



Our sustainability policy & actions



*Update 04/05/2022
Communication on Progress 2021-2022
to Global Compact*

Who are we?



Our mission: smart tagging ○ smooth flows ○

The group Orakel is..

on top of tagging & branding

of people and objects

to ensure smart, safe and smooth flows

& helps create happy and memorable experiences

at events & organizations

where people and objects pass through

all over the world.



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 **b-token EU** 17 Nov 2020 · 🌐

After months of experimenting, we are happy to announce our newest token in the b-token family: CHEWING GUM TOKENS ✨

Chewing gum often ends up on the street and is very difficult to remove. Did you know it takes 20 to 25 years for chewing gum to disappear? So we can say that it is an environmental issue. In order to tackle this problem, we recycle the waste into reusable tokens. Stick around! 😊



[Contact Us](#)  

www.btoken.eu

Our team

- ✓ 46 colleagues in Retie
- ✓ 65 colleagues worldwide
- ✓ 9 offices



Our vision 2050

shared in February 2019

People: by and for our diverse and talented team

Ecology: with care for our planet

Network: together with our partners

World class manufacturing technologies: we manufacture excellent products in our excellent factory

Digital transition: while making a digital transition in our processes and products



Our values

Responsible: for our team, our clients, our community, our planet

Moving: dynamic, innovative, pioneering

Colourful: diverse, talented team & colourful products

Bonding: building lasting relations with partners through an open, personal approach



Path to sustainability

- ✓ Since our start in 1996 we have been a family and socially minded company
- ✓ Obtained Environmental Charter (Province of Antwerp) in 2008
- ✓ Member of Global Compact since 2012
- ✓ Obtained quality and environmental labels ISO 14001 and ISO 9001 since 2016
- ✓ Spin off b-token becomes member of The Shift in 2017
- ✓ Growth of a sustainability policy on group level since 2019:
 - Choice to become a carbon neutral company by 2025
 - Participation in Sustainability Charter of Chamber of Commerce & CIFAL with action plan how to integrate the SDGs (VCDO)
 - 2020: communication on sustainability policy to our stakeholders (staff, board of Advice, partners)
 - Successful audit of VCDO in 2020-2021, on our way to become 'SDG pioneer'
 - Orakel Group wins the Award for sustainable entrepreneurship (region Mechelen-Kempen)
- ✓ Learning and aiming for the next level and sharing experience as an ambassador



Our statement of continued support to Global Compact

Statement of the company's chief executive (CEO or equivalent) expressing continued support for the Global Compact and renewing the company's ongoing commitment to the initiative and its principles.

To our stakeholders:

I am pleased to confirm that Orakel reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Dirk Spooren', is centered on the page. The signature is fluid and cursive, with a large initial 'D' and 'S'.

Dirk Spooren
Managing Director
Date: 29/03/2022

The SDG's as our guideline

The 17 Sustainable Development Goals

- ✓ Adopted by United Nations members
- ✓ In September 2015
- ✓ A universal call to action to reduce poverty, protect the planet and bring peace and prosperity by 2030
- ✓ Principles: Everyone is needed to reach these targets! We leave no one behind.



THE WORLD IS NOT ON TRACK TO ACHIEVE THE GLOBAL GOALS

The underlying context:



WORLDWIDE **DEFORESTATION** UP 40% COMPARED TO 2014



257 YEARS TO CLOSE ECONOMIC **GENDER GAP** GLOBALLY



70 MILLION PEOPLE ARE **REFUGEES**



SIXTH MASS EXTINCTION APPROACHING



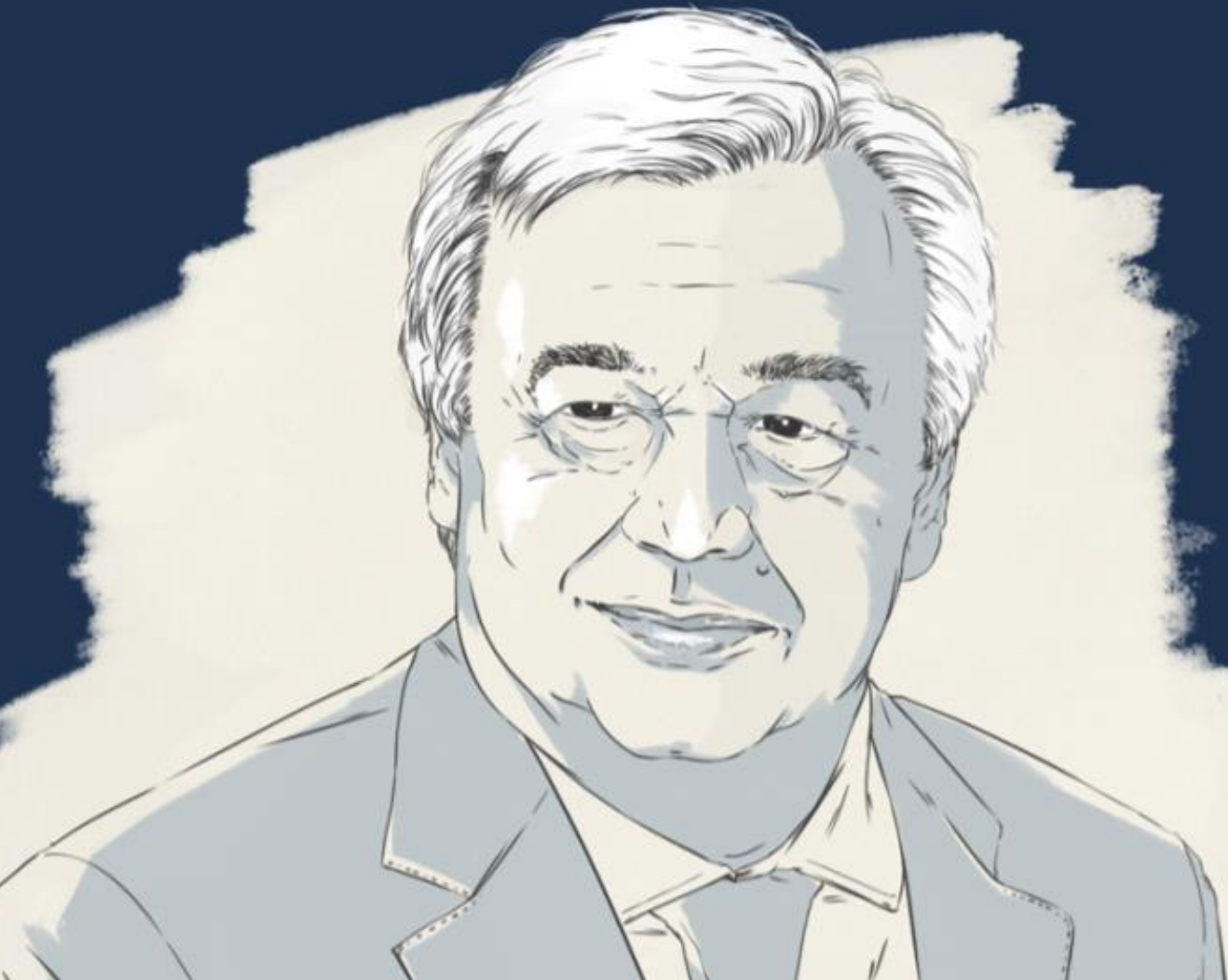
8 MILLION TONS OF **PLASTIC WASTE** IN OCEANS



