

Communication on Progress  
2022



CoP 2022



**ARTIFICIAL  
GRASS  
FOR  
TOMORROW**

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## Foreword

In 2021 we joined the largest international sustainable framework United Nations Global Compact. We are committed to focus on their ten principles divided over four pillars that we find important as a company: Human Rights, Labour, Environment and anti-corruption.

The United Nations Global Compact was the first international framework we joined and worked with. Sustainability has always been important to us, but in the last 12 months our engagement has expanded significantly.

We took several actions to improve. We have expanded our sustainable product range. We became member of Ecovadis (gold medal) and the sustainability network The Shift. We want sustainability to be part of our DNA and this report shows our efforts and progress.

We are committed to continuing to work on a strong CSR policy in the coming years, in accordance with the principles of the Global Compact, and to making progress in the area of sustainability.

John Penninck  
CEO Sports & Leisure Group NV

## Sports & Leisure Group NV

Sports & Leisure Group specialises in the manufacturing, commercialisation, installation and maintenance of artificial grass surfaces. We have built up a reputation as one of the most reliable and best-performing artificial grass companies in the world. Our factory in Sint-Niklaas annually produces more than 10 million m<sup>2</sup> of artificial grass that is shipped and installed worldwide.

We have been building up experience for more than 30 years. Over the years, SLG has become the market leader in Europe. We have already installed thousands of successful projects worldwide. In fact, more than 90 per cent of our turnover is generated abroad. Thanks to this experience, SLG is able to offer a one-stop-shop service to its customers. This includes comprehensive consultancy services, project feasibility studies and identification of the most appropriate system based on the technical and performance specifications. The combination of an innovative product portfolio, state-of-the-art production and continuous quality control make our products among the best and most popular on the market.

Sports and Leisure Group NV goes to its different target groups through different brands. These brands have their own adapted strategy and market approach and work with their own teams and salespeople. The underlying brands are: Domo® Sports Grass (the specialised sports brand), FunGrass, NammGrass and DoGrass.



*The success of Sports & Leisure Group lies in the fact that our product portfolio is fully tailored to different target segments in the synthetic turf market. We were therefore the first in the market with a multi-brand strategy. Our investment of just over 10 million EUR in our artificial grass factory makes us the largest and most efficient in Europe. This high-performance infrastructure gives us the space to also produce under private label.*



*John Penninck, CEO Sports & Leisure Group*



## United Nation Global Compact

In 2021, Sports & Leisure Group signed the United Nations Global Compact, an ever-growing group of companies supporting the UN in its mission to build a more sustainable society. Sports & Leisure Group commits to take responsibility as a major player in the artificial turf industry and wants to set the course for other companies in this respect.

The United Nations Global Compact outlines ten principles that companies guide to implement a CSR-policy. These are focussed over four different sustainable aspects: Human rights, Labour, Environment and anti-corruption. The principles themselves are the following:

### Human rights

- 1. Businesses should support and respect the protection of international proclaimed human rights*
- 2. Make sure that they are not complicit in human rights abuses*

### Labour

- 3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining*
- 4. The elimination of all forms of compulsory labour*
- 5. The effective abolition of child labour*
- 6. The elimination of discrimination in respect of employment and occupation*

### Environment

- 7. Businesses should support a precautionary approach to environmental challenges*
- 8. Undertake initiatives to promote greater environmental responsibility*
- 9. Encourage the development and diffusion of environmentally friendly technologies*

### Anti-Corruption

- 10. Businesses should work against corruption in all its forms, including extortion and bribery*

In this report, we outline our efforts based on the four aspects and their underlying principles. We highlight company policies, management systems and KPIs, as well as a number of concrete examples. We will publish such a Communication on Progress (CoP) annually to demonstrate progress in our sustainability policy and effort.

Sustainability is an area where the cooperation of businesses, government and people is needed to be successful. By communicating openly about our efforts, we want to encourage others to strengthen the sustainability movement.

## General action

Some of the actions undertaken in the past year can be attributed to several sustainability pillars. Before proceeding to a description by pillar, we will first outline the general actions:

- *We asked our suppliers to sign a document, stating they too will help us to support the ten principles*
- *We significantly changed our CSR approach*
- *We were evaluated by Ecovadis*
- *We joined The Shift network*

## Supplier Statement

Informing our suppliers regarding our commitment was de primarily action point after joining the United Nations Global Compact. We communicated them the ten principles of the United Nations Global Compact in detail with the request to assist us in upholding these principles in all of our business practices. More specifically we asked for:

1. *A countersigned statement of acknowledgement and acceptance of the above;*
2. *A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that your company has taken (or plans to undertake) to implement the Ten Principles in each of the four issue areas (human rights, labour, environment, anti-corruption);*
3. *A measurement of outcomes (i.e., the degree to which target/performance indicators were met, or other qualitative or quantitative measures of results).*

We realise that, despite being a large company, we cannot implement the ten principles on our own. But we can use our market presence as a driving force to implement these core principles in the entire industry. Most of our suppliers were eager to meet us by signing the supplier statement and declaring their willingness to subscribe to the principles of the United Nations Global Compact as well. In the meantime, some of the remaining suppliers and partners have changed their minds and provided us with a signed supplier statement as well.

