

The background of the slide is a vibrant, high-angle photograph of a modern indoor garden. A large, cascading waterfall flows from a glass-enclosed structure at the top. Below the waterfall, a silver train with blue accents is visible, traveling along a track that curves through the lush greenery. The garden is filled with various tropical plants, including palm trees and ferns. People can be seen walking on paths and sitting on benches, enjoying the space. The overall atmosphere is one of a sustainable, green urban environment.

**PEPS**

Planet.Ethics.People.Social.

# LAGARDÈRE TRAVEL RETAIL'S CORPORATE SOCIAL RESPONSIBILITY

Our roadmap to create  
a more sustainable future

*February 2022*

**Lagardère**  
TRAVEL RETAIL





The extent of the environmental and climate crisis requires the business community to take immediate action. Individuals and organizations must play their part in building a more sustainable and responsible future. And they must do it now. Lagardère Travel Retail is committed to playing a leading role in the transition of the Travel Retail industry to a more sustainable model, and to achieve this we are joining forces with our partners to accelerate progress and increase the positive impact we are making.

We know this will be a long journey, with many challenges along the way. But it's one that ultimately pays off by ensuring Lagardère Travel Retail continues to meet expectations from its partners and from end consumers, and secures long-term, sustainable growth. We have a responsibility towards our people, the communities within which we operate, and towards future generations.

## **2021 marks a turning point in our CSR ambitions and we have reviewed our roadmap to have a greater impact, faster.**

Through measurable and ambitious targets across the four pillars of our CSR strategy called PEPS (Planet. Ethics. People. Social) and with the support of our people and business partners, we are committed to making a difference and lead by example to drive the more sustainable future of Travel Retail.

This brochure is complementary to the Lagardère Group's annual CSR report & the Universal Registration Document in which our CSR achievements are reported in accordance with the Global Reporting Initiative (GRI).

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**Dag Rasmussen**

*Chairman & CEO*

**Mélanie Guillardou**

*EVP Foodservice & CSR*



## PEPS: a CSR manifesto to drive sustainability in our business

Our long-term, science-based, cooperative and transparent strategy is articulated around four pillars which cover every aspect where as a business we have an impact and can make a difference: Planet. Ethics. People. Social.

# PLANET



Reduce the environmental impact of our operations, cooperating whenever possible with Landlords, Brands, and Suppliers to achieve ambitious industry goals

# ETHICS



Promote Ethical business practices and support Brands and Partners who contribute to a responsible offer

# PEOPLE



Offer our People an inclusive and stimulating work environment where everyone can thrive

# SOCIAL



Excel in deploying global capabilities for the benefit of the local Communities wherever we operate

**«To support our PEPS strategy we have set ambitious targets to measure the progress made in fulfilling our commitments. They are fully aligned with our stakeholders' needs and expectations and will be monitored and reported on a yearly basis.»**



# PEPS : a roadmap to create a more sustainable future

Our CSR strategy is articulated around 4 pillars underpinned by 12 tangible commitments which all relate to one of more of the UN's Sustainable Development Goals



## PLANET

- Reduce carbon emissions to contribute to ambitious industry targets
- Reduce waste
- Promote responsible packaging and disposables



## ETHICS

- Develop local food and products sourcing
- Promote responsible products and ingredients
- Cultivate ethical behaviour



# PEPS

Planet.Ethics.People.Social.



## PEOPLE

- Ensure security and well-being at work
- Promote employee engagement
- Foster diversity and equal opportunities



## SOCIAL

- Support local communities
- Encourage and facilitate volunteering
- Leverage our network to make targeted donations





# PLANET

We are committed to increasing the sustainability of our operations



Reduce carbon emissions contributing to ambitious industry targets



Reduce waste



Promote responsible packaging and disposables

## 2025 KEY TARGETS

**100%** of countries have **waste measurement systems and waste reduction initiatives** in place

**100%** of countries have **switched to responsible consumables**



In 2021 we have launched our **1st full scope carbon footprint assessment** with Carbone 4, a renowned climate consulting firm, to **measure greenhouse gas emissions (GHG)** generated directly and indirectly by the group's activities (scopes 1+2+3). We have developed a **low-carbon business roadmap**, based on realistic but ambitious targets.

