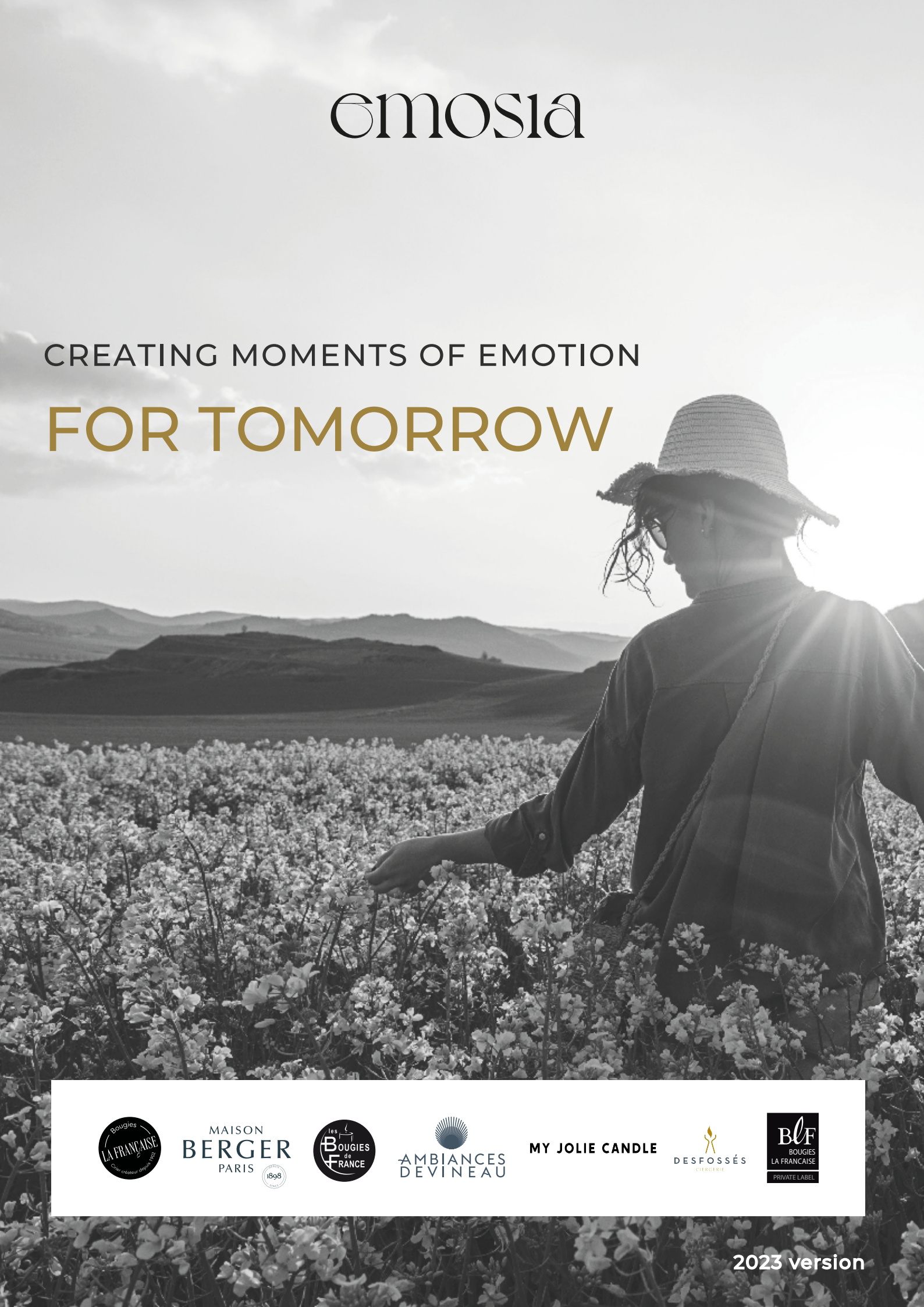
emosia

CREATING MOMENTS OF EMOTION

FOR TOMORROW



2023 version

OUR MISSION: USE SUSTAINABILITY AS AN INSPIRATION

In a world full of uncertainty, unprecedented crises and a climate emergency, our vision of a sustainable company is more than ever part of a positive dynamic of resilience and responsibility.

In this CSR Charter, you will find a non-exhaustive list of the group's commitments and achievements. We wish to continue to work with our stakeholders towards more sustainable development on the home fragrance market.

Summary of our CSR commitments

"Creating moments of emotion" is both the mission statement we have chosen for the brands and products made by emosia group, and our managerial line so that our teams feel good.

This quote is a foundation for our CSR practices.



OLIVIER SILLION, PRESIDENT

OUR STRENGTHS: KNOW-HOW, QUALITY AND INNOVATION

We are convinced that the **know-how** of our companies must be at the centre of a more sustainable development. We thus make it a point of honour to perpetuate our historic know-how while modernising our facilities.

We want our brands to be able to continue to be synonymous with ancestral know-how, but also and above all with **quality**. The group undertakes to provide exemplary service and product quality to its private and professional customers.

We encourage **innovation** to protect the group's pioneering spirit that for over 120 has been the source of products that have left their imprint on the home fragrance market. Day after day, we reaffirm our values of innovation which have been the foundation of our companies' success since their creation.

To maintain this head start, the group is making **major investments** in R&D and open innovation programmes to invent tomorrow's products... sustainably!

Olivier Sillion

OUR METHODOLOGY

A PROGRAMME BASED ON 3 PILLARS...

Our CSR programme is based on three pillars which deal with sustainability throughout the chain of value.



OUR PRODUCTS AND CUSTOMERS



PEOPLE



OUR PLANET

... DEVELOPED FOLLOWING THE GUIDELINES OF ISO 26000

This standard is dedicated to social responsibility. We focused on the seven core subjects of the standard, related to sustainable development, human health and societal well-being, while ensuring compliance with laws in force, compatibility with international standards and consideration of our stakeholders' expectations.

