

CORPORATE SOCIAL RESPONSIBILITY REPORT 2021



mademoiselle
DESSERTS

• IN LOVE WITH PATISSERIE •

CONTENTS

page
3

4 questions to
Didier Boudy

page
4

The main highlights
from 2021

1
page
6

CSR at the heart
of governance
and our economic
development

2
page
14

Offering sustainable
products and services

3
page
22

Be a responsible
economic player

4
page
30

Committing to
the company

page
34

2021 CSR indicators

At Mademoiselle Desserts, we strive not to take our commitments for granted and to keep moving towards increased responsibility. By publishing this 12th report of Social Responsibility, Mademoiselle Desserts confirms more than ever its commitment to the 10 principles of the Global Compact and its contribution to 11 SDGs.



SUSTAINABLE DEVELOPMENT GOALS



EDITORIAL

Didier Boudy
PRESIDENT



What were the highlights of 2021?

■ After a year of serious crisis in 2020, 2021 was a year of recovery, and a return to normalcy, but also a year full of highly important projects for the group. Indeed, we had decided on very bold investment programmes in 2019 and also in 2020. 2021 saw a large part of this come to fruition. Over the past year, our level of activity rebounded very well even if we have not quite yet reached the level of 2019. However, we have transformed our group:

A new ERP system deployed on our English sites and being set up in France.

The total overhaul of our logistics in France with the creation of 2 hubs, one of which was bought from STEF in Thenon in the Dordogne. Thanks to this logistical simplification, we are able to meet several objectives: reducing costs, reducing the number of kilometres travelled by 23%, improving customer service, reducing our carbon footprint.

And of course the major construction project of a new 6000 m² building next to our Tincques site. We are increasing our mini-doughnut production capacity by 50% at a cost of €25 million.

It has been a colossal year! But this is often the case with Mademoiselle!

“Destination Sustainable Desserts”: are you still committed to sustainability despite the crises you have experienced?

■ Destination Sustainable Desserts (DSD internally) has been the name of our strategic project for the past 15 years. The one we are currently implementing is DSD2023. In 2021, the group updated its articles of association to underpin its commitment to consider the social, societal and environmental consequences of its decisions on all its stakeholders. We have also rethought our raison d'être, our “WHY”, what drives Mademoiselle: *Always committed to offer everyone the best cakes and desserts.*

So yes, we are more committed than ever. And we are already starting to prepare for DSD2030.

Are you also making progress with “producing good, beautiful, healthy and safe products”, a major commitment of your “Destination Sustainable Desserts” roadmap?

■ Very much so. The R&D, Purchasing and CSR teams run our CLEAN M and NUTRI M programmes on a daily basis. This consists of developing recipes with lists of ingredients that are as short and clean as possible, reducing additives as much as possible. Our recipes are getting closer and closer to being homemade. I used to say that the only difference between artisan baking and Mademoiselle is the size of the pots and pans. This is really the case! And I would even add that our products are better and better packaged, with the ramping up of our PACK M programme to reduce the amount of packaging used, reduce plastic, and use more recycled material. We are making good progress here too.

You are ambassadors for the Green Rooster Community. What does that mean?

■ A little extra work but for a good cause! This community was launched by BPI France in conjunction with ADEME and the Ministry of Ecological Transition. It aims to bring together leading sustainability executives, “Pathfinders”, to help show others the way. A collective emulation supporting the ecological transition. A number of workshops and discussions will provide resources to accelerate this transition, whether in relation to eco-design, carbon footprinting or reducing digital footprints. Being an ambassador is first of all an honour but it is also about getting involved in this community and spreading the word about what we can do to protect the environment. And we should be asked more and more about this topic because as I speak we have just received confirmation of our B Corp certification. This is fantastic news for Mademoiselle, rewarding years of commitment to the ecological transition and the sustainability of our model. But we will tell you more in the 2022 report...

The main highlights from 2021

1 Valade Dordogne

The Valade site successfully passed the ISO 45001 certification audit. This international standard replaces OHSAS 18001. It has the same objective as the latter, which is to promote occupational health and the prevention of occupational risks. This new standard emphasises the importance of establishing the business context. This involves, among other things, identifying the stakeholders and the issues internal and external to the company and determining the manager's safety leadership style as well as employee involvement.



2 Corby Northamptonshire

The English sites conducted a quality of working life survey based on the Best Companies benchmark. The results have helped identify areas for improvement. Actions were quickly put in place. The Corby site was the first of the three English sites to organise discussion and training sessions with managers. This was an enriching but, more importantly, useful opportunity that allowed us to discuss motivation and communication within the site.



Good Health and well-being

3 Renaison Loire

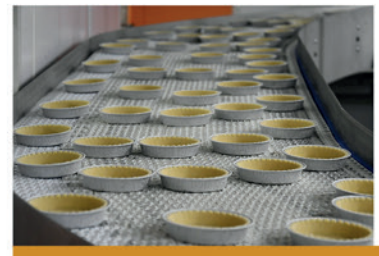
In Renaison, the refurbishment of the cold store and the production offices was necessary for the installation of the new Tartes Tropéziennes production line. Formerly made at the Aubigny-en-Artois site, these baked goods are now made in the Loire department. This transfer between the two sites has allowed for the optimisation of processes.



Industry, Innovation and Infrastructure

4 Saint Renan Finistère

In Saint-Renan, the actions taken to reduce energy consumption are bearing fruit. Between 2019 and 2021, annual energy consumption decreased by 12%, with gas consumption down 4.7% and electricity consumption down by 12.6%.



Responsible consumption and production

5 Maidenhead Berkshire

Certified by Coeliac UK, the Gluten Free range is continuing to expand. At the Maidenhead site, products are manufactured in a separate production area to avoid any risk of cross-contamination. This year, 9 new products have been added to the Maidenhead range, including apple crumble and carrot cake.



6 Taunton Somerset

Mademoiselle Desserts Taunton identified the need to move from blue plastic bag which is MDPE (Medium density polyethylene) to a flow wrap film which is Low-density polyethylene. Even though both plastics are recyclable, the film is also curbside collectable with more chance of being recycled than ending up in landfill which could have an adverse environmental impact. About 60% of Taunton products are now flow wrapped.

7 Weert The Netherlands

Millefeuille is the main product manufactured in Weert. This year, work has been carried out to improve its decoration. The objectives were two-fold: creating a cleaner product by removing additives and making it even more visually appealing!



8 Thenon Dordogne

2021 marks the year in which Mademoiselle Desserts' new Southern HUB was opened in Thenon. This has allowed us to increase our customers orders. The HUB, which is shared between Thenon and Valade, currently holds products from the Thenon, Valade, Renaison and Argenton-sur-Creuse production sites and can store 12,000 pallets. This will reduce the number of kilometres travelled by trucks and thereby reduce GHG emissions in 2022.



9 Argenton Indre

In September, the Argenton site recruited a safety and environmental manager. This new role is aimed at strengthening our human resources with a view to implementing the safety and environmental policies on site. There are two main tasks for our new employee: the occupational safety management system and the improvement of environmental practices.



