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Red Española del pacto Mundial de Naciones Unidas
(ASEPAM)

CSR – Progress Report 2.011

This is our first Progress Report and it underlines how serious is Eldon's commitment to Corporate Social Responsibility by our support for the Global Compact, a United Nations initiative to promote 10 principles addressing economic, social and environmental commitments. In 2012, Eldon Holding España joined the Spanish Global Compact Network.

From the actions taken during 2.011 we would like to stress, because of its relevance, the KAIZEN activities that have taken place in our main factory in Romania in the social aspect and the implementation and certification of our main manufacturing plant as ISO 14000 in the environmental aspect.

The factory in Romania has implemented the KAIZEN project in certain areas with remarkable success, which has led to its further deployment at the rest of the group's plants. Eldon's goal is to constantly produce high quality products, something that requires a continuous improvement policy. This is the objective of the integration of the Kaizen Management System at all production plants. It is a system of continuous improvement that involves equipment, people, processes, and products. In 2011, Eldon started Kaizen implementation at some areas of the Romania plant. It is being rolled out to the rest of the plant and is expected to be introduced in the rest of the manufacturing plants.

The Kaizen system adheres to the 5S principle and its interaction with the six systems: Total Quality Control (TQC), "Just in Time" Production System, Total Productive Maintenance (TPM), small group activities including Quality Circles, suggestions and system development and communication of policies that emphasize continuous improvement.

Through the integration of 5S, Eldon wants to create improved working conditions and increased staff motivation. It aims at reducing time and energy costs, reduce accident and safety risks, and improve production quality and working safety conditions.

As an objective for 2012 / 13 is to keep working with the implementation of Kaizen activities through the rest of the areas in Romania and in the rest of the manufacturing facilities in the social aspect and to implement ISO 14000 in UK and Spain.

Fredrik Wikström

Chief Executive Officer

Eldon Holding AB

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Corporate Social Responsibility Report 2011

Eldon Holding AB



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1. LETTER FROM THE PRESIDENT

Eldon Holding AB has had a strong commitment to its social responsibilities as a corporation from its earliest days as a family business founded in 1922. By fully integrating corporate social responsibility (CSR) into our business mission with a number of key economic, environmental and social initiatives outlined in this 2011 Sustainability Report, we demonstrate our deep-rooted commitment to sustainability within our area of expertise.

This is our first Sustainability Report and it underlines how seriously we view the challenge of being a good citizen and the demands placed upon us to deliver excellent performance and meet the expectations of our shareholders. The work on this report started with a full audit to determine our strengths and weaknesses and overall performance. We used a set of economic, social and environmental indicators to quantitatively measure Eldon's CSR position in line with the transparency approach that hallmarks our organisation.

Our performance has always been steered by a number of vital stakeholders. We have always believed in supporting the wellbeing of our employees and their environment, while also working to ensure total customer satisfaction by delivering zero-defect quality and listening to their needs.

From an economic perspective, a strong characteristic of Eldon has always been the way we have sought to return financial benefit to internal stakeholders such as shareholders and employees as well as benefiting the economies of the local communities where we operate. In the wider sense, this also encompasses making a positive impact on all of society.

On the social side, we are strongly committed as an organisation to our workforce, encouraging a natural reconciliation of work and family life as well as social benefits. Our presence in many countries allows for a high degree of workforce diversity, which parallels the Group's overall respect for equal opportunity. Internal communication and training schemes are in place to enhance employee satisfaction.

Customers are vital to Eldon's performance principles. The company ceaselessly works to satisfy customer products needs and to offer quality services. Eldon's mission includes the strengthening of customer communication channels. Our suppliers are also a key to the company and we implement efforts to help lift their quality and establish closer relationships.

We have a deep respect at Eldon for the environment, not just to comply with legal requirements, but also with a pro-active approach stemming from Eldon's core philosophy about the need to preserve the environment for future generations. Corporate development must be sustainable, satisfying present needs without compromising the future.

Eldon's commitment to Corporate Social Responsibility is enhanced by our support for the Global Compact, a United Nations initiative to promote 10 principles addressing economic, social and environmental commitments. In 2012, Eldon Holding España SLU joined the Spanish Global Compact Network, for example. At Eldon, we are convinced that the effort put into creating this report will prove of great value to our organisation, while also showing to all of our stakeholders that we have the skills, resources and commitment to shape our future for the benefit of our customers, employees and the society as a whole.



Fredrik Wikström

President and CEO
Eldon Holding AB

2. ELDON HOLDING AB

Eldon Holding AB has had a strong commitment to its social responsibilities as a corporation from its earliest. Eldon is a leading global manufacturer of enclosures for electrical components, electronics and telecommunications across a wide range of platforms.

2.1. Corporate Profile

From humble beginnings in Sweden, Eldon has been grown into a major provider of enclosures, yet our core values remain unchanged. Today's management team fully endorses the same fundamental principles as their predecessors: Design, quality and customer satisfaction.

Eldon's ownership structure is split between staff members and external investors. Eldon's senior management controls the majority of the shares while a minority is held by an external investor and other Eldon personnel. The shareholding structure of Eldon is shown in Figure 1.

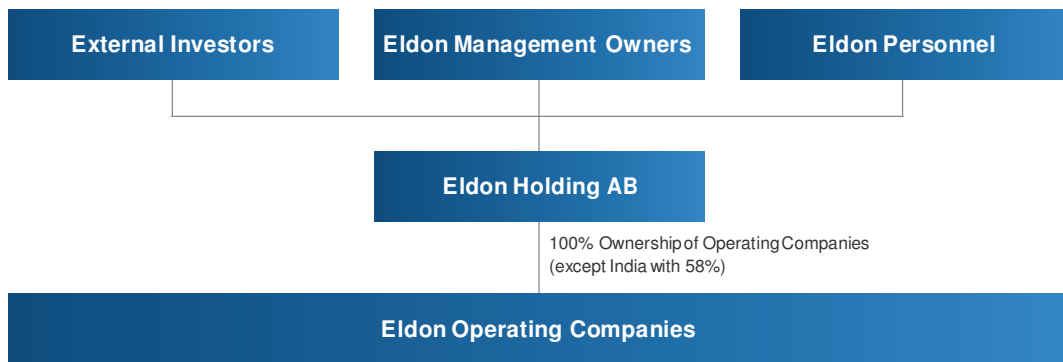


Figure 1. Shareholder Structure Eldon Holding AB

Eldon is a group of wholly owned subsidiaries, as detailed in Figure 2. Eldon's Swedish holding company owns the holding company in Spain, which in turn, holds the following companies: Romania SRL and Spain SAU. At the same time, Eldon Holding España SLU owns 58% of CS Eldon Encl. PLC, a company based in India.

Eldon CS Encl. PLC has a manufacturing plant in Umbergaon (Distt. Valsad, Gujarat State), with production, distribution and sales activities. The company is a joint venture with a local partner and as it is not a 100% owned subsidiary, it is not included in this report.

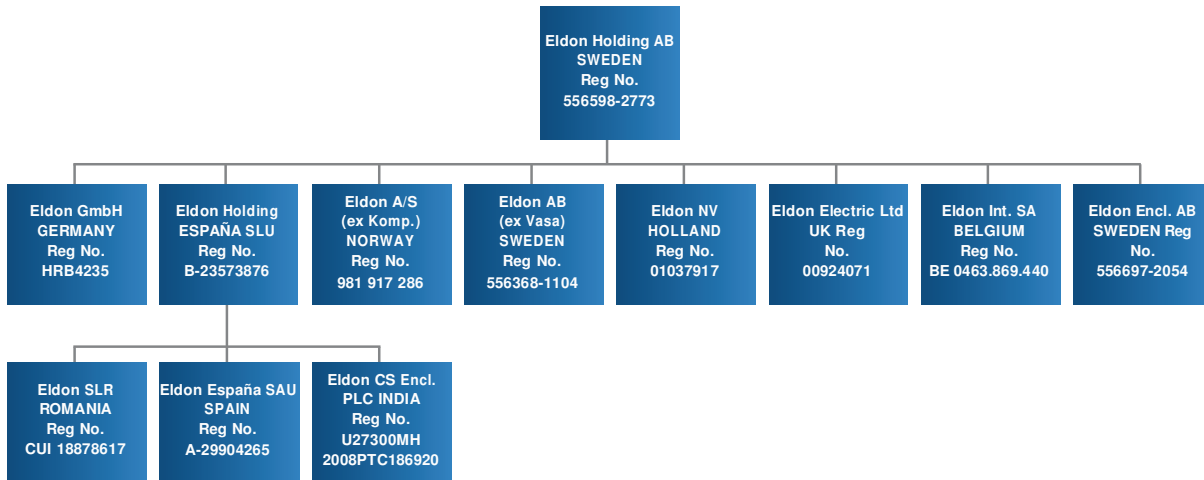


Figure 2. Eldon Holding AB ownership structure.