We are happy to say that more than 70% of the suppliers and partners we approached with this statement have already shown their commitment. It is noticeable that it is mainly the smaller companies that have not responded to our request until now. Further evaluation shows that these smaller companies often have less time and resources to commit to setting up a direct sustainability management and evaluation system. For the time being, we will continue to

communicate with these partners in the belief that they will sign the document later.

## New CSR-approach

Our Corporate Social Responsibility (CSR) has been completely revised over the last year. In addition to the three well-known 3Ps: People, Planet, Profit, which we already applied in our CSR-approach, have now extended with specific actions. These actions are based on four essential areas in our business: the company level, the production plant, the supply chain and the finished products.

### 1. Company level

This is the main area in which we undertake CSR-actions. At this level we form alliances with other companies, achieve company-wide certifications and organise our management systems. All matters relating to sustainability should be the same everywhere, in our various offices and throughout the company. It is therefore at this level that we commit to larger goals, such as supporting the United Nations Global Compact.

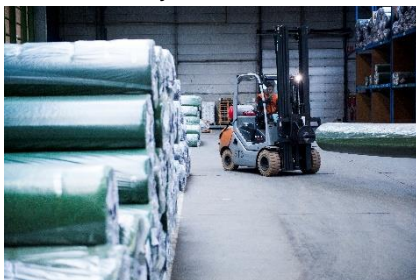
### 2. Manufacturing plant

Our manufacturing plant in Sint-Niklaas has no doubt the most direct impact on the environment, and is therefore also the place where we can most easily improve our performance. By working in our factory with respect for the environment, employees and other stakeholders, we can show both our customers and partners that sustainability is not just empty words or a marketing tool, and immediately demonstrate our commitment and dedication.



### 3. Supply Chain

We realise that we do not have full control over the sustainable impact of our supply chain management. It depends on the number of suppliers available for a commodity and how sustainable they are. This is an important consideration that we keep in mind when sourcing from a supplier. In addition, we are careful about where and how we install artificial turf. The area of Supply Chain is undoubtedly the most difficult to improve, but an essential aspect for running the business, and global climate change is bringing this under pressure.





#### 4. Final products

In contrast to the negative image, artificial grass has a big environmental benefit: water-saving. Unlike natural grass, artificial grass does not need water to remain in good shape. That is one of the many reasons we believe that artificial grass can play a role in the global objective to slow down climate change, but we are aware that there is still room for improvement. Other global issues such as waste reduction and microplastics are things our business comes into contact with every day. Therefore we invest heavily in research and development. When developing a new product, our focus lies in product quality, the performance for the player, and the sustainable impact. We already have a range of eco-friendly products and plan to expand it further. A list of our most important eco-friendly products will be shown later in this CoP document.



*Sustainability is the key consideration when we develop a new product. We want to focus on creating a circular economy, making closed-loop recycling possible when synthetic turf has come to the end of its lifecycle.*

*Jordi Vercauteren,  
Research & Development Engineer*



#### Ecovadis

Shortly after we joined the United Nation Global Compact, our company was evaluated by Ecovadis. This is a French certification program that measures the sustainable performance of a company and ranks it to its database. Elements that are taken into account in this evaluation are the environmental management systems and social aspects such as safety, compensation of labour and diversity. Just like the Global Compact, Ecovadis focuses on pillars Environment, labour and ethics. The Difference with Global Compact is that it combines Human rights with labour and adds a section on sustainable procurement.

Sports & Leisure Group received an overall score in the top 3% of all companies. The conclusion was that we had the greatest potential for improvement in better defining our sourcing to try to improve this aspect of certification. They rewarded us with a Gold Medal,



### The Shift

In 2022, Sports & Leisure Group joined the sustainability network The Shift. A Belgian network that brings together more than 500 organisations from different sectors that all share the same goal: work together to achieve the Sustainable Development Goals.

The three core pillars of the organisation are:

- *Connect: Making bridges between different sectors and organisations, governments and businesses*
- *Commit: Strive to help achieve the Sustainable Development Goals (SDGs)*
- *Change: Develop innovative business models to change society for the better*



The decision made for joining The Shift is because it is the largest sustainability network in Belgium. It will help us to connect with other important sustainable players. Our ambition is to learn how we get better at producing without pollution.

## Human Rights

This pillar covers:

*Principle 1: Businesses should support and respect the protection of international proclaimed human rights.*

*Principle 2: Businesses should make sure they are not complicit in human rights abuses.*

The pillar declares that companies have a responsibility to protect the human rights of employees and to ensure that they are not complicit in any abuses.

The protection of the Sports & Leisure Group's own employees is further explained under the pillar "labour". We state that all our employees can enjoy all the rights offered by the Belgian state. Our priority is the happiness and safety of our employees.

