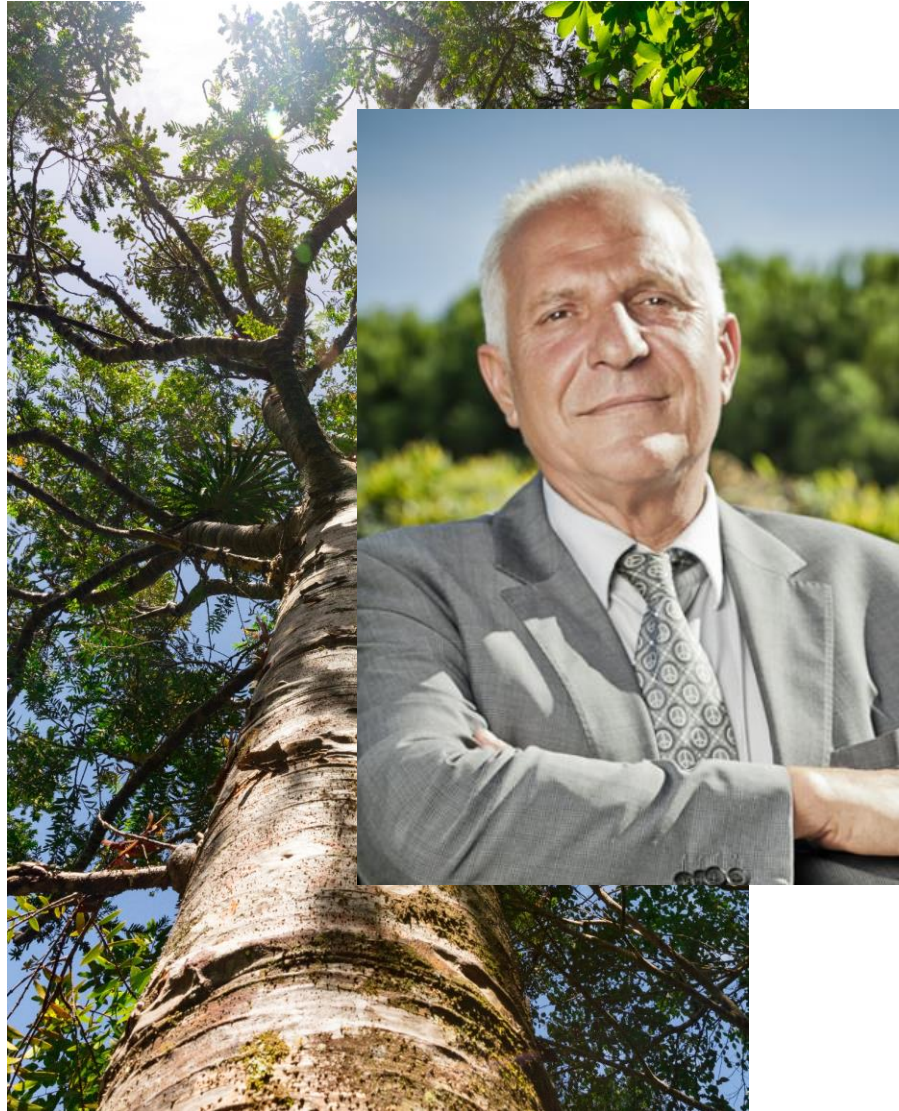




# CSR REPORT 2023

# Editorial



**2022** marked a new chapter for our sustainable development strategy.

Our new production site — designed to meet the latest environmental standards and with the most automation in our sector in France — is now fully operational and providing **100% French and highly responsive** production.

After two years of research and development, we have launched our ecosocial design tool for fragrance formulas. The robustness, transparency and relevance of this Flor-Index® tool were rewarded by AFNOR Certification, enabling our clients to incorporate eco-designed fragrance into their finished products. This world first proves that **innovation is at the heart of our industrial vision as we take a responsible approach to designing outstanding new fragrances**.

Another example of us taking responsibility and setting an example is our CSR policy, which once again was assessed as achieving the platinum level by Ecovadis and has been aligned with the UN Global Compact goals since 2013.

**Our job digitisation process is expanding and developing each day** with new tools and the rollout of training. I am keen to explore the potential of artificial intelligence with a view to automating repetitive tasks to create more worthwhile working conditions.

All these successes are thanks to the talent and exceptional commitment of all TechnicoFlor staff; we are working hard every day to improve their working conditions and wellbeing. What's more, **following the 2022 staff survey, I decided to launch an action plan in 2023 to meet staff expectations as effectively as possible**.

**TechnicoFlor is setting out its stall in 2023 with the launch of our low-carbon strategy** supported by a responsible procurement policy diversified across biotechnologies and by the production of renewable energy from installing solar panels. Finally, closer collaboration with sector stakeholders will be particularly encouraged as I believe it is together that we will rise to the environmental and societal challenges of tomorrow.

CEO

# Key facts and figures 2022



## Environment

**53.8%**  
reduction for scopes 1 and 2  
between 2011 and 2022

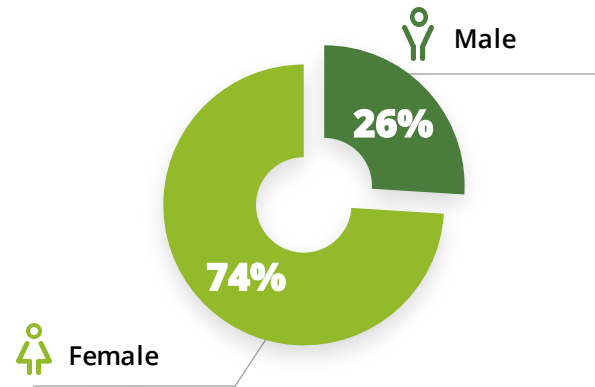
**12.6%**  
reduction in waste/fragrance tonnes  
between 2018 and 2022

- › Flor-Index® eco-score validated by AFNOR Certification
- › Green Together programme
- › Energy efficiency plan
- › *“Upcycling is the new Bling” collection (fragrances with upcycled raw materials)*



## Social

**85** staff: **15% increase**



- › Staff survey
- › Quarterly internal newsletter
- › Reduction in arduous work



## Governance

**€30m** turnover  
**1031 tonnes** of fragrance shipped  
**(33.4% increase)**  
**66%** of turnover from export  
**100%** of our major raw-material suppliers CSR-evaluated

**9** charity projects supported

- › Ecovadis Platinum – 81 points (2<sup>nd</sup> year running)
- › GAIA digital transformation project launched

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## About

Since 2014, TechnicoFlor has published an annual CSR report for all our stakeholders. This document transparently sets out how we create value for our clients, our staff, our suppliers and partners, regions and, more broadly, society and the planet, with short-, medium- and long-term perspectives.

TechnicoFlor is under no obligation to report this information, but does so voluntarily to abide by the reporting and transparency principles of the ISO 26000 standard. This report sets out the company's contribution to the Sustainable Development Goals (SDGs) and the 10 principles of the UN Global Compact, to which TechnicoFlor has subscribed since 2013. TechnicoFlor has provided information for 1 January 2022 to 31 December 2022 with reference to the GRI Standards.

This report covers all TechnicoFlor SA activities at its production site and head office in Allauch and its creation centre in Levallois-Perret for 2022. We would like to thank all staff and stakeholders for their contributions to our responsible approach and to this report.



# CHALLENGES AND STRATEGY

# Challenges and strategy

Our main goals for 2026



## Protect nature

### Climate change

**25% reduction\*** for scopes 1 and 2 by 2030 vs 2022

**25% reduction\*** for scope 3 by 2030 vs 2022

**40% renewable energy produced** by 2026 vs 2022 consumption

### Resource use and circular economy

**50% of new fragrances ecosocial-designed** in Europe/total

**10% reduction\*** in water consumption by 2030 vs 2022

### Waste (pollution)

**10% reduction\*** in waste by 2026 vs 2022



## Support humans

### Health - safety

**Absenteeism below or equal to 5%**

### Wellbeing

**Satisfaction above or equal to 85%**

### Skills

**100% of staff complete voluntary training** every 2 years (from 2023)

### Diversity

**Professional Equality Index above or equal to 85**

### Human rights

100% of major raw-material suppliers sign the code of conduct



## Create justifiable value

### Clients - consumers

**Satisfaction** without complaints above or equal to 98.5%

### Ethical conduct

100% of exposed staff **trained to combat corruption**

### Suppliers

**80% of suppliers** of raw materials and packaging **CSR-evaluated by a third party**

### Communities and region

**10 sponsorship projects**

### Non-financial grading

Improve on 2022 Ecovadis score

\*In intensity: per tonne of fragrance

# Challenges and strategy

## Our business model

### OUR RESOURCES

#### ENVIRONMENT

- 878,262 kWh of energy consumed
- A strong culture of responsible innovation: eco design (Flor-Index®)
- 100% of production at an ISO 14001 site
- 35.6 t CO2e (scopes 1 and 2)

#### HUMAN

- Teams motivated by responsibility: 85 staff (76% women)
- Recognised expertise in responsible natural perfumery
- 90.6% permanent contracts

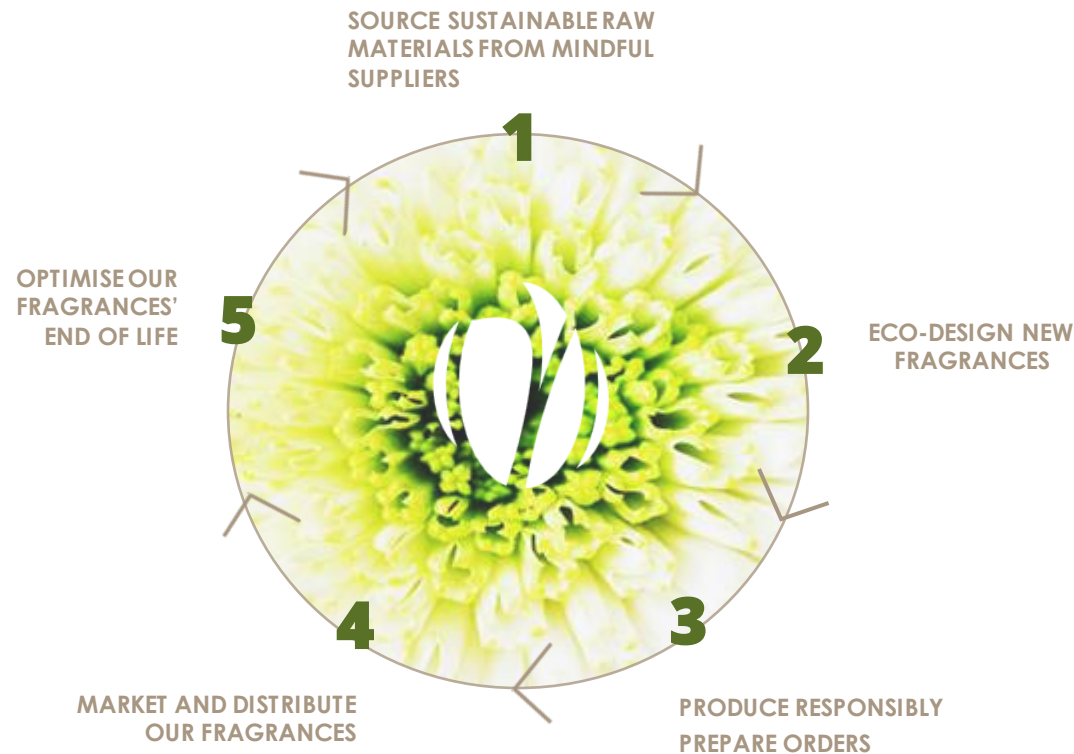
#### SOCIETY

- Strong eco-creative culture
- 100% of critical raw-material suppliers CSR-evaluated
- 9 charity projects supported

