SUSTAINABILITY REPORT

VANDEPUTTE 2018

PROTECTING 1 MILLION PEOPLE
FROM HARM AT WORK!

vandeputte
SAFETY EXPERTS

1. ABOUT THIS REPORT

⇨ NAME OF THE ORGANISATION

Vandeputte Safety International
Binnensteenweg 160
2530 Boechout, Belgium

⇨ ACTIVITY

Vandeputte helps to ensure that each of their employees can do their job safely and comfortably, and return home in the evening, safe and sound.

⇨ STRUCTURE OF OWNERSHIP AND LEGAL STATUS

Limited Company

⇨ VANDEPUTTE SAFETY COLLABORATES OR COMPLIES WITH THE GUIDELINES SET OUT BY THE FOLLOWING SUSTAINABLE ORGANISATIONS:

- Etion/Forum for committed entrepreneurship/presidency since 2017
- Ecovadis/Sustainability rating platform for global supply chains/since 2014
- Sedex/Sedex Information Exchange/ since 2014
- Prebes/active in promoting well-being at work, sustainability and CSR/since 2003
- VMX/environment professionals/since 2003

⇨ QUALITY LABELS

- ISO 9001/quality management system/ since 1996
- ISO 14001/environmental management/ since 2011
- OHSAS 18001/safety management system/ since 2011
- Greenfeet/since 2016
- VCA/since 2016

⇨ SCOPE

The scope of this report is Vandeputte Belgium, the Netherlands and France. Included are the sales branches and logistics centre in Puurs, and the Belgian headquarters in Boechout.

⇨ REPORTING PERIOD

This is the first sustainability report and reflects the CSR policy for the years of operation covering 2015, 2016 and 2017. Since 2017, Samurai@work is no longer part of the Vandeputte management and structure, and the figures for this branch are no longer included in the 2017 report.

⇨ FREQUENCY

Biennial update

⇨ GRI STANDARDS COMPLIANT

This Sustainability Report complies with the GRI Standards. Core Option.

⇨ FEEDBACK

Vandeputte would like to hear your comments, recommendations and any suggestions for improvements.

⇨ CONTACT

Pascale Janssens
E: pascale.janssens@vdp.com
T: + 32 3 460 04 05

This report is available online at www.vdp.com. One thousand copies of the summary have been printed as a carbon-neutral activities book and distributed to all stakeholders. The online version of this book can also be found at https://www.vdp.com/csr

⇨ PARTNERS IN CSR

Consultancy and editing: Linde Brewaeys
Layout: Melissa Hoffman

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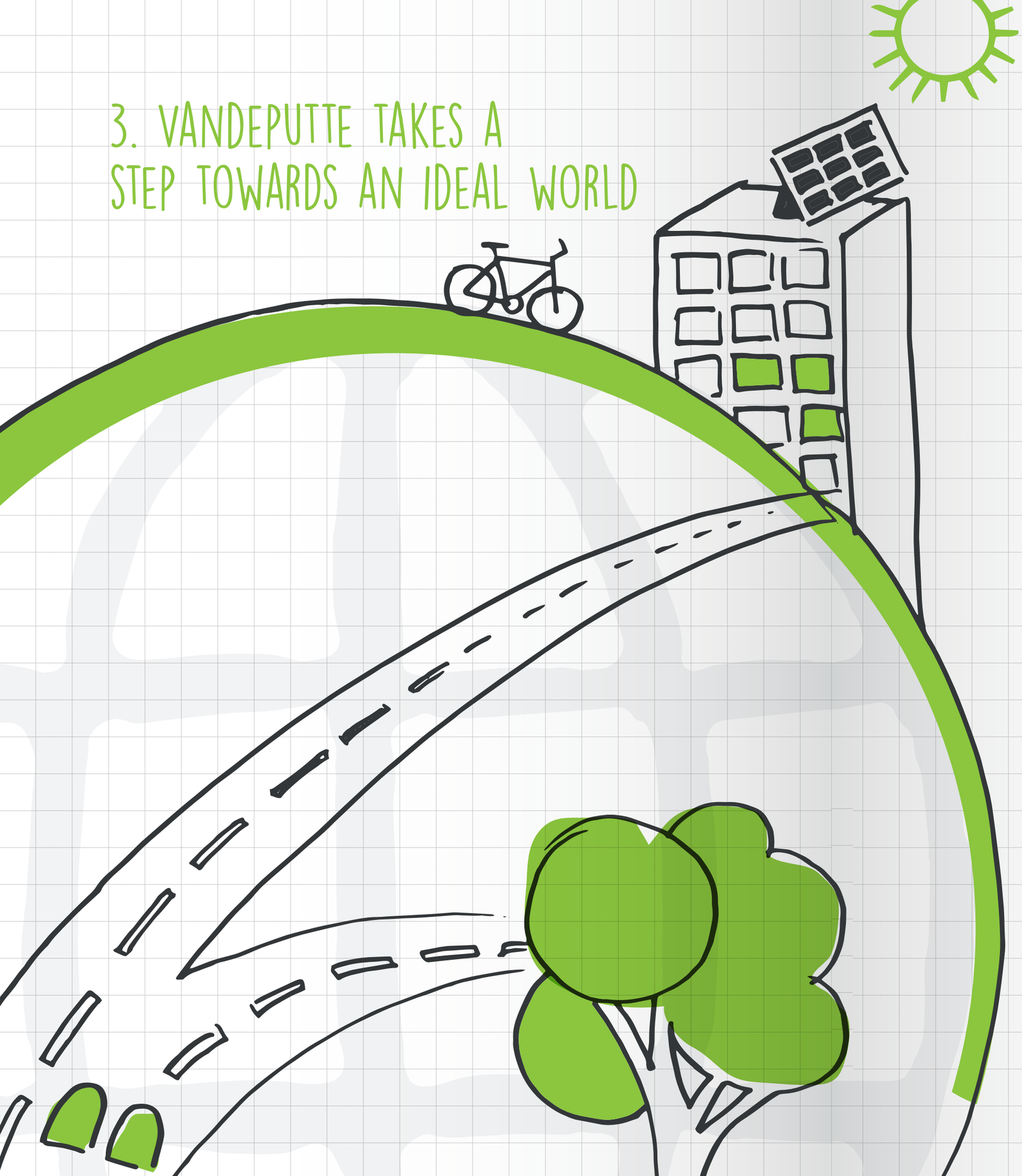
3. VANDEPUTTE TAKES A STEP TOWARDS AN IDEAL WORLD



"GIVING SOMETHING BACK TO SOCIETY"

Innovation is the guiding principle throughout our business, and CSR naturally plays a major role in this. To me, Corporate Social Responsibility is about giving something back to society. And not only through resources, but also by actually doing things. Giving money is just “too easy”. In 2016, one of our colleagues was nominated for 'CSR Professional of the Year', awarded by Time4Society.

As far as I’m concerned, the challenges our CSR policy faces mainly concern the implementation of objectives and actions.” For example, greening our commuter traffic is a concept that is nice to have. Smart logistics coordination with customers, facilitating circular enterprise and offering sustainable innovative services are must-haves. This is where we make a difference. This mainly means involving our customers, employees and suppliers in the CSR story. We want to inspire our stakeholders and point towards the common goal: a world in which safety and well-being are permanent achievements.

With this first sustainability report, we are taking a step towards an ideal world. In this way, we can show others what we are doing and how we are doing it. It is also a very accessible way of closely monitoring our policy in this area.
The five pillars of CSR define the direction.

But, it needs to be more than merely a narrative of good intentions. CSR is embedded across Vandeputte's operations and strategy. We want everyone involved at Vandeputte to have a **CSR experience**. Our CSR working group will not only assist us with this, but will also guide us. For this reason, we decided to produce a summary of this report in the form of an activities book in which all stakeholders can share their suggestions and initiatives.

If you, as a company, still want to remain in business tomorrow, then you need to adopt a sustainable working method. Naturally, we haven’t yet achieved the results we are aiming for, however, our progress towards that point is just as important. Sustainability is a journey. And the journey is more important than the destination.

I hope you enjoy this unique reading experience!

Dirk Vandeputte CEO

4. ABOUT VANDEPUTTE

4.1 THIS WAS 2017

70 YEARS

EUROPEAN EXPERT
IN INDUSTRIAL SAFETY
AND WELL-BEING

MARKET LEADER BENELUX

OPERATING IN BELGIUM,
LUXEMBOURG, THE NETHERLANDS
AND FRANCE.
TOTAL NUMBER OF SITES: 7

€71,395,000

NETT REVENUE

SOCIETY(WE)

220

HOURS OF VOLUNTEERING
= 1.2 HOURS PER EMPLOYEE

11

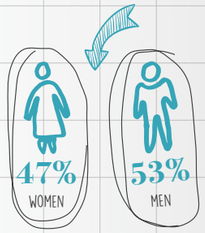
SOCIAL ACTIVITIES

CEO
Dirk Vandeputte
IS PRESIDENT
OF ETION

HAPPY PEOPLE

196

EMPLOYEES AS OF 31/12/2017



3.7%

ABSENTEE RATE

71%

OF EMPLOYEES PARTICIPATE
IN SOLIDARITY CAMPAIGNS,
NEW IDEAS AND
WORKING GROUPS

PROTECTING 1 MILLION PEOPLE, EVERY SINGLE DAY!

FAIR CHAIN

12,936

UNIQUE PRODUCTS
(SKU TOTAL LEVEL OF SIZE VARIATIONS)

10%

OF OUR TURNOVER =
OWN SAMURAI BRAND

"Close the loop"

PARTNERS IN CIRCULAR
ENTREPRENEURSHIP

GREEN DISTRIBUTION

-2%

CO2 EMISSIONS
FOR TRANSPORT OF GOODS

3450m²

SOLAR PANELS
= HALF A SOCCER FIELD

12,000km

COMMUTER DISTANCE BY BICYCLE

84%

WASTE RECYCLING

WE DO CARE

18

SOLD
VENDING MACHINES
FOR
SAFETY PRODUCTS

30

NPS SCORE
CUSTOMER SATISFACTION

4.2 VANDEPUTTE SAFETY EXPERTS

WHAT DRIVES US?

