



ANNUAL REPORT 2023  
ESG COMPILATION



**OUR MISSION IS TO CREATE SMALL MOMENTS  
OF JOY AND HAPPINESS. WE DO THAT BY OFFERING  
A VERSATILE RANGE OF BRANDED SNACKS  
WITH SUPERIOR TASTE EXPERIENCE.  
TO EVERY CONSUMER. FOR EVERY OCCASION.  
IN EVERY COUNTRY.**

# 01

## OUR SUSTAINABILITY PROGRAMME CARE FOR TODAY, RESPECT FOR TOMORROW



Our sustainability ambition	9
Our materiality	14
Our sustainability in action	24
EU Taxonomy	90
Limited Assurance Report	94

# 02

## CORPORATE GOVERNANCE DECLARATION



Corporate Governance Declaration	98
----------------------------------	----

# 03

## ENTERPRISE RISK MANAGEMENT



Enterprise Risk Management	124
----------------------------	-----

# 04

## ANNEXE



EU Taxonomy Reporting	134
Glossary	140

# 01

## OUR SUSTAINABILITY PROGRAMME CARE FOR TODAY, RESPECT FOR TOMORROW

Our sustainability ambition	9
Our materiality	14
Our sustainability in action	24
EU Taxonomy	90
Limited Assurance Report	94



# OUR SUSTAINABILITY AMBITION

Lotus Bakeries aims to achieve sustainable, profitable growth by providing consumers around the world with a diverse range of branded snacks for every occasion. As part of this ambition, we aspire to create value in a sustainable way, not only today, but also for the future generations to come.

The range of sustainability matters that are material to our company have been captured in the programme 'Care for Today, Respect for Tomorrow'. This programme continues to apply, while some significant refinements were applied in 2023 following an extensive double materiality exercise aimed at further strengthening our ambitions.

The double materiality exercise strengthened our focus on risks related to environmental and social welfare, giving the Company today an even better view of the specific topics on which we want to work in the coming years. To implement that focused yet challenging strategy and achieve our ambitions, we have also scrutinised our ESG governance structures, steered by the Executive Committee, who in 2023 appointed a new

ESG Director and now reports on sustainability matters to the Audit & Sustainability Committee, via the Executive Committee.

Jan Boone, CEO: *"When referring to ESG, the focus is often on conducting business in the interest of, and with respect for the environment. Our company takes many steps to protect our environment.*

*The more global our business becomes, the more we need to think locally in many areas. It is strategically important for us to source locally and close to our production sites. Reducing transport not only has a positive impact on price, but also, of course, on our carbon footprint. We further continue the work on our product packaging and aim to achieve 100% technical recyclability by 2025.*

*However, it is important to recognise that ESG is not just about the environment. The 'S' in Social deserves equal attention and consideration. As a family-owned business, we strive to achieve profitable growth that goes hand-in-hand with fostering a healthy community of*

*people around the world. We can only achieve this growth by retaining our current employees – with their commitment and passion – and by attracting new talent. Our focus on employee well-being contributes to this belief."*

At Lotus Bakeries, we consider it important to report in a clear way on our ESG initiatives. Therefore, we continue this year with a separate ESG-compilation and a Global Reporting Initiative (GRI) report. We are well on our way to preparing for the future disclosure requirements in accordance with the Corporate Sustainability Reporting Directive (CSRD). In this context, we have elaborated our existing materiality assessment and have carried out a comprehensive double materiality assessment.

Lotus Bakeries has responded to sustainability challenges in the past which are still solid foundations to build our onward sustainability journey. In 2023, again significant steps have been taken on our sustainability matters.

# ESG HIGHLIGHTS 2023



## GOVERNANCE

- Implementing the new ESG Governance Structure
- Performing a Double Materiality Assessment
- Getting ready for CSRD & ESRS compliant reporting



## ENVIRONMENT

- Committing to set science-based reduction targets through SBTi
- Calculating our baseline of CO<sub>2</sub>e emission in Scope 1, 2 and 3 for the base year 2023
- Achieving 98% technical recyclability of our branded packaging



## EMPLOYEES

- Promoting employee well-being
- Obtaining ISO 45001 certification for Lotus Bakeries South Africa Manufacturing
- Issuing an Anti-Discrimination & Anti-Harassment Policy



## COMMUNITY

- Installing a Human Rights Policy
- Setting up a Whistleblowing Line & Policy

### ESG GOVERNANCE

The Executive Committee ('EXCO') is responsible for the sustainability strategy and objectives for Lotus Bakeries. In 2023, the EXCO has appointed an ESG Director, corporate director and member of the Leadership Team, reporting to the CFO. The ESG Director has to progressively develop the sustainability strategy and ensure compliance with new sustainability regulations. The integration of the sustainability strategy into the organisation is steered by the ESG Director and implemented by the ESG workstreams, which are owned by the business or relevant corporate departments. The workstream leaders are responsible for the delivery of the sustainability targets. The Group

Sustainability Steerco, which meets at least once a month, provides oversight of ESG projects and monitors progress.

The EXCO presents Lotus Bakeries' sustainability strategy to the Audit & Sustainability Committee. The Board of Directors has broadened the mandate of the Audit Committee with ESG matters and renamed it to the Audit & Sustainability Committee by decision of November 24, 2023.

For further details, reference is made to chapter 4 of this annual report.





“The next and obvious step in the development of our ESG policy was the appointment of ESG Director Sabien Dejonckheere. The ESG Director will develop and define the sustainability strategy for the Lotus Bakeries Group in close collaboration with the EXCO, the leadership team and the area management teams. She will embed and integrate the strategy throughout the whole organisation. She will take the initiative to create even more ESG awareness by involving employees in this journey and making optimal use of best practices. In addition, she will provide structure to all the different local projects and responsibilities. ESG has also been given its proper place in our organisation by expanding the Audit Committee in the Board of Directors into an Audit and Sustainability Committee. From now on, the Committee will also advise the Board of Directors on sustainability policy and reporting.”

– CFO, Mike Cuvelier



“As a family business, Lotus Bakeries has been focused on sustainable policies for generations. It is an integral part of what we do. We want to see a healthy Lotus Bakeries, today and tomorrow, so that future generations can enjoy it too. On the one hand, we have been working on a balanced, sustainable product range since long by developing the right portion sizes and, from 2015, by acquiring the Natural Foods brands. Our TOP values – which stand for Team, Open Dialogue and Passion – have been an important dimension of our corporate culture for many years and show our commitment to the well-being of our employees. We also made a commitment to use only recyclable packaging for our branded products by end 2025. As you can see, driving growth in a sustainable way has always been and will always be part of our Lotus DNA.”

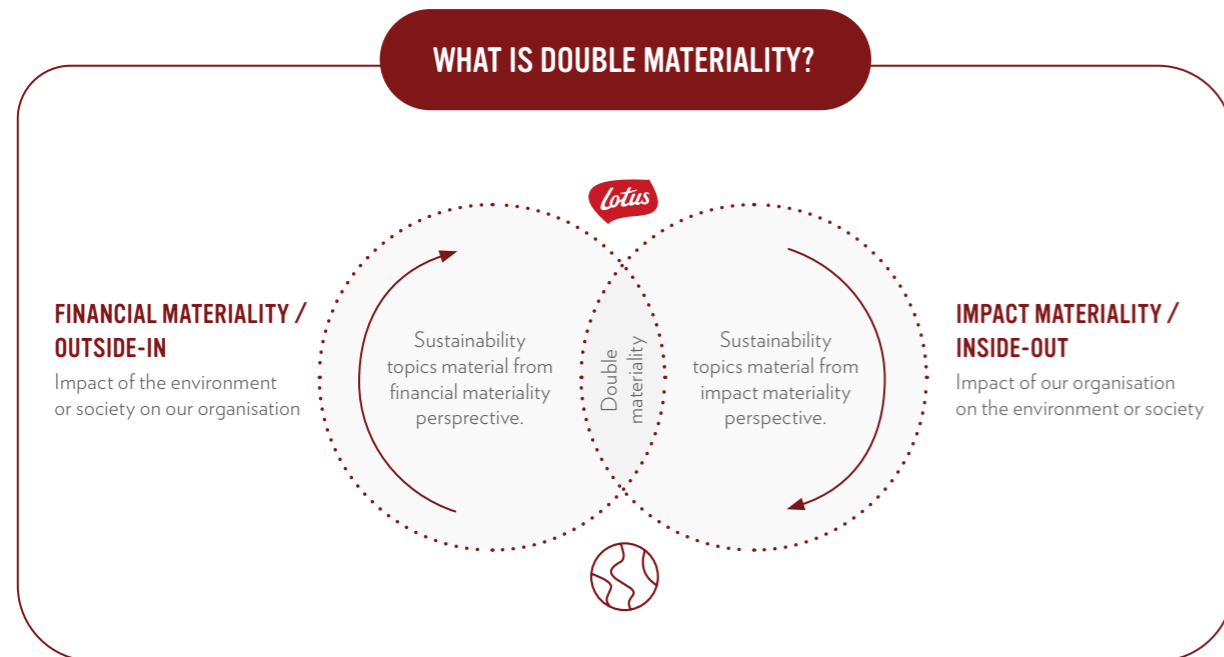
– ESG Director, Sabien Dejonckheere

# OUR MATERIALITY

Lotus Bakeries has its sustainability programme 'Care for Today, Respect for Tomorrow' since long. In the past, to determine our sustainability priorities, we regularly conducted a 'single' materiality assessment.

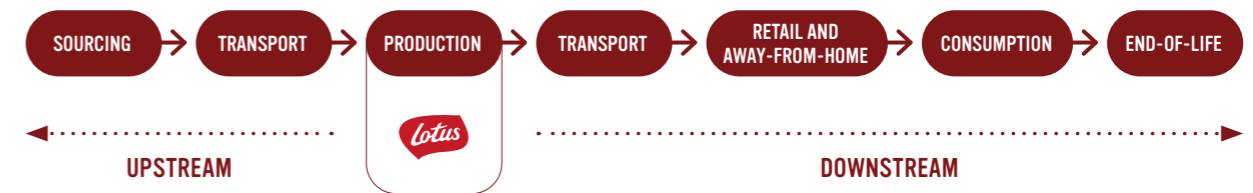
As today's world is changing rapidly, we are faced with a range of new challenges in the business and along the value chain. We interact with many parties, so it is essential to get a full understanding of the impact of our operations and snacks on the world. In order to confirm or reconsider the priorities of our sustainability programme, Lotus Bakeries in 2023 performed a broad and in-depth assessment using the double materiality lens, reviewing a list of topics from both a financial and an impact materiality perspective.

We engaged with a large number of stakeholders on these topics. The outcome will serve as the basis to select our strategic ESG platforms within the 'Care for Today, Respect for Tomorrow' programme, as well as guide us on which ESRS standards to report on for the upcoming CSRD reporting. This assessment will provide strategic guidance on sustainability matters, and how to integrate this with our ambition: offering a versatile range of branded snacks for every consumption occasion to consumers worldwide.



## OUR VALUE CHAIN

We develop, create and offer a versatile range of snacks that meets the needs of consumers for the global market. In order to do so, we strive to cooperate with our partners along the value chain to create our branded snacks in the most sustainable way possible.



**Sourcing:** We source high-quality raw materials such as wheat flour, sugar, palm oil, chocolate and others to create our products and packaging materials to protect them. We source related goods and services such as distribution, logistics, production equipment.

**Transport:** Raw and packaging materials are transported to our production sites. The greater part of our raw materials is sourced on the same continent where we operate as we strive to keep the distance as short as possible.

**Production:** We transform raw materials into unique and great tasting snacks. We do so at our own production site as well as for some of our brands jointly with our co-manufacturers. We take care to use the precious natural resources efficiently in a safe working environment.

**Retail and away-from-home:** We aim to make our range of branded snacks accessible for everyone. Our products are sold by our partners through retail channels (brick&mortar and online) and through away-from-home channels.

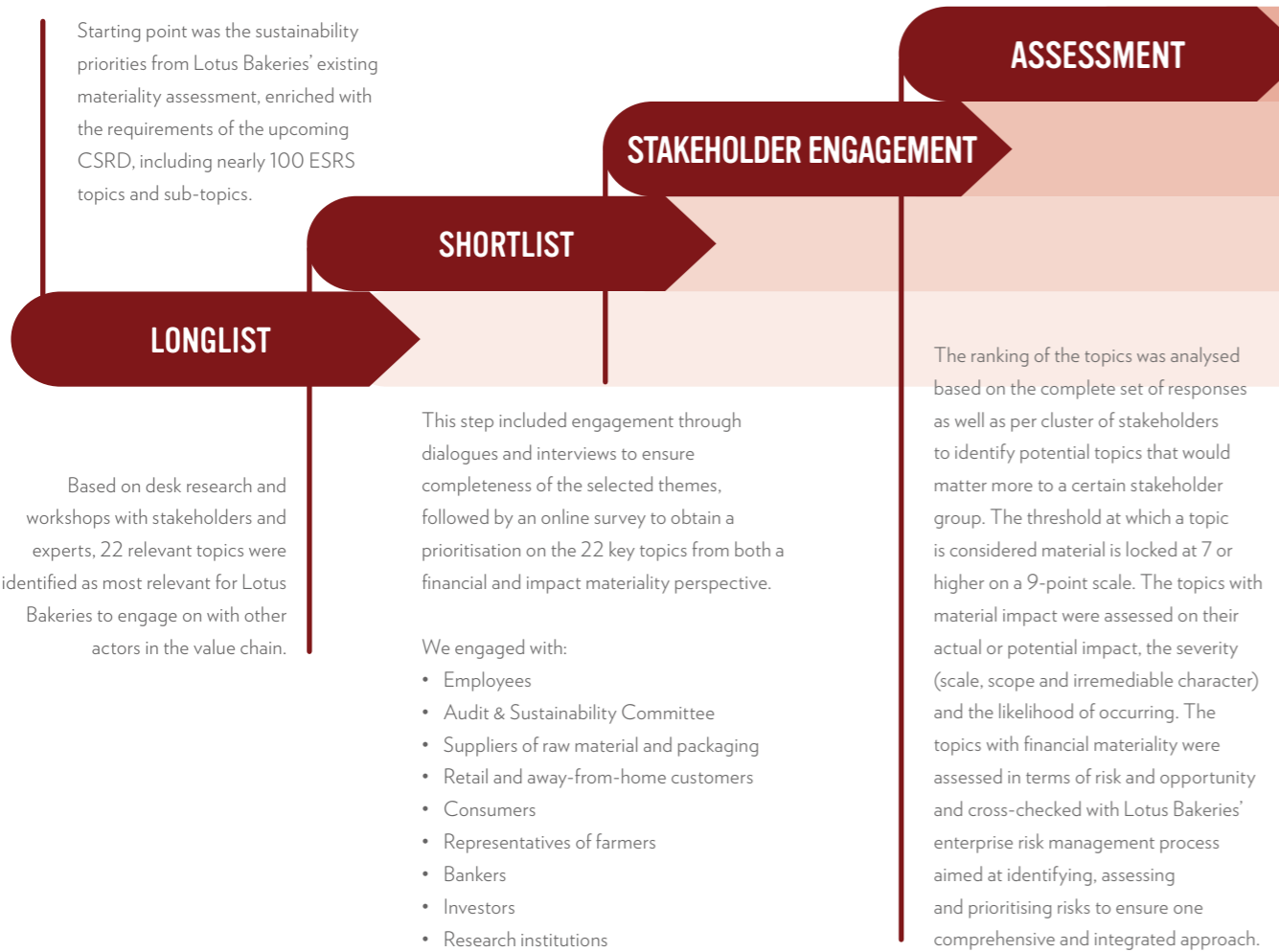
**Consumption:** We provide snacks for different consumption moments and needs. Everything we launch has to uphold the highest quality and food safety standards. We pack our most popular snacks in different formats fitting different household sizes in order to combat food waste. On top, everything has to taste delicious, because we know that this will keep consumers coming back to our product range.

**End-of-life:** We aim to contribute to a circular economy via our technical recyclable packaging and we encourage consumers to sort correctly by providing clear sorting advice.

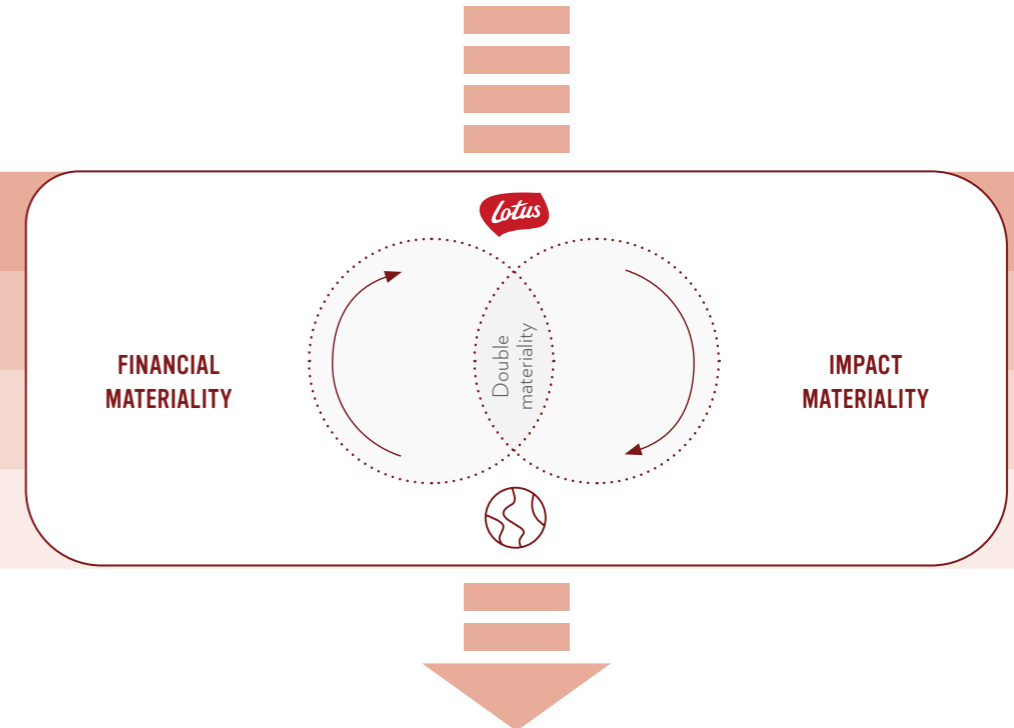


**THE MATERIALITY ASSESSMENT: A 4-STEPS APPROACH**

Lotus Bakeries performed a double materiality assessment in 2023, which was approached as follows:



# CARE FOR TODAY, RESPECT FOR TOMORROW



## DOUBLE MATERIALITY ASSESSMENT AS BASE FOR THE SUSTAINABILITY STRATEGY

## THE MATERIALITY MATRIX

The double materiality assessment shows which of the 22 topics can have a material financial impact on the Group and which topics we as a company can have a material impact on.

### 1 Carbon reduction

Reducing direct greenhouse gas emissions in our manufacturing, fleet, transport and our full supply chain to contribute to the race towards net zero and helping to limit global warming to 1.5 degrees Celsius above pre-industrial levels.

### 2 Energy usage

Reducing the energy consumption or replacing fossil fuel related energy with renewable energy in our manufacturing sites and across our full supply chain to reduce indirect greenhouse gas emissions coming from energy generation.

### 3 Sustainable sourcing

Ensuring the sustainable sourcing of key ingredients, such as palm oil, chocolate, sugar, and wheat, and other sensitive ingredients to minimise environmental impact including deforestation or habitat destruction. Addressing ethical practices throughout the supply chain to minimise social impact, including labour conditions, fair trade, and human rights.

### 4 Pollution

Pollution is the introduction of harmful materials into the environment, often generated by human activities such as the disposal of waste, including plastic waste, or the runoff produced by factories and economic activities, such as the use of pesticides in agriculture. These pollutants can damage the quality of air, water and land.

### 5 Water stewardship

Addressing water-stress by developing means to reduce, reuse and reserve water at our own operations and in engagement with our suppliers.

### 6 Biodiversity

Developing measures to protect and preserve biodiversity, including efforts to protect ecosystems at our own sites and ways to promote sustainable agriculture at our suppliers. A reduced pollination could lead to reduced availability of crops.

### 7 Circular economy

Contributing to a circular economy by continuously improving our manufacturing efficiency with continued efforts on reducing waste and developing further initiatives on water usage, on top of the initiatives to reduce our environmental impact (GHG).

### 8 Product packaging

Addressing packaging sustainability by reducing what we use, increasing recyclability, and using as much as recycled packaging for packaging not in contact with the food.

### 1 Safety and health

Promoting a strong safety culture and providing the right working conditions at the workplace to safeguard every employee against health issues related to the workplace.

### 2 Employee well-being

Promoting a TOP-culture (Transparency, Open Dialogue, Passion) to ensure employees feel good about their job on a mental, physical and emotional level. This includes both, moments of connection and engagement at work as well as finding moments to disconnect.

### 3 Talent development

Training and upgrading the capabilities, skills and competencies of employees based on the strategic needs of the organisation, employee performance and career development review. Learning and development comes in many shapes and sizes, including on-the-job, online courses or in-person training.

### 4 Diversity and inclusion

A diverse and inclusive workplace to make everyone feel equally involved, regardless of who they are or what they do for the business. Diversity can entail amongst other diversity in race, gender, sexual orientation, age, religion, national origin and disability.

### 5 Community engagement

Prosperity for all by contributing positively to the areas in which Lotus Bakeries operates. This entails initiatives such as The Foundation for Education, as well as local involvement in the communities where we have operations.

### 6 Food safety and quality

Ensuring the safety and quality of products, including compliance with food safety standards and certifications and traceability.

### 7 Responsible marketing practices

Providing clear information on product ingredients and nutritional value. Efforts to educate consumers and promote healthy dietary habits. Ensuring responsible and ethical marketing and advertising practices.

### 8 Balanced portfolio

Providing a balanced portfolio of snacks ranging from delicious Biscoff® cookies over bars fitting the better-for-you platform, on to snacks for babies and toddlers. Accessible for all at every moment.

### 9 Taste experience

The ability to create snacks that deliver a memorable experience, for all around the globe.

### 1 Corporate governance

Conducting business operations in accordance with internationally accepted principles and practices, ensuring a robust risk management system and incorporating sustainability practices.

### 2 Long term strategy

The Company's ability to deliver sustainable growth, increase the value of the Company's portfolio, in combination with profitability.

### 3 Financially sound company

Long-term financial stability and the capacity to withstand market-related or financial headwinds.

### 4 Cyber security

Protecting the data and information assets and implementing security measures to prevent cyber-attacks.

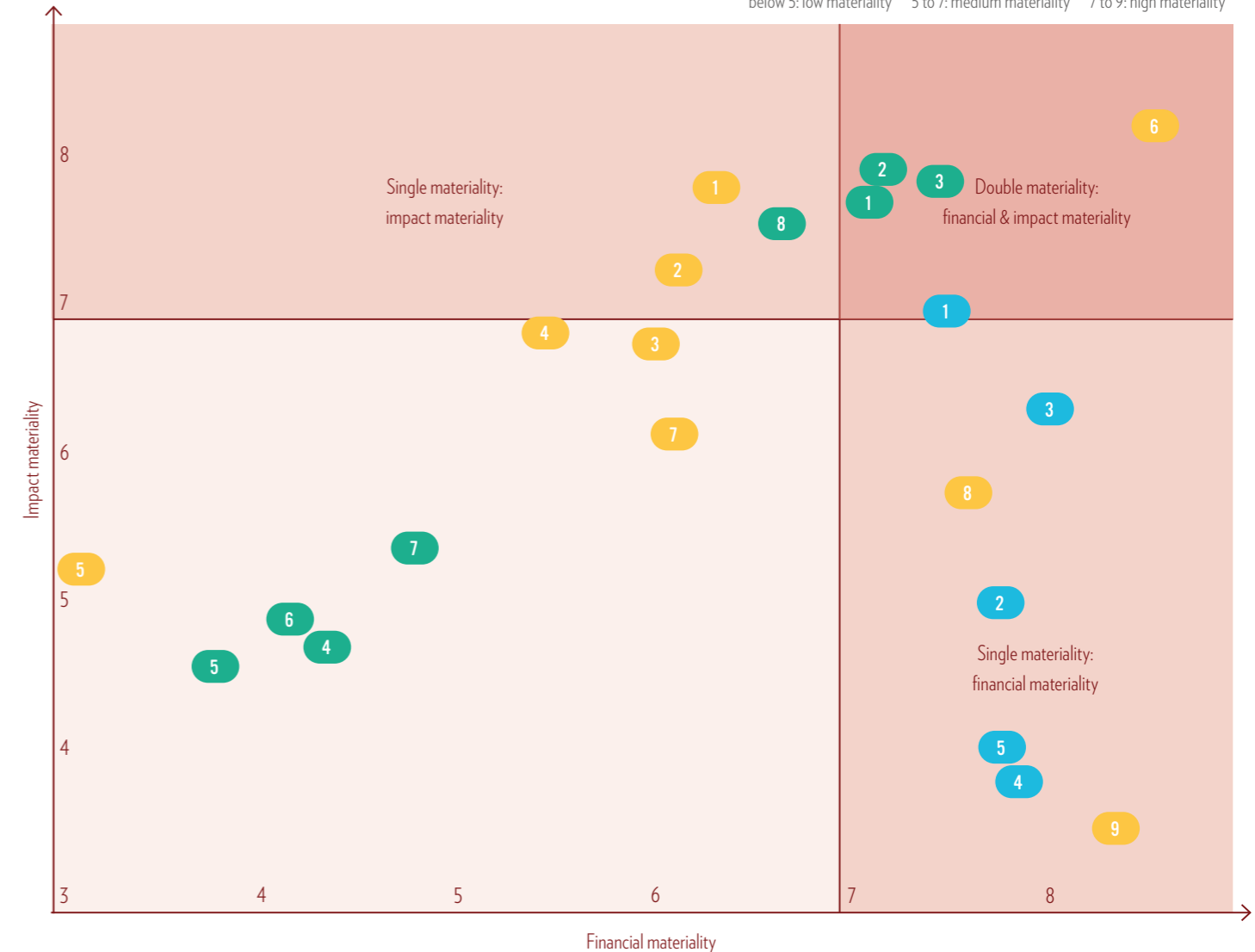
### 5 Prevent business interruption

Developing plans to prevent and mitigate major and long operational interruptions in our factories caused by fire, floods, tropical storms, or other unusual events.

