

*CSR Report*  
2021-2022



## Introduction

### Open letter from **Robert**, **CEO** of iscal

We are very happy to present to you our first CSR report, the aim of which is to demonstrate our sustainable commitment, by covering the various projects and initiatives implemented by iscal as part of its 2020-2030 strategy.



Our ambition is to become a key player in the energy transition in the sugar industry, by establishing clear and quantifiable objectives and by sharing these objectives with all our suppliers, customers, partners and employees.

We also continue to make every effort to ensure that our employees benefit from a working environment where well-being, health and safety are key priorities.

Thank you in advance for this close collaboration and happy reading!

**Robert Torck**  
iscal CEO

A handwritten signature in black ink that reads "Robert Torck". The signature is written in a cursive, flowing style.

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## About

### The pillars of iscal

#### Values

Iscal's values are respect, excellence and commitment. These values are part of our daily lives and are the foundation for all the actions carried out and to be carried out by iscal.

#### Mission

Iscal's mission is to support our planters and our customers, artisans and industrialists, by producing high-quality sugar and sugar derivatives, as well as personalised services, in accordance with our societal and environmental values.

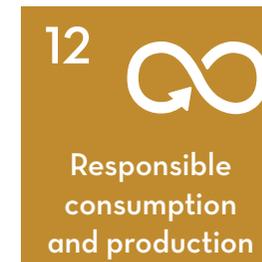
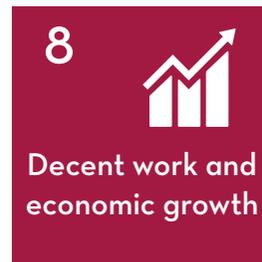
#### Vision

Our vision is to contribute, while respecting our local partners, to the energy transition by becoming a leader in carbon neutrality in sugar production.



### Six Sustainable Development Goals (SDGs)

Among the 17 SDGs adopted by the United Nations, we have selected six on which to take action and focus our sustainable, environmental and societal thinking and actions. In this report, you will find, alongside each initiative we have taken, the SDG(s) to which this action relates.



## Some f

**122,5** Turnover (M€)

**131** Employees

**1868** Group's first plant

**1993** Establishment of the Fontenoy plant

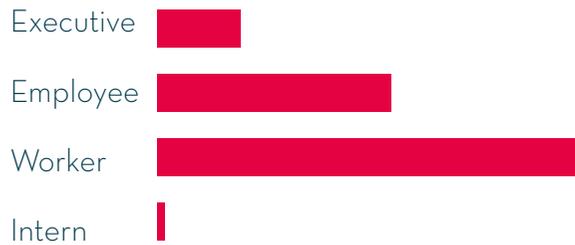


## OUR TEAMS

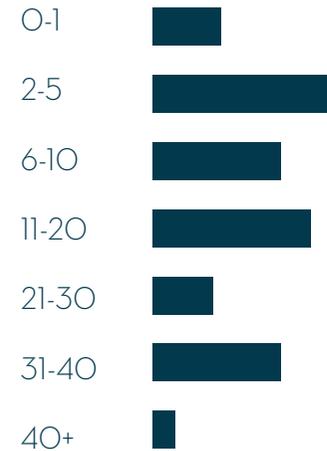
## GENDER



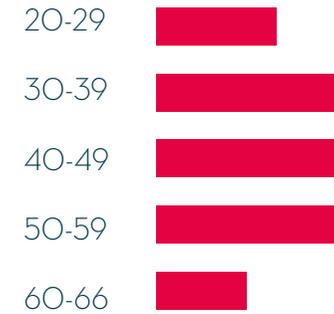
## FUNCTION



## SENIORITY



## AGE



# figures

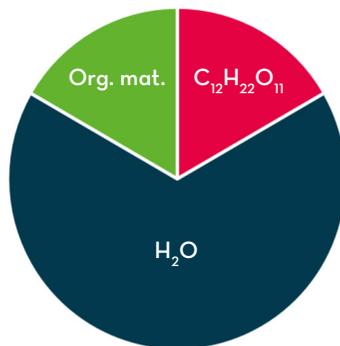


## OUR BUSINESS

### Our key partners

BE farmers	<b>99.5%</b>
Non-BE farmers	<b>0.5%</b>
BE suppliers	<b>85%</b>
Non-BE suppliers	<b>15%</b>
BE supplied customers	<b>79%</b>
Non-BE supplied customers	<b>21%</b>