OUR PRODUCTS AND OUR CUSTOMERS	PEOPLE	OUR PLANET
		
MATTERS CONCERNING CONSUMERS	COMMUNITY AND LOCAL DEVELOPMENT	ENVIRONMENT
GOOD BUSINESS PRACTICES	RELATIONSHIPS AND WORKING CONDITIONS	
	HUMAN RIGHTS	

ORGANISATION - GOVERNANCE

This programme takes a circular view of the companies. It involves all our stakeholders: employees, suppliers, customers and consumers, as well as our governance bodies.

MATERIALITY MATRIX (2021-2023)

To define the roadmap of this CSR programme, we first wanted to prioritise the various issues of the three sustainable development pillars: social, economic and environmental in a materiality matrix. We did this with consideration for the group's ambition and the expectations of its main stakeholders.

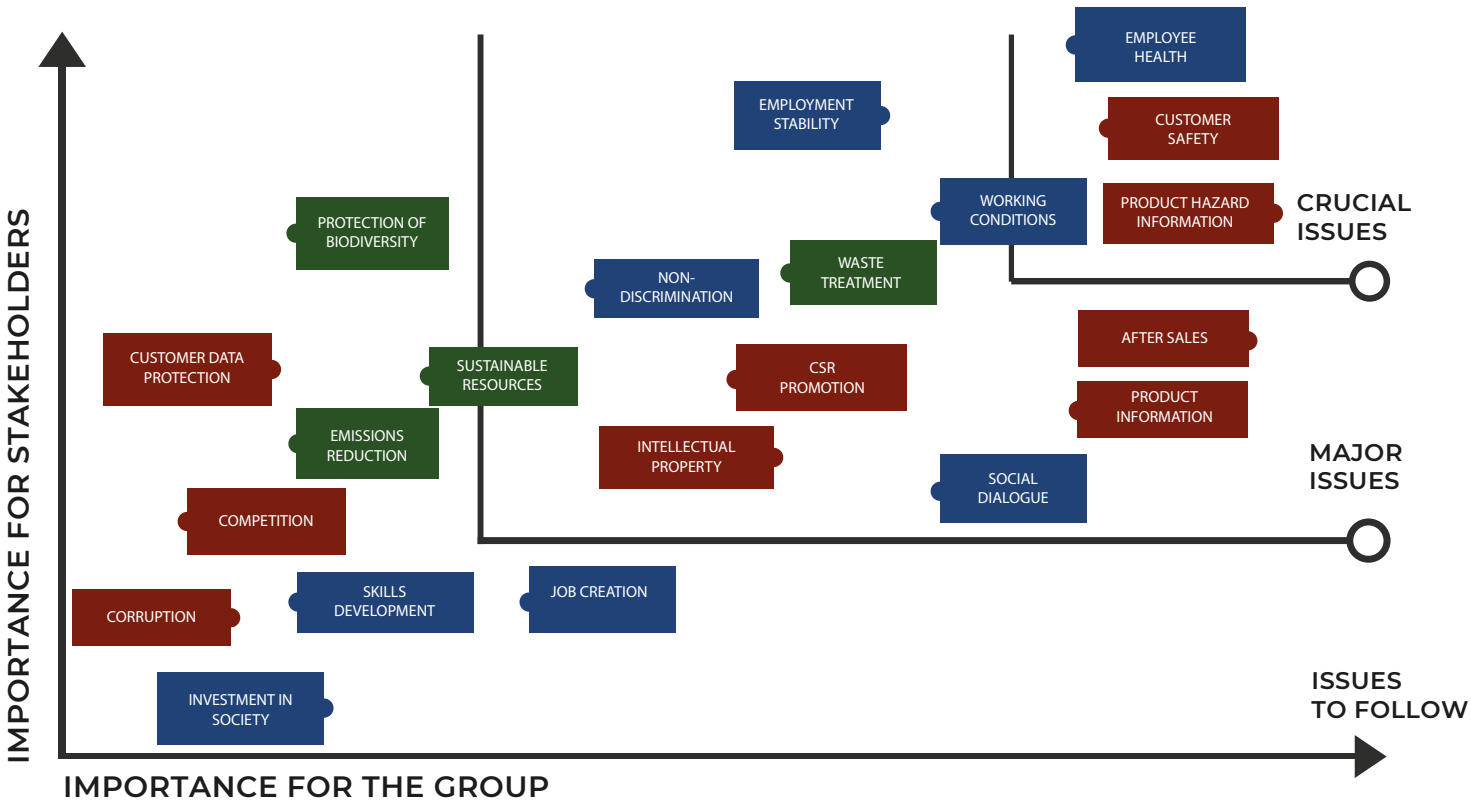
This hierarchy ranks the issues by order of importance and by nature. The stakeholders may include, for example: employees, shareholders, investors and ratings agencies, customers, suppliers, public authorities, consumers, etc.

27 QUESTIONS | **845** RESPONDENTS | **12** COUNTRIES | DISCOVER THE QUESTIONNAIRE:

OUR PRODUCTS AND OUR CUSTOMERS

PEOPLE

OUR PLANET



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

A METHODOLOGY THAT AIMS TO MEET THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

In 2015, the United Nations defined 17 goals for member countries to reach by 2030. These goals are based on three overall goals to eradicate poverty in all its forms and everywhere by protecting the planet and ensuring prosperity for all.





Our Products and Customers

OUR PRODUCTS
AND CUSTOMERS

GOOD BUSINESS PRACTICE

Share our values and our aspirations within the group and with our stakeholders.

1. PURCHASING CHARTER

We want our suppliers to share our values by following our Purchasing Charter

- **A Purchasing Charter has been written and is applied throughout the group. 88% of our suppliers have signed this charter,** with the remaining suppliers already having their own CSR charters,
- **Financial equity with regard to suppliers:** compliance with payment deadlines, development of forward-looking procurement management,
- **Protection of sectors,** maintenance of ability and know-how,
- **Integration of the environmental issue:** recycling of products at the end of their life, waste treatment, pollution, energy consumption.

2. ETHICS CHARTER

Integrity, ethics, loyalty, transparency, the fight against unfair competition and corruption are the Group's fundamental values in conducting business.

