TOWARDS A GREENER FUTURE SUSTAINABILITY REPORT

2022

CHRISTEYNS



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1 INTRODUCTION

1.1 LETTER FROM ALAIN BOSTOEN, CEO

"I am pleased to present our 2022 Sustainability Report, a significant milestone for our organisation and a testament to our firm commitment to sustainability. As we navigated the post-corona landscape, this year brought about a renewed sense of optimism and connectivity among our employees, paving the way for remarkable achievements and impactful initiatives.

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As we navigated the post-corona landscape, this year brought about a renewed sense of optimism and connectivity among our employees

Some of the 2022 highlights:

The ability for our employees to reunite and engage with one another physically after a challenging period created a sense of unity and collaboration within our organization. It was with this spirit that we participated in great numbers in our yearly intercompany

Ekiden race.

With employee wellbeing in mind, we introduced "Let's grow," a personal development training program offered through Christeyns Academy. We also actively engaged in numerous heartwarming charity projects across our local daughter companies, fostering goodwill and creating lasting change within the communities we serve.

Our dedication to sustainability has gained recognition from esteemed organizations in 2022. We were honoured with an **award** for our EU Ecolabel portfolio, we obtained an Ecovadis

silver medal and on top of that, also a cradle-to-cradle certification for some of our bag-in-box products, showcasing our dedication to circular economy principles and minimizing waste.

In our pursuit of **innovative** and sustainable solutions, we launched the revolutionary wash concept

EPIC, based on cutting-edge enzyme technology. By adopting such innovative approaches, we aim

to lead the industry towards a greener and more sustainable future.

In our own facilities we increased the number of solar installation and we made steps forward in implementing reusable packaging solutions.

And understanding the importance of measuring and managing our emissions, we developed a common comprehensive tool to calculate our carbon footprint of our products accurately throughout the group.

CEO Alain Bostoen

We remain committed to pushing boundaries

Many more initiatives are included in this report. As we reflect on the accomplishments of 2022, we recognize that our sustainability journey is far from over. We remain committed to pushing boundaries, developing innovative solutions, and engaging with our stakeholders to drive positive change within our industry and beyond.

Thanks to everybody who participated in our efforts.

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.



Professional Textile Care



Food Processing and Retail



Professional Cleaning



Medical Care



Life Sciences

Mission and Values



- 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

PASSION

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





EXPERTS

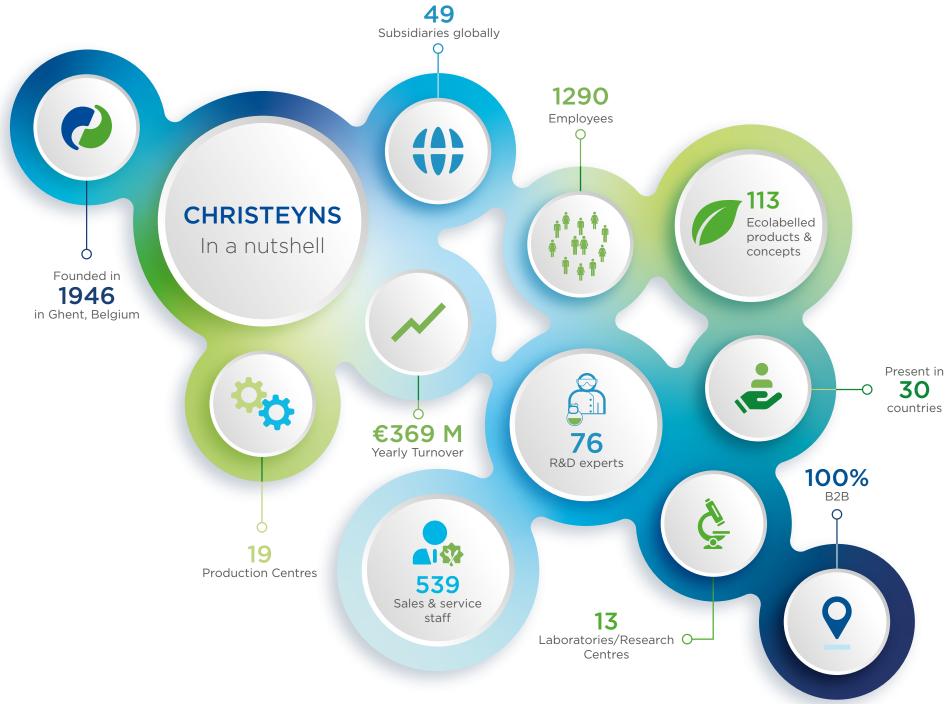
- We keep your expertise up to date and follow the latest trends in our fields
- · We share our knowledge
- We always behave professionally

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



At Christeyns, we are a family of experts with a passion, who are continuously committed to improving the business of our customers.



1.3 OUR FRAMEWORK & COMMITMENT

Corporate Social Responsibility (CSR) and Environmental, Social, and Corporate Governance (ESG) are key considerations for businesses that take social and environmental concerns seriously. At Christeyns, we firmly believe that doing business also entails a commitment to social and environmental responsibility.

