



# SUSTAINABILITY REPORT

## 2023



# Editorial



“ At TechnicoFlor, we have continued our environmental and digital transition in 2023, building on our solid foundations.

Our production site continuously produces 100% French, carbon-free products. Flor-Index®, our eco-social-design tool for fragrance formulas, is highly acclaimed by brands who can use it to both improve the environmental impact of their finished products and raise consumer awareness with an eco-score audited by Afnor Certification.

Our digitisation plan is gradually taking root in our business areas, to guarantee the excellence of our fragrances while providing invaluable data to support our environmental transition.

Finally, for the third year running, our CSR approach has been assessed at Platinum level by Ecovadis.

This transition is the fruit of the exceptional commitment and talent of all our teams, to whom I would like to express my deepest gratitude. The renovation of our headquarters in late 2024 and the continuation of social initiatives will contribute to providing positive working conditions. Our 2026 CSR plan is also taking shape. Our greenhouse gas reduction strategy, the initial results of which are encouraging, will be supported by a resilience plan. With this in mind, renewable energy production will be operational from 2024.

Increasingly rigorous health and safety specifications stimulate our creativity. Collaboration with our suppliers, whose role is crucial in our sector, continues to be strongly encouraged.

Finally, a word about Artificial Intelligence, which we have already deployed in certain processes as a decision-making tool.

The challenges ahead are immense and require a profound transformation in terms of both culture and tools. TechnicoFlor is making progress with humility and determination, mobilising its teams and partners to contribute to the emergence of responsible perfumery.

”

*Karim Fahick Sahaten*

CEO

# Key facts and figures 2023



## Environment

**-16%** reduction in absolute terms on scopes 1 and 2 between 2022 and 2023

**-25%** reduction of “steel drum” waste between 2022 and 2023

**66%** waste recovery and reuse

- › Flor-Index® widely deployed
- › Upcycling charter
- › Installation of photovoltaic panels



## Social

**96** staff: **+15%**

**10** employees promoted

**1,223** training hours: **+56%**

**23** Work-study employees and interns

- › Remote working, charter on the right to disconnect from work, long service leave
- › Internal event
- › External social audit



## Value creation

**+9%** Revenue growth

**66%** export turnover

**79%** of suppliers (80/20) assessed by a third party for CSR

**8 (€80.8 K)** Sponsorship projects supported

- › Ecovadis Platinum – 83 points (3<sup>rd</sup> year running)
- › GAIA digital transformation

# Contents

Policies and objectives	Protect Nature	Support humans	Create justifiable value	Performance indicators
<ul style="list-style-type: none"> <li>6- Key strategic elements and business model</li> <li>8- Material sustainability issues</li> <li>9- Our main non-financial risks</li> <li>10- Managing sustainability issues: our 2026 objectives</li> <li>11- Our stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>13- Commitments and goals</li> <li>14- Impacts on the climate</li> <li>19- Biodiversity</li> <li>21- Water</li> <li>22- Circular economy and eco-design – Flor-Index®</li> <li>25- Air, water and soil pollution</li> <li>27- Responsible consumption and communication</li> </ul>	<ul style="list-style-type: none"> <li>30- Commitments and objectives</li> <li>31- Workforce and diversity</li> <li>33- Guarantee health and safety</li> <li>34- Remuneration and social protection</li> <li>35- Boost workplace wellbeing</li> <li>36- Cultivate team talent</li> <li>37- Consumer health</li> <li>38- Uphold human rights</li> </ul>	<ul style="list-style-type: none"> <li>40- Commitments and goals</li> <li>41- Act ethically</li> <li>42- Ensuring compliance</li> <li>43- Create long-term relationships with our partners</li> <li>44- Support charity and regional dynamics</li> </ul>	<ul style="list-style-type: none"> <li>40- Environment</li> <li>41- Social</li> <li>42- Governance</li> <li>43- GRI content index</li> </ul>

## About

Since 2014, TechnicoFlor has been publishing an annual CSR report for all our stakeholders. In a transparent way, this document presents the company's capacity to create value for its customers, employees, suppliers and partners, the local areas, and more generally for society and the planet, with a short, medium and long-term perspective.

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 2023 to 31 December 2023 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 2023. We would like to thank all staff and stakeholders for their contributions to our responsible approach and to this report.





# POLICIES AND OBJECTIVES



# Policies and objectives

## Key strategic elements

TechnicoFlor is a French, family-run, independent fragrance company, renowned for its expertise in natural formulation and eco-creation.

- 

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

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

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

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

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



*“Our international expansion allows us to promote our idea of French expertise while driving the development of the regions in which 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.”*

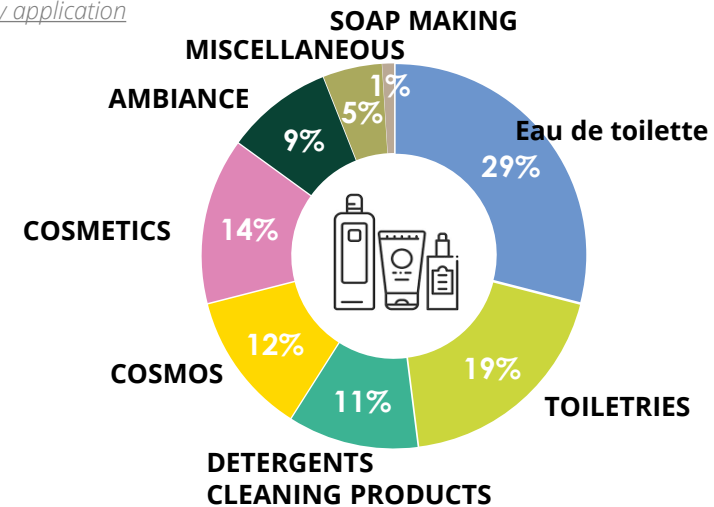
**Christopher Sabater**  
Global Strategy Director



**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. Combating global warming, working on fragrance eco-design and workplace wellbeing (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.”*

*EUROPE turnover distribution  
by application*



# Policies and objectives

## Our business model

### OUR RESOURCES

#### ENVIRONMENT

- 1,110 kWh of energy consumed
- A strong culture of responsible innovation: eco-design (Flor-Index®), biotech, concentrated formulas, etc.
- 100% of production at an ISO 14001 site
- 52 t CO2e (scopes 1 and 2)

#### HUMAN

- Teams motivated by responsibility: 96 staff (69% women)
- Recognised expertise in responsible natural perfumery
- 91% permanent contracts

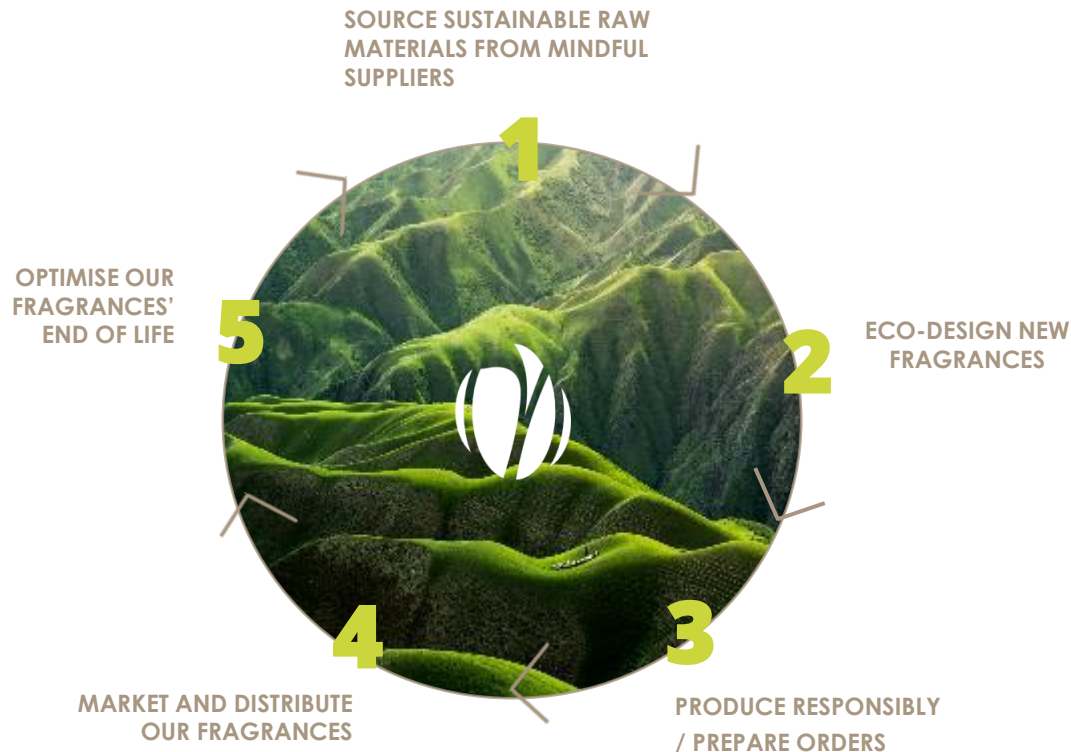
#### VALUE

- Strong eco-creative culture
- 100% of critical raw-material suppliers CSR-evaluated
- 7 sponsorship projects

#### FINANCIAL

- Stable and independent family shareholding
- A long-term vision with controlled debt levels
- Investment in photovoltaic panels in 2023: €100 K

**Our mission:** To inspire emotions through the development and creation of original and ethical fragrances, by mobilising a sustainable value chain on a daily basis.