We are also committed to protect and support the human rights of every individual. To achieve this, we ask all our partners to commit to the application of the ten principles. In this way, we convey the message that people and their rights are relevant and must be protected.

Our ethical policy logically prevents us from working with companies that knowingly refuse to respect universal human rights. Integrity is one of the core values of the Sports & Leisure Group, and respect for all laws, but especially human rights, is an important part of our way of doing business.

## Labour

The pillar covers:

*Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.*

*Principle 4: Businesses should strive to eliminate all forms of compulsory labour.*

*Principle 5: Businesses should work towards the effective abolition of child labour.*

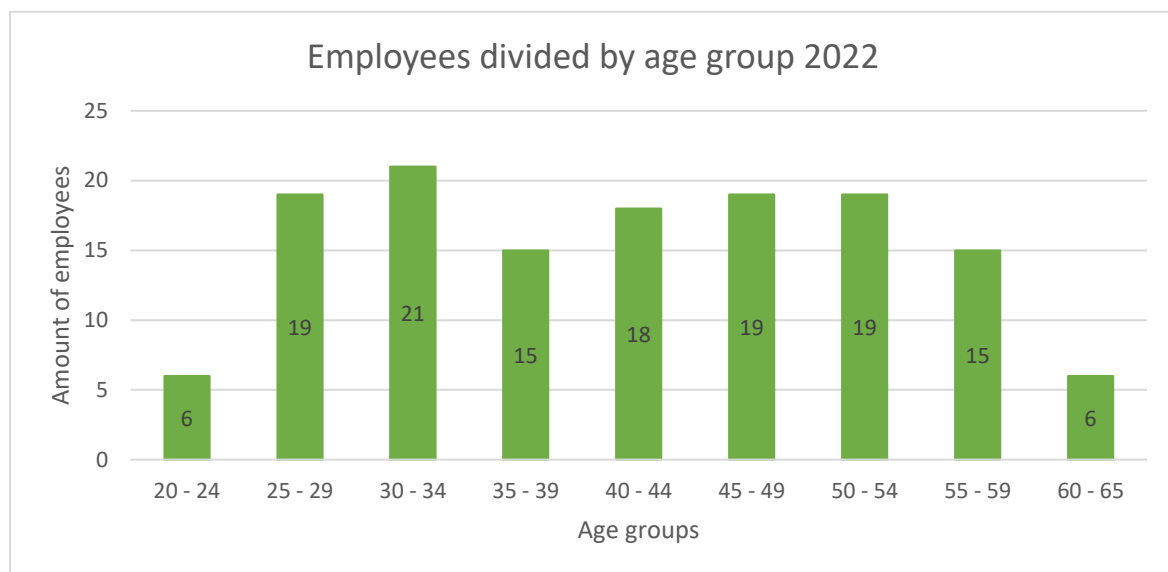
*Principle 6: Businesses should eliminate all discrimination in respect of employment and occupation*

This pillar focuses on employees. We fully comply with all the laws connected to labour and thus also comply with these four principles. In addition, we go above and beyond what the government or United Nations Global Compact asks of us. In this report, we give an overview of the actions we take so that our employees are happy, safe and have room to grow.

## Employees

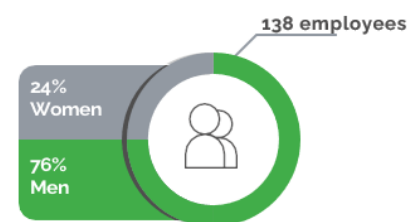
Within the growth of SLG, a lot of room is given to employees to take own initiatives. Employees contribute to the further growth of the organisation and get the opportunity to develop further in an international team.

Commercial or administrative, male or female, young or old, of foreign or Belgian origin, all colleagues are treated equally. SLG acts for all employees and partners, both in terms of opportunities, training and safe and healthy working conditions. Our team is characterised by its multicultural nature. There are at least 20 nationalities working with us. SLG works with a healthy mix of experienced people and young starters, as you can see in the table below.



The male-female mix is less balanced, but our goal is to make this metric more balanced in the future.

Our enthusiastic and skilled employees excel in their independence, product knowledge, market experience and creativity. They have a hands-on mentality and always look for the best solution for the customer. These are also the profiles we look for when recruiting people.



In the sports segment, we work according to the make-to-order principle. Production takes place upon concrete order, followed by on-site installation. In the residential segment, we use the make-to-stock principle: we can produce these products all year round to serve our customers quickly.

## Training

Continuous training is indispensable in our profession. All employees are therefore trained both internally and externally in product knowledge, quality and technical knowledge. Despite the challenges of the year 2020-2021 we still invested heavily in the further development of our employees. In total we gave 2907 training hours during this period.

### (Re)-integrating people to a job in the textile sector

SLG, in cooperation with the sector, the Flemish Employment Service (VDAB) and the city of Sint-Niklaas, wants to help people who have less access to the labour market to find a job. In spring of 2018, 12 people started working in our production facility through this program.

