

*Lagardère*  
TRAVEL RETAIL



PEPS  
Planet.Ethics.People.Social.





« We, travel retailers, must take our share and adapt the way we do business in order to become a more sustainable industry. The challenge being to combine this fundamental objective with business objectives and business models. »

**Dag Rasmussen**

Chairman & CEO

## Corporate Social Responsibility is a key strategic stake for Lagardère Travel Retail





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# Lagardère Travel Retail's framework for CSR

A four-pillar strategy  
with global commitments  
and group priorities

## Planet

Reduce our environmental footprint and  
increase the sustainability of our operations



—  
Energy consumption  
Food waste  
Plastic consumables  
Local sourcing

## Ethics

Act responsibly for the benefit of our people,  
clients & partners



—  
Responsible products  
Anti-bribery  
Data protection

## People

Our people and culture are our biggest  
strengths



—  
Gender mix  
Teams engagement  
Security & well-being  
Performance  
remuneration  
Internal mobility

## Social

Be involved and support the communities  
around us



—  
Volunteering  
Donations



# PEPS, powered by a community of Local Heroes in charge of executing the global strategy and adapting it to local stakes



A strong and active community of over 30  
PEPS local heroes - responsible for  
embedding the PEPS strategy locally,  
adapting it to their local environments and  
stakes and stimulating local PEPS initiatives

To date, over 100 CSR initiatives have been  
rolled-out under the PEPS program and cover  
a wide range of topics







# Planet

We are committed to reduce our environmental footprint and increase the sustainability of our operations


**Our commitments:**



Ban non reusable plastics consumables in all group concepts by 2025



Reduce energy consumption in all stores



Reduce food waste by 50% by 2025



Develop local food and products in all restaurants and stores

## Daily DXB goes plastic free at Dubai International airport

The Daily DXB restaurant has become 99% plastic free, well ahead of the January 1st 2020 deadline set by Dubai airport.



## Offices go green

Lagardère Travel Retail Duty Free Global headquarters have completely banned single use plastic, replacing them with reusable containers. In the US, Paradies Lagardère has moved to the full digitization of all company contracts.

## Partnering with a start-up to reduce food waste in France

Lagardère Travel Retail France has partnered with tech start-up Too Good To Go to reduce food waste and sell unsold goods at low prices.





# Ethics

We are acting responsibly and with the utmost reliability for the benefit of our people, clients and partners

## Our commitments:



Develop responsible products in our stores (certified organic, fair trade, environment friendly)



Develop responsible products in our restaurants (only use 100% cage-free eggs by 2025)



Implement an anti-bribery mechanism in all our subsidiaries by 2022



Ensure the data protection of our customers and employees

## Combining business and purpose with Madame Rosalie in Dakar

We want to support local economies and producers, as we are doing with Madame Rosalie who produces jams in Sénégal. We partnered with her to introduce her local products in our stores at Dakar's Blaise Diagne Airport. Our support has helped Madame Rosalie improve her living conditions as a single female in an isolated village. Thanks to our purchase volumes, she could in turn offer a job to two other women from her village.



## Helping our people bridge the gaps during Covid-19

In this challenging period, Lagardère group has set up a solidarity and relief fund (5m Euros) to support our hardest-hit employees across the globe and help, for example, cover medical costs, offset lost income or pay rent.

## An e-learning platform for anti-bribery training

We have rolled-out an e-learning platform for anti-bribery training in order to provide employees with a better understanding of bribery issues and increase the vigilance of all our staff.







# People

Our people and culture are our biggest strengths and we want to be recognized as the most attractive employer in the travel retail industry

## Our commitments:



Improve gender mix (40/60%) in Executive Committees recruitments



Measure employee engagement once a year in all our subsidiaries



Boost and support internal mobility and promotion



Improve our compensation policies in line with company performance



Ensure security and well-being at work

## Understanding our people

We want to better understand and improve employees' engagement within the Group. To do this, we have launched the Gallup survey. So far, nine countries representing nearly 50% of our employees have completed the survey and will do it again on an annual basis. Gallup is a recognised institute which runs a global engagement survey based on a set of 12 questions.

## Achieving greater gender balance in our teams

Today, 40% of senior management roles are held by women. Women make up more than 65% of Group's employees.



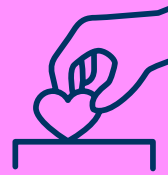
# Social

We want to be involved in the communities where we operate and support the most vulnerable through donations and volunteering

## Our commitments:



Encourage and facilitate volunteering in all our subsidiaries



Leverage our network to make donations to charities



### *Action Against Hunger partnership in France*

Since 2011, all of Lagardère Travel Retail stores in France are offering customers the opportunity to support Action Against Hunger through a mini donations operation and the sale of the «Gustave» teddy bear. Also employees can take part into the association's sports challenge in Paris.

