



# Making windows part of the solution

DOVISTA Sustainability Report 2021

**DOVISTA®**  
windows and doors

# Communication from our CEO

Sustainability is the foundation upon which DOVISTA is built. As part of the VKR Group, the Model Company objectives established by Villum Kann Rasmussen fifty-six years ago are the same governing principles driving every aspect of the company today. These objectives speak directly to people, planet and prosperity, identifying the desire to create products that benefit society, treat all employees and stakeholders better than most companies, and enable financial independence.

## Focus on sustainability

Our focus on sustainability is increasingly mirroring what we see in society. As sustainable window and door people, our work actively contributes to achieving sustainable impact and the United Nations Sustainable Development Goals. Good health and wellbeing are supported by our purpose of bringing daylight, fresh air and wellbeing into people's everyday lives. Our products provide the opportunity to capitalize on sustainable passive energy while ensuring energy efficiency in new and renovated buildings. Our strategic approach to sustainability also ensures sustainable consumption and production, as well as contributing to climate action by setting important CO<sub>2</sub> reduction targets to limit global temperature increases.

DOVISTA is currently on an exciting growth journey, which gives us the unique opportunity to maximize

sustainable impact. In 2021 we grew to over 7,500 employees, meaning that DOVISTA is now the largest manufacturer of vertical windows and exterior doors in Europe. We have expanded our market presence and our product portfolio through the acquisition of five new brands in Europe. We have increased production capacity and added expertise and local market insight to benefit the entire organisation and our customers. We are providing innovative and sustainable solutions. By placing the right windows in the right places, we are achieving energy efficiency, CO<sub>2</sub> reductions and a better indoor climate for more families than ever before.

Rooted in our CLEAR Strategy, we are investing in processes and capabilities that will enable our business to harness synergies moving forward. Over the coming year, we will focus on establishing new baselines and streamlining unified processes, creating a solid data foundation. Our focus will also be directed towards knowledge sharing and learning, identifying best practice sustainability initiatives across the organisation and working diligently towards setting and achieving important targets.

With Distinctive Brands and Shared Excellence, we will participate actively in building a future where business and sustainability go hand in hand, making windows part of the solution.



“DOVISTA is currently on an exciting growth journey”

Allan Lindhard Jørgensen, CEO





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This report constitutes the DOVISTA Group's annual corporate social responsibility reporting, our Communication on Progress for the United Nations Global Compact. For statutory reporting cf § 99a of the Danish Financial Statements Act, please refer to VKR Holding's Annual Report 2021.

# The DOVISTA Group

The DOVISTA Group consists of brands and companies involved in the development, production and sale of vertical windows and exterior doors. DOVISTA is part of the VKR Group operating on the European market. This report covers the period from 1 January to 31 December 2021. DOVISTA brands include:\*

\* This report includes all brands and companies that were part of the DOVISTA Group before September 1, 2021. Companies acquired on September 1st, 2021 include the following brands: Dobroplast, Slovaktual, Wertbau, EgoKiefer and Weru. We also have an e-commerce platform named Webcom.

**VELFAC®**

**rational®**



**Traryd**fönster

**Mockfjärds**  
DIN FÖNSTERMÄSTARE

**[O]!**  
DOORS & PANELS

**natre**  
VINDUER

**Lian**



**weru**

**EgoKiefer**  
Fenster und Türen

o k n á a d v e r e  
**Slovaktual®**

**WERTBAU®**

**dobroplast®**



# Targets and Achievements

	DOVISTA Strategic Driver	Initiative in 2021	Description	Timeframe	Status
1	Conduct Responsible Business	E-learning platform	Roll-out of DOVISTA-wide E-learning platform including modules on cyber- security and data protection	1 year	In Progress
2	Conduct Responsible Business	Creation of new E-learning modules	Development and deployment of modules on CLEAR leadership, working at DOVISTA and Model Company behaviour	1 year	In Progress
3	Conduct Responsible Business	Packaging reduction*	Roll-out of new measures including decreasing height of packaging plywood and amount of wood used	2 years	In Progress
4	Conduct Responsible Business	Recycling initiative for office buildings*	Behavioural change replacing individual waste bins with centrally located waste sorting	2 years	In Progress
5	Conduct Responsible Business	Diversity Policy	Develop a DOVISTA-wide diversity policy focused on gender and cultural diversity	1 year	In Progress
6	Conduct Responsible Business	Employee Foundation	Good health and wellbeing initiatives for employees across DOVISTA for example vision testing and creating green areas and outdoor activity	Ongoing	Achieved with future actions set
7	Conduct Responsible Business	Sustainability target-setting for strategic drivers*	Focus on waste management, packaging, resource and water consumption	1 year	In Progress
8	Fight Climate Change	CO <sub>2</sub> reduction across DOVISTA	Establish a new baseline and targets that include acquisitions	1 year	In Progress
9	Conduct Responsible Business	Establish HSE Cockpit	Includes a dashboard to secure data reliability and transparency, as well as a monitoring tool for accident lessons learned and best practice sharing	Ongoing	Achieved with future actions set
10	Fight Climate Change	Establish ESG baseline	Establish master data and governance structures for ESG baselines	1 year	In Progress
11	Conduct Responsible Business	DOVISTA-wide HSE Policy	Strengthen the adherence to HSE policy and create corresponding roadmaps	1 year	In Progress
12	Conduct Responsible Business	Employee Foundation support for 2 <sup>nd</sup> Wave of COVID-19	Focus on and support for working at home, local lockdowns, medical care, mental health and local volunteering	2021	Achieved

\* This is a local initiative, and does not represent a target for DOVISTA as a whole.

# DOVISTA SDG impact

Achieving Global Goals for sustainability is part of the strategic approach of the DOVISTA Group. In 2021 DOVISTA conducted a United Nations Sustainable Development Goal (SDG) screening. The following three pages provide a visual overview of our sustainable impact. Primary impact is achieved where we have the most influence and opportunity to contribute actively to Global Goals throughout our value chain, operations and products delivered on the market. Moderate impact is achieved where we contribute with strong targeted activity in a specific area, and limited impact is achieved in areas where we have limited, yet significant, impact.



## Primary SDG impact areas

DOVISTA seeks to ensure that our products and solutions bring daylight and fresh air into people's everyday lives to promote good health and well-being.



- 3.4** Reduce mortality from non-communicable diseases and promote mental health
- 3.9** Reduce illnesses and death from hazardous chemicals and pollution

DOVISTA continuously seeks to improve the energy efficiency of our products, reducing the need for energy in buildings with relation to heating and artificial light.



- 7.3** Double the improvement in energy efficiency

DOVISTA seeks to ensure effective utilization of natural resources. We work actively to reduce waste in our production and the lifecycle of our products. We are dedicated to operating with a circular flow of materials.



