



# SUSTAIN ABILITY REPORT 10/11

**bene**

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This report is based on the GRI G3 Guidelines, application level B, self declared.

**DEAR READER.**

Thanks to the initiative of our employees, we decided to expand our yearly Environmental Report. It has now become a Sustainability Report which includes economic and social in addition to ecological aspects. Sustainable thinking and acting has long been a tradition at Bene throughout the company's divisions: from Product and Concept Development and Sales (Sales Net) to Production (CompactFactory).

At Bene, we place great value on individual responsibility. We see ourselves as an integral part of society and are aware of our responsibility. By joining the UN Global Compact, we are sending a clear signal of our commitment.

Guided by our philosophy we design spaces, we support and motivate people through outstanding office design and furnishings, thereby contributing to the success of our customers' businesses.

This Sustainability Report documents all economic, ecological and social measures within the Bene Group. The engagement and enthusiasm resulting from the development of this report will help us implement many of our ideas in the coming years.

The greatest challenge in 2009 and 2010 was the significant decline in sales and earnings but the measures we have introduced since 2008 are already showing positive effects. The following decisions were taken:

- Introduction of a part-time working model in order to maintain the core expertise within the company while simultaneously adjusting the number of employees.

- Product innovations, e.g. PARCS, that redefine the communicative and cooperative zones in the office, were successfully established on the market. And the multifunctional room divider RM Room Module that defines areas in the office and forms space-saving and compact workplaces.
- The Austrian production site has proven to be a clear competitive advantage. With our highly automated and centralised production, it is possible to manufacture products according to customer requirements under particular cost-efficient conditions.
- In addition, we were able to successfully place a corporate bond in April 2009 to secure liquidity and to strengthen our balance sheet.

As a manufacturer of office solutions, we work in a late-cycle market. For that reason, the effects of negative economic developments on our company were delayed. However, because of existing capacities, we see potential for great organic growth in the medium-term.

The aim is to position Bene as a reliable partner for sustainable, well-designed office solutions and to intensify efforts to promote practical innovations in all product groups.

Amongst other, we have defined the following sustainability goals for the coming financial years:

- I. Increase customer satisfaction**
- II. Strengthen equal opportunity**
- III. Reduce the CO<sub>2</sub> footprint of our products**
- IV. Develop Bene production to become CO<sub>2</sub> neutral**
- V. Implement eco-social innovations**
- VI. Only process wood-based materials from sustainable forestry**

You can find other goals, key performance indices and specific measures for each goal in the sustainability programme.

Sincerely yours,



Frank Wiegmann  
Chairman of the Management Board  
Finance, Technology and  
Human Resources



Thomas Bene  
Member of the Management Board,  
Marketing and Portfolio



Wolfgang Neubert  
Member of the Management Board,  
Sales



# SUSTAINABILITY INCREASES COMPETITIVENESS



# COMPANY

**Bene. A LEADING, GLOBAL COMPANY which sets design trends in office furnishing with its concepts, products and services. A name that is synonymous with space, design, professionalism and expertise.**

Bene was founded in 1790 and has been an office furniture manufacturer since 1951. Production and head office are located in Waidhofen/Ybbs. Bene is market leader in Austria and number five in Europe.

**INTERNATIONAL PRESENCE**

Internationalisation of the company since the 1980s, with sales offices in Europe, the Middle East and in Asia.

Since 2006 Bene has been a publicly listed company and ISO 9001 and 14001 certified. The Bene Group turnover in fiscal year 2010/11 was EUR 170.8 million with 1,257 employees on average.

Bene distinguishes itself from the competition through a synchronous coordination of direct sales (Sales Net) and production (CompactFactory). CompactFactory, a flexible manufacturing system in which the processes have been optimised, offers clients customised measurements, surfaces and materials at mass production prices. A competitive advantage that not only makes a difference when dealing with international clients and completing large scale projects, but also for small orders.

With local offices and qualified specialist trade partners, the Bene Sales Net gives customers regional access to all services—at 82 locations in 35 countries. A sales network that offers first class advice, planning, realisation, service and logistics internationally.

**PRODUCT PORTFOLIO**

Value for the customer arises from the comprehensive Bene Collection product portfolio and Bene Spectrum,

Bene's consistent colour and material portfolio. An innovative product portfolio for all modern office zones and areas. Appealing through design quality, intelligent functionality and various design combinations.



Bene Management Board: Frank Wiegmann, Wolfgang Neubert, Thomas Bene

**MADE IN Waidhofen/Ybbs (Austria)**

With over 42,000 square metres, Bene has one of the most modern and efficient production facilities in the office furniture industry in Europe, with high standards for safety and the environment. With its concentration on the Waidhofen/Ybbs production site, Bene not only enjoys advantages in logistics but also provides secure jobs in the region.

In 2009, operations at the Research and Development centre began at the Waidhofen/Ybbs location, which enables the Group to present its entire product expertise extensively to customers and employees for the first time. With the acquisition of neighbouring building grounds in previous fiscal years, the necessary preconditions for further expansion of the plant in Waidhofen/Ybbs have been created.



Wasserlack  
OKO-SYSTEM

Start of the waterbased varnish project (reduction of solvent content from approx. 76 % to approx. 7 %)

Exchange PVCedges to PP or ABS edges



Austria ÖQA quality seal for all products

Heat recovery system

ECO Design Award Programme A4

Environmental prize of Lower Austrian Industry 1996

Wood-chip heating system (savings of approx. 500 t heating oil)

SEPAS 1 extraction system



1790

1988

1995

1996

1996

1996

1997

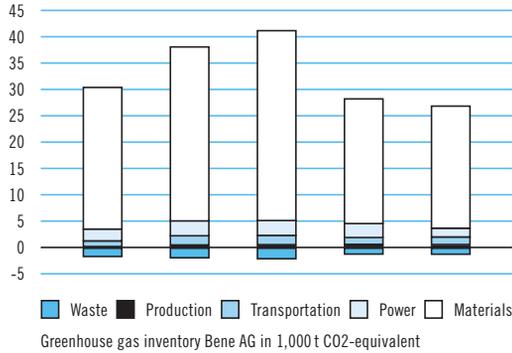
1998

1998

Company founded

**CORPORATE CARBON FOOTPRINT**

Bene strives constantly to increase its production efficiency. Effects on the climate can be measured by direct and indirect emissions in production. Fuels and heating oil are included in the calculation of direct emissions. Indirect emissions come from the areas of power, waste and materials.



