TOWARDS A GREENER FUTURE
SUSTAINABILITY REPORT
2021
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1 INTRODUCTION
1 INTRODUCTION

1.1 LETTER FROM ALAIN BOSTOEN, CEO

"As introduction to this 2021 sustainability report I feel it makes sense to repeat the intro of last report which to me remains both valid and relevant.

At Christeyns we are a family of passionate expert staff aiming to continuously improve both ourselves and our customer’s operations.

Christeyns has grown into a global firm, but has consciously decided to keep its status as a privately held family company. This allows us to take a unique, long term view on sustainability. We are free from external pressures, common in publicly listed firms.

Sustainability is the essence of what a company is about. Sustainability, ‘to sustain’ is about being able to continue to do what we do well. To challenge our daily operations in every possible way, in order to improve the likelihood that we will be able to prosper. It is no revolution, it is about natural evolution, so we can continue to exist.

At Christeyns this is the spirit in which we have always conducted our business, and the spirit in which we aim to continue.

In 2021 we managed to report for the first time on the several initiatives within the Christeyns group taken in 2020, and created a framework based on four pillars: People, Planet, Principles and Partnerships. We tracked our status and highlighted some of the many achievements our people are reaching every day. We continue this path in 2021. Amongst others we expressed our goal to become part of the UN Global Compact initiative. Next to general corporate social responsibility requirements and the UN Sustainable Development Goals, the ten principles of the UN Global Compact will be incorporated in our approach.

To cover Sustainability, we need to look both internally and externally. The internal facet refers to what we do in our own operations. This includes our impact from the factories, the raw materials and packaging we use, the transport needed to ship our products and service our customers, our “good housefather” way of doing business fairly, the digitalisation of our businesses, our behaviour towards our staff, and many more.

Sustainability is the essence of what a company is about.

"
To cover sustainability we need to look at our own operations, at our positive impact on our customers’ operations and at our interactions with various stakeholders and surrounding communities.

The external components are firstly about what we do to reduce the impact in our customers operations and how we interact with our surrounding communities. As manufacturers of chemicals we have a responsibility to keep health and safety risks associated with our products to a minimum. For our customer’s staff, we develop chemical processes that go far beyond ‘clean’ or ‘hygienic’. Our expertise allows our customers to massively reduce their water consumption and effluent bills, to save energy, and reduce CO2 impact significantly.

Secondly, it is about the way we deal with the various stakeholders of our surroundings. We aim to be a good neighbour in our local communities. For instance by offering trainings and education, by volunteering in local projects or by helping out the underprivileged via the Christeyns Foundation.

“To cover sustainability we need to look at our own operations, at our positive impact on our customers’ operations and at our interactions with various stakeholders and surrounding communities.”

Combining both the internal and external perspective, we have the opportunity to make an impact. Every day, everywhere.

We have just started!”

Alain Bostoen , CEO
1.2 CHRISTEYNS GROUP

Our Activities

At Christeyns we are specialized in hygiene chemicals. Started as a local Belgian soap factory in 1946, we now produce detergents and cleaning agents for all kinds of industrial applications.

- **The professional textile care sector**: our detergents help industrial laundries to get the linen of hotels, restaurants, hospitals, care institutions and industry clean and hygienic.

- **The food and beverage sector**: our specialized cleaning products are used to clean surfaces that come into contact with food. We supply, for example, to meat and fish processing companies, dairies, cheese producers, breweries, etc.

- **The professional cleaning sector**: we provide cleaning products such as degreasers, window cleaners, floor cleaners, toilet cleaners, etc. to large cleaning companies, to distributors of cleaning agents or directly to large hotels and hospitals.

- **The medical, pharmaceutical and cosmetic industry**: in the Medical Care & Life Sciences division, our cleaning and disinfecting agents are used in operating theaters of hospitals and in ‘clean rooms’ of pharmaceutical and cosmetic companies.

Next to its hygiene activities, Christeyns group also has 2 sister companies:

This report focuses on our hygiene activities.
At Christeyns, we are a family of experts with a passion, who are continuously committed to improving the business of our customers.

