

# STENDERS

N O R D I C B A T H  
D E L I G H T S

## *Sustainability Report* <sup>2023</sup>



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SHAPED BY OUR NORDIC HERITAGE,  
SINCE 2001, STENDERS HAS BEEN  
BRINGING A NORDIC MINDSET INTO  
EVERY BATHROOM IN THE WORLD



# *Our Values and Vision*

## BATH RITUAL EXPERTS

Our roots run deep in Nordic heritage and nature, where Northerners find their unique style, strength, and wisdom, finding time for themselves. Inspired by traditional *pirts* (wet bathhouses), renowned for emotional relaxation, physical therapy, and aroma therapy, our bath and body care products honour the timeless tradition of rejuvenation.

## HIGH-QUALITY

The essence of our brand lies in delivering premium, high-quality bath and body care products for a complete bath ritual journey: before, in, and after your bath. We pay thorough attention to details and quality, which is why our soaps and bath bombs are still hand-crafted. This commitment aligns with our dedication to sustainability and the valuable ingredients sourced from our latitude—Nordic bath delights.

## TIME FOR YOUR ME-TIME

We believe in the importance of taking time for yourself to support long-term mental well-being. We call it #metime—a deliberate act of self-care where you recharge and reconnect with yourself. Whether it's early morning, when you transform a quick shower into a revitalising ritual, or the end of the day, when you immerse yourself in a foam-filled bath to restore inner peace, it's a moment to be fully present with your mind and body. It's your me-time.

#### OUR TEAM

Our team is our pride. At STENDERS, we unite nearly 300 professionals across chemistry, biology, product development, marketing, design, manufacturing, customer service, and more. Inspired by nature and driven by the desire to innovate, we aim to offer something truly unique. Every product and idea is created in our creative centre and embodies the spirit of our exceptional team. While modernising our production facilities, we preserve artisanship where it adds the greatest value.

#### OUR PARTNERS

We are eager to collaborate with the best in the field, focusing on creativity, quality, and attention to detail. We partner with industry leaders in fragrance development, product safety laboratories, and some of the most innovative minds in product design.

#### WHERE YOU CAN FIND US

Experience the essence and richness of the Nordic mindset in bathrooms around the world, embracing joy, quality, and Nordic philosophy through over 450 products. Crafted with ingredients of natural origin, our products are available in more than 300 shops globally.

# *Our Sustainability Principles*

## COMBINING NATURE WITH SCIENCE

Our products combine the best of nature and science, offering safe, effective, and environmentally responsible solutions. Made with ingredients of natural origin, our scientifically developed formulas deliver high-quality results while prioritising sustainability and safety.



## PRODUCT DEVELOPMENT GUIDELINES

### ABOVE 90% INGREDIENTS OF NATURAL ORIGIN

We ensure that our product formulas contain over 90% natural ingredients, aligning with our commitment to sustainability.

### CLINICALLY PROVEN CLAIMS

Our products' effectiveness is supported by clinical evidence.

### TESTED FOR SAFETY

Every ingredient is tested to ensure it's safe for humans and the environment.

### DERMATOLOGICALLY TESTED

Our face and body care products undergo dermatological testing for safety and effectiveness.

### VEGAN FRIENDLY PRODUCTS

Each of our collections includes products suitable for vegans.

### HAND-CRAFTED QUALITY

We take pride in our high-quality hand-crafted products, especially in our signature categories of bath bombs and soaps.

## RESPONSIBILITY

INSPIRED BY OUR NORDIC HERITAGE, WE EMBRACE RESPONSIBILITY IN EVERY ASPECT OF OUR BUSINESS. FROM OUR EMPLOYEES AND PARTNERS TO THE BROADER SOCIETY, WE ARE COMMITTED TO PROMOTING SUSTAINABLE PRACTICES AND CONSCIOUS CONSUMPTION.

## PRODUCTS AND PACKAGING

### NON-PACKAGED PRODUCTS

Since 2001, we have embraced non-packaged products, especially in our largest category—soap.

### NO ANIMAL TESTING

We uphold ethical standards, ensuring that none of our products are tested on animals.

### SUSTAINABLE PACKAGING

We use FSC/PEFC-certified paper sourced from sustainable forests, and 100% of our packaging is recyclable.

### CERTIFICATIONS

We maintain ISO 9001 and ISO 22716 certifications and are actively working towards ISO 50001, demonstrating our commitment to both quality and sustainability

## PRODUCTION AND PARTNERS

### MONITORED PRODUCTION PROCESSES

We closely monitor our production processes to ensure efficiency and minimise environmental impact.

### WASTE MANAGEMENT

We are committed to sorting and recycling waste while prioritising reducing and reusing production materials.

### OPTIMISING RESOURCE USE

We regularly optimise energy and water consumption.

### PARTNER SUSTAINABILITY

We evaluate the sustainability practices of our partners and suppliers to ensure they align with our values.

## WELL-BEING

AT STENDERS, WE PRIORITISE THE WELL-BEING OF OUR EMPLOYEES, CUSTOMERS, AND COMMUNITIES. WE SUPPORT INITIATIVES PROMOTING PHYSICAL, MENTAL, AND EMOTIONAL HEALTH AND ACTIVELY ENGAGE IN CORPORATE SOCIAL RESPONSIBILITY PROJECTS.

### EMPLOYEE WELL-BEING

#### FAIR TRADE SUPPORT

We actively champion *Fair Trade* initiatives, supporting ethical business practices.

#### EMPLOYEE WELL-BEING INITIATIVES

We organise activities that inspire and support our employees, helping them care for their mental and physical health through our TIME FOR ME-TIME initiative.

#### GREEN OFFICE PROGRAM

We collaborate with the *World Wide Fund for Nature's Green Office* program to promote environmental responsibility.

#### CORPORATE SOCIAL RESPONSIBILITY

We actively engage in CSR projects and promote a high standard of customer service and care.



## EFFICIENCY

EFFICIENCY IS CENTRAL TO OUR APPROACH, ENSURING OUR PRODUCTS ARE CRAFTED WITH THE UTMOST RESPECT FOR NATURAL RESOURCES WHILE UPHOLDING THE HIGHEST STANDARDS OF QUALITY AND SUSTAINABILITY.

## CREATING AND RESPECTING NATURE

### STREAMLINED PRODUCTION PROCESSES

We have implemented well-defined production processes to eliminate unnecessary waste and movement, ensuring efficiency.

### HAND-CRAFTED PRODUCTION

Despite modern advancements, our bath bombs are still hand-crafted, preserving their unique value while enhancing production efficiency.

### OPTIMISED EQUIPMENT USE

We regularly measure our production equipment for optimal efficiency.

### ENVIRONMENTAL FOCUS

We follow global trends to continuously improve our packaging and ingredients, striving to make them even more environmentally friendly.

### CREATIVE CENTRE OVERSIGHT

Our *Creative Centre* focuses on developing new products while continuously monitoring the quality of existing products and packaging to ensure alignment with our sustainability principles.

### MINDFUL CONSUMERISM

We encourage customers to make thoughtful purchases based on relevance and necessity, promoting conscious consumption and reducing waste.

# *Business Overview Summary*

*Revenue: EUR 14.3 million*

REVENUE	14 357 862
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Operating costs	92%
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Employee wages and benefits	20%
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Payments to government	10%
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Community investments	0.02%
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EBITDA: EUR 1.48 million

## *Key Figures*

305

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TOTAL NUMBER OF  
FULL-TIME EMPLOYEES

363

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SAFE DAYS

30

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COUNTRIES

>300

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GLOBAL LOCATIONS

123

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NEW PRODUCTS  
RELEASED

90%

AVERAGE SHARE OF NATURALLY  
DERIVED INGREDIENTS IN  
SKINCARE PRODUCTS

100%

RECYCLABLE PACKAGING OF  
OUR FLAGSHIP PRODUCTS

>90%

INGREDIENTS OF NATURAL  
ORIGIN IN OUR PRODUCTS

5<sup>TH</sup>

GREENEST BRAND IN LATVIA  
IN 2023, ACCORDING TO BALTIC  
BRAND CAPITAL STUDY

*-19%*

ENERGY CONSUMPTION DECREASED  
COMPARED TO 2021.

\* +3.14% COMPARED TO 2022

*-3.5%*

CO2 EMISSIONS\* DECREASED BY  
-3.5% COMPARED TO 2022

\*ACROSS SCOPE 1 AND SCOPE 2

*Gender  
Diversity*

WOMEN 76%

MEN 24%

*77.9*

OUR WELL-BEING  
INDEX

# COO's Address

DEAR STAKEHOLDERS,

REFLECTING ON ANOTHER DYNAMIC YEAR, I AM PROUD TO SHARE THE REMARKABLE STRIDES STENDERS HAS MADE IN OUR SUSTAINABILITY JOURNEY. OUR COMMITMENT TO RESPONSIBLE BUSINESS PRACTICES, INNOVATION, AND OPERATIONAL EFFICIENCY HAS NEVER BEEN STRONGER, AND I TAKE GREAT PRIDE IN OUR PROGRESS TOGETHER.

2023 was a pivotal year for STENDERS, characterised by significant growth, operational improvements, and a deeper integration of sustainability principles into every aspect of our business. From reducing our energy consumption by nearly 19% compared to 2021 to expanding our product range with innovative and environmentally responsible solutions—such as improving and adding new items to our solid shampoo line—we have consistently demonstrated our dedication to a more sustainable future.

A proud achievement in 2023 was the 3.5% reduction in our total carbon footprint compared to 2022. This reflects the effectiveness of our energy-saving initiatives and operational optimisations. We also continued to invest in waste reduction and enhancing the sustainability of our packaging. A core part of this strategy has been shifting from Asian to European

suppliers, reducing transportation-related emissions and supporting local economies.

At STENDERS, our success is measured in environmental metrics and the satisfaction and well-being of our employees. In 2023, we experienced an impressive 30% growth in our workforce as demand for our products in Asia grew significantly, and we had to increase our production capacity. I am pleased to share that our employee well-being index rose to an all-time high of 77.9%. This growth and employee satisfaction are a testament to our ongoing efforts to cultivate an inclusive, supportive, and empowering workplace culture where everyone can thrive.

Looking forward, our sights are set on even more ambitious sustainability goals. By 2030, we aim to reduce energy consumption by 25% per product unit. This target and our commitment to continually develop products that combine the best of nature and science exemplify our long-term vision for innovation and environmental responsibility.

This report is a reference point for understanding our achievements and guiding future efforts. Our sustainability journey continues, and while we've made significant progress, we are fully aware of the challenges ahead. We remain committed to continuously enhancing our efforts, refining our goals, and driving impactful change.

**THANK YOU TO ALL WHO  
HAVE CONTRIBUTED TO OUR  
SHARED SUCCESS THIS YEAR.  
TOGETHER WE ARE SHAPING  
A BETTER FUTURE FOR OUR  
CUSTOMERS, EMPLOYEES,  
AND THE PLANET.**

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**SINCERELY,  
KRISTĪNE GRAPMANE  
CHIEF OPERATING OFFICER,  
STENDERS**



# *Managing Sustainability*



# *Sustainability Governance Model*

**AT STENDERS, SETTING HIGH STANDARDS FOR SUSTAINABILITY IS DEEPLY INGRAINED IN OUR GROWTH AND PURPOSE.**

Our vision for sustainability serves as a guiding light on our reformative journey. We proudly lead the charge towards a circular economy model supported by ambitious targets encompassing packaging, waste reduction, energy efficiency, responsible supply chain, and raw materials.

