

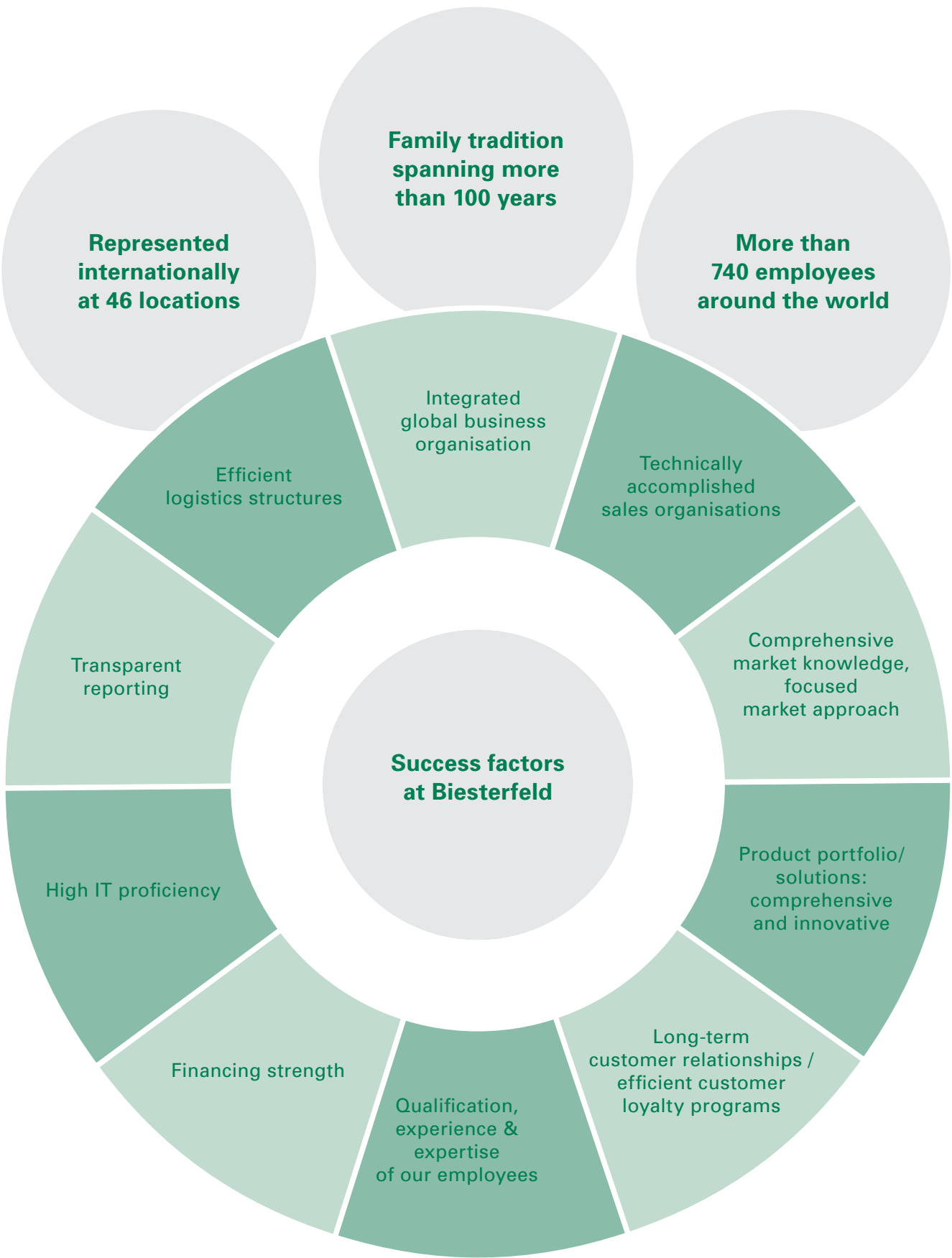
# ***Sustainability report for 2014***



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# Foreword

*Dear Readers,*

I am delighted to have the honour of introducing our first sustainability report on behalf of the Biesterfeld Group.



As a family-owned company, Biesterfeld AG has taken social, societal and traditional corporate values as the basis for its operations since its foundation almost 110 years ago. In addition to our fundamental values such as reliability, capability and responsibility towards humanity, our self-image has also always included the respectful and sustainable handling of resources. After all, we want to ensure that these are preserved for future generations too.

For us, operating sustainably means: economic success in perfect harmony with environmental and social aspects. Our goal is to maintain a constantly healthy balance of these three pillars.

As a distributor of chemicals and plastics, we trade and sell highly sensitive products on a daily basis. This is the reason why sustainability is particularly important to us and why we want to anchor it even more firmly as an integral component in our corporate culture. In addition, we also want to reduce our energy consumption successively across the Group. The bundling of our activities to date and the establishment of a centralised sustainability management system will set the course for the years to come.

In doing so, we hope to send a clear signal at a global level for the protection of resources and the environment as well as the upholding of human rights and compliance with labour laws. We are strictly against corruption and expect the same from our part-

ners and suppliers. Our success as an international distributor and trade partner reinforces our conviction that sustainability and corporate success can indeed go hand in hand.

I am very proud of our employees, who live by these principles day in day out. They embody our values in daily cooperation with customers and suppliers and illustrate the high significance attached to family-oriented corporate culture in our company.

The sustainability report will be published annually from now on and aims to communicate the values and standards of the Biesterfeld Group in a comprehensive and transparent manner while underlining our convictions once more.

The introduction of the sustainability report in 2014 is an initial achievement and, at the same time, a first step towards reaching the goals that we have set for ourselves.

*Thomas Ernst*

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G4-3

## 1. Corporate profile

*Globally organised.  
Highly specialised.*



# In the beginning was the salt.

## ■ Our history

When Wilhelm Ernst Hinrich Biesterfeld began trading in salt in 1906, little did he know that he was shaping the foundations for the development of the Biesterfeld Group we know today.

Fertilisers and chemicals were quickly added as additional commodities. As our success grew, so did our product portfolio, with the result that Biesterfeld with its sophisticated application engineering now supplies a broad spectrum of highly specialised products in different sectors all over the world.

## ■ Our product and service portfolio

Our more than 100 years in the industry have allowed us to develop a sound and expert understanding of our trade.

In addition to our comprehensive product portfolio, we also make this expertise available to our customers.

Long-term partnerships with numerous renowned suppliers are testimony to the success of this approach.

As a distributor, we act as the interface between the manufacturer and customer.

In addition to our technical support, our customers also receive assistance with their application development and have access to the products which are relevant for them from well-known manufacturers. A reliable JIT delivery system and personal

customer service round off our work approach. That allows us to create genuine added value for our customers and suppliers.

With the aim of offering and introducing ever more sustainable products, we supply our producers

and customers with relevant market information on a regular basis. Optimising the entire logistics chain from a sustainability perspective is yet another of our ongoing objectives.

Global coverage and local presence allow us to offer customer support in more than 120 countries from 46 different locations. As one of the leading distributors of plastics and chemicals on the global market, we also offer services for all IT requirements and both quality and safety management.

### We are Biesterfeld

The headquarters of the **Biesterfeld Group** are located in Hamburg, Germany. It is run by **Biesterfeld AG**.

The core business is composed of three specialised business areas:

#### ■ Biesterfeld Plastic

#### ■ Biesterfeld Spezialchemie

#### ■ Biesterfeld International

Two centralised service companies also offer interdivisional services:

#### ■ Biesterfeld ChemLogS GmbH

#### ■ BIT-SERV GmbH

The combination of these competencies is what characterises the **Biesterfeld Group** and what has made us what we are today.

### The individual divisions in more detail

**Biesterfeld Plastic** is the largest economically productive division in the Biesterfeld Group and is one of the leading international distributors in the fields of engineering polymers, standard polymers, styrene polymers, and acrylic polymers as well as high-performance rubber, elastomers and additives. **Biesterfeld Plastic** maintains a wide range of long-term, predominantly exclusive sales and distribution partnerships with various global market leaders in the plastics and rubber industries.

**Biesterfeld Spezialchemie** is one of the largest distributors in Europe for complex special chemicals and is subdivided into the fields of LifeScience, CASE (Coatings Adhesives, Sealants, Elastomers), Nutrition and Performance Products. The main pillars of the services offered are the development of tailored solutions to problems – from application consulting right up to recipe development – an extensive product range and the ability to supply without interruptions from regional warehouses. Another particular strength is the high degree of application-

technical and market-orientated expertise.

**Biesterfeld International** is specialised in the trade of inorganic and organic industrial chemicals as well as salts, agricultural chemicals and pharmaceutical raw materials and active substances. In addition to distributing and marketing an extensive range of products, the company also offers customer-oriented services covering all aspects of logistics and stock-keeping.

The specialised sales and distribution organisations are supported by our service companies, **Biesterfeld ChemLogS GmbH** and **BIT-SERV GmbH**, as well as **Biesterfeld AG**. These take on overall centralised functions and thus ensure the consistent development of our company.

### Our way of working: holistically consistent

**Biesterfeld ChemLogS GmbH** is responsible for QSHE (Quality Safety & Health Environment), compliance and risk management throughout the Group. These services are also performed for third parties.

**BIT-SERV GmbH** offers full-service solutions in the fields of high-quality IT services for the plastics, chemicals, agricultural products and pharmaceuticals sectors. Specialised in SAP

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# Strong as individuals, unbeatable as a team!

G4-6  
G4-17



● Biesterfeld locations  
● Countries in which Biesterfeld is represented

consultancy, application and Web development as well as systems engineering, **BIT-SERV GmbH** is a reliable partner for our internal divisions and external customers alike.

**Biesterfeld AG** (as the strategic holding company and “function supplier”) forms the framework

for the overall development of the Biesterfeld Group. It defines the corporate strategy and assists the companies with their financing, HR, accounting, legal and business communication matters.

As the **Biesterfeld Group** we address the requirements of our customers together and develop

customised solutions in direct customer dialogue and with personal on-site support. As such, we are not only specialised in logistics and stock-keeping, but also boast sound experience in the fields of consultancy, development and financing.

## Biesterfeld AG

Alphen (NL)  
Hamburg (DE)

## Biesterfeld Plastic

Abingdon (GB)  
Athens (GR)  
Culemborg (NL)  
Hamburg (DE)  
Hamina (FI)  
Istanbul (TR)  
Liestal (CH)  
Limhamn (SE)  
Milan (IT)  
Moscow (RU)  
Oporto (PT)  
Rueil-Malmaison (FR)  
Sant Just Desvern (ES)  
São Paulo (BR)  
Vienna (AT)  
Warsaw (PL)

## Biesterfeld Spezialchemie

Barcelona (ES)  
Bratislava (SI)  
Bucharest (RO)  
Budapest (HU)  
Culemborg (NL)  
Grodzisk Mazowiecki (PL)  
Hamburg (DE)  
Istanbul (TR)  
Kiev (UA)  
Liestal (CH)  
Milan (IT)  
Moscow (RU)  
Prague (CZ)  
Rueil-Malmaison (FR)  
Vienna (AT)  
Warsaw (PL)  
Zagreb (HR)

## Biesterfeld International

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



## Our way of working: holistically consistent.

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**We want to send a clear signal and make our contribution to sustainable development in our industry.**

That is why we support the United Nations (UN) Global Compact, the global initiative for sustainability in companies, with its ten principles for human rights, labour, environment and anticorruption.