**Mission and Values**

**FAMILY**
- We have deep respect for each other and for our customers
- We aim to be positive and strong team players
- We use open and constructive communication

**EXPERTS**
- We keep your expertise up to date and follow the latest trends in our fields
- We share our knowledge
- We always behave professionally

**PASSION**
- We show passion, in everything we do!
- We have a sincere interest in our customer’s business

**IMPROVE CONTINUOUSLY**
- We always adopt a solution-oriented attitude and make that extra effort
- We always question the Status Quo, think ahead and identify opportunities for further improvement
CHRISTEYNs
In a Nutshell

100% B2B

Founded in 1946 in Ghent, Belgium

64 R&D experts

471 Sales & service staff

1165 Employees

113 Ecolabelled products & concepts

Present in 30 countries

13 Laboratories/Research Centres

18 Production Centres

48 Offices globally

€287m Yearly Turnover
Corporate social responsibility (CSR) or Environmental, social and corporate governance (ESG) is referred to when businesses take social and environmental concerns into account in their operations and interactions. For years it’s rooted in Christeyns’ mindset that doing business also has a social and environmental aspect. The framework for our sustainability approach is based on both the Sustainability Goals of the United Nations and the Principles of the UN Global Compact.

UN sustainable development goals

Back in 2015, the UN member states developed and adopted seventeen Sustainable Development Goals (SDGs). A call for action to end poverty, improve health and education, reduce inequality and tackle climate change, by 2030. Christeyns wants to contribute to these goals, by incorporating them in its CSR framework as much as possible.
3 Our employees are the key asset to our organisation and their personal development is vital to the long-term growth of the business. We aim to ensure their health, their economic and professional advancement as well as their mental wellbeing. By promoting measures such as flexible working hours and teleworking, we offer the possibility to keep a good balance between work and family life.

Both to our employees and our customers we offer training and development activities that have a distinct focus a.o. on business improvement, health & safety and the environment.

5 Christeyns is an equal opportunity employer and is committed to ensuring within the framework of the law that its workplaces are free from unlawful or unfair discrimination on the grounds of age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief and sexual orientation.

Recruitment and employment decisions are made on the basis of fair and objective criteria.

6 In our line of business, water is indispensable. It is used in the production process of our hygiene products, in our own cleaning activities and to clean or wash at our customers’ site. Our contribution to this SDG can be substantial. By investing in innovative concepts and equipment, we show our commitment to reducing our environmental impact through effective management of water resources, both at our manufacturing plants and at customer sites. With our hygiene products we aim to make sure hygiene is a basic right for everybody.

7 We need lots of energy to produce and transport our products, and to carry out cleaning procedures at our customers. At the Christeyns production sites we strive to increase the share of renewable energy for our operations. And by implementing our advanced energy saving technologies we also help our customers to drastically reduce their energy consumption.

12 Our main production plants have obtained the ISO 14001 environmental management certificate. We make sure all our employees know how to safely deal with dangerous products and take actions to make them more conscious of their own consumption patterns.

13 On group level we investigate the carbon footprint of our products and supply chain, and will implement measures to gradually reduce it as much as possible.
As employer we strive for offering equal opportunities to all employees or candidates, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

We continuously improve our existing infrastructures, implementing technological innovations and retrofitting installations where necessary in order to make them safer, healthier and/or more sustainable.

Over the years, our scientific research and development in various domains has put us on the map as leading chemical supplier in Europe. This commitment to invest in R&D will definitely continue in the coming years.

Medium priority SDG's

1. Via Christeys Foundation, we are committed to having a social impact on the local community we are active in. Poverty continues to be on the rise and the corona crisis definitely deteriorated the situation. Despite the fact that charitable organisations do whatever they can to help, it is much more difficult for poor people to access hygiene products than food. Under the motto “Hygiene is a basic right” we try to do our bit by regularly donating hygiene products to the poor.

4. To our employees we offer lifelong learning opportunities, so that those who want can work on their personal development. We establish close relationships with schools and educational centres, regularly offering internships and apprenticeships in our companies.

8. Through careful financial management, Christeys is a financially healthy company that focuses on long-term growth, offering stability and security to its employees.

9. We continuously improve our existing infrastructures, implementing technological innovations and retrofitting installations where necessary in order to make them safer, healthier and/or more sustainable.

10. As employer we strive for offering equal opportunities to all employees or candidates, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

11. Actively engaging in the local community and being recognised as a responsible neighbour is fundamental for Christeys, since many of our employees reside at relatively short distance from the Christeys offices. Where practical, we will endeavour to use locally based businesses, ensuring that both parties achieve commercially sensible arrangements and behave in a totally ethical manner.
UN Global Compact

Christeyns has applied to be part of the UN Global Compact initiative, a global CSR initiative based on 10 principles about human rights, labour, environment and anti-corruption. It is Christeyns’ aim to incorporate these principles in its framework.

**Ethical principles**

**Human rights**
- **Principle 1**: businesses should support and respect the protection of internationally proclaimed human rights
- **Principle 2**: make sure that they are not complicit in human rights abuses.

