

GROUPE GM
COSMÉTIQUES FRANCE

2023 CSR Report

Groupe GM Cosmétiques France has been making cosmetic products
for hotel guests for more than 20 years

CSR: Corporate Social Responsibility

EDITORIAL

This report always presents me with an opportunity to see how far we have come and to measure the involvement of our teams. And I must say that I'm always proud to be able to share the outcome with you in this report.

GGMCF aims to support all its stakeholders as they take part in a virtuous approach.

Our success in this respect is reflected in achievements including the carbon assessment and a structured approach to ISO 26000 certification. I believe we are now on the right track to face up to the challenges of modern society, as well as the expectations of the hotel sector.

I trust you will take as much pleasure as I have in reading this report.



Philip **HUSSON**
CEO, Groupe GM Cosmétiques France

ABOUT US

We have been making and packaging liquid amenities for guests since 2001. We do everything we can to product high-quality products at the best possible cost to fulfil our customers' demands.

OUR MISSION

“ To ensure customer satisfaction thanks to high-quality products made in France with respect for corporate responsibility and bringing the benefits of progress and innovation to a growing number of people, particularly thanks to an organisational and financial performance guaranteeing the secure future of the company. ”

“ Shampooing a better world together ”

OUR COMMITMENTS

- Mobilise our stakeholders and place them at the heart of the company's performance.
- Share our values with our customers.
- Ensure a loyal and committed production model.



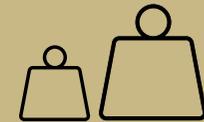
2001: Year of establishment



23 packaging lines

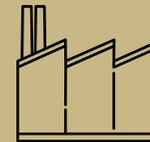


Made in France



Manufacturing capacity : from

150 KG to 5 TONNES

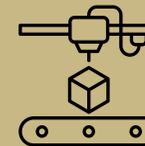


Manufacturing and packaging plant



Packaging capacity : from

5 ML to 5000 ML



8 manufacturing facilities

ABOUT US

OUR CERTIFICATIONS

Groupe GM Cosmétiques France uses the ISO 26000 standard and its areas of action in terms of social responsibility and sustainable development as a benchmark.

GGMCF has been voluntarily and strongly committed to a CSR approach since 2020 and in 2021 achieved ISO 26000 certification with the “Progression” level of CSR commitment awarded by the French standards agency, AFNOR.

Indicators have been defined and are monitored each year as part of the Management Review. These provide an overview of the company’s responsibility and ensure its commitment to developing its approach still further.



2023 KEY FIGURES



61

committed employees



€19,934,000

sales 2023



35,800,000

products manufactured



2,760 TONNES

bulk goods produced in 2023

COLLABORATION WITH OUR STAKEHOLDERS



OUR CUSTOMERS

We are committed to listening to our customers and maintaining a dialogue with them, as well as offering them support. At GGMCF, we believe that the engagement of our stakeholders is the key to improving our performance. The customer is at the heart of our business.

In accordance with our objectives for 2023, we communicate regularly with our agents so that we can work together to ensure Groupe GM's success.



“ Over the past year, we have set up Sales and Quality Teams meetings with agents in other countries. This has enabled us to make better progress with customers located a long way from us. It means we have more proximity to respond to their questions and demands. These meetings reinforce the spirit of partnership that we want to install. ”

Aurélie DIETLIN
Sales Administration and CSE member



GGMCF is always very happy to welcome its customers on site. This is an occasion for us to share our ideas with them and show them our factory and how we work. It also means we can discuss our processes and our quality and safety requirements.

EVERY YEAR, GROUPE GM COSMÉTIQUES
FRANCE CARRIES OUT A CUSTOMER
SATISFACTION SURVEY.



85%
customers satisfied

To ensure continuous improvement, each of the comments made by our customers during the satisfaction survey

is systematically provided with a response and/or improvement measures are introduced.

CUSTOMER FEEDBACK FOLLOWING OUR SATISFACTION SURVEY

“ Your quick reply for our complaints is so appreciated. The defectives dramatically decreased. We are very satisfied with your customer service. Japanese environment awareness is still behind compared to European countries, so that we need to catch up with you and enlighten the hotels in Japan by Eco products. As I mentioned above, the number of defectives decreased in the last few years. Because you are always taking our complaints seriously and working hard to find the root cause of defectives. We are so proud of doing business with such a trustworthy company. ”

Comments from Sanyo **BUSSAN**

OUR NEW CSE

At GGMCF, our aim is to create a working environment that encourages discussion and interaction. We strive to ensure an effective and vibrant social dialogue by organising regular meetings and ensuring that all our employees are represented, which is where our CSE comes in.



