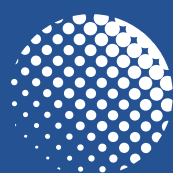


# REPORT 2023

CORPORATE SOCIAL  
RESPONSIBILITY



**SERVI DORYL**  
CHEESE MOULDS EXPERT

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## CSR REPORT 2023

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Throughout 2023, the company continued its actions in favor of social integration and the environment. More than ever, we put CSR at the heart of our strategy through these three pillars: innovation, proximity and responsibility.

Our mission, the wording of which we have revised, remains: **MEET THE EXPECTATIONS OF CHEESE PRODUCERS BY CREATING INNOVATIVE AND SUSTAINABLE SOLUTIONS.**

Among all the objectives that we are pursuing in 2023/2024, mastery of raw materials remains at the heart of our concerns. Aware of the impacts of our activities, and concerned about the sustainability of our activities for our employees and our customers, we are undertaking ambitious research and development projects in favor of recycling.

Under the leadership of new managers, and a large contribution from our employees, organizations will evolve over the next two years, towards even more autonomy and individual responsibility.

To maintain cohesion around CSR, our actions remain carried out by a group made up of volunteers from all departments. The actions of the 6 subgroups are reviewed during bimonthly plenary meetings.

We are proud to present the successes of teamwork through this annual report, which we invite you to read.

We are extending our commitment to the United Nations by joining the Global Compact program, from which we have adopted the new form of reporting, available on the website [www.unglobalcompact.org](http://www.unglobalcompact.org). ECOVADIS will also remain our evaluating body, with the hope of maintaining the excellence of our evaluations with three consecutive gold medals.

We wish you well reading.

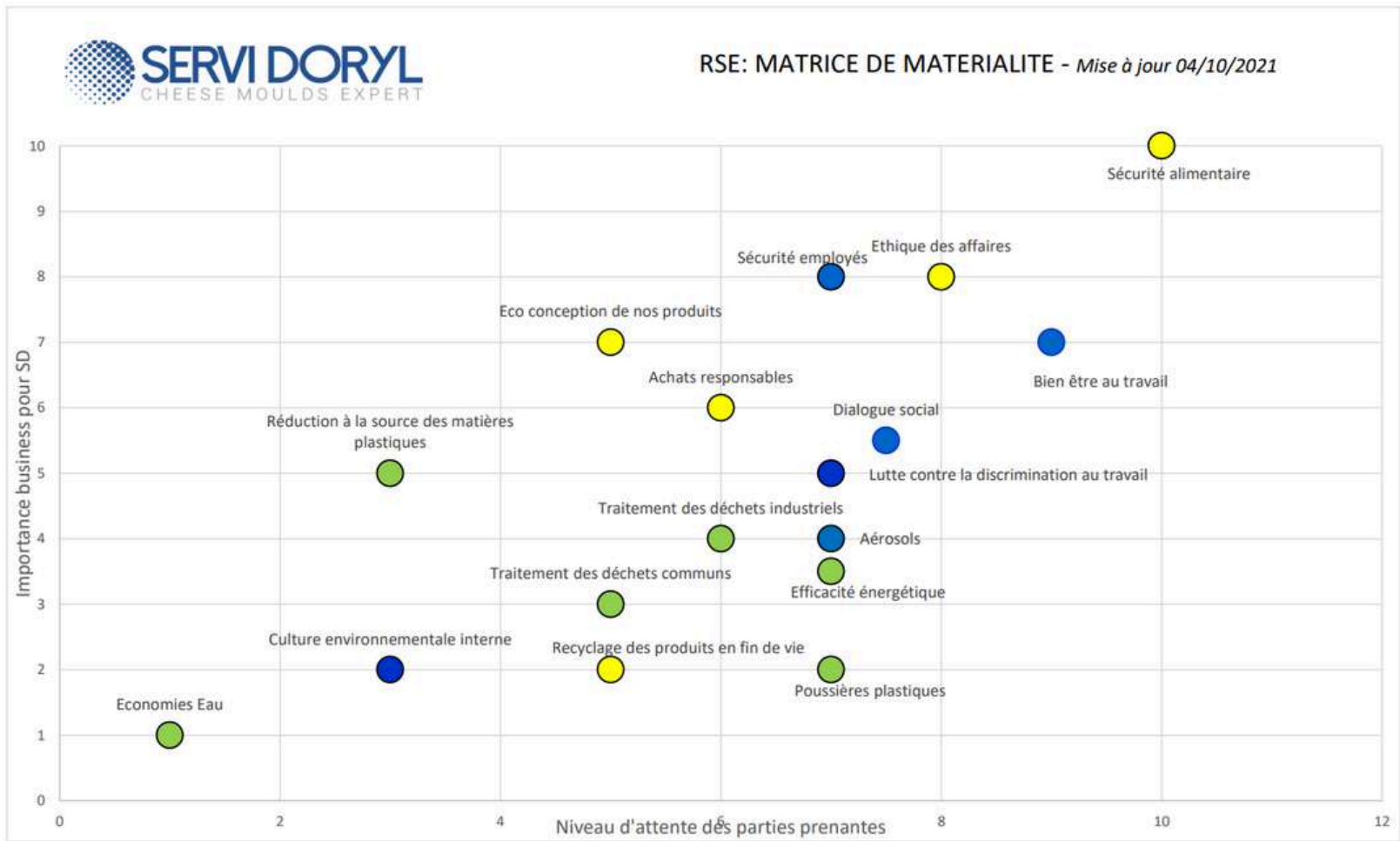
**Serge Page**  
General manager

# 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. HEALTH AND SAFETY OF EMPLOYEES

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 machines.

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

#### A. COMPLIANCE OF PRODUCTION MACHINES

The plan to bring production machines into compliance was carried out, according to the established plan:

- **New machine for manufacturing our moulds:**

From 2024, it will allow us to produce our moulds more efficiently and more securely.

- **New stitcher:**

It will soon allow us to make micro-perforations more efficiently and securely. It will be ready in 2024.

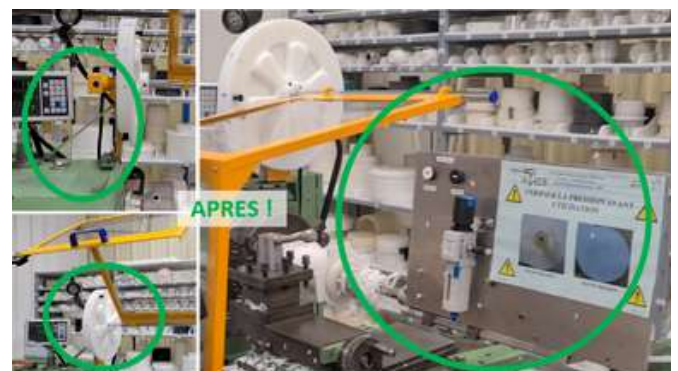
- **Securing 2 welding machines**

- **Safety of the manual lathe**

Strengthening the hood holding system and securing its use.

Our investment plan is dictated by the improvement of critical equipment, but also by the addition of production accessories facilitating transfers without charging ports, in order to limit unnecessary travel and reduce musculoskeletal disorders (MSD) .

These actions are carried out with the CSE.



Safety of the manual lathe

## B. STRENGTHENING THE SAFETY AND WORKING CONDITIONS OF PRODUCTION OPERATORS

The following 8 actions were implemented:

1. **New arrivals** have benefited from **practical training in deburring** since 2023, combining theory and practice. Our objective is to reduce the number of cuts on hands.
2. To facilitate and secure the work of our operators and avoid MSDs, a **new access ramp** to the main oven has been installed.