### OUR VALUE CREATION

#### ENVIRONMENT

- Proactive collections 100%eco-designed fragrances
- 84% of waste recycled in terms of materials and energy
- Reduction in intensity of energy consumption: -6.7% in one year

#### HUMAN

- 10 employees promoted in 2023
- 6% apprenticeship, professional training and internship contracts
- 1,223 hours of skills development training
- Staff costs (pay and contributions): €6.1m

#### VALUE

- Suppliers (procurement and other): €22.5m
- 100% of exposed staff trained to combat corruption
  - €80.8k for sponsorship projects
- Quality, environment: ISO 9001 and 14001 certifications
  - €0.7m in tax

#### FINANCIAL

- €32.7m turnover

# Challenges and strategy

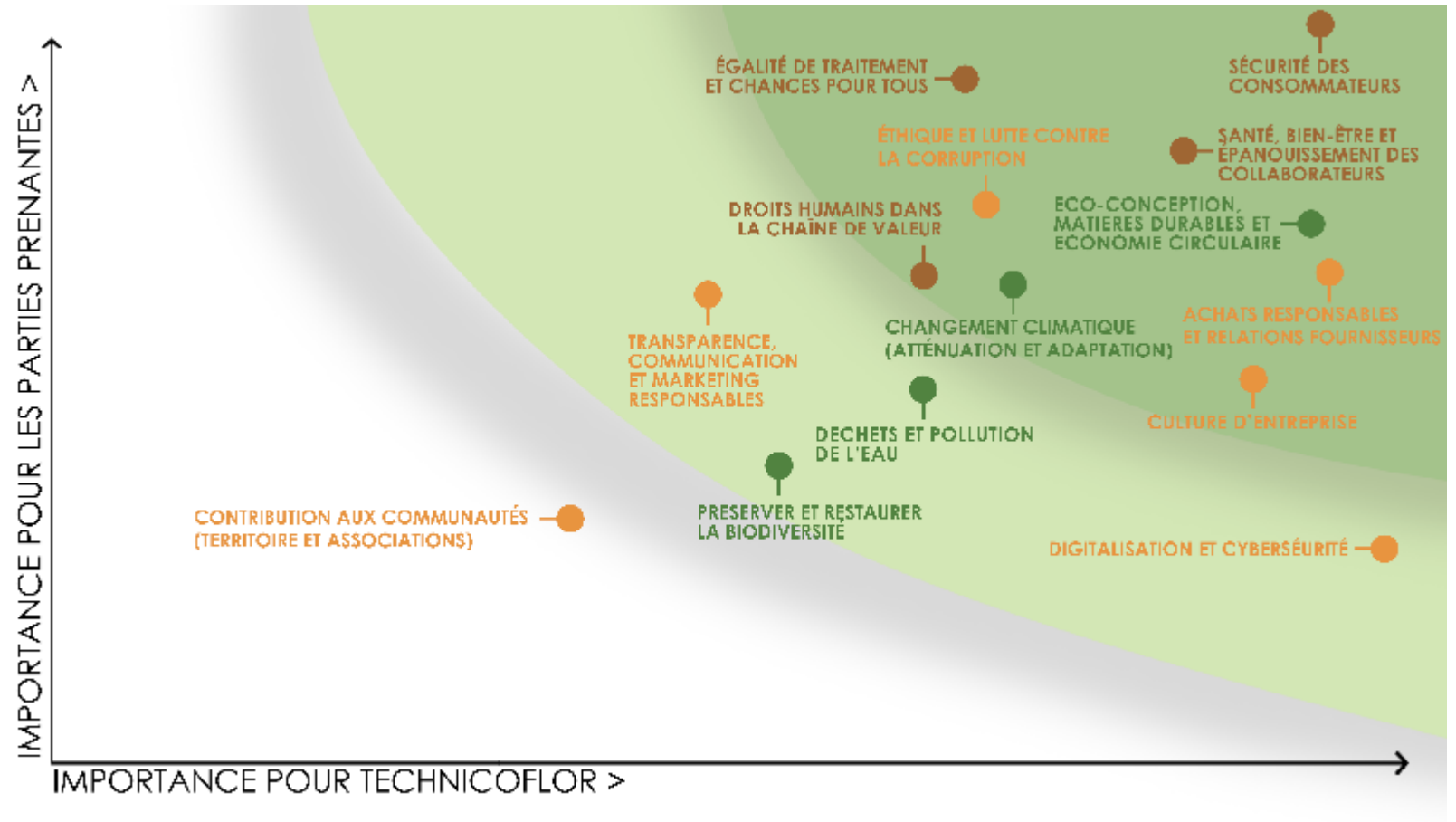
## Material sustainability issues

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. (GRI 102-47)



Challenges:  
 Environment Human Value



# Policies and objectives

## Our main non-financial risks

By operating in its markets and interacting with its stakeholders, TechnicoFlor is exposed to a wide range of risks likely to affect people, the environment, its financial sustainability or even its image.

Risks are prioritised based on their impact and frequency. Each department, under the responsibility of the risk managers, works to identify, prevent, manage and control 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, unavailability of resources (natural raw materials, water) and reduction in their quality.	Eco-design, control of on-site pollution and consumption (environmental management), waste recovery, diversified sourcing (suppliers, type of ingredients: upcycled, biotech, etc.).
	Climate change	Extreme climate variation in supply regions (including water stress), extra regulatory requirements, carbon tax	Measurement of CO <sub>2</sub> eq emissions and reduction progress + adaptation plan (in progress), energy performance and partial autonomy
	Biodiversity	Depletion of natural resources	Monitoring of raw materials under pressure, their countries of origin, funding of biodiversity restoration programmes
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 measures (code of conduct, anti-corruption training, whistleblowing procedure), responsible procurement and supplier and raw-material traceability
	Clients - consumers	Health and safety of consumers, damage to image	Compliance and regulatory monitoring Flor-Index® eco-social 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

# Policies and objectives

Manage sustainability issues: Our main goals for 2026 and 2030



## Protect nature

### Climate change

**25% reduction in absolute terms for scopes 1 and 2** by 2030 compared to 2022

**25% reduction in intensity for scope 3** by 2030 compared to 2022

**Cover 80% of the 2023 headquarters' energy needs by 2026 with our renewable energy production**

### Eco-design and circular economy

**50% of new fragrances eco-social-designed** in Europe/total (2026)

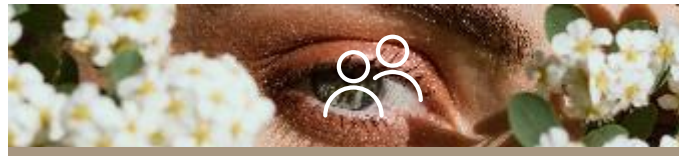
### Waste (pollution)

