2024

deSter

a gategroup member

Creating **sustainable**
food and travel experiences

ABOUT THIS REPORT

Name of the organization
deSter

Location of headquarters
Registered head office at Gelmelstraat 96, 2320 Hoogstraten, Belgium

Scope of consolidation
This report covers the deSter Group, a virtual group that encompasses all deSter entities. (A full list of entities can be found on the last page of this report.)

Several of these entities report separately to our parent company, gategroup. We do not produce a consolidated financial report for the deSter Group, as consolidated financial reporting is conducted at the level of our parent company, gategroup.

As a Switzerland-based organization with significant operations in the European Union, gategroup is required to report sustainability data in accordance with the EU's Corporate Sustainability Reporting Directive (CSRD). This makes separate external reporting for gategroup's EU entities, including deSter entities, redundant.

However, deSter has made a strategic decision to report voluntarily at the deSter Group level, following ESRS standards. Our ESG strategy – embodied in our #PeoplePlanetProduct initiative – as well as our double materiality assessment and sustainability KPIs, are implemented at the deSter Group level. We aim to meet as many CSRD reporting requirements as possible. In 2024, we began aligning our KPIs with the VSME standards to better prioritize the most impactful metrics.

Publication date:
July 2nd, 2025

This sustainability report can be viewed online at www.dester.com/sustainability,

where also share previous annual sustainability reports, our full double materiality assessment, and important ESG related policies.

Reporting period:
January 1 – December 31, 2024

All figures and percentages in this report are rounded in accordance with standard rounding conventions. As a result, the sum of percentages in charts or tables may not always total exactly 100%

External audit
Our full greenhouse gas emissions data (scopes 1, 2, and 3), reported in accordance with the GHG Protocol, has been externally audited by DQS. The verification statement is available on our website.

At this stage, no external verification has been conducted for other reported metrics or ESRS data.

Contact details
For questions regarding this report, please contact:

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Financial statements 2024
Financial statements are not included in the scope of this report.

Consolidated financial reporting is conducted at the parent company level by gategroup, not at the deSter Group level.

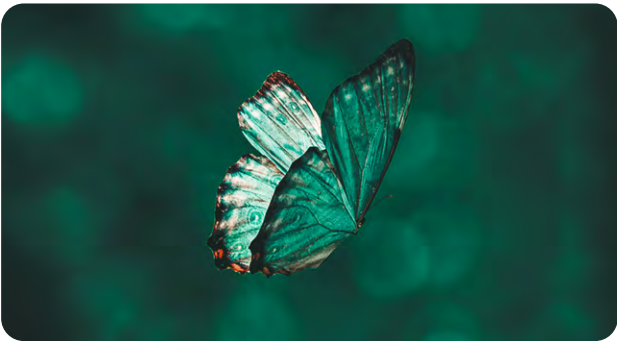gategroup's financial statements can be accessed here: https://www.gategroup.com/corporate-affairs/mandatory-reporting/.

SUSTAINABILITY
REPORT **2024**

deSter
a gategroup member

Creating **sustainable**
food and travel experiences

CONTENTS

INTRODUCTION

STATEMENT FROM THE PRESIDENT

As I reflect on the past year, 2024 was a year of strong momentum and meaningful progress for deSter. In a world that's constantly changing, we continue to focus on what matters most: creating value for our customers, taking care of our people, and advancing sustainable innovation in our industry.

Delivering growth through partnerships

In our travel segment, we welcomed new customers including Riyadh Air and United Airlines, while deepening existing relationships with longstanding partners such as Cathay Pacific, Finnair and Discover Airlines. These collaborations reflect the trust our customers place in us – not only to deliver, but to lead with creativity and vision.

We brought several new airline concepts to life and were proud to receive multiple honors, including two German Design Awards, four TravelPlus Awards, and an Onboard Hospitality Award in recognition of our sustainable and thoughtfully designed onboard experiences. From Lufthansa's innovative Allegris cabin concept to Etihad's fully reusable Economy tableware collection, our design teams continue to raise the bar.

We also returned to key industry events like the World Travel Catering & Onboard Services Expo (WTCE) and the International Flight Services Association Expo (IFSA Expo), reaffirming our role as a leader in inflight and foodservice solutions.

Making sustainability more tangible

Sustainability remains integral to our vision. In 2024, we focused on making our efforts even more tangible – turning good intentions into real outcomes.

In foodservice, we expanded our smart reusable cup systems to new customers in the sports and events space, debuted our home-compostable cutlery with major quick service restaurant brands, and introduced a US-based product line that uses fewer materials and, thanks to localized production, also reduces emissions.

We also invested in additional paper board cutlery lines, and our first wet-molded fiber production line became operational.

Thanks to our commitment to product circularity, we achieved an impressive 63% reduction in carbon emissions this year compared to our 2019 baseline, when we began ramping up our circular economy efforts.

Behind the scenes, we have continued to reduce our operational impact. For instance, we've improved our energy efficiency, pursued green energy projects, invested in electric vehicles and infrastructure, and enhanced our sustainable procurement framework. Sustainability is now embedded in how we collaborate – with suppliers, customers, and our own teams.

Over the years, our supplier relationships have evolved into genuine collaborations, where we share ideas and insights, as well as a shared vision for a better future. Through it all, our robust processes have enabled us to adapt swiftly to evolving demands and global developments.

We're also progressing toward independent certifications such as ISO 14001, demonstrating that our systems are designed for long-term impact. We're especially proud to have earned an EcoVadis Platinum rating, placing us among the top 1% of companies worldwide for sustainability.

Investing in our people

None of this would be possible without our people. This year, we made an even greater effort to create an environment where our teams feel seen, heard, and supported. Our employee feedback survey helped us shape a more transparent communication strategy and clearer development opportunities across the company – because when our people grow, so does our business.

We also continued our journey to fully integrate deSter x Nupik, striving for greater alignment and connection across global teams. From international summits to local celebrations, we created more opportunities for our people to connect, contribute, and feel part of something bigger. Furthermore, we launched additional initiatives to support our local communities, from education-based programs to hands-on volunteer efforts.

> **"We are shaping the future of sustainable food and travel experiences through smarter solutions, conscious design, and strong partnerships."**

Moving forward with intention

This year wasn't just about achieving our targets – it was about building momentum for the future. We know expectations are shifting: customers want more sustainable, thoughtful solutions, and our employees are seeking greater purpose in their work. These needs go hand in hand, and we're well positioned to deliver on both. By staying curious, collaborative, and bold, we're building a future that meets the moment and moves our industry forward.

Stef Van de Perre
President and Managing Director deSter

deSter at a glance

Creating sustainable food and travel experiences

Innovator in foodservice, with a growing customer base

Market leader in travel industry, offering full-service solutions for all major airlines

Sustainable food packaging and serviceware

deStudio
In-house design and development

50-year heritage in global in-house manufacturing, with a strong partner network

1,100+ employees worldwide representing **43+ nationalities**

10%
90%
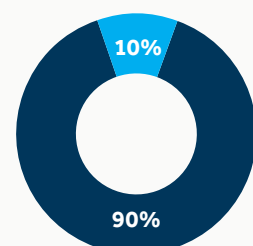
■ FOODSERVICE REVENUE
■ TRAVEL REVENUE

€380 MILLION REVENUE 2024
362,5 M CHF, 1 EUR = 0.953 CHF

Manufacturing

Equipment management

Trading

1/3 Sales

1/3 Sales

1/3 Sales

10

"THINK GLOBAL, **ACT LOCAL**"

Seattle
Chicago
Lima, Ohio
Atlanta
Santiago
Antwerp
Amsterdam
Frankfurt
Barcelona
Dubai
Hong Kong
Shanghai
Bangkok
Prachinburi
Singapore

● deSter manufacturing ● deSter offices

LIMA
Ohio, USA
20,000 m2

ANTWERP
Belgium
138,000 m2
(Hoogstraten)

BARCELONA
Spain
20,000 m2

PRACHINBURI
Thailand
55,000 m2

DUBAI
UAE
Manufacturing partner

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#PeoplePlanetProduct

REPORT SUMMARY

Navigating the evolving ESG landscape – with its wide range of reporting topics – can make reading a full sustainability report challenging.

To support you, the following pages offer a summary of our 2024 sustainability highlights, including a concise overview of our goals and, most importantly, our performance. Each section includes references to the full report for further detail.

SUSTAINABILITY IN 2024

Each year, our ESG journey becomes more than a report – it's a reflection of who we are, what we value, and where we're heading. In 2024, that journey was marked by integration, acceleration, and most importantly, impact.

I'm proud to present deSter's third – and most comprehensive – ESG Report. This voluntary report reflects our growing commitment to transparency and progress.

We aligned our report as closely as possible with the European Sustainability Reporting Standards (ESRS), and we undertook a strategic exercise to streamline our KPIs in accordance with the Voluntary Standard for SMEs (VSME) for the first time. As a practical and adaptable ESG disclosure framework, the VSME has supported our efforts to streamline KPIs and focus on what matters most.

What's more, we also refined our goals, improved our Equipment Management Services data, and fully integrated deSter x Nupik into our reporting, following our acquisition of Nupik in 2024. Thanks to these developments, we were able to capture our full impact across all entities.

Sustainability starts with **People** – it's about creating a workplace where everyone can find their purpose and thrive. In 2024, we listened more closely than ever. In our first global employee survey, we gathered valuable feedback that led to further investments in well-being, training and communication.

Thanks to these developments – as well as our continued focus on safety,

diversity, and engagement – voluntary leave turnover dropped to 7.5%, which is well below our 10% target.

On the **Planet** front, we hit a major climate milestone far sooner than expected: slashing our greenhouse gas emissions 63% compared to our 2019 baseline, driven by our shift to circular products, as well as smarter logistics and greener energy. These efforts culminated in SBTi approval for our net-zero targets.

And when it comes to **Product** – the heart of what we do – we continue to lead with innovation. From reusable airline tableware to compostable cutlery and RFID-enabled cups, 94% of our packaging and tableware revenue now comes from reusable, compostable or recyclable solutions. Our collective efforts earned deSter an EcoVadis Platinum rating, which we aim to retain in the years ahead.

I'd like to extend my heartfelt thanks to all of our employees, who help bring our sustainability vision to life every day. Special appreciation goes to our dedicated ESG team – Veronica Pino Palacio and Fien Van Den Heuvel – and Thomas Berti, our CCO Travel and ESG Leadership Team sponsor, as well as our site ambassadors worldwide. Your passion and dedication drive our ESG journey forward.

While working on this report, I often returned to a quote by renowned explorer and environmentalist Robert Swan: "The greatest threat to our planet is the belief that someone else will save it."

Together, we're showing that meaningful change is possible.

It is by taking action – and collaborating closely with our customers and partners – that we can do our part and make a difference.

With that in mind, this report offers an in-depth picture of our progress so far – and a peek at where we're headed. I invite you to explore the highlights, dive into the data, and meet the people behind the momentum.

Warm regards,

Philippe De Naeyer
Director Sustainability
deSter

"

Progress in ESG starts with momentum, but real change demands persistence and thoughtful adaptation. We're committed to doing the hard work, reporting openly on what's working and what isn't yet, and focusing on what makes a difference for all our stakeholders.

**Thomas Berti
CCO Travel and
ESG Leadership
Team sponsor**

Veronica Pino Palacio
Sustainability Analyst

Fien Van Den Heuvel
Environmental Footprint Manager

Philippe De Naeyer
Director Sustainability

OUR **PEOPLE** GOALS

GREAT PLACE 2 WORK	**2025**	Be a fair and equitable employer that develops its people Focus on the health, safety and well-being of employees
GROW A COMMITED SUSTAINABLE SUPPLY CHAIN	**2025**	Work exclusively with partners that are committed to ambitious social and environmental goals
ACTIVELY CONTRIBUTE TO LOCAL COMMUNITIES	**2025**	Partner with local communities to prevent plastic pollution and engage those near our global offices

3 GOOD HEALTH AND WELL-BEING

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

OUR ESRS MATERIAL TOPICS RELATED TO PEOPLE
S1 Own Workforce, S2 Workers in the value chain, G1 Business conduct (G1 see Governance section)

WORKFORCE
Our workforce grew by 14%, primarily because we welcomed Nupik to the company in 2024.

1,135
EMPLOYEES WORLDWIDE

14%
INCREASE WITH NUPIK

Our employee turnover rate, the percentage of employees who leave and are replaced, is currently 16%.

PP. 86-87

16%
EMPLOYEE TURNOVER

TRAINING & DEVELOPMENT
Despite a decrease in training hours (7.99 per employee), investment per employee rose 60% to CHF 94, reflecting a shift toward quality over quantity.

12.5	16.4	94
24	59	8.0
2022	**2023**	**2024**

—
Average training spend per employee (CHF)
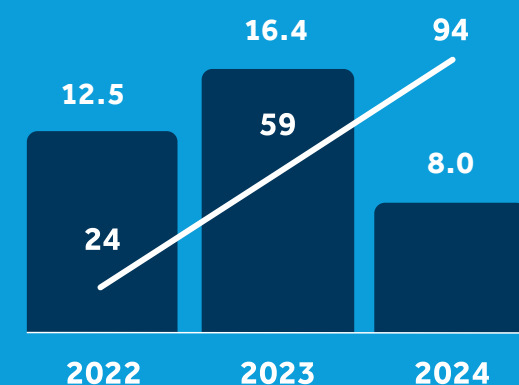
■
Average training hours per employee

We also introduced new leadership programs and a training request system.

PP. 89-91

EMPLOYEE ENGAGEMENT & CULTURE
Voluntary turnover, a key engagement metric, fell from 9.3% in 2023 to 7.5% in 2024 – well below our 10% target and a strong reflection of our supportive workplace.

P. 87

DECLINE IN VOLUNTARY LEAVE TURNOVER
ON TRACK

Target: stay below 10%

18%	9%	8%
2022	**2023**	**2024**
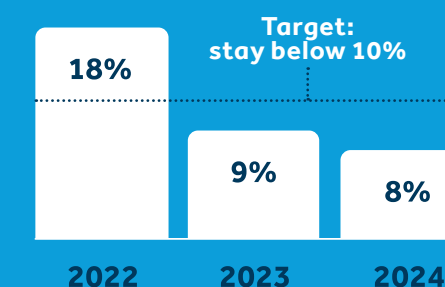
Our current eNPS stands at 9.6, with a goal to reach 30 by 2030.

9.6 ENPS
Employee net promoter score

-100	0	30	70	100

NEEDS IMPROVEMENT GOOD GREAT EXCELLENT

P. 100
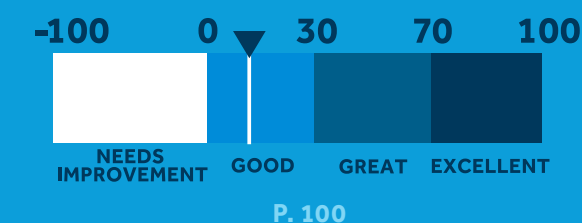
We launched our most comprehensive employee survey to date, with nearly 80% participation globally. Key areas for continued focus include training and development, communication, performance feedback, and well-being.

GLOBAL EMPLOYEE SURVEY

79%
participation rate

Focus areas: training and development, communication, performance feedback, well-being

WELL-BEING

In 2024, we remained committed to supporting the physical, emotional, and social well-being of our employees.

PP. 95-97

4.4%
Absenteeism illness rate
ON TRACK
BELOW 6% THRESHOLD

Illness-related absenteeism remained low at 4.44%, well below our 6% target, thanks to initiatives like keynote talks, Sport@deSter, team-building events, and regional wellness programs.

SPORT deSter

Activities include:
Running, ping pong, volleyball, bowling

Health coverage now extends to 98.6% of our global workforce.

DIVERSITY, EQUITY & INCLUSION

We developed a five-year DE&I roadmap and continued the "Challenge the Bias" global gategroup awareness campaign.

Our workforce spans over 43 nationalities, with a near-even gender split, and 17 employees self-identifying as gender diverse.

48% WOMEN   **52%** MEN

9% Women on senior leadership team

PP. 93-94

Women in senior management remained at 9%. While short-term growth is limited, we aim for 33% representation across all management levels by 2030.

AGE STRUCTURE BALANCED

18-19	20-29	30-39	40-49	50-59	60-60+
0%	14%	26%	31%	24%	5%
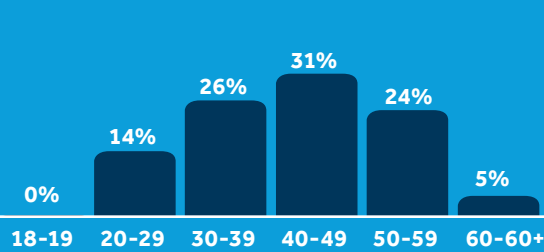
PP. 89-91

Most team members are aged 30-50, reflecting strong retention and broad hiring, with leadership largely concentrated in the 40-50 age range.

GENDER PAY GAP
Global job architecture project initiated to help close the gap
NEEDS IMPROVEMENT

We track pay equity using the adjusted gender pay gap, accounting for role, experience, and location. In 2024, 69% of senior roles were held by men (up from 66% in 2023). A new global job architecture project, initiated by our parent company gategroup, will support efforts to close this gap by 2033.

LIVING WAGE GAP
Increase due to new hires and benchmark changes
NEEDS IMPROVEMENT

Employees earning below the living wage fell from 27% to 19% in 2023 but rose to 23.3% in 2024 due to new entry-level hires and rising benchmarks. The average living wage gap also increased from 6.9% to 9.3%.

2023	2024
6.9%	9.3%
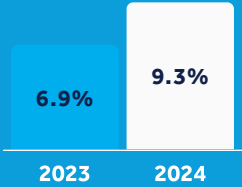
Average wage gap of people paid below living wage

PERFORMANCE FEEDBACK

All targeted employees completed performance reviews, set goals, and engaged in feedback discussions.

ESG objectives were also integrated into personal goals across the organization.

P. 92

100%
Participation in performance feedback process

HEALTH & SAFETY

Our Lost Time Injury Frequency Rate (LTIFR) was 9.06, well below the 2024 industry average of 14.33 (Belgium's NACE code 22.290).

Key focus areas included safety training, Nupik integration, ergonomic upgrades, and progress toward ISO 45001 certification.

PP. 103-107

9.06 LTIFR
LOST TIME FREQUENCY
ON TRACK

LABOR AND HUMAN RIGHTS

Our policies align with ILO and UN Global Compact standards, with no incidents of forced or child labor reported.

External audits, including SMETA 4-pillar, EcoVadis, confirmed strong compliance. The Prachinburi site's Thai Labour Certificate, audited by SGS, was renewed in early 2025.

SMETA   **THAI LABOUR STANDARD**

United Nations Global Compact   **ecovadis**

P.P 87-88

SUSTAINABLE PROCUREMENT

Sustainable procurement is fully integrated, with 98% of targeted suppliers signing our Code of Conduct.

98% TARGETED SUPPLIERS SIGNED CODE OF CONDUCT

Of 81 high-risk suppliers, all completed self-assessments and 21 underwent ESG audits with Corrective Action Plans.

Supplier performance is improving, with 10 D & E-rated suppliers upgraded.

81 Supplier assessments   **21** ESG on-site audits   **10** Suppliers with D or E rating improved

A successful emission reduction pilot is now scaling up.
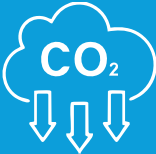
CO₂ Pilot supplier carbon engagement

PP. 108-111

COMMUNITY OUTREACH

We launched an array of new community projects, including the deSter Packathon in Belgium, educational plastic pollution events with youth in the US, and vetiver grass planting in Thailand, among other activities.

PACK ATHON deSter

PP. 112 - 113

OUR **PLANET** GOALS

REACH NET-ZERO CARBON	**2030**	Reduce absolute scope 1 and 2 GHG emissions by 90% from our 2019 baseline* Reduce absolute scope 3 GHG emissions by 55% from our 2019 baseline*
	2050	Reach net-zero carbon across our value chain (scope 1,2, and 3)* * See official SBTi target wording on page 123
AVOID OPERATIONAL WASTE AND PRIORITIZE RECYCLING	**2030**	Achieve net-zero waste to landfill Achieve 80% recycled waste
MANAGE WATER USE AND AVOID POLLUTION	**2030**	Reach site-specific water reduction targets for relevant locations

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

13 CLIMATE ACTION

OUR ESRS MATERIAL TOPICS RELATED TO PLANET
E1 Climate change, E2 Pollution, E3 Water and marine resources, E4 Biodiversity and ecosystems,
E5 Resource use and circular economy (for waste own operations, other E5 topics are discussed in Product)

ENVIRONMENTAL MANAGEMENT
We implemented the ISO 14001 Environmental Management System at our Hoogstraten site, alongside the already certified Barcelona site.

By the end of 2025, our two other sites (Thailand and Lima) will also be ISO 14001 certified.

CERTIFIED ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM

2 of 4 sites are ISO 14001 certified
ALL SITES TO BE CERTIFIED BY END 2025

PP. 120-121

GHG EMISSIONS REDUCTION
In 2024, we cut our total GHG emissions by a staggering 63% since 2019 — surpassing our 2030 target of 55% — and reduced emissions per unit of turnover by 59%. Scope 3, which makes up 95% of our footprint, drove this progress.

63%
Reduction in absolute GHG emissions vs 2019
ON TRACK

544,591 tCO2e
2019

235,311 tCO2e
2024

P. 122-143

Key actions included expanding reusable product lines, using more renewable materials like fiber-based alternatives, and optimizing global transport strategies.
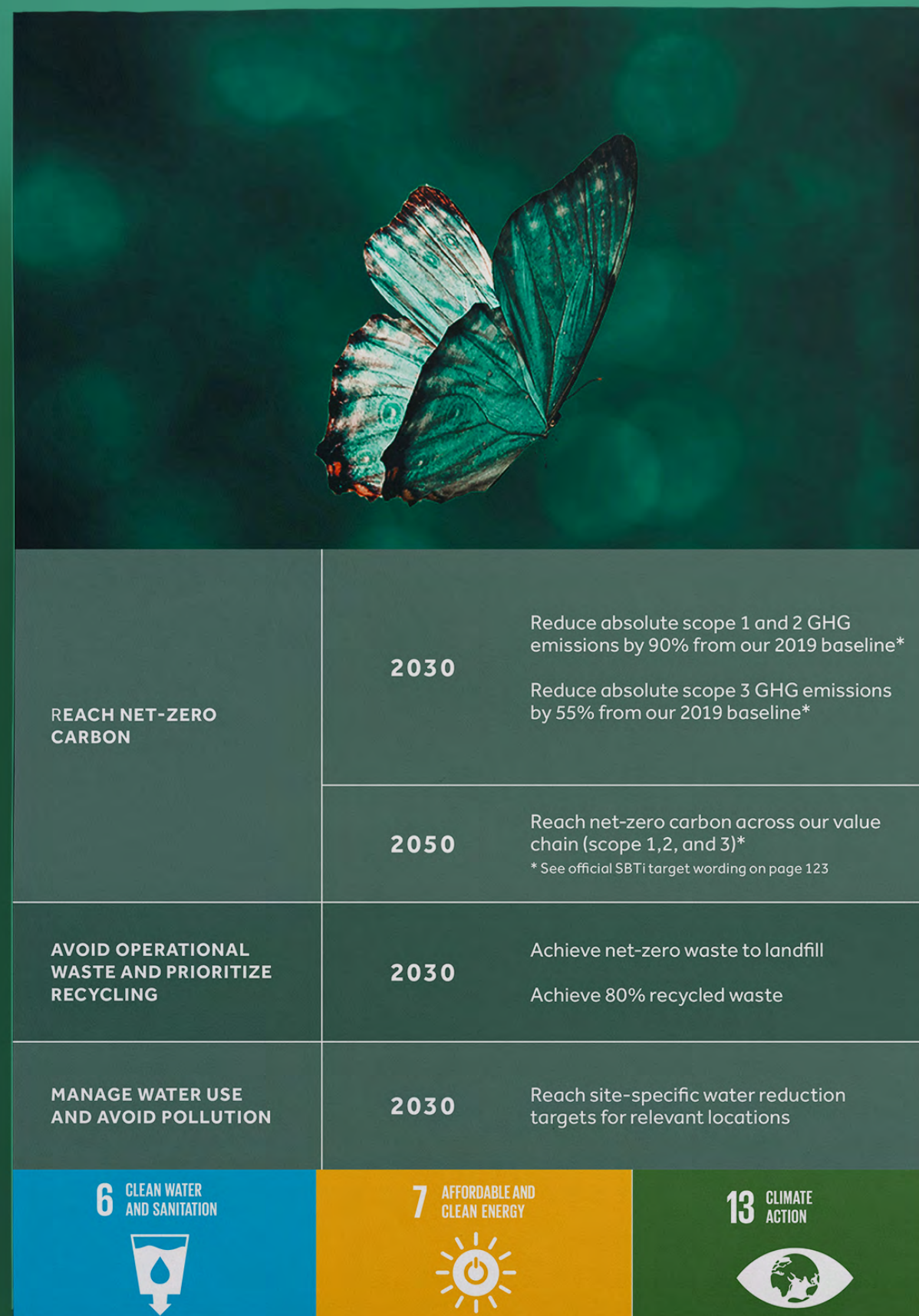
We are proud that our targets and progress have been validated by the Science Based Targets initiative, affirming our net-zero goal by 2050, in line with the Paris Agreement's 1.5°C target.

P. 127

SCIENCE BASED TARGETS
CDP DISCLOSURE INSIGHT ACTION

All scope 1, 2, and 3 data were reported in accordance with the Greenhouse Gas Protocol and externally verified.

We improved our scope 3 reporting by integrating the full dataset from deSter x Nupik and enhanced our data from deSter Germany's managed services (equipment management).

PP. 134-143

Reduction driven by scope 3 actions:

SCOPE 1 0.2%
SCOPE 2 5% market-based
SCOPE 3 95%

73% Purchased goods

5% Transport

18% End-of-life

(Other 4%)
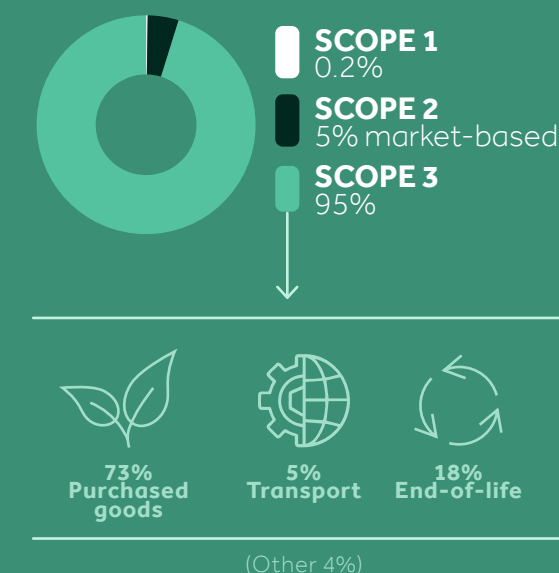
We earned a B rating from the Carbon Disclosure Project (CDP) and achieved 'Leader' status in EcoVadis Carbon Management, recognizing our best-in-class greenhouse gas strategies.

These advances reflect our commitment to transparency, enabling our team and customers to make more informed and sustainable choices.

SCOPE 1 REDUCTION

In 2024, we reduced our scope 1 emissions – which account for just 0.2% of our total GHG output – by roughly 55% from 2019 levels, thanks to lower gas usage, more electric vehicles, and fewer refrigerant leaks.

55%
reduction in absolute scope 1 emissions vs 2019
ON TRACK

Increased use of electric vehicles
Eliminated gas consumption
Reduced refrigerant leaks

PP. 128-129

SCOPE 2 REDUCTION

In 2024, we cut market-based scope 2 emissions by 51% by sourcing 20% green electricity, investing in energy-efficient machinery, and producing more compostable and reusable products that require less energy to make.

51%
reduction in absolute scope 2 emissions vs 2019
ON TRACK

22,717

absolute tCO2e market based

11,099

absolute tCO2e market based

2019   2024

PP. 128-129

WASTE MANAGEMENT

We decreased operational waste by 34% from 2019 levels, with landfill waste dropping from 5% to 2% – a major step toward our 2030 net-zero landfill goal. Most gains came from reducing non-hazardous waste, while a one-time cleanup caused a slight rise in hazardous waste.

PP. 146-150

34%
less operational waste vs 2019

2,855 TONNES

1,898 TONNES

2019   2024

■ Hazardous waste   ■ Non-hazardous waste
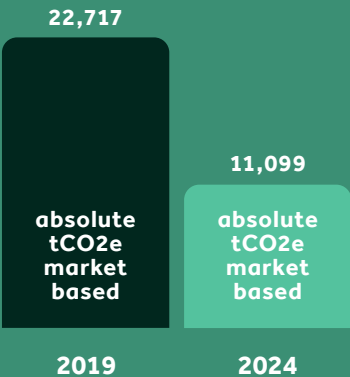
Only 2% waste to landfill
ON TRACK (0% BY 2030)

Recycled waste increased from 60% to 63%, keeping us on track to reach our 80% recycling target by 2030.

Prachinburi and Lima remain on target to meet site-specific goals, though Hoogstraten saw a 5% uptick in residual waste per tonne, and Barcelona's relative waste rose due to lower production volumes.

63% recycled waste
ON TRACK (80% BY 2030)

WATER MANAGEMENT

At our Hoogstraten and Prachinburi sites, water usage is currently off track, partly due to new production methods.

To improve performance, we implemented a water-saving measure in early 2025 by connecting wastewater from our new paper board cutlery line to a closed-loop cooling system.

PP. 151-153

Water use slightly up due to new production techniques
NEEDS IMPROVEMENT

52,523   **56,722**

24,552   **38,887**

2019   2024

■ Hoogstraten | m3   ■ Prachinburi | m3

CHEMICALS

In Hoogstraten, we regularly conduct water and particle testing to ensure compliance and set improvement targets, such as zinc levels.

In Hoogstraten, we enhanced chemical and gas storage with suppliers and ensured compliant biocide use.

Prachinburi improved chemical safety with dedicated storage and spill protocols, while Lima advanced oil recycling.
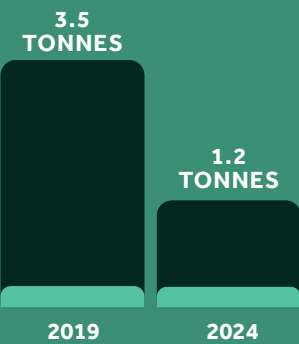
ENHANCED GLOBAL CHEMICAL SAFETY

PP. 154-155

POLLUTION REDUCTION

Volatile Organic Compound (VOC) emissions fell 64% thanks to reduced polystyrene use, keeping us on track to achieve an 80% reduction by 2030. SOx and NOx levels also declined.

64%
absolute decrease in VOC emissions vs 2019
ON TRACK

3.5 TONNES

1.2 TONNES

2019   2024

PP. 156-159

OUR **PRODUCT** GOALS

CHAMPION CIRCULAR ECONOMY	**2025**	Produce 100% reusable, compostable or recyclable products
	2035	Produce 100% zero-waste products Confirmed circular end-of-life solution for every product sold
	ANNUALLY	Help customers reduce carbon footprints via more sustainable product choices Phase out unnecessary single-use plastics
ADVANCE RESPONSIBLE RESOURCE USE AND PROTECT BIODIVERSITY	**2025**	Phase out products made from PS
	2030	Source 100% of paper, wood and fiber materials for food contact products from sustainably managed forests Use 100% recycled fiber in non-food contact products
	2035	Phase out of single-use aluminum products
	ANNUALLY	Increase use of renewable plastic materials
ENSURE HIGHEST PACKAGING SAFETY	**2026**	Ensure all fiber-based products are PFAS-free
	ANNUALLY	Achieve BRCGS A rating for all sites Keep complaints under 0.20 per 1,000 hours

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE **12** RESPONSIBLE CONSUMPTION AND PRODUCTION **14** LIFE BELOW WATER **15** LIFE ON LAND **17** PARTNERSHIPS FOR THE GOALS
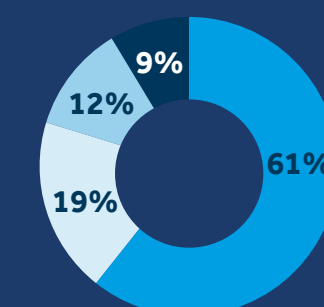
OUR ESRS MATERIAL TOPICS RELATED TO PRODUCT
E2 Pollution, E$ Biodiversity and ecosystems, E5 Resource use and circular economy, S4 Consumer and end-users

SUSTAINABLE PRODUCTS

We prioritize product circularity, responsible resource use, and consumer health and safety.

Revenue share by product group

- Packaging and tableware — 61%
- Comfort items — 19%
- Premium tableware — 12%
- Service items and others — 9%

With over 60% of our portfolio in packaging and tableware, this category is our focus.

In 2024, we enhanced our product data by fully integrating the deSter x Nupik dataset and improving data from deSter Germany's managed services (equipment management).

PRODUCT CIRCULARITY

Currently, 94% of our packaging and tableware revenue comes from reusable, compostable, or recyclable products – and we are on track to hit 100% by end-2025.
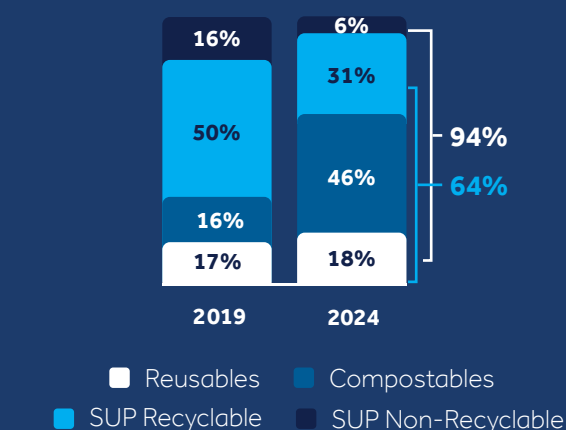
94%

revenue from reusables, compostables and recyclables vs total packaging revenue

ON TRACK

Reusable and compostable items now account for 64% of that revenue, up from 62% in 2023.

Breakdown of sustainable packaging revenue

2019
- Reusables — 16%
- SUP Recyclable — 50%
- SUP Non-Recyclable — 16%
- Compostables — 17%

2024
- Reusables — 6%
- SUP Recyclable — 31%
- Compostables — 46%
- SUP Non-Recyclable — 18%
- 94%
- 64%

- Reusables
- Compostables
- SUP Recyclable
- SUP Non-Recyclable

Since 2019, single-use plastic (SUP) sales by weight have dropped by 41%, largely replaced by reusable or compostable alternatives.

41% lower SUP sales by weight vs 2019 (tonnes)

2019 — 27,234
- SUP Recyclable — 72%
- SUP Non-Recyclable — 28%

−41% ↓

2024 — 16,177
- SUP Recyclable — 85%
- SUP Non-Recyclable — 15%

- SUP Recyclable
- SUP Non-Recyclable
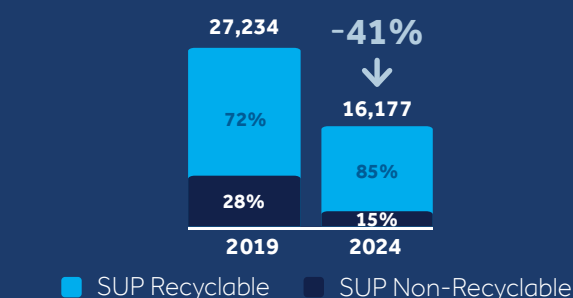
CIRCULAR DEVELOPMENTS

We launched a wet-molded fiber line, introduced DIN CERTO-certified paper board cutlery, and invested in paper cup lines and compostable sealing films for reusables.

We also expanded closed-loop recycling with airline partners and drove innovation through workshops, partnerships, and student design challenges.

PRODUCT AWARDS

In 2024, we received multiple honors, including two German Design Awards for 'Excellent Product Design – Eco Design', four TravelPlus Awards and the Onboard Hospitality Award for 'Trendsetter of the Year'.

PP. 36-38

PRODUCT CARBON FOOTPRINT

We launched our Product Carbon Footprint Tool, aligned with the GHG Protocol, to help customers make data-driven comparisons and reduce scope 3 emissions.
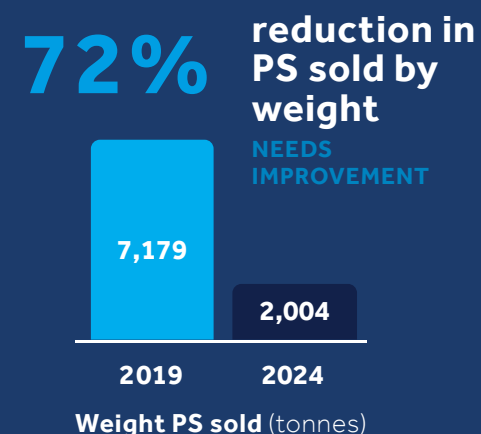
P. 173

Launched Product Carbon Footprint Tool

We also advanced our Climate Activator Certification, based on the ISEAL code, with certifications expected in 2025.

Climate Activator

RESPONSIBLE RESOURCE USE: PLASTIC

Since 2019, we have cut polystyrene use by 72% – a major milestone – with full phase-out targeted by the end of 2025.

72% **reduction in PS sold by weight**

NEEDS IMPROVEMENT

7,179	2,004
2019	2024

Weight PS sold (tonnes)

PP. 177-178

We also earned ISCC PLUS certification at our Hoogstraten and Prachinburi sites, and slightly increased renewable content in plastic products from 2% to 3%.

ISCC International Sustainability & Carbon Certification

2 factories ISCC PLUS-certified to offer plastics from renewable and recycled sources

RESPONSIBLE RESOURCE USE: FIBER AND PAPER

45% of the materials in our food contact products are now FSC- or PEFC-certified, keeping us on track to achieve 100% by 2030.

45%

food contact materials are FSC/PEFC certified
ON TRACK

PP. 179-181

| GOAL 2030	100%	
2024	45%	55%
2019	13%	87%

■ FSC/PEFC ■ NON-FSC/PEFC

Our use of waste-derived fibers like bagasse in food contact products also continued to increase in 2024.

For non-food contact items, 25% of fiber is currently recycled – an area that will need further attention to meet our 2030 target of 100%.
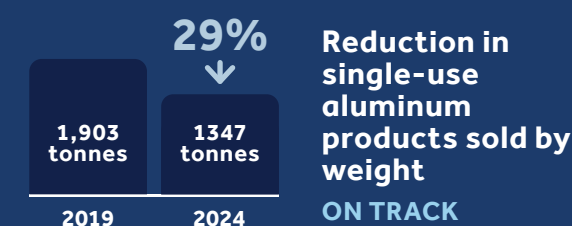
Growth in waste-derived fibers (bagasse)

GOAL AUG 2026	100%	
2023	71%	29%
2019	19%	81%
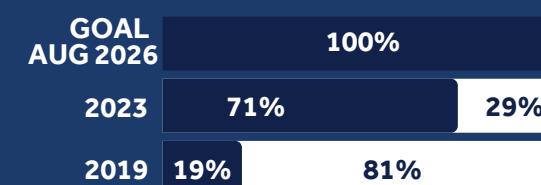
25% recycled fiber resources for non-food contact products

NEEDS IMPROVEMENT

65%	75%
35%	25%
2019	2024
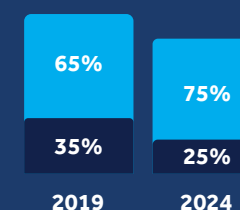
RESPONSIBLE RESOURCE USE: ALUMINUM PHASE-OUT

We've reduced single-use aluminum usage by nearly 30% since 2019.

P. 181

29% ↓ **Reduction in single-use aluminum products sold by weight**

ON TRACK

1,903 tonnes	1347 tonnes
2019	2024

CONSUMER HEALTH & SAFETY:

CUSTOMER COMPLAINTS

We maintained a low customer complaint rate of 0.11 per 1,000 production hours in 2024 – well below our target of 0.20.

Only 0.11 complaints per 1,000 production hours
ON TRACK

PP. 182-183

BRCGS RATINGS

In 2024, all sites underwent audits. Prachinburi earned a BRCGS AA rating and Lima received an A, meeting our target.

After consistently achieving A and AA ratings in past years, Hoogstraten and Barcelona received B+ and B ratings, respectively. Improvement plans are already in motion.

TARGET THRESHOLD	0.20
2024	0.11
2019	0.23

BRCGS

All 4 sites BRCGS audited 2 AA rated, 1 B and 1 B+

PFA PHASE-OUT

We have also made progress on PFAS elimination: 71% of our fiber-based products are now PFAS-free, and we're on track to reach 100% by 2026.

71%

PFAS-free fiber resources
ON TRACK

OUR **GOVERNANCE** GOALS

Maintain high standards of Ethics & Compliance
We uphold zero tolerance for corruption, ensure data security and access rights, and conduct regular internal and external audits to maintain integrity.

ANNUALLY

Ensure robust compliance
We meet all product, environmental, and consumer health and safety, while monitoring external assurance of our ESG practices.

OUR ESRS MATERIAL TOPICS RELATED TO GOVERNANCE
G1 Business conduct: protection of whistleblowers, information security, anti-competitive practices (anti-trust, product homogeneity, price wars), regulatory compliance, relationship management with suppliers (see sustainable procurement part)

GOVERNANCE ALIGNMENT
deSter adheres to gategroup's corporate governance framework, including oversight by Global and Regional Risk & Compliance Committees. A dedicated BRCC, chaired by deSter's Regional General Counsel, ensures focused compliance.

gategroup

★ deSter

RISK MANAGEMENT
ESG and compliance risks are identified through double materiality, human rights, ethics, and supplier assessments, supporting responsible and sustainable operations.

INTEGRATED ESG TEAM
Leadership Integration: ESG is embedded at the senior leadership level, with the Chief Commercial Officer Travel serving as the ESG sponsor, reporting directly to the President and Managing Director.

Dedicated ESG Team: Led by the Director Sustainability and ESG, our three-person ESG team reports quarterly to leadership and meets monthly with the President on key topics like GHG reduction.the team is also part of the gategroup's global ESG organization

Cross-Functional Community: Departmental ESG ambassadors meet quarterly to review progress and exchange insights.

Company-Wide Engagement: Regular updates via global townhalls and internal newsletters keep teams informed and involved.

INFORMATION SECURITY
In 2024, new global policies were introduced to enhance data privacy and records management, supported by employee training and secure tools.

REGULATORY COMPLIANCE
We proactively monitor evolving regulations on packaging, sustainability, and food safety. In 2024, efforts centered on aligning with key EU directives, particularly the Packaging and Packaging Waste Regulation and the European Deforestation Regulation.

CIRCULAR ECONOMY   **GREEN VALUE CHAIN**   **FOOD CONTACT MATERIALS**

EXTERNAL ASSURANCE ON ETHICS AND COMPLIANCE
SEDEX SMETA 4P audits were conducted at three of our four sites. Barcelona, acquired in 2024, is scheduled for 2025.

We also undergo EcoVadis assessments – where ethics is a key focus – and audits like the Supplier Workforce Audit.

For food safety, we complete BRCGS and other relevant audits.

See the Commitments and Endorsements section pp. 68-69 and the Addendum's Certification and Audits section pg.184 for details.

ZERO CASES
• Zero whistleblower cases
• Zero cases of unfair competition
• Zero convictions of non-compliance with product and environmental regulations
• Zero cases of corruption

SUSTAINABLE PRODUCT HIGHLIGHTS

We have embedded circular economy principles into our product development process for several years, working closely with our customers to create solutions that minimize waste and maximize resource efficiency. Central to this is our product circularity hierarchy, which guides decision-making based on impact and feasibility.

We prioritize reuse, followed by compostables and recyclable options — striving for the highest-value circular outcomes wherever possible. (Please find more details in the Product chapter).

As we work toward becoming 100% circular, our R&D team, designers, engineers, and product managers continue to push boundaries, developing products that are sustainable, practical and visually pleasing.

To showcase our 2024 efforts, we've highlighted a few select projects focused on reusable, closed-loop, and compostable fiber-based solutions. These examples demonstrate our commitment to innovation, which supports both circularity and real-world functionality.

REUSABLE AND CLOSED-LOOP PRODUCTS

Swiss Senses: Edge design

Swiss will soon introduce a new tray set-up aligned with its "Swiss Senses" vision. The updated service includes reusable trays and bowls for the main meal, along with a new feature: an aperitif service offering passengers a welcome snack served in a reusable appetizer bowl during the drink service.

While the full setup has been tailored specifically for Swiss, the core design will also be introduced as "Edge" — a new deSter standard for reusable tableware. Edge makes it easier for smaller customers to adopt reusable solutions without requiring significant investment.

Reusable cups for events

Reusable cups are increasingly being adopted as a more sustainable solution for events. Our RFID-enabled cups simplify ordering and returning, and in 2024, we optimized them for safety, stackability, washability, and recyclability.

Our Replay and Revolve cups have been successfully tested at major festivals such as Tomorrowland and Graspop in Belgium, and Austin City Limits in the US. What's more, they are now also in use by professional league soccer club RSC Anderlecht. This collaboration brings together deSter, Aucxis, Adyen, Twelve, and Events Catering Bevers.

The RFID technology enables better cup tracking and returns systems, helping organizers reduce waste while improving the visitor experience. We are proud of the positive impact we're creating alongside our partners.

Google reuse pilot

In 2024, we successfully completed a pilot project to transition to reusable food packaging at Google's Mountain View campus in California. As part of the pilot, we introduced reusable bowls in various sizes across campus food trucks.

Each bowl was embedded with RFID technology, enabling Google to track return rates and manage inventory. Google is now exploring how to expand the initiative at scale.

The pilot proved that reusable packaging is both practical and sustainable. What's more, positive employee feedback has encouraged Google to continue investing in circular solutions.

REUSABLE AND CLOSED-LOOP PRODUCTS

FlyLight Cups: Advancing reusables in aviation

We made significant progress developing reusable airline cups – one of the most complex items to implement in reducing cabin waste. Our focus was on overcoming key challenges related to storage, washing, and onboard handling.

Building on the premium Collect cup, designed in 2023, we optimized its features and improved the V-shaped drawer design for easier trolley loading. We also created an insert to use the existing drawers and equipment, eliminating the need for cup-specific solutions.

Further research led to the creation of the FlyLight cup, which strikes just the right balance between weight and durability. It's lighter yet more durable and has a smaller environmental footprint than single-use alternatives.

KFC reusable cups

In 2025, we plan to roll out reusable polypropylene drinking cups, which we developed in 2024, for KFC in the Netherlands. Though primarily designed for dine-in services, a take-away version will also be available.

The cups are made for repeated use and are fully recyclable at the end of their lifecycle. This initiative not only ensures compliance with local regulations but also supports KFC's broader sustainability goals – reducing resource consumption, minimizing waste, and prioritizing recyclable materials.

Depending on the country, the cups can be paired with wet-molded fiber lids or cardboard lids.

Condor sleeper suit

deSter and Condor Airlines have introduced a new sleeper suit designed exclusively for Business Class passengers. More than just inflight pajamas, this thoughtfully crafted ensemble doubles as stylish loungewear that can be worn long after the flight.

The top of the sleeper suit features a 100% organic cotton hoodie that's soft, breathable and eco-friendly. Ideal for long-haul journeys, the sleeper suit helps passengers relax in style and arrive feeling refreshed and well-rested. In June 2024, the sleeper suit achieved the Travel Plus Sleeper Suit / PJs Award.

REUSABLE AND CLOSED-LOOP PRODUCTS

Lufthansa textile recycling

When it comes to onboard textiles, it's not just about selecting the right materials – it's also about understanding their impact throughout the entire lifecycle.

In 2024, Lufthansa reached a significant milestone by successfully recycling nearly all of its onboard textiles when they reached the end of their lifecycle.

This achievement includes the recycling of an impressive 52,684 kilograms of materials, marking a major step forward in our commitment to sustainability.

New SAS Business Class amenity kits

deSter partnered with Scandinavian Airlines (SAS) to create a Business Class amenity kit that quickly became a passenger favorite. Co-designed with SAS and Swedish premium bedding brand DUX, the kit reflects Scandinavian simplicity and functionality.

Focused on reusability and smart packing, the kits include a drawstring shoe bag, travel pouch, and zipper bag – all made from 100% organic cotton. The subtle grey-cream and tan-cream striped design draws inspiration from SAS's Business Class cabins, ensuring a seamless onboard experience.

Beyond the essentials, the kit features comfortable socks from Swedish Stockings, eco-friendly dental kits from Humble Brush, and skincare from Verso, adding a touch of Scandinavian luxury to every journey.

COMPOSTABLE FIBER-BASED PRODUCTS

Progress in paper board cutlery

Sustainable cutlery remains a key focus for deSter, supported by ongoing investments in innovation and production.

In 2024, we advanced our research into materials, mould construction, and manufacturing processes. A faster method for creating test moulds was introduced, enabling immediate testing of new designs.

We also added a dessert spoon to our cutlery portfolio and are actively working to reduce material usage without compromising strength, which further enhances our sustainability and competitiveness.

In addition to production in Hoogstraten, a paper board production line is now operational in Thailand.

In-house production of wet-molded fiber

Our wet-molded fiber production line in Prachinburi became fully operational in 2023.

With new materials, including PFAS-free fibers, and strong collaboration between our Prachinburi and Hoogstraten teams, we have optimized product performance and increased internal production in 2024.

Currently, more than 70% of our wet-molded products are PFAS-free, with a target of reaching 100% by August 2026.

Our Leonardo design: timeless style, modern touch

Leonardo, one of our longest-standing Economy Class plastic hot meal dishes, is now available in a fully compostable wet-molded fiber version.

This updated solution integrates seamlessly with existing food processing systems – automatic denesting, filling, and lidding – and is compatible with the newly designed reusable Edge tray set-ups. It minimizes transition barriers for customers currently using the single-use plastic version.

By 2025, we plan to expand compostable alternatives, particularly for ovenable CPET casseroles.

COMPOSTABLE FIBER-BASED PRODUCTS

Our new Ridge collection

Launched in 2024 following development in 2023, Ridge is a plastic-free, fiber-based product line free from PFAS additives.

It is fully certified for home composting and designed for a wide range of applications in the foodservice market, especially grab-and-go, fast casual, and meal delivery.

Ridge offers versatile lid options, including a fiber-based window lid with compostable cellulose film, a classic rPET lid, or a transparent compostable film to suit various applications and customer needs.

