



Sustainability Report 2021

Ensuring our promises are more than
just words.

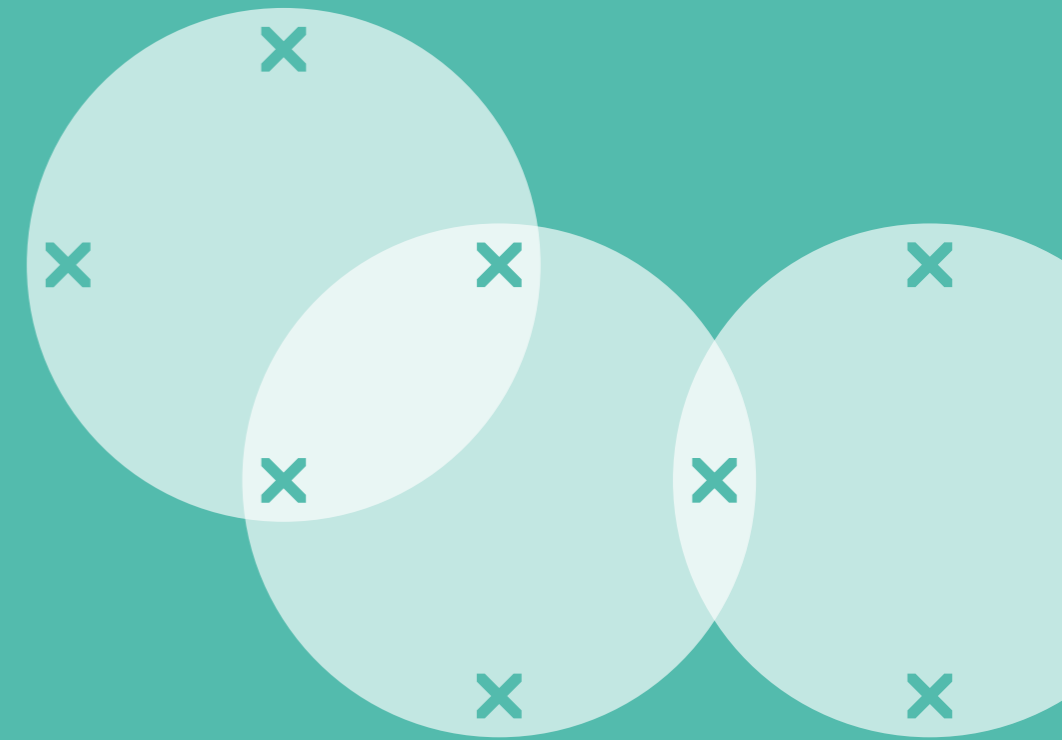
dataflex

feeling at work



“There is no such thing as ‘away’.
When we throw anything away
it must go somewhere.”

- Annie Leonard



Preface

Working towards sustainability is often complicated, time-consuming and expensive, and requires considerable discipline. Real progress can only be achieved if everyone in the company has the same intrinsic motivation to continuously improve and challenge themselves.

At Dataflex, we have exactly that culture: we follow our own path and work hard to achieve our goals.

We lead our industry when it comes to sustainability, and are transparent and open about our performance. Something that unfortunately many of our competitors are not.

Sustainability should not be a marketing tool. And we will not make claims that are untrue or sound off on certain issues just because others are doing so.

Developments often move slower than we would like. At times, we can run ahead of ourselves or come up with ideas our markets are not (yet) ready for. Nevertheless, we are confident that sustainability will play an increasingly important role, with end-users making more conscious choices and investigating whether company's claims are (f)actually correct.

To reinforce our credibility as a company, Dataflex wants to be a B Corp by 2022. This involves our social and ecological performance being monitored and certified. The certification process started for us in 2021 and though we were already doing a lot of things right, the process has given us a great many new insights into how we can perform even better in these areas in the future.

We are confident you will notice the changes over the coming years.

Roderik Mos
Owner and Managing Director.



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Introduction

Welcome to this fourth edition of our Sustainability Report. In it, we communicate our yearly achievements as well as new goals. We also give updates on new and ongoing projects around our social and environmental impact. With the help of this report, we want to remain transparent and take you with us on our journey towards ever more sustainable practices.



Governance



Workers



Community



Environment



Customers

Looking back

Reflections on our goals and achievements

For us, 2021 was the year to 'get back on track'. After a turbulent 2020, with its many challenges due to the Covid pandemic, our aim was not just to bounce back but to bounce back even stronger. Despite the fact that many of those Covid-related challenges did not magically disappear in 2021, we largely managed to achieve that aim. Alongside new product launches and collaborations on many great interior design projects, a major focus for the year was making further strides towards becoming a truly sustainable company.

First and foremost, we are proud to announce that we have handed in our application to become a certified B Corp. As you may already know from reading our earlier Sustainability Report, our main goal for the upcoming years has been to become a certified B Corp. We are now awaiting our assessment and hope to become part of this great movement very soon.

Below you will find a quick update on the goals we set ourselves for 2021, categorized into five impact areas. This structure is used in the B Impact Assessment to assess a company's social and environmental performance, and helps us work on our sustainability efforts in a holistic way. Meaning that we work on improving our performance in each of the five areas: Governance, Workers, Community, Environment.

Update on the goals 2022-2024



Governance

Review and communicate all company policies and systems.

We identified the R&D department, including product management, as the most important place to start. This process is now almost finished and the other departments will follow.

Improve systems for stakeholder feedback, engagement and follow-up.

For our dealers and end-customers, we set up systems to improve feedback, engagement and follow-up. We got valuable feedback from these stakeholders through our Customer Satisfaction Survey and Trustpilot site. The insights these channels provide are analysed and formulated into new action points for the relevant departments. In 2022, we will implement further systems to include our other stakeholders.

Set up a social management system following ISO 26000 and the B Impact Assessment (BIA).

The social management system is being integrated into our existing ISO 9001 and 14001 compliant management system. The building blocks were submitted for review on 1 November 2021. We still have to integrate this into the management system, which will be an ongoing process.

Include new schemes to support social and environmental decision-making within the company.

Annual performance reviews now include a section on social and environmental contribution.



Workers

Introduce 360-degree feedback for employees.

360-degree feedback has not happened yet. In 2021, we researched the right tool to allow us to implement an anonymous, automatized process. We plan to transform the whole performance cycle in Q2 2022.

Start measuring employee satisfaction and set goals for 2021.

In 2021, we continued conducting our employee satisfaction survey, but decided to decrease the frequency to twice a year. Overall employee satisfaction remains high at 8 out of 10.



Community

Introduce regular social audits at the production facilities of all major suppliers.

This was put on hold due to COVID travel restrictions. Will be implemented 2022.

Make lists of preferred local suppliers and set targets for local purchasing.

For all service-related goods, we rely solely on local suppliers. For our trade goods, making this change is more complex and will be done more gradually.

We have built good long-term relationships with the suppliers of products in our current portfolio, some of whom are in Europe, some in Asia.

For all new products we seek producers based closer to our HQ, such as our cable guides made from 100% recycled PP, which we manufacture in the Netherlands.

Implement structure for community investments.

