3 (other indirect emissions from purchases and depreciation).

The reference year chosen is 2023, with data collection scheduled for the fall of 2024. The collected data was then processed to precisely calculate annual emissions using the Bilan Carbone® methodology. The detailed results and initial courses of action will be shared in 2025, as part of a process of transparency and continuous improvement.



4. BIODIVERSITY

Our activities **have no direct impact on biodiversity**. There is no animal testing or use of animal or plant-based products that could contribute to significant land use.

The factory was installed in an industrial zone and within existing buildings. It therefore did not directly create artificial land. The land occupied by Servi Doryl runs alongside a natural area bordering the Nantes-Tours railway line, which extends beyond to the Langeais bypass, then towards the Loire.

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



5. LOCAL POLLUTION AND NEGATIVE EXTERNALITIES

The materials used and marketed by Servi Doryl are mainly **plastics, as well as stainless steel products.**

ICPE FILE

Since 2021, Servi Doryl has been committed to ensuring regulatory compliance at our production site, as part of the renewal of the ICPE file. In conjunction with ALPMA France, with whom we share the site, several actions have been taken to meet environmental requirements.

Studies were carried out in 2023 and 2024 to assess our impacts, enabling us to identify areas for improvement and implement corrective measures.

However, we are facing certain structural limitations of the site, linked to its age and land constraints, which may hinder the implementation of certain regulatory changes. A more comprehensive review is currently underway for the coming years.

OTHER ACTIONS

As part of our CSR approach, 5 employees participated **in the Loire riverbank cleanup action**, organized by **hunters from the "J'aime la nature propre" association.**

This initiative, focused on environmental preservation, is part of our desire to actively contribute to the **protection of natural spaces**, reaffirming our commitment to **sustainable development** and **responsible management of our natural resources.**



6. MATERIALS, CHEMICALS AND WASTE

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

A. REDUCTION AND RECOVERY OF PLASTIC WASTE

An employee has recently been piloting a **concrete approach to material optimization**. By **reusing offcuts from production**, he helps **reduce losses and recycle internal waste**. This initiative is part of a systematic reuse-before-recycling approach, consistent with our commitments to responsible resource management.



Our actions are structured around the following themes:

- **Reduction at source**, for example by having the plastic plates cut directly to the desired dimensions
- **Optimizing flow rates** to reduce waste
- **Improved sorting** to reduce downgrading resulting from mixing materials in skips
- **Researching new recycling opportunities**, even for low-tonnage plastics. Our goal is to divert 0 tonnes of plastic to landfill.



2024 ACTIONS FOR THE REDUCTION AND RECOVERY OF PLASTIC WASTE

- **Reduction of production losses:**

Our manufacturing process for the lids has been improved to reduce plastic material losses.



- **Reusing our plastic materials directly:**

Continuing the project launched in 2023 as part of internal training, the direct reuse of machining scraps continued with the implementation of standards, traceability monitoring and a dedicated storage space, reorganized in 2024 to better manage volumes and structure storage on three levels.

2023



2024



The results are very positive, with 59 tonnes of CO₂e avoided, equivalent to the emissions from Servi Doryl's annual electricity consumption!

The project also made it possible to strengthen management via a shared table, to establish traceability sheets, and to raise awareness among teams.

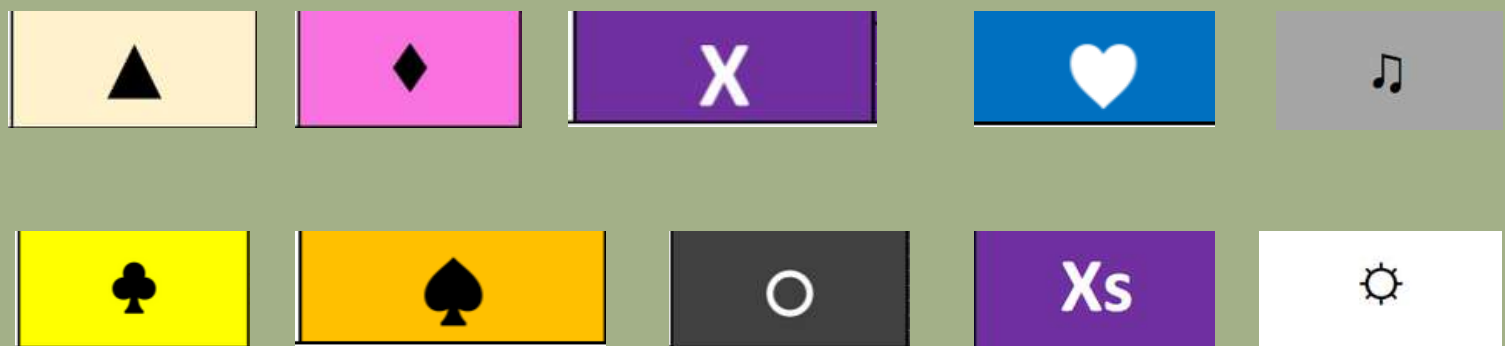
In 2025, we are aiming further by implementing a standardization of collar thicknesses, a distinction between offcuts and ends of plates, increased reuse thanks to surfacing, and the creation of a dedicated procedure.

