



Feeding the world

# OLYMEL CORPORATE SOCIAL RESPONSIBILITY REPORT



## MESSAGE *from the* PRESIDENT AND CEO

Olymel has experienced uninterrupted growth in its first 30 years. Over three decades of development and challenges, our company has always strived to ensure that our operations leave a livable planet for our children. And this will continue in the decades to come.

Today, as we move rapidly into the second quarter of the 21st century, modern communications and science make it impossible to ignore the damage that human activities are inflicting on our planet. Companies have a greater duty to set an example through their actions than individuals do.

The following pages illustrate how our corporate social responsibility is based on Olymel's three core values of integrity, respect and trust. However, our corporate social responsibility is truly embodied by the way we work for the well-being of our employees, the way we treat the animals in our care, the way we produce without destroying, the way we use energy and water resources, and the way we invent, market, transport and even grow, always with an eye to doing better.


We are well aware that Olymel alone will not be able to solve all the problems plaguing the planet. We can say, however, that Olymel is improving its practices in all areas every day because that's what its managers and employees want and because that is what future generations expect of us.

We can be even prouder to fulfil our passion for feeding the world if we do so knowing that we are making it better.

Happy reading.



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YANICK GERVAIS,  
PRESIDENT AND CEO





# FEEDING THE WORLD, THINKING ABOUT TOMORROW

## **Innovating to produce healthy, safe food of impeccable quality**

For Olymel, feeding the world means ensuring access to quality food products that are safe, nutritious and environmentally friendly. As a food producer, processor and distributor, Olymel is committed to implementing industry best practices at every stage of production and ensuring the safety, wholesomeness, traceability and quality of products throughout the supply chain. Its certified food safety management system, centralized microbiology laboratory and staff training help assure its domestic and international customers that the food it distributes can be consumed with confidence.

Olymel also leverages a process of innovation and continuous improvement to increase the added value of its products. Its research and development teams analyze new food products and trends in order to expand its product line and optimize operations. For example, they can improve the nutritional quality of food by reducing salt, fat or allergens, implement new processes at plants to increase efficiency or reduce food waste, and work with companies that are experts in environmentally responsible packaging that ensures food safety.

## • Food safety

With consumer satisfaction and protection at heart, Olymel strives to meet the strictest hygiene standards in the world and to develop a solid corporate culture in this area.

## • Nutrition

Olymel is increasing initiatives to improve the nutritional profile of its products, notably by reducing and eliminating certain ingredients. It also aims to help consumers make informed choices.



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## • FOOD SAFETY

Olymel complies with all government regulatory requirements and industry best practices with respect to food safety. Each processing facility has implemented a preventive control plan required by the Safe Food for Canadians Regulations to implement procedures related to food hazards and risks. These plans are based on the principles of Hazard Analysis Critical Control Point (HACCP), a rigorous management system designed to prevent, reduce and eliminate biological (microorganisms), chemical (allergens, cleaning products, pesticides, etc.) and physical (glass fragments, metal shavings, etc.) hazards that threaten product safety.

The company has also implemented a supplier management program for raw materials and food products to control risks throughout the supply chain. In order to be approved, a supplier must undergo a thorough review and submit letters of guarantee and proof of a third-party audit. In addition, Olymel also conducts audits at a frequency determined by the risk presented by the supplier.

### **GFSI-recognized certifications**

The Global Food Safety Initiative (GFSI) promotes the continuous improvement of management systems to ensure confidence in the distribution of food products worldwide. All of Olymel's processing

facilities are certified to a GFSI-recognized food quality and safety standard, either the SQF Code (the Safe Quality Food Institute's health and quality program) or the BRC (the British Retail Consortium's food safety standard). These certification programs ensure that food products are manufactured, processed, prepared and handled in accordance with the HACCP system and applicable regulatory requirements.

The SQF Code and the BRC are recognized by the Global Food Safety Initiative (GFSI), which was created to validate the food safety standards of different sectors and countries and ensure the reliability of the food distribution system worldwide.

### **Staff training and awareness**

Olymel offers the SAPHYR program, an internal food safety training and certification program for processing plant employees and management teams.

The 11 training modules cover all aspects of food safety: risk assessment, hygienic design of equipment and the plant, cleaning and sanitation, allergen management, microbiology, foreign material management, cooking, refrigeration and freezing, validation, sampling strategies, labelling and regulations. There is also a module on food safety culture, which outlines the attitudes, values and beliefs that staff should share about food safety.

In addition, awareness campaigns are carried out in facilities to develop good habits among employees. Employees are encouraged to report any unusual situation that may compromise product safety to their supervisors.

### **Consolidation of the food safety management system**

Since September 2019, Olymel has been using Datahex's Paperless Forms in its production and distribution sites. The software facilitates the data analysis that is essential to maintaining and improving quality and safety systems in order to guide companies in their decisions. By eliminating paper forms, this solution makes it possible to standardize, centralize and process data from all facilities more efficiently. It facilitates access to information, non-compliance tracking, and presenting statistics and reports.



### Central microbiology laboratory

Microbiological analyses are essential in verifying food and production environment safety as well as their compliance with applicable regulations. In 2021, Olymel set up a microbiology laboratory to provide analytical services tailored to the needs of its plants. The laboratory has acquired state-of-the-art equipment and analytical techniques that automate laboratory work, increase capacity and reduce analysis time. Software ensures the complete traceability of samples from arrival to the issuance of certificates of analysis, while highly qualified personnel supervise the activities.

The laboratory, which is already in operation, provides services to all Olymel plants and will eventually be able to perform more than 100,000 tests per year, including indicator bacteria counts (mesophilic aerobic bacteria, enterobacteria, coliforms, lactic acid bacteria, yeast, moulds, etc.) and pathogenic agent detection (Listeria, Salmonella, Campylobacter, etc.).

### Involvement with agri-food organizations

Olymel regularly participates in various events to discuss developments, issues and trends in the field of food safety. Olymel also participates in college and university educational programs by giving courses, lectures and demonstrations on various topics related to meat quality and safety and by taking on interns. In addition, certain staff members sit on the committees of several associations to share best practices in food safety. They work with the following organizations, among others:

- Canadian Meat Council.
- Canadian Poultry and Egg Processors Council.
- Conseil de la transformation alimentaire du Québec.
- Safe Quality Food Technical Advisory Council.
- Food and Beverage Canada.
- International Association for Food Protection.
- Institute of Food Technologists.
- Mouvement québécois de la qualité.
- Quebec Association for Food Protection (AQIA).

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## • NUTRITION

Olymel is increasing initiatives to improve the nutritional profile of its products, notably by reducing and eliminating certain ingredients. It also aims to help consumers make informed choices.

**Sodium reduction.** Reducing sodium consumption to 2300 mg per day is one of the measures proposed by Health Canada to reduce the risk of high blood pressure, which leads to stroke and heart disease. In 2012, the federal agency published voluntary sodium-reduction targets for 94 categories of processed foods, which Olymel met in 2012 for its poultry products and in 2016 for the majority of its pork products.

An assessment report produced in 2018 showed that average sodium intake in Canada was still higher than the target originally set. As a result, the government revised its targets in 2020, and Olymel is expected to make adjustments for some products and meet the new targets by 2025. These targets include reducing salt in certain recipes while maintaining taste by using certain spices.

**Removal and identification of allergens.** Faced with the increase in food allergies in industrialized countries, Olymel is working hard to remove some of the ten main food allergens identified by Health Canada from

its products, including peanuts, nuts and sesame seeds, wheat and other sources of gluten, mustard, soy, milk and eggs. In 2021, slightly more than 50% of Olymel products sold in retail, in restaurants and to institutional customers were allergen-free. Peanuts and tree nuts have been removed from all products.

