



Sustainability Report 2021

Sustainability Report **2021**



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Senior management reflections

“We are driving the transition towards a circular economy”

How can Bergner's current situation be described?

We are a fast-moving company, growing sustainably and expanding the perimeter of our business in terms of countries, channels, product categories and brands. We have a young, committed, innovative and extremely passionate team which responds to each challenge we face to improve the service to our customers.

How does Bergner integrate Sustainability and Corporate Social Responsibility (CSR) into its management model?

At Bergner, we believe our CSR policy is a firm commitment to social, environmental values and values of good governance within the context of our activity, which forms a permanent feature of our business model. Bergner's Socially Responsible Road Map, created from the commitments enshrined in the CSR Policy, consists of a plan of action, diffusion and dialogue through a relationship model based on proximity and commitment to stakeholders and society. The lines of action in this action plan are underpinned by the ESG criteria framework:

- **Environment:** We collaborate in the fight against climate change through different projects. Senior management reflections We boost the transition towards a circular economy.

- **Social action and volunteering:** We work to respond to the social challenges of our environment.
- **Governance:** Integrity, transparency and diversity to strengthen our responsible activity and good governance policies to retain the best model of governance possible

In accordance with these lines of work, at Bergner we are committed to fulfilling the requirements of the SA8000 certification, which applies to all of our activity. We also voluntarily adhere to the UN's Global Compact.

How does Bergner contribute to the UN's Sustainable Development Goals (SDGs)? Which SDG do you focus your actions on and why?

At Bergner, we contribute to all of the SDGs thanks to the dimension and social commitment of our activities, actions and strategic alliances. We incorporate all 17 of the United Nations' SDGs into our Strategic Plan, and we make a cross-cutting contribution to all of them. We focus our actions on 4 priority SDGs (1, 8, 12 and 17) which fit perfectly with our values: ubiquity, humanity and agility.

How is Bergner working on eco-design and the circular economy?

At Bergner, we believe the journey towards a cleaner and healthier future starts with the decisions we make each day. That's why we generate value through

“We are committed to complying with the requirements of the SA8000 certification and we are adhered to the UN Global Compact”

the creation of attractive, ethical and high quality products which have a circular life cycle for a more efficient use of our natural resources. We are driving the transition towards a circular economy through the following commitments:

- From the design phase of the products, we incorporate criteria to minimise the consumption of raw materials in their production, extend their use life and increase the recycling of their components.
- We encourage the prevention of generating waste, favouring its reuse, increasing recycling and supporting its traceability.
- We promote guidelines that increase innovation and global efficiency in distribution processes, adopting measures such as the implementation of quality and environmental management systems.
- We promote a model of responsible consumption, based on the transparency of information about the properties of products, their duration and energy efficiency, through the use of measures such as eco-labelling.



Alberto Forcano
CEO of Bergner Europe

2021 has been the first year that Bergner has published an **Emissions Report**, taking into account scopes 1, 2 and 3

What other advances has Bergner achieved in 2021 in the environmental sphere?

In 2021, Bergner has taken another step towards its commitment to the environment and has launched a **project which aims to offset most of the organisation's carbon emissions**. 2021 has been the first year that Bergner has published an **Emissions Report**, taking into account scopes 1, 2 and 3, which reveals the environmental impact stemming from its activities, with regard to greenhouse gas emissions. This plan was started in 2021 and will be gradually **expanded up to 2025 when it manages to offset all or most of the environmental impact considered in the calculation of its carbon footprint**.

What are the main foundations to guarantee the happiness and well-being of the Bergner team?

Our people, the **human capital**, are the company's main asset. They reflect our **values and business model**. That's why we are committed to **diversity, equality, talent and training** as differentiating elements. In addition, we work continuously to attract and **retain talent**, and we encourage training so that our workers' performance contributes to making the company a leader in the sector. At Bergner, we understand that **looking after people is looking after the company and, therefore, its profits**.

What are Bergner's main lines of action with regard to community development?

At Bergner, we promote numerous **local initiatives and projects** which aim to contribute to an **economic, social and sustainable development of the communities** we have a presence in. This includes working on projects relating to education, health and inclusion. To implement these initiatives, **we work closely with the third sector** (NGOs and other non-profit entities) with whom we maintain a constant and fluid dialogue. All of this aims to identify potential avenues for collaboration which enable us to contribute to the real needs of society.

What are Bergner's main challenges for the next few years?

Our main challenge is **ordered and profitable growth**. We have new areas of business, new affiliates, new teams, new customers... All of this means we redefine our processes and business model continuously to improve and integrate our activities, providing the best service. Our main goal is to open up our communication with the end consumer to tailor our product offers and contents, and improve them continuously. In terms of geographical challenges, our main challenge for the next few years is the United States.

At Bergner, we seek to contribute to the **development of the communities** we are present in, working on education, health and inclusion projects



Main dimensions

Bergner Europe has come a long way since 1999, the year in which it was founded as a business specialising in kitchenware, and has evolved to become a solution for household items for consumers all over the world.

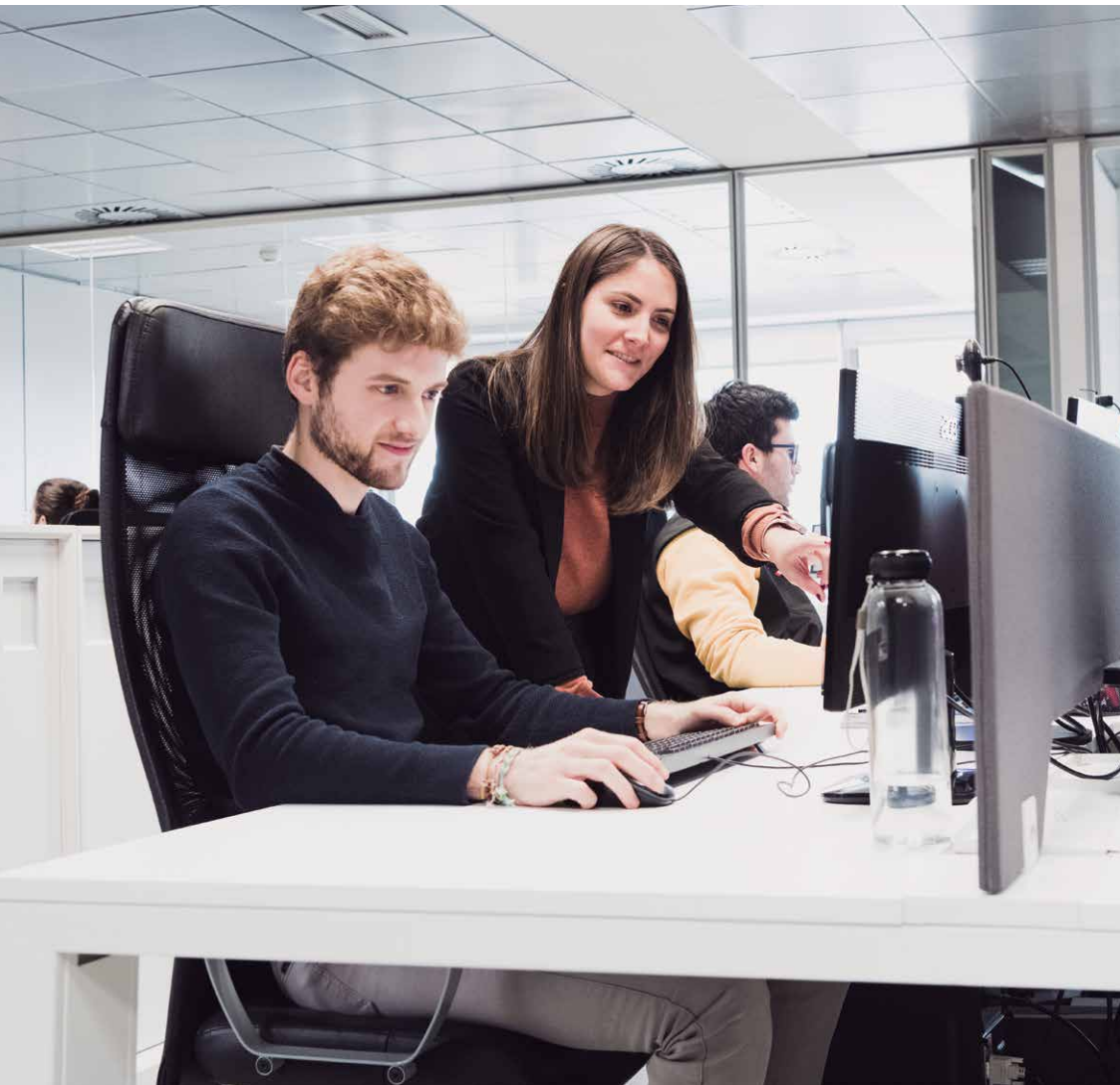
Combining the use of **cutting-edge technology**, excellent quality and a functional design, the company specialises in creating products that **improve the experience in the home**.

The Bergner brand is synonymous with innovation, value and quality. Its goal is to grow together with its partners and customers from all over the world and offer global solutions to consumers. The company works with a global mentality. Its goal is to become the leader in the household goods industry, boosted by a business model based on the matrix: **Categories - Brands - Channels - Regions** and a professional, highly skilled and motivated team.

Bergner Europe owns several famous brands which enjoy worldwide recognition.

Its multi-brand strategy covers all user profiles and all price categories. All that Bergner Europe does revolves around the search for **customer satisfaction**. To do so, having a multi-brand strategy means positioning the moments of consumption, and therefore the consumers, at the heart of its strategic model.

Each brand has a well-defined identity, with specific values that are reflected in the offer of products, features and designs, as well as in the appropriate communication and dissemination strategies.



Bergner, in figures

More than **20** brands



More than **70** countries of the five continents



More than **1,500** indirect jobs



250 direct jobs



More than **300** manufacturing centres



7 regional warehouses



40 private levels and customer brands



More than **5,000** TEU per year



More than **100** chefs collaborating with Bergner



More than **1,000** new SKU codes each year



More than **500** strategic customers



Multi-brand strategy

Bergner Europe has several household product brands that are well-known in Europe and share the same commercial and management focus. Its **multi-concept strategy** enables it to adapt to the needs of the customer and is present at all levels of positioning in the market.

Bergner Europe helps leading brands to consolidate their **relationship with consumers** by creating cutting edge products and collaborating with suppliers. It boasts **more than 20 brands**.



Since 1999, **Bergner** has supplied the entire world with **the most comprehensive kitchenware solution in Europe**. Over the years, innovation and the brand have progressed hand in hand, but **Bergner's essence** continues to be the same. It can be summarised in the concepts that define each of its collections: **quality, innovation, convenience and sustainability**.

Bergner's priority is to offer attractive and innovative collections to a wide range of customers, at the time and place that best suits their needs. Bergner's designers are able to respond quickly to their demands and comments, incorporating new ideas into the collections. Additionally, **Bergner** works hard to improve its quality standards and reinforce its commitment to sustainability and responsibility towards society and the environment, supporting an eco-friendly and sustainable lifestyle.



Masterpro is constantly gaining knowledge through research, study and experience. This attitude of continuous improvement is possible thanks to the professionalism and thoroughness with which Masterpro faces the challenge of taking the **professional kitchen to people's homes**.

Masterpro applies the most professional production processes, taking care of the design and manufacturing to comply with the strictest quality standards and paying maximum attention to details, thereby providing a real change in the world of cooking. The Company believes that it has the opportunity to change lives through cooking. Its aim is to help diners to stand out in their kitchens, their lives and in the world. That's why it works hard to come up with a new generation of products aimed at enhancing their skills.



