



# INTEROR

*CSR report 2022*





**Geoffroy Waroqueaux**  
*President of INTEROR*

INTEROR launched in 2022 its sustainability plan for its manufacturing site in Calais.

Our teams are proud to take commitments regarding Corporate Social Responsibility (CSR) and to share with you their objectives and achievements in that matter.

Such virtuous initiative is fully integrated within the strategy of INTEROR to ensure the continuity of our current and future activities and, most importantly, to tackle the challenges of our clients who trust us.

As a global contributor of the pharmaceutical and specialty chemicals industries, we are aware of our duties for more sustainability. We also acknowledge that all our human and financial investments will generate sustainable growth for all contributors of the supply chain.

We are very ambitious and also very pragmatic regarding the actions undertaken as it represents above all a long-term and thorough work. With all teams, we are working on the major issues for the reduction of our carbon footprint by:

- establishing a plan to lower our GHG emissions
- reducing our water and energy consumption

We are continuously investing in technological innovations that will allow us a more efficient use of our installations and equipment with the intent to provide to all our partners a sustainable offer.

As of now, sustainability is at the very heart of our economical, social and environmental decisions. Emphasis is given to the health, safety and well-being of our employees. We are proud to regularly recruit young people within our teams.

We are confident that such solid competitive advantages will represent a unique growth opportunity. This CSR report details the actions undertaken during 2022 and the progresses accomplished.

Let's continue our collective efforts !

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## A CSR report, why?

Since 2020, a new strategic direction has been taken by INTEROR, a French CDMO manufacturing organic synthesis intermediates. As a winner of *France Relance*, INTEROR is growing while adapting its activity to the current environmental and social challenges which are profoundly transforming the industry. Such transformations are a real opportunity to highlight the expertise and the sustainable commitments of all our collaborators who work daily to satisfy our customers.

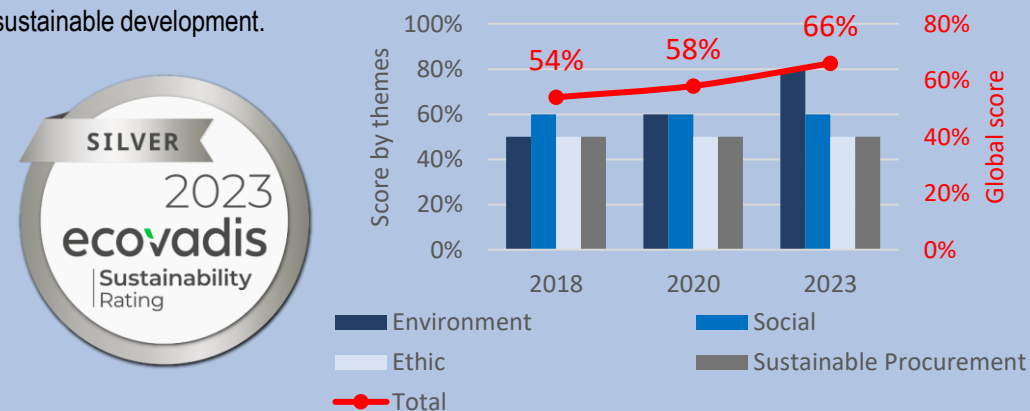
To ensure transparent business conduct and to favor an ongoing dialogue with all our stakeholders, we have decided to share, for the first time, several key performance indicators in this new CSR report.

This report is also the result of a new impetus in which CSR has become central in our way to execute our work and conduct our business everyday. INTEROR has recently implemented its CSR policy and strategy. A person in charge of CSR has been appointed. The level of awareness about CSR challenges has increased among all staff. A first ESG review has been carried out in order to guide our sustainability strategic plan, address in priority our ESG issues and take real actions towards a more sustainable chemical industry.

The aim of this CSR report is to introduce our initiatives and to give you an insight of our performance for 2022 (from the 1<sup>st</sup> of January to the 31<sup>st</sup> of December 2022). The results relate to INTEROR in its entirety including the headquarters and the manufacturing site.

## Awards

CSR policies, actions and results have been assessed by EcoVadis at the beginning of the year 2023. INTEROR has been rewarded with a silver medal (global score: 66/100) This demonstrates the continuous commitments of the executive and all collaborators for a sustainable development.



INTEROR has been awarded during the ceremony of the *Trophées de l'Industrie 2022* in the innovation category organized by the *Société Industrielle Nord de France* (SINF).