For nearly 15 years, Olymel has clearly indicated on the websites of its retail brands (Olymel, Flamingo, Lafleur, Nostrano, Bilopage, Pinty's, Tour Eiffel, La Fernandière, F. Ménard, Chef Georges and Mother Hen) the allergens contained in each of its products. In addition, several verification steps ensure that allergens and sources of gluten are accurately identified in the ingredient lists on packaging. Please note that Mother Hen products do not contain any allergens.



### Mother Hen: The best for children

The Mother Hen brand, owned by Olymel, is known for the quality of its ingredients.

Its baby purees are made with natural ingredients: no added sugar, salt or preservatives and no allergens.

The nutritious, tasty and additive-free recipes contain only organic fruits, vegetables and premium meats.



### Gluten free

Olymel offers a complete line of certified gluten-free products, including Flamingo crispy chicken products, to meet consumer needs. Its processing plants are certified by the Canadian Celiac Association, the only voluntary gluten-free certification program in Canada, and independent auditors ensure they meet the program's requirements annually. Products that carry the certification seal are guaranteed to be safe and gluten-free.





### No antibiotics

Raising animals without antibiotic treatment is a real challenge. The stringent requirements for certifying an antibiotic-free farm, including the number of birds needed to make a producer commercially viable, are demanding. Accounting for consumers' ability to pay is another issue. To meet the demand for meat products from animals raised without antibiotics, Olymel participates in research in various sectors aimed at reducing the cost of raising animals without antibiotics in order to make them safer and more accessible.

- NSERC Industrial Research Chair in metabolic activity and the functionality of bioprotective lactic cultures
- Testing the Impacts of Antibiotic Alternatives on Pork Quality and Safety

### Healthy ingredients

Aware of the impact its choices have on consumer health, Olymel favours ingredients that promote healthy eating. For example, it uses only non-hydrogenated vegetable oils without trans fats in cooking its products. In addition, it supplies several leaner cuts of chicken, pork and turkey that are higher in protein.

Olymel also pays special attention to developing products that are healthy and taste good. Over the years, it has developed healthier and more natural deli meats by limiting the use of artificial preservatives and nitrites.

### Research and development teams

Innovation is the key to standing out and staying competitive in a constantly changing industry. In 2020, Olymel restructured its research and development department into three teams to effectively respond to consumer expectations and market requirements. These teams work together closely to monitor food industry trends, develop and improve products and optimize processes.

- **The Food Science and Technology team** is the scientific reference for all things food-related. It ensures that Olymel is prepared for the future by being aware of new ingredients, processes and equipment. It ensures mastery of all aspects of ingredient functionality and behaviour. For example, the team analyzes the most promising new compounds to determine if they can replace certain ingredients.
- **The Development and Innovation team** responds to product development needs by ensuring that its various projects are carried out efficiently and within reasonable deadlines. In addition to creating new products, expanding existing lines and modifying recipes, it oversees the development of new packaging and collaborates with the marketing team to commercialize innovative projects.
- **The Product and Process Optimization team** works with food processing plants to improve products, processes and equipment. Its main objectives are to improve efficiency, reduce production costs, ensure consistency in product quality and reduce losses and rejections to avoid food waste.



- Olymel deli meats without artificial preservatives
- Olymel Smart & Natural deli meats
- Lafleur natural bacon
- Lafleur Wieners with natural ingredients



ALPHOGENE  
OLYMEL

# ANIMAL WELFARE: A MORAL OBLIGATION

## Promoting the best treatment of animals

Animal welfare has always been a priority for Olymel. Accordingly, the company ensures that all necessary measures are taken to improve their comfort, reduce their stress, prevent injuries and avoid suffering.

Its animal welfare policy, adopted in 2012, requires employees and suppliers who handle live animals to undergo appropriate training and comply with applicable regulations and industry-recognized codes of practice to ensure animal welfare.

In order to better meet the high standards of animal welfare, Olymel also encourages initiatives aimed at improving husbandry, transportation, reception and slaughter practices. In addition, it promotes the adoption of the most advanced technologies and participates in applied research to contribute to the development of science-based animal welfare codes of conduct.

## • Resources

In order to ensure that producers, suppliers and employees follow best practices, and to improve animal living conditions, Olymel has set up a team entirely dedicated to animal welfare.

## • Training

Training and awareness campaigns for employees, suppliers and partners ensure that everyone who works with animals has the knowledge and skills necessary for animal welfare.

## • Monitoring

There is zero tolerance for any action that could violate the welfare of the animals or cause them to suffer. That's why Olymel closely monitors activities on its farms and in its slaughterhouses.

## • Improving practices

Olymel contributes to various initiatives to improve disease management, husbandry and slaughtering practices and the prevention of suffering.

# ANIMAL WELFARE

*In order to ensure that producers, suppliers and employees respect the codes of conduct and best practices, and to improve animal living conditions, Olymel has set up a team entirely dedicated to animal welfare.*

## • RESSOURCES

Animal welfare staff are grouped into a single structure headed by a veterinarian who reports to the Vice President of Food Safety and Technical Services, who is also a veterinarian. The team also has Professional Animal Auditor Certification Organization (PAACO) certified members and can therefore conduct audits to improve the supervision of animal treatment.

The Olymel team ensures that all employees and suppliers who handle live animals comply with applicable federal and provincial regulations as well as industry-recognized codes of practice. It has implemented a program covering all aspects of animal welfare, based on the NFACC's codes of practice and the recommendations of Temple Grandin, an internationally recognized expert in the humane treatment of animals.

Olymel also assists each of its facilities in applying codes of practice, training personnel involved in handling animals, using equipment properly and designing spaces that take into account animal behaviour and well-being. There is zero tolerance for any action that may affect the welfare of live animals or cause them to suffer as well as any disrespectful behaviour toward animals, and such conduct may result in sanctions.

## What is animal welfare and how is it regulated?



### Animal welfare is based on the five individual freedoms:

- Absence of hunger, thirst and malnutrition: animals must have access to water and food in appropriate quantities and according to the needs of the species.
- Absence of fear and distress: animal raising conditions must not cause psychological suffering.
- Absence of physical and/or thermal stress: animals must have a certain level of physical comfort.
- Freedom from pain, injury and disease: animals must not be mistreated in any way that could cause pain or injury and must be treated if they become ill.
- Freedom of expression of normal behaviour for the species: their environment must be adapted to their species (they must be in a group if they belong to a social species, for example).

These five freedoms have led to the development of animal welfare assessment methods and to the definition of most national and international animal protection regulations. These standards and rules paved the way for codes of practice, such as those of the National Farm Animal Care Council (NFACC) in Canada, the implementation of which is overseen by national and provincial producer associations.



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## • TRAINING

### Operational guides

Operational guides. As part of its animal welfare program, Olymel has developed guides that present the essential practices expected of the various parties (husbandry, transportation, slaughter) in the pork and poultry sectors. These guides are designed to ensure that Olymel's employees and suppliers involved in handling live animals use consistent practices in all activities, whether on the farm, during transportation, upon reception or in slaughter plants. The following are some examples of measures to prevent stress and injury in slaughterhouses.

PORK	POULTRY
Animals must fast for 16 to 24 hours before slaughter, since a hog that has fasted before loading is easier to handle, reducing the risk of injury or death.	Birds must not be lifted by the head, neck or wings.
The use of electric prods is forbidden.	There must be sufficient ventilation in the reception area.
Unloading ramps must be adjusted to avoid injury, floors should be slip resistant, lighting should not stun animals and noise must be kept to a minimum. Animals must move at their own pace without being jostled.	Misting must be used in hot weather.
Access to water, misting during hot weather and sufficient space for animals to lie down are required in the reception area.	Lairage areas must have soft lighting and sufficient shelter.
Injured animals must be examined by a veterinarian.	Lairage times should be as short as possible.

### Online training on hog welfare

Since 2018, Olymel has been offering online learning modules on animal welfare, hog behaviour and handling techniques to reduce stress in hogs.

