



CSM Ingredients Group Sustainability Report

2024

Table of Contents

01

02

INTRODUCTION

- 4 Letter to Stakeholders
- 5 About this Report
- 6 2024 In a Nutshell

ABOUT US

- 11 Company Profile
- 13 Our History
- 14 Our Strategy
- 15 ESG Targets
- 16 Sustainability Commitment
- 17 Our Operations and Value Chain
- 18 Our Products
- 20 Our Governance Model
- 22 Business Ethics and Integrity
- 24 Our Stakeholders
- 25 Materiality Analysis

IMPACT ON PEOPLE

- 29 Our People
- 30 Diversity and Inclusion
- 31 Community Engagement
- 32 Health and Safety at Work
- 34 Human Rights Along the Value Chain

03

04

05

IMPACT ON THE PLANET

- 37 Our Environmental Commitment
- 38 Responsible Sourcing
- 39 Supplier Engagement
- 40 Sustainable Sourcing of Raw Materials
- 43 Deforestation and conversion
- 44 Our Environmental Impact
- 46 Electricity Consumption
- 47 GHG Emissions
- 49 Carbon Neutrality Program
- 51 Water Management
- 52 A Circular Approach to Waste Management
- 53 Packaging Roadmap & Innovation

IMPACT ON PRODUCT

- 57 Products
- 58 Open Innovation
- 60 Innovation Centers
- 61 Product Launches
- 63 Looking Ahead
- 64 Food Safety and Quality
- 66 Certifications

APPENDIX

- 68 Notes on Methodology
- 69 Material Topics and GRI Standards
- 70 Calculation Methodologies
- 76 GRI Disclosures

Letter to Stakeholders

Dear Stakeholders,

I am pleased to share with you our progress on sustainability in 2024. At CSM Ingredients sustainability is deeply rooted in our purpose and is an integral part of our business as it helps drive innovation, build a more resilient, high quality supply chain, and support our customers in meeting their sustainability agendas, now and in the future.

For years now, we have been witnessing a meaningful shift in consumer preferences, with increasing demand for more nutritious and sustainable food options, options that must also deliver on taste, texture and overall eating experiences. For a company like ours, this change is not only welcome – it’s energizing. It compels us to innovate, evolve and remain at the forefront of creating ingredients that meet the needs of our customers and of their clients. This also entails finding alternative solutions to key ingredients such as eggs and cocoa, driving enhanced sustainability and resilience while always ensuring we deliver great results thanks to our unique craftsmanship heritage.

This is why our business strategy remains ambitious yet grounded in innovation. In 2024, we further enhanced our Generate innovation hub, pursued co-development opportunities with partners and also won a Global Food Industry Award 2024 awarded by IUFoST for our protein enrichment solution Micro Protein, a prime example of the kind of innovation that defines our approach: nutritious, purposeful, and of natural origin.

Last year, we also made strong progress in defining our sustainability ambition, including setting clear 2030 targets for responsible sourcing. Our goal is to build a company that supports resilient value chains, aligning with our values and minimizing impacts on people and the planet.

The progress we have made would not have been possible without the energy and support of our colleagues across the business, as well as the ongoing collaboration with our stakeholders and business partners. Indeed, we strongly believe that sustainable growth can only be achieved by working hand in hand with our customers and peers. As we move forwards, we remain committed to keep on researching new solutions and collaborating with players throughout the whole food ecosystem, with the aim of positively impacting People, Planet and Product.

Thank you for being part of this journey.

Warm regards,



Christian Sobolta

Chief Executive Officer
CSM Ingredients Group

About this Report

The goal of our sustainability report is to provide transparent information to our stakeholders on how our business delivers its sustainability objectives. It is structured to cover the most material topics to the business. Further information on our materiality process and results is provided on pages 21-23. The report covers the period from 1st January 2024 - 31st December 2024 and incorporates information from CSM Ingredients S.A.R.L and its fully consolidated subsidiaries (referred to throughout the report as CSM Ingredients). A notable difference with our 2023 Sustainability Report is the transition of the innovation and manufacturing site in Goes (The Netherlands) to Italcanditi Group in 2024 as well as the removal of the joint venture CSM-GIAS Sa Tunisian (Tunisia) from ESG consolidation. Performance information relating to these 2 sites are therefore not included in the report.

CSM Ingredients reports with reference to the GRI Sustainability Reporting Standards 2021 which provides a comprehensive modular framework to report and improve on relevant economic, environmental, and social impacts. The GRI content index can be found in the Appendix to this report on page 68.

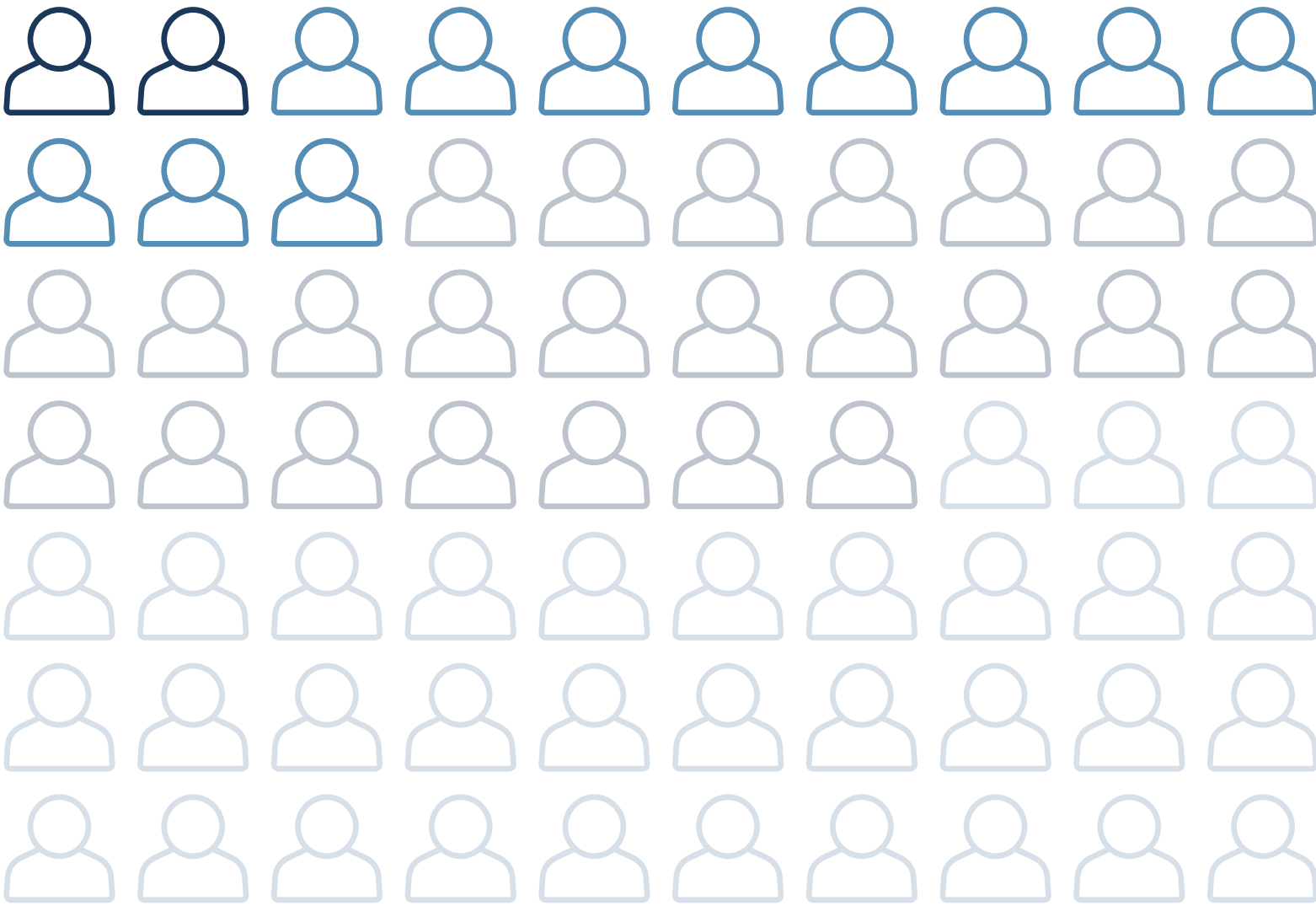
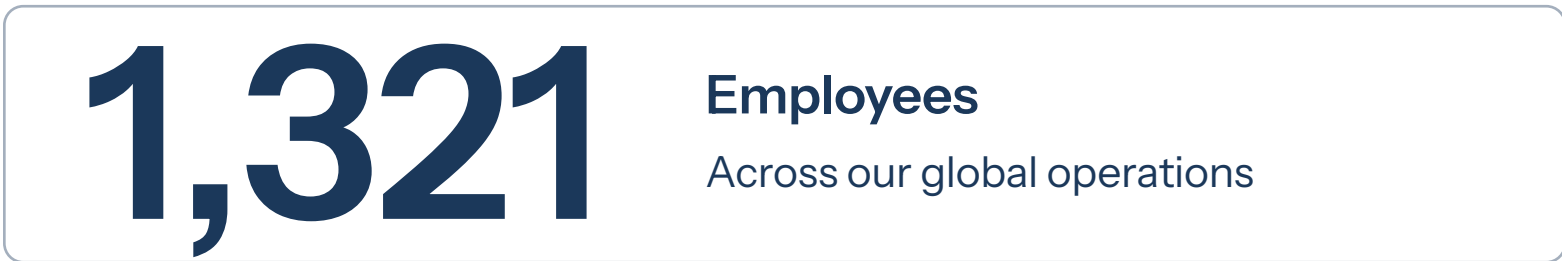
CSM Ingredients has initiated work to comply with the Corporate Sustainability Reporting Directive (CSRD) by the original reporting deadline stipulated by the European Commission. In 2024, we carried out a double materiality assessment and invested in an ESG data management and reporting software to be ready for the new implementation date.



2024 In a Nutshell

People

Total Headcount



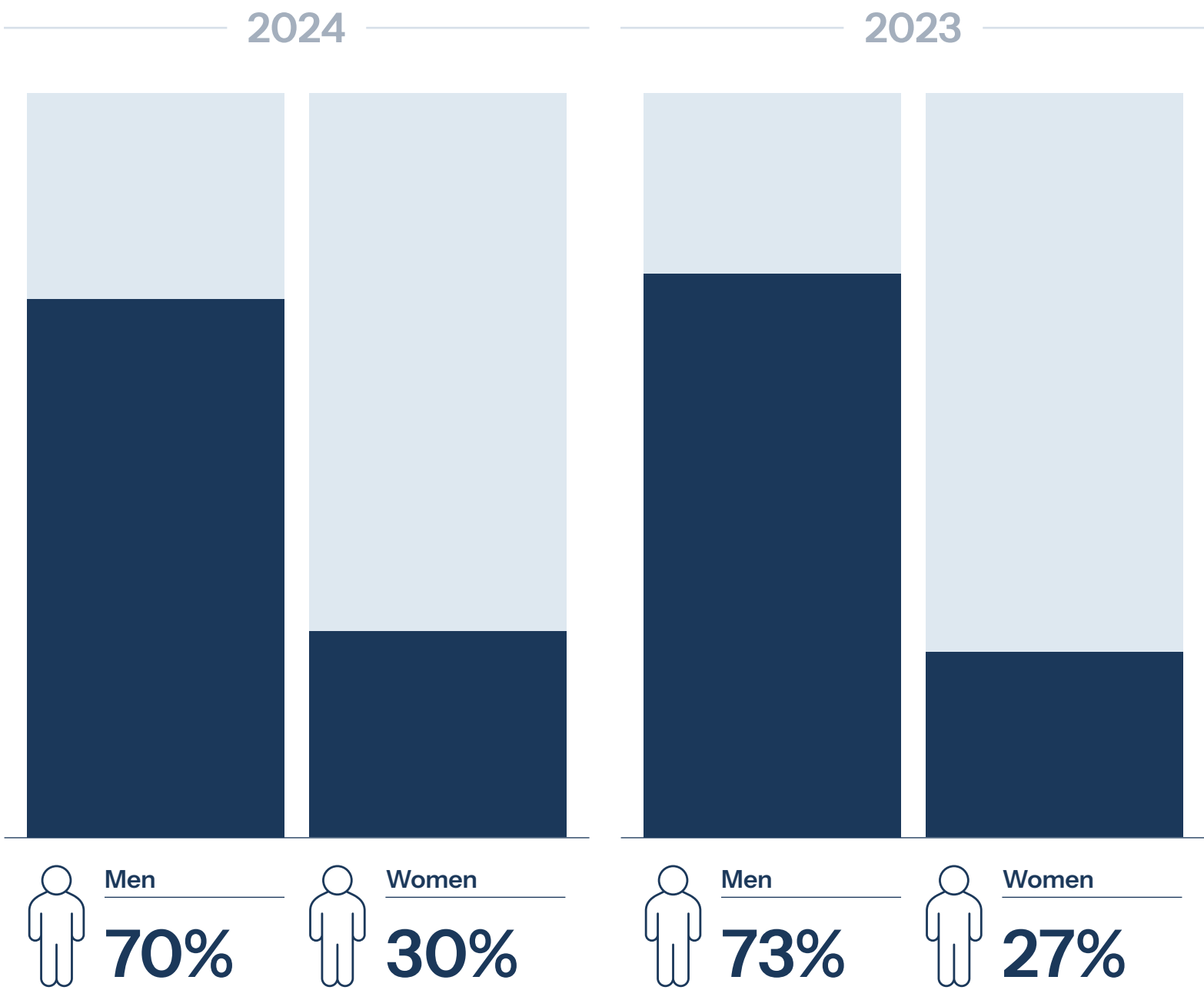
LEGEND

- Senior Manager (39 men | 7 women)
- White Collar (319 men | 288 women)
- Manager (139 men | 75 women)
- Blue Collar (425 men | 29 women)

Diversity & Gender Equity



Gender Re-Balance



Health & Safety

CARE 2.0 program which aims to achieve **zero food waste** and **zero incidents** with the intention to:

“Get it Right the First Time Everywhere”

Lost Time Injury
Frequency Rate

0.63

Responsible Sourcing

By end 2024, CSM Ingredients had engaged with direct material suppliers representing **90%** of the total spend in its European operations and more than **70%** of the direct supplier base via online assessments to identify and assess human rights risks (EcoVadis/Sedex). The ambition is to achieve

100%

monitoring and assessment of direct suppliers for social impacts by the end of 2025.

