

TOWARDS A GREENER FUTURE

SUSTAINABILITY REPORT
2023



CHRISTEYNS





1 INTRODUCTION

1 INTRODUCTION

1.1 LETTER FROM ALAIN BOSTOEN, CEO

"It is with great pleasure and pride that I introduce to you our 2023 Sustainability Report. Over the past year, we have made significant strides in our commitment to sustainability, innovation, and social responsibility. As CEO, I am delighted to share with you some of the key highlights of our 2023 journey:

After a successful start-up of our CSR management and reporting by Sofie De Zutter, who combined this role with her responsibility as Quality Manager, we have now appointed Joanna Dewaele as dedicated

“ 2023 marked a significant milestone, as we opened a brand-new laboratory and R&D facilities in our Belgian headquarters. We also celebrated 10 years of our groundbreaking "Cool Chemistry" wash concept (...)

Group Sustainability Manager. Joanna brings a wealth of experience and expertise to this role, and her leadership will be instrumental in driving our initiatives forward. However, she cannot do this alone. We really count on the full cooperation of all our subsidiaries to make meaningful progress.

2023 marked a significant milestone, as we opened a brand-new laboratory and R&D facilities in our Belgian headquarters. We also celebrated 10 years of our groundbreaking "Cool Chemistry" wash concept, launched in the Laundry Division in 2013. This innovative pH neutral approach to laundry, whereby we wash and disinfect at low temperatures, has not only revolutionised the industry but has also helped us reduce our environmental footprint significantly.

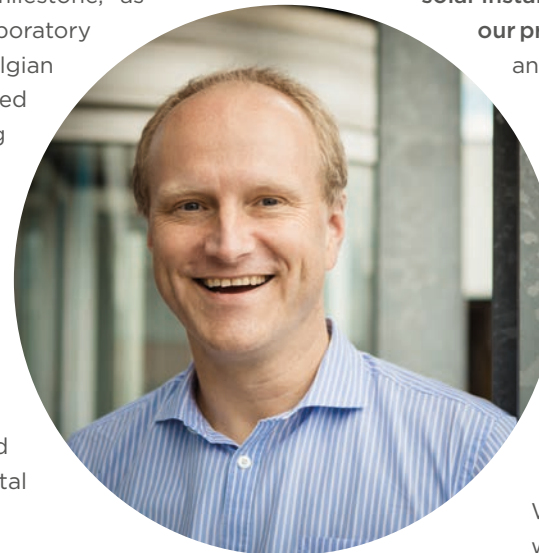
We are also honoured to have received the prestigious

Product of the Year award at the UK Laundry and Dry Cleaning Awards for "Epic", our enzyme based detergency system that improves wastewater quality. This recognition is a testament to our commitment to innovation and excellence in product development.

In our own facilities **we have increased the number of solar installations, made good progress with our product carbon footprint calculator and implemented common Key Performance Indicators (KPIs)** on resource efficiency across all our production sites.

On the EcoVadis platform, our sustainability efforts were recognised with a gold medal. This achievement reflects our ongoing efforts to integrate sustainability into every aspect of our business operations.

With employee wellbeing in mind, we organised a wide range of team-building and sports activities, promoting collaboration, health, and personal development.



CEO
Alain Bostoën

“

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”

And through the Christeyns Foundation, we actively engaged in numerous heartwarming charity projects, to give back to the communities we serve and to make a positive impact beyond our business operations.

The above-mentioned initiatives are just a snapshot of our efforts, you can find many more initiatives in this report. As we look ahead, we remain dedicated to driving positive change and creating a better future for all.

Thanks to everybody who participated in our efforts!

We have just started.”

Alain Bostoen , CEO



1.2 EMPOWERING SUSTAINABILITY: A COLLABORATIVE APPROACH



Joanna Dewaele (left) - our new Group Sustainability Manager, together with Quality Manager **Sofie De Zutter** (right) her predecessor.

As the new Group Sustainability Manager at Christeys, I am thrilled to join the family and embark on a journey to further strengthen our blue-green mindset. Sustainability is a way of life for me, I was brought up with respect for nature and care for our planet and its people, I love learning how we can do more and do better; seeing the results of what we can accomplish together... that's why I joined Christeys. Here, we are committed to partner up to achieve more together, for the planet, for our future.

We must act responsibly and preserve the riches of our planet. That is why at Christeys, we go beyond prioritising our own employees and environment, but also the well-being of our customers, their environments, and their workforce. Teaming up with universities, suppliers, customers and many others, to keep on innovating, to get better results while protecting people and planet.

I am grateful to be able to build on the foundation laid by my predecessor, Sofie De Zutter, who, as our Quality Manager, engrained continuous improvement not only in our sustainability approach, but also through the development of this very report. As such, I continue in the same spirit. You'll find new features in this report, with many aspirations to continue improving it in the years to come. Because this Sustainability Report

serves as a powerful tool, motivating us to collect and compare more data, set meaningful targets, and communicate transparently about our actions. We aim to inspire our readers, that's you!

In addition, or rather complementary, to this report, we are also in the midst of preparing for the new and extensive CSRD requirements. It speeds up certain processes and offers a different perspective to how we incorporate sustainability in every department, at every

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””

location. Together, we will navigate the complexities of sustainability reporting, leveraging it as a tool for continuous improvement and growth.

I will be supporting our global team by developing a cohesive group vision, aligning subsidiaries and

departments, facilitating knowledge-sharing, stimulate more bold actions all while improving transparent communication, showcasing our positive contributions. Because at Christeyns, sustainability isn't a nice add-on, it's ingrained in our DNA, intrinsically part of what we offer customers, the inspiration to our revolutionising innovations, and in the hearts of our people.

While challenges undoubtedly lie ahead, so do opportunities. I am eager to explore them all, collaborating with colleagues and partners worldwide to accelerate our progress and leave a lasting blue-green mark on the world.

Together we can shape a more sustainable future. Let's make every step count!



1.3 CHRISTEYNS GROUP

Our Activities

At Christeyns, we are specialised in hygiene chemicals. Started as a local Belgian soap factory in 1946, we now produce detergents, disinfectants and cleaning agents for various industries:



PROFESSIONAL TEXTILE CARE

The Professional Textile Care sector: our detergents and disinfectants help industrial and on-premise laundries to get the linen of hotels, restaurants, hospitals, care institutions and industry clean and hygienic. Our dedicated specialists offer solutions to wash with low impact on the environment and improve our customers' performance while they are at it.



FOOD PROCESSING AND RETAIL

The food & beverage industry: with our specialised cleaning products for the food & beverage industry, we help to make sure food is safe to eat. Proper cleaning and disinfection is crucial to control microbiological contamination, to avoid the presence of pathogens and to extend the shelf life of products.



PROFESSIONAL CLEANING

The professional cleaning sector: our degreasers, window cleaners, floor cleaners and other cleaning agents provide hygienic and safe environments according to the highest standards in hotels, care homes, restaurant & catering, buildings and facilities.



LIFE SCIENCES

The pharmaceutical & cosmetics industry: our high-end hygiene solutions for sterile and non-sterile environments in the pharmaceutical industry, cosmetic industry and research support offer peace of mind for our customers. With a combination of qualitative products and detailed operating procedures, we assure optimal hygiene.



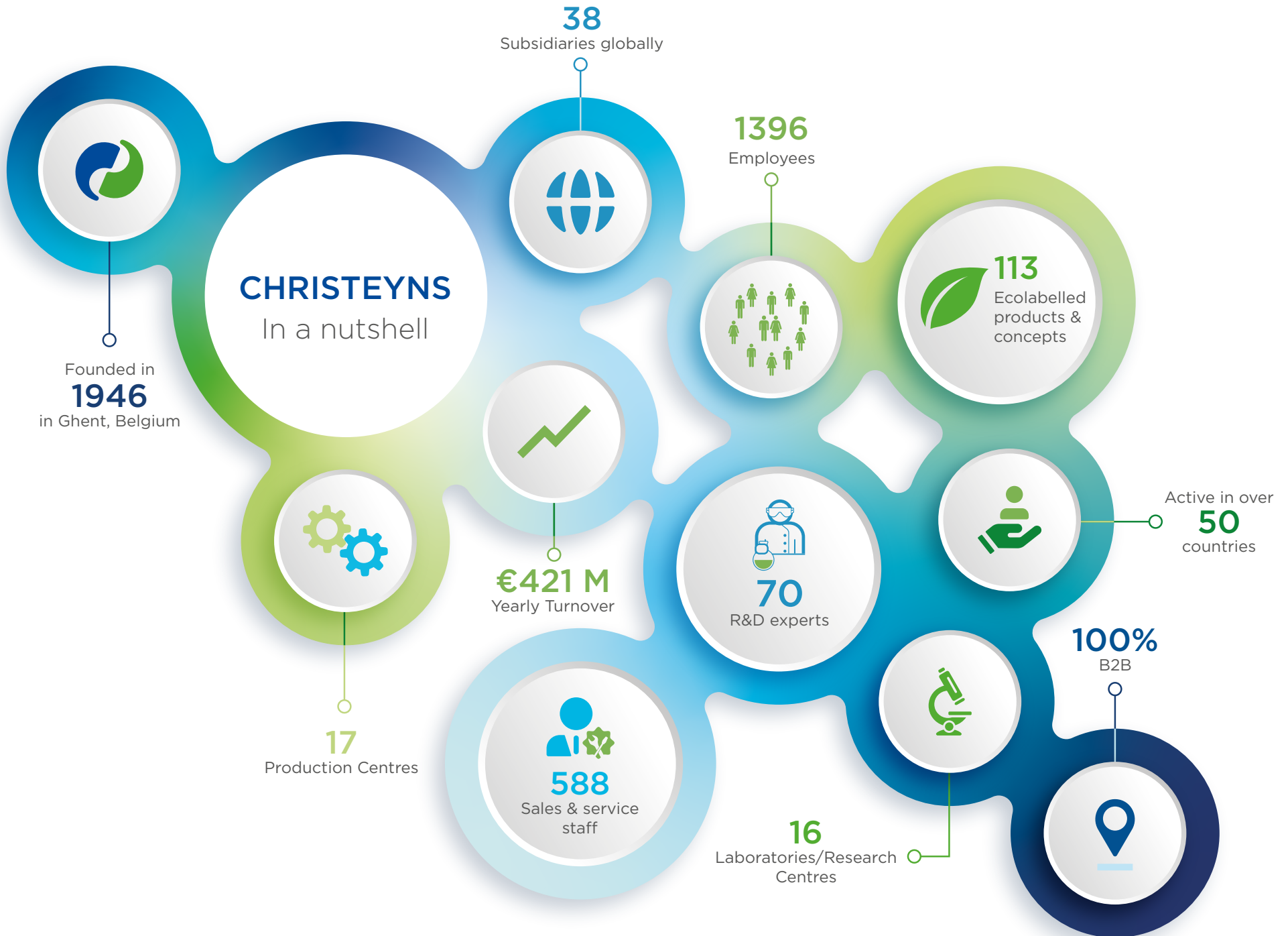
MEDICAL CARE

The medical care sector: With our high-quality detergents, disinfectants and procedures for operating theatres we make sure healthcare workers can operate in the most hygienic conditions and assure patients and their visitors are protected from healthcare related infections. Our aim? Ensuring hygiene and enhancing the quality of care.

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



This report focuses on our hygiene activities.



Christeyns Sites



Own activities

Distributors

Production units

1.4 OUR FRAMEWORK & COMMITMENT

At Christeyns, we firmly believe that doing business also entails a commitment to social and environmental responsibility. To build our own framework on Corporate Social Responsibility (CSR) on Environment, Social, and Governance topics we look to global institutions to help shape our sustainability efforts. Undoubtedly the upcoming Corporate Sustainability Reporting Directive (CSRD) will further enhance how we measure, improve, and set challenging targets for ourselves. As we are still going through a learning process, we continue to use global frameworks, such as UN Sustainable Development Goals (SDGs) and UN Global Compact.

UN sustainable development goals

Our first CSR report about 2020 already reflected our commitment to the United Nations' Sustainable Development Goals (SDGs). These universal issues are the responsibility of every individual, organisation, and government. Supported by the principle of 'Leave No One Behind', we too aim to make all our actions and goals inclusive. As a company we cannot contribute to each SDG equally, and therefore we highlight the goals where we can have a meaningful positive impact. By no means do we disregard the importance of all other SDGs, we will always strive to make a positive contribution to each and every single one, supporting initiatives where we can. Moreover, some of the 'non-priority' SDGs are actually an integral part of our priority SDGs.

What we highlight is where we aim to lead by example and hope to make a meaningful impact on society.

 **SUSTAINABLE DEVELOPMENT GOALS**



OUR COMMITMENT



6 CLEAN WATER & SANITATION

Helping create a safer environment while preserving one of our most precious natural resources - water - is at the very core of what we do every day. At Christeyns, we believe that hygiene is a fundamental human right, and through our products and innovations, we are committed to helping provide access for all. Water is an essential part of our business. By managing water resources efficiently and continually investing in innovative concepts and equipment, we are actively reducing our environmental footprint both at our manufacturing sites and at our customers' sites. From optimizing water usage to implementing recycling and reuse initiatives, and limiting or even eliminating wastewater, we leave no stone unturned in our efforts to protect this essential element, water.



4 QUALITY EDUCATION

Empowerment, growth and learning drive our mission. Our Christeyns Academy, strengthened by the recent launch of CHLOE, empowers employees to grow both professionally and personally. We extend this ethos to our partners and communities, providing customer training, promoting internships and apprenticeships, working with educational institutions and prioritising community engagement through the Christeyns Foundation.



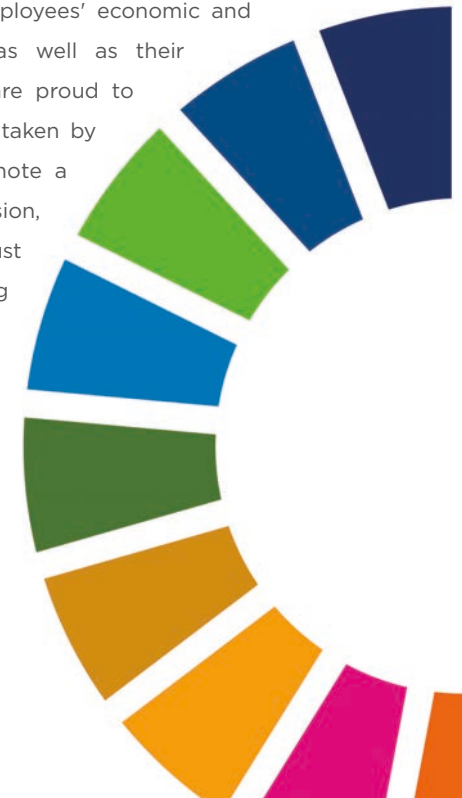
7 CLEAN ENERGY

Manufacturing, transporting and delivering products to our customers requires significant amounts of energy, which is why the use of renewable energy sources is a priority at our manufacturing sites. We also help our customers significantly reduce their energy consumption through our advanced energy-saving technologies. Mapping our corporate carbon footprint helps us on the road to minimal carbon emissions, and allows us to combine forces with both suppliers and customers.



3 GOOD HEALTH & WELL-BEING

The good health and well-being of employees, customers, and anyone directly or indirectly affected by our products and services is at the heart of what we do. As an employer, we offer opportunities to maintain a good balance between work and family life by promoting measures such as flexible working hours and teleworking. We pay attention to our employees' economic and professional advancement, as well as their health and well-being. We are proud to support the many initiatives taken by our own employees to promote a healthy lifestyle, social cohesion, teambuilding etc. Not just within Christeyns, but reaching out into the local community.





8 DECENT WORK & ECONOMIC GROWTH

Through careful financial management, Christeyns is a financially healthy company that focuses on long-term growth, offering stability and security for its employees. We believe equal opportunities, and eliminating discrimination, are integral parts of decent work, as well as of economic growth. As a family-owned company we invest in our expanding business, and in our people. Offering healthcare plans, a pleasant and stimulating work environment, challenging new opportunities, personal development plans, training, and much more. We recognise that our employees are our most precious asset in ensuring Christeyns' ongoing success.