#### FINANCIAL

- Stable and independent family shareholding
- A long-term vision with controlled debt

**Our mission:** Generate emotion by developing and creating new fragrances, mobilising a responsible value chain each day



### OUR VALUE CREATION

#### ENVIRONMENT

- Proactive collections with 100% eco-designed fragrances
  - 79% of waste recycled
- Reduction in water consumption per product tonne: down 31% between 2018 and 2022

#### HUMAN

- 16 new roles created in 2022
- 11% apprenticeship, professional training and internship contracts
  - 779 hours of skills development training
  - Staff costs (pay and contributions): €6.1m

#### SOCIETY

- Suppliers (procurement and other): €21.6m
- 100% of exposed staff trained to combat corruption
  - €91k for sponsorship projects
- Quality, environment: ISO 9001 and 14001 certifications
  - €0.69m in tax

#### FINANCIAL

- €30m turnover

# Challenges and strategy

## Our vision

TechnicoFlor is an independent, family-run French company that creates fragrances and is known for its expertise in natural formulation and eco-design.

- 

**Guarantee the health, safety and wellbeing** of everyone
- 

**Enhance the attractiveness** of the brand and staff engagement
- 

**Ensure the reliability, durability and responsibility** of the value chain
- 

**Reduce environmental impact** across the fragrance lifecycle, adapt to new challenges and promote ecosystem restoration
- 

**Inspire clients and consumers** with creative fragrances that generate positive emotions



**Christopher Sabater**  
EMEA Manager

*Our international expansion promotes the fact that we have French expertise while driving the development of the regions where we operate. The early social benefits of our development are providing wider access to new fragrances, creating jobs and increasing skills in key roles.*

*As a family company, skills transmission is a pillar of preserving our values of responsibility and excellence, and keeps the company sustainable. Finally, our independence means we can be remarkably creative – something our clients value.*

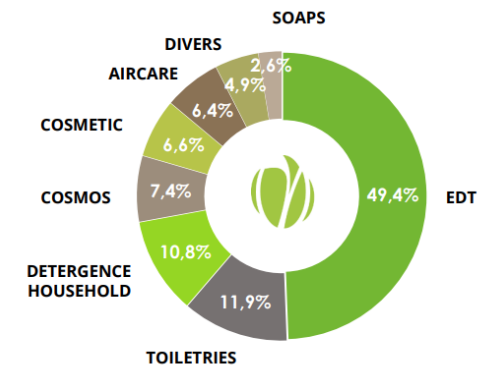


**Eric Strat de Beurain,**  
Administrative & Financial  
Manager

*Funding the environmental and social transition is part of the company's strategy to effectively manage key non-financial risks while ensuring that value creation opportunities can be seized. Combatting global warming, fragrance eco-design and workplace wellbeing (reducing arduous work and value sharing) have been our environmental and social priorities for several years, and remain so for the future. Evidence of this includes installing electric charging stations, making the vehicle fleet electric and introducing equipment to limit heavy-load carrying. We are preparing for the future by identifying "sustainable" investment needs (producing renewable electricity on site) and assessing their performance vs "business as usual" to select the projects with the greatest benefits for society and the environment.*



Turnover distrib. by area





# Challenges and strategy

## Our main non-financial risks

By operating on its markets and interacting with its stakeholders, TechnicoFlor is exposed to various risks that could affect people, the environment, its financial sustainability and its image.

Risks are prioritised based on their impact and frequency. Each department, led by managers, is responsible for identifying, preventing, managing and controlling risks using appropriate measures.

The table opposite sets out the main risks: those with a serious impact and frequency. The table also contains the opportunities the risks offer.

		Risk description	Prevention and reduction measures, plus opportunities
Protect nature	Environmental impact	Pollution and waste, resource unavailability (natural raw materials, water) and reduction in their quality. Significant Environmental Aspects (SEAs) updated.	Control pollution and consumption on site (environmental management), recycled waste, diversified sourcing (suppliers, ingredient types: upcycled, biotech, etc.), eco-design
	Climate change	Extreme climate variation in supply regions (including water stress), extra regulatory requirements, carbon tax	Measure CO2e emissions and reduction progress + adaptation plan (in progress), energy performance and partial autonomy
	Biodiversity	Depletion of natural resources	Monitor raw materials, their countries of origin, fund biodiversity restoration programme
Support humans	Staff	Digital transformation, turnover and recruitment issues Human rights violations (harassment, discrimination), excessive workloads	Human Resources policy, training plan, code of conduct and whistleblowing procedure, social dialogue (staff representatives) and staff survey
	Occupational health	Accidents, illness, occupational stress Risk of chemical exposure	Occupational health policy, updated single record and prevention plan, mobility plan (in progress)
Create justifiable value	Ethics	Conflicts of interest, corruption and fraud (commercial, buyer) Data leaks (formulas)	Anti-corruption protocol (code of conduct, anti-corruption training, whistleblowing procedure), responsible procurement and supplier and raw-material traceability (Better Tomorrow programme)
	Clients - consumers	Health and safety of consumers, damage to image	Compliance and regulatory monitoring Flor-Index® ecosocial design (transparency, reduced health risk)
	Suppliers	Supply disruption, risk of process changes, regulatory risk, human rights infringements	Analyse supplier/ingredient risks and secure the procurement chain, pay attention to process changes, monitoring and regulatory compliance, responsible procurement policy
	Digital	Piracy, viruses, data theft, slowdown	IT security protocol, cybersecurity training for staff, GDPR compliance, IT charter, operational continuity and recovery plan

# Challenges and strategy

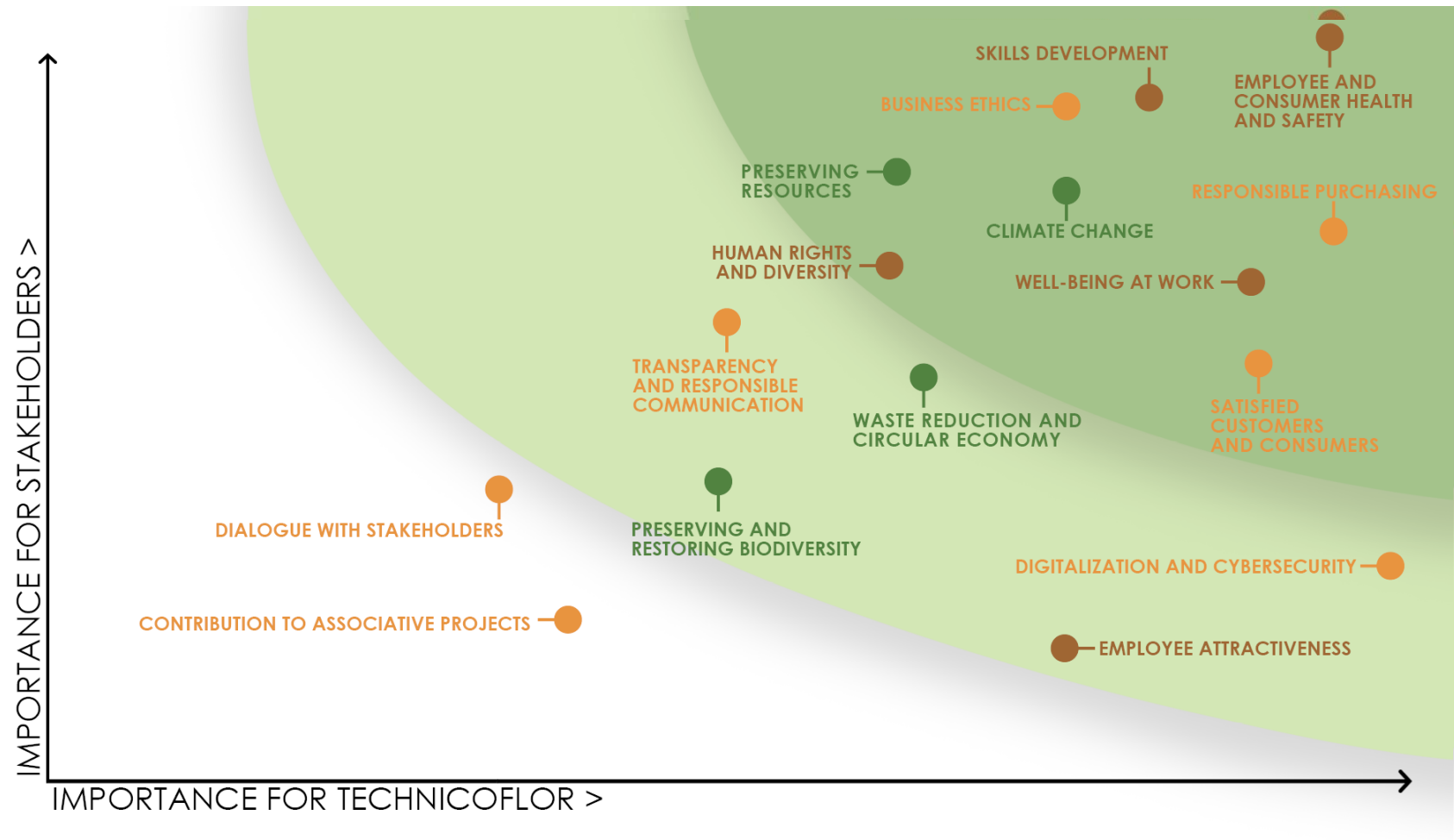
## Our materiality analysis

Something becomes material when it influences the activity of the company and its stakeholders.

