



# CSR *Annual report* 2020



Den Dolder





## *Preface*

# *CSR annual report*

2020 was a special year for Remia. In October, Remia celebrated its 95th anniversary! We naturally wanted to celebrate that in style, but due to COVID-19 we reflected on this milestone in a suitably reserved fashion. As a company, we have obviously been affected by the consequences of COVID-19 and we saw how hard things have been for our Foodservice customers. We too experienced the direct impact of this. While demand for products for the supermarket rocketed, demand from caterers and restaurants dropped sharply. Despite everything, in 2020 we were able to meet the needs of our customers as well as implement our CSR plans. We are proud of the discipline we showed in dealing with the situation. Together, we could look to the future and ensure that Remia continues to become a bit more sustainable. And although this sometimes involves small steps, we have achieved a great deal together. In this CSR annual report 2020, we want to tell you more about this!

Enjoy your reading!

Karel de Rooij  
Managing Director



# Remia, makers of good taste since 1925

Remia is a dynamic, independent family-run business, where over 425 employees work every day with passion on the best and tastiest products! For many years, a wide range of sauces, margarines and frying fats have been produced in Den Dolder. In the sauce heart of the Netherlands, Remia manufactures products which are used by consumers and food professionals in the Netherlands and the rest of the world every day.

Sustainability is an important core value and Corporate Social Responsibility is inextricably linked to the Remia culture. With our CSR policy, we set concrete goals relating to energy consumption, waste management, water use and improving our packaging and increase the recyclability of the

packaging. We also have an active policy to reduce salt, sugar and calories in our products. Since 2019, we have been audited and certified in accordance with the requirements of the CSR Performance Ladder level 3.



*In 2020, we were certified in accordance with the requirements of the CSR Performance Ladder level 3*

# Energy consumption

Remia wants to manage energy consumption sustainably. Since 2017, we have only been using green energy from Europe!

We have also taken measures to reduce the energy consumption per kilo product by investing in more economic production lines and we have further upscaled the use of LED lighting in our factories and offices.

Remia has undertaken multiple initiatives to reduce its CO<sub>2</sub> emissions. We have now installed over 2,700 solar panels. This is just one of the measures which enables our production to be climate neutral. In 2020, we were audited for this and we fulfil the Greenhouse Gas Protocol.



*For the period 2021-2024, a new energy savings plan (ESP) has been drawn up.*

# Water consumption

Remia has set itself the goal of limiting its own water consumption. The water consumption of our automatic CIP (Cleaning in Place) procedure has been revealed and is monitored.

As a result of more efficient production planning, in 2020 we managed to reduce the number of CIPs a week and keep our water consumption in check. Water consumption per kilo product has thus fallen by 3.5%. We also expect our suppliers to moderate their water consumption as much as possible. This is recorded in the Remia Code of Conduct, which our suppliers must also sign.



# Waste management

Separating and collecting waste continues to be an important objective. In 2020, we were able to recycle 69% of our waste due to better separation of paper, glass, plastic and other residual waste.

We also took more steps to achieve our objective of only using fully recyclable packaging. For example, we started testing zipper sealed sleeves on our snack sauce packaging and bake and roast products. This will be introduced in early 2021. To improve the recycling of our PET packaging, we use transparent PET packaging. In 2020, we developed the new PET bottle for our Top Down snack sauces. Like all other packaging, this consists of 25% recycled PET. Together with partners in the chain, we launched a pilot project to see whether it is possible to recycle 10-litre buckets, made of high-quality plastic, but which end up with the residual waste due to their size. The pilot revealed that the buckets can be removed

from the chain, but that recycling companies will need to make substantial investments to process these buckets so that we can eventually make our buckets fully circular. Last year, we also successfully tested detectable black plastic (Carbon Free Black) which will soon be introduced. That means that the recycling stations will also be able to detect our black plastic packaging, so that it does not end up in the residual flow but can be recycled.



# Raw materials

Most of the products that Remia prepares contain vegetable oils. Most of the products that Remia prepares contain vegetable oils. For example, our famous Fries sauce contains 25% oil, our mayonnaise at least 70% and margarine is legally required to contain 80% oil.

For our sauces, we mainly use European rapeseed oil and sunflower oil. For margarine and some of our frying fats, we also use sustainable palm oil and sustainable soybean oil.

The palm oil gives the product robustness while soybean oil ensures a good fatty acid composition. Our products must naturally fit into a healthy diet.

Our frying fats are compound blends. Some frying fats also contain some palm oil. This gives the frying fat a high stability and ensures that a food professional can fry for a long time.



