

Edition 2023

CSR REPORT



✦ Onoré
TASTE THE FINEST

INTERVIEW.

Alexandre VIGNERON
ONORÉ Group CEO



01

THE ONORÉ GROUP IS A NEW BUSINESS... HOW WOULD YOU DESCRIBE YOUR DEVELOPMENT STRATEGY?

We've seen a dramatic acceleration in growth since 2022. Boncolac has acquired Mag'M, followed by Proper Cornish and lastly Cakesmiths. At the end of 2023, we became the ONORÉ Group with the shared ambition to showcase local food specialties to consumers worldwide. So that's the direction we'll be developing in: seeking out authentic expertise to expand our range of pastries and snacks by adding more iconic products in France and internationally.

02

WHY DID YOU DECIDE TO ADOPT A CSR STRATEGY?

CSR is absolutely central to our corporate strategy. It's a commitment we've entered into together with all our employees; a commitment to building a sustainable future, protecting our planet, nurturing the authenticity of our territories, and promoting the rich diversity of our culinary heritage.

Our commitment is built on 4 main cornerstones:

EMPLOYEES, PRODUCTS,
ENVIRONMENT and **TERRITORIES.**

Everyone in the Group must take all 4 fully into consideration when making decisions or developing new projects.

03

WHAT ARE THE BIGGEST CHALLENGES YOU FACE RIGHT NOW?

Decarbonisation is undoubtedly our greatest challenge. We've set ourselves the target of being in full alignment with the Science-Based Targets Initiative (SBTi) and the Paris Climate Agreement. And that's quite a challenge! We now conduct regular carbon audits to assess our progress and guide our actions to ensure we deliver on our commitments.

Our second major challenge is to unite all our people around our CSR strategy, and help everyone to take ownership of the Group's major challenges so they can evolve their own working practices and take the initiative.

04

WHICH ACTIONS ARE YOU MOST PROUD OF?

Since the end of 2023, all our teams have been mobilized to put an end to the use of eggs from caged hens. The decision may seem simple, but its implementation is complex. This action, essential for animal welfare, will be implemented at all our sites during 2024. It's something I'm particularly proud of. I'm also very pleased with the work we're doing at local level with non-profit organisations, and particularly our efforts to promote inclusive employment. At Rivesaltes, for example, we've made adaptations to workstations so they can be used by people with disabilities. Great success stories like these absolutely underline our commitment to being a positive impact company.

DID YOU KNOW?

The name
ONORÉ pays
tribute to Saint
Honoré, the
patron saint of
pastry chefs.

ONORÉ. TASTE THE FINEST.

We're a European group with a unique body of expertise in the production of premium frozen pastries and snacks. For nearly 70 years, we've been crafting food specialties that celebrate the rich diversity of our culinary heritage. Our mission is to produce our specialties with passion to exacting standards that are respectful of people, territories and the planet, so that their character and taste remain intact, whether they are enjoyed locally or on the other side of the world.

Our collective ambition is to ensure that these traditional recipes endure and lead the way in specialty food.

KEY FIGURES

- ♦ **1 000** passionate employees
- ♦ **7 factories** in Europe
- ♦ **More than 10** food specialties
- ♦ **23 000 products** sold every year
- ♦ In **more than 30 countries**
- ♦ **€200 million** in annual turnover
- ♦ **100%** of our sites are certified compliant with the Global Food Safety Initiative (GFSI), the worldwide benchmark for food safety.



Data at 1 April 2024

WHO ARE WE?

THE ONORÉ FAMILY



Boncolac,
the French specialist in tarts, snacks and aperitifs.



Mag'M,
the French premium macaron expert.



Proper Cornish,
England's leading producer of Traditional Cornish Pasties (PGI).



Cakesmiths,
one of the UK's largest handmade artisan cake bakeries.



OUR CSR COMMITMENTS

Convinced that our impact on the world contributes significantly to our success, we signed the United Nations Global Compact in 2023, and have built our CSR strategy around 10 of its key commitments.

Structured around 4 central pillars, that strategy is now being progressively rolled out across all our sites:



LEARN MORE ABOUT OUR INITIATIVES IN 2023.

OUR EMPLOYEES. ARE OUR STRENGTH.

Our priority is to offer our teams a fulfilling working environment that guarantees their safety, safeguards their health and facilitates development of their skills. As a Group committed to equality in the workplace and quality of work life, we do everything in our power to ensure that everyone feels at home at ONORÉ and injects their passion into their work.



HEALTH & SAFETY

- ◆ We held a major awareness-raising event at all our sites on 28 April 2023 to mark the 20th **World Day for Safety and Health at Work**.
- ◆ Every new employee joining us, whether permanent or temporary, **systematically completes a safety induction course**.

KEY FIGURES

18,1 FR2*
872 days
with no lost-time occupational accident at our Boncolac site in Aire-sur-la-Lys: a great achievement!

* The number of occupational accidents with and without lost time multiplied by one million and divided by the total number of hours worked (by permanent, fixed-term and temporary staff).

