

INTEROR

Solution developer



2023 CSR report



INTEROR

INTEROR is an industrial SME working in the fine chemical sector and manufacturing complex organic synthesis intermediates for the pharmaceutical and specialty industries. As a BtoB company, INTEROR is a key actor of the pharmaceutical value chain and actively contributes to the relocation of medicine production in France and to the European sovereignty on strategic pharmaceutical products.



INTEROR was awarded with the Ecovadis silver medal in 2023 highlighting its ESG commitments and actions.



Every day, we take actions to ensure the security of our industrial facilities and processes, to support safe chemicals management and to safeguard people and the environment.



INTEROR's development is supported by the France 2030 plan and the company invests for the relocation of production of key medicines in France.

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“ INTEROR continued to implement in 2023 its sustainable development plan initiated in 2022 on its manufacturing site of Calais (France). As a key actor of the European and global fine chemistry, we believe that chemistry has a crucial role to play in achieving greater sustainability and we are determined to move forward in this regard.

Alongside our customers, INTEROR has the ambition to provide sustainable and innovative solutions and thus to act for a responsible industry. Our mission is to support innovative solutions that tackle major development issues in order to have a positive social and environmental impact.

Everyday our staff work in a pragmatic manner and are committed to continuous improvement. The challenge of reducing our environmental footprint remains the same :

- on our decarbonization plan aimed at lower our GHG emissions,
- on reducing our water consumption,
- on reducing our energy consumption.

We also want to promote the circular economy.

As an innovative and responsible CDMO, we care about our customers needs. We design and develop with them solutions suited to the main challenges of the planet and we support them in their research for sustainable performance.

INTEROR acts for the health and safety of its employees. We are proud to integrate young people on a regular basis : this is why our occupational safety and health approach is organized around risk prevention and maintaining a safety culture.

This CSR report details the actions implemented in 2023 and the progress made.

Let's continue our collective efforts and let's seize opportunities for sustainable growth !



Geoffroy Waroqueaux
CEO

THE STEERING COMMITTEE (COPIL)

The INTEROR's steering committee (COPIL) is composed of 9 members :

Geoffroy Waroqueaux - *President*

Vincent Legrand - *Technical and EHS Director*

Astrid Perot - *RH Manager*

Lore Vignoli - *Regulatory Affairs & Quality Director*

Jean Ong - *Supply Chain Manager/Sales and Sourcing Manager*

Thierry Quehen - *Accounting Manager*

Didier Gaonac'h - *R&D Manager*

Jean-Pierre Guillot - *Industrialization Director*

Sandrine Murat - *Controlling Director*



9 members



33 % of women

The members of the Steering Committee have a crucial role in guiding, overseeing and taking decisions about strategic orientations while integrating ESG challenges.

INTEROR carries on its development and its modernization through many investments. The building project of a new production unit for organic intermediates is ongoing and the manufacturing unit should be operational in 2026 based on the last projection. This new production facility is financially supported by the French government through the France 2030 investment plan as well as by Grand Calais Terres & Mers urban area.

3 events of the year 2023 describe this transformation and development drive, as briefly shown below.

Implementation of an ERP

Interor launched in 2020 a project to implement an ERP or Enterprise Resource Planning in order to centralize the information and to allow a better management of all operating activities and business processes (for example, the incoming of raw materials and the shipment of products, the release and the traceability of batches, the invoice management). Several offers from prospective ERP suppliers were evaluated and the Sylob 9® software was selected in 2021. This software provides a good compromise for adapting the solution to our activities and for having a support service available 24/7. After the study of our flows by the project team and the training of main users, the software was rolled out on site at the end of November 2022.

2023 has been a turning point with the transition from our former computerized management systems towards a single computerized system available from any computer connected to Internet. This new system will evolve over time especially with the addition of new features as early as 2024 !

INTEROR, involved in the ETIncelles program

Created in 2023, the « ETIncelles » program is an initiative of the French government to support the small and medium companies which have the ambition and the willingness to become intermediate-sized enterprises (ETI, i.e. 250 to 4999 employees). The aim of the program is to help them in their development, to remove administrative obstacles and to maximize their potential. 151 French companies, among which INTEROR, have joined this initiative.