- **Visual management of materials to avoid errors:**

Following the discovery of sorting errors, a project was launched in 2023 to help operators identify the materials used during each phase of the production process. The goal is to ensure that waste ends up in the correct bins to maximize the recovery of our waste.

A **system combining a color code and a logo**, with people with color-blind disabilities in mind, has been developed. Each color/logo pair corresponds to a material. At the same time, we have identified all our receptacles with labels using the same color/logo pair.

In 2024, we improved our waste sorting by adding color codes for new materials.



Reusing our plastic materials:

In line with a circular economy approach, the company is taking concrete action to limit its environmental impact by focusing on three areas: **reduce, reuse, recycle.**

- **Reduce:** From the mold design stage, the Design Office works to optimize production formats to limit material losses upstream. This helps **avoid waste** from the earliest stages of the process.
- **Reuse:** Scraps of cheese plates from cutting are **collected and reused to make new cheese moulds.** This system allows for the recovery of internal waste while **reducing** the need for new materials.
- **Recycle:** In parallel, an R&D project is underway to **recycle** non-reusable scraps and **give a second life** to end-of-life moulds. This work aims to better characterize materials, assess their circularity potential, and structure a recycling sector. This operation is carried out with the financial support of ADEME as part of the recovery plan and financed by the European Union – NextGenerationEU.



These concrete actions are fully in line with the company's CSR strategy and strengthen its commitment to more sustainable production.

B. REDUCTION AND RECOVERY OF WASTE OTHER THAN PLASTIC

- After digitizing our product and contact information, we continued our efforts to reduce paper use by implementing the digitization of payroll. This initiative reflects our desire to digitize our processes, reduce our environmental impact, and facilitate secure access to documents for employees. It thus improves our day-to-day efficiency while making our management more responsible.
- In April 2024, we emptied the factory of old furniture and tires. Employees were able to initially collect what they needed. The rest was recycled at Valdélia.
- As part of our eco-responsible initiatives, we've set up a collection point for used pens to be recycled. This approach helps limit waste and raise awareness among our employees about more sustainable management of everyday items. The pens will then be sent to a specialized center for recycling.

- We have set up collection points dedicated to small Waste Electrical and Electronic Equipment (WEEE), in order to ensure its compliant and responsible treatment, while controlling its environmental impact.



- As previously discussed, the update to the welcome videos focused on waste sorting and recycling instructions. These videos allow new arrivals to quickly become familiar with the essential actions and rules for running the company.

WASTE MANAGEMENT



INDICATORS ON MATERIALS, CHEMICALS AND PLASTIC WASTE

RATE OF PROCESSED PLASTIC MATERIAL

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

2022	2023	2024
114	110	121

This year, we are seeing an increase in this indicator. This is due to the optimization of material use described above and the manufacturing of products with less waste. The goal is to continue this trend.

RECYCLED WASTE RATE (IN %)

2022	2023	2024
69	77	68

In 2024, until August, machining chips were recycled as in previous years. However, in mid-2024, our recycler reported that the chips were no longer clean enough to be recycled, highlighting the need to improve sorting to ensure their future recycling. Actions will be implemented in the coming years to recycle even more of our waste.

7. END OF LIFE OF PRODUCTS

The molds and mold blocks produced by Servi Doryl are investment pieces. Their lifespan is long, 10 to 20 years or more.

Servi Doryl is interested in the **collection and recycling** of these post-use products and aims to reduce their landfill disposal rate as much as possible. This is also an **expectation of our customers**.