**CORPORATE SOCIAL RESPONSIBILITY**

As an internationally active company, Bene is responsible to a large number of stakeholders, amongst them customers, employees, suppliers, business partners and investors. Bene works in harmony with the environment, thereby protecting the interests of the next generation.

Bene helps to make a positive impact on the world through economic success. The Bene group vision and mission statement are the foundation of our conscious CSR policy.

**Economic Responsibility**

Through sustainability and heavy emphasis on growth and innovation, the Bene Group is emerging into a leading, economically stable brand in Europe. Bene views success and responsibility as a single entity. Only successful companies have the power and the independence to assume lasting responsibility.

Working together with customers and partners, Bene designs customised working environments in which people like to work and can work well. Thus contribute to the success of the company.

Bene is pursuing its goal as an integrated provider through innovation and the development of modern, environmentally conscious products. Bene focuses on products with highly unique selling points and stable profit margins.

Bene orientates itself toward the latest technology and feels responsible for the safety and health of its employees and for an intact environment.

**Environmental Responsibility**

Bene thinks in complete product life cycles and considers environmental criteria from the initial product idea to recycling. Bene's processes and products are developed in accordance with the latest environmental and safety technology. Bene strives to maintain a responsible balance between the environment and economics.

Optimisation of time-related factors—processing time, reaction time, time to market—as well as on-going improvement in the quality of our processes, products and service, are all permanent goals.

Fully automatic light control system (production)/ daylight controller	Compact-Factory—integrated IT and processing landscape with highly automated, flexible manufacturing process	Changeover from intra-factory transportation to freight forwarders (reduction of empty runs)	IPO Vienna Stock Exchange	  Certified ISO 9001, ISO 14001	Electronic price list instead of paper price lists (saving approx. 1.5 million sheets of paper per year)	 »LGA tested for toxins« for all products	 »Austrian Eco-Label« for the T-Platform
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Bene sets demanding goals for itself when it comes to conserving resources. Bene places importance to improving energy efficiency, increasing recovery and recyclability, and minimising emissions and waste.

As a company that processes wood, Bene is especially committed to sustainable forestry. More than half of the material used is wood-based. All of the board materials that we use have been certified in accordance with the Chain of Custody Standard PEFC.

The Waidhofen/Ybbs production site, located in the heart of Europe, allows us to use the shortest paths to our customers and suppliers.

**Social Responsibility**

In addition to economic activities, Bene also assumes social and community responsibilities. Bene maintains fair relationships, conducts business in a respectful manner and is respectful towards partners and employees.

For Bene, cultural diversity is an important prerequisite for recognising different, country-specific needs and for understanding and supporting people and their working styles.

We are a sought-after, fair and responsible employer that offers equality of opportunity and modern forms of employee development in a dynamic environment.

Bene respects, meets and supports international human rights. Bene safeguards ethical criteria and does not impinge in human rights violations.

Company representatives must behave fairly, with integrity, and in line with Bene's ethical standards. Bene considers it a matter of course that it needs to follow the requirements of the UN Global Compact.

Bene views legal regulations as minimum requirements. The company is committed to complying with the Austrian Code of Corporate Governance, and strives for sustainable values in the entire Group.

**EMPLOYEES: TEAMWORK AND NETWORKING**

Excellent and motivated employees are the key to the company's success. Open communication and dialog are integral components of the Bene corporate culture. Bene offers its employees sustainable jobs and the opportunity to experience and evaluate futuristic concepts for themselves.

Human resource development, training and the Group-wide Intranet platform promote and anchor the exchange of knowledge, which is the foundation of employee expertise. Internal events promote and consolidate the community and the »we-feeling«.

	2008/09	2009/10	2010/11
Employees (f)	457	361	362
Employees (m)	575	506	479
Workers (f)	74	57	69
Workers (m)	412	325	367
<b>Total</b>	<b>1,518</b>	<b>1,249</b>	<b>1,277</b>

Development of employment numbers in the Bene Group, incl. leasing personnel (as at 31 January)  
f = female, m = male



»GECA« (Good Environmental Choice Australia) for T-Platform, P2\_Group and AL\_Group



Incorporation in VÖNIX, the Austrian Sustainability Index



An Austrian model business Thermal water storage (reduction of heating oil consumption by approx. 50%)

Sustainable Product Award Austria



Certified PEFC Bene AG  
FISP Bene PLC and Bene AG



Member of the UN Global Compact and respACT



Blue Angel for all products



Austrian Eco-Label for all products







**CREATING TOMORROW'S  
FUTURE TOGETHER**

# KNOW-HOW

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**Know-how forms the foundation for implementing the BENE GROUP STRATEGY. This covers pro-active initiatives related to products, services, manufacturing processes and organisational structures. Our shared goal is to better discern the needs of our customers in order to make a positive contribution to EFFECTIVENESS, EFFICIENCY AND SOCIAL ACCEPTANCE.**

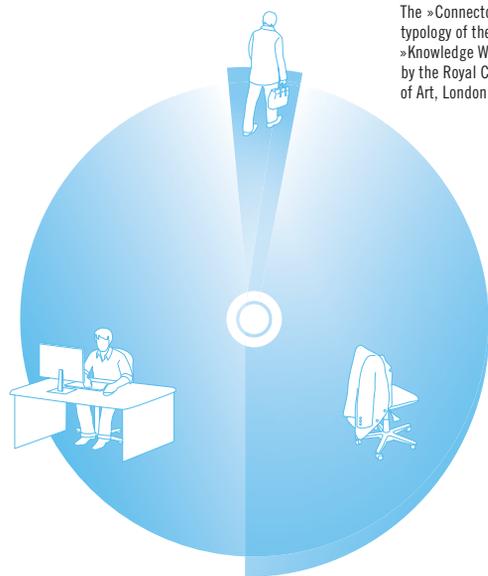
Continuous further developments and improvement are part of our everyday culture at Bene. Developing of expertise is an important core value and driver of our business. Expertise forms the foundation for **ORGANIC GROWTH** and is simultaneously the basis for **MARKET SUCCESS**.