To ensure that our sustainability efforts remain aligned with stakeholder expectations, trends, and our corporate strategy, we draw upon our wealth of operational experience. We are keenly attuned to the ever-increasing sustainability expectations of our stakeholders, and we continually strive to beat these expectations through exceptional performance.

Managing STENDERS' sustainability and corporate responsibility rests with corporate management, forming an integral part of our

daily operations. At the helm of this endeavour is our dedicated team of managers led by the COO, who spearheads the Management Team. Together, they create the company's strategic direction, ensuring that our ambitious sustainability targets are met while upholding the principles of good corporate governance.

In this pursuit, the Management Team plays a pivotal role by overseeing the organisation of our business. They approve the strategic goals and principles of risk management, which include a strong focus on sustainable development. We aim to maximise company performance while unwaveringly aiming for our ambitious sustainability targets.

**TO ENSURE SUSTAINABILITY IS EFFECTIVELY INTEGRATED THROUGHOUT OUR OPERATIONS, EACH BUSINESS AREA AND FUNCTION INTEGRATES SUSTAINABILITY INITIATIVES AND TARGETS INTO ITS ANNUAL PLANNING AND PROCESSES.**

This approach empowers every manager and employee to contribute to sustainability daily, making it an intrinsic part of our organisational culture.

To strengthen the governance structure around sustainability, we have formalised the roles and responsibilities of our sustainability activities. This approach ensures that our sustainability programme remains current and relevant, constantly focusing on suitable topics. Regular reviews of our course form an integral part of our systematic decision-making, target-setting, and reporting practices.

In conclusion, our Sustainability Governance Model lies at the core of our commitment to growth and transformation. By setting ambitious targets, empowering our personnel, and formalising our sustainability efforts, we reinforce our dedication to creating a sustainable future for future generations.

# *Stakeholder Engagement*

**AT STENDERS, FOSTERING CONTINUOUS, ACTIVE, OPEN DIALOGUE WITH OUR STAKEHOLDERS IS A CORE COMMITMENT.**

We recognise the importance of active engagement throughout our entire value chain, including collaborations with suppliers and non-governmental organisations. We aim to establish and maintain trust with our stakeholders, nurturing an open, transparent, and authentic dialogue.

Our company recognises the invaluable contributions of various key stakeholders, each playing a crucial role in shaping our success and impact.

## *These Stakeholders Include*

### **CORPORATE CUSTOMERS AND CONSUMERS**

Our valued customers and consumers are at the heart of our business. We actively engage with them through continuous dialogue, responding to their feedback and concerns via social media, our online shop, and the support of our sales staff in retail shops. Our customers expect safe, functional, and environmentally friendly products that deliver on their promises. All our marketing materials comply with responsible communication and marketing principles to meet their expectations, supported by adequate evidence and package labelling.

### **PARTNERS**

Our network includes advertising agencies, training service providers, advisors, research organisations, certification organisations, etc. We share a common perspective on the environmental and social aspects of business. Regular meetings allow us to maintain productive collaborations.

### **SUPPLIERS OF GOODS, RAW MATERIALS AND SERVICES**

Our partners in the supply chain play an essential role in ensuring the quality, sustainability, and reliability of our products and operations. These partners include raw material suppliers, packaging manufacturers, and contract manufacturers. We are fortunate to maintain long-term professional relationships built on mutual respect, loyalty, and trust. Engaging with our suppliers occurs through regular meetings and feedback sessions.

### **NON-GOVERNMENTAL ORGANISATIONS**

Collaborating with external organisations and groups is instrumental in addressing social and environmental challenges and fostering positive change. Engaging with various entities across the value chain and beyond provides essential input on societal and sustainability matters. To support this belief, we not only assist NGOs but also actively participate in implementing charity initiatives.

## LOCAL COMMUNITIES

The well-being and support of the communities in which we operate are integral to our mutual growth and success. We attentively listen to their needs and provide support through respective NGOs.

## OUR EMPLOYEES

Our employees are the backbone of our company, contributing their dedication and expertise to achieve our sustainability goals. We ensure their well-being and safety at work by engaging in continuous dialogue, conducting employee surveys, holding meetings, and encouraging day-to-day interactions. We prioritise structured, honest, and transparent communication and genuine care and support for their work-life balance.

## MEDIA

Our communication channels to the broader public play a significant role in fostering transparency and accountability. We maintain active dialogues with media outlets and influencers through meetings, events, and press releases.

## OWNERS AND MANAGEMENT TEAM

Our Management Team expects us to deliver sustainable and growing revenues alongside financial returns. Effective new and innovative product development processes are vital to differentiating ourselves in the market. Regular team and one-to-one meetings and reporting help maintain a strong and collaborative relationship.

*Through ongoing engagement with these stakeholders, we seek to listen, understand, and respond to their concerns, feedback, and expectations.*

By actively involving them in our decision-making processes, we can align our business practices with their needs and expectations. This collaboration enables us to address challenges effectively and identify opportunities for positive impact and progress.

*We remain committed to upholding the values of transparency, openness, and accountability in all our interactions with stakeholders.*

By building and nurturing these relationships, we strive to create a sustainable future that aligns with the interests of everyone who contributes to, or is affected by, our business activities.



# *Identifying Material Sustainability Topics & Developing a Materiality Matrix*

Our company's sustainability efforts focus on addressing the material topics that significantly impact our business and stakeholders. Understanding the perspectives and expectations of our stakeholders is crucial for the success and acceptability of our operations.

IN 2023, WE CONDUCTED A COMPREHENSIVE MATERIALITY ASSESSMENT TO UPDATE AND PRIORITISE THE MOST RELEVANT SUSTAINABILITY TOPICS. THIS SURVEY GATHERED INPUT FROM VARIOUS STAKEHOLDER GROUPS, ALLOWING US TO DEVELOP A FOCUSED AND INFORMED SUSTAINABILITY STRATEGY. THE PROCESS FOLLOWED A FOUR-STEP APPROACH.

**IDENTIFY**

We identified the key sustainability issues that are most important to our stakeholders and business.

**EVALUATE**

We assessed the potential impacts of issues on our business and the broader environmental, social, and governance (ESG) landscape.

**PRIORITISE**

We ranked sustainability topics based on their significance to our stakeholders and long-term business strategy.

**INTEGRATE**

The prioritised topics were integrated into our sustainability initiatives and will continue guiding our efforts.

## *Stakeholder Insights by Response Count*

**OUR MATERIALITY ASSESSMENT IS  
BASED ON RESPONSES FROM KEY  
STAKEHOLDER GROUPS**

Consumers	1.730
Employees	57
Suppliers	11
Franchise partners	4
Owners	2

BASED ON THE RESULTS OF OUR MATERIALITY ASSESSMENT FROM ALL STAKEHOLDERS, WE HAVE IDENTIFIED THE TOP 10 MATERIAL SUSTAINABILITY TOPICS THAT STENDERS WILL FOCUS ON MOVING FORWARD:

**PRODUCT QUALITY AND SAFETY**

Ensuring that our products meet the highest standards for safety & quality.

**RESPONSIBLE WASTE MANAGEMENT**

Minimising waste across all production processes and ensuring that waste is responsibly managed and reduced.

**ENERGY EFFICIENCY AND RENEWABLE ENERGY USE**

Reducing energy consumption and increasing the use of renewable energy sources.

**CIRCULAR ECONOMY PRINCIPLES**

Implementing circular economy concepts in production, including resource reuse and waste minimisation.

**SUSTAINABLE PACKAGING**

Developing and using recyclable, reusable, bio-degradable and packaging-free solutions.

**USE OF RESPONSIBLY SOURCED RESOURCES**

Sourcing raw materials responsibly, ensuring they are ethically produced with minimal environmental impact.

**HUMAN RIGHTS AND FAIR LABOUR PRACTICES**

Ensuring that human rights and fair labour standards are upheld across the supply chain.

**CORPORATE SOCIAL RESPONSIBILITY (CSR) INITIATIVES**

Continuously contributing to positive social and environmental impact through our CSR efforts.

**INNOVATION IN PRODUCT DEVELOPMENT**

Fostering an innovation-driven culture that encourages the development of new, sustainable products and processes.

**DATA SECURITY AND CYBERSECURITY**

Protecting data privacy and ensuring the security of our digital operations.

**BASED ON THE OUTCOMES OF THE ASSESSMENT PROCESS, 14 MATERIAL TOPICS WERE IDENTIFIED & PRIORITISED.**



*Strategic  
Sustainability*



# *By 2030, we are committed to reaching eight ambitious Sustainability Goals*



01

ALL PRODUCT PACKAGING IS REFILLABLE, REUSABLE, MADE OF RECYCLED MATERIAL, RECYCLABLE OR COMPOSTABLE



02

REDUCTION IN WASTE OF 50% THROUGHOUT THE PRODUCT LIFE CYCLE



03

REDUCTION IN ENERGY CONSUMPTION OF 25% PER UNIT OF PRODUCT PRODUCED



04

CONTINUE TO CREATE PRODUCT FORMULATIONS WITH >90% INGREDIENTS OF NATURAL ORIGIN, SUCCESSFULLY COMBINING NATURE AND SCIENCE



*Progress on Our  
Sustainability Goals*



## *GOAL NO. 1*

**ALL PRODUCT PACKAGING IS REFILLABLE, REUSABLE, MADE OF RECYCLED MATERIAL, RECYCLABLE OR COMPOSTABLE.**

At STENDERS, minimising the environmental impact and ensuring product safety are our top priorities when selecting product packaging. In 2023, we continued to reduce excess packaging materials, maximise recyclability, and incorporate sustainable sourcing practices across our packaging supply chain. Our goal remains to create packaging that is both environmentally responsible and functional.

## Recyclable Materials and Circular Economy Principles

In line with our commitment to sustainable packaging, recyclable materials make up most of our packaging, with close to 100% of our packaging materials being fully recyclable. We continue to embrace circular economy principles by integrating reused and recycled materials wherever possible, ensuring that packaging can re-enter the production cycle rather than contributing to waste.

**WE HAVE MADE SIGNIFICANT STRIDES IN IMPROVING SUSTAINABILITY IN OUR BOTTLE PRODUCTION. OUR BOTTLES ARE NOW MANUFACTURED IN EUROPE USING**

**LOCALLY SOURCED PLASTIC PELLETS, WHICH HAS SIGNIFICANTLY REDUCED BOTH OUR CARBON FOOTPRINT AND TRANSPORTATION COSTS COMPARED TO SOURCING FROM PREVIOUS SUPPLIERS IN ASIA.**

This transition ensures that 50% of STENDERS' packaging—primarily bottles—now comes from Lithuanian suppliers who utilise green energy. Additionally, logistics have been optimised due to Lithuania's proximity to Latvia, where the STENDERS factory is located.

## Types of Materials Used

Our packaging materials include paper, cardboard, glass, aluminium, fabric, and plastics. Among the plastics, we use widely recyclable types such as PP (e.g., lids and corks), PET (e.g., shampoo bottles), LDPE (e.g., tubes), and HDPE (e.g., transportation packaging solutions for soaps and bath bombs), as well as less widely recyclable options like ABS (e.g., face cream *24 Carat Gold*, face mask *24 Carat Gold*). To help our customers identify recyclable packaging, we provide additional information on the packaging and in our web page.