Climate Action

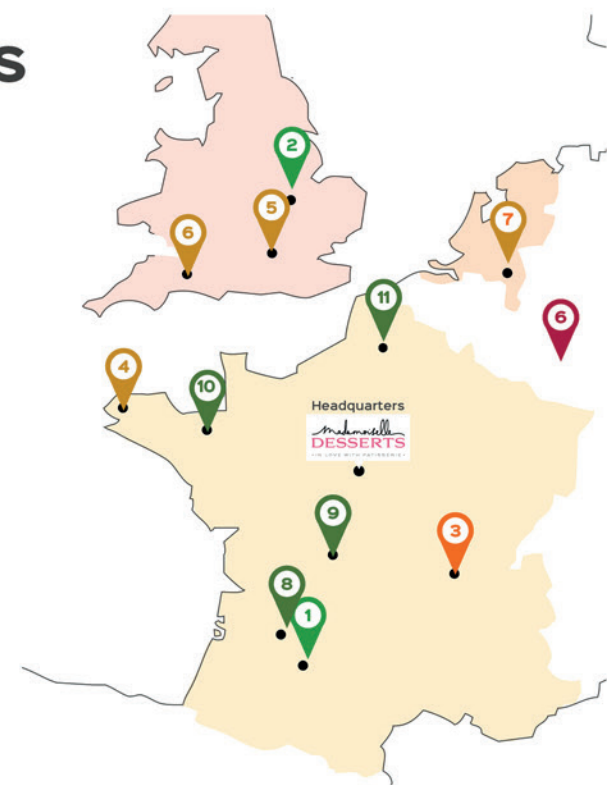
10 Broons Côtes d'Armor

A new, more environmentally friendly cooling system has been installed. This energy-saving facility reduces greenhouse gas emissions. In fact, cold production using natural gas (ammonia) now replaces HFC (hydrofluorocarbon) cold production. This has allowed for the installation of a heat recovery system for water and office heating. The freezing tunnels have also been renovated to optimise the quality of the freezing process.



11 Tincques/Aubigny Pas de Calais

The Tincques 3 Project was launched in early 2021. This involved the construction of a new production unit to increase the production capacity of mini-doughnuts as well as the establishment of a line for new products. The new building will be Breeam@-certified. This environmental certification recognises the environmental quality of the work and the solutions implemented in a sustainable development approach.



1

CSR at the heart of governance and our economic development



100% of the sites participating in the Clean M programme

Contribution to **11 SDGs** UN Agenda 2030

Our stakeholders

INTERNAL



Employee Representative Bodies

The members of the Social and Economic Committee (SEC), including professional unions, ensure the collective expression of employees as well as their responsibilities in terms of social and cultural activities.



Workforce

Internal communication, newsletter, ethical charter of conduct displayed and explained at the time of hiring, integration and training plan, promotion of sporting activity for well-being.



Shareholders/Investors

Aware of the importance of environmental, social and governance factors, our investors closely monitor the annual CSR performance indicators.

EXTERNAL



Customers and consumers

Offering healthier products that are just as tasty, while supporting consumers' healthy eating habits. Dialogue with our clients for the development of sustainable products.



Recruitment agencies

Close link with local agencies to recruit more effectively. Construction of vigilant action plans to guarantee compliance with regulations and to ensure that employees are in line with the expectations of the position to be occupied.



Charities - Food Bank

Partnership with local charities in the form of financial sponsorship or donations of cakes and desserts. Contribution to food aid as part of solidarity initiatives.



Public authorities and communities

Local involvement, investment subsidies, dialogue and participation in the life of the land with the water agency, local communities, town halls and French Environment and Energy Management Agency [ADEME].



Suppliers

The responsible purchasing strategy mainly concerns long-term contracts, a sector-based approach for flour, eggs, etc., prioritising "local" produce wherever possible and CSR assessments.



Schools and training institutions

Recruitment of trainees and those on work-study training programmes from the third to fifth year of higher education in order to build suitable professional careers and develop the employer brand and attractiveness.



International organisations

Integration of the UN Sustainable Development Agenda 2030 through meeting the 17 Sustainable Development Goals. Report in line with GRI expectations. Works with the Global Compact.



Peers

Mademoiselle Desserts is a member of the French Association of Food Industries [ANIA] working groups and participates in the 3D and ALTERE workshops. Member of the Federation of Baker-Pâtisserie companies [Fédération des entreprises de Boulangerie-Pâtisserie (FEB)]



French Tech Périgord Valley and Mademoiselle Desserts

Mademoiselle Desserts understands that maintaining trusted relationships with local stakeholders is essential if we are to work together to achieve SDGs. Being collectively involved in change also means encouraging new players to implement sustainable practices. In the autumn, Barbara Bosquette, the group's communications and sustainable development manager, took part in the round table organised by French Tech Périgord Valley and the Economic Chamber of the Dordogne on the theme "CSR: a source of innovation". During this discussion, the guests shared their own experiences to encourage local entrepreneurs to establish responsible projects.



Our values reflect who we are and convey our vision of the company. They guide our relationships and the way we work with our various stakeholders.

Our values

#RESPECT

How we see it:

“Being respectful involves guiding and supporting employees throughout their careers. It also means having the ability to question yourself and to consider others as well as yourself. If compassion is a value that resonates with you, Mademoiselle Desserts is the right place for you.”

How others see it:

“When we organised a charity run at El Purpan, Mademoiselle Desserts immediately showed its support for the event. This project enabled the school's students to raise funds for projects to help communities in developing countries. Thank you again for your kindness and your help in organising this event.”

How we see it:

“The value of Passion corresponds perfectly to Raymond Vincent's quote: *“The future belongs to the bold, it belongs to those who seek, who take risks”*. It is an integral part of our daily life, particularly in R&D. It is a dynamic value according to which we experiment with new knowledge and unexpected ingredients and shake up old habits to improve our future growth and indulge in a healthier way.”

#PASSION

How others see it:

“In line with its commitment to CSR, and as part of its collaboration with Novacart Group, Mademoiselle Desserts has decided to scale up and develop the use of our baking paper packaging. Our collaboration allows us to come up with new concepts which, although sometimes more expensive than the old solutions, are more respectful of the environment and consumers. With this goal in mind, Mademoiselle Desserts has agreed to modify its production lines so that its industrial equipment and our baking moulds are compatible. This also allows us to reduce the weight of the paper used. This partnership gives everyone the opportunity to make a tangible contribution to a more responsible and respectful world.”

#DELIGHT

How we see it:

“According to Blaise Pascal, *“The pleasure of the great is the power to make people happy”*. And our profession is certainly one that brings happiness to many people. Here at Mademoiselle, this famous quote rings true because our greatest pleasure is to develop and create recipes that will delight children and adults alike. Having worked in the export department for several years, I have many opportunities to interact directly with our customers and to witness the delight they take in sampling our baked goods and selling them in their respective regions. Pleasure therefore has this ability to multiply and be shared throughout the world.”

How others see it:

“*“All pleasure is a pleasure of love.”* Thanks to Mademoiselle Desserts, with whom our communication agency has been working for more than 10 years, we take great pleasure in each new product launch. We work together to create mouth-watering visuals, original narratives and enchanting atmospheres for a true visual sensation (even though the taste buds will have to wait their turn!). The compassion, attentiveness and trust shown to us by the passionate team at Mademoiselle Desserts make us buzz with creativity and *“fall in love with patisserie”* each and every day.”

How we see it:

“I am impressed by the quality of the processes and products, the quality of the ingredients, and the respect for food safety which is a far cry from some of the negative preconceived ideas people have about industrial pastries. I am very reassured and I now tell everyone about it! It generates interesting discussions with my friends and family.”

