



DANONE
ONE PLANET. ONE HEALTH

*UK & Ireland
One Planet. One Health
2019-2020 Highlights*



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About this presentation

Welcome to the Danone UK & Ireland 'One Planet. One Health' Highlights Presentation, which covers our achievements throughout 2019 and 2020. We aim to inspire healthier and more sustainable eating and drinking practices, in line with our vision - Danone, 'One Planet. One Health' - which reflects a strong belief that the health of people and the health of the planet are interconnected. We have structured the presentation by B Corp topics: governance, environment, workers (or as we call ourselves, Danoners), community and customers, in line with our ambition for all our UK and Ireland entities to be certified B Corp by 2025.

[READ MORE HERE](#)



Welcome from our GMI*

“We believe that businesses have a moral imperative to show leadership that’s not just about profit, but about the future of our people and our planet.”

Danone is a leading food and drink company with a health-focused portfolio in Essential Dairy & Plant-based products (EDP), Waters, and Specialised Nutrition (SN). Everything we do is guided by our long-established principle of balancing economic success and social progress.

At our heart is a conviction that people's health and the health of the planet are intrinsically connected. This is our vision of 'One Planet. One Health'. To deliver this we focus on bringing health through food and drinks to as many people as possible.

Today businesses are rightly held to higher standards than ever before. This is not just limited to the products and services they offer but a responsibility to make a positive impact in wider society too.

Reflecting on the last twelve months, supporting each other and driving for a better future has never been more relevant. We are faced with huge challenges, like the climate crisis, we must all act on, and it would be amiss not to mention the Covid-19 pandemic. In the face of this there have been demonstrations of incredible resilience and commitment, from individual efforts, to businesses of all sizes stepping up to support those in need.

For our part, I'm proud of my colleagues at Danone, or as we call ourselves, 'Danoners'. In the last year, the 2000 dedicated Danoners who make up our UK & Ireland region, quickly put into place a comprehensive programme of activities to help us look after one another, continue to deliver our most critical products to the consumers and patients who need them, and to help support charities, key workers and local communities.

At Danone we've long believed in using our business as a force for good and are on a journey to continually challenge ourselves and collaborate with others to go further for people and planet. Looking to the future this will continue to be key to achieve the pace and scale of positive change required as we enter the 'new normal'.

A practical step that businesses can take is becoming a B Corporation. B Corps must demonstrate exceptional standards of social and environmental performance, transparency and accountability. They aspire to use the power of business to solve social and environmental problems and they are legally required to consider the impact of their decisions on employees, customers, suppliers, community and the environment - amending their articles of association to reflect this.

Certifying as a B Corp is a significant undertaking, but in my opinion, joining this growing network can help drive real change for the future. Our EDP and Waters businesses in the UK and Ireland are B Corps, and our ambition is for all Danone's operations globally to be certified B Corp by 2025.

Structured around each of the topic areas that B Corp prioritises, the following pages share some of the progress we've made over the last year towards our 'One Planet. One Health' vision. This is our first 'One Planet. One Health' presentation, but by no means do we consider our work done. As 2021 begins, I look forward to building on our momentum and continuing on our 'One Planet. One Health' journey.



HI, I'M
JAMES PEARSON
*GENERAL MANAGER INTEGRATOR,
DANONE UK & IRELAND

“The challenges we face as a society today cannot be ignored - through what we do, and our work with partners, we are committed to improving health, protecting our planet and supporting our communities.”

Our approach to One Planet. One Health

At Danone, everything we do is guided by our long-established principle of balancing economic success and social progress. This means considering the environmental and societal impact of everything we do and every product we make. We have made a start towards our ambition of becoming certified B Corp, with our EDP and Waters businesses in the UK and Ireland becoming fully certified B Corp, and by 2025 we aim to be certified globally.

ABOUT B CORP

B Corp is a certification that acts as a mark of trust. Certified by the independent not-for-profit B Lab, a B Impact Assessment judges companies on a lengthy set of criteria covering people, planet, the communities they operate in and their customers.

PARTNERSHIPS

FOR US, B CORP HAS PROVEN TO BE A TANGIBLE AND TRANSPARENT WAY TO IMPROVE OUR PRACTICES, TO HELP US WITH OUR AMBITION TO BE A FORCE FOR GOOD, AND TO OPERATE AS A SUCCESSFUL AND SUSTAINABLE BUSINESS IN THE LONG TERM.