# RESEARCH

## SETTING OUT FOR NEW HORIZONS

At Bene, questions regarding the office trends and developments of tomorrow are asked and analysed throughout all areas of the company and are discussed and answered in quarterly meetings.

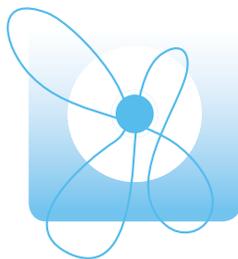
It is primarily the senior staff from the research and design, marketing, portfolio management, technology and sales divisions that look beyond horizons and survey important market developments. This includes office design, office concepts, office furnishing, corporate culture and other influences that shape the office.



The »Connector«, one typology of the study »Knowledge Worker« by the Royal College of Art, London



Bene Edition  
»Trendreport«, 2010



Pattern of movement for the Knowledge worker »Gatherer«

## Integrating know-how

Bene works with external experts, such as the Royal College of Art, Fraunhofer—office 21, Zukunftsinstitut (Institute of Future Trends), and various designers. This external perspective augments the pool of ideas that secures the future of Bene as an innovative company and increases competitiveness.

Idea management includes the generation, collection and selection of suitable ideas for **IMPROVEMENTS AND INNOVATIONS**. Employees, irrespective of their location and position, can post their thoughts and suggestions for improvement of a »leaf« on the **BENE FUTURE TREE**.

# IDEA MANAGEMENT

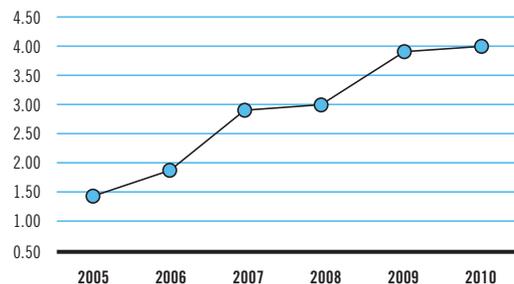
## IMPORTANT CONTRIBUTION TO SUCCESS

Thanks to Bene's idea management all employees are involved in the innovation process. Every suggestion, every idea is treated equally and is an expression of the individual responsibility of the employees. An important cornerstone that contributes significantly to the authenticity and lasting success of the company. Taken together, this process secures the future of Bene as an innovative company and increases competitiveness through appropriate services and products.

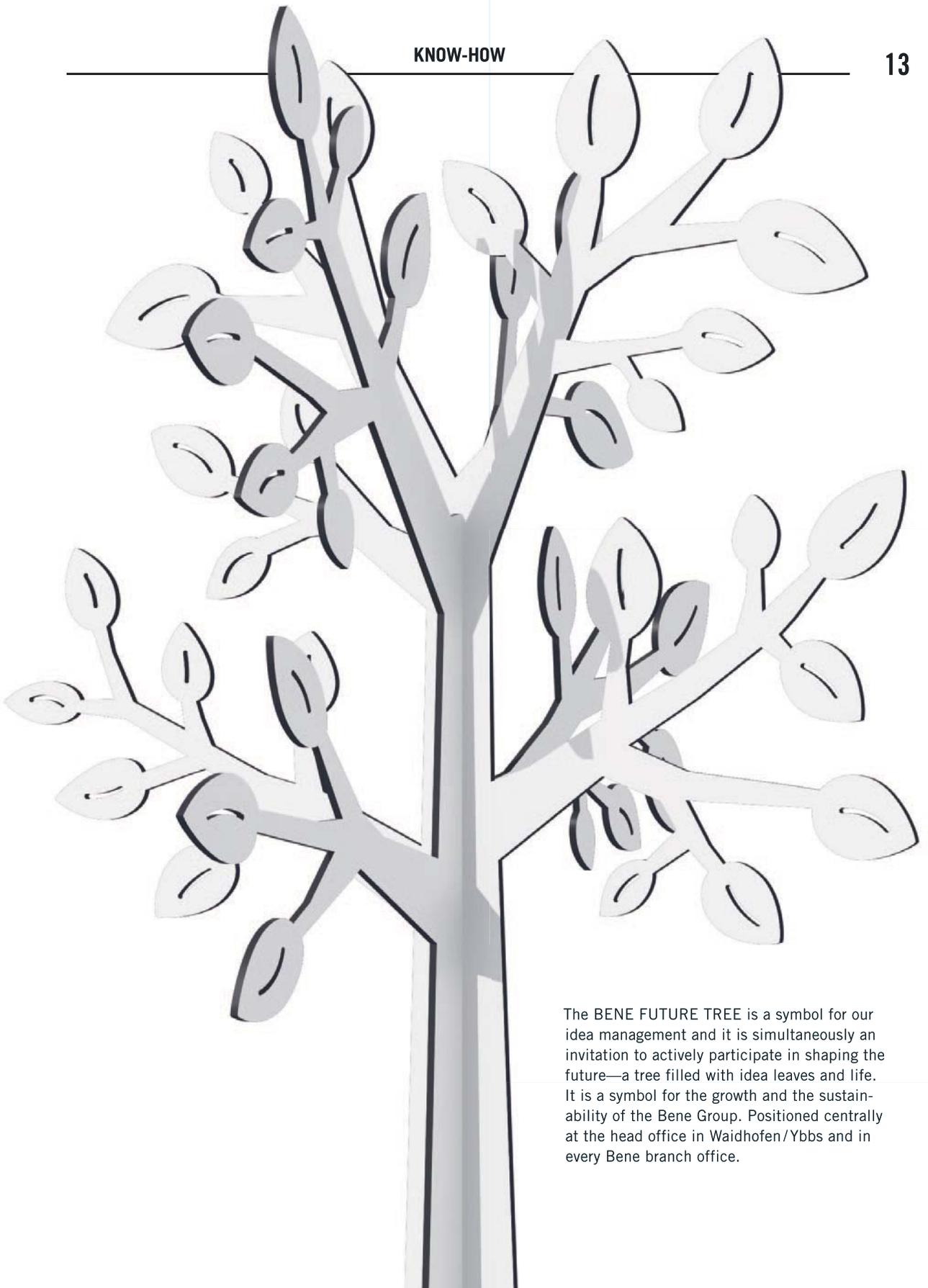
## A continuous process of improvement

The CompactFactory, since 2004, continues further improvements of the production process and has been underway based on the continuous improvement process (CIP). Suggestions for improvements were developed in the team and implemented independently by the team itself after approval. In addition to product quality, the

number of complaints, adherence to deadlines and productivity, the number of submitted, approved and effective suggestions for improvements are taken into consideration when evaluating teams.