Planet

Responsible sourcing

Our target 2030:

100% certified direct materials* by end 2030.

*In scope: Palm oil, cocoa, soy, paper-based packaging.

In 2024

75% of palm oil volume was RSPO certified with

46% RSPO Segregated (SG) and therefore traceable back to plantation

29% RSPO Mass Balance (MB)

32% of cocoa volume was certified under the Rainforest Alliance standards.

Energy & GHG Emissions

80% of the electricity used across our operations was from renewable sources.

Total GHG Emissions (tCO2e) 389,780

Scope 1 10,401

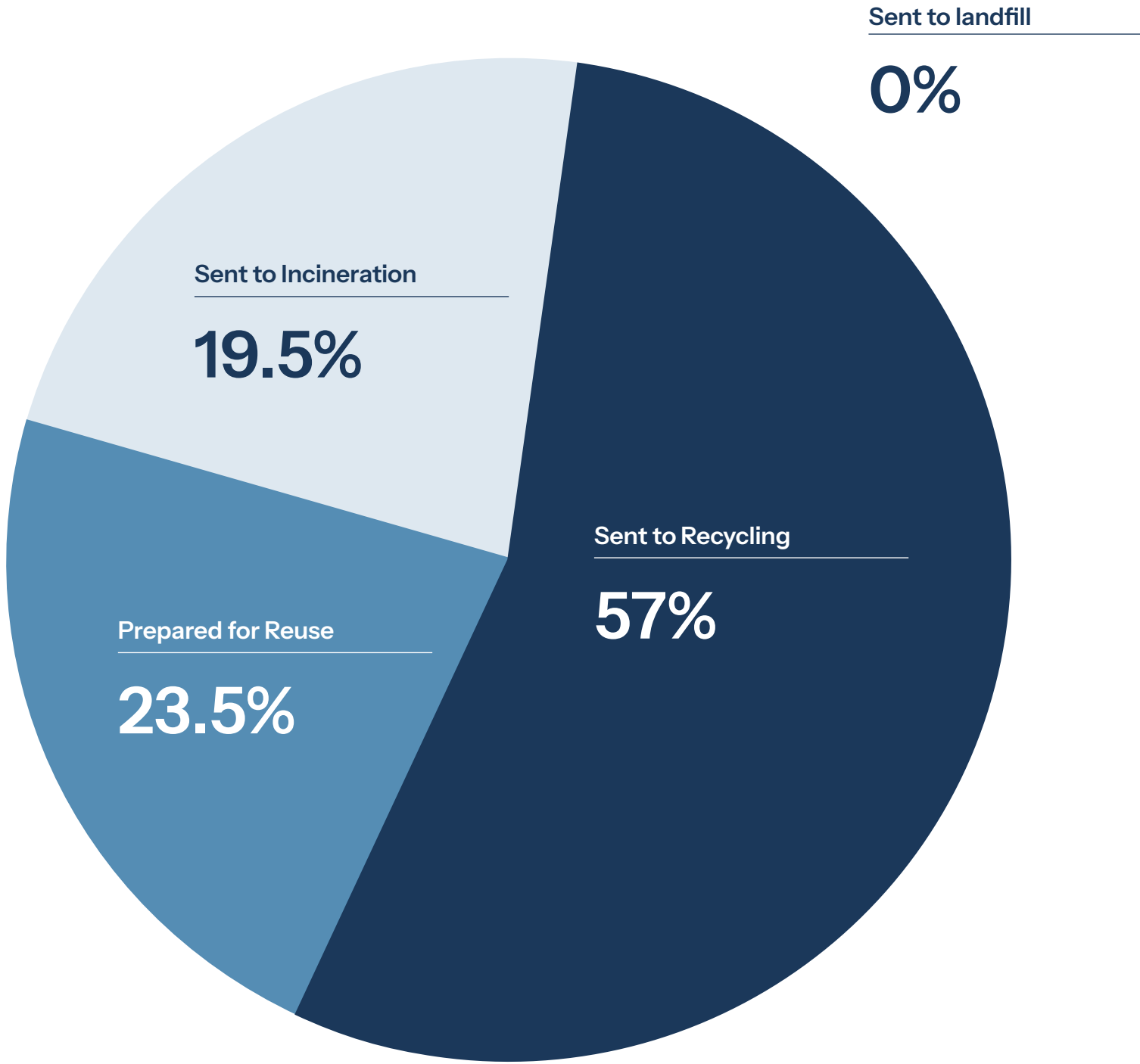
Scope 2 (Market based) 2,083

Scope 3 377,296

In 2024, CSM experienced a 7% reduction compared to 2023 in Scope 1 emissions (on a like-for-like basis*). For Scope 2 Market-based, the emissions decreased by 8% compared to 2023 on a like-for-like basis.

Scope 3 category 1 represents 91.8% of Scope 3 emissions. These are the emissions from our purchased goods and services.

In 2024, 2,928 tons of non-hazardous waste was generated across operations. This represents a 23% reduction compared to last year.



Product

Our target 2030:

Triple the business volume of Value Added Solutions Category by 2030 compared to 2024

In 2024, we accelerated our efforts to embed sustainability into our product development strategy, based on three pillars:



Winner of the Global Food Industry Award 2024 from IUFoST for “Most Innovative Process”, Micro Protein is a pioneering range of micronized vegetable proteins designed to support protein enrichment across a diverse range of applications.

With continuous investments into product innovation to respond to emerging dietary and health needs, CSM successfully launched in 2024 a set of value-added solutions:

Egg ‘n Easy Plus

Developed in 2024 to offer an advanced plant-based alternative to animal-derived protein in a wide range of baked goods. The result is a high-performing egg substitute that enables customers to create products that closely mirror the taste of traditional recipes, while reducing reliance on animal protein.

Magic Glaze FTS

The new version of its premium vegan glaze that delivers a golden, glossy finish to baked goods. The new FTS version remains stable during freezing and thawing, making it ideal for frozen bakery production

Better For You



Promoting optimal diets and better nutrition through the development of ingredient solutions that allow food manufacturers to utilize less salt, fat, and sugar in product recipes and to enhance the fiber and protein content.

Cleaner Labels



Providing ingredients and systems primarily of natural origin that allow manufacturers to reduce the number of ingredients and simplify ingredient lists, favoring ingredients that customers recognize and trust.

Better for the Planet



Providing lower impact alternatives to key commodities such as egg and cocoa to reduce reliance on animal proteins and increase resilience of food manufacturing value chains. This area also includes systems that aim to extend shelf life and longer freshkeeping, to help reduce food waste.

Chapter 1

About Us

Company Profile

Headquartered in Luxembourg and with operations worldwide, CSM Ingredients is a global ingredient-tech company that develops solutions for the food industry with the aim of collaboratively enabling the evolution of the food ecosystem.

CSM Ingredients offers a diverse portfolio of advanced ingredients including Value Added Solutions; Bread Solutions; Fine Pastry Solutions; Fats and Oil Solutions; and Ice Cream Solutions. The group’s products also include vegan, sugar-reduced, fat-reduced, high-fiber, high protein, cleaner label, gluten-free, egg-reduced or egg-free solutions.

The group employs a diverse team of 1,321 employees and has operations across 7 manufacturing sites, 18 offices, 3 innovation centers and 7 product development centers.

The group’s century-long heritage and craftsmanship, technical expertise, and international presence across over 120 countries are the cornerstones of the company’s reputation as a key player in the industry.

Employees

1,321

Net Sales (2024)

€627 million

Manufacturing Sites
Product Development
Centres

7

Offices

18

Innovation Centers

3

Innovation and Product Development Centers

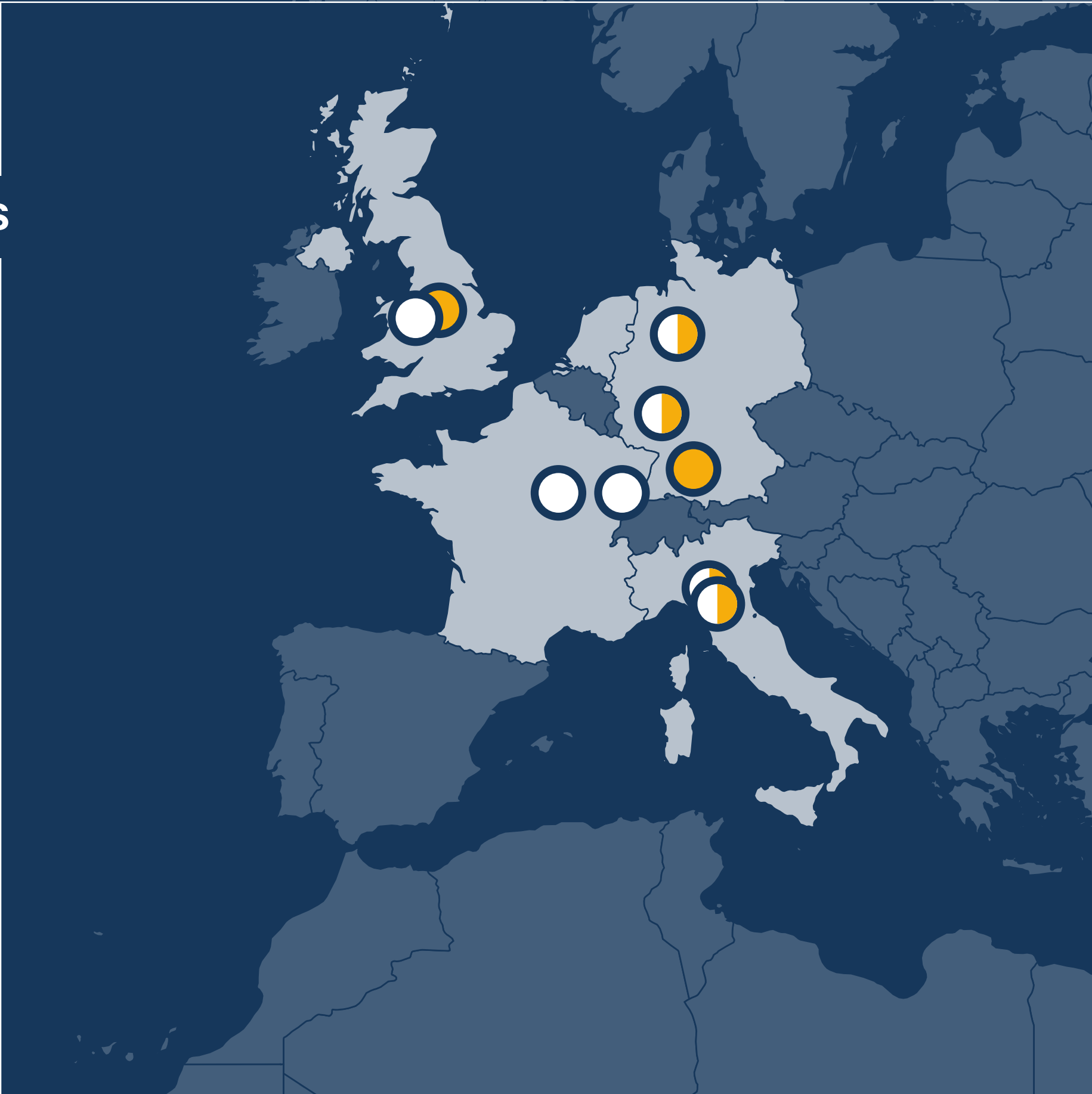
- Bingen, Germany
- Bischheim, France
- Crema, Italy
- Delmenhorst, Germany
- Parma, Italy
- Shanghai, China
- Wirral, United Kingdom

LEGEND

- Innovation and production development centers
- Manufacturing sites
- Both

Manufacturing Sites

- Bischheim, France
- Crema, Italy
- Delmenhorst, Germany
- Gerlenhofen, Germany
- Manchester, United Kingdom
- Parma, Italy
- Shanghai, China



Our History

Founded in 1919 as Centrale Suiker Maatschappij (CSM), the company began as a sugar producer and trader, quickly establishing itself on the Amsterdam Stock Exchange in 1920. In the decades following World War II, CSM grew through strategic acquisitions, shifting its focus toward the food and confectionery markets and building a strong presence in Europe and North America.

Over time, the company evolved into a leading provider of food ingredients across bakery, fine pastry, dairy and non-dairy, and ice cream sectors—first under the name CSM Bakery Products, then CSM Bakery Solutions.

In 2021 the European and International divisions of the business were acquired by a fund managed by Investindustrial, a European group of independently managed investment, holding and advisory companies, marking a new era for CSM under the corporate name of CSM Ingredients. In 2022, CSM Ingredients strengthened its expertise and products portfolio by acquiring HIFOOD, a company specializing in the research, development and production of clean-label, value-added ingredients primarily of natural origin. This acquisition allowed CSM Ingredients to strengthen its product capabilities by offering innovative, premium, and special ingredients aimed at the growing consumer demand for better nutrition, enhanced wellness, and cleaner labels.

In 2024, CSM further strengthened its cooperation with Italy-based ingredient manufacturer Italcanditi when it transferred its innovation and manufacturing plant in Goes (in the Netherlands) to Italcanditi. This reorganization combined Italcanditi’s knowhow with CSM Ingredients’ capabilities in the Fruit and Water-Based Preparations field to create the Vitalfood brand.

Today, CSM Ingredients is part of an Ingredient-Tech Platform—an alliance of companies with a shared mission to transform the food ecosystem. By combining deep sector expertise and synergies across its businesses, the platform delivers cutting-edge ingredient solutions that advance both human well-being and planetary health.