Eldon Headquarters is based in Spain and has 4 manufacturing plants, 5 logistics centres and 8 sales offices in different countries as well as an extensive network of agents consolidating its presence in over 45 countries. The distribution and nature of the different work centres is detailed in Figure 3. The sales offices operate in the country where they are based, where their markets then are considered as domestic markets. The sales from the distribution network is considered export sales. See Figure 4.

Eldon Holding AB generated a positive profit trend in 2011, confirming an upward trend since 2009. Turnover increased over the previous year and significantly over the 2007–2009 period. Staff levels have stabilised compared with previous years. This information is shown in Figure 5.

ELDON GROUP (ELDON HOLDING AB)		
HEADQUARTERS: Madrid (España)		
Manufacturing Plants	Logistic Centres	Sales Offices
Spain (Martos, Jaén)	Spain (Jaén)	Spain
Romania (Prejmer, Brasov)	Romania	Portugal ¹
UK (Rotherham)	UK (Rotherham)	Romania
India (Umbergaon)	The Netherlands	UK
	Sweden	The Netherlands
		Denmark ²
		Sweden
		Belgium
		Norway
		Germany
		Russia ³

Figure 3. Eldon Holding AB ownership structure.

¹ Reports to Spain's Sales Division
² Reports to Eldon NV (Eldon Company in The Netherlands)
³ Presence by one company representative.

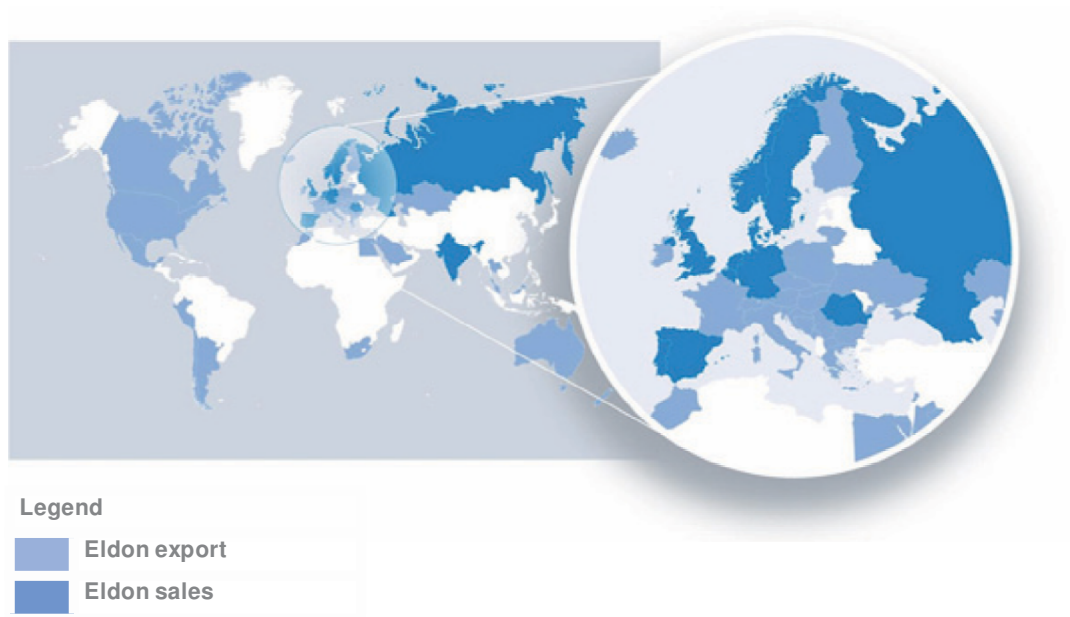


Figure 4. Countries with Eldon activities. Domestic and export markets.

GENERATED AND DISTRIBUTED DIRECT ECONOMIC VALUE (ECI)					
Component	FY2011	FY2010	FY2009	FY2008	FY2007
Turnover					
Net sales (in '000 EUR)	68 632	64 813	57 905	81 001	81 562
Distributed economic value					
Order backlog	16 773	17 203	3 613	5 276	6 904
Total Payroll exp. Incl. Soc	16 973	17 514	16 872	18 448	19 306
Personnel	760	775	694	614	528

Figure 5. Generated and distributed economic value.

Eldon's performance is based on the Mission and Vision Statement, which was created by the Management Team and has been made public. The contents of it can be seen in Figure 6.



Mission

Eldon is active in the global Enclosure Market where its products are used to enclose electrical components thus preventing harm to the components from the external environment and protecting people against electrical contact.

Eldon offers a comprehensive range of internationally certified, high quality standard and modified standard enclosures along with a wide range of accessories for **Automation, Control and Power Distribution** applications mainly targeted for the **Industrial, Building and Construction Segment**.

Eldon strives to be recognized as an **“easy to do business with”** enclosure supplier. Through trained and motivated personnel who are empowered to act and take proactive decisions, a reliable and cost-effective Supply Chain, solid IT systems and processes, Eldon aims to achieve total customers satisfaction and thus secure a long term profitable growth in the enclosure business.

Vision

Eldon will become one of the largest enclosure suppliers in the global Enclosure Market and be recognized as the most easy-to-do-business-with enclosure supplier within the industry.

Eldon's Management Team:

CEO Fredrik Wikström	
Vice president Sales & Marketing Julian de la Cuesta	
CFO Philip Tyden	
Supply Chain Director Antonio Blasco	
CIO Mats Toffebrandt	

Figure 6. Eldon's Mission and Vision.

Products

Eldon's core business is the manufacture and sale of different types of enclosures that accommodate electrical, electronic and telecommunication components. We offer a very wide range of both standard and tailor-made customer specific products. We can adapt all standard products to different hole patterns, colours, sizes and customer fit accessories and also design and create new products from scratch to match customer requirements.

Eldon sells our own brand products, but we also commercialise third party products such as accessories (lighting devices, switches, cabling, etc.), which allow our customers to work with one single-source material provider.

Eldon AB, the group's Swedish company, has two main lines of business: 50% is represented by enclosures and accessories manufacturing, while the other 50% comes from the sale of household products. The latter encompasses the distribution of home electrical enclosures as well as other products such as electricity metering and connectivity devices. The household products business dates back to the foundation of the company in 1922. The Swedish market differs from our other markets with a different product range and catalogue due to Sweden's unique demands and product specifications.

Eldon's customers fall into two main categories in line with their size and product performance. In those countries where Eldon has sales offices, the group works with a network of small and medium size distributors and also wholesale sales. For countries lacking a sales office infrastructure, Eldon partners with a specialised agent, usually on an exclusivity basis, who is responsible for the distribution of the whole product range. These relationships are based upon trust as is demonstrated by the fact that some working relationships with distributors date back 15 years. The central sales team manages the key accounts, while there is some specific clients who require branded product manufacturing.

Manufacturing plants

Eldon has three main manufacturing plants in Spain, Romania and the UK. All three work according to the same principles – combining technology and highly qualified technical staff.

United Kingdom

The factory in the UK was established in 1985 in Rotherham, the industrial heartland of South Yorkshire. Although this region grew due to local mining and steel manufacturing, it did not become prosperous in Europe and was eventually granted European Development Funds. Bearing this in mind, Eldon's decision to invest in the area was deeply significant.

The plant manufactures stainless steel products, harnessing the local expertise built up over generations of working with this metal.

Spain

The factory, founded in 1978 in Martos, Jaén, as HIMOSA and acquired by Eldon in 1990, combines manual and automated manufacturing lines of steel cabinets. Martos is a highly industrialised area, although the olive growing business is also substantial. Eldon's decision to invest in Martos contributed greatly to the industrial diversification of the area, which is becoming an important development centre for the province.

The current economic situation has brought about the need to implement a Temporary Employment Regulation Scheme (ERTE), which will be carried out during 2012. This was agreed upon with the local Trade Unions in order to favour the workers.

Romania

Opened in 2007, Eldon's newest factory is the production flagship of the company. Located in Prejmer (Brasov), it manufactures Eldon's entire product range with the highest number of employees of all plants. The plant best represents Eldon's environmental, social and economic commitments. It has been certified ISO 14001 compliant and they implement the KAIZEN quality improvement management system. The Quality Management System has also been certified ISO 9001, along with the other Eldon manufacturing plants.

2.2. Management Structure

Eldon Holding AB has a board composed of five members who are permanently informed about the group's performance. The board comprises two representatives of the organisation, two investor's representatives and one external advisor. The latter holds the presidency so as to have independent input. The board establishes the annual Strategic Plan – which sets the objectives to be met – and closely monitor its implementation.

