

# CSR Report 2023



DISTRIBUTOR BY NATURE

**AMi**  
— INGRÉDIENTS

# Editorial

Dear employees, customers and partners,

2023 marked a transition in the leadership of AMI Ingrédients, with Jean-Marc Venin handing over the reins to Candice Baseden in July 2023.

This transition came about after extensive and careful consideration of our core values and the importance of continuing to grow our culture and secure the long-term future of AMI Ingrédients and our wonderful staff.

The handover process involved different steps to ensure a smooth transition and prepare for the next chapter in the life of our company.

So our first step was to do the rounds together and meet with everyone – suppliers, customers and employees – to get a feel for how they operate and what they expect from us. It was equally important to reaffirm our commitment to CSR.

CSR is an integral part of our identity and development strategy, and has been since 2011, and we are more determined than ever to continue this important mission.

Our second step was therefore to determine how to build on our existing foundations, by carrying out at the end of 2023 a materiality assessment to gather stakeholder input. And now this year, in the third step, we will use our materiality assessment to inform CSR strategy and reporting.

A new carbon footprint evaluation will follow to identify new opportunities for more sustainable practices.

We will be spearheading our strategy to grow business in the cosmetics and food sectors, as well as looking to explore new markets. It is our firm belief that we can expand and find success in new territory and become a major life sciences distributor.

Thanks to you all for trusting us to lead this new chapter and for your continued support and commitment to a better and brighter future for us all.

Candice Baseden (CEO) and Jean-Marc Venin (Chairman)



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## Performance

# Snapshot summary

AMI Ingrédients is a distributor and much more besides. We value every business in the supply chain and strive to make sure everyone is heard and respected. We take pride in our full-service approach to raw material repackaging and storage.

## Services & benefits

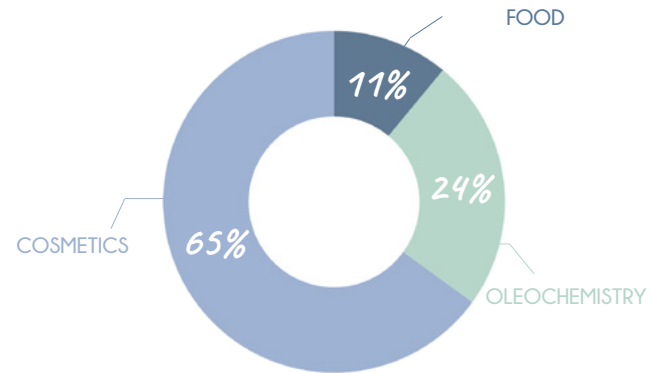
### *Distribution and repackaging*

- Network of leading international suppliers and producers chosen for their innovative approach
- Extensive range of high-quality ingredients and raw materials appreciated for their naturalness
- Generous 8,000-pallet storage capacity
- 2 semi-automatic repackaging lines
- GMP (Good Manufacturing Practices) repackaging facilities
- Packaging solutions customised to client needs

### *Client support*

- Innovative industry-specific application labs (food and cosmetics)
- Regulatory support and compliance monitoring
- Agile, adaptable supply chain
- Sales team with technical experts
- Full marketing support

## Sectors



Turnover in 2023

## Core values

*Teamwork* *Respect*  
*Leading by example*  
*Ethics* *Transparency*

## AMI in numbers\*

€60 M

Turnover

1,000

Clients

920

Current references

12,700

Orders

4 T

Average shipment

10,400

Samples dispatched

## Credentials



**ISO 9001: Quality management**  
Process management system  
with KPIs  
Certified since 1999



**Carbon footprint**  
New carbon accounting  
programme in 2021  
with CO<sub>2</sub> emission reduction plan



**Responsible Care**  
Committed to sustainable chemistry  
since 2011



**Kascher**  
Certified since 2019



**RSPO: Sustainable palm oil**  
Certified since 2016



**Organic products**  
Certified since 2019



Application of GMP  
and HACCP



### AMI WINS GOLD MEDAL FOR CSR

AMI has operated a CSR policy since 2011. The 2023 EcoVadis gold medal underscores our social and human rights policy, which includes a code of conduct and good practice guide for staff.