The six training modules, each approximately 15 to 20 minutes long, were first implemented on corporate farms, then offered free of charge to slaughterhouses, partner farms and then to all Olymel suppliers who did not have such training. In addition to these six modules offered in English, French and Spanish, there will eventually be twelve videos on typical operations on hog farms.

This program provides standardized initial training to complement traditional on-the-job training. Easy access to the online modules allows for greater flexibility and better integration with workers' work schedules.

### Training on poultry handling

Handling birds during transfer from poultry houses to slaughterhouses involves special procedures to avoid stress, injury and suffering. In 2021, Olymel developed an in-person training course of approximately one and a half hours offered to workers responsible for catching poultry, transporters, slaughterhouse personnel who handle live birds and poultry supply department personnel. Complementary to the courses offered by companies, this practical program, offered in English, French and Spanish, aims to show how to comply with regulatory and customer requirements and why, using concrete examples. In particular, it attempts to fill communication gaps and develop a more fluid business process among the sector's various workers.

### See it? Stop it! program

Since 2015, Olymel has been carrying out awareness and training sessions to educate pork producers on implementing the See it? Stop it! program. This Center for Food Integrity initiative helps employees better understand their role in protecting animals and what to do if they witness abuse, neglect, mistreatment or mishandling.



*There is zero tolerance for any action that could violate the welfare of the animals or cause them to suffer. That's why Olymel closely monitors operations from the farm to the slaughterhouse.*

## • MONITORING

### Hog farming

Pork producers are required to comply with the Canadian Pork Council's PigCARE program, which replaced the Animal Care Assessment (ACA) program in 2019. They must undergo a yearly audit by their provincial association, which evaluates their practices and requires them to correct any deficiencies. The Olymel team can also carry out audits in specific situations.

### Poultry farming

Chicken farmers are required to follow the Chicken Farmers of Canada's Animal Care Program (ACP) and turkey farmers are required to follow the Turkey Farmers of Canada's Flock Care Program (FCP). Both programs lead to certification through on-farm audits conducted by trained and qualified auditors from their provincial association. In addition, random audits are carried out each year by a third party at Olymel's request.

### Transportation

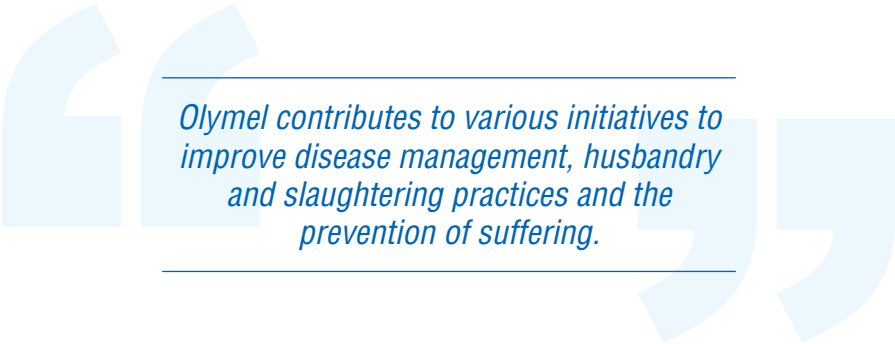
In the poultry sector, Olymel regularly audits teams that catch and cage poultry for transport to slaughterhouses. In addition, all hog and poultry transporters must be Transport Quality Assurance (TQA) or Canadian Livestock Transport (CLT) certified. These certifications are issued following training programs on safe animal-handling techniques and the application of appropriate biosecurity measures.

### Slaughter

Olymel's slaughterhouse personnel are required to comply with the Government of Canada's guidelines for the humane care and handling of food animals at slaughter as well as certain standards, including those of the National Chicken Council for chickens, the National Turkey Federation for turkeys and the North American Meat Institute for hogs. In addition to systematically auditing its slaughterhouses to take corrective action when necessary, Olymel regularly commissions independent third-party audits at its facilities.

Surveillance cameras are used on a daily basis to observe handling activities, detect the causes of certain problems and support training activities in poultry slaughterhouses. Video monitoring is also carried out by an outside firm in the Red Deer, Vallée-Jonction and Saint-Esprit hog slaughterhouses. This ongoing monitoring service provides immediate feedback on any abuse.

## • IMPROVING PRACTICES



*Olymel contributes to various initiatives to improve disease management, husbandry and slaughtering practices and the prevention of suffering.*

### Use of CO2

The CO2 anaesthesia system is one of the measures taken by Olymel to reduce animal stress and injuries, in addition to improving the work environment and meat quality. This type of controlled atmospheric stunning (CAS) causes animals to lose consciousness and become insensible before slaughter.

It all started in the spring of 2011, when Olymel and its partner Exceldor took a major first step in Canada by modernizing the turkey slaughter system at the Unidindon plant in Saint-Jean-Baptiste. The unloading of trailers is fully automated to avoid stressful handling of birds and injury. The cages containing turkeys are then automatically conveyed into a tunnel where the birds are stunned with CO2.

In recent years, through massive investments, Olymel has installed this system in almost all of its slaughterhouses: in five of its six hog slaughterhouses and in three of its four poultry slaughterhouses. While the system is the same for chickens and turkeys, hogs are led in small groups to a carousel where they are exposed to CO2.

### Appropriate use of antibiotics

An animal's health is a major contributor to its well-being, which is why it's important to prevent and treat disease. Olymel recognizes the need for antibiotics, but advocates using them judiciously as recommended by experts in veterinary pharmacology.

Olymel therefore prohibits the use of antibiotics as a growth factor and favours a significant reduction in their preventive use. In hog production, Olymel encourages the gradual reduction of antibiotic use to acceptable levels while safeguarding animal health and welfare and favours individual treatment where applicable. In poultry production, Olymel supports the Chicken Farmers of Canada's position on the elimination of Category I and II antibiotics

for preventive uses and accepts the use of Category III antibiotics to treat birds, but recommends a significant reduction in this category for prevention.

Note that antibiotics are classified according to their importance in human medicine. Category I antibiotics, of very high importance, are reserved for the treatment of serious infections for which there is no other solution. Category II antibiotics, of high importance, treat serious infections for which other treatment options are available. This is followed by Category III, medium importance, and Category IV, low importance.

### Antibiotic use targeted by Olymel

Since Olymel controls only 50% of its supply in the pork sector and 0% in the poultry sector, the following objectives cannot be achieved without the agreement and cooperation of livestock producers' associations.

CATEGORY	PORK				POULTRY			
	PREVENTIVE		THERAPEUTIC		PREVENTIVE		THERAPEUTIC	
	CURRENT	OLYMEL	CURRENT	OLYMEL	CURRENT	OLYMEL	CURRENT	OLYMEL
I	Prohibited	Prohibited	Last resort	Last resort	Prohibited	Prohibited	Last resort	Last resort
II	Reduction	Last resort	Reduction	Last resort	Prohibited	Prohibited	Reduction	Last resort
III	Reduction	Last resort	Reduction	Reduction	Under consideration	Last resort	Reduction	Reduction
IV	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized

Olymel also participates in various research projects to reduce or eliminate antibiotics in raising animals, while ensuring food safety and maintaining affordable costs for consumers. Olymel is a partner of the NSERC Industrial Research Chair in metabolic activity and the functionality of bioprotective lactic cultures, whose work could lead to alternatives to using antibiotics in animal production. In collaboration with Université Laval and Agriculture and Agri-Food Canada, Olymel is also involved in a project to assess the effects of antibiotic alternatives on meat quality and safety, funded by the Canadian Food Innovation Network. In a broader context, Olymel contributes to the MAPAQ Research Chair on meat quality and safety (MuscULO) at Université Laval to develop a new generation of hygiene procedures to improve the quality of meat products.