The process goes as follows: the Public Centre for Social Welfare (PCSW), Konvert Interim and VDAB looks together for suitable candidates to join the (re)- integration program. The jobseekers receive a short training session to become a knotter and spool setter. COBOT, the textile industry fund, provides these training sessions. Next, SLG offers the opportunity to start and build up expertise. Initially they start on an interim basis, but with prospect on permanent employment. They are then assigned an experienced on-the-job buddy who will support them to build up the necessary expertise and, in the case of non-native speakers, to further master the language.



*Working for this company has been a good experience for me. I have had the opportunity to get to know other nationalities and cultures of colleagues. What I like most is to train new people in the skill of tying knots.*

**Conchita,  
Knotter**





### PSO Level 3

This Dutch certification assesses the “*social entrepreneurship*” of a company. Social entrepreneurship includes the ambition to improve the society of which a business is a part. It helps to widen the business scope related to the positive impact they can have on people and communities of their society.

One of our most important social entrepreneurship project is to help people with a large distance to the labour market integrate into society. In our branch in Belgium, we offer them the chance to work in the textile industry. They receive a training, learn new skills and work on learning the local language. We work together with experienced recruitment teams and offer them training.



For our efforts, we received the highest possible certification from PSO, level 3. After the re-evaluation in 2022, we were able to maintain this position.

### SCC\*\* - VCA\*\*

SCC evaluates the safety on and around work places for employees working in high-risk environments. It follows a check list regarding Safety, Health and Environment (SHE) for contractors to build a safe workplace. The certification process looks into elements such as SHE policy, risk management, training, inspections, emergency preparation, etc. The auditor assesses what a company does regarding safety at work and what can be improved.



Sports & Leisure Group takes safety very serious, both in production as on construction sites. We apply an extensive prevention program. This is also incorporated in our ISO 9001 management system. We constantly assessing the way we work and identify where we can improve. Working with an SCC\*\* certificate keep us vigilant in this area.

### Contributing to a safe & healthy working environment

Safety and prevention is constantly monitored and in the instances there does go something wrong, our team will immediately investigate how this could have happened and how we can avoid it in the future. The following initiatives demonstrate our commitment to guarantee this:

- *Safety-first documents* have been drawn up for the start-up of critical processes.
- Each employee receives extensive *safety training* at the start of the contract.
- Our machines are equipped with the *latest safety systems* and, among other things, wire detection for more safety.
- Our warehouses have been redesigned for more safety in storage (*less height*) and *less interaction between people and traffic* (forklift trucks).
- Our *hybrid forklift trucks* are more economical and more user-friendly than their alternatives.
- Investments have been made in more ergonomics:
  - Direct infeed
  - Less lifting and hoisting
  - Better positioning of machines
- We have installed cameras at critical points.

	2017	2018	2019	2020	2021	Target 2022
<b>Hours worked</b>	160.955	172.453	277.718	169.754	179.823	
<b>Accidents</b>	7	4	18	10	6	
<b>Accident Frequency</b>	43	23,19	64,61	58,31	33,37	<b>&lt;25</b>
<b>Lost calendar days (excl. day of the accident)</b>	70	95	101,5	81,5	67	
<b>Accident severity</b>	0,43	0,55	0,37	0,48	0,37	<b>&lt; 0,4</b>

## Environment

This pillar covers:

*Principle 7: Businesses should support a precautionary approach to environmental challenges*

*Principle 8: Businesses need to undertake initiatives to promote greater environmental responsibility*

*Principle 9: Businesses need to encourage the development and diffusion of environmentally friendly technologies.*

Our main production plant in Belgium and needs to be in compliance with the latest Belgian and Flemish environmental laws. To this effect we have a specialised environmental coordinator who oversees the environmental impact of our activities. This person coordinates if we are still respecting all the legal requirements and makes recommendations for change to the management team.

### ISO 140001

SLG guarantees an environmental management system that is ISO 14001 certified. We continue to work on improving this system and strive to be as efficient, effective and safe as possible. The environmental coordinator always makes recommendations before major investments are made. This is to establish the ecological effects of the investment and, if necessary, point the management in the direction of a more environmentally friendly alternative.



In addition, the environmental coordinator monitors our various waste flows and environmental performance, and regularly updates other measurement methods for this purpose. Some examples are: waste of water, electricity consumption and gas consumption. By keeping track of this on a regular basis, we can better identify areas for improvement.