700 MILLION IN **EXTREME POVERTY**

Despite progress, we're not doing enough fast enough

- **No country is currently on track** to achieve all the goals by 2030
- A UN report last month showed **the world is now headed toward a 3.2°C temperature rise** by the end of the century, far off track from the 1.5°C threshold needed to limit the worst impacts of climate change
- According to IPCC, **we must halve (45%) emissions by 2030** to avoid some of the worst outcomes



"It's abundantly clear that a much deeper, faster and more ambitious response is needed to unleash the social and economic transformation needed to achieve our 2030 goals"

United Nations Secretary-General, António Guterres

Reference: CEO study 2019 Global Compact



“We are, after all, the greatest problem solvers to have ever existed on Earth. If working apart, we are a force powerful enough to destabilize our planet. Surely working together, we are powerful enough to save it.”

David Attenborough,
COP26, November 2021, Glasgow

Our actions

- ✓ A brief overview of actions
May 2020-April 2022
- ✓ We use these slides as a dynamic
sustainability report



PEOPLE

End poverty everywhere and in all its forms



- ✓ As an employer with a social HR policy we use our leverage to actively protect co-workers against the 'debt industry'.
- ✓ We continue to support José, our foster child in Ecuador through the Foster Parents Plan. In November 2020 we informed our co-workers on his life and sent him a postcard to support and encourage him to pursue his education.
- ✓ We supported local social profit projects or charities in the combat of poverty such as the local social grocery (via Rotary) that provides food to people with a low income.
- ✓ During the covid crisis we chose not to organize the yearly fairtrade breakfast because of safety measures. However, we still exclusively use fairtrade coffee, tea and sugar in the company (Fairtrade@work label since 2016).
- ✓ We yearly support the Belgian charity initiative De warmste Week. In December 2020 it encouraged individuals to locally engage in volunteering.

PEOPLE

End hunger, achieve food security and improved nutrition



- ✓ We promote healthy nutrition, for example by providing soup in winter and fruit in summer time, from a local caterer who uses only local and seasonal vegetables.
- ✓ We have joined forces with the local bee keepers who placed a bee hive in our garden in May 2020, in return we have supported them financially to saw 2 hectares of wild flowers locally. We gave our co-workers a little honey pot with our own honey for Christmas.
- ✓ We removed our soda machine in January 2021 and no longer provide soft drinks in the company. Instead we offer a personal, glass bottle to all colleagues and free water (both still and sparkling) with a limited range of natural, biological syrups or tea and coffee. The sparkling water is made with tap water using a special tap.

PEOPLE

Ensure good health, promote prosperity



- ✓ Quarterly safety meetings with the safety team, during covid crisis high priority on the safety of our workers and prevention, swift online communication via whatsapp and smaller toolbox meetings.
- ✓ Every year we invest in safety trainings: 12 of our employees took part in the yearly first aid update in January 2022, a fire evacuation practice in March 2022. During the covid crisis we have promoted webinars on resilience and stress prevention.
- ✓ External audits by ISO audit company Lloyds Register and prevention agency Idewe have continued on the workplace when possible and online when necessary.
- ✓ Our state of the art air ventilation system with automatic CO2 measurement was important to keep our work place safe for the co-workers in 'critical functions' on the workplace.

PEOPLE

Quality education



- ✓ Lifelong learning is embedded in our vision 2050 and on average every employee has 2 days training per year including internal training (open to neighboring companies). During the covid crisis we have promoted webinars and helped co-workers to improve their digital skills.
- ✓ Special attention to the digital on-boarding time of newcomers during the covid crisis.
- ✓ Importance of structural cross training which helped us in the crisis since we had less work for fewer and multi-skilled co-workers.
- ✓ Opportunities for internships and student projects such as a market research on the Ethiopian market for Orakel South Africa, in cooperation with the Thomas More school. We also engage in seminars for students, sharing our sustainable business case.
- ✓ Study@work for children of employees during school examination times: we reserved a quiet study space for a student who had no good internet connection at home.

PEOPLE

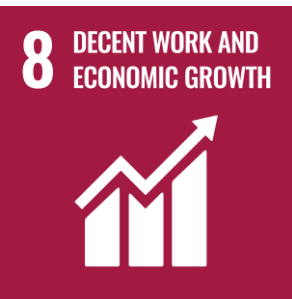
Gender equality, diversity and equal opportunities



- ✓ We are a gender neutral company with a diversity policy in recruitment. Out of 46 we employ 34 women and 13 men, 4 out of 6 board members are women, 8 employees are of non-Belgian origin, 5 employees have a labour disability.
- ✓ We engage in diversity projects, workplace learning and internships.
- ✓ We welcome neighboring schools for a tour and promote gender neutral education and jobs and pay special attention to promoting technical education for girls.
- ✓ An external audit was conducted in February 2022 on inclusive recruitment & entrepreneurship by I-diverso to check on our unconscious bias, inclusive communication and workplace learning projects.

