

# SUSTAINABILITY REPORT

## FOOD N' JOY - 2023

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# 1

## Earning consumers' trust





# FOOD SAFETY

The safety of the products we produce and sell is our priority. This is the reason why we carry out numerous controls on each of our products:

- Metal detection
- Controlling the temperature of raw materials upon delivery and of finished products upon shipment
- Automated system to monitor the temperature within the refrigerated installations

In addition, we carry out more than 450 microbiological analyses each year with an approved external laboratory.

We have recently carried out a study to refine our knowledge of the pH of our products, as well as a study to refine our knowledge of the allergens present in our products.

In 2024, we intend to redefine and formalize our cleaning processes in order to optimize them and adapt them to our needs.

Food N'Joy was granted the BRC Highest Level and Self-Control System certifications for the last 10 years thanks to its commitment to food safety.





# TASTY FOOD FOR A HEALTHY LIFESTYLE

## ADDITIVES AND PRESERVATIVES

No preservatives or additives are added to our products. We also limit the number of added colorants and only add 100% natural colorants.

## NUTRITIONAL INTAKES

We are constantly reviewing our recipes to improve their nutritional profile by reducing their sugar, salt or fat content.

## OUR PROJECTS FOR 2024

The organization's R&D unit is currently being strengthened (team + equipment installation), which will enable us to continue working on the continuous improvement of our product range, particularly in terms of nutrition and taste.



# 2

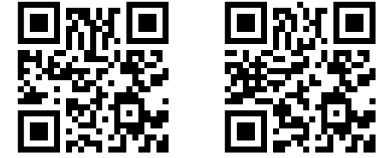
## Embracing the green transition







# PACKAGING



Video presentation of our new  
recyclable verrines

## RECYCLABILITY

100% of the containers we use are now recyclable! This objective is the result of several years of reflection and development on the recyclability of plastic verrines in particular.

## REUSE

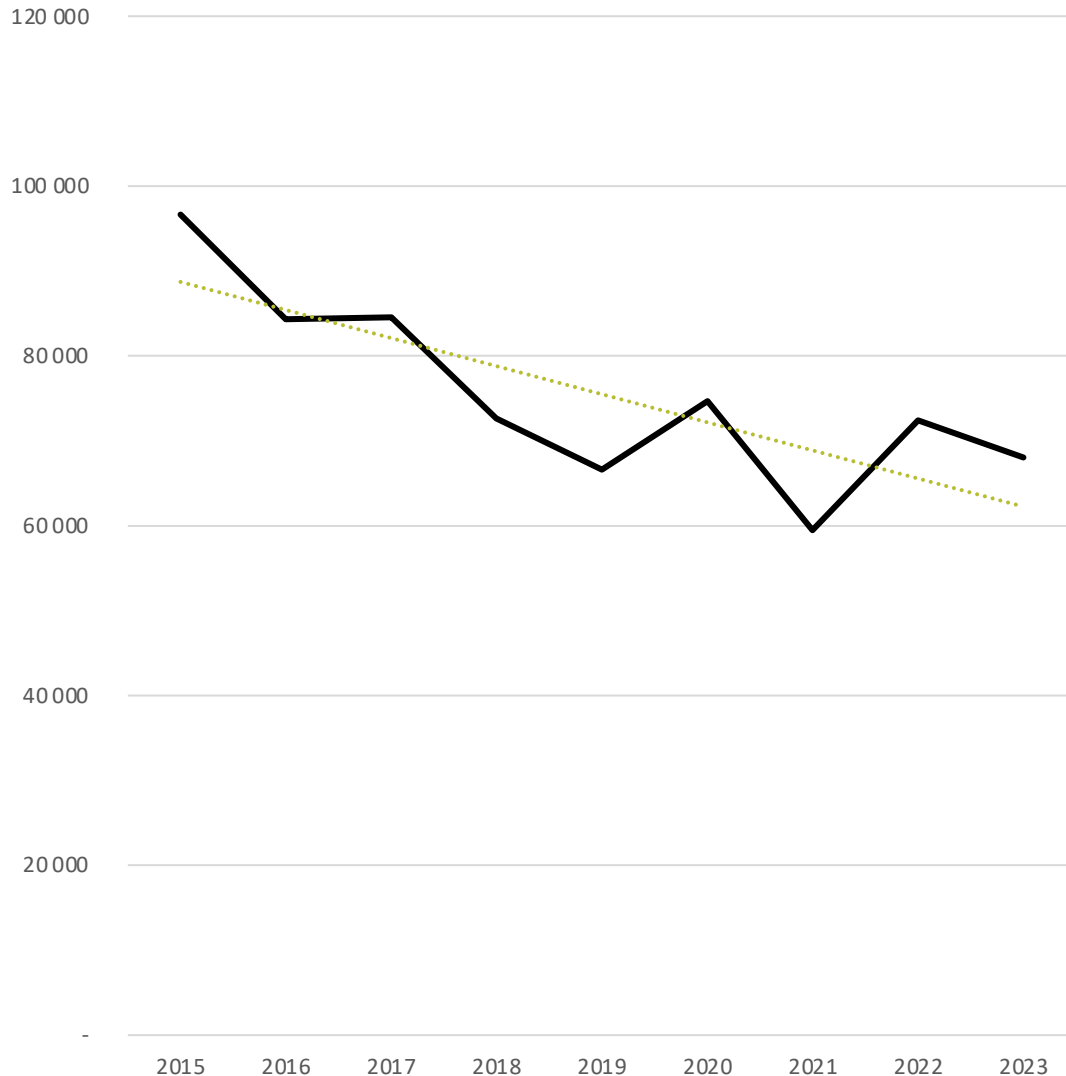
The use of 19,000 reusable Europool bins allows us to save up to 6.5 tons of cardboard each year.

