



**SOSTENIBILITĀ**  
**SUSTAINABILITY REPORT**  
**УСТОЙЧИВОСТЬ**  
**SÜRDÜRÜLEBİLİRLİK**  
**2021**  
**ODRŽIVOST**  
**NACHHALTIGKEIT**  
**可持續性**  
**SOSTENIBILIDAD**  
**UDRŽITELNOST**  
**HÅLLBARHET**  
**DURABILITĚ**  
**ZRÓWNOWAŻONY**  
**ROZWÓJ**

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**115 YEARS AS A FAMILY BUSINESS**  
INTERNATIONAL PRESENCE AT AROUND **50 LOCATIONS**  
**1,101 EMPLOYEES**  
OVER **50 REPUTABLE PARTNERS**  
**3 OPERATIONAL BUSINESS DIVISIONS**

## ABOUT THIS REPORT

This sustainability report is based on the developments in 2021 and applies to the whole of the Biesterfeld Group. It is a separate Group report without a financial focus, which outlines the company's responsible operations and efforts on a global scale.

**In this report, the Biesterfeld Group presents all its sustainability data and figures with full transparency for the benefit of its direct and indirect stakeholders.**

The report includes the Communication on Progress in line with the **United Nations Global Compact (UNGC)** and is based on the **Core Option of the framework of the internationally recognised Global Reporting Initiative (GRI), known as the GRI Standards.** This ensures full transparency, allowing the data and analyses to be compared over the years to come. We refer to the **emis-**

**sion factors provided in the GEMIS database** (Global Emission Model for Integrated Systems), which has been compiled by the German Environment Agency in partnership with the Öko-Institut. The Öko-Institut is one of Europe's leading independent research and consultancy institutions working for a sustainable future.

In our report this year, we have outlined our sustainability management system and described how our operational and strategic actions have evolved. A full list of our locations, which have been incorporated into this report for 2021, can be found on Page 21.

All references to suppliers, customers and partners relate to the company in question rather than individuals.



[WORLD MAP]



Thomas Arnold, CEO

## DEAR READERS,

We're looking back on a year filled with challenges including global supply chain issues, rising prices and the repercussions of the COVID-19 pandemic.

During these turbulent times, we still managed to stand our ground and continue on our growth trajectory. In 2021, we were once again served some stark reminders of the importance of sustainability. As a family business, we embrace our responsibility in this regard and factor it into our efforts to achieve our long-term financial, social and environmental goals.

As a family business operating internationally, sustainability is a key consideration in all that we do. We aspire to be a trustworthy partner that our customers, suppliers and – most importantly of all – our employees around the world can rely on. But this is more than just an aspiration for us – we see it as our duty.

2021 was another year fraught with challenges relating to the geopolitical situation and global economy. We still had no choice but to adjust to the restrictions on the economy and indeed our personal lives. An unbelievable strain was placed on our society and every single individual. Yet the crisis management measures

we introduced at the very start of the pandemic proved effective and we continued to be there for our partners every step of the way. In close collaboration with our suppliers, we expanded our sustainable product portfolio even further and intensified our work to protect our planet.

In our 115 years in business as a family-owned company, we've always taken a long-term approach to the way we think and act. The Biesterfeld family even thinks in terms of generations. And they certainly showed their commitment to the environment and local communities once again in 2021. To mark the company's 115th anniversary, the family and Executive Board planted 115 trees as part of the 'Klimapaten' (climate sponsor) campaign in a strong stand against climate change.

We're engaged in social projects and are always keen to learn from each other because we believe that's the only way to spark new ideas. We are strongly convinced that effective work can only be achieved when everyone is pulling together as a team. We offer all our employees a long list of benefits, including some dedicated to their health and fitness. In 2021, we also developed new support programmes for our employees and we are always adding to the training and development we offer.

Remote work arrangements are more popular than ever too. As a modern employer, we're committed to helping our employees achieve a better work-life balance in this way. As a distribution company, it's also an effective way for us to cut down on our CO<sub>2</sub> emissions from business trips even further.

The requirements for running a business sustainably remain unchanged. And we are passionate about continuing to face up to our responsibility. This mindset is what allowed us to forge ahead with our sustainability activities during the period covered by this report. This level of progress requires strong partnerships with suppliers and customers. It just isn't possible without a highly motivated and dedicated team. I'd like to take this opportunity to thank all our colleagues from more than 100 countries for their hard work. Despite 2021 being another year fraught with challenges, our team pushed hard to keep the Biesterfeld Group on its growth trajectory, without ever losing sight of our financial, social and environmental goals along the way.

I hope you enjoy reading our eighth sustainability report.

Thomas Arnold

**VALUED EMPLOYEES  
CREATE VALUE  
FOR CLIENTS**







FROM HAMBURG OUT INTO THE WORLD  
**WE ARE BIESTERFELD** 

# OUR BUSINESS MODEL

We combine tradition with innovation.

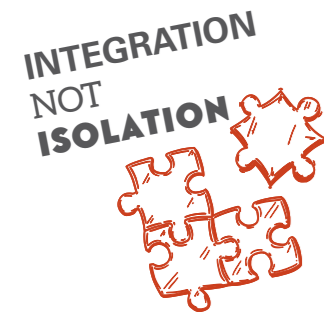
The Biesterfeld Group, based in Hamburg, Germany, is one of the world's leading distributors of plastics, rubbers and specialty chemicals. Biesterfeld was founded in 1906 as a trade and service company and is still a wholly family-owned business to this day. We're known for our chemical distribution services – but that's not all we do. We offer our partners technology-based expertise and consulting on a wide-ranging product portfolio across our three business divisions: Biesterfeld Plastic, Biesterfeld Performance Rubber and Biesterfeld Spezialchemie.

We are operating in a rapidly changing market. In view of increasing complexity and growing demands, a solution-orientated approach, expert know-how and the long-standing experience of our staff represent the essential key to our success.

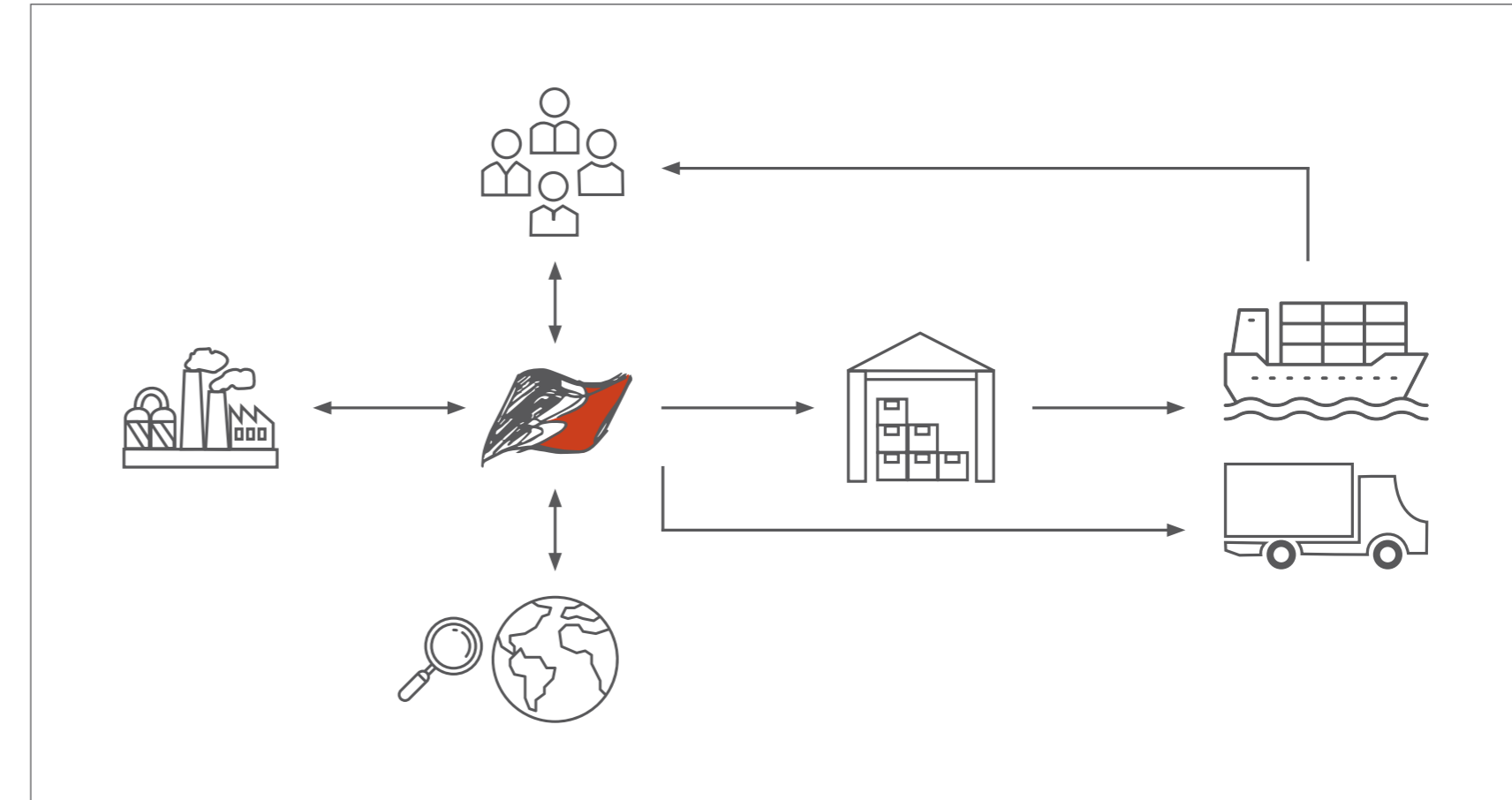
Our company philosophy hasn't changed in the last 115 years. **Values like trust, responsibility and commitment are at the heart of all that we do and every decision that we make.** The mutual trust between our employees, customers and suppliers is key to our day-to-

day operations and we rely on a strong and steady corporate culture to maintain our working relationships. It's absolutely essential for us to fulfill our commitments and act responsibly every step of the way. As an independent, family-owned business, we attach great importance to providing our employees, customers and suppliers with an atmosphere of trust along with the continuity of a family business.

We're also committed to meeting high quality standards with our products, which is reflected in our supplier portfolio and consolidates the foundation of trust our customer relationships are built on. Staying in direct contact with our customers is one of our priorities because it gives us an in-depth insight into what they want and need from us, which we can then deliver on without fail. Through our technical consulting service focused on development, we come up with ideas and find the right solutions for our customers every time.



## OUR SUPPLY CHAIN





# OUR BUSINESS DIVISIONS



[HISTORY]

Since our beginnings as a trade and service company 115 years ago, we haven't stopped growing and evolving.

**Our 1,101 employees worked hard at 50 locations across Europe, North America, South America, Asia and Africa to generate total revenue of around EUR 1.4 billion in 2021.**

Biesterfeld AG, based in Hamburg, Germany, is the strategic holding company of the Biesterfeld Group. We run operations in the plastics, rubbers and specialty chemicals business divisions through our subsidiaries Biesterfeld Plastic, Biesterfeld Performance Rubber and Biesterfeld Spezialchemie. In addition to these business divisions, we have two service companies – Biesterfeld ChemLogS and BIT-SERV. This year we founded b.yond to open up new opportunities for innovation and collaboration with start-ups.

As a holding company, Biesterfeld AG is the home of our Finance & Accounting, Controlling, Corporate Strategy, HR & Legal and Corporate Communications and Marketing departments, taking charge of all the central strategic and management activities.

**STRONG INDIVIDUALLY, UNBEATABLE TOGETHER**



## Operating business divisions of Biesterfeld AG:

**Biesterfeld Plastic** is a leading distributor in the plastics industry in Europe, North Africa, Latin America and South-East Asia. The business division has a comprehensive, homogeneous product portfolio covering Advanced Polymers, Engineering Polymers, High Performance Polymers, Performance Elastomers and Sustainable Polymer Solutions business units. It works on the basis of long-term partnerships – most of which are exclusive – with leading global plastics producers and customers who operate internationally. With an extensive, decentralised sales and distribution structure and assigned points of contact at the regional level, the company offers an extensive range of services, including independent material recommendations, consulting on product development and process optimisation, and customised commercial, logistics and sustainable solutions.

**Biesterfeld Spezialchemie** is one of the leading international distributors of products and solutions in the world of specialty chemicals, the pharmaceuticals and food industries. The company's product portfolio focuses on the requirements of selected industries, such as composites and tooling, personal care and



[BIESTERFELD.COM]



[BIESTERFELD.COM]



cleaning, healthcare, paints and coatings, adhesives, polyurethane, construction, nutrition and food supplements, electrical, electronics and energy. As a specialist provider, Biesterfeld Spezialchemie offers its customers solutions tailored to specific requirements with solution-orientated and technology-based expertise, in-house laboratories and formulation know-how. The business division has been working with leading global suppliers for many years and mostly on an exclusive basis. With subsidiaries in Europe, North Africa, Latin America and South-East Asia, customers receive support and advice local to them.