The passion for well-being at work.

WHAT DO WE WANT TO ACHIEVE?

To protect every person against potential health hazards at work while, at the same time, increasing their working comfort.

WHAT DO WE HAVE TO OFFER?

An innovative total concept, consisting of personal protection equipment and services, tailored to humans and organisations.

WHAT IS OUR POLICY BASED ON?

A sustainable and sound partnership with all our stakeholders, and in the first instance, with our customers and employees.

Over the past decades, Vandeputte has evolved to become a trendsetter in industrial safety and welfare, initially in Belgium and later also in Europe. Currently, more than 4,000 companies, from SMEs to multinationals, use Vandeputte to guarantee their safety. In addition to advising on product selection, our services also include making recommendations concerning the organisation of ordering procedures, stock management, maintenance and specialised training for users.

We attach great importance to long-term relationships with our suppliers and partners. For transport in the Benelux countries, Vandeputte works closely with its distribution partner, GLS. We also work with our regular partners in the production of our proprietary Samurai brand, and in laundering and supporting these products. All operations regarding printing personalized textiles, producing prescription goggles, maintaining technical personal protective equipment, ... is done in-house.

FINANCIALLY SOUND PARTNER

Vandeputte continuously invests in keeping abreast of market developments and meeting the needs and requirements of our customers.
Examples are the development of our e-business, further development of our proprietary brands such as Samurai and GSA, and the streamlining of our logistical facilities. For example, in 2017 we invested heavily in our Solutions4Materials department.

Turnover
figures unaffected by related companies Samurai@work and ABSafety

EBIT (earnings before interest and taxes)
figures unaffected by related companies Samurai@work and ABSafety

4.3 EFFICIENT ORGANISATION AND

MISSION

Vandeputte is a family business with over 70 years' experience and expertise in the safety sector. We believe in a world in which all employees are able to do their job safely and comfortably, and return home in the evening, safe and sound. In everything we do, we are guided by a clear, robust vision of the world in which we work and of the role we want to play in it, today and tomorrow. We look beyond the here and now, and go all the way to find sustainable and lasting solutions. We are driven by a healthy and natural ambition to continue to grow and develop. We are constantly endeavouring to push back our limits. 10 years ago, together with all our employees, we defined the company's values.

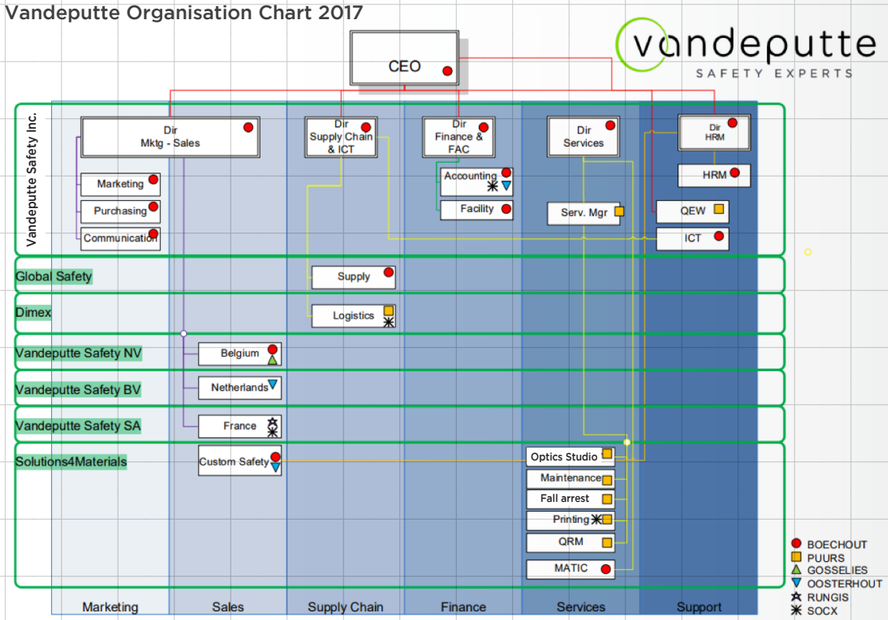
VALUES:

- **With vision**
- **Alert**
- **With authority**

Vandeputte Safety International is a public limited company (NV) consisting of 6 companies

1. Vandeputte Safety NV
2. Vandeputte Safety BV
3. Vandeputte Safety SA
4. Solutions4Materials
5. Dimex
6. Global Safety

Vandeputte Organisation Chart 2017



Good governance and organisation	2015	2016	2017
% of women in management positions	18%	17%	15%

Managing Board

- CEO: Dirk Vandeputte
- Director Sales & Marketing: Philippe Halsberghe
- Director ICT & Supply Chain: Peggy Daneels
- Director Finance & Facility: Bart Roscam
- Director Services: Matty Zadnikar
- Director Human Resources: Pieter De Mil

Advisory Board

Since 2014, our Advisory Committee has been the sounding board for testing innovative new business cases. Its members come mainly from the technology sector:

- Robert Decant - Ceo ESAS
- Christoph Neut - Ceo Spark central
- Stefan Vandeputte - Chairman of the board
- Dirk Vandeputte – Ceo Vandeputte

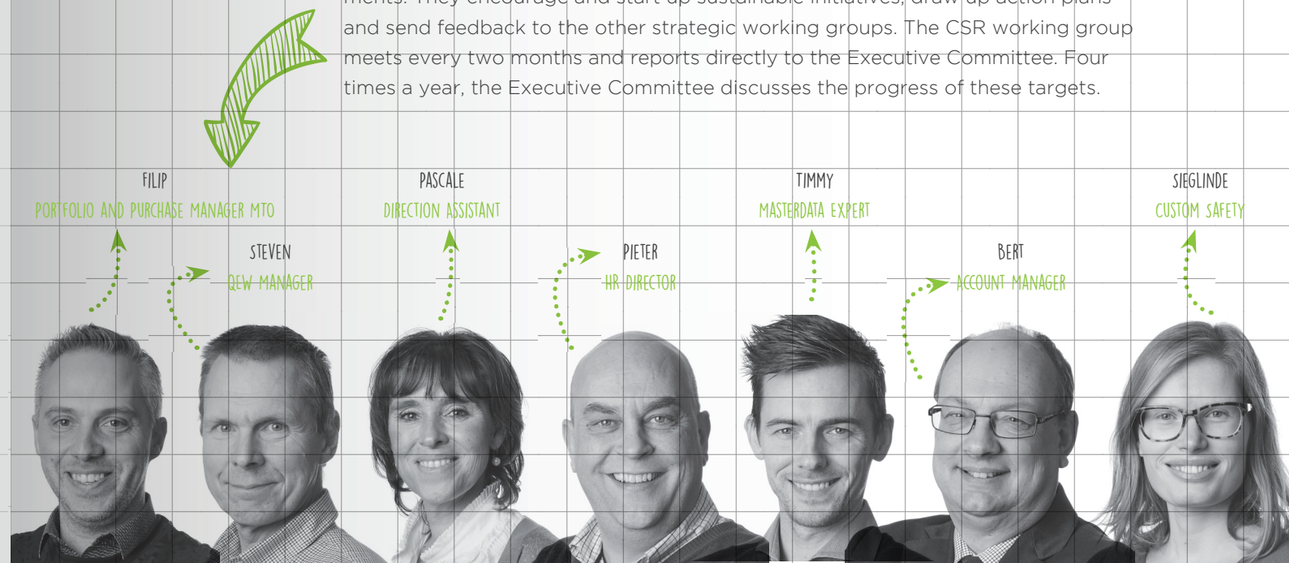
Strategic working groups

Innovation at Vandeputte does not stop at product development. It is also about creating a renewed organisation to meet the strategic objectives held by Vandeputte, with maximum input from all employees.
Six working groups identify and carry out activities to achieve these objectives

1. Samurai 2.0
2. Columbus
3. Happy People
4. Data Intelligence
5. Omni Channel
6. CSR

The CSR team

The CSR working group consists of 7 employees from various Vandeputte departments. They encourage and start up sustainable initiatives, draw up action plans and send feedback to the other strategic working groups. The CSR working group meets every two months and reports directly to the Executive Committee. Four times a year, the Executive Committee discusses the progress of these targets.



5. CONTEXT AND CSR STRATEGY

5.1 TRENDS AND CHALLENGES: SMARTER COLLABORATION!

The safety and well-being market is evolving rapidly. Safety regulations and quality standards are becoming increasingly rigorous, and universal. Proactively monitoring and complying with legislation and guidelines is an absolute priority. This is why we have drawn up policy statements on environment, well-being and quality.

Environmental awareness is also growing year upon year. The demand for sustainable products is increasing, not only among private individuals, but also among industrial and public services. In addition, customers expect increasingly integrated solutions. They demand ease of ordering and delivery, high-quality products, manufactured under acceptable conditions. Our customer base is slowly shifting from industrial multinationals to service sectors that are increasingly demanding specific safety solutions and a supported culture of well-being.

The circular economy has not passed most companies by, especially in the textile sector, where it has become a catalyst for sustainable partnerships and renewable materials.

Vandeputte follows these developments closely, and is evolving alongside them. This is why further development in an international context is an important goal. Only in this way can we offer economies of scale to our customers, without losing sight of the sensitivities of local markets.