## OUR PROJECTS FOR 2024

For every new product launch, we study the packaging required with a dual objective in mind:

- Reduce the amount of packaging required;
- Consider the recyclability and material quality of the packaging in question.

## EVOLUTION OF THE ANNUAL ELECTRICITY CONSUMPTION IN KWH



# CLIMATE & ENERGY (1/5)

## ELECTRICITY

Our electricity consumption has been **structurally decreasing since 2015**. Several measures enable this decrease, which apply to our entire electrical installation :

- **Compartmentalization** of lighting in all areas of the site and installation of energy-efficient lighting
- Technical interventions on the **high voltage cabins** to improve their performance
- **Regular maintenance of motors**
- Renovation of the **roof of the buildings**
- Changing the company's refrigeration systems to new, more efficient generation systems

The **photovoltaic panels** on the roof allow us to cover **30% of our electricity needs**.

### OUR PROJECTS FOR 2024:

After a complete mapping of the company's electrical installation, we are initiating a complete renovation of this installation in order to gain in energy efficiency.



# CLIMATE & ENERGY (2/5)

## FOCUS ON COLD PRODUCTION FLOWS

40% of our electricity consumption is linked to the operation of our freezer, which can store up to 200 pallets. Here again, work has been done to limit the electricity consumption:

- Regular maintenance
- Revision of compressor settings
- Installation of a new monitoring console
- Installation of a cold curtain and an insulating roof to limit heat loss
- Replacement of our refrigeration systems with **new-generation systems** in 2023. Conventional fluorinated refrigerant gases have been replaced by a **low global warming potential gas**.