	Metric	2016	2017	2018	2019	2020	2021	Goal 2022
Production	<i>[m<sup>2</sup>]</i>	6.044.519	5.826.696	6.387.569	6.352.412	6.997.406	7.214.480	
Carpet waste	<i>[ton]</i>	242	229	325	185	50	66	
Carpet waste	<i>[g/m<sup>2</sup>]</i>	40	39	51	29	7	9	< 40
Latex waste water	<i>[ton]</i>	208	266	282	273	296	272	
Latex waste water	<i>[g/m<sup>2</sup>]</i>	34	46	44	43	42	38	<50
Gas use Latex	<i>[kWh]</i>	6.697.592	7.120.797	7.465.979	7.538.449	7.230.839	4.591.978	
Gas use Latex	<i>[kWh/m<sup>2</sup>]</i>	1,11	1,22	1,17	1,19	1,03	0,64	< 1,2
Electricity use	<i>[kWh]</i>	2.171.027	2.113.651	2.410.930	2.526.422	2.505.485	2.528.800	
Electricity use	<i>[kWh/m<sup>2</sup>]</i>	0,36	0,36	0,38	0,40	0,36	0,35	< 0,36
Water use	<i>[m<sup>3</sup>]</i>	1.789,48	2.336,32	3.357,65	1.317,56	1.288,81	1.297,83	
Water use	<i>[cm<sup>3</sup>/m<sup>2</sup>]</i>	296	401	526	207	184	180,00	< 400
CO <sub>2</sub> Latex	<i>[kg]</i>	1.215.417	1.292.218	1.354.856	1.368.009	1.312.186	841.067	
CO <sub>2</sub> Latex	<i>[kg/m<sup>2</sup>]</i>	0,20	0,22	0,21	0,22	0,19	0,12	< 0,2
CO <sub>2</sub> total	<i>[kg]</i>	2.292.870	2.364.467	2.624.718	2.680.966	2.540.398	1.627.595	
CO <sub>2</sub> total	<i>[kg/m<sup>2</sup>]</i>	0,38	0,41	0,41	0,42	0,36	0,23	< 0,38

## Innovative Products

### **Polyolefin Dispersion**

This new product replaces the commonly used latex backing. Artificial turf with latex backing is already recyclable, but only into other products. But our ambition was to go to the next level: "A closed loop product, based on cradle to cradle principles".



Because the yarns consist of Polyolefin, the entire artificial grass system will also consist entirely of Polyolefin due to the addition of the Polyolefin backing. This makes it much easier to recycle the artificial grass at the end of its life, without loss of quality. The recycled granules can be reused for the production of new yarns. The recycling process is so effective that we no longer speak of recycling but of renewability.

Every brand has implemented this Polyolefin Dispersion in their product range according to their brand strategy. Domo® Sports Grass allocated its own product name, called Domo® Infinitem, as they offer fully customised sports systems. The name Infinitem finds its inspiration in the most important characteristic: indefinite recycling.

More information about Domo® Infinitem: [Domo Infinitem](#) | [Domo Sports Grass](#)



*The next step towards fully ecological sports pitches  
- Domo Sports Grass*





**Domo® Naturafill**

*"Nature's finest" infill material for football and rugby artificial turf based on 100% cork"*

We are constantly looking for high-quality ecological artificial turf systems that have as little impact on the environment as possible and at the same time guarantee the best possible playing characteristics.

Studies conducted by PwC and Ecobilan show that the CO<sub>2</sub> emission factor of Domo® Naturafill versus TPE plastic is negative, in other words, there is more CO<sub>2</sub> absorption than emissions from the production of Naturafill. In addition, the creation of Domo® Naturafill offers a solution to the problem of the spread of microplastics.

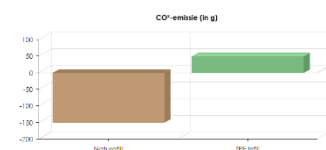
**No additives, no mix:** Domo® Naturafill is 100% pure selected high-performance cork, without additives;



**100% recyclable:** cork is a natural product and can be re-used entirely.



**Nature's Finest:** Domo® Naturafill is a completely natural artificial grass infill;



More information: [Performance infill | Domo Sports Grass](#)

**CASE AMSTERDAM**

Domo® Sports Grass has constructed 13 football pitches on behalf of the municipality of Amsterdam. These pitches were installed on a recyclable shock pad in combination with only 300 tonnes of Domo® Naturafill. Thanks to its special shock-absorbing property, the fibre height can be reduced, which has a positive impact on the environment.

### **Domo® Terraefill**

Domo® Terraefill is an environmentally friendly infill granulate that consists of 100% organic material.

When filled into the matching artificial turf, Domo® Terraefill creates the perfect symbiosis with natural turf.

Both the visual appearance and the functional properties perfectly imitate a natural surface. The development of Domo® Terraefill offers a second solution to the problem of the spread of microplastics.



Special mixture of 100% organic plant material



100% biodegradable infill material with a high biological content and no disposal costs.



Highly UV and ageing resistant and provides an excellent water drainage.

More information: [Domo Terraefill](#) | [Domo Sports Grass](#)



**DOMO  
TERRAEFILL**

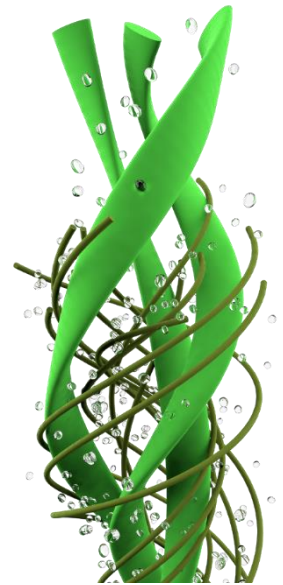


### **Domo® Ultimate Pro**

A standard hockey water-based pitch needs to be watered before and during the game to guarantee optimal playing characteristics. Although water-based pitches are still the norm in professional hockey, they are coming under increasing pressure due to the global problem of water scarcity.

