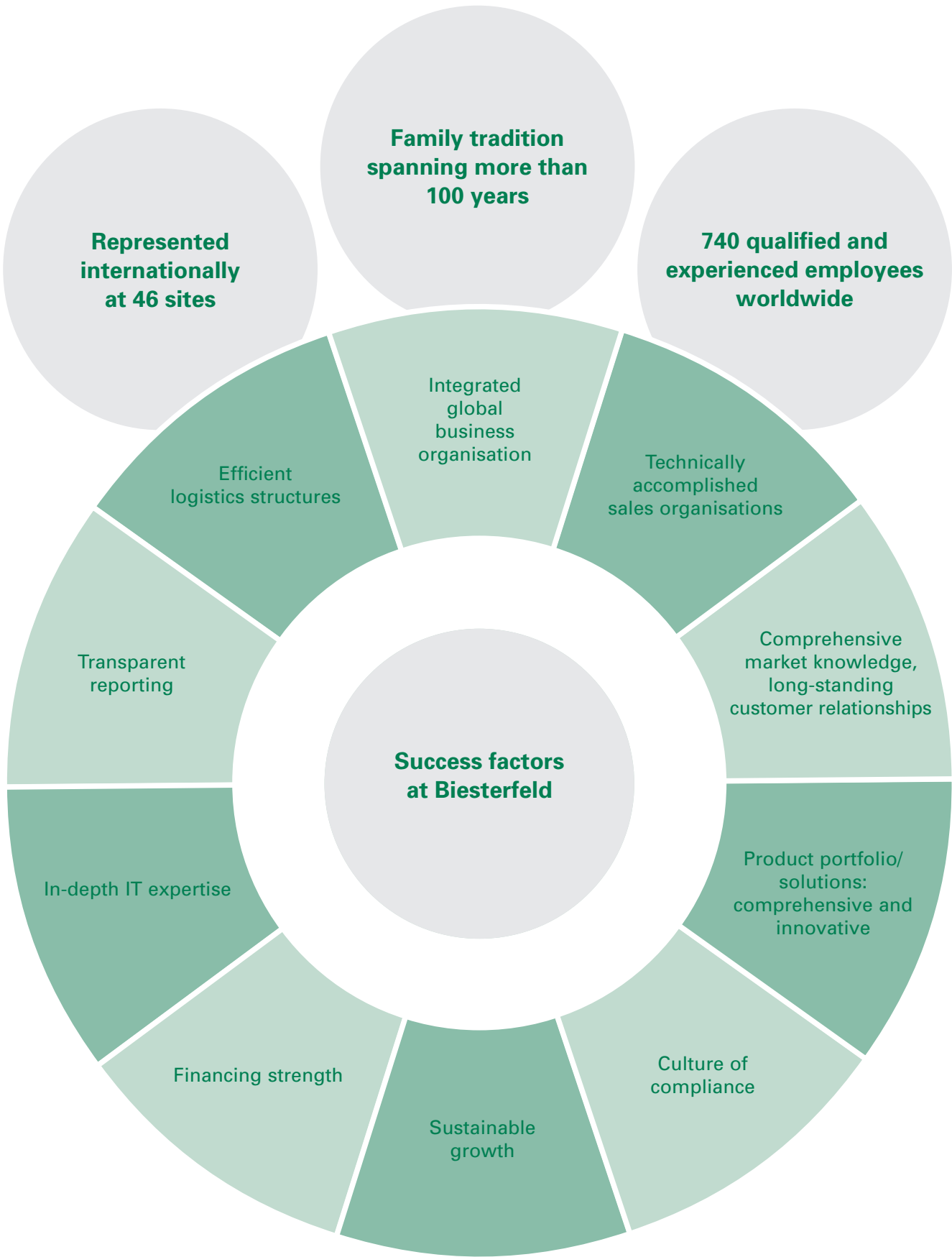


Sustainability report for 2015



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Foreword

Dear Readers,

Following publication of the Sustainability Report for the first time last year, I am now delighted to present you with the second report of the Biesterfeld Group.



Biesterfeld AG can now look back at a tradition that has lasted almost 110 years. As a family-owned company, we have always set great store by operating in accordance with social, societal and traditional corporate values. Here our core values such as trustworthiness, competence and responsibility towards others are no less important than the considerate and sustainable use

of resources. Sustainability forms part of our identity, and for us it means balancing commercial success with ecological and social aspects.

As a distributor of chemicals and plastics, we see it as our duty to establish a centralised sustainability management system. Selling and distributing high-sensitivity products every day calls for safe and dependable handling of resources.

We have already managed to implement numerous measures aimed at sustainability and to establish relevant standards. In our second report, we are pleased to tell you that, from now on, benchmarking will be possible throughout the Group. Following introduction at our company headquarters in Hamburg, we have now extended our standards as planned to first of all include our foreign sites in Italy and Great Britain. We intend to successively continue this process to develop a sustainability management system throughout the Group.

We aim to ensure here that our business success goes hand in hand with sustainable operations.

I am proud of our employees who abide by our core values and principles in their everyday dealings with our customers and suppliers. We want to continue to prioritise sustainable operations within our family business in the coming years, while also developing our sustainability management system further.

In this second issue of our annual report, we would now like to inform you about the activities of the Biesterfeld Group in the field of sustainability in a clear and comprehensive manner.

We hope you enjoy reading this report.

Thomas Arnold
Thomas Arnold

1. Corporate profile

*Strong as individuals,
unbeatable together.*



From Hamburg into the world.

■ Our history

Our company has played an active role in the distribution of plastics and chemicals as well as in world-wide trade for over 100 years. Our business activities encompass comprehensive services involving the distribution of plastics, rubber, special chemicals and international trade in the sectors of industrial and agricultural chemicals, pharmaceutical raw materials and salts.

1906	Wilhelm Ernst-Hinrich Biesterfeld begins trading in salt
1918	Flourishing trade in rock salt from northern Germany for the domestic and Scandinavian market
1920–1925	Operation of the Biesterfeld Shipping Company
1930	Exclusive selling rights for evaporated salts in certain areas of northern and eastern Germany
1930s	Development of the three pillars of the company: trading in salt, chemicals and fertilisers
1945	Takeover of the chemical plant Gunter, Schröder & Co. in Hamburg-Harburg with its own warehousing and transshipment facilities
From 1950	Own subsidiaries in the business divisions of importing/exporting chemicals, salt and fertilisers as well as chemical plants; Biesterfeld Packaging division founded
1956	Relocation of company headquarters to Ferdinandstrasse 41 in the centre of Hamburg
1961	First European subsidiary founded in the Netherlands
1964	Company founder Wilhelm Biesterfeld dies at the age of 84 years; steady growth of the business ensured by Walter Biesterfeld, his nephew and adopted son
1970	Following the death of Walter Biesterfeld, his son Dirk J. Biesterfeld inherits the company as a personally liable partner
1976	Founding of the subsidiaries Biesterfeld do Brasil Ltda. in Brazil and Biesterfeld U.S., Inc. in the USA
From 1977	Production of own-brand household foil/film sold under the name of “Julia”; formed part of Biesterfeld until the beginning of the 1990s

1981	Core areas of the new company Wilhelm E. H. Biesterfeld Group: chemical plants, import, export, packaging, salt, agrochemicals and international freight forwarding
1980s	Expansion into Asia with subsidiaries in China, Hong Kong and Indonesia
1988	Founding of Biesterfeld Plastic GmbH as well as subsidiaries in France, Italy, Poland and Spain
1994	Joint venture Biesterfeld Scheibler Linssen GmbH & Co. KG with HQ in Hamburg
1998	Founding of Biesterfeld Spezialchemie GmbH
2000	Founding of BIT-SERV GmbH, joint venture Biesterfeld Siemsglüss International GmbH and Biesterfeld Interowa GmbH & Co. KG
2001	Founding of Biesterfeld Ibérica S.L.U. in Spain
2003	Joint venture between Biesterfeld Chemiedistribution GmbH & Co. KG and Brenntag, sold in 2010
2004	Transformation of parent company Wilhelm E. H. Biesterfeld GmbH & Co. KG into Biesterfeld AG
2005	Full takeover of Biesterfeld Siemsglüss International GmbH
2006	Name of Biesterfeld Siemsglüss International GmbH changed to Biesterfeld International GmbH and joint venture Biesterfeld Petroplas Ltd.
2007	Biesterfeld ChemLogS GmbH founded
2008	Acquisition of Milar Sp. z o.o. in Poland
2013	Acquisition of Küttner GmbH and founding of Biesterfeld Nordic AB, Sweden
2015	Joint venture Biesterfeld Simko Distr. Ltda, Brazil
Today	International trading organisation with five business divisions and 46 subsidiaries in more than 120 countries

Shared strength for our customers and suppliers.



Our product and service portfolio

We offer solutions and act as the link between manufacturers and customers.

Our comprehensive product portfolio and sound expertise testify to a successful corporate history going back almost 110 years. Long-standing partnerships with renowned suppliers confirm our standing as a leading distributor.

The products we offer our customers are skilfully combined with top-quality services. We continuously review and optimise our product portfolio in order to cater for the latest requirements of customers. We thus offer a wide range of different products and are constantly expanding our port-

folio. Our work always revolves around the needs of our customers and suppliers.

The combination of our skills characterises our company and has made us what we are today: a leading distributor of plastics and chemicals on the world market. We also offer services for all IT requirements as well as comprehensive quality and safety management. 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.

We do not just specialise in logistics and warehousing but also have extensive experience where consulting, development and finance are concerned.