Our Strategy

CSM Ingredients works in partnership with leading food companies to help evolve the global food ecosystem. Our **Thrive for Impact strategy** is built around three pillars: People, Planet, and Product each supported by clear, measurable targets.

Looking towards 2030, our sustainability strategy is anchored around the following core priorities: climate action, responsible sourcing, and the development of value-added solutions. Our goal is to drive innovation to produce ingredient solutions that enable the production of goods that are both nutritious and delicious, while protecting and optimizing the planet’s vital resources. Together, these priorities reflect CSM Ingredients’ commitment to creating long-term value while addressing environmental and social challenges across the value chain.

CSM Ingredients reaffirmed this commitment by becoming a signatory to the United Nations Global Compact in 2021, supporting its universal sustainability principles and advancing the UN’s global goals through collaboration.



Our Thrive for Impact strategy is built around three core pillars: **People**, **Planet**, and **Product**.



People

We know our success depends on people, which is why we foster a diverse, safe, and inclusive workplace where individuals can thrive. This commitment extends across our supply chain, reinforcing ethical and fair working conditions.



Planet

We aim to generate lasting value for both people and the planet by supporting the shift to a more sustainable food system that enhances human well-being and environmental health.



Product

We drive sustainable product innovation while upholding the highest quality standards, giving consumers access to food that is more nutritious, more sustainable, and full of flavour.

ESG Targets

People

100% direct suppliers are monitored and assessed in terms of social impacts by end 2025

Planet

100% of the direct materials* sourced, are certified by 2030. In scope*: Palm oil, Cocoa, Soya and paper-based packaging

Product

Triple business volume of the Value-Added Solutions (VAS) Category by 2030



Climate

Strategic Objective

Reduce greenhouse gas (GHG) emissions across operations and value chain (scope 1, 2 and 3) and improve energy efficiency.



Responsible Sourcing

Strategic Objective

Source our direct materials from sustainable origins and ensure our suppliers are aligned with our requirements to mitigate ESG risks in our value chain.



Value Added Solutions Category

Strategic Objective

Drive and grow our Value-Added Solutions (VAS) Category.

Sustainability Commitment

CSM Ingredients reaffirmed its commitment to sustainability by becoming a signatory to the United Nations Global Compact (UNGC) in 2021, supporting universal sustainability principles and advancing the UN’s global goals through collaboration. As part of its commitment to transparency and continuous improvement, CSM Ingredients participates in EcoVadis to receive a sustainability rating against certain environmental, social, and ethical criteria. In 2024, CSM Ingredients UK completed its first EcoVadis assessment, earning a Bronze Medal, while CSM France successfully renewed its Bronze Medal rating.

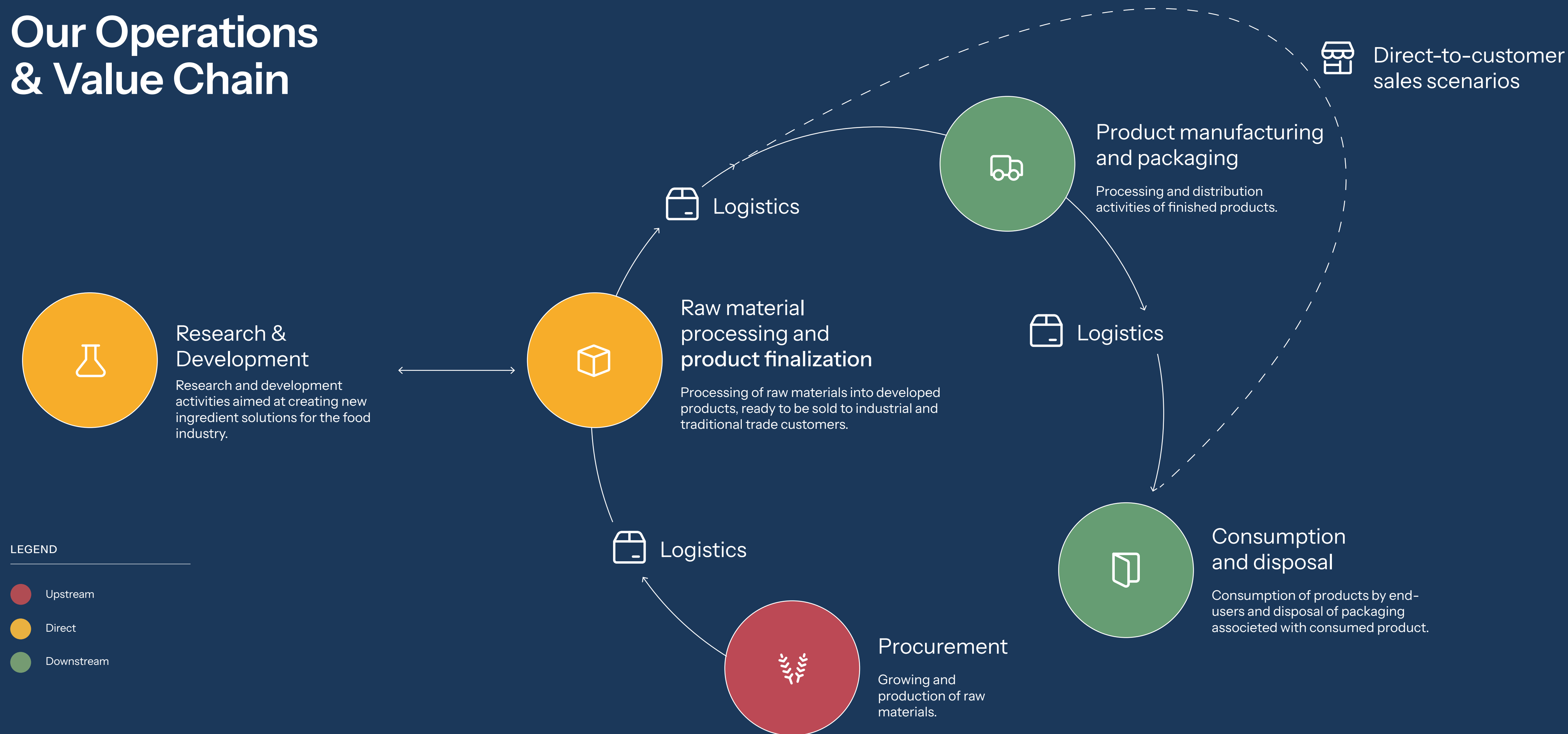


Taking part in the EcoVadis assessment was a thought-provoking process that really made us reflect on both our strengths and the areas where we can improve. We’re incredibly proud of the results – especially as it was our first time and it was reassuring to learn that we are performing in the top 21% of the companies assessed.

It was a highly collaborative effort, with colleagues from across departments coming together to gather the information we needed. We were particularly pleased with our strong performance on labour rights and environment. It gives us real confidence that our strategy is working and that we’re heading in the right direction on our social, environmental, and ethical commitments.

Kim Rimmer
HR Manager, UK & Ireland

Our Operations & Value Chain



Our Products



Value Added Solutions

Value Added Solutions include a vast range of ingredients that add substantial value to final products or production processes, providing improved nutritional properties, unique sensory properties and/or positive contributions to human well-being and planet health.

The category includes systems for sugar, salt, egg and cocoa reduction; vegetable fibers and proteins; fat reduction; release agents and cutting oils; natural shelf-life extenders; gluten-free systems; vegan and plant-based ingredients; and flavor enhancers.



Bread Solutions

Bread Solutions include bread mixes, bread improvers and decorative pastes, crafted to guarantee quality, flavor, and functionality.

Bread Solutions are developed with meticulous attention to detail, ensuring they meet the highest standards for bakers, retailers and industries seeking to deliver an outstanding culinary experience to their customers.



Fine Pastry Solutions

Fine Pastry Solutions are offered in the following lines:

- **Pastry mixes**, which consist of easy-to-use baking mixes and preparations for tasty pastries, such as croissants, muffins, scones, and biscuits, as well as traditional classic baked delicacies, such as Panettone and German-style yeast cakes.
- **Fillings**, which consist of custard creams, fruit fillings, nut and seed fillings, croquant, non-dairy creams, and bechamel mixes used in cakes, pies, pastries, and savory dishes.
- **Icings**, which consist of high-quality coatings and glazes for adding shine, flavor, and texture to baked goods, such as fruit tarts, pastries, cakes, and donuts.



Fats and Oil Solutions

Fats and Oil Solutions include margarines, mélanges, shortenings and functional fats, used to bake cakes, biscuits, short pastry, puff pastry, croissants or Danish pastry, developed to deliver constant results in terms of flavor, texture, consistency, and taste, while always striving to improve the nutritional profile of end goods.

A key strength in this category lies in the ability to offer tailor-made solutions, including products that accommodate particular dietary needs and current trends, such as vegan, plant-based, clean label, lactose-free, palm oil-free and RSPO-certified.



Ice Cream Solutions

Ice Cream Solutions include coatings, fillings and cryoprotectant and texture-improving ingredients.

Ice Cream Solutions include:

- A vast range of coatings and fillings
- Texture and freezer life improving fibers
- Solutions for sugar reduction, protein enrichment and fiber fortification

Our Governance Model

CSM Ingredients’ Board – Board members are selected and appointed by the Shareholders’ Meeting based on an evaluation of their skills and knowledge of the company’s management. Currently, no ESG related incentives and targets are included within the remuneration package. In 2024 the Board consisted of 6 members and held 6 meetings.

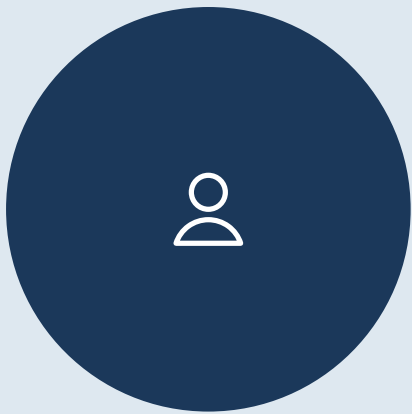
CSM Sustainability Steering Committee

CSM Ingredients’ Sustainability Steering Committee was formed in 2023 and oversees the ESG governance of the group. The Committee is composed by CSM top management team and is responsible for the strategic direction of sustainability initiatives that fully integrate with the company’s core business. A particular focus is placed on Responsible Sourcing, Climate Action, and Value Added Solutions as described on the next page.

The Sustainability Steering Committee:

- Evaluates and prioritizes sustainability initiatives based on their potential impact, feasibility, and alignment with organizational priorities
- Oversees the execution of these initiatives and monitors performance against sustainability targets
- Ensures sufficient resources are allocated to support the implementation of sustainability initiatives effectively
- Supervises how CSM Ingredients engages with its stakeholders
- Ensures all companies comply with the applicable legal and regulatory requirements, and international standards

Chair of the Board



Gabriele Del Torchio

Board Members



Sergio
Amodeo



Salvatore
Catapano



Bruno
Romeo



Werner
Weynand



Jane
Wilkinson



CSM Impact Plan Committee

An Impact Plan Committee was put into place at the end 2024 to facilitate coordination and engagement of strategic departments in the implementation of our Impact Plan. This group meets bi-monthly and executes the sustainability program agreed by the Steering Committee.

Business Ethics and Integrity

CSM Ingredients recognizes that strong business ethics are essential to performance and upholds transparency, integrity, and respect across all operations and among its employees. In 2024 CSM Ingredients focused on three core areas: governance, risk management, and internal controls.

CSM Ingredients has continued to strengthen its approach through implementing a new Code of Ethics in 2024. In addition to this, 4 other policies were launched including:

- **Corporate Governance Policy** to formalize how decisions are made and monitored within the company.
- **Data Protection Policy** which ensures personal and sensitive data is handled in compliance with data privacy laws and best practices.
- **Credit Policy** which guides how we manage financial risk when offering or receiving credit
- **Responsible Use of IT Policy** which sets out organizational expectations for the ethical, secure, and efficient use of digital systems and devices across the business.

The goal of these policies is to uphold the highest standards of ethical conduct in all business activities and they are applied universally to all employees of the group, setting the highest level of expectations regarding behaviour and decision making to be maintained both internally and externally.

Supplier Code of Conduct

CSM Ingredients has a **Supplier Code of Conduct**, which is considered an integral part of all contractual agreements with all suppliers. This ensures that all our suppliers are aligned with our approach on human rights, ethics and environmental protection and reinforces our commitment to ethical and responsible

Model 231

CSM Ingredients is actively working towards the implementation of the Organizational and Control Model 231 (Modello 231) across all its businesses in full compliance with Italian Legislative Decree no. 231/2001. CSM Ingredients Italy adopted Model 231 in 2024, with HIFOOD on track to adopt Model 231 in 2025.

Whistleblowing Policy

A Whistleblower Policy and Procedure is also in place and fully operational across all entities within CSM Ingredients, ensuring compliance, transparency, and the protection of individuals who report misconduct.



Code of Ethics

In 2024, CSM Ingredients released its Code of Ethics. Developed in collaboration with all company functions, the Code reflects a shared commitment to ethical behaviour and is fully aligned with our existing policies and procedures.

To ensure clarity and consistency, each section of the Code is structured in the same way: starting with why the topic is important, followed by what is expected from employees, and concluding with concrete examples that bring our values to life. The consistent and clear format ensures the Code is not just a document, but a tool that employees can refer to in real-life situations. Every employee is required to read, sign, and acknowledge the Code, and is provided with regular training to reinforce understanding and application in daily operations.

A key feature of the Code is its emphasis on open communication and accountability. CSM Ingredients has established dedicated channels through which employees, customers, and external stakeholders can raise concerns regarding any suspected breaches of the Code. These include access to a formal whistleblowing mechanism, ensuring that all reports are handled with confidentiality, professionalism, and without fear of retaliation.

By providing a robust framework for ethical conduct and clear mechanisms for reporting, the Code of Ethics strengthens our organisational culture and helps build trust with our people, partners, and wider community.

