



Sustainability Report 2024 DKSH France

Delivering Growth – in Asia and Beyond.



**Jean-Dominique Foulon**

Managing Director,
DKSH France S.A.

"Our vision is to inspire deep meaning in our actions, growing both our business and our people in a respectful environment. Thanks to complementary expertise, we aspire to achieve the best results, focusing on innovation, efficiency and sustainable solutions.

This course of action, for ourselves and our stakeholders, guides our efforts to create a lasting positive impact. Together, we are building a future that combines economic performance, respect for the environment and collective well-being.

Since 2016, we have been committed to moving towards practices that are more respectful of the environment and society. In this sense, DKSH France has created a department dedicated to CSR, whose mission is to help us develop ever more virtuous actions in our daily lives. »

**Marie-Paule Guay and Tom Cohen**
Sustainability Team DKSH France

In order to meet the societal challenges and objectives of DKSH, our missions are to conduct and lead CSR internally.

This requires concrete actions aimed at effectively communicating our commitments and initiatives to our stakeholders, while creating awareness around social, societal and environmental issues.

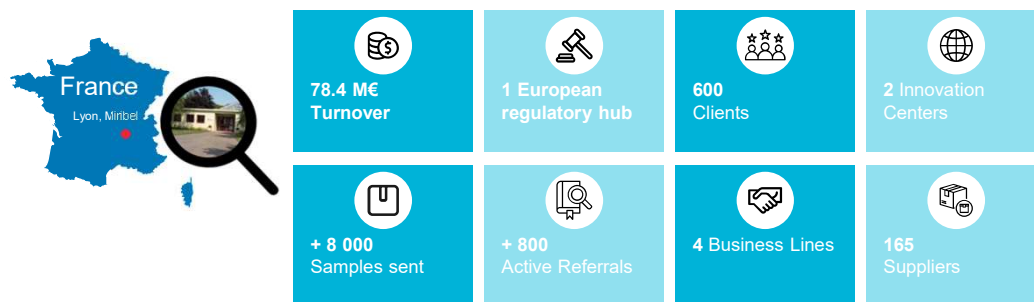
In a continuous improvement approach driven by our successive ECOVADIS assessments and more recently by the realization of our carbon® footprint, we are committed to adopting a participatory approach with our employees, promoting buy-in and involvement of all and translating our values into concrete actions on a daily basis. Our desire to fully federate our suppliers is also a priority for the success of our CSR approach.

DKSH France

DKSH France

DKSH France S.A. **was founded in 1939 in Lyon**, under the name **Siber Hegner & Cie France**, with the aim of supplying the local industry with **raw silk**. With a strong presence in Lyon in the heart of the chemical valley, the company evolved towards the **distribution of raw materials for the chemical industry** in the early 1980s, in synergy with the other European subsidiaries.

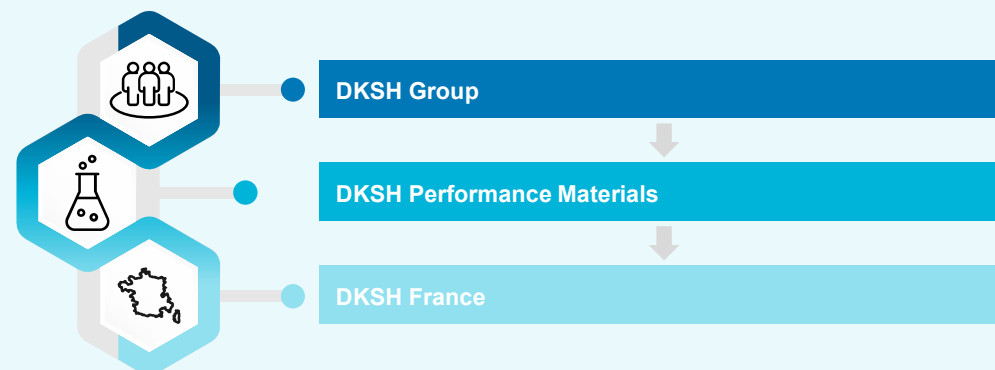
Since 1993, the company has been based in **Miribel** in the inner suburbs of Lyon, at the crossroads of major motorways, near the **airport** and **storage facilities**. Located in a quiet and green setting.