12 RESPONSIBLE CONSUMPTION & PRODUCTION

Our primary manufacturing sites are ISO 14001-certified for environmental management, covering nearly 90% of our production output. We uphold high health & safety standards, and make sure all our employees know how to safely deal with dangerous products. Moreover, we provide training to our customers on the safe handling of hazardous products. Furthermore, we optimise resource usage at both our own production sites and our customers' sites. We assist customers in reducing their usage of energy, water, and chemical products at every stages. By developing our product carbon footprint, we continue to strive to better understand our products' life cycle and the impact of each individual component. This offers us the opportunity to further reduce our environmental impact.



9 INNOVATION

By combining expertise and innovation, we are catalysts in the chemical industry. Our dual focus on R&D and application drives progress. Our product portfolio is carefully engineered: each item maximises efficiency for a specific purpose while minimising environmental impact. We don't just provide solutions, we optimise resources, deliver economic benefits and raise industry standards.



13 CLIMATE ACTION

Climate Action is at the forefront of many of our prioritised SDGs, and it is well represented in this Sustainability Report. When it comes to climate, we need to step up our game. That's why we have several categories specifying what we are doing and what targets we have set. However, every action, no matter how small, counts. That's why we take every opportunity to highlight the urgency and necessity of reducing greenhouse gas emissions. Developing product carbon footprints, as well as our corporate carbon footprint, are among just some of the latest ongoing projects. Of course, exploring new ways to adapt to our ever-changing world is also part of the large umbrella this SDG represents.



Preparation to CSRD



The Corporate Sustainability Reporting Directive (CSRD), which came into effect in 2023, mandates many companies to report on their Environmental, Social, and Governance (ESG) responsibilities in a standardized format. Christeyns is in full preparation for our first CSRD-compliant management report in 2026 (on the activity year 2025). While the task of determining, collecting, and reporting the necessary European Sustainability Reporting Standards (ESRSs) is substantial, it presents numerous opportunities.

The European Commission sees the reporting of ESG data as a means to an end, a crucial element of their Green Deal, as well as a tool for companies to better assess their Impact, Risks, and Opportunities (IROs). In doing so, ensuring our European economy not only contributes to

a global sustainable future, but also secures a sustainable future for herself. By analysing our IROs and collecting relevant data to monitor them, we can maximise our positive impact on society while minimising any potential negative impacts. Data is knowledge, and knowledge is power. It will enable us to be better prepared for risks and to quicker grasp opportunities.

It promises to be a wonderful journey as we explore what more we can do for our company, our customers, the community, and our planet. At publication of this report, April 2024, Christeyns is determining what topics are 'double material' (for which Christeyns has an impact on society/planet and society/planet has a significant impact on Christeyns). We have already determined that we will report as a group, including each subsidiary within our family, regardless of size, regardless whether it is located within or outside the EU. This integrated management report will reflect both our financial as well as our sustainability activities, of all members.

Interestingly, for ESG metrics, we are not merely obligated to report on past actions but also on future plans. Christeyns has already set its first steps with this annual CSR report indicating our goals, transparently stating

whether or not we achieved them, and highlighting our plans for the future. The CSRD framework will provide us with more structure, further encourage comprehensive and accurate data collection, and third-party verification by auditors will ensure full involvement and dedication by all partners.

We expect to have an overview of ESRSs to be reported by the end of the summer of 2024, leaving us the necessary time to set up an internal reporting structure, implement software tools, train employees, and assess priorities for actions.



European Commission

Christeyns' Tree of Sustainability

Looking to our company through a sustainability lens, taking the different approaches and insights in mind, we have set up a Christeyns' framework, represented by our Tree of Sustainability, to best structure our sustainability strategy.

Central in our Sustainability strategy are the 3 branches People, Planet & Product, they are supported by our Principles and strengthened through our Partnerships.

At the roots of what any business does, lie its **Principles** and core values. They represent our way of doing business, our commitment to responsible and ethical cooperations. These principles run through everything we do, they are an integral part of who we are.

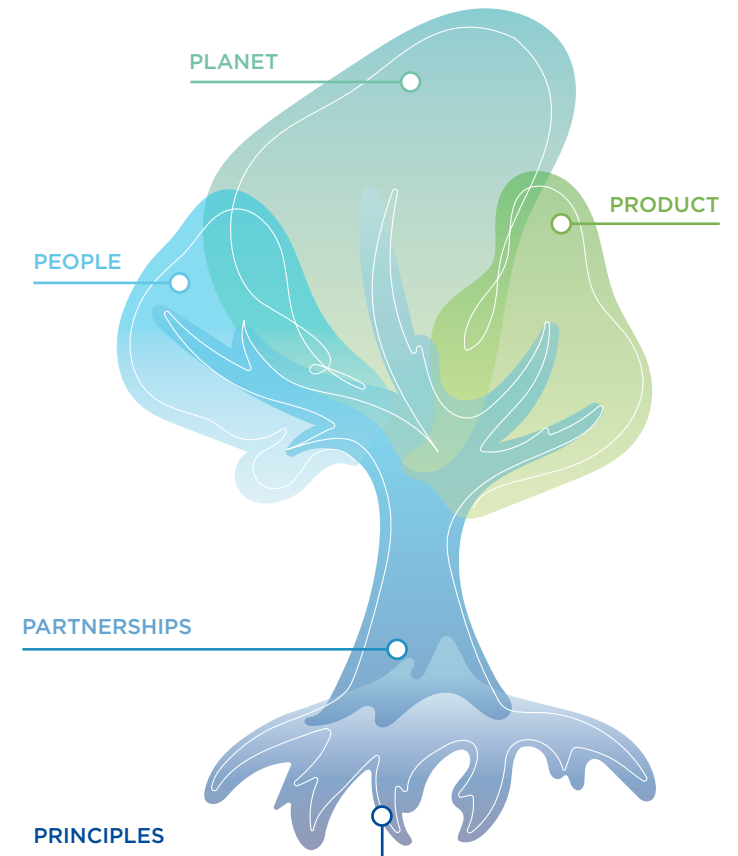
To strengthen our business and our sustainability efforts, we strongly believe **Partnerships** are key. At Christeyns we actively work together with universities, customers, suppliers, ecolabel organisations etc. to work on specific innovation projects for our sector and/or for our company; furthermore we offer our expertise to encourage and inspire others.

Our **People** branch reflects the social aspects of our business, our commitment to our employees and society

as a whole. In this Sustainability Report you will discover what we do for our employees and what we do for the local community.

Planet is our second branch. We showcase our initiatives towards the environment, within our own company. How we work to lower our impact on the environment, what we do to help nature, and how we continuously improve resource efficiency.

Our third branch, **Product**, has both a social and environmental elements to it. It encompasses the innovations in our products and services towards our customers. It's also about how we help our customers in their own sustainability journey. Because as a company, our reach can go far beyond our own company walls. At Christeyns, we understand that our planet and our society need organisations to think and to act beyond their direct scope.







2 PRINCIPLES



2 PRINCIPLES

2.1 MISSION & 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

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 and deep commitment to continuously improve our customer's operations. ”

2.2 UN GLOBAL COMPACT

Since March 2022, Christeyns has annually renewed its active participation in the UN Global Compact initiative. It is a global CSR initiative based on ten principles about human rights, labour, environment, and anti-corruption; and in full support of Sustainable Development Goals (SDGs). As a participant, we show our continued commitment to sustainable business practices. The UN Global Compact network offers us the opportunity to learn, drive positive change and help build a more sustainable future for all.



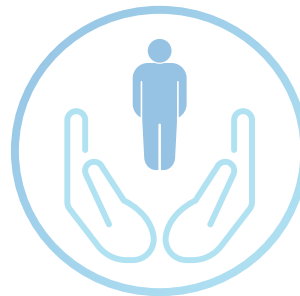
United Nations
Global Compact

Human rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

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

We consider Human Rights a minimal ethical standard. We uphold these standards in all aspects of our operations without any compromise and expect our partners to do the same. Any form of abuse cannot be tolerated.



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; and

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

Each Christeyns subsidiary respects all applicable local, national, and international laws. Moreover, our commitment to SDG 8 on decent work reflects our believe in equal opportunities, our efforts to foster a healthy and fair work environment for all, and our respect for employees who dedicate time to safeguard these principles on behalf of their colleagues. At Christeyns, there is no place for any form of forced labour, child labour, or discrimination.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: Undertake initiatives to promote greater environmental responsibility; and

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

This is at the heart of Christeyns' business. Environmental sustainability is reflected throughout this CSR report: in our priority SDGs, in the chapter Planet and Product. We value our planet, our environment, our resources, understanding their critical importance for our future, and that of generations to come. We look beyond our own borders and support customers in minimising their environmental impact and invest in state of the art research to develop innovative solutions. To objectively demonstrate our commitment, we participate in the EcoVadis platform where our efforts were recognised with a gold medal in 2023

Anti-corruption

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

Christeyns has a formal policy condemning all bribery and corruption attempts. We train our buyers in anti-corruption, ensuring that business dealings are conducted professionally, fairly, and with integrity. This way we enforce a zero-tolerance approach to bribery and corruption.



2.3 RESPONSIBLE CARE GLOBAL CHARTER

Christeyns is a member of the Responsible Care Global Charter. This is a voluntary initiative within the chemical industry aimed at promoting sustainable practices and responsible management of chemicals. The main principles are:

- 1. Commitment to Health, Safety, and Environment (HSE):** Members commit to continuously improving their performance in protecting the health and safety of employees, the public, and the environment.
- 2. Product Stewardship:** This involves the responsible management of products throughout their lifecycle, from development to disposal, to minimise risks to health, safety, and the environment.
- 3. Community Awareness and Emergency Response (CAER):** Members are committed to engaging with communities where they operate, communicating openly about their activities, and being prepared to respond effectively to emergencies.
- 4. Sustainable Development:** Responsible Care encourages members to integrate principles of sustainable development into their business practices, considering economic, environmental, and social factors.
- 5. Ethical Conduct:** Members are expected to uphold high standards of ethics and integrity in all aspects of their operations, including interactions with stakeholders, employees, and the community.
- 6. Continuous Improvement:** The Responsible Care framework emphasises the importance of setting targets, measuring performance, and continuously seeking opportunities for improvement in health, safety, environmental, and security performance.
- 7. Transparency and Accountability:** Members are encouraged to be transparent about their performance and to be accountable to stakeholders for their actions, decisions, and outcomes.



8. Product Safety: Ensuring the safety of products and communicating relevant information about their safe handling, use, and disposal is a key aspect of Responsible Care.

9. Security: Members commit to implementing measures to enhance the security of their facilities, operations, and products to prevent unauthorized access and potential misuse.

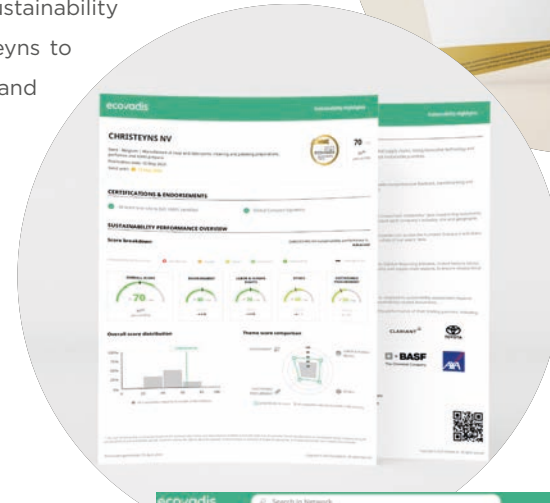
10. Collaboration and Partnership: Responsible Care promotes collaboration among industry stakeholders, governments, NGOs, and the public to address common challenges and find sustainable solutions.



2.4 ECOVADIS

EcoVadis is a globally recognised sustainability ratings platform that provides businesses with comprehensive assessments of their environmental, social, and ethical performance. As a trusted partner in sustainability, EcoVadis evaluates companies based on international standards and benchmarks, offering valuable insights into their sustainability practices. With a focus on transparency and accountability, EcoVadis empowers organisations like Christeyns to measure, monitor, and improve their sustainability efforts, driving positive change across their operations and supply chains.

Our first participation in 2022 resulted in a silver medal, and we are proud to share we were able to further improve our sustainability efforts and were awarded a **gold medal** in 2023. We will again submit in 2024 and aim to maintain this gold medal level. This will require continuous improvement, as the goal for any company is to keep raising the bar and therefore what was once sufficient for a gold medal is surpassed the following year thanks to the admirable efforts of all committed companies participating in EcoVadis. As such, we experience EcoVadis as a true driver for positive change, for us and for our planet.



Overall score	Environment	Labor & Human Rights	ETHICS	Sustainable Procurement
70/100	High Impact	High Impact	Medium Impact	Low Impact
Indicator scores	Theme scores			
Policies	High Impact: 50 (Good)	50 (Good)	25 (Partial)	0 (Insufficient)
Endorsements	Low Impact: 100 (Outstanding)	100 (Outstanding)	50 (Good)	0 (Insufficient)
Measures	High Impact: 100 (Outstanding)	75 (Advanced)	50 (Good)	50 (Good)
Certifications	Medium Impact: 100 (Outstanding)	0 (Insufficient)	50 (Good)	50 (Good)
Coverage	-			
Reporting	Medium Impact: 25 (Partial)	25 (Partial)	0 (Insufficient)	25 (Partial)
360° Wash	High Impact: 75 (Advanced)	75 (Advanced)	75 (Advanced)	75 (Advanced)
	70/100	70/100	60/100	50/100

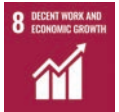




PLAY ZONE

3 PEOPLE

3 PEOPLE



In our Tree of Sustainability, the "People" branch reflects the social aspects of our business, our commitment to our employees and society as a whole. Here we want to share what we do for our employees and what we do for the local community.

3.1 OUR ESTEEMED WORKFORCE

Our team consists of 1,396 employees, marking an 8% growth (while our turnover increased by 14%).

Each year, we are happy to offer interns & apprentices an inspiring (first) work experience, complemented by proper guidance and training to support their professional development. In 2023 we were strengthened by 47 interns & apprentices, 11 of them joined our regular staff.

In April 2023, we also welcomed the staff of **Fluid Chemicals NZ** in [New Zealand](#) into the family, as Christeyns entered into a strategic partnership with this New Zealand based family business, in order to further expand our geographic influence in the Asia-Pacific region.

1,396 employees

8% growth

47 interns & apprentices

11 of the 47 joined our regular staff

2/3 of the staff are white collar workers

1/3 blue collar workers



White collar workers

Blue collar workers



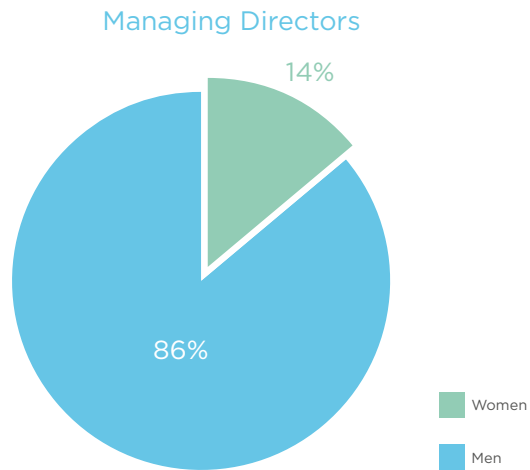
40% women
60% men

8% women
92% men



29% women

71% men

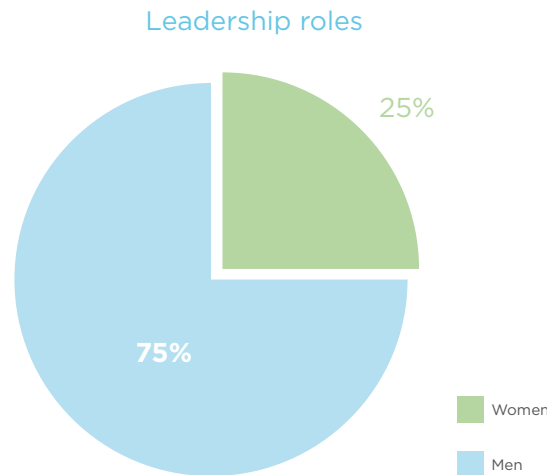


We have **38 subsidiaries**, 14% of which are led by women.

Within our organisation we identify 325 leadership roles (=23%), of which 25% are filled in by women.

Numbers in leadership roles in this case refer to colleagues who are managing director of a subsidiary, people who have leadership in a certain topic and people who lead a team.

We strive to see the male-female ratio in the management team and in leadership roles to reflect the ratio within our company. We are therefore happy to see a larger



percentage of women in white collar roles, and increasingly so in leadership roles; this will be of importance to ensure a diverse pool of potential leaders to secure our success for the future.