CERTIFICATION

The process requires re-certification every three years, ensuring businesses are continually improving. As part of our commitment, we are striving to improve our performance in each certification round, which encourages us to find ways our businesses, factories and brands can increase the positive impact they have.

We support B Corp's #operationupgrade initiative to change the Companies Act so businesses would have a legal requirement to work toward measuring by the 'triple bottom line' - people, profit and planet.

B IMPACT ASSESSMENT (BIA) TOPIC AREAS



GOVERNANCE

'One Planet. One Health' is our guiding principle, and it is supported by our UK & Ireland Board of Directors, who review progress monthly.



READ MORE ON PAGE 5



ENVIRONMENT

Through our commitment to the environment and tackling climate change, we are working towards playing our part in creating a healthier planet.



READ MORE ON PAGE 7



DANONERS

Helping our workforce understand the importance of B Corp issues is central to our strategy, and our culture of continuous improvement. At Danone we call ourselves Danoners.



READ MORE ON PAGE 10



COMMUNITY

Whether farmers, parents or charities, we treat our community members with respect and compassion.



READ MORE ON PAGE 12



CUSTOMERS

We know that eating and drinking choices can be a vote for change; the health of our nations and planet underpins our product development.



READ MORE ON PAGE 14

Our approach to One Planet. One Health CONTINUED



WE ARE FULLY COMMITTED TO THE UN SDGS AND OUR CONTRIBUTION IS STRUCTURED AS SHOWN HERE

MATERIALITY

In 2017, Danone Global carried out a materiality assessment which identified 41 key topics that are of strategic importance to focus on throughout the business. With operations in many countries, the relative importance of sustainability topics often varies by area. Therefore, in 2020, Danone UK & Ireland carried out a materiality assessment to identify the topics most relevant to our region. The study considered topics by their impact on Danone UK & Ireland and our stakeholders, and prioritised those in line with our businesses, brands and trust models.

This exercise underpins our regional strategy to achieve our 'One Planet. One Health' vision.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The UN Sustainable Development Goals (SDGs) are a collection of 17 interlinked goals designed to be a "blueprint to achieve a better and more sustainable future for all". They balance the three dimensions of sustainable development: economic, social and environmental.

In line with our 'One Planet. One Health' vision and to respond adequately to the challenges and opportunities of the ongoing food revolution, we have defined our 2030 goals,

which correspond to an integrated set of nine long-term goals based on Danone's business, brand and trust models. Our 2030 goals are also aligned with the 2030 SDGs of the United Nations. In parallel, in 2019, we took part in the beta-testing of the SDG Action Manager which was developed by the UN Global Compact (UNGC) and B Lab.

HEALTH

We believe everyone in the food and drink industry has a role to play in tackling poor health. We need to do more, faster and at Danone we are regularly improving our portfolio and inspiring healthier and more sustainable eating and drinking habits. This work includes helping people understand what makes a healthy diet and the nutritional value of different foods, so they can make better choices. We are working with patient groups and charities to support patients with lifelong health conditions, and working with the UK and Irish governments to shape the public-health policy agenda. Helping tackle diet-related diseases and encouraging healthier, more sustainable eating and drinking habits across the UK and Ireland, will continue to be central to our mission of bringing health through food and drink to as many people as possible.



Business Model / Trust Model	1 No poverty	2 Zero Hunger	3 Good health and well-being	4 Gender equality	5 Clean water and sanitation	6 Affordable and clean energy	7 Decent work and economic growth	8 Responsible consumption and production	9 Climate action	10 Life below water	11 Life on land	12 Peace, justice and strong institutions	13 Partnerships for the goals
Offer superior food experiences and innovate, always			Major focus						Major focus				
Deliver superior, sustainable, profitable growth							Major focus	Major focus					
Be certified as a B Corp							Major focus	Major focus				Commitments	
Impact people's health locally			Major focus	Major focus									
Grow Manifesto Brand								Major focus					
Preserve and renew the planet's resources			Major focus		Major focus	Commitments		Major focus	Major focus	Commitments	Commitments		
Engage Danone's people to create new futures				Commitments	Major focus		Major focus						Commitments
Foster inclusive growth	Commitments	Major focus		Commitments	Major focus		Major focus						
Serve the food revolution with partners													Major focus

Level of Danone's engagement:
 Major focus (Target icon)
 Commitments (Handshake icon)



GOVERNANCE

Strong governance and business ethics are fundamental and essential to our dual goal of sustainable business growth and social value. Our compliance programme sets the ethical standards we must all adhere to and stimulates trust in our business.