#COMMITMENT

How we see it:

“In the last twenty years, we have forged a relationship of trust with Mademoiselle Desserts Valade thanks to its ongoing loyalty and transparent communication. As an apple grower whose job is a true passion, I value the group's interest in our collaboration and their high product quality standards. Commitment is not only gauged by the ability to supply a product but also by the understanding of production methods and the desire to learn about them. It is always a pleasure to welcome the Mademoiselle Desserts team to my orchards. The mutual commitment to a local relationship is a major asset in our partnership!”



Lucas Salinier
Human Resources Intern
Valade, France



Victor Lantoine
Student at El Purpan



Emmanuelle Forget
Director of R&D and
Methodology
Argenton-sur-Creuse, France



Lionel Gaillard
Novacart Group
Novacart-brand



Justine Crendal
European Sales Manager
Tincques, France



Laurence de Villiers
Creative Director
Ponton 3 Agency



Christian BAUDU
Supply Chain Manager
Argenton, France



Christian Rubellin
Apple growers in Corrèze

SUPPLIES

We meticulously select our raw materials and packaging to guarantee the best quality products whilst respecting our values.

Raw materials

of plant origin:
flour, sugar, chocolate, etc.

of animal origin:
milk, cream, eggs, etc.

- Responsible sourcing, CSR assessment of suppliers
- Support for the initiatives undertaken (Forever Chocolat, Transparence cacao)
- Reduction of residues from plant protection products
- Local purchasing wherever possible

- Responsible sourcing, CSR assessment of suppliers
- Consideration of animal welfare
- Reduction of greenhouse gas emissions
- Local purchasing wherever possible

Other ingredients

Reduction or, if possible, elimination of controversial ingredients and additives



Packaging

Eco-friendly product design, reduction of the use of plastics



ALWAYS TO OFFER THE BEST CAKES

COMMITTED EVERYONE AND DESSERTS

Manufacturing and Innovation

68,887 tonnes of baked goods produced

7% Share of turnover from products less than 1 year old

Energy consumption

82 083 388 kWh Gas + Electricity

3.22 m³ Water per tonne of product produced

People

1808 employees

50.4% men | **49.6%** women

40 years old average age

Shared values that comply with our ethical charter

Factory outputs

70% of waste recycled

Solidarity

The equivalent of **€452 K** worth of baked goods donated to charity

149 Charities supported

CONSUMPTION

Our pastry range is available in:

- Pastry bases
- Desserts
- Tarts
- British desserts, etc.

- Supermarkets
- Out-of-home catering

Consumer brand

Including products certified as:

- Organic
- Vegan
- Gluten free

Product specifications, often virtual, created with our customers.

FABRICATION

8 SITES IN FRANCE

3 SITES IN THE UK

1 SITE IN THE NETHERLANDS



DESTINATION DESSERTS
DURABLES
DESTINATION: SUSTAINABLE
DESSERTS

“Destination Sustainable Desserts” has been the Group’s most important project for several years now. It demonstrates the company’s genuine commitment to:

- Sustainable economic growth
- Manufacturing attractive, good quality, healthy and safe products
- Industrial excellence
- Protection of health and safety at work
- An ambitious programme of innovation “Thinking out of the box”
- Responsible purchasing of our raw materials
- Sustainable consumption of packaging



OUR CLEAN M AND NUTRI M PROGRAMMES



At the end of 2021 we celebrated the 5th anniversary of our CLEAN M programme!

Thanks to all these years of research and product improvement we are now able to offer baked goods containing fewer ingredients and sustainably-sourced raw materials.



The NUTRI M programme aims to improve the nutritional quality of our baked goods. This involves reducing and sometimes removing sugar, salt and/or saturated fatty acids and replacing them with ingredients rich in fibre and protein.

● Séverine LAFURY,
Raw Material and Supplier controller,
Corby, United Kingdom



“In 2021, our Taunton (UK) site removed potassium sorbate from the majority of recipes and worked with our suppliers to remove it from fruit fillings. It also replaced cellulose with pectin. Our Maidenhead (UK) site has changed its supplier base in order to use sulphite-free dried coconuts and cellulose-free soft toffee pieces.”

Our objectives

Ingredients: 6% more “clean” baked goods in 2022

In 2021, 53% of production volumes were classified as green according to our rigorous internal standards* (+4% compared to 2020).

CSR: minimum 2 out of 3 “cherries” for all our products

According to our internal standards*

Calculate the environmental impact of 5 test products

*Available on request



THE TOOL OF THE FUTURE

The maintenance of production equipment and buildings; investment in less energy intensive machinery; the purchase of palletising robots to improve working conditions; the deployment of information management and traceability software with ERP systems; the simplification of downstream logistics, which also makes it possible to reduce the number of kilometres travelled by lorries, etc.: these are our main objectives which are aimed at maintaining the highest level of performance and commitment to our activities. In 2021, the group invested €27 million in its production sites.

Our objectives:

Deployment of the **new ERP information** system in France.

Commissioning of the new **BREEAM-certified building** in Tincques.

Opening of the **northern hub** in Arras for the in-house storage and shipping of finished products.

Replacement of most of our artificial refrigerants with **natural refrigerants**, combined with more efficient equipment and heat recovery.



THE EMPLOYER BRAND

The most important priority at MADEMOISELLE DESSERTS is **the health and safety of our employees and their Quality of Life at work**. All the necessary measures have been taken in this regard and major investments have been made in the design of workstations.

Our employees therefore wear the MADEMOISELLE DESSERTS colours with a firm dedication to a growing Group that will recruit more than 150 people in 2022.

With this in mind, the HR teams work every day to foster the development of all employees, to make social dialogue easier, to promote diversity and support those with disabilities, and to facilitate change by meeting the performance requirements of the field.

Our objectives:

Our objectives are to build a reputation as a Responsible Employer, to communicate our values and to attract talent. To do so, we are deploying the following actions:

- **Attracting talent** by hiring young apprentices, whatever the sector of activity (notably R&D, Quality or Production) and creating partnerships with schools,
- Developing our visibility as an employer by promoting our company on social and professional networks, both locally and nationally,
- Supporting **internal mobility** with structured support actions, and developing the skill sets of our employees.



THE ENVIRONMENT

We have completed our scope 1, 2 & 3 carbon footprint reports for the 2019 baseline year for all our sites in France, the UK and the Netherlands. Our tools allow us to define our trajectory and establish action plans and the associated indicators. Scope 3 represents 95% of the Group’s total greenhouse gas emissions. We are also pressing ahead with our PACK M programme.

Our objectives:

Pursuing actions to **reduce energy consumption** by investing in environmentally friendly and energy-efficient equipment. For example, the new building under construction in Tincques will be a BREEAM-certified “green building”.

We are extending our partnership with TRAACE to carry out our **carbon footprint reports** and monitor our action plans. **Mademoiselle Desserts is committed to achieving a 20% reduction in its emissions by 2030.**

Further developing our **PACK M programme** to reduce the consumption of packaging materials, paper and cardboard, aluminium and plastics, and to promote the use of recycled and recyclable materials. Today, 87% of our packaging volumes are recyclable and 78% of the materials used in our packaging (paper, aluminium) are recycled.

Offering sustainable products and services



2

ZERO HUNGER



Eliminating hunger, ensuring food security, improving nutrition and promoting sustainable agriculture



3

GOOD HEALTH AND WELL-BEING



Enabling everyone to live in good health and promoting well-being for all at every age



9

INDUSTRY, INNOVATION AND INFRASTRUCTURE



Building resilient infrastructure, promoting sustainable industrialisation to the benefit of all, and driving innovation

“Clean” ingredients

As part of its CLEAN M programme, Mademoiselle Desserts has removed E450 from all new muffin recipes listed in 2021.