- **An Ethics Charter has been written and is applied throughout the group.**



OUR PRODUCTS
AND CUSTOMERS

MATTERS CONCERNING CONSUMERS

Put the consumer at the centre of our attention by ensuring exemplary service quality and transparent management of their data.

1. CUSTOMER HEALTH & SAFETY

Protecting our customers' health and safety is constantly at the centre of our concerns. We comply with international standards in terms of fragrance, thanks to Fragrance Specifications which are stricter than standards in force in the profession.

- **Quality Charter:** the group has created its own Emosia Quality Charter for all group entities.
- **Fragrance specifications:** the group has Fragrance Specifications for each perfuming system (catalytic lamp, candle, bouquet, car diffuser, etc.). They are the same for all group entities.
- **A REACH certificate has been drawn up** and sent to all our suppliers to ensure compliance with REACH regulations (EC No. 1907/2006 of 18 December 2006). **This charter had been signed by 92% of our suppliers at the end of 2022.**

2. DATA PROTECTION

Ensuring the protection of our consumers' data and privacy and the data of our business customers or suppliers is a necessity for us.

- **IT Charter:** the group applies an IT charter for all of the companies.
- **GDPR policy:** the GDPR policy and user consent for data protection are applied on all of the group's e-commerce sites.





ONE GOLDEN RULE: QUALITY AND EVER MORE SUSTAINABLE PRODUCTS

OUR PRODUCTS
AND CUSTOMERS

3. CUSTOMER SATISFACTION

Guaranteeing a level of customer satisfaction on the quality of all our products and services and ensuring transparency towards customers is essential.

4.7 / 5

The average consumer rating in product reviews for the emosia group.

48 H

Average time for processing disputes in the group.

Avis Vérifiés

Sending an e-mail to consumers 20 days after their on-line purchase, inviting them to score products for full transparency in terms of customer feedback.

4. QUALITY ACROSS PRODUCTS AND SERVICES

Ensure quality across the board for the group's products and services. Maintain an exemplary quality standard in the profession.

Certification of the sites of Bourgtheroulde, Criquebeuf and Cugand according to the most suitable standard.
(e.g.: ISO 9001 Quality Management or other standards).

The Carquefou site is currently undergoing IFS HPC certification.
This standard ensures compliance and quality of products for consumers.

Group-wide introduction in 2022 of a digital production management tool
to provide an automated/digitalised end-of-line production measurement, to make quality more reliable and to support production teams with intuitive and operator-focused tools.



AUDE MAS-VINCENTI, PERFUMER
GUARANTEEING THE OLFACTORY EXPERTISE
ACROSS THE GROUP'S PRODUCTS



People

PEOPLE

RELATIONSHIPS AND WORKING CONDITIONS

Allow our employees to develop in a respectful, equal and dynamic working environment. Accompany our employees in their personal development and allow them to develop their careers.

1. SKILLS DEVELOPMENT

Ensure skills development and career progression through continuous training.

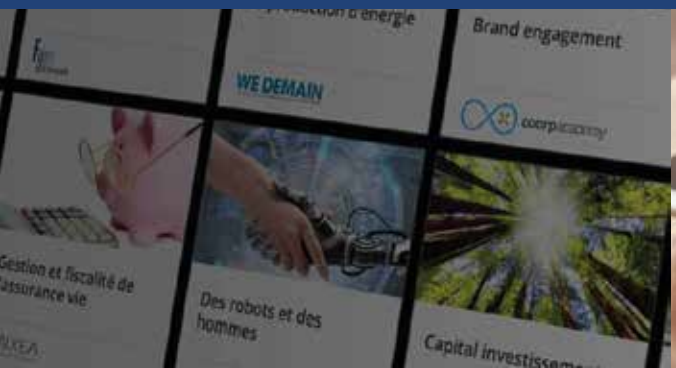
Training plan validated yearly in the group by the works committee.

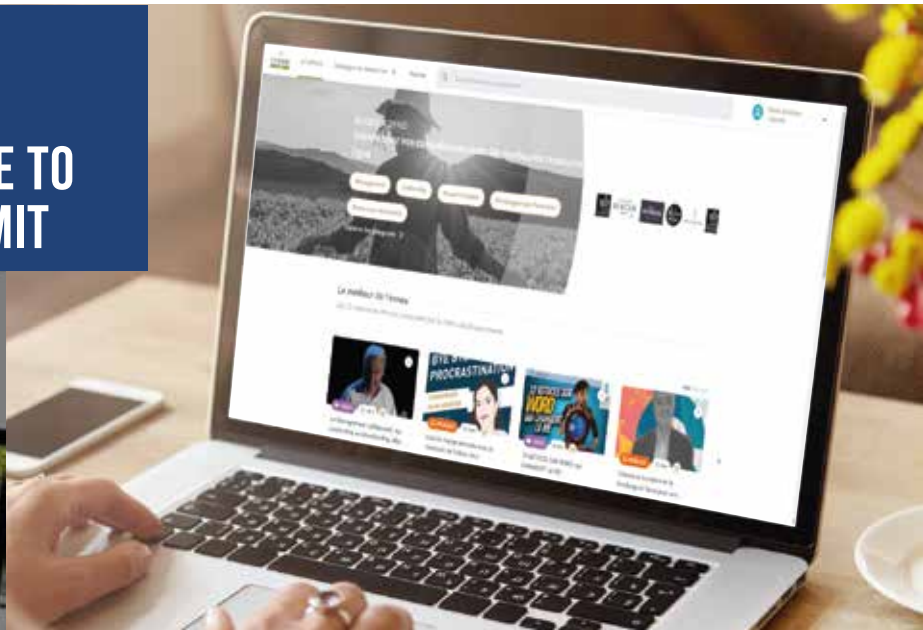
The Emosia Academy e-learning platform, introduced in 2021
to allow continuous training for employees, allowed employees to develop their skills in 2022 thanks to 83 hours of training.

Over 22% of group employees were trained in 2022
with an average of 13.5 training hours per employee trained.

In 2022, an onboarding programme was introduced for employees.
Via the Emosia Academy platform, which is accessible to everyone, the group can be discovered through seven dedicated and tailor-made playlists. At the end, a certificate is issued, certifying completion.