Biesterfeld AG Alphen (NL) Hamburg (DE)	Biesterfeld Plastic Abingdon (GB) Athens (GR) Culemborg (NL) Hamburg (DE) Hamina (FI) Istanbul (TR) Cologne (DE) Liestal (CH) Limhamn or Malmö (SE) Limhamn (SE) Milan (IT) Moscow (RU) Nuremberg (DE) Oporto (PT) Römerberg (DE) Rueil Malmaison (FR) São Paulo (BR) Sant Just Desvern (ES) Warsaw (PL) Vienna (AT)	Biesterfeld Spezialchemie Barcelona (ES) Bratislava (SK) Budapest (HU) Bucharest (RO) Culemborg (NL) Grodzisk Mazowiecki (PL) Hamburg (DE) Istanbul (TR) Kiev (UA) Liestal (CH) Milan (IT) Moscow (RU) Prague (CZ) Rueil Malmaison (FR) Warsaw (PL) Vienna (AT) Zagreb (HR)	Biesterfeld International Bangkok (TH) Beijing (CN) Chongqing (CN) Florianópolis (BR) 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)
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A recipe for success.

■ Our business model

We owe our success to teamwork and cooperation based on trust and partnership. We aim to achieve success along with our suppliers and customers.

As skilled contact partners, we are constantly available for our customers and suppliers, with whom we cultivate relations based on partnership. We get to know our partners better and can cater for their needs. This is why we offer on-site customer support, allowing us to develop made-to-measure solutions and further extend our knowledge

of the market. We can only benefit from one another if we work together. At our company, which is headquartered in Hamburg, the supervisory board, management board, executives and all employees jointly assume responsibility for the quality of the services rendered, as well as for

determining and implementing the necessary measures. The demand for a sustainable corporate culture is firmly anchored in all divisions and levels of our company hierarchy.

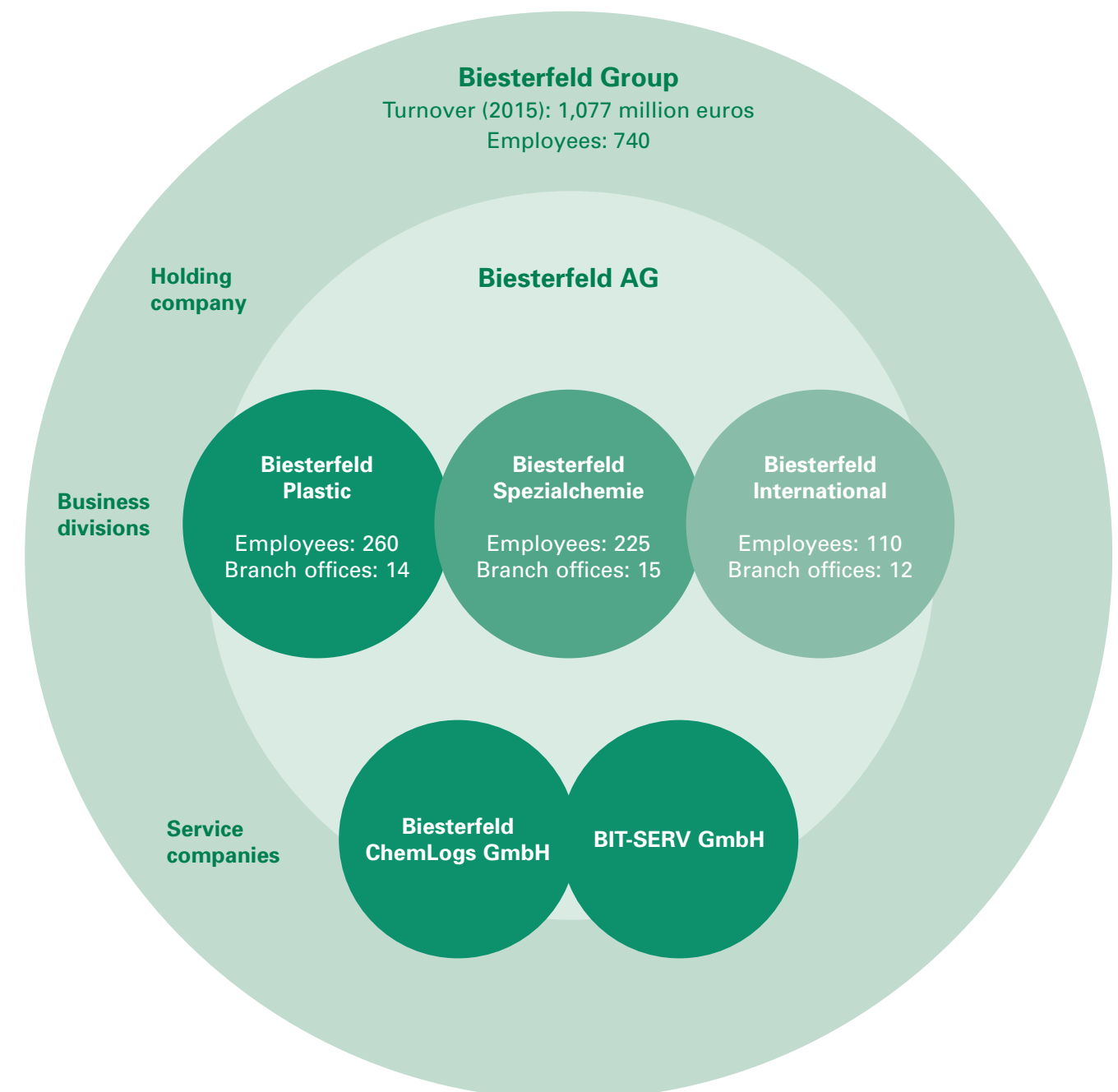
We want to send a clear signal and make our contribution to sustainable development in our industry as a company.

That is why we support the United Nations (UN) Global Compact, the global initiative for sustainability in business, with its ten principles relating to human rights, labour, the environment and the fight against corruption. 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 are now publishing for the second time an annual Sustainability Report in accordance with the standards of the international Global Reporting Initiative (GRI).

We have expanded on the Sustainability Report for 2014, adding current data for 2015 and also analysing and describing

the changes between the reference years. In addition, we have extended the scope of our review to cover two further sites.



Operating hanseatically means operating responsibly.

■ Our corporate policy

Our stated goal is to live up to the trust placed in our company by our customers and partners. As such, we pay special attention to ensuring mutual respect and honesty in our dealings with other people.

We are continuously improving the quality of our services with the aim of fulfilling our obligations towards our customers and suppliers at all times.

The cornerstone of our success in business is our years of experience. The subsequent knowledge we have gained is reflected in our unique expertise.

We are more than just a distributor. We regard serving our customers and suppliers in a professional and customised manner as our responsibility.

To guarantee customers permanent availability of plastics and chemicals, we are preparing for upcoming changes to the legislation governing chemicals well in advance. We also comply reliably with regulations such as REACH¹ and GHS² at all times. Any changes in this regard are immediately implemented and communicated to customers, with our staff playing the key role here.

We are successful as a group thanks to their personal initiative and reliability. Health and safety is also a top priority within the organisation. Compliance with all legal provisions concerning human resources is an absolute given for us.

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 for us essential. In addition, we also set great store by our international suppliers' and partners' compliance with these social standards as an integral part of their corporate governance, and stipulate this in our periodical supplier surveys.

Our voluntary adherence to the United Nations Global Compact supports us in our goal of achieving business success in harmony with sustainable and social aspects.

We uphold our obligation to comply with the principles of the Global Compact. We have incorporated these principles in our business process and fulfil them on a daily basis. The rules and requirements defined here are also reflected in our corporate objectives.

- 1

REACH: "Regulation concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals".
- 2

GHS: "Globally Harmonized System of Classification, Labelling and Packaging of Chemicals".

UN Global Compact principles

Principle 1	Businesses 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.
Principle 3	Businesses 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.
Principle 7	Businesses 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.
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.

Sustainable growth rather than hasty action.

■ Our corporate objectives and strategies

We strive to maintain a strong market position while always considering aspects of sustainable development.

We ensure our leading market position by diversification, tapping into new markets and expanding our international activities. We take special care to achieve this from the perspective of sustainability. We meet this challenge on a daily basis and work with our staff to fulfil these criteria.

We act as the effective interface between our suppliers and customers and offer optimum service in all areas. It is our objective to step up our level of services and impress both new and existing partners with our offer.

We will not rest on our laurels here: our strategy is to follow up on our success to ensure continuous improvement within the organisation. We demand a lot of our staff and pursue the objectives we have set ourselves. This allows us to offer customers optimum service combined with first-rate quality. With this aim in mind, we maintain close contact with the customer so we can deliver individual services tailored to

their needs. Our long-term relationships with suppliers and the positive response from customers support us in this approach.

Sustainable business development at the Biesterfeld Group can only be achieved with the help of our workforce. Their knowledge of markets, customers and products is key to our success. For this reason, we set great store by offering staff training and ensuring their individual advancement. Their qualifications and expertise are a precious asset for the company.

Treating employees with respect is for us a matter of course. Given the increasing complexity of economic relations and the new, diverse challenges we face, we thus strive to retain our staff for as long as possible.

Thanks to our group-wide risk management system, we are able to look ahead and forestall risks. We are anxious to ensure the continued existence of the

Group and avoid failures. For this reason, it is important to identify possible internal or external risks well in advance. To deal with any crises, we have set up a crisis management team to offer the necessary support here. Our staff continuously receive information and training about how to deal with such situations.

