



manna



Sustainability Report 2021



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1. About Manna

Since our founding in 1935, we have been producing delicious cold and hot sauces for everyone. Our motivated team strives every day to make a difference.

As a no-nonsense family business, we always guarantee a fast service with the necessary flexibility.



1.1 Our mission

At Manna, we have genuine **appreciation and respect** for all our **stakeholders**.

Our **customers** are our **partners** and it's our **employees** who **make the difference**.

We aim for **structural growth** and **long-term results**.

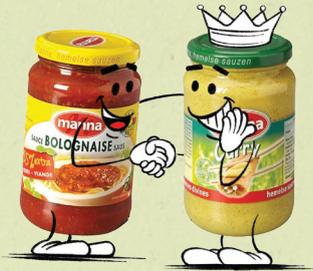


1.2 Our vision



1.3 Our values

Our goal at Manna? Continuing to grow both nationally and internationally in a sustainable way. We always start from our **6 core values**. By applying these values, our motivated team makes a difference every day.



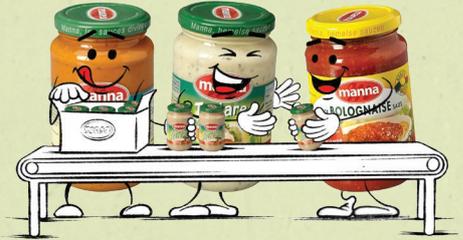
Service-mindedness

The Customer is central to Manna. In our business processes, the needs and wishes of our Customers come first. Thanks to the engagement and strong commitment of our employees, we turn our Customers into partners.



Quality

We permanently invest in the quality of our team. We produce top-quality products with the utmost care and high-quality raw materials. We also guarantee a high-quality service and we continuously work on excellent internal and external communication.



Efficiency

We strive for efficient operations in all departments by employing the right person in the right place. We use all resources as optimally as possible and reduce costs to a minimum.



Entrepreneurship

We encourage our employees to have a sense of initiative, launch ideas and convert them into concrete actions. Making mistakes is human and it's allowed, as long as we learn the right lessons. We also expect every employee to take his or her responsibility.



Fun

At Manna there is an informal, family atmosphere: employees are not numbers but valuable individuals. We take initiatives to encourage team spirit and we strive for a good work-life balance. We are convinced that if you enjoy working, you also work better!



Transparency

All colleagues contribute to an open and transparent corporate culture, in which a critical and constructive attitude and openness are stimulated. We always communicate directly with the right colleague.

1.4 History



1935

Where it all began

Henri Van den Broeck, the founder of Products Manna, had the bright idea in 1935 to sell pickled herring. He cleaned the herring by hand and sold it door to door. And he did it with a horse and cart!



1950

Expansion of the range

After the Second World War, more and more chip shops began to appear. We saw this as the perfect opportunity to market our Manna mayonnaise. The forerunner of an extensive range of more than 100 tasty sauces



80s

Launch of Manna Bolognese

In the 1980s, Johny Van den Broeck, the grandson of founder Henri, developed the iconic Manna Bolognese. This sauce, tailored to the Belgian taste buds, has been enjoyed for generations.



1999

Big move

Because the site in Schoten had become too small, in 1999 we moved our administrative offices to the new building in Wijnegem.



2004

Passing it on

In 2004, Sylvie Van den Broeck, the great-granddaughter of Henri Van den Broeck, took over. Manna is therefore still 100% a family business.



2006

More space

In 2006, a large warehouse was built in Wijnegem. From here we ship our tasty sauce all over the world!



2018

Even more space

Due to the enormous growth, there was again a need for extra space. That is why a large warehouse was purchased in 2018, right next to the current factory on the Albert Canal. The future of Manna in Schoten and Wijnegem is therefore assured!

