



excellence in pet products

SUSTAINABLE ACTIONS 2022



OUR MISSION

“Our **love** for animals is our passion. Laroy Group wants to **strengthen the bond between people and their pets** so that they can live longer, healthier, happier lives.

That is why we look closely at the needs of professionals, animals and pet owners so that we can develop the **innovative, stylish products** they are looking for and we put maximum investment into new initiatives.”

OUR VISION

“We want to become one of **the world’s leading producers and suppliers of high-quality pet products**.

We want Laroy Group to be a family business on a human scale; a **“home” for our employees, customers and suppliers** and a place where we all respect each other.”

OUR VALUES

RESPECT

We are open to other people and their opinions in terms of how we think and what we do. We strive for honesty and mutual respect in everything we do.

OPEN COMMUNICATION

We share best practises and new developments. We work transparently towards common goals. Open communication – even when things are going wrong – ensures that people maintain trust in Laroy Group.

TEAM SPIRIT

We believe that team effort is always more productive than individual effort and we base all our actions upon this conviction. This way we can help each other and share our knowledge.

COMMITMENT

Our people – as well as our trading partners – are committed and dedicated to providing the customer with excellent products and the best possible product experience. We strive to do the right thing in the right way.





 **Laroy**
GROUP

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NEW SHIPPING

Why Laroy Group emphasizes Sustainability

With our vision on sustainability, we focus on **several areas relevant to the company: the people we are connected with, the environment in which we work and live, and the products we offer**. By launching various initiatives within these areas, we are gradually moving towards a more sustainable future. Promoting sustainability is crucial to make **our sector future-proof**.

Sustainability Working Group

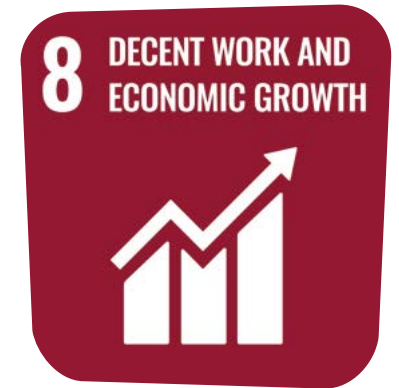
To achieve our sustainability goals, we established a Sustainability Working Group (SWG) in 2022.

This group consists of colleagues from **different departments** who regularly come together to share information and work collaboratively on an **annual action plan**. This covers sustainability across all aspects of the company.

We have formulated 23 action points through which we take steps and strive to evolve positively, **transforming the company into a robust and future-proof entity** that addresses today's significant challenges.

Sustainability Development Goals

The action points have been developed with the Sustainable Development Goals (SDGs) as a guideline. These global goals aim to address the **greatest challenges** of our time, such as ending poverty, protecting the planet, and promoting prosperity for all.



VOKA Sustainable Entrepreneurship Charter laureate

We are proud to announce that Laroy Group received the prestigious 'VOKA Sustainable Entrepreneurship Charter' in 2023 and was awarded as a **laureate**. This certificate confirms our **commitment to sustainability and is the result of a positive evaluation on all 23 action points**. We value the constructive collaboration with independent experts and will continue to strive for continuous improvement in our sustainability policies.



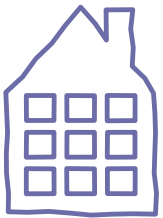
SUSTAINABLE VILLAGE

To integrate **sustainability to the core of our operations**, we have focused on developing a **'Sustainable Village'**.

Our "Home @ Laroy Group" village consists of four main components represented by the "Houses & Home". These are connected by a central garden, symbolizing the protection of our planet.

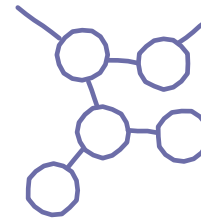


Our 23 goals, actions & results in 2022



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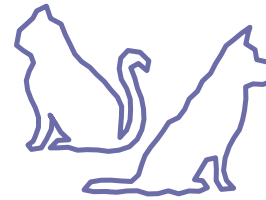
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HOME *for* **PETS**

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GARDEN *of* **LIFE**

1 Reducing emissions for commuting and business travel

2 Responsible energy management

3 Reducing CO2 emissions in transport within the supply chain

4 Reducing CO2 emissions on the business park



Goal 1:

Reducing emissions for commuting and business travel

- **Actions:**
- **Complete electrification of the company car fleet for employees at the company sites + sales team BeNeLux**
- **Providing home chargers from the company**

Info

Starting from 2022, Laroy Group has decided to order all new company cars directly as full electric (FE) vehicles. In 2022, we introduced the first batch of FE cars, resulting in saving **32 tons of CO2**, which is a 17% **reduction**.