Internal and external stakeholders must help to identify challenges and prioritise them based on importance.

Materiality analysis is then undertaken to clarify strategic decisions and create an action plan.

This analysis has been updated to reflect current issues linked to geopolitical, environmental and social developments.



Challenges:  
 Environment Human Value



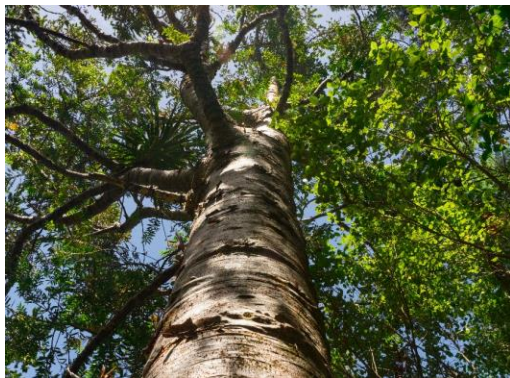
**PROTECT NATURE**

 **TechnicoFlor**  
Creating is in our nature

# Protect nature

Aware of the priceless services provided by nature and the fragility of natural ecosystems, TechnicoFlor is consolidating its environmental policy in five main areas:

Developing eco-designed fragrances, combatting the climate shift and adapting to its consequences, preserving resources, reducing and recycling waste, and protecting and restoring biodiversity.



## Our contribution to the Sustainable Development Goals (SDGs)



Challenges	Commitments and goals for 2026	Notes
Resource use and circular economy	50% of new formulas ecosocial-designed in Europe/total	100% of proactive formulas ecosocial-designed in 2022
	80% of Raw Materials - Suppliers pairings Better Tomorrow* scored/total (*responsible procurement programme)	42% in 2022
	10% reduction in electricity consumption per tonne shipped by 2030 vs 2022	
	5 raw materials from biotechnology	1 in 2022
Climate change	25% reduction in carbon intensity by 2030 vs 2022 (scopes 1, 2 and 3)	2022: reference year for progress assessment
	40% of renewable energy produced at our sites (head office, production) vs 2022 consumption	
	50% of raw materials and packaging have a CO2e emissions factor	
	100% electric vehicles in the company fleet	22% in 2022
Water	10% reduction in water consumption per tonne shipped by 2030 vs 2022	
Waste (pollution)	Formalised and rolled-out packaging strategy	
	10% reduction in waste per tonne shipped vs 2022	
	10% extra reuse (packaging and pallets) vs 2022	
Biodiversity	5 partnerships with third parties aiming to protect or restore areas of biodiversity	2 in 2022


# Protect nature

## Reduce the environmental impact of our fragrances


Our fragrances are our main impact on the environment and we believe in creating and producing products that put as little pressure on nature as possible.


This is why we launched our “Flor-Index®” eco-design tool in 2021, aligned with our mission to generate emotion with new fragrances from a responsible value chain.


### Our main commitments

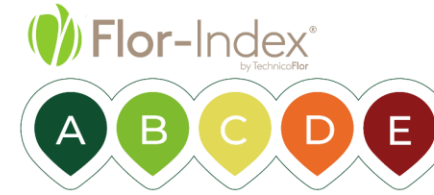
 **Define criteria** for ecosocial design that are robust across the lifecycle and update the method based on priorities

 **Evaluate the environmental impact** and the social impact of fragrances to offer the market transparent and ecosocial-designed fragrances.

 **Source, use** and increase the inclusion of sustainable raw materials.

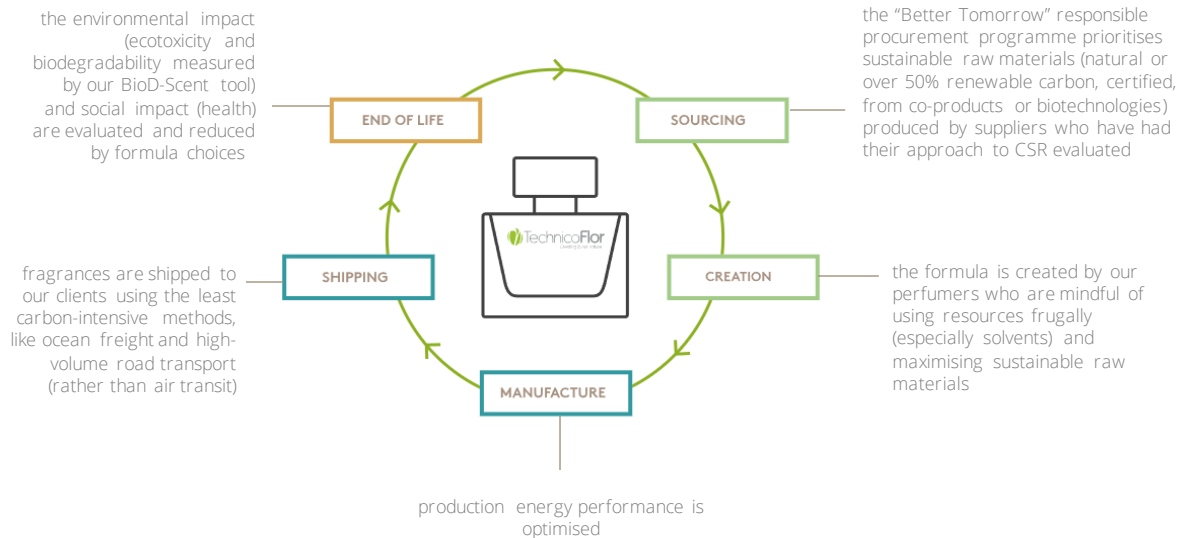
 **Raise awareness among and involve** our suppliers in protecting the environment.

 **Reduce environmental impact** at the end of life.



**A robust method validated by AFNOR Certification**

Eco-design is now the most powerful asset we have for our environmental transition. Our Flor-Index® tool assesses 8 criteria based on 38 indicators across almost all of the fragrance development cycle:



The Flor-Index® eco-score gives the fragrance a score from A to E and transparently presents the data needed for people to understand it. The Flor-Index® model meets and regularly exceeds the highest regulatory standards in the environmental and social fields.

# Protect nature

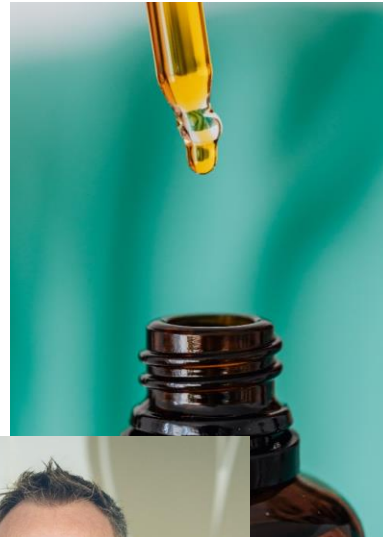
Reduce the environmental impact of our fragrances



*The Flor-Index® is a response to the environmental emergency and to consumers' exacting requirements when it comes to transparency, creativity and protecting nature. Our eco-design tool method is validated by AFNOR Certification for its relevance, robustness and transparency, and represents an unmissable guarantee of credibility for our clients and consumers. This first step enables us to mobilise our suppliers and teams to offer an ever greater range of eco-designed fragrances. As an eco-score, the Flor-Index® also promotes responsible consumption.*



**Maxime Gransart**  
Deputy General Manager



**Jérémy Sabater**  
Perfumer



*The Flor-Index® is a valuable tool that has changed how I formulate. To create an eco-designed fragrance, my formulas are often less complex and I regularly substitute conventional raw materials with ones that have greater social and environmental benefits. It's a challenge to come up with a new eco-designed formula, and motivating to help protect the environment through my work.*

**100%**  
**of proactive collections are only made of eco-designed fragrances**  
(Flor-Index® score A-B)



# Protect nature

## Reduce and adapt to global warming

We are aware of the key risks associated with the climate shift and recognise the need to act. This is why we are committed to taking tangible measures to reduce our carbon footprint and adapt to the consequences of climate change.

### Our main commitments

Reduce greenhouse gas emissions across all our activity (mitigation)

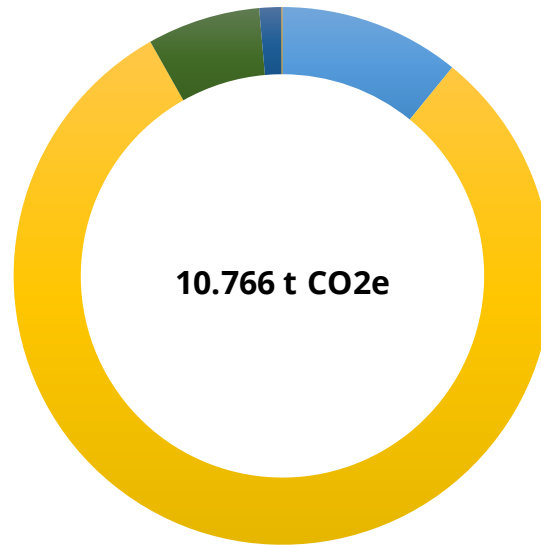
Transition to a low-carbon economy

Raise the awareness of staff, suppliers and clients about climate challenges and encourage responsible behaviour

Measure and publish our carbon footprint and create a climate trajectory

Adapt our activities to climate risks

CO2e emissions by area



- Energy and fluids
- Shipping
- Purchase of goods & services
- Immobilization
- Waste
- Others

Scopes	T CO2e	%
Scope 1	7.6	0.07%
Scope 2	28	0.26%
Scope 3	10.731	99.67%

### BEGES METHODOLOGY

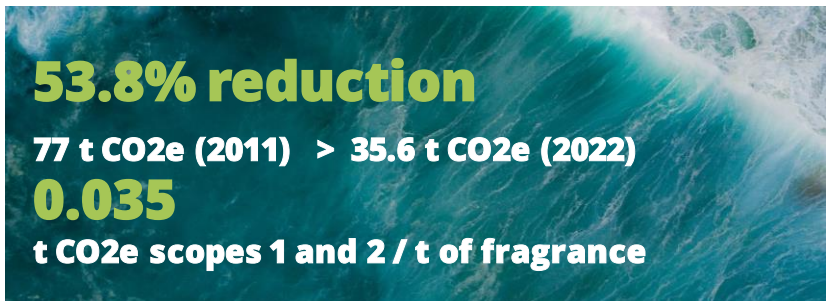
Scope 1 and 2 emissions:  
**35.6 t of CO2e**  
 Scope 3 emissions:  
**10.731 t of CO2e**  
 Carbon intensity scopes 1, 2, 3:  
**359 g CO2e / €**  
 Carbon intensity scopes 1, 2, 3:  
**10.4 g CO2e / g of fragrance**

### GHG Protocol METHODOLOGY

Scope 1 and 2 emissions:  
**27.6 t of CO2e**  
 Scope 3 emissions:  
**10.058 t of CO2e**  
 Carbon intensity scopes 1, 2, 3:  
**335 g CO2e / €**  
 Carbon intensity scopes 1, 2, 3:  
**9.76 g CO2e / g of fragrance**

### Scope 1 and 2 reduction strategy

Following our first carbon assessment in 2011, an ambitious action plan was introduced to reduce scope 1 and 2 emissions. The 53.8% reduction in CO2e emissions in 2011-2022 was remarkable, while a new 5000-sqm plant was built. TechnicoFlor's carbon footprint is particularly low compared to industrial and sector standards.