We committed to compensating our total CO₂ impact annually with the help of our partner, Trees for All. As well as offsetting our impact, we are also having a positive effect on the [Uganda Kibale National Park](#).

To have a similar positive impact on our local community, we launched our volunteering program, through which employees can spend eight hours a year doing local volunteer work during paid work hours.

We also committed to participating in World Cleanup Day every year.



Environment

Add a resource ID tag (Material Passport) to Ecosheets.

Our updated LCA calculations now also collect the necessary data to create Material Passports for our products. These can be found on the second page of the new upcoming Ecosheets, which will be launched in Q2 2022.

Set impact goals for 2021.

For all new products, we have set a target to have at least a 20% lower LCA or 15% higher circularity score than existing comparable products.

Benchmarked against 2020 figures, our aim was to decrease our own electricity consumption in 2021 by 10%. Electricity consumption at our HQ was down 11% on 2020 (from 131,975 kWh to 117,376 kWh). Consumption at our showroom decreased 10.4%.

Cooperate with production partners to evaluate possibilities to use innovative solutions to reduce the environmental impact of production processes.

We made the first switch in production methods in Q3 2020. This was for our Viewlite toolbars, which were our first in-themselves carbon-neutral products.

We expect to be able to report more progress in 2022 with a product we are developing in our Circular Economy Project Team.

Take action to reduce our direct impact.

Reduce gas consumption by 7% per year.

Extra insulation of the outer-shell building (walls and windows) will be done in Q3 2022. The resulting savings are estimated at around 20% and expected to be visible in 2022. We hope to carry out the project, including installing solar panels, during 2022.

Reduce electricity consumption by 10%.

We installed LED lights in the first hall in Q3 2020 and in the remaining two halls at the end of July 2021. Final fine-tuning was completed in March 2022. The resulting savings vary per month, but for example in July 2021 consumption was 35% less than in June 2021 and 43% less than July 2020. We were able to keep the travel impact in 2021 just as low as in 2020. Our aim is to not let it increase back to the level of 2019.

Address travel impact.

Increase recycled material content in existing products.

No noteworthy progress to report. We enquired into the possibility of increasing the percentage of recycled materials at some suppliers, but have yet to reach any agreements. We are now picking this up again with a new and larger product development team.

Introduce circular working-from-home products.

After a long research period, we have now found a material that fulfils all our requirements and began the design phase. We expect to have the first prototypes in Q3 2022.

Increase sales staff to better serve current markets.

In 2021, our team was enriched by two new Account Managers for the South of Germany and a new Sales Manager for Belgium.

Introduce new products.

Tailored to current market demands, we released the Viewprime monitor arm series. More products will be launched in 2022.



Customers



Top: We participated in the 'Langste boswandeling van Nederland'.
Bottom: Breaking records! We collected 52.7kg of waste during World Cleanup Day.

Bottom: We remain carbon neutral!

Top right: We calculated the Material Circularity Indicator for 15 of our bestselling products.
Bottom: These 11 moustaches raised €4,000 during the Dataflex Movember challenge.

Bottom right: We expanded this new, more sustainable way of packaging.

Highlights 2021

Time to look back at some of our highlights from 2021!

2013

Energy-efficient double flat screen monitors are installed at all workplaces to improve worker efficiency and reduce the number of printed documents.

2015

Transition to LED lighting and hyper-efficient air conditioning in the offices.

A shredder is introduced that turns waste cardboard into protective filling material.

2017

We switch to natural gas, compensating its CO₂ impact.

First ergonomic accessory manufacturer worldwide to publish LCAs for our products.

2019

We help establish the industry's first Product Category Rules for ergonomic accessories.

First company in our industry to publish product EPD's

The first 15 Environmental Product Declarations are created.

We become the first carbon-neutral company in the office interior sector

The first Health, Wellness & Happiness Team is formed.

We start composting at the office.

2021

We calculate the Material Circularity Indicator for an initial 15 products.

LED-lighting is installed in our warehouse and Quookers in the HQ.

Launch of the Dataflex volunteering program.

2014

The first electric vehicle and charging station at HQ are purchased.

We switch to green-only power!

2016

All Styrofoam is banned from Dataflex packaging.

Ecosheets are published on the product pages.

Launch of the Dataflex Return Program.

We publish our first Sustainability Report.

2018

We launch our 100% recycled PP cable guide series.

First products are packed in tissue paper, reducing plastic in packaging to an absolute minimum.

Introduction of our new online blog format 'Sustainability Stories'.

Our Viewlite toolbars become our first in-themselves carbon-neutral products.

2020

Launch of the Circularity Program.

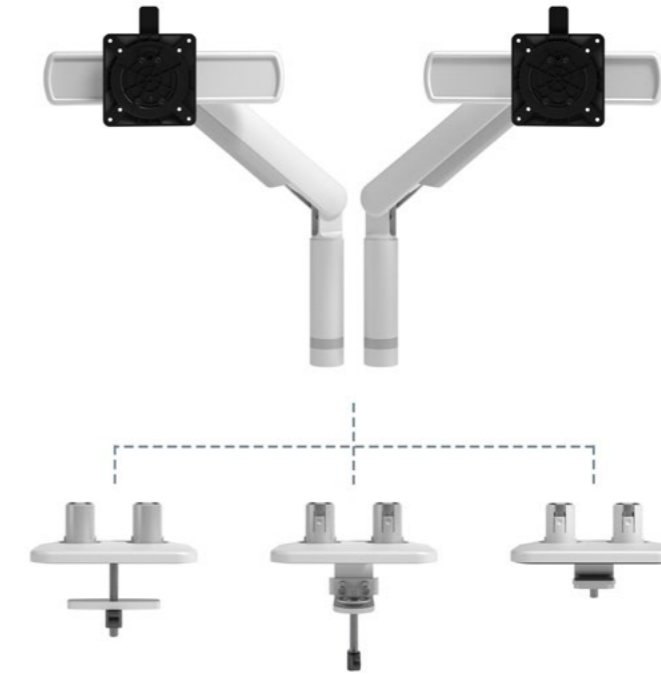
Refurbishment of 100 Viewmaster monitor arms.

2022

Dataflex timeline



Products



New product release

In April 2021, we took the major step of launching a brand-new collection on our website. Viewprime was our first new collection since the launch of the Viewgo collection in 2015.

Viewprime has already booked considerable successes in the past year. The collection answers a call from the market for a highly-flexible monitor arm that takes up minimal desk space. The Viewprime monitor arm can be adjusted at the touch of a finger and offers users great ergonomic benefits. Such as the ability to position your monitor screen almost horizontal to your desk, which makes it a great product ergonomically for people wearing varifocals.

Viewprime is our first collection for which we have implemented a new, plastic-free way of packaging (read more in the 'Packaging' chapter).

Measuring the impact of our products

To manage and reduce our impact on the environment, we need to know where we are having an impact. To measure the impact of our products, we carry out Life Cycle Assessments (LCAs), publishing the results in the form of Ecosheets and Environmental Product Declarations (EPDs). This is something we will do for all new products we add to our portfolio.

