



**SUSTAINABILITY REPORT**

УСТОЙЧИВОСТЬ  
SÜRDÜRÜLEBİLİRLİK

2020

UDRŽITELNOST  
HÅLLBARHET  
DURABILITÉ

可持續性  
SOSTENIBILIDAD

SOSTENIBILITÀ  
ODRŽIVOST  
NACHHALTIGKEIT

ZRÓWNOWAŻONY  
ROZWÓJ

# CONTENTS

<b>About this report</b>	<b>4</b>	<b>Our environmental responsibility</b>	<b>46</b>
		How we reduce our energy consumption	49
<b>Foreword</b>	<b>6</b>	How we reduce our emissions	50
<b>From Hamburg out into the world – we are Biesterfeld</b>	<b>8</b>	<b>Our staff</b>	<b>54</b>
Our business model	10	Biesterfeld social benefits	58
Our areas of business	12	Continuous training and education	61
Our stakeholders	16		
Our locations	20	<b>Our reporting method</b>	<b>64</b>
A review of our history	22		
Facts and figures	24	<b>GRI content index</b>	<b>71</b>
Compliance	30		
<b>Our sustainability concept</b>	<b>34</b>	<b>Publication details</b>	<b>78</b>
Sustainability progress	38		
Our sustainability objectives and strategies	44		



**114-YEAR FAMILY TRADITION**  
INTERNATIONAL AT OVER 30 LOCATIONS  
**930 EMPLOYEES**  
OVER 50 RENOWNED PARTNERSHIPS  
**6 AREAS OF BUSINESS**

## ABOUT THIS REPORT

The Sustainability Report of the Biesterfeld Group covers the developments in 2020 and applies to the whole Group. It serves as a separate, non-financial Group report and describes the company's responsible conduct and commitment on a global level.

**In the following pages, the Biesterfeld Group presents all the sustainability-relevant data and key figures transparently and comprehensively for direct and indirect stakeholders.**

The report shows the Progress Report according to the **United Nations Global Compact** and is based on the **Core option of the latest framework of the internationally recognised Global Reporting Initiative (GRI), the so-called GRI Standards**. This ensures transparent presentation and comparability of data and evaluations through the years. We use the **emissions factors from the**

**GEMIS database** (GEMIS: Global Emission Model for Integrated Systems), which was created by the German Environment Agency (UBA) in collaboration with the German Öko-Institut.

In this year's report, we have documented our sustainability management and its extension to our branches in the Czech Republic and Hungary. For a detailed list of our locations included in the 2020 report, see page 20 – Our locations. Centrally controlled processes and products are applied throughout the Biesterfeld Group.

For ease of readability, we generally use the male form in this report when designating groups of persons and occupations. It goes without saying that we are always addressing all sexes equally.





Thomas Arnold, Chairman of the Board

## DEAR READERS,

The Covid-19 pandemic has made us aware of the interdependencies of the global economic system and the socioeconomic challenges – proof enough of how important it is to push ahead with the sustainability agenda.

And that is what we have done over the last two years, because sustainability is a central guiding principle for all our activities as a global company. Trust, responsibility and commitment are core values of the Biesterfeld Group.

2020 was marked by the special challenges of the pandemic. It has had a worldwide impact and made huge demands on our company and the lives of every individual. Our crisis management has worked outstandingly. Even though there is no substitute for face-to-face conversations with each other and with our partners and customers, the switch to purely digital communication has gone very well. We were able to help our partners who had to convert their production at short notice by providing them with a smooth supply of products, for the manufacture of respirators, for example. We are continuing with mobile

working – as a modern employer and distribution company, we aim to further reduce our CO<sub>2</sub> emissions from business travel.

In addition, we are using our core competence as a solution provider to support our customers with developing and producing sustainable products. Our clear objective is to continue expanding our portfolio of sustainable raw materials in close cooperation with our suppliers. Moreover, we are actively committed to environmental protection – in the shape of the international Operation Clean Sweep initiative for plastic-free oceans and a climate protection project in Malawi.

At Biesterfeld, sustainability is also closely linked to our 114-year tradition as a family business. Our owner family thinks in terms of generations. We are socially committed and regard our staff as colleagues because we know everyone has their strengths, and only together are we strong. For this reason, a wide-range of social benefits, a health and sports package and joint activities are key to our company philosophy. We want to work together and learn from each other, since innovation and ideas are only generated through joint efforts. This is demonstrated impressively by our Biesterfeld Innovation Award, which was first launched in 2019.

Dear readers, the pandemic is still leaving its mark, but things are looking up. Climate change is omnipresent and the demands to be met by sustainable management remain high. It is thanks to our partners and customers, but most notably our fantastic staff, that we were able to press ahead with our sustainability activities, especially during this reporting period. We

are a diverse group, with more than 100 nations working globally across all business sectors every day, with a passion to achieve our goals in all three areas, commercially, environmentally and socially. Our staff are the heart of our company, so I would like to express my sincere thanks for their tremendous commitment, especially in these challenging times.

As a responsible family business, we shall continue to develop our commitment to sustainability in the future as a team in dialogue with our stakeholders.

I hope you enjoy reading our seventh sustainability report.

Thomas Arnold

VALUE ADDED  
IS THE FRUIT OF  
VALUING OTHERS





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

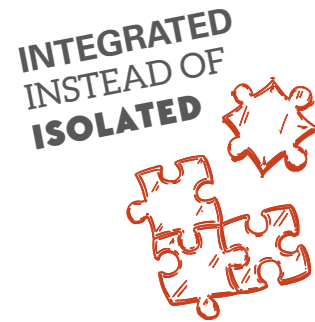
# OUR BUSINESS MODEL

We combine tradition with innovation.

**The Biesterfeld Group has a corporate history stretching back more than 114 years.**

As successful distributors of plastics, rubbers, base and speciality chemicals worldwide, we offer our customers not only a wide-ranging product portfolio, but also advice on complex applications and problem-solving expertise – in keeping with the slogan: Competence in Solutions.

In the face of growing complexity and demands, the problem-solving skills, know-how and years of experience of our staff are the key to our success.



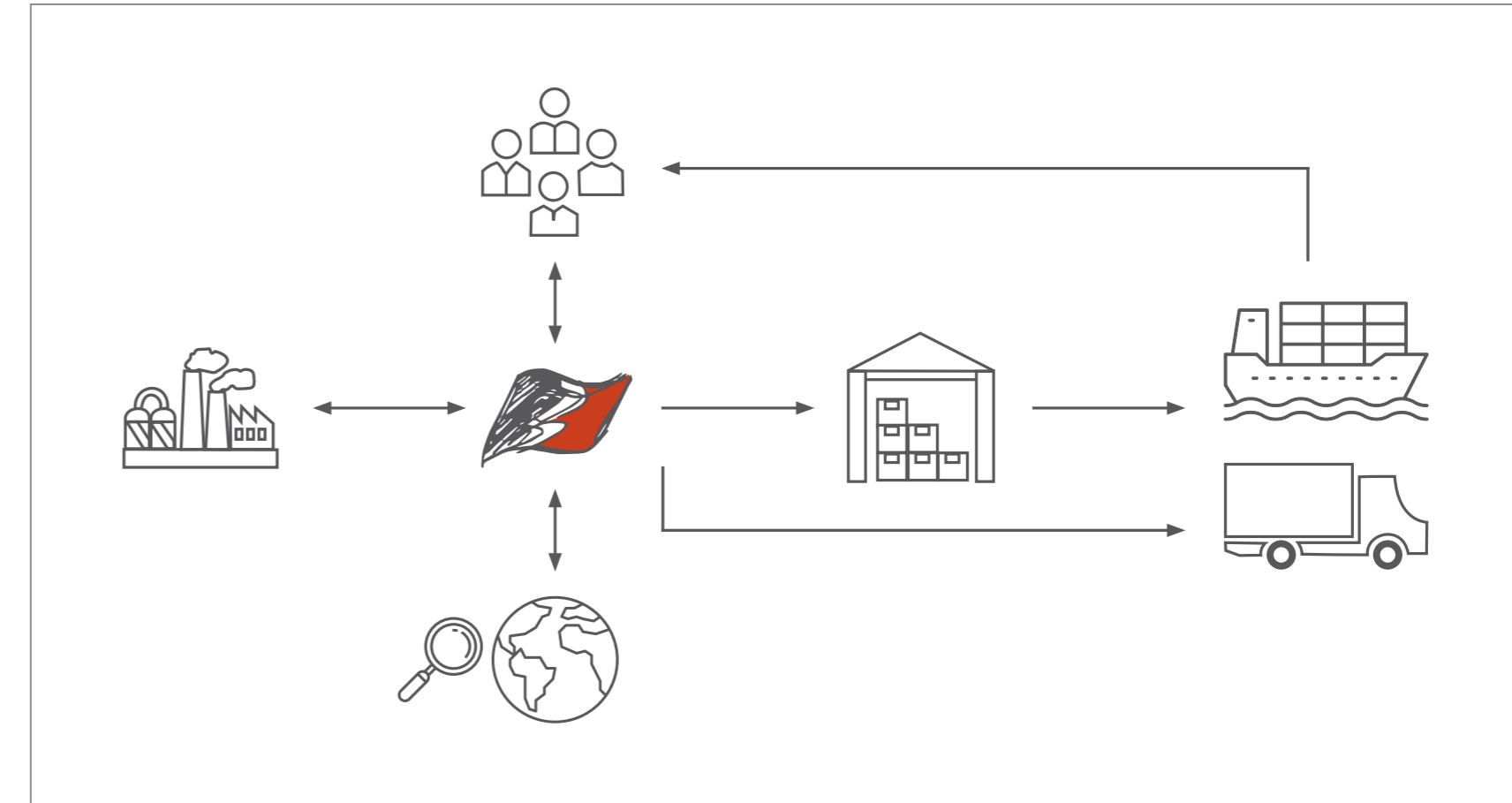
**For us, it is especially important that we uphold values such as trust, responsibility and commitment.**

Mutual trust between staff, suppliers and customers is essential and requires daily work in order to be maintained. Meeting the associated commitments and acting responsibly plays a crucial role. As a family business, we consistently fulfil our obligation, as employer and partner, to meet the standards that we set ourselves and that others expect of us. In doing so, we are always looking to the future and acting sustainably.

We obtain our products from well-respected producers with whom we have exclusive contracts in some cases. This enables us to always supply our customers with high-quality products. We deliver raw materials direct at the agreed time or provide intermediate storage. Direct customer contact helps us to respond in detail to specific customer requirements. We see ourselves as idea generators, advising on new technical developments, and always managing to find the right solutions and answers to customer queries.

**We are always looking for sustainable products that we can add to our portfolio.** By working closely with our producers and customers, we can respond more quickly to economic developments in the market. We pass on customers' wishes and requirements to our producers and support them in developing and optimising products with regard to sustainability. In our sales activities, we ensure that statutory and political requirements are complied with for all orders and deliveries.

## OUR SUPPLY CHAIN



## OUR AREAS OF BUSINESS



The defining characteristics of the Biesterfeld Group are years of market and product experience, solid expertise and partnerships with customers and suppliers based on trust.

**The distribution of plastics, rubbers, basic and speciality chemicals is managed by experienced staff from over 30 locations.** The Group is comprised of four operating divisions and two service companies, each with its own specialisation.

Biesterfeld Plastic is the Group's largest **division. Around 335 employees are engaged in the continuous development of Biesterfeld Plastic, as one of the leading distributors for plastics and additives in Europe, North Africa, Latin America and the CIS region.** Through long-standing, mostly exclusive distribution partnerships with global market leaders in the plastics industry, the division offers its customers a virtually complete and homogeneous product portfolio internationally. A wide range of services, such as technical development consulting and tailored logistics solutions, are provided by a comprehensive, decentralised infrastructure with personal contacts locally.

**STRONG INDIVIDUALLY,  
UNBEATABLE  
TOGETHER**

The product portfolio includes plastics and additives for industries such as mobility, pharmaceuticals and healthcare, industrial goods, construction and coatings, packaging, household and consumer goods as well as the electrical, electronic and energy industries.

**Biesterfeld Spezialchemie** is an internationally leading distributor of products and solutions in the speciality chemicals and food sectors. The Group's second-largest division, its special attributes are solution-based applications expertise, high capacity for innovation and formulation know-how. Around 330 employees develop customised solutions, and also ensure an innovative product range and continuous supply availability from regional warehouse locations.

The wide-ranging product portfolio, which is characterised by long-term cooperation with leading suppliers worldwide, focuses on the requirements of selected industries such as cosmetics, healthcare, paints and coatings, fibre composites, construction, adhesives, lubricants, food and electronics and energy.



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Our third division, **Biesterfeld International** offers global distribution of base chemicals and specialities. Around 80 employees provide expert and customer-focused services in the fields of application consulting, product development, logistics and financing. Local presence for customers and suppliers as well as long-term partnerships are this division's key features. Biesterfeld International's portfolio includes commodities and specialities in the areas of industrial chemicals, pesticides and fertilisers, salts, pharmaceutical raw materials and active ingredients, feed and food additives.

**Biesterfeld Performance Rubber**, established in 2016, focuses on the international distribution of synthetic rubbers, high-quality silicone and fluorosilicone rubber compounds, carbon black, high-performance polymers and relevant additives. Its business activities revolve around application technology consulting for the rubber processing industry and development of innovative local customer solutions, provided by around 30 qualified employees.



