



# CSR REPORT



**ZOLUX**  
GROUPE

2022

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## Reminder of our commitments



Looking further ahead  
opens up new prospects



# HORIZON

## OUR COMMITMENTS



Right for  
**MY PET**



Goog for  
**MY WORK**



Better for  
**MY PLANET**

Zolux Groupe is mobilising all its teams and is committed to pets, humans and the environment.

Discover our corporate social responsibility or CSR approach at:

[en.zoluxgroupe-horizon.com](http://en.zoluxgroupe-horizon.com)



Scan this QR code to find out more about our Horizon approach 





**Our mission:  
To create lasting happiness for pets and  
their families.**



Good for  
my pet

## Involvement in the creation of the 1% For Animals Label and its actions

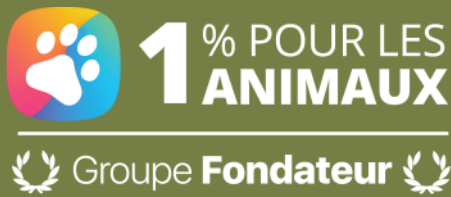
In November 2021, as the first corporate sponsor, the Zolux Group became the “Founder Group” of the 1% For Animals Label created by the YouCare Association.

### The 4 main missions of the Label are:

- ▶ **To protect and recreate the natural habitats of wild animals.** The Label works to protect the natural habitats of wild animals on land and at sea. In the oceans, the Label works mainly on projects to clean up pollution and recreate coral reefs, which are essential for the survival of the marine ecosystem. On land, large reforestation projects will be carried out through the YouCare Nursery network.
- ▶ **To protect, care for and find homes for mistreated or abandoned pets.** The Label supports its network of partner associations with financial, material, human, logistical and administrative resources. The Label also aims to set up shelters to address the lack of space in some regions. Finally, the Label is involved in pet rescues and helps the pounds to distribute abandoned pets through its network of partner shelters or in foster care.
- ▶ **To work internationally to protect threatened and endangered wildlife.** The Label works with the relevant associations or directly in the field to set up actions to protect threatened wildlife species. This can involve, for example, supporting a sanctuary, fighting poaching, developing a plan to secure, protect or reproduce a species, or developing new technologies to protect these species.
- ▶ **To rescue animals around the world.** The Label has created a unique network of associations and wildlife specialists to carry out animal rescue operations, regardless of location or species.

**As the Founder Group, the Zolux Group has a prominent position on the Label’s Philanthropic Committee and is involved in important decisions.**

[onepercentforanimals.org](https://onepercentforanimals.org)



**Number of Zolux Group products labelled to date:**

# 101



***The Zolux Group donates 1%  
of sales from its labelled  
products to the 1% For  
Animals Label.***



## Recruitment of an additional veterinary surgeon

- ▶ In addition to Dr Poudrai, we recruited another veterinary surgeon, Dr Padiolleau, to our team in September 2021.
- ▶ Dr Padiolleau works, as does Dr Poudrai, to validate the compatibility of our consumable formulas with animals' **physiological needs**.
- ▶ For example, we have completely revised the formulas of our ZOLUX and HOPI (Saint Bernard) feed ranges for small animals and domestic birds.

### La Tribu (The Tribe): 2,435 qualified members, 10 co-developed projects



La Tribu (The Tribe) is a group of pet owners who have agreed to **participate in the development of our products**. La Tribu members are asked to test products at home, with their pets, before they are marketed. The formulas are safe at this stage of development, but La Tribu members can give their opinions on aspects such as texture, flavour or design. They can also take part in **qualitative studies** upstream of certain projects in order to better define needs and better adapt our products.

**In 2021: La Tribu has been involved in 10 Zolux Group projects.**



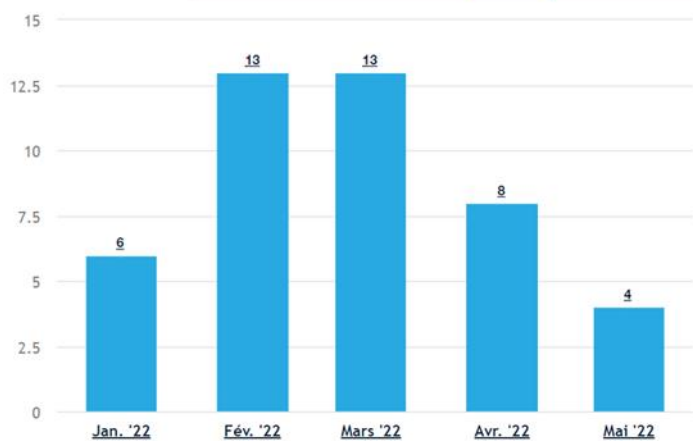
# Dialogue with pet owners

- ▶ None of the Zolux Group brands are sold directly to consumers. However, we have chosen to be accessible to our end-users via social networks and our brands' websites, and even by phone for the health brands.
- ▶ To ensure that each question or request receives an appropriate and personalised response, we have implemented consumer complaint-handling software tailored to our internal processes. This software is called Iterop.
- ▶ This approach helps us to improve our products and the information provided on their assembly and use.

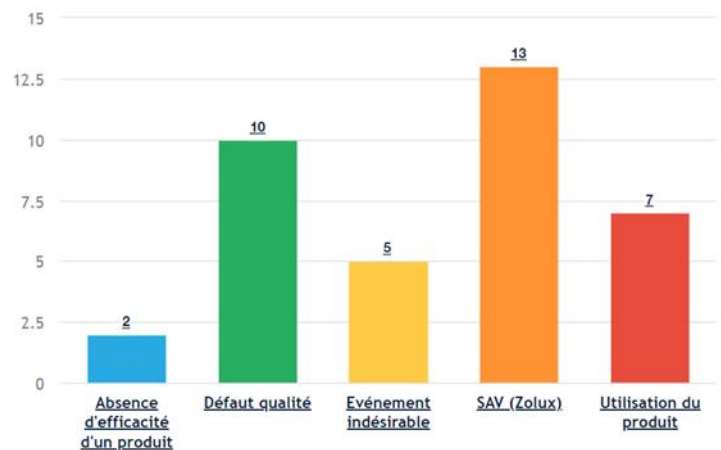


## RÉCLAMATIONS

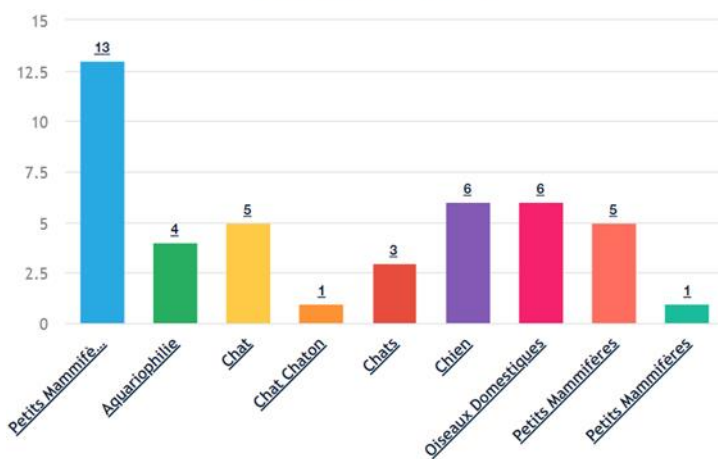
Aucune période sélectionnée Mois Semaine Jours