At Christeyns we believe in the power of entrepreneurship, employees having the freedom to develop, create, lead. We don't use rigid structures, but view each individual as a potential leader contributing to our bright future. We want people to be able to do what they love, to grow and develop themselves.

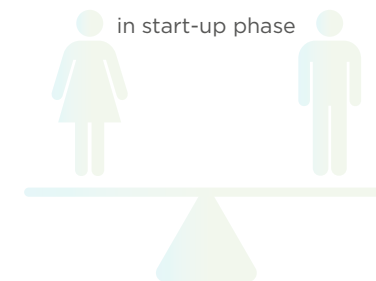
In preparation of CSRD standardization we recognise our metrics in this area are not yet as transparent and effective as we would like. We started keeping track in 2020 and made some first changes in 2023. Even though it makes comparison to previous years impossible, it is a necessary step towards a more balanced and future proof work force.

We of course remain committed to our Equal Opportunities policy, eliminating any form of discrimination and actively avoiding bias when hiring or promoting individuals.

GOALS

- Have qualitative data collection
- Set sensible metrics on diversity, equity & inclusion
- Create a plan to maintain a diverse workforce
- Have a pipeline for an equally diverse leadership team

STATUS



3.2 EMPLOYEE WELL-BEING



In any organisation, the key to success lies in its workforce. Christeyns, with a workforce of nearly 1,400 employees, recognises 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. We are happy to see employees taking initiatives on their own, and proud to support them in their endeavours.

Joining the team

We believe employee well-being starts at the very beginning. To make new employees feel at home they are guided during their initial months, supported with extensive development opportunities.

92% of our staff work in a subsidiary that has a **formal onboarding programme**.

GOAL

100% of Christeyns subsidiaries have a formal onboarding process

STATUS

2023: 80%
2022: 80% | 2021: 61%



How the onboarding process is handled differs from site to site. Some examples:

- ▶ Formalised process, with onboarding document to guide the new employee's manager and HR so each stage of the onboarding process can be ticked off
- ▶ Standard training package (package, including HR, health & safety, corporate presentation, data protection)
- ▶ Specialised training package, tailored to their job
- ▶ Improving our onboarding process through feedback of our newly onboarded colleagues -
- ▶ Spending time in each department of the business to get to know people and understand the business
- ▶ Subsidiaries in the UK & Ireland provide the welcome packs prior to onboarding
- ▶ Customer visits to get acquainted with our business
- ▶ Welcome breakfast, dinner and many more with the new arrivals and the N+1

Teamwork makes the dream work

The dedication to our employees continues throughout their career at Christeyns. We firmly believe that boosting group spirit and promoting employee well-being are crucial factors in retaining motivated staff members. Investing in a healthy work-life balance is a must. We offer solutions so all employees can combine work with their family life, chase their dreams, and enjoy life to the fullest. Some examples how we help find a balance: working part-time, working from home, flexible working hours, progressive resumption of work, distribution of working hours so that work finishes earlier on Fridays.



For the 4th year in a row, an international virtual **EKIDEN** relay marathon was organised, with running, cycling and hiking teams participating from Spain, Hungary, Belgium, UK and Portugal. And the winners were:

A special mention of most km in one month goes to team Spain 1 (594.3 km) and most elevation in one month: team Belgium (7368m)



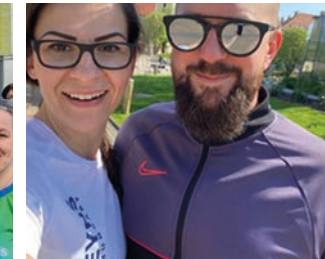
RUNNING

- Speed Challenge: Christeyns Spain
- Elevation Challenge: Christeyns Hungary 1



CYCLING

- Speed Challenge: Christeyns Belgium
- Elevation Challenge: Christeyns Spain



HIKING

- Speed Challenge: Christeyns Portugal
- Elevation Challenge: Christeyns Belgium



Local teambuilding initiatives:

Christeyns UK

- 20 managers and team leaders attended mental health awareness training, and 16 employees attended an 'Understanding mental health session ran by Robbie Hunter-Paul, famous rugby player.
- Sports & Social Club events throughout the year such as Snooker nights.
- Pizza Day
- Coffee & cake morning



Barbecues in Summer
DE (Pliwa), UK



Team building activities
CZ, FR, UK, ES, IT, PL,
PT, DK, SK, DK, NO,
FI



Christeyns
BE

- Food truck (French fries, ice cream) on courtyard



Christmas,
New Year
celebration

DE (Pliwa), BE, UK,
NL, IT, PT



Some of our subsidiaries (UK & EI, FR) carried out an employee survey to measure the degree of employee satisfaction.

Our UK subsidiary even obtained an official accreditation, the “We Invest in People” silver accreditation.

INVESTORS IN PEOPLE[®]
We invest in people Silver

Health and safety

A safe and healthy work environment is a top priority at 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 minimise the risks and keep our employees safe.

Our commitment to upholding the highest standards of occupational health and safety is reflected in the ISO 45001 certificate which three large production sites have received. These plants (in France and the UK) have consistently demonstrated their ability to deliver high quality output while ensuring the safety and well-being of their workforce. This includes diligent reporting of all incidents.



In addition Christeyns UK is Alcumus 'Safe Contractor'. Safe Contractor is a SSIP accreditation (Safety Schemes in Procurement) that establishes Christeyns as a conscientious and ethical contractor that maintains robust health & safety systems.



Safety Incidents

Unfortunately, we also had 122 safety incidents

GOAL

Zero safety incidents

STATUS

119 safety incidents in production sites

51 in 2022 | 55 in 2021 | 50 in 2020

3 safety incidents in non-production sites

2 in 2022 | 6 in 2021 | 3 in 2020



Although numbers are increasing this is actually proof of an increasingly more safe environment. Particularly in Christeyns France a large sensitization campaign was held to remove any stigma, judgement or fear for reporting an incident. It is only by understanding any and all safety hazards that we can take appropriate actions to reach our zero safety incidents target.

5.112 trainings on H&S

6.266 training hours



Health & Safety Training

Having a better understanding of these safety incidents lead to numerous actions. Some examples of measures taken by **Christeyns UK** are : regular toolbox talks on a wide range of topics to raise awareness; incident safety alerts and near miss feedback updates; monthly health & safety bulletins, and physical improvements such as line marking walkways, improved lighting in external areas, improved guarding on equipment, installation of a bespoke bulk to IBC station, carrying out H&S PUWER assessment on new equipment to ensure it is safe to use.

We actively work on eliminating safety incidents. Some examples of what we do to reach our target, in several of our sites: automatization, toolbox talks (informal group discussions focusing on a particular safety issue), workplace safety assessments, providing more Personal Protective Equipment, more communication and exchange (also on near misses), and of course in each and every location we provide extensive safety trainings.

In total we have **215** employees trained in First Aid to support their colleagues (1 in every 6 employees).

All large production sites have an annual evacuation drill. This year we also organised a fire drill with firefighters in **France**.

The health and safety of our employees is a top priority, and so is giving high quality training. H&S trainings are therefore logically the most given trainings, as everybody has one or multiple obliged H&S trainings, to ensure a safe work environment for all. Topics vary: working with chemicals, noise, hight, explosive precursors, use of personal protective equipment, prevention of occupational risks, understanding 'slips, trips and falls', risk assessments, fire safety, first aid, chemical accidents, practical usage of foam equipment, ...

GOAL

Minimal 1 H&S training per year for each employee

STATUS

2023: **4,16** | 2022: **0,47** | 2021: **0,57**



Italy's fire-fighting course

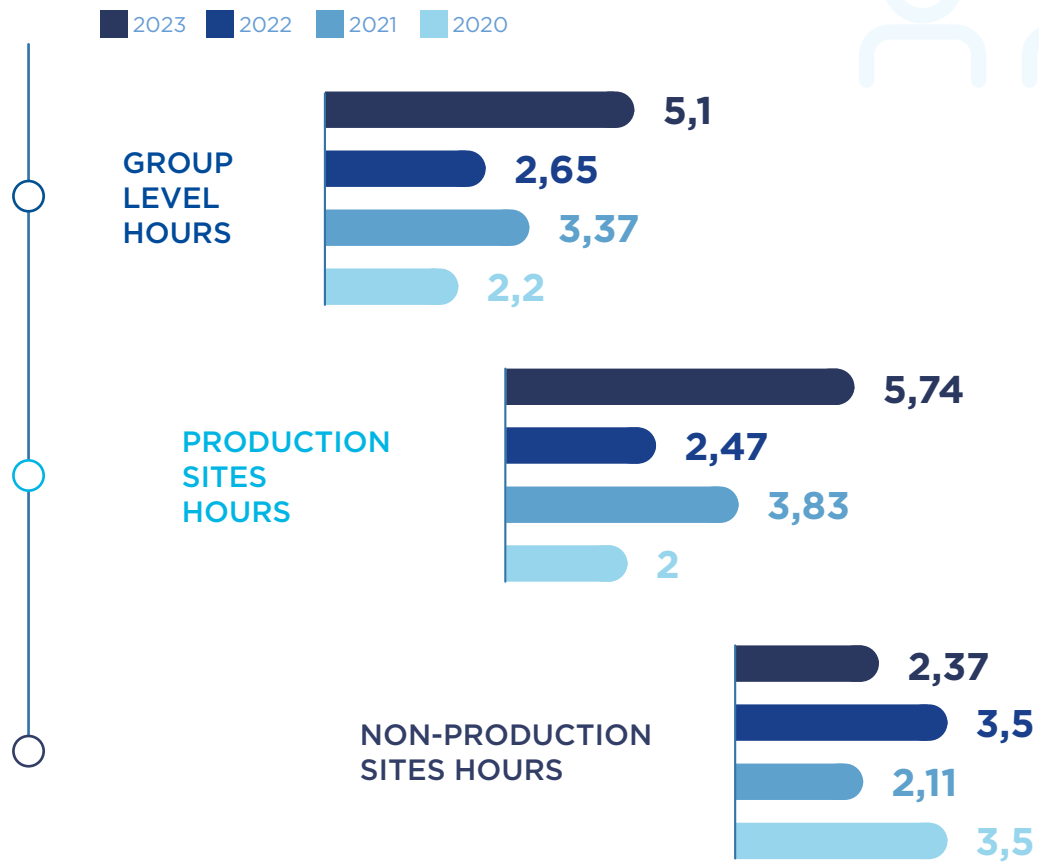
H&S training are becoming more and more mandatory in all subsidiaries. A training on explosive precursors is a yearly mandatory training for all employees of production sites. In addition, our production plant in [Bradford, UK](#) has invested in continuous smaller H&S trainings to keep safety top of mind (3.956 trainings, totalling to 1.873 hours on topics like Asbestos awareness, Noise Awareness, Speeding, Spills).

We still have to report a significantly lower average for the non-production sites, with

- an average of 0.22 trainings per employee per year;
- an average of 2,4 training hours per employee per year.

Of course they have far lower risks, and few safety incidents and yet they can count on 1 employee trained in first aid for every 4 employees.

Average H&S training hours per employee per year



3.3 INSPIRING WORK SPACES

In September 2023, Christeyns HQ unveiled its latest renovation project: a fully renewed and refurbished laboratory and R&D office space. This project clearly emphasises our profound commitment to employee wellbeing. It showcases a state-of-the-art laboratory with cutting-edge technology, and creates an environment that encourages pioneering research and development. With its trendy and welcoming ambiance, every facet of the space is meant to cultivate creativity and foster collaboration among team members.

Lots of attention was given to health, safety, and ergonomics. Moreover, the renovation was completed according to the latest standards in heating, insulation, and ventilation, and designed to accommodate expansion and future scalability.

Our employees were actively engaged in the conceptualization and design process, underscoring our commitment to inclusivity and employee empowerment.

In this sophisticated laboratory and office setting, Christeyns not only invests in innovation but really wants its people to feel good at work. Because happy employees, they make the dream work!



3.4 TALENT DEVELOPMENT

At Christeyns, we recognise that talent development is integral to our success. With a strong emphasis on training and personal development, we foster an environment where innovation thrives and entrepreneurship is encouraged. We believe that by empowering our employees to reach their full potential, we drive our company to ever growing success.

We stimulate each subsidiary to take initiatives, but also have several Group initiatives. These are mainly driven by our Christeyns Academy team.

Christeyns Academy

In 2023, the success of the blended training approach has been confirmed.

This approach seamlessly integrates continuous online offerings for the various divisions with focused classroom training for specific programmes, like the Christeyns Headoffice Introduction, HydRO for food, development programme for Professional Hygiene managers, ...

In 2024, our emphasis is on maintaining easily accessible and high-quality online training for all colleagues, ensuring inclusivity. The importance of the social aspect of training

persists, and we'll continue the physical introduction programme in Ghent, during which colleagues can meet in person their key contact persons, and get to know the headquarters.



CHLOE

CHristeyns Learning Online Experience

2024 will also be the year of the start of **CHLOE**, our platform hosting all **Christeyns Learning Online Experiences**. We will start a trial roll-out in [Belgium](#) and [Portugal](#) to gather feedback for further improvements. By the end of 2024, our goal is that every (office) colleague has met CHLOE online via their basic learning plan. Last years' goal to implement CHLOE already by the end of 2023 has not been met.



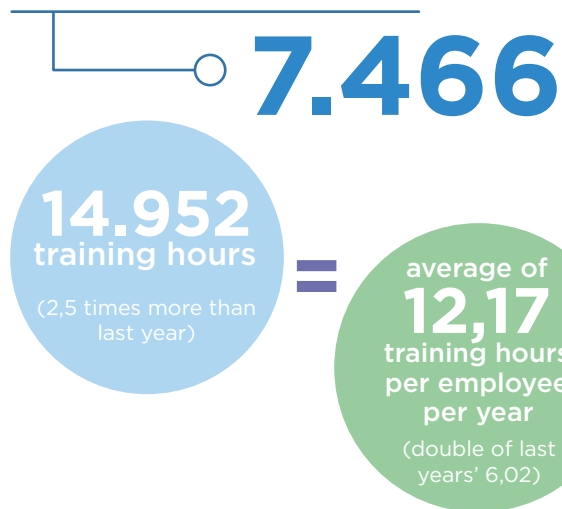
GOAL

Develop & implement a basic learning plan for all office colleagues by end of 2024.



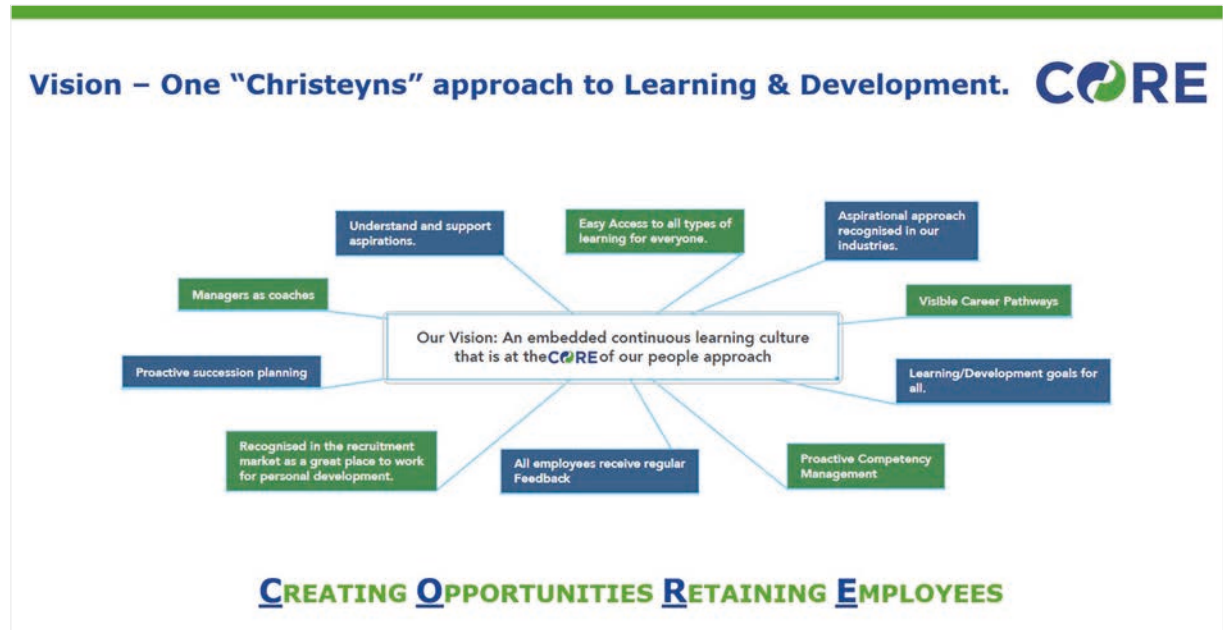
Spotlight on some local initiatives

Total number of local trainings



Continuous learning is important to keep employees motivated. Several Christeyns companies have a training plan per year, tailored to the employee thanks to personal interviews to identify the needs and wants for further development.