A new R&D laboratory

To support the development of its activity and to secure the production of strategic and essential molecules as part of the French plan for relocation of healthcare industries, INTEROR has invested in a new R&D laboratory.

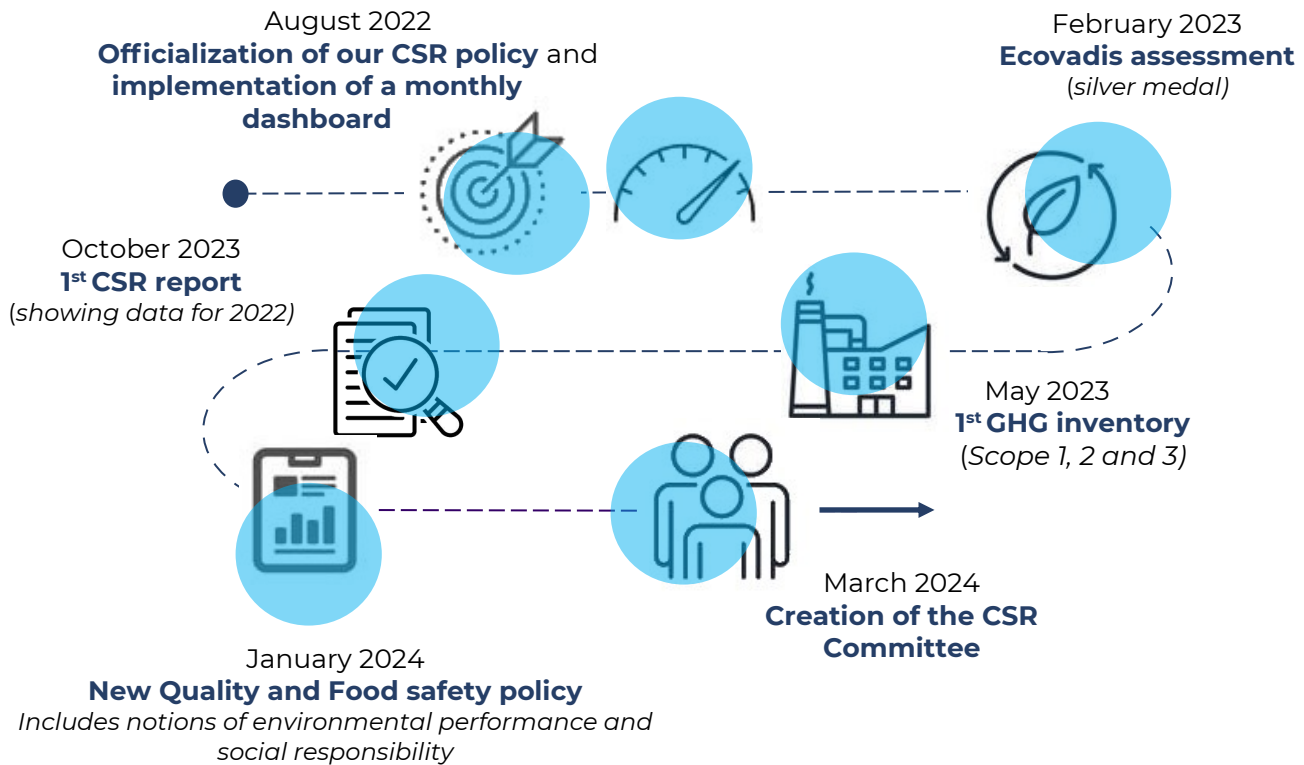
Such investment aims at enhancing the working conditions of the R&D staff and at offering them a framework conducive to the development of the new organic intermediates and starting materials under study for the pharmaceutical and the specialty chemicals industries.

This new "Michel Ratti" laboratory, named after the founder of INTEROR, was inaugurated the 24th of May 2023 by Ms. Véronique Deprez, deputy reeve of Calais, represented by Ms. Caroline Bernard.