**Biesterfeld Performance Rubber** is a leading international distributor for the rubber-processing industry, offering technology-based expertise and consulting as well as customised solutions within the scope of an extensive global product portfolio. Segments include synthetic rubbers, fillers (carbon black and silica), additives (e.g. anti-aging agents, accelerators, flame retardants and blowing agents) and customised silicone rubber compounds. The business division supports its customers in Europe, Latin America, North Africa and South-East Asia at the regional level and has been working with market leaders in the rubber industry for many years.



[BIESTERFELD.COM]



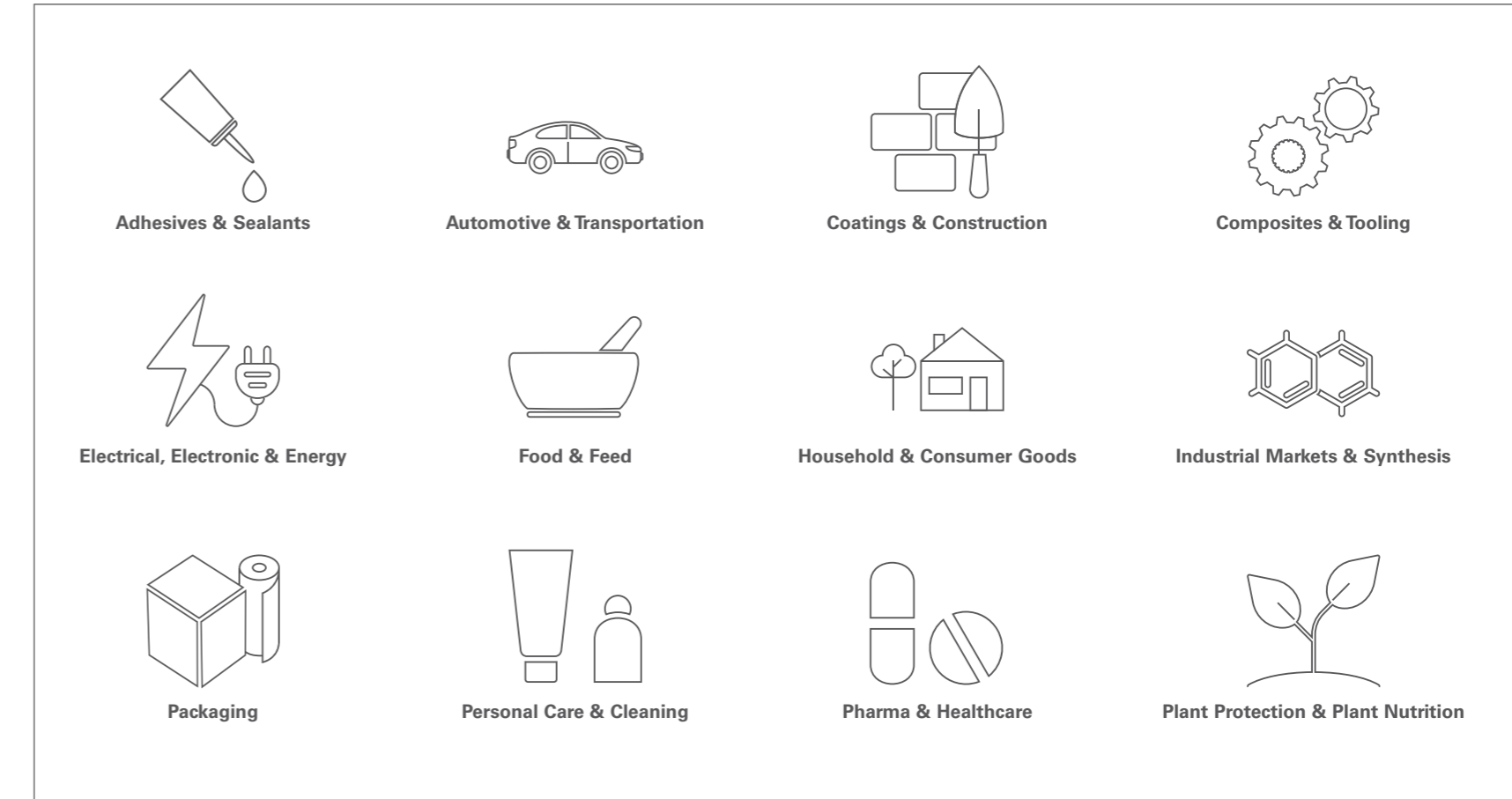
### Biesterfeld service companies:

**Biesterfeld ChemLogS** ensures the correct implementation of quality and safety management systems (quality, safety, health and environment) within the Biesterfeld Group. The team is responsible for the introduction and support of management systems such as ISO and compliance as well as the implementation of Responsible Care standards. International regulations are afforded consideration and complied with throughout all processes. The experienced team also prepares relevant safety data sheets.



As the full-service IT provider for the Biesterfeld Group, **BIT-SERV** provides a range of IT services for the head office and all the other locations around the world. The staff are consultants, designers and project managers. BIT-SERV specialises in developing, implementing and operating business applications. Its services range from SAP consulting to web development and system technology. By enabling a fault-free and secure work environment, BIT-SERV contributes to the creation and optimisation of modern business processes and workflows.

### OUR CUSTOMERS' INDUSTRIES





# OUR STAKEHOLDERS

Active communication is one of the most important pillars of our sustainability strategy.

We communicate through various means and channels to ensure that we can reach all our stakeholders as effectively as possible. By taking a proactive approach to communicating with all our stakeholder groups, we can speed up our response to new market requirements. Gaining real insight into what our stakeholders need put us in a stronger position to deliver.



**When it comes to taking sustainability action and making it part of the company's values, everyone needs to pull together.** That's why we encourage our suppliers and customers to be proactive too and follow our lead when it comes to protecting the planet, using resources responsibly and upholding human and labour rights. For us, regular communications and updates on our company's progress with its sustainability efforts are absolutely essential.

Our employees are among the stakeholders that matter most to us. With the commitment and trust of every single employee behind us, we have the best chance of achieving our goals. As a family business, it's important to us that we give our employees what they need, including stability from us as their

employer. We show our support by arranging regular staff appraisals, Q&A sessions and surveys. One way we communicate globally is through our **Biesterfeld Intranet, 'B Connect'**. Our employees all around the world can access the platform to get involved in any relevant business activities and stay up to date. They can share their own experiences and knowledge with one another there too. The Group Intranet also provides a central platform, where company documents like accounts, plans, policies and forms can be accessed.

Our success is determined not least by the satisfaction of our business partners. Reliability and transparency of our actions are vital for us. We meet our partners on an eye-to-eye level and have largely long-term and trusting business relationships.

We identify our customers' wants and needs through regular surveys and reviews. This dialogue and ongoing close contact provide us with valuable information. Knowing our markets inside out allows us to meet the latest requirements without delay. We are proactive in sharing the information we've gathered with our suppliers to ensure sustainable product development.

We also publish regular updates on our website so that we can reach everyone who's interested at once. We inform them about current changes at our company, new and existing partnerships, our innovation activity and upcoming events. By assigning central points of contact for each product and/or area, all interested parties can contact the right person every time and get the answers they need. The contact form on our company web-

site is the place where anyone can ask any other questions they might have. In addition to our communications in digital and print media and on our website, we also use LinkedIn to share updates. This social network allows us to offer anyone who's interested in-depth insight into our company and keep them up to date with our latest product and company news, events and job vacancies.



We also keep our investors – including the Biesterfeld family and banks – informed about the financial status of the Biesterfeld Group. We provide information about our economic development and share some insight into our company strategies. Once again, mutual trust is a key component. The Biesterfeld Group's operating results are also published in the Federal Gazette and on the website in line with German trade law.

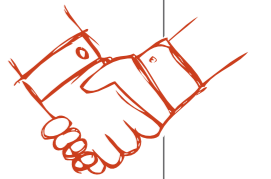
Appearing at national and international trade fairs and industry events and conferences gives us plenty of opportunities to network and establish new contacts. Visitors have the chance to speak directly to our experts and pick up on their specialist knowledge. Following the outbreak of the COVID-19 pandemic, we made the decision to turn down a large number of face-to-face events in 2021 to protect our employees. Many events were held online instead and we capitalised on our digital solutions to enhance our day-to-day communications.



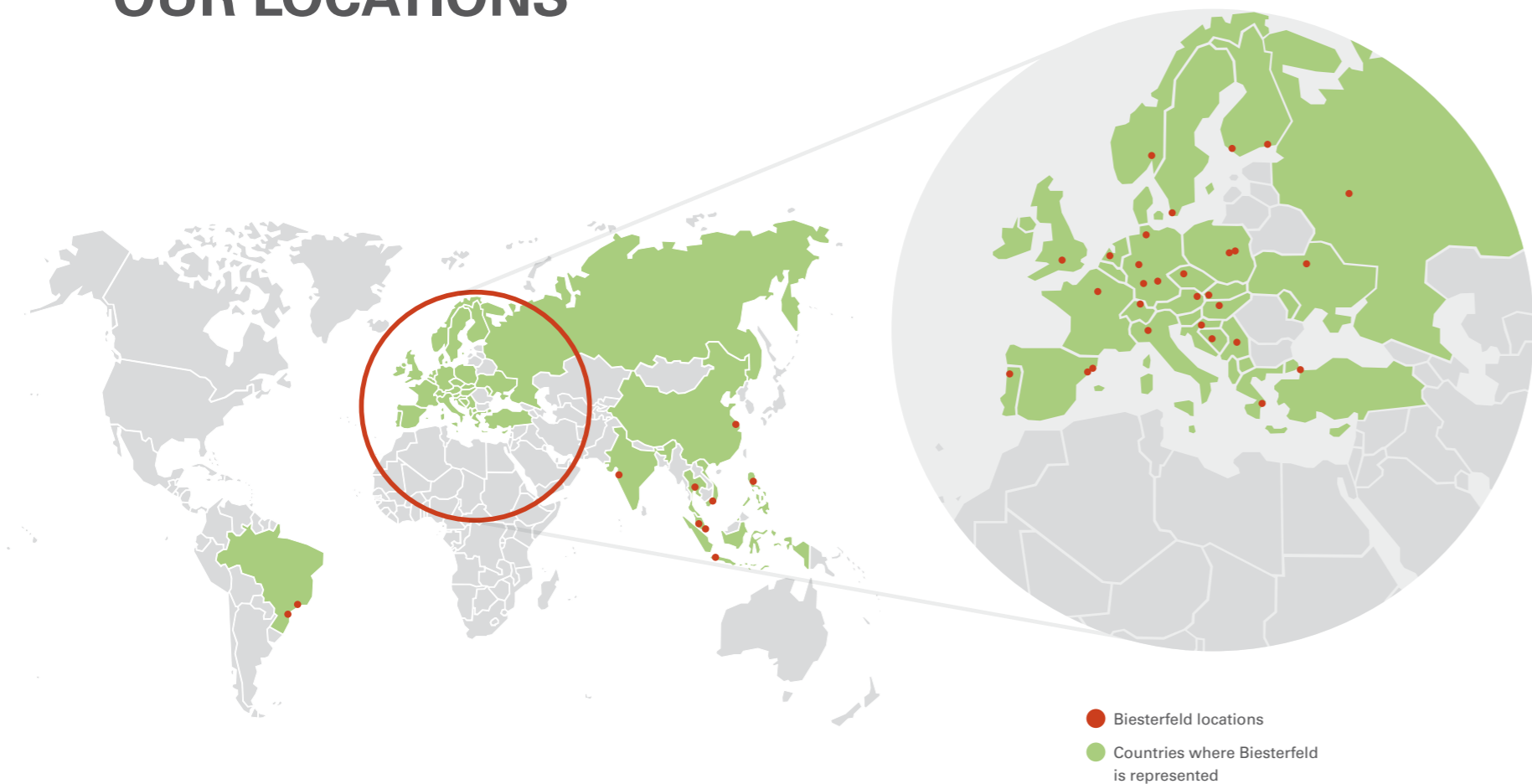
Our memberships in chemical associations and initiatives provide another important link in the information chain. We are able to share information and experiences with other member companies and, through active participation, gain an insight into the sustainable development of our industry. We can benefit from others' experience in various aspects of sustainability and use the platform to raise awareness of sustainability management among our stakeholders. By taking part in the Responsible Care programme run by the German Chemical Distribution Association (VCH) and the German Chemical Industry Association (VCI), we can ensure that the principles of running a business responsibly are properly integrated into the very fabric of our company. This also allows us to continually improve. We commission an external company to perform regular audits and we communicate our KPIs every year.