UN sustainable development goals

We first reported on our CSR efforts in 2021 and have committed to the United Nations' Sustainable Development Goals (SDGs) ever since. At Christeyns, we realize that contributing to these universal issues is the responsibility of every individual, organization, and government. By integrating the SDGs into our CSR framework, we aim to lead by example and make a meaningful impact on the world.

As an organization, we understand that we can't contribute equally to every SDG out there. Therefore, we have prioritized some of the high and medium priority SDGs. By focusing on these goals, we hope to leverage our resources effectively and contribute to making a positive difference in society.



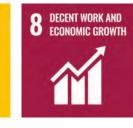






















PRIORITY SDG'S

OUR COMMITMENT

High priority SDG's



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.



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.



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.



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.



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.



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.

Medium priority SDG's



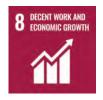
Via Christeyns Foundation, we are committed to having a social impact on the local community we are active in. Poverty continues to be on the rise and the corona crisis definitely deteriorated the situation. Despite the

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.



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.



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



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.



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



Actively engaging in the local community and being recognised as a responsible neighbour is fundamental for Christeyns, since many of our employees reside at relatively short distance from the

Christeyns 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

Since March 2022, Christeyns is a participant of the UN Global Compact initiative, a global CSR initiative based on ten principles about human rights, labour, environment and anti-corruption. As a participant of this institution, Christeyns shows its continued engagement to the mentioned topics, which it has successfully incorporated into its management strategy.

More information about the 10 principles and our commitments can be found in chapter 4.



In the near future, a third directive will be used to report about sustainability: the EU Corporate Sustainability Reporting Directive, a directive that entered into force on January 5th, 2023. This new directive modernises and strengthens the rules concerning the social and environmental information that companies have to report. This helps investors, civil society organisations, consumers and other stakeholders to evaluate the sustainability performance of companies, as part of the European green deal.

The CSRD also makes it mandatory for companies to have an audit of the sustainability information that they report. The first companies will have to apply the new rules for the first time in the 2024 financial year, for reports published in 2025.

Though preparations are already underway to meet these new requirements by 2024, it's important to note that the format of this 2022 report will still remain the same as the previous ones.





Christeyns 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**. Christeyns 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**. Christeyns is the partner of choice in several cooperations about sustainability.







2 PEOPLE | OUR SOCIAL IMPACT













2.1 EMPLOYEE WELLBEING

In any organization, the key to success lies in its workforce. Christeyns, with a workforce of more than 1,200 employees, recognizes the importance of caring for its employees. The company has put in place a range of measures to ensure that its employees can benefit from specific trainings, a good work-life balance, safe working conditions, personal development, etc.

Joining the team

To make new employees feel at home they are given comprehensive support and development opportunities during their initial months with Christeyns.

To some extend most of the Christeyns daughter companies have an onboarding process. 20% will improve the onboarding process. How it is done varies from site to site. Here are some examples:

- Making information accessible (e.g. dedicated sharepoint portal Detergentenaars BE, 'Welcome pack' with handbook ES)
- Formalised process (e.g. a one month individual onboarding program DK, 'Get to know Christeyns' programme UK, inductions and work plans (FH UK, Clover...)
- Training programs (e.g. on Occupational Risks ES, Health and Safety Clover)

GOAL

100% of Christeyns subsidiaries have a formal onboarding process

STATUS

2021: 61%

2022



Teamwork makes the dream work

The dedication to our employees goes beyond just recruitment and hiring. At Christeyns we firmly believe that boosting group spirit and promoting employee well-being are crucial factors in retaining motivated staff members. As a reflection of our core value of "Family," all of our affiliates strive to strike a healthy work-life balance for their employees. In the wake of the pandemic, flexible working arrangements have become an important aspect of this effort.

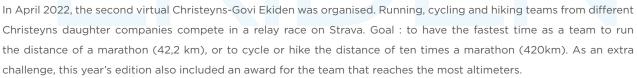
Annual one-on-one performance meetings, modern tools and equipment, birthday celebrations, team building activities, mental health trainings... These are just a few examples of how, within the group, Christeyns makes the difference for its personnel.

Group initiatives

Upon the initiative of a Dutch colleague, Christeyns headquarters set up a collaboration with sportswear manufacturer Bioracer to develop a Christeyns branded cycling and running outfit. The ideal sportswear for Christeyns colleagues to stand out in sports performances. And there are quite a few to mention! Both on group and country level Christeyns employs many athletes, who organise competitions/challenges for the group such as the second edition of the virtual ekiden (a relay race with over 100 colleagues participating), or local events like '10 miles of Ghent'.







