

# Sustainability Report 2023



Making everyday life  
better for everyone and  
**improving the health  
and well-being of all**



**MAYOLY**  
Taking your care to heart

“ Making everyday life better for everyone and improving the health and well-being of all. ”

# Table of Contents

|  |           |
|--|-----------|
| <b>I. Introduction</b>                                   | <b>5</b>  |
| a. Message from Nicolas Giraud – Chief Executive Officer | 6         |
| b. Key figures   | 7         |
| c. Locations   | 8         |
| d. Our stakeholders                                      | 9         |
| e. Value chain   | 10        |
| f. Our contribution to sustainable development goals     | 11        |
| g. Business model  | 12        |
| <b>II. Governance and ethics</b>                         | <b>15</b> |
| <b>III. Our challenges</b>                               | <b>19</b> |
| a. Industry and local economies                          | 20        |
| b. Ecological transition                                 | 20        |
| c. Access to essential medicines and healthcare products | 21        |
| d. Evolution of societal aspirations                     | 22        |
| <b>IV. Our actions for our stakeholders</b>              | <b>25</b> |
| <b>Social pillar</b>                                     |           |
| a. Our employees   | 26        |
| <b>Societal pillar</b>                                   |           |
| b. Our suppliers   | 31        |
| c. Communities   | 32        |
| d. The public (patients and consumers)                   | 33        |
| <b>Environmental pillar</b>                              |           |
| e. The planet  | 35        |





# I. Introduction

# A | Message

from Nicolas Giraud, Chief Executive Officer



MAYOLY's ambition is to become an international leader in consumer healthcare. This strategy is in line with our offer, which is highly complementary in terms of therapeutic areas, and with our mission to play a full part in the ecological transition.

Mindful of quality of life in the workplace, individual recognition and fairness, we strive to welcome and support our employees' growth. I am convinced that our entrepreneurial DNA enables us to rise to one of our key challenges: attracting and retaining new employees by building on the strength of our purpose to make everyday life better for everyone and improve the health and well-being of all.

The commitment of our people is at the heart of our mission for over 115 years: they are the ones who build the group's future, day after day. Their self-fulfilment, their passion for their profession, and their trust in the Group are valuable assets. We pay attention to their needs on a daily basis, building trust.

In 2023, MAYOLY achieved a turnover of **560 million euros**, an increase of **+8%**. We have strengthened our efforts to maintain operational excellence across all activities and industrial sites. These excellent results reflect the excellent work of the Group's 2,200 committed employees.

Since we are a French company with an international reputation, we are strongly committed to respecting human and social values and the balance of our ecosystem. We are improving the way we produce and distribute our products to decarbonise our business. Our commitments towards sustainability are powerful drivers for business transformation, they shape the future of MAYOLY.

*Our employees, who are particularly committed to our CSR approach, are fully involved stakeholders in these actions.*

**Nicolas Giraud,**  
*Chief Executive Officer*

# B | Key figures

in 2023



**+2 200**

employees including  
1,100 in France



**+600**

products



**65%**

international  
sales



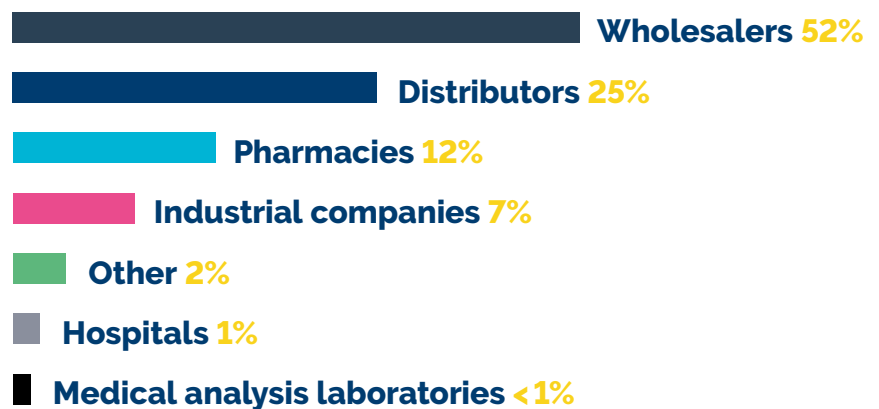
**+8%**

growth

**560**

million euros  
Net turnover  
in 2023

## Our customers



## A global range of solutions and services

### Consumer healthcare

Smecta<sup>®</sup>, Probiolog<sup>®</sup>, Topicrem<sup>®</sup>, Beauterra<sup>®</sup>...

### Prescription

MeteoSpasmyl<sup>®</sup>, Eziclen<sup>®</sup>...

### Diagnostics

Helikit<sup>®</sup>, Diabact<sup>®</sup>, Kibion Dynamic<sup>®</sup>...

Our products  
are distributed  
in more than

**100**  
countries

# C | Sites

## 1 Headquarter in France

## 6 industrial sites including 5 in France

Our sites are recognised for their operational excellence, and several are certified **ISO 14001** (environment), **ISO 45001** (health and safety), **ISO 13485** (medical devices) et **ISO 50001** (energy).