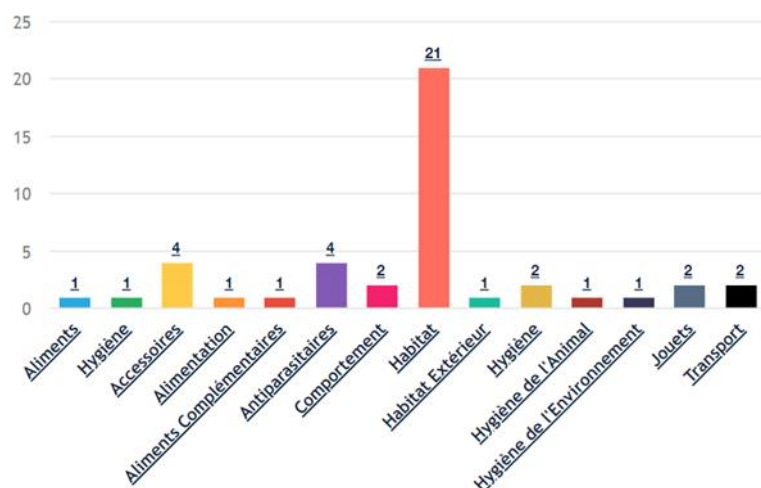
## RÉCLAMATIONS LES PLUS RÉPANDUES



## FAMILLE D'ANIMAUX PAR MARQUE



## CATÉGORIE DE PRODUITS



21 people have been trained in the Iterop tool to ensure faster and higher quality responses for consumers.

# Discontinuation of products

In April 2021, we discontinued certain products that have been identified as potentially detrimental to animal welfare due to their characteristics, function or possible misuse by owners.

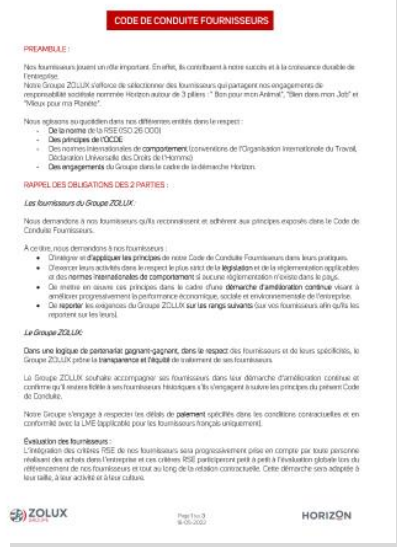
- Anti-bark collars and invisible dog fences.
- “Prong” choke collars.
- Unsecured hamster exercise balls which allow the animal to walk around on its own but could be mistaken for a toy by children.
- Small cages with wide bars which could lead owners of large rodents to believe that the cage is appropriate for their pets while they actually need more space.



## Formalisation of our Supplier Code of Conduct

We have drafted a Supplier **Code of Conduct** which we share with all our service providers, subcontractors and suppliers.

This Code of Conduct obliges our suppliers to support us in designing and producing products that contribute to **animal health and well-being**. It also **prohibits** the use of **animal experiments**.