## Double materiality matrix

ENVIRONMENT SOCIAL GOVERNANCE

below 5: low materiality 5 to 7: medium materiality 7 to 9: high materiality



As such, Lotus Bakeries has identified five topics with double materiality, i.e. the impact of our organisation on the environment or society (“Impact Materiality”) and the impact of society or the environment on our organisation (“Financial Materiality”).

### FIVE TOPICS WITH DOUBLE MATERIALITY

- Food safety and quality
- Energy usage
- Carbon reduction
- Sustainable sourcing
- Corporate governance

There are three topics with mainly impact materiality (safety & health of employees; product packaging; employee well-being) and six topics with mainly financial materiality (financially sound company; balanced portfolio; long-term strategy; preventing business interruptions, cyber security; taste experience).

The double materiality assessment was performed in the Audit & Sustainability Committee on 24 November 2023 and the outcome thereof, the double materiality matrix, was approved by the Board of Directors on 4 March 2024.

When we analyse the scores of the multiple stakeholder groups, we see a fairly consistent pattern: the same material topics emerge across all these groups. This gives us confidence that we have identified the right material topics for Lotus Bakeries that matter to us and our stakeholders. The qualitative conversations with external stakeholders have moreover indicated that water stewardship is considered important in the wider food and agriculture sector,

but there is a recognition that water usage in our operations is more limited. This explains why water stewardship did not come forward as material for Lotus Bakeries. However, we feel it is important to report on our water balance and our water management and refer to page 44.

The topics identified as a result of the double materiality exercise serve as the basis for selecting the proper ESRS standards from the CSRD regulations. The topics that are material are linked to the following ESRS standards:

- ESRS E1: Climate change (Energy usage, carbon reduction)
- ESRS E5: Resource use and circularity (Product packaging and sustainable sourcing)
- ESRS S1: Own workforce (Safety and health of employees and Employee well-being)
- ESRS S4: End consumer and customer (Food safety and quality, Balanced portfolio and taste experience)
- ESRS G1: Corporate governance (financially sound company, long-term strategy, cybersecurity and preventing business interruptions)

In the course of 2024, Lotus Bakeries will further assess - within each of these ESRS standards - which datapoints are relevant to include in future progress reporting.

### PROGRESSIVE EVOLUTION OF OUR SUSTAINABILITY STRATEGY

While our framework ‘Care for Today, Respect for Tomorrow’ is a robust foundation, our sustainability strategy will be screened using the fresh insights of the double materiality exercise. Lotus Bakeries will progressively evolve its sustainability strategy, focusing on both double and single material priorities for the Group. The ESG governance bodies will play a crucial role in crystallising the ESG strategy throughout 2024, providing guidance in setting targets and developing clear roadmaps for the environmental and social aspects of our sustainability programme.

We acknowledge that there will be challenges on our sustainability journey. There are global challenges such as the inflaming geopolitical tensions that could expose economies to disruption in sourcing raw materials, but also the devastating effects of climate change puts a stronger pressure on companies to gear up in their decarbonisation journey. For Lotus Bakeries, there are several concrete challenges. Exploring the electrification of gas ovens will entail a comprehensive investigation in the production of our cookie and bakery snacks, as we will always want to preserve our unique great taste. Realising decarbonization in our Scope 3, especially relating to raw materials such as palm oil and chocolate will require a thorough approach as the challenges are complex because the risk of deforestation is closely linked to farmer poverty and there is no straightforward solution. We will need to work closely with our suppliers on these matters. Packaging remains challenging, as on the one hand it is needed to guarantee the highest food quality and safety and to combat food waste. On the other hand, it is currently technically impossible to fully close the cycle, and for food safety reasons, it is not allowed to use mechanically recycled material that comes in contact with food. Lastly, as a fast growing company, our impact on people working directly and indirectly for the Group will continue to increase and it remains our first and foremost challenge to ensure safety and well-being of all our people. As a global company, Lotus Bakeries faces many cultural, regulatory and language barriers to overcome in order to safeguard essential social welfare guardrails throughout our operations and our value chain.

### Balanced Portfolio of Great Taste

Nevertheless Lotus Bakeries remains steadfast in its sustainability ambition and has identified several strategic areas of exploration. The first one is to have a Balanced Portfolio of Great Taste. We aim to meet the needs of all end-consumers in a balanced way, at all times. We will make sure that our range is balanced on several levels; there will be a diverse range of products (from Biscoff® cookies to pastries to the cold-pressed nākd® bars with only natural ingredients, to the BEAR® fruit rolls), for multiple target groups (from babies to toddlers to children and adults) and for different consumption moments and needs. Everything

<sup>1</sup> Lotus Bakeries, Annual Report 2023, page 58.

we launch has to uphold the highest quality and food safety standards. On top, everything has to taste delicious, because we know that this will keep consumers coming back to our product range.

### One Lotus Family

A second strategic priority is our One Lotus Family. This concerns the health, safety and well-being of our employees. The good policies that we are already implementing for our employees today will be continued in the future. In this context, the Executive Committee signed the Well-being & Disconnection Charter in 2023<sup>1</sup>, which is a strong statement about just how much we value the well-being of our employees. In addition, we will also follow up on matters such as training, diversity, onboarding new employees and safety. In doing so, we also want to pay attention to employees in our value chain, both upstream and downstream.

### Sustainable Sourcing

The latter is also a key focus within our third strategic priority, namely Sustainable Sourcing, which has a number of dimensions and touches on both social and environmental factors with our suppliers. For example, last year we developed the Human Rights Policy, both for our own employees and for those from our value chain. The second dimension focuses on environmentally friendly choices within that value chain to aid in our pathway of decarbonisation. In this context, we are reaching out to our front-line suppliers to dedicate even more time and attention to selecting sustainable raw materials. We are also preparing for the new EU Deforestation Regulation which comes into force as from 2025.

### Climate Change

A final area of attention is Climate Change. We will contribute to this by focusing on various components. This includes our packaging strategy and commitment to use only recyclable packaging for our branded products by end 2025, as well as all initiatives aimed at reducing our carbon footprint. In 2024, a roadmap will be set up to reduce our carbon footprint, which may include opportunities to electrify our gas ovens, to audit our energy balance, to greening our fleet, and to evaluate the CO<sub>2</sub> emissions of the suppliers that Lotus Bakeries works with.

## Lotus Bakeries prepares for European Green Deal & CSRD

**Mike Cuvelier**  
CFO

**Sabien Dejonckheere**  
ESG DIRECTOR

Respect for the environment, people and society is in Lotus Bakeries' DNA. In the past, we summed this up in our programme Care for Today, Respect for Tomorrow. Under the new ESG regulations, that programme remains a powerful statement. By integrating the underlying philosophy within our entire business operations, we are preparing for the European Green Deal and the resulting Corporate Sustainability Reporting Directive (CSRD).

We have been making our ESG initiatives available to our stakeholders for a number of years in an ESG compilation report. The new European CSRD regulation requires companies to elaborate and harmonise ESG reporting as from 2024 through a set of reporting standards in order to increase the comparability between companies.

CFO Mike Cuvelier: "To prepare for this, we carried out a readiness scan in 2023, revealing our level of preparedness for reporting in accordance with datapoints that are requested by new European legislation. In addition, as part of the double materiality assessment, we explored the topics that European legislation put forward for companies to assess in terms of materiality from both, a financial and an impact perspective.

The previous materiality assessment<sup>2</sup>, which was prepared solely from a financial perspective, was updated and supplemented with the impact materiality. The double materiality assessment includes all Group entities that are consolidated, thus including organisations from outside Europe as well."

ESG Director Sabien Dejonckheere: "In total, Europe put forward close to 100 topics and subtopics. We first narrowed down this longlist to a smaller number through desk research, and then discussed them with experts in focus groups. Not all of these are priorities for Lotus Bakeries. For example, our water audit shows that the topic "water and marine resources" is not a priority as we don't use a lot of water in our organisation. On the other hand, our workforce is a big priority, as we employ more than 2,900 people. This is why we ultimately ended up with a reduced but relevant set of 22 topics for our Company, which we then shared with stakeholders for a qualitative discussion and quantitative scoring."

As a result of this double materiality assessment, it became clear on the one hand, which topics could have a material financial impact on the Group and on the other, which topics we as a company could have a material impact on. This also helps us to determine exactly which priorities we will continue to focus on as a company. We will report on those priorities for the 2024 reporting period in line with the CSRD.



Mike Cuvelier – CFO and Sabien Dejonckheere – ESG Director

"We will also be looking at what information is already available for reporting, and the datapoints for which we need to do some additional preparation", Sabien continues. "Together with Corporate Finance, which already has very robust reporting processes, a data warehouse will be set up to make this possible. Since the underlying thinking and approach of the finance department is similar to that of ESG reporting, the internal expertise we have already developed is priceless."

For some time now, Lotus Bakeries had opted to voluntarily provide limited assurance for a limited set of figures. As of the reporting period 2024, such assurance will be provided for the entire assessment, as required by law.

<sup>2</sup> Lotus Bakeries, Annual Report 2022, page 22.

# OUR SUSTAINABILITY IN ACTION

Our 'Care for Today, Respect for Tomorrow' framework, is aimed at doing sustainable business, not only today, but also for the future generations to come. Our sustainability strategy in 2023 is still centred around three pillars: 'our environment', 'our employees' and 'our community'.

## THE THREE PILLARS OF OUR SUSTAINABILITY STRATEGY

With regard to the **environment**, we are actively combatting global warming. In all our activities, we strive to source sustainably and to reduce our environmental footprint.

For our **employees**, we have a recruitment policy that aims to attract a diverse and talented group of people who share our TOP values. We are committed to long-term employment and provide our employees with a pleasant, challenging, inspiring and safe working environment.

Finally, regarding **community**, we actively undertake our social responsibility by ensuring sound business practices throughout our organisation. We also contribute to the prospects of future generations by supporting educational projects through our Foundation for Education.


## PROGRESS REPORTING 2023


Operational Key Performance Indicators (KPIs), such as waste, utilities usage and accident frequency, as well as Human Resources (HR) KPIs, are tracked on a monthly basis using a comprehensive monitoring and registration system. Meanwhile, additional metrics like emissions and packaging recyclability are presently assessed annually at each production site. A thorough assessment of our emissions across Scope 1, 2, and 3 categories are performed in collaboration with CO<sub>2</sub> logic - South Pole Group. Starting in 2024, KPIs identified through the double materiality assessment will undergo more frequent monitoring, occurring at least quarterly. This enhanced monitoring will be facilitated through our Enterprise Resource Planning (ERP) system.

With this report, Lotus Bakeries aims to communicate about its achievements and progress within the established sustainability strategy for 2023.

## Sustainability indicators

Each of the three pillars contains a set of sustainability indicators. A selection of indicators has been validated by PwC Bedrijfsrevisoren BV. The validation was performed in accordance with the International Standard on Assurance Engagements (ISAE) 3000, a model developed to provide assurance on non-financial data.

The assurance indicators are marked throughout the text by .

 For the assurance report on the attested indicators for the year as per December 31, 2021 and 2022, please refer to page 138 of the 2021 annual report and page 140 of the 2022 annual report.

 The assurance report on the attested indicators for the reporting period ending December 31, 2023, can be found on page 94 of this ESG compilation.

## Global Reporting Initiative

We have been publishing a Global Reporting Initiative (GRI) report since 2021.

- This GRI report will be published on our website: <https://www.lotusbakeries.com/reporting-disclosure>

In the future, this GRI report will become an integral part of reporting requirements established by the Corporate Sustainability Reporting Directive (CSRD) and the related European Sustainability Reporting Standards (ESRS).

## UNITED NATIONS GLOBAL COMPACT

In March 2021, Lotus Bakeries was accepted as a member of the United Nations (UN) Global Compact. The UN Global Compact is a global sustainability initiative for businesses set up by the United Nations. As a result, Lotus Bakeries is committed to upholding the Ten Principles<sup>1</sup> of the United Nations in the area of human rights, working conditions, environment and anti-corruption and to ensure they form part of its strategy, culture and daily activities.

Our participation in the UN Global Compact also means that we renew our commitment annually and report on the progress of our efforts to implement the Ten Principles.

 The renewed commitment and progress report for 2023 will be available on the UN Global Compact website.

<sup>1</sup> Businesses must support and respect the internationally proclaimed human rights; Businesses must ensure they are not complicit in human rights abuses; Businesses must uphold freedom of association and the right to collective bargaining; The elimination of all forms of forced or compulsory labour; The effective abolition of child labour; The elimination of discrimination in respect of employment and occupation; The supporting of a precautionary approach to environmental challenges; Undertaking initiatives to promote greater environmental responsibility; Encouraging the development and diffusion of environmentally friendly technologies; Businesses should work against all forms of corruption, including extortion and bribery.

Lotus Bakeries uses the Sustainable Development Goals (SDGs) of the United Nations as a framework and guide in determining its sustainability strategy, its priorities and its action plans. The SDGs were adopted by the General Meeting of the United Nations in 2015 and consist of 17 goals to be achieved by 2030.



## EXTERNAL CERTIFICATIONS AND EVALUATIONS

To help us meet and demonstrate our commitments, we also hold a number of key certifications and memberships, and are assessed by independent organisations. For a full overview of certifications, we refer to page 86.



# ENVIRONMENT: AMBITION 2023 & ACHIEVEMENTS

In recognition of the pressing challenges presented by climate change to both our environment and human well-being, Lotus Bakeries is committed to taking action.

Our Group is determined to join the battle against global warming and minimise our impact on the environment in all aspects of our operations. The main focus areas where we aim to achieve zero ecological impact are:



## HIGHLIGHTS

- Committed to set science-based reduction targets through SBTi
- Calculating our baseline of CO<sub>2</sub>e emissions in Scope 1, 2 and 3 for the base year 2023
- Achieving 98% technical recyclability of our branded packaging



CARBON FOOTPRINT	UNIT	2023	2022	2021
% of owned sites that have earned the CO <sub>2</sub> -neutral label	%	100 ✓	100 ✓	100 ✓
Total GHG emissions	Tonnes CO <sub>2</sub> e	557,275		
GHG emissions - scope 1 <sup>1</sup>	Tonnes CO <sub>2</sub> e	27,825		
GHG emissions - scope 2 <sup>2</sup>	Tonnes CO <sub>2</sub> e	12,648		
GHG emissions - scope 3	Tonnes CO <sub>2</sub> e	516,802		
GHG emissions intensity <sup>3</sup>	Tonnes CO <sub>2</sub> e/mEUR	524.3		
Energy consumption	kWh/tonne	1,119	1,074	1,064
kg of waste per tonne generated <sup>4</sup>	kg/tonne	72 ✓	60 ✓	63 ✓

SUSTAINABLE PACKAGING	UNIT	2023	2022	2021
Packaging to product ratio	g/kg product	162	166	179
Reduction of plastic	tonnes/year	103	62	22
Reduction of glass	tonnes/year	155	1,120	
Reduction of cardboard	tonnes/year	249	526	
SKUs with 100% recyclable packaging	%	86	81	73
Packaging of all Lotus Bakeries brands that is recyclable <sup>5</sup>	%	98 ✓	97 ✓	97 ✓
Use of recycled cardboard	%	79	80	75
Use of cardboard with the 'sustainable managed forest guarantee' <sup>1</sup>	%	77	78	76

SUSTAINABLE SOURCING	UNIT	2023	2022	2021
Key palm oil suppliers who endorsed the principles of Lotus Bakeries Palm Oil Policy <sup>6</sup>	%	100 ✓	90 ✓	90 ✓
Our production sites which process palm oil and have achieved the RSPO certificate	%	100 ✓	100 ✓	100 ✓
Our Lotus® Biscoff® chocolate products with the Rainforest Alliance quality mark	%	100	100	100
Our eggs that are sourced cage-free	%	100	100	100

<sup>1</sup> Total Scope 1 and 2 emissions relating to our owned sites amount to 40,377 tonnes CO<sub>2</sub>e. ✓

<sup>2</sup> Market-based / <sup>3</sup> Total GHG emissions in Tonnes per €mio of revenue / <sup>4</sup> This concerns residual waste, production waste, grease, paper and cardboard at our owned sites. The increase of waste per kg produced is largely driven by the start-up of new production lines and innovations in our product range with a related increase in trials and set-up for new products. / <sup>5</sup> The Recyclability Rate is the average technical recyclability of the packaging of all Lotus Bakeries brands by the end of 2023. It takes into account consumer packaging, distribution packaging and transport packaging. The technical recyclability rate is determined per packaging component on the basis of the state-of-the-art design guidelines for recyclability (Ceflex, Recyclass). The average technical recyclability is a weighted average, based on the packaging weight of each packaging component. / <sup>6</sup> Palm oil suppliers who have signed up to the Lotus Bakeries palm oil policy or have their own palm oil policy in force that includes at least equal standards and who supply ingredients or raw materials containing at least 50% palm oil, and in so far these products represent more than 5% in any recipe.



## REDUCING OUR CARBON FOOTPRINT

### BASELINE OF OUR CARBON FOOTPRINT

In 2023, Lotus Bakeries committed to the Science Based Targets initiative (SBTi) and its reduction target standards to reach net-zero by 2050. Upon joining the SBTi, we meticulously established our 2023 baseline, employing the Greenhouse Gas Protocol as our guiding methodology, in collaboration with CO<sub>2</sub> logic - South Pole Group. This comprehensive approach involved a thorough assessment of our emissions across Scope 1, 2, and 3 categories. As a food company, we are participating in the Food, Land and Agriculture (FLAG) segment within SBTi, which means our commitment extends upstream to the farmer's level to analyse our Scope 3.



We assessed the following:

#### Scope 1 emissions:

- Stationary combustion of fossil-fuel related sources in our own operations
- Mobile combustion of fossil-fuel related sources in our own operations
- Fugitive emissions from our own operations
- Process emissions (baking powder) in our own operations

#### Scope 2 emissions:

- Indirect emissions associated with purchased electricity, heat and steam in our own Lotus Bakeries operations

#### Scope 3 emissions:

- Purchased goods and service (including effects of Direct Land Use Change and Land Management)
- Capital goods
- Upstream transportation and distribution
- Waste generated in operations
- Business travel
- Employee commuting
- Upstream leased assets
- Investments
- Downstream transportation and distribution
- End of life treatment of sold products

Our total Greenhouse Gas (GHG) emissions (Scope 1, 2 and 3) reached 557,275 tonnes of CO<sub>2</sub> equivalent in 2023.

### CO<sub>2</sub>E EMISSIONS PER SCOPE

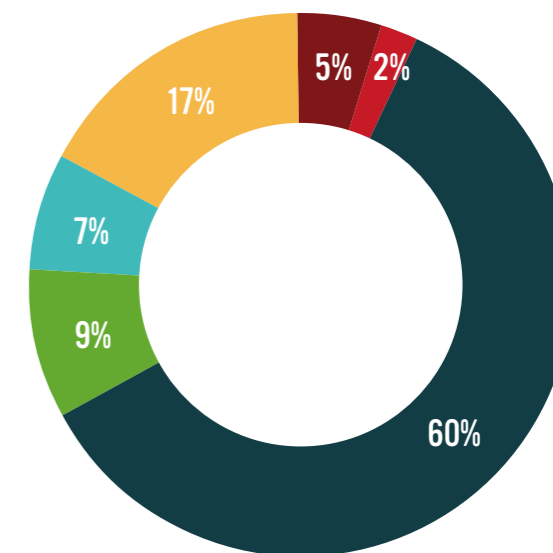
**Scope 1:** 27,825 tonnes CO<sub>2</sub>e

**Scope 2:** 12,648 tonnes CO<sub>2</sub>e

**Scope 3:** 516,802 tonnes CO<sub>2</sub>e



Carbon Footprint  
557,275 T CO<sub>2</sub>e



The main contributors to our Scope 3 CO<sub>2</sub>e emissions are raw materials and, to a lesser extent, transport and packaging. Important ingredients in this respect are vegetable oils, wheat flour, sugar and chocolate, which represent together more than 75% of the CO<sub>2</sub>e emissions coming from raw materials. For palm oil and chocolate, which are ingredients known for their high CO<sub>2</sub>-intensity, we have already partnerships through RSPO Palm oil and Rainforest Alliance. We are reinforced in our belief that sustainable sourcing is important and we will continue to build on these partnerships. We refer to page 43 of this annual report.

During 2024, we will develop a roadmap with concrete initiatives to reduce our carbon footprint. This step is critical as we work towards submitting for SBTi validation in 2024, for validation by March 2025.

Furthermore, we acknowledge the challenges that we are facing in determining our decarbonisation roadmap. Therefore, it is of utmost importance that our roadmap is well-considered and well-founded, so that aspiring targets can be defined in line with our sustainability strategy and ambitions.

Reliant on technological development and referring to page 28, the "Net Zero by 2050" target requires the Group to assess the need and timing of both CAPEX and OPEX investments.

We also refer to the EU taxonomy disclosure presented on page 90 of the Annual Report.

### DECARBONISATION INITIATIVES UNDERTAKEN IN 2023

Lotus Bakeries' owned sites are carbon neutral. This has been the case since 2015 and remains so in 2023. All our scope 1 and 2 emissions of our owned sites are offset with certificates.

To have a meaningful impact we also actively proceed with the implementation of decarbonisation projects to reduce the amount of GHG. In 2023, Lotus Bakeries structured its decarbonisation initiatives around three segments: own operations, sustainable logistics and sustainable sourcing.

#### Own operations (scope 1 and 2)

##### Energy efficiency

In Lotus Bakeries Manufacturing South Africa, an important investment was allocated to further increase the plant's solar capacity and install solar power batteries. Utilizing renewable energy will strongly reduce the future output of the plant's CO<sub>2</sub>e emissions.

In Belgium, energy-saving measures were implemented for the compressed air systems used in our production facilities for processing and cleaning. We implemented a phased installation of ergonomically shaped air blow guns, which are more robust, effective and energy efficient. Additionally, a study on leakage detection and mapping of standby consumption resulted in further reduction of air consumption, and consequently, energy consumption.

Another initiative involved a preparatory study to establish a detailed e-monitoring system across all our Belgian plants. This system will enable Lotus Bakeries to obtain detailed insights on energy usage throughout the production cycle of a product and provide ideas to optimise energy usage.

In the context of scope 2 emissions, it was identified that a diverse mix of energy sources is utilised. In 2023, 4% comes from renewable energy sources. We aim to further increase the use of renewable energy as part of our pathway to decarbonise.





### Use of refrigerants

Lotus Bakeries also investigated its cooling systems and infrastructure. While refrigerants work well to keep things cool, some have a drawback in the sense that they emit greenhouse gas. We screened the sites in Geldrop and Sint-Johannesga (the Netherlands) and Oostakker (Belgium) and initiated a renewal process of the cooling installations and refrigerants in 2023. This renewal operation is labour intensive, and the execution thereof will run into early 2024.

In our new plant in Thailand we have opted for water-cooled cooling towers. In hot climate, year in year out, it is far more effective and energy friendly to use water cooling.

### Green employee mobility

We aim to go to a 100% green fleet in Europe in the future.

The largest fleet is located in Belgium. Employees in Belgium can only choose a fully electric vehicle as their company car. To support this transition, electric charging stations have been provided. In 2023, 50% of the Belgian fleet were electric cars vs. 15% the previous year.

In the Netherlands we offer a choice between electric and plug-in hybrid cars until 2026, after that date, we will offer only full electric cars in the fleet. In 2023, 43% of the Dutch fleet were electric cars vs. 28% the previous year.

Furthermore, there is a bicycle leasing scheme in place for Lotus Bakeries employees in Belgium. About 200 of our employees have opted for this benefit.

### Transition to more sustainable logistics (scope 3)

#### Reduction of container transport through local production and optimised packaging solutions.

Since 2019, Lotus Bakeries has chosen to spread its production sites across different continents. The production sites in Lembeke (Belgium), Mebane (USA) and Chonburi (Thailand) are not only economically advantageous but also ecologically beneficial for reducing container transport overseas. Our Biscoff plant in Mebane, for instance, has already contributed to a yearly reduction of 1,000 containers. Furthermore, with our third plant in Thailand, which is currently under construction, we anticipate saving about 15,000 kilometres per container.

In Australia, we have changed our packaging for Lotus® Biscoff® spread from glass jars to PET jars. PET jars are commonly used in the Australian market and are able to preserve the taste and quality very well. But since they are lighter in weight, the pallets can be stacked higher. As a consequence, we ship fewer pallets which leads to a reduction in transport. This contributes to the reduction of carbon emissions. On a yearly basis, this means a reduction of 20 containers for one market for one product.

### Electrification of truck transport in Belgium

In collaboration with one of our clients and one of our logistic providers in Belgium, Lotus Bakeries has tested the potential electrification of its truck transport. Together, we decided to initiate the electrification of heavy road trucks, starting with two electric trucks in 2024. This pilot programme is aimed at garnering valuable insights into the viability of this green transport mode and will allow us to be ready for further expansion in the coming years.



### Compensation of emissions within the value chain

In our roadmap we aim to decarbonise as much as possible. To become hundred percent net-zero we will need to capture the remaining part via carbon removal credits.

To prepare for this carbon capturing Lotus Bakeries has joined the Colruyt Group's collaborative tree project in the Democratic Republic of Congo in November: the planting of 10,000 hectares of forest, which

equates to over 12 million trees. It is foreseen to obtain Gold Standard verification on this project.

Lotus Bakeries is convinced that only through collaboration with like-minded partners, we can effectively reduce emissions across the entire value chain.



Image by Christian Crauwels



### SUSTAINABLE PACKAGING

#### OUR AMBITION: 100% RECYCLABLE PACKAGING BY END 2025

By the end of 2025, Lotus Bakeries aims to market only 100% technically recyclable packaging for all our brands. The ideal packaging also contains as little packaging material as possible, while optimising the use of recycled materials. This must be achieved without compromising the quality, taste and freshness of our products. Protecting our products and providing the right format for each type of household will at the same time contribute to the fight against food waste. Innovative packaging designs and circularity remain top priorities.

#### LOTUS BAKERIES' VISION ON PACKAGING

1. We only want to offer our consumers products of the highest product quality and with a superior taste experience.
2. That is why we must protect our products: packaging allows us to combat food waste and guarantee food safety.
3. We aim to make our packaging as sustainable as possible and are committed to reducing our packaging carbon footprint.