**Labour**
- **Principle 3**: businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4**: the elimination of all forms of forced and compulsory labour;
- **Principle 5**: the effective abolition of child labour;
- **Principle 6**: the elimination of discrimination in respect of employment and occupation.

**Environment**
- **Principle 7**: businesses should support a precautionary approach to environmental challenges;
- **Principle 8**: undertake initiatives to promote greater environmental responsibility;
- **Principle 9**: encourage the development and diffusion of environmentally friendly technologies.

**Anti-Corruption**
- **Principle 10**: businesses should work against corruption in all its forms, including extortion and bribery.
Christeys framework based on four pillars

Considering the approaches, insights and guidelines mentioned above, we have come to a framework that is the basis of our corporate social responsibility report.

The first pillar, PEOPLE, is clearly about the social aspect of our business. What do we do for our employees? How can we have a positive impact on the local community?

PLANET is the second pillar. Obviously this focuses on the environmental aspect and how we can find a balance between industry and ecology. We do not only consider our environmental impact in our own operations, but also have a wide range of solutions for our customers.

One cannot conduct a business without a set of PRINCIPLES. Christeys has, amongst the ten principles of the UN Global Compact, incorporated e.g. legal compliance, ethical aspects,... in its way of doing business.

Progressive impact can also be achieved via PARTNERSHIPS. Christeys is the partner of choice in several cooperations about sustainability.
2 PEOPLE

OUR SOCIAL IMPACT
It is obvious that Christeyns’ 1165 employees are its most important asset. Christeyns strives to be an employer of choice. A happy employee is fundamental and can only be achieved by covering subjects like onboarding, evaluations, trainings, personal development, mental health, safe working conditions, a good work-life balance, ...

2.1 EMPLOYEE WELLBEING

Teamwork makes the dream work

The commitment doesn’t stop once an employee is settled in. Christeyns is convinced that it contributes to a team of motivated employees by regularly organising various initiatives with positive effects on the group spirit and the employees’ well-being.

Joining the team

To make a new employee feel at home, processes are in place to ensure that employees, when joining the company, are given the right support and development opportunities during their initial few months with Christeyns.

GROUP INITIATIVES

As in many other companies, the corona-crisis also forced us at Christeyns to organise teleworking for our employees. It is our view that the promotion of flexible working arrangements increases staff motivation, performance, and productivity, reduces stress, and encourages staff retention by enabling employees to balance their work life with their other priorities. Most Christeyns affiliates are committed to agreeing appropriate flexible working arrangements, provided that the needs and objectives of both the company and the employee can be met.

Ugly Christmas Sweater challenge: each year, around Christmas, all Christeyns affiliates are challenged to wear the ugliest Xmas outfit to work and to post a picture of it on Yammer, our internal communication network.

In 2021, for the second year in a row, this unfortunately had to be an online challenge again due to the corona lockdown.
In March 2021 the first ‘virtual Christeyns-Govi Ekiden’ was organised. In this virtual relay race, teams from different Christeyns companies competed to have the fastest time to run a marathon, or to cycle or hike ten times a marathon. Here are the 2021 winners:

**RUNNING**
- Betelgeux - Christeyns Spain
- Christeyns Belgium (Finance-IT team)
- Christeyns UK

**CYCLING**
- Christeyns Belgium
- Betelgeux - Christeyns Spain
- Christeyns Netherlands

**HIKING**
- Christeyns Belgium
- Betelgeux - Christeyns Spain
Local initiatives

- In Christeyns Poland, employees get a card to get access to several sports activities; like swimming pool, gym, fitness, ...

- In Belgium, the second Tuupetegoare - initiative was organised. (Tuupetegoare is a Ghent dialect word and means as much as “all together”.) This long-term project in our Ghent production site focuses on improving work conditions and relations in the factory, stimulating entrepreneurship and problem solving through teamwork.

  In June ’21, the 2nd edition of Tuupetegoare magazine was distributed during a waffle-baking event. This hardcopy magazine for the blue-collar workers highlighted new improvement projects such as reorganisation of the cleaning activities, improvements to a mixing vessel and the PAA-installations, extra visualisations in production etc.... One of the operators, a certified cook, baked waffles for his colleagues for this occasion.

Training & personal development

Christeyns Academy

Christeyns’ very own training institute Christeyns Academy aims at stimulating continuous learning for both our employees and our customers. The Academy offers courses on various subjects, ranging from technical topics, health and safety practices to onboarding courses and much more.

The Academy has two main goals: First of all, it brings people together. Courses are often taught in groups, and teamwork is greatly stimulated. It is important that employees are able to make connections with other participants from which they could benefit in the future. By pushing our people to work together and communicate, we create an environment where they feel valued and engaged. The second goal of the Academy is to implement a universal level of knowledge within the group. Courses on important subjects such as safety are standardized, in order to assure a certain standard of understanding among our employees.