# Protect nature

## Reduce and adapt to global warming

### Scope 1 and 2 reduction strategy

Scope 1 reduction involves eliminating processes that use fuel oil to produce plant extracts and migrating the vehicle fleet from petrol to rechargeable hybrid (6) or electric (2).

**8 in 9 vehicles hybrid/electric**  
**Goal: 100% electric fleet by 2026**

For scope 2, our 100% electric automated plant using decarbonised French energy contributes to our much reduced carbon footprint. Measures have also been taken to improve energy efficiency: limiting and managing air conditioning and heating, installing internal and external movement detectors and timers, and replacing bulbs with LED versions. Charging stations have been installed for all vehicles.

A renewable energy production programme with new solar panels for rooftops and awnings is planned for 2023-2026.

### Scope 3: our low-carbon trajectory

The carbon assessment illustrates that raw materials are the main generator of CO2e emissions (around 74%), followed by other procurement, then transport (> 10%). This is why our suppliers play a major role in decarbonising the early links in the value chain. They are encouraged to calculate their products' emissions and some have started taking action to reduce these. We support this with our responsible procurement policy.

Our ecosocial design tool is the cornerstone of our transition. It partially integrates the scope 3 areas (CO2 emissions from downstream transport and production). The Flor-Index® will be added to in the coming months with new CO2e criteria to pinpoint our response to climate challenges.

Finally, various measures have been taken to reduce our emissions. For example, for mobility, bonuses have been awarded for electric vehicle or bike purchases. Other ongoing measures include hybrid working for eligible staff and information campaigns about digital good practice.

**25% reduction**  
**Scheduled in scope 3 CO2e emissions by 2030 vs 2022. SBTi WB2C aligned trajectory**



### Adapting to the climate shift



We realised the challenges posed by the climate early and completed our first carbon assessment in 2011. Our climate strategy has two areas: reducing global warming with our CO2e emission reduction trajectory, and adapting to the climate shift.

We have enriched our risk analysis with climate issues like water stress at our site and in the countries where we source some of our raw materials. An adaptation plan and measures to raise team awareness are set to be introduced.

**Christophe Mangalte**  
 Group CSR and Quality Lead



# Protect nature

## Plan for water scarcity and preserve water quality

Water is a vital resource for the environment and humanity, and is also needed for our business activity. Due to the volumes involved, water is particularly critical at the stage when our raw materials such as natural essential oils are produced. We use relatively little water to make our fragrances at our site, mostly for cleaning, sanitary facilities and maintaining green spaces.

### Our main commitments

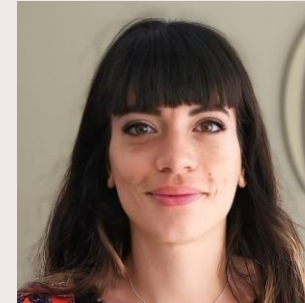
- Overall, integrate water challenges into our strategy
- Upstream: identify procurement risks for water resources
- At our production site: measure, monitor and reduce our water consumption and remain vigilant about waste
- Downstream: maintain the quality of water used by consumers when using scented products (shower gels and shampoo, laundry products and detergents)

### What we are doing at different lifecycle stages

Regarding raw materials, we have added a map to our risk analysis of suppliers in zones liable to experience water stress. We are developing a better understanding of raw materials' water footprint through dialogue with our suppliers.



**Davy Bouery,**  
Operations Manager



**Daphné Jarny,**  
Composition Regulatory Affairs Lead

*"For the production stage at our site, the washing processes have been optimised with high-precision cleaners and Clean-In-Place (CIP) equipment. Our landscaping uses plants that need little water, plus mulch and drop-by-drop irrigation partially fed by collected rainwater. Bathroom taps have been fitted with aerators and toilets have water-saving flushes."*

*"At the end of their life, our products go into greywater where this is appropriate (shower gels, soaps, shampoo) and they could pollute water and marine ecosystems. To preserve aquatic balance, systematic monitoring is in place (in line with the IFRA-IOFI Labelling Manual; for ATP we abide by European CLP Regulation 1272/2008) during formulation to prioritise raw materials that limit pollution. Our eco-designed fragrances meet standards higher than those required by legislation. We also assess the biodegradability of raw materials using our BioD-Scent tool aligned with the OECD 301-310 guides and methods with support from an external laboratory. This criteria is then integrated into our eco-design tool (Flor-Index®) to create easily biodegradable fragrances."*

**31% reduction**  
in water consumption per  
fragrance tonne vs 2018

**70% to 100%**  
degradability rate for raw materials in eco-designed  
formulas after 28 days in the environment

# Protect nature

## Reduce waste and promote the circular economy

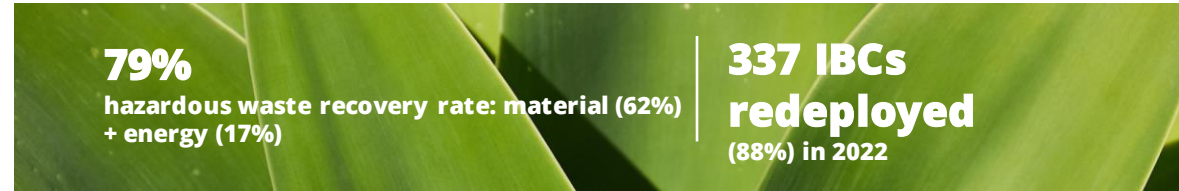
All teams are committed to using fewer resources and prioritising renewable materials. Alongside reducing packaging, recycling waste is a key way to limit environmental impact.

### Our main commitments

- Reduce the amount of waste generated by our activity
- Reuse and recycle more waste materials and do it better
- Involve all stakeholders to minimise pollution (air, effluents, noise)

### Combat waste production

- Waste reduction starts by limiting and optimising procurement at source: Analyse and reuse packaging materials for more packaging with a low impact on lifecycle. For example, steel drums have been replaced by Intermediate Bulk Containers (IBCs), which are 70% reused.
- Seek reuse solutions and loops to maximise packaging lifespan.
- Test the use of pipetting heads rather than whole pipettes when dosing in the laboratory.
- Digitise certain processes (such as sales administration) to reduce paper consumption.
- Eliminate plastic bottles and install fountains connected to the water supply.
- **12.6%: reduction in hazardous and non-hazardous waste per product tonne shipped in 2022 vs 2018**



### We control pollution as follows:

- Air: we analyse outdoor emissions and compliance with current standards using filters. We use filtering suction hoods for emptying and for mixing inside buildings.
- Effluents: we use a decanter and sludge pumping.
- Noise: while our activity does not generate significant noise, we have taken action inside by covering mixers and outside by installing sound insulation around the equipment room. We will take further noise prevention measures in 2023.
- Light: the site is dark at night, with lighting set to come on for a short period in the morning and evening.
- Environmental accidents: there are formal instructions about what to do in the event of an emergency or accident.
- **0 environmental accidents**



**Béatrice Ponseti**  
Quality and  
Environment Lead

*"We are working on using waste more effectively and implementing the circular economy. Our priority is to identify channels for reuse, such as for IBC bulk containers. The IBC recycling process is regional and is based on the state (cleanliness) of the packaging. Some is reused (70%), or the plastic is recovered to make new plastic and the cage and pallet are reused (15%), and the rest is incinerated (15%). We also recycle materials (paper, cardboard and ink cartridges) via the relevant channels. Finally, "energy" is also recovered to limit single-use as much as possible. All staff have received the appropriate information so we can run this ambitious waste management programme."*

# Protect nature

## The Green Together programme

In 2022, all staff were asked to suggest 3 ways to protect the environment.

**30** suggestions were approved for feasibility


**50%** of suggestions were implemented in 2022

**37%** are being tested in 2023

These ideas have helped to reduce our consumption of waste, water, energy and paper, and diminished our digital footprint. Biodiversity benefitted from extra regeneration resources, while the tests and projects currently underway are also looking promising.



**15** environmental protection ideas were suggested by staff in 2022




# Protect nature

## Boost IT sustainability



**David Tremblay,**  
IT Lead and Data Protection  
Officer (DPO)

For many years, TechnicoFlor has been working to create a sustainable Green IT infrastructure.

The following has been done:

- › We have replaced obsolete equipment (computers) with machines that use less energy (from 100 watts to 65 to 45 watts) and are less carbon-intensive (desktops have mostly been replaced by laptops), copiers will be replaced by high-energy-performance machines in 2023
- › Most IT equipment is leased and replaced every 3-5 years or more for screens; some is purchased if in good condition.
- › The phone system update began in 2022 with a move to softphones to significantly limit the use of actual telephones (around 80% of which have been removed).
- › The invitation to tender in 2022 for a new hosting provider included a Green IT obligation.

A Business Continuity Plan (BCP) is also in place to respond to IT risks and incidents.



### **GDPR compliance**

The company is GDPR-compliant and has a named Data Protection Officer. A GDPR audit has been carried out and an improvement plan put together. One change is that TechnicoFlor is now using an enquiry tool and surveys that are GDPR-compliant.

# Protect nature

## Protect and restore biodiversity

The erosion of biodiversity (genetic diversity, species and ecosystems according to the IPBES definition) is happening faster than ever. But ecosystems can be balanced out if we protect and restore natural spaces.

### Our main commitments



**Refine our approach** to measuring TechnicoFlor's impact on biodiversity to draw up a targeted action plan



**Contribute to restoring biodiversity** and natural ecosystems



**Limit pressure on biodiversity** along the whole value chain from procurement to end of life



**19%**  
portion of fragrances permitted for products certified by the European Ecolabel (detergents)

### Evaluating impact on biodiversity and associated risks

TechnicoFlor's dependence on natural ecosystems has been assessed using the Business and Biodiversity Interdependence Indicator (BBII) tool developed by the IFB-Orée working group with support from the Master's programme in Environmental Science and Engineering at Paris Diderot University. The risks of dependency and impact on the living world are high during the production of raw materials for our fragrances and at their end of life, plus, to a lesser extent, at our production site.