**In this context, Lotus Bakeries has formulated a packaging strategy that focuses on the reduction of packaging, using innovative design and investment in circularity.**

## REDUCE WHAT WE USE

In 2023, Lotus Bakeries continued to reduce the amount of packaging material put on the market. A total of 555 tonnes of packaging was saved. The further we get in this process, the more challenging the processability of these materials within our production plants becomes. It is thus a fine balance between reduction and processability. Improvements have been made in primary, secondary and tertiary packaging.

### Primary packaging

Finding optimisations to the packaging for consumer units is embedded in the procurement activities on a daily basis, but also tackled in specific reduction projects.

- For the Suzy® sugar and vanilla waffle product, the thickness of the bundle packs has been reduced, which saves two tonnes of plastic per year.
- For Kiddylicious®, we switched to a recyclable and thinner mono-material wrap for several products<sup>1</sup>. This saves 35 tonnes of plastic on an annual basis.
- For Urban Fruits®, the sharing pack formats have been standardised which led to a reduction of one tonne of plastic and six tonnes of cardboard. Furthermore, the uniform packaging facilitates more efficient stacking on transport pallets, resulting in a 20% reduction in the number of pallets we transport. Needless to say, any savings in terms of materials will also invariably contribute to reduced transport and carbon emissions.

<sup>1</sup> Smoothie Melts, Crispy Tiddlers, Fruit Wriggles and Fruity Drops

### Secondary packaging

After focusing heavily on primary consumer packaging in recent years, we took a close look at our secondary packaging. We scanned the entire range and looked for improvement areas with a clear impact. The rebranding of Biscoff® was the ideal opportunity to implement those changes right away.

One major improvement has been to shorten the flaps on the sides of the cardboard boxes for the 250g packages of Biscoff cookies and the Biscoff sandwich cookies. The boxes now have a small opening on the side, with great sustainability benefits:

- Around 117 tonnes of material is saved annually
- The trucks supplying us have to travel roughly 2,000 km less per year because of efficient stacking on pallet level
- Carbon emissions are significantly reduced because of reduced material use and optimised transport.

Based on this project, we also set up new guidelines on how to design boxes in the future: shorter flaps are now standard, ensuring optimal and future-proof design.

### Tertiary packaging

After finishing a successful pilot to reduce the amount of plastic used for stretch film wrapped around baked goods pallets, the findings were implemented in 2023 for pallets in our production plants in Lembeke, Eeklo and Courcelles. This results in an annual reduction of 10 tonnes of plastic.





## DESIGN FOR TOMORROW

As part of our commitment to launch fully technically recyclable packaging for all our brands by the end of 2025, we achieved a score of 98% technical recyclability by the end of 2023. The last percentages tend to be the most challenging ones, as improvements become more complex on a technical and operational level. Still, in 2023 we were once again able to make important improvement across all our strategic pillars.

### Biscoff®

While our Biscoff® cookie range was already at 100% technical recyclability in 2022, there were still some actions to take for Biscoff® spread and Biscoff® chocolate.

- The non-recyclable multi-material for the cover film of the catering cups was replaced by a mono-material, which is technically recyclable.
- With regard to Biscoff® chocolate, we removed the carbon black from the tray of the end-of-year collection, as it prevented the tray from being sorted and therefore recycled.

## Natural Foods

Within the Natural Foods brands, nākd® and TREK® were already 100% technically recyclable. Peter's Yard®, which was added to the range in 2023, already had technically recyclable packaging as well. In 2023, efforts were focused on Urban Fruit® and Kiddylicious®.

- By replacing the multi-material for the Coconut Chips packaging of Urban Fruit with a mono-material this year, this range now also achieves a score of 100%.
- The biggest efforts in 2023 went into the Kiddylicious, a large and diverse packaging range. The project to make this range technically recyclable was initiated in 2020, but the switches for some major products<sup>1</sup> took place over the past year. By the end of 2024, Lotus Bakeries aims to have switched completely to 100% technically recyclable packaging for this brand.

## Local Heroes

The packaging of many of the Local Heroes brands has historically been technically recyclable. Some products in the pastry and waffles range still needed some adaptations to increase their recyclability.

- Lotus® crispy waffles, Le Glazik® palets and galettes packaging all used a PVdC coating, which kept the products crispy, but made the packaging non-recyclable. Over the past year we found an alternative that allowed us to remove the coating while maintaining quality.

All that remains for the Lotus® Local Heroes is the quatre-quart butter cake, a product for which the right moisture balance is essential. This makes finding a fully recyclable solution complex. There is a test in progress, and Lotus Bakeries hopes to switch to more sustainable packaging for this product as well in 2024.

While 2025 is just around the corner, 2023 has proven to be a fruitful year for increasing the recyclability score of Lotus Bakeries with a focus on the products shown below. The road to 100% is clear and will be further implemented in 2024 and 2025.



<sup>1</sup> Smoothie Melts, Crispy Tiddlers, Fruit Wiggles and Fruity Drops



### AIM FOR CIRCULARITY

Lotus Bakeries' sustainable packaging strategy also contributes to a circular economy. In the process, we always seek to ensure that products are sorted and recycled to subsequently use the recycled material. In order to close the cycle as much as possible, there are some focus points which are tackled in our 'Aim for circularity' pillar.



Although it would be ideal, it is currently technically impossible to fully close the cycle, since there will always be a loss of material during the process; as a result, an input of new material will always be necessary. For this, we will use as many sustainable sources as possible, for example certified cardboard fibres through certification by FSC, PEFC or SFI. Lotus Bakeries does not currently have a target of achieving 100% FSC, PEFC or SFI certification. Lotus Bakeries has the ambition to increase the use of certified cardboard fibres and proactively inquires about the availability and price for certified fibres during tender procedures.



To encourage consumers as much as possible to sort packaging correctly, we updated all the recycling information during the Biscoff® rebranding. Now all packaging that is recyclable in the country where it is marketed, carries the 'Recycle Me'-logo. If not, the packaging will show the Tidy Man, urging consumers to dispose of it properly in the right bin.



What happens to the waste then varies worldwide. Lotus Bakeries contributes to this through various networks and initiatives. For example, in the UK, we are a member of the Flexible Plastic Fund, which through the FlexCollect project, aims to develop guidelines for municipalities to collect flexible plastics at the kerbside.



Furthermore, we are a member of CEFLEX, and part of a CEFLEX working group, helping to develop guidelines for brand owners on optimal packaging design for sortability and recyclability in mind.



Recycled material use is crucial to close the cycle. In 2023, our cardboard consisted of 79% recycled cardboard, while for glass we are using 58% recycled glass. In terms of plastic, we use 30% recycled plastic for the shrink wrap around the trays of our spread, but the challenge is greater for plastic that comes into direct food contact. Although 98% our branded product packaging was technical recyclable by the end of 2023, the percentage of recycled plastic used represents only 1% of the total amount of plastic used for the packaging of branded products. The low percentage is directly linked to food safety. Mechanically recycled plastic is not permitted to come into contact with food. Chemically recycled plastic offers a solution for this, but at present this is only made available on a limited scale. It is to date not yet possible to close the cycle and reuse our recyclable packaging as recycled content in food packaging.

Finally, we also need to consider the packaging taxes. Extended Producer Responsibility systems have been in place since the 1990s. Recently, additional taxes on packaging such as plastic tax and litter tax have been introduced in several countries such as UK, Spain, Netherlands following the European Green Deal. Our "Reduce what we use" and "Design for tomorrow" pillars help in minimizing this, as most taxes are based on packaging weight and recyclability. Where we cannot minimise any further, we make a financial contribution in order to create a social impact. In that way, we hope to contribute to significant improvements in the recycling infrastructure.



## SUSTAINABLE SOURCING

Lotus Bakeries' carbon footprint analysis confirmed that the main contributors to our CO<sub>2</sub>e emissions are in Scope 3 and more specifically raw materials and crops, with transport and packaging contributing to a lesser extent. This reinforces our belief that sustainable sourcing is critical. Not only does it support communities and improve the social welfare of workers in the value chain, but it also plays a vital role in addressing global warming. To maintain this commitment, we will continue to engage with our suppliers. Palm oil and cocoa are particularly significant for decarbonization, and we

already have partnerships through RSPO Palm Oil and the Rainforest Alliance certificate for our Biscoff chocolate. We plan to build on these partnerships and increase our efforts further.

Lotus Bakeries is therefore committed to minimising deforestation and improving livelihoods through the sustainable sourcing of its raw materials and crops sustainably.



### **PALM OIL** **RSPO certificate**

Lotus Bakeries has been member of RSPO since 2011. It is important to Lotus Bakeries that the palm oil it uses in its products has been produced sustainably and does not contribute to deforestation or the destruction of vulnerable areas. Lotus Bakeries therefore selects its key palm oil suppliers carefully on the basis of the NDPE principle (No Deforestation, No Peat, No Exploitation) in its purchasing standards. That is why Lotus Bakeries only buys RSPO certified palm.

In 2023, Lotus Bakeries was a member of the RSPO (Roundtable on Sustainable Palm Oil) and the Belgian Alliance for Sustainable Palm Oil, and was committed to purchasing only sustainable palm oil. Moreover, all Lotus Bakeries' sites that use or purchase palm oil also have an RSPO certificate.

### **Palm Oil Policy: investment in sustainable agriculture and reforestation**

In addition, Lotus Bakeries requires its key palm oil suppliers to also invest in a number of projects to, among other things, rejuvenate forests and help farmers switch to sustainable cultivation.

Lotus Bakeries has endorsed this in its palm oil policy. At the end of 2023, 100% of key palm oil suppliers<sup>1</sup> had endorsed the principles of Lotus Bakeries' Palm Oil Policy.

The full text of the sustainable palm oil policy is available on our website <https://www.lotusbakeries.com/governance-practices-and-policies>

### **COCOA** **Rainforest Alliance**

100% of the cocoa butter and cocoa mass used in our Lotus® Biscoff® chocolate has been certified by the Rainforest Alliance. The Enkhuizer and Peijnenburg products with chocolate were originally UTZ certified but are Rainforest Alliance certified since the transition from UTZ to Rainforest Alliance.

### **SOY** **IP certificate**

The soybean flour in the Lotus® Biscoff® products is IP certified ('Identity Preserved'). This means that the soy flour we use in our products can be traced to the sustainable plantation from which this raw material originates. Moreover, it is sourced from a region not identified as being subject to deforestation.

### **EGGS** **Barn eggs**

Animal welfare is important to us and is in our case focused on the origin of the eggs. We use barn eggs in small amounts in our bakery products. As of January 2012, 100% of our eggs come from cage-free hens. Cage-free refers to farm environments where chickens who produce eggs live in open indoor spaces. Overall, cage-free represents an increased quality of life for hens as compared with those held in cages.

<sup>1</sup> Key palm oil suppliers are those who supply products containing more than 50% palm oil and in which the ingredient makes up 5% or more of the recipes, or have their own palm oil policy in force that includes at least equal standards.



## PULP- AND PAPER-BASED PACKAGING

Lotus Bakeries footprint analysis shows we have 7% of GHG emissions associated with our packaging in 2023. Today, 77% of wood pulp and paper-based packaging of our brands are FSC, PEFC, or SFI-certified with the guarantee that the products come from sustainably managed forests. This preserves biological diversity and combats deforestation. Read more about our packaging policy on page 35.

## LOCAL SOURCING TO DECARBONISE OUR TRANSPORT

9% of Lotus Bakeries carbon footprint comes from transport. We therefore purchase our raw materials and packaging materials locally as far as possible. This means we purchase the greater part of our raw materials on the same continent where we operate our production facilities and strive to keep the distance between grower and our production site as short as possible.

## WATER MANAGEMENT

Climate change and droughts are becoming more frequent. Industrialisation often puts additional pressure on water availability. Although water use is not considered a material topic for Lotus Bakeries as the amount we use is limited, we consider it our duty to manage water efficiently. The actions we take to minimise our water footprint are the following:

### Monitoring

As part of its internal operational reporting, Lotus Bakeries reports on its water consumption. It has been among the standard KPIs that all production facilities report regularly. Based on these reported figures, Lotus Bakeries monitors carefully evolutions in water usage across the various facilities.

The water withdrawal<sup>1</sup> in Lotus Bakeries production sites is 117,203 m<sup>3</sup> water.

### Sustainable water collection

For future infrastructure initiatives we will always look into using the most efficient water management systems.

The 'House of Biscoff' in Belgium is equipped with technology for sustainable water management. This includes a rainwater collection system and a well water filtration system. This well water filtration system makes it easier for water to seep into the ground, ensuring more even and improved wetting. This contributes to a good groundwater balance.

Two initiatives in our new plant in Thailand are worthwhile mentioning. We foresee the construction of a storm water pond, acting as a buffer in case of heavy showers in rain season. In dry season this water will be used for watering the plants and trees in the green zone on the site. Additionally, we plan also the construction of an underground rain water reservoir. This rain water will be used for the sanitary facilities.

<sup>1</sup> Water withdrawal describes the total amount of water withdrawn from a surface water or ground-water source.



# EMPLOYEES: AMBITION 2023 & ACHIEVEMENTS

We believe in the power of our people to drive performance. We want to contribute to the employee well-being via offering an attractive and inspiring workplace that promotes health and safety, diversity, employee satisfaction, development, and equal opportunity for all. We aim to build one Lotus family based on our TOP-culture (Team, Open Dialogue and Passion).

To support the acceleration of our growth we focus on attracting, developing and retaining diverse talent.



## HIGHLIGHTS

- Promoting employee well-being
- Installing an anti-discrimination and anti-harassment policy
- Obtaining ISO 45001 certification for Lotus Bakeries South Africa Manufacturing



GENDER DIVERSITY <sup>1</sup>		UNIT OF MEASURE	2023	2022	2021
Board of Directors ✓	%		70 M   30 F	70 M   30 F	70 M   30 F
Leadership Team <sup>2</sup> ✓	%		56 M   44 F	55 M   45 F	54 M   46 F
All employees ✓	%		49 M   51 F	49 M   51 F	48 M   52 F

GEOGRAPHICAL DISTRIBUTION <sup>1</sup>		UNIT OF MEASURE	2023	2022	2021
Belgium ✓	#		1,458	1,378	1,233
	%		752 M   706 F	703 M   675 F	597 M   636 F
South Africa ✓	#		669	518	443
	%		276 M   393 F	221 M   297 F	191 M   252 F
The Netherlands ✓	#		213	222	229
	%		122 M   91 F	122 M   100 F	129 M   100 F
United Kingdom ✓	#		126	119	120
	%		45 M   81 F	46 M   73 F	50 M   70 F
France ✓	#		140	142	139
	%		73 M   67 F	76 M   66 F	72 M   67 F
United States ✓	#		196	156	92
	%		115 M   81 F	89 M   67 F	49 M   43 F
China ✓	#		32	33	28
	%		13 M   19 F	14 M   19 F	14 M   14 F
South Korea ✓	#		21	19	19
	%		11 M   10 F	9 M   10 F	8 M   11 F
Sweden ✓	#		31	27	23
	%		24 M   7 F	19 M   8 F	18 M   5 F
Other (AT, AU, CH, CZ, DE, ES, HK, IT, JP, TH) ✓	#		98	84	72
	%		38 M   60 F	33 M   51 F	35 M   37 F
<b>TOTAL</b>	#		<b>2,984</b>	<b>2,698</b>	<b>2,398</b>
	%		<b>1,469 M   1,515 F</b>	<b>1,332 M   1,366 F</b>	<b>1,163 M   1,235 F</b>
Of which permanent employees at December 31	#		2,746		
Of which temporary employees at December 31	#		238		

<sup>1</sup> The scope of the KPI includes our internal employees and the members of the leadership team working through a management company. Internal employees are employees who are connected to Lotus Bakeries with an employment contract, either of unlimited duration or of limited duration.

<sup>2</sup> The group comprises the Executive Committee, the General Managers and the Corporate Directors.



**A CULTURE OF TEAM, OPEN DIALOGUE AND PASSION WORKING ENVIRONMENTS**

**TOP-values are our guiding compass**

**Team spirit:** each link in the process is equally important, from marketing through to production and packaging. It is essential to work as a well-oiled team. We work together every day to make Lotus Bakeries a success, in an inspiring working environment.

**Open dialogue:** a listening, open attitude, proactive communication and respectful feedback are priorities in dealings with and between employees. This is put into practice via regular departmental meetings, use of internal communication platforms and promotion of two-way communication between employees.

**Passion:** our employees' commitment is evident on a daily basis in the workplace. It is reflected in their justified pride in our products and in our company. Investing in our employees benefits the whole company.

**Diversity policy and inclusion**

Guided by our TOP-values, diversity is to be cherished.

We value diversity amongst our employees and those with whom they collaborate. We are steadfast in our commitment to providing a workplace that ensures equal opportunities and is free from discrimination and harassment. Our company does not tolerate any form of discrimination or harassment directed at employees or candidates based on race, colour, gender, sex, sexual orientation, age, religion, national origin, political opinion, disability or any other protected class. We firmly believe in treating all individuals fairly, as articulated in our Code of Conduct under Principle II: respect for people in line with ILO conventions.

To strengthen this guiding principle, a Group anti-harassment and anti-discrimination policy was developed and rolled-out to increase awareness and understanding of workplace harassment, violence and discrimination among our employees. The policy is particularly designed to provide managers with a framework to identify, prevent and manage allegations of harassment and discrimination at work. This Group policy acts as an overarching statement within which all local offices can continue and expand their existing initiatives.

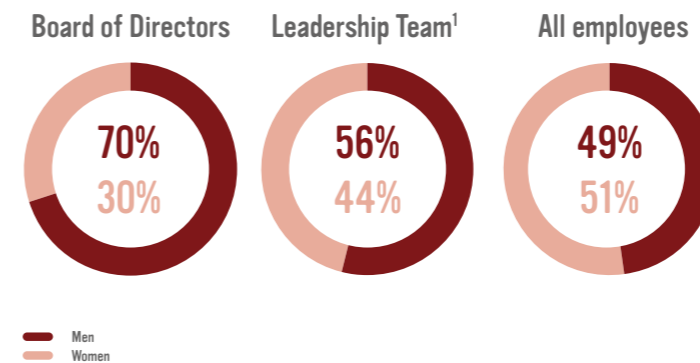


**The full Anti-harassment and anti-discrimination Policy is available on our website**

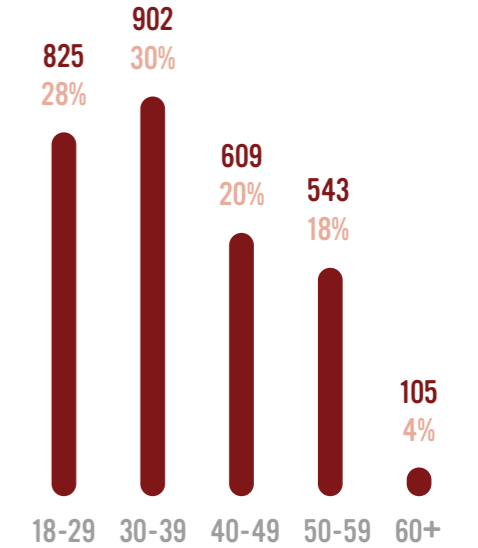
<https://www.lotusbakeries.com/governance-practices-and-policies>

Starting with our recruitment policy, Lotus Bakeries creates a foundation to attract a diverse and talented group of people. Attention to diversity, as well as equal opportunities, are key parts of this strategy, in which we aim to select candidates with the best range of skills and competences for the role. We also look at the knowledge and experience available in the existing teams and how this matches with the desired competences, knowledge and/or experience of the candidate.

In this way we continue to maintain a diverse group of employees, with balanced gender diversity across all employees. We see a nice balance of 49% men and 51% women within the Lotus Bakeries Group. When we take a closer look at the Leadership team<sup>1</sup> the split is 56% men, 44% women and the Board of Directors is 70% men, 30% women. Additionally, we see a high level of diversity in age categories in Lotus Bakeries, and associated experience. This is similar to previous year.



Gender diversity



Age diversity

<sup>1</sup> The group comprising the Executive Committee, the General Managers and the Corporate Directors.

## WHY TO JOIN THE LOTUS BAKERIES FAMILY

### UNITED BY PASSION

We might have hundreds of different jobs, but we are all passionately working towards the same goal: to create small moments of joy all over the world. We can only achieve this together, as every one of us makes an impact in his or her own way. Knowing that our work makes people smile is what makes us proud.

### HAPPINESS MADE BY PEOPLE

We can only bring happiness to the world when we do it with a smile on our face as well. That is why, at Lotus Bakeries, it's all about our people. We believe that their talent is the driving force behind our growth, which is why we tailor our employees' work to their personal skills as much as possible. Through accessible leadership and well-defined ambitions, we help them to become their best self. Our team is a unique combination of talented and authentic people. Together, we spread our homemade happiness all over the world.

### CO-WRITE A UNIQUE STORY

There is only one company like us. We are an international player with sky-high ambitions, yet still a family business: open-minded, inclusive and small enough for your personal impact to be seen and heard. We are professional and personal, solid and adventurous. This exciting duality is reflected in our brands as well. Lotus® Biscoff®, Lotus™ Natural Foods and our Lotus® Local Heroes offer both the healthy and indulgent, the global and local. Once you've had a taste of this one-of-a-kind combination, you'll never get enough.



### TO SUPPORT THE ACCELERATION OF OUR GROWTH WE ATTRACT TALENTED PEOPLE

#### Recruitment policy

Scarcity in the labour market poses a challenge that we actively address. To attract talented employees with the optimal fit, Lotus Bakeries has defined clear value propositions that allow us to seek the best match between the future employee and Lotus Bakeries in complete transparency:

One of the initiatives to facilitate recruitment is our international career site [www.lotusbakeriesjobs.com](http://www.lotusbakeriesjobs.com). This website strengthens our employer identity as a global food company with dozens of products that brighten every day. It also provides a complete overview of all career opportunities within the Group worldwide. Through testimonials of employees and pictures of our offices and locations, potential candidates can moreover get a glimpse of our unique culture.

When selecting new employees, we communicate the full selection process clearly and transparently. The applicant's professional competences, relevant experience and TOP values are paramount. During the selection process, applicants meet with several Lotus Bakeries employees to gain a good understanding of our company values and culture. Via the various touchpoints, candidates have several opportunities to ask questions or gather more information. For all office workers, the selection also includes objective testing, or an external assessment tailored to the position for which the candidate is applying. By including this objective element into our selection process, we reduce the chance of subjective assessment. Our recruitment is an intensive process where we consciously invest a lot of time to ensure the optimal fit between the future employee and Lotus Bakeries.

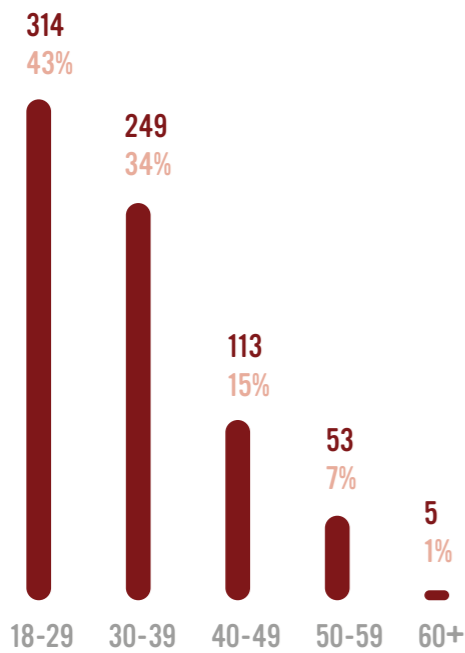
## Onboarding

Creating an optimal employee experience starts during the employee onboarding process. Therefore we have ensured that our global career site connects seamlessly with our intranet site: MyLotus, the global HR platform in which all HR data from different countries is centralised and available in real time. The need for scanning contractual documents & policies, as well as emailing back and forth with candidates is eliminated, as the full onboarding process is managed through our global HR platform.

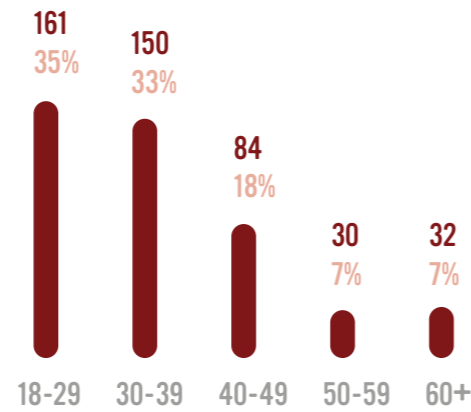
Upon joining, Lotus Bakeries aims for thorough onboarding, in which new Lotus employees are immersed in the company, the products, brands and the culture. Special induction days are organised for new employees. From the management level onwards, new employees from around the world are invited to the 'Group Wide Onboarding days' that are organised in Belgium. During an intense two-day programme, they receive more information about the strategy, the different brands, the organisational structure and the different departments. A tour of the Lembeke plant is the icing on the cake. In the case of acquisitions, we ensure that all employees are quickly integrated into the Lotus Bakeries Group.

We also have a 'Young Graduate Programme'. This is an intensive two-year programme designed specifically for graduated master's or MBA students who enter in a function-specific domain. To guarantee a smooth onboarding and good career management inside Lotus Bakeries we have implemented a bespoke learning & development track for young graduates. Through various training sessions they acquire specific skills & competencies which will enable them to be successful in the role. Our young graduates get day-to-day coaching from their manager. Thanks to the mentorship programme, they also get input and reflection from a senior employee outside of their function area of expertise, providing them with a broader view of the company. This mentor moreover acts as a sounding board and can offer impartial advice and support related to career development and ambitions. To broaden their perspective and knowledge, the young graduates furthermore get assigned a cross-departmental project of strategic importance. Their mission is to tackle a specific business challenge and prepare a recommendation to EXCO.

As part of the onboarding track, each new office employee will also be asked to complete a survey after several months of service and will be offered a follow-up interview by HR. In this survey the employee is questioned about the recruitment and onboarding process, they are polled about how the first few months have gone in the position, about how the job and the organisation meet expectations and how the collaboration with the manager and with colleagues is going. In countries with a large workforce in the factories, such as Belgium, a bespoke survey is provided. The goal of the survey is to gain insights into how the employee has settled in and to identify areas for improvement.



Total new starters per age group in 2023



Total leavers per age group in 2023





## EMPOWERING OUR EMPLOYEES

	UNIT OF MEASURE	2023
Employees invited for performance and career development reviews (office employees)	%	100
Total number of training hours	#	43,848
Average number of training hours per employee	#	15
Number of new young graduates	#	10
Internal mobility rate	%	17
Employees as at December 31 covered by collective bargaining agreements	%	74

Once part of the Lotus Bakeries family, it is important to retain these engaged and motivated TOP talents. We aim to empower our employees to reach their fullest potential and secure employment for our permanent workforce via several means.