1.5 Manna today

over
€50
million
sales



120
employees

Diverse customer channels

30%
Retail



60%
Export



10%
Food Service



2 sites



Wijnegem

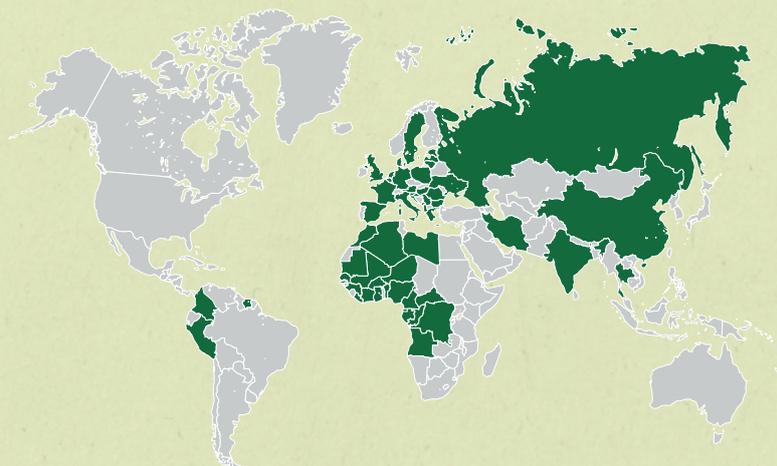


Schoten



Financially **sound**
and growing
family business

Export to over 60 different countries



2. From sustainable initiatives to a sustainable strategy

As a family business, we want to continue our growth in a sustainable way. We strive to create **as much value as possible** for **all stakeholders** with a **minimum of wastage of raw materials, energy and talent**.

After all, we have a **responsibility** that extends far beyond our owners. Our employees always come first. We also strive to develop sustainable partnerships with our customers. And we choose to establish long-term relationships with our suppliers whenever possible. In addition, we are also actively involved in the well-being of our local community.

2.1 Sustainable initiatives

Before 2018, we already took several sustainable initiatives:



Commuting: we specifically search for employees who live within a radius of 10 kilometres or less. After all, people who work closer to home have a better work-life balance.



Less waste: when our sauces can no longer be sold to customers due to a limited shelf life, they are donated to organisations such as Mothers for Mothers.



Buying locally: we work, where possible, with local, quality ingredients. Not only to support other Belgian companies, but also to limit the transport of these ingredients as much as possible. We also attach great importance to building sustainable long-term relationships with the suppliers of our ingredients.



Society: we try to contribute to society by collaborating, where possible, with sheltered workplaces. For example, for actions that cannot be carried out in-house, we always call on a local sheltered workplace in Antwerp.



Sponsorship: since 2014, Manna has made an annual donation to the Cliniclowns. In 2016 and 2017, an amount of 20.000 EUR was donated to the Cliniclowns as part of a viral Social Media campaign in collaboration with Piet Huysentruyt and Van Echelpoel. We also sponsor various youth organisations and associations with free sauces.



Well-being at work: the well-being of our employees is a priority at Manna. Manna strives to create a positive environment where employees have the space to develop themselves. Activities are also organised on a regular basis to strengthen bonds between employees and with the company.



Environment: in 2011, solar panels were installed on the roof of the offices and warehouse in Wijnegem. With this green energy we can provide for our own electricity consumption and return part of it to the electricity grid. Water pollution is also limited as much as possible. We first clean polluted water ourselves before it ends up in the Antwerp water treatment plant.

2.2 Sustainable strategy

From 2018, we took the first steps towards a sustainable strategy.

In **2018**, we defined **30 priority actions** in collaboration with EY Climate Change & Sustainability Services. These actions were determined based on the **Sustatool***.

Product service excellence	Offer	Material	Packaging	Consumer	Supply chain & purchasing
	1	2	3	4	5
Operational excellence	Lean	Energy	Water & environment	Transport	Environmental impact
	6	7	8	9	10
Organizational excellence	Ethics	Employees	Health & safety	Communication	Stakeholders
	11	12	13	14	15

** the Sustatool is a sustainability management method that makes sustainability visible at the level of products and services, processes and the organisation. Five sustainability and optimisation themes are identified on each of these three levels. The 30 priority actions were determined on the basis of these 15 themes.*

We have already fully implemented 15 of the 30 actions. The other actions, such as, for example, using less water during cleaning, must be continuously evaluated and further optimised in order to achieve our objectives in the context of **Sustainability** (see also part 3).