### INITIATIVES:

- AGA Unternehmensverband (Business Association)
- FECC (European Association of Chemical Distributors)
- United Nations Global Compact
- VCI Verband der chemischen Industrie e.V. (German Chemical Industry Association)
- VCH Verband Chemiehandel e.V. (German Chemical Distribution Association)
- PlasticsEurope e.V.
- Operation Clean Sweep®



# OUR LOCATIONS



## Biesterfeld AG Hamburg, head office (DE)

### Biesterfeld Plastic

- Abingdon (GB)
- Athens (GR)
- Ballerup (DK)
- Bangkok (TH)
- Barcelona (ES)
- Culemborg (NL)
- Florianópolis (BR)
- Hamburg (DE)
- Hamina (FIN)
- Hanoi (VN)
- Ho Chi Minh City (VN)
- Istanbul (TR)
- Kyiv (UA)
- Cologne (DE)
- Liestal (CH)
- Milan (IT)
- Malmö (SE)
- Moscow (RU)
- Nuremberg (DE)
- Porto (PT)
- Rueil-Malmaison (FR)
- São Paulo (BR)
- Shah Alam (MY)
- Shanghai (CN)
- Singapore (SG)
- Speyer (DE)
- Tangerang (ID)
- Warsaw (PL)
- Vienna (AT)

### Biesterfeld Spezialchemie

- Bangkok (TH)
- Barcelona (ES)
- Bratislava (SI)
- Budapest (HU)
- Grodzisk Mazowiecki (PL)
- Hamburg (DE)
- Hanoi (VN)
- Ho Chi Minh City (VN)
- Istanbul (TR)
- Jakarta (ID)
- Kyiv (UA)
- Liestal (CH)
- Milan (IT)
- Moscow (RU)
- Mumbai (IN)
- Norrköping (SE)
- Pargas (FIN)
- Prague (CZ)
- Rueil-Malmaison (FR)
- São Paulo (BR)
- Shah Alam (MY)
- Shanghai (CN)
- Singapore (SG)
- Tangerang (ID)
- Vestby (NOR)
- Warsaw (PL)
- Vienna (AT)
- Zagreb (HR)

### Biesterfeld Performance Rubber

- Abingdon (GB)
- Athens (GR)
- Bangkok (TH)
- Barcelona (ES)
- Culemborg (NL)
- Florianópolis (BR)
- Hamburg (DE)
- Hanoi (VN)
- Ho Chi Minh City (VN)
- Istanbul (TR)
- Kyiv (UA)
- Liestal (CH)
- Limhamn (SE)
- Milan (IT)
- Moscow (RU)
- Norrköping (SE)
- Pargas (FIN)
- Prague (CZ)
- Porto (PT)
- Römerberg (DE)
- Rueil-Malmaison (FR)
- Saint Ouen l'Aumone (FR)
- São Paulo (BR)
- Shah Alam (MY)
- Shanghai (CN)
- Singapore (SG)
- Tangerang (ID)
- Vestby (NOR)
- Warsaw (PL)
- Vienna (AT)
- Zagreb (HR)

\* Additional locations and/or offices as a result of the joint venture with GME Chemicals

\*\* Locations affected by the internal restructure, specifically the merger of Biesterfeld International and Biesterfeld Spezialchemie

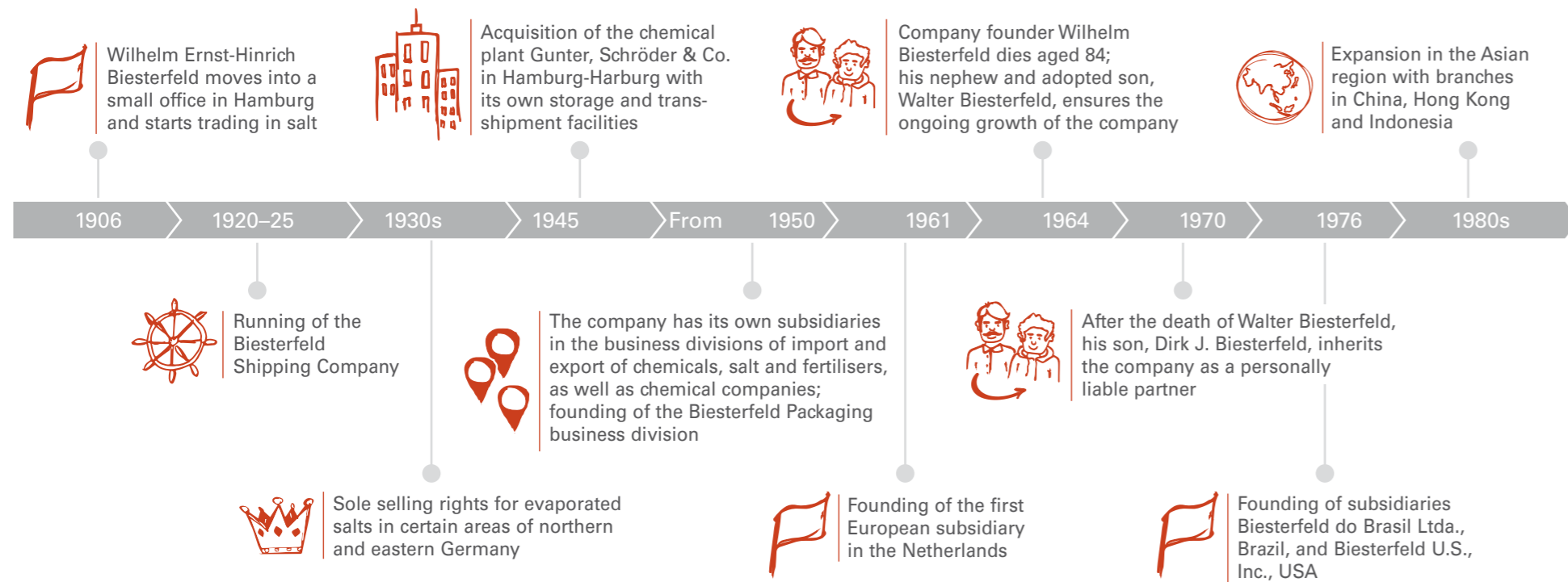


# OUR STORY

In 1906, the wholesale and export merchant Wilhelm Ernst Hinrich Biesterfeld founded the company W. Biesterfeld & Co. in Hamburg. Initially, the core of the business was in the salt trade, but subsequently chemicals and fertilisers also assumed high importance. The company added its own products and international trade began.

These days, the Biesterfeld Group operates internationally and has around 50 subsidiaries around the world.

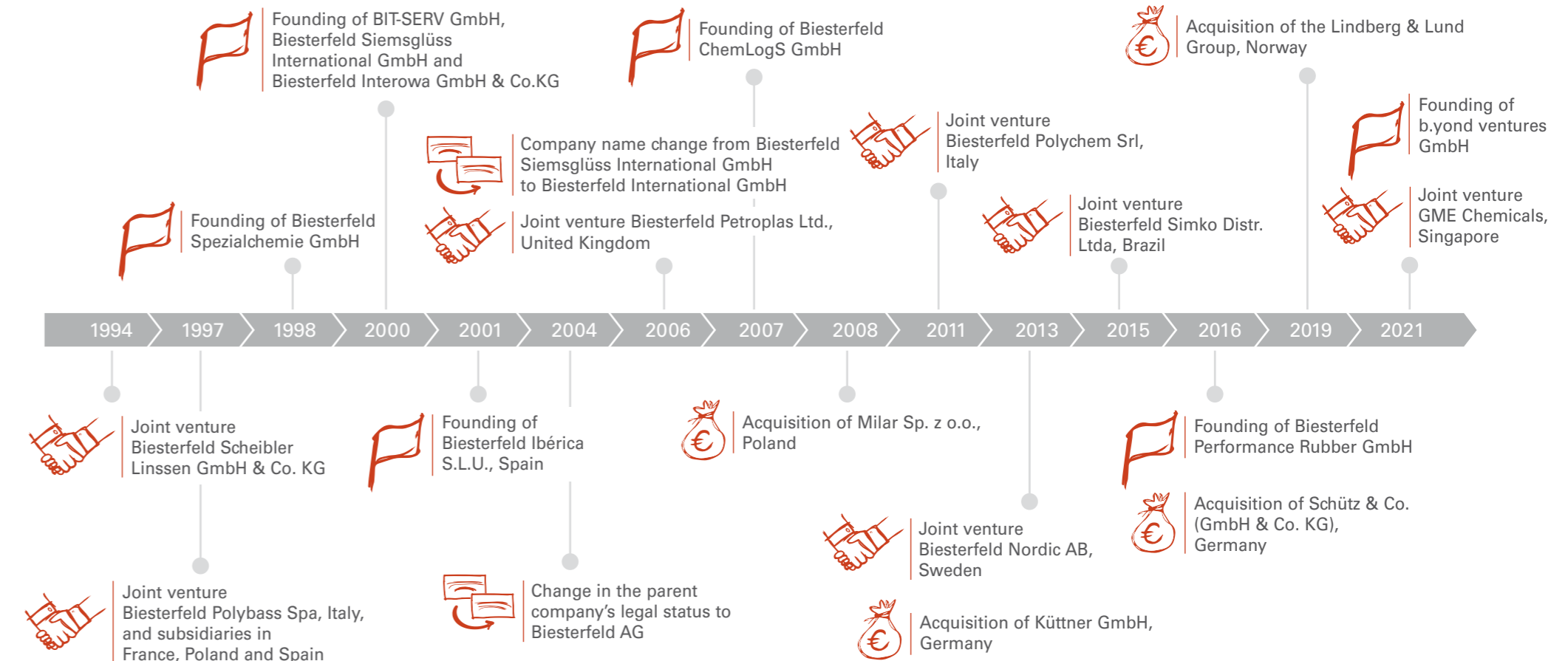
## OUR STORY



The company is 100% family-owned. The third and fourth generation of the Biesterfeld family are represented on the Supervisory Board, with

Dirk J. Biesterfeld as the Chair of the Supervisory Board of Biesterfeld AG and his daughter Carola Weger as the Deputy Chair.

## OUR STORY



# FACTS AND FIGURES

## Successfully working together for a sustainable future

2021 was an exceptional year in business defined by extremely challenging market conditions, with high prices, supply chain issues and the repercussions of the COVID-19 pandemic to deal with. But it was also an exceptional year for our business as a whole because we managed to significantly strengthen our global market position. One highlight for us was the joint venture with GME Chemicals, one of the leading distributors of specialty chemicals and polymers in South-East Asia. We also opened up opportunities for collaborations with start-ups by founding our new subsidiary b.yond ventures.

Our response to the pandemic also proved successful because we stepped up the crisis management strategy we implemented early on. We even managed to strengthen our corporate culture as a result.

This is because our priority was always supporting our employees so that they could manage all the professional and personal challenges they were faced with during the COVID-19 pandemic. And so we gave our employees as much flexibility as we could without jeopardising the success of our business. Everyone always had the option of working from home or coming into the office (provided that they followed the strict hygiene measures put in place to protect

everyone). This meant that every one of our colleagues could work safely and effectively at all times. Our business partners could also rely on us during the pandemic. We remained at their disposal all the way through and did our best to meet the needs of all our stakeholders.

### OUR MANY SUSTAINABILITY TOUCH POINTS

As a family company aware of its responsibilities, a respectful interaction with people and the environment is immensely important to us. This is why sustainability is a central pillar of our overarching 'One Biesterfeld' corporate strategy. We never lose sight of our commitment to sustainability – whether it is to distributing products, providing customer service or taking care of our employees around the world.

Our diverse core competencies across our business divisions allow us to exploit synergies and put them to efficient use as part of our sustainability efforts. **We have over 115 years of experience in our industry and provide our extensive services and consulting, our innovative product portfolio, our in-depth market knowledge and the solution-orientated, technology-based expertise of our colleagues around the world to more than 20,000 customers.** We are one of the world's leading distributors of plastics, rubbers and basic and specialty chemicals.

Working with our suppliers, we address the needs of our customers and search for just the right solutions, always with a view to making a positive contribution to society in the future too. Here are just a few examples of the many touchpoints with sustainability within the product portfolio of our three business divisions Biesterfeld Plastic, Biesterfeld Spezialchemie and Biesterfeld Performance Rubber:

### Vistamaxx™ for the production of masks for deaf people

During the global pandemic, face masks were one of the key protective measures we used to slow the spread of the virus. But standard masks covering the nose and mouth are a barrier to communication for deaf people who lip-read, because the visibility of the mouth is essential to comprehension. Vistamaxx™, a transparent thermoplastic, was used to develop a mask that makes life easier for the person wearing it. The material can also be easily integrated into the circular economy.

### Solanic® potato proteins for the production of meat substitutes

According to the German Federal Environmental Agency, methane emissions from fermentation accounted for 76% of all methane emissions in the agricultural sector in 2021. Meat substitutes have an important part to play in lowering this figure. They also have the added benefit of improving animal welfare at the same time. Solanic® potato proteins are ideal for producing meat substitutes, taking us a huge step closer to this goal. As far as consumers are concerned, these proteins can be used to create delicious and versatile products without any of the usual allergens you might expect in plant-based products (e.g. wheat and soya).