### Fostering feedback and performance

We invest in a culture of open feedback and two-way communication because we believe this increases engagement, motivation and performance. The performance process for all office workers is fully integrated into the Global HR platform *MyLotus*. The operational workers, use a non-digitalised system, where the feedback conversation happens with team leaders. In *MyLotus* feedback exchange between manager and employee is encouraged several times a year, instead of having one annual review. This process provides ongoing opportunities to give and receive feedback, and our employees are encouraged more frequently to reflect on their career path. By gaining more insight into the employees' strong assets, areas for improvement and ambitions, the right development and, if needed, guidance can be offered.

All office employees are invited at least yearly to participate in performance and career reviews. All feedback is documented through our Global HR platform.

The platform foresees a written preparation from both the manager and employee, and encourages a digital feedback request from various relevant stakeholders, which allows for a broad and objective assessment of the past year.

### Employee learning and talent development

In the performance review process, our employees are encouraged to work with their direct manager to develop an appropriate and individual development plan. Lotus Bakeries applies the 70-20-10 learning model<sup>1</sup>. This may include on the job learning to get to know the organisation for newcomers as well as providing stretched assignments, special projects or cross-functional collaborations for employees who have been in their role for some time. Formal external training opportunities, accessible to all employees annually, address both hard skills for specific technical needs and soft skills aimed at enhancing interpersonal abilities.

<sup>1</sup> 70% practical experience on the job – 20% feedback and coaching – 10% formal training.



Our training courses cover different topics such as project management, negotiation skills, people management skills, priority management, presentation skills, as well as the effective usage of MS Office tools. Collaboration and team dynamics are fostered during Insights Discovery workshops. Next to these programmes we offer internal trainings around legal topics, safety trainings, HR workshops, as well as dedicated technical trainings for our blue collar workers in our plant in Lembeke. In today's society it is important to continuously improve digital skills. Therefore, we offer training on the usage of SharePoint as well as on cybersecurity. Last year, close to 90% of PC users followed training to identify data hacks or phishing activities.

In 2023, the total investment in training activities was on average 15h per employee.

### International connectivity and mobility

We believe that an open feedback culture and investing in our employees' development are effective enablers of internal mobility. In this way we strive to keep talent in-house. In 2023 our internal mobility rate for white collar and staff is 17%. When we recruit new talents, we typically assess the cultural fit and match with the required skills & competencies. Equally important, we also screen for potential as we believe that we don't recruit employees for a position, but we select them for a long-term career in the company. As Lotus Bakeries continues to grow internationally, our internal mobility extends beyond functional domains.

We also provide our employees with the opportunity to relocate to another country in the Group. Similar to any other instance of internal mobility, we will always strive to find the optimal match between the individual's aspirations and the company's ambitions.

In 2023, our employee turnover amounts to 16%. About 13% can be attributed to voluntary turnover, of which 3% of this voluntary turnover can be attributed to natural causes such as the end of fixed term employment contracts, health reasons or retirement. This results into a voluntary turnover rate of approximately 10%.

### Collective organisation and social dialogue

As a Group, we believe in an organisation that collaborates with all employees, the representation of employees, employee organisations and external social stakeholders. Currently, employees are covered by collective bargaining agreements on company, sector and national level in Belgium, South Africa, the Netherlands, France, Sweden, Spain, Italy and Austria. This amounts to approximately 74% of our employee population worldwide being covered by collective bargaining agreement.

We remain committed to respecting our employees' right to freedom of association, to join trade unions and to collective bargaining. Our primary measure in this respect is to hold regular meetings with the work councils and maintain the social dialogue. In our European countries where we have significant employment, 100% of employees are covered by workers' representatives.<sup>1</sup> We are convinced that good collaboration contributes to our success.

<sup>1</sup> European countries with significant employment include Belgium, the Netherlands, France, Sweden.

## WELL-BEING AT WORK

	2023
Employees entitled to take family-related leave	100%
Employees entitled that took family-related leave	15%
Female	10%
Male	5%

We are steadfast in our commitment to ensuring that all our employees and contractors have a pleasant working environment and can return home mentally healthy at the end of the day.

The Executive Committee of Lotus Bakeries has signed a well-being charter in 2023, firmly emphasizing the importance hereof. This well-being charter is actively implemented across all of our offices and plants. Our CEO, Jan Boone, opened 2024 and addressed the Lotus Bakeries community as follows:

*“For us as a family business, growth, profitability, and ambitions are important. Yet, we pursue these objectives hand-in-hand with fostering a healthy community of people. Our commitment to well-being, as outlined in the well-being charter, that we've shared together with EXCO, is a true statement. We genuinely care about how you feel within our company. The charter highlights three key principles: Connect (at work)- Disconnect (outside of work)- Communicate openly about mental well-being.*

*I firmly believe in the power of bringing people together. Building a culture is only possible when people unite. Creativity, in my opinion, flourishes in a collaborative environment. Enjoying your work and having open conversations with colleagues, not only about your job but also about personal matters, are essential aspects. Fostering a social environment within our company is paramount. This is also the reason why we've invested in creating appealing and pleasant working environments. This commitment extends to our locations worldwide: we want you to feel at home wherever you are. And when you leave here, it's time for your private life, time to relax and focus on personal well-being that matters.*

*We are a family business with over 90 years of history, and a long-term vision. We aim to share the pride of our achievements, together, with all our employees.”*



## Well-being & Disconnection Charter highlights importance of wellness and unplugging

Our company's strength lies in healthy, happy employees. Their physical and mental well-being is paramount, which is why the Executive Committee signed the Well-being & Disconnection Charter in autumn 2023 – a clear statement that our local branches translated into concrete initiatives.

In today's workplace, there are a myriad of challenges. From the ever-accelerating pace of change, to being connected everywhere all the time, and non-stop virtual meetings, to the blurring of the line between work and private life since we all work flexible hours. In this fast-paced, perpetually connected world, we at Lotus Bakeries wanted to clearly underline the importance of well-being and disconnecting. That's why we launched the Well-being & Disconnection Charter in October, which is based on three pillars.

### CONNECTING AT WORK

First of all, we are emphasising that Lotus Bakeries values **connection at work**. We strongly believe in the power of face-to-face meetings, and in the unique energy that is created when people come together. By physically seeing each other in the office, we feel a greater and deeper connection to our company's values and to each other. It's the only way that we can be fully creative, and it will ultimately lead to better results. In addition, working in the office makes it easier to draw the line between work and private life.

### DISCONNECTING AFTER WORK

Furthermore, we believe it is at least as important to **disconnect outside the office walls and office hours**. Whether it is by going for a walk in nature, a hobby, by spending time with loved ones or just taking a moment to yourself, this too ensures that our employees can bring the best version of themselves to work, think creatively and use their fullest potential. By regularly stepping out of action mode, we can return with a fresh mind, renewed energy and passion for what we do.

### TALKING OPENLY ABOUT MENTAL WELL-BEING

Finally, the charter stresses the importance of **mental well-being**. We need to be able to openly discuss how our employees feel mentally, and we need to do this safely and with zero judgement. That is why we encourage an open dialogue about mental well-being in our teams. Being able to talk about it openly helps us create a healthier, more inclusive, and productive working environment for everyone. And, where necessary, to be able to take additional initiatives to support mental well-being in our company. Moreover, it will allow employees to be a source of inspiration to each other, exchanging ideas and tips to find a healthy balance that will benefit their mental well-being.





### THE NETHERLANDS: WORK-LIFE BALANCE FIRST

*HR Director the Netherlands, Claire de la Court*

A vision of well-being is part of our strategic plan. And we are taking responsibility to achieve it. It shows just how important sustainability is to us, in the broadest possible sense. Our employees are at the heart of that sustainability. They play a key role in our organisation. With the charter, we are projecting this to present and future talents.

We are glad that the Group has a vision which allows people to work from home. The youngest generations in particular consider this an important condition. At the same time, we also underline the importance of spending time together with colleagues in the Netherlands, because that's when you inspire, motivate and bring out the best in each other. Agreements have been made on this, including by making it a priority for certain meetings to always take place face-to-face.

Work-life balance is also high on the agenda. We encourage our colleagues to use their holiday hours. We work hard when we need to, but we also need to make time to relax. In the Netherlands, we also offer several types of family-friendly programmes to support employees, such as parental and partner leave, for both mothers and fathers. This is being used a lot and so we need to accommodate this, but it is wonderful that this is possible because it also creates a better gender balance.



### FRANCE: HEALTH, SPORT AND WELL-BEING ON THE AGENDA

*HR Business Partner LBF, Madeleine Du Château*

At the end of September 2023, we also organised Sports Week in France, which kicked off with a healthy breakfast at all sites, and every day a new sport on the agenda to discover. The entire week was all about health, sport and well-being. We will continue this in 2024. From now on, we will offer two opportunities for exercise during lunch each week. On Tuesdays there is badminton, on Fridays yoga. Also, for employees who do shift work, there will be workshops on nutrition and good sleep habits for shift work.



### UNITED KINGDOM: TALKING ABOUT MENTAL HEALTH

*HR Manager UK, Helen Gibbons*

In the UK, 2023 saw a lot of well-being initiatives as part of Mental Health Awareness Week, which put anxiety front and centre as a topic. We organised a lunch where colleagues were informed about what exactly anxiety is, how you notice it in yourself or a colleague, and some common coping mechanisms that people use to deal with it. We used the lunch as a stepping stone for our managers to discuss the topic with their employees afterwards.

Communicating about mental well-being proves to be very effective. In this respect, Lotus Bakeries scores well in the UK: an engagement survey shows that 8.5 in 10 employees feel they can talk openly with their manager. In 2024, we will continue to move forward in the same vein, including by organising focus groups to discuss certain topics in even greater depth. We want to give people a sounding board about mental health. To this end, we will invest in training so that there are several people across the organisation skilled in this area.

### Work-life balance

To promote well-being, Lotus Bakeries also offers other means to employees to balance their time at work and their time at home within the limits of business organisation and local legislation. For one, Lotus Bakeries has a flexible working policy where employees can work from home depending on their role in the organisation. We offer all our employees across the world the right to take family-related leave such as parental leave and carers' leave. In 2023, 15% of employees took family-related leave, 10% being female employees and 5% being male employees.

### Cultivating a positive workplace

Lotus Bakeries has invested in creating a beautiful and attractive work environment. Social spaces are designed for employees to have lunch and catch up together. The offices feature spacious and bright open spaces, along with large and small meeting rooms for our employees to use, and a cosy lunch area to connect. We also provide ergonomic facilities, such as standing desks to encourage working standing up and provide screening and advice to improve the ergonomic sitting posture at the desk. A lot of attention has been paid to fitness and sports at all Lotus Bakeries locations, with varied initiatives depending on the site. For example, the 'House of Biscoff' in Belgium and the offices in the United States and Sweden have a gym with showers. Other locations offer sport activities through options of signing up to a bicycle lease programme, participating in weekly boot camps or joining cycling or walking sessions. This approach creates a more pleasing working environment that promotes employee satisfaction and well-being.

## HEALTH AND SAFETY

	UNIT OF MEASURE <sup>1</sup>	2023	2022	2021
Amount of occupational fatalities	#	0	0	0
Total occupational accidents per average headcount	%	2.6	3.2	2.3
Total occupational accidents involving absence from work	#	75 ✓	85 ✓	52 ✓
Rate of recordable work-related accidents for own employees	#/1mio hrs	18.6	26.9	15.3

Occupational health and safety is vital to our business. Within our working environment, we undertake measures to minimise the risk of workplace accidents, to ensure a safe and secure workplace.

### Promoting a safe working environment

For our Lotus Manufacturing South Africa (LMSA) site we have become fully accredited with ISO 45001. This is the world's international standard for occupational health and safety, issued to protect employees and visitors from work-related accidents and diseases. ISO 45001 certification was developed to mitigate any factors that can cause employees and businesses irreparable harm. As we employ close to 650 people in LMSA this gives us a tremendous peace of mind that we are doing the right thing for our employees.

The Netherlands, the Geldrop and Enkhuizen production sites have the occupational health and safety vignette from VBZ (Vereniging voor Bakkerij en Zoetwaren industrie). A recurring audit is performed by two external members of the VBZ, which includes interviews with our employees, and the results are subsequently reported.

As part of our continuous improvement on safety, we performed in all the plants in Belgium a thorough safety audit with an external organization, supported by observations on the work floor and interviews of factory workers. An internal safety activation plan centered around Safety Awareness & Management (SAM) has been developed. The new internal safety communication campaign will go live in 2024.

### Our Safety Policy

Our commitment to occupational health and safety is driven by our policy and systems. Our first focus is to prevent accidents by minimizing safety risks in the following four areas.

1. Occupational health
2. Personal safety
3. Process safety
4. Rolling material safety

We take the following steps to develop effective risk prevention strategies in our own sites.

<sup>1</sup> The scope of the KPI's includes our internal employees.



### Risk assessment

In all our sites new machinery and equipment are designed to the latest safety standards and undergo an extensive safety inspection through the Site Acceptance Test by our own safety officers. We follow a clear procedure for hazard identification. Machinery is adjusted as needed to meet our high safety standards.

To identify risks related to behaviour we use safety inspections and feedback tools to detect and report unsafe situations. For example in South Africa, a health and safety questionnaire is completed each quarter, after which the existing risk assessments are evaluated and the existing procedures are tightened up.

### Developing guidelines and procedures

Strict occupational safety laws apply in all the countries in which Lotus Bakeries operates. Clear safety procedures and operating guidelines

are created based on the risk assessment at each production site or office. These procedures are translated into work instructions for each workstation. We provide adapted work clothing to our employees and contractors to contribute to a safe work situation.

### Raising awareness and safety training

There is a safety training programme where we regularly focus on awareness and prevention.

- Safety in the workplace is a fixed part of the onboarding programmes of new employees who start work in the factory.
- Regular training sessions are given to teach people how to bring up the importance of safety to other colleagues or address and prevent dangerous situations.
- Each site has a clear procedure in case an emergency occurs. Yearly training of the emergency procedure takes place.



### Monitoring via reporting

Management monitors health and safety performance. All the sites measure and report monthly on the number of accidents at work with absence. Accidents are screened to improve our risk control strategies.

### Safety beyond our own operations

For the construction of our new plant in Thailand, we paid great attention to the contractors policy on health and safety precautions. The contractor has to ensure that medical staff, first aid facilities, sick bay and ambulance service are available at all times at the site of the works, and that suitable arrangements are made for all necessary welfare and hygiene requirements. We also ask our contractor to appoint an accident prevention officer at the site of the works, responsible for maintaining safety and protection against accidents. There are daily safety exercises and weekly safety walks.

No fatalities occurred in 2023. The number of accidents at work decreased in 2023 down to 75 incidents. The continued promotion of safe behaviour, the in depth analysis of each incident and using the learnings of these to raise awareness to employees helps to promote a safety culture and realise a decrease versus last year. There was one exceptional case: in the plant in South Africa, Lotus Bakeries provides commuting services with mini-vans to the employees. One mini-van had an accident leading to 9 injured employees that were absent from work. If we isolate this exceptional case, we would have decreased the number of incidents even further down to 66 compared to previous year. In 2023, there are five production or distribution sites that had no work accidents.



# COMMUNITY: 2023 AMBITIONS & ACHIEVEMENTS

We care for today's and tomorrow's generations and all stakeholders involved in our value chain. Responsible business conduct addressing today's and future complex challenges allows us to stick to our mission: providing superior tasting snacks, to everyone, every day, everywhere. We want to contribute to consumer well-being by providing the right and balanced portfolio at the highest quality. Plus, we contribute to the prospects of future generations by supporting education projects.

The ambitions of Lotus Bakeries within the community pillar are therefore focused on four domains:

**ETHICAL BUSINESS PRACTICES**



**PRODUCT SAFETY**



**PRODUCT DEVELOPMENT**



**FOUNDATION FOR EDUCATION**



## HIGHLIGHTS

- Installing a Human Rights Policy
- Setting up a Whistleblowing Line & Policy



PRIORITIES	UNIT OF MEASURE	2023	2022	2021
Internal employees <sup>1</sup> who have signed the Code of Conduct	%	99.9 ✓	99.9 ✓	99.8 ✓
Key supplier <sup>2</sup> which have signed the Code of Conduct	%	94.2 ✓	90.5 ✓	90.1 ✓
Key palm oil suppliers <sup>3</sup> who endorsed the principles of Lotus Bakeries Palm Oil Policy	%	100.0 ✓	90.0 ✓	90.0 ✓

PRODUCT SAFETY	UNIT OF MEASURE	2023	2022	2021
Lotus Bakeries production sites where our products are produced with external quality certification (BRC, IFS)	%	100.0 ✓	100.0 ✓	100.0 ✓

<sup>1</sup> The scope of the KPI includes our internal employees and the members of the leadership team working through a management company. Internal employees are employees who are connected to Lotus Bakeries with an employment contract, either of unlimited duration or of limited duration.

<sup>2</sup> Key suppliers are all of our suppliers of end products (external production), raw materials, packaging and machinery, with whom Lotus Bakeries has entered into a written contract.

<sup>3</sup> Palm oil suppliers who have signed up to the Lotus Bakeries palm oil policy or have their own palm oil policy in force that includes at least equal standards and who supply ingredients or raw materials containing at least 50% palm oil, and in so far these products represent more than 5% in any recipe.





## ETHICAL BUSINESS PRACTICES AND RESPECT FOR HUMAN RIGHTS

Lotus Bakeries actively assumes its social responsibility. We guarantee ethical business practices throughout the organisation.

Upholding business integrity and human rights is fundamental to building trust with our partners, communities and stakeholders, as pointed out in our Human Rights Policy. Our guiding principle is to abide by all international human rights standards, including, but not limited to, the UN Universal Declaration of Human Rights and the UN Guiding Principles on Business & Human Rights. Where local law and international standards are higher, Lotus Bakeries will follow the higher standard.

Every individual deserves respect, dignity, and equal treatment. To emphasise this belief, we have extensively communicated the principles set out in our Code of Conduct as well as the Human Rights Policy, to all employees via our intranet system. We encourage our employees to respect the dignity and human rights of colleagues and all other people they come into contact with in the course of their work.



### ETHICAL BUSINESS PRACTICES IN OUR OWN ORGANISATION

The Code of Conduct was approved by the Board of Directors on 2 April 2020 and was implemented in 2020. As of 2021, every new employee who is recruited must sign this. This Code forms an integral part of the employment contract. In September 2023, the Code of Conduct was updated to reflect Lotus Bakeries' new whistleblowing line, encouraging our employees to speak up in case they encounter any conduct that concerns them, or that seems to violate Lotus Bakeries' Code of Conduct, our policies or applicable laws and regulations.

#### Our Code of Conduct

Lotus Bakeries expects all its employees to act with integrity, honesty and fairness and in full compliance with the applicable laws, rules and regulations. It has developed a Code of Conduct containing six main principles that its employees must respect at all times. These principles are further elaborated on in separate more detailed policies and procedures:

 **The full Code of Conduct is available in 11 different languages on our website:**

<https://www.lotusbakeries.com/governance-practices-and-policies>

#### 1. Transparency:

Lotus Bakeries aims for clear and accurate communication with its customers, suppliers, consumers and business partners and encourages open communication with all its stakeholders. Lotus Bakeries also refrains from non-conforming, dishonest, fraudulent or misleading marketing practices.

#### New in 2023

- Biscoff® Trademark Guidelines were created and published to help professionals incorporating Biscoff® spread and cookies into their recipes. The guidelines aim to provide a clear understanding of how to leverage the Biscoff® brand while ensuring the integrity of our brands and trademarks. The use of Biscoff® products in the preparation of recipes does not automatically entitle someone to use the Biscoff® trademark such as logos, design, look & feel and trade dress in your communication. However, Lotus Bakeries has authorised certain ways of use in its Trademark Guidelines to inform professionals transparently how to include the Biscoff® brand name to benefit from its power and recognition. These Guidelines apply worldwide.

 **The full Biscoff® Trademark Guidelines are available on the Biscoff website:**

<https://www.lotusbiscoff.com/en-gb/foodprofessionals/trademark>

#### 2. Respect for fellow human beings:

Lotus Bakeries is responsible for a safe working environment and places great importance on integrity and respect for fellow human beings. Respecting human rights and labour regulations, including the freedom of association of employees and combating child labour, are important objectives. All personal data is treated with respect at all times and in accordance with the relevant rules and regulations.

### New in 2023

- Lotus Bakeries developed and rolled-out a human rights policy in 2023, which applies to all our operations and to all full-time, part-time, and temporary colleagues who are directly employed by Lotus Bakeries, including our directors and officers. The policy also extends to any subsidiaries or joint ventures where Lotus has a majority interest or management control. It is important to note that our responsible sourcing policies and procedures specifically outline our expectations for our suppliers, vendors, agents, and contractors. In terms of human rights, Lotus Bakeries imposes its Supplier Code of Conduct on its suppliers of packaging, raw materials, equipment and finished products. We believe that it is not only our responsibility to ensure that our own operations uphold human rights, but also that of those in our supply chain.



#### **The full Human Rights Policy as well as our Modern Slavery Statement are available on our website:**

<https://www.lotusbakeries.com/governance-practices-and-policies>

- A Group anti-harassment and anti-discrimination policy was developed and rolled-out. Reference is made to page 48 of this ESG compilation.
- 2023 saw the implementation of several new regulations on data protection and cybersecurity in China, with a particular focus on cross-border data transfer and personal information protection. On the other side of the world, in California, US, the California Consumer Privacy Act entered into force on 1 January 2023. Since Lotus Bakeries has sales offices in both locations, we updated our global Data Protection manual to reflect local requirements and implemented several measures in order to fully comply with the local legal framework.

### 3. Trading fairly & ensuring compliance:

Lotus Bakeries ensures fair competition, respect for export regulations and the prevention of insider trading.

#### New in 2023

- In view of the geopolitical turmoil, Lotus Bakeries has heightened its awareness of tightened export regulations. This approach ensures ongoing compliance with all applicable export laws and regulations in an ever-changing and evolving global landscape.
- In 2023, all new employees in the marketing, sales and purchasing departments were invited to an initial two-and-a-half-hour interactive workshop at which eight issues were explained using real case studies, with a success rate of 75% to complete the training programme. All employees – existing and new – of the specified departments were moreover invited to two competition quizzes. The participation and success rates were as follows:
  - June 2023 excluding US: 89% participation, 85.6% passed successfully.
  - June 2023 US specific quiz: 100% participation, 76.4% passed successfully
  - October 2023 including US: 97% participation, 62.9% passed successfully

Lotus Bakeries will continue its efforts to increase awareness and understanding of competition law within its organisation.



#### **Reference is moreover made to the Dealing Code which is available on our website and an important part of our continued attention for the prevention of insider trading:**

<https://www.lotusbakeries.com/governance-practices-and-policies>

### 4. Combating corruption:

Lotus Bakeries maintains a zero-tolerance policy towards bribery and corruption, overseeing a clear process for managing conflicts of interest and keeping accurate accounts and records, including rigorous reporting and bookkeeping.

#### New in 2023

- Lotus Bakeries issued a new whistleblowing line which can be accessed by anyone on our website (<https://www.lotusbakeries.com/governance-practices-and-policies>) and through which anonymous reporting is possible, confidentiality is assured, and accurate follow-up of the legal obligations is guaranteed. Such whistleblowing line will further improve the detection of any potential misconduct throughout the value chain.
- Lotus Bakeries has taken further steps as part of its continuous improvement process for corporate books across all of its entities, further streamlining the timing, stakeholder management and automation of the annual reports and annual shareholder meeting in all of its entities. Where applicable, it has moreover made requisite board amendments and updates of the articles of association or bylaws of entities in view of the evolution of the Group in recent years.

### 5. Securing information:

Lotus Bakeries does all it can to protect its own confidential information and the confidential information of third parties.

#### New in 2023

- Last year, Lotus Bakeries successfully executed 34,933 phishing simulations within our user community, boasting an impressively low fail rate of 2.3%. In tandem with these efforts, we remain committed to enhancing security awareness through targeted training programmes for new hires and the strategic deployment of phishing campaigns.
- Looking ahead to 2024, our overarching objective is to elevate

our security maturity, steering towards a zero-trust strategy. This entails further implementing rigorous authentication, authorization, and continuous validation processes for all users, applications, and devices. To realise this strategy, we are focusing on key initiatives such as maintaining an accurate inventory of assets and software, fortifying security protocols for remote work scenarios, and bolstering safeguards for accessing our production lines. Concurrently, we remain dedicated to substantial investments in detection capabilities.

- In alignment with our commitment to robust security practices, we are taking steps in 2024 to ensure compliance with the NIS 2.0 EUR Directive. Our initial move involves the implementation of a comprehensive security risk framework, laying the foundation for a resilient and compliant security infrastructure.
- To facilitate confidential negotiations while protecting our crown jewels, Lotus Bakeries has completely revised and strengthened its confidentiality agreements and introduced a more flexible modus operandi.

### 6. Respect for the environment & responsible sourcing policy:

Lotus Bakeries closely monitors the impact of its activities on the environment and constantly strives to reduce its ecological footprint. For specific details regarding our concrete 2023 operations, including our ambitions and achievements for the environment, please refer to page 26 and to the implementation of the Supplier Code of Conduct on page 72 of this ESG compilation.

## RESPONSIBILITIES

Each employee of Lotus Bakeries has a responsibility to comply with the principles of the Code of Conduct.

The responsibility for implementing the Code of Conduct lies with the Compliance Officer, supported by the local HR departments.

## WHISTLEBLOWING

All employees of Lotus Bakeries are encouraged to speak up if they encounter any conduct that concerns them, or that seems to violate Lotus Bakeries Code of Conduct, our policies or applicable laws and regulations.

Lotus Bakeries Whistleblowing Line allows for anonymous reporting, confidentiality assurance, and accurate follow-up of the legal obligations. Lotus Bakeries greatly values the help of employees and others who identify and speak up about potential concerns that need to be addressed. People who speak up are protected and will not suffer for raising concerns in good faith about suspected misconduct. Lotus Bakeries will not tolerate any form of retaliation against you for speaking up.

Lotus Bakeries has developed a Whistleblowing Policy which explains how one can raise concerns about suspected misconduct in confidence and without fear of retaliation. It also describes what to expect from us concerning follow-up and relevant action.