### Reducing pressure on ecosystems

We work hard to reduce our impact on biodiversity along the value chain with the main causes of biodiversity erosion in mind:

- **We limit land use changes:** are vigilant about deforestation
- **We reduce species overexploitation:** sourcing and buying materials that are upcycled or produced by biotechnology
- **We reduce our impact on the climate** and adapt our procurement
- **Pollution reduction:** we limit environmental ecotoxicity with eco-designed fragrances, prioritise easily biodegradable formulas and develop fragrances authorised for European Ecolabel-certified products

# Protect nature

## Protect and restore biodiversity

### Our monitoring of ingredient production



*"We have planned for the scarcity or depletion of certain raw materials using preventative measures that aim to limit risks (extinction of threatened animal species listed by CITES, production in areas subject to water stress and competition between "nourishing" plants and fragrance plants). The next European regulation (2024) banning products from deforested land is being integrated into our processes."*

**Barbara Guirao**  
Purchasing Manager

Sourcing and purchasing certified raw materials are a priority:

- Palm oil derivatives come from RSPO members
- Ingredients of equivalent quality from certified producers (Fair For Life, For Life) substitute "conventional" ingredients
- Suppliers committed to protecting biodiversity (UEBT) are also prioritised
- Ingredients whose production reduces resource use such as co-products (upcycling) or ingredients from biotechnologies are also particularly valued

### Protecting biodiversity at our site

When our new production centre was developed, we were mindful to **protect natural areas** to partially offset the change in land use.

**We maintain green spaces without pesticides**, have installed a tank for storing and reusing rainwater and have added landscaping to encourage biodiversity (meadow, rocky areas, woods) plus a plant wall. Finally, a holding pond has been set up on the adjoining site as a wet zone.



### How we provide for fragrances' end of life

Our BioD-Scent tool enables us to create eco-designed fragrances that are easily biodegradable (see Flor-Index®).



# Protect nature

## Protect and restore biodiversity



*As an expert in formulating natural and responsible fragrances, TechnicoFlor is particularly mindful of **biodiversity**.*

*This is why in 2022 we decided to donate 1% of sales from our NatFlor® 100% natural-origin fragrance range to the **1% pour la Planète** group.*

*Our support went to the **Pure Ocean** foundation, which runs various projects including Floating Reef: an eco mooring buoy to protect Posidonia meadows and encourage local biodiversity in the Mediterranean basin.*

*François-Patrick Sabater  
CEO*





**SUPPORT HUMANS**

 **TechnicoFlor**  
Creating is in our nature



# Support humans

With staff health and safety key company concerns, wellbeing and opportunities to thrive at work have been enhanced to meet significantly changing expectations.

Skills development and equal opportunities complement the human challenges we face.



Our contribution to the Sustainable Development Goals (SDGs)



Challenges	Commitments and goals for 2026	Notes
<b>Health and safety</b>	Absenteeism of 5%/year	6.5% in 2022
	50% of new formulas ecosocial-designed in Europe/total(consumer health)	100% of proactive formulas ecosocial-designed in 2022
<b>Wellbeing</b>	85% satisfaction (engagement) among staff	66% in 2022
<b>Skills</b>	Manager pathway defined and rolled out	
	10 hours' training/staff member/year	9.2 in 2022
	100% of staff complete voluntary training every 2 years (from 2023)	100% in 2022
<b>Diversity and inclusion</b>	Professional Equality Index > 85	76 in 2022
	100% of staff and key suppliers sign the code of conduct	100% in 2022
<b>Social dialogue</b>	100% of staff have an assessment interview each year	91.7% in 2022

# Support humans

## Guarantee health and safety

**TechnicoFlor** is uncompromising regarding the health and safety of its staff, consumers and stakeholders.

### Our main commitments



Guarantee the health and safety of staff



Produce fragrances that are completely safe

*“Staff health and safety are key in a sector exposed to risk. As part of our progress trajectory, we have been given a health/safety assessment by an external provider and an action plan will be introduced from 2023 with a focus on safety. What’s more, significant new investments were made in 2022 to reduce heavy-load carrying, promote workstation ergonomics and limit arduous work. The increasing numbers of female production staff reflect our efforts to improve working conditions.”*



**Davy Bouery**  
Operations Manager



## Protecting consumer health and safety

While our fragrances stringently meet health toxicity regulations, our ecosocial-designed fragrances (created using the Flor-Index®) go beyond regulations to protect against formulas’ irritating, harmful and sensitising effects, and against the risks of exposure to CMR (carcinogenic, mutagenic or reprotoxic) substances and endocrine disruptors.

Our regulatory team constantly monitor legislation changes and assess their impact on the company. This monitoring is supported by our special relationships with trade unions and professional associations Prodarom, IFRA, SFP, Cosmed).

Staff responsible for creating formulas are regularly trained in regulatory developments that impact products.

# Support humans

## Boost workplace wellbeing

Now more than ever before, engaging staff in the company trajectory is the major challenge for all teams.

### Our main commitments



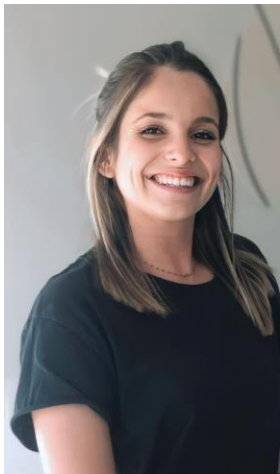
**Ensure onboarding** is successful and generate team loyalty



**Improve wellbeing** and create working conditions where people can flourish



**Continue consolidating our employer brand** and boosting staff engagement



*"We need to recognise the significant progress made in the past 5 years with team cohesion, which is a key element of workplace wellbeing. Our various events like the launch of our new plant, sharing a Yule log cake and our Christmas party have generated new and closer ties between teams. The new onboarding process has also led to more interaction. We are looking forward to expanding and equipping our premises for a more comfortable working life. Finally, equity is a key concern and an avenue we are working on to increase workplace wellbeing."*

**Maureen Papy**

Assistant Perfumer (Staff Council Secretary and Harassment Officer)



**Marie-Laure Chatellier**

HR Lead

*"TechnicoFlor believes staff need a working environment where they can flourish. This is why quality of working life has become a major priority. To meet staff expectations, we ran a **satisfaction survey** in spring 2022. Five engagement drivers were assessed across 61 criteria including feeling of belonging, personal development, meaning (mission, vision, values), self-esteem and safety. Most staff (80%) completed the survey."*

*The above-average engagement rate (6.1/10) shows overall satisfaction but also various potential areas for improvement regarding working schedule flexibility (including remote working), comfort levels, dialogue and remuneration. Initial responses have been introduced (remote working with a charter, quarterly newsletters and internal events) and an ambitious quality of working life (QWL) action plan will be rolled out from 2023, as will an annual staff satisfaction assessment. This improvement plan is in addition to benefits already offered: profit sharing, digital restaurant vouchers, a personal digital safe for payslips, insurance with an 80% employer contribution, the Action Logement accommodation support service, Christmas gift vouchers and a discount and ticketing platform (via the Staff Council) plus different bonuses."*



**7.1/10**

team cohesion as reported by staff

**9**

average number of years' service

**16**

new jobs created in 2022: 19% of the workforce

# Support humans

## Boost workplace wellbeing

### Facilitate staff onboarding and working life



**Céline Arnaud,**  
Staff Administration and  
Accounting Lead

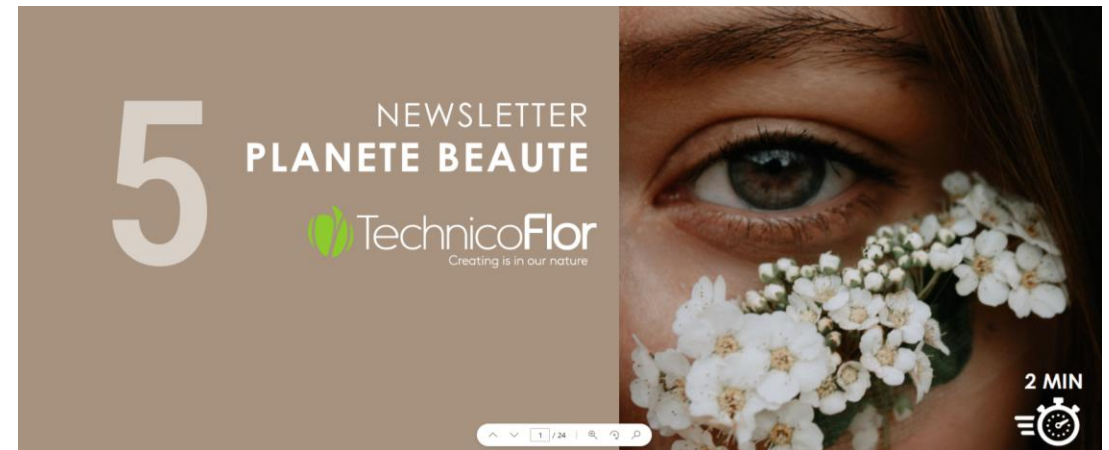
*“TechnicoFlor has transformed its onboarding process and now provides opportunities to meet a range of different colleagues for immersion in the company culture, plus mentoring. Staff receive a personalised welcome and the HR portal (HRIS) has a document library where all staff can find information. For example, it contains a right to disconnect charter, a remote working charter and various guides. What’s more, all staff can use the HR portal to access tools to track and manage their administration: leave, expenses, health insurance, other insurance, Action Logement accommodation support service, restaurant vouchers, digital payslips, appraisals and career development interviews.”*



### Create a constructive dialogue

As well as monthly Staff Council meetings, staff have communication tools to help them be involved in company life: a quarterly Group newsletter was created on the initiative of the CSR Working Groups, two social events (one in summer and one at Christmas) are held, regular podcasts are released, and themed newsletters are sent out (covering topics like the beauty world and digital) to also form part of the company culture. Dialogue is also generated through annual appraisals and, every two years, through career development interviews.

**91.7%** of staff have had an appraisal



# Support humans

## Cultivate team talent

The company's strong growth has required staff with new and varied profiles to be recruited, support for managers and guidance in the digital transformation.