- 12.2** Sustainable management and use of natural resources
- 12.4** Responsible management of chemicals and waste
- 12.5** Substantially reduce waste generation
- 12.8** Promote universal understanding of sustainable lifestyles

DOVISTA is committed to reducing our overall carbon footprint, supporting the climate goals in the Paris Agreement.



- 13.1** Strengthen resilience and adaptive capacity to climate related disasters
- 13.3** Build knowledge and capacity to meet climate change



## Moderate SDG impact areas

DOVISTA is committed to providing a diverse and inclusive workforce. Our work with quality, health and safety provides the framework for protecting labour rights and promoting safe working environments. We participate in research and innovation projects that are focused on reducing resource consumption and enabling sustainable industrialisation and infrastructure. Our work with compliance provides transparency as well as the ability to ensure responsive decision making.



**4.7** Educate for sustainable development and global citizenship



**5.5** Ensure full participation in leadership and decision-making



**8.4** Improve resource efficiency in consumption and production

**8.8** Protect labour rights and promote safe working environments



**9.1** Develop sustainable, resilient and inclusive infrastructures

**9.2** Promote inclusive and sustainable industrialisation

**9.4** Upgrade all industries and infrastructures for sustainability

**9.5** Enhance research and upgrade industrial technologies



**10.4** Adopt fiscal and social policies that promote equality



**11.3** Inclusive and sustainable urbanisation

## Limited yet significant SDG impact areas

At DOVISTA, our production processes use a very limited amount of water, and there is a continual focus on reducing the wastewater that is generated. DOVISTA uses FSC certified wood that contributes to restoring degraded forests and works in partnerships focused on sustainable building and construction processes.



**6.3** Improve water quality, wastewater treatment and safe reuse

**6.4** Increase water-use efficiency and ensure freshwater supplies



**15.2** End deforestation and restore degraded forests



**17.16** Enhance the global partnership for sustainable development



Photo: Velfac

# Why sustainability matters

**We have a common challenge globally. Climate change is one of the greatest environmental, social and economic threats facing society. The warming of the earth system is considered unequivocal<sup>1</sup>, and it is human behaviour that has created this planetary threat.**

In Europe, the building sector is one of the major emitters of greenhouse gases. The overall 2030 EU target for a decrease in CO<sub>2</sub> emissions and the long-term 2050 climate neutrality objective cannot be achieved if emissions from buildings are not addressed quickly and deeply.

At DOVISTA, we have the opportunity and obligation to help solve this challenge. We provide the European market with vertical windows and exterior doors for the sustainable built environment. With the application of our products, both the renovation and new-building sectors can adjust solar gain to building

requirements, reduce condensation and prevent air leakage, while letting daylight and fresh air into people's everyday lives. This improves the comfort of an indoor environment, while importantly reducing energy consumption and greenhouse gas emissions.

**“We see this as one of the most exciting traditional industries to be in. According to Bill Gates, a city equivalent to the size of New York will be built every month over the next decade. This is a lot of buildings – hopefully a lot of DOVISTA windows and doors – and means that the methods we use to build them truly matter. This gives us the opportunity to play a key role in driving a better, more sustainable future for generations to come.”**

Nicolas Casanovas, CCO



Photo: Traryd

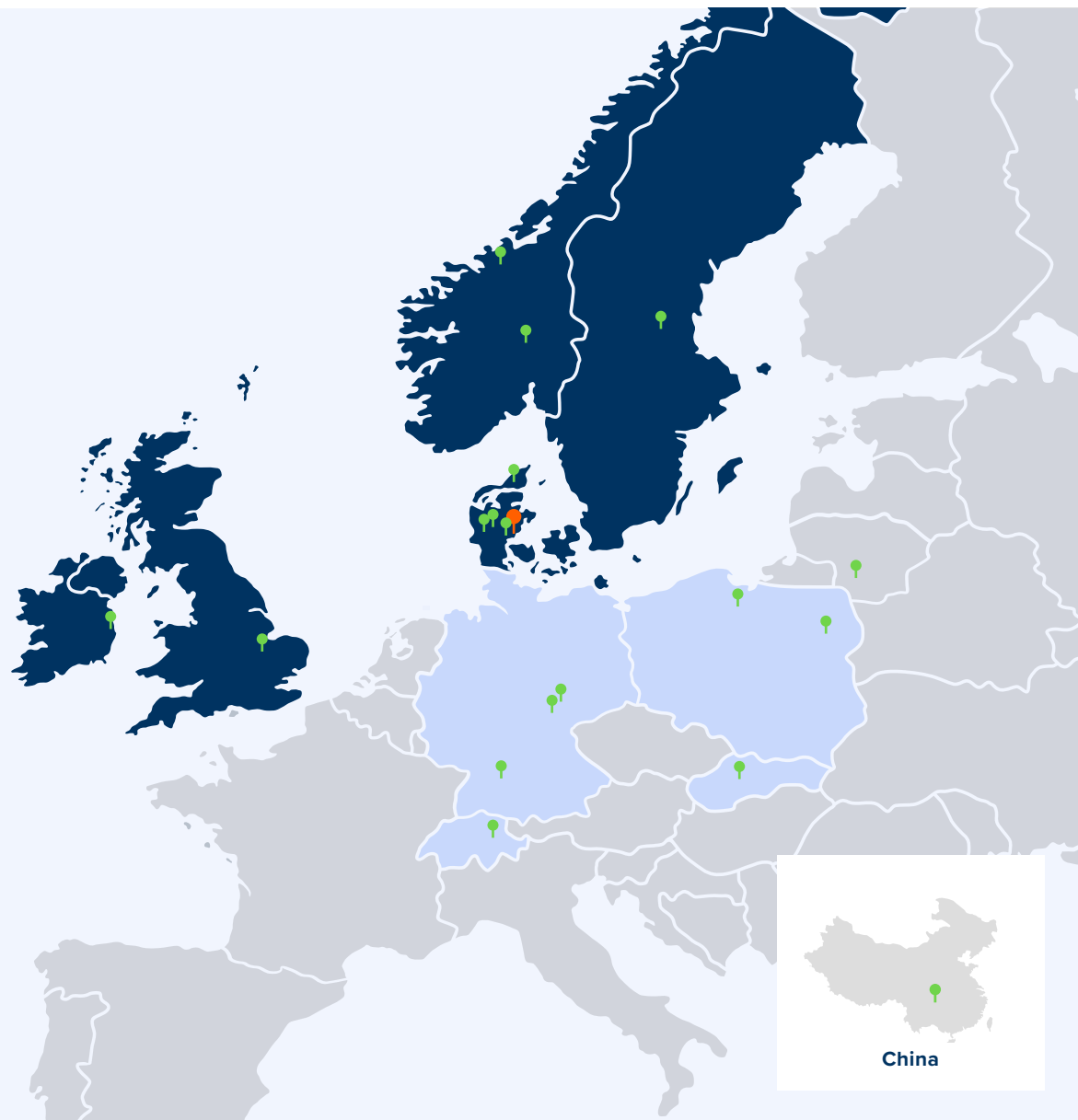
<sup>1</sup>) According to the Intergovernmental Panel on Climate Change (IPCC)



# Markets and sites

- Headquarters
- Major sites
- Key markets
- Key markets included from September 2021

In September 2021, DOVISTA expanded its product portfolio with the acquisition of five new brands in Europe, including Dobroplast, Slovaktual, Wertbau, EgoKiefer and Weru. This report reflects the activities of the pre-existing DOVISTA Group, shown in dark blue on this map. During 2022, all accounting practices will be aligned with the new brands and markets. In order to be as transparent as possible, key annual figures for our 2021 acquisitions are included in the appendix.