At the same time, we do not view sustainability as an ultimate goal, but rather as an ongoing process which is continuously monitored and optimised. For this reason, we have now decided to publish a sustainability report annually in accordance with the standards of the international Global Reporting Initiative (GRI). This will make it possible to compile comparable

values and continuously improve upon them.

This first sustainability report details the current situation in our company. In the following reports, we aim to optimise processes continuously and press ahead with sustainable enhancements.

### ■ Our business model

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With a family tradition stretching back more than 100 years, we are one of the world's leading trading firms for chemicals and plastics. At the same time, we set great store by trustworthy and customer-oriented cooperation.

We aim to achieve success along with our suppliers and our customers.

Our corporate philosophy is an ever-present part of our business activities and characteristic of our day-to-day operations. True to our business strategy of „Think globally – act locally“, we offer personal customer support on site at all of our locations. We are constantly available for our

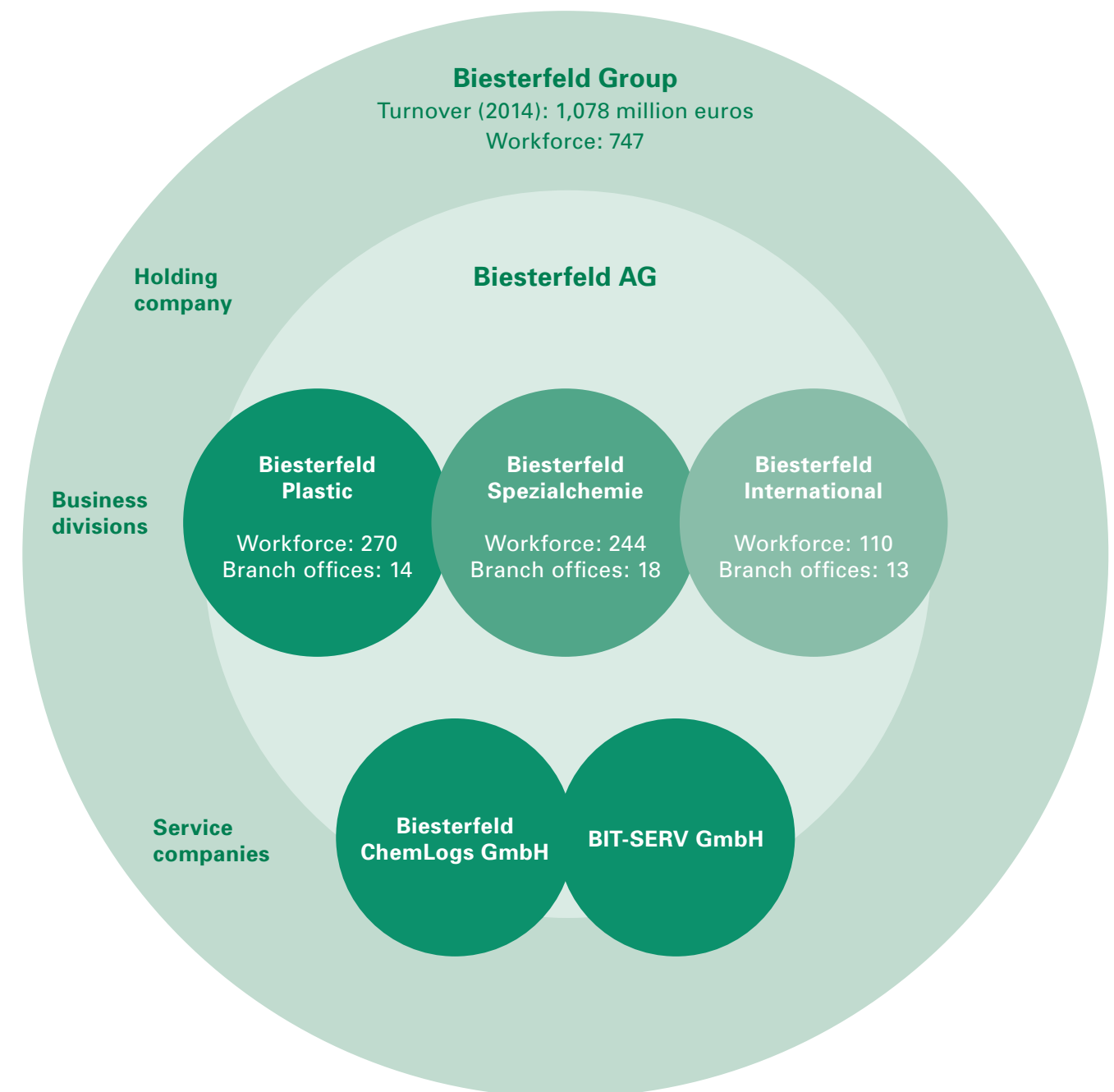
customers and suppliers as skilled contact partners employing the expertise of a globally operating company to develop customised solutions.

As a public limited company, we operate a two-tiered board structure with a supervisory

board and an executive board as stipulated by German legislation. Both boards work together in the best interests of the company. The supervisory board, executive board, management board and all employees assume responsibility together for the quality of the services provided and for the

## Cooperation is the key to success.

G4-34  
G4-56



# Operating hanseatically means operating responsibly.

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G4-34  
G4-56

identification of and compliance with all necessary measures. The demand for a sustainable corporate culture is firmly anchored in all divisions and levels of our company hierarchy. Sustainability goals are redefined and implemented each year. Our commitment to the **UN Global Compact** initiative is indicative of just how important the topic of sustainability is to the Biesterfeld Group. The principles and requirements it includes are also reflected in our own corporate objectives.

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## ■ Our corporate policy

Our stated goal is to continuously improve the range of products and quality of services on offer with the aim of fulfilling our obligations towards our customers and suppliers at all times.

An important basis for this is offering products which correspond to the requirements and expectations of our customers.

We regard serving our customers and suppliers in a professional and customised manner as our responsibility. That also includes taking the latest market events under economical, environmental, social and safety-technical aspects into consideration.

Our employees are proactive and reliable. They can rest assured that their safety and health are our top priority. Compliance with

all legal provisions concerning human resources is an absolute given for us.

In order to be able to guarantee our customers the uninterrupted availability of plastics and chemicals, we address the necessary preparations for upcoming changes in chemical legislation far in advance. We also comply reliably with regulations such as **REACH**<sup>1</sup> and **GHS**<sup>2</sup> at all times.

1 REACH: „Regulation concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals“.

2 GHS: „Globally harmonized System of classification, labelling and packaging of chemicals“.

# Personnel = People = Priority

We implement any necessary changes quickly and communicate these to our customers accordingly.

In the scope of our business operations we pay particular attention to social aspects such as equality and individual self-determination.

The protection of human dignity and human rights is indispensable

for us. In addition, we also set great store by our suppliers' and partners' compliance with these social standards as a component of their corporate governance.

With this in mind, we collect statements on the specified aspects in the scope of our periodically held supplier surveys. The surveys have been revised to focus on the sustainability provisions such

that our minimum requirement now corresponds to compliance with the ten principles of the **UN Global Compact**. In the next few years we intend to send the revised surveys to all of our partners and analyse the results.

G4-34  
G4-56

## UN Global Compact principles

G4-15

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



# Sustainable growth instead of getting ahead of oneself.

## ■ Our corporate objectives and strategy

We strive to retain our strong market position and grow sustainably. The leading market position should be achieved essentially by the tapping of new markets, diversification and expansion of our international activities. At the same time, the Biesterfeld Group always aims to be the most efficient interface possible between our suppliers and customers.

Together with our partners we plan to boost our growth outside Europe's borders as well.

We see the basis for the sustainable development of our business in our long-term supplier relationships, high demands on quality and the services tailored to our customers.

In light of the increasing complexity of the economic integrations and the new, multifaceted challenges, our staff's market, customer and product expertise is a decisive key to success. For that reason, we have always set great store by staff being optimally qualified for their positions and have strived to encourage long periods of service. For us as a family-owned company, the respectful treatment of people and nature is an absolute given.

With the aim of identifying external and internal risks as early as

possible and meeting them head on, we have implemented a Group-wide risk management system. Early identification of factors which could impact the development of our business and our organisation's ability to react quickly ensure the survival and further growth of the Group. In crisis situations, the crisis management committee provides the necessary support and assistance.

Our integrated management system helps us to ensure that our demands on quality and those of our customers and suppliers are

always met and that processes are continuously improved. Further information on this aspect can be found in Chapter 2.

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# The standards we place on sustainability are just as high as those on quality.

## ■ Reporting method

The executive board and the responsible managing directors of the individual business divisions are agreed that the topic of sustainability needs to be communicated not only internally, but also externally.

For this reason, Biesterfeld will be publishing a comprehensive sustainability report annually from now on.

This sustainability report is based on the G4 guidelines of the Global Reporting Initiative (GRI). It takes into consideration the ten principles for human rights, labour, environment and anticorruption of the **UN Global Compact**. The report complies with the so-called "Core" options of the GRI principles.

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When selecting the relevant indicators, we considered and assessed the individual aspects from two separate perspectives. We started by identifying our stakeholders: they were divided into groups based on those that we as a company influence directly and indirectly through our activities. We then posed ourselves the questions of what goals promise us sustainable success and what our stakeholders require and expect from us as a globally operating company.

The GRI indicators were discussed individually at management level and evaluated using a points system. This evaluation was conducted in a process entailing a number of stages, resulting in the definition of the aspects and indicators which are relevant for us and our stakeholder groups.

