



# CSR POLICY

CORPORATE SOCIAL RESPONSIBILITY

---

**Monblanc Traiteur**

2409 avenue de Bordeaux

33 127 Saint Jean d'Ilac

+33 5 56 21 61 32 - [contact@monblanc-traiteur.com](mailto:contact@monblanc-traiteur.com)

[www.monblanc-traiteur.com](http://www.monblanc-traiteur.com)



# OUR PHILOSOPHY

---



## OUR MISSION

To offer a high-quality, personalised catering service.

## OUR VALUES

Create and maintain **a culture of excellence.**

A strong determination to go above and beyond in order **to offer the very best to our clients**, at every stage of our operations and at every level of our organization.

Have a sense of **service.**

**Put the customer at the centre of our concerns**, listen to them with rigour and professionalism in order to meet their expectations as closely as possible. A strong family heritage deeply rooted in the DNA of Monblanc, thanks to its commercial roots (Monblanc was originally a butcher's shop and delicatessen founded in 1946).

Strive for **consistent quality.**

This requires continuous self-assessment to best adapt to changes in our environment and to the evolving expectations of our clients.

**Putting people at the heart of everything we do.** Whether it be:

- With our customers, to whom we offer a high-quality relationship and personalised service.
- With our teams, within which we create synergies of skills to ensure customer satisfaction.
- With our suppliers, with whom we strive to build a lasting relationship of trust.

# RESPONSIBLE MANAGEMENT POLICY

---

Keen to reduce its socio-ecological footprint, Monblanc Traiteur has committed to a CSR approach:

## **Corporate Social Responsibility.**

We have undertaken to respond to various environmental and societal challenges, while maintaining the economic sustainability of Monblanc Traiteur.

### 1. OUR MISSION

Ensure the long-term viability of the company, achieve savings, differentiate ourselves commercially and enhance our image.

Anticipate risks and identify opportunities.

Pass on our expertise to our employees and promote professional skills and abilities.

Attract talent, mobilise staff around a project and increase performance by giving meaning to the work done.

Build loyalty among our customers, partners and suppliers

Respond to our customers' requests and offer them and their guests exceptional gastronomic experiences.

- Taking into account the key principles of sustainable development, bring together our expertise around major themes such as quality (hygiene, commercial and taste), creativity and innovation among our teams.
- We design new menus twice a year to offer our clients dishes crafted from seasonal products. We ensure our suppliers are fully involved in this approach, which promotes more sustainable food practices.
- We prioritize sourcing products from organic farming whenever possible and can offer, upon request, vegetarian or vegan alternatives tailored to our clients' needs. We also take into account the dietary restrictions of our customers and their guests and offer menus adapted to those concerned.
- Develop a concrete action plan (covering topics such as food hygiene, waste management, environmental policy, social responsibility, etc.) that is regularly reviewed. This enables us to best meet the expectations of our various stakeholders.



## 2. OUR PRIORITIES

Combating waste and reducing non-quality costs: optimising our waste management, distributing unused products to charities.

Promoting the concept of short supply chains to our suppliers.

Ensuring a supply of seasonal products and creating menus based on seasonality. Involving our suppliers in this approach. Favouring organic products wherever possible and offering vegetarian and vegan alternatives.

Passing on our knowledge and expertise to our employees.

Valuing the professional skills and abilities of each member of the team.

## 3. OUR OBJECTIVE

Committed to constantly improving our pursuit of quality and excellence, we work collectively within a responsible management framework applied to event catering, with the short-term goal of obtaining **ISO 20121 certification**. In parallel with this approach, we work daily **to reduce our carbon footprint**.



# QUALITY AND HYGIENE

---

In 2009, the company moved into its facilities in Saint-Jean-d'Illac: a **751 m<sup>2</sup> laboratory** (including 536 m<sup>2</sup> dedicated to production), designed to comply with HACCP standards and the forward-movement principle, and was granted its **sanitary approval** shortly thereafter.



Crédit photo : Alexandre Roussel

- There are three distinct areas of activity (hot preparations, cocktails and pastries). Each laboratory is equipped with the necessary professional equipment (in accordance with current legislation) to ensure both quantitative and qualitative production.
- Creation of a quality department to meet and comply with the requirements of EC Regulation 852/2004 and implementation of the HACCP (Hazard Analysis Critical Control Point) quality method.
- Product traceability: we send a quality questionnaire to our suppliers to ensure that their own quality procedures meet the same requirements as those of our company. Traceability is ensured from receipt to shipment to the customer.
- Checks on compliance with the Cleaning and Disinfection Plan (PND): we carry out regular self-checks using agar plates. These are analysed and interpreted with our production team, enabling corrective actions to be put in place.
- Cold chain: temperatures are monitored by computer recording (Mémoclim for cold rooms and Thermotrack PC V7 for tracking refrigerated delivery trucks).
- Allergens: menus are created for people with dietary restrictions. In addition, the list of identified allergens is available on request.