In Q2 2022, we will launch our new version of the Ecosheets, which include a more detailed Material Passport, providing information about the percentage of recycled content per material, recyclability and the Global Warming Potential per material.



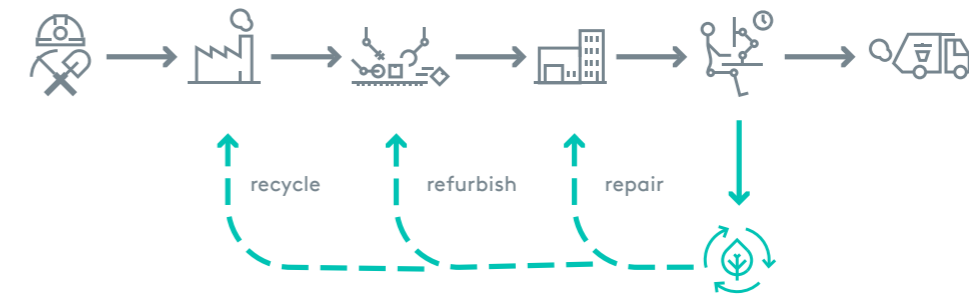
Packaging

We have been using recycled paper as filler material since 2015 and have packed our products in recycled cardboard for as long as we can remember.

In the last year we went a step further. We started reducing the amount of plastic in the packaging for our white Viewlite monitor arms to an absolute minimum. By packaging the monitor arms in tissue paper, the arms are still protected from scratching but do not rely on plastic packaging anymore. We tested this packaging method with monitor arms from other series, with positive results! In the future we will expand this way of packaging across the entire Viewlite range and our other collections.

Circularity Program

Our timeless designs and high-quality materials mean that all Dataflex products are built to last. In addition, our products are modular, for which we use both recycled and recyclable materials. We also calculate the impact of our products and publish the results (see 'Measuring the impact of our products' above). And since 2020, we have committed to compensating our total environmental impact each year until the time that our business operations are entirely carbon-neutral. Program we want to go further and make signing up for the most sustainable option easier for our customers.



But we are not stopping there!

We had already established our Recycling Agreement and Return Program for customers, with which we aim to take responsibility for our products at the end of their use phase to ensure high-quality materials do not go to waste. But with the [Circularity Program](#) we want to go further and make signing up for the most sustainable option easier for our customers.

The Circularity Program aims to prolong the life of our products as much as possible and keep their value as high as possible. The high quality of the materials in our products, such as steel and aluminum, mean they are sure to be recycled if a customer decides to discard them at the end of their use phase. But recycling is not the best-case scenario. So instead, we do our best to repair and refurbish products that are returned to us and give them a new life. And if products or parts are too damaged for that, we ensure they are properly recycled.

With the Circularity Program we can remove up to 90% of the environmental impact created during the first lifecycle. And efforts have already begun: in Q1 2022 we took back 100 Viewmaster arms, repaired and refurbished them, and brought them back onto the market. The official launch of the Circularity Program will be in Q2 2022.

Interested? Contact us for more information at circularityprogram@dataflex-int.com.

Second-chance products

Products that are sent back to us are repaired or refurbished and offered as our 'second-chance products'. With only minor scratches, they are offered at a discount to our customers. Current stock of second-chance products can be requested via our Sales team.

Donated products

We have set up a program to donate products to communities that don't have the means to purchase them. For example, in 2021 we made product donations to the 'No Plastic in My Sea' environmental initiative of CRP EPNAK in Bordeaux, France (a vocational retraining centre for people with disabilities); and to Your Sanctuary, a women's sanctuary in Woking, UK.



Company Impact

We are working continuously on decreasing the negative impact we have on the environment. For that, we are looking not only at our own direct impact (scope 1 and 2), but also at the indirect impact throughout our entire supply chain (scope 3).

From making our company facilities even more energy-efficient and minimizing business travel to launching new, more sustainable products and rethinking our packaging design. We look at our impact from a life-cycle perspective and are taking important steps to decrease our impact.

As well as decreasing our negative environmental impact, we are also working on increasing our positive impact on the environment and society, through initiatives like the Dataflex volunteering program, donating products, and projects organized by our Health, Wellness & Happiness (HWH) team.

Decreasing our impact

Gas, water and electricity

Gas

Unfortunately, our gas consumption went up 26% in 2021 compared with 2020. Since gas has by far the biggest environmental impact of the three utilities, this is not the news we had hoped for. The explanation is the cold weather at the beginning of 2021, which lasted much longer than in recent years.

We are seeking to resolve this problem by renovating our buildings. The warehouse is gas heated, making it by far the largest contributor to our direct impact. New roof insulation and new insulation at the warehouse entrance should reduce heat loss. By how much, is difficult to estimate. We are also looking into a possible dock shelter at the incoming goods hall. When the overhead door is opened, rubber flaps seal off the gap between the truck and the building. Renovation work started in Q1 2022 and will continue throughout the year.

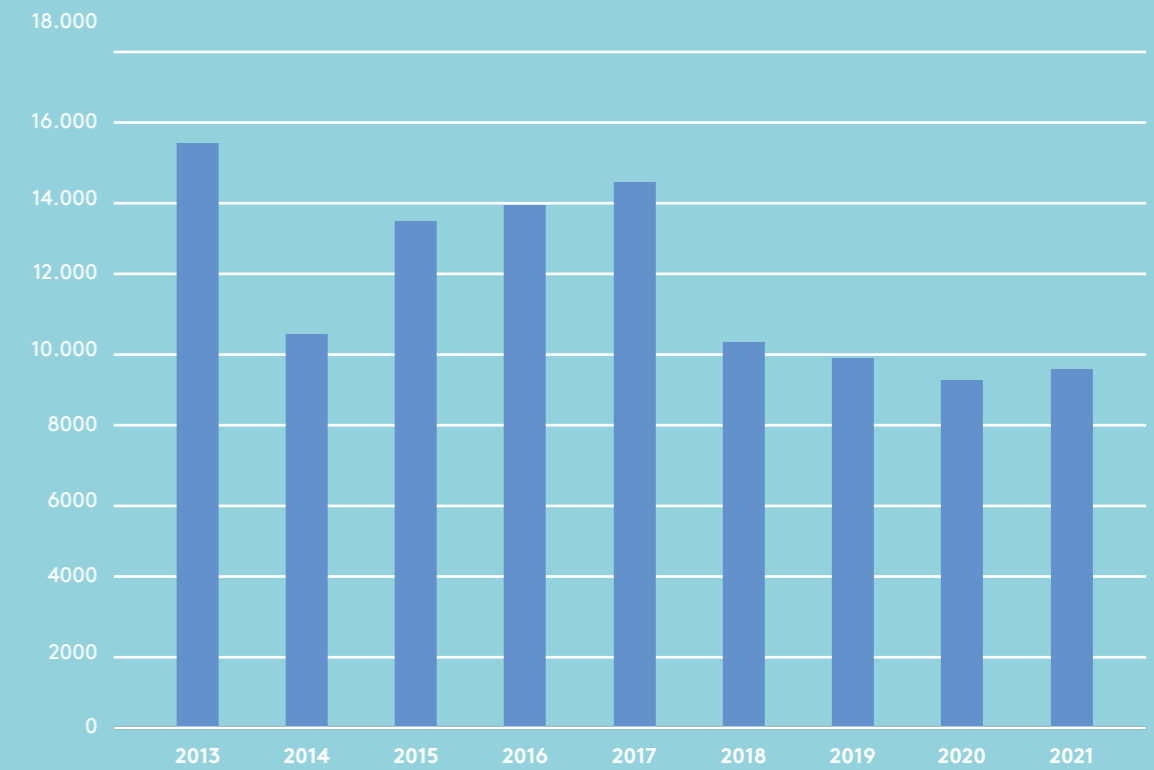
Water

Water consumption has a very low impact. Nonetheless, consumption went down from 207 m³ in 2020 to 140 m³ in 2021. Though it is difficult to fully explain this drop, clearly it has partly been caused by our new hybrid work practices: with fewer people in the office, the dishwasher, toilet and other facilities are simply used less.