Certifications/Assessments



DKSH France S.A. is the French subsidiary of the international trading group DKSH **belonging to the "Performance Materials" Business Unit** specializing in the distribution of specialty ingredients.



Our Purpose: Enriching People's Lives

We provide access to **high quality products, services and insights...**

...creating **sustainable value** for our partners and generating jobs

The DKSH Values express our standards and guide our decisions, shapes our mindsets and behaviors

Nos valeurs

- Integrity
- Empowerment
- Collaboration
- Entrepreneurship
- Sustainability

Our Activity

We are a distributor of specialty chemicals and innovative ingredients in the food, cosmetics, pharmaceutical, and specialty chemicals industries. In addition, we complete our offer with technical products, machines and instruments.

We offer our partners solutions to establish and grow thanks to our expertise in these sectors as well as our in-depth knowledge of the local market.

We research, develop and commercialize value-added, safe and sustainable ingredients and bring (quality assurance/compliance) technical expertise and in-depth application safety, thanks to our extensive experience in the industry.

We are committed to providing our customers with excellent service in terms of procurement, logistics, formulation, product application, marketing, after-sales services and support.

Our Product Expertise

Our 4 product areas of activity (Business Lines)



Specialty Chemicals (SCI)



Food & Beverage (FBI)



Personal Care (PCI)



Pharmaceuticals Industry (PHI)

From Catalog Products To Sourcing,

Our technical sales teams—experts in their respective fields—support our customers in achieving their projects and overcoming challenges. This is made possible through tailor-made technical advice and product solutions developed in collaboration with our supplier partners.

Our Expertise Services

Regulatory/Quality

- Regulatory Compliance
- REACH registration
- Quality audits
- Regulatory monitoring
- Supplier qualification
- Chemical Safety
- Ingredient Safety
- Food

Operations

- Centralization of sampling – responsiveness
- Storage warehouse for specific products
- Logistics management: deliveries and stocks

Innovation and formulation

- Application Labs
- Cosmetics and food
- Evaluation of new ingredients
- Customer project support
- Innovative prototypes in line with market trends
- Valuation of supplier products

Additional Services

- Sourcing
- Marketing & Communication
- (fair trade, webinars, newsletters...)
- Digital
- RSE