5.2 STRATEGY: OFFERING ADDED VALUE

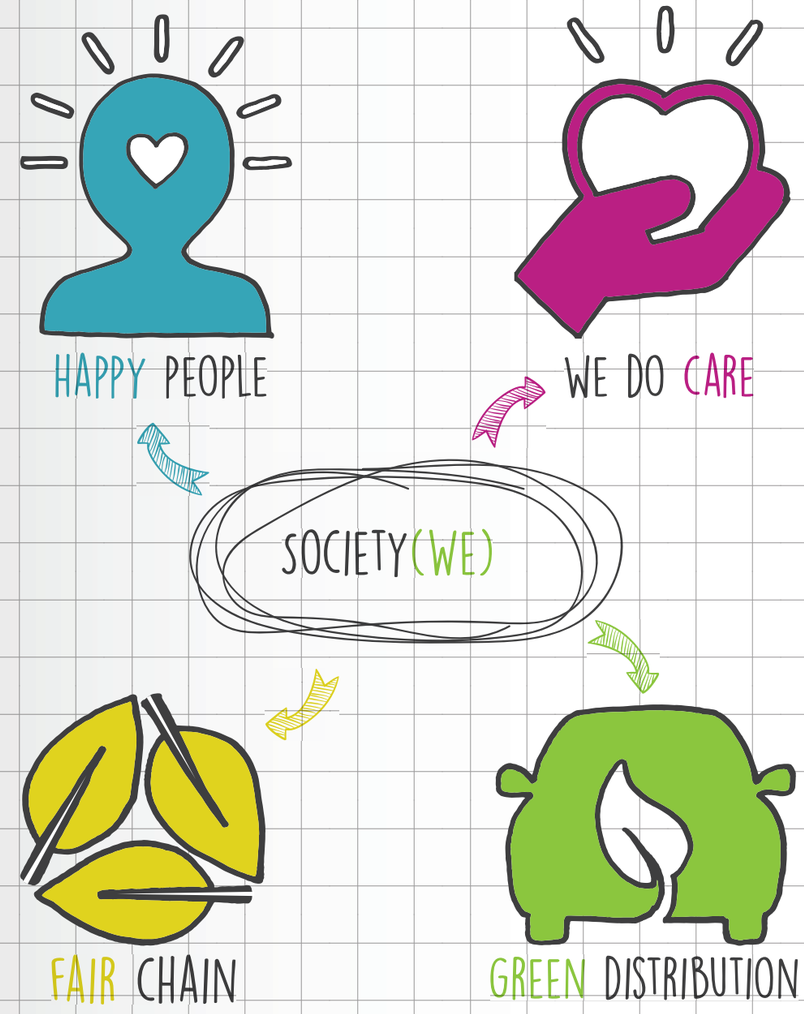
Our passion for well-being at work is the driving force behind Vandeputte and its employees. This perception is essential to our CSR policy. We do more than distribute products or comply with environmental and well-being laws. Vandeputte is part of society and wants to exert a positive influence.
Based on our corporate values and our expertise in safety and well-being at work, we want to create added value for our customers, our employees, suppliers and society at large.

Naturally, we are also aware of the negative impact that our activities have throughout the chain and on how it operates. We therefore strive to embed the CSR principles consistently in our strategic objectives, business processes and decision-making in order to reduce these effects.

With this CSR policy in place, Vandeputte is committed to making the world a better and safer place Not only for us today, but also for future generations.

5.3 THE 5 CSR PILLARS

Since 2016, the CSR working group has coordinated the various, often organically evolved activities within Vandeputte. By defining these activities through the CSR scan of 'MVO-Vlaanderen' and from surveys submitted to employees on CSR, it became clear that the time was ripe for an overall sustainability strategy. In this first sustainability report, we provide an overview of the most important initiatives and measures in the field of sustainability. The general vision, the 5 pillars and their associated objectives, will determine the direction in which we want to evolve.



6. OUR STAKEHOLDERS

From selecting our suppliers to the service we provide to our customers, every activity inevitably impacts on the environment and the society in which we operate. By entering into a dialogue with all stakeholders to the greatest possible extent, Vandeputte takes this responsibility extremely seriously. Due to the complexity of the safety sector, we are faced with a great many and very diverse stakeholders. Based on influence and importance, we have narrowed down the top 5 stakeholder groups from this multitude of stakeholders. We have formulated our expectations for Vandeputte for each of these five stakeholder groups, and taken them into account when selecting the relevant categories.

TOP 5 VANDEPUTTE STAKEHOLDERS

MEMBERS OF STAFF:

1. fair income
2. job satisfaction
3. work/life balance
4. development of strengths

CUSTOMERS

1. correct deliveries/services
2. quality
3. correct pricing
4. solutions

SUPPLIERS

1. correct payment
2. portfolio development
3. long-term relationship
4. partnership

GOVERNMENTS

1. regulatory compliance
2. sound entrepreneurship
3. contribution to the economy

SHAREHOLDERS

1. return
2. trust

6.1 MATERIAL THEMES

The topics covered in this report were selected from the themes of the GRI Standards, the SDGs and ISO 26000. The priority themes, indicators and objectives were determined by the CSR working group through various workshops. These themes were clustered in 5 broader CSR pillars. For each of the five CSR pillars, we have formulated concrete targets for 2020. Because we want an integrated sustainability policy that is entrenched in all processes and at all levels within our organisation, we have also linked these 5 CSR pillars back to the vandeputte strategic management themes.

At the Safety Summit (25/04/2018), we will be giving our stakeholders feedback on our first sustainability report. Each participant will be presented with the CSR creator's activities book (summary of the report). At the CSR stand, we will engage in a dialogue with stakeholders: are we focusing on the right themes with the greatest impact? Are our targets sufficiently challenging? All feedback will be taken into account by the CSR working group and, naturally, included in our next report.

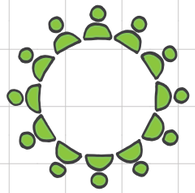
6.2 FROM CHARITIES TO GLOBAL GOALS

On 25 September 2015, the 2030 Agenda on Sustainable Development was adopted by the United Nations. In this Agenda, 17 Sustainable Development Goals/SDGs were put forward. Over the next 15 years, action regarding these 17 objectives will be required . The objectives are universal, for both developing and developed countries, and all 17 are interlinked.

Vandeputte subscribes to these global objectives and strives for a balance between the 5 Ps (People, Planet, Prosperity, Peace and Partnership) of sustainable development within its CSR policy. The pillars of CSR refer to 7 global objectives to which Vandeputte can contribute, with the following main theme:
"Let's use our strengths to bring safety and well-being to the world!"

SUSTAINABLE DEVELOPMENT GOALS

MATERIAL THEMES AND OBJECTIVES 2020



SOCIETY (WE)

We give back to society

4 QUALITY EDUCATION

17 PARTNERSHIPS FOR THE GOALS

1. ENGAGEMENT

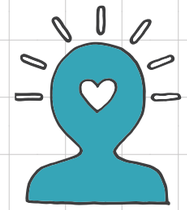
- By 2020, our employees will be carrying out at least 300 hours of charity work per year.

2. ENCOURAGING A CULTURE OF SAFETY AND WELL-BEING

- Every year, Vandeputte develops awareness-raising campaigns about well-being and safety at work.
- By 2020, the biennial Safety Summit will boast at least 800 participants.

3. SHARED VALUE

- Vandeputte continues to be a market leader in the Benelux countries, and has achieved a healthy annual growth internationally.
- By 2020, all CSR indicators will be systematically monitored.
- Vandeputte plays an active role in a range of partnerships and network organisations.



HAPPY PEOPLE

We can make our dream come true to protect 1 million people with colleagues who feel confident

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

8 DECENT WORK AND ECONOMIC GROWTH

4. VERSATILE AND SAFE

- By 2020, we will measure the mental resilience of our employees every two years, with more positive results than in 2018 being anticipated.
- By 2020, Vandeputte will have obtained the 'FIT Company' certification.

5. EVERYONE AN EMPLOYEE/ER

- The level of participation of our employees in our project groups has, at the least, remained stable (=30%) compared to 2017.

6. GO FOR TALENT

- By 2020, all employees will receive an average of 3 training days per year.

FAIR CHAIN

Through a transparent, sustainable and honest partnership with our suppliers, and by safeguarding the sustainability of our proprietary Samurai 2.0 brand, we are able to guarantee an honest, responsible and sustainable supply chain

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

7. MINDFUL PURCHASING

- By 2020, we will have defined and scaled all active suppliers (>50k turnover) based on the selected sustainability KPIs.
- By 2025, at least 15% of suppliers of all goods purchased under the GSA and SAMURAI proprietary brands will meet the criteria set.

8. PARTNERS IN CIRCULAR SAFETY

- By 2020, 15% (quantity) of our products in the active portfolio will be circular or sustainable.

GREEN DISTRIBUTION

By becoming increasingly efficient in the use of our resources, we aim to reduce waste and emissions.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

13 CLIMATE ACTION

9. CO2

- By 2020, the relative energy consumption will remain unchanged compared with 2017.
- By 2020, each site will be owned by Vandeputte and fitted with solar panels.
- By 2020, Vandeputte is committed to formulating a measurable target for the reduction of total emissions from logistics transport and its employees' commute.

10. OFFICE AND WAREHOUSE MANAGEMENT

- By 2020, Vandeputte will selectively collect 90% of all waste streams, of which there will be at least 16 different ones.
- The total waste weight will remain unchanged compared with 2017.
- By 2020, Vandeputte is committed to formulating a measurable target for the use of recycled and/or certified packaging materials.
- By 2020, coordinating logistics for deliveries to customers will be the norm.