**The Whistleblowing Line and Policy can be found on our website:**

<https://www.lotusbakeries.com/governance-practices-and-policies>

All employees have been informed about the Whistleblowing Line and Policy via intranet communication and information sheets featured in all of our production plants. The Whistleblowing Policy has moreover been integrated in the onboarding packs and local HR decks.

In 2023, no complaints were received via the Whistleblowing Line. The Group Compliance Department was informed of one complaint from employees regarding an alleged case of discrimination in the course of 2023. This case was investigated locally. No infringements were established.

## REPORTING

Where necessary, the Compliance Officer reports to the Board of Directors once a year on the enforcement of the Code of Conduct, covering any breaches and concerns raised, along with action points formulated to prevent repetition.

In 2023, the Board of Directors was not informed as no material complaints were received and no infringements were established.

## IMPLEMENTATION

The Code of Conduct has been translated into the official languages of those countries in which Lotus Bakeries has a sales office or a factory. The document is available in eleven languages.

The Code of Conduct has been added to the onboarding pack for new employees at all our sites and a presentation is foreseen for the onboarding programmes.

The employees of Lotus Bakeries were asked to sign the Code of Conduct and have all received a brief explanation of the six principles it contains. At the end of 2023, 99.9% of employees had signed the Code of Conduct.



## SUSTAINABLE SOURCING & ETHICAL BUSINESS PRACTICES AT OUR SUPPLIERS

### SUPPLIER CODE OF CONDUCT

The principles set out in the Lotus Bakeries' Code of Conduct are also imposed on our suppliers of packaging, raw materials, equipment and finished products. In 2023, 94.2% of our key suppliers of finished products (external production), raw materials, packaging and equipment with which Lotus Bakeries has concluded a written contract had signed the Supplier Code of Conduct.

The principles to which these suppliers must commit can be summarised as follows:

#### 1. Lawful and ethical business practices:

- Respect for human rights
- Child labour will not be accepted under any circumstances
- Treating people with dignity, honesty, fairness and respect
- Refraining from any form of discrimination, harassment, verbal or physical abuse
- Implementation of thorough health and safety procedures
- Compliance with the occupational laws and regulations in the workplace

#### 2. Fair business practices

- Compliance with the relevant competition laws
- Use of fair and transparent price mechanisms and other contractual provisions in respect of suppliers
- Zero tolerance of bribery and corruption
- Protection of Lotus Bakeries' confidential information
- No falsification, smuggling or other related crimes

#### 3. Respect for the environment

- Obtaining and documenting all necessary environmental permits, licences and registrations.
- Setting up an environmental management system, including:
  - Processes aimed at waste reduction, lower energy consumption, lower emissions and the prevention of pollution
  - Preservation of biodiversity, including threatened flora and fauna (no deforestation) and focusing on soil protection
  - Respect for water sources and ensuring good water and (waste) water management
  - No use of illegal products and limitation of the use of pesticides and other legal chemicals

#### 4. Traceability

- The supplier must keep adequate records of its direct suppliers

We expect these suppliers to implement the Supplier Code of Conduct and to inform their employees, agents and subcontractors in a careful and transparent manner.

## RESPONSIBILITIES

The purchasing department is responsible for implementing the Supplier Code of Conduct, supported where necessary by Legal & Compliance.

## WHISTLEBLOWING

Suppliers are asked to bring any concerns to the attention of their contact at Lotus Bakeries. Since 2023, they also have the option to report any complaints via the online whistleblowing platform selected by Lotus Bakeries. This platform allows for anonymous reports, ensures confidentiality, and guarantees accurate follow-up of legal obligations.



## PRODUCT SAFETY

### MONITORING

The Supplier Code of Conduct includes an obligation for the supplier to provide documentation that Lotus Bakeries can use as a basis for verifying compliance with the Supplier Code of Conduct.

While audits at suppliers have traditionally focused on quality and food safety, Lotus Bakeries is exploring ways to monitor the proper enforcement of other principles in the Code of Conduct. Efforts are being made to integrate these considerations into existing audits.

Lotus Bakeries expects suppliers to take corrective actions necessary to address any identified gaps.

### IMPLEMENTATION

The Supplier Code of Conduct was implemented in 2020, is supplied in the language of the contract and is available in eleven languages. In 2020, the suppliers of packaging, raw materials, equipment and finished products with which Lotus Bakeries had a framework contract, were asked to sign the Code of Conduct separately at the time. Since then, this code has been an integral part of the standard contracts with our key suppliers. Moreover, all our general purchase conditions contain a reference to the Supplier Code of Conduct, which is available on our website.

In 2023, 94.2% of key suppliers had signed the Code of Conduct.

### QUALITY MANAGEMENT SYSTEM

The Lotus Bakeries quality policy is an integral part of its strategy aimed at building on strong, reliable brands. The strength of our brands is after all highly dependent on the quality of our products. The quality management system undergoes an assessment by the internal audit team. This happens annually split over five times, linked to different criteria. Corrective and preventive actions are taken as a result.



**The full text of the quality policy is available on our website:**

<https://www.lotusbakeries.com/policies-reports>

### Responsibility

The Corporate Quality Assurance department is responsible for auditing the quality of our products under the direction of the Corporate QA Director, who has final responsibility for ensuring that the terms and conditions of Lotus Bakeries' quality management system are met at all our production sites and in all Lotus Bakeries' offices. The Area QA Managers have the same responsibilities for their region.

### Scope of product safety and quality

Lotus Bakeries' quality management system covers the entire value chain, from the purchase of raw materials and packaging, to production, labelling and delivery of the finished products to the customer. External production is also covered by the quality management system.

### Quality control of suppliers

#### • Supplier selection

Our suppliers are selected according to predetermined criteria, including the availability of an effective quality and food safety management system, assured by an independent food safety certification body. An effective tracing system forms part of this, so that Lotus Bakeries knows where the raw materials come from at all times.

#### • Specifications

In addition, Lotus Bakeries has drawn up specifications with product safety requirements to be met for raw materials and packaging materials that are critical for product safety, such as flour, eggs, fats, margarines, chocolate and printed packaging with direct product contact.

#### • Inbound checks

The products supplied by our suppliers are also subject to an inbound check. We assess the analysis report supplied by the supplier and check it with regular counter analyses by our own specialist internal laboratories. This inbound check is structurally registered in SAP to keep overview and be able to track.

#### • Supplier audits

The checks on the suppliers are also supplemented by supplier visits and audits, which are conducted annually on the basis of performance measurements, and this also applies to new suppliers. In 2023, three audits were carried out at suppliers of raw materials and packaging materials. In addition, another four visits took place at our raw material and packaging suppliers.

Only on the basis of these detailed performance measurements can we ensure that we continue to work with the best suppliers at all times.

### Quality assurance of our production processes and finished products

#### • Hazard Analysis and Critical Control Points (HACCP)

Production processes have been developed for all production sites that are designed to assure the quality and the safety of the products. Detailed HACCP plans (product safety risk studies) for example have been produced. They are updated at least annually or with every major adjustment of the process or machinery.

#### • Training

Every employee gets the necessary training on HACCP and on the quality process parameters. This kicks off during the onboarding and is followed up by regular repeat trainings.

#### • Internal audits

Verification takes place on the basis of internal audits. In 2023 there were 63 internal audits with on-site presence. Each production site has been audited at least five times.

#### • External audits

External certification is a major support in the continuous improvement of both processes and products. Every Lotus Bakeries production site is BRC or IFS certified at end 2023.

#### • Quality control

Finished products are first examined critically at our production sites in the form of self-assessment by the production department. The quality of our finished products is also assured by analyses in our internal laboratories. The results of these laboratory analyses are reported to management monthly. Products of production partners are assessed in the same way.

### Quality processes for our production partners (co-manufacturing)

Our external production partners are monitored in an identical way by our Corporate Quality Assurance department. There were three physical audits last year, 10 in-person factory visits and 10 in-person quality meetings topped up with 50 digital quality meetings over the past year. The requirements we set for our external production partners are laid down contractually in a clear schedule of requirements.



#### Quality processes for our customers

First and foremost, our finished products, both the product itself and the packaging, must comply with the relevant food legislation. The labelling of products and the processing of raw materials and packaging materials by the country of commercialisation according to the regulations are monitored by the Corporate Quality Assurance.

We also wish to inform the consumer transparently about verified claims made with regard to the product. In 2021 we worked on a revamped database to manage all this information efficiently and to convert it into product specifications and customer information. This database was put into use in 2022 and the further roll-out for other sites and production partners continued in 2023.

We receive, register and handle product complaints systematically and, since 2020, they have been registered in a central database for all the sales offices in the group. The number of complaints and their seriousness are monitored very closely and a monthly report is submitted to management.

#### Annual testing and continuous monitoring of our quality management system

Lotus Bakeries has specific product withdrawal and recall procedures. There is a trained crisis management team in each of our sites and sales offices. Each year, the procedures are tested in collaboration with external parties.

Learning points are identified and adjusted from the results of this test, and monitoring and action plans are drawn up. In 2023, Lotus Bakeries organised one recall in the Netherlands followed by a thorough risk analysis. The necessary steps were taken in a timely manner and preventive measures were taken immediately to prevent recurrence in the future.

The various components of our quality management system are adequately safeguarded thanks to these various steps, where the raw materials come from at all times.





## PRODUCT DEVELOPMENT

The R&D department is responsible for developing new products, optimizing existing ones, as well as creating packaging solutions, all in alignment with Lotus Bakeries' strategy and policies. As such, we carefully select our raw materials from approved suppliers that comply with our responsible sourcing policies, as well as make sure that packaging materials comply with our ambition to be 100% recyclable by end 2025.

Product development follows a stage-gate process, where ideas, prototypes and products are evaluated against several criteria, including our sustainability and nutritional policies. This results in a high-quality branded snack, which will bring a superior tasting experience to our consumers all over the world, all year around.

Our expertise in the field of innovation is complemented with interactions with well-known knowledge institutes and universities, which give us a better view of product-packaging-process interactions and give us new insights into new technologies.

## NUTRITIONAL POLICY



### Superior taste experience

Lotus Bakeries wants to be able to offer its consumers delicious, high-quality snacks at any time of the day. A superior taste experience is key to this, both in the range of cookies and pastries and in the range of natural snacks. We only use high-quality ingredients and we monitor production and supply chain processes from beginning to end. Ensuring the quality, origin, composition and safety of our products is vital. Our R&D department plays an important part in this: it has the task of developing products with attention to constantly improving quality and taste.



### Diverse range

Lotus Bakeries aims to offer every consumer a quality range of snacks at every moment of consumption. It does this through a portfolio of products with a variety of nutritional compositions.



With the acquisition of brands such as nākd®, TREK®, BEAR® and Urban Fruit®, the focus has expanded to fruit and nut-based snacks. Moreover, the takeover of Kiddylicious® has meant an expansion of our range with snacks and meals for little ones. These Natural Foods brands provide the consumer with the option to choose a healthy or healthier alternative to existing snacks in the food category.



### No artificial flavours or colours

To exclusively offer our consumers healthy and high-quality products, we aim not to use any artificial flavours or colours in our products. We have considered it important as a business to use pure and natural ingredients since our foundation in 1932.



### Variety in portion sizes

It is our ambition to offer consumers responsible snacks. Not just with our range of natural snacks, but also by making several of our top products available in large and small packs, that contain less than 150 Kcal a portion.



### Clear information & responsible marketing

In order to support consumers in their nutritional choices, we believe it is important to give them accurate product information, including the nutritional values. Lotus Bakeries also takes an unequivocal position with regard to responsible advertising towards children. For example, Lotus Bakeries Belgium signed the Belgian Pledge 3.0.



### The full text of the 'nutritional policy' is available on our website:

<https://www.lotusbakeries.com/policies-reports>

We believe it is important to provide consumers with information that encourages them to consume responsibly. Our commitment is based on:

1. Encouraging responsible consumption
2. Taking responsibility in communication

### Responsible consumption

Responsible consumption is an important topic in our advertising. To help consumers make the right dietary choices we do not encourage or show excessive consumption in our advertising.

We do not exceed recommended portion sizes and do not portray unhealthy or inappropriate consumption of our products. On certain product lines we offer a variety of portion sizes that can fit the lifestyle of different types of households.

### Responsible communication

At Lotus Bakeries we will not communicate to children below 13 years of age. Instead, we see the parents as the gatekeepers of their children's healthy diet. This applies to media channels such as TV, radio, print, cinema, direct marketing, product placement, apps, outdoor marketing, mobile and in online including social media channels, influencer marketing, and company websites.



## LOTUS BAKERIES FOUNDATION FOR EDUCATION

**Mission:** Lotus Bakeries aims to make a substantial contribution to carefully selected education projects aimed at high-quality education for vulnerable or disadvantaged children and young people.

At Lotus Bakeries we contribute to the well-being of our fellow human beings by providing support to education. The reason is simple: education is the key to breaking the vicious circle of poverty.

Anyone with access to high-quality education can learn a trade and thus also gain access to the labour market, earn an income and support a family, share knowledge and continue to develop.

Education is a universal human right to which every child is entitled for good reason. It offers future prospects and helps the child become an independent and self-reliant human-being. Somebody who can contribute to the economy. In this way education is the key to success of the child and society.

### Our underlying principles are clear:

- We want to give vulnerable or disadvantaged children and young people in various regions access to high-quality education.
- We do this by supporting projects aimed at elementary and secondary education, but also aimed at technical skills and out-of-school cultural or sporting activities.
- We select a limited number of projects to which we can make a substantial contribution.



In 2023, Lotus Bakeries supported eight development projects within the Lotus Bakeries' Foundation for Education:



### The Kusasa Project

The Kusasa project is an education project in the Western Cape province of South Africa of which Lotus Bakeries has been the main sponsor since 2018. Every year, around 150 children receive quality primary education and are supported in their further development. This increases their prospects of a better future, which also benefits the local community.

In terms of educational achievements, 2023 was a remarkable year for The Kusasa Project. The support allowed 60% more classroom hours last year than in other schools in the region. In the fourth group, 24 students graduated from The Kusasa Academy in 2023. Besides regular education, activities included dance classes, 42 excursions and field trips, as well as 50 winter and summer sports activities and, last but not least, cultural clubs where children had an opportunity to discover their passion.

The Kusasa Project has always prioritised development needs for young children. In addition to educational goals, The Kusasa Project also makes sure that the children are provided with practical needs and resources that improve their quality of life, such as: acupuncture therapy, eye tests and corrections, eyeglass enhancement, hearing exams and provision of hearing aids. In 2023, some 32 families used social workers, 110 home visits were made and around 126 forms of medical and social assistance were provided to the community.



### Lotus Bakeries Child Sponsorships

This project was set up in conjunction with Cunina at the school in Reichenau, Underberg, South Africa. Since 2017, the employees of Lotus Bakeries Corporate have been given the opportunity to become sponsors. All sponsored children are offered an education from the first year of primary to the final year of secondary. This is a long-term commitment of 12 years for around 145 children.



### TAJO

Through its support of the Ghent Talent Studio for Young People (TAJO), Lotus Bakeries makes a conscious decision to provide socially vulnerable young people in the Ghent and Kortrijk regions (Belgium) with new opportunities and to fuel their motivation to start studying.

At TAJO, young people are introduced to various professions and the corresponding skills and talents via interactive workshops on Saturdays. These workshops are led by experienced guest teachers and at least once a month, the young people get the opportunity to take a look behind the scenes inside inspiring companies. This way, young people can discover for themselves which fields appeal to them and what encourages them to study in a direction that will take them further, both at school and in society.

In order to keep the connection going with the young people at TAJO during the summer holidays, TAJO organised activities for all the young people in July and August. The 2023 summer holidays kicked off with an event that focused on connecting and networking. In August, the new TAJO year was collectively launched with a day of experience-focused workshops across different locations such as: the Ghent Bourgoyen, the Technology Park in Zwijnaarde, Doerak farm in Marke and the University of Applied Sciences in West Flanders.



### City Pirates

The City Pirates community football project, which operates in eight locations in Antwerp (Belgium), uses football to give young people an opportunity and to learn skills. The project's main goal is to give underprivileged young people in the province of Antwerp a chance to get an education, a diploma, and a job.

The development of skills in sports is closely associated with the promotion of social skills in which teamwork, perseverance, effort and discipline are key, along with equality, respect and commitment. All of this is focused on creating a stable and balanced future. City Pirates also offers social and financial guidance for parents, after-school activities and homework assistance for children. The organisation currently has 15 professional employees, 215 volunteers and 1,500 players. The first City Pirates team plays in the second amateur class and receives logistical support from Club Brugge KV.

City Pirates, in addition to sports activities, also organised events in 2023 focused on social commitment. This was reflected in playground activities, youth outreach, various workshops and events, internship days and a community event. Through these initiatives, the club creates a social platform outside of the soccer field where young people, children, parents and volunteers can collectively work on a better community in the city.





### Gammol

Gammol is a Belgian non-profit organisation committed to the educational and healthcare needs in Gambia, where the availability of clean water and education are considered essential basic conditions.

The main efforts in 2023 were the construction of a fourth school and the provision of clean water in various regions. Due to Gammol, more than 120,000 people in Gambia now have daily access to clean and potable water, which is just one link in the chain that should lead to greater self-reliance.

The biggest project started in June 2023, with the construction of the fourth school in Falaa, a southern district of Sanyang in Gambia. This new primary school will include four classrooms, a lounge for teachers and management and sanitary facilities. All of the materials required for the construction of the school are purchased and manufactured locally, which benefits the local economy.

In addition to efforts to build schools, Gammol always sets clear expectations for the local communities it supports to ensure quality education. This involves paying attention to what subjects are taught, the appointment of teachers and their responsibilities. This is because the focus of primary education is on language and maths. Gammol's actions are based on the belief that quality education gives young people a greater chance of breaking out of poverty. Providing quality education is therefore also one of the key goals, aimed at achieving self-reliance.



### Gooikenshoeve

VZW Gooikenshoeve (Belgium) was set up to provide psychologically and socially vulnerable young people and young adults from 17 to 25 a worthwhile daytime activity in a small-scale, safe and warm environment. In this way we want to nurture the hope and the ability of our guests to find a way into normal social integration and interaction with themselves and others. Lotus Bakeries is keen to do its bit in this regard.



### Entrepreneurs for Entrepreneurs

#### Literacy training for women

The 'Literacy for women as a weapon for their emancipation' project has been supported by Lotus Bakeries since 2021.

The emancipation of women and their social and economic emancipation in the Democratic Republic of the Congo and Benin depend on education. Leuven Coopération and its local partners organise literacy courses for women and girls in these countries. These courses have a direct and significant impact on the emancipation of these women and the image they have of themselves and their families.

#### A future for disadvantaged young people in Walungu thanks to training in sustainable agriculture and the economy

With this project, Lotus Bakeries offers support to four technical agricultural schools in the Walungu region in Congo, namely: Maka, Karhagwa, Muku and Cihirano. Unemployment in this region is exceptionally high. Even young people who have completed their education are finding it difficult to find work.

The project's goal is to support young people in their vocational training while also reinforcing their teachers' technical and entrepreneurial skills. The teachers are trained by experienced partners, with specific emphasis on agriculture and crafts because the Walungu area is predominantly agricultural and most opportunities lie in this sector. This will enable teachers to have sufficient knowledge to prepare young people for self-

sustaining work within farming activities after graduation. A total of 486 students are being trained. This education allows them to support their families.

In the context of the social professional relevance of agricultural education, the focus is on financing practical matters that are necessary in order to support the courses. For example, in 2023 at the Muku Technical Institute, the rabbit hutch was refurbished and a pig was purchased for the pigsty in Cihirano. The introduction of a new course made it possible to train students in setting up micropropagation to produce healthy banana shoots.

Next, a management committee was set up to supervise the schools and optimise their operation by enabling knowledge exchange between the schools and agricultural businesses in the region.

Finally, a competition was organised for the graduates to prepare a business plan, with the most promising project receiving partial funding. Graduates starting income-generating activities in circular economy or agroecology will be coached with the purpose of advancing their initiatives while analysing which courses show the most promise for socio-professional integration.

## EXTERNAL INITIATIVES, COMMITMENTS AND EVALUATIONS

To help us achieve and demonstrate our ESG commitments, we have several key memberships and certifications. These focus on people and planet, and align with our sustainability commitments.



### SBTI

- The Science Based Targets initiative (SBTi) is a collaboration between CDP, the United Nations Global Compact, World Resources Institute (WRI) and the World Wildlife Fund (WWF). The SBTi is the only global initiative that directly links a company's carbon-emission targets to the Paris Agreement and associated global efforts, in order to keep the rise in global temperature below 1.5°C.
- Lotus Bakeries has signed the Business Ambition for 1.5°C Commitment Letter in March 2023. The target and roadmap is currently under development.



### CEFLEX

- The Circular Economy for Flexible Packaging (CEFLEX) initiative is a collaboration of over 180 European companies, associations and organisations representing the entire value chain of flexible packaging. The goal of the initiative is to make all flexible packaging in Europe circular. CEFLEX's 'Mission Circular' commits to collection of all flexible packaging and over 80% of the recycled materials channeled into valuable new markets and applications to substitute virgin materials.
- Lotus Bakeries is an active member of the CEFLEX initiative since 2020 and actively participates in the working groups concerning the development of design guidelines for a circular economy (D4ACE). Furthermore, Lotus Bakeries applies the already existing CEFLEX guidelines to develop recyclable flexible packaging.



### FLEXIBLE PLASTIC FUND

- The Flexible Plastic Fund is a UK-based collaborative fund of 18 renowned UK consumer goods' manufacturers giving value to hard-to-recycle flexible plastics. The Flexible Plastic Fund is working with retailers, recyclers, local authorities and manufacturers using flexible plastic packaging to create an efficient system that incentivises high-quality recycling of a material that has historically gone to waste. The Fund is driving towards the long-term ambitions of ensuring flexible plastic recycling is UK based, fully circular and facilitated by household recycling collections.
- Lotus Bakeries has been a member of the Flexible Plastic Fund since its establishment in 2021 through the brands Lotus Bakeries UK Ltd., Natural Balance Food and Kiddylicious. Lotus Bakeries actively participates in the funder meetings and financially supports the Flexcollect trials to pilot household collections in UK and the retail collections of flexible plastics.



### RSPO

- The Roundtable on Sustainable Palm Oil (RSPO) is working to transform the palm oil industry to make it sustainable. It is a global non-profit organization that provides certifications for certified sustainable palm oil.
- Lotus Bakeries is member of the RSPO and the Belgian Alliance for Sustainable Palm Oil. We select key palm oil suppliers<sup>1</sup> carefully on the basis of the NDPE principle (No Deforestation, No Peat, No Exploitation) in its purchasing standards. All Lotus Bakeries' sites that use or purchase palm oil also have an RSPO certificate.

<sup>1</sup> Key palm oil suppliers are those who supply products containing more than 50% palm oil and in which the ingredient makes up 5% of the recipes.





#### RAINFORREST ALLIANCE

- The Rainforest Alliance is an international non-profit organization working at the intersection of business, agriculture, and forests. Being Rainforest Alliance certified means a product respects the three pillars of sustainability: social, economic, and environmental.
- The cocoa butter and cocoa mass used in our Lotus® Biscoff® chocolate has been certified by the Rainforest Alliance. The Enkhuizer and Peijnenburg products with chocolate were originally UTZ certified but are Rainforest Alliance certified since the transition from UTZ to Rainforest Alliance.



#### SEDEX

- Sedex, the Supplier Ethical Data Exchange, is a collaborative platform that enables members to collect and share ethical data and identify risks in their supply chains. It's the world's largest data platform for supply chain assessment.
- Lotus Bakeries is Sedex member with plants in Belgium and France. Being a member of the Sedex community supports our commitment to fair labour practices, the well-being of our employees, business ethics and the environment.

Lotus Bakeries is rated by several independent organisations.  
We have ratings from the following organisations:



#### SUSTAINALYTICS

- Sustainalytics is a company that rates the sustainability of listed companies based on their environmental, social and corporate governance performance. They measure how exposed a company is to industry-specific ESG risks and how well it deals with the risks. The rating scale is made up of 5 risk levels ranging from severe risk to negligible risk.
- The assessment by Sustainalytics is 30.2. (latest update, June 2023). We appreciate the feedback and have taken initiatives in the course of 2023 to further improve our ESG performance.



#### CDP

- CDP, the former Carbon Disclosure Project, runs the global disclosure system to manage environmental impacts. They have broadened the scope of this disclosure, to deforestation and water security. They have built a comprehensive global collection of self-reported data. By scoring business from A to D, they take organisations on a journey from disclosure to awareness up to management on several environmental topics.
- Lotus Bakeries has a D on Climate Change and B- on Forest. We commit to the feedback and set up action plans to mitigate risks and capitalise on the opportunities that CDP points out.

# EU TAXONOMY

## OVERVIEW OF THE EU TAXONOMY

This section contains the EU Taxonomy disclosures required by Article 8 of Regulation 2020/852 (the EU Taxonomy Regulation).

Article 9 of the EU Taxonomy Regulation identifies the following six environmental objectives:

1. Climate change mitigation
2. Climate change adaptation
3. The sustainable use and protection of water and marine resources
4. The transition to a circular economy
5. Pollution prevention and control
6. The protection and restoration of biodiversity and ecosystems

The EU has published a catalog of economic activities that can be considered for these objectives (the Delegated Regulations). Our view is that our core economic activities related to producing and selling indulgent and natural snacks are not covered by the Delegated Regulations and consequently are not currently considered for Taxonomy purposes. For reporting in 2023, the proportion of Taxonomy-eligible and 'aligned' economic activities in turnover, capital expenditure (CapEx) and operating expenditure (OpEx) must be disclosed for the first two environmental objectives. Moreover, the proportion of Taxonomy-eligible economic activities in turnover, CapEx and OpEx must be disclosed for the remaining four environmental objectives.

## APPLICATION OF THE EU TAXONOMY REGULATION

The amounts used for the calculation of the turnover, CapEx and OpEx ratios are based on the reported data in the consolidated financial statements. As none of our revenue-generating activities are described currently in the Delegated Regulations, our EU Taxonomy-eligible turnover for 2023 is zero. For the same reason, we do not report any CapEx related to assets or processes associated with taxonomy-eligible economic activities or CapEx that is part of a plan to expand taxonomy-eligible economic activities.

If and when the specific economic activity 'manufacturing of food products and beverages' is added to the future Delegated Regulations, we expect our key performance indicators for Taxonomy-eligible turnover, CapEx and OpEx to increase.