Our company has chosen a consulting firm, Alim Expert, which specialises in food safety. They are involved in consulting, food sampling, surface inspections, water analysis, etc.



Crédit photo : Artiste Associé

# CORPORATE SOCIAL RESPONSIBILITY

---

## OUR OBLIGATIONS:

- Comply with the Labour Code (illegal employment, combating undeclared work).
- Respect individual freedoms.
- Effectively abolish child labour.
- Eliminate discrimination in employment and occupation.
- Respect international human rights protection.
- Comply with the obligation to employ disabled workers or pay the contribution referred to in Article L.323-8-2 of the Labour Code.
- Promote and respect the diversity of our employees, who are our greatest asset.

## OUR ACTIONS:

- Our teams regularly undergo mandatory training (STT, fire safety, CSE, etc.) and professional training (HACCP, food hygiene, vacuum packing, oenology, eco-driving, first aid, etc.).
- Welcoming and integrating young people through internships, work-study programmes, apprenticeships or professional training contracts in our departments (administration, sales and production).
- Partnerships with hospitality schools.
- Seeking internal solutions when creating or filling a position in order to promote employees within our company.
- Ensuring complete equality in terms of basic pay between men and women in equivalent positions.

# ETHICAL RESPONSIBILITY

---



This responsibility applies to all our employees, customers, suppliers and stakeholders in the events sector (venues, reception areas).

Monblanc Traiteur's ethical responsibility is defined along several lines:

- **Healthy and fair competition** in terms of pricing policy, in line with our image and positioning
- A desire to establish **lasting relationships** with our customers, suppliers and stakeholders
- **A zero-tolerance policy towards corruption in all its forms**, including extortion and bribery.
- **Respect for the confidentiality of sensitive information** shared by our clients and third parties.
- **Compliance with the safety and logistical requirements of reception venues**, including technical site inspections carried out beforehand by the project manager, the head maître d'hôtel, and the quality manager. We ensure the smooth running of the event and the safety of our teams and clients.
- Inclusion of a **bio-waste management solution** in our quotes for services.



# ENVIRONMENTAL RESPONSIBILITY

---

Keen to ensure rigorous management of the waste generated by its activities, Monblanc has invested in various machines. These investments are aimed at combating waste and promoting waste recovery.

## PENA (ISO 14001 CERTIFIED):



- Cardboard: use of a compactor. Five pallets are collected at each visit and the cardboard is recycled for paper pulp production.
- Glass: collected in a skip. The glass is then melted down and reprocessed for reuse in the industry.
- Miscellaneous waste: collection.

## SAINT JEAN D'ILLAC TOWN HALL AND SAINT JEAN D'ILLAC WASTE COLLECTION CENTRE:



- Free collection of substrate from the dehydration of bio-waste for spreading on the municipality's green spaces.
- Consumption of certain peelings by the eight goats that maintain the surrounding land.
- Disposal of wood waste, which will be transformed into raw material or used for energy recovery. This wood waste is also available to members of our teams.



## THE JALLES EAUX BOURDE COMMUNITY:

Yellow and black bins are collected once a week.



## VALO COMPANY:

Recovery of cooking oils, which will be processed to produce biodegradable chainsaw lubricant or B100 biofuel for heavy goods vehicles.



# ENVIRONMENTAL RESPONSIBILITY

---



## LE CHÂNON MANQUANT:

In the event of cancellation of a service or a significant reduction in the number of guests, and in agreement with our client, we contact the association Le Chaînon Manquant. This association collects surplus food of high quality and immediately redistributes it, using cold chain logistics, to nearby associations according to their needs, in order to better support people in precarious situations.



## GEB SOLUTION DEHYDRATOR:

At the outset of its CSR initiative, Monblanc used Les Détritivores to manage its bio-waste.

Since 2023, we have been providing this service in-house through the installation of a thermal dehydrator that quickly transforms our organic food waste into a dry, stabilised substrate that is up to 30 times more concentrated in nutrients than compost. This device can process more than 100 kg of bio-waste per day.