PROSPERITY

Promote inclusive and sustainable economic growth and decent work for all



- ✓ We ensure a high quality of work and the working environment by investing in ergonomic tools e.g. lifting equipment in production.
- ✓ We provide opportunities for colleagues with a disability, we ensure total accessibility to the entire building for less mobile persons and guarantee 'no thresholds' since 2019.
- ✓ We have invested in a good work-private life balance such as sliding hours, home working equipment and systems. We have communicated clearly on our homeworking policy the past year.
- ✓ Our compliance to social legislation is continuously monitored by our external social administration agency. E.g. Before we started a weekend shift in 2020 we invested months to take all the legal steps for a good and clearly communicated policy, in cooperation with SD Worx.
- ✓ We pay extra attention to good internal communication. During the covid crisis we frequently posted short films with an update and stayed in touch with co-workers at home.

PROSPERITY

Build resilient infrastructure, promote sustainable industrialization and drive innovation



- ✓ We strive for an optimal air quality of the company e.g. succeeded in (nearly) 0 % air conditioning in 2020 thanks to our switch to geothermal energy in 2019 and optimal ventilation.
- ✓ We are striving for a circular production process e.g. since 2020 we are limiting 'new' PS to the absolute minimum and choose for recycled PS or eco-materials for our tokens, we continue our search for ecological alternatives e.g. our bubble gum tokens made out of chewing gum (production) waste were launched in Nov '20.
- ✓ We are committed to continuous improvement & innovation while searching for the most sustainable solutions, monitoring by strategic project meetings e.g. investments in 2021 in a more automatic token printing machine without job loss , in an online application that enables smaller events to use RFID wristbands and link them to a cashless system at the event etc.
- ✓ In 2021-2022 we took over 3 small companies to accelerate our diversification: Jecobel, Eurotag and Badgeman Printing and we are integrating them sustainably.
- ✓ We continue to invest in a safe and resilient IT infrastructure.

PROSPERITY

Reduce inequality, also between countries



- ✓ We go for ethically responsible trade e.g. Fairtrade coffee, tea and sugar.
- ✓ We need to walk the talk and show ethical conduct within our company group including foreign offices e.g. reimbursement of double payments.
- ✓ We have raised awareness on sustainability within our international office group the past year.
- ✓ We continue to support partners in our supply chain and beyond in the transition towards a more sustainable production process. We made a self-survey tool for strategic suppliers on sustainability which we launched in April 2022. It is designed to indicate and verify supplier performance on CSR/Sustainability and a starting point to have a real conversation with our strategic suppliers, on sustainability and ways to increase joined efforts and detect opportunities.

PLANET

Ensure access to and sustainable management of water and sanitation



- ✓ We avoid waste of water e.g. lower water flow for the sinks and switch to an industrial dishwasher in 2019.
- ✓ We continue to monitor our water usage and invested in an extra rainwater pit with drainage system into the soil. Our toilets are flushed with rain water.
- ✓ In July 2020 we took part in a multi-stakeholder meeting to share experiences on how to increase the capacity of the soil to collect and hold water to prevent damaging droughts.
- ✓ We provide free sparkling water from tap water by installing 2 special taps in the company + an efficient water fountain in the production area.

PLANET

Maximum use of renewable energy and energy production



- ✓ In 2019 we increased the number of solar panels.
- ✓ Since 2019 we heat and cool our office building mainly with geothermal energy.
- ✓ In March 2020 we started up production during the weekend to use our (solar) energy more efficiently.
- ✓ We cooperate with green energy partners and regularly check whether this is still the case.
- ✓ Limited number of company cars and first electrical company car in 2020.
- ✓ Our lighting entirely consists of LED lighting, mainly with the use of sensors.
- ✓ We continuously monitor our energy use and optimize where necessary.

PLANET

Sustainable consumption and production



- ✓ We have gradually integrated environmental objectives in all our processes and these are monitored externally by our ISO 14001 audits. The last audit was held in March 2022.
- ✓ We have committed to the Voka Charter for corporate sustainability 2019-2022 and had a successful audit in March 2021 and 2022.
- ✓ We continuously look for ecological alternatives e.g. in our choice for products and ecological raw materials, reduction of energy use and monitoring via our online energy dashboard (developed in cooperation with Thomas More school, sorting waste flows clearly and correctly and reducing production waste systematically.
- ✓ We are increasing our ambition for circular entrepreneurship in the use of raw materials and re-use of materials, e.g. no more plastics for tokens since January 2020, recycled filling material instead of plastic in parcels.

PLANET

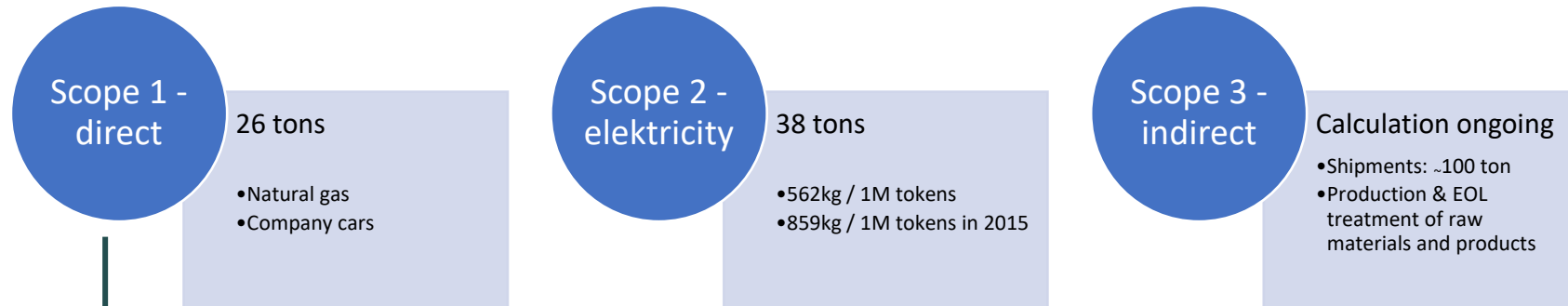
Climate action

Commitment to become a CO₂ neutral company by the end of 2022!