In 2024, we will be working with suppliers to prioritise responsible sourcing and ethical practices. Visit [the ECOVADIS platform](#) for details of our score!

# Cosmetics alliances

2011



BASF Personal Care is a leading global supplier of sustainable, high-performance ingredients for the cosmetics industry, including functional and objective ingredients.

2011



SUN CHEMICAL® markets a wide range of mostly natural, mica-based nacres that are sustainably and ethically sourced to provide colorants for all requirements.

2013



JUNGBUNZLAUER is a leading global manufacturer of biodegradable natural ingredients derived from fermentation.

2015



JRS RETTENMAIER develops innovative plant fibre-based solutions for natural multifunctional ingredients.

2019



NATINOV is a French specialist in plant extraction and supplier of liquid and dry plant extracts. The company is renowned for its COSMOS-certified products sourced from organic agriculture and/or originating from France.

2023



SHARON Personal Care markets a wide range of innovative and patented conservation solutions including high efficacy, low use broad-spectrum products.





# Food alliances

2012



BASF Human Nutrition supplies effective functional ingredients such as aerating agents, emulsifiers and colorants for the food industry.

2012



NESTLÉ PROFESSIONAL® markets instant coffee with various aromatic notes such as arabica, robusta and chicory.

2014



HIFOOD® develops and produces vegetable fibres and innovative functional ingredients. Keen to engage today's consumers, HIFOOD® markets a range of sustainable products including clean label, allergen-free, plant-based and low-dosage ingredients.

2019



ESSENZA develops clean label functional ingredients for ice cream makers.

2021



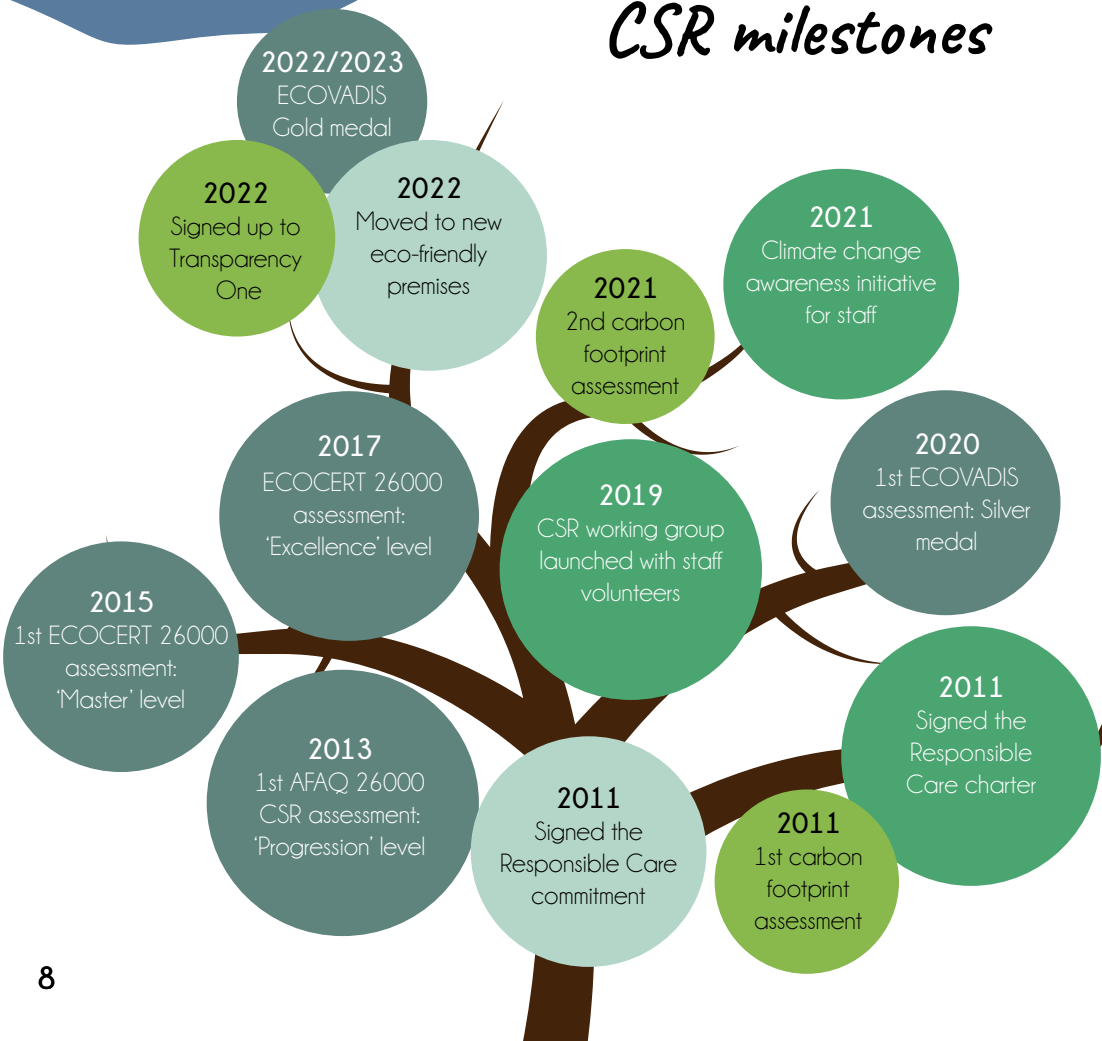
The biotech firm FIBERSTAR® produces and markets natural citrus fibres derived from a co-product of citrus juice extraction. These fibres have texturising, emulsifying and stabilising properties.