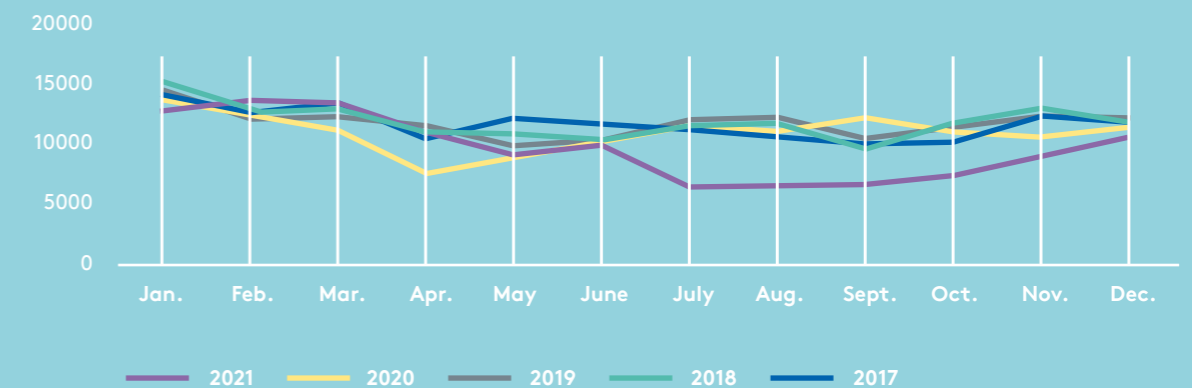
Electricity

In 2021, our electricity usage went down 11% compared to 2020. In the graph below you can see a significant drop in July. This was due to the installation of LED lights in two warehouse halls at the end of June. However, a switch to more electric heating units in the offices meant the consumption rose again at the end of the year. In 2022, we plan to renew some of the windows in our offices, which have over the years become less well insulated. Another possible contributory factor to the increase in electricity consumption is the replacement of hybrid company cars with fully electric ones. At the end of 2021, more kilometres were ridden and so more electricity consumed.

Gas consumption on an annual basis (m³)



Electricity consumption on monthly basis



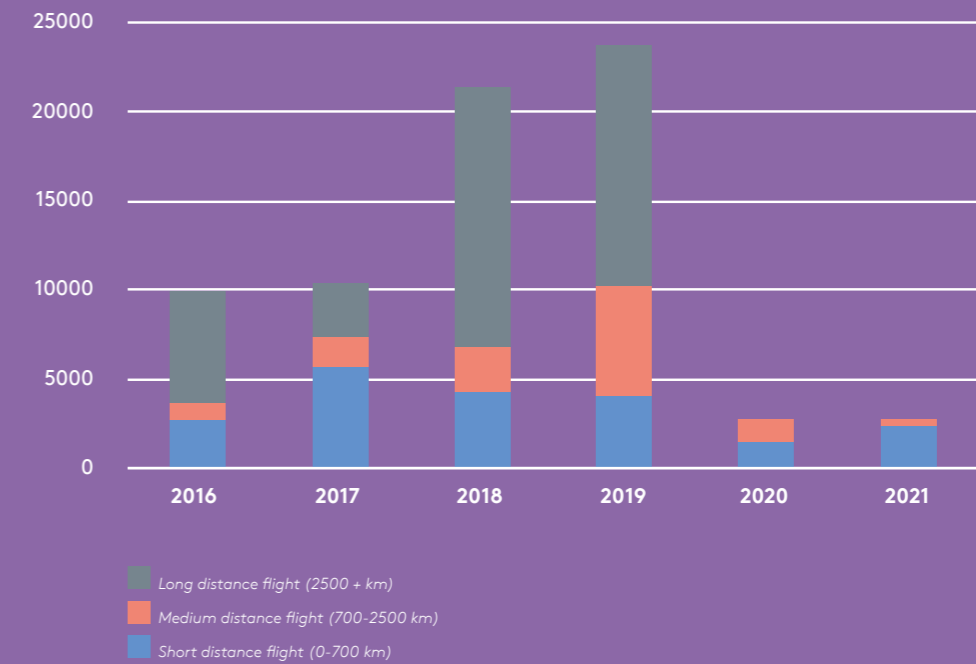
Business travel

In 2021, we flew as little as in 2020. Our aim is to keep the impact of business travel as low as possible. As business returns to usual over the next few years, we will be doing our best to keep levels below those of our top years of 2018 and 2019, and strongly promoting video conferencing as an alternative to business travel.

Flight distance and impact per category (km)

	<700		700-2500		>2500		All flights	
	Distance (km)	Impact (kg. CO ₂ eq.)	Distance (km)	Impact (kg. CO ₂ eq.)	Distance (km)	Impact (kg. CO ₂ eq.)	Distance (km)	Impact (kg. CO ₂ eq.)
2016	16748	2828	8202	903	56450	6218	81400	9949
2017	33404	5641	16372	1803	26520	2921	76296	10365
2018	25089	4237	21063	2320	135420	14916	181572	21473
2019	24888	4203	54899	6047	121707	13406	201494	23656
2020	8932	1508	10780	1187	0	0	19712	2696
2021	14066	2375	3502	386	0	0	17568	2761

Impact caused by business flights Dataflex (kg. CO₂ eq.)



Health, Wellness & Happiness Team

We established the Health, Wellness & Happiness (HWH) team in 2019. The members change every year, but the goal stays the same: the HWH team launches various social and environmental initiatives throughout the company designed to have a positive impact on our local community and employees.

Here are some of the initiatives from 2021:

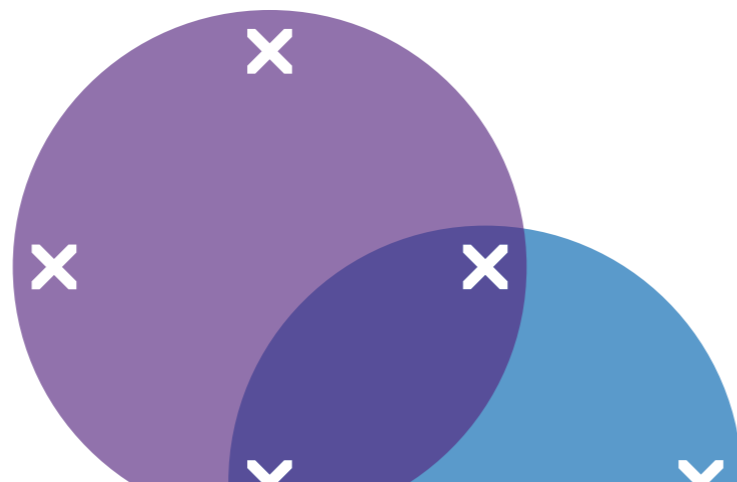
To create more awareness of plastic consumption in our daily lives, the HWH team invited all Dataflex employees to join the Plastic Free July challenge. For one month, the team tried to avoid plastic packaging and switch to more sustainable alternatives.