In 2020, we took our compliance programme on the road with the launch of the “Every day we go further with you” campaign, a new people-centric approach to compliance, holding several workshops at our six sites in the UK and Ireland. During these sessions, we showcased our Code of Business Conduct, the Danone Ethics Line whistleblowing platform, and our new compliance fundamentals e-learning. We maintained momentum throughout the year and achieved a record 98% completion rate for the compliance e-learning, a testament to our Danoners’ commitment to being part of an ethical company.



THINK PRIVACY!

It is everyone’s responsibility to ‘Think Privacy’ and ensure we continue to protect the data of our employees, consumers, healthcare professionals, patients and customers. We ensure that anyone whose personal data we hold is fully aware of how we secure, manage and use it. Our regional Privacy Committee, a cross-functional team of subject-matter experts, review any privacy-related questions or concerns, striving for continuous improvement.

DIGITAL TRANSFORMATION

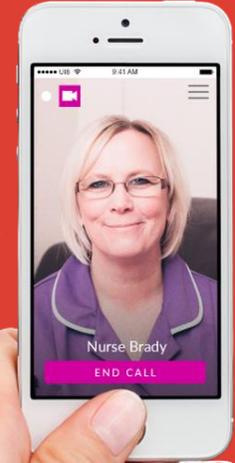
In 2020, we launched several digital channels, including new e-commerce platforms, and we consolidated our healthcare-professional websites in line with the General Data Protection Regulations (GDPR). To promote our ‘Think Privacy’ mindset, we also launched a new practical GDPR e-learning for all Danoners.



NUTRICIA HOMEWARD APP

Nutricia Homeward Nurses in our Specialised Nutrition team are dedicated to making a difference to the lives of people who enterally tube feed at home, their families and carers. In 2019, we launched the Nutricia Homeward app, a safe, secure, GDPR-compliant method of communication for Nutricia Homeward nurses, healthcare professionals and patients. Since launch, it’s been used for nearly 13,000 calls, and feedback from nurses and patients is extremely positive. This communication channel has proved critical, particularly during the pandemic, providing support for enterally fed patients during Covid-19, keeping patients tube feeding safely at home.

“BRILLIANT APP, SO EASY TO COMMUNICATE WITH.”
“FANTASTIC SERVICE! WHAT A GREAT IDEA TO BE ABLE TO SEE EACH OTHER AND HAVE ISSUES DISCUSSED AND FIXED!! VERY PLEASED.”



COMPLIANCE E-LEARNING COMPLETION RATE
98%





GOVERNANCE

CONTINUED

HUMAN RIGHTS

We believe protecting human rights to be essential. Our responsibility as part of the global food chain – and as a company committed to protecting the health of the planet and the health of people – is more fundamental than ever.

Since 2016, we have supported the Consumer Goods Forum (CGF) with one of their objectives to eliminate forced labour in global supply chains. In 2018, we formalised this commitment in the Danone Statement on Forced Labour. In 2020, we joined CGF's 'Human Rights – Working to End Forced Labour' coalition with our CEO Emmanuel Faber as Co-Chair and CEO Sponsor, and we have committed to implementing due-diligence systems for human rights across all operations by 2025.

We publish a UK [Modern Day Slavery](#) statement each year.

In 2019, we showcased the safeguarding and human rights training we provide for our Nutricia nurses. Then in 2020, we introduced a company-wide compliance e-learning, as well as a specialist human rights and forced labour module for key functions in the UK and Ireland.



SPECIALISED NUTRITION

We strongly believe breastmilk is best, which is why we support and protect breastfeeding. We promote the responsible marketing of breastmilk substitutes by adhering to the principles of the International Code of Marketing of Breastmilk Substitutes as set by the World Health Organisation (WHO). The principles of the WHO Code underpin our [Policy for the Marketing of Breastmilk Substitutes](#) (BMS Policy).

We are also signatories to two UK industry codes of practice, the Infant Nutrition Industry and Medical Nutrition & Parenteral Nutrition Industry. These are voluntary self-regulation industry standards developed by members of the British Specialist Nutrition Association (BSNA), the trade association representing infant and medical food manufacturers in the UK. In Ireland, through our trade association, Dairy Industries Ireland, we contributed to the development of the Food Safety Authority of Ireland's Guidance for the compliance with food law when communicating with health professionals about infant formula products. In 2020 we also became members of a newly formed IBEC-Food for Special Medical Purposes (FSMP) Irish industry group.