Also in 2021, the majority of the courses were taught via virtual communication platforms. This recent switch to online platforms such as Teams has allowed Christeyns Academy to grow significantly. Employees from around the world are able to join webinars from home, eliminating time waste and drastically reducing CO₂ emissions.
2020
19 courses

2021
41 courses

2020
18
Trainings online

2021
40

2020
2021
Trainings real life

1

1

2020
1245
Training hours (employees)

2021
2247

2020
769
Participants (employees)

2021
733

2021
2020
Occupational health and safety

Working in a healthy and safe workplace is very important for every employee. Christeyns regularly carries out risk assessments, eliminates risks where possible or applies procedures to reduce and control them.

During 2021 several measures have been taken, as well in manufacturing sites as in sales offices, going from organising safety and/or first aid trainings, ergonomic projects, risk assessments, ... to replacing emergency showers, installing lone worker alarms, PPE audits, hazard alert forms, ...

Christeyns continues to strive for zero workplace injuries. Up until now there are no detailed metrics about the nature of the safety incidents, therefore the figures reflect both very small injuries and more severe ones.

<table>
<thead>
<tr>
<th>Safety incidents in production sites</th>
<th>Safety incidents in non-production sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>55 (2021)</td>
<td>6 (2021)</td>
</tr>
<tr>
<td>50 (2020)</td>
<td>3 (2020)</td>
</tr>
</tbody>
</table>

26% of our production sites are ISO 45001 certified

To show our commitment towards occupational health & safety, some of our production plants are ISO 45001 certified. In terms of production output and personnel, it concerns our top 4 production plants.

Evacuation drills

GOAL
Every employee is familiar with instructions in case of urgencies, e.g. by participating in evacuation drills

STATUS
74% of the employees in production sites participated in an evacuation drill during 2021

<table>
<thead>
<tr>
<th>Evacuation drills participation in 2021</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>74% of employees</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

55 safety incidents in production sites vs 50 in 2020
6 safety incidents in non-production sites vs 3 in 2020
**Occupational health and safety**

**H&S Initiatives**

*Christeyns UK in Bradford* has issued ‘lone worker alarms’ in 2021: Remote technicians are issued with an alarm that automatically activates and calls for help if they have a fall or become incapacitated.

*Christeyns Food Hygiene France* installed/renovated an air extraction system at workstations (tanks and machines).

*Christeyns France* has also implemented the Phago’Door system in Vertou’s production, a concept for hand disinfection while entering a room by means of a disinfection pad with hydroalcoholic gel. Every 5 days, the pad is replaced.

In Warrington at *Christeyns Food Hygiene UK* there was a big push in 2021 for the hazard alert forms: more forms placed around site and employees made aware that they should complete a form when they see an unsafe condition. Lots more forms were received in 2021 compared with 2020.

**H&S Trainings**

Average H&S training hours per employee per year

- **Group level**
  - 2021: 3,37 hours
  - 2020: 3,83 hours

- **Production sites**
  - 2021: 2,11 hours
  - 2020: 3,11 hours

- **Non-production sites**
  - 2021: 3,37 hours
  - 2020: 3,83 hours

**GOAL**

Every employee should get at least one H&S training per year

**STATUS**

0.57 trainings on H&S per employee in 2021

150 employees are trained in first aid
2.2 LOCAL COMMUNITY IMPACT

Work experiences for the next generations

Most of the Christeyns daughter companies are open to some kind of work experience for young people. These on-the-job trainings offer young people the opportunity to develop their knowledge, under the supervision of a mentor.

In 2021, Christeyns Belgium stepped into a ‘Dual Learning’ project, in which a student part-time goes to school and part-time works in the Christeyns production, allowing him to acquire many valuable competences. To be able to cooperate in this project, we had to meet a certain standard and obtain a permit as approved workplace first. Since September 2021, the first Dual Learning student started experiencing what it is like to work for a chemical company.

Giving back | Christeyns Foundation

In 2021 Christeyns Belgium became a structural partner of A heart for Ghent, a network that is active in Ghent and its surrounding municipalities. With the support of Christeyns, they help local projects that increase the resilience of young people and respond to their needs.