### MATERIALS USED FOR PRODUCT PACKAGING IN 2023

Paper	13.17 tonnes
Glass	20.3 tonnes
Plastic	115.79 tonnes
Metal	9.46 tonnes



# *Guiding Principles for Sustainable Packaging Selection*

**IN THE PURSUIT OF EFFECTIVE AND  
SUSTAINABLE PACKAGING, WE FOLLOW  
TWO GUIDING PRINCIPLES:**

## **REUSABILITY**

We prioritise packaging that customers can reuse after using our products.

## **EASY RECYCLABILITY**

We choose packaging materials that can be easily recycled to avoid complicating the recycling process with mixed materials.

## **CHALLENGES IN USING RECYCLED MATERIALS**

While we strive to incorporate as many recycled materials as possible, using high purity recycled plastics presents challenges, particularly in cosmetics. These challenges stem from stringent product safety and quality requirements, as our products are sold under diverse environmental conditions worldwide. Ensuring product integrity is paramount, and we continue to seek innovative solutions to balance recycled content with product performance.

## **INTRODUCING BIODEGRADABLE PRODUCTS**

As part of our ongoing commitment to sustainability, we are proud to offer two biodegradable products: the biodegradable toothbrush and cosmetics bag. These products represent an important step toward a more sustainable product portfolio and align with our long-term goal of introducing biodegradable products and packaging solutions.

## SHIFTING TO EUROPEAN SUPPLIERS FOR PACKAGING

In 2023, STENDERS made significant progress in localising its packaging supply chain. Of the 30 packaging units previously sourced from Asia, 18 were successfully transitioned to European suppliers. This strategic shift reduced environmental impact through shorter transportation distances and delivered substantial economic benefits. By partnering with local suppliers, STENDERS achieved 42% cost savings on bottles and 34% on jars.

These savings enable further reinvestment in sustainable innovations and strengthen our commitment to reducing supply chain costs and carbon emissions.

By transitioning our suppliers from Asia to Europe, we reduced our environmental impact through shorter transportation distances and improved supply chain efficiency.

## OPTIMISING PACKAGING FOR LOGISTICS

BEYOND CHANGING OUR BOTTLE SUPPLIER, STENDERS HAS WORKED CLOSELY WITH PACKAGING MANUFACTURERS TO IMPROVE THE ENVIRONMENTAL EFFICIENCY OF OUR PACKAGING. FOR INSTANCE, WE REDUCED THE AVERAGE WEIGHT OF OUR BOTTLES FROM 25 GRAMS TO 22 GRAMS AND OUR JARS FROM 45.5 GRAMS TO 30 GRAMS. THESE REDUCTIONS ARE CRUCIAL IN LOWERING TRANSPORTATION COSTS AND MINIMISING THE ENVIRONMENTAL IMPACT OF LOGISTICS.

## LOOKING FORWARD

As we move forward, we remain dedicated to exploring new ways to reduce the environmental impact of our packaging. Whether through the increased use of recyclable materials, optimising logistics, or developing innovative biodegradable solutions, STENDERS is committed to contributing to a more sustainable future.

By collaborating with local suppliers, reducing packaging weights, and prioritising sustainable materials, STENDERS continues to make significant progress in minimising the environmental impact of its packaging, all while maintaining product safety and performance.



# *Behind the Packaging*

IN CONVERSATION  
WITH RŪTA CIMDIŅA

RŪTA HAS BEEN A PART OF THE STENDERS TEAM SINCE 2019, PLAYING A VITAL ROLE IN PACKAGING DEVELOPMENT. SHE BEGAN AS A PROCUREMENT SPECIALIST DURING THE COMPANY'S REBRANDING PHASE AND HAS SINCE GROWN WITHIN THE COMPANY TO BECOME A PACKAGING PROJECT MANAGER.

WHY IS IT SO IMPORTANT FOR STENDERS TO HAVE FULLY SUSTAINABLE PACKAGING? WHAT WERE THE BIGGEST CHALLENGES IN ACHIEVING THIS GOAL?

This is crucial for us because we recognise **that manufacturers have one of the greatest impacts** on the environment. By choosing the right materials and considering the lifecycle of our products, we can make a significant difference.

However, sustainability in the cosmetics industry comes with challenges. Each product must undergo compatibility tests with its packaging. For instance, we attempted to use tubes with 30% PCR (post-consumer recycled material), but these didn't meet our protective barrier

standards against environmental factors. This shows that **recycled materials often have limitations**.

### **MOST OF THE STENDERS PACKAGING IS ALREADY RECYCLABLE. WHAT IS THE NEXT EXCITING MILESTONE FOR STENDERS?**

I would say that the next step would be to start using materials from recycled resources more effectively. While our initial attempts faced challenges, I believe continued efforts will yield successful solutions.

### **DO CUSTOMERS VALUE STENDERS' SUSTAINABLE PACKAGING ACROSS ALL THE COUNTRIES WHERE YOUR PRODUCTS ARE SOLD?**

No matter which country we sell our products in, I believe that customers always appreciate when a brand is mindful of sustainability and takes action. **I would say customers who appreciate sustainable packaging the most in our society are Millennials and Gen-Z.** They are the **trendsetters**, and research has shown that their approach to sustainability is natural, viewing it as a must-have rather than just a nice-to-have.

### **IN YOUR OPINION, WHAT IS THE FUTURE OF COSMETIC PACKAGING? WHAT ARE THE TRENDS? WILL A ZERO-PACKAGING CONCEPT EVER BE POSSIBLE?**

I foresee more recyclable or recycled materials like glass, PP, PET, and other plastics gaining popularity. This shift means that the industry will eventually phase out plastics considered difficult to recycle, like

ABS. In the future, I think we'll see growing popularity for mono-material pumps, which are costly and limited in style availability.

As for zero-packaging products, some brands do offer cosmetics with no packaging, but if you consider the preferences of cosmetics users, not all of them want zero-waste packaging. I appreciate these brands finding solutions to offer products without packaging; however, I also value product design, and there's limited room for product design without packaging.

### **HOW CAN CUSTOMERS RECOGNISE SUSTAINABLE PACKAGING? WHAT SIGNS SHOULD THEY LOOK FOR?**

Customers should check for symbols that indicate recyclability and material information. **Unfortunately, Europe lacks unified guidelines for labelling, so each country has its own rules.** This means customers need to be aware and read the packaging labels carefully.

### **HOW DOES STENDERS BALANCE THE USE OF SUSTAINABLE MATERIALS WITH MAINTAINING PRODUCT QUALITY AND SAFETY?**

At STENDERS, **high-quality is a core value**, so we never compromise on product standards. Sustainable materials do not always mean using new-generation biodegradable ones, as these can have unstudied impacts on recyclability. For example, some biodegradable materials only degrade under specific conditions, which may not be met in general waste disposal.



## *GOAL NO. 2*

**REDUCTION IN WASTE OF 50% THROUGHOUT  
THE PRODUCT PRODUCTION CYCLE.**

## *Reduction in Waste Throughout the Product Production Cycle*

At STENDERS, reducing waste is a key pillar of our sustainability efforts. In 2023, we made significant strides in waste management, recycling initiatives, and overall resource efficiency. We launched a comprehensive warehouse cleaning initiative, discarding many older materials. **We introduced our sustainable soaps, hand-crafted from valuable soap residues, which helped recycle 2.14 tonnes of material previously considered waste. Despite these efforts, we successfully maintained or improved key waste management metrics.**

## *Efficient Waste Management and Recycling*

We remain committed to reducing the total waste produced and continually improving our recycling processes. In 2023, the total amount of non-hazardous waste generated was 117.85 tonnes, a decrease from 123.29 tonnes in 2022. Additionally, the percentage of non-hazardous waste recycled or prepared for reuse rose to 13.93%, slightly improving from 13.38% in 2022.

## *Material-Specific Waste Management*

### **IN 2023, THE BREAKDOWN OF RECYCLED AND REUSED MATERIALS INCLUDED:**

- Cardboard, paper, and plastic waste: 15.1 tonnes recycled, slightly lower than the 16.5 tonnes in 2022.
- Other non-hazardous waste (excluding by-products): 1.32 tonnes recycled.
- Glass waste: No significant glass waste occurred in 2023.

## *Metal Waste*

Most of our metal waste comes from barrels of raw materials, carefully managed and sorted for proper disposal and recycling. This reflects our ongoing efforts to reduce reliance on external materials and minimise environmental impact.

## *Separate Containers for Defective Products*

As part of our continuous improvement efforts, STENDERS has introduced separate containers for defective products to ensure efficient waste sorting and minimise unnecessary disposal. If a product is deemed defective solely due to slightly damaged packaging, STENDERS offers it to customers at a significantly reduced price, helping to avoid discarding otherwise usable items. This initiative has effectively reduced overall product waste while providing customers with more affordable options.

## *Reusing Packaging and Minimising Product Waste*

Our commitment to reusing packaging remains strong. Throughout our production processes, materials like container buckets, wooden pallets, and cardboard boxes are reused wherever possible. Additionally, we continue to optimise manufacturing processes to minimise product waste and defective items, using scrap materials from soap and bath bomb production as product testers in our stores.

## *Waste Incineration and Landfilling*

In 2023, no non-hazardous waste was incinerated, as all incineration options were avoided. However, 101.43 tonnes of non-hazardous waste were landfilled, a reduction from 106.79 tonnes in 2022. We continue to explore new ways to reduce this figure further and divert as much waste as possible from landfills.



## *GOAL NO. 3*

**REDUCTION IN ENERGY CONSUMPTION OF 25% PER UNIT OF PRODUCT PRODUCED.**

We continue to reduce energy consumption and improve efficiency across our production facilities, retail outlets, and supply chain. In 2023, we made significant progress toward reducing energy consumption by 25% per unit produced by 2030, achieving a 19% reduction compared to 2021. This was accomplished by implementing various energy-saving initiatives in our manufacturing and retail operations.

## *Significant Energy Saving Initiatives and Audits*

2023 WAS A PIVOTAL YEAR FOR US. WE CONDUCTED AN EXTENSIVE ENERGY AUDIT TO IDENTIFY OPPORTUNITIES TO REDUCE OUR CARBON FOOTPRINT AND IMPROVE OPERATIONAL EFFICIENCY. THIS AUDIT REVEALED SEVERAL OPTIMISATION AREAS AND LED TO STRATEGIC UPGRADES.

### NEW EQUIPMENT INSTALLATIONS

We installed two new reactors at our factory to increase production efficiency and reduce energy waste. In addition, a new water treatment plant was established, improving production efficiency and reducing water consumption and energy usage.

### LIGHTING OPTIMISATION

As part of our commitment to energy efficiency, we upgraded the lighting system in one of our retail shops in Latvia's shopping and entertainment centre, AKROPOLE Alfa. This change led to a significant reduction in electricity consumption in the shop.

### IMPLEMENTATION OF LEAN PRINCIPLES

We continued focusing on the LEAN methodology, streamlining production processes and improving production flow efficiency. This allowed us to reduce unnecessary energy consumption, aligning with our energy reduction goals.

### WAREHOUSE SYSTEM IMPROVEMENTS

We introduced a new scanner system in our warehouse operations, speeding up processes, reducing errors, and improving operational efficiency. This, in turn, contributed to lower energy usage throughout our logistics chain.