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The operating divisions are continuously supported by the two Biesterfeld service companies:

The employees of **Biesterfeld ChemLogS** are responsible for compliance, sustainability, QSHE (Quality, Safety, Health & Environment) in the international chemical trade, REACH (European Regulation for the Registration, Evaluation, Authorisation and Restriction of Chemicals) as well as customs and export controls and assisting the management systems. They support the whole Group with their specialist knowledge and expertise, and ensure daily implementation of national and international standards, regulations and internal guidelines in order to guarantee the smooth running of all Biesterfeld's business processes and compliance with international norms.

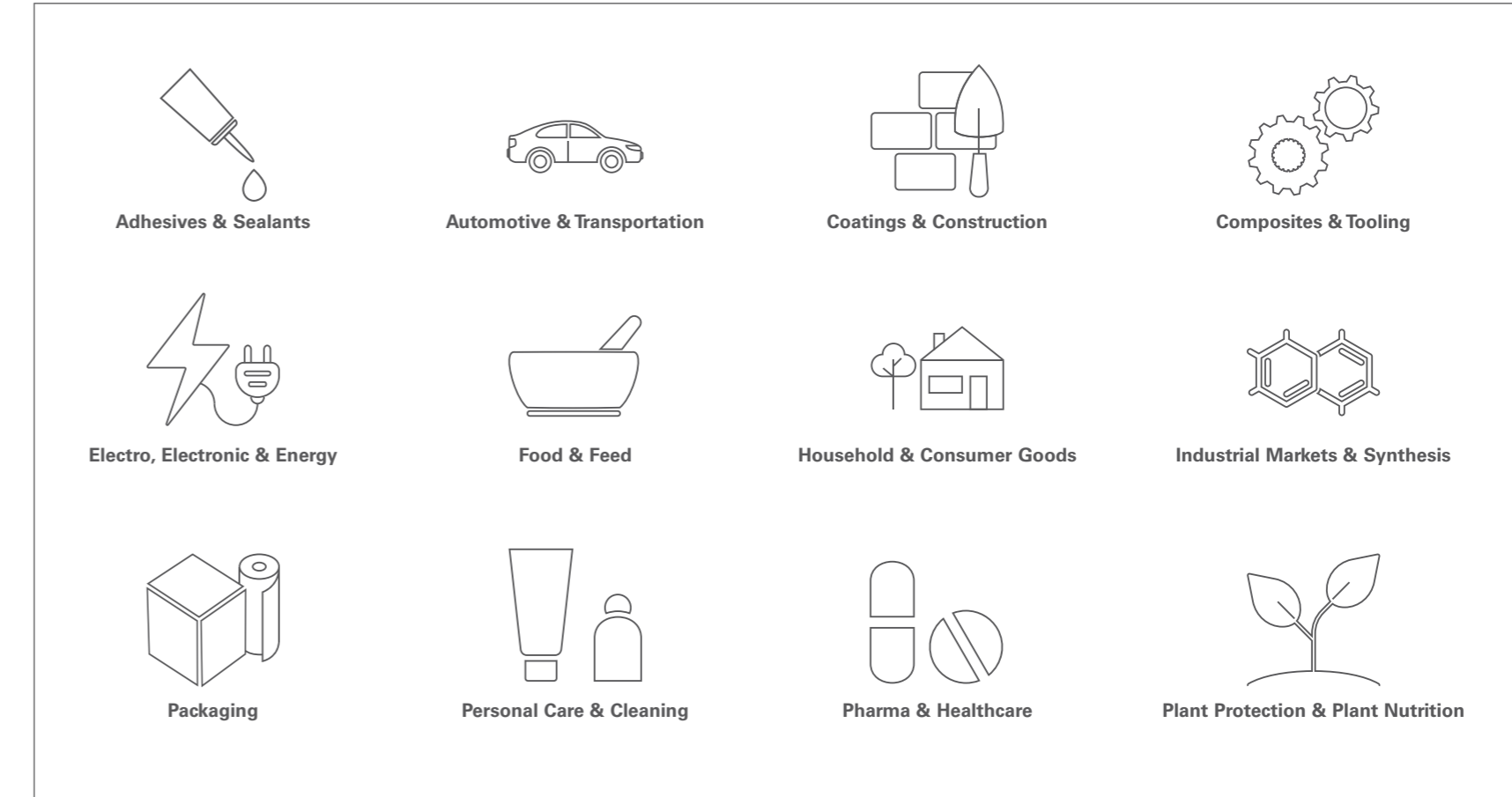


As a full-service IT provider, **BIT-SERV** specialises in the development, implementation and operation of business applications. BIT-SERV provides active support to our business divisions, with particular focus on SAP® ERP applications, in-house CRM developments, web developments and system technology. The company employs more than 30 specialists with many years of experience and wide-ranging expertise in industry-specific applications. The principle objective of these employees, who combine the roles of consultants, designers and project managers, is to offer a stable, solution-oriented and user-friendly IT service. Their range of services is tailored to the needs of small and medium-sized companies and is subject to strict security guidelines.



The divisions and service companies operate jointly under the umbrella of Biesterfeld AG. As a holding company, it provides the framework for the Group's business development and assumes key strategic and management functions, for example in the areas of finance, accounting, HR & legal as well as communication and marketing.

## OUR CLIENT INDUSTRIES





# OUR STAKEHOLDERS

In addition to taking action, another key element of our sustainability strategy is communication.

By engaging directly with stakeholders, we can adapt to new market requirements and understand and meet the demands placed on us. We therefore encourage dialogue with all our stakeholders and we use various means and channels of communication to reach all of them in the best possible way.

**We are convinced that sustainability can only be achieved if everyone involved pulls together.** That's why we also strongly encourage our suppliers and partners to seize the initiative and commit to conserving the environment and natural resources as well as protecting people and their working rights, just as we do. Regular communication and a pro-active information policy on the company's sustainable development are essential for the Biesterfeld Group because our aim is to always act in a discerning and responsible manner.

As an employer, we seek direct and regular interaction with our staff, who are among our most important direct stakeholders. Their commitment and trust enable us to achieve our goals. Therefore, it is very important for us to meet their needs and provide stability as an employer. We achieve this through regular staff appraisals, open Q & A sessions and surveys, for ex-

ample. It is in our interest to maintain long-standing employment relationships by ensuring fair and respectful interaction. **Our communication with each other worldwide is facilitated by our Biesterfeld intranet 'B Connect'.** In addition to topics such as balance sheets and planning for the financial years, current information on our business activities and company-related documents can be viewed there. Moreover, the intranet gives our staff the opportunity to swap experiences and information with each other and to share their business experiences with other employees around the world.

Customer satisfaction is very important to us, as it provides us with confirmation of the quality of the service we provide. Accordingly, fostering good relations with customers and building up trust through reliability and transparency is of the utmost importance to us.

We also find out what our customers' needs are through regular surveys and evaluations, and we are thus able to respond to requests in a more targeted manner. This also enables us to implement the latest market requirements in a timely manner. These dialogues and close direct contact generate valuable knowledge that we can share with our producers to drive sustainable product development.

To reach all our stakeholders simultaneously, we issue regular news and press releases, which are also published on our website. We inform them about current changes in the company, new and existing partnerships, product innovations and upcoming events. By providing central contacts for each product and/or

subject area, we enable interested parties to make specific enquiries and obtain answers. For example, we also offer a contact form on our website to cover all other issues. Besides communication via digital and print media and our website, we use the social network LinkedIn to share information. In this way, all followers and stakeholders have an insight into our company and always have the latest information on product and company news, events and job vacancies.

MUTUAL TRUST IS THE BASIS FOR A SUSTAINABLE RELATIONSHIP



We regularly inform our capital providers, including the Biesterfeld family, the banks and investors, about the financial status of the Biesterfeld Group. They are given information about business development and insights into the company's strategies. We remain in close contact with them and can thus build on a relationship of mutual trust. In addition, we publish the Biesterfeld Group's business results in the Bundesanzeiger (Federal Gazette) in accordance with German commercial legislation.

Customer acquisition and networking are achieved by, for example, attending national and international trade fairs and relevant industry events and conferences. These present opportunities for us to receive questions, suggestions and requests, and in some cases to establish initial business contacts. Participants are able to speak with our experts in person and satisfy themselves of their expertise. After the outbreak of the Covid-19 pandemic, we cancelled participation in all face-to-face events in 2020 to protect our staff.

Many national and international face-to-face events were postponed until the following year by organisers due to the pandemic, but some were held digitally instead. Some events, such as the "Biesterfeld Technical Training" for our Swiss plastics team, have since been held digitally, which has met with great customer approval.



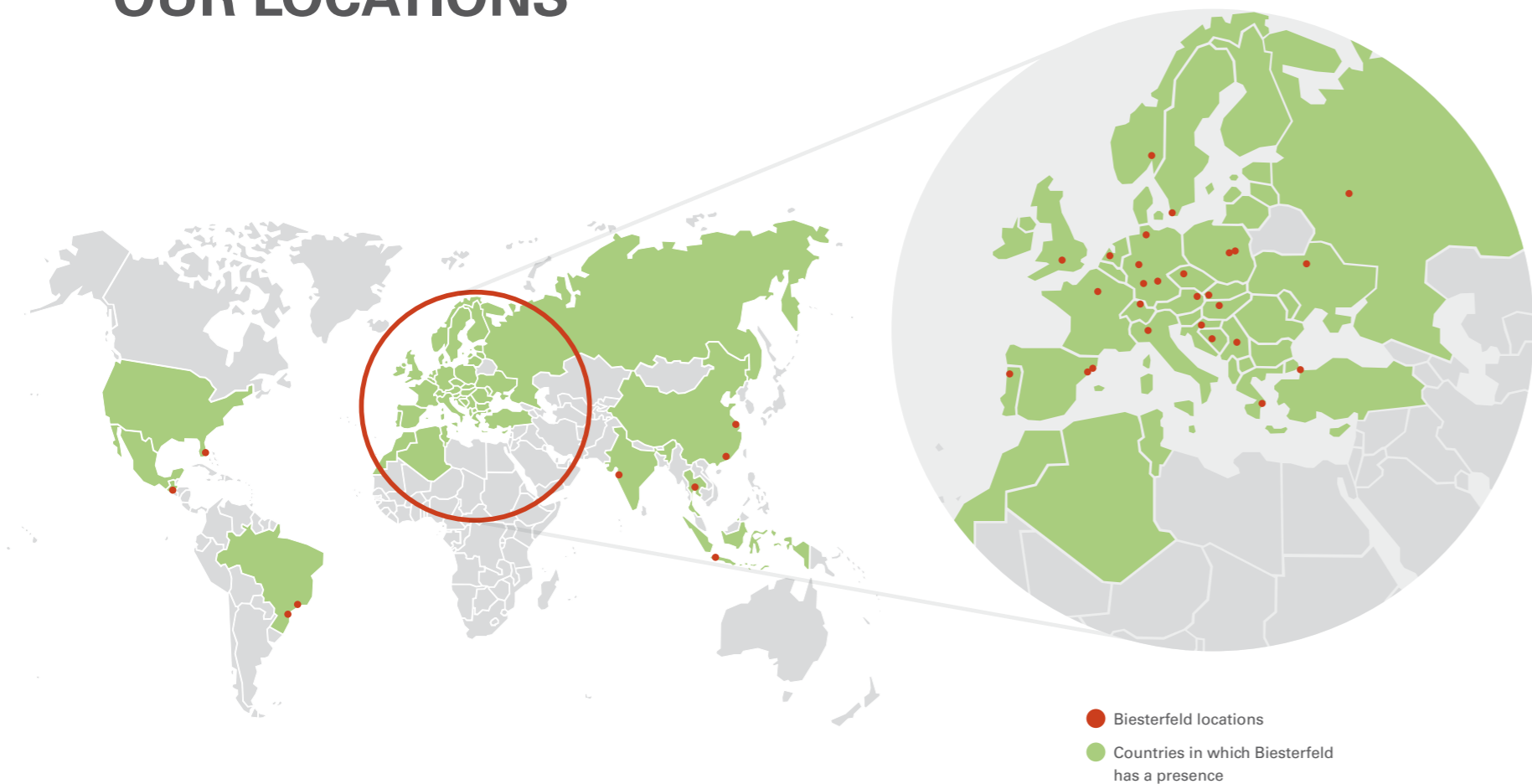
Another link in the information chain is our membership in chemical associations and initiatives. Through our active participation, we promote the exchange of experience and information with other member companies and gain an insight into the sustainable development of our business sector. We benefit from each other's experience on sustainable issues and make our voices heard to raise awareness of sustainability among our stakeholders. By participating in the Responsible Care programme of the German Chemical Trade Association (VCH) and the German Chemical Industry Association (VCI), we also ensure that the principles of responsible conduct are integrated in our corporate structure and that we continuously improve. For example, we submit our performance indicators annually and have ourselves audited by an external company at regular intervals.