EMOSIA ACADEMY, OVER 50,000 RESOURCES, 230 SKILLS AND 7 DEDICATED PLAYLISTS AVAILABLE TO GROUP EMPLOYEES, WITHOUT LIMIT





PEOPLE

2. PROFESSIONAL EQUALITY

Maintain professional equality and diversity within the group.

- **92.3/100: equality index score within the group. This illustrates our wish to reach gender equality in the workplace.**

The index, out of 100 points, is calculated on the basis of four indicators:

- The pay gap between women and men,
- The distribution gap for individual increases,
- The distribution gap for promotions,
- The number of employees who received a pay increase upon their return from maternity leave

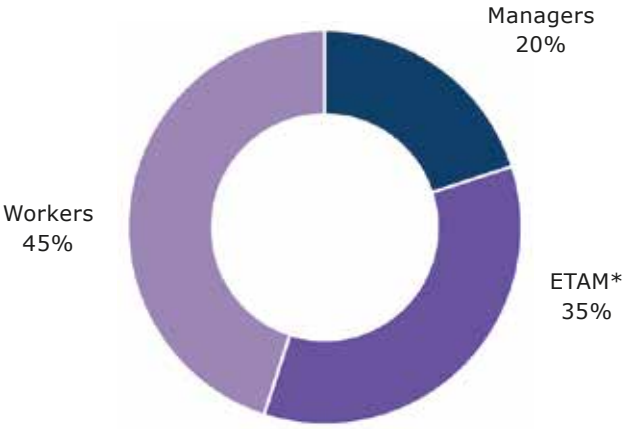
- **45%, 35% and 20%: respectively the percentage of workers, ETAM* and managers in the group (excluding subsidiaries) in 2022.**

EQUALITY INDEX SCORE OUT OF 100:

INDEX ÉGALITÉ FEMME HOMME
RÉPUBLIQUE FRANÇAISE

92

GROUP BREAKDOWN



*Employees, Technicians and Supervisory Staff



PEOPLE

3. PROFESSIONAL FULFILMENT

Support all employees in the group and encourage their professional fulfilment.

- **Job mapping policy,** implementation of a group organisation chart available to all.
- **Infrastructure & events** to ensure quality of life at work and employee fulfilment: relaxation rooms, Christmas meals, funding for personal projects, etc.
- **Policy of welcoming new employees:** welcome booklet, induction path and safety awareness.
- **13 years:** average seniority in the group.
- **Distribution of fruit** on all group sites to contribute to our employees' well-being (weekly delivery).
- **1 Remote Working Charter:** to ensure the proper conduct of remote working in the group.
- **To encourage the professional fulfilment of all our employees,** the management culture and collaborative practices embody the values of the emosia group: teamwork, authenticity and enthusiasm.





PEOPLE

4. EMPLOYEE SAFETY

Working in a company and feeling good there is also, and above all, about being safe. The group puts employees' health and safety at the top of its priorities and implements the necessary means to make this a reality for all stakeholders.

- **To allow the Women and Men in the Group to work in complete safety, to be able to manage risks related to their activity and to improve working conditions, a safety policy has been introduced to ensure:**
  - Compliance with regulations
  - Promotion of ongoing improvement and communication
  - Involvement and governance
- **Safety managers on each industrial site are responsible for the proper application of this safety policy:**
  - In total, 67 safety-at-work employees are distributed over the various sites to ensure everyone's safety.
  - Several awareness and prevention actions introduced in 2022 led to a reduction in accidents of 38.5% in 2022 compared to 2021.
  - A safety booklet is given to each new employee who joins the group. For visitors, a booklet is also provided before visiting the various sites.
- **Improvement of workstations:** to improve employees' working conditions and to reduce the risk of accident, the workstations have been redesigned in order to be improved:

  - on the site of **Carquefou**, the workstations have been improved on the tanks so that operators no longer have to carry heavy loads.

  - on the site of **Bourgtheroulde,** a modification of the production lines has improved employee comfort (less repetition of movements, better distribution of operators over the production line).

  - on the site of **Criquebeuf**, to improve the visual comfort of employees, all lights have been swapped for LEDs.



SAFETY ON THE SITES: A MATTER OF CONCERN AT ALL TIMES

PEOPLE

COMMUNITY AND LOCAL DEVELOPMENT

Be involved locally by participating in cultural heritage, creating jobs and wealth. Promote education and health.

1. CITIZEN ENTERPRISE

Be an exemplary citizen enterprise both locally and nationally:

MSF 2022 partnership video

- **Creation of a Lampe Berger co-branded with Médecin Sans Frontière:**
  For the purchase of a Lampe Berger MSF gift pack, €3 donated to MSF.
  A total of €15,000 was thus donated to the NGO in 2022.

- **Pink October:**
  In 2022, My Jolie Candle created a candle in partnership with Sacrée Frangine. All profits were donated to the Rose Up charity.
  Also, flash mobs, pink ribbon pin badges and a prevention conference took place in October 2022 at emosia.





In total, the group raised over €8,000 for the Ligue contre le Cancer and Rose Up.

- **Action contre la Faim:**
  Every year, employees from Devineau, Desfossés and Bougies la Française take part in this race for charity. For the 2022 edition, 36 employees wore the colours of emosia and raised over €10,000.
- **4L Trophy:** In 2022, emosia sponsored a team taking part in the 4L Trophy, an adventure through the Moroccan desert. The donations collected were given to the Enfants du Désert charity.
- **Sponsorship:**
  In 2021, emosia made €62,000 in donations.
  In 2022, the group wanted to get all employees involved and took on board their wishes regarding sponsorship. Thus, **€77,000 of donations were made in 2022** to charities and projects supported by employees.





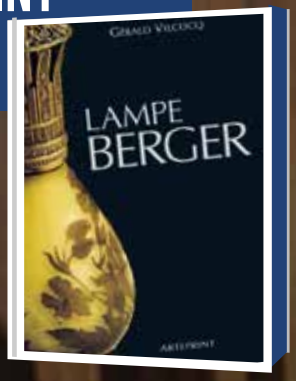
PEOPLE

2. PROMOTION OF CULTURE & EDUCATION

Our group and our companies, which have been in existence for over 100 years, are also committed to protecting and promoting education and culture. We want to spread our know-how and share it with as many people as possible.

