

Sustainability report 2023



Feel warmly welcomed to explore our sustainability report!

We are delighted and proud to present our sustainability report for 2023, aiming to communicate how we prioritize and work on sustainability issues. Throughout 2023, G A Lindberg has continued to drive, develop, and enhance our efforts, incorporating ongoing sustainability education into our operations and offerings to our clients.

Our external environment continues to pose challenges, with ongoing conflict in Ukraine, increased instability in the Middle East, and reduced growth in Europe and Sweden. Despite these challenges, we see significant opportunities in the ongoing transitions in energy, circular economy, and the ever-increasing pace of innovation.

Our core values, deeply rooted in our corporate culture, are commitment, security, and community. With these as our foundation, G A Lindberg is committed to sustainable development, considering long-term environmental aspects and maintaining a balance between social and economic demands. This commitment helps us attract employees with the right skills. At GA Lindberg, we firmly believe that we become a better company by reflecting society, bringing together and harnessing knowledge from individuals with different experiences and perspectives.

Transparent and close collaboration with our suppliers, partners, and retailers enables us to, together with them, offer our customers improved information flow. Through our offerings, we can contribute to the use of next-generation products with reduced energy consumption and decreased overall consumption.

On a personal level, sustainability is incredibly important to me. We all have a responsibility not to consume more of the Earth's resources than is sustainable, to assist today's youth and future generations. Having the opportunity to minimize energy consumption in our customers' production processes and maintenance is a rewarding challenge. The key to success lies in strong commitment, local presence, and continuous learning.

Ulrika Gregorsson, CEO
G A Lindberg

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"Having the opportunity to minimize energy consumption in our customers' production processes and maintenance is a rewarding challenge"

Ulrika Gregorsson, CEO

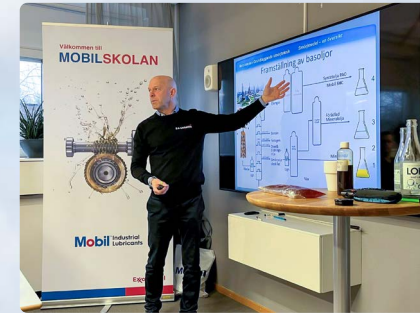
This is G A Lindberg

G A Lindberg ChemTech AB is a growing company founded in Sweden in 1944. Today, it is part of the international technology and industrial group, Indutrade AB, which is a publicly traded company on Nasdaq OMX, large cap.

We are one of the largest suppliers in the Nordic region of industrial products from world-leading manufacturers in the fields of bonding, lubrication, and dosing to enhance efficient processes.

Our expertise extends to total cost and quality control, key components for well-functioning solutions, and optimal performance, with an overarching focus on long-

term sustainability and environmental responsibility. Our service offerings include diverse training programs and tailored courses, as well as functional testing and technical recommendations from our application laboratory. We are dedicated to integrating sustainability in all aspects and supporting our customers on their journey towards responsible industrial usage.



G A Lindberg Academy.



Energy production of various kinds is the focus

Collaboration and Project Commitment: At G A Lindberg, we take pride in our dedicated work in the energy transition and our significant contribution to supporting Sweden's goal of becoming climate-neutral. Our main focus is on offering customized products for energy applications and collaborating on projects involving leading manufacturing companies, consultants, and start-ups. These partnerships enable innovative solutions and promote the development of energy projects.

Hydrogen: As hydrogen is highly reactive and has high energy content, we assist in choosing the right lubricants to ensure long-term and safe operation. We also offer adhesives with increased resistance to fan forces, impact, and thermal expansion to minimize the risk of contamination and fire, ensuring long-term and safe operation.

Focus on Wind Power and Life Extension: In the wind power sector, we aim to extend the lifespan of the oil and critical components. By providing optimal protection for gearboxes in wind turbines and extending the life of the oil under extreme conditions, we enhance the availability of wind turbines both onshore and offshore.

Optimal Lubrication for Efficiency and Life Extension: We specialize in offering customized products that enable optimal application of lubricants, preventing over- or under-lubrication. This not only reduces friction but also lowers energy costs and extends the lifespan of components.

Solar Energy: In the solar energy sector, our focus is on the production of solar cells and panels. Our contribution includes providing effective moisture protection to ensure

long-lasting and optimal function. The bonding of frames for solar cells provides necessary robustness, facilitating handling and assembly, thereby extending the sustainability and lifespan of solar cells.

Through these efforts, G A Lindberg actively contributes to being a pioneer in sustainable chemical technology and, in turn, supports Sweden's goal of achieving climate neutrality.



Code of Conduct

Our Code of Conduct outlines our stance and guidelines for ethics, quality, safety, and sustainability. GA Lindberg is committed to continuous development and improvement in a manner that is economically, environmentally, and socially responsible.

We live in a constantly changing world, and there is a growing need for ethical standards. G A Lindberg ChemTech AB is a company that interacts with many stakeholders, and it is important for us to clarify, for ourselves and for them, the values and principles we uphold. Our business partners should be confident that we conduct our operations by adhering to legal requirements and maintaining high ethical standards to preserve a good reputation. Our company has a long history of responsible business practices that obliges us to the future. At the same time, we aim to collaborate with stakeholders in the value chain who share our values, such as suppliers, distributors, customers, and other business partners.

G A Lindberg is committed to sustainable development, taking into account long-term considerations in environmental, social, and economic aspects. The Code of Conduct is based on the fundamental values expressed in the United Nations Global Compact's (UNGC) 10 principles for sustainable business practices.



Sustainability, environment and quality

Sustainability efforts have become an increasingly integral part of companies' long-term strategies, and there are higher demands for transparency in this regard. This applies to both environmental impact and social responsibility, with adherence to ethical values within the company and in trade relations.

There is a talk of a holistic approach with an ESG perspective (Environmental, Social, Governance), and especially in legislation, there is a growing demand for reporting from this perspective.

We aim to raise awareness among our employees that sustainability work is necessary and demanded by stakeholders. Employees are trained in the parent company's, as well as G A Lindberg ChemTech's own Code of Conduct.