We got moving! The 'Langste boswandeling van Nederland' (Longest woodland walk in the Netherlands) is an event organized by Trees for All, who plant a tree for every 5km walked. We walked a total of 109 km, thereby ensuring 21 trees were planted.

For the third time in a row, we joined the World Cleanup Day. With our team, we collected 52.6 kg of waste in the area around our HQ in Krimpen aan den IJssel.

In November, we participated in the Vegan November challenge. After a vegan lunch together to kick things off, our team tried to incorporate more vegan meals into their diets, following recipes in our very own Dataflex vegan cookbook.

November saw another HWH highlight when 11 brave Dataflex men joined the Movember challenge. They began the month with a clean shave then during November grew fabulous moustaches that were sponsored by colleagues, families and friends, with a total of €4,000 in donations going to research into and campaigns around men's health issues.



We participated in the 'Langste boswandeling van Nederland'.



Breaking records! We collected 52.7kg of waste during World Cleanup Day.



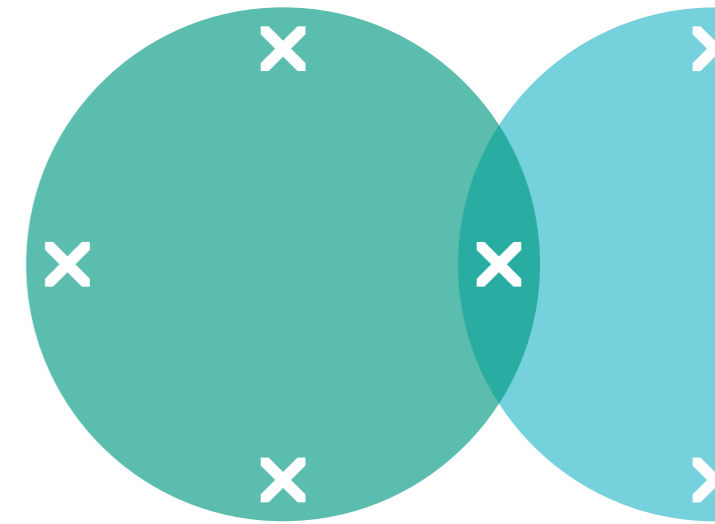
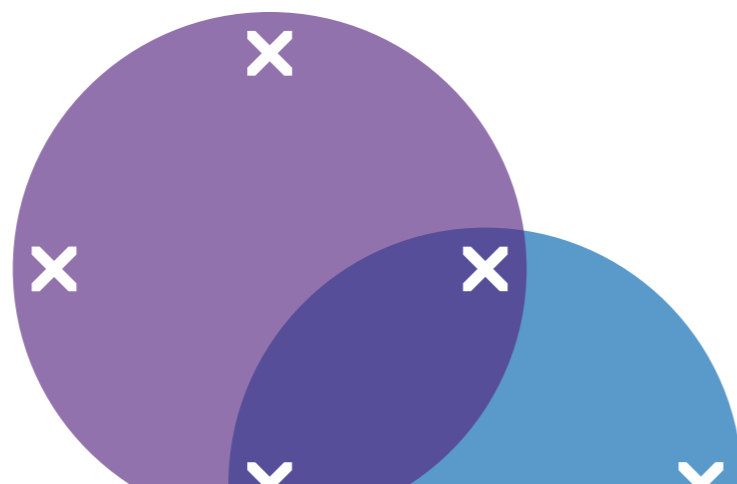
These 11 moustaches raised €4,000 during the Dataflex Movember challenge.

Circularity project team

In 2020, we established the Circularity project team, consisting of four employees each from a different department. Together they are working on introducing products and business practices that follow the circular economy principles.

One of the goals was to develop a new circular product series. After some research, we finally found a local supplier of a material that meets all our requirements: it is produced in the Netherlands, 100% plant-based, recyclable, biodegradable and CO₂-negative. The collaboration will be kicked off in 2022 and we hope to have a first prototype by Q3 2022.

We also took steps towards prolonging the lifespan of our products through our Circularity Program (read more under 'Circularity Program' above), where we repair and refurbish returned products and bring them back onto the market for another use phase.