The Code of Ethics covers a wide range of critical topics, including:

- **Human Rights and Social Practices**
- **Environmental Protection**
- **Protecting Company Assets**
- **Safety, Health, and Environmental Responsibility**
- **Business Integrity**
- **Reporting Channels**
- **Quality and Food Safety**
- **Cybersecurity and Information Safeguarding**
- **Infringements and Sanctions**

Example

Human Rights and Social Practices:



Respect and Support Human Rights in all Business Operations.



Promote Diversity and Equal Treatment in the Workplace.



Avoid any form of Forced or Child Labor.



Promote Diversity and Equal Treatment in the Workplace

Our Stakeholders

CSM Ingredients engages with a broad range of stakeholders. CSM Ingredients is committed to integrating sustainability into all aspects of its operations and value chain, and a key part of this commitment is the continuous improvement of the interactions with key stakeholders. Through regular and meaningful dialogue, the group has obtained critical insights that have been instrumental in formulating targeted strategies to address the challenges that arise.





Sustainability is an integral part of CSM Ingredients vision and in maintaining our position as an innovative and conscientious leader in the food ingredients sector. The group’s sustainability commitment is shaped by a rigorous and analytical process to identify and prioritise the sustainability issues that matter most for the business. In late 2024, CSM Ingredients invested in a double materiality assessment to align with the requirements of the Corporate Sustainability Reporting Directive (CSRD). This work complements the GRI Standard – aligned material assessment conducted early 2024.

The 2024 materiality analysis is used as the basis for reporting. The approach incorporates an assessment of the severity of sustainability impacts that considers three main dimensions: scale, which measures the extent of the impact on the economy, environment, and society; scope, which determines the impact’s reach throughout the value chain; and irreversibility. The results were used to establish the foundation for the disclosures in this report, which incorporates the most material topics.

Materiality Analysis

In compliance with GRI Standards 2021, the impact materiality table below showcases the material topics associated with the actual and potential negative and positive impacts across the entire value chain, including upstream, direct, and downstream activities.

Material topic	Impact	Value chain
Climate Action		
	Contribution to climate change caused by GHG emissions and the use of fossil energy sources	Upstream, Direct, Downstream
Waste and Water Management		
	Emission of polluting substances into the air, soil and groundwaters	Upstream, Direct
	Depletion of water resources from water-stressed areas caused by intensive exploitation	Upstream, Direct
	Environmental damage generated by inappropriate waste management	Upstream, Direct, Downstream
Responsible Sourcing		
	Damage to ecosystems and biodiversity	Upstream, Direct
	Human rights violations along the value chain	Upstream, Direct, Downstream
	Impacts from irresponsible sourcing and supply chain mismanagement	Upstream
Governance & Business Ethics		
	Creation and distribution of economic value on the territory	Upstream, Direct, Downstream

Material topic	Impact	Value chain
Governance & Business Ethics		
	Creation and distribution of economic value on the territory	Upstream, Direct, Downstream
Diversity & Inclusion		
	Failure to respect equal opportunities and diversity	Upstream, Direct
Health & Safety at Work		
	Damage to the health and safety of workers and collaborators	Upstream, Direct, Downstream
Employees' Well-being		
	Improvement of workers' well-being thanks to dedicated corporate initiatives	Upstream, Direct
Food Safety and Quality		
	Lack of implementation of good practices related to food safety	Upstream
Nutritious Products		
	Development of innovative solutions to promote consumers' well-being	Upstream, Direct, Downstream

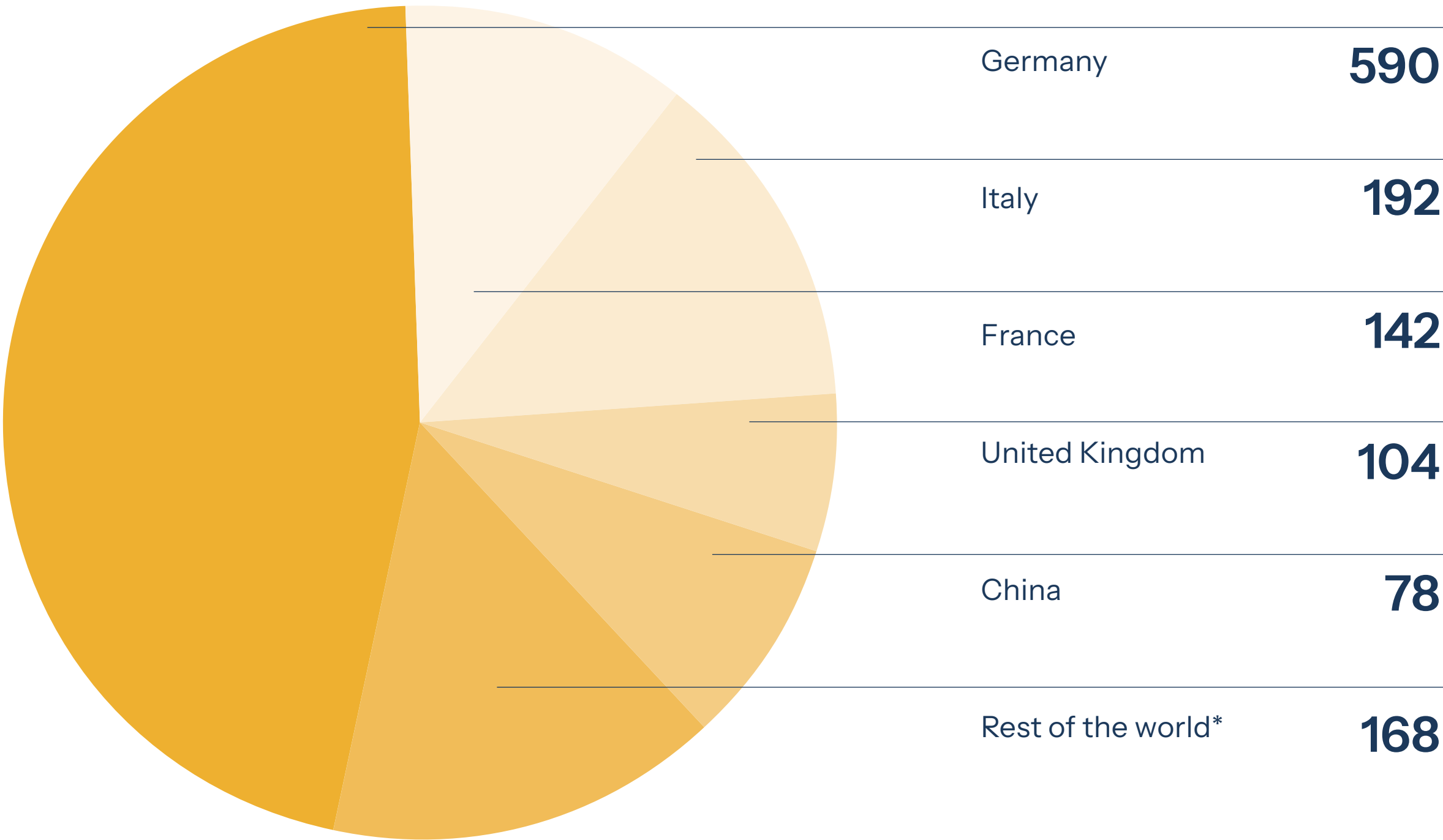
Impact on People

Our People

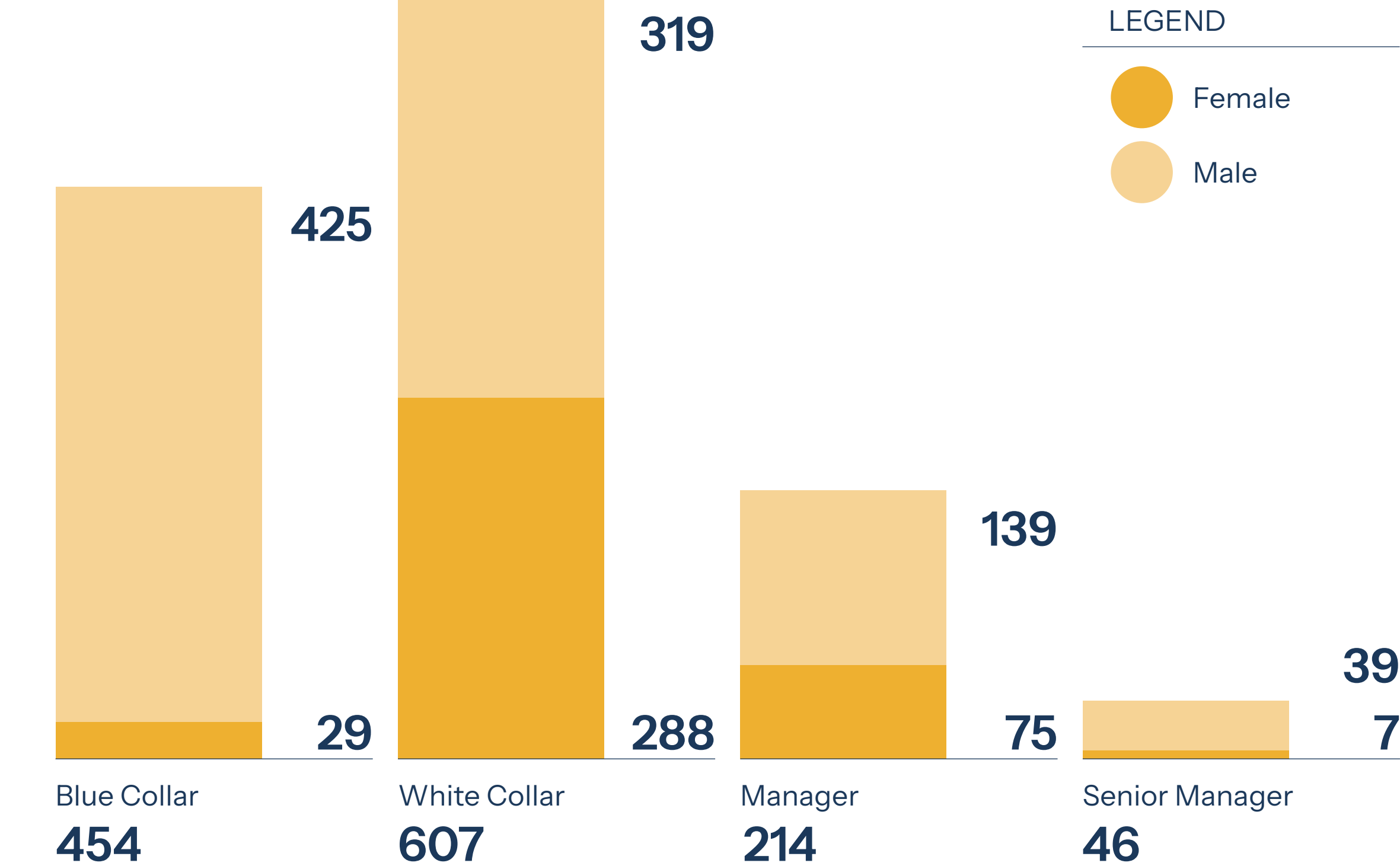
People are firmly at the heart of CSM Ingredients, where a diverse and inclusive culture enables all employees to thrive. Health and wellbeing is therefore a high priority in all areas of the business, including in our value chain. Four key focus areas are highlighted

in the people strategy: Diversity and Inclusion; Community Engagement; Human Rights; and Health and Safety. At the end of 2024, CSM Ingredients had 1,321 employees across its global operations, equating to 1274 FTE's.

Employees Global Distribution (FTEs)



Workforce Composition (Headcount)



Diversity and Inclusion

Recognizing the value that diverse perspectives and backgrounds bring to the business, CSM Ingredients’ global presence enables a unique richness in terms of nationalities (25), languages (17) and cultures working together.

Building a diverse and inclusive workforce is a focus of our people strategy in order to drive innovation and social cohesion. To support this work, CSM Ingredients is a signatory of the Luxembourg Diversity Charter which offers a framework for promoting and embedding diversity and inclusion across the business.

People Initiatives;

- **Talent Management** - to design development opportunities for employees that ensure a focus on inclusivity and particularly the development of female leaders. This includes preparing the younger generation, specifically employees under 30, for managerial roles with a dedicated development plan. CSM Ingredients recognizes that building and rewarding capabilities is a key part of a managerial role and therefore training managers to develop talent is critical for the business.
- **Gender Rebalance** - to increase the number of female employees in all levels across the business. In 2023, 73% of employees were men and 27% women. This has been adjusted in 2024 with 70% male and 30% female.



Community Engagement

CSM Ingredients Community Engagement Programme supports meaningful, local initiatives across each site, helping to give back to the communities in which employees live and work. Each location

is encouraged to champion the causes that matter most to their teams, creating a diverse and heartfelt range of activities across CSM Ingredients’ operational sites.



United Kingdom

Breast Cancer Fundraising

On 24 October, the UK team hosted a Pink Day in support of Breast Cancer Now’s “Wear It Pink” campaign. Employees donated to wear pink, took part in games and a raffle.

Gift Giving for Children

In December, the team contributed toys and gifts to Cash for Kids – Mission Christmas, helping children in need during the holidays.



France

Community Baking Workshops

In May and December 2024, CSM France hosted two “Pastry for Smiles” workshops where 20–30 volunteers prepared around 500 pastries for the local community, including food banks, retirement homes, and social enterprises.



Italy

Supporting Vocational Training

In partnership with *Università dei Sapori* in Perugia, CSM Italy organized a pastry masterclass for students enrolled in a national vocational training programme. Led by a CSM pastry chef, the session provided hands-on experience using our ingredients to support skill development and job readiness.

Diversity and Inclusion Festival Sponsorship

CSM Italy sponsored CloseUP, a local busker festival that celebrates diversity and inclusion. The company supported the family-focused program, including “Hands in Dough”, a special baking lab for children aged 8–11.



Germany

KinderWunschBaum

For almost 10 years, CSM Germany has been donating 5,000 euros annually to the ‘KinderWunschBaum’ (Children’s Wish Tree) for financially less privileged children to enable them to receive a Christmas present.