We work towards minimizing environmental impact while ensuring the highest possible quality. At the core of this effort lies our Environmental and Quality Policy:

G A Lindberg ChemTech AB Environmental & Quality Policy

- We develop and improve our business to always being on the cutting edge in matters concerning the environment, quality and sustainability.
- We believe that commitment and competence in each employee is a key when it comes to effectively improving our business.
- We are committed to following legal obligations as well as interested parties' demands, and are improving our systems continuously with monitoring, risk analyses and deviation handling.
- We work alongside our customers and suppliers to ensure that the development of our operations is conducted in a socially and morally acceptable way.
- We do our utmost to minimize our environmental impact and to mitigate climate change.
- We work with:
 - Choice of products/materials
 - Safe handling of chemicals
 - Energy and resource use/efficiency/material reuse
 - Change to renewable energy sources
 - Waste management/waste reduction/recycling
 - Transports and business travels
 - Consciousness and education
 - Measuring and reporting of GHG-emissions

Certifications

We are certified in our quality and environmental management with SS-EN ISO 9001:2015 and SS-EN ISO14001:2015.



A part of Indutrade

The parent company, Indutrade, has integrated sustainability into its strategic framework with the aim of driving sustainable profitable growth. Indutrade is a signatory of the UN Global Compact and supports ILO conventions, the UN Guiding Principles on Business and Human Rights, as well as the OECD Guidelines for Multinational Enterprises.

To monitor the development of the group within various sustainability areas, all subsidiaries report sustainability data related to group-wide sub-goals, key performance indicators, and other important issues on a digital platform. The outcome is tracked at the group level as well as at the business area and company levels to identify improvement areas and implement relevant actions.



Our business and value chain

Our business model is built on quality, innovation, and customer focus. We primarily operate as a distributor with a supplier-dependent approach, involving some in-house repackaging for customer-specific solutions.

Sustainable choices can be made in many of our processes and extend beyond our own operations. We have an extended responsibility to other parts of the value chain where requirements are set from one actor to the next. Shared responsibility involves influencing business partners and gaining a broader overview.

From a lifecycle perspective, the goal is to assess the total impact of products throughout their lifespan, from the origin of raw materials to waste management.

Below is a typical value chain for our products. Our direct process as a distributor is "Sales and Marketing," and our impact includes the direct product we purchase, where we source the product, and how we transport the product to the customer.

Subprocesses are influenced by sustainable choices, such as:

- Customer preferences/Purchasing => **influences the selection of the assortment**
- Supplier assessment => **influences the choice of supplier**
- Sales/Marketing/Product information => **influences the customer's choice of product**
- Transportation/Consolidation/Environmental => **influences the choice of carrier**

In addition to this, we have our internal impact through the operation of our business, providing opportunities for sustainable choices:

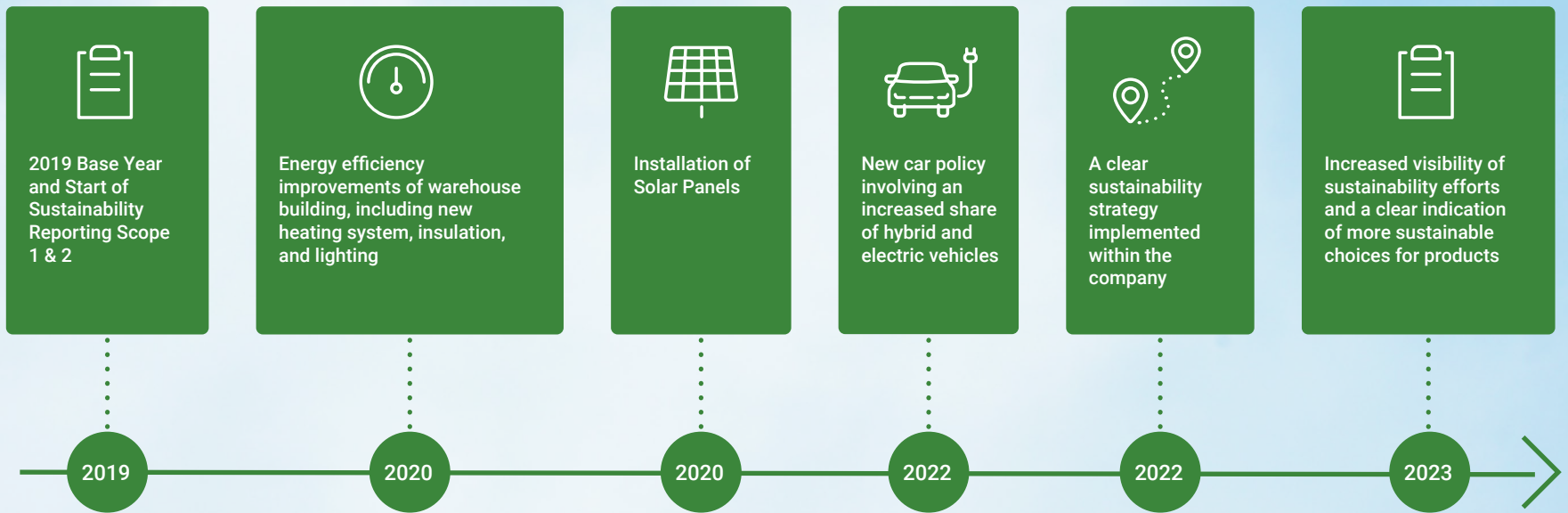
- Heating/electricity => **choice of renewable resources**
- Waste/reduction of waste/chemical management/recycling => **choice of internal routines**
- Business trips/vehicles => **choice of fuel/choice of transportation mode**
- Management/training/engagement => **motivation of employees**

We have producer responsibility for the packaging of our products through NPA (Näringslivets Producentansvar, formerly FTI). This means that we report packaging volumes and contribute to the financing of waste management as well as circular material recycling.