**Rueil Malmaison Headquarter**  
(Ile-de-France - France)  
350 people



**Dreux**  
300 people  
63 million units/year



**Dammarie-les-Lys**  
Medicinal products  
150 people  
9 million units/year  
Facial Care,  
Body Care, Hygiene  
50 people  
7 million units/year



**L'Isle-sur-la-Sorgue**  
50 people  
3,500 tons/year



**Chatou**  
16 million units/year



**Tianjin (China)**  
50 people  
28 million units/year

## A french group with international reach: 21 subsidiaries

- ALGERIA
- BELARUS
- BELGIUM (BENELUX)
- CHINA
- CZECH REPUBLIC
- FRANCE
- GERMANY
- ITALY
- KAZAKHSTAN
- LITHUANIA
- MEXICO
- POLAND
- ROMANIA
- RUSSIA
- SINGAPORE
- SLOVAKIA
- SPAIN
- UNITED KINGDOM
- TUNISIA
- UKRAINE
- VIETNAM



# D | Our stakeholders



The diversity in perspectives enriches our vision and can guide our decision-making. For each of our stakeholders, we develop an appropriate dialogue policy.

## Patients and consumers

---

### Our partners

- Suppliers
- Subcontractors
- Pharmacies and Parapharmacies
- Wholesalers and international distributors
- E-commerce
- Medical analysis laboratories

### Healthcare professionals

- Hospitals
- Physicians
- Pharmacists
- Health NGOs
- Biologists

### Federations

- AMLIS
- FEBEA
- LEEM
- NÉRÈS
- SYNADIET

### Financial stakeholders

- Banks
- Investment Funds

# E | Value chain

We are committed at every level of our value chain to guaranteeing the quality and availability of our products anywhere in the world. This starts with the careful selection of our suppliers and subcontractors. We work with a global network of subsidiaries and reliable local distributors.

## Sales & marketing

- Highly qualified in scientific, medical and DTC(1) fields
- An international network of subsidiaries and local distributors trusted by patients and consumers

## Innovation

- In-house R&D team
- Development of new products and textures
- New galenic formulations and new ingredients

## Suppliers

- Selection based on quality, environmental and reputational criteria and controls
- Strict control of raw materials and subcontractors

## Manufacturing

- Agile production chain with 5 plants in France and 1 in China
- Ability to provide a diversified offering and galenic forms

## Quality & regulatory

- Compliance with a strict preparation charter
- Staff dedicated to regulatory control

## Logistics

- Efficient monitoring of supply chain
- Long-standing partnerships with logistics players

## Access to markets

- Products available in ~ 100 countries
- Nearly 800 market authorisations

## Our commitments

To provide our customers with essential products and a high level of quality and control while constantly innovating. Adapt to our clients and by capitalising on an agile and responsive business model.



DTC(1) : Direct to consumer

# F | Our contribution to UN sustainable development goals

Our 9 goals are in line with the United Nations' sustainable development goals. We have identified 3 priority objectives and 6 complementary where our impact is significant

## Our 9 goals



# G | Business model

Our business model is based on an in-depth understanding of the challenges facing the industry and our distinctive strengths. We are committed to using our resources responsibly to create sustainable value while meeting the expectations of our stakeholders. We integrate environmental, social, and governance challenges into all our activities, ensuring a positive impact for our customers, partners, and society as a whole.



## ENVIRONMENTAL & SOCIETAL CAPITAL

**405 000 €**

spent on investment devoted to the environment in 2023



## HUMAN CAPITAL

**≈ 2200**

employees worldwide, and almost 1,100 in France

## OUR STRENGTHS

EXPERTISE

ACCOUNTABILITY

PROXIMITY

QUALITY AND EFFICIENCY OF PRODUCTS

AGILITY

## THE SECTOR'S CHALLENGES



Population ageing



Inflation

## OUR COMPLETE OFFER



CONSUMER HEALTHCARE



PRESCRIPTION



Health and industrial sovereignty



DIAGNOSTICS



Access to healthcare for all



Working towards ecological transition



Local sustainable development



Promoting a culture of corporate responsibility

## OUR COMMITMENTS



People driving the Group's development



## VALUE CREATED FOR OUR STAKEHOLDERS

### SUPPORT FOR ASSOCIATIONS AND SPONSORSHIP

- Support for **Vivre comme avant** (breast cancer) and **Vogue avec un Crohn** (navigator and expert patient with Crohn's disease)
- **Raising awareness among patients** on irritable bowel syndrome
- **38 product launches** in 2023

### PARTNERS



**207**

suppliers  
(direct purchases)



**55 %**

of direct purchases  
made in France



**90 %**

of direct purchases  
made in Europe

### OUR EMPLOYEES

**59 %**

Women

**41 %**

Men

**42,3 years**

Average age

**8,7 years**

Average length of service

- **Protecting employees in all our subsidiaries and sites** (collective agreement)

### CLIENTS



**560**

million euros  
gross sales  
in 2023



**148**

million units  
produced/year



**+600**

products

## OUR RESOURCES



### INDUSTRIAL CAPITAL & DISTRIBUTION

**6**

production sites  
5 in France

**21**

subsidiaries

**85 %**

of products sold in the  
world are produced  
in France

**90 %**

of sourcing  
in Europe

“ Our purpose: to make everyday life better for everyone and improve the health and well-being of all. ”





# II. Governance and ethics

# Governance

MAYOLY relies on an agile and committed governance that supports its sustainable and responsible value creation. In 2023, the Group adapted its organisation to support its ambition and growth.