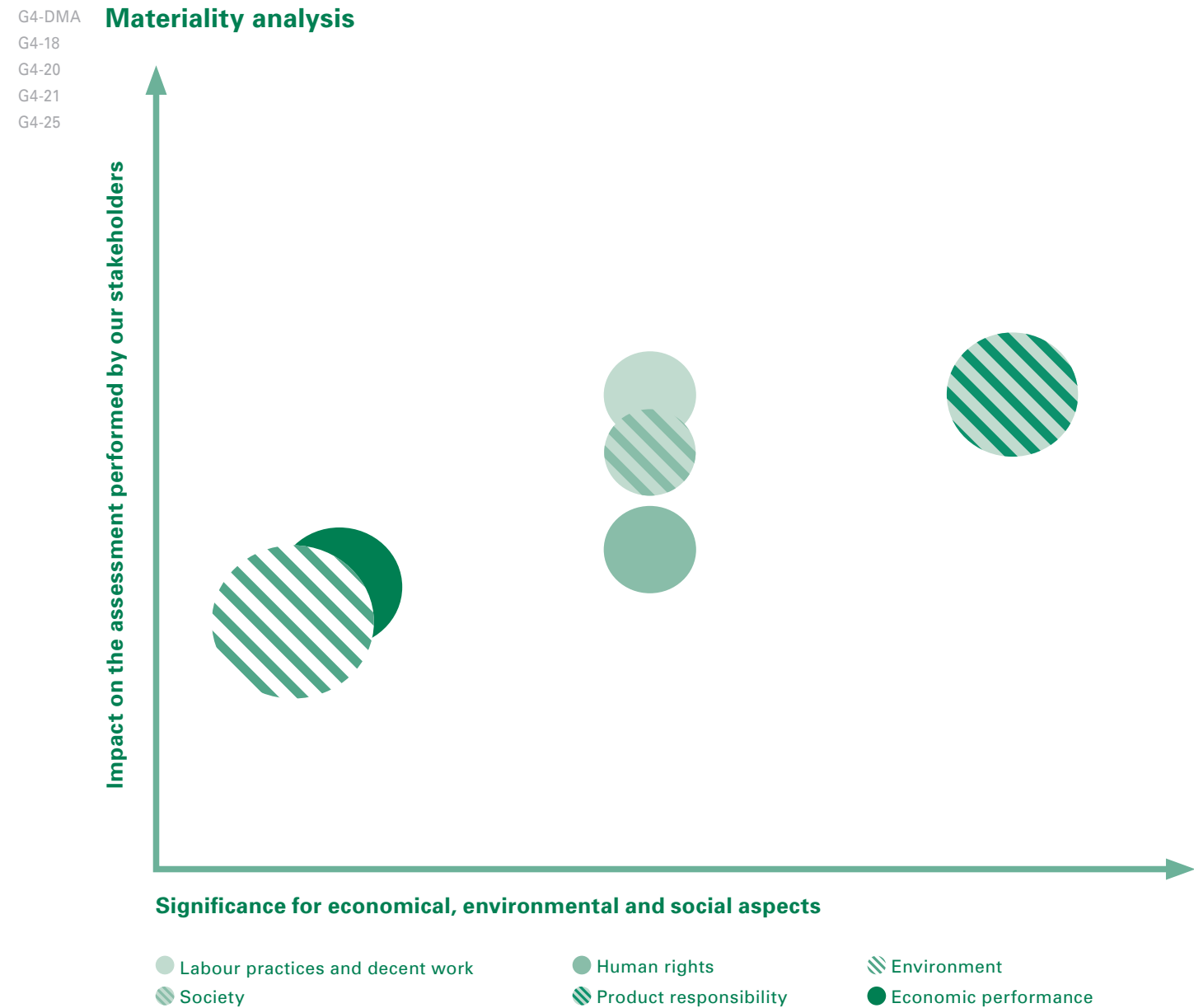
Our many years of experience in exchange with the different stakeholders and the comprehensive expertise of our executives were of fundamental importance in this step. An overview of all the GRI indicators including the UN Global Compact principles and the respectively relevant sections of text can be found in the GRI content index in the appendix.

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### The materiality analysis

This analysis shows a condensed summary of all of the individually

assessed indicators. The size of the circles reflects the number of indicators per category. The significance of the respective category in the sense of its economic, environmental and social impacts is shown by the x-axis. The y-axis evaluates the impact of this specific category on the assessment performed by our stakeholders. The x and y values are determined from the average value for the individually assessed indicators in the categories. In our opinion, the "Labour practices and decent work" category appears to be of particularly high relevance to our stakeholders.



Our commitment to sustainability should not be restricted to our company alone. True sustainability can only be achieved when all those involved work together. That's why we encourage our suppliers and partners to launch their own initiatives with the aim of committing themselves to the environment and protection of resources as well as the upholding of human rights and compliance with labour laws just as we do.

As an international operating company, we see it as our obligation to act sustainably at both a global and local level, which is why this report covers – unless stated otherwise – the entire Biesterfeld Group. In this first report, it was only possible to evaluate some of the GRI indicators for our locations in Germany. In future years, these indicators will be expanded to include all of our companies.

The scope of application is indicated in the respective chapters.

In addition, we would like to emphasise that for simplicity's sake we have used gender-neutral terms and pronouns wherever possible, although these are to be understood as referring to males and females alike.

### List of specific indicators:

#### Economic

|               |   |
|---------------|---|
| <b>G4-EC1</b> | Direct economic value generated and distributed |
|---------------|---|

#### Environmental

|                |   |
|----------------|---|
| <b>G4-EN3</b>  | Energy consumption within the organisation                                    |
| <b>G4-EN5</b>  | Energy intensity  |
| <b>G4-EN6</b>  | Reduction of energy consumption   |
| <b>G4-EN17</b> | Other indirect greenhouse gas (GHG) emissions (scope 3)                       |
| <b>G4-EN27</b> | Extent of impact mitigation of environmental impacts of products and services |
| <b>G4-EN32</b> | Percentage of new suppliers that were screened using environmental criteria   |

#### Labour practices and decent work, society, human rights and product responsibility

|                |  |
|----------------|--|
| <b>G4-LA1</b>  | Total number and rates of new employee hires and employee turnover by age group, gender and region           |
| <b>G4-LA2</b>  | Benefits provided to full-time employees   |
| <b>G4-LA3</b>  | Return to work and retention rates after parental leave, by gender   |
| <b>G4-LA10</b> | Programs for skills management and lifelong learning   |
| <b>G4-LA14</b> | Percentage of new suppliers that were screened using labour practices criteria                               |
| <b>G4-LA15</b> | Significant actual and potential negative impacts for labour practices in the supply chain and actions taken |

G4-DMA  
G4-18  
G4-19

## 2. Approach to sustainability

*True sustainability  
is not just about  
complying with  
standards, but  
also about  
upholding them.*



# Sustainability begins with each of us.

G4-14

## ■ Sustainability goals

We have a clear goal in sight: we want to make our contribution to making the world that little bit more sustainable.

We are actively committed – including the fact that we raise our suppliers’ and partners’ awareness of the issue of sustainability and the associated benefits.

We want to introduce particularly positive changes in areas on which we have an influence ourselves, such as supplier management. This especially includes fair cooperation with responsible suppliers and staff, which is not only in the best interests of the environment, but also of our customers, and ultimately promotes the future sustainability of our business.

The focus on sustainability is firmly anchored in our management concept. As such, it is imperative that the executive board, every supervisor and every employee is aware of their relevant legal obligations and ensures with conviction that they are complied with. Our employees are trained and encouraged to ensure that the principles of sustainability are optimally integrated in their day-to-day work. Centralised management allows

us to ensure that all divisions and organisations are heading in the same direction. To this end, we coordinated our managerial and organisational structure and established transparent responsibilities in all of the business fields.

Our sustainability officer develops concrete sustainability goals with the respective specialist departments every year. These are discussed at management level and approved by the executive board. The implementation and achievement of the defined goals is spurred on and monitored by the specialist departments together with the sustainability officer.

The sustainability goals table shows that we have achieved the goals we set ourselves for our first year or are currently actively

working on the implementation of the corresponding projects.

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We participate actively in the German Chemical Distribution Association’s (VCH) Responsible Care program and promote the exchange of experiences and knowledge with regard to responsible action.

We regularly communicate the performance indicators, which are then summarised and published for all member firms.

We implement the legal requirements with a high level of commitment. Regular external audits confirm this continuously.

| Goal   | Application  | Status |
|--|--|--------|
| Join UN Global Compact                                       | Support of the ten principles                                | ●      |
| Communicate sustainability                                   | homepage and intranet  | ●      |
|  | Meetings   | ●      |
|  | Company presentations  | ●      |
| Sustainability as an integral component of corporate culture | Adoption of sustainability issues in management handbook     | ⌘      |
|  | Expansion of sustainability questions in supplier surveys    | ⌘      |
|  | Compilation of sustainability strategies for 2015            | ⌘      |
| Reduction of energy consumption                              | Implementation of energy-saving measures at Hamburg location | ●      |

● Goal achieved ⌘ Ongoing process

# Eyes open, ears pricked, cards on the table.

## ■ Compliance

Compliance is yet another component of our integrated corporate responsibility. This term means first and foremost the mandatory implementation of measures which ensure compliance with all legally binding specifications. We compiled corresponding individual compliance measures in a compliance management system, which is continuously further developed.

**Our fundamental core value: integrity**

However, at Biesterfeld we take compliance even further: one of our core values is integrity – an integrated compliance culture with unambiguous and clear orientation to shared values.

Our sustainability principles are derived from the recognised

standards of the United Nations as established in the UN Global Compact. At the same time, we subscribe to the Brundtland Commission’s definition of inter-generational equality.

**“Sustainable development meets the needs of the present without compromising the ability of future generations to meet their own needs.”<sup>3</sup>**

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# We're most in control of the things closest to our hearts.

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## Our Code of Conduct

We internalise compliance on the basis of our company-wide Code of Conduct, which is mandatory for all of our employees. It forms the foundations for our daily cooperation.

Our Code of Conduct can be found on our website and on the

intranet in both German and English. It covers topics such as corruption and cartel law, human rights, labour and social standards as well as operating procedures for conflicts of interest and data privacy. In addition, it describes the way in which managers serve as role models for our employees and business partners as well as their responsibility to them.

All breaches of our Code of Conduct and our compliance standards are punished by corresponding measures.

[www.Biesterfeld.com](http://www.Biesterfeld.com)

3 Taken from the Brundtland Commission's "Our Common Future" report from 1987

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## Integrated management system

Our integrated management system covers the aspects of quality management, environmental management, labour management, health management, data privacy management, risk management and crisis management.

The overall responsibility for the integrated management system remains with our executive board. Supervisors are responsible for the efficacy of the system in their individual divisions and must ensure that all employees understand and implement the system.

Our integrated management system is split into three levels:

■ **Level I** describes the responsibilities and processes at Biesterfeld AG for the holding company with its subsidiaries

and branch offices at international level.

■ **Level II** describes the responsibilities and processes at the subsidiaries at regional level.

■ **Level III** describes the responsibilities in the subsidiaries' branch offices.

Compliance with our high quality standards can only be achieved by employing a systematic approach. When doing so, we refer to the DIN EN ISO 9000 ff. standard.