We include the policies and codes of conduct in our employee training programme, so they can apply the practices in their day-to-day work.



PARTNERSHIPS

Our relationships with the healthcare community are critical for us, as well as for our consumers and patients. Through our Healthcare Systems (HCS) Policy, we strive to ensure we always act in an ethical, open and responsible manner when dealing with healthcare professionals and organisations.



ENVIRONMENT

Environmental concerns have become increasingly pressing over recent years, and it's more important than ever that businesses such as ourselves accelerate our environmental commitments and actions in order to bring about real change. By working with expert partners and in collaboration with other businesses, we can find solutions on vital areas including climate, plastics and packaging, biodiversity and food waste.

FOOD WASTE AND POVERTY

We have committed, in line with WRAP's 'Target Measure Act Food Waste Reduction Roadmap',

TO REDUCE OUR FOOD WASTE BY 50% ACROSS OUR OPERATIONS BY 2030 (BASED ON A 2019 BASELINE)

We acknowledge we have a responsibility to address food poverty in the UK and Ireland. In 2020, we donated over 250 tonnes of products to charities, through partnerships with Neighbourly, Fareshare and Company Shop in the UK, as well as FoodCloud in Ireland.

We've also been increasing employee awareness of the impact of food waste through various campaigns, including the promotion of food-waste recipes and a 'lunch and learn' from fellow B Corp, Too Good To Go.

At our Macrooom factory, we send food waste from the canteen for composting, and ran a workshop educating Danoners on the composting process and its benefits.

ENERGY

Macrooom installed a new energy-recovery system in February 2020. This will reduce its energy use by 3,300 tonnes of CO2 in 2020. In researching possible solutions to the high thermal-energy use on site, the Macrooom Nature team chose Flu-Ace technology.

AT OUR NUTRICIA LIVERPOOL SUPPLY POINT, WE HAVE REDUCED OUR ENERGY CONSUMPTION PER TONNE OF PRODUCT BY 38% IN THE LAST FIVE YEARS.

CLIMATE CHANGE MITIGATION AND ADAPTATION

Mitigating against, and adapting to, climate change is of huge importance to Danone. Globally, we have committed to becoming carbon neutral by 2050 across our full value chain. Our carbon-reduction targets were officially approved by the Science-Based Targets initiative in 2017. We also signed the 'Business Ambition for 1.5°C' pledge in 2019.



Target
Measure
Act



DANONE WEXFORD CARBON NEUTRAL

In a ten-year transformation, our Wexford baby-formula plant was certified as carbon neutral by the Carbon Trust in January 2020. It's the first carbon neutral baby-formula plant in the world, another step towards Danone becoming a net-zero carbon company by 2050. We've improved the plant's energy efficiency, installed a biomass boiler that uses local wood, and switched to fully renewable electricity. The facility now also sends no waste to landfill. In October 2020, Danone Wexford won the 'Sustainable Energy Authority of Ireland Large Business - Exemplary Energy Management Award' for its excellence in all aspects of energy efficiency and renewable energy.



EVIAN AND VOLVIC GLOBAL CERTIFICATION FOR BECOMING CARBON NEUTRAL

In 2020, evian and Volvic became certified carbon neutral by the Carbon Trust. Both brands work continuously to measure and reduce their carbon footprint throughout their products' lifecycles. This includes increasing the use of recycled content in their bottles, using renewable energy at their bottling sites, and increasing transportation via trains. The brands offset the remaining global emissions through the Livelihoods Carbon Fund and South Pole respectively.



ENVIRONMENT

CONTINUED



THE CIRCULAR ECONOMY OF PACKAGING

We want to help speed the transition to a circular economy of packaging. This means eliminating packaging we don't need; designing our packaging to be safely reused, recycled or composted; and ensuring what we produce avoids becoming waste or polluting.

We're a founding member of the [UK Plastics Pact \(UKPP\)](#), which brings together businesses, the UK government and NGOs to tackle the scourge of plastic waste. We're also a member of the [Repak Plastics Pledge](#) in Ireland, signing up to five objectives designed to reduce plastic packaging and make packaging more recyclable, while minimising food waste.