## The Executive Committee drives the company's growth trajectory.

It implements the Group's strategy.

Meeting every month, it manages strategic projects, sets objectives, decides upon priorities and monitors the performance and results of the various business entities. The Executive Committee ensures that the Group operates effectively. In 2023, the Executive Committee was renewed with the arrival of new members and a new organisation. This development reflects the Group's strategic focus on consumer healthcare, on an international level. The Executive Committee consists of the Chief Executive Officer, the Executive Vice President Global Sales, the Executive Vice President Dermocosmetics, the Executive Vice President Marketing CHC, the Executive Vice President Scientific Affairs, the Executive Vice President Finance and Administration, the Executive Vice President Industrial Operations, the Executive Vice President Strategy and Business Transformation, the Executive Vice President Human Relations, Communication, and CSR and Executive Vice President M&A, BD and alliances.



People are and will remain the driving force of our development, improving our ability to adapt to rapid changes in our markets, consumers and Teams. Mobilizing and giving purpose to our stakeholders increases our impact !

**Christophe NAPIOT**  
EVP Human Relations, Communication, and CSR



**Nicolas GIRAUD**  
Chief Executive Officer



**Emmanuel PAINT**  
EVP Global Sales



**Christophe HAMON**  
EVP Finance and Administration



**Sébastien NICOLAS**  
EVP Industrial Operations



**Vincent BERCOVICI**  
EVP Dermocosmetic



**Roberto NAKAHARA**  
EVP Global Marketing CHC



**Alexandre FUZIER**  
EVP Strategy and Business Transformation



**Christophe NAPIOT**  
EVP Human Relations, Communication, and CSR



**Gaël CHALVON-DEMERSAY**  
EVP M&A, BD and alliances



# Ethics

Business ethics is an integral part of our culture and is fundamental to our corporate strategy, alongside scientific excellence. We must act and conduct our business with honesty, fairness, integrity and responsibility to achieve our ambition: to become a leader in consumer healthcare. This commitment is crucial to further strengthen the trust of our patients and consumers, healthcare professionals, the authorities, our shareholders, our investors and our employees, while ensuring sustainable growth that benefits all.

To make this commitment a reality, we have a Code of Ethics and an anti-corruption roadmap, to strengthen the oversight of our operations and ensure compliance of our activities.



“ All our actions are guided by our purpose, our ethics, the awareness of our impact and our sense of responsibility, helping us to, at all times, make the right decisions and to make every day better. ”



## TRUST

We put trust at the heart of our relationships with our customers, patients, consumers, partners, and employees alike.



## RESPECTING EACH INDIVIDUAL

We treat everyone with respect, dignity, and consideration regardless of their origins, age, gender, beliefs, and lifestyle choices.



## TRANSPARENCY

We ensure that our customers, employees, partners and shareholders are accurately and clearly informed about our products, services and activities.



## INTEGRITY

We condemn all practices that are not based on honesty, integrity, and fairness. We interact with all our stakeholders with the utmost integrity by basing ourselves on the quality of our products and services.





# III. Our challenges

# A | Industry and local economies

As public policy representatives, regions are key players in economic recovery, re-industrialisation, decarbonisation, making professions more attractive and the development of skills. Regions innovate and co-construct with companies specialised in the areas that have become essential to their attractiveness and economic dynamism: housing, energy, health, logistics, transportation, etc.

MAYOLY contributes to the industrial and economic vitality of regions.

Since 1909, MAYOLY'S roots in France have been the foundation of our strategy, both nationally and internationally. With more than 2000 employees worldwide, including more than 1000 in France, our teams are mainly spread across 5 production sites in the French regions: Ile de France, Centre-Val de Loire, Provence-Alpes-Côte d'Azur, and in our headquarter in Rueil-Malmaison.

“ Our industrial expertise is recognised worldwide. ”



“ By 2030, MAYOLY is committed to reducing its emissions by 35% compared to 2019. ”

# B | Ecological transition

The IPCC (Intergovernmental Panel on Climate Change) delivered its 6th report in 2022, providing an overview of the most advanced scientific knowledge on climate change. Never before has humanity emitted as much greenhouse gas as it does today despite the policies that have been implemented. Since 2022, the repetition of abnormal weather events has punctuated the news impacting the daily lives of millions of people. Facing the domino effect of climate change and environmental risks, governments and businesses are mobilising to help keep the issue in check as much as possible.

The National Low Carbon Strategy (Stratégie Nationale Bas-Carbone, SNBC) is France's road map to fight climate change. It provides guidance to implement, in all industries, the transition to a low-carbon, circular, and sustainable economy. It sets a greenhouse gas emissions reduction trajectory up to 2050 with the ambition of reaching carbon neutrality by 2050.