This number will increase further in the coming years as all fuel cars are gradually replaced by EV's. Considering that a tree can absorb an average of 25kg of CO2 per year, we would have needed 6320 trees to offset our emissions from fuel cars. However, with our electric cars, we needed 1280 trees less to compensate for our CO2 emissions.

While full electric cars come with challenges, such as charging infrastructure, we are seeing positive developments that will aid in achieving a fully green vehicle fleet. Laroy Group has installed **5 dual charging stations and 2 fast chargers since April 2023, allowing up to 10 vehicles to be charged simultaneously.** Our traveling employees are also provided with home chargers to facilitate charging.

Result:

2022 - 17% CO2 emissions reduction in the company car fleet compared to 2021



Goal 2: Responsible energy management

Actions

- **Installation of automatic LED lighting in the new warehouse and replacing old lamps with LED**
- **Raising awareness among employees**

Info

The new warehouses are equipped with **fully automatic LED lighting**. To **save energy and minimize consumption**, **motion sensors** are used to activate the lights only when activity is detected, automatically turning them off when there is no movement.

We also **avoid unnecessary energy** consumption by ensuring that all electronic devices in the warehouse are not left in standby mode when not in use. This helps prevent idle energy loss and contributes to creating an energy-efficient environment.

Communication and awareness play a crucial role in involving our employees in our sustainability goals. Therefore, we have placed posters to encourage them to use lighting sparingly.

The existing warehouses are also gradually being equipped with energy-efficient LED lighting.

Result

2021: Energy consumption via solar panels: 240,002 kWh

2022: Energy consumption via solar panels: 210,268 kWh



Goal 3: Reducing CO2 emissions in the supply chain transportation

Actions

- **Collaboration with European suppliers instead of Asian suppliers**

Info

Laroy Group has stopped **sourcing textile products from several Asian suppliers and shifted production to Italy and Turkey. Our sourcing network is diverse, with products being procured from 22 countries**, including 15 within Europe and 7 outside Europe. We have partnerships with 108 suppliers, with 49 located outside Europe, such as Canada (1), China (39), Hong Kong (5), India (1), Malaysia (1), Taiwan (1), and Thailand (1).

For transporting our shipments, both by sea and road, we aim for **optimal loading** to avoid wasting space and transporting empty cargo. For example, in 2022, 84 units of 20" containers, 20 units of 40" containers, and 177 units of 40"HC containers were used for shipments from China. We specifically choose transportation **partners who prioritize sustainability** for transporting goods to our customers.