Our sustainability journey

Our actions



Our progress

- Investments made in our warehouse building in Mölnlycke during the period 2009–2020, totaling 4.2 million SEK, have resulted in a reduction of energy consumption by approximately 31% per year.
- The supply of electricity from solar panels covers approximately 40% of our own energy needs in our warehouse building.
- A strategy with selected focus areas forms the basis for driving improvement measures and enables clear communication of our sustainability strategy.
- Sustainability reporting provides a starting point for evaluating and improving our sustainability efforts.



Certificate: 100% renewable electricity for the Kista property.



THE GLOBAL GOALS

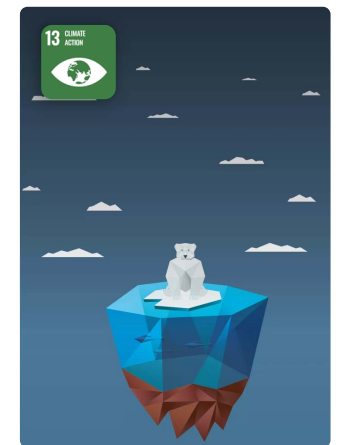
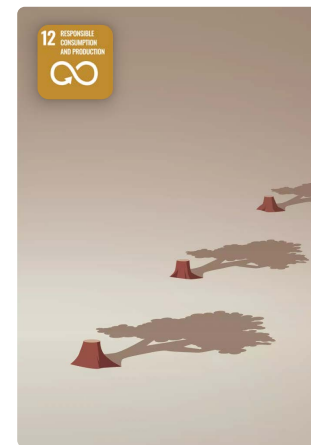
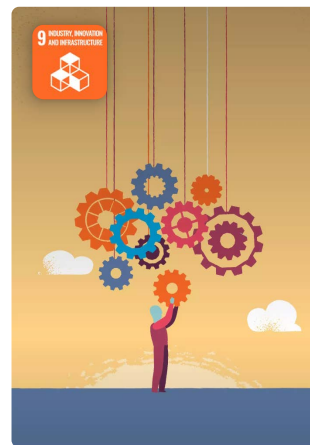
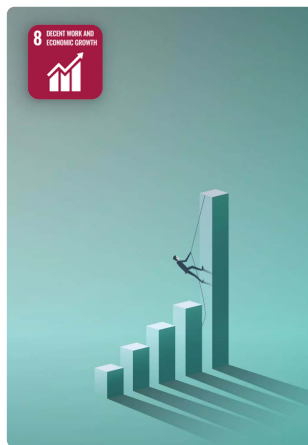
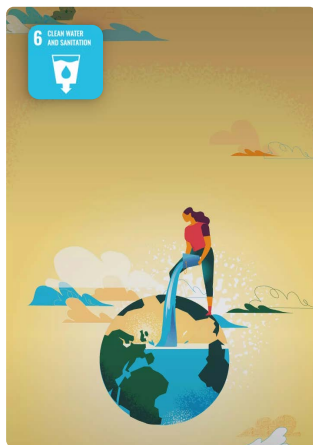
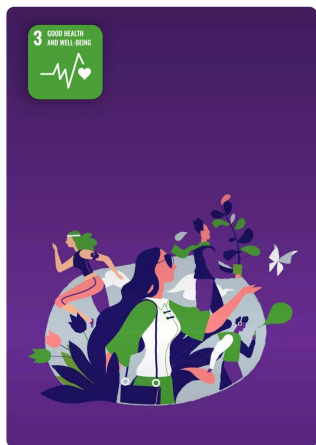
For Sustainable Development

At G A Lindberg, we want to be part of the mission outlined in Agenda 2030, the global action plan that charts the course towards a sustainable future for all of us. We see it as our responsibility to be an active participant in this global effort and to be a part of the solution to the significant challenges facing our planet.

Our commitment to sustainable development is deeply ingrained in our company's DNA. We have chosen to direct our engagement towards six of the global sustainability goals that we consider particularly relevant and crucial for our operations and the communities in which we operate.

These goals are not just abstract ideals for us; they are an integral part of our daily operations and governance model. By prioritizing these goals, we take tangible steps towards a sustainable future. We focus on not only reducing our own environmental impact but also actively supporting social

initiatives and promoting economic justice. Through our daily work and sustainable governance model, we aim to be pioneers and inspire others to follow our path.



Our Mapping of the Global Goals

By prioritizing six of the UN's global sustainability goals within the framework of Agenda 2030, we have created clear guidance for our sustainability efforts. Our work on these sustainability goals is part of our sustainable governance model, permeating our daily work and guiding our strategic decisions. We have embedded these goals directly into our strategic scorecards, meaning that our sustainability efforts are seamlessly integrated into our overarching business strategies. This implies that we have not only identified our responsibility towards society and the planet but also proactively act to be a part of the solution.



3. Good health and well-being

We strive to promote health and well-being by integrating health aspects into our business goals. As a company, we have actively committed ourselves to promoting health and preventing ill-health in the workplace. To ensure early detection of health risks, we offer onelab occupational health services and proudly boast the recognition as a Healthy Place to Work. By consistently supporting our employees in avoiding illnesses and proactively addressing health issues, we create an environment that fosters well-being and sustainability in the workplace.

This commitment is not only beneficial for our employees but also yields positive effects for our company and society as a whole. We are proud to have received the Healthy Place to Work award, which recognizes our efforts in creating a healthy and sustainable workplace.

Additionally, we support the well-being of our employees through financial contributions and provide opportunities for wellness, including wellness hours and access to well-equipped fitness facilities. We also invest in continuous education for our staff, including regular first aid training. To prevent ill-health, both internally and externally, we implement safety procedures and offer

training in chemical management. Furthermore, we ensure safe transportation by educating our logistics personnel in the handling of hazardous goods. Through these measures, we aim to create a healthy work environment and promote well-being both within and outside our organization.

1. Mapping and investigation:

We have conducted at least one health examination during the year to identify and map health risks within the organization and among employees.

2. Follow-up on health risks:

Employees with identified health risks have received individual assistance from our medical team. They have been provided with guidance on actions they can take to improve their well-being and avoid future health problems.