Each company within Eldon Holding AB has its own board of directors, responsible for controlling the evolution of the objectives.

The management is made up of people with different profiles in a multidisciplinary approach to ensure synergies and to share the management of the different divisions with the rest of the organisation (see Figure 7).

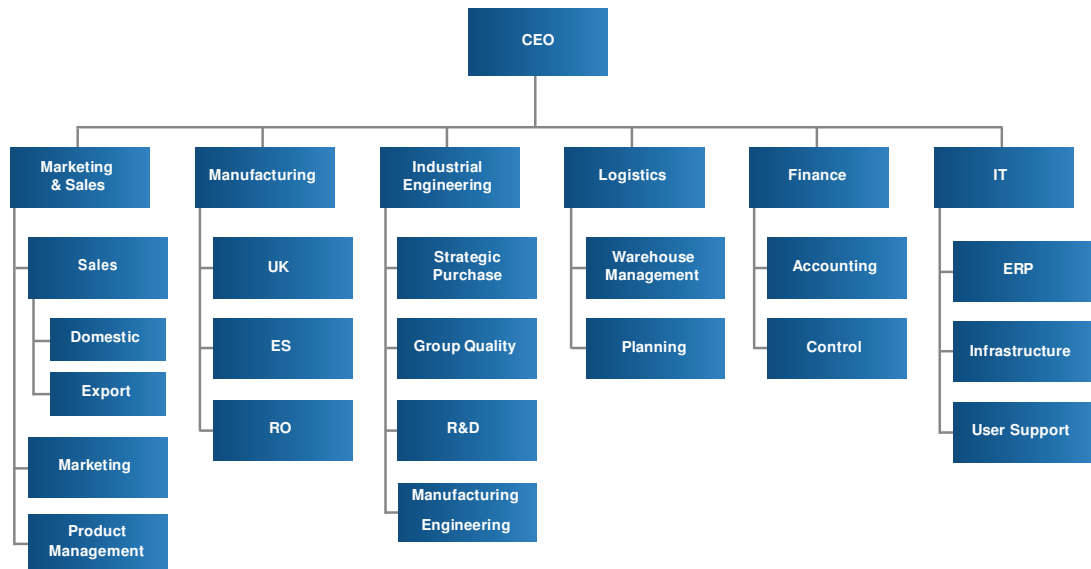


Figure 7. Eldon's Organisation chart.

MANAGEMENT COMPOSITION				
Country	Society	Management	Intermediate	% Women
Spain		9	7	6,3
	Eldon Holding España (HES)	4	0	0,0
	Eldon España SAU (ESA)	5	7	8,3
Sweden		5	2	0,0
	Eldon Encl. AB	3	2	0,0
	Eldon Holding AB (HAB)	2	0	0,0
Norway		2	0	0,0
Germany		1	0	0,0
The Netherlands		2	4	16,7
Belgium		1	1	0,0
UK		3	4	14,3
Romania		14	28	11,9
Total		51	55	5,1%

Figure 8. Management teams and overall women's representation.

3. CSR REPORT: PROFILE, SCOPE AND COVERAGE

The information in this report refers to the period between January and December 2011 in line with the ELDONHOLDINGAB fiscal year.

This is the first edition of the CRS Report, which reflects Eldon's concern to communicate all environmental, social and economic actions to its stakeholders. We will update this report on a bi-annual basis from now on. The report adheres to the Guide for the Preparation of Sustainability Reports of the Global Reporting Initiative (GRI) in its 3.1. version.

In preparing this report, the following principles of GRI were taken into account: Materiality, sustainability context, completeness and participation of stakeholders. The specific criteria were selected based on the broader concept of "sustainable development", as defined by the Brundtland Report (UN, 1987) that stressed the need for "ensuring the needs of the present without compromising the ability of future generations to meet their own needs", and the participation of different interest groups as described in section 4.2.

The issues addressed take into account the principle of materiality, which arises from the organisation's own commitments regarding social, economic and environmental matters, and the assessment undertaken by the different parties. The information also exhaustively reflects the situation of the organisation and its performance during the period of analysis.

The report includes coverage of all workplaces in Eldon as detailed in paragraph 2.1.

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4. CORPORATE SOCIAL RESPONSIBILITY

Eldon has always cared deeply about the wellbeing of its workforce, largely because of its background as a family run business. The company's philosophy regarding employees also embraces their families as well as the local communities in which we operate. Our concern for product quality and meeting customer needs is also core to the essence of the organisation. We view our suppliers as key to Eldon's business growth too and expect them to share our corporate social responsibility values.

4.1. Performance

From the start, Eldon business has embraced corporate responsibility in a natural way. It is an approach the current management team fully endorses and is further building upon. In 2011, the company decided to implement an audit of the organisation from a Corporate Social Responsibility perspective in order to define a strategy building on the initiatives already undertaken. To do this, we utilised specialist external consultants. The results of that audit are contained in this report and the attached Eldon Corporate Social Responsibility Policy.

The ISO 9001 quality management systems that have been implemented at all production facilities are already strongly customer-focused in line with their procedures manual. This is being extended to all stakeholders of the organisation and will be further detailed in the relevant section later in this report.

Corporate Social Responsibility Annual Report

Based on the same principles that the Eldon newsletter has built on since 2009 when communicating with workers and customers, our 2011 CSR report is a real step forward in communicating the company's achievements, actions and targets to different stakeholders. It shows the activities carried out by the organisation at social, economic and environmental levels in order to increase stakeholder knowledge about our efforts and the achievements.

Newsletter

Since 1999 our newsletter has been an essential communications tool. It is sent to customers and employees by e-mail. The web publishing also ensures its availability to other interested groups.

The newsletter is published in 7 languages in order to reach out to all those markets where Eldon has a direct presence. It is also published in Danish because of the traditionally strong importance of the Nordic markets for the company. The English edition ensures it is available to an international audience.

The newsletter includes news of a commercial nature, such as launching new products, signing contracts and our attendance at trade fairs. It also includes references to sponsorship and community activities that Eldon has carried out in the different countries where it operates.

Joining the Global Compact

Eldon, as part of its commitment to sustainable performance, has joined the United Nations Global Compact through the Spanish network of the initiative, with the further objective of contributing to the spread of the philosophy and principles followed.

The Global Compact initiative was created in 1999 by the United Nations. The aim is to obtain business enterprise commitment to corporate social responsibility by supporting 10 principles.

Eldon is committed to use the Global Compact principles as a benchmark in its own policies and actions in line with domestic commitments already made in the social, environmental and economic area.

The UN Global Compact's ten principles encompass the areas of human rights, labour, the environment and anti-corruption and have won universal consensus. They are based on:

- The Universal Declaration of Human Rights
- The International Labour Organisation's Declaration on Fundamental Principles and Rights at Work
- The Rio Declaration on Environment and Development
- The United Nations Convention Against Corruption

The UN Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment and anti-corruption:

Human Rights

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

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

Labour

Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

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

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

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

Anti-corruption

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

4.2. Involvement of stakeholders

Eldon is aware of the strong impact of what we do in different areas, which is why we carried out a detailed audit of our stakeholders as an initial step towards Corporate Social Responsibility. Once we had identified all the various stakeholders involved we audited our existing communication channels in both directions. As a result of this approach, we have endeavoured to meet the expectations of stakeholders and integrate them into our strategic planning.

Identification of stakeholders

Stakeholders are those who are directly or indirectly affected by the development of a business and who also have the ability to directly or indirectly impact an enterprise's development (Freeman, 1983). The stakeholders can be internal or external, depending on their role in the organisation.

Some of the stakeholders have already been mentioned in previous chapters in this report. The family ownership background of the company has attached special importance to our workers and their families. Customers are also key stakeholders because of Eldon's strong commitment to providing quality and customer-driven products. The following is the set of stakeholders identified by the management team of Eldon on the basis of their activities, see Figure 9.

GROUP	CATEGORIES
Owners	Shareholders
	Venture capital/investors
Staff	Employees
	External Workers
	Trade Union representatives
	Staff's families
Clients	Direct customers (Eldon's sales offices)
	Agents and distributors (export)
	Key Accounts (Corporate)
	Brand label customers
Suppliers / subcontracting/ outsourcing	Plant suppliers
	Group suppliers
	Subcontractors
	Health Insurers
Administration and auditing	Local, regional and national auditors
	Financial auditors
Competitors	Same sector other providers
	Association
Community	Local companies
	General population
	NGOs

Figure 9. Eldon's stakeholders.

