

CSR R E P O R T

2017





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OUR POLICY AND VALUES

AMI Chimie is a distributor specialising in ingredients for industries associated with well-being (cosmetics, food and pharmaceuticals).

We stand for the values below :



These values are reflected in the company's orientations and governance.

Economic



To ensure accountability for its actions to all its stakeholders, AMI Chimie has formalised all its commitments in a structured and duly evaluated CSR initiative.

OUR MARKETS AND CORE ACTIVITY

...responding to trends



- COSMOS raw material
- **RSPO** raw materials MB grade
- New application developments without sulphates
- Systematic calculation of the naturalness (ISO 16128) of the raw materials and formulas of orientation

- Raw materials and formulas :

- Clean Label
- Vegetarian
- Vegan
- Nutri-score calculation for new recipes

Alimentary



- RSPO fatty acids, MB grade
- Palm-free glycerine and COSMOS glycerine
- Oilseed rape-based glycerine sourced in Europe

AMI CHIMIE COMMITMENTS



Voluntary commitment so that there is no break between our manufacturers and our customers.



Voluntary commitment since 2011.



A voluntary commitment based on conviction, assessed since 2015.



Certified since 1999.



Certified site since 2016.

OUR STRATEGY

Our development areas have been defined for the roll-out of the main strategic approaches outlined in the company policy :

— Partner portfolio optimisation

Each of these areas is subject to a specific action plan, which is monitored and then, feedback is given on it every month at the management meeting.

— Development and promotion of our range of services

— Operational excellence

Long-term alignment with the company's values

Communication with our staff

These development areas and their stakes are explained by the management team and staff representatives.

Based on our concern for transparency, and for the benefit of our external partners, we outline below the main actions taken and implemented.

OUR ACTION PLAN

Partner portfolio optimisation



Development and promotion of our range of services



INNOVATION / DVELOPMENT

Implementation of a new transversal approach to innovation in the Personal Care sector. This aims to improve coordination of the marketing teams, sales teams and product managers as well as enhance synergies with our colleagues and principals.

Creation of a food application lab.

Creation of a new quality control lab.

COMMUNICATION / MARKETING

Increasing our involvement in exhibitions : 1^{ère} participating In-Cosmetics abroad, growing our presence at the CFIA.

Significant expansion of our events (Amidays Asia in June), our promotional activities (corporate video, Youtube tutorials in process), our LinkedIn presence (bi-weekly content) and content in specialist publications.

DIGITAL SERVICES

New version of our website with more features for clients and new design of our Extranet.

STORAGE / PACKING

We are currently considering extending our storage facilities, as our warehouse is close to capacity.

Operational excellence

Overall governance	Human Resources	SUPPLY CHAIN
CSR is an integral part of the company's policy and strategy.	A computerised evaluation system with self-assessment compared with the supervisor's report has	Future recruitment of staff with Supply Chain Management skills.
Performance indicators are integrated into our operational processes. The annual end-of-year review evaluates the skills of each member of staff and assesses their attitude towards CSR and the company's values.	been put in place. Team building throughout the different ranks of the company.	Monitoring and optimisation of turnover per product and order turnaround by our partner BTC.

Long-term alignment with the company's values

NATURAL INGREDIENTS PORTFOLIO PROMOTION	Optimal resource management	STRUCTURE AND MODEL SUSTAINABILITY
Measurement of the natural state of the ingredients and formulas developed in the lab.	Development of Abzac kraft drums for glycerine. Gradually changing our car fleet over to petrol and/or hybrid vehicles.	Long-term agreements with our partner producers. Stable majority shareholding within a long-term strategy. A group of 6 managers (Aminov)
easily assimilated to circular che- mistry) RSPO certification and Mass Balance grade promotion, which are gradually becoming more	Accountability for our actions	has become shareholder.
A new partnership with Campus in line with this trend.	Posting our actions on our website and reporting them to our stakeholders.	

OUR STAKEHOLDERS

WHO ARE OUR STAKEHOLDERS? WHAT ARE THEIR EXPECTATIONS? What action are we taking to meet these expectations?

Actions already taken :

- Transparency and reliable communication when it comes to information regarding orders.
- Optimised packaging and adjustment based on our clients' needs.
- Client segmentation carried out, so that support services can be prioritised.
- Development of our cosmetic application lab.
- Technical documentation is provided on our web-based interface.
- Raising awareness of picking system usage.
- Client events are organised and posted on our website.
- Communication with our clients via our AMISCOPE newsletter, LinkedIn and website (very significant redesign and future support for our e-mailings).
- "Green" packaging promotion (kraft drums).

CUSTOMERS

Aside from rates, clients are now increasingly more concerned about quality, the provision of technical support, innovation and compliance with environmental criteria. The service we provide differentiates us from our competitors.



PRINCIPALS

TO OPTIMIZE TRANSPORT :

BOUGHT IN FULL PALLETS

Principals seek a long-term partnership that is seeing regular and significant growth, reduced complexity, growing independence and plenty of transparency.

9% OF BASE PRODUCTS ARE PURCHASED MORE THAN ONCE PER MONTH

Actions alrady taken :

- A number of investments and actions taken with regard to operational complementarity and reducing their complexity (storage, packing and sampling).
- Reporting our sales forecasts and budgets to our supplier partners.
- Regrouping of orders and sales per full pallet.
- Good financial health, so suppliers can be paid on time.

THE PARTNERS / INVESTORS

2 investors

11

SHAREHOLDERS

WOMEN

Actions already taken :

MEN

- Monthly activity reports and a quarterly financial report.
- Quarterly strategic committee meeting for partners.
- Management proritises collegiality and unanimous agreement when it comes to important decisions.