3. Preventive health work plan:

We have established a plan for continuous and systematic work on occupational health and safety issues within the organization. This plan serves as the foundation for our structured efforts in preventive health work and well-being in the workplace.





6. Clean water and sanitation for all

We actively work to promote goal 6, clean water and sanitation for all, through our close collaboration with Solvatten. From the very beginning, we have developed an application solution that enables sustainable bonding of the containers.

Additionally, G A Lindberg annually donates a number of Solvatten containers, enabling the purification and distribution of 1.7 million liters of water to needy countries and vulnerable areas each year. This effort provides households and healthcare facilities with access to clean water in needy countries, entirely without the use of fossil fuels. Through our commitment, we ensure that a significant amount of water is purified and reaches those who need it most in vulnerable countries, while also promoting a sustainable and environmentally friendly method for water purification and distribution.



Read more about our collaboration with Solvatten on page 21.



8. Decent work and economic growth

We strive to promote decent working conditions and economic growth by conducting our business in a sustainable and long-term manner that enhances profitability. Our focus is on understanding our customers' operations and finances thoroughly, and we concentrate on offering chemical solutions that are both effective and cost-efficient in the long run, while contributing to reduced environmental impact.

To ensure decent working conditions, we have clear guidelines and a code of conduct outlining our requirements and expectations. We promote a positive work environment by adhering to our values and creating an inclusive work culture. We conduct annual employee surveys to gather feedback and ensure that our employees are content and have a safe working environment. Additionally, we carefully follow our occupational health and safety policy to ensure that all aspects of working conditions align with our high standards and that we continuously improve the working conditions for our employees. Through these measures, we strive to create a work environment that is both ethically responsible and economically sustainable.



9. Sustainable industry, innovation and infrastructure

We promote sustainable industrial improvements by actively driving proposals for enhancements within the industry. Our focus is on identifying and implementing measures that result in savings in environmental care, productivity, and safety. G A Lindberg is dedicated to introducing energy-saving alternatives through the principle of substitution. We offer training and share information with our customers about products that represent a better choice for both the environment, safety, and machine availability. Through these efforts, we aim to promote innovation and development within the industry while creating a more sustainable and secure infrastructure for the future.



12. Responsible consumption and production

We offer clear guidance to our customers through the distinct labeling of products that meet the requirements for more sustainable choices and reduced environmental impact. This makes it easier for customers to make conscious and environmentally friendly decisions. Additionally, our product range is carefully curated, and we employ highly qualified technical product managers who possess extensive knowledge of alternative products.



13. Climate Action

We actively work to combat climate change through several sustainable measures. To reduce our climate impact, we have invested in energy-efficient solutions such as heating our 4000 m² warehouse with a pellet boiler and installing solar panels on the property's roof. Additionally, we have completed a full transition to LED lighting to significantly reduce energy consumption.

To minimize our carbon footprint, we offer electric and hybrid cars to our employees as company cars, promoting the use of environmentally friendly transportation. We also strive to minimize air transportation and optimize deliveries to reduce transport-related emissions. Furthermore, we have transitioned to a combination of digital and physical meetings to reduce our need for travel and thereby decrease our environmental impact. Through these initiatives, we actively work to reduce our climate footprint and be part of the solution to climate change.

Materiality analysis

To identify the areas that are particularly important for the company, a fundamental materiality analysis has been conducted. This has assisted us in identifying key sustainability issues within the focus areas of people, environment, products, and customers.

This is a long-term effort where we continuously strive for 100% engaged people, carbon neutrality, and 100% contribution to sustainable customer value.



Long-term goals



People
100% committed individuals



Environment
CO₂ neutral



Products and customers
100% sustainable customer value

Focus areas

- Leadership
- Competence development and training
- Working environment
- Culture and values

- Transportation and logistics
- Waste and recycling
- Sustainable product portfolio/ assisting customers in reducing their footprint
- Purchased products and services

- Increasing resource efficiency
- Enhancing knowledge
- Reducing emissions

Our sustainability framework

A holistic approach to sustainability, integrated throughout the entire operations of G A Lindberg.

Striving for reduced environmental impact:

Our goal is to achieve net-zero emissions by 2030, and we collaborate with our customers and suppliers to reduce emissions. Our expertise in chemical products for electrification and transition in energy, circular economy, and increased innovation promotes a more sustainable and resource-efficient future.

Sustainable industry and resource preservation:

Our expertise encompasses total cost and quality control, key components for well-functioning solutions, and optimal functionality. With an overarching focus on long-term sustainability and environmental responsibility, we take producer responsibility for our products' packaging.

Promotion of health, well-being, and decent working conditions:

We take care of our employees by integrating health aspects into our operational objectives. We are proud to have received the Healthy Place to Work award, which recognizes our efforts to create a healthy and sustainable workplace. Clear guidelines and a code of conduct ensure decent working conditions, with a positive work environment grounded in our values and an inclusive work culture.



2023 in numbers

Net turnover

SEK **331** million

Total number of employees

41 individuals

Average age of employees

47 years

Where we are

Our head office is in Kista, Stockholm and our warehouse is in Mölnlycke, Göteborg.

Average length of employment

9,6 years

The company is solid with a strong work culture. Employees are loyal, possess extensive experience and knowledge of the business and products, and have established business relationships.