Domo® Ultimate Pro waterfield is therefore featured with a patented Aqua Saving system consisting of PE monofilament/ASBF fibres retaining the water for a longer period of time. This drastically reduces the water consumption for a club up to 70%. The **Aqua Saving System** enables the pitch to autonomously control its water content. The pitch remains optimally wet throughout the game, regardless of the weather conditions.

If you know that an average water field in the Netherlands, for example, has an average consumption of 5,000 m<sup>3</sup>, Domo® Ultimate Pro can achieve savings up to 3,500 m<sup>3</sup>.



More information: [Domo Ultimate Pro | Domo Sports Grass](#)

**100% PE** Water consumption competition

Up to 70% less water consumption

**30%**

Standard water Pitch      Domo® Ultimate Pro

### Pureti Techgrass

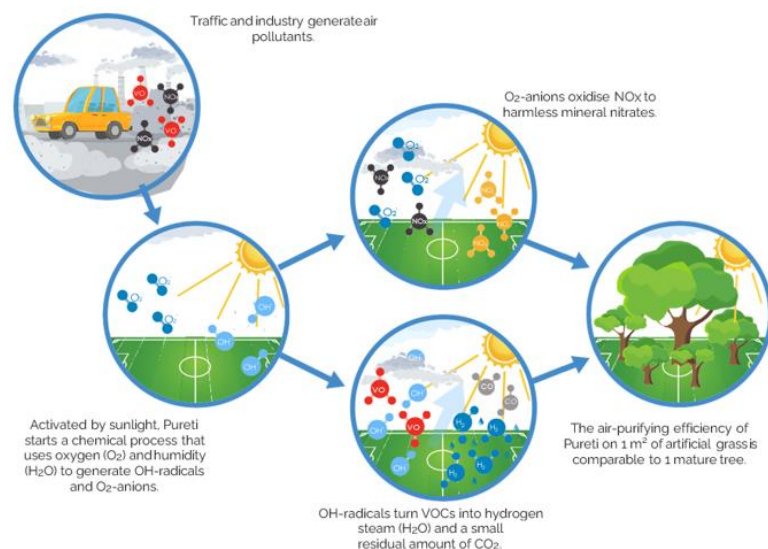
Pureti is a hybrid product that contains a mixed composition of mineral oxides in a aqueous suspension that we incorporate in our artificial grass turfs.. The unique characteristic is that Pureti uses the power of the sun to offer a healthy field and healthy air.

When UV or sunlight hits the artificial grass, it activates a photocatalytic process and results in an air-purifying effect and removes VOC's from the ambient air. This air purification mechanism is similar to that of a tree. In addition, Pureti also breaks down bacteria and viruses. As with detergents or alcohol, Pureti targets the oxidative breakdown of lipids. This prevents the spread of bacteria or viruses on the field.

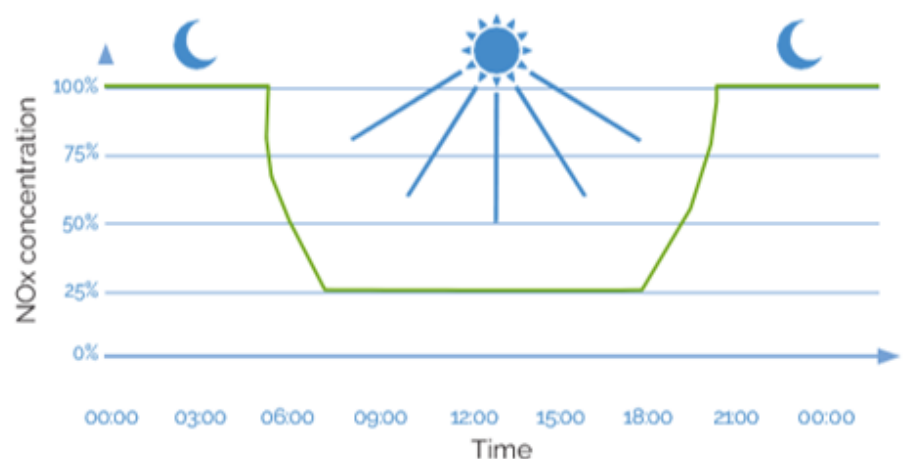
Pureti also prevents the growth of mould, moss and algae, which means that less maintenance is required to keep the pitch in top condition for a long time. An additional advantage is that Pureti eliminates odours and makes the pitch antistatic.