### Our main commitments



**Develop** staff skills and expertise



**Support managers** in their roles

Staff must be trained throughout their professional lives to keep their skills aligned with the company's development. Examples of the company's transformation requiring training include its strong growth, management needs, digitisation and societal responsibility.

*"A programme launched in 2022 with 95% of staff trained in digital tools (Déclic). This training plan shows that the company wants to offer all staff voluntary training every 2 years to upskill colleagues and keep up with the company's development. In the coming years, the priorities are integrating CSR into job roles, devising and deploying a manager pathway and introducing systematic evaluation a significant time after training."*

**Marie-Laure Chatellier**  
Human Resources Lead



## Digital training for everyone

For the digital transition to succeed, all teams need to be part of it.

This is why we have set up an innovative guidance programme that provides exactly what staff are asking for. The programme has three complementary modules:

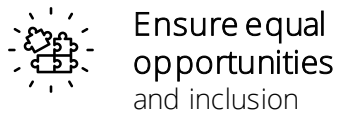
1. **Déclic training is a new-generation e-learning format that trains staff in collaborative digital tools** (Teams, SharePoint, OneNote, OneDrive and Outlook).
2. **We also offer bespoke support** through "Jeudis Oui" sessions to help staff with individual digital issues.
3. **A team of ambassadors has been created and trained.** These ambassadors are local leads who can answer everyday IT questions.

# Support humans

## Uphold human rights

**TechnicoFlor** affirms human values both in its local **ecosystem** and worldwide. Examples of this include **promoting diversity**, combatting discrimination and supporting youth employability.

## Our main commitments



## Promoting diversity and inclusion

Diversity has long been nurtured at the company, which has signed the diversity charter. The strong female representation in the team, particularly in management roles (61% of managers are women) is evidence of this. The Professional Equality Index result of 76 will be improved in 2023 to adhere more closely to standards.

Equal opportunities is also an area monitored: TechnicoFlor regularly hosts young people for professional training (work/study programmes and paid internships), but also employs seniors (around 10% of the workforce are aged over 55). Although our proportion of staff with disabilities (4.38% in 2022) is above the national average, it still needs improvement. To this end, a disability week was held in autumn 2022 to raise staff awareness about promoting diversity.



**Marine Arnoux**  
(Regulatory Affairs Work/Study Student)

*"I have valued **TechnicoFlor's** welcome, which saw all departments introduced and a range of training provided (in symbols, CSR, etc.). I have been given interesting work and the regulatory manager is always available to help and answer my questions."*

## Human rights in the value chain

TechnicoFlor carries out monitoring to ensure that workers' human rights are upheld in its value chain worldwide. The code of conduct was added to in 2021 with content on human rights (child labour, forced labour, discrimination and decent pay), health and safety, corruption, confidentiality and the environment. This code of conduct is signed by all major suppliers (80/20) in tier 1.

The procurement department also includes human rights in its risk analysis and social assessment of suppliers is undertaken using producer certifications (Fair For Life, For Life) and CSR assessments (Ecovadis) or surveys (Better Tomorrow).



**11**  
number of work/study contracts and paid interns

**100%**  
of major suppliers (80/20) have signed our code of conduct



**CREATE JUSTIFIABLE VALUE**

 **TechnicoFlor**  
Creating is in our nature

# Create justifiable value

By listening to our stakeholders, our vision becomes clearer.

By talking to them, we become more creative and adjust how we work to fulfil our mission:

**To generate emotion with new fragrances by mobilising a responsible value chain.**



Our contribution to the Sustainable Development Goals (SDGs)



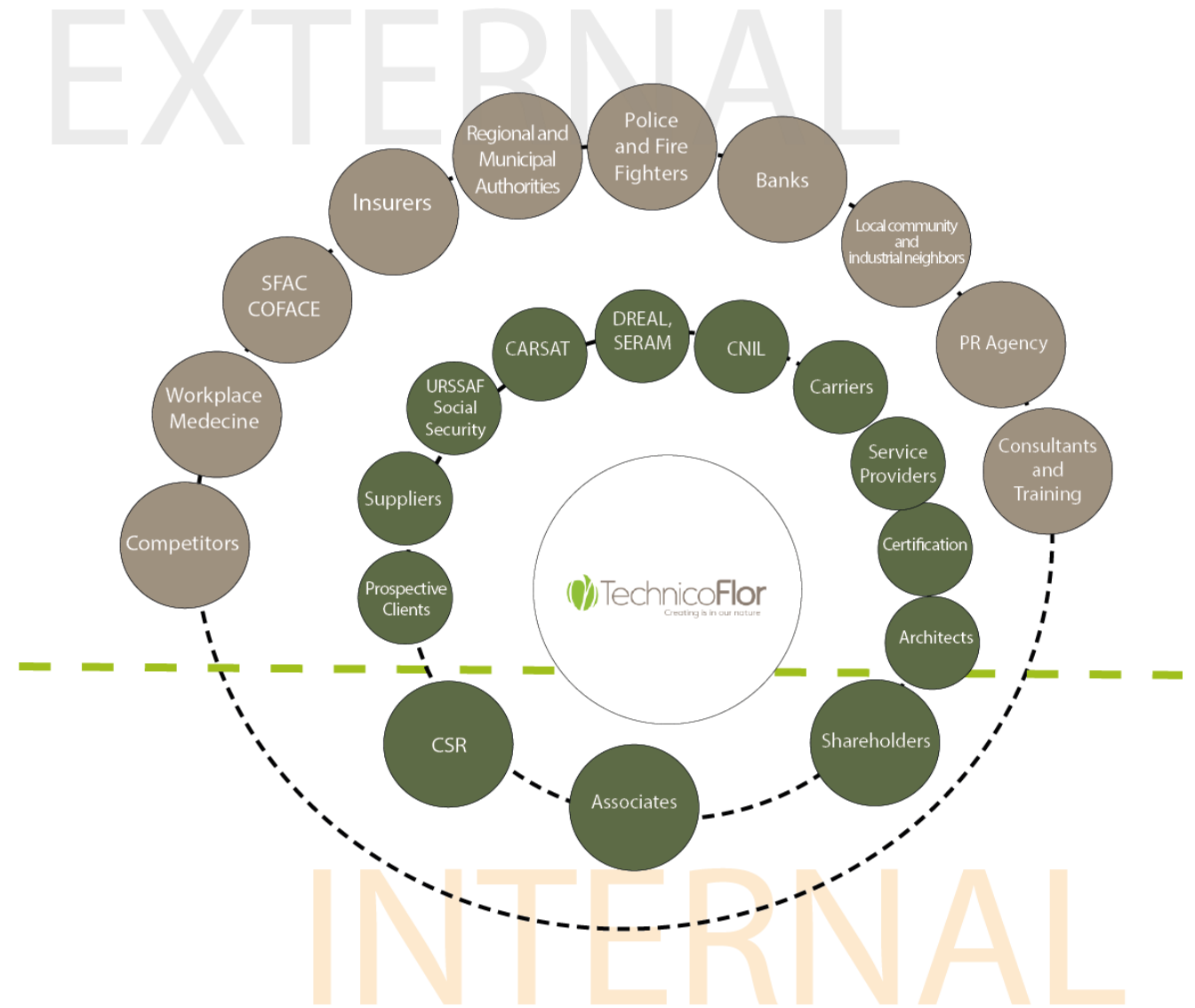
## Our commitments

Challenges	Commitments and goals for 2026	Notes
<b>Clients - consumers</b>	Satisfaction without complaints above or equal to 98.5%	98% in 2022
<b>Ethics</b>	100% of staff exposed to risks trained to combat corruption	100%
<b>CSR performance in the value chain</b>	80% of suppliers CSR-evaluated by a third party (new scope: 100% of raw materials and packaging)	In 2022, 100% of key and strategic suppliers (representing 80% of raw materials) were CSR-evaluated
<b>Communities - Region</b>	10 environmental and societal charity projects supported 1 volunteering day per colleague / CSR	9 projects supported in 2022
<b>Non-financial grading</b>	Improve on 2022 Ecovadis score	Score of 81 in 2022



# Create justifiable value

Our stakeholders



# Create justifiable value

## Act ethically

As a responsible company, protecting humans and the environment is a requirement that drives our relationships with stakeholders.

### Our main commitments

- **Align our practices with ethical standards** (national and international) beyond our regulatory requirements
- **Engage our suppliers so they respect ethical principles** and encourage them to progress
- **Mobilise all staff** regarding ethical conduct and combatting corruption, and do this beyond roles exposed to potential corruption
- **Provide tools facilitating** the adoption of ethical behaviour
- Be transparent



*“At the heart of our commitment to ethics is behaving with integrity and respect towards our partners and collaborators. Our entire system is set up to align with good practice as closely as possible to raise awareness, support and facilitate ethical conduct. This is why we have introduced new operational tools and made our activity more transparent.”*

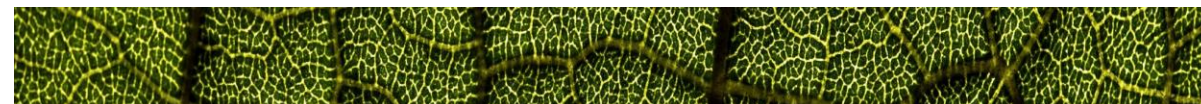
**Maxime Gransart**

Deputy General Manager

### Combatting corruption with the “Sapin II” law

TechnicoFlor has no legal obligation to change its practices in light of France’s “Sapin II” law on transparency, fighting corruption and modernising economic life. However, it has voluntarily chosen to align its main ethical procedures with the measures set out by the law, with:

1. A code of conduct defining and illustrating the different types of behaviour to ban as they could represent corruption or influence peddling. This code of conduct has been fully revised to cover a broader range of social, ethical and environmental issues. The code is available in French and English, and sent to our suppliers. An operational version has been created for TechnicoFlor staff.
2. An internal whistleblowing system (with a named ethical lead, a communications channel at [ethics@technicoflor.fr](mailto:ethics@technicoflor.fr) available to staff and internal promotion of the system) designed to collect reports from staff about behaviour or situations that contravene the company’s code of conduct.
3. Risk mapping with regularly updated documents designed to identify, analyse and rank the company’s risks of exposure to corrupt external requests based on the areas of activity and regions where the company operates.
4. Procedures to assess the situation of clients, tier 1 suppliers and intermediaries regarding risk mapping (duty of care).
5. Internal and external accounting checks designed to ensure that records and accounts are not used to hide corruption.
6. Training for executives and staff most likely to be exposed to corruption and undue influence.
7. In the event of a breach or violation of the code of conduct, behaviour may be sanctioned depending on its severity and circumstances.
8. An internal checking and evaluation process for measures introduced.