Happy with  
my Job

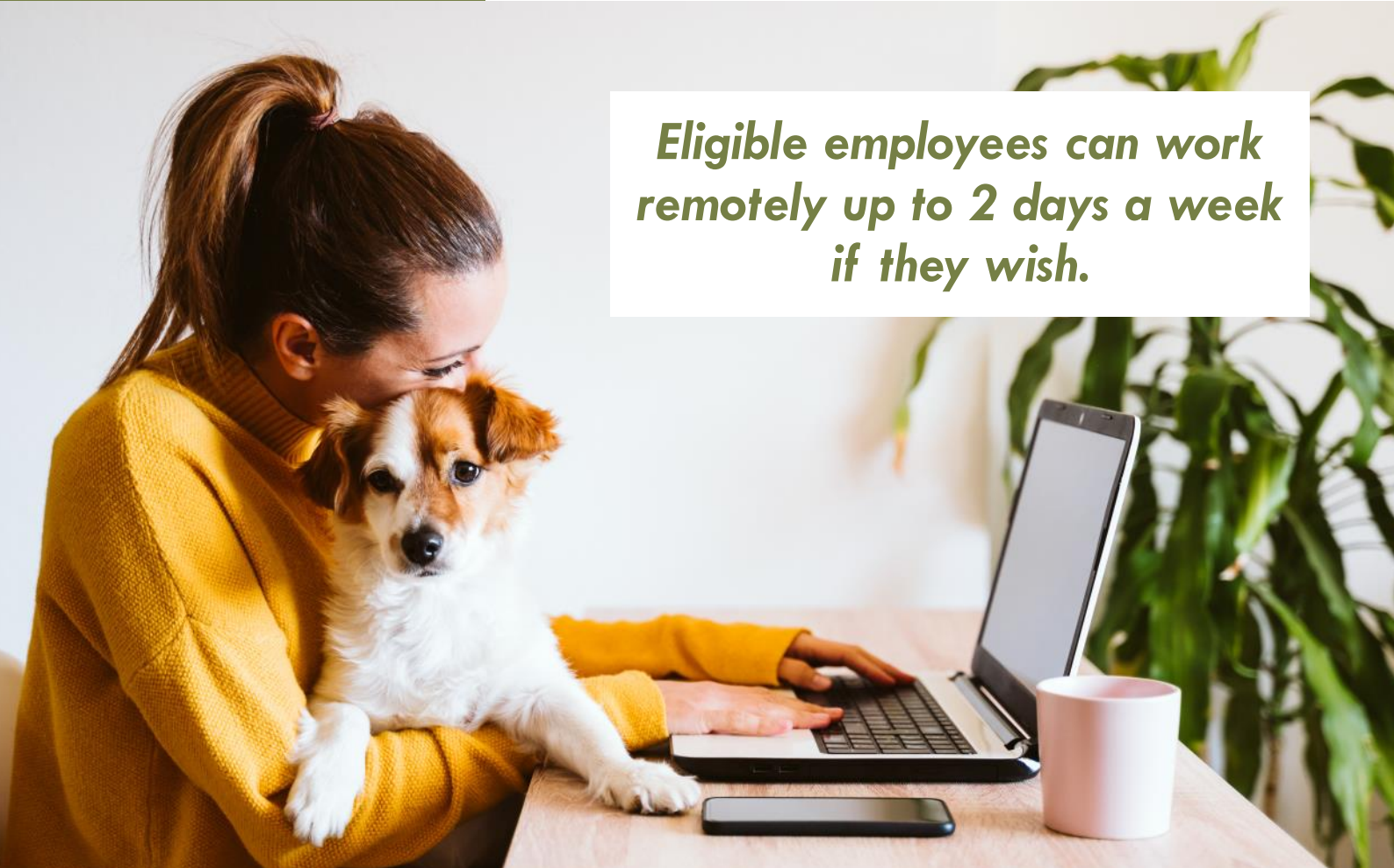
# Quality of life in the workplace

## *Tools*

- ▶ **We have invested in major information systems** to make life easier for our employees:
  - ✓ Nibelis HR platform
  - ✓ Yuto CRM (Customer Relationship Management) software
  - ✓ EDM (Electronic Document Management) module
  - ✓ ZLINK collaborative platform
  - ✓ Microsoft Office 365 and Teams
  - ✓ Installation of dynamic screens at our sites
  - ✓ 3CX IP telephony
- ▶ We have also invested in a fleet of laptops to allow remote working, and we provide our employees with a second screen to use at home for greater comfort.

## *Remote working*

▶ **A company agreement on remote working** was signed in October 2021 giving our employees in eligible positions the option of working remotely.

A woman with her hair in a ponytail, wearing a yellow sweater, is sitting at a wooden desk. She is looking at a laptop screen while holding a small, fluffy dog. A pink mug and a smartphone are also on the desk. A large green plant is visible in the background.

***Eligible employees can work remotely up to 2 days a week if they wish.***

# Quality of life in the workplace

## *A committed remuneration policy*

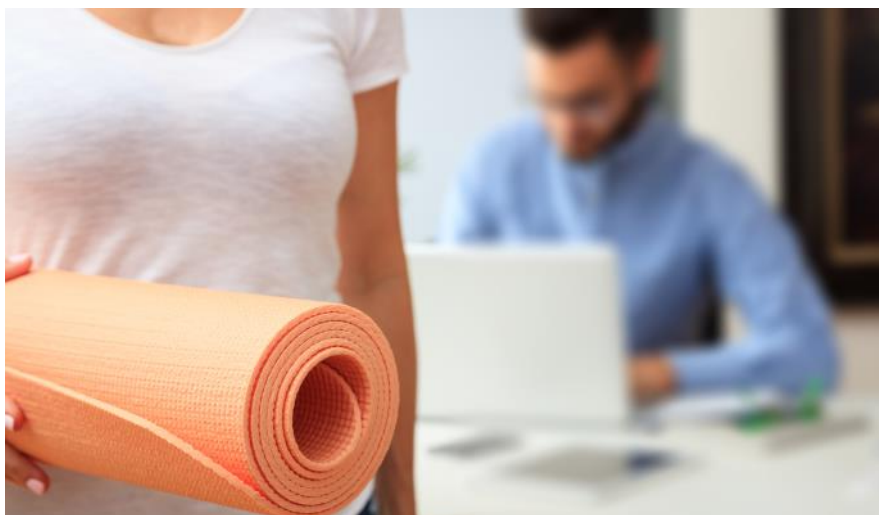
- ▶ In recognition of its employees' commitment, the Zolux Group has decided to pay significant exceptional bonuses in 2021 and to continue to increase salaries to thank teams and support families' purchasing power.

## *Professional equality e*

- ▶ Our Egapro Gender Equality Index is 83/100 in 2022, including the following indicators:
  - ✓ Gender pay gap: 6.61% in favour of men
  - ✓ Number of employees of the under-represented gender among the 10 highest earners: 0 (men over-represented).

## *Activities and events*

- ▶ Thanks to the creation of a full-time post in Internal Communication, we have been able to introduce relaxation activities and sociable events designed to improve quality of life in the workplace:
  - ✓ Zolux Beach: a relaxed area in the garden at head office where employees can have lunch on the grass and take part in beach games during their breaks.
  - ✓ Yoga sessions: free sessions with a teacher who comes to our premises once a week.
  - ✓ Competitions: our collaborative platform allows us to organise online games open to all our sites with the chance to win various prizes (stays, gift cards, etc.).
  - ✓ Afterworks: after the Covid period, we are once again organising Afterworks evenings for our employees.



# Quality of life in the workplace

## *Work done or in progress*

- ▶ Renovation of working and collective spaces:
  - ✓ Zolux Reims: new offices have been fitted out, as well as a kitchen and relaxation room.
  - ✓ Zolux Saintes: the relaxation room has been renovated.
  - ✓ Zolux Nantes: the floors of the warehouse have been refurbished.
  - ✓ Laboratoire Francodex: the offices have been renovated.

## *Committed property projects*

- ▶ We are building new premises for Saint Bernard and the Zolux logistics platform, including a logistics warehouse and offices in Ablaincourt-Pressoir (department 80).



- ▶ Move to renovated premises in Saintes (department 17):
  - ✓ Zolux head office: a new 3,600 m<sup>2</sup> head office with a modern and airy layout is under study (work spaces, meeting rooms, social and dining areas, green spaces)
  - ✓ Laboratoire Francodex: a new 3,500 m<sup>2</sup> logistics warehouse and new offices are planned.

**Our objective: to promote better quality of life in the workplace with modernised and functional premises, incorporating wishes expressed by employees in preliminary surveys.**



## Employee satisfaction survey

Every year, we measure our employees' perception of their company, their daily working life and working conditions. The results are shared and discussed with our teams.

### Thus, in 2022:

- ▶ Our employees find their **assignments useful** (96%), **motivating** or **interesting** (80%).
- ▶ Almost 60% of them (compared to 50% the previous year) feel that the company is supporting them with the **development of their career**.
- ▶ There is easy access to **professional training** in the Zolux Group (53%, a clear improvement on last year) and 69% find that their work allows them to develop **new skills**. The improvement in conditions of access to training and the simplification of procedures is the result of feedback from the 2021 employee survey.
- ▶ **Internal communication** works well (+17% increase) and allows everyone to express themselves freely.
- ▶ Finally, more than **9 out of 10 employees are proud to work in the Zolux Group**, and more than 8 out of 10 feel that they work in a **good atmosphere** and are comfortable with their colleagues.