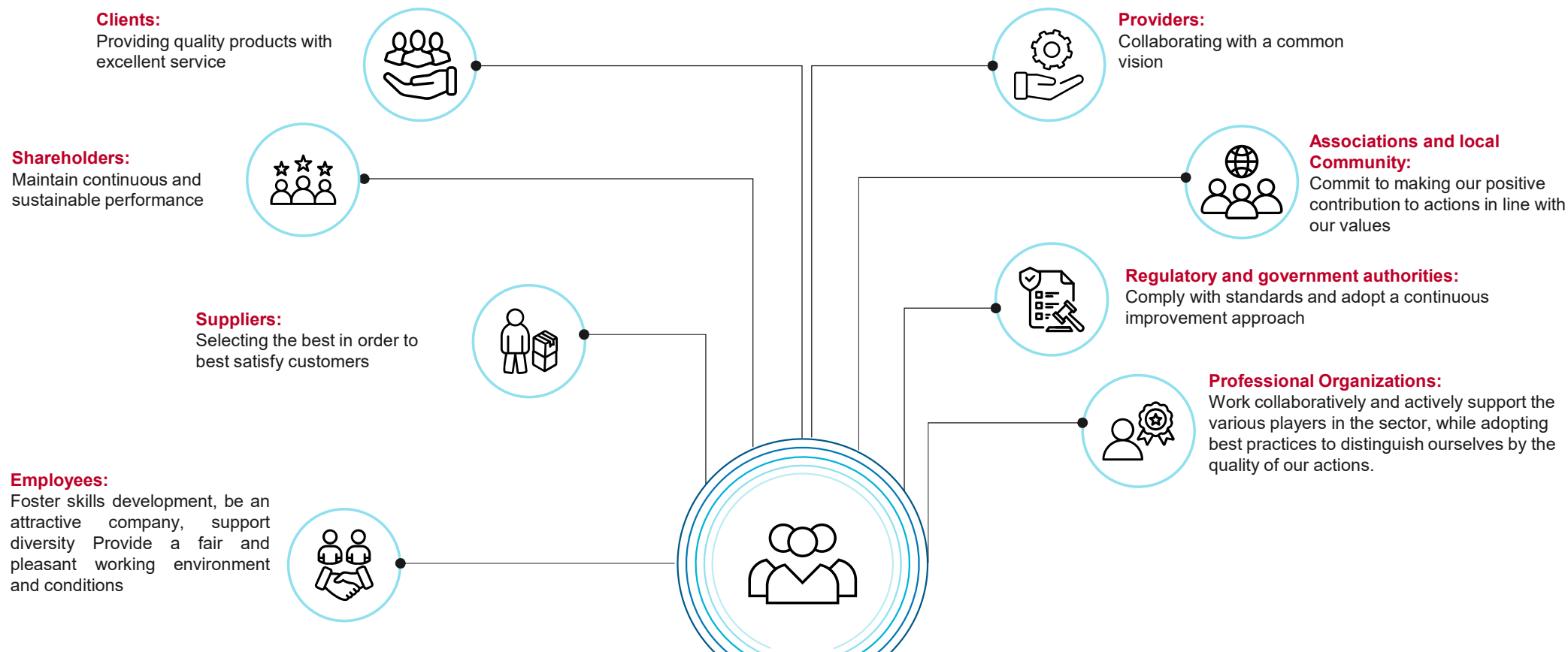
Focus Award

This year our "Protective Glide Balm for Athletes" formula, inspired by the theme "Olympic Games 2024", has been awarded twice: by the Formulation Award at the Cosmet'agora 2024 cosmetics show and internally as part of our Fantree Awards in the Sustainability section. This project is a great demonstration of our new challenges of combining technicality, efficiency and ECO-responsibility, in particular thanks to a cold process that consumes little energy.

"For several years now, our formula sheets have indicated the naturalness index of our prototypes made with ingredients from our portfolio that can contribute to more sustainable end product developments."

Jean-François Malaval - Global Technical Services & Innovation – DKSH France

Our Stakeholders



2

Strategy and Governance

Sustainability Global France : From Groupe to France

Structuring of the DKSH France sustainability strategy

As part of DKSH, we adhere to the Group's CSR strategy and the overall priorities of our Performance Materials (PM) Business Unit (BU).



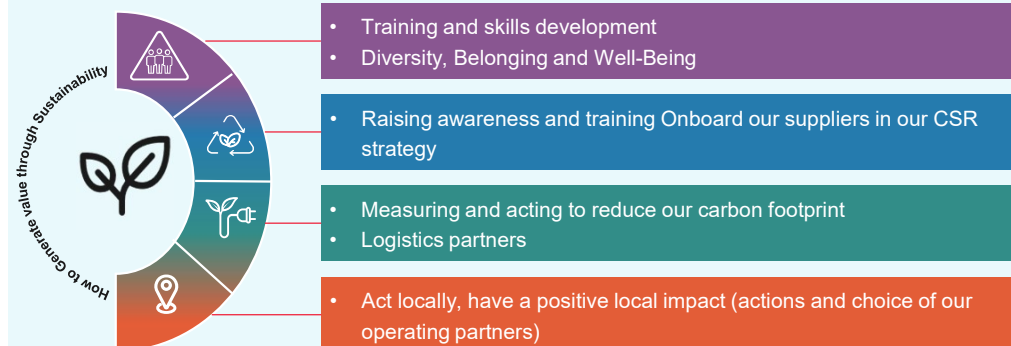
In parallel with the global roadmap, DKSH France is implementing local initiatives, such as its first ECOVADIS assessment in 2015 (Platinum level since 2022), a new sustainability expertise centre in 2016 and more recently the realization of our own carbon footprint.

DKSH Group Sustainability Strategy [To Learn More Click Here](#)

"We take responsibility for our environmental, social and economic impact to account for present and future needs"



Sustainability strategy DKSH BU Performance Materials



Objectives of the Performance Materials BU:

Sustainability@PM Targets 2030

Flourishing People	Sustainable Value Chain	Positive Local Impact	Climate Neutrality
<ul style="list-style-type: none"> Over 90% of chefs come from local countries. More than 40% of the leadership team are women. 	<ul style="list-style-type: none"> 50% of revenue is generated by a sustainable portfolio. 80% of revenue is generated by responsible customers and assessed suppliers. 	<ul style="list-style-type: none"> Over 90% of key locations participate in local community activities. 	<ul style="list-style-type: none"> Achieving climate neutrality in our own operations, with 100% of our logistics partners using sustainable warehouses and transportation.