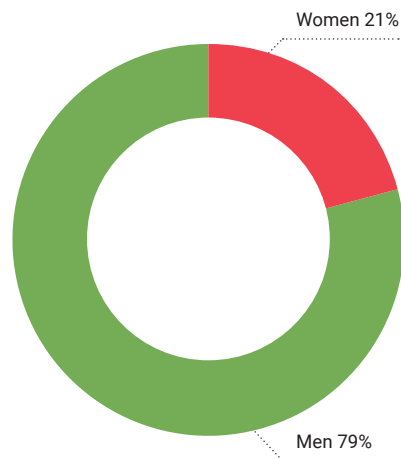
Utilization of wellness hours

>75 %

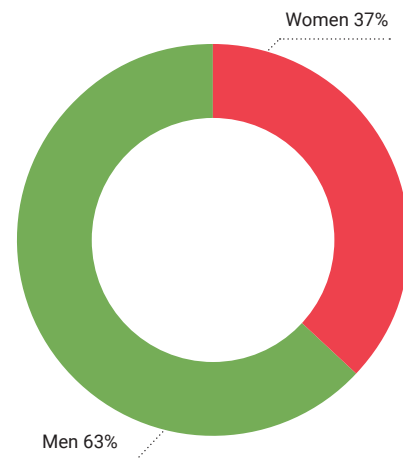
Achieved the goal of >75% utilization of 1 hour/week for wellness in 2023. Favorable conditions are in place to enhance each employee's utilization of wellness initiatives.

Gender distribution of staff

Distribution women/men

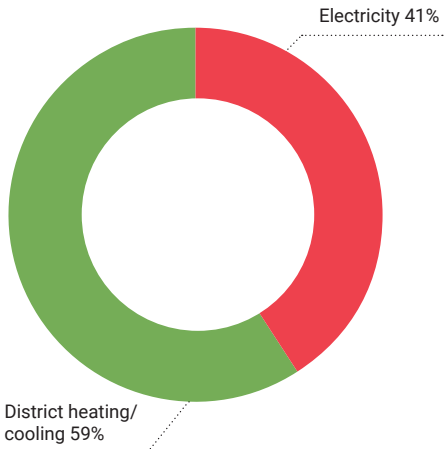


Distribution women/men in management



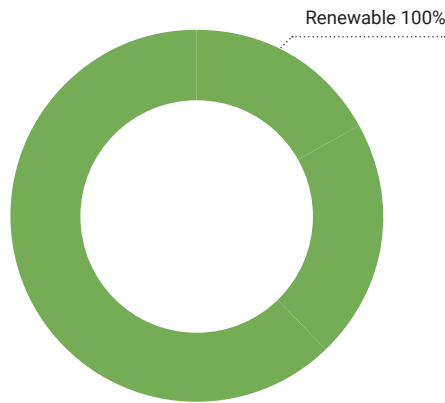
Energy composition and origin, Kista headquarters

Electricity + district heating



The property in Kista is powered by energy from Stockholm Exergi. GA Lindberg ChemTech AB leases 8.3% of the property's space.

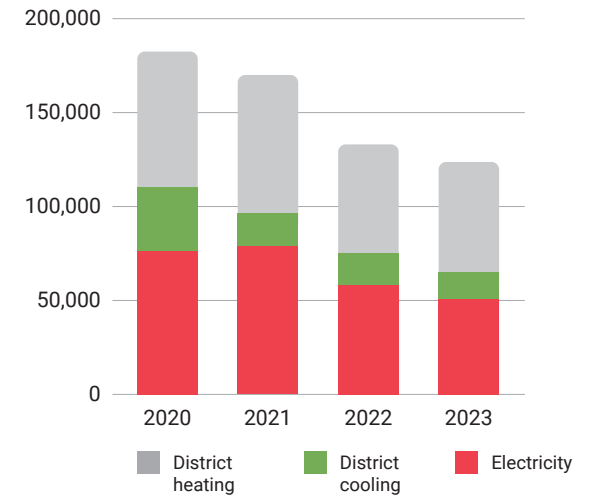
Origin of electricity



From having 32% renewable electricity in 2022, we now have 100% renewable electricity in the property, generated through hydropower.

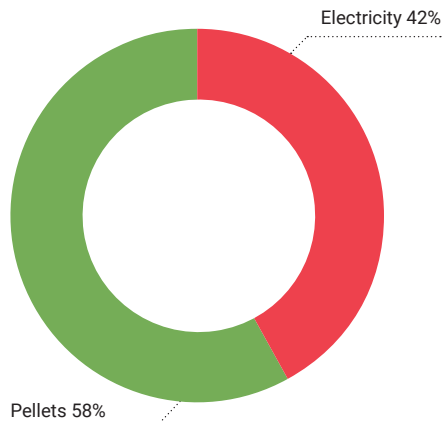
Energy consumption, Kista headquarters

Total energy consumption kWh

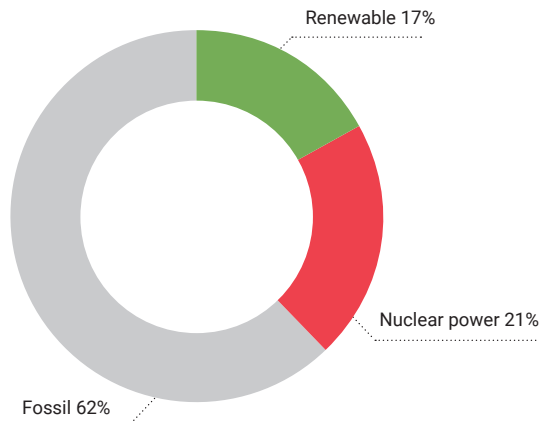


Energy composition and origin, warehouse in Mölnlycke

Electricity + pellets

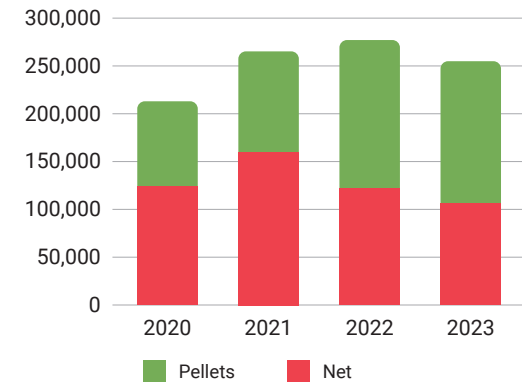


Origin of electricity



Energy consumption, Mölnlycke

Total energy consumption kWh



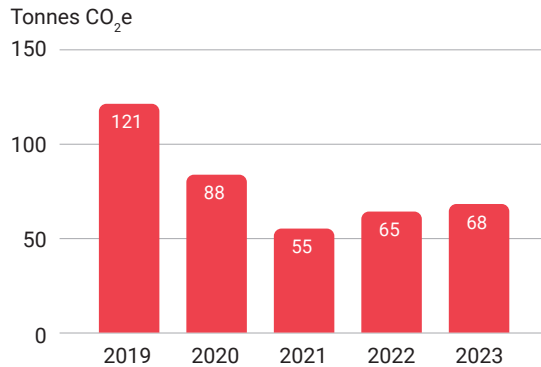
The property in Mölnlycke is powered by electricity from Göteborg Energi, self-generated electricity from solar panels, and heat from a dedicated heating system using wood pellets. Solar panels were commissioned in 2020 in Mölnlycke, leading to approximately a 30% reduction in purchased electricity. They cover approximately half of the roof area of the warehouse building.