We identified our stakeholder groups when assessing the status of the organisation's CSR position. In collaboration with an external consultant team, a prolific study was made of the different actions that Eldon has already developed regarding the social, economic, and environmental issues involved. This involved diagnostic questionnaires and personal interviews with management and the heads of finance, labour, environmental, health and safety, sales and marketing, and purchasing.

Eldon's performance concerning each interest group is detailed in the specific section. Communication with stakeholders is essential and should be bi-directional, so that they access information about those aspects of the organisation's performance that may affect them (directly or indirectly) or be of interest. It is also important to the company that our stakeholders are able to incorporate their views and demands in strategic and management actions. Communication should be fluid, facilitating the existence of a variety of channels that reflect the characteristics of each group. Figure 10 shows the set of existing communication channels, which are addressed in more detail in the section assigned to each one.

This CSR report is a starting point for Eldon. The result of the audit undertaken shows that there is a strong commitment to enhance communication with stakeholders. Future editions of this CSR report will incorporate in more detail the issues raised by each group during the study period.

CATEGORY	GROUP OF INTEREST	ELDON'S COUNTERPART	TOPICS	CHANNEL
General				<ul style="list-style-type: none"> - Corporate Web and local version - Telephone, email, premises - Newsletter
Shareholders	Shareholders	- Financial Director (CFO)	<ul style="list-style-type: none"> - Economical development - Investment 	<ul style="list-style-type: none"> - Annual Report - Financial External Audit
	Investors			
Staff	Workers External workers (via temporal staff)	<ul style="list-style-type: none"> - Financial Director (CFO) - Financial Director (at plant) 	<ul style="list-style-type: none"> - Business evolution - Equality policies - Training - Social Benefits - Family life reconciliation 	<ul style="list-style-type: none"> - Information panels - Meetings (production, Dept. managers) - Trade Union Meetings - Suggestions box (Romania) - KAIZEN Procedures (Romania) - Magazine (Romania)
		- Production Manager (at plant)	<ul style="list-style-type: none"> - Turns - Family life reconciliation 	
	Trade Union Representatives	<ul style="list-style-type: none"> - Corporate Financial Director (CFO) - Financial Director (nivel planta) 	<ul style="list-style-type: none"> - Labour agreements - Health and Safety - Equality Policies - Economical Development 	<ul style="list-style-type: none"> - Meetings with Trade Union Representatives
	Families	- Workers	<ul style="list-style-type: none"> - Family life conciliation tools - Social Benefits 	<ul style="list-style-type: none"> - Personal Communication
Clients	General clients	<ul style="list-style-type: none"> - Marketing - Product Management Team 	<ul style="list-style-type: none"> - Product Specifications - Brand Value 	<ul style="list-style-type: none"> - Catalogue - Flyers - Emails (communicating new products or enhancements) - Advertising - Trade Fairs - Sponsorships
	Direct clients	<ul style="list-style-type: none"> - Local Sales Office - Engineering 	<ul style="list-style-type: none"> - Quality Products - Customer fitting 	<ul style="list-style-type: none"> - Specific meetings - Health and Safety programs - Visits and yearly audits
	Distributors	- Export Vice-president and Sales and Marketing (exceptionally)	<ul style="list-style-type: none"> - claims 	<ul style="list-style-type: none"> - Information board

Figure 10. Communications with groups.

CATEGORY	GROUP OF INTEREST	ELDON'S COUNTERPART	TOPICS	CHANNEL
Suppliers/ subcontractors/ Outsourcing	Insurers	<ul style="list-style-type: none"> - Production Manager (at plant level) - Trade Union Representatives - Staff 	<ul style="list-style-type: none"> - Health and Safety conditions 	<ul style="list-style-type: none"> - Specific meetings - Health and Safety programs - Visits and yearly audits - Information board
	Suppliers/subcontractors	<ul style="list-style-type: none"> - Purchasing Manager (corporate) - Local Purchasing Mgr - Plant production Manager - Financial Controllers (corporate and local) 	<ul style="list-style-type: none"> - Order management - Suppliers contracts - Recruitment requirements - Eldon claims 	<ul style="list-style-type: none"> - Purchasing management procedures (Quality Management Procedures Manual at plant) - Meetings
Administration and auditing	Administration	<ul style="list-style-type: none"> - Chief Executive Officer (CEO) - CFO - Financial director (plant) - Variable 	<ul style="list-style-type: none"> - Legal requirements - Non compliance/sanctions 	<ul style="list-style-type: none"> - Inspections
	Audit	<ul style="list-style-type: none"> - (CFO) 	<ul style="list-style-type: none"> - Financial aspects, balances, investments, etc.... 	<ul style="list-style-type: none"> - Financial statements
Competitors	Industry Associations	<ul style="list-style-type: none"> - Variable 	<ul style="list-style-type: none"> - Industry policies - Industry sales and situation - Joined Strategy and actions 	<ul style="list-style-type: none"> - Statues - Periodical meetings
Community	Other local industries	<ul style="list-style-type: none"> - Variable 	<ul style="list-style-type: none"> - Hiring of local providers 	<ul style="list-style-type: none"> - Visits and meetings with local providers - Association meetings - Local Chamber of Commerce meetings
	Population/NGOs	<ul style="list-style-type: none"> - Variable 	<ul style="list-style-type: none"> - Environmental actions - Sponsorships/patronage/collaborations 	<ul style="list-style-type: none"> - Press Releases

Figure 10. Communications with groups.

5. ECONOMIC DIMENSION

As a result of its business activities, Eldon generates value for its owners as well as the workforce and communities in which we operate. Customer satisfaction is the core philosophy of the organisation, and this embraces customers in markets where Eldon has no direct presence or infrastructure.

Below are Eldon's relationships with regards to owners, customers, agents, suppliers and industry associations.

5.1. Owners

Eldon ownership structure includes external investors as well as shareholders who are staff members. All shareholders have access to the financial statements information included in the Annual Report. Annual accounts are deposited in Sweden, which is where the Eldon Holding AB is registered. Financial statements are audited by an independent third-party in order to ensure Eldon's corporate information transparency. The General Shareholders Meeting is held annually.

5.2. Customers

Meeting customer needs is the essence of Eldon, along with commitment to our workforce. Eldon's number of customers has been growing as has our product offering and market presence.

The sales structure of Eldon is divided into two market areas: domestic and export. Domestic markets are considered those where Eldon has a local presence through a local sales office: Sweden, Spain (including the Portuguese market), UK (including Ireland), Romania, Belgium, The Netherlands and Norway.

Eldon has a comprehensive range of standard products, but also makes products to meet specific customer specifications, which demands maintaining very close contact with such clients in order to meet their needs. Customer specifications are managed through design specification procedures, specific product request forms, and suggestions and claims procedures.

The first issue addressed by Eldon's quality assurance policy is the achievement of customer satisfaction. The ISO 9001 quality management system implemented at each plant includes several procedures for correct orders handling to accommodate specific customer requirements. Customer satisfaction is measured by a variety of surveys and satisfaction questionnaires.

The product catalogue is one of Eldon's most important communication tools as it contains detailed technical information, beyond legal requirements. Eldon products have more than nine different certificates and approvals in terms of quality, including those awarded by Underwriters Laboratories USA, Canadian Standards Association, KEMA The Netherlands, Lloyd's Register of Shipping England, and Det Norske Veritas, among others.

The factory in Romania has implemented the KAIZEN project in certain areas with remarkable success, which has led to its further deployment at the rest of the group's plants. The KAIZEN system of quality improvement involves customers and employees and is addressed in a specific section of this report.

5.3. Agents

Our agents play an essential role in the business structure of Eldon as they are responsible for the marketing of products in countries where the organisation does not have our own sales offices. Eldon seeks agents with proven experience and a good market reputation as they look to establish long-term relationships. Eldon has been working with some of our agents for over 15 years. Agents mostly work on an exclusive basis, which means they are an important partner for the organisation. Eldon goes beyond what is strictly linked to the business and embraces agents in the scope of our CSR activities to demonstrate commitment to Eldon, reinforced by good communication. Suggestions or complaints evaluated and handled by the responsible sales office.

5.4. Suppliers

The quality demands made on all Eldon's products also applies to materials and components suppliers. This means that the selection of suppliers primarily obeys quality criteria. ISO 9001 compliance is required or the existence of an historical, long-standing relationship with Eldon.

Working centres (plants, warehouses, logistics, sales offices) work with local and corporate suppliers, ensuring local sourcing is fostered to meet optimised financial and operational terms.

The relationship with suppliers is included in the Quality Management System implemented at each plant, and procedures for procurement management are in place.