WHAT IS A CSE?

The CSE, which stands for “Comité Social et Economique” (Social and Economic Committee) is a staff representative body.

Its objective is to defend the interests of our employees and promote health and safety and good working conditions.

The CSE at GGMCF:

- Has regular office hours to encourage dialogue with employees
- Organises special events throughout the year alongside management (summer lunch party, Christmas party, etc.)
- Reports on any difficulties encountered in the field
- Suggests areas for improvement to management



11 CSE MEETINGS IN 2023

- 4 on safety and working conditions
- 4 on reports from the field and on-site aspects
- 3 on specific topics



SUPPORTING THE LOCAL ECONOMY

Since it was set up in 2001, Groupe GM Cosmétiques France has always placed great importance on its involvement in the local community. It works towards encouraging local partnerships, with the aim of developing the local economy.



In 2023, we decided to equip all our employees with safety glasses.

The logical solution was to go to a local partner situated just over a mile away from our company.



The CSE chose a food truck based about 4 miles away from our factory to provide the food for a company social event for our employees.



In 2023, the Quality Manager joined “Le Club Enjeux RSE”, a regional CSR club organised by AFNOR Auvergne-Rhône-Alpes since 2019.

This is a group of organisations with the CSR label, or those who are simply committed to CSR, who get together regularly to talk about and challenge their CSR practices.



83%

of our service providers
come from within
a 19-mile radius
of the company premises



2

sponsorships



For the past 7 years, GGMCF has supported the “Changez d’Air” music festival organised by the town of SAINT GENIS LES OLLIERES.



1

ÉMERGENCES
UN MODÈLE SINGULIER

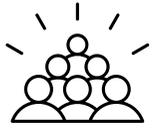
Since 2013, Philip HUSSON, CEO of GGMCF, has been a member of the Fondation Emergences, a community of 44 companies in Lyon which is committed to supporting entrepreneurial projects creating social links and employment by sharing skills and establishing relationships.



STAFF WELL-BEING



PRESENTATION OF OUR EMPLOYEES



61

Number of employees in 2023



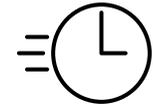
60.7%
women



40.3%
men



40.59
Average age

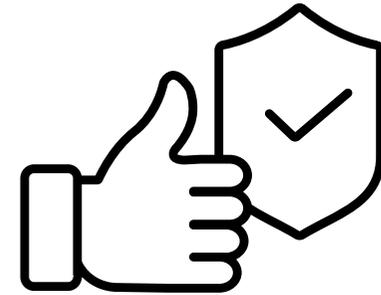


6.35
Average length of service



HEALTH AND SAFETY AT WORK

Since we are aware that health and safety is a major contributing factor to the well-being of our employees and helps to ensure the smooth operation of our company, we are constantly striving to improve the working environment



PROFESSIONAL RISK ASSESSMENT

Every year, we carry out a professional risk assessment to identify any measures required to reduce risks. A quarterly review of the actions resulting from the Single Document is carried out with the CSE with the collaboration of Occupational Health.

MONITORING WORK ACCIDENTS

After each work accident, an investigation is carried out with a CSE member and the department manager to identify the measures that need to be introduced to eliminate the risk of recurrence of these accidents.

0.6
severity
rate

SURVEY OF PSYCHOSOCIAL RISKS

The CSE regularly carries out a survey of psychosocial risks by sending out a questionnaire to our colleagues. The objective is to identify any potential risks within our company and to ensure that our HR policy fulfils our employees' needs.

2ND
survey

85%
participation
rate

3
main
priorities

DEVELOPING OUR SAFETY CULTURE

A **safety** review is carried out every morning in each department to identify any potential risks and introduce corrective measures rapidly.

SAFETY MONITORING WITH OUR STAKEHOLDERS

- Safety conference with **CARSAT** in January 2023
- Company registration with **Agemetra** in October 2023
- Introduction of the Quarks Safety chemical risk management software with **Bureau Veritas**

HELPING OUR EMPLOYEES TO FLOURISH

At Groupe GM Cosmétiques France, our employees are at the heart of our concerns. We are surrounded by highly efficient employees who share our values and for whom we strive to provide inspiring working conditions by supporting their professional well-being.

WELCOMING AND INTEGRATING NEW EMPLOYEES

When they start working for Groupe GM Cosmétiques France, all new employees benefit from a personalised induction programme.