### Sidistar® for the reduction of CO<sub>2</sub> emissions

Developing energy-efficient tyres is important to tyre manufacturers because they can help reduce greenhouse gas emissions caused by burning fossil fuels, which is good news for the automotive industry and society as a whole. In an attempt to improve the fuel efficiency of motor vehicles, a new tread compound called Sidistar® was developed with the aim of increasing rolling resistance and overcoming the limitations of the 'magic triangle' formed by rolling resistance, wet traction and abrasion resistance. The entire production process for Sidistar® is powered by hydro power. This represents a potentially significant step in the journey towards developing carbon-neutral production processes within the rubber industry.

A GROWING  
COMPANY  
MEANS GROWING  
RESPONSIBILITY





### ONGOING EXPANSION AND DEVELOPMENT OF OUR SERVICES

We are constantly striving to offer our customers and suppliers more. For example, in 2021 we continued to offer our partners technical service and support across various product segments – at our application laboratories at our headquarters in Hamburg as well as in Poland, Norway and Turkey. Our experts on the ground work closely with customers and suppliers to anticipate market trends. Together, we develop state-of-the-art formulations and customer-specific solutions. The lab space in Hamburg was declared open in 2020, providing plenty of room for technology-based development and testing, customer seminars, meetings and training events. Beyond our own application laboratories, we also work with external laboratories and institutes and develop custom solutions for our customers.

### GEOGRAPHICAL EXPANSION IN SOUTH-EAST ASIA

Alongside our work to expand our product portfolio and services, we also reached a milestone in our regional expansion in 2021. Having acquired a majority stake in Singapore-based GME Chemicals, we are now represented in the growth market of South-East Asia. The acquisition of shares in GME Chemicals, one of the leading distributors of specialty chemicals and polymers in South-East Asia, is the next step in our geographical growth strategy in order to build a solid foundation for us to strategically and sustainably strengthen our market position in one of the fastest-growing regions in the world with a focus on our core operations.



The contract was signed in a room divided by glass in line with COVID-19 restrictions

GME Chemicals operates within the markets for performance and industrial chemicals, food, pharmaceuticals, elastomers and specialty polymers and also develops innovative solutions for its customers. The company was founded in Singapore in 1999 and has grown successfully since then. It has operating subsidiaries in Malaysia, Indonesia, Vietnam, Thailand and China and employs around 60 people.

### OUR INTERNAL OPTIMISATIONS

In addition to building on our distribution partnerships and adding various distribution rights in 2021, we also implemented a number of internal optimisations. For example, we refined and further harmonised our workflows in line with our 'One Biesterfeld' corporate strategy.

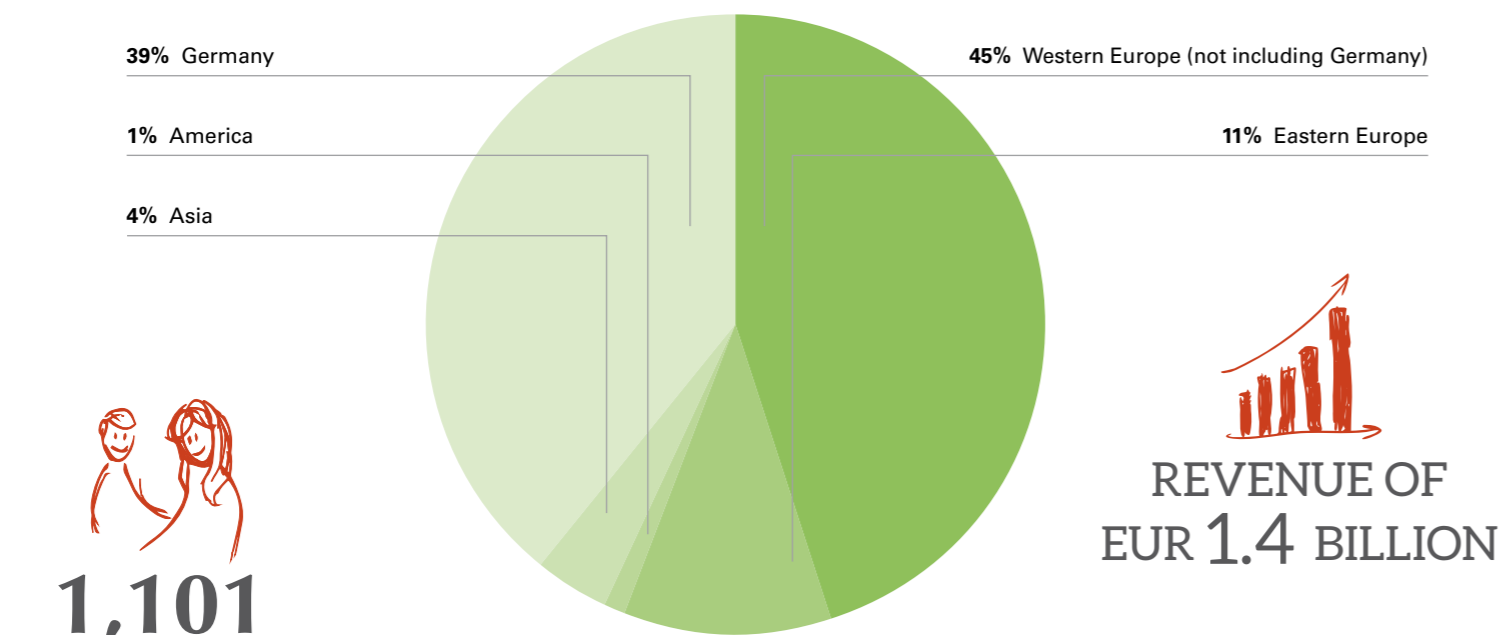
We improved the efficiency of IT-related support and optimised our global processes within the separate business divisions. This involved identifying crossovers and minimising duplicated work. We initiated a number of projects with a view to encouraging collaboration and knowledge-sharing and to following one uniform standard across the board as far as possible. One project involved preparing to replace our existing CRM system with a new tool fit for the future. By bringing everything in line, resources can be used more effectively and regulatory requirements can be fulfilled more easily.

First and foremost, we have the hard work and commitment of our employees to thank for our continued strong growth. Despite the challenging global economic situation, together we managed to achieve an impressive operating result for the Biesterfeld Group.





**DIVISION OF REVENUE BY REGION IN 2021**




**1,101**  
EMPLOYEES  
GLOBALLY



**48** LOCATIONS



APPROXIMATELY  
**15,000**  
PRODUCTS



REVENUE OF  
EUR 1.4 BILLION

**KEY FINANCIAL FIGURES FOR THE BIESTERFELD GROUP IN 2019–2021\***

	2021	2020	2019
Revenue	1,372,121	1,033,691	1,148,609
Operating costs	1,206,689	924,528	1,034,570
Wages and employee benefits	77,756	66,318	66,015
Payments to investors	29,439	19,683	27,485
Payments to the government (taxes)	23,970	10,806	12,995

\* Amounts given in thousands of euros; profit and loss account not presented in full; other financial data is published in the Federal Gazette.

# COMPLIANCE

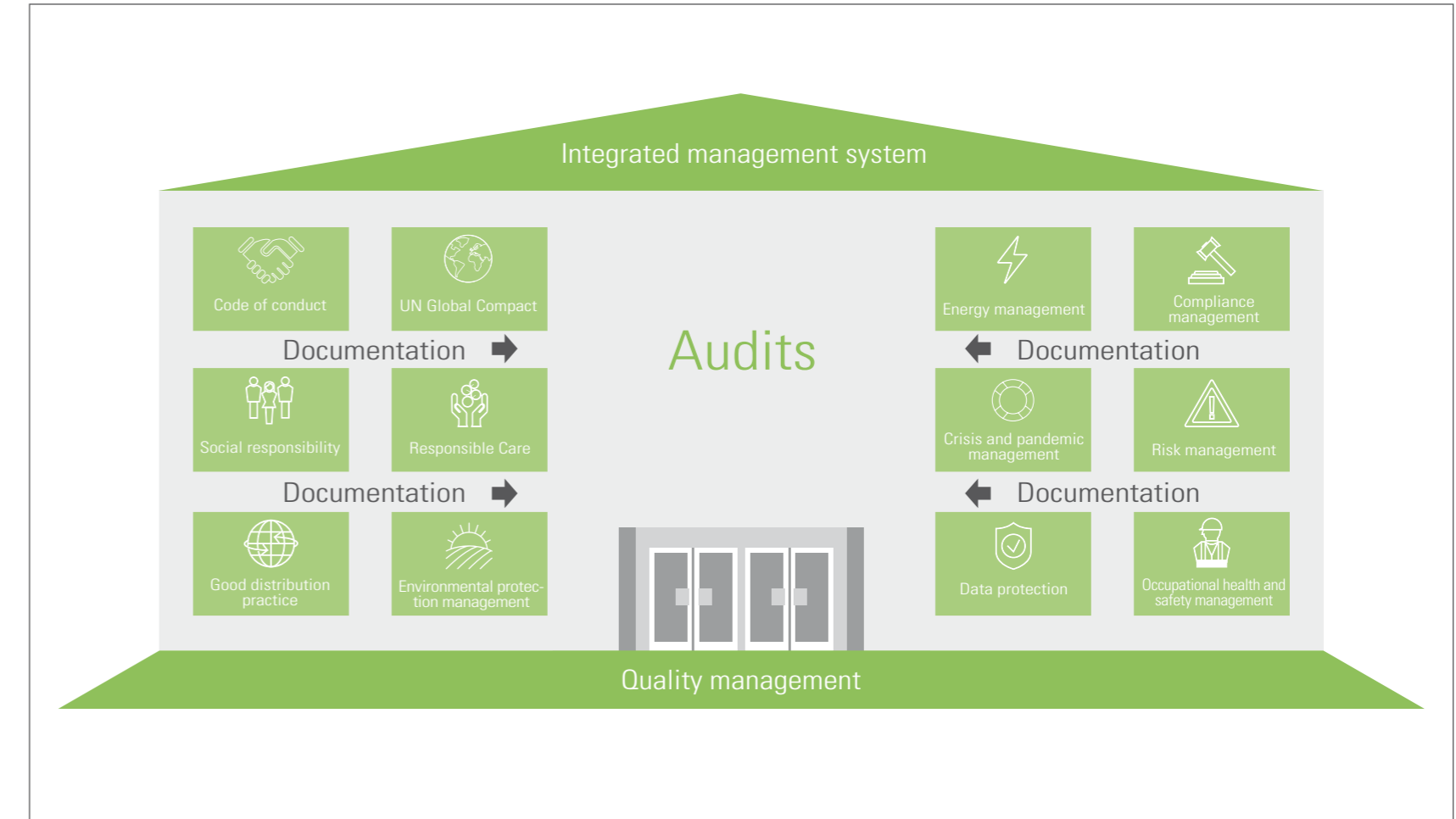
We create a safe space for our employees

Integrity is the core value of our compliance culture at Biesterfeld. As a company operating internationally, it is important that we act with integrity and stay true to ourselves and our values. If trust is to be built between employees, customers and suppliers, compliance with internal and external rules and regulations and legal provisions is non-negotiable. We adhere to all legally binding requirements and stick to the commitments we have chosen to make. Our central compliance business unit reports directly to the Executive Board. This gives our voluntary commitments relevance internally and strengthens the culture of integrity as part of the Biesterfeld philosophy. The compliance business unit also supports all subsidiaries in implementing national and international legislation and guidelines, acting on an advisory basis across the entire Biesterfeld Group. All activities and processes are based on the **Biesterfeld Group Code of Conduct** and the integrated management system, which covers all the relevant areas such as data protection, occupational safety, security,

compliance, quality and environmental, health, risk and crisis management.



## OUR INTEGRATED MANAGEMENT SYSTEM



**OVERCOMING  
VARIOUS  
LEGAL AND  
CULTURAL CHALLENGES**



The main principles of the business and its operations are set out in the **Biesterfeld Code of Conduct**. Covering standards and guidelines that apply to everyone in the Group, it provides the basis for our daily dealings with one another. It also governs our interactions with all our business partners. The principles set out in the Code of Conduct are key to our efforts to prevent misconduct that could be damaging to the company's reputation, such as corruption. All employees at our company are required to accept the Code of Conduct, which is binding for the entire Biesterfeld Group and every individual representing it around the world. The Code of Conduct addresses issues such as **compliance with antitrust and competition law, safety and social standards and human rights**. Any breaches of one or more of the principles set out in the Code of Conduct are dealt with immediately to minimise the risk of further breaches.