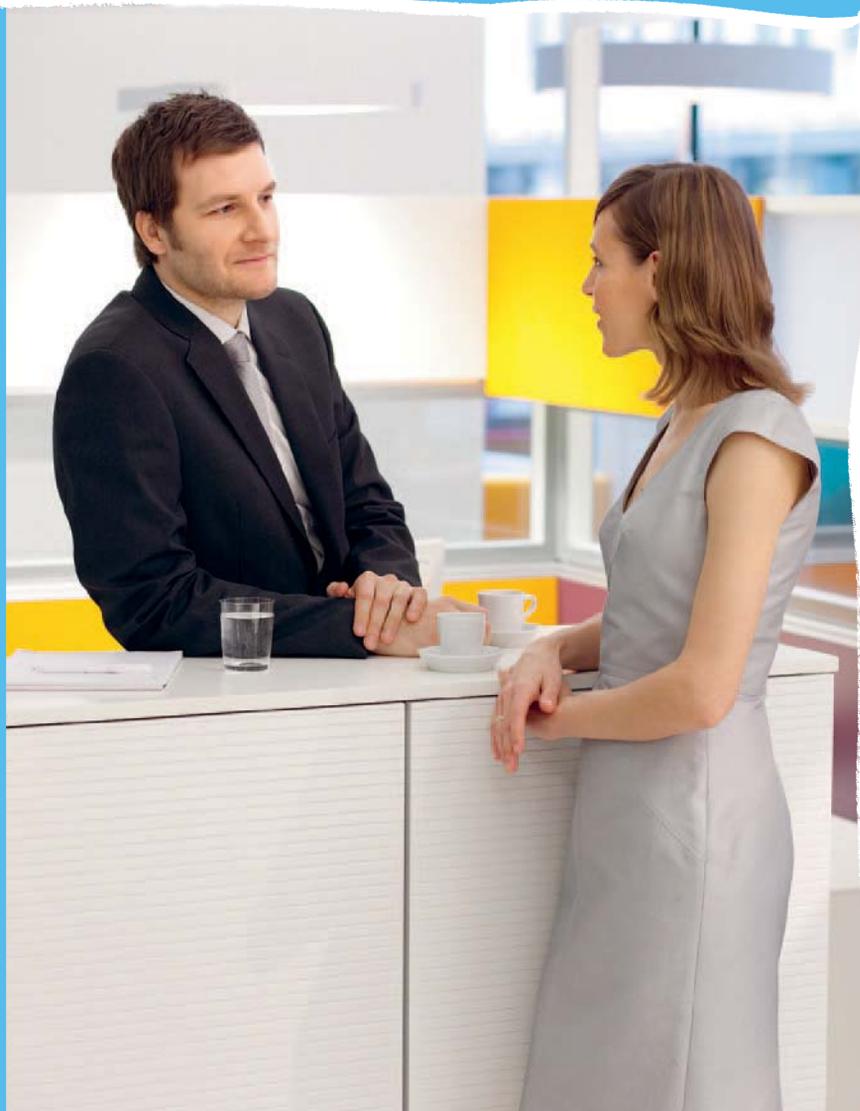


Points from suggestions for improvement/employee (production)



The BENE FUTURE TREE is a symbol for our idea management and it is simultaneously an invitation to actively participate in shaping the future—a tree filled with idea leaves and life. It is a symbol for the growth and the sustainability of the Bene Group. Positioned centrally at the head office in Waidhofen/Ybbs and in every Bene branch office.





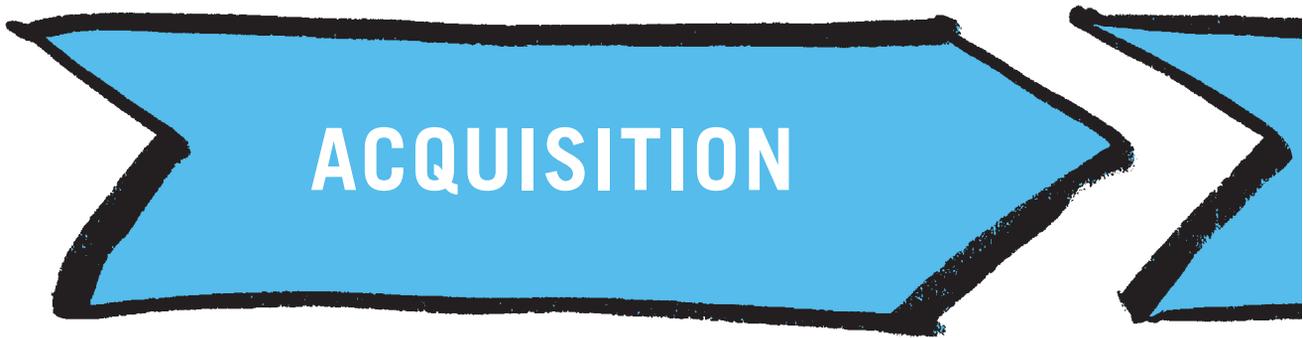
**GLOBAL REACH  
WITH 82 BRANCHES IN  
35 COUNTRIES**

# SALES

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We add VALUE to our customers through the synergy of offering a comprehensive portfolio and the expertise of the Bene team. We utilise the skills of our CONSULTANTS, PLANNERS, DEALERS, PRODUCERS AND LOGISTICS STAFF in the most beneficial way to the customer.

**ECOLOGICAL:** At 82 points of sales, the Bene Sales Net offers regional access to all its services. **SOCIAL:** We speak the language of our customers through our local presence. Not just »literally«, but also in regard to regional and cultural contexts. **ECONOMIC:** Increasing customer awareness and understanding customer problems thanks to exceptionally trained employees.