3. **The opening cylinders of the welding machine** used for the manufacture of basins have been replaced with the aim of avoiding MSDs.
4. All people in production have been **trained in the use of stackers** to ensure their proper use.
5. **The adjustment of our biscuit joiner has been simplified:** writing a detailed user guide and manufacturing a dedicated piece of furniture allowing time saving during adjustment and a more ergonomic environment.



The **groover** have been suspended in order to reduce the need to hold them.

### 7. Training and security awareness actions for permanent employees:

- Safety on traditional carpentry machines
- Maintaining and updating forklift operator skills (CACES retraining)
- Maintaining and updating the skills of electricians
- Maintaining and updating the skills of Workplace First Aiders
- Stacker

8. The **lifting devices and the electrical installation** are checked by an approved organization every year (archived annual report).

## ACTIONS FALLING WITHIN LEAN

We continued to implement **actions in line with LEAN** (global working approach oriented towards “less waste management”):

### Installation of a new workbench facing the numerical control machines:

Designed with production operators, it has been optimized by:

- Fixing our 2 clamping benches
- Creating tailor-made storage in (reclaimed) drawers
- Using the high place to hang our tools

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



## C. THINKING ABOUT OUR CHEMICALS

Servi Doryl uses chemicals for **different applications**:

- In **maintenance** for machines
- In **production** by operators

We have produced an **exhaustive inventory** of these products.

Accompanied by a service provider for **maintenance needs**, we assessed the **chemical risks** by analyzing the safety data sheets (MSDS) and providing all their characteristics on the Seirich website (tool for assessing chemical risks in companies).



We have thus reduced our number of references by 34%, corresponding to 13 products.

Our objective is to select products that respect food safety, based on their impact on the environment, the safety of our employees and biodiversity.



## D. STORAGE AND IDENTIFICATION

- **Storage and identification of workshop tools:**

The tools were numbered with a dedicated location and recorded in a database.

- **Formalization of operating methods:**

In order to preserve the know-how of our production operators, the methods department worked on creating operating procedures. These documents are also training materials and can be consulted by everyone.





## E. IMPROVEMENT OF WORKING CONDITIONS IN OFFICES

In order to avoid sitting all day, some employees have moved to sit/stand desks (adjustable in height).



## F. STRENGTHENING SAFETY FOR ALL

The following actions were implemented:

- Renewal of **training for line guides and line holders**.
- Involvement of the security **CSE during the last evacuation exercises**.
- Renewal of training in the **use of fire extinguishers** for all employees.
- **Implementation of security tours** (offices and workshop) carried out by a member of the CSE and a member of the CODIR.
- **“Safety” workshop given to all employees** aimed, in a fun way, at locating fire alarms and smoke dampers. The safety video for newcomers was viewed and commented on for improvement.
- **Air quality measurement**

These measurements did not reveal anything of concern either in the offices or in the workshop. Only certain confined offices require frequent ventilation.



**WORK ACCIDENTS WITH WORK STOPPAGE**

Number

| 2021 | 2022 | 2023 |
|------|------|------|
| 4    | 5    | 4    |

| 2021 | 2022 | 2023 |
|------|------|------|
| 31   | 84   | 30   |

**FREQUENCY OF ACCIDENTS WITH WORK STOPPAGE**

Frequency

**SEVERITY OF ACCIDENTS WITH WORK STOPPAGE**

Severity

| 2021 | 2022 | 2023 |
|------|------|------|
| 0.50 | 2.60 | 0.50 |

The improvement in 2023 shows that we can easily move towards 0 accidents, and have lower risks than those of the profession (metallurgy/wood). Awareness of risky situations and the exchange of information between employees are the main levers to continue to improve.



**PROFESSIONAL DISEASES**

Number

| 2021 | 2022 | 2023 |
|------|------|------|
| 0    | 0    | 0    |

| 2021 | 2022 | 2023 |
|------|------|------|
| 9.9% | 5.7% | 3.4% |

**ABSENTEEISM**

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

We have observed a significant decline over the past 3 years.

**SAFETY TRAINING**

Number of actions

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

| 2021 | 2022 | 2023 |
|------|------|------|
| 34   | 54   | 23   |

Training on stackers continued in 2023. Safety-related training being provided according to the frequency of retraining explains the reduction in the number for 2023.

| 2021 | 2022 | 2023 |
|------|------|------|
| 16   | 17   | 9    |

**CARRYING OUT THE ACTIONS PLANNED IN THE PROFESSIONAL RISK ASSESSMENT**

Number of security actions closed by the Security CSE:

Since the edition and updating of the DUER, an action plan in permanent link with the CSE has been implemented. Initially, actions with a rapid scope and that could easily be implemented were favored. They made it possible to meet the needs of production operators: arranging workstations, securing certain machines or drafting usage procedures.

Longer-term actions, requiring the support of larger investments, will be carried out in the coming years. A machine replacement program is still in progress, validated and communicated to Occupational Medicine.

## 2. EMPLOYMENT AND WORKING CONDITIONS

Servi Doryl applies the metallurgical collective agreement, and respects all its provisions, such as leave and overtime.

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

Employees benefit from the following benefits in particular:

- Legal participation
- Profit-sharing agreement
- Access to the Klaro platform

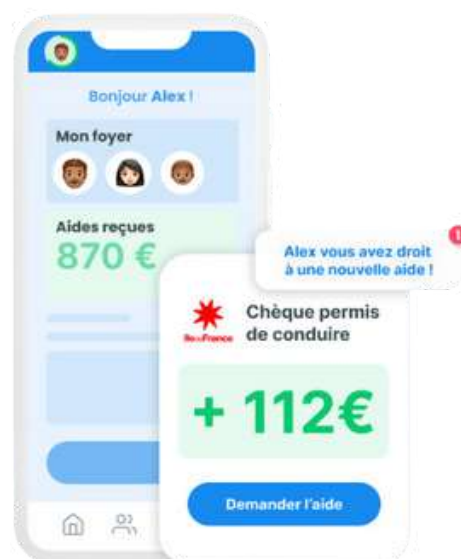
Klaro has been accessible to every employee since 2023.

This platform calculates the rights of employees and those of their families among more than 1,500 national and local aids (CAF, Pôle Emploi, Regions, Departments, etc.).

Experts are available to support them in their efforts.

Registration is done on a voluntary basis and the results remain completely confidential.

In 2023, 40 employees have registered and 3 files are awaiting processing.



### ACTIONS 2023

- **Setting up a bank of hours for production employees:**

This allows employees to collect a maximum of 7.5 hours of additional work. These hours can then be used according to individual needs.

- **Switching to a summer break of 3 to 2 weeks:**

2 weeks are imposed in August instead of 3 previously. This allows more flexibility for employees who take their 3rd week of vacation between June and October.

## A. IMPLEMENTATION OF A NEW COLLECTIVE AGREEMENT

Since 2022, we have been preparing for the modification of the metallurgy collective agreement.

Indeed, from January 1, 2024, metallurgical companies will have to apply the new collective agreement, the major changes of which will be the classification of jobs and the redefinition of minimum wages.