All employees receive regular training on the principles of the Code of Conduct. The up-to-date version of the Code of Conduct is available to all employees in German and English on the Group Intranet. Our Code of Conduct is also published on our corporate website, where it can be accessed by anyone who is interested.

<https://www.biesterfeld.com/en/xx/company/sustainability/code-of-conduct/>

We can use our **Biesterfeld eCademy Tool** to deliver training and updates on key issues across the organisation. This makes it possible to provide all employees with appropriate training that can be repeated at regular intervals. Handy features include the reminder function, tests and interactive self-guided modules. And each employee can receive a certificate with their name on it once they've completed their training. Employees can progress with this online training whenever and wherever suits them – as long as they have completed it by the set deadline. Within this context, we also endeavour to make all employees aware of laws, rules and internal guidelines.

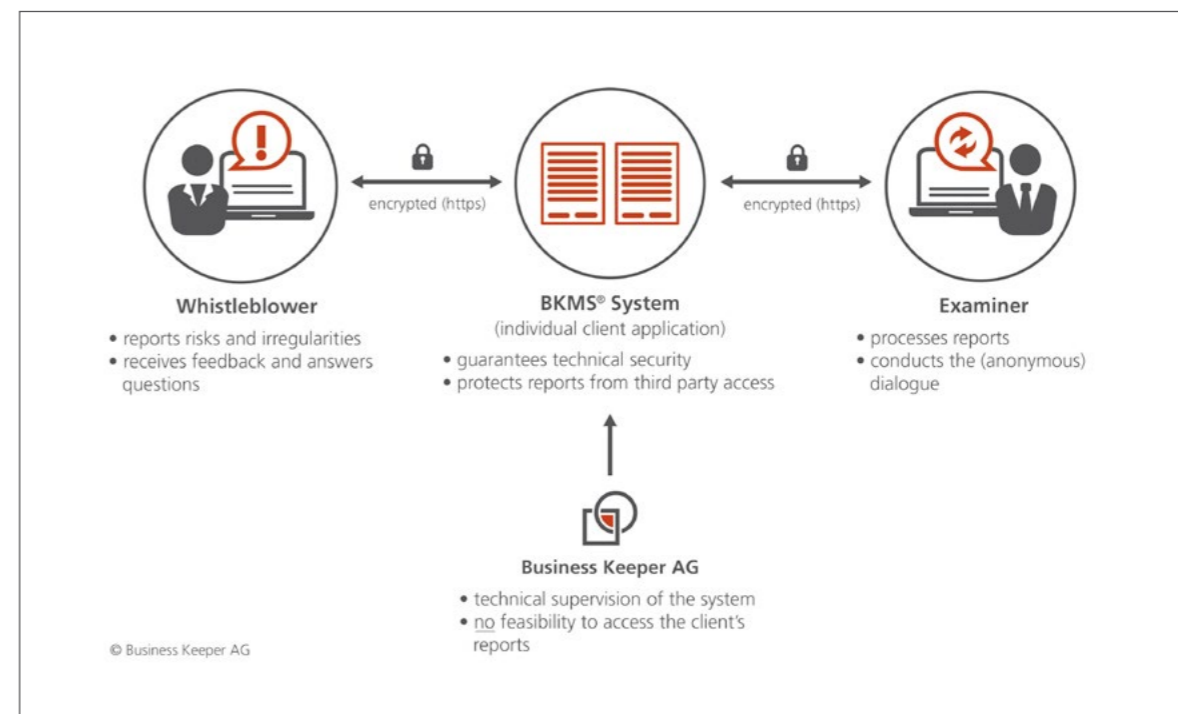
All business activities and processes are monitored by our **compliance management system**, which we see as an essential tool in running our business responsibly and sustainably. It ensures that processes and conduct capable of damaging our business can be systematically prevented in advance, so that we can rest assured that everything we do is compliant with the law. Amendments to laws are shared with all employees if they are relevant to our business.

**B HONEST – THE BIESTERFELD WHISTLEBLOWER SYSTEM**

In 2017, we introduced our whistleblower system – B Honest – with the aim of minimising the risk of potential compliance issues within the company and avoiding any conduct that could damage Biesterfeld's reputation. All Biesterfeld employees and external parties can use the online whistleblower system to anonymously report any grievances, criminal behaviour or special risks within or for the company. Every report logged is processed and managed centrally by compliance officers. It goes without

saying that the compliance business unit deals with every report quickly and confidentially. We have set ourselves the goal of improving and continually building on our compliance system and complaint management procedure.

**Find out more on our website:**  
[www.biesterfeld.com/en/xx/company/sustainability/whistle-blower-system](http://www.biesterfeld.com/en/xx/company/sustainability/whistle-blower-system)







**FUTURE-ORIENTED**  
**OUR APPROACH TO**  
**SUSTAINABILITY**

Sustainability is a core component of our company philosophy that is respected and reflected by our employees day in, day out

**We factor the principles of running a sustainable business into every decision we make to be in line with with our commitment to the United Nations Global Compact and our own Code of Conduct.**

When it comes to sustainability, the priority is to ensure that all employees are always acting in the best interests of the environment and considering social and financial aspects too. The Biesterfeld Group relies on every individual to make an effort to unlock sustainable development across the board.

We are constantly striving to reduce our consumption of energy and resources so that we can keep doing our best to protect the planet for the benefit of future generations. In this respect, we live by the following statement made by the Brundtland Commission in its 1987 report called 'Our Common Future': **„Sustainable development meets the needs of the present without compromising the ability of future generations to meet their own needs.“**

As we understand it, process optimisation needs to be ongoing if success is to be sustained in the long term. This includes using efficient tools to save on resources such as electricity and paper and offering sustainable product solutions. Continually adapting our processes allows us to reevaluate whether the old practices are still the best course of action and prompts us to move in different directions as a result of optimisation. Every single step we take on our sustainability journey is helping to make the world a more environmentally friendly place.

We involve our suppliers and customers in the sustainable development of our company too. The fact that there is an increasing interest in our efforts proves to us that we are heading in the right direction within our industry. Responses to surveys on environmental and social issues and enquiries from our partners about our sustainability report are processed centrally so that we can make sure that all areas of the Biesterfeld Group are moving in the same direction and as one.

We are constantly striving to make our supply chain future-proof and we regularly communicate the positive impact of our sustainability efforts to our suppliers and customers. With a focus on actions rather than words, we are passionate about finding more sustainable ways to work with our partners too.



**EVERY INDIVIDUAL IS RESPONSIBLE FOR THE FUTURE**





# OUR SUSTAINABILITY PROGRESS

The key to maintaining sustainability as a core value within the company is keeping all employees informed about our goals and the action we are taking towards them. We have also commissioned an external consultant to provide our employees with perspectives on sustainability from outside of the company. We arranged a two-day workshop to give our colleagues an introduction to sustainability. This workshop covered the basics of sustainability management (including the role of the Sustainable Development Goals and carbon footprints) and more advanced topics like the circular economy (including the cradle-to-cradle approach and the associated challenges).

With a view to staying true to our standards on an operational level too, we created the Sustainable Polymer Solutions business unit within our Biesterfeld Plastic business division by training up a dedicated team and setting them up with product-specific expertise relating to sustainability. We are also proactively making the most of our national and international partnerships and expanding them. By organising joint campaigns and events, we are ensuring that all our employees, customers and suppliers have a clear and consistent understanding of our sustainability goals. For example, Biesterfeld Plastic worked with various suppliers to develop the first product portfolio made up of sustainable raw materials and recycled materials. The idea is to keep expanding and optimising it so that we can build on the

range of sustainable solutions we can offer our customers. The business division also decided to prepare for ISCC Plus certification (International Sustainability & Carbon Certification), a global programme for the circular economy with a mass balance approach, with the aim of building on our expertise in this area.

Our operating business divisions also worked on their external engagement and expanded their efforts to promote sustainability through different channels. Biesterfeld Plastic is the headline sponsor for the AMI Polymer Sourcing & Distribution Conference with a focus on recycled polymers and the circular economy. The business division also published articles discussing the potential of sustainable solutions in a number of journals. Our Personal Care business unit within the Biesterfeld Spezialchemie business division launched a speed networking online event for partners in Germany, Austria and Switzerland, with a focus on key industry-related topics like sustainable product solutions and upcycling. Our Lab Manager Dr. Lisa Nahrwold published an article on the Chemicals Knowledge Hub platform, offering insight into current sustainability trends in the personal hygiene sector and more. Biesterfeld Spezialchemie is a member of the Chemicals Knowledge Hub, which focuses on sustainability and innovation.

## OUR PARTNERSHIPS ARE HELPING US ACHIEVE OUR SUSTAINABILITY GOALS

Since sustainability is a global topic, we are committed to supporting initiatives and projects outside of our company that are doing commendable work to address climate change and to improve living conditions. We consider it our responsibility to support local and international projects that contribute not only to economic, but also environmental and social sustainability.

### NEWSPAPER SPONSORSHIP

Helping young people embark upon their careers can be about nurturing the next generation and recruiting new talent. But we're also committed to supporting young people in local communities with their education. Staying up to date with the current affairs in the world is one way of **gaining general knowledge and developing an understanding of how diverse this world is.**

The sponsorship scheme for our local daily newspaper the 'Hamburger Abendblatt' allows us to give school pupils and students access to information and world news, raising their awareness of the importance of reliable sources and objective reporting and promoting sustainable interaction with topics and issues.

You can find out more here:

<https://www.abendblatt.de/abonnement/lesepaten/>



## OUR CLIMATE ACTION PROJECT IN MALAWI

**Our involvement with certified climate action projects since 2016 has offset our CO<sub>2</sub> emissions from travel.** We are continually reassessing our involvement with sustainability projects and remain open to new opportunities to reduce our carbon footprint and offset our emissions as a company. Even though we couldn't travel anywhere near as much in 2021 due to COVID-19 restrictions, our involvement in the 'Wells in Malawi' initiative continued all the same.

This project is dedicated to locating and repairing broken wells in Malawi to provide safe access to drinking water. Local people are offered training so that they can build, maintain and operate wells independently going forward. The use of modern pipes to extract water from wells enables access to safe water and reduces the risk of illnesses. It also reduces CO<sub>2</sub> emissions by 10,000 tonnes each year, as households do not need to burn firewood to purify water.

You can find out more here:

<https://www.climatepartner.com/en>



#### OPERATION CLEAN SWEEP®

**Plastic doesn't belong in the ocean or anywhere else in nature.**

That's why our Biesterfeld Plastic business division is committed to supporting the global initiative Operations Clean Sweep. By getting involved, we are raising awareness about the importance of using resources mindfully and responsibly and encouraging people to properly dispose and recycle plastic. The idea is to stop plastic granules, pellets, flakes and powder from making their way into the oceans. For example, implementing a strict cleaning regime for floors and storage spaces would prevent excess plastic granules from ending up in waterways and anywhere else in the natural world. The raw materials gathered up by thorough cleaning processes can then be disposed of properly or recycled where possible. We also inform our international logistics partners about our support of this initiative, with the aim of encouraging them to get involved with Operation Clean Sweep® too.

You can find out more here:  
[www.opcleansweep.eu](http://www.opcleansweep.eu).



**Our commitments  
extend beyond the scope  
of our own business.**

#### RSPO LICENCE

RSPO stands for 'Roundtable on Sustainable Palm Oil' – an initiative of the World Wide Fund For Nature (WWF). Our Biesterfeld Spezialchemie business division has been a licensed RSPO distributor for many years now. This means we are supporting the initiative dedicated to **promoting sustainable farming methods and preventing damage to the environment caused directly by extracting palm oil**. If palm oil has RSPO certification, you can be sure that no rainforest damage has been caused during its production process. It also means that legal provisions have been complied with and no child labour has been involved. RSPO certification for palm oil is globally recognised confirmation that the product has been sustainably sourced. The licence allows for certified products to be bought, stored and sold on. By supporting this initiative, we are promoting transparency and sustainability along the supply chain.

You can find out more here: <https://rspo.org>





## OUR PREPARATIONS FOR THE FUTURE

To maintain our success on the domestic and international markets, the Biesterfeld Group has continuous learning and change processes in place. These processes require all employees to demonstrate both an ability and a willingness to undertake further training on an ongoing basis. After all, our customers' needs, suppliers' requirements and employees' interests are continually evolving.

Even before the COVID-19 pandemic took hold, we had systems in place that enabled our employees to stay effective when working remotely. For years now, our IT subsidiary BIT-SERV has been providing the technical equipment that our staff needs to access the widest possible range of functions via a separate platform (Citrix) even when working remotely. We expanded this set-up further over the course of the pandemic, providing further training to all our employees on how to work in the Citrix environment. This allowed us to maintain our high level of service for both customers and suppliers.

Even as rates of infection fall, the option to work remotely is still there, as we want to offer all our employees maximum flexibility in how they work. All colleagues can organise their working hours in the way that best suits them, thus creating a better work-life balance. Plus there is less commuter traffic caused by employees coming into the office, which means lower CO<sub>2</sub> emissions.