2023



CSM INGREDIENTS is a global ingredient company that develops semi-finished, easy-to-use product solutions for the bakery, pastry and confectionery industries.

# CSR milestones



## 2024 TARGETS

- Update our **carbon footprint** and devise a targeted action plan
- Review our **CSR commitments** with stakeholders
- Develop green areas to promote **biodiversity**
- Define a **sustainable sourcing and management strategy for packaging**



Scan the QR code  
to discover our history



# *A company that cares*

## Satisfied clients

- Client feedback and needs acted upon
- Proactive customer service
- Technical expertise and custom support
- Intuitive tools to improve experience (extranet, search engine)

## Committed partners, investors & local community stakeholders

- Transparent information about the company's operations and results
- Collaborative and unanimous decision-making
- Involvement in the local business community

## Loyal suppliers

- Strategic alignment with our partners and suppliers
- Strong liaison between sales, lab, marketing, supply chain and quality teams
- Long-standing alliances
- Regular and open communication and reporting

## Happy, empowered staff who feel valued

- Training and skills development
- A proactive and preventive approach to wellbeing
- Organisation of social events
- Genuine dialogue with management

# CSR commitments

*Pillar 1:  
Responsible sourcing and supply*

*Pillar 3:  
Environmental  
sustainability*

*Pillar 2:  
Opportunities  
for staff to thrive  
and succeed*

# Pillar 1: Responsible sourcing and supply

## RSPO and COSMOS sales\*

**59%**

of RSPO-certified  
sales in 2023

**69%**

of COSMOS-certified sales  
in 2023

\*Sale volume

## Order bundling

**10**

clients with more than 4 monthly  
deliveries in 2023 as against  
17 in 2022

**4 T**

average shipment in 2023,  
same as 2022

## Packaging

**38%**

of packaging used  
for repackaging  
recovered for reuse

## Responsible sourcing

**52%**

of purchases delivered  
in full pallets by BTC/BASF

**35%**

of volumes sourced  
in bulk

## CSR-committed transport

**100%**

of deliveries made  
by CSR-conscious firms

In 2023, we adopted recycled paper labels printed by local company Touraine Impression for our packaging.