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

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



## B. ORGANIZATIONAL CHANGES

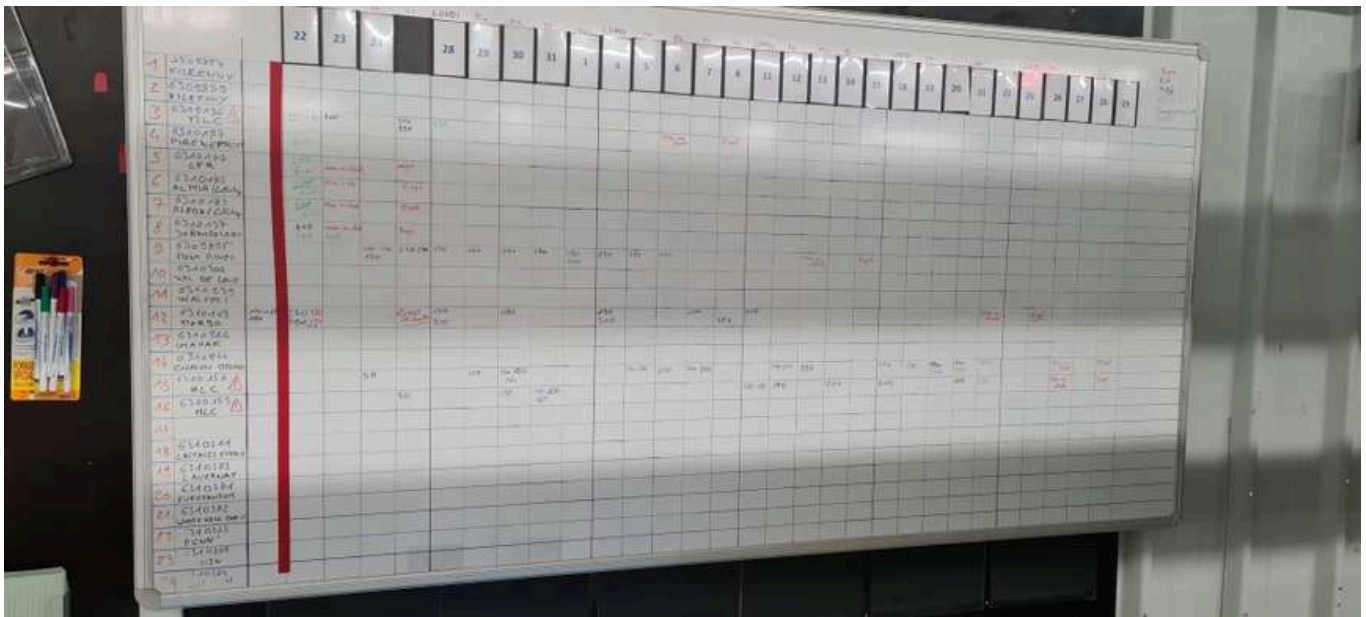
- **Reorganization of methods and production**

**Visual management** has been introduced to oversee some of our daily operations. This allows us to have a clear vision of the progress of files, both in terms of methods and production. This approach helps us better manage delivery times and prioritize our tasks.

A **new scheduler position** has been created, directly linked to production. It helps to guarantee the reliability of the deadlines announced to our customers.

Furthermore, the **“islanding” of the workshop** was organized to improve responsiveness. The islands are now managed by referents, which facilitates communication with support services.

Finally, several projects are underway, including tool management and the O.R.D.R.E worksite in the finishing division. These initiatives aim to **continue improving our processes and our overall efficiency.**



- **Implementation of delegated controllers in the production workshop**

To test a new organization, 13 volunteer operators were assigned control marks.

In fact, the **controllers replace the quality department to validate the first production, with 2 obligations:**

- The delegated controller must be recognized as an “expert” in this field (list of sectors displayed in the production workshop).
- There must be 2 people to validate (an operator/adjuster + a delegated controller).

The management of these authorizations (attribution and monitoring) is supervised by the quality department.

This is a first step towards a **more autonomous workshop** and a **quality department that is even more present on fundamental problems.**



## C. RECRUITMENT AND INDUSTRY REPRESENTATION

In 2023, **6 recruitments** were made:

- Production operator from an establishment and work assistance service (ESAT)
- Methods and continuous improvement manager
- Scheduling
- Financial compatibility
- Maintenance manager
- Apprenticeship in Marketing

Five employees left the company (including 2 retirements).

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

|                   | 2021      | 2022         | 2023       |
|-------------------|-----------|--------------|------------|
| <b>Number</b>     | <b>5</b>  | <b>7</b>     | <b>6</b>   |
| <b>Percentage</b> | <b>8%</b> | <b>11.5%</b> | <b>10%</b> |

This indicator includes work-study workers (any person who has received a pay slip).

Servi Doryl **shares her passion for the industry with the young talents of tomorrow.**

So in November, we participated in the **Made in Val de Loire** show where we were listed on 2 courses:

- **Women in the industry**
- **For a sustainable future**

This show was an opportunity for employees from various departments to represent Servi Doryl in Val de Loire and to interact with potential future employees.



In December, we participated in the Projection 3E meeting organized by the Lycée Grandmont in Tours. This initiative aimed to **bring BTEC industrial students closer to the world of business and employment.** We were able to discuss with around 250 students about our professions, our products and our values.

## INDICATORS RELATED TO EMPLOYMENT AND TO WORKING CONDITIONS

### STAFF TURNOVER

Staff turnover rate (number of entries + number of exits) / 2 / effective as of January 1:

| 2021  | 2022 | 2023 |
|-------|------|------|
| 18.3% | 9%   | 9.2% |

The staff turnover rate is similar to last year.

This can be explained by several departures, some of whom retired, who were replaced by new employees.

### COMPANY WORK COUNCIL

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

| 2021 | 2022 | 2023 |
|------|------|------|
| 5    | 10   | 12   |

### FORMATION

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

| 2021 | 2022 | 2023 |
|------|------|------|
| 4.7  | 13   | 20.5 |

This figure is explained by the long training courses provided over the year 2023 and by the participation of all employees in the climate fresco workshop.

### ANNUAL INTERVIEWS

Percentage of employees who benefited from a periodic appraisal interview for the year considered:

| 2021 | 2022 | 2023 |
|------|------|------|
| 83%  | 21%  | 23%  |

This figure is mainly justified by the departure of the production manager at the end of 2022. In 2023, few annual interviews have been formalized in the production workshop which represents 60% of our workforce.



## D. CORPORATE SOCIAL COMMITTEE

In 2023, a new CSE was elected, composed of 4 elected members and 4 alternates (one member is a union representative).

All elected members are involved in actions related to safety and health at work. The company work council is chaired by the general director and meets at least every month to work on issues of safety at work and social actions.



It also calls on volunteers from the services concerned for specific projects. Around 15% of the 60-person workforce is involved in security matters.



### PARTICIPATION IN A WHEELCHAIR HANDBALL TOURNAMENT

For the second year, Servi Doryl employees formed a team to participate in an **Inter-Company Handchair Tournament**.

This event organized by the Union Sportive de Joué-Lès-Tours Handball allows, through its revenues and donations, to finance actions at IME (medical-educational institutes) or in nearby schools.

## E. WORK AROUND COMMUNICATION

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

- **New arrival welcome procedure:** our process has been reviewed and certain videos for new arrivals have been updated.
- **New break room:** this new place allows all employees to get together to share a coffee and learn about internal news via the intranet, through a television or a touch tablet.



This new break room is the result of real **team work**:

- Concerning the layout, a **collegial vote** made it possible to select one of the projects.
- The final choice of colors and materials was made by the CSE.

For the work we used **local service providers**, who regularly work on our site.



- **Routine around shared meals:** as part of sustainable development week, a shared meal was tested. Given its success, we decided to offer one once a month.