11. COMPLIANCE WITH ENVIRONMENTAL AND QUALITY LEGISLATION

- All ISO certificates will still be retained by 2020

WE DO CARE

We want to unburden our customers and deliver customer experience beyond their expectations. Innovative "Safety Services" will enable us to live up to our role as a sustainable Safety Expert and guarantee maximum product responsibility and data protection.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

12. INNOVATIVE SAFETY SERVICES AND PRODUCTS

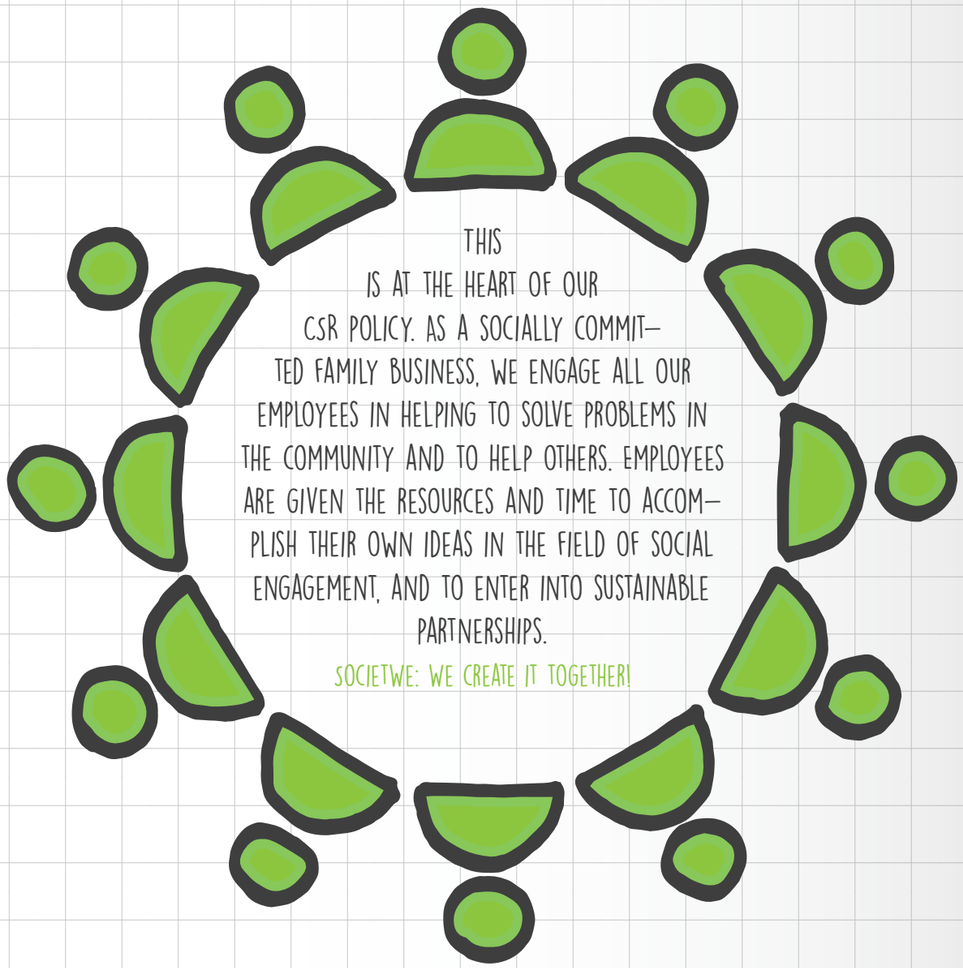
- By 2020, 30% of our product launches will be innovation-based.

13. PRIVACY AND CUSTOMER SATISFACTION

- By 2020, we will also assess the importance of CSR among our customers
- In 2018, we aim to comply with the new legislation on the General Data Protection Regulation (GDPR).

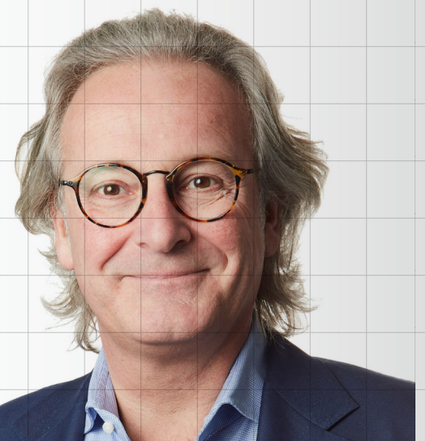
7. OUR IMPACT

7.1 SOCIETY(WE)



"CSR IS SOMETHING OUR COMPANY CAN GIVE BACK TO SOCIETY"

DIRK, CEO



ENGAGEMENT

For each global project, we also support a project in our vicinity (Benelux). For every project with a focus on the environment, we support a project with a focus on safety and well-being.

VOLUNTEERING SERVICE

A social team-building event instead of a staff party? Why not? In 2016, our employees were given a choice of 5 projects by non-profit organisations, accounting for 420 hours of voluntary work. In 2017, 55 of our employees voluntarily signed up to an afternoon of social engagement. We are convinced that this is an accessible way to make CSR a reality for our employees, and we aim to achieve 300 hours of contagious solidarity by 2020.

DONATING PENNIES

In 2017, we began with the Cunina god-parenting programme of a girl from Nepal. By collecting money at all locations through donating pennies, we committed ourselves to reaching a total of € 30 per month. This is how we can contribute towards schooling. In 2018, we begin a second god-parenting programme for a boy from Uganda. And, in 2019, we want to further expand our godparenting.

ENTREPRENEURS FOR ENTREPRENEURS

For each pair of shoes we sell of our proprietary Samurai brand, we donate 50 cents to Entrepreneurs for Entrepreneurs. As a result, in 2017 we were able to donate €5,000 to a technical school in Congo. In 2018 and in 2019, we are committed to donate at least the same amount. We are assessing the feasibility of this solidarity promotion in connection with other Samurai products.

Society(We) Commitment	2015	2016	2017
Number of social activities undertaken	1	8	11
Number of volunteering hours	n/a	420 hours	220 hours* *on a voluntary basis

SAFETY AND WELFARE CULTURE

The indirect economic effects of safety at work are enormous: higher productivity through reduced absenteeism due to illness, lower health costs, longer working lives for older workers and more efficient working methods and technologies.

To Vandeputte, sharing our knowledge and expertise in this area is self-evident. In order to stimulate a general safety and welfare culture, we organise information sessions and develop awareness campaigns (via Website, Facebook, LinkedIn, Twitter, seminars, participation in safety conferences).

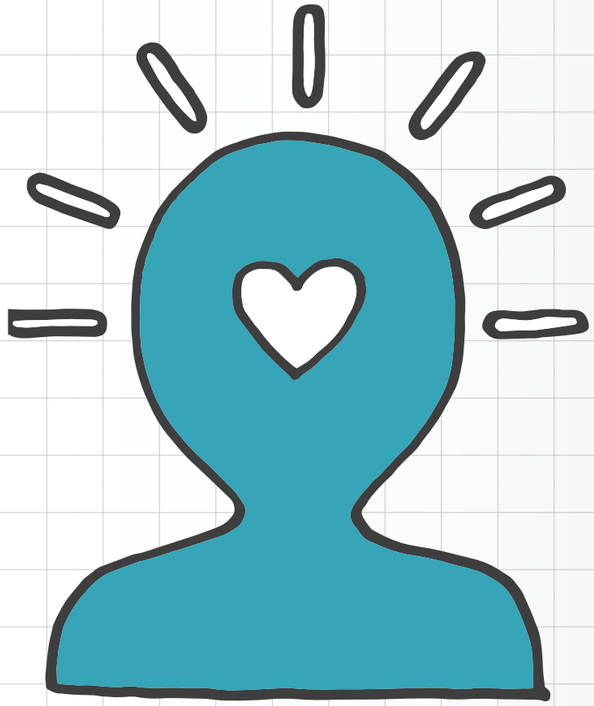
The following are a few examples of our activities:

- Awareness campaigns: bvb safety superheroes
- Information videos on the safe use of personal protective equipment
- Brochures and handbooks

We also increase safety awareness in the community through our biennial Safety Summit. The Safety Summit is not a trade fair, seminar, workshop or network event, but an experience that enables you to discover and further develop your safety DNA.

Society(We) **A culture of safety and well-being**	**2015**	**2016**	**2017**
Number of motivational campaigns	1	5	39
Number of participants for the safety summit	n/a	545	n/a

7.2 HAPPY PEOPLE



VANDEPUTTE EMPLOYEES ARE AT THE FOREFRONT OF ACHIEVING OUR AMBITION TO PROTECT 1 MILLION PEOPLE AT WORK. "WE STRIVE FOR MORE AUTONOMY, TAKING ON RESPONSIBILITY AND WE BELIEVE IN INCREASINGLY DEPLOYING OUR EMPLOYEES IN AREAS WHERE THEIR STRENGTHS ARE NEEDED.
WE GUARANTEE A SAFE WORKPLACE FOR OUR EMPLOYEES AND FOR OUR CUSTOMERS' EMPLOYEES. WE RECOGNISE THE VALUE OF DIVERSITY WITHIN OUR ORGANISATION, AND ENCOURAGE OUR EMPLOYEES TO TAKE THE INITIATIVE. VANDEPUTTE EMPLOYEES ARE EMPLOYEES/ERS!