A fresh and modern look which is inspired by a healthy lifestyle and which takes the latest design trends to the kitchen. **Infinity Chefs** recognises fashion as a way of life and a way of understanding our surroundings. That's why it offers collections that combine contemporary concepts with others that are more timeless. The success of **Infinity Chefs** is based on its excellent ability to recognise and absorb the continuous changes in fashion. The design and manufacturing meet the strictest quality standards and pay utmost attention to detail.



San Ignacio has experienced a profound digital transformation, consolidating its presence on the internet and social networks, and being proactive in the changes that are taking place in this increasingly globalised world. More than just kitchenware, **San Ignacio** is a balanced lifestyle which accompanies and promotes the Mediterranean diet through recipes and cooking techniques that help people to lead a healthy and happy life each day.



Swiss Home has reinvented what a home can be. From the kitchen to the bathroom, it offers products with a superior performance which enhances everything you do to a design, marking the start of a new era for smart homes. Products with reliable and advanced technology to guarantee an optimum experience.



Renberg & Wellberg offers the best value for money, enabling many consumers to buy a wide range of useful products for everyday use, and covering everything that customers could possibly need. The brand, which is constantly undergoing continuous improvements in terms of quality and design, offers its customers the most useful and essential products, with a strikingly modern design, which takes care of quality and creates a unique atmosphere. Its products are always useful and essential, and they all boast a strikingly modern design, taking care of the quality and appearance, creating a unique atmosphere for everyday tasks.



La Maison is a fusion between modernism and classicism in products and designs, providing solutions for any home. Its goal is to provide affordable luxury and transform the world of fashion into affordable items for the home. Its work focusses on creating up-to-date products and on fashion, in addition to luxuries for the bedroom, bathroom and living room.

// has several household product brands that are well-known in Europe and share the same commercial and management focus



License agreements



The **Benetton Group** is one of the most famous fashion companies in the world, with a presence in the most important markets in the world and a network of 5000 stores. A responsible group that plans for the future and lives in the present, taking into account the environment, human dignity a society in transformation. The group has an established identity consisting of colour, authentic fashion, quality at democratic prices and a passion for work: these values are reflected in the strong and dynamic personality of the United Colors of Benetton and Sisley brands.



Scalpers is an elegant and **young clothing brand with a rebellious spirit**. Scalpers was founded in 2007 with the dream of a group of friends who sold ties to executives and became the leading clothing brand in the world. The brand currently boasts more than 200 retail outlets, including shops, franchises and corners, with a sports clothing collection, suits and other clothing accessories for cosmopolitan and modern individuals. In 2015, the brand transcended geographical limitations by launching an elegant and global web store. It prides itself on manufacturing **eco-friendly, sustainable and biodegradable products**. The entire manufacturing process is specifically designed to guarantee the complete **safety of the planet**.



In 1995, **Popular chef, Samantha Vallejo-Nágera**, founded her company '**Samantha de España**' which is dedicated to catering. It continues to organise catering for weddings and events. Now, apart from catering, it also has its own hotel-restaurant, **Casa Taberna**, a dream come true that she wanted to complete with the launch of her **Casa Samantha kitchenware collection**, full of colour and passion. Samantha: a life at the stove, charitable projects and love for her family.

STEP 1

- > **Market** research
- > **Consolidation** with key partners
- > **Concept**
- > **Briefing**
- > Product **design**
- > Product **development**
- > Approval with **The Cook & Chef Institute**

STEP 2

- > **Packaging** design
- > **Bespoke development** of furniture
- > **Social** networks
- > **Website**
- > **Loyalty** programmes
- > **Method of management** by categories
- > Sales **forecasts**
- > Validation with **The Cook & Chef Institute**



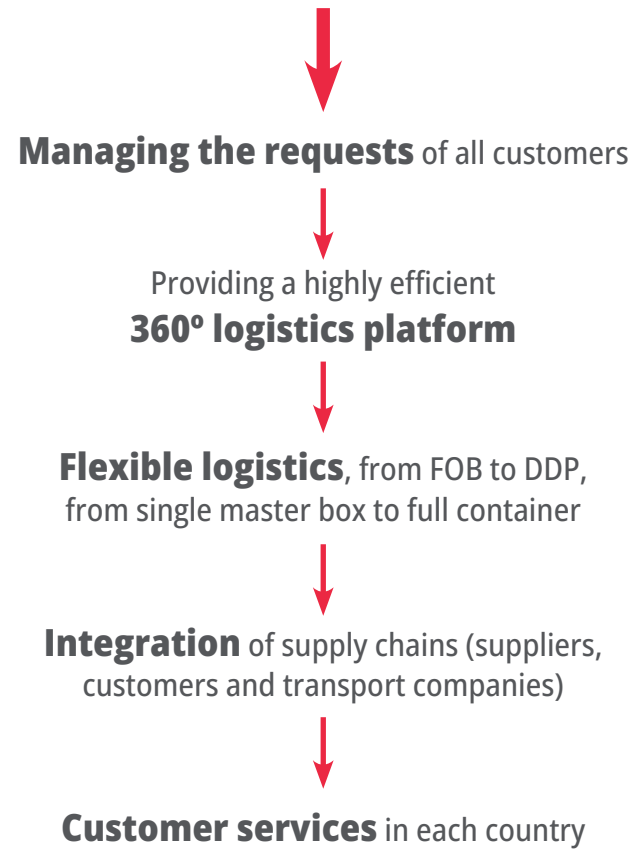
360° Business support

STEP 3

- > **After-sales** services
- > Supply chain / **procurement**
- > **Campaign** closings
- > **Analysis** of results

Logistics services are a vital link between Bergner Europe and consumers with the aim of building a long-lasting relationship with retailer customers based on trust and loyalty. Bergner Europe is a leading supplier in offering comprehensive solutions to satisfy the complex needs through the coordination of all of the logistics process and phases, minimising risks, costs and delivery times.

Logistics services



All these elements provide added value through **personalized services** that adapt to the needs of the consumer. They have a team of highly specialized professionals in the sector, trained and in continuous training, equipped with the most advanced control tools for logistics control.

Net turnover

2019	2020	2021
76,550,826 €	94,766,961 €	114,778,868 €



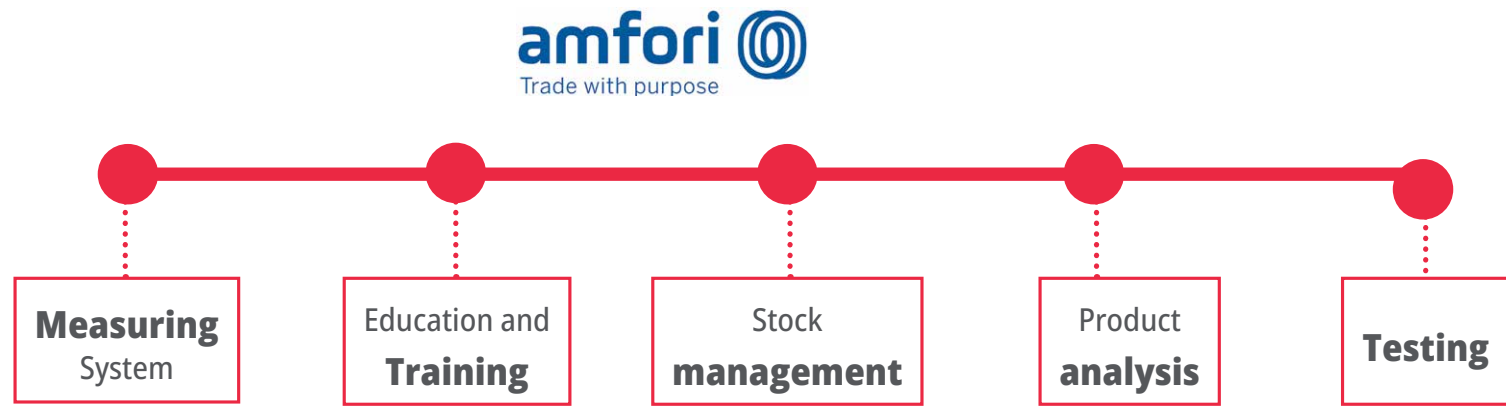
Commitment to quality

Bergner Europe is a member of amfori, the leading global business association for free and sustainable trade. The Company improves the social impact of the supply chain through amfori BSCI, in collaboration with another 350 factories audited with a strict quality control system.

The working method shows in the inspections and audits conducted at each stage of the purchase process. Depending on customers’ requirements, they adapt to the supplier selection and the product definition, so that they offer different levels of quality and certifications.

The Company's vision is to be recognised as **leaders in the quality** of its products, basing itself on its **commitment shared** with a **culture of compliance and continuous improvement** of processes, which highlights the value for the customer as well as for other stakeholders.

Quality Control System



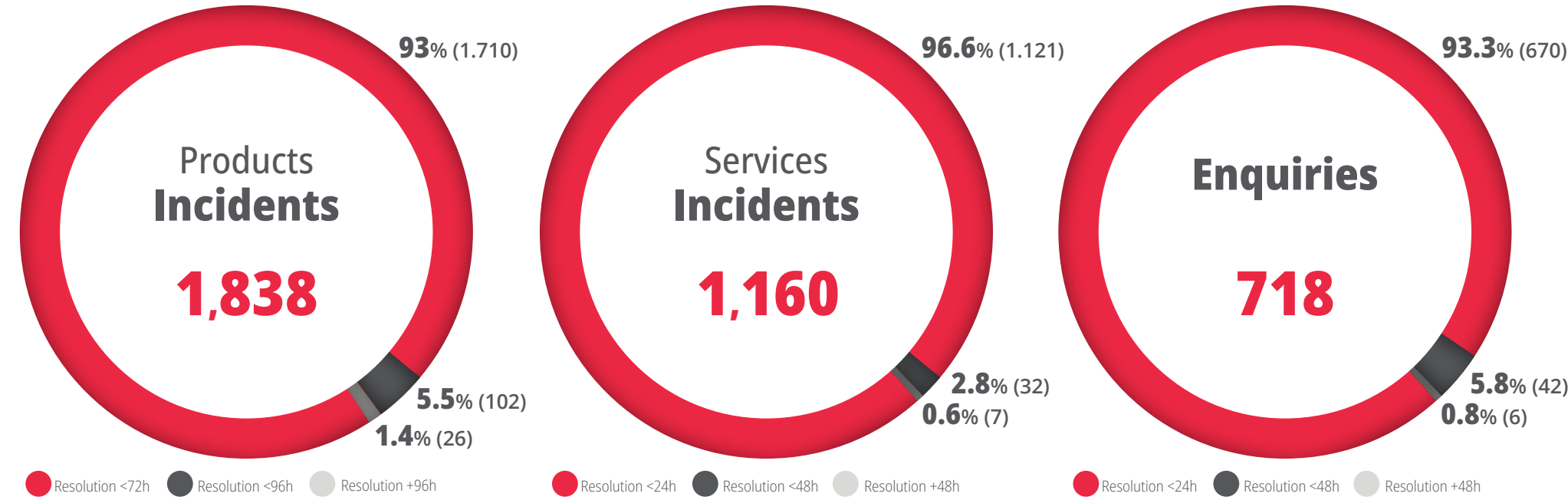
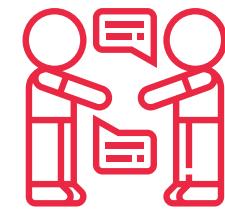
PILOT AWARD FOR LOGISTICS EXCELLENCE IN ARAGON

In 2019, Bergner was chosen as a finalist for the PILOT award for Logistics Excellence in Aragon in the large companies category thanks to its excellent logistics services. The Group is pioneering in logistics management thanks to a professional, highly qualified and motivated team, in addition to a customer-focussed model and with a structure based on a matrix of regions, channels and categories.