QUALITY OF WORK LIFE

At our sites, we have set up Quality of Work Life groups. They act as relays for our CSR actions, but also as spokespersons for our employees' ideas. When it comes to partnerships with local players, for example, they choose the causes they want to defend.

- ◆ **Boncolac**, quality of Work Life Week at all sites. The programme of events for the week included: yoga at the workstation, product tastings, reorganisation of rest break spaces and sharing time to socialise as a team.
- ◆ **Proper Cornish**, a company canteen offering meals at cost price 24/5. Local produce, hot meals, sandwiches, full English breakfast, Boncolac pastries, meat-free, dairy-free and gluten-free options, free coffee, tea and fruit juices... a menu that's consciously balanced and inclusive.

SKILLS

A 35-hour management training course, including a horse behaviour module designed to provide a different perspective on teamwork, and Climate Fresco involvement for all our managers. The positive experiences generated by both have definitely built stronger relationships between management team members that have, in turn, facilitated the rollout of our CSR strategy across all our sites!

EQUALITY

- ◆ **40 % REPRESENTATION OF WOMEN** in management committees across the Group.
- ◆ **GENDER EQUALITY INDEX:**
 - **At Boncolac**, the highest rating was achieved by Aire-sur-la-Lys 94/100.
 - Followed by **Mag'M**, with a rating of 92/100.

OUR PRODUCTS. GOOD FOR YOU, GOOD FOR THE PLANET.

Developing simple recipes, selecting our raw materials with care and working hand in hand with our suppliers... these are the ingredients we use every day to prepare our healthy, tasty products. Adopting processes that target sustainability and respect people and our planet is another way in which we celebrate the richness and diversity of our culinary heritage.

QUALITY

- ◆ **Boncolac**,
 - In Agen, **we've reduced the salt content of all our sliced breads by up to 10%**. This achievement puts us 2 years ahead of the target date of 2025 set by the bakery industry.
 - In Bonloc, we've introduced **2 new recipes guaranteed free from palm oil** under the Boncolac Food Service brand: the chocolate tart and the coconut tart.
- ◆ **Mag'M**,
A **certified gluten-free and additive-free recipe** prepared using just 3 ingredients: almonds, fresh egg whites and sugar. And we're working hard to clean up our fillings to the point where we use only 100% natural flavourings and fresh butter.



CORNISH PASTIES

The signature food specialty of Proper Cornish

This traditional Cornish Pasty with **Protected Geographical Indication** status is handmade by our passionate teams in Bodmin!



RESPONSIBLE PURCHASING

- ◆ **Our suppliers are bound by a code of conduct** setting out our key CSR principles: respect for human rights, business ethics and the environment.
- 94% of Boncolac suppliers** have now signed this code of conduct. Rollout at Mag'M, Proper Cornish and Cakesmiths is underway.
- ◆ **In terms of local sourcing**, Proper Cornish leads by example, with key vegetables grown within 30 miles of the site, potatoes delivered daily by tractor, their bacon is sliced in Cornwall, their flour is mainly UK-produced and is 100% milled in the UK, and their beef protein comes from the UK and Ireland. Even the boxes are made nearby!

Jean - René LEMÉE	Group Purchasing Director at ONORÉ
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"Having acquired several companies in 2023, the Group has done a great deal of work to pool our supplies and ensure security of supply. We've also included a CSR criterion in our overall supplier rating scheme and in our contract tender invitations. As a result, we give preference to partners signed up to the EcoVadis or PME+ certification schemes. In 2024, we'll be taking things to the next level by working to build a more virtuous wheat supply chain, and we'll be developing the same approach for other products, including butter, fruit and almonds."

ENVIRONMENT.

TAKING POSITIVE ACTION FOR A SUSTAINABLE FUTURE.

Limiting our impact on the environment and improving our carbon footprint are two of our major challenges. To help us achieve those goals, we've started work on making changes to our packaging, reducing, recovering and recycling our waste, and actively managing the natural resources essential to our business activities. The efforts we've been making were recently recognised with a prestigious award.



CARBON IMPACT

Our second Scope 3 carbon footprint assessment included Proper Cornish:

- ◆ A 5% reduction in greenhouse gas emissions between 2022 and 2023 (on a like-for-like basis).
- ◆ A travel charter to combine mobility with eco-responsibility. We use a travel management tool to calculate the carbon footprint of every journey made.
- ◆ 95% of our total emissions fall into Scope 3 = our priority for action!

Clémentine GUIRAUD	Quality and Sustainable Development Director
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"Our carbon footprint assessment shows us that 7 ingredients we use every day to create our products account for almost 50% of our total emissions! **So we have a major challenge ahead in developing responsible supply channels.** We're also working to improve our energy performance by optimising our facilities, switching to 100% LED lighting, using refrigerant gases with lower carbon footprints wherever possible, and developing new recovery and recycling channels to handle our waste."