RECYCLE WEEK

In 2020, we were a primary donor to WRAP's (Waste and Resources Action Programme) Recycle Week, a consumer-facing recycling campaign that we supported with campaigns via evian and our Danone yogurt brand. To inspire our Danoners, we also hosted a range of lunchtime talks with speakers from Hubbub, Recycle Now, Terracycle and Planet Patrol.

IMPROVING HARD-TO-RECYCLE PLASTIC COLLECTION

In 2020, Danone's yogurt brand also formed the Terracycle Kids Pouch consortium with Ella's Kitchen, helping standardise collection of hard-to-recycle pouches.

ACROSS THE UK AND IRELAND, WE WANT ALL OUR PACKAGING TO BE 100% RECYCLABLE OR REUSABLE BY 2025

INCREASING RECYCLED CONTENT

In 2020, we continued to make significant changes to our products, to help achieve our circular economy goals of incorporating recycled content in food packaging. We launched our new Danone yogurt brand pots made from recyclable PET with an average of 30% recycled content. We also launched our best-selling evian bottles in 100% recycled PET*, replacing our iconic logo with 'bottles made from bottles', further helping food-grade packaging remain in the circular economy.



BY 2025, WE AIM FOR ALL OUR PACKAGING TO CONTAIN 30% RECYCLED CONTENT

*Cap and label don't yet contain recycled plastic. Only bottles with these labels are made from recycled content

HUBBUB ON-THE-GO RECYCLING PARTNERSHIPS #INTHELOOP

Less than half of UK local authorities provide on-the-go recycling bins. Our Volvic and evian brands supported the innovative on-the-go recycling trial, #LeedsbyExample, which saw recycling rates more than double in Leeds. The brands also supported the next phase in Swansea and Edinburgh.



HUBBUB ON-THE-GO RECYCLING BINS



ENVIRONMENT

CONTINUED

SUSTAINABLE FARMING PRACTICES

Agriculture is core to what we do. We are proud to maintain close relationships with over 58,000 farmers worldwide. Agriculture is at the centre of a number of major challenges today, from economic development and climate change to water scarcity and biodiversity loss. We are determined to help overcome these challenges by developing new agricultural models that protect soils, support farmers and promote animal welfare.

SUSTAINABLE DAIRY PARTNERSHIP

Globally, Danone is a founding partner of the Sustainable Dairy Partnership (SDP) - a streamlined approach to measuring the progress dairy suppliers make on the Dairy Sustainability Framework's (DSF) 11 Sustainability Criteria.

We are also a certified member of Origin Green, a programme led by Bord Bia, the Irish Food Board, which measures food and drink companies on multiple sustainability targets with the common goal of sustainable food production.

WASTE MANAGEMENT

We are on a journey, looking for constant ways we can improve and reduce our waste. The label-backing paper we use in our Wexford factory has complex materials limiting its recycling options. However, we worked with Envirogreen on a processing technology that allows the paper to be remade as label backing and re-used. This has helped the Wexford factory reduce general waste by 15 tonnes a year, reduce CO2 by 30 tonnes and save 555m3 of water. The project won a Nudge Global Impact Award in 2019.



BIODIVERSITY

Globally, Danone is a founding member of the One Planet Business for Biodiversity (OP2B), which has a specific focus on regenerative agriculture.

To encourage biodiversity, in 2020, our factory in Macroom planted 700 native Irish trees such as beech, ash, sycamore and alder on site, as well as perennial wildflowers. We also created an outside seating area and walking route so staff could relax and enjoy the nature of the 'biodiversity field'. We have also started building an insect hotel for the field.



OUR LIVERPOOL, WEXFORD & MACROOM SUPPLY POINTS HAVE ACHIEVED ZERO-WASTE-TO-LANDFILL

WATER MANAGEMENT AND STEWARDSHIP

In 2020, we launched our water policy; our strategy towards water preservation for 2030 at global and local levels. We are developing water stewardship projects worldwide to achieve a water-positive impact on the landscapes where we operate.



For every litre of Volvic water consumed, Volvic has been helping provide access to a litre of safe drinking water for people in need. In 2019, Volvic helped provide 1.4 billion litres of safe water to over 5 million people around the world.



The organisation APIEME was founded 25 years ago to help preserve evian's source and promote sustainable agricultural practices in the Évian-les-Bains area. Since then, evian has been working with the local community to foster local development and ensure our source's healthy sustainable future.