Incidents

received from customers end 2021



Quality

Bergner Europe understands quality and social commitment as attributes that define the company's DNA. Bergner is committed to the quality of its products. Therefore, it works to improve day by day, complying with regulations, international standards, and adapting to the present and future needs of customers.

Bergner is **ISO 9001-2015 certified**, which regulates **quality management systems**, promoting the adoption of a process-based approach. This certification reflects the company's commitment to continue improving by monitoring the management processes implemented and encourages it to continue working with the highest demands on quality management, with the ultimate goal of continuous improvement focused on the client.



Corporate culture

Bergner Group’s corporate culture places people at the heart of it -the professionals, customers and society - and fosters a collaborative and agile way of working.

The Company is committed to expanding the business, making customers and employees happier through its products and services. That’s why **Bergner Europe is open to new ideas, new partnerships and new ways of working**, helping customers to create a better future.

The consumer is the essence of Bergner Europe’s business model. It provides **360° products and services** which include the best solution for families all over the world. Its products and services encourage a **healthy lifestyle** and help to raise **awareness about sustainability**. Its goal is to be the best option so that consumers enjoy the best customer experience.

Bergner Europe moves forward thanks to the work and commitment of the human team. Its success is based on people. The Company is underpinned by solid values and strives to attract and retain talent in order to always seek **technical excellence**.



Ubiquity

Bergner Europe works with a **global mentality**. The goal is to become the leader in the household goods industry, boosted by a business model based on the matrix: **Categories - Brands - Channels - Regions** and a professional, highly skilled and motivated team.

Agility

- | | |
|---------------|----------------|
| > Proactivity | > Innovation |
| > Foresight | > Reactivity |
| > Creativity | > 360° Service |

Humanity

- > For **employees**: Best place to work
- > For **customers**: Best 360° solutions
- > For **sustainability**: Best protection of the environment and human rights
- > **Social impact**: Best projects to help
- > **Consumers**: Best culinary and life experiences

The CSR Policy

The CSR policy is a firm commitment to **social, environmental values and values of good governance** within the framework of the activity, which forms a permanent part of the business model. Furthermore, in order to contribute to the development of society in harmony with the environment, Bergner Europe encourages voluntary participation in social initiatives focussed on its activity.

Its **system of governance and sustainability** ensures its purpose and values are implemented and that its business aims and objectives are achieved, in addition to the Company’s reason and way of being. It is about internal regulations, developed as an organisational tool and to guarantee its project, identity and independence.

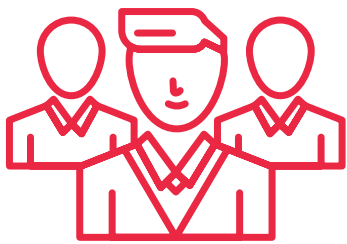
In 2022, Bergner Europe has joined the **United Nations Global Compact** as a signatory partner.

With this commitment, **Berger aligns its strategies and operations with the 10 universal principles of the United Nations** in the areas of human rights, labour law, environment and anti-corruption, and adopts measures in support of the agreed United Nations goals, currently in the **Sustainable Development Goals (SDG)**.

Contribution to the SDGs

Bergner contributes to all of the SDGs thanks to the dimension and social commitment of its activities, actions and strategic alliances. . It incorporates all **17 of the United Nations’ SDGs into the Group’s Strategic Plan**, and makes a cross-cutting contribution to all of them. The Group’s actions focus on the **4 priority SDGs** which fit with its values: ubiquity, humanity and agility. As the 4 priority SDGs relate to the other SDGs and, thanks to its transversal way of working, it contributes to all of them.

SDGS that Bergner contributes to



Bergner is committed to the challenge of promoting basic conditions for **social sustainability** through

- > Promoting the responsible exercise of **human freedom**.
- > Adopting values that generate **harmonious behaviour with nature and between human beings**.
- > Maintaining a **suitable standard of living** among the population.
- > Maintaining **satisfactory levels of education, training and awareness raising**.
- > Guaranteeing a situation of **equity between men and women**.
- > Facilitating **creation and cultural diversity**.
- > Promoting **solidarity between people and communities**.
- > Guaranteeing **dignified and stable work spaces**.

1 NO POVERTY

2 ZERO HUNGER

8 DECENT WORK AND ECONOMIC GROWTH

4 EDUCACIÓN DE CALIDAD

10 REDUCCIÓN DE LAS DESIGUALDADES

Bergner promotes **nutrition projects**.

Healthy company. Luxembourg Declaration. It promotes projects that support breast cancer research.

It develops projects to **help women at risk of exclusion**.

It works on **education projects**.

8 DECENT WORK AND ECONOMIC GROWTH

2 ZERO HUNGER

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

Equality plan. Adhesion to the UN's Women Empowerment Principles. Support for main women's associations: Diversity Charter, Eje&Con, Sorli Foundation....

Bergner's **digitalisation plan**.

Support for projects that provide **universal access to green areas and public spaces** in the city.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Support for **Water for All** project.

Bergner Sustainable Office.

Offsetting **CO₂ emissions generated, eco-packaging and eco-design policies, recycling initiatives, REECO seal.**

Support for the **Save Our Oceans** project.

Support for **reforestation projects**.

Ethics and integrity policies.

“ Bergner contributes to all of the SDGs thanks to the dimension and social commitment of its activities, actions and strategic alliances “

Sustainability adhesions

Sustainability memberships Bergner Europe takes part in numerous initiatives which cover all **areas of ESG (Environmental, Social and Governance Governance)**, to move forward together in issues of sustainability and in the exchange of good practices.

Since 2022, Bergner has committed to the **corporate responsibility initiative of the United Nations Global Compact** and its principles in the areas of human rights, labour, environment and anti-corruption.

COMMUNICATION ON PROGRESS

UN GLOBAL COMPACT

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.



Environment



Governance



Social Security



Sectoral Memberships

In an environment like the one we currently find ourselves in, marked by technological change, internationalisation processes, sectoral concentrations and regulatory changes, responding to challenges comes hand in hand with **sectoral partnerships** with:



Dialogue with stakeholders

CSR helps the Company to generate different capabilities by **building a structure of cooperative relationships based on trust with employees, customers, suppliers, communities in which the company is present, and society as a whole.**

For Bergner Europe, **the trust of stakeholders is key** to successfully tackling the challenges that the company faces in a society in constant transformation. Nowadays, the value of a company lies in its ability to satisfy the needs of the stakeholders.

Bergner Europe is aware of the importance of generating a relationship of trust with its stakeholders; hence, in addition to offering them a **continuous, transparent and accurate stream of information** about the activities it carries out, it also aims to **encourage dialogue** with all of them through various communication channels tailored to the specific characteristics of each stakeholder. At the same time, it also aims to develop others in response to what should be a **dynamic and enriching process** for both parties.

Dialogue, understood as a process of listening and communication, is essential in achieving the integration of expectations of stakeholders in the Company's strategy.

Bergner Europe's main stakeholders are its employees, customers, suppliers and society in general. The commitment to each one of them stems from the constant, simple and direct dialogue that the Company has encouraged and taken care of for many years.

Civil society

NGO, associations, members and networks of organisations

Commitment to satisfying the needs of future generations through products that guarantee a suitable social and environmental future.

Employees

Commitment to training, motivation, professional development and work-life balance.

Customers

Commitment to obtaining maximum satisfaction through Bergner's products.

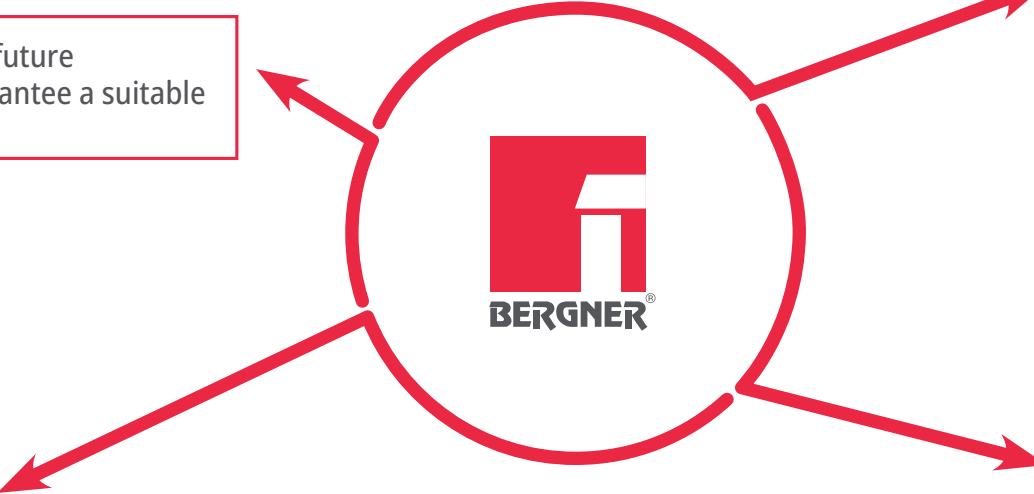
Suppliers

Commitment to achieving maximum common benefit by generating high levels of trust and mutual benefit.

SA8000 Standard

Bergner Europe's Management, aware of the role that the company plays in the context of its economic and social relationships, undertaking the commitment to Social Responsibility and continuous improvement according to standard SA8000.

SA8000
BUREAU VERITAS
Certification



To **favour and foster a process with a stable balance**, the Company has numerous communication and listening channels, in line with the needs and expectations of each of the aforementioned stakeholders.

The most notable are listed below:

Stakeholders	Channels of Dialogue from the Company to Stakeholders	Channels of Dialogue from Stakeholders to the Company
Employees	<ul style="list-style-type: none">> Corporate website> Corporate intranet. BergnerBox> Welcome manual> Internal newsletter. Newsletter> Human resources representative> Culture and Sport Committee> Safety and Hygiene Committee> Ethics and Anti-corruption/Anti-bribery Committee> Mailing	<ul style="list-style-type: none">> Corporate website> Suggestions box> Satisfaction and work climate surveys> IT tools for> Human Resources representative> Culture and Sport Committee> Safety and Hygiene Committee> Ethics and Anti-corruption/Anti-bribery Committee> Complaints channel
Customers	<ul style="list-style-type: none">> Corporate website> Working days with customers. Focus groups> Advertising and marketing> Trade fairs, forums and conferences	<ul style="list-style-type: none">> Working days with customers. Focus groups> Satisfaction surveys> Corporate and group websites> Complaints channel> Training days about the products
Suppliers	<ul style="list-style-type: none">> Corporate website> Structured procedure to measure efficiency> Amfori BSCI audits> Regular visits to suppliers> Annual report	<ul style="list-style-type: none">> Satisfaction surveys> Procedure to receive information and opinion> Complaints channel> Corporate website
Civil Society	<ul style="list-style-type: none">> Corporate website> Annual report> Communication and CSR Department> Cook&Chef Institute Foundation> Art&Design Foundation> Meetings with NGOs, media and educational institutions> Trade fairs, forums and conferences	<ul style="list-style-type: none">> Communication and CSR Department> Meetings with NGOs, media and education institutions> Trade fairs, forums and conferences> Communication mailbox on the corporate website

Decalogue Sustainability

Bergner Europe cree que la responsabilidad de la empresa pasa por esforzarse para alcanzar lo más altos niveles of performance in each aspect of sustainability of people and products.