Climate calculations

The mapping, initiated in collaboration with Indutrade with a base year of 2019, now includes several aspects of scope 3 emissions as of 2023.

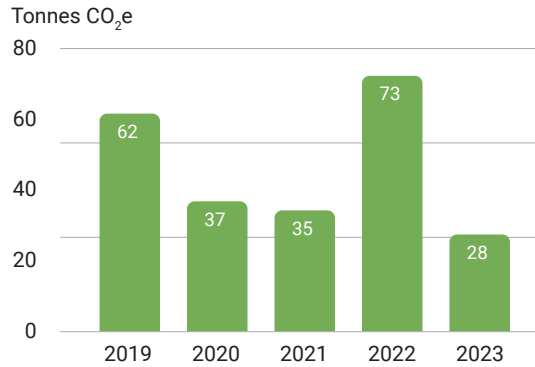
Scope 1

Direct emissions from operations 68 t
 => Business travel using company-owned vehicles powered by gasoline or diesel



Scope 2

Indirect emissions from operations 28 t
 => District heating/district cooling 5 t
 => Purchased electricity from non-renewable sources 23 t

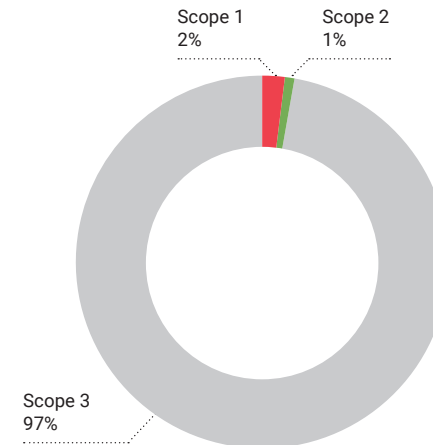


The uneven emissions are due to adjustments in the calculation method for electricity from various sources (fossil, nuclear, renewable). The proportion of electricity from non-renewable sources has decreased in 2023.

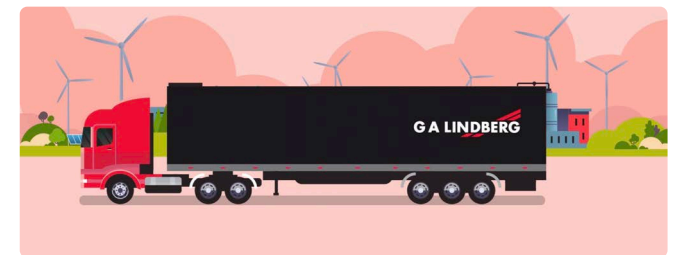
Scope 3

Indirect emissions from other parts of the value chain 2 664 t
 => Goods transportation 125 t
 => Business trips by air 6 t
 => Use of sold products 29 t
 => Raw materials of purchased products 2,504 t

Distribution of emissions in Scope



The vast majority of our scope 3 emissions come from the purchased products, primarily lubricants, where mineral oil is the main raw material in terms of volume.



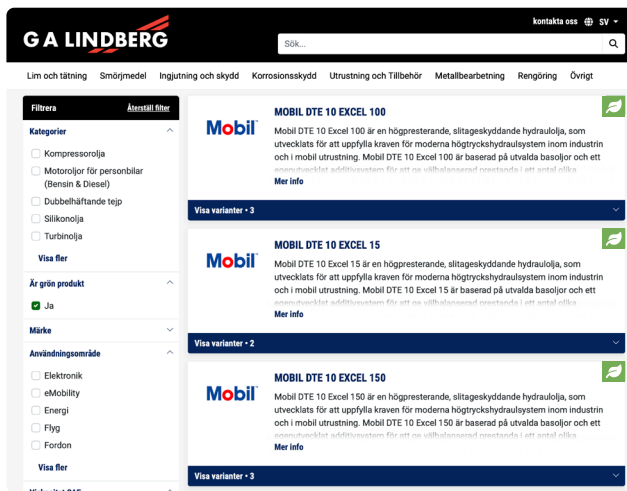
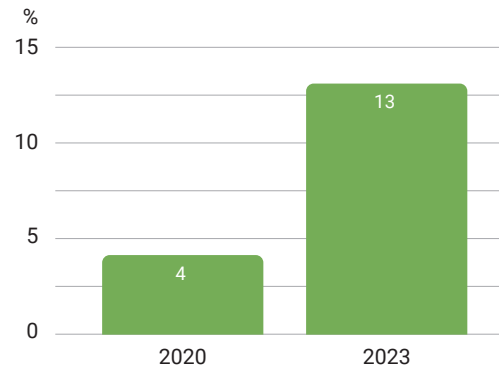
We guide our customers towards more sustainable products



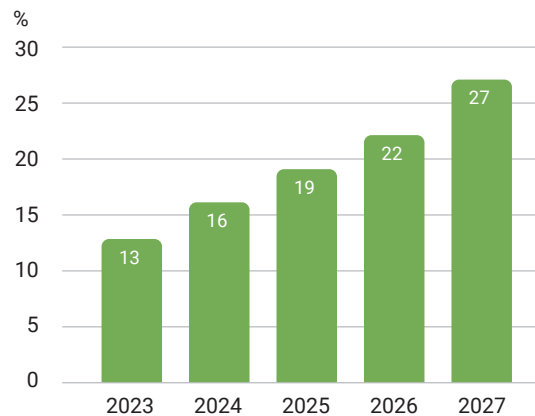
As part of our environmental efforts, we have introduced a label that identifies products that are more sustainable. This label serves as a guide and helps our customers make informed choices and support products that are beneficial from a sustainability perspective. The label is communicated both on our website and in a product catalog.