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

■ Reporting method

Our decision to draw up and publish an annual Sustainability Report has taken us a valuable step forwards here.

The extensive positive feedback from our customers, suppliers and employees confirms the success of our approach.

We hope for global cooperation with customers and suppliers as regards the sustainable development of business processes. We can particularly benefit from each other by exchanging experiences. Sustainability Reports are also a means to an end in this regard. We take the opportunity of exchanging experiences and learning from each other and hope to also offer the necessary support with the help of transparency.

In view of the uniform structure and better comparability, we have based our Sustainability Report on the G4 guidelines of the Global Reporting Initiative (GRI), satisfying the Core options of the GRI principles. We thereby take into consideration the ten principles of the United Nations Global Compact relating to the issues of human rights, labour standards,

environmental protection and anti-corruption. By applying the GRI here, we ensure that we have covered and identified all indicators in the appropriate manner.

There has been no change in the indicators that are relevant to us from the previous year. Here we considered and assessed the individual aspects from two separate perspectives. To this end, we identified our stakeholders, dividing them into groups depending on whether our company activities influence them directly or indirectly. We then asked ourselves what objectives we are pursuing with our sustainable strategy, and what requirements and expectations our stakeholders have of us as a business with a global presence.

The GRI indicators were discussed individually at management level and evaluated using a points system. This assessment 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.

Selection of the GRI indicators has been based on our many years of experience in dealing with these individual groups. We also enjoyed support from our management team here thanks to their extensive knowledge. An overview of all GRI indicators including the UN Global Compact principles and the respectively relevant sections of text can be found in the GRI index in the appendix.

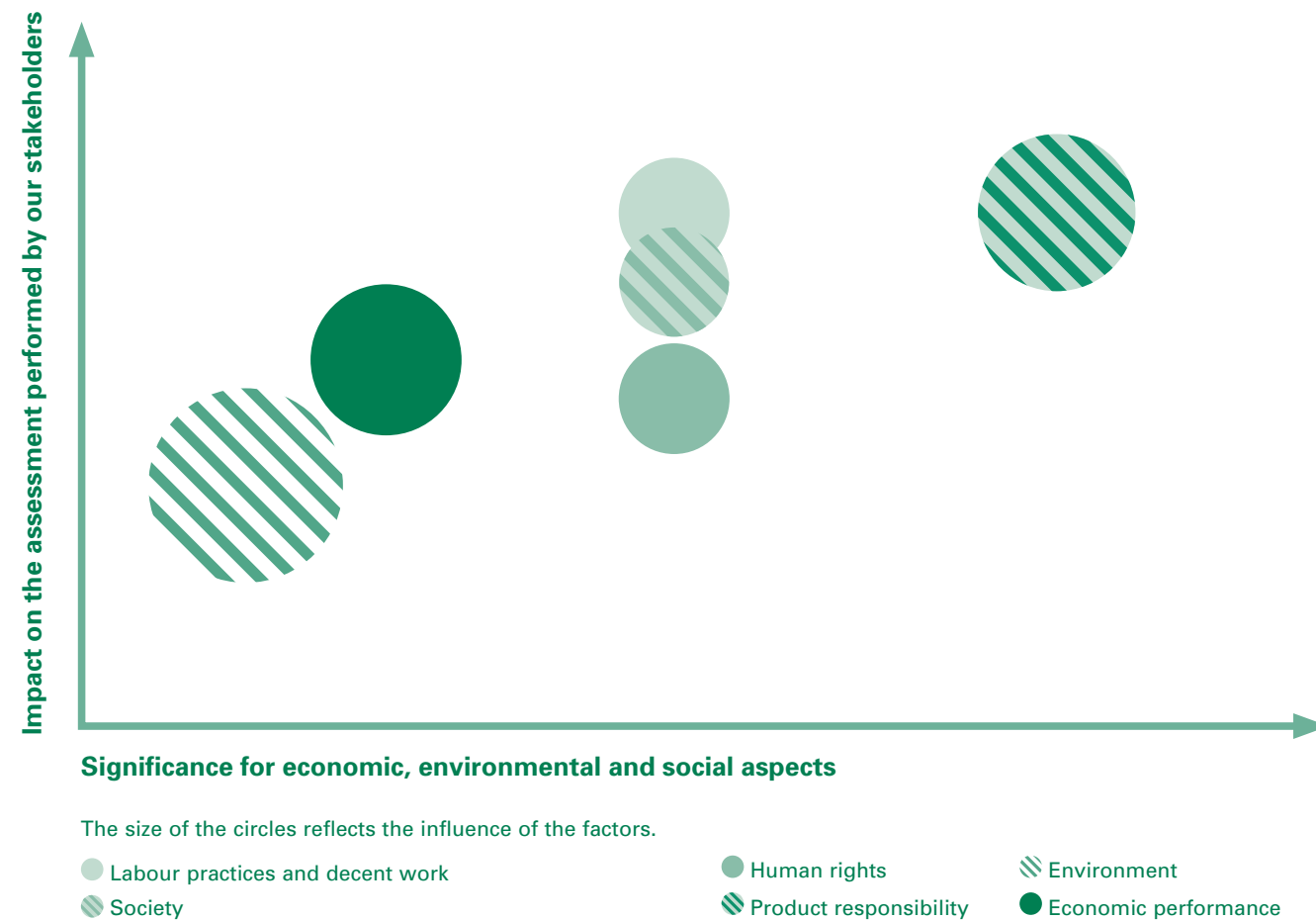
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Materiality analysis

The materiality analysis clearly illustrates the indicators that underwent individual assessment. They were summarised into categories for this purpose. Here the circles reflect the number of indicators in each category. The x-axis shows the significance of

the category in terms of its economic, environmental and social impact. The y-axis indicates the extent to which the category influences the assessment made by our stakeholders. The x and y values of the categories are determined from the average value of the indicators individually assessed by ourselves.

Hence, in our estimate for example, the category “Labour practices and decent work” seems to be particularly important for the assessment made by our stakeholders, as it received a very high rating despite the manageable number of indicators.



Our Sustainability Report applies to the entire Biesterfeld Group. In the case of a small number of indicators, the detailed scope of the survey meant that assessment could initially only be performed for our sites in Germany. In future reports, we aim to include all com-

pany sites and evaluate them in relation to the selected GRI indicators for sustainable development. This year's Sustainability Report also covers our sites in Milan, Italy and Great Britain (Oxford). The scope of application is indicated in the relevant sections.

We would also like to emphasise that, for simplicity's sake, any terms which are not gender-neutral refer to men and women alike.

List of specific indicators

Economic

G4-EC1	Direct economic value generated and distributed
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change

Environmental

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

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

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

2. Sustainability management

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



Sustainability begins at home.

■ Progress in sustainability

We play an active part in the process of sustainable development and help to reconcile economic efficiency with environmental protection.

We see it as our duty to raise awareness among our suppliers and partners of the issue of sustainability and to highlight its associated benefits. We will continue to pursue our goal of bringing about positive changes here, above all in areas open to active influence. This includes, for example, supplier management, fair cooperation with suppliers and staff, employee satisfaction in the workplace, the careful use of resources and social engagement on the part of our company.

The importance of sustainability to us is demonstrated by our corporate communications. We ask our staff to make careful use of resources and to play an active role in introducing further measures aimed at sustainability. We want our employees to feel at ease and to create a comfortable atmosphere at the workplace. This also includes using resources in a responsible manner. Even little things can really help, for example, switching the light off when

leaving a room to cut electricity consumption, or only printing out what is absolutely necessary to save on paper.

We can each do our bit for the environment and act sustainably. Even things we think are in themselves insignificant soon add up when put together.

The introduction of a Human Resources portal for our sites in Germany has allowed us to reduce paper consumption. Payslips are now just issued electronically and can be retrieved at any time. Only the annual statements of pay are printed out and sent in the mail. Our staff now have the option of printing out their payslips themselves, if desired. We were able to gauge the demand for this option during a test phase in which printouts had to be requested from the HR department. This programme has allowed us to slash paper consumption for payslips by 71%. The programme has also done away with the previous paper holiday request

forms. They are now submitted electronically and approved by the line manager. This means that managers have an overview of their employees' holiday plans and staff can view the applications they have submitted and check their remaining holiday entitlement via individual access. The portal allows us to save both time and money, use paper more efficiently and simplify existing work processes.

The positive feedback and verdicts of our staff after the six-month test phase for the programme confirms we have made the right decision here.

By including the topic of sustainability in our management handbook, we have highlighted this issue so that the principles of sustainability are practised by managers and all employees. It is therefore essential to be familiar with the relevant legal obligations and to apply them with conviction. All employees receive relevant training and sufficient informa-

tion to ensure that the principles of sustainability can be incorporated in everyday working practices to maximum effect.

To uphold these principles, we define the objectives that our company pursues in terms of sustainability. To this end, our sustainability manager works with the relevant departments to formulate concrete plans and receives suggestions for changes and ideas submitted by staff. They are discussed at management level and approved by the management board. The implementation and achievement of the defined goals are driven forward and monitored by the relevant departments in cooperation with the sustainability manager.

Since signing up to the United Nations Global Compact and deciding to step up the communication of sustainability outside the organisation, we have made major progress and are witnessing increasingly positive feedback. Our customers and suppliers are now paying greater attention to the requirements of

sustainability. We are receiving ever more enquiries about our commitment to this issue and are delighted with the positive response to our undertaking throughout the world.