Our Flustix-certified paper cup sets new global standard

In 2023, we launched our groundbreaking Flustix-certified paper cup, which is free from PE coatings, home-compostable, and designed to support circular waste systems.

In 2024, it was widely adopted by major airline partners, including United Airlines in North America and TUI in Europe. It's now considered the industry benchmark, and nearly all of our new orders opt for our Flustix-certified cups.

As demand grows, we remain focused on scaling sustainable innovations that meet the highest environmental standards.

In-house production of paper cups

In 2024, we took a major step forward by adding in-house paper cup production for the first time. With deSter x Nupik now in our group, we began reshoring previously outsourced production to Spain, cutting transport distances and reducing CO_2 emissions significantly.

At the same time, we also began setting up local production in Thailand, which will strengthen the resilience and sustainability of our global supply chain. Together, these developments mark a key shift toward more localized, efficient, and environmentally responsible manufacturing.

OUR AWARDS IN 2024

These honors highlight deSter's continued leadership in innovation and sustainability, as well as our commitment to driving positive change across the travel and foodservice industries.

ESG Transparency Award
December 2024

deSter achieved the Excellence level and was recognized by EUPD Research with the ESG Transparency Award, honoring organizations that have successfully embraced transparent sustainability reporting and integrated ESG principles into their operations.

TravelPlus Awards
June 2024

These awards, which celebrate innovation and quality in passenger amenity kits and onboard comfort products, are widely regarded as the benchmark in the passenger experience space. At the 2024 ceremony, deSter proudly won four honors:

Winner: Business Class Sleeper Suit/PJs for Condor
Our stylish and comfortable loungewear was designed to be worn inflight and after landing.

Winner: Business Class Tableware for Finnair
Our space-saving "Kuulas" tableware concept – created with Iittala, Harri Koskinen, and Schönwald – blends durable Finnish design with eco-friendly materials.

Winner: Premium Economy Bag/Kit for KLM Royal Dutch Airlines
Made from ocean-bound recycled plastics and renewable materials, the convenient kit doubles as a laundry bag for ongoing use.
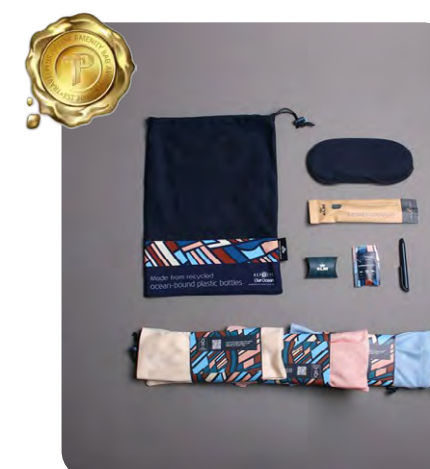
Winner: Readers Award for Discover Airlines' Business Class Amenity Kit
Featuring a water-repellent drybag that's perfect for hiking or beach trips, this innovative kit enhances each passenger's journey well beyond the flight.
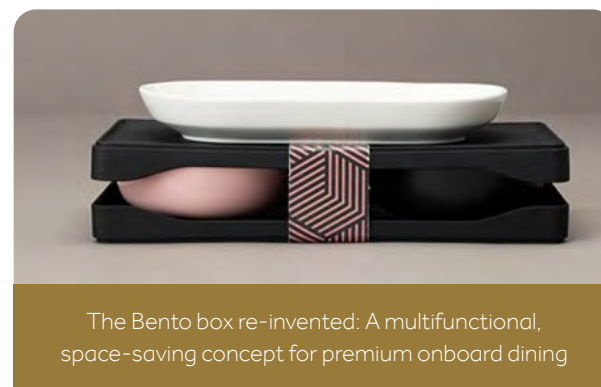
German Design Award
January 2024

Presented by the prestigious German Design Council, the German Design Awards are renowned for recognizing outstanding design achievements across various industries. In 2024, deSter was honored in multiple categories:

Special Mention: "Excellent Product Design – Tabletop"

The Bento box re-invented: A multifunctional, space-saving concept for premium onboard dining

Winner: "Excellent Product Design – Eco Design"

Winner: "Excellent Product Design – Eco Design"

Etihad reusable economy concept

Paper board cutlery

Onboard Hospitality Award
June 2024

Trendsetter of the Year: Etihad's Fully Reusable and Recyclable Economy Dining Tableware

This innovative dining experience features 100% reusable tableware made from recyclable, high-quality plastic. As part of a closed-loop system, the trays, dishes, and bowls are collected, washed, ground, and remanufactured to ensure zero waste.

A complete overview of our awards can be found in the Addendum.

deSter joins the
German Design Awards' jury
October 2024

We're proud to share that Daniel Knies, Senior Category Director Premium Dining, has been invited to join the jury for the German Design Awards 2025. The international panel brings together top design minds to recognize excellence in communication and product design. Earlier this year, Daniel was also featured in *Onboard Hospitality* magazine for his contributions to shaping premium travel experiences.

"

Premium dining is a powerful tool for airline brand identity. Our elegant, high-quality tableware helps create a lasting impression that extends well beyond the flight.

Daniel Knies,
Senior Category Director
Premium Dining

ABOUT DESTER

CREATING SUSTAINABLE FOOD & TRAVEL EXPERIENCES

ESRS 2

deSter, a member of gate-group, is a leading designer and provider of sustainable, innovative food packaging and serviceware concepts in the travel and foodservice industries. Drawing from decades of experience, we deliver bespoke, customer-centric and impactful innovations that showcase our passion for design and trends.

Founded as a general trading house in 1936, deSter began resin-based manufacturing in 1973, with the production of the humble (and now iconic) Belgian fries fork. Today, we are a leading supplier for all major airlines and steadily growing in the "on-the-ground" food packaging market. With over 1,100 employees and a dedicated global supply chain, our customers can rely on us.

Our value proposition:

- **Human design inspired by human stories**: We create beautiful, functional products that meet our customers' needs.

- **Smart concepts powered by innovation:** As industry experts, we are well-positioned to drive innovation and offer smart solutions.

- **Peace of mind, thanks to our conscious approach**: We are a trusted partner to our customers, suppliers and employees, demonstrating a commitment to sustainability with our #PeoplePlanetProduct strategy.

Joke Vervoort
Graphic Designer

DESTER OVER THE YEARS

Over the years, deSter has consistently adapted to industry changes and set new standards. Today, our "two wings" approach highlights our dual goals: leading the travel industry in sustainability and expanding our market share in the foodservice sector. By continuously improving our ESG performance, championing sustainable design and innovation, and investing in new technologies and local manufacturing, we can achieve these ambitions. "We keep adapting to stay relevant and drive market change."

gategroup

SPIRIANT WHERE INSPIRATION MEETS PERFORMANCE

GOLD 2023 **ecovadis** Sustainability Rating

PLATINUM Top 1% **ecovadis** Sustainability Rating AUG 2024

★deSter

★deSter ×nupik

★deStudio

☀ HELIOS

SILVER 2022 **ecovadis** Sustainability Rating

Timeline

1936 — **deSter, founded in Amsterdam by T. H. Ritman,** produced cleaning products for hotels, hospitals and restaurants

1969 — **Joost Ritman** took over the company from his father and ventured into the aviation industry

1973 — **Belgium** Production of lightweight plastics replaced chinaware onboard airlines. Entered foodservice

1991 — **deSter HK office opened** with a dedicated team skilled in design, engineering, manufacturing and supply chains

1997 — **Established production facilities on 3 continents** (Europe, Asia, Americas), delivering directly to all major airline hubs

1999 — **EQT-owned Duni AB acquired deSter**, restructured the business and repositioned the company within the inflight equipment and catering industry

2007 — **deSter became part of gategroup**, the global leader in airline catering, retail-on-board and hospitality products

2012 — **The acquisition of Helios mppd.** strengthened deSter's aviation market position by combining innovation and customer focus

2016 — **deSter optimized its global supply chain** and logistical network, including local warehousing and direct delivery to aviation and foodservice customers

2018 — **Rebranded deStudio, deSter's award-winning design and development department**. Launched product circularity approach with a dedicated team. Improved EcoVadis rating from Bronze to Silver

2019 — **deSter opened its Lima, Ohio, factory** to produce closer to customers. Implemented industry-first 100% closed-loop recycling of inflight equipment. deSter reaffirmed EcoVadis Silver Rating

2020 — **Introduced 'two wings' strategy,** leading in travel industry sustainability while driving growth in foodservice

2021 — **deSter and SPIRIANT merged,** taking both companies' experience, product portfolios and sustainable solutions to the next level. Refreshed corporate identity

2022 — **Launched deSter's #PeoplePlanetProduct ESG approach with a dedicated team**. Committed to UN global compact and SBTi (Science Based Targets Initiative related to greenhouse gas reduction). deSter maintained EcoVadis Silver rating, joining top 10% of rated companies in its industry

2023 — **deSter launched its first Sustainability Report**, reflecting the company's holistic approach toward sustainability. Improved EcoVadis rating from Silver to Gold, joining top 2% of rated companies in industry

2024 — **deSter earned EcoVadis Platinum,** the highest rating, and joined the top 1% of all rated companies. **deSter acquired Nupik and launched Nupik x deSter,** a food packaging manufacturer and distributor, in Barcelona

OUR MARKETS

TRAVEL

YOUR PASSENGERS, OUR INSPIRATION

deSter delivers comprehensive premium and main cabin concepts to provide the ultimate passenger experience. We understand that even the smallest detail can make a world of difference.

That's why we collaborate with our customers to develop designs and manufacture products in our own factories or with our manufacturing partners, ensuring we strike the perfect balance between design and functionality.

OUR TRAVEL PRODUCTS

Premium Dining
Chinaware, stainless steel cutlery, glasses, and table linens.

Main Cabin
Trays, bowls, dishes, cutlery, cups, hot meal dishes, cardboard packaging, and more.

Crew and Galley Equipment
Drawers, trolley equipment, glass racks, cup holders, and other equipment.

Amenities and Comfort Items
Amenity kits, skincare products, eye masks, sleepwear, blankets, pillows, and other comfort items.

★ deSter
× nexūs

In partnership with Nexus.
Leveraging brand and travelers' experiences.

AND PRODUCTS

FOODSERVICE

### DINING SOLUTIONS FOR PEOPLE ON THE MOVE

Creating innovative and inspiring foodservice concepts is one of the most important pillars of our portfolio. Whether producing a bespoke design or off-the-shelf product, tailor

each creation to our customer's brand or business. What's more, we are BRCGS Food and Packaging certified for added peace of mind.

AREAS OF FOCUS

Horeca
Hotels, restaurants, cafes, events – like festivals and sports games – all need convenient cups, cutlery, tableware and food packaging that align with their brand experience.
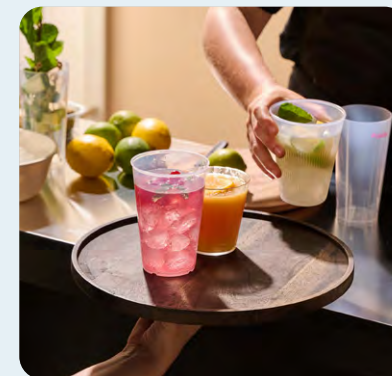
Convenience and QSR
Quick service restaurants and convenience stores, such as fast casuals and food on the go, need packaging that reflects their branding and creates a seamless customer journey. To support our customers, we design and deliver tailormade solutions.

Catering
With over 50 years of airline catering expertise, we supply packaging and service ware to foodservice catering providers across sectors including universities, schools, healthcare, and corporate dining.

Retail
Supermarkets, cash and carry, and grocery stores need easy-to-carry packaging that protects food and looks visually appealing on the shelf.

HOW WE DELIVER:

DIRECT
We deliver foodservice items directly to our customers from our manufacturing locations in Europe, the US, and Asia.

DISTRIBUTORS
In addition to our Nupik x deSter distribution network, we work with key distribution partners to deliver our packaging solutions with care.

FOOD MANUFACTURERS
We create superior products and reliable packaging solutions to protect, preserve, distribute and present food.
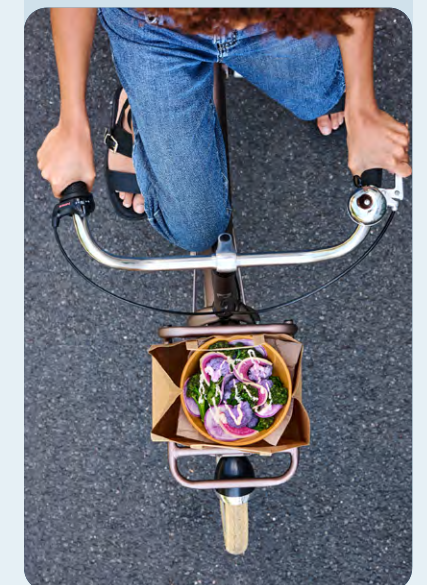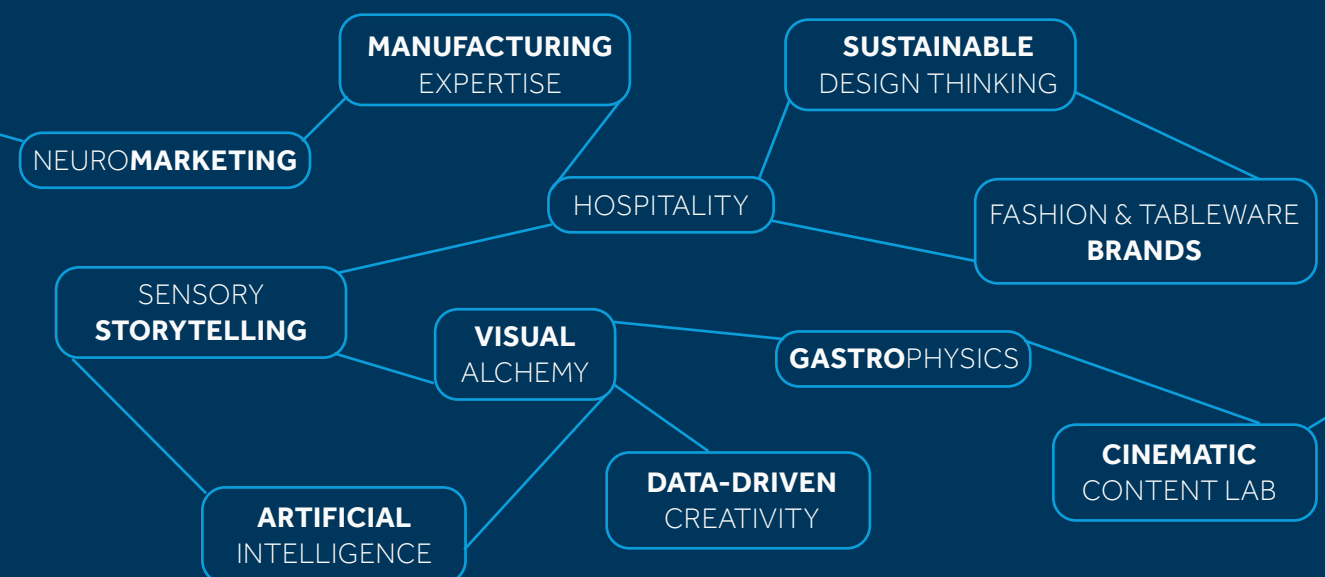
OUR CORE CAPABILITIES

deStudio

In-house design and development

One of deSter's unique strengths is deStudio: our in-house team of award-winning designers, engineers, product developers, and materials experts. This dynamic department collaborates closely with leading industry voices from scientific researchers and trend forecasters to Michelin-starred chefs to stay at the forefront of innovation. Driven by a spirit of co-creation, deStudio transforms insights into tangible, customer-focused solutions. From ideation and concept development to consumer testing, technical design, and final delivery, we craft solutions that elevate the customer experience and reflect each client's unique identity.

Creative Engine
Boosting customer experience through innovation and co-creation

MANUFACTURING EXPERTISE

SUSTAINABLE DESIGN THINKING

NEURO**MARKETING**

HOSPITALITY

FASHION & TABLEWARE **BRANDS**

SENSORY **STORYTELLING**

VISUAL ALCHEMY

GASTROPHYSICS

ARTIFICIAL INTELLIGENCE

DATA-DRIVEN CREATIVITY

CINEMATIC CONTENT LAB

deStudio, Hoogstraten, Belgium

People Planet Product

Sustainability

At deSter, we don't just follow sustainability trends – we set them ourselves. As the market leader in our industry, we have fully integrated sustainability into the heart of our activities. We aim to create a positive impact on society and our planet by offering products that are responsibly created, manufactured, and delivered.
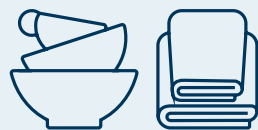
Manufacturing

We bring over 50 years of manufacturing experience, with facilities in Belgium, Spain, the US, and Thailand. Our strategically located sites and warehouses enable short lead times and carbon-efficient transport.

Key capabilities include wet- and dry-molded fiber, paper board cutlery, cutlery pack assembly, injection molding, and extrusion/thermoforming.

Shared technologies across sites allow for flexible production, streamlined supply chains, and built-in contingency planning.

Trading

Beyond our own production facilities, deSter partners with a select group of trusted external manufacturers. These partners are carefully vetted and continuously evaluated by our procurement and quality assurance teams to ensure they meet our high standards.

We collaborate with specialists across key areas, including premium dining products, onboard amenities, and high-quality fiber and plastic materials, allowing us to expand our capabilities and respond flexibly to customer needs while maintaining consistent quality and innovation.

Equipment management

Our equipment management service oversees product and supply chain operations on behalf of our customers, helping to streamline processes and reduce administrative burdens.

This service can include logistics coordination, warehouse management, and inventory tracking, or it can be extended to cover asset ownership through a flexible, variable fee model (e.g., fee per product use).

This scalable approach has proven highly effective for many of our customers, offering both operational efficiency and cost predictability.

Britt Colin
Graphic Designer

Stanny Adams
Product Engineer

MANUFACTURING ON **3 CONTINENTS**

"THINK GLOBAL, **ACT LOCAL**"

48 PEOPLE

Seattle
Chicago
Lima, Ohio
Atlanta

deSter offices
deSter manufacturing

Santiago

406 PEOPLE
Amsterdam
Antwerp
Frankfurt
Barcelona

102 PEOPLE
Dubai

Shanghai
Hong Kong
579 PEOPLE
Bangkok
Prachinburi
Singapore

LIMA
Ohio, USA

20,000 m2

- Injection molding
- Sheet extrusion
- Thermoforming
- Cutlery pack assembly

ANTWERP
Hoogstraten, Belgium

138.000 m2

- Paper board cutlery
- Injection molding
- Sheet extrusion
- Thermoforming
- Cutlery pack assembly
- Condiment production

BARCELONA
Spain

20,000 m2

- Thermoforming
- Paper cup production

PRACHINBURI
Thailand

55,000 m2

- Paper board cutlery
- Fiber forming
- Injection molding
- Sheet extrusion
- Thermoforming
- Cutlery pack assembly
- Condiment production

DUBAI
UAE

Manufacturing partner

- Injection molding

SUSTAINABILITY APPROACH

#PEOPLE PLANETPRODUCT

At deSter, we believe it is our duty to contribute to a better future – that's why sustainability is at the heart of everything we do. As a forward-thinking leader in design and global manufacturing, we prioritize environmental protection, social responsibility, and economic sustainability across our operations.

We use the ESG (Environmental, Social, and Governance) framework to define our focus, measure our impact, and share our findings. Our strategy – shaped by extensive assessments over the years – was further strengthened in 2023 with the integration of a double materiality assessment, aligned with the European Sustainability Reporting Standards (ESRS) under the EU Corporate Sustainability Reporting Directive (CSRD). In 2024, we further refined our approach, drawing inspiration from the Voluntary Sustainability Reporting Standard for Small and Medium-Sized Enterprises (VSME).

To communicate our ESG strategy clearly, we summarize our approach in three simple words: **#PeoplePlanetProduct.**

People: We care for our employees, customers, stakeholders, and surrounding communities.

Planet: We strive to achieve a net-zero carbon footprint, reduce operational waste, manage water use and avoid pollution.

Product: We develop, produce, and sell products based on circular economy principles, promote responsible resource use – including biodiversity protection – and ensure the highest safety standards for our packaging.

We have established Key Performance Indicators (KPIs) to measure our progress. The full list of goals and KPIs can can be found at the end of this report.

Aligning with the SDGs
Introduced by the United Nations (UN) in 2015, the Sustainable Development Goals (SDGs) are a universal call to action to end poverty, protect the planet, and ensure peace and prosperity by 2030.

We have aligned our sustainability targets with 12 of the 17 SDGs where we can make the most impact and will continue to measure progress in these categories. More details on deSter's targets can be found in the Addendum.

> The double-materiality exercise sharpened and recalibrated our ESG baseline, revealing where our approach was robust and where gaps existed. These insights are now ensuring we focus where it matters most for long-term value and stakeholder impact.

Veronica Pino Palacio, Sustainability and ESG Analyst

Sustainability is at the heart of everything we do

At deSter, we aim to create a positive impact as a company on the environment, people, society... on the world.

PEOPLE
Be a "Great Place 2 Work"
Grow a committed supply chain
Actively contribute to local communities

PLANET
Reach net zero carbon
Avoid operational waste and prioritize recycling
Manage water use and avoid pollution

PRODUCT
Champion circular economy
Advance responsible resource use and protect biodiversity
Ensure highest packaging safety standards

deSter

#PeoplePlanetProduct

SUSTAINABLE DEVELOPMENT GOALS

PRODUCT | PEOPLE | PLANET

PEOPLE

BE A "GREAT PLACE 2 WORK"
Be a fair and equitable employer that develops its people

Focus on the health, safety and well-being of employees

GROW A COMMITED SUSTAINABLE SUPPLY CHAIN
Work exclusively with partners who are committed to ambitious social and environmental goals

CONTRIBUTE TO LOCAL COMMUNITIES
Partner with local communities to prevent plastic pollution and engage those near our global offices

ESRS S1
Own workforce

ESRS S2
Workers in the value chain

ESRS G1
Business conduct (see Governance section)

PLANET

REACH NET-ZERO CARBON

2030
Reduce absolute scope 1 and 2 GHG emissions by 90% from our 2019 baseline*

Reduce absolute scope 3 GHG emissions by 55% from our 2019 baseline*

2050
Reach net-zero carbon across our value chain (scope 1,2, and 3)*

* See official SBTi target wording on page 123

AVOID OPERATIONAL WASTE & PRIORITIZE RECYCLING
2030
Achieve net-zero waste to landfill

Achieve 80% recycled waste

MANAGE WATER USE & AVOID POLLUTION
2030
Reach site-specific water reduction targets for relevant locations

ESRS E1
Climate Change

ESRS E2
Pollution

ESRS E3
Water and marine resources

E5
Resource use and circular economy (for waste own operations)

PRODUCT

CHAMPION CIRCULAR ECONOMY

2025
100% reusable, compostable or recyclable products

2035
100% zero-waste products

Confirmed circular end-of-life solution for every product sold

Annually
Help customers reduce carbon footprints via more sustainable product choices

Phase out unnecessary single-use plastics

ADVANCE RESPONSIBLE RESOURCE USE & PROTECT BIODIVERSITY

2025
Phase out PS in products

2030
Source 100% of fiber materials for food contact products from sustainably managed forests

Use 100% recycled fiber in non-food contact products

2030
Phase out of single-use aluminum products

ENSURE HIGHEST PACKAGING SAFETY

2026
Ensure all fiber-based products are PFAS-free

Annually
Achieve BRCGS A rating for all sites

Keep complaints under 0.20 per 1,000 hours

ESRS E2
Pollution

ESRS E4
Biodiversity and Ecosystems

ESRS E5
Resource use and circular economy

ESRS S4
Consumer and end-users

DOUBLE MATERIALITY ASSESSMENT

THIS CHAPTER PROVIDES A SUMMARY. FULL DETAILS AVAILABLE AT DESTER.COM/SUSTAINABILITY/REPORTS.

Our approach

Context

In 2021 and 2022, we set our sustainability goals and priorities based on the UN Sustainable Development Goals (SDGs), internal surveys, and assessments of our environmental, human rights, and ethical impacts.

We also used feedback from our EcoVadis assessments to identify areas for improvement and shared our findings with clients, consultants, and employees to help shape our #PeoplePlanetProduct approach.

In 2023, we took this further by conducting a Double Materiality Assessment (DMA) to identify the most important sustainability topics for deSter. This was done in line with guidance from the European Financial Reporting Advisory Group (EFRAG). The DMA and our ESG strategy cover all products and services offered by the deSter Group – a virtual group that includes all deSter entities, some of which report separately to our parent company, gategroup.

As a Switzerland-based company with significant operations in the EU, gategroup is required to report on its sustainability performance under the EU Corporate Sustainability Reporting Directive (CSRD). The EU's new European Sustainability Reporting Standards (ESRS) will require group-level reporting for non-EU parent companies, making separate public reports from EU entities, including deSter, unnecessary. Instead, those disclosures will be shared internally with our parent group.

Even so, deSter has chosen to adopt ESRS standards voluntarily across our group. These standards provide a structured and widely recognized way to communicate our ESG performance, helping us align with the expectations of our customers and industry peers. In 2024, we began refining our key performance indicators (KPIs) using the Voluntary Sustainability Reporting Standard for SMEs (VSME), helping us better focus on the metrics that matter most.

Our #PeoplePlanetProduct strategy and DMA apply across the full deSter Group, covering all locations and business entities.

Methodology

Our DMA evaluated materiality on two levels:

- Impact materiality: Positive and negative impact on the world, especially in relation to society and the environment
- Financial materiality: The impact on our business by society and the environment, translated into financial risks and opportunities

The DMA provided a clear view of our sustainability impacts and risks, enabling us to sharpen our ESG strategy with more targeted goals. These goals informed a tailored set of Key Performance Indicators (KPIs), which we further refined in 2024 using the VSME standards and can be found in the Addendum.

IMPACT OUTWARDS
DOUBLE MATERIALITY
IMPACT INWARDS

IMPACT MATERIALITY
deSter's impact on society and the environment

FINANCIAL MATERIALITY
Impact of society and the environment on deSter
Risks and opportunities
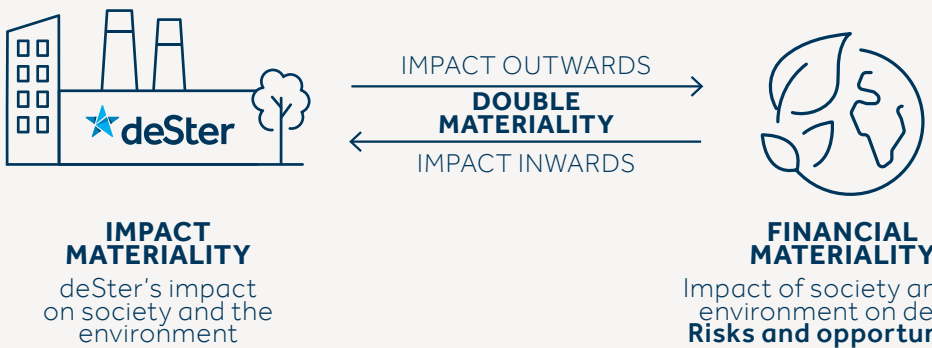
Stakeholder engagement

When assessing the topics for our DMA, we relied on a combination of stakeholder insights, the expertise of key internal experts, and previous assessments.

In our stakeholder overview (right), you'll find deSter's key stakeholder groups, their expectations, and how we engage with them. Ongoing dialogue has provided valuable input that shaped our DMA and ESG strategy. As a client-focused company, deSter regularly discusses ESG topics with clients. These conversations, along with broader feedback, help us continually refine our ESG approach.

Validation

deSter's core ESG group – comprising the Managing Director, CCO Travel and ESG, Director of Sustainability, and Senior Legal Counsel – identified the final material factors, which were then validated by the leadership team.

General double materiality outcome

Topic E5 (Resource Use & Circular Economy) and E1 (Climate Change) are most important for our company. They are also closely linked: E5 relates mainly to our shift towards compostable and reusable products and our use of renewable resources, which are the main drivers in our efforts to reduce carbon emissions.

G1 (Business Conduct) primarily relates to differentiating ourselves in the market by avoiding product homogeneity and anticipating regulatory changes.

S1 (Own Workforce) and S2 (Workers in the Value Chain) reflects the worker conditions for our employees, as well as those in our value chain.

Meanwhile, E2 (Pollution) and E3 (Water & Marine Resources) are material for deSter, because they relate to potential pollution and water resources use resulting from our operations, as

well as potential downstream waste caused by our products.

We also consider E4 (Impact on Biodiversity) to be material, because it links to the negative impact on nature and animal habitats caused by the extraction of resources, such as paper and fibers, to make our products. As most of our products are created for food applications, the health and safety of the end-consumer, S4, requires continuous attention.

S3 (Affected Communities) is not material, as we have no relevant impact on, nor do we pose a risk to, the environmental, economic, social or cultural rights of local communities. Even so, we have incorporated community outreach into our strategy with a focus on plastic waste prevention through education and activities.

The following pages present the effects of each material factor related to People, Planet, Product, and Governance. More details for each sub-topic are outline in the DMA overview on our website.
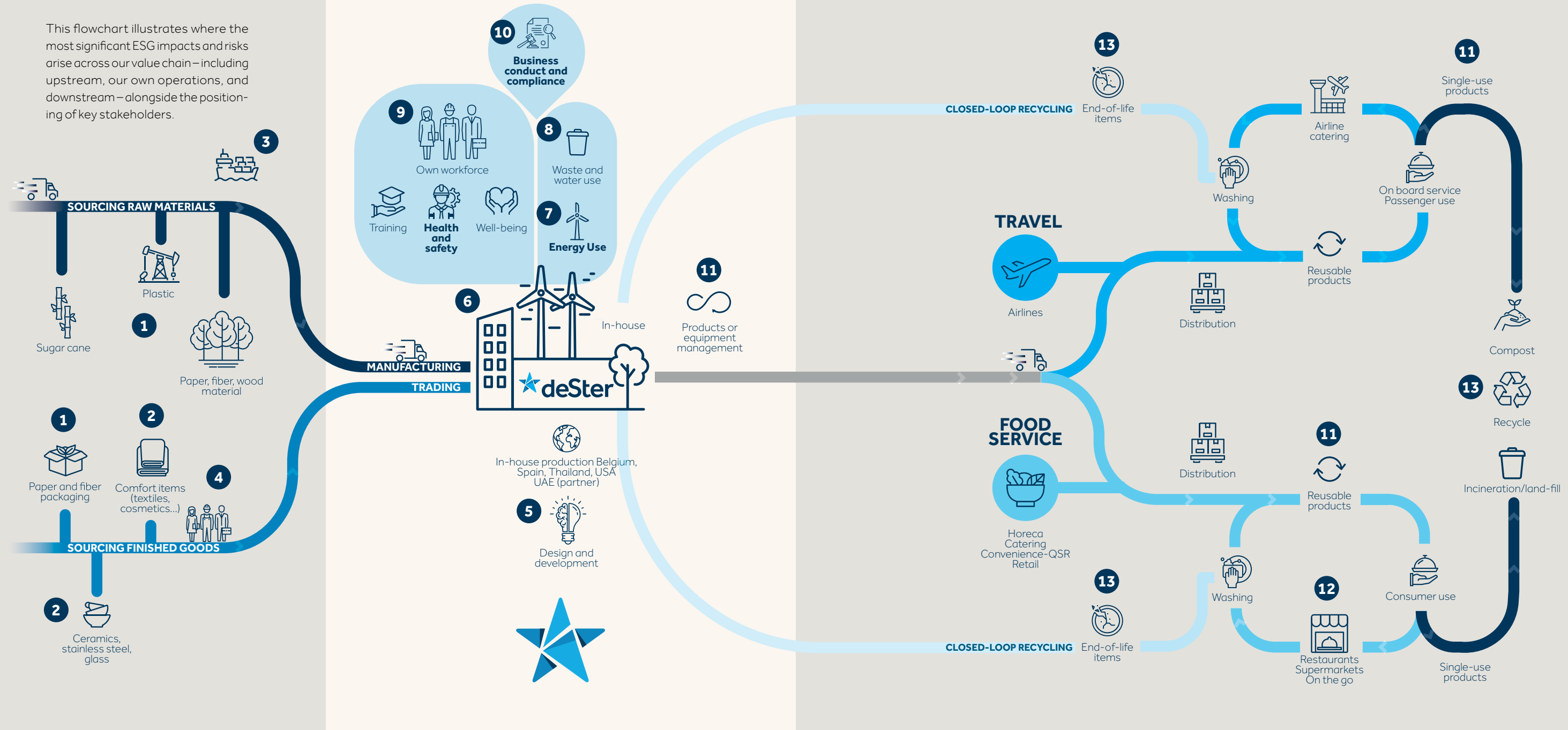
GENERAL DOUBLE MATERIALITY OUTCOME

STAKEHOLDER ENGAGEMENT AND EXPECTATIONS

Affected stakeholders	State of engagement	Direct or indirect communication	Stakeholder expectations
Consumers	Regularly testing our products with consumers on location	Direct and indirect	• Safe and environmentally friendly products • Ethical sourcing • High ESG expectations overall
Contractors (Service providers on site)	Contractual	Direct and indirect	• Same treatment as employees
Customers (Food-service & aviation)	Partnerships (especially in the case of equipment management services), presentations, co-development workshops, testing and contractual relationships	Direct	• Safe and environmentally friendly products • Ethical sourcing • High ESG expectations overall • Continuous improvement and innovation • Compliance with local and global regulations
Employees/employee representatives	Interaction with managers and employees, surveys and employee representatives' meetings	Direct	• Safe working environment • Ethical business approach • Environmental actions and low impact • Fair working conditions and remuneration • Care for the well-being of employees • Sense of belonging • Development opportunities and meaningful work
Global community	Social media, press releases	Indirect	• Transparency • No negative impact
Local communities	Company tours, local press, trainings, donation, local initiatives to support local communities (e.g., clean-ups, education, etc.)	Direct and indirect	• To be considered • For the company to add value to community • Positive impact on environmental and social aspects (no negative impact, e.g., pollution)
Supplier employees	On-site and external audits	Direct and indirect	• To be heard and considered
Suppliers	Regular ESG discussions, improvement updates on specific topics, partnerships with targeted suppliers, on-site audits, Supplier Code of Conduct	Direct	• Good business relationship • Shared expectations • Clear communication
Investors	Board meetings, company visits	Direct	• Sustainability and profitability • Vision and performance
NGOs	Meetings, workshops, volunteering, social media	Direct	• Transparency and accountability • Collaboration • Investments and positive contributions towards global ESG goals
Customer third-party services (e.g., catering, washing partners)	Meetings, tests, trials, feedback	Direct and indirect	• Compliance with local regulations • High product functionality • Low- or zero-waste products
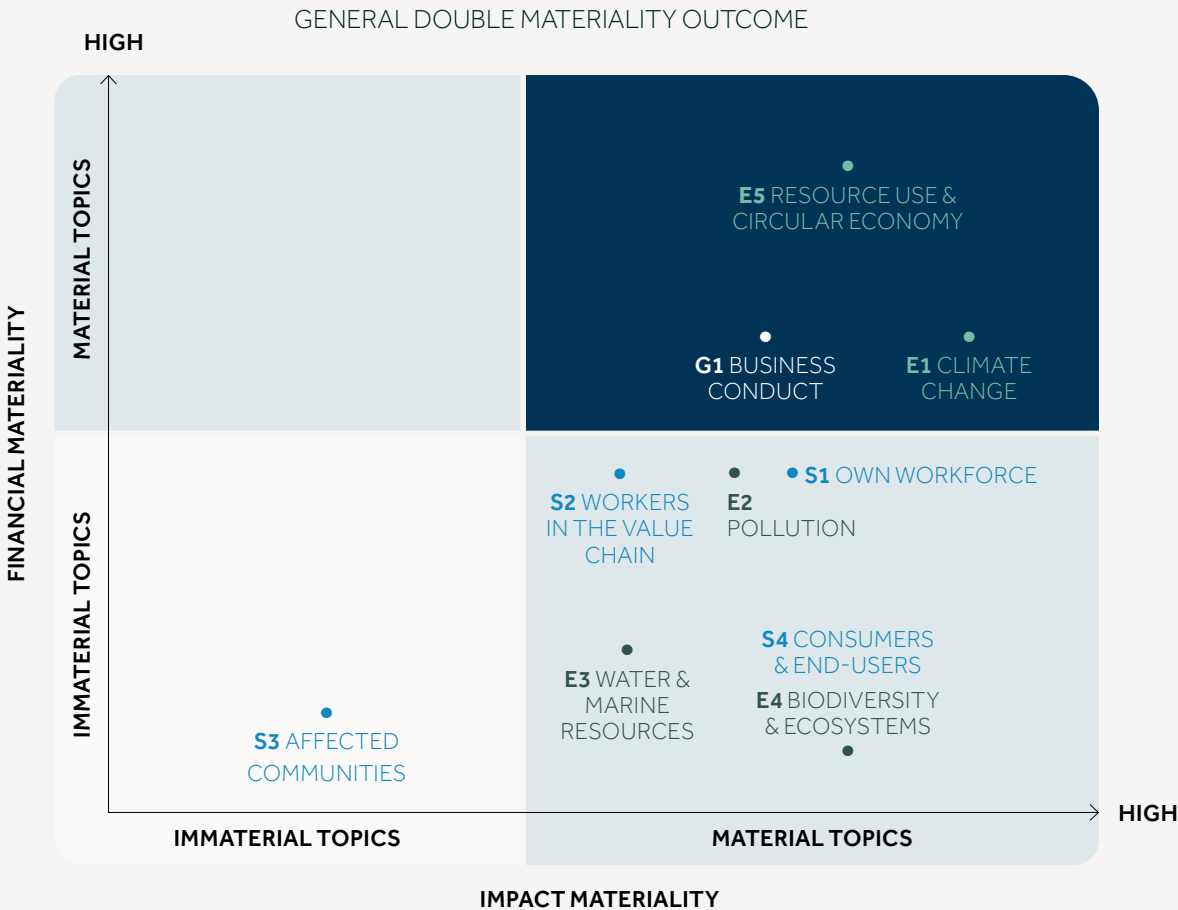
OUR VALUE CHAIN

This flowchart illustrates where the most significant ESG impacts and risks arise across our value chain – including upstream, our own operations, and downstream – alongside the positioning of key stakeholders.

10 Business conduct and compliance

9 Own workforce — Training — **Health and safety** — Well-being

8 Waste and water use

7 Energy Use

6 In-house

11 Products or equipment management

deSter

In-house production Belgium, Spain, Thailand, USA UAE (partner)

5 Design and development

SOURCING RAW MATERIALS

3

Plastic

Sugar cane

1

Paper, fiber, wood material

1 Paper and fiber packaging

2 Comfort items (textiles, cosmetics...)

4

SOURCING FINISHED GOODS

2 Ceramics, stainless steel, glass

MANUFACTURING
TRADING

CLOSED-LOOP RECYCLING — **13** End-of-life items

TRAVEL — Airlines

FOOD SERVICE — Horeca Catering Convenience-QSR Retail

13 Airline catering

Washing

Reusable products

Distribution

11 Single-use products

On board service Passenger use

Compost

13 Recycle

Incineration/land-fill

Distribution

11 Reusable products

CLOSED-LOOP RECYCLING — **13** End-of-life items

Washing

12 Restaurants Supermarkets On the go

Consumer use

Single-use products

UPSTREAM

1. Resource extraction
2. Climate impact of purchased materials and goods
3. Climate impact of transport
4. Supplier due diligence, Supplier engagement

Suppliers

Workers in the value chain

OWN OPERATIONS

5. Circular economy approach
6. Resource outflows
7. Emissions, energy use and energy availability
8. Waste, pollution and water use
9. Training and development, health and safety, well-being, wages, employee engagement
10. Business conduct and regulatory compliance

**Own employees
Contractors on site
Investors
Local governments/policy makers
Local communities**

DOWNSTREAM

11. Circular economy products and business models
12. Consumer health and safety
13. Waste management downstream

Travel and foodservice customers

Third-party services of customers (catering, washing...)

End-users

NGOs, society, Earth

ESRS TOPICS RELATED TO
PEOPLE

ESRS TOPIC	IMPACT, RISK, OPPORTUNITY	PEOPLE TOPIC
S1 OWN WORKFORCE		
Equal treatment and opportunities for all	Positive impact by training and development Impact on equality, equal pay and adequate wages	Training and development Diversity, equality and inclusion
Health and safety	Potential safety issues in operations	Health and safety
Well-being and work life balance	Positive impact on well-being and work-life balance with continuous improvement	Well-being and work-life balance
Freedom of association and collective bargaining	Positive impact from collective bargaining agreements and the existence of works councils and the information, consultation and participation rights of workers	Engagement with our employees
S2 WORKERS IN THE VALUE CHAIN		
Working conditions	deSter sources from a sector with with high cost pressure, which could affect worker health and safety, working hours, and adequate wages or create conditions for forced labor	Sustainable procurement

ESRS TOPICS RELATED TO
PLANET

ESRS TOPIC	IMPACT, RISK, OPPORTUNITY	PLANET TOPIC
E1 CLIMATE CHANGE		
Climate change mitigation and energy	Impact GHG emissions from operations and value chain	Greenhouse gas emissions
	Risk energy availability and price increase fossil based	Energy
Climate change adaptation	Risk for our business to be impacted by the spread of infectious diseases	(See People)
E2 POLLUTION		
Substances of concern	Impact chemicals used in products (PFAS, PS...)	Chemicals (Product: Consumer health and safety)
	Risk and opportunity to proactively phase out PFAS and PS. The proactive phase out limits regulatory non-compliance and creates market opportunities.	(See Product: Consumer health and safety)
Pollution of soil own operations	Potential leaks from our operations	Pollution
Pollution of air own operations	Emissions from our operations	Greenhouse gas emissions, pollution
E3 WATER & MARINE RESOURCES		
Water withdrawals, consumption and use	Water used in operations in Thailand (water-sensitive area)	Water management
Biodiversity loss due to land use change upstream	Impact on land use/deforestation by sourcing paper, fiber and wood	Biodiversity (see Product: Responsible resource use)
E4 BIODIVERSITY & ECOSYSTEMS		
Biodiversity impact on ecosystems downstream	Impact on ecosystems caused by mismanaged waste	Biodiversity (see Product circularity and responsible resource use)
E5 RESOURCE USE & CIRCULAR ECONOMY		
Waste own operations	Impact waste from our production	Waste management

ESRS TOPICS RELATED TO
PRODUCT

ESRS TOPIC	IMPACT, RISK, OPPORTUNITY	PRODUCT TOPIC
E2 POLLUTION		
Substances of concern	Impact chemicals used in products (PFA, PS...) Risk and opportunity to proactively phase out PFA and PS	Consumer health and safety/Responsible resource use
	Limits regulatory non-compliance and creates market offering	
Pollution of soil and water Waste downstream	Pollution caused by mismanaged waste of our products	Product circularity
E4 BIODIVERSITY & ECOSYSTEMS		
Biodiversity loss due to land use change upstream	Impact on land use/deforestation by sourcing paper, fiber and wood	Responsible resource use
Biodiversity impact on ecosystems downstream	Impact on ecosystems caused by mismanaged waste	Product circularity
E5 RESOURCE USE & CIRCULAR ECONOMY		
Resource inflows	Impact raw materials needed for our products Risk availability and price	Responsible resource use
Resource outflows	Impact circularity level our products Risk customer demand circular products Opportunity new business models	Product circularity
Waste downstream	Impact waste generated by our products	Product circularity
S4 CONSUMER & END-USERS		
Consumer health and safety	The physical and chemical safety of food packaging is a critical priority for our business	Consumer health and safety

ESRS TOPICS RELATED TO
GOVERNANCE

G1 BUSINESS CONDUCT	IMPACT, RISK, OPPORTUNITY
Protection of whistleblower	Positive impact from the introduction of an anonymous integrity line
Information security	Impact of major cyber-attacks; keeping data secure is crucial
Biodiversity loss due to land use change upstream	Impact on land use/deforestation by sourcing paper, fiber and wood
Anti-competitive practices: Anti-trust, product homogeneity, price wars	Our customers' tender processes safeguard against anti-trust issues
	Risk and opportunity to avoid price wars by investing in innovation and differentiation
Regulatory compliance (product and environmental)	Risk and opportunity of regulatory (non-) compliance
Relationship management with suppliers (Addressed under S3 Workers in the value chain and discussed under People/Sustainable procurement)	Positive impact from our sustainable procurement supplier due diligence process

COMMITMENTS & ENDORSEMENTS

We seek external validation and verification on all aspects of our People, Planet, and Product goals to hold ourselves accountable and achieve proven progress. These organizations provide us with feedback, ratings, or certificates. We are also part of relevant sustainability networks where we share knowledge and experiences, while collaborating with others to address today's social and environmental challenges.

EcoVadis is the world's largest and most trusted provider of business sustainability ratings, with a global network of more than 150,000 rated companies. Its methodology is built on international sustainability standards, including the Global Reporting Initiative, the United Nations Global Compact, and the ISO 26000. In 2024, deSter achieved the Platinum Rating – the highest possible ranking – placing us among the top 1% of all evaluated companies.

The UN Global Compact is a non-binding initiative launched by the United Nations in 2000 that encourages businesses and organizations to adopt sustainable and socially responsible policies and practices. It consists of 10 principles in the areas of human rights, labor, the environment, and anti-corruption, and encourages companies to align their strategies and operations with these principles and take actions that advance societal goals.

The Science-based Targets initiative is a partnership between several organizations, including the UN Global Compact, the World Wildlife Fund, and the Carbon Disclosure Project, which aims to help companies reduce their greenhouse gas emissions in line with the goals of the Paris Agreement on climate change.

deSter's SBTi targets are currently approved.

Our Belgium, Barcelona and Thailand sites are FSC® certified. FSC is trusted by NGOs, businesses, and consumers worldwide to protect healthy, resilient forests for all, forever. Today, they are the leader in sustainable forest management, operating the world's most rigorous and trusted forest certification system. Their "check tree" label is found on millions of products worldwide, verifying sustainable sourcing from the forest to store shelves.

The Global Tourism Plastics Initiative (which is part of the UN World Tourism Organization) unites the sector behind a common vision to address the root causes of plastic pollution. It enables businesses, governments and other tourism stakeholders to lead by example in the shift towards a circular economy.

The Belgian Alliance for Climate Action supports organizations across Belgium to realize their full potential in the pursuit of a carbon-neutral society. With a firm belief in the power of science, they provide access to a scientifically based method that allows members to reduce carbon emissions effectively.

Our factories in Belgium and Thailand are ISCC PLUS certified. The ISCC PLUS certification is a widely recognized standard for recycled and bio-based materials, providing traceability throughout the supply chain and ensuring compliance with environmental and social standards.

The Shift is a Belgian sustainability community. Its platform of diverse organizations has one common goal: to actively work together towards a more sustainable economy and society. They bring together over 540 companies, NGOs, public and academic institutions and are the national point of contact for the World Business Council for Sustainable Development (WBCSD), CSR Europe and B Corp.

The Glasgow Declaration on Climate Action in Tourism unites travel and tourism behind a common set of pathways for climate action, aligning the sector with global commitments and catalyzing collaborative solutions to reduce emissions in tourism by at least 50% over the next decade and achieve net-zero as soon as possible before 2050.

Sedex SMETA 4-Pillar is an ethical audit methodology assessing four key areas: labor standards, health and safety, environmental performance, and business ethics. It helps companies ensure responsible practices in their supply chains and meet stakeholder expectations for transparency and sustainability.

Confirming the innovative nature of deSter's sustainable product developments, deSter was awarded two major VLAIO grants, funded by the Flemish government, for the development of dry-molded fiber packaging technology and the development of our Paper Board cutlery.

The CDP (Carbon Disclosure Project) is a globally recognized non-profit where organizations disclose their environmental impacts and mitigation efforts. It promotes standardized reporting, helps companies benchmark performance, and communicate with their customers.

deSter holds currently a B rating on the topic Climate Change.

GOVERNANCE

OUR **GOVERNANCE** GOALS

Maintain high standards of Ethics & Compliance
We uphold zero tolerance for corruption, ensure data security and access rights, and conduct regular internal and external audits to maintain integrity.

ANNUALLY

Ensure robust compliance
We meet all product, environmental, and consumer health and safety, while monitoring external assurance of our ESG practices.

OUR ESRS MATERIAL TOPICS RELATED TO GOVERNANCE
G1 Business conduct: protection of whistleblowers, information security, anti-competitive practices (anti-trust, product homogeneity, price wars), regulatory compliance, relationship management with suppliers (see sustainable procurement part)

CORPORATE GOVERNANCE & RISK MANAGEMENT

As a subsidiary of gategroup, deSter aligns with the compliance governance structure of its parent company.

The principles of corporate governance are outlined in gategroup's Articles of Incorporation, the Organizational Regulations, and Board Committee Charters, which are regularly reviewed and updated by the Board of Directors. Additional information is available on the Corporate Governance page of the gategroup website.*

To manage Governance, Compliance and Risk effectively, gategroup has established the Global Risk & Compliance Committee (GRCC), chaired by the Chief Legal Officer, which meets quarterly. Regional Business Risk & Compliance Committees (BRCCs), also convene quarterly, and one BRCC is dedicated to deSter with the company's Regional General Counsel serving as chair.

We have identified ESG risks through our 2023 Double Materiality Assessment (DMA)**, as well as through on-going human rights and ethics risk assessments, supplier risk assessments, and supplier due diligence. We believe this approach ensures a systematic way to manage risks, which contributes to responsible and sustainable operations.

*gategroup.com/corporate-affairs/corporate-governance/
**dester.com/sustainability/reports/

BUSINESS CONDUCT

ESRS G1 BUSINESS CONDUCT

Approach

Our commitment to ESG goes beyond just goals and numbers – it's grounded in the values and principles that shape how we do business every day.

That same foundation guides gategroup's Compliance Management System (CMS), which helps foster a culture of integrity and ethical decision-making. Rooted in our Code of Conduct, the CMS brings together essential policies and procedures to support responsible behavior, legal compliance, and proactive risk management across the team.

deSter's Leadership Team and CEO oversee the implementation and continuous improvement of the CMS. In 2024, the team updated global policies and introduced new ones to address specific areas. Additionally, we launched our Corporate Compliance Hub – a centralized platform providing clear policies, compliance training and open communication channels to strengthen corporate culture.