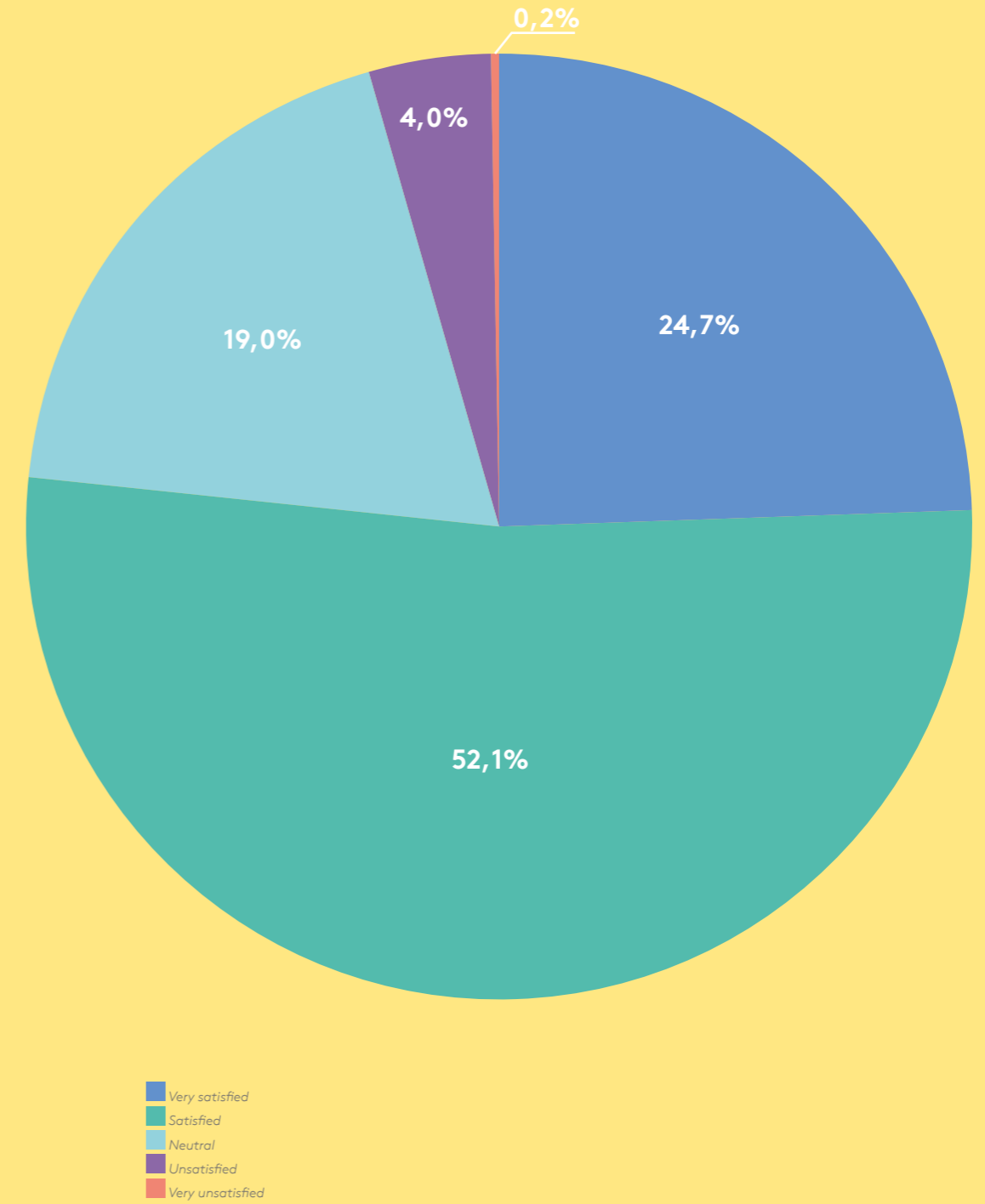
Dataflex as an employer

As a company, we do all we can to act in the best interests of all our stakeholders, and one very important stakeholder is of course our employees. There is a reason we refer to the Dataflex team as our 'Dataflex family': as an employer, we try at all times to safeguard each and every colleague's professional, social, physical and financial well-being.

From language classes to skills-based courses at educational institutes, our employees are provided with additional learning opportunities so they can work on their own professional and personal development.

Employees are able to spend a proportion of their work days working from home. This hybrid way of working gives us the best of both worlds: the office is the meeting place where we exchange ideas, discuss projects and participate in events essential for social cohesion and wellbeing. While the days working from home people concentrate on projects and finishing tasks.

Through our employee satisfaction survey we collect insights that help us further improve working conditions to optimize employee satisfaction.



Employee satisfaction

Communication and Collaborations

Communication

In order to inform and involve our stakeholders in our sustainability efforts, we make use of the following communication channels and forms:

Sustainability Stories

In 2020, we launched a new series of articles on our site called Sustainability Stories. Here we provide relevant definitions and give updates on our company efforts in sustainability matters. In the past two years we have covered Lifecycle Assessments, Ecosheets, Environmental Product Declarations, the Circular Economy, Material Circularity Indicator and packaging. More editions will follow in 2022.

Sustainability Report

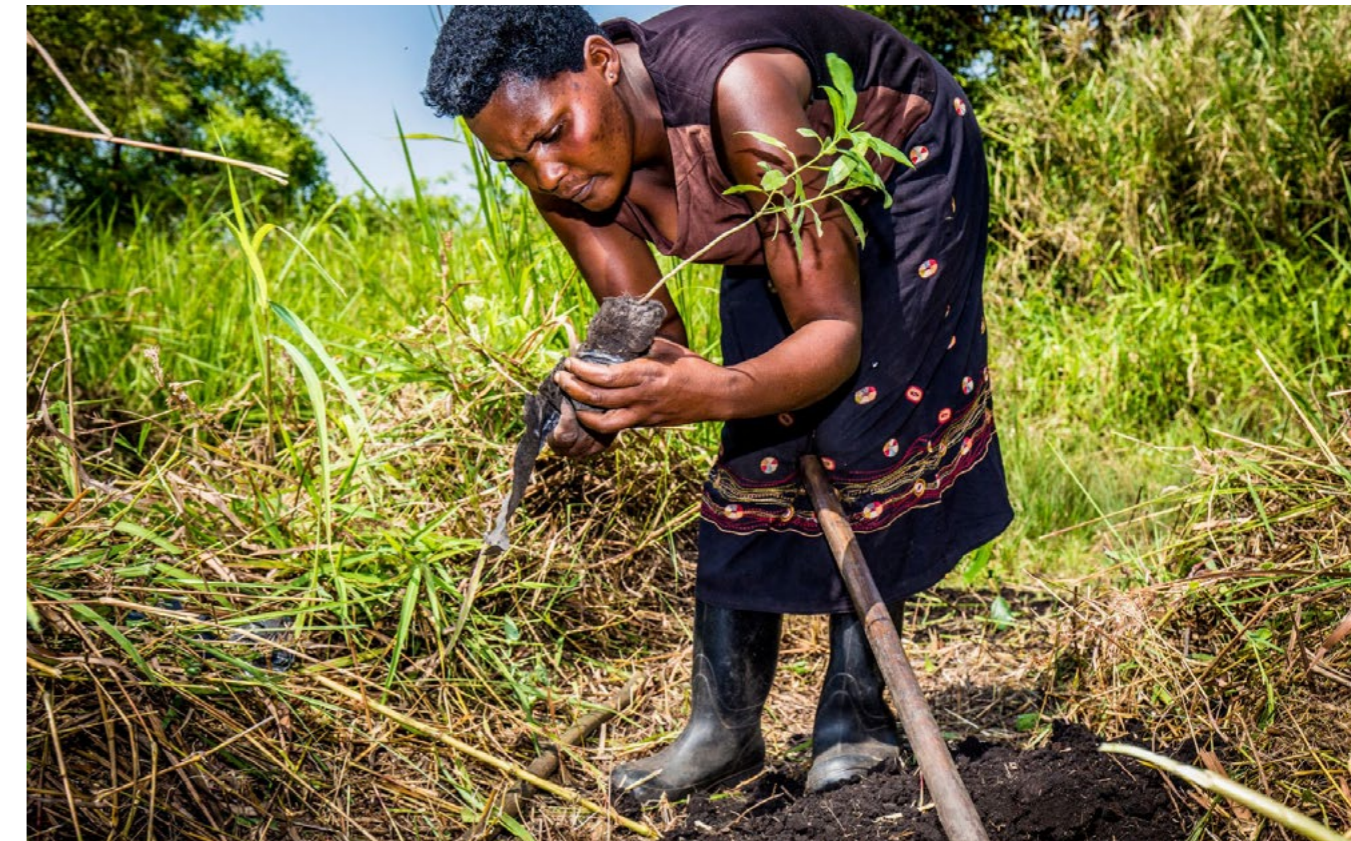
Our first Sustainability Report was published in 2018 and it has proved one of the most effective ways of annually communicating our achievements, goals and projects regarding sustainability matters. It also helps us stay transparent on our journey to decreasing our environmental impact and achieving true sustainability.