The 2021 survey also points to a number of **improvement focuses** or areas of concern:

- ▶ Greater **managerial proximity** (listening, goal setting, support).
- ▶ Half of the respondents said that their **working premises** needed to be improved.
- ▶ Work is **sometimes stressful**.

# Training and Employment

- ▶ We have put in place an **ambitious training plan** for all employees. Between 2019 and 2021 (2020 not being a representative year due to Covid), the number of training days increased from 28 to 79, and the total number of participants from 65 to 226.
- ▶ In 2021, we created the **Zolux Akademie**, which will provide some of the in-house logistics training courses from 2022 onwards.



**In 2021, 43 training courses were delivered and 150 people were trained, representing 553 hours over the year.**

- ▶ We have initiated the creation of an industrial site for Animal Health and Hygiene in Saintes (department 17): Alfaprod Santé, consisting of a laboratory and a 2,500 m<sup>2</sup> production site for our animal health products. Jobs will be created when the site opens.

**In 2021, we created 21 jobs within the Group and welcomed 6 young people on apprenticeship contracts (2 have resulted in permanent contracts to date).**

***The employment rate for permanent contracts within the Zolux Group is 97%.***





# Promoting integration...

- ▶ We have reworked the **onboarding\*** process for our employees.
- ▶ We have introduced a **sponsorship** system for new recruits and the issue of a Welcome Pack.
- ▶ We have finalised the redesign of **our Welcome Booklet**.

\*Welcome and integration procedure



## ... and inclusion

- ▶ We use ESAT (Établissements et Services d'Aide par le Travail) vocational rehabilitation centres for the manufacture or packaging of some of our products.
- ▶ In 2021, we produced **1,400,000 units** through ESATs.

**On average, the Zolux Group provides daily employment for around 30 people with disabilities.**



**ALFA  
PROD**  
FABRICANT - MANUFACTURER

# Involvement of employees

- ▶ In 2021, we **formalised and shared** our **HORIZON** commitments.
- ▶ **We have rewritten our values** with our employees in voluntary workshops. These workshops have helped to identify our Group's three values:
  - ✓ **Creative Mindset**
  - ✓ **Optimism**
  - ✓ **Commitment**
- ▶ We have increased the number of posts on our ZLink **corporate social network** to keep our employees informed of company news and allow them to interact. To date, **84% of employees have registered on this collaborative tool**.
- ▶ We have created a **network of ambassadors** at each site. The role of these ambassadors is to pass on information from the sites to head office, as well as relaying news from head office to their site - planned events, surveys, etc. The creation of this network has enabled us to establish a regular link between our different sites in France.



# Physical presence

- ▶ ZOLUX is a member of the **Nouvelle Aquitaine ADI** (Innovation and Development Agency).

📧 [www.adi-na.fr](http://www.adi-na.fr)

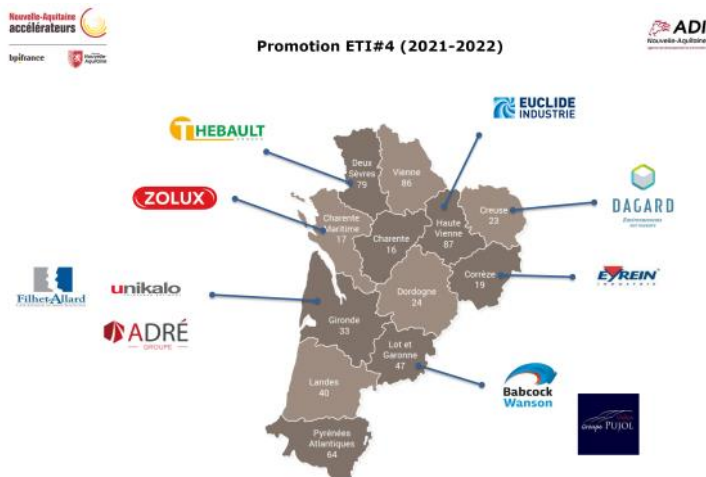
- ▶ Since 2020, we have been a member of the **Club ETI Nouvelle Aquitaine**, which brings together 96 mid-size companies and 19 small companies with potential in our region.

📧 [www.clubeti-na.fr](http://www.clubeti-na.fr)

- ▶ As part of an approach aimed at making the region's companies even more competitive and sustainable, since 2017 the Region, Bpifrance and ADI-NA (Nouvelle Aquitaine Development and Innovation Agency) have been rolling out a more intensive, tailored support programme: the **Accélérateur PME-ETI Nouvelle Aquitaine** (Nouvelle Aquitaine Accelerator for mid-size and small companies).

- ▶ In 2021, we were selected to join the **“Accélérateur ETI” 2021-2022**

📧 [www.accel-na.fr](http://www.accel-na.fr)



- ▶ In 2021, we joined the Bpifrance **“Les Excellence”** network. This network aims to connect companies to help them accelerate their development through networking, offering them favourable conditions to share experiences and good practices, and to develop mutual business relationships.





## Physical presence (continued)

- ▶ More recently, we have joined “**French Fab**”, which represents companies, economic players, institutions and industrial sites in France that identify with a commitment to develop French industry.
- ▶ Launched on 2 October 2017 by Bruno Lemaire, Minister for the Economy, Finance and Recovery, French Fab is the standard bearer of French industry in action.

☞ [www.lafrenchfab.fr/entreprise/zolux-sas/](http://www.lafrenchfab.fr/entreprise/zolux-sas/)



**We hold the “Coq Vert” label. This label is awarded to companies that are taking action for the climate. Based on their conviction that peer networking and sharing of experience are essential to entrepreneurial success, Bpifrance and ADEME launched the Coq Vert community. Their aim: to foster a collective spirit to support the ecological and energy transition.**



- ▶ The Zolux Group is a member of **Pro-Saintes Expansion**, a regional club for companies located in Saintes that is open to all economic actors. Pro-Saintes Expansion brings together more than 70 companies in and around Saintes. It was created in 1992 at the initiative of several business leaders who were convinced of the need to break the isolation, and to increase exchanges both between companies and with regional institutions. In total, the club’s member companies employ more than 800 people in a variety of professions.