5.5. Industry Associations

Eldon is aware that it is possible to establish synergies with other industry related organisations in order to achieve common goals. Eldon is an active member of some of these associations:

INDUSTRY ASSOCIATIONS	
Spain (Eldon España SAU)	<ul style="list-style-type: none"> - AFME (Asociación de Fabricantes de Material Eléctrico) - AERCE (Asociación Española de Profesionales de Compras, Contratación y Aprovisionamientos)
UK (Eldon Electric Ltd)	<ul style="list-style-type: none"> - EEF (Manufacturers Organisation of UK)
Other	<ul style="list-style-type: none"> - The NNAB (Nässjö Näringsliv AB) (Sweden)

Figure 11. Industry associations with presence of some Eldon Holding AB societies.

AFME is a national non-profit professional organisation that covers the various subsectors of the electrical industry. Its three divisions, which are formed by a team of specialist professionals, enable the association to provide suitable response to the sectors needs nationally and internationally.

AERCE is formed by the purchasing departments of medium and large companies, and it offers legal advice, access to research case studies, training activities, etc. It is part of the Spanish Global Compact network.

EPS is the only organisation in the UK devoted entirely to the manufacturing industry. It offers advice on different aspects of their partners. It is the entity responsible for the safety program of the factory in the UK and audits their performance.

NNAB help establish business groups Nässjö and 300 business organisations, including administration and public agencies.

5.6. Competition

Eldon supports fair competition and is against abusive corporate practices including monopolistic and anti-competition approaches. Also, in line with the above, Eldon does not accept false advertising.

In an increasingly globalised market, competition is growing, but that does not justify the adoption of harmful business practices.

5.7. KAIZEN system

Eldon's goal is to constantly produce high quality products, something that requires a continuous improvement policy. This is the objective of the integration of the KAIZEN Management System at all production plants. It is a system of continuous improvement that involves equipment, people, processes, and products. In 2011, Eldon started KAIZEN implementation at some areas of the Romania plant. It is being rolled out to the rest of the plant and is expected to be introduced in the Spanish plant.

The KAIZEN system adheres to the 5S principle and its interaction with the six systems: Total Quality Control (TQC), "Just in Time" Production System, Total Productive Maintenance (TPM), small group activities including Quality Circles, suggestions and system development and communication of policies that emphasise continuous improvement.

Through the integration of 5S, Eldon wants to create improved working conditions and increased staff motivation. It aims at reducing time and energy costs, reduce accident and safety risks, and improve production quality and working safety conditions.

The 5S KAIZEN derived from 5 Japanese words that refer to the steps required to achieve an optimum working environment and an efficient and effective production.

- **Seiri:** tell the difference between necessary and expendable items, delete the workspace that is useless
- **Seiton:** sort the selected items (after seiri), organise your workspace effectively
- **Seiso:** clean up the environment, improve the cleanliness
- **Seiketsu:** Continued work on seiri, seiton and seiso, prevent the appearance of dirt and disorder
- **Shitsuke:** building self-discipline and commitment to KAIZEN philosophy, encourage efforts in this regard.

6. SOCIAL DIMENSION

This area concerns Eldon's performance regarding its workforce and the influence of the group's activity on the environment. The background of the company as a family enterprise steers Eldon's approach to caring about the welfare of its employees, who are considered the main asset of the company and whose satisfaction ranks a top organisational objective. For this reason, the company promotes a wide variety of initiatives geared to ease the reconciliation of work and personal life, along with a variety of social benefits. Eldon pursues a non-discrimination policy (sex, age, religion, etc.) both at recruiting level and on an on-going basis.

Eldon's operating facilities have an economic impact on the environment, especially your factories and logistics centres, due to the needs of the workforce and suppliers. The organisation is aware of our impact, and is committed to improving life conditions for the communities in which it operates by contributing to a variety of social organisations.

6.1. Employees

Eldon's workforce is distributed unevenly among the different countries where the organisation is present, through production, distribution or sale sites. The site with the largest number of employees is Romania, home to our most modern facility and is dedicated to the production of a wide variety of products that are labour-intensive.

Since the largest volumes of staff are concentrated at the production sites, as it is an industrial assembly activity, the presence of women is not very high, the average being around 13%, see Figure 12. The age groups have similar levels between the lower categories (<30 years) and medium (30–50 years), with a substantially lower proportion of older age category (> 50 years).

MAIN INDICATORS OF EMPLOYEES. CHART 1						
Country	Society	Number of employees	% Women	Age groups		
				<30	30–50	>50
Spain		120	11,7	4	88	28
	Eldon Holding España (HES)	5	0,0	0	4	1
	Eldon España SAU (ESA)	115	12,2	4	84	27
Sweden		44	18,2	4	20	20
	Eldon Encl. AB	40	20,0	4	16	20
	Eldon Holding AB (HAB)	4	0,0	0	4	0
Norway		6	16,7	0	6	0
Germany		5	0,0	2	2	1
The Netherlands		35	8,6	3	21	11
Belgium		8	25,0	4	2	2
UK		71	9,9	18	35	18
Romania		494	36,8	144	248	102
Total		783	12,9%	23%	54%	23%

Figure 12. Main indicators of employees, Chart 1: Number of employees and breakdown by sex and age category for each country and group company. It includes the entire workforce, regardless of the type of contract.

Eldon activity involves the creation of employment in several countries, the largest age group being under 30 years, see Figure 13.

MAIN INDICATORS OF EMPLOYEES. CHART 2							
Country	Society	Net hirings	% Women	Age groups			Turnover rate*
				<30	30-50	>50	
Spain		5	20	100	0	0	1,7
	Eldon Holding España (HES)	1	0	100	0	0	0,0
	Eldon EspañaSAU (ESA)	4	25	100	0	0	1,7
Sweden		3	67	33	33	33	2,3
	Eldon Encl. AB	3	67	33	33	33	2,5
	Eldon Holding AB (HAB)	0	0	0	0	0	0,0
Norway		1	0	0	100	0	0,0
Germany		2	0	50	0	50	-80,0
The Netherlands		4	0	0	100	0	2,9
Belgium		1	100	100	0	0	12,5
UK		13	8	54	38	8	14,1
Romania		174	21	43	39	19	-2,2
Total		203	22%	48%	31%	11%	-4,9

Figure 13. Main indicators of employees, Chart 2: New hirings, with distribution by sex and age category for each country and group company. It includes the turnover rate, determined from hirings and dismissals.

* The turnover rate is calculated by net hirings divided by total personnel.

Internal Communication

Eldon practices a policy of transparency with its employees. The communication is bidirectional, reflects care about the suggestions and complaints from the staff, which are taken into account by the management. Workers can make claims anonymously through their union representatives, or directly through the established internal communication channels.

The communication of company performance is done through multiple channels:

- Information panels that show corporate information, labour and safety and health
- Newsletter and news magazine.

The digital newsletter of the company plays an important role in both internal communication workers and external customers.

The factory in Romania has a magazine aimed primarily at employees. It includes information on the evolution of the KAIZEN system implementation, interviews, reports on cultural activities developed (such as the staff photo competition), and improvements in the facilities (rooms, equipment, etc.). The company decided to publish the magazine in Romania in addition to the newsletter in order to better reach out to the large number of staff at the Romanian factory.

- Meetings
- Communication flows easily within the company allowing employee access to senior managers. The company holds meetings regularly: From team meetings to interdepartmental steering committees
- Internal Releases.

Equal opportunities

Eldon's staff management philosophy is based on the absence of discrimination. The company respects all its employees at recruiting, treatment and promotion phases.

The composition of the workforce corresponds to that of the corporate's natural evolution, lacking specific quotas or percentages to comply with certain group representation. The hiring and promotion criteria are available to all applicants and staff.

Employment of disabled staff is often related to national legislation requirements.

There is considerable support for integrating more women into the workforce. The factory in Spain in particular has developed a "Protocol for Equality". This Protocol sets out the Principles of equality for treatment and opportunity and nondiscrimination in employment relations. The same protocol incorporates a code of conduct against sexual harassment and gender. This Code of Conduct is available to all employees on the information panels.

Worker compensation is in line with their professional category and seniority. Additionally, there are various bonus schemes, depending on the department or area of activity. In Romania, there are specific incentives linked to compliance with the 5 S KAIZEN implementation, including productivity, quality and safety.

Union Participation

Eldon respects the rights of its workers to be represented. The Declaration of the ILO (International Labour Organisation) in Geneva (1998) promotes the principles concerning the fundamental rights which are: the freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced or compulsory labour, the effective abolition of child labour and the elimination of discrimination in respect of employment and occupation.

All workers can participate in the company's decision-making through their representatives, present their demands and defend their interests. For a closer relationship and better attention to queries raised by the workers, Eldon delegates dialogue responsibility to the production and human resources department.

All the workers are covered by Eldon's collective labour agreement or similar formula depending on the labour legislation of each country.