## Our CSR commitments and our contribution to the Sustainable Development Goals (SDGs)

The climate emergency, the challenges of the energy transition and the current social issues are quickly and lastingly transforming our society. As a major player in the European chemical industry, INTEROR is committed to promote a corporate culture and best practices in favor of sustainability.

Our CSR strategy is based on 4 of the 17 Sustainable Development Goals (SDGs) which are a worldwide plan for an ecological and social transition. In that matter, we are committed to:



Ensure a sustainable management of our resources, invest in more energy-efficient equipment and develop innovative solutions to reduce our water and energy consumptions as well as limiting our carbon footprint.



Promote the health, safety and well-being of our employees in all our activities.



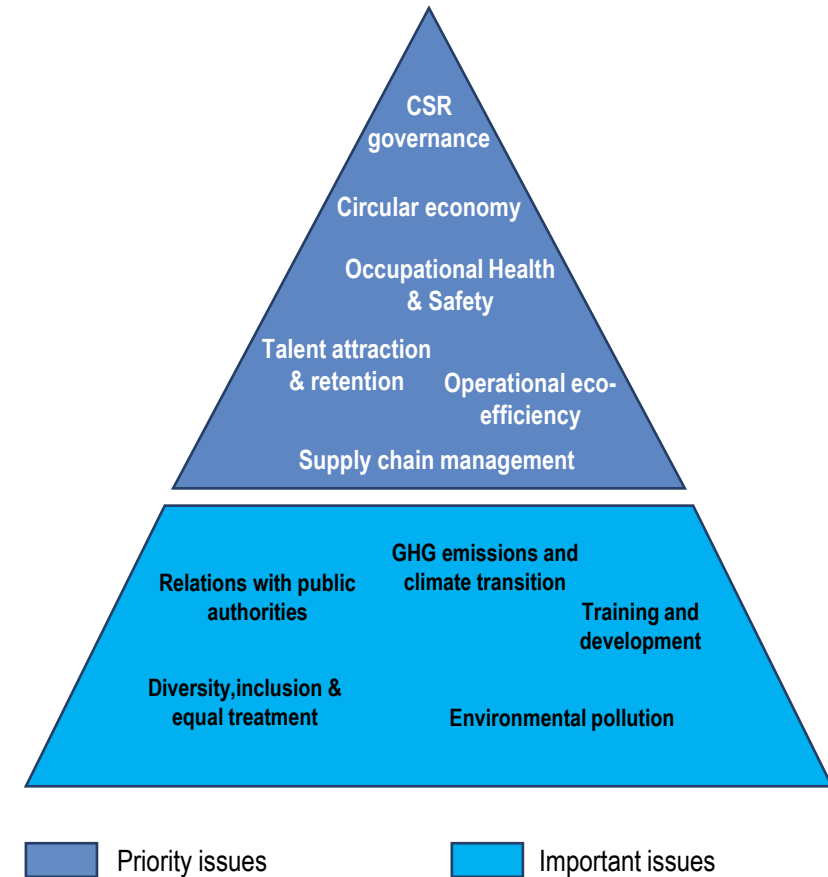
Favor youth employment in order to ensure the long-term existence of the company

This CSR plan gives us confidence in our capacity to built the future and adapt our activity in a fast-changing world that requires the ability to act and innovate everyday towards a low carbon economy.

For more information about our commitments, visit our webpage [www.interor.com](http://www.interor.com) or contact us by email at [esg@interor.com](mailto:esg@interor.com).

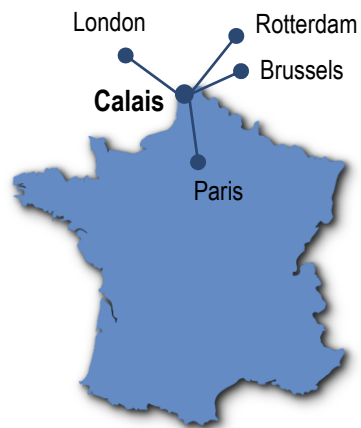
## CSR challenges and materiality

To put into perspectives our challenges and define our priorities, an ESG review was conducted in 2022. During an external audit done by PwC, the key challenges that INTEROR must tackle in priority to built an ambitious, practical and consistent CSR policy were identified and used to establish its first ESG roadmap.



## Key figures 2022

INTEROR is a specialist manufacturer of fine chemicals, especially in the field of advanced organic intermediates for healthcare industries and sophisticated intermediates for the specialty chemicals industry. The headquarters and the manufacturing site are both located in Calais (Hauts-de-France, France).