**100%**  
of staff exposed to corruption risks  
trained with e-learning

**0**  
ethical whistleblowing  
reports in 2022

# Create justifiable value

## Design inspiring fragrances for our clients and consumers

Our teams are constantly challenged to create, produce, check and promote safe and sustainable new fragrances.

### Our main commitments



**Satisfy our clients**  
with new fragrances



**Become more responsive**  
using digitisation



**Encourage our clients to use responsible fragrances (ecosocial-designed) and behave virtuously**



**Refine the environmental and social evaluation of fragrances with an eco-score to improve their impact**

**“TechnicoFlor is committed to building a responsible value chain so it can offer creative and sustainable values-led fragrances made with universal recipes.** We believe that marketing and communications are key to our sector. This is why we use innovative and responsible marketing to tell our clients about the benefits of CSR. It is together that we will set our industry on a new resilient and sustainable trajectory.”

**Maxime Gransart**  
Deputy General Manager

### Engagement: a powerful inspiration

“As a mindful perfumer, you always look for new ways to create fragrances with a low environmental footprint. We also go further by regularly monitoring eco-friendly innovative and on-trend products that can contribute to the company’s thinking on what we can do to set an example. From 2023, all our proactive collections will contain ecosocial-designed fragrances (Flor-Index® A or B). This shows how eco-friendly creation is both attractive to clients and positive for the environment.”



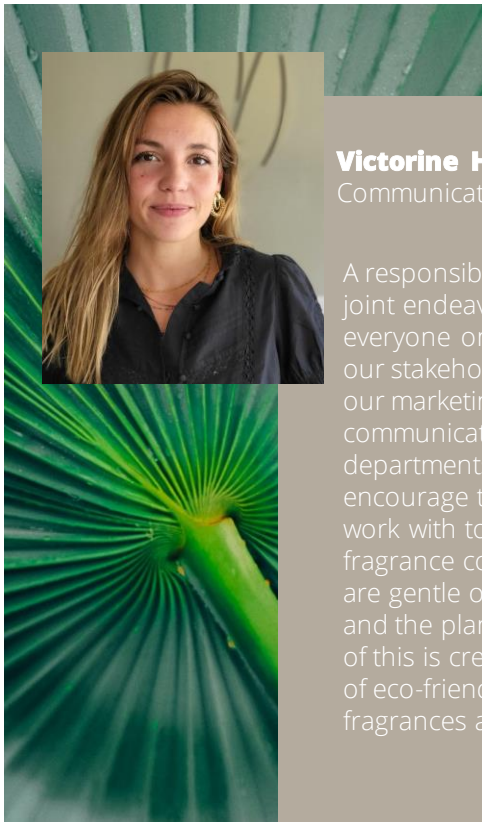
**Caroline Catherine**  
Europe Marketing Evaluation Lead



**27**  
co-product ingredients  
(from upcycling)  
used in 2022

# Create justifiable value

## Encourage responsible consumption



**Victorine Horem**  
Communications Lead

A responsible value chain is a joint endeavour that needs everyone onboard, including our stakeholders. This is why our marketing and communications departments promote and encourage the brands we work with to choose fragrance compositions that are gentle on people, animals and the planet. One example of this is creating collections of eco-friendly proactive fragrances all year round.

What we are doing:

- 

**Launching and promoting creative fragrance ranges with highly responsible content:** Flor-Index®, the NatFlor range (100% natural-origin according to COSMOS ORGANIC), BioD-Scent, Better Tomorrow, fragrances authorised for European Ecolabel-certified products (detergents, cosmetics).
- 

**80% of merchandise** (pens, notebooks) and sample pouches eco-friendly and made by Anaik, a mission-driven company that makes recyclable and reusable items with recycled natural cotton.
- 

**Monitoring responsible products, innovations and processes** that can contribute to the company's thinking on what we can do to set an example.
- 

**Communicating and raising stakeholder awareness about the benefits of CSR** with our CSR Report, partnerships with environmental charities, the CSR communications campaign in the trade press, in newsletters, on social media, in client presentations, and at conferences and workshops (national or international trade fairs) and internal events.
- 

**Reusing existing equipment** for trade fairs and events.
- 

**Suggesting packaging changes** to limit waste, always proposing greener transport, etc.

## Recognised commitment

All our teams are committed to sustainable development, and our responsible approach has been recognised by independent third parties, showing our credibility and transparency, and encouraging us to progress.

<p>ISO 9001-certified quality management system</p> 	<p>ISO 14001-certified environment management system</p> 	<p>Societal responsibility evaluated</p> 
<p><b>2 client evaluations</b> <b>&gt; 15/20</b> <small>(performance consistently above the benchmark average)</small></p>	<p><b>FEBEA audit</b> <b>13/20</b></p>	<p><b>GreenFlex Trophy</b> <small>Flor-Index® won in the "Circular Economy" category</small></p>

Since 2013, TechnicoFlor has supported the UN Global Compact and is committed to including and promoting the 10 Compact principles in its strategy and development.



# Create justifiable value

## Create long-term relationships and progress with our partners

### Mobilising our procurement chain partners

To create outstanding ecosocial-designed fragrances, we first need to select exceptional raw materials produced by responsible suppliers. And we need to be mindful of securing supplies under pressure.

### Our main commitments

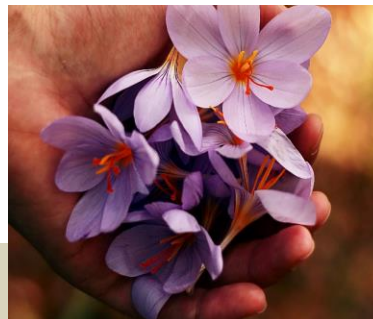
- Consolidate and secure the responsible supply chain
- Manage regional risks and increase vigilance in sensitive areas
- Support, prioritise and promote responsible channels (fair, community-minded and green)
- Avoid supplier dependency and ensure stable payment terms
- Source a panel of ingredients that are natural, synthetic and come from biotechnologies
- Ensure suppliers take a responsible and ethical approach (with evaluation and checks if necessary)

### Consolidate and secure our responsible procurement chain



**Barbara Guirao,**  
Purchasing Manager

The aim of our responsible procurement policy is to make sure suppliers act responsibly and to support them with their progress. We use supplier/ingredient risk mapping updated each year to monitor production conditions and sustainable resource management. The risks affecting ingredient production are intensifying (overconsumption of certain resources, climate variation, conflicts, regulatory changes, ethics, corruption, etc.) and need to be anticipated. Dialogue with suppliers about raw-material data (including CO2e) is especially encouraged and nurtured.



**42%**  
of raw materials Better Tomorrow-scored (of the 55% of ingredients evaluated)

**100%**  
of strategic suppliers (80/20) for materials and packaging CSR-evaluated by an independent third party

**7.5 years**  
average supplier relationship

### Our "Better Tomorrow" responsible procurement programme

In 2022, the Better Tomorrow programme was significantly enriched with new criteria regarding raw material production methods (green chemistry criteria), renewable carbon content and CO2e emissions factors. These new criteria complement the certifications already targeted. The programme has also been extended to all suppliers (natural and synthetic).

What's more, various equivalence tables were created to align suppliers' own indicators with our CSR evaluation system. The Better Tomorrow score is one of the stringent criteria our Flor-Index® tool uses to determine the eco-designed nature of our fragrances.

### 10 years of social progress with fair trade

TechnicoFlor has supported fair trade for over 10 years, contributing to the development of the most fragile rural communities in the process. Our original approach has been substituting conventional raw materials with fair raw materials: the latter are therefore present in most fragrances. Sourcing fair raw materials is part of our procurement policy, with new fair channels given the Fair for Life label.

# Create justifiable value

## Support charity and regional dynamics

Although historically anchored in Allauch near Marseille, TechnicoFlor now has multiple initiatives to create value across its ecosystem and beyond.

### Our main commitments

- Contribute to the dynamism of the local industrial sector
- Encourage young people into employment and training
- Support environmental, social and cultural projects
- Help grow our sector's influence



**François-Patrick Sabater,**  
CEO

*I hold the Marseille area dear, especially Allauch. Our location in this beautiful region means we can contribute to its economic vitality by creating direct jobs, supporting local businesses and training young people to develop their skills.*

*We also support the cultural influence of Provence and local and international initiatives to improve community living standards. We are committed to the vitality of natural spaces and biodiversity too.*

**€91k donated to 9 sports, cultural and environmental projects**

### Contributing to economic vitality and supporting young people

TechnicoFlor always prioritises local suppliers in a range of procurement categories from Roxane systems delivered from Montpellier to lavender essential oils from the Diois area and textiles (overalls and PPE) made in Marseille. Our service providers and consultants are also located in the Marseille region. Monthly meetings are held with the local business guild to discuss shared areas of interest like waste management, mobility and employment. Finally, we also have close relationships with local education providers, hosting young people on work/study programmes and internships: we welcomed more than 8 youngsters in 2022.

**> 80%** of partners and service providers are local.



### Supporting sports and cultural charities

Sports are known to boost regional vitality by welcoming all generations and improving people's health. This is why we have supported various sports charities in Allauch and the Plan de Cuques women's handball team, plus Marseille freediver Arnaud Jérald who has multiple world records (most recently 120 m in August 2022). TechnicoFlor also supported staff who took part in the La Marseillaise des femmes running event.

What's more, we have contributed to culture for many years with original partnerships where fragrances go hand in hand with art: exhibitions (Le Grand Mezzé in 2021, Café'In in 2016) and a book (*Les 5 parfums de notre histoire*). In 2022, TechnicoFlor again supported the Mucem museum's rich cultural programme.

# Create justifiable value

## Support charity and regional dynamics



**Marika Symard,**  
Perfumer

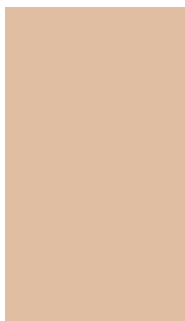
*Sponsorship offers an exciting opportunity for TechnicoFlor to create close ties with cultural institutions.*

*In 2016, we provided an olfactory illustration for the Café'In exhibition at Mucem in Marseille, France's only national museum outside Paris.*

*In 2022, we designed four fragrances to add an olfactory dimension to the Eternel Mucha exhibition at the Grand Palais Immersif. We were delighted and proud to receive thanks from Marcus Mucha for translating the Mucha style into four fragrances, one distributed in the room and three at olfactory stations. The public will have the chance to enjoy these fragrances based on themes dear to the Art Nouveau artist from March to November 2023.*

**GRAND PALAIS IMMERSIF**

**ÉTERNEL  
MUCHA**



### Regenerating natural spaces

Nature provides priceless services, so it is our job to protect and restore it. This is why TechnicoFlor has been involved in biodiversity restoration projects for over 10 years. In 2021 and 2022, the company donated 1% of sales from the NatFlor® 100% natural-origin fragrance range to the 1% pour la Planète group, with the money going to the Pure Ocean foundation.