## Sustainable Palm and Soybean

Remia is aware of its corporate responsibility and therefore invests in using sustainable palm oil and sustainable soybean oil.

Not just because we feel it is important, but because many of our customers request it. And if they don't ask for it, we actively highlight the social aspect to enable them to take the step.

Remia has been a member of the Roundtable on Sustainable Palm Oil (RSPO) since 2011. Since 2018, all our products contain at least Mass Balance certified palm oil and for some of our products we also use Segregated palm oil. Via the chain organisation MVO (Margarine, Fats and Oils),

we are involved in the Dutch Alliance for Sustainable Palm Oil (DASPO), whose members also include other trade organisations and interest groups. By working together, we aim to ensure that all palm oil processed in the Netherlands will ultimately be 100% sustainable.

Since 2019, Remia has been a member of the Round Table on Responsible Soy (RTRS), thus promoting the cultivation of sustainable soy and trying to prevent the deforestation of tropical rainforests.



# Animal welfare

The consumer wants to know how animals are kept and what their quality of life is. Remia has deliberately chosen to use yolks from eggs produced by free-range hens for its emulsified sauces.

Over the past year, our product development department has worked hard to develop sauces which do not include any eggs. By using plant-based proteins, we can prepare more and more egg-free sauces and thus reduce the animal components.



# Transport and logistics

For our logistics, we work closely with logistics partner Nedcargo.

With respect to the distribution of Remia products by road, in 2020 they compensated 100% of the CO<sub>2</sub> emissions through a special project. In this Cordillera Azul project, trees are planted to replenish

the rainforest in Peru. The number of truck journeys has been minimised by using inland barges to transport our export products to the port of Rotterdam. This has generated further savings in our CO<sub>2</sub> emissions.





# Social

Remia is a social enterprise which wishes to offer its employees continuity of employment in a pleasant and safe environment. With over 20 nationalities in our workforce, Remia is a good reflection of society.

We take all these nationalities and cultures into account, for example when allocating ADV days and the composition of the Christmas gift. There is reasonably good male/female ratio in the offices. 60% are male and 40% are female.

All our employees are offered an introductory programme which tells them about the organisation. Remia feels that it is important for employees to continue their personal development.

We encourage them to develop their talents, offering them opportunities both internally and externally to do courses.

For many years, people with poorer prospects on the job market have been employed at Remia through a social workplace. Every day, a regular group of enthusiastic cleaners are responsible for hygiene in our offices.

These efforts have resulted in Remia recently being voted 'Top Employer' by the Top Employers Institute, a global authority in HR policy.

Remia is also extremely involved in the local community. Thus various measures have been taken to minimise the impact of our activities on the immediate surroundings. We also sponsor the local sports association and history association of Den Dolder.

When the first measures to tackle coronavirus were taken, Remia joined Koninklijk Horeca Nederland's initiative "#helpdehoreca" [helphospitality], which aimed to support the hospitality sector during lockdown when they could not welcome guests.





## Health and welfare

Remia offers its employees workshops and fitness days which promote a healthy lifestyle. We also organise an annual health day when employees can have a preventive health check. Health and safety training and advice are also provided to promote a good posture at work.

Every year, we put a lot of energy into developing sustainable alternatives for our existing products. We also have an active policy to reduce sugar and salt in our products. A good example of a responsible alternative is our Frites sauce ZERO that we developed last year, a frites sauce without sugar. We have also managed to further reduce the sugar content in our garlic sauces and satay sauce, and our satay sauces are the first in the Netherlands to be gluten free.



# Results of objectives 2020

Information received from the assessment of the themes and the stakeholder analysis was assessed by the CSR team and included in the implementation of the CSR policy in Remia. The following overview shows the KPIs and the achieved results. These KPIs were monitored during the calendar year.

## Energy

**KPI: Monitor energy consumption per kg, focusing on sustainable energy and energy efficiency, continuing to ensure 100% climate neutral production**

This theme is frequently mentioned by Remia's stakeholders and is also an important subject at Remia. Remia reports an internal energy dashboard and has achieved 100% climate neutral production since 2017 through a combination of projects on energy efficiency, green power, CO<sub>2</sub> compensation for gas consumption and its own solar panel park. In 2020, a CO<sub>2</sub> audit took place in which the climate-neutral production at Remia was tested and found compliant with the Green House Gas protocol.

Energy	2019	2020	standard
Monitor energy consumption/kg product	100%	100%	100%
Launch research projects focused on sustainable energy and energy efficiency	5 projects achieved	3 projects achieved	to achieve 3 projects
Always 100% climate neutral	100%	100%	100%
Draft energy savings plan 2021-2024	-	Completed	Completed

## Result

The KPI objectives were achieved. An energy savings plan was drafted for 2021-2024.