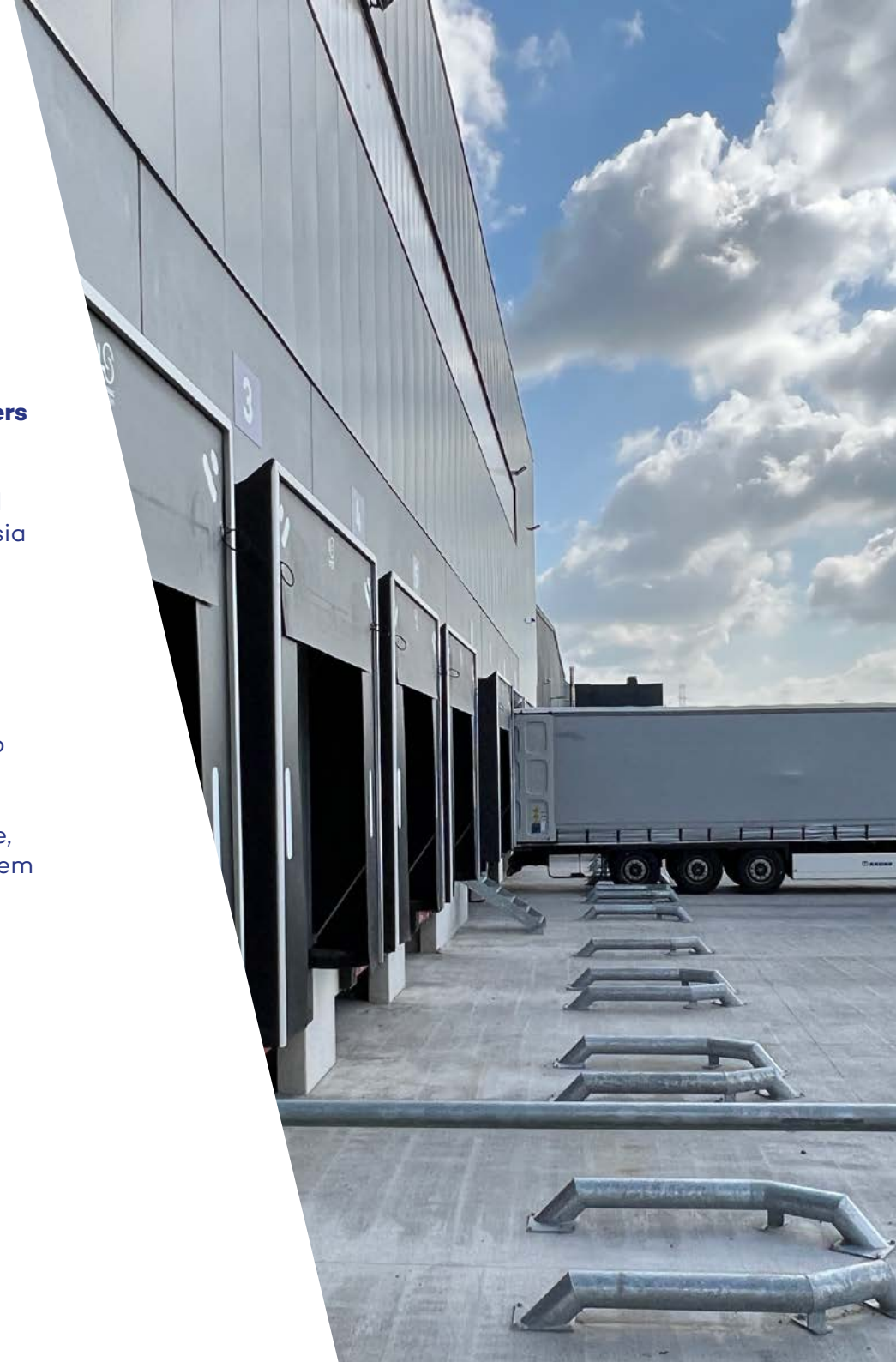
Additionally, last year, we decided to release the Bill of Lading via Telex Release, eliminating the need to send original documents from the Far East to Wondelgem via courier service.

Result

Total purchasing value in Europe increased by 8.4% / €7.6 million*

Total purchasing value outside Europe decreased by 21.2% / €2.8 million*

***YTD April 2023 compared to 2022**



Goal 4: Reducing CO2 emissions on the business park

Actions

- **Providing the business park with green energy: solar panels on the roof**

Info

There are two installations on our roof:

Installation 1 consists of 1279 solar panels, each with 240 Wp, with a total capacity of 306.96 kWp

Installation 2 consists of 1279 solar panels, each with 240 Wp, with a total capacity of 306.96 kWp

The surplus energy that we do not consume is injected back into the grid.

Result:

2021:

Production: 592,086 kWh

Injection: 352,084 kWh

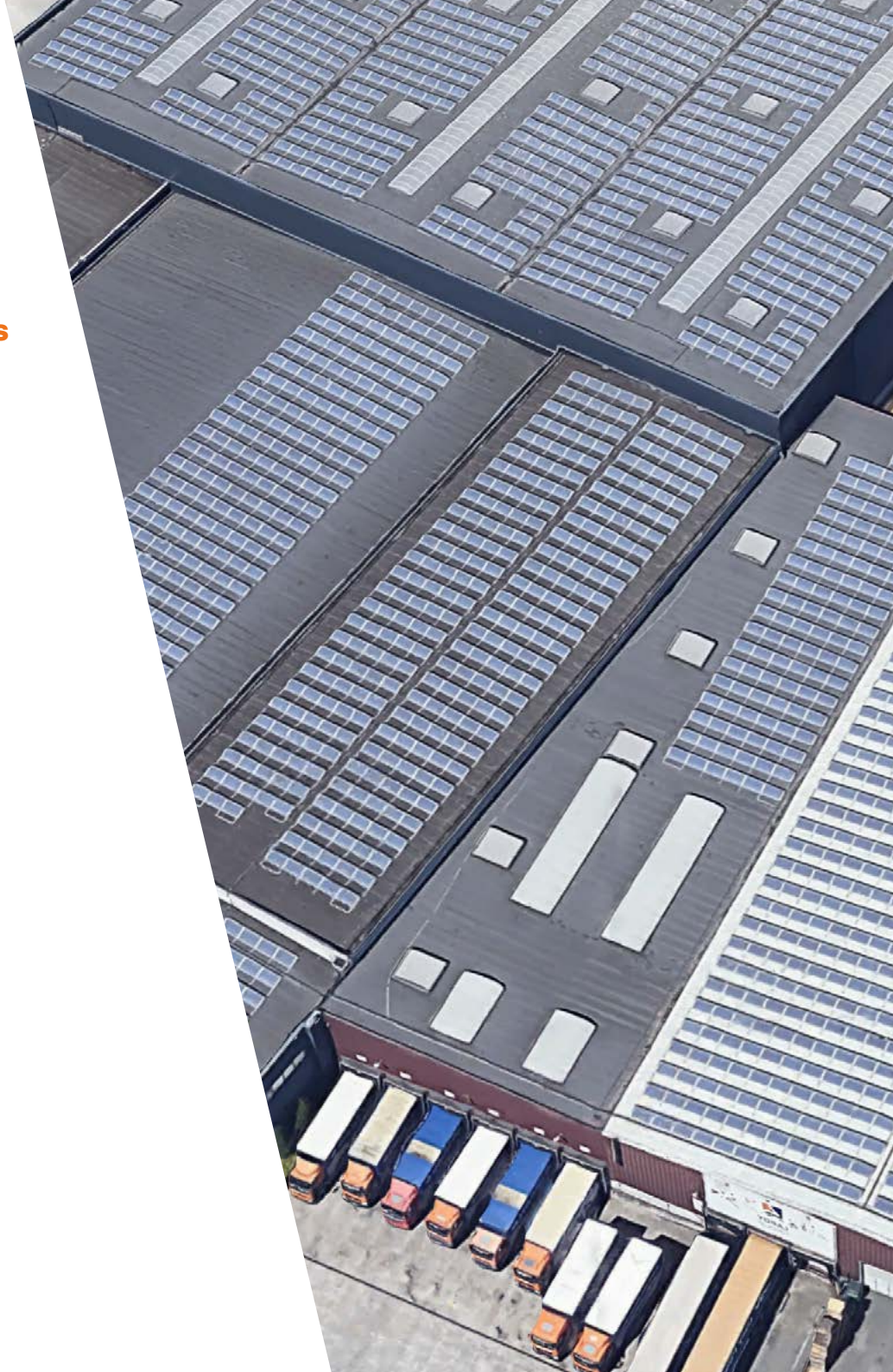
Own consumption: 240,002 kWh

2022:

Production: 616,589 kWh

Injection: 403,804 kWh

Own consumption: 210,268 kWh



Goal 5: Striving for a healthy and safe working environment: actions on the ergonomics of workers

Actions

- Investing in new equipment to make it easier for employees to stack goods on pallets

Info

The GPC series offers superior driving performance and **high comfort, reducing fatigue** and enabling drivers to work **more productively**.

Research shows that order pickers perform 90% of their tasks beside the truck. Crown's engineers and designers have developed various options and accessories tailored to the requirements of each application, making work on and beside the **order picker easier**.

The equipment includes a **platform lift** that positions the driver at the **right height to work** easily on the second level. Order pickers with high-lifting forks provide **ergonomic and productivity benefits**. By positioning the forks at the right height each time, drivers have to lift and bend less, reducing fatigue and enabling smoother operations.

Result

The equipment is easier to operate due to the smaller electric steering. The function that allows the equipment to go up and down is useful for stacking higher or picking goods from elevated locations.



Goal 6: Striving for a safe working environment: actions on safety

Actions

- **Raising awareness across the company premises: no walking/driving/cycling in the truck zone.**
- **Established (and regularly updated) work instructions in quality manuals (Cédé & Witte Molen)**

Info

Recently, we have implemented some significant improvements in and around our warehouse to ensure the safety of our employees. **Loading docks and parking areas are separated** by a closed gate.

The relocation of the Coca-Cola vending machine prevents office employees from entering the warehouse area, further **reducing the risk of accidents**.

When entering the warehouse, wearing a fluorescent **safety vest is mandatory**. This ensures that all employees are highly visible, contributing to a safer environment. Fluorescent vests are available on the coat rack just past the office door leading to the warehouse.