An optimal process structure and strong customer focus are essential factors for our certification. The core components of our integrated management system include standards such as:

■ **DIN EN ISO 14001** (environmental management)

■ **OHSAS 18001** (occupational health and safety)

■ **DIN EN 27001** (data privacy)

# We're proactive when it comes to safety.

■ **DIN ISO 26000** (social responsibility)

■ **DIN EN 16247** (energy management)

■ **DIN EN ISO 31000** (risk management) and a crisis management concept

One elementary component of the integrated management system is a risk management concept which identifies risks at an early stage and monitors them comprehensibly. It maintains our planning reliability and reduces the risk costs. Insofar as practical, we use insurances to minimise risks.

We also counteract the growing risk of cyber attacks with active measures: locations outside of Germany which still operate their own IT networks will be successively connected to the

Biesterfeld Group's centralised system. A standardised system environment ensures consistently high protection of data and also saves energy in the IT centres.

## Regular audits

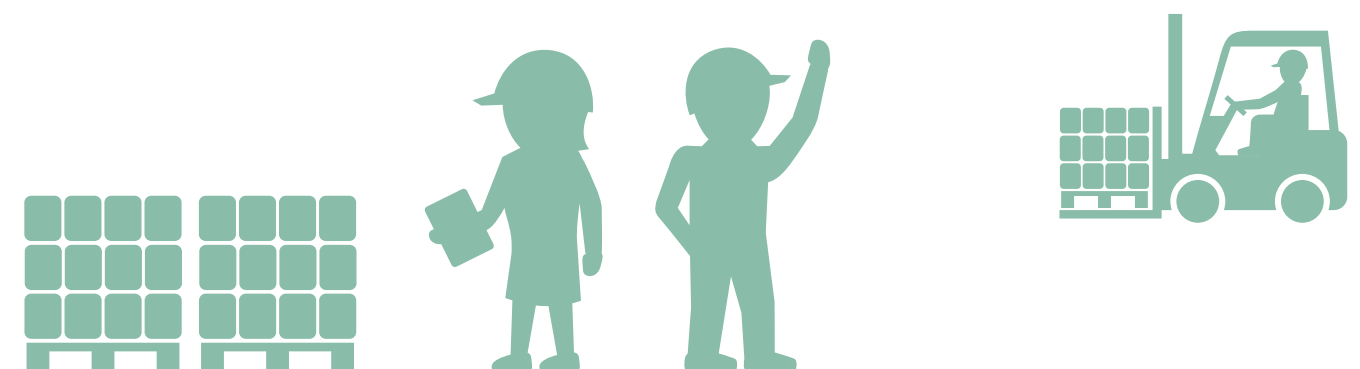
The regular audits performed in all areas of the company also serve the same purpose. In 2014, we performed a total of 47 audits. In addition to a variety of internal audits, these also included seven certification audits supervised by the TÜV Nord technical inspection association. We don't simply use these audits to satisfy the requirements of the DIN EN ISO 9000 ff. standard and the Responsible Care program; we also utilise them to ensure legal compliance throughout the Group.

The potential for improvements revealed by these audits is documented in our CAPA (corrective

actions, preventive actions) database. The database aids our management systems officers in the allocation, classification and monitoring of the measures. For example, the people in charge regularly receive notifications about which measures need to be implemented in the area for which they are responsible.

In future, the audits will also cover sustainability issues. All these measures in the integrated management system also safeguard our product and service quality and are thus also in our customers' best interests.

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# In order to grow together, you need to talk to each other.

## ■ Stakeholder relations

To run a business successfully, it is particularly important to know your stakeholders and foster a lively relationship and information exchange with them.

Stakeholders for us are all those persons and organisations who can place legal, financial, operational, or ethical demands on Biesterfeld.

### Continuous dialogue

We nurture continuous exchange with our stakeholders in order to be aware of their expectations and always satisfy their requirements as quickly as possible. In the end we form an economic ecosystem together, the protagonists of which are in a symbiotic relationship.

### Our employees play a decisive role in this respect

After all, we can only satisfy our stakeholders' requirements if we enjoy their trust and commitment. In order to maintain employee satisfaction and performance, we regularly hold individual appraisals with each employee to discuss their personal further development and, if necessary, any private matters.

We are in close contact with our financiers (owners, banks and

investors) and keep them continuously up to date with our financial standing and economic performance. This fosters the necessary trust among our financiers for their continued participation in the Biesterfeld Group.

The in-depth dialogue with our customers results in valuable knowledge that we in turn share with our manufacturers, thereby helping them to offer more sustainable products.

### Forms of dialogue

In addition to employee meetings, our standard forms of dialogue also include customer feedback, supplier surveys, reports as printed media and in PDF format as well as updates on our website and on the intranet. In addition, we also conduct expert meetings and workshops and attend a wide range of trade fairs.

The continued analysis of our customer assessments is an important instrument for the preservation of customer loyalty. In this way, customers who have complained about a service in the past have the opportunity to give us positive feedback in the next assessment. We make every effort to process each issue as quickly as possible and find the ideal solution for the respective customer.

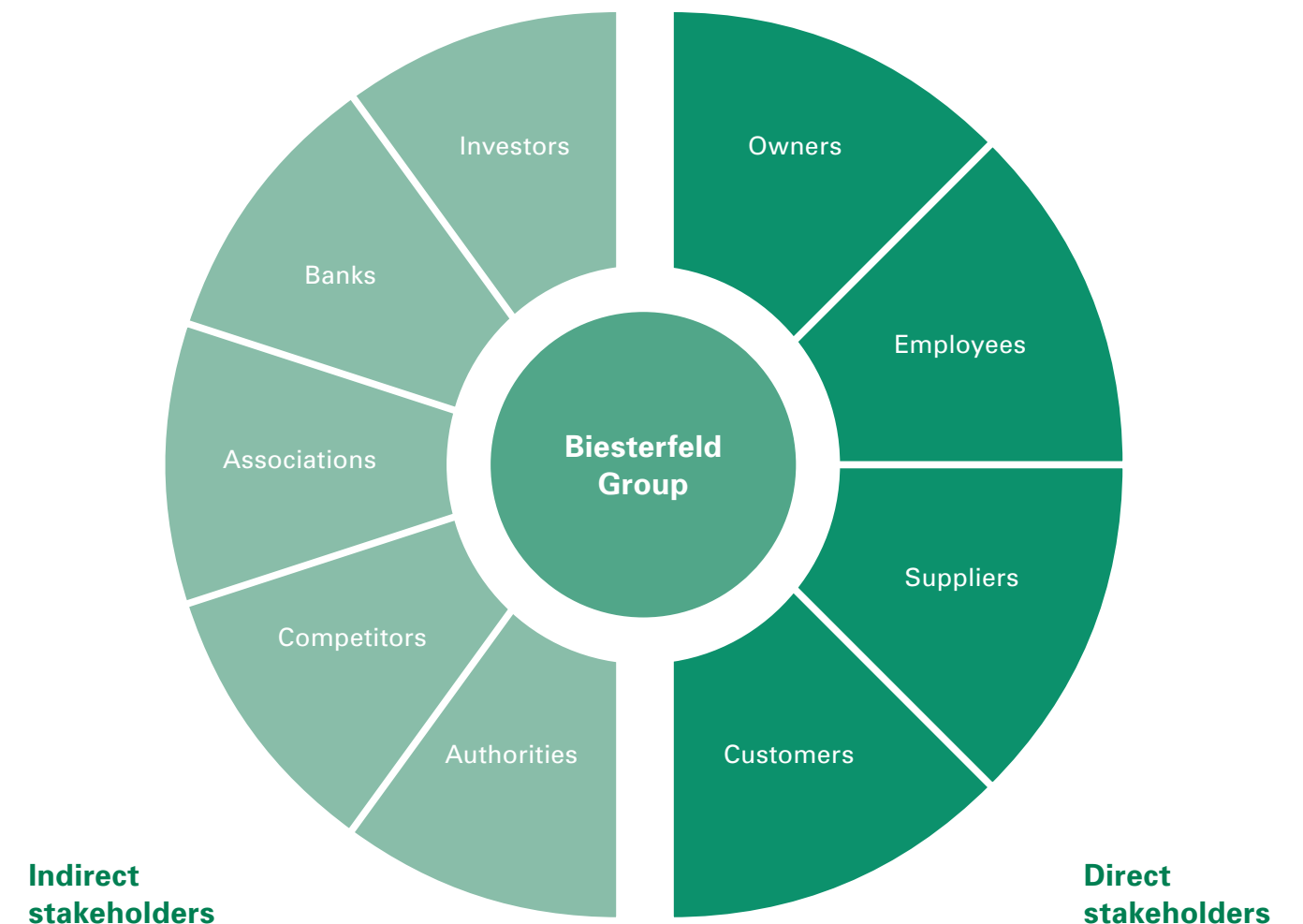
Membership in chemical associations and initiatives such as the

- FECC (European Association of Chemical Distributors)
- Ost- und Mitteleuropa Verein e.V.
- Responsible Care
- UN Global Compact

- VCI Plastics Europe
- Verband Chemiehandel e.V.
- Verein der Hamburger Exporteure e.V.
- Drogen- und Chemikalienverein e.V.

is another important link in the information chain.

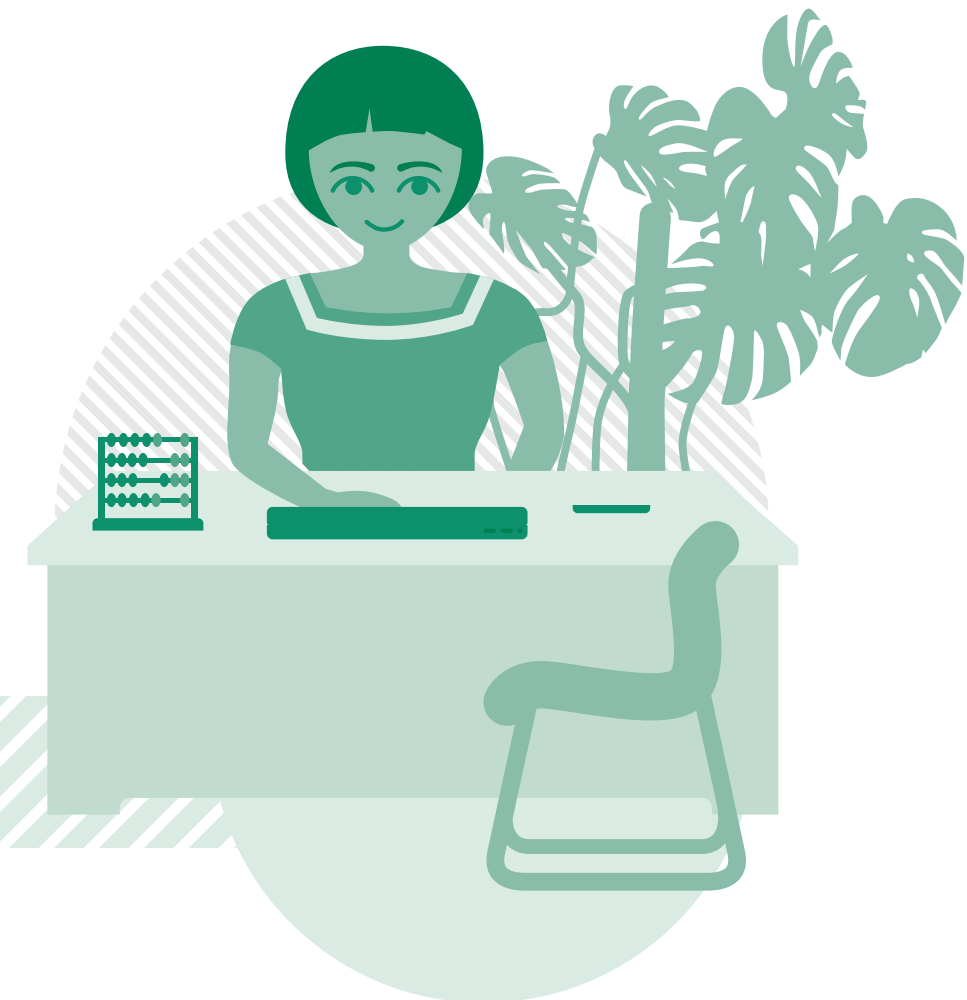
All these dialogues provide us with important estimations of the opportunities and risks of our business activities at a very early stage, and allow us to adapt to upcoming changes in good time and tap potential more efficiently.