## *ISO 50001 Certification and Future Focus*

In 2023, we began internal procedures to obtain ISO 50001 certification. This certification will allow us to implement stronger energy management systems, ensuring the long-term sustainability of our energy consumption practices.

## *2023 Energy Use and Sources*

In 2023, we purchased 524.67MWh of electricity. While we did not use renewable energy sources that year, we are actively exploring ways to increase our reliance on renewable energy in the coming years as part of our broader sustainability goals.

<b>Energy source</b>	<b>Usage (MWh)</b>
Purchased electricity	524.67 MWh
Petrol	6.83 MWh
Diesel	20.47 MWh

## *Retail and Factory Energy Efficiency Measures*

In addition to changes at our factory, energy consumption in retail shops also became a focus. Audits and evaluations highlighted the need for energy-saving measures, particularly in heating, lighting, and HVAC system efficiency. With the shift towards more efficient lighting systems in retail locations like AKROPOLE Alfa, energy savings are expected to increase further.

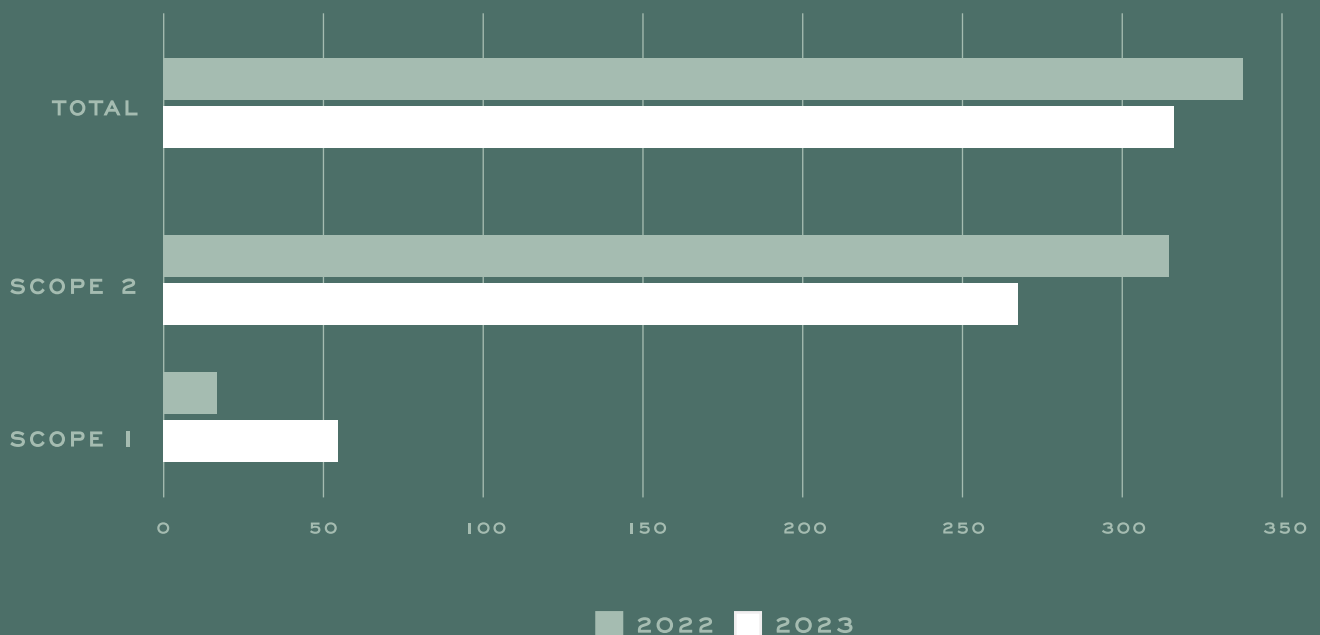
# Looking Ahead

Our primary goal remains to reduce energy consumption by 25% per product unit by 2030. With a reduction of 18.86% achieved in 2023, we are confident that our strategic initiatives will continue driving us toward this goal. These efforts will help STENDERS minimise its environmental footprint while maintaining operational efficiency and sustainability.

# Our Carbon Footprint

## 2023 GHG EMISSIONS OVERVIEW

In 2023, STENDERS' carbon footprint across Scope 1 and Scope 2 amounted to 320.78 tCO<sub>2</sub>eq, representing a 3.5% reduction compared to the previous year (332.40 tCO<sub>2</sub>eq in 2022). This decrease is attributed to several key factors, including energy efficiency initiatives, optimisations in production processes, and more focused efforts to reduce emissions across our operations.





# *Year-Over-Year Comparisons and Key Drivers of Change*

## COMPARING 2023 WITH 2022 REVEALS A SHIFT IN EMISSION DYNAMICS:

### SCOPE 1 EMISSIONS

Increased due to higher usage of refrigerants and fuel, although this was largely offset by reductions in other direct sources, such as petrol and diesel consumption in administration.

### SCOPE 2 EMISSIONS

Declined, primarily due to improvements in energy efficiency across retail outlets and manufacturing. This decrease was further supported by relatively stable emission factors for electricity consumption.

While the geopolitical and energy crises 2022 led to an increase in Scope 2 emissions, the electricity mix in Latvia stabilised in 2023. Improved energy efficiency helped mitigate our overall CO2 footprint, despite continued reliance on the national electricity grid.

### LOOKING FORWARD

As we move forward, we aim to reduce our carbon footprint across both Scope 1 and Scope 2 emissions. We are committed to a 25% reduction in energy consumption per unit of product produced by 2030. Achieving this requires continuing the implementation of energy-saving technologies, including upgrades to production machinery and expanding renewable energy sourcing.



## *GOAL NO. 4*

**CONTINUE TO CREATE PRODUCT FORMULATIONS WITH >90% INGREDIENTS OF NATURAL ORIGIN, SUCCESSFULLY COMBINING NATURE AND SCIENCE.**

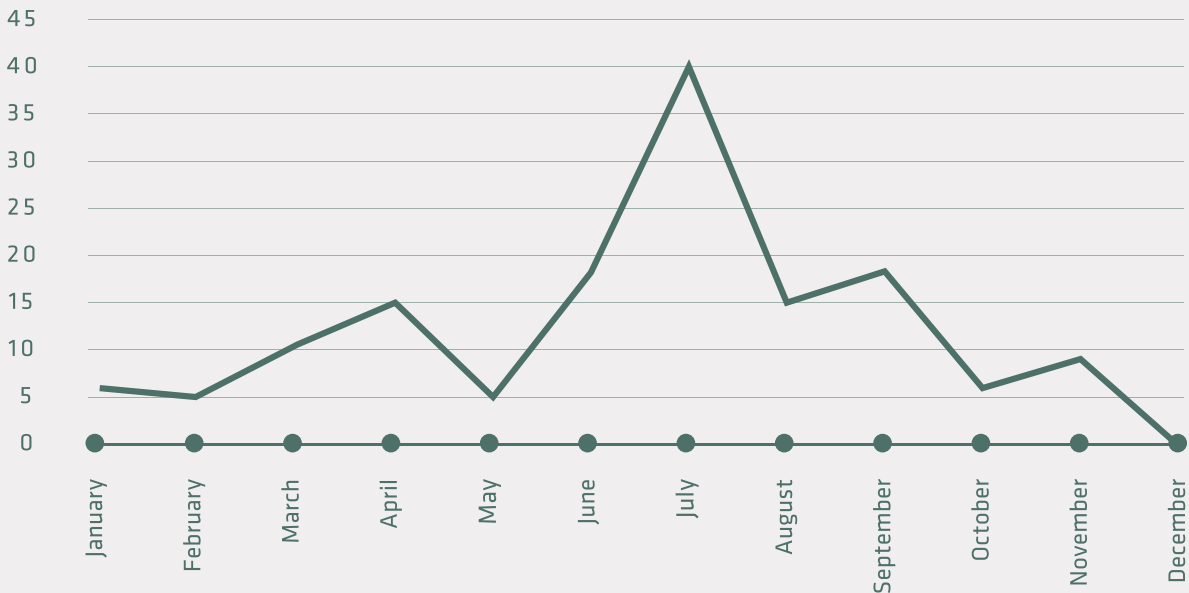
At STENDERS, we remain committed to creating product formulations with over 90% ingredients of natural origin, successfully combining the best of nature and science. In 2023, we expanded our product range across multiple categories, continuing our tradition of creating effective, environmentally responsible products.

**EXPANDING OUR  
PRODUCT PORTFOLIO**

In 2023, we expanded our range with a wide variety of new products across multiple categories and collections. Altogether, we crafted 123 products.

We have launched 19 new products in our Bath category, 8 in Hair Care, 4 in Face Care, 8 in Hand Care, and 3 in Gentle Cleansing. All 42 of these newly developed products across categories feature over 90% ingredients of natural origin. We are especially proud to expand the category of solid soaps, introducing 11 new soaps. Soaps have been our signature offering since the beginning, and in 2023, they accounted for 14% of all newly launched products, underscoring their importance as a sustainable, packaging-free product.

**NEW PRODUCTS IN 2023**



## EMBRACING INGREDIENTS OF NATURAL ORIGIN

Natural ingredients remain a cornerstone of our product development. We work closely with suppliers to ensure these ingredients are responsibly sourced, with the necessary documentation verifying their origins. Our *Creative Centre* continually explores ways to increase the use of high-efficiency, naturally derived alternatives across all product lines.

## PRIORITISING SAFETY AND ENVIRONMENTAL AWARENESS

We take great care to ensure that every new product we introduce contains ingredients of natural origin, is vegan-friendly, and meets the highest standards of safety and environmental responsibility. Every new product undergoes extensive testing to guarantee it is safe, effective, and aligned with our commitment to sustainability. We avoid raw materials that do not align with our values, such as palm oil and silicones, and prioritise high-performing and environmentally sound alternatives.

## EMBRACING VEGAN FRIENDLY SKINCARE

We are proud to share that most of our newly launched products in 2023 are vegan friendly, reflecting our ongoing commitment to offering products free from animal-derived ingredients. In the Hair Care and Face categories, 100% of the new products are vegan, while in the Bath and Gentle Cleansing categories, a significant portion of the new launches are vegan-friendly. Overall, 50 of the products introduced in 2023 are vegan, further underscoring our dedication to providing sustainable and ethical choices for our consumers.

**ENSURING TRACEABILITY  
AND ETHICAL SOURCING**

At STENDERS, we place great emphasis on ensuring the traceability of our product ingredients. We are committed to transparent and ethical sourcing, particularly for sensitive raw materials like palm and coconut oils. To guarantee responsible sourcing, we hold certifications that verify the ethical and sustainable origins of these ingredients. This ensures our products meet high-quality standards while contributing to the well-being of the environment and the communities involved in their production.