 **carbone4** | consulting



Through a **qualitative and authentic offer**, Relais H Café is **No. 1 in French-style food concepts in hospitals**. It is also an **eco-citizen brand** fully committed to **fighting food waste**. As part of its efforts, Relais H has **partnered with Too Good To Go** to **offer baskets made up of the day's unsold goods at a special price**. More broadly through its other brands, Lagardère Travel Retail France also works with the specialized start-up to reduce waste. Since Sept. 2018, almost **40,000 baskets have been saved, which is equivalent to 100 tons CO2e avoided**.





# ETHICS

We are the partner of choice for a responsible offer



Develop local food and products sourcing



Promote responsible products and ingredients



Cultivate ethical behaviour

## 2025 KEY TARGETS

**100% of suppliers** have signed our **responsible supplier charter**

**100% of new staff and risk populations** receive **anti-bribery training**

**100% of eggs** purchased for our restaurants are **cage-free**


France's responsible product commitments for 2022:

**50% of the catering offer reserved to local, organic, sustainable or labelled products**

**80% of French products** sold in wholly-owned brands



 In Palermo Aelia Duty Free, we have partnered with more than **30 local suppliers**. As a result, **60% of sales in Palermo come from products sourced in Italy**, of which **more than half in Sicily**. Through a qualitative and authentic offer we are also **supporting local economies and producers**.

 Smullers, a Lagardère Travel Retail internal brand, is the **1st fast food brand in the Netherlands** to receive the **Beter Leven quality mark** in recognition of the **high standards it applies to animal welfare**. In all meat-based snacks, Smullers only uses at least one star Beter Leven quality mark. This demonstrates **how fast food can operate responsibly**.





# PEOPLE

We place people at the heart of our strategy and we want to be recognized as the most attractive employer in the travel retail industry



Ensure security  
and well-being at work



Promote employee engagement



Foster diversity  
and equal opportunities

## 2025 KEY TARGETS

**50-50 gender balance** within Top Executive teams

**100% of managers** receive **Diversity & Inclusion awareness training**



We have placed **employee engagement** at the **heart of our HR strategy**. In 2018, we have selected the **Q12 survey by the Gallup Institute** to measure it. Since then, **half of the company's employees have already taken the survey** at least once. To date, 11 countries, have **already trained their managers** to continuously **support engagement of their teams** by setting up dedicated action plans.



**Diversity and inclusion** have always been **core values for Paradies Lagardère**, our North American subsidiary. In order to **increase employee and stakeholders' engagement around D&I**, they have created a **D&I Committee**. The local teams have also launched **dedicated sessions about D&I in their annual management seminar** and in a **training programme on unconscious bias**.





# SOCIAL

We provide support to the local communities



Support local communities



Encourage and facilitate volunteering



Leverage our network to make donations

## 2025 KEY TARGETS

**0,5%** of earnings before interest and taxes (EBIT) are **donated**

**100%** of countries have developed initiatives to **support local communities**



Since 2020, we have been partnering with **French start-up Phenix** to **donate overstocks** from stores to **13 local charities** near Paris CDG Airport. In 2020, these **donations represented over 250,000 euros in foods**. This is the equivalent of **160,000 meals saved or 81 tons of waste avoided**.



Since 2007, our **Pacific Team** has worked with **Canteen, a youth cancer organization**, who became its principal charity partner in 2020. Thanks to the partnership widely communicated in our stores across Australia and New Zealand, over 300,000 AU\$ have been raised since 2008. This helped provide **free support services to young people and their families** to tackle some of the challenges of their difficult cancer journey, such as the **continuation of their studies** through the donation of robots to facilitate remote school attendance.