## CURRENT OTHER ACTIVITIES AND OUTLOOK ON OUR POTENTIAL FOR TAXONOMY-ELIGIBILITY GOING FORWARD

It is important to note that 'non-eligible' under the EU Taxonomy Regulation refers to the fact that the activities at present remain outside the scope of the economic activities for which technical screening criteria have been developed under the current Delegated Regulations. As such non-eligible activities under the EU Taxonomy should not be interpreted as an indication of our sustainability performance or ambition.

We will continue to assess our Taxonomy-eligible and aligned activities considering the evolving legal framework of the EU Taxonomy Regulation and to continue to integrate the requirements of the EU Taxonomy in our business model and reporting policies and procedures.

In the meantime, we continue to explore ways to reduce our emissions through our commercial strategy and invest in the decarbonisation of our operations and value chain as part of our ambition to achieve net zero by 2050.

For a qualitative description of the CapEx and OpEx spent to make our operations more sustainable, we refer to Chapter 2 of our Annual Report.

## DEFINING OUR KPIS

The definition of the key performance indicators (KPIs) is determined in accordance with Annex I of the Art. 8 Delegated Act.

### Turnover KPI

The turnover KPI is defined as the proportion of Taxonomy-eligible economic activities in our total turnover (numerator) divided by the net turnover (denominator). The denominator of the turnover KPI is based on our consolidated revenue as presented in our Consolidated Income Statement.

With regard to the numerator, we have not identified any Taxonomy-eligible activities as explained above.

### CapEx KPI

The CapEx KPI is defined as Taxonomy-eligible CapEx divided by our total CapEx.

Total CapEx (denominator) consists of additions to tangible and intangible assets during the financial year considered before depreciation, amortisation and any re-measurements, including those resulting from revaluations and impairments, for the relevant financial year and excluding fair value changes. The denominator includes also additions to tangible and intangible assets resulting from business combinations and leases.

With regard to the numerator, as we have not identified Taxonomy-eligible economic activities, we do not record CapEx related to assets or processes that are associated with Taxonomy-eligible economic activities.

### OpEx KPI

The OpEx KPI is defined as Taxonomy-eligible OpEx divided by our total OpEx.

Total OpEx (denominator) includes direct non-capitalised costs that relate to research and development, building renovation measures, short-term lease, maintenance and repair, and any other direct expenditures relating to the day-to-day servicing of asset of property, plant and equipment by the undertaking or third party to whom activities are outsourced that are necessary to ensure the continued and effective functioning of such assets.

With regard to the numerator, as we have not identified Taxonomy-eligible economic activities, we do not record OpEx related to assets or processes that are associated with Taxonomy-eligible economic activities.

### TAXONOMY KPI'S FOR THE PERIOD ENDING DECEMBER 31, 2023

As none of our revenue-generating activities are covered by the Delegated Regulations, the share of Taxonomy-eligible turnover in our total turnover is 0%. Consequently, the related CapEx and OpEx are also 0%.

We acknowledge that the Commission Delegated Regulation (EU) 2021/2178 of July 6, 2021 (hereafter referred as Regulation) requires to disclose the information referred to in Article 8, paragraphs 1 and 2, of Regulation (EU) 2020/852 as specified in Annex I to the Regulation, presented in a tabular form by using the templates set out in Annex II to the Regulation.

However, as most fields would be empty or nil, for the sake of clarity for our readers, we present all required information as in the simplified tabular form hereunder.

IN MILLION EUR	TOTAL	PROPORTION OF TAXONOMY-ELIGIBLE (NON-ALIGNED) ECONOMIC ACTIVITIES (IN %)	PROPORTION OF TAXONOMY-ALIGNED ECONOMIC ACTIVITIES (IN %)	PROPORTION OF TAXONOMY-NON-ELIGIBLE ECONOMIC ACTIVITIES (IN %)
Revenue	1,063.0	0%	0%	100%
Capital expenditure (CapEx)	86.2	0%	0%	100%
Operating expenditure (OpEx)	40.8	0%	0%	100%

In 2023, the Group has made climate change mitigating CAPEX investments for a total amount of EUR 4.5 million (mainly relating to electric vehicles, charging stations and plant batteries), representing more than 20% of the maintenance CAPEX of the Group.

The detailed information and data-tables in accordance with the EU taxonomy are disclosed in Annexe of the current report.



# LIMITED ASSURANCE REPORT

## INDEPENDENT LIMITED ASSURANCE REPORT ON THE SUBJECT MATTER INFORMATION OF THE CARE FOR TODAY SECTION IN THE ANNUAL REPORT 2023 OF LOTUS BAKERIES NV

To the Board of Directors of Lotus Bakeries NV

This report has been prepared in accordance with the terms of our engagement contract dated 13 December 2023 (the "Agreement"), whereby we have been engaged to issue an independent limited assurance report in connection with a selection of sustainability KPIs included in the Annual Report as of and for the year ended 31 December 2023 of Lotus Bakeries (the "Report"), as listed in the Appendix of this assurance report.

### THE DIRECTORS' RESPONSIBILITY

The Directors of Lotus Bakeries NV ("the Company") are responsible for the preparation and presentation of the selection of sustainability KPIs for the year 2023 included in the Report, as listed in the Appendix of this assurance report (the "Subject Matter Information"), in accordance with the criteria disclosed in the Report (the "Criteria").

This responsibility includes the selection and application of appropriate methods for the preparation of the Subject Matter Information, for ensuring the reliability of the underlying information and for the use of assumptions and estimates for individual sustainability disclosures which are reasonable in the circumstances. Furthermore, the responsibility of the Directors includes the design, implementation and maintenance

of systems and processes relevant for the preparation of the Subject Matter Information that is free from material misstatement, whether due to fraud or error.

### AUDITOR'S RESPONSIBILITY

Our responsibility is to express an independent conclusion about the Subject Matter Information based on the procedures we have performed and the evidence we have obtained.

We conducted our work in accordance with the International Standard on Assurance Engagements 3000 (Revised) "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000), issued by the International Auditing and Assurance Standards Board. This standard requires that we comply with ethical requirements and that we plan and perform the engagement to obtain limited assurance as to whether any matters have come to our attention that cause us to believe that the Subject Matter Information has not been prepared, in all material respects, in accordance with the Criteria.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance

that would have been obtained had a reasonable engagement been performed. The selection of such procedures depends on our professional judgement, including the assessment of the risks of material misstatement of the Subject Matter Information in accordance with the Criteria. The scope of our work comprised the following procedures:

- assessing and testing the design and functioning of the systems and processes used for data-gathering, collation, consolidation and validation, including the methods used for calculating and estimating the Subject Matter Information as of and for the year ended 31 December 2023 presented in the Report;
- conducting interviews with responsible officers;
- reviewing, on a limited test basis, relevant internal and external documentation;
- performing an analytical review of the data and trends in the information submitted for consolidation;
- considering the disclosure and presentation of the Subject Matter Information.

The scope of our work is limited to assurance over the Subject Matter Information for the year 2023. Our assurance does not extend to information in respect of earlier periods or to any other information included in the Report.

### OUR INDEPENDENCE AND QUALITY MANAGEMENT

We have complied with the independence and other ethical requirements in the International Ethics Standards Board for Accountants' (IESBA) International Code of Ethics for Professional Accountants (IESBA Code) together with the legal Belgian requirements in respect of the auditor independence, particularly in accordance with the rules set down in articles 12, 13, 14, 16, 20, 28 and 29 of the Belgian Act of 7 December 2016 organising the audit profession and its public oversight of registered auditors and with Art. 3:62, 3:63 and 3:64 and 3:65 of the Companies' and Associations' Code.

Our firm applies International Standard on Quality Management n°1, Quality Management for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance Related Services Engagements, and accordingly, maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



## OUR CONCLUSION

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Subject Matter Information within your Annual Report as of and for the year ended 31 December 2023 has not been prepared, in all material respects, in accordance with the Criteria.

## OTHER ESG RELATED INFORMATION

The other information comprises all of the ESG related information in the Report other than the Subject Matter Information and our assurance report. The directors are responsible for the other ESG related information. As explained above, our assurance conclusion does not extend to the other ESG related information and, accordingly, we do not express any form of assurance thereon. In connection with our assurance of the Subject Matter Information, our responsibility is to read the other ESG related information and, in doing so, consider whether the other ESG related information is materially inconsistent with the Subject Matter Information or our knowledge obtained during the assurance engagement, or otherwise appears to contain a material misstatement of fact. If we identify an apparent material inconsistency or material misstatement of fact, we are required to perform procedures to conclude whether there is a material misstatement of the Subject Matter Information or a material misstatement of the other information, and to take appropriate actions in the circumstances.

## OTHER MATTER - RESTRICTION ON USE AND DISTRIBUTION OF OUR REPORT

Our report is intended solely for the use of the Company, to whom it is addressed, in connection with their Report as of and for the year ended 31 December 2023 and should not be used for any other purpose. We do not accept or assume and deny any liability or duty of care to any other party to whom this report may be shown or into whose hands it may come.

Ghent, 28 March 2024

The statutory auditor

PwC Bedrijfsrevisoren BV/PwC Reviseurs d'Entreprises SRL  
Represented by

Lien Winne\*  
Bedrijfsrevisor/Réviseur d'entreprises

\* Acting on behalf of Lien Winne BV

## APPENDIX – SUBJECT MATTER INFORMATION

In section “02 our sustainability programme - care for today, respect for tomorrow”:

On page 27:

Environment	<b>Sustainable Packaging</b>	% of packaging of all Lotus Bakeries brands that is recyclable
	<b>Carbon footprint</b>	% of owned sites that have earned the CO <sub>2</sub> -neutral label
		Total scope 1 and 2 emissions relating to our owned sites
		Kg of waste per tonne generated
	<b>Sustainable sourcing</b>	% of our production sites which process palm oil and have achieved the RSPO certificate

On page 47:

People	<b>Gender diversity</b>	% men-% female for Board of Directors, Leadership team and all employees
	<b>Geographical distribution</b>	Total headcount per country and split between men/female (absolute and in %)

On page 62:

People	<b>Health and safety</b>	Total occupational accidents involving absence from work
--------	--------------------------	--

On page 67:

Community	<b>Priorities</b>	% of internal employees who have signed the Code of Conduct
		% of key suppliers which have signed the Code of Conduct
		Key palm oil suppliers who endorsed the principles of Lotus Bakeries Palm Oil Policy
	<b>Product safety</b>	Lotus Bakeries production sites where our products are produced with external quality certification (BRC, IFS)

# 02

## CORPORATE GOVERNANCE DECLARATION

Corporate Governance Declaration 100






## CORPORATE GOVERNANCE DECLARATION

Lotus Bakeries adopts the Corporate Governance Code 2020 as a reference code, in accordance with Article 3:6(2) of the CAC and the Royal Decree of 12 May 2019 laying down the corporate governance code to be complied with by listed companies.

Lotus Bakeries' Corporate Governance Charter, which outlines our corporate governance policy and the internal rules of procedure of the Board of Directors, the Committees and the Executive Committee, was discussed by the Board of Directors and approved on 2 April 2020.

 **More information about our Corporate Governance Charter can be found on our website:** <https://www.lotusbakeries.com/governance-practices-and-policies>

In this annual report, we report factual applications of the Corporate Governance Charter.

### ADOPTION OF CORPORATE GOVERNANCE CODE 2020

As set out below, Lotus Bakeries follows all principles contained in the Corporate Governance Code 2020, except for the following two provisions:

- The Ordinary General Meeting of Shareholders of 18 May 2021 reappointed Benoit Graulich BV as independent director, since all of the specific independence criteria of Article 3.5 of the Belgian Corporate Governance Code 2020 were fulfilled but one, i.e. the criterion that a director must have held the position of non-executive director for no longer than 12 years. This was not considered to detract from the independence of Benoit Graulich (and Benoit Graulich BV), who in carrying out his duties as director always demonstrates an independent and critical attitude and has confirmed that he has no relationship whatsoever with the Company, the executive management, the reference shareholder or other shareholders owning more than 10% of the shares which could jeopardise his independence.

- Article 7.12 concerning the possibility of clawing back variable remuneration paid to the members of the executive management or withholding the payment of variable remuneration. The Board of Directors is not convinced of the enforceability of a claw-back clause in employment contracts or service agreements with management companies, which cannot be amended unilaterally. Nor does it see the need for such a claw-back clause since, according to the remuneration policy, the variable remuneration is allocated solely on the basis of verified, audited and published results.

### GOVERNANCE STRUCTURE

The Board of Directors chose to consolidate its current single-tier governance model as referred to in Article 7:85 et seq of the CAC, since the functioning of the Board is highly effective and transparent. The powers relating to day-to-day management versus supervision/control are clearly defined, the Board is kept thoroughly informed at all times by the CEO and the EXCO and all necessary decisions are approved and/or ratified.

### SHARE CAPITAL AND SHARES

#### Share capital

The share capital of Lotus Bakeries NV amounts to EUR 3,591,183.65.

#### Notices with respect to Art. 34 of the Royal Decree of November 14, 2007 - anti-takeover measures

The Board of Directors of Lotus Bakeries NV was authorised by the Extraordinary General Meeting of 12 May 2023 to increase issued capital one or more times up to a maximum amount of four million seven hundred and eighty-eight thousand two hundred and forty-four euros and eighty-seven cents (EUR 4,788,244.87). This authorisation was granted for a period of three years starting on the date of the publication of the resolution of the Extraordinary General Meeting of 12 May 2023 in the Supplements to the Belgian Official Journal.

Within the limits of the aforementioned authorised capital, the Board of Directors of Lotus Bakeries NV was furthermore authorised by the Extraordinary General Meeting of 12 May 2023, within a period of three years commencing with the Extraordinary General Meeting of Shareholders of 12 May 2023, following notification from the Financial Services and Markets Authority of a public takeover bid for the Company's stock, to increase the Company's capital subject to fulfilment of the legal requirements.

## Shares

Since the beginning of January 2002, Lotus Bakeries NV shares have been listed on the continuous trading market of Euronext (Brussels). Previously, the shares were listed on the spot market.

As of December 31, 2023, there were 816,013 shares of Lotus Bakeries NV, in registered or dematerialised form.

## Share options

In the context of the Lotus Bakeries NV share option scheme, 618 new share options were issued in 2023. As at December 31, 2023 the total number of unexercised share options was 3,121.

GRANTED IN	2019	2020	2021	2022	2023
Number granted	1,199	962	660	792	618
Number exercised	(911)	(50)	(33)	-	-
Number expired	(50)	(40)	(26)	-	-
<b>Available options</b>	<b>238</b>	<b>872</b>	<b>601</b>	<b>792</b>	<b>618</b>

## Purchase of treasury shares

The Extraordinary General Meeting of 8 May 2020 authorised the Board of Directors of Lotus Bakeries NV for an unlimited period of time as follows regarding the buying and selling of treasury shares:

- To dispose of shares, profit-sharing certificates or other certificates acquired by the Company, whether via the stock exchange or otherwise, through sale, exchange, contribution, conversion of bonds or any other form of transfer (whether or not for consideration), to offer them to the staff, to offer them to one or more specified persons other than staff, or to otherwise exercise control over them, always in accordance with the legal provisions, or to cancel these shares or profit-sharing certificates, without requiring further approval or other intervention of the General Meeting of Shareholders and without any time restrictions.

The Extraordinary General Meeting of 12 May 2023 authorised the Board of Directors of Lotus Bakeries NV as follows regarding the buying and selling of treasury shares:

- For a period of three years, within legal limits, whether via the stock exchange or otherwise, whether directly or indirectly, whether by purchase or exchange, whether by contribution or any other form of acquisition, to acquire shares, profit-sharing certificates or certificates related thereto, with as compensation the average closing share price of the Company over the last thirty calendar days prior to the date of purchase, reduced by twenty percent as a minimum price and increased by ten percent as a maximum price. This authorisation applies also to the acquisition of shares of the Company, carried out, directly or indirectly, by direct subsidiaries of the Company within the meaning of Article 7:221 CAC.
- To acquire, whether via the stock exchange or otherwise, whether directly or indirectly, the Company's stock, when such acquisition is necessary to prevent the Company from suffering serious imminent damage. This authorisation is granted for a period of three years.

479 treasury shares were purchased over the course of 2023. The total number of treasury shares in the portfolio at the end of the financial year is 4,313 shares. They represent an accounting par value of EUR 18,980.1 or 0.53% of the issued share capital.

## SHAREHOLDERS AND SHAREHOLDERS STRUCTURE

The shareholding structure of Lotus Bakeries NV on December 31, 2023:

	NO. OF SHARES	NO. OF VOTING RIGHTS	% OF SHARES	% OF VOTING RIGHTS
Stichting Administratiekantoor van Aandelen Lotus Bakeries <sup>1</sup>	408,007	816,014	50%	65.03%
Lotus Bakeries NV <sup>2</sup>	4,313	4,313	0.53%	0.34%
Publicly held	403,693	434,540	49.47%	34.63%
<b>Total</b>	<b>816,013</b>	<b>1,254,867</b>	<b>100%</b>	<b>100%</b>

<sup>1</sup> Stichting Administratiekantoor van Aandelen Lotus Bakeries is not controlled. The interest of Stichting Administratiekantoor van Aandelen Lotus Bakeries in Lotus Bakeries NV appears in the transparency notification that Lotus Bakeries NV received on September 29, 2021<sup>1</sup>.

<sup>2</sup> The voting rights attached to the shares held by Lotus Bakeries NV have been suspended. The dividends have not been suspended and will be distributed to Lotus Bakeries NV.

<sup>1</sup> Pursuant to article 6 of the Law of May 2, 2007 on disclosure of participating interests.

## Communication according to Article 14(1) of the Law of May 2, 2007 on disclosure of major holdings

Lotus Bakeries NV did not receive a transparency notification in 2023.

## Communication according to Article 74(7) of the Law of April 1, 2007 on public takeover bids

Lotus Bakeries NV is not aware of any updates to any communication according to article 74 of the Law of 1 April 2007.



## BOARD OF DIRECTORS AND COMMITTEES OF THE BOARD OF DIRECTORS

### Board of Directors

#### Composition

On May 12, 2023, the Ordinary General Meeting accepted the resignation of Sastraco BV, represented by its permanent representative Sabine Sagaert, as well as the appointment of Eagli BV, represented by its permanent representative, Noelle Goris, as independent director.

Furthermore, on May 12, 2023, the Ordinary General Meeting of Shareholders noted the end of the directorship of Lema NV, represented by its permanent representative Michel Moortgat, and proceeded to confirm the appointment of Lema BV, represented by its permanent representative Michel Moortgat, as an independent director of Lotus Bakeries NV. As a result of a demerger which took place on June 8, 2022, Lema NV had been dissolved without liquidation and this management mandate had been cancelled. In light of this, the Board of Directors had decided to provisionally fill the vacancy in accordance with Article 13 of the Articles of Association of Lotus Bakeries NV and Lema BV (represented by its permanent representative Michel Moortgat) had been co-opted as director. The appointment of Lema BV is final since May 12, 2023.

#### The current composition of the Board of Directors:

#### Managing director, CEO:

Mercuur Consult BV, represented by its permanent representative Jan Boone

*Current term of office ends: 2025 General Meeting*

#### Non-executive directors:

- Vasticom BV, represented by its permanent representative Jan Vander Stichele (non-executive Chairman of the Board of Directors)  
*Current term of office ends: 2025 General Meeting*
- Beneconsult BV, represented by its permanent representative Benedikte Boone  
*Current term of office ends: 2024 General Meeting*
- PMF NV, represented by its permanent representative Emanuel Boone  
*Current term of office ends: 2026 General Meeting*
- Concellent NV, represented by its permanent representative Sofie Boone  
*Current term of office ends: 2024 General Meeting*
- Anton Stevens  
*Current term of office ends: 2025 General Meeting*

#### Independent directors:

- Palumi BV, represented by its permanent representative Peter Bossaert  
*Current term of office ends: 2025 General Meeting*
- Benoit Graulich BV, represented by its permanent representative Benoit Graulich  
*Current term of office ends: 2025 General Meeting*
- Lema BV, represented by its permanent representative Michel Moortgat  
*Current term of office ends: 2026 General Meeting*
- Eagli BV, represented by its permanent representative Noelle Goris  
*Current term of office ends: 2027 General Meeting*

#### Secretary:

- Brechtje Haan

#### Benedikte Boone

##### Non-Executive Director

- Master's degree in Applied Economics (KU Leuven)
- She has held positions at Crefy's Interim and Avasco Industries
- Director in various family companies (Bene Invest BV, Holve NV and Harpis NV) and also director at Deceuninck NV
- Member of the Board of Directors at Lotus Bakeries since 2012

#### Jan Boone

##### CEO / Managing Director

- Master's degree in Applied Economics (KU Leuven);  
Master in Audit (UMH)
- Started his career in the Audit department of PwC
- Between 2000 and 2005 Head of Corporate Controlling, member of the Executive Committee and Board of Directors at Omega Pharma
- Since 2005, active at Lotus Bakeries as Managing Director and since 2011 as CEO
- Since 2011, member of the Board of Directors at Club Bruges
- Since 2017, President of the Board of Directors of Animal Care, a listed company in the veterinary sector
- Since 2023, member of the Board of Directors of Tomorrowland
- Since 2005, member of the Board of Directors at Lotus Bakeries and Managing Director since 2011

#### Emanuel Boone

##### Non-Executive Director

- Master's degree in Bioengineering (KU Leuven)
- 2003-2012 technical and operational positions at several breweries (Heineken/Alken-Maes and Van Steenberghe)
- Since 2012, business and process consultant for multiple breweries and maltster
- Since 2022, director at HerbaFrost NV
- Member of the Board of Directors at Lotus Bakeries since 2022

#### Sofie Boone

##### Non-Executive Director

- Master's degree in Pharmaceutical Sciences (KU Leuven), postgraduate degree in Business Economics (Vlekho) and Business Management for pharmacists (Vlerick Business School)
- 1996 – 2001: deputy pharmacist and titular pharmacist
- Since 2002, owner and titular pharmacist of Boone pharmacy in Tervuren
- Since 1999, active as volunteer departmental pharmacist at the Red Cross Tervuren
- Member of the Board of Directors at Lotus Bakeries since 2016

#### Peter Bossaert

##### Independent Director

- Commercial engineer (University of Antwerp)
- 1989 - 1997: various marketing and sales roles at Unilever and Campina
- Between 1989 and 2018 active at Medialaan (today DPG Media), from 2012 as CEO
- Between 2018 and 2023 CEO at KBVB
- Since 2023, chairman at International Food Services
- Member of the Board of Directors at Lotus Bakeries since 2017

## Noelle Goris

### Independent Director

- Master's degree in Law (KU Leuven), Master in Business Administration (Solvay Business School Brussels)
- Built up an international career in sales & marketing which started at Procter & Gamble in 1997, where she was Managing Director Greater Europe Distributor Operations between 2014 and 2016
- Joined Coty, as General Manager Travel Retail (2018-2020) & Export Europe (2016-2020)
- Since 2020 she is VP Global Travel Retail, Apac & Distribution Markets, and member of the Management Board at la Prairie Group established in Zürich, part of the Beiersdorf Group
- Since 2020, member of the Advisory Board at Hello Hossy
- Member of the Board of Directors at Lotus Bakeries since 2023

## Benoit Graulich

### Independent Director

- Master's degrees in Law, Business and Finance (KU Leuven)
- Began his professional career at PwC and then at Paribas Bank/Artesia Bank. In 2000 he became a partner at EY. Currently he is a managing partner at Bencis Capital Partners
- Various directorships at Cofinimmo and FF2032, among other organisations
- Member of the Board of Directors, Audit Committee and Remuneration and Nomination Committee at Lotus Bakeries since 2009

## Michel Moortgat

### Independent Director

- Master's degree in Business and Finance (Ichech Brussels) and MBA (Vlerick Business School)
- Since 1991, active at Duvel Moortgat and since 1998 as CEO
- Member of the Board of Directors and Chairman of the Audit Committee at Lotus Bakeries since 2018

## Anton Stevens

### Non-executive Director

- Master's degree in Law (UGent) and in Notarial law (UGent)
- Member of the Board of Directors at Lotus Bakeries since 2002

## Jan Vander Stichele

### Non-executive Director, non-executive Chairman of the Board of Directors

- Master's degree in Civil Engineering (KU Leuven) and Candidate degree in Applied Economics (KU Leuven)
- Between 1990 and 1996, technical director of the Verlipack Group
- Between 1996 and 2016, active in the Lotus Bakeries Group as General Manager Lotus Bakeries France, thereafter as General Manager Operations and between 2011 and 2016 as Executive Director
- Member of the Board of Directors of Frigilunch (since 01/2019), OLV Ziekenhuis Aalst (hospital) (since 09/2019) B.I.G. (since 10/2019), Ardo Group (since 01/2021) and Connect+ (since 06/2021)
- Since 2014, Chairman of the Board of Directors at Fost Plus and Flanders' FOOD
- Member of the Board of Directors, the Audit Committee and the Remuneration and Nomination Committee at Lotus Bakeries since 2005

## Activities of the Board of Directors

The Board of Directors met six times in 2023. All directors were present at all meetings.

Within the Board of Directors, the following matters were discussed in detail:

- Investment budget and global budget
- Financial results
- Growth plans and –strategy
- Reporting: financial and sustainability
- Sales results and channels
- Organisational changes
- Evolution of prices and availability of raw materials and packaging
- Evolution of labour costs
- Price negotiations with customers
- Results at 31/12 and 30/06 and proposed press release
- Extraordinary and General Meeting, amongst which:
  - Agenda
  - (Re)appointments
  - Dividend proposal
- Capex investments and expansions of capacity:
  - Europe, Belgium
  - Americas, United States
  - Asia, Thailand
  - Africa, South Africa
- Product developments and innovations
- Reports and recommendations from the Committees
- Expansion of Audit Committee into Audit & Sustainability Committee

Early 2024, the Board of Directors moreover discussed and approved the Double Materiality Matrix set out on page 18 and 19 of this annual report.

Over the course of 2023, there was one incident within the Board of Directors which led to the application of the conflict of interest procedure

as set out in Articles 7:96 and 7:97 CAC. At the Board of Directors meeting of 20 May 2023, and before proceeding to the deliberation and decision-making, Lema BV, represented by Mr. Michel Moortgat, declared to have a conflict of interest in the co-option of Lema BV, discussed under agenda item 4.d - agenda of the General Meeting, being a proprietary interest in the management fee paid to Lema BV. Lema BV therefore abstained from voting on this item.