- ✓ We have monitored our progress in 2019-2020 compared to our carbon footprint in 2018
- ✓ We have carried out planned actions and monitored these to reduce greenhouse gas emissions, e.g. optimal use of geothermal energy, upgrading our cycling plan to promote the use of a bicycle to work and at home instead of cars, general reduction of energy consumption.
- ✓ Search for local projects to compensate our residual CO₂, e.g. by applying carbon neutral shipping, planting trees locally, in June 2021 we launched a shared project with De Bosgroep, a Belgian forest preservation project that supports individual forest owners.
- ✓ We are frequently inspiring our colleagues to take sustainable actions in the combat of climate change. In April 2022 we launched an internal sustainability team which will gather twice a year to evaluate the actions taken and look for new ideas.



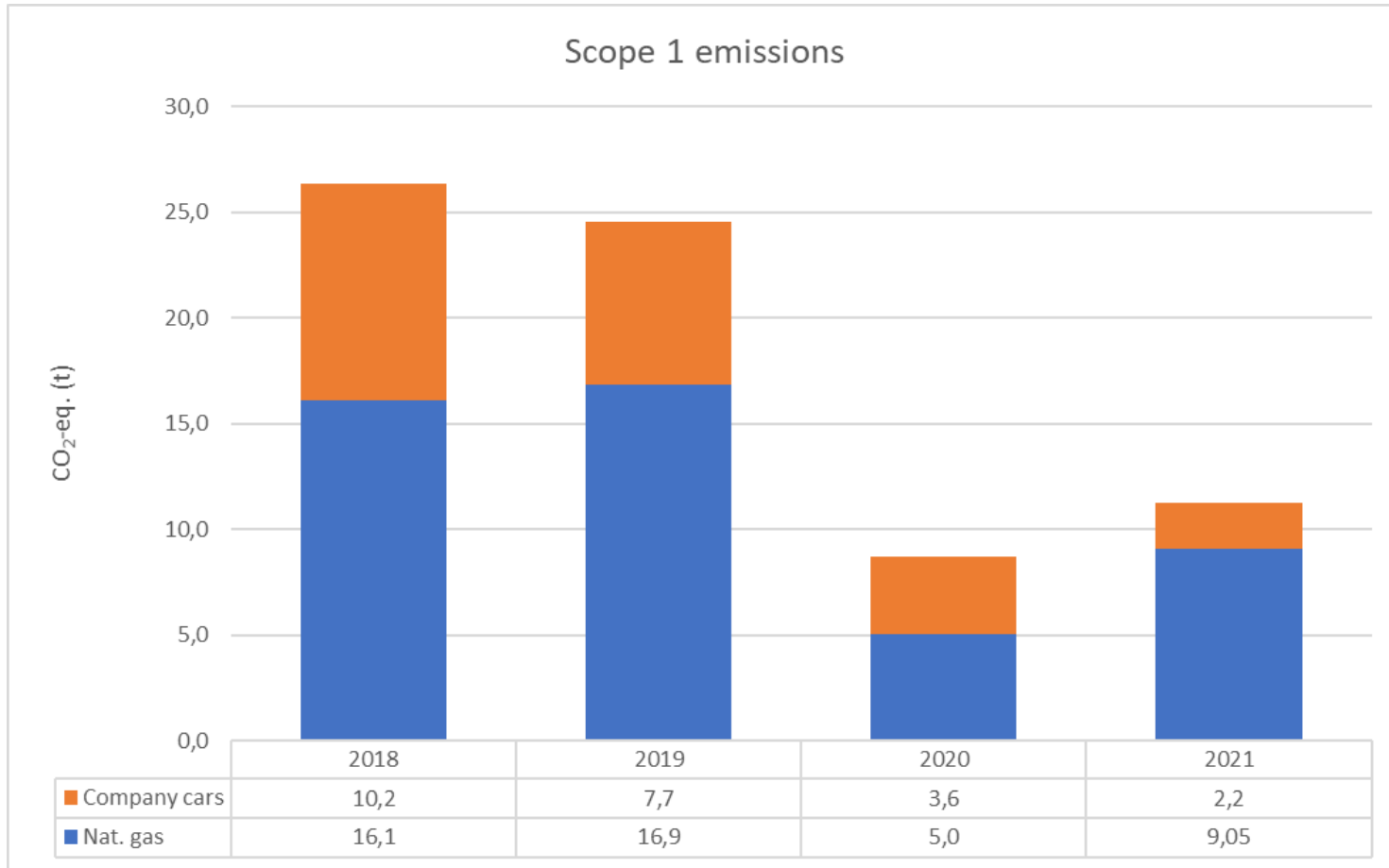
Carbon footprint in 2018 & investments in 2019



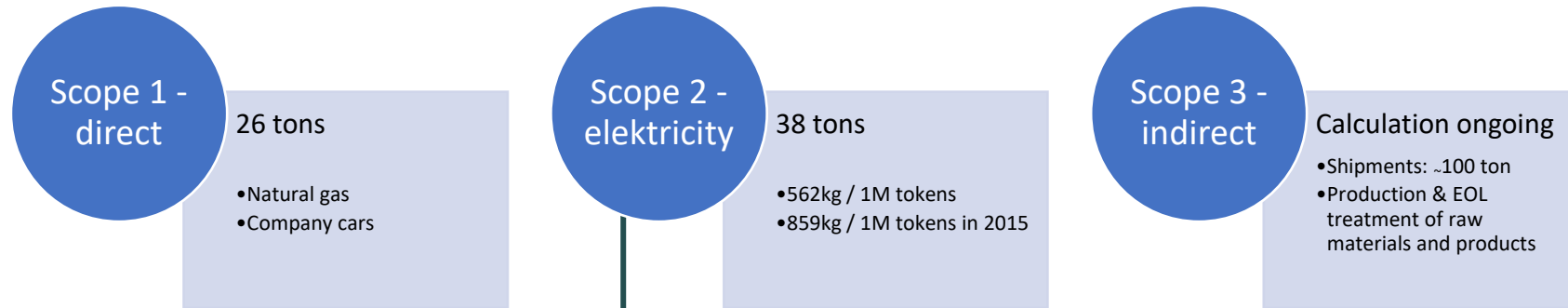
- Geothermal heatpump
- 12 drillings up to 150 m
 - 46kW warmte
 - Used for heating and cooling of the office building
 - 13 tons of CO₂ saved per year