Understanding the market

Our custard tart

Our custard tart is based on a traditional recipe: local flour from the Périgord, whole eggs, fresh milk, butter and a well-trained hand! And this has been our recipe for success for over 30 years.

Cow's milk represents 60% of the total ingredients. We use fresh milk from French farms, fed without GMOs (<0.9%). For most of our recipes, milk is sourced from a geographical area with a protected designation of origin (PDO).



Gluten free and Vegan

Consumers often seek out “free from” products, for example without gluten or animal ingredients, but they don't want to compromise on taste, pleasure and quality. Mademoiselle Desserts offers a wide range of gluten-free and vegan products made in its UK factories including chocolate cake, carrot cake, caramel shortcake, vegan cookies, gluten free and vegan spiced fruit granola, to name but a few.





Bundt cake

Introducing the bundt cake: one of our new, must-try products that we showcased at SIRHA. This soft and indulgent cake with a financier base is crown-shaped and filled with a melting ganache. It is available with a chocolate hazelnut filling, a raspberry filling or a caramel filling!

Our attendance at SIRHA

In October 2021, the SIRHA international catering exhibition was held in Lyon. Our teams attended the exhibition to promote our expertise and our new products including bundt cake, baby flan, brownies with a twist, gourmet pots, and marguerites, to name but a few. On this occasion, we were joined by the illustrious Thierry Marx.



Take away....

Deliveries and takeaways have grown in popularity since the 2020 COVID pandemic, and this at a time when consumers are particularly mindful about what they eat. Our English teams have developed a whole range of



"food to go" products, such as the Gluten free Caramel Praline, the Gluten free & Vegan Flapjack, or the mini chocolate Brownies, available in both Gluten free and Vegan versions.



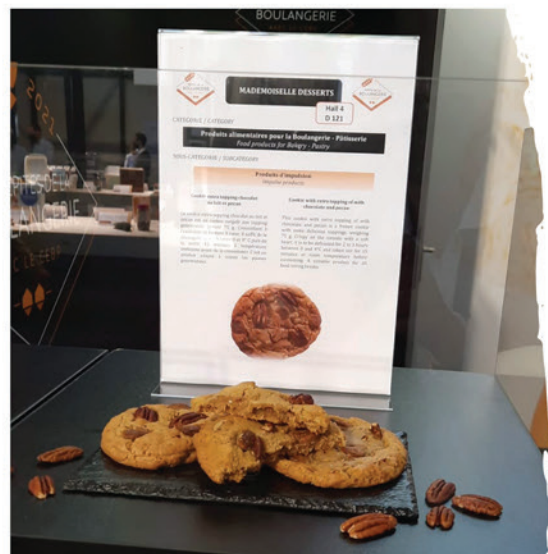
The Lunch Show !

In September, our English team exhibited at the LUNCH SHOW in London. This was a great opportunity to showcase our knowledge and present our new products such as our mini Red velvet cakes and carrot cakes.



Les pépites de la Boulangerie, June 2021

One of our latest innovations presented at the Pépites de la Boulangerie 2021 competition won the IMPULSION category. The product in question is our new Cookie Extra topping with milk chocolate and pecans. This product was selected from among the products or concepts best suited to the world of bakery, pastry and confectionery, by a jury made up of 9 artisan bakers, networks, representatives of METRO and Transgourmet distributors and experts from the sector who had the opportunity to try the products.



The DRIVE: a first for Mademoiselle Desserts!

Baked goods in the DRIVE range are a new development for Mademoiselle Desserts. In collaboration with one of our long-standing customers, we have developed a selection of frozen products for the Drive range. In addition to these new recipes, specific packaging has also been created.



Organic madeleines in high-speed passenger trains (TGV) and Intercity trains

Mademoiselle Desserts is proud of its partnership with Newrest, thanks to which it now offers 3 organic products on TGV and Intercity trains: madeleines, plain brioches and chocolate chip brioches. These new product developments have been carried out in compliance with the specifications and the CSR code of conduct of the Newrest Wagons-lits group, signed in July 2021.



Co-developed with Lotus Bakeries

Drawing on our expertise in the baked goods sector, we decided to join forces with Lotus Biscoff, the leader in non-chocolate spreads. The result? Doughnuts & muffins with a soft speculoos centre: the definition of deliciousness.



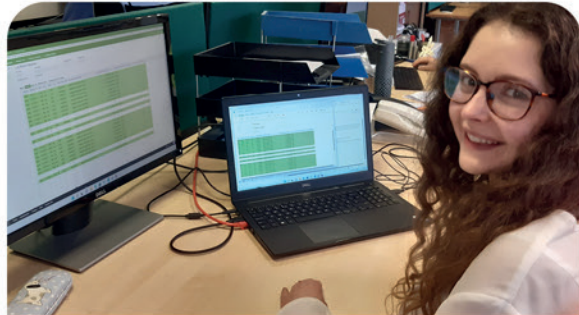
Our international presence

"The main challenges we face internationally are the pastry cultures of the markets we export to. And in order to overcome these challenges, we have to adapt our pastries to local tastes whilst, at the same time, promoting France through our French expertise. For example, for Korea, straw or palm leaves can be used in a variety of aromas or for decoration." Sabrina Brulhet, Asia Pacific Sales Manager.



Ensuring food safety and responding to health issues

Certifications are essential to our business. They serve as an essential criterion for our listing. Our quality teams set the pace and oversee our quality and food safety management systems each and every day.



CORBY SITE

Georgia from Corby's quality department working on the ERP

100% traceability guaranteed

“The introduction of IFS, the ERP system used by our UK sites, has significantly improved access to product information and reduced paper-based management. This system also means we can guarantee the 100% traceability of our raw materials. The mass balance of a material such as flour or sugar, from receipt to delivery of the finished product concerned, can be completed in one hour. The full traceability of all ingredients in a finished product can be obtained within two hours.” explained Samuel from Corby's quality department.

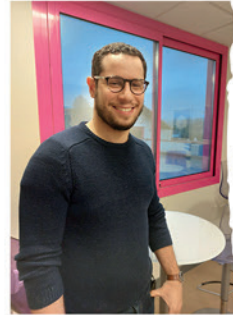
Deployment of the new ERP in France

In France, the training of project teams in Sage ERP software began at the end of 2021: Production, Planning, Logistics, Purchasing, Finance... many departments are involved. More than fifty people from the project teams were trained and participated in the test sessions. Operational start-up is planned for early 2022.



Formulation of our recipes

In combination with ERP, BeCPG software offers many new features to optimise product development work: from sourcing to acceptance, from material losses to the communication of technical information to all parties, including those working in NPD, production, quality, methods, safety, management control, and customers.



“It is both a formulation software program and a storage database meaning that all the information is centralised and can be consulted by everyone, allowing for better interdepartmental communication”, Karim Tounsi, NPD project manager.

Hand hygiene is a must

In May, Global Hand Hygiene Day is celebrated. The Argenton site organised various events around this theme. The Quality team wanted to make all employees aware of the importance of hand hygiene by using a UV box and a hydroalcoholic gel that becomes phosphorescent under UV light. Nothing can be left to chance: hygiene is a must! This initiative is regularly reviewed.



ORGANIC

Mademoiselle Desserts is proud to offer certified organic products. Four of our production sites are certified organic to guarantee full traceability of the processes and ingredients from organic farming. The products in question are essentially madeleines, brioches and muffins.