# Human and labour rights

## The DOVISTA Group

Makes targeted efforts to continuously improve health and safety in the workplace.

Provides a framework and opportunities for the personal and professional development of all employees.

# DOVISTA at a glance

In 2022 DOVISTA's CLEAR strategy will be implemented, bringing the DOVISTA Group from a collection of independent European brands and companies to the position of being a truly unified European group. This strategy also includes the acquisitions from September 2021, which effectively doubled our market presence. It goes without saying that it is a big task to unite corporate cultures, practices and processes. This also applies to our work with sustainability.

In 2021 we created a comprehensive Environmental, Social and Governance (ESG) baseline within our expanded organisation, providing a solid foundation and high quality for our data and governance structures. This work will also enable us to move forward with the key strategic focus areas of our sustainability strategy, setting targets and creating a roadmap for DOVISTA Group initiatives into the future.

## Number of employees

● The acquisitions in September 2021 has meant an increase in number of employees from 4,050 to 7,517.

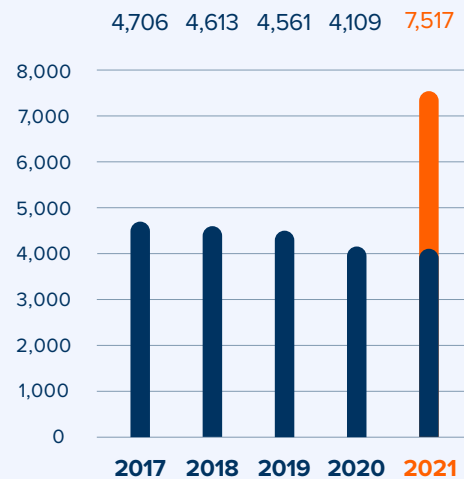


Photo: Rationel





Photo: Wertbau

# A talented and diverse workforce

At DOVISTA, we value diversity among our employees because it helps us to secure different perspectives and approaches, reflecting the societies that we are part of.

Research shows that diverse and inclusive companies are likely to outperform their less diverse peers. Different experiences and viewpoints strengthen the organisation by triggering robust decision-making processes, enabling a competitive advantage. Focus on diversity in our organisation ensures the creativity and innovation necessary to drive a sustainable business.

Our growth in 2021 is both a privilege and a great responsibility. Having a shared purpose to bring daylight and fresh air to people's everyday lives combined with our objective to be a Model Company creates the platform for inspiring our people to do their best work, achieve career aspirations and thrive. Our culture of diversity and inclusion promotes an environment where all employees can access opportunities based on merit, and over the past year we have worked actively to ensure equal opportunities for all genders during recruitment and promotions.

During 2021, DOVISTA has also improved awareness on the importance of diversity, which is a material topic where we have identified concrete areas for improvement.

## Gender distribution in management

We are currently focused on creating the foundation for more women in leadership positions. Starting with the DOVISTA Board of Directors and the General Management team, we are targeting female representation, along with a diverse cultural representation that can promote the international scope of the organisation. We currently have two women and four men on our Board of Directors, and our management team (registered directors) is comprised of five female, and twelve male management members. We aim to secure gender diversity through all management levels in the organisation, including female representation at every management level by 2026.<sup>1</sup>

## Hanne Blume

Chief Human Resources Officer

1) These actions primarily support Sustainable Development Goal Targets 4.7, 5.5 and 10.4.



# VILLUM FONDEN's 50th anniversary

**DOVISTA is part of the VKR Group under VKR Holding A/S – a limited company with the non-profit foundation, VILLUM FONDEN as its largest shareholder.**

VILLUM FONDEN goes all the way back to the vision of DOVISTA's founder, Villum Kann Rasmussen, focusing on fresh air and daylight, and the desire to contribute to a brighter future for society.

These basic conditions for life are also the founding principles of DOVISTA, and each of DOVISTA's employees has played a part in enabling the VILLUM FONDEN and its sister foundations to distribute more than 15 billion DKK over the years. VILLUM FONDEN supports technical and scientific research as well as environmental, social and cultural projects in Denmark and internationally.

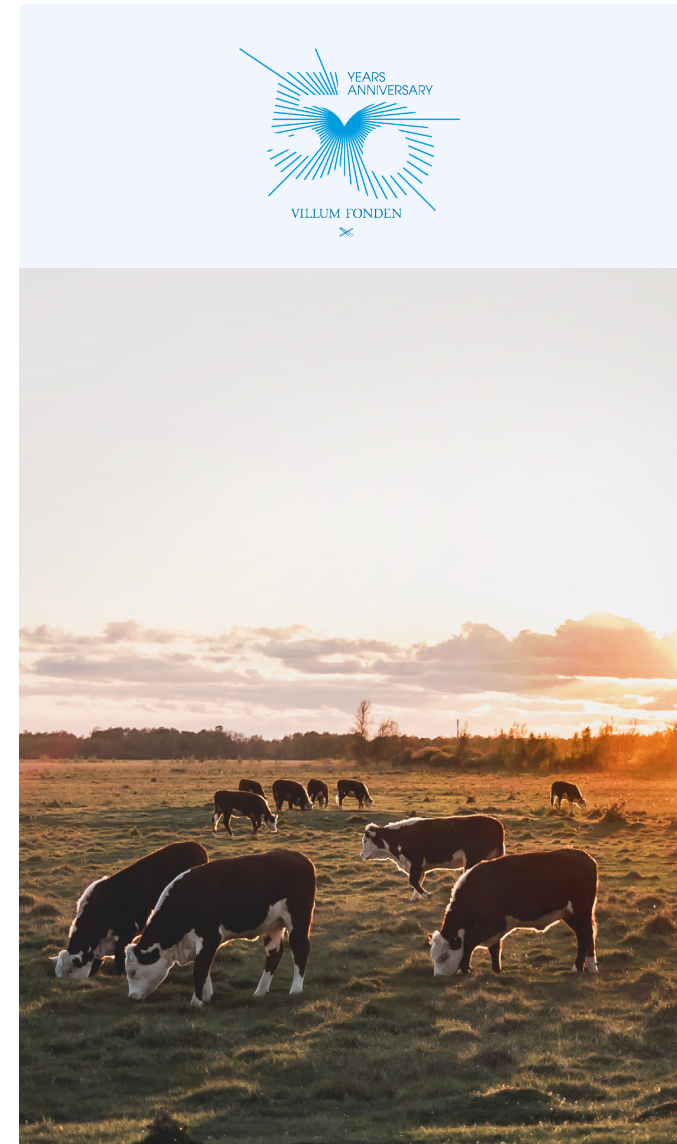
The projects often incorporate the relationship between nature and humans, striving to improve the balance between them. This balance has drastically

shifted in our lifetime, with disastrous consequences for the world as a whole. And there's no doubt: We need to think and act in new ways.