Scope 1 – Direct Emissions 2018-2021



Carbon footprint in 2018 & investments in 2019

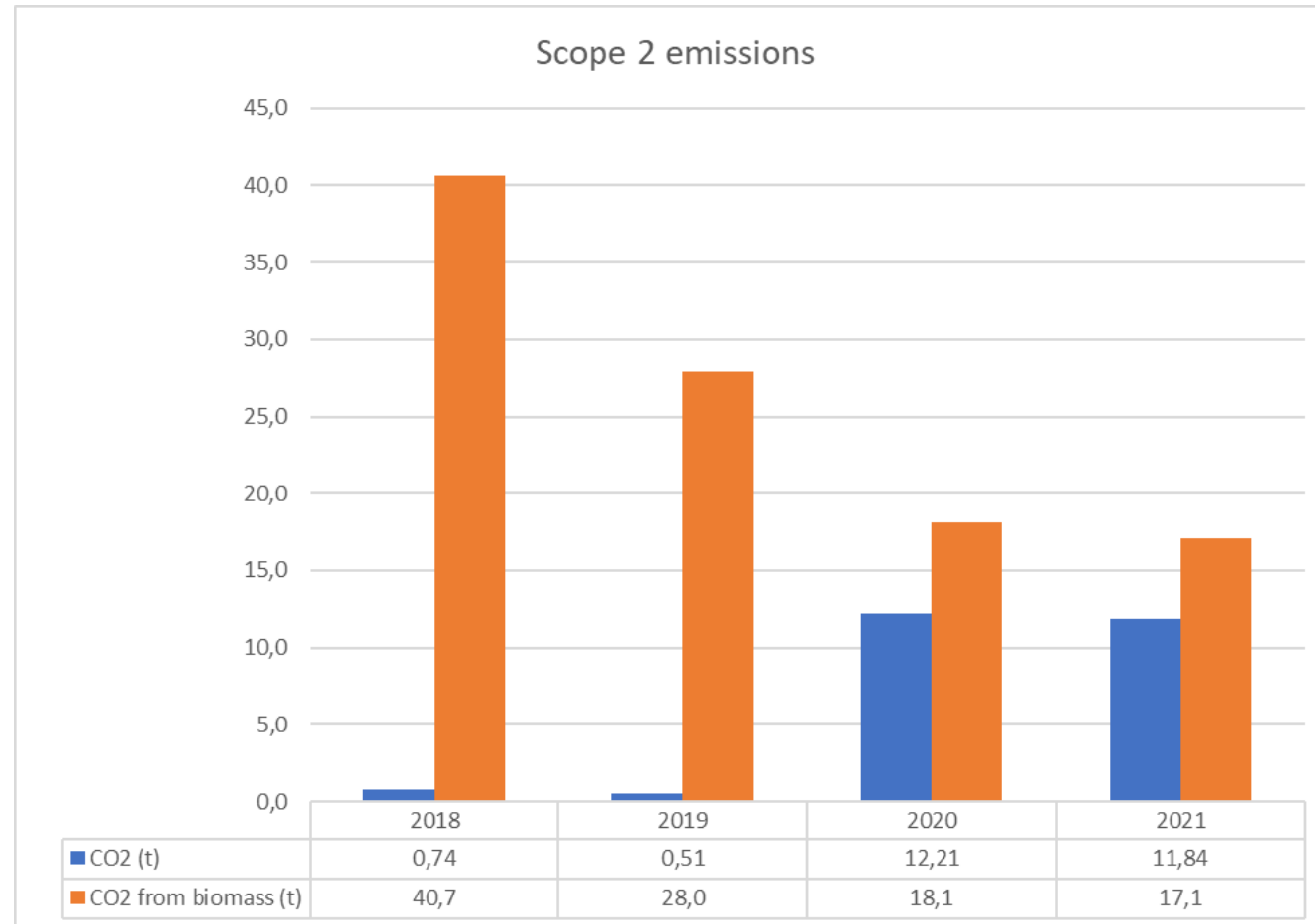


- Extension of solar panels
- 24 kWp -> 129 kWp
 - 19 MWh -> 120 MWh/jaar
 - covers 25% of our yearly use
 - We consume 92% on average
 - 35 ton CO₂ besparing