Collaborations

Trees for All

Since 2020, we have been collaborating with Trees for All to compensate our environmental impact. After calculating our total impact (scope 1-3), with their help we then compensate our CO₂ emissions. In 2020, we were the first company in our sector to become carbon neutral. Compensating our impact is by no means our end-goal, but it is a way to eliminate our negative impact on global warming. We made a commitment to continue compensating our impact until the time we can achieve carbon neutrality across all business operations.

www.treesforall.nl

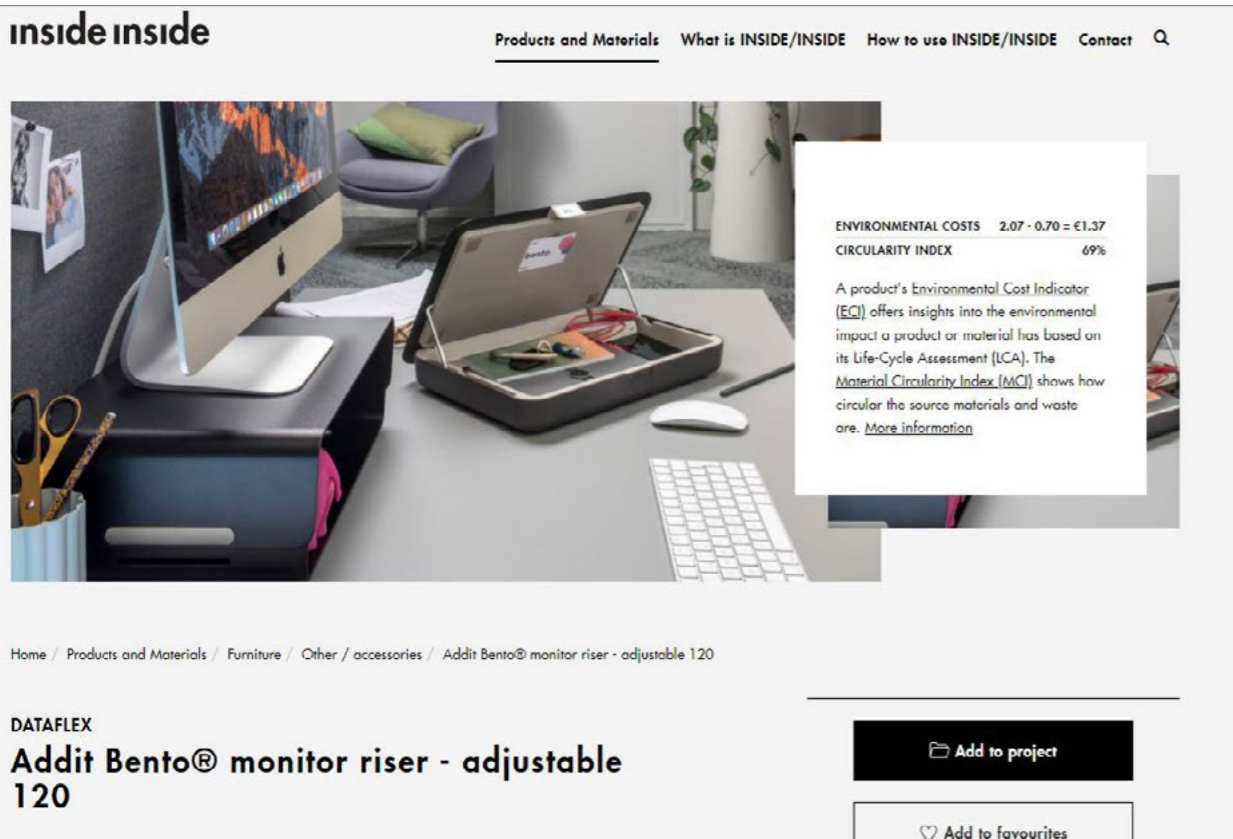


inside inside

Inside/Inside

In 2019, we joined Inside/Inside, the independent comparison website for sustainable interiors. Visitors can easily compare the environmental and health impact of products from a range of brands and producers, and create their own sustainable office interior. In the past year, we have calculated the Material Circularity Index (MCI) of the 15 Dataflex products featured on the Inside/Inside website and in 2022 will be adding another 15 products, and also creating the EPDs and calculating the MCI for those products.

www.insideinside.nl



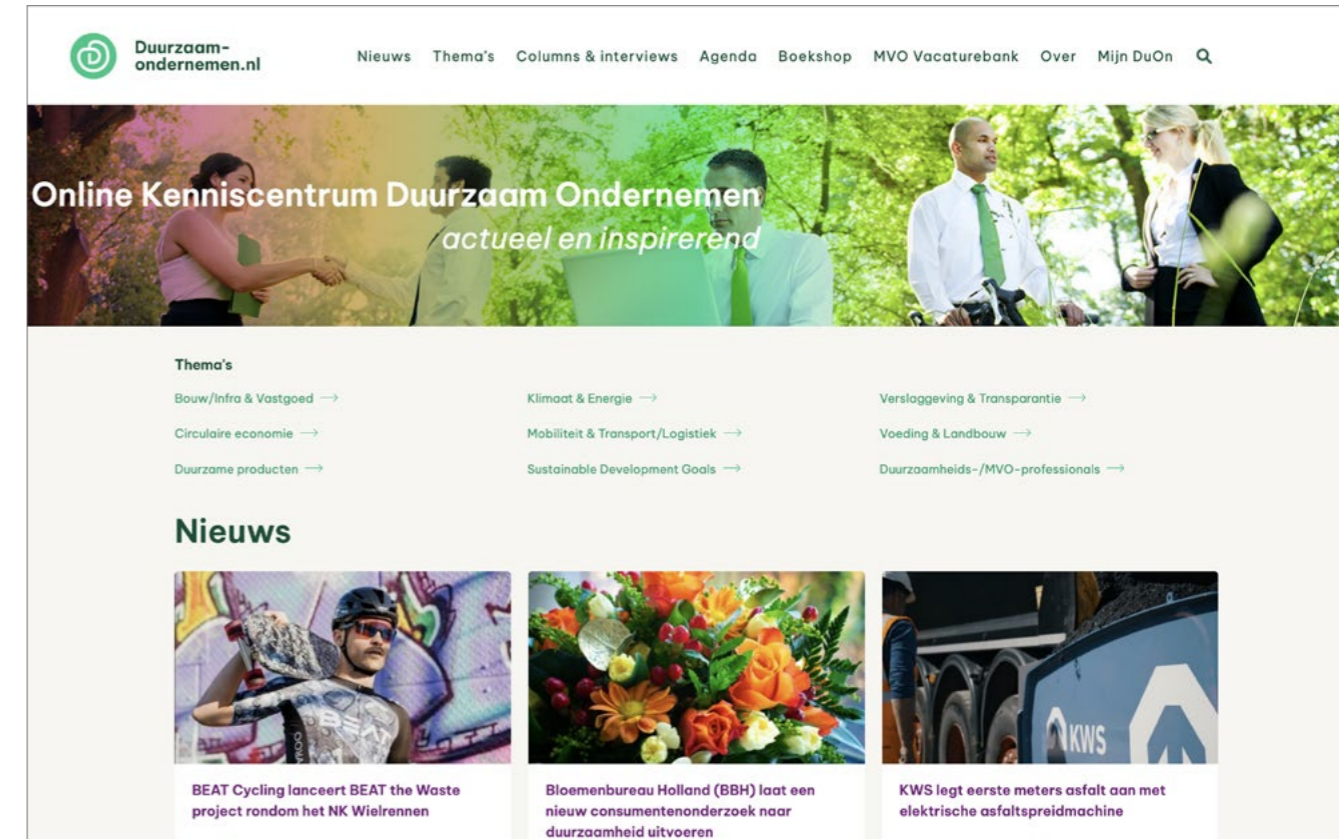
DuOn

In Q4 2021, we decided to start a partnership with Duurzaam Ondernemen (DuOn, Sustainable Business Practices), a Dutch website that now connects 75 passionate, sustainable and socially responsible partner companies. On the site you can read the latest news, discover events and find vacancies all related to sustainability.