- **320: the number of pages in the book "A century of History"** on the history of the Lampe Berger since its invention in 1898.
- **Interactive museum:**
  In 2019, creation of a museum in Grand-Bourgtheroulde (NORMANDY) on the history of Maison Berger Paris. Discovery of know-how through multi-sensory experiences. To promote the brand's history, the museum was open for the 2022 Heritage Days.
- **Creation of a club in 1994 of "Lampe Berger" collectors** (Association under the law of 1901)
- **Participation in the renovation of Saint-Ouen abbey church:**
  At the end of November 2021, emosia took part in the renovation of Saint-Ouen abbey church (Rouen, Normandy). Profits from the sale of a donation of five lots were donated to the Fondation du Patrimoine to restore the rose window in the southern transept of the abbey church.
- **Sponsoring of a junior enterprise within the framework of a Masters:**
  To support students on the ISIPCA MSc *Manager course for the creation and development of perfume product processes* to create a box based on coffee, emosia supported the project and the candle was manufactured by Bougies la Française.

"A CENTURY OF HISTORY" PUBLISHED BY ARTE PRINT



MAISON BERGER PARIS INTERACTIVE MUSEUM

PEOPLE

3. FRENCH EXCELLENCE

Our companies have been flying the flag for France for over a century.
The French know-how of the Women and Men in the group is recognised in over 70 countries worldwide.
We proudly exhibit "the French way of life", as attested by the "Living Heritage Company" labels of both Maison Berger and Bougies La Française. This French excellence fully encourages us to continue to manufacture products that are increasingly qualitative and sustainable.

- The Elysée selected "Bougies La Française" to create its home fragrance products, which represent a showcase of the French way of life. Emosia thus plays a role in preserving the Elysée through royalties from the sales of this collection.

- Château de Versailles has put its faith in the emosia group for an exceptional collection of candles, made following the tradition of French candle-makers. Emosia thus plays a role in preserving the Château de Versailles through royalties from candle sales.

- The new brand "La Française" leverages the know-how and meticulous gestures inherited from an ancestral, unique and rare art, for tomorrow's creations.
  French excellence and creativity characterise the brand, which successfully combines very high-added value Manufacturing with Passion and Innovation.





PEOPLE

4. LOCAL RECRUITMENT

We want to continue to reinforce our role as a local recruiter and for the young generations.

- **Every year, the group undertakes to sign apprenticeship or work-study contracts. Discovery courses are offered each year to secondary school pupils.**

  In 2022, **11** new work-study students and apprentices joined the group, alongside **nine** trainees.

HUMAN RIGHTS

Ensure adherence to a code of conduct in the Group to lastingly combine economic development and respect for human rights.

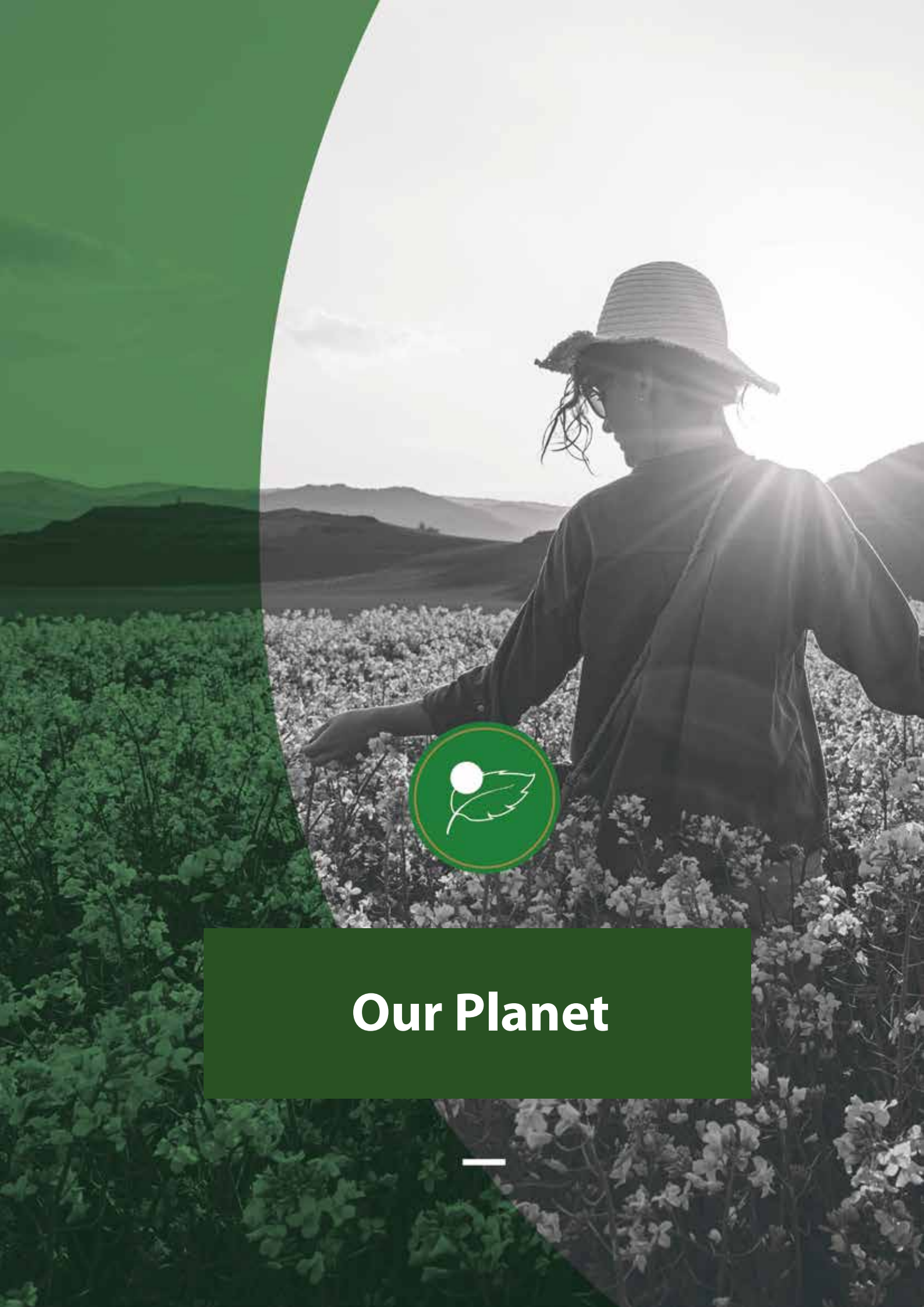
1. STRICT APPLICATION OF THE CHARTERS

The conditions in which our products and packaging are manufactured or supplied are decisive from a human perspective.