### INITIATIVES:

- AGA employers' association
- FECC (European Association of Chemical Distributors)
- United Nations Global Compact
- VCI Association of the Chemical Industry
- VCH Chemical Distribution Association
- PlasticsEurope e.V.
- Operation Clean Sweep®



# OUR LOCATIONS



## Biesterfeld AG

Hamburg, HQ (DE)

### Biesterfeld Plastic

- Abingdon (GB)
- Athens (GR)
- Bailerup (DK)
- Barcelona (ES)
- Cologne (DE)
- Culemborg (NL)
- Florianópolis (BR)
- Hamburg (DE)
- Hamina (FIN)
- Istanbul (TR)
- Kyiv (UA)
- Liestal (CH)
- Malmö (SE)
- Milan (IT)
- Moscow (RU)
- Nuremberg (DE)
- Porto (PT)
- Römerberg (DE)
- Rueil Malmaison (FR)
- São Paulo (BR)
- Vienna (AT)
- Warsaw (PL)

### Biesterfeld Spezialchemie

- Barcelona (ES)
- Bratislava (SK)
- Budapest (HU)
- Grodzisk Mazowiecki (PL)
- Hamburg (DE)
- Istanbul (TR)
- Kyiv (UA)
- Liestal (CH)
- Milan (IT)
- Moscow (RU)
- Norrköping (SE)
- Parainen (FIN)
- Prague (CZ)
- Porto (PT)
- Rueil Malmaison (FR)
- São Paulo (BR)
- Vestby (NOR)
- Vienna (AT)
- Warsaw (PL)
- Zagreb (HR)

### Biesterfeld International

- Bangkok (TH)
- Guatemala City (GT)
- Hamburg (DE)
- Hong Kong (CN)
- Istanbul (TR)
- Jakarta (ID)
- Miami (US)
- Mumbai (IN)
- São Paulo (BR)
- Shanghai (CN)
- Warsaw (PL)

### Biesterfeld Performance Rubber

- Abingdon (GB)
- Athens (GR)
- Bangkok (TH)
- Barcelona (ES)
- Culemborg (NL)
- Florianópolis (BR)
- Hamburg (DE)
- Istanbul (TR)
- Kyiv (UA)
- Liestal (CH)
- Limhamn (SE)
- Milan (IT)
- Moscow (RU)
- Norrköping (SE)
- Parainen (FIN)
- Porto (PT)
- Prague (CZ)
- Römerberg (DE)
- Rueil Malmaison (FR)
- Saint Ouen l'Aumone (FR)
- São Paulo (BR)
- Vestby (NOR)
- Vienna (AT)
- Warsaw (PL)
- Zagreb (HR)

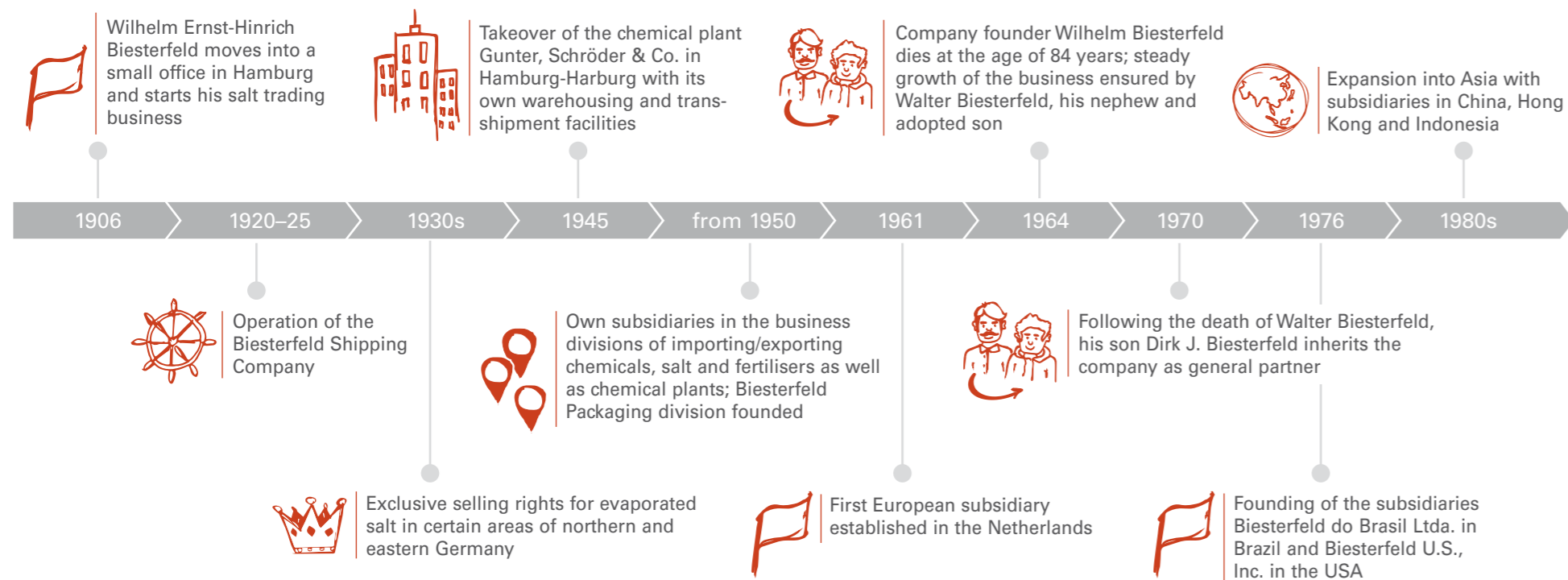
Biesterfeld locations included in this year's Sustainability Report

# A REVIEW OF OUR HISTORY

The story of the Biesterfeld Group began in Hamburg in 1906. Initially geared to the salt trade, the eponymous founder Wilhelm Ernst Hinrich Biesterfeld quickly proved his business acumen. For example, he obtained exclusive selling rights for evaporated salt in certain areas of northern and eastern Germany. As a result of this successful milestone, he set his sights shortly after on the chemical and fertiliser trade. The

new portfolio opened up further opportunities, which led to international expansion. Today, the Biesterfeld Group is an **international corporation with more than 30 companies worldwide.**

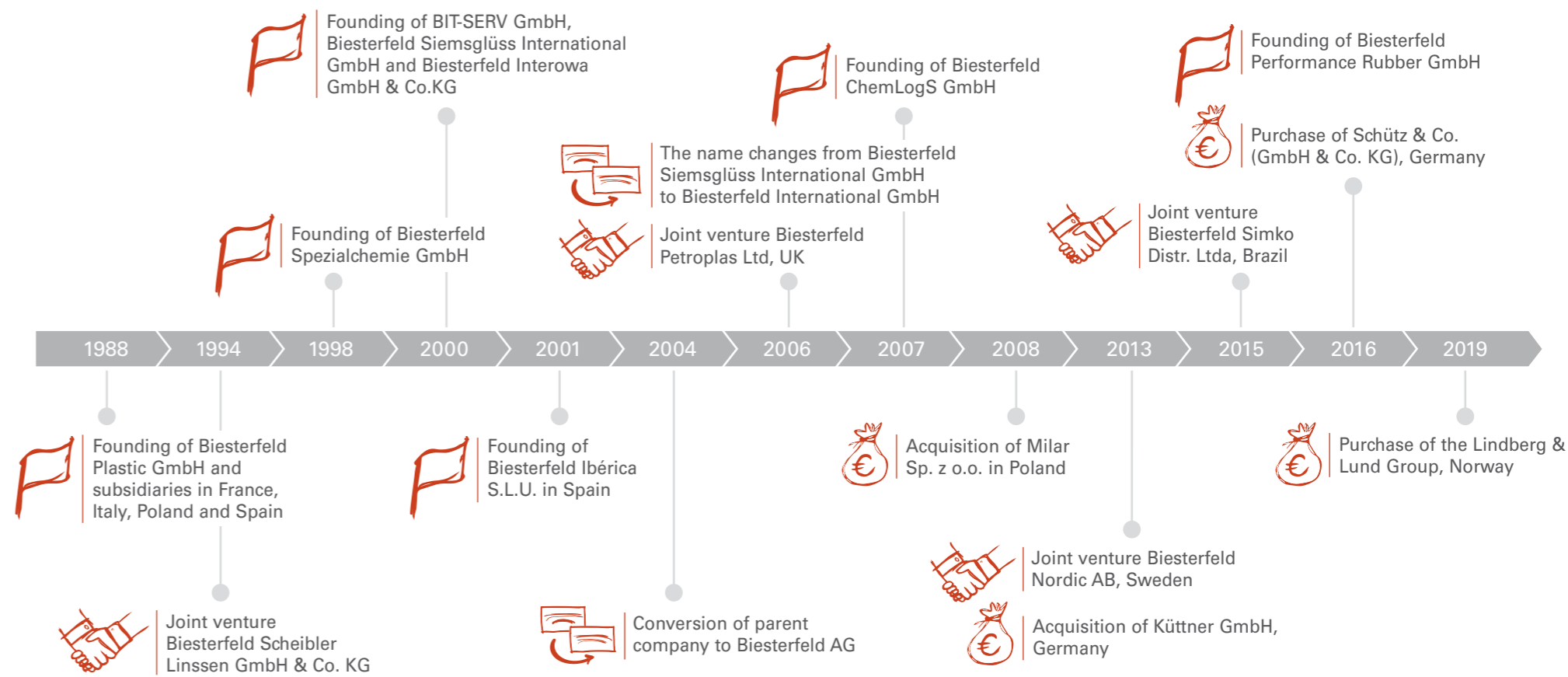
## OUR HISTORY



To this day, the Group is majority-owned by the founding family. The third and fourth generations of the family are represented by Dirk. J.

Biesterfeld, Chairman of the Supervisory Board of Biesterfeld AG, and his daughter, Carola Weger, Deputy Chairman of the Supervisory Board.

## OUR HISTORY



# FACTS AND FIGURES

The year 2020 has left its mark on us all.

**It became clear once again that global coexistence depends on each individual, and that thinking and acting collectively are more important than ever.** The Covid-19 pandemic has brought with it challenges that are still being addressed. What initially appeared to be a short period that we had to get through has turned into an integral part of everyday life.

As the Biesterfeld Group, we acted quickly with our successful crisis management in order to avoid the potential consequences of the pandemic as best we could and to be a reliable partner for our staff, suppliers and customer at this difficult time.

We took up the challenges and changed our business processes promptly to enable all our staff to work safely from home. We are in an active exchange with our suppliers and keep ourselves informed about potential production and delivery bottlenecks so that we can warn our customers in good time. In addition, we always hold alternatives in reserve that fit the respective customer requirements.

We are very pleased that we have been able to meet all the demands placed on us and surpassed our business result for 2020 in spite of the circumstances. We are also grateful for having such dedicated and understanding staff, who have supported us despite their own difficult personal circumstances at this time. To counter the increased challenges on the international chemicals market, we have been able to successfully implement and launch numerous measures and projects within the Biesterfeld Group.

In line with our corporate strategy – One Biesterfeld – we jointly address the requirements of our customers and purposefully look for solutions. The combination of our core competences in the individual business areas enables us to utilise synergies efficiently. **We have more than 114 years' experience in our industry, and our experts are always ready to advise our customers, numbering some 20,000.** For this reason, we are one of the leading international distributors of plastics, rubbers and basic and speciality chemicals.



## OUR APPLICATION LABORATORIES

In our application laboratories, we offer our customers technical service and support for their projects. These labs are located in Poland, Norway, Turkey and – a new addition in 2020 – Germany. Our local experts work closely with customers and manufacturers to anticipate market trends. Together we develop modern formulations and customer-specific solutions for personal care, cleaning, CASE (coatings, adhesives, sealants, elastomers), pharmaceuticals, performance products, nutrition, and more. The new premises in Hamburg offer sufficient space for application technology developments and tests as well as customer seminars, conferences and training. In addition to our in-house application laboratories, we also work with external laboratories and institutes and develop individual solutions.

## WE ARE AWARD-WINNERS

Once again, it has been confirmed that we are really good at what we do. Focus and Focus Money has awarded the Biesterfeld Group the “Highest Reputation” seal. With a score of 99 out of 100, we rank second in our industry nationwide and know that we have an excellent reputation among our customers. For this, the German Institute for Management and Economic Research

(IMWF) surveyed a total of 5,000 large companies in Germany and evaluated them with regard to the factors of management, sustainability, product and service, performance as an employer and profitability. Field reports, customer reviews, comments and social networks were used as sources of information. The ranking shows how positively our company and our commitment are perceived externally.

## OUR DISTRIBUTION

In the financial year, we were also able to further reinforce various partnerships and enter into cooperations with new suppliers. For example, we took over exclusive distribution of Prebona products, which are used as odour absorbers. The products are developed on the basis of the patented Prebona CompoTech technology, in which the surface of the silicic acid is modified. Unpleasant odours are eliminated with Prebona OdorControl by capturing the bad odour molecules from the functionalised surface, breaking them down and finally releasing them as odourless components.

Moreover, the existing distribution rights for AIREX® foams and BALTEK® balsa products have been extended to our companies in Norway and Sweden following the successful distribution in Poland. The high-performance and sustainable core materials made from PET foam and balsa wood are suitable for use in sandwich constructions in the areas of shipping, aerospace, transport, renewable energies, building and construction, thanks to their excellent properties.

**AS A COMPANY  
GROWS,  
SO DOES ITS  
RESPONSIBILITY**



A further example of our successful distribution work is the strategic expansion of the partnership between Biesterfeld Plastic and SK Chemicals for the cosmetic segment. Biesterfeld already distributes the copolyesters for the product lines SKYGREEN® PETG/PCTG, SKYPET® PET and ECOZEN® bio-copolyester. In 2020, the portfolio was extended to include the newly developed product line ECOTRIA®, whose key features include its post-consumer recycled (PCR) content, and which is now also being marketed in Europe, Brazil and North Africa. All the products mentioned are characterised above all by their very good transparency, high chemical resistance and 100% recyclability in the PET recycling stream.

Numerous other sustainable product families which are distributed by the Biesterfeld Plastic division could be mentioned here. They include, for example, the Elastollan® N products from our long-standing partner BASF, which are produced on the basis of bio-based thermoplastic polyurethane (TPU).