### 3. *Economic responsibility*

*True value is  
only added by  
valuing others.*



# As a company grows, so does its responsibility.

## ■ Economic performance

As a family-owned company rich in tradition we want to operate responsibly and act reliably.

The satisfaction of our customers is important to us as it is testament to our productive and service efficiency. Accordingly, fostering good relations with customers and building up trust through reliability and transparency is of the utmost importance to us.

We have specific ideas about how to develop our business activities. Our activities are based on a detailed five-year plan, which is checked and updated annually. This plan is an obligation for all those responsible in the Biesterfeld Group.

To enable all those responsible to fulfill their obligation, they receive the figures for our company performance promptly. Armed with this knowledge, they then check the status quo of their business and implement any necessary adjustments in order to achieve the common goal. In the name of transparency, we also inform our financiers about our company performance regularly and comprehensively.

In order to allow all of our employees to participate actively

in the company performance, the latest figures are also published on the intranet along with a comparison with the previous year's figures and budget values.

In accordance with the legal requirements (German commercial law), we announce the result of the Biesterfeld Group's business activity annually in the German Federal Gazette.

### Our company performance

In 2014, we achieved an increase in turnover of 2% compared with the previous year. Growth in 2013 was 6%, allowing us to pass the billion mark with our turnover for the first time in the history of our company. The table at the end of this chapter summarises the economic indicators for the past three years.

📖 p. 33

Our economic growth is characterised by the fact that we act cautiously and advisedly, which makes us profitable in the long term.

### Financial stability

As a successful company, we maintain a broad spectrum of long-term and short-term financiers in order to minimise financial and interest risks.

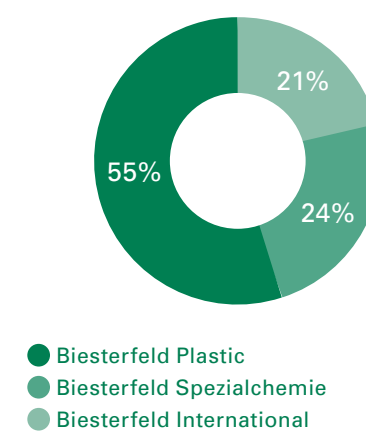
The financing of the Biesterfeld Group is oriented towards guaranteeing financial flexibility for the entire Group and minimising the cost of capital at the same time.

A range of different equity and loan capital financing instruments with different maturities creates a stable liquidity and financing situation and thus safeguards the sustainable growth of the Biesterfeld Group as a whole.

At the same time, we also take into consideration the currencies in which cash flows are generated. We analyse the financing possibilities on the capital markets of the respective currencies and hedge risks arising from fluctuations in the exchange rate if and as required.

# Sustainability is when it's not just the numbers that count.

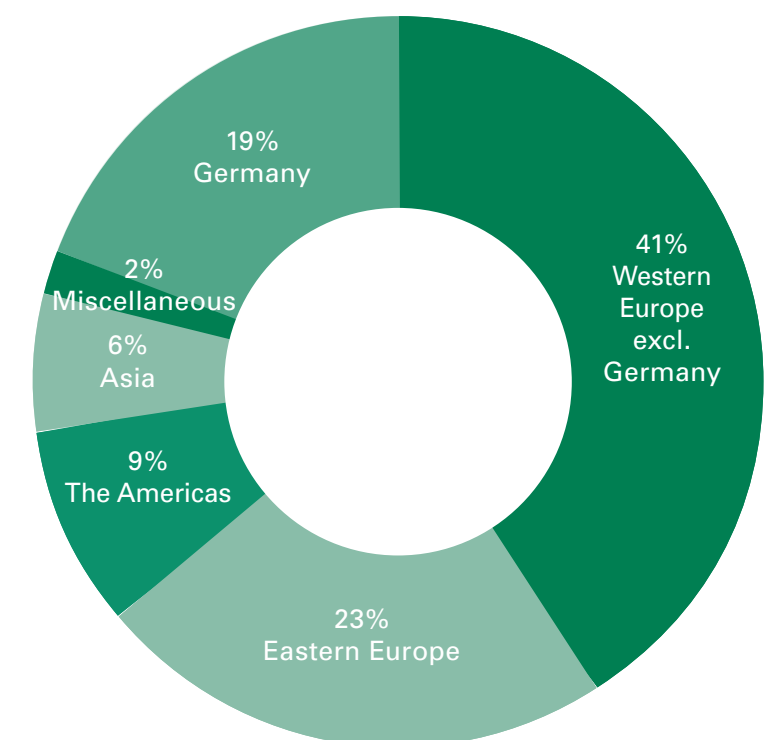
Turnover of the Biesterfeld Group broken down by the three operative divisions, 2014



The graph showing the breakdown of the turnover shows that **Biesterfeld Plastic** generates the largest share (55%) of our overall turnover. The remainder of the overall turnover is split almost equally between Biesterfeld International and Biesterfeld Spezialchemie.

In the business year 2014, we were able to intensify various partnerships even further as well as enter into cooperations with new suppliers. For example, Biesterfeld Spezialchemie took over the sale and distribution of vitamins and minerals in Germany, the Czech Republic, Slovakia and

Turnover by region, 2014



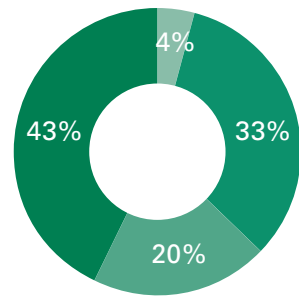
The "Turnover by region" graph reflects the international orientation of the **Biesterfeld Group**.

the Ukraine, while Biesterfeld Plastic expanded its distribution agreement for polysulphones to include Sweden, Denmark, Norway and Finland.

As our business expands, so does the associated responsibility. Consequently, the executive board

was also expanded in 2014 with the aim of distributing the tasks involved in the running of the Biesterfeld Group more evenly. The members of our executive board play an important role in the establishment of sustainable processes and serve as role models for all of our employees.

## Turnover breakdown for Biesterfeld Plastic, 2014



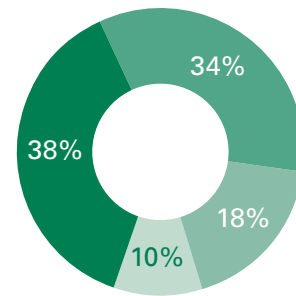
- Engineering polymers
- Acrylates
- Standard polymers
- Rubber

**Biesterfeld Plastic** product portfolio includes Engineering polymers (43% share of turnover), standard polymers (33%), acrylates (20%) and rubber (4%) – raw materials which are indispensable for the production of automotive components, toys, stationery, furniture fittings, domestic appliances, garden appliances, sanitary systems, foodstuff packaging and medical technology, for example.

More detailed information on our contracting and sales partners can be found on our website:

[www.Biesterfeld-Plastic.com](http://www.Biesterfeld-Plastic.com)

## Turnover breakdown for Biesterfeld Spezialchemie, 2014



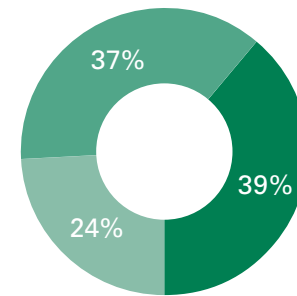
- LifeScience
- CASE
- Performance products
- Nutrition

**Biesterfeld Spezialchemie's** product range can be divided into four segments: "LifeScience" (38% share of turnover) encompasses pharmaceutical products, cosmetics, additives for the household cleaning products industry and organic synthesis. "CASE" (34%) stands for coatings, adhesives, sealants and elastomers. "Performance Products" (18%) offers silicone elastomers and products for the automotive construction, electronics and energy industries. "Nutrition" (10%) covers additives for the foodstuffs industry.

More detailed information and an overview of our main suppliers can be found on the Internet at:

[www.Biesterfeld-Spezialchemie.com](http://www.Biesterfeld-Spezialchemie.com)

## Turnover breakdown for Biesterfeld International, 2014



- Chemical industry
- Pharmaceutical industry
- Agricultural industry

**Biesterfeld International** is specialised in the global trade of industrial chemicals (39% share of turnover), pharmaceutical raw materials and active substances (37%) and agricultural chemicals (24%).

The Biesterfeld International website features a product navigator, which lists the product portfolio clearly by trade name and intended purpose.

[www.Biesterfeld-International.com](http://www.Biesterfeld-International.com)

## Our economic indicators 2012–2014\*

|                                      | 2014          | 2013          | 2012        |
|--------------------------------------|---------------|---------------|-------------|
| <b>Sales revenue</b>                 | 1,077,886,880 | 1,056,700,953 | 996,293,592 |
| <b>Cost of materials</b>             | 939,666,230   | 923,892,841   | 869,242,486 |
| <b>Gross profit</b>                  | 138,220,650   | 132,808,112   | 127,051,106 |
| <b>Labour costs</b>                  | 51,412,351    | 49,174,750    | 48,407,062  |
| <b>Training costs**</b>              | 200,223       | 175,934       | 184,485     |
| <b>Occupancy costs</b>               | 4,941,050     | 5,026,057     | 4,422,389   |
| <b>EBIT</b>                          | 32,414,411    | 29,413,949    | 29,740,257  |
| <b>Financing Cost</b>                | 9,369,888     | 9,501,857     | 9,218,534   |
| <b>Pretax profit</b>                 | 23,271,613    | 20,173,355    | 21,072,509  |
| <b>Payment to government (taxes)</b> | 7,859,605     | 7,083,340     | 7,163,461   |
| <b>Profit after tax</b>              | 15,412,008    | 13,090,015    | 13,909,048  |

\* All figures are given in euros (€). Consolidated financial statements are not included

More detailed economic information can be found in the German Federal Gazette

\*\* Training costs are for Germany only

## 4. Environmental responsibility

*Our goal:  
a healthy turnover  
with a healthy  
environment.*



# We put a lot of energy into solutions which require less energy.

G4-EN27  
G4-EN32

We are committed to working responsibly and sustainably when it comes to the protection of resources.