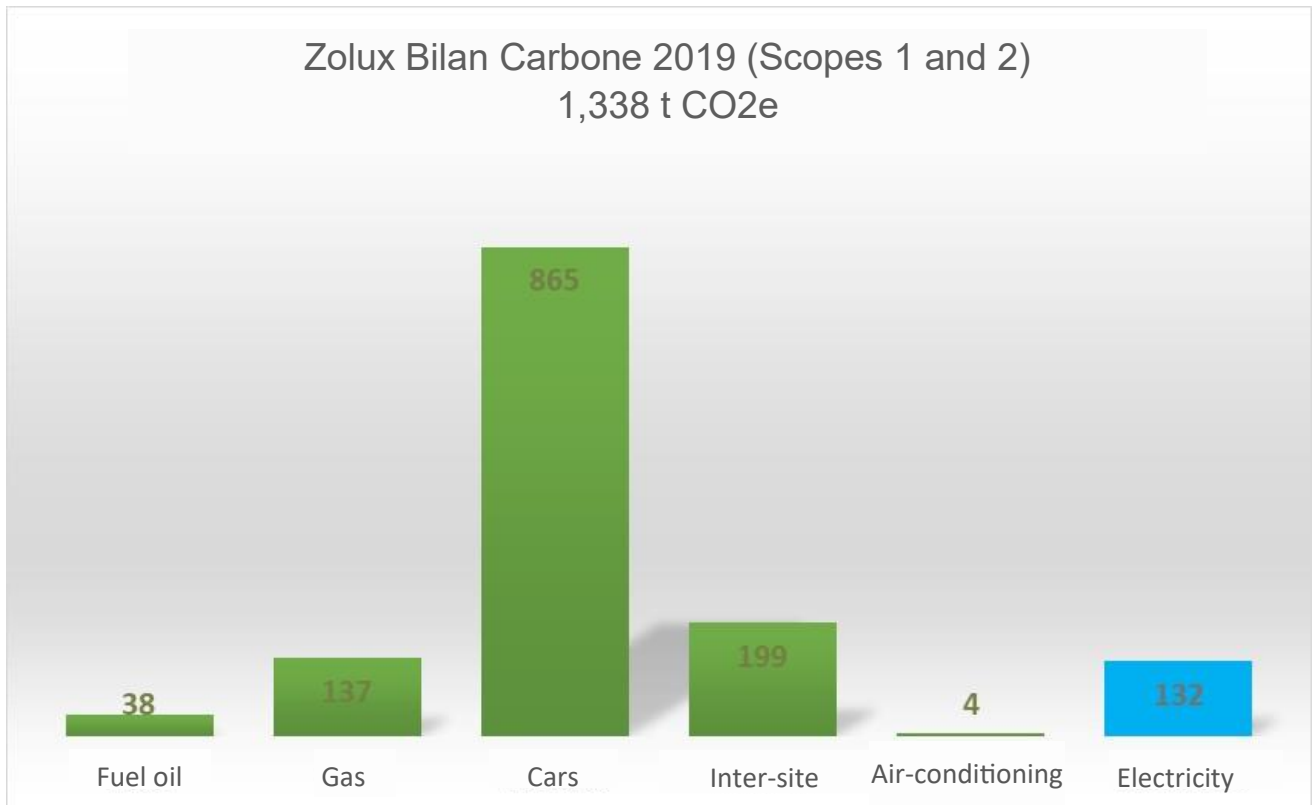
- ▶ Our Alfaprod and Saint Bernard subsidiaries are members of **AgroSphères**, an association of agri-food companies in the Hauts-de-France region, whose objective is to develop the regional agri-food sector and employment.





Better for my  
planet

# Bilan Carbone® assessment



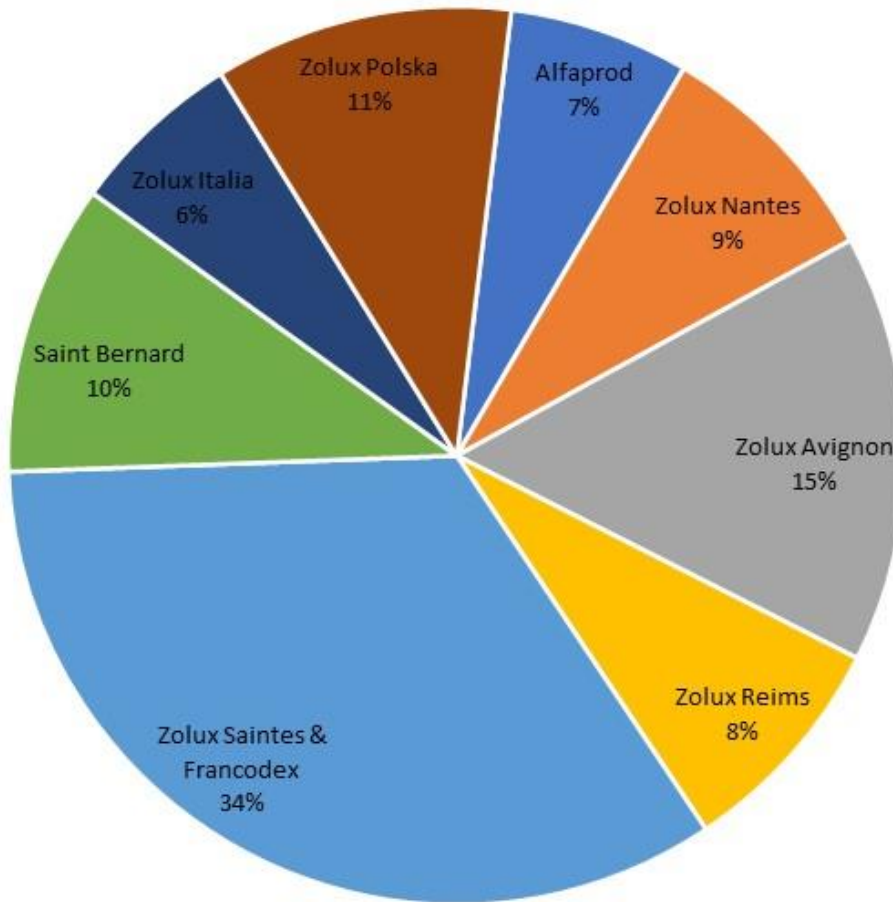
- ▶ We have completed our first Bilan Carbone scopes 1 and 2 assessment - i.e. we have measured emissions during our company's activities.

The assessment shows that our emissions amount to 1,338 tonnes of CO<sub>2</sub> equivalent and are mainly due to company vehicles and inter-site transport (i.e. the movement of goods from one logistics warehouse to another).