**10% reduction\* in waste** by 2026 compared to 2022

### Biodiversity

**Increase the number of protected or restored biodiversity areas** in 2026 compared to 2022

\*In intensity: per tonne of fragrance



## Support humans

### Health - safety

**Zero workplace accidents per year**

**50% of new fragrances eco-social-designed** in Europe/total (2026)

### Wellbeing

**Satisfaction rate greater than or equal to 85% (2025)**  
**Absenteeism rate less than or equal to 5% / year**

### Skills

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

### Diversity

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

### Human rights

**Keep 100% of major raw-material suppliers** as signatories of the code of conduct (/year)



## Create justifiable value

### Clients - consumers

**Satisfaction rate** without complaints above or equal to 98.5% / year

### Ethical conduct

Keep 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 local area

**10 sponsorship projects managed by a committee in 2026**

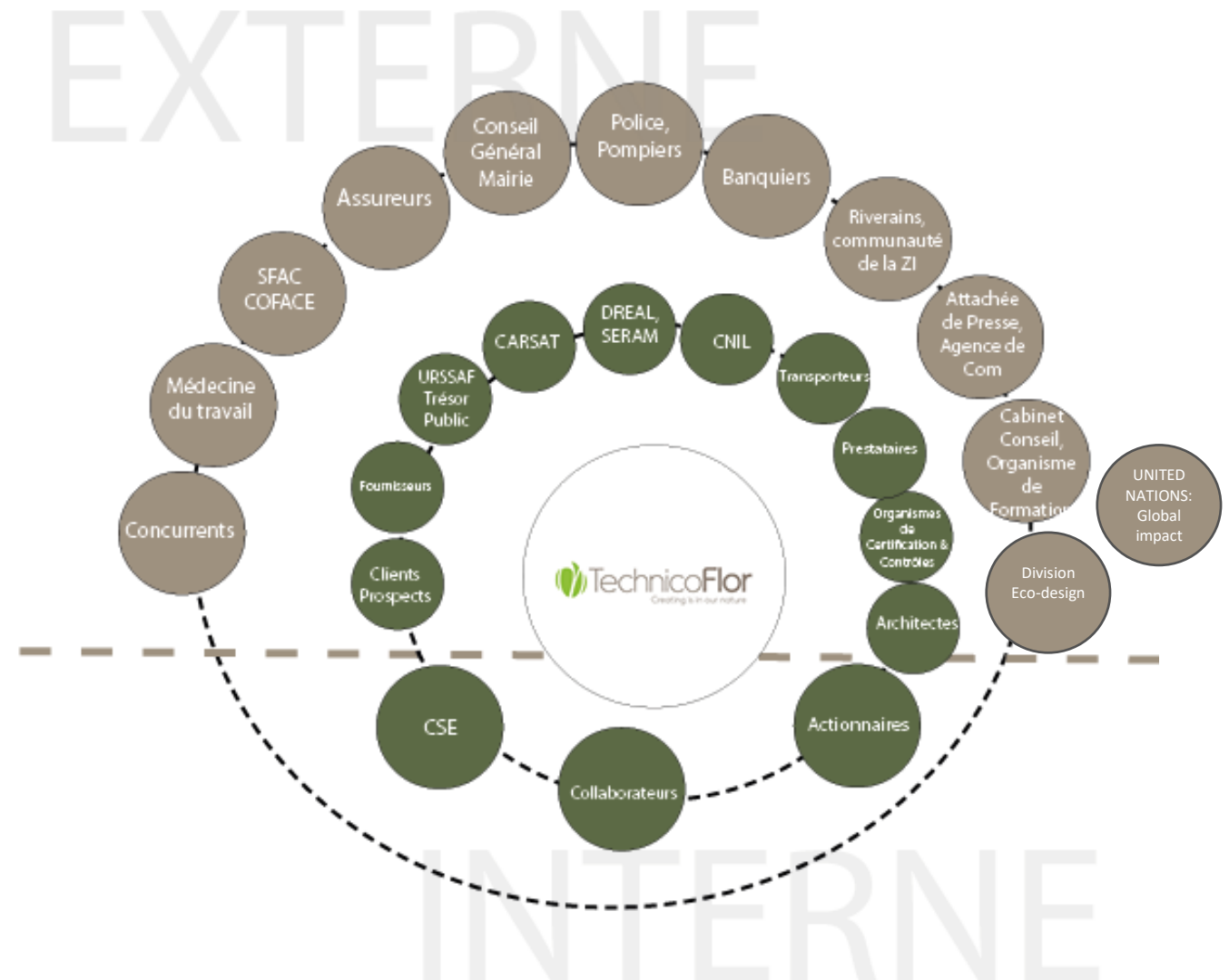
### Non-financial grading

**Stay the top 1%** of the best performing companies in CSR assessed by Ecovadis (platinum)



# Policies and objectives

Our main stakeholders







**PROTECT NATURE**

 **TechnicoFlor**  
Creating is in our nature



# Protect nature

Our contribution to the Sustainable Development Goals (SDGs)

OBJECTIVES 2026 AND 2030

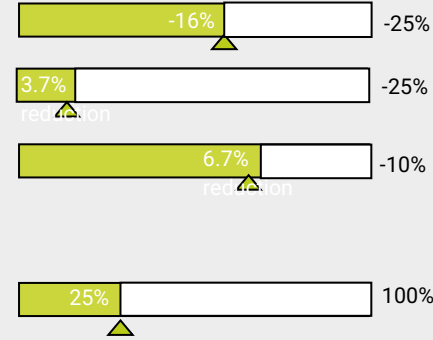
RESULTS 2023

NOTES

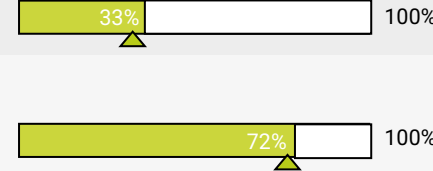


## CLIMATE CHANGE

- 25% reduction in absolute terms of scopes 1 and 2 in 2030 compared with 2022
- 25% reduction in the intensity of scope 3 in 2030 compared with 2022
- 10% reduction in the intensity of electricity consumption in 2026 compared with 2022
- Cover 80% of the 2023 headquarters' energy needs with our renewable energy production by 2026

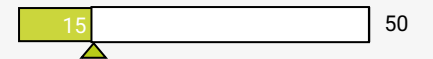


- 100% of employees made aware of global warming by 2026
- Systematically calculate the carbon score of fragrance formulas and communicate these to our customers to support them in their low-carbon transition (2026)
- Assess climate risks and develop the resilience plan (2026)



## ECO-DESIGN AND THE CIRCULAR ECONOMY

- 50% of new fragrances eco-social-designed in Europe/total (2026)
- 100% of the vehicle fleet is 100% electric (2026)
- Increase upcycled raw materials by 100% in 2026 compared to 2022
- 50 raw materials derived from biotechnologies in 2026



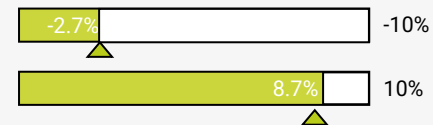
## WATER

- Reduce water consumption by 10% in intensity by 2030 compared with 2022

Packaging strategy formalised and deployed in 2026

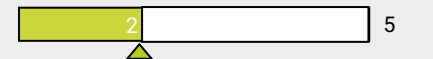
## WASTE (POLLUTION)

- 10% reduction in waste intensity in 2026 compared with 2022
- 10% increase in re-use in tonnes in 2026 compared with 2022



## BIODIVERSITY

- 5 partnerships in 2026 with third parties aimed at protecting or restoring biodiversity areas



67% hybrid vehicles mostly rechargeable

100% proactive eco-social-designed formulas. + 500 Flor-Index certificates issued in 2023

# Protect nature

## Climate impacts: energy and greenhouse gas emissions

We are aware of the critical risks associated with climate change and we recognise the urgency of taking action. That's why we are committed to taking concrete steps 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 develop a climate trajectory

Adapt our activities to climate risks

Strengthen the "climate" aspect of our eco-design tool to formulate less carbon-intensive fragrances

### Energy consumption

Since 2021, electricity has been the only energy consumed for the production of fragrances and for the needs of the headquarters and premises in Levallois.

Fuel consumption corresponds to that of the company's vehicle fleet. Petrol consumption has been significantly reduced over the past 5 years thanks to the choice of plug-in hybrid and electric vehicles.

Energy (in MWh)	2023
Fuel	49.1
Electricity	1061.5
Total	1110.6

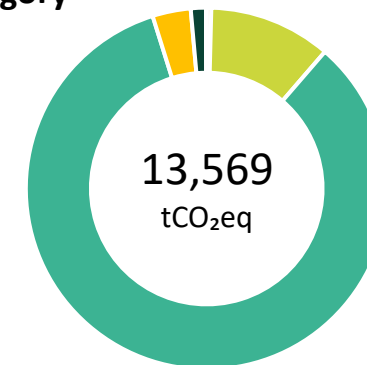
## -25%

CO<sub>2</sub>eq scope3 emissions reduction trajectory in intensity in 2030 compared with 2022

SBTI WB2C Aligned Trajectory



### CO<sub>2</sub>eq emissions by job category



- Energie et fluides
- Transports
- Achats de biens et services
- Immobilisations
- Déchets
- Autre

Scopes	T CO <sub>2</sub> eq	%
Scope 1	16	0.1%
Scope 2	36	0.3%
Scope 3	13,517	99.6%

Methodological note: our tools, actions and greater availability of data have resulted in a more accurate 2023 assessment. The scopes of the 2022 carbon footprint have been updated with this more accurate data. The marginal use and end-of-life items have not been counted. The upstream freight item is counted on rank N-1.



# Protect nature

## Mitigate global warming

### Scope 1 Reduction Strategy

Scope 1 consists of mobile combustion emissions linked to fuel consumption by the company's vehicle fleet and emissions linked to the change in land use (construction of the new factory). Following an initial transition of the company's vehicle fleet (6 plug-in hybrid vehicles and 3 electric vehicles), a second transition to purely electric is underway with the objective of a 100% electric fleet in 2026, i.e. a reduction target of 16.4 t CO<sub>2</sub>eq compared to 2022.

### Scope 2 Reduction Strategy

For scope 2, our 100% electric automated plant using decarbonised French energy contributes to our much reduced carbon footprint.

An energy efficiency and reduction measures plan has been implemented: monitoring energy consumption with automated management, limiting air conditioning and heating, installing sun screens on the plant's windows, installing interior and exterior motion detectors and timers, 100% LED lighting in production, widespread installation of heat pumps.

There are 14 charging stations for all vehicles and 4 for electric bicycles.

### Renewable energy production and self-consumption

A renewable energy production programme involving the installation of photovoltaic panels on the roof of the headquarters was carried out in 2023 with a connection planned for 2024. The choice of French panels helps reduce the carbon footprint of the installation, which consists of 386 panels over 741 m<sup>2</sup>.

Annual production has been estimated at 186 MWh, which would cover almost 80% of the headquarters' consumption in 2023. The self-consumption of renewable energy would result in a reduction of 8.6 t CO<sub>2</sub>eq per year in the "electricity" item and control energy risk.

This photovoltaic installation also aims to meet the growing need for low-carbon electricity to power the company's vehicle fleet as well as employees' personal vehicles and bicycles.

Any surplus electricity (produced at weekends) will be fed back into the grid.



**Developments 2023 compared to 2022**

- Scope 1 emissions: **- 8 t CO<sub>2</sub>eq**
- Scope 2 emissions: **- 2 t CO<sub>2</sub>eq**
- Scope 3 emissions: **- 484 t CO<sub>2</sub>eq**
- Carbon intensity CO<sub>2</sub>eq / € scopes 1, 2, 3: **- 11.5%**
- Carbon intensity CO<sub>2</sub>eq / g scopes 1, 2, 3: **- 3.7%**

BEGES V5 Methodology

**- 16% scopes 1 and 2 in absolute terms between 2022 and 2023**

# Protect nature

## Mitigate global warming

### Scope 3 Reduction Strategy

Accounting for more than 99% of the carbon footprint, scope 3 accounts for almost all greenhouse gas emissions, with raw materials being the main source of CO<sub>2</sub>eq emissions (around 74%), followed by freight (8%) and finally other purchases.