UK & Ireland



3.5 LOCAL COMMUNITY



Companies have a responsibility to the communities they operate in and should be actively involved in helping their local community. Christeyns initiated a companywide Foundation to support the plentiful local initiatives.

Giving back : Christeyns Foundation



The Christeyns Foundation is a charitable organisation established by Christeyns group. Its mission is to enable its subsidiaries to make an impact in their local community by supporting local initiatives, focussing on improving health, hygiene and education.

The Christeyns Foundation gives priority to funding of small organisations that are active within Christeyns' local communities, or those in which there is a direct link or involvement of a Christeyns colleague.

Local Christeyns companies will contribute towards a group fund with a certain % of their turnover. The fund will be redistributed to the Christeyns companies who

send in an application to support their local good causes. This way, also the smaller companies within the Christeyns Group can get some funding to do the right thing.

Criteria that are evaluated in order to approve or refuse projects are:

1. Does the project fit with the hygiene/health or education focus?
2. Does it support a local cause?
3. Is there any personal involvement of Christeyns employee(s)?
4. Is it a small independent organisation (vs a corporate NGO)?
5. Does it require a one-off commitment (as opposed to yearly recurring)?
6. Are we sure there is no commercial angle in this project?

N° of applications: 9

N° of accepted projects: 7

N° of countries that applied for support: 4

GOAL

The goal of the Christeyns Foundation is to enable all Christeyns companies to positively impact the community they operate in by supporting local initiatives, with a particular focus on hygiene, health and education.

Spotlight on some local initiatives

Christeyns supported numerous local charity events in 2023.

Spain

- **III Marx against cancer.** Popular event held in Palma de Gandia/Ador organised by the foundation "Pel teu somriure" to raise funds for cancer research.
- **"Rowing against cancer"** project, we participated in the **III Solidarity Challenge** organised by the Club de Rem Cia Gandia (of which we are sponsors). The challenge consists of rowing for 24 hours uninterrupted, all the proceeds from the purchase of solidarity bibs are given to the Gandia Association for the Fight Against Cancer.

- **IN Foundation.** Each year Christeyns Spain signs a sponsorship agreement with the IN Foundation's Strong People Movement. The objective is psychological and social assistance to young people with cancer as



well as scientific research against this disease.

- **Parkinson's Association.** Sponsorship of the annual race with which funds are raised so that the association can develop different programmes aimed at attending, guiding, training and informing people affected by this disease, their families and caregivers.
- **Associació de familiars de malats d'alzheimer de la Safor.** Collaboration in the organisation of the popular race.
- **St. Francis of Assisi Reception Centre** in Palma de Gandia, a **centre for the comprehensive care of sick people without resources.** We collaborate periodically

with the donation of hygiene products and also with financial contributions.

- **Nuestra Señora del Amparo Children's Preventorium** of the Real de Gandia. For more than 40 years, this institution has been dedicated to welcoming children during their school years to guarantee them a pre-school and primary education. We collaborate with a financial contribution in the Christmas campaign.

- **Garbi Paralympic Christeyns.** We are the main sponsor of the adapted sports section of the Garbí Athletics Club of Gandia. In the last Paralympics, this section had three representatives who won three medals. In addition, the company is one of the sponsors of the club's school, with which it aims to promote the practice of sport and healthy habits among the little ones.
- **Synchronised Swimming Club "La Murtera"** promotes their sport among girls, and its swimmers participate in both



national and provincial competitions. We are the main sponsor of the club.

UK

- Christeyns UK employees participated in the painting of the local church recreational room & gardening and painting at **CIC Canal Connections**.
- Christeyns contributed to **Secret Santa Appeal**, collecting gifts at Christmas for disadvantaged children, and **Easter Egg Appeal**, collection of chocolate easter eggs.
- **Coniston Challenge**, a team building day, raising funds for Manorlands Hospice who treats people for end of life care.



- Annual sponsorship of a child with local youth support charity, **One In A Million**.
- Christeyns UK participated in the **Charity Football Tournament** with One In A Million.



- **Macmillan Coffee Morning for Macmillan** (cancer) Nurses.
- **Youth sponsorship:** We additionally support children's activities to promote health and well-being, sponsoring both a cheerleading team and the local youth cricket club.
- Christeyns participated in a **Dragon Boat Racing**, the proceeds going to a local hospice.
- Christmas Jumper day for **Save The Children** charity.
- **Soapbox Challenge:** This Soapbox challenge is a local Bradford go kart race. The Christeyns team came 2nd place in our IBC go kart, raising funds for "Forget Me Not Children's Hospice".



- **Abseil for Blythe House Hospicecare:** Several employees from Christeyns Professional Hygiene participated in an abseil charity event aimed at fundraising for the local hospice. Our team members courageously faced their fears to generate £2.000 in donations.



Belgium

- **“Brooddoosnodig”** project in Ghent : In many schools, children are sitting hungry in class. That’s why Christeyns Belgium decided to support the Ghent project “Brooddoosnodig”, an initiative of the non-profit organisation Enchanté, which fills lunch boxes thanks to donations, in 24 schools in Ghent. Local merchants also participate in the action, with the additional goal of stimulating local shopping. Christeyns donated 500 filled lunch boxes. In return, all Christeyns employees received 10 free consumptions to spend with the local merchants.

- **“The Warmest Run”** - In December, Christeyns Belgium employees participated in “the Warmest Run”, a mass run to benefit the annual national Warmest Week solidarity campaign, organised by the national television VRT. This year, the goal of the proceeds was: to provide children with a carefree childhood.





Portugal

- **Gimnorecreativa de Praia** (Beach Gymnastics): Christeyns participated in this event organised by **Irmãs Hospitaleiras do Sagrado Coração de Jesus**, a private social solidarity organisation that **supports people with mental illness/disability**. The mission of this project is an exercise in hospitable charity at the service and care of sick people.

The event took place on Santo Amaro de Oeiras beach in Lisbon, Portugal, on 14 September 2023. This year was the first time that Christeyns Portugal participated and donated 200 caps to the participants. The event was very important for all the institutions present and allowed the whole community to come together in favour of all the participants. **Unity, joy and sunshine** are the three words that describe the event.

Czech Republic

- Christeyns Czech Republic gave a financial donation to nursery homes

Denmark

- Christeyns Denmark supported the Danish Cancer Society in their campaign 'Man it matters', that focuses on engaging men in the fight against cancer.

Giving away products or unused / old equipment is another way we hope to support our communities. Some examples:

- [Christeyns Belgium](#) donated products to support schools, people in poverty and contributed to development cooperation via several local projects: buurtwerking, de Tinten, Unichir, etc.
- [Grijspeerdt \(Belgium\)](#) gave free products to people organising a tombola for their sportclub or organisation.
- [Christeyns UK](#) donated hand sanitiser to Bradford Metropolitan Foodbank.
- [Christeyns Portugal](#) donated product to the kennels, to religious institutions and to a non-profit organisation.







4 PLANET



4 PLANET

Planet is the second branch of our sustainability tree.

Our planet, with its vibrant green and blue hues, is reflected in Christeyns' company logo, as a constant reminder of our deep commitment to environmental responsibility throughout the entire life cycle of our products and services.

The pressing challenge posed by climate change and its complex implications for our operations and the broader community, make the topic a top priority. At Christeyns, we see this challenge as an opportunity to innovate and develop sustainable solutions that not only minimise our environmental impact but also drive positive change within our industry and beyond.

In this chapter, we showcase the environmental initiatives **within our own company**: How we work to lower our impact on the environment, what we do to help nature, and how we continuously improve resource efficiency.

More on our latest product innovations and accomplishments **on customer sites** can be found in chapter [5.0 Product](#).

Picture left: Trees planted on our premises in Whaley Bridge, UK in 2022

Picture right: One year later



4.1 SUSTAINABLE SOURCING



Efficiency and sustainability start at the very beginning of our value chain. That is why our procurement team is increasingly adding sustainability and corporate social responsibility to their criteria when evaluating suppliers, and searching for more sustainable alternatives for the products we purchase. When it comes to chemical raw materials this, of course, is done in collaboration with our research & development team who will be able to use the product carbon footprint calculator to evaluate and redesign products to promote lower carbon footprints.

Christeyns France adopts a sustainable and eco-responsible purchasing policy in which they identify potential environmental risks related to that supplier and evaluate the presence of QHSE and CSR policies. In various of our subsidiaries, environmental standards are becoming increasingly more important when scoring a supplier.

GOAL

A groupwide minimum standard for suppliers on sustainability through a mandatory code of conduct, enforced by 2025; with our buyers trained on the topic

STATUS



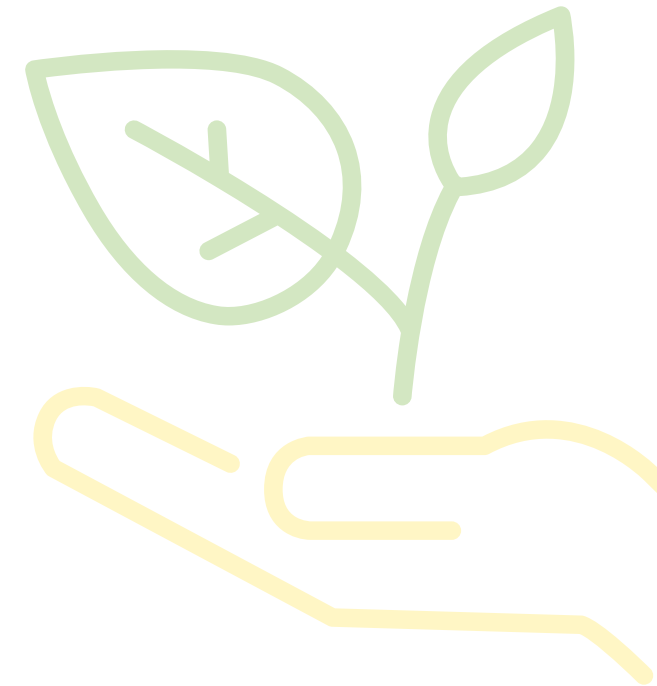
As part of our commitment to the 10 Principles of UN Global Compact we had set a goal to organise a **corruption awareness training** for our buyers. On November, 13th we had 55 employees, mainly buyers, attend our 'fraud and corruption awareness training'. The training is still online available via Christeyns Academy, so other colleagues and new employees can also get trained.

GOAL

Organise corruption awareness training for buyers.

STATUS

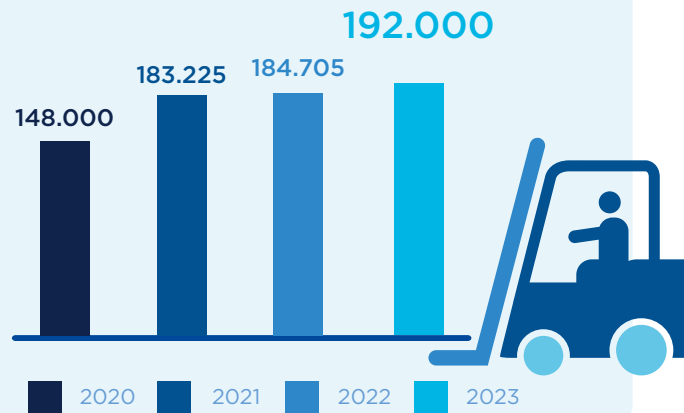
Organised in November 2023



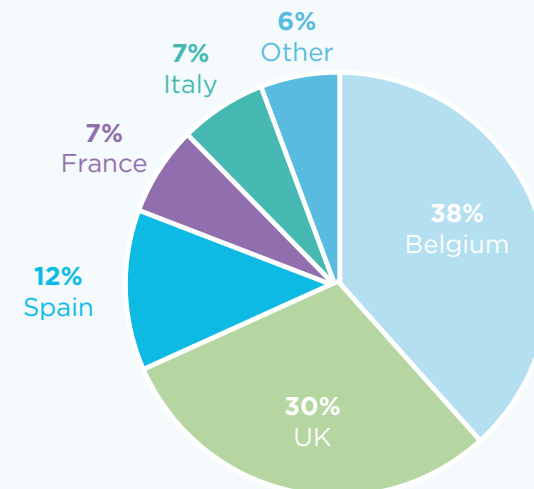
Metrics 4.2 Production Output



Total product output (tonnes)



Share of production output per country



Destroyed goods

Although we do our very best to avoid it, sometimes finished goods need to be destroyed due to shelf life expiration, bad quality or damage. In 2023 that amounted to 378 tonnes of finished goods destroyed.

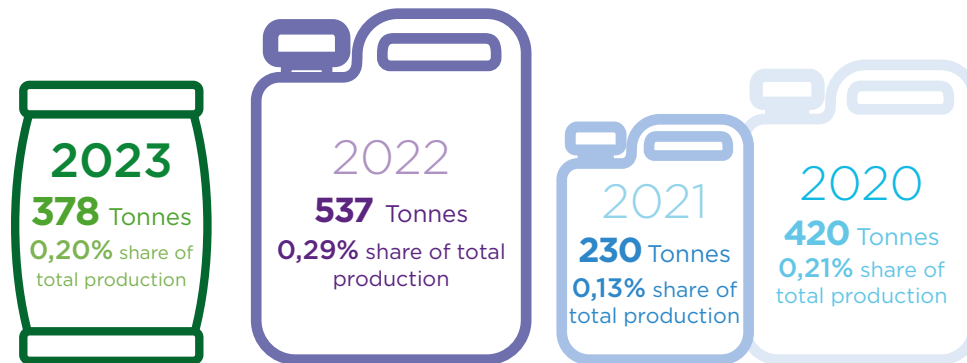
GOAL

Keep the volume of destroyed finished goods below 0,05% of the total production output

STATUS



The share differs greatly between sites; targeted improvements at a local level are required, as many sites are below the 0,05% threshold. Given the diverse range of products and operational dynamics at each location, localized strategies are essential. A wide variety of products, with shelf life ranging from months to years, as well as the size of the warehouse, turnover, and movement of goods, have an impact on the amount of destroyed goods. Prediction models can help us manage production and warehousing better in the future, allowing us to optimise resource allocation and minimise waste.



4.3 ENERGY



Our efforts are twofold: to increase the renewable energy share and to decrease our energy usage.

Renewable energy

Renewable energy sources, such as solar panels, produce little to no greenhouse gas emissions during power generation; in order to combat climate change we need to eliminate the use of fossil fuels and fully embrace our renewable energy sources. By generating our own energy we improve our energy security with clean energy at hand.

As we write this report, more production sites have installed solar panels, or are in process of doing so. Production sites in the [UK](#), [Czech Republic](#) and [Hungary](#) as well as our sales office in the [Netherlands](#) are expecting to start up solar panels in 2024. [Christeyns Brazil](#) is already fully running on purchased renewable energy and is looking into producing their own renewable energy.