Scope 2 – Emissions from Electricity 2018-2021

Method 1 – considering green power contract

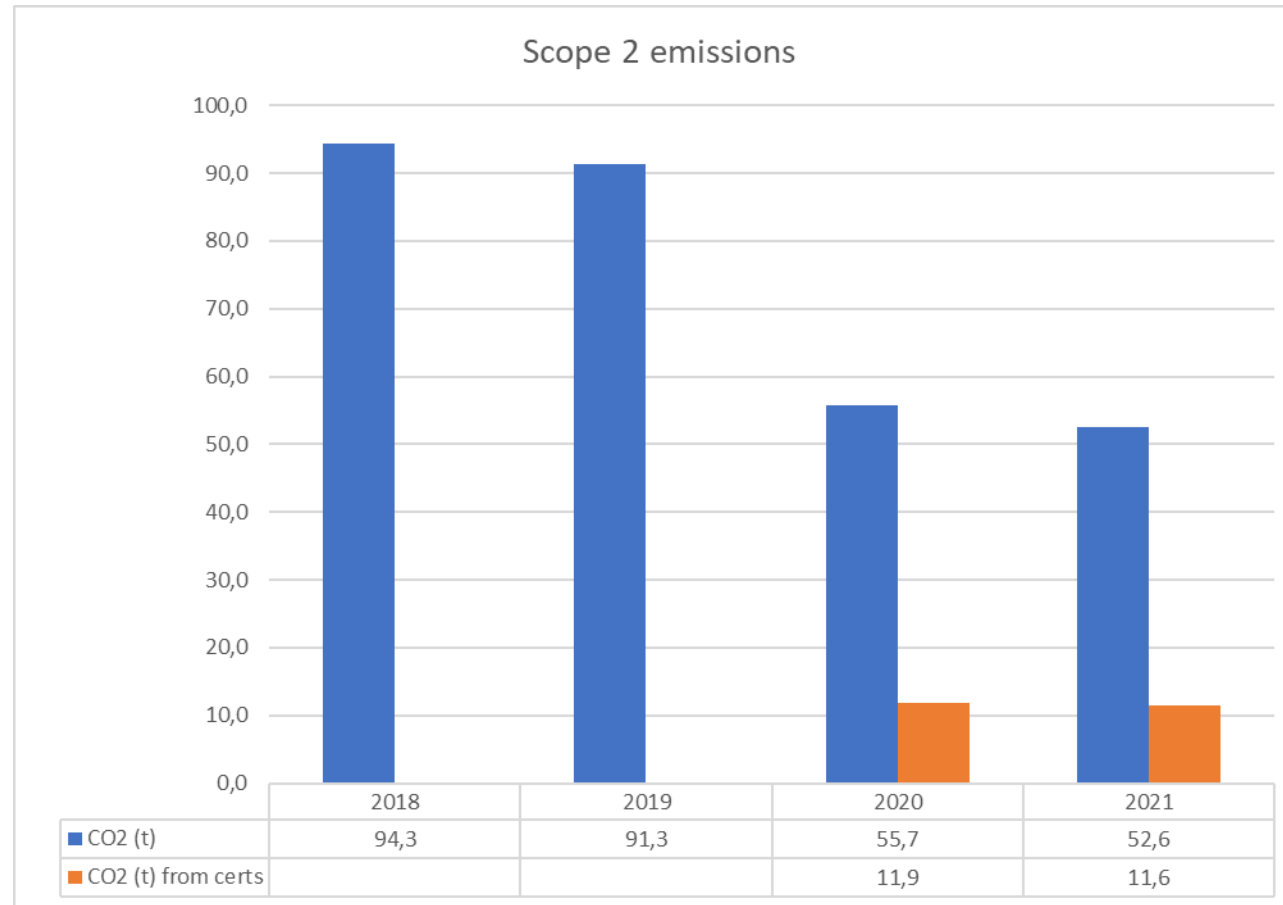


Notes

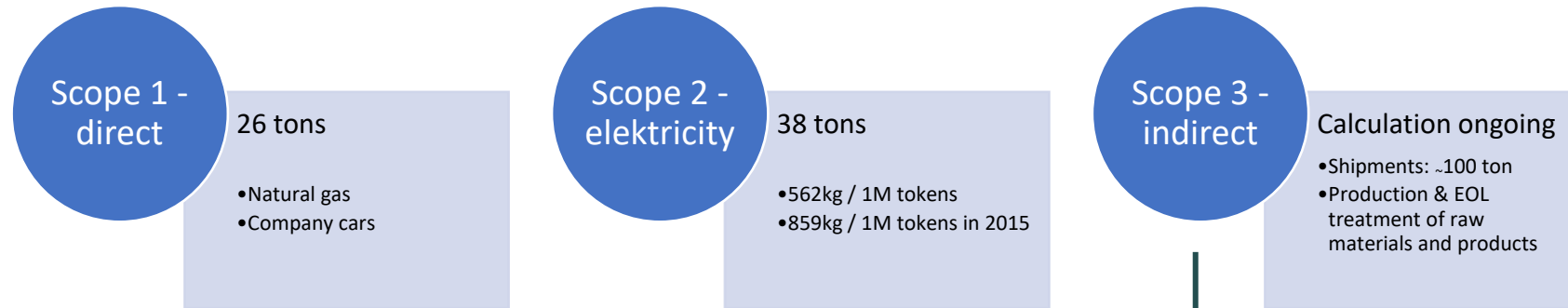
- Scope 2 emissions from biomass combustion need to be reported separately, but are not taken into account for total GHG emission calculation
- Sudden increase in 2020 emissions is caused by Renewable Energy Certificates (REC's) sold to the grid operator by Orakel Group. If REC's are sold, the consumed energy can no longer be considered as zero-emission. Instead the emissions need to be calculated based on the average emissions of the average energy mix in Flanders (based on VREG report).