DANONERS

We want to build an inclusive and sustainable people-powered business that leaves no one behind and where personal contribution counts. We support Danoners in making free and personal choices about how they work and learn, so they can be at their most energised, healthy and productive.

LINE-MANAGER EXCELLENCE PROGRAMME

In 2020, we launched a scheme aiming to give our line managers the support to thrive. It includes:

- specific and revamped learning opportunities
- a self-service e-learning tool
- new ways to drive recruitment excellence across the organisation.

All line managers have had the opportunity to be trained as Mental Health First Aiders in Danone UK & Ireland throughout 2019 and 2020. This is an internationally recognised training course, that gives line managers an in-depth understanding of mental health and the factors that can affect wellbeing. It includes practical skills to spot triggers and signs of mental health issues, giving the confidence to step in, reassure and support a person in distress. Training will continue throughout 2021 for new line managers.



Match to Grow



GROWING IN DANONE

Our 'Growing In Danone' programme is designed to inspire and inform Danoners on all topics relating to their career, development, reward and performance. Across two weeks, 40 of our senior leaders hosted videos, live webinars and Q&As offering their advice and highlighting the support we offer employees. The programme was a success, with over 1,000 Danoners getting involved, and positive feedback received about how employees are taking ownership of these topics.



MATCH TO GROW

Our internal coaching programme 'matches' Danoners with internal coaches to support their development. Colleagues who have attended a coaching skills programme can post their coaching profile onto an online forum to allow Danoners looking for support on their development plans to 'match' with an appropriate coach. In 2020 the programme has matched over 30 coaching partnerships.



MATCHING OVER 30 COACHING PARTNERSHIPS

ONE HEALTH

In 2019, we launched our new health and wellbeing programme, One Health. Empowering Danoners to be the best they can be, the holistic programme aims to support both physical and mental health. It continues some well-loved activities such as massages and introduced a rota of different classes and workshops to try out new things for both physical and mental health, such as sleep and breathing or resilience workshops.

The One Health programme also encompasses our Mental Health First Aiders programme.



DANONERS CONTINUED



OUR DIFFERENCES MAKE THE DIFFERENCE

Events in 2020 were a painful reminder that there is still deep racial injustice and discrimination around the world. We believe we can, and must, do better. We are working to do everything possible to create a safe, diverse, and inclusive workplace, and using our brands and platforms to drive positive change. This is a journey and we are committed to listening, learning and action, together.

This year, our Inclusive Diversity ambassadors made a lasting impact. In June, we ran our first ever Pride event, with live presentations, including from former Wales rugby star, Gareth Thomas.

Then in September we ran a survey to look into employees' experience of inclusion, where we outperformed the UK average on all measures, reflecting our strong heritage of inclusivity.

October saw our first Black History Month, including engaging materials such as recipes, books, movies and podcasts. Activities culminated with a live talk from BAFTA-award-winner, David Olusoga.

Based on our survey results, knowing we still have work to do, in November we ran focus groups to better understand areas of improvement, and we will soon issue detailed plans for 2021 and beyond.

We wrapped up the year with ID Week, bringing together everything we'd done in 2020 and launching a new ID 'learning pathway' in Campus X.

Everyone is free to join and play a role in our first employee networks – Pride and RISE (Racial Inclusion Striving for Equality).

SUPPORTING DANONERS THROUGH COVID-19

Our culture, values and long-term investment in people, coaching, personal safety, wellbeing, and technology have supported us throughout the Covid-19 pandemic – giving us agility and confidence to handle the crisis in the way most appropriate for individual employees.

To support colleagues:

- We completed home-risk assessments and helped buy equipment such as chairs, desks and computer accessories.
- We helped accommodate changing childcare situations and flexible working, with no impact on pay.
- We arranged with suppliers to turn face-to-face wellbeing activities into virtual sessions such as Yoga and breathing or resilience workshops.
- For our nurses making critical home visits, we provided full PPE training as well as additional support or adaptations to working patterns. The Nutricia Homeward App also enabled remote calls.
- We made household care packs of face masks and hand sanitiser available for all employees.

**FIVE
FAMILY
DAYS
LEAVE ADDED**

**THE COVID-19 DANONER SUPPORT
FUND OFFERS EMPLOYEES
INTEREST-FREE LOANS
UP TO £10,000**





COMMUNITY

2020 has brought into focus the importance of community in helping maintain the health and wellbeing of everyone, and we have encouraged and supported many community-based activities.