The three completed research projects for 2020 are as follows:

- Research into whether it is possible to make 100% use of locally obtained green energy. This is not yet available.
- Efficient use of condensed water. This project is not yet economically viable.
- Upscale use of LED lights from 30% to 50% in 2022.

## Water

### KPI: Economical use of water, limit water use/CIP.

Remia has set itself the goal of limiting its own water consumption. The water consumption of our automatic CIP (Cleaning in Place) procedure has been revealed and is monitored. As a result of more efficient production planning, we have managed to reduce the number of CIPs a week and thus keep our water consumption in check.

Water	2019	2020	standard
Number of CIPs/week SF packaging	81	80	81
Ration water use (kg) per produced product (kg)	1.48	1.43	≤1,60

## Result

The KPI objectives were achieved. Due to the measures to tackle coronavirus, Remia was faced with reduced demand from the Hospitality sector and increased demand from Retail. Due to the fluctuations in this demand, more flexibility in planning was required. The number of weekly CIPs in the sauce factory packaging department remained within the norm.

## Waste

### KPI: Reduce or recycle waste materials.

For many years, separating and reducing waste has been a KPI in Remia and aligns with the stakeholder analysis.

Waste	2019	2020	standard
Percentage residual waste	32%	31%	≤30%

## Result

The KPI objective has nearly been achieved. A project was started to investigate whether the plastic fragment flow could be recycled.

In addition, 79% of the packaging that Remia brings on the market is recyclable. In 2020, 46.9 tons of back labels were recycled. New labels will be made from the back labels and the silicone component will also be separated and reused for other purposes. This form of recycling generated CO<sub>2</sub> savings of 91 tons in 2020.

## Suppliers

**KPI: Remia wants to explore how to make our packaging more recyclable based on the guidelines of the Netherlands Institute for Sustainable Packaging (KIDV).**

Remia wants to work with suppliers who distinguish themselves in this area. Several important suppliers were also included in the stakeholder analysis. The Remia Code of Conduct addresses this theme and has been sent to all suppliers. Some projects are the use of RPET 25%, FSC quality mark and the back label closed-loop system.

Recyclable projects	2019	2020	standard
Recyclable projects	-	5 achieved	5 achieved

## Result

The KPI objective was achieved. 5 projects were started and 5 achieved.

- Research into whether washable glue is possible. In 2021, it will be investigated which products this could involve.
- Sleeves can be provided with zipper closure. In 2021, this will be used for snack sauces and bake and roast products.
- Silicone membranes from all tubes can be replaced with alternative recyclable material.
- It has been investigated whether the coloured PET bottles can be replaced with transparent RPET 25% bottles, which give sufficient clarity. In 2021, the snack sauces will be packaged in transparent RPET bottles.
- It is possible to use detectable black packaging. This only has added value if the entire packaging can be recycled.

## SSF Reduction

**KPI: Remia reduces salt, sugar and saturated fat in its products.**

The discussion about salt, sugar and fat reduction in food products is very topical. For a long time, Remia has accepted its responsibility for this and introduced light variants. Such as the 'Zero Dressing series' which contains 0% added sugar and 0% fat.

SSF reduction	2019	2020	standard	explanation
4 recipes reduced in SSF	83%	75%	100%	In 2019, 20 of the 24 recipes were reduced in SSF

## Result

In 2020, the SSF content was successfully reduced in 3 out of 4 recipes.



# Plans 2021

 In 2021, Remia is launching several initiatives related to energy savings and waste management, aimed at improving the sustainability of Remia's operations. These plans include:

*Investigate how to increase the recyclability of packaging based on the KIDV guidelines.*

*Upscale use of LED lighting to 50% in 2022.*

*Investigate the further development of plant-based recipes.*

*Replace boilers and steam heaters by more efficient central heating boilers.*

*Replace various pumps by more efficient models.*

*Transformation of portion packaging (sticks) from plastic to papier laminate.*

*Use recyclable membrane in lids.*

*Use 100% recyclable packaging for table sauces.*

*Further investigate the possibility of using cold and hot washable glues for labels.*

*Invest in new, more efficient cold stores at Nedcargo in Soesterberg.*



PO Box 10, 3734 ZG Den Dolder  
Dolderseweg 107, 3734 BE Den Dolder  
Phone +31 (0)30 - 2297911, E-mail: [info@remia.nl](mailto:info@remia.nl)

[www.remia.nl](http://www.remia.nl)