**AT STENDERS, 2023 MARKED SIGNIFICANT PROGRESS AS WE EXPANDED OUR PRODUCT OFFERINGS WHILE STAYING TRUE TO OUR HIGH-QUALITY, EFFECTIVENESS, AND SUSTAINABILITY PRINCIPLES. WE LOOK FORWARD TO CONTINUING THIS JOURNEY, DRIVEN BY OUR PASSION FOR CREATING EXCEPTIONAL PRODUCTS THAT ENHANCE BOTH THE LIVES OF OUR CUSTOMERS AND THE WELL-BEING OF OUR PLANET.**

## *Encouraging Product*

### GOURMET EXPERIENCE FOR YOUR SKIN AND SENSES

STENDERS *Gourmet soaps* embody the fusion of craftsmanship and sustainability, offering customers a luxurious sensory experience. Hand-crafted from a natural base of olive and coconut oils, these soaps are enriched with over 90% ingredients of natural origin and unique extracts like raspberry, chamomile, and sandalwood. Each soap is designed with a ribbed shape that provides a satisfying tactile sensation, enhancing daily routines.

The collection's distinctive aromas and visually appealing designs perfectly blend functionality and indulgence, showcasing STENDERS' dedication to eco-conscious and high-quality products.



*Gourmet  
Soaps*



## *GOAL NO. 5*

**CONTINUE TO CREATE INNOVATIVE, QUALITY, AND SUSTAINABLE PRODUCTS.**

At STENDERS, innovation and sustainability are at the core of everything we do. We take immense pride in our commitment to innovation, introducing around 100 new products each year representing 20% of our total assortment. Our innovation touches all aspects, including aromas, textures, colours, packaging, and usage methods. Every product is crafted with care and meticulous attention to detail. We continually experiment and tirelessly seek the best ingredients to ensure the highest quality, while keeping sustainability at the forefront of our development process.

### **NEW PRODUCT INNOVATIONS IN 2023**

One of our most exciting innovations this year is five new solid shampoos and improvement of our existing solid shampoo formulas, enhancing functionality and achieving over 90% ingredients of natural origin.

## *Fostering a Culture of Innovation*

Beyond launching new products, we strive to foster a culture of innovation across the company. At STENDERS, we actively encourage our team to embrace creative thinking and contribute to the future of our product offerings. We host innovation contests and challenges, inviting colleagues to share ideas for new products or innovative hacks to improve production processes. This innovation culture drives product development and enhances our overall operational efficiency and sustainability efforts.

DEVELOPING NEW PRODUCTS IS A JOURNEY THAT TYPICALLY LASTS FROM 6 MONTHS TO 2 YEARS. THIS EXTENDED TIMEFRAME ALLOWS US TO CRAFT PRODUCTS THAT MEET OUR RIGOROUS QUALITY STANDARDS.

## *Key Quality Parameters*

### PROVEN FUNCTIONALITY AND PROMISE

Every product must deliver on its claims, ensuring customer satisfaction and trust.

### OVER 90% INGREDIENTS OF NATURAL ORIGIN

We are deeply committed to using ingredients of natural origin, ensuring that our products remain safe, effective, and environmentally responsible.

### CAPTIVATING AROMA, PLEASING TEXTURE, AND BEAUTIFUL COLOUR

Our formulations are crafted to offer delightful sensory experiences, combining carefully selected aromas, textures, and colours.

### UNIQUE AND SURPRISING SHAPE

We continue to create distinctive products with eye-catching designs that surprise and captivate our customers.

## *Our Commitment to Innovation and Sustainability*

At STENDERS, our mission is to merge innovation with sustainability, creating products that delight our customers while positively impacting the world. By fostering a culture of innovation and focusing on environmentally responsible product development, we continue to lead the way in crafting high-quality, sustainable products that meet our customers' needs and the planet's demands.

**WE REMAIN DEDICATED TO PUSHING  
THE BOUNDARIES OF INNOVATION AND  
SUSTAINABILITY IN EVERYTHING WE DO,  
ENSURING THAT OUR PRODUCTS MEET  
THE HIGHEST STANDARDS OF QUALITY  
AND CONTRIBUTE TO A GREENER,  
MORE ECO-CONSCIOUS FUTURE.  
THROUGH THESE EFFORTS, STENDERS  
CONTINUES TO UPHOLD ITS COMMITMENT  
TO EXCELLENCE, CREATIVITY, AND  
ENVIRONMENTAL RESPONSIBILITY.**

## *Encouraging Product*

### SOLID HAIR CARE EXTENSION

Inspired by the power of Northern nature, we added five new solid shampoos to our product range, blending sustainability and innovation, offering customers a luxurious, zero-waste experience. With 98% natural-origin ingredients, including enriching extracts like rosemary, avocado, and chamomile, these hand-crafted shampoos nourish and care for the hair while maintaining high-quality standards. Their unique, ergonomic shapes and rich, creamy foam turn everyday routines into an indulgent, eco-friendly ritual, showcasing STENDERS' dedication to combining sustainability with effective product performance.

These water-free products conserve resources, eliminate the need for plastic packaging, and are ideally suited for vegan consumers. Solid shampoos offer an ideal solution for zero-waste and sustainability-conscious customers. The absence of water conserves raw materials and significantly reduces transportation needs and emissions. These benefits make solid shampoos a perfect embodiment of both sustainability and innovation.



*Solid  
Shampoos*



## *GOAL NO. 6*

**CONTINUE TO PROMOTE A BALANCE  
OF WELL-BEING AND DEVELOP  
A HEALTH AND WELLNESS  
PROGRAMME IN THE COMPANY.**

## *Employment Demographics and Workforce Statistics*

**AT STENDERS, WE VALUE EQUALITY AND DIVERSITY AMONG OUR EMPLOYEES.**

We prioritise equality, diversity, and inclusivity within our workforce. The total number of permanent employees increased to 192 from 145 in 2023.

Additionally, the number of temporary employees increased significantly, rising from 30 in 2022 to 44 in 2023, with 37 of them being women. This growth is directly linked to the company's strategic expansion, increased production demands, and the opening of new stores in Lithuania.

A unique aspect of our employee demographics is the distribution of employees across age groups. The largest age group, employees under 30, makes up 52% of the workforce, followed by employees aged 30-50 at 37%. STENDERS values this diverse age range, believing that a mix of experience and fresh perspectives contribute to the company's innovative culture.

## *Employee Benefits and Compensation*

In 2023, we continued to offer a competitive remuneration policy, ensuring that employee entry-level wages were well above the minimum wage. The entry-level wage ratio to the minimum wage increased significantly, reaching 1.35 for both male and female employees, compared to 1.008 in 2022. This reflects our ongoing commitment to providing fair and competitive compensation to our workforce.

Additionally, we maintain a comprehensive set of employee benefits, focusing on employee health, well-being, and professional development. From health insurance and paid time off to professional development opportunities, our policies aim to support our employees' personal and professional lives.

## *Employee Well-Being Index*

Our commitment to employee well-being is measured through the STENDERS Well-Being Index, which stood at an impressive 77.92% in 2023, up slightly from 77.4% in 2022. This reflects a sustained high level of employee satisfaction. Employees continue to express positive opinions about the work-life balance and their relationships with direct managers.

However, some areas require improvement, particularly in career development and remuneration satisfaction, which scored 66% and 52%, respectively. The company recognises these concerns and is committed to addressing them through targeted initiatives in the coming years.

# Employee Engagement and Events

STENDERS PLACES GREAT IMPORTANCE ON FOSTERING A CULTURE OF COLLABORATION, ENGAGEMENT, AND PERSONAL DEVELOPMENT. IN 2023, SEVERAL INITIATIVES WERE LAUNCHED TO PROMOTE EMPLOYEE ENGAGEMENT AND WELL-BEING:

## SMART FRIDAY EVENTS

In collaboration with *Seek the Simple*, the Smart Friday events offered employees the chance to engage with thought-provoking topics. Two sessions were held in 2023: *Order and Peace in Your Job and Life*, with 25 attendees, and *Habits for a Cooler Everyday Life*, attended by 34 participants.

## POWER BREAKFASTS

Held quarterly, *Power Breakfasts* are led by the Chief Operating Officer (COO) to support employees by sharing updates on the latest company developments and activities. These events promote transparency and provide a platform for employees to stay informed and connected with the company's growth.

## HALLOWEEN CHALLENGE

Six teams participated in the *Halloween Challenge*, fostering creativity and team spirit across departments.

## INNOVATION COMPETITION

A platform where employee initiatives and innovations are recognised and rewarded.

## INTERNATIONAL WOMEN'S DAY MASTERCLASS

To celebrate International *Women's Day*, STENDERS organised a hand massage masterclass in collaboration with SPA School, with 34 employees participating. The event emphasised relaxation, me-time, and appreciation for our female employees.

## WELLNESS INITIATIVES

Employees took part in walking and biking challenges, with these health-promoting activities being especially popular among the manufacturing team. Such events encourage a healthy lifestyle and foster team bonding among staff.

# *Addressing the Challenges of 2023*

**DESPITE THE SUCCESSES, 2023 BROUGHT ITS FAIR SHARE OF CHALLENGES:**

## **SCALING PRODUCTION CAPACITY**

One of the significant challenges was rapidly scaling production capacity to meet market demand, which necessitated the hiring of a significant number of new employees.

## **EFFECTIVE ONBOARDING**

With a large number of new hires, the company prioritised establishing an efficient onboarding system, reviewing job levels, and preparing mentors to ensure that all new employees could seamlessly integrate into their roles.

## **MANAGING NEW INITIATIVES**

In 2023, the company undertook a flurry of new initiatives, including launching new stores, introducing a new concept, and reconstructing key locations. Managing these changes required careful planning and execution, employee adaptability, and effective training programmes for new hires.

## *Commitment to Health, Safety, and Professional Development*

STENDERS remains committed to occupational health and safety. In 2023, there were two recorded work-related injuries, an increase from zero in 2022—an unfortunate trend we will prioritise addressing in the coming year. We continue to offer regular occupational health examinations (OHE) to monitor and support employee well-being, alongside ongoing safety training and collaboration with safety experts.

Employee training remains a cornerstone of our human resources strategy. Through platforms like STENDERS College, employees have access to a wide range of professional development opportunities, from new hire training to advanced management workshops. Additionally, the company promotes a culture of continuous learning by providing regular updates on industry trends and technological advancements.

## *Future Focus*

AS WE MOVE FORWARD, STENDERS IS COMMITTED TO CREATING A MORE SUPPORTIVE AND ENGAGING WORK ENVIRONMENT BY:

- Continuing to enhance our career development programs and training opportunities.
- Expanding our wellness initiatives to support mental and physical health.
- Improving remuneration structures to ensure fairness and competitiveness.
- **Enhancing the work environment and working conditions.**
- Addressing the challenges of scaling operations while maintaining employee satisfaction and productivity.

WE BELIEVE THAT INVESTING IN OUR PEOPLE IS KEY TO LONG-TERM SUCCESS. BY PRIORITISING EMPLOYEE WELL-BEING, FOSTERING A COLLABORATIVE WORK CULTURE, AND PROVIDING AMPLE OPPORTUNITIES FOR PERSONAL AND PROFESSIONAL GROWTH, WE AIM TO BE AN EMPLOYER OF CHOICE, RECOGNISED FOR OUR COMMITMENT TO EMPLOYEE SATISFACTION AND DEVELOPMENT.





## *GOAL NO. 7*

**A POLICY OF WORKING WITH INCREASINGLY  
SUSTAINABILITY-MINDED AND RESPONSIBLE  
PARTNERS.**

**COOPERATION WITH RESPONSIBLE  
PARTNERS**

At STENDERS, we uphold a clear and unwavering policy of partnering with sustainability-focused, responsible suppliers. Over the years, our supply chain has evolved, allowing us to build long-term relationships with partners who share our commitment to quality and sustainability. These partnerships are built on trust, loyalty, and transparency, ensuring an agile and efficient decision-making process. We deeply value the close collaboration and mutual accountability we have cultivated with our partners, making it a cornerstone of our operations.