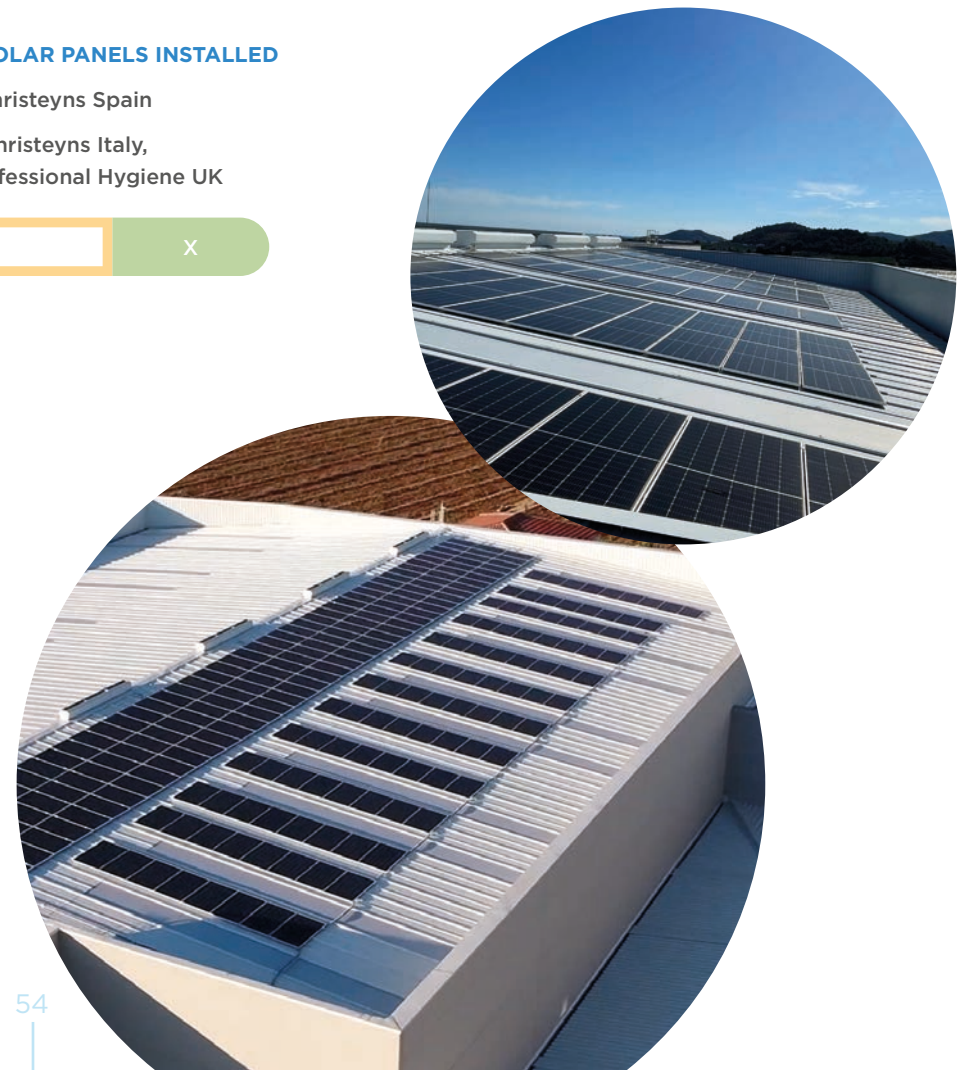
Our goal for renewable energy is threefold:

- (1) increase the overall share of renewable energy;
- (2) increase the share of self-generated renewable energy; and
- (3) increase the number of sites that are able to generate their own renewable energy.

STATUS OF NEW SOLAR PANELS INSTALLED

2023 Christeyns Spain

2022 Christeyns Italy,
Christeyns Professional Hygiene UK



Reduce energy needs

Switching to renewable energy is not enough and efforts to reduce energy needs are still required.

We do this by transferring to 100% **LED lighting**. All our major production sites have almost completed this process, with [Christeyns France](#) making some major improvements in 2023 by installing LED lighting in the packaging storage building and administration building. Three smaller production sites are still in process of switching to LED, but have set concrete plans to achieve this goal.

In addition, [Christeyns Belgium](#) has started loading **batteries** in daytime using solar energy, and [Christeyns Spain](#) installed batteries to charge the forklifts at night using the accumulated solar energy.

Several subsidiaries took action to **further reduce energy consumption**. As an example, [Christeyns Czech Republic](#) has limited the outdoor lighting to the absolute minimum (= what is required for safety), switching off any illuminated advertisement on their building.

[Christeyns Belgium](#) and [Christeyns France](#) are improving the **monitoring** of their energy consumption, in order to take precise and effective measures.

Several subsidiaries organised sensitization campaigns for staff to stimulate a more environmentally friendly use of lights, air conditioning, heating systems, and any other electrical devices.



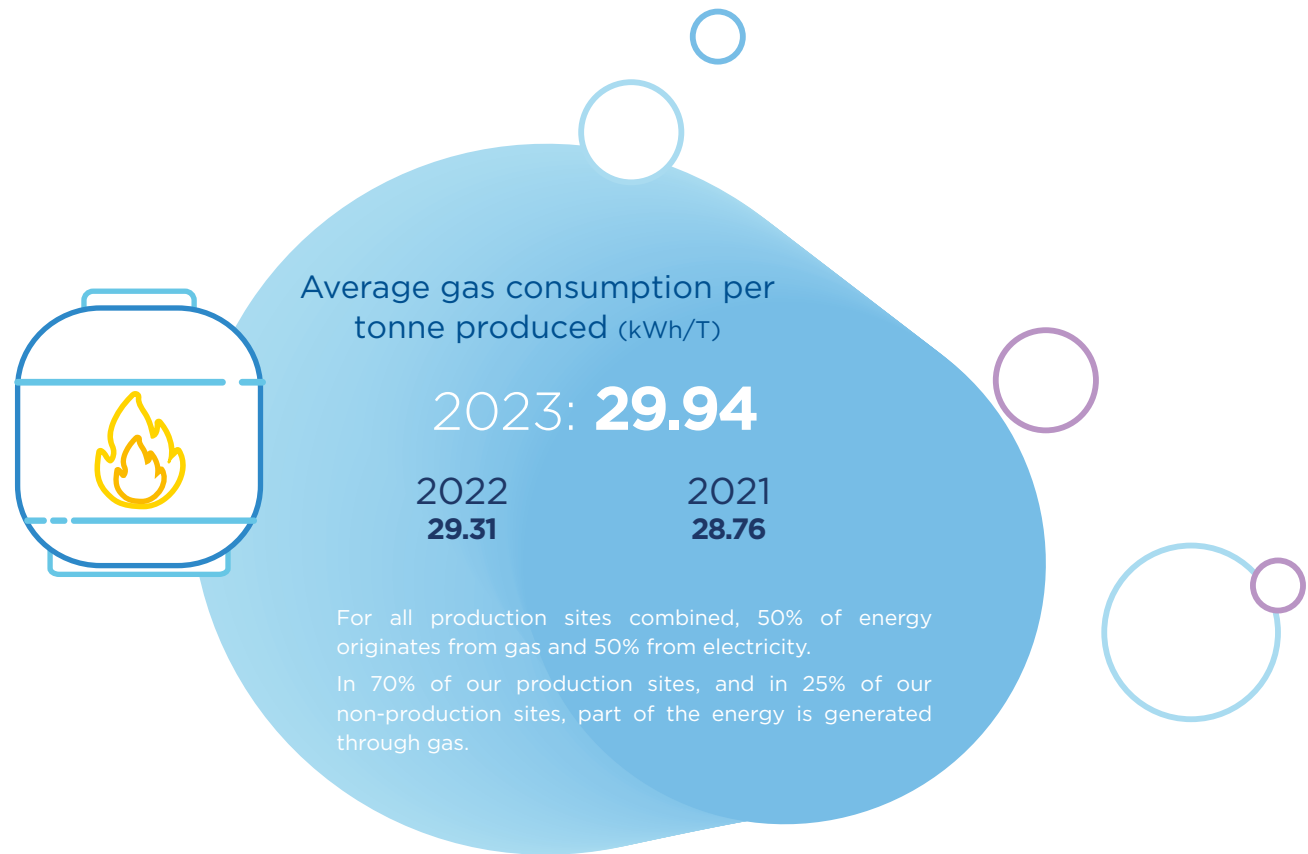
Metrics

Energy consumption of our production sites

Group KPI's

For now, some local companies have set their own small goals in terms of energy reduction; at group level this is part of our plan for 2024. First we need to get a good view on our current energy usage, on what can be realistic goals and how to achieve them.

Specifically for production departments, KPI's have been set in place. Data collection has improved during 2023, enabling us to set site-specific targets and follow-up on a monthly basis. KPI's include energy usage (kWh/T), but also operator hours, plant capacity average, amount of rejected or blocked product; as well as targets on safety and water usage.



Average electricity consumption per tonne produced (kWh/T)

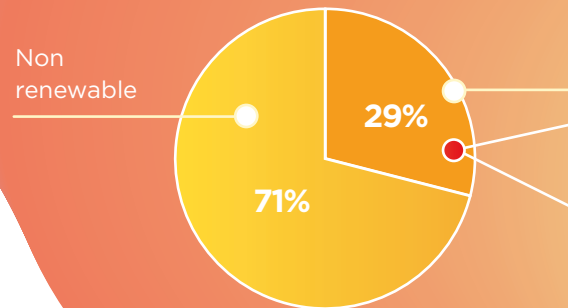
2023: **30.83**

2022	2021	2020
27.02	26.79	32.81



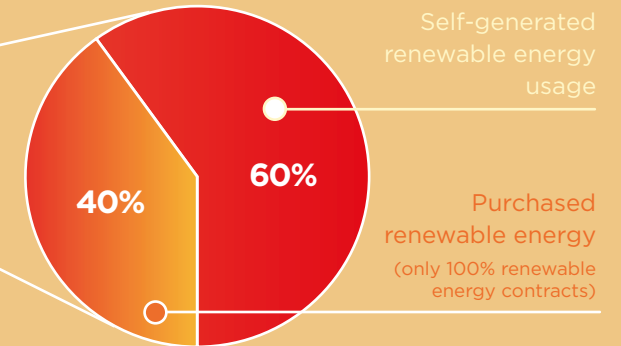
Share of renewable energy

(both purchased from the grid and self-generated)



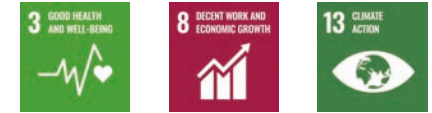
In 2023, 29% of the total energy was renewable (either self-generated or purchased from the grid through a "green contract")

Share of self-generated renewable energy



That means for 17% of our total electricity usage, we use our self-generated energy.

4.4 PROUD OWNER OF VARIOUS ISO-CERTIFICATES



At Christeyns, we are a family of experts with a passion and deep commitment to continuously improve our own and our customers' operations. To realise this continuous improvement in different processes, we have implemented several management systems throughout the entire organisation, based on ISO standards.

Eleven of our entities have at least one ISO certificate. Specifically, this means that nearly 96% of our total production output is produced at a site where a certified management system is in place, guaranteeing qualitative and compliant processes, confirmed by an objective, external auditor.

ISO certificates overview:

	ISO 9001	ISO 14001	ISO 45001	ISO 13485	AN ISO CERTIFICATE
Christeyns Belgium	X	X			
Christeyns Spain	X	X			
Christeyns Italy	X				
Pliwa Hygiene (DE)				X	
Christeyns France	X	X	X	X	
Christeyns UK	X	X	X		
Christeyns Food Hygiene UK	X	X	X		
Christeyns Professional Hygiene UK	X	X			
Christeyns Brazil	X				
Christeyns Estonia	X	X			
Christeyns Netherlands	X				
SHARE OF PRODUCTION	95,2%	87,1%	31,1%	7,4%	95,8%



ISO 9001:

Quality management system

Focus:

Continuous improvement
Customer satisfaction



ISO 14001:

Environmental management system

Focus:

Continuous improvement
Impact of the organisation's operations on the environment



ISO 45001:

Occupational health and safety management system

Focus:

Continuous improvement
Manage risks and improve occupational health and safety performance



ISO 13485:

Medical devices quality management system

Focus:

Continuous improvement
Consistently meet customer and regulatory requirements concerning medical devices

The advantages of these certificates

Worldwide acknowledged

External objective verification of effectiveness of systems and processes

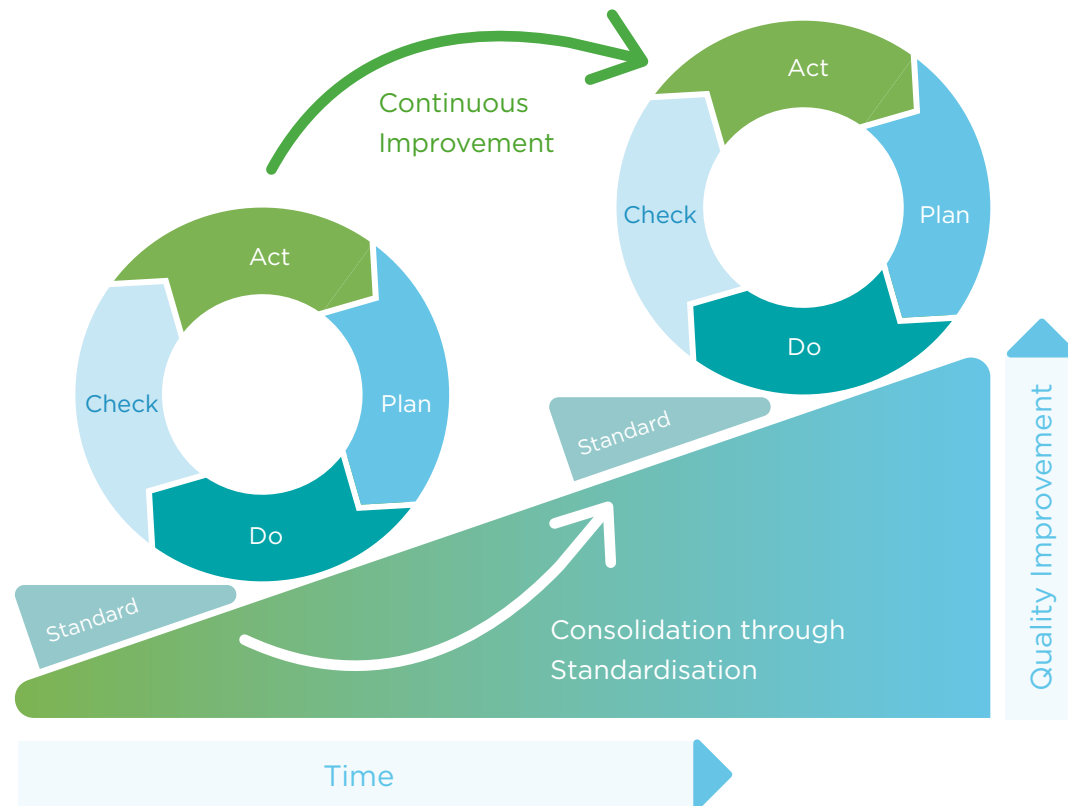
Helps us avoiding mistakes and bring down costs

Trusted partner

Continuous improvement

There's one common factor in all of these norms: continuous improvement. It's the essence of all management systems and based on the **P-D-C-A cycle** (Plan - Do - Check - Act).

A short introduction: The first step is 'plan': where are we going and how? Objectives are set. Next, we carry out the objectives we planned with the available resources ('Do'). In the third step 'Check', we check the results: are we happy with them? Do they need adjustment? In the fourth step, we improve the previous process, based on the conclusions drawn from step three ('Act'). When we continue to work according to this PDCA principle, we grow, we improve over a period of time. A standard, like an ISO norm, is supporting us to consolidate this.

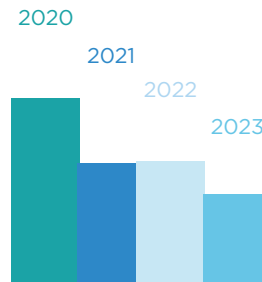


4.5 WATER MANAGEMENT

Water is a key resource for Christeyns. It rightfully stands central in our commitment to sustainability and many of our innovations. It is an invaluable resource, to our own operations, our customers and for the planet. In chapter [5.0 "Product"](#) you can see our global impact as we focus on requiring as little water as possible in our customers' processes, reusing as much as we can, recycling what is left.

In 2023 we used some 154.500 m³ water throughout Christeyns Group. This is our complete water usage: not only for offices or production, but also water added to our products, as water is often an essential ingredient.

The amount of wastewater in 2023 summed up to 7.581 m³. In 2024 several improvement projects in production focus both on reducing wastewater, as well as reusing water. All this to minimise the need for fresh water and making the most of this valuable resource.



GOAL

Annually decrease wastewater per tonne produced by 5%

STATUS

Wastewater per tonne produced	Liters/tonne
2023	40
2022	55
2021	54
2020	84



[Christeyns Belgium](#) continues its project 'Nieuwe Dokken' in Ghent, exchanging effluent water and excess heat with the local community. The project is still starting up; in the final weeks of 2023 we received 404 m³ of recycled effluent water from an apartment building down the road. This is expected to rise to 8.000 m³ in 2024, all the way to 23.000 m³ in 2026 when hopefully we are exchanging water and energy at a maximum. We hope to support 60%



to 70% of the building's heating with 1.200 MWh by 2026 (thanks to our cogeneration set-up).