Some examples of actions based on the Sustatool.

Product service excellence



Recycling product waste



Sustainability criteria in contracts with suppliers

Operational excellence



Delineate pedestrian zones in warehouse and production



Pool bicycles to travel between the locations in Wijnegem and Schoten

Organizational excellence



Improved ergonomics in production



Create a general safety culture

In **2019** we drew up a materiality matrix to determine which objectives in terms of Sustainability are key, both for our stakeholders and for Manna. Based on this matrix, we defined **7 priority SDGs***, on which we will focus in the coming years.

** the SDGs or Sustainable Development Goals were developed by the United Nations. These targets will run until 2030 and should include, among other things, eradicating poverty, combating inequality and tackling climate change.*



In **2020 Sustainability** became a **part of our Vision**.

In order to fully integrate **Sustainability** into our strategy and policy, we defined the **3 sustainable M's**. These 3 M's represent the **most important themes in terms of Sustainability** at Manna, based on the Sustatool and the priority SDG's (for both stakeholders and Manna).

Our 3 Sustainable *M*'s were subdivided into **9 sub-themes**. For each sub-theme, we set 1 **ambitious target for 2025 and 2030**. In order to achieve these objectives, we will need to take a large number of actions in the coming years in the context of **Sustainability**. In part 3, our 9 Sustainable ambitions are explained in greater detail.



*M*anna Staff Members

We strive to create a **safe, healthy and attractive workplace** for our employees.



*M*anna in the Market

We strive to produce as many **sustainable products** as possible with **sustainable raw materials & packaging** and we look for **sustainable alternatives for transport**.



*M*anna Milieu (environment)

We strive to **limit** our **energy consumption**, **water consumption** and **waste** as much as possible.

3. The 3 sustainable *M*'s

3.1 *M*anna staff Members
We strive to create a **safe, healthy and attractive workplace** for our employees.



1. Safe workplace
We try to create a **general safety culture**, where **safety incidents** are kept to a **minimum**.



We have already taken several steps in terms of **safety and ergonomics**:

- Pedestrian zones have been delineated in the warehouses and in production, so that the employees can move safely within the marked zones.
- We strive to create an overall safety culture by providing clear safety instructions, organising various training courses related to safety, the use and the monitoring of fluorescent vests and PPE (personal protective equipment) etc.
- We installed several stairs, platforms en lifts to minimize manual lifting of materials.
- We installed a number of pumps, so that certain raw materials can be supplied automatically.
- A stacking robot was purchased, so that the end products no longer have to be stacked manually at certain locations.
- We recently invested in a number of fully automated racks in the warehouse in Wijnegem to limit the number of movements by forklift.



To achieve our ambitions, the **safety culture** needs to be further implemented and **optimised**. For example, production employees are encouraged to keep track of **preventive safety reports**. Based on this, the **necessary actions** are identified. **Monthly workstation meetings** are organised to monitor the status of these safety reports and the relevant actions.

← Stacking robot

2. Healthy workplace

We try to **boost the health of our employees**, whereby **absenteeism due to illness** is **limited** as much as possible.

Ambition

Status 2020



Absenteeism
4%

Ambition 2025



Limit absenteeism
to **3,5%**

Ambition 2030



Limit absenteeism
to **3%**

Several initiatives are already being taken to **boost the health of our employees**:

- We provide a fortnightly fruit basket, which all employees can enjoy.
- We offer a free medical examination for people over 50 and provide a free annual flu vaccine for all employees.
- Employees are given the opportunity to lease en (electric) bicycle at a favourable rate.
- We sponsor participation in various sporting events (Half) Night Marathon, the Ten Miles, etc. and organise a sports related team building every two years.
- Our employees can purchase cycling outfits at an extremely advantageous rate. A "Manna Ride" is also regularly organised, in which the employees can participate (in a Manna cycling outfit and with helmet, of course).

To achieve our ambitions, we recently launched our new **HR vision**, which includes various actions to limit absenteeism, such as fine-tuning the reporting procedure in the event of absence, a greater presence of the external prevention advisor (via Mensura) and a more structured well-being policy.