Sustainability Strategy

To steer our sustainability strategy, we believe it is important to have a governance structure where various stakeholders can be proactive and have the necessary tools to guide them.

CSR Committee			The role
Team Ride	Direction	Infrastructure Manager Operations Manager	Equipe support <ul style="list-style-type: none"> Analyze needs Listen to employees and stakeholders Decide on and steer new initiatives Verify the effectiveness of initiatives and monitor key indicators
	CSR Ambassador	Human resources Quality/HSE Manager	
	CSR Officer	Communication Regulatory Officers	

With a view to clear and transparent communication, we communicate internally on the actions of the sustainability department. To do this, we use different media such as:

Company Review quarterly with a CSR part	Summary End of year to all employees	Presentation Newcomers	Newsletter With sustainability initiatives



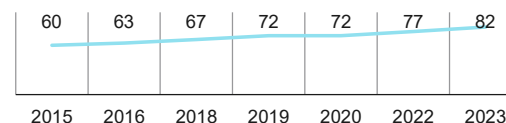
During my first week, I had the opportunity to attend presentations on the different departments and their functions. I found these meetings and trainings very useful and interesting; they allowed me to gain a deeper understanding of DKSH France's business

During my previous internships, the company's activities and services were only introduced by my internship tutor. My integration into DKSH France went very well; I quickly became familiar with the site's activities while meeting incredible colleagues

Elie Léo Majdalani – SCI Intern – DKSH France

Our external methodologies

We have been evaluated by ECOVADIS since 2015 and are leading a continuous improvement process to enhance our score and build our CSR strategy. In 2023, we decided to assess our carbon® footprint to build an action plan aimed at reducing our carbon impact



Our Priority Areas

2024 Goals:

- Evaluate our logistics providers and strategic ingredient suppliers on their sustainability practices

2024 Goals:

- Increasing and developing our portfolio of sustainable solutions
- 18% of turnover generated by sales of products classified as responsible

2024 Goals:

- 100% of employees trained in the challenges of ethics and respect in business
- Parity index >80/100
- 'Your Voice' employee satisfaction survey: >73% (2023)



2024 Goals:

- Implementation of the action plan resulting from our 2023 carbon® footprint

2026 Goals:

- 24% of greenhouse gases emitted by our activity

2030 targets: See the indicators on page 21

DKSH France

3

Environment

Environment

The overall results

21 517 t CO₂e

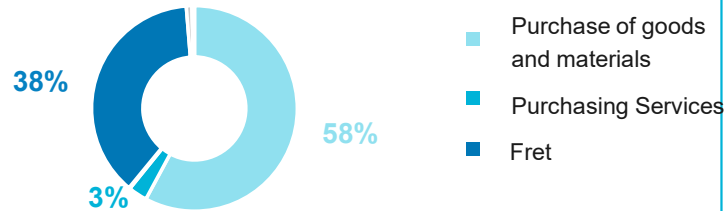
(uncertainty : 30%)

Scope 1: **0,18%**

Scope 2: **0,02%**

Scope 3: **99,8%**

Breakdown Of Our Emissions



Key Indicators

247

tCO₂e / M€ of CA

384

tCO₂e / employee

3,7

tCO₂e / tonne of products sold

« In 2023, I supported DKSH France in conducting its first Greenhouse Gas Emissions Assessment using the Carbon® Footprint methodology. I had the opportunity to collaborate with a dedicated, committed team and a management team convinced by the approach! Indeed, DKSH France is a company that is willing to take action, support its stakeholders, and integrate the ecological transition into its activities. We worked together for eight months to raise awareness among teams, collect data by involving partners, suppliers, and customers, and co-develop a concrete action plan with greenhouse gas emission reduction objectives aligned with their activities.»