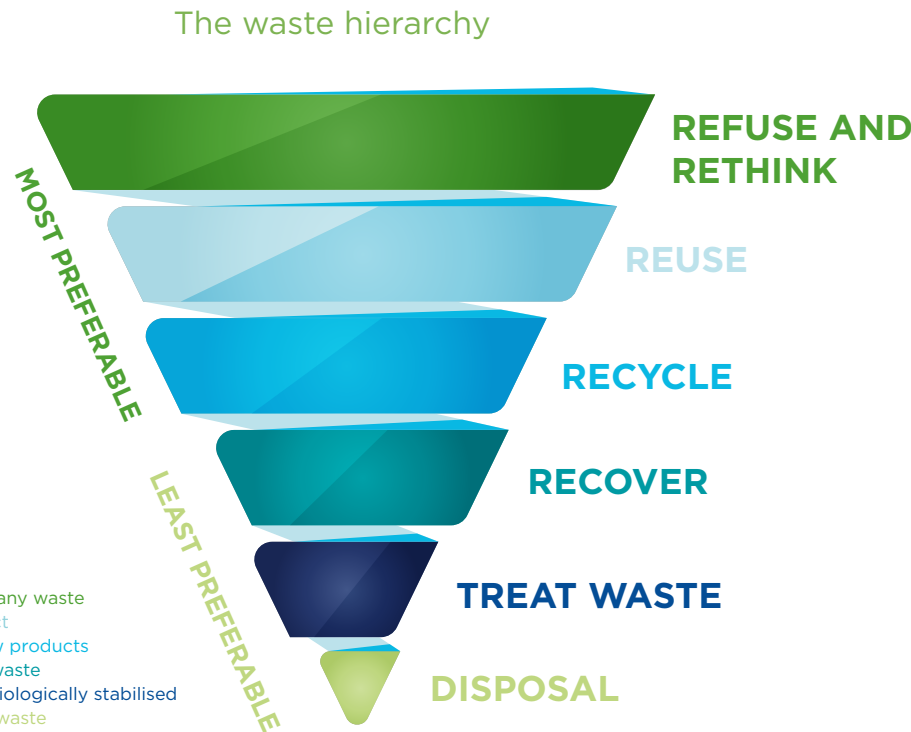
This is an excellent example of reusing water. Mostly we look to reuse our own water: in 2023 [Christeyns Belgium](#) added automatisaton on the filling equipment for rinsing and a new rinsing system for 2 storage tanks, all reusing water. [Christeyns UK](#) has a long history for having their wash out water cleaned and returned for reprocessing. In 2023 they were able to reuse 339 m³ thanks to this exchange.

Christeyns remains a zero discharger, we do not dispose of untreated wastewater, most of our production sites have a dedicated company pick up and treat their wastewater.

Reusing water is good, reducing the need for water is better. One of the ways we do this is through our production planning. For instance [Christeyns Spain](#) will first manufacture non-foaming products, then foaming products, or manufacturing alkaline products first and then neutral and finally acidic.

4.6 RECYCLING & WASTE MANAGEMENT

Unfortunately we still need to dispose of many items, but we sort out our waste where we can. In 2023 we disposed of 118 tonnes of cardboard and paper, 197 tonnes of plastics, 109 tonnes of wood, and 294 tonnes of general waste. Several of our production sites also sort out glass, oil, metals, sprays, toner inks, e-waste etc.



KEYWORD

- REFUSE AND RETHINK:** avoid having any waste
- REUSE:** make the most of each product
- RECYCLE:** recover the material for new products
- RECOVER:** recover energy from your waste
- TREAT WASTE:** ensure your waste is biologically stabilised
- DISPOSAL:** what is left is disposed as waste

GOAL

Annually decrease waste per tonne produced by 5%

Waste* created per tonne produced	Kilograms/tonne
2023	3.74
2022	4.58
2021	4.26
2020	9



*waste includes cardboard & paper, plastics, wood, and general waste.

Disposal should be the final option for any and all waste. That is why

- [Christeyns Belgium](#) changes to buying goods in bulk rather than bags as much as possible, and buying in IBC rather than drum where possible. IBC's are cleaned and reused.



► Just one of the measures taken by [Christeyns Spain](#) is autoclaving laboratory material rather than treating it as organic waste.

► [Christeyns UK](#) started using a waste broker to manage all of the waste, ensuring nothing goes to landfill.

Groupwide, Christeyns promotes reusing drums and IBCs where possible (this is product dependant).

We had set a goal to annually increase by 5% the share of production that is packed in reused packaging. However, this measurement method needs to improve as we also promote bulk deliveries with zero packaging. So, that we packed 20% of our production output in reused packaging in 2023, does not mean 80% was sold in virgin packaging.

Our goal is to improve data collection across Christeyns Group on whether or not we used reused packaging and whether we used any packaging at all. All while reducing the use of new packaging altogether.

In 2023 we also increased the use of recycled packaging up to 3% (vs < 1% in previous years). This is especially challenging, depending on the type of products: for some products the type of packaging that is allowed is strictly regulated for safety reasons.

As demonstrated in the waste hierarchy, our focus is firstly on avoiding any packaging, secondly on reusing packaging, and only thirdly on recycling packaging.

[Christeyns Brazil](#) and [Christeyns New Zealand](#) have their packaging collected for recycling. So whenever Christeyns New Zealand makes a delivery, they also do a pick-up. Packaging material comes back to the production site, either for cleaning and reuse, or for recycling via an external partner.

[Christeyns France](#) has set up a plan to switch to recycled packaging for all package sizes 500 ml to 5 L in 2024.

[Christeyns UK](#) is looking into better recycle 10 L and 20 L containers. [Christeyns Food Hygiene UK](#) started using PCR (Post Consumer Resin) drums in 2023 for 200L drums. These are made of recycled plastic obtained from IBCs and drums who could no longer be reused.

Some subsidiaries take care of the cleaning of IBCs and drums themselves, others work together with partners for pick-up and cleaning.

We also work together with various local institutions to explore ways to reduce waste. For example, [Christeyns Spain](#) is an active member of ECOEMBES, eco-packaging

Spain, who contribute to the recycling and treatment of waste materials and packaging.

For health and safety reasons, several products (such as peracetic acids) need to be packed in new packaging. In 2023, the use of new plastics amounted to 4.416 tonnes. We, of course, do explore options to reduce this amount, without compromising on H&S.

4.7 TRANSPORTATION



Employee Transport

We understand our impact on climate reaches far beyond our company walls. Besides electrifying our car park, we also stimulate alternative transport modes to employees for their day-to-day commuting. We need a behavioural switch to keep our planet healthy, and so we provide incentives and take every action – no matter how small – to accumulate to a substantial impact.

GOAL

Increasing the number of (hybrid or) 100% electrical cars so that in the long term we have **only non-fossil fuel company vehicles**

STATUS

Increased share of **hybrid cars of 37%**, and **127% increase of electric vehicles**

	2023	2022	2021	2020
Total amount of company cars	594*	487	509	507
Total amount of hybrid company cars	169	101	60	57
Total amount of fully electrical company cars	61	22	4	2



* Note: the increase in company cars is due to a better data collection, it does not reflect a significant increase in purchase of company cars.



Christeyns Belgium has set the target to have **only fully electrical company cars by 2030**. In order to reach that target, newly acquired company cars have to be electrical as of 2023 (buying new fossil fuel cars was already banned in 2022). We offer employees with an electrical company car the option to install a charging station at home.

Christeyns Norway only leases fully electrical cars, and **Christeyns France** only has company cars that are hybrid, fully electrical, and since 2023 bioethanol hybrid vehicles are also optional.

Targets have been set at **Christeyns UK** and **Christeyns Portugal**. Both subsidiaries already promote electrical cars and have put a plan in place to further ban fossil fuel cars, starting respectively in 2025 and 2024.

In total there are **30 onsite charging stations available**, an **increase of 20% compared** to last year.



Christeyns Belgium offers bike leasing including speed pedelecs to bridge greater distances. All sites in the **UK** and **Ireland** offer a Bike To Work Scheme; **Christeyns Chile** and **Christeyns Germany** actively promote carpooling whereas at **Christeyns Norway** employees take the train or bus to team meetings despite the large distances.



Distribution & warehousing

In 2023 we shipped over 290.000 pallets to customers, with an average of 591 kg/pallet. Reviewing only our production sites we average out on 605 kg/pallet. There remains a large difference between sites, ranging from 400 to 1.000 kilograms, this is mainly due to the different types of production. Some of our production sites mainly supply bulk goods (IBCs), others are more specialised in smaller packaging and will of course have lower average weights.

GOAL

Improve palletisation to optimise transports, site-level targets should help increase the groupwide average

STATUS

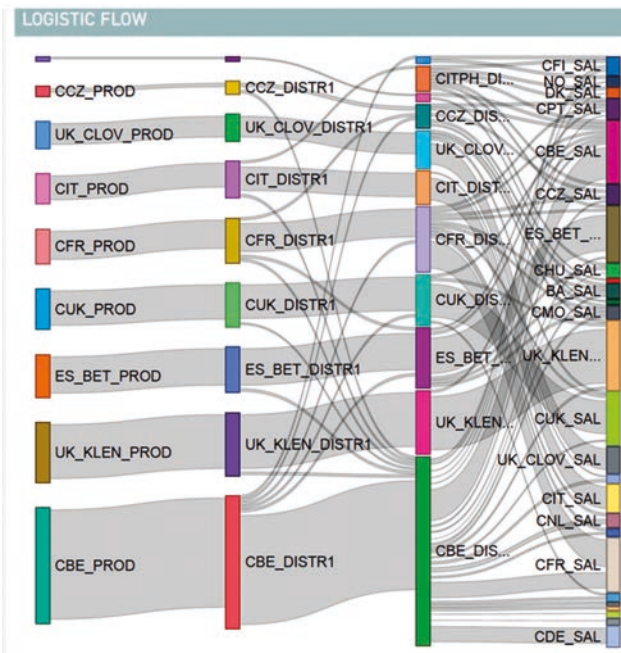
2023 591 kg/pallet

2022 579 kg/pallet

2021 585 kg/pallet



Our distribution and transportation is quite complex and organised differently across the Christeys Group.



Power BI logistics dashboard showing complex intercompany distribution of finished goods (delivery to final distribution hub, excluding delivery till customer site)

One thing we have in common: search the most efficient, economic, and sustainable way to transport our products. All sites look to optimise routes, proactively follow-up on backorders, combine loads, avoid empty returns by picking back up empty packaging for cleaning or recycling etc.

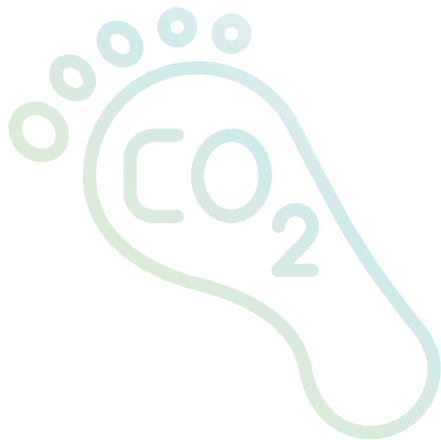
Christeys Spain requires all transporters to be ISO 9001 certified, Christeys France requests their carriers to comply with current environmental standards and to use trucks that meet the EURO 6 standard.

Christeys Food Hygiene in the UK aims to always have full delivery loads with collection of returned packaging on the return. For their bulk deliveries a new multi-compartment tanker truck was added to their own Christeys fleet, a 4-pot truck, allowing them to ship all the customers products in bulk in one trip, as such reducing transport and packaging. This truck complements their 3-pot trucks and single pot truck, increasing their flexibility towards customers and lowering their impact on the environment.



4.8 CARBON FOOTPRINT

Keeping track of energy and transport is all part of our effort to reduce any and all greenhouse gas emissions in our own operations. An excellent tool to help organisations plan their carbon reduction plan is the corporate carbon footprint. At Christeyns we use the **Greenhouse Gas Protocol** at subsidiary level to calculate our carbon footprint.



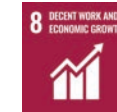
Data collection

Data collection last year (on 2022) revealed we need more groupwide alignment and training in order to collect consistent and accurate data. Many different people are involved in data collection in order to ultimately calculate a meaningful carbon footprint. For 2023 we were able to collect more data groupwide for scope 1 and 2. However, further improvement is needed and that is why in 2024 we are planning trainings and exchange moments between subsidiaries. To understand what information is needed, but also what is available and what makes sense.

Calculation

For 2023 we were able to calculate the corporate carbon footprint representing 60% of Christeyns Group (60% of subsidiaries, also 60% of staff). However, the data is mainly of our large production sites, and thus representing well over 60% of our total corporate carbon footprint. Detailed information can be found in below tables. We estimate the total corporate carbon footprint (scope 1 and 2) at

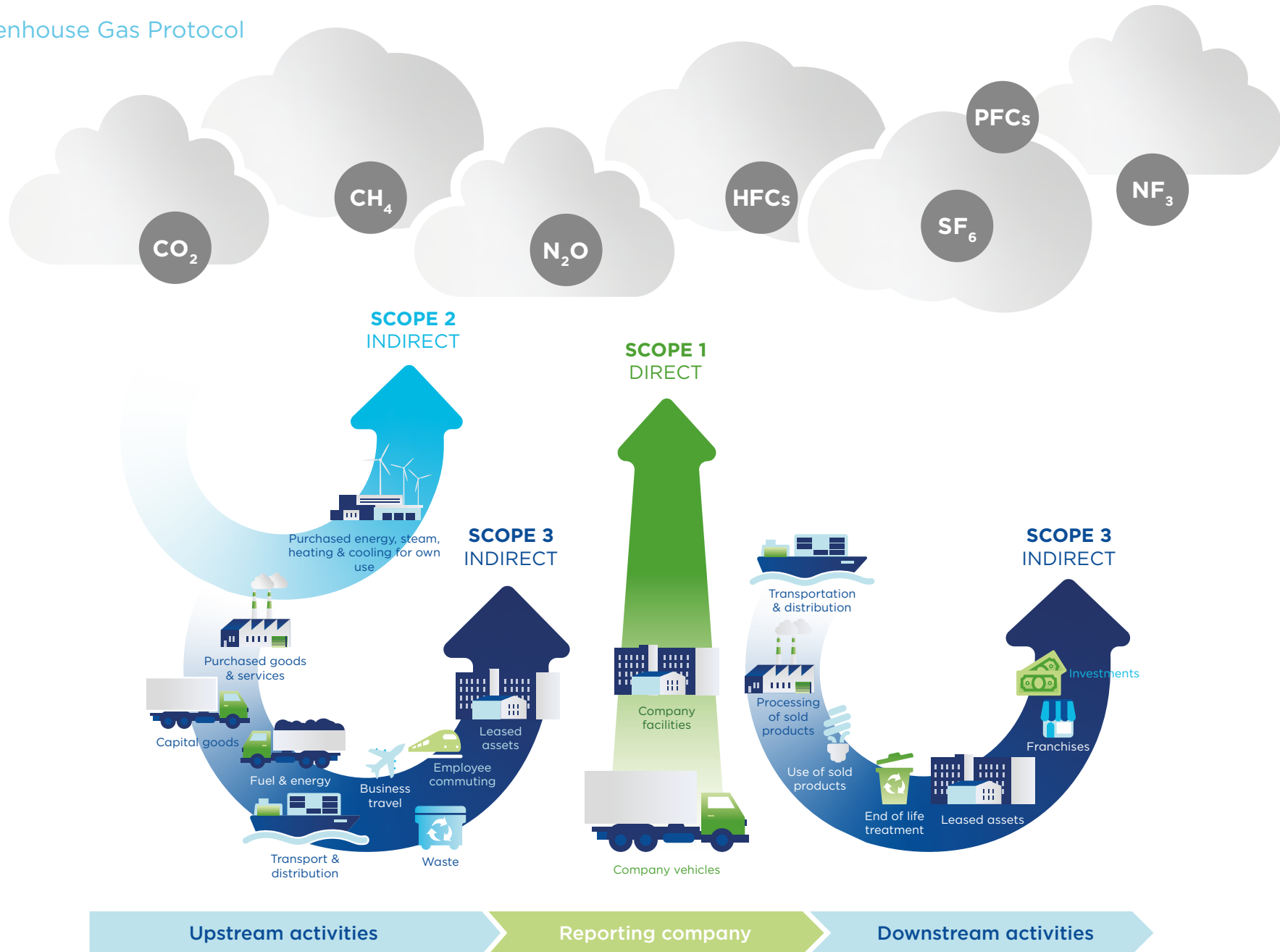
5.000 tonnes CO₂eq.