### Measures taken and strengthened

The emissions reduction plan focuses on purchases, mainly of raw materials (see opposite), then freight, with a reduction in the proportion of air shipments (5% reduction potential by 2030) and, to a much lesser extent, mobility and waste.

Initial steps have been taken:

- on mobility: a bonus is awarded for the purchase of electric vehicles or bicycles, partial remote working has been opened up to eligible employees, video-conferencing has been widely adopted (both internally and externally), and train travel is systematically preferred to air travel for journeys under 4 hours
- systematic optimisation of logistics routes (grouping of orders)
- a series of measures aimed at digital decarbonisation: see below
- employees are systematically made aware of the challenges of global warming, with a target of 100% by the end of 2024.



**Christophe Mangalte**  
Group CSR and Quality Lead

*"The cornerstone of our transition, our eco-social-design tool partly incorporates scope 3 items, namely CO<sub>2</sub>eq emissions from downstream freight and those from production.*

*The Flor-Index® will be enhanced in 2025 with new CO<sub>2</sub>eq criteria in order to formulate with the objective of decarbonisation TechnicoFlor will also be able to provide a carbon score for each fragrance formula and invite its customers to opt for low-carbon criteria (freight, for example)."*

### Reducing our emissions: the priority for contributing to carbon neutrality

The decarbonisation plan is aimed exclusively at reducing greenhouse gas emissions by 2024 (photovoltaics, electric vehicle fleet). The contribution to carbon neutrality from 2023 is made through support for projects aimed at regenerating terrestrial ecosystems (reforestation, agroforestry) and marine ecosystems.

### Procurement at the heart of the climate strategy

*"The reduction of CO<sub>2</sub>eq emissions is carried out with suppliers and on raw materials.*

*Our suppliers play a major role in decarbonising the early links in the value chain. They are encouraged to calculate their products' greenhouse gas emissions and some have started taking steps to reduce these, an approach we encourage with our responsible procurement policy. Our eco-social design tool is the cornerstone of our transition.*

*At the same time, our knowledge of CO<sub>2</sub>eq emissions is improving (+70% data) by type of raw material: natural, synthetic, upcycled, biotechnology. This environmental criterion will gradually become a requirement in our sourcing decisions, as it is the major lever for reducing this source of emissions, by up to 15% in intensity by 2030."*

**Quentin Revinci**  
Global Procurement Manager



# Protect nature

## Assess climate risks and deploying a resilience plan

### Study the consequences of climate change

In addition to the CO<sub>2</sub>e emissions reduction trajectory, a climate change adaptation and resilience plan, initiated in 2023 with initial actions, is being drawn up and extensively developed. This plan is based around the identification of risks and their economic or physical impacts on the development cycle of a fragrance. This analysis generates structured actions deployed in each business area to reduce vulnerability to climate hazards. The resilience plan targets the following main risks:

#### Drought, water shortages and heat waves

- On-site production: low risk linked to the water used for cleaning the tanks (limited quantities of water). This risk is managed by optimising and reducing washing processes. A “waterless” cleaning solution is planned in the event of a crisis
- Upstream: moderate to high risk (assessment in progress) of shortage of raw materials depending on the water intensity of the ingredient, coupled with the risk of water stress in the country of production. Measures in place: multi-sourcing with different country origins, sourcing of substitute ingredients.



#### Access to energy and its cost

- In production: risk limited and managed with the development of energy autonomy and the energy efficiency plan. The risk linked to travel is to be assessed, transition measures are underway
- Upstream and downstream: risk currently being assessed with the collection of data on the carbon intensity of raw materials, transport (distance from supply and distribution circuits to our customers).

### The collapse of biodiversity

- Overall: the risk of a shortage of natural raw materials is currently being assessed. A series of prevention and management measures are underway.
- On our site, green spaces are maintained without the use of pesticides and the site is switched off at night.
- Upstream, the sourcing of raw materials gives priority to Cosmos-certified ingredients or those with a renewable carbon content, such as upcycled ingredients or those derived from biotechnologies. TechnicoFlor also supports projects for to preserve and regenerate biodiversity in the value chain (UEBT-certified materials) and beyond.







# 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



## Evaluate impact on biodiversity and associated risks

**TechnicoFlor's** dependence on natural ecosystems has been assessed using the IIEB tool (Indicateur d'Interdépendance de l'Entreprise à la Biodiversité) developed by the IFB-Orée working group with the help of the Environmental Sciences and Engineering Masters at the University of Paris Diderot.

**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.**

**Preserve biodiversity on our site** To improve our impact on biodiversity, the definition of one or more indicators for deployment in 2025.

In Allauch, the buildings are located on a 1.5-hectare site outside a sensitive biodiversity zone, such as Natura 2000. The open-ground surface area represents 22% of the space, with a waterproofed surface area of 1.2 ha. When our new production centre was developed, we were mindful to **protect natural areas** to partially offset the change in land use.

**The green spaces are maintained without the use of pesticides**, a retention tank has been installed to store rainwater for reuse, environments conducive to biodiversity have been created (grassland, riprap, woodland) and a planted façade. Finally, a holding pond has been set up on the adjoining site as a wet zone.



**3,444m**

**2** Total surface area on-site managed with consideration for biodiversity

# Protect nature

Protect and restore biodiversity

## Our monitoring of ingredient production



*"Anticipating the scarcity or exhaustion of certain has been managed through preventive measures aimed at limiting the risks (extinction of certain endangered species listed in CITES, production in areas **subject to water stress**, or even the competition between plants used for food and plants used for fragrances).  
The next European regulation (2025) banning products from deforested land is being integrated into our processes."*

**Barbara Guirao**  
Purchasing Manager

Sourcing and purchasing certified raw materials are a priority:

- 100% of palm oil derivatives come from RSPO members
- and any ingredient of equivalent quality from certified producers (Fair For Life, For Life, UEBT) can act as a substitute to a 'conventional' ingredient.
- 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.

## 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:

- **Limit land-use change:** assessing the number of raw materials affected by imported deforestation and the formulas impacted. Action plan with suppliers
- **Reducing the over-exploitation of species:** sourcing and purchasing of upcycled or biotechnology-derived materials, CITES compliance
- **Reducing our impact on the climate** and adapting our procurement
- **Reducing pollution:** limiting the environmental eco-toxicity of eco-designed fragrances, favouring easily biodegradable formulas and developing eco-labelled fragrances.



**15%**  
percentage of  
fragrances  
authorised for

products  
certified by  
the European  
**Ecolabel**  
(detergents)

## 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®).



BioD-Scent  
By TechnicoFlor



# 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 purposes and maintaining green spaces. Almost all of the water consumed returned to the network.

### Our main commitments

- Include water issues in 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)

### Water consumption of our raw materials

We are currently raising awareness among our suppliers of the need to measure the water footprint of raw materials, and some pioneers are already providing information on the quantity of water per kg of ingredients. The quantities and differences can be significant.

At the same time, we are mapping the origin of raw materials by geographical zone, so that they can be cross-referenced with regions sensitive to water stress.

All this data can be used to assess the level of exposure of the purchasing portfolio to the risk of water stress, so that mitigation measures can be planned.

### Water consumption on our sites

Water consumption, structurally decreasing thanks to optimisation measures, was impacted in 2023 by one-off events (drought, works).

Water consumption 2023	in m3	Change / 2022
Production	412	-7%
HQ	2082	-1.5%



**Davy Bouery,**  
Operations Manager

*"For the fragrance production stage at our site, the washing processes have been optimised with high-precision cleaners and Clean-In-Place (CIP) equipment.*

*For our green spaces, the landscaping uses plants that need little water, plus mulch and drop-by-drop irrigation partially fed by collected rainwater. The scarcity of rainfall (drought) in 2023 led to abnormally high consumption. Finally, the toilets have been equipped with aerators and water-saving flushes."*

**-2.7%**

**water consumption per tonne of fragrance compared to 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, in 2022, we launched our eco-design tool “Flor-Index”, aligned with our mission to inspire emotion with original new fragrances from an ethical value chain.