An example of an annual grant programme at VILLUM FONDEN is the Villum Experiment Programme, where 51 researchers in 2021 have received 99 million DKK. Grants are awarded for research projects in technical

and natural sciences that challenge the norm and have the potential to fundamentally change the way we approach important subjects. One of the current grant projects looks at the use of microwaves in combination with a special ceramic material to produce hydrogen cheaply and sustainably for use in hydrogen cars or for conversion to green fuel. Another project looks at whether reducing harmful methane emissions in livestock is valid, with a technique that kills specific microorganisms responsible for producing methane. If this high risk/ high gain project works, it will be a major breakthrough in reducing the climate impact of the agricultural sector.

**The projects often incorporate the relationship between nature and humans, striving to improve the balance between them.**



Julia, daughter of Kasia



## Giving back to local communities

The Employee Foundation grants financial support to assist employees' children in completing their final education or training. The Foundation can also grant support for non-profit, public projects in the vicinity of VKR Group companies, including all DOVISTA locations. In this way, the Foundation and DOVISTA can make a contribution to the communities that the company operates in.

# Employee Foundation support in Poland

In 1991, the VKR Group Employee Foundation was established. Its main objective is to provide financial assistance to present and former employees of the VKR Group and their next of kin. The VKR Group is also involved in providing financial support to non-profit organisations that work for local communities.

For DOVISTA employees and their immediate families who find themselves in a difficult circumstance, there is an opportunity to apply for a grant from the Employee Foundation of the VKR Group.

This past year, the Employee Foundation has supported Julia, the teenage daughter of Kasia, who works in DOVISTA Poland. Julia was born deaf, and thanks to a cochlear implant inserted into one of her ears in 2007, she was able to hear for the first time. A cochlear implant consists of two parts: an internal implant and an external speech processor worn behind the ear. The speech processor does the job of a healthy ear by carrying out the specific function of speech coding.

The Employee Foundation supported Julia and her family by funding new batteries for the speech pro-

cessor, a special alarm clock with vibrations, and a mini microphone, thanks to which Julia can hear what is being said while in another room.

Julia's greatest dream is to pass her secondary school examinations and study Otolaryngology (Ear, Nose and Throat Medicine). She would like to show hearing-impaired children and their parents that you can have a normal life with a cochlear implant – you can finish school, study and work. Based on her own experience, Julia wants to help parents who need to decide about having their children undergo implantation. She would like to support them and provide evidence that it is worth it. Rehabilitation is a difficult and arduous process, but it is also the only way to come out of a world of silence. After many long months, rehabilitation brings great successes, such as a first spoken word. It is these moments that bring priceless joy.

For Julia and her family, the Employee Foundation has helped to create a more normal every-day, from waking up in the morning to hearing what is being said throughout the day. These are aspects of life that we generally take for granted, and those that make a world of difference for individuals with cochlear implants.<sup>1</sup>

1) These actions primarily support Sustainable Development Goal Target 10.2



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# ‘Olympic Games’ event in Denmark

**DOVISTA has seen many changes in the last several years. This has included new reference points, redundancies, and new organisational affiliations. For VELFAC and Rationel, it has also meant a legal change from independent companies to one entity – DOVISTA Denmark – that markets and sells VELFAC and Rationel brands through different sales channels.**

For the employees of both VELFAC and Rationel, this has been a major change that has impacted the cultural unity rooted in brands that were synonymous with the individual companies. There is now a need to create a clear set of values and a DOVISTA culture that can bring all brands and employees together as One DOVISTA. The Management team and Danish SAMU (Employee Cooperation and Working Environment Committee) have worked together in 2021 to identify and articulate the concerns that arise in the daily lives of employees, and how to address these concerns proactively.

**DOVISTA has seen many changes in the last several years.**

This led to the evaluation and mapping of historical values, moral codes and informal cultural strengths of VELFAC and Rationel, including the core values expressed in the Model Company objectives of our founder. This process has now reached the final phase, where company values have been identified in words for DOVISTA Denmark. However, company values and culture cannot live on paper alone. They live through daily activities, play and competition, and countless other interactions both inside and outside company walls.

Over the summer, DOVISTA Denmark’s four main values centered around colleagues, quality, customers and community, were translated into four “Olympic Games” in preparation for a company event in early September. On the day of the event, approximately two thirds of Danish employees throughout DOVISTA participated in competitions. They had the opportunity to socialise across locations and finished the evening with awards and a good dinner. This was a great event supporting One DOVISTA, and new plans are already under way for future events.<sup>1</sup>

1) These actions primarily support Sustainable Development Goal Target 8.8

# Safe working environments

## Ambition

At DOVISTA, our strategic driver of conducting responsible business places focus on providing healthy and safe workplaces. This is supported by our model company objectives, and the ambition of zero work related accidents.

## Performance in 2021

- 18% improvement overall versus 2020
- Our largest production facility in Poland went from 19 to 12 accidents in the past year, an improvement of 37%

## What we did

In line with our 'zero-accident' ambition, we have established a central HSE function. Its purpose is to enable on-site responsibility by securing data reliability and transparency while at the same time coordinating initiatives that help to share valuable information across DOVISTA. As we are also in the process of welcoming many new colleagues from our recent acquisition, employee health and safety is a material

topic that is receiving our highest priority. To coordinate this effort, HSE and Quality areas have joined forces to create a central QHSE function capitalising on the strengths of the Quality organisation.

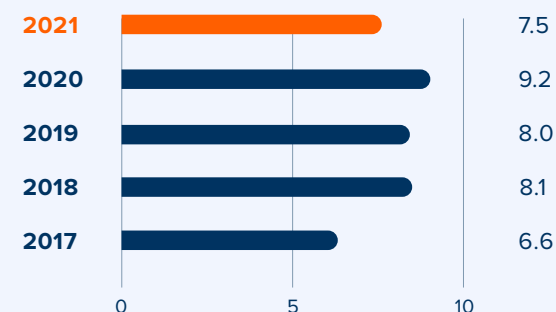
Accident prevention being a key driver, we will systematise communication after any accident, and relay this information to all relevant sites with the purpose of raising awareness and triggering preventative actions through a best practice approach. To support our managers and secure data transparency, we have developed an HSE Cockpit that will be the tool for efficient monitoring of all reported incidents and their subsequent actions.