## GLOBAL AND LOCAL SOURCING FOR QUALITY AND SUSTAINABILITY

While most of our suppliers are based in the Baltics and Europe, we also source materials globally. Most of our raw materials and packaging come from European suppliers, and our private-label products are manufactured in neighbouring countries such as Sweden and Lithuania. In response to recent geopolitical instability, we have proactively diversified our supplier network to maintain a reliable, stable, and sustainable supply chain.

Responsible sourcing is central to our product development. We consider every new product its entire life cycle, ensuring minimal environmental impact. This is made possible through open collaboration with our suppliers, who provide clearinsights into the raw materials and components they use. Together, we assess the sustainability of these materials and work to minimise any adverse environmental effects. These knowledge exchanges highlight the importance of strong and transparent supplier relationships, which we are committed to maintaining and strengthening.

## *Commitment to Sustainable Partnerships*

In 2023, we entered a new phase of collaboration with our suppliers by beginning to survey them about their sustainable practices and commitments. This initiative aims to gain deeper insights into how our suppliers approach sustainability and their plans for the future. The information gathered from these surveys will play a key role in shaping the direction of our partnerships, ensuring we align with those who share our dedication to ethical and environmentally responsible business practices.

We are also developing a comprehensive *Supplier Code of Conduct*, which will serve as a guiding framework to ensure our suppliers meet our high ethical standards and sustainability goals. As part of this initiative, we are creating a supplier screening process to assess and evaluate the practices of both current and potential partners. This will enable us to make informed decisions that align with our values and reinforce our long-term commitment to responsible business practices.

## *Future Plans for Sustainable Supplier Engagement*

Once our *Supplier Code of Conduct* is finalised, we will formally introduce it to our partners and suppliers. We aim to communicate our expectations and goals for sustainable business practices, ensuring that all stakeholders align with our vision. We believe that transparency and accountability are essential in achieving sustainability, and this framework will serve as a benchmark for continuous improvement within our supply chain.

We recognise that the collective efforts of our suppliers are essential in meeting our sustainability objectives. By fostering strong, transparent, and responsible partnerships, we are confident that we can make a lasting positive impact on both people and the planet. Through collaboration and shared commitment, STENDERS and our partners will continue to drive innovation and sustainability in every aspect of our business operations.

## *Optimising Logistics for a Reduced Environmental Impact*

In 2023, STENDERS made significant progress in optimising our logistics and reducing the environmental impact of transporting packaging materials. A key initiative was decreasing our reliance on distant suppliers, particularly from Asia, and shifting towards local and regional sourcing solutions. By reducing imports from Asia, we have significantly minimised the environmental footprint associated with long-distance shipping, particularly air and sea freight, which are major contributors to CO2 emissions.

## *Moving Towards Regional Suppliers*

As part of our commitment to sustainability, we have prioritised sourcing materials from closer regions. In 2023, we shifted a significant portion of our packaging production to suppliers within Europe, specifically Lithuania and Slovenia. This move not only shortened transportation routes but also allowed us to work with suppliers who use green energy in their production processes. By moving 18 out of 30 packaging units from Asian suppliers to European ones, we have been able to save 42% on bottle purchases and 34% on jars, while simultaneously reducing the carbon emissions associated with long-distance imports.

## *Efficient Use of Transportation*

Despite an increase in shipments, from 35 in 2022 to 72 in 2023, we optimised the transportation of materials, ensuring more efficient load management and minimised space in shipping containers. This increase in efficiency means that we were able to handle a higher volume of shipments without a proportional increase in CO2 emissions, contributing to a more sustainable logistics chain.

## *Minimising Air Freight and Long-Distance Shipping*

Air freight, while faster, has a significantly higher CO2 footprint compared to sea or rail transport. By reducing our reliance on long-distance imports, particularly from Asia, we have significantly decreased our use of air freight, further lowering our overall carbon footprint. This achievement is a direct result of our strategy to source materials from closer regions and optimise our logistics network, aligning with our goal of minimising the environmental impact of our operations.

## *Regional Sourcing and Green Energy Initiatives*

A major milestone in 2023 was our decision to produce 50% of our packaging with suppliers in Lithuania, who utilise green energy. Additionally, these suppliers use locally sourced recycled plastic pellets, further reducing our environmental footprint. This transition ensures that a substantial portion of our packaging production is local and more environmentally responsible, significantly advancing our sustainability efforts. Similarly, we relocated our can production to Slovenia, further reducing the carbon footprint associated with transportation.

## *Looking Ahead*

We are proud of our progress in optimising our logistics and reducing the CO2 emissions associated with transportation. By continuing to collaborate with regional suppliers who prioritise sustainable practices, we are confident in our ability to lessen our environmental impact further. We focus on expanding these efforts and identifying new opportunities to optimise logistics while staying true to our core values of sustainability, efficiency, and quality.

# *Encouraging Product*

## **BODY TOWELS**

We are committed to making sustainability-driven choices wherever possible. This commitment is reflected in our Body Towels, where we have prioritised eco-conscious decisions at every stage of production. When selecting the material for our range of towels, we opted for fibres that have earned OCS (Organic Content Standard) certification, ensuring that they meet stringent global standards for organic content.

In 2023, we launched lightweight hand and body towels in two sizes 140x100 cm and 50x70 cm –available in three colours: green, white, and pink.

- Nordic design with a focus on sustainability.
- Soft, odour-resistant, and elegantly sculpted.
- Classic waffle weave for faster drying and space-saving.
- Made of 58% organic cotton and 42% linen for long-lasting quality.
- Cotton from Egypt, linen from France.
- OCS Blended certification verifies organic material content.



*Body  
Towels*



## *GOAL NO. 8*

**DEVELOP CHARITABLE PROJECTS AND  
SUPPORT LOCAL COMMUNITIES IN  
COUNTRIES WHERE OUR PRODUCTION CAN  
BE PURCHASED IN PERSON.**

At STENDERS, our commitment to Corporate Social Responsibility (CSR) reflects our deep connection to the natural environment and the communities we serve. Through our initiatives, we strive to promote sustainable practices, support social causes, and foster an inclusive, healthy workplace for our employees. Our CSR efforts are anchored in environmental care, community engagement, and responsible consumerism, with a clear focus on making a positive impact.

## *Sustainable Soap Production and the Circular Economy*

As one of the leading producers of hand-crafted soaps in the Baltics, we produce 180-200 tonnes of soap each year. In our commitment to sustainability, we have found a way to repurpose approximately three tonnes of soap residue generated from production. These remnants, consisting of thickened soaps with various herbs, flowers, and natural additives, pose a challenge for immediate reintegration into production. However, through innovative thinking and a commitment to the principles of the circular economy, we have developed a solution: Sustainable Soap.

## *Social Responsibility and Community Support*

At STENDERS, we recognise the importance of supporting the communities where we operate. We are especially committed to helping socially vulnerable groups, including children, the underprivileged, and seniors. Through thoughtful donations, community engagement, and partnerships with local organisations, we strive to positively impact the lives of those in need.

## *Stakeholder Identification and Engagement*

We focus our efforts on identifying socially vulnerable groups and aligning our support with their specific needs. From hygiene products to gifts that uplift psychological well-being, our initiatives are designed to bring comfort and joy to these communities. Additionally, our CSR efforts go beyond immediate donations; we assess the long-term needs of the communities we serve, ensuring that our contributions have a lasting and meaningful impact.

In response to global events, such as the war in Ukraine, STENDERS has acted swiftly to provide essential support. We continuously evaluate requests from various organisations to ensure that our product donations have the greatest possible impact where they are needed most.

## *Economic Contributions to Local Communities*

As a company with its factory and office based in Riga, we take pride in our contributions to the local economy. STENDERS provides employment opportunities to local residents and ensures that the taxes we pay support the growth and prosperity of the region.

## *Commitment to Fair Trade and Environmental Responsibility*

STENDERS is proud to support *Fair Trade* initiatives, ensuring that ethical practices are upheld throughout our supply chain. We believe that fair wages, safe working conditions, and environmentally sustainable farming practices are fundamental to the well-being of both producers and consumers.

We are also proud to collaborate with the *World Wide Fund for Nature's Green Office programme*. This partnership reflects our commitment to reducing the environmental footprint of our office operations, focusing on areas such as energy efficiency and waste management.

# *Encouraging Product*

## **SUSTAINABLE SOAP**

Using waste-free silicone moulds, we craft new soaps from the remnants of previous batches. This waste-free process not only minimises resource consumption but also highlights our contribution to sustainable production.

Each Sustainable Soap is hand-crafted and belongs to one of five categories—Berries, Flowers, Fruits, Herbs, or Nature Freshness—based on its ingredients and aroma. These soap bars, adorned with the STENDERS monogram, offer unique textures from feelable elements like oat flakes, dried flowers, and herbs. This approach exemplifies our commitment to zero-waste production and sustainable beauty.

In alignment with our environmental responsibility, for every sustainable soap bought globally, 1 EUR is donated to the Wetlands Fund, helping to preserve one of the most critical ecosystems on our planet.



*Sustainable  
Soaps*

*Sustainable  
Development  
Goals*

**AT STENDERS, OUR COMMITMENT TO CONTRIBUTING TO THE UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS (SDGS) EXTENDS TO SEVERAL AREAS THAT DIRECTLY ADDRESS SUSTAINABLE PRACTICES.**

Through our focus on sustainable packaging and waste reduction, we actively support SDG 12 (responsible consumption and production) and SDG 13 (climate action). We prioritise using eco-friendly and sustainable packaging materials for our products to minimise our environmental impact and reduce waste generation. By incorporating more than 90% ingredients of natural origin and optimising work processes, we strive to minimise waste throughout our supply chain, aligning with SDG 12.

Furthermore, our efforts to improve energy efficiency align with SDG 7 (affordable and clean energy) and SDG 13. We continuously work towards enhancing our energy efficiency practices, utilising sustainable energy sources, and implementing energy-saving measures in our manufacturing facilities and offices. By adopting energy-efficient technologies, we actively contribute to reducing our carbon footprint and mitigating climate change.

Our emphasis on promoting employee well-being (as described earlier) also contributes to SDG 3 (good health and well-being) and SDG 5 (gender equality). By prioritising our employees' physical and mental health, offering comprehensive health insurance, and supporting a positive work-life balance, we foster a healthy and inclusive work environment, which is crucial for achieving these SDGs.

Furthermore, our dedication to supporting vulnerable communities, including Ukrainian refugees, exemplifies our commitment to SDG 1 (no poverty) and SDG 10 (reduced inequalities). Through our collaboration with organisations like 'Tavi Draugi', we actively extend a helping hand to those in need. In 2022, we provided significant financial investment amounting to EUR 500,000 to support Ukrainian war refugees residing in accommodations provided by Social Services in Latvia. This initiative reflects our deep sense of responsibility towards those affected by geopolitical instability and showcases our commitment to reducing inequalities and poverty within our reach.