Antwerp Half Night Marathon



3. Attractive workplace

We try to create a **pleasant, stimulating working atmosphere**, in which the **staff turnover** is **limited** as much as possible.

Ambition

Status 2020



Staff turnover
14%

Ambition 2025



Limit staff turnover
to **12%**

Ambition 2030



Limit staff turnover
to **10%**

We have already carried out a number of actions to create a **(more) pleasant working environment**:

- The implementation of an SAP system, allowing the different departments to work together faster and more efficiently.
- We strive for as much diversity as possible in the workplace: we work together with various sheltered workshops and our diverse workforce consists of employees of different nationalities.
- The changing rooms of the production employees were recently refurbished to create more space.
- The cafeteria in Wijnegem was transformed into a cosy lunch room and bar, where employees can also catch up after office hours.
- We organise various after-work activities and information sessions where important (company related) developments are communicated to all employees.
- TV screens were installed in the production displaying important points of interest and announcements.
- Our CEO signed "Sign for my future", asking the following governments to work on a strong climate policy.



Staff party 2017



To achieve our ambitions, we recently launched our new **HR vision**, in which various actions are included to limit staff turnover, such as a train-the-trainer trajectory to make training more efficient and a new career matrix with more career and financial prospects, based on expertise and versatility.

3.2 *M*anna in the Market

We strive to produce as many **sustainable products** as possible with **sustainable raw materials & packaging** and we are looking for **sustainable alternatives for transport**.



1. Sustainable end products

We try to market as many **sustainable, innovative, diverse and healthy** Manna sauces as possible, with as **few additives and preservatives** as possible.

Ambition

Status 2020



Sustainable items*

Ambition 2025



more sustainable items*

Ambition 2030



more sustainable items*

* compared to the total number of items sold under the Manna brand

Cannelloni with
Manna Vegetarian
Bolognaise



We define sustainable products as follows:

- Products adapted to global cultural differences
- Innovative products
- Healthy(er) products (with less fat, sugar, salt, etc.)
- Sustainable products in which ingredients with a major ecological impact are replaced and/or limited
- Products with fewer additives and preservatives

Our current product range already consists of **various sustainable items**:



Products adapted to global cultural differences, such as our **Mahall range**, which consists of Halal certified sauces in various packaging.



Innovative products, including the **Manna Mayonnaise with Truffle** and the **Manna Ch'easy**, a sauce that can be added to replace a slice of cheese.



Healthy(er) products that contain less fat, such as the **Manna Mayonnaise with 70% oil** (instead of 80%).



Products without additives and preservatives, such as the **Manna Vegetable Sauce**.



Sustainable products in which ingredients with a high ecological impact are replaced, such as the **Manna Vegetarian Bolognese** and the **Malina Vegan Mayo**.

In order to achieve our ambitions, we aim to **launch** as many **sustainable items** as possible in the coming years and/or to **make existing articles more sustainable**. For example, the recipe of the Manna Chinese Curry was recently adapted to a **100% plant-based recipe** and we are currently looking at how certain **E-numbers** can be **replaced** by a sustainable alternative.

2. Sustainable raw materials and packaging

We try to purchase as much **sustainable raw materials and packaging** as possible, whereby new and existing suppliers must comply with our **10 sustainable commandments**.

Ambition

Status 2020



50%*

of suppliers comply with at least 5 of the 10 sustainable commandments

Ambition 2025



75%*

of suppliers comply with at least 5 of the 10 sustainable commandments

Ambition 2030



All*

suppliers comply with at least 5 of the 10 sustainable commandments

* this percentage is calculated based on the purchase value that the relevant suppliers represent in relation to the total purchase value.

In recent years, we have already carried out various campaigns to purchase as many sustainable and safe raw materials and packaging as possible. For example, **strict access controls** are carried out on certain raw materials and we ensure that raw materials and packaging are always **traceable**. In addition, we have an **IFS certificate** (Higher Level) and the necessary **risk analyses** are carried out to maximize **food safety** (in terms of food defense and the prevention of food fraud).

We also determined **10 priority sustainability criteria**, which existing and new suppliers must meet (the 10 commandments).