Also in line with our 'zero-accident' ambition, clear medium-term roadmaps are being developed. This will ensure both continuous health and safety improvement in response to pre-existing working conditions, as well as providing the right investment support for preventative measures. This journey has started with our largest production facility in Poland



## Work-related accidents

Per million working hours in production



A work-related accident in this context is defined as an accident that has happened in the production environment and results in absence from work for more than one day. Both criteria must be met.



Photo: Wertbau

where a roadmap up to 2025 has been put into place.

Adherence of our sites to the HSE Policy has now been assessed by our Danish, Norwegian, Swedish, Lithuanian and Polish supply chain operations. This has led to a clear improvement plan which is being rolled out and will be reviewed periodically within the HSE organisation.

### Continued focus on responsible behaviour

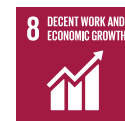
Due to the continuation of the corona pandemic, many best practices that were established in 2020 have been extended. This has resulted in an even greater number of virtual meetings, many employees having worked at home, as well as significant changes in travelling patterns and canteen and food schemes. In addition, increased safety measures with advice on hygiene have been maintained, with protective equipment and a continual adjustment of the maximum number of people allowed to meet according to current national legislation. Furthermore, DOVISTA's production units have made a continued effort to limit/control access for guests and partners and make necessary changes to internal work patterns in order to reduce the risk of contamination.

### Initiatives for 2022

The integration of our recent acquisitions will create many opportunities for sharing best practices. Our HSE Cockpit will be fully rolled out to streamline our collection of these best practices and replicate them across sites. It will provide the needed direct and efficient access to the mapping of accidents, actions taken, and lessons learned. At the same time, this will enable us to monitor key Health and safety initiatives like audits, local HSE training and best practices. We will also be able to monitor near misses, a primary focus area providing excellent opportunities for risk prevention.<sup>1</sup>

**“At DOVISTA, we understand that employees are our most valuable asset. For this reason, safety is our highest priority. We continually strive to provide the very best working environment. This means minimizing risk and facilitating the best circumstances to provide healthy and safe workplaces.”**

Michael Hassø Larsen, Group COO



<sup>1)</sup> These actions primarily support Sustainable Development Goal Target 8.8

# Human and labour rights indicators

Human and labour rights indicators	2021 figures	2020 figures	DOVISTA Strategic Driver	SDG	SDG Target Area	Accounting practice
<b>Number of employees</b>	4,050 FTE	4,109 FTE	Conduct Responsible Business	SDG 9	9.2	DOVISTA measures employees in terms of Full Time Equivalents (FTEs) employed during the reporting period.
<b>Total Accidents</b>	39	44	Conduct Responsible Business	SDG 8	8.8	Work-related accidents are those that arise from exposure to hazards at work (event related). An event is considered as an accident when an employee is hurt in a way so that the employee cannot return to work the next day and perform normal operation.
<b>Female board members<sup>1</sup></b>	33%	20%	Conduct Responsible Business	SDG 10	10.4	The share of female board members, excluding employee representatives, for DOVISTA A/S.
<b>Female management members</b>	30%	29%	Conduct Responsible Business	SDG 10	10.4	Total number of female management members registered by the Danish "erhvervsStyrelsen" as directors.

1) This figure represents the female board members of DOVISTA A/S, and not its subsidiaries



# Environment

## The DOVISTA Group

Ensures that our products reflect the needs of people and planet.

Works actively to achieve sustainable impact.

# Sustainability at DOVISTA

Throughout 2021 we have been working with the DOVISTA Sustainability Strategy adopted in 2020. This strategy is built upon a solid foundation of documented corporate responsibility established by our Model Company objectives.

It addresses the challenges that we see for people and planet today and, even more significantly, for the coming decades.

DOVISTA's Sustainability Strategy has three strategic focus areas centred on fighting climate change, enabling the customer and conducting responsible business. As a European market leader in the production and sale of vertical windows and exterior doors, we are very aware of our responsibility to offer socially beneficial solutions. Our consultancy provides the foundation for a healthy indoor climate and lower energy consumption for both new and renovated buildings. We see it as a clear commitment to be our customers' most trusted partner in creating sustainable solutions. This means operating in a way that is protective and respectful of our common environment and responsible with relation to our common resources.

One of the areas where we continue to make a dedicated effort is in the reduction of our own CO<sub>2</sub>

emissions, which we understand as the environmental topic most material and challenging for DOVISTA and our industry as a whole. In 2021, DOVISTA established a collaboration with Schneider Electric to have all Group reporting processes reorganized in accordance with the Greenhouse Gas Protocol, and we are currently working in support of the Paris Agreement's goal to be a NetZero provider by 2050.

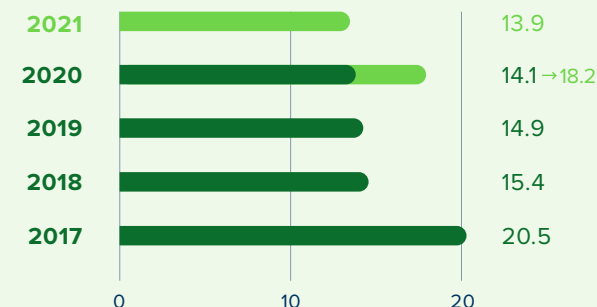
In the first half of 2022, DOVISTA will focus on creating a new baseline for energy consumption and emissions. This new baseline will include the two large European window divisions acquired in 2021 that have nearly doubled our number of employees, product platforms, production sites and market coverage. We will use this as an opportunity to reassess our objectives and connect them to a series of specific short and long-term activities. This overall update of our baselines will also enable target setting for a number of other climate and environment activities including waste management, packaging, resource consumption and water consumption.

**Peter Grønlund**

Head of Group Sustainability



## Kg CO<sub>2</sub>e per unit produced



● In 2020 we changed our accounting practice in line with the GHG Protocol. This has meant that we now include all production, all offices and all fleet, and have also included a location based emissions factor for calculating CO<sub>2</sub>e per unit produced.

This new accounting practice meant an increase from 14.1 to 18.2 tones CO<sub>2</sub>e in 2020, while our overall emissions were reduced over the same period.



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# Energy efficiency at Holsedore 18

**A preservation building in Holsedore Denmark has undergone an extreme renovation from old girls' school to new apartments. The original expression of the building has been taken into account, and on the outside the renovation is almost invisible to the naked eye. Thanks to VELFAC Classic windows, the style of the building is preserved, while ensuring a healthy indoor climate and energy efficiency.**

Holsedore 18 in Odense is a beautiful, older building from 1850. From the outside, it looks pretty much the way it always has. But inside, the story is quite different.

## Classic windows make the exterior renovation seamless and energy efficient

The former girl's school was acquired by KC Byg in 2016. As a preservation building, the exterior appearance must not be changed, and therefore great care was taken to maintain the original expression of the building. Today, the external changes are not immediately apparent, and yet there has been an extensive renovation.