**Nina Donard – Carbon Footprint Consultant–
Founder of NO²W**

Carbon Footprint Action Plan

Piloting

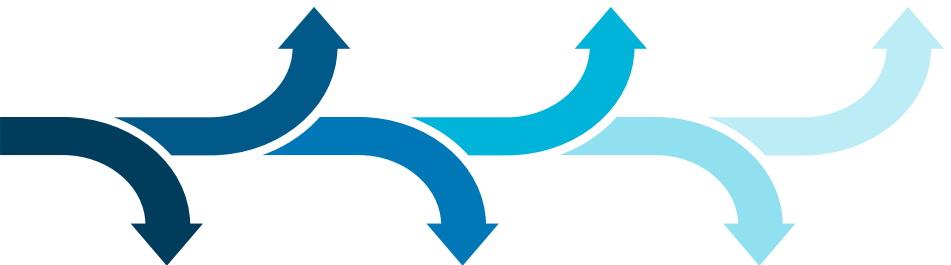
- Training of DKSH teams in carbon accounting
- Supplier awareness and support

Eco-design

- Product selection and upcycled ingredients
- Promoting eco-designed and recyclable packaging

Suppliers

- Selection of suppliers according to their CSR/CO₂ strategy
- Promoting local partners



Travel

- Optimize business travel
- Promoting train travel

Logistics

- Consolidate orders and reduce air imports
- Increase delivery volumes and inventory levels

Exemplary

- Raising awareness among employees through workshops
- Raising awareness and supporting external stakeholders

Environment

Waste



Production of 0.17T of hazardous products and 1.31T of non-hazardous products.



In 2023, we recycled 1490.5kg of waste.



Reuse of packaging materials and received pallets, with the purchase of second-hand pallets whenever possible



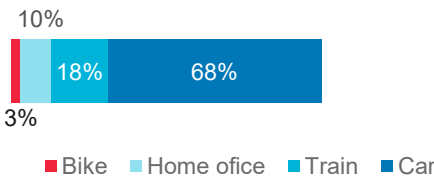
Replacement of our purchases of still and sparkling water bottles for visitors and employees with a water fountain.

Travel



Travel is a key part of our people-focused business. We have internal approval systems in place to avoid unnecessary travel.

Our digital and hybrid engagements with our customers have been widely adopted during the pandemic, however, meeting our key customers and suppliers remains important to the smooth running of our relationships.



Good to know

Thanks to the implementation of 2 days of teleworking, we have avoided 8.77T of CO2.

Awareness



In line with our carbon footprint efforts, we carried out awareness-raising workshops. In this sense, we wanted to launch the Climate Fresco for the first time. It is a fun workshop that is done in groups of 8 to 12 people. This allowed us to mobilize employees around a common cause. For the occasion, we had 41 participants (66% participation).



«I found it to be an extremely informative workshop. It provided a perspective on the causes and effects of each map, as well as an awareness of the sequence of actions in the climate change chain. When you build the fresco, you realize that it is possible to act on different levels, even if they are 'small' gestures. Added together, they count and tip the scales towards a more beautiful world. I had a great collaborative and constructive experience»

Audrey Faye – Accountant – DKSH France



New

Since January 2024: we have been recycling our food scraps with the help of our local service provider. By mid-year we had collected **122kg** of compost

2025 Goals

100% electric or hybrid company vehicles



DKSH France

4

Our Employees

Our Employees

2 Days
Teleworked per week

81/100
Gender parity index

77%
Employee satisfaction
"Your Voice survey"

100%
Annual interviews
conducted

36 Women
24 Men

33 Executives
27 Nonexecutives

1
Summer Event
1
End Of Year Event

2
Free Days

Wellness workshops:

- Sophrology
- Work/life balance
- Gesture and posture

85% participation rate with 17/20 people
10kg fruit basket every week on site

Implementation of Yoga and Pilates classes with our service provider.
87% participation rate i.e. 13/15 people.