- **To ensure that these human rights are respected and to prohibit child labour: recruitment of a QC manager in Asia for regular factory inspections.**

- **Creation and application of the ethics charter, purchasing charter and Social and Human Rights policy: they govern the codes of good conduct and professional ethics.**





Our Planet

OUR
PLANET

12 RESPONSIBLE CONSUMPTION

ENVIRONMENT

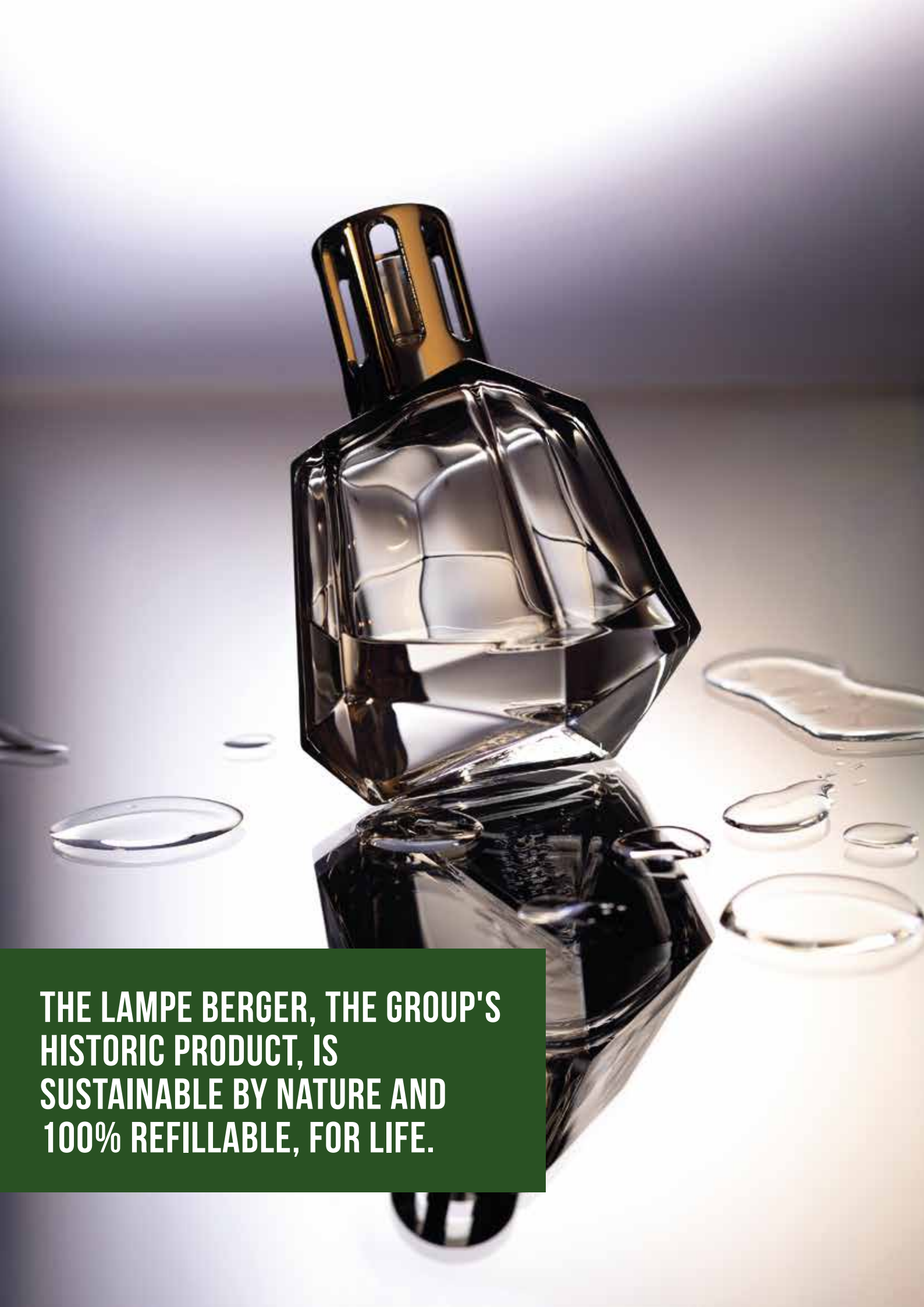
Better understand our environmental impacts and develop areas of improvement to minimise them. Move towards sustainable development with low environmental impact.

1. LEAD THE GREEN TRANSITION

The group has made major advances to develop and produce more sustainable products on its market.

- **Creation of the first range of organic candles with the Ecocert label.** Ecocert is a label which promotes products made with natural substances and/or from organic farming.
- **Installation of a new network dedicated to plant-based wax on the Carquefou site**
- **Use of European plant wax (without GMO),** representing 54.82% of production for the Cugand site (Bougies la Française) in 2022. On the Carquefou site (Devineau & Desfossés), production using plant wax increased by 2.58% between 2022 and 2021.
- **Use of a new 100% plant-based bucket** made with potato starch by Ciergerie Desfossés, which will allow us to reduce our emissions by 100 tonnes equivalent CO_2 per year.
- **All home fragrance bottles sold by emosia group are made of 100% recyclable PET**





THE LAMPE BERGER, THE GROUP'S HISTORIC PRODUCT, IS SUSTAINABLE BY NATURE AND 100% REFILLABLE, FOR LIFE.