## Audit & Sustainability Committee

In 2023, the mandate of the Audit Committee was broadened with ESG matters by decision of the Board of Director of November 24, 2023. Since then, the committee is named Audit & Sustainability Committee.

The Audit & Sustainability Committee consists of two independent directors and one non-executive director. The two independent directors are Lema BV, represented by its permanent representative Michel Moortgat (Chairman) and Benoit Graulich BV, represented by its permanent representative Benoit Graulich. The non-executive director is Vasticom BV, represented by its permanent representative Jan Vander Stichele. All members have accounting and audit experience.

In 2023, the Audit & Sustainability Committee met three times. All directors were present at all meetings. The Auditor participated in all three meetings, at which he presented his findings to the Audit & Sustainability Committee.

The subjects examined were:

- Discussion of report and internal controls / recommendations of the Statutory Auditor
- Discussion of annual and interim results
- Risk management – priorities and evolutions
- Audit plan 2023
- ESG: double materiality

## Remuneration and Nomination Committee

The Remuneration and Nomination Committee consists of two independent directors and one non-executive director. The independent directors are Benoit Graulich BV, represented by its permanent representative Benoit Graulich (Chairman) and Palumi BV, represented by its permanent representative Peter Bossaert. The non-executive director is Vasticom BV, represented by its permanent representative Jan Vander Stichele. All members have both HR management and remuneration policy experience.

The Committee met twice in 2023, with all members present.

The subjects examined were:

- Remuneration policy and its application
- Remuneration of CEO and Executive Committee
- Nomination of Eagli BV as independent director

## Evaluation of the Board of Directors and its Committees

The operation of the Board of Directors and of the Committees is evaluated every three years. The evaluation of the effectiveness of the Board of Directors is undertaken by the Board itself under the leadership of its Chairman. This evaluation covers the size of the Board, the general functioning of the Board of Directors, the way meetings are prepared, the contribution of each individual director to the work of the Board, the presence and involvement of each individual director at meetings and decision-making, the composition of the Board of Directors and the interaction with the Executive Committee.

This assessment makes it possible to constantly optimise the management of Lotus Bakeries. Where appropriate, based on this review, and eventually in consultation with external experts, the Remuneration and Nomination Committee presents a report on the strengths and weaknesses of the Board of Directors and, where necessary, a proposal for the appointment of a new director or the non-prolongation of a directorship. The non-executive directors evaluate annually the interaction of the Board of Directors and the Executive Committee and when appropriate, submit proposals for improving cooperation. The CEO and the Remuneration and Nomination Committee also together evaluate annually the operation and performance of the Executive Committee. The CEO is not present at his own evaluation.

## EXECUTIVE COMMITTEE

Composition of the Executive Committee:

- Jan Boone, permanent representative of Mercur Consult BV, CEO
- Isabelle Maes, permanent representative of Valseba BV, CMO & CEO Natural Foods
- Mike Cuvelier, permanent representative of Cumaco BV, CFO
- Ignace Heyman, permanent representative of Heycom BV, COO
- William Du Pré, Corporate Director Quality, Procurement and R&D

The members of the Executive Committee are appointed by the Remuneration and Nomination Committee.

The Executive Committee held 19 official meetings in 2023. All members were present at all meetings.

## DIVERSITY POLICY

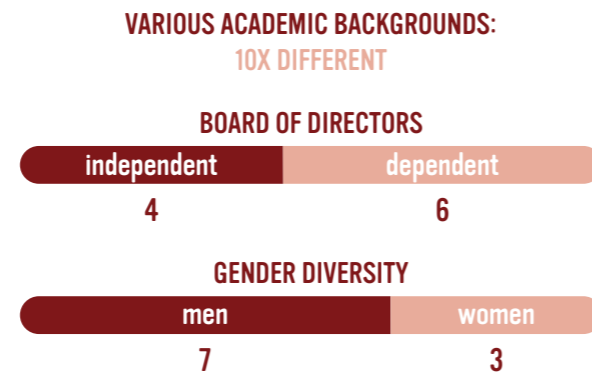
Lotus Bakeries ensures the presence on the Board of Directors, the Committees and the Executive Committee of critical members with specialist knowledge of the various areas relevant to Lotus Bakeries. Certain diversity criteria are imposed by law and are naturally adopted by Lotus Bakeries. Moreover, skills, competencies and diversity are paramount in the selection of members of the Committees, the Executive Committee, and in the selection of candidates for the Board of Directors proposed to the General Meeting.

First and foremost, Lotus Bakeries fulfils the diversity criteria regarding the number of independent directors and the number of directors of a different gender. In this respect, Lotus Bakeries declares that the composition of its Board complies with the requirement for at least one third of directors to be of a different gender than that of the other members. The aforementioned obligation is contained in Art. 7:86 CAC. It also wishes to point out in this connection that the abovementioned independent directors fulfil the independence criteria of Article 7:87 of the CAC and the Corporate Governance Code 2020, except for Benoit Graulich BV, for whom all of the specific independence criteria of Article 3.5 of the Belgian Corporate Governance Code 2020 were fulfilled but one, i.e. the criterion that a director must have held the position of non-executive director for no longer than 12 years. Reference is made to page 101 of this annual report.

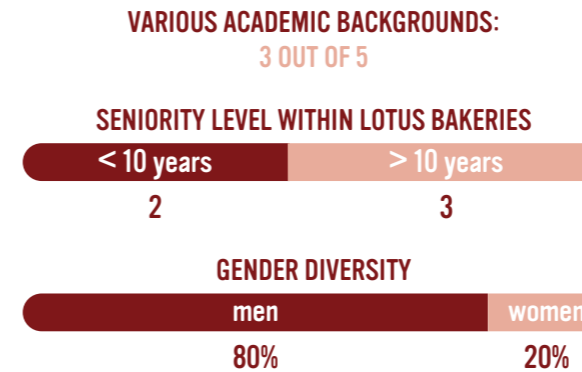
Besides these diversity criteria enshrined in law, Lotus Bakeries also aims for diversity in knowledge and experience and, when selecting candidates, performs a thorough assessment based on competencies which would additionally benefit the company in view of the existing competencies among the members of the Board of Directors. In defining the appointment procedure and selection criteria for candidates for the Board, the following principles are always applied:

- The candidate must be expert in a field pertaining to the Company's activities;
- The competencies, knowledge and/or experience which the candidate possesses must complement the competencies already present in the Board;
- In the interests of diversity on the Board, the Board shall consider different nominations, taking into account diversity in terms of gender, age and background, for example;
- Each candidate must have sufficient availability to fulfil his/her obligations properly, while non-executive directors must hold no more than five directorships in listed companies.

The results of this policy are illustrated in the CVs described above. This means Lotus Bakeries has a balanced Board of Directors in which the majority shareholder, the independent directors and the executive board are sufficiently represented. Some diversity parameters within the **Board of Directors**:



Moreover, the Remuneration and Nomination Committee selects the members of the Executive Committee on the basis of knowledge, competencies, experience, background and skills and aims for diversity in these areas so as to have all knowledge in house to manage Lotus Bakeries with a team specialising in all relevant areas. Within the Executive Committee, there is currently a good balance between members with a financial background and members with a marketing and/or sales background. A good proportion of members with a long history in the company and members with a fresh view of matters is also ensured. Some diversity parameters within the **EXCO**:



## INVESTOR RELATIONS

Lotus Bakeries aims for transparent communication about financial and non-financial results to all of its shareholders. This information is communicated to existing and potential shareholders on various platforms. For example, Lotus Bakeries publishes an "investor relations" presentation every six months, the most recent of which was published on 5 February 2024. It also organises analyst presentations, which can be consulted by interested parties on the Lotus Bakeries website.



More information about our investor relations can be found on our website: <https://www.lotusbakeries.com/ir-presentation>



More information about the diversity policy and diversity ratios within Lotus Bakeries can be found on pages 109-110 of this Annual Report.




## REMUNERATION REPORT

### Introduction

The purpose of the 2023 remuneration report is to provide transparent information about the specific remuneration policy adopted by Lotus Bakeries for directors and executive managers. It will be submitted to the Ordinary General Meeting of May 14, 2024 for approval. The 2022 remuneration policy was adopted by 91.05% of the votes at the Ordinary General Meeting of May 12, 2023.

The works council has also been informed in accordance with the provisions of the Act. The report has also been reviewed by the Auditor.

This 2023 remuneration report explains how the remuneration corresponds to the remuneration policy approved by the Board of Directors on April 16, 2021 and which was adopted on May 18, 2021 by the General Meeting with 97.27% of the votes, in accordance with provision 7.3 of the Corporate Governance Code and Article 7:89(1) of the Belgian Companies Code. The remuneration policy remains unchanged since then.

 **More information about our remuneration policy can be found on our website:** <https://www.lotusbakeries.com/governance-practices-and-policies>

### Statement on remuneration policy applied in 2023

#### Non-executive and executive directors

The remuneration policy for directors of the Company approved at the Ordinary General Meeting of May 18, 2021 comprises a fixed remuneration, paid partly in cash and partly in shares in the Company and set based on the responsibilities of and time spent by the director and the latter's specific role as Chairman of the Board of Directors or Chairman or member of a Committee. Specifically:

- Each director, except the Chairman, receives an annual remuneration of (i) EUR 20,000 and (ii) 4 shares in the Company.
- The Chairman of the Board of Directors receives an annual remuneration of (i) EUR 40,000 and (ii) 10 shares in the Company. The Chairman receives additional remuneration of EUR 100,000 for representing the Company with respect to interest groups.
- The members of the Audit Committee and the Remuneration and Nomination Committee receive an annual remuneration of EUR 5,000 per mandate.

The non-executive directors must keep the shares they receive by way of remuneration for at least one year after leaving the Board and for at least three years after the awarding of these shares. The non-executive directors receive no performance-based remuneration such as bonuses, stock-related long-term incentive schemes, fringe benefits, pension plan-related benefits or share options.

Besides the fee, all reasonable expenses of the members of the Board of Directors incurred with the consent of the Chairman of the Board of Directors are reimbursed.

The provisions concerning the remuneration of non-executive directors apply equally to executive directors in their capacity as directors.

The remuneration of the directors is evaluated every two years via a relevant random sample of other listed companies. This allows Lotus Bakeries to attract directors with the appropriate competencies to realise its ambitions.

No adjustments have been made to the remuneration policy compared to 2021.

## Overview of remuneration

### TOTAL REMUNERATION OF DIRECTORS (IN EUR)

NAME & FUNCTION DIRECTOR	YEAR	FIXED REMUNERATION			VARIABLE REMUNERATION		EXTRAORDINARY EXPENSES <sup>1</sup>	TOTAL REMUNERATION	RATIO OF FIXED TO VARIABLE REMUNERATION
		BASE SALARY	ALLOWANCES	OTHER BENEFITS	PENSION COSTS	1 YEAR VARIABLE			
Mercur Consult BV, represented by Jan Boone, executive (member BoD, CEO)	2023	20,000						20,000	100%/0%
	2022	20,000						20,000	100%/0%
Vasticom BV, represented by Jan Vander Stichele, non-executive (non-executive Chairman BoD, member Audit & Sustainability Committee and member Nomination and Remuneration Committee)	2023	50,000					100,000	150,000	100%/0%
	2022	50,000					100,000	150,000	100%/0%
PMF NV, represented by Emanuel Boone, non-executive (member BoD)	2023	20,000						20,000	100%/0%
	2022	20,000						20,000	100%/0%
Anton Stevens, non-executive (member BoD)	2023	20,000						20,000	100%/0%
	2022	20,000						20,000	100%/0%
Beneconsult BV, represented by Benedikte Boone, non-executive (member BoD)	2023	20,000						20,000	100%/0%
	2022	20,000						20,000	100%/0%
Concellent NV, represented by Sofie Boone, non-executive (member BoD)	2023	20,000						20,000	100%/0%
	2022	20,000						20,000	100%/0%
Palumi BV, represented by Peter Bossaert, non-executive (member BoD)	2023	20,000						20,000	100%/0%
	2022	20,000						20,000	100%/0%
Benoit Graulich BV, represented by Benoit Graulich, non-executive (member BoD, member Audit & Sustainability Committee and Chairman Remuneration and Nomination Committee)	2023	30,000						30,000	100%/0%
	2022	30,000						30,000	100%/0%
Lema BV, represented by Michel Moortgat, non-executive (member BoD, Chairman Audit & Sustainability Committee)	2023	25,000						25,000	100%/0%
	2022	25,000						25,000	100%/0%
Sastraco BV, represented by Sabine Saggaert, non-executive (member BoD and member remuneration and nomination committee) <sup>2</sup>	2023	25,000						25,000	100%/0%
	2022	25,000						25,000	100%/0%

<sup>1</sup> Remuneration for representing the company with respect to interest groups

<sup>2</sup> Board member until May 12, 2023

## Overview of remuneration in shares

### TOTAL REMUNERATION DIRECTORS (IN SHARES)

NAME & FUNCTION DIRECTOR	MAIN CONDITIONS OF STOCK GRANT PLANS					INFORMATION ABOUT THE REPORTED FINANCIAL YEAR						
						OPENING BALANCE SHEET		DURING THE YEAR		CLOSING BALANCE SHEET		STOCKS SUBJECT TO A RETENTION PERIOD
						STOCKS HELD AT THE START OF THE YEAR <sup>1</sup>	GRANTED STOCKS	VESTED STOCKS	STOCKS SUBJECT TO PERFORMANCE	STOCKS GRANTED BUT NOT VESTED		
DETAILS OF THE PLAN	PERFORMANCE PERIOD	GRANT DATE	VESTING DATE	END OF RETENTION PERIOD								
Mercur Consult BV, represented by Jan Boone, executive (member BoD, CEO)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
Vasticom BV, represented by Jan Vander Stichele, non-executive (non-executive Chairman BoD, member Audit & Sustainability Committee and member Nomination and Repuneration Committee)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	30	10	10	0	0	40	
PMF NV, represented by Emanuel Boone, non-executive (member BoD)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	4	4	4	0	0	8	
Anton Stevens, non-executive (member BoD)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
Beneconsult BV, represented by Benedikte Boone, non-executive (member BoD)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
Concellent NV, represented by Sofie Boone, non-executive (member BoD)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
Palumi BV, represented by Peter Bossaert, non-executive (member BoD)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
Benoit Graulich BV, represented by Benoit Graulich, non-executive (member BoD, member Sustainability & Audit Committee and Chairman Remuneration and Nomination Committee)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
Lema BV, represented by Michel Moortgat, non-executive (member BoD, Chairman Audit & Sustainability Committee)	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
Sastraco BV, represented by Sabine Saggaert, non-executive (member BoD and member remuneration and nomination committee) <sup>2</sup>	Fixed annual remuneration adopted at OGM of May 18, 2021	01/01/2023 until 31/12/2023	May 12, 2023	May 12, 2023	At least 1 year after end of directorship and 3 years after rewarding	12	4	4	0	0	16	
<b>Total</b>						<b>130</b>	<b>46</b>	<b>46</b>	<b>0</b>	<b>0</b>	<b>176</b>	

<sup>1</sup> Only those shares are shown, which the directors hold by virtue of their mandate.

<sup>2</sup> Board member until May 12, 2023

### Executive managers

Furthermore, the Remuneration and Nomination Committee makes specific recommendations to the Board of Directors on the remuneration of members of the executive management. In addition to the fixed remuneration, there is a variable compensation for members of the executive management, which depends on the results of the Lotus Bakeries Group.

The variable remuneration is based on well-defined criteria with a one-year evaluation period but also evaluation periods of two and three years.

- The criteria for determining the short-term bonus are as follows:
  - 1/3<sup>rd</sup> of the short-term bonus depends on the consolidated turnover growth achieved by Lotus Bakeries Group over the past financial year
  - 1/3<sup>rd</sup> of the short-term bonus depends on the consolidated recurring operating result achieved during the past financial year
  - 1/3<sup>rd</sup> of the short-term bonus depends on the consolidated recurring operating cash flow achieved during the past financial year.

The Board of Directors approved the final, audited results on February 2, 2024, and, on this basis, on the advice of the Remuneration and Nomination Committee, established that all criteria were met. Consequently, 100% of the 2023 short-term bonus will be paid to all members of the executive management in 2024.

- The criteria for determining the long-term bonus are as follows:
  - 1/3<sup>rd</sup> of the long-term bonus depends on the consolidated revenue growth achieved by Lotus Bakeries Group as specified in the multi-year plan in place
  - 1/3<sup>rd</sup> of the long-term bonus depends on the consolidated recurring operating result as specified in the multi-year plan in place
  - 1/3<sup>rd</sup> of the long-term bonus depends on the consolidated recurring operating cash flow as specified in the multi-year plan in place.

The long-term bonus is awarded and paid annually, with a settlement of accounts during the third year of the evaluation period. The Board of Directors approved the final, audited results on February 2, 2024, and, on this basis, on the advice of the Remuneration and Nomination Committee, established that all criteria were met. Consequently, 100% of the long-term bonus will be paid to all members of the executive management in 2024.

The bonus plan for executive management provides that the bonus is earned only after approval of the consolidated figures by the Auditor and then by the Remuneration and Nomination Committee.

Those members of the executive management who are subject to a contract of employment enjoy an additional (defined contribution) pension plan and other benefits, mainly comprising insured benefits such as guaranteed income and the cost of a car. Similar arrangements are in place for those members of the executive management who work through a management company.

There also exists a stock option plan with a fixed number of options for the members of the executive management. Allocated options are not normally deemed to be acquired finally and cannot be exercised during the first three years after being allocated. Upon early departure, the options not yet exercisable at that time can no longer be exercised.

Furthermore, the Board decided that members of the executive management will each have to own at least EUR 250,000 worth of shares in the company by the end of 2022, which must be kept so long as they remain a member of the executive management. All members of the executive management currently meet this requirement.

If a member of the executive management is also an executive director, his or her remuneration also includes the compensation he or she receives in the latter capacity.

The remuneration policy for members of the Executive Committee is set every two years based on a proposal by the Remuneration and Nomination Committee. Individual remuneration is reviewed annually. For this Lotus Bakeries uses the services of an international HR consultancy firm, that assesses the functions and presents the corresponding salary package as commonly awarded in the relevant market. The consultant reports directly to the Remuneration and Nomination Committee and provides verbal explanations.

**Overview of remuneration of CEO and executive management (in EUR)**

NAME & FUNCTION MEMBER EXECUTIVE MANAGEMENT	YEAR	FIXED REMUNERATION				VARIABLE REMUNERATION		EXTRAORDINARY EXPENSES	TOTAL REMUNERATION	RATIO OF FIXED TO VARIABLE REMUNERATION
		BASE SALARY	ALLOWANCES	OTHER BENEFITS <sup>1</sup>	PENSION COSTS	1 YEAR VARIABLE	MULTIPLE YEARS VARIABLE			
Mercur Consult BV, represented by Jan Boone (CEO)	2023	1,172,788	-	51,236	190,619	618,275	618,275	-	2,651,193	53% / 47%
	2022	1,028,017	-	47,156	166,235	541,954	541,954	-	2,325,316	53% / 47%
Other members executive management	2023	2,169,103	-	139,429	347,646	900,765	900,764	-	4,457,707	60% / 40%
	2022	2,003,327	-	107,057	323,731	831,645	831,645	-	4,097,404	59% / 41%

<sup>1</sup> The other benefits relate primarily to insured benefits.





## Overview of compensation executive management (in options)

NAME & FUNCTION MEMBER EXECUTIVE MANAGEMENT	KEY CONDITIONS OF OPTION PLANS							INFORMATION ABOUT THE REPORTED FINANCIAL YEAR					
	DETAILS OF THE PLAN	PERFORMANCE PERIOD	GRANT DATE	ACQUISITION DATE	END OF RETENTION PERIOD	EXERCISE PERIOD	EXERCISE PRICE OF THE STOCK	OPENING BALANCE SHEET	DURING THE YEAR		CLOSING BALANCE		
								OPTIONS GRANTED BUT NOT ACQUIRED AT THE START OF THE YEAR	OPTIONS GRANTED	OPTIONS ACQUIRED	OPTIONS SUBJECT TO PERFORMANCE	OPTIONS GRANTED BUT NOT ACQUIRED	OPTIONS SUBJECT TO A RETENTION PERIOD
Mercur Consult BV, represented by Jan Boone (CEO)	S2019		10/05/2019	01/01/2023		01/01/2023-09/05/2024	2.351.58	255	0	0		255	
	T2020		08/05/2020	01/01/2024		01/01/2024-07/05/2025	2.828.95	200	0	0		200	
	U2021		18/05/2021	01/01/2025		01/01/2025-17/05/2026	4.517.14	130	0	0		130	
	W2022		13/05/2022	01/01/2026		01/01/2026-12/05/2027	5.114.50	0	130	0		130	
	Y2023		01/06/2023	01/01/2027		01/01/2027-31/05/2028	6.086.36	0	100	0		100	
Valseba BV, represented by Isabelle Maes (CMO - CEO Natural Foods)	S2019		10/05/2019	01/01/2023		01/01/2023-09/05/2024	2.351.58	128	0	0		128	
	T2020		08/05/2020	01/01/2024		01/01/2024-07/05/2025	2.828.95	100	0	0		100	
	U2021		18/05/2021	01/01/2025		01/01/2025-17/05/2026	4.517.14	65	0	0		65	
	W2022		13/05/2022	01/01/2026		01/01/2026-12/05/2027	5.114.50	0	65	0		65	
	Y2023		01/06/2023	01/01/2027		01/01/2027-31/05/2028	6.086.36	0	50	0		50	
Cumaco BV, represented by Mike Cuvelier (CFO)	S2019		10/05/2019	01/01/2023		01/01/2023-09/05/2024	2.351.58	128	0	0		128	
	T2020		08/05/2020	01/01/2024		01/01/2024-07/05/2025	2.828.95	100	0	0		100	
	U2021		18/05/2021	01/01/2025		01/01/2025-17/05/2026	4.517.14	65	0	0		65	
	W2022		13/05/2022	01/01/2026		01/01/2026-12/05/2027	5.114.50	0	65	0		65	
	Y2023		01/06/2023	01/01/2027		01/01/2027-31/05/2028	6.086.36	0	50	0		50	
Heycom BV, represented by Ignace Heyman (COO)	S2019		10/05/2019	01/01/2023		01/01/2023-09/05/2024	2.351.58	128	0	0		128	
	T2020		08/05/2020	01/01/2024		01/01/2024-07/05/2025	2.828.95	100	0	0		100	
	U2021		18/05/2021	01/01/2025		01/01/2025-17/05/2026	4.517.14	65	0	0		65	
	W2022		13/05/2022	01/01/2026		01/01/2026-12/05/2027	5.114.50	0	65	0		65	
	Y2023		01/06/2023	01/01/2027		01/01/2027-31/05/2028	6.086.36	0	50	0		50	
William Du Pré (Director Procurement, QA en R&D)	S2019		10/05/2019	01/01/2023		01/01/2023-09/05/2024	2.351.58	128	0	0		128	
	T2020		08/05/2020	01/01/2024		01/01/2024-07/05/2025	2.828.95	100	0	0		100	
	U2021		18/05/2021	01/01/2025		01/01/2025-17/05/2026	4.517.14	65	0	0		65	
	W2022		13/05/2022	01/01/2026		01/01/2026-12/05/2027	5.114.50	0	65	0		65	
	Y2023		01/06/2023	01/01/2027		01/01/2027-31/05/2028	6.086.36	0	50	0		50	
<b>Total</b>							<b>1,757</b>	<b>690</b>	<b>0</b>	<b>0</b>		<b>2,447</b>	<b>0</b>

## Severance payments

The members of the Executive Committee who are remunerated on an independent basis and through a number of board mandates, have a severance payment of a maximum of 12 months of the fixed and variable remuneration. The other member of the Executive Committee is bound by an employment contract for employees. No severance payments were paid to Executive Committee members in 2023.

## Executives

The remuneration policy of the executives is determined by the Executive Committee, the Remuneration and Nomination Committee approves. For this Lotus Bakeries also uses the services of an international HR consultancy firm, which assesses the functions and presents the going-rate salary package for the relevant market.

Lotus Bakeries ensures consistency between the compensation of Executive Committee members and the compensation of executives

and other employees, taking into account market conditions for each category of employees. This is designed to attract, reward and retain employees. Executive compensation, like that of Executive Committee members, is composed of fixed and variable compensation, plus fringe benefits such as company cars, cell phones and/or group insurance. The concrete interpretation of these components always depends on the position of the person concerned, as well as on the local regulations to which the employee is subject. As is the case for members of the Executive Committee, a share option plan is currently provided for the Lotus Bakeries Leaderships Team<sup>1</sup>.

## Evolution of the remuneration and of the performance of the Company over the last five years

The following table shows the evolution of remuneration and business performance over the past five financial years.

IN THOUSANDS OF EUR	2019	2020	2021	2022	2023
<b>REMUNERATION OF NON-EXECUTIVE DIRECTORS</b>					
Vasticom BV, represented by Jan Vander Stichele, non-executive (non-executive Chairman BoD, member Audit & Sustainability Committee and member Nomination and Remuneration Committee)	150	150	150	150	150
	100%	100%	100%	100%	100%
PMF NV, represented by Emanuel Boone, non-executive (member BoD)	/	/	/	20	20
	/	/	/	/	100%
Anton Stevens, non-executive (member BoD)	20	20	20	20	20
	100%	100%	100%	100%	100%
Beneconsult BV, represented by Benedikte Boone, non-executive (member BoD)	20	20	20	20	20
	100%	100%	100%	100%	100%
Concellent NV, represented by Sofie Boone, non-executive (member BoD)	20	20	20	20	20
	100%	100%	100%	100%	100%
Palumi BV, represented by Peter Bossaert, non-executive (member BoD)	20	20	20	20	20
	100%	100%	100%	100%	125.0%
Benoit Graulich BV, represented by Benoit Graulich, non-executive (member BoD, member Audit & Sustainability Committee and Chairman Remuneration and Nomination Committee)	30	30	30	30	30
	100%	100%	100%	100%	100%
Lema BV, represented by Michel Moortgat, niet-uitvoerend (member BoD, Chairman Audit & Sustainability Committee)	25	25	25	25	25
	100%	100%	100%	100%	100%
Sastraco BV, represented by Sabine Sagaert, non-executive (member BoD and member Remuneration & Nomination committee) <sup>2</sup>	25	25	25	25	25
	100%	100%	100%	100%	100%

<sup>1</sup> The group comprises the Executive Committee, the General Managers and the Corporate Directors.