To ensure the safety and efficiency of our production departments, Witte Molen and Cédé, work instructions are regularly updated. We place great importance on **up-to-date instructions** to guarantee the quality and safety of our processes.

With these improvements and adherence to all safety measures, we continue to strive for a safe and productive work environment for all our employees.



Goal 7

An active competence policy, encouraging growth among our employees

Actions

- **Focusing on internal mobility or career growth**
- **Individual training plans**
- **Personal Development Plan**

Info

Through the **performance cycle**, we emphasize our well-being policy. We want our **employees to feel good within our company**. By providing training, we ensure that we have the necessary competencies in-house and also offer **growth opportunities** to our employees by allowing them to receive **additional education**.

Each employee receives **a set of goals annually**, which may or may not be achieved collectively with the department. These goals are associated with a **Personal Development Plan**.

Finally, the employee must possess the necessary competencies to achieve these goals. After aligning the goals, the team leader assesses where the employee requires additional support, and if necessary, an **internal or external training** can be requested from our extensive training catalog. The employee receives **interim evaluations** to assess the feasibility of achieving the goals, and at the end of the year, the achievements are evaluated. This **motivates the employee to take ownership and have control** over their further development.



Goal 8: Promoting well-being on the road

Actions

- **Redistribution of regions and sales automation**

Info

Through region redistribution, **account managers work within their own residential region**. This approach offers several benefits:

Less mileage: As the employees are already in the region, there is less travel distance, resulting in reduced CO2 emissions.

Less time loss and traffic jams: Reduced travel time means less time lost in traffic jams.

Less fuel consumption and wear and tear: Fewer miles traveled lead to savings in fuel costs and reduced vehicle wear and tear, which is beneficial for our costs and the environment.

Fewer physical visits: By working more efficiently within the region, we can reduce the number of physical visits, relieving the workload of our employees and allowing more time for other projects.

More quality visits: With less travel time, we can spend more time on quality visits with our customers, leading to better customer relationships and increased satisfaction.

More online sales: For repetitive tasks, we can rely more on online sales, enabling our account managers to focus on customized and personal interactions with customers, adding value to our service.



Goal 9: Reducing absenteeism

Actions:

- **Monitoring absenteeism**
- **Reintegration of long-term sick employees**
- **Reducing absenteeism**

Info

Since 2022, we offer psychological support through the **Employee Assistance Program** (EAP) in the event of a traumatic incident on the way to/from work or at work. As mental health is still difficult for many to discuss openly, we have decided to **provide this externally**. Laroy Group is completely removed from the follow-up unless the employee requests involvement.

For the reintegration of long-term sick employees, we maintain regular contact and **collaborate with the employee and company doctor to find solutions** to either fully or partially **reintegrate** them after **prolonged absence**. If reintegration is no longer feasible, this is discussed thoroughly with the employee and company doctor.

Starting from the second sick leave period per calendar year, a controlling physician is involved. To avoid missed appointments, the controlling physician does not visit the employee; instead, the employee will be invited to the controlling physician.



Goal 10: Promoting well-being in the workplace

Actions

- Allocating a budget for team events for all employees, such as drinks, dinners, or activities to enhance team spirit and job satisfaction
- Weekly supply of fresh fruit

Info

Our employees receive **regular special treats** to show our appreciation. We have a **feel-good team** that arranges **monthly** treats. Annually, a real 'feel-good' calendar is created, treating all employees to **delicacies, activities, practical accessories, etc.** From 2022, we are organizing 'open bar' events regularly, providing a cozy bar where colleagues can meet. We also treat our employees with a sustainable end-of-year gift, such as a sturdy lunchbox, drink cup, breakfast mug, etc. **Weekly**, a **fresh fruit basket** is delivered to encourage employees to have healthy snacks.

Result

2022

February 14: Breakfast

March 10: Open bar

April 11: Easter eggs

May 5: Open bar

June 30: Fries truck

2023

A budget of €75 per person for a team activity will be provided in 2023.



14 FEBRUARI: ONTBIJT



VRIJDAG 10 MAART: OPEN BAR 15-17U

DINSDAG 11 APRIL: PAASEITJ



Goal 11: Supporting animal welfare charities

Actions

- **Sponsoring food and accessories for Ukrainian animal shelters**

Info

Regularly, we sponsor **various charities related to the welfare of animals, both small local organizations** like the animal shelter in Ghent and larger donations to shelters caring for pets affected by the war in Ukraine. We **mainly donate products, including both food and accessories**. This includes nearly expired food, intact accessories with minor defects, samples, or goods no longer in the product range. We carefully consider the charity and the product to ensure they complement each other.