## Responsible sourcing

AMI Ingrédients has made more responsible and sustainable supply chains a priority and adopted a series of measures:

- **Responsible procurement charter** outlining both company and supplier commitments
- **Certification process for new suppliers** with rigorous social, environmental and ethical responsibility requirements
- **Supplier rating** against certain criteria – sales, logistics, CSR, quality, regulations, innovation and sustainable partnership development
- **Sign-up to the Transparency One platform** to meet increasing client demand for transparency



### 2024 TARGETS

**100%**

of strategic suppliers sign  
our responsible  
procurement charter

**100%**

of new suppliers certified

**100%**

of suppliers rated

# Pillar 2: Opportunities for staff to thrive and succeed

## Overview

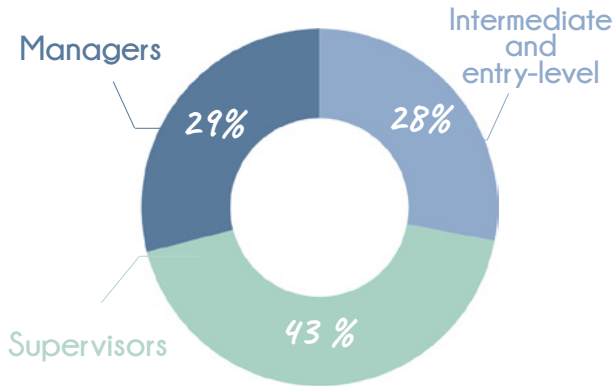
In 2023, AMI Ingrédients  
had an average workforce of **58**



**71%** women

**29%** men

We strive to use long-term contracts.  
**97%** of staff are on permanent contracts.



**9 years**  
Average service



**6.9%**  
Classed as disabled



**41 years**  
Average age



**5**  
Dual-education students



**4.4%**  
Absenteeism

## Skills development

**97%**  
of planned training courses  
completed

**3,015 hours**  
of training (apprentices included)

**€62,000**  
spent on training

**34**  
training courses



## Health and safety

**9.6**

Incidence rate in 2023  
*as against 30 in 2022*

**100%**

of workplace accident/injury  
investigations attended by  
the department head and social  
and economic committee

**100%**

of corrective measures implemented  
following workplace incidents

## 2023 ANNUAL PREVENTION PROGRAMME

We hired the services of a risk prevention facilitator to help develop a job assessment programme for our **occupational risk prevention and control plan**. This involved:

- **Ergonomic surveys: 4 jobs assessed and 9 areas for improvement identified** and approved by management
- **Noise exposure: 5 work tasks assessed resulting** in moulded ear plugs supplied for 3 operators

Maintaining a safe and healthy **working environment** is our top priority!



## 2024 TARGETS

- Implement measures recommended by the occupational risk prevention facilitator and assess efficiency
- Reassess **PSRs** (psychosocial risks)
- Assess **lone worker** risks



## OCCUPATIONAL HEALTH AND SAFETY TRAINING

This year our skills development programme addressed **occupational health and safety**.

Two awareness-raising modules were available to staff:

- **Preventing risks using display screen equipment (DSE)** for office staff. Various improvements were suggested such as ergonomic seating, standing desks, etc.
- **Preventing physical risks** for work involving heavy exertion. Staff were made aware of the risks in their work tasks and given tips to work safely and prevent injury to themselves and others.



## NEW IN 2023

A **daily warm-up** led by our logistics and production teams was introduced. Staff can now give their muscles a wake-up call to get the day off to a good start!