The 2022 winners were:











Speed Challenge

Christeyns Spain

Christeyns Hungary 1

Christeyns Spain 1

Elevation Challenge

Christeyns Hungary 1

Christeyns Spain 1

Christeyns Hungary 2

Speed Challenge

Christeyns Belgium

Christeyns Hungary 1

Christeyns Spain

Elevation Challenge

Christeyns Spain

Christeyns Belgium

Christeyns Hungary 1





Speed Challenge

Elevation Challenge



Christeyns Portugal

Christeyns Belgium

Local initiatives

Christeyns Belgium: <u>Detergentenaars - sharepointsite</u>

Christeyns Belgium in Ghent has set up an online, easily accessible 'practical guide' for new (all) employees, called 'Detergentenaars' (a playful link between 'detergents' and 'Gentenaars' (citizens of Ghent)). The guide provides needto-know & nice-to-know information and tools, including Health & Safety information, practical information such as how to book a meeting room, where to order sandwiches for lunch....

Christeyns UK started using some apps to support its people, e.g. an app to help employee with savings on everyday purchases and life events. Mental health is also an important topic in the UK production sites in Bradford and Warrington: there's a team of mental health first aiders that can provide wellbeing information. In Bradford, a team of wellbeing champions ensure that a different well-being topic is touched on each month, and a sports and social impact team organises sports, social and community activities. 'eat well challenge'.

Christeyns France organised a factory day, CSE company meal and new employees day.

During 2022, all of the Spanish Christeyns affiliates joined forces to become 'one Spain'. In order to get the know each other better after the fusion a cooking competition was organised with all Spanish employees. It was a successful event, which is likely to be repeated in 2023.







DETERGENTENAARS

Training & personal development

Christeyns Academy

At Christeyns, we understand the importance of empowering our employees and customers to continuously learn and grow. That's exactly the purpose of Christeyns Academy, our very own training institute, which offers an array of courses on various subjects ranging from technical topics and health and safety practices to onboarding courses and more.

Our Academy serves two main purposes. Firstly, it brings individuals together, in real life or virtually. By offering courses that are often taught in groups, which fosters a sense of teamwork and collaboration. Employees are able to make connections with other participants, connections from which they could benefit in the future. By encouraging our employees to work together and communicate, we create an environment where they feel valued and engaged. Secondly, the Christeyns Academy aims to establish a universal level of knowledge among our staff. Standardized courses on critical subjects like safety ensure that every employee has a certain level of understanding and knowledge.

In 2022, we introduced our brand-new Personal Development Program "Let's Grow" to equip our employees with practical tools for both professional and personal growth. The program comprised of four sessions:

- Creativity,
- Happiness,
- · Time Management, and
- Conflict Handling

We believe in empowering our employees at every level, and the Christeyns Academy is one way how we achieve that goal.

GOAL

Growth of Christeyns Academy with 5%

STATUS

Despite the fact there were less trainings in total, there is a significant growth in number of participants and training hours, exceeding 5%.



GOAL 2023

Implementation of e-LMS (e-learning management system) by end '23.



2020

2021

19 courses 41 courses 22 courses

2022









Training hours (employees)







2247 3081.75 1245



Participants (employees)



1494 (

Local Trainings

Continuous learning is important to keep employees motivated. Most Christeyns companies have a training plan per year and employee and/or conduct personal interviews to identify the needs for training.

Christeyns Poland allows their employees to self-direct their training and made training goals as important as performance goals. Trainings are recognised as achievements. They also aim to connect employees with inspirational mentors.

Christeyns UK implemented the CORE strategy, a specific initiative focussed on "Creating Opportunities, Retaining Employees" via implementation of a continuous learning culture. This has involved: upskilling in IT (internal 365 training package developed), implementation of a competency management system providing all colleagues with a competency profile and access to a training calendar, roll out of "Our Way": introducing behavioural competencies.

Christeyns Food Hygiene UK Training Academy was highly commended at the Society of Food Hygiene and Technology awards, because of the learner-centric valuable resource for customers in the food and beverage manufacturing sector and the case studies, customer testimonials and feedback.





Occupational health and safety

Ensuring a safe and healthy work environment for our employees is a top priority for Christeyns. We regularly conduct thorough risk assessments to identify potential hazards and take necessary actions to mitigate them. Our stringent procedures and protocols are designed to minimize the risks and keep our employees safe.

At Christeyns, we are committed to upholding the highest standards of occupational health and safety. This dedication is reflected in the ISO 45001 certification received by our top 4 production plants. These plants have consistently demonstrated their ability to deliver high-quality output while ensuring the safety and well-being of their workforce.



TOP 4 of our production plants are ISO 45001 certified



Safety Incidents

Christeyns remains committed to ensuring a workplace environment that is entirely injury-free, both in terms of severe and minor injuries. As part of this mission, safety remains a top priority for the company, with regular investments made in enhancing safety standards year after year. These actions are taken with the goal of continuously improving the safety of employees and minimizing potential accidents in the workplace.

GOAL

Zero safety incidents

STATUS

51 safety incidents in production sites 55 in 2021 | 50 in 2020

2 safety incidents in non-production sites 6 in 2021 | 3 in 2020





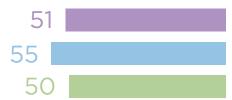








Safety incidents in production sites



Average number of trainings on H&S per employee





Evacuation drills

As a chemical manufacturer and supplier of services related to the chemicals, Christeyns is aware of possible risks within its processes. No matter how many safeguards are built in, one should always be prepared for the unexpected, so it is important employees know how to react in dangerous situations.