In particular, registration of our energy consumption levels and the associated energy audit has enabled us to implement measures aimed at saving electricity, such as the purchase of additional office lights with LED bulbs for company headquarters. They not only cut energy consumption but also benefit the health of staff by reducing eye strain. Because our employees are mainly engaged in office work, it is hugely important for us to ensure that they are offered a working environment that is conducive to health.

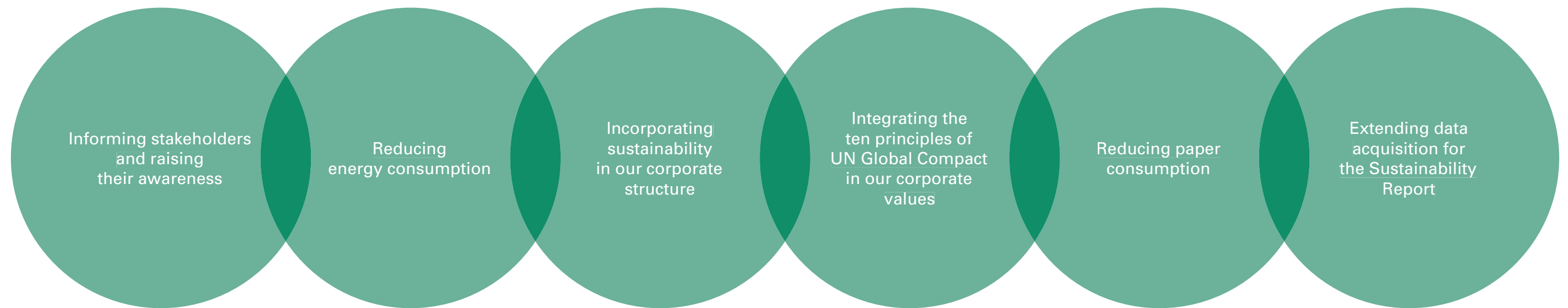
At the Biesterfeld Group, we do not believe that sustainability can be solely measured by the setting and achieving of goals. What really counts here is the path to sustainable corporate development, as the issue of sustainability calls for continuous optimisation.

It is likewise important to regularly review procedures which have already undergone optimisation in terms of sustainability and to improve them further. For this reason, we see the goals of sustainability more as ongoing processes that we wish to continuously develop.

This concerns, for example, the health of our staff at the workplace, the procurement of energy-saving solutions in the office, the increasingly positive response from our stakeholders and the raising of awareness among partners and customers of issues relevant to sustainability.



What we have achieved since introduction:



We want to now follow up on what we have already achieved and drive sustainability forward in our organisation. To this end, we will be continuously examining and optimising our work processes with the aim of saving resources in order to preserve them for future generations.

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

³ Taken from the Brundtland Commission’s “Our Common Future” report from 1987

We set great store by the conservation of resources and support the Brundtland Commission in its understanding of fair conduct towards other generations:

We practise the values and ideals of our family firm.

■ Compliance

We ensure that all legally binding stipulations and voluntary undertakings are observed and implemented.

With this in mind, Biesterfeld has added another element to its overall corporate responsibility: compliance.

It plays a key role in the sustainable management of our company and the transparent organisation of our business processes.

Our culture of compliance is based on one of our main core values: integrity. It is thus oriented accord-

ing to our shared corporate values. We compiled corresponding individual compliance measures in a compliance management system, which is continuously further developed and monitored. Our risk management programme allows us to identify and assess potential compliance risks and prevent them where necessary.

We encourage an active exchange of experiences and knowledge in

relation to responsible operations. We implement the legal requirements with a high level of commitment – an approach that is confirmed by regular external audits.

Our Code of Conduct

Our compliance structure is based on the Code of Conduct applicable throughout our organisation. It is mandatory for all employees in all countries and is the foundation for their everyday dealings with one another.

We review our Code of Conduct at regular intervals to make sure that it meets the requirements that result from globalisation. It is a measure that enables us to

guarantee our compliance system. It is also particularly important for us that our employees all over the world have access to the Code of Conduct and understand it. For this reason it can be found on our website and on the Intranet in both German and English.

New employees are asked on their first day at the company to read, understand and accept the Code of Conduct. It covers topics such

as corruption, cartel law, human rights, labour and social standards, as well as operating procedures for conflicts of interest. It additionally describes how managers at the company should act as a role model to their staff and business partners.

 www.Biesterfeld.com

We are integrated instead of isolated.

■ Integrated management system

Thanks to our integrated management system, we have a standardised structure and can use synergies to good effect. This covers management in the fields of quality, labour, health, data privacy and the environment as well as risks and crises.

Overall responsibility in this regard lies with the management board, while the individual supervisors are responsible for the efficacy of the system. They ensure that the integrated management system is understood and implemented by all staff.

This system comprises three levels:

- **Level I** describes the responsibilities and processes at Biesterfeld AG for the holding company with its subsidiaries and branch offices at an international level
- **Level II** describes the responsibilities and processes at the subsidiaries at a regional level
- **Level III** describes the responsibilities at the branch offices of the subsidiaries

We act in line with DIN EN ISO 9000 ff. This way, we ensure that we live up to our high quality standard and comply with the norm.

We arrange for regular auditing so that we remain in line with our continuous certification programme. As quality is a top priority within our organisation, we therefore attach major importance to our integrated management system. Optimum process structures and a strong customer focus are essential factors in our continuous certification.

The following standards are the key elements of our integrated management system:

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

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

- **DIN EN 27001** (data privacy)

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

- **DIN EN 16247** (energy audit)

- **DIN EN ISO 31000** (risk and crisis management)

Our risk management concept is an important element of our integrated management system. It allows us to identify risks in good time and to monitor and prevent them. We can thus reduce unforeseen costs and optimise planning reliability.

Regular audits

Compliance with our standards and guidelines is checked by means of regular audits.

34 audits were carried out in 2015. Apart from numerous internal audits, 12 certification audits were also performed under the supervision of the technical inspection association TÜV Nord. This way, we can make sure that our integrated management system not only satisfies the provisions of DIN EN ISO 9000 ff., but also guarantees legal compliance throughout the Group.

In addition, we have set up our new distribution site in Brazil in accordance with DIN ISO 9000 ff. and arranged for its certification to this standard. Thanks to our years of experience with management systems, we successfully completed this task within a short period of time. In order to

offer customers first-rate service, Biesterfeld works to a high quality standard, which we achieve with the help of our integrated management system.

These audits allow us to ensure continuous improvement in relation to the requirements of the standard. The resulting measures for improvement are registered in our computerised CAPA database (Corrective And Preventive Actions). The database enables our management systems officer to classify and monitor these measures, thus ensuring that all improvement measures are carried out by the relevant deadline.

The results of the audits, quality control procedures and customer feedback are summarised in annual management reviews. Lastly, the system is assessed to ensure its suitability and efficacy for the strategic direction taken by the organisation.

Internal audits additionally deal with aspects of sustainability. This includes for example the identification of energy-saving measures or potential for emissions reduction, and it is also ensured that the principles of the UN Global Compact are understood by staff.

Our business processes undergo regular auditing so we can take advantage of the benefits offered by our integrated management system and fulfil the requirements made by the standards. This allows us to develop an optimum work structure and improve procedures from new perspectives, supplementing them where necessary. This way we ensure that all work processes at the company comply with the relevant standards.

If you want to grow together, you need to communicate with each other.

■ Stakeholder relations

Transparency, openness and trust form the basis of our corporate culture and our good relations with stakeholders. It is therefore particularly important for us to remain in close contact with our stakeholders and to cultivate this relationship.

We strive for long-term stakeholder relations based on trust and actively seek contact with them. In particular, this helps to maintain the good reputation of our company and to systematically exploit the available potential. We rely on our highly motivated workforce to live up to stakeholder requirements. We owe our lengthy existence to their engagement and trust.

To respond to the wishes and needs of our staff, we hold regular personal meetings with every employee, be it to review their personal career development or

to ask about other concerns that might be on their mind. For us, it is especially important that our staff feel at ease and that there is an atmosphere of mutual respect throughout the company.

We continuously inform our financiers (owners, banks and investors) about our financial status and our business performance. We remain in close contact with them and can build on a relationship of mutual trust here.

Dialogue with our customers is indispensable for us. This results in valuable knowledge that we can

share with manufacturers to drive forward the sustainable development of products. Over the years, the needs of our customers have increasingly moved towards sustainability. We have adapted to this trend and systematically come up with solutions.

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 from the Biesterfeld Group posted on our website and on the Intranet. We also hold meetings with experts, organise workshops and attend a wide range of national and international trade fairs.