Inside, 35 new apartments have been built with unique detail to the use of sustainable materials. Among other things, this has set high requirements for the building's windows. The new windows were required to ensure that the building style was preserved, along with providing a healthy indoor climate and energy efficiency.

The VELFAC Classic windows met all the criteria. Produced with aluminum and certified wood, VELFAC windows use sustainable materials of the highest quality which ensures not only responsible sourcing, but low maintenance as well. The new windows also provide increased insulation. This reduces window condensation and noise from the surrounding area, promoting a healthy indoor climate for residents. The new windows for this project also contribute to a total energy savings of 204 MWh per year. This is a savings equivalent to the average annual household district heating consumption for 11 families in Denmark<sup>1</sup>. This not only provides a considerable savings on the cost of heating, but also contributes to a combined emissions savings of 400 tonnes CO<sub>2</sub>e over a building lifetime of 25 years<sup>2,3</sup>.

1) <https://www.bolius.dk/saa-meget-el-vand-og-varme-bruger-engenemsfitsfamilie-279>

2) <https://ens.dk/service/statistik-data-noegletal-og-kort/noegletal-og-internationale-indberetninger>

3) These actions primarily support Sustainable Development Goal Targets 3.4, 7.3, 13.1



# Packaging Reduction in Poland

## Ambition

To support the strategic driver of conducting responsible business, our largest production facility in Poland, Window Village 1, is working with DOVISTA's ambition of zero unutilized waste. For 2021, a 10% reduction in unutilised production waste compared to 2020 was targeted. This target was met, limiting the packaging of finished products as well as reducing the amount of disposable packaging within the production process. The best practice from this initiative is now being shared across the organization.

## Performance in 2021

- 10% reduction in unutilised production waste compared to 2020
- 19% decrease in weight of waste compared to 2020

## What we did

Initiatives for limiting the packaging of finished products included:

- decreasing the height of plywood
- reusing wood scrap to replace cardboard corners
- removing the use of square foams and felt material
- using packing robots with pre-stretching to decrease the amount of foil used, and removing bottom foil

- fixing products for transport with less wood
- using new plastic corners to decrease the amount of plastic used
- changing packaging procedures to decrease the amount of wood used for single units (doors, windows) and sliding doors

Initiatives for reducing the quantity of waste include:

- Replacing cardboard boxes with reusable plastic packaging
- Multiple use of cardboard boxes between facilities
- Reuse of foil and plastic coils

## Initiatives for 2022

In 2022, we will be changing pressure containers to reusable containers, which will reduce packaging waste. The packaging for glue products will also be reduced in 2022.<sup>1</sup>

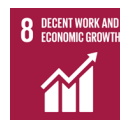


Photo: Traryd

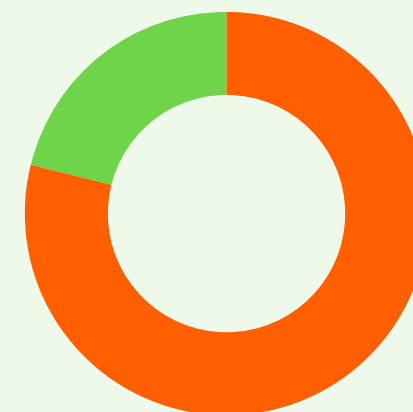
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1) These actions primarily support Sustainable Development Goal Target 8.4, 12.2, 12.5



# DOVISTA CO<sub>2</sub> emissions

	Energy source	Total GJ	Percentage CO <sub>2</sub> e	Total tonnes CO <sub>2</sub> e
Scope 1	Owned fleet	4,886 GJ	2%	319 tCO <sub>2</sub> e
	Leased fleet	19,335 GJ	6%	1,268 tCO <sub>2</sub> e
	LPG	2,598 GJ	1%	155 tCO <sub>2</sub> e
	Natural gas	32,512 GJ	8%	1,655 tCO <sub>2</sub> e
	Diesel	1,936 GJ	1%	127 tCO <sub>2</sub> e
	Petrol	1,645 GJ	1%	105 tCO <sub>2</sub> e
	Fuel oil	547 GJ	0%	41 tCO <sub>2</sub> e
	Wood scrap	109,933 GJ	2%	472 tCO <sub>2</sub> e
Total scope 1		173,392 GJ	21%	4,142 tCO <sub>2</sub> e
Scope 2	Electricity	185,515 GJ	77%	15,411 tCO <sub>2</sub> e
	District heating	7,322 GJ	2%	347 tCO <sub>2</sub> e
Total scope 2		192,837 GJ	79%	15,758 tCO <sub>2</sub> e
Total tonnes CO <sub>2</sub> e				19,900 tCO <sub>2</sub> e



Total CO<sub>2</sub>e tonnes

■ Scope 1 21% ■ Scope 2 79%

These totals are calculated in accordance with the Greenhouse Gas Protocol, and represent all entities that were part of the DOVISTA Group before September 1, 2021. The Scope 2 tCO<sub>2</sub>e total is calculated from location based emissions factors.

# Leading Star harmonisation project

**DOVISTA is a business that has achieved its market position through organic growth and acquisition of local window companies in Europe. Because of this acquisition strategy, our product portfolio and supply chain have grown in complexity, even though customer needs across countries are very similar.**

There is thus great potential for increasing sustainability by reducing the amount of resources required. This can be accomplished by streamlining processes and harmonising products to as simple a level as possible - always with local legal requirements, building traditions and climate conditions in mind. The work of realising this potential has been initiated through a comprehensive harmonisation project called Leading Star.

The ambition is to work with both back-end and front-end initiatives. Creating commercial window variants based on a smart and common product architecture that can be provided within a modern supply chain. The methodology is simple: simplification supports optimisation. The process is built around the modularisation of our product platforms, greatly reducing

non value-adding complexity. With less complexity we move towards a higher level of standardisation, and in so doing we support our common industrialisation journey. This approach will also allow us to more easily measure and align with sustainability specifications and certifications.

When the Leading Star program is up and running, our aim is to positively impact several areas. With a significant reduction in the number of platforms, the simplification of product architecture will mean more resource efficiency and less resource waste. This work will also ensure a reduction in the quantity of materials required, while at the same time increasing quality. In addition to reducing resources throughout production, a more flexible supply chain will mean optimisations with relation to both cost and the opportunity to work more robustly with sustainability.<sup>1</sup>



Photo: EgoKiefer

1) These actions primarily support Sustainable Development Goal Targets 12.2, 12.5

# CO<sub>2</sub> reduction in Norway



## Transportation with trucks

Previously, glass produced in Poland was transported by trucks. In addition to being CO<sub>2</sub> intensive, this transportation method resulted in broken glass, spills and delayed deliveries to customers.



## Cooperation with logistics supplier

Natre reached out to and established collaboration with Bring. Together they realised a method for transporting glass by train instead of using trucks.