To follow our activities, visit our LinkedIn webpage



OUR CSR JOURNEY



OUR CSR STRATEGY

Since 2022, the CSR policy of INTEROR defines our commitments based on selected Sustainable Development Goals or SDGs, an universal framework for sustainability. Among the 17 SDGs adopted by the United Nations, 4 are shaping our sustainability roadmap. Our actions in favor of youth employment, sustainable resources management and the health and safety of our employees contribute positively to INTEROR's transition towards a more sustainable industry.



ABOUT THIS REPORT

This 2023 CSR report is the second CSR report published by INTEROR (previous CSR report for the year 2022 available on our website). In the present document, consolidated quantitative data are reported over the period from the 1st January to the 31st of December 2023. The results relate to the manufacturing site in Calais (Hauts-de-France).

This CSR report responds to a desire for transparency. It provides an overall vision about INTEROR's commitments, actions and performance to all the stakeholders.

WORKFORCE

In order to support the development of INTEROR, the recruitment of new employees continued in 2023. On the 31st of December 2023, 167 employees were working at INTEROR corresponding to an increase of 7% compared to the previous year. There are more women than last year as they now represent 14 % of the workforce (10 % in 2022).

We are also proud and grateful to have among us employees that are contributing to the success of INTEROR for more than 10 years (45%).



26 interns
4 apprentices

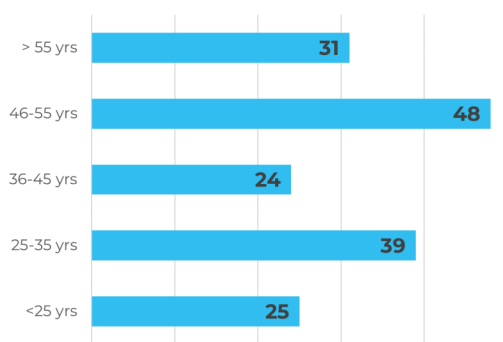


14 % of women
34% of women among the managers

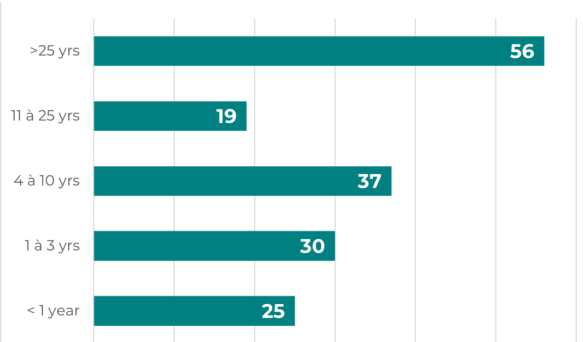


95 % of employees with a full-time contract

Employees distribution by age



Employees distribution by seniority



Key indicators	2022 ¹			2023 ¹		
	men	women	total	men	women	total
Number of employees	141	15	156	144	23	167
Permanent contracts	136	12	148	138	21	159
Temporary contracts	5	3	8	6	2	8
Full time workers	140	11	151	142	17	159
Part-time workers	1	4	5	2	6	8
Absenteeism rate	8,29 %			5,44 %		
Turnover rate	10,02 %			11%		
Number of new employees	19			20		
Number of work-related accidents with lost time	6			3		
Accident frequency rate ²	22,7			10,2		
Severity rate ³	1,31			0,69		

¹Data applicable to the 31st of December of the corresponding year

²Number of work-related accidents with lost time/Employee total hours worked x 1 000 000

³Total days lost/Total hours worked x 1 000

DEVELOPMENT AND TRAINING

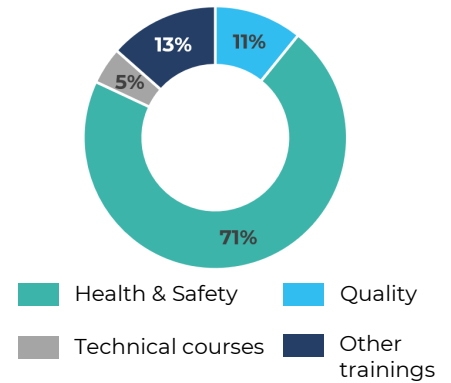
A training scheme, specific to each employee, is established in order to strengthen their technical knowledge and skills and to support everyone in their daily tasks.