ECOVADIS

◆ EcoVadis is the world's most trusted provider of business sustainability ratings, so the fact that their rating is the first external recognition of our CSR commitments means a great deal. The assessment covers 4 main topics: the environment, working conditions and human rights, business ethics and sustainable purchasing. Thanks to the impressive effort made by everyone in the business, we received a rating of **64/100**, putting us in the **World Top 16!**



PACKAGING

◆ We've introduced two **eco-design training programmes** to share the fundamentals of packaging with our R&D and marketing teams: this means stripping everything back to reconsider the essential function of packaging in order to minimise our use of it. The next stage in this process is to analyse our Top 10 products and identify areas where we can make improvements.

Ludivine CRUBELLIER	Packaging Manager at Boncolac
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"In 2023, we worked with one of our suppliers to reduce the thickness of our palletising film. Having conducted a series of on-site trials, **we managed to reduce the volume of packaging we use annually by 35%; that's 6 tonnes less plastic every year.** We've also replaced paper and cardboard cake cases coated in non-recyclable plastic with lighter, recyclable aluminium cases. Introduced at the very beginning of 2024, this new solution will reduce the amount of non-recyclable packaging we use from 5.6 tonnes to 3.1 tonnes of fully recyclable packaging."

OUR TERRITORIES.

A LOCAL INVESTMENT.

Promoting our territories means more than just producing food specialties. There's a lot more to it than that! We also contribute to economic and employment development by investing to ensure the long-term future of our expertise and a secure future for our production facilities. We're also involved in local life, building relationships with non-profit organisations chosen by our employees to address issues we believe in, such as employment inclusion and health. These regional roots are integral to our identity.

CHARITY INITIATIVES



◆ **Boncolac,** At Rivesaltes, we are partners of the FACE foundation against exclusion and discrimination. From presentations showcasing our career opportunities in secondary schools to welcoming Year 8 students as trainees, organising oral test selection boards for work placements, welcoming visits from workers on employment integration schemes, and inclusive campuses and job dating sessions... 2023 was a very busy year!

At Aire-sur-la-Lys, we're on board with the initiatives run by the Audomarose breast cancer charity, including night hikes or Color Run 5K events.

Peter BROOMFIELD & Gerald ALLEN

Director of Operations at Proper Cornish & Director of UK Operations at ONORÉ Group

"We focus our support on **local projects** and those in which **our employees are personally involved.** Since 2018, we've been working with the Hugs Foundation in Bodmin, which uses equithery to help vulnerable children and teenagers. In 2023, we also supported more than **50 charities**, including sponsorship of 2 football teams and the Bodmin marathon, donating £10,000, 12,681 pasties, 24 raffle prizes and 400 water bottles to local schoolchildren, and many more good causes. We see anything with the potential to have a positive impact on our community as very important."



INCLUSION

On 23 November, all our French sites took part in **Duo Day**, when volunteer employees welcomed people with disabilities to their workstations for the day. This valuable initiative raises awareness of disability issues among our teams, at the same time as introducing these guests to what we do and how we do it. But above all, it's a wonderful interactive experience!

PRODUCTION RESOURCES

◆ The introduction of **LED lighting** for all our sites is saving more than 300,000 kWh of electricity every year.

◆ **Mag'M,** A significant investment to create a **new macaron production line** at the Geneston site. Commissioned in 2023, it is helping to create more jobs across the territory, and improve working conditions with innovative features, such as automatic mould release.



NEXT STOP 2024

"As you read this, the deployment of our CSR strategy continues and expands with Cakesmiths, who recently joined us. As part of our co-construction approach, we have set up a CSR Committee, made up of around ten people, on which all our sites and businesses are represented. We work as a group on specific themes and monitor the progress of all CSR projects. It is by federating all our employees and stakeholders that we will succeed in attaining our CSR objectives."

Clémentine GUIRAUD | Quality and Sustainable Development Director

FIND OUT MORE ABOUT OUR TOP PRIORITIES FOR GOING FURTHER STILL IN 2024!

EMPLOYEES.

- ◆ Securing the award of **SMETA® certification** for all our sites based on an assessment of our employee relations practices, occupational health and safety measures and business ethics.
- ◆ Harmonising our risk prevention practices by adopting **10 essential safety rules across all our sites**.

PRODUCTS.

- ◆ Working closely with our longstanding supplier to develop a **responsible purchasing channel for wheat**.
- ◆ Using only **barn or free-range eggs** in the preparation of all our products.
- ◆ Preparing for the rollout of **Planet-score®** by 2025.

EFFECTIVE
1 april
2024

ENVIRONMENT.

- ◆ Ensuring the renewal of our **EcoVadis certification**, and boosting our rating.
- ◆ Setting out our **carbon trajectory** for emissions reduction and hitting the targets set by the Paris Agreement.
- ◆ Boost the contribution of **green energy** to our energy mix.

TERRITORIES.

- ◆ Adopting a **disability and inclusion** policy.
- ◆ Continuing to support **local non-profit organisations**.

You can keep up with all our latest CSR news at www.onore.com and on our [LinkedIn](#) page.