*A company with a strong local impact while selling its products worldwide*

Since the takeover of INTEROR by Turenne Groupe in 2020, INTEROR has undergone a substantial transformation. The production equipment has been modernized and our manufacturing capacity has increased. New R&D projects have been studied in close partnership with our clients. A new production plant should be opened in 2024-2025. Our teams are strongly involved and united for the success of all these major projects. Our agility, our reactivity and our skills allow us to bring solutions to all our clients.

The resettlement of some production activities in Europe is also a major asset for INTEROR who invests to meet the increasing demand of the pharmaceutical and chemical industries while fostering the local employment.



**150 employees**



**Turnover of 30.8 M€**



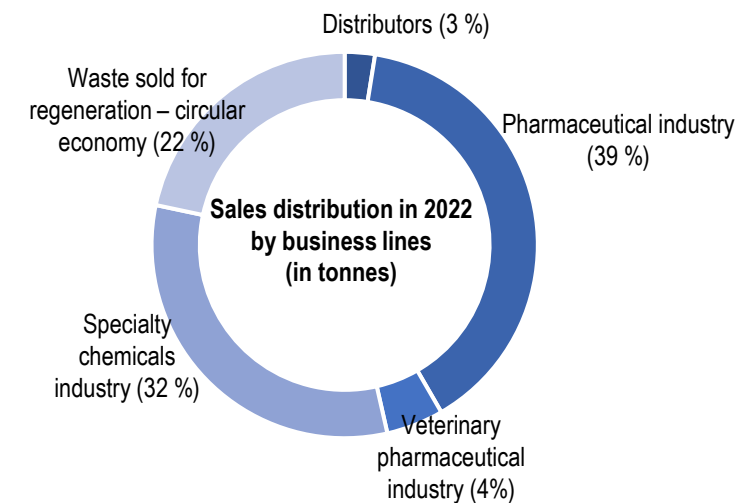
**Production capacity of 160 m<sup>3</sup>**



**707 t of sales products**  
(mainly for the pharmaceutical and the specialty chemicals industries)



**10 new projects studied by our R&D team**





## EMPLOYMENT

A large number of employees are loyal to INTEROR. More than 94% of employees have a permanent position and more than half of them have been working at INTEROR for more than 15 years.

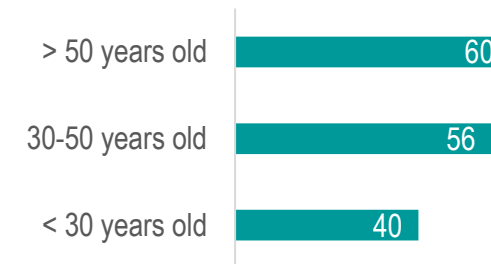
Various initiatives were taken in 2022 to promote the local employment and the recruitment of new talents in order to support the development of INTEROR. Our HR team and other staff members have participated to the job fair organized by Calais Business Club and Calais Promotion in November 2022 and the “Village de la Chimie du Nord/Pas de Calais” event.

Key indicators	2021*			2022*		
	men	women	total	men	women	total
Number of employees	145	12	157	141	15	156
Permanent contracts	128	11	139	136	12	148
Temporary contracts	17	1	18	5	3	8
Full time workers	139	9	148	140	11	151
Part-time workers	6	3	9	1	4	5
Absenteeism rate	6.92 %			8.29 %		
Turnover rate	-			10.02%		
Number of new employees	7			19		

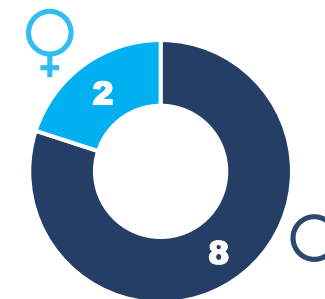
\*Data applicable to the 31st of December of the corresponding year.

### Age distribution

(Number of employees = 156)



### 20% of women in the executive committee



**25 interns**  
**2 apprentices**

## SOCIAL



### Franck Duquenoy

Manufacturing operator/ Tutor



Since October 2022, I am part of the mentoring program at INTEROR as a tutor. It means that I support and train the new manufacturing operators, some of them being in a professional retraining process. I facilitate their insertion and teach them how to use the industrial tool and how to follow and understand our very complex operational processes. After their initial course, I regularly spend time with them in the production plant to help and show them the best manufacturing practices. Becoming a manufacturing operator takes a lot of time. So, it is essential to provide to the new employees a long-time support.