Local Baker Sponsorship

CSM Germany has been working with a local baker in Bremen for over 13 years, who donates the proceeds from baked goods to the ‘Taler für Taler’ fundraising campaign for the ‘Bremer Engel’ initiative. The company increases the proceeds from the baked goods, and also finance the media planning and the sugar decorations for the baked goods.



Health and Safety at Work

All employees are entitled to a healthy and safe working environment, and are given the appropriate protective equipment and sufficient training to support them in their job. The Health and Safety governance structure has a centralized department to monitor and improve performance. This includes the management of CARE 2.0, a program which aims to achieve zero food waste and zero incidents, with the intention to ‘Get it Right the First Time Everywhere’.

In addition to internal systems, CSM Ingredients maintains a Health & Safety Management System, ISO 45001, at our Gerlenhofen (Germany) manufacturing site.

In 2024 to enhance safety protocols across the business, the following training was delivered to employees;

- Fire Prevention Training for the entire staff including extinguishing of a real fire on the training area.
- Training of new Fire Prevention Officers.
- Training of new Safety Representatives.
- Training of new Forklift Drivers.
- Review of the Risk Assessments.

Material topic	2024
Total number of hours worked in the reporting period	2,558,967
Number of near miss/ close call events	78
Accident severity rate	5.2%
Lost time injury frequency rate (LTIFR)	0.63
Total number of recordable work-related accidents and incidents resulting in injuries	8
Accidents that resulted in a worker being incapacitated for more than 3 consecutive days	2
Accidents that resulted in a worker being incapacitated for more than 7 consecutive days	6



Human Rights Along the Value Chain

CSM Ingredients is committed to upholding human rights and ethical practices throughout its operations and across the value chain. Working closely with suppliers to ensure that company values are respected at every stage, the business remains unequivocally opposed to any form of illegal or unethical treatment, including slavery, unlawful child labour, and human trafficking.

In April 2024, to strengthen accountability and promote responsible practices, a dedicated ESG supplier engagement initiative was launched to deepen understanding of supplier practices and support continuous improvement.

A key part of this work is CSM Ingredients Supplier Code of Conduct, which all suppliers are requested to sign or acknowledge. The Code outlines expectations in five strategic areas:

- 1. Business Integrity
- 2. Environmental Protection and Sustainability
- 3. Human Rights and Social Practices
- 4. Safety and Health
- 5. Due Diligence and Data Management





Direct suppliers are expected to adopt a due diligence-based approach that includes self-declarations, online assessments, risk and impact evaluations, data submission, third-party or internal audits, and the provision of relevant certifications or supporting documentation.

To improve transparency and traceability, all direct suppliers are required to join the SEDEX platform. This enables social risks to be monitored more effectively and the business to take action where needed. The Supplier Code of Conduct reflects an unwavering commitment to fundamental human rights, covering areas such as health and safety, fair wages, working hours, and the elimination of forced and child labour.



By the end of 2024, CSM Ingredients had engaged with direct suppliers representing 90% of the total spend and more than 70% of the direct supplier base in its European operations. The ambition is to achieve 100% monitoring and assessment of direct suppliers for social impacts by the end of 2025. In addition, all CSM Ingredients production facilities are registered on the SEDEX platform and regularly undergo SMETA audits to ensure compliance with ethical standards.

Impact on the Planet

Our Environmental Commitment

“CSM Ingredients is working to enhance human well-being and planet health by generating value for people and our planet through its products.”



A healthy environment underpins a healthy food system. CSM Ingredients recognizes that environmental stewardship is essential for the long-term resilience of supply chains and the sustainability of food production around the world. In the face of accelerating climate change, extreme weather and the subsequent shift in growing conditions, there is already visible disruption to farming and food supplies. Addressing these challenges requires innovation, not just in products, but in how resources are managed.

Through aligning with evolving regulations and pursuing improvement initiatives, CSM Ingredients has embedded environmental responsibility into everyday decisions and long-term strategy. The business is focused on two key areas: Climate Change and Responsible Sourcing.

Climate Change:

To limit the impacts of climate change and contribute to limiting global warming to 1.5 °C.

Responsible Sourcing;

To protect forests and other natural ecosystems, through the sourcing of certified raw materials and building a solid due diligence process to mitigate risks in our value chain.

2023 was a foundational year in CSM Ingredients’ environmental journey. By focusing efforts on establishing robust baseline data for key environmental indicators the groundwork was laid for measurable progress in the years ahead.

In 2024, the focus shifted to building a credible pathway aligned with the 1.5°C climate target, preparing for compliance with the EU Deforestation Regulation (EUDR) by the end of 2025, and strengthening due diligence processes to better manage risks across the value chain.

Responsible Sourcing

CSM Ingredients recognizes that sourcing ingredients directly influences the environment, human rights, and the long-term sustainability of the supply chain. This is why the approach to managing risks and complying with the evolving regulatory landscape is focused on three core areas relating to ingredient sourcing: increasing traceability, ensuring transparency, and promoting ethical sourcing.

By working closely with suppliers and using SEDEX (Supplier Ethical Data Exchange,) as a platform, CSM Ingredients has enhanced visibility of sourcing practices across 90% of the spend in the EU. The goal is to strengthen and build on this work to ensure that the majority of direct suppliers are monitored and assessed in terms of environmental impacts by the end of 2025.

“ Our goal is to have the majority of our direct suppliers monitored and assessed in terms of environmental impacts by end 2025. ”



Supplier Engagement

In 2024 CSM Ingredients used the Sedex online platform which supports the assessment of supply chain performance across 4 key pillars: Labor Standards, Health & Safety, Business Ethics and Environment. All direct suppliers were requested to join Sedex, enabling effective identification of key ESG risks. Engagement through SEDEX now represents 90% of the total spend in CSM European operations and more than 70% of direct suppliers now provide high quality information on ethical, human rights and environmental performance.

All direct suppliers are required to comply with the CSM Ingredients Supplier Code of Conduct as part of the contracting process, which helps to promote sustainability and maintain transparency throughout the value chain.



Sustainable Sourcing of Raw materials

Our target

100% certified direct materials* by end 2030

*In scope: Palm oil, cocoa, soy, paper-based packaging

Palm Oil

CSM Ingredients has been a member of the Roundtable on Sustainable Palm Oil (RSPO) since 2021 and has achieved RSPO certification across all European manufacturing sites, with the exception of the site in Parma (Italy), which does not process palm oil. In 2024, 75% of palm oil volume was RSPO certified with 46% RSPO Certified Segregated and therefore traceable back to plantation, and 29% RSPO Certified Mass Balance. The goal is to reach 100% RSPO certified palm oil by 2030.

“ Our goal is to reach
100% RSPO certified
palm oil by 2030.

For the reporting of certified palm oil, we report on the % of RSPO certified palm/palm kernel, and derivatives sourced by CSM Ingredients (volume based)



Cocoa

32% of cocoa volume was certified under the Rainforest Alliance standards. The Rainforest Alliance is an international non-profit organization that champions sustainable agriculture of coffee, cocoa, tea, and hazelnut. The aim of its certification is to enable farmers to use better methods, grow improved crops, and generate higher income to improve their working conditions.

“ Our goal is to reach 100% Rainforest Alliance certified cocoa by 2030

For the reporting of certified cocoa, we report on the percentage of Rainforest Alliance certified cocoa sourced by CSM Ingredients (volume based).



Cage-free eggs

CSM Ingredients is committed to sustainable sourcing that go beyond our core commodities and supports ethical farming systems that allow hens to roam, nest, and engage in natural behaviors. In 2024, 21% of the volume of eggs purchased was from cage-free eggs.

For the reporting of cage-free eggs, we report on the percentage of cage-free eggs sourced by CSM Ingredients (volume-based).



Deforestation and Conversion

CSM Ingredients is committed to eliminating deforestation and the conversion of natural ecosystems across its operations and supply chains. This includes aligning with the EU Deforestation Regulation (EUDR), which targets high-risk commodities including some within our supply chain, such as palm oil, cocoa, coffee, soy, and paper-based materials.

The EUDR sets out mandatory due diligence requirements for operators and traders dealing with these commodities to ensure they are deforestation-free.

In 2024, CSM Ingredients began preparing for EUDR compliance by establishing internal processes and rolling out a supplier assessment questionnaire to evaluate its sourcing practices and ensure the business is ready for the compliance deadline on 30 December, 2025.



Our Environmental Impact

Energy and GHG emissions

Being at the center of the food value chain, CSM Ingredients plays a strategic role in improving environmental impact. CSM Ingredients is committed to reducing both direct and indirect Greenhouse gas emissions (GHG) from its operations and value chain (scope 1, 2 and 3).CSM Ingredients aims at implementing internal processes and programs designed to prevent, manage and mitigate impacts.

In 2023, efforts were focused on establishing robust greenhouse gas (GHG) emissions baseline data. In 2024, we used the baseline to start development of a decarbonisation roadmap in line with a 1.5 degree scenario.



The majority of energy used is within manufacturing operations. These include processes typical of the food industry such as heating, cooling, mixing and storing. Natural gas is the most widely used energy source across CSM Ingredients manufacturing plants, due to its reliability and suitability for highly controlled thermal processes. Diesel and gasoline are also used as fuel for the vehicle fleet and as an energy source for generators within some of the facilities. Each of the production sites is designed to manufacture unique products which in turn mean they have a specific operational profile that determines their energy use and associated emissions footprint:

- **Gerlenhofen** (Germany), **Bischheim** (France), **Manchester** (UK), and **Shanghai** (China) are facilities which all mainly produce dry mixes, combining ingredients without the need for added water or significant heat treatment.
- **Delmenhorst** (Germany) and **Crema** (Italy) produce margarines, coatings, and bakery products which are all processes that rely on both heating and controlled cooling. Their energy demand is relatively high.
- **Parma** (Italy) produces gluten-free and allergen-free dry blends. It operates without added water or heat, and additional controls are in place to ensure allergen-free processing. This results in comparatively lower energy use.



LEGEND

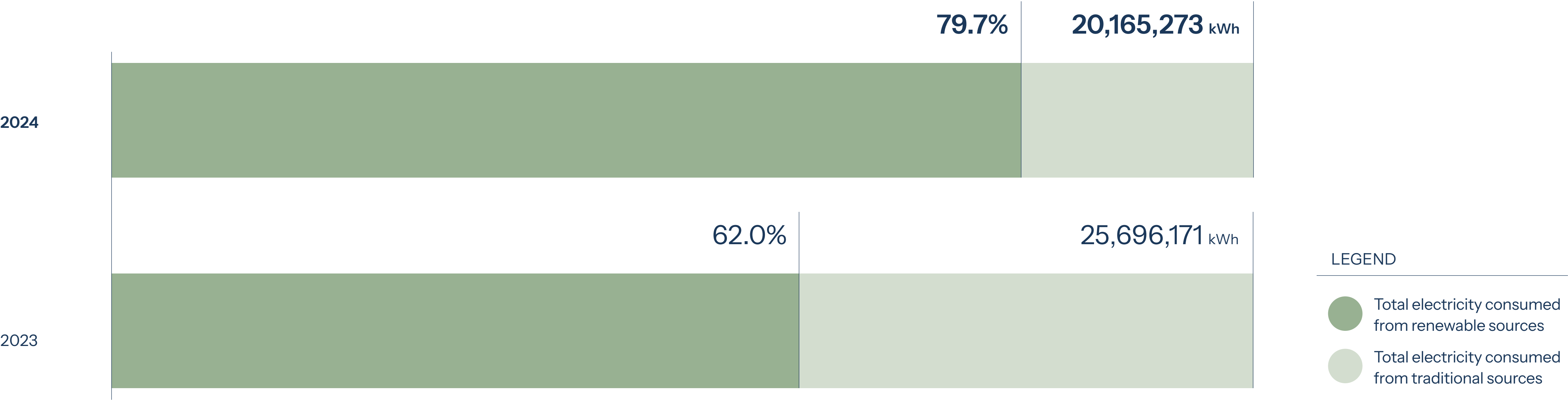
● Manufacturing Sites

Electricity Consumption

Over the course of the year, the group’s total electricity consumption amounted to 20,165,273 kWh showing a decrease of 22% compared to the previous year. In 2024,

CSM Ingredients sourced approximately 80% of the total electricity consumption from renewables sources, with over 95% of this amount secured by Guarantees of Origins (GOs).

Electricity consumption



GHG Emissions

In 2024, the total greenhouse gas (GHG) emissions increased, driven primarily by a rise in Scope 3 emissions.

This reflects changes to the emission factors applied to palm oil which is a core commodity. Strong progress was made in other areas, particularly in reducing Scope 1 and Scope 2 emissions. In 2024, CSM experienced a 7% reduction in Scope 1 emissions (on a like-for-like basis*) due to decreased diesel consumption for emergency generators and less gasoline used for the car fleet. In 2024, Scope 2 Market-based emissions were 2.083,1 tCO₂e. This represents a decrease by 8% compared to 2023. This reduction in emissions (on a like-for-like basis*) is attributed to the procurement of electricity covered by Guarantees of Origin Certificates (GOs) for Delmenhorst (Germany), Gerlenhofen (Germany), Manchester (UK), and Parma (Italy).

Scope 3 emissions increased by 14% overall in 2024 and accounted for 96.8% of total emissions. This increase was largely due to an increase in scope 3 category 1 (purchased goods and services) with a change to the emission factors applied to palm oil, a core commodity.

Purchased goods and services remain the largest Scope 3 category, reflecting 91.8% of scope 3 emissions. This includes the carbon footprint of raw ingredients and packaging materials. Palm oil is the most significant contributor to ingredient related emissions accounting for the majority of emissions from purchased products, followed by wheat, sugar and their derived products. Tackling these emissions is directly linked to CSM Ingredients commitment and efforts in responsible sourcing which are key priorities for the business. This is why continuing to work with suppliers to reduce emissions in the supply chain remains a core focus in order to make a significant impact on CSM Ingredients overall footprint.