H&S Trainings

In the whole group, Christeyns employees are being trained in various H&S subjects, like working with chemicals, noise, height, hygiene skills, use of personal protective equipment, ... In Lithuania (Christeyns Baltic) employee questionnaires are used for internal inspections with respect to health and safety. The UK tactic is to elevate the status of H&S: it's a topic on all meetings, there are increased toolbox talks, near miss reports are followed by appropriate corrective actions.

GOAL

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

STATUS

Both production and non-production sites have implemented (mandatory) training programs for their employees. On average, each employee gets less than one

training on health and safety per year, this was already the case in 2021, but the figure got worse in 2022.

When looking at the number of training hours, we also see a decrease, compared with 2021. We assume this decrease can be explained by the covid pandemic: in 2021 there was more time to focus on trainings.





H&S Initiatives

In Christeyns Belgium, an Automated External Defibrillator (AED) was installed. Employees got the chance to follow a short introduction course on how to use it correctly. Daughter company Grijspeerdt sponsored an AED that was installed in the neighbourhood.

Pliwa Hygiene (Germany) invested in a hazardous materials cabinet in 2022.







2.2 LOCAL COMMUNITY IMPACT

Companies have a responsibility to the communities they operate in and should be actively involved in supporting their local community.

Some examples of our daughter companies' initiatives in 2022 :

Christeyns Norway joined a heart-warming project in 2021, aimed to give as many reflective vests as possible to kindergartens around Norway. As a result, about 100 kids are now secured with 'Christeyns' on their back.



In UK, a team from the combined forces of Professional Hygiene (Clover) and Food Hygiene (Christeyns Food Hygiene Warrington) braved the elements, and a river, in Warrington to raise over £1,100 for St Roco's Hospice. This local charity supports those diagnosed with life-limiting illness and their families. Christeyns Food Hygiene also raised money with the Christmas Jumper Day and a golf day. Clover donated to local schools for various fund raising projects.





Giving back: Christeyns Foundation

Christeyns France participated in humanitarian aid and supported the Ukrainian population with 66 palets of disinfectant products, which were sent to Lviv, to be distributed amongst several Ukrainian hospitals. Also Christeyns Baltic and Christeyn Belgium supported a similar charity action.





Christeyns Finland sponsored a young ice hockey team and a medical helicopter.

Christeyns UK supported Forget Me Not Children's Hospice Fundraising by purchasing a table at their 10th Anniversary Ball, and purchasing an advert in their 2023 diaries. In aid of disadvantaged children in the local area a total of 42 Easter Eggs and 24 gifts for their Secret Santa appeal were collected (JCI Bradford). The sponsorship with One In a Million Charity was renewed. To raise money they participated in the Super Soapbox Challenge.

October is the breast cancer awareness month. Both our Brazilian and French colleagues supported the annual campaign 'Pink October' raise awareness about the impact of breast cancer.









3 PLANET OUR ENVIRONMENTAL IMPACT

















Our planet, with its vibrant green and blue hues, mirrors Christeyns' company logo as a constant reminder of our deep commitment to environmental responsibility. Throughout the entire life cycle of our products, we strive to respect our planet.

At Christeyns, we recognize five pivotal stages in the life cycle of our products, each presenting an opportunity for us to make a positive impact. The journey begins with the **conception or design stage**, closely followed by the **manufacturing stage**. During these phases, we diligently consider the environmental consequences of our operations, ensuring sustainability remains at the forefront.

Moving forward, we place great emphasis on the **distribution stage**, where we assess the logistics aspects of our business. We actively seek ways to minimize our carbon footprint and optimize efficiency in transporting our products. Additionally, we contemplate the **consumption stage**, seeking to understand how we can positively influence our customers' operations, particularly in terms of water and energy savings.

However, our commitment to the environment doesn't end there. To complete the life cycle, we also prioritize the final stage: **recycling or reuse**. We embrace the concept of circularity, exploring innovative ways to repurpose and reclaim materials, thereby reducing waste and promoting a more sustainable future.



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.

Certifications

We offer over **100 products** products or concepts with an ecological label (EU Ecolabel, Nordic Swan and/or Ecocert). **12**% of our total production output is ecologically certified.









Awards



In October 2022 Christeyns has received an award as 'licensee with the largest number of EU Ecolabel licences'. Christeyns puts lots of efforts in the registrations, in order to have an ecological alternative for each application.



GOAL 2

Obtaining Cradle to Cradle certification for certain products in 2022

STATUS

We obtained the certifications.



Cradle to cradle is a product certification, that integrates safe materials, continuous reclamation and re-use of materials, clean water, renewable energy and social fairness in its design approach. Certifications go from basic to bronze, silver, gold and ultimately platinum.