Christeyns Belgium also became sponsor of the nearby soccer club Standaard Muide. The club, with more than two hundred players, wants to provide opportunities for sporting and social development to local young people, regardless of their age, gender, skin colour or religion. On Wednesday afternoons, six to twelve-year-olds can even get educational help with their homework from volunteers.
Via previous charity actions, Christeyns Belgium came in touch with vzw De Tinten. De Tinten helps refugees who often don’t have a residence permit and are not allowed to work. They distribute food, give advice about rights and obligations, help with the necessary administration, have a medical service and organize Dutch lessons. With the help of Christeyns, they could hand out our detergents to the people they help.

Christeyns UK in Bradford supported Manorlands hospice, a hospice providing respite care for cancer patients and Forget Me Not, a childrens support charity. Local organisations, like the ‘Bradford Food Bank’ and ‘Bradford Child Christmas Present’ also got a contribution, respectively via the collection of donations at work that were sent to the food bank and via presents that were bought by Christeyns employees and then given to local children.

In France the colleagues sponsored ‘Ligue contre le cancer’, an association that supports the fight against cancer through several actions e.g. by participating in sport events.

In France Christeyns France also donated hydroalcoholic gel to ADMR association, a French organisation that offers a wide range of personal services.

Christeyns Italia supported the local summer camp for children. Via this action they gave several kids the opportunity to participate in this adventure.
3 PLANET

OUR ENVIRONMENTAL IMPACT
Our planet, a green-blue world, just like Christeyns’ company logo. It is a permanent reminder that we take our environmental responsibilities seriously. Through the entire life cycle of our products we aim to respect our planet.

Christeyns identifies five stages in the life cycle of a product in which we can make a difference. Firstly, the conception or design stage, followed by the manufacturing stage. In these stages we consider the environmental impact of our operations. Next is distribution, where we look at the logistics aspect of our business. After this, there is consumption, where we focus on the impact we can have on our customers’ operations thanks to our innovations with respect to water and energy savings. To conclude there often is also the recycling or reuse stage.
3.1 DESIGN / DEVELOPMENT

Already in the conception and design of our chemicals and equipment, we try to find the right balance between quality, efficiency and sustainability.

Certificates

We offer 113 products or concepts with an ecological label (EU Ecolabel, Nordic Swan and/or Ecocert)

11% of our total production output is ecologically certified

‘Cradle to cradle certified’ is a product certification, that assesses products on five aspects: material health, product circularity, clean air & climate protection, water & soil stewardship and social fairness.

Goal 1
Further develop our ecolabelled product range.

Status
Status quo compared to 2020

Goal 2
Obtaining Cradle to Cradle certification for certain products in 2022

Status
Certification process is ongoing
Innovations

Since September 21, Christeyns’ corporate R&D department employs a postgraduate student biochemical engineering to work on a project that aims at reducing the carbon footprint of some key Green'R products by 20% at lowest possible in-use cost, whilst using less hazardous, safer chemicals for both humans and the environment. Calculating the carbon footprint of our products correctly is a crucial element in this project. A calculating tool will be developed and implemented in the whole group.

**GOAL**
Develop a common tool for the group to calculate the carbon footprint of our products by end 2022

**STATUS**
Design stage

Corporate R&D is also in the final phase of developing a new detergency system EPIC, based on enzyme technology, allowing laundries to drastically reduce their waste water costs while respecting the discharge standards. Final field tests are ongoing, the aim is to launch the concept in spring 2022.

**GOAL**
Launch our innovative wash concept “EPIC” in 2022 (laundry innovation)

**STATUS**
R&D project ongoing
3.2 MANUFACTURING

Our Production Sites

ISO 14001 is the most common, internationally acknowledged environmental management system standard. This ISO standard helps us to decrease waste, CO₂ emissions and water pollution.

47% of our production sites are ISO 14001 certified

Together they produce 84% of the total product output

<table>
<thead>
<tr>
<th>Production site</th>
<th>ISO 14001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christeyns Gent - Belgium</td>
<td>X</td>
</tr>
<tr>
<td>Christeyns Bradford - UK</td>
<td>X</td>
</tr>
<tr>
<td>Christeyns Food Hygiene, Warrington - UK</td>
<td>X</td>
</tr>
<tr>
<td>Clover - Christeyns, Whaley Bridge - UK</td>
<td>X</td>
</tr>
<tr>
<td>Christeyns Betelgeux, Ador - Spain</td>
<td>X</td>
</tr>
<tr>
<td>Christeyns, Vertou - France</td>
<td>X</td>
</tr>
<tr>
<td>Christeyns Food Hygiene, France</td>
<td>X</td>
</tr>
</tbody>
</table>
Project highlights 2021

Christeyns HQ inaugurated its solar panel park, with unique direct cable connection. On November 10, 2021, Christeyns HQ in Gent officially plugged in the “direct cable” of its solar panel installation. The direct cable concept is still quite unique in Belgium. Normally, energy generated by solar panels should be used at the very location where they are generated. But this special cable allows to transport the renewable energy generated on the roof of our European distribution Centre via our blue skybridge across the public road to our production unit, where most energy is needed. Christeyns’ solar park is one of the first projects in Flanders to have a direct cable.