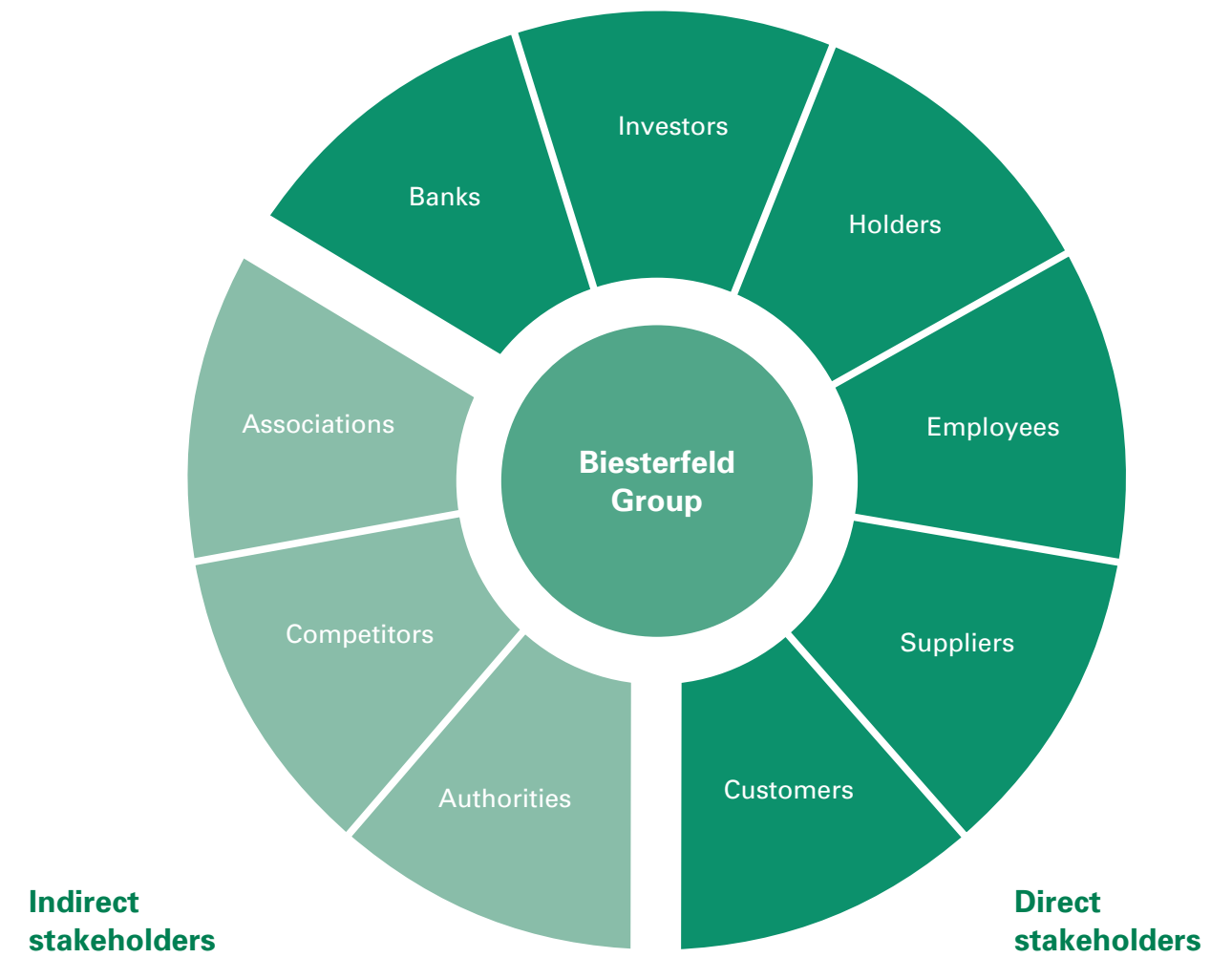
The rigorous evaluation of our customer feedback is an important instrument for maintaining customer trust. Customers who had previously complained about a service subsequently gave positive feedback with their next evaluation. We make every effort to process each issue as quickly as possible and find the ideal solution for the respective customer.

Another link in the information chain is membership in chemical associations and initiatives such as the:

- FECC (European Association of Chemical Distributors)
- Responsible Care
- United Nations Global Compact
- VCI Plastics Europe
- VCH Verband Chemiehandel e.V.
- Verein der Hamburger Exporteure e.V.

Our active participation in such organisations fosters an exchange of experience and information with other members.

Our stakeholders



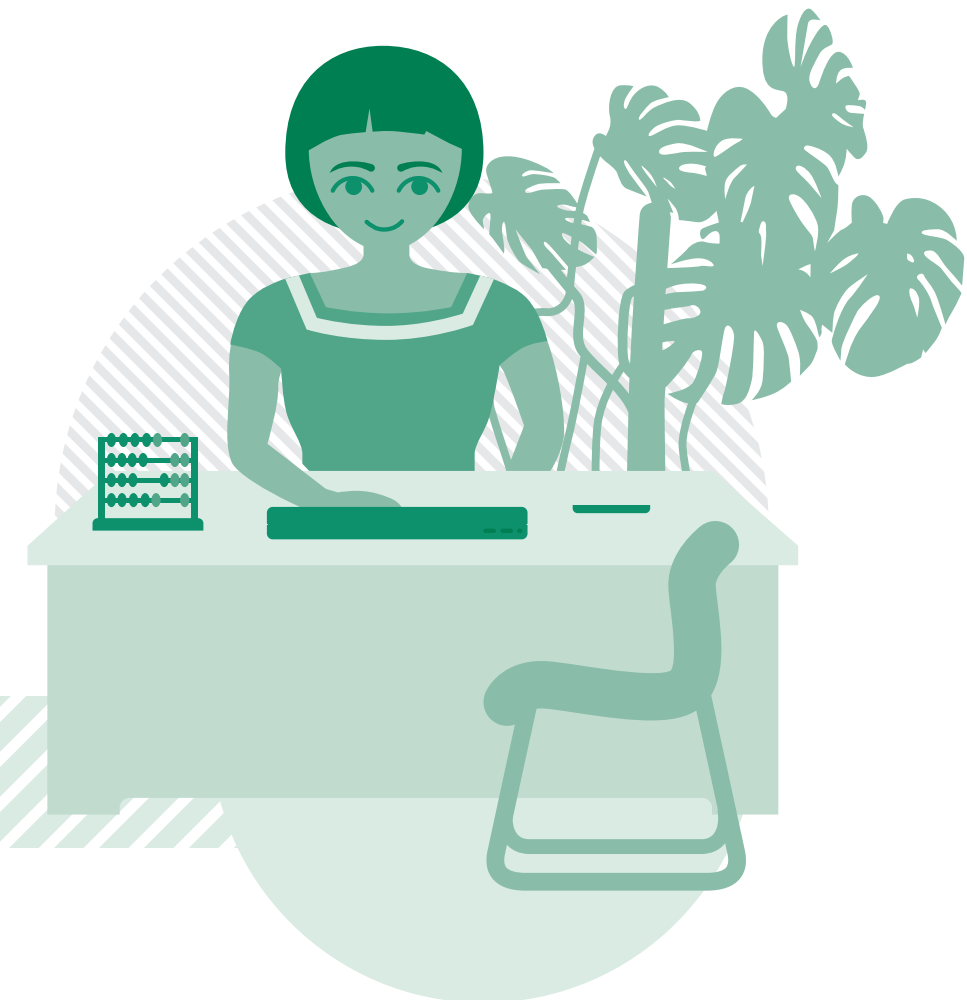
All these dialogues provide us with important estimations of the opportunities and risks of our business activities at a very early

stage, and allows us to adapt to upcoming changes in good time and tap potential more efficiently. We aim to continuously extend

dialogue with our stakeholders so we can identify their different expectations in good time and take account of them.

3. Economic responsibility

*Value added
is the fruit of
valuing others.*



As a company grows, so does its responsibility.

■ Economic performance

Looking back on a family tradition that has lasted almost 110 years, we are proud of how the company has developed.

We have incorporated the benefits of globalisation in the structure of our organisation and, despite worldwide political and financial turmoil, we have managed to achieve further success and boost profits.

Responsibility and trustworthiness are important qualities of our traditional family business.

We measure our performance by the levels of satisfaction among our employees, customers and suppliers. We strive to satisfy their demands on a daily basis. Ultimately, we share in the benefits from the growth of our company.

Our business development

The economic development of our organisation and our business activities are based on a detailed five-year plan with clear-cut goals that we wish to achieve. This plan

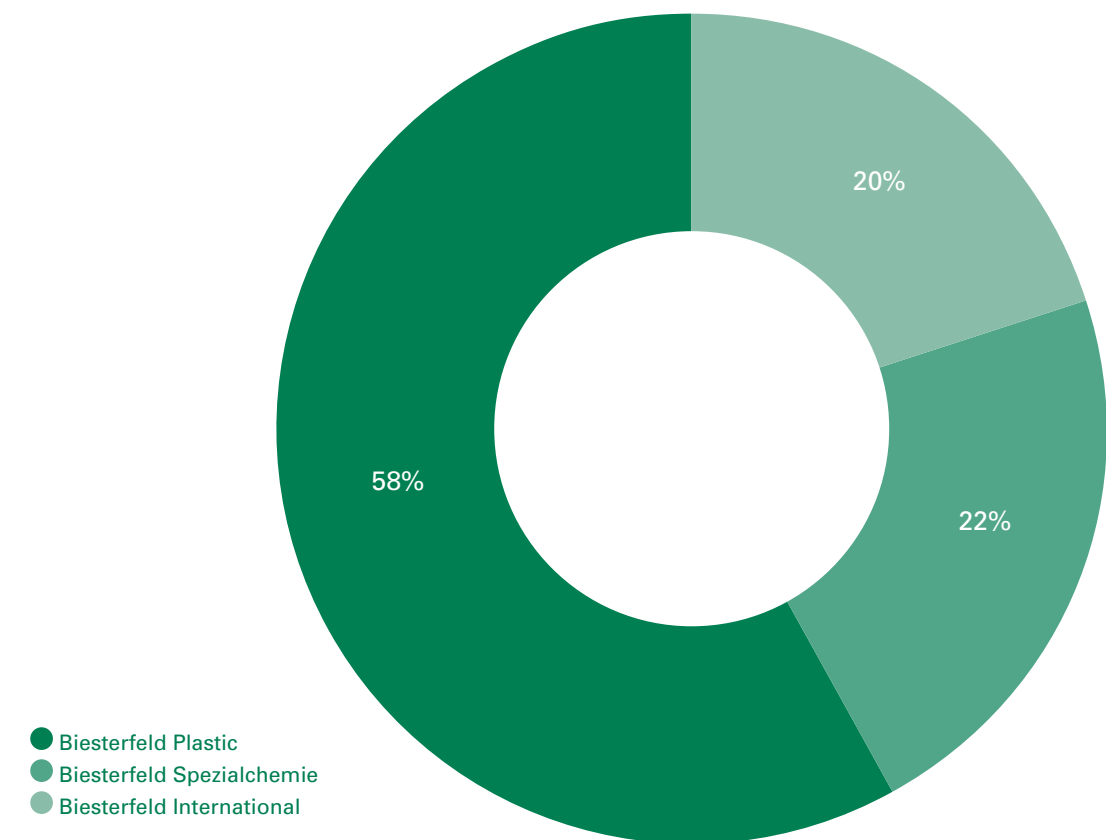
is reviewed and amended once a year to always take account of new market developments. It is mandatory for all executive-level staff in the Biesterfeld Group.