OUR
PLANET

2. PRODUCE MORE LOCALLY

With four production sites in France, the group puts the Made in France label and local partnerships at the heart of its developments.

- **The site of Devineau-Desfossés has two centuries of ancestral know-how and as such, the Ministry for Economy and Finance issued the Maison Berger and Bougies la Française sites with the EPV (Entreprise du Patrimoine Vivant - Living Heritage Company) label.** It distinguishes French companies with artisanal and industrial know-how deemed to be of excellence on the national territory.
- **On the strength of 120 years of candle-making know-how, the Bougies la Française site has developed excellence.**







EPV

OUR COMPANIES

OUR LOCAL PARTNERS







OUR
PLANET

3. CARBON REPORTING

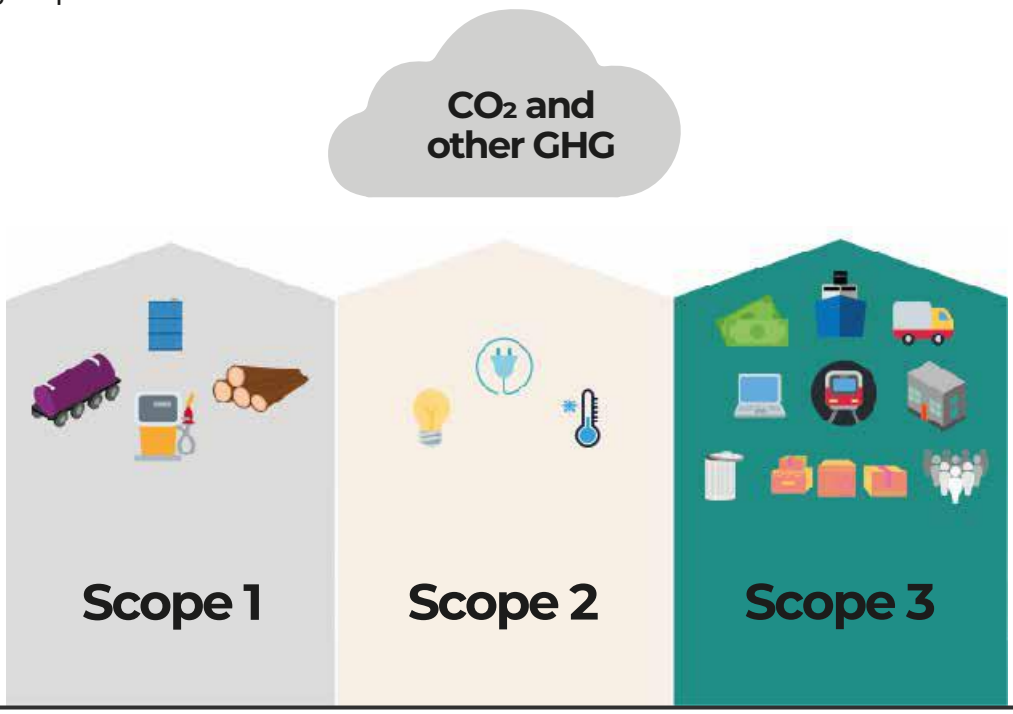
Carbon reporting is a diagnostic tool to analyse direct and indirect greenhouse gas emissions generated by all of a company's activities. It may be divided into several scopes, which in turn are divided into several emission items.

Scope 1 concerns direct greenhouse gas emissions, i.e. those that take place directly at company level.
Scope 2 concerns indirect emissions related to energy, i.e. emissions emitted when producing energy.
Finally, scope 3 groups together the other indirect emissions.

To make an inventory of the different group entities, carbon reporting was carried out on the sites of Bougies La Française in 2020, Maison Berger Paris in 2021 and Devineau in 2022.

Thus, in 2019, Bougies La Française emitted 3,830 tonnes of CO_2 equivalent, which corresponds to 316 tonnes of CO_2 equivalent per million euros of turnover.
Maison Berger Paris emitted 9,287 tonnes of CO_2 equivalent in 2021, corresponding to 200 tonnes of CO_2 equivalent per million euros of turnover. Finally, Devineau emitted 17,975 tonnes of CO_2 equivalent in 2021, which corresponds to 664 tonnes of CO_2 equivalent per million euros of turnover.

In order to align with national reduction targets of -20% in 2026 and -40% in 2030, and on the basis of this carbon reporting, action plans have been implemented at the level of the emosia group.



OUR
PLANET

4. THE 3R APPROACH

In order to become more and more involved in the circular economy, employees were able to take part in a training course on eco-design and the group set up working groups based on the 3R: Reduce, Reuse, Recycle. The Women and Men at emosia are brainstorming together on these three topics in order to innovate in the circular economy.

REDUCE

Reduction of the weight and surface area of packaging, reduction of outer packaging by encouraging the use of **FSC / PEFC** to limit our carbon footprint.

Eco-Score illustrates the evolution **of environmental reporting** in real time depending in the choice of components during product development.

Mobility plan: a mobility project has been launched, the aim of which is to **make car sharing** among employees easier, **to reduce the use of personal vehicles**.

Sustainable management of our electricity and office automation consumption (e.g.: dematerialisation of the quality system via *Aquiweb,* digital and 3D models, electronic signature to be generalised, EDI transmission with our customers).

Sales team equipped with **hybrid vehicles.**

Use of **dematerialised instructions for** Lampe Berger via a QR code, thus promoting accessibility.

Environmental assessment and **improvement** of the environmental performances of isopropyl alcohol.

REUSE

Removal at the end of the line at *Bougies la Française* of non-compliant jars in order to **recover the wax.**

Launch by *La Française* of **candle refills** allowing the glass containers to be preserved.

The Lampe Berger, the group's historic product, is **sustainable by nature,** because it can be reused and refilled for life.

Launch of the fragrance fountain: **refills can now be reused**.

Reusable **POS items** with **interchangeable visuals**.

Recovery of soiled drums by *Renovembal* at *Devineau* and *Bougies la Française*.