> "
> Our team travelled to deliver Legal and Product Compliance Trainings to regional teams in three incredible locations: Hong Kong in September, Dubai in November, and Barcelona in December. Knowledge was shared, risks were mitigated, and our teams were empowered!
>
> **Danny Kempeneers,**
> **Legal, General Counsel**

Trainings in 2024:

We covered key policies and procedure trainings with our regional teams in:

- Hong Kong: September 25-26
- Dubai: November 6-7
- Barcelona: December 9-10

Our training modules included introductions to the Legal Department (such as how and when the legal department can support different departments), corporate compliance, business ethics, legal and regulatory compliance, contract management and corporate housekeeping.

Key topics:

For deSter, the most important topics related to governance and ethics were identified by our DMA, ethics risk assessment and ESG strategy. These include:

- Whistleblower program
- Information security
- Anti-competitive practices, anti-trust, product homogeneity and price wars
- Regulatory compliance – specifically, product and environmental compliance
- Relationship management with suppliers and due diligence (the latter is discussed in the People chapter under "Sustainable Procurement").

ESRS TOPICS RELATED TO GOVERNANCE AND BUSINESS CONDUCT

G1 Business Conduct	Impact, risk, opportunity
Protection of whistleblowers	Positive impact from the anonymous integrity line
Information security	Impact of major cyber-attacks; keeping data secure is crucial
Anti-competitive practices: Anti-trust, product homogeneity, price wars	Our customers' tender processes safeguard against anti-trust issues Risk and opportunity to avoid price wars by investing in innovation and differentiation
Regulatory compliance (product and environmental)	Risk and opportunity of regulatory non-compliance
Relationship management with suppliers (Addressed under S3 Workers in the value chain and discussed under People/Sustainable procurement)	Positive impact from our sustainable procurement supplier due diligence process

Whistleblower program

We have a whistleblower program, the Integrity Line, where employees may report concerns about potential ethical or legal violations online or via telephone. Operated by an external provider, EQS, an independent Swiss company, this dedicated communication channel ensures protection and confidentiality for reporters, offering the option to submit reports anonymously at any time in their native language.

Notably, there were no open cases carried over from 2023, and no new cases were submitted in 2024.

Information security

Approach

Data security is critical for our business, helping to safeguard sensitive information and protection against evolving cyber threats like ransomware and phishing.

Every year, employees are trained to comply with data privacy laws across all jurisdictions, ensuring sensitive personal and business data is handled responsibly. Meanwhile, robust IT security remains essential for protecting our infrastructure and maintaining uninterrupted operations in an increasingly challenging digital landscape.

Actions

In 2024, deSter introduced two new company-wide policies – one on Global Records Retention, the other on Data and Document Classification Labels – to enhance our Information Security and Data Privacy standards.

These policies set clear, consistent global expectations for managing company records and data across their full lifecycle, complementing existing local rules. To support data protection without disrupting productivity, deSter also rolled out Microsoft Data Classification Labels, helping staff securely handle growing volumes of information.

Whistleblower cases	0
Cases of unfair competition	0
Convictions for non-compliance with product and environmental regulations	0
Cases of corruption	0

Product and environmental regulation compliance

Approach

The regulatory landscape for sustainability and food packaging safety continues to evolve, and deSter remains proactive in assessing the impact of these changes on its business and sustainability strategy. Close monitoring ensures timely action and keeps stakeholders informed.

Actions

In 2024, we further strengthened our expertise in national single-use plastic regulations across all regions in which we operate. With deeper insights, we are better positioned to identify viable alternatives and support our product development and R&D teams. In turn, this reinforces our sustainable product portfolio, ensures compliance, and advances our product circularity goals.

Key actions included our compliance team clarifying national regulations across the organization, helping to identify both risks and opportunities. We also shared relevant updates with customers, particularly on the EU Packaging and Packaging Waste Regulations (EU PPWR) and green claims.

By meeting value chain requirements, we ensure that materials used in our products are sourced responsibly. These requirements are also integrated into our Responsible Resource Use strategy. In 2024, special attention was paid to compliance with the European Deforestation Regulation (EUDR), which will remain a focus in 2025.

We conducted migration testing and material suitability assessments to ensure compliance, meet customer, and the health and safety of end-users. Additionally, we prioritized certifications that highlight our sustainable product portfolio, reaffirming our commitment to the circular economy.

Looking ahead, we aim to deepen our material expertise and drive innovation to meet evolving regulatory demands while continuing to deliver sustainable, high-performing packaging solutions.

Anti-competitive practices, anti-trust, product homogeneity & price wars

In 2024, we introduced "Guidelines for Key Employees" to support compliance with global antitrust and competition laws during interactions with competitors, customers and suppliers, such as at trade associations, industry fairs and similar events. These guidelines promote ethical business practices and help key employees mitigate legal risks.

Anti-corruption, anti-bribery & sanctions

Approach

Although our DMA did not flag corruption and bribery as significant risks, deSter remains committed to ethical business practices by proactively monitoring and addressing these issues to uphold the highest standards of integrity.

Actions

In 2024, we reinforced our commitment to ethical business practices by updating our Anti-Corruption and Anti-Bribery Policy, Sanctions Policy, and introducing a new Donations and Community Engagement Policy.

The Anti-Corruption and Anti-Bribery Policy applies to all gategroup entities, employees, directors and officers. It explicitly prohibits all forms of bribery and corruption, offers guidance for identifying and mitigating risks, and equips employees with the tools needed to navigate complex situations. We expect all employees and third parties acting on our behalf to uphold these standards.

Notably, deSter reported no incidents of bribery or corruption in 2024. Regular audits and compliance reviews help ensure continued alignment with legal requirements and industry best practices.

> "
> We keep our eyes on the horizon, tracking regulatory developments like the European Union's Packaging and Packaging Waste Regulation and the Deforestation Regulation.
>
> **Norberto Soriano,**
> **Product Compliance Manager**

We also introduced a procedure for Donations and Community Engagements to align all initiatives with gategroup's core values. Through targeted social initiatives – whether in the form of financial donations, shared expertise or both – we aim to make a meaningful impact in the communities where we operate, while ensuring transparency and accountability.

The updated Sanctions Policy ensures full compliance with applicable sanctions laws, embargoes and restrictions. It includes a clear approval framework to govern relationships with third parties such as agents, distributors and investors, ensuring none are subject to international sanctions.

Focus areas for product and environmental regulations

Circular economy: Monitoring regulations on packaging waste (e.g. EU PPWR), Ecodesign for Sustainable Products, and the use of post-consumer recycled plastics in food contact materials.

Food contact materials: Addressing bans on PFAS and BPA, as well as requirements for sustainable food contact materials.

Green value chain: Tracking corporate sustainability reporting, corporate sustainability due diligence requirements, deforestation regulations, forced labor bans, and EU taxonomy updates.

Greenwashing: Ensuring our environmental claims comply with regulations while empowering consumers to make informed, sustainable choices.

Shibu Theckepurackal Rajan
Senior Maintenance Engineer, Prachinburi

Stef Van de Perre
deSter President and Managing Director

ESG TEAM

Thomas Berti
CCO Travel
and ESG
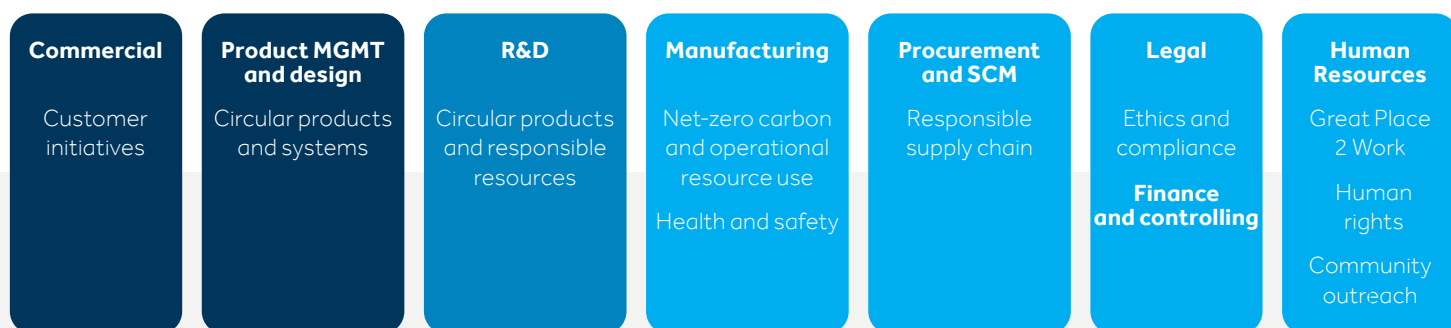
Philippe De Naeyer
Director Sustainability
and ESG

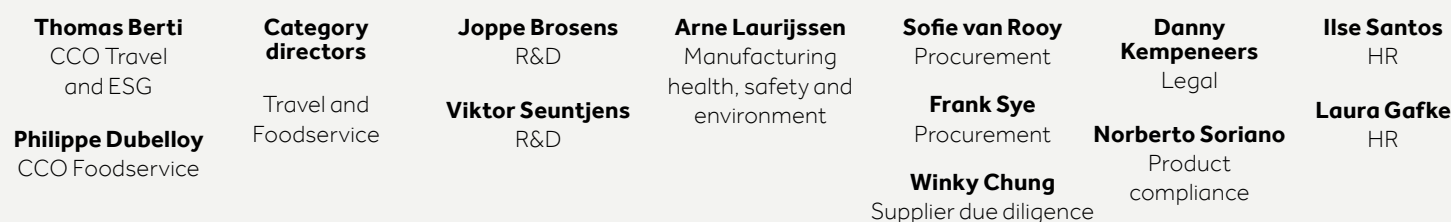**Veronica Pino Palacio**
Sustainability
and ESG Analyst

Fien Van Den Heuvel
Environmental
Footprint Manager

DESTER LEADERSHIP TEAM

Commercial	Product MGMT and design	R&D	Manufacturing	Procurement and SCM	Legal	Human Resources
Customer initiatives	Circular products and systems	Circular products and responsible resources	Net-zero carbon and operational resource use Health and safety	Responsible supply chain	Ethics and compliance **Finance and controlling**	Great Place 2 Work Human rights Community outreach

ESG AMBASSADORS

Thomas Berti
CCO Travel
and ESG

Philippe Dubelloy
CCO Foodservice

Category directors
Travel and
Foodservice

Joppe Brosens
R&D

Viktor Seuntjens
R&D

Arne Laurijssen
Manufacturing
health, safety and
environment

Sofie van Rooy
Procurement

Frank Sye
Procurement

Winky Chung
Supplier due diligence

Danny Kempeneers
Legal

Norberto Soriano
Product
compliance

Ilse Santos
HR

Laura Gafke
HR

Ekaterina Byankina
Marketing and Communication

Britt Colin
Graphic Design

Joke Vervoort
Graphic Design

INTEGRATED ESG TEAM

ERSRS 2

deSter's ESG structure operates across three levels and involves all departments and locations.

The initiative is anchored within the Senior Leadership Team (LTM), with the Chief Commercial Officer Travel serving as the LTM sponsor for ESG. Reporting directly to deSter's President and Managing Director, the sponsor supports and challenges the ESG team while ensuring alignment across key disciplines*.

The ESG team, led by the Director of Sustainability, consists of three dedicated members. They report to the President and LTM at least four times per year to align on targets, provide updates, and adjust plans as needed. Additional meetings with the President occur regularly to discuss specific issues such as greenhouse gas reduction. To broaden engagement, the ESG team works with a network of cross-functional ambassadors from relevant departments. Each ambassador owns a specific ESG topic – such as Great Place 2 Work – and is responsible for driving progress in that area.

This group, collectively known as the ESG Community, contributes to framework development and target-setting. The full community meets quarterly to present progress and exchange insights.

To maintain transparency and foster organization-wide engagement, ESG updates are regularly shared during global virtual town halls and through the internal newsletter.

PEOPLE

OUR **PEOPLE** GOALS

GREAT PLACE 2 WORK	**2025**	Be a fair and equitable employer that develops its people Focus on the health, safety and well-being of employees
GROW A COMMITED SUSTAINABLE SUPPLY CHAIN	**2025**	Work exclusively with partners that are committed to ambitious social and environmental goals
ACTIVELY CONTRIBUTE TO LOCAL COMMUNITIES	**2025**	Partner with local communities to prevent plastic pollution and engage those near our global offices

3 GOOD HEALTH AND WELL-BEING **5 GENDER EQUALITY** **8 DECENT WORK AND ECONOMIC GROWTH** **10 REDUCED INEQUALITIES**

OUR ESRS MATERIAL TOPICS RELATED TO PEOPLE
S1 Own Workforce, S2 Workers in the value chain, G1 Business conduct (see goverance section)

PEOPLE

At deSter, our success is built on the ideas, hard work and skills of our people. While innovation and craftsmanship define what we do, it's the talent and dedication of our team that truly sets us apart. Every step forward – whether in sustainability, design, or production – reflects their expertise and commitment.

In return, we are dedicated to creating a workplace where support, safety, and growth are paramount. By offering meaningful training, career opportunities and celebrating shared achievements, we ensure that every individual feels valued as part of our collective journey toward success.

We are committed to making our organization a "Great Place 2 Work" for each of our 1,135 employees. Guided by our core pillars – Appreciate, Connect, and Trust – we prioritize creating an environment where employees feel valued, supported and empowered.

Based on our first global employee survey, which we conducted in early 2024, we've been able to better understand the needs and aspirations of our staff. With a participation rate of roughly 80%, the survey provided us with clear feedback on how we are doing and where we can im-

prove as an employer. Moreover, it was the first time we received input from across the company on the goals outlined in our People strategy, which has helped us further improve our approach.

The results of this survey have been instrumental in fine-tuning our strategy in 2024 and will continue to guide us going forward. For example, we are further enhancing our training opportunities, feedback process, and internal communication in response to the top three priority areas identified in the employee survey. We're also continuing to invest in physical and mental well-being – an area where employees feel we are already doing well and should continue to expand.

In 2024, we completed the acquisition of Nupik (now deSter x Nupik), a Spain-based manufacturer of food packaging products and tableware, which has further diversified deSter's already international workforce. The integration process began in 2024 and will continue into 2025. During this ongoing process, we are introducing deSter x Nupik to our policies, procedures, and People initiatives, while also embracing the team's unique local culture.

When introducing new sustainable technologies and machines

throughout the year, we also updated the relevant health and safety procedures. Alongside several initiatives implemented by our local teams, we have reported a reduction in accidents and remain below industry standards in terms of our injury frequency rate.

Our sustainable procurement process remained robust in 2024: 98% of our suppliers have signed our Supplier Code of Conduct, we have expanded support for suppliers with corrective action plans to drive improvement across our supply chain, and we also launched a supplier engagement program focused on greenhouse gas emissions.

As part of our ongoing commitment, we expanded our global and local initiatives that give back to the communities in which we operate. From an educational event for Girl Scouts at our Lima factory to a vetiver-grass planting initiative in Thailand and the deSter Packathon design sprint in Belgium, we remained dedicated to making a positive impact.

PEOPLE

ESG RESULTS
2024

Be a
"Great Place 2 Work"
Grow a committed
supply chain
Actively contribute to
local communities

SUMMARY AND KEY RESULTS

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WORKFORCE
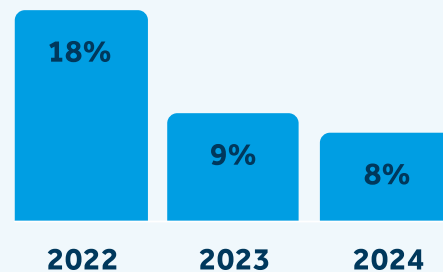
1,135
Employees worldwide
at end of 2024

14%
Increase as we welcomed Nupik

16%
Employee turnover

EMPLOYEE ENGAGEMENT & CULTURE
**ON TRACK:
BELOW 10% THRESHOLD**

- 18% — 2022
- 9% — 2023
- 8% — 2024

9.6 ENPS
Employee net promoter score
GOAL = 30 BY 2030
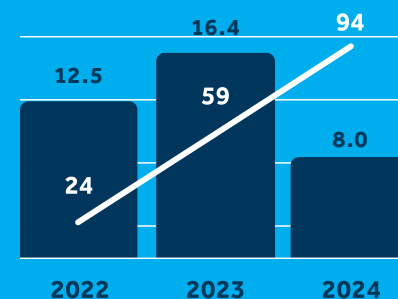
GLOBAL EMPLOYEE SURVEY
79%
participation rate
Focus areas: training and development, communication, performance feedback, well-being

TRAINING & DEVELOPMENT
**Increased investment in training
Quality over quantity**
ON TRACK

- 12.5 / 24 — 2022
- 16.4 / 59 — 2023
- 8.0 / 94 — 2024

— Average trainng spend per employee (CHF)
■ Average training hours per employee

WELL-BEING

4.4%
Absenteeism illness rate
ON TRACK
BELOW 6% THRESHOLD

PERFORMANCE FEEDBACK

100%
TARGETED EMPLOYEES
Participated in performance feedback process

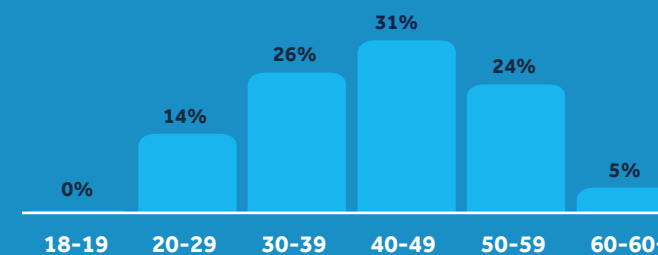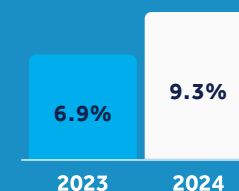### DIVERSITY, EQUITY & INCLUSION

43+ Nationalities

48% WOMEN   **52% MEN**

Note: 17 people identified as gender diverse

Age structure
BALANCED

- 18-19: 0%
- 20-29: 14%
- 30-39: 26%
- 40-49: 31%
- 50-59: 24%
- 60-60+: 5%

Living wage gap
Increase due to new hires and benchmark changes
NEEDS IMPROVEMENT

- 6.9% — 2023
- 9.3% — 2024

Average wage gap of people paid below living wage

HEALTH & SAFETY

9.06 LTIFR
ON TRACK

LTIFR well below industry standard
LTIFR average 14.33 based on 2024 Belgium's sector NACE 22.290

LABOR & HUMAN RIGHTS

External assurance

SMETA
ecovadis
THAI LABOUR STANDARD

SUSTAINABLE PROCUREMENT
ON TRACK

98%
Targeted suppliers signed Code of Conduct

- **81** Supplier assessments
- **21** ESG on-site audits
- **10** Suppliers with D or E rating improved

CO₂
Pilot supplier carbon engagement

COMMUNITY OUTREACH

**deSter Packathon
Pollution awareness education
Local support and donations**

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OUR PEOPLE IN 2024

Approach

In this section, we are pleased to share more information about how we are supporting our People, and the progress we've made on goals we set for our workforce. Our focus areas were identified through our DMA, our global employee survey conducted in 2024, and the steps outlined in our Great Place 2 Work Roadmap.

Our focus areas:

- Human and labor rights
- Training and development
- Diversity, equality and inclusion
- Well-being and work-life balance
- Employee engagement
- Health and safety

In 2024, we continued to reinforce our training and development approach to promote more skills, technical and organizational training on several levels. We've introduced a new training approval process, which affords employees greater self-direction, as well as streamlined group training opportunities and supporting departmental training needs.
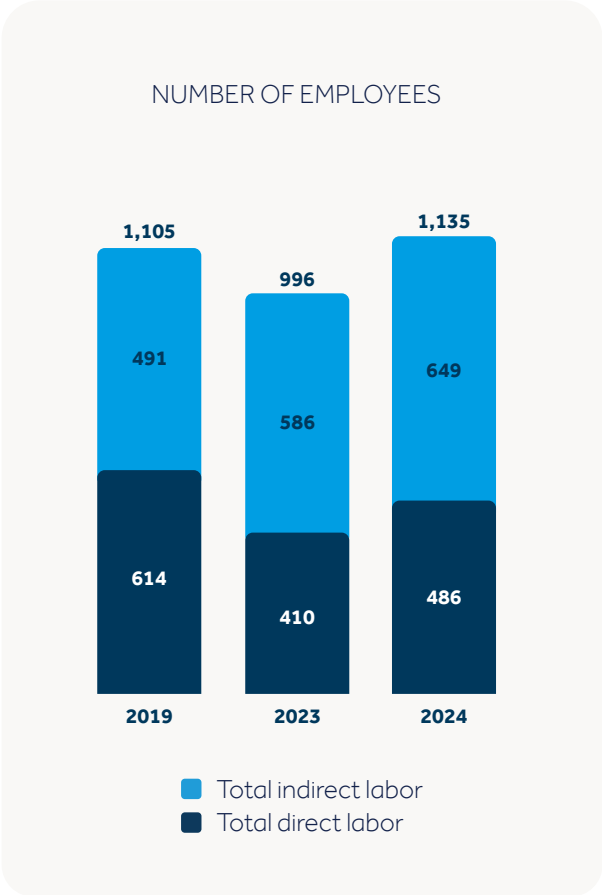
As part of our ongoing commitment to Diversity, Equity, and Inclusion (DE&I), we have been actively refining our policies to create a more inclusive and transparent workplace. These efforts will include a five-year DE&I Roadmap, that will be launched in 2025, as well as enhanced communication and openness with our employees, ensuring clarity and accessibility in our practices.

Our global social policies related to our People remain steadfast and are also regularly reviewed to correspond to changing needs of our employees. Please find a complete overview of our social policies in the Addendum.

deSter's dedication to our employees was also reflected in our EcoVadis Platinum rating for 2024, where the Labor and Human Rights category carried the highest weight. This area focuses primarily on how we support, engage and track progress with our workforce.

Metrics

In 2024, our workforce expanded by 14% – up from 996 employees at end of 2023 to 1,135 by the end of 2024 – driven in part by the acquisition of Nupik. Our employee growth can be attributed to both direct and indirect labor, reflecting our expanded in-house manufacturing capabilities as well as additional support for developing tailor-made products and sourcing finished goods for our customers.

NUMBER OF EMPLOYEES

Year	Total direct labor	Total indirect labor	Total
2019	614	491	1,105
2023	410	586	996
2024	486	649	1,135

- ■ Total indirect labor
- ■ Total direct labor

Our employee turnover rate decreased from 21% to 16%, largely due to a data correction in 2024. Moving forward, we will exclude direct labor employees in Thailand who leave during their probation period from the turnover calculation.

Labor and human rights

Approach

As a diverse and globally connected organization, we uphold the principles outlined in the International Bill of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. These standards form the cornerstone of our commitment to respecting and protecting human and labor rights across our operations.

Our dedication to human rights is embedded in our policies, which focus on eliminating forced or compulsory labor, abolishing child labor, adhering to labor standards, enabling dialogue and freedom of association, and eliminating discrimination. These principles are clearly outlined not only in the Code of Conduct for our company, but also in our Supplier Code of Conduct, which are both accessible on our website.

All of our policies have been carefully reviewed and approved by the deSter leadership team and our CEO, ensuring their application across all employees, contractors, suppliers and business partners.

Within the broader employee turnover rate, we view voluntary turnover as a KPI for tracking employee satisfaction and engagement, as it reflects the number of people who choose to leave the company. Our voluntary leave turnover rate decreased from 9.3% in 2023 to 7.5% in 2024 – an improvement from the previous year and well below our goal of keeping the rate under 10%. Note: This voluntary leave turnover rate remains the same when excluding direct labor employees in Thailand who left during probation. We believe this positive trend reflects the supportive culture and work environment at deSter.

United Nations Global Compact

As proud participants in the UN Global Compact initiative, we align our strategies and operations with its 10 universal principles, encompassing human rights, labor, the environment, and anti-corruption. Please find more information about how we put these principles into practice in the Addendum.

In 2024, we remained proactive, implementing targeted preventative measures to safeguard the rights of all stakeholders. Additionally, we have established clear, measurable goals for critical human rights topics as part of our broader People initiatives.

Our efforts focus on areas such as health and safety, employee well-being, work-life balance, promoting women in leadership, work hours, addressing the gender pay gap, ensuring living wages, and fostering employee development.

In 2024, no confirmed incidents of forced or child labor occurred within our organization or supply chain, underscoring our continued commitment to safe and fair practices across our operations.

VOLUNTARY LEAVE TURNOVER AND EMPLOYEE TURNOVER

Year	% Voluntary Leave Turnover	% Employee Turnover
2022	18%	38%
2023	9%	21%
2024	8%	16%

- ● % Employee Turnover
- ■ % Voluntary Leave Turnover

Actions

Preventive actions

Below are the key actions we took in 2024 to keep human rights front and center – both within our own workforce and across our supply chain:

- Following the acquisition of Nupik in Barcelona in 2024, we trained our new colleagues on deSter human rights policies to ensure global awareness and integration.

- Health and safety remained a top priority, especially within our manufacturing facilities. We upheld strict standards to ensure safe and supportive workplaces, with a particular focus on emergency preparedness, communication, targeted training and internal traffic safety.

- We strengthened our cybersecurity and privacy measures to mitigate future risks. For more information, see the Governance chapter.

- Through our sustainable procurement process, we continued to identify and address human rights risks in our value chain, conducting supplier risk evaluations, assessments and on-site audits. For more information, see the "Sustainable Procurement" section of this chapter.

External audits

Our approach to labor standards and human rights is also subject to audits and assessments, conducted through various external auditing bodies and certification programs:

SMETA | **Sedex**

SMETA the Sedex Members Ethical Trade Audit

- Sedex Members Ethical Trade Audit (SMETA): SMETA 4-Pillar assessments include on-site audits that evaluate compliance with human rights, health and safety, labor standards, ethical practices, and environmental impact for a comprehensive measure of our performance.
- EcoVadis: EcoVadis places a strong emphasis on assessing labor and human rights, alongside other core sustainability topics.
- National certifications: We also undergo national audits, such as the Thai Labour Standard Certificate awarded to our Prachinburi site. Audited by SGS, it exceeds local labor law requirements and was successfully renewed in February 2025.
- Across all these audits, we consistently meet or exceed expectations. At the same time, the assessments provide us with concrete suggestions for improvement.

TRAINING & DEVELOPMENT

Approach

We continuously enhance our training programs by incorporating feedback, performance reviews and team needs to better support employee growth and success.

- Organizational training: Covers mandatory topics to ensure compliance with internal policies, procedures, and relevant regulations, as well as in-house sessions on product knowledge and technical skills

- Skills training: Focuses on soft skills, such as leadership, communication and collaboration; may include workshops, seminars, online courses, and external sessions

- Technical training: Provides specific skills, knowledge, and expertise to perform in technical roles and functions

By focusing on these key training categories, we are able to support well-rounded development tailored to both individual and team needs.

Our approach also strengthens collaboration, aligns our teams around shared goals, and ultimately, drives our collective growth and success.

Our targets for the coming years include increasing the quality of our training, reaching 95% of our workforce, and increasing the number of training hours by at least 5% year on year until 2028. Over time, we aim to see improved feedback from our employees on our internal survey.

"

Our People strategy has evolved toward a more data-driven approach, guided by meaningful insights – and we're committed to continuing in this direction.

Ilse Santos,
People and culture specialist

"The training was very good, with a well-structured format and thorough preparation for all questions. It was equally effective whether I attended online or in person."

An employee from Frankfurt, Germany, who partook in Excel expert training

"The training content provided a great networking opportunity within the organization, while the discussed cases and topics felt realistic and relevant, and it was easy to interact since we all shared a common understanding of the company."

An employee from Hoogstraten, Belgium, who partook in Communication and Time Management training

"Before the training, we were asked for our input on what we wanted to learn and how it could be applied to our jobs.This resulted in a program tailored to our needs."
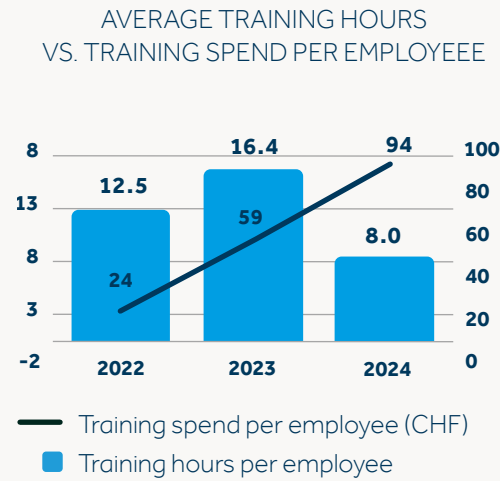
An employee from Hoogstraten, Belgium, who partook in Excel expert training

"The trainer was approachable, pleasant, and easy to understand. The people who attended engaged actively, and I learned a lot from them as well. I am very grateful to have participated."

An employee from Barcelona, Spain, who partook in Communication and Time Management training

Inez Kristanti
Manager Office Support Design

Metrics

While deSter's average training hours per employee declined in 2024, our investment in training rose from 59 CHF to 94 CHF per employee. This nearly 60% increase reflects a shift toward more focused, higher-quality training sessions and courses.

The decrease in hours was partly due to fewer formal sessions for direct labor in Thailand, where our efforts focused on installing new equipment and on-the-job training. The impact of our investments will be assessed through our next employee survey on learning and development in 2025.

AVERAGE TRAINING HOURS VS. TRAINING SPEND PER EMPLOYEEE

Year	Training hours per employee	Training spend per employee (CHF)
2022	12.5	24
2023	16.4	59
2024	8.0	94

— Training spend per employee (CHF)
■ Training hours per employee

Actions

New training request procedure

Building on our existing training strategy, we have introduced a three-part procedure to identify needs and request topics. This approach is designed to cover all relevant training needs while encouraging employee-driven learning. It was piloted in several regions in 2024 and received positive feedback from our employees.

Here's how it works:

- Online approval process: Employees can submit training requests through an online system, explaining how the training supports their role. Managers can then review and approve the requests, which are passed to for implementation.
- Identification of shared training needs: During the annual Performance Appraisal and Planning (PA&P) evaluations, personal and shared training needs are discussed and documented.
- Manager input: During year-end calibration and planning sessions with HR, managers are invited to discuss the training needs of their team, ensuring more customized programs.

Leadership training in Frankfurt

In July, a pilot Leadership Training program was conducted at the ISM Business School in Frankfurt, bringing together participants from various deSter locations and departments. The training was designed to strengthen our employees' skills, focusing on leadership styles, communication, delegation, conflict resolution, and more – tailored to their individual development plans.

Training and development	2022	2023	2024
People trained on career or skills-related topics	600	954	760
Total training hours	12,332	16,286	9,070
Training hours per employee	12.46	16.35	7.99
Average training spend per employee (CHF)	24	59	94

Performance and feedback

Approach

At the end of each year, we conduct annual performance evaluations through our Performance Appraisal and Planning (PA&P) process. During this time, team leaders and employees review the year's performance, discuss strengths and areas of improvement, and set clear goals for the year ahead.

Actions

Here are a few key results related to performance and feedback in 2024:

- We achieved a 100% participation rate in our PA&P, helping us promote a culture of open feedback and professional development while encouraging training and development discussions across locations.

- After introducing personal ESG goals as part of our management team's performance targets in 2023, we took the initiative further in 2024 by requesting that all employees include ESG objectives in their performance goals.

- We conducted a global training session on how to set SMART goals – referring to objectives that are Specific, Measurable, Achievable, Relevant, and Time-Bound.

Diversity, equity and inclusion

Approach

Our workforce represents 43 nationalities, bringing together a dynamic blend of ages, perspectives, experiences, and skills. At deSter, we see diversity as an asset, fueling our innovation, adaptability, and achievements. It also encourages a broader perspective on how we support and care for our workforce. That is why we are committed to cultivating a workplace that champions diversity, equity, and inclusion (DE&I) – a commitment that is reflected in both our Code of Conduct and DE&I Policy.

Here is how we define DE&I at deSter:

- **D**: Diversity means embracing differences such as race, gender and age
- **E**: Equity ensures fair opportunities tailored to individual needs
- **I**: Inclusion cultivates a sense of belonging where everyone feels valued

Actions and metrics

DE&I roadmap

In 2024, a five-year 2025 DE&I Roadmap was developed to integrate DE&I principles into our hiring practices, policies, and operations. This roadmap focuses on areas like increasing staffing diversity, ensuring equitable career development, fair compensation, and encouraging a culture that welcomes all perspectives.
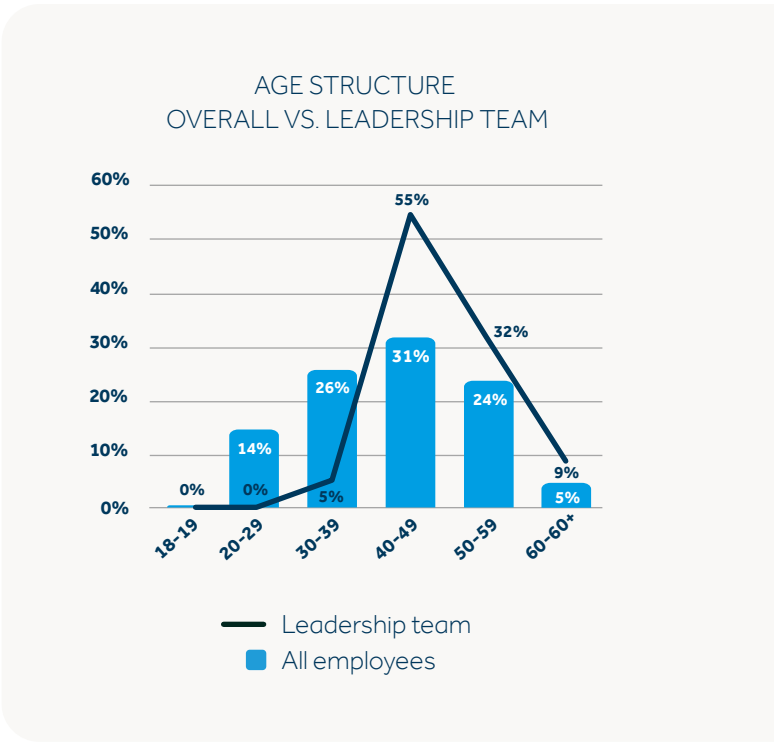
Awareness campaigns

In 2024, we continued our global "Challenge the Bias" DE&I awareness campaign on gender equality. In the year ahead, we will expand the scope to address areas such as age, race, ethnicity, disabilities, religion, culture, and sexual orientation.

Age structure

The overall age distribution at deSter is well balanced, which supports a dynamic and innovative culture. Younger employees bring fresh perspectives and inspiration, while more experienced colleagues offer valuable guidance and share their expertise. We do not anticipate a significant wave of retirements in the coming years, which will help safeguard institutional knowledge.

It's notable that we have a higher number of employees between 30 and 50 – a trend that reflects our strong retention rate and ongoing hiring across all levels. Within our leadership team, the majority of individuals are between 40 and 50.

AGE STRUCTURE
OVERALL VS. LEADERSHIP TEAM

| Age	All employees	Leadership team
18-19	0%	0%
20-29	14%	0%
30-39	26%	5%
40-49	31%	55%
50-59	24%	32%
60-60+	5%	9%

— Leadership team
■ All employees

Gender balance

As with last year, we maintained close to a 50-50 gender balance across our workforce. To ensure fair opportunities in all departments, we remain dedicated to pursuing gender equality in both hiring and career development – whether external or internal. This commitment has already resulted in several internal career advancements.

GENDER BALANCE: OVERALL

	2022	2023	2024
Men	49%	51%	52%
Women	51%	49%	48%

■ Men
■ Women
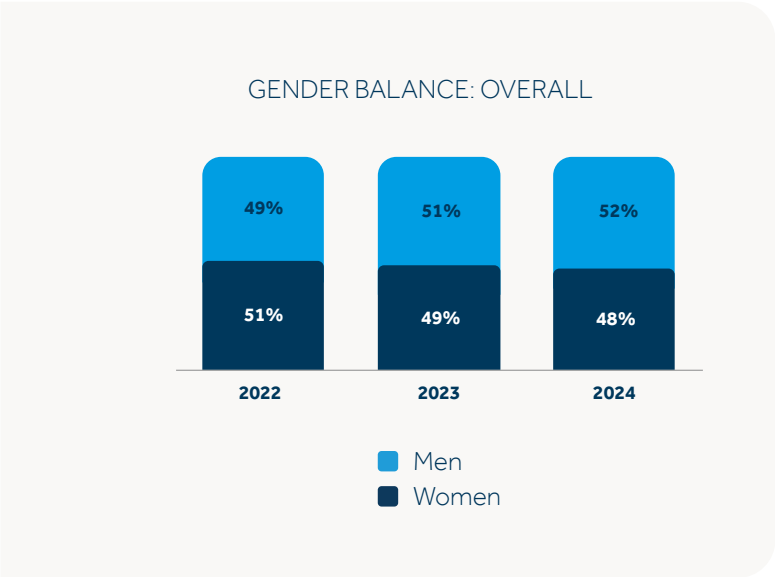
Gender balance of leadership team

We continue to have 9% women representation in senior management. While we are committed to increasing this over the long term, the small size of our senior management team makes short-term changes more challenging. Nevertheless, we remain focused on driving progress and have broadened our goal to achieve 33% representation of women across lower, middle, and senior management by 2030.

GENDER BALANCE: LEADERSHIP TEAM

	2023	2024
Men	91%	91%
Women	9%	9%

■ Men
■ Women
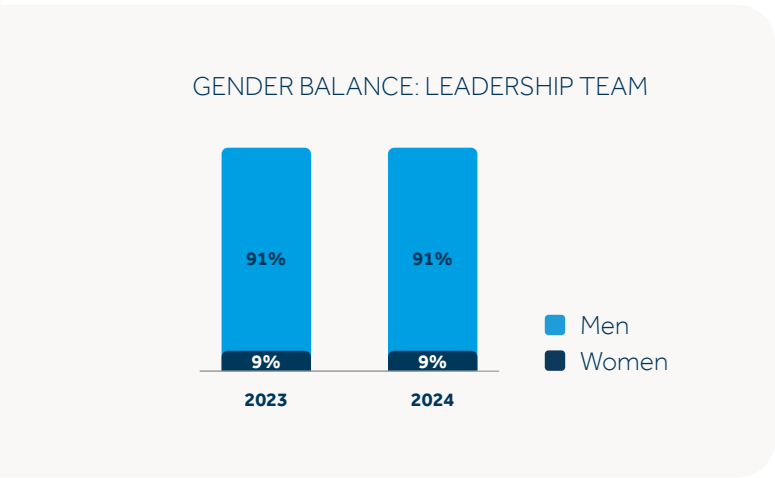
Adjusted gender gap

To measure pay equity, we focus on the adjusted gender pay gap (adjusted GPG), which reflects average earnings differences between men and women after accounting for factors like experience, tenure, role, education, location, and department.

In 2024, our analysis showed that 69% of senior roles were held by men – up slightly from 66% in 2023 – mainly in Europe. A high proportion of blue-collar roles in Thailand are held by women, and our growth in this market has contributed to some year-on-year variation.

Regional differences also emerged: in Asia-Pacific, women in supervisory roles earned more on average, while blue-collar women earned less. We regularly review these dynamics and remain committed to closing the adjusted GPG by 2033.

While we do not consider it as a key measure, we also track our global unadjusted GPG, which measures the difference in average earnings between men and women. Despite economic conditions, we have maintained an unadjusted GPG of 39%, mainly due to the increase in blue-collar roles in Asia-Pacific.

To strengthen our approach, we launched a global job architecture project in 2024. Initiated by our parent company, gategroup, this framework will standardize job evaluations and levels across regions, supporting fairer decision-making and offering deeper insights into pay equity. As our business evolves, we will continue to review and adjust our hiring, promotion, compensation, and benefits policies to ensure fairness and equity.

Living wage gap analysis

As in 2023, we conducted a full review of living wage standards across 100% of our employees, using benchmarks from respected sources, such as the Wage Indicator Foundation and MIT.

Our goal remains to close the living wage gap by 2033. In 2023, we reduced the gap from 27% to 19%. However, in 2024, the gap widened to 23.3%. After reviewing the contributing factors, we found this was primarily due to a significant increase in entry-level direct labor hiring at our Thailand site, as well as a rise in the local living wage benchmark in Lima, which outpaced market conditions and salary adjustments.

We remain committed to paying a living wage across our workforce and will continue to identify ways to achieve this goal.

> "
> Our gender pay and living wage analyses, along with other DE&I metrics, provide valuable insight and enable us to track our progress toward a fairer, more sustainable workplace.
>
> **Laura Gafke, HR Lead Total Rewards**
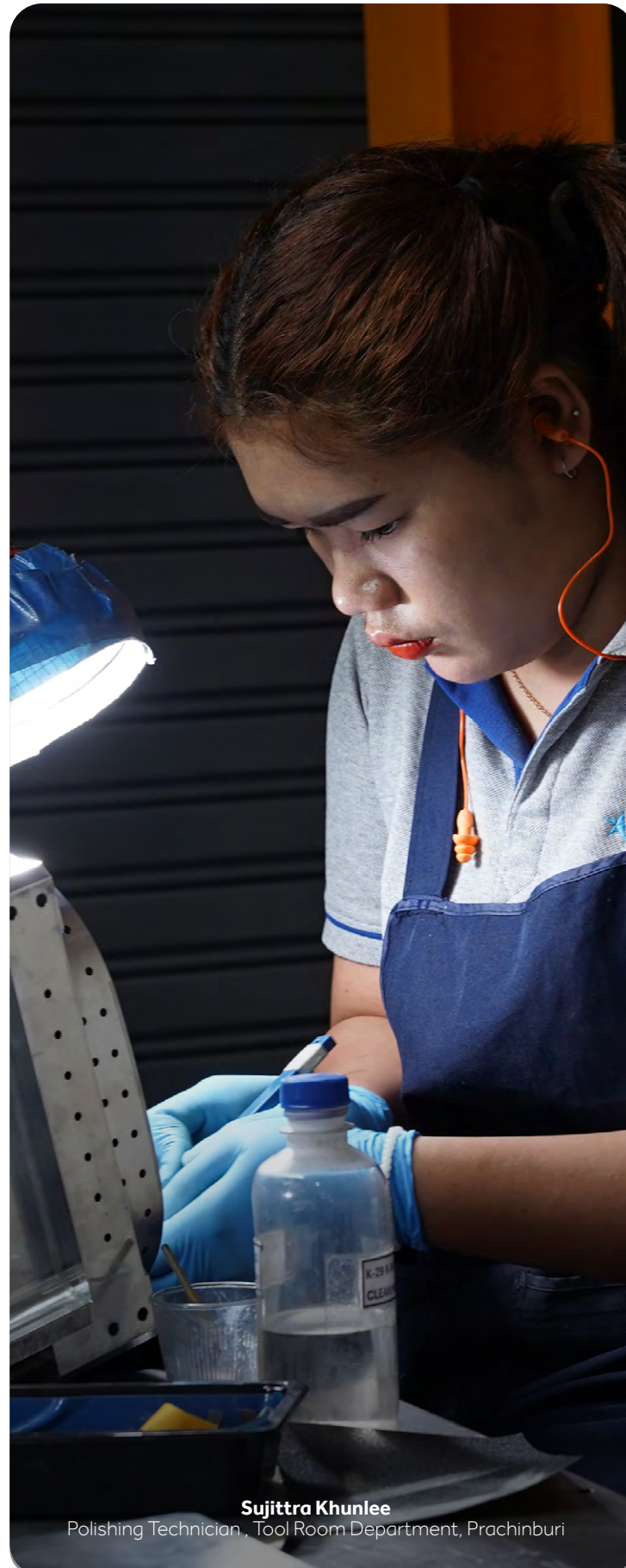
Sujittra Khunlee
Polishing Technician , Tool Room Department, Prachinburi

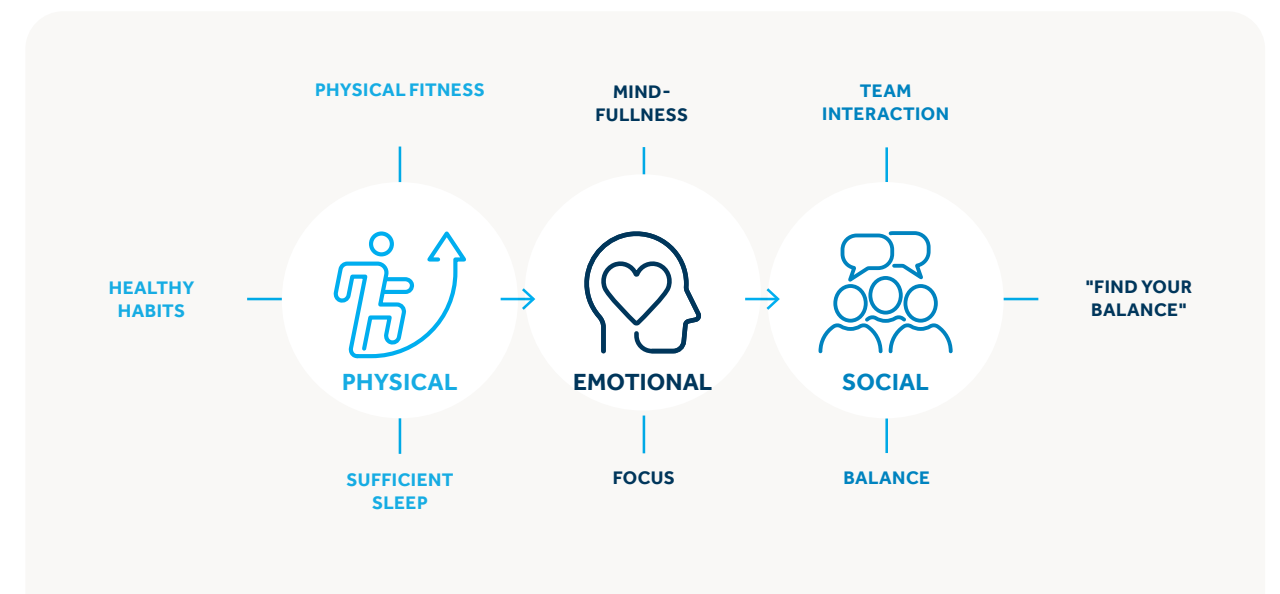# Well-being & work-life balance

Approach

Employee well-being is essential to fostering personal satisfaction, focus, and a positive work environment – all of which contribute to a more engaged and resilient workforce.

Our well-being model focuses on three core pillars: physical, emotional, and social health. To measure the impact of our initiatives, we aim to keep our absenteeism illness rate below 6% and improve our employee well-being score in future surveys.

Our well-being model

- Physical Well-Being: By prioritizing physical well-being, we help our team experience better energy, improved mental health, fewer illnesses, and lower stress – ultimately enhancing their overall quality of life.

- Emotional Well-Being: We aim to help our team improve self-esteem, resilience and communication skills – all of which have ripple effects on emotional health.

- Social Well-Being: Fostering a sense of connection and building meaningful relationships can significantly enhance our team's overall well-being.


PHYSICAL FITNESS | MIND-FULLNESS | TEAM INTERACTION

HEALTHY HABITS

PHYSICAL → EMOTIONAL → SOCIAL

"FIND YOUR BALANCE"

SUFFICIENT SLEEP | FOCUS | BALANCE

Griet Dockx and Viviane Cabuy
Human Resources

Lunch break, Prachinburi site, Thailand

Actions & metrics

Absenteeism illness rate

In 2024, we maintained a strong absenteeism illness rate of just 4.44%, staying well below our 6% threshold and reflecting the sustained positive impact of our well-being initiatives. Looking ahead to 2025, we are refining our approach with a new strategy focused on practical measures to further support work-life balance and reduce absenteeism.

Happiness at work

In June 2024, Ann De Bisschop, a well-being author and consultant, delivered an engaging keynote at our Hoogstraten office on well-being and happiness at work. Ann explored the critical balance between professional and personal life, offering actionable advice tailored to our employees. Her session was well-received, with a follow-up survey providing insights into employee perceptions of well-being. This feedback is now guiding us in creating more practical applications of these ideas within the organization.

Well-being needs

In our 2024 employee survey, we identified that employees at different career stages and different regions have varying well-being needs. Recognizing these differences, we will in 2025 dedicate more time to understanding which initiatives will have the greatest impact on each group.
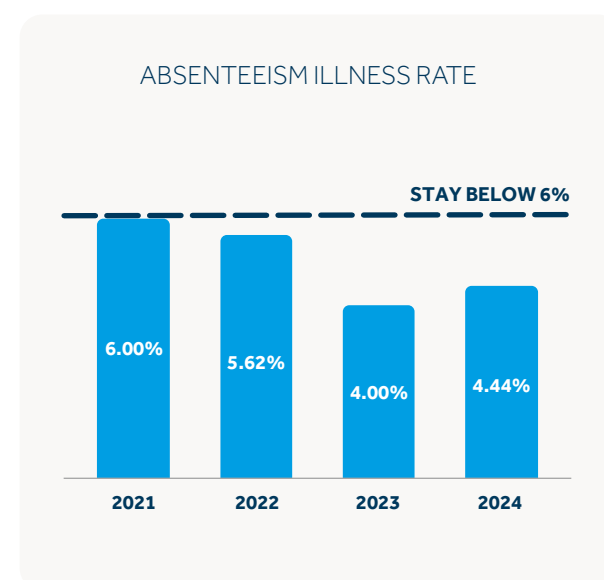
Healthcare and family benefits

We offer health coverage to our global workforce, with benefits tailored to regional needs. Preventive care initiatives include annual checkups in Thailand and the US, and in-office services, such as flu vaccinations and ergonomic assessments in Belgium and Germany. Currently, 98.6% of our employees are covered by company-provided health insurance, while the remaining 1.4% are insured through other institutions.