### *Paradies Lagardère is committed to fight against hunger*

Paradies Lagardère supports the «No Kid Hungry®» campaign to improve access to food. For each coffee sold across all our US restaurants in September, a donation is made to the "Dine Out for No Kid Hungry®" campaign. Throughout the year, 25% of revenue from each child meal sold in Paradies Lagardère's restaurants are also donated to the association.

### *CanTeen's Bandanna Day in Australia*

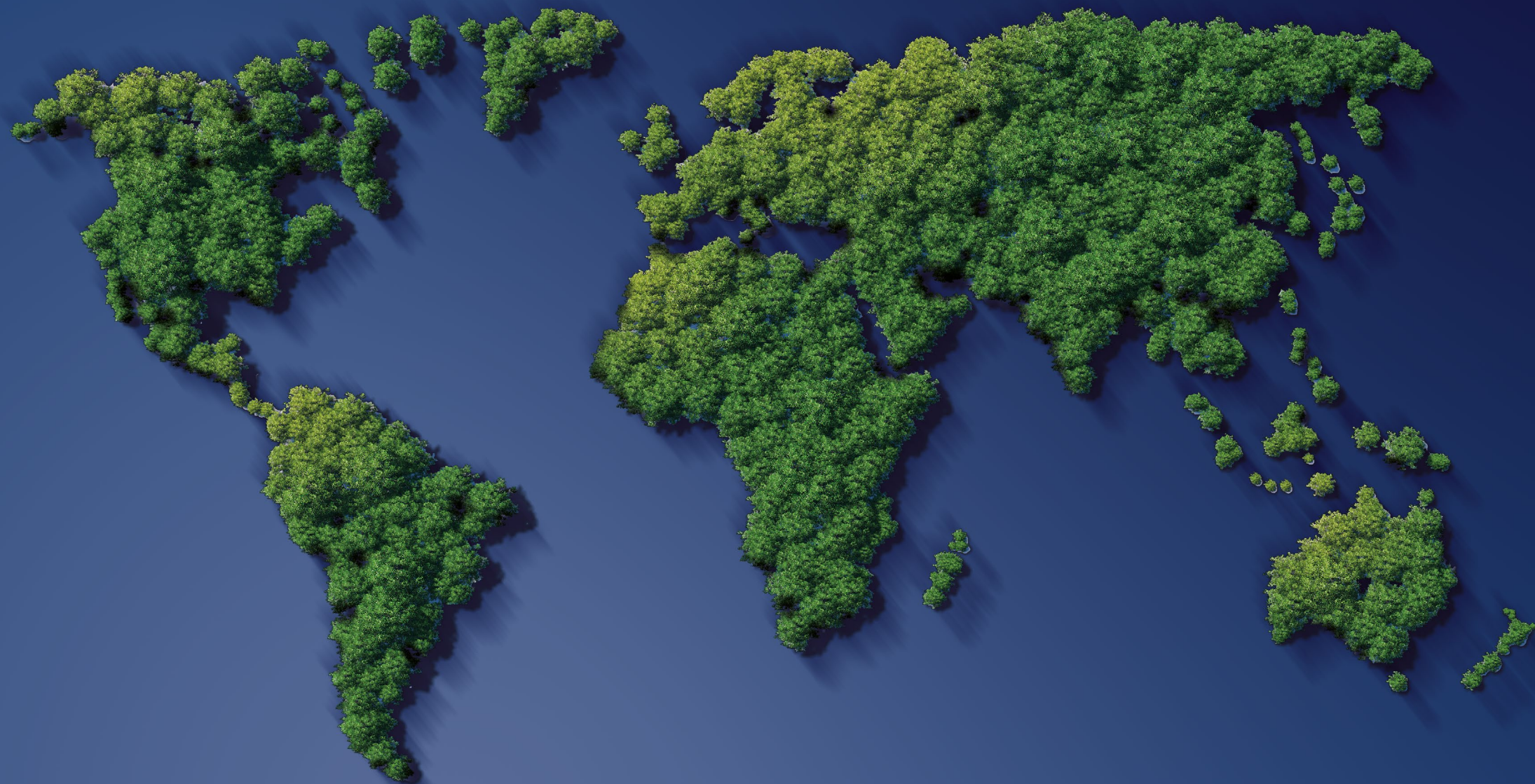
Since 2007, Lagardère Travel Retail Pacific supports CanTeen and their major fundraising and awareness campaign – Bandanna Day. It helps young people cope with cancer in their family. During the awareness month, our stores are selling the signature bandannas and pens with all proceeds going to CanTeen.



### *Supporting young people with disabilities in Italy*

Since 2018, a national program has been implemented with the AIPD (Associazione Italiana Persone Down), to provide work experience to young people with Down's syndrome, by offering them internships in our Italian shops and restaurants.





**PEPS**

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**in numbers**  
in 2019



**+100 30**

PEPS initiatives  
rolled-out around  
the world

PEPS Local  
Heroes



**700,000€**

Donations to charities



**2,500**

Employees involved  
in volunteering

**4,500**

Hours spent by  
employees in  
volunteering