Previously, these sponsorships were scattered, but now we maintain a register of charities to be better informed and improve communication in the future.

Examples of sponsored charities:

- Sponsoring the Spanish Timbrado Society Belgium
- Sponsoring aid supplies to Ukraine
- Sponsoring Ghent animal shelter
- Sponsoring People for Animals
- Sponsoring stray cat open day
- Sponsoring UZ Ghent assistance dogs

Result

Donation to Ukraine: 3,366 items with a total market value of over €50,000. Received significant attention on social media and positively received by customers.



Goal 12: Sustainable use of raw materials

Actions

- **Expanding the assortment with products made from natural materials such as FSC wood, natural sisal, natural wood, stones collected in a responsible manner**
- **Recycled materials or fillings (see goal 15 circular economy)**

Info

Aqua Della: Replacing mercury with organic dye in thermometers

Aqua Della: Natural wood and stones collected responsibly

Wood comes from water hyacinth roots (driftwood) collected from the river, no trees are cut. Stones are collected at locations approved by the Chinese government.

Terra Della and Duvoplus: Switching from natural sepia to a more animal-friendly alternative for Sepia, no more squid capture. Terra Della: Reptile relaxer made from seaweed.

Result

Number of items sold in 2022

Aqua Della glass thermometers: 21,963 pieces

Aqua Della decorations: 10,980 pieces

Duvoplus calcium shells: 4,992 pieces

Terra Della sepia shells: 2,129 pieces



Goal 13

Sustainable packaging of end products and in the logistics chain

Actions

- Reducing plastic (intermediate) packaging, minimizing packaging waste
- Using more ecological packaging: recycled, made from renewable resources, mono-material packaging, etc.
- Avoiding bubble foam and Styrofoam, reusing cardboard boxes, cutting cardboard boxes for cushioning material, etc.

Info

Boxes are now filled with **recycled cardboard instead of plastic**. Empty boxes are **reused** for transportation. Aqua Della decorations use **cardboard cushioning material instead of bubble foam** and Styrofoam. Where possible, **plastic blisters have been replaced with cardboard** and cardboard cushioning material. New products are given a high priority for ecological packaging. We avoid inner packaging with polybags and opt for ecological **alternatives** to plastic straps and bands.

Result

Number of items sold in 2022

In 2022, 404 out of 519 SKU's of Aqua Della decorations were converted to paper cushioning material, which equals a sale of 256,735 pieces.



Goal 14: Integrating sustainable choices towards customers and end consumers

Actions

- **Promoting ecological products in a permanent display and communicating this to key accounts, customers, and end consumers.**

Info

The ECO range of the duvoplus brand is further promoted, and other ecological options have been added to the assortment.
April 2023: 132 SKU duvoplus ECO - total SKU duvoplus: 3659.

The entire assortment is expanded monthly with 75-100 new items. **Ecological alternatives** are now an **essential theme in product development**, and this will continue to increase in the coming years.

To **support our customers in making sustainable choices**, we offer various **ECO promotional materials**, including top cards, shelf strips, and wobblers, which draw attention to our ecological products and encourage conscious purchases. We also promote a permanent display to showcase ecological products to consumers.

An ECO theme is also provided on the **website**, grouping all more sustainable items to make them easily accessible. If the product is ecological, it is clearly **indicated on the packaging**.



Goal 15:

Circular economy: recycled materials as raw materials

Actions

- Expanding the assortment with products made from recycled materials, such as hard plastic, textile filling

Info

We expand our range with products made from recycled materials, such as hard plastic and textile filling. This includes a selection of **baskets and cushions with ecological filling** made of **regenerated polyester and staple fiber**, as well as duvoplus **plastic cat toilets, pet baskets, and kennels made from recycled plastic**.

Drinking fountains and **feeders** for chickens are made entirely from 100% recycled material, derived **from garden materials**. To obtain the green color, a small amount (2%) of dye is added. The transparent tops of these drinking and feeding silos are made of normal plastic/PP, but this material is virgin, so it is free of BPA.