Bien-être

Activités physiques

Santé et sécurité

0 Occupational accidents

15% OHS referents

2 Harassment référents

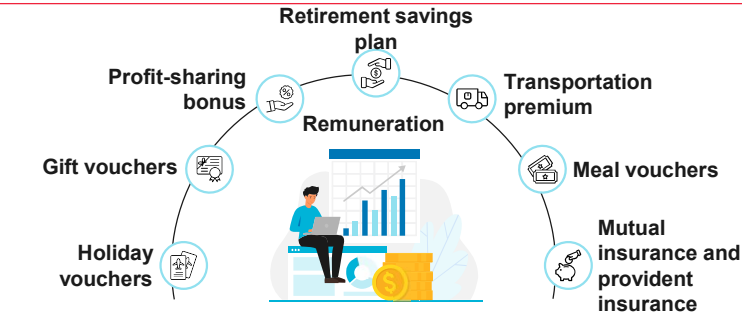
100% (15) of training requested by employees has been completed

In order to increase employee awareness of the issues related to fraud, corruption and ethical behaviour, we have set up an e-learning programme.

Code of Conduct	Code of Interest	Anti-Bribery and Anti-Corruption	DKSH Belonging
Ensuring employee commitment to fundamental ethical principles.	Prevent conflicts of interest and promote transparency.	Adopt a zero-tolerance policy towards corruption.	Strengthen the sense of belonging and commitment to our company's values.

100% of our DKSH France employees have completed these group training sessions

Our CSE
Acts as an interface between employees and management on corporate issues, such as the prevention of occupational risks and the management of social and cultural activities. The CSE/management meetings are held once every two months. To this end, employees are consulted to find out what points to raise during these meetings. A report is sent to them after each meeting.
Since January 2023, the members of the CSE have been trained to manage possible harassment situations in the company.
The CSE receives a subsidy of 1.2% of the gross payroll from the company.



« I really enjoy the Pilates/Yoga classes offered every week at DKSH for more than a year. The practice during the lunch break allows a real break and we attack the afternoon much more zen! We feel rejuvenated. Can't wait to have our new premises with a more suitable room. »

Monique Gelay – Specialist Regulatory Affairs – DKSH France

Convivial Events



Departure from the company
February 2023



Fantree Awards
April 2023



Company Anniversary
November 2023



Christmas Tree Decoration
December 2023



Retirement
February 2024



New Year's Breakfast January
2024



Christmas Dinner
December 2023



Secret Santa
December 2023



Chocolate distribution for
Easter



Fantree Awards
April 2024



Teambuilding Fort de Feyzin
July 2024



Company Anniversary
September 2024

DKSH France

5

Our priorities

Responsible Product Offering



PM: By 2030, 30% of our revenue must come from sustainable products
France: By the end of 2024, 18% of the sustainable product portfolio

With our product classification and promotion (across multiple channels), we aim to encourage our customers to use materials that promote sustainable development.

Definition of responsible products  in the Discoverr digital catalog

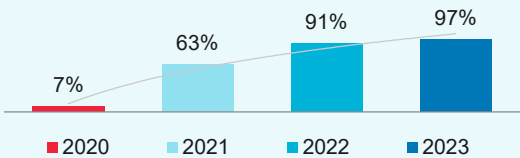
www.dkshdiscover.com

Ingredients that promote sustainable development by contributing to climate change mitigation or adaptation, promoting water conservation, supporting a circular economy, preventing pollution, preserving biodiversity or promoting a more ethical and socially just economy.



Changes in the revenue ratio
RSPO certified vs. non-certified

Target:
100% by
2030



A few figures

16.3%
of responsible
products across all
BLs combined



35%
of responsible
PCI products*



160
COSMOS products



68
organic ingredients in
FBI* (16%)



*FBI Food and Beverage Industry *PCI Personal Care Industry



We work with the supplier PinoPine, located in Portugal, which markets rosins and rosin esters. With local sourcing and production, PinoPine provides bio-based and sustainable resins.

Extracted from pine, used in the composition of coatings, paints, adhesives, and certain inks. These natural and renewable products are the result of PinoPine's strong commitment to environmental respect.



Our supplier Nagase Viita, located in Japan, also has an eco-responsible approach, combining biomaterials and biotechnology to ethically serve the cosmetics industry. For more than 20 years, we have been marketing AA2G™, a natural, biodegradable, and waste-free ingredient in France and Europe to combat skin aging.