To further expand **our digital capabilities**, 2021 also marked the start of our work to implement SAP S/4HANA. By modernising our ERP landscape we are set to standardise and simplify the way our colleagues work all over the world in the years ahead. With its phased introduction of SAP S/4HANA, the Biesterfeld Group is ensuring it is well equipped to face future challenges and optimising its processes – for our customers and suppliers as well as our employees.

Yet another milestone for the Biesterfeld Group was the establishment of a subsidiary focussing on collaborations with start-ups. The company, b.yond ventures GmbH, was founded in January 2021 with the aim of boosting the innovative spirit of the Biesterfeld Group by collaborating with start-ups from the Group's various market segments and in the field of services. As b.yond ventures GmbH is not primarily about taking a financial interest in start-ups, but rather focuses on adding value for both parties by further developing their business activities, both the Biesterfeld Group and start-ups benefit from these collaborations. Thanks to the intensive networking and the active and regular involvement of all Biesterfeld Group colleagues required by this work, we have created **a space for innovation and cooperation** that encourages new, lasting partnerships to be formed and innovative solutions to be developed. Our start-up partners not only offer new ideas around our product portfolio, they also tackle other topics such as sustainable supply chain management and transparency within our supply chain.







**HAND IN HAND FOR A  
FUTURE WORTH LIVING**

**OUR ENVIRONMENTAL  
RESPONSIBILITY**

We are constantly seeking to reduce our emissions.

**We are committed to lowering our environmental impact by acting responsibly, conscientiously and with an eye on the future.**

To manage these efforts systematically, it is really important to know how much we consume of different resources in our company and to analyse their potential impact on the environment. This allows us to keep our consumption levels low and to use the available resources sparingly.

It is quite clear to us that every single improvement, no matter how small, is a success and will help us to raise awareness of the importance of sustainable practices in our community. We are raising awareness of the topic amongst our employees with a view to reducing our environmental footprint.

We record our energy consumption levels and emissions each year and compare them against the figures from the previous year. We calculate the CO<sub>2</sub> emissions produced by our company with reference to the **Greenhouse Gas Protocol (GHG Protocol) and the DIN EN ISO 14064 standard**. Due to our activity as a distributor, we take the indirect emissions caused by purchased



energy into account as the emissions produced by our activities. We calculate these figures by taking the information provided in the GEMIS database into account.

## MEASURES TO REDUCE OUR ENERGY CONSUMPTION

As a first step, it is important for us to know what our biggest consumers of energy are – essentially they are our lighting, air conditioning and ventilation systems, and small and electrical appliances (office equipment). We have replaced many old devices with new solutions that are both appropriate and efficient in an effort to reduce our energy consumption. We have also been using green electricity at all our facilities in Hamburg since 2017. This green energy is produced from 100% environmentally friendly sources, enabling us to avoid emissions that are harmful to the climate every year.

### ENERGY CONSUMED AT COMPANY LOCATIONS IN HAMBURG 2021\*

This year we recorded a consumption figure of around 1,156 kWh per employee. This represents a reduction of 41% compared to

2020. A major reason for this is the remote working arrangements put in place in response to the pandemic and their increasing acceptance by our employees at headquarters, which makes it easier for families and family carers to combine their career and everyday responsibilities outside of work.

Energy sources	GJ	kWh	CO <sub>2</sub> emissions in t
Electricity	979	272,020	93
District heating (for heating purposes)	1,760	488,892	118
<b>Total</b>	<b>2,739</b>	<b>760,912</b>	<b>266</b>

\*The figures have been rounded.



**NOTHING WORKS WITHOUT POWER. BUT THINGS CAN WORK WITH LESS.**



Due to organisational restructuring within the Biesterfeld Group internationally, sites whose emissions we have recorded separately in recent years have now been merged. At the same time, our company has been growing significantly and we have expanded our workforce. That is why our current documentation of the international sites for this year cannot be compared with the documentations made in previous years. We have therefore focused on the energy consumed at our sites in Germany over the last three years.

Within the framework of our sustainability strategy, we are of course continuing to pursue our long-term goal of recording the emissions and energy consumption figures for the entire Biesterfeld Group. Going forward, appraisals will be made based on the Biesterfeld Group's new organisational structure, so in future it will be possible to compare different periods to one another.

#### ENERGY CONSUMPTION AT OTHER LOCATIONS IN GERMANY FROM 2019 TO 2021\*

Sites	2021			2020			2019		
	GJ	kWh	CO <sub>2</sub> emissions in t	GJ	kWh	CO <sub>2</sub> emissions in t	GJ	kWh	CO <sub>2</sub> emissions in t
Speyer**	1	237	0.04	–	–	–	–	–	–
Römerberg	40	11,138	6.05	68	18,921	10.28	83	23,139	12.57
Cologne	12	3,249	1.29	12	3,337	1.02	15	4,173	1.43
Nuremberg	13	3,615	1.60	14	3,827	1.49	15	4,245	2.04
<b>Total</b>	<b>66</b>	<b>18,239</b>	<b>8.98</b>	<b>94</b>	<b>26,085</b>	<b>12.79</b>	<b>113</b>	<b>31,557</b>	<b>16.04</b>

\*The figures have been rounded up.

\*\*There was a relocation from Römerberg to Speyer at the end of 2021, so no electricity figures are available for 2020 and 2019.

## MEASURES TO REDUCE OUR TRANSPORT EMISSIONS

**We have identified our vehicle fleet, the journey to work, business trips and the transport of goods as significant, indirect consumption caused by our activities.**

Our continuous modernisation process, which is being controlled by the Biesterfeld Group fleet management team, is helping to keep the consumption figures for company vehicles and their CO<sub>2</sub> emissions as low as possible. The fleet currently consists of 87 company vehicles, which meet the latest standards and, as such, do not consume large amounts of petrol or diesel.

The CO<sub>2</sub> emission per company vehicle was around 4.2 tonnes, representing a small drop of around 8% compared to the previous year. The reduction in emissions is due to the lower number of company vehicles and the decreased frequency of journeys to work, which has dropped even more as a result of the remote working arrangements implemented during the pandemic and the fact that they are becoming more and more popular amongst employees.

#### BIESTERFELD GROUP FLEET 2021\*

Type of fuel	Total consumption in litres	Total consumption in megajoules	CO <sub>2</sub> emissions in t
Diesel	96,132	3,554,971	316
Petrol	16,135	534,661	46
<b>Total</b>	<b>112,267</b>	<b>4,089,632</b>	<b>362</b>

\*The figures have been rounded; all the vehicles permitted at the Hamburg headquarters site have been recorded.

The exhaust emissions produced by employees travelling to and from company sites are classed as indirect company emissions. Thanks to the favourable transport links around our company sites in Hamburg city centre, most employees are able to leave the car at home and get to work using public transport instead. To encourage this behaviour and grow the number of employees taking public transport to work, Biesterfeld pays an allowance to go towards the monthly costs charged by the HVV (Hamburger Verkehrsverbund, the Hamburg Public Transport Association).



### MEANS OF TRANSPORT FOR EMPLOYEES TRAVELLING TO WORK IN HAMBURG 2021\*

Many of our employees worked from home in 2021. This resulted in a drop of 3,0 tonnes of CO<sub>2</sub> emission compared to the previous year. It is also encouraging to see that a large number of employees switched from using their cars to get to work to using public transport instead this year. However, the absolute emission figures in each case cannot be compared to the previous year, since the emissions vary each year depending on how frequently employees travel to and from work, with significantly fewer staff actually in the office due to the pandemic.

Mode of transport	Outward and return journey in km per working day and employee*	CO <sub>2</sub> emissions in t per working year
Bicycle	10	0
Long-distance train	117	21
Car	48	70
Local public transport	38	101
<b>Total</b>	<b>–</b>	<b>192</b>

\*The figures have been rounded and state the average distance per working day and employee.

Business trips are a necessity within the Biesterfeld Group because we are an international company with subsidiaries all over

the world. We are making efforts to reduce these trips, while still maintaining all the contacts that are so vital to our business. The latest technologies and the growth in telephone and video conferencing are good alternatives to in-person meetings. Due to the COVID-19 pandemic, the number of business trips could be further reduced in 2021. Only essential business trips were approved. In taking this decision, the health of our employees and of all the other people involved was our top priority.

We have been using carbon offsetting for our business trips since 2016. Given the limited options to fly without the use of fossil fuels, we intend to offset the CO<sub>2</sub> emissions caused by our necessary business trips through a certified climate project. We have been supporting a well project in Malawi, which is benefiting both the environment and local communities, since 2016. Despite the low number of trips taken in 2021, we continued to offset our emissions.

### BUSINESS TRIPS ACROSS THE BIESTERFELD GROUP 2021\*

Aeroplane	Distance in km	CO <sub>2</sub> emissions in t per year
International flights	228,626	63
Domestic flights	53,802	16
<b>Total</b>	<b>282,428</b>	<b>79</b>

\*The figures have been rounded.



As a distributor and trading company, the transport of goods is part of our business model. Our operational business divisions are the link between the producer and the customer. In 2021 we managed to carry on growing our business, as we have done consistently for the past years, achieving an above-average increase this year. Our commercial success is also reflected in the increased transport of goods, which caused our total CO<sub>2</sub> emissions to rise compared to the previous year. We are always striving to improve the logistics of our supply routes and warehouses through optimisation programmes and well-thought-out route scheduling. This is why we managed to reduce our CO<sub>2</sub> emissions per euro of turnover for the transport of goods by around 13% compared to the previous year.

### TRANSPORT OF GOODS ACROSS THE BIESTERFELD GROUP 2021\*

Type of transport	Volume in t	Average distance in km	CO <sub>2</sub> emissions in t per year
Road transport	207,752	911	4,157
Inland waterways	32,575	152	3,243
Maritime shipping	24,596	6,875	6,931
Air freight	163	4,747	2,438
Rail transport	6,866	569	144
<b>Total</b>	<b>271,953</b>	<b>13,254</b>	<b>16,913</b>

\*The figures have been rounded; volume and distances have been calculated from the ERP system; the figures are based on deliveries that relate to Germany (incoming and outgoing).

In line with our company values as a family business, we ensure that we always act ethically and are aware of our responsibilities. Since our economic growth is linked to our indirect emissions, there is only so much we can do to keep them down. Nevertheless, we are always on the lookout for new ways of reducing our environmental footprint. Digitalising our processes is key to reducing the amount of paper we use and the associated waste. We are also saving on energy and emissions by harnessing innovative and efficient technologies.

Overall, our consumption figures have increased this year compared to 2020, but this is due to the growth in the transport of goods. In other respects we were able to reduce our absolute emissions everywhere. We are delighted that our employees are enthusiastically taking up our expanded and ongoing offer to work remotely, despite pandemic restrictions no longer being in place, as it is a great way to promote a healthy work-life balance.

Although we have successfully reduced our emissions (in both absolute and relative terms), we are aware of the effect that the pandemic has had on our employees, suppliers and customers. We cannot really compare our data from the pandemic period to that from previous years. To ensure we are well equipped to deal with the period after the end of the pandemic, we will develop our sustainability strategy and actively pursue various measures to bring our emissions down even further.

#### KEY ENVIRONMENTAL FIGURES 2021\*

compared to 2019 and 2020

Type of emissions	CO <sub>2</sub> in t 2021	CO <sub>2</sub> in t 2020	CO <sub>2</sub> in t 2019
<b>Scope 2</b>			
Energy consumed by headquarters	266	256	280
<b>Scope 3</b>			
Vehicle fleet	362	427	584
Employee journeys to work in Hamburg	192	195	330
Business trips	79	199	529
Transport of goods	16,913	14,735	16,788
<b>Total</b>	<b>17,812</b>	<b>15,812</b>	<b>18,591</b>

\*The figures have been rounded.

The calculations are explained below the corresponding tables on the previous pages.

Scope 2: The emissions resulting from the energy we use to run our building.

Scope 3: Emissions caused by our activities.



**THE DRIVING FORCE**

**BEHIND BIESTERFELD:**

**OUR EMPLOYEES**





## Teamwork = success

Every successful company embodies a specific corporate culture, to which each individual employee makes an active contribution. This enables the company to show the same face internally as it does to the outside world and to refine its own culture. Our employees have a responsible attitude and are committed to maintaining and further developing the Biesterfeld Group corporate culture.

Every employee in the Biesterfeld Group has a social responsibility to fulfil within their particular field of activity. It goes without saying for the Biesterfeld Group that we should always behave morally and ethically. A cornerstone of our sustainable economic growth is a culture in which all teams work together and everyone respects one another.

It is in our own interests to maintain a stable and diverse workforce within the Biesterfeld Group. We make sure that our potential new colleagues will be a good fit for the Biesterfeld culture during the recruitment process.