OUR
PLANET

RECYCLE

Discussion under way to **give a second life to products** by the various brands (PET bottles, candle jars, etc.).

By 2026, 10% of our glass containers will contain 30% of recycled glass. The goal is to reduce CO_2-eq emissions by 2%.

Use of **recycled PET** for 100% of PET containers and a 15% reduction in the weight of containers.

Recycling of paper, glass and cardboard.

Recycling of glassine from labels with *Soprema* to make insulation panels.

REDUCE

REUSE

RECYCLE

Summary of our CSR actions

OUR
PLANET

5. ENERGY SOBRIETY

More than ever, energy sobriety is at the centre of discussions. This is why emosia Group has set itself the target to reduce energy consumption by 10% within two years.
To reach this goal, several subjects were followed in 2022:

- **Relamping:** all lights on the various sites will be replaced by LEDs within three years (2025),
- **Renewal of gas boilers** and reduction of their pressure to reduce energy use
- **Raising all employees' awareness of climate issues** (through awareness workshops) **and eco-responsible gestures** (through communication of Ademe's best practices),
- **Research into renewable energy sources,**
- **Limitation of energy loss** thanks to insulating piping,
- **Renewal of radiators and window frames** to improve insulation and heating.

6. INNOVATE IN THE CIRCULAR ECONOMY

As a major player in its market, the group wants to open the way to a more responsible vision of home perfuming and be part of a circular approach.

- **Development of an in-store circular fragrance refill solution, a global first in our market.**
- **The group is a winner of the EU's H2020 programme,** circular section (C-VOUCHER) rewarding 18 European companies committed to the circular economy in Europe.



European Commission | Horizon 2020 European Union funding for Research & Innovation

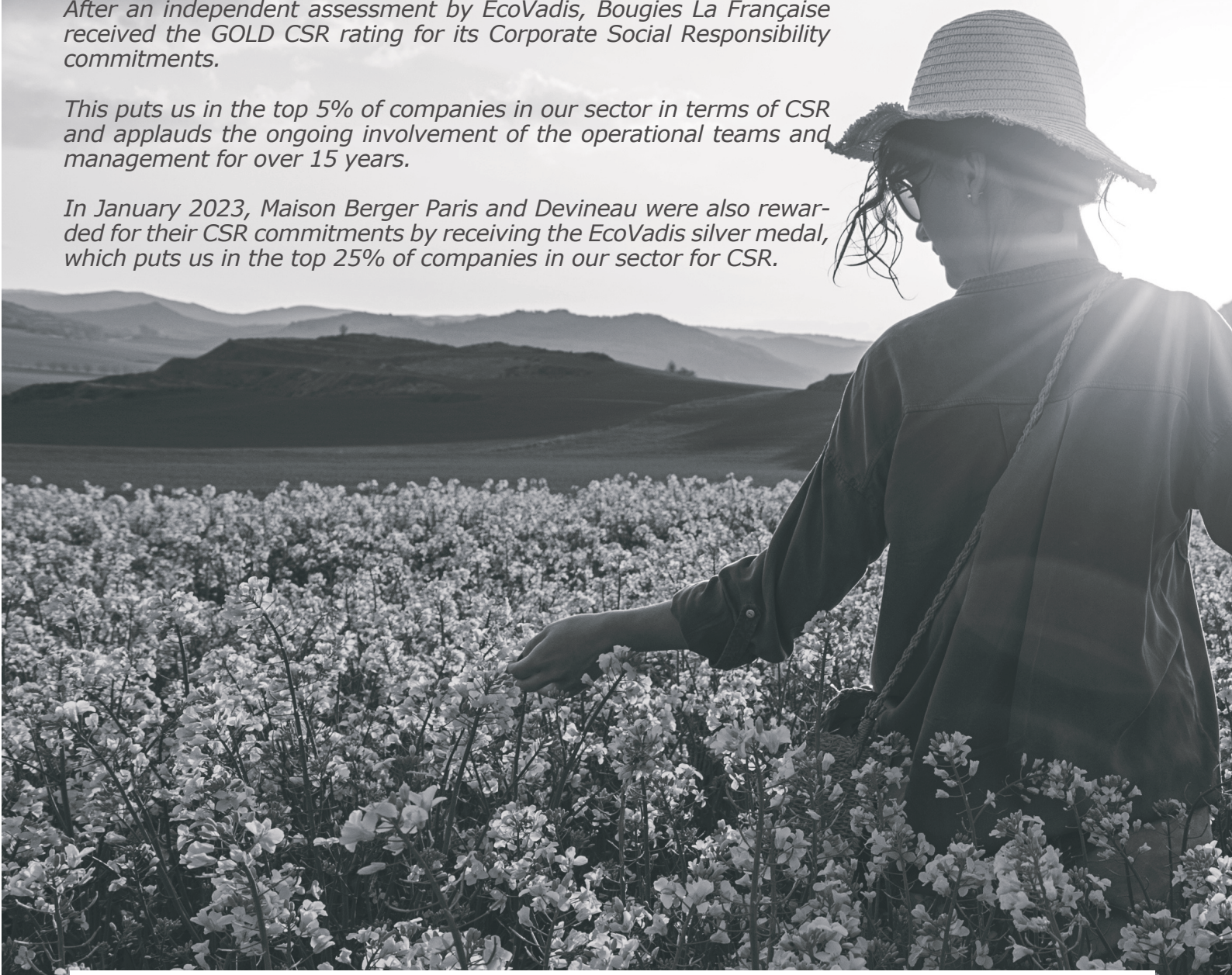
C-Voucher x MAISON BERGER PARIS 1898

BOUGIES LA FRANÇAISE RECEIVES THE ECOVADIS GOLD RATING

After an independent assessment by EcoVadis, Bougies La Française received the GOLD CSR rating for its Corporate Social Responsibility commitments.

This puts us in the top 5% of companies in our sector in terms of CSR and applauds the ongoing involvement of the operational teams and management for over 15 years.

In January 2023, Maison Berger Paris and Devineau were also rewarded for their CSR commitments by receiving the EcoVadis silver medal, which puts us in the top 25% of companies in our sector for CSR.



Version 2023