 More information about Pureti: [Pureti | Domo Sports Grass](#)

### How does Pureti work?



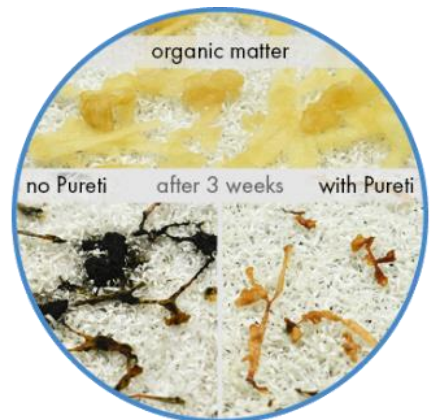
### $NO_x$ / VOC





**Antibacterial**

Prevents growth of fungi, moss and algae



**Research & Award**

- *Iscape/Horizon 2020 awar*
- *Partnerships with Nasa, Google, Apple,...*
- *Edison Award 2012, KatervaAward 2013*

Winners of the iSCAPE project to reduce pollution in the European Union



68 university consortia took part in the call for tenders. In total, around 500 EU universities and 50 private companies participated. Pureti is the winner!!

University College Dublin, Trinity College Dublin, Università di Bologna, University of Surrey, Amatielinen Laitos (Finnish Meteorological Institute), University of Hasselt, Technische Universität Dortmund, JRC - Joint Research Centre - European Commission - Institute for Environment & Sustainability, Institut D'Arquitectura Avançada De Catalunya - FabiLab Barcelona, T8 Ecosystems srl, **Pureti EU**, Future Cities Catapult Ltd., Dublin City Council, Agenzie Regionali Prevenzione e Ambiente dell'Emilia-Romagna, European Network of Living Labs





## GBN recycling plant

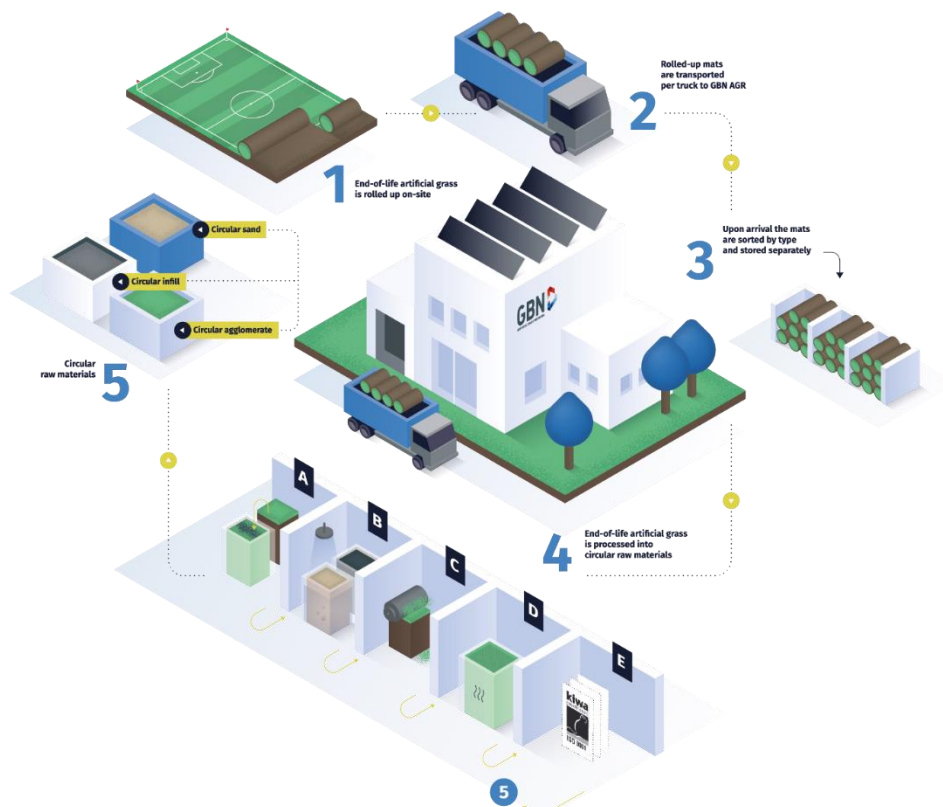
In 2019, Sports & Leisure Group NV becomes one of the founding partners of GBN-Artificial Grass Recycling, a recycling plant located in The Netherlands. When demolishing a worn-out sports field in artificial grass, we bring the old artificial grass rolls to GBN-AGR where they are in their turn recycled into three new materials: sand, circular infill and circular granules.



The process contains following steps:

1. *Old artificial turf is collected at the site.*
2. *The rolled-up rolls are transported to the recycling plant*
3. *Upon arrival at the recycling plant, they are sorted by kind; for example football turf together, hockey turf together, tennis turf together, and so on.*
4. *All components of the artificial turf system are separated from each other: the grass, the backing, the sand and the infill. The sand and infill are then also separated from one another and the resulting piles are cleaned, this leaves us with clean sand and reusable infill.*

While the infill and sand are being separated and cleaned the mats are shredded into smaller pieces. These pieces are run through an agglomeration process to turn them into circular agglomerate that can be used as a material for – among other things – outdoor furniture. At the end we are left with three new usable resources, a better more ecological friendly alternative to throwing old artificial grass mats in a landfill or burning them for energy.