ABSENTEEISM ILLNESS RATE

STAY BELOW 6%

2021	2022	2023	2024
6.00%	5.62%	4.00%	4.44%

With our Sport@deSter initiatives, we encourage employees to participate in athletic activities that promote well-being and strengthen team connections. Led by dedicated employee ambassadors, the program is available at several deSter locations around the globe. Here are a few highlights from 2024:
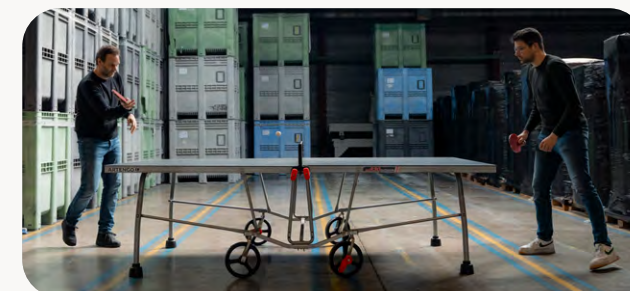
Belgium

Our team in Hoogstraten participated in many active events in 2024, including the 39th Hoogstraten Street Run in May and our first Urban Run in October, where deSter premises were part of the route. We also held a team ping-pong tournament and voluntary group lunch walks, which offer a welcome break from daily routines and boost team spirit.

Germany

Our Neu-Isenburg office hosts a variety of recurring activities, including a local running team and participation in the annual JP Morgan run alongside employees from Belgium. In 2024, colleagues also came together for a cross-departmental beach volleyball tournament and enjoyed an exciting evening of bouldering.

USA

We provide YMCA memberships for our employees and their families in the US, giving them access to a wide range of sports and fitness opportunities, including gym facilities, swimming and fitness classes. In addition, we organized a fun-filled afternoon of bowling to promote team bonding and active lifestyles.

Social events

Team gatherings play a vital role in shaping our company culture, supporting well-being, creating a sense of belonging and celebrating the diverse cultures that make up deSter.

After-work drinks

In 2024, we continued hosting monthly after-work drinks, as well as regional events and team celebrations, which strengthen connections within and across local teams. As part of the Nupik integration, after-work drinks were also introduced at the Barcelona office to encourage cross-team networking and collaboration.

After-work drinks, Barcelona

End-of-year party

We expanded our social initiatives with an end-of-year Personnel Party in November that brought together teams from different locations to celebrate the end of the year and upcoming holidays. The theme was "The Zoo", and everyone was invited to wear animal costumes.

**Our zoo-themed Personnel Party
Hoogstraten, Belgium**

Teambuilding & local celebrations

Additionally, we held teambuilding workshops across various sites, organized cross-departmental sales summits, and honored local traditions with celebrations such as Lunar New Year, Songkran, Tham Boon, Ramadan, Thanksgiving, Halloween, and La Castanyada.

**Tham Boon merit-making ceremony
Prachinburi, Thailand**

**Lunar New Year party
Prachinburi, Thailand**

Employee engagement

Approach

Clear communication, transparency and meaningful engagement with our employees are essential to our success. We utilize a variety of channels to keep every team member informed and connected. Our platforms also create space for employees to voice feedback and share concerns.

Actions

Internal communications
deSter Portal
Our internal website, the deSter Portal, remains a central hub for essential resources and announcements, and collaboration. Within it, the People section continues to evolve, offering clear and more engaging updates, from company news, and upcoming gatherings to employee stories and training opportunities.

Townhalls and newsletters
Our monthly town hall meetings are another important forum for interactive dialogue. At these gatherings, leadership communicates strategic goals, financial updates and company achievements, while also providing employees an opportunity to share feedback directly.

Additionally, our digital newsletter, linked directly to the intranet, shares more details on business achievements and key customer wins, ESG progress, and employee updates.

Open dialogue
Locally, HR business partners, managers, and workers councils continue to support open communication tailored to regional needs. These stronger connections help keep everyone informed, engaged, and aligned with our shared goals.

Employee survey
In 2023, we laid the groundwork for our first holistic employee survey, which was launched successfully across all locations in early 2024.

Our employee survey was the most comprehensive to date, capturing insights from nearly 800 team members out of approximately 1,000 employees at the time.

It provides an initial benchmark of where we stand and serves as a valuable reference for goal setting. For example, our **Employee Net Promoter Score (eNPS) of 9.6** reflects a solid level of employee satisfaction, but our goal is to increase this score to 30 in the coming years, reinforcing our commitment to building a thriving workplace.

The survey also highlighted opportunities for growth and areas of strong performance, where our employees would like to see continued investment.

Opportunities for growth:
- Career planning, development and learning
- Performance management and feedback
- Internal communication, particularly around company direction

Areas of continued investment:
- Motivation
- Job satisfaction
- #PeoplePlanetProduct initiatives
- Bonding and connection
- Work-life balance and well-being

Channels to raise concerns
Confidential reporting channels ensure employees have a safe way to address concerns like bullying, discrimination, or harassment. Employees are encouraged to seek support through their manager, HR, works council, or through gategroup's Integrity Line – an anonymous speak-up line to raise concerns. More details can be found in the Governance chapter.

At deSter, creativity and sustainability collide – we're collaborating with passionate minds to turn bold ideas into planet-conscious products.

Jason Tang,
Design Manager Amenity Kits & Sleepwear
Hong Kong

I enjoy the variety and diversity of my role and the product categories I manage – every day brings something new. I'm especially grateful for the positive work environment and strong team spirit on my direct team, the Neu-Isenburg sales team. Maintaining frequent contact and a good relationship with my client is also very important to me.

Alexandra Tsolakis,
**Account Manager**
Neu-Isenburg, Germany

What I love most about working at deSter is the people. Every day, I get to support individuals in meaningful ways – whether it's helping them grow, navigate challenges, or feel more connected to their work. It's fulfilling to be part of a team that truly values both people and progress.

Amber Bradshaw,
Human Resources Manager
Lima, Ohio, USA

What I appreciate most at deSter is the inspiring team spirit and the dynamic environment that keep me learning and growing every day.

Nicole Kirschner,
Key Account Manager
Neu-Isenburg, Germany
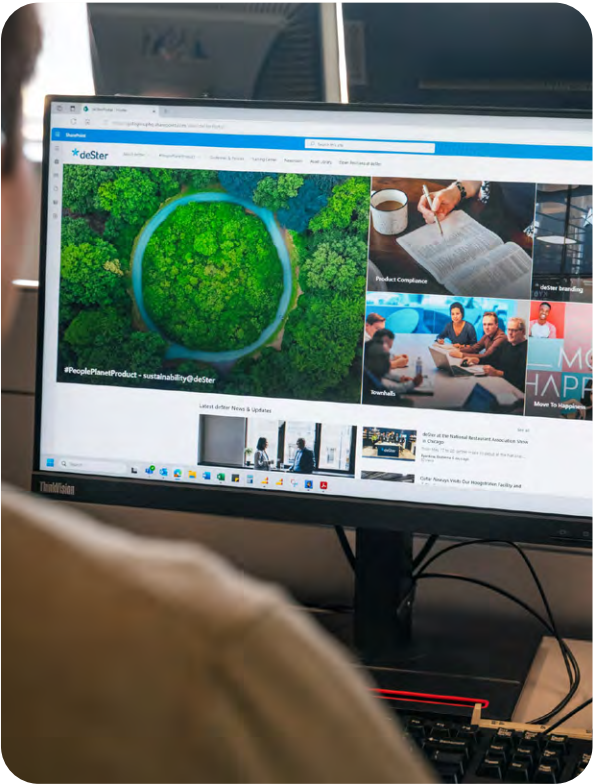
Arne Laurijsen
HSE Manager, Hoogstraten

Sylvain Guyot
Technician, Hoogstraten

Health & safety

Approach

Our standards
At deSter, we prioritize integrating health and safety into every aspect of our business, ensuring the protection of our employees, contractors and visitors.

We maintain high health and safety standards across all our global operations to not only meet strict regulatory requirements but also keep our workspaces safe. Cultivating a strong safety culture is a shared responsibility, and we encourage everyone at deSter to follow best practices and help us keep improving.

Our health and safety standards cover diverse areas, such as building safety, machinery maintenance, transportation, personal protective equipment (PPE), ergonomics, emergency preparedness, and organizational measures. These guidelines establish clear expectations for technical teams, operational staff, office employees, contractors, and visitors.

In 2024, we continued to make progress toward our goal of zero accidents. Looking ahead, we have updated our KPI to focus on reducing our Lost Time Injury Frequency Rate (LTIFR) every year, while ensuring we never exceed Belgium's industry average for all operations. In 2024, the industry average LTIFR was 14.33; in 2025, it will be 12.33.

Occupational health & safety management system
Alongside our Barcelona site, our Hoogstraten facility is also working toward ISO 45001 certification – an internationally recognized standard for occupational health and safety management systems. Certification for our Prachinburi site is planned for 2026, while our Lima site currently follows the US Occupational Safety and Health Administration's (OSHA) system.

Audit, Prachinburi site, Thailand

Reflecting our commitment, we have established safety committees at every location. These committees help improve communication, foster collaboration, and ensure carefully considered decisions that prioritize the health and safety of our team members, contractors and visitors.

Risk management & preventive measures
Preventing accidents starts with identifying and assessing workplace hazards. Through regular internal and external audits, we proactively address risks by implementing targeted mitigation measures. If an accident occurs, we also conduct thorough root cause analyses, supported by safety committee reviews and open communication, to ensure necessary changes are made to prevent recurrence.

deSter also prioritizes safety education with training programs that include both general practices and department-specific guidelines tailored to unique risks. In 2024, we delivered 4,210 hours of Health, Safety, and Environment (HSE) training to direct labor employees – an average of 8.7 hours per person.

While this is lower than in 2023 due to several non-recurring training sessions conducted last year, we continue to invest in robust training programs, reinforcing our strong culture of safety at every level.

> Providing safe and healthy working conditions is essential to our operations. At deSter, we focus on prevention through regular risk assessments, personalized support, targeted training, and long-term improvement initiatives.

Arne Laurijsen,
HSE Manager
Hoogstraten, Belgium

Metrics

In 2024, our total LTIFR rose to 9.06, up slightly from 7.89 in 2023. This increase was primarily driven by the integration of figures from our newly acquired Barcelona site.

However, excluding Barcelona, we observe a continued downward trend starting in 2022. In both cases, we remain well below the industry average of 14.33, meeting our annual target.

Our Lost Time Severity Rate (LTSR) increased compared to last year, indicating that employees required longer recovery periods following accidents than in 2023.

This rise is primarily linked to incidents at our Barcelona site, with some impact from our Hoogstraten facility. We are reviewing these cases to determine appropriate actions for 2025.

Encouragingly, when excluding Barcelona, the overall number of accidents continues to decline – demonstrating our ongoing commitment to achieving zero accidents.

HEALTH & SAFETY METRICS

	2022	2023	2024	2024 (excl. Nupik x deSter)	TARGET TRESHOLD
Lost time injury frequency rate (LTIFR)	10.36	7.89	9.06	6.73	14.33
Lost time injury severity rate (LTISR)	0.11	0.08	0.30	0.18	
Number of accidents	16	14	19	13	

*Threshold based on Belgium's sector (NACE 22.290) 2024 LTIFR average

Chart — LTIFR:
- 2022: 10.36
- 2023: 7.89
- 2024: 9.06
- 2024 (excl. Nupik x deSter): 6.73

■ LTIFR
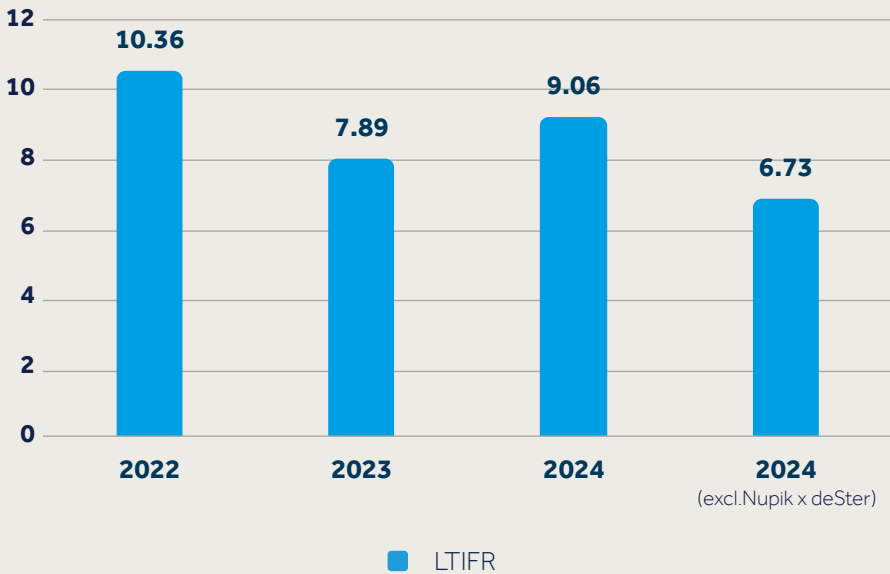
Actions

Company-wide highlights

We improved emergency preparedness by updating response plans and conducting drills at each site. Our investments focused on internal traffic safety, better chemical handling and advanced production technologies, while safety training sessions addressed risks such as confined spaces, electrical hazards and lock-out/tag-out protocols.

In 2024, employees across all manufacturing sites received regular training on operating forklifts, crane bridges and elevated work platforms. We also closely monitored and updated our forklift fleets.

Forklift training
Prachinburi, Thailand

In addition, deSter conducted risk assessments during design, construction and post-installation phases of new equipment. Meanwhile, technological improvements included de-energization systems, additional safety switches and clear signage.

We prioritized health and ergonomics by hosting workshops on stress management and conducting ergonomic evaluations to enhance office environments. In addition, we emphasized safety through daily talks, information boards, TV screens and training across all four manufacturing facilities throughout 2024.

Safety awareness campaigns, daily talks and participation in events like OSHA's "Safe and Sound" week highlighted our dedication to continuous improvement. Even so, some safety incidents occurred in 2024. Nevertheless, deSter remains dedicated to learning from each event, addressing root causes, and encouraging reporting to maintain a culture of safety and prevention.

Site-specific highlights

Hoogstraten, Belgium

Key initiatives included safety training on electrical hazards, machinery updates, and forklift license renewals. Daily safety talks were also added to morning meetings, while Hoogstraten enhanced its fire systems, held evacuation drills, and improved chemical handling.

Risk was further reduced through improved workflows and traffic management, while health initiatives included check-ups, flu shots, stress workshops, and ergonomic evaluations for office workers. We made several investments at Hoogstraten in 2024, including upgraded safety screens, collision protections and laser systems.

Chris van Hout
Technical operator

Prachinburi, Thailand

In 2024, our Prachinburi site held regular safety committee meetings, conducted site patrols, and implemented ongoing improvements. Training covered CPR and First Aid procedures, fire extinguisher use, chemical spill response, confined space entry, and lock-out/tag-out protocols.

First Aid training, Prachinburi, Thailand

A "Safety Week" campaign promoted awareness and best practices, while process safety studies and noise, heat and lighting assessments helped optimize working conditions. Health initiatives included staff checkups and workplace monitoring. Notable investments included building a flammable liquid storage facility and inspecting key equipment, such as air tanks and cranes.


Fire extinguisher use training, Prachinburi, Thailand

Lima, Ohio, USA

Our Lima site improved fire safety with upgraded alarms for smoother evacuations. Fire drills, drug-free safety training, and HACCP certifications for key managers also reinforced a strong safety culture.

Annual training covered confined space and fall protection, supported by a HARA workshop and participation in Ohio's Regional Safety Council. Additionally, monthly safety committee meetings ensured oversight and progress tracking.

Leaders attended the Safety Congress in Columbus, while OSHA Safe & Sound Week focused on daily themes and leadership engagement. Key 2024 investments included ergonomic upgrades like a mold-changing gantry and improved pedestrian safety through updated signage, floor markings and barriers.
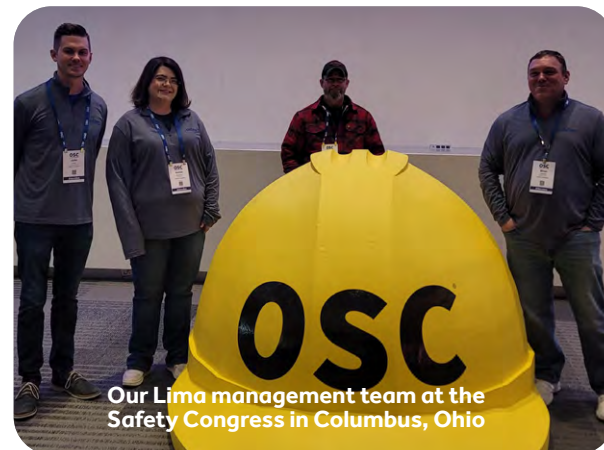
Our Lima management team at the Safety Congress in Columbus, Ohio

Barcelona, Spain

As part of Nupik's integration, we strengthened the safety framework through targeted training, risk assessments, and process improvements. Over 150 employees received training on workplace risks, forklift use, electrical hazards and working at heights.

Our Barcelona site developed a new emergency response plan (to be tested in January 2025) and conducted ergonomic evaluations. Investments included updated safety signage and renting an enclosed machine for cleaning printing equipment, eliminating chemical exposure and reducing waste. A new Health and Safety Committee was also formed to maintain safety engagement.

Physical health & well-being

Initiatives specifically related to physical and mental health are detailed in the "Well-being and work-life balance" section of this chapter.
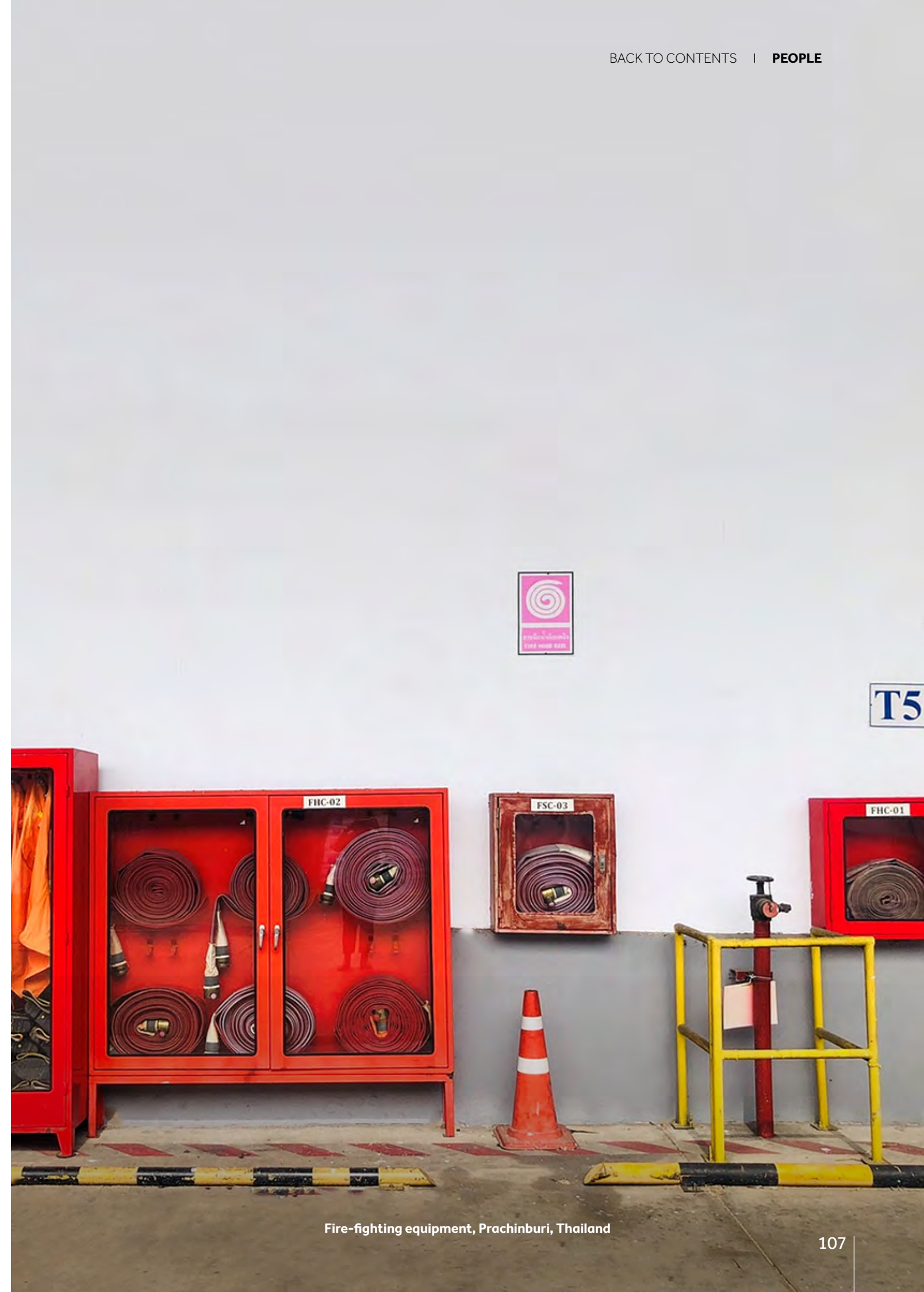
Fire-fighting equipment, Prachinburi, Thailand

> "
> We've come a long way since our early days in sustainable procurement. Today, it's fully embedded in how we work and drives real value in a fast-changing world. Strong processes let us respond quickly to new demands or geopolitical shifts, and our supplier relationships have become true collaborations – teams now work together, share insights, and pursue a common goal of a sustainable future.
>
> **Remi Beranger,**
> **VP Global Procurement**
> **& Supply Chain**

SUSTAINABLE PROCUREMENT

ESRS S2 WORKERS IN THE VALUE CHAIN
ERS G1 SUPPLIER DUE DILIGENCE

Approach

Supplier Code of Conduct

Sustainable procurement has been integrated into our sourcing practices for the past three years, reflecting our commitment to upholding human rights and minimizing environmental impact across our value chain.

We require all suppliers to adhere to our Supplier Code of Conduct (SCOC), which outlines operational, social, and environmental standards aligned with deSter's policies. The SCOC is available on our website.

Due diligence process

Risk assessment
We focus on raw materials and product suppliers, assessing them for social and environmental risks based on product type and location (e.g. the Corruption Perception Index). Our procurement and sustainability teams jointly evaluate the results. Suppliers identified as high-risk must complete deSter's self-assessment questionnaire and undergo an on-site audit.

Supplier ESG audits
Our audits draw on ISO20400 guidelines and customer requirements, with particular attention to working conditions and environmental performance. To date, our audits have found no cases of forced or child labor.

Corrective Action Plans
Suppliers receive a rating from A to E, based on the number and severity of deviations found. Those with a rat-

ing of D or lower must implement a Corrective Action Plan (CAP) within a set timeframe. If no progress is made within six months, we may discontinue the partnership. Our goal is for all suppliers to achieve at least a C rating by the end of 2025.

Continuous improvement
We view our strong supplier participation as a great success. Looking ahead, we aim to maintain a robust sustainable procurement process and continue supporting suppliers as they adopt more sustainable practices.

Supplier engagement on GHG emissions

About 95% of deSter's greenhouse gas emissions come from scope 3 sources, with 73% of that from purchased goods. As such, reducing emissions from our supply chain has a direct impact on our greenhouse gas emissions.

Alongside actions on product circularity – such as a shifting to renewable materials and reusable products – we are also working closely with suppliers to support their decarbonization efforts. This not only reduces our scope 3 emissions but also encourages alignment across the value chain.

By 2035, we aim to engage 80% of our suppliers in this carbon initiative. For our top 20 suppliers, we target full engagement across shared scope 1, 2 and 3 emissions, including clear reduction targets and product carbon footprint data.

SUSTAINABLE PROCUREMENT PROCESS

Signed code of conduct

Risk analysis

Supplier assessment questionnaire

ESG audit

Corrective actions

Actions

Supplier ESG assessments & audits

In 2024, following our expanded risk assessment, 87 suppliers were selected for further ESG assessments. Of these, 81 completed our ESG questionnaire; the remaining were exempt due available EcoVadis scores or insights from their sustainability reports. Based on the results, we conducted ESG audits with 21 suppliers – exceeding our 2024 target of 15.

Looking ahead, our focus will shift from expanding assessments to improving performance among audited suppliers through CAPs.

We followed up with 14 suppliers who received a D or E grade in 2023: four improved from E to D, and six from D to C. In 2025, our goal is to bring the remaining D- and E-rated suppliers to at least a C rating.

Procurement team training

In 2024, the procurement team completed a course organized by focusright, an external partner, and our parent company, gategroup. Building on previous training, the course focused on human rights in the supply chain and further supported our sustainable procurement efforts.

Supplier engagement pilot on GHG emissions

In 2024, we appointed a procurement team member to work closely with the ESG team's carbon footprint manager. Together, they built on our 2023 supplier engagement pilot for greenhouse gas emissions.

Based on collected emissions data, we grouped suppliers into four categories: To Start, Beginner, Medium, and Advanced. We will focus on helping early-stage suppliers reduce emissions while encouraging collaboration with more advanced partners. (Please see the "Scope 3" section in the Planet chapter for more details.)

Responsible fiber sourcing

In collaboration with the product compliance team, procurement began preparing suppliers in 2024 to meet the EU Deforestation Regulation (EUDR) by the end of 2025. The EUDR ensures that goods sold in the EU do not contribute to global deforestation or forest degradation. For deSter, it will apply specifically to our paper- and fiber-based products.

While our global target remains to source all such materials from FSC- or PEFC-certified suppliers, the EUDR only strengthens our overall commitment to responsible sourcing. (More details on responsible sourcing can be found in the Product chapter.)

SUSTAINABLE PROCUREMENT SUMMARY

	2022	2023	2024	2024 target	2025 target
Total number of suppliers	503	579	609		
Signature of COC suppliers	90%	97%	98%	95%	95%
Suppliers included in risk assessment	-	N.A.*	208		
Targeted suppliers based on risk assessment	45	N.A.*	87		
Targeted suppliers that underwent ESG self-assessment	42	N.A.*	81		
Suppliers audited	5	25	21	15	
Suppliers on C or higher rating		12	7		
Suppliers on D rating improved to C within threshold time		8	6		
Suppliers on E rating improved to C within threshold time		2	0		
Suppliers on D rating		2	1		0
Suppliers on E rating improved to D within threshold time		3	4		
Suppliers on E rating		0	3		0
Suppliers with a corrective action plan		15	14		
Suppliers phased out due to not meeting requirements		3	0		

*No new targeted suppliers assessments, risk analysis every 2 years.

COMMUNITY OUTREACH

Approach

We actively engage with the communities near our offices through initiatives that focus on preventing plastic pollution and building meaningful connections. By addressing environmental and social needs, we aim to create lasting impact in alignment with our broader commitment to sustainability and corporate responsibility.

Actions

In 2024, we continued these efforts. Some examples include hosting awareness campaigns, supporting local environmental projects, and organizing educational workshops that empower our communities to make a positive impact. Here are a few highlights:

deSter Packathon, Belgium

In February 2024, we hosted our inaugural Packathon, inviting sustainability enthusiasts, experts and students to revolutionize food packaging. All participants tackled the same challenge: to create a food packaging solution that went beyond design, considering collection, reverse logistics, and user incentives. They also had to address one or more segments – events, take-out, home delivery, or retail – and were judged on desirability, feasibility, and viability.

The Grand Finale took place on February 27 at our Hoogstraten office, where teams refined their ideas with support from our team, then presented them to a panel of judges.

Which concept won? Tobias van Oudheusden and Seppe De Poorter (University of Antwerp) took home first place and €2,500 for their invention, RestoBox – a reusable container designed for dine in-or for take-away meals with a special focus on keeping fried foods crisp, making it ideal for Belgium's famous fry shops.

The runners-up were WasteWise, a reusable packaging system with rewards, and EcoMarket, an interactive alternative to single-use packaging.

OptiCups @ Hoogstraten Street Run, Belgium

While 20 of our teammates joined the 39th edition of the Hoogstraten Street Run in May, we introduced our innovative OptiCup at water stops, replacing nearly 1,700 single-use cups and showcasing sustainable alternatives.

Hoogstraten Street Run

WarmSter Week, Belgium

On December 19, we held our annual WarmSter fundraising event at our Hoogstraten headquarters. Employees raised €2,500, which deSter matched for a total donation of €5,000 to Het Gielsbos, a care facility in the Kempen region where children and adults with disabilities can build lives and pursue their dreams.

WarmSter Week

Girl Scouts event, USA

For the second consecutive year, we welcomed a group of Girl Scouts – 30 girls between 7 and 13 years old – for an event at our Lima facility in the summer of 2024. Among the memorable activities, the scouts learned about our closed-loop plastic repurposing process then enjoyed a hands-on playdough activity to demonstrate each step. They received reusable cups, gifts and educational materials, and we're looking forward to continuing this valuable initiative in the future.

Girl Scouts Event

Northlea Elementary School, Canada

In December, Laith Biltaji, deSter's Business Development Director for North America, gave a presentation to a 5th grade class at Northlea Elementary School in Toronto. Students explored the waste hierarchy, waste transformation ideas, and deSter's sustainable products. The session received great feedback, and deSter donated paper board cutlery and reusable cups to the school.

Northlea Elementary School

Vetiver grass planting, Thailand

On June 5, deSter Thailand joined a vetiver grass planting activity organized by the Tha Tum district, where our Prachinburi manufacturing site is located. The grass helps prevent soil erosion during rain and improves the quality of deteriorated soil over time.

Vetiver grass planting

Supporting local schools, Thailand

In 2024, deSter once again supported underprivileged students near our Prachinburi factory by donating products to Mab Hiang School and providing financial support for Children's Day activities at Sri Maha Pho Kindergarten, Wat Lang Tham Witthayakarn School, and Ban Yan Nang Wing School.

Mab Hiang School

PLANET

OUR **PLANET** GOALS

PLANET

REACH NET-ZERO CARBON	**2030**	Reduce absolute scope 1 and 2 GHG emissions by 90% from our 2019 baseline* Reduce absolute scope 3 GHG emissions by 55% from our 2019 baseline*
	2050	Reach net-zero carbon across our value chain (scope 1,2, and 3)* * See official SBTi target wording on page 123
AVOID OPERATIONAL WASTE AND PRIORITIZE RECYCLING	**2030**	Achieve net-zero waste to landfill Achieve 80% recycled waste
MANAGE WATER USE AND AVOID POLLUTION	**2030**	Reach site-specific water reduction targets for relevant locations

6 CLEAN WATER AND SANITATION **7 AFFORDABLE AND CLEAN ENERGY** **13 CLIMATE ACTION**

OUR ESRS MATERIAL TOPICS RELATED TO PLANET
E1 Climate change, E2 Pollution, E3 Water and marine resources, E4 Biodiversity and ecosystems, E5 Resource use and circular economy (for waste own operations, other E5 topics are discussed in Product)

In this chapter, we will outline our targets, progress, initiatives, and plans across the most important environmental topics for deSter, from greenhouse gas emissions and energy consumption to waste, water, chemicals, and pollution. We've summarized a few highlights here:

Introducing an Environmental Management System (EMS)
In 2024, we introduced an EMS at our Hoogstraten site, aligned with ISO 14001. This integrated system streamlines new and existing initiatives into a structured, site-level approach to reduce our environmental footprint. By the end of 2025, all of our manufacturing sites will be ISO 14001 certified.

63% reduction in GHG emissions
This year, we achieved a remarkable 63% reduction in total GHG emissions from our 2019 baseline — surpassing our 2030 target of 55%, well ahead of schedule. Our reduction efforts, which have been validated by the Science Based Targets initiative, were driven by increased product circularity and more efficient global transport strategies. In light of our GHG emissions reduction accomplishment, we plan to update our 2030 goal next year.

Lower energy use
In 2024, we cut market-based scope 2 emissions by 51% through investments in 20% green electricity, energy-efficient machinery, and the production of compostable and reusable products

Improved transparency and verification
In 2024, we fully integrated data from deSter x Nupik and deSter Frankfurt, which has improved the accuracy of our environmental reporting.

Our CDP rating on climate change rose from D to B in 2024, reflecting the expanded scope of our reporting, and we earned the highest "Leader" level on our EcoVadis carbon scorecard. In addition, we had our scope 1, 2 and 3 emission calculations externally verified.

These advances reflect our commitment to transparency, especially around product carbon footprints — helping our team and customers make more informed, sustainable decisions.

34% waste reduction and more recycling
We reduced operational waste by 34% in 2024 compared to 2019 while landfill waste dropped from 5% to 2%. During that same period, recycled waste increased from 60% to 63%, supporting our 2030 goals of net-zero waste and 80% recycling.

Prachinburi and Lima remain on track to meet their waste-reduction goals. Meanwhile, Hoogstraten saw a 5% rise in residual waste per tonne and Barcelona's relative waste increased due to decreased production since 2019.

Water usage challenges
At our Hoogstraten and Prachinburi sites, where we track and report water usage, we are not on track to meet our targets, partly due to new production methods. Improving performance in this area will be a focus in 2025.

Pollution reduction on track
A 64% reduction in VOCs, due to decreased polystyrene use in our factories, puts on track to reach our 80% reduction goal by 2030. SOx and NOx emissions have also declined, in line with annual temperature fluctuations.

Together, these accomplishments mark a major step forward in deSter's sustainability journey and reaffirm our commitment to a more resilient, environmentally responsible future.
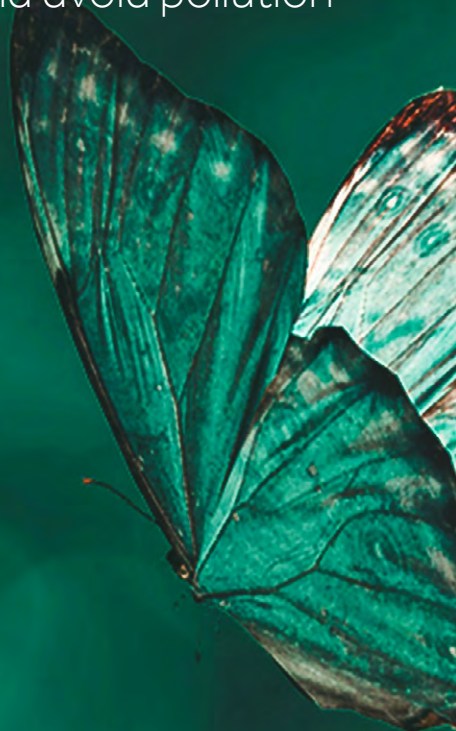
PLANET

ESG RESULTS
2024

Reach net-zero carbon

Avoid operational waste and prioritize recycling

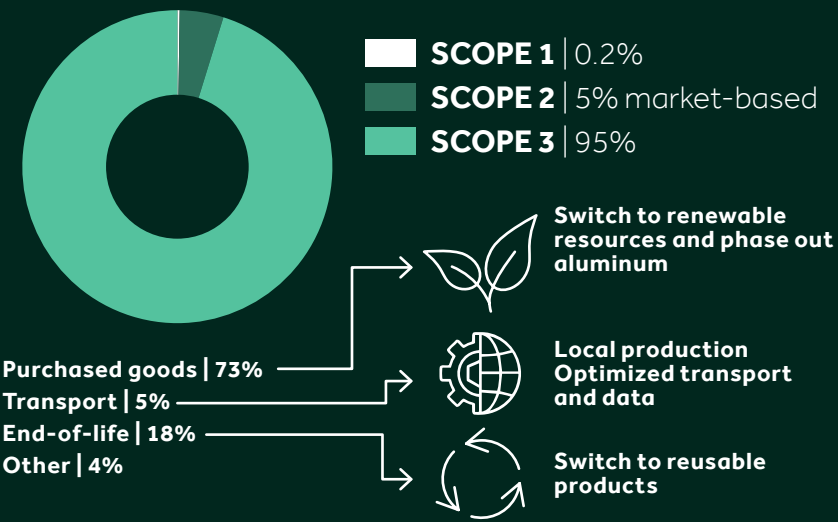Manage water use and avoid pollution

SUMMARY AND KEY RESULTS

GHG EMISSIONS REDUCTION

63%

reduction in GHG emissions vs 2019

ON TRACK

544,591 tCO2e — 2019
235,311 tCO2e — 2024

Reduction driven by scope 3 actions:

SCOPE 1 | 0.2%
SCOPE 2 | 5% market-based
SCOPE 3 | 95%

Purchased goods | 73%
Transport | 5%
End-of-life | 18%
Other | 4%

Switch to renewable resources and phase out aluminum

Local production Optimized transport and data

Switch to reusable products

Improved transparency and verification

All scopes reported per GHG protocol and externally verified

SCIENCE BASED TARGETS

SBTi goals approved

deSter ×nupik

Full scope 3 data
All entities, including managed services and Nupik acquisition

CDP
DISCLOSURE INSIGHT ACTION

CDP rating B on climate change

ENERGY USE

51%

reduction in GHG emissions vs 2019

ON TRACK

22,717 absolute tCO2e market based — 2019
11,099 absolute tCO2e market based — 2024
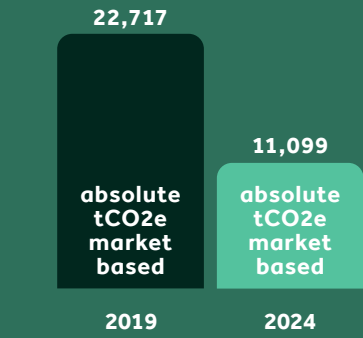
18% green electricity

Lower energy use from compostable and reusable items production

Energy-efficient machinery

WASTE MANAGEMENT

34%

less operational waste vs 2019

2,855 TONNES — 2019
1,898 TONNES — 2024

■ Hazardous waste ■ Non-hazardous waste

63% recycled waste, up from 60% in 2019

ON TRACK (80% BY 2030)

2% waste to landfill, down from 5% in 2019

ON TRACK (0% BY 2030)

ENVIRONMENTAL MANAGEMENT SYSTEM
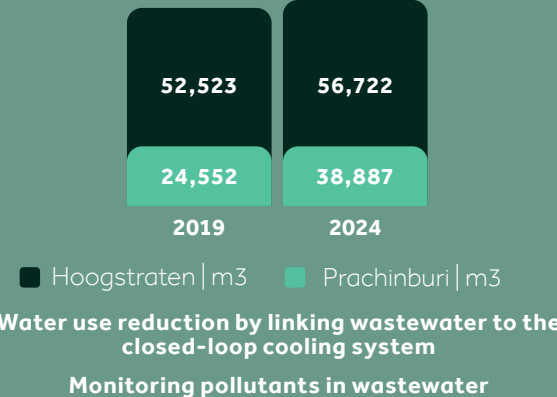
CERTIFIED
ISO 14001
ENVIRONMENTAL MANAGEMENT SYSTEM

2 of 4 sites ISO 14001 certified

ALL SITES TO BE CERTIFIED BY END 2025

WATER & CHEMICALS

Water use slightly up due to new production techniques

NOT ON TRACK

52,523 — 2019
56,722 — 2024
24,552 — 2019
38,887 — 2024

■ Hoogstraten | m3   ■ Prachinburi | m3

Water use reduction by linking wastewater to the closed-loop cooling system

Monitoring pollutants in wastewater

POLLUTION REDUCTION

64%

absolute decrease in VOCs vs 2019

ON TRACK

3,5 TONNES — 2019
1,2 TONNES — 2024
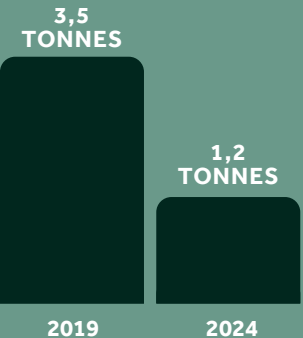
ENVIRONMENTAL MANAGEMENT

ESRS E1-2, E2-1, E3-1, E4-2, E5-1

Our Environmental Management System

In 2024, we successfully implemented the ISO 14001 standard for our Environmental Management System (EMS) at our Hoogstraten manufacturing site in Belgium.

The system was developed based on our existing ESG strategy and quality management framework, combining established processes with new structures to address environmental topics such as departmental risks, impacts, and internal audits.

An external audit conducted in Q4 2024 confirmed the effectiveness of our efforts, resulting in a successful ISO 14001 certification. This milestone further strengthens our approach to environmental management.

For 2025, we plan to apply learnings from Hoogstraten to implement our EMS at our Prachinburi and Lima sites, using the same framework with adaptations for local regulations and conditions. This will ensure that all our manufacturing sites achieve ISO 14001 certification in 2025.

deSter x Nupik, our newly acquired factory in Barcelona, already holds an ISO 14001 certification, highlighting strong environmental standards that perfectly align with our commitments at deSter.

ISO 14001 requires continuous improvement. Over the coming years, we aim to further refine our system and enhance our environmental impact.

> "
> Achieving ISO 14001 certification at Hoogstraten marked a significant milestone. Thanks to the support of many colleagues, this achievement strengthens our commitment to responsible manufacturing and serves as a blueprint for expanding ISO 14001 to our sites in Thailand and the US in 2025. It also lays the groundwork for ISO 45001 implementation in Hoogstraten.
>
> **Marc Van Doninck,**
> **VP Manufacturing**

Training & awareness

Environmental training is a key part of our broader ESG strategy. We aim to build broad awareness among all employees, while equipping our ESG team with the deep expertise they need to lead impactful change. In 2024, our employees completed more than 400 training hours on environmental topics, helping integrate sustainability into our daily operations.

Beyond formal training sessions – such as targeted presentations for our sales, product management, design and leadership teams – we also use a variety of channels to build awareness and engagement across the company.

These include initiatives like the Waste campaign at our Hoogstraten facility, posters in all facilities showcasing our ESG commitments, digital messages on screens in canteens, and internal newsletters covering topics such as EcoVadis, our updated environmental policy, Operation Clean Sweep (OCS), and highlights from our annual ESG report.

We also share updates on our environmental approach and actions year-round through town hall meetings and our internal website. These communications highlight how employees can contribute to environmental strategy. As noted in the People chapter, ESG goals have also been incorporated into each employee's personal objectives (PA&P). For a comprehensive overview of our communication efforts, please refer to the Addendum.

In 2025, we plan to continue offering both general and specific training opportunities, while using multiple communication channels. Examples include training on our EMS for internal auditors in Hoogstraten and environmental training for blue-collar employees in Prachinburi.

Fien Van Den Heuvel
Environmental Footprint Manager

Arne Laurijssen
Health and Safety Manager

GREENHOUSE GAS EMISSIONS

ESRS E1

Approach

One of deSter's top priorities is reducing GHG emissions and transitioning to net-zero carbon by 2050, in line with the goals of the Paris Agreement to limit global warming to 1.5°C above pre-industrial levels. We have set ambitious targets for reducing GHG emissions across all scopes, which have been verified by the Science Based Targets initiative (SBTi).

Our product circularity strategy (please find more details in the Product chapter) is one of the primary drivers behind our GHG emissions reduction. As our ESG strategy is embedded into deSter's broader business goals, we discuss our actions and progress at monthly emissions meetings with deSter's management, including the President and CCO Travel.

During the SBTi submission process, we revised our scope 3 target from a 75% to 55% reduction by 2030, based on carbon trajectory calculations and anticipated strong business growth.

As SBTi requires a minimum reduction of 42%, our revised target remained well above the required threshold. We committed to SBTi in 2023, submitted our targets in September 2024, and were successfully verified in February 2025.

Goal adjustments in 2025

After submitting our targets to SBTi, we continued fine-tuning our GHG calculations by incorporating data from deSter x Nupik. Owing to higher emissions by Nupik, now deSter x Nupik, in our baseline year of 2019, our starting point increased. However, as Nupik's turnover declined in subsequent years, their emissions also dropped.

Combined with our scope 3 reduction efforts – which remain the largest contributor to our emissions drop – we improved our total reduction from 55% in 2023 to a remarkable 63% in 2024. This already exceeds our 2030 target of 55%, and we plan to adjust and resubmit our goal to SBTi in 2025.

OUR **GREENHOUSE GAS REDUCTION** TARGETS

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

APPROVED I **NET-ZERO SCIENCE-BASED TARGETS**

SBTi has validated that deSter's submitted greenhouse gas emissions reduction targets align with the SBTi Corporate Net-Zero Standard.

Overal Net-Zero target:

deSter commits to reach net-zero greenhouse gas emissions across the value chain by 2050.

Near Term targets

2025:
- 25% absolute reduction in GHG emissions across all operations (scope 1, 2 and 3), compared to 2019.

2030:
- deSter commits to reduce absolute scope 1 and 2 GHG emissions 90% by 2030 from a 2019 base year.
- deSter commits to reduce absolute scope 3 GHG emissions from purchased goods and services, upstream transportation and distribution, end-of-life treatment of sold products 55,00% by 2030 from a 2019 base year.

Long Term target

2050:
- deSter commits to maintain a minimum of 90% absolute scope 1 and 2 GHG emissions reductions from 2030 through 2050 from a 2019 base year.
- deSter commits to reduce absolute scope 3 GHG emissions from purchased goods and services, upstream transportation and distribution, end-of-life treatment of sold products 90,00% by 2050 from a 2019 base year.

Date of approval: February 2025

Overview

Our scope 1, 2 and 3 emissions

In 2023, we completed a comprehensive year-by-year overview of our carbon emissions dating back to 2019, using activity-level data and supplier reports to gain valuable insights.

In 2024, we improved our approach by estimating all relevant categories, including those contributing more than 5% of total emissions within each scope. We also took steps to ensure the accuracy of consumption data and emission factors, improving the overall quality of our emissions inventory.
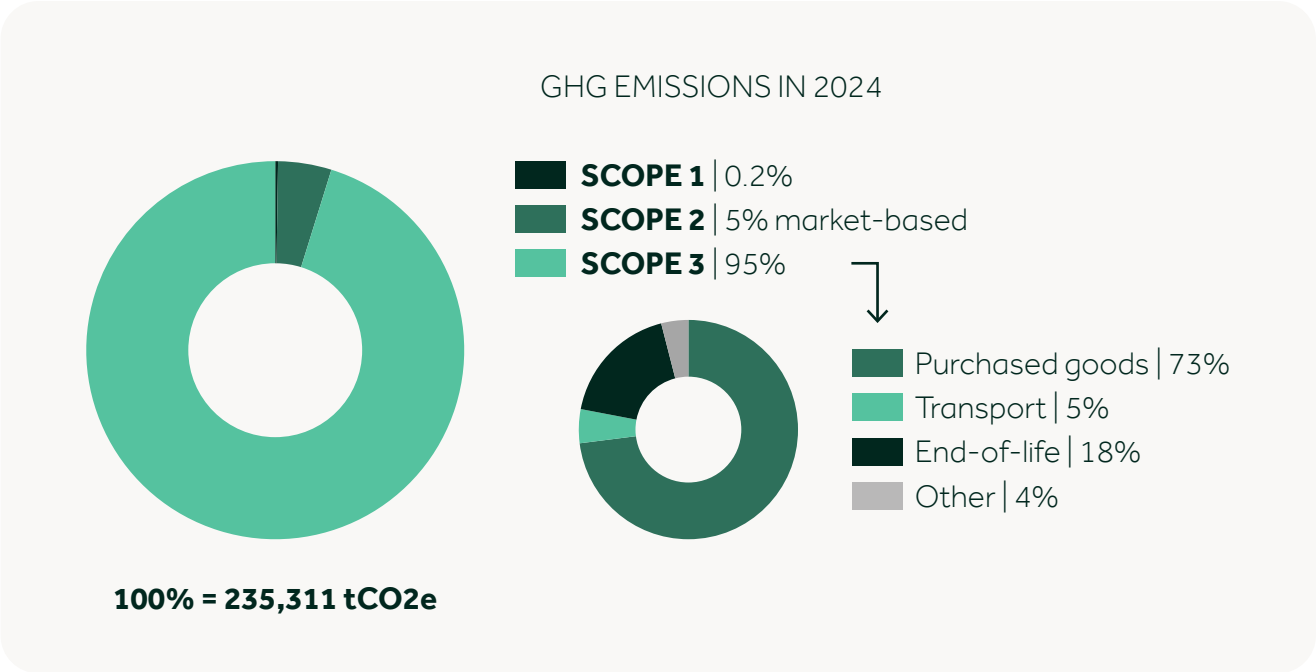
Actions

- We incorporated a new quarterly reporting mechanism for scope 1 and 2 activity data in collaboration with a data service center that processes deSter's invoices.

- We began using Figbytes, an online software tool that enables efficient data collection and tracking, automated emissions calculations, and dashboard visualizations of deSter's greenhouse gas emissions. In 2024, the tool was used to calculate some smaller scope 3 categories. Full implementation is planned for 2025, with all scopes to be calculated through the platform.

- The SBTi validated our GHG reduction targets and calculations

- We increased the share of emissions reported directly by transport providers.

- We shifted from financial- to activity-led data in Categories 1, 4 and 12, enabling deSter to gather more granular data for scope 3 categories, especially for our deSter Frankfurt equipment management service business.

- We launched a pilot supplier engagement project focused on carbon emissions.

- We fully incorporated, the GHG emissions data from recently acquired Nupik in Barcelona (now deSter x Nupik) into our GHG accounting. The emissions from our Barcelona plant accounted for 13% of deSter's emissions in 2019 and 3% in 2024.

Due to the acquisition of Nupik, it was necessary to recalculate our baseline emissions. The 2019 GHG emissions for Nupik were incorporated into our calculations using financial data (deSter Frankfurt was already incorporated into the 2019 baseline last year). The results are shown in the table below.

A total of 86,471 tonnes of CO2e were added to the 2019 baseline to account for deSter x Nupik's emissions. This brings the revised total GHG emissions for 2019 to 635,655 tCO2e. All emissions data discussed in the following sections – covering the baseline year, 2023 and 2024 – include deSter x Nupik.

GHG RECALCULATION
AFTER NUPIK ACQUISITION (TCO2E)

	2019	2023	2024
Nupik (aquired in 2024)	86,471	10,097	8,201
deSter original calculation	549,184	277,337	227,110

GHG EMISSIONS IN 2024

SCOPE 1 | 0.2%
SCOPE 2 | 5% market-based
SCOPE 3 | 95%

Purchased goods | 73%
Transport | 5%
End-of-life | 18%
Other | 4%

100% = 235,311 tCO2e

The graph above illustrates the share of deSter's total emissions by scope. Scope 3 accounts for the vast majority at 95%, followed by scope 2 at 5% and scope 1 with just 0.2%.