IN ADDITION TO OUR PHILANTHROPIC ENDEAVOURS, INTEGRATING SUSTAINABILITY INTO OUR SUPPLY CHAIN AND OPERATIONS ALLOWS US TO MAKE SUBSTANTIAL CONTRIBUTIONS TO SDG 12 (RESPONSIBLE CONSUMPTION AND PRODUCTION). BY DIVERSIFYING OUR NETWORK OF SUPPLIERS AND FOCUSING ON THOSE WHO ADHERE TO SUSTAINABLE PRACTICES, WE ACTIVELY PROMOTE RESPONSIBLE CONSUMPTION AND PRODUCTION. MOREOVER, OUR DEDICATION TO DEVELOPING A SUPPLIER CODE OF CONDUCT EMPHASISES TRANSPARENCY, TRACEABILITY, AND ETHICAL STANDARDS, REINFORCING OUR COMMITMENT TO SDG 12.

*In summary, STENDERS contributes significantly to multiple SDGs through sustainable packaging, waste reduction, and improved energy efficiency.*

Our responsible practices align with SDG 12, while our focus on employee well-being supports SDGs 3 (Good Health and Well-being) and 5 (Gender Equality). By fostering partnerships that promote good health and sustainable production, we aim to impact the global agenda for a more sustainable future positively.

# *Responsible Marketing*

AT STENDERS, WE ARE COMMITTED TO UPHOLDING RESPONSIBLE MARKETING PRACTICES THAT ALIGN WITH OUR VALUES OF TRANSPARENCY, INTEGRITY, AND COMPLIANCE WITH REGULATIONS.

We prioritise the well-being of our consumers and the public while ensuring our marketing communications are ethically sound and accurate.

#metime, embracing the tranquil virtues of Nordic values such as peace and simplicity, all while embracing the aesthetics of impeccable design.

At STENDERS, every aspect of our marketing communication is meticulously crafted to resonate with the very essence of our brand values. We hold steadfast to the pillars that define us – high quality, relevance, nurturing your psychological well-being through cherished moments of

With every message we convey, every visual we present, and every interaction we facilitate, our commitment to these core values shines through. Our marketing communication is a harmonious extension of our identity, a canvas where the symphony of our brand's essence finds its expression.

## *Elevating Quality*

We uphold the standard of excellence that is synonymous with the STENDERS name. Through our marketing communication, we underscore the high quality that defines our products and services, ensuring that every encounter resonates with the touch of luxury that our brand is known for.

## *Relevance and #metime*

Understanding the significance of personal well-being, we weave the concept of #metime into every thread of our marketing communication. With each message, we invite to indulge in moments of self-care, where our products become companions on your journey to rejuvenate the body and soul.

## *Design Elegance*

Our commitment to aesthetics extends beyond our products. It's evident in our design-focused approach to marketing communication. Every visual element, every layout, and every choice of colours is an ode to the artistry that defines STENDERS. In essence, our marketing communication is more than just messages and visuals; it's an embodiment of our identity.

## *Embracing Nordic Mindset*

Nordic mindset, rooted in peace, simplicity, and a deep connection with nature, are integral to our brand ethos. Our marketing communication mirrors these virtues, evoking the soothing embrace of Nordic landscapes and the serenity they bring.

**AS CONSUMERS' UNDERSTANDING OF SUSTAINABILITY GROWS, WE WANT TO CONSISTENTLY OFFER HIGH-PERFORMING SKINCARE PRODUCTS FOR A BETTER FUTURE. WITH OPEN AND HONEST MARKETING COMMUNICATION, OUR GOAL IS TO ENABLE CONSUMERS TO MAKE INFORMED CHOICES.**

*It's our promise that every encounter with STENDERS is an invitation to experience the very heart of our brand and highest qualities of our products.*

## *Compliance with Marketing Regulations*

Our internal procedures guide us in communicating product information through labels. We adhere to the regulations established in the countries where we operate, including advertising laws, consumer rights protection laws, and EU regulations, ensuring that our marketing practices are in line with legal requirements.

## *Transparency in Marketing Communications*

We publish an annual financial report through press releases to inform the public about major investment projects and company operations. We maintain open communication on social media, sharing insights into our internal workings. Our company representatives readily provide interviews and comments to the media, promoting transparency and accountability.

## *Ethical Marketing Practices*

We strictly follow ethical marketing practices, focusing only on consumer-tested product attributes when communicating about our products and their features. Our marketing communication follows our brand guidelines, which emphasise ethical content and the exclusion of any communication that supports violence or discrimination. Our internal code of ethics for employees outlines the expected attitudes and behaviour.

## *Fair Competition*

Fair competition principles are at the core of our marketing communication, aligning with advertising laws and competition laws to ensure fairness and integrity in the marketplace.

## *Product and Service Information*

We prioritise accuracy in product and service information, employing a consistent style of information placement across all our products' packaging for easy understanding. Our accredited laboratory determines the functional properties attributed to our products, such as moisturising and softening, ensuring accurate and reliable claims.

## *Transparency in Product and Service Claims*

We are committed to transparent sustainability claims, showcasing % of our products' natural origin, dermatologically tested, vegan, and recyclable packaging claims. The % naturalness of the product is determined by the % naturalness of raw materials, obtained through ISO 16128 methods. Our products undergo dermatological tests to ensure safety, and vegan claims are based on the vegan origin of all raw materials in the recipe. Additionally, our recyclable packaging claim is verified based on the presence of recycling symbols on the packaging materials.

## *Labelling and Packaging*

We comply with regulation (EC) No. 1223/2009 of the European Parliament and the Council on cosmetic products for labelling cosmetic products. Our internally developed procedures further ensure clarity and adequacy in product labelling.

## *Customer Privacy and Data Protection*

Protecting customer privacy and data is paramount to us, and we process and store customer and partner data according to GDPR regulations. Our published Privacy Policy on the website outlines procedures for data deletion, complaint submission, and customer rights concerning data protection.

THROUGH OUR RESPONSIBLE MARKETING PRACTICES, STENDERS REMAINS COMMITTED TO BUILDING TRUST WITH CONSUMERS, CONTRIBUTING TO ACHIEVING SUSTAINABLE DEVELOPMENT GOALS, AND CREATING A POSITIVE IMPACT ON THE ENVIRONMENT, SOCIETY, AND OUR STAKEHOLDERS.

# STENDERS



NORDIC  
BATHS  
THE  
FLIGHTS



*Good Governance  
and Code of Ethics*





## *Risk Management*

At STENDERS, we recognise risk management as an integral part of sound management practice and a crucial aspect of good corporate governance. We acknowledge that risks, whether opportunities or threats, are inevitable during our business operations. To ensure our success in achieving strategic goals and maintaining continuous operations in a dynamic business environment, we have established systematic risk management practices.

### **OUR RISK MANAGEMENT APPROACH IS CHARACTERISED BY THE FOLLOWING PRINCIPLES**

#### **CULTIVATING A RISK-AWARE CULTURE**

We promote the proactive management of risks throughout the organisation.

#### **MAXIMISING OPPORTUNITIES**

The purpose of risk management is to analyse and manage both opportunities and threats, giving us a competitive advantage.

#### **SYSTEMATIC MONITORING**

We regularly monitor the sufficiency of risk treatment actions and controls.

#### **CONTINUOUS IMPROVEMENT**

Risk management is an ongoing process that evolves with changes in the external and internal environment.

#### **INTEGRATION INTO PROCESSES**

Risks are managed in an integrated manner during planning, decision-making, and operational processes, with defined roles and responsibilities.

## *ESG Risk Rating Overview*

At STENDERS, we have identified key Environmental, Social, and Governance (ESG) risks, categorising them based on their potential impact on our operations. These risks are regularly assessed to ensure we are well-prepared to respond effectively and proactively.

### **HIGH RISKS**

#### **QUALITY CONTROL RISK**

A core business risk, ensuring that our products meet the highest quality standards is critical to maintaining customer trust and brand reputation.

#### **TERRORISM / WARFARE**

Global conflicts could directly or indirectly affect our supply chain, markets, or even the safety of our operations.

#### **CHANGES IN LEGISLATION**

Shifts in regulations or compliance requirements in different markets can affect our ability to operate efficiently, requiring constant vigilance.

#### **PROHIBITION OF RAW MATERIALS**

Restrictions on using certain raw materials due to environmental or regulatory changes pose a significant risk to production continuity.

#### **GEOPOLITICAL INSTABILITY**

Political unrest, changes in government, or international conflicts can disrupt supply chains and markets where we operate.

#### **PRICE CHANGES OR SUPPLIER DISCONTINUATION FOR UNIQUE RAW MATERIALS**

The unique nature of some of our ingredients makes us vulnerable to price volatility or supplier disruption.

#### **SANCTIONS ON SUPPLIERS**

International sanctions against specific countries or entities may affect our ability to source raw materials or products.

## MEDIUM RISKS

### INFLATION

Rising costs across various aspects of production, from materials to logistics, could affect profitability.

### PRICE INCREASE OF RESOURCES

Increases in the price of energy, water, and other resources necessary for production could put pressure on margins.

### REPUTATIONAL RISK

Any damage to the company's reputation due to product failures, unethical behaviour, or public relations crises could have lasting effects.

### SUPPLY DISRUPTIONS

Interruptions in the supply chain, whether due to transportation issues or global events, could hamper our ability to meet production deadlines.

### PANDEMIC

While the immediate effects of the COVID-19 pandemic are receding, future pandemics or health crises remain a potential threat.

### INEFFICIENT DELIVERY SCHEDULING/TIMING PLAN

Inadequate planning for delivery schedules can cause delays, negatively impacting customer satisfaction and supply chain efficiency.

## LOW RISKS

### CHANGES IN THE MARKET

Shifts in consumer preferences or market trends could require adjustments to our product portfolio and marketing strategies.

### CHANGES IN TAX POLICY

While this presents a lower risk, any unexpected changes in taxation could impact profitability.

### FINANCIAL RISKS

Currency fluctuations, interest rate changes, and other financial market conditions can have an impact, but we have measures in place to mitigate these risks.

### DATA SECURITY

While a lower risk, cyber-attacks or data breaches could lead to a loss of confidential information or intellectual property.

### CYBER ATTACKS

Although rated as a low risk, we continuously improve our IT security systems to prevent unauthorised access to sensitive data.

### UNETHICAL BEHAVIOUR OF COOPERATION PARTNERS

Ensuring that our partners adhere to ethical practices is critical, though this is managed through our supplier assessment processes.

### HUMAN RIGHTS VIOLATIONS IN THE SUPPLY CHAIN

We actively monitor our supply chain to ensure that there are no human rights violations, but this remains a risk that requires ongoing attention.

### PRODUCT SAFETY RISKS

Our stringent quality control processes reduce the likelihood of this risk, but we remain vigilant in ensuring product safety for our customers.

## *Managing and Mitigating Risks*

To effectively address these risks, STENDERS employs a multi-faceted risk management strategy:

### **SUPPLIER RELATIONSHIPS**

We work closely with our suppliers to ensure transparency and stability in our supply chain. The establishment of a supplier screening process in 2023, which will be followed by Suppliers Code of Conduct in 2024, reflect our commitment to responsible sourcing.

### **REGULATORY COMPLIANCE**

We constantly monitor legislative changes in the markets where we operate, which allows us to remain compliant and agile in the face of new regulations.

### **BUSINESS CONTINUITY PLANNING**

We have developed comprehensive business continuity plans to address high-risk scenarios such as geopolitical instability, pandemics, and supply chain disruptions.