All types of Elastollan® N offer the same benefits as their fossil equivalent, but are based on renewable raw materials. The content of bio-based carbon can be determined for the materials according to ASTM D6866 on the basis of the end product. The strengths of the product family include their outstanding mechanical properties such as a high level of wear and abrasion resistance. In addition, Elastollan® N is extremely tear-resistant

and also offers excellent tensile strength. Elastollan® N is also highly resistant to oil, grease, oxygen and ozone. The product family can be used over a wide temperature range and offers excellent damping characteristics. All these properties make Elastollan® N ideal for use in a wide range of products and applications, including electronic devices and accessories, close-consumer applications such as ski foils or shoes, e-mobility (e.g. EVC cable sheathing, grommets or soft haptic elements on the plug), profiles, hoses or special films.

#### OUR STRATEGY

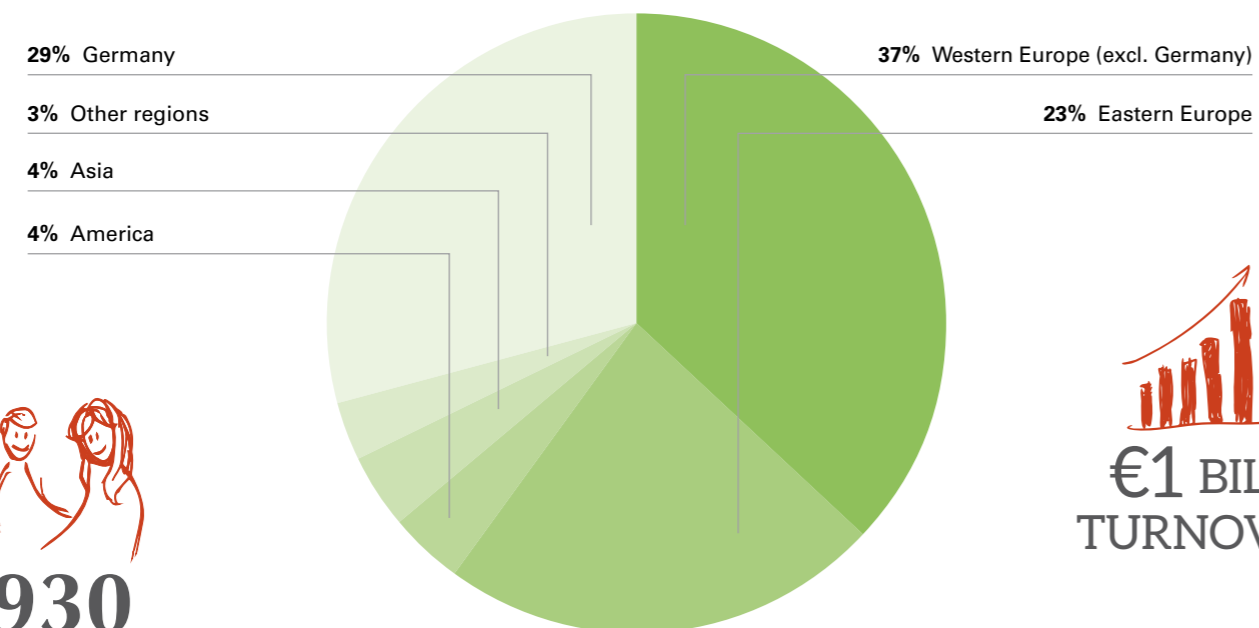
We have successfully developed our distribution partnerships with renowned producers and extended numerous distribution rights. In addition, we have carried out further internal optimisation that will improve and facilitate our work processes in accordance with the uniform Biesterfeld structure. To make support for IT-specific issues more efficient, the new Biesterfeld Helpdesk has been launched. With this new central platform, BIT-SERV can respond even faster and more specifically to enquiries and problems. Thanks to the online ticket system, messages are directly visible online for the IT specialists, and the respective employee can track the current processing status at any time. The reported Group-wide IT problems are then evaluated and recorded in a comprehensive list of FAQs. This means that any recurring problems can be solved more quickly.



To drive forward the 'One Biesterfeld' strategy, the processes employed by the business units are regularly evaluated and compared in order to identify interfaces and minimise potential extra work. Accordingly, the pharma quality management departments of Biesterfeld Spezialchemie and Biesterfeld International has been merged to promote cooperation and knowledge-sharing and use the same standards. Joint coordination allows resources to be used in a more targeted manner, and regulatory requirements can be met more easily.

Our company has enjoyed a successful history of more than 114 years, and continues to grow steadily. Our activities have remained largely unaffected by the general global economic trend and the great uncertainty caused by the Covid-19 pandemic. Against the backdrop of the tense economic situation worldwide, the Biesterfeld Group managed to generate a solid operating result, made possible by the outstanding commitment of our staff.

**TURNOVER BY REGION, 2020**



**930**  
EMPLOYEES  
WORLDWIDE



**30** LOCATIONS



**15,000**  
PRODUCTS

**€1 BILL.**  
TURNOVER

**ECONOMIC INDICATORS FOR THE BIESTERFELD GROUP 2018-2020\***

	2020	2019	2018
<b>Turnover</b>	1,033,691	1,148,609	1,220,652
<b>Operating costs</b>	924,528	1,034,570	1,104,198
<b>Wages and other company benefits</b>	66,318	66,015	62,574
<b>Payments to financial backers</b>	19,683	27,485	25,793
<b>Payments to government (taxes)</b>	10,806	12,995	13,469

\* Figures in thousands of euros; there is no detailed profit and loss account; further economic data are presented in the Bundesanzeiger (German Federal Gazette).

# COMPLIANCE

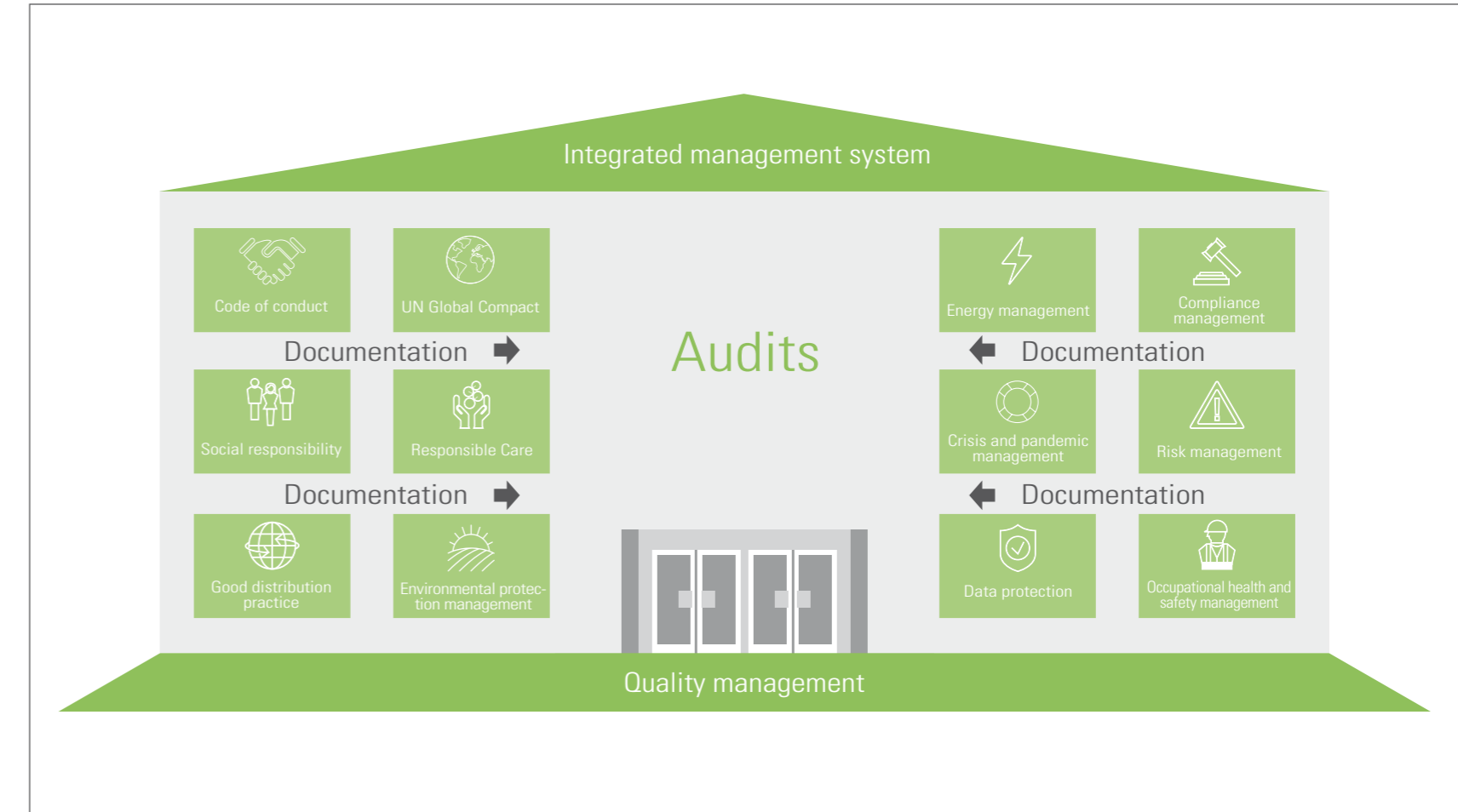
We create a secure environment for our employees.

Our compliance culture is based on one of our main core values, namely integrity. Especially as an international company, it is important to remain true to ourselves and always behave with integrity. Compliance with internal and external guidelines and requirements, and implementation of legal obligations, is essential for a relationship of trust with staff, customers and suppliers. We ensure that we observe and implement all legally binding stipulations and voluntary undertakings. Our Compliance department, which reports directly to the Chairman of the Board, is responsible for ensuring compliance with these rules. It supports all subsidiaries with implementing laws and directives and is available to help them in an advisory capacity. Its activities are based on the **Code of Conduct of the Biesterfeld Group** and the integrated management system, which encompasses all the management systems relevant to us, such as

compliance, quality, environment, occupational health and safety, data protection, risk and crisis management.



## OUR INTEGRATED MANAGEMENT SYSTEM



[BIESTERFELD.COM]



**OVERCOMING  
VARIOUS LEGAL AND  
CULTURAL  
CHALLENGES**



Our **Biesterfeld Code of Conduct** includes the key corporate and operational principles. It forms the basis for our daily interaction, regulates our dealings with business partners and customers, and includes standards and guidelines that apply throughout the Group. The rules in the Code of Conduct are an important element of our preventive measures to combat any misconduct, such as corruption, that would damage the company. The Code is binding for the whole of the Biesterfeld Group and therefore binding on all employees and is a prerequisite for working in the company. In particular, it addresses issues such as **compliance with competition and antitrust law, safety and social standards and human rights**. As our Code of Conduct sets out framework guidelines for our employees, and they are required to adhere to these standards in their business dealings. Any violation of these principles are immediately and appropriately sanctioned, in compliance with labour law.

Every employee receives regular training on the Code of Conduct and has direct access to the current version in German and English via the Group-wide intranet. Our Code of Conduct is also freely accessible on our corporate website so that partners and customers can also read our business code there. [www.biesterfeld.com](http://www.biesterfeld.com)



[BIESTERFELD.COM]

Our **Compliance Management System** monitors all business activities and processes and is an essential component of conscientious and sustainable corporate management. Thus, in the area of logistics, for example, structural measures are put in place to prevent any processes or conduct that are harmful to business so that legally and regulatorily compliant delivery can be guaranteed. All new and amended legislation is discussed at management level with regard to its relevance to our company, and disseminated to all employees.

With the aid of our **Biesterfeld eCademy tool**, we can train and inform the entire organisation on important issues. All staff have access to this online tool and receive regular training tailored to their jobs. In addition to the reminder function, exams and interactive self-learning modules, all employees are issued with a certificate upon successful conclusion of the training. These online sessions enable employees to complete their training flexibly within a specified period, without being tied to a particular time or location. Training by the Compliance department is obligatory for all Biesterfeld staff.

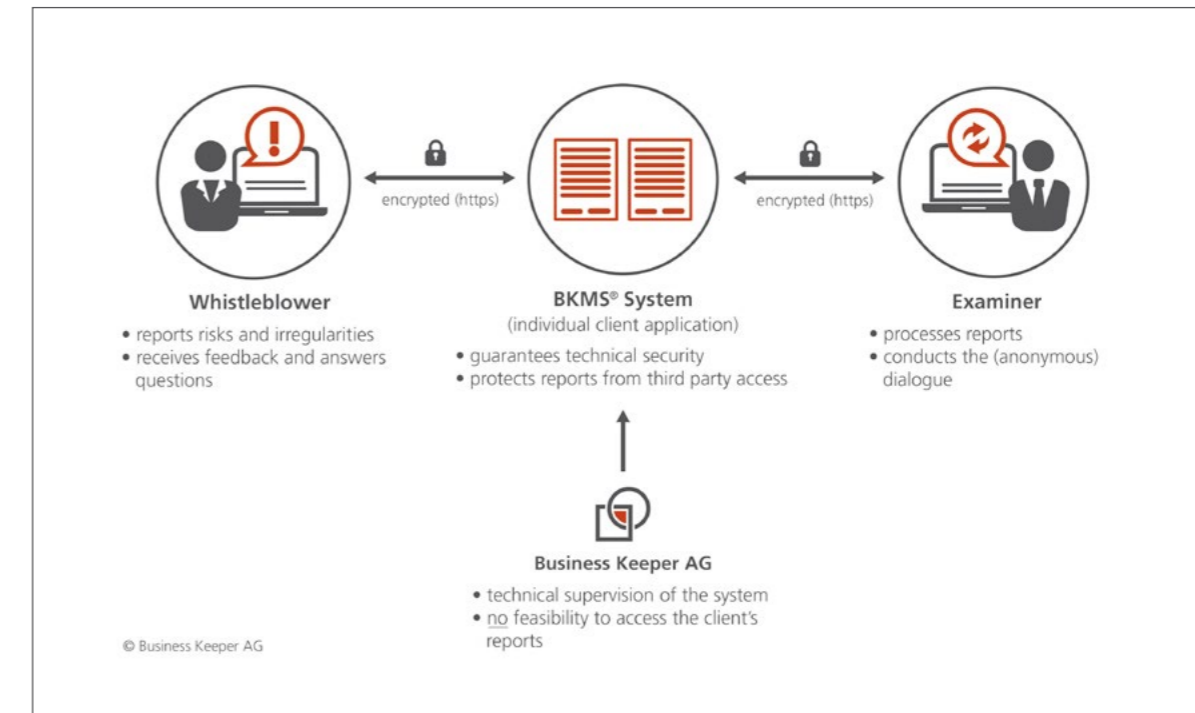
**B HONEST – THE BIESTERFELD WHISTLEBLOWER SYSTEM**

The Compliance department always tries to raise the awareness of all staff to laws, regulations and internal company rules. To minimise possible compliance risks within the company and protect Biesterfeld from conduct that is harmful to the company, the whistleblower system – **B Honest** – was introduced in 2017. Using the online reporting platform, all Biesterfeld employees and external persons can anonymously report any grievances, wrongdoing or special risks in or for the company.