### Our main commitments



**Define criteria** for eco-social 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 eco-social-designed fragrances.



**Source, reference** and expand the use of sustainable raw materials



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

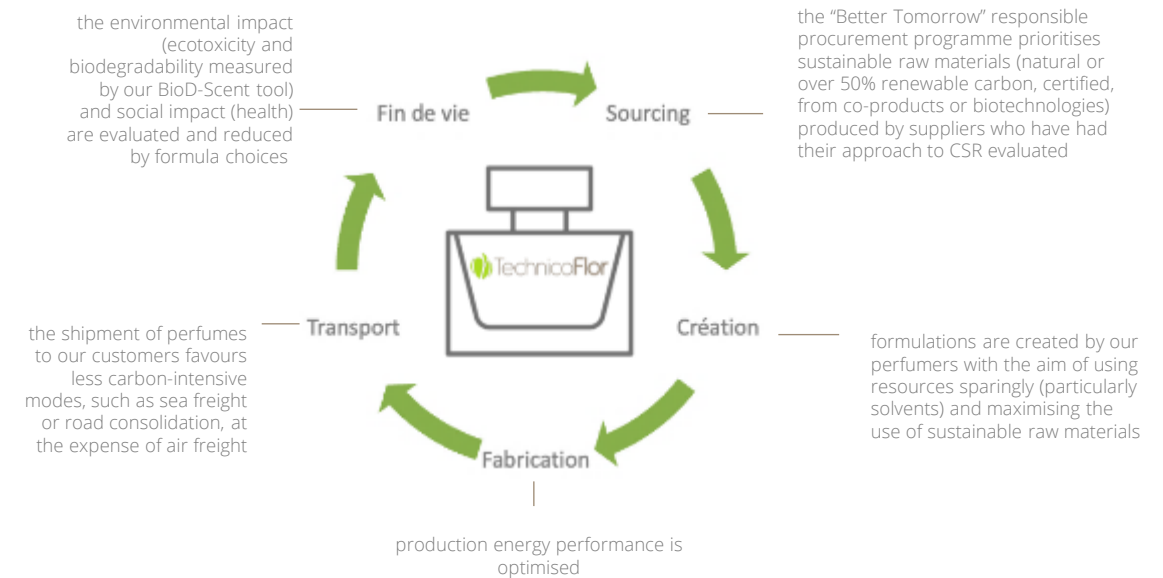


**Reduce environmental impact** at the end of life.



### 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



*Flor-Index® is designed to respond to the urgent need to protect the environment, as well as to consumers' demanding expectations in terms of transparency, creativity and the 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. Flor-Index®, as an eco-score, is also an invitation to consume responsibly.*



**Jérémy Sabater**  
Perfumer



*Flor-Index® is a valuable tool that has changed the way 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 is therefore both a challenge to create a unique eco-designed formula and motivating to contribute to preserving the environment.*



**Maxime Gransart**  
Deputy General Manager

**500**  
**Flor-Index®**  
**certificates**  
**issued in 2023**





# Protect nature

Promote the circular economy and protect ecosystems

## Our main commitments

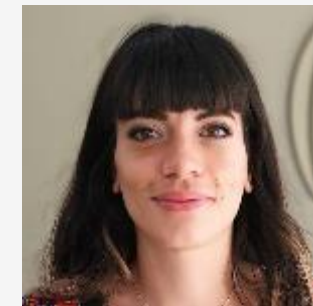
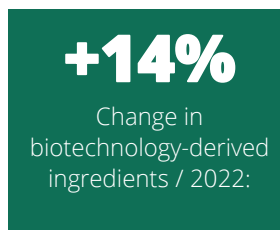
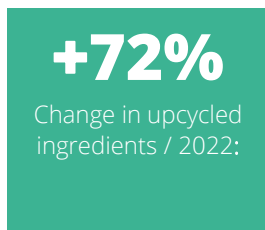
- Identify stakeholders and adopt circular economy systems
- Support fragrances that maximise renewable (natural) carbon to reduce our reliance on fossil materials

## Boost upcycling in our fragrances

From 2021, upcycling (i.e. adding value to waste to create a new ingredient) has entered our development strategy with the launch of a proactive range called "Upcycling is the new bling". In 2023, an upcycling charter was drawn up based on the high standards that have been agreed in the sector. On the strength of this charter, the sourcing of new upcycled raw materials has accelerated to formulate fragrances that rely even more on the circular economy.

## Increase the non-fossil content of our fragrances

One of our objectives is to design more fragrances with renewable ingredients, as demonstrated by the significant number of formulas we have created. With this in mind, we are stepping up our sourcing of natural, ISO 16128 and biotechnology-derived raw materials.



**Daphné Jarny,**  
Composition Regulatory Affairs Lead

“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 priority is then integrated into our eco-design tool (Flor-Index®) to create easily biodegradable fragrances.”*

**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

Reducing the use of single-use resources such as packaging is a major commitment for all our teams. While reducing consumption is the priority, recycling waste is just as important a challenge if we are to limit our environmental impact.

### Our main commitments

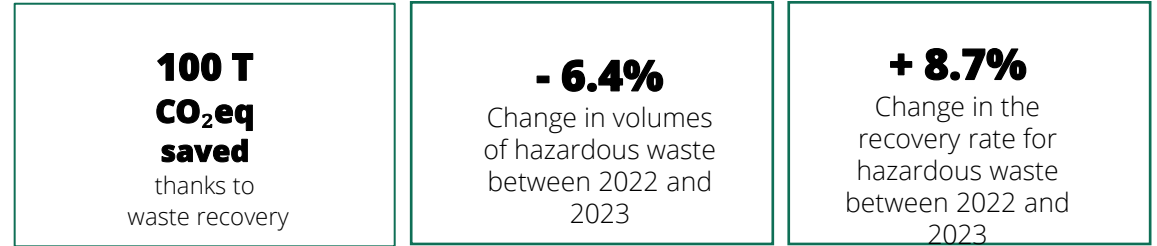
- Reduce the quantities of waste generated by our activities, both upstream and downstream,
- Give priority to re-use and material recovery.

### Avoid the production of waste

Reducing waste starts with limiting and optimising purchases at source. In 2023, orders were rationalised by giving preference to 1000-litre IBCs over steel drums. The initial results were significant:

- Reduction of 9 tonnes of steel drum waste, i.e. 25% of waste saved,
- Increase of 4 tonnes of IBC in substitution, which are reused at 79.4%,
- Over this cycle, almost 8 tonnes of waste have been saved.

Avoiding the use of single-use plastics is also an avenue being explored. Tests to replace pipettes with another solution (pump + plastic head) have been unsuccessful. Otherwise, a material recovery process rather than an 'energy' process has been chosen. The premises are all equipped with water fountains.



### Digitised processes to reduce the use of resources

The digitisation of our shipping process is underway and will be operational in 2025. This new application will allow us to optimise the most efficient use of packaging for our shipments. Other digitised services such as sales administration have reduced the use of paper (digitisation of invoices, for example).



**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. We also have room for improvement when it comes to pallets. Then there are the "material" recovery channels, which are the most popular for recycling metals, plastics, paper and cardboard, etc. Finally, "energy" recovery channels complete the system in order to limit as far as possible treatment without recovery. To carry out this ambitious waste management programme, all employees have been made aware of the issues."*

# Protect nature

## Air, water and soil pollution

### Our main commitments

- Site subject to declaration (ICPE - Facilities classified for environmental protection purposes) and compliant with regulatory requirements
- Reduce pollution
- Involve all stakeholders to minimise pollution (air, effluents, noise)

### Pollution is controlled in the following areas:

- **Air:** Air: analysis of discharges into the outside air and compliance with current standards thanks to the installation of filters. Six-monthly checks and maintenance (including filter changes).
- **Noise:** although our activity generates little significant noise pollution, we have taken action inside by covering mixers and outside by installing sound insulation around the equipment room. Noise levels inside the production building have been measured, with satisfactory results, and drivers are given instructions for their logistical operations outside.
- **Light:** the site is switched off at night, with lighting set to come on for a short period in the morning and evening.
- **Water and effluents:** our production processes only generate effluents linked to washing water. Reduction at source with the use of eco-labelled detergents and rinse aids. Use of a decanter/sludge trap and pumping of effluents once a year to clean the decanter (sludge and oils in small quantities <5% of 6.14). Annual inspection of molecules discharged into water, supplemented by 24-hour monitoring.
- **Ground:** the production building is fully contained with a recovery tank. Choice of stainless steel piping to avoid leaks.
- **Environmental accidents:** there are formal instructions about what to do in the event of an emergency or accident.



**0 environmental accidents**



# Protect nature

## 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 (eco-social-designed) and behave ethically



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. Because together we can set our industry on a new, resilient and sustainable course.”*

**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 have contained eco-social-designed fragrances (Flor-Index® A or B), demonstrating how eco-responsible creation is both attractive to customers and positive for the environment.”



**Caroline Catherine**  
Europe Marketing Evaluation Lead



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

# Protect nature

## 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 with, for example, the creation of proactive eco-responsible fragrance collections throughout the year.*

These actions illustrate our commitments:



**Launch and promote 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 goodies** (pens, notebooks) and sample bags are eco-friendly.



**Monitor 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.

Presentations at conferences to make the case for eco-social-design: CSR Forum in June and Naturalness Day from plants to perfume in November.