# Bilan Carbone<sup>®</sup> : distribution

Scope 1-Zolux 2019 total (1,206t CO2 eq)



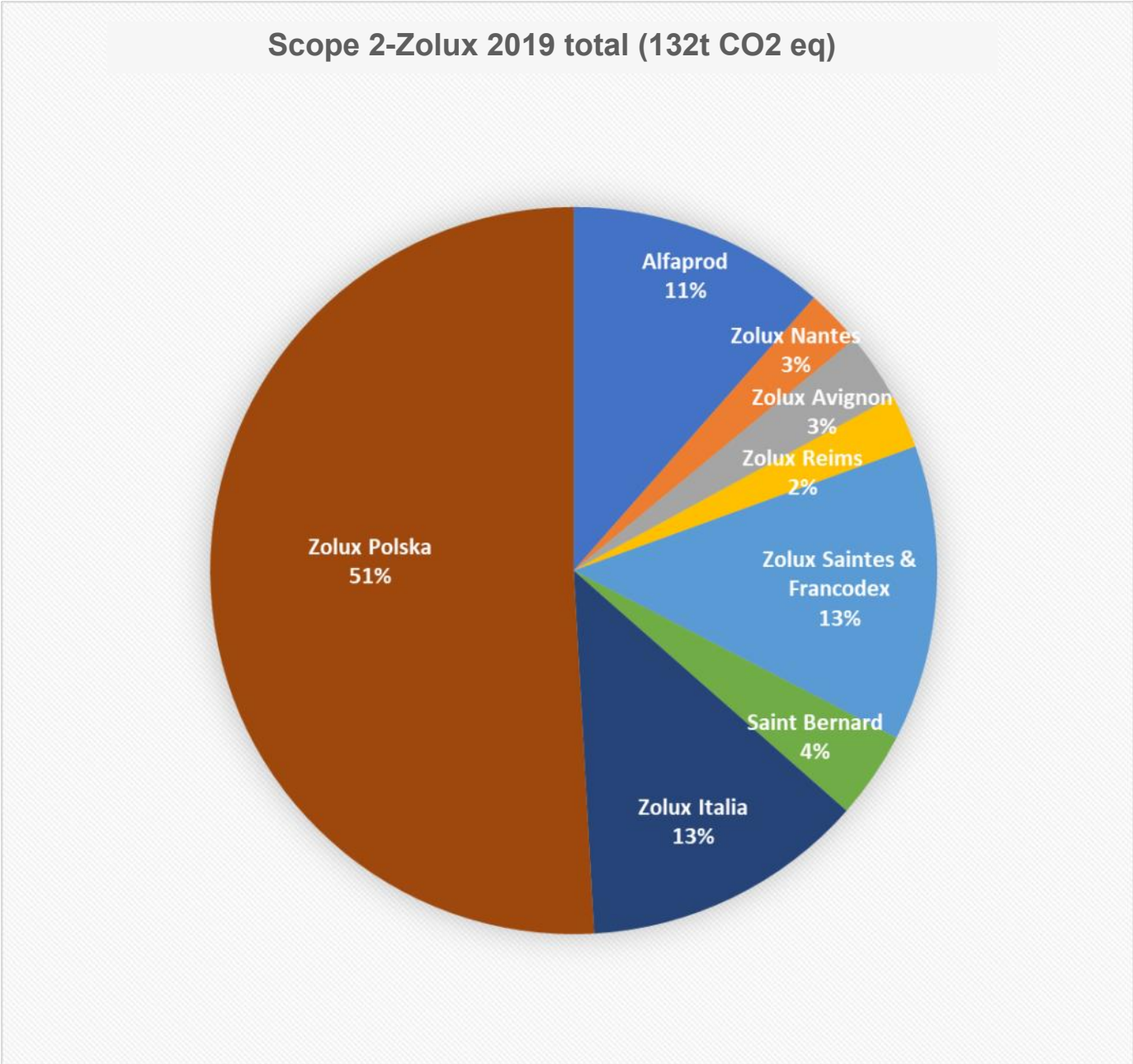
- ▶ Scope 1 covers all greenhouse gases emitted **directly** by the company: heating of premises, emissions from company vehicles, etc.
- ▶ In scope 1, the sites with the highest emissions are Zolux Saintes & Laboratoire Francodex, followed by Zolux Avignon and Saint Bernard.
- ▶ The sites with the lowest emissions are Zolux Italia and Alfaprod.

In 2019, the Zolux Group emitted 1,206 tonnes of CO2 equivalent in scope 1 (fuel oil, gas, air-conditioning, company vehicles).

# Bilan Carbone<sup>®</sup> : distribution

- ▶ Scope 2 covers **indirect** energy emissions linked to the production of electricity, heat or steam imported for the organisation's activities.
- ▶ In scope 2, the sites with the highest emissions are Zolux Polska, followed by Zolux Italia and Zolux Saintes & Laboratoire Francodex.
- ▶ The sites with the lowest emissions are Zolux Reims and Zolux Nantes.

In 2019, the Zolux Group emitted 132 tonnes of CO2 equivalent in scope 2 (electricity).

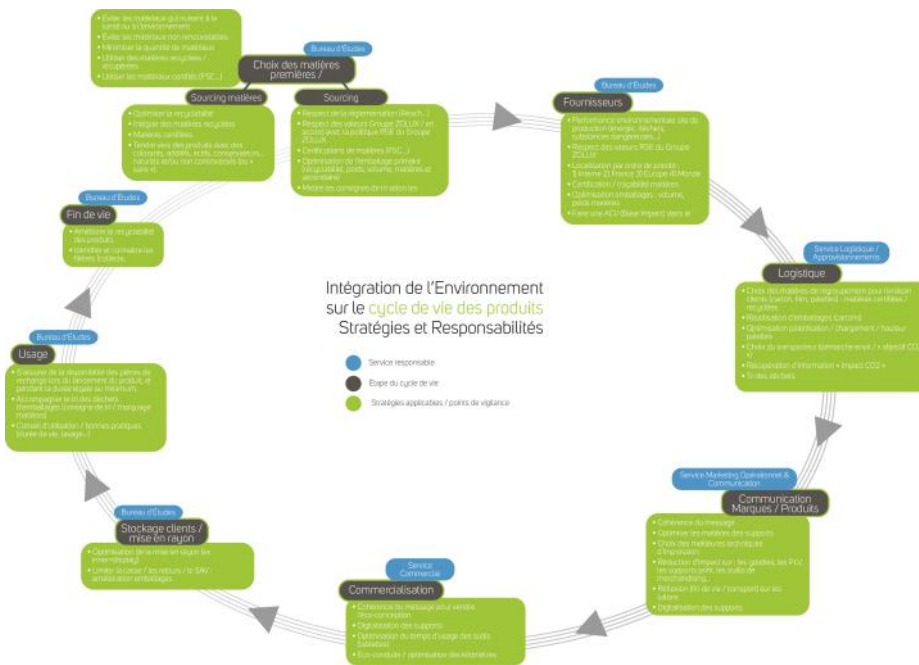




# Eco-design

## Tools

- ▶ We have trained the **Design Office and Marketing** teams in **eco-design**, with the assistance of an external expert in **Eco-design and Circular Economy**. This expert is on hand to provide daily support for the teams and answer their questions at any time.
- ▶ We have drawn up the Zolux Group **Eco-design Charter**. This tool serves as a reference for the Design Offices which use it to define what efforts can be made on products at each stage of their life cycle.