The compliance officers process and manage each report centrally. All information submitted to the Compliance department is dealt with quickly and confidentially. Our aim is to strengthen and constantly expand our compliance system and complaints management. To find out more, see our website.



[BIESTERFELD.COM]





**FORWARD-LOOKING  
OUR**



**SUSTAINABILITY CONCEPT**

The sustainability concept is present throughout the Biesterfeld Group and is practised by all our staff.

**The principles of sustainable management must be incorporated into all decisions in order to meet both our obligation to the United Nations Global Compact and our own Code of Conduct.**

Each and every member of staff is challenged to operate in an environmentally compatible manner at all times, taking social and economic aspects into account. Personal commitment is the prerequisite for the Biesterfeld Group to sustainably develop in a wide variety of areas.

We have set ourselves the goal of steadily reducing our consumption of resources and energy in order to best protect the environment and avoid endangering the world for future generations. Accordingly, we endorse the following statement by the Brundtland Commission regarding its perception of generational justice: **“Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”**

(Taken from the Brundtland Commission’s “Our Common Future” report from 1987.) “Sustainable development meets the needs of the present without compromising the ability of future generations to meet their own needs.”)

Our understanding of sustainability is clearly defined within the company. Ongoing learning processes and optimisation of existing workflows and processes are needed to achieve long-term success in the future. This includes using efficient tools to save electricity or paper, for example, and offering sustainable product solutions. This process of continuous learning and self-development enables us to rethink tried and trusted methods and forge new paths. Even if this means taking risks or making changes that do not produce the desired result, it is still important to focus on the essentials and carry on. Because it is clear to us that each individual advance we make as part of our sustainable commitment helps to make the world more environmentally friendly.

**EACH ONE OF US  
IS RESPONSIBLE  
FOR THE FUTURE**



Besides our internal improvements regarding sustainability, we are actively engaged in informing partners and customers on sustainability issues and demonstrating to them the associated benefits. The growing demand and considerable interest in our commitment shows us that we are on the right track in our industry. In addition to numerous discussions regarding our sustainability orientation, we receive questionnaires on environmental and social topics and enquiries about our sustainability report. Centralised management of these issues allows us to ensure that all divisions and organisations are heading in the same direction.

We are really pleased about this trend, since the pace of climate change, with the associated impacts, and the question of how to use non-renewable raw materials responsibly present us all with challenges that we can only face together with innovative solutions and responsible action. For this reason, we try to constantly make our supply chain more future-proof. We also regularly emphasise to all our partners and customers the important pos-



itive effects of acting in a sustainably conscious way. In doing so, we wholeheartedly embrace the motto “Actions, not words” and hope that other companies will follow our example.

# SUSTAINABILITY PROGRESS

## OUR CONTRIBUTION TO FIGHTING THE PANDEMIC

In 2020, the Covid-19 pandemic made itself felt in all areas of life – be it in social conduct or the business performance of companies. However, the environment has also undergone visible changes since then. For example, there was a significant reduction in emissions and air pollutants due to the decrease in road and air traffic. Both businesses and the education system were required to adapt to the digital age and employ new methods. As a result of this adjustment, and the increased use of online meeting tools, many face-to-face events can be replaced. We are sure that these benefits can continue to be utilised after the pandemic is over, leading to a reduction in CO<sub>2</sub> emissions by many companies in the area of business travel.

Most of the goods that were subject to shortages in the Covid-19 pandemic, especially in the early days, such as disinfectant, protective suits, medical equipment, etc., related to our field of activity. Many of our partners have adapted their production to current demand in order to produce precisely these vital goods

from now on. All business units and locations of the Biesterfeld Group took up the challenge. For example, our colleagues in France helped a customer of Biesterfeld Performance Rubber by supplying it with the product **SENSIL** at very short notice. The product was required urgently for making a component for ventilators. Our Italian colleagues are also involved in the production of ventilators. They supply a customer with **Elastollan**<sup>®</sup> for a closure on the ventilator. An exciting project was initiated in the UK, in which our British colleagues also participated. They took part in the Ventilator Challenge UK, whose aim was to produce new ventilators as quickly as possible. In the course of this project, our British company supplied a customer with **Udel**<sup>®</sup>, which is used in a canister at the back of the ventilators.

Test tubes are indispensable for Covid-19 tests, for which the pathogen is usually obtained by taking a swab from the mouth, nose or throat. Our Spanish colleagues from Biesterfeld Ibérica in Spain are working with their customer on the production of medical test tubes for this purpose. A medical type of ELTEX<sup>®</sup> is used, which is characterised by good workability and impact resistance at a low price.



These are just a few projects where we, as the Biesterfeld Group, are committed to doing our bit to contain the pandemic. We are very pleased that we were able to support our partners and customers in this way.

In addition to our active participation in projects, we were also able to help a Hamburg hospital in 2020. Our excellent business relations with an international pharmaceutical company enabled us to quickly obtain medical masks that met all the quality and safety standards. We donated tens of thousands of these masks directly to the hospital. Owing to high demand and simultaneous supply bottlenecks, medical masks were initially only available in very small quantities, including in the healthcare sector. By making this donation, we wanted to help address this shortage and provide help where it was most needed.

## RSPO LICENCE

Our Biesterfeld Spezialchemie business unit is a licensed RSPO distributor. RSPO stands for Roundtable on Sustainable Palm Oil and is a World Wide Fund For Nature (WWF) initiative. It aims to promote sustainable extraction methods and prevent direct environmental damage from palm oil cultivation. For example, certified RSPO palm oil indicates that no rainforest is cleared during production, child labour is prohibited and legal requirements are observed. RSPO palm oil certification is the globally recognised mark showing that the oil is sustainably produced. The licence allows certified products to be purchased, stored and resold, enabling us to promote a transparent and sustainable value chain.

## NEW SPACE FOR CREATIVITY

In 2019, the Biesterfeld Innovation Award was held for the first time. It was an internal event in which all Biesterfeld staff could participate and contribute their ideas. There was no restriction on the subjects that could be addressed, so all kinds of contributions – from social topics to new working methods – were submitted. The numerous proposals included ideas for optimising our marketing and sales activities and more effective design of work processes, but also ways to improve the working atmosphere and promote social activities in the Biesterfeld Group. Numerous suggestions are now at the planning stage or have already been implemented, such as the new creative spaces at Biesterfeld head office, which promote quiet working and collaboration. These spaces are designed to be different from other office and meeting rooms. The emphasis is on colour and accents to create a relaxed atmosphere. In addition to the B.Focused quiet room, there are B.Creative and B.Together rooms, which are in-

tended to encourage networking between Biesterfeld staff. These spaces can be used by all employees as a meeting or recreation room.



## ECOVADIS

Thanks to our sustainability strategy, we were awarded the Silver Medal by EcoVadis, which puts us in the top 25% in our industry. EcoVadis is the world's largest provider of corporate sustainability ratings, with a global network of over 75,000 rated companies. Since 2014, we have actively participated in sustainability rating, and we communicate our scorecards to our customers and suppliers. The scorecards show the company's performance in four subject areas, namely environment, labour practices and human rights, ethics and sustainable procurement.

The rating process is based on international Corporate Social Responsibility (CSR) standards such as the United Nations Global Compact Principles, the International Labour Organisation (ILO) conventions, the Global Reporting Initiative (GRI) standard, the ISO 26000 standard and the CERES principles.

## SUSTAINABLE PROCESS OPTIMISATIONS

Biesterfeld is in a continuous learning and change process to continue being successful in the international market. This drive for optimisation is firmly anchored in the corporate culture and also requires our staff to be able and willing to continuously educate themselves. Our change management is particularly important in today's world, where customers' needs, suppliers' requirements and employees' interests are constantly changing, now more than ever. For this reason, at Biesterfeld we look closely at what changes are needed to make work processes more enjoyable and simpler. Conservation of resources and environmental protection play an important role and are always incorporated in the changes.

To improve efficiency, even for small everyday issues, a Group-wide **Download Centre** has been set up on our intranet so that all employees have access to uniform documents, templates, presentations, etc. This means that all central documents and potential changes to them are immediately available globally. It also ensures a uniform corporate image for the Group.

In addition, the new Biesterfeld image database has been launched, which enables all business units and locations to download image and video material for internal and external purposes, such as brochures, intranet contributions and presentations. A professional image search and a special release workflow allow this material to be shared quickly and easily, taking account of all legal aspects.

Furthermore, in 2020 **we launched a new travel booking tool in Germany**, which is an add-on to our new travel expenses reporting system. With this additional tool, the entire process – from travel reservation to the final travel expense report – is now shown transparently and in full. The individual employee and their superior, and also the accounts department can see the total expenses for individual trips. It is therefore an additional compliance tool that enables us to ensure that bookings and claims conform to the corporate guidelines. At the same time, there is also an added value for our staff because they can make flexible bookings and are responsible for their own booking decisions. As long as it is within the scope of the travel expenses policy, the supervisor does not need to know any further details. Mobility was also a consideration since all bookings and claims can also be done while on the move.

WE CARE  
ABOUT  
OUR STAFF'S  
WELL-BEING



### BIESTERFELD #HEALTHFORYOU

Sustainability means more than just being on the right track economically and steadily cutting energy consumption and emissions. It is especially about using the resources we have sensibly and sparingly, and that includes human resources, our most important asset, namely our employees. Their health is very important to us. For this reason, we initiated the **#Healthforyou** campaign. **#Healthforyou** items on our intranet focus on different topics and concentrate on presenting information and exercises for a healthier lifestyle. They include healthy recipes, information on certain foods and types of sport. A health quiz with brilliant surprises has also been instigated, for example. Some of the items are accompanied by themed snacks, such as nuts or fruit, in the canteens. A global **#Healthforyou** online session was also launched for the first time. Under the heading **"Mindfulness – 24 minutes of calma"** Biesterfeld employees were given tips and simple exercises to integrate mindfulness into their everyday life. The online session "24 minutes of calma" is a science-based



mindfulness programme that combines gentle movements, breathing exercises and guided meditation to create a calm and focused mind.

### SUSTAINABLE PRODUCT SOLUTIONS

We support our customers in producing sustainable products, reducing their ecological footprint and implementing sustainable business practices. We also offer our customers sustainable raw materials in our portfolio.

For example, Biesterfeld Spezialchemie supplies trifluoroethanol (TFE), trifluoroacetic acid (TFA), trifluoroacetic anhydride (TFAH), trifluoromethanesulfonic acid (TA) and trifluoromethanesulfonic anhydride (TAA) in Germany, France, Switzerland and Austria. These organically fluorinated intermediates have a wide range of uses as synthesis building blocks in the production of agrochemicals and active pharmaceutical ingredients, including for introducing the trifluoromethyl group.

Furthermore, Biesterfeld Spezialchemie has extended the distribution rights for cosmetic raw materials to Norway, Sweden, Finland, Denmark and Iceland through successful collaborations. The subsidiary Lindberg & Lund AS now sells active ingredients and nature-inspired solutions such as plant extracts, in addition to functional raw materials such as consistency enhancers, emollients and preservatives. These include palm oil-free, sustainable and fair-trade raw materials such as Prodhysoft® ABK. The butter from the Allanblackia plant is COSMOS certified, reduces epidermal water loss and provides long-lasting hydration. Compared to shea or cocoa butter, it has a better spreadability and leaves the skin feeling softer and fresher. The portfolio also includes the

Hydrobase® line, consisting of hydrogenated vegetable oils. They are suitable for special sensory properties and textures due to exact and reproducible melting points. The low unsaturated fatty acid content makes them very resistant to oxidation. The Lactabase® line rounds off the portfolio and includes a selection of fatty alcohols esterified with lactic acid.

Biesterfeld Performance Rubber distributes multifunctional products under the brand name Sidistar® for the German rubber market. Sidistar® products are based on amorphous spherical silicon dioxides of different types. They are characterised by their low specific BET surface area of approx. 25 m<sup>2</sup>/g. These particles are chemically inert and non-porous, so they do not absorb other components of the rubber compound or plasticiser. Sidistar® can be used in a wide range of end-use applications. It acts like a physical process aid in a rubber compound by means of the ball-bearing effect. All the raw materials, including the reinforcing filler mesh, are better dispersed. Thanks to its broad particle size distribution, Sidistar® can be distributed right down to the primary particle, thus enabling a higher packing density. Silicon dioxide can be added to existing formulations or replace part of the existing reinforcing filler without any negative impact on physical properties. The optimisation of the formulation leads to an improvement in terms of processing behaviour and property profile and can, for example, have a positive effect on dynamic fatigue as well as surface properties. In addition, Sidistar® acts as a synergist in a variety of flame retardant applications, for example in the partial substitution of antimony trioxide or in halogen-free flame retardant solutions. Sidistar® improves the crust structure in flame retardant tests, and thus reduces dripping.