To do so, it launches **launches innovative and sustainable programmes that guarantee safety, health and well-being, and which contribute to preserving the planet** and actively participating in local communities.

I am counting on your support now and in the future to continue to make Bergner a great place to work and in its commitment as an active collaborator to help solve the challenges of sustainability

Izar Villegas,
Director of Communication and CSR

This **Sustainability Decalogue shows the 10 key areas of participation** for the next few years and details the actions in the goals that focus on:

- 1 Products and processes
- 2 People
- 3 Community
- 4 Health and Safety
- 5 Risk management
- 6 Climate action
- 7 Regulation and compliance
- 8 Supply chain
- 9 Anti-corruption
- 10 Transparency and responsibility



3 Environmental sustainability



Bergner Europe is committed to protecting the environment and prioritises the necessary actions in order to minimise potential impacts, both of its operations, and the products it offers.

The preservation of **natural capital** and the implementation of the principles of the **circular economy** are key aspects when it comes to developing the **Model of Sustainability**, in addition to the **internal eco-efficiencies** and **climate action**.

Eco-efficiency

For several years, Bergner Europe has carried out **environmentally friendly initiatives**, using **recycled paper**, implementing **recycling** programmes or updating the facilities in order to **reduce consumption**. The Company continues to advance in the research and search for new formulas and methods.

Sustainable offices

Bergner has emphasised the **sustainability of its offices**, applying measures of **energy efficiency**, **water management**, **use of sustainable materials**, **sustainable mobility**, **carbon neutrality** and an **environmental management system**.

Hence, the Company has set itself the goal of creating an **eco-friendly office** where work and respect for the environment go hand in hand.



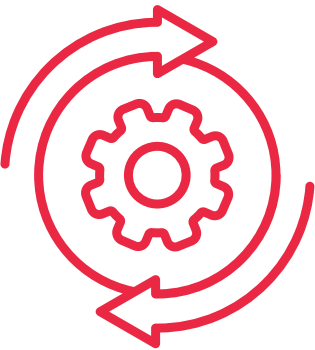
Some of the measures adopted to **reduce the environmental impact** of the offices are:



Circular economy

With the circular economy, Bergner Europe promotes the optimisation of resources, the reduction in consumption of raw materials and the use of waste, recycling it and giving it a new life to turn it into new products.

. For the Company, the path towards a more sustainable world means speeding up the transition towards a circular economy. The journey towards a cleaner and healthier future starts with the decisions we make each day. That's why it builds sustainability in everything it does and strives to make a more efficient use of natural resources.



Bergner's commitment to the circular economy

Bergner Europe is committed to driving the transition towards a circular economy through the following actions:

Promoting the analysis of the life cycle of products and incorporating eco-design. Reducing the manufacturing of harmful substances of the products to extend their use life and add value.

Promoting the effective application of the principle of the hierarchy with the prevention of waste generation, boosting recycling and promoting its traceability.

Promoting guidelines that increase innovation and global efficiency in distribution processes, adopting measures such as the implementation of quality and environmental management systems.

Promoting a model of responsible consumption, based on the transparency of information about the properties of products and their duration through the use of eco-labelling.

Sharing the importance of moving from the linear to the circular economy, promoting the transparency of processes and raising awareness among the public.

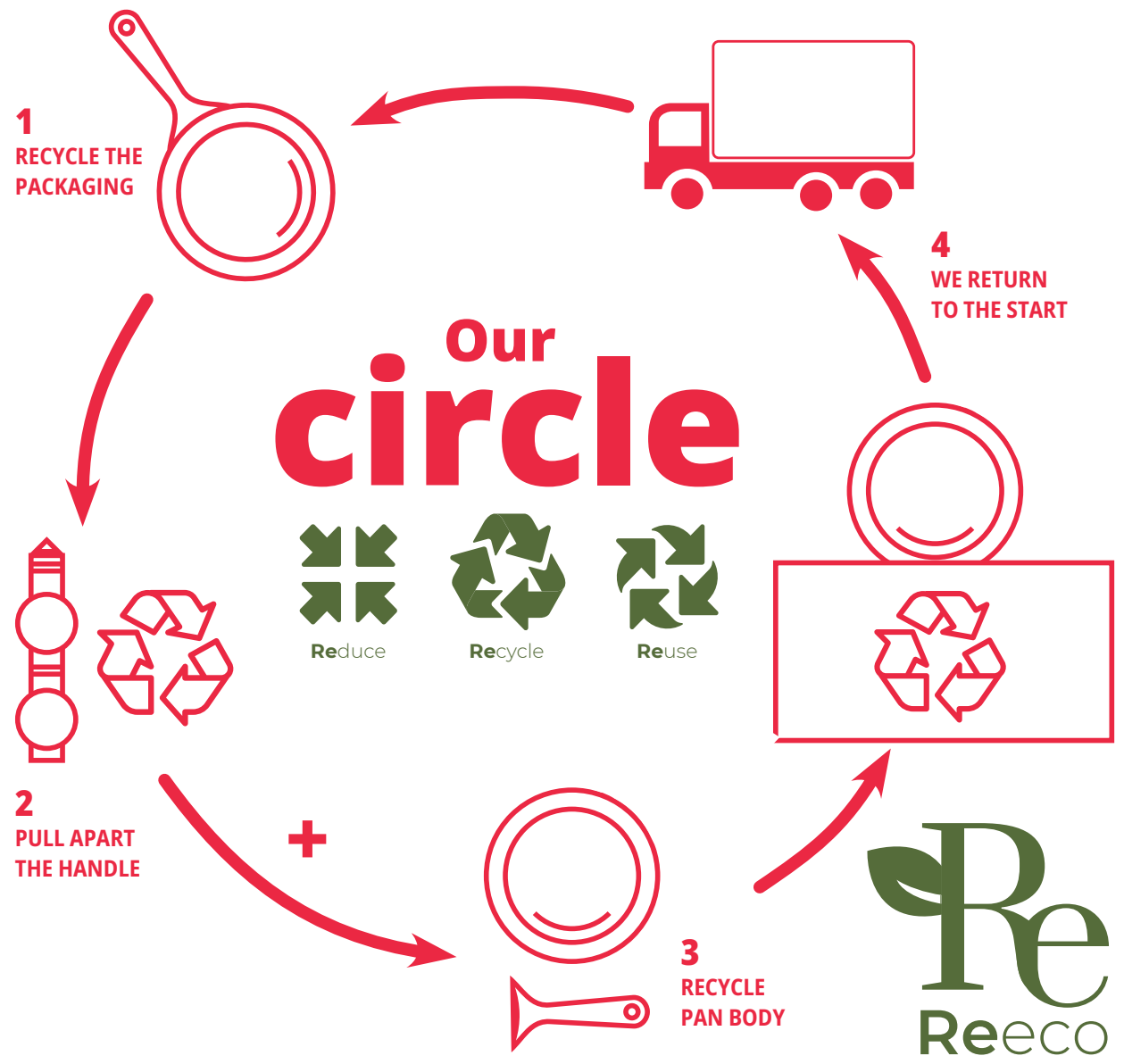
Recycling initiatives

Bergner Europe's Root project seeks to raise awareness and motivate consumers to **recycle their used frying pans** by **dropping them** off at the entrances of the establishments.

The Company gives these establishments **cardboard containers** where the frying pans can be left, as well as the **informati-ve and explanatory material** for the maximum dissemination of the proposal.

Thanks to **Root**, thousands of people are aware of the waste that old frying pans produce, the harm caused by low quality materials and/or not very healthy materials and that they can offload their used frying pans to be recycled.

On the other hand, **Bergner's Reeco project** recognises the importance of **recycling** and the introduction of goals to **control the amount of waste produced in order to give them a second life**.



Fight against climate change

Bergner Europe promotes initiatives focussed on investing in alternatives that reduce carbon emissions. The goal is to adopt measures to slow down climate change because of the effects it has for the world population.

Eco-Design

Eco-design allows for waste to be prevented at source, preventing it before the product is generated. Bergner's goal is to **produce more cleanly and responsibly** and to think about the pollution the product will generate throughout its life cycle (from when it is produced, sold, used and turned into waste) and prevent it before manufacturing it.



Eco-Packaging

Eco-packaging encompasses a wide range of useful environmental measures such as **improving functionality, optimising resources and manufacturing packaging using only eco-friendly materials**.

That's why we pursue the concept of the 7 Rs: **redesign, reduce, reuse, repair, renew, recover and recycle**. Bergner's model is no longer about **recycling packaging once it has been used**, the concept is to design it to make it easy to reuse and/or recycle more simply and sustainably. This way, CO₂ emissions are greatly reduced, in addition to avoiding polluting the environment with waste which is not biodegradable.



Carbon footprint

In 2021, Bergner Europe obtained the CeroCO₂ seal from ECODES for the calculation of its carbon footprint. The main results of the GHG Emissions Inventory 2021 created for that purpose have been:

Bergner Group
2021

ceroCO₂

Huella de carbono
CALCULADA

Scope 1	TCO ₂ e	%
> Leasing vehicles	72.26	13.03
TOTAL SCOPE 1	72.26	13.03
Scope 2	TCO ₂ e	%
> Electrical consumption	41.89	7.55
TOTAL SCOPE 2	41.09	7.55
Scope 3	TCO ₂ e	%
> Paper consumption	0.24	0.04
> Shipment of products	382.70	69.01
> Travel by train	2.05	0.37
> Travel by plane	47.11	8.50
> Accommodation	8.33	1.50
TOTAL SCOPE 3	440.43	79.42
TOTAL EMISSIONS	554.58	100



Bergner Europe offsets its emissions from Scopes 1 and 2

To achieve carbon neutrality, there is a final step which consists of offsetting the emissions that organisations cannot avoid emitting after applying reduction plans.

This offsetting consists of the **voluntary provision of a financial quantity to carry out a project** that aims to capture a certain quantity of tonnes of CO₂.

The CeroCO₂ offsetting projects it collaborates with are located in developing countries and have the dual aim of fighting against climate change and against poverty.

In fact, in 2021, **Bergner Europe offset its CO₂ emissions from scopes 1 and 2 - a total of 114.15 tn of CO₂ e- through the REDD Madre de Dios Conservation project in the Peruvian Amazon**, launched by ECODES. This initiative is born with the aim of drastically reducing deforestation, increasing the surveillance of the rainforest and promoting the creation of benefits in the forest for local communities. The Peruvian Amazon is at grave risk of deforestation and the current resources are not enough for its protection.

The project covers 100,000 hectares of rainforest in one of the key points for the biodiversity of the planet, since it provides a habitat to four species of flora and 11 of fauna in danger of extinction. Additionally, the initiative contributes to the sustainable development of rural producers and indigenous communities.



#Forthetheclimate

Bergner Europe is aware of the importance of contributing to the protection of the environment. For that reason, it is adhered to the **#PorElClima (ForTheClimate) environmental initiative of ECODES**, the objective of which is action against climate change in accordance with the guidelines in the Paris Agreement.

Thanks to this adherence, Bergner is committed to reducing the pollution that causes climate change with its actions. This adherence involves a series of absolute objectives being set to reduce CO₂ and report on its compliance, joining the Carbon Footprint Register and accessing tools to reduce greenhouse gas (GHG) emissions.



Bergner is committed to the environment and involves its employees, customers and suppliers from the very beginning in the commitment to look after and respect nature

Biodiversity

Bergner Europe carries out direct actions with regard to biodiversity, such as its collaboration with Conservation International through the Save Our Oceans initiative.