# ANIMAL WELFARE: A MORAL OBLIGATION

## Loose housing for pregnant sows

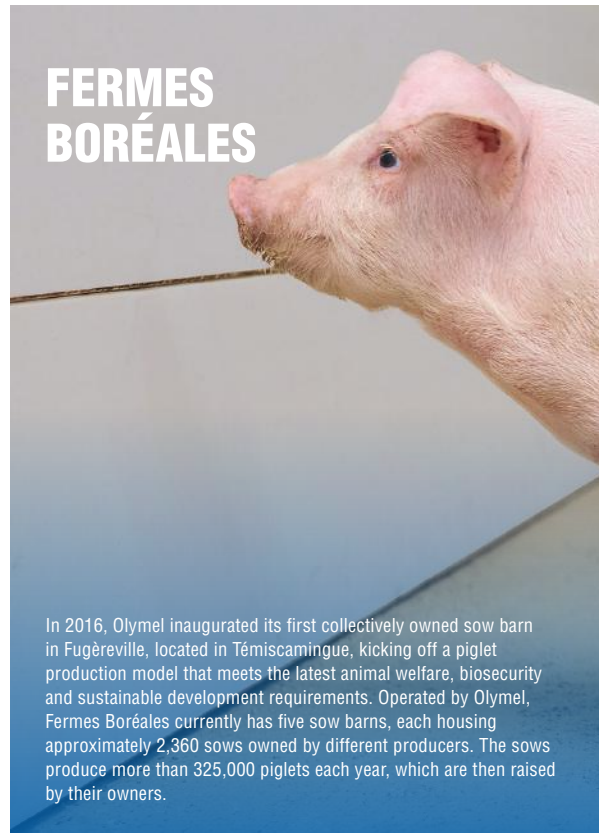
In recent years, the confinement of pregnant sows in cages has been the subject of much debate and, as early as 2012, Olymel committed to using stalls that allow free movement of sows. Accordingly, it has started converting its corporate sow barn and encouraged its suppliers to do so. However, since replacing cages with a housing system that allows sows to move freely involves major changes, it will take until 2029 for all the hogs slaughtered at Olymel facilities (supplied by corporate farms and partner producers) to come from loose housing farrowing facilities.

## Transportation and lairage areas

In recent years, a number of measures and much research have been carried out to reduce injuries and increase animal comfort. Some of these initiatives have also

contributed to improving working conditions and the safety of catching teams.

- Equipment to facilitate transferring birds to trailers.
- Installation of removable roofs on trailers along with temperature and ventilation sensors.
- Addition of doors and heating and ventilation systems in slaughterhouse lairage areas.
- Studies on improving the transportation of hogs in extreme temperatures to avoid mortality (in collaboration with the NSERC Industrial Research Chair in Swine Welfare).
- Studies on the use of route planning technology to reduce transport and lairage times for animals.



**FERMES BORÉALES**

In 2016, Olymel inaugurated its first collectively owned sow barn in Fugèreville, located in Témiscamingue, kicking off a piglet production model that meets the latest animal welfare, biosecurity and sustainable development requirements. Operated by Olymel, Fermes Boréales currently has five sow barns, each housing approximately 2,360 sows owned by different producers. The sows produce more than 325,000 piglets each year, which are then raised by their owners.



**Strengths of the project in terms of animal welfare**

- Best practices and state-of-the-art equipment and buildings ensure animal well-being.
- Sows spend the majority of their lives in an open space, where they can come and go freely.
- The concentration of sow barns in Témiscamingue, a region where there was no hog production previously, contributes to herd health and biosecurity.
- The all-in, all-out farrowing technique allows all farrowing units to be thoroughly cleaned, disinfected and dried between groups, reducing the risk of disease.



**Strengths of the project in terms of sustainable development**

- Group sow barns favour a global and collaborative approach to production while contributing to the development of the local economy.
- The construction of sow barns is done with the support of local communities.
- The project promotes the circular economy: being located in an area with many grain producers means that manure can be used to fertilize land, and then the grain can be bought to feed sows.

To learn more, visit the Fermes Boréales website.





### **Animal welfare: African swine fever contingency plan**

Olymel is particularly involved with the industry, the federal and provincial governments and various associations in preparing for an outbreak of African swine fever (ASF), a serious viral disease affecting hogs. Although it has not yet been introduced into Canada and is not dangerous to humans, ASF is spreading around the world, and a case was detected in the Dominican Republic in 2021.

In order to prepare for a potential outbreak in Canada, Olymel has developed a contingency plan outlining measures to reduce hog production and slaughter in the event of a border closure and to meet Canada's needs only. In addition, the plan describes the capacities of the various slaughterhouses should humane slaughter be necessary. Olymel is also very interested in all prevention activities and in zoning and compartmentalization initiatives, both of which allow for the rapid resumption of exports.



# FEED THE WORLD PROTECT OUR PLANET

## Reducing our footprint to protect the planet and combat climate change

For an agri-food industry leader like Olymel, it is essential to protect the environment and implement sustainable practices in order to feed the billions of people who inhabit the planet. Early on, Olymel adopted an environmental policy that commits it to meeting its environmental obligations. It also does everything possible to improve its performance by reducing energy consumption, preserving natural resources such as water and optimizing its waste management.

Through various programs, Olymel encourages its facilities and subsidiaries to closely monitor their water, energy and fuel consumption, to opt for energy-efficient equipment and to take steps to reduce their use of Earth's limited natural resources. For example, the Atis project, which provides for the installation of heat recovery systems in facilities, will reduce greenhouse gas emissions from industrial sites by 20%.

Waste management is another factor that contributes to reducing the company's environmental footprint. By harnessing the value of its residual organic by-products and focusing on the three Rs, Olymel is helping to reduce the amount of waste produced.

## • Environmental policy

Keenly aware of its impact on the environment, Olymel has adopted an environmental policy in line with its values and applies it to all its subsidiaries and facilities.

## • Energy

Olymel is helping to combat climate change by constantly working to improve energy efficiency in its facilities and transportation fleet to reduce GHG emissions.

## • Water

Water is an essential resource in the food industry. To protect it, Olymel has been steadily improving its water use efficiency by reducing consumption and optimizing recycling.

## • Waste

At Olymel, waste management aims to divert waste from landfills by recovering organic materials and promoting reduction at the source and recycling.

## • ENVIRONMENTAL POLICY

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### Compliance with the law

Olymel ensures that its subsidiaries, facilities, operations and products comply with applicable federal environmental laws and regulations and those in each of the provinces in which it operates. Where required, environmental compliance audits are done to identify and optimize operations and facility compliance.