## Outlets for recycled artificial turf

We motivate customers to promote, purchase and include in tenders new products made from old artificial grass turfs and fibres. Products such as benches, picnic tables, edging and decking, but also sheet piling, are examples of existing applications. In addition, we ensure that reuse of filler sand and/or reuse of filler material is perfectly possible.

The building materials in the following list are released in the recycling of artificial grass pitches and can be used as raw materials in the following applications.

	Artificial turf	Various plastic products, such as edging boards, picnic tables, decking boards, sheet piling, poles, sports-technical underlays. PE filler material that is certified and applied to new fields.
	Sand	Certified NOC*NSF-M4.a circular infill sand for new artificial turf pitches, infrastructure and concrete industry.
	SBR	Certified NOC*NSF-M4.a circular infill for new artificial turf pitches. Production of E-layers, roof garden tiles, rubber tiles, rubber mats, beacon base.
	TPE	Certified circular infill with the possibility of being directly reused as new TPE infill in artificial turf fields or recycled into raw material for new TPE products.
	CORK	Certified circular infill for new artificial turf pitches and traditional recycling.

## Preventing Dust, vibrations and noise

We ensure that our installation teams work in accordance with our quality requirements and environmental standards. To ensure efficient project management, a project handbook was drawn up detailing all the process steps and their deliverables, with the aim of achieving a perfect end result and a satisfied customer.



During construction, unintended side effects like dust, vibrations and noise may occur and can be negative for nature and the people living around the construction site. We attempt to keep side effects to a minimum with a number of measures:

- *All vehicles have a minimum EURO 6 standard.*
- *Light and noise pollution is prevented by not working between 8.00 p.m. and 7.00 a.m.*
- *Dust formation is prevented by applying ramps from the paved road to the field.*
- *In the Netherlands, a certain percentage (e.g. 5% of the project value or 3% of personnel costs) is reinvested in the community (social goals).*
- *We aim for less packaging materials on the sites.*

## The R&D Department

All our products and partnerships and our way of working is a result of an effective and motivated R&D department. There is an open communication with regular meetings between R&D, management, subcontractors, sales and marketing. The aim is to keep an eye on trends and discover opportunities so that we can respond quickly. In addition, we have our own lab facility in Sint-Niklaas where we conduct tests for new products and keep working to optimizing current products.



Innovation is an important part of the Sports & leisure Group's DNA and we strive to constantly come up with new and inventive products that better meet the needs of customers and the environment.

## Anti corruption

This pillar covers:

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

For Sports and Leisure Group, integrity is of high importance. We want our partners to know that when they deal with The Sports & Leisure Group, they are dealing with an honest company. A company that does not resort to blackmail, extortion, bribery or other forms of corruption. Our policy is to avoid bribery and to reward any employee who is not in direct contact with the customer. We do this, for example, when receiving gifts. These are then handed in to HR and randomly drawn among all employees at a set time during the year.

This principle is also an important consideration for our investor. At the time of the acquisition by Sun European Partners last year, attention was paid to this during the negotiations. This acquisition also resulted in a number of improvements to our policies on ethical behaviour and the way we deal with our employees.

We deal with customers in a professional manner by always maintaining a transparent and open communication. We offer them the best tailor-made solutions and give them the right advice. We always inform our customers honestly about availability and delivery times. We noticed that customers appreciate this way of doing business. This is evident from an annual customer satisfaction survey in which we measure customer loyalty on the basis of the Net Promoter Score (NPS). In our most recent net promoter score we score a percentage of 53,8%. According to the principle this score is based on this means that our customer loyalty is excellent.

NPS is used by more than two thirds of Fortune 1000 companies and can be calculated by asking the customer one question: How likely is it that you will recommend us to a friend or colleague? To answer, the respondent can fill in a score from 0 to 10. The score is calculated as follows  $NPS = \% \text{ promoters} - \% \text{ detractors}$  and can vary between -100 and +100. An NPS above zero is considered good, a score above 50 is considered excellent.

<b>Score</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>Count</b>	0	0	0	0	0	0	0	2	10	5	9
<b>Perc.</b>	0%	0%	0%	0%	0%	0%	0%	8%	38%	19%	35%
	<b>Detractors (0-6)</b>							<b>Passive (7-8)</b>		<b>Promotor (9-10)</b>	
	<b>0</b>							<b>12</b>		<b>14</b>	
	<b>0</b>							<b>46,2%</b>		<b>53,8%</b>	

## Conclusion

Over the past year, Sports and Leisure Group has worked hard on its complete CSR-approach. With our extra efforts, we were really able to contribute to the 10 principles of the United Nations Global Compact and its four underlying pillars.

Our focus was highest on the pillars Labour and Environment. We were aware that there were still major steps to be taken here. Our efforts resulted in many certifications, products were developed and other initiatives were taken to improve on these pillars. The pillars of Human Rights and Anti-Corruption are two aspects in which we are already doing a lot very consciously. Our existing specific actions could be further strengthened by general initiatives.

For the coming year, we want to continue to take steps forward and grow into a stronger company that conducts business on the foundation of a well-developed CSR policy.