*The manufacturing sites of Goes (Netherlands) and Gias (Tunisia) are excluded for both reporting in 2024 and 2023 to enable comparison on the same perimeter.



Scope 1

Direct Emissions

Emissions from natural gas and other fossil fuel consumption, refrigerant gas emissions, and emissions from fuel consumed by the vehicle fleet under the group's control.

Scope 2

Indirect Energy-Related Emissions

Emissions deriving from the consumption of electricity acquired from the national grid. This category is divided into location-based and market-based methods. The location-based method reflects the average emissions intensity of grids on which energy consumption occurs. The market-based method, on the other hand, reflects the emissions associated with the specific electricity a company has purposefully chosen to purchase.

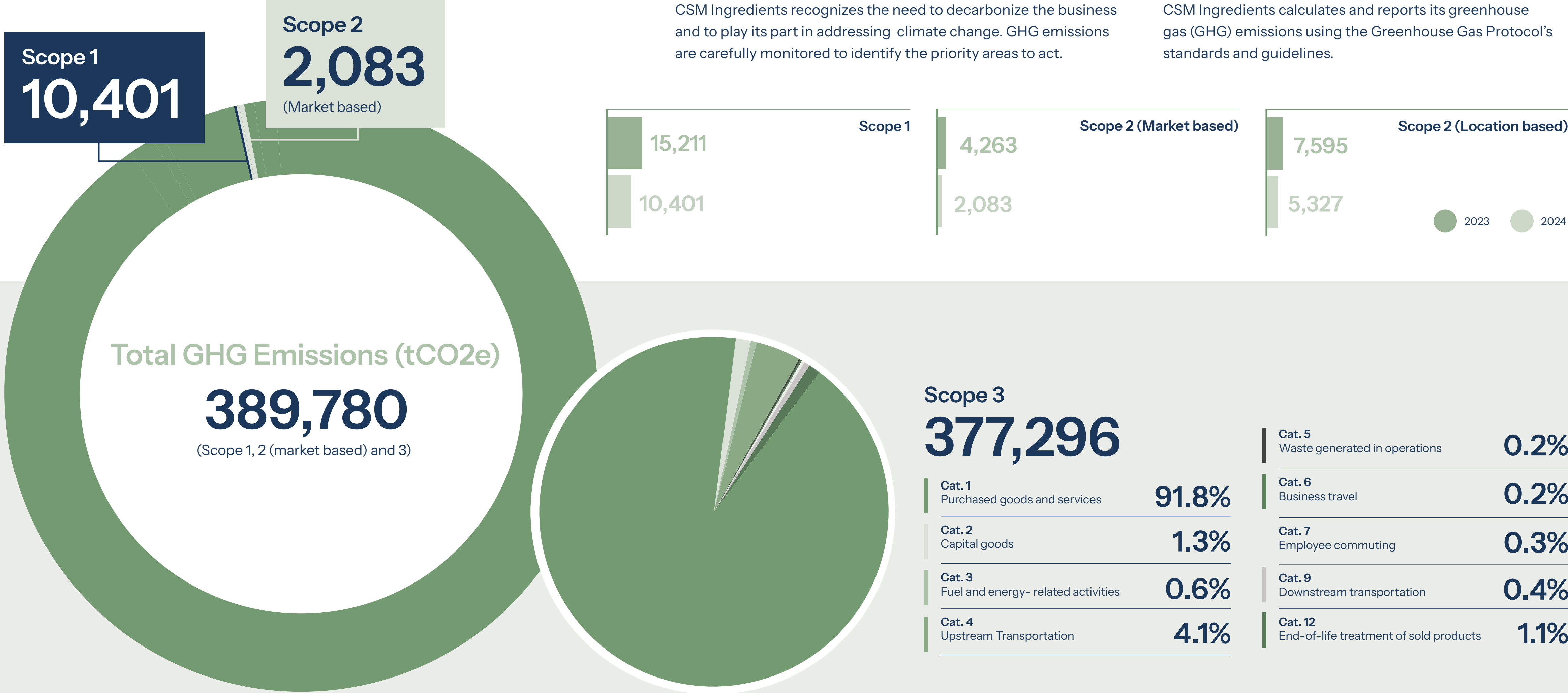
Scope 3

Other Indirect Emissions

All indirect emissions that occur in a company's value chain, both upstream and downstream, but are not directly associated with its owned or controlled assets.

CSM Ingredients recognizes the need to decarbonize the business and to play its part in addressing climate change. GHG emissions are carefully monitored to identify the priority areas to act.

CSM Ingredients calculates and reports its greenhouse gas (GHG) emissions using the Greenhouse Gas Protocol’s standards and guidelines.



Carbon Neutrality Program

As a complement to CSM Ingredients initiatives to manage and reduce its absolute greenhouse gas (“GHG”) emissions, the company has since (2021) purchased carbon credits to offset its unabated scope 1 and 2 greenhouse gas emissions. The company’s primary climate mitigation approach is to reduce its absolute carbon emissions over time. Through the purchase of carbon credits, CSM Ingredients also provides carbon financing to climate mitigation projects beyond its value chain. From the outset, the two projects from which CSM Ingredients has purchased carbon credits are the “Great Bear Forest Carbon” and the “Guatemalan Conservation Coast” projects. These two projects were chosen because of their strong credentials on environmental and biodiversity issues as well as their social initiatives.





Great Bear Forest Carbon, Canada

The Great Bear Rainforest is one of the world’s largest remaining, intact rainforests. Stretching across 6.4 million hectares on British Columbia’s northern coast, it contributes to carbon absorption on a massive scale. This landscape is home to diverse wildlife, including the rare Spirit Bear. First Nations communities have protected and cared for this rainforest for over 14,000 years.

The Great Bear Forest Carbon Projects protect the ecological and cultural integrity of the Great Bear Rainforest and Haida Gwaii. Revenue from these projects funds vital initiatives such as forestry planning, marine and biodiversity management, and investment in sustainable industries – including renewable energy, tourism, shellfish aquaculture, and non-timber forest products. By purchasing carbon offsets from the Great Bear Forest Carbon Projects, buyers contribute to a globally recognized conservation effort that safeguards ancient forests, upholds Indigenous rights, and supports resilient communities.

Great Bear Carbon | Indigenous-Led

The Great Bear Forest Carbon project is registered on the British Columbia Registry under three different projects: Great Bear (South Central Coast) 104000000011319, Great Bear (Haida Gwaii) 104000000011559 and Great Bear (North and Central-Mid Coast) 104000000012798 aims to generate Improved Forest Management and reforestation-based carbon credits.



Guatemalan Conservation Coast, Central America

The Guatemalan Conservation Coast programme works to address the drivers of deforestation through effective law enforcement, land-use planning, education, economic opportunities, and sustainable agroforestry initiatives. Some of the most important project achievements to date are the protection of 30 threatened tree species including the Baird’s tapir and West Indian manatee, the protection of 54,157 hectares of threatened forest in the Mesoamerican Biological Corridor and the creation or support of 487 jobs for indigenous and local communities.

The Guatemalan Conservation Coast project is registered on the Verra registry, REDD+ Project for Caribbean Guatemala: The Conservation Coast 1622, applies Verra’s Verified Carbon Standard (VCS Standard v4.3 VM0015) and the Climate, Community and Biodiversity Standards v.3.1, and will generate carbon credits from avoided unplanned deforestation representing c. 22 million tonnes of CO2e.

Water Management

Water is an important input into production processes across all manufacturing facilities. Water is not only used to produce food applications and ingredients, it is also used for cooling purposes and temperature control. In 2024, CSM Ingredients recorded a total consumption of 19,409 cubic meters of water across all facilities.

The company experienced a drop by 74% of total water consumption compared to 2023, which is primarily due to the transfer of Goes manufacturing site to Italcanditi.



A Circular Approach to Waste Management

CSM Ingredients applies a circular economy lens across the business, not only to minimize waste, but to proactively design it out of products and processes wherever possible. We apply the waste reduction hierarchy to prioritize waste prevention and resource efficiency. CSM Ingredients sites implement the CARE 2.0 program, which is built around the principle of “getting it right the first time, everywhere,” with the ultimate goal of achieving zero food waste.

During manufacturing various types of waste are produced, including materials such as plastics, paper and cardboard. Some of these materials, such as certain plastics, can be recycled and others cannot. Production processes also create by-products and food waste. These by-products originate from sources including the disposal of packaging materials and routine maintenance of machinery. Food waste is generated in areas including the production of products that do not meet quality standards.

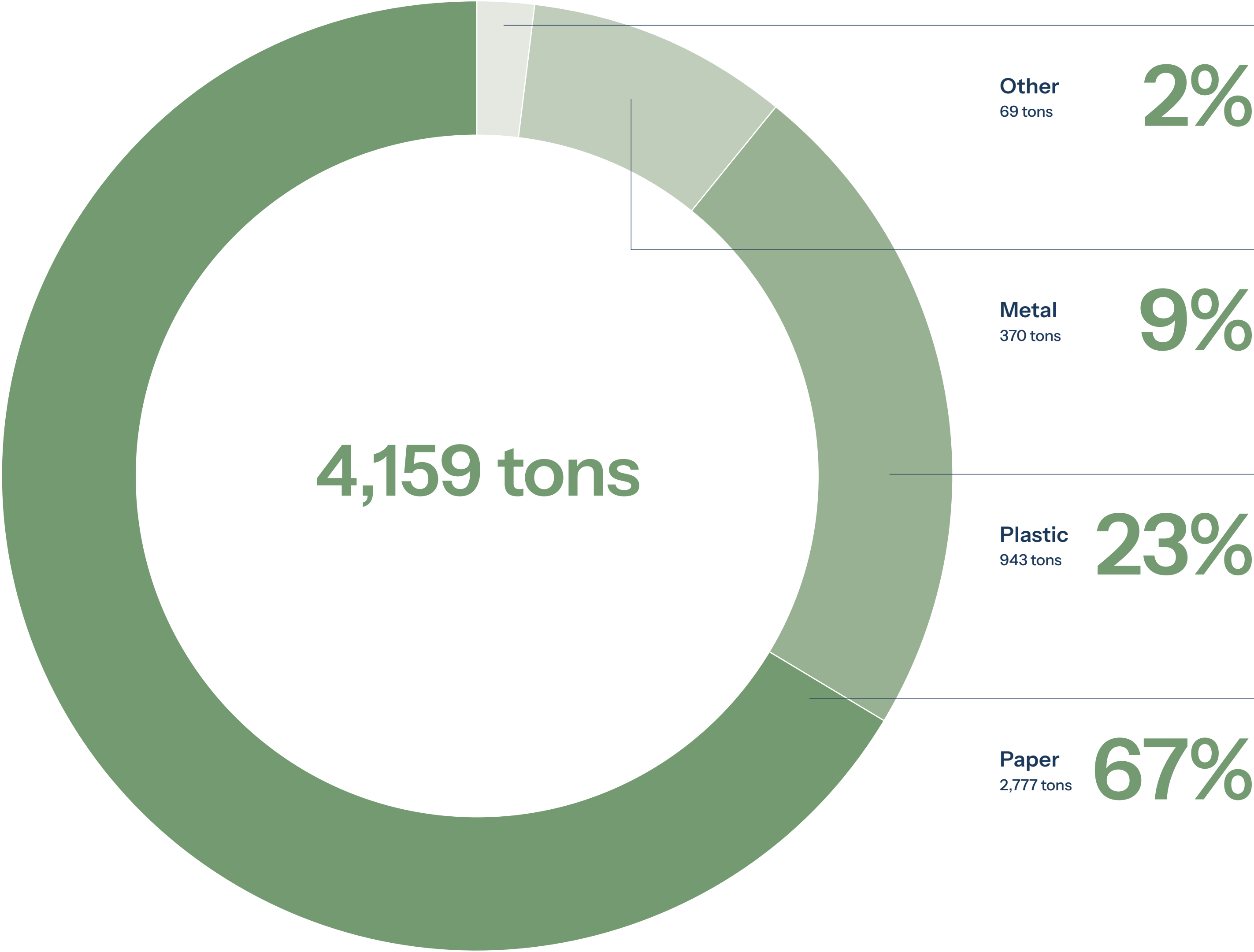
Waste Type

In 2024, a 23% reduction of non-hazardous waste generated was achieved across our operations compared to 2023 and zero waste was sent to landfill.

Total Non-Hazardous Waste	2,928 (tons)
Sent to Recycling	57%
Prepared for Reuse	23.5%
Sent to Incineration	19.5%
Sent to Landfill	0

Purchased Packaging Material

To tackle the impacts of packaging-related waste production, CSM Ingredients is committed to ensuring that by 2030, the vast majority of outbound packaging used will be made from recyclable materials. The approach to sustainable packaging carefully considers the functional requirements of the product and the environmental trade-offs of each material choice. Striking the right balance between using renewable inputs, increasing recycled content, and ensuring product safety and quality is a key consideration in driving efforts in sustainable packaging. In 2024 we purchased 4,159T of packaging materials.



Packaging Roadmap

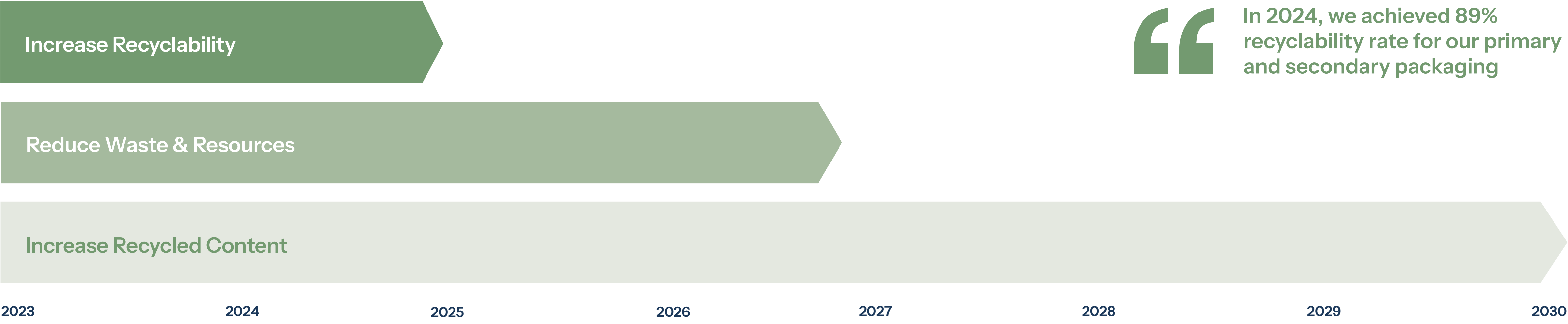
In 2024 significant progress was made towards the 2030 Packaging Targets, increasing recyclability by 8% compared to 2023 and increasing packaging made from recycled content by 9%.