1. No child labour
2. Using sustainable packaging as much as possible
3. Using green energy as much as possible
4. Striving for a reduction of CO2
5. Striving for a reduction in water consumption
6. Striving for a reduction in production waste
7. Investing as much as possible in sustainable transport
8. The well-being of the employees is a priority
9. Ensuring a safe/healthy working environment
10. Purchase raw materials locally as much as possible

In order to achieve our ambitions, we follow up every year to what extent the **suppliers meet these criteria**.

We also strive to use **recyclable packaging** as much as possible and to **limit plastic** (packaging).

In addition, a **packaging diagnosis** was recently carried out in collaboration with Fostplus, Valipac and the University of Hasselt. Based on this, a number of actions were defined to make our **packaging more sustainable**. We will further develop these actions in the coming years.



3. Sustainable alternatives for transport

We try to **limit the number of KM's** as much as possible and we look for **sustainable alternatives for transport**.

Ambition

Status 2020



7,5%

FCL's shipped via inland waterways

Ambition 2025



50%

of the FCL's is shipped via inland waterways

Ambition 2030



75%

of the FCL's is shipped via inland waterways

We have already carried out a number of actions to **limit the number of KM's** travelled:

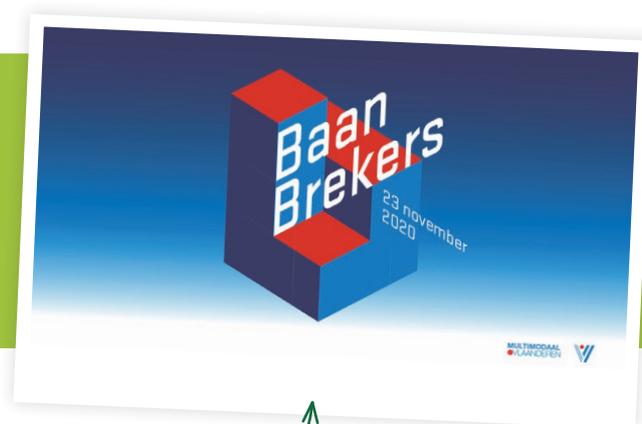
- We always purchase as locally as possible. Thus, +/- 70% of the raw materials & packaging are purchased in Belgium and in neighbouring countries (the Netherlands, Germany and France).
- The number of (internal) transport movements was minimized by purchasing an extra warehouse next to production in Schoten. As a result, there is no longer a need for external storage and the internal transport between Wijnegem and Schoten (for the delivery of raw materials and packaging) is reduced.

A number of **sustainable alternatives for transport** have already been found:

- 20% of the raw materials & packaging is delivered by rail.
- The entire fleet of our carrier was recently switched to the EURO 6 standard.
- Pool bicycles are provided so that employees can travel in a sustainable manner between the locations in Wijnegem and Schoten.
- Employees are given the opportunity to lease an (electric) bicycle to make commuting more sustainable and to reduce traffic jams.

In order to achieve our ambitions, in the coming years we will try to **ship** as many **containers** as possible to the Port of Antwerp **via inland waterways** (Albert Canal).

In 2020, as part of this sustainable project, we were nominated as a "Groundbreaking shipper" (award presented by **Multimodal Vlaanderen**).



In 2020 we were nominated as "Groundbreaking shipper"

3.3 *anna* Milieu (environment)