We handle our energy, water and other raw material requirements conscientiously and do everything in our power to utilise the required resources efficiently.

We raise our employees' awareness of the topic of sustainability in order to reduce our emissions and energy values even further. The sustainability report is also an important tool in this respect.

The use of advanced logistics, office and communication technologies helps our employees to achieve our sustainability goals.

**Prudent handling of our products**

In our day-to-day work, we pay special attention to protecting nature as the basis of life for future generations and always have the environmental consequences of our business operations in mind. Safe handling of our products is particularly important. This includes a wide range of different preventative measures to combat the direct and indirect risks potentially associated with our products.

As soon as a product displays indications of possible risks in its use, we start searching for environmentally friendly substitutes in close cooperation with suppliers and customers in the scope of product responsibility. In this context, safety data sheets play an important role as a handling communication medium. A separate department with qualified specialists ensures that they are continuously revised and updated.

G4-EN3  
G4-EN5  
G4-EN6

■ **Energy consumption**

**Efficient office furnishings**

As a service company, we are convinced that even the smallest changes in daily activities can bring about considerable progress and result in success in the long term, which is why we furnish our offices in accordance with the latest occupational health regulations, for example.

We are also currently expanding our communication structure with the aim of recording energy

consumption values across the Group in the medium term. For this reason, we work in accordance with the following principle:

**Learn from each other, develop together**

For this first sustainability report we have focused on the measures in our Hamburg headquarters. We identified the largest energy users, checked them and derived suitable measures for cutting our energy requirements.

The major energy users in our offices in Hamburg are (in descending order):

- Lighting
- Air-conditioning
- Underground parking garage ventilation system
- Small and electronic appliances (office appliances)

The first successful steps in cutting our energy requirements were the complete refurbishment of all the office floors, the introduction of a new lighting concept and the renovation of the underground parking garage.

Shared kitchens with their own fridges, watercoolers and coffee machines keep energy and water

consumption low. The kitchen appliances are regularly serviced and replaced with more energy-efficient ones if and as required. Each floor now has an energy-efficient multifunctional printer, which all employees can operate via the company network.

We also hope that by participating in associations and volunteering

in sustainability initiatives we can exert an external influence on legislation and directives aimed at improving environmental protection.

G4-EN3  
G4-EN5  
G4-EN6  
G4-EN32

**New lighting technology cuts energy consumption**

We can't work without electricity. But we can manage with less. With this in mind, we have replaced the ceiling lights with energy-efficient uplights in many of the workplaces in our company headquarters. Inte-

grated motion sensors mean that they can also be controlled as required.

All together, this enabled us to reduce our energy requirements for office lighting in 2014 by around 28%. Where several fluorescent lamps with a consumption of approx. 1,620

watts per eight-hour working day were previously used as ceiling lights in the individual offices, we now have an average of 1.5 uplights with energy-saving bulbs which use 1,168 watts per eight-hour working day.

G4-EN27

**Energy consumption at the company headquarters in Hamburg 2014\***

| Energy sources                          | kWh     | CO <sub>2</sub> emissions in t** |
|---|---------|----------------------------------|
| Electricity                             | 343,700 | 205                              |
| District heating (for heating purposes) | 387,100 | 102                              |
| Total                                   | 730,800 | 307                              |

Energy consumption per euro of turnover in 2014 was thus 0.00356 kWh. Approximately 2,560 kWh are used per employee in the headquarters.

\* Figures have been rounded off  
\*\* GEMIS emission factors (Version 4.8) were used as a reference for the calculation

# On a mission to slash emissions.

G4-EN17

## Greenhouse gas emissions

We view it as part of our environmental responsibility to know our carbon footprint.

That is why we calculate our corporate CO<sub>2</sub> emissions in accordance with the Greenhouse Gas Protocol (GHG Protocol)<sup>4</sup> and the ISO 16064 standard annually starting with 2014. At the same time, this will serve as the base year for future comparisons. Greenhouse gas emissions (GHG) can be assigned to three categories:

- **Scope 1:** All direct GHG emissions.
- **Scope 2:** All indirect GHG emissions that we as a company cause via procurement of energy.

■ **Scope 3:** All indirect emissions resulting from our activities (transport of goods, business trips, employees' journeys to work) but not associated with the procurement of energy.

As a chemical distributor heating its main office in Hamburg by means of district heating, Scope 1 is not relevant for us, as we do not produce any direct emissions. As such, our sources of emissions are restricted to Scope 2 and Scope 3. In following years we intend to focus on these aspects when establishing targeted measures with the aim of reducing our carbon footprint.

### Fleet emissions

Our company vehicles fleet in Germany currently comprises 77 vehicles.

With the aim of reducing our CO<sub>2</sub> emissions even further, we shall gradually be integrating more and more low-emission and energy-efficient vehicles in our fleet in Germany.

<sup>4</sup> Global standard for quantification, management and reporting of greenhouse gas emissions

### Biesterfeld Group fleet\*

| Fuel              | Total consumption in litres | Total consumption in megajoules | CO <sub>2</sub> emissions in t** |
|-------------------|-----------------------------|---------------------------------|----------------------------------|
| Diesel            | 303,600                     | 10,626,700                      | 395                              |
| Petrol            | 35,800                      | 1,091,077                       | 41                               |
| Total consumption | 339,400                     | 11,717,777                      | 436                              |

\* Figures have been rounded off. All vehicles registered to the Hamburg headquarters  
 \*\* GEMIS emission factors (Version 4.8) were used as a reference for the calculation

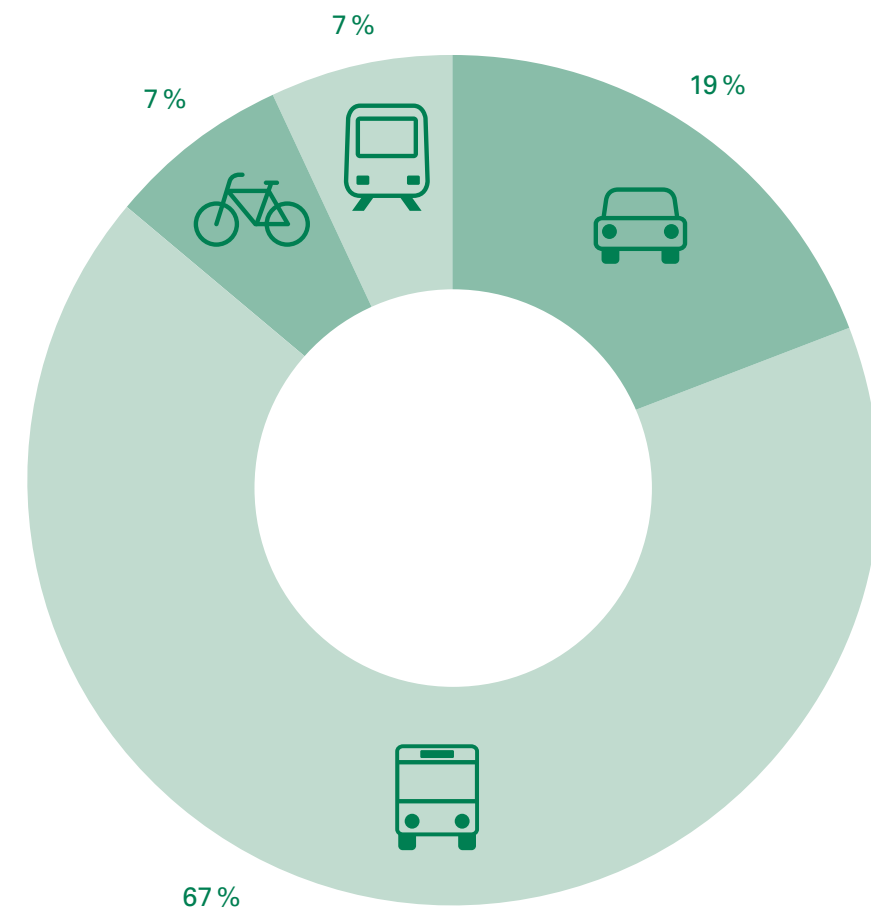
## Means of transport by which employees travel to work in Hamburg

G4-EN17  
G4-EN27

| Means of transport     | Journey to and from work per workday and per employee in km* | CO <sub>2</sub> emissions in t per working year** |
|------------------------|--|---|
| Bicycle                | 14   | 0   |
| Long-distance train    | 102  | 6   |
| Car                    | 60   | 165   |
| Local public transport | 21   | 116   |

\* Figures have been rounded off. Specifies the average distance in kilometers per workday per employee  
 \*\* GEMIS emission factors (Version 4.8) were used as a reference for the calculation. Based on 252 workdays per year  
 The emission values are calculated by multiplying the journey to and from work in kilometres by the respective emission factor, the number of employees and the determined total number of workdays

## Means of transport for traveling to workplace



### Emissions caused by employees traveling to workplace

Thanks to the favourable location of our company headquarters in the heart of the Hamburg, the majority of our employees do not travel to work by car.

We encourage traveling to work by public transport by subsidising monthly local public transport passes.

Our commitment is rounded off by provision of sufficient cycle parking and the possibility of borrowing company bicycles for short journeys.



G4-EN17  
G4-EN27

### Business trips across the Biesterfeld Group, 2014\*

| Airplane              | Distance in km | CO <sub>2</sub> emissions in t per year** |
|-----------------------|----------------|---|
| International flights | 3,314,000      | 505                                       |
| Domestic flights      | 464,000        | 109                                       |
| Total                 | 3,778,000      | 614                                       |

\* Figures have been rounded off  
\*\* GEMIS emission factors (Version 4.8) were used as a reference for the calculation

#### Emissions caused by business trips

The number of business trips within the Biesterfeld Group has declined continuously over the years. Our employees are increasingly utilising the possibilities offered by telephone and video conferences. However,

on-site assistance is invaluable when it comes to offering our customers the best possible service. As an internationally operating company with suppliers and customers from different countries all over the world, we know how important it is to nurture personal relationships. Our goal is to maintain a

healthy balance between environmentally friendly action and local personal support in order to continue offering our customers and suppliers the best solution and handle emissions conscientiously at the same time. That is why quantification of our emissions is such an important issue for us.