Result

Number of items sold in 2022

duvoplus baskets and cushions Velvet & Concrete with recycled filling: 2,076 pieces

duvoplus drinking fountains and feeders made from recycled garden materials: 8,220 pieces

duvoplus plastic litter boxes, baskets, and kennels made from recycled plastic: 4,992 pieces, equivalent to 700,000 1-liter plastic bottles.



Goal 16: Circular economy: recycling waste streams

Actions

- Optimizing recycling by using a cardboard box shredder
- Reusing old cardboard boxes for new orders

Info

We use an efficient and convenient tool: the **box shredder**. Instead of purchasing new cushioning material, we can now reuse and recycle cardboard boxes. This not only reduces our costs but also contributes to **waste reduction** and promotes a circular economy. The box shredder is currently located in our warehouses in Gemert but will move to Wondelgem at the end of 2023.

We try to reuse as many **cardboard boxes as possible for new orders** instead of throwing them away and buying new ones. Additionally, reusing cardboard boxes also has economic benefits. It **saves costs** since we do not have to purchase new boxes.



Goal 17: Paperless office

Actions

- **Sending invoices and other documents via email, expanding WMS picking to eliminate the need for printing pick lists**

Info

Together with our account managers for Benelux and France, we proactively **contacted clients** who still received invoices by mail. We suggested **switching to email invoicing**, initially focusing on who frequently place orders and thus receive invoices regularly.

- Sending invoices via email: We asked the account managers to contact the customers and switch their invoice delivery to email.
- Processing/archiving incoming invoices: suppliers were asked to send invoices digitally to invoices@laroygroup.com.
- These invoices are processed within Recomatics, where they are checked, approved, and archived. Printing invoices is no longer necessary.

With the expansion of the WMS picking process and the use of scanners, printing **pick lists in the warehouses is no longer** necessary, making the operation more efficient.

Result

In 2023, 307 customers were switched from receiving paper invoices to receiving invoices via email.



Goal 18: Stakeholder Analysis

Actions

- **Informing and engaging key stakeholders**

Info

Informing and engaging a company's **key stakeholders** is **crucial** when it comes to promoting sustainability. By leveraging their **insights** and **involvement**, the company can develop and implement more effective **sustainability strategies**.

Gathering their perspectives allows us to get a better picture of the areas the company should focus on and where it can have the greatest impact. The results of these surveys are part of a broader plan to make further choices in the company's sustainability policy.

It is essential to involve and inform the key stakeholders about sustainability topics. By utilizing their insights and giving them a voice, we can **collectively strive** for a more **sustainable future** for the company.

Result

- Brainstorm with team leaders on the SDGs
- Establishment of a Sustainability Working Group with colleagues from each department and bi-monthly meetings (11 employees)
- Survey 1: Employees
- Survey 2: Customers
- Survey 3: End consumers
- The survey results are available and can be requested.

Starting from August 2023, communication is provided to stakeholders via the website, newsletters, screens in the company, and social media to keep our employees and partners informed about our goals and actions and inspire them.



Goal 19: Sustainable Purchasing of ICT Equipment

Actions

- Providing laptops for remote work and office use, laptop stands for easier use, replacing energy-consuming PC screens with energy-efficient ones, paying more attention to ergonomics (office chair, mouse, etc.).

Info

Our recent **IT infrastructure upgrades** have resulted in improvements in various areas. We modernized our Wi-Fi infrastructure, resulting in a more **efficient network** with better performance. We also **upgraded** our **servers**, reducing power consumption.

Another change is the upgrade of our PC park. We switched to purchasing **laptops**, which are significantly **more energy efficient**. This upgrade will not only lead to **reduced power consumption** but also provide more **flexibility** to our employees.

We also introduced new screens equipped with docking capabilities and renewed our entire network infrastructure by replacing all switches with Aruba equipment.

Result

These upgrades have a positive impact on our sustainability in terms of energy savings and ease of work.



Goal 20: Improving Corporate Governance

Actions

- **With the Home @ Laroy Group program, we formulated our mission, vision, values, and the company strategy with its components: Home for People, Home for Pets, House of Brands, and House of Services. Within each of these domains, we continuously take steps to bring them to the attention of our employees and create a more participatory and inclusive corporate policy.**

Info

Within Laroy Group, we work with the 17 SDGs and confirm that the 5Ps are part of Laroy Group's strategy. To integrate sustainability into the core of our business operations, we focused on developing our 'Sustainable Village.' This village consists of four pillars represented by the 'Houses.'