"THE GOAL IS TO MAKE MYSELF ~~(IN)~~DISPENSABLE

PIETER, DIRECTOR HUMAN RESOURCES

EVERY WEEK THERE'S FRESH FRUIT, A TABLE-TENNIS TABLE, YOGA SESSIONS, A PERSONAL SPORTS PROGRAMME IN COLLABORATION WITH SPORTMED,... OUR HAPPY PEOPLE WORKING GROUP IS DOING EVERYTHING POSSIBLE TO OBTAIN THE "FIT" LABEL BY 2020

TAKING CARE OF PEOPLE

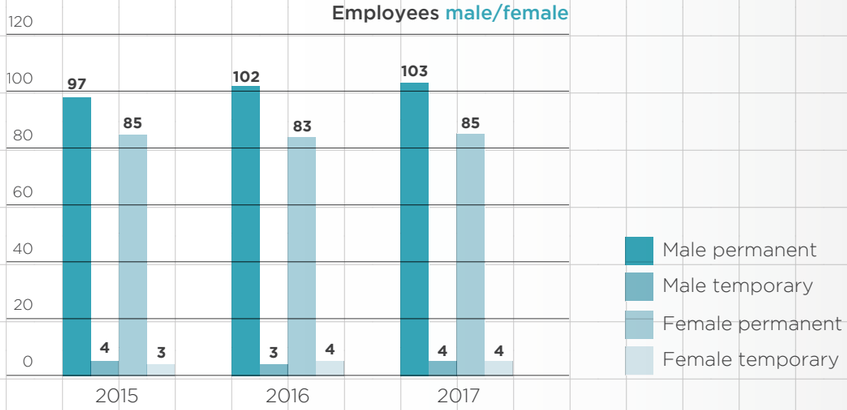
Comfort at work for all employees is an important goal for Vandeputte to aim for. All employees are treated equally, regardless of age, language, gender or nationality. We consider that constructive collaboration between people from different backgrounds is enriching, and adds value to the organisation. All employees are covered by the sector's collective labour agreement.

In addition to the expected level or knowledge, when the job criteria and the necessary competences for each job are drawn up, the possibility of equality through experience is taken into account or specifically required. For the selection of employees, we not only set diploma requirements, but we are also interested in equivalent skills acquired through experience. Through our Star methodology, information is collected relating to performance a candidate or employee has shown in the past. In addition, we also look at attitudes, values, drive - and we definitely look for a match with the organisation.

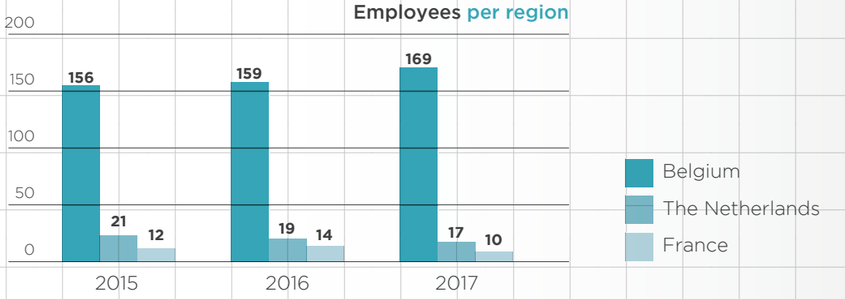
IN BALANCE

By recruiting close to our various branches, offering flexible working and working from home, and a mobility scheme with bicycle leasing, Vandeputte is responding to the increasing demand for a work-life balance.

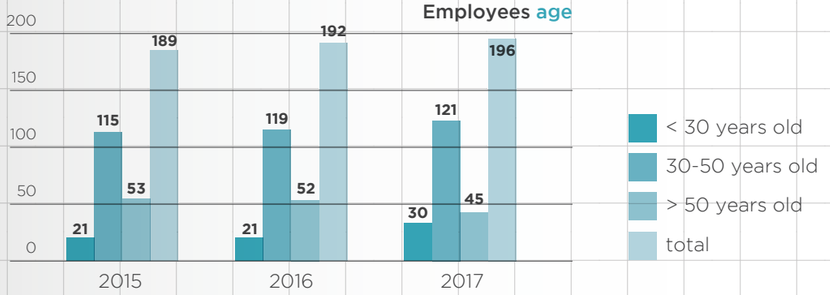
Employees male/female



Employees per region



Employees age



Number of workers
With regard to the total number of employees

EVERYONE AN EMPLOYEE(ER)!

"We strive for autonomy, take on responsibility and like to deploy our employees in places where their strengths are needed. Vandeputte considers all (future or potential) colleagues to be someone that wants to make a positive contribution. Vandeputte wants to continue the search for initiatives that support and encourage cooperation within a context of diversity.

We not only measure the commitment of our employees through our biannual survey on the subject of mental resilience, but also through the % of employees who participate in the various working groups and solidarity campaigns. We give each employee the opportunity to do half a day of voluntary work during working hours.

Happy People **Everyone is an employee(er)**	**2015**	**2016**	**2017**
% of the total number of employees who sit on a works council or committee	2%	2%	2%
% of employees who contribute to solidarity campaigns, new ideas, working groups	18%	30%	50%

Rückführung 13bar
Dampfkondensat
zur VKR
Druckseite
n Pumpe steht
muß das
erungsventil
fnet sein

VERSATILE AND SAFE

Our concern for excellent working conditions in the broadest sense of the word is intrinsic to Vandeputte's DNA. The high standards of safety and well-being that we endeavour to achieve with our customers, we also impose upon ourselves. We want, in every respect, to be an example of a company that allows people to feel at home and put their heart and soul into what they are doing.

RESILIENCE

In accordance with the legislation concerning the prevention of psychosocial risks at work, we defined the possible risks and set out the improvement path to follow in the event of complaints. With a biennial employee survey and an action plan on mental resilience, we can gain insight into why people react in different ways to stressful situations. Mental resilience is all about personal resilience. Through various information sessions and personal guidance, we endeavour to make mental resilience an important topic, so that burn-out no longer lingers in an atmosphere of taboos.

PHYSICAL STRAIN

Long-term work in front of a monitor, repetitive tasks etc., Vandeputte prevents strain from getting the upper hand by creating a workplace that excels in terms of ergonomics: standing desks, ergonomic desk materials and back-strengthening exercises for warehouse employees. In the Puurs warehouse, we installed a rotation system so each employee can take on different tasks.

FIGURES FOR ACCIDENTS AND ABSENTEEISM

Unfortunately, despite these measures, we can never entirely rule out accidents from occurring. In 2017, there were 3 accidents at work. Thanks to the flexible deployment of people, we continue to focus on all potential risks and safety procedures.

Happy People Versatile and safe	2015	2016	2017
Number of accidents at work	2	0	3
Level of frequency	9.36	0	14
Severity	0.02	0	1.2
Number of work-related deaths	0	0	0
Absentee rate	4.1%	2.8%	3.7%

GO FOR TALENT

As a knowledge-driven company, Vandeputte consciously invests in continuous development. Each year, we pay a lot of attention to professionally oriented education and training. For example, our employees emerge as fully qualified Safety Experts and, in partnership with a wide range of customers, we help them to excel in many different areas.

We invest in intensive multi-day learning programmes for all managers on the topic of Appreciative leadership and talent-focused collaboration. For their part, managers are expected to talk to their colleagues in order to discover their own strengths, to further develop these strengths and to promote entrepreneurship within their own role or outside of it. In addition, our employees also follow more internal and external training days aimed at developing role-specific competencies. In 2017, there was an average of 3 training days per employee. The training budget is also outsourced to external partners for learning paths for our employees. In 2016-2017, we successfully worked on an internal training plan in which colleagues train each other as much as possible.

Happy People Go for Talent!	2015	2016	2017
Number of employees given training	121	165	144
Number of training hours	4136	3992	4544
Training budget	€98,000	€80,000	€83,000

vandeputte
SAFETY EXPERTS
vandeputte
SAFETY EXPERTS
MOBILE SERVICE
www.vdp.com
LÖSUNGEN FÜR MAßAUFNAHME
MEASUREMENT SOLUTIONS
1-EVP-693
vandeputte

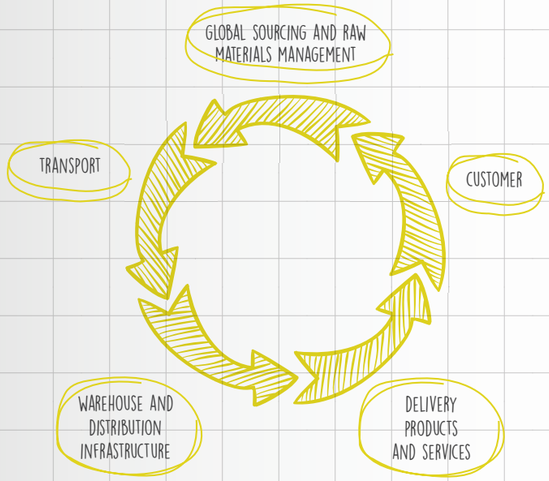
7.3 FAIR CHAIN

VANDEPUTTE ENDEAVOURS TO CONDUCT ITS BUSINESS WITH RESPECT FOR PEOPLE AND THE ENVIRONMENT. WE ENCOURAGE A MINDFUL PURCHASING POLICY, BY IDENTIFYING POTENTIAL CSR RISKS. THROUGH TRANS-PARENCY AND WITH SUSTAINABLE AND HONEST PARTNERSHIPS, WE WORK TOGETHER WITH OUR CUSTOMERS AND SUPPLIERS TO BUILD A FAIR CHAIN. HONESTY IS THE BEST POLICY.

"A GOOD RELATIONSHIP WITH THE SUPPLIERS IS CRUCIAL IN ORDER TO MAKE SOMETHING MOVE"

FILIP, PORTFOLIO AND PURCHASE MANAGER

SUPPLY CHAIN



DID YOU KNOW?

- THAT WE WON A SILVER MEDAL AT ECOVADIS? THIS ORGANISATION MEASURES HOW SOCIALLY RESPONSIBLE WE ARE.
- OUR PPE HAS BEEN APPROVED IN COMPLIANCE WITH DIRECTIVE 89/686/EEC?
- OUR SOCIETY THROWS AWAY 124,000 TONNES OF CLOTHING PER YEAR? IF WE WERE TO REUSE THIS AS A RAW MATERIAL, WE WOULD SAVE: 14,330 MILLION LITRES OF WATER, 8,060,000 TONS OF CO2 AND 368 MILLION EUROS IN SOCIAL COSTS (SOURCE DUTCH AWEARNESS)

MINDFUL PURCHASING

When selecting new suppliers, we look carefully at quality assurance systems (ISO) and working conditions. Thanks to our many years of expertise and the long-lasting relationships with our suppliers, we know approximately how sustainably they work, however, this is not watertight. The most important CSR challenge for Vandeputte is to draw up a robust and sustainable procurement plan, with the focus on local suppliers and producers from the Far East, and to define clear, sustainability criteria. Vandeputte is committed to ensuring that sustainability plays a leading role in the purchasing of products and services, in addition to such criteria as quality and price. The sustainability criteria will be adjusted for each type of purchase: when purchasing products, these criteria differ from those for the purchase of office equipment and facility services.