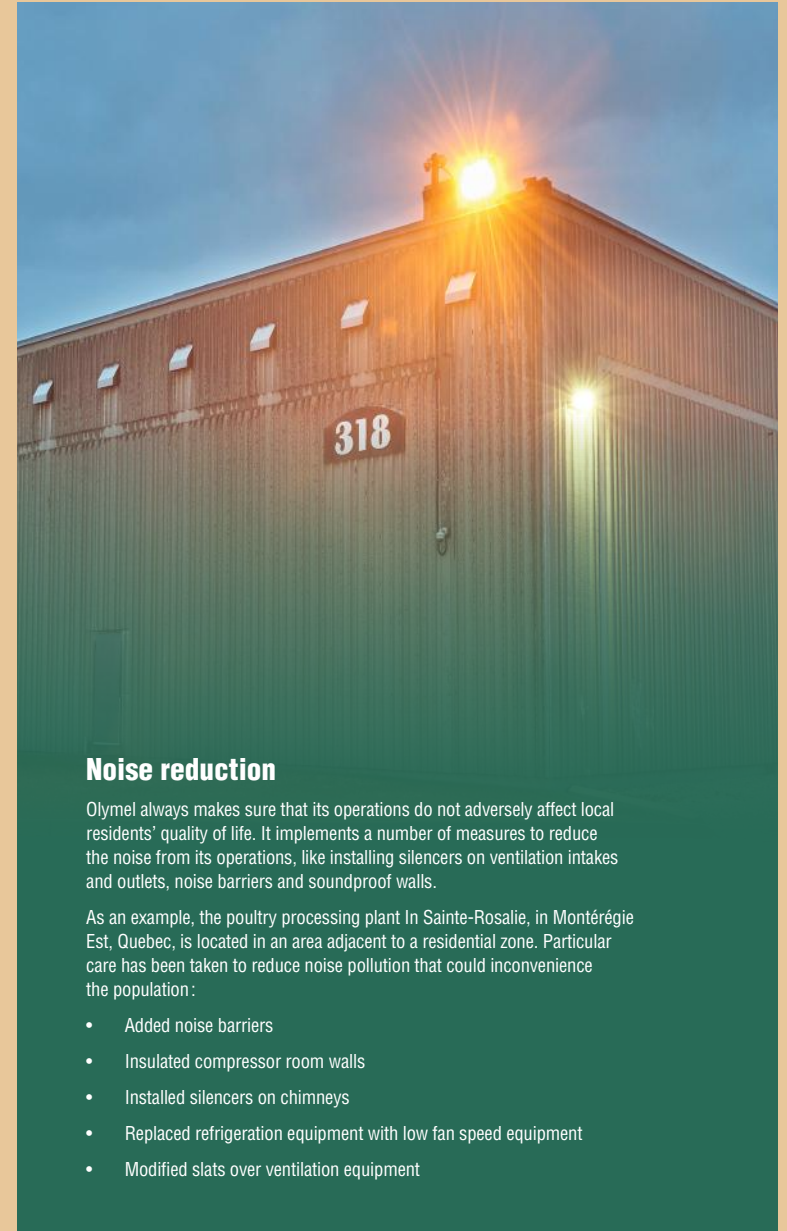
### Contingency plans

Each facility has an emergency response plan outlining procedures for dealing with unforeseen situations to ensure its occupants and the public are safe, limiting environmental contamination, whether it's a natural gas leak, a hazardous materials spill or a pipe break. These plans are updated regularly, and employees are trained to implement them.

Under the federal Environmental Emergency Regulations (E2 Regulations), facilities storing significant quantities of ammonia and/or propane are required to develop accident scenarios, assess potential consequences, and prepare an emergency plan to deal with them. These facilities are required to inform the surrounding population of the risks and emergency procedures related to the presence of hazardous substances. They must also set up an alert system to notify them in case of an incident. The implementation of the emergency plan and the Comalerte system for notifying the public has been completed for all facilities under the E2 Regulations.

### Relationship with the community

Since Olymel has a strong presence in Canada, often in rural areas, the company is committed to building harmonious relationships with the surrounding communities. That's why we listen to the public and try, as much as possible, to mitigate the impacts of our operations and effectively manage risks.



### Noise reduction

Olymel always makes sure that its operations do not adversely affect local residents' quality of life. It implements a number of measures to reduce the noise from its operations, like installing silencers on ventilation intakes and outlets, noise barriers and soundproof walls.

As an example, the poultry processing plant in Sainte-Rosalie, in Montérégie Est, Quebec, is located in an area adjacent to a residential zone. Particular care has been taken to reduce noise pollution that could inconvenience the population:

- Added noise barriers
- Insulated compressor room walls
- Installed silencers on chimneys
- Replaced refrigeration equipment with low fan speed equipment
- Modified slats over ventilation equipment



*Olymel is helping combat climate change by constantly working to improve energy efficiency in its operations and reduce GHG emissions.*

## • ENERGY

Rising temperatures, the CO<sub>2</sub> concentration in the atmosphere, variable precipitation and the increased frequency of extreme events are putting more and more pressure on agricultural production and the agri-food industry as a whole. While fighting climate change requires significant greenhouse gas emissions reductions, in Canada, around 82% of emissions come from energy production and consumption. Energy reduction and conservation are therefore key issues that Olymel is addressing by improving its equipment, manufacturing processes and transportation fleet.

### PLANTS

#### Measurement and control tools

The best way for a company to manage GHG emissions is to know its sources. Olymel implemented an Energy Management Information System (EMIS) to track energy performance and help implement effective measures to reduce energy consumption and costs. This system functions in addition to the measurement tools specific to each facility.

Olymel's facilities also participate in power demand management programs in Alberta and Quebec. Under these programs, electrical power suppliers (Alberta Electric System Operator and Hydro-Québec) give credits to commercial and industrial energy consumers who reduce their energy consumption or temporarily switch to backup generation during peak demand periods.

#### Water conservation committees

Over the past years, the Energy team at Olymel's head office has worked to consolidate the energy conservation committees' activities in certain facilities by holding quarterly meetings to target the most effective and profitable reduction initiatives. These meetings are an opportunity to analyze energy performance and consumption (electricity, natural

gas, water, steam, compressed air, etc.), to identify projects and opportunities for improvements leading to gains in energy efficiency or consumption reductions, and to share energy conservation best practices. Here are a few examples:

- Regular detection and repair for compressed air leaks.
- Steam trap inspections.
- Boiler cleaning.
- Monitoring washing nozzle condition.
- Monitoring capacitor banks.

Heat and energy recovery program. Thanks to recovery technologies, unused residual energy (heat or cold) resulting from processes (refrigeration system, water purification, etc.) can be stored and recovered for other uses, like ventilation, refrigeration or heating, reducing both energy bills and GHG emissions. In 2019, Olymel implemented a comprehensive heat recovery program, the Atis project, to recover heat lost during its operations and obtain significant natural gas savings.

Six plants with good energy recovery potential were selected initially. Energy efficiency studies for existing systems are being done to find the most effective recovery and reclamation measures. They mainly involve installing heat exchangers and heat pumps near equipment emitting waste energy. Ultimately, the Atis project, which is scheduled for completion in 2023, will reduce GHG emissions from industrial sites by 20%\*.

\* Data based on emissions from 36 sites (May 2021).



### Heat recovery and GHG reduction: The example of the Yamachiche plant

In terms of GHG reduction, Olymel completed an ambitious energy efficiency and management project in 2021 at its Yamachiche hog slaughterhouse and cutting plant, a project made possible by programs offered by:

- Hydro-Québec (Efficient Solutions Program).
- Energir (Implementation Incentives Program).
- Ministère de l'Énergie et des Ressources naturelles du Québec (ÉcoPerformance Program).

In addition to the financial support and expert advice of its partners, Olymel also built a multidisciplinary team of specialists including members of the Olymel engineering team, supported by specialists from Atis Technologies, to develop a global vision for energy efficiency and management. This approach has allowed for decompartmentalized energy usage through transversal energy transmission networks.

Significant reductions in energy consumption resulting from energy recovery were also made possible through using industrial heat pumps and thermal batteries in tandem. This promising method has enabled Olymel to replace large quantities of fossil fuels to meet its energy needs, in particular for producing large quantities of hot water for processing operations at its Yamachiche plant and to power other equipment.

### A 60% reduction in GHG emissions

Based on a detailed analysis of the Yamachiche plant's equipment and operational data, an exacting design for the required systems led to the installation and eventual use of new equipment to optimize energy use and recover it, resulting in a significant reduction in energy consumption. As a result, the plant was able to reduce its GHG emissions by over 60% and generate significant savings.

Olymel was one of the first agri-food companies in Quebec to implement this type of energy recovery and optimization system by recovering large quantities of energy previously released into the atmosphere by refrigeration systems, sewage or process waste.

Yamachiche was the second site to benefit from this vision and green shift after the Saint-Esprit plant in Lanaudière, which was completed in 2020. Similar projects are underway at Olymel's plants in Vallée-Jonction, in Beauce, and in Sainte-Rosalie, in Montérégie Est.