Our Biesterfeld Plastic business unit received new distribution rights through the expansion of the long-standing strategic partnership, including distribution of copolyesters in the cosmetics market segment in Europe, Brazil and North Africa. The copolyesters distributed by Biesterfeld are the product lines SKYGREEN® PETG/PCTG, SKYPET® PET, ECOZEN® bio-copolyester and the recently developed ECOTRIA®, which is distinguished by its PCR (post-consumer recycled) content. The products mentioned are characterised above all by their very good transparency, high chemical resistance and 100% recyclability in the PET recycling stream. Owing to these and other favourable properties, they are used in household and toy applications and also cosmetics.

# OUR SUSTAINABILITY OBJECTIVES AND STRATEGIES

## OPERATION CLEAN SWEEP®

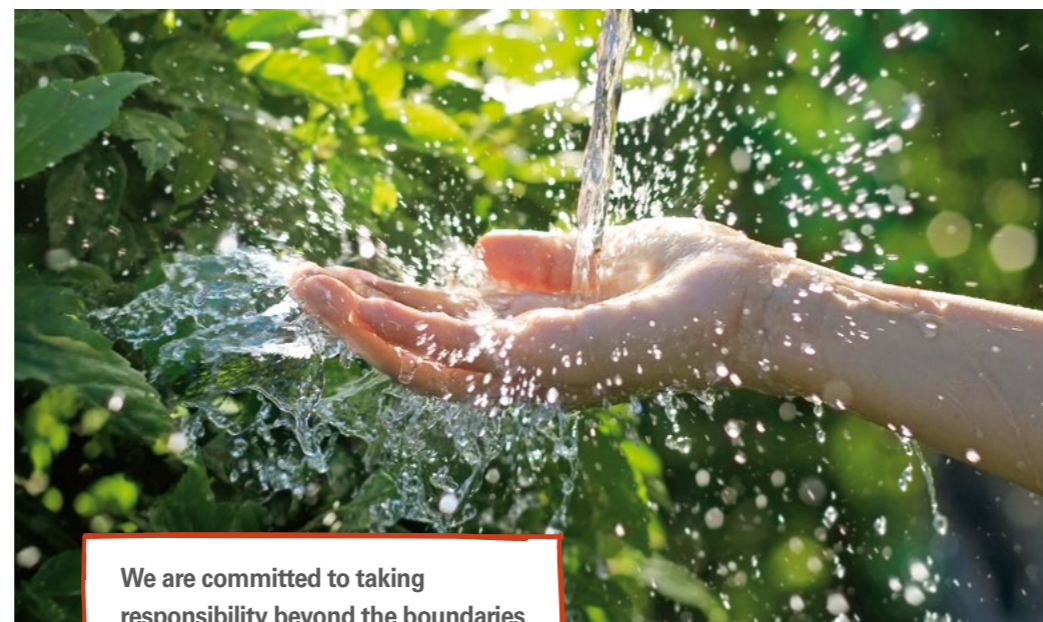
Our Biesterfeld Plastic division is actively involved in the international initiative Operation Clean Sweep®, highlighting just how serious the issue of plastics in the environment actually is. **Plastics do not belong in nature – and certainly not in the sea.**

By participating in this global initiative, we want to raise awareness about **the importance of conscientious and careful use of resources** as well as proper disposal and recycling of plastic. The objective is to ensure that plastic granules, pellets, flakes and powders do not end up in the marine environment. One way to achieve this is for all companies in the plastics supply chain (manufacturers, distributors, logistics companies and processors) to comply with strict (storage) site management and retention measures.

For example, a strict regime of cleaning of floors and storage areas should mean that no surplus plastic granules are washed into watercourses or the environment in general. The raw material collected through systematic cleaning is then disposed of properly or – if possible – recycled.

We have set ourselves the task of informing our international logistics partners about this and also convincing them to participate in the Operation Clean Sweep® initiative.

**For more information please visit [www.opcleansweep.eu](http://www.opcleansweep.eu).**



**We are committed to taking responsibility beyond the boundaries of our own business activities.**

## OUR CLIMATE PROTECTION PROJECT IN MALAWI

Since 2016 we have been compensating for our business travel with **certified climate protection projects**.

We have now been able to cut the emissions from our travel as far as possible. In order to do something good for the environment beyond this, we are exploring new avenues and utilising additional opportunities.

Through our initiative, we would like to support projects that benefit **people in need and improve their quality of life**. Therefore, like last year, we again chose the certified climate protection project in Malawi.

This project identifies and repairs defective wells in Malawi. In addition to repairing the damaged municipal water points, local people are given training to enable them to carry out construction, maintenance and operation of the boreholes themselves in the future. These measures mean that the Malawian villagers will no longer have to boil water, and can drink it safely without any treatment. At the same time, the risk of disease resulting from the use of fuel for boiling or the spread of water-borne diseases is reduced.

With the aid of modern water pipes and the provision of fresh drinking water, carbon emissions are simultaneously reduced by 10,000 tonnes of CO<sub>2</sub> per year. In addition, the project helps to combat deforestation and desertification in large parts of Malawi by reducing the use of firewood.

We hope that this offsetting will enable us to make a contribution to **sustainably improving the living conditions of local people**.





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

**OUR ENVIRONMENTAL  
RESPONSIBILITY**



To bring about real change, you should not forget the little things.

**We are committed to working responsibly and sustainably when it comes to the protection of resources.** For this reason, we monitor our consumption of energy, water and other raw materials and use them efficiently.

To manage this effectively, it is vital to know our corporate consumption levels and consider their potential impact on the environment. This enables us to keep this known consumption low and to use the available resources sparingly.

It's abundantly clear to us that every improvement, no matter how small, in terms of sustainability is a complete success and helps us to make the social environment aware of relevant issues. We raise our employees' awareness of sustainability in order to reduce our ecological footprint. Ultimately we all, collectively, bear responsibility for protecting our world as best we can.



We record our energy consumption and emissions every year and compare them with the previous year. We use 2014 as the base year for our first-time reporting.

We calculate our company's CO<sub>2</sub> emissions in accordance with the **Greenhouse Gas Protocol (GHG Protocol\*)** and **DIN EN ISO 14064**. As we have no emissions actually occurring within the company from our activities, we treat the indirect emissions caused by the procurement of energy as being caused by our activities. These levels are determined using information from the GEMIS database.

## HOW WE REDUCE OUR ENERGY CONSUMPTION

To reduce consumption effectively, it is important to identify our main 'energy guzzlers'. These are, in particular, lighting, air conditioning and ventilation systems as well as electrical appliances (office equipment). We have already replaced numerous devices with suitable and efficient solutions. For example, the locations in Hamburg have been converted to green electricity. We have been using green energy from 100% environmentally friendly sources since 2017. As a result, we avoid 102.4 tonnes of attributable CO<sub>2</sub> emissions annually.

### ENERGY CONSUMPTION AT COMPANY LOCATIONS IN HAMBURG 2020\*

Energy consumption amounted to about 1,976 kWh per employee in 2020. Compared to 2019, this means a reduction of 12%. This is due to the increased use of mobile working by staff at the head office.

Energy sources	GJ	kWh	CO <sub>2</sub> emissions in t
Electricity	1,047	290,823	158
District heat (for heating)	1,457	404,735	98
<b>Total</b>	<b>2,504</b>	<b>695,558</b>	<b>256</b>

\* The figures have been rounded up.

In this year's Sustainability Report, we have included other company locations, which can be found on the world map on p. 20. As part of our sustainability strategy, we aim to record all emissions and energy consumption in the entire Biesterfeld Group in this report. This enlargement utilises defined processes to ensure that all data is properly recorded.

### ENERGY CONSUMPTION OF THE LOCATIONS MENTIONED IN THE SUSTAINABILITY REPORT IN 2020\*

Employee energy consumption at the specified locations was approx. 2,218 kWh.

Energy sources	GJ	kWh	CO <sub>2</sub> emissions in t
Electricity	2,930	813,845	443
District heat (for heating)	2,492	692,125	168
Natural gas (for heating)	567	157,539	39
<b>Total</b>	<b>5,989</b>	<b>1,663,509</b>	<b>650</b>

\* The figures have been rounded up. Heating consumption for the UK is included in the electricity consumption because heating is provided via the air-conditioning system.



(WORLD MAP)

# HOW WE REDUCE OUR EMISSIONS

We have focused strongly on quantifying emissions and we are determined to achieve even further reductions in all our activities.

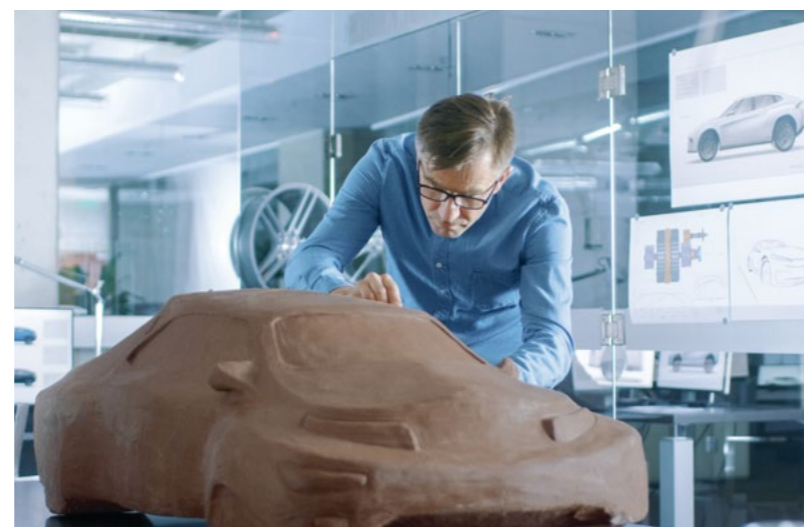
The Biesterfeld Group's vehicle fleet is one of the indirect consumptions resulting from our activities. To keep these consumptions as low as possible, we maintain a continuous modernisation process coordinated by the Group Fleet Manager. Currently the fleet consists of 94 company vehicles, which meet the latest standards and therefore have low petrol and diesel consumption.

## BIESTERFELD GROUP FLEET 2020\*

Fuel type	Total consumption in litres	Total consumption in megajoules	CO <sub>2</sub> emissions in t
Diesel	111,790	4,134,005	367
Petrol	21,087	698,754	60
<b>Total</b>	<b>132,877</b>	<b>4,832,759</b>	<b>427</b>

\* The figures have been rounded up. All vehicles registered to our Hamburg headquarters are covered.

We regard the pollutant emissions resulting from employees' journeys to the office as another indirect corporate emission. Our company headquarters are favourably located in the heart of Hamburg, so the majority of our employees do not drive to work by car. The good connections to our other locations mean that employees can travel to work by public transport. To further encourage this, Biesterfeld subsidises monthly travel with HVV (Hamburg Transport Association).



## MEANS OF TRANSPORT FOR EMPLOYEES TRAVELLING TO WORK IN HAMBURG 2020\*

The emissions attributable to employees travelling to work amount to approx. 0.6 tons of CO<sub>2</sub> per working year. In comparison with the previous year, we have recorded a decrease of 0.2 tons of CO<sub>2</sub>. This is particularly due to the fact that many of our employees worked mainly from home in 2020.

Means of transport	Round trip in km per working day and employee*	CO <sub>2</sub> emissions in t per working year**
Bicycle	14	0
Train	117	21
Car	82	121
Public transport	20	53
<b>Total</b>	<b>–</b>	<b>195</b>

\* The figures have been rounded up and give the average distance per working day per employee.  
 \*\* The emission values are calculated by multiplying the GEMIS (Global Emission Model for Integrated Systems) indicators for the distance travelled.

Our business travel arises from both our international operations and our worldwide branches. With the help of the latest technologies and increased use of telephone and video conferencing, we take advantage of good alternatives to minimise travel. Business travel in 2020 was reduced to the absolute minimum due to the Covid-19 pandemic. Only urgently required business trips were approved. The health of our employees was the top priority in this decision.

To set an example and to do something good for the environment and for people, we have compensated for our business travel since 2016. This year, we have again offset the emissions from our business travel by means of a certified project. We did not adjust the compensation despite the low travel volume. You can read more about this on p. 45.

## BUSINESS TRIPS ACROSS THE BIESTERFELD GROUP 2020\*

Aeroplane	Distance in km	CO <sub>2</sub> emissions in t per year
International flights	633,137	168
Domestic flights	105,978	31
<b>Total</b>	<b>739,115</b>	<b>199</b>

\* The figures have been rounded up.



As a distributor and trading company, goods transport is part of our business model. Our operational business units form the link between producers and customers. The commercial success of our company and the expansion of our operations are closely linked to our core business. With the help of optimisation programmes and careful route planning in logistics, supply routes and warehouse locations can be continuously improved.

#### TRANSPORT OF GOODS ACROSS THE BIESTERFELD GROUP 2020\*

Mode of transport	Quantity in t	Average distance in km	CO <sub>2</sub> emissions in t per year
Road	171,294	295	2,539
Inland waterway	21,373	3,440	2,514
Sea	65,012	11,556	9,098
Air freight	111	5,627	487
Rail	7,047	365	97
<b>Total</b>	<b>264,837</b>	<b>21,283</b>	<b>14,735</b>

\*The figures have been rounded up. Quantities and distances are taken from the ERP system and are based on deliveries within Germany (incoming and outgoing).