Health and safety

Eldon provides safe working conditions for its staff, under the law that is applicable at each location. The factories are especially sensitive to working conditions and have health and safety programs in place. In the case of the factories in Spain and the UK, an external working risk prevention consultant has been hired for that purpose, which also audits compliance with local regulations and is responsible for staff training on the subject. The factory in Romania is slightly different as there is an internal person designated with local responsibility. In the case of warehouse logistics, Spain, the United Kingdom and Romania share the same policies, while in the Netherlands and Sweden they have specific ones.

Excellence in safety and health also extends to the network of commercial offices, such as Belgium and Norway (including those sharing centre in Spain, Romania, UK, The Netherlands and Sweden).

Within the company's health and safety prevention actions, it is important to highlight the Protocol for the prevention and treatment of cases of sexual harassment at the workplace, which was developed at the factory in Spain as part of its Protocol of Equality.

Support tools (training, conciliation mechanisms and social benefits)

Workforce training is one of the cornerstones of Eldon's philosophy. The company has training programs that focus on different areas. Some of the training relates to functional aspects for the performance of the organisation: Concerning machinery, processes, and safety and health. In the case of Romania, the KAIZEN training is one example. The company also promotes education programs geared to lift qualifications, such as English language courses.

Most workforce training takes place in-house, although some courses are provided outside the working premises. The average training per employee is 33 hours per year, see Figure 14.

All new employees receive specific training when they join the company, depending on their job. Training in safety and health issues is essential and is the responsibility of the preventive action experts.

TRAINING OF EMPLOYEES				
Country	Society	Total (hours)	% Internal training	% External training
Spain		986	100	0
	Eldon Holding España (HES)	300	100	0
	Eldon España SAU (ESA)	686	100	0
Sweden		280	86	14
	Eldon Encl. AB	240	100	0
	Eldon Holding AB (HAB)	40	0	100
Norway		200	100	0
Germany		120	100	0
The Netherlands		384	78	22
Belgium		200	100	0
UK		262	34	66
Romania		23 489	7	93
Total		25 921	14%	86%

Number of training hours/employee	33
-----------------------------------	----

Figure 14. Training of employees.

Eldon supports the reconciliation of work and family life. The company promotes a wide range of actions as detailed below:

- Flexible timetable
- Specific holiday periods and flexibility of choice
- Teleworking for some positions
- Flexible shift changes
- Reduction of working hours, above legislation requirements
- Additional timetable benefits for female workers, (possibility to join holidays with maternity leave (Spain)).

Social benefits are specific to each working site. Training programs and the availability of suitable facilities such as canteens are provided at corporate level. There are additional benefits at each site according to the needs detected. See figure 15.

SOCIAL BENEFITS	
Spain	<ul style="list-style-type: none"> – Children schooling subsidy (between 3–19 years old) – Financial contribution to entertainment activities – Restaurant subsidy (part of the staff)
United Kingdom	<ul style="list-style-type: none"> – Pension plans⁷ – Company Sick Pay⁸
Romania	<ul style="list-style-type: none"> – Restaurant subsidy – Staff transportation

Figure 15. Social Benefits at Eldon's plants.

⁷ Eldon UK has a voluntary pension plan scheme. It allows workers dedicate a part of their salary to this purpose to complete the basic official pension plan

⁸ Eldon offers a subsidy that improves on the national state offering (Statutory Sick Pay).

6.2. Society

Local communities

Eldon is aware that its activity should have a positive influence on the local environment, contributing to performance enhancement and incremental development. The company believes that the relationship should go beyond financial aspects (local providers and recruitment), deepening also in social and environmental aspects.

Eldon seeks to contribute to social development in the local communities, and cooperates with different organisations that carry out social support, as well as cultural and sporting activities, including patronage and sponsorship. The main contributions of Eldon are listed in Figure 16.

Eldon's activities in Romania are worth highlighting, especially the efforts aimed at children, a particularly vulnerable group. The organisation works with several educational institutions in Prejmer, the town where Eldon's factory is located, and contributes to the purchase of school material. Eldon supports also the Si Tu Foundation, a Romanian non-profit organisation that is part of the Bräcke Diakoni Foundation, the Swedish Agency for children support. These institutions support children, including those with disabilities, by looking after their needs. The Si Tu Foundation has a centre in Constanța, which develops various programs as listed below.

SOCIAL BENEFITS	
Romania	<ul style="list-style-type: none"> - Şi Tu Fundation, Constanţa - Centrul Social de Zi Pentru Copii (Prejmer) - Scoala Generala Prejmer - Gradinita Prejmer
United Kingdom	<ul style="list-style-type: none"> - Local schools (Rotherham and Barnsley)
Spain	<ul style="list-style-type: none"> - Martos Club Deportivo - AFA VIVE (Asociación de Familiares de Enfermos de Alzheimer y otras dolencias, Martos) - Asociación 'Hermandad Provincial de Donantes de Sangre de Jaén' (blood donors at Jaén)

Figure 16. Contributions of Eldon to the community of its plants.

Si Tu Foundation

Si Tu focuses on the care of particularly vulnerable children, suffering vision or hearing impairments, cerebral palsy conditions or other syndrome. It has a centre in Constanta that develops rehabilitation programs and training, also for their families and educators. Integration programs, raising families and community, complement these actions.

Since 1997, Si Tu has been part of the Bräcke Diakoni Foundation in Sweden, which has a network of centres especially in southern Sweden.

Social Centrul Pentru COPII Zi (Prejmer)

Social institution supported by the General Directorate of Social Assistance and Child Welfare, which conducts activities for children at risk of exclusion for their education and entertainment including education, leisure programs, guidance and service dining room, among other possibilities. Eldon contributes to the purchase of various materials.

Scoala Generala Prejmer

The Prejmer Education Centre is located at the town where the Eldon factory is located in Romania. Eldon works with the institution in the purchase of materials, like with the Social Centrul.

Gradinita Prejmer

Centre for children of young ages for the development of educational entertainment. Eldon contributes, as with the other institutions at Prejmer, to the purchase of materials necessary for the performance of the institution.

AFA LIVE

The Martos Association supports people with Alzheimer's and their families to help provide a better quality of life for them. It has a psychological support service centre, social work activities (family mediation, monitoring of families, etc.), home care physical therapy, direct care services at the homes of those affected, and cognitive stimulation therapy in addition to training and awareness activities. Because they are a non-profit organisation, their operation depends on external contributions. Eldon, aware of the impact Alzheimer's has on people and their families, makes an annual contribution and is working on raising awareness on the subject matter.

Asociacion 'Hermandad Provincial de Donantes de Sangre de Jaén'

This organisation collects blood on behalf of the Regional Health Administration, the Regional Blood donor bodies and other entities. Eldon encourages donations from the workforce and provides premises for that purpose.

Martos Sports Club

Eldon contributes to Martos Sports Club, which is highly popular. Sports play an important role in community development and set a good example of competitiveness and commitment.

Human rights

Eldon performance incorporates its concern for human rights as reflected in its corporate policies and by its commitment to the United Nations Global Compact. This initiative reflects the need to support human rights and ensure compliance, and is based on the Universal Declaration of Human Rights (1948).

The regulatory framework of the European Union (EU), where Eldon's working centres are located is also a guarantee of human rights respect. The EU is committed to uphold the universality and indivisibility of human rights, which actively promotes and protects within its borders and in its sphere of influence. The approach includes, among other regulations, the Charter of Fundamental Rights (2009).

6.3. Administration

Eldon is strongly committed to compliance with all legislation concerning performance and operating environment. In this area, Eldon works at each company location with different government institutions (local, regional and national).

Eldon is a multinational company but always operates within the established legislative framework. On issues such as commitment to workers, product quality and attention and customer satisfaction, the company exceeds legal requirements.

Eldon's CSR aspirations with this first report and the preliminary audit of the situation are clear examples of the performance of the organisation to stretch beyond regulatory requirements.

Business ethics anti-corruption

Eldon's position regarding corruption and bribery is clear and non-negotiable: Total rejection, as dictated by its Anti-corruption Policy (see Appendix). This is available to all employees, in line with the company approach to transparency, and disseminated at all levels of the hierarchy.

In the case of factory in Romania, the company goes even further: Internal codes of procedure setting out how to act to avoid situations that could be considered corruption or bribery.

Eldon's adherence to the United Nations Global Compact, which includes in its tenth principle the rejection of corruption, further demonstrates Eldon's commitment. The tenth principle states that businesses should work against corruption in all of its forms, including extortion and bribery, based on the approach of the United Nations Convention against Corruption (Merida, 2003). The introduction of policies on this principle are regularly communicated throughout Eldon.