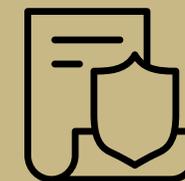
GGMCF's objective is for all employees to learn about quality, safety and sustainable development issues and how these are implemented at the company, so that they feel implicated themselves and are ready to act.

That's why each new employee benefits from Quality, Safety and CSR training when they join the company, followed by annual refresher courses.



To help us continuously improve the welcome we reserve for our new recruits, this year we introduced a quarterly company visit for our new employees, during which each manager presents their department.

GMP: Good Manufacturing Practices



100%
of employees receive
GMP / Safety / CSR training



“ I joined Groupe GM Cosmétiques France as a Technician in 2023 and I really appreciated the welcome I was given when I first started.

During my induction programme, I was able to meet each manager and they all took the time to explain how their department works to me. This was really important for me to be able to understand how the different departments work together. Now I'm very happy to have joined the GGMCF team.



Couteil MRASNI
Technician

SUSTAINABLE DEVELOPMENT OF EXPERTISE

PASSING ON EXPERIENCE

We place great importance on training future generations in our business so that we can pass on our areas of expertise.

That's why we have the pleasure of welcoming several students on apprenticeships each year.

IMPROVING SKILLS

Every year, we carry out performance appraisals for all our employees. This is an opportunity for each manager to discuss each employee's motivations and desires for further development.

A training plan is drawn up each year with monthly follow-ups.

Several indicators are introduced and monitored regularly so that we can ensure that each employee is given access to training opportunities.

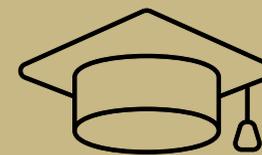
In 2023, 98% of our employees completed a training course.



445
hours of training



67%
of our 2023 training plan has been achieved



8%
of our staff in 2023 were
on apprenticeships or
internships.

Hind ZIANE
Formulation apprentice



“ I joined Groupe GM Cosmétiques France 12 years ago and I worked as an operator for a long time. Over the years, I was able to acquire a great deal of knowledge on how these machines work.

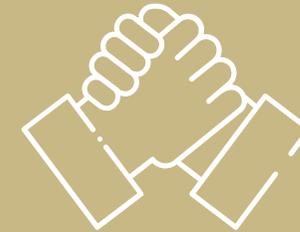
Last year, two new Adjuster positions were created and one of them was offered to me by my Department Manager. This was a chance for me to evolve within GGMCF. I'm now following a vocational training programme with IMT to support this evolution.

Patricia CANDAU
Adjuster

ENCOURAGING COHESION

We place a great deal of importance on helping each other and cohesion within our teams.

With this in mind and to encourage and strengthen team spirit, we organise an activity and a meal twice a year so that all our employees can get together and share a sociable occasion away from the working environment.



PROTECTING THE ENVIRONMENT

We are fully aware of the impact of our activities and are working towards limiting this impact by reducing waste, developing more responsible packaging, saving energy and measuring our carbon footprint.



MAKING PRODUCTS WITH THE LOWEST POSSIBLE IMPACT ON THE ENVIRONMENT

We are aware of the impact our products have on the environment and are doing everything we can to reduce this impact. In 2019 Groupe GM launched its “CARE ABOUT EARTH” programme with the aim of developing sustainable products by working actively on our packaging and on our formulations.

CONSTANTLY REDUCING OUR USE OF VIRGIN PLASTIC

One of the main ways we can preserve biodiversity is by limiting the use of plastic derived from petroleum, thereby reducing the use of fossil fuels in favour of more sustainable materials, such as bio-sourced plastic from sugar cane and post-industrial or post-consumer recycled plastics or aluminium.

MAKING OUR CONTAINERS MORE ENVIRONMENTALLY FRIENDLY

In addition to our work on the composition of our packaging, GGMCF is working alongside GM to develop and manufacture more environmentally-friendly containers to fulfil market demands.

Between 2021 and 2023, our volume of eco-pump dispensers doubled.



FULFILLING EXTREMELY HIGH SPECIFICATIONS FOR ORGANIC COSMETICS

The design of our products is also based on fulfilling the most stringent specifications in terms of ecology, such as the COSMOS standard. This is a guarantee of healthy, environmentally-friendly products using organically farmed ingredients and a production process that is respectful of the environment.



In 2023, **74%** of our products were made from plant products or recycled plastic.



ECOFILL bottle combining refilling and traceability → The bottle is recharged with sealed pouches, made using only 8g plastic and guaranteeing minimal packaging and total cosmetic traceability.