### Eliminating halocarbons

Halocarbons used in air conditioning or cooling systems have a hand in global warming when they're released into the atmosphere. Some of them, like the refrigerant HCFC-R22, also deplete the ozone layer. In order to comply with the various federal and provincial regulations adopted under the Montreal Protocol, Olymel will replace the hydrochlorofluorocarbon (HCFC) R-22 systems in 19 of its facilities by 2030. The new cooling systems using CO<sub>2</sub> or ammonia will help reduce the company's environmental footprint.

### Charging stations

To encourage the transition to low-carbon transportation such as electric vehicles, Olymel has been installing free charging stations in its facility parking lots since 2014. As of the last quarter of 2021, seven installation projects were underway or completed.

LED lighting. Light emitting diodes (LEDs) are an energy-efficient solution providing energy savings of 60-80% over halogen and incandescent lighting products. Since 2017, Olymel has replaced thousands of halogen and metal halide lamps with LEDs that use less energy.

## • TRANSPORTATION

Transportation is a major source of greenhouse gas emissions. Transbo, an Olymel subsidiary, uses various methods and technologies to reduce fuel consumption in its truck fleet to substantially lower its GHG emissions.

### Upgrades to the fleet

Every year, the fleet is upgraded by purchasing new energy-efficient trucks. Adding equipment to trailer trucks when they are refitted also helps to lower the environmental impact of transportation.

- Installing aerodynamic skirts on the sides of trailers to reduce drag and increases fuel efficiency.
- Purchasing cab warmers to keep the driver warm so they don't have to run the engine.
- Engine programming, like speed limiters set to 95 km/h for local transportation.

### Fleet management

Since 2015, Sinexo fleet management software has been helping the dispatch team make smart decisions to minimize trips while empty and to optimize routes. Since 2017, ISAAC software has been used to accurately log drivers' daily work hours, as required by law, but also to obtain key data (mileage, trips while empty, trips without trailers, etc.). These indicators help improve fleet performance while improving energy efficiency. Thanks to this software, 50% of the log books are also being currently sent directly using drivers' tablets, optimizing workflow and reducing paper forms along with human error.

### Rewards program

ISAAC also has a tool that evaluates speed, engine revving, braking and idling behaviours while providing real-time feedback to drivers, helping them reduce fuel consumption. For example, it can tell them to slow down or change gears to save fuel. Transbo also awards compensation to drivers who adopt these better habits. The results for this initiative are very positive: the average driver score is 80%.

### SmartWay partner

As part of the SmartWay program, a program managed by Natural Resources Canada, Transport Transbo has committed to tracking its fuel consumption and improving its performance year over year. The data collected from program members also helps Transbo compare itself to the rest of the industry.

### Electrical outlets

Electrical outlets installed in some facilities let trailers parked in the yard run their refrigeration units on electricity instead of dyed diesel.



*From 2018 to 2021, as a result of measures implemented in transportation, the annual consumption of light diesel used as fuel decreased by 2 litres per 100 km, or almost 5%.*

## • WATER

### Water conservation committees

In many facilities, water conservation committees log and track daily potable water consumption using water meters at the plant's main water supply line and the wastewater treatment centre. This data is used in the plant's performance indicators and also helps managers to quickly act in the case of an unexplained increase and to determine opportunities for conserving water based on a target specific to each facility.

Depending on the situation or the identified problems, the committees propose corrective measures or major actions based on their activities and the equipment refresh process. These initiatives range from automating various processes to plant sanitation optimization.

### Wastewater treatment

Most production facilities have wastewater treatment systems to take pressure off the municipal wastewater treatment plants. Olymel is also exploring treatment avenues to recover water for its own use.

### How Olymel saves water?

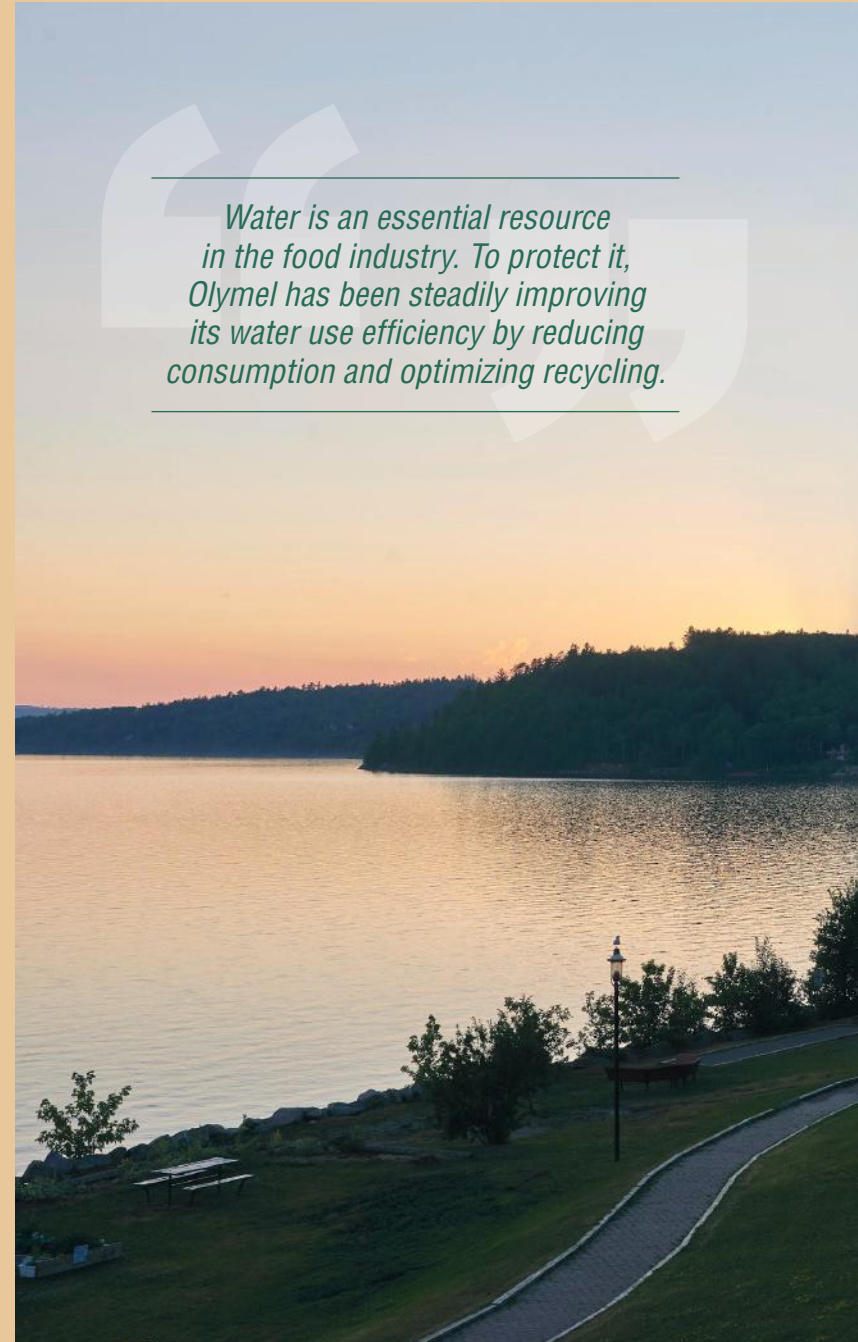
- At the Sunnymel, New Brunswick, Port Colborne, Ontario and Unidindon slaughterhouses, a bird chiller water recycling program saves 7.5 million litres of water every year.
- At the Cornwall plant, small electronic water meters have been attached to the pipes to accurately monitor water consumption in various departments, especially during the sanitation process. Automating the smokehouse cleaning and filtration system makes the brine reusable several times and saves 15,000 litres of water per week.
- In many plants, a number of measures are being taken to reduce water consumption during sanitation, ranging from regular inspections and flow control for wash nozzles to the use of water-efficient methods like scraping floors, soaking production bins and using mops instead of spray washers.



