



**Losberger De Boer**

# Journey to a sustainable organisation



## Our journey towards a sustainable organisation



Climate change is moving to the top of the social and political agenda across the world. There is a growing awareness that major interventions are necessary to achieve a climate-neutral world with much lower emissions, one in which the warming of our planet is stopped and turned around.

As one of the world's leading providers of temporary and permanent space solutions, our aim is to make a structural contribution to this enormous challenge. That is why we are focusing on greening on more and more fronts: within our own organisation and within our supply chain as a whole. Realizing our own ambitions will be no mean feat: we want to be a 100% carbon-neutral company by 2030. In tandem with this, our aim is to include our suppliers in the trend towards reducing our ecological footprint as much as possible.

Corporate social responsibility (CSR) is about sustainable employability too. That is why we are also investing globally in the health and well-being of our people, in optimal and safe working conditions, and in smart innovations that make the work of our people easier.

### **EcoVadis**

In recent years, we have launched various initiatives on the road to fully climate-neutral business operations. Our aim is to be transparent in this respect and to be able to measure our progress. To gain a better understanding of the returns, we engaged EcoVadis, an independent certification platform, to carry out a benchmark measurement of the rental division of our organisation in terms of sustainability for the first time in 2021. The analysis produced a 'silver' rating of 57 out of 100 points, which means that we are operating at the top end of average within our sector. That being said, there are many areas where we can improve our performance: in recycling, transport and logistics, and energy consumption, for instance.

Our new CSR team is making every effort to continuously improving our 'sustainability rating', with targeted process and product innovations, and through further collaboration with our chain partners. This is how the contours of an optimally sustainable and safe organisation are becoming more visible.



“How can we achieve a fair and sustainable world?”

I am not just the CEO of this great company, I am also a husband, father and grandfather. In our family, we regularly have interesting discussions about the future of our planet. How can we, as humankind, ensure that the generations that follow will grow up in a fair, mutually supportive and sustainable world?

We also see that our customers, our current and future employees and society as a whole, are dealing with this very question. They expect a company like ours to take an active interest in issues such as climate change, good working and living conditions, and the fair distribution of wealth. In 2022, you can no longer get away with greenwashing – and that is a good thing.

At Losberger De Boer, we have been very happy to pick up the sustainability gauntlet, together with our partners. Based on the larger framework of the United Nations Sustainable Development Goals, we have started to take a critical look at ourselves. Where can things be demonstrably better, more ethical, more sustainable?