Gold level: Green'R Ultra Wash Pro, Green'R Ultra Booster,
 Green'R Ultra PN, Green'R Ultra Bright+



Bronze level + material health platinum level: Green'R
 Autodish +C, Green'R Rinse +C. This certificate is only valid
 for the products in bag-in-box (CUBOX) packaging.





Innovations

GOAL

Launch our innovative wash concept "EPIC" in 2022 (laundry innovation)

STATUS

EPIC was launched in May '22. EPIC stands for Enzymatic Process Innovation by Christeyns and is based on enzyme technology that enables commercial laundries to reduce their wastewater costs by up to 25%.

We use unique and patented enzyme blends tailored to the type of stains. Since we target stains such as grease or blood, only a small dose of enzymes is needed for a cleaner wash, that makes it so innovative. The enzyme blends reduce the amount of detergent needed by 50%, making the wastewater cleaner. As a result, commercial laundries pay less discharge taxes.

Additionally, enzymes have a biological origin and because of the low doses, you end up with a CO2 footprint that is up to 20% lower than when using a detergent without the addition of an enzyme blend.

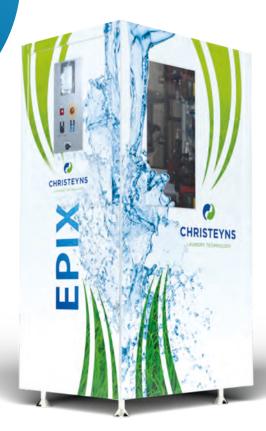
The benefits at a glance

- Up to 30% reduction in wastewater parameters such as COD, BOD and AOX.
- Up to 25% savings in wastewater costs thanks to lower wastewater fouling.
- Targeted stain removal with minimum doses from 0,05 grams per kilogram of textile.
 - Up to 25% reduction in ecological footprint.

Washing textiles using
enzyme blends requires
expertise and precision. That is why
Christeyns developed a high-tech and pater

Christeyns developed a high-tech and patented unit: EPIX, with the x of box. EPIX is connected directly to a tunnel washer and/or washer extractor. It produces, mixes and doses the enzyme blends in very small quantities according to the type of stain with an accuracy of over 99%.





Back in January 2022 we have obtained NSF certification for our peracetic acid products Mida Chriox 5 and Mida Chriox 15. NSF International is an American product testing, inspection and certification organization with worldwide recognition. In addition to developing public health standards, they assess and certify that food and non-food products are safe for consumers.

This certification adds to the list of Christeyns products with NSF certification, which also includes TBF 300, Mida Airfum and Mida Lube DLT-333.







3.2 MANUFACTURING

Our Production Sites

ISO 14001 is the most common, internationally acknowledged environmental management system standard. It is a standard that helps companies to be aware of the environmental impact of their processes. Environmental risk analysis, compliance and continuous improvement are some key words.

Production site	ISO 14001
Christeyns Belgium - Gent	X
Christeyns France - Vertou	X
Christeyns France - Rouffignac	X
Christeyns Spain - Ador	X
Christeyns Spain - Cheste	X
Christeyns Spain - Vic	X
Christeyns UK - Bradford	Х
Christeyns Food Hygiene UK - Warrington	Х
Christeyns UK - Clover - Whaley Bridge	X



60% of our production sites are ISO 14001 certified

Together they produce of the total product output

Project highlights 2022

Smart glasses for remote support:

Since July, Christeyns Denmark, Sweden, Norway and Finland have introduced smart glasses to laundry customers to provide remote support by Christeyns. Because there is no longer any need for a technician

to come on-site, there is less downtime for customers as well as improved OEE (Overall Equipment Effectiveness). The transport time saved means lower bills, which differentiates us from our competitors.

Customers pay a one-off charge for smart glasses and related equipment, and three-hour training. There is also a three-year licence for remote support. Around ten Nordic customers have already signed up for Christeyns' offer.

How does it work? When a customer needs advice or experiences a problem, they contact a Christeyns technician. The customer puts on the smart glasses, which include a camera and microphone, and has both

hands free to do what our technician asks.

the smart glasses are filming, what the customer is saying and doing remotely on a laptop. This allows the technician to solve the problem quickly without having to go onsite. We can also use the glasses for training purposes and record the session for later review.

The technician follows everything that

New solar panel installation in UK: In October, Clover Christeyns in UK inaugurated its new solar panel installation, a fantastic addition to the factory, leading to a reduction in CO2 emissions.

The different Christeyns UK production sites also have a sustainable partnership project called "Project Terra". The project covers energy, water, waste, rewilding and training. One of the initiatives included for instance 380 trees being planted by Clover-Christeyns.

GOAL

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

STATUS

Several projects in the pipeline







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 close to 500 cars and some trucks and vans. Some incentives or small actions can have a substantial impact in that area.