We have recently started the exercise for calculating our **scope 3** emissions. These indirect greenhouse gas emissions are divided into 15 categories. For Christeyns the largest contributor to GHG emissions is the 'Purchased Goods' category (estimated at 95%). As we already started working on a product carbon footprint tool, the data on what the impact is of our chemical raw materials is already partially available.

A first exercise was calculating this for our large production sites for who we were also able to calculate scope 1 and 2. This offers a good view on the proportion of our own footprint and those of our suppliers. It also emphasises the importance of innovation and collaboration!

Greenhouse Gas Protocol



Carbon footprint bigger Christeyns companies

	Christeyns Belgium	Christeyns Spain	Christeyns UK	Christeyns Food Hygiene UK	Christeyns Professional Hygiene UK	Christeyns Italy	Christeyns Czech Republic	Pliwa (DE)	Sum (for 89% production output)	
SCOPE 1 (expressed in tonnes CO ₂ eq)										
Stationary combustion	535,44	0,00	152,86	1,76	85,13	66,28	30,29	29,67	901,43	
Mobile combustion	318,74	554,13	668,34	362,90	0,00	296,63	439,25	4,92	2.644,92	
Refrigerants / Fugitive emissions	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
TOTAL SCOPE 1	854	554	821	365	85	363	470	35	3.546	
SCOPE 2 (expressed in tonnes CO ₂ eq)										
Purchased electricity	Location-based	184,63	152,32	112,23	65,45	63,67	40,64	31,25	16,42	666,60
	Market-based	60,16	NA	120,37	108,17	83,47	49,83	39,96	26,38	488,34
Purchased heat and steam	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
TOTAL SCOPE 2 (market-based where possible)	60	152	120	108	83	50	40	26	641	
TOTAL - SCOPE 1 + SCOPE 2 for 2023 in tonnes CO ₂ eq	914	706	942	473	169	413	510	61	4.187	
SCOPE 3										
Cat.1 Purchased goods, chemical raw materials	% of RM accounted for	96,8%	90,4%	95,2%	97,3%	96,0%	95,7%	97,8%	92,3%	95,4%
	tonnes CO ₂ eq	53.059	8.511	7.129	17.826	2.426	4.405	1.397	797	95.551
Estimated tonnes CO ₂ eq for 100% of RM	54.732	9.330	7.473	18.315	2.524	4.593	1.428	859	99.253	
TOTAL - SCOPE 1 + SCOPE 2 + PARTIAL SCOPE 3	55.647	10.037	8.415	18.788	2.692	5.006	1.937	920	103.440	

Carbon footprint smaller Christeyns companies

	Christeyns Brazil	Christeyns Engineering Hungary	Christeyns Bulgary	Christeyns Austria	Christeyns Slovakia	Christeyns Switzerland	Christeyns Sweden	Christeyns Norway	Christeyns Denmark	Sum (represents 60% of Christeyns group)
SCOPE 1 (EXPRESSED IN TONNES CO ₂ eq)										
Stationary combustion	4,89	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	906,32
Mobile combustion	159,56	45,35	33,77	43,45	16,25	26,55	26,25	0,72	42,99	3.039,82
Refrigerants / Fugitive emissions	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
TOTAL SCOPE 1	164	45	34	43	16	27	26	1	43	3.946
SCOPE 2 (expressed in tonnes CO ₂ eq)										
Purchased electricity	Location-based	0,00	28,17	0,76	0,00	0,00	0,00	0,00	0,00	695,53
	Market-based	0,00	34,43	0,36	0,00	0,00	0,00	0,00	0,00	523,13
Purchased heat and steam	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
TOTAL SCOPE 2 (market-based)	0	34	0	0	0	0	0	0	0	675
TOTAL - SCOPE 1 + SCOPE 2 for 2023 (market based where possible)	164	80	34	43	16	27	26	1	43	4.622

For a production output of 192.000 tonnes in 2023 across Christeyns Group, we estimate our total and average GHG emissions as shown below

	SCOPE 1+2	SCOPE 3*	TOTAL	
Estimated total GHG emissions	5,000	110,000	115,000	tonnes CO ₂ eq
Average carbon footprint per kilogram produced	0.0260	0.5729	0.5990	kg CO ₂ eq/kg produced

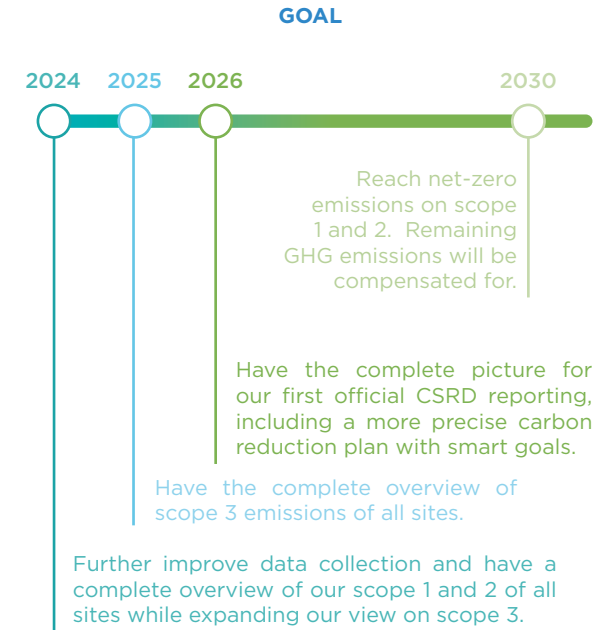
* only the chemicals within the purchased goods category are considered

This means we estimate the greenhouse gas emissions in our direct influential sphere at 5.000 tonnes CO₂eq. In our entire value chain, unfortunately, much higher emissions are present. Just the manufacturing of the chemicals we use in our products accounts for an estimated 110.000 tonnes CO₂eq. So, for each kilogram of product bought by one of our customers, we have an average carbon footprint of 0,599 kg CO₂eq, of which we can only reduce 0,026 through our own operations. Reducing the impact on the environment is therefore a collective exercise. That is why we highly value partnerships and research.

We are still optimising how we calculate, and also how we visualise the data. We produce a wide range of products, both standard products and concentrates. Where concentrates might have a higher carbon footprint per kilogram produced, they can actually have a lower overall carbon footprint over the entire product life span.

Focus is on scope 1 and scope 2 with respect to reducing our carbon footprint. Our efforts in scope 3 are divided over several departments. We count on:

- Research & development to create products with lower carbon footprints;
- Our sales department to advise customers on how to reduce their overall carbon footprint with the same or even better results;
- Customer service and supply chain to optimise deliveries & warehousing;
- Our Purchase department to keep trying to find the best and most environmental friendly raw materials;
- But also HR, Finance, IT, Engineering, Production, QHSE, ... every single department, every employee plays a part in reducing our scope 3 impact.



STATUS

Comparison is still too difficult: our data collection has greatly improved, trainings should help get us a complete view on 2024 by April 2025. That will be the first overall base year to compare the years to come to.



5 PRODUCT



5 PRODUCT



Our third branch, **Product**, incorporates both social and environmental aspects. It involves innovations in our products and services towards our customers and how we help them in their own sustainability journey. Because as a company, our reach can be so much wider than our own company walls. At Christeyns, we understand that our planet and society require organisations to think and to act beyond their direct scope.

5.1 TRAINING - FOCUS ON THE PRODUCT USERS

International trainings

Via Christeyns Academy 476 customers were trained, majority on the online “LoopiX webinar”, and a smaller group on the classroom “Milnor” course. Many more people were trained, as at Christeyns our employees are always ready for a helpful explanation or a demonstration, often at customer site. However, we do not (yet) report all these trainings.

Local trainings

Besides Christeyns Academy, at least an additional **677** persons were trained locally, during **2.322,5** training hours (average of 3,5 hours per training session), on a diverse range of topics, for example:



Subsidiary	TRAININGS GIVEN TO CUSTOMERS IN 2023		
	Number of trainings	Number of training hours	Main Topics
Christeyns Brazil	5	60	Laundry operation procedures
Christeyns Bulgaria	4	8	Type of stains Products & wash process
Christeyns Chile	6	9	Proper use of Christeyns products and equipment Reinforcement of the application of Christeyns line chemicals Proper use of personal protective equipment
Christeyns Czech Republic	20	40	Safety Dosing equipment Chemicals handling
Christeyns Denmark	70	140	Health and Safety training
Christeyns Finland	50	150	
Christeyns Italy	10	80	Textile care (basic of washing and washing cycles) Basic Chemical knowledge and products usage
Christeyns Morocco	25	500	Chemical Handling Training
Christeyns Norway	20	80	Health and safety Chemicals & cleaning process
Christeyns Poland	7	10	Operation and maintenance of installed dosing systems Washing process The principles of operation of the dosing system and typical laundry problems Safe handling of chemicals
Christeyns Portugal	256	541	Hygiene and cleaning best practices (kitchens, laundries, bathrooms, food industry) Handling chemicals: safety and prevention
Christeyns Slovakia	2	12	Safety, dosing equipment, and chemicals handling
Christeyns Spain	176	551	Cleaning and disinfection in the food industry, food handler
Christeyns Sweden	15	45	
Christeyns UK	11	96,5	
Total	677	2.322,5	Average of 3h30 per training

This is just the tip of the iceberg. Our goal is to improve our data collection throughout our organisation. However, more importantly: to keep on advising, training, and supporting our customers.

5.2 PRODUCTS & SERVICES

Certifications

We offer a wide range of products that are ecologically certified. 12% of our total production (22.724 tonnes!) has an official certification for either EU Ecolabel, Nordic Swan Ecolabel or Ecocert. Each certification represents a significant milestone in our commitment to environmental responsibility and underscores our dedication to producing eco-friendly products of the highest quality.



We combine these certifications under our Professional Hygiene **GREEN'R** brand. Christeyns offers an answer to the

new, ecological hygiene standards with an extensive range of well-performing ecolabelled products. The products are nontoxic, do not harm the environment and reduce the risks of allergy. Even in lower doses they show impeccable results and maximum efficiency while saving on water, transportation costs and packaging. While we're at it, we also eliminate parabens, alcohol derivatives, perfumes, dyes and other additives from our raw materials and

compositions to enhance the tolerability for different skin types.

If it is GREEN'R, then it's certified!

Ecocert certification validates our dedication to high organic and ecological standards, ensuring that every aspect of our product's lifecycle, from sourcing raw materials to manufacturing processes, aligns with principles of sustainability and environmental stewardship. Similarly, the **Nordic Swan Ecolabel** recognises our products' minimal environmental impact, emphasising their sustainability from production to disposal, particularly resonating with consumers in Nordic regions who prioritise eco-conscious choices. Additionally, the **EU Ecolabel** signifies our products' compliance with strict European Union criteria for reduced environmental impact, providing consumers across the EU with confidence in choosing environmentally preferable options. These certifications collectively highlight our unwavering commitment to sustainability, setting our products apart as trusted, environmentally responsible choices in the marketplace.

12%
of our total production has an official certification for either



Rapid'O

End of 2022, Christeyns launched **Rapid'O**, a specialised wash concept for on-premise laundries. It's all about washing with ozone. The ecological advantages of the technology are huge: cold washing, shorter wash cycles, less sorting, less rewash, longer textile lifetime, less water and energy. All the while still guaranteeing excellent whiteness and softness of the textiles.

The combination of ozone and the specific Rapid-O chemicals in a dedicated wash process creates synergies at different levels which cannot be reached with traditional wash programmes without compromising too much on water, energy and laundry products. Following a highly successful debut in 2023, we have high hopes for the technology for the years ahead!



Cool Chemistry – 10 years

In 2023 we got to celebrate a 10-year anniversary of our revolutionary **Cool Chemistry** technology for the laundry industry.

A decade ago, in 2013, we embarked on a remarkable mission to revolutionise the Professional Textile Care industry. Our vision was clear: to develop an advanced wash process that would redefine industry norms and contribute to a more sustainable future. Cool Chemistry was born, and it proved to be a game-changer, enabling washing at lower temperatures, saving energy, reducing costs, and minimising environmental impact.

Cool Chemistry's standout feature is the on-site production of bleach (Cool Brite) and disinfectant (Cool Asepsis).

Thanks to Cool Box technology, the concentrated components are precisely measured, mixed with water, and integrated into the wash process, resulting in efficient and stable formulations. This innovative approach eliminates the need for transporting water, reducing carbon emissions dramatically.

Cool Chemistry paved the way for the laundry services in the hospitality, healthcare, and workwear sectors to achieve unprecedented results in soil removal, whiteness, bleaching, and disinfection at temperatures as low as 40°C.



EPIC

Launched in 2022 and going strong. **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%**. By transporting concentrated products and using water on customer site we avoid transporting water. That's less trucks on the road, less greenhouse gas emissions in the air. An estimated 10 Olympic swimming pools of water were prevented from putting on transport, that's over 1,600 truck rides saved!

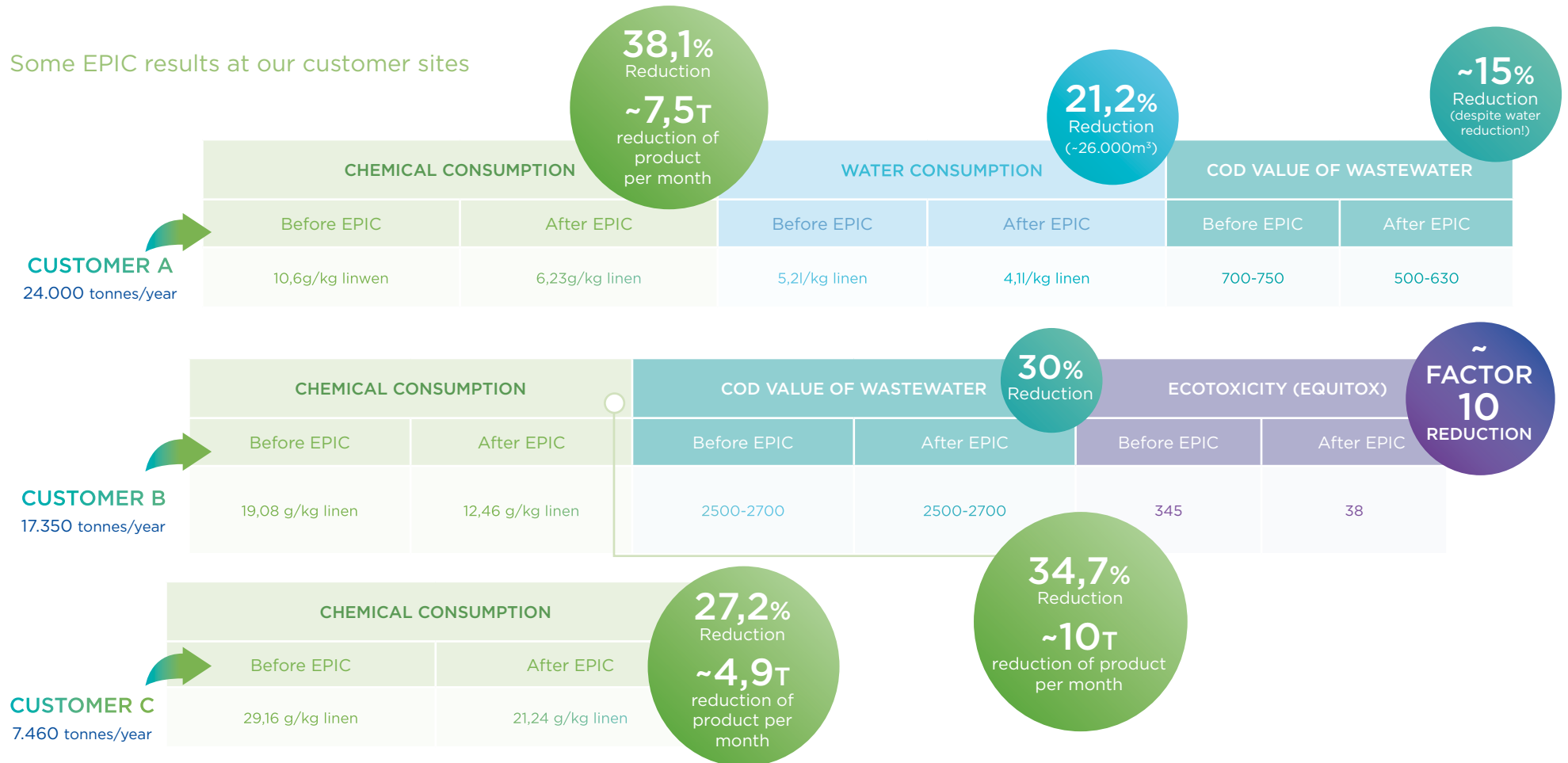
EPIC also reduces the amount of detergent required, and allows further energy savings in case maximum COD levels were a limiting factor before.