## Events

### CSR EVENTS IN 2023

Our CSR working group chose international days as the theme for CSR events which included:

- **Quality of Working Life Week** with meditation workshops, yoga and muscle strengthening classes
- **World Music Day** with two blind test evenings
- **World First Aid Day** to promote the importance of first aid training
- **Taste Week** with smoothies, smell and taste games and a participatory meal
- **European Waste Reduction Week** with a clean-up walk. Total waste amounted to 56 kg!
- **World Climate Day** with key climate facts sent out to staff

Our engaging programme helped raise awareness of important CSR issues and was as always greatly enjoyed by staff!





## TEAMBUILDING IN AMBOISE

AMI Ingrédients hosts an annual teambuilding day to bring colleagues together around a theme in a setting outside the workplace.

This year, we explored the historical town of Amboise with a walking rally around the castle in the footsteps of King François I. This was followed by a hunt for Leonardo da Vinci's treasure in the museum at Clos Lucé.

There's no better way to engage with the team than a day of challenge and exploration!



## Pillar 3: Environmental sustainability

### MEASURES PER EMISSION SOURCE



#### SOURCING

- Get the precise carbon footprint of each material used from producers
- Minimise single-use packaging



#### TRANSPORT

- Continue supplier and client order bundling efforts
- Optimise truck loading with full pallet deliveries
- Work with transport firms to improve their carbon footprint



#### WASTE

- Boost wastewater treatment plant performance
- Improve packaging recyclability



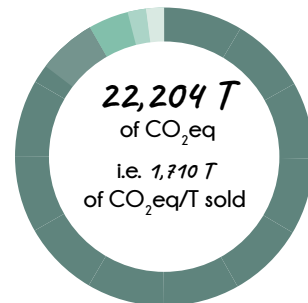
#### ENERGY

- Produce electricity with our 4,000 m<sup>2</sup> photovoltaic panels
- Reduce heating in winter and air conditioning in summer



#### TRAVEL

- Allow staff to work from home 1.5 days a week
- Take the train for long distance trips
- Use 'greener' transport (electric company vehicles, carpooling)



83%  
Raw material sourcing

7.5%  
Goods transport

5.9%  
Packaging procurement



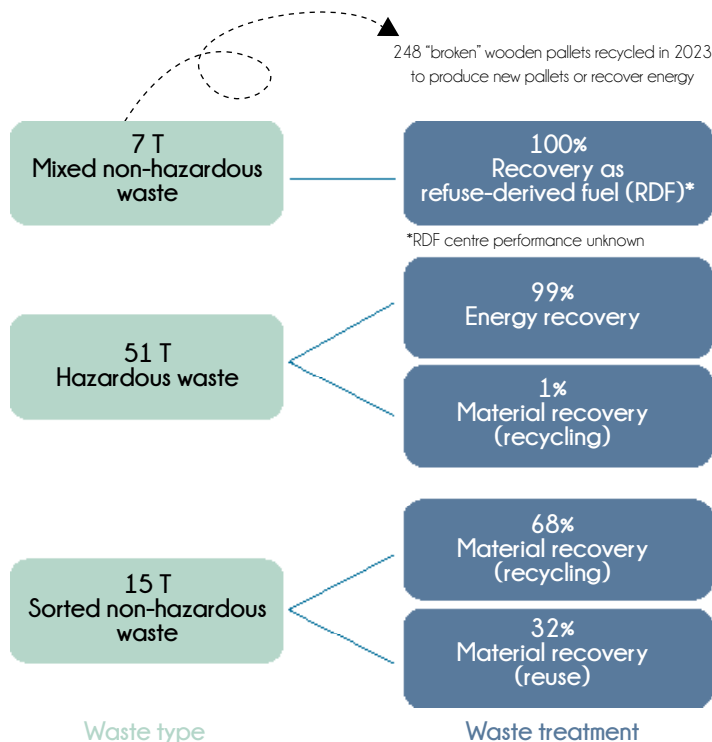
Scan the QR code  
for carbon footprint  
details



### 2024 TARGET

Reassess our  
carbon footprint

# Waste recovery and reduction measures



## RECOVERY OUTLETS FOR WASTE

Today's waste amounts to **340 million tonnes in France**, with a **fifth produced by companies**.