By 2030, MAYOLY is committed to reducing its emissions by 35% compared to 2019. MAYOLY implements sustainable solutions to support the environmental transition of its activities. MAYOLY'S environmental strategy is based on 3 areas:

- fighting against global warming,
- controlling our consumption, particularly water and energy,
- preserving the environment and biodiversity.

Aware of the urgency to act and implement solid and effective solutions, the Group has set ambitious objectives, supported by a strong mobilisation of all teams. The challenges of the ecological transition represent a field of opportunities and growth.

# C | Access to essential medicines and healthcare products

“Improving access to essential medicines and healthcare products for the world’s population.”

Almost two billion people, one-third of the world’s population, do not have regular access to essential medicines.

Essential medicines are those that address the priority health needs of a population. They are selected based on disease prevalence, safety, efficacy, and cost-effectiveness comparisons. They are expected to always be available as part of operational healthcare systems, in sufficient quantity, with the appropriate dosage form, with guaranteed quality and at an affordable price at the individual level as well as at the community level.



# D | Changes in societal aspirations



Newer generations aspire to a new relationship with work. Following the health crisis, this movement has become even more important. The majority of the working age population who want to achieve work-life balance, are less inclined to accept geographic mobility as part of their career path. Loyalty to the company and employee commitment are subject to fluctuation.

The role of women in society and in the workplace is evolving towards equality with that of men. To support this movement, companies are changing in order to stay attractive and offer a new social pact: flexibility, trust, right to make mistakes ... They initiate co-construction and new practices to create the conditions that are essential for future growth.

**MAOLY adapts and meets the new expectations of its employees.**

We encourage autonomy at work, delegation, taking initiative, and entrepreneurial freedom. MAYOLY, a family-owned company on a human scale has made equality the foundation of its Human Resources policy. Integration, development, and inclusion are at the heart of its concern.



**49 %**

of women in  
management roles  
in France





BeauTerra  
SAVON  
DE  
MARSEILLE  
CORPS & MAINS  
FRANCE

Bea  
SHAM  
EXTRA  
EXTRA-GENTLE  
RÉPARATION  
CHEVELURE  
REPAIRS DRY AND





**IV.**  
**Our actions  
for our  
stakeholders**



## Social pillar

# A | Our employees

## Safety

Our goal is to maintain an accident-free working environment for our employees, temporary workers, and permanent service providers. This goal is achievable with vigilance and commitment from everyone.

In 2023, 26 workplace accidents were reported among our workforce, i.e., a frequency rate of 21.1.

Throughout our operations, we ensure that all our activities are carried out in a safe manner.

- We comply with all applicable laws and standards, especially in terms of safety, and we apply best practice.
- We provide training and information designed for the safe use of our workstations
- We promote individual health and wellbeing
- We deploy managerial safety visits across all our industrial sites, and we understand the risks, opportunities, and impacts to mitigate them.

## A new head office to unite and federate teams

We strive to create a working environment that promotes the wellbeing of our employees. That is why we have united more than 300 employees in a new head office in Rueil-Malmaison, close to public transportation train station. This modern, spacious, bright, and accessible building is certified as sustainable by BREEAM International, Osmoz, and Certivea, and also earned the WiredScore Platinum label for its Internet and mobile connectivity.



MAYOLY head office in Rueil-Malmaison

“ CSR is more than ever a powerful transformation lever : our approach is based on 3 major pillars: social, societal and environmental. ”

**Halinh Tran Bréchet**  
Group communication & CSR Director

# Equal opportunities

At the heart of our ethical principles, openness guides our HR policy and our actions to promote diversity, inclusion, and equal opportunities. Our ambition is to ensure individual development and innovation, while respecting differences.

Embracing diverse origins and experiences form an integral part of MAYOLY's culture. In all countries, our subsidiaries aim to ensure their teams reflect the diversity of the societies around them.

## Valuing and encouraging all aspects of equality and diversity.

The diversity of our employees is a source of innovation, enrichment, and performance. For our employees, working in an environment that encourages diversity and inclusion allows everyone to achieve their full potential while actively contributing to the Group's performance.

In all our entities, we promote ethical recruitment that to fight discrimination. We regularly raise our employees' awareness through internal communication campaigns, contests, and web conferences, as we did on International Women's Day.



In China, we received the « **Best Workplace** » certification for the fourth time and the « **Best Workplaces for Women** » for the second time.

At Isle-sur-la-Sorgue, as part of European Week for the Employment of People with Disabilities, and DUODAY, our teams welcomed people with disabilities: to find out more about our professions and immerse themselves in our company. Such activities help to change our perspectives and overcome prejudices.



European Week for the Employment of People with Disabilities – Isle-sur-la-Sorgue

## Top management en France



Through our family roots, inclusiveness and equity are core values within the MAYOLY group. As a result, we therefore work every day to ensure these core values can progress and be part of our employees' real-life experience. We have a very balanced distribution of our top management within the group as shown by our internal analysis "Insights 2023" with 49% women and 51% men. In 2023, MAYOLY rolled out a Group-wide Compensation policy to make progress in terms of equity across all entities.