Home for People: rules for remote work, Feelgood team and events, possibility of leasing bicycles, Laroy Academy, etc.

Home for Pets: no vinyl for dogs, easily removable collars for cats, no salt stones for small animals, no glass bowls for goldfish, larger cages for small animals, etc.

House of Brands: avoiding plastic packaging/blister packaging; using shredded paper as cushioning material for aquarium ornaments, etc.

House of Services: CO2 compensation for printing the catalog; solar panels for the warehouse; box shredder as a source of cushioning material for outgoing shipments, etc.

These pillars are connected by a **central garden**, symbolizing the protection of our planet.

HOME *for*
PETS

HOME *for*
PEOPLE

HOUSE *of*
BRANDS

HOUSE *of*
SERVICES

Goal 21: Integration of Sustainability in Product Development

Actions

- We make maximum ecological and socially responsible choices for humans and animals in the selection and development of new products, avoid harmful products for pets such as gnawing stones for rabbits, and focus on communication on packaging about the proper use of the products.

Info

We strive to make maximum ecological and socially responsible choices, both for humans and animals, in the selection and development of new products. We value the **well-being of pets** and aim to **avoid harmful products**.

When designing and selecting our products, we consider the **specific needs and safety of pets**. For example, we ensure that gnawing stones for rabbits, which can be harmful to their kidneys, are not part of our product range.

We also place great importance on **clear communication on our packaging**. We provide our customers with **essential information about the correct use of our products, so they can ensure the well-being and health of their pets**. By being transparent and providing instructions, we want to ensure that our customers use the products correctly.



Goal 22: Collaboration with partners

Actions

- **Collaboration with various partners and programs to work efficiently and develop sustainable economic growth.**
- **Collaboration with nutritionists, scientists, and bird enthusiasts for the production of quality products (Cédé/Witte Molen).**

Info

- Collaboration with ILVO (Institute for Agricultural, Fisheries, and Food Research) and the Belgian Packaging Institute (IBE-BVI) to improve the egg feed of Witte Molen and CÉDÉ. This includes innovation in both texture and packaging of the products. From May 18, 2023, we will use the climate cabinets of BVI for 4 weeks, where temperature and humidity are controlled, to test various packaging options and choose the most barrier and sustainable one.
- Collaboration with Jan Heulens (Cargill). Cargill creates a network within the global food system to help the world develop and grow. Surveys conducted to map the knowledge and preferences of end consumers (bird breeders and enthusiasts) (Excel list available).
- FAVV (government) and ECCA laboratory (sample analysis).
- VOKA: sustainability.
- SLIM 4: inventory management system.
- Cevora: training.
- Value Extream - exchange of information about the logistics flow in the warehouse to increase efficiency.
- GS1: global standards for product identification, as well as for capturing and sharing product data.
- Officiënt: HR tool.
- Recomatics: digital invoicing system.



Goal 23: Inclusive and sustainable economic growth, full and productive employment, and decent work for all

Actions

- **Supplier code of conduct: drafting and having suppliers sign an agreement.**

Info

Our **supplier code of conduct** refers to international treaties such as the Universal Declaration of Human Rights, the Children's Rights and Business Principles, the UN Guiding Principles on Business and Human Rights, the OECD Guidelines, the UN Global Compact, and the International Labour Organization (ILO) Conventions and Recommendations that are **relevant to improving labor conditions in the supply chain**.

The focus is on the following themes:

- **Human rights**
 - 1.1. Bribery, gifts, and entertainment.
 - 1.2. Money laundering and financing of terrorism.
- **Labor rights**
 - 2.2. Discrimination.
 - 2.3. Child labor and young workers.
 - 2.4. Prohibition of forced and compulsory labor and disciplinary measures.
 - 2.5. Freedom of association and collective bargaining.
 - 2.6. Working hours.
 - 2.7. Wages and benefits.
 - 2.8. General terms of employment.
 - 2.9. Health and safety.
- **Environment**
 - 3.1. Environmental protection.
 - 3.2. Hazardous substances.
 - 3.3. Waste and emissions.
 - 3.4. Use of energy and natural resources.

The supplier code of conduct agreement can be consulted, and the signed documents are kept. A specific email address was also created for urgent reports.

Result

**Sent to 78 suppliers within Europe.
Received signed documents: 54 (69%).
Sent to 63 suppliers outside Europe.
Received signed documents: 60 (95%)**