In light of this situation, we worked with waste contractors to **identify recovery outlets** and reduce **environmental and economic impacts**.

This has **improved sorting** and recovery from our warehouses (coloured and clear plastic, metal lids, etc.) and refectory (food contact and non-food contact packaging) and improved green waste recycling.



## 2024 TARGET

Maintain the proportion of non-hazardous waste while **increasing energy recovery by 10%**

## Smart water measures

In 2023

**730 m<sup>3</sup>**  
of water used\*

In numbers\*

**421 m<sup>3</sup>**  
of wash water  
for processes

with **337 m<sup>3</sup>**  
of wash water treated  
by evaporation-concentration

**53 m<sup>3</sup>**  
of distillate reused in  
our clean-in-place (CIP) system

**16 m<sup>3</sup>**  
of concentrates recovered  
by a waste contractor

IN 2023

- **58%** of all water used concerned **processes**
- **42%** of water concerned general use (toilets, showers, etc.), i.e. approximately **15 L per person daily!**



## 2024 TARGETS


- Identify **efficient cleaning products** to optimise CIP (clean-in-place) water use
- Optimise our evaporation-concentration system to **increase the distillate for reuse in the CIP system**





## Smart electricity measures

In 2023

  
**243 MWh**  
of electricity used\*

In numbers\*

**772 MWh**  
of electric power produced  
by our photovoltaic panels

**35 MWh**  
of electric power  
used directly

**737 MWh**  
of electric power produced  
and resold

\* These figures represent our benchmark year since the move to our new premises



### 2024 TARGETS

- Optimise photovoltaic panel operation
- Observe panel maintenance periods to achieve maximum production
- Prevent production downtime by improving the facility's technical performance

# Recap



## CARBON FOOTPRINT

**22,204 T** of  $CO_2$  emissions

**52%** of staff living within a 20 km radius



## WATER USE

**730 m<sup>3</sup>** of water used

**337 m<sup>3</sup>** of wastewater treated

**321 m<sup>3</sup>** of distillate

**16 m<sup>3</sup>** of concentrate



## ELECTRICITY USE

**243 MWh** used

**772 MWh** produced

by our photovoltaic panels



## WASTE RECOVERY

### *Non-hazardous waste*

**32%** recovery as refuse-derived fuel (RDF)

**46%** recycling

**22%** reuse

### *Hazardous waste*

**99%** incineration with energy recovery

**1%** recycling



## GOING PAPERLESS

**100%** paperless analysis bulletins  
and delivery slips

**100%** paperless payslips

ENVIRONMENT



## TURNOVER

**€60 M** turnover  
 of which **65%** cosmetics  
**24%** oleochemistry  
**11%** food



## QUANTITIES

**8,000 pallet** storage capacity  
**4 T** average shipment,  
 i.e. a total of **14,043 T**



## STAKEHOLDERS

**13** suppliers  
**1,041** clients  
**8.6/10** score assigned by our  
 clients to AMI service



## PRODUCTS

**59%** of RSPO-certified sales  
**69%** of COSMOS-certified sales  
**919** current references



## WORKFORCE

**58** staff  
**71%** women / **29%** men  
**9 years** average service  
**97%** permanent contracts



## QUALITY OF WORKING LIFE

**24** AMI'Fit sports club members  
**14** staff in our CSR working group



## SPONSORSHIP

**€8,800** earmarked for sponsorship  
 (sporting and cultural events)

ECONOMY

SOCIAL

# CSR Report 2023



[www.ami-ingredients.fr](http://www.ami-ingredients.fr)

DISTRIBUTOR BY NATURE



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