Offering ever healthier and more responsible products

More clean baked goods

Since 2017, our purchasing, R&D, commercial and CSR teams have been working together on the Clean M project. The objectives? To use fewer ingredients, to eliminate the use of additives and compounds that are harmful to health, and to ensure responsible and sustainable sourcing from an ethical and environmental perspective.



“Clean” ingredients

In 2021, Mademoiselle Desserts redeveloped its “Griotte cherry delight” dessert, which contains white chocolate mousse, poached cherries and sponge cake, to remove the use of palm oil and gelatine.



The millefeuille and its cleaned up decoration

The Weert team recently “cleaned up” the decoration on our millefeuilles by removing unwanted additives. The E133 colouring has been replaced by a concentrate of spirulina and apples. The E172 colouring has been replaced by a mixture of curcumin and beetroot red concentrate.

Au revoir to E450

In France, our R&D teams in Argenton-sur-Creuse, Tincques and Valade have been working to remove E450 from our products. Present in some of our recipes and recognised as a controversial additive due to its phosphate content, we have now found an alternative. The new, safer ingredient is also permitted in organic production. From now on, all our new recipes for yellow pastry, pie crusts and muffins will be made without E450.



Nutrition as a top priority

Consumer health is one of Mademoiselle Desserts' primary focuses. For the past three years, the Nutri M project has been working to improve the nutritional quality of our baked goods.



In 2021, our R&D teams worked on ten or so of the group's iconic products including flan, apple pie, framboisier cake, crispy chocolate tarts and chouquettes. On the menu: reduced calorie intake and reduced sugar content, saturated fatty acids and salt.



Clean M and Nutri M: our perspective

“I have always been passionate about food from a very early age, and I think I was destined to work within the food industry.”

I trained as a baker and a chef and now find myself working for a company and with a group of people who also share my love of food.

My team and I are very passionate about creating beautiful, tasty desserts. But the one thing that we have all realised especially following the Covid pandemic, is the importance of a healthy and nutritious diet.

This is why it is vital that as a company we focus on our Nutri M and Clean M projects, leading the way forward in creating delicious food in the best way we can.

As they say “you are what you eat”.

Garry HEWINGS
NPD Controller, Taunton, United Kingdom



Maintaining production equipment

Every year, the group, supported by its shareholders, invests in the maintenance of production equipment, premises, new technologies and new production lines. In 2021, €27 million was invested in the sites in France, England and the Netherlands.



Tincques 3!

The major project of the year, the Tincques 3 Project, was launched at the end of February 2021. It involved the construction of a new production unit in Tincques to increase the production capacity of mini-doughnuts, as well as the establishment of a line for new products produced in small batches. The building will therefore house 2 scalable and automated production lines for the 9 stages of doughnut production, storage areas for raw materials and finished products, offices, social and technical premises, and a new car park. The new building is scheduled for completion in the first quarter of 2022 and will create 35 new jobs.



The Cobot, a collaborative robot

We now use a cobot, or collaborative robot, to decorate some of our products as a replacement to manual piping bags which require employees to make repetitive movements. The cobot is designed to collaborate with humans in a shared workspace. This type of robot is very flexible and mobile: it can be used and moved around the workshop very easily. In Broons, for example, it is used to decorate Swiss rolls.



Tropézienne tarts in Renaison

In 2022, the expansion of the Tincques site will be accompanied by the transfer of activities from the Aubigny-en-arts site, to Tincques and Renaison in the Loire valley. In order to accommodate a new manufacturing process for Tropézienne tarts at the Renaison site, the latter had to be reorganised. Work was carried out in 2021 to completely refurbish the factory and create new offices for the production staff. A step in the right direction for creating delicious tartes Tropéziennes.



Breem®-certified building

The new building will be Breem®-certified. This environmental certification recognises the environmental quality of the building and the solutions implemented in a sustainable development approach. ELAN is assisting the Group with this project. Breem® certification encompasses the areas of management, health and well-being, energy, transportation, water, materials, waste, land use and ecology, and pollution.



A muffin line in Broons

The Broons site, which specialises in the production of "entremets", diversified in 2021 following an investment in a new muffin production line. This range of muffins has been transferred from our Tincques site. This line is equipped with a robot that will transfer the muffins directly from the baking trays into the blister packs, an operation that was previously carried out manually, thereby improving the ergonomics of the workstation. The aim is also to support growth in the muffin range in general, which will create 25 additional jobs.



A new roof in Argenton-sur-Creuse

The reduction of greenhouse gas emissions is a major environmental issue and a key focus for Mademoiselle Desserts' sustainable development strategy.

At our Argenton-sur-Creuse site, we have renovated our steel structure to support refrigeration pipes. The process is quite (read "very"!) technical, but the aim is to replace the remaining fluorinated gases in some of our refrigeration systems with ammonia, the most widely recommended refrigerant for cooling, which is natural and has no impact on global warming. Various stages were involved and all the installations will be in place by the beginning of 2022.



A brand new line for scones

An investment of £150,000 has been made to upgrade the scone making equipment at Maidenhead: a new larger mixer and automated water supply and a mobile dough bowl to transfer the dough onto the line—following process discussions with the Valade site which already uses this system—and a new extruder and cutter to allow for different scone sizes are now in place.



3

Be a responsible economic player



Ethics, respect for people and the environment, and quality of life at work are at the heart of our strategy. Because the process is just as important as the result.

Equality

The Group employs 896 women, accounting for 50% of the workforce. All of our job positions, whether more technical in our manufacturing workshops or in cross-functional departments such as Sales, Marketing or Management Control, are open to both men and women. There are many examples of internal mobility within the Group, both for women and men.

Mademoiselle Desserts has always been committed to supporting its employees and giving them equal rights on a daily basis.



Fundamental rights at work

In 2022, Mademoiselle Desserts aims to implement a secure internal whistleblowing system that will allow all stakeholders to report misconduct such as corruption, discrimination, and fraud. This system will be accessible to all online.



SEDEX

Seven sites of the Mademoiselle Desserts Group are SEDEX members. This international collaborative platform allows us to exchange supply chain information with our customers to ensure transparency and continuous improvement. The areas concerned are labour law, health and safety, the environment and business ethics.



Best Companies

With the first survey conducted in March 2021 and the second in October, Mademoiselle Desserts UK has launched its first Quality of Life at Work study using the "Best Companies" benchmark. All teams from the Corby, Taunton and Maidenhead sites took part and obtained a "One to watch" result, reflecting a good level of commitment from the sites. Action plans are now being drawn up for 2022 in collaboration with the teams and managers of each department.



Adapting to the new world - an attractive employer brand

Attracting talent and supporting our existing employees' development through the provision of training are the key focuses for our Employer Brand in 2021.

Training!

In 2021, we introduced training sessions for "Local Managers". Designed in-house, this inter-site training course is centred around a common understanding of the managerial role. The programme is hands-on and specifically adapted to the daily activities of each person in the company and the reality of their everyday working life.



Training....

...in R&D

Valade's R&D department hosted the two-starred chef Thierry Marx and Joël Defives (winner of the Meilleur Ouvrier de France award and Bakery Educator) for a training session on the use of leavened dough and savoury puff pastry. From puff pastry brioche to Babka and savoury puff pastry, the session was a great opportunity for the teams to learn how to work with these new doughs and textures and create original recipes. This enriching experience in the company of some of the leading figures in the world of pastry will no doubt inspire many new creations.