# Prevention



*Pink October Rueil Malmaison*

Since 2018, MAYOLY has been supporting the association "Vivre Comme Avant (Live As Before)", dedicated to women with breast cancer: annual donations, participation in sporting events, awareness-raising conferences and support via social networks and in pharmacies.

In France, all entities were mobilized for PINK OCTOBER in the fight against breast cancer and its screening: awareness-raising actions on the sites, fundraising and a collective walk, mobilising all the head office teams!

Sports activities are organised on all of our sites to maintain the physical health of our employees. In Rueil, badminton sessions are organised for all employees, in Isle-sur-la-Sorgue, exercise classes are available and open to all employees on site, thus contributing to their general wellbeing and illustrating our commitment to promoting a healthy and dynamic working atmosphere.



*Pink October Dreux*



*Pink October Isle-sur-la-Sorgue*

# Solidarity



## Training

MAYOLY puts professional development at the heart of its concerns, with an internal mobility rate of 18%.

All MAYOLY managers have received or will receive management training focusing on soft skills. This training programme is particularly important for junior managers in order to taking up their position and to supporting their career development.

## Knowledge transfer

Committed to knowledge transfer, MAYOLY is developing initiatives so that everyone can share their experience or skills, regardless of their age or seniority.



### MEXICO

Acapulco Solidarity for Hurricane Otis victims in October 2023: in Mexico, product donations to the IMSS (Mexican Social Security Institute).

### DAMMARIE-LES-LYS

Partnering with local secondary schools to welcome trainees to learn about professions in the healthcare industry. In 2023, in Dammarie-les-Lys, more than 20 secondary school students took part in work placements to learn about our business activities: Production, Quality, Maintenance, HR and Logistics.

Cooperation with the Évry Trades and Techniques Institute to welcome students in Techniques and Sciences for Cosmetic Products and Industrial Hygiene.



Food drive - Dreux

### FRANCE

In November 2023, a food drive in partnership with the Eure-et-Loir Social Action Community Centre collected 42kg of food for the Dreux solidarity grocery shop. Some employees have also volunteered to manage and distribute food.



## Raising awareness

The omnipresence of the ecological impact is part of the Group's DNA and strategy. We are committed to raising awareness on climate change issues among all our employees. To do this, we have organised Climate Fresh workshops at several sites, in France and worldwide, thus strengthening our global commitment to the environment.



Climate Fresh workshop – Tianjin and Dreux



Clean-up Day – Isle-sur-la-Sorgue

### CLEAN UP DAY

In Dreux, a collective waste collection operation around the site, involving our employees and their families on Saturday 16 September 2023, resulted in the collection of 272 kg of waste for its 3rd edition, demonstrating our concrete commitment to environmental protection. At L'Isle-sur-la-Sorgue, one day each year is dedicated to collecting rubbish around the site, particularly in the Sorgue river. In 2023, the teams collected 502 kg, bringing the total collected since 2018 to 2.812 kg.



Clean-up Day - Dreux

# Societal pillar

## B | Suppliers

We want to mobilise all the strengths of our company and also those of our suppliers and subcontractors who play a key role in achieving our ambitions. Procurement is therefore at the heart of our Sustainable Development strategy: our teams focus on building and guaranteeing the conditions for a lasting partnership with suppliers and subcontractors, in order to encourage change in their operating procedures and to promote innovation.

**MAYOLY has a responsible procurement policy based on three pillars:**

- Buying responsibly sourced products
- Buying from responsible suppliers
- Buying responsibly

**MAYOLY PUTS THIS INTO PRACTICE THROUGH**

**3 FUNDAMENTAL PRINCIPLES**

1

### Environment

Reducing CO2 emissions, waste reduction, energy savings, water savings, protection and preservation of the biodiversity.

2

### Social & human rights

Respect for human rights, fighting harassment.

3

### Ethic & compliance

Compliance with international and local regulations. Fight corruption.



## Societal pillar

# C | Communities

Since 1909, MAYOLY's roots in France have been the foundation of our strategy, both nationally and internationally. With almost 2,200 employees worldwide, including more than 1,000 in France, our teams are mainly based at 5 production sites in the Ile de France, Centre Val de Loire and Provence Alpes Côte d'Azur regions.

Today, MAYOLY carries out **85% of its production in France**, thus helping to sustain French production and develop industrial independence in the field of medicine.

**MAYOLY makes a very significant contribution to France's trade balance, with exports of over €400m a year.**

We have **6 plants, 5 of which are in France** and 21 international subsidiaries, bringing together almost 2200 employees.

Our products are distributed across more than 100 countries and are globally recognised for their quality and effectiveness.