**WE SEE  
EVERY EMPLOYEE  
AS UNIQUE IN  
THEIR OWN WAY**



### **DIVERSITY AND EQUALITY ARE INTEGRAL TO BIESTERFELD**

As an international company, it goes without saying that we find all forms of discrimination unacceptable, whether on account of age, origins, gender or any other characteristic. We are committed to actively preventing such discrimination and promoting equality. We take this approach in line with international laws and with our values as a family company based in Hamburg. Our belief in openness, tolerance and respect for diversity is also embedded in our Code of Conduct, which sets out the basic principles of conduct that all our employees must follow.

For International Women's Day this year, for example, Biesterfeld launched the 'Women in Science' initiative to introduce inspiring women at the company and share their career experience. These women were able to use this format to give young female scientists the benefit of their experience and their advice.



Monja Lampert: *"My advice [...] is that you must realise you have the potential to be whatever you want to be. So don't hesitate to pursue your passion. If the existing structures or career models don't suit you, get creative and become a pioneer!"*



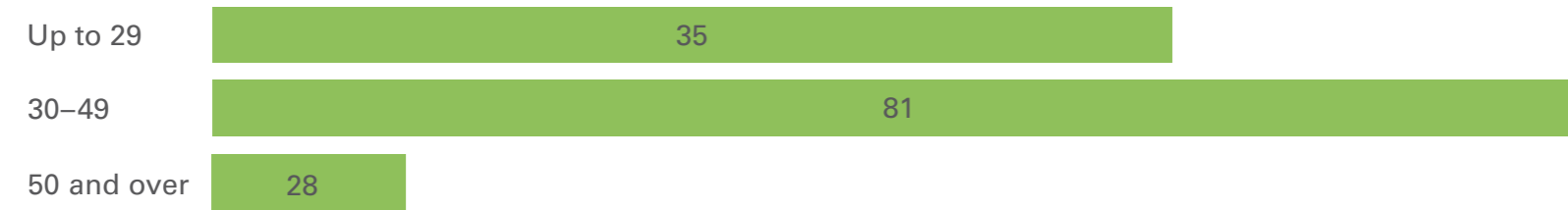
Anna Geffken: *"Stay focussed, believe in yourself and work hard."*



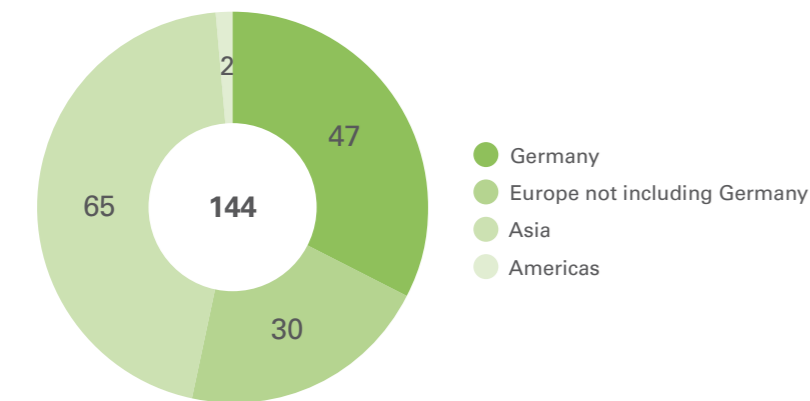
Jyle Cäcilie Garleff: *"My advice [...] is to build up a network early on, since problems are much easier to solve when you work as a team. I have always found that really helpful, both in my studies and in my career!"*



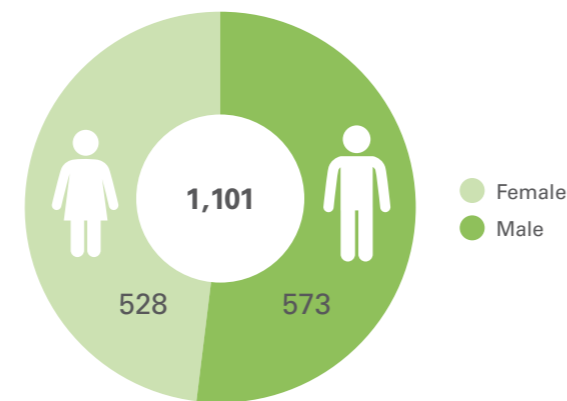
**NEW HIRES BY AGE GROUP 2021**



**NEW HIRES BY REGION 2021**



**EMPLOYEES BY GENDER 2021\***



\* We understand diversity not only in terms of nationality, but also gender. However, we have decided to record just two genders in this context so we can compare the figures with our data from previous years.

## THE BEST POSSIBLE SUPPORT FOR OUR EMPLOYEES DURING THE PANDEMIC

The COVID-19 pandemic has affected every one of us and changed how we live our lives – in some cases quite significantly. Based on our experience of this pandemic so far, we have redoubled our efforts to ensure that every Biesterfeld employee is able to protect their health in the best possible way and has access to good working conditions, even when they are not physically in the office. In addition to this, all employees worldwide received a tax-free lump sum to help them deal with the financial burden of the pandemic and to reward them for their great work in challenging conditions.

This has enabled the Biesterfeld Group to overcome the economic challenges of the COVID-19 pandemic, while also meeting its social responsibilities.

### REMOTE AND HYBRID WORKING

Arrangements for regular remote working, which were already in place prior to the COVID-19 pandemic, were expanded when the authorities brought in social distancing restrictions. All employees were given the option to work remotely every day, as protecting people’s health is always our top priority. We laid the necessary technical foundations and made appropriate mobile devices available for this way of working to be a success. To ensure employees felt as well supported as possible in their new

working environment, they were given recommendations and guidelines on how to use IT applications correctly and opportunities to work together virtually. An emergency and crisis manual described all the relevant guidelines, explained what to do in the event of an IT emergency and laid out a code of conduct.



**WE CARE  
ABOUT  
OUR STAFF'S  
WELL-BEING**



Once it became possible to return to the office, protecting the health of all our employees remained the top priority. Hygiene regulations and occupational safety rules were continuously adapted to the changing conditions. FFP2 masks and coronavirus tests were provided to all employees free of charge. Access to office spaces was regulated by appropriate controls and only granted to people who were vaccinated or had recovered or tested negative.

We also minimised travel as much as possible in a further effort to protect our employees and partners. Thanks to the latest IT technologies and collaboration software, which allowed us to have more frequent online meetings, we were able to replace a large number of face-to-face events with our partners with virtual ones. The positive effect that this switch had on the environment will remain and in future we will continue to keep our CO<sub>2</sub> emissions low by taking a responsible approach to business trips.



## PROMOTING THE HEALTH OF OUR EMPLOYEES

### **SOCIAL BENEFITS AT BIESTERFELD**

It is a key priority for us to consistently improve and actively promote our employees' health, safety and well-being. This includes occupational safety – we make sure that safety in our workplaces is always in line with the latest standards. Our health and safety representatives provide all employees with appropriate information and training in the form of Intranet posts or online briefings. Since there has again been more remote working this year due to the COVID-19 pandemic, we have helped our employees by giving them information and tips on how to create a safe and healthy working environment in their own homes.

We offer an annual ophthalmic exam at our headquarters in Hamburg and bear the costs if special glasses are recommended for screen work. Biesterfeld, together with the company doctor, also offers every employee at the Hamburg site a flu jab every year. We were also quick off the mark to order approved COVID-19 vaccines and all employees were able to get advice on vaccines and the jab itself from the company doctor. These services are offered free of charge and are optional. The flu jab was particularly popular this year, and we are delighted to play our part in offering our employees this protection every year.

### **TEAM SPIRIT, SPORT AND WELL-BEING AT BIESTERFELD**

To encourage all teams at Biesterfeld to work together in harmony, we host a wide range of activities outside of the office too. This promotes dialogue and mutual understanding, while also providing an outlet to relieve any stress encountered in day-to-day work. By regularly taking part in a wide range of sporting events, our employees show their team spirit and tackle whatever challenges come their way together. For the headquarters in Hamburg, these events include runs such as the Hamburg MOPO team relay race, the Hamburg triathlon and the Hamburg Cyclastics. But Biesterfeld also supports its employees to participate in regional sporting events at all other sites too, whether by organising them, providing professional equipment or covering entry fees. The pandemic put a stop to many sporting events, such as our bowling evenings, but they are set to get going again as the pandemic levels out.

**A GOOD BALANCE IS NON-NEGOTIABLE FOR US**



In addition to sporting activities and discounts at local fitness studios, employees also always have access to various hot and cold drinks in the office, free of charge. The company also takes care of the lunch breaks. An external canteen near the headquarters in Hamburg serves up fresh, healthy and varied dishes to our employees at a reasonable price. The food there is subsidised by over 50%, meaning that all staff can eat good-value, high-quality food before returning to work well fortified. Even though many of these services could not be used fully when the pandemic hit, we maintained the contracts. This meant they were all good to go again straight away, with the appropriate hygiene conditions in place, as soon as the rules permitted.

We regularly arrange little surprises for our employees too. For example, we provide extra refreshing drinks or vitamin-rich smoothies in the office kitchen fridges at Hamburg headquarters on very hot days, so our employees can refresh themselves and recharge their batteries.

**BIESTERFELD #HEALTHFORYOU**

We have created the #Healthforyou campaign as a way to help improve our employees' health. Intranet articles with the #Healthforyou hashtag deal with various topics, but all of them concentrate on giving employees information and advice on how they can live a healthy lifestyle. Along with recipe ideas, information on healthy eating and exercise, there has also been a health quiz with the opportunity to win some great prizes. Some articles are also shared in the kitchen areas at headquarters, sometimes with related snacks such as nuts or fruit. Other campaigns have focused on getting people out and about in the fresh air, such as the suggestion to go "forest bathing", an activity that has a positive impact on one's health and helps people to deal with stressful situations. All employees have also been given information outlining how to take a conscious approach to using digital media and tips on how to keep physically fit when their role is mostly sedentary or consists primarily of screen work.



**OUR SOCIAL BENEFITS AT A GLANCE**





## CONTINUOUS TRAINING AND EDUCATION

Taking on new ideas, practicing life-long learning and undertaking further training on an ongoing basis – these are the only ways to progress and innovate. That’s why we have developed a diverse programme of further training opportunities for all our employees worldwide, which includes virtual, hybrid and in-person formats.

All employees, irrespective of their department and area of responsibility, are informed about these opportunities on a regular basis and also invited to take part in specific training if the subject matter suits them. The programme extends far beyond the limits of specific disciplines and includes, for example, sessions about developing media literacy or improving one’s health by implementing stress or time management strategies. These sessions are led by both internal and external experts. In the interests of ensuring quality, participants fill in questionnaires afterwards to assess how the session leaders have done and help them to improve where necessary.

### LEARNING TOGETHER AND SHARING KNOWLEDGE

The skills that each individual brings to our company is what makes us extraordinary. **That’s why we specifically develop the potential within our employees.** Besides the comprehensive programme of further training opportunities that we make available to all our employees, we also offer special advanced training options to our specialists, talent and managers. After all, we want to promote our employees’ strengths at every level.

We have created three different formats to achieve this goal. Firstly, the **Biesterfeld Talent Circle**, which began in 2021. This initiative gave our colleagues at all our German sites the opportunity to apply to join the Circle with their innovative idea. Then, over the course of the one-year development programme, they were able to discuss various strategic topics and refine their idea at monthly events with managers and external consultants, as well as each other. This year’s participants will remain members of the programme even after their first year, with new colleagues whose ideas have seen them successfully apply to join the Biesterfeld Talent Circle being added next year. In 2022 the programme will be expanded to all Biesterfeld sites, in the interests of promoting international dialogue.

Secondly, as of this year, second- and third-level managers have the opportunity to apply for the **Biesterfeld Management Circle** development programme. This initiative is about joining the first management level for a period of one year by submitting a new idea for enhancing business relationships or optimising processes and organisational structures. By actively discussing key strategic decisions and getting to know how things are done in top management, these managers will be prepared for a potential role at the highest level of management. This development programme will include internal mentoring by a top-level manager of the participant’s choice and will also be accompanied by an external development programme.

And thirdly, **Meet the Manager** events have been taking place every quarter since 2021. These sessions see first-level managers answering questions from colleagues. After registering via our Intranet, colleagues can ask representatives from our German top management teams questions about any strategic or operational topics, but also about their own careers, so as to gain both professional and personal insights. These events are set to continue in 2022 and, in subsequent years, will be expanded to include managers outside of Germany too.





### OUR YOUNG TALENT WILL SHAPE OUR FUTURE

We also offer attractive and varied opportunities to individuals at the start of their working lives. They can start their professional career at the Biesterfeld Group by undertaking in-company training, a work-study programme, a traineeship or an internship. Each programme covers different areas of activity in which our international company is involved. Each business division has two contacts for trainees and there are also designated contacts from HR and the specialist departments for the other programmes. We make no distinction between employees who are new to Biesterfeld and those who have been with us for longer. From the outset, we treat young talent as fully fledged employees and get them involved in our business activities. They accompany colleagues on visits to customers and suppliers, for example, take part in trade fairs and events, and run their own small projects. This all gives them a great insight into what an international company does and how it operates, teaching them to take on responsibility step by step.