Such plan is based on a complete training portfolio organized around 3 essential pillars :

- Health & Safety (e.g., forklift truck license, electrical accreditation, movements and postures, respiratory protective equipment, workplace first-aid rescuer, internal operation plan, use of fire extinguishers, crisis management, etc.)
- Quality (e.g., internal audits, GMP)
- Technical skills (e.g., ERP, Microsoft 365)

In 2023, 154 employees intended training courses for a total of 2599 hours of training delivered. It represents an average of 16 hours of training by employee.

Distribution of the hours spent for training in 2023



16 h of training by employee (in average)



92 % of employees having completed at least one training course in 2023



23% of training hours intended for young people under 25

Support is provided to all employees for their professional development by means of :

- An employee onboarding process that includes introductory meetings with each department, a mandatory safety induction training and some other specific trainings
- An annual interview with the manager
- A professional development interview every 2 years in order to review with the employee his or her career path, skills, actual work in the company, trainings and the possible development opportunities that could arise.

INTEROR is committed to train the younger generation with the goal to welcome 20 interns every year in the different departments of the company. In addition, a significant proportion of the trainings are intended for young people in order ensure the future of INTEROR.



Corentin LANDRY, Production foreman assistant (apprenticeship)

I joined INTEROR on October 9, 2023 as a work-study student as part of my Professional degree in Industrial Chemistry at the University of Littoral Côte d'Opale. My integration into the company went very well. The production managers as well as the manufacturing operators were very benevolent upon my arrival. All the departments welcomed me and introduced me to their teams and daily work. Everyone is attentive and listens to my questions, providing timely responses. In particular, I received great support and valuable help from everyone when writing my work-study report which required the input of various departments. This experience allows me to further integrate the Production department and to discover the professional world.

I thank all the INTEROR staff for their warm welcome.



PROMOTING EXCHANGES AND SOCIAL COHESION

Monthly breakfast

Every first Tuesday of the month, the CEO of INTEROR shares breakfast with 5 employees. This is an opportunity for a special, interactive and informative meeting between employees and Mr. Geoffroy WAROQUEAUX. This promotes targeted meetings and is an effective way to integrate all new employees.



Food truck

In September 2023, the food truck was once again a success.

This festive event was a precious moment of exchange and conviviality that INTEROR's staff shared all together around a good meal and under radiant sunshine.

Trail at Le Portel

The INTEROR teams took part in the trail race organized on our pretty Opal Coast on September 23, 2023. This sporting event is endowed with strong values : social cohesion, team spirit, personal challenge, etc.



Information meeting for staff

On October 13, 2023, an information meeting for all employees was organized by the management team. Over a hundred of employees joined that event. This time enabled the creation of a constructive dialogue aimed at defining a set of common goals for all employees. A lot of themes were covered : Horizon 2025, workforce, future hires, HR projects, progress of projects, certifications, business development, CSR, etc. For the general management, employees must be involved in various forms and on multiple occasions.

Holiday season

In December 2023, 145 employees and their families enjoyed a beautiful evening at Le Colombier. This friendly moment allowed us to take stock of the year and honor the retirees of the year.

Furthermore, for the International Christmas Sweater Day, staff took their kitschiest winter sweater out of the closet. Christmas trees, tinsels and other Christmas decorations have settled in the offices in this festive end-of-year period.