“ Today, the choice to continue to develop our production in France is a clear priority. ”

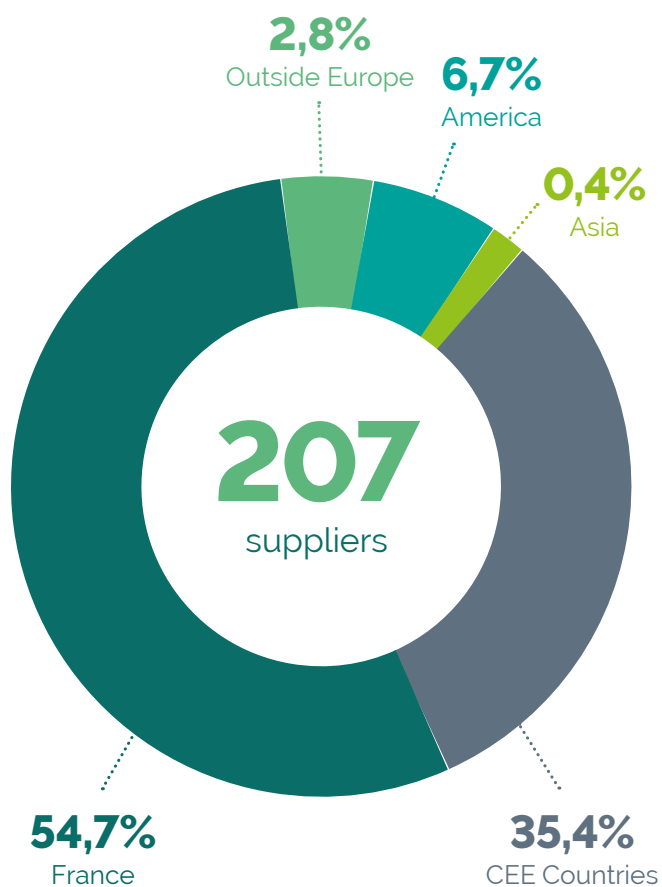
### MAYOLY chooses to product in France:

- Our unique, one-hundred-year-old industrial know-how is recognised globally (sachets, soft capsules, liquid forms, tablets, capsules).
- By working closely with local partners, we can promote a reliable subcontractor ecosystem (exemplary quality and traceability) in order to secure our supply chain.
- We are responsible and are helping to ensure that French industrialisation takes place in an environmentally-friendly way.

We are committed to supporting the local economy. A significant proportion of our direct purchases, i.e. **55 %**, are made from French suppliers, and in total **90 %** of our purchases are made in Europe. This is to strengthen local economies and encourage regional collaboration, while minimising our transport-related carbon footprint.



### DIRECT PURCHASES



Our sites and our activities contribute to local employment, professional training, and collaboration with schools and educational institutions. This support to the local community is an integral part of our social responsibility.

Our local initiatives are not limited to production. We have also developed partnerships with local companies for various innovation and sustainable development projects. These collaborations encourage the sharing of knowledge and expertise, thus stimulating regional and national innovation.



## Societal pillar

# D | The public

patients and consumers



We recognise the major impact that our products can have on everyday life because they affect millions of people around the world, day after day, and we are committed to taking full responsibility.

“Our purpose: to make everyday life better for everyone and improve the health and well-being of all.”



### MAYOLYLIVE OUR TRAINING PLATFORM FOR HEALTH PROFESSIONALS

Developed in collaboration with international experts, MAYOLYLIVE is designed to provide specialists with the latest updates in hepato-gastroenterology and to provide them with useful information to support disease management in their daily practice, for the ultimate benefit of patients.

Today, MAYOLYLIVE, brings together 1400 specialists on an international level.

# Develop self-confidence, self-esteem and fight loneliness with optimism



1.



2.

“ Even when you're ill, everything is possible. ”

45 % of the population suffers from gastrointestinal problems and 1 in 3 people suffer from skin problems. These diseases are often stigmatised and wrongly considered as shameful. That is why we are committed to raising public awareness and to supporting patients.



2.

1. Each year, MAYOLY publishes **illustrated booklets as part of the Open Sea collection**, aimed at simplifying access to information on rare, chronic, and invisible diseases, such as Primary Biliary Cholangitis and Primary Sclerosing Cholangitis, which affect the liver and bile ducts.

2. With the aim of raising awareness and educating the public about diseases, MAYOLY **sponsors Pierre Louis Atwellr for "Sailing with Crohn's disease"**, a partnership to support people with Crohn's disease, an inflammatory bowel disease. Pierre Louis participated in several races in 2023, including the Normandy Channel Race, the Jacques Vabres Trans-Atlantic Race, and Les Sables – Horta, where he got outstanding rankings. This partnership aims to give a voice to patients with Crohn's disease and to raise awareness among the general public as "Even when you're ill, anything is possible".

## DERMOCOSMETICS

Ever since it was founded, MAYOLY has been committed to developing effective products that improve everyday lives. The wide range of facial and body care products are designed to treat a variety of skin problems. Its efficient and complete range fully manufactured in France makes it possible to meet consumers' needs and to help them regain self-confidence.

## GASTROENTEROLOGY

High-quality, effective medicines for the whole family.