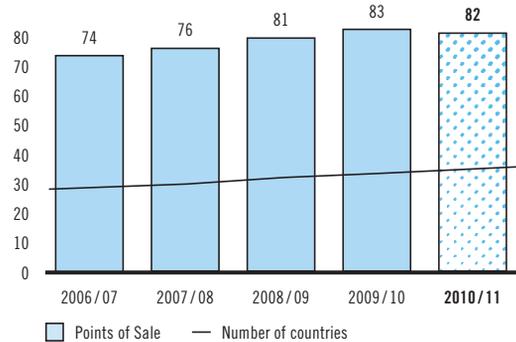
Bene Sales Net, a customer-oriented sales network that speaks 26 languages.

26

**CONTINUOUS EDUCATION**

Expertise in products, designs and solutions is part of Bene's self-understanding. This is why continuous education is essential for Bene employees. The key data is subject to annual variations due to economic conditions, but the goal is to provide 4 professional development days for employees with management responsibility and 2 professional development days for employees without management responsibility.

**DEVELOPMENT POINTS OF SALE**



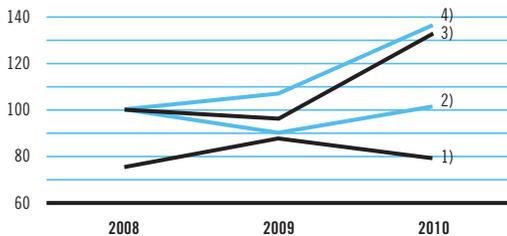
PROFESSIONAL DEVELOPMENT DAYS PER EMPLOYEE	2007/08		2008/09		2009/10		2010/11	
	f	m	f	m	f	m	f	m
Employees with management resp.	4.77	3.03	2.24	2.90	3.52	4.24	0.84	0.64
Employees without management resp.	2.33	1.29	1.28	0.79	2.53	2.90	1.05	0.99

f = female, m = male

**ECOLOGICAL:** Resource-conserving design by using photorealistic images. Spares the 1:1 ratio presentations. **SOCIAL:** An in-depth needs analysis enables optimised office design with efficient work processes, where people like to work and can work well. **ECONOMIC:** The planning and communication tool »CompactOffice« facilitates customised and highly efficient office designs.

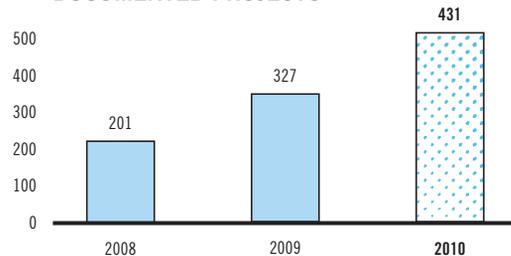
# CONCEPT / DESIGN

Managing knowledge at Bene means: Generating, evaluating, consolidating, sharing and communicating knowledge in such a way that as many people as possible can easily access and use it. The platform for this process is the »my.bene.com« intranet. Increasingly stable user rates in recent years have improved the intensity and quality of intranet usage.



1) User rate 2) Pages 3) Download volumes  
4) Download volumes / employee  
(User rates measured against all registered intranet users)

## DOCUMENTED PROJECTS



The amount of best practise documentation in the project database increases continuously. A knowledge base for the solution expertise of Bene.

**173,000**

Roughly 173,000 meetings are held by Bene Sales Net employees each year.

This is proof that internationally the company places great value on its expertise and knowledge.

**ECOLOGICAL:** After products are installed, parts that are no longer needed and all packaging materials are sent to Waidhofen, where they are disposed of or recycled. **SOCIAL:** Transportation and installation aids, as well as an optimised degree of pre-assembly, make handling and on-site installation easier for employees. **ECONOMIC:** Delivering the product and explaining the product-specific features to the customer for optimal, ergonomic use.

## REALISATION

### COMPLAINT RATE

Thanks to improvement of processes along the value-added chain the number of complaints was reduced by 22%. This means a reduction of the rate of complaints from 1.64%.

# 15

The average life cycle for Bene furniture is approximately 15 years.

# 4,700

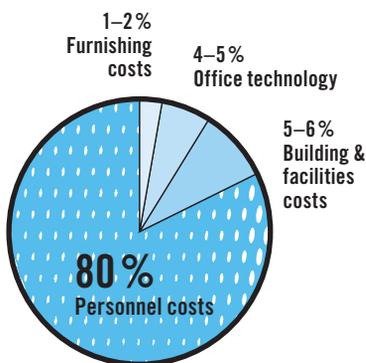
In over 4,700 containers each year, Bene products are shipped by land, sea or air.

MEANS OF TRANSPORTATION	2008/09	2009/10	2010/11
Road Swap body (container) (each ~ 40 m³)	5,390	3,870	4,275
Road Lorry (each ~ 80 m³)	537	171	184
Ocean freight containers (each ~ 20 or 40 m³)	140	90	65
Air freight shipments	170	140	184

**ECOLOGICAL:** Certificates document and assure product quality and durability. **SOCIAL:** Products from Bene are ergonomically designed and have a high utility value. **ECONOMIC:** The flexibility of the products facilitates fast and easy modifications to the layout or rearrangements resulting from changing conditions.

## UTILISATION

### GOOD OFFICE SPACE SOLUTIONS PAY FOR THEMSELVES



Furnishing costs are only 1-2% of a company's total expenses.

### ERGONOMIC PRODUCTS

Products from Bene feature ergonomic design. They make daily work easier, take into account the individual needs of employees and their physical dimensions, and offer optimal latitude for movement. Standing or sitting while you work, lighting, room acoustics and climate are all important factors for ergonomic workspaces.