- **Favor meetings in small committees:** following visits to inspiring companies (see below), when it comes to transmitting strategic elements, meetings in small groups between management and employees have been tested. We thus wish to encourage exchange and ensure that messages are properly understood.
- **Semi-annual workshops to learn about the work of others:** 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 carried out in 2023:

- Production of basins
- Operation of the quality department
- Presentation of the new elected CSE
- Site tour
- Safety emphasis
- Vote on the next CSR actions

These workshops allow employees to better understand the constraints of their colleagues in order to work together more peacefully.



- **Display of the mission and values in our break room:** this information is also visible on the home page of our intranet.

The objective is to ensure that all of our employees share our mission and our values. Indeed, this is essential to give meaning to our daily work.

- **Redesign of the intranet:** it has been simplified to make it more accessible.

We inform employees by email of its monthly update. They can find news from the company's various departments there.

A questionnaire was launched at the end of 2023 in order to assess the relevance of the intranet both in terms of its content and its form.



- **Team photo:** a local photographer took a picture of our team. This photo is visible on our website, and each employee received a copy for Christmas.
- Since 2019, 5 of our employees have participated in training entitled **"professionalizing the art of management through objective communication"**. This training, also followed by 1 employee in 2023, focuses on adapting your listening skills, language management, optimizing difference as well as managing interpersonal conflicts.



## F. TEAM BUILDING



Before our summer and winter holidays, team building days are always held.

These days are divided into **2 parts**: the morning of the **workshops** (as mentioned previously) **and a meal** at midday.



In the summer, the whole team came together to share a **barbecue**: a friendly moment during which we also participated in the **raffle** organized by our CSE. This day continued with a **pétanque tournament**.

In winter, we found ourselves in an old hunting lodge around a giant **couscous**.

On the occasion of the **European Sustainable Development Weeks**, **three concrete actions** were implemented to contribute to environmental protection and raising awareness among our employees.

**ACTION N°1**  
COURSE ODD  
20 SEPTEMBRE 2023  
40% DE PARTICIPATION  
✓ 109 KM CUMULES PARCOURUS  
Bravo l'équipe!  
SERVI DORYL  
CHEF DE MOULIN D'EXPERT

**ACTION N°2**  
MOBILITÉ DOUCE  
20 SEPTEMBRE 2023  
20% DE PARTICIPATION  
✓ 253 KM ÉVITÉS  
SERVI DORYL  
CHEF DE MOULIN D'EXPERT

**ACTION N°3**  
100% MAISON  
2 OCTOBRE 2023  
30% DE PARTICIPATION  
✓ 15% DE DÉCHETS ALIMENTAIRES EN MOINS  
Moment de partage!  
SERVI DORYL  
CHEF DE MOULIN D'EXPERT

- **Race**: a fun race dedicated to the **17 UN Sustainable Development Goals** (SDGs).
- **Soft mobility**: during a dedicated day, our employees were encouraged to travel other than by car, by encouraging them to test alternative solutions such as carpooling or cycling.
- **100% homemade**: by opting for a homemade and shared meal, the quantity of packaging used has been reduced, thus reducing our impact on the environment.

## G. PROMOTING CSR WITHIN OUR COMPANY

### Climate Fresco Workshop for all employees

All employees participated in the “Climate fresk” during a workshop led by Arborésciences. Thus, the Servi Doryl team is one of the million “frescoes”.

This association works in the Centre-Val de Loire Region to raise awareness around themes linked to the Environment and Science.



In the program :

- **3-hour Climate Fresco workshop**, an innovative, effective and accessible tool for understanding the scientific bases of climate change;
- **“Our low-carbon lives” workshop** to raise awareness among 60 employees of sustainable development issues.

### Fresco workshop on the economic transition carried out by the expanded Management committee

Our extended management committee, representing around fifteen executives, participated in a “Fresco of economic transition” workshop.

This workshop led by Nekoé, service innovation, allowed us to collectively question how we can adapt our economic model to make it more sustainable and supportive.



The Economic Transition Fresco is a fun and educational tool that invites us **to reconsider the foundations of our current system**. It exposes us to the limits of growth, social and environmental inequalities, alternatives and possible levers of action.

## ECONOMICS OF COOPERATION AND FUNCTIONALITY (EFC)

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

The **EFC** is a support point for **responding to the challenges of transition towards a more sustainable economic development model on an ecological and social level**, at the scale of companies and territories.

Our **general manager joined training dedicated to business leaders** and at the same time **5 of our employees** were trained in this approach.

As part of this training, we carried out **various actions**, the most significant of which are:



**Mirror day:**

6 managers following the support journey for the transformation of Nekoé's economic model met before the summer holidays at Servi Doryl in order to discuss their internal practices and inspire each other.

This day combined a visit to the company, discussion with the teams involved in the trajectory and time for **reflection**.

**Participation in EFC universities in Rouen:**

For 2 days, we explored the challenges of economic and societal transitions by **attending round tables and sharing our thoughts** with leaders, elected officials, community agents, consultants, project leaders, etc.

Our general director, Serge Page, co-hosted the workshop "**Participation and involvement of employees in EFC trajectories**" during which he was able to share his experience.



**Visit to inspiring companies:**

As part of an approach to increasing the skills and autonomy of teams, a small group of Servi Doryl employees was trained in **Visual Performance Management** by the company Martin Technologies.

We share the idea that to best serve our customers, it is necessary to place our employees at the heart of their team by **involving them in daily decision-making**.

## H. SOCIAL RESPONSIBILITY

**4 different causes** were supported this year. In this solidarity approach, we salute the **involvement of our employees** who give their time to organize and participate in various actions.



### Django's Hair Association

A **solidarity hike** for the benefit of the Les Crins de Django association, which rescues mistreated or abandoned equines, was organized. This 9 km walk was an opportunity to share our passion for cheese with fun questions along the way.



### Heart Restaurants Association

A group of employees representing different departments presented a **check to the local branch of Restaurants du coeur**. We were welcomed by Evelyne Fuld, departmental vice-president of the association. She presented to us the actions carried out on a daily basis to **fight against precariousness and exclusion** and explained how we could get involved individually alongside them.





## Association Rugby club

We helped **finance new balls** for the SC Langeais rugby club, located in our town. We had the pleasure of receiving a ball from co-president Sébastien Coulon, with whom we were able to discuss the values of rugby: team spirit, respect, conviviality and courage.

## Fundraising for flood in Greece

We participated in the fundraising organized by Gisbert Strohn, former managing director of ALPMA Maschinenbau, to **help the residents of Piniada in Greece, affected by violent floods.**

Mr. Strohn's wife visited in October 2023 and distributed part of the donations to the most affected families in Piniada and to a local pastor so that he could help others in need. A **second distribution is planned for early 2024.**



## I. CHILD LABOR, FORCED LABOR & HUMAN TRAFFICKING

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

We respect the French regulatory code by **verifying the age of future hires** so as not to employ children.

Materials, spare parts and various services are sourced from companies that are **as local as possible**, French or possibly subsidiaries of reputable international groups. We have raised awareness among the 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.

Our company remains an SME committed to **working with close, regular suppliers**. The local fabric is widely used, particularly for machine maintenance operations, miscellaneous work, equipment development, etc. In this context, the ethical risks are low.

Our products are distributed throughout the world, to food producers who are sensitive to the ethical aspects of business. Each employee is encouraged to **make dishonest facts known** within their professional circle.

The "Business Ethics" component of our CSR approach therefore consists of informing and raising awareness among management, and people related to sales or purchases, as well as all of our partners.

#### ACTIONS LAUNCHED IN 2023

Our **CSR policy** which applies to the 2023–2025 financial year has been **updated**. It allows us to take stock of the actions undertaken so far as well as to structure projects for the next 3 years.