**Reuse existing equipment** for trade fairs and events.



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



CSR Forum CosmeticMag







**SUPPORT HUMANS**

 **TechnicoFlor**  
Creating is in our nature



# Support humans

Our contribution to the Sustainable Development Goals (SDGs)



	Objectives 2026	Results 2023	Notes
Health and safety	Zero workplace accident trajectory consumer health: 50% of new formulas created eco-social-designed in Europe / total	0 accidents	1 in 2022
Wellbeing	85% satisfaction (engagement) Limit the absenteeism rate to a maximum of 5% / year		-47% compared to 2022
Skills	10 hours' training / staff member / year 100% of employees have received non-mandatory training over 2 years (since 2023) Manager pathway defined and rolled out		12 hours / employee in 2023 (+30% compared to 2022)
Opportunities for all	Professional Equality Index > 85 Work-study contracts and interns	Not calculable in 2023 7 Work-study students 16 Interns	76 in 2022
Human rights	100% of staff and key suppliers are signatories of the code of conduct		
Social dialogue	100% of staff have an appraisal interview each year		

# Support humans

## Our teams

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



**Ensure equal** opportunities and inclusion



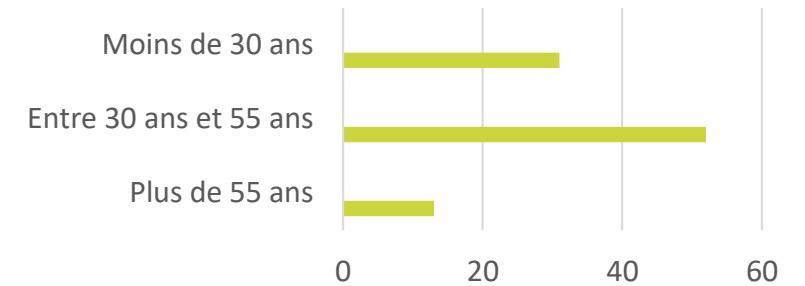
**Improve wellbeing** and create working conditions where people can flourish



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



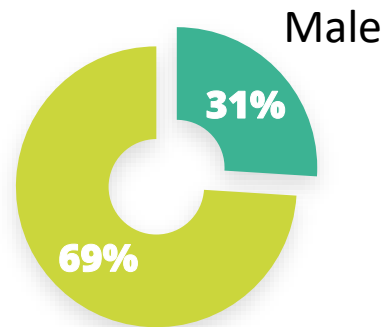
Age pyramid



The increase workforce (+13%, or 12 employees) supports the company's strong growth and its digital and environmental transition. In response to this dynamic, the human resources team has been strengthened with the addition of two HR assistants, including an assistant on a work-study basis within the department. At the same time, employee loyalty is improving, with turnover down by 15% compared with 2022.

Workforce: number of employees (FTE) *	2023	Change / 2022
Permanent contracts (CDI)	87	+13%
Temporary contracts (CDD)	9	+12.5%
Total	96	+13%

\*100% of staff are based in France



Female



**8.4**

average number of years' service

**16**

Creation of new positions in 2023

# Support humans

## Supporting diversity and equal opportunities



The representation of women, the employability of young people and more the fight against discrimination all demonstrate our commitment to diversity and inclusion. TechnicoFlor is a signatory of the diversity charter.

### Promote women

TechnicoFlor is committed to offering everyone the same opportunities in all of the company's professions. as is demonstrated by the high proportion of women in the workforce, particularly in management positions (56% of managers are women). In addition, investments to limit the arduous work involved in production and the carrying of loads have led to the recruitment of female operators, who represent almost a quarter of the workforce in these professions, compared with zero in 2018. While the gender equality index for 2023 is incalculable due to non-calculable indicators, a minimum target of 85 has been set for 2024.

### Strengthening inclusion

Inclusion is an area that needs to be strengthened on a long-term basis. In fact, following departures and the increase in the workforce in 2023, our employment rate for people with disabilities has been reduced compared with 2022. Actions have been taken, such as calling on specialised organisations to identify employees with disabilities, and maintaining services provided by ESATs (Employment Assistance Establishments or Services).

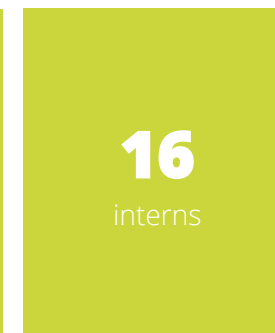


*"When I joined the company as a work-study student, I was introduced to the purchasing, perfumery, communication and production departments, so that I could get a good overview of the company My supervisor and the regulatory team have passed on a wealth of knowledge to me, which has enabled me to develop my skills and become more independent."*

**Haebin Yoo**  
(Regulatory Affairs Work-Study trainee)

### Youth employability, a priority

Young people and their employability have received strong support for many years, which is why the company very regularly takes on young people to help them discover the professional world (internships) and their career path (work-study programmes). Some interns or work-study trainees continue their careers within our teams. TechnicoFlor also invests in training centres through partnerships and initiatives. We sponsored the 2021-2023 graduating class of ISIPCA and four members of our creative teams helped the students to create and develop the #SESÂME brand over a two-year period (Cosmetics, ambience, aroma).





# Support humans

## Guarantee health and safety

### Our main commitments



Guarantee the health and safety of staff



Raise awareness and train employees to prevent risks

### Focus on chemical risks

Constant monitoring of changes in health legislation enables us to limit the risks of exposure for all those who handle our products, both within our company and among our customers and consumers. This monitoring is supported by our special relationships with trade unions and professional associations (Prodarom, IFRA, SFP, Cosmed).

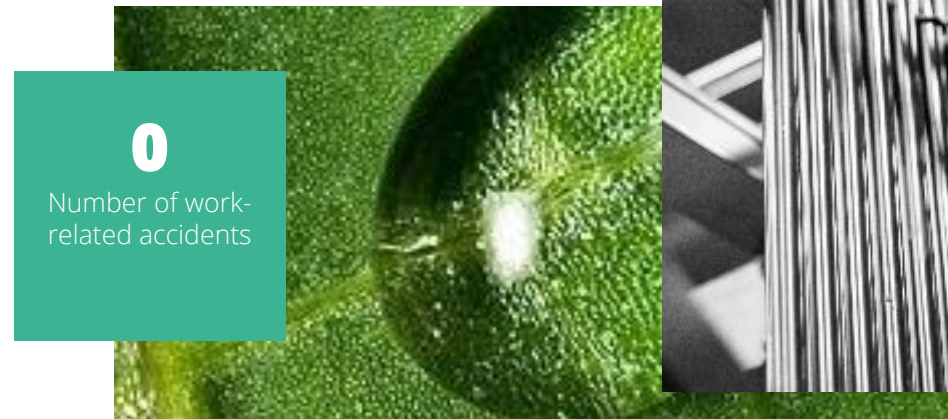
To reduce the exposure of operators in production to chemical risks, the workstations are equipped with suction arms and filtering extractor hoods. In 2024, operators will be able to consult the safety data for each formula to adopt the appropriate protective equipment.

Finally, category 1 carcinogenic, mutagenic and toxic substances for reproduction (CMR) are prohibited on the site.

*“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 has been introduced over 3 years, with a safety officer to lead it. In addition, investments were made to reduce noise, heavy-load carrying, promote workstation ergonomics and limit arduous work. The growing proportion of female employees in production reflects the efforts made to improve working conditions.”*



**Davy Bouery**  
Operations Manager



# Support humans

## Remuneration and social protection

### Share value

Recognising the quality of work and the commitment of all employees is achieved through remuneration, which accounts for a large proportion of added value (68%), as well as through the promotion of employability through training and the passing on of expertise.

Salaries have been increased to compensate for inflation, as have meal vouchers, 60% of which are covered by the company.

All employees receive a decent salary.

- The basic salary for blue-collar and white-collar workers and supervisors is 21% above the industry minimum on average, plus a 13th month's pay for employees with 6 months' seniority.
- profit-sharing is distributed to all employees with 3 months' seniority or more.

Various bonuses may be paid: the Value Sharing Bonus (2022) and a mobility bonus for the purchase of electric vehicles or bicycles. All employees enjoy the benefits of the Chemicals collective agreement.

Other benefits include a personal digital safe for pay slips, health and provident cover (see opposite), the Action logement service and a Christmas gift voucher.

Long-service leave for non-managers is scheduled to start on 1 January 2024.



### Protection in the event of illness

*"Health and the uncertainties of life can lead to financial difficulties, which is why all employees benefit from an insurance contract, 80% of which is covered by the company. This policy entitles employees to 100% of their salary after the 61st day of illness.*

*The Chemicals collective agreement and our branch agreements offer additional benefits:*

- *In addition to leave for family reasons (maternity or paternity leave), parents are entitled to leave in the event of hospitalisation of children under the age of 16.*
- *100% of salary is paid from the first day of absence due to illness (the 3-day waiting period does not apply) for employees with one year's seniority."*



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

# Support humans

## Boost workplace wellbeing

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



**Marie-Laure Chatellier**

HR Lead

*“TechnicoFlor believes staff need a working environment where they can flourish. This is why Quality of Life at Work (QVT) has become a major priority. Our improvement plan covers the main areas of QVT: health, skills, professional equality, management, social climate and job content.”*

*To continuously assess the progress of our actions, **an annual satisfaction barometer** has been implemented.*

*In 2023, the survey participation rate remained constant (75%) compared to 2022 and satisfaction rose by 11%, with a score of 6.76/10. Positive developments were noted in terms of working conditions, as well as listening and communication within the company.*

*While progress is encouraging given the actions taken, several areas for improvement are underway, such as the comfort of our teams thanks to the renovation of our headquarters.”*



*“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 subject that is dear to us and it's an area where we can make progress to improve well-being in the workplace.”*

**Maureen Papy**

Assistant Perfumer (Staff Council Secretary and Harassment Officer)

## Social dialogue

As well as monthly Staff Council meetings, staff have communication tools to help them be involved in company life: a quarterly 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.

**97.4%**

of staff have an appraisal interview each year





# Support humans

## Cultivate and promote team talent

The company's strong growth means that we need to strengthen our teams with new profiles with a wide range of skills and support for 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. Every two years, a professional development interview is held to ascertain employees' expectations (94.7% of employees have had this interview). The results of this dialogue are set out in a training plan.