We attach great importance to ensuring that our business activities are consistent with our corporate principles, and we take up the challenge of achieving this in terms of sustainability. We ensure that we always act in an ethical and responsible manner, and this forms the underlying principle of our corporate values as a family business. As our business growth is linked to our indirect emissions, there is limited scope for reducing these. Nevertheless, we are searching for further measures to reduce our ecological footprint. This includes digitizing our processes in order to cut our paper consumption and the quantity of waste produced. In addition we aim to save energy and cut emissions with innovative and efficient technologies.

As a result of the Covid-19 pandemic, consumption was significantly lower compared to 2019. This is due, in particular, to the fact that business travel was reduced to an absolute minimum. In addition, staff were asked to work from home. Normal working life changed drastically from one day to the next. For this reason, no meaningful comparison can be made with the previous year, as the results were not achieved through measures that would take place in the usual working environment. These savings are the result of the Covid-19 pandemic rather than Biesterfeld's sustainability strategy.

#### ENVIRONMENTAL INDICATORS 2020\*

Compared to 2019 and the base year 2014

Type of emissions	CO <sub>2</sub> in t 2020	CO <sub>2</sub> in t 2019	CO <sub>2</sub> in t 2014
<b>Scope 2</b>			
Energy consumption at company headquarters	256	280	307
<b>Scope 3</b>			
Vehicle fleet	427	584	436
Employee travel to work in Hamburg	195	330	287
Business trips	199	529	614
Transport of goods	14,735	16,788	19,169
<b>Total</b>	<b>15,812</b>	<b>18,591</b>	<b>20,813</b>

\*The figures have been rounded up.

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

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

Scope 3: Emissions caused by our activities.



**THE DRIVING FORCE  
BEHIND BIESTERFELD  
OUR STAFF**



## Business success as a team

Behind every successful company are dedicated employees who embody the corporate ideals and values. Each individual contributes to how the company presents itself to the outside world. Therefore, it is particularly important, as an employer, to maintain a trusting and respectful relationship with your staff.

At Biesterfeld, we have excellent employees who always act responsibly in line with Biesterfeld standards. As a well-oiled team, we are there to assist each of our clients and partners and create security and stability with our knowledge and experience.

Moral and ethical conduct is a given for us. Every one of our employees has the duty to live up to the social responsibility incumbent on the Biesterfeld Group within their area of work. Company and staff working together as a team is essential for sustainable business growth throughout the group.

It is in our interest to maintain the stability and diversity of our workforce in the Biesterfeld Group. Therefore, we are constantly working to optimise sustainable personnel recruitment. We keep abreast of the latest developments in the labour market and analyse the interests of potential employees. This enables us to assess what criteria an employer should meet in order to promote and maintain the interests and motivation of employees in the best possible way.

**FOR US, EACH MEMBER OF STAFF IS UNIQUE IN THEIR OWN WAY**



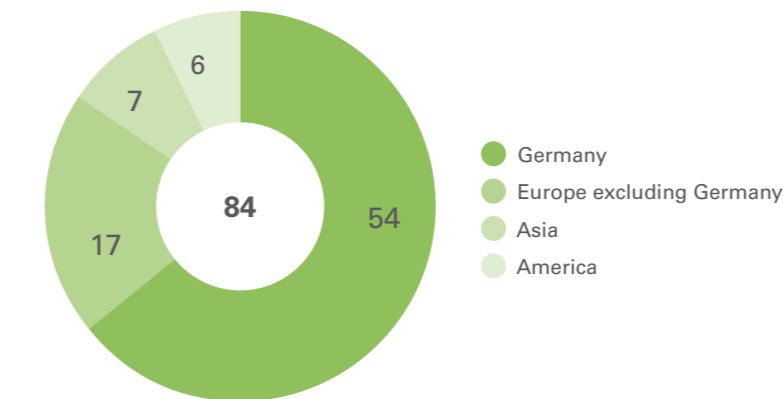
### DIVERSITY AS AN INTEGRAL COMPONENT AT BIESTERFELD

At our 30 locations worldwide, people from more than 100 nations work together at Biesterfeld. Therefore, it goes without saying that we do not tolerate any form of discrimination. Regardless of gender, age, religion, nationality or sexual orientation, at Biesterfeld: **people are people**. We see it as our duty to respect the diversity of our employees, and we know that each employee is an enrichment for our company. Their individuality makes us unique together.

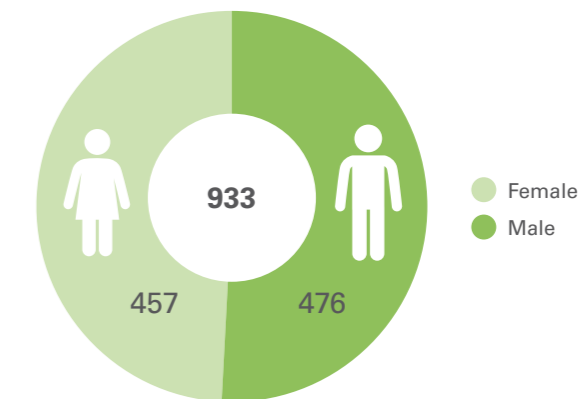
### NEW RECRUITS BY AGE GROUP 2020\*



### NEW RECRUITS BY REGION 2020\*



### WORKFORCE BY GENDER 2020\*



# BIESTERFELD SOCIAL BENEFITS

We actively promote the well-being and safety of our staff by implementing a range of measures. This includes occupational health and safety, where we ensure that safety in the workplace always meets the latest standards. Our occupational health and safety officer informs employees about these important topics through intranet postings or online briefings. In addition to risk assessments, we also give special consideration to ergonomics at the workplace, for example. Due to the Covid-19 pandemic, mobile working increased in 2020, so it was particularly important for us, as an employer, to give employees useful tips for ensuring a good working atmosphere in the private sphere as well.

As another element of occupational safety, we use surveys on mental stress in the workplace. The aim of this survey was to find out what resources and stresses are present in our workplace so that any necessary improvements can be made, thus promoting the health and satisfaction of all Biesterfeld employees. In the survey, various factors were assessed by staff. It is very pleasing that the majority of the surveyed factors, such as flexible working hours, available work equipment and social support at team level, were rated positively. Furthermore, the majority of all employees would recommend our company as an employer. This positive response strengthens us as an employer and is very gratifying. Some of the topics addressed in the survey, such as mobile working, were successfully implemented prior to the Covid-19 pandemic. At the onset of the pandemic, we thus had a significant competitive advantage, as we had already adapted

our processes and workflows accordingly in advance. We have also made a comprehensive benefits programme available free of charge to employees in the DACH region, under which employees receive discounts on a wide range of services and products.

Furthermore, we offer an annual eye test on site at the head office and, if required, the recommended VDU spectacles are paid for by Biesterfeld. In addition, we provide for the flu vaccination to be given annually. Every employee has the option to take advantage of these offers free of charge.

## KEEPING HEALTHY AND FIT

Numerous activities outside everyday office life promote bonding between Biesterfeld employees, providing opportunities to get to know each other better in their leisure time and meet colleagues from other departments. Our employees can demonstrate their team spirit and take on challenges together at various sporting events. Whether in running events such as the Hamburg MOPO Team Relay, the Hamburg Triathlon, or the Hamburg Euro-Eyes Cyclastics, Biesterfeld employees show that they are also a strong team in a sporting sense. Biesterfeld staff also meet up other outside working hours. For example, by playing Biesterfeld Indoor Soccer. At the first meeting, 16 sport-loving colleagues came together for an after-work kick-about and put their football skills to the test. After so much enthusiasm, more games followed where everyone could join in.

As an addition to Biesterfeld's team events, our employees have the option of discounted membership of some gyms. This provides an active counterbalance to the daily work routine.

Creating a working environment where people feel comfortable and enjoy working is our motto. In addition to respectful and honest interaction and equal opportunities, it is important to meet other social needs. These include, for example, the option of flexible working hours as well as mobile working. In this way, we promote a healthy work/life balance. However, benefits to do with other aspects of work are also very important in today's world. In addition to the sporting activities and

employee discounts we offer, there are always plenty of drinks available for employees and we also have lunch breaks covered. At our company headquarters, employees have a canteen with fresh, healthy and varied dishes to suit different tastes. A 50% subsidy means that everyone can eat cheaply and well, and return to their work with fresh energy.

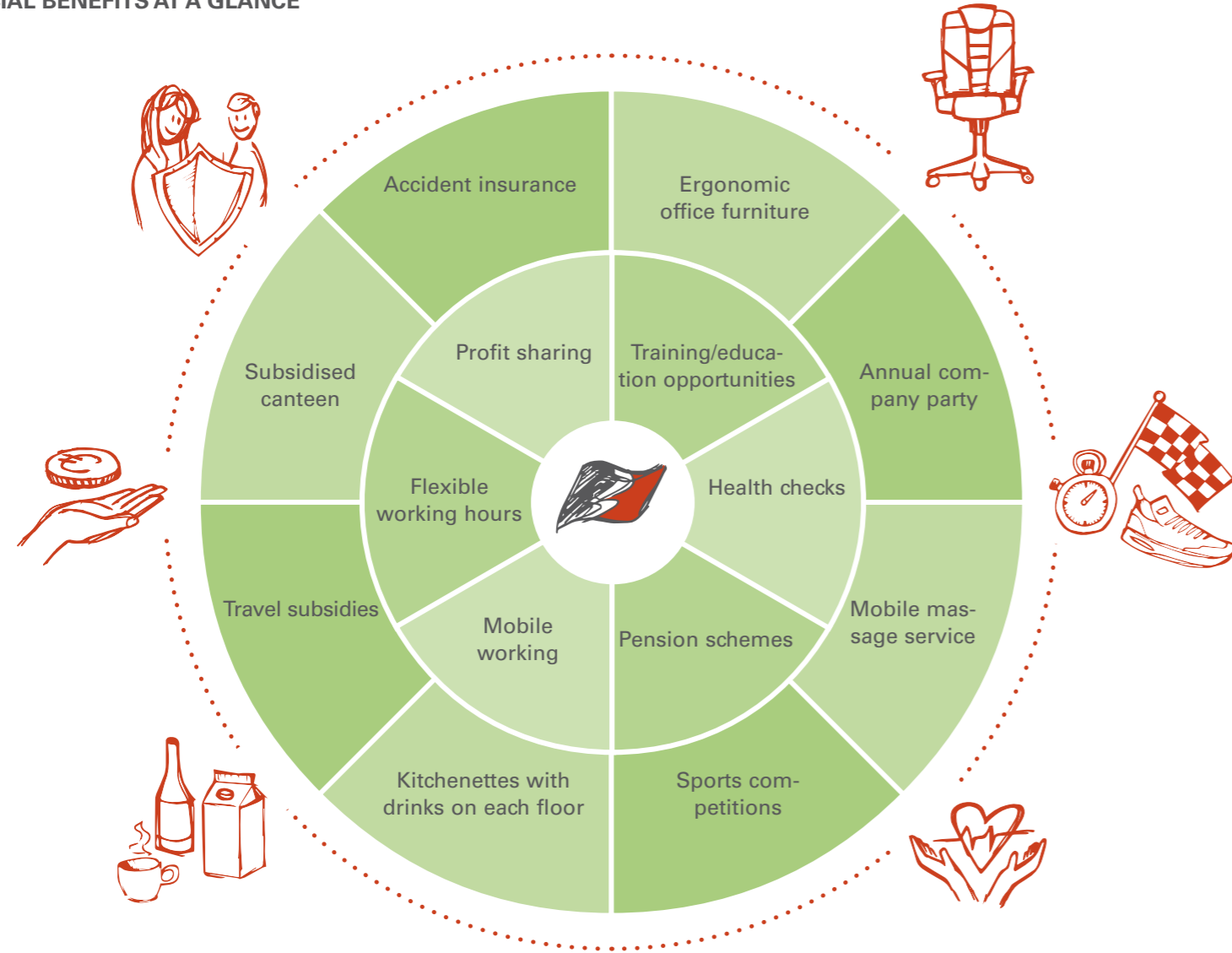
In addition, we are always good for little surprises. On warm days, for example, we provide free smoothies and other refreshments for our employees, or arrange for an ice cream van to provide a cool dessert. In 2020, a food truck with free currywurst was provided for Biesterfeld staff.

**The numerous benefits that we offer and are continually expanding are very popular with our staff at Biesterfeld.**

**A GOOD BALANCE IS AN ABSOLUTE MUST IN OUR VIEW**



## OUR SOCIAL BENEFITS AT A GLANCE



## CONTINUOUS TRAINING AND EDUCATION

Progress and innovation can only work if you are willing to accept new things, learn continuously and further educate yourself. For this reason, training and education is held in very high regard at Biesterfeld.

We do this right from the outset and train young talent. Through an in-company apprenticeship, a dual study programme or internships, the different fields of activity of an international company can be experienced with us. In each business unit, two qualified permanent contact persons are on hand to support trainees as needed. We do not differentiate between trainees and other Biesterfeld staff. Instead, we integrate trainees into our operations as fully fledged employees. For example, they accompany colleagues on visits to customers and suppliers, take part in trade fairs and other organised events. This gives them the best possible insight into the activities and functions of an international company and teaches them step-by-step how to assume responsibility. Working in the different departments gives them the opportunity to discover their strengths, put their theoretical knowledge into practice and further develop their interests.



The great interest shown by young people in starting their careers with us is testament to our qualities as a training company and how sustainably we nurture our junior staff. On average in 2020, we had 15 trainees, six of whom also completed a course. Four of these then started their careers with us immediately after completing their training.