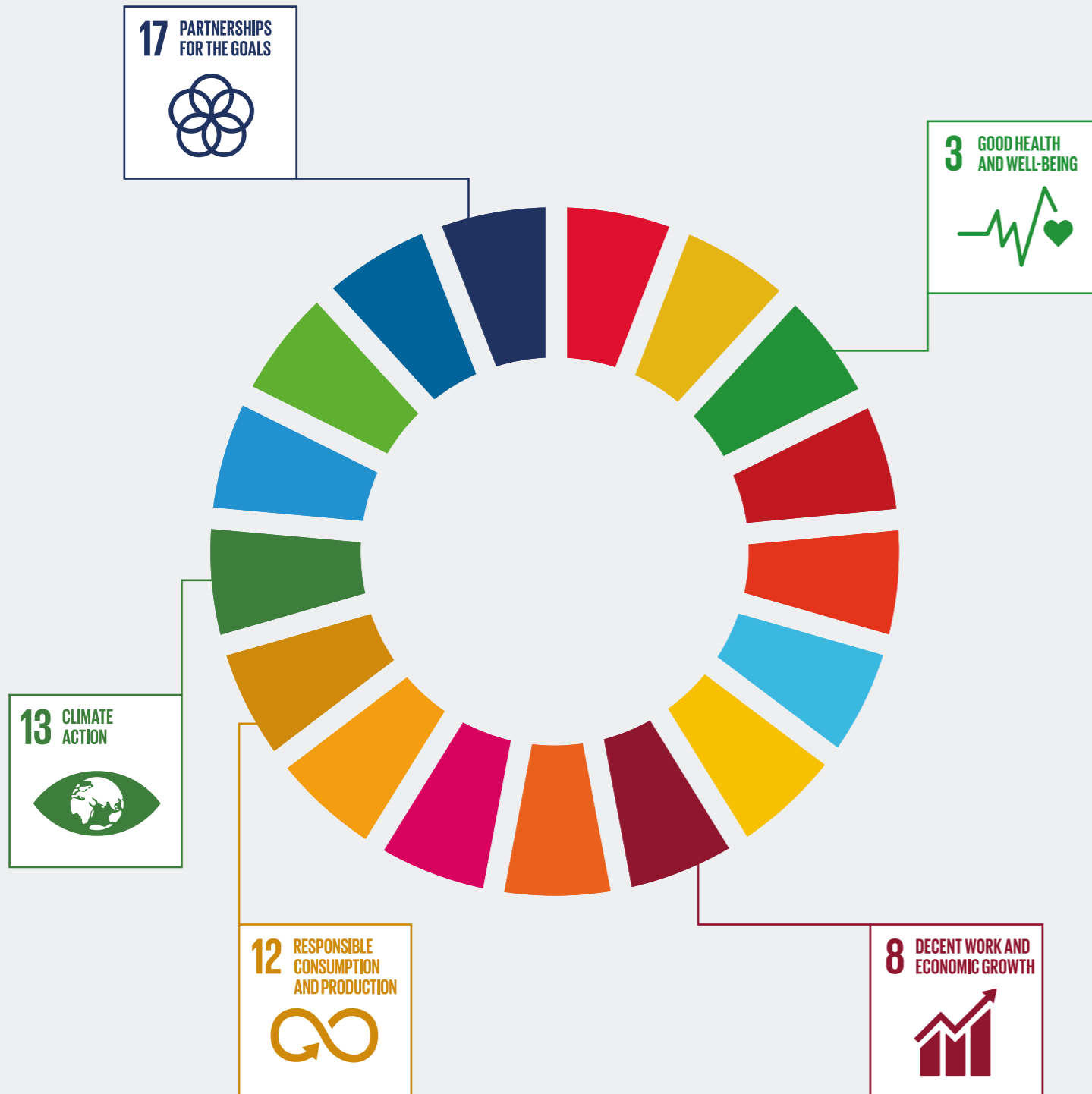
This is how we aim to achieve more sustainable business operations, one step at a time. Because, at the end of the day, we're not doing it for ourselves, but for those around us and for future generations.

**Arnout de Hair**

CEO Losberger De Boer Group



# UN Sustainable Development Goals



For Losberger De Boer, sustainability extends to all aspects of doing business. It is about how we build a sustainable healthy company where employees feel at home and can develop. About how we, together with our customers and supply chain partners, can realise solutions that contribute to their business success, and about how we focus on the best way to take care of our planet's scarce resources, and take responsibility both for us and for future generations.

## UN Sustainable Development Goals

That is why Losberger De Boer is actively working on the implementation of its CSR policy. We want to use a targeted approach to continuously improve the impact of our activities on people, the environment and society. After many years of developing numerous activities in the field of CSR, we have now linked these activities to the framework of the UN Sustainable Development Goals (SDGs). We have selected 5 SDGs and have embedded these core goals in our business operations, without losing sight of the other twelve SDGs.

Our focus is on the following five SDGs:

- SDG 3** Good Health and Well-being
- SDG 8** Decent work and Economic growth
- SDG 12** Responsible Consumption and Production
- SDG 13** Climate action
- SDG 17** Partnerships for the goals

## Framework for progress

This makes them more concrete and measurable and provides us with a great framework to communicate our progress internally and externally. It also encourages us to develop partnerships with like-minded parties in our value chain in order to achieve the greatest impact together.

We believe that you have to look beyond the borders of your own organisation in order to achieve maximum results. Therefore, we work as closely as possible together with partners who share our vision and ambitions. In this way, we continue to build on our company-wide programme for a safe and healthy working place, ensure continuous improvement of our ecological footprint and contribute to sustainable and inclusive economic growth.