Specifically, the Company supports this project through its **Walking Anywhere** and **Casa Benetton collections** with the aim of **protecting the ocean and keeping it healthy** for people and marine life.

In 2021, this collaboration made it possible to protect almost **1,820 km²** of ocean.

There is overwhelming evidence showing that, by **protecting coastal and oceanic resources, resilience to climate change** is created, safeguarding biodiversity and protecting the coasts.

Bergner also works with the Reforesta association to protect and restore natural spaces, in addition to plant and animal species, through various areas of activity: environmental education, conservation and restoration of forests, and mitigation and adaptation to climate change. In this way, it takes part in replanting native plant species in Spain.

In the same vein, **the Company supports the Reforestemos Foundation in its mission to create and recover ecological value and environmental ecosystems**. Specifically, Bergner collaborates in the reforestation of the Maulino forest in Chile which was devastated by a horrendous fire in 2017.

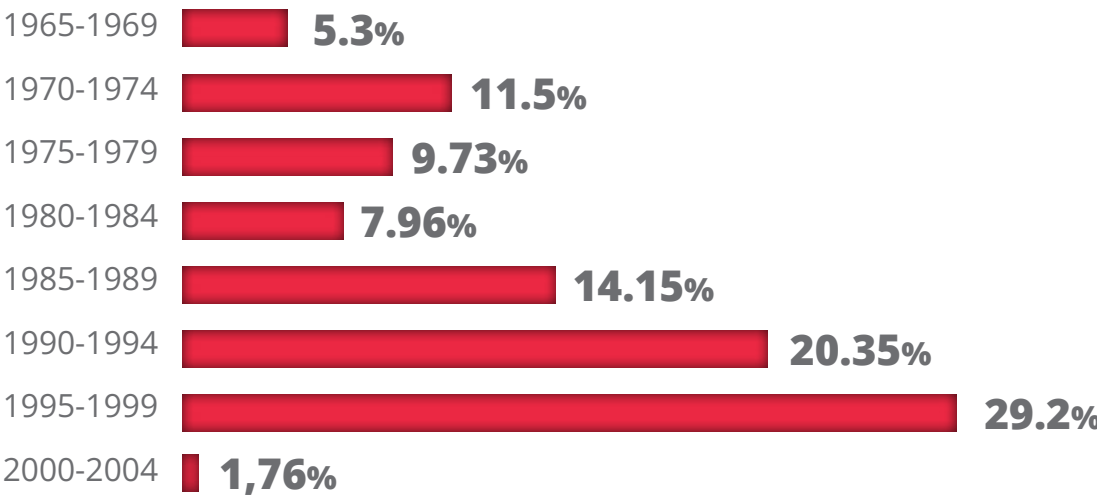


Profile of the workforce

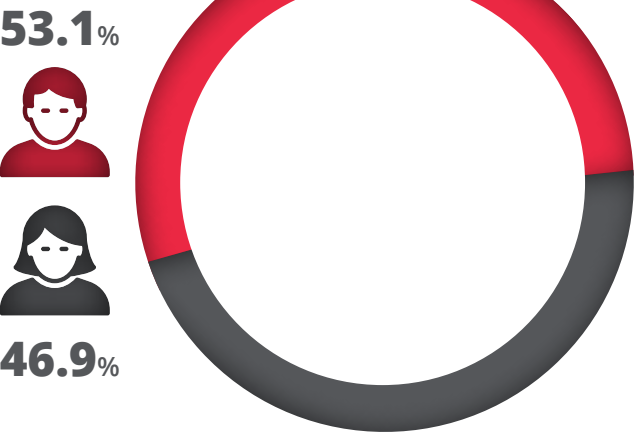
At Bergner Europe, 53% of the staff comprises women and 47% are men.

More than two thirds of employees have a permanent employment contract (70%), which reflects the Company's commitment to quality and employment stability.

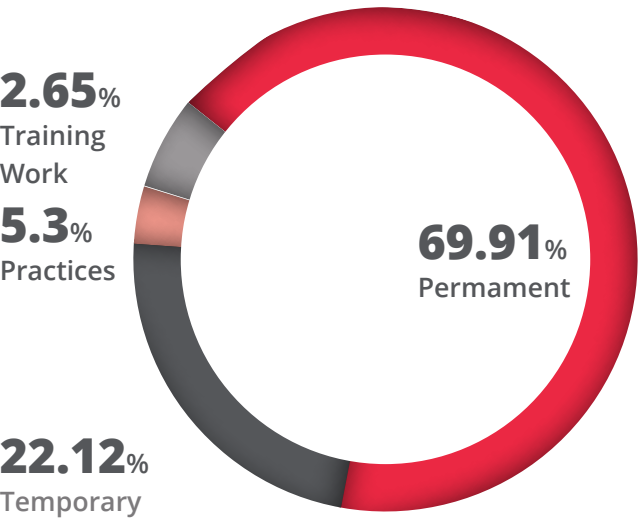
By age



By gender



By types of contract



Human rights

Following the criteria of **standard SA8000** and undertaking the Company's commitment to **Social Responsibility**, Bergner Europe has established eight essential requirements that must be complied with:

Child labour

The Company rejects all practices of its suppliers, subcontractors and sub-suppliers related to this unacceptable form of work.

Forced and compulsory work

All conditions that put people in danger, in addition to their rights, are deemed to be inadmissible by the company.

Health and safety in the workplace

Bergner Europe ensures optimum and healthy conditions are met in its working environments to prevent any situation that may put the safety of its employees at risk.

Discrimination

Any act (of remuneration, recruitment, promotion, dismissal, etc.) related to the discrimination of people, whether due to reasons of race, social class, religion, disability, among many others, is rejected by the Company.

Freedom of association and the right to collective bargaining

Workers have complete freedom to form or join trade unions and have the right to collective bargaining.

Disciplinary measures

Bergner Europe ensures compliance of the organisation's regulations.

Working hours

The Company guarantees its compliance with legislation regarding the working hours of each employee, tailoring them to the requirements of each one of them.

Remuneration

Bergner guarantees payment of a decent and sufficient wage according to the needs of its workers.

Well-being and occupational health

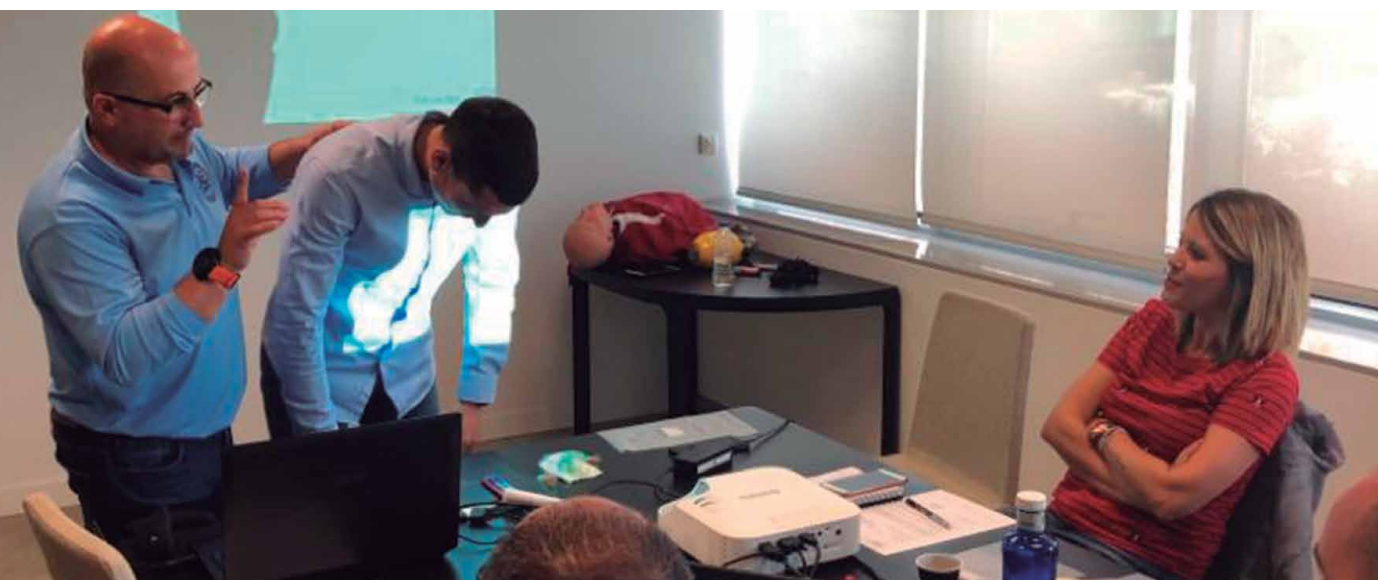
For Bergner Europe, working in a safe and sustainable environment is essential.

That's why one of the Company's key values is to improve working conditions to create environments where **health and safety are a priority.**

The Company has implemented various measures to prevent harm and safeguard the health of its employees, in addition to a **training course on first aid and using a defibrillator**, providing employees with **ergonomic equipment** and a **first aid room**, among others.

In parallel, Bergner Europe informs its workers of all aspects that may put their health at risk as a result of the activities the Company undertakes. Hence, it is also committed to building a workforce that can work safely.

In fact, according to the Incident Report, drawn up by the External Prevention Service, during 2021 there were two workplace accidents that did not require leave from work at Bergner Europe.



LUXEMBOURG DECLARATION

Bergner Europe adheres to the **Luxembourg Declaration**, a charter of principles drawn up by the **European Network for Workplace Health Promotion (ENWHP)** which establishes the basic action guidelines and the reference framework for a proper **health management of people in the workplace.**

This document of principles establishes **the promotion of health in the workplaces** as a business strategy which aims to prevent occupational risks (including work-related diseases, accidents, injuries, occupational diseases and stress) and increase the individual ability of the working population to stay healthy and maintain their quality of life.



Training and development

Bergner Europe works to promote the job training and professional development of its employees.

In fact, loyalty and **retention of professional talent** is one of the key aspects for the Company. Therefore, some of the measures implemented by the organisation with regard to job training are:

- Identifying the training needs of the company's different business areas.
- Tailoring all of the training actions to the objectives, culture and values defined in the company.
- Developing its own training materials so that employees have in-depth knowledge of the products and services.
- Establishing a medium for online training (e-learning format).

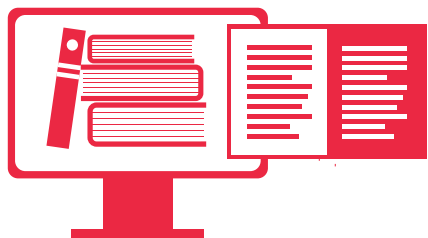
Another initiative that the Company has carried out has been the creation of **Bergner University**. This centre aims to provide employees with the **tools, competences and knowledge** required in order to continue to boost their talent and grow as an organisation.



**BERGNER
UNIVERSITY**

Bergner University has three different schools. The first is an **English school**, where the language is taught using a variety of methods. Thanks to the **Comprehensive Development Programme**, employees learn to improve their performance in areas such as leadership, personal skills, management of teams, safety, etc. Finally, the company also offers **training in cooking, nutrition and the use of Bergner's products** so that employees feel fully integrated.

Hours of training



// Bergner Europe has dedicated 2,100 hours to job training in 2021 **//**

Work-life balance and social benefits

Bergner Europe has a series of measures that help employees to balance their professional and personal lives.