*only in Paper or Plastic secondary/ tertiary packaging

Packaging targets and performance for 2024:

	Targets for 2030	2024 Performance
Recyclability	90%	89%
Packaging made from recycled content*	45%	43%
Packaging made from renewable materials	45%	30%

Indicative Timeline



“ In 2024, we achieved 89% recyclability rate for our primary and secondary packaging

Packaging Innovation

Tetra Brik plant-based polymers®

In February 2024, the Group took a significant step toward reducing packaging-related emissions by partnering with Tetra Pak in Italy. For the packaging of Non-Dairy Creams produced at the Crema plant, the company transitioned to the new Tetra Brik® Aseptic made from 87% renewable materials, including plant-based plastics derived from sugar cane, and certified paper.

This packaging innovation enables a 12% reduction in CO₂ emissions compared to the previous standard version, supporting the Group's broader commitment to sustainable materials and lower-carbon packaging solutions.

New plant-based packaging

-12%*

**compared to the standard Tetra Brik® Aseptic 1000 Base*

CSM
INGREDIENTS

Impact on Product



Products

“ The future of food will be shaped by bold innovators, purpose driven companies and inspired teams.

CSM Ingredients develops innovative ingredients and solutions across five product categories: Value Added Solutions; Bread Solutions; Fine Pastry Solutions; Fats and Oil Solutions; and Ice Cream Solutions. The Product strategy is driven by two core principles; to ensure solutions contribute to better tasting and more sustainable products for end consumers; and to ensure that the highest food quality and production standards are maintained.

The company takes a pragmatic, customer-centric approach to innovation, built on two synergistic pillars: the deep expertise of its global innovation centers, and the collaborative power of its open innovation ecosystem, particularly through the Generate program. Generate operates in two distinct ways:

By equipping startups with the tools and support needed to validate their proof of concept and bring their ideas to market.

By providing CSM Ingredients and its partners with fresh insights and disruptive technologies that bring value to the broader food industry.



Open Innovation

Open Innovation invites fresh ideas and partnerships from outside the organization. At the heart of this approach is Generate, CSM Ingredients’ innovation hub dedicated to the development of ingredient startups and food concepts, with the aim of bringing added value to the food industry.

By harnessing the power of an open innovation network, Generate is committed to supporting startups and developing breakthrough business models, allowing CSM Ingredients to scout, collaborate, and co-develop with external partners in a truly agile and visionary way.

The Generate program offers practical support and guidance that includes:

- Feasibility testing and application trials to fine-tune product performance
- Regulatory guidance and technical mentoring from senior food scientists and experts
- Market positioning and commercial insight to ensure innovations meet real-world needs

What sets Generate apart is the spirit of co-creation. Startups work together with highly experienced and capable teams, gaining access to senior technical mentors who bring decades of food industry experience.



Case study

Hacksummit 2024

In 2024 CSM Ingredients partnered with Hacksummit, an annual event focused on Climate Deep Tech which brings together founders and industry leaders to accelerate the development and deployment of innovative climate solutions.

At the HackSummit CSM Ingredients showcased its open innovation strategy and introduced the first three startups joining Generate:

- **Ingrediome:** Producing animal proteins from fast-growing photosynthetic microorganisms. Generate will support joint development of next generation plant-based meats and regulatory readiness.
- **DairyX:** Using precision fermentation to create clean-label, animal-free dairy alternatives. Generate will help optimize dairy textures and flavours based on CSM ingredients' expertise in dairy alternatives for creams, cheeses, and yogurts.
- **PoLoPo:** Recreating egg proteins from potato crops through molecular farming. Generate is supporting functional applications for a variety of product uses and providing process optimization and regulatory support.



Innovation Centers

CSM Ingredients has seven product development centers and three global innovation centers.

Our innovation centers follow a rigorous R-I-D-A methodology: *Research, Innovation, Development, Application*.

This four-step approach enables the business to remain at the cutting edge of ingredient and solution development by combining deep scientific expertise with real-world application. By continuously tracking global consumer trends and embedding innovation as a core mindset, the company is able to anticipate market shifts and respond to emerging dietary and health needs.

The Innovation Centers currently prioritize four key platforms that align with major consumer trends and sustainability goals:

- 1. **Value-Adding Fats & Oils**
Focusing on investigating alternative hardstock fats
- 2. **Value-Adding Proteins**
Replacing livestock derivatives with plant-based or bio-based alternatives
- 3. **Value-Adding Carbohydrates**
Replacing sucrose –sweetness and functionality in products while still maintaining the taste factor
- 4. **Value-Adding Functional Ingredients**
Replacing additives and synthetic ingredients with ingredients of natural origin

This structured innovation model enables CSM Ingredients to respond to current market demands by translating research and innovation into real-world development and application.



Research

Focus on future food ingredient trends 3-7 years from market



Innovation

Focus on growing food ingredient trends 0-3 years from market



Development

Focus on market-dominant trends driving current market and customer requirements for in-market technologies



Application

Focus on creating new products based on our developments to support the evolution of our customers' business

Product Launches



Egg ‘n Easy Plus

Further enriching the Egg ‘n Easy range, Egg ‘n Easy Plus was developed in 2024 to offer an advanced plant-based alternative to animal-derived protein in a wide range of baked goods, including cakes, muffins, sponge, brioche, yeast dough applications and more. Recognizing the crucial functional role of eggs in baking, including its importance to viscosity, aeration, volume, and texture, this solution replicates those properties using plant-based ingredients. The result is a high-performing egg substitute that enables customers to create products that closely mirror the taste of traditional recipes, while reducing reliance on animal protein.



Fresko

A clean label anti-staling system for bread, Fresko is a powdered, highly concentrated and customizable solution that enhances both freshness and texture in bread products. Thanks to its enzyme systems that remain stable over a wide range of temperatures and pH levels, it helps to extend bread shelf life up to 14 days, thus contributing to reducing food waste. Furthermore, this solution allows to improve mouthfeel without impacting on taste nor smell, delivering an overall improved customer experience.



Micro Protein

Winner of the Global Food Industry Award 2024 from IUFoST for “Most Innovative Process”, Micro Protein is a pioneering range of micronized vegetable proteins designed to support protein enrichment across a diverse range of applications. Thanks to its extremely fine particle size, Micro Protein maintains product structure, flavor, and mouthfeel, and can be incorporated into bakery and pastry items (including biscuits), snacks and bars, plant-based beverages, fillings and creams, fruit preparations, plant-based meat alternatives, and ready meals. This innovative protein powder – which was created thanks to the use of HIFOOD’s proprietary advanced sorting and micronization knowhow – can be easily integrated into recipes and industrial processes.



Microsin Ultra

Microsin Ultra is a micronized vegetable fiber developed from GMO-free corn and corn bran using HiFood’s proprietary technological knowhow. With a high fiber content and ultrafine texture, it is designed to support reformulations in products – also gluten-free – to increase fiber content without altering their color or flavor. Its versatility makes it suitable for a wide range of applications, including fillings, bakery items, ice cream, plant-based alternatives, and ready meals.



SlimBAKE

SlimBAKE addresses the demand for healthier solutions in laminated bakery and pastry products, by enabling a 30% reduction in fat content without altering process, taste, or texture. This fat-reduced emulsion is engineered to be a 1:1 substitution of traditional margarine or butter and is compatible with existing production processes. Available in both butter-based and plant-based versions, SlimBAKE allows manufacturers to deliver the same indulgent quality consumers expect, while supporting better nutritional profiles.



Magic Glaze FTS

Further enriching the Magic Glaze range, in 2024 CSM Ingredients developed Magic Glaze FTS, the new version of its premium vegan glaze that delivers a golden, glossy finish to baked goods. The new FTS version remains stable during freezing and thawing, making it ideal for frozen bakery production. Formulated without preservatives, colors, or flavors, and free from hydrogenated fats, Magic Glaze significantly enhances product safety by removing the risk of bacteriological contamination associated with raw eggs. Its versatility allows application across a wide variety of bakery and pastry products, delivering a long-lasting shine and golden finish that improves visual appeal without sacrificing clean-label credentials.

Looking Ahead

In 2024, we accelerated our efforts to embed sustainability into our product development strategy. Our goal is to triple the business volume of our Value Added Solutions Category by 2030 compared to 2024.

Our target
Triple the business volume of Value Added Solutions by 2030

Our Value Added Solutions Category is based on three pillars:

Better For You



Promoting optimal diets and better nutrition through the development of ingredient solutions that allow food manufacturers to utilize less salt, fat, and sugar in product recipes and to enhance the fiber and protein content.



Cleaner Labels



Providing ingredients and systems primarily of natural origin that allow manufacturers to reduce the number of ingredients and simplify ingredient lists, favoring ingredients that customers recognize and trust.



Better for the Planet



Providing lower impact alternatives to key commodities such as egg and cocoa to reduce reliance on animal proteins and increase resilience of food manufacturing chains. This area also includes systems that aim to extend shelf life and freshkeeping, to help reduce food waste.





Food Safety and Quality

CSM Ingredients remains firmly committed to the highest standards of food safety and quality across its entire value chain. Guided by the Global Food Safety Initiative (GFSI), rigorous quality and safety systems are in place at all production sites. The CSM Ingredients CARE 2.0 program anchors the approach, promoting a culture of ‘Getting it Right the First Time, Everywhere’ and integrating Quality, Safety, Health, and Environmental goals with a focus on zero incidents and zero food waste.

Internal controls ensure risks are proactively identified and mitigated from production to final product. Key quality metrics, such as non-conformities, complaints, and food safety incidents, are monitored continuously and reviewed to drive performance improvements.

In 2024, CSM Ingredients continued the roll out of its quality training initiative to share new standards and best practices across manufacturing plants. The business applies detailed internal checks to ensure product labels are in full regulatory compliance and provide consumers transparency on product composition and provenance.

All production facilities have retained certifications for quality and safety, reflecting an ongoing commitment to internationally recognized frameworks that safeguard quality, integrity, and consumer trust.

Regular audits are carried out at production facilities to ensure that they are rigorously applying high safety and quality standards and to ensure that sites meet the requirements of certifying bodies.

Celebrating World Food Safety Day

On Friday, June 7th, CSM Ingredients joined the global celebration of World Food Safety Day, an initiative led by the Food and Agriculture Organization (FAO) and the World Health Organization (WHO). 2024’s theme aimed to draw attention to the importance of preventing, detecting, and managing foodborne risks which is a key contributor to food security, human health, economic prosperity, agriculture, market access, tourism, and sustainable development.

To mark the occasion, CSM Ingredients hosted a dedicated webinar with over 320 participants from across its global operations. The event provided an opportunity to reflect on the role each employee plays, directly or indirectly, in ensuring food safety, reinforcing that producing safe and high-quality products is a shared responsibility across the entire organization.



As part of its ongoing commitment, the CARE2.0 program is prioritizing key areas in 2024 to strengthen the food safety culture and systems across the company:

1. Food Safety audits as continuous improvement program
2. Implement Emerging Risk and regulatory change management
3. Robust Suppliers Quality Management System
4. Reduction in non-conformities/cost

At CSM Ingredients, food safety is seen not only as a fundamental requirement but also as a mindset that drives action at every level of the business.

Certifications

All of CSM Ingredient’s European facilities have obtained a minimum ‘A’ grade certification from the British Retail Consortium (BRC), which is the best achievable score. The BRC certification provides a comprehensive framework for managing product safety, integrity, legality, and quality along with the operational controls for these criteria.

The production plants of Bischheim, Crema, Delmenhorst and Gerlenhofen, have been certified under IFS Standards, achieving a “Higher Level” result across all sites. The IFS Food standard is internationally recognized by the Global Food Safety Initiative (GFSI), and it is designed to ensure that IFS-certified companies can deliver products that comply with client-specific product demands as well as international legislation to ensure safety and quality for consumers.

The Shanghai manufacturing plant is certified to FSSC, a globally recognized certification that is part of the Global Food Safety Initiative (GFSI) benchmarks. It recognises the plant’s adherence to high standards of food safety management. The FSSC 22000 standard is specifically designed to audit and certify food safety systems of organizations that manufacture food products, ensuring that they meet both the needs of customers and the rigors of international food safety requirements.

RSPO Supply Chain Certification	Independent chain of custody certification which aims to prove that palm oil has been acquired in a sustainable and ethical way from a certified grower
Kosher certificate	Industrial process and material compliance with Jewish ethical and hygienic health standards
ISO 22001: 2018	Food Safety and Quality certifications of products
IFS certificate	
FSSC 22000	
BRC certificate	
Organic product certification	Organic operations according to the European Union regulation on organic production and the labeling of organic products
Halal product certification	Industrial process and material compliance with Islamic ethical and hygienic health standards
Rainforest Alliance Supply Chain Certification	Independent chain of custody certification which aims to prove that cocoa has been acquired in a sustainable and ethical way from a certified grower
ISO 45001	Occupational health and safety management system
ISO 14001	Environmental management system
ISO 50001	Energy management system
ISO 9001	Quality management system
SMETA 7.0	Audit methodology developed by SEDEX to assess ethical and responsible business practices, covering Labor Standards, Health and Safety, Environment, and Business Ethics

Chapter 5

Appendix

Notes on Methodology

The Sustainability Report has been drafted with reference to the GRI Sustainability Reporting Standards 2021. The content of the document reflects the results of the materiality analysis as described in detail in the chapter “About Us”.