7. ENVIRONMENTAL DIMENSION

Eldon has a group Environmental Policy (see Appendix), detailing the company's commitment to the matter. At plant level, the company is making remarkable efforts in implementing environmental management systems (according to ISO 14001). The factory in Romania has already implemented and certified the system. The UK factory is about to start implementing.

Eldon's plants have undertaken several actions to reduce waste input to cut environmental impact. In addition, Eldon A/S, the group's Norwegian company, is a member of RENAS, which brings together importers and domestic producers of electrical and electronic (EE) that are environmental friendly. It is a nonprofit organisation that collects and treats EE waste.

All companies within the group have considerable consumption levels of vehicle fuels, mainly diesel. Natural gas consumption is also significant at production plants, and is directly related to production volumes. See Figure 17.

Electricity consumption varies significantly between the group companies depending on the activity (production, distribution and / or sale). The highest consumption takes place at the factories (and associated distribution centres), followed by distribution centres (such as The Netherlands and Sweden), see Figure 18. The same applies to water consumption, shown in Figure 19.

The activity of the organisation leads to the emission of greenhouse gases, and its volume depends on the type of business activity. Figure 20 shows GHG emissions, measured in tCO₂ eq/year, derived from energy consumption, both from direct fossil fuel and electricity consumption. GHG emissions are mainly concentrated at the production sites (and associated stores) and logistics centres.

FUELS					
Fleet consumption					
Country	Society	Consumption (GJ/year)			Total (GJ/year)
		Petrol	Diesel	Propane	
Spain			775,55		775,55
	Eldon Holding España (HES)				0,0
	Eldon España SAU (ESA)		775,55		775,55
Sweden		494,08	636,41		1 130,49
	Eldon Encl. AB	435,35	564,68		1 000,02
	Eldon Holding AB (HAB)	58,73	71,77		130,46
Norway			233,62		233,62
Germany			471,90		471,90
The Netherlands			1 018,73		1 018,73
Belgium			410,83		410,83
UK			892,92		892,92
Romania			561,55	592,02	1 153,57
Total					6 087,60

Stationary consumption

Country	Society	Natural gas consumption (GJ)
Spain	Eldon España SAU (ESA)	9 470,16
Romania		20 633,04
UK		1 452,33

This includes those companies with production

Figure 17. Fuel consumed, differentiating mobile elements (vehicles) and stationary (in factories) and fuel type, country and society.

ELECTRICITY CONSUMPTION		
Country	Society	Electricity consumption (GJ/año)
Spain		4 822,3
	Eldon Holding España (HES)	N.A.
	Eldon España SAU (ESA)	4 822,33
Sweden		685,81
	Eldon Encl. AB	662,00
	Eldon Holding AB (HAB)	23,81
Norway		162,00
Germany		22,32
The Netherlands		699,69
Belgium		25,56
UK		1 785,25
Romania		8 038,80
Total		16 241,75

N.A.: Not Available

Figure 18. Electricity consumption, differentiating, country and society.

WATER CONSUMPTION		
Country	Society	Water consumption (m ³ /year)
Spain		3 668
	Eldon Holding España (HES)	N.A.
	Eldon España SAU (ESA)	3 668
Sweden		950
	Eldon Encl. AB	700
	Eldon Holding AB (HAB)	250
Norway		250
Germany		100
The Netherlands		513
Belgium		300
UK		2 492
Romania		13 096
Total		21 369

Source: Tap water, except Romania with 96% consumption from well.

N.A.: Not Available

Figure 19. Water consumption by country and group company, mainly from the supply network.

GHG EMISSIONS (tCO ₂ EQ/YEAR)							
Country	Society	Emissions (kgCO ₂ eq/year)					Total emissions (tCO ₂ eq/year)
		Diesel	Petrol	Propane	Natural gas	Electricity	
Spain							774,8
	Eldon Holding España (HES)						
	Eldon España SAU (ESA)	9 299,3			94 701,6	670 785,5	774,8
Sweden							31,0
	Eldon Encl. AB	6 770,8	6 686,4			15 226,0	28,7
	Eldon Holding AB (HAB)	860,2	902,0			547,6	2,3
Norway		2 801,2				1 458,0	4,3
Germany		5 658,3				3 975,8	9,6
The Netherlands		12 215,2				130 281,4	142,5
Belgium		4 926,1				2 346,4	7,3
UK		10 706,7			2 904,7	289 924,7	303,5
Romania		6 733,3		7 786,4	235 216,6	1 460 650,0	1 710,4
Total							2 983,4

Figure 20. GHG emissions, differentiating, country and society.

8. INDICATORS GLOBAL REPORTING INITIATIVE (GRI)

The preparation of this report was carried out following the recommendations of the Guide for the preparation of sustainability reports of the Global Reporting Initiative (GRI) in its version 3.1. Order declaring an application level C, see Figure 21.

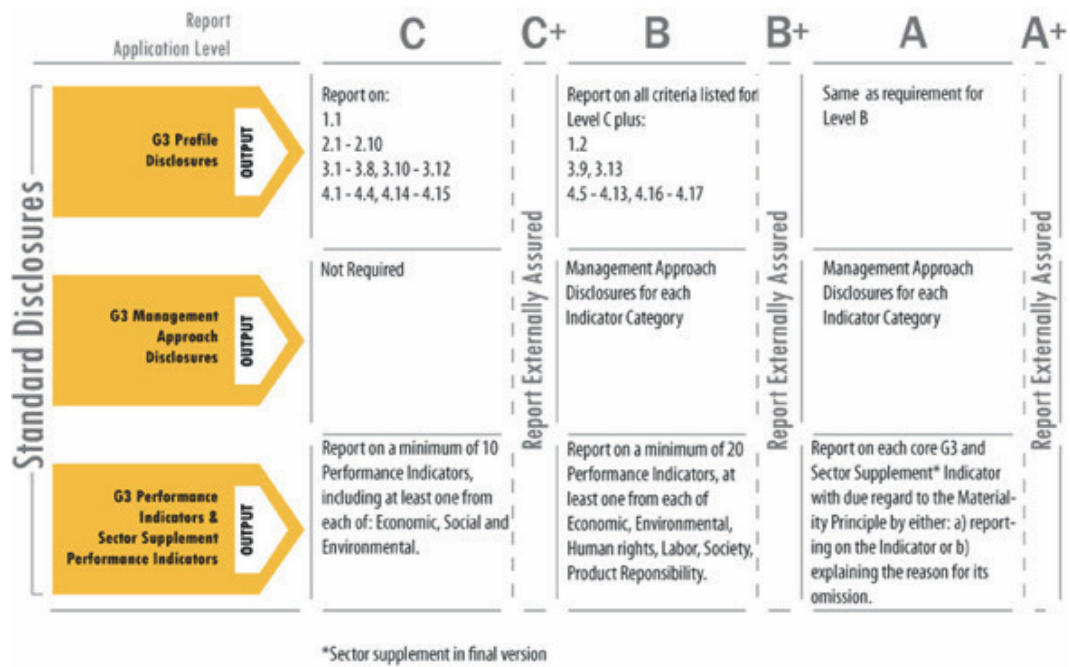


Figure 21. Qualification chart GRI reporting.

Then is referenced the location in the report of the content provided by GRI.

N.A. Not Applicable

N.C. Not Covered

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4.7.	Procedure to determine the composition, qualification and experience required by the members of the board, including any considerations on differential indicators such as gender	N.C.
4.8.	Mission and value statements, conduct codes and main principles for the economic, environmental and social performance	7 (Fig.6)
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Economic dimension		
ASPECT: ECONOMIC PERFORMANCE		
CORE EC1	Economic value generated and distributed, including revenues, operational costs, staff remuneration, donations and other investments in the community, non-distributed dividends and payments to capital providers and governance board	6 (Fig.5)
CORE EC2	Climate change impact on finance and other risks and opportunities	N.C.
CORE EC3	Social benefits adequacy requirements	N.C.
CORE EC4	Financial aid received from countries and public institutions	N.C.
ASPECT: MARKET PRESENCE		
ADD EC5	Ratios between salaries by gender and local requirements	N.C.
CORE EC6	Local suppliers policies and proportion on overall costs	N.C.
CORE EC7	Local hiring procedures	N.C.
ASPECT: INDIRECT ECONOMICAL IMPACTS		
CORE EC8	Development and impact of investments made in infrastructures	N.C.
ADD EC9	Description of indirect economical impacts	N.C.
Environmental impact		
ASPECT: MATERIALS		
CORE EN1	Materials used, by weight or volume	N.C.
CORE EN2	Percentage of re-used materials	N.C.
ASPECT: ENERGY		
CORE EN3	Direct consumption of energy	28 (Fig.17)
CORE EN4	Indirect consumption of energy	28 (Fig. 18)
ADD EN5	Energy saving schemes	N.C.
ADD EN6	Initiative to supply energy efficient products	N.C.
ADD EN7	Initiatives to reduce energy indirect consumption	N.C.
ASPECT: WATER		
CORE EN8	Water consumption	29 (Fig.19)
ADD EN9	Impact on water sources	N.C.
ADD EN10	Percentage and total volume of recycled water re-used	N.C.