With deep values of respect for the environment, expertise in glycoscience, and nature as fulfillment, Nagase Viita has risen to the rank of the top 1% of companies recognized by EcoVadis Platinum



Our Suppliers

In a responsible purchasing approach, we question our new suppliers about their CSR practices. And to structure this approach, we have set up:

Internal evaluations	
Responsible Purchasing Charter	Formalizes commitments to ethics, environment and social conditions in its relations with suppliers
Code of Conduct	Defines the ethical and behavioural rules that the company's employees and partners must respect
New suppliers	Sending a questionnaire

External Platform Membership	
Transparency one 	Suppliers ecovadis
Mapping our supply chain	Assessment of our suppliers on their CSR commitments and risks

Carriers

Our activity as a distributor leads us to collaborate with several transport and storage partners (so-called 'Logistics Service Providers'). As a result, we asked them about the downstream part and have established a 'scoring' system to assess their sustainability commitments

2023

LSPs: 11
≥satisfying score: 27%

YTD 2024

LSPs: 11
≥satisfying score: 72%

PM* 2030 target:

100% LSP with sustainability commitments and sustainable transport and storage solutions

Nouveau

Our Performance Materials Business Unit has set up an assessment project (Responsible Supplier Program) that uses the EcoVadis IQ tool to assess our suppliers' CSR approaches and risks. As an entity, we have access to an internal tool to access their results

Our 2023 Responsible Procurement Results

36%	Signatures of our Procurement Charter	100%	New suppliers assessed using our questionnaire
38%	Suppliers Assessed by EcoVadis	66.1%	Answers to our evaluation questionnaire



At EFPBiotek, sustainability is at the core of everything we do. For decades, our commitment has been to deliver solutions for the personal care ingredients industry based on sustainable practices and responsible and ethical business operations.

With its extensive worldwide network, market knowledge, and close collaborations with customers, our partner DKSH supports brands and manufacturers in implementing advanced and differentiating CSR initiatives, which EFPBiotek is also eager to embrace.

One recent step forward for our company was the EcoVadis award, with the expertise from DKSH, who guided us through specific EcoVadis supplier onboarding webinars and awareness-raising/informational meetings. Our mutually trusted alliance with DKSH exemplifies our shared values and dedication to making a positive impact in the industry, as well as our drive to always go further for a better future.

Carla MORGADO – Global Business Development Manager – EFPBiotek



Responsible Events



Tree Planting Teambuilding with ONF
January 2023



Eye Yoga
February 2023



Run for Planet
June 2023



Clean in Lyon
September 2023



Run for Planet
June 2024



Climate fresk
Avril 2024



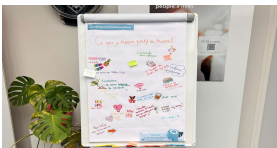
Toy donation / Secours Populaire
December 2023



Wellness and Mental Health
Week October2023



Clean in Lyon
September 2024



Wellness and Mental Health
Week October 2024



Pink October
October 2024



Donations of School Supplies and Clothing / Secours Populaire
October 2024



DKSH France

6

Our Results

2023 Indicators



Governance

- Working Group Including Management
- Regular communication on CSR topics to employees

- Ecovadis rating: **82/100** (platinum level top 1%)



Environment

- Carbon footprint: **21517T**
- Climate fresk: **41** participants (66%)
- Waste: **1490,5kg**
- Poster **122.2kg**
- Displacements: **32.38T CO2**

- CO2 avoided thanks to teleworking: **8.77T**



Social

- Parity Index: **81/100**
- Your Voice survey: **73%** employee satisfaction
- OHS referents: **15%**
- Accident at work: **0**

- **100%** of employees trained
- ethical issues
- Harassment referents: **2**
- Employee training requested and completed: **100%**



Our complementary priorities

Responsible products

- **14.9%** (2023) responsible products
- **35%** of products are responsible for PCI
- **160** COSMOS products
- 16% organic ingredients in FBI
- 97% of RSPO certified products

- **Responsible partners**
- **66.1%** of revenue generated by suppliers assessed by EcoVadis
- **100%** of our new suppliers assessed by our HSE/CSR questionnaire
- **72%** of logistics partners with a satisfactory CSR approach or more

Focus on Carbon Footprint

24% GHG

- Integrate the necessary ecological transition of its activities and its partners into its current raison d'être.
- Reduce the level of uncertainty

- Reducing our three key carbon indicators
- Supporting our suppliers in carrying out their carbon assessment and life cycle analysis in order to bring them together with our carbon challenges and those of our customers

2026

+5 years

Objectives Our complementary priorities 2030

Responsible suppliers

- Revenue generated by suppliers assessed by EcoVadis (+3% per year), reaching 80% by 2030.