**15 people** have been trained in **eco-design** with the aim of reducing the environmental impact of our products.

**Our eco-design charter commits us to seeking out primarily European suppliers and subcontractors in order to reduce the distance travelled by our products.**

- ▶ **Our factory in the north of France** produces over **3 million units** per year in food, cosmetics, hygiene and care products for animals to supply the different companies of the Zolux Group.

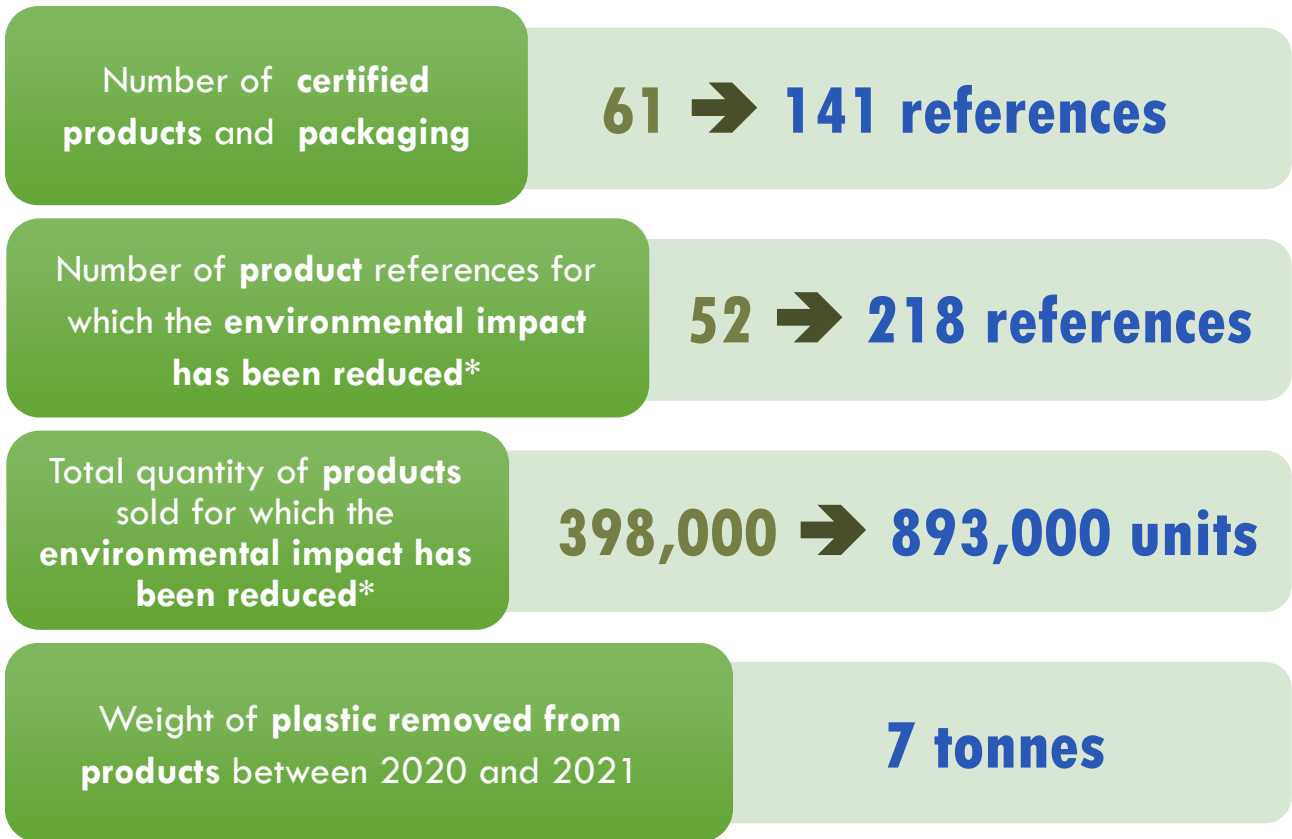


A woman with blonde hair is running on a paved surface, seen from behind. She is wearing blue jeans and white sneakers. A large European Union flag is draped over her shoulders, flowing in the wind. The background is a bright, sunny outdoor setting with a blurred building and sky. A white text box is overlaid on the lower left side of the image.

***71% of our supplies are European.***

# Eco-design

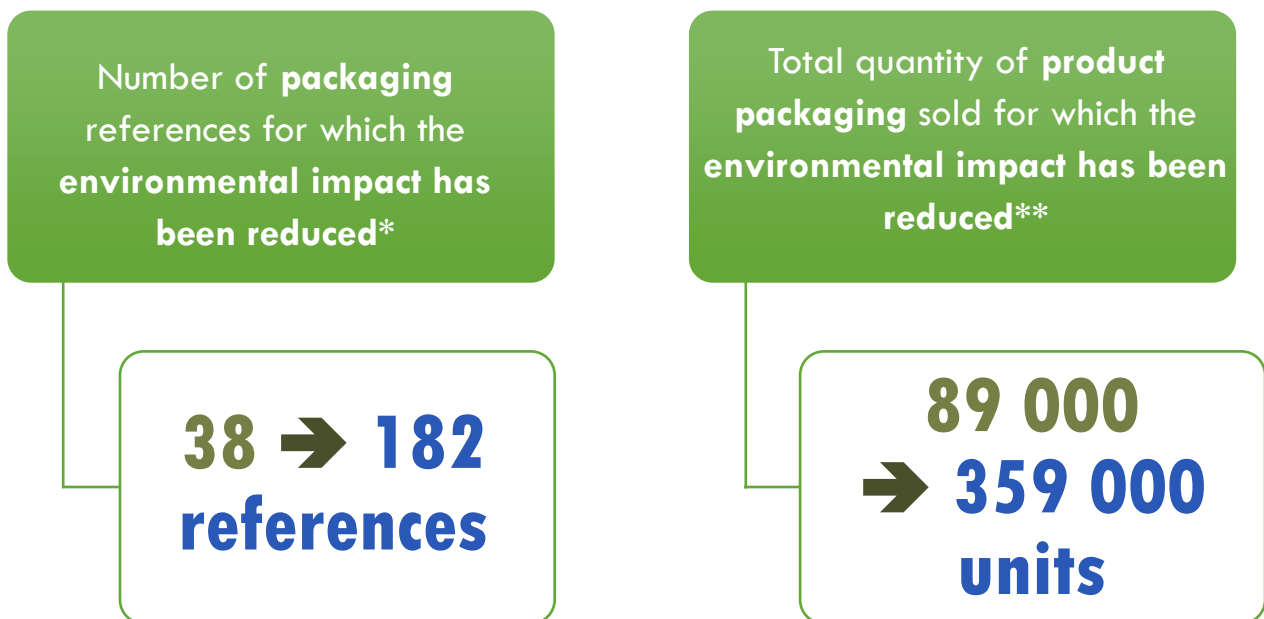
The first results between 2020 and 2021



\*\*According to the Zolux Group Eco-design Charter.