### **QUALITY ASSURANCE**

Our strict quality control procedures ensure that any potential risks related to product safety and quality are identified and addressed early in the production process.

### **ESG INTEGRATION**

We integrate environmental, social, and governance considerations into our risk management framework, ensuring that our practices align with global sustainability goals.

**OUR ONGOING COMMITMENT TO MANAGING RISKS RESPONSIBLY ENABLES US TO NAVIGATE A COMPLEX AND EVER-CHANGING BUSINESS LANDSCAPE, ENSURING THAT STENDERS REMAINS RESILIENT, SUSTAINABLE, AND COMPETITIVE.**

# *Reporting Principles*

**THIS STENDERS SUSTAINABILITY REPORT 2023  
HAS BEEN PREPARED BY USING AS A GUIDELINE  
GLOBAL REPORTING INITIATIVE (GRI) STANDARDS.**

The report contains information on STENDERS Sustainability performance in the period of January 1 to December 31, 2023. Some indicators may also include historical data.

**IN PREPARING THIS REPORT,  
WE WERE GUIDED BY:**

- GRI 102 GENERAL DISCLOSURES
- GRI 3 MATERIAL TOPICS
- GRI 201 ECONOMIC PERFORMANCE
- GRI 301 MATERIALS
- GRI 302 ENERGY
- GRI 306 WASTE
- GRI 403 OCCUPATIONAL HEALTH AND SAFETY
- GRI 401 EMPLOYMENT
- GRI 403 HEALTH & SAFETY
- GRI 404 TRAINING & EDUCATION
- GRI 413 LOCAL COMMUNITIES
- GRI 416 CUSTOMER HEALTH & SAFETY
- GRI 417 MARKETING & LABELLING

## GRI Reference and Data Table

REFERENCE	DISCLOSURE	UNIT	2023	2022
<b>IMPACT GENERAL DISCLOSURES GR2</b>				
GRI 2-7	<b>Employees</b>			
GRI 2-7	Total number of permanent employees	Headcount	262	218
GRI 2-7	Number of permanent female employees	Headcount	190	168
GRI 2-7	Total number of temporary employees	Headcount	77	30
GRI 2-7	Number of temporary female employees	Headcount	65	26
GRI 2-7	Total number of non-guaranteed hours employees	Headcount	0	0
GRI 2-7	Number of non-guaranteed hours female employees	Headcount	0	0
GRI 2-7	Total number of full-time employees	Headcount	305	235
GRI 2-7	Number of of full-time female employees	Headcount	236	181
GRI 2-7	Total number of part-time employees	Headcount	2	1
GRI 2-7	Number of part-time female employees	Headcount	2	1

<b>IMPACT ECONOMIC PERFORMANCE - GRI 201</b>				
GRI 201-1	<b>Direct economic value generated (revenues)</b>	Euros	€14 357 862,00	€8 094 951,00
GRI 201-1	Net sales	Euros	€14 357 862,00	€8 094 951,00
GRI 201-1	Financial investments	Euros	€-	€-
GRI 201-1	Sales of assets	Euros	€-	€-
GRI 201-1	<b>Economic value distributed</b>	Euros	€14 579 279,00	€10 334 631,00
GRI 201-1	Operating costs	Euros	€13 181 254,00	€8 955 689,00
GRI 201-1	Employee wages and benefits	Euros	€2 916 075,00	€2 632 378,00
GRI 201-1	Payments to providers of capital	Euros	€329,00	€324,00
GRI 201-1	Payments to government	Euros	€1 394 287,00	€1 347 400,00
GRI 201-1	Community investments	Euros	€3 409,00	€31 218,00

<b>IMPACT MARKET PRESENCE - GRI 202</b>				
GRI 202-1	<b>Entry level wage ratio to minimum wage</b>	%	1,35	1,008
GRI 202-1	Entry level wage ratio to minimum wage: female	%	1,35	1,008
GRI 202-1	Entry level wage ratio to minimum wage: males	%	1,35	1,008

GRI 202-2	<b>Senior management hired from local communities / the local community</b>	%	100	100
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IMPACT		PROCUREMENT PRACTICES - GRI 204		
GRI 204-1	Proportion of spending on local suppliers	%	19	46
	Key criteria for selecting suppliers	Descriptive	Quality of product, price, producer, leadtime	
	Methods of suppliers environmental data collection	Descriptive	Questionnaire	

IMPACT		ANTI-CORRUPTION - GRI 205		
GRI 205-2	Total number of employees who have received info on the organization's anti-corruption policies	Number	172	74
GRI 205-2	Percent of employees who have received info on the organization's anti-corruption policies	%	100	100

IMPACT		ANTI-COMPETITIVE BEHAVIOUR - GRI 206		
GRI 206-1	Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant	Number	0	0

IMPACT		TAX - GRI 207		
GRI 207-4	Revenues from third-party sales	Euros	-€10 537 660,00	-€4 491 822,00
GRI 207-4	Revenues from intra-group transactions with other tax jurisdictions	Euros	€10 537 725,00	€4 491 848,00
GRI 207-4	Profit/loss before tax	Euros	€1 200 293,00	-€761 415,00
GRI 207-4	Tangible assets other than cash and cash equivalents	Euros	€761 680,00	€549 432,00
GRI 207-4	Corporate income tax paid on a cash basis	Euros	€18 078,00	€8 283,00
GRI 207-4	Corporate income tax accrued on profit/loss	Euros	€9 222,00	€19 573,00

IMPACT		EMPLOYMENT - GRI 401		
GRI 401-1	Total number of new employees	Headcount	172	74
GRI 401-1	Number of new female employees	Headcount	131	64
GRI 401-1	Number of new employees age >50	Headcount	19	2
GRI 401-1	Number of new employees age 30-50	Headcount	48	27
GRI 401-1	Number of new employees age <30	Headcount	105	45

GRI 401-1	Total number of employee turnover	Headcount	135	103
GRI 401-1	Number of female employee turnover	Headcount	103	79
GRI 401-1	Number of employee turnover age >50	Headcount	9	8
GRI 401-1	Number of employee turnovers age 30-50	Headcount	48	30
GRI 401-1	Number of employee turnover age <30	Headcount	78	65
GRI 401-3	Number of employees entitled to parental leave	Headcount	11	14
GRI 401-3	Number of female employees entitled to parental leave	Headcount	11	12
GRI 401-3	Number of employees who took to parental leave	Headcount	11	24
GRI 401-3	Number of female employees who took to parental leave	Headcount	11	12
GRI 401-3	Number of employees who returned to work after parental leave	Headcount	3	6
GRI 401-3	Number of female employees who returned to work after parental leave	Headcount	3	4
GRI 401-3	Number of employees who returned to work after parental leave that were still employed 12 months after their return to work	Headcount	2	3
GRI 401-3	Number of female employees who returned to work after parental leave that were still employed 12 months after their return to work	Headcount	2	2

IMPACT		OCCUPATIONAL HEALTH AND SAFETY - GRI 403		
GRI 403-9-a	Number of lost time injuries	Number	2	0
GRI 403-9-a	Number of fatalities as a result of work-related injuries	Number	0	0
GRI 403-9-a	Number of high-consequence injuries (excluding fatalities)	Number	0	0
GRI 403-9-a	Number of recordable work-related injuries	Number	2	0
GRI 403-10-a	Number of recordable work-related ill health	Number	3	0
GRI 403-10-a	Number of fatalities as a result of work-related ill health	Number	0	0

IMPACT		DIVERSITY AND EQUAL OPPORTUNITY - GRI 405		
GRI 405-1	Total number of employees	Headcount	324	249
GRI 405-1	Number of female employees	Headcount	246	149
GRI 405-1	Number of Board members	Headcount	2	2
GRI 405-1	Number of female Board members	Headcount	0	0
	Number of Management team members	Headcount	6	8
	Number of female Management team members	Headcount	3	4

GRI 405-1	Number of employees age >50	Headcount	35	23
GRI 405-1	Number of employees age 30-50	Headcount	119	103
GRI 405-1	Number of employees age <30	Headcount	169	123
GRI 102-4	Number of employees covered by collective bargaining agreement	Headcount	0	0
GRI 405-1	Number of white collar employees	Headcount	77	89
GRI 405-1	Number of blue collar employees	Headcount	245	160

IMPACT		MATERIALS AND PACKAGING		
	Quantities of material used	Tonnes		
	Paper		13,17	1,77
	Glass		20,3	1
	Plastic		115,79	1,93
	Metal		9,46	0,125
	Percentage recycled or reused materials in other packaging materials	%	0	
	Percentage of packaging that is recyclable	%	94,67	
	Percentage of packaging that is biodegradable	%	0,43	

IMPACT		WATER AND EFFLUENTS- GRI 303		
GRI 303-5	Total water consumption	m3	4Ê207	
GRI 303-3	Total water withdrawal	m3	4207	
GRI 303-3	Water withdrawal from surface water	m3	0	
GRI 303-3	Water withdrawal from groundwater	m3	0	
GRI 303-3	Water withdrawal from seawater	m3	0	
GRI 303-3	Water withdrawal from public network	m3	4207	
GRI 303-3	Water withdrawal not being a consumption (e.g., for cooling)	m3	0	
GRI 303-3	Water withdrawal in water stressed areas (of total withdrawal)	m3	0	
GRI 303-4	Total water discharge	m3	3Ê830	
GRI 303-4	Water discharge into surface water	m3	0	
GRI 303-4	Water discharge into groundwater	m3	0	
GRI 303-4	Water discharge into seawater	m3	0	
GRI 303-4	Water discharge into public network	m3	3830	
GRI 303-4	Water discharge in water stressed areas (of total discharge)	m3	0	

IMPACT	WASTE - GRI 306			
GRI 306	Total non-hazardous waste	Tonnes	117,846	123,29
GRI 306	Total non-hazardous waste recycled or prepared for reuse	Tonnes	16,416	16,5
GRI 306	Percentage of non-hazardous waste recycled or prepared for reuse	%	13,93%	13,38%
GRI 306	Glass waste recycled	Tonnes	0	0
GRI 306	Cardboard and paper waste recycled	Tonnes	15,096	16,5
GRI 306	Plastic waste recycled	Tonnes		
GRI 306	Other non-hazardous waste recycled (excluding by-products)	Tonnes	1,32	
GRI 306	Non-hazardous waste prepared for reuse	Tonnes	2,145	
GRI 306	Total non-hazardous waste incinerated	Tonnes	0	0
GRI 306	Non-hazardous waste incinerated with energy recovery	Tonnes		
GRI 306	Non-hazardous waste incinerated without energy recovery	Tonnes		
GRI 306	Total non-hazardous waste landfilled	Tonnes	101,43	106,79

IMPACT	CUSTOMER HEALTH AND SAFETY - GRI 416			
GRI 416-2	<b>Total number of incidents of non-compliance related to the health and safety impacts of products</b>		282	323
GRI 416-2	Incidents resulting in a fine or penalty	Number	0	0
GRI 416-2	Incidents resulting in a warning	Number	0	0
GRI 416-2	Non-compliance incidents with voluntary (non-regulatory) codes	Number	282	323
	Received product quality complains from customers	Number	282	323

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WE ACKNOWLEDGE THE POTENTIAL  
FOR MISSING DATA AND THE  
LIMITATIONS IN COMPARING DATA  
TO TRACK TRENDS.