### Transport of goods across the Biesterfeld Group, 2014\*

| Mode of transport         | Quantity in t | Average distance in km | CO <sub>2</sub> emissions in t per year** |
|---------------------------|---------------|------------------------|---|
| Road transport            | 152,000       | 321                    | 2,451                                     |
| Inland navigation vessels | 13,120        | 255                    | 115                                       |
| Seagoing vessels          | 92,700        | 14,692                 | 16,500                                    |
| Air freight               | 18            | 3,673                  | 51  |
| Rail transport            | 2,100         | 646                    | 52  |

\* Quantities and distances determined using the ERP system. The values are initially based solely on deliveries involving Germany (import and export). Figures have been rounded off  
\*\* GEMIS emission factors (Version 4.8) were used as a reference for the calculation

#### Emissions caused by the transport of goods

Transport of goods is one of the key aspects of our business as a distributor and trading firm. The logistics departments of the respective divisions are constantly striving to optimise warehouse

locations and supply routes. This in turn leads to more efficient transport, lower emissions and thus lower costs.

The table above illustrates the emissions caused by the respective modes of transport for the Biesterfeld Group.

### Environmental indicators for the Biesterfeld Group, 2014

G4-EN17

| Type of emissions                              | CO <sub>2</sub> in t |
|--|----------------------|
| SCOPE 2  |                      |
| Energy consumption at the company headquarters | 307                  |
| SCOPE 3  |                      |
| Fleet  | 436                  |
| Employees' journeys to work in Hamburg         | 287                  |
| Business trips                                 | 614                  |
| Transport of goods                             | 19,170               |

Our Greenhouse Gas emissions were determined using the data from the GEMIS database<sup>5</sup> compiled by the German Federal Environment Agency (UBA) and the Institute for Applied Ecology (Öko-Institut) as a reference.

We have been occupying ourselves intensively with the matter of quantifying emissions and are determined to achieve even further reductions in emissions in all future activities.

<sup>5</sup> Global Emissions Model for Integrated Systems

## 5. Social responsibility

*Growth is only truly healthy if we all participate.*



*We are sure that we can only be successful by allowing others to share in our success.*

## ■ Our staff

Our staff employ their specialist skills and commitment for the satisfaction of our customers and suppliers all over the world – and in turn for the success of our company. They internalise the corporate culture of the Biesterfeld Group and take it out into the big wide world.

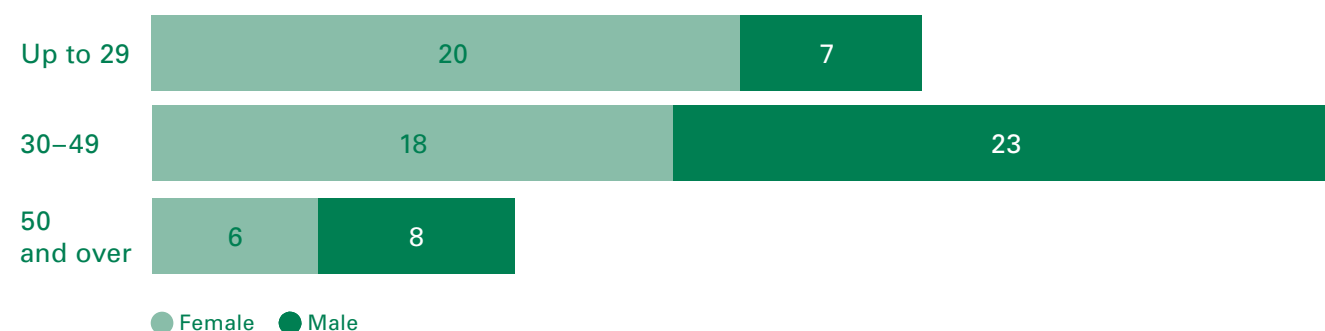
In the scope of their fields of activity, all of our employees are responsible for ensuring that we as a company live up to our social responsibility. They lay the foundations for the economic and sustainable growth of the Biesterfeld Group. With this in mind, we offer our employees performance-related incentives.

As a family-owned company, we set great store by offering our staff a fair and welcoming working environment. Respectful cooperation is of particular importance to us. We promote a healthy work/life balance and offer secure workplaces. The range of different work models in place means that each and

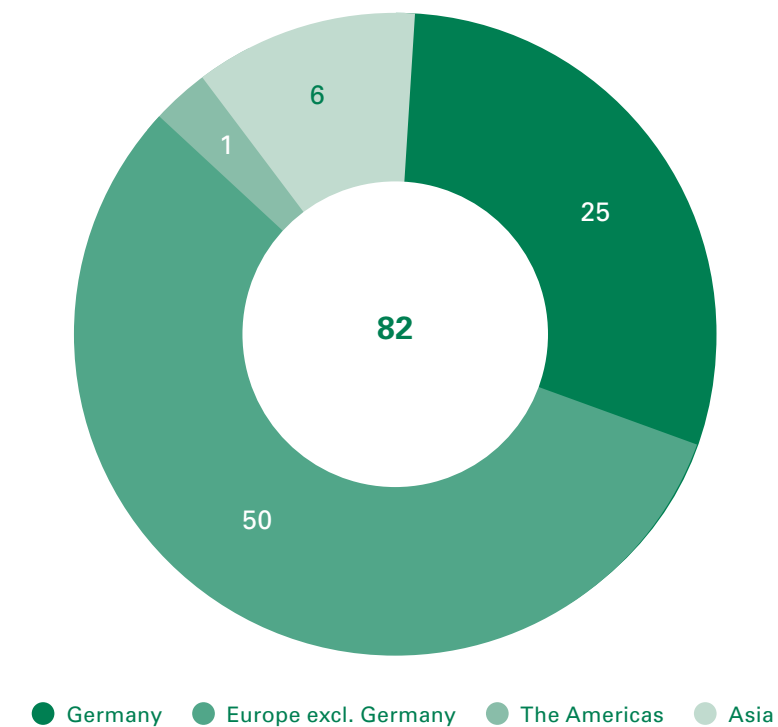
every employee can find the right solution. In this respect, we make no distinction between the possibilities on offer for full-time and part-time staff or those with fixed-term and permanent contracts.

G4-LA1

### New hires by age group, 2014

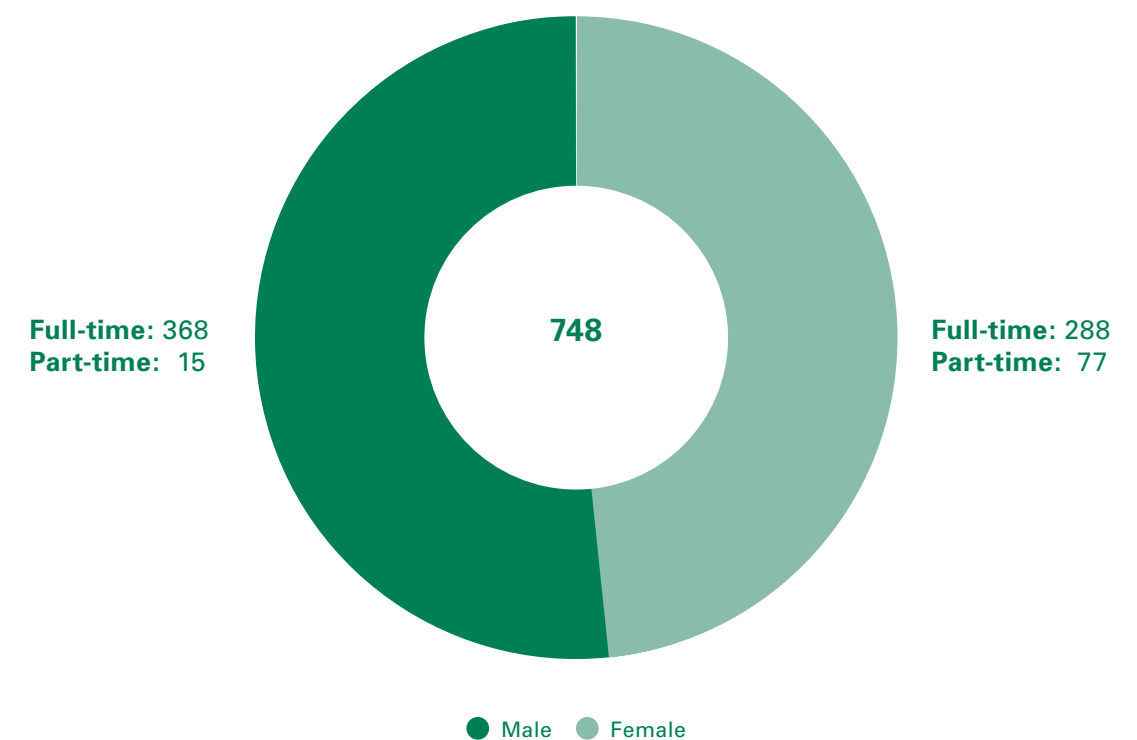


### New hires by region, 2014\*



G4-10  
G4-LA1

### Workforce by gender, 2014\*



\* Headcount

# As satisfaction increases, so does productivity.

G4-LA2

## ■ Our social contributions

Each and every one of our employees is important to us, which is why in addition to a pleasant working atmosphere and mutual respect we also offer them a wide range of additional services.

In addition to a canteen offering a variety of fresh, healthy meals to suit different tastes and dietary requirements, we also have a kitchen on each floor stocked with a range of drinks. Alongside vegan and vegetarian dishes we also offer a selection of lactose-free foods.

Our office spaces are equipped with state-of-the-art technology complying with the latest safety standards, and our IT specialists take care of any technical problems that arise in addition to being on hand to offer assistance if and as required. We also supply our employees with mobile phones if their roles require. Employees who work from home are also provided with the requisite technology and accesses.

### Promotion of health

As the health of our staff is important to us, we take preventative measures to combat work-related risks.

This starts with our office furnishings: all of our office furniture is ergonomically designed. Wherever necessary we provide height-adjustable desks and chairs which offer back support. We take great care to satisfy the personal requirements of our staff.

Our goal of promoting our employees' health is complemented by health checks in the workplace. Each member of staff is entitled to free, voluntary preventative health care every year. In addition

to flu vaccines this also includes ophthalmic examinations.

We encourage social interaction among our employees and offer a wide range of activities outside of working hours. Our employees actively take part in a wide variety of sporting events such as bowling, athletics tournaments, a bikeathon and a triathlon.

Sporting activities are a great balance for daily work and the daily grind. In the scope of a cooperation with a gym based in Hamburg, our employees also get a discount on their monthly subscription fees.