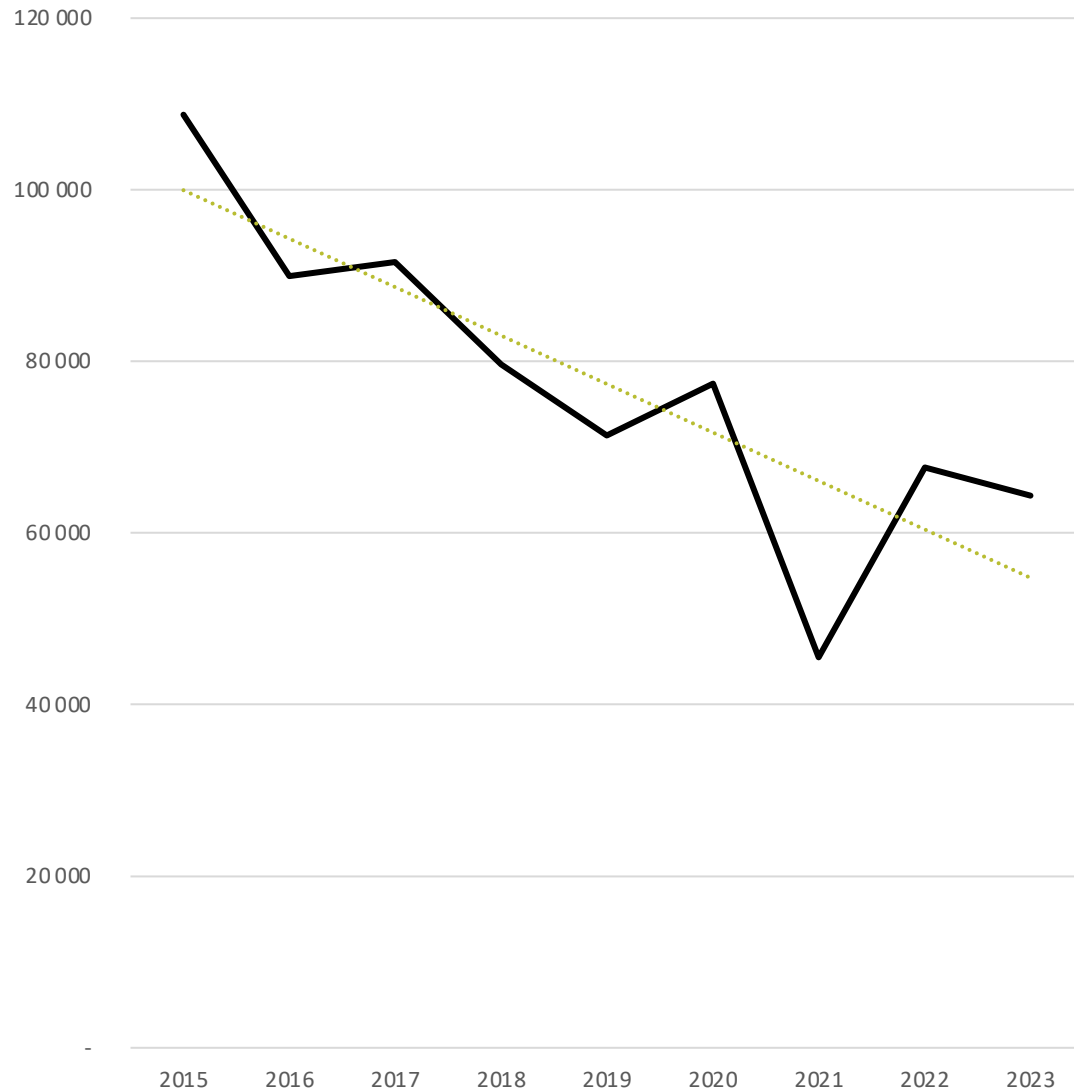


## OUR PROJECTS FOR 2024:

Having replaced our cold production facilities, we are now in the process of getting our production teams to adopt this new tool. The aim is to give them access to real-time consumption indicators, so that they can better understand and optimize their consumption.



## EVOLUTION OF THE ANNUAL NITROGEN CONSUMPTION IN KG



## CLIMATE & ENERGY (3/5)

### NITROGEN

Our nitrogen consumption has been reduced by 40% between 2015 and 2023.