The huge interest shown in us by young people who want to start their professional careers here confirms we are doing the right thing as a company by providing training and supporting young



talent in the long term. Taking the annual average for 2021, we had 16 apprentices, two trainees and four students following work-study programmes.

### EMPLOYEE STATISTICS 2021

By employment contract*	Female	Male	Total	Headcount in %
Fixed-term contract	12	20	32	2.9
Permanent contract	516	553	1069	97.1
Parental leave*	Female	Male	Total	Headcount in %
Entitled to parental leave	25	7	32	3.1
Actually taken	23	5	28	2.7
Returned to the workplace with at least 12 months of employment	6	4	10	0.9
Rate of return during the reporting period	100%	100%		
Trainees**	Female	Male	Total	
Trainees taken on	2	1	3	

\* Figures apply to the sites covered in this report.  
 \*\* Figures apply to Germany only.



**OPEN AND TRANSPARENT  
OUR  
REPORTING METHOD**



The idea of “sustainability” is always evolving and we can only advance it further by working together.

Our goal every single day is to meet and even exceed the expectations of our employees and business partners. As a family company with a long history, it is embedded in our corporate culture to be dependable and responsible in everything we do.

As an international company, we see it as our duty to act sustainably at both a global and a local level. That’s why we also encourage our suppliers and customers to take the initiative at their end and commit, just as we have done, to protecting the environment, conserving resources and respecting human and labour rights.

When we joined the **UN Global Compact, the world’s largest sustainability initiative, in 2014**, it was a clear indication of how we viewed our work on sustainability. Our ambitious goals are in line with the applicable environmental and social standards. We are transparent about letting our stakeholders know how we have been getting on in our annual sustainability report. In this report, we explain our basic beliefs, such as respecting and upholding human rights; taking a responsible and respectful approach to our employees; and using technology efficiently to meaningfully reduce our carbon footprint.

This Biesterfeld sustainability report has been created with reference to the guidelines of the Global Reporting Initiative (GRI), which is the world leader in sustainability reporting. The GRI allows companies to handle information transparently using clearly defined indicators and to ensure consistent comparability of that information based on a globally recognised standard. The Core option we have selected includes all the key elements and indicators that a company must record and disclose to ensure it is being governed sustainably. These disclosures indicate how the company is performing from an economic, environmental, social and management perspective. We provide these disclosures in line with the ten principles of the United Nations that deal with human rights, labour standards, environmental protection and anti-corruption. The previous report covers the financial year 2020.

## THE TEN PRINCIPLES

### Principles of the United Nations Global Compact

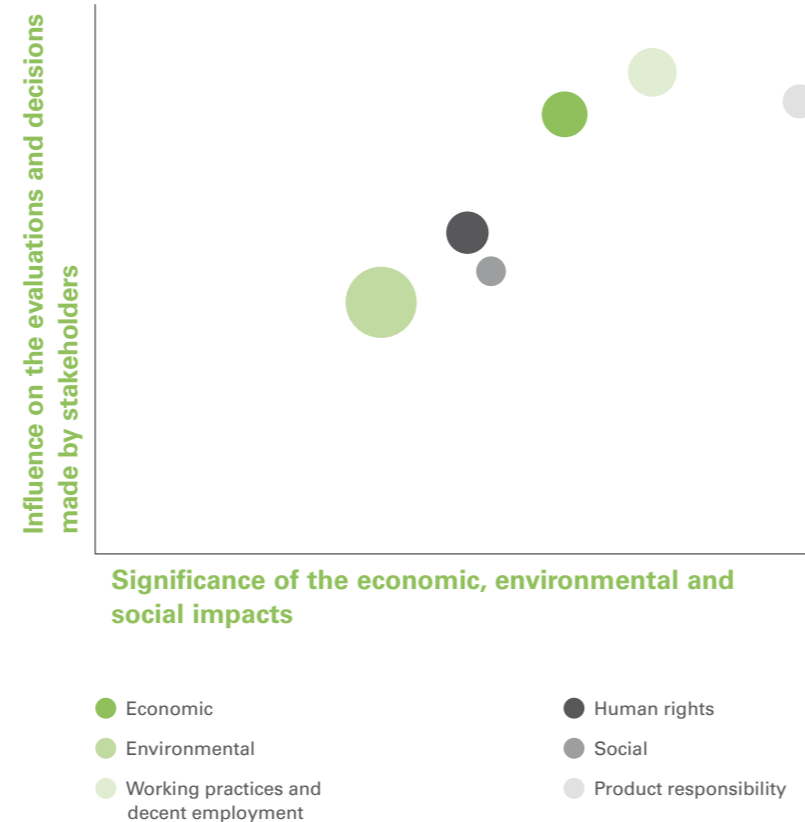
<b>PRINCIPLE 1</b>	Businesses should support and respect the protection of internationally proclaimed human rights.
<b>PRINCIPLE 2</b>	Businesses should make sure that they are not complicit in human rights abuses.
<b>PRINCIPLE 3</b>	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
<b>PRINCIPLE 4</b>	Businesses should uphold the elimination of all forms of forced and compulsory labour.
<b>PRINCIPLE 5</b>	Businesses should uphold the effective abolition of child labour.
<b>PRINCIPLE 6</b>	Businesses should uphold the elimination of discrimination in respect of employment and occupation.
<b>PRINCIPLE 7</b>	Businesses should support a precautionary approach to environmental challenges.
<b>PRINCIPLE 8</b>	Businesses should undertake initiatives to promote greater environmental responsibility.
<b>PRINCIPLE 9</b>	Businesses should encourage the development and diffusion of environmentally friendly technologies.
<b>PRINCIPLE 10</b>	Businesses should work against corruption in all its forms, including extortion and bribery.





### MATERIALITY ANALYSIS

A materiality analysis allows us to clearly illustrate the indicators that have been evaluated individually. These indicators have been grouped into various categories. The circles represent the number of indicators in each category. The X axis indicates the significance of the category in terms of its economic, environmental and social impacts. The Y axis shows how much influence the category has on the evaluation made by our stakeholders. The X and Y values for the categories are calculated from the average value of the individual indicators we have evaluated. For example, according to our assessment, the “Working practices and decent employment” category has a major influence on the evaluation made by our stakeholders, since it has been evaluated as having a relatively high value despite the limited number of indicators. “Product responsibility” also has a major influence on our stakeholders, as well as being very significant in terms of its economic, environmental and social impacts.



### LIST OF SPECIFIC DISCLOSURES

ECONOMIC	
Aspect: Economic performance	
201-1	Direct economic value generated and distributed
201-2	Financial and other risks and opportunities for the organization’s activities due to climate change
ENVIRONMENTAL	
Aspect: Energy	
302-1	Energy consumption within the organization
302-3	Energy intensity
302-4	Reduction of energy consumption
Aspect: Emissions	
305-3	Other indirect emissions

SOCIAL	
Sub-category: Working practices and decent employment	
Aspect: Employment	
401-1	Total number and rate of new employee hires as well as employee turnover by age group, gender and region
401-2	Benefits provided to full-time employees
401-3	Rate of return to the workplace and rate of retention after parental leave by gender
Aspect: Training and education	
404-2	Programs for managing skills and life-long learning

 **OUR NEXT SUSTAINABILITY REPORT WILL APPEAR IN 2023**



## GRI CONTENT INDEX

This sustainability report has been created with reference to the GRI Standard, “Core” option. It has been validated internally and not subjected to any external review.

GRI Standard	Designation	Page/URL	Omission	Comment
<b>GRI 101: Foundation 2016</b>				
<b>GENERAL DISCLOSURES</b>				
<b>GRI 102: General Disclosures 2016</b>	102-1 Name of the organization	Page 5 Page 21		
	102-2 Activities, brands, products, and services	Page 10–15		
	102-3 Location of headquarters	Page 21 Page 82		
	102-4 Location of operations	Page 20–21		
	102-5 Ownership and legal form	Page 12–14 Page 82		
	102-6 Markets served	Page 10–15 Page 20–21		
	102-7 Scale of the organization	Page 28–29		
	102-8 Information on employees and other workers	Page 58 Page 67		
	102-9 Supply chain	Page 10 Page 11		

102-54, 102-55, 102-56

GRI Standard	Designation	Page/URL	Omission	Comment
Continued <b>GRI 102:</b> <b>General Disclosures 2016</b>	102-10 Significant changes to the organization and its supply chain	Page 24–27 Page 38–43		
	102-11 Precautionary Principle or approach	Page 30–33		
	102-12 External initiatives	Page 19 Page 39–41		
	102-13 Membership of associations	Page 19 Page 39–41		
	102-14 Statement from senior decision-maker	Page 6–7		
	102-15 Key impacts, risks, and opportunities	Page 16–19 Page 24–27 Page 36–38		
	102-16 Values, principles, standards, and norms of behavior	Page 10 Page 30–33 Page 36–37		
	102-17 Mechanisms for advice and concerns about ethics	Page 30–33		
	102-18 Governance structure	Page 12–14		
	102-40 List of stakeholder groups	Page 18		
	102-41 Collective bargaining agreements	Page 56 Page 61–63		
	102-42 Identifying and selecting stakeholders	Page 16–19		



GRI Standard	Designation	Page/URL	Omission	Comment
Continued <b>GRI 102:</b> <b>General Disclosures 2016</b>	102-43 Approach to stakeholder engagement	Page 16–19		
	102-44 Key topics and concerns raised	Page 16–19 Page 72		
	102-45 Entities included in the consolidated financial statements	Page 20–21 Page 70–73		
	102-46 Defining report content and topic Boundaries	Page 70–73		
	102-47 List of material topics	Page 70–73		
	102-48 Restatements of information	Page 5 Page 70–73		
	102-49 Changes in reporting	Page 5 Page 70–73		
	102-50 Reporting period	Page 5		
	102-51 Date of most recent report	Page 70		
	102-52 Reporting cycle	Page 70		
	102-53 Contact point for questions regarding the report	Page 82		
	102-54 Claims of reporting in accordance with the GRI Standards	Page 75		
	102-55 GRI content index	Page 75–81		
	102-56 External assurance	Page 75		



GRI Standard	Designation	Page/URL	Omission	Comment
<b>MATERIAL TOPICS</b>				
<b>Economic performance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Page 10–14		
	103-2 The management approach and its components	Page 10–14		
	103-3 Evaluation of the management approach	Page 10–14		
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	Page 28–29		
	201-2 Financial implications and other risks and opportunities due to climate change	Page 24–29 Page 42–43		
<b>Environmental Performance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Page 46 Page 52		
	103-2 The management approach and its components	Page 46 Page 52		
	103-3 Evaluation of the management approach	Page 46 Page 52		

GRI Standard	Designation	Page/URL	Omission	Comment
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	Page 47–48		
	302-3 Energy intensity	Page 47–48		
	302-4 Reduction of energy consumption	Page 47–48		
	302-5 Reductions in energy requirements of products and services	Page 47–48 Page 51		
	<b>GRI 305: Emissions 2016</b>	305-2 Energy indirect (Scope 2) GHG emissions	Page 47–48 Page 52–53	
305-3 Other indirect (Scope 3) GHG emissions		Page 49–53		
<b>Social Performance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Page 56–57		
	103-2 The management approach and its components	Page 56–57		
	103-3 Evaluation of the management approach	Page 56–57		
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Page 58		



GRI Standard	Designation	Page/URL	Omission	Comment
Continued <b>GRI 401: Employment 2016</b>	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 61–63		
	401-3 Parental leave	Page 67		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Page 56–57		
	103-2 The management approach and its components	Page 56–57		
	103-3 Evaluation of the management approach	Page 56–57		
<b>GRI 403: Occupational health and safety 2018</b>	403-1 Occupational health and safety management system	Page 30–33 Page 59–63		
	403-2 Hazard identification, risk assessment, and incident investigation	Page 30–33		
	403-3 Occupational health services	Page 60–61		
	403-4 Worker participation, consultation, and communication on occupational health and safety	Page 30–33 Page 59–63		
	403-5 Worker training on occupational health and safety	Page 59 Page 62 Page 64		



GRI Standard	Designation	Page/URL	Omission	Comment
Continued <b>GRI 403: Occupational health and safety 2018</b>	403-6 Promotion of worker health	Page 59–63		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 30–33		
	403-8 Workers covered by an occupational health and safety management system	Page 59–63		
<b>GRI 404: Training and Education 2016</b>	404-2 Programs for upgrading employee skills and transition assistance programs	Page 64–66		

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102-3, 102-5, 102-53



Responsible Care -  
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