For example, products benefited from one or more of the following actions:

Integration of recycled materials, reduction or elimination of hazardous materials, replacement of polluting materials by natural or less polluting materials according to the ecolizer®, extension of product lifespan (including reparability), improvement of recyclability, relocation of manufacturing to France or Europe.



\*\*According to the Zolux Group Eco-design Charter.

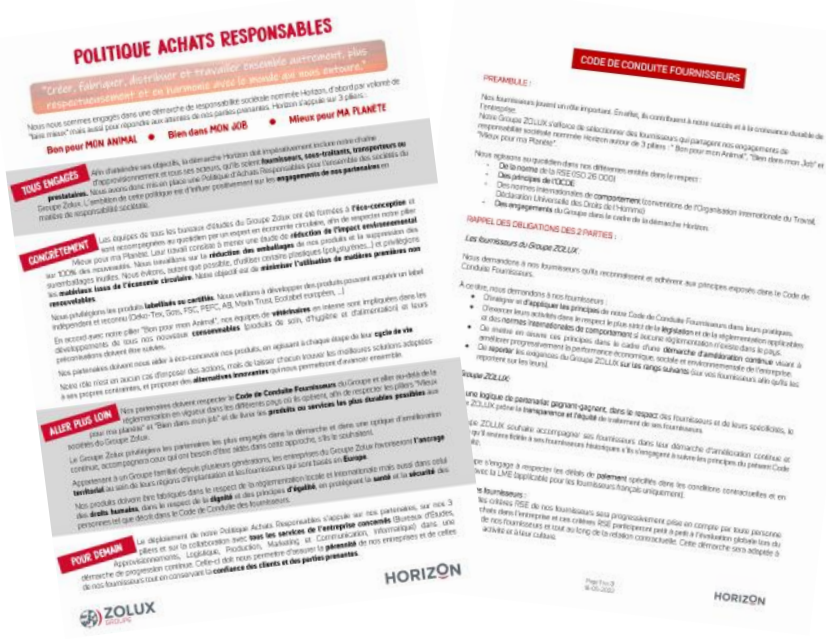
For example, product packaging benefited from one or more of the following actions:

Reduction in weight or volume of packaging, integration of recycled content, improvement of recyclability, removal of plastic.



# Responsible purchasing

- ▶ Purchases represent a high proportion of the Zolux Group's turnover. This means that in order to reduce our environmental impact and improve our social performance, we also depend on the outside world (suppliers, subcontractors, service providers).
- ▶ **We have therefore decided to train our teams as they play an essential role in bringing suppliers on board with our approach.**
- ▶ **35 people** were trained in Responsible Purchasing between October and November 2021, by an expert committed to the field.
- ▶ To back up this training with concrete tools, we have formalised a **Responsible Purchasing Policy** and a **Supplier Code of Conduct**.





## Buildings and eco-responsibility

Ablaincourt-Pressoir (department 80):

- ▶ We are in the process of constructing a new 1,2518 m<sup>2</sup> building with 518 m<sup>2</sup> of office space to accommodate the operations of our Saint Bernard subsidiary and the platform activity of the company Zolux.
- ▶ This building is a candidate for the BiodiverCity label.

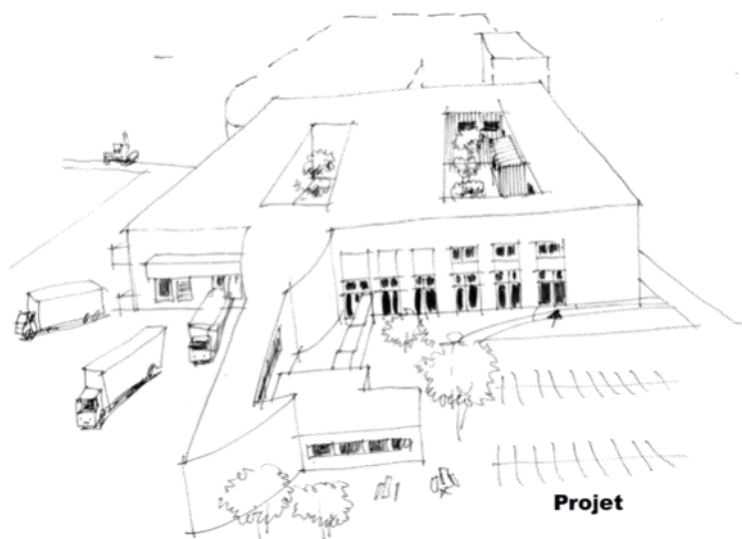


The BiodiverCity® label concerns all development projects on urban, suburban or natural sites. This label is relevant for property projects aiming for a level of excellence in terms of sustainable construction and ecology [...] in particular if these incorporate greenery and gardens on or near the site.

- ▶ **1,000 solar panels will be installed** on the roof of our future premises, and €2 per panel installed will be donated to the association **Weocean** ☞ [www.weoceanproject.com](http://www.weoceanproject.com)
- ▶ We have renewed our support for the association Un Toit pour les Abeilles (A Roof for Bees) by **sponsoring 2 new beehives.**

Saintes (department 17):

- ▶ Renovation of the Laboratoire Francodex premises (2021): review of all insulation to reduce energy losses.
- ▶ Phoenix project: Renovation of part of the former Saintronic site, now a brownfield site. The project encompasses a review of **insulation, use of natural materials, integration of green spaces, conservation of trees in the park, planting of fruit trees and establishment of beehives.**





*The Zolux Group has been committed to the protection of bees since 2013.*



# Labels and Certifications

- ▶ Our Group has embarked on several approaches to obtain labels and certifications, as proof of our **environmental** and **quality** commitments.
- ▶ For example, we have been awarded FSC®, PEFC and AB Ecocert certification at Group level (PEFC certification number: IMO-062265).



La marque de la gestion forestière responsable  
FSC® C160968

- ▶ In addition, our **Saint Bernard** subsidiary has been awarded **ISO 14001-9001** certification and the **PME+** label.



Entreprise labellisée





**ZOLUX**  
GROUPE