## Increased predictability

Transport by train has resulted in more predictable delivery times and thus improved production planning.



## CO<sub>2</sub> reduction

The solution that they settled on after testing involved glass being transported by train for the majority of the route, giving a 512 Ton CO<sub>2</sub> reduction in 2021.



## Better work conditions

The improved predictability has consequently given the team in Natre better working conditions and less overtime.



## Cost reduction

Natre has experienced a 3 % cost reduction through the transition from trucks to trains.

## What now?

Natre and their logistics supplier will continue collaborating to find greener solutions for Natre's transportation needs.



## Resource reduction and safer roads

By reducing glass breakage and removing thousands of trucks from the road each year, the new transport method will also result in a resource reduction and safer roads.



# Renewable energy in Ireland

**Rationel in Ireland is viewed as the premier window company providing aluminium clad wood windows. Long before it was fashionable, the environment was front and centre when promoting the use of FSC certified wood for all products.**

Rationel in Ireland now takes the next step in environmental awareness and sustainability by looking at what and how energy is consumed. This has led to their ambition of becoming carbon neutral by 2030. In 2021, they created a roadmap to reduce energy in three areas of primary consumption: buildings, commercial vehicles and company cars.

With relation to buildings, Rationel Ireland joined the first of its kind Green Future Plan<sup>1</sup>. This means that its four showrooms and two warehouses are now supplied with electricity from 100% renewable energy sources, as well as carbon neutral gas through certified carbon programs.

In 2021, the company car policy for Rationel Ireland also changed from diesel as a first-priority vehicle to electric as a first-priority vehicle. This was made possible by a three-year payback period with relation to cost. It is now up to the individual employee to examine their options and make a case for not switching to an electric vehicle. In 2021 50% of Sales vehicle replacements were electric, which is a small but important start.

As a next step, and by 2025 with the advancements in commercial electric vehicles, Rationel in Ireland anticipates beginning to replace its existing commercial diesel fleet with electric vehicles. By 2027, the ambition is also to replace 100% of company cars with electric vehicles.<sup>2</sup>



1) <https://www.flogas.ie/news-and-media/flogas-news/flogas-green-future.html>

2) These actions primarily support Sustainable Development Goal Targets

7.2 and 13.1



# Environmental indicators

Environmental indicators	2021 figures	2020 figures	DOVISTA Strategic Driver	SDG	SDG Target Area	Accounting practice
<b>Energy Consumption</b>	366,229 GJ	363,123 GJ	Fight Climate Change	SDG 13	13.3	Total energy consumption for the DOVISTA Group, calculated within GHG Protocol Scope 1 & 2, and including all entities part of the Group before September 1, 2021.
<b>GHG intensity</b>	13.9 kg CO <sub>2</sub> e/pr unit produced	18.2 kg CO <sub>2</sub> e/pr unit produced	Fight Climate Change	SDG 13	13.3	GHG Intensity (kg CO <sub>2</sub> e/ pr. unit produced) is an intensity ratio that DOVISTA reports in alignment with GRI standards. Intensity ratios define consumption in the context of an organization-specific metric, which for DOVISTA is products (the number of windows and doors produced).
<b>Total waste by volume</b>	18,326 tonnes	17,454 tonnes	Conduct Responsible Business	SDG 12	12.5	Total amount of waste generated by the DOVISTA Group's production sites.
<b>– of which is recycled</b>	85%	89%	Conduct Responsible Business	SDG 12	12.5	Total amount of waste sent to a certified service provider for recycling by the DOVISTA Group's production sites.
<b>Packaging</b>	3,647 tonnes	4,229 tonnes	Conduct Responsible Business	SDG 12	12.5	Total amount of packaging material purchased by the DOVISTA Group for production purposes.
<b>Share of certified wood</b>	85%	90 %	Conduct Responsible Business	SDG 12	12.2	Share of certified wood purchased from a certified service provider
<b>Scope 1</b>	4,142 tCO <sub>2</sub> e	3,431 tCO <sub>2</sub> e	Fight Climate Change	SDG 13	13.3	The direct GHG (scope 1) emissions is based on the Greenhouse Gas Protocol and covers all direct emissions of greenhouse gases from the DOVISTA Group. For a list of energy sources covered in Scope 1, please see p. 25
<b>Scope 2 market based</b>	25,395 tCO <sub>2</sub> e	24,530 tCO <sub>2</sub> e	Fight Climate Change	SDG 13	13.3	In accordance with GRI 305-2, the market-based method reflects the indirect (Scope 2) emissions from electricity that DOVISTA has purposefully chosen (and not chosen), including a residual mix.
<b>Scope 2 location based</b>	15,758 tCO <sub>2</sub> e	20,660 tCO <sub>2</sub> e	Fight Climate Change	SDG 13	13.3	In accordance with GRI 305-2, the location-based method reflects the average indirect (Scope 2) GHG emissions intensity of grids on which energy consumption occurs, using mostly grid-average emissions factor data. Total GHG emissions and GHG intensity have applied Scope 2 location based emissions for calculation.

# Anti-Corruption

## The DOVISTA Group

Complies with the Anti-Corruption Policy of the DOVISTA Group.

Fully aligns with the UN Guiding Principles on Business and Human Rights.



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# Supplier code of conduct in Poland

## Ambition

Working with our strategic driver of conducting responsible business, DOVISTA has the ambition of achieving a 100% signature rate regarding our Supplier Code of Conduct for direct material suppliers in 2022.

## Performance in 2021

- 80% of direct material suppliers signed the Supplier Code of Conduct
- 80% of direct material suppliers signed the Forbidden Substance List
- 12% of Direct Material suppliers underwent a CSR Audit

## What we did

Over the past year we made sustainability a cornerstone process and key agenda point for procurement. In May of 2021 we set a roadmap for achieving

ambitious targets related to our Supplier Code of Conduct. We aimed for a rate of 90% signed Supplier Code of Conduct for all our direct material suppliers, as well as conducting audits and providing training. At the same time, our baseline changed significantly. By targeting all direct suppliers, we moved from approximately 70 to 200 suppliers. This change reflects organisational and scope changes for procurement. We are now in the process of aligning our goals and expectations within our extended organisation after two major acquisitions were made in September of 2021. During this alignment process we will establish a new baseline and new goals for 2023.<sup>1</sup>



1) These actions primarily support Sustainable Development Goal Target 8.8



In 2021 we completed a Policy Governance & Lifecycle Management Framework that has anchored policies within DOVISTA

# Anti-corruption and compliance

## Ambition

At DOVISTA, our strategic driver of conducting responsible business has led to the development of an Anti-Corruption Compliance Program. Our ambition with this Program is to ensure timely training, awareness and compliance among all our employees and throughout our supply chain.