2024 ACTIONS ON THE COLLECTION AND RECYCLING OF END-OF-LIFE PLASTIC PRODUCTS

- **Organization with 6 customers of a collection and recycling operation of end-of-life products:**

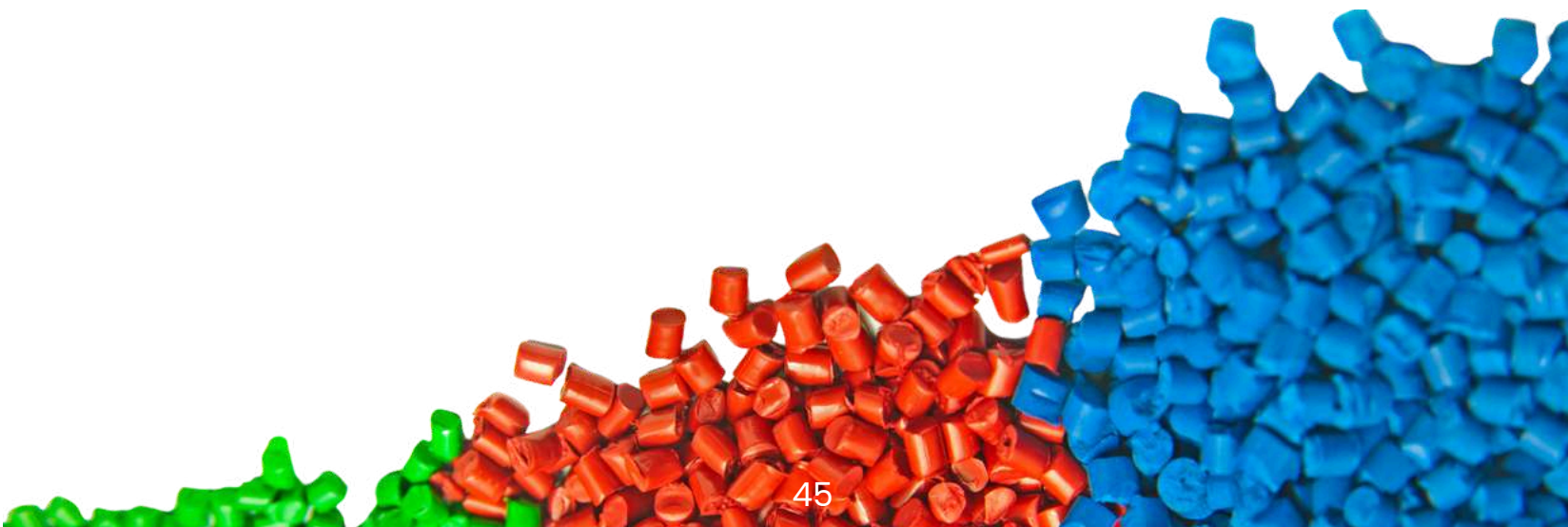
The implementation of these operations is more easily envisaged if the volumes are sufficient to ensure a balance between the cost of repurchasing the material and the costs (transport, dismantling of parts, etc.).

INDICATORS ON THE COLLECTION AND RECYCLING OF END-OF-LIFE PLASTIC PRODUCTS (IN TONNES)

The indicator is the tonnage of end-of-life products collected from customers and recycled through Servi Doryl.

2022	2023	2024
24,4	12,1	8,5

The end-of-life material recovery process has been ongoing for four years. However, we are feeling the effects of the pandemic, and a communication effort will be launched in 2025 to boost momentum. Our goal is to recover at least 10 tons each year. We plan to implement initiatives in the coming years to recover more end-of-life plastic products.



8. CONSUMER HEALTH AND SAFETY

The suitability of plastic materials for food contact is closely monitored by maintaining up-to-date documentation and migration tests.