A more detailed overview is provided in the table below, with scope-specific details outlined in the following chapters.

| Scope 1, 2 and 3 Emissions in 2024	CO$_2$e (tonnes)	Share of Total
S1 – Stationary combustion	323	
S1 – Mobile combustion	231	
S1 – Refrigerants	24	
Total scope 1	**579**	**0.2%**
S2 – Electricity (location-based)	13,406	
S 2 – Electricity (market-based)	11,099	
Total scope 2 (market-based)	**11,099**	**5%**
S3 – Cat 1: Purchased goods	171,930	73%
S3 – Cat 4: Upstream transport	11,888	5%
S3 – Cat 12: Product end-of-life	39,815	17%
Total scope 3	**223,633**	**95%**
Total greenhouse gas emissions	**235,311**	**100%**
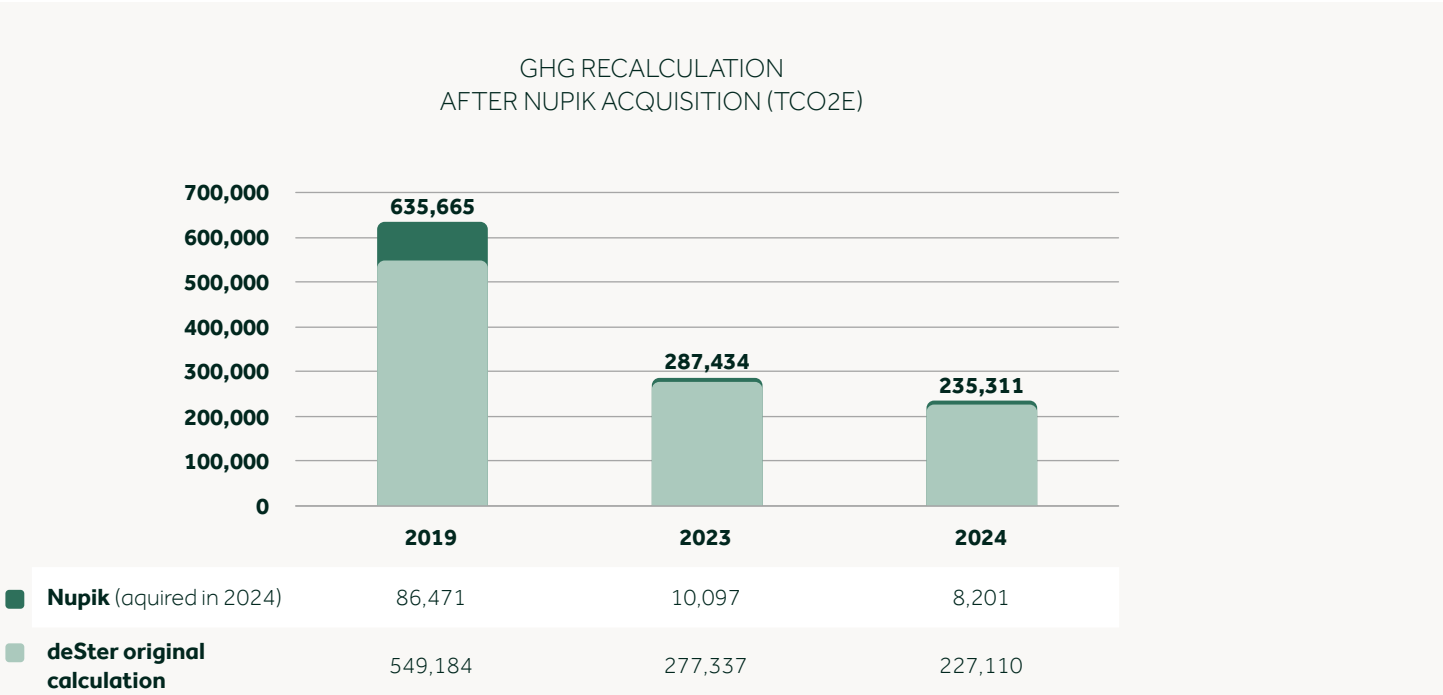
Decline in carbon emissions

We use 2019 as our baseline year to measure progress on our ESG initiatives, including emissions reductions. As of 2024, we are proud to report a 63% absolute reduction in total emissions (tCO$_2$e) and a 59% reduction in relative GHG emissions per unit of annual turnover. In short, both deSter's absolute emissions and carbon intensity have decreased significantly since 2019.

Although the decline in deSter x Nupik's turnover has contributed to this reduction, the most significant decrease stems from deSter's strategies actions. This is also reflected in the substantial decline in both absolute and relative emissions compared to 2023: We achieved a 15% drop in absolute emissions and a 25% decline in relative emissions.

GHG EMISSIONS: ABSOLUTE VS RELATIVE (SINCE 2019)
63% DECLINE IN ABSOLUTE GHG EMISSIONS

- Total absolute emissions (tCO$_2$e)
- Total emissions relative to revenue (tCO$_2$e/kCHF)
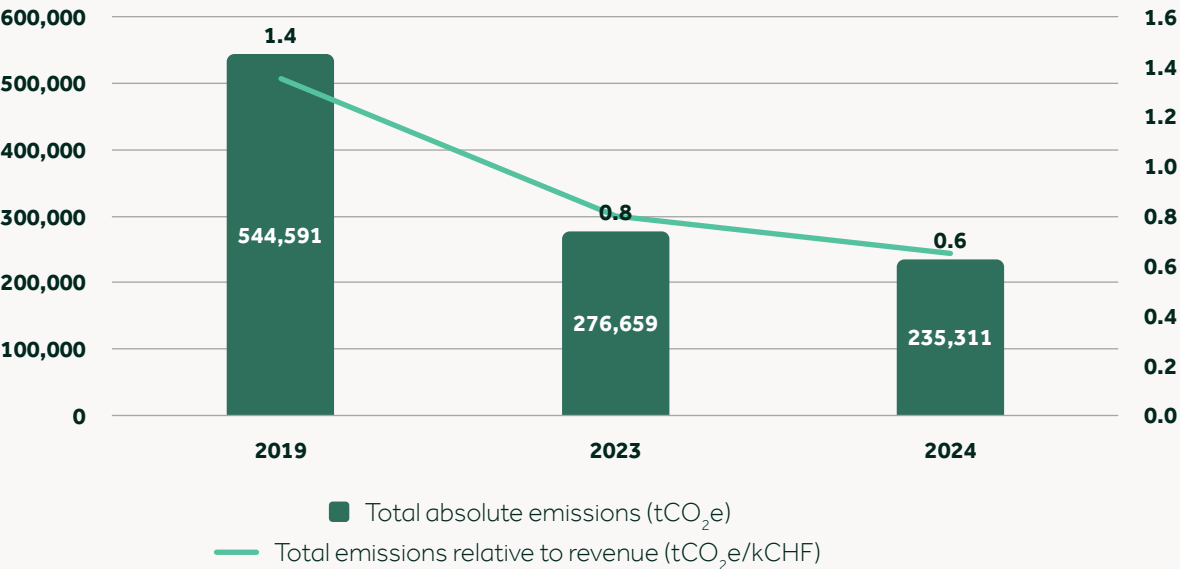
Key Drivers of Emissions Reduction

Since scope 3 accounts for 95% of deSter's GHG emissions, most of our reductions occurred in this category. Although we cannot pinpoint exact savings per initiative, the overall emissions drop reflects the combined impact of our efforts.

Purchased materials:

- **Shifting away from single-use plastics:** We have continued our transition to renewable materials like wood and paper fibers, while expanding our reusable product range. Given plastic's higher extraction footprint, this shift has significantly reduced our emissions.

- **Phasing out aluminum products:** Aluminum has a higher carbon intensity than plastics or fiber-based raw materials. As we have reduced our aluminum purchases, we have seen a corresponding decrease in emissions.

Transport:

- **Our "glocal" ("global local") approach:** We strive to keep manufacturing close to our customers. Since 2019, our factory in Lima, Ohio, has been operating alongside our existing plants in Belgium and Thailand. In 2023, we also partnered with a manufacturer in Dubai. These additional locations have reduced the need for long-distance transport to nearby clients.

- **Lower emissions by transport partners:** Our largest transport partners have taken their own actions to reduce GHG emissions and provided more granular emission data, resulting in a reduction in our overall reported transport emissions.

- **Optimized transport:** By continuously refining our transport routes and reducing reliance on air freight, we've cut emissions, improved delivery efficiency, and saved time.

Product end-of-life:

- **deSter's circular economy approach:** We are focused on switching to compostables and reusable items. Reusables, in particular, create significantly less waste and emissions compared to single-use plastic products.

CDP reporting

In 2024, deSter submitted its CDP report for the second consecutive year. Considered the gold standard of environmental reporting, CDP is an internationally recognized non-profit organization that encourages investors, companies, cities, and governments to disclose their climate impact data and mitigation measures.

It aims to establish environmental reporting and risk management as corporate standards and, specifically on climate change, enables us to benchmark our performance against peers while also enhancing communication with customers.

This year's report covers a broader range of topics compared to 2023, with the addition of water, forests and plastics. As a result, our total score improved from D to C. Notably, our climate change score rose from D to B, which was the focus of our CDP submission. In 2025, we will continue to work on the identified areas of improvement.

Revolve, reusable bowls, and OptiCup, reusable cup

Scope 1

Our scope 1 emissions, accounting for 0.2% of our total GHG emissions, are generated by our production units in Hoogstraten, Prachinburi, Lima and Barcelona from three primary sources:

1. **Stationary combustion:** Emissions from the use of natural gas, LPG, and distillate fuel oil for heating

2. **Mobile combustion:** Emissions from the fuel combustion of company vehicles, based on all fuel purchased across our locations

3. **Refrigerants:** Emissions from cooling production processes, calculated based on refrigerant leakages and procurement

Since 2019, our scope 1 emissions have been steadily decreasing. We are pleased to report that our 2024 emissions have decreased by 55% compared to 2019, surpassing our 25% reduction target set for 2025.

Stationary combustion, which represents the largest share, has significantly decreased due to no natural gas consump-

tion in Hoogstraten, reduced heating in certain areas (such as the warehouse), and a switch to electrical installations. Mobile combustion has remained stable over the years.

Meanwhile, we saw a notable decrease in refrigerant emissions, as the cooling systems in place are closed-loop systems. Emissions from cooling agents only occur if there's a leak, and, in 2024, none were reported in Prachinburi. Additionally, leakage at our other sites was lower than in 2019.

GHG Emissions in 2024	CO_2e (tonnes)
S1 – Stationary combustion	323
S1 – Mobile combustion	231
S1 – Refrigerants	24
Total scope 1	**579**

Cooling towers at our Prachinburi site

ABSOLUTE GHG EMISSIONS OVER TIME (TCO$_2$E)
55% DECLINE IN SCOPE 1

- Fugitive emissions from air-conditioning
- Mobile combustion
- Stationary combustion

SCOPE 1 EMISSIONS
BY SITE

- 65% | Hoogstraten
- 23% | Prachinburi
- 7% | Lima
- 5% | Barcelona

Actions

Electrification
At our headquarters, which has the highest number of leased company cars, we are transitioning from diesel and gasoline to electric vehicles. Since 2023, all new leased cars must be fully electric. Under our four-year leasing cycle, this allows deSter to gradually phase out diesel, gasoline, and hybrid models. By 2028, all company cars at headquarters are expected to be fully electric.

As of 2024, 29% of leased cars in Belgium are electric, with 55% hybrid. Compared to 2019, this shift has saved an estimated 72.7 tonnes of CO2e in scope 1 emissions due to lower fuel use. To support the transition, three new charging stations were installed in Hoogstraten in 2024.

All forklifts in Hoogstraten and Lima are electric, while those in Prachinburi still run on diesel. In 2024, we evaluated a business case to switch to electric forklifts. However, the high cost outweighed the projected CO2 savings, and we concluded that funds would be better used on more impactful measures, such as investing in solar panels.

Heating
In 2024, we enlisted an external energy expert to assess the potential for reusing heat from our cooling system to warm our offices in Hoogstraten headquarters.

This approach aimed to reduce our heating oil consumption and repurpose waste heat. We will advance this project further in 2025.

Cooling installation
Our cooling installations operate in a closed-loop system, meaning refrigerants are reused repeatedly, and emissions only occur if there is a leak.

These systems are regularly checked and repaired to prevent or minimize leakage. In Prachinburi, no leaks occurred, so no cooling agents were purchased in 2024, resulting in zero emissions from refrigerants. At other sites, the amount of cooling agents consumed was significantly lower than in 2019.

Upcoming actions:

- Continue replacing diesel leased company vehicles with electric alternatives in Hoogstraten, aiming for 100% electric cars by 2028.

- Further investigation on reusing heat from production to warm our offices.

- Develop a standard procedure for procuring new machines, incorporating environmental factors, such as electrification, energy consumption and efficiency.
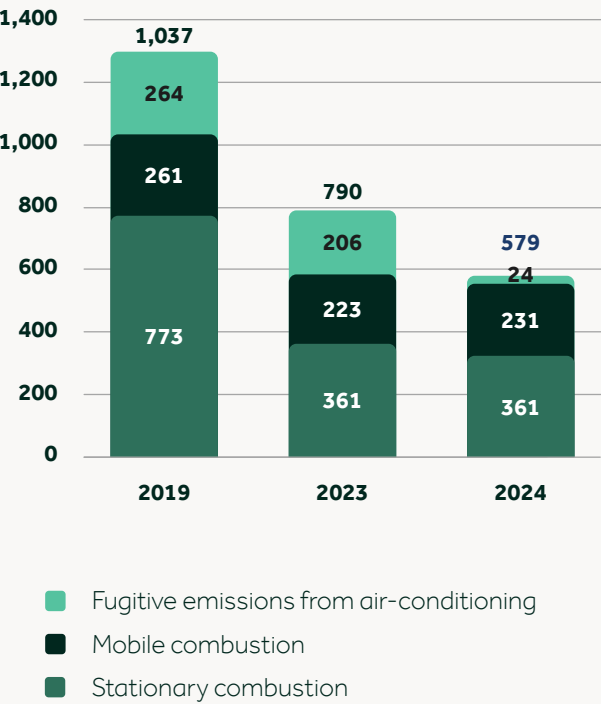
Scope 2

Our scope 2 emissions comprise 5% of our total emissions and are entirely attributed to the electricity purchased and used at our sites. deSter does not purchase heat or steam separately, nor do we sell any energy, making electricity the sole source of our scope 2 emissions.

The Greenhouse Gas Protocol outlines two approaches for calculating scope 2 emissions: the location-based and market-based methods. The former considers the overall power grid where energy is consumed, focusing on the region's average carbon emissions.

In contrast, the market-based method calculates emissions based on the company's energy purchase agreements and contracts, which might detail how the energy was produced (e.g., renewable vs. non-renewable sources) or whether a company can purchase green certificates independently of the actual energy it consumed.

We have calculated our emissions using both methods and shared the figures below. However, our graphs and target tracking reference the market-based approach, because this methodology accounts for the green electricity we purchase from our supplier in Belgium.

As shown in the table above, the market-based scope 2 emissions are lower than those calculated using the location-based method. This is due to the procurement of green electricity through Guarantees of Origin for all manufacturing sites in 2024.

Similar to scope 1, deSter's scope 2 emissions have steadily decreased since 2019. In 2024, market-based scope 2 emissions saw a 51% reduction.

Prachinburi accounts for the largest share of scope 2. Although the site's electricity consumption is lower than Hoogstraten's, emissions are higher due to the more carbon-intensive electricity supply from the Thai grid.

GHG Emissions in 2024	CO2e (tonnes)
S2 – Electricity, location-based	13,406
S2 – Electricity, market-based	11,099

MARKET-BASED SCOPE 2 EMISSIONS (TCO2E) BY LOCATION
51% DECLINE IN SCOPE 2

	Hoogstraten, BE	Lima, USA
	Prachinburi, TH	Barcelona, ES
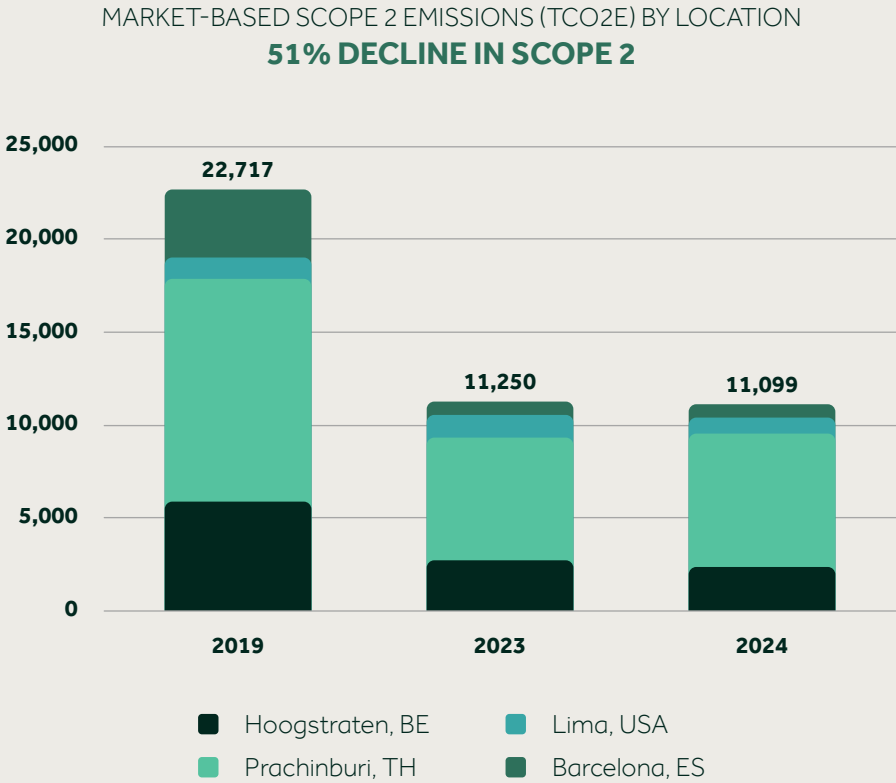
Actions

Green electricity

In 2024, we procured 18% of our estimated electricity consumption as green electricity at all manufacturing sites through Guarantees of Origin, in line with our renewable energy goal. This procurement led to a notable total decline of 2,308 tCO2e.

In 2024, the capital expenditure for solar panels at the Prachinburi site was approved. Currently, we are comparing different scenarios and offers, with a goal to complete the installation in 2025.

At Hoogstraten, we are also evaluating a business case for solar panel installation and currently discussing the details with the landlord.

Site	Green Electricity Purchased	GHG Saved
Hoogstraten, BE	4,026 MWh	581 tCO2e
Prachinburi, TH	3,124 MWh	1,421 tCO2e
Lima, USA	727 MWh	222 tCO2e
Barcelona, ES	520 MWh (20% from Q3 onwards)	83 tCO2e

Energy-efficient production processes

We have achieved significant energy savings by gradually renewing our injection molding machines. At the Lima production site, a frequency driver (also known as a variable frequency drive or VFD) was installed on one air compressor machine to achieve energy savings.

The frequency driver adjusts the compressor's speed based on actual air demand. Instead of running at full speed continuously, the compressor slows down when less air is needed, saving energy and reducing wear and tear. Based on the success of this initial test, the technology could be added to other compressors in 2025.

Production of compostables & reusables

Our product circularity approach is transforming our portfolio by introducing reusable and compostable items. Compostable items require less energy to produce compared to plastic alternatives, while reusable items reduce overall production needs, lowering electricity usage.

For example, our compostable paper board cutlery is produced with highly efficient, servo-driven machines that require minimal compressed air, resulting in up to 62% less electricity consumption compared to an average injection-molded plastic fork.

In January 2024, a second paper board cutlery production line became operational in Hoogstraten, doubling our capacity to produce sustainable cutlery alternatives. Additionally, we established a paper board cutlery line at the Prachinburi plant, increasing our capacity and enabling local production to better serve customers in the region.

Further details are available in the Product chapter.

An air leakage detection tool at our Prachinburi site

Air leakage detection

In 2024, deSter invested in a tool to detect air leakages during the production process at Prachinburi, Lima and Hoogstraten. In Prachinburi, the tool has already led to a savings of 66 MWh by identifying leakages that we have since fixed.

Lighting

In recent years, we have implemented energy-saving measures at our production sites, including transitioning to LED lights, installing motion sensors and restricting lighting to essential areas of the warehouse. In Hoogstraten, the switch from fluorescent to LED lighting was expanded to more office buildings in 2024, resulting in a modest savings of 0.005 tCO2e per year.

Continuous learning

Every month, the Environmental Footprint Manager meets with the VP of Production, plant managers, and technical experts from the Hoogstraten, Prachinburi, Lima and Barcelona sites to discuss carbon emissions reduction measures. These meetings facilitate knowledge sharing, as well as actions aimed at reducing carbon emissions and improving energy efficiency.

Upcoming actions:

- Install solar panels in Prachinburi to generate 3,000 MWh of electricity per year, reducing an estimated 1,350 tCO2e annually. This accounts for 10-15% of total scope 2 emissions in 2024, and about 15% of Prachinburi's scope 2.

- Purchase 25% green electricity for all sites in 2025, if not already covered by on-site production

- Investigate and develop plan for solar panel installation at Hoogstraten, in collaboration with our landlord

- Conduct an energy audit in Hoogstraten

- Monitor Hoogstraten's electricity consumption and air pressure to set specific targets, enable comparisons, and raise employee awareness

- Expand the use of air leakage detection tools in Prachinburi and train personnel in Hoogstraten

- Install a third paper board cutlery line in Hoogstraten, reducing energy use by approximately 60% compared to injection-molded, single-use cutlery

- Evaluate the frequency driver installation's success in Lima; if successful, apply it to our two other compressors.

"

We're proud that our Thai manufacturing site will soon be the first deSter facility to install solar panels. It's a significant project, which marks a key step in our carbon reduction efforts and paves the way for future solar projects at other sites.

**Thibaud Jacquemaire,
Managing Director Prachinburi
Manufacturing Plant,
Thailand**

Led lights, Prachinburi site

Scope 3

Scope 3 emissions make up over 95% of our total footprint, representing not only the largest share but also a key area of focus in our reduction strategy. Our scope 3 emissions for 2023 were externally verified, and this verification process has continued in 2024.

In 2023, we developed a clear strategy for scope 3 emissions. The first step entailed consulting with deSter's internal stakeholders and identifying the categories that do not apply to deSter: category 11 (Use of sold product), category 13 (Downstream leased assets), category 14 (Franchises), and category 15 (Investments).

Next, emissions were estimated for all relevant categories on an annual basis. For emissions exceeding 5% of total scope 3 emissions, more detailed calculations were performed.

In 2024, we reassessed all scope 3 categories, and the graph below depicts the share of each category during the year.
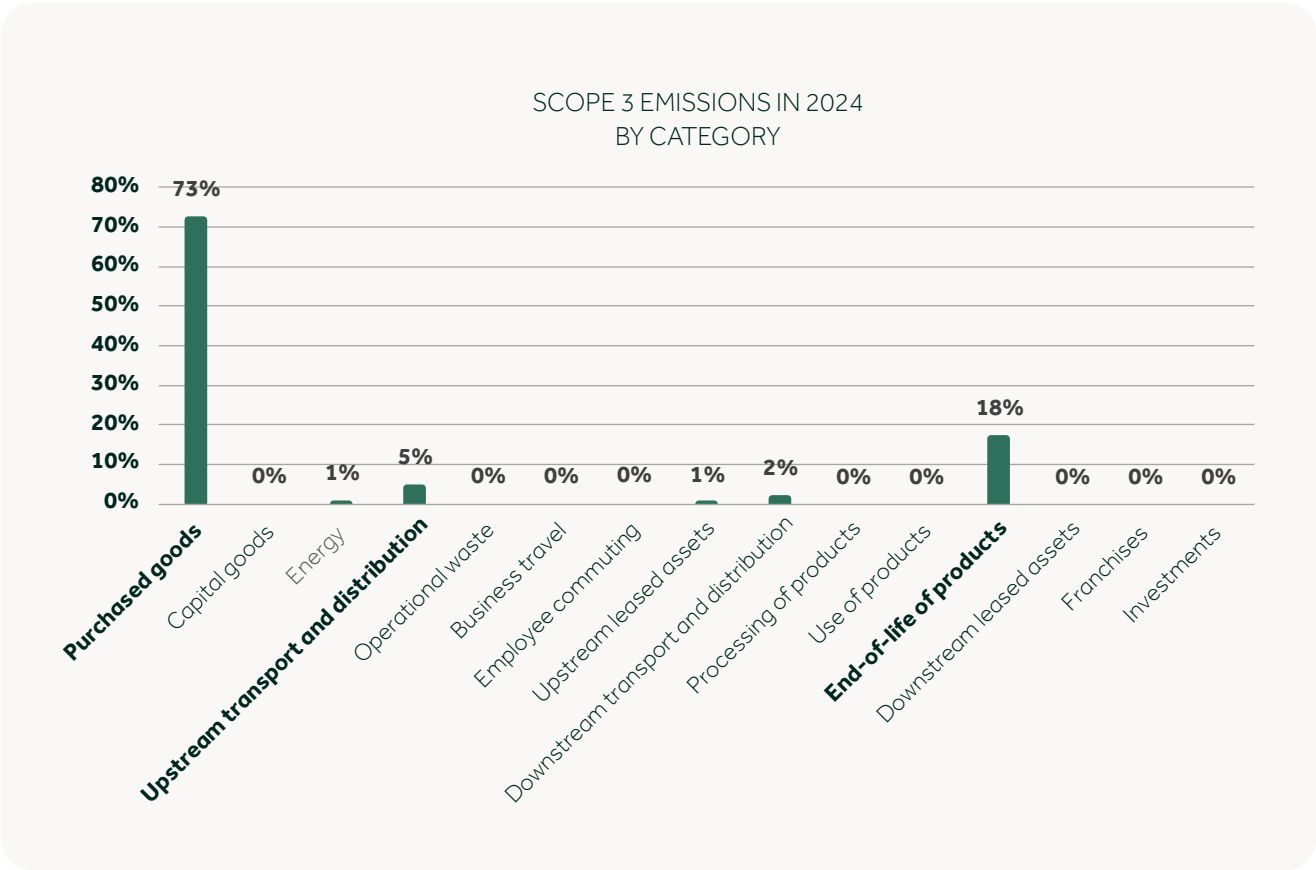
Our largest scope 3 categories:

- Category 1 (Purchased goods and services): The materials we buy to produce our products and the finished and semi-finished products we source.

- Category 4 (Upstream transport and distribution): The transport of materials and products to our factories and warehouses, as well as the transportation of our products to customers.

- Category 12 (End-of-life treatment of sold products): The waste treatment and disposal of our products at the end of their life by our customers.

These three categories accounted for 95.3% of our total scope 3 emissions in 2024. Other scope 3 categories, which did not exceed the 5% threshold, are not included in the 2024 report. Further details on each of these categories are provided below.

We are committed to continuously improving our scope 3 accounting to ensure year-over-year comparability and focus resources on the most significant categories. This approach aligns with the GHG Protocol Standard, which emphasizes data collection based on emissions impact.

In 2024, we improved data quality by including deSter Frankfurt and deSter x Nupik (formerly Nupik) in our emissions inventory across all scopes, and by increasing the share of transport spend covered through direct emissions reporting.

SCOPE 3 EMISSIONS IN 2024 BY CATEGORY

Category	Value
Purchased goods	73%
Capital goods	0%
Energy	1%
Upstream transport and distribution	5%
Operational waste	0%
Business travel	0%
Employee commuting	0%
Upstream leased assets	1%
Downstream transport and distribution	2%
Processing of products	0%
Use of products	0%
End-of-life of products	18%
Downstream leased assets	0%
Franchises	0%
Investments	0%

Scope 3 Categories	2022	2023	2024	2025	2026	2027	2028	2029	2030
1. Raw materials									
2. Capital goods									
3. Energy									
4. UP transport and distribution									
5. Operational waste									
6. Business travel									
7. Employee commuting									
8. UP leased assets									
9. DS transport and distribution									
10. Processing of products									
11. Use of products									
12. End-of-life of products									
13. DS leased assets									
14. Franchises									
15. Investments									

Not relevant	Lack of data, cannot report	Average method with spend data	Average method with activity data	Supplier specific method

Category 1: Purchased goods and services

Purchased goods and services make up 73% of our scope 3 emissions, covering the extraction, production, and transportation of goods and services bought by deSter (cradle-to-gate).

Most of this category relates to raw materials and traded goods, with services accounting for a small part of our spend. As a manufacturing and trading company, it's expected that goods will dominate this category, while services mainly support product sales.

In our initial scope 3 assessment, category 1 was the largest portion of our value chain emissions. Since then, we have improved data quality to refine the calculations for this category. The data was calculated using the average-data method, which multiplies the weight (kg) of items procured by average emission factors per unit.

deSter sources a variety of materials, and we use the most accurate Global Warming Potential (GWP) value, though some materials required default values or assumptions. Emission factors were sourced from ecoinvent and Ademe (for food and drink-related products), with global factors chosen due to our international supply chain.

In 2024, we also incorporated the weight of all materials purchased by deSter Frankfurt and deSter x Nupik, a significant improvement over last year, where deSter Frankfurt's data was estimated based on spend.

The largest emissions are associated with the following materials:

- Plastic
- Metal
- Paper

In both 2019 and 2023, these materials ranked as the top three contributors.

However, material weight does not always correlate to CO2 emissions. While plastics have the highest weight

and CO2 emissions, food and drinks (mainly from deSter Frankfurt) are second in weight, followed by paper.

In terms of CO2e, metal ranks second, while food and drinks fall to fifth. This is due to the high carbon intensity of aluminum, which accounts for 86% of metal-related emissions, despite its weight constituting only 59%. Aluminum has the highest carbon intensity among all raw material deSter buys.

Actions

- **Reduced plastic purchasing:** We're transitioning from plastic to renewable materials like wood and paper fibers and reusable products, which have a lower emissions impact.

- **Phasing out aluminum products by 2035:** As we scale back the use of aluminum, our most carbon-intensive material, emissions have decreased proportionally.

- **ISCC+ certification for circular plastics:** In April 2024, deSter Hoogstraten received ISCC+ certification for circular, bio-based and bio-circular plastics, which enables us to offer non-fossil-fuel-based alternatives. In addition, ISCC+ implementation is planned for our Thai plant in early 2025.

- **Supplier engagement on carbon emissions:** We launched a pilot for a supplier engagement program in 2024 to gather more emissions data and support suppliers in reducing their footprints (See the "Additional Scope 3 Actions" and "Sustainable Procurement" sections for more details).

- **Product carbon footprint tool:** We developed a tool aligned with the Greenhouse Gas Protocol to compare emissions across product lifecycles (see "Product Circularity" in the Product chapter for more details).

CATEGORY 1: PURCHASED GOODS

Material Type	tCO2	Share
Plastic	72,214	42%
Metal	33,082	19%
Paper	26,279	15%
Amenities & cosmetics	11,718	7%
Food & drinks	11,218	7%
Textile	8,772	5%
Porcelain	3,053	2%
Condiments	2,849	2%
Other	1,295	1%
Glass	678	0%
Wood	495	0%
Fiber	276	0%
TOTAL	**171,930**	**100%**

Category 4: Upstream transport and distribution

Upstream transport and distribution accounts for 5% of our scope 3 emissions, including the following areas:

- The transportation and distribution of purchased products from tier 1 suppliers to our sites, using third-party vehicles

- Third-party transport and distribution services purchased by deSter, including inbound and outbound logistics and transport between our own facilities

This category includes all transportation and distribution costs paid by deSter. Since we do not own heavy-duty vehicles, all freight transport is handled by external firms. Warehousing, which contributes less than 1% of our total scope 3 emissions, is not included here, as our products do not require cooled storage and can be stored in regular facilities.

A significant portion of our transport suppliers directly report emissions related to our activities. In 2024, 71% of our total transport spend is covered by direct emissions reporting, up from 53% last year. An overview of transport spending percentages for 2024 is shown in the table below.

The largest modes of upstream transport for deSter are ocean and land, with some transport suppliers combining different modes. For some suppliers, the specific modes used are not yet known.

Since not all transport carriers reported their emissions in 2024, we focused on our largest suppliers, who provided direct data. This supplier-specific data was used to calculate our emissions.

For missing data, emissions were estimated based on CO2e per mode of transport relative to spend. The combination of modes was multiplied by the average emissions factors for air, road and ocean transport.

Decline in category 4 emissions

Our category 4 emissions decreased by 10% in 2024 compared to 2019, driven by increased local production, optimized transport routes, and collaborations with suppliers focused on GHG reduction. However, our emissions in 2024 increased slightly compared to 2023, likely due to fluctuating transport costs and higher cargo volume.

To improve data quality, we will focus on gathering emission reports from suppliers to increase the share of directly reported emissions.

CATEGORY 4: UPSTREAM TRANSPORT

Mode of Transport	tCO2e	Share
Ocean (vessel)	5,053	43%
Air	2,710	23%
Road (trucks)	1,088	9%
Combination	2,259	19%
Courier	567	5%
Other	211	2%
TOTAL	**11,888.8**	**100%**

Warehouse docks, Hoogstraten, Belgium

Category 12: End-of-life treatment of sold products

End-of-life emissions – referring to the disposal and treatment of our products at the end of their life by our customers – comprise 17% of our total scope 3 emissions. These emissions depend on factors such as product type (reusable vs. single-use), materials (fossil fuel-based plastics vs. renewable resources), and disposal methods.

To calculate emissions, we used general emission factors from ecoinvent*, which consider mixed treatment methods and a global approach due to our worldwide supply chain.

In the coming years, we aim to gather more specific data on regional disposal practices and use more granular emission factors based on material type and region. For 2024, deSter x Nupik and deSter Frankfurt data has been fully integrated into the weight of sold items.

deSter's product circularity approach involves shifting away from single-use plastics towards compostable and reusable products. For reusables, products can be used multiple times before reaching their end-of-life, reducing waste and emissions compared to single-use plastics. Please find more information in the "Product Circularity" section in the Product chapter.

Decline in category 12 emissions

While there is a clear decline compared to 2019 (see graph, "Category 12 by material type"), emissions have slightly increased from 2023 due to higher sales, which drive up emissions. Nevertheless, our circular economy initiatives are helping us manage this growth. In 2024, deSter Frankfurt's activity-based data was fully integrated across the relevant categories. As a result, food and beverages products now represent the largest share of category 12 emissions.
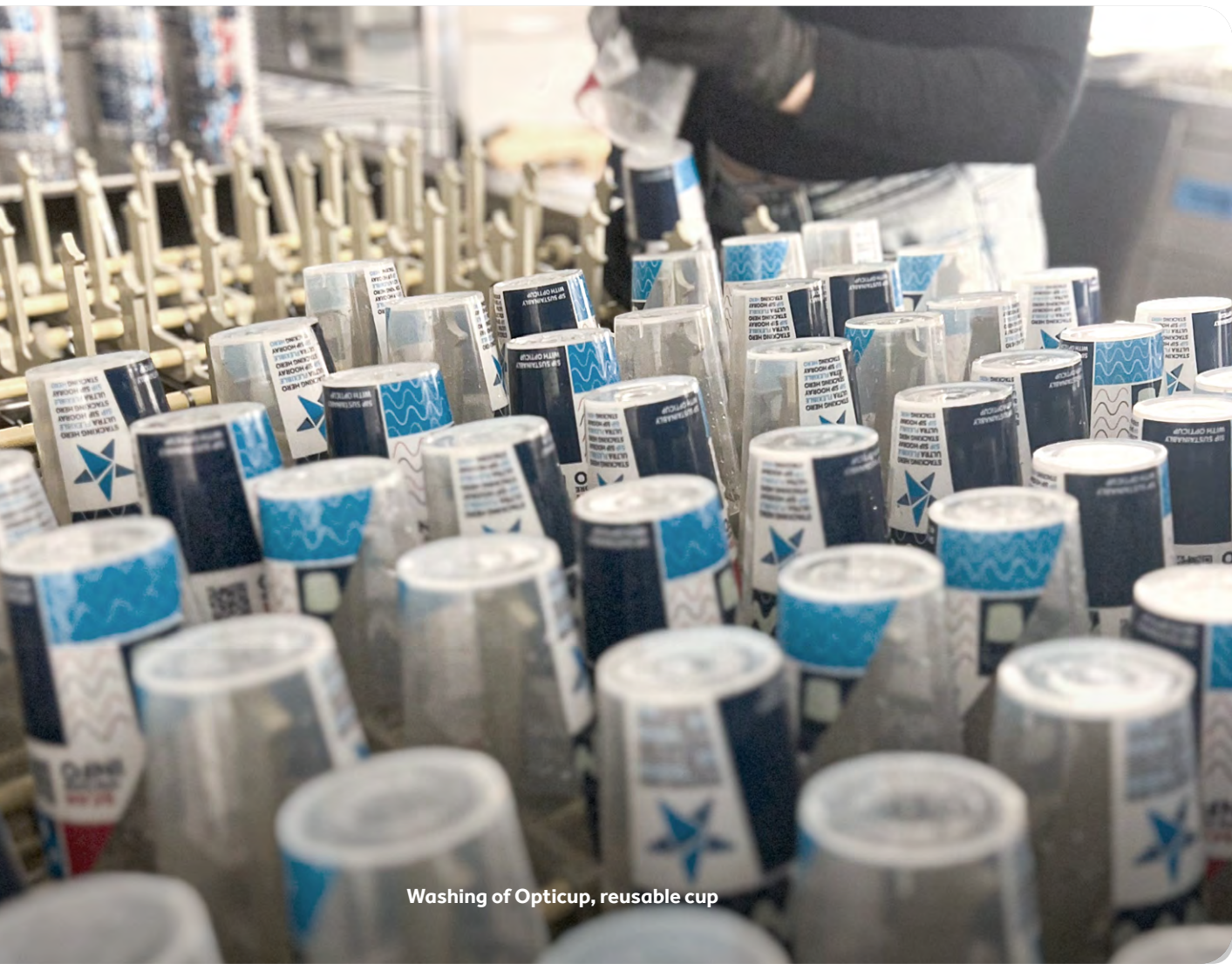
Washing of Opticup, reusable cup

CATEGORY 12: END-OF-LIFE TREATMENT OF SOLD PRODUCTS

Material Type	2024 tCO2e	Share
Food & Drinks	16,843	42%
Plastics	11,310	28%
Mix	5,890	15%
Ceramics	3,603	9%
Textile	1,012	3%
Cardboard	667	2%
Paper	228	1%
Wood	119	0,3%
Metal	84	0,2%
Fiber	49	0,1%
TOTAL	**39,814**	**100%**

CATEGORY 12 BY MATERIAL TYPE OVER TIME (TCO2E)

Legend:
— PLASTICS — FOOD & DRINKS — deSter GERMANY — MIX
— CERAMICS — REST (TEXTILE, CARDBOARD, PAPER, WOOD, METAL, FIBER, GLASS)
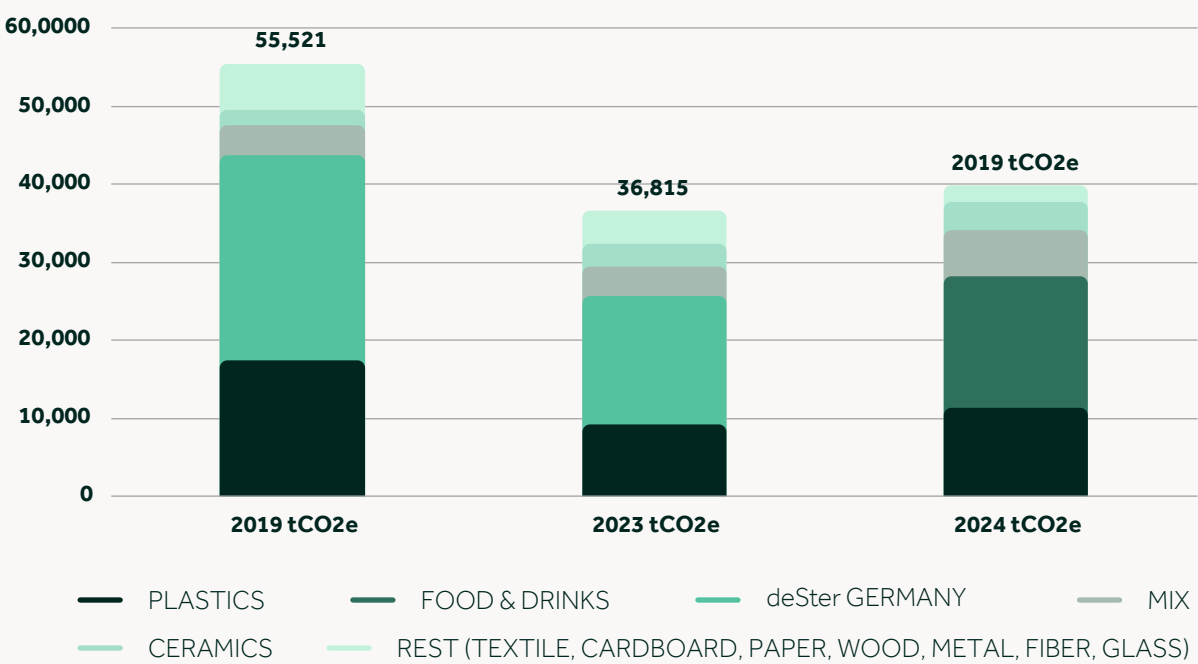
Additional actions

As mentioned, we've achieved significant scope 3 reductions through our circular economy initiatives (Categories 1 and 12) and lower transport emissions (Category 4). In addition to these efforts, several ongoing and upcoming actions are outlined below.

Engagement with transport suppliers

In 2025, a new road transport tender will require forwarders to report greenhouse gas emissions associated with deSter shipments. This will help us better understand our transport-related footprint and identify opportunities to further reduce emissions.
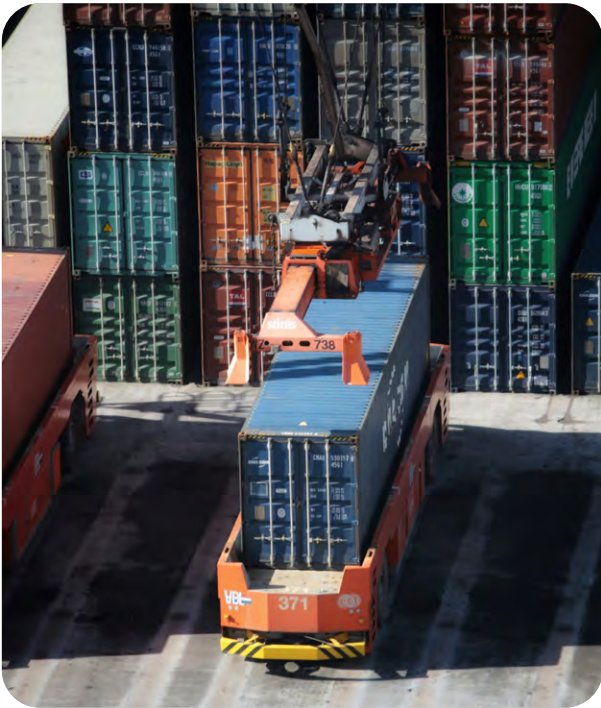
Supplier carbon engagement pilot

In addition to focusing on product circularity and renewable resources, reducing scope 3 emissions requires actively collaborating with our suppliers to decarbonize their businesses. Such efforts not only directly impact our scope 3 emissions through the products and services we purchase but also foster broader alignment on decarbonization across the value chain.

In late 2023, we developed a supplier carbon engagement pilot based on insights from the Belgian Alliance for Climate Action (BACA) with a selected group of suppliers. The pilot aimed to gather supplier-specific data to better understand the carbon emissions associated with the materials and products we purchase.

In 2024, we distributed an emissions questionnaire to the suppliers, which provided valuable insights into their progress.

Based on their responses, suppliers were categorized into four groups:

- To Start
- Beginner
- Medium
- Advanced

Our focus will be on supporting To Start and Beginner suppliers with their decarbonization journeys. By sharing information and insights, we aim to help these suppliers improve their carbon accounting, set targets and take action. We will also consider reaching out to our Medium and Advanced suppliers to encourage shared learning and collaboration.

By 2035, we aim to engage 80% of our suppliers in this carbon initiative. For our top 20 suppliers, we target full engagement – meaning they will share their scope 1, 2 and 3 emissions, set reduction targets, and provide product carbon footprint data for the items we purchase. Please see more details in the "Sustainable Procurement" section, which explains our entire sustainable procurement process.

Product carbon footprint tool

To meet the growing demand for customized carbon footprint calculations, we officially launched our product carbon footprint (PCF) calculator in 2024. Developed in accordance with the Greenhouse Gas Protocol standards, the externally approved tool enables product comparisons based on lifecycle emissions. In addition to enabling our customers to make more informed choices, the tool also helps our internal teams to identify opportunities for reducing scope 3 emissions. More details can be found in the "Product Circularity" section of our Product chapter.

> "
>
> It's very exciting to be part of the supplier engagement pilot project. In Procurement, we're in a unique position to make a real impact – not only by engaging our suppliers on their carbon emissions but also by building stronger partnerships. We want to be a partner to our suppliers, helping them progress as we work together to meaningfully reduce our scope 3 emissions.
>
> **Stef Oud,**
> **Sourcing & Procurement**
> **Specialist, Neu-Isenburg**

Supplier visit

ENERGY

ESRS E1

LED lighting deStudio, Hoogstraten

Approach

Energy consumption at our manufacturing sites is primarily driven by electricity, which accounts for 97% of total usage. Heating oil makes up 2%, natural gas 1%, and LPG less than 1%. As a result, this section focuses solely on electricity consumption.

Energy consumption reduction targets have been established for each of our manufacturing locations. These targets and progress metrics focus on electricity consumption relative to production, measured as electricity (MWh) per tonne of raw material input, allowing for comparisons despite fluctuating demands and production levels.

Our energy consumption targets:

By the end of 2025:

- **Hoogstraten:** Achieve a 6% reduction in electricity consumptions compared to 2019, relative to production output by weight

- **Prachinburi:** Reduce electricity consumption by 5% compared to 2019, relative to production output by weight, excluding new technology lines

- **Lima:** Achieve a 10% reduction in electricity consumption relative to production output by weight compared to 2021

- **Barcelona:** Reduce energy consumption by 5% compared to 2024 in plastic manufacturing, relative to production output by weight

By the end of 2030:

- Source 100% of electricity from renewable sources

- Achieve net-zero carbon emissions in energy usage (scopes 1 and 2) by reducing fuel and electricity use, choosing green alternatives, and offsetting any remaining GHG emissions

SHARE OF ENERGY SOURCES
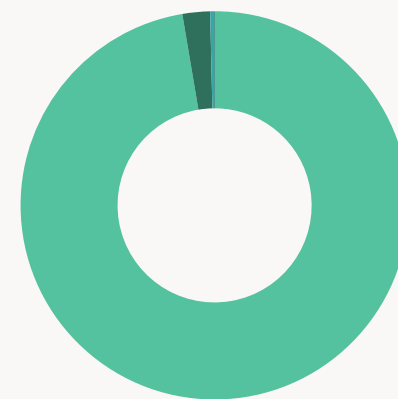
- ■ LPG | 0.07%
- ■ Electricity | 97%
- ■ Heating fuel oil | 2%
- ■ Natural gas | 1%
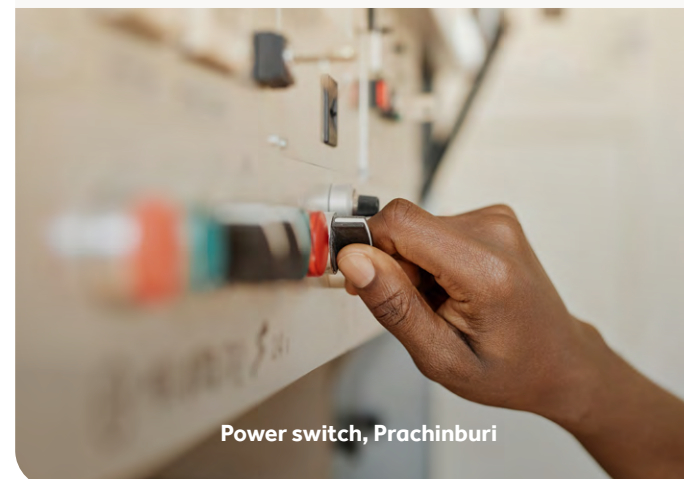
Power switch, Prachinburi

Metrics

At the end of 2024, we shifted from measuring energy use relative to production revenue to production output (by weight) at each site. This offers a more accurate view of efficiency, as product prices can vary significantly.

In Hoogstraten, Prachinburi, and Lima, energy use per tonne rose compared to 2019 but declined from 2023, showing progress toward improved efficiency, though 2019 levels haven't yet been reached, and additional efforts will be needed to meet the 2025 targets.

As the graph below shows, energy use in Hoogstraten and Prachinburi has remained steady, while Lima saw an increase due to production volume issues. The newly acquired Barcelona site also showed a rise, largely due to lower production and sales.

Actions

Our energy initiatives, detailed under scope 1 (fuel and gas sources) and scope 2 (electricity) in the Greenhouse Gas Emissions section of this report, include several key actions implemented in 2024 to improve electricity efficiency and increase the use of renewable energy:

- Continued transition to electric company cars at our headquarters

- Invested in energy-efficient manufacturing equipment, including additional lines for paper board cutlery

- Installed of energy-efficient LED lights, replacing older lighting. In Hoogstraten, this is expected to save 16 MWh annually

- Increased purchase of green electricity across all sites

- Approved business case or the installation of solar panels at our Prachinburi site

ELECTRICITY RELATIVE TO PRODUCTION OUTPUT (MWH / TONNE)

— Hoogstraten   — Prachinburi   — Lima   — Barcelona

WASTE MANAGEMENT

ESRS E5

Approach

Waste management within our own operations is another priority. Here, we address internal waste generation, while waste linked to sold products is detailed within the "Product Circularity" section in the Product chapter.