- **Flexible working hours:** from Monday to Thursday, employees can choose to start at 8:00 or 9:00, and on Fridays they can choose intensive hours of 7:00 to 15:00 or from 8:00- 9:00 to 16:00 -17:00 with one hour for lunch.
- In summer, employees enjoy **intensive working hours**.
- Employees have the option to **work from home**, where needed, if family members are ill or in the event of one-off family issues that prevent them from attending the office.
- Employees have the option to request a **reduction of working hours** due to personal circumstances.

In order to promote well-being in the workplace, the company offers its staff a series of **social benefits**. Hence, Bergner Europe provides its employees with **healthy foods** such as fresh fruit and, in addition, they can enjoy a **discount on the full price of the daily menu** thanks to the Company subsidising it.

Employees and their families can also **benefit from discounts** in other areas such as health (**physiotherapy and Adeslas medical insurance**), leisure (**equestrian club**), shopping (**café, Amazon, The Crazy Home and Bergner products**), among others.

The Company's **People & Talent Department** takes care of organising various events, including company parties, corporate volunteering or healthy and cultural initiatives, to encourage teamwork and the training of teams.



Commitment to equality

Bergner Europe has an Equality Plan for the Company's staff, which aims to guarantee an optimum working environment where employees can develop their skills and capabilities without any obstacles.

Hence, this Plan was created as a fundamental tool to achieve a balance between the **personal, family and work life** of Bergner Europe employees and **equal opportunities**.

The **Equality Plan** establishes guidelines to act correctly in cases of **sexual harassment and discrimination for gender** reasons (whether directly or indirectly). For this reason, the programme's objective is to raise **awareness and educate** all workers about aspects concerning equality marked in this Plan.

To achieve the goals established in the Plan, the Company has developed a series of **specific actions**, such as the allocation of a person responsible for ensuring equality, the implementation of campaigns to raise awareness and educate, and the incorporation of a section exclusively dedicated to fair treatment and opportunities on the corporate website.

Bergner Europe has an Equality Plan for the Company's staff that aims to ensure that there is an optimal working environment //



The **Monitoring and Evaluation Commission** is in charge of supervising the implementation of the different measures within the **Equality Plan**. This body consists of members of Bergner and worker representatives. Its roles include the drafting of a report reflecting the progress in achieving the objectives established in the Plan to guarantee the efficiency of them and to suggest alternative solutions for their correction.

Additionally, Bergner Europe adheres to the **UN's Women Empowerment Principles** and supports associations that work in favour of equality, such as **Eje&Con** and the **Sorli Foundation**.



A diverse environment

In addition to promoting equality in the working environment, Bergner Europe also places a special emphasis on diversity as a key element in its business culture and as a factor to encourage the innovation and growth of the organisation.

That's why Bergner Europe has its own manifesto which includes a series of principles reflecting its commitment to diversity, whether in promotion, a culture based on respect for people, or in **guaranteeing equal opportunities** in the organisation's policies.

This manual also shows the **absolute rejection of stereotypes**, since they can stand in the way of the proper performance of workers and interfere in innovation. For that reason, the Company encourages the creation of groups or teams to include different people that contribute different points of view to thereby encourage the competitiveness and talent of each of them.

Bergner Europe has implemented measures to comply with the principles laid out in the manual and to favour **job diversity** in the company, including the incorporation of **people with a disability to represent 2% of the workforce**, thereby complying with the General Disability Law, the **integration of people of different nationalities and religious beliefs**, and punitive measures being taken by the Management, Ethics and Anti-corruption Committee in the event of any worker being bullied.

Furthermore, Bergner adheres to the **Diversity Charter**, a charter of commitment with 10 principles through which the signatory organisations undertake to promote the key principles of **equality, diversity and inclusion**.



Community development

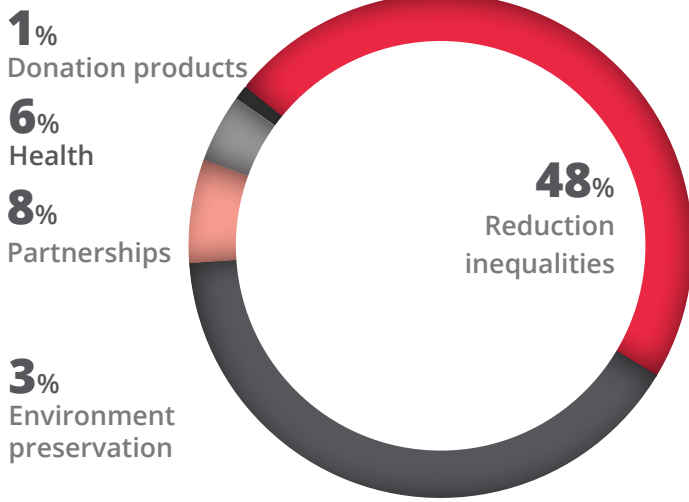
To implement initiatives that favour the community, Bergner Europe works closely with the third sector (NGOs and other non-profit entities) with whom it maintains a constant and fluid dialogue.

All of this aims to identify potential avenues for collaboration which enable the Company to contribute to the real needs of society.

In 2021, **Bergner Europe's social investment has reached 180,000 euros**, compared to 60,000 euros in 2020. Of these 180,000 euros, almost half (48%) has gone towards the **reduction of inequalities**, followed by the **preservation of the environment** (38%), **partnerships** (8%), **health** (6%) and the **donation of products** (1%).



Social investment



Benefits of Social action

Social impact

- 44 children have been able to receive an education in the 2020/21 academic year.
- 44 children have improved their health thanks to the daily food provided by the school.
- + 10 families have access to water in their homes so they can wash, clean etc.
- + 100 women have socially reintegrated themselves through training, sports sessions, visits to companies and leisure activities
- Increase in public awareness about breast cancer.
- 86 people with disabilities have taken part in social-sports programmes through a total of 75 training sessions

Environmental impact

- Protection of almost 1,820 km² of ocean.
- 570 trees and shrubs planted in 24,757m².



Volunteering

With the Social Leadership Programme, volunteers collaborate in covering the intellectual, physical and emotional needs of people who are socially excluded. The aim of these volunteers is to train second generation young immigrants with the capacity to dream and with the character required to achieve it, with a high civic engagement.

- +300 beneficiaries
- +1.000 indirect beneficiaries
- +35 activities
- +500 hours
- +50 volunteers



The main **social action initiatives** that Bergner Europe has carried out in 2021 are listed below:

Education

- **Education through sport:** Bergner Europe promotes education and sport as fundamental tools to improve the quality of life of children and young people at risk of social exclusion. That's why Bergner works on different projects whose objective is to educate through sport in Europe and India. This is the case with **Football Is Life** and **Youth Leadership**.
- **Education for a better future:** Bergner believes that education is the basis of a hopeful future, that's why it works in Mumbai. Its aim is to provide a quality education to children under the age of six who live in Mumbai. This project is about preventing many of the children that attend the nurseries financed by Bergner from falling into child trafficking networks. This is all possible thanks to Bergner's collaboration in the **Preschool Education** project.
- **Education as a path to eradicate social exclusion:** The aim of educating as a way to prevent exclusion, is that children who have grown up without the support of their parents can have a home and quality education to give them the opportunity of having a better future. Bergner has become a **constructor of the present**. Thanks to the Company's collaboration, many children are able to live in a stable home with an **SOS Mother**.



Thanks to the **alliance between Bergner and Sonrisas de Bombay**, thousands of boys and girls from the most vulnerable environments of Bombay (India) can enjoy an education in different kindergartens of the city. In this case, education is fundamental in preventing them from falling into networks of exploitation, becoming victims of human trafficking //

Jaume San Llorente,
Founder and CEO of the Sonrisas de Bombay Foundation

Health

- **Breast cancer support:** Bergner is committed to breast cancer research with the aim of reducing its mortality rate. To do so, it collaborates with two international organisations: **Europa Donna** and the **CIMA Foundation**.
- **Nutrition programmes:** With an interest in child malnutrition in countries like India, we are currently working to ensure this group can receive nutrients and vitamin supplements to improve their health thanks to the **#PreschoolEducationProject**.
- **Promoting health:** Health is a fundamental right that we should all have access to. That's why Bergner Europe collaborates with initiatives that aim to improve the living conditions of the most vulnerable people and fight for the right of health and for this issue to become a reality throughout the world.



Here at the **European Breast Cancer Coalition**, we want to extend our sincerest thanks to Bergner for its continued support of our work. For more than 25 years, Europa Donna has successfully defended the European policies, legislation and regulations to guarantee the best practices in breast cancer services for women throughout Europe

Marzia Zambon,
Executive Director of Europa Donna

Inclusion

- **Corporate volunteering:** Bergner Europe promotes corporate volunteering in activities that improve the quality of life of children at risk of exclusion through value-based education.
- **Women's aid programme:** The company works with various projects for the social inclusion of young women at risk of exclusion in India and Europe. Through these initiatives, Bergner offers this group the opportunity to enter the labour market and thereby rebuild and improve their quality of life.
- **Social inclusion:** Bergner Europe works towards the social inclusion of children and young people with physical and mental disabilities through two projects: **Together We can Tanager** and **Cocina Inclusiva (Inclusive Cooking)**. Specifically, cooking is used as a method of inclusion, through workshops which facilitate their entry into the labour market.
- **Accessibility and integration:** Bergner collaborates with initiatives to help people with disabilities and their immediate family members (to the first degree of kinship), promoting the values and the visibility of people with disabilities throughout the world, encouraging sport, culture and training as instruments for the personal development in order to collaborate to make the world a better place, starting from the premise that we live in a unique and interdependent world with a common future.
- **Building a future:** The project builds decent housing for vulnerable families whose houses do not fulfil suitable conditions of habitability and hygiene, in addition to those living in huts or shacks. The recipients are involved in the building process and the women are empowered by registering the home in their name. One of the key factors to achieve dignity and respect towards women is to have a house which is in solid, hygienic and safe condition, in addition to social integration of families within the community.



Housing means a highly significant change in the lives of the most vulnerable families in southern India. The change is particularly important for women. All of the houses built by the Foundation are registered in the woman's name, which enables them to protect their loved ones, particularly if they have been abandoned

Moncho Ferrer,
Director of Programmes at the Vicente Ferrer Foundation

Environment

- **Save Our Oceans:** Bergner contributes to the protection and preservation of the ocean for marine life. There is significant evidence to show that protecting the coasts and ocean resources encourages resilience to climate change, replenishes fish stocks, safeguards biodiversity, improves ways of life and provides coastal protection. For this reason, Bergner Europe collaborates in a project which helps to fight against plastic pollution in the oceans: Save our Oceans.
- **Water For All:** Having access to drinking water is a basic and fundamental right, since it is one of the main reasons that diseases spread between families living in extreme poverty. This is why Bergner supports the Water for All project, which aims to supply drinking water to the families of the slums of Baiganwadi, Mumbai. The aim is to connect the water network to filters to purify the water and ensure it can be used safely.
- **Reforestation:** Reforestation is an essential action for the survival of humans and other living beings on this planet. This is why Bergner Europe collaborates with three main projects. Two of them aim to replant Spain's native plant species in mainland Spain. The third programme focusses on reforestation of the Maulino forest in Chile. This involvement aims to recover areas of a high ecological value as well as to raise awareness of our surroundings.
- **Biodiversity memberships:** Bergner continues to join initiatives to fight for biodiversity



Since 2010, Reforesta has planted more than 53,000 trees and shrubs of fifty native species in various Spanish provinces. This work would not be possible without contributions such as that of Bergner, which doesn't just enable us to plant trees, but it also helps us to increase the survival of the seedlings in the face of threats such as drought and depredation by animals

Miquel Àngel Ortega,
CEO of Reforesta

Responsible management of **suppliers**

Bergner Europe is committed to a relationship with its suppliers based on responsibility, sustainability and trust.