VOLUNTEERING

We encourage everyone at Danone to contribute working time to support the community. We bring this to life in our volunteering programme where we match colleagues to charities in need. In 2020, to adapt during the Covid-19 crisis, we offered virtual volunteering opportunities where colleagues could offer their time for emotional support, such as writing letters or making video calls to those feeling isolated. We also offered virtual skills-based support to charities, including database management, website recommendations and helping young people with employment advice.

Miriam supported an IGD employability workshop as part of their Feeding Britain's Future programme. She said: "It was hugely rewarding to contribute something practical for young people during a difficult time and heartening to see pupils so engaged and interested about the role our industry has played during the pandemic."



Shankar helped build a database to track product donations and organise volunteer rotas for a London community-based organisation that cooks and delivers meals to families in need.

"It was lovely to work with the charity and to see the kinds of incredible things organisations are doing in their communities to help people in need, both before, during (and undoubtedly after) a crisis."

99 CHARITIES

SUPPORTED IN 2019-2020

3,426 HOURS

DONATED SINCE THE START OF 2019.



THROUGH OUR FOOD REDISTRIBUTION NETWORK, WE DONATED

OVER 350,000 ITEMS

OF BABY FOOD, DRINKS AND YOGURT TO FOOD BANKS, COMMUNITY CENTRES AND SHELTERS, SUCH AS FARESHARE, THE FELIX PROJECT, CITY HARVEST AND FOOD CLOUD IN IRELAND.



COMMUNITY
CONTINUED

EAT LIKE A CHAMP

Our UK schools programme Eat Like A Champ offers resources for six curriculum-based lessons, aimed to inspire 9-10 year olds to live healthier, more sustainable lifestyles. We refreshed the programme in 2020 in collaboration with the British Nutrition Foundation, British Dietetics Association and sustainability experts Hubbub. International rugby player Jacob Stockdale helped to promote the newly relaunched programme to primary schools across Northern Ireland.



We believe social innovation is about doing business in a responsible way by meeting social needs through our people, programmes and partnerships. Through our dual commitment to social and economic progress, we aim to inspire healthier and more sustainable eating and drinking practices, believing strongly that people's health and the planet's health are interconnected.

OVER HALF A MILLION CHILDREN HAVE BEEN PART OF THE EAT LIKE A CHAMP PROGRAMME BETWEEN 2010 AND 2020.

EXCEPTIONAL SUPPORT IN EXCEPTIONAL TIMES

Since the start of the Covid-19 outbreak, as well as maintaining our business operations, we have made a concerted effort to support each other and those in our communities.

Our evian brand supported the British Red Cross, providing funds towards their important work in helping patients home after hospital or whilst self-isolating.

We offered a £1.6m support package that included financial and product donations to charities, foodbanks, shelters and community groups, as well as supporting NHS and HSE heroes on the frontline. We were a founding contributor to the Neighbourly Community Fund, which offers micro-grants to local charities to support their communities, helping over 2,250 causes throughout the UK & Ireland.

We donated funds and PPE to hospitals near our Chiswick offices, Macroom and Wexford factories and over 400,000 products to the NHS and HSE, as well as to other workers on the frontline. In addition, we supported the arts through our sponsorship of the Wexford Opera Festival, who switched all their events online.

SPORT UNITES COMMUNITIES

The Danone Nations Cup is the world's biggest football tournament for children aged 10-12, with over 2 million children from 27 countries participating each year. The tournament brings our 'One Planet. One Health' vision to life by inspiring children to "play football, change the game". The tournament aims to develop healthy, sustainable and inclusive behaviour and promote societal change, among future generations, through football.



TO SUPPORT COVID-19 PATIENTS

WE MORE THAN DOUBLED OUR SUPPLY OF CRITICAL MEDICAL NUTRITION AND ASSOCIATED PRODUCTS (AND SERVICES) TO THE NHS AND HSE.





CUSTOMERS

In the UK and Ireland, every minute on any given day, on average 3,600 people are eating or drinking one of our products. We embrace this responsibility because we know that eating and drinking choices can be a vote for change and a change for good.

HEALTH OF OUR CUSTOMERS

We believe easy-to-use front of pack nutrition labelling helps consumers make healthier choices. In 2020, the UK Government sought views and evidence on various types of nutrition labelling schemes. We support the Nutri-Score system, as we believe it is the most beneficial for consumers. The Nutri-Score system grades a product from A to E, based on all its nutritional elements, rather than grading them separately. We promoted discussions on Nutri-Score, which included hosting a roundtable with the British Nutrition Foundation for retailers, NGOs and consumer organisations. They discussed whether nutrition labelling schemes can influence food purchases and healthier eating choices and stimulate product reformulation.