9 managers AMI CHIMIE The partners/investors want to see a return on their investment and the risk they've taken, which requires company development and securitisation, transparency and smooth operation.



OUR STAFF

Our staff, in addition to their essential needs (a satisfactory salary, working conditions, and job security), are increasingly seeking professional growth opportunities involving autonomy, taking initiative, teamwork, transparency, etc.

MEN

Actions already taken :

- Secure employment.
- Help for staff to develop their skills.
- Job posts are first advertised internally before external
- recruitment goes ahead.
- Regular meetings take place between staff representatives and management.
- Annual individual staff reviews.
- Training plans/mentoring linked to the needs identified during the individual end-of-year interviews.
- Improved working conditions (a steering committee that evaluates risks, ergonomics, atmospheric and sound measurements, etc.).
- A CSR memo is sent via a monthly news bulletin.
- Health and life insurance schemes are in place for all employees.
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- End-of-year gifts.
- VIP seats at Tours Volley-Ball for all staff.

96% OF EMPLOYEES HAVE PERMANENT CONTRACTS

> HAVE GAINED THEIR WORKPLACE FIRST-AID CERTIFICATE.

DISABLED WORKERS

ABSENTEEISM RATE

13

Work related

injuries leading to absenteeism.

OF STAFF ARE RECOGNISED AS

534 HEURES HOURS OF TRAINING IN 2017 FOR A BUDGET OF € 41 000 (EXCLUDING SALARIES)



WOMEN

534 HFI

EVIDENTLY OUR FINANCIAL PARTNERS/BANKING ADVISERS

Evidently our financial partners/ banking advisers require us to meet our financial commitments,

but they also want to stay with us as we grow.

Actions already taken :

- Consolidation of business operations to fulfil our commitments to banks.
- Regular and transparent communication about our income and our projects.

Our indicators



QUARTERLY TRACKING OF OUR FINANCIAL PERFORMANCE AND BANK COVENANTS.



BIENNIAL BANKING POOL MEETING.

THE AUTHORITIES

The authorities require regulations to be strictly adhered to and that our practices are transparent.

Actions already undertaken :

Implementation of a regulatory watch (employment law, environmental law, social security payments, taxes, etc.) and raw materials watch.

NON-CONFORMITIES DURING CHECKS

THE LOCAL POPULATION

The local population recognises our contribution to the life and development of the area.

Actions already undertaken :

- Workforce diversity thanks to associations providing back-to-work integration, supporting local development (consultation of local associations) and helping for the disabled, etc.
- Local partners (purchase of supplies, recruitment, etc.) used in order to reduce transport and promote the creation of local employment.
- A measurement of our carbon footprint was taken by carrying out a carbon audit in 2011 and outlining an action plan.
- Selection and assessment of our hauliers based on long-lasting partnership criteria and social actions.
- Involvement with the local authority through participation in land development committees (Agenda 21).
- A school-enterprise partnership: participation in CLEE (Local School and Enterprise Committee) to set up a knowledge-exchange programme hosting teachers and students and using local case studies that they can develop.
- Sponsorship for local cultural events and local sports clubs.

1,9T équivalent CO_2 généré par tonne vendue (87 % étant lié à la fabrication des produits chimiques par nos fournisseurs - mesuré lors de notre bilan carbone 2011).

ALLOCATED TO SPONSORHIP IN 2017 100% OF DELIVERIES ARE CARRIED OUT BY HAULIERS COMMITTED TO CSR

TONS OF HAZARDOUS WASTE

TONS OF NON-HAZARDOUS WASTE GENERATED

This report is based on the G4-guidelines of the GRI for the points listed below :

CODE	DESCRIPTION	Page
G4-1	Provide a statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and the organisations strategy for addressing sustainability.	4
G4-2	Provide a description of key impacts, risks & opportunities.	4
G4-3	Report the name of the organisation.	4
G4-4	Report the primary brands, products & services.	5
G4-5	Report the location of the organisations HQ.	4
G4-7	Report the nature of ownership and legal form.	4, 11
G4-8	Report the markets served (including geographic breakdown, sectors served and types of customers and beneficiaries).	5
G4-9	Report the scale of the organisation (including Total number of employees, Total number of operations, Net sales, Quantity of products or services provided).	10, 12, 13
G4-10	Report the total number of permanent employees by employment type and gender. Report the total workforce by region and gender.	12
G4-12	Describe the organisations supply chain.	4,8
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation.	4
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	6
G4-24	Provide a list of stakeholder groups engaged by the organisation.	10-14
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	10-14
G4-28	Reporting period for information provided.	1
G4-29	Date of the most recent previous report.	Rapport 2016
G4-31	Provide the contact point for questions regarding the report or its contents.	15
G4-34	Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision making on economic, environmental and social impacts.	4
G4-42	Report the highest governance body's and senior executives roles in the development, approval, and updating of organisations purpose, value or mission statements, strategies, policies and goals related to economic, environmental and social impacts.	8, 9
G4-45	 a) Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks and opportunities. b) Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks and opportunities. 	10-14
G4-56	Describe the organisation's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	4
EN15	Report gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances.	14
EN23	Report the total weight of hazardous and non-hazardous waste, by the following disposal methods : Recycling , Landfill	14
LA6	Report types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities, for the total workforce (that is, total employees plus supervised workers).	12
LA9	Report the average hours of training that the organisation's employees have undertaken during the reporting period, by : Gender, Employee category.	12





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