### 4. CAREER MANAGEMENT AND TRAINING

We practice, **when possible, internal promotion**, and ensure that we train our employees.

Each employee benefits from an **annual appraisal interview** which is generally held in the first quarter of the following year, and a professional interview every two years.

A **training plan** is established **each year**.

## ACTIONS 2023 "MANAGEMENT OF CAREERS AND TRAINING"

- **Internal mobility :**

In anticipation of the retirement of an employee, we called for **internal applications** to replace him. An other employee has taken over her position in the shipping department, and has thus been able to benefit from a **career change** since she was previously a production operator. This same employee was replaced on her job by an operator who wanted to change production "islands".

- **Progress of the employment and career path management project :**

The modification of the collective agreement allowed us to move forward on our employment and career path management project.

This should allow us to best **anticipate developments in professions and skills**, developing the competitiveness of our company while retaining our employees.

Thus, in 2023, we launched the employment and career path management project in the production workshop and in the "methods" department. We are supported by an external service provider on this project.

- **Production focus skills matrix:**

In order to best map everyone's know-how, we have created a **skills matrix for production**. It will allow us to assess the training needs of our employees in order to **avoid any loss of knowledge** when some of them retire in the coming years.

- **Formations :**

Following a year's training, one of our employees obtained the title of **team leader**.

Another employee began this same training in 2023.

An employee also began long-term training in 2023 to become a **QSE assistant** (quality, safety, environment).

## 5. DIVERSITY, DISCRIMINATION AND HARASSMENT

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

A **sexual harassment and sexist behavior representative** is available to employees. Since 2023, there has also been a sexual harassment representative within the CSE who is currently being trained.

We **hired a disabled employee in production** on a permanent basis who had worked for us for several months beforehand.

## Gender equality index

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

The **salary increase is distributed similarly** 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 management committee as well as our CSR group have the **same number of women as men**.

We are equal between men and women for the **10 highest salaries in the company**.



# II. RESPONSIBLE PURCHASING

## POLICIES, ACTIONS AND RESULTS

### 1. SUPPLIERS

Work on responsible purchasing was launched in 2020 with major actions such as the drafting of the Responsible Purchasing Charter and the implementation of a reflection around our purchases. These initiatives have raised buyers' awareness of responsible purchasing.

|                                      | 2021       | 2022         | 2023         |
|--------------------------------------|------------|--------------|--------------|
| <b>Number of signatory companies</b> | <b>4/5</b> | <b>11/21</b> | <b>14/21</b> |

In 2022, more than half of the suppliers consulted played the game and sent us the signed responsible purchasing charter.

An **audit grid** has also been put in place in order to be able to evaluate these suppliers in terms of CSR, but also traceability.

In 2023, **10 suppliers were surveyed on CSR issues.**

This discussion had **2 objectives:**

- **CSR awareness**
- **Questioning their approach**

The suppliers interviewed are companies specializing in hardware, a temporary agency, plastic injectors and laser cutting. The majority are SMEs and VSEs.

Here are some **sample questions:**

- Have you ever heard of CSR? 10/10
- Has your company defined a social responsibility policy? 4/10
- Does your company have a CSR action plan? 4/10
- On what themes are the actions carried out? sorting, energy, respect for the individual
- Have you set yourself any goals? 4/10
- How do you communicate the results internally and externally (e.g.: CSR report, labeling by an external third party, etc.)? 4/10 publish their CSR results on their website

Following these interviews, CSR does not seem to be a priority for our suppliers. These companies are sensitive to this but believe they do not have the human resources to carry out actions in this direction.

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 **guaranteeing their products.**

## 2. COMMITTED PURCHASES

### ACTIONS CARRIED OUT IN 2023



- **Purchase from a work assistance establishment and service** of sorting boxes for our production workshop

- **Replacing multiple adhesive tapes with one**

This change allows us to reduce our consumption of adhesive tapes as well as manage our stock more easily.



- **Gradual replacement of the vehicle fleet to move towards electric vehicles** with less impact on greenhouse gas emissions.

We have a fleet of 6 vehicles including:

- 1 plug-in rechargeable electric vehicle since February 2023
- 2 hybrid vehicles that recharge while driving since 2022

So 50% of our fleet is made up of hybrid or electric vehicles and 2/3 of it is gasoline.

- **Purchase and installation of an electric terminal** dedicated to the only electric vehicle in the fleet

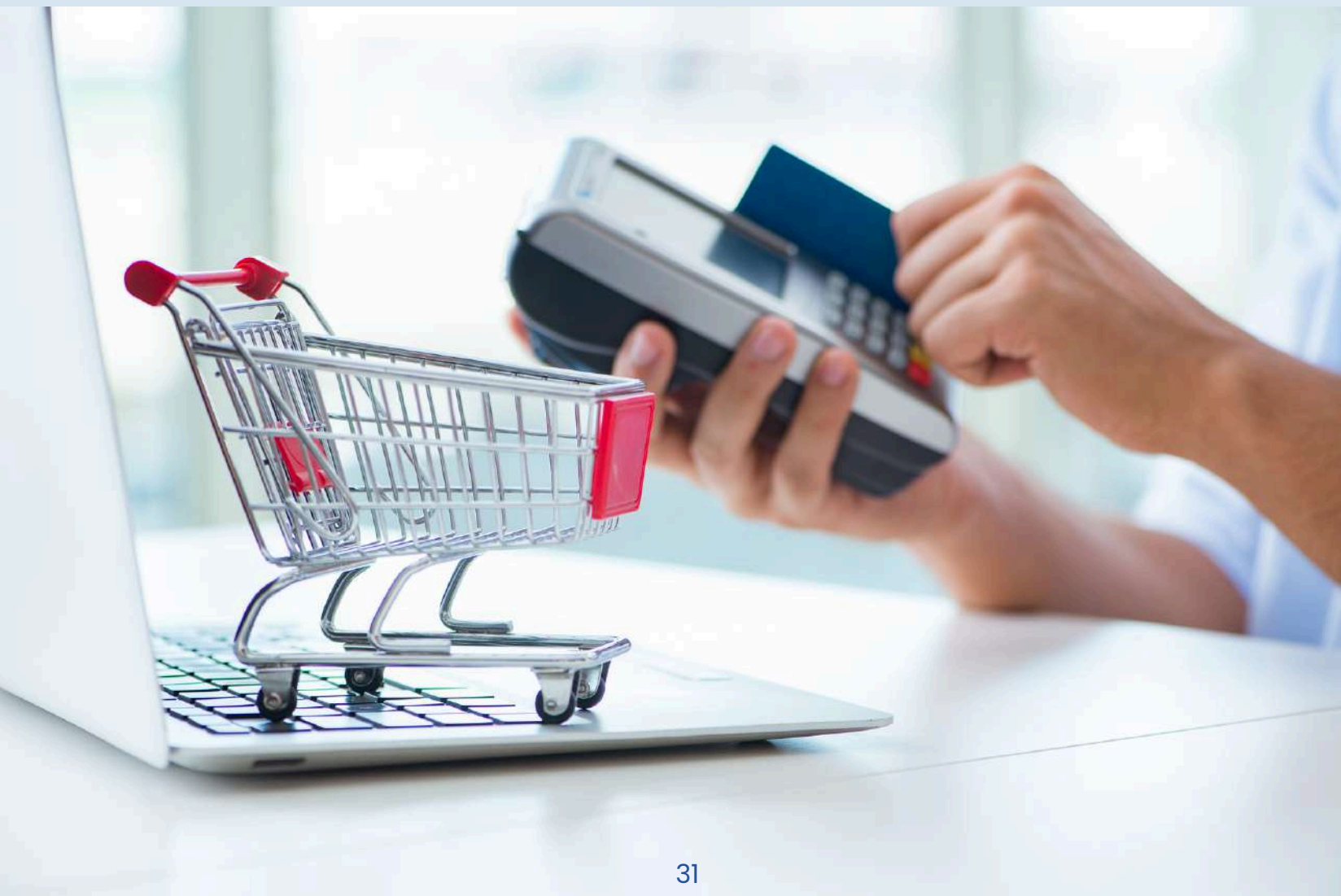




Eyeglass cleaning cloth  
made in France

- During customer or supplier visits, delivery of meal trays from a **local grocery store** offering healthy and environmentally friendly products.
- Purchase by the work council of **local gourmet baskets** at Christmas for each employee
- Purchase of mainly **French goodies** for our gifts to our customers (4-color pens, candy boxes, post-its, wipes, etc.)