GOAL

Increase in the number of hybrid or 100% electrical cars
by shifting from conventional combustion vehicles to
hybrid or electrical cars

STATUS

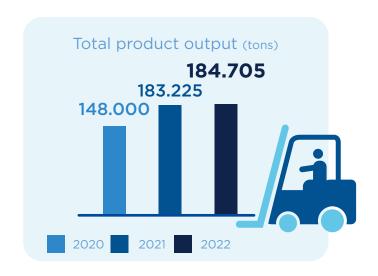
There is a huge increase in favour of the number of electrified cars. Seven Christeyns affiliates have taken measures in 2022 to increase the number of hybrid or 100% electrical company cars, e.g. by limiting the choice. Linked to this, there's also an increase in the number of onsite charging stations (22 to 27).

	2020	2021	2022
Total amount of company cars	507	509	487
Total amount of 100% electrical company cars	2	4	22
Total amount of hybrid company cars	57	60	101

Alternative transport modes (other than cars) are being promoted throughout the entire Christeyns group. By doing so, Christeyns not only has an impact on the 'company controlled transport', but also on the private mobility of its employees. In Christeyns Belgium, a bicycle leasing scheme is introduced (a cooperation with O2O). The scheme requires the employees to come to work with their bike at least 1/5 of the working days. This way, it is not only financially beneficial but also contributes to a healthier life.



Metrics Production Output







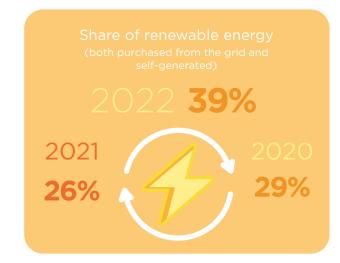
Share of ecologically certified product output

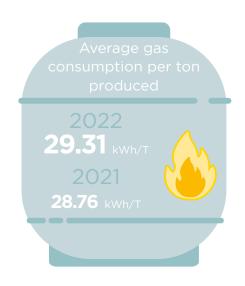
2022
12%
2021: 11%
2020: 11%

etrics*Energy consumption

*Figures of previous years have been adapted, as they included also the energy data of sister company GOVI. This has now been taken out, for a correcter representation of the Christeyns metrics.

Average electricity consumption per ton produced 27.02 kWh/T 2021 **26.79** KWH/T **32.81** kWh/T





2021 **21 %**

GOAL

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

STATUS

In 2022 solar panels were installed in two plants: Christeyns Italia and Clover Christeyns. Several projects are in the pipeline for the coming years.

Increase in the share of self-generated renewable energy. Increase in the number of (production) sites that are able to generate renewable / energy, e.g. via the installation

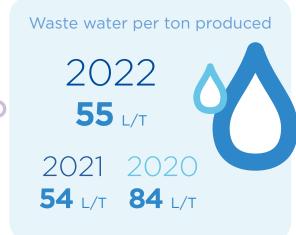
of solar panels

GOAL 2023

Increase in the share of renewable energy.

Metrics Production Waste

Waste created per ton produced (= wood/paper/cardboard/general waste, excluding waste water) 2020 9 kg/T 2022 4.58 kg/T



GOAL

A decrease of waste and waste water per ton produced with 5% per year

STATUS WASTE

Waste = Cardboard and paper, plastics, wood, general waste: there's a status quo compared to 2021.



STATUS WASTE WATER

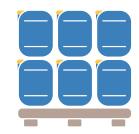
There's a status quo compared to 2021.



3.3 DISTRIBUTION & WAREHOUSING

More than 270 000 pallets have been shipped to customers in 2022, with an average weight of 579 kg/pallet.

More than **270.000** pallets have been shipped



Average weight of **579** kg/pallet

GOAL

Install LED lightning in all of the Christeyns owned warehouses

STATUS

78% of our warehouses have LED lightning now, 4 production sites took replacement actions in 2022.



GOAL

Improve palletisation to optimise transports

STATUS

In 2022 the average weight per pallet was 579 kg/pallet, in 2021 it was 585 kg/pallet.