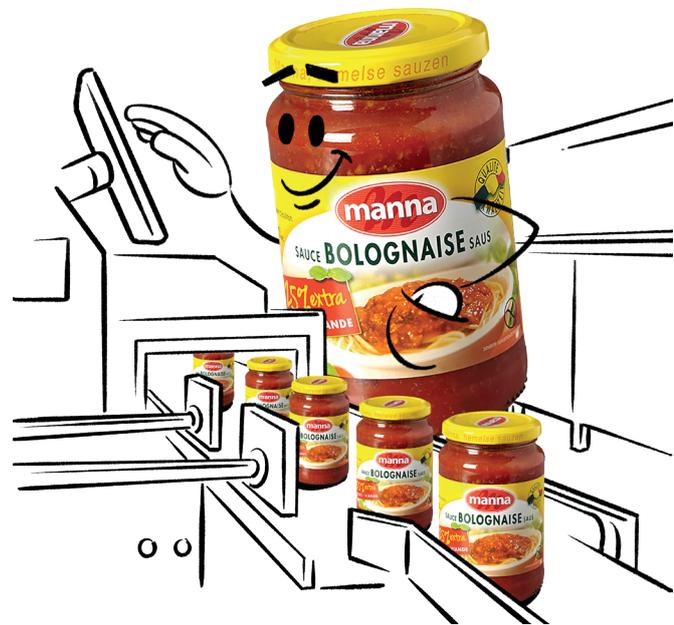
We strive to **limit our energy consumption, water consumption and waste** as much as possible.

9 INDUSTRY INNOVATION AND INFRASTRUCTURE



1. Limit energy consumption

We strive to **reduce our emissions** (in CO2 equivalents) in relation to the volume produced as much as possible.



Ambition

Status 2020



Scope 1 & 2 emissions =
0,074 ton CO2 (in
equivalents) per tonne sauce

Ambition 2025



Reduce Scope 1 & 2
emissions by **10%**

Ambition 2030



Reduce Scope 1 & 2
emissions by **30%**

Several initiatives have already been taken to **limit our CO2 emissions**:

- **Solar pannels** were installed at the warehouse and offices in Wijnegem.
- The heating in the warehouse in Wijnegem is switched off from a certain temperature.

- We strive for **lean manufacturing**. In this way, production is organized as efficiently as possible, minimizing energy waste.

In order to achieve our ambitions, we will still need to take a number of major steps in the coming years. For example, we are participating in the "Logigrid" project of VIL to **organise** the production, storage and distribution of **energy within the business cluster in Deurne as efficiently and sustainably as possible**.

We recently conducted an **energy scan** in collaboration with EFES, identifying a number of **energy-efficient measures**. These actions will be further elaborated in the coming years.

We also bought an extra building next to the current location in Schoten. The intention is to completely **restructure the production**, making use of this extra space. In doing so, we opt for **sustainable energy sources** as much as possible and we examine whether and how existing **energy flows** can be **reused**.



Solar pannels
at our warehouse
in Wijnegem



2. Limit water consumption

We try to **limit water pollution and water consumption** in relation to the volume produced as much as possible.

Ambition

Status 2020



Water consumption =
1,239 m³

Ambition 2025



Reduce water
consumption by **10%**

Ambition 2030



Reduce water
consumption by **30%**

In order to limit water pollution as much as possible, we have our own **water purification system**. Polluted water is purified here, before it ends up in the Antwerp water purification system.

We have already taken various actions to **reduce water consumption during cleaning**:

- Dry cleaning as much as possible
- Optimisation of the CIP system (Cleaning in Place)

whereby certain machine parts are cleaned automatically, without having to be completely moved or disassembled.

By optimising the number and duration of rinses, water can be saved.

- Raising awareness of production employees to limit water consumption as much as possible.
- We strive for lean manufacturing. In this way, production is organised as efficiently as possible, with water wastage being kept to a minimum.

Direct supply lines to the filling machine

A large number of actions still need to be carried out to achieve our ambitions. Thus, we try to fill products where possible by using a **direct feed system**. Because of this direct supply to the filling machine, fewer containers (to temporarily store the sauces before filling) need to be cleaned.

Also, in the context of the restructuring of the production, we are investigating whether a **water treatment system** can be implemented, so that water can be cleaned and reused in a circular way.





3. Limit waste

We try to **limit** the **non-recyclable waste** in relation to the volume produced as much as possible.

Ambition

Status 2020



Non-recyclable waste = **0,072 tonnes** waste per tonne sauce

Ambition 2025



Reduce non-recyclable waste by **20%**

Ambition 2030



Reduce non-recyclable waste by **40%**

We have already taken a number of steps to **limit waste**:

- The 5S-system was implemented, whereby we strive to achieve a tidy, well-organised and clear workplace. The different types of waste are sorted in the waste containers provided for this purpose.
- All employees are encouraged to sort as much as possible, also in the offices.
- We comply with the provisions that have been included in the Flemish regulations regarding the sustainable management of material cycles and waste management (VLAREMA) with regard to the separate collection of the various waste streams.
- End products that we can no longer sell due to a limited shelf life are donated to Mothers for Mothers.
- Products that can no longer be donated to Mothers for Mothers are recycled via Kwaliflex (to biogas among others).