SUGAR REDUCTION

In 2017, Public Health England (PHE) published the report 'Sugar reduction: Achieving the 20%' which set out sugar-reduction guidelines for certain categories of foods, including yogurts and fromage frais.

Danone EDP is one of the best performers, with an overall decrease in sugar of 15% from the baseline figure. This reduction is a result of regular and extensive reformulation of our products. We have promoted our low-sugar and no-sugar ranges and launched innovative no-added-sugar yogurts such as our Danone brand. The next progress report from PHE will be published in 2021, and will assess the progress of our yogurt and other categories towards our 20% reduction ambition.

OVERALL DECREASE IN SUGAR OF 15%

PHE sought a 5% reduction in year one across 20 categories yogurts and fromage frais was one of the only categories that met this, the other being breakfast cereals. Our yogurt category continued this success, with yogurt and fromage frais achieving the second-largest decrease in sugar – an impressive reduction of 12.9% from 2015 to 2020.



CASE STUDY: ICARE QUALITY

Quality is one of our top priorities, and we aim to ensure the best experience for our consumers. All our factories are food-safety certified, have control plans in place for every production, and strict quality rules, to ensure food safety as well as quality, such as taste or texture.

The consumer experience continues even after they finish eating or drinking, thanks to our consumer Careline. Our consumers can contact us if they have any questions or complaints, or even just to give praise.

We analyse consumer feedback and report relevant data to the business, to help make the right plans at factory level or design level.



WE STRIVE TO IMPROVE OUR RECIPES CONTINUALLY, AND WORK TOWARDS THE PHE GUIDELINES AS PART OF OUR 'ONE PLANET, ONE HEALTH' VISION.



CUSTOMERS

CONTINUED

NUTRICIA

We recognise the value of our connections with patient and professional organisations, and work with them to help achieve better patient outcomes and nutritional care.

It has never been more important to ensure people have access to the right information at the right time. As a founder member of the Malnutrition Task Force, we continue to work with them to raise awareness of malnutrition and to help combat preventable undernutrition and dehydration in later life. We supported Carers Week 2020, and develop and distribute nutritional information and resources together with Carers UK.

2020 has been a challenging year for many people across the UK and, as such, BAPEN (British Association of Parenteral and Enteral Nutrition) wanted to promote and celebrate improvements they had made to services across the country. They invited submissions from Nutrition Support Teams for their 'Covid-19 Service Improvement and Innovation Awards'. The team at Nutricia Homeward entered, highlighting the changes they had implemented rapidly to be able to continue to meet healthcare professional and patients' needs, and were delighted to receive a 'commended' from the judges. [You can see the winners and finalists here.](#)



92%
OF HEALTHCARE PROFESSIONALS
WERE SATISFIED OR VERY SATISFIED
WITH THE SUPPORT THEY RECEIVED
FROM NUTRICIA IN 2020



PATIENT EXPERIENCE NETWORK AWARDS

In 2020, we were recognised for always putting our patients first, by winning 4 Patient Experience Network Awards:

BEST PRIVATE HEALTHCARE COMPANY

MEASURING, REPORTING AND ACTING

COMMUNICATING EFFECTIVELY WITH PATIENTS AND FAMILIES

PERSONALISATION OF CARE



DANONE
ONE PLANET . ONE HEALTH

OUR MISSION IS
TO BRING HEALTH,
THROUGH FOOD
AND DRINKS,
TO AS MANY
PEOPLE AS
POSSIBLE...



...fuelling this mission is the commitment and enthusiasm of the 2,000+ people in our organisation, all working every day to make a difference to the world around us. We are proud to think of ourselves as a people-powered company, where everyone, at every level in the organisation, has a voice and a share in Danone's future.

As we anticipate the coming years, we look forward to letting you know more about our progress towards our 2025 goals. Targets such as recyclable packaging under our UK Plastics Pact commitments, engaging with the UK and Irish Governments on nutrition literacy, our progress towards our 2030 commitments to halve food waste and our BCorp certifications across our total region.

Whatever targets we set ourselves, our clear sense of purpose encourages us every day to do more, to ensure we are a force for good in the role we play through food and drink.