1,200,000 t of beet



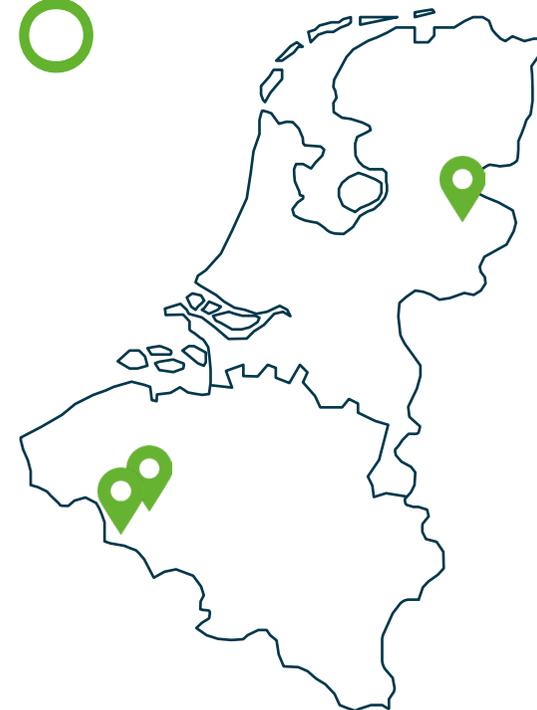
- Sugar - 200,000 t
- Water - 800,000 m<sup>3</sup>
- Organic materials - 200,000 t

## OUR SITES

**Fontenoy (BE)**  
Headquarters &  
Production site

**Frasnes-lez-Anvaing (BE)**  
Storage and processing

**Almelo (NL)**  
Processing site



## Part 1 - Carbon footprint

# Carbon footprint



The UN and the IPCC are saying it loud and clear: action is needed and the time for half-measures is over. According to UN climate experts, the rise in temperatures compared to pre-industrial era is already 1.1°C. We are approaching the 1.5°C limit set by the 2015 Paris Agreement.

At iscal, we are working towards a more environmentally responsible and sustainable future. Our ambition is to become a key player in energy transition in the sugar industry by 2030. To achieve this ambitious objective, we are implementing numerous initiatives aimed at reducing our impact in terms of carbon dioxide emissions.

In this section, we invite you to discover different initiatives on which we have worked.

## Part 1 - Carbon footprint - continued

# Energy

## Biogas

In 2021, we inaugurated a new biogas facility on the Fontenoy site, which enables us to recover the biological residues from the beet cleaning phase (6,000 tonnes of waste per season) to transform them into gas. Combined with pre-existing facilities, we are now able to meet up to 15% of our energy needs with this natural gas.



## CO<sub>2</sub> audit

We studied the production cycle from September 2019 to August 2020 to obtain a clear estimate of the impact in terms of carbon dioxide emissions. The result was 93 kt over the 12 months studied, including 56 kt in 'scope 1', i.e. direct emissions.

Following this audit, an action plan was developed to gradually reduce this impact. In it we have identified 17 action points including, for example, the construction of a wind turbine and the reduction of our supply and delivery radii.



*The greenest energy is the energy we do not use.*

Laurence Philippart  
Production Director

## Audit of our production process

Optimising our production process is a major challenge requiring a constant search for improvements to be made to the plant.

Following the CO<sub>2</sub> audit, we are working with an external company specialising in industrial optimisation and which is studying the various key action points that will enable us to improve our production. The findings are not yet known.



# Water

## Water in our process

Since beets are made up of 75% water, our plant has to treat approximately 800,000 m<sup>3</sup> of it. Our main challenge is to recycle and treat this water.