TOPICREM Ultra Moisturising Body Milk, the number one body milk sold in pharmacies\*, is proof of the success and reach of our products. We sell **1 bottle of Ultra Moisturising Body Milk every 15 seconds around the world.**

*SOG Early - Pharmacy - BCB : Milk for local application - Body - Moisturizing, Nourishing, and Protective - Statut : Cosmetics. Data MAT November 2023 in units.*

# Environmental Pillar

## E | The planet

Our daily activities contribute to the emission of greenhouse gases. While the perception of the impacts and the understanding of issues for the planet, living things, and our health are developing rapidly, the fact remains that it is necessary to take action and positively contribute to limiting our impacts and transforming our practices is neither simple nor formalised. Determined to do our part in preserving the environment and biodiversity and also to help in limiting global warming, we are fully committed to the global goals of the Paris Agreement, which aim to keep global warming below 1.5°C by 2030.

Our climate ambition is in line with the National Low Carbon Strategy (SNBC) and has set an intermediate target to achieve a 35% reduction in our emissions by 2030 compared to 2019. As well as preserving natural resources and strengthening initiatives to conserve and enhance biodiversity.

In order to strengthen our commitment to achieving this objective, in 2024 the Group will initiate the necessary steps to integrate the Sbti initiative (a collective initiative that aims to support companies through a methodology that is aligned and consistent with the recommendations made by the IPCC; hence the term "Science-based Target") with the aim of reducing their carbon footprint and greenhouse gas emissions.

### Our decarbonisation roadmap is based on 3 main areas:

- Combating global warming,
- Controlling our consumption, particularly of water and energy.
- Preserving the environment and biodiversity

“ We are taking action to reduce the carbon footprint of our activities by aligning with the goals set out in the paris agreement. ”



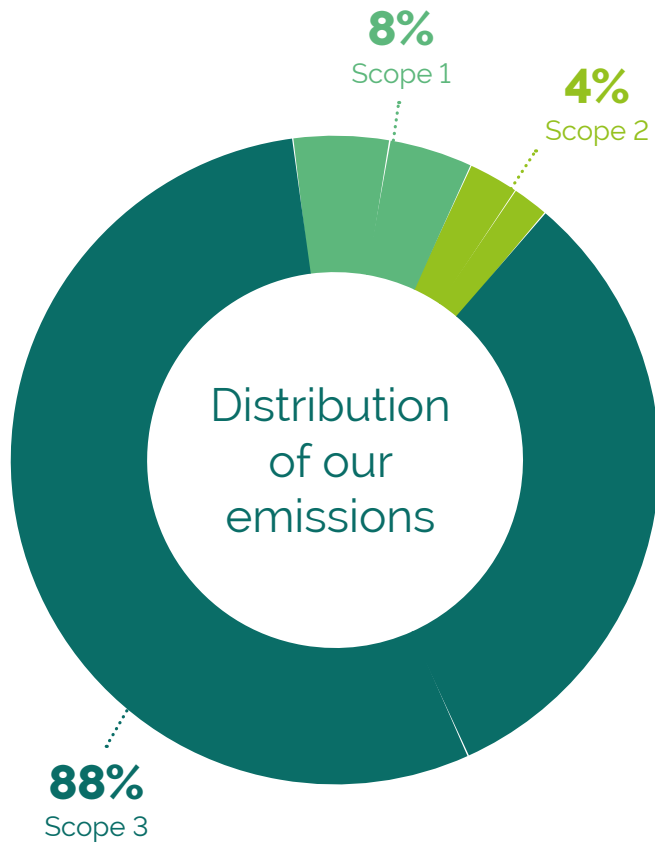
The National Low-Carbon Strategy (SNBC) is France's roadmap for tackling climate change. It sets out guidelines for the transition to a low-carbon, circular and sustainable economy. It defines a trajectory for reducing greenhouse gas emissions by 2050, with the aim of achieving to achieve carbon neutrality by 2050.

# The fight against global warming

In order to track our goals and fulfil our obligations, in 2023 MAYOLY completed a first complete carbon assessment for 2022.

This first exercise shows that according to the sector-specific assessment published by the LEEM in France, the distribution of our greenhouse gas emissions is in line with our sector.

“ By **2022** we will have reduced our Scopes 1 and 2 emissions by **14%** compared with 2019. ”



### 88% of our emissions come from Scope 3, mainly:

- Inputs: raw materials, packaging and outsourced industrial activities (67%)
- Business and personal travel
- Transport of goods
- Offices and IT equipment

Regarding scopes 1 and 2, the strong commitment of our sites, over the last few years, to decarbonisation and the investments made, as well as the completion of a global road map for energy sobriety are strongly contributing to reducing our emissions. This confirms Mayoly's ability to achieve, even to exceed by 2030, the SNBC's expected target to reduce our scope 1 and 2 emissions. In 2022, we reduced our scope 1 and 2 emissions by 14%, compared to 2019.

For scope 3, the development of a responsible procurement policy at group level in December 2023, as well as the selection of a primarily French or European supply for our materials and packaging items, allows us to consider as early as 2024 the commitment of our main suppliers in researching and conducting projects to decarbonise our scope 3 emissions. Furthermore, initiatives have been identified in particular in terms of transportation. Railway transportation trials between our Isle-sur-la-Sorgue and Dreux sites took place in 2023 and are expected to continue in 2024.