### NOISE PROTECTION

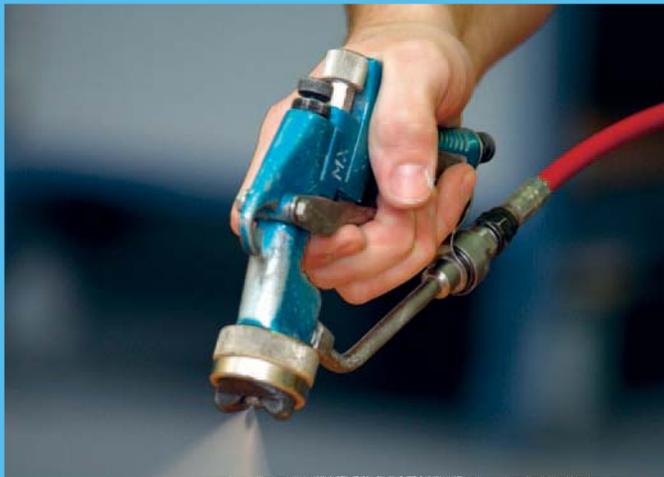
Good room acoustics can increase employee performance by up to 52%. Bene offers a wide selection of sound-absorbing and sound-proofing products that greatly improve the quality of the acoustics in the office environment.







LARGE SCALE PRO-  
DUCTION COMBINED  
WITH SUPERIOR  
WORKMANSHIP



# PRODUCTION

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Customer-based JUST-IN-TIME  
MANUFACTURING with a continuous data  
structure and OPTIMISED LOGISTICS.

Starting with product development,  
through to procurement, manufacturing  
and logistics to product recycling.

**ECOLOGICAL:** Bene only uses formaldehyde-free chipboards and wood from sustainable forestry in all products. **SOCIAL:** Products from Bene are low in toxic emissions and thereby contribute to the health of their users. **ECONOMIC:** Bene takes care to make optimal use of all resources during the production process and in terms of material usage.

# PRODUCT DEVELOPMENT

PRODUCT EMISSIONS

**> 98 %    3.5 %    - 80 %**

of the surface finishing is performed using water-based varnishes and stains.

reduction of the VOC solvent content from 5.9% to 3.5%.

less glues that contain harmful isocyanate (3,200 kg).

**27.7 %**

Bene is constantly increasing the recycled content of used materials. In Fiscal year 2010/11 recycled content was 27.7%. This is an increase of approximately 25 percentage points compared to 2008/09.

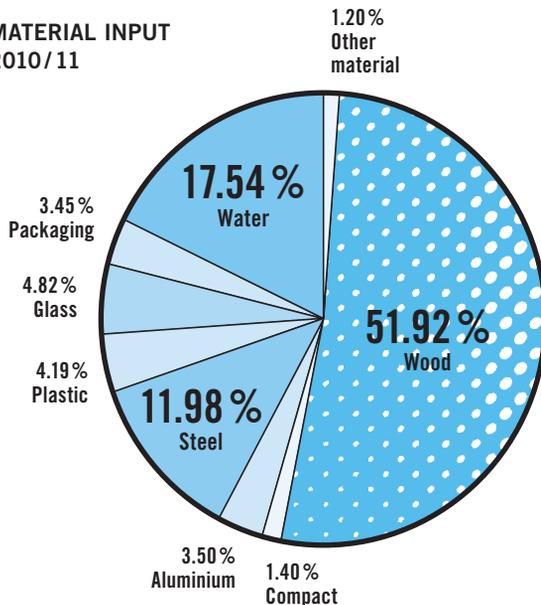
SELECTED DESIGN AWARDS



**ECOLOGICAL:** Bene sources 65 % of purchases from suppliers located within a 200 km radius; 70 % of the suppliers are located in Austria. **SOCIAL:** Bene is committed to compliance with the 10 principles of the UN Global Compact. **ECONOMIC:** Just-in-time manufacturing reduces warehousing costs, frozen capital, personnel, buildings and storage risks.

# PROCUREMENT

MATERIAL INPUT  
2010/11



50%

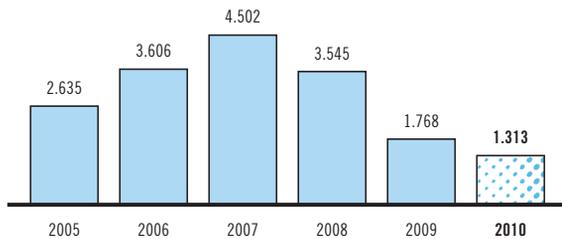
### SUSTAINABLE FORESTRY

At over 50%, wood is the most important raw material in Bene's production. The increased use of renewable wood and wood-based products is a positive contribution to preserving forests. Bene uses wood from suppliers that are produced under FSC and/or PEFC standards and Bene itself was certified in 2009 for the Chain of Custody Standard PEFC standard by Holster Austria. In future, Bene will also only use veneers from sustainable forestry.

**ECOLOGICAL:** Bene is committed to non-nuclear energy powered production. Recyclables were reduced or sorted at the factory and passed on to waste specialists or suppliers for recycling. **SOCIAL:** Autonomous work teams boost employee motivation and identification. **ECONOMIC:** The continuous data model of the CompactFactory offers customers customised products in terms of measurements, surfaces and materials, at mass production prices.



REDUCTION IN SOLVENT USAGE



Solvent usage through water-based varnish in 1,000 kg

30%

1,000,000

Litres of heating oil are saved annually by using wood chips and cuttings from production.

SOLVENTS / WATER-BASED VARNISH

The use of spray pistols with low atomized spray and the optimal conditioning of the varnishes ensure a uniform varnish surface. Through the use of a varnish recovery unit, 30% of the varnish is recovered. This attains a recovered utilization rate of more than 95%.

**ECOLOGICAL:** Wood-based packaging is made exclusively of heat-treated solid wood (IPPC). Domestic forest stands are protected from wood pests. **SOCIAL:** The size and weight of packaging units are based on the abilities of the shipping personnel. **ECONOMIC:** Optimised packaging sizes enable maximum utilisation of space in the container.

## PACKAGING AND LOADING



### PRODUCT PACKAGING

The CompactFactory allows a large variety of products and customized packaging sized to match the product. Machines adapt packaging to the size of products. This minimizes empty space and increases transport volumes per container.

### TRANSPORT OF GOODS

Routes planning, distances and ecological effects are determinantes for the choice of transport means. Ships, lorries, airplanes and our own vehicle fleet are available. Focus is to optimize routes and to avoid empty runs.