Our approach follows the waste hierarchy outlined in the European Union's Waste Framework Directive (1975/442/EEC). Guided by this framework, we:

- Minimize waste production, prioritizing reuse and recycling

- Incinerate residual waste for energy recovery, preventing landfill disposal unless mandated by local regulations

- Proactively avoid hazardous waste; any unavoidable hazardous materials are properly collected and treated

- Focusing specifically on our manufacturing locations, we have established both overarching and site-specific waste reduction goals

Overall targets

By end of 2030:
- Net-zero waste to landfill across our internal operations: 100% of operational waste must be reused, recycled, or recovered unless landfill disposal is legally mandated

- 80% recycling rate for operational waste

Site-specific targets

By end of 2025:
- **Hoogstraten:** Reduce residual waste by 10%, relative to production output by weight, compared to 2019

- **Prachinburi:** Reduce waste by 5%, relative to production output by weight, compared to 2019

- **Lima:** Reduce waste by 5%, relative to production output by weight, compared to 2021; zero hazardous waste sent to landfill

- **Barcelona:** Segregate label backing paper waste from general waste for recycling, and achieve a 5% reduction in waste stream inks water compared to 2024, relative to production output by weight

By end of 2030:
- **Hoogstraten:** Reduce residual waste by 15%, relative to production output by weight, compared to 2019

- **Prachinburi**: Reduce waste by 10%, relative to production output by weight, compared to 2019; landfill disposal limited strictly to hazardous waste categorized by Thai DIW and Public Health requirements

- **Lima:** Reduce waste by 10%, relative to production output by weight, compared to 2021

During the 2024 management review of Hoogstraten's targets, we shifted focus from general waste reduction to residual waste, emphasizing the sorting of as many waste streams as possible and improving sorting practices.

We also revised the relative baseline for our targets. Based on feedback from the ISO 14001 external audit, we now compare environmental aspects per raw material instead of production revenue, offering a more consistent basis for year-over-year comparisons unaffected by price changes.

Metrics

Total waste

In 2024, total waste generated across our three factories decreased by 34% compared to 2019 (see graph below), supporting our goal of achieving net-zero waste by 2030.

However, hazardous waste increased compared to 2019 and 2023 due to a major cleanup at the Hoogstraten site, during which accumulated hazardous materials were properly sorted and sent for specialized treatment. Non-hazardous waste, which makes up the largest portion of our waste stream, declined by 41% in 2024 compared to 2019, but saw a slight increase in 2024 compared to 2023 due to increased production.

Relative waste

Prachinburi and Lima are on track to achieve their relative waste reduction goals. In 2024, Prachinburi recorded a 7% decrease compared to the 2019 baseline, while Lima achieved an impressive 61% reduction in 2024 compared with 2021.

Hoogstraten, however, is slightly off track, with a 5% increase in relative residual waste per tonne of production output compared to 2019. Similar to electricity usage, Barcelona has experienced an upward trend in relative waste, this is connected to a decrease in production and sales since 2019.

TOTAL ANNUAL HAZARDOUS & NON-HAZARDOUS WASTE (TONNES)
34% TOTAL REDUCTION VS 2019

Legend: Hazardous waste — Non-hazardous waste
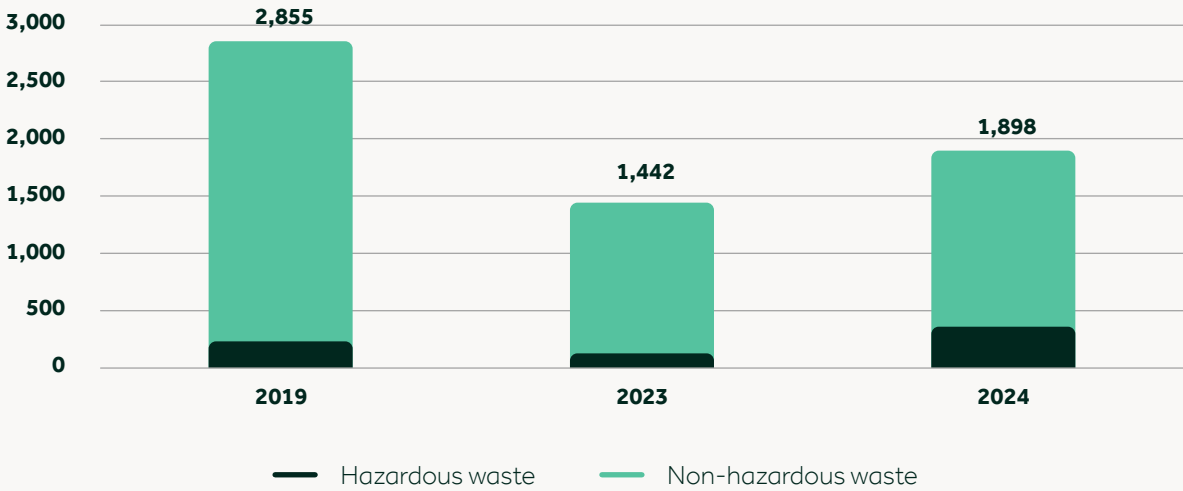
RELATIVE WASTE (TONNES / TONNES INPUT MATERIAL)

Legend: Hoogstraten — Prachinburi — Lima — Barcelona
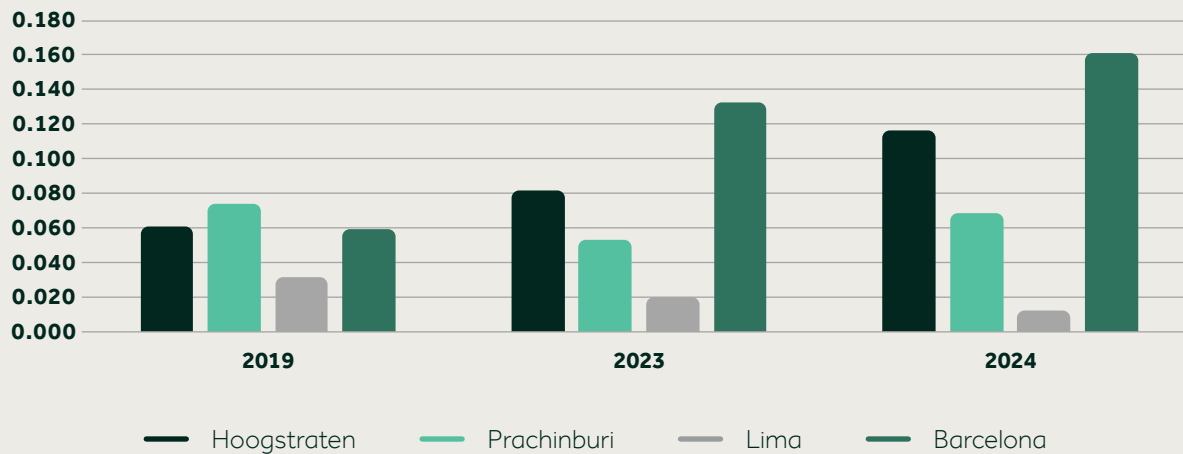
WASTE TREATMENT METHODS BY YEAR

	2019	2023	2024
	2%	0%	1%
Recycling	60%	72%	63%
Incineration	33%	22%	34%
Landfill	5%	6%	2%

■ Landfill ■ Recycling
■ Incineration ■ Digestor
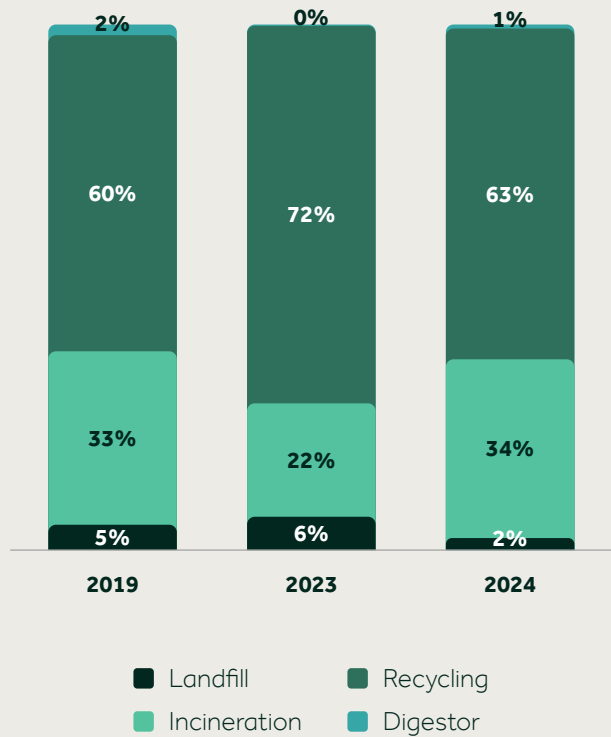
2024 WASTE BY PRODUCTION SITE

■ Hoogstraten | 61%
■ Prachinburi | 26%
■ Lima | 1%
■ Barcelona | 12%
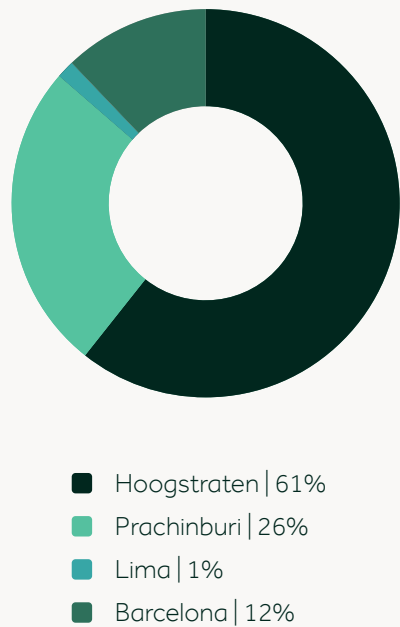
Waste treatment methods

As shown in the graph above, our waste treatment methods shifted in 2024, with an increased share of recycled waste compared to 2019. We recycled 63% of our waste, up from 60% in 2019, significantly reduced incineration, and remain on track to meet our 80% recycling target by 2030. However, compared to 2023, our recycling waste percentage decreased from 72% to 63%, primarily due to a chemical waste cleanup at Hoogstraten, temporarily increasing hazardous waste volumes.

Meanwhile, the share of landfilled waste further decreased from 5% to 2% in 2024. Although our landfill waste volume dropped overall, it's currently impossible to attain a 0% landfill rate due to Thai legislation that requires certain waste streams to be landfilled.

Additionally, the percentage of waste sent for incineration increased, due to the temporary rise in hazardous waste at our Hoogstraten site. The percentage of waste processed by digestor machines continued to decline. In line with our target to achieve net-zero waste to landfill by 2030, we will continue to monitor our waste treatment metrics in the coming years.

Furthermore, hazardous waste comprised only 18% of total waste in 2024, with the majority (81%) incinerated and the remainder recycled. No hazardous waste went to landfill due to further optimization by our waste management provider.

For non-hazardous waste, 75% was recycled, 21% incinerated, 3% landfilled and 1% processed via digestor machines (for compostable waste).

Waste per production site

At the site level, Hoogstraten generated the largest share of waste (61%), followed by Prachinburi (26%). Barcelona contributed 12%, and Lima only accounted for 1% of total manufacturing waste.

Actions

Resource efficiency and reuse

To minimize internal waste and optimize resource use during manufacturing, we have implemented systems across all of our production sites to repurpose waste materials into new products.

For example, our internal plastic regrinding process transforms waste like plastic film into pellets, which are then used to create new products. In 2024, we were able to reuse 23,000 tonnes to produce new products in Prachinburi, as well as 2,368 and 474 tonnes in Hoogstraten and Lima, respectively.

Our strategies to regrind plastic waste and reuse paper waste help conserve resources and positively impact the environment.

Regrind material, Hoogstraten site, Belgium

New silo for plastic pellets

In Q2 2024, a new silo for plastic pellets was installed at the Lima manufacturing site, allowing suppliers to deliver materials in bulk rather than in separate carton bins on wooden pallets. This upgrade reduced space, weight and packaging requirements, saving a total of 17.9 tonnes of paper and cardboard waste in 2024. Additionally, the new system minimizes plastic pellet spillage during deliveries.

> "
> The installation of our plastic resin silo has significantly reduced the use of packaging materials like corrugated boxes and pallets. And thanks to the improved storage and inventory control, we're able to minimize spills and material loss, ultimately reducing resource use and increasing cost efficiency.
>
> **John Goetz,
> Production Manager
> Lima site, Ohio**

Pallet pooling

For several years, we have been using CHEP's "share and reuse" pooling system for pallets when shipping products to key customers. Instead of purchasing pallets, we rent them, with CHEP managing the entire process – including collection, inspection, and repair – for a closed-loop system that conserves wood, reduces waste, and cuts GHG emissions. In 2024 alone, this approach helped avoid 7,969 kg of CO2 emissions and 626 kg of pallet waste. We are now exploring ways to expand this system to more of our customers.

Reusable pallet

Paper waste to wet-molded fiber

In 2022, we launched a project that enables us to reuse paper waste from our paper board cutlery production by incorporating it as raw material – blended with other fiber materials – in our wet-molded fiber production line. We successfully introduced the system in 2023 and continued it in 2024.

Paper board cutlery

Waste optimization

In Hoogstraten, we established quarterly meetings with our waste handling partner to evaluate the collaboration, discuss upcoming legislation or changes, and explore potential improvements.

In 2024, one notable outcome of these meetings was the decision to separate sugar tube waste from residual waste and send it to a digestor instead of incineration.

Office awareness measures

We continue to promote waste management and recycling awareness through targeted communication channels and simple, visible initiatives:

- In Hoogstraten, we introduced a dedicated organic waste bin in the cafeteria at the end of 2023. Instead of incineration, this waste is now sent for composting. In 2024, a total of 1.2 tonnes of organic waste was collected.

- We added clear icons and posters to waste bins to promote correct waste sorting among employees. In April, we launched the Waste campaign, focusing on food waste reduction and sorting practices.

Upcoming actions

In 2025, we plan to switch to a new type of paper board for cutlery production that is more compatible with the WMF line in Prachinburi. This change will allow us to increase the share of paper board waste that can be reused as raw material, enhancing circularity in our production process.

We will also begin monitoring waste generated by the production department in Hoogstraten, enabling us to compare performance, set specific targets, and share results with employees to raise awareness and drive improvement.

Office waste sorting

WATER MANAGEMENT

ESRS E3

Approach

We evaluated water stress levels at deSter's production facilities using the World Resources Institute's Aqueduct Water Risk Atlas.

According to both current data and projections for 2050, the Hoogstraten and Lima sites are situated in regions with low water stress. Although Lima is excluded from our scope, Hoogstraten remains in scope because of its relatively high water consumption and costs.

Prachinburi and Barcelona are both situated in regions facing high water stress. That said, Barcelona's water use is limited to sanitary and kitchen needs, with no water required for production. In summary, Prachinburi, alongside Hoogstraten, is deSter's most relevant site when it comes to water consumption.

Based on this information, we developed an approach and targets for the two in-scope sites, focusing on local water consumption and pollutants.

Site-specific targets

By the end of 2025:
- **Hoogstraten:**
  - Reduce water usage by 10% compared to 2019 levels, relative to production output by weight
  - Ensure zinc particles (absolute) are below the legal threshold
  - Maintain all measured particle levels below regulatory thresholds and evaluate water analysis results to determine if further action is needed

- **Prachinburi:**
  - Reduce water consumption by 10% compared to 2019, relative to production output by weight.
  Note: As the wet-molded fiber production line is a newly introduced technology, the full impact of water usage is not yet clear. The target for Prachinburi will be reassessed in a new review cycle based on updated data

By the end of 2030:
- **Prachinburi:** Install 500m³ rainwater reservoir

Prachinburi site, Thailand

Metrics

We have included an overview of the relevant data in the Appendix of this report. Here, we have outlined our progress on targets and key actions.

The absolute water consumption in Hoogstraten increased in 2024, due to the paper board cutlery line installations. Meanwhile, the waste water of paper board cutlery is connected to the existing closed-loop cooling system which increases water reuse. In Prachinburi, water consumption decreased slightly in absolute terms.

However, relative water consumption increased at both Hoogstraten and Prachinburi by 59% and 61%, respectively,

compared to 2019. In Hoogstraten, the rise is likely linked to the new paper board cutlery line. In Prachinburi, the cause is still being assessed. As noted in the site's 2025 goals, water use from the new wet-molded fiber technology is excluded from these figures.

These increases indicate we are currently not on track to meet our targets. Additional actions will be necessary to improve water efficiency at both sites.

In addition, zinc levels in wastewater also rose in 2024 compared to 2019. Corrective actions are already underway to reduce these levels.

In 2023, our Hoogstraten wastewater analysis showed a significant decrease in zinc levels. However, the 2024 testing revealed an increase, exceeding the legal threshold set in the site's permit.

We are now working with Lubron, a water treatment system specialist, to determine the cause and identify appropriate measures to reduce zinc levels. This trend is also reflected in our relative zinc levels per unit of production, which rose by 92% compared to 2019. Further investigation will continue in 2025, with targeted actions to follow.

At Prachinburi, all wastewater test reports indicate that particles remain well below the legal thresholds.

Actions

Every year, we conduct external analyses of water quality and particle levels at our Hoogstraten and Prachinburi sites. Using these measurements, we check to ensure all values remain well below legal thresholds and evaluate whether any follow-up actions are necessary.

Upcoming actions

In 2025, we plan to implement the following water-related initiatives:

• Evaluate the potential of an additional water cleaning system for the wet-molded fiber test line in Hoogstraten

• Modify the waste water system for paper board cutlery production in Hoogstraten, connecting it to the existing closed-loop cooling system

ZINC IN WASTE WATER (KG) PER YEAR
HOOGSTRATEN

WATER CONSUMPTION IN HOOGSTRATEN & PRACHINBURI,
ABSOLUTE (M3) AND RELATIVE (M3/TONNE PRODUCTION OUTPUT)
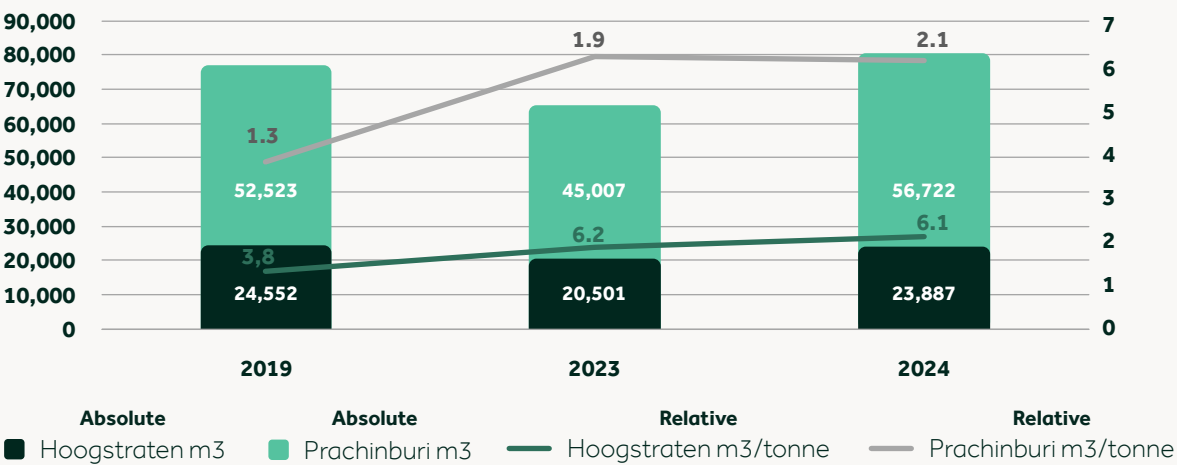
CHEMICALS

ESRS E2

Approach

At our manufacturing sites, chemicals are used for cleaning and as additives in specific production processes. We are committed to minimizing their impact on both people and the planet.

We have established an overall approach with recurring targets, aiming for continuous improvement.

Our key commitments include:

- Selecting the least harmful substances for our production processes and replacing harmful materials with safer alternatives whenever possible

- Clearly labeling all chemicals

- Storing chemicals in dedicated, protected areas to reduce exposure risks for employees and the environment

- Ensuring protective equipment and safety practices are readily available and commonly used to minimize injury in case of accidental exposure

- Sorting and treating chemical waste through accredited external partners

- Requiring safety data sheets (SDS) for all materials used in production, which are reviewed by our quality department to ensure compliance with food safety regulations

- Verifying that all materials sourced meet all regulatory requirements and especially materials sourced and used in Europe meet the REACH regulatory standards

Actions

Chemical agents in Hoogstraten

The HSE Manager and Environmental Footprint Manager conducted a site-wide review of chemical storage across all departments in Hoogstraten, which provided valuable insights into the various agents being used and stored. Where necessary, improvements were recommended, such as placing drip trays underneath containers or properly sorting and disposing of expired chemicals.

While preparing for the ISO 14001 compliance check, an external expert identified opportunities for improvement in the storage of gases at our site. Acting on this advice, we collaborated with our gas supplier to adjust and enhance the storage setup.

One additional topic raised during the compliance review was the use of biocides by external service providers for water treatment in cooling systems, green maintenance, and pest control. We completed an inventory of the biocides used on site in Hoogstraten and ensured all products comply with relevant regulations.

Improvements in Thailand

At our Prachinburi site, we established a separate warehouse for safe chemical storage. We also appointed a dedicated team to manage potential chemical spills, purchased spill cleanup kits, and made them readily available.

In 2024, we selected an external transportation firm that is qualified under Thai legislation and meets the standards of the European Agreement concerning the International Carriage of Dangerous Goods by Road.

Separating oil in Lima

At our Lima site, in 2024, we began separating used oil from production processes by type to enhance recyclability. The collected oils are then sent to a local treatment facility.

Upcoming actions

In 2025, we aim to further improve our chemical inventory in Hoogstraten by identifying and replacing harmful chemicals with safer alternatives and reducing the total number of agents used. Additionally, we plan to review and update safety instruction cards for every chemical agent in use at deSter.

Finally, we aim to develop and implement a standardized purchasing procedure for chemical agents at our Hoogstraten site, streamlining the process and ensuring alignment across all chemicals.

Chemicals building, Prachinburi site, Thailand

POLLUTION

ESRS E2

Approach

We strive to minimize pollution generated by our production processes and products. Soil and air pollution related to our operations are considered material topics and will be outlined in this section. Pollution from substances of high concern is addressed in the Chemicals section, while downstream pollution from mismanagement of product waste is discussed in the Product chapter.

Our anti-pollution targets:

Air pollution

- Please refer to our Greenhouse Gas Emission targets for 2025, 2030 and 2050 in the "Greenhouse Gas Emissions" section

By 2025 (Hoogstraten):
- Reduce VOCs by 40% compared to 2019, relative to production output by weight
- Reduce NOx emissions by 50% compared to 2019, relative to the number of degree days* per year
- Reduce the SOx emissions by 50% compared to 2019, relative to the number of degree days per year

By 2025 (Prachinburi):
- Reduce VOCs from polystyrene processing by 80% compared to 2019, relative to production output by weight

Note: Volatile organic compounds (VOCs) are chemicals that easily evaporate at room temperature and can affect air quality and health. They are not relevant for Lima, as polystyrene is not processed at that site. SOx and NOx emissions, mainly released while burning heating fuel, apply only to Hoogstraten.

Soil pollution

- Please refer to our 2025, 2030 and 2050 waste reduction targets in the "Waste Management" section

- By the end of 2025: All deSter manufacturing sites will commit to Operation Clean Sweep

- At Hoogstraten: Work with external experts to address two oil leak incidents affecting soil at the site, one from 2012 and another from 2024. Remediation will continue until resolved, followed by ongoing monitoring

- By 2030: Roll out a risk analysis procedure for new machines or production lines at all manufacturing sites, based on Hoogstraten's approach.

Metrics

VOCs emitted during our production processes, are primarily linked to polystyrene production and have declined sharply since 2019, thanks to reduced processing of polystyrene products (see our phase-out targets in the "Responsible Resource Use" section in the Product chapter). In Hoogstraten, a relative reduction of 31% was achieved in 2024 compared to 2019, while Prachinburi reported a 73% relative reduction. Across both sites, this equates to an absolute decrease of 64% in VOC emissions since 2019.

Compared to 2023, VOCs increased slightly in 2024. While the total weight of polystyrene (PS) products sold decreased (see the "Responsible Resource Use" section), internal production of PS products rose slightly, reflecting an overall increase in output. Nevertheless, we expect both relative and absolute VOC emissions to continue decreasing in line with our long-term goal to phase out PS-based products.

*degree days = compares the mean outdoor temperatures recorded for a location to a standard temperature (see p. 230)

VOC EMISSIONS: HOOGSTRATEN & PRACHINBURI
64% ABSOLUTE DECREASE SINCE 2019
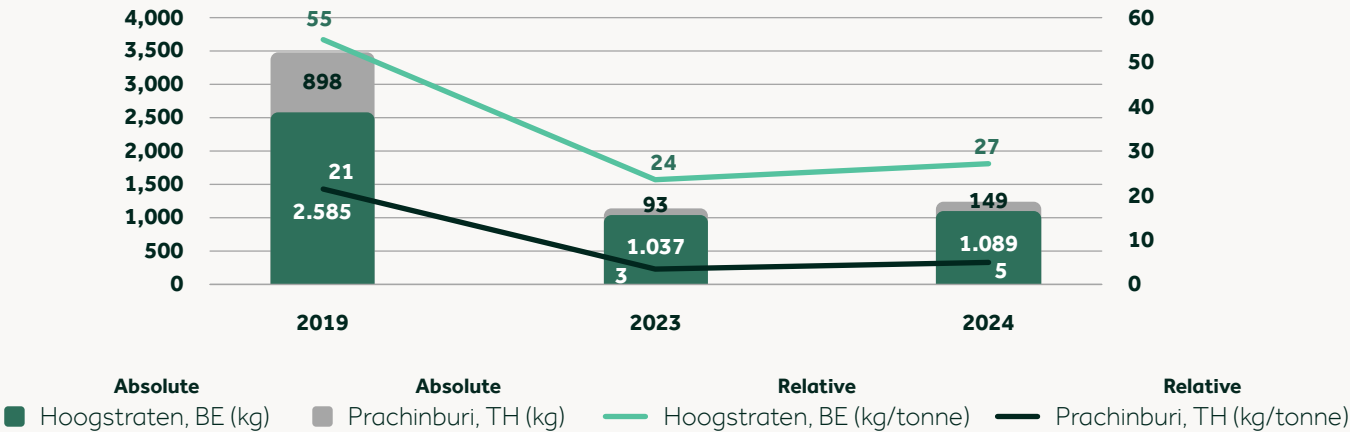
NOx and SOx emissions are generated through the combustion of heating oil used to warm our buildings in Hoogstraten. As we explore and implement alternative solutions, such as electric heating systems and heat recovery from production, we expect both heating oil use and associated emissions to decline. Since heating oil use varies with outdoor temperatures, we calculate SOx and NOx emissions relative to degree days – accounting for deviations from a base temperature in Belgium – to enable more accurate year-over-year comparisons. In 2024, both NOx and SOx emissions decreased in absolute terms and relative to the degree days. While our 2024 emissions remain well below 2019 levels, the relative decline of 10% falls short of our target, indicating further efforts are needed.

NOx IN HOOGSTRATEN
ABSOLUTE (KG) & RELATIVE (KG/DEGREE DAY)
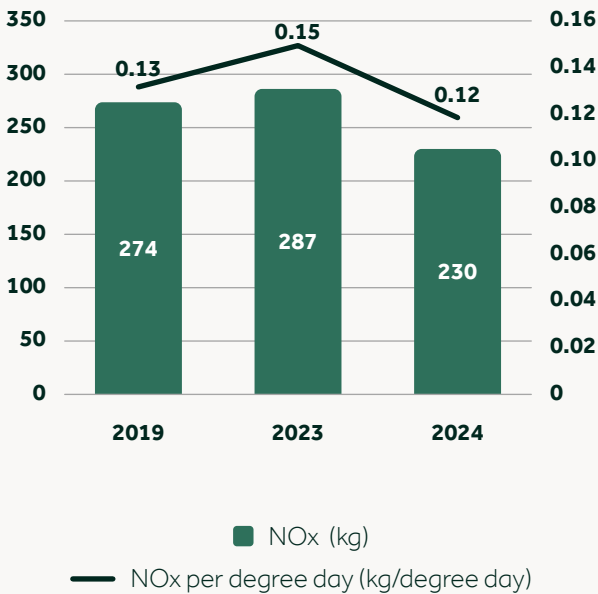
SOx IN HOOGSTRATEN
ABSOLUTE (KG) & RELATIVE (KG/DEGREE DAY)
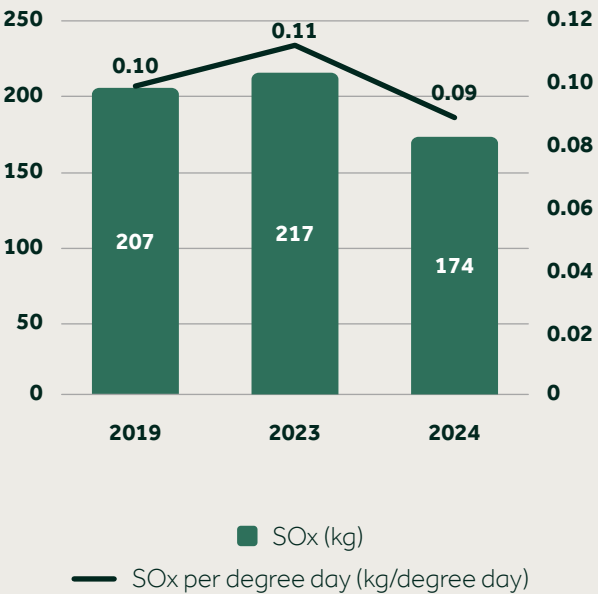
Actions

Volatile organic compounds

VOC emissions have decreased significantly – by 65% across Hoogstraten and Prachinburi – compared to 2019, driven by a 77% reduction in polystyrene processing in 2024. Aligned with our Circular Economy and Responsible Use of Plastics objectives (see the Product chapter), we are actively phasing out polystyrene-based products. This shift has led to lower usage of polystyrene in our production units and, in turn, reduced VOCs.

PS USE PER YEAR BY SITE
(TONNES)

Year	Polystyrene Prachinburi	Polystyrene Hoogstraten
2019	1,358	5,250
2022	165	1,685
2023	140	1,228
2024	225	1,308

■ Polystyrene Prachinburi
■ Polystyrene Hoogstraten

Operation Clean Sweep

As part of our mission to prevent plastic pollution during production, we committed to Operation Clean Sweep (OCS) at our Hoogstraten site in 2023. OCS is a global initiative aimed at eliminating the loss of plastic resin – such as pellets, flakes, and powder – during operations and keeping it out of the environment. This commitment and its related actions are now embedded in our EMS.

Throughout 2024, we implemented several actions to align with OCS principles:

- Introduced specific cleaning protocols for pellet spills during plastic pallet deliveries at Hoogstraten, with a focus on immediate cleanup. This is communicated directly with the supplier's employee, and post-delivery inspections ensure no spills are left behind.

- Evaluated a business case for purchasing a new sweeper, planned for 2025.

- Incorporated OCS principles and the importance of spill cleanup into environmental training sessions for blue-collar employees.

- Installed two additional sieves on gutters, with routine checks and cleanouts to prevent plastic from entering the drainage system.

Oil leakage in Hoogstraten

In 2012, an oil leak was discovered at the Hoogstraten site. Since then, we have been closely monitoring the situation and working with an external specialist to remediate the contaminated soil. The sanitation process will continue until the area is fully restored, after which ongoing monitoring will be maintained. We expect to reach the final phase of remediation in 2025, after which we will begin the required aftercare.

Regretfully, a new oil leak occurred in September 2024 during ground construction, caused by a previously unidentified underground pipe. In line with legal procedures, we reported the incident to the local government and immediately initiated assessment and remediation efforts. Our quick action prevented further contamination and enabled us to completely clear the soil.
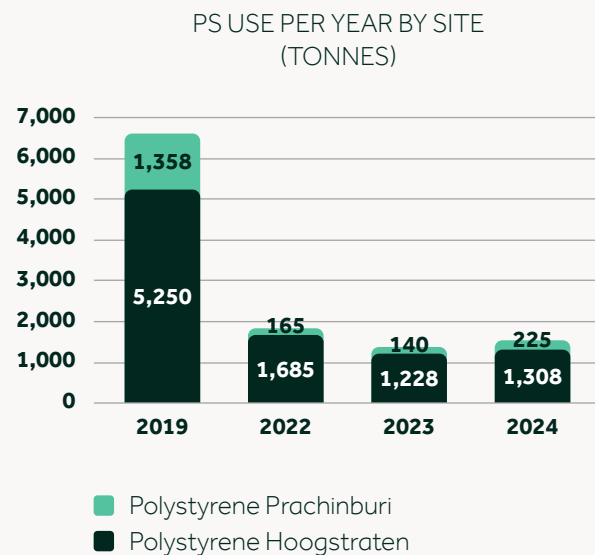
Upcoming actions

- Continue phasing out polystyrene, with full elimination expected by the end of 2025

- Commit to OCS at our Thailand site in 2025 and implement recommended measures

- Introduce spill control procedures at our Lima site

- Continue soil remediation at the Hoogstraten plant following the oil leak in 2012 until the soil is cleared and approved by the authorities

- Conduct a new assessment of emission points in Hoogstraten

- Evaluate the purchase of a new sweeping machine to clean outdoor areas and collect any spilled plastic pellets

Local outreach

At deSter, we aim to reduce the broader impact of plastic pollution beyond our own operations. To support this goal, we collaborate with local communities near our production sites, focusing on prevention through awareness, education, waste collection initiatives and investments in solutions. For more details on our approach, please refer to the "Community Outreach" section in the People chapter.

Chris Wilmsen
Operator Extrusion

PRODUCT

OUR **PRODUCT** GOALS

CHAMPION CIRCULAR ECONOMY	**2025**	Produce 100% reusable, compostable or recyclable products
	2035	Produce 100% zero-waste products Confirmed circular end-of-life solution for every product sold
	ANNUALLY	Help customers reduce carbon footprints via more sustainable product choices Phase out unnecessary single-use plastics
ADVANCE RESPONSIBLE RESOURCE USE AND PROTECT BIODIVERSITY	**2025**	Phase out products made from PS
	2030	Source 100% of paper, wood and fiber materials for food contact products from sustainably managed forests Use 100% recycled fiber in non-food contact products
	2035	Phase out of single-use aluminum products
	ANNUALLY	Increase use of renewable plastic materials
ENSURE HIGHEST PACKAGING SAFETY	**2026**	Ensure all fiber-based products are PFAS-free
	ANNUALLY	Achieve BRCGS A rating for all sites Keep complaints under 0.20 per 1,000 hours

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE **12 RESPONSIBLE CONSUMPTION AND PRODUCTION** **14 LIFE BELOW WATER** **15 LIFE ON LAND** **17 PARTNERSHIPS FOR THE GOALS**

OUR ESRS MATERIAL TOPICS RELATED TO PRODUCT
E2 Pollution, E$ Biodiversity and ecosystems, E5 Resource use and circular economy, S4
Consumer and end-users

PRODUCT

Our sustainable product strategy is built on three core pillars:

- **Product Circularity:** Designing for reuse, recyclability, and compostability to keep materials in use and out of the environment

- **Responsible Resource Use:** Prioritizing recycled, renewable, and certified materials in our plastic- and fiber-based products to reduce our impact on the environment

- **Consumer Health & Safety:** Managing physical and chemical risks, ensuring compliance, and phasing out harmful substances

In 2024, we advanced across all three areas and fully integrated product data from our EMS and the Nupik acquisition. We also continue to support customers in reducing their carbon footprint through more sustainable product choices.

Circular product portfolio
Today, 94% of our packaging and tableware revenue comes from reusable, compostable, or recyclable products – keeping us on track to reach 100% by the end of 2025. Reusable and compostable items now account for 64% of our packaging and tableware revenue – up from 62% in 2023. Since 2019, single-use plastic sales by weight have dropped by 41%.

Product carbon footprint
We launched a Product Carbon Footprint Tool aligned with the GHG Protocol, enabling data-driven product comparisons that support our customers' scope 3 emission reduction goals.

We also advanced our Climate Activator Certification, the first climate-specific certification based on the ISEAL Code of Good Practice – with our first certified products expected in 2025.

Responsible resource use
We have cut polystyrene use by 72% since 2019, earned ISCC PLUS certification at two sites, and increased the share of renewable materials in our plastic products slightly from 2% to 3%. Regarding fiber and paper resources, 45% of the materials in our food-contact products are now FSC- or PEFC-certified, and our use of bagasse continues to increase. We have also phased out nearly 30% of aluminum usage since 2019.

Consumer health and safety
We maintained a low consumer complaint rate of 0.11 per 1,000 production hours in 2024. In addition, all of our sites were BRCGS audited, with two achieving AA ratings. We have also made progress on PFAS elimination – 71% of our fiber-based products are now PFAS-free, keeping us on track to reach 100% by 2026.

Innovation and collaboration
In 2024, we launched a fully operational wet-molded fiber line, introduced new paper board cutlery developments certified by DIN CERTO, and invested in paper cup lines and compostable sealing films for reusables. We also expanded closed-loop recycling systems with airline partners and fostered innovation through workshops, partnerships, and student design challenges.

PRODUCT

ESG RESULTS

2024

Champion circular economy

Advance responsible resource use and protect biodiversity

Ensure highest packaging safety standards

SUMMARY AND KEY RESULTS

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PRODUCT CIRCULARITY

CIRCULAR PRODUCTS

94% revenue from reusables, compostables and recyclables vs total packaging revenue
ON TRACK

-64% revenue from reusables and compostables vs total packaging revenue
vs 62% in 2023

2019 bar: 16%, 50%, 16%, 17%
2024 bar: 6%, 31%, 46%, 18%

■ Reusables ■ Compostables ■ SUP Recyclables ■ SUP Non-Recyclables
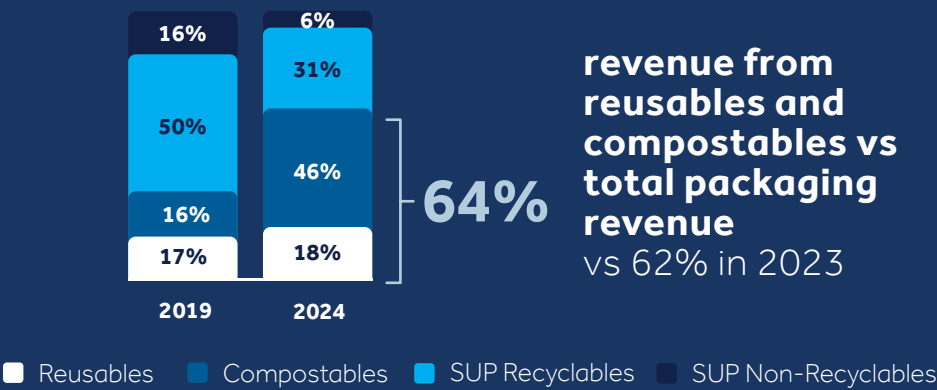
41% reduction in single-use plastics sold vs 2019 (by weight in tonnes)

27,234 — 72% / 28% (2019)
-41%
16,177 — 85% / 15% (2024)

■ SUP Recyclables ■ SUP Non-Recyclables
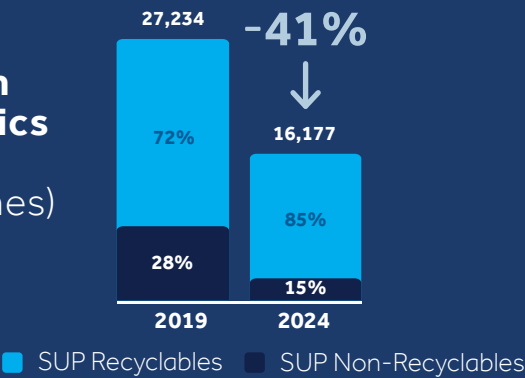
Wet-molded fiber production line fully operational

DIN CERTO-certification paper board cutlery

In-house production paper cups

PRODUCT CARBON FOOTPRINTS

Launched product carbon footprint tool

Climate Activator Certified — **Climate Activator certification**

RESPONSIBLE RESOURCE USE

PLASTIC MATERIALS

72% reduction in PS products sold vs 2019 (by weight in tonnes)
NEEDS IMPROVEMENT

7,179 (2019) → -72% → 2,004 (2024)

2 factories ISCC PLUS certified to offer plastics from renewable and recycled resources

ISCC International Sustainability & Carbon Certification

FIBER-BASED MATERIALS

45% FSC/PEFC-certified materials used in food contact products
ON TRACK

	FSC/PEFC	NON-FSC/PEFC
GOAL 2030	100%	
2024	45%	55%
2019	13%	87%

■ FSC/PEFC ■ NON-FSC/PEFC
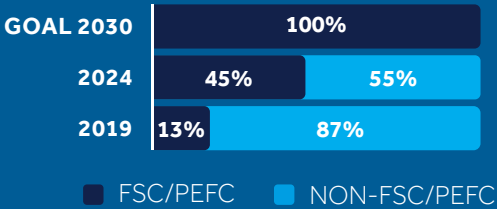
+ Growth in waste-derived fibers (bagasse)

ALUMINUM PHASE-OUT

-29%
1,903 tonnes (2019) → 1,347 tonnes (2024)

Less single-use aluminum products sold vs 2019 (by weight in tonnes)
ON TRACK
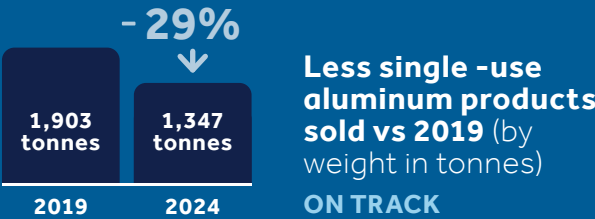
CONSUMER HEALTH & SAFETY

PFAS PHASE-OUT

71% PFAS-free fiber-based products
ON TRACK

	PFAS-FREE	INCLUDING PFAS
GOAL AUG 2026	100%	
2024	71%	29%
2019	19%	81%

■ PFAS-FREE ■ INCLUDING PFAS
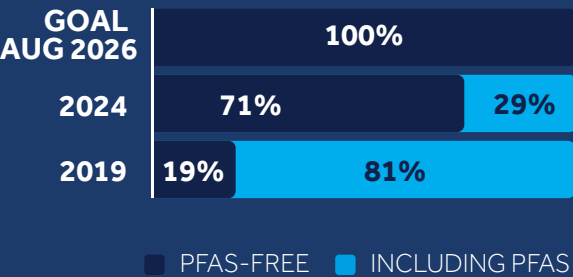
PRODUCT COMPLAINTS

Just 0.11 complaints per 1,000 production hours
ON TRACK

TARGET THRESHOLD	0.20
2024	0.11
2019	0.23

BRCGS RATINGS

BRCGS

All 4 sites BRCGS audited 2 AA rated, 1 B and 1 B+

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DEFINING SUSTAINABLE PRODUCTS

Approach

As a result of our double materiality analysis and ESG strategy, we have identified the key product sustainability topics to focus on, which will be covered in this chapter:

- **Product circularity:** Designing for reuse, recyclability, and compostability. These circular principles are central to our sustainability approach, guiding us toward zero waste and minimizing product impact.
- **Responsible resource use:** We source plastic and fiber responsibly by prioritizing recycled, renewable, and certified materials, to limit our products' contribution to biodiversity loss and climate change.
- **Consumer health and safety:** We actively manage potential physical and chemical risks associated with the use of our products, ensure regulatory compliance, and work to phase out harmful substances.

In addition to this chapter, deSter's sustainable product strategies and targets are also outlined in our Global Environmental Policy. The policy is reviewed annually with input from internal stakeholders and customers, endorsed by leadership, and available on our website.

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By standardizing ESG data, we didn't just simplify reporting – we made sustainability measurable and actionable.

Kristof Francken,
Manager Business &
Data Intelligence

Throughout the year, we arrange specialized training sessions and updates on product sustainability for our teams. We also share our strategy and progress with customers across the travel and foodservice sectors.

For more information on training and policy awareness, please refer to the Planet chapter of this report.

Product compliance

We remain proactive in assessing the impact of sustainability and food packaging safety regulations on both our business and ESG strategy. By closely monitoring regulatory developments, we ensure timely action and keep our stakeholders well-informed. More details on product compliance can be found in the Governance chapter of this report.

Data on sustainable products

Product groups in focus

More than 60% of our product portfolio comprises packaging and tableware, which is why our efforts and data on reusable, compostable and recyclable solutions focus primarily on this category. For other product groups, we have not set specific targets or tracking yet, but circularity is embedded into our design process and initiatives have already been implemented.

Data integration

In previous reports, we focused solely on our Direct Product Sales (DPS). For 2024, we are proud to announce the full integration of product data from our EMS – a result of the SPIRIANT merger – as well as the DPS data from the Nupik acquisition, into our overall product database.

Just like our work on scope 3 categories – such as purchased goods and end-of-life treatment of sold products, discussed in the Planet chapter – this integration helps give a fuller picture of our sustainable product performance.

With these developments, we have observed two effects:

- Overall performance has continued to improve, especially as EMS packaging products have aligned with our product circularity principles since we acquired SPIRIANT (now deSter Germany).

- Including Nupik x deSter product ranges – some of which are not yet fully aligned with our sustainability approach – has only slightly impacted the final results.

REVENUE BY PRODUCT GROUP

- 9%
- 12%
- 19%
- 61%
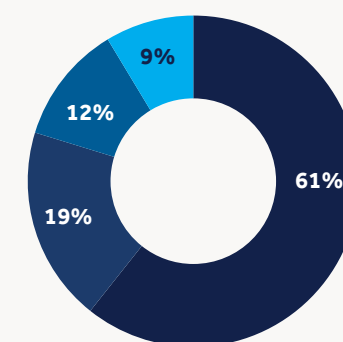
- Packaging and tableware
- Comfort items
- Premium tableware
- Service items and others

Pieter Adriaensen
Senior Portfolio Manager Foodservice

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OUR PRODUCT CIRCULARITY HIERARCHY

ELIMINATE & REDUCE

REUSE
& CLOSED-LOOP RECYCLE

SINGLE-USE
HOME COMPOSTABLE

SINGLE-USE
PLASTIC RECYCLING

ZERO WASTE
& REDUCE CO2

Based on the EU waste framework and circular economy principles

PRODUCT CIRCULARITY

Approach

We strive to reduce the environmental impact of our products, particularly at the end-of-life stage. Waste management remains a challenge in both our travel and foodservice markets, making it essential for us to support the transition from a linear to a circular economy.

> **"Keeping our products and materials in the economy and out of the environment"**

Our product circularity approach applies to everything we sell, with a primary focus on food packaging and serving concepts – categories that make up the majority of our portfolio and have the greatest environmental impact.

Our vision is guided by the Circular Economy, the New Plastics Economy movement (launched by the Ellen MacArthur Foundation in 2016), the waste hierarchy framework, and various EU regulations, such as the Single-Use Plastics Directive (SUPD) and the Packaging and Packaging Waste Regulation (PPWR). This approach aims to keep products and materials in the economy – and out of the environment – by preventing waste from the start.

Achieving zero waste

To achieve zero waste, we focus on four pillars, as depicted in our product circularity hierarchy:

- Eliminate and reduce: In collaboration with our customers, we assess each product's necessity and identify opportunities to reduce or eliminate items where possible. We also strive to minimize the number and types of materials used in each product.

- Reuse and closed-loop recycle: We prioritize replacing single-use items with reusable alternatives made from recycled or renewable materials. Wherever possible, we design products for circular systems that enable them to be collected, recycled and transformed into new items at our facilities. We also support the development of innovative reuse systems.

- Single-use home compostable: In cases where reusable products are not feasible, we offer alternatives to single-use plastics that can be recycled or home-composted. With home composting, products can break down naturally and enrich the soil without industrial composting.

- Single-use plastic recycling: In some cases, such as when extended shelf life is critical, single-use plastic packaging remains necessary. In these instances, we ensure that all materials are recyclable, preferably made from recycled (rPET) or renewable sources. We advise customers on proper waste management practices to prevent products from entering the environment and promote closed-loop recycling wherever possible.

Phasing out unnecessary single-use plastics
We are committed to working closely with our customers to phase out unnecessary single-use plastics – items for which sustainable alternatives exist and where recycling is not guaranteed.

We are focusing on phasing out:

Single-use plastic cutlery:
- Complete phase-out in the EU
- In other markets, only offered as a transitional solution toward more sustainable alternatives

Single-use plastic cups:
- Complete phase-out in the EU unless made from PET
- In other markets, only offered as part of a bundled product offering

Other single-use plastic items:
- We collaborate with our customers to align on our product circularity hierarchy and identify phase-out opportunities

Reducing carbon footprints through our products

As outlined in the Planet chapter, shifting to a more circular product portfolio is one of the main drivers behind carbon footprint reductions – both for our company and our customers.

Product circularity actions – such using fewer materials, opting for renewable inputs, switching to reusable items, enabling closed-loop recycling, and optimizing transport through local production – all contribute to lowering the environmental impact of our products.

We are committed to further supporting our customers in reducing their carbon footprint through our products. Our product carbon footprint tool helps them make informed choices by comparing the footprints of different products. In addition, we have launched our Climate Activator product line to accelerate progress in this area.

Paper board cutlery - KAMI

Reducing impact through design

Design is one of our most effective tools for reducing the environmental impact caused by using our products. The majority of our products are designed in-house, and sustainability principles have long been embedded in our development process.

We stay at the forefront of technological advancements to ensure our products are safe, functional, durable, ergonomic, and as environmentally friendly as possible. Considering the use phase, specifically, we focus on reducing weight and volume while simplifying, streamlining, and accelerating work processes.

> Designing for the skies means designing for the future. At deSter, we're proud to lead with purpose, creating award-winning, circular solutions that reflect our deep commitment to shaping a more sustainable aviation industry.
>
> **Ruud Vanderheyden,
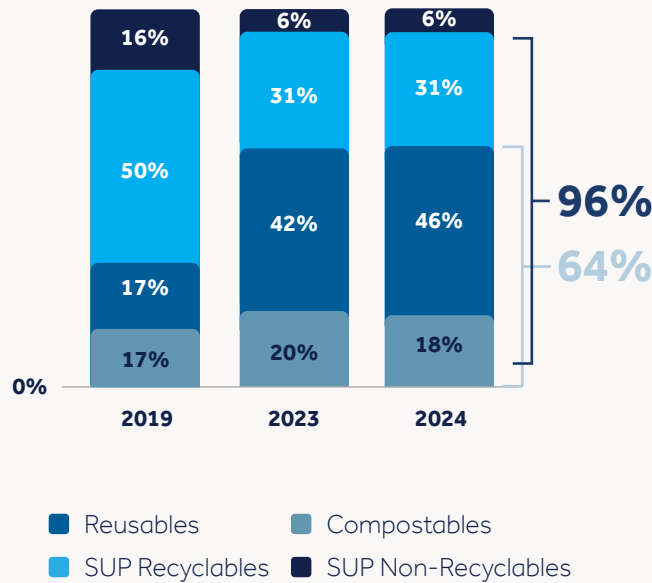> Senior Category Director,
> Travel Main Cabin**

Our approach to sustainable product design:

- **Lightweight solutions:** We strive to reduce product weight without compromising quality, durability, or the user experience. Our thoughtfully engineered lightweight solutions use fewer materials, lower transport emissions, and deliver the performance our customers expect.
- **Optimized design and material use:** For reusable items, we prioritize durability by selecting optimal materials and refining product design to extend the lifespan. We also analyze each product's lifecycle to identify opportunities for improvement.
- **Low stacking height:** Products are designed to stack efficiently, reducing secondary packaging and minimizing transport volume.