Sales share sustainable products 2020–2023



Expected sales share sustainable products 2023-2027



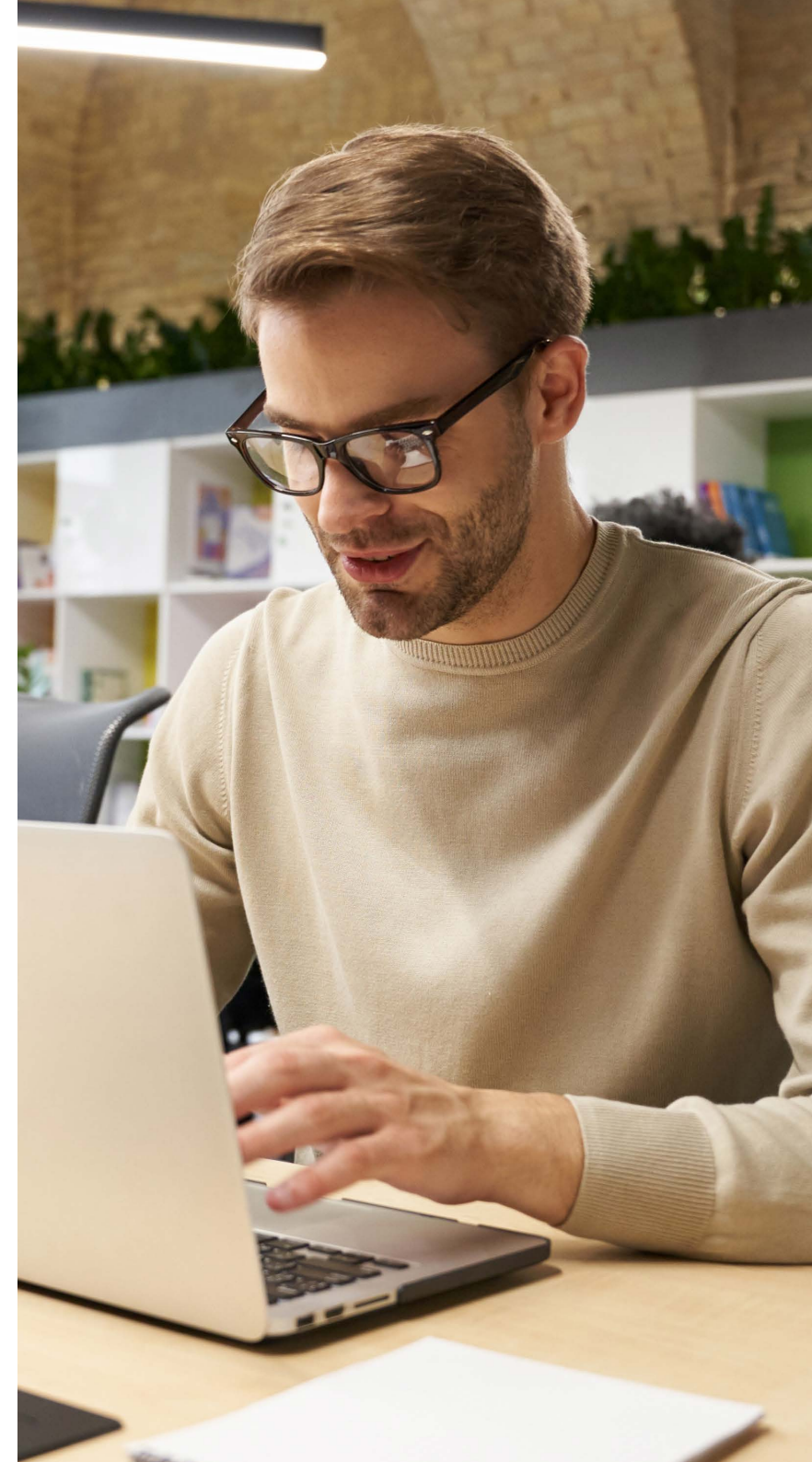
Risk management

Identification and management of risks are requirements according to the ISO standards we adhere to, and we have a comprehensive analysis where the risks for the overall processes in the operation are mapped out. In our processes, there are procedures for the identification of risks/opportunities as well as for handling complaints, internal deviations, and improvement suggestions.

Sustainability-related risks concerning quality, environment, health, and safety (such as incidents and accidents) should be captured, as well as risks that encompass multiple parts of the value chain, such as 'human rights due diligence' (HRDD).

Several processes require special risk management, for example:

- Logistics process involving the transportation of hazardous goods. We are annually audited by DGM Sweden, an external party, and their safety advisor educates and updates us on hazardous goods regulations.
- Storage of products/chemicals in the warehouse in Mölnlycke. Procedures for systematic fire protection work are in place through the BUS portal (Fire and Evacuation System). Regular safety checks are conducted by internal safety representatives.
- Trainings are ensured for staff at both the group and company levels, relevant to their tasks, such as company policies, first aid, forklift handling, and chemical management.
- Assessment of significant suppliers is conducted annually to gather information and ensure suppliers meet the specified requirements.
- The IT system has its own policy and security procedures managed by the parent company.
- Risks related to the well-being of personnel are addressed through various initiatives for well-being, regular health check-ups, and employee surveys.



CSR partnerships

Ensuring access to clean water and sustainable sanitation for all is a global concern. Solvatten is an innovation that purifies drinking water using solar energy in a couple of hours, entirely without fossil fuels.