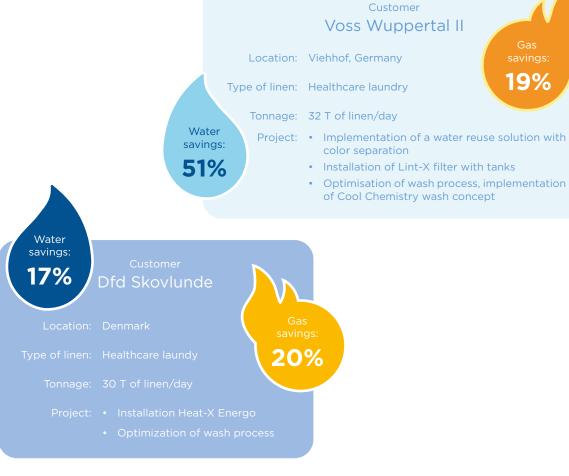
3.4 CONSUMPTION

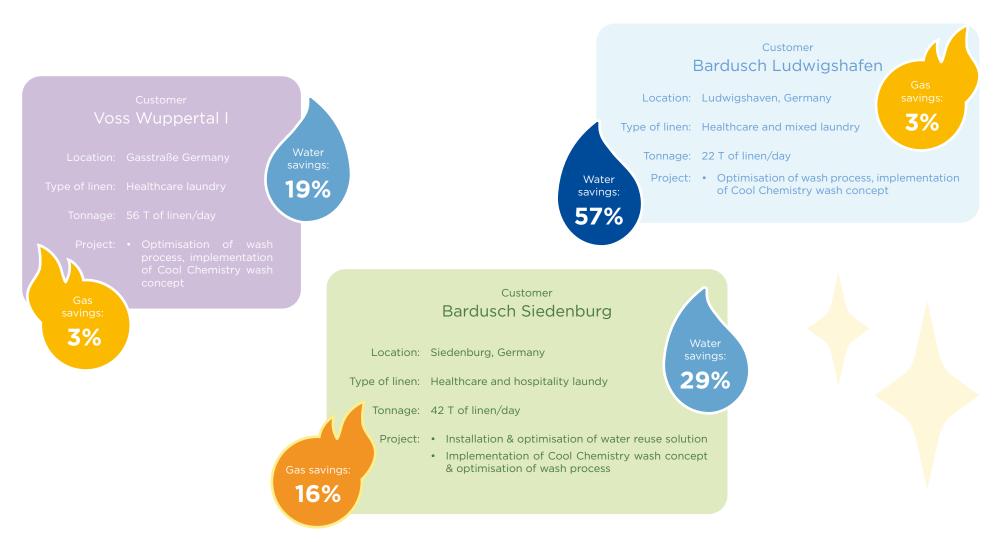
Customer project highlights 2022



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







3.5 RECYCLING

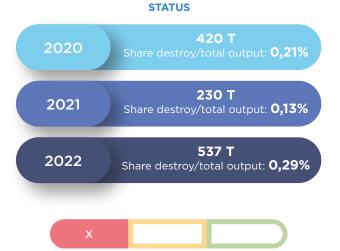
Although we do our very best to avoid it, sometimes finished goods need to be destructed due to shelf life, quality or damage. In 2022 the amount of destructed finished goods amounted to 615 T.



GOAL

0.5% of production output.







GOAL

Limit the volume of destructed finished goods to max Reducing waste by increasing the volume packed in reused drums or IBCs by 5% per year

STATUS

Share of production output filled in reused packaging:





GOAL

Explore the options to use <u>recycled</u> packaging & increase the use of recycled packaging, where possible.

STATUS

Several daughter companies are investigating whether recycled packaging (or packaging with a recycled component) can be used to fill finished products, as more alternatives are now available on the market. Christeyns France tested the compatibility of recycled 5L, 10L & 20L packaging. Also Grijspeerdt changes the 'conventional' packaging where possible. Christeyns UK is currently the factory with the highest usage of recycled packaging.

	2021	2022
% production sites that uses recycled packaging	36%	40%
Share of production output filled in (partially) recycled packaging	< 1%	< 1%



3.6 CARBON FOOTPRINT

Company

Scope 2

42.763,42

In order to help prevent the adverse impacts of climate change, Christeyns is convinced it should follow a pathway to greenhouse gas emissions reduction. In this 2022 report, we have tried for the first time to gain insight into the GHG emissions of the Christeyns group. Before being able to set SMART, achievable yet challenging objectives with regard to this subject, it is necessary to know what the current status is.

We have decided to identify the emissions linked to the organisations' operations, categorising direct emissions (scope 1), indirect emissions related to energy acquisition (scope 2) and all other indirect emissions (scope 3).

On organisational level we do not report on scope 3 emissions (yet).

In this first attempt we have decided to use the data of four production sites as reference: Christeyns NV in Gent, Christeyns France (Vertou & Rouffignac), Christeyns UK Ltd in Bradford and Christeyns Food Hygiene in Warrington.

59.705,15

	Christeyns Belgium Kg CO ₂ e 2022	Christeyns France Kg CO2e 2022	Christeyns UK Kg CO2e 2022	Kg CO2e per ton production output - on average - 2022
Scope 1	866.021,64	494.341,18	763.852,56	20.42

23.801,5

GOAL 2023

Finetuning and expansion of the data, followed by a reduction target timeline. Company-wide reporting and regular target progress tracking.

Scope 1 Emissions from operations or processes.
Company directly controls these emissions. E.g. company controlled transport, emissions from combustion devices.

Scope 2 Indirect emissions related to the acquisition of energy.



Products

Scope All indirect emissions (excluding scope 2). E.g. emissions of purchased goods and services, of business travel, emissions related to waste treatment.

Christeyns has developed a tool to gain insight in the carbon footprint of products manufactured in the Gent production site. The calculation method is executed following a cradle-to-gate approach and is based on the GHG protocol product standard.

GOAL

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

STATUS

The tool is available for products produced in Ghent (Belgium). During 2022 we started to extend this tool to two more production sites (Christeyns Italia and Christeyns France).



GOAL 2023

Continue the data collection needed to further extend the carbon footprint calculation tool to all products and production sites.