# 282,000

Packaging units of the packaging machine per year

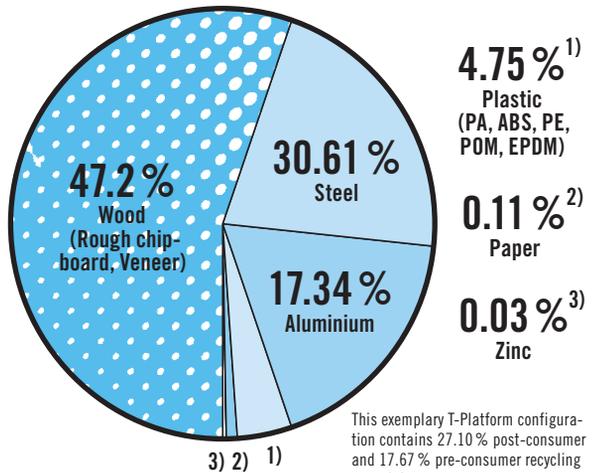
**ECOLOGICAL:** All Bene in-house products can be separated and sorted. **SOCIAL:** Customer and showroom returns and samples are sold to employees and customers at attractive prices. **ECONOMIC:** Half of the chipboard cuttings are returned to the chipboard manufacturer and fed back into their production process, and the other half is used by Bene as fuel for heat recovery at the Waidhofen / Ybbs location.

# RECYCLING AND DISPOSAL

83%

Bene products can be separated and sorted, disassembled into their individual components and be completely reused. More than 83 % of all waste materials from the Bene plant will be recycled.

**MATERIAL COMPONENTS IN A T-PLATFORM EXAMPLE**  
(Desk, third working level, organization elements)



This exemplary T-Platform configuration contains 27.10 % post-consumer and 17.67 % pre-consumer recycling materials.

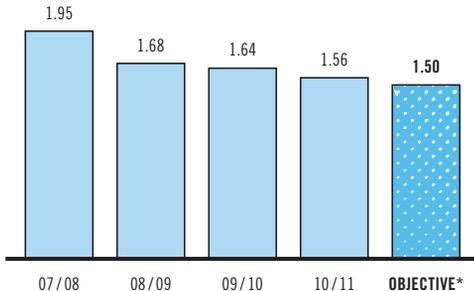
# SUSTAINABILITY PROGRAMME

Employees participated in the development of our SUSTAINABILITY GOALS, which were evaluated by a sustainability working group and discussed and approved at executive level. The resulting sustainability programme lists the CONCRETE MEASURES, responsibilities and deadlines for implementing and reaching these goals.

**I. EASE CUSTOMER SATISFACTION**

- Finish the process optimisation programme »PEACS« for internal and external customer satisfaction along the entire value-creation chain (customer to customer). Chairman of the Management Board (permanent)

**Complaint rate for in-house manufactured products**  
(data in %)



\* by end of FY 2011/12

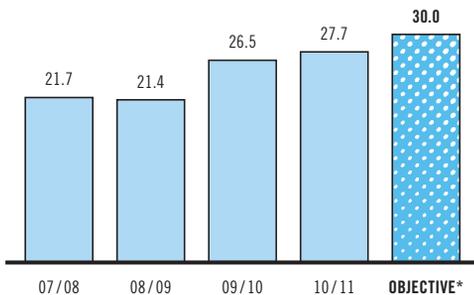
**II. STRENGTHEN EQUAL OPPORTUNITY**

- Establish a project group dedicated to improving the quality of gender diversity at Bene. Human Resources Manager (03/2011)

**III. REDUCE THE CO<sub>2</sub> FOOTPRINT OF PRODUCTS**

- Replace all Austrian EURO4 vehicles with vehicles that conform to higher standards. Logistics Manager (01/2015)
- Change the Car Policy (CO<sub>2</sub> limit; costs per kilometer). Human Resources Manager (06/2011)
- Increase the percentage of recycled material in plastics. Technical Director (01/2012)

**Recycling content, raw materials**  
(data in %)

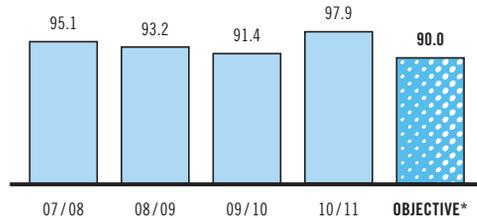


\* by end of FY 2011/12

- Expansion of the carbon footprint calculation model by including recycling content in the inputs. Savings from increasing the recycling quotas can be read. Environmental representative (2010/11)

**Carbon footprint raw materials / produced piece in-house production**

(data in kg CO<sub>2</sub>-equivalents)



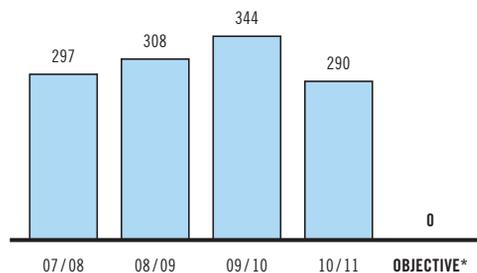
\* by end of FY 2011/12

- Update the life cycle factors for the CO<sub>2</sub>-equivalent emissions (from the Eco invent database). Environmental representative (10/2011)
- Carbon footprint calculation for Bene reference products. Environmental representative (01/2012)
- Reduce stand-by power consumption in the T-Platform lift desks from its present value of 4.5Wh to less than 0.5Wh. Head of Technical Development (06/2011)

**IV. DEVELOP BENE PRODUCTION TOWARDS RDSRDS CO<sub>2</sub> NEUTRALITY**

- Expand the existing lighting control system to the old hall areas in two phases. Technical Director (01/2013)
- Simultaneous analysis of power consumption by avoiding consumption spikes (e.g. time-controlled charging of the forklift batteries). Technical Director (06/2012)
- Analysis of required infrastructure electricity use vs. value-creating machinery. Technical Director (06/2012)