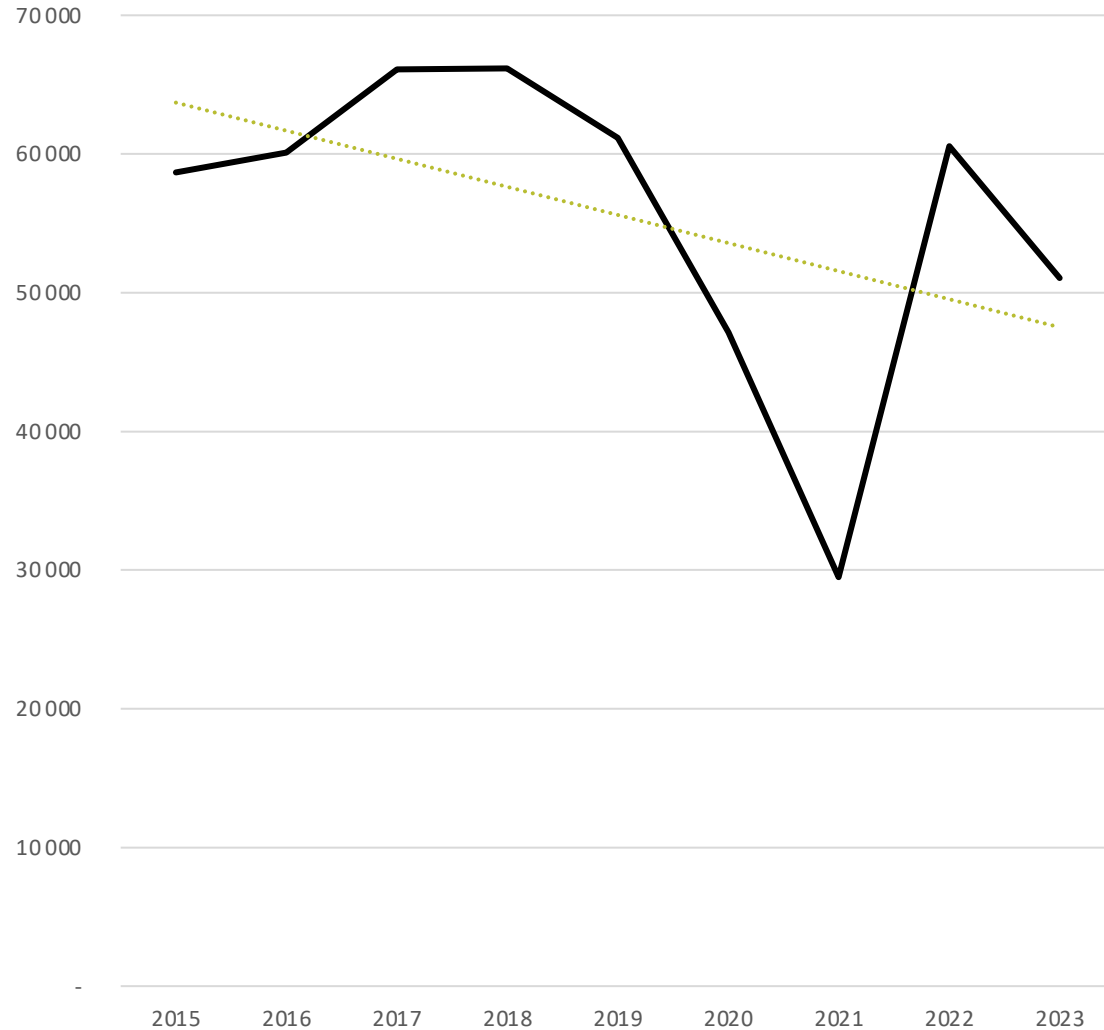
- **The installation of fans** at the oven exit, to enable initial cooling of products, which consumes less energy.
- Adapting the **temperature of the freezing tunnel** to the type of product to be frozen.

### OUR PROJECTS FOR 2024:

We plan to change the supply pipes to the traffic tunnels to limit leakage.



## EVOLUTION OF THE ANNUAL GAS CONSUMPTION IN KWH



## CLIMATE & ENERGY (4/5)

### GAS

Our gas consumption has decreased by 22% since 2016.

In order to reduce our gas consumption, several actions have been implemented:

- Insulation of offices to limit heat loss,
- Installation of a new, more energy efficient boiler,
- Revision and maintenance of our infrastructures every year.
- Installation of a gas leak detection system

### OUR PROJECTS FOR 2024:

Carry out a study to assess the efficiency of baking in our oven.

# CLIMATE & ENERGY (5/5)

## MOBILITY

Since 2023, the company's entire fleet of vehicles has been 100% hybrid and electric. With an average emission of 30g of eq. CO2 per km (compared with 90g currently), greenhouse gas emissions linked to transport have been divided by 3. 4 electric charging stations will be installed in the company parking lot in 2022.

This year, we plan to replace the company's utility vehicle with one that consumes less fuel and pollutes less.