This is the case at the Saint-Esprit hog slaughterhouse and cutting plant, where a membrane filtration system turns wastewater into potable water without compromising on production quality or food safety. This system has been in operation since 2014 and was upgraded in 2021 with the addition of ultrafiltration and reverse osmosis units that now supply 50% of the potable water required to meet the daily needs of the Saint-Esprit plant, compared to 30% with the first system.

Since the system was installed, recycled water quality has been continuously monitored and the membrane filtration system's performance has exceeded expectations. Developing this project has contributed to creating new wastewater recycling practices that could help reduce water consumption in our facilities across Canada.

*Water is an essential resource in the food industry. To protect it, Olymel has been steadily improving its water use efficiency by reducing consumption and optimizing recycling.*





## • WASTE

### ORGANIC MATERIALS

#### Zero landfill

For many years, Olymel has followed the “zero landfill” rule for managing inedible meat and agri-food biosolids produced every year,

including slaughterhouse by-products like skin, bones, blood and fat, and food processing plant residue like breasting, cooking fats and used vegetable oils. All this organic material, approximately 350,000 tonnes of it per year, is recovered and recycled by companies specializing the field. It is mainly converted into animal meal and fats and oils.

The biosolids consist of the wastewater sludge coming from the facilities’ water treatment plants. An agreement with the Centre de traitement de la biomasse de la Montérégie allows for the processing of all the sludge generated yearly by Olymel’s Quebec plants and directs it to various recovery channels, namely biomethanization/energy recovery (62%), agricultural recovery (36%) and composting (2%).

Olymel also manufactures wet and dehydrated food products for the pet market in plants it acquired in Bécancour in 2020 (Guiltan and Norpur). Pork and poultry by-products, mainly offal, but also viscera and some organs, are the raw materials used in this process, which makes it possible to recover pork and poultry by-products from slaughterhouses. 15,000 tonnes of by-products are recovered each year with minimal losses (0.5%).

*At Olymel, waste management aims to divert waste from landfills by recovering organic materials and promoting reduction at the source and recycling.*

### NON-ORGANIC MATERIALS

#### Packaging

Olymel has implemented a continuous optimization process for its packaging to reduce environmental impacts without compromising on food quality and safety. Several factors, like material choice and cardboard thickness, are regularly reassessed to improve how much can be recycled or reused and to reduce weight. This reduces the amount of waste and optimizes transportation. Here are a few major initiatives used to reduce the environmental impact of packaging:

- Using HP paper for corrugated cardboard boxes, making them just as strong but lighter.
- Reducing the cardboard thickness for small retail product boxes.
- Eliminating UV coating and using plant-based inks.
- Using recycled components for cardboard and polystyrene trays.
- Removing chlorinated compounds from plastic films for vacuum-sealed products.
- Optimizing pallet layout to lower the number of transported pallets and truck weight.

The R&D and marketing departments also track new developments in green packaging and share the information with relevant private and national brand stakeholders. Olymel is working with internal and external partners to evaluate alternatives to polystyrene trays, like biodegradable trays made from moulded cardboard or recycled polyethylene.

#### Supplies

Olymel gets its supplies in bulk to reduce the amount of packaging waste. Several initiatives have also been put in place to reduce paper use by opting for digital processes, e.g., expense accounts, reports and forms. This is especially true for the food safety and quality system used in every production and distribution site. Over 2,600 paper forms are being digitized and used on the Datahex software platform, saving paper and improving operational efficiency.

#### Recovery and recycling

There are programs in most facilities for used ink cartridges, dry-cell and wet-cell batteries, obsolete computer equipment, paper and cardboard and wooden pallets.





# A PLACE FOR WORKING, LIVING AND RECOGNITION

## Creating engaging workplaces and thriving communities

Every company must be able to count on its employees' commitment to provide consumers with high-quality products. Olymel strives to create workplaces that are both safe and inclusive by considering the well-being and satisfaction of its employees as the foundation for its success.

Olymel is also committed to contributing to the prosperity of the local communities it operates in across Canada. It does this every day as an employer of choice, but also as a responsible corporate citizen. As such, it supports various initiatives to improve quality of life in its communities, including supporting food banks and inviting its employees to volunteer in their communities.

## • COVID-19 response

During this extraordinary pandemic period, Olymel has made considerable efforts to ensure the safety and well-being of its employees.

## • Staff engagement

Labour shortages are putting unprecedented pressure on recruiting staff. Olymel is constantly improving and adapting its human resources management practices and programs to recruit, motivate and retain its employees while also offering stable jobs and excellent career opportunities.

## • Health and safety

Employee health and safety is a priority for Olymel. It ensures that the laws and regulations currently in force are followed and offers a host of resources and tools to prevent accidents and occupational illnesses.

## • Diversity and inclusion

In light of the diversity represented in the labour market, Olymel is committed to ensuring that the people working in its facilities are welcomed in an open space free from any form of harassment or discrimination based on race, religious beliefs or sexual orientation.

## • Support for communities

Olymel's philanthropy and social commitment program makes food security for Canadians in need its main focus and is in keeping with its mission of "Feeding the World."



*During this extraordinary pandemic period, Olymel has made considerable efforts to ensure the safety and well-being of its employees.*



## • COVID-19 RESPONSE

In 2020, Olymel developed and implemented a program of measures in line with the Institut national de santé publique du Québec (INSPQ) recommendations for the slaughterhouse and food processing industry. Here a few highlights from this program:

- As soon as the pandemic began, Olymel recruited a medical consultant to provide guidance for measures to implement, created a pandemic management unit and developed an information guide for management personnel. In the months that followed, the company regularly updated employees, hired supervisory staff to enforce physical distancing rules and ran audits to verify how effective the implemented measures were.
- To manage symptomatic cases, many multilingual messages (bulletins, notices, posters, etc.) were made about COVID-19 symptoms and the ban on coming on-site with these symptoms. Workers and visitors are also assessed when they came to the facilities.
- When an employee reports symptoms, an epidemiological investigation is started and employees who have been in close contact with them are removed as a precautionary measure pending test results.
- Information and equipment, like hand sanitizer dispensers, help promote hand hygiene and respiratory etiquette.
- Work-from-home for all staff whose tasks allow for it, the suspension of visits between establishments, and using videoconferencing has helped reduce contacts and infection risks. In the workplace, changes in worker movement (shift transfers, break schedules, etc.) to avoid paths crossing, reconfigured common areas, workstation layout to maintain physical distancing, installing physical barriers where necessary, and requiring a medical mask if minimum distances can't be maintained (which is less than 20% of the workstations) are ways of ensuring physical requirements are being followed.
- A disinfection protocol for cafeterias, dining rooms and common areas was implemented, in addition to the sanitation processes that were already in place in many facilities. All staff clothing and protective equipment is also washed daily or changed as needed.
- Awareness campaigns are used to promote vaccination, as is a \$25 per dose incentive and internal lotteries for fully vaccinated staff.

## • STAFF ENGAGEMENT

*Labour shortages are putting unprecedented pressure on recruiting staff. Olymel is constantly improving and adapting its human resources management practices and programs to recruit, motivate and retain its employees while also offering stable jobs and excellent career opportunities.*

The agri-food industry is a stimulating environment that is constantly reshaping itself to keep up with consumer trends and high food production standards to meet the needs of the domestic and export markets. Demographic factors like an aging population, retirements and job candidate scarcity in regions where many of Olymel's facilities are located have made staff recruitment a major growth issue in recent years. The processing sector is an essential link in the food chain; it offers stable jobs and career opportunities that are rarely found elsewhere. Olymel also offers competitive compensation, excellent benefits and support through every career development stage to engage its employees.