4 PRINCIPLES OUR WAY OF DOING BUSINESS

















Since 2022 Christeyns is a participant of the UN Global Compact, a global CSR initiative based on ten principles about human rights, labour, environment and anti-corruption. As mentioned in the introduction, Christeyns has incorporated these ten principles, and practical actions with respect to them, in its CSR framework.

Human rights

Principle 1: businesses should support and respect the protection of internationally proclaimed human rights.

<u>Christeyns commitment:</u> 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 international proclaimed rights. All of the Christeyns subsidiaries respect all applicable local, national and international laws and regulations.

Principle 2: make sure that they are not complicit in human rights abuses.

Christeyns commitment: Human rights abuses are not tolerated. None of our sites was 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.

<u>Christeyns commitment:</u> Christeyns respects applicable laws with respect to freedom of association and the right to collective bargaining.

Principle 4: the elimination of all forms of forced and compulsory labour.

Christeyns commitment: Christeyns will not use, be complicit or benefit from forced labour.



30% women in executive postitions

31.1%

68.9%

female employees

Principe 5: the effective abolition of child labour

Christeyns commitment: Christeyns respects applicable laws about minimum age. Age is verified in recruitment procedures.

Principle 6: the elimination of discrimination in respect of employment and occupation

Christeyns commitment: Christeyns has established an Equal opportunities policy, a minimum standard for the entire Group. Since 2020 Christeyns started to measure male-female ratios in executive positions. It is our aim to have the same ration in the management team as in the total workforce.



ration management = male-female ration of all employees

STATUS

Male-female ratio in the management team represents the ratio amongst the entire company

	V
	^

	2020	2021	2022
% of men in executive positions (N-1 & N-2)	67	67	70
% of women in executive positions (N-1 & N-2)	33	33	30
% of male employees	69	69	68.9
% of female employees	31	31	31.1

Environment

Principle 7: businesses should support a precautionary approach to environmental challenges.

<u>Christeyns commitment:</u> Care for the environment has always been important in Christeyns' business operations. As shown in chapter 3 we consider the environment in each step of the product life cycle. The various Christeyns sites share knowledge to deal with precaution, e.g. in products of processes where uncertainty, potential harm or sensitivity exist.

Principle 8: undertake initiatives to promote greater environmental responsibility.

<u>Christeyns commitment:</u> Throughout the value chain, Christeyns tries to extend responsibility and improve environmental performance. Since 2020 we voluntarily disclose a sustainability report. It is however useful to measure the progress in an objective way, by an external organisation, and to be able to benchmark the organisation's performance against other companies. In 2022 Christeyns HQ in Belgium subscribed to Ecovadis, to be scored in such an objective manner. Ecovadis is a globally known sustainability rating, that assesses companies on four topics: environment, labour and human rights, ethics and sustainable procurement.

Principle 9: encourage the development an diffusion of environmentally friendly technologies.

<u>Christeyns commitment:</u> Many aspects falling within the scope of this principle were already mentioned in chapter 3 about environment. Developing and using technologies that are less polluting, reusing packaging materials, waste disposal in an acceptable manner,... only to name a few, are important to Christeyns. Using innovative, environmentally friendly technologies is beneficial both in our own operations, as well as in our customers operations.

GOAL

Run for an Ecovadis bronze medal by 2022

STATUS

In this first participation to the Ecovadis platform, Christeyns succeeded to obtain a silver medal. This award shows that our way of working is being recognised by the world's most trusted business sustainability ratings provider. For our external partners it allows us to create more transparency. Christeyns will again submit the questionnaire in 2023. The aim is to keep the silver medal.



GOAL 2023

Maintain the Ecovadis Silver Medal

Anti-corruption

Principle 10: businesses should work against corruption in all its forms, including extortion and bribery.

<u>Christeyns commitment:</u> 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

Organise corruption awareness training for buyers

STATUS

No actions were taken on a group level in 2022. Thanks to local initiatives, five buyers are now trained in anti-corruption. The group training is planned for 2023









4 PARTNERSHIPS FOR BIGGER IMPACT







Christeyns is a member or the ETSA (European Textile Service Association) Environmental Group. ETSA's environment principles are set out as five environmental commitments for a sustainable business model, aligned with the UN Global Compact's environment principles. The first live meeting of this project group in several years took place in Gent in October '22. Among the participants were some of the largest laundry organisations in Europe. After the meeting the participants visited a local laundry where the Hydro for Laundries system was illustrated. Christeyns showed to the industry the knowledge level available within Christeyns, when it comes to sustainability, water, and energy.





Christeyns Spain was one of the organisers of the forum BSA in June 2022 (Barcelona Seguridad Alimentaria/Barcelona Food Safety), on World Food Safety Day. It is a forum for dialogue and debate, where common experiences between professionals from different fields in the agri-food industry are shared. The main theme for the day was 'alternative sources of protein' and the direct relationship with food safety.

Christyns Spain also cooperated in a European project 'SmartClean". The aim was the monitoring of water and detergents consumption in food plants.



THANK YOU