In fact, it forms part of the **sustainable trade association, Amfori**, and is committed to promoting the compliance of its **BSCI Code of Conduct** in the supply chain.



The Company pays particular attention to **human rights** issues and **working conditions** in the supply chain, especially in countries where there is a higher risk of violating human rights. In the risk assessment of supplier countries, we use the **Amfori Countries' Risk Classification**, based on the world governance indicators published by the **World Bank**.

In assessing the suppliers from high risk countries, Bergner Europe uses **global auditing and certification systems of Social Responsibility**, mainly the **BSCI audits from Amfori**. **18% of the Company's direct suppliers hold the BSCI:** 2% have Certification A, 7% have Certification B, and 9% have Certification C.

Other assessment **systems for Social Responsibility** are accepted if their criteria correspond to those of the **Amfori BSCI audit**, and if the audit is conducted by an independent party. In fact, 2% of Bergner Europe's direct suppliers hold an audit certificate in accordance with the **SA8000 standard**.

Social Responsibility audits and certificates assess, for example, the safety of the **working conditions** in factories, **workers' remuneration** and **hours of work**, in addition to the **rights to freedom of association and negotiation**. **Child labour and servitude** are strictly prohibited.

Bergner Europe's principle in **high risk countries** is to only collaborate with suppliers that are already included within the scope of the Social Responsibility audits or that start the process when the cooperation starts.





Bergner Europe's system of governance and sustainability ensures its purpose and values are implemented and that its corporate aims and objectives are achieved, in addition to the company's reason and way of being.

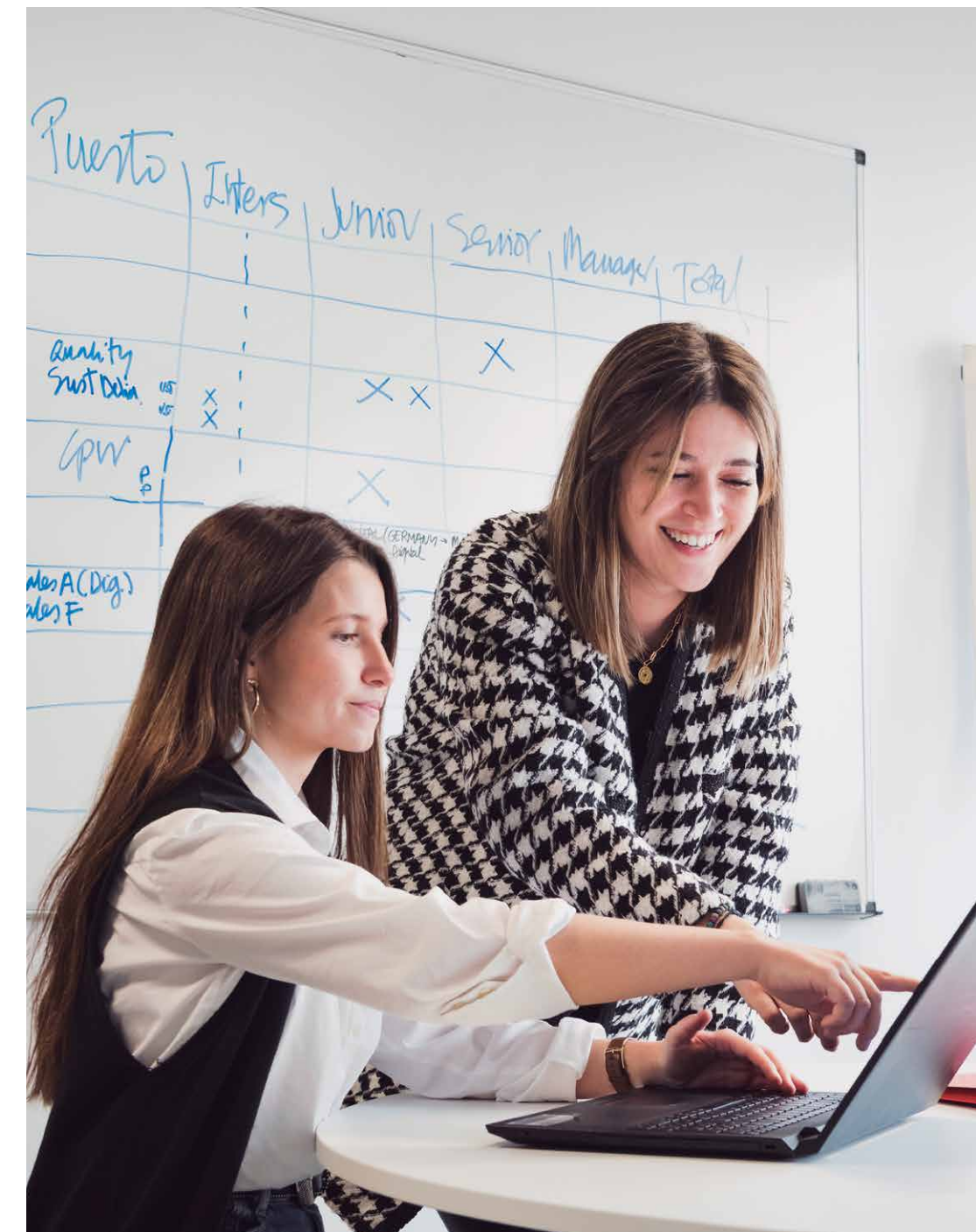
It is about internal regulations, developed as an organisational tool and to guarantee its project, identity and independence.

Code of **conduct**

Bergner's Code of Conduct is a set of principles, values and norms which guide decisions, processes and systems to improve the performance of an activity and contribute to the well-being of staff.

This Code of Conduct complements the Company's **Corporate Responsibility Strategy**, the social management of which is inspired by **SA8000** and constitutes a **guide for action** to guarantee the proper professional behaviour of the staff in accordance with the laws of the countries in which Bergner Europe carries out its activities.

// The Code of Conduct complements the **Company's Corporate Responsibility Strategy** and the social management of it, based on **SA80000 //**



Ethical principles

> **Respect for the Law and Human Rights:** Work is carried out in accordance with the 10 Principles established in the United Nations Global Compact, which aims to adopt universal principles in the fields of human rights, employment, environment and anti-corruption. Additionally, freedom of association and collective bargaining are respected, rejecting child labour and any form of exploitation.

> **Respect for people:** Complaints of bullying: Any demonstration or action of physical, psychological, moral bullying or abuse of authority is rejected. Staff must treat others with respect, fostering cordial relationships and a pleasant, healthy and safe working environment, and reporting any action of bullying or abuse.

> **Gender equality and opportunity:** Bergner Europe promotes equal opportunities for the proper personal and professional development of its staff. Discrimination of any type in relation to sex, race, religion or political choice is not permitted. In the same way, the company also promotes the labour integration of people with disabilities, valuing their capabilities according to their skills and facilitating their welcoming into the work environment.

> **Health and safety in the workplace:** Bergner promotes the adoption of policies regarding health and safety in the workplace and adopts preventive measures. Additionally, it provides its staff with the resources and knowledge required for them to carry out their work efficiently, safely and in a healthy environment.

> **Data protection and confidential information:** Staff will make discreet and professional use of the information they have access to and will protect the confidentiality of the content of their work. They will refrain from using information, data or documents obtained while carrying out their work for personal benefit.

> **Recruitment, remuneration and personal development:** The recruitment and promotion of staff is always done on the basis of merit and capability defined in the job requirements. It supports fair and reasonable pay of the workforce, which is fully compatible with legislation. The entire workforce may participate actively in training plans that are made available to them.

> **Loyalty and dedication to the company:** Bergner Europe believes that the relationship with its employees should be based on loyalty, collaboration and dedication, which is based on common interests. In this sense, it respects the participation of its staff in other financial or business activities provided that they are legal and they do not enter into unfair competition or conflict with the responsibilities arising from performing their role.

> **Commitment to the environment:** The Company is committed to an efficient use of resources in accordance with environmental legislation applicable to its activities.

External relations

With customers

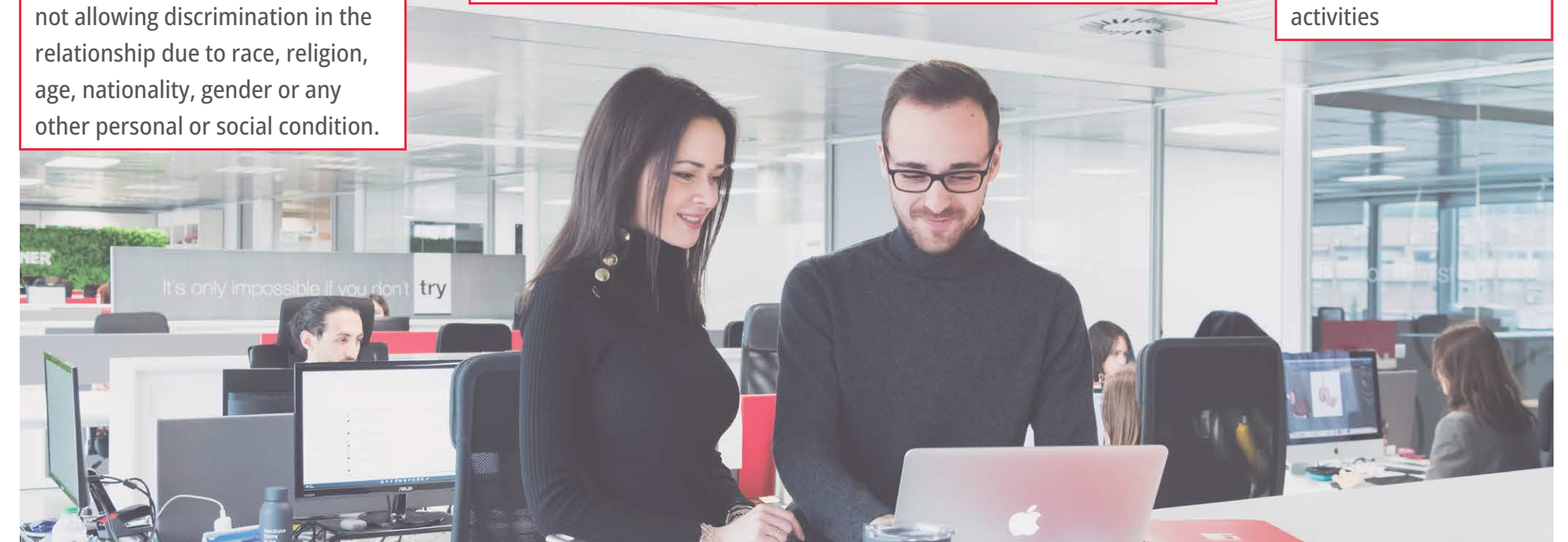
According to this Code, staff are obliged to act in accordance with criteria of **consideration, respect and dignity** in their relationships with customers, taking into account the different cultural sensitivity of each person and not allowing discrimination in the relationship due to race, religion, age, nationality, gender or any other personal or social condition.

With suppliers and collaborators

The company seeks to establish relationships with them based on **trust** and **mutual benefit**. All members of the workforce who take part in selection process for suppliers and external collaborators must avoid personal conflicts of interest with the company. For their part, all of Bergner's suppliers must respect **human and labour rights** of all contracted employees, in addition to involving and conveying these principles to their business partners.