There are many options for water reuse within the plant itself, whether in vapour or liquid form. On average, we reuse the same water molecule three times before sending it to our treatment plant.



## Other initiatives

Our staff have access to 15 **showers** spread over our two Belgian sites; each of these showers is equipped with a water saving head, reducing consumption from 13 to 14 litres per minute to 7 litres!



Since December 2021, all our **water fountains** have been connected to the water supply network. Combined with reusable glasses decorated with our new logo, this process avoids a significant amount of waste and transport.



## Part 1 - Carbon footprint - continued

# Products

## Recovery of co-products

At iscal, we try to recover as much of the “waste” from our sugar production as possible in a circular economy approach.

Thus, we offer these co-products to our farmers and customers:

- The **soil**, brought with the beets, is once again scattered in the fields within a radius of 25 km around Fontenoy.
- The **water** that is recycled as much as possible before being treated.
- The **pulp** and **pellets** that play a major role in feeding livestock in winter.
- **Scum**, the calcareous residue from our filtration, which is reused to improve fields.
- The **molasses** that are reused in many food applications.



## Vegaplan

100% of the farmers supplying us with beets are Vegaplan certified. Yet, this label was only issued to 59% of Belgian farmers last year.

This certificate means that our beets grow in a context that takes into account the responsible use of fertilisers and plant protection products, the FASFC guidelines, various packaging measures and sustainable development as a whole.



## Packaging

We deliver our sugar in three forms: small volume bags (mainly 25 kg), large bags (1 tonne) and in bulk. Bulk represents our largest volume, i.e. 85% of our sugar during our last season. Bulk delivery avoids the use of many single-use bags and waste for our industrial customers.



# Transport



## Incoming and outgoing transport

Transport has a huge impact on our company, both financially and environmentally. The beets are first delivered to the plant and the sugar is then delivered to our customers.

This year, beets were travelled an average of 59 km to reach Fontenoy and the sugar 216 km to our various customers.

We continue to attach great importance to reducing these distances, by prioritising our business relationships with local companies and by favouring short supply chains.



## Fleet

The iscal fleet currently consists of 30 vehicles. Our goal is for all vehicles to be electric or hybrid within 5 years.



## Silo project

At Fontenoy, we have a storage capacity of 46,000 t of sugar. Combined with our Frasnes site, we have reached a maximum storage volume of 94,000 t for an annual production of approximately 200,000 t of sugar.

We have taken the decision to invest in a new 80,000 t silo on the Fontenoy site, in order to optimise storage capacity and minimise transport to Frasnes (23.5 km), while best serving our customers.



Sept 2021

May 2022



Part 1 - Carbon footprint - continued

# Other

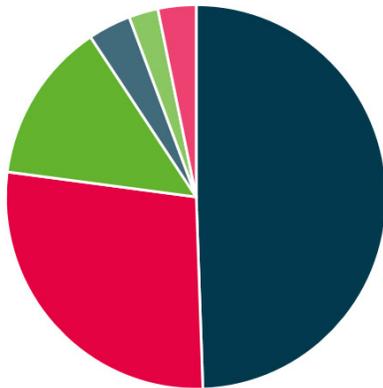
## Waste sorting

As a heavy industry, we inevitably produce a certain amount of waste of various kinds inherent in the operation of the plant.

In 2021, we accumulated 537 tonnes of waste including 337 tonnes of metals and wood. Thanks to a stringent sorting policy, we were able to send 72% of these materials to different local recycling channels.



2021 waste volumes



- Metals
- Wood
- Paper/Cardboard
- Industrial waste
- Large bags
- Other



## Local cleaning

We participated in the 'Grand Nettoyage 2022' proposed by BeWapp. In this context, we, together, covered 6 km and collected an impressive amount of litter. There is no doubt that this first experience will be followed by many others.



## Touch wood

With the return of spring in 2022, we removed 175 cypress trees from our site and replaced them with new trees. In total, we now have 510 new trees of 15 different species on our site including currant trees, oaks, apple trees, plum trees, holly and hornbeams.

By removing non-endemic trees and replacing them with local species, we are improving biodiversity on our site while benefiting the surrounding fauna and flora.