G4-LA2

## ■ Training and further development

We set great store by continuous training and further development, as this is the only way in which we can pass on our many years of experience to our young employees.

We employ a wide range of further training measures – from in-house training sessions to department courses right up to workshops held by external providers – to

supplement and expand the expertise of our employees.

The excellent cooperation between all divisions means that changing

departments or even divisions is also no problem at all.

In addition, the professional qualification of our junior staff is also

G4-LA10

# We challenge and encourage our most important assets.

G4-LA10 essential for the sustainable development of our business. We are there every step of the way when it comes to the nurturing and encouragement of young talent.

At our headquarters we offer both in-plant training and a combined vocational training and degree program. Our apprentices spend time in a number of different areas of activity in order to give them an optimal insight into the different activities and modes of operation in our company. This gives them the opportunity to identify their strengths and elaborate their interests. Committed mentors are always on hand to answer any questions and integrate the apprentices in the business as fully fledged colleagues.

Taken as an annual average we had 19 apprentices in the company in 2014. Following successful completion of the apprenticeship or degree, we also offer our graduates interesting career perspectives. Vacancies are filled based on skills, performance and potential with no exceptions. In 2014, 11 internal graduates began their careers in our company. Many talented young people from outside the company also take their first steps on the career ladder and continue their careers with us.

**The Biesterfeld Group: committed to long-term and value-based cooperation**

One of the particular strengths of our staff is the balance between new innovative ideas and tried-and-tested traditional methods. Our new hires and experienced employees work together dynamically and learn from each other continuously.

## ■ Social commitment

We identify strongly with our location, Hamburg, where Biesterfeld AG has its headquarters.

We are a successful, tradition-conscious company with a high degree of social commitment.

Along these lines, we support a number of carefully selected organisations and sponsor charitable projects.

For example, we donate the profits from our annual golf tournament to children's aid organisations which use the donations to help children from disadvantaged families and avoid their marginalisation. The money is used to buy clothes for the children and pay for them to go on school trips and excursions.

Instead of sending customers Christmas presents, we also donate the money we would have spent to our chosen causes.

In addition, we impart our expertise to a range of different chemical associations and panels.

## ■ Personnel indicators, 2014\*

| By employment contract   | Female | Male | Total  | Headcount in %** |
|--|--------|------|--------|------------------|
| Fixed-term contract  | 5      | 5    | 10     | 3                |
| Permanent contract   | 166    | 154  | 320    | 97               |
| Parental leave   | Female | Male | Total  | Headcount in %** |
| Entitled to parental leave   | 8      | 1    | 9      | 3                |
| Actually took it   | 8      | 1    | 9      | 3                |
| Returned to work with a period of employment of at least 12 months | 6      | 1    | 7      | 2                |
| Return rate  | 75%    | 100% | 77.78% | 2                |
| Apprentices  | Female | Male | Total  | Headcount in %** |
| Apprentices offered positions                                      | 6      | 5    | 11     | 3                |

\* Figures only apply for Germany  
 \*\* Share of number of employees in Germany is provided in percent

G4-10  
 G4-11  
 G4-LA3

## 6. Our future perspective

*To see what's  
important today,  
you need to look  
to tomorrow.*





# Step by step towards a future worth living in.

## ■ Goals for the upcoming years

We have set ourselves clear goals:  
We want to continue operating sustainably and integrating our stakeholders in this project actively.

This first sustainability report, which simultaneously serves as a “Communication on Progress” in accordance with the UN Global Compact, documents our current situation and sustainability goals for the future. It is based on the data and information for 2014.

In future, we want to expand the data set for the report continuously and optimise our sustainability processes further.

The next sustainability report will be published in 2016.

G4-22  
G4-23  
G4-28  
G4-29  
G4-30

|  |   |   |  |
|--|---|---|--|
| <p>GA-11<br/>G4-EN32<br/>G4-LA14<br/>G4-LA15</p> | <p>The concept of sustainability is a fundamental component of our entrepreneurial activity, which is why we set ourselves sustainability goals that we follow consistently. At regular intervals we review the requirements placed on us by stakeholders and reconcile these with our goals.</p> <p>We want to reduce our environmental footprint. To do so, we intend to implement further measures aimed at saving energy,</p> | <p>including, for example, more extensive use of energy-saving technologies, especially in our offices. The expanded use of the centralised IT infrastructure, which replaces the decentralised networks and IT centres, also contributes to this. In addition to the primary goal of increased data security, this also brings with it energy savings.</p> <p>In accordance with the legal provisions, we have performed</p> | <p>an energy audit in accordance with DIN 16247 and intend to continue this in the future too.</p> <p>Our suppliers are regularly surveyed on the topic of sustainability and their answers assessed. To do so we have expanded the respective programs and intentionally focused the survey on the principles of the UN Global Compact.</p> |
|--|---|---|--|



Our employees are informed about and trained in sustainability. The focus of the knowledge communication is on both general awareness and understanding of sustainable operations and the direct consequences in everyday life and the working environment.

We set great store by illustrating all of the essential aspects completely and precisely. In order to establish a clear basic structure, we have started by taking our headquarters as a pilot project. In the following reports, we intend to include more and more locations as time goes on. In this respect,

we view sustainability communication as an integral component. We are geared towards long-term successes and send a clear signal for sustainability in order to develop our global commitment concept even further.

G4-EN32  
G4-LA14  
G4-LA15

G4-32  
G4-33

# GRI Content Index

GRI content index in accordance with the “Core” option.



The sustainability report was not submitted for external assurance.

## General standard disclosures

| General standard disclosures | Page            | Comment   |
|------------------------------|-----------------|---|
| Strategy and analysis        |                 |   |
| G4-1                         | p. 5            |   |
| Organizational profile       |                 |   |
| G4-3                         | p. 5, 60        |   |
| G4-4                         | p. 8, 31–32     |   |
| G4-5                         | p. 60           |   |
| G4-6                         | p. 10–11        |   |
| G4-7                         | p. 12, 14       |   |
| G4-8                         | p. 8–9, 31      |   |
| G4-9                         | p. 3, 30–31, 33 | Additional information can be found in our announcement on the German Federal Gazette page: Notes to Consolidated Financial Statements, Note 7. Other information |
| G4-10                        | p. 45, 49       |   |
| G4-11                        | p. 49, 52       | Currently no global data available  |
| G4-12                        | p. 8            |   |
| G4-13                        | p. 31           |   |

G4-32

| General standard disclosures               | Page          | Comment  |
|--|---------------|--|
| G4-14                                      | p. 22–25      |  |
| G4-15                                      | p. 12, 15, 22 |  |
| G4-16                                      | p. 27         |  |
| Identified material aspects and boundaries |               |  |
| G4-17                                      | p. 10–11      | Additional information can be found in our announcement on the German Federal Gazette page: Notes to Consolidated Financial Statements, Note 2. Basis of consolidation |
| G4-18                                      | p. 17–19      |  |
| G4-19                                      | p. 19         |  |
| G4-20                                      | p. 17–18      |  |
| G4-21                                      | p. 17–18      |  |
| G4-22                                      | p. 52         | Not applicable as this is our first sustainability report  |
| G4-23                                      | p. 52         | Not applicable as this is our first sustainability report  |
| Stakeholder engagement                     |               |  |
| G4-24                                      | p. 27         |  |
| G4-25                                      | p. 17–18, 26  |  |
| G4-26                                      | p. 26–27      |  |
| G4-27                                      | p. 26–27      |  |

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| General standard disclosures | Page            | Comment   |
|------------------------------|-----------------|---|
| Report profile               |                 |   |
| G4-28                        | p. 52           |   |
| G4-29                        | p. 52           | Not applicable as this is our first sustainability report |
| G4-30                        | p. 52           |   |
| G4-31                        | p. 60           |   |
| G4-32                        | p. 54–59        |   |
| G4-33                        | p. 54           | No external assurance performed                           |
| Governance                   |                 |   |
| G4-34                        | p. 12–16, 23–24 |   |
| Ethics and integrity         |                 |   |
| G4-56                        | p. 12–16, 23–25 |   |

Specific standard disclosures

G4-32

| DMA and Indicators                                 | Page         | Omissions | Comment   |
|--|--------------|-----------|---|
| Category: Economic<br>Aspect: Economic performance |              |           |   |
| G4-DMA   | p. 17–19     |           |   |
| G4-EC1   | p. 31–33     |           | Additional information can be found in our announcement on the German Federal Gazette page: Point 2.3 Company performance |
| Category: Environmental<br>Aspect: Energy          |              |           |   |
| G4-DMA   | p. 17–19     |           |   |
| G4-EN3   | p. 36–37     |           |   |
| G4-EN5   | p. 36–37     |           |   |
| G4-EN6   | p. 36–37     |           |   |
| Aspect: Emissions                                  |              |           |   |
| G4-DMA   | p. 17–19     |           |   |
| G4-EN17  | p. 38–41     |           |   |
| Aspect: Products and Services                      |              |           |   |
| G4-DMA   | p. 17–19     |           |   |
| G4-EN27  | S. 36–37, 39 |           |   |

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| DMA and Indicators                            | Page     | Omissions  | Comment  |
|---|----------|--|--|
| Aspect: Supplier environmental assessment     |          |  |  |
| G4-DMA  | p. 17–19 |  |  |
| G4-EN32                                       | p. 52–53 | Currently unavailable. An environmental assessment of the suppliers is planned and will be conducted periodically together with the following annual assessment. |  |
| Category: Social                              |          |  |  |
| Subcategory: Labour practices and decent work |          |  |  |
| Aspect: Employment                            |          |  |  |
| G4-DMA  | p. 17–19 |  |  |
| G4-LA1  | p. 44–45 |  | Our employee turnover has remained almost the same. The average turnover rate is 9.37%.  |
| G4-LA2  | p. 46–47 |  |  |
| G4-LA3  | p. 49    |  |  |
| Aspect: Training and education                |          |  |  |
| G4-DMA  | p. 17–19 |  |  |
| G4-LA10                                       | p. 47–48 |  | Our programs for facilitating transition are tailored to suit each employee’s personal requirements. For example, we offer employees taking retirement the option of remaining in minimal employment with the same duties. |

G4-32

| DMA and Indicators                               | Page     | Omissions   | Comment |
|--|----------|---|---------|
| Aspect: Supplier Assessment for Labour Practices |          |   |         |
| G4-DMA   | p. 17–19 |   |         |
| G4-LA14  | p. 52–53 | Currently unavailable. An assessment of the labour practices is planned and will be conducted periodically together with the following annual assessment. |         |
| G4-LA15  | p. 52–53 | Currently unavailable. An assessment of the labour practices is planned and will be conducted periodically together with the following annual assessment. |         |

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