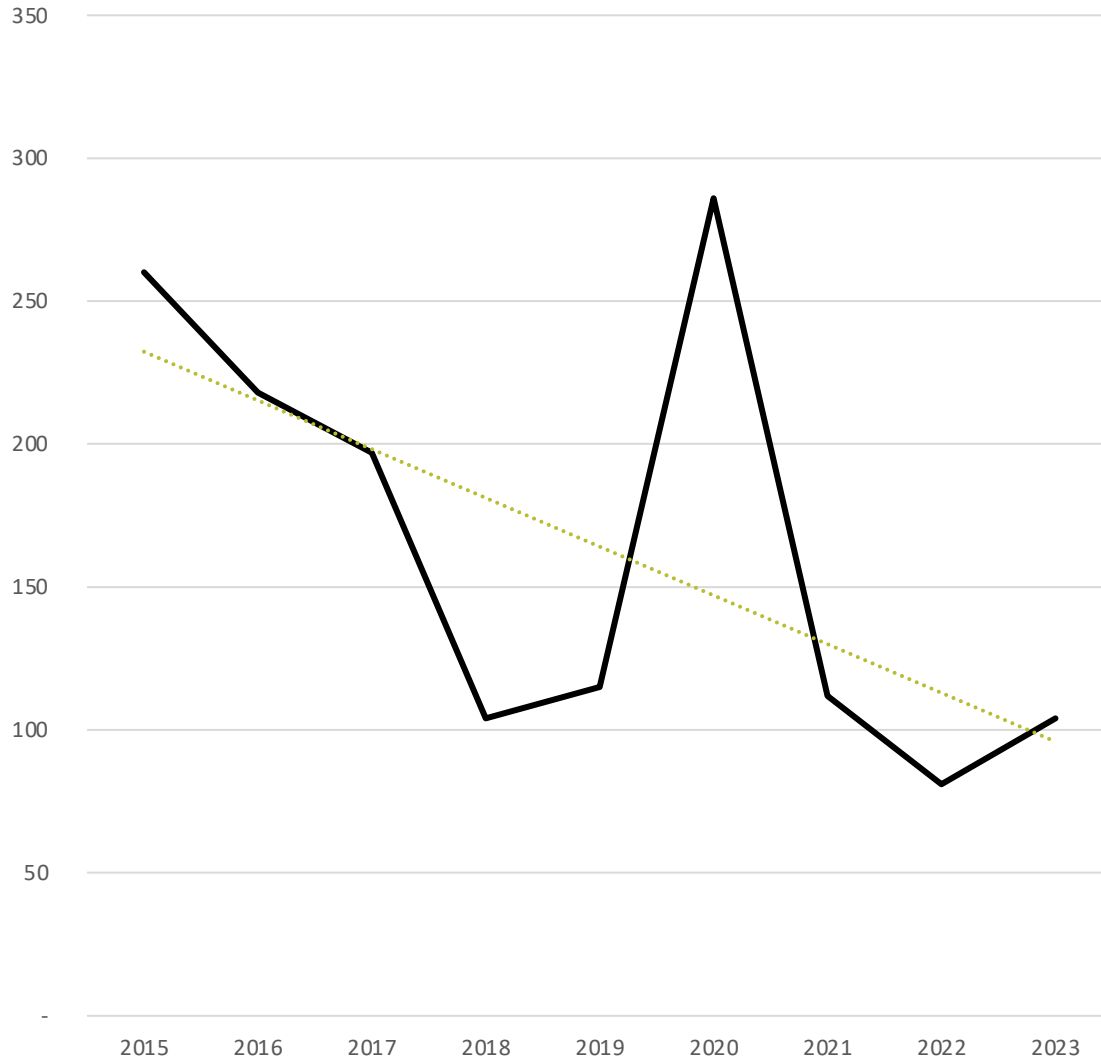
In addition, we encourage our employees to work from home, in order to limit their travel.

We provide 100% of our employees with the equipment they need to telework, while protecting our essential IT infrastructures from the risk of attack.





## EVOLUTION ANNUAL WATER CONSUMPTION IN M3



# WATER FOOTPRINT

Our water consumption has been divided by 2.5 in 8 years.

In 2023, we completely overhauled our industrial cleaning infrastructure to improve operational efficiency;  
We are also working on continuous improvement of water quality in our circuits: since 2023, all water on our site is filtered.

### OUR PROJECTS FOR 2024:

We would like to carry out a study to optimize hot water flows in the company.



# FOOD WASTE

## PRODUCTION OPTIMIZATION

We plan our production in such a way that it is adapted to our customers' orders. By doing so, we guarantee a good rotation of our stocks of finished products and raw materials, and we can limit losses.