Responsible portfolios

- 30% of revenue generated by products classified as responsible. 100% of RSPO-certified products.

Responsible logistics partners

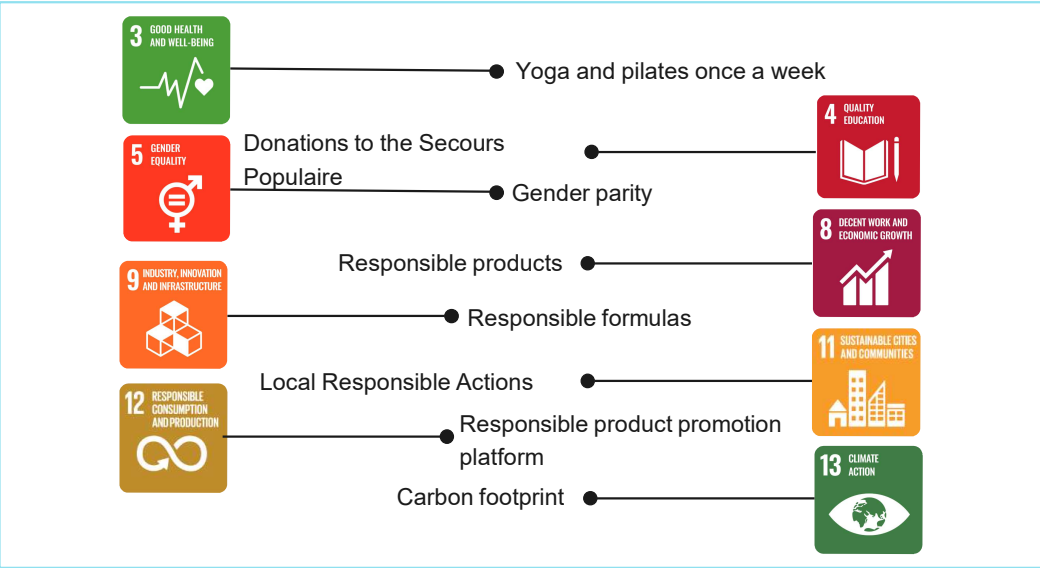
- 100% assessed with a satisfactory or higher approach.

2030

Our Contribution To The Sustainable Development Goals

"As a leader in the distribution of specialty ingredients, DKSH France is committed to offering innovative and sustainable solutions adapted to the needs of its customers, guaranteeing quality, traceability, and safety. The company plays a key role in the value chain by reducing its environmental impact and improving living conditions, with actions aligned with the UN's Sustainable Development Goals (SDGs).

Thanks to its choices, partnerships, and global network, DKSH France combines a local approach and a global framework to meet customer expectations while assuming its social responsibility. The company aims to continue its efforts towards sustainable development and a better future for all.



Our next key steps

- Compilation of the CSRD report - launch in December 2024, publication in 2026
- Extension and renovation work on our building in compliance with the RE2012 label – Project 2025-2027.
- Have our CSR approach certified by an independent body by 2026
- Great Place to Work® evaluation by 2026
- Bilan Social Individual
- Increasing the portfolio of responsible products



Generating Value Through Sustainability, Together

We would like to express our gratitude to all those who contributed to the development of this sustainability report. We affirm our total commitment to this process, convinced that it is essential to make our contribution to this essential transition.

We are committed to maintaining our excellence in terms of quality of service to our partners, while working for the common good. Proactive in our social responsibility, we aspire to involve all our stakeholders on this path that we have mapped out together.

As in the fable of the hummingbird, everyone, at their own level, can act, regardless of their size. Every initiative we have put in place, every action we have taken, aims to make a difference. Whether it's reducing our environmental impact, supporting local communities, or promoting diversity and inclusion, we are committed to contributing to a more sustainable and virtuous future.

We recognize that there is still a long way to go, but we are building on this collective momentum that fuels change. Our desire is to remain committed to a continuous improvement process in order to meet both present and future challenges.

Delivering Growth – in Asia and Beyond.