### WORKING TOGETHER AND LEARNING FROM EACH OTHER

It is the skills of every individual that make us stand out as a company. **For this reason, we systematically encourage employees to develop their potential.** They are offered suitable further training according to their roles. However, the employees themselves are also required to continue their education and to select training courses and seminars that are important for their activities. In addition, our employees always have the opportunity to further their education in the various departments within the company. To promote this, we offer an in-house online training programme that covers specialist topics such as export control, customer typology and profiling as well as methodological and social skills such as working with Microsoft Office, giving presentations in English, and professional conversation techniques. External speakers and employees with specialist knowledge conduct training courses which are open to all Biesterfeld staff. The training courses are provided on our intranet in the Biesterfeld further training programme. In addition to the in-house Biesterfeld training programme, our training opportunities include in-house and department-specific training, workshops, seminars, online training and much more, which are conducted by external providers.

However, product-specific training courses are also held regularly in cooperation with our suppliers. For example, in 2020 there was a joint virtual training week organised by DuPont and Biesterfeld Plastic. During this week, more than 100 Biesterfeld employees were able to build their knowledge in 20 topics. The

focus was on individual products and product groups as well as fundamental topics such as selecting the correct technical polymers for specific applications, dealing with customer complaints, and the effects of water on plastics.



### EMPLOYEE STATISTICS 2020

By employment contract*	Female	Male	Total	Headcount in %
Temporary contract	11	16	27	3.3
Permanent contract	396	395	791	96.7
Parental leave*	Female	Male	Total	Headcount in %
Entitlement to leave	31	10	41	5
Leave actually taken	28	9	37	4.5
Return to work with at least 12 months' employment	6	7	13	1.6
Return rate in reporting period	15%	75%		
Trainees**	Female	Male	Total	
Trainees given permanent contract	4	2	6	

\* Figures apply to the locations considered in the report.

\*\* Figures only apply to Germany.





**OPEN AND TRANSPARENT  
OUR  
REPORTING METHOD**



## We measure our performance and success by the levels of satisfaction among our employees, customers and suppliers.

Meeting and exceeding these expectations is our daily goal. Acting in a trustworthy and responsible manner is an important mode of behaviour that we, as a traditional family business, have always upheld and have firmly anchored in our corporate culture.

As an international company, we see it as our obligation to act sustainably at both global and local level. We are convinced that sustainability can only be achieved if everyone involved pulls together. That's why we strongly encourage our suppliers and partners to seize the initiative and commit to conserving the environment and natural resources as well as protecting people and their working rights, just as we do.

For this reason, we regularly communicate with our stakeholders and pursue a proactive information policy regarding our sustainable corporate development. We strive to maintain a strong market position, always with a watchful eye on sustainability.

By joining the world's largest sustainability initiative, the United Nations Global Compact, in 2014 we gave a clear indication of the direction of our corporate development. Through ambitious goals and improved processes, we shall pursue our successes in harmony with the applicable environmental and social standards. To this end, we shall provide transparent information to our

stakeholders annually through our Sustainability Report. We use this instrument to communicate essential aspects of our corporate culture, such as respect for and observance of human rights, responsible and respectful treatment of our employees, and efficient use of technology for an effective reduction of our CO<sub>2</sub> footprint.

The Biesterfeld Sustainability Report is based on the guidelines from the world's foremost sustainability standards organisation, the Global Reporting Initiative (GRI). The GRI uses clearly defined indicators to enable transparent information handling and continuous comparability by means of a worldwide standard. The core option we selected contains all the important elements and indicators that a company has to include and report in order to ensure sustainable corporate governance. This information outlines the economic, environmental, social and management performance of a company. We take account of the ten principles of the United Nations in the areas of human rights, labour, environment and anti-corruption. The previous report covers the 2019 financial year.

## LISTING OF THE 10 PRINCIPLES

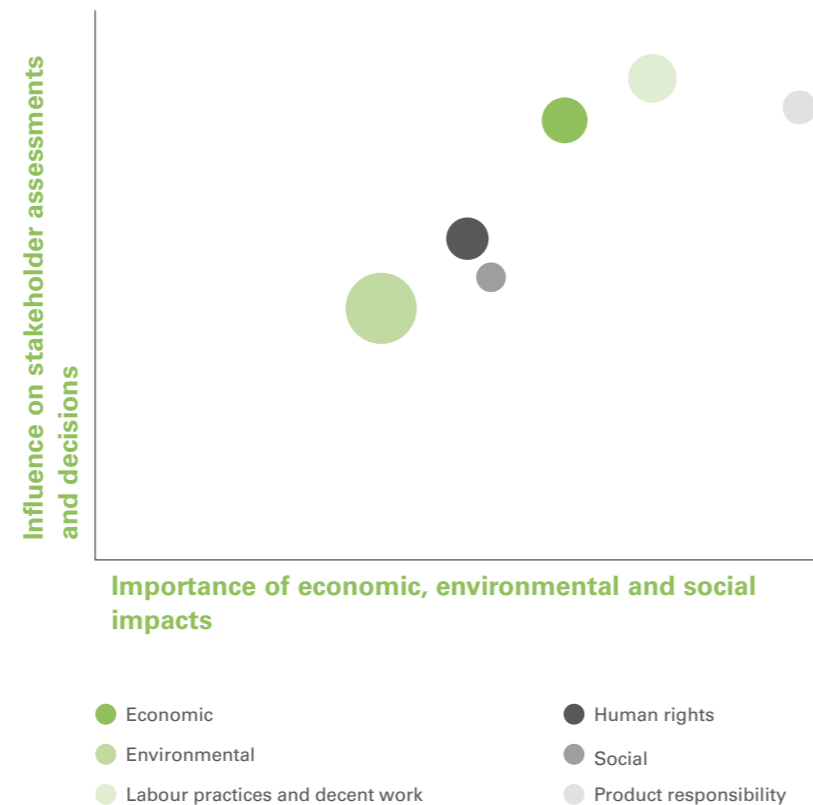
### United Nations Global Compact Principles

<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 eliminate all forms of forced and compulsory labour.
<b>PRINCIPLE 5</b>	Businesses should stand up for the abolition of child labour.
<b>PRINCIPLE 6</b>	Businesses should stand up for 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 awareness.
<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

The materiality analysis clearly illustrates the indicators that underwent individual assessment. These indicators are grouped into categories. The circles reflect the number of indicators in each category. The x-axis shows the significance of the category in terms of its economic, environmental and social impact. The y-axis indicates how much influence the category has on the evaluation by our stakeholders. The x and y values of the categories are determined from the average value of the individual indicators assessed by us. For example, in our assessment, the “Labour Practices and Decent Work” category has significant influence on our stakeholders’ evaluation because it was relatively highly rated in spite of the modest number of indicators. Furthermore, Product Responsibility has a major influence on our stakeholders, but is also of great importance in terms of economic, ecological and social impacts.



## LIST OF SPECIFIC DISCLOSURES

ECONOMIC	
Aspect: Economic Performance	
201-1	Direct economic value generated and distributed
201-2	Financial implications and other risks and opportunities for the organisation’s activities due to climate change
ENVIRONMENTAL	
Aspect: Energy	
302-1	Energy consumption within the organisation
302-3	Energy intensity
302-4	Reduction of energy consumption
Aspect: Emissions	
305-3	Other indirect emissions
Aspect: Compliance	
307-1	Monetary value of fines and total number of non-monetary sanctions for non-compliance with environmental laws/regulations
Aspect: Supplier environmental assessment	
308-1	Percentage of new suppliers that were screened using environmental criteria

SOCIAL	
Subcategory: Labour Practices and Decent Work	
Aspect: Employment	
401-1	Total number and rate of new employee hires and employee turnover by age group, gender and region
401-2	Benefits provided to full-time employees
401-3	Return to work and retention rates after parental leave, by gender
Aspect: Training and Education	
404-2	Programmes for skills management and lifelong learning
Aspect: Supplier assessment regarding labour practices	
414-1	Percentage of new suppliers that were screened using labour practice criteria
414-2	Significant actual and potential negative impacts on labour practices in the supply chain and actions taken

**OUR NEXT SUSTAINABILITY REPORT WILL APPEAR IN 2022**



## GRI CONTENT INDEX



This report was prepared in accordance with the GRI standards: “Core” option.

The Sustainability Report was checked internally and not submitted for external review.

In the execution of the GRI Content Index Service, the GRI Services Team confirms that the GRI Content Index is presented in a comprehensible manner and that references for all included disclosures correspond with the relevant sections in the report. The Content Index Service was provided for the German version of the Sustainability Report.

GRI Standard	Disclosure	Page/URL	Omission	Comment
<b>GRI 101: Foundation 2016</b>				
<b>GENERAL INFORMATION</b>				
<b>GRI 102: General Disclosures 2016</b>	102-1 Name of the organisation	p. 5		
	102-2 Activities, brands, products and services	p. 10-15		
	102-3 Location of headquarters	p. 78		
	102-4 Location of operations	p. 20-21		
	102-5 Ownership and legal form	p. 14 p. 78		
	102-6 Markets served	p. 10-15 p. 20-21		
	102-7 Scale of the organisation	p. 28-29		
	102-8 Information on employees and other workers	p. 57 p. 63		



GRI Standard	Disclosure	Page/URL	Omission	Comment
Continued <b>GRI 102:</b> <b>General Disclosures 2016</b>	102-9 Supply chain	p. 10-11 p. 20-21		
	102-10 Significant changes to the organisation and its supply chain	p. 24-27 p. 38-43		
	102-11 Precautionary principle or approach	p. 30-33		
	102-12 External initiatives	p. 19 p. 44-45		
	102-13 Membership of associations and interest groups	p. 19 p. 44-45		
	102-14 Statement from the most senior decision-maker	p. 6-7		
	102-15 Key impacts, risks and opportunities	p. 16-17 p. 24-25 p. 36-37		
	102-16 Values, principles, standards and norms of behaviour	p. 10 p. 30-33 p. 36-37		
	102-17 Mechanism for advice and concerns about ethics	p. 30-33		
	102-18 Governance structure	p. 12-14		
	102-40 List of stakeholder groups	p. 18		
	102-41 Collective bargaining agreements	p. 56 p. 58		
	102-42 Identifying and selecting stakeholders	p. 16-19		



GRI Standard	Disclosure	Page/URL	Omission	Comment
Continued <b>GRI 102:</b> <b>General Disclosures 2016</b>	102-43 Approach to stakeholder engagement	p. 16-19		
	102-44 Key topics and concerns raised	p. 16-19		
	102-45 Entities included in the consolidated financial statements	p. 20-21 p. 66-69		
	102-46 Defining report content and topic boundaries	p. 66-69		
	102-47 List of material topics	p. 66-69		
	102-48 Restatements of information	p. 5 p. 66-69		
	102-49 Changes in reporting	p. 5 p. 66-69		
	102-50 Reporting period	p. 5		
	102-51 Date of most recent report	p. 66		
	102-52 Reporting cycle	p. 66		
	102-53 Contact point for questions regarding the report	p. 78		
	102-54 Claims of reporting in accordance with the GRI standards	p. 71		
	102-55 GRI content index	p. 71-77		
	102-56 External assurance	p. 71		

GRI Standard	Disclosure	Page/URL	Omission	Comment
<b>KEY TOPICS</b>				
<b>Economic Performance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	p. 10-14		
	103-2 The management approach and its components	p. 10-14		
	103-3 Assessment of the management approach	p. 10-14		
<b>GRI 201: Economic performance 2016</b>	201-1 Direct economic value generated and distributed	p. 29		
	201-2 Financial implications and other risks and opportunities due to climate change	p. 24-25		
<b>Environmental performance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	p. 48, 52		
	103-2 The management approach and its components	p. 48, 52		
	103-3 Assessment of the management approach	p. 48, 52		

GRI Standard	Disclosure	Page/URL	Omission	Comment
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organisation	p. 49		
	302-3 Energy intensity	p. 49		
	302-4 Reduction of energy consumption	p. 49		
	302-5 Reductions in energy requirements of products and services	p. 49, 52		
	<b>GRI 305: Emissions 2016</b>	305-2 Energy indirect (Scope 2) GHG emissions	p. 49-52	
305-3 Other indirect (Scope 3) GHG emissions		p. 49-52		
<b>Social performance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	p. 56		
	103-2 The management approach and its components	p. 56		
	103-3 Assessment of the management approach	p. 56		
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	p. 56-57		



GRI Standard	Disclosure	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	p. 58-60		
	401-3 Parental leave	p. 63		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its boundaries	p. 56		
	103-2 The management approach and its components	p. 56		
	103-3 Assessment of the management approach	p. 56		
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Management system for occupational health and safety	p. 30-33 p. 40 p. 58-59		
	403-2 Hazard identification, risk assessment and incident investigation	p. 30-33		
	403-3 Occupational health services	p. 58, 60		
	403-4 Employee participation, consultation and communication on occupational health and safety	p. 30-33 p. 58-60		
	403-5 Staff training on occupational health and safety	p. 60-62		



GRI Standard	Disclosure	Page/URL	Omission	Comment
Continued <b>GRI 403: Occupational Health and Safety 2018</b>	403-6 Promoting the health of employees	p. 58-60		
	403-7 Avoiding and minimising occupational health and safety impacts directly related to business relationships	p. 12 p. 16-17 p. 28		
	403-8 Employees who are covered by a management system for occupational health and safety	p. 58-60		
<b>GRI 404: Training and Education 2016</b>	404-2 Programmes for upgrading employee skills and transition assistance programmes	p. 61-62		

# PUBLICATION DETAILS

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102-3, 102-5, 102-53



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Responsible handling of chemicals

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