...in production

At our Taunton site, Line 3 employees received training on product packaging, among other things. This line makes apple tarts, lemon meringue pies and cheesecakes. The objective was to analyse working techniques and conditions in order to improve, simplify and streamline daily operations.



A new production manager in Corby

We welcomed Liliana Strong to Corby in her role as Production Manager. "I joined the Corby team in September and immediately felt at home. I really appreciate the integrity and loyalty of my colleagues and I come to work every day with a smile on my face. It's important for me to be happy at work because it boosts my performance and quality of life. Every task is different. I think that the variety and complexity of the processes, the controls to be carried out, and the organisational support are key contributing factors to a good working environment".



Encouraging work placements

Mademoiselle Desserts takes on 23 interns across the group's various sites. The work placement scheme allows students to acquire significant professional experience in their field of study. In addition, Mademoiselle Desserts offers interns rewarding assignments and a dedicated mentoring system adapted to their needs.

Manon INFANTE, a production intern in Argenton, talks about her experience:

"I have been working on placement for two and a half years at Mademoiselle Desserts' Argenton site. After completing a DUT, I am currently studying at the ENSCBP in the Industrial Engineering Agro-food sector to become a Production Engineer. In two and a half years, my mentor, Thomas Dupré, has given me several formative assignments on a variety of subjects: from continuous improvement with the reorganisation of a work area and the reduction of material losses, to assignments involving management, as team leader and/or project manager with an investment project for a packaging machine. It is an interesting programme and a great experience."

35 years of service!

In Taunton, Patrick Cridland celebrated his 35th anniversary. Patrick works in the Hygiene team: "What I love most about my job is working with my colleagues: they have been like my family for all these years!"



A medal for 20 years

Working for the company for more than 20 years is certainly something to celebrate! Three employees at the Argenton site were recently awarded the work medal. The medals were awarded in the presence of the site's management team to thank the employees for their commitment.



Maintaining good working conditions

The offices at the Weert site were renovated this spring. New floors, new paintwork in the Group's colours, and new lighting have made this renovation a success for a better everyday Quality of Life at work.



ARGENTON-SUR-CREUSE SITE



Our presence at job fairs

In Arras, Lomme and Périgueux, Mademoiselle Desserts' human resources teams actively participate in job fairs. These fairs are excellent opportunities to network and meet potential candidates. The group is always on the lookout for production operators, maintenance technicians, and shipping and logistics officers.



At Valade, 8 students are completing work placements in maintenance, human resources, quality, production and CSR....

The group's objective is to provide them with a well-rounded experience by ensuring a fulfilling professional environment which is guided by the company's overarching principles: Compassion, Boldness, Fun & Commitment.



Health and safety: our number one priority



Safety'M



Jon Coombs and Corinne Escot proudly presented the new SAFETY'M safety team in France which consists of the safety managers from each site and aims to:

- Create an inter-site health and safety culture
- Standardise our safety management systems
- Share and communicate good practices
- Introduce joint actions to all sites



Reducing the risk of accidents

Since 2018, we have been intensifying our efforts to protect the health and safety of all our employees. A theatre group, physiotherapist, driving simulator, board games and many other activities have helped raise awareness of health and safety at work. These initiatives were a great success and allowed us to halve the accident rate. We also recommend that our employees do warm-ups and movement exercises before they start work in order to prevent the occurrence of occupational accidents and musculoskeletal disorders.



Warming up before work

After a test phase conducted in 2018 on certain production teams, the "muscular warm-up" exercises, to be carried out before starting work, have been rolled out to all production teams at the Broons site as well as to all other departments present on the site. 12 advisors and 120 people have undergone training and the programme has been very well received by employees, particularly those working in production. Although the main aim of this programme is to reduce Musculoskeletal Disorders, the benefits don't stop there: the reduction of perceived pain, improved group cohesion and better integration of new recruits are just some of the other advantages offered by this initiative. These initiatives have also been implemented at some of the group's other sites.

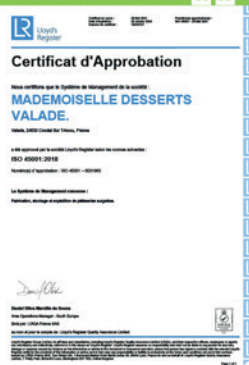


ISO 45001 certification at Valade

The Valade site has successfully passed the the ISO 45001 certification audit. This international standard, which replaces OHSAS 18001, aims to improve occupational health and safety.

Over a 5-day period, the auditor visited the site to question all the departments on the day-to-day management of safety: objectives, management, communication, risks... The auditor concluded that the site has a very good awareness and understanding of safety at all levels. Only two minor non-conformities were noted.

VALADE SITE



BROONS SITE



The "United Heroes" platform



For 4 years now, Mademoiselle Desserts has been a partner of the "Sports and Health" platform United Heroes. This start-up has grown and the solutions offered have diversified and expanded. We are therefore able to offer all the group's employees, whether they are based in France, the United Kingdom or the Netherlands, sports activities, live coaching, and advice on nutrition and health, etc. As in previous years, the Renaison team took part in the "Tout Roanne court" run, and in December, as part of the "la course aux chocolats" [the chocolate race] challenge, 20 employees were raffled off after running several kilometres...



5 years without lost time injuries at Valade supply department

"We are very proud of this result! Some might say: "but there are only 21 people in the department, it's easy to reach that figure". However, some departments are more exposed to safety risks, such as the SUPPLY department. For example, in 2020 we recorded 14 safety events, including 7 near misses. This is much more than some other departments. Today, bruises, twists and pains are the most common accidents in our profession. This is why, in recent years, we have introduced lifting aids and made it compulsory for all warehouse workers to have CACES 1 training as a minimum. Falling butter pallets and 1000 litre vats remain the most serious events encountered, for which the risk of accidents remains high. This current achievement has not happened by chance, but is the result of five years of communication, awareness-raising, training, investment and staff involvement. It is all thanks to the hard work and collaboration of our teams.



A new butter slicer for Argenton

In September, the Argenton site acquired a new innovative piece of equipment: a butter slicer. This device has considerably improved working conditions by reducing the need for repetitive movements. It has proven its effectiveness and the employees are delighted with it. "We made the right choice," confirms Ludovic in the maintenance department.



Mobility Week in Renaison!

In September, mobility week inspired the Renaison and Argenton-sur-Creuse teams to take part in a local challenge organised in the Auvergne-Rhône-Alpes region and a Nordic walking event organised by the town of Argenton.



Anne-Marie DEMARS, Human Resources Manager at Renaison

"The aim is to encourage people to think about how we can incorporate walking, cycling and carpooling etc. into our way of life, both for our own health and for the protection of our environment. It was also an excellent opportunity to earn points for our United Heroes corporate challenge by walking thousands of steps. What amazing initiatives!"



Environmental protection

Our carbon trajectory

In 2021, Mademoiselle Desserts carried out its carbon assessments using the TRAACE tool in accordance with the carbon footprinting method for France and the GHG Corporate Standard protocol for the UK and Dutch regions. The baseline year and starting point for the monitoring of our carbon trajectory is 2019 which had a scope 3 emission intensity of 4.22 CO₂e/T of finished product. 95% of our emissions for the group belong to this scope 3 category, which mainly concerns agricultural raw materials of animal and plant origin. (Emission intensity is defined as the volume of emissions per tonne produced).