# How we contribute

Climate change, diminishing biodiversity, the growing gap between rich and poor: the need for corporate social responsibility (CSR) is more evident than ever. At the same time, many initiatives in this area still barely transcend the greenwashing stage.

In recent years, Losberger De Boer has been investing in a CSR framework that will really make a difference. Originating from two family businesses, we are very aware of our social responsibility down the generations. We are working hard on many fronts to achieve the most sustainable business operations possible and to create a working environment in which our people can work safely and with pleasure.

In the rest of this report, we set out the specific activities that we are undertaking as far as CSR is concerned, ranging from our new Code of Conduct to global support in emergencies. And from the development of sustainable, energy-saving materials to wide-ranging data collection on our carbon emissions, so that we can gain better insight into our own footprint.

## 3 GOOD HEALTH AND WELL-BEING



# Care for our people

Traditionally, we pay a great deal of attention to the health and well-being of our people, as a basic condition for a healthy organisation. But the increasingly tight labour market and the Covid pandemic have compelled us to actively work on issues such as sustainable employability, personal development and clear communication, even more so than before.

## **Sustainable employability**

To this day, building temporary accommodations is still largely manual work, and there is no doubt that this can lead to physical complaints in the long term. At the same time – given the increase in the average age of staff at our company – we are going to be feeling the effects of an ageing population in years to come.

So we are doing everything we can to keep our people sustainably employed and healthy. This is reflected primarily in the development (by our own R&D department) of ever-lighter materials, which reduce the physical strain of work in the field. We also offer those members of the operational staff who are getting on in terms of age the opportunity to move on to a less stressful desk job, for instance in the R&D department, the CAD-CAM drawing room or as part of the Technical Support Team.

## **Health and well-being**

In addition, we offer our employees the opportunity to undergo a periodic medical examination every two years. This examination specifically involves examining their physical and mental well-being. We also offer regular workshops on healthy and safe working practices. In any event, operational staff have to be certified as far as safety is concerned.

The average sickness absence rate at Losberger De Boer has fluctuated at around 1% for years, with an occasional outlier due to long-term absence.

We have been paying extra attention to the mental well-being of our employees during the corona crisis. Our recent employee satisfaction survey highlighted clear communications – regarding projects and about the current state of affairs in the company – as a key concern for 2022 and beyond, with a view to maintaining