The company performance figures are promptly issued to the managers, who then compare them with the plan for their sector. They are responsible for making any changes to adhere to the planning and achieve the common objectives.

We inform our financiers about our company performance regularly and comprehensively. The latest performance figures are additionally published on the Intranet, along with a comparison with the previous year's figures and budget values. For us, it is important that our staff participate actively in the business development process and are always kept up to date here.

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.

Turnover of the Biesterfeld Group, broken down by the three operative divisions, 2015



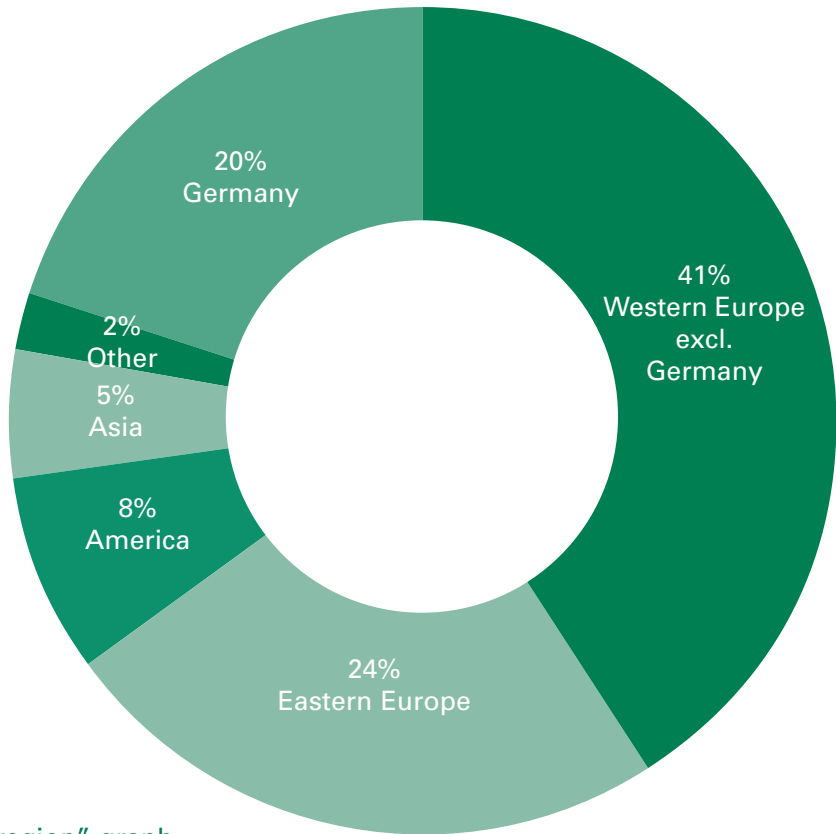
Financial stability

To minimise financial risks and interest risks, our organisation maintains a broad spectrum of short- and long-term capital. Our financing 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 for

the Biesterfeld Group as a whole. We analyse the financing possibilities on the capital markets of the respective currencies and hedge risks arising from fluctuations in the exchange rate as required.

Turnover by region, 2015



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

The continuous growth of the Biesterfeld Group is characterised by a cautious and carefully considered approach to generating sales. Detailed market monitoring and good, long-term relations with our partners shield us from adverse effects in the economic environment. We are not interested in short-term benefits; our goal is to generate growth on a lasting basis.

In the 2015 financial year, profit from our business operations rose to record levels, and we now hope to drive it forward even further. The successful milestones of 2015 include breaking into new markets and extending our product portfolio. We have been able to achieve our objective of expanding and impressing international partners with our performance. We have additionally

succeeded in further developing long-term partnerships.

Our economic growth, enhancement of our reputation and our international orientation have prompted us to set up a department for corporate communications (Press and PR).

Economic indicators for the Biesterfeld Group, 2013–2015*

	2015	2014	2013
Turnover	1,077,424	1,077,887	1,056,701
Operating costs	981,489	993,640	977,722
Wages and other company benefits	55,875	51,833	49,565
Payments to financial backers	18,987	17,444	17,723
Payments to government (taxes)	10,473	7,860	7,083
Retained financial profit	10,553	7,104	4,561

* All figures are given in thousands of euros. Consolidated financial statements are not included. More detailed information can be found in the German Federal Gazette.

4. Environmental responsibility

*Working together for
a healthy future.*



Less is more – at least with energy consumption.

Taking care of the environment and our natural resources is an integral part of our sustainable corporate culture.

We undertake to act in a responsible manner regarding resource conservation and to use the required resources efficiently. We are particularly concentrating on the areas in which we can bring about change through our direct influence. This also includes reducing our demand for energy, water, paper and other raw materials to the absolute minimum and making efficient use of these materials.

This will only be possible with the help of our committed employees. We reinforce awareness of the issue of sustainability so as to encourage their active cooperation. The Sustainability Report also acts as an important information source in this regard.

We can only make a difference if we join forces.

We use advanced technologies for logistics, administration and communications to support our employees in putting sustainability into practice.

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 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 this context, safety data sheets play an important role. A separate department of qualified specialists ensure that they are continuously updated and distributed to the users of the product.

Energy consumption

Efficient office furnishings

To bring about real change, you should not ignore the little things. We are convinced that even the smallest changes in daily activities can bring about considerable progress and result in success in the long term. As a service provider whose main activity is office work, we therefore attach special importance to ensuring that our workplace is designed and organised to optimum effect.

We are also currently expanding our communication structure with the aim of registering 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!

We have extended our Sustainability Report to also include our sites in Milan and Oxford. We are consistently striving to cover all of our companies.

In order to develop suitable measures in this regard, it is important to identify our biggest “energy guzzlers”. Above all, they include lighting, air-conditioning, the ventilation system of the underground garage at company headquarters and small/electronic devices (office equipment).

At headquarters, we have further developed energy-saving lighting concepts in order to reduce our demand for energy. Ceiling lights have been replaced by energy-efficient uplights, which are controlled by built-in motion sensors according to the lighting requirements.

The energy demand of 1,620 W per eight-hour working day has been reduced to 1,168 W.

In addition, the energy-saving lighting concepts protect our employees from eye strain during their day-to-day work at the office.

Multifunctional printers, which can be operated by all employees via our computer network, have enabled us to dispense with separate items of electronic equipment such as scanners or photocopiers. These printers also switch off automatically, thus saving energy.

Energy consumption at company headquarters in Hamburg, 2015*

Energy sources	kWh	CO ₂ emissions in t**
Electricity	322,482	166
District heating (for heating purposes)	417,527	110
Total	740,009	276

Energy consumption per employee at company headquarters is approx. 2,526 kWh. In comparison with 2014, we have achieved a reduction of 1.3%.

Energy consumption at the sites listed in the Sustainability Report, 2015*

Energy sources	kWh	CO ₂ emissions in t**
Electricity	427,105	219
District heating (for heating purposes)	417,527	110
Natural gas (for heating purposes)	173,825	35
Total	1,018,457	364

Employee energy consumption at the specified sites is approx. 2,702 kWh.

* Figures have been rounded off. Heating costs for Great Britain are included in the costs of electricity as heating is via the air-conditioning system

** GEMIS emission factors (version 4.8) were used as a reference for the calculation

On a mission to slash emissions.

■ Greenhouse gas emissions

It is our duty, as a trustworthy company, to be informed about our carbon footprint and to shoulder our environmental responsibility.

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

When voluntarily undertaking in 2014 to publish an annual sustainability report, we decided to calculate and publicise our corporate CO₂ emissions in accordance with the Greenhouse Gas Protocol (GHG Protocol)⁴ and the ISO 16064 standard. This year, for the first time, we are able to make a year-on-year comparison with 2014.

Greenhouse gas emissions (GHG) can be assigned to three categories:

- **Scope 1:** All direct GHG emissions caused by us.
- **Scope 2:** All indirect GHG emissions we as a company cause via our procurement of energy.
- **Scope 3:** All indirect emissions not resulting from our sourcing of energy, but through our activities (freight transport, business trips, travelling to/from work).

As a distributor of chemicals and plastics that heats its offices 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 the coming years, we intend to introduce targeted measures with the aim of reducing our carbon footprint.

Fleet emissions

Our fleet in Germany currently comprises 82 vehicles.