**Carbon Footprint Production**



\* by end of FY 2019/20

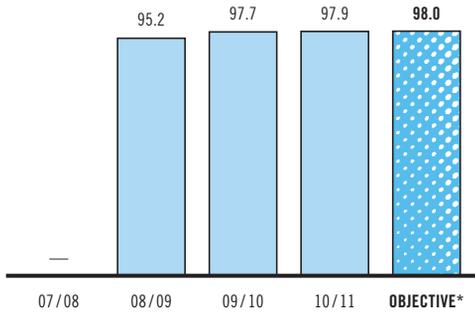
**V. IMPLEMENT ECO-SOCIAL INNOVATIONS**

- Build an international recommendation entity for eco-social innovations: »Bene Future Tree«. Content Management Manager (05/2011)

**VI. ONLY WORK WITH WOOD BASED PRODUCTS FROM SUSTAINABLE FORESTRY**

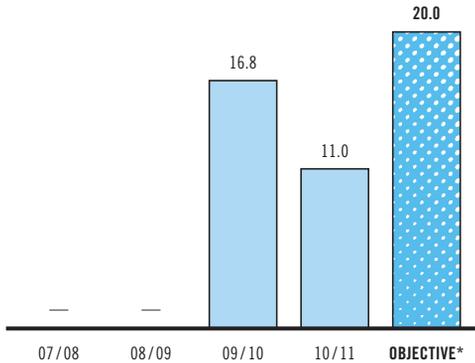
- Discontinue the Tropic veneer Zebrano from the Bene product line. Project Manager (01/2012)
- Increase the share of certified veneers. Purchasing (01/2012)

Share of PEFC-certified wood-based materials (indicated in %)



\* by end of FY 2011/12

Share of PEFC-certified veneers (indicated in %)



\* by end of FY 2012/13

**VII. CONTINUE TO DEVELOP EXPERTISE AND MAKE IT SUSTAINABLE**

- Deepen product, concept and solution capabilities in sales  
Sales and Specialty Departments (permanent)
- Continuing education programme for apprentices and implementation of interdepartmental apprentice projects  
Human Resources with Specialty Departments (permanent)
- Leadership programme for technical and management personnel  
Human Resources Manager (permanent)
- Strategic development programme to secure our competitiveness (e.g. development programme for site managers, project managers, sales trainee programme for Germany)  
Human Resources with Specialty Departments (permanent)

**VIII. PROMOTE THE SOCIAL COMMUNITY**

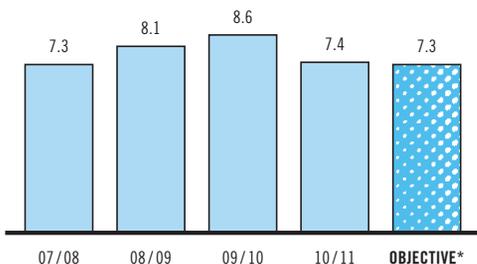
- Organise regular joint activities.  
Workers' Council (permanent)
- Arrange a family day (open house day) at the Waidhofen/Ybbs plant.  
Workers' Council (08/2012)
- Recognise long-term Bene employees.  
Human Resources Manager (09/2011)
- Celebrate successes together.  
Management Board (permanent)

**OBJECTIVE: 10 events annually**

**IX. PROMOTE HEALTH**

- Reduce packaging unit weights for the RM Room Module to a maximum of 25 kg per unit. Logistics Manager (06/2011)
- Procure glass manipulation supports (HE-DU transport & assembly tool) to relieve installers. Logistics Manager (01/2011)
- Achieve certification of the existing safety & health management system in line with international standard OHSAS 18001:2007. QSU Management Manager (08/2012)
- Replace »iceman«, a glue currently used that contains isocyanate, with a glue that is isocyanate-free. Planning Manager (01/2012)
- Pilot project with the AUVA—exercise in the company (15 min per day). Workers' Council (01/2012)

**Sick days per employee (in days)**



\* by end of FY 2011/12/13

**X. COMMUNICATION TO MAKE SUSTAINABILITY COME ALIVE**

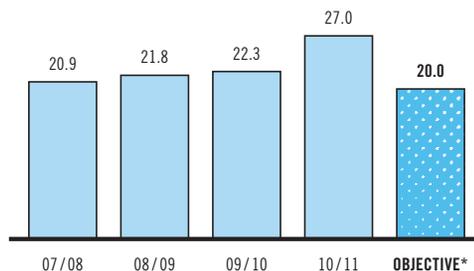
- Prepare and communicate sustainability report. NachhAk Team (05/2011)
- Introduce information cards for targeted communication of sustainability topics. Content Management Manager (quarterly)
- Place the topic at the top of the Intranet homepage and regular newsletters. Content Management Manager (01/2012)
- Place sustainability topics more prominently on the Bene homepage. eMarketing Manager (05/2011)

**OBJECTIVE: Employee participation quota (ideas and suggestions): 10%**

**XI. REDUCE WASTE FROM POTENTIAL RECYCLABLES**

- Reduce cuttings of raw and melamine chip board (in m<sup>2</sup>) down to FY 07/08 levels. Technical Director (01/2012)
- Reduce cuttings of compact boards (in m<sup>2</sup>) down to FY 07/08 levels. Technical Director (01/2012)
- Reduce the ratio of disposed to purchased aluminium quantities (in kg) to the consumption levels of FY 07/08. Technical Director (01/2013)

**Waste from added value/produced piece in-house production (data in kg)**



\* by end of FY 2012/13

**XII. OTHER MEASURES**

- Convert the identification defaults for GHS— Globally Harmonised Systems (identification exchange). Safety Manager (01/2012)
- Incorporate the ILO Human Rights Convention criteria and the Global Compact into all supplier agreements/purchase conditions. Technical Director (01/2012)
- Increase the share of certified fabrics (EU Flower, Nordic Swan). Purchasing (01/2012)
- Improve employee information in terms of legal and social concerns. Distribute the information over the Intranet in the »Internal« knowledge area. Workers' Council (01/2011)
- The next sustainability report shall fulfill the GRI A level. NachhAk Team (05/2014)

**BENE HEADOFFICE**

**A-3340 WAIDHOFEN/YBBS SCHWARZWIESENSTRASSE 3  
PHONE +43-7442-500-0 E-MAIL OFFICE@BENE.COM**

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