In 2018, we are committed to ascertaining which suppliers work according to which professional and ethical standards (ISO, compliance with working conditions, environmental legislation, etc.). By 2020, all active suppliers (>€50,000 turnover) must be identified based on surveys and desk research. They must be classified on the basis of the sustainability criteria we have drawn up. In a next stage, we will link our supplier selection to these criteria.

At least 15% of the suppliers of all purchased goods for our proprietary GSA and SAMURAI brands, must meet the set criteria.

Those suppliers with whom Vandeputte decides to work in the future will then be periodically screened and monitored by means of an audit.

"EVERYONE EMPLOYED/EMPLOYEE

PIETER / DIRECTOR HR

"WE STRIVE FOR AUTONOMY, TAKE ON RESPONSIBILITY AND LIKE TO DEPLOY OUR EMPLOYEES IN PLACES WHERE THEIR STRENGTHS ARE NEEDED. VANDEPUTTE CONSIDERS EACH COLLEAGUE TO BE A PERSON WHO WANTS TO MAKE A POSITIVE CONTRIBUTION."

"UNBURDENING THE CUSTOMER THROUGH INNOVATIVE SERVICES AND PRODUCTS"

BERT/ACCOUNT MANAGER

"SENSORS IN CLOTHING, VENDING MACHINES THAT ENSURE THE CORRECT PPE ARRIVES IN THE RIGHT PLACE, OR CO2 LAUNDRY – A CLEANING PROCESS THAT USES LESS WATER AND ELIMINATES HAZARDOUS SUBSTANCES. THESE ARE ALL SMART SERVICES THAT BENEFIT BOTH THE CUSTOMER AND THE ENVIRONMENT."

JUSTIFIABLY, CSR IS A – HOT TOPIC

TIMMY/MASTERDATA EXPERT

"THE DIVERSITY OF THE CSR GROUP GUARANTEES EXCELLENT DYNAMICS AND COMPLEMENTS VANDEPUTTE'S IN-HOUSE EXPERTISE PERFECTLY. CSR AFFECTS EVERY INDIVIDUAL AT EVERY LEVEL OF OUR SOCIETWE AND THE WORLD. THERE ARE MANY REASONS FOR ACTIVELY SUPPORTING THIS. NO EXCUSE! I AM EXTREMELY PROUD OF THE 220 HOURS OF VOL-UNTEERING THAT OUR COLLEAGUES HAVE DONATED!"

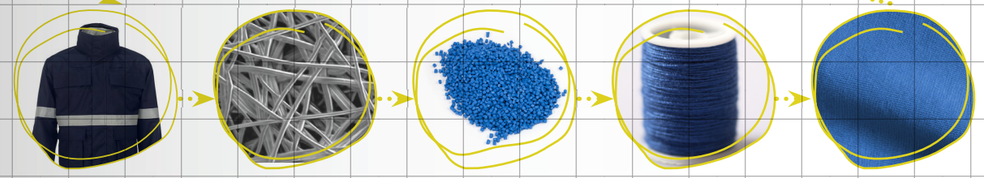
"CSR IS ALSO ABOUT GUARANTEEING THE CUSTOMER'S PRIVACY"

SIEGLINDE / CUSTOM SAFETY

"AS OF MAY 2018, EVERY ORGANISATION MUST BE ABLE TO DEMONSTRATE WHAT PERSONAL DATA IS BEING COLLECTED, HOW THIS DATA IS USED AND SECURED (GDPR). THIS IS VERY IMPORTANT TO VANDEPUTTE, BECAUSE WE HAVE ACQUIRED A LOT OF DATA THROUGH OUR CUSTOM SAFETY DEPARTMENT."

PARTNERS IN CIRCULAR SAFETY

The range of circular solutions (innovations) on the market is increasing year on year. Especially in the textile sector, producers and distributors are constantly striving to avoid harmful materials in clothing, to improve recycling, and the effective use of raw materials and renewable materials. Vandeputte is convinced that this is the business model of the future. We do not want to miss this chance, and so we have committed ourselves to align the portfolio in such a way that by 2020, there will be 15% more circular/sustainable products in the standard portfolio.



INFINITY DA INSIDE CLOTHING | FIBRES | GRANULES | YARN | DUST

"CLOSING THE LOOP"– PARTNERS IN WASTE

Starting in 2018, Vandeputte will be working systematically with Alsico and Dutch Awearness for the collection and processing of used clothing and PPE.

Dutch Awearness is the pioneer and leader in chain management for the textile industry. As a chain director, they develop workwear and corporate wear that is designed for reuse. They monitor the circular chain and test the market validation of the new business models. For Vandeputte, Infinity fabrics are available for various sectors and types of workwear. These grades are all made from 100% high-quality polyester, with sufficient viscosity for recycling.

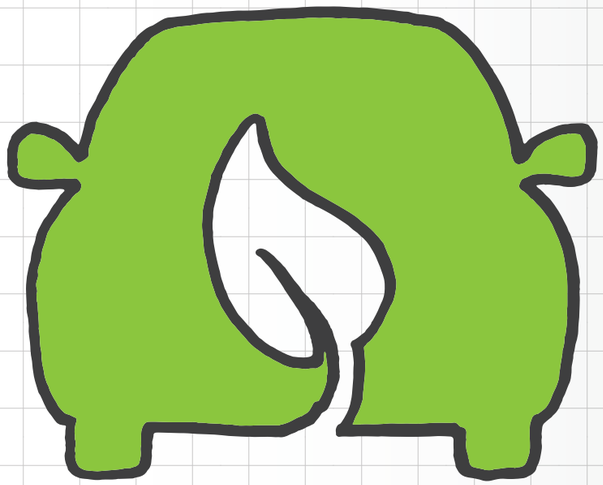
Alsico produces extremely hard-wearing and durable clothing. The clothing is produced to allow for industrial washing, time after time, cycle after cycle.

Our supplier will be receiving a UNGC Award

"WHEN I FOUNDED KARIWALA INDUSTRIES IN 1989, MY VISION WAS TO BE A GREAT COMPANY, NOT MERELY A BIG COMPANY. ONE OF THE THINGS I STOOD FOR WAS WOMEN EMPOWERMENT AND GENDER EQUALITY, SOMETHING THAT IS ALL THE MORE NEEDED IN RURAL INDIA, WHERE WE HAVE CHOSEN TO BASE OUR FACTORIES. ON INTERNATIONAL WOMEN'S DAY, THE UN GLOBAL COMPACT AWARDED US THE TITLE BEST COMPANY FOR INNOVATIVE PRACTICES."

ANIL KARIWALA, CEO KARIWALA INDUSTRIES LTD

7.4 GREEN DISTRIBUTION



IN OUR DISTRIBUTION PROCESSES, COMPLIANCE WITH STATUTORY ENVIRONMENTAL REGULATIONS RELATING TO ENERGY, TRANSPORT AND PACKAGING IS CONSIDERED TO BE THE MINIMUM. WE AIM TO CONTINUOUSLY IMPROVE OUR ENVIRONMENTAL PERFORMANCE BY PROMOTING ENVIRONMENTAL AWARENESS AMONG OUR EMPLOYEES, AND BY REDUCING OUR ENERGY CONSUMPTION, CO2 EMISSIONS, USE OF PACKAGING MATERIALS AND WASTE.

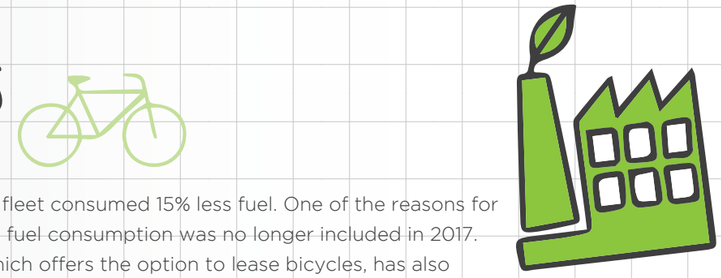
"INVESTING IN GOOD MATERIALS IS THE BEST GUARANTEE FOR QUALITY AND SUSTAINABILITY"

PEGGY, DIRECTOR ICT AND SUPPLY CHAIN

ENGAGING WITH THE CUSTOMER

"I order today what I need tomorrow." This order pattern, mainly supported by e-business applications, reflects the higher expectations for shorter lead times. Unfortunately, there are a lot of empty trucks on the road and a lot of air pollution. We see it as our role to involve customers in the sustainability narrative. For example, we aim to deliver as much as possible on a weekly basis rather than on a daily basis. We enter into an effective and frequent dialogue with our customers to bundle deliveries.

CO2 EMISSIONS



LESS CO2 ON THE ROAD

In 2017, the company's own fleet consumed 15% less fuel. One of the reasons for this is that Samurai@Work's fuel consumption was no longer included in 2017. But the mobility scheme, which offers the option to lease bicycles, has also resulted in less CO2 on the road. After a mobi scan - carried out in collaboration with the province of Antwerp - a number of proposals were launched, including the option of leasing eBikes and a higher bicycle allowance. 30 employees signed up, and in 2017 more than 12,000 km were cycled in total. Vandeputte makes commercial vehicles available with minimal CO2 emissions (max 115g) and with EURO6 engines. Employees can also opt for electric cars.