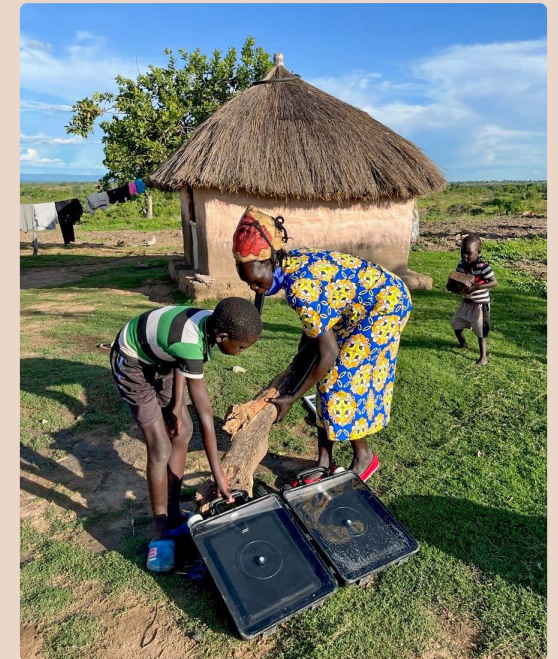
G A Lindberg supports Solvatten along with Plan International and UNHCR, as well as the local organization International Aid Service, in the goal of providing people in developing countries and vulnerable areas access to clean water for households and healthcare.

G A Lindberg has been supporting and donating Solvatten since 2011 when the invention began production in a factory in Örkelljunga, where G A Lindberg also contributed a technical solution for the adhesive application of the container. G A Lindberg also contributes by offering products for the adhesive application for a sustainable solution.

Some of the first countries to benefit from Solvatten were Kenya, Mali, and Indonesia. Later, countries such as Haiti, Uganda, Rwanda, India, and Pakistan have also been reached by the invention. G A Lindberg annually donates a number of containers where the aid goes directly to households and healthcare in needy countries, without intermediaries. Through our donation, 1.7 million cubic meters of water are purified and reach needy countries annually. G A Lindberg intends to continue this collaboration in 2024 and beyond. To further strengthen our collaboration with Solvatten and involve the entire organization, as well as new employees, we invited the founder of Solvatten, Petra Wadström, to our kickoff in August.



"Through our donation, 1.7 million cubic meters of water are purified and reach needy countries annually."



Ukraine

Another one of our sustainable collaborations and corporate social responsibility (CSR) takes the form of concrete actions that reflect our strong sense of global solidarity. In collaboration with our client, Keolis, who has initiated an important humanitarian project, we support this element of goodwill and humanity.

We at G A Lindberg are deeply grateful for the opportunity to be part of this meaningful initiative. In Ukraine, where the war has caused extensive destruction, help is needed on many fronts. One of the affected areas is the education system, where schools have been destroyed, and schoolchildren need to be transported to alternative schools. To meet this need, Keolis has decided to donate used buses to Ukraine. We are proud to contribute by offering our support. We provide various lubricants and motor oils necessary for these buses to function optimally.

Through this collaboration, we demonstrate that our humanity and solidarity is stronger than ever, confirming that we are part of a global community ready to help and support each other, especially when it is needed most. By supporting this initiative, we contribute to making a real and positive difference in people's lives, and we continue to strive to be part of the solution to global challenges. Our commitment to a sustainable future extends beyond our business interests and embraces a broader vision of a better world for all.



Stakeholder analysis

Stakeholder	Requirements from stakeholders	Compliance from us	Impact
UN	Contribution to the UN's global goals	Focus on GSG No. 3,6,8,9,12,13	Small
National authorities	<ul style="list-style-type: none"> • Comply with laws and regulations • The Environmental Code • The Chemicals Inspectorate's requirements KIFS • REACH, CLP, RoHS and WEEE • Authority requirements for the import and sale of chemical products • Waste Ordinance • The Work Environment Agency's requirements AFS 	<ul style="list-style-type: none"> • Reporting of certain key figures (products, waste) • Law overview and update • Competence in legislation 	Medium
Owners	<ul style="list-style-type: none"> • Financial stability • Sustainable growth • Sustainability Reporting • Follow the parent company's ethical requirements • Materiality analysis and systematic work with essential sustainability issues • Work towards achieving the parent company's sustainability goals 	<ul style="list-style-type: none"> • Financial business objectives • Sustainability reporting in a digital platform • Communication with the parent company • ISO9001 + ISO14001 	Large
Society	<ul style="list-style-type: none"> • Comply with laws and regulations • Contribution to ethical business relationships 	<ul style="list-style-type: none"> • Code of Conduct • Company policies 	Small
Suppliers	<ul style="list-style-type: none"> • Contribute to ethical business relationships • Traceability • Efficient procurement 	<ul style="list-style-type: none"> • Code of Conduct • Company policies 	Large
Customers	<ul style="list-style-type: none"> • Contribution to ethical business relationships • Product quality • Relevant product range • Sustainable alternatives • Information and training about the product • Reduction of waste • Efficient/adequate transport of product • Quality and environmental management system 	<ul style="list-style-type: none"> • Code of Conduct • Updated documents like TDS, SDS, product information • Courses and seminars • Customer service and guidance • E-commerce • Offer environmental deliveries • ISO9001 + ISO14001 	Large
Transport companies	<ul style="list-style-type: none"> • Efficient coordination of transport/purchasing • Communication 	<ul style="list-style-type: none"> • Monitoring of CO₂ emissions • Streamlining transport in business systems 	Medium
Waste companies	<ul style="list-style-type: none"> • Correct sorting and labeling of waste • Reduction of waste/scrap 	<ul style="list-style-type: none"> • Expertise on waste sorting • Coordination of purchases/sales • Communication both internally and with employees/customers 	Medium
Employees	<ul style="list-style-type: none"> • Good working conditions • Good leadership and management system • Adequate resources • Investments in the right things • Motivation and commitment of employees • Implemented improvement systems 	<ul style="list-style-type: none"> • Company policies • Effective internal communication • Competent management team • Investment in the right employees • Raise operational goals and involve employees 	Large



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