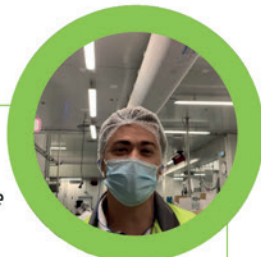
Mademoiselle Desserts is committed to making a **20% reduction in the scope 1, 2 and 3 energy intensities by the year 2030**. We intend to have our reduction plan validated by the Science-Based Targets initiative in 2022. An offset programme is also being considered which would fund sustainable carbon sequestration initiatives and renewable energy generation projects.

Reducing our energy consumption

In 2021, the group's absolute scope 1 & 2 emissions amounted to 15,279 CO₂e/T. In absolute terms, these emissions have decreased by 8% compared to 2019 thanks to the work of our GREEN group (Groupe REseau ENergie) and all the energy improvement actions implemented at our production sites.

These emissions have increased in intensity by 10% (i.e. our emissions in relation to the tonnage manufactured) compared to 2019, the baseline year for our carbon footprinting report. This is a result of the Covid health crisis and the decrease in production.

In 2022, we aim to reduce our consumption intensity, i.e. per tonnage manufactured, by -5% for electricity and -3% for gas.



Jonathan EME,
Apprentice engineer in the
maintenance department
Valade, France

"We have calculated that our actions will reduce the daily electricity consumption for lighting at our Valade site by 47%. The teams are taking measures to reduce energy consumption, including by relamping the manufacturing areas. This involves replacing the old neon lights with LED lights."

VALADE SITE

Retrofitting our refrigeration facilities

Refrigeration has a direct impact on the environment and is a major challenge in the fight against greenhouse gases. French regulations are being stepped up with the aim of eliminating HFC (hydrofluorocarbon) gases, which have a significant environmental impact. In this regard, Mademoiselle Desserts has launched a programme to ensure compliance, to upgrade its equipment and to remove fluorinated refrigerants from its facilities. The aim of this project is to design energy-efficient equipment that uses natural and environmentally neutral fluids. This strategy allows us to access the Energy Savings Certificate [Certificat d'Economie d'Énergie or CEE] scheme, which entitles us to receive a contribution to finance the installations. After auditing our French sites, we implemented the projects at 5 production sites: Argenton, Broons, Renaison, Saint Renan and Valade. These projects involved:

- The installation of ammonia refrigeration systems;
- The installation of heat recovery systems;
- Reducing gas and electricity consumption;
- Increasing the reliability of facilities and reducing maintenance costs;
- Planning for future investments.



Quentin LAMOTHE
Industry Project Engineer

"Our processes require the storage and freezing of products. The cold installations we used for these activities were becoming old, energy-intensive and would soon be under fire from regulations. We replaced them in anticipation of their decreasing reliability and environmental impact. The project has allowed us to: - Eliminate 88%, 97% and 99% of HFCs at our Argenton, Broons and Renaison sites respectively; - Reduce our electricity consumption by 20% and gas consumption by 70%. The installation of the new facilities required intensive daily supervision by the maintenance and new works teams at each site."



In 2021, Mademoiselle Desserts reaffirmed its commitment to the Coq Vert community, which was established by bpifrance in collaboration with ADEME [The French Agency for Ecological Transition]

and the Ministry of Ecological Transition. The purpose of this community is to encourage its members to work together in support of the ecological transition. A number of workshops and discussions will provide resources to accelerate this transition, whether in relation to eco-design, carbon footprinting or reducing digital footprints. "Being an ambassador is all about getting involved in this community and spreading the word about what we can do to protect the environment."



Reducing our water consumption



The role of equipment cleaner is essential in the food industry. Without clean equipment, manufacturing activities cannot take place and food hygiene regulations cannot be complied with. Equipment cleaning is an everyday task. Our teams are well-trained and efficient, and we ensure that they have optimal working conditions and that water consumption is minimised. At our Broons site, we have recently refurbished and improved

the dishwashing area. Investment in more effective equipment reduces water consumption.

Recycling of used masks

The use of masks has skyrocketed as a result of the Covid-19 crisis and even more so in our industry where masks are indispensable. The town of BROONS has therefore decided to set up a mask collection and recycling scheme. For several months now, the Broons site has been equipped with specific bins in which staff members can dispose of their used masks. These "DONUT" shaped bins are located at the dispensing points for new masks and in the changing rooms. The bins are emptied by the city council and the masks are then transformed into granules, a "secondary raw material", which can be used by industries such as the automotive and textile sectors. This initiative is fully funded by Broons city council and has been a great success.



Edouard GIRARDIN,
Edouard Girardin,
manager of the Pack
M programme pilot and
packaging project at
Mademoiselle Desserts



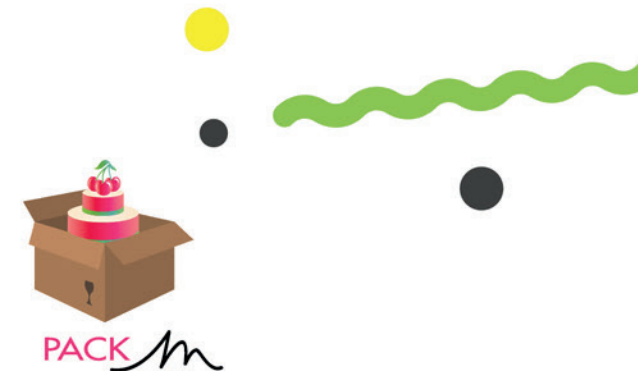
"Pack M is about reducing the environmental impact of Mademoiselle Desserts by improving packaging. This primarily involves reducing the amount of packaging where possible, and using recycled and recyclable materials without compromising on food hygiene and the visual appeal of our baked goods."

Optimisation of our product packaging

Optimising our product packaging is an integral part of our Pack M programme. It has allowed us to reduce the amount of plastic and cardboard used in our packaging as well as the amount of empty space during transport.

In 2021, Mademoiselle Desserts reduced its plastic consumption by 10 tonnes by changing the thickness of the packaging while maintaining its strength. The group has plans to further reduce its plastic consumption in 2022, with tests being finalised at the manufacturing sites concerned. For example, in 2022, the plastic blister packs used to package mini-doughnuts will be reduced by 50 microns. This will reduce plastic consumption by 15 tonnes. Eventually, plastic packaging will be replaced by cardboard packaging.

At its Saint Renan site, Mademoiselle Desserts aims to eliminate 600 kg of boxes per year for one product: sweet tartlet bases. It will do so by optimising the storage of products in boxes and improving palletisation which will also eliminate the use of 81 wooden pallets.



Committing to the company



Photo prise avant le début de la crise sanitaire



Every day, the group's employees make products with selected ingredients for pastries that combine pleasure and responsibility.

Our sustainable and responsible raw materials supply



As a responsible company, the group has implemented the Clean M programme to improve and support the ethical and environmental sustainability of its sourcing. The group's responsible purchasing policy involves monitoring compliance with good animal husbandry practices; supporting agricultural practices that respect ecosystems; prioritising raw materials from national and local sources; and encouraging suppliers to respect their own commitments to social responsibility. The group is making consistent and dedicated progress in its efforts to source flour, milk, butter, sugar, eggs, chocolate, fruit, etc. in a more responsible way.

Prioritising nationally sourced raw materials

83% of the value of our raw material and packaging purchases originates from domestic suppliers. Mademoiselle Desserts purchases its raw materials (flour, milk, eggs, sugar, apples, etc.) domestically wherever possible. It also works to reduce the number of intermediaries involved in favour of working directly with suppliers. The Purchasing Department also assesses the risks in the value chain, whether political and legal, economic, industrial or human rights related... A scale has been established to select and anticipate risks as best as possible. Quality audits are also carried out according to an annual schedule agreed with the teams.