Part 2 - Company

# Company

In addition to being a production tool, a plant is also a community, a group of people striving towards the same goal, but also an environment, a social fabric into which it must be integrated.

In this section, we present numerous initiatives aimed at improving the well-being at work of our employees, creating a positive climate within or outside our company and building a corporate culture in line with our values of respect, excellence and commitment.



# Employees

## Iscal Day

Since 2020, we have organised an employee day in September just before the start of the beetroot season. During this day, different topics are discussed in order to optimally prepare for the coming season, in particular the safety of all.

We also address, through team building activities, various broader themes, such as CSR or corporate culture.



## Well-being surveys

This year, we conducted two general surveys for all iscal employees. The first was a Great Place To Work survey. The results of this survey were analysed during internal discussions that enabled participants to openly discuss the development of each person's well-being.

In early 2022, a general survey assessing psychosocial risks in the company was carried out. Organised by our external prevention service, the objective was to precisely identify the points for attention on which to act to improve the well-being of all.



## Training

In 12 months, no less than 213,000 hours work were carried out by all iscal staff. More than 3% of these hours, or 7,000 hours, were devoted to training. This means that on average, an iscal employee receives one hour of training per week.

These trainings help all employees to improve in their areas of expertise, but also to expand their skills beyond it.



# Social integration



## Sugar refinery tours

In collaboration with the Foyer Socio-Culturel d'Antoing, we offer a free two-hour tour, during which we first explain the basic principles governing the operation of a sugar refinery before taking our visitors to see the production facility.

This year, despite the Covid-19 pandemic that began during the season, we were able to welcome more than 400 visitors, including many young students from the region.



## Charitable actions

Each year we support the Food Bank, to which we delivered three tonnes of sugar in 2021, two of which were given to students in financial difficulty during the Covid-19 pandemic.

During the Christmas period, we collected donations for a shelter for families seeking stability in Kain (Tournai): toys, educational materials and school equipment.

Finally, iscal participated in the Viva for Life event. 21 different challenges were carried out by iscal employees. Each challenge brought in €100 to benefit the projects supported by Viva.



## Sponsorship

For three years, we supported the restoration of a 12th century tapestry through the funding of the non-profit association 'Les amis de la Cathédrale de Tournai'. It is now possible to admire this tapestry again in Tournai Cathedral.

At the same time, we also support the youth teams of the Antoing football club. This club, which has one of the best training centres in Hainaut, thus offers 400 young people aged 4 to 18 the chance to take part in a great sporting activity just a stone's throw from our main site in Fontenoy.



The iscal group

# Alldra

## About

Alldra, a subsidiary of iscal, is based in Almelo, in the Netherlands, and has 50 employees. Alldra specialises in the production and sale of decorative products containing sugar.



## Digitalisation of the production process

Due to the increased complexity of orders and bookings, and tight delivery times, it was essential to automate and digitalise this process. Thus, each employee can do their work more efficiently and the use of paper has been greatly reduced.



## Unicef

As a Business Buddy of this globally active NGO, Alldra particularly supports a project in Côte d'Ivoire: the Plastic Bricks project. By turning the plastic waste present into safe and sustainable building materials, this project has already enabled the construction of 159 schools for nearly 8,000 children.



## Conclusion

# To conclude

At iscal, we are looking forward to the future with optimism and enthusiasm, we will continue to make progress in CSR-related areas in the months and years to come. Our open-ended mission is still in its infancy, but together we will make progress towards a more responsible and sustainable future.

We are already looking forward to touching base with you with our next CSR report and encourage you to keep yourself informed of our progress via our various channels.

See you soon!

*The CSR team*



**The iscal CSR team**

Brieuc, Louis, Amandine, Gregory, Virginie and Philippe



# *Would you like to contact us?*

Do you have a question about this report?  
Do you want to share an idea or experience?  
Do you want to work with us on a project?

You can reach us via one of these three channels:

[www.iscal.be](http://www.iscal.be)



[communication@iscalsugar.be](mailto:communication@iscalsugar.be)



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