In 2011, we signed a charter of 15 commitments to nutrition, quality, the environment and respect for people. Let’s take a look at our progress in 3 specific areas:

1. **CARE**, our project to improve health and safety at work
2. **Energy Management Systems**, now in place on our production sites
3. **Multi-site RSPO certification for the use of sustainable palm oil**

We are delighted to reaffirm the support of Délifrance and all our staff to the principles of the United Nations Global Compact. Through our action plan, we are taking responsibility across our entire supply chain. This report presents our main commitments to the environment and the international labour standards of the Global Compact.

We have a single goal; to become the ambassadors of committed bakery, working responsibly to inspire our staff, partners and customers.
Délifrance works in 20 different countries. We comply with international standards across all our locations, putting the principles of the Global Compact into practice via numerous initiatives. Here are 3 of the main ones:

**CARE**

- A policy aiming to instil a strong safety culture at all levels of the company
- **-36%** lost-time accidents between 2015 & 2016
- “The Care minute” opens all meetings

**HANDICAP WEEK**

- A yearly, week-long campaign to raise staff awareness and appreciation of disability
- FUNDS RAISED
  - 14,000 € in 2015
  - 18,000 € in 2016
  - **+22%**

**TALENTS**

- An interview and career management tool to encourage employee development
- **700** employees involved in 2016

- Continue international roll-out &
- to cover all managers, executives and salespeople by 2020

**PERCENTAGE OF WORKERS WITH DISABILITIES**

<table>
<thead>
<tr>
<th>Year</th>
<th>At Délifrance</th>
<th>Legal requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>6.63%</td>
<td>6%</td>
</tr>
<tr>
<td>2014</td>
<td>7.45%</td>
<td>6%</td>
</tr>
<tr>
<td>2015</td>
<td>7.14%</td>
<td>6%</td>
</tr>
<tr>
<td>2016</td>
<td>7.28%</td>
<td><strong>7.28%</strong></td>
</tr>
</tbody>
</table>

Scope: France

**Aim for 0 accidents in 2020**

Continue taking targeted action on an individual basis to support staff with disabilities in their daily lives.
At Délifrance, we actively involve our staff, suppliers and customers in initiatives to support the environment. These initiatives will reduce our environmental impact in the areas of energy, carbon footprint, water and waste, in line with the principles of the Global Compact. Here are 3 of the main ones:

**ENERGY MANAGEMENT SYSTEMS (EMS)**

- We launched our new energy roadmap in 2015

**3 KEY AREAS**

1. Energy purchasing
2. Investing in new and replacement equipment
3. Energy savings

**TWO ISO 50 001-CERTIFIED SITES**

- Dunkirk
- Béthune

**WE FOREST**

We have been working in partnership with We Forest to *fight climate change* since 2011

- 1.7M trees planted in India and Madagascar between 2011/13 and 2015
- 2M trees planted in 2016
- 2.3M trees planted in 2015
- 2.6M trees planted in 2014

**PALM OIL**

Délifrance has been a member of RSPO (Round Table on Sustainable Palm Oil) since 2010

- In 2016, 70% of our raw materials containing palm oil from sustainable palm sources.

**ENVIRONMENT**

In 2017, we will co-found a new reforestation project linked to the sustainable development objectives of the Global Compact and the COP21

**OBJECTIVE**

- Energy used (kwh per tonne of finished products) between 2015 and 2018:
  - 10%

**OBJECTIVE**

- 100% sustainable palm oil by 2018
Our farmers select the wheat varieties that make the very best bread.

Our "France's Best Craftspeople" create inventive recipes to be enjoyed at our customers' outlets and in our shops all over the world.

Our Grandes Moulins de Paris millers have been producing outstanding flour since 1929.

Our bakers combine to produce premium products using time-honoured skills and modern production techniques.

6 innovation centres
25 international offices
90 countries served worldwide
400 franchised restaurants