⁴ Global standard for quantification, management and reporting of greenhouse gas emissions

Biesterfeld Group fleet, 2015*

Fuel type	Total consumption in litres	Total consumption in megajoules	CO ₂ emissions in t**
Diesel	172,106	6,364,473	423.95
Petrol	16,249	538,427	35.11
Total consumption	188,355	6,902,900	459.06

* Figures have been rounded off. All vehicles registered to the Hamburg headquarters
 ** GEMIS emission factors (version 4.9.3) were used as a reference for the calculation

Emissions caused by employees travelling to work

Means of transport by which employees travelled to work in Hamburg, 2015

Means of transport	Journey to/from work in km per workday and employee*	CO ₂ emissions in t per working year**
Bicycle	14	0
Long-distance train	102	6
Car	60	153
Local public transport	21	119
Total	197	278

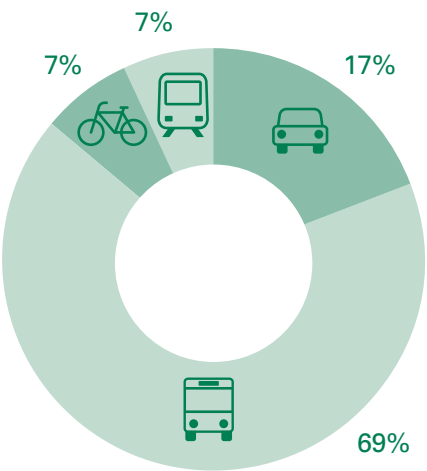
* Figures have been rounded off. Specifies the average distance per workday per employee
 ** GEMIS emission factors (version 4.8) were used as a reference for the calculation. Based on 252 workdays per year. The emission values are calculated by multiplying the length of the journey to and from work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

Means of transport for travelling to work

Thanks to the favourable location of our company headquarters in the heart of Hamburg, the majority of our employees do not travel to work by car. In comparison with the previous year, the number of people driving to work has fallen by 2% who have now switched to the local public transport system. As a result, in 2015 we managed to save 9 tonnes of CO₂ in total.

With our goal of reducing emission levels for travelling to work, we are encouraging staff to use public transport by offering to subsidise their monthly transport pass.

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



Business trips across the Biesterfeld Group, 2015*

Aeroplane	Distance in km	CO ₂ emissions in t per year**
International flights	4,225,769	644.09
Domestic flights	568,133	133.59
Total	4,793,902	777.68

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

Emissions caused by business trips

We always strive to keep our business trips within limits in order to avoid any increase in emission levels. The latest technologies and telephone and video-conferencing facilities allow us to take advantage of useful alternatives. Nevertheless, we do not wish to dispense with direct

contact – nor can we. Operating as an international business, we rely on maintaining personal relationships with our customers and suppliers. On-site-support forms part of our services and frequently facilities external communications.

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.

Transport of goods across the Biesterfeld Group, 2015*

Mode of transport	Quantity in t	Average distance in km	CO ₂ emissions in t per year **
Road	138,777.7	536	3,737
Inland navigation vessels	20,017	255	175
Seagoing vessels	89,093	14,309	15,437
Air freight	27.9	4,813	105
Rail	8,283	536	167

* Quantities and distances determined using the ERP system. The values are initially based 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

As a distributor and trading firm, one of our core business areas is the transport of goods for our three operative divisions.

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.

Their individual logistics departments specialise in continuously optimising warehouse sites and supply routes.

The commercial success of our company and the expansion of our operations are closely linked to our core business.

Environmental indicators for the Biesterfeld Group, 2014–2015

Type of emissions	CO ₂ in t 2015	CO ₂ in t 2014
SCOPE 2		
Energy consumption at company headquarters	276	307
SCOPE 3		
Fleet*	459	436
Employees' journeys to work in Hamburg	278	287
Business trips	778	614
Transport of goods	19,621	19,169

* Change in GEMIS emission factors from the reporting period 2014/2015

Our CO₂ emissions were determined using data from the GEMIS database⁵, compiled by Germany's Federal Environment Agency (UBA) in cooperation with the Institute for Applied Ecology (Ökoinstitut).

In the 2015 reporting period, we not only managed to reduce our energy consumption at company headquarters, but also the CO₂ emissions caused by our employees travelling to work. The rise in CO₂ levels due to business trips was due to the expansion of

our sales activities, e.g. the set-up of our new joint venture in Brazil. In view of this increase in emissions, we have resolved from 2016 to become climate-neutral in terms of CO₂ emissions for business trips.

⁵ Global Emissions Model for Integrated Systems

5. Social responsibility

*Commercial success
within a community.*



As a family firm based in Hamburg, social responsibility is a matter very close to our heart.

■ Our staff

The most precious asset of our company is its staff, who live out our corporate culture every day.

Moral and ethical conduct is a given for us. Every one of our employees has the duty to live up to the social responsibility incumbent on the Biesterfeld Group within their field of activity. Co-operation between the company and its staff is a prerequisite for sustainable economic growth throughout the group.

We always aim for the best, and for this we require highly motivated employees who identify with our goals and act in a reliable and trustworthy manner.

We therefore make sure that we offer them a working environment that satisfies their needs. It is only through job satisfaction and trust in our company that we can achieve further growth in the global market.

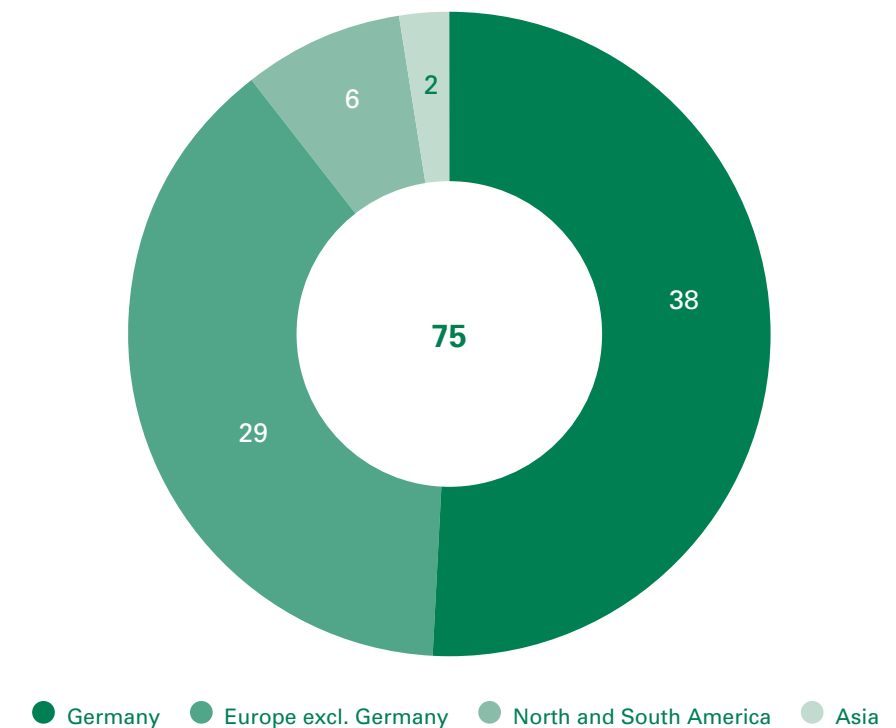
Biesterfeld sets great store by fairness. This also includes making no distinction between the benefits offered to full and part-time staff or workers with permanent or temporary contracts. All employees enjoy the same opportunities and are judged solely by

their performance. This way, we do away with any kind of discrimination and avoid unfairness at the workplace. We strive for openness and equal opportunities.

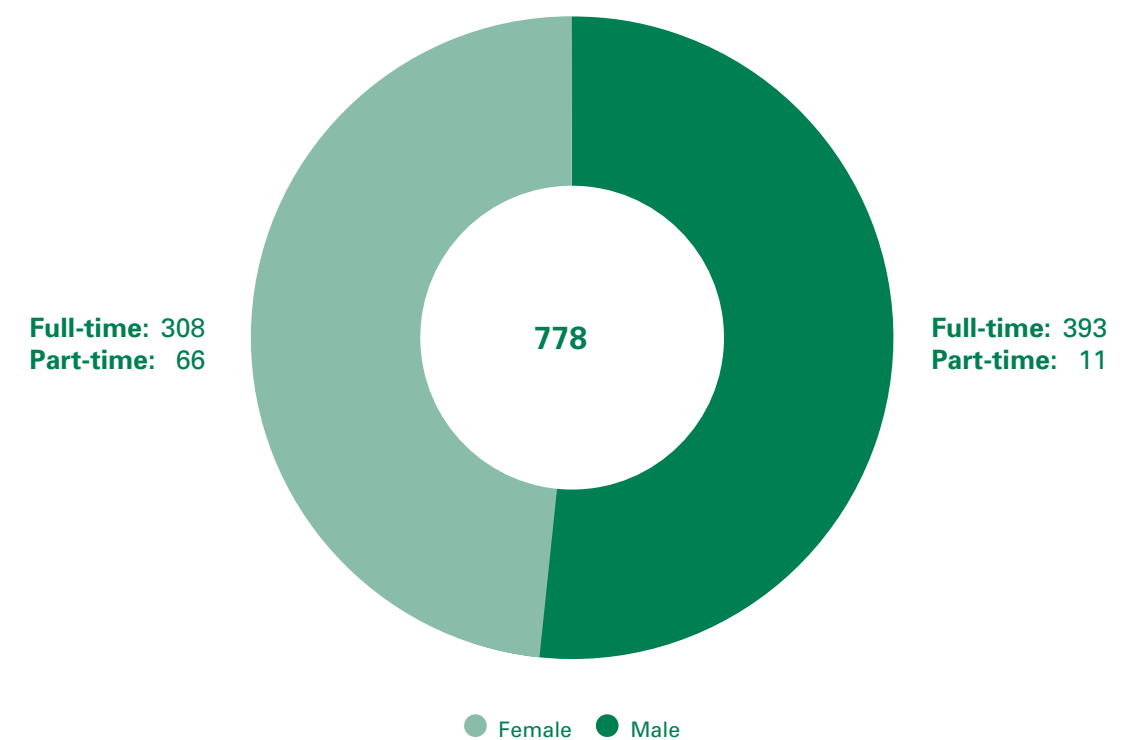
New hires by age group, 2015*



New hires by region, 2015*



Workforce by gender, 2015*



* Headcount

We can only grow by working together.