5S-system

To achieve our ambitions, we strive to **reduce production waste** to a minimum. For example, a number of diaphragm pumps were installed between the production machines and the filling lines to ensure that less sauce is lost. We also strive to identify non-conformities as much as possible, for example by means of an **inline viscosity measurement**.

We are currently investigating whether the **buckets**, used to weigh ingredients, can be **reused** (after industrial cleaning by an external partner).



Interview

Sylvie Van den Broeck, CEO

“We are proud of where we already are in terms of Sustainability, but we realise that we still have many steps to take to put Manna on the map as a sustainable company.”



Why is Sustainability an important part of Manna's vision?

I am convinced that a company that does not think long term has no future. As a family business, we naturally focus on the long term, to secure the future of the next generations. The fact that the fourth generation is currently at the helm proves that this long-term thinking has borne fruit. Even now, we still feel responsible for the world that will be inherited by the next generations. Sustainability is therefore part of our DNA.

What is the current status of Sustainability at Manna?

Because Sustainability is in our DNA, we have often instinctively opted for sustainable investments and a sustainable corporate culture in the past. Long before our Sustainability Strategy was officially established.

In 2011, for example, we invested in a large number of solar panels on the roof of our offices and warehouse in Wijnegem. At that time there was still a lot of uncertainty about this, but by thinking in the long term, this significant investment was made. Today, thanks to this green energy we can provide for our electricity consumption and return part of it to the electrical grid.

As a company in the food sector, we also have to take very tight margins into account. As a result, we must always be cost-conscious and we try to use our resources as efficiently as possible.

In this way we are economical with all available resources, such as energy, water, raw materials,...

We are proud of where we already are in the terms of Sustainability, but we realise that we still have many steps to take to put Manna on the map as a sustainable company. That is why Sustainability became part of our vision in 2020 and why we have established our Sustainability Strategy and ambitions for 2025 and 2030.

Interview

Sylvie Van den Broeck, CEO

We will only be satisfied when all our employees are justifiably proud of the company they work for: a sustainable, profitable company, with which they can grow together.”

What necessary steps still need to be taken in the coming years with regard to Sustainability?

As a family business, we want to be a good employer for all our workforce. After all, a large part of our happiness is determined by the work we do. As an employer, we therefore have a responsibility to create an inspiring working atmosphere and environment for our staff. We also want to offer meaningful jobs with a future, where employees can continue to grow and develop.

We recently bought an extra building next to the current production in Schoten. The intention is to completely restructure our production, taking advantage of this extra space. In this restructuring, we will of course be looking for systems that save as many resources as possible, such as energy and water.

What challenges does this pose?

As a cost-conscious company, we naturally always look at what cost savings a certain sustainable investment could yield. Based on this, it is then determined whether or not the investment is carried out.

The corona crisis also presents certain challenges. Because of the limited availability and the rising prices of certain raw materials, our margins are under pressure. Moreover, the many absences (due to illness and quarantine), the mandatory teleworking,.. lead to a lower efficiency. It's only logical that the disappearance of certain after work activities also has an impact on the team spirit and the happiness factor of our employees.

In the long run, we want to automate production as much as possible, which naturally entails additional energy consumption. At the same time, it is our ambition to reduce our energy consumption as much as possible. Fortunately, the location of our production site on the Albert Canal has enormous potential. For example, we are currently looking at whether the energy surpluses of other companies in the area can be recovered in our production by means of "floating heat".

This favourable location was picked by the first generation, from which the fourth generation can now reap the benefits. We therefore certainly want to continue to apply this long-term thinking in the future. We will only be satisfied when all our employees are justifiably proud of the company they work for: a sustainable, profitable company, with which they can grow together.

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