There is currently no indicator in place for committed purchases.



# III. ENVIRONMENT

## POLICIES, ACTIONS AND RESULTS

### 1. AWARENESS

As stated previously, all employees participated in a “**Climate Fresk**” workshop.

Five mixed groups (production/offices) of 11 to 12 people were formed.  
The objective of this collective time was to:

- Share the **same level of knowledge on the issues of climate change**
- **Share emotions related to the changes** induced within a group
- **Initiate reflections** on individual, collective and political action levers

At the end of this training, everyone was invited to select one or more actions that he/she would like to carry out both professionally and individually.



Below are the most relevant elements that emerged during the fresk:  
What is the main information you remember (several answers possible)?

• **Responses related to the urgency of the situation:**

- It is time to act! / That we must make daily efforts / That it is urgent to take responsibility / Act now to limit the damage, find solutions to adapt / The urgency of awareness and actions to be taken / That it is imperative to act personally / We must move
- That the room for maneuver is short, but that if everyone puts water in their wine and starts (or continues) to act, things should improve / We all have a REAL role to play in reducing our impact and adapting / It's everyone's business / ACT TOGETHER
- That there are a lot of things to do to try to change mentalities / We must succeed in changing cultures

• **Responses linked to the observation on our lifestyles:**

- 10 tonnes of CO2 per person per year, and we must reach 2 tonnes / We must reduce our CO2 emissions / The individual impact of lifestyle
- The major levers for reducing CO2 emissions are transport and food / We must eat less meat / The enormous impact of transport
- Recycling becomes important
- Reducing our impact will be difficult!



• **Answers related to the facts presented:**

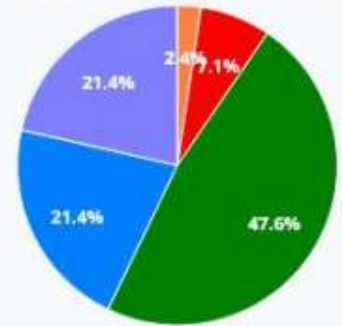
- Less water in Langeais / Drought is worrying
- Causes and consequences are linked / Each act has a consequence (direct or indirect) on the world
- Ocean acidification / The important role of the oceans

• **Answers related to the workshop itself:**

- That my colleagues are also in phases of reflection, I feel less "alone".
- The power of the image

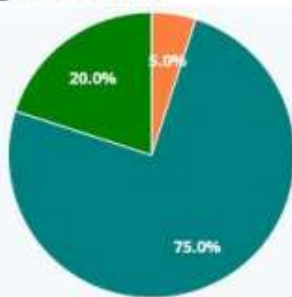


**Comment vous sentez-vous à l'issue de cet atelier ?**



|                     |    |
|---------------------|----|
| Triste, découragé   | 1  |
| En colère           | 3  |
| Confiant, optimiste | 20 |
| Je ne sais pas      | 9  |
| Autre (préciser)    | 9  |

**Quelle partie des acquis estimez-vous pouvoir mettre en œuvre dans votre quotidien ?**

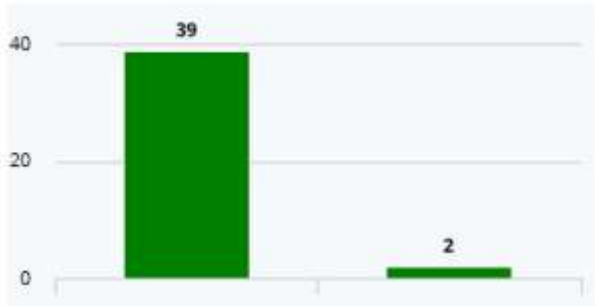


|                   |    |
|-------------------|----|
| Aucune partie     | 2  |
| Une petite partie | 30 |
| Une grande partie | 8  |

**What actions would you like to implement following this workshop?**

- Eat less meat
- Reduce car journeys / Motivate yourself to use the bike
- Pay attention to my consumption: energy, waste
- Continue to improve the actions taken on a daily basis / I am already trying to limit my impact and improve the score with each passing day by integrating new features
- House insulation
- Calculate my carbon footprint (ADEME)
- Reduce waste, compact trash cans, better food and clothing hygiene, reduce unnecessary purchases
- Change my habits
- Become member of a collective

## Recommanderiez-vous cet atelier à une autre personne ?



- **Oui** (39 réponses)
- **Non** (0 réponse)
- **Je ne sais pas** (2 réponses)
- **Réponse non indiquée** (1 réponse)

In 2024, employees will be surveyed to find out what changes they have implemented in both their private and professional lives.

The objective is to remember the actions that everyone had decided to put in place for themselves and collectively.

## Dans quel délai aurez-vous l'occasion de mettre en œuvre les acquis dans vos actions ?



### A. POSTER CAMPAIGN DURING SUSTAINABLE DEVELOPMENT WEEK



During sustainable development week, posters relating to sorting were put up in the offices as well as in the workshop. These reminded us of some good practices.

## 2. ENERGY CONSUMPTION

Since 2013, Servi Doryl has been carrying out actions aimed at **monitoring and reducing its energy consumption**.

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

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

### A. HISTORY OF ACTIONS TAKEN TO REDUCE ENERGY CONSUMPTION

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

Our main objective is to reduce the consumption peak, that is to say the minimum energy consumed when the factory is stopped.

The main actions implemented were:

- **Purchase of an air leak detector:** every 3 months, using this device, we carry out search and repair campaigns for compressed air leaks on each of our machines.
- **Dismantling of the old rooftop** (air conditioning): we replaced it in 2022 with a new less energy-consuming air conditioning. The old air conditioning was sent for recycling.
- **Installation of watertight hatches on machines** to limit chips in the production workshop and promote separation of materials
- **Checking the insulation** in the office area
- **Replacement of lighting with LEDs** in part of the offices
- **Optimization of heating regulation** with verification of programmers
- **Implementation of preventive maintenance** on the entire machine fleet in order to limit breakdowns
- **Training of a PROREFEI technical energy representative**



**ANNUAL CONSUMPTION BY TYPE OF ENERGY, IN MWH**

|                    | 2021        | 2022        | 2023        |
|--------------------|-------------|-------------|-------------|
| <b>Electricity</b> | <b>757</b>  | <b>859</b>  | <b>930</b>  |
| <b>Natural gas</b> | <b>365</b>  | <b>224</b>  | <b>112</b>  |
| <b>Total</b>       | <b>1122</b> | <b>1083</b> | <b>1042</b> |

Electricity consumption increased by 71 MWH compared to 2022 and gas consumption decreased significantly (-112MWH).