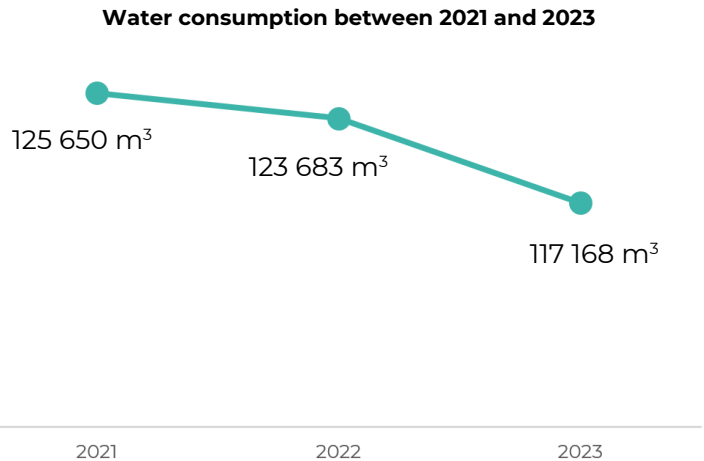
WATER, A KEY RESOURCE TO PROTECT

The preservation of resources is a central issue for INTEROR which is committed to reduce its water consumption.

A 6,8% drop in water consumption should be noted for 2023 (compared to the base year of 2021).

Although part of this decrease can be linked to a lower production in 2023 compared to 2022, it is also important to highlight the actions put in place in 2023 for a more sustainable water consumption. Employees are regularly made aware of water-related issues, an annual objective (in m³) is clearly defined and internal communication allows everyone to know the monthly status of the consumptions.

In addition, substantial daily work is carried out to identify unnecessary consumption (especially with the vacuum pumps) and to repair network leaks.



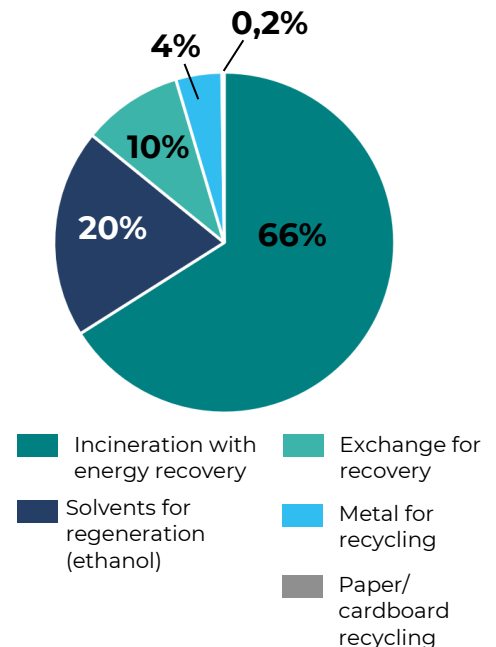
A SUSTAINABLE WASTE MANAGEMENT

INTEROR ensures responsible management of its waste on site. This includes among other the reuse after distillation of solvents in its manufacturing syntheses. The amount of solvents reused internally in 2023 is estimated at 1006 tons or 39 % of total annual solvent consumption.

Furthermore, the proportion of solvents sold for regeneration (ethanol) has increased in 2023. By giving a second life to some of our solvents, we are reducing our greenhouse gas emissions. Additional solvents are being studied for a possible recovery in a circular economy approach.

In 2023, GHG emissions caused by waste (category 3-5 in the GHG protocol) have reduced by almost 5 % compared to 2021.

Distribution of waste for reuse or recycling (2030,4 tons in 2023)



Waste	2021	2022	2023
Hazardous waste (t)	3334	3195	3000
Non-hazardous waste (t)	277	164	257
Waste for disposal (Code D*) (%)	41%	48%	38%
Waste for recovery (Code R*) (%)	59%	52%	62%

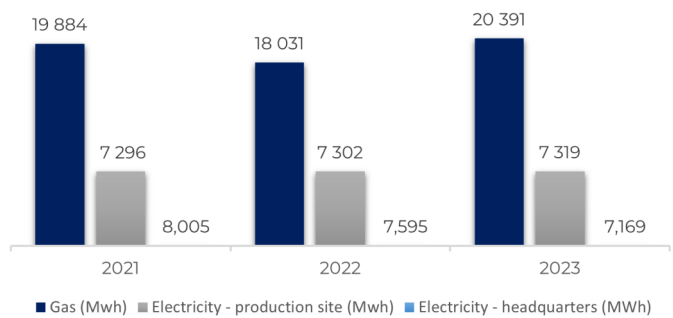
ENERGY



With rising energy prices and environmental issues, energy performance has become a strategic and competitiveness issue. It also represents an opportunity to reduce INTEROR's carbon footprint while controlling the energy costs linked to the manufacturing activity.