Scope of Reporting

This document includes a description of initiatives and activities carried out from the 1st of January to the 31st of December 2024. The data collection process and the report publication activities are structured on an annual basis. The information refers to CSM Ingredients S.à r.l., located in 7 Rue des Mérovingiens, L-8070, Bertrange, Luxembourg and its subsidiaries. Any exceptions to this reporting scope are explicitly indicated in the text. The companies falling within the scope of the Sustainability Report have their registered headquarters in:

- Bakery Supplies Int. Holding BV, The Netherlands
 - CSM Compagnie Sarl, France
 - CSM Ingredients S.à r.l., Luxembourg
 - CSM Bakery Solutions Europe Holding BV, The Netherlands
 - CSM Food (Shanghai) Co., Ltd., China
 - CSM Ingredients United Kingdom Ltd, The United Kingdom
 - CSM Ingredients Ireland Limited, Republic of Ireland
 - CSM Russia LLC, Russia
 - CSM Ingredients B.V., * The Netherlands
 - CSM Deutschland GmbH, Germany
 - Goliath GmbH, Germany
 - Goliath KG (real estate), Germany
 - CSM France SAS, France
- CSM Ingredients Italia SpA, Italy
 - Hi-Food SpA Italy
 - CSM Ingredients Spain SL, Spain
 - CSM Ingredients Portugal SA, Portugal
 - CSM Ingredients Austria GmbH, Austria
 - CSM Polska SPZOO, Poland
 - CSM Bakery KFT, Hungary
 - Ingredients Solutions Top Holdings GmbH, Germany
 - Ingredients Solutions Holdings GmbH, Germany
 - CSM Ingredients Switzerland AG, Switzerland
 - Hi-Food USA Inc., United States

* In May 2024, the Group demerged CSM Ingredients B.V. from CSM Ingredients Benelux (NL) B.V. and, after the demerger, sold CSM Ingredients Benelux (NL) B.V. CSM Ingredients Benelux (NL) B.V. is not consolidated in this report. Non-controlling interests (Joint ventures and Associates) are not consolidated in this report: CSM-GIAS Sa Tunisian (Tunisia) and France Fondant S.A. (France).

Material Topics & GRI Standards

The following table provides the link between the material aspects and the corresponding GRI Standards topics.

The following table provides the link between the material aspects and the corresponding GRI Standards topics. The Sustainability Report is drafted with reference to the principles of balance, comparability, accuracy, timeliness, clarity, and reliability, as defined by the GRI Standards. The document highlights both strengths and weaknesses, as well as potential areas of improvement. This Sustainability Report is not subject to external assurance.

Material topics	GRI Material Aspects
Climate Action	Emissions
Health & Safety at the Workplace	Occupational Health and Safety
Waste and Water Management	Materials
	Waste
	Water and Effluents
Governance & Business Ethics	Economic Performance
Food Safety and Quality	Consumer Health & Safety
Diversity & Inclusion	Equal Opportunities
	Employment
Healthy, Natural and Nutritious Products	Marketing and Labeling
Employee Wellbeing	GRI 403: Occupational Health and Safety 2018
Responsible Sourcing	Marketing and Labeling

Calculation Methodologies

Greenhouse gas emissions calculations are carried out based on the principles outlined in the GHG Protocol Corporate Accounting and Reporting Standard.

The methodologies and assumptions used to calculate the performance indicators included in the report are described below:

- All data related to injuries refers to CSM Ingredients group’s employees. It does not include commuting injuries for which transportation was not organised by the company or first aid cases;
- Waste composition has been determined on the basis of waste weights as registered and reported directly from manufacturing plants owned and controlled by CSM Ingredients group;
- The lost time injury frequency rate has been calculated as the total lost time injuries multiplied by 200,000 and divided by the overall number of hours worked in the reporting period;
- Hiring and turnover rates have been calculated using the total number of employees at the beginning of the reporting period as the denominator;
- The energy consumption related to CSM’s owned and long-term leased vehicles has been calculated based on available fuel consumption data. The following table shows the conversion factors used:

Topology	UoM	Source
Fuel Density	l/t	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024
LCV (Lower Calorific Value)	GJ/t	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024

Scope 1 emissions were calculated as follows:

GHG emissions – Scope 1			
Source Activity Data		Emission Factor	GWP
Vehicle fleet	Fuel consumption (petrol, diesel, LPG)	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.
Fuels for boilers and heating	Fuel consumption (petrol, diesel, LPG)	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.
Refrigerant gas refills for refrigerating rooms and air conditioning	Leakages (kg)	–	Global Warming Potentials (GWPs) are taken from IPCC Sixth Assessment Report (AR6).

Scope 2 emissions resulting from the consumption of electricity purchased from the national grid are calculated according to two different methodologies: the location-based approach reflects the average emissions intensity of grids where the energy consumption

occurs; the market-based approach reflects the emissions from the electricity source the company has purposefully chosen. Scope 2 emissions were calculated as follows:

GHG emissions – Scope 2			
Source Activity Data		Emission Factor	GWP
Electricity purchased from the national grid – Location-based	Electricity consumption (kWh)	European Environment Agency 2023 Ministry of Ecology and Environment Department of Energy Security and Net Zero – DESNZ	Only CO2 emissions have been considered.
Electricity purchased from the national grid –Market-based	Electricity consumption (kWh)	AIB, European Residual Mixes 2023 Ministry of Ecology and Environment of the PRC	Only CO2 emissions have been considered.

Scope 3 emissions estimates include other indirect emissions. In 2024, Scope 3 comprised a number of categories selected according to the criteria of relevance, data availability, and improvement potential for future initiatives. The calculations carried out relied on following, main assumptions:

- **Purchased goods and services (Cat. 1)** emissions were estimated utilizing the closest emission factors (EF) in terms of physical characteristics or components/ ingredients in cases where an emission factor related to the specific product purchased was not available. For some of the products, the emission factors associated do not include the whole production processes, but only a fragment of it, due to limitations in the emission factors available on the market;
- **Capital goods (Cat. 2)** related emissions were calculated based on capital expenditure: relevant investments were classed as those exceeding €10k as the relevance threshold;
- **Waste generated in operations (Cat. 5)** related emissions were calculated based on the total weight produced and its destination provided by CSM Ingredients group manufacturing plants. However, the composition of the waste has been calculated utilizing high-level estimates provided by the group's headquarters.
- **Employees commuting (Cat.7)** related emissions were estimated based on data gathered through a questionnaire submitted by CSM Ingredients group's employees;
- **End of life treatment of sold products (Cat.12)** related emissions were estimated by assuming that the final disposal of the residual packaging sold would take place in the same areas as where those products were sold.

For further information about the categories involved in Scope 3 analysis, please refer to the “Environmental Impact” section.



Scope 3 emissions were calculated as follows:

GHG emissions – Scope 3			
Source Activity Data		Emission Factor	GWP
Purchased goods & services (Cat.1)	Weight of raw, process, and packaging materials procured; Purchased services expenditures	Ecoinvent, version 3.11 (2024) UK Department for Environment, Food & Rural Affairs (DEFRA), Table 13 – Indirect emissions from the supply chain 2020	CO2 equivalent has been considered.
Water withdrawal (Cat. 1)	Cubic metres of water withdrawn	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.
Capital goods (Cat. 2)	Capex by product category	Department for Environment, Food and Rural Affairs (DEFRA), Conversion factor – “Table 13” Indirect emissions from the supply chain 2020	CO2 equivalent has been considered.
Fuel- and energy related activities (Cat. 3)	Fuel and electricity consumption	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.

GHG emissions – Scope 3			
Upstream and downstream logistics (Cat. 4 & 9)	Kilometers covered by air, truck or ship multiplied by shipped weight (tons)	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.
Waste disposal (Cat. 5)	Weight of waste disposed by typology and treatment method	Ecoinvent, version 3.11 (2024)	CO2 equivalent has been considered.
Wastewater discharged (Cat. 5)	Cubic meters of water discharged	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.
Business travel by air, train, and car (Cat. 6)	Kilometers travelled	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.
Employee commuting (Cat. 7)	Kilometers travelled	UK Department for Environment, Food & Rural Affairs (DEFRA), Conversion factors – Full set, 2024	CO2 equivalent has been considered.
End-of-life treatment of sold products (Cat. 12)	Packaging disposed	Ecoinvent, version 3.11 (2024)	CO2 equivalent has been considered.

GRI Disclosures

The Sustainability Report references the following GRI Disclosures. If not otherwise specified, the Disclosures applied have been used in full.

GRI Content Index	
Statement of Use	CSM Ingredients group has reported in reference with the GRI Standards for the period 01.01.2024 – 31.12.2024
GRI 1 Used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not currently available.

GRI Content Index		Page	Notes
General Disclosure			
GRI 2: General Disclosures 2021	2-1 Organizational details	68	
	2-2 Entities included in the organization’s sustainability reporting	–	The consolidated perimeter is the same in the financial and non-financial reporting
	2-3 Reporting period, frequency, and contact point	–	The reporting period of the financial disclosure is the same as for the Sustainability Report
	2-4 Restatements of information	–	There have been no restatements in the reporting period

	Disclosure	Page	Notes
GRI 2: General Disclosures 2021	2-5 External assurance	–	The report has not been subjected to external assurance
	2-6 Activities, value chain and other business relationships	17	The organization transferred the innovation and manufacturing site of Goes (The Netherlands) to Italcanditi Group
	2-7 Employees	29	The company reports on the requirements a,c
	2-9 Governance structure and composition	20-21	The company reports on the requirements a,b
	2-10 Nomination and selection of the highest governance body	20-21	
	2-12 Role of the highest governance body in overseeing the management of impacts	20-21	
	2-13 Delegation of responsibility for managing impacts	20-21	
	2-14 Role of the highest governance body in sustainability reporting	20-21	
	2-22 Statement on sustainable development strategy	15-16	
	2-23 Policy commitments	22-23	The company reports on the requirements a,b
	2-24 Embedding policy commitments	22-23	
	2-25 Processes to remediate negative impacts	20-23	The company reports on the requirements a,b
	2-29 Approach to stakeholder engagement	24	
	2-30 Collective bargaining agreements	–	78% of workers are covered by a collective bargaining agreement

Material Topics	Disclosure	Page	Notes
GRI 3: Material Topics 2021	3-1 Process to determine material topics	25	
	3-2 List of material topics	26-27	
Materials			
GRI 3: Material Topics 2021	3-3 Management of material topics	52	
GRI 301: Materials 2016	Disclosure 301-1 Materials used by weight or volume	52	
Water			
GRI 3: Material Topics 2021	3-3 Management of material topics	51	
GRI 303: Water and Effluents 2018	303-5 Water consumption	51	The water consumed was withdrawn from areas not categorised as high risk.
Biodiversity			
GRI 304: Biodiversity 2016	304-01 Operational sites owned	-	We have one site located near a biodiversity sensitive area, Crema, manufacturing site
Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	44	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	47-48	
	305-2 Energy indirect (Scope 2) GHG emissions	47-48	
	305-3 Other indirect (Scope 3) GHG emissions	47-48	

Introduction Letter to Stakeholders	Chapter 1 About Us	Chapter 2 Impact on People	Chapter 3 Impact on the Planet	Chapter 4 Impact on Product	Chapter 5 Appendix
Waste					
GRI 3: Material Topics 2021	3-3 Management of material topics	52			
GRI 306: Waste 2020	306-3 Waste generated	52			
Diversity & Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics	30			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	20, 29	The organisation hired 102 permanent FTEs in 2024 (73 men and 28 women). Voluntary Employee Turnover Rate: 6,4%		
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1 Diversity of governance bodies and employees	–			
Occupational Health and Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	32			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational Health and safety management system	32			
	403-2 Hazard identification, risk assessment, and incident investigation	32			
	403-3 Occupational health services	32			
	403-6 Employee wellbeing	32			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	32			
	403-9 Work-related injuries	33			
Customer Health and Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	–			
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	–	No incidents of non-compliance concerning the health and safety impacts of products and services were recorded in the reporting period.		

Introduction Letter to Stakeholders	Chapter 1 About Us	Chapter 2 Impact on People	Chapter 3 Impact on the Planet	Chapter 4 Impact on Product	Chapter 5 Appendix
Marketing and Labeling					
GRI 3: Material Topics 2021	3-3 Management of material topics	–			
GRI 417 – Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and services	–	No incidents of non-compliance concerning product and service information and labeling were recorded in the reporting period.		
Employee Welbeing					
GRI 3: Material Topics 2021	3-3 Management of material topics	32			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational Health and Safety management system	32			
	403-2 Hazard identification, risk assessment and incident investigation	32			
	403-7 Prevention and migration of occupational health and safety impacts directly linked to business relationships	32			
	403-9 Work related injuries	32			
Responsible Sourcing					
GRI 3: Material Topics 2021	3-3 Management of material topics	38			
Biodiversity (GRI 304)	Biodiversity – 101-5 Locations with biodiversity impacts	–	We have 1 site located near a biodiversity-sensitive area (Crema manufacturing site)		
Supplier Social Assessment (GRI 414)	Disclosure 414-1 New suppliers that were screened using social criteria	39			
	Disclosure 414-2 Negative social impacts in the supply chain and actions taken	39			
Supplier Environmental Assessment (GRI 308)	Disclosure 308-1 New suppliers that were screened using environmental criteria	39			
	Disclosure 308-2 Negative environmental impacts in the supply chain and actions taken	39			



Headquarters

CSM Ingredients S.A.R.L.
7 Rue des Merovingiens
L-8070, Luxembourg

For more Information:

Email: sustainability@csmingredients.com
Website: www.csmingredients.com | www.hifood.it
Linkedin: @CSM Ingredients | @HIFOOD