Fresh, local apples for Valade

Mademoiselle Desserts Valade uses a large volume of fresh apples in its baked goods. For the past twenty years, the site has been working directly with Mr Rubellin, a local apple grower located less than 70 km from the production site. Our teams regularly visit his orchards in Corrèze to support this partnership. These opportunities to exchange and visit the estate are essential for us to gain an understanding and a real insight into the work of our supplier and partner.



Cocoa and chocolate products soon to be Rainforest Alliance Certified



Since 2015 and 2016 respectively, our sites in Weert and Tincques have been UTZ certified. Since 2020, the UTZ and Rainforest Alliance certification requirements have been incorporated under one label: Rainforest Alliance Certified. Compared to the UTZ certification, the criteria have evolved and are more stringent, reflecting a greater focus on social responsibility. Mademoiselle Desserts intends to honour its commitment by adapting and responding to these new requirements.



Sarah TROMAS
Buyer

"The Mademoiselle Desserts France Group sources 100% of its sugar from the European Union. 80% of this sugar comes from the French mainland.

It is important for us to be as close as possible to our suppliers and to prioritise short supply chains in order to reduce our environmental impact. This also allows farmers to be paid a good price and protects a sector that is already under pressure from the climate. A French production chain is increasingly sought-after by our customers and we are committed to working with our suppliers to meet our production needs."

100% cage-free eggs by 2025

In 2017, the group set itself the goal of using 100% cage-free eggs by 2025. This transition is a response to consumer demands and animal welfare considerations. This year, once again, our indicators have improved with 37% of our eggs coming from cage-free eggs. Of these, 9% come from free-range hens and the rest from barn hens or organically farmed hens. Throughout 2022 we will continue to pursue our commitments in France. At our English and Dutch sites, 100% of the eggs used are already from cage-free, mainly free-range hens.

Our community outreach projects in 2021...

Brownies donated to City Harvest

The London-based charity CITY HARVEST was one of the beneficiaries of donations from our Maidenhead site in 2021. This organisation provides food to people in need through charities such as Livingstone House. The Maidenhead site donated 3200 Boston Brownies. This gesture of support was greatly appreciated by members of the charity.



A collection organised internally



At the Corby site, Emily Brown organised an event called "Bring a tin week". Employees of the site were encouraged to donate canned goods to the Corby Foodbank. And they certainly did their bit!



Donations to sports clubs

Sports clubs have been hit hard by the Covid 19 pandemic. As businesses have also been affected by the crisis, the opportunities for sports clubs to collect donations have greatly decreased. To support Chard Utd football club, our Taunton site has donated money for the purchase of new equipment and a new football strip.

"This has allowed us to keep our club going financially through some tough times, with covid-19 not allowing us to carry out any fundraising whatsoever!" Steve Scriven (CHAIRMAN) and all the Chard Utd Players



Donations to Food Banks

Mademoiselle Desserts has been a proud supporter of Food Banks for several years. This year, the equivalent of €354,819 worth of baked goods were donated.

Valade's employees went one step further by participating in a national collection campaign. On 26 November, our teams were busy collecting food donations from the Dordogne's supermarkets to give to the Food Banks. This event was a great opportunity to show our support, commitment and camaraderie, which are essential to meet the increasing demand for food aid.



Donations for Pink October

In the autumn, on the occasion of Pink October, the events committee of Condat-sur-Trincou organised a social get-together, the profits of which were donated to the Dordogne Women's Committee which works for the prevention and screening of breast and colon cancer. A walk and a meal were organised for the occasion, to which Mademoiselle Desserts Valade contributed by donating baked goods. Some 80 people attended and raised nearly €1000 for the charity.



Christmas Jumper Day

With Christmas just around the corner, our UK teams dusted off their best Christmas jumpers to join in with Christmas Jumper Day. This event is in fact a fundraising campaign organised by the charity Save the Children which helps children from disadvantaged backgrounds. Through its participation in this event, Mademoiselle Desserts was able to donate £248 to the charity.

21 NOVEMBRE 2021

Marche départementale pour la lutte contre les violences faites aux femmes

Programme : www.dinan.fr

Le CLSPD de Dinan et les communes associées proposent, avec ses partenaires, 3 randonnées pédestres (2,5 km / 5 km / 8,5 km)

Accueil à partir de 13h à la Salle du Clos Gastel, Léhon



Contact : L'Atelier du 5 Bis
02 96 39 38 21
actions.cispd@dinan.fr

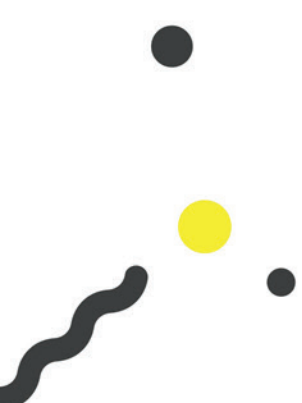


No to violence against women

In November, as part of the Rights and Equality Week, a departmental march to combat violence against women was organised in Dinan and neighbouring towns. Mademoiselle Desserts Broons was quick to contribute by donating baked goods to enjoy after the walk.



2021 CSR indicators



INDICATORS

1 CSR AT THE HEART OF GOVERNANCE

- Turnover (M€)
- Number of new sites integrated
- Member of the Global Compact
- Contribution to Sustainable Development Goals
- Employer brand and strengthened communication

2 PROVIDE SUSTAINABLE PRODUCTS AND SERVICES

- Our CLEAN M - NUTRI M program
- Products certifications
- Amount of investment (€M)
- IFS and/or BRC-certified sites
- Number of RSPO or UTZ certified sites

3 BEING A RESPONSIBLE ECONOMIC PLAYER

- Safety frequency rate
- Number of training hours
- Proportion of employees who have received at least one training course
- Gender equality
- Energy Consumption - Gas (kWh/ton manufactured)
- Energy Consumption - Electricity (kWh/ ton manufactured)
- Tons eq CO2 (Scope 1 & 2)
- Water consumption (m3/ton manufactured)
- Amount of waste recovered

4 UNITING AND COMMITTING TO THE COMPANY

- Proportion of supplier turnover with a CSR assessment
- Amount of cakes and desserts donated to charities
- Number of charities supported

DATA

306 M€
0
Since 2014
11 SDGs from the UN Agenda 2030
Since July 2018
100%
3
27
100%
7
19,24
16 587
81%
50%
353
838
15 279
3,22
70%
84%
451 828€
149

COMMENTS

25% of the turnover made outside France
12 production sites : 8 in France, 3 in the UK, 1 in Netherlands.
Report on annual Communication on Progress. Available on : www.globalcompact.france.org
2, 3, 4, 5, 7, 8, 9, 12, 13,16 and 17
254 people recruited in the group in 2021 ; 19 trainees on French site 2021.
All sites are part of our CLEAN M – NUTRI M program
Organic, Vegan, Gluten free
Infrastructure maintenance, Safety, Energy
All sites are certified
Areas: 3 in France, 3 in UK, 1 in NL
Areas: 8 sites in France, 3 in UK, 1 in NL
Areas: 8 sites in France, 3 in UK, 1 in NL

CORPORATE SOCIAL RESPONSIBILITY REPORT

2021



www.mademoiselledesserts.com

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Mademoiselle
DESSERTS

• IN LOVE WITH PATISSERIE •