I also dedicate time for the secondary school students who participate to a job-shadowing program usually during 3 or 4 weeks. This internship allows a real immersion in the industry, and they can learn more about the activities of INTEROR. These students are aware of the job opportunities that exist at INTEROR. So, they will not hesitate to send their CV at the time they will be looking for a job.

This tutorship program plays an important role in the attractiveness and visibility of the company. Since the beginning of the program, around 10 new operators were hired. I am proud of the work accomplished. After more than 30 years working at INTEROR, I am pleased to share my experience and my expertise to them with passion.



4 QUALITY EDUCATION



Our actions are consistent with our CSR policy and linked to the 4<sup>th</sup> SDG :

**To favor youth employment in order to ensure the long-term existence of the company.**

### Amandine Wissocq

HR assistant



Because of generational renewal, we must recruit a lot of people in a short period of time. In the next two years, we will have to hire around thirty manufacturing operators. In this context I have participated to job fairs, one with the Production manager, Antoine LIZZUL-JURSE (Village de la Chimie du Nord / Pas de Calais), and the other one with the tutor Franck DUQUENOY (Calais promotion/Calais Business Club).

It was an interesting experience. During such face-to-face events, real-life interactions say a lot more about the job candidates than a CV or a cover letter. One young candidate was offered a job following these job fairs.





INTEROR is committed to **promote the health, safety and well-being of its employees in all its activities** as stated in the 3<sup>rd</sup> SDG.

## HEALTH & SAFETY

INTEROR has renewed its adherence to the Responsible Care® Charter in 2020. This charter promotes a safe and responsible management of chemical products that engages all stakeholders. It also supports a system where technologies, processes and products do not harm people and the environment and are enhanced thanks to a continuous improvement process. At INTEROR, we are taking action everyday to protect the health and safety of our collaborators as well as the safety of our manufacturing processes and the security of our installations.

In 2022, the following was achieved:

- Assessment of the concentration levels of pollutants during some manufacturing processes to ensure that they do not exceed the occupational exposure limits for chemical agents.
- Implementation of a ventilation in a plant.
- Investments for new equipment that decreases the tedious working conditions and prevents the MSD hazard by improving the ergonomics of the working station.

Key indicators	2021	2022
Accident frequency rate	15.48%	22.71%
Severity rate	0.42%	1.31%

## Key elements for the management of risks and accidents



General and task-specific PPE are worn according to recommendations stated in MSDS



Lessons learned meeting with staff, especially with the manufacturing operators



Investigation of accidents causes (root cause analysis)



Safety posters on display and training



Hazard and safety signs on site



Risk assessment completed before working process, including when the work is done by external contractors: standard operating procedure for the management of change (MOC), preventive plan, fire permit, ...



44 % of permanent staff are trained first-aiders





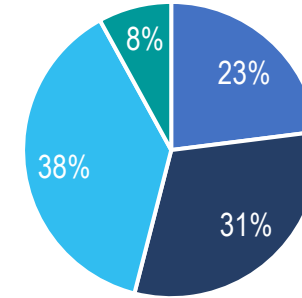
## TRAINING

The employees of INTEROR are regularly trained. This includes trainings about the safety and the prevention of industrial risks (specific intervention plan, first-aid workers, courses about new processes) but also regulatory trainings concerning the quality management system (good manufacturing practices for GMP\* products for example).

In 2022, 92 employees with a permanent position have followed at least one training course for a total of 1579.5 hours of trainings among which 7% (112 h) were for young workers.

On average, 17.17 hours of trainings were spent per employee in 2022.

Distribution of the hours spent for trainings in 2022



■ Health & Safety ■ Quality ■ Technical courses ■ Other trainings

\*Good Manufacturing Practices : regulatory requirements for the pharmaceutical industry

## ENVIRONMENT

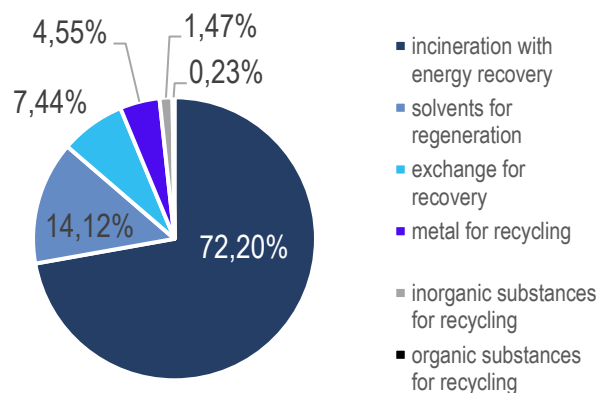


Thanks to a **sustainable management of our resources**, as defined in our CSR policy, INTEROR contributes to the 9<sup>th</sup> and the 12<sup>th</sup> SDGs.