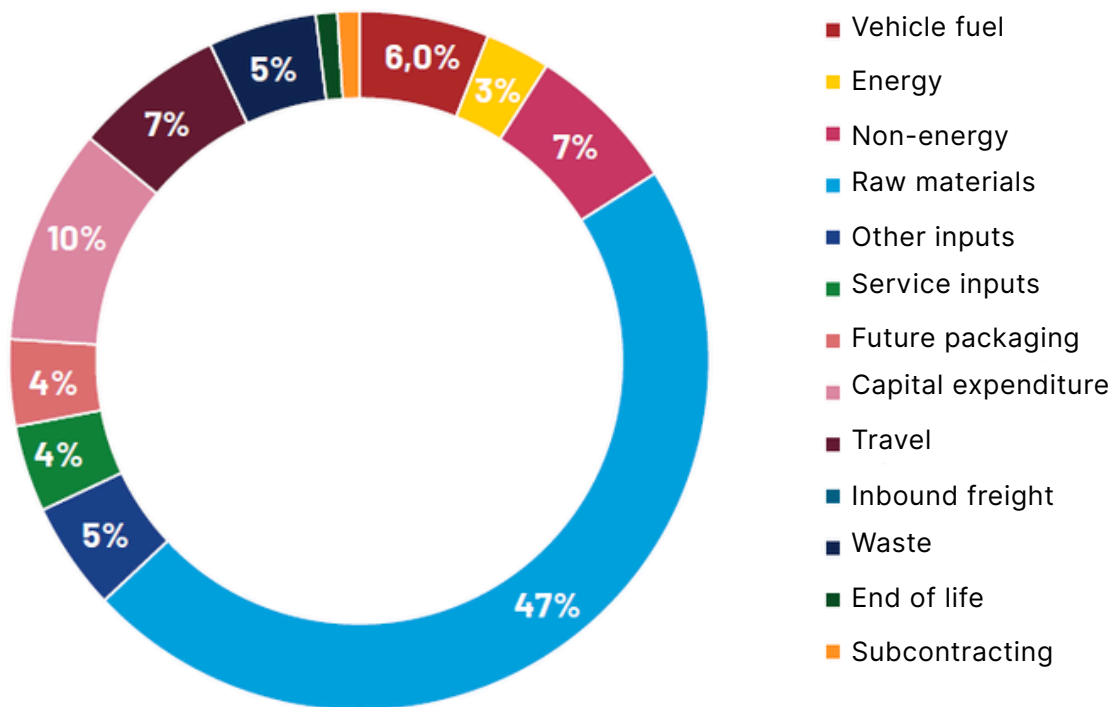
This organic substrate is offered as fertiliser to our market gardeners and farmers.

# ENVIRONMENTAL RESPONSIBILITY

Investments and measures are being taken internally to strengthen our commitment to environmental responsibility.

## Carbon footprint:

As part of our commitment to transparency and continuous reduction of our environmental impact, Monblanc Traiteur has carried out a comprehensive carbon footprint assessment. This initiative allows us **to quantify our CO<sub>2</sub> emissions** and **identify concrete levers for action to reduce them**. Thanks to this commitment, we are continuing our mission to minimise our ecological footprint while continuing to offer high-quality services.



47% of emissions come from raw materials: we are adapting our purchasing practices and offering low-carbon menus.



# ENVIRONMENTAL RESPONSIBILITY

---

In parallel with this approach, we have also implemented various concrete actions to optimize our resource consumption and reduce our environmental impact.

## MONBLANC FACILITIES:

- Water management: installation of automatic taps in the production area and changing rooms.
- Lighting: automatic motion-sensor lighting in changing rooms, corridors, storage areas, and reception zones.
- Energy monitoring: annual electricity and gas inspections carried out by APAVE.
- Green mobility: 3 parking spaces equipped with charging stations are available for clients and employees with electric or hybrid vehicles.

## ADMINISTRATIVE DEPARTMENT:

- Collection and recycling of toner cartridges, batteries, and used light bulbs.

## LOGISTICS DEPARTMENT:

- CO2 reduction: rental of trucks from Petit Forestier, which ensures regular maintenance and compliance with Euro V and Euro VI standards.
- Route and load optimization to limit fuel consumption.
- Eco-driving training provided to our teams.

## DURING EVENTS:

- Collection bins provided for food waste, which is processed after the event in our dehydrator.
- Recovery of cork and plastic bottle caps. Corks are donated to the association Agir Cancer Gironde.
- Collection of used coffee capsules, which are sorted within our waste management system.
- Rental of reusable tableware and glassware from Souchon and Options.





MONBLANC