GOAL

Increase the number of production sites that are able to generate renewable energy

STATUS

Several projects in the pipeline

Christeyns France installed an Evapoconcentrator to treat its rinsing water: the rinsing water is recovered and then treated by distillation. The goal is to analyse this distillate in 2022 and reincorporate it into the manufacturing process if possible or reuse it.

Christeyns UK has won the ‘Bradford means business award for sustainability’ in 2021. This local award is a recognition for its efforts to enhance sustainability within its business operations.
Also in the United Kingdom, the production sites in Bradford, Warrington and Whaley Bridge partnered up in ‘Project Terra’. This newly introduced project (“Terra” means Earth) looks into every aspect of Christeyns business across all its UK sites in relation to sustainability and the environment. The project is led by a Board Director and has influence across all operations and investment decisions across the UK businesses of Christeyns Food Hygiene, Christeyns Laundry Technology, Oscrete Construction Products, Cole&Wilson and Clover-Christeyns. Current projects include installing low energy LED lighting replacement and plans are under way to install a solar panel system.

Staff engagement

We try to raise awareness amongst our employees to consume in a responsible way. E.g. waste sorting, report leaks, don’t let the water run, reusable cups,… In UK - Warrington all employees are encouraged to contribute to decreasing energy consumption. Via a sticker campaign employees are made aware to turn off the light when leaving the room.

Using the motto “we can all do something to help protect our world” the sites in the United Kingdom created a ‘making a difference’-flyer. One person’s efforts don’t matter, but if we all made some small changes we could make a huge difference.
**Mobility**

Christeyns also wants to take responsibility in the field of mobility. On the one hand, we have our employees, who somehow have to come to work, and on the other, our fleet of more than 500 cars and some trucks and vans. Some incentives or actions can have a substantial impact in that area.

**GOAL**

Increase in the number of hybrid or 100% electrical cars

<table>
<thead>
<tr>
<th>STATUS</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total amount of company cars</td>
<td>507</td>
<td>509</td>
</tr>
<tr>
<td>Total amount of 100% electrical company cars</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Total amount of hybrid company cars</td>
<td>57</td>
<td>60</td>
</tr>
</tbody>
</table>

= 5% increase in the number of hybrid company cars and doubled the number of 100% electrical cars in 2021

Given the shift from conventional cars to hybrid or fully electrical cars, both for company cars and private cars, **Christeyns Belgium** has doubled the number of charging stations for electrical or hybrid cars in 2021. Also **Christeyns UK** has invested in extra charging stations in 2021.

Alternative transport modes – other than conventional cars – are being promoted throughout the entire Christeyns group, where possible. The provision of charging stations for electrical or hybrid cars is only one example.

In **Christeyns Belgium** a bicycle leasing scheme is put in place, offering employees the possibility to acquire a standard or electrical bike via leasing. There is a large covered bicycle shed and a drying cabin where employees can hang their wet clothes to dry free of charge when they come to work by bike or on foot on a rainy day.

**Christeyns UK Bradford** offers its employees a ‘bike to work scheme’, this is a government backed scheme to fund cycles for employees with a tax discount.

**Christeyns Italia** joined forces with the nearby companies to provide a free shuttle from subway to offices.
Metrics: Production Output

- **Total product output (tons)**
  - 2021: 183.225
  - 2020: 148.000

- **Total output of ecologically certified products (tons)**
  - 2021: 20.387
  - 2020: 16.350

- **Tons of new plastic packaging brought on the market**
  - 2021: 3600
  - 2020: 3000

- **Share of ecologically certified product output**
  - 2021: 11%
  - 2020: 11%
Metrics

Energy consumption

Average electricity consumption per ton produced

<table>
<thead>
<tr>
<th>Year</th>
<th>kWh/T</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>36.53</td>
</tr>
<tr>
<td>2020</td>
<td>46.65</td>
</tr>
</tbody>
</table>

Share of renewable energy

<table>
<thead>
<tr>
<th>Year</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>21%</td>
<td>19%</td>
</tr>
</tbody>
</table>

Share of self-generated renewable energy

<table>
<thead>
<tr>
<th>Year</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>7%</td>
</tr>
<tr>
<td>2020</td>
<td>21%</td>
</tr>
</tbody>
</table>

GOAL

Increase the number of production sites that are able to generate renewable energy e.g. via the installation of solar panels

STATUS

Status quo, several projects in the pipeline
Metrics

Production Waste

Waste created per ton produced
(= wood/paper/cardboard/general waste, excluding waste water)

2020 10 kg/T
2021 4.26 kg/T

Waste water per ton produced

2021 54 L
2020 84 L

GOAL
A decrease of waste and waste water with 5% per year

STATUS WASTE
One of the initiatives taken to reduce waste, is the Waste management project of Christeyns UK (Bradford) on site with an aim to work with a waste broker to understand waste streams, reduce total waste and to capture data more accurately.