Scope 2 – Emissions from Electricity 2018-2021

Method 2 – considering avg. Belgium power mix



Carbon footprint in 2018 & investments in 2019

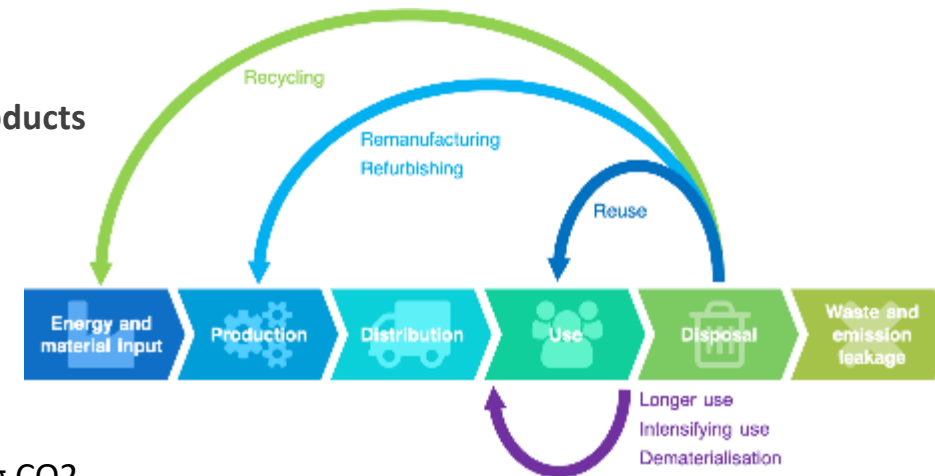


Shipments

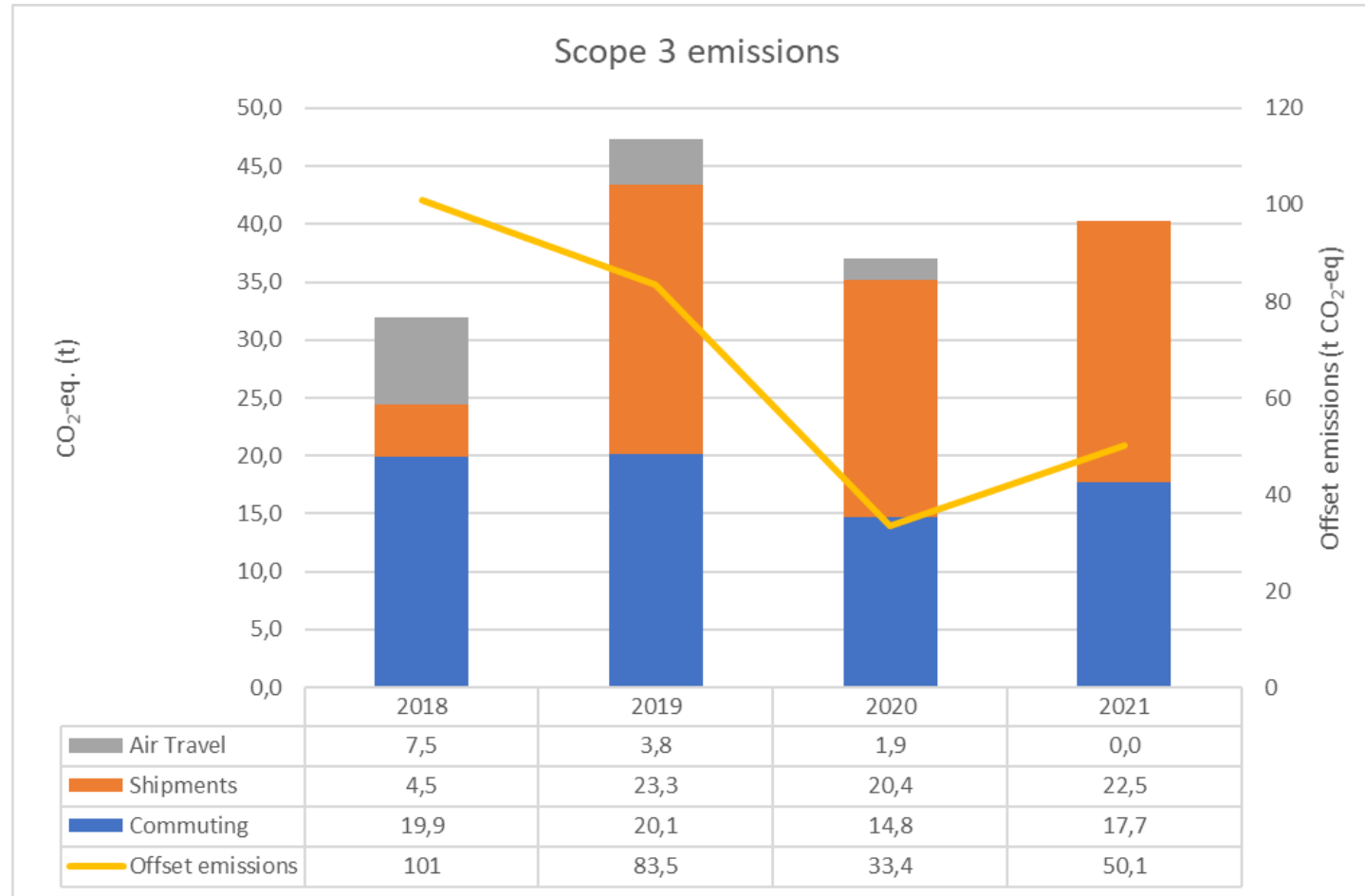
- UPS carbon neutral shipping (since 2010): pioneers in BE
- **Production and End-of-Life treatment of raw materials and products**
- Thesis project of student Aalborg Univ. (Copenhagen, DK)
- Calculation of CO₂ impact via LCA (life cycle assessment)
 - Since 1/1/2020: swith to standard use of recycled or bio-based materials for tokens
 - Waste reduction during production
 - “Cradle-to-cradle” token production

Commuting

- We offer bike leasing and a bike premium per day: +/- 500kg CO₂
- Smaller impact but important symbolical value



Scope 3 – Indirect Emissions



Notes

- The amount of indirect emissions is still work in progress. Several other categories need to be added in.
- Consumed (raw) materials probably will be one of the most significant contributors. Mitigation actions are already taken or planned (bio-based materials, recycled materials, waste reduction in manufacturing).

Going for carbon neutrality in 2022

- ✓ Extension of solar panels = -35 tons/year
- ✓ Geothermal heat pump = -13 tons/year
 - Rest = +/-70 tons/year for the entire group
- ✓ Contract with Bosgroep Kempen, end of 2022 = - 100 ton/year (compensation of CO2 by investing in local forests for increased CO2 captation)
- ✓ Rest: 30 tons/year CO2



PLANET

Conservation and sustainable use of oceans, seas and rivers



- ✓ Reduction of water pollution: we are continuing our path to a solvent-free production and reduce loss of plastic pellets (our raw material for the token production) through the sewage system. We continue to promote our ocean tokens made from recycled fishing nets.
- ✓ We have promoted the Clean River initiative and encouraged colleagues in April 2021 to gather litter while going for walks. In May we also participated in a promotion film for companies to take part in the yearly local litter gathering action of IOK.