### MANAGEMENT OF RESOURCES AND WASTE

INTEROR is subject to specific regulation as a high-threshold Seveso establishment with its installations classified for the protection of the environment (ICPE). In order to save our resources and to reduce our environmental impact, our consumptions are continuously monitored and recorded. Relevant key indicators are shared every months with all employees to raise awareness about the impact of our activities and encourage all of them to take action to lower consumptions. Solar panels are going to be installed in 2023 on the staff car park to produce around 6% of our annual electricity consumption. Consumption monitoring equipment will be set up on our installations to follow precisely their respective energy consumption. A project to collect and reuse rainwater is also under study.

Distribution of our waste for reuse or recycling in 2022 (in tonnes)



Resources	2021	2022
Gas (MWh)	19 884	18 031
Electricity (MWh)	7 296	7 302
Fuel (L)	22 840	19 059
Water (m <sup>3</sup> )	125 217	123 683
Waste	2021	2022
Hazardous waste (t)	3 334	3195
Non-hazardous waste (t)	277	164
Waste for disposal (Code D*) (%)	41%	48%
Waste for recovery (Code R*) (%)	59%	52%

\*Waste codes used in the GEREP statement

**Harol Kinzo**  
Process engineer



“ In order to:

- include social, environmental and economical issues in our decisions and strategy
- achieve our ecological transition and lower our environmental impact
- save energy (electricity) and water as well as reduce our amount of waste,

INTEROR has participated to the « **Diag Eco-Flux** » program designed by Bpifrance in partnership with ADEME. The aim of the program is to allow companies to save costs while reducing their environmental impact by optimizing their energy, water, material and waste flows.

As part of this program, a lot of measures have been taken. Work for the detection and the reduction of compressed air leakages was done (- **21.3 tonnes of CO2e/year**). A modulating burner was installed on our steam boiler for an estimated gain of **6 % per year of our current gas consumption for the boilers**.

Other solutions have been identified and are currently investigated. This is the case of a project that aims at installing an energy monitoring system which will record and provide in real time precise and accurate data regarding our consumptions. Thanks to that, we will be able to quickly identify excess in consumption and pinpoint the workstations or equipment that consume the most.

The workability of using curtailable electricity contracts or producing gas and electricity with a wood-fired cogeneration power station is also investigated.

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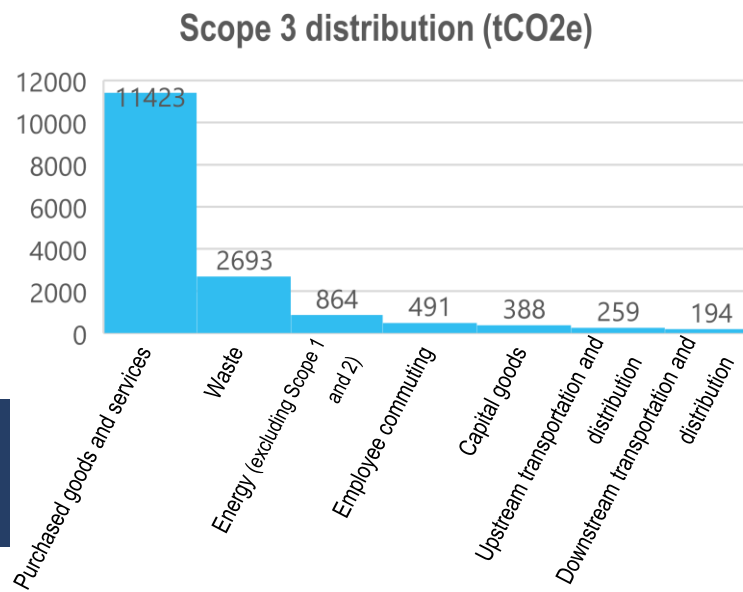
## ENVIRONMENT