CONTENTS	SECTION/ GRI INDICATOR	Page
Profile		
ASPECT: BIODIVERSITY		
CORE EN11	Description of terrains within organisation boundaries, or located at natural protected places	N.C.
CORE EN12	Description of the most relevant biodiversity impacts	N.C.
ADD EN13	Protected habitats	N.C.
ADD EN14	Strategies and actions undertaken for the management of biodiversity impact	N.C.
ADD EN15	Number of species, listed by life threaten risk	N.C.
ASPECT: EMISSIONS, EFFLUENTS, AND WASTE		
CORE EN16	Total direct ghg emissions, direct and indirect, by weight	29 (Fig.20)
CORE EN17	Other relevant indirect greenhouse gas emissions by weight	N.C.
ADD EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	N.C.
CORE EN19	Emissions of ozone-depleting substances by weight	N.C.
CORE EN20	NO, SO, and other significant air emissions by type and weight	N.C.
CORE EN21	Total water discharge by quality and destination	N.C.
CORE EN22	Total weight of waste by type and disposal method	N.C.
CORE EN23	Total number and volume of significant spills	N.C.
ADD EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	N.C.
ADD EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff	N.C.
ASPECT: PRODUCTS AND SERVICES		
CORE EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	N.C.
CORE EN27	Percentage of products sold and their packaging materials that are reclaimed by category	N.C.
ASPECT: COMPLIANCE		
CORE EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	N.C.
ASPECT: TRANSPORT		
ADD EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce	N.C.
ASPECT: OVERALL		
ADD EN30	Total environmental protection expenditures and investments by type	N.C.
Social dimension. Labour practices and decent work		
ASPECT: EMPLOYMENT		
CORE LA1	Breakdown of staff and employees by type of employment, contract, region and gender	20 (Fig.12)
CORE LA2	Total number of employees and new hires. Average rotation, by age group, gender and region	21 (Fig.13)
ADD LA3	Benefits provided to full-time employees that are not provided to temporary or part time employees, by significant locations of operation	N.C.
CORE LA15	Return to work and retention rates after parental leave, by gender	N.C.

CONTENTS	SECTION/ GRI INDICATOR	Page
Profile		
	ASPECT: RELATIONSHIP COMPANY/EMPLOYEES	
CORE LA4	Percentage of employees under labour union agreements	21
CORE LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	N.C.
	ASPECT: OCCUPATIONAL HEALTH & SAFETY	
ADD LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety program	N.C.
CORE LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	N.C.
CORE LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	N.C.
ADD LA9	Health and safety topics covered in formal agreements with trade unions	N.C.
	ASPECT: TRAINING AND EDUCATION	
CORE LA10	Education hours average per year per employee, broken down by gender and by job category	23 (Fig. 14)
ADD LA11	Programs for skills management and life long learning that support the continued employability of employees and assist them in managing career endings	N.C.
ADD LA12	Percentage of employees receiving regular performance and career development reviews, by gender	N.C.
	ASPECT: DIVERSITY AND EQUAL OPPORTUNITY	
CORE LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	N.C.
	ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN	
CORE LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	N.C.
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APPENDICES

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Corporate Social Responsibility Policy

Eldon Holding AB

Eldon Holding AB is committed to ensure the highest standard of social responsibility wherever our products are made. Our Corporate Social Responsibility policy is based on our origin as a family business and our ongoing strong commitment to both employees and customers, a core philosophy that has been reinforced as the company has evolved into its current status.

Economic Commitment

- Eldon is aware that its shareholders and investors are of key importance and keeps them informed of its performance in line with the philosophy of transparency.
- The pursuit of customer satisfaction has been core to Eldon's philosophy from the start and has been fully incorporated into the policies of its production plants. The attention paid to meeting customer demands is demonstrated by the way on-demand products are developed to tailor meet customer requirements.
- Eldon takes care of its customers through its focused market segmented structure and additional agent agreements. The customer commitment is reflected by the selection of professional agents, with close and long-term relationships having been forged with many.
- Eldon is a committed player in its industry and very aware of the synergies that stem from working towards common goals. The company is a member of several industry associations and seeks to continuously play a key role in developing the industry.

Social Commitment

- Eldon as a family business has always paid special attention to the wellbeing of its employees.
- Eldon is committed to internal communication utilizing a variety of channels, including publishing an annual corporate social responsibility report.
- Equal opportunities are guaranteed within Eldon, both during recruitment and internal promotion processes.
- Eldon understands the value of human resources, serving their needs through a variety of social benefits, mechanisms for reconciling work and family life and training programs.
- Labour rights are guaranteed in Eldon, with union participation permitted in line with national laws and the company adheres to the United Nations Global Compact.
- In terms of safety and health, Eldon creates working conditions appropriate to the wellbeing of the workforce in line with national legislation.

- The social environment of the workplace is vitally important for Eldon, which supports a number of initiatives to improve conditions in local communities, especially those aimed at vulnerable groups such as children.
- Human rights are embodied in Eldon's working philosophy furthering its commitment to the UN Global Compact, which sets out principles reflecting the need to support and ensure compliance.
- Eldon is committed to comply with laws and regulations that affect Eldon at the various locations where it operates as well as its activities. The company ranks open dialogue with government and local authorities as one of the highest priorities in line with the company's philosophy of transparency.
- Eldon opposes any form of bribery, with a commitment explicitly stated in its corporate Anti-corruption Policy.

Environmental Commitment

- Eldon recognises the need to respect the environment and bears in mind the needs of local communities and ensuring the availability of resources for future generations. The company strictly complies with environmental regulations over and above its own standards. The organisation's vision is detailed in the Corporate Environmental Policy.

It is the responsibility of the entire organisation to comply with the principles defined in this policy.

The Management is committed to its being understood and implemented and will provide the necessary resources to ensure such at all levels of the company.



Fredrik Wikström

President and CEO
Eldon Holding AB



Anti-corruption Policy

Eldon Holding AB

Eldon Holding AB and its subsidiaries are committed to maximum transparency in the way it pursues its operations as well as to preventing corruption as unambiguously identified in this document. The company will punish any and all acts of corruption in line with the level of seriousness.

Eldon is committed to:

- Comply with legislation in the countries where it operates through its own infrastructure.
- Extend its anti-corruption requirements through the value chain, including suppliers, subcontractors and distribution agents.
- Introduce into contracts anti-fraud paragraphs that ensure compliance with legislation and regulations that apply.
- Promote anti-corruptive measures in Eldon's industry through associations in which the company participates.
- Provide transparent financial statements, audited by a recognised external entity who is able to substantiate its accounting.

Employees are forbidden:

- To deliver or accept of bribes in any form
- Deliver or accept gifts that go beyond mere courtesy
- Deliver confidential information in return for recompense of any kind whatsoever.

Any cases of corruption that have been detected must be made known to Eldon's management at the earliest opportunity. Failure to do so will be considered a breach of employment contract and punished accordingly. It is the responsibility of the entire organisation to comply with the principles defined in this policy. The Management is committed to its being understood and implemented and will provide the necessary resources to ensure such at all levels of the company.

A handwritten signature in blue ink, appearing to read "Fredrik Wikström".

Fredrik Wikström

President and CEO
Eldon Holding AB



Environmental Policy

Eldon Holding AB

Eldon Holding AB and its subsidiaries, aware of the impact resulting from their activity on the surrounding environment, and the need to harmonize industrial activity with environmental conservation, agrees to:

- Comply with laws and regulations on environmental matters that may be applicable to the company's operations and locations.
- Incorporate continuous improvement and pollution prevention as well as efficient use of natural resources and energy in managing activities and processes of the organisation.
- Act in a responsible and efficient way to avoid or resolve incidents that could pose a risk to the environment, and to inform and cooperate with all relevant authorities.
- Establish objectives and targets for reducing environmental impact to be achieved by developing a performance improvement program.
- Involve, gain commitment and train the workforce when it comes to environmental care.
- Extend protection to all stakeholders, especially those in the product chain such as suppliers and customers.

It is the responsibility of the entire organisation to comply with the principles defined in this policy. The Management is committed to its being understood and implemented and will provide the necessary resources to ensure such at all levels of the company.

A handwritten signature in blue ink, appearing to read "Fredrik Wikström".

Fredrik Wikström

President and CEO
Eldon Holding AB



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