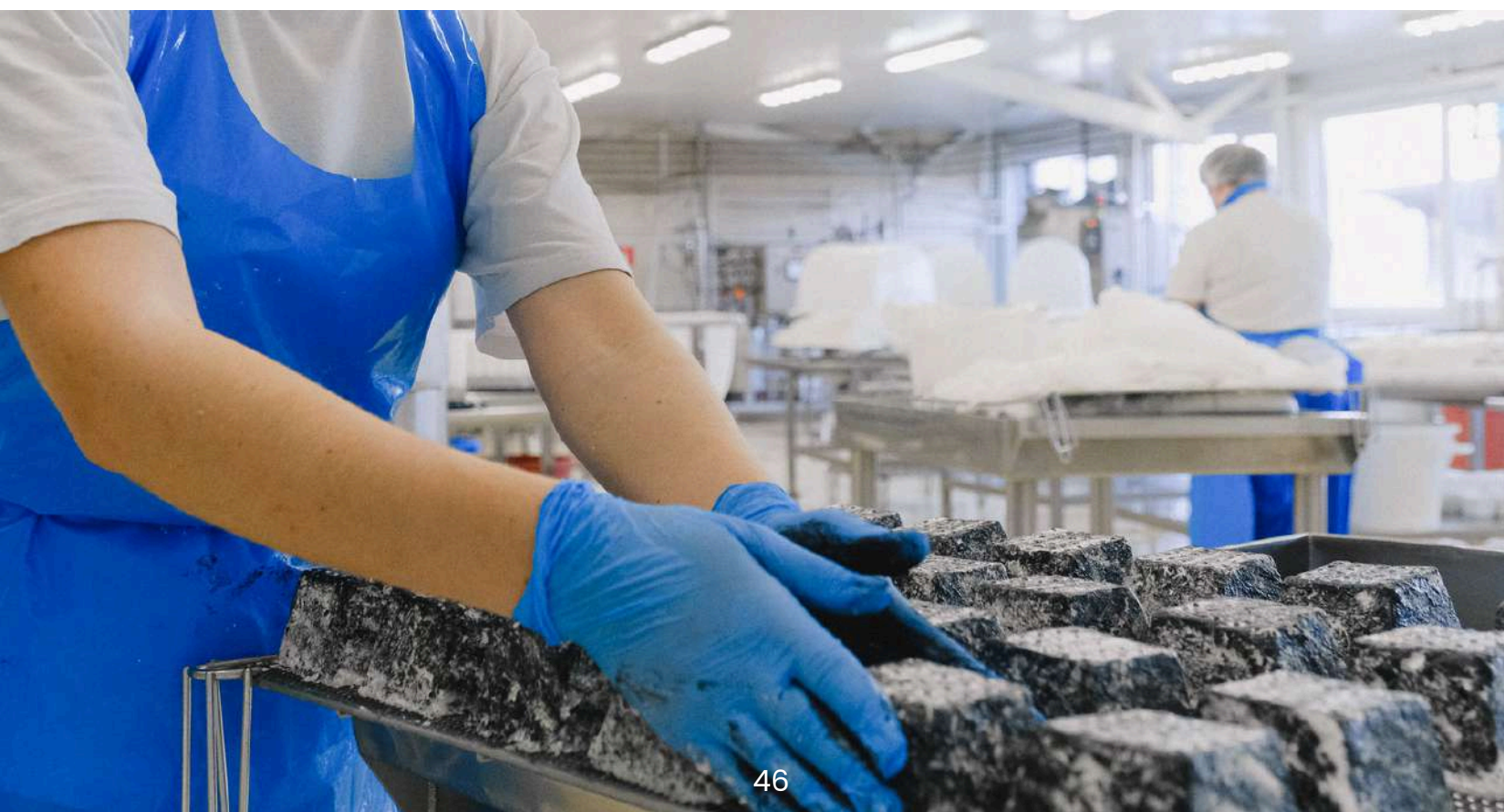
Our QSE manager was trained in 2023 in **methods for calculating (simulating) the migration limits of specific molecules.**

We will take advantage of the **replacement of our enterprise resource planning (ERP) software** to gain efficiency in material tracking and traceability. This will also allow us to automatically generate the food contact suitability certificate for our products.

As part of our CSR approach, we have written and published a **white paper on the use of plastics, including a section specifically on consumer health and safety.** This document responds to our customers' growing awareness of the suitability of materials for their cheese production.

It aims to provide information on the **composition of plastics**, existing **health standards**, as well as the **measures put in place to guarantee their neutrality with regard to foodstuffs.**

By sharing this information, we strengthen our customers' trust and affirm our commitment to the responsible and safe use of plastics in our products.



ANNEXE – DIAGNOSTIC RSE



Who: Salomé and 3 other students – IAE Tours

When: Fall 2024

Method: CSR report + 3 interviews (Aurélia, Julien, Elodie) with interview guide, performance-importance tool

Results :

–A company already well committed to its CSR approach “We have noted that Servi Doryl is a company with a soul, where innovation, respect for people and sustainability are already deeply rooted. Its current actions demonstrate a sincere desire to do better, for its employees, for the environment, and for its stakeholders.”

–Concrete and structured actions, driven by a real desire to integrate responsible practices into daily life

–Strong initiatives for the well-being of its employees, the reduction of its ecological impact and its active support for the local ecosystem

–Social part: interconnected CSR and CSE missions, not very readable

Recommendations for topics to work on :

- Better management of plastic waste
- Energy consumption
- Further reduction in Scope 3 emissions
- Smoother internal communication
- Responsible purchasing





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