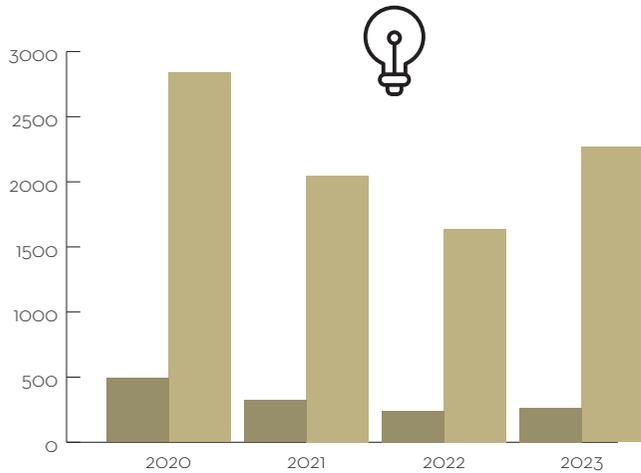


Some of our boxes now feature a QR code so that we can publicise our recycling charter more widely.

SAVING OUR RESOURCES

We are actively working on our cleaning processes to enhance their performance and limit our water consumption.

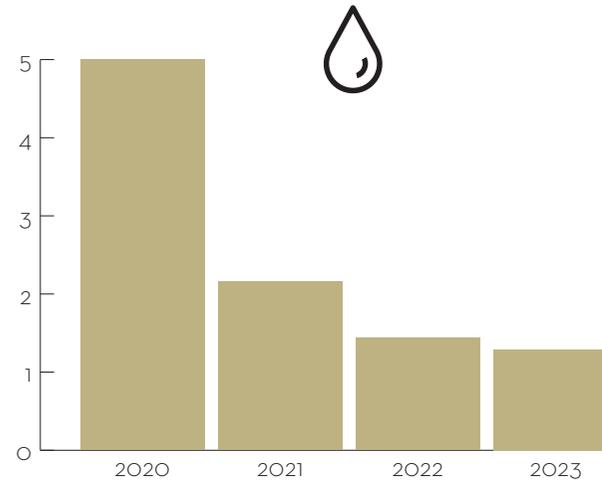
In 2023, we decided to load all our bulk products into liner bags, thereby avoiding the need to clean our IBCs.



Electricity consumption kWh/100k parts produced

Electricity consumption kWh/tonnes

An increase in our consumption associated with climate conditions in 2023. In 2024, an energy audit will enable us to target the right actions.



Water consumption / tonne of bulk good produced

25,000 LITRES
water saved thanks to the use
of liner bags



As well as
manufacturing
PRODUCTS
THAT
RESPECT
our planet, we are
also introducing more
actions
to **REDUCE**
our global impact.

ENCOURAGING THE RECYCLING AND REUSE OF OUR WASTE

We are aware of the impact of our waste on the environment and are doing everything we can to optimise waste processing. 20 types of waste have been identified at our site and are directed to service providers for recycling.

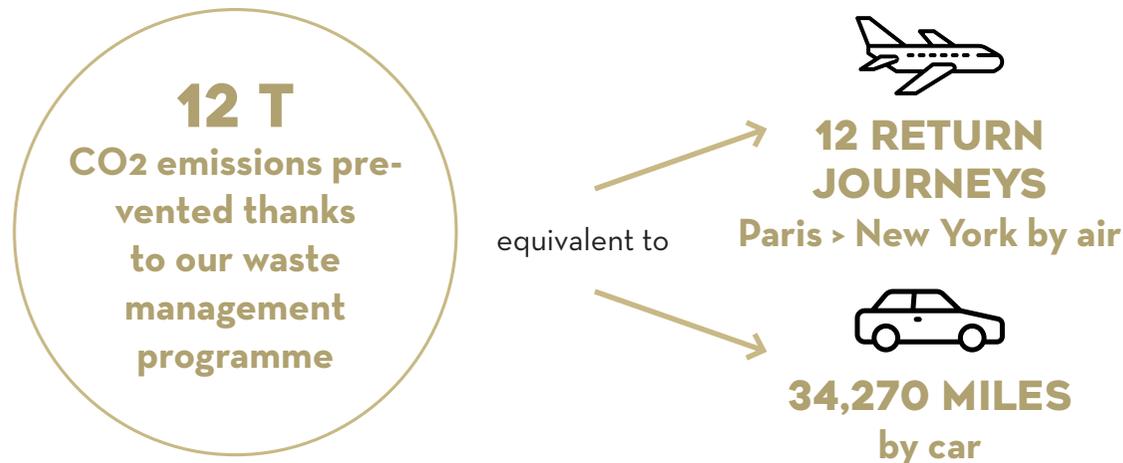
75% of our waste was recycled in 2023

This waste is constantly monitored thanks to a register and a biannual management review.