### Working conditions

Olymel ensures that its employees benefit from extremely favourable working conditions, including a competitive compensation program, a group insurance plan, an employee assistance program (EAP), deep discounts on products, and social and family activities that strengthen bonds between team members. In addition to having access to a wide variety of jobs and a skills development program, employees can take advantage of exciting career opportunities within the company and its subsidiaries.

### Retention master plan

To better meet expectations from its workforce, Olymel ran Kaizen workshops in some of its facilities to identify irritants and problems that could affect employee retention. These workshops helped identify key factors that promote workforce engagement and retention. These factors were outlined in the June 2021 master plan to retain facility labour. Based on this master plan,

each facility must develop an action plan proposing concrete and sustainable solutions to improve the identified key factors, such as:

- Clear definition for roles and responsibilities.
- Proper coaching and mentoring for new employees.
- Gradual integration into the workplace when just starting or returning to work.
- Recognizing achievements.
- Preventing conflict.

### Professional development program

Olymel is constantly improving its development programs for managers, technical staff and worker to help them improve skills and knowledge, so they can reach their professional goals. In 2020, to better structure the training approach, make access to resources easier and create a culture of leadership, the entire training offering was put into the Continuum program, which offers four paths tailored to employees' needs. Three paths focus on developing management and leadership skills depending on the candidate's position, while the fourth path features a set of flexible courses focused on developing technical or professional skills.

### Recognition program

Since 2008, the STAR program has been recognizing employees' years of service through unique and personalized initiatives. After one and three years, and then every five years, employees receive a diploma listing two qualities they are appreciated for. In the STAR program, the Quarter Century Club celebrates staff members with more than 25 years of service.



# COMMUNITY

## • HEALTH AND SAFETY

*Employee health and safety is a priority for Olymel. It ensures that the laws and regulations currently in force are followed and offers a host of resources and tools to prevent accidents and occupational illnesses.*



### OHS committees

OHS committees ensure that work in offices, distribution centres and plants is done in a safe and productive environment. Committee members work on, among other things:

- Teaching knowledge and skills required to perform the job safely.
- Making sure employees have the materials and equipment to do their jobs safely.
- Ensuring employees use the provided protective equipment properly.
- Identifying risk management measures at the site.

This committee also raises employee awareness of dangers in their work environment and encourages them to adopt safe behaviours through messaging, training and signage.

### Integrated risk management (AGIR) program

In 2015, Olymel implemented a systematic, ongoing and proactive approach to manage risks at the source in order to identify ways to mitigate them and to train employees. As part of the AGIR program, supervisors regularly tour workstations to identify situations that may present a hazard or risk to workers, determine risk levels and suggest mitigation measures. This approach makes it possible to highlight certain general issues, such as equipment lockout or forklift driving, and to implement the required actions to prevent an incident event from occurring.

### Ergonomics program

This program, which is currently underway in six of the company's facilities, is designed to identify and control ergonomic risks and train and support those who will implement the corrective measures.

### Quarterly OHS management meetings

Every three months, management in each facility meets to discuss occupational health and safety issues. During these meetings, participants also ensure that critical programs are being implemented and that the action plans put forward are progressing.

### Privacy and personal information protection

The rapid digitalization of the economy and businesses has led to an exponential growth in data volumes and related traffic, raising many security and confidentiality issues. Olymel has developed an information governance policy for its directors, officers, employees, consultants and contractors to ensure the company's data and employee information is soundly managed and protected. In addition to promoting best practices in data creation, retention, storage, archiving and destruction, this accountability framework aims to ensure that all private, personal and confidential information remains confidential and secure and to manage risk and security associated with digital information. This policy complies with the legal and regulatory requirements in force for data retention and destruction in each province in Canada.



## • DIVERSITY AND INCLUSION

*In light of the diversity represented in the labour market, Olymel is committed to ensuring that the people working in its facilities are welcomed in an open space free from any form of harassment or discrimination based on race, religious beliefs or sexual orientation.*

### Worker onboarding and integration process

Since Olymel is seeing strong organizational growth and a considerable number of retirements, the company must prepare to welcome new workers from increasingly diverse backgrounds. It has enlisted the help of professionals to guide its actions to welcome and integrate these workers with an eye toward inclusion. Awareness, communication and training activities have been organized in the facilities for managers, supervisors, trainers, unions and employees to make welcoming new employees smoother, particularly in workplaces that were previously more homogeneous.

### Integration and retention advisors

Olymel has created integration and retention advisor positions in most of its facilities to oversee and monitor the onboarding and integration process for all new employees, regardless of their backgrounds. In addition to scheduling and organizing all the activities required for welcoming and integrating workers, the advisors must foster an inclusive culture by raising awareness, training and advising the stakeholders affected by the arrival of new employees.

### Welcoming foreign workers

Due to the labour shortage, Olymel is carrying out extensive international recruiting initiatives, hiring temporary foreign workers every year in compliance with active government

programs in Canada. Olymel helps such workers better integrate into the company, but also into the host community by doing the following:

- Acting as a liaison between municipal and regional authorities to raise community awareness of foreign workers arriving in their communities.
- Checking if suitable, affordable and properly furnished housing is available.
- Planning travel between home and work.
- Partnerships with local newcomers' organizations.
- Training supervisors on the harassment/discrimination intervention protocols.
- Familiarization week in the host community (administrative paperwork, shopping for groceries and essentials, opening a bank account, apartment maintenance, good neighbourly practices, etc.).
- Following up regularly with internal integration advisors and external partners.
- Providing legal and administrative support for permanent residence applications.

### Policy on harassment, sexual harassment, discrimination and violence in the workplace

Olymel, through this policy, is recognizing the right of its employees to work in a workplace free of harassment, sexual harassment, discrimination and workplace violence. It is committed to promptly investigating any incident, handling complaints fairly, implementing proper corrective measures and supporting victims. The policy sets out the roles and responsibilities for everyone to create a healthy workplace, outlines the procedure for reporting an incident, and forbids any form of retaliation.

### Civility, diversity and inclusion policy

For a healthy, safe, respectful and harmonious workplace, Olymel is currently working with the Institut de recherche sur l'intégration professionnelle des immigrants (IRIPI) to draft a policy to promote civility and prevent all forms of harassment in the workplace. This policy will establish guidelines to safeguard respect for individuals' dignity, physical and psychological integrity and will encourage all workers to adopt attitudes and behaviours based on respect, collaboration, consideration, courtesy and good manners. It will also describe the process for handling complaints in situations where this policy has been breached.

# COMMUNITY

## • SUPPORT FOR COMMUNITIES

*Olymel's philanthropy and social commitment program makes food security for Canadians in need its main focus and is in keeping with its mission of "Feeding the World."*

### Economic vitality

Olymel has a strong presence in dozens of regions in Quebec and facilities in Ontario, Alberta, New Brunswick and Saskatchewan, and it contributes to the vitality of the many communities it operates in as an employer. Since it was founded in 1991, Olymel expanded quickly with a growth of 30% in employees from 2016 to 2021. The company also stood

out in the Prix Créateurs d'emplois du Québec by winning the Grand Prix Créateur d'emplois et de prospérité du Québec in 2018 and 2019. This award celebrates the creation, retention and exceptional growth of quality jobs from a sustainable development perspective.

### Charitable causes

Olymel has always urged its employees and management to get actively involved in their communities, to give back to those in need and to support certain causes. The company also regularly answers calls from its clients to contribute to causes that are important to them. Contributions take the form of cash donations, food donations, volunteer work and participation in fundraising events.

### Food security

In late 2016, Olymel developed its first strategy to set up a structured donation program to maximize the company's charitable efforts. Driven by the company's food security values and goals, the Giving Back Together program focuses on supporting national and local food banks and the La Table des Chefs organization. Olymel donates money, products and services to them, thanks to enthusiastic support from its employees. Every year, employees hold fundraising events and volunteer their time at food banks or community organizations across Canada.