- **No harmful substances:** Our products are designed to prevent the release or ingestion of harmful substances during use. We ensure full compliance with European or national safety regulations (See the "Consumer Health and Safety" section and our Global Environmental Policy for more details).
- **User-centric design:** We collaborate closely with all stakeholders – including caterers, crews, restaurant owners, product experts, engineers, and our manufacturing and supply chain teams – to ensure each product is fine-tuned and optimized before production.

REVENUE SHARE OF SUSTAINABLE PACKAGING OVER TIME

	2019	2023	2024
SUP Non-Recyclables	16%	6%	6%
SUP Recyclables	50%	31%	31%
Reusables	17%	42%	46%
Compostables	17%	20%	18%

96%
64%

- Reusables
- SUP Recyclables
- Compostables
- SUP Non-Recyclables

SINGLE-USE PLASTICS SOLD BY WEIGHT (TONNES)

	2019	2023	2024
Total	27,234	15,091	16,177
SUP Recyclables	72%	84%	85%
SUP Non-Recyclables	28%	16%	15%

-41%

- SUP Recyclables
- SUP Non-Recyclables

Patrik Geens
Senior Designer
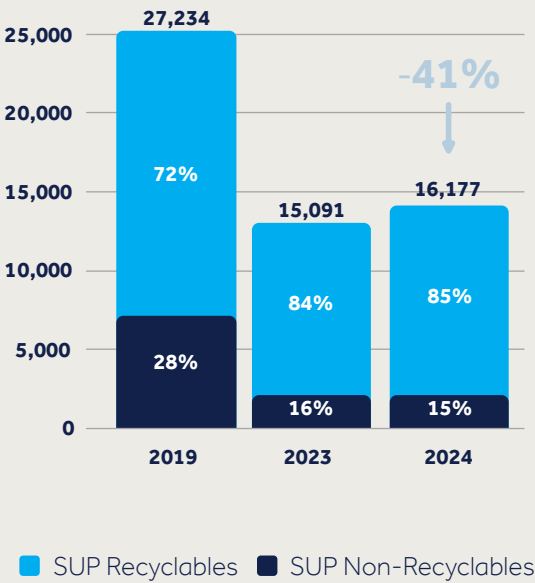
Our product circularity targets

Since 2020
- Exclusively introduced products that are either reusable, compostable, or recyclable

By the end of 2025
- 100% of products will either be reusable, compostable, or recyclable

- Phase-out Polystyrene (PS) across all product lines

By the end of 2035
- 100% of products to be zero-waste, with every product sold having a confirmed circular solution for end-of-life treatment

Annually
- Support customers in reducing their carbon footprint through more sustainable product choices

- Phase out unnecessary single-use plastics by replacing them with reusable or compostable alternatives

Actions and metrics

Sustainable packaging

We remain on track with our goal to make all products reusable, compostable or recyclable. Currently, 94% of revenue from packaging and tableware comes from products that meet this criterion.

Only 6% of revenue comes from non-recyclable, single-use plastics (SUP). While this percentage remained stable compared to last year, the actual weight of non-recyclable SUP packaging and tableware sold decreased – from 16% to 15% – even as the total weight of SUP items sold increased. This is primarily due to the integration of Nupik x deSter and growth in recyclable plastic products. Compared to 2019, we achieved a 41% reduction in single-use plastic packaging and tableware sold by weight.

We also saw continued growth in revenue from compostable products, increasing from 42% to 46%, once again surpassing revenue from single-use plastic items. Revenue from reusable products declined slightly.

Overall, 64% of revenue from packaging and tableware now comes from reusable and compostable products, up from 62% last year.

"

R&D isn't just about creating something new – it's also about shaping what's next, more responsibly. Every material we test, design we refine, and production method we challenge is an opportunity to reduce waste, boost efficiency, and drive sustainable innovation forward.

**Gert Willems,
R&D Director**

R&D: Circular products

In addition to launching new designs and custom reusable or compostable products for customers (see the "Sustainable product highlights" section in the introduction), we carried out several R&D projects in 2024.

Our wet-molded fiber production line became fully operational (see more details in the "Sustainable products highlights" section), and we also made progress toward eliminating intentionally added PFAs (more details can be found in the "Consumer health and safety" section).

For paper board cutlery, we received both the DIN CERTO home compostability certificate – enabling composting in home gardens – and the BPI industrial compostability certificate, confirming it breaks down completely in commercial composting without harmful residue.

For paper cups, we identified a technology that makes them resistant to alcohol-containing liquids and are continuing to invest in in-house production.

Furthermore, for reusable bowls, we developed a sealing solution using transparent compostable film – helping preserve food safely and prevent leakage.

Closed-loop recycling

In 2021, deSter became the first company in the travel industry to receive EFSA (European Food Safety Authority) approval for our closed-loop recycling process. Furthermore, deSter's closed-loop recycling model is fully compliant with Commission Regulation 2022/1616, as well as with the requirements of FPS Public Health, Food Chain Safety and Environment, and the Federal Agency for the Safety of the Food Chain (FASFC).

After launching our food-approved, closed-loop recycling program at our site in Belgium with KLM, we have since expanded the system to our Thailand facility for Cathay Pacific, Etihad, and Emirates. We have also made further improvements to support closed-loop recycling of reusables for foodservice customers.

Etihad Airways' Closed-Loop Trays

Launched in 2022, some of Etihad's tray setups began reaching the end of their lifecycle by 2024 due to intensive use. The first batches were collected and recycled into new versions of the same items, completing the closed-loop system.

In June 2024, the tray setup was honored with the Onboard Hospitality Award for 'Trendsetter of the Year'.

Product carbon footprint calculations

Transitioning towards circular products is one of the most impactful ways to reduce carbon emissions. This understanding is gaining traction across our industry, resulting in a growing demand for transparent, data-backed carbon footprint assessments.

To support our customers in this endeavor, we officially launched our product carbon footprint (PCF) calculator in 2024. An externally approved tool developed in alignment with the Greenhouse Gas Protocol standards, the PCF allows for meaningful product comparisons by calculating emissions across a product's lifecycle – whether from cradle to gate, cradle to grave, or cradle to cradle in a closed-loop system. The calculator not only helps customers choose lower-impact products but also provides our teams with useful data to improve our product development.

'3L' paper board cutlery

Reusable 'FLYLIGHT' Cup

Reusable 'OPTICUP'

"

Our goal is to make it easier for customers to lower their carbon footprint. Through circular design, local production, and our Climate Activator products, we offer solutions that are better for the planet – and for their scope 3 reduction goals.

**Fien Van Den Heuvel,
Environmental
Footprint Manager**

Climate Activator products

To help reduce carbon emissions across our operations and products, we started the Climate Activator product certification process in 2023 and made steady progress through 2024. Climate Activator is the first climate-specific certification based on the ISEAL Code of Good Practice – a global standard for credible and transparent sustainability certifications, placing it alongside respected initiatives, including FSC, ISCC, and Fair Trade.

Climate Activator certification is awarded to the most sustainable products in a portfolio – those designed to minimize carbon emissions across their lifecycles. Along with meeting strict performance criteria, products must also have a clear plan to cut emissions further and offset any remaining footprint through verified carbon compensation programs. This helps our customers lower their scope 3 emissions and better communicate climate progress.

The first products expected to be certified include our paper board cutlery, the FlyLight cup for airlines, and the Opticup for foodservice – reusable alternatives to single-use cups. Certification is expected in Q4 2025.

Climate
Activator

Circularity in other product groups

Since over 60% of our products relate to packaging and tableware, we primarily focus our circularity efforts in these categories. For other products, circularity is embedded in our design process, and we have implemented several initiatives.

Comfort items

We focus on designing products that can be reused long after a flight or recovered if unused. We also prioritize recycled and renewable materials, responsible sourcing, and carbon footprint reduction.

Our amenity bags are made from rPET, nylon, hemp, bamboo, or organic cotton. For the contents – such as toothbrushes, eye masks, socks, combs, razors, and skincare containers – we prioritize materials like wheat straw, bamboo, and rPET. All paper packaging is recycled or FSC/ PEFC-certified.

Textiles

In 2024, we conducted an in-depth analysis to identify the most sustainable textile options, with a focus on recycled or renewable materials, durability, and product longevity. We also collaborated with suppliers to test laundry processes, aiming to reduce the use of prints and dyes that contribute to water pollution. In addition, we achieved a major milestone: nearly all onboard textiles used by Lufthansa were successfully recycled – totaling 52,684 kilograms.

Premium tableware

As these items are inherently reusable, we prioritize lightweight design and responsible sourcing, aligned with our sustainable procurement practices (see the People chapter for more details).

In 2024, extensive development was carried out on closed-loop recycling for chinaware and glassware. However,

KLM's new sustainable amenity kit

deSter partnered with KLM to develop a sustainable amenity kit for the airline's Premium Economy cabins. The kit is made from REPREVE® Our Ocean™ fabric, crafted using recycled plastic bottles collected from coastal areas in developing countries – helping prevent ocean-bound plastic waste.

Designed with practicality and sustainability in mind, the bag doubles as a laundry bag, helping to contain synthetic fiber microplastics during travel.

Each kit also includes a bamboo toothbrush from Bamboovement and toothpaste tablets from Happy Tabs, eliminating the need for plastic tubes.

In June 2024, the kit received the Travel Plus Award for Best Premium Economy Bag/Kit.

the findings indicate that this technology is still in the development stage.

Promoting circular economy principles

It takes more than thoughtful design and development to bring circular products to market. Collaboration with a wide range of stakeholders and ongoing advocacy for circular principles are also essential. We achieve this in the following ways:

and related stakeholders – such as catering and washing facilities – to establish standard operating procedures for washing, collection, transport, and recycling processes.

- Our dedicated product compliance team keeps customers informed about upcoming packaging and waste regulations, helping them understand what is compliant and supporting them in identifying suitable alternatives.
- We also label our products with the appropriate recycling and composting codes to support correct disposal by end-users.

With our market

deSter is regularly invited to share our sustainable packaging expertise at industry events and initiatives. In 2024, some of our notable activities included:

Green Deal Anders Verpakt, Belgium

As a signatory of the Green Deal Anders Verpakt in Flanders, we shared insights with other members on sustainable packaging practices. This year, we presented key learnings from our experience implementing multiple reusable packaging initiatives.

FPI Congress, USA

The Foodservice Packaging Institute (FPI) connects around 90% of food packaging suppliers and converters in North America. As a member, we participate in their quarterly congresses, where we share insights and learnings on sustainable packaging, recycling, extended producer responsibility, and related regulations.

DeSter Packathon

In 2024, we hosted our own Packathon, inviting students, creatives, and colleagues to submit innovative ideas for reusable packaging solutions. (See the "Community outreach" section of the People chapter for more details.)

University of Antwerp, Belgium

For many years, we have worked closely with the Department of Product Development at the university's Faculty of

With our customers

- We conduct in-depth sustainability workshops to educated clients on our product circularity hierarchy, carbon footprint data, and responsible resource use – guiding them to make the informed product choices with the lowest possible environmental and social impact.
- We offer reusable products supported by advanced systems and technologies, such as RFID-enabled tableware and cups that support tracking and reuse.
- We work closely with customers

Design Sciences. In addition to hosting a 10-week internship for a student at deStudio, we once again organized a design workshop as part of the university's annual Xplore Design Week. During this one-week workshop, students were challenged to design a reusable packaging concept using design thinking tools, including market verification via AI-based platforms.

Reusable Packaging Coalition, Belgium

In 2025, a consortium of major retailers in Belgium – including Albert Heijn, ALDI, Carrefour, Colruyt, Delhaize, and Lidl – will launch a pilot for reusable produce packaging using mushrooms. deSter is proud to contribute its packaging expertise to the project, which will include the testing of a closed-loop system.

Driven by the EU Packaging and Packaging Waste Regulation (PPWR), which bans disposable packaging for fruits or vegetables under 1.5 kg by 2030, the project aims to advance retail sustainability and serve as a model for other countries.

At the heart of our product development is a deep commitment to solving real user needs through purposeful design – where sustainability isn't an option, it's a given. Our customers trust us not only for our innovative packaging solutions but also for the knowledge and foresight we bring as their strategic partner in a rapidly evolving foodservice landscape.

Filip Fransen
Senior Category
Director,
Foodservice

Amsterdam University of Applied Sciences, The Netherlands

Second-year students from the Department of Product Design and Sustainable Packaging spent three months developing a reusable product-service system for intercontinental inflight meal services, based on circular design principles. Supported by KLM and TUI, the project introduces students to our business and the challenges of improving sustainability in airline catering. What's more, deSter defines the brief and evaluates the outcomes. Winning teams are invited to our facilities to experience real-world design and production firsthand.

RESPONSIBLE RESOURCE USE

ESRS E5-4 RESPONSIBLE RESOURCES

Approach

We choose our materials with care, considering their impact on biodiversity, climate and society. For each type of resource, we:

- Strive to limit the use of new resources (see the "Product circularity" and "Reducing impact through design" sections for more details)
- Aim to minimize material waste during production (see the "Waste management" section in the Planet chapter)
- Use recyclable or compostable materials to support our zero-waste goals
- Where possible, choose recycled or renewable materials with traceable supply chains verified by third parties such as the FSC or ISCC PLUS
- Strictly avoid the illegal extraction of resources, such as illegal forestry
- Evaluate the associated greenhouse gas emissions in our decision-making process
- Consider how far raw materials travel to reach our factories
- Ensure all materials comply with statutory environmental and safety requirements under European or national laws
- Commit to ethically produced goods through our sustainable procurement process, which includes auditing suppliers on social and environmental practices and following UN and ILO principles

Our targets

We have defined specific approaches for the two material groups we use most frequently:

- **Plastics:** Primarily used in recyclable and reusable packaging solutions
- **Fiber-based materials:** Derived from wood or plant sources, used in paper, for use in cardboard, and packaging

While aluminum is not among our most commonly used materials, we aim to phase it out by 2035 in alignment with our broader scope 3 emission goals.

Using plastics responsibly

Approach

We are committed to using plastic responsibly, in line with our goals for circular products and sustainable resources. Our strategy focuses on:

- Decoupling plastic production from fossil fuels. Where financially viable and environmentally beneficial, we use renewable, responsibly sourced alternatives to oil-based plastics
- Using plastics that support circularity – mainly for reusable packaging and only if they can be recycled, not for single-use
- Phasing out polystyrene (PS), which is hard to recycle and emits harmful VOCs
- Prioritizing recycled materials when possible, depending on local regulations and customer needs
- Using materials with the lowest carbon footprint across their full lifecycle – from sourcing and production to transport, use, and end-of-life treatment
- All plastic use follows strict regulations, including the EU SUPD, EU PPWR, and other relevant safety and environmental standards

Our plastic use targets:

By the end of 2025:
- Achieve ISCC PLUS certification at our Prachinburi site for renewable and recycled plastics
- Fully phase out products made from PS

By the end of 2026:
- Achieve ISCC PLUS certification at our Lima site for renewable and recycled plastics

Annually
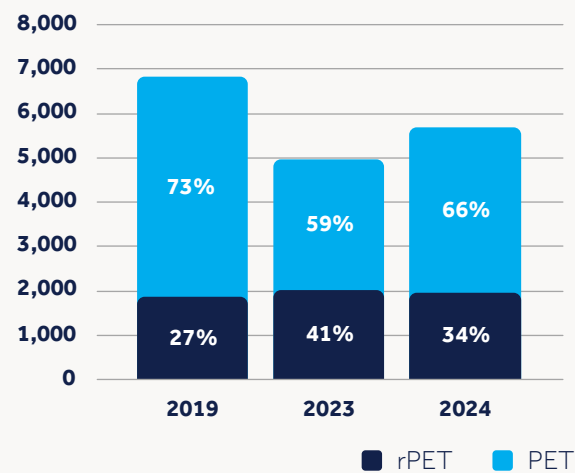- Keep increasing the use of bio-based plastics, certified by ISCC PLUS or equivalent standards

Alain Nicolai
Technical operator

Replay cup, reusable cups

Actions

Recycled plastic

Currently, only rPET and small amounts of material from our closed-loop recycling process are approved for use in food contact products. rPET is mainly used for single-use plastic products.

As demand for single-use plastics declines and rPET prices rise, we have seen an overall decline in rPET usage. While we have not set specific rPET targets, we continue to track its use and promote it when single-use plastic is considered.

In 2024, the volume of rPET products sold by weight remained stable, but total PET products sold by weight increased, leading to a lower rPET-to-PET ratio compared to last year. However, this ratio is still higher than it was in 2019.

Phasing out of polystyrene

In 2024, we achieved a 72% reduction in polystyrene (PS) used in products sold by weight compared to 2019, with further declines from 2023 levels. However, continued effort is required to meet our commitment to fully phase out polystyrene by the end of 2025.

PET VS RPET PRODUCTS SOLD (TONNES)

72% REDUCTION IN PS SOLD VS 2019 (TONNES)
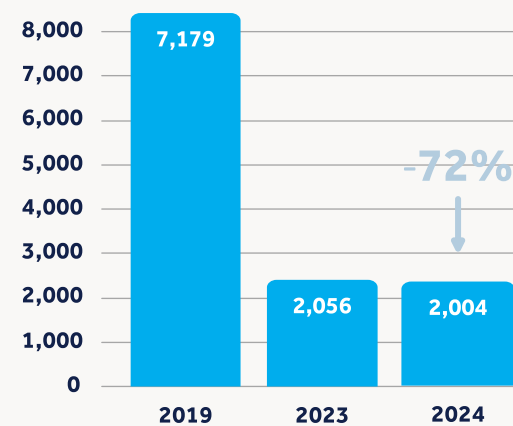
Renewable materials

Building on our 2023 efforts, we achieved our first ISCC PLUS certification at our Hoogstraten site in 2024, followed by certification at our Prachinburi site in early 2025. ISCC PLUS is a globally recognized standard for recycled and bio-based materials, offering full supply chain traceability and compliance with environmental and social criteria. This certification enables us to offer bio-based plastics that help reduce reliance on fossil-based materials and lower carbon emissions.

While the share of renewable materials in our plastic products remains low – increasing from 2% to 3% – we have begun tracking it to monitor progress in the coming years.

Using fiber and paper responsibly

Approach

Sourcing materials such as paper, fiber, wood and cardboard carries inherent risks – most notably deforestation, land-use change, and adverse effects on climate and biodiversity. (See the "E4 Biodiversity and ecosystems" section of our double materiality assessment on our website for more detail).

Our approach to responsible fiber and paper use is designed to mitigate these upstream risks while supporting broader environmental goals.

To strengthen our practices, we apply targeted strategies across all fiber-based materials and products – summarized here collectively as "fibers" – depending on their application.

For non-food contact products:

Recycled fibers are our standard material for non-food contact items such as cartons, tray mats, napkins and drawers. We use virgin fibers only when absolutely necessary for functional or quality reasons. As recycled materials are not suitable for direct food contact, we have established separate targets for food- and non-food-contact products.

For food contact products requiring virgin fiber:

When virgin fiber is necessary for food-safe applications – such as bowls, plates, casseroles, lids, and cutlery, which represent the largest portion of our portfolio – we prioritize:

- Waste-derived fibers: Where possible, we use fibers derived from agricultural by-products or waste streams (e.g., bagasse) and aim to scale up their usage over time. Due to technical limitations in some applications, we have not set a specific target for this category.

PLASTICS FROM RENEWABLE RESOURCES VS TOTAL SOLD (TONNES)
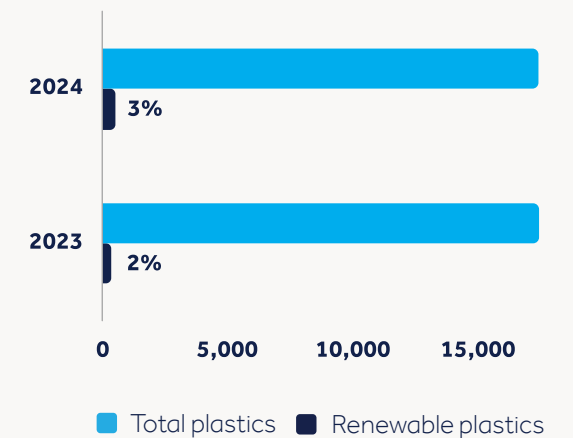
- Certified sustainable sources: When waste-derived fibers are not possible, we aim to source virgin fibers that are FSC- or PEFC-certified, ensuring they come from responsibly managed forests with strict protections for biodiversity.

- Regionally regulated sources: If certification is not feasible, we prioritize sourcing from within the EU, where the European Timber Regulation (EUTR) safeguards against illegal forestry. For non-EU sourcing, we collaborate with suppliers to verify compliance with EUTR or equivalent standards. Where compliance is still in progress, we require assurances against illegal logging.

Earth trays, compostable wet-molded tray

Our targets for sustainable paper, fiber, and cardboard sourcing:

By the end of 2025:
- Food contact products: At least 55% FSC- or PEFC-certified virgin fiber (excluding bagasse)
- Non-food contact products: At least 40% recycled fiber content (excluding bagasse)

By the end of 2026:
- Food contact products: At least 65% FSC- or PEFC-certified virgin fiber (excluding bagasse)
- Non-food contact products: At least 50% recycled fiber content (excluding bagasse)

By the end of 2030:
- Food contact products: 100% of paper, wood and fiber sourced from sustainably managed forests
- Non-food contact products: 100% recycled fiber content

Preparing for the European Deforestation Regulation (EUDR)

The upcoming EUDR will replace the EUTR and require stricter checks to ensure products placed on the EU market are not linked to deforestation. deSter is preparing by strengthening risk assessments, traceability, and documentation processes. We are also contributing to the EU's Due Diligence Registry.

While EUDR goes beyond standard certifications like FSC or PEFC, it applies only to EU markets. Given our global presence, we will continue using FSC or PEFC certifications to ensure responsible sourcing of virgin fiber. We also review our sourcing approach annually to stay ahead of evolving regulations and fiber technologies.

Actions and metrics

Fiber-based products

We've focused our efforts on improving fiber and paper use in food contact items, which made up 82% of our total fiber use in 2024. As compostable product sales grew, our total fiber use increased from 13,662 tonnes in 2023 to 18,715 tonnes in 2024.

Fiber use in food contact products

In 2024 we saw a steep increase in the total weight of fiber-based products sold, driven in part by the increase in compostable products (see the "Product circularity" section).

FSC- or PEFC-certified products

We continue working with customers to switch to FSC- or PEFC-certified products or to start with certified options from the outset. However, this is not yet feasible for all product groups due to the higher costs in some categories.

The total weight of FSC-certified products increased in line with overall fiber use, and the share of certified materials rose slightly to 45%. In 2025, we will continue efforts to reach our goal of having 55% of food contact fibers FSC- or PFEC-certified by the end of 2025.

Waste-derived fibers

As outlined in our approach, we prefer using materials made from waste streams – particularly bagasse – over virgin FSC- or PEFC-certified fibers. However, not all food contact products can be made from bagasse, so we have not set specific targets for it.

In 2024, the actual weight of bagasse products sold slightly increased, but its share compared to virgin fibers decreased, due to a steep decrease in virgin fiber product sales.

We continue to invest in bagasse production at our Thailand factory and in ongoing material development aby our R&D team.

Fiber use in non-food contact products

For non-food contact products, we saw a slight increase in the use of recycled fibers, but we are still far from our 50% goal by the end of 2025.

Challenges include limited availability, product requirements, and cost. We remain focused on reaching this ambitious goal.

FOOD-CONTACT VS NON-FOOD CONTACT FIBER MATERIAL SOLD (BY WEIGHT)

- 18% (3.3mt)
- 82% (15.4kmt)
- Food contact
- Non-food contact
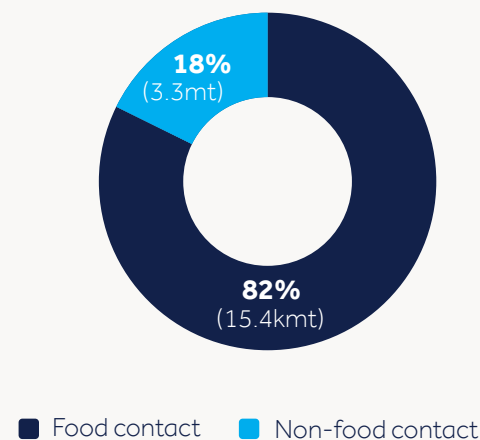
CERTIFIED VS NON-CERTIFIED FOOD-CONTACT PRODUCTS (TONNES)

- 2019: 87%, 13%
- 2023: 57%, 43%
- 2024: 55%, 45%
- FSC/PEFC
- NON-FSC/PEFC
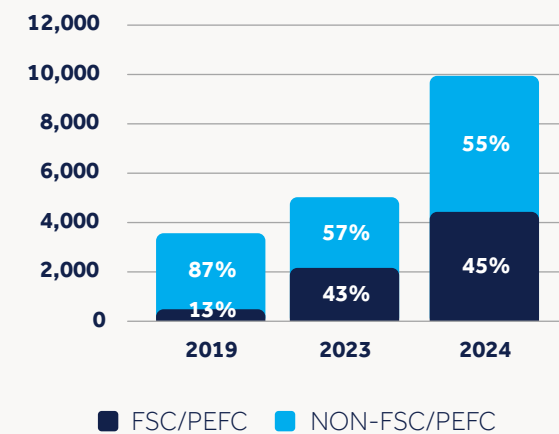
FIBER USAGE IN FOOD CONTACT PRODUCTS (TONNES)

- 2019: 98%, 2%
- 2023: 79%, 21%
- 2024: 87%, 13%
- Waste-derived fiber
- Virgin fibers
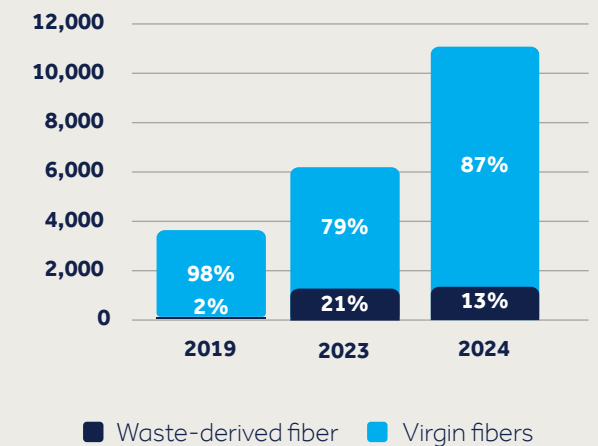
RECYCLED FIBERS IN NON-FOOD CONTACT PRODUCTS (TONNES)

- 2019: 65%, 35%
- 2023: 77%, 23%
- 2024: 75%, 25%
- Recycled
- Virgin

SINGLE-USE ALUMINUM PRODUCTS SOLD (TONNES)

-29%
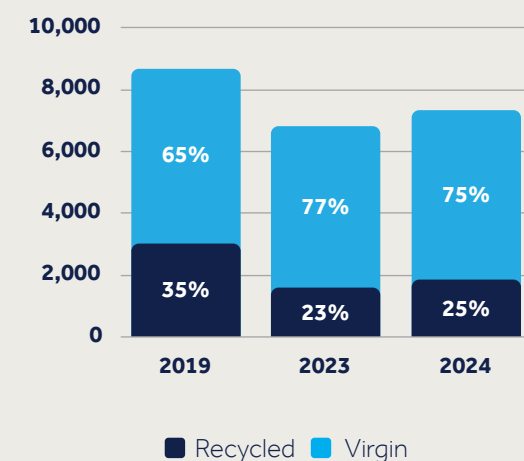
- Single-use aluminum
- Single-use aluminum deSter Germany
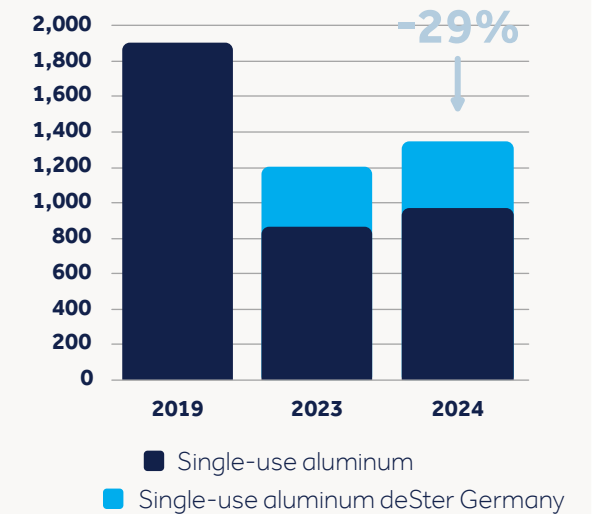
Phasing out aluminum

Our scope 3 emissions analysis identified aluminum as one of our most carbon-intensive materials. As a result, we set a goal in 2024 to phase out aluminum by 2035 and began officially tracking its usage.

While there was a slight increase in 2024 compared to 2023, the total sales declined with almost 30% since 2019. We will continue to monitor this trend closely in the coming years.

CONSUMER HEALTH & SAFETY

Approach

Safety is central to what we do – especially since our products come into direct contact with food. We work hard to reduce risks, from physical hazards to chemical safety, through thoughtful design, material selection, manufacturing, and distribution.

As part of our commitments, we meet all legal requirements, ensure clear labeling, maintain high safety standards, and enable full product traceability. You can learn more about our Consumer Health and Safety policy, part of our Global Environmental Policy, on our website.

In 2024, we adopted a new roadmap to take a more proactive approach to consumer health and safety compliance. With regulations becoming more complex, staying ahead helps us avoid risks like fines or reputational harm. This roadmap ensures we meet all requirements while keeping consumer well-being and trust at the center of our work. Regular reviews, adaptability, and continuous improvement remain key to maintaining product quality and safety.

In addition to tracking product quality, all of our factories undergo regular food safety audits by Brand Reputation Compliance Global Standards (BRCGS), a globally recognized authority on food safety, packaging, and consumer products. To uphold high standards, we have set a goal for each factory to achieve at least a BRCGS A rating every year.

An important part of our consumer health and safety strategy is phasing out intentionally added PFAS, which we define as becoming PFAS-free. We currently use these substances in some fiber-based packaging – especially wet-molded fiber – for their moisture, grease and stain resistance. While our products meet EU and REACH standards, we recognize the potential health and environmental risks and are actively working to remove PFAS from our products.

Our consumer health and safety targets:

Annually
- Maintain a consumer complaint rate below 0.20 per 1,000 production hours

Annually
- Achieve at least a BRCGS A rating at all production sites

By August 2026:
- Ensure all fiber-based products are PFAS-free
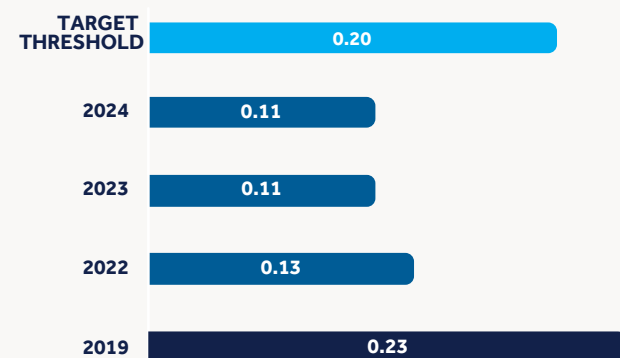
Actions

Product quality complaint rate

In addition to data from our sites in Hoogstraten, Thailand and Lima, we now include figures from our Barcelona plant. The overall consumer complaint rate remained 0.11 per 1,000 production hours – remaining well below our target of 0.20. The individual factories with a rate above this threshold, we are addressing in 2025.

BRCGS rating

Our Prachinburi and Lima plants met the target BRCGS A rating in 2024. After many years of reaching A and AA ratings for our other sites, our Hoogstraten plant received a B+ rating for packaging materials and our Barcelona plant received for the first time a B rating for plastics production, due to a lower occupation. For both plants improvements are already on the way in 2025. In Barcelona also the paper production will undergo a BRCGS audit in 2025.
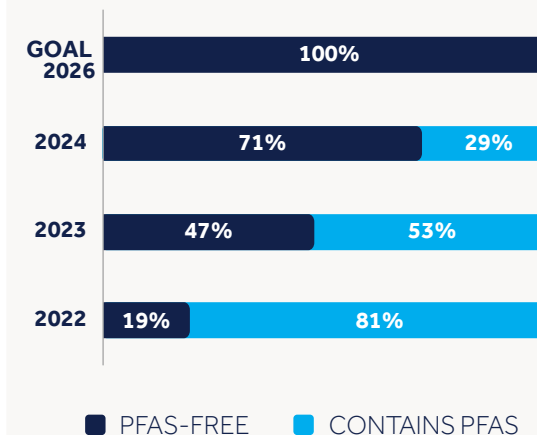
> We recognize the critical importance of providing our customers with products that are not only safe but also fully compliant with all relevant regulatory requirements. That's why we have proudly upheld the globally recognized BRCGS certification for over 15 years, demonstrating our ongoing dedication to the highest standards of quality and safety.

Hortensia López
Quality & Environment
Manager, Barcelona site, Spain

Ridge compostable bowls with compostable see-through lids

Phasing out PFAS

In 2024, we continued R&D efforts to find effective moisture- and grease-resistant alternatives to PFAS. We also improved the performance of our in-house PFAS-free wet-molded fiber products and worked with partners to advance PFAS-free standards.

As a result, 71% of our fiber-based products are now PFAS-free – a major improvement from last year and a strong step toward our goal of 100% elimination by August 2026.

PRODUCT COMPLAINTS PER 1,000 PRODUCTION HOURS

TARGET THRESHOLD	0.20
2024	0.11
2023	0.11
2022	0.13
2019	0.23

PFAS-FREE FIBER-BASED PRODUCTS

	PFAS-FREE	CONTAINS PFAS
GOAL 2026	100%	
2024	71%	29%
2023	47%	53%
2022	19%	81%

BRCGS RATINGS

Manufacturing Site	BRCGS Rating Packaging Materials	BRCGS Rating Food Safety	BRCGS Rating Consumer Goods
Hoogstraten	B+	A+	
Prachinburi	AA	A	
Lima	A	A	
Barcelona			B

CONCLUSION

The progress outlined in our third sustainability report reflects not only our dedication to responsible business practices, but also our readiness to meet the evolving expectations of our customers, partners, and communities. As we look ahead, we remain steadfast in our commitment to creating a more sustainable future for food and travel experiences.

Sustainability is no longer a separate initiative – it is embedded in how we design, manufacture, and collaborate. In the years to come, we will continue to strengthen this integration, guided by our #PeoplePlanetProduct strategy and aligned with emerging global standards and regulations.

We recognize that the path forward will require agility, innovation, and deep collaboration across our network to drive meaningful change. Whether through advancing circular design, further reducing our greenhouse gas emissions, or fostering purposeful workplaces, we are committed to continuous improvement and long-term impact.

This report marks another step in our journey – not a final destination. More than a record of achievements, it stands as a testament to our collective efforts. Together, we can shape a future where sustainable food and travel experiences are not the exception, but the norm.

**" Sustainability is a journey,
not a destination "**

ADDENDUM

OUR GOALS AND KPIs

The following pages summarize the progress we have made towards the targets and KPIs we have set. The first set of data shows the key results related to our #PeoplePlanetProduct strategy, the second set are additional ESRS and VSME disclosures, as a result of our double materiality assessment, which were not yet covered by our #PeoplePlanetProduct KPIs, the third table contains the qualitative ESRS general disclosures and topical standards with reference to the pages where these disclosures can be found in this report.

PEOPLE

#PeoplePlanetProduct goals and KPIs

Initiative	Goal	KPI 2024	Target 2024	Result 2024	Result 2023	Result 2022	CSRD	COMMENT
**GP2W	GREAT PLACE TO WORK**								
Employee engagement	Reach eNPS goal of 30 by end 2030	Employee Net promoter score through satisfaction survey	eNPS 30 by 2031	9.6	-	-	-	Survey done in 2024
	Keep voluntary leave turnover below 10%	Voluntary leave turnover	Keep below 10%	7.5%	9.3%	17.9%	-	
Social Dialogue	Yearly employee survey (pulse survey or every 2 years full survey)	Percentage of employees responded to employee survey (pulse or overall survey)	70%	78.6%	-	-	-	Survey done in 2024
Training	Ensure that at least 95% of employees received skills related training	Percentage of total workforce that received skills training	95%	67%	96%	61%	ESRS S1	
	Year on year increase at least 5% on number of training hours (until 2028 - and then keep that level)	Average number of training hours per employee (Soft skills/Technical skills)	13	7,9 h	16,4	12.6 h	ESRS S1	
	Year on year increase at least 5% on average expense on training (until 2028 - and then keep that level)	Average expense on training per employee (CHF)	-	94	59	24	ESRS S1	
Performance Feedback	Maintain at least 90% participation on performance and career development reviews (PA&P)	Percentage of the total workforce across all locations who received yearly performance and career development reviews (PA&P)	90%	100%	99.7%	97%	ESRS S1	
Well-being	Maintain absenteeism illness rate below 6%	Percentage absenteeism illness	Stay below 6%	4%	4%	6%	ESRS S1	
Diversity, Equity and Inclusion	Increase the representation of women in leadership roles to 33% by 2030 (leadership team, middle and low level mgmt. combined)	Percentage of women in leadership team (Extended Leadership team)	-	9%	9%	9%	ESRS S1	
	Increase the representation of women in leadership roles to 33% by 2030 (leadership team, middle and low level mgmt. combined)	Percentage of women in leadership team, middle and low level mgmt. combined	30% by 2030	new	-	-	ESRS S1	Not measured yet, new goal
	Close adjusted gender pay-gap by 2033	Average adjusted gender pay gap (pay gap Percentage men earning more vs women)	0% by 2033	Unified metric being further defined	-	-	ESRS S1	Unfied metric being defined. Unadjusted gender pay gap % available in additional CSRD metrics
Working conditions	Close living wage gap year on year to reach 100% closure by 2033	Percentage of employees earning below living wage	0% by 2033	23%	19%	27%	ESRS S1	
	Close living wage gap year on year to reach 100% closure by 2033	Percentage of average wage gap for own employees paid below living wage against a living wage benchmark	0% by 2033	9.3%	6.9%	-	ESRS S1	

PEOPLE

#PeoplePlanetProduct goals and KPIs

Initiative	Goal	KPI 2024	Target 2024	Result 2024	Result 2023	Result 2022	CSRD	COMMENT
Health & Safety	Reduce LTIFR and never exceed a certain average industry threshold	Lost time injury frequency rate (LTIFR)	Stay below sector avarage 14.33 (2024 Belgium's sector NACE 22.290)	9.1	7.89	10.36	ESRS S1	
	Reduce LTISR and never exceed a certain average industry threshold	Lost time injury severity rate (LTISR)	-	0.30	0.08	0.11	ESRS S1	See page 104 for more background.
	Strive for zero accidents. Reduce each year and never exceed a certain average industry threshold	Number of work-related accidents	Strive for zero accidents	19	14	16	ESRS S1	See page 104 for more background
	Implement ISO45000 by 2025 in HGS and by 2026 in PRB, LIM, BCN	Number of locations ISO45000 installed of the 4 production locations	2025 in HGS and by 2026 in PRB, LIM, BCN	Started	-	-	ESRS S1	
Human rights Ops	Yearly follow up on internal and external audit gaps and non-conformities and close according to specified timeframes	Percentage closure of gaps on Human Rights actions operations	-	25%	75%	new	ESRS S1	3/4 remain open and are rescheduled for 2025

SUSTAINABLE SUPPLY CHAIN

Initiative	Goal	KPI 2024	Target 2024	Result 2024	Result 2023	Result 2022	CSRD	COMMENT
Sustainable Procurement	Reach at least the target of 95% Code of Conduct (COC) signature for existing and new suppliers	Percentage COC signature of targeted suppliers	95%	98%	97%	90%	ESRS S2	
	Conduct every two years risk assessment to define the suppliers that need to conduct a self-assessment	% of targeted suppliers covered by risk assessment	100%	100%	100%	100%	ESRS S2	
	Conduct self-assessment of targeted suppliers to identify areas for improvement and identify suppliers to undergo a physical audit	Number of suppliers targeted for self-assessment (based on risk assessment)	-	87	NA	45	ESRS S2	
		Number of targeted suppliers that completed an ESG self-assessment	87	81	NA	42	ESRS S2	
	Execute physical ESG audits at targeted suppliers resulting from the self-assessment	Number of targeted suppliers that went through an on-site ESG audit	15	21	25	5	ESRS S2	
	Improve (or phase out) D and E rated suppliers to C within the defined timeframes. (6 months from E to D, 6 months from D to C)	Percentage of suppliers improved within timeframe	70%	71%	-	-	ESRS S2	
	Yearly training on sustainable procurement topics	Percentage of targeted procurement team trained on sustainable procurement topics	100%	100%	100%	-	ESRS S2	
	Consider GHG questionnaire with enlarged scope of suppliers	Percentage of targeted suppliers that responded to the questionnaire	90%	90%	-	-	ESRS E1	
Community Outreach	Each office to support at least one local community project	Percentage of locations that conducted community outreach actions	100%	75%	75%	-		

PLANET

#PeoplePlanetProduct goals and KPIs

Initiative	Goal	KPI 2024		Target 2024	Result 2024	Result 2023	Result 2022	CSRD	COMMENT
NET-ZERO CARBON									
Reach Net-zero Carbon	55% carbon reduction by 2025	Percentage total CO2e emissions reduction compared to targets		100% reduction by 2050	-63%	-50%	-	ESRS E1-4	
	55% carbon reduction on scope 3 by 2030	Percentage reduction CO2e emissions scope 3 compared to 2019		55% reduction by 2030	-63%	-50%	-	ESRS E1-4	
	Reach-Net-zero carbon in scope 1 and 2 by 2030	Percentage reduction CO2e emissions scope 1 and 2 compared to 2019		100% reduction by 2030	-51%	-44%	-35%	ESRS E1	
	Achieve energy consumption reduction targets per location by 2025 (HGS 6%, PRB 5%, Lima 10%)	Percentage of locations that met their energy consumption reduction targets (reduction since 2019, relative to raw material use) (tonnage)		% reduction by 2025: HGS 6%, PRB 5%, Lima 10%	0%	33%	50%	ESRS E1	HGS: +6%., PRB +9% (without WMF), LIM +68%, BCN +53% (No actual target set for BCN)
	Achieve 20% on green energy use in 2024	Percentage of green energy use		20%	18%	15%		ESRS E1	
WASTE									
Avoid operational waste and prioritize	Net-zero waste to landfill by 2030	Percentage of waste to landfill		0% by 2030 (were legally allowed)	2%	6%	6%	ESRS E5	
	Net-zero waste to landfill by 2030	Percentage of waste reduction compared to 2019		-	34%	50%		ESRS E5	
	Achieve site-spefic targets on waste reduction (by 2025: HGS 10%, PRB 5%, Lima 5%)	Percentage of locations that met their targets on waste reduction (reduction since 2019, relative to raw material use) (waste intensity ratio)		% reduction by 2025: HGS 10%, PRB 5%, Lima 5%	66%	100%	-	ESRS E5	HGS +5%, PRB -7, LIM -61% PRB and LIM on track - HGS not on track. No target yet for BCN.
	Achieve 80% recycled waste by 2030	Percentage of recycled waste		80% by 2030	63%	71%	57%	ESRS E5	
WATER USE AND POLLUTION									
Manage water use	Achieve targets on water for the relevant sites (2025: HGS 10%, PRB 10%)	Percentage of locations that met their targets on water use reduction (reduction since 2019, relative to raw material use)		% reduction by 2025: HGS 10%, PRB 10%	0%	0%	50%	ESRS E3	
Avoid Pollution	Meet the location specific goals on emissions of volatile organic compounds (VOCs), NOx and SOx emissions (By end 2025 reduce compared to 2019 and relative to the tonnage of raw material: HGS: VOCs by 40%, NOx by 50% and SOx by 50%, PRB reduce VOC with 80%)	Percentage of locations that met their targets on emissions reduction of volatile compounds reduction (reduction since 2019, relative to raw material use tonnage)		% reduction by 2025: HGS VOC 40%, Nox 50%, SOx 50%, PRB VOC 80%	100%	100%	100%	ESRS E2	HGS -31% VOC, PRB -71% VOC HGS -10% SOx and -10 NOx
	Reach continuous improvement goals set on chemical use	Percentage goals achieved (see description in report)		To see page 156	100%	-	-	ESRS E2	
PLANET GOVERNANCE									
Certifications	Achieve ISO 14001 verification for all locations by 2025	Number out of the 4 production site ISO 14001 certified (HGS, PRB, LIM, BCN)		HGS 2024, PRB and LIM 2025	2 of 4	0 of 4	-		Barcelona and Hoogstraten are certified

PRODUCT

#PeoplePlanetProduct goals and KPIs

Initiative	Goal	KPI 2024		Target 2024	Result 2024	Result 2023	Result 2022	CSRD	COMMENT
CIRCULARITY									
Circularity	By 2025 all products are either reusable, recyclable or compostable	Percentage revenue of reusable, compostable and recyclable packaging vs non-reusable, -recyclable or -compostable packaging		100% by 2026	96%	96%	-	ESRS E5	
	By 2025 all products are either reusable, recyclable or compostable	Percentage revenue reusable, compostable and single-use plastic packaging products		-	18% 46% 31%	20% 41% 31%	17% 17% 66%	-	
	By 2025 all products are either reusable, recyclable or compostable	Percentage recyclable vs non-recyclable single-use plastics sold by weight		100% by 2026	85% 15%	84% 16%	-	-	
	Phase out unnecessary single-use plastics	Percentage reduction of single-use plastics sold by weight compared to 2019			-41%	-52%	-38%	-	
	Monitor existing closed-loop projects and work with our customers to introduce new closed-loop projects	Number of closed loop projects		-	6	6	4	ESRS E5	
RESPONSBLE RESOURCE USE									
Responsble resource use	Phase out use of PS by end 2025	% difference in total PS material sold by weight compared to 2019		-100% by end 2025	-72%	-71%	-28%	-	
	Increase year-on-year volume of plastic products made from bio-based material (ISCC+ or others)	Percentage of bio-based plastic material sold vs total virgin plastic material sold		Increase vs 2023	3%	2%	-	ESRS E5	
	100% of paper, wood and fiber resources for food-contact products come from sustainably managed forests. (55% in 2025)	Percentage use of FSC or PEFC materials vs non-FSC/non-PEFC virgin fiber-based materials for food contact products		55% in 2025	45%	44%	33%	-	
	40% recycled fiber for non-food contact products by 2025	Percentage use of recycled materials vs virgin fiber-based materials for non-food contact products		40% in 2025	25%	23%	-	ESRS E5	
	Phase out of Alu casseroles by end 2035	Percentage reduction in aluminum-based casseroles sold by weight vs 2019		100% by 2035	-29%	-37%	-	-	
CONSUMER HEALTH AND SAFETY									
Consumer health and safety	100% phase out of PFAs for all molded fiber-based products	Total weight of fiber based products without PFAs compared to total weight of molded fiber based products		100% by Aug 2026	71%	47%	19%	-	
	Keep number of complaints below 0.2 per 1,000 production hours	Number of complaints per 1,000 production hours		Stay below 0.2	0.11	0.11	0.13	ESRS S4	
	Reach every year at least BRCGS A rating at all locations	Number out of the 4 sites that reached minimum BRCGS A rating		Minimum BRCGS A rating	2 of 4	-	-	-	

GOVERNANCE

#PeoplePlanetProduct goals and KPIs

Initiative	Goal	KPI 2024		Target 2024	Result 2024	Result 2023	Result 2022	CSRD	COMMENT
GOVERNANCE									
Business Ethics	All third parties engaged by our commercial team need to pass anti-corruption & anti-bribery due diligence.	Percentage of third parties that passed the due diligence assessment		90%	100%	–	–	ESRS G1	5 approved, 3 rejected, 2 pending and 1 expired (no longer relevant).
Business Ethics	Yearly employee training on (i) anti-competitive practices, (ii) anti-corruption & anti-bribery, (iii) geopolitics and sanctions, and (iv) information security.	Percentage of functions-at-risk trained on Ethics training program		90%	100%	100%	–	ESRS G1	
Business Ethics	Have a robust procedure in place to inform the organization on policies related to data security, records retention and user-access rights management.	Percentage of staff informed about the policies on information security, records retention and user-access rights management.		90%	84%	96%	51%	ESRS G1	
Business Ethics	Continue to meet product and environmental compliance standards and ensure the existence of a proactive consumer health & safety compliance process.	Number of convictions for non-compliance with product and environmental laws and regulations.		0	0	0	0	ESRS G1	
External assurance	Keep EcoVadis Platinum rating	Certification level achieved		Platinum	Platinum	Gold	Silver	–	
External assurance	SMETA4P audit for all production facilities at least once in 3 years and continuous follow up on non-conformities. (HGS, PRB, Lima, BCN)	Number of production facilities out of 4 that conducted a SMETA4P audit in the last 3 years		3 of 4	3	2	2	–	