# Eco-design

Validated in November 2023, the rolling out of a multi-year eco-design program for our products driven by the Industrial Development department should enable us to not only reduce the environmental impact of future products developed, but also to identify and implement ecological alternatives in terms of primary packaging for our existing products. Tests are already underway on alternatives to our aluminium complexes and blister packs for our medicinal products.

## Regarding our dermocosmetic ranges:

### TOPICREM :

- Removal of all paper leaflets and secondary packaging where possible.
- A new graphic charter made it possible to save more than 8 tonnes of cardboard thanks to the removal of certain packaging.
- Launch of a new eco-designed DermoVegetal range for TOPICREM: formulation with plant-based active ingredients, reduced plastic packaging and manufactured in France.



TOPICREM DermoVegetal range

**BEAUTERRA**, our body hygiene product range manufactured in France, is one of the first brands to offer bulk refilling stations in pharmacies. Today, we have 80 refilling stations distributed throughout France. These stations encourage sustainable consumption by reducing single-use plastic packaging and by promoting the use of reusable containers.



Beauterra bulk refilling station



**BEAUTERRA**, is committed to formulating its products with a high level of naturalness, with more than 95% of formulas containing more than 90% ingredients of natural origin. In addition, the brand offers a range of solid products for body hygiene (soap) and haircare (shampoo/conditioner), offering single-use, plastic-free consumption and lower water consumption. These initiatives confirm our commitment to sustainability, as do our two ORGANIC-certified ranges by Cosmos Organic: personal hygiene and baby products.



## OUR DIAGNOSTICS BUSINESS (EQUIPEMENTS AND REACTIVE SOLUTIONS):

- Replacing paper guidelines (IFU, instructions for use) for medical devices (DM and DMDIV) with their digital equivalent when possible. These documents are now available on the Kibion.com website.
- Improving the packaging of our drugs Helikit® and Diabact® to reduce their environmental footprint, specifically by:
  - Limiting the volume of cardboard required
  - Reducing the associated volume throughout the logistics chain (storage and transport)
  - Replacing plastic tubes with glass tubes

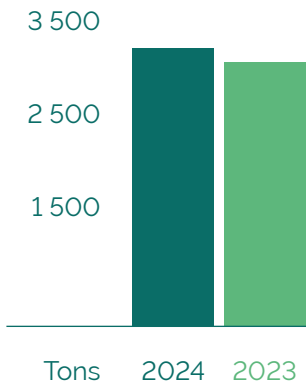
# Reducing our consumption

## WASTE

Our objective: Reduce our waste and increase the percentage of recycled waste. In 2023, the ratio of quantity of non-recycled waste\* by number of boxes sold was incorporated into the Group's employee profit-sharing agreement in France. A target to reduce by 5% on average per year, by 2025, has been set and aims to unite our employees around our CSR approach.

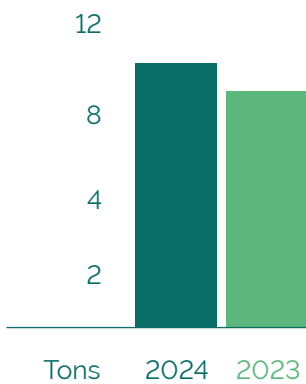
\* : waste incorporated into an energy recycling channel by incineration is not considered as recycled waste in the calculation.

In 2023, an overperformance of this index should be noted, with a reduction of 11.4% compared to 2022.



**-11%**

Total quantity of waste generated on industrial sites



**-8%**

Quantity in grams / box sold



La Sorgue

## WATER

MAYOLY is an active member of the LEEM working groups and committees and other industry stakeholder groups, particularly concerning water management, which allows MAYOLY to benefit from an effective monitoring of evolving regulations and allows us to proactively roll out initiatives.

Responsible water management is key to our industrial activities. At the end of 2023, we launched an ambitious plan for our main production site in Dreux, France.

This plan will enable us to reduce our water consumption by 20% compared with 2022, in a region that is particularly vulnerable to summer droughts.

At the Isle-sur-la-Sorgue industrial site, where we produce smectite, the main active ingredient used in the production of our products, we are particularly vigilant about preserving water resources. Our site is located next to the Sorgue, a unique river in the Vaucluse region that needs to be preserved. Water from the Sorgue is exceptional water for treating and purifying clays in our industrial process. We use it, we reprocess it, and we return it to the Sorgue upon leaving our site with the equivalent quantity and quality. This is a rare and unique resource. Our vigilance makes it possible to reduce our consumption to what is strictly necessary and promotes a more responsible and circular use of water resources.

# Preserving the environment and biodiversity



## Committed industrial sites

Several of our sites have been certified for many years in terms of environmental management, energy performance health, safety and quality of life at work, as well as environmental labels for their initiatives to preserve biodiversity and raise awareness. This commitment is also reflected locally by long-term training and awareness actions with associations such as Eure-et-Loir Nature.



**MAYOL**  
Taking the time to help



Imprimé sur papier recyclé



We are proud to improve  
the health and well-being of everyone,  
to make everyday life better for all.

[mayoly.com](https://www.mayoly.com)  
Follow us 



**MAYOLY**  
Taking your care to heart