We became partners in Q1 2022, joining like-minded companies such as ASN Bank, Henkel, Microsoft and Interface.

www.duurzaam-ondernemen.nl



Next steps

Our main goal for 2022-2024 is to become a certified B Corporation. To achieve this we need to perform well in the five impact categories — Governance, Workers, Community, Environment and Customers — and we will therefore be implementing a series of initiatives to obtain and retain certification. We have set ourselves the following goals to achieve this:

Goals for 2022-2024



Governance

Improve systems for feedback, engagement and follow-up for our stakeholder groups.

Start measuring our social impact.

Conduct management reviews on our social and environmental performance.

Train new employees, and regularly instruct existing staff, on ethical decision-making practices and environmental issues relevant to Dataflex.



Workers

Introduce 360-degree feedback for employees.

Offer preventive medical examination to all employees.

Further expand our annual non-career-specific life-skills training courses.



Community

Increase our positive impact on our local community by internally promoting our volunteering program, which allows all employees to do 8 hours volunteer work per year during work hours.

Support more charitable causes through our product donations.

Introduce social audits at the production facilities of all major suppliers.

Measure and increase levels of diversity in the company.

In line with business development goals, work on creating new jobs and employing staff from our local community.

Use third-party risk or impact assessment tools to evaluate our suppliers.

Launch the Dataflex Circularity Program in Q2 2022.

Increase the amount of recycled material in our products.

Continue to work with our suppliers to find more environmentally-friendly production methods.

Introduce circular product series.

Get the Dataflex HQ certified to meet the requirements of an accredited green building program.

Increase the number of environmentally-certified products with an EPD from 15 products to 30 products by Q3 2022.

Specify targets for customer / client satisfaction.

Start measuring the positive product impact on our users.



Environment



Customers

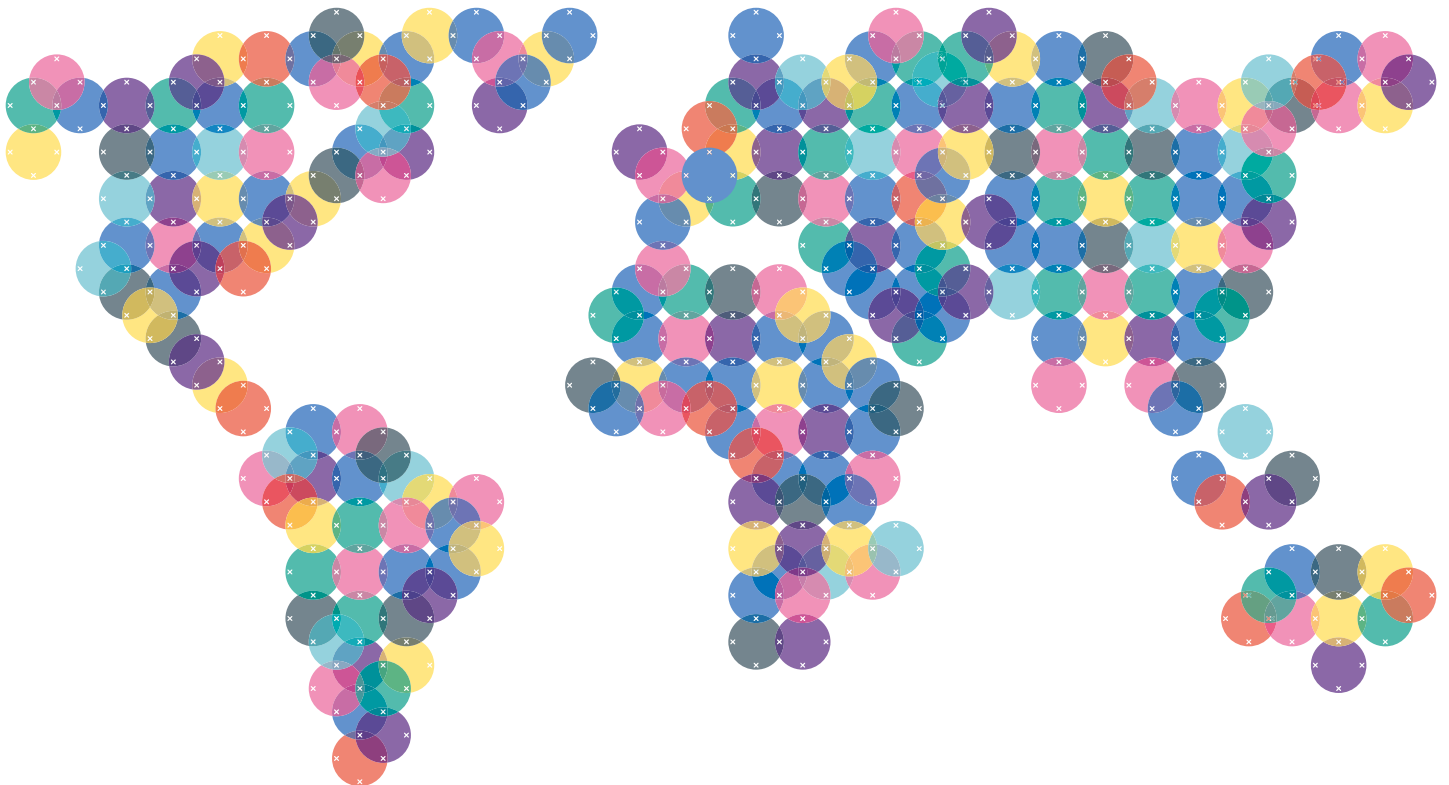
Conclusion

Another year has passed in which we did our best to make progress on our set goals. We can look back with pride on what we have achieved; but remain determined and eager to make further, bigger steps in the coming year. Including undergoing, hopefully successfully, our B Impact Assessment end of 2022; expanding our product portfolio with new, even more sustainable products; giving back even more to our community by participating in more volunteer work; continuing to offer the best possible service to our customers, including facilitating their efforts to be more sustainable; and finally being the best employer we can be for our wonderful family of colleagues.

Sustainability is not a destination but an ongoing journey and we will continue to push the limits of what we can do as a company to become ever more sustainable. Equally, there will be advances in the world around us — from better materials and smarter practices to new coalitions and ground-breaking initiatives — with the potential to make even more possible. And rest assured, Dataflex will be continually investigating new possibilities and embracing anything we feel can help us get where we want to be. While using this report and other communication channels to ensure we remain transparent about our efforts.



We are international



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