With ONGs

Bergner Europe collaborates with various NGOs as part of its CSR Plan through agreements, sponsorships and regular volunteering activities



Complaints channel

Bergner maintains a strong commitment to the **regulatory compliance of its internal regulations**.

The Complaints Channel's aim is to **receive and handle complaints about irregularities or breaches of regulations**, committed by employees or companies belonging to Bergner Europe.

The complaints or notifications received are handled confidentially by the **Ethics and Conduct Committee**, which requires the intervention and cooperation of as many people as may be needed for the most appropriate evaluation of the conduct subjected to internal investigation.

It is possible to report any potential irregularity or breach related to poor financial practices, accounting, commercial practices or regarding regulatory compliance committed by employees or companies belonging to Bergner.

Conduct which is considered serious or very serious will lead to the termination of the employment relationship and, where necessary due to an offence being committed, the relevant authority will be informed.

Ethics committee

The Ethics and Conduct Committee guarantees the correct monitoring and compliance of the Code of Conduct. Its roles are:

- **Handling all of the suggestions** that come from staff with guaranteed confidentiality and resolving any breaches it detects.
- **Facilitating conflict resolution** related to the application of the Code of Conduct.
- **Facilitating and managing a line of communication**, the Complaints Channel, for the entire workforce, suppliers and collaborating companies for queries or communications of breaches, in good faith and without fear of reprisals, of the Code of Conduct or of any other related information.
- **Updating, reviewing and improving it**



Anti-corruption policy

Bergner Europe's anti-corruption policy does not permit the falsification, concealment or simulation of data, double-counting and accounting entries and operations that aim to avoid any payment or obtain illegal benefits, to the detriment of Public Finances or Social Security.

The staff responsible for accounting must prepare the accounting data in accordance with the true picture of the assets and financial situation of the company.

Internal **controls and management systems** are established that are deemed appropriate at each moment in order to guarantee the reliability of the organisation's financial information and the accuracy of records.

// Internal controls and management systems are established that are deemed appropriate at each moment in order to guarantee the reliability of financial information //

Bergner's **Anti-corruption Policy** bases its internal relations and relations with third parties on:

Anti-corruption policy



Sustainability committee

It is a top level committee, reporting to Bergner Europe's Management Committee, and undertakes Environmental, Social and Governance roles.

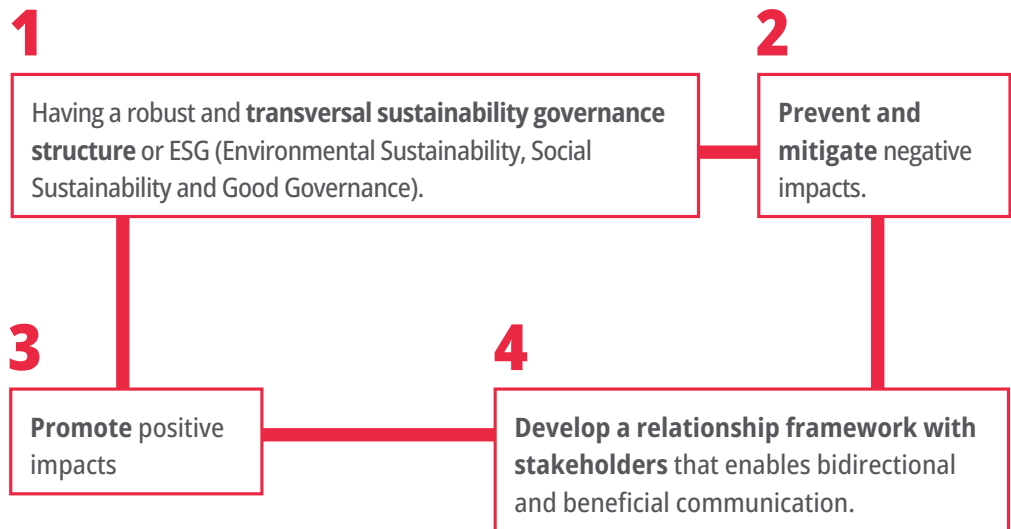
It is responsible for approving **Bergner's sustainability strategy and practices**, and for monitoring them. It is also in charge of proposing and submitting the general policies for the management of sustainability to the governing bodies for approval. Its mission is to contribute to Bergner becoming recognised for its excellent sustainability management.

The main role of the Committee is to improve the decision-making process in such a way that it ensures the cross-cutting compliance of the Sustainability Policy. The following roles of the committee stand out:

- **Ensure the objectives established in the Sustainability Policy** are integrated into the establishment of other policies and internal regulations of Bergner.
- **Develop quantifiable commitments with a time limit** and establish their degree of compliance through specific key indicators.
- **Provide relevant information regarding the ESG risks** identified in each business area and their mitigations.
- **Collaborate in drafting the annual report or Sustainability Report**, as well as other reports tailored to specific stakeholders.
- **Approval and drafting of quarterly ESG reports** to submit to the Management Committee.

Sustainability Committee objectives

Based on the **basic principles of action**, Bergner has established **four objectives**. The supervision of these objectives is the responsibility of the **Sustainability Committee** and will be undertaken with the appropriate monitoring indicators:



About the
report 6

Scope and methodology

This Sustainability Report 2021 reflects the economic, social, labour and environmental performance of Bergner Europe S.L., using the terms “Bergner Europe”, “Bergner” or “the Company” to refer to this company in the document. This report relates to the 2021 financial year

To draw up this report, some of the key international reporting principles have been taking into consideration, including the **Global Reporting Initiative (GRI) standards**, the **10 Principles of the Global Compact** and the **UN’s 17 Sustainable Development Goals (SDGs)**.

To define the material issues of the report (the most relevant ones), Bergner has carried out a **materiality study** (see next section), where it has consulted its stakeholders to find out what their priorities are and to be able to prioritise these issues in this report.

In fact, the following tables set out the equivalents of the GRI indicators and SDGs with the different parts of the report:

TABLE OF GRI INDICATOR EQUIVALENTS


















Standard	Content	Corresponding sections	Comments
PROFILE OF THE ORGANISATION			
102-1	Name of the organisation	2.1 Main dimensions	
102-2	Activities, brands, products and services	2.1 Main dimensions	
102-3	Location of the Head Office		Edificio San Lamberto, Planta 3, Carr. del Aeropuerto, km 4, 50011 Zaragoza
102-4	Location of the operations	2.1 Main dimensions	
102-5	Ownership and legal status	6.1 Scope and methodology	

Standard	Content	Corresponding sections	Comments
102-6	Markets served	2.1 Main dimensions	
102-7	Size of the organisation	2.1 Main dimensions	
102-8	Information about employees and other workers	4.1 Profile of the workforce	
102-9	Supply chain	4.9 Responsible management of suppliers	
102-12	External initiatives	2.3 Corporate culture	
102-13	Membership of associations	2.3 Corporate culture 4.8 Community development	
STRATEGY			
102-14	Declaration of senior executives with decision-making responsibilities	1. Interview with the CEO	
102-15	Main impacts, risks and opportunities	5. Good governance	
ETHICS AND INTEGRITY			
102-16	Values, principles, standards and codes of conduct	2.3 Corporate culture	
102-17	Mechanisms for counselling and ethical concerns	5.1 Code of conduct	
GOVERNANCE			
102-18	Structure of governance	5.3 Sustainability committee	
102-25	Conflicts of interest	5.1 Code of conduct	
102-33	Communication of critical concerns	5.1 Code of conduct	

Standard	Content	Corresponding sections	Comments
PARTICIPATION OF THE STAKEHOLDERS			
102-43	Focus for the participation of the stakeholders	6.2 Materiality study 2.3 Corporate culture	
PRACTICES FOR THE PREPARATION OF REPORTS			
102-40	List of stakeholders	2.3 Corporate culture	
102-42	Identification and selection of stakeholders	6.2 Materiality study 2.3 Corporate culture	
102-44	Key issues and concerns mentioned	6.2 Materiality study	
102-47	List of material issues	6.2 Materiality study	
102-50	Reporting period		2021
102-53	Point of contact for questions about the report		info@bergnerhome.com
102-55	GRI Table of contents	6.1 Scope and methodology	
304-3	Protected and restored habitats	3.4 Biodiversity	
EMISSIONS			
305-1	Scope 1 GHG emissions	3.3 Fight against climate change	
305-2	Scope 2 GHG emissions	3.3 Fight against climate change	
305-3	Scope 3 GHG emissions	3.3 Fight against climate change	
WASTE			
306-2	Waste management	3.2 Circular economy	

Standard	Content	Corresponding sections	Comments
HEALTH AND SAFETY IN THE WORKPLACE			
403-5	Training of workers regarding occupational health and safety	4.3 Well-being and occupational health	
403-6	Promoting the health of the workers	4.3 Well-being and occupational health	
HUMAN RIGHTS			
412-1	Evaluations of impact on human rights	4.2 Human rights	

UN'S 17 SUSTAINABLE DEVELOPMENT GOALS (SDGS)

Corresponding sections		Corresponding sections		Corresponding sections	
	4.8 Community development		3.1 Eco-efficiency		3.2 Circular economy 3.3 Fight against climate change
	4.8 Community development		2.1 Main dimensions 4.1 Profile of the workforce		3.4 Biodiversity 4.8 Community development
	4.3 Well-being and occupational health 4.8 Community development		Bergner's digitalisation plan		3.4 Biodiversity 4.8 Community development
	4.4 Training and development 4.8 Community development		4.8 Community development		4.8 Community development
	4.6 Commitment to equality		Support Projects that provide universal access to green areas and public spaces in the city		2.3 Corporate culture
	3.1 Eco-efficiency 4.8 Community development		3.2 Circular economy		

Materiality study

A materiality study makes it possible to establish which relevant issues are important enough to make presenting information about them in the sustainability report essential.

To undertake this materiality study, the first one Bergner has carried out, a survey was conducted with a selection of stakeholder representatives to assess which Corporate Social Responsibility and Sustainability indicators are the most important and thereby include them in this Sustainability Report.

The survey sample comprised Bergner employees, customers and leading NGOs.

Following the recommendations of the GRI, respondents were asked to evaluate the level of importance of a series of Corporate Social Responsibility and sustainability indicators for Bergner and for them, scoring each of them from 1 to 10.

Results

Overall, the scores obtained have been quite high. In fact, the lowest score was 6.7 and the average score of all of the indicators regarding the level of importance for Bergner was 7.6 and the level of importance for respondents was 8.7.

This is why material issues were considered to be those with a score of between 9 and 10, to only select the maximum scores.

Hence, according to the scores obtained, the material issues for Bergner are:

Material Issues	Section of the report where information can be found regarding
International Expansion	2.1 Main dimensions
Human rights	4.2 Human rights
Consumer satisfaction	2.2 Commitment to quality
Decent work	4.1 Profile of the workforce
Occupational health and safety	4.3 Well-being and occupational health
Work training and professional development	4.4 Training and development
Internal promotion	4.4 Training and development
Gender equality	4.6 Commitment to equality
Work-life balance	4.5 Work-life balance and social benefits
Social benefits	4.5 Work-life balance and social benefits
Diversity	4.7 A diverse environment
Health and well-being	4.3 Well-being and occupational health
Reduction of inequalities	4.8 Community development
Quality education	4.4 Training and development
	4.8 Community development

Materiality chart

The following materiality chart has two axes, corresponding to the two questions in the survey.

As the GRI indicates, in order for an issue to be material, it does not need to obtain a high score in both coordinates, receiving a high score in one of the axes is enough for it to be deemed material. For that reason, the area between 9 and 10 has been coloured in light grey in both axes, to make it clear that the indicators situated in this space are material.