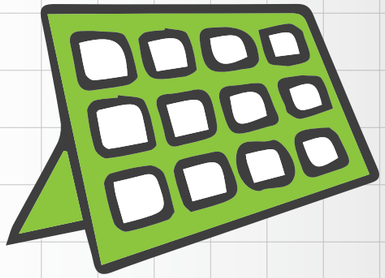
Our most important transport partner regularly registers and monitors progress in the field of environmental protection. Since 2008, there has been an environmental footprint assessment within the entire group, collecting data on emission values, materials consumption and waste disposal. In 2016, we set up our central semi-automated warehouse (95%) in Puurs, just a few kilometres from our main transport partner.

This saves us a great many kilometres every day. In 2017, (151.56km/€1000 turnover) we had 2% less CO2 emissions than in 2016.

For inbound transport (inbound sea and air freight), we collaborate with a specialist. We are aware that the container ships are very polluting because of their heavy fuel oil. Together, we will look at the possibilities for alternative and sustainable transport, such as goods transported by rail.

Green distribution CO2 emissions from transport	**2015**	**2016**	**2017**
Total km for transport	9.5 million km	10 million km	10.5 million km
Direct emissions from greenhouse gases L (CO2 = 3 L x 2)	190 950 l	190 500 l	173 000 l *without S@W= 15% less fuel consumption
Total number of cycling km (Mobility scheme effective only from 2017)	N/A	N/A	12,000 km

LESS CO2 FROM OUR BUILDINGS



For example, on the roof of our logistics centre in Puurs and our head office in Boechout, we have installed solar panels with a total area of 3450 m². These have a production capacity of 0.5 MW and produce 95% of our annual energy consumption at these locations. Our energy sources are 50% renewable. In Paris, the oversized office was exchanged for a much smaller one. The warehouse in Puurs is fitted with smart sensors. Thanks to these measures, consumption (per €1000 turnover) has been **reduced by 5%** compared to 2016.

Green distribution **CO2 emissions from buildings**	**2015**	**2016**	**2017**
Absolute energy consumption for gas	1.5 million KW	850,000 KW	800,000 KW
Absolute energy consumption for electricity	520,000 KWh	520,000 KWh	520,0000 KWh
Electricity consumption (kWh/€1000 turnover)	8.07	8.2	7.82
Self-generated energy ZP production	615 MWh	596 MWh	592 MWh

OFFICE AND WAREHOUSE MANAGEMENT

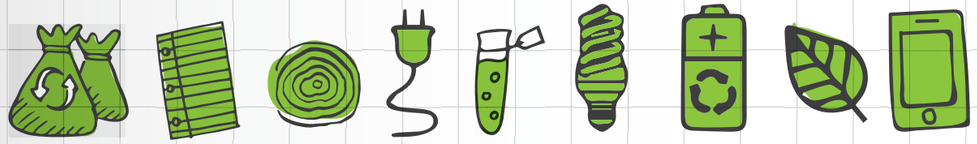
THE OBVIOUS

Some things are self-evident when addressing sustainability, but old patterns and habits cannot be changed very easily. So, we continue to aim for, among other things:

- complete digitalisation of administration: invoices, quotations, pay slips
- consistent use of recycled and FSC-labelled paper
- discourage printing: by providing all employees with 2 screens and having only 2 printers in the building
- recycling toners through the Xerox Supplies Recycling Program and through the AAP Foundation! in the Netherlands
- no more plastic cups, coffee holders and bottles of water. Everyone can refill using their own Vandeputte mug

WASTE AND PACKAGING

This is what we have selected:



- remainder
- paper
- cardboard
- wood
- film
- wrapping tape
- electrical
- chemical
- fluorescent lamps
- toners
- batteries
- PMD
- metal
- green
- caps
- mobile phones

We sort a lot of waste at Vandeputte: we collect more than 84% of separated waste, and the number of waste streams continues to rise to as much as **14 different streams in 2017**. But, the total amount of waste also continues to rise, due to an increase in turnover. However, the volume of packaging put on the market per € 1000 turnover fell by 19% to 2.91kg/€ 1000 goods sold.

We are also committed to formulating a packaging reduction plan. **There are many unnecessary packaging materials that we can avoid** e.g. the plastic packaging for gloves. The reuse of cardboard packaging, e.g. to send samples, and the use of paper tape to close boxes, are some of the measures that can be implemented across all sites. Here, too, we will need to issue clear explanations and information to our suppliers and customers to make this the norm.

The milling machine for the glasses of our Custom Safety department's safety glasses no longer needs to be cooled. This environmental investment has led to a huge reduction in water consumption (from 3 4 m³ to 1.5 m³)

Green distribution **Waste & packaging**	**2015**	**2016**	**2017**
Number of waste streams	12	13	14
Selective collection of waste	78%	84%	84%
Total weight of waste	118 tons	123 tons	135 tons

COMPLIANCE WITH ENVIRONMENTAL AND QUALITY LEGISLATION

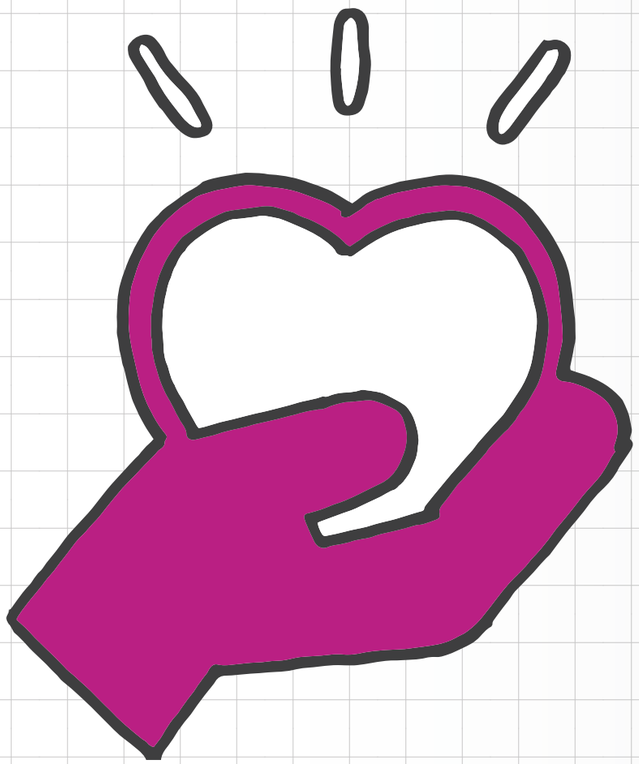
Safety and well-being is our core business; and it goes without saying that we are a role model and a leader in complying with the various guidelines in the areas of welfare, quality and the environment. Most departments within the organisation have had the ISO 9002 certificate for about ten years, with the transition to **ISO 9001:2008** being successfully completed. Our ongoing commitment to better working conditions and a more environmentally friendly policy was rewarded in 2012 with **OHSAS18001 certification** and **EN ISO 14001**. These are the first international standards regarding integrated safety management and environmental policy.

At Vandeputte, we work according to guidelines that we have included in various policy statements. Read our policy statements concerning **quality**, **environment** and **well-being**.

M2 - VP Comfort Basic
VP Comfort Plus
M6 - VP Proban Antistat
MADEIRA

7.5 WE DO CARE

WITH AN INNOVATIVE, INTEGRATED CONCEPT TAILORED TO PEOPLE AND ORGANISATIONS, WE CAN GUARAN-TEE PRODUCTS AND SERVICES THAT OFFER MAXIMUM PROTECTION AND EASE THE WORKLOAD. WE ADVISE OUR CUSTOMERS AND WE INNOVATE, SO WE CAN OFFER THEM BETTER CHOICES THAT INCREASE SAFETY, EFFICIENCY AND SATISFACTION. OUR MAINTENANCE SERVICE DELIVERS A SAFE PRODUCT WITH A LONGER LIFESPAN.



Work Group mission Omni Channel:
"We aim for a consistent customer experience through all Vandeputte contact options (channels) in the field of communication, information and orders. This applies to both services and products"

Work Group mission Data Intelligence:
"It is our dream and our ambition to use data intelligence to proactively unburden customers and offer them a customer experience that exceeds their expectations."

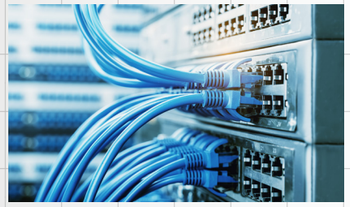
"SINCE WORKING HERE, I HAVE ACQUIRED A DIFFERENT MINDSET; I AM MUCH MORE AWARE OF CSR, AND I WILL ACTIVELY CONSIDER HOW I CAN CONTRIBUTE TO THIS FROM WITHIN MY DEPARTMENT"

MATTY, DIRECTOR SERVICES

INNOVATIVE SAFETY SERVICES

30% of our product launches is of an innovative nature; this may refer to the product itself, the packaging, the way it is recycled, etc. Our own Samurai A-brand must be sufficiently distinctive and must inspire our users to recognize that Samurai is innovative.

CUSTOM SAFETY



Bespoke fittings
Vandeputte attunes its fittings to the customer's specific needs. This allows us to help our customers find the right personal protective equipment (prescription goggles, otoplastics, safety shoes and protective clothing) in the most efficient way, without unnecessary costs.

Central database
Not only is our website with its PPE cockpit linked to this central database, but also the vending machines and mobile services. All available data is also centrally available to the customer: machine management, quotations and orders.

Distribution Solutions
User-friendly, flexible, transparent and cost-effective. That is the essence of the automatic distribution platforms.

Employees can collect and return their personal protective equipment whenever they wish.

Maintenance and repairs
Vandeputte fully monitors, inspects, maintains and repairs almost all the technical PPEs using their own staff. Correct maintenance of these products extend the life span with on average 5 years.