## VALORIZATION OF PRODUCTS APPROACHING THE USE-BY DATE

At Food N'Joy, we assume that no food product should be destroyed:



Since the end of 2019, we have been selling products approaching their use-by date at a reduced price via the Too Good To Go platform.



In addition, we regularly make donations to the Banque Alimentaire du Hainaut.

# 3

## Creating a safe and fulfilling work environment





# RESPECTING DIVERSITY AND WORKING TOGETHER

At Food N'Joy, we take care to offer our employees a warm working environment adapted to their professional needs. This means, for example

- The introduction of new work tools adapted to needs and facilitating organization within the company: new ERP in 2019, new CRM in 2023;
- Respecting everyone's individuality: no discrimination either when hiring or in day-to-day work. Diversity of profiles among our employees;
- A corporate organization that encourages collaborative and project-based work, collective decision-making, autonomy and initiative. Our governance aims to open up the company to our ecosystem, so that we can constantly adapt to changes in our environment.

We take care to remain a dynamic and attractive company for talent, in order to always reinforce the diversity and complementarity of profiles in our company: diversity of training, high standards of technical skills, alignment with the company's values...





# HEALTH AND SAFETY AT WORK

Safety is a priority at Food N'Joy. We do everything in our power to ensure that our employees can work without endangering themselves.

- **Compliance with Belgian and European labor regulations** (validated by the SPF Emploi, Travail et concertation du travail inspectorate).
- **Annual inspection** by an external occupational risk prevention service and action plan.
- **Fire protection:** annual company evacuation exercise; training of an in-house team with a clear division of roles in the event of fire (SLCI). Annual maintenance and regular inspection of fire-fighting equipment by an external service provider.

## OUR PROJECTS FOR 2024:

Installation of a residual oxygen detection system in the pastry workshop, to prevent the risk of accidents due to gas leaks.







# CAREER DEVELOPMENT

We ensure that our employees receive regular training and the best possible support in their careers. This means

- **Regular training** for all employees on important issues in our sector, such as food safety and hygiene.
- **Regular appraisal and career development interviews**, so that everyone can express their desires and progress.

We regularly take on interns and work-study students working on quality. We support them on a day-to-day basis, enabling them to rapidly develop their skills..

## OUR PROJECTS FOR 2024:

In the production workshops, we are working on the deployment of **mobile and tactile digital tools** (digital tablets) to simplify analyses previously carried out on paper. **Training** in the use of these tools is planned for the employees concerned.

In the offices, we are studying the opportunities for integrating **artificial intelligence** into our practices. Each employee will also be **trained** in the use of these new tools.



# 4

## Generating value for our ecosystem



# COMPETITIVENESS FOR GROWTH & INNOVATION

At Food N'Joy, we attach **great importance to innovation** and the creation of products that meet new needs. The company's offering is constantly renewed and improved. We are convinced that this emphasis on R&D is a differentiating factor for our company.

We are committed to orienting our range towards more and more plant-based products (plant-based products, vegan range), with carefully crafted nutritional characteristics.

In 2024, we plan to install a dedicated **R&D laboratory** within the company buildings.

*Nouveauté*



**Vegan  
Desserts**

*New*



# SUSTAINABLE SUPPLY CHAINS AND TRACEABILITY

We ensure complete traceability of our products, both upstream of production (raw materials) and downstream (finished and semi-finished products): strict control of raw materials upon receipt (especially temperature), computerized management of batch numbers, automated quality blocking, etc.

**BRCS** Food N'Joy is certified by the British Retail Consortium for the reliability of its food safety management system.

Every year, we carry out product blocking and recall exercises to ensure that our procedures are operational.



# LOCAL SUPPLY AND ANCHORING

Our production is **100% Made in Belgium**. We use **traditional techniques and know-how** to guarantee the quality and authenticity of our products.

We emphasize the **Belgian and European roots** of our production on the packaging of our products, which are sold worldwide.

Several of our employees are involved in **national or regional representative bodies**, such as FEVIA (Federation of Belgian Food Industries).

We do our utmost to **source our packaging and raw materials in Belgium and Europe**.

In 2024, we intend to study the possibility of using co-products from the local food value chain in our product production processes, as part of a **circular approach to production on a local scale**.



# THANK YOU !

If you have any questions :

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