The "Bien Élevées" project run by the Maison d'Agriculture Urbaine grows saffron and installs beehives on Parisian rooftops. We have supported this "eco-creative" project as it inspires and teaches our clients about biodiversity.

### Growing perfumery's influence

TechnicoFlor has always been passionate about promoting fragrance creation and the profession's know-how, as proved by its support for the Fragrance Fondation and sponsorship of the class of 2023 at the ISIPCA training school. TechnicoFlor is also a member of the Prodarom union.



**ISIPCA**  
- P A R I S -

**THE FRAGRANCE  
FOUNDATION**



# PERFORMANCE INDICATORS



# Performance indicators

## Environment

Indicators	2019	2020	2021	2022
Production: tonnes shipped	751	728	772	1031
ISO 14001 certified production	100%	100%	100%	100%
<b>BIODIVERSITY - PRODUCTS</b>				
Ingredients scored for biodegradability (BioD-Scent)	NT	220	305	366
Upcycled ingredients	NT	NT	15	27
“Responsible” raw materials (For Life, Faire For Life)	NT	NT	NT	28
Number of partnerships with third parties aiming to protect or restore areas of biodiversity	NT	NT	2	2
<b>CLIMATE CHANGE</b>				
CO2 emissions (tCO2e) Scopes 1 and 2	NT	NT	NT	35.6
CO2 emissions (tCO2e) Scopes 1, 2 and 3	NT	NT	NT	10.766
Carbon intensity (scopes 1, 2 and 3) per €m	NT	NT	NT	359
Carbon intensity (scopes 1, 2 and 3) per product tonne shipped	NT	NT	NT	10.4
Hybrid + electric vehicle fleet/total	0	5	5	8
<b>RESOURCES</b>				
Energy consumption - electricity (kWh)	405,540	386,034	482,920	878,262
Total energy consumption/product tonne shipped	540	530	625.5	852
Water consumption (m3)	2,703	2,296	2,689	2,558
Water consumption/product tonne shipped	3.6	3.15	3.5	2.48
<b>WASTE</b>				
Hazardous waste (tonnes)	72	68	64	94
Non-hazardous waste (tonnes)	31	39	-	36.8
Total hazardous waste (tonnes)/product tonne shipped	0.097	0.093	0.083	0.091
Waste reused (material and energy) %	86%	95%	91%	79%

NT: Not Tracked: information not available or change of method or calculation scope.

# Performance indicators

## Social

Indicators	2019	2020	2021	2022
<b>Employment</b>				
Total workforce – (per capita)	75	72	74	85
Staff on permanent contracts	NT	94%	93%	90%
Number of hires	NT	7	15	30
Where new jobs created (number)	NT	NT	NT	16
Where departures (number)	NT	11	12	21
Turnover	9	15%	16%	33%
Absenteeism	NT	5.86%	6%	6.5%
Number of alerts	NT	NT	0	0
<b>Health - safety</b>				
Number of workplace accidents requiring leave	0	1	1	1
Severity rate	0%	0%	0.014%	1.15%
Work-related accident frequency	0%	0.05%	7.01%	6%
<b>Diversity and gender</b>				
Proportion of women in the workforce	65%	65%	68%	74%
Proportion of female managers	NT	NT	NT	61%
Number of apprenticeship and professional training contracts	NT	NT	NT	4
Number of interns	NT	NT	NT	5
Number of staff aged =< 29	26	23	20	28
Number of staff aged 30-54	32	32	37	43
Number of staff aged >= 55	NT	NT	NT	14
<b>Skills</b>				
Number of training hours	NT	233.5	412	779
Average number of training hours per staff member	NT	3.3	5.6	9.2
Staff trained	NT	10%	85%	100%
Staff who had an appraisal	NT	86%	70%	91.7%
<b>Suppliers</b>				
Major suppliers (80/20) who signed the code of conduct	100%	100%	100%	100%

NT: Not Tracked: information not available or change of method or calculation scope. Example: In 2021, the “senior” age group started at age 50.

# Performance indicators

## Governance

Indicators	2019	2020	2021	2022
<b>Clients</b>				
Turnover (in €m)	19	22.8	22	30
Manufacturing non-compliance rate	1.13%	0.72%	0.83%	0.53%
Complaints rate	1.02%	0.8%	1.4%	2%
<b>Ethics</b>				
Staff exposed to risks trained to combat corruption	NT	NT	100%	100%
Number of whistleblowing incidents	NT	NT	0	0
<b>Suppliers</b>				
Major suppliers CSR-evaluated by a third party (Ecovadis, SMETA, For Life)	40%	40%	92%	100%
Average supplier payment time (days)	41	43	55	44
<b>Region</b>				
Sponsorship projects (number)	NT	NT	8	9
Sponsorship projects (in €k)	NT	NT	79	91

# GRI content index

TechnicoFlor has provided information in this GRI Standards content index for 1 January 2022 to 31 December 2022.

GRI Standards		Disclosure	Pages
<b>GRI 100 GENERAL PRINCIPLES</b>			
<b>GRI 102: General disclosures - 2016</b>			
	102-1	Name of the organisation	4
	102-2	Activities, brands, products, and services	8
	102-3	Location of headquarters	47
	102-4	Location of operations	4
	102-7	Scale of the organisation	3, 7
	102-8	Information on employees and other workers	42
	102-10	Significant changes to the organisation and its supply chain	15
	102-12	External initiatives	30
	102-13	Membership of associations	26, 30, 39
	102-14	Statement from senior decision-maker	2
	102-15	Key impacts, risks, and opportunities	9
	102-16	Values, principles, standards and norms of behaviour	34
	102-40	List of stakeholder groups	33
	102-44	Key topics and concerns raised	10
	102-45	Entities included in the consolidated financial statements	4
	102-46	Defining report content and topic boundaries	10
	102-47	List of material topics	10
	102-50	Reporting period	4
	102-52	Reporting cycle	4
	102-53	Contact point for questions regarding the report	47
	102-55	GRI content index	44
<b>GRI 103: Management approach - 2016</b>			
	103-2	The management approach and its components	12, 13, 15, 17, 18, 21, 25, 26-27, 29-30, 32, 34-35, 37
	103-3	Evaluation of the management approach	36
<b>GRI 200 ECONOMIC STANDARDS</b>			
<b>GRI 201: Economic performance - 2016</b>			
	201-1	Direct economic value generated and distributed	7
	201-2	Financial implications and other risks and opportunities due to climate change	9, 15-16

# GRI content index

TechnicoFlor has provided information in this GRI Standards content index for 1 January 2022 to 31 December 2022.

GRI Standards		Disclosure	Pages
GRI 205: Anti-corruption - 2016	205-1	Operations assessed for risks related to corruption	30, 34, 42
	205-2	Communication and training about anti-corruption policies and procedures	43
<b>GRI 300 ENVIRONMENTAL STANDARDS</b>			
<b>GRI 302: Energy - 2016</b>	302-1	Energy consumption within the organisation	41
	302-3	Energy intensity	41
	302-4	Reduction of energy consumption	12, 15-16, 41
	302-5	Reductions in energy requirements of products and services	13
	<b>GRI 303: Water and effluents - 2018</b>	303-2	Management of water discharge-related impacts
303-4		Water discharge	17
303-5		Water consumption	41
<b>GRI 304: Biodiversity - 2016</b>	304-2	Significant impacts of activities, products, and services on biodiversity	13-14, 21-23, 36, 41
	304-3	Habitats protected or restored	23, 39, 41
<b>GRI 305: Emissions - 2016</b>	305-1	Direct (Scope 1) GHG emissions	12, 15-16, 41
	305-2	Direct (Scope 2) GHG emissions	12, 15-16, 41
	305-3	Other indirect (Scope 3) GHG emissions	12, 15-16, 41
	305-4	GHG emissions intensity	15-16, 41
	305-5	Reduction of GHG emissions	12, 15-16,
<b>GRI 306: Effluents and waste - 2016</b>	306-2	Waste by type and disposal method	18, 41
<b>GRI 307: Environmental compliance - 2016</b>	307-1	Non-compliance with environmental laws and regulations	36
<b>GRI 308: Supplier environmental assessment - 2016</b>	308-1	New suppliers that were screened using environmental criteria	32, 37, 43
	308-2	Negative environmental impacts in the supply chain and actions taken	32, 37, 43
<b>GRI 400 SOCIAL STANDARDS</b>			
<b>GRI 401: Employment - 2016</b>	401-1	New employee hires and employee turnover	42
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	27
<b>GRI 403: Occupational health and safety - 2018</b>	403-1	Occupational health and safety management system	26
	403-2	Hazard identification, risk assessment, and incident investigation	9
	403-9	Work-related injuries	42

# GRI content index

TechnicoFlor has provided information in this GRI Standards content index for 1 January 2022 to 31 December 2022.

GRI Standards		Disclosure	Pages
<b>GRI 404: Training and education - 2016</b>	404-1	Average hours of training per year per employee	25, 29, 42
	404-3	Percentage of employees receiving regular performance and career development reviews	25, 29, 42
<b>GRI 405: Diversity and equal opportunity - 2016</b>	405-1	Diversity of governance bodies and employees	30, 42
<b>GRI 408: Child labour - 2016</b>	408-1	Operations and suppliers at significant risk for incidents of child labour	30, 34, 42
<b>GRI 409: Forced or compulsory labour - 2016</b>	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	30, 34, 42
<b>GRI 412: Human rights assessment - 2016</b>	412-1	Operations that have been subject to human rights reviews or impact assessments	9, 34, 42
	412-2	Employee training on human rights policies or procedures	34, 42
<b>GRI 413: Local communities - 2016</b>	413-1	Operations with local community engagement, impact assessments, and development programmes	38-39
<b>GRI 414: Supplier social assessment - 2016</b>	414-1	New suppliers that were screened using social criteria	43
	414-2	Negative social impacts in the supply chain and actions taken	43
<b>GRI 416: Customer health and safety - 2016</b>	416-1	Assessment of the health and safety impacts of product and service categories	25-26
<b>GRI 417: Marketing and labelling</b>	417-1	Requirements for product and service information and labelling	13, 36



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Creating is in our nature