PEOPLE

Additional CSRD metrics

Initiative	Disclosure	Result 2024		Result 2024	Result 2024	Result 2019	CSRD metrics ERS	VSME Metric	Comment
Our people by the numbers	Total number of employees	1135		996	990	-	S1	Yes	As of December 31 annually
	% Total Direct Labor	43 %		41%	47%	-	-	-	
	% Total Indirect Labor	57 %		59%	53%	-	-	-	
	Employee turnover	16* %		21%	38%	-	S1	-	* Excludes direct labor employees in Thailand who left during probation
	Number of nationalities	43		43	40	-	-	-	
Diversity, Equity and Inclusion	Total number of employees < 18 years old	0		0	0	-	S1	-	
	Total number of employees 18 or 19 years old	3		5	8	-	S1	-	
	Total number of employees 20-29 years old	163		151	164	-	S1	-	
	Total number of employees 30-39 years old	291		267	264	-	S1	-	
	Total number of employees 40-49 years old	358		309	318	-	S1	-	
	Total number of employees 50-59 years old	268		225	201	-	S1	-	
	Total number of employees 60 or <60 years old	52		39	35	-	S1	-	
	Age Structure Management team						S1	-	
	20-29 years Old	0		0	0	-	S2	-	
	30-39	1		1	0	-	S1	-	
	40-49	12		13	0	-	S1	-	
	50-59	7		7	0	-	S1	-	
	60 or <60	2		2	0		S2	-	
	Number of incidents related to diversity, equity and inclusion	0		0	0	-	S1	-	
	% of women employed in relation to the whole organization	48 %		49%	51%	-	S1	yes	
	Average unadjusted gender pay gap (pay gap percentage men earning more vs women)	39 %		39%	46%	-	S1	yes	
Training and development	Average expense on training per employee in CHF by gender	- CHF		-	0	-	S1	Yes	No data yet
Social dialogue	% of Total workforce across all locations who are covered by formal collective agreements concerning working conditions	43 %		40%	38%	-	S1	yes	
Health & Safety	Number of fatalities in own workforce as result of work-related injuries and work-related ill health	0		0	0	0	S1	yes	
Human rights and ethics	Number of complaints filed through own internal channels for people in own workforce to raise concerns. (other then Integrity Line)	0		0	0	-	S1	-	
	Amount of material fines, penalties and compensation for damages as result of violations regarding social and human rights factors	0		0	0	0	S1	-	
	Amount of material fines, penalties and compensation for severe human rights issues and incidents connected to own workforce	0		0	0	0	S1	-	
	Number of confirmed information security incidents	0		0	0	0	S1	-	
	Number of confirmed corruption and bribery incidents	0		0	0	0	S1	-	
	Number of convictions for violation of anti-corruption and anti-bribery laws	0		0	0	0	G1	-	
	Amount of fines for violation of anti-corruption and anti-bribery laws	0		0	0	0	G1	-	

PLANET

Additional CSRD metrics

Initiative	Disclosure	Result 2024		Result 2024	Result 2024	Result 2019	CSRD metrics ERS	VSME Metric	Comment
Ghg emissions	Scope 1	579	tCO2e	790	933	1,298	E1-6	yes	
	Scope 2 location based	13,406	tCO2e	11,926	13,751	22,710	E1-6	yes	
	Scope 2 market based	11,099	tCO2e	11,250	12,401	22,710	E1-6	-	
	Scope 3 total	223,633	tCO2e	274718	274257	611648	E1-6	-	
	Scope 3 cat 1 Purchased goods	171,930	tCO2e	228,866	209,402	542,481	E1-6	-	
	Scope 3 cat 4 Upstream transport and distribution	11,888	tCO2e	8,660	23,112	13,167	E1-6	-	
	Scope 3 cat 12 End-of-life of products	39,815	tCO2e	37,192	41,743	56,000	E1-6	-	
	Total emissions (scope 1+2+3) market based	235,311	tCO2e	286,758	287,591	635,656	E1-6	-	
	Total GHG emissions per net revenue (market based)	0.65	tCO2/kCHF	1.01	1.19	1.73	E1-6	-	
	Percentage scope 1 of total (market based)	0	%	0%	0%	0%	E1-4	-	
	Percentage scope 2 of total (market based)	5	%	3%	3%	3%	E1-4	-	
	Percentage scope 3 of total (market based)	95	%	97%	97%	97%	E1-4	-	
	Reduction scope 1 (compared to 2019)	-55	%	-34%	-23%	NA	E1-4	-	
	Reduction scope 2 market based (compared to 2019)	-51	%	-44%	-35%	NA	E1-4	-	
	Reduction scope 3 (compared to 2019)	-63	%	-50%	-45%	NA	E1-4	-	
	Total reduction greenhouse gas emissions (compared to 2019)	-63	%	-50%	-45%	NA	E1-4	-	
Energy	Total energy consumption	48,852	MWh	1,604	41,540	60,936	E1-5	yes	
	Total electricity consumption	47,551	MWh	38,536	39,661	57,267	E1-5	yes	
	Relative electricity consumption / prod revenue	0.13	MWh/CHF	0.11	0.12	0.14	E1-5	-	
	Total energy consumption from fossil sources	23,390	MWh	19,305	19,462	29,543	E1-5	yes	
	Total energy consumption from renewable sources: consumption of self-generated non-fuel renewable energy	0	MWh	0	0	0	E1-5	yes	
	Total energy consumption from renewable sources: procurement green electricity	8387	MWh	1166	0	0	E1-6	yes	
	Percentage green electricity purchased	18	%	3%	0%	0%	E1-5	-	
Waste	Total waste	2127	tonnes	1306	1084	2255	E1-5	yes	
	Total waste relative to net production revenue	0.006	tonnes / CHF			0.006	E1-5	-	
	Total recycled waste	503	tonnes	206	315	621	E1-5	yes	
	Total landfilled waste	48	tonnes	82.46	46	131	E1-5	yes	
	Hazardous waste	399	tonnes	115	97	198	E1-5	yes	
	Hazardous waste recycled	81	tonnes	12	0	13	E1-5	-	
	Hazardous waste incinerated with E recovery	318	tonnes	95	90	177	E1-5	-	
	Hazardous waste landfilled	0	tonnes	8	6	8	E1-5	-	
	Non-hazardous waste	1,728	tonnes	1,191	987	2,057	E1-5	yes	
	Non-hazardous waste recycled	1,259	tonnes	916	625	1,268	E1-5	-	
	Non-hazardous waste incinerated with E recovery	421	tonnes	194	315	608	E1-5	-	
	Non-hazardous waste landfilled	48	tonnes	74	40	123	E1-5	-	
	Non-hazardous waste to digestor	0	tonnes	7	7	58	E1-5	-	
	Total amount reground and reused plastics within own factories	2,268	tonnes	3,727	4,126	5,457	E1-5	-	
Water	Total water consumption	80,609	m3	65,508	63,899	77,075	E3-4	yes	
	Total water consumption in areas at water risk, including areas of high-water stress	56,722	m3	45,007	47,414	52,523	E3-4	-	
	Sites at water stressed regions (acc to aqueduct)	2	-	1	1	1	E2-4	yes	
	Water intensity of production revenue in region with high or extremely high water stress	1,808	m3/CHF	1,607	1,580	1,251	E2-4	-	
	Zinc in waste water	1.07	g/m3	0.32	2.08	0.65	E2-4	-	
	Pollutants in water (total)	10.5	tonnes	4	no data	no data	E2-4	-	
	Below threshholds in HGS and PRB	no (HGS)	YES/NO	yes	yes	yes		-	

PRODUCT

Additional CSRD metrics

Initiative	Disclosure	Result 2024		Result 2024	Result 2024	Result 2019	CSRD metrics ERS	VSME Metric	Comment
Pollution	VOCs	1,238 kg		355	501	1,916	E2-4	-	
	NOx (hgs)	230 kg		199	139	326	E2-4	-	
	SOx (hgs)	174 kg		448	313	732	E2-4	-	
Responsible resource use	Amount of PS materials (based on sales data)	1,898 tonnes		1,772	2,872	7,264		-	
	Percentage of biological materials (= made from renewable materials)	12,172 tonnes		10,590	7,872	7,034	E5-4	-	Weight sold of fiber-based products and amount of renewable material for plastics
	Amount of recycled plastic materials (rPET)	1,960 tonne		2,019	1,863	1,865	E5-4	-	
	Percentage of recycled plastics materials (rPET) compared to total closed-loop recyclable plastic materials (PET + RPET)	34 %		41%	40%	27%	E5-4	-	Only rPET is approved for use in food packaging applications. Additionally, rPET is currently limited to single-use plastics – a category that is steadily declining in volume.
	Percentage of recyclable materials used for packaging products vs non-recyclable materials for packaging products	94 %		94%	85%	84%	E5-4	yes	Based on revenue from sold products
	Materials that are sourced from by-products or waste stream compared to total fiber based sourced products (food contact items)	12 %		22%	8%	3%	E5-4	-	
Consumer health and safety	Number of complaints received from consumers and/or end users during the reporting period	80 -		69	79	231	S4	-	

ESRS Qualitative Content

ESRS 2 GENERAL DISCLOSURES

DISCLOSURE REQUIREMENTS		PAGES	COMMENT
BASIS FOR PREPERATION			
BP-1	General basis for preparation of sustainability statements	1 About this report, 56-58 Sustainability approach	
BP-2	Disclosures in relation to specific circumstances	59- 63 Double materiality	Short-, medium-, and long-term risks are incorporated into the full double materiality assessment. Further details are available upon request
GOVERNANCE			
GOV-1	The role of the administrative, management and supervisory bodies	73 Corporate Governance and Risk Management	More information on our executive board is available at our parent company level: www.gategroup.com/corporate-affairs/mandatory-reporting
GOV-2	Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies	78-79 Integrated ESG team	
GOV-3	Integration of sustainability-related performance in incentive schemes	92 Performance and feedback	Each member of the management team has personal ESG goals integrated into their performance targets
GOV-4	Statement on due diligence	59- 63 Double materiality, 73-74 Governance, 87 Our people/labor and human rights, 109 Sustainable procurement due diligence, 218-221 SDG mapping	
GOV-5	Risk management and internal controls over sustainability reporting	59- 63 Double materialty, 73 Corporate Governance and risk management, 78-79 Integrated ESG team	
STRATEGY			
SBM-1	Strategy, business model and value chain	40-49 About deSter, Our markets and products, Our core capabilities, 62-63 Our value chain	
SBM-2	Interests and views of stakeholders	60-61 Stakeholder interests and views	
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	64-67 People Planet Product Impact Risks and Opportunities.	We integrate sustainability into our strategy and operations
IMPACT, RISK AND OPPORTUNITY MANAGEMENT			
IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	59-67 Double materiality	
IRO-2	Disclosure requirements in ESRS covered by the undertaking's sustainability statement	59-67 Double materiality	

TOPICAL STANDARDS

ESRS E1 CLIMATE CHANGE			
GOV-3	Integration of sustainability-related performance in incentive schemes	92 Performance and feedback	No incentive schemes yet specifically defined on carbon reduction however overall EGS goals, which includes the reduction of carbon emissions, are integrated into management personal goals
E1-1	Transition plan for climate change mitigation	120-134 Actions taken and planned per scope 1,2 and 3, 122 Actions on GHG reductions and 144-145 energy efficiency	
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	59-67 Double materiality	
IRO-1	Description of the processes to identify and assess material climate-related impacts, risks and opportunities	59-67 Double materiality	
E1-2	Policies related to climate change mitigation and adaptation	120 Environmental Management System	Our Environmental Management Policy covers also Consumer Health and Safety and Product Circularity

ESRS Qualitative Content

DISCLOSURE REQUIREMENTS		PAGES	COMMENT
E1-3	Actions and resources in relation to climate change policies	120-134 Actions taken and planned per scope 1,2 and 3, 122 Actions on GHG reductions and 144-145 energy efficiency	
E1-4	Targets related to climate change mitigation and adaptation	122 -127 Greenhouse gas emissions/our approach	
E1-5	Energy consumption and mix	144-145 Energy and 202-203 Planet additional ESRS metrics	
E1-6	Gross scopes 1, 2 & 3 and total GHG emissions	124 Overview of greenhouse gas emissions, 202-203 additional ESRS metrics	
E1-7	GHG removals and GHG mitigation projects financed through carbon credits	N/A	Not applicable yet. See development Carbon Optimized Products 9116)
E1-8	Internal carbon pricing	N/A	Not applicable, we do not have internal carbon pricing mechanisms in place
E1-9	Anticipated financial effects from material physical and transition risks and potential climate-related opportunities	59-67 Methodology financial materiality	Potential financial risk and opportunities have been evaluated from 1 to 5, where 3 represented a financial impact of 1M EUR. Further details are not calculated (This information can be omitted for the first year of preparing sustainability statements)
ESRS E2 POLLUTION			
IRO-1	Description of the processes to identify and assess material pollution-related impacts, risks and opportunities	59-67 Double materiality	
E2-1	Policies related to pollution	120 Environmental Management System	
E2-2	Actions and resources related to pollution	158 Actions on Pollution Reduction	
E2-3	Targets related to pollution	156 Our approach on pollution	
E2-4	Pollution of air, water and soil	156 Pollution/Metrics , 194-195 Aditional CSRD Metrics	
E2-5	Substances of concern and substances of very high concern	154 Chemicals	We did not include an actual list of all substances
E2-6	Anticipated financial effects from material pollution related risks and opportunities	59-67 Methodology financial materiality	Potential financial risk and opportunities have been evaluated from 1 to 5, where 3 represented a financial impact of 1M EUR. Further details are not calculated (This information can be omitted for the first year of preparing sustainability statements)
ESRS E3 WATER AND MARINE RESOURCES			
IRO-1	Description of the processes to identify and assess material water and marine resources-related impacts, risks and opportunities	59-67 Double materiality	
E3-1	Policies related to water and marine resources	120 Environmental Management System	
E3-2	Actions and resources related to water and marine resources	153 Actions on water management	
E3-3	Targets related to water and marine resources	146 Our approach water management	
E3-4	Water consumption	147 Water management /Metrics, 195 Goals and KPIs	
E3-5	Anticipated financial effects from water and marine resources-related impacts, risks and opportunities	59-67 Methodology financial materiality	Potential financial risk and opportunities have been evaluated from 1 to 5, where 3 represented a financial impact of 1M EUR. Further details are not calculated (This information can be omitted for the first year of preparing sustainability statements)
ESRS E4 · BIODIVERSITY AND ECOSYSTEMS			
E4-1	Transition plan and consideration of biodiversity and ecosystems in strategy and business model	59-67 Double materiality , 122-127 Planet/ Greenhouse gas emissions, 168 Product/ Product circularity, 177 Product/Responsible resource use	Biodiversity has been integrated into Greenhouse gas emission reduction, Product circularity, Responsible resource use
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	59-67 Double materiality, 65 Biodiversity material topics	
IRO-1	Description of processes to identify and assess material biodiversity and ecosystem-related impacts, risks, dependencies and opportunities	59-67 Double materiality, 45 Biodiversity material topics	

ESRS Qualitative Content

DISCLOSURE REQUIREMENTS		PAGES	COMMENT
E4-2	Policies related to biodiversity and ecosystem	120 Environmental Management System	
E4-3	Actions and resources related to biodiversity and ecosystems	177 Responsible Resource Use	
E4-4	Targets related to biodiversity and ecosystems	177 Responsible Resource Use	
E4-5	Impact metrics related to biodiversity and ecosystems change	180-181 Responsible Resource Use, 168-175 Product/Product circularity	
E4-6	Anticipated financial effects from biodiversity and ecosystems-related risks and opportunities	59-67 Methodology financial materiality	Potential financial risk and opportunities have been evaluated from 1 to 5, where 3 represented a financial impact of 1M EUR. Further details are not calculated (This information can be omitted for the first year of preparing sustainability statements)
ESRS E5 RESOURCE USE AND CIRCULAR ECONOMY			
IRO-1	Description of the processes to identify and assess material resource use and circular economy-related impacts, risks and opportunities	59-67 Double materiality, 46 Biodiversity material topics	
E5-1	Policies related to resource use and circular economy	166 Product circularity/Our circular economy approach	
E5-2	Actions and resources related to resource use and circular economy	171-175 Product/Product circularity	
E5-3	Targets related to resource use and circular economy	164 Our Circular Economy Targets	
E5-4	Resource inflows	180-181 Responsible Resource Use	
E5-5	Resource outflows	168-175 Product/Product circularity	
E5-6	Anticipated financial effects from resource use and circular economy-related impacts, risks and opportunities	59-67 Methodology financial materiality	Potential financial risk and opportunities have been evaluated from 1 to 5, where 3 represented a financial impact of 1M EUR. Further details are not calculated (This information can be omitted for the first year of preparing sustainability statements)
ESRS S1 OWN WORKFORCE			
SBM-2	Interests and views of stakeholders	59-67 - Double materiality assessment/Stakeholder interest and views	
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	59-67 Double materiality assessment, 80-113 Our people	We disclose information on all workforce members, the material impacts, both negative and positive and the description of activities leading to positive impacts and mitigation of risks including potential human rights risks
S1-1	Policies related to own workforce	86 Our people policies and approach, Labor and human rights, 198 List of policies	See full lost of human rights policies
S1-2	Processes for engaging with own workers and workers' representatives about impacts	100 People/Engagement with our employees	We engage with employees and their representatives regularly and we take steps to understand and include perspectives of all deSter employees. We communicate in an accessible manner and ensure our workforce's perspectives inform our decisions and activities.
S1-3	Processes to remediate negative impacts and channels for own workers to raise concerns	75 Whistleblower progam, 87 People/Labor and human rights, 100 People/Engagement with employees	
S1-4	Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	80-113 Our people, 192-193 People goals and KPIs	Targets relating to our own workforce are set under the People section and the effects of our actions on these targets are measured through our KPIs.
S1-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	80-113 Our people, 192-193 People goals and KPIs and 200-201 Additional CSRD metrics	Targets relating to our own workforce are set under the People section and the effects of our actions on these targets are measured through our KPIs.

ESRS Qualitative Content

DISCLOSURE REQUIREMENTS		PAGES	COMMENT
S1-6	Characteristics of the undertaking's employees	84-85 Our people, 160-173 People goals and KPIs	Employee data was compiled from currently available systems and aggregated by two representatives of the HR team with the supervision of the Vice-president of HR. Data is segregated by locations and regions where necessary
S1-7	Characteristics of non-employee workers in the undertaking's own workforce	N/A	N/A
S1-8	Collective bargaining coverage and social dialogue	100 People/Engagement with our employees, 200-201	We follow all legal regulations concerning collective bargaining agreements. Employee representatives are elected by other employees and are regularly involved in two-way communication between management and workers. Some countries have different arrangements according to country-specific practices, traditions and local labor legislation.
S1-9	Diversity metrics	190-191 People goals and KPIs	
S1-10	Adequate wages	94 Living wage	Calculated for our own workforce
S1-11	Social protection	95-91 Well-being and work-life balance	We work with legal requirements on social protection in line with legislation in the European countries we operate in. These include access to health care and income support in cases of challenging life events - such as the loss of a job - being sick and requiring medical care, giving birth and raising a child, or needing a pension due to retirement.
S1-12	Persons with disabilities	N/A	Due to European General Data Protection Regulation (GDPR) legislation, we do not currently collect information on disabled employees. We will monitor EU level guidance on how to report on this topic whilst respecting both EU and local legislation.
S1-13	Training and skills development metrics	89 Training and development, 190-191 Goals and KPIs	
S1-14	Health and safety metrics	104 Health and Safety, 192-193 Goals and KPIs	
S1-15	Work-life balance metrics	95-91 Well-being and work-life balance, 190-191 Goals and KPIs	
S1-16	Compensation metrics (pay gap and total compensation)	93 Adjusted gender pay gap	Total compensation not included
S1-17	Incidents, complaints and severe human rights impacts	75 Whistleblower line is also publicly available, 200-201 Additional CSRD Metrics	No severe human rights issues, or violations of UN Guiding Principles and OECD Guidelines. No complaints filed to National Contact Points for OECD Multinational Enterprises, and no material fines, penalties, or compensation for damages related to social and human rights violations.
ESRS S2 WORKERS IN THE VALUE CHAIN			
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	59-67 Double materiality assessment, 87 People/Sustainable Procurement	
S2-1	Policies related to value chain workers	109-110 Sustainable Procurement/Our approach, visit our website www.dester.com/sustainability/reports/	We adhere to international standards such as the UN Guiding Principles, ILO Declaration on Fundamental Principles and Rights at Work, and OECD Guidelines for Multinational Enterprises. We recuire all suppliers to sign our supplier Code of Conduct. (CoC also available on our webiste)
S2-2	Processes for engaging with value chain workers about impacts	109-110 Sustainable Procurement/Human rights due diligence and supplier ESG assessment	On-site audits where we evaluate impacts to workers within our value chain.
S2-3	Processes to remediate negative impacts and channels for value chain workers to raise concerns	109-110 Sustainable Procurement/Human rights due diligence and supplier ESG assessment	Corrective action plans. During on-site audit supplier employees are contacted. Wistleblower line also publicallly available.

ESRS Qualitative Content

DISCLOSURE REQUIREMENTS		PAGES	COMMENT
S2-4	Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions	109-110 Sustainable Procurement/Human rights due diligence and supplier ESG assessment	Process in place including risk analysis, supplier assessment, on-site audits and corrective action plans
S2-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	109-110 Sustainable Procurement/Human rights due diligence and supplier ESG assessment ; 190-193 Goals and KPIs Sustainable procurement	
ESRS S4 CONSUMERS AND END-USERS			
SBM-2	Interests and views of stakeholders	59-67 Double materiality assessment /Stakeholder interests and views, 152 Consumer Health and Safety Approach	
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	59-67 Double materiality assessment /Material sustainability topics, 48 Consumer and end-users	Product safety and quality, user experience improvements
S4-1	Policies related to consumers and end-users	152 Consumer Health and Safety Approach, 196 List of Policies	
S4-2	Processes for engaging with consumers and end-users about impacts	59-67 Double materiality assessment /Stakeholders interests and views, 182-184 Consumer and end-users	Engagement via our customers (As we are a B2B business) through consumer testing, complaints procedure or potentially via our Integrity line
S4-3	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	59-67 - Double materiality assessment/Stakeholder interest and views	Issues raised through Integrity line or quality complaints are tracked, and regularly assessed to mprove our consumer relations and maintain trust.
S4-4	Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	182-184 Consumer health and safety/actions on consumer health and safety	
S4-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	182-184 Consumer health and safety/actions on consumer health and safety	
ESRS G1 CONDUCT			
GOV-1	The role of the administrative, supervisory and management bodies	70-75 Corporate Governance and risk management/Business conduct	www.gategroup.com/corporate-affairs/mandatory-reporting/
G1-1	Corporate culture and business conduct policies and corporate culture	70-75 Corporate Governance and risk management/Business conduct	
G1-2	Management of relationships with suppliers	109-110 Sustainable Procurement/Human rights due diligence and supplier ESG assessment ; 162-165 Goals and KPIs Sustainable procurement	
G1-3	Prevention and detection of corruption and bribery	77 Anti-Corruption and Anti bribery, 192-193 Overview of trainings and communication	We have strong measures to prevent, detect, and address corruption or bribery. An independent committee investigates allegations, ensuring unbiased reviews. We clearly communicate our anti-corruption policies and offer extensive training, covering all at-risk functions and including management.
G1-4	Confirmed incidents of corruption or bribery	77 Anti-Corruption and Anti bribery, 200-201 Human rights and ethics KPIs	No incidents on corruption or bribery

UN GLOBAL COMPACT QUALITATIVE CONTENT

PRINCIPLE	REQUIREMENT	RELEVANT SECTIONS
HUMAN RIGHTS		
1. Promote and respect the protection of international human rights law.	Implement policies that respect human rights; conduct due diligence to identify, prevent, and mitigate human rights abuses.	Policies 228, Our People 80-112
2. Take care not to be complicit in human rights violations.	Avoid involvement in human rights abuses; ensure that business operations do not contribute to such abuses.	Due Diligence 60-67; Our People 80-112
INTERNATIONAL LABOR STANDARDS		
3. Respect freedom of association and recognize the right to collective bargaining.	Respect employees' rights to join unions and bargain collectively; ensure that these rights are protected.	100 Employee Engagement
4. Contribute to the elimination of all forms of forced or compulsory labor.	Prohibit forced labor in all operations and supply chains; conduct regular audits to ensure compliance.	Materiality 60, People 80-108 Sustainable Procurement 109-111, SDGs 218
5. Contribute to the effective abolition of child labor.	Implement strict policies against child labor; monitor and audit operations and supply chains to ensure no child labor is used.	Our Policies 228 People 80-112, Sustainable Procurement 109-111, SDG's 218
6. Contribute to the elimination of discrimination in employment and occupation.	Promote equal opportunity and diversity; prevent discrimination in hiring, employment, and occupation.	Our policies 228, People 80-108, Diversity, equity and inclusion 92-94
ENVIRONMENT		
7. Apply the precautionary approach to environmental challenges.	Implement environmental risk management practices; take preventive measures to avoid environmental damage.	Due Diligence / Double materiality 60-67, Planet 114-159
8. Take initiatives to promote greater environmental responsibility.	Develop and implement initiatives to enhance environmental responsibility.	Planet 114-159
9. Promote the development and diffusion of environmentally friendly technologies.	Invest in and promote the use of environmentally friendly technologies.	Product 160-184
ANTI-CORRUPTION		
10. Act against corruption in all its forms, including extortion and bribery.	Implement strong anti-corruption policies and practices; ensure transparent operations.	Our Policies 228, Governance 70-79, Anti corruption 77

United Nations Global Compact

PEOPLE

DETAILS ON OUR SELECTED SDGS

The UN lists 17 Sustainable Development Goals (SDGs). From this, we selected 12 SDGs that align with our goals, create the most impact, and are relevant to our industry.

SDG PRIORITY GOALS

3. **Ensure healthy lives and promote well-being for all at all ages**

5. **Achieve gender equality and empower all women and girls**

8. **Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**

10. **Reduce inequality within and among countries**

KEY SDG BUSINESS THEMES FOR DESTER

- Occupational health and safety
- Equal remuneration for women and men
- Diversity and equal opportunity
- Workplace violence and harassment
- Women in leadership
- Employment
- Economic inclusion
- Non-discrimination
- Capacity buillding
- Availability of a skilled workforce
- Elimination of forced or compulsory labor

DESTER'S STRATEGIC CONTRIBUTIONS TO THE SDGS

BE A GREAT PLACE 2 WORK

This includes commitments to Diversity, Equity and Inclusion (including gender pay gap closure), anti-discrimination and anti-harassment, career management (e.g. training and development), working conditions (e.g. well-being, recruitment, onboarding, living wage), abolition of child and forced labor, social dialogue and commitments on health and safety.
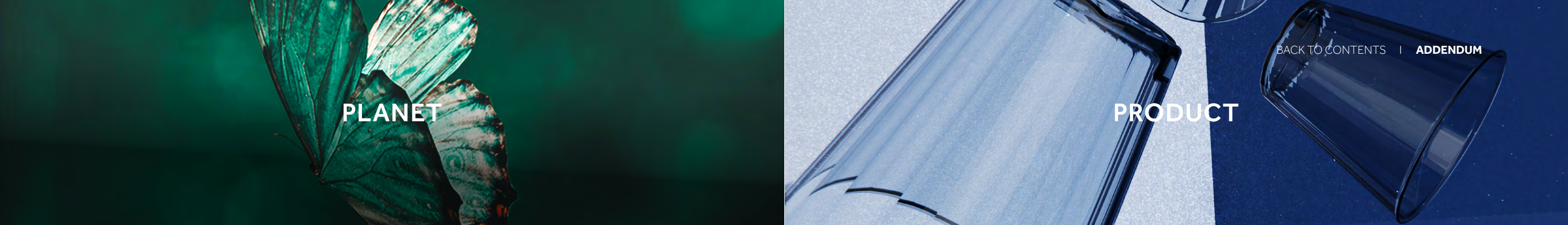
We continuously improve our human rights and ethics practices, guided by risk assessments and through external audits conducted on our company by independent partners.

Grow a committed sustainable supply chain
It involves assessing social risks (e.g., working conditions, health and safety) and environmental risks (e.g., pollution, GHG emissions), along with supplier self-assessments and on-site audits.

Actively contribute to local communities
Engage with local communities near our global offices on social and environmental related aspects with a focus on plastic waste reduction.

PLANET

PRODUCT

SDG PRIORITY GOALS	KEY SDG BUSINESS THEMES FOR DESTER	DESTER'S STRATEGIC GOALS CONTRIBUTING TO THE SDGs GOALS
6. Ensure availability and sustainable management of water and sanitation for all **7. Ensure access to affordable, reliable, sustainable and modern energy for all** **13. Take urgent action to combat climate change and its impacts**	• Improved water quality through effluent treatment • Improved water efficiency through application of 5R principles: reduce, reuse, recover, recycle, replenish • Protection of water-related ecosystems and biodiversity • Renewable energy • Energy efficiency • Infrastructure investments • Environmental investments • GHG emissions • Risks and opportunities due to climate change	**REACH NET-ZERO CARBON** **2030** Reduce absolute scope 1 and 2 GHG emissions by 90% from our 2019 baseline* Reduce absolute scope 3 GHG emissions by 55% from our 2019 baseline* **2050** Reach net-zero carbon across our value chain (scope 1,2, and 3)* *See official SBTi target wording on page 123 Avoid operational waste and prioritize recycling **2030** Achieve Net-zero waste to landfill Achieve 80% recycled waste Manage water use and avoid pollution **2030** Reach site-specific water reduction targets for relevant locations

SDG PRIORITY GOALS	KEY SDG BUSINESS THEMES FOR DESTER	DESTER'S STRATEGIC GOALS CONTRIBUTING TO THE SDGs GOALS
9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation **12. Ensure sustainable consumption and production patterns** **14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development** **15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss** **17. Strengthen the means of implementation and revitalize the global partnership for sustainable development**	• Environmental investments • Research and development • Infrastructure investments • Sustainable sourcing • Resource efficiency of products and services • Materials recycling • Procurement practices • Product and service information and labeling • Marine biodiversity • Ocean acidification • Spills • Water discharge to oceans • Deforestation and forest degradation • Land remediation • Landscapes forest management and fiber sourcing • Natural habit degradation • Enhance the global partnership for sustainable development • Encourage companies to adopt sustainable practices	**CHAMPION CIRCULAR ECONOMY** Since 2020 we only launch new products that are reusable, compostable or recyclable **2025** Produce 100% reusable, compostable or recyclable products **2035** Produce 100% zero-waste products Confirmed circular end-of-life solution for every product sold **Annually** Help customers reduce carbon footprints via more sustainable product choices Phase out unnecessary single-use plastics Advance responsible resource use and protect biodiversity **2025** Phase out products made from PS **2030** Source 100% of fiber materials for food contact products from sustainably managed forests Use 100% recycled fiber in non-food contact products **2035** Phase out of single-use aluminum products **Annually** Increase use of renewable plastic materials Ensure highest packaging safety **2026** Ensure all fiber-based products are PFAS-free **Annually** Achieve BRCGS A rating for all sites Keep complaints under 0.20 per 1,000 hours

ACTIONS ON GHG REDUCTION & ENERGY EFFICIENCY

2024 RESULTS AND PROJECTIONS FOR FUTURE INVESTMENTS

2024 RESULTS AND PROJECTIONS FOR FUTURE INVESTMENTS

Action taken	Reporting year	Saved	Unit	t CO2e saving / year
20% green electricity	2024	3,124	MWh	1,421
20% green electricity	2024	4,026	MWh	581
20% green electricity	2024	727	MWh	221
20% green electricity	2024	510	MWh	83
Switch to LED lights (deStudio)	2024	520	MWh	75
Compressed air leakages detection and reparation	2024	66	MWh	30
Silo system: less secondary packaging	2024	17,939	kg cardboard	5
Switch to LED lights (Main building)	2024	16	MWh	0
PBC line 3	2024	no data available		
PBC line 1	2024	no data available		
Supplier engagement carbon pilot	2024	no data available		
Study on reusing heat production and cooling towers to replace fossil fuels for heating	2024	no data available		
Install new loading stations for electrical and hybrid vehicles	2024	no data available		
Business case on electrical vs diesel driven forklifts	2024	not implemented		
Compressed air leakages detection and reparation	2024	no data available		
ISCC Plus options for plastics	2024	no data available		
Product carbon footprint accounting tool	2024	no data available		
Carbon optimized products	2024	no data available		
Installation of solar panels	2025	no data available		
Installation of solar panels	2025	6,030	MWh	2,743
25% green electricity	2025	5,074	MWh	732
25% green electricity	2025	4,747	MWh	2,159
25% green electricity	2025	856	MWh	261
25% green electricity	2025	1,210	MWh	198

CERTIFICATIONS
& AUDITS

QUALITY AND PRODUCT SAFETY	deSter BV, HGS*	deSter Co. Ltd., PRB*	deSter Co, LIM*	Nupik by deSter, BCN*
BRCGS Global Standard for Packaging Materials Issue 6	B+ grade	AA grade	A grade	
BRCGS Food Safety Issue 8	A+ grade	AA grade		
BRCGS Global Standard for Consumer Products issue 4				B grade
Bio Sugar	✔			
FSC Chain-of-custody	✔	✔		
PEFC				✔
ISCC PLUS	✔			
Home OK Compost Mark	✔		✔	
Industrial OK Compost Mark	✔			✔
Food and Drug Administration (USA)	✔ (registration)	✔ (registration)		
FAVV (Federaal Agentschap voor de veiligheid van de voedselketen) Food Safety Audit	✔			
EFSA (European Food Safety Authori-ty) approval for deSter's closed loop recycling concept	✔			
CE-532 EU production	✔			
NSF conformity quality and food approval food packaging	✔		✔	
HACCP	✔	✔		✔
GMP	✔	✔		✔
REACH	✔	✔		✔
RoHS	✔	✔		

ENVIRONMENT	deSter BV, HGS*	deSter Co. Ltd., PRB*	deSter Co, LIM*	Nupik by deSter, BCN*
ISO14001:2015	✔			✔
Energy Audit	✔			
Noise Audit	✔ (2018)	✔	✔	
Water analysis	✔ (waste, cooling and tap water)	✔ (wastewater and specific lines)		
Air quality			✔	
Greenhouse gas emissions verification	✔	✔	✔	✔
Working conditions employees				
WORKING CONDITIONS EMPLOYEES				
Thai Labour Standard (TLS8001-2020)		✔		
Health and Safety Audit (IDEWE)	✔			
ISO 45001:2018 Health and Safety				✔
Periodic technical controls	✔			
COMBINATION OF TOPICS				
Supplier Workforce Audit	✔	✔	✔	
SMETA Sedex	✔	✔	✔	✔
ISO9001: 2015		✔		✔
Unemployment audit State of Ohio			✔	
GDPR	✔			✔

DESIGN & SUSTAINABILITY AWARDS

Year	Entity	Award	Product	International Awards	Industry Awards	Sustain-ability related
2020	SPIRIANT	PAX International Readership Award	QF First Class Amenity Kit/First Class Amenity Kits - Australasia		1	
2020	SPIRIANT	German Design Award	Winner 2020 Golden Basket	1		
2020	deSter	OBH - Cabin Concept Bronze Winner	Delta International Main Cabin (submitted by Delta)		1	1
2020	deSter	Red Dot Packaging Design (Packaging Design – Brands & Communication Design)	SAS Cube 2.0	1		
2020	deSter	Pentaward Gold (Category Packaging Design – Soups, Ready-to-Eat dishes, Fast Food)	SAS Cube 2.0	1		1
2020	SPIRIANT	Onboard Hospitality Award	QF First Class Amenity Kit/First Class Amenity Kits		1	
2020	SPIRIANT	Onboard Hospitality Award	LH Magic and Surprise Box		1	
2020	SPIRIANT	Onboard Hospitality Award	Children Amenity Kit / LH Cool bag for children		1	
2020	SPIRIANT	Travel Plus Magazine Award	Children Amenity Kit / LH Cool bag for children		1	
2020	SPIRIANT	Travel Plus Magazine Award	Readers' Favorite / HX Business Class Amenity Kit		1	
2022	deSter	German Design Award Excellent Communication	Lufthansa Onboard Delights	1		1
2022	deSter	German Design Award Excellent Communication	Swiss Saveurs packaging	1		1
2022	deSter	EcoVadis Silver 2022				1
2023	deSter	EcoVadis Gold 2023				1
2023	deSter	Packathon Albert Hein (Winner of sustainability (Award)	Smart reusable packaging for ready meals, featuring a resealable design and digital deposit system			1
2024	deSter	German Design Award Excellent Product Design – Eco Design	Etihad Airways - Reusable main cabin tray set-up			1
2024	deSter	German Design Award Excellent Product Design – Eco Design	Paperboard cutlery			1
2024	deSter	German Design Award Bento Box - Excellent Product Design – Tabletop	New Business Class concept	1		
2024	deSter	EcoVadis Platinum 2024				1
2024	deSter	ESG Transparancy Award				1
2024	deSter	Travel Plus Sleeper Suit / PJs Award	Condor Business Class Sleepwear		1	1
2024	deSter	Travel Plus Premium Economy: Bag / Kit Award	KLM Amenity Kit		1	1
2024	deSter	Travel Plus Business Class: Tableware Award	Finnair Kuulas Tableware		1	
2024	deSter	Travel Plus Reader Award	Discover Airlines Business Class Amenity Kit		1	
2024	deSter	Onboard Hospitality Award - Trendsetter of the Year	Etihad's Fully Reusable and Recyclable Economy Tableware		1	1
				49	54	19

LIST OF POLICIES

OVERVIEW OF TRAININGS AND COMMUNICATION

Human Rights

- Child Labor
- Forced Labor
- Respecting and complying with Labor Standards
- Human Rights
- Fair Compensation and Living Wage
- Bullying and Harassment in the Workplace
- Diversity and Inclusion
- Training Development
- Career Management
- Recruitment and Selection
- Health and Safety
- Social Dialogue
- General sustainability
- Environmental Policy (including product policies)
- Sustainable Procurement

Business ethics

- Code of Conduct
- Anti-Corruption and Anti-Bribery
- Anti-money Laundering
- Anti-trust
- Fair dealing with Business Partners
- Conflicts of Interest
- Competition Policy
- Group Cash and Bank Account & Relationship Management
- Global Security Standard
- Information Security and data privacy
- IT Acceptable Use
- Global Sanctions
- Integrity Line

General ESG related trainings in 2024		
In Person	An Introduction to Biodiversity Net Gain and the TNFD with Mott MacDonald	E
Workday	Antibribery Third Party Agents	G
In Person	Carbon Reduction Target Setting	E
Workday	Data Protection Vigilance Matters	G
In Person	Energy and Greenhouse Gas Action	E
In Person	Environmental Reporting	E
In Person	ESG Summit 2024_EUDP	ESG
In Person	ESG Training - Ambassadors	ESG
In Person	Introduction to ESG_Barcelona	ESG
Online	Information Security EV	G
In Person	Internal auditor training	E
In Person	ISO14001 norm	E
In Person	Legal & Compliance training Barcelona	G
In Person	Legal & Compliance training Dubai	G
In Person	Legal & Compliance training Hong Kong	G
In Person	Product Carbon Footprint Exchange	E
Ms Teams	Product management product carbon footprint	E
in person	Reducing Scope 2 emissions: opportunities and challenges	E
in person	Scope 3 Greenhouse Gas Emissions Calculation	E
in person	Sustain2024 Ecovadis_Conference	ESG
in person	The EU Deforestation Regulation Standards - Explained	E

MS Forms	Training environment for production HGS	E
In Person	Training environment Lima	E
In person	Training Sales on environment and greenhouse gas emissions	E
In person	UN Global Compact: Training program: Sustainable suppliers	ESG
Online	Responsible Sourcing of Wood and Palm Oil	E
Online	Value Chain Risk Management	ESG
ESG team specific trainings in 2024		
Online	BIA inspiration session: What about Science-Based Targets for Nature?	E
In person	BACA Decarbonization Session hosted by Schneider Electric	E
Online	UN Global Compact's Sustainable Supplier Program Business & Biodiversity in Action	E
Online	Combining LCA and Traceability for Environmental Impact Reduction	E
Online	CSRD Value Chain Requirements Unpacked	G
Online	Reducing Scope 2 Emissions: Opportunities and Challenges	E
Online	The EU Deforestation Regulation Standards – Explained	E
Online	Beyond Environmental Management Systems in Aviation (IATA)	E
Online	How to Deal with Climate Resistance at Work? (Webinar)	E
Online	Environmental System Training	E

DEFINITIONS & ABBREVIATIONS

deSter manufacturing locations:
- Hoogstraten, Belgium = HGS
- Prachinburi, Thailand = PRB
- Lima, Ohio, USA = LIM
- Barcelona, Spain = BCN (Nupik by deSter) – acquired in Feb 2024

deSter offices:
- Frankfurt, Germany
- Amsterdam, Netherlands
- Atlanta, Georgia, USA
- Bangkok, Thailand
- Chicago, Illinois, USA
- Dubai, United Arab Emirates
- Hong Kong, SAR of the PRC
- Shanghai, PRC

AI = artificial intelligence

Bagasse = a byproduct of sugarcane processing. It's the fibrous material left after the juice is extracted. It's commonly used as a renewable resource for making paper, packaging, and compostable tableware.

BPI = Biodegradable Products Institute. They offer a third-party certification for products that are designed to compost in industrial composting facilities. This certification, often seen as a logo on products, indicates that a product has been tested and verified to break down completely in a commercial composting setting, without leaving harmful residues behind. The BPI certification is particularly recognized in the United States and focuses on industrial composting, not home or marine composting.

BRCGS = Brand Reputation Compliance Global Standard. This is the globally recognized organization that sets standards for food safety, packaging, and consumer products. It is a key benchmark for food manufacturers and suppliers to demonstrate their commitment to producing safe and high-quality products.

CAP = Corrective Action Plan

CDP = Carbon Disclosure Project. A global non-profit organization that runs a disclosure system for companies, cities, and governments to measure and manage their environmental impact.

Closed-loop recycling = a specific type of recycling, where a product at its end of life is grinded and the material is put into a newly produced, similar item, and so reusing the material from that original item to create a new, similar item.

CO2e = carbon dioxide equivalent. A standard unit used to express the global warming potential of all greenhouse gases by converting their impact into the equivalent amount of CO_2. This allows for easier comparison and assessment of their contribution to climate change.

Compostable = a product or material that can safely break down in a home composting environment without the need for industrial composting facilities. These items decompose into natural elements like water, carbon dioxide, and biomass, typically within 90 to 180 days, depending on conditions like temperature, moisture, and microbial activity.

CSDD = Corporate Sustainability Due Diligence Directive

CSRD = Corporate Sustainable Reporting Directive = new European legislation that requires large companies and listed SMEs to publish regular reports on their environmental and social impact activities.

DE&I = diversity, equity, and inclusion

Degree days = measure of temperature deviation from a baseline, used to estimate energy demand for heating or cooling. A degree day compares the mean (the average of the high and low) outdoor temperatures recorded for a location to a standard temperature. The more extreme the outside temperature, the higher the number of degree days.

DIN CERTO = a home compostability certificate ensuring products, including plastics and packaging, are fully compostable in home environments. This certification, conforming to standards like NF T51-800, guarantees that consumers can compost these materials effectively in their own gardens. It aligns with international norms, ensuring products meet stringent compostability criteria.

DMA = double materiality assessment

DPS = Direct Product Sales

Ecoinvent = a database for life cycle inventory (LCI) and emission factor (EF) data, widely used in life cycle assessment (LCA) to evaluate the environmental impact of products and processes. It provides high-quality, transparent, and consistent data on energy use, emissions, material flows, and waste for various industries.

EcoVadis = global platform that provides sustainability ratings, insights, and tools to help companies assess and improve their performance in key areas of Environmental, Social, and Governance (ESG).

EF = Emission Factor, for greenhouse gas emission calculations

Employee Turnover = the rate at which employees leave a company and are replaced by new hires

EMS = Environmental Management System = Equipment Management Service

eNPS = Employee Net Promoter score = metric used to measure employee engagement and loyalty.

ESG = Environmental – Social – Governance = the framework deSter uses to integrate sustainability into our organization's strategy. The goal is to expand our objectives and manage risks related to social and environmental topics. Our ESG framework consists of three focus areas: People (taking care of our employees, customers, suppliers, and communities surrounding us), Planet (strive for Net Zero Carbon and reduce waste) and Product (focus on circular economy and responsible resource use).

ESPR = Eco-Design for Sustainable Products Regulation

ESRS = European Sustainability Reporting Standards. Companies subject to the CSRD will have to report according to ESRS. The standards were developed by the EFRAG, previously known as the European Financial Reporting Advisory Group, an independent body bringing together various stakeholders. There are different ESRS standards, ESRS E1 – E5 are related to environmental matters, discussed in this policy.

EU PPWR = European Packaging & Packaging Waste Regulation

EUDR = European Deforestation Regulation

FSC = Forest Stewardship Council, which sets standards for responsible forest management. It is a voluntary program that uses the power of the marketplace to protect forests for future generations. Their standards include protection of water quality, prevent loss of natural forest, prohibit harvest of rare old-growth forest, and prohibit highly hazardous chemicals.

GHG = greenhouse gas

GHG protocol = Greenhouse Gas protocol, a partnership between World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD) that establishes comprehensive global standardized frameworks to measure and manage greenhouse gas emissions from private and public sector operations, value chains and mitigation actions.

GPG = Gender Pay Gap

Guarantees of Origin = electronic certificates that verify the renewable origin of electricity. They provide transparency in the electricity market by ensuring that a specific amount of energy was generated from renewable sources, such as wind, solar, or hydro power.

GWP = global warming potential

HACCP = Hazard Analysis and Critical Control Point. It's a food safety system used to identify, evaluate, and control hazards that could pose a risk to food safety during production, processing, and handling.

HSE = health, safety and environment

IPCC = Intergovernmental Panel on Climate Change

ISCC PLUS = ISCC PLUS certification is a voluntary scheme that is applicable for the bioeconomy and circular economy for different materials, such as chemicals, plastics, packaging, and renewable feedstock derived from a process using renewable energy sources. Certification under the ISCC standard assures a fully transparent and deforestation-free supply chain and the protection of land with high biodiversity value and high carbon stock. The ISCC standard complies with human, labor, and land rights, as well as good management practices. The ISCC PLUS for plastics is based upon mass balances of renewable or recycled resources in products. This is verified and traced across the entire value chain.

ISEAL Alliance = International Social and Environmental Accreditation & Labelling Alliance). This alliance is a global membership organization that promotes credible sustainability standards. Its mission is to strengthen these systems to benefit both people and the environment.

ISO = International Organization for Standardization

ISO 9001 = globally recognized standard for quality management. It helps organizations to improve their performance, meet customer expectations and demonstrate their commitment to quality. Its requirements define how to establish, implement, maintain, and continually improve a quality management system (QMS).

ISO 14001 = internationally recognized standard for environmental management systems (EMS). It provides a framework for organizations to design and implement an EMS, and continually improve their environmental performance.

ISO 45001 = international standard that specifies requirements for an occupational health and safety (OH&S) management system. It provides a framework for organizations to manage risks and improve OH&S performance.

KPI = key performance indicator

LTIFR = Lost Time Injury Frequency Rate, a safety metric used to measure how often workplace injuries occur that result in time off work. (Number of lost time injuries × 1,000,000) ÷ Total hours worked .

LTISR = Lost Time Injury Severity Rate, which measures the average number of days lost per lost time injury, helping organizations understand how severe workplace injuries are - not just how often they occur. (Number of Lost Time Injuries ÷Total Days Lost Due to Injuries).

Net-zero carbon = reduce carbon emissions as much as possible and offset any lasting carbon emissions in projects that take this amount of greenhouse gasses out the atmosphere. So, net zero is reached when the amount of carbon emissions is at a minimum level and no more is added than the amount taken away.

Net-zero waste = reduce, reuse, recycle, compost, or recover solid waste streams (except for hazardous and medical waste) to convert them to valuable resources with zero solid waste sent to landfills or burning and with no releases to land, water, or air that threaten the environment or human health.

NOx = nitrogen oxides, or gases made of nitrogen and oxygen atoms. They contribute to the problem of air pollution, playing roles in the formation of both smog and acid rain.

OCS = Operation Clean Sweep, an international program that prevents the loss of plastic granules (pellets, flakes and powders) during handling by various entities in the plastics value chain. The organization focuses on preventing plastic pellets from entering waterways and harming wildlife and ecosystems. The goal is to achieve zero pellet loss by handling and disposing of pellets correctly during the industrial processes.

Organic composting = when resources return to soil as nutrition for something new. With organic composting we focus on home composting, and specifically do not focus on industrial composting or the use of industrial compostable materials.

PA&P = Personal Appraisal and Planning, a yearly process of employee evaluation, based on set objectives and feedback. This is a groupwide process.

PBC = paper board cutlery

PEFC = Program for Endorsement of Forest Certification Schemes, an international, non-profit, non-governmental organization that promotes sustainable forest management through independent third-party certification. Forest certification provides a mechanism to promote the sustainable management of our forests and ensures that forest-based products reaching the marketplace have been sourced from sustainably managed forests.

PFAS = Per- and polyfluoroalkyl substances

PPE = personal protective equipment

QSR = quick service restaurants

R&D team = the research and development department at deSter

REACH = Regulation for Registration, Evaluation, Authorization and Restriction of Chemicals

Recycling = when a material is recovered and used again

RFID = Radio Frequency Identification

rPET = recycled PET

SBTi = Science Based Targets initiative, a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies across the world to halve emissions before 2030 and achieve net-zero emissions before 2050. The initiative is a collaboration between CDP (Carbon Disclosure Project), the United Nations Global Compact, World Resources Institute (WRI) and the World Wide Fund for Nature (WWF) and is one of the We Mean Business Coalition commitments

SCOC = Supplier Code of Conduct

Scope 1 emissions = direct GHG emissions from operations that are owned or controlled by deSter, like fuel combustion and the use of refrigerants on site.

Scope 2 emissions = GHG emissions from the generation of purchased or acquired electricity, steam, heating, or cooling consumed by deSter.

Scope 3 emissions = all indirect GHG emissions (not included in scope 2) that occur in the value chain of the deSter, including both upstream and downstream emissions.

SDG = Sustainable Development Goals = Universal call to action by UN (United Nations) started in 2015 to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

SMETA = Sedex Members Ethical Trade Audit, a globally recognized audit methodology developed by Sedex to assess and improve ethical, social, and environmental practices in supply chains. (4-Pillar: Focuses on Labor Standards, Health & Safety, Environmental Performance and Business Ethics).

SOx = Sulfur Oxides, a group of molecules made up out of sulfur and oxide. They are pollutants that contribute to the formation of acid rain, as well as particulate pollution.

UNGC = United Nations Global Compact

VOC = a volatile chemical compound. These compounds have a high vapor pressure and low water solubility. They are emitted as gases from certain solids or liquids. VOCs include a variety of chemicals, some of which may have short- and long-term adverse health effects.

Voluntary leave turnover = the rate at which employees choose to leave an organization on their own.

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