3 major projects aimed to a better energy efficiency were conducted in 2023. There were initiated following the energy audit carried out as part of the Eco-Flux diagnostic program organized by Bpifrance in partnership with ADEME.

Gas and electricity consumptions



The revamp of the steam boiler was undertaken in order to make its operation more reliable but also to enhance the energy efficiency of the boiler :

- Replacement of the burner with a micro-modulating burner designed to avoid the stop and restart cycles.
- Replacement of the boiler economizer to improve the capture of residual heat from flue gases.
- Installation of a conductivity meter to automate skimming purges.
- Improvement of the purge and steam pressure settings.
- Improvement of the reverse osmosis system to improve the quality of the water used in the boiler.



Work to detect and repair air leaks was carried out on the compressors equipped with variable speed drives. 81 air leaks were identified across the entire network, representing an overall leak rate of 3.6 m³ of air/minute. 66 air leaks were repaired during this campaign, with a total gain of 3.3 m³ of air/minute. Work to repair additional air leaks is still ongoing.



Significant work has been carried out on the cooling towers in order to improve their performance. The pumps ensuring water circulation were replaced by low-consumption electrical pumps. The facility has been modified to work with a single cooling circuit (instead of 2 previously) allowing a better production of cold water. Flow meters and temperature probes are being installed to ensure efficient management of our equipment.

OCCUPATIONAL HEALTH AND SAFETY



As a chemical site classified SEVESO high threshold, safety is of prime importance at INTEROR.

In this context, the training of all INTEROR employees and external partners is essential to ensure appropriate behavior on site.

Here are some achievements for 2023 :

- The safety induction training delivered to all new staff as well as any subcontractors intervening on site has been reviewed.
- An internal operation plan exercise (IOP) has been performed to teach employees how to manage incidents.



MANDATORY SAFETY INDUCTION

The safety induction training provided to all new hires and external contractors was reviewed and redesigned. A new support of presentation has been created and everyone is required to fill at the end a multiple choice quiz to validate their knowledge. This mandatory assessment is then archived by the EHS department.

This safety induction training includes a presentation about the risks related to the chemicals stored and handled on site and to the ATEX zones, the rules regarding traffic, access, personal protective equipment (PPE), hygiene, waste management, first-aid and accidents management, etc.

In 2023, 335 subcontractors were trained.

INTERNAL OPERATION PLAN EXERCISE

IOP exercises are regularly carried out on site with simulation of an industrial accident by example a fire or a leak of a toxic chemical. On October 12, 2023, 15 employees of INTEROR (production operators and managers) were involved in an IOP exercise. Some of them were in the crisis room and the others in the intervention zone. A fire happening in a storage unit for chemicals was simulated and was rapidly brought under control by second intervention crews. This exercise has been done in the presence of members of the SDIS 62. This type of exercise allows the regular use of intervention equipment (water and foam lances, etc.) and to check the communication with the emergency services with the goal to acquire appropriate reflexes that would be necessary in case of a real intervention. Such exercise is supplemented by trainings about fire extinguishers, respiratory protective equipment and workplace first aid rescuer.



Aphélie LOEUILLET, EHS technician

I joined the EHS department at the end of November 2023. My integration went very well. This new position allows me to discover the chemical industries as my previous experience was in the food industry.

The missions of the EHS department are varied, covering both safety and environmental issues. To carry on this task, we closely collaborate with all the different departments and we interact daily with the operators to support them by improving their working conditions.

The involvement of everyone on the ground and a constructive dialogue is crucial to encourage new ideas and to develop the company's safety culture.