STATUS WATER

X
3.3 DISTRIBUTION & WAREHOUSING

More than 230,000 pallets have been shipped to customers in 2021, with an average weight of 646 kg/pallet.

GOAL
Bring down number of transports, by improving palletisation of goods shipped to customers

STATUS
In 2021 the average weight per shipped pallet was 585, in 2022 that was 646 kg

GOAL
Install LED lightning in all of the Christeyns warehouses

STATUS
60% of our warehouse have LED lightning now, 7 production sites took replacement actions in 2021
Customer project highlights 2021

Also this year we helped our customers make substantial water and energy savings. Some highlights:

**Customer: DFD**
- Location: Store Heddinge, Denmark
- Type of linen: hospitality
- Tonnage: 35 T of linen/day
- Project: • Optimization of wash process  
  • Optimization of existing W&E saving equipment
- Water consumption: -35%
- Energy consumption: -19%

**Customer: Cleanlease**
- Location: Tiel, The Netherlands
- Type of linen: healthcare
- Tonnage: 60 T of linen/day
- Project: • Installation Lint-X Rotor  
  • Improve performance Heat-X Rotor
- Water consumption: -28%
- Gas consumption: -26%

**Customer: Textilia**
- Location: Örebro, Sweden
- Type of linen: healthcare and workwear
- Tonnage: 20 T of linen/day
- Project: • Installation Lint-X Rotor  
  • Optimisation steam system
- Water consumption: -21%
- Gas consumption: -8%

**Customer: Bardusch**
- Location: Siedenburg, Germany
- Type of linen: healthcare
- Tonnage: 50 T of linen/day
- Project: • Installation Lint-X Rotor  
  • Implementation Cool Chemistry
- Water consumption: -25%
- Gas consumption: -10%
Certifications

In 2021, Betelgeux-Christeyns developed a complete Hygiene Service Programme (SHI) for the Spanish Food Industry. The quality of this service was audited and certified by SGS in Spain.

The certification by SGS endorses Christeyns' professional commitment to customers, contributing to solving health and safety problems and offering effective and efficient hygiene solutions, while at the same time increasing customers' confidence.

SGS International Certification Service is a world leader in inspection and verification of processes.

The SHI programme is designed as a monitoring and control tool that contributes to improving the effectiveness of sanitising products and thus to placing safe food on the market. The Integral Hygiene Service covers all the factors involved in the cleaning and disinfection processes of the facilities: from the recommendation and supply of cleaning products and equipment, to the validation of the hygiene results. It also covers the training of personnel involved in hygiene and their supervision, the design of cleaning and disinfection protocols, and compliance with the legal requirements in terms of food hygiene.

Christeyns Food Hygiene UK has retained the BSI KiteMark for two products, following an annual audit. Christeyns remains the only company to hold this prestigious trust mark placing these hand sanitisers in a class of their own. The quality mark confirms that a product has been thoroughly tested.
Although we do our very best to avoid it, sometimes finished goods need to be destructed due to shelf life, quality or damage. In 2021 the amount of destructed finished goods amounted to 230T.

**GOAL**
Decrease the volume of destructed finished goods by 5% per year

**STATUS**
- In 2020, 420 tons of finished goods were destructed on group level, representing 0.21% of total production output.
- In 2021, this was 230T representing 0.13% of production output

**GOAL**
Reducing waste by increasing the volume packed in reused drums or IBCs by 5% per year

**STATUS**
- % of production sites that reuses packaging: 79% (identical as in 2020)
- Share of production output filled in reused packaging: 20% (compared to 24% in 2020)

**GOAL**
Explore options of recycled packaging

**STATUS**
- % of production sites that uses recycled packaging: 36%
- Share of production output filled in (partially) recycled packaging: <1%
4 PRINCIPLES

OUR WAY OF DOING BUSINESS
Christeyns has applied to be part of the UN Global Compact initiative, a global CSR initiative based on ten principles about human rights, labour, environment and anti-corruption. It is Christeyns’ aim to incorporate these principles in the framework, by undertaking practical actions in these domains.