■ Our social contributions

One of the key factors for our success is the loyalty to the company shown by long-serving employees.

To further encourage this, we offer staff a comprehensive package of additional benefits. We see it as our duty to create an agreeable working atmosphere and provide new motivation every day. We pay particular attention to maintaining the trust our employees have placed in the company. Every one of them is appreciated and offered individual support. This allows us, as a long-standing family business, to establish employment relationships lasting many years.

We offer staff a company canteen with a varied range of fresh and healthy dishes catering for every taste. Alongside vegan and vegetarian dishes, we also offer a selection of lactose-free foods. On each floor a selection of drinks is also available free of charge in the kitchenettes.

When fitting out our offices, we make sure that we provide the latest technical equipment in line with current 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 access authorisations. Overall, Health & Safety and staff satisfaction are our top priorities.

We promote a healthy work/life balance, so contributing to job security. The range of different work models in place means that each and every employee can find the right solution.

Promotion of health

As the health of our staff is important to us, we take preventative measures to combat work-related risks. The health of the workforce is the basic prerequisite for a sustainable company.

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

As a precautionary measure, employees can also sign up for annual health checks. This voluntary scheme is available free of charge. Flu jabs and eye testing are also offered by the company.

We encourage social contact among our employees and offer a wide range of activities outside of working hours. Our employees take part actively in a wide variety of sporting events, such as bowling, athletics tournaments, a bikeathon and a triathlon. Sport is a good counterbalance to the daily office routine. We have arranged with a gym in Hamburg for our staff to be given a discount on the monthly membership fee.

Our social benefits at a glance



■ Training and further development

We set great store by the continuous training and further development of our workforce, thus furthering the specialist skills and personal qualities of our employees.

Our workforce is the bedrock of our business success. It is the skills of every individual that make us stand out as a company. For this reason, we systematically encourage employees to develop their potential, offering them appropriate training courses depending on their role. We provide a wide range of options, from

in-house programmes through departmental courses to workshops organised by external providers. This way, we broaden the expertise of our employees while catering for their interests.

Our staff are able at any time to undertake further training in the different areas of the company

and exchange experiences with other colleagues. It is important for us that they identify with their role and feel at ease within the organisation. The excellent cooperation between all divisions means that changing departments is also no problem at all.

We challenge and encourage our most important asset.

The experience of long-serving staff is a key factor at the company, including for the training of new employees, who can benefit from the knowledge of our well-qualified workforce.

Another important aspect for the sustainable development of our business is for junior staff to be involved right from the start when it is a question of encouraging talented youngsters.

At our headquarters, we offer both in-plant training and a combined vocational training and degree programmes. By spending time in different departments of the company, our trainees are given an optimum overview of the activities and procedures

within the organisation. This gives them the opportunity to identify their strengths and to develop their interests further. Company mentors are always on hand to answer questions and integrate the apprentices in the business tas fully-fledged colleagues. Here our flat hierarchies allow trainees to develop and express their creativity. Likewise, students on work experience have the opportunity to get to know us as an employer and play an active role in the business.

Taken as an annual average, we had 22 apprentices in the company in 2015. 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 2015, we were delighted to congratulate four successful graduates.

The Biesterfeld Group is committed to long-term, value-based cooperation

One of the particular strengths of our staff is the balance struck between innovative ideas and tried-and-tested traditional methods. New recruits and experienced staff work enthusiastically side by side, learning from one another as they go.

■ Social commitment

We identify strongly with our location, Hamburg, where the Biesterfeld Group has been based since the business was founded.

Aware of our company's traditions, we strive to ensure its commercial success while living up to our social responsibility.

Along these lines, we support a number of carefully selected organisations, offering donations and sponsoring 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 prevent them from being marginalised by society. The money is also used to buy clothes and pay for

them to go on school trips and excursions.

We have additionally decided not to send our customers Christmas presents, but to invest the money we would have spent here in donations to our chosen causes.

■ Personnel indicators, 2015*

By employment contract*	Female	Male	Total	Headcount in %
Temporary contract	8	8	16	4.2
Permanent contract	187	178	365	95.8
Parental leave*	Female	Male	Total	Headcount in %
Entitled to parental leave	13	3	16	4.2
Actually took it	13	3	16	4.2
Returned to work with a period of employment of at least 12 months	10	3	13	3.4
Return rate in reporting period	77%	100%		
Trainees**	Female	Male	Total	
Apprentices offered positions	1	2	3	

* Figures only apply to the sites listed in the report (Germany, Great Britain and Italy)
 ** Figures only apply to Germany

6. Our future perspective

We are always looking to the future to ensure we are equipped for the present.



Today we are already thinking of tomorrow.

■ Our strategy for the future

As a sustainable business with an awareness of its responsibility, our intentions are clear-cut: We wish to continuously improve and live up to the standards we have declared.

The issue of sustainable operations is fundamental here and is a major focus of attention.

We actively involve stakeholders in our projects and continuously update them about the sustainable development of the business. At the same time, we aim to raise their awareness of issues relevant to sustainability and to fill them with enthusiasm in this regard.

This year, we have met our objective of expanding the scope of data in relation to our report for 2014. In the next report (year of reference 2016), we want to extend it even further.

Additional measures are now planned to help reduce our environmental footprint. They include stepping up the efficient use of modern lighting concepts to further cut our energy consumption. Where business trips are concerned, we additionally plan to become climate-neutral in the coming years.

To live up to our social responsibility, we offer employees information and training in all business operations. We will also be performing anonymous staff surveys to determine how we rate as an employer and to identify potential for improvement.

Lastly, we will continue to offer employees our protection and encouragement, for example, by regularly reviewing our working environment and adapting it to their needs.



GRI content index

GRI content index in accordance with the “Core” option. The Sustainability Report was not submitted for external review.

General standard disclosures

General standard disclosures	Page	Comments
Strategy and analysis		
G4-1	P. 5	
Organisational profile		
G4-3	P. 5	
G4-4	P. 8–10, 35–36	
G4-5	P. 64	
G4-6	P. 10–11	
G4-7	P. 12	
G4-8	P. 8–11, 35–36	
G4-9	P. 13, 34–37	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. 49, 53	
G4-11	P. 53	No global data available
G4-12	P. 10, 12, 16	
G4-13	P. 35	

General standard disclosures	Page	Comments
G4-14	P. 22–28	
G4-15	P. 14–15, 30	
G4-16	P. 30	
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. 17–18	
G4-23	P. 17–18	No major changes from 2014
Stakeholder engagement		
G4-24	P. 24–25,30–31	
G4-25	P. 17–18, 29	
G4-26	P. 29–30	
G4-27	P. 29–30, 41	

General standard disclosures	Page	Comments
Report profile		
G4-28	P. 14, 56	
G4-29	P. 14, 56	
G4-30	P. 14, 56	
G4-31	P. 64	
G4-32	P. 58-63	
G4-33	P. 58-63	No external review performed
Corporate governance		
G4-34	P. 12–16, 26–28	
Ethics and integrity		
G4-56	P. 12–16, 26–28	

Specific standard disclosures

DMA and indicators	Omissions	Page	Comments
Category: Economic Aspect: Economic performance			
G4-EC1		P. 35-37	Additional information can be found in our announcement on the German Federal Gazette page: Point 2.3 Company performance
G4-EC2		P. 17–19	
Category: Environmental Aspect: Energy			
G4-DMA		P. 17–19	
G4-EN3		P. 41	
G4-EN5		P. 41	
G4-EN6		P. 41	
Aspect: Emissions			
G4-DMA		P. 17–19	
G4-EN17		P. 42-45	
Aspect: Products and services			
G4-DMA		P. 17–19	
G4-EN27		P. 40, 43–44	

DMA and indicators	Omissions	Page	Comments
Aspect: Supplier environmental assessment			
G4-DMA		P. 17–19	
G4-EN32	This information is currently unavailable. An environmental assessment of suppliers is planned in the coming years and will be conducted periodically together with the next annual assessment.	P. 40, 56	
Category: Social Subcategory: Labour practices and decent work Aspect: Employment			
G4-DMA		P. 17–19	
G4-LA1		P. 48-49	Our employee turnover has remained almost the same. The average turnover rate is 11.43%.
G4-LA2		P. 50-51	
G4-LA3		P. 53	
Aspect: Training and further development			
G4-DMA		P. 17–19	
G4-LA10		P. 51-52	Our programmes 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.

DMA and indicators	Omissions	Page	Comments
Aspect: Supplier assessment for labour practices			
G4-DMA		P. 17–19	
G4-LA14	This information is currently unavailable. An assessment of supplier labour practices is planned in the coming years and will be conducted periodically together with the next annual assessment.	P. 56	
G4-LA15	This information is currently unavailable. An assessment of the major actual and potential negative impact on labour practices in the supply chain and the measures undertaken here is planned in the coming years and will be conducted periodically together with the next annual assessment.	P. 56	

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