<sup>2</sup> Board member until May 12, 2023

IN THOUSANDS OF EUR	2019	2020	2021	2022	2023
<b>REMUNERATION OF EXECUTIVE DIRECTOR</b>					
Mercur Consult BV, represented by Jan Boone, executive (member BoD, CEO)	20	20	20	20	20
	100%	100%	100%	100%	100%
<b>REMUNERATION CEO</b>					
Jan Boone, CEO	1,914	1,962	2,058	2,325	2,651
Evolution (%)	131%	103%	105%	113%	114%
<b>REMUNERATION OF OTHER MEMBERS OF THE EXECUTIVE MANAGEMENT</b>					
Total remuneration	3,296	3,466	3,636	4,097	4,457
Number of members executive management incl. CEO	5	5	5	5	5
Evolution (%)	140%	105%	105%	113%	109%
<b>PERFORMANCE OF LOTUS BAKERIES</b>					
Market capitalisation (on 31 dec)	2,113,470	3,002,928	4,561,513	5,157,202	6,715,787
Evolution market capitalisation (%)	121%	142%	152%	113%	130%
Turnover	612,737	663,289	750,251	877,451	1,062,962
Evolution turnover (%)	110%	108%	113%	117%	121%
Rebit	102,891	111,114	123,805	140,188	172,974
Evolution Rebit (%)	108%	108%	111%	113%	123%
Rebitda	123,580	135,683	150,967	169,909	207,527
Evolution Rebitda (%)	112%	110%	111%	113%	122%
Net result	75,769	82,545	90,743	103,283	129,333
Evolution net result (%)	112%	109%	110%	114%	125%
<b>REMUNERATION OTHER EMPLOYEES</b>					
Total remuneration	123,493	137,116	152,857	173,618	205,310
Number of employees (FTE) <sup>1</sup>	1,821	2,214	2,305	2,550	2,857
Evolution (%)	110%	111%	111%	114%	118%

<sup>1</sup> Full-time employee calculated as 12-month average.

The ratio between the highest remuneration of members of management and the lowest compensation (in full-time equivalents) of employees of Lotus Bakeries NV, as stipulated by Article 3:6(3) CAC, cannot be

reported since Lotus Bakeries NV has no employees. With a view to transparency, this ratio is reported for Lotus Bakeries Corporate NV. This ratio is 18.2.

# 03

## ENTERPRISE RISK MANAGEMENT

Enterprise Risk Management 126



# ENTERPRISE RISK MANAGEMENT

## RISK MANAGEMENT STRATEGY

Lotus Bakeries has implemented a continuous risk management process aimed at ensuring that risks are identified, assessed, prioritised, controlled and monitored in such a way that they can be kept at an acceptable level. The risk management process is aligned with the implementation of the strategic, operational and financial objectives of the Company. The entire risk management process is based on the COSO Enterprise Risk Management framework.

The Company is exposed to a wide range of risks within the context of its activities that can result in its objectives being affected or not achieved. Mitigating these risks is a key task of the Executive Committee (EXCO). The EXCO has full responsibility for the risk management process for Lotus Bakeries and reports on this periodically to the Audit & Sustainability Committee.

Lotus Bakeries has a one-tier governance model, in accordance with the Belgian Companies Code. The Board of Directors bears ultimate responsibility for the management of risks within the Company, assisted by the Audit & Sustainability Committee. The day-to-day management is delegated to the CEO, assisted by the EXCO. The Audit & Sustainability Committee receives regular reports on risk management.

As such, the enterprise risk management of Lotus Bakeries consists of following key components:

- Risk identification: this involves identifying the sources of risk that could impact the Group. These sources could include anything from food safety and quality risks, to operational and financial risks. The double materiality methodology is used to identify and prioritise the main risks to which the Group is faced from two perspectives: financial materiality and impact materiality (see chapter 2 of the Annual Report).
- Risk assessment: once risks have been identified, it is important to assess their impact and likelihood of occurrence. This helps to prioritise the most critical risks and determine the appropriate response.
- Risk mitigation: after risks have been identified and assessed, strategies are developed to mitigate or manage those risks. This may include implementing process improvements, implementing controls, or transferring risk through insurance.
- Risk monitoring: ongoing monitoring of risks is critical to ensure that the Group is prepared for potential threats and to assess the effectiveness of risk mitigation strategies.
- Communication and training: effective communication and training are essential for an ERM programme to be successful. All employees should understand their role in identifying and managing risk and should be trained on how to do so.

The Governance structure of Lotus Bakeries is supported by the implementation of various internal Governance policies, procedures and processes, such as:

- Corporate Governance Charter  
The Corporate Governance Charter is designed to give a detailed and transparent picture of Lotus Bakeries' policy regarding corporate governance and is updated based on developments in such policy and changes in the relevant regulations.

## PRINCIPAL RISKS AND MITIGATING MEASURES

On a periodic basis, risks are assessed, monitored and adjusted by the EXCO. The risk management matrix defined is discussed with and reported to the Audit & Sustainability Committee.

For each of the principal risks identified, a risk owner has been appointed who ensures a concrete action plan to mitigate the potential impact of the risks. The risk owner is also responsible for the follow-up of the defined actions. The results are reported periodically to the Audit & Sustainability Committee.

The risk management programme of the Group is an ongoing process that requires regular review and revision to ensure that it remains effective in the face of changing risks and circumstances and new threats.

The principal risks listed below are considered to be the most relevant for the business of the Group that might have an impact on the achievement of the Group's strategic objectives.

- Dealing Code  
The main purpose of the Dealing Code is to prevent the misuse or appearance of misuse of information which directors or employees of Lotus Bakeries may possess about Lotus Bakeries and which is not generally available to investors. Particular attention is paid to those shares, share options or other rewards received under Lotus Bakeries' incentive plans, to those who buy or sell Lotus Bakeries shares, and to those who use Lotus Bakeries shares as collateral for a loan.
- Code of Conduct  
Lotus Bakeries is committed to act with integrity, honesty, fairness and in full compliance with applicable laws, rules and regulations at all times. It has developed a code of conduct which sets out six key principles which must be respected by all employees of Lotus Bakeries at all times.
- Remuneration Policy  
The approved remuneration policy complies with the Second Shareholder Rights Directive, Directive (EU) 2017/828, Article 7:89(1) of the Companies and Associations Code and the Corporate Governance Code 2020. This remuneration policy was approved at the Ordinary General Meeting of 18 May 2021 and is published on the website.

The responsibilities of the various departments in the Lotus Bakeries Group ranging from procurement, manufacturing, logistics to sales, management of customer relations and Corporate services are set out in clear guidelines. As such, each employee clearly knows his role and responsibility.



KEY COMPONENT	RISK	RISK DESCRIPTION & MITIGATING ACTIONS
Product	Safety & Quality	Failure to meet quality and food safety standards expose the Group to business interruption, litigation, product liability and recall claims. Lotus Bakeries applies the highest product safety standards to the entire production and distribution process, from the purchase of raw materials through the distribution of the final product, supported and guaranteed by structured procedures and systematic internal quality audits. External audits take place at regular intervals.
	Counterfeiting/Intellectual property	The success of the Lotus® Biscoff®, Lotus™ Natural Foods and Lotus® Local Heroes products and brands is accompanied with the risk of counterfeiting, both in terms of the recipes of our products and the visual identity of our brands. First of all, the recipe. The quality of all Lotus Bakeries products is an absolute priority. All employees are strongly committed to the continuous pursuit of high quality products and processes. The R&D department wants to use new insights into interactions between different raw materials to contribute to better products. For this purpose, we do not only call on our own expertise, but also on that of well-known university research institutes, as well as existing innovation platforms set up by the food industry. Our innovation efforts also translate into an extensive and innovative product range, in which quality and superior taste are paramount. To safeguard these efforts as much as possible, our recipes are protected as trade secrets wherever possible. To this end, strict procedures are in place regarding access, transfer and storage of data. In addition, the R&D team monitors and analyses competing products on a regular basis. To protect our brand identity in the best possible way, a clear strategy is in place aimed at identifying our brand assets, defining the desired protection, use and enforcement of our brands. Protection levels are updated annually, both at product and geographical level. Thanks to an automated, global notification system, the Intellectual Property department stays on top of identical or similar registrations. Furthermore, copycats in the market are reported on a continuous basis by our own employees and our distributors. Since 2021, Lotus Bakeries has also been working with an online monitoring system for even more accurate detection of copycats.
	Inflation and volatility of raw materials and packaging costs	The risk of unfavourable effects of fluctuations in raw material prices on the results is limited by concluding forward contracts with a fixed price for the most important raw materials. For other raw materials and packaging, annual agreements are used where possible.
People	Job market shortages	Given the scarcity on the labour market, Lotus Bakeries needs to pay attention to attracting sufficient talent to support its growth plans. To this end, Lotus Bakeries can rely on a professional recruitment policy, onboarding process and training & development plan. We have also been deploying a Young Graduate Programme since 2020, with which we make young talent enthusiastic about our company. Finally, much attention is paid to employer branding and translating our corporate identity internally and externally.

KEY COMPONENT	RISK	RISK DESCRIPTION & MITIGATING ACTIONS
ESG	Climate change/ Carbon reduction	We are committed to the environment and help fight global warming. Lotus Bakeries is aware of the negative impact the industry can have on the environment and society and the responsibility it bears as an industrial partner. Lotus Bakeries also sees opportunities to contribute to the progress of society and limiting global warming. Climate-related disruption (including extreme weather events, floods, deforestation) might impact our operations and/or consumer demands and preferences. In everything we do, we strive to reduce our ecological footprint. We are already carbon neutral today with our 12 factories. Beginning 2023, we signed the Commitment Letter of Science Based Target initiative (SBTi), committing to science-based reduction targets, in line with SBTi Criteria and Recommendations, in order to limit global warming to 1.5 degrees Celsius above pre-industrial levels. The 'Care for Today - Respect for Tomorrow' sustainability ambition clearly embodies how Lotus Bakeries wants to deal with sustainability and responsibility. This action plan has been widely distributed to all employees as well as to the Board of Directors. Lotus Bakeries chooses to report on its priorities, targets and achievements taking into account the Sustainable Development Goals (SDGs) as defined by the United Nations and in accordance with the core GRI standards. Furthermore, the Group monitors any emerging regulations which would impose specific carbon-reduction initiatives. Such initiatives could potentially impact the current operations and accelerate the transition to low-carbon production processes, materials and investments.
	Packaging	Lotus Bakeries recognises the problems related to the use of plastic packaging, including ocean pollution, carbon emissions, and the use of non-renewable resources. Lotus Bakeries shares the concerns and wants to assume responsibility to move from the current linear economy, where packaging is produced, used and thrown away, to a circular economy, where materials are kept within the loop. To this end, Lotus Bakeries has formulated clear ambitions and a clear strategy. The Group also monitors regulatory measures to limit the use of single-use packaging, such as packaging taxes. The Group is constantly scanning and improving the packaging portfolio based on fact-based methodologies. Lotus Bakeries investigates various alternatives to the classic fossil-based plastics currently in use. However, alternative materials need to guarantee the same level of product safety, processability and sustainability as the current materials used.
	Sustainable sourcing	Lotus Bakeries is aware of the possible negative impact of cultivation of key raw materials (such as oils, cocoa) on the environment, in particular deforestation, as well as the possible social impact in the regions where these raw materials are cultivated. For Lotus Bakeries, it is important that our consumers and customers have confidence that the above mentioned raw materials used in our products has been sustainably sourced. Lotus Bakeries carefully selects its suppliers based on its responsible sourcing standards according to <i>NDPE: No-Deforestation, No-Peat, No-Exploitation</i> . Lotus Bakeries is a member of RSPO and is committed to purchasing only certified sustainable palm oil. All Lotus Bakeries sites which process palm oil have also obtained the RSPO certificate. Furthermore, Lotus Bakeries requests its suppliers to invest in following initiatives and to actively inform the Company on a regular basis: - supporting smallholder producers to enter sustainable supply chains; - protecting and restoring forests in a palm oil production landscape; - support of a landscape/jurisdiction approach to sustainability in palm oil producing areas; and - support for one or more local conversion projects in palm oil producing countries. As such, Lotus Bakeries aims to drive the transformational change needed in the supply chain of key raw materials.

KEY COMPONENT	RISK	RISK DESCRIPTION & MITIGATING ACTIONS
IT architecture	Data protection and cybersecurity	Considering the ever-increasing digitalisation, the risk of unauthorised access to confidential data of Lotus Bakeries and personal data processed by Lotus Bakeries remains real. Fraud in the form of cybercrime is also high on the agenda. Within Lotus Bakeries, clear policies are in place regarding access and security of business-critical information. Multi-factor authentication contributes to the security of our information. Corporate ICT has taken various measures to prevent, detect and limit the impact of cyber-attacks. In addition, there is an annual audit of the security of our ICT systems. Automated and continuous awareness efforts among Lotus Bakeries employees are also implemented.
Financial	Foreign currencies	The functional currency of the Company is the euro, which is also the Company's reporting currency. Translation gains or losses that result from remeasuring foreign subsidiaries' local currencies to EUR are recorded in other comprehensive income. Foreign currency transactions resulting in gains or losses are recorded in the consolidated statement of comprehensive income. The main foreign currency transactions are denominated in USD, GBP, SEK, ZAR, CNY, KRW, CZK and CHF. The Group assesses on a case by case basis how to avoid any unfavourable currency impact and aims to hedge as many transactions as possible through a natural hedge.
	Other financial risks	The Group's activities are exposed to a variety of other financial risks: market risk (including interest rate risk and price risk), credit risk and liquidity risk. For more details, refer to the consolidated financial statements in note 26.
External environment	Compliance and regulations	Lotus Bakeries is a global company generating the bulk of its revenue outside the home countries. As such, the Group is subject to applicable laws and regulations in the global jurisdictions in which it operates. As a manufacturer of food products with global commercial operations, these applicable laws and regulations relate to product safety, product labelling, health and safety, carbon reduction, intellectual property rights, anti-bribery and corruption, competition, data protection, export regulations, human rights and taxes. Relevant teams within the Group monitor closely any evolutions in the regulatory landscape to warrant compliance of the Group with regulatory initiatives as they emerge.
	Wars	As a global company, the Group may be impacted by conflicts in countries in which it operates. Operations and business could be affected indirectly by a conflict. These impacts may come from supply issues, an inflationary macro-economic environment, credit risks on customers and increasing financing costs.
	Pandemics and other infectious diseases	As the Group is operating around the globe, a global epidemic or pandemic outbreak may affect our business contingency. As such, crisis management is in place, which has been proved to be effective in the context of the COVID-19 pandemic.



# 04

## ANNEXE

EU Taxonomy Reporting  
Glossary

134  
140



# EU TAXONOMY REPORTING

## PROPORTION OF TURNOVER FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES - DISCLOSURE COVERING YEAR 2023

FINANCIAL YEAR 2023	ECONOMIC ACTIVITIES	CODE	YEAR		SUBSTANTIAL CONTRIBUTION CRITERIA					DNSH CRITERIA ('DOES NOT SIGNIFICANTLY HARM')							PROPORTION OF TAXONOMY ALIGNED (A.1.) OR ELIGIBLE (A.2.) TURNOVER, YEAR 2022	CATEGORY ENABLING ACTIVITY	CATEGORY TRANSITIONAL ACTIVITY	
			TURNOVER (IN € MILLION)	PROPORTION OF TURNOVER, YEAR 2023	CLIMATE CHANGE MITIGATION	CLIMATE CHANGE ADAPTATION	WATER	POLLUTION	CIRCULAR ECONOMY	BIODIVERSITY	CLIMATE CHANGE MITIGATION	CLIMATE CHANGE ADAPTATION	WATER	POLLUTION	CIRCULAR ECONOMY	BIODIVERSITY				MINIMUM SAFEGUARDS
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																				
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																				
	Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)		0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %		
	Of which Enabling		0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %		E
	Of which Transitional		0.0 %	0.0 %	0.0 %															T
<b>A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (g)</b>																				
	Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %		
	<b>Subtotal A. Turnover of Taxonomy eligible activities (A.1 + A.2)</b>		<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>		
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																				
	B. Turnover of Taxonomy-non-eligible activities		1,063.0	100.0 %																100.0 %
	<b>TOTAL (A+B)</b>		<b>1,063.0</b>	<b>100.0 %</b>																<b>100.0 %</b>

## PROPORTION OF TURNOVER/TOTAL TURNOVER

	TAXONOMY-ALIGNED PER OBJECTIVE	TAXONOMY-ELIGIBLE PER OBJECTIVE
Climate Change Mitigation	0.0 %	0.0 %
Climate Change Adaptation	0.0 %	0.0 %
Water	0.0 %	0.0 %
Circular Economy	0.0 %	0.0 %
Pollution	0.0 %	0.0 %
Biodiversity	0.0 %	0.0 %



**PROPORTION OF CAPEX FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES - DISCLOSURE COVERING YEAR 2023**

FINANCIAL YEAR 2023	YEAR	SUBSTANTIAL CONTRIBUTION CRITERIA								DNSH CRITERIA ('DOES NOT SIGNIFICANTLY HARM')											
		ECONOMIC ACTIVITIES	CODE	CAPEX (IN € MILLION)	PROPORTION OF TURNOVER, YEAR 2023	CLIMATE CHANGE MITIGATION	CLIMATE CHANGE ADAPTATION	WATER	POLLUTION	CIRCULAR ECONOMY	BIODIVERSITY	CLIMATE CHANGE MITIGATION	CLIMATE CHANGE ADAPTATION	WATER	POLLUTION	CIRCULAR ECONOMY	BIODIVERSITY	MINIMUM SAFEGUARDS	PROPORTION OF TAXONOMY ALIGNED (A.1) OR ELIGIBLE (A.2.) TURNOVER, YEAR 2022	CATEGORY ENABLING ACTIVITY	CATEGORY TRANSITIONAL ACTIVITY
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																					
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																					
CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)			0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %			
Of which Enabling			0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	E		
Of which Transitional			0.0 %	0.0 %	0.0 %													0.0 %		T	
<b>A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (g)</b>																					
CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)			0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %			
<b>Subtotal A. CapEx of Taxonomy eligible activities (A.1 + A.2)</b>			<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>			
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																					
B. CapEx of Taxonomy-non-eligible activities			86.2	100.0 %																100.0 %	
<b>TOTAL (A+B)</b>			<b>86.2</b>	<b>100.0 %</b>																<b>100.0 %</b>	

**PROPORTION OF CAPEX/TOTAL CAPEX**

	TAXONOMY-ALIGNED PER OBJECTIVE	TAXONOMY-ELIGIBLE PER OBJECTIVE
Climate Change Mitigation	0.0 %	0.0 %
Climate Change Adaptation	0.0 %	0.0 %
Water	0.0 %	0.0 %
Circular Economy	0.0 %	0.0 %
Pollution	0.0 %	0.0 %
Biodiversity	0.0 %	0.0 %

**PROPORTION OF OPEX FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES - DISCLOSURE COVERING YEAR 2023**

FINANCIAL YEAR 2023	ECONOMIC ACTIVITIES	CODE	YEAR		SUBSTANTIAL CONTRIBUTION CRITERIA					DNSH CRITERIA ('DOES NOT SIGNIFICANTLY HARM')											
			OPEX (IN € MILLION)	PROPORTION OF TURNOVER, YEAR 2023	CLIMATE CHANGE MITIGATION	CLIMATE CHANGE ADAPTATION	WATER	POLLUTION	CIRCULAR ECONOMY	BIODIVERSITY	CLIMATE CHANGE MITIGATION	CLIMATE CHANGE ADAPTATION	WATER	POLLUTION	CIRCULAR ECONOMY	BIODIVERSITY	MINIMUM SAFEGUARDS	PROPORTION OF TAXONOMY ALIGNED (A.1.) OR ELIGIBLE (A.2.) TURNOVER, YEAR 2022	CATEGORY ENABLING ACTIVITY	CATEGORY TRANSITIONAL ACTIVITY	
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																					
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																					
	OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %										0.0 %		
	Of which Enabling		0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %										0.0 %	E	
	Of which Transitional		0.0 %	0.0 %	0.0 %														0.0 %		T
<b>A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (g)</b>																					
	OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %										0.0 %		
	<b>Subtotal A. OpEx of Taxonomy eligible activities (A.1 + A.2)</b>		<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>	<b>0.0 %</b>										0.0 %		
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																					
	B. OpEx of Taxonomy-non-eligible activities		40.8	100.0 %															100.0 %		
	<b>TOTAL (A+B)</b>		<b>40.8</b>	<b>100.0 %</b>															<b>100.0 %</b>		

**PROPORTION OF OPEX/TOTAL OPEX**

	TAXONOMY-ALIGNED PER OBJECTIVE	TAXONOMY-ELIGIBLE PER OBJECTIVE
Climate Change Mitigation	0.0 %	0.0 %
Climate Change Adaptation	0.0 %	0.0 %
Water	0.0 %	0.0 %
Circular Economy	0.0 %	0.0 %
Pollution	0.0 %	0.0 %
Biodiversity	0.0 %	0.0 %

# GLOSSARY

CONCEPT	DEFINITION	PARAGRAPH IN ANNUAL REPORT
CPG	Consumer Packaged Goods	Lotus® Biscoff® Strategy
CSRD	Corporate Sustainability Reporting Directive	Our sustainability ambition
D4ACE	Design for a circular economy	External initiatives, commitments and evaluations
ERP	Enterprise Resource Planning	Our materiality
ESRS	European Sustainability Reporting Standards	Our materiality
FLAG	FLAG (Forest, Land, and Agriculture) emissions are a category of greenhouse gas emissions that encompass the many ways land use change and land-related activities impact the climate.	Our Environment
FSC	Forest Stewardship Council	Our Environment
GHG	Greenhouse Gas	Our Environment
GRI	Global Reporting Initiative	Our sustainability ambition
HACCP	Hazard Analysis and Critical Control Points	Our Community
Internal Employee	An internal employee is an employee who is connected to Lotus Bakeries with an employment contract, either of unlimited duration or of limited duration.	Our Employees
Location-based	A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data).	Our Environment
Market-based	A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice).	Our Environment
NDPE	No Deforestation, No Peat, No Exploitation	Our Environment
Net financial debt	Net financial debt is defined as interest-bearing liabilities (excluding lease liabilities recognised in accordance with IFRS 16) deducted with cash and cash equivalents, term deposits and treasury shares.	Financial Statements
Non-recurring income and expenses	Non-recurring income and expenses are those items that are considered by management not to relate to transactions, projects and adjustments to the value of assets and liabilities taking place in the ordinary course of activities of the Company. Non-recurring income and expenses are presented separately, due to their size or nature, so as to allow users of the consolidated financial statements of the Company to get a better understanding of the normalised performance of the Company.	Financial Statements
PEFC	Program for the Endorsement of Forest Certification	Our Environment
Permanent Employees	Employees that have a permanent Lotus Bakeries contract	Our Employees
Primary packaging	Primary packaging directly protects the product & informs the consumer. It is all packaging that a consumer takes home when purchasing the product.	Our Environment
PvDc coating	Poly-Vinylidene Chloride is a water-based coating often used to improve barriers and reduce permeability.	Our Environment
Rate of recordable work-related accidents for own employees	The number of work-related injuries with at least 1 day of absence of own employees divided by the number of total hours worked by own employees and multiplied by 1,000,000 hours.	Our Employees
REAT	REAT is defined as the recurring earnings after tax and is determined by excluding the non-recurring income and expenses and the related tax effects from the net result. REAT is used as the basis for dividend distribution.	Financial Statements
REBIT	REBIT (recurring operating result) is defined as the operating result after deducting the non-recurring income and expenses.	Financial Statements
REBITDA	REBITDA is defined as the REBIT adjusted for depreciations and amortisation expenses, impairments on inventories and trade receivables and non-cash costs related to share-based payment plans.	Financial Statements

CONCEPT	DEFINITION	PARAGRAPH IN ANNUAL REPORT
RSPO	Round Table on Sustainable Palm Oil	Our Environment
SBTi	Science Based Targets initiative	Our Environment
Scope 1 emissions	Scope 1 emissions are direct emissions from company-owned and controlled resources. Examples are heating sources, refrigerators, CO <sub>2</sub> released during industrial processes...	Our Environment
Scope 2 emissions	Scope 2 emissions are indirect emissions from the consumption of purchased energy such as electricity, steam, heat, and cooling.	Our Environment
Scope 3 emissions	Scope 3 emissions are all other indirect emissions in the company's value chain - not included in scope 2 -, both upstream and downstream, such as the production of goods and services, transportation, and end-of-life treatment.	Our Environment
Secondary packaging	Secondary packaging further protects the product & groups different primary packages for distribution. Used to distribute to and often showcase at the retailer.	Our Environment
SFI	Sustainable Forestry Initiative	Our Environment
SKU	Stock Keeping Unit	Our Environment
Temporary Employees	Employees that have a fixed term Lotus Bakeries contract.	Our Employees
Tertiary packaging	Tertiary packaging is used to guarantee the protection of the product during shipment via pallet, typically not seen by consumers.	Our Environment
Water withdrawal	Water withdrawal describes the total amount of water withdrawn from a surface water or groundwater source.	Our Environment

## REGISTERED OFFICE

Lotus Bakeries NV  
Gentstraat 1  
B-9971 Lembeke  
T + 32 9 376 26 11  
[www.lotusbakeries.com](http://www.lotusbakeries.com)

Register of legal persons of Ghent,  
Enterprise number 0401.030.860

## CONTACT

For further information about the data of the annual review or more information about the Lotus Bakeries Group, please contact:  
Lotus Bakeries NV  
Corporate Secretary  
Gentstraat 1  
B-9971 Lembeke  
T + 32 9 376 26 11  
[corporate@lotusbakeries.com](mailto:corporate@lotusbakeries.com)

## Concept and realisation

Lotus Bakeries and Duval Branding  
[duvalbranding.com](http://duvalbranding.com)

## Illustrations

Sören Selleslagh  
[sorenselleslagh.com](http://sorenselleslagh.com)

## Photography

Bert Luyckx  
[bertluyckx.be](http://bertluyckx.be)

Sustainability is key at Lotus Bakeries; this report was printed on recycled paper.







[WWW.LOTUSBAKERIES.COM](http://WWW.LOTUSBAKERIES.COM)