### GREENHOUSE GAS INVENTORY

The first greenhouse gas (GHG) inventory has been achieved at the end of 2022 thanks to the *Diag Decarbon'Action* program organized by Bpifrance and in close collaboration with EFYB. Such GHG inventory was made by taking into account emissions data from the 1<sup>st</sup> of January 2021 to the 31<sup>st</sup> of Decembre 2021 (considered as base year) for all sites and activities of INTEROR (headquarters and production site in Calais) using the operational control method. Scope 1, 2 and 3 were considered and calculated using the established *Bilan Carbone®* method designed by ADEME, the French Environment and Energy Management Agency, and the *Association pour la transition Bas Carbone* (ABC). Gas considered in the calculation are CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O and halocarbons. The results are recorded in metric tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e). The emissions factors used were mainly extracted from the databases *Base Carbone* and *Ecolnvent 3.9*. The GHG emissions caused by the use and the end-of-life treatment of sold products were not considered in Scope 3 due to a lack of information regarding what is happening to our products once sold. Based on this inventory, we are actively working to find solutions to lower our GHG emissions and reduce our environmental impact.

tCO <sub>2</sub> e	BEGES	GHG Protocol
Scope 1 – direct GHG emissions	3493	3493
Scope 2 – energy indirect GHG emissions	278	278
Scope 3 – other indirect GHG emissions	16 312	15 982



20 083 tCO<sub>2</sub>e in 2021 (uncertainty of 9%)



25 kgCO<sub>2</sub>e/kg of product



584 kgCO<sub>2</sub>e/k€ of turn over

Using BEGES data

### Blandine Augros

Technical support engineer in charge of CSR



“ As part of our new CSR commitments, we wanted to evaluate our impact in terms of GHG emissions in order to act accordingly and lower our GHG emissions. To do so, we decided to participate to the *Diag Decarbon'Action* program to ensure the validity of the method used and of the results. This program has represented a great opportunity for us.

The GHG inventory allowed us to raise awareness amongst our colleagues about the current climatic and energetic issues. This first step was essential to organize our action plan. Once the analysis of our GHG inventory done, we collectively worked to find and suggest efficient and pragmatic solutions that will have a positive effect in reducing our impact on the environment.



\*Let's speed up the energy and ecological transformation of our companies

## SUSTAINABLE PROCUREMENT



For many years, we have built trustful relationships with our suppliers and contractors. All our suppliers of chemicals, mostly located in Europe, have been qualified through an approval process established in our Quality Management System. For the good performance of our supply chain, several suppliers are qualified for a given substance.

In order to integrate sustainability into our supply chain, INTEROR has introduced a new sustainable procurement policy in 2022. This policy is based upon a new supplier code of conduct and an ESG questionnaire that were shared to our main suppliers and contractors. They have been selected on the fact that they represent a significant proportion of our annual purchases of goods and that they belong to a business sector where environmental and social impacts are presumably high.

The supplier code of conduct has been sent to 53 selected suppliers that constitute all together 82% of our purchase of goods in 2021. 85% have approved our code either by signing it (58%) or by introducing their own supplier code of conduct (25%) or ethic code (2%). These suppliers account for more than half of the annual budget in 2021 (67%).

The supplier code of conduct of INTEROR is available on our website (click [here](#) to read the code).

## Our key requirements for suppliers



- *Forced labor and child labor prohibited*
- *Written employment contracts with transparent working conditions*
- *Any form of discrimination prohibited*
- *All forms of physical and verbal abuse or discipline, threat of physical abuse, mental coercion, harassment prohibited*
- *Equal treatment for all employees*
- *Working time of employees in accordance with applicable labor laws*



- *Anti-bribery and anti-corruption compliance program*
- *Compliance with the anti-trust and competition laws*
- *Measures against conflicts of interest*
- *Suppliers required to report any conflict of interest between them and INTEROR*
- *Products containing conflict minerals or their derivatives prohibited*
- *Full disclosure*
- *Respect of strict confidential rules*
- *Protection of sensitive and confidential data*



- *Safe and healthy working environment*
- *Health and Safety policy and H&S management system implemented*
- *Protection of all workers from any injury or occupational illness*
- *Risk assessments*
- *Sufficient hazard and safety information related to all materials used (MSDS for instance) provided*



- *Actions to prevent, assess, minimize and avoid the impact of the activity on the environment (air, water, soil, biodiversity)*
- *Environmental Management System*
- *Responsible management system for waste disposal, energy and water resources*
- *Identification of environmentally hazardous substances*
- *Safe handling of hazardous substances to prevent and mitigate accidental spills and releases in the environment*
- *Emergency preparedness plan in place*