We have also introduced actions to optimise our waste.

As an example, we are currently working on recycling our PPE.

We are also working actively with our stakeholders on a circularity model.



By recycling our paper, in 2023 we have been able to save:



10 475
litres water



587 KG
wood



“ As I’m constantly looking for solutions to take the recycling of our waste even further, in October 2023 I attended the Pollutec conference to help find new solutions.



Cédric DUSSUD
Warehouse Manager

MEASURING OUR CARBON FOOTPRINT

As announced last year, together with Groupe GM and Groupe GM Cosmetica Portugal, we have launched our very first Carbon assessment!

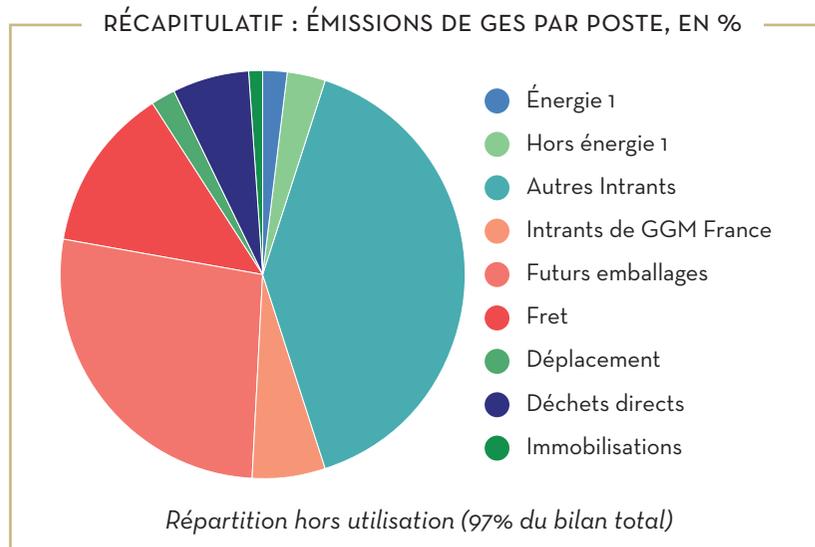
Our emissions were **6170 TCO² eq.** for 2021/2022

This initial measurement enables us to establish a base and identify fields of action to reduce our carbon footprint over the years to come.

A plan of action has been drawn up to reduce our greenhouse gas emissions and this is reviewed monthly.

Replacement of Single-use by Dispensers impact: **600 TCO²** eq. saved in 2023 vs 2022

Recycled plastic and sugarcane PE: **538 TCO²** eq saved in 2023 vs 2022



The introduction of our new ERP in 2024 will allow us to monitor our carbon footprint regularly.



WHAT EXACTLY IS THE CARBON ASSESSMENT?

The Carbon Assessment is a carbon accounting method introduced in France in 2004.

The objective of the Carbon Assessment is to measure all the emissions that are physically necessary for a company's business activity, including all upstream (supplies, freight, etc.), production and downstream activities (distribution, product usage, etc.).

The Carbon Assessment is divided into different scopes:

Scope 1: Direct emissions

Scope 2: Indirect emissions

Scope 3: Upstream and downstream emissions

OUR OBJECTIVES AND ACTION PLAN FOR 2024

MOBILISE OUR STAKEHOLDERS AND PLACE THEM AT THE HEART OF THE COMPANY'S PERFORMANCE

- Work jointly with GM and GGMCP on improving our CSR performance.
- Deploy the apprenticeship programme more widely to pass on our expertise and get people interested in our business.
- Deploy collaborative work tools with specific areas of work.
- Inform and train our stakeholders in our new ERP.

MEASURING OUR CARBON FOOTPRINT

- Renewal of our Quality certifications.
- Work with the ACCOR group to jointly develop future solutions for reducing our carbon footprint.
- Introduce communication and monthly exchanges with our customers for more proactivity and fluidity.
- Launch a system to encourage biodiversity.

ENSURE A LOYAL AND COMMITTED PRODUCTION MODEL

- Continue our CSR action plan and Carbon Assessment.
- Develop circularity with our suppliers for the use of intermediate containers.
- Continue our work with recycling and reusing waste.
- Ensure our policies are set out in writing and shared so that we can promote our values.

We'll get back to you in **2025** to share the initial results.