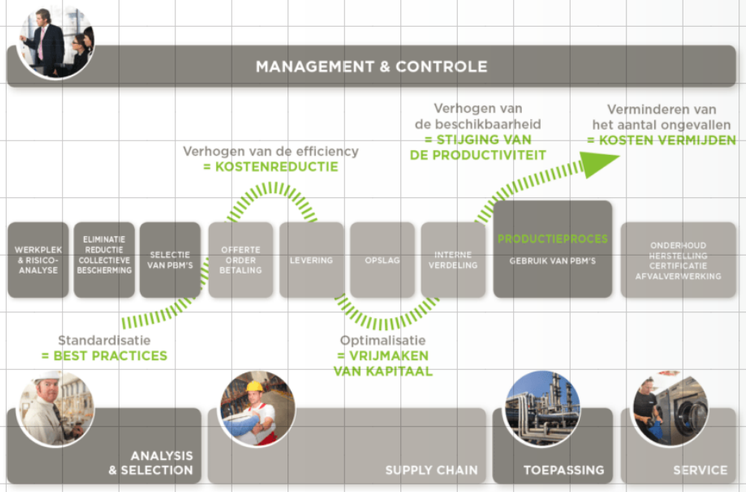
PRODUCT INNOVATIONS

Clothing with sensor technology
These detect the correct posture. The information collected can easily be read remotely on the computer. This enables the prevention of ergonomically-related issues that could lead to absenteeism in the long term.

Our Samurai brand
“Samurai, 2nd Generation” is a range of products we produce with a contemporary design, and manufactured using state-of-the-art technologies.

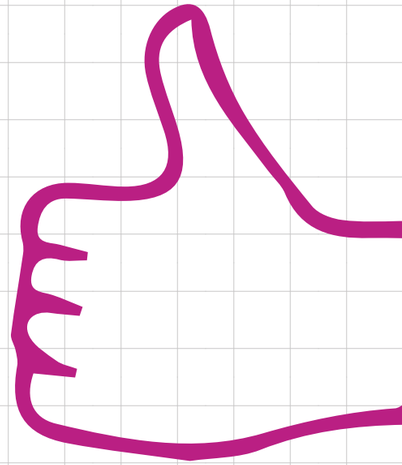
CONCEPTS

CO2 laundry
This is a unique washing process that cleans clothing in an environmentally friendly way (short washing time, no detergents), eliminates dangerous substances, improves the recovery of Hi-Viz properties, and minimizes the loss of chemical protective properties. Clothing can then be re-certified.



ROS
(Return On Safety)
This is a unique combination of areas for consideration that increase safety, reduce accidents, ensure continuity and reduce the Total Cost of Ownership.

A SATISFIED CUSTOMER IS ALSO A SAFETY EXPERT!



The quality objectives measured in 2016
(IGC, SL, Returns) will continue to be used, but will be supplemented with our NPS (Net Promoter Score).

We use the NPS to gauge customer satisfaction.
We conduct a quarterly telephone survey among customers who have made purchases during the past 3 months.

Two questions were asked:
1. To what extent would they recommend Vandeputte?
2. What can Vandeputte do specifically to turn the customer into a promoter?

The customers' recommendations are communicated within the company in order to optimize our service.

CUSTOMER PRIVACY

GDPR (General Data Protection Regulation) deals with the management and security of personal data of European citizens. “As of May 2018, every organisation must be able to demonstrate what personal data is being collected, and how this data is used and secured (GDPR). This is very important to Vandeputte, because we have acquired a lot of data through our “bespoke fittings” service.

We have appointed a project manager to formulate an action plan. This is based on the audit that took place in 2017.

We do care Privacy and customer satisfaction	2015	2016	2017
satisfaction coefficient	11	34	30
number of complaints regarding breaches of customer privacy	0	0	0

8. GRI TABLE

8.1 GRI GENERAL DISCLOSURES

General standard	Description	Page
1. Profile of the organisation		
102-1	Name of the organisation	2
102-2	Primary brands, products and/or services	2
102-3	Location of the organisation's headquarters	2
102-4	Number of countries in which the organisation operates	6
102-5	Structure of ownership and legal status	10
102-6	Sales markets	6
102-7	• Size of the organisation	9
102-8	• Information about employees in the organisation (on 31/12/2017) • Number of employees classified by gender, age, women in management positions, full-time/part-time contracts, permanent/temporary contracts, and region	28
102-9	Description of the supply chain	37
102-10	Significant changes in the organisation and supply chain during the reporting period	2
102-11	Description of how the precautionary principle is applied	45
102-12	External initiatives	2
102-13	Membership of associations	2
2. Strategy		
102-14	A statement from the Board of Directors	5
3. Ethics and integrity		
102-16	Values, mission or fundamental principles, codes of conduct and principles with an interest in the field of CSR	10
4. Management Board		
102-18	Management structure	11
5. Stakeholder involvement		
102-40	List of relevant stakeholder groups the organisation has involved	14
102-41	Percentage of employees covered by collective labour agreements	28
102-42	Basis for inventory and selection of stakeholders	14
102-43	Approach to stakeholder engagement, such as frequency by type and by stakeholder group.	14
102-44	Main feedback from stakeholders and how the organisation has responded	15
6. About the report		
102-45	Demarcation of the report, operational structure	2
102-46	Description of the procedure for determining report content and application reporting principles	15
102-47	Listing of material aspects	16-17
102-48	Explanation of the impact of any reformulations of previously issued information	N/A 1st report
102-49	Significant changes in scope or demarcation, compared to previous reporting periods	N/A 1st report
102-50	Publishing period	2
102-51	Date of most recent report	N/A 1st report
102-52	Reporting cycle	2
102-53	Contact point for questions regarding the report or its contents	2
102-54	Claims of reporting in accordance with the GRI standards	2
102-55	GRI index table	52-57
102-56	External verification of the report	No audit

8.2 | SPECIFIC DISCLOSURES[1]

SOCIETY(WE)

Material themes	Indicators	Link to GRI Standards	Page
Engagement	• Number of social actions undertaken, and/or charities that have been sponsored • Number of volunteering hours	**413-1** Operations with local community engagement, impact assessments, and development programmes	21
Encouraging a culture of safety and well-being	• Number of videos/ campaigns on employee safety (or the scope of videos on how to ensure safety…) • Number of participants at Safety Summit	**203-2** Significant indirect economic impacts	23
Shared Value	Sales and ebit	**201-1** Direct economic value generated and distributed	9

HAPPY PEOPLE

Material themes	Indicators	Link to GRI Standards	Page
Taking care of people	Staff policy regarding employment conditions, content and relationships (e.g. work-life balance, working from home,…)	**103-1**, **103-2**	26
Flexible and safe	• absenteeism % • Number of accidents at work, including frequency and severity.	**403-2** Types of injury and rates of injury, occupational disorders, lost days, and absenteeism, and number of work-related fatalities	32
Go for Talent	• Average number of training hours/ staff member • Average number of training hours, training budget	**401-1** Average hours of training per year, per employee **404-2** Programmes for upgrading employee skills and transition assistance programmes	33
Everyone an employee/er	• % of the total number of employees that sit on works councils or committees (protection and well-being at work) • % of employees that participate in solidarity campaigns, new ideas, working groups,…	**401-1** **403-1** Workers representation in formal joint management–worker health and safety committees	??

1 The reported data was collected and calculated on the basis of existing quality reports and other spreadsheets developed in-house.

FAIR CHAIN

Material themes	Indicators	Link to GRI Standards	Page

Mindful purchasing	• Important certificates/memberships in terms of purchases
	• Description of sustainability criteria for suppliers
	• % of departments with integrated sustainability criteria
	  • % of new suppliers who were screened for criteria concerning
	  • social impact (working conditions)
		308-1
		New suppliers that were screened using environmental criteria
		308-2
		Negative environmental impacts in the supply chain and actions taken
		414-1
		New suppliers that were screened using social criteria
		414-2
		Negative social impacts in the supply chain and actions taken
			37

Partners in circular safety	% of the PPE on offer that is 100% circular		39

GREEN DISTRIBUTION

Material themes	Indicators	Link to GRI Standards	Page
CO2 emissions buildings	• Absolute energy consumption • Energy intensity	**302-1** Energy consumption within the organisation **302-2** Energy consumption outside of the organisation **302-3** Energy intensity	44
CO2 emissions Transport	• Total km for transport • Total number of km for bicycle + number of employees who subscribe to the mobility scheme	**305-1** Direct (Scope 1) GHG emissions **305-2** Indirect (Scope 2) GHG emissions **305-5** Reduction of GHG emissions	43
Waste	• % of all waste streams that were selectively collected • Total weight of waste by type	**306-2** Waste by type and disposal method	45
Packaging	% sustainable number of products from 100% FSC or PEFC certified packaging	**301-1** Materials used by weight or volume	43

WE DO CARE

Material themes	Indicators	Link to GRI Standards	Page
Innovative safety services and products	Description of the correct use of the products	**417-1** Requirements for product and service information and labelling	23 and 51
Customer satisfaction	• Description of how customer satisfaction is measured • Satisfaction coefficient	**102-43**	51
Data protection	• Total number of complaints regarding consumer privacy infringements • Description of the plan to comply with new legislation on customer employee privacy	**418-1** Substantiated complaints concerning breaches of customer privacy and losses of customer data	51

LET'S USE OUR STRENGTHS TO BRING SAFETY AND WELL-BEING TO THE WORLD!

- DRIVEN BY A PASSION FOR SAFETY
- MOTIVATED BY THE BELIEF THAT WE HAVE TO GIVE BACK
- CONVINCED THAT OUR PROFITS, GOODS AND EXPERTISE CAN MAKE THE DIFFERENCE
- DRIVEN BY THE WORLD IN WHICH WE LIVE
- ENCOURAGED BY OUR EMPLOYEES

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