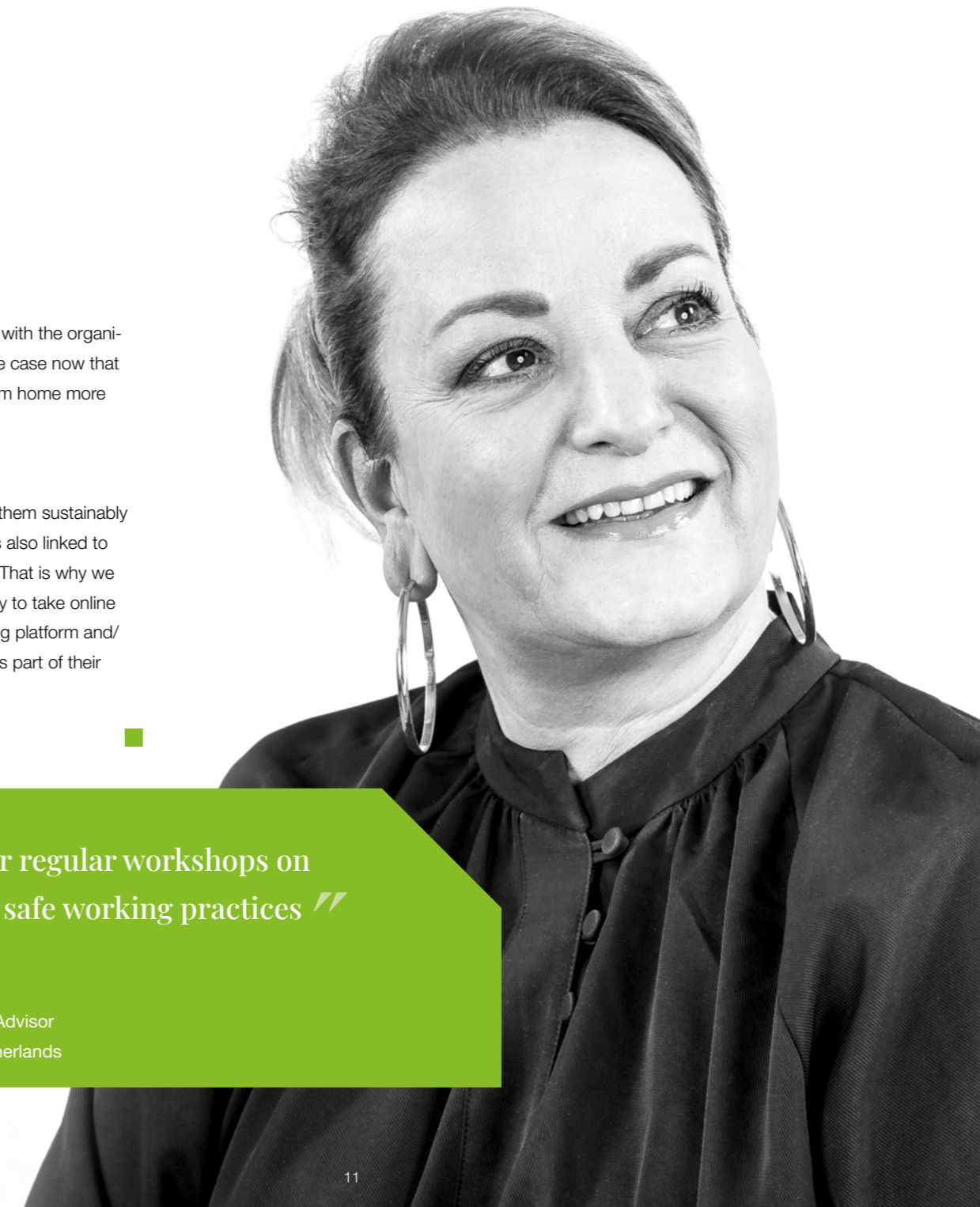
the bond that our staff have with the organisation. This is particularly the case now that we have started working from home more frequently.

## **Personal development**

Retaining staff and keeping them sustainably employed in the long term is also linked to development opportunities. That is why we offer our staff the opportunity to take online courses via an online learning platform and/or to take training courses as part of their personal development.

“We also offer regular workshops on healthy and safe working practices”

**Klaartje Berghuis**  
Human Resources Advisor  
Rental Division Netherlands



# Working on sustainable employability

The labour market is particularly tight at the moment; it is especially difficult to find good workers in the field. It is more important than ever for our organisation to be a good employer and to ensure that our workforce stays fit and energetic.

We have taken an active role in the sustainable employability of our people in various ways, both in the field and in the office. For instance in our Alkmaar location, we offer our employees the opportunity to keep fit by taking part in Boxfit twice a week: a boot camp-style, cardiovascular boxing fitness training that builds muscle and stamina.

We also have a company-sponsored fitness programme, which offers our staff the opportunity to take part of sports at a greatly reduced rate.

A healthy body also depends on diet and lifestyle. We offer our employees the opportunity to spar with a lifestyle coach on a regular basis. The coach also gives advice on healthy choices to do with diet and exercise. We also periodically offer training courses to help our staff to quit smoking.

Ergonomics is another important focal point. Workstations are set up to suit our employees' specific situation. We regularly hold workshops at our project sites on topics like how to lift heavy objects and about other challenging, physically demanding work.

# Doing Good Business

The combination of entrepreneurial activity and ethical principles is of fundamental importance and key to lasting corporate success. Losberger De Boer is subject to various local as well as international legislative regulations, of which the requirements are becoming more and more demanding due to the international nature of the company's business operations.