**Lagardère**  
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# A GLOBAL GOVERNANCE STRUCTURE TO STEER AND EXECUTE THE PEPS STRATEGY

At a global level, Lagardère Travel Retail's **PEPS Corporate Committee** and the global **the Local PEPS Committees** have a responsibility for steering our CSR strategy.

Locally, a strong and active community of over **30 PEPS Local Heroes** are responsible for embedding the PEPS strategy, and adapting it to their local environments and stakes.

To date, over 120 CSR initiatives have been rolled out under the PEPS program.



**PEPS**  
IN NUMBERS

**+120**  
PEPS initiatives rolled out  
around the world

**30**  
PEPS Local  
Heroes

More than  
**1,5M**  
Euros in  
donations\*

**2,500**  
Employees involved  
in volunteering

**4,500**  
Hours spent by employees  
in volunteering

**Lagardère**  
TRAVEL RETAIL



## RECENT AWARDS & LABELS



**Since 2018**  
SA 8000 social responsibility certification (Italy)



**Since 2019**  
“Top Employer” label (Italy)

**Since 2019**  
“Disability Confident” certification (Luton)  
Since 2021 (Birmingham)



**2020**  
Employer Excellence Award (China)



**2020 (autumn)**  
“ValueAble” label for 5 Foodservice operations (Italy)



**2021 (May)**  
“Better Life” certificate for Foodservice branch (The Netherlands) as the 1st fast food chain in the country



**2021 (Oct.)**  
4 FAB Superstars Awards for “Humanity, Leadership & Inspiration” and “Innovation”



**2021 (Oct.)**  
5 Moodie TR Superstars Awards to recognize outstanding individual & collective contributions during the crisis



**HQE**  
REFERENT CERTIFICATION RECONNU PAR CERTIVEA  
**2021 (Dec.)**  
Move to new headquarters with sustainability certifications

## KEY DATES

**1995**  
Creation of Store Planning Committee (SPC)



**2011**  
Partnership with Action against Hunger

**2017**  
Launch of “LL” network to promote CSR topics (Lagardère Group)



**2019**  
Launch of CSR strategy “PEPS”

**Since 2019**  
Inclusion in the S&P Global Sustainability Yearbook (Lagardère Group)

**2020**  
Launch of Lagardère Sustainability Academy

**2020**  
Launch of “Ethics Line” reporting platform (Lagardère Group)

**2021**  
1st CSR Composite Index

**2021 (Dec.)**  
Opening of Pop-up Store in partnership with the UN Geneva Perception Change Project promoting the 17 SDGs



**2022 (Jan.)**  
Creation of Lagardère Travel Retail CSR Committee

**1994**  
1st “Code of Conduct” (Lagardère Group)

**2003**  
Adherence to UN Global Compact (Lagardère Group)

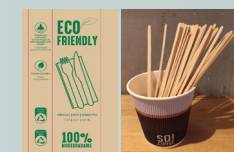


**2015**  
1st Volunteering Days at Duty Free & Fashion Business Line

**2018**  
Partnership with Too Good To Go



**2019**  
Commitment to ban single-use plastic consumables in our proprietary foodservice brands globally as of 2020



**2020**  
Creation of Diversity & Inclusion Committee (USA)



**2020**  
Partnership with Phenix

**2021**  
1st full-scope Carbon footprint assessment  
carbone4 | consulting

**2021 (Dec.)**  
Opening of our 1st eco-design Duty Free store in Geneva (green lab)

**S2 2022**  
Roll-out of CARE responsible product program in EU countries (DF & Fashion branch)





# PEPS

Planet.Ethics People.Social.

**We are on a journey to  
make our business and  
the Travel Retail industry  
more sustainable**

**Lagardère**  
TRAVEL RETAIL