Given our transition phase, the training plan has been significantly strengthened with 1,223 hours provided (+56% compared to 2022) mainly focusing on the digitalisation of our businesses, cyber security, eco-design (Flor-Index®) and social responsibility and the climate.



### A range of job changes

Training and the validation of prior learning and experience open up new opportunities in terms of jobs and responsibilities. In 2023, 10 employees saw their positions change, reflecting both the strong commitment of our employees and the career development prospects offered by the company.



**Josslin Dematteis**  
Deputy Production Manager

*"I joined TechnicoFlor in 2017 as a team leader with 5 production staff. The automation of production in 2021 has radically changed our working methods, and I have been given new responsibilities. I have gradually acquired new skills, such as global production planning, and have taken on more responsibilities. My promotion to Deputy Production Manager in 2023 is testimony to my consistency and commitment on a daily basis. "*

# Support humans

## Design fragrances with minimised risks

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



*"Ensuring the health of consumers, especially the most vulnerable, is one of our top priorities.*

*This is why we have developed drastic restrictions for fragrance concentrates intended for use in products for babies and children, during pregnancy, and by people with sensitive skin.*

*This expertise is reflected in our Flor-Index® eco-design tool, which also enables us to advise and support our customers in drawing up specifications for vulnerable people.*

*Finally, following the publication of the extended list of allergens in 2023, our risk analysis has been updated to ensure the creativity and safety of our fragrances.*

**Laure Terrot**  
Head of Regulatory Affairs and Toxicology

**0%**

of CMRs and endocrine disruptors in new "baby" formulas



## The "health" advantages of eco-designed fragrances with Flor-Index®

While our fragrances rigorously comply with the regulations, our eco-social-designed fragrances (created using the Flor-Index®) go beyond them to protect against toxicity, in particular the irritating, harmful and sensitising effects of the formula, as well as the risks of exposure to CMR substances (carcinogenic, mutagenic, reprotoxic) and endocrine disruptors.



# Support humans

## Employees in the value chain

**TechnicoFlor** is deeply committed to respecting human rights and human values, both in its local **ecosystem** and around the world.

## Human rights in the value chain

TechnicoFlor carries out monitoring to ensure that workers' human rights are upheld in its value chain worldwide.

To this end, a code of conduct sets out the requirements in terms of human rights (child labour, forced labour, discrimination and decent pay), health and safety, combating corruption, confidentiality and environmental protection. This code of conduct is deployed and signed by all major (80/20) tier 1 suppliers.

In addition, the Procurement Department includes human rights in its risk analysis and a social assessment of suppliers is carried out via producer certifications (Fair For Life, For Life certification) and CSR assessments (Ecovadis) or by means of a questionnaire.

Finally, a social audit, aligned with the requirements of the SA8000 standard, was carried out on the site in April 2023 and demonstrated compliance on child labour, forced labour, working hours, social rights and anti-corruption, within TechnicoFlor and concerning due diligence in its value chain.



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







**CREATE JUSTIFIABLE VALUE**

 **TechnicoFlor**  
Creating is in our nature

# Create justifiable value

Our contribution to the Sustainable Development Goals (SDGs)



	Objectives 2026	Results 2023	Notes
<b>CLIENTS - CONSUMERS</b>	Satisfaction without complaints above or equal to 98.5%	100% 98.5%	
<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 (scope: 100% of raw materials and packaging)	100% 80%	
	100% of buyers trained in responsible purchasing	100%	
<b>COMMUNITIES - LOCAL AREA</b>	10 environmental and societal charity projects supported	10 7	
	1 day per employee dedicated to volunteering / CSR (from 2025)		
<b>NON-FINANCIAL GRADING</b>	Stay in the top 1% of companies with the best CSR performance, as assessed by Ecovadis (platinum)	100 83	Score of 81/100 in 2022

# Create justifiable value

## Act ethically

As a responsible actor, respect for people and the environment is a requirement that drives our relationships with our stakeholders.

### Our main commitments

- **Engage our suppliers so they respect ethical principles** and encourage them to progress
- **Commit our suppliers to respecting ethical principles** and encouraging them in their development
- **Involve all employees** in ethical conduct and the fight against corruption, above and beyond positions exposed to the risk of corruption
- **Offer tools that facilitate** the adoption of ethical behaviours
- Demonstrate **transparency**.



*“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. With this in mind, we have enhanced our system with new operational tools and consolidated the transparency of our actions. ”*

**Maxime Gransart**  
Deputy General Manager

**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 employees exposed to corruption risks have been trained via e-learning

**0**  
Conviction and fines for corruption and bribery

**100%**  
employees made aware and signed the ethical charter



# Create justifiable value

Ensure a robust, compliant system

## A certified management system

Guaranteeing products from a certified system is an undeniable guarantee of credibility and transparency. The management of consumer issues via quality or the environment is part of a process of continuous improvement and guides us towards excellence.



## A platinum-rated commitment to responsibility

Ecovadis, a recognised independent third party, rated our responsible approach at the highest platinum level for the third consecutive year. TechnicoFlor improves its number of points every year (83 points in 2023) and is among the top 1% of responsible companies.



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.



## A robust eco-design tool

The audit conducted by Afnor Certification in 2022 and 2023 attests to the compliance of Flor-Index® with the recommendations of the 14040 series of life cycle standards, as well as ISO 14006, NF EN IEC 62430, ISO 14025, ISO 14027 and the recent ADEME recommendations on environmental labelling.

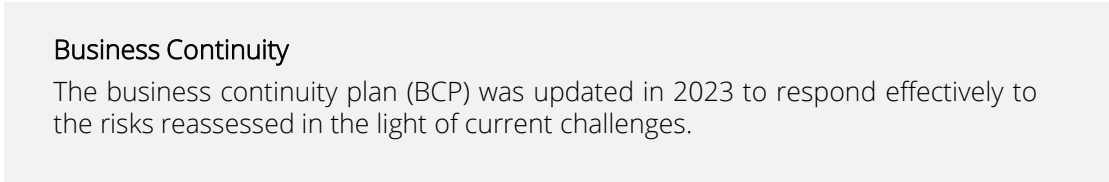


The relevance, robustness and transparency audited make Flor-Index® a unique tool, acclaimed by many stakeholders.

## GDPR compliance

The company is GDPR-compliant and has a named Data Protection Officer.

A GDPR audit was carried out and an improvement plan identified. Among the actions deployed, TechnicoFlor now uses a GDPR-compliant survey and polling tool.



# Create justifiable value

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

### Mobilise our procurement chain partners

To create outstanding eco-designed fragrances, we first need to select exceptional raw materials produced by responsible suppliers. This challenge is compounded by the need to secure supplies, which are under pressure.

### Our main commitments

- Consolidate and secure the ethical 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. Of course, strict compliance with regulations is applied, in particular the application of CITES obligations, and soon European regulations on the banning of products from deforested areas.



**100%**

Buyers trained in responsible purchasing

**79%**

of critical and strategic materials and packaging suppliers assessed for CSR by an independent third party

**19 years**

average supplier relationship with our 80/20 suppliers

### Our responsible purchasing programme

In 2023, the Better Tomorrow programme was significantly enriched with data on raw material production methods, renewable carbon composition and CO<sub>2</sub>eq emission factors. These new criteria complement the certifications already targeted. This programme is aimed at all suppliers (natural and synthetic).

What's more, various equivalence tables were created to align suppliers' own indicators with our CSR evaluation system. Our criteria for evaluating raw material/supplier combinations are in line with the changing challenges we face in order to feed our Flor-Index® tool and determine the eco-designed nature of our fragrances.

### 10 years of positive impact on 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. The sourcing of fair trade raw materials (25) is an integral part of our purchasing policy, with new fair trade channels labelled "Fair for Life", UEFT.

# 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 conditions for communities and the vitality of natural areas and biodiversity.*

**8** sports, cultural and environmental projects supported to the tune of **€80.8k**

### Contribute to economic dynamism

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.

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



### Breakdown of our sponsorship budget



■ Environment   ■ Social / societal   ■ culture

### Support sports and cultural charities

Sports are known to boost regional vitality by welcoming all generations and improving people's health. This is why TechnicoFlor supports one or more Allauch sports organisations and/or athletes each year. In 2023, the Plan de Cuques women's handball club was supported, as were athletes from the French sports foundation. Employees are regularly assisted with participating in the "La Marseillaise des Femmes" race.



# 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.*

*We had the privilege of offering an olfactory dimension to the exhibition “Eternel Mucha” at the Grand Palais Immersif in Paris which ran from March to November 2023.*

*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.*

GRAND PALAIS IMMERSIF

ÉTERNEL  
MUCHA



### Regenerate 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.

Since 2021, the company has been contributing to the 1% for the planet collective, donating 1% of sales from the NatFlor® range of 100% natural fragrances. The funds will go to the Pure Ocean foundation.

In 2023, TechnicoFlor contributed to the restoration of biodiversity in the hills of Allauch, an operation that combines raising public awareness, particularly among young people, with reforestation.

Finally, 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.



### Promote the influence of perfISIPCA

TechnicoFlor has always been passionate about promoting the creation of fragrances and the expertise of the profession, as demonstrated by its sponsorship of the ISIPCA school's 2022/2023 graduating class.