Human rights

Christeyns supports and respects the protection of the fundamental human rights, within its sphere of influence. Not only within our own organisation, we equally expect our business partners to respect the internationally proclaimed rights. Human rights abuses are not tolerated.

• All of the Christeyns affiliates respect all applicable local, national and international laws and regulations. None of our sites was complicit in human right abuses.

• Christeyns has established a ‘Supplier Code of Conduct’, which includes respecting fundamental human rights as a primary supplier requirement
Since 2020 we started to measure (in)equality in executive positions.

**GOAL**
Male - female ratio of management team = male - female ratio of all employees

**STATUS**
- % of women in executive positions (N-1+N-2):
- % female employees: 31% (idem 2020)
- % male employees: 69% (idem 2020)

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**GOAL**
Strive for 50/50 male-female ratio amongst white collars

**STATUS**
No complete data available yet

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**GOAL**
Equal pay for equal jobs

**STATUS**
No complete data available yet

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33% women in executive positions

31% female employees

69% male employees

Idem 2020
Labour
Christeyns respects the freedom of association and the effective recognition of the right to collective bargaining, there is no form of forced or compulsory labour in any of the affiliates; child labour is prohibited and we seek to eliminate discrimination in employment.

Christeyns UK has an ‘Investors in people accreditation’, which means its performance at leading, supporting and improving its employees is assessed against the ‘we invest in people-framework’.

Environment
As a chemicals manufacturing company, Christeyns supports a precautionary approach towards the possible environmental impact of its actions. On all levels Christeyns wants to be environmentally responsible. When developing new products, concepts or equipment we strive to find the most sustainable, environmentally friendly option.

Anti-corruption
Christeyns condemns all bribery and corruption attempts and has formalised this in a policy. Christeyns conducts all business in an honest and ethical manner. The company takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all business dealings and relationships.

GOAL
Run for an Ecovadis bronze medal by 2022

STATUS
To be started, goal for 2022

Commitment to sustainability
Christeyns has made a commitment towards sustainability, formalised since 2020 in an annual corporate social responsibility report. It is however useful to measure the progress in an objective way and to be able to benchmark the organisation’s performance against other companies. In 2022 Christeyns HQ in Belgium will submit an Ecovadis questionnaire. Ecovadis is a globally known sustainability rating, that assesses companies on four topics: environment, labour and human rights, ethics and sustainable procurement.
5 PARTNERSHIPS FOR BIGGER IMPACT
Hydro - a joint venture between Christeyns and Veride

Christeyns entered into a joint venture with Veride, an internationally active Belgian company which develops systems to purify and reuse water. Together we have launched HydRO, a water treatment and purification system for industrial laundries. The HydRO principle is based on two main pillars: saving on the use of fresh water in laundries and limiting the emission of wastewater. With HydRO, we can limit water consumption in every laundry to 1 litre per kilogram.

This is how it works: HydRO collects the wastewater and treats it using a biological reactor in which the dirt is broken down. The water then passes through a reverse osmosis filter – the finest filtration technique in industrial use – so that it can be reused. This completely eliminates dissolved salts and small particles.

Any fresh (rain)water is also filtered in this way. So the consumption of fresh water is significantly reduced and the disposal of wastewater is kept to a minimum. The only thing that remains is sludge – the highly concentrated residual waste left after filtering. This solid only takes up 0.5% of the total volume and is removed and processed, for example by incineration or composting. This processing is done through government-controlled intermunicipal companies, in full compliance with the applicable legislation.

So HydRO is both a solution for the wastewater problem and for water consumption; the latter we can reduce from 4 to < 1 litre. An 80% improvement (in volume), in other words. It is a revolutionary system for staying ahead of regulations for water consumption and waste. Not only do we greatly reduce consumption and waste, but also the costs.
Ekovrak, Christeyns products in supermarkets

In collaboration with the Dubreuil group, Christeyns France makes its products available in bulk in supermarkets. The group provides a “bulk” concept in supermarkets, with Christeyns formulas. EKOVRAK was born from the desire to reduce single-use plastic waste and to support the change towards more sustainable consumption patterns. The project is being deployed in the Vendée region and it is very ambitious with up to 1500 tonnes of products expected by the end of 2022.

Streekfond Oost-Vlaanderen | Een Hart voor Gent

Christeyns Belgium has become a structural partner of Streekfonds Oost-Vlaanderen, a non-profit organisation that supports local social initiatives. Within this organisation, #A heart for Ghent is the network that is active in Ghent and its surrounding municipalities. With the support of Christeyns, #A heart for Ghent helps local projects that increase the resilience of young people and respond to their needs.
THANK YOU