PLANET

Protect, restore and promote sustainable use of ecosystems and stop biodiversity loss



- ✓ We are supporting a local study for a more sustainable use of space in the local business park.
- ✓ We care for our ecological garden and in May 2020 a beehive was placed by the local beekeeping association in exchange for 2 hectares of seed. We sent a card with biological seeds of local wildflowers to all colleagues for the occasion of Co-workers Day in 2021.
- ✓ In June 2021 we signed a 2 year project with Bosgroep Kempen Noord, a Belgian forest preservation project that supports individual forest owners. We financially support them and they invest it in projects for the preservation and healthy growth of forests in Belgium which increase CO2 captation.
- ✓ In November 2021 we planted 5000 crocusses next to the sidewalks of our street together with the local primary school, business park, municipality and IOK. These flowers are essential for bees.
- ✓ In April 2022 we hosted an event for local companies regarding biodiversity in companies.

PEACE

Promote peaceful and inclusive societies for sustainable development, access to justice and effective, responsible and open institutions

16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



- ✓ We take pride in an open internal dialogue by organizing frequent internal meetings (team meetings, project-based meetings, safety meetings, digital meetings with foreign offices).
- ✓ We clearly communicate on the existence of a confidential counsellor, a neutral person to whom colleagues can turn to in confidence and there is an anonymous 'whistleblower procedure'. We had no incidents regarding unethical behavior the past years.
- ✓ Our advisory board monitors our corporate governance and healthy financial management.
- ✓ We have frequent meetings with stakeholders e.g. our local business park, suppliers, banks, schools.
- ✓ External audits for the ISO 9001 and 14001 label since 2016 including a check of our compliancy to environmental legislation. We passed the last audit in December 2021 with success.
- ✓ Our onboarding procedure is also given to trainees and holiday workers, including our view on trust and working diligently. All of our employees, trainees, holiday workers and partners sign an agreement to work by the same ethical standards.

PARTNERSHIPS

Make cities and communities inclusive, safe, resilient and sustainable



- ✓ We have invested in being a safe, sustainable and reliable company for our neighborhood e.g. we have an Automatic Electronic Defibrillator (AED) which is freely accessible and have frequent meetings + shared safety trainings.
- ✓ We have a social commitment to the municipality and schools in the region.
- ✓ We share our knowledge and learn from others in local networks such as VOKA, Etion, IOK, The Shift, Flam3D.
- ✓ We also have a social commitment in the region by supporting social profit organisations such as CAW, De Schakel (local community centre which combats social exclusion and poverty), other charities for the annual project Warmste Week, the local blood donation center etc.

PARTNERSHIPS

Strengthen global partnerships for sustainable developments



- ✓ We have become a more active member in national and international projects and networks such as Global Compact, The Shift, Voka Sustainable Business Charter.
- ✓ We have communicated our sustainability policy to our offices in May 2020 and continuously do so to our partners and clients worldwide e.g. by our new website which was launched in Spring 2021 and clearly promotes the SDG's.
- ✓ We continue a technological exchange with knowledge partners, schools and other companies, both in Belgium and abroad

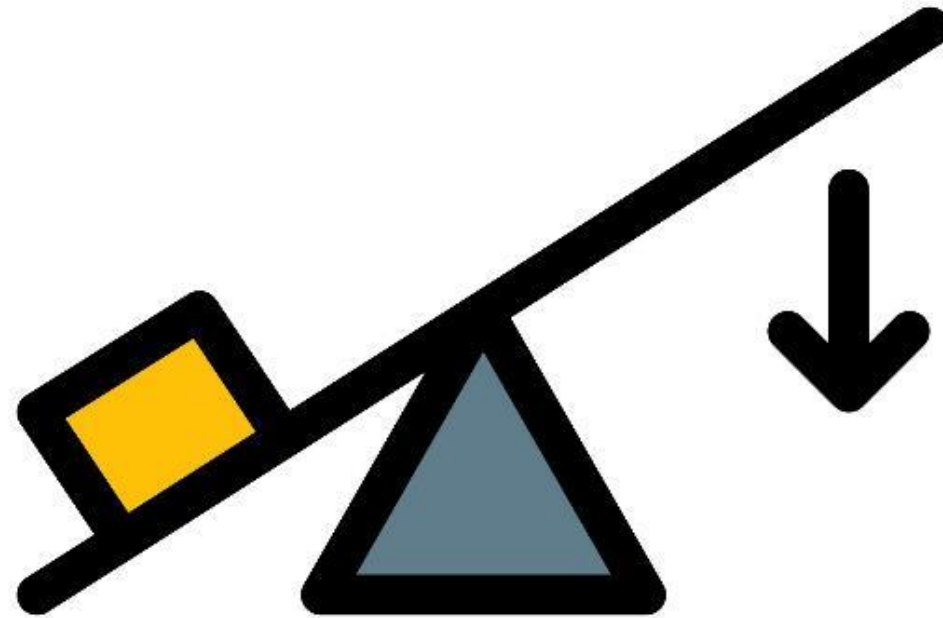
So what do we do next?

- ✓ We have an action plan for 2022 (Voka Charter CSR plan) + follow up.
- ✓ We communicate this report to our colleagues in Belgium and abroad + all our main stakeholders.
- ✓ We share a self-survey on sustainability with our strategic suppliers to increase awareness throughout our supply chain and to detect shared opportunities on how to collaborate even better and more sustainably in the future.
- ✓ We intensify the call for action by asking the input of our co-workers and our partners.
- ✓ We spread the word as a pioneer and ambassador for SME's and schools and actively look for new partnerships!

Every small step counts.



Let's all use our leverage as a force for good.



2020-2030

This decade is crucial..



**DECADE
OF >>>
ACTION**

#OurOnlyFuture..



We are going for it!

Any questions? Ideas? **Looking for a partnership?**

Contact persons @ Orakel:

An Dries, HR & CSR Mgr, an@admin.eu

Dirk Spooren, CEO, dirk@admin.eu