Our total energy consumption in 2023 has decreased by 41 MWH.

**ENERGETIC EFFICIENCY**

Two indicators have been defined and are monitored internally:

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

Electricity consumption varies greatly depending on the machines used. Today we do not have a sub-metering system allowing us to monitor consumption per “island” or per machine.

Since 2013, we have been monitoring the monthly and annual indicator of overall electrical energy consumed in kWh divided by the number of hours of production. The quantity of energy represented the overall quantity billed to the company during the period considered. The number of production hours is the total number of hours logged on business by production operators.

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

| 2021        | 2022        | 2023      |
|-------------|-------------|-----------|
| <b>14.2</b> | <b>14.9</b> | <b>18</b> |

**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 day (DJU) system. The Energy Consumption / DJU report is a recognized indicator.

| 2021 | 2022 | 2023 |
|------|------|------|
| 151  | 110  | 56   |

This result can be explained by a mild winter.

**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 2023, our measured **water consumption was 1077 m<sup>3</sup>**  
 Until now, this was only estimated by our supplier.

This very strong increase is linked to an underground leak which has since been repaired.

Our maintenance manager now carries out regular checks of the water meter in order to detect any new leaks as early as possible.

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

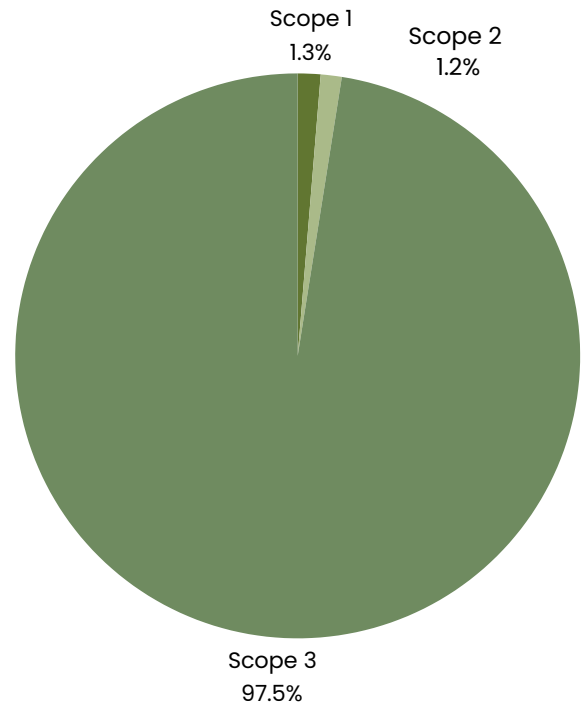


### 3. GREENHOUSE GAS

To strengthen Servi Doryl's commitment to sustainable development, an **assessment of greenhouse gas emissions** was carried out for the years 2021 and 2022 following the approach proposed by ADEME. This was **carried out voluntarily** because the company is not subject to a publication obligation.

For this report, only direct emissions produced by the company (**scope 1**) and indirect emissions linked to energy consumption (**scope 2**) were taken into account. Scope 3 emissions have not been assessed.

Aware that these reports only represent a small part of the company's greenhouse gas emissions, we will work on the complete evaluation of our emissions, including scope 3.



Distribution of greenhouse gas emissions according to scope Average of 12 plastics companies  
Source : IPC

### 4. BIODIVERSITY

Our activity has **no direct impact on biodiversity**. There are no tests on animals, nor the use of products of animal or plant origin which could contribute to the significant exploitation of the soil.

The factory was installed in an industrial zone and in existing buildings. It was therefore not at the origin of a direct artificialization of the soil. The land occupied by Servi Doryl runs along a natural area along the Nantes-Tours railway line, which extends beyond towards the Langeais bypass, then towards the Loire.

A potential impact on biodiversity could be linked to plastic dust and chips produced by the factory which could be found in the environment and possibly in waterways and then in the sea and be ingested by aquatic animals. This point is covered in the chapter on waste.



## 5. LOCAL POLLUTION AND NEGATIVE EXTERNALITIES

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

### A. ICPE FILE

The measures cited in the 2022 report have been carried out:

- **Noise emitted by our installations:** their measurement showed us that we were within regulatory limits.
- **On-site storage** of a significant number of plastic materials
- **Atmospheric emissions** linked to our activity

An action plan has been put in place to compensate for some measures deemed unsatisfactory.

In 2023, certain **regulatory plans have been drawn up**, notably for storage, risk areas, and the evacuation of rainwater and wastewater.

Given the age of our infrastructure, we are aware that certain points cannot be brought into compliance with current regulations.

This is why we are studying **compensatory measures**.

We have received initial **technical and financial offers for the installation of fire detection**. Indeed, our establishment welcomes more than 50 people simultaneously, we are required to equip ourselves with an audible alarm system.

Servi Doryl is located on a **common operating site with the company ALPMA France**. We are therefore led to collaborate, particularly within the framework of the ICPE file.

### OTHER ACTIONS



Employees coming by bike expressed the wish to enlarge the existing bike shelter because it was becoming too crowded on good weather days.

Also, Servi Doryl invested in an additional shelter.

## 6. MATERIALS, CHEMICAL PRODUCTS AND WASTES

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

### A. REDUCTION AND RECOVERY OF PLASTIC WASTE

Plastic waste is essentially **production scrap**, composed of virgin plastic material, which is easily recycled, as long as sorting is carried out properly by type of material and by color.



Our actions revolve around the following themes:

- **Reduction at source**, for example by having plastic sheets cut directly to the desired dimensions
- **Optimization of flow rates** to reduce falls
- **Improved sorting** to reduce downgrades resulting from mixtures of materials in bins
- **Search for new recycling possibilities** even on low tonnage plastic materials. Our goal is that 0 tons of plastic go to landfill.





## 2023 ACTIONS FOR THE REDUCTION AND RECOVERY OF PLASTIC WASTE

- **Reduction in production losses:**

Our manufacturing process for the lids as well as certain spacers has been improved in order to reduce plastic loss.



- **Reuse of our plastic materials directly:**

During his training to become a team leader, one of our employees initiated a project around machining scraps in order to reuse them for future productions.

He notably worked on several aspects:

1. Identification and creation of standards (dimensions and materials)
2. Storage
3. Traceability

Suitable storage areas have been identified and put in place.

A storage rack will be purchased in 2024 to increase storage capacity.



- **Reuse of our plastic materials indirectly with recycling:**

The reuse of certain plastic materials in sterilization plates was continued.

We have initiated an innovation project around the possibilities of reusing our production scraps which we will be able to explore further thanks to ORMAT support (a system from the "French Environment and Energy Management Agency").

The reflection around the application of these materials was extended to a multidisciplinary team of collaborators. The latter has put forward ideas to reuse certain falls, the most interesting ideas of which will be studied in 2024.

- **New sorting channels open:**

At the end of 2022, two new sorting channels were opened: ABS and RX detectable material. These are located in our mini-recycling center outside the production workshop.



More than 1 ton of RX detectable material was thus able to be collected in 2023 and then sent for recycling.

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

Following sorting errors noted, a project was opened to help operators, during each phase of the production range, to identify the material used. The objective is that the scraps arrive in the right bins in order to make the best use of our waste.

A system combining a color code and a logo, for people with disabilities such as color blindness in mind, has been developed. Each color/logo pair corresponds to a material.

Since 2023, production operators have found the associated color/logo pair on each phase of the production range. At the same time, we identified all our receptacles with labels with the same color/logo pair.



## B. REDUCTION AND RECOVERY OF WASTE OTHER THAN PLASTIC

- **Dematerialization of product sheets and business cards:**

The technical data sheets for our products have been dematerialized and are accessible from our website.