COD (Chemical oxygen demand) is commonly used to represent the amount of organic materials in the water which can be chemically oxidised. The higher the COD value, the more serious the pollution of organic matter.



EPIC even won the “**Product of the Year**” award at the **LADAS** - these are the UK Laundry and Drycleaning Awards

Some EPIC results at our customer sites



We have anonymised the customers' names purely for confidentiality reasons.

Hydro for the laundry and food industry

In 2022 we joined forces with Veride, an international engineering company for environmental installations, to reduce fresh water consumption in commercial laundries by 80% with **Hydro**, our cost-effective plug-and-play solution to recover, treat and recycle laundry wastewater. In 2023, we successfully saved more than 100 million litres of water at our newly acquired customers' sites. We also expanded the technology to the food processing industry.

The success is monumental, but our vision for 2024 is even more ambitious — we aim to double this impactful conservation effort.

Case-story: How Servitex (BE) achieves 85% water reuse

Healthcare laundry Servitex faced a significant challenge in their Welkenraedt facility in Belgium. With a laundry capacity of 150 tonnes per week, they needed to upgrade their current water treatment system.

The challenge: The goal was clear – to elevate the capacity

from 80m³/d to 200m³/d within the same footprint, all while ensuring a swift installation, minimal downtime, and achieving a remarkable 80% water reuse.

The solution: After careful consideration of various solutions, Servitex chose the HydRO RM400, a water treatment system with a capacity of 10m³/h. The compact design, spanning only 30m², seamlessly integrated into their existing infrastructure, occupying the same space as

the flotation unit. This not only saved valuable space but also ensured a hassle-free installation process.

The result: One of the most impressive aspects of the HydRO RM400 is its current operational efficiency at 85%. The system is fully automated, requiring little to no maintenance. This has significantly reduced the need for constant monitoring and follow-ups.



Case-story: Reducing the carbon footprint of a cratewashing company

Euro Pool Group is Europe's largest logistical service provider for returnable packaging. The pool organisation has some 130 million trays, which rotate more than 550 million times a year. One of the sites in [Belgium](#) cleans over 85MM trays per year for the food industry.

The challenge: EURO POOL SYSTEM has a strong commitment towards sustainability. Their aim is to have reduced the carbon footprint by 20% per movement by 2025 (compared to 2017) and a 20% of reduction of the total fresh water consumption.

The solution: Europool installed the Hydro RM400, with a capacity of 10m³/h in the Belgian site.

The result: Without Hydro, Europool had around 200m³ of wastewater per day. Thanks to the Hydro installation, the discharge of wastewater is now limited to <60 m³/day, meaning that >140 m³/day can be recycled, a 70% water recovery, leading to +/- 80% of cost savings.



More water and energy saving solutions

Other examples of how we helped our customers save water and energy in 2023:

Energy savings:
13%
or 133.000m³ gas/year

CUSTOMER E*

Location: Zoetermeer, Netherlands

Type of linen: Healthcare

Tonnage: 28T of linen/day

Target: Produce warm fresh water for wash process

Project: We installed a complete warm water system to supply the laundry with warm fresh water produced with recovered energy from wastewater and condensate

Water savings:
9% or
5100 m³/year

CUSTOMER D*

Location: Acht, Netherlands

Type of linen: Healthcare

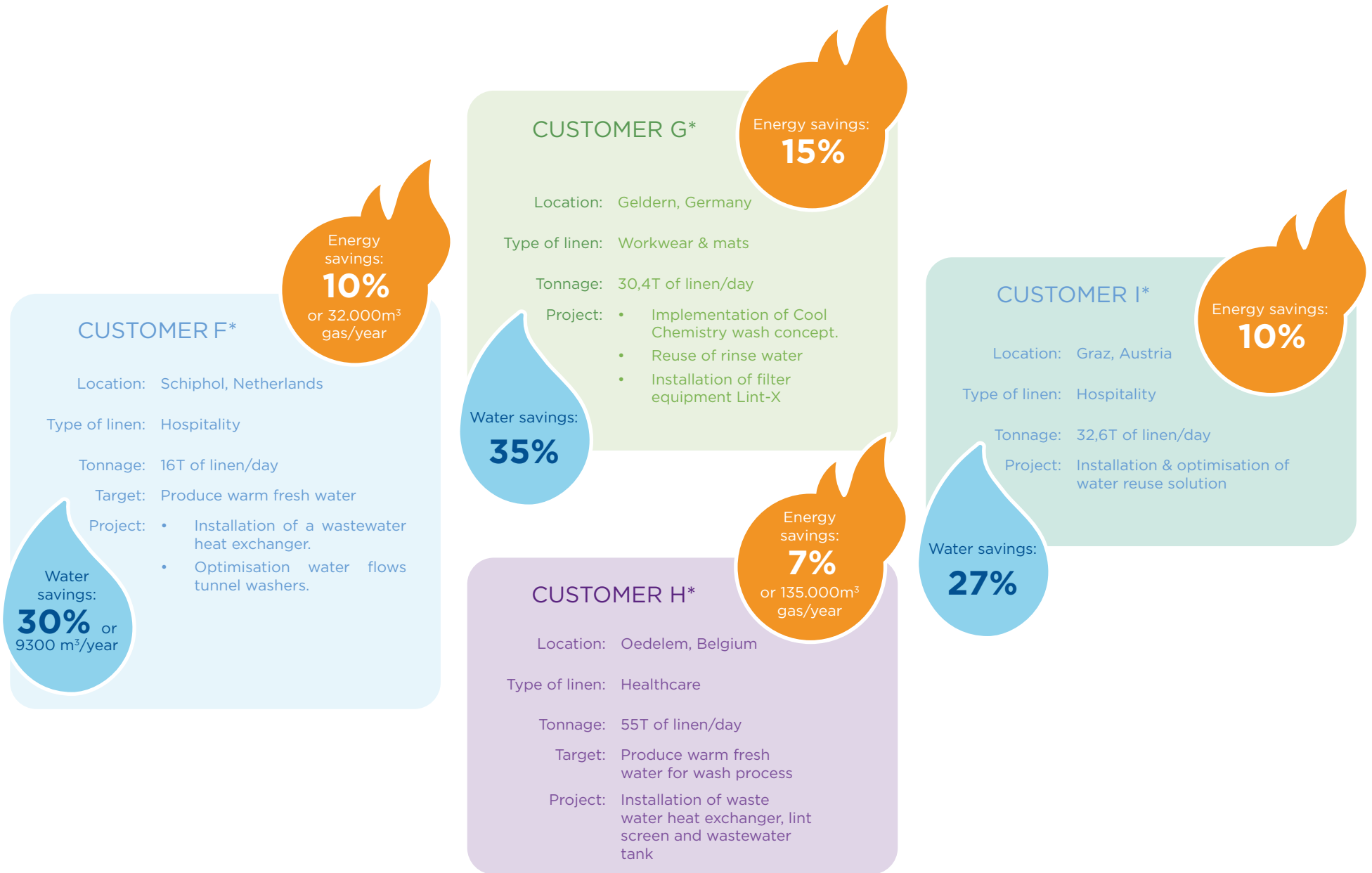
Tonnage: 75T of linen/day

Target: Eliminate flash steam losses

Project: Installation of a vent condensor that recovers the flash steam losses of the boiler feed tank. Recovered energy is used to heat the fresh water for the wash process

Energy savings:
4%
or 80.000m³ gas/year

* We have anonymised the customers' names purely for confidentiality reasons.



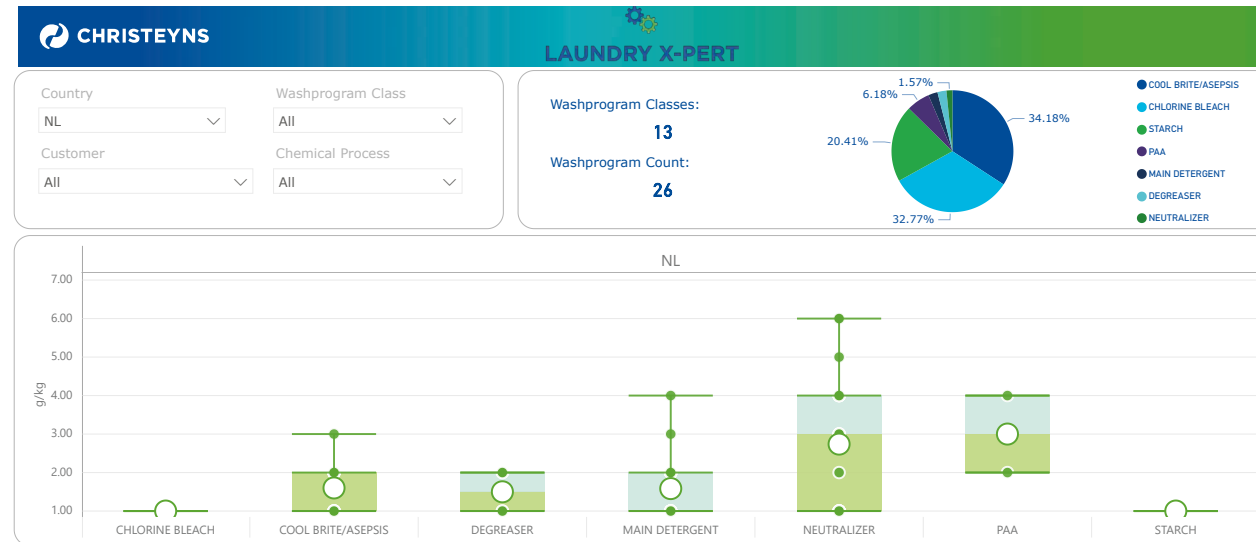
* We have anonymised the customers' names purely for confidentiality reasons.



5.3 DATA, KEY TO CONTINUOUS IMPROVEMENT

Data Team

Our dedicated data team not only helps us improving our own operations, they also play a pivotal role in enhancing efficiency at our customer sites. Thanks to data capture and analysis, we gather valuable insights for optimisation of dosing, pH levels, temperature etc. Once enough data is collected, we are also able to detect deviations from optimal conditions, allowing us to proactively act, minimising waste and maximising resource utilization. This proactive approach not only streamlines operations but also reduces the need for unnecessary service visits. Our data-driven solutions empower our customers to achieve higher levels of operational efficiency while simultaneously reducing their environmental footprint.



Product carbon footprint

Although still in full development in 2023, we did already produce product carbon footprint data. However, 2024 is set out to be the year that we make bold improvements, add more features and more details.



Why do we do this?

At Christeyns we started calculating the carbon footprint of our products to learn and understand our impact. We wanted to know how we could create more sustainable products most effectively. By understanding the environmental impact of each individual element of our finished product, we can take meaningful action to decarbonise our operations, our products, and our services. These innovations and the availability of data can, in turn, improve our supply chain management, anticipate regulations and support our customers.



What is a product carbon footprint?

A product carbon footprint is an estimate of the amount of greenhouse gas emissions associated with the production of that particular product. It is expressed in kg CO₂eq or kilograms CO₂ equivalents, which is the quantity for a given mixture and amount of greenhouse gases that is equivalent to the amount of the greenhouse gas CO₂ that would contribute in equal manner to the global warming potential (GWP), when measured over a specified time scale.

How do we calculate our PCF?

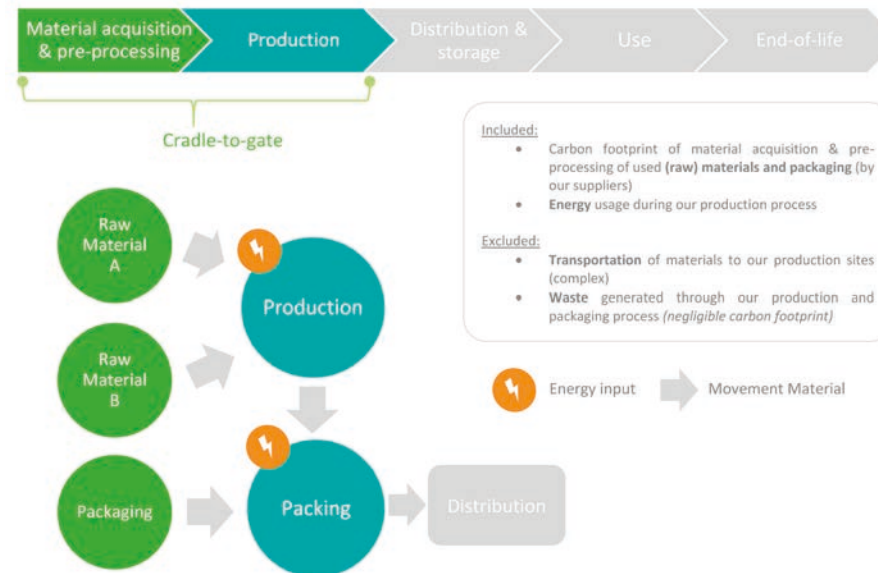
Our product carbon footprint is calculated for the finished product, following the Greenhouse Gas Protocol. It includes raw materials, energy, and packaging. The values of our product carbon footprint reflect the cradle-to-gate emissions. These are the greenhouse gas emissions from the extraction of raw materials up to when our finished product is ready to leave at our factory gate. We do not include waste as our research has proven it to be negligible for these calculations. Excluded is also the transportation between sites, at the moment this is too complicated and out of scope.



Transport

Transportation is organised differently across the Christeyns Group. One thing we have in common: all sites search the most efficient and sustainable way to transport our products. How we do that, you can read in the previous [chapter PLANET](#), where we address Climate Change.

Calculating the distances our products travel, in what we call a ‘transport carbon footprint’, has proven to be a difficult exercise. However, much needed. Not only to understand our carbon footprint, but also to understand our (physical) product flows and to serve as an additional tool to optimise our product movement between sites and to the customer. Basic calculations (weight & distance) should be possible per customer by the end of 2024, and we hope to achieve even more in 2025 once we have a view on our data. A next step in our carbon footprint journey!





6 PARTNERSHIPS



6 PARTNERSHIPS

At Christeyns we aim to work together with everyone in our value chain, including educational institutions and the local community. It's our profound belief that fostering collaboration is essential for our growth and for creating a more sustainable world. With this in mind, one of our key objectives for 2024 is to gain a comprehensive understanding of our partnership network across all subsidiaries and departments. We aim to raise awareness that collaboration is a fundamental aspect of our sustainable approach to work.



Partnerships with trade organisations



A couple of our key partnerships include the **ETSA (European Textile Service Association) Environmental Group** of which Christeyns is a member. And Christeyns UK is a member of their national **TSA (Textile Services Association) Sustainability Group**, through which we want to support growth and sustainability of the member companies.



Christeyns is also member of **Change**, an international consortium between different specialists to promote the change from disposable to reusable technical textile in the medical market (surgical gowns and drapes).

Partnerships with universities & institutes

In the field of research and development, we collaborate with esteemed universities and institutes. To name just a few of our collaborators: **KU Leuven (BE), Ghent University (BE), IMEC (BE), University of Valencia (ES), Eurecat (ES), Leitat (ES), AIMPLAS (ES), IPC (FR), ACTIA (FR), University of Turin (IT)** etc.

Together, we explore ways to enhance product effectiveness, optimise hygiene, use digital innovations to improve cleaning processes, study how to better service our customers etc.



Partnerships with suppliers

Christeyns also entered many partnerships with suppliers in order to provide even better solutions to our customers. As an example: Thanks to a **joint venture with Veride**, Christeyns can now offer HYDRO wastewater treatment solutions to both industrial laundries and food processing companies.

And Christeyns can offer water management systems and energy saving equipment to its laundry customers thanks to a long lasting partnership with **TBR Solutions**, a Dutch engineering company.

In essence, our partnerships are integral to our mission of driving innovation, sustainability, and excellence across all facets of our operations.





THANK YOU





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