# Performance indicators

## Environment

Indicators	2022	2023
Production: tonnes shipped	1031	1033
ISO 14001 certified production	100%	100%
<b>ENERGY AND GREENHOUSE GAS (GHG) EMISSIONS</b>		
Energy consumption: electricity (kWh)	1,135,456	1,061,460
Energy consumption: mobile fossil fuels (kWh)	-	49,063
GHG emissions (tCO <sub>2</sub> eq) Scope 1	24	16
GHG emissions (tCO <sub>2</sub> eq) Scope 2	38	36
GHG emissions (tCO <sub>2</sub> eq) Scope 3	14,001	13,517
GHG emissions (tCO <sub>2</sub> eq) Scope 1, 2 and 3	14,064	13,569
Carbon intensity (scopes 1, 2 and 3) per K€ (Kg CO <sub>2</sub> eq / k€)	469	415
Carbon intensity (scopes 1, 2 and 3) per tonne of product shipped (Kg CO <sub>2</sub> eq / Kg of perfume)	13.6	13.1
Electric company vehicles / total	2/9	3/9
<b>BIODIVERSITY</b>		
Percentage of RSPO certified raw materials (MB&S)	100%	100%
Number of partnerships aimed at protecting or restoring biodiversity areas	2	2
<b>WATER</b>		
Total water consumed (M3)	2,558	2,494
Total water consumed / tonne of product shipped (M3 / t)	2.48	2.41

# Performance indicators

## Environment

Indicators	2022	2023
<b>RESOURCE USE AND CIRCULAR ECONOMY</b>		
Raw materials with a majority renewable carbon content (upcycled, ISO16128, biotechnologies) (number)	NM	352
Raw materials certified as “responsible” (For Life, Fair For Life)	28	25
<b>WASTE MANAGEMENT</b>		
Hazardous waste (tonnes)	93.6	87.6
Non-hazardous waste (tonnes)	36.8	41
Total hazardous waste (tonnes) / tonne of product shipped	0.091	0.085
Total recycled waste: material recovery (in %)	NM	52%
Total waste incinerated: energy recovery (in %)	NM	18%
Total Reuse (in %)	NM	14%



# Performance indicators

## Social

Indicators	2022	2023
<b>COMPANY EMPLOYEES: WORKFORCE</b>		
Total workforce – FTE (Full-time equivalent)	85	96
Percentage of employees on permanent contracts	90%	91%
Number of hires	30	29
Of which staff leaving (number)	21	18
Turnover *	33%	28%
Average number of years of service	9	8.4
Absenteeism rate	6.5%	3.4%
Number of warnings (harassment, ethics, other)	0	0
<b>Diversity</b>		
Percentage of women in total workforce	74%	69%
Percentage of female managers	61%	56%
Professional Equality Index	76	Not calculable
Number of employees =< 29 years	28	31
Number of employees aged 30-54	43	52
Number of employees >= 55 years old	14	13
Percentage of disabled employees – DOETH (French disability report) (in %)	4.38%	1.56%
<b>COMPANY EMPLOYEES: HEALTH - SAFETY</b>		
Number of lost-time accidents	1	0
Severity rate	1.15%	0%
Frequency rate of work accidents	6%	0%
Number of deaths due to work accidents	0	0

# Performance indicators

## Social

Indicators	2022	2023
<b>COMPANY EMPLOYEES: REMUNERATION, COLLECTIVE NEGOTIATION AND TRAINING</b>		
Employees covered by a collective agreement (in %)	100%	100%
<b>Skills</b>		
Number of training hours	779	1,226
Average number of training hours per employee	9.2	12
Employees who have received training	100%	100%
Employees who have benefited from an appraisal interview	91.7%	97%
Employees who have benefited from a professional interview (every 2 years)	-	94.7%
Number of employees who have benefited from internal promotion	NM	10
<b>WORKERS IN THE VALUE CHAIN</b>		
Major suppliers (80/20) who are signatories of the code of conduct	100%	100%

# Performance indicators

## Governance: our business model

Indicators	2022	2023
<b>COMPANY STAFF – WORK-LIFE BALANCE</b>		
Percentage of employees eligible for family leave (in %)	100%	100%
<b>NUMBER OF APPRENTICES</b>		
Number of apprenticeships or work-study contracts	4	7
Number of interns	5	16
<b>28</b>		
Sales (in €M)	30	32.7
Complaints rate	2%	1.7%
<b>Ethics</b>		
Employees aware of ethics and signatories of the ethics charter	100%	100%
Staff exposed to risks trained to combat corruption	100%	100%
Warnings, convictions and fines for corruption and bribery	0	0
<b>Suppliers</b>		
Major suppliers (80/20) assessed for CSR by a third party (Ecovadis, SMETA, For Life)	NM	79%
Average supplier payment term (days)	50	53
<b>Local area</b>		
Sponsorship projects supported (number)	9	8
Sponsorship projects supported (in €K)	91	80.8



# GRI content index

TechnicoFlor has communicated the information cited in this GRI content index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI standards.

GRI Standards		Information	Pages
<b>GRI 100 GENERAL PRINCIPLES</b>			
<b>GRI 102: General information - 2016</b>			
	102-1	Organisation name	4
	102-2	Activities, brands, products and services	6
	102-3	Geographical location of head office	54
	102-4	Geographical location of business sites	4
	102-7	Size of organisation	3, 7
	102-8	Information concerning employees and other workers	48
	102-12	External initiatives	45
	102-13	Membership of organisations	45
	102-14	Statement by the most senior decision-maker	2
	102-15	Main impacts, risks and opportunities	9
	102-16	Values, principles, standards and rules of conduct	41
	102-40	List of stakeholder groups	11
	102-44	Major issues and concerns raised	10
	102-45	Entities included in the consolidated financial statements	4
	102-46	Defining the content of the report and the scope of the issue	8
	102-47	List of relevant issues	8
	102-50	Reporting period	4
	102-52	Reporting cycle	4
	102-53	Contact point for questions relating to the report	54
	102-55	GRI content index	52
<b>GRI 103: Managerial approach - 2016</b>			
	103-2	The managerial approach and its components	6, 13, 14, 19, 21, 22, 24-27, 30-31, 33, 36, 40-41, 43-44
	103-3	Assessment of the management approach	42
<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 arising from climate change	9, 17

# GRI content index

TechnicoFlor has communicated the information cited in this GRI content index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI standards.

GRI Standards		Information	Pages
GRI 205: Combating corruption - 2016	205-1	Activities assessed in terms of corruption-related risks	41
	205-2	Communication and training on anti-corruption policies and procedures	41
<b>GRI 300 ENVIRONMENTAL STANDARDS</b>			
<b>GRI 302: Energy - 2016</b>	302-1	Energy consumption within the organisation	14
	302-3	Energy intensity	46
	302-4	Reducing energy consumption	15
	302-5	Reducing the energy requirements of products and services	16
	<b>GRE 303: Water and effluents - 2018</b>	303-2	Managing the impact of water discharge
303-4		Water discharge	26
303-5		Water consumption	21
<b>GRI 304: Biodiversity - 2016</b>	304-1	Significant impacts of activities, products and services on biodiversity	20, 24
	304-3	Protected or restored habitats	19-20, 45
<b>GRI 305: Emissions - 2016</b>	305-1	Direct (Scope 1) GHG emissions	14-15
	305-2	Direct (Scope 2) GHG emissions	14-15
	305-3	Other indirect (Scope 3) GHG emissions	14-16, 18
	305-4	GHG emissions intensity	15
	305-5	Reduction of GHG emissions	14-16,
<b>GRI 306: Effluents and waste - 2016</b>	306-2	Waste by type and disposal method	25-26
<b>GRI 307: Environmental compliance - 2016</b>	307-1	Non-compliance with environmental laws and regulations	26, 42
<b>GRI 308: Supplier environmental assessment - 2016</b>	308-1	New suppliers that were screened using environmental criteria	43
	308-2	Negative environmental impacts in the supply chain and actions taken	20
<b>GRI 400 SOCIAL STANDARDS</b>			
<b>GRI 401: Employment - 2016</b>	401-1	New employee hires and employee turnover	31
	402-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	34
<b>GRI 403: Occupational health and safety - 2018</b>	403-1	Occupational health and safety management system	33
	403-2	Hazard identification, risk assessment, and incident investigation	33
	403-9	Work-related injuries	33, 48

# GRI content index

TechnicoFlor has communicated the information cited in this GRI content index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI standards.

GRI Standards		Information	Pages
<b>GRI 404: Training and education - 2016</b>	404-1	Average hours of training per year per employee	36, 49
	404-3	Percentage of employees receiving regular performance and career development reviews	35, 49
<b>GRI 405: Diversity and equal opportunities - 2016</b>	405-1	Diversity of governance bodies and employees	32
<b>GRI 408: Child labour - 2016</b>	408-1	Operations and suppliers at significant risk for incidents of child labour	38, 43, 50
<b>GRI 409: Forced or compulsory labour - 2016</b>	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	38, 43, 50
<b>GRI 412: Human rights assessment - 2016</b>	412-1	Operations that have been subject to human rights reviews or impact assessments	38
	412-2	Employee training on human rights policies or procedures	41, 50
<b>GRI 413: Local communities - 2016</b>	413-1	Operations with local community engagement, impact assessments, and development programmes	44-45
<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	37
<b>GRI 417: Marketing and labelling</b>	417-1	Requirements for product and service information and labelling	22-23, 28





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 **TechnicoFlor**  
Creating is in our nature