➔ More practical for our customers, this dematerialization is part of our customer proximity approach, making them accessible at any time.

➔ By putting this online, we also wanted to continue our CSR commitments by digitalizing all our commercial supports as much as possible.



We have also added a QR Code to our business cards which allows our customers to record the contact details of our salespeople in one click. It is therefore no longer necessary for them to take the business card, which saves us from having to reprint them.



- **Implementation of bio-waste recovery in the canteen:**

One of our employees has set up the recovery of food scraps which will feed her chickens, rather than the black trash.

- **Recovery of broken and non-reusable pallets:**

Since 2021, we have been working with a local company to whom we send our broken and non-reusable pallets for our needs. 500 pallets found a new life in 2023.



- **Implementation of environmental references:**

Once a week, a production employee goes around all the bins to ensure that sorting is respected.



## INDICATORS ON MATERIALS, CHEMICALS AND PLASTIC WASTE

### RATE OF TRANSFORMED PLASTIC MATERIAL

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

| 2021 | 2022 | 2023 |
|------|------|------|
| 107  | 114  | 110  |

We observe stagnation in this indicator. In fact, we have implemented all the simple actions for several years. In the future, we will need to move towards more complex actions which will require more time and a significant investment.

### RATE OF RECYCLED WASTE (IN%)

| 2021 | 2022 | 2023 |
|------|------|------|
| 65   | 69   | 77   |

The progression between 2022 and 2023 can be attributed to an effort made on the valorization of machining chips. In fact, these chips have found a recycling route other than that of ordinary industrial waste.

The rate of recycled waste has been increasing steadily for 3 years.

### AEROSOL CANS

We have limited the use of our latest product as much as possible, which is in aerosol form. In 2022 and 2023, no aerosol bombs were used.

## 7. END OF PRODUCT LIFE

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 recovery** of these products after use and wishes to reduce their landfill rate as much as possible. This is also an **expectation of our customers**.

### 2023 ACTIONS ON THE COLLECTION AND RECYCLING OF END-OF-LIFE PLASTIC PRODUCTS

#### Organization with 5 clients of a collection and recycling operation end-of-life products:

The implementation of these operations is only possible if the volumes are sufficient so that there is 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

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

| 2021 | 2022 | 2023 |
|------|------|------|
| 13.8 | 24.4 | 12.1 |

The 2023 figure is lower than the previous year. This is linked to the fact that in 2022, we had a large recycling operation. We note that a minimum of 10 tonnes seems achievable each year.

## 8. CONSUMER HEALTH AND SAFETY

Following the actions carried out in 2021 and 2022, significant work was carried out to **characterize the suitability for food contact of the products** we market, in collaboration with our suppliers.

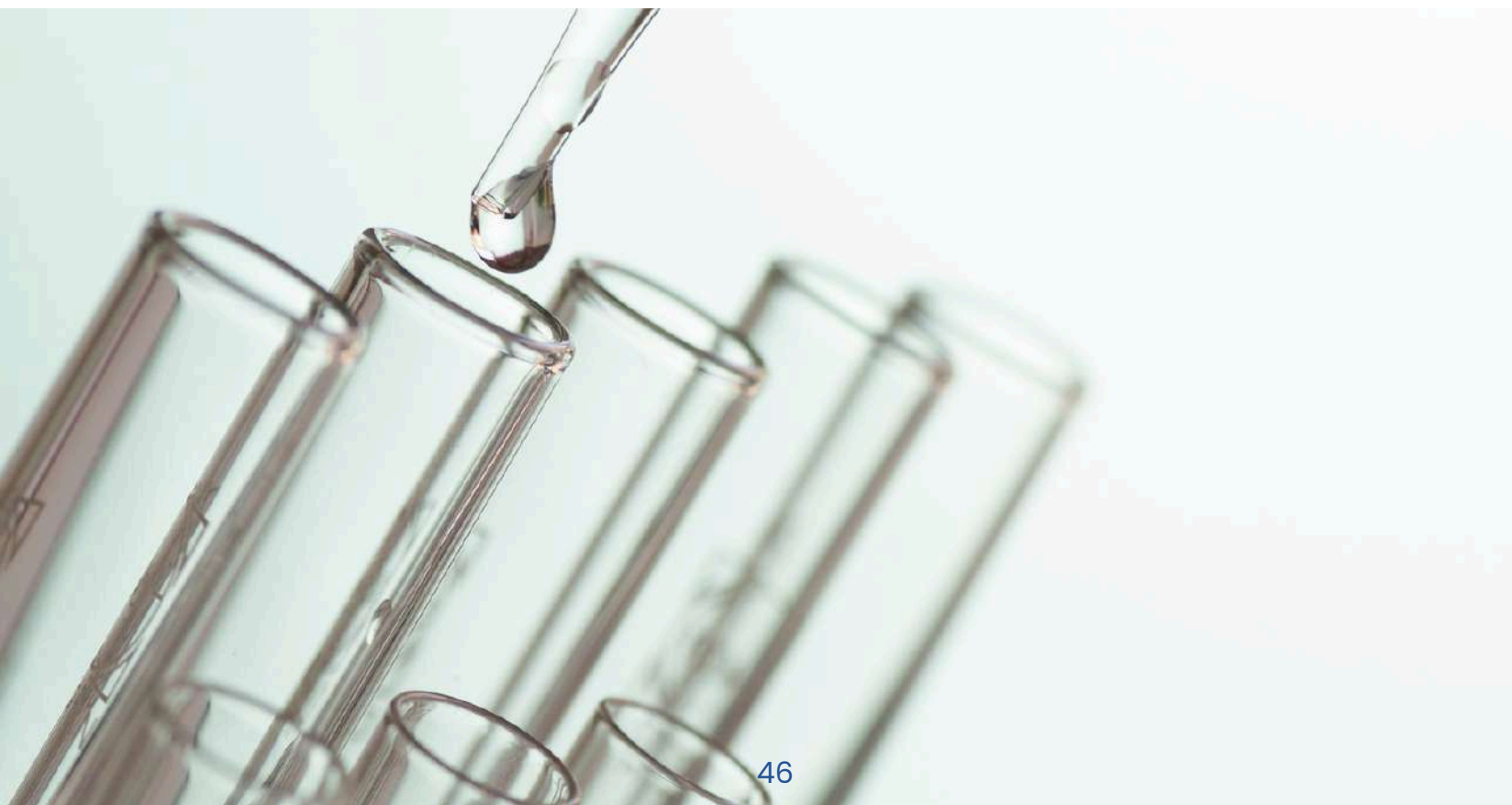
As a reminder, **global migration tests** are carried out on all materials sold.

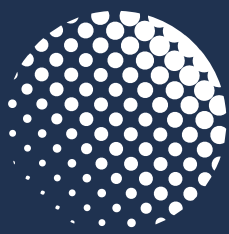
Our QSE manager was trained in 2023 in **methods of calculating (simulations) the migration limits of specific molecules**. This allowed us to initiate various tests and calculations, the results of which will be known in 2024.

In 2022, Servi Doryl launched a **traceability project with its suppliers** for the materials used in its manufacturing, from which 75% of products currently benefit. In 2023, we continued our discussions around traceability.

We will take advantage of the replacement of our enterprise resource planning (ERP) software, planned for 2025, to **go further in terms of material tracking** in order to more efficiently provide the food contact certificate of our products.

Finally, the writing of our **new white paper, dedicated to plastics**, required a lot of research on the different agri-food standards which allowed us to **increase our skills**.





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