## Performance in 2021

- Policy Governance & Lifecycle Management Framework anchored within the DOVISTA Group
- Anti-corruption compliance controls implemented
- Supplier Code of Conduct renewed in line with the UN Guiding Principles on Business and Human Rights, based on its high material relevance

## What we did

We are currently developing an Anti-Corruption Compliance Program to guide our employees, ensure good business conduct, and live up to legal requirements. Considerable effort has been made to strengthen our policy area, which has included the

development of regulations and policies around data privacy, ethics and sanction compliance, ensuring that all new legal requirements are met.

In 2021 we also completed a Policy Governance & Lifecycle Management Framework that has anchored policies within DOVISTA entities and established ownership within our DOVISTA Group function. Clear guidelines and controls have also been instated around anti-corruption mitigation, and our Supplier Code of Conduct has been elaborated to further support the UN Guiding principles on Business and Human Rights.

## Initiatives for 2022

- Implement additional control checks within the area of compliance
- Build a clear Anti-Corruption Compliance Program ensuring proper awareness, training and compliant behaviour
- Implement the approved Sanction Compliance Roadmap<sup>1</sup>

1) These actions primarily support Sustainable Development Goal Target 8.8



# DOVISTA E-Learning platform

## Ambition

It is our ambition to provide a comprehensive learning platform for all employees to help them understand the business, adhere to company policies, acquire topical knowledge and grow their potential.

## Performance in 2021

- Four onboarding modules were developed to give new employees an understanding of the key principles that guide our daily work
- Compliance programs in cybersecurity and data protection were selected and deployed

## What we did

DOVISTA has grown significantly over the past year, almost doubling the number of employees and increasing our presence across Europe. The new e-learning platform is a simple, flexible, and efficient tool for training, certifying and re-certifying our employees. The solution is cloud-based with an intuitive user interface and works on all devices wherever

you are. In autumn 2021 the platform was opened gradually country by country, offering training in cybersecurity to all employees in Denmark, UK, Ireland, Lithuania and Poland. In November 2021 we deployed onboarding courses to many new colleagues joining the group, engaging users in their own responsibility in upholding company values and standards.

## Initiatives for 2022

- Colleagues from Norway and Sweden will be enrolled in the e-learning modules in 2022
- We will focus on raising the awareness of our policies, standards and processes
- We will consistently train our colleagues across the group in compliance and good practice
- Alongside the compliance training we will run training for our leaders across the organisation, enabling them to engage and grow their employees. Our goal is to make DOVISTA a great place to work<sup>1</sup>



1) These actions primarily support Sustainable Development Goal Target 8.8

# Anti-Corruption indicators

Anti-Corruption indicators	2021 figures	2020 figures	DOVISTA Strategic Driver	SDG	SDG Target Area	Accounting practice
<b>Whistleblower cases</b>	0 processed cases	1 processed case	Conduct Responsible Business	SDG 8	8.8	The number of cases filed and pursued through the internal whistleblower system found on the DOVISTA Group's intranet in the reporting period.
<b>Signed Supplier Code of Conduct</b>	80%*	90%	Conduct Responsible Business	SDG 12	12.6	When measuring Supplier Code of Conduct signatures, we focus on direct suppliers under Group Procurement (90% spend value), excluding locally managed suppliers and vendors.

\* By targeting all direct suppliers, we moved from approximately 70 to 200 suppliers in 2021  
This change reflects organizational and scope changes for procurement.

# ESG indicators<sup>1</sup>

	Indicators	2021 figures	2020 figures	DOVISTA Strategic Driver	SDG	SDG Target Area
<b>Environmental</b>	Energy Consumption	366,229 GJ	363,123 GJ	Fight Climate Change	SDG 13	13.3
	GHG intensity	13.9 kg CO <sub>2</sub> /pr unit produced	18.2 kg CO <sub>2</sub> /pr unit produced	Fight Climate Change	SDG 13	13.3
	Total waste by volume	18,326 tonnes	17,454 Tonnes	Conduct Responsible Business	SDG 12	12.5
	- of which is recycled	85%	89%	Conduct Responsible Business	SDG 12	12.5
	Packaging	3,647 tonnes	4,229 Tonnes	Conduct Responsible Business	SDG 12	12.5
	Share of certified wood	85%	90%	Conduct Responsible Business	SDG 12	12.2
	Scope 1	4,142 tCO <sub>2</sub> e	3,431 tCO <sub>2</sub> e	Fight Climate Change	SDG 13	13.3
	Scope 2 market based <sup>2</sup>	25,395 tCO <sub>2</sub> e	24,530 tCO <sub>2</sub> e	Fight Climate Change	SDG 13	13.3
	Scope 2 location based	15,758 tCO <sub>2</sub> e	20,660 tCO <sub>2</sub> e	Fight Climate Change	SDG 13	13.3
<b>Social</b>	Number of employees	4,050 full time employees	4,109 full time employees	Conduct Responsible Business	SDG 9	9.2
	Total accidents	39	44	Conduct Responsible Business	SDG 8	8.8
	Female board members <sup>3</sup>	33%	20%	Conduct Responsible Business	SDG 10	10.4
	Female management members	30%	29%	Conduct Responsible Business	SDG 10	10.4
<b>Governance</b>	Whistleblower cases	0 processed cases	1 processed case	Conduct Responsible Business	SDG 8	8.8
	Signed Supplier Code of Conduct	80%*	90%	Conduct Responsible Business	SDG 12	12.6

1) These figures include all brands and companies that were part of the DOVISTA Group before September 1, 2021

2) This figure represents the market based CO<sub>2</sub>e, which has been calculated using the residual mix

3) This figure represents the female board members of DOVISTA A/S, and not its subsidiaries

\* By targeting all direct suppliers, we moved from approximately 70 to 200 suppliers in 2021. This change reflects organizational and scope changes for procurement

# DOVISTA Group major sites

## Pre-existing DOVISTA sites

Country	Company	Location
<b>Denmark</b>	DOVISTA A/S	Horsens
	VELFAC	Horsens
	Rationel	Herning
	OH	Ikast
	Krone	Vrå
<b>Norway</b>	Natre	Hunndalen
	Lian	Kyrksæterøra
<b>Sweden</b>	Svenska Fönster	Edsbyn
	Mockfjärds	Borlänge
<b>UK</b>	DOVISTA UK	Huntingdon
<b>Ireland</b>	DOVISTA Ireland	Dublin
<b>Lithuania</b>	Window Village 2	Marijampolė
<b>Poland</b>	Window Village 1	Swarożyn
<b>China</b>	DOVISTA China	Guangzhou

## DOVISTA sites included September 2021

Country	Company	Location
<b>Poland</b>	Dobroplast	Zambrów
<b>Germany</b>	Wertbau	Langenwetzendorf
	WERU	Rudersberg
<b>Switzerland</b>	Egokiefer	Diepoldsau
<b>Slovakia</b>	Slovaktual	Pravenec



## DOVISTA Sustainability Report 2021



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.