## Code of Conduct

Integrity is one of our leading principles to carry out our work in a professional way. We are proud of our long-term and sustainable relationships with a large number of stakeholders within and outside our company. To safeguard these relationships Losberger De Boer has laid down its principles in a Code of Conduct so that it is clear to everyone in the organisation which principles underpin how to carry out their work. They all contribute, not only to making Losberger De Boer commercially successful, but also to making it a company that always operates in line with its socially responsible commitments.

## Communication and training

It is not enough to simply lay down the principles of ethical business conduct. That is why, for many years now, we have been devoting a great deal of attention to communication and training on our vision and the way we want to operate. We implement this in various ways in order to keep our principles alive and to embed them as deeply as possible in the organisation. 'Doing good business' is a topic that recurs in every Management Board meeting. The subject is also on the agenda of meetings with the management of the various business units in which we involve external specialists for a critical look from outside to inside.

Moreover, in collaboration with Law Pilots, we organise specific training courses for managers and employees on subjects such as compliance, anti-corruption and the prevention of money laundering. Specific attention is also given to our Purchasing and Sales departments. All Losberger De Boer employees are committed to the Code of Conduct to ensure that the business principles are embedded in the organisation as deeply as possible.

## Integrity as a top priority

Ethical business is not something you can achieve by writing a handbook. By including integrity in the core objectives of our CSR policy, we demonstrate that it is a top priority for Losberger De Boer. Transparency in our vision and actions is key, which is why we monitor and report on our progress. Losberger De Boer will continue to repeat and deepen this programme in the coming years, so that we can keep it alive for every employee in our organisation and live our values.

“By being transparent, you develop a kind of self-purifying ability”

Fons Louter  
Finance Director Rental Division

# Safety first

Safeguarding the safety and health of our staff is an important cornerstone of our organisation. We work in several ways to achieve the highest possible level of health, safety and environment (HSE) for our employees.

## Uniform policies

There are strict laws and regulations regarding safety at a European level. That said, national authorities often interpret the legislation slightly differently. Moreover, in the United Kingdom, the rules are often even stricter, with more emphasis on administrative recording than European Union Member States.

It is not surprising that one of the recommendations of the EcoVadis certification platform is to build on the

current high level of safety, and make the HSE policy more uniform across the group. In 2021, we integrated the HSE policy for Belgium and the Netherlands, so that we could achieve more uniformity in terms of policy as well as implementation. In both countries, Losberger De Boer is SCC\*\* certified (two stars, for main contractors who carry out complex, high-risk work).

Our aim for the foreseeable future is to create an internationally available database, with clear work instructions for all countries. We also record project reports and evaluations via a digital platform. In this way, all documents are accessible to everyone, so we can learn even more from each other and keep each other focused.

## Main risks and number of accidents at work

The key risks to which our operational staff are exposed include collision, falling and tripping hazards and physical overloading. The number of work-related accidents at Losberger De Boer has been low in recent years; since 2016 there have only been two work-related accidents.

For each project, we draw up a hazard identification and risk assessment, which we then lay down in an HSE plan and/or in a safety instructions for the employees involved.

The main indicator used is the so-called injury frequency rate (IF), i.e. the number of accidents at work divided by the number of working hours. We also use reports of near accidents and observations of the routine workplace inspections to tighten up our safety policy on an ongoing basis.

## Toolbox meetings

Generally speaking, we regularly hold so-called toolbox meetings (45 in 2021), in which we discuss specific subjects such as working at height, carrying out last minute risk analyses (LMRAs) and the correct use of personal protective equipment (PPE).

Members of staff are expected to attend at least ten of these toolbox meetings each year. We also ask our employees to put forward areas for improvement in the field of safety. Staff members who comply with this can count on a bonus.

## Ergonomics

To prevent physical overloading, we invest in ergonomics continuously. We do so by using ever-lighter materials and handy tools and by investing in personal protective equipment that is as comfortable as possible, such as hearing protection gear.

## Goals and ambitions

The main objective is to create the safest possible workplace for our workforce and to prevent accidents at work (average IF value of less than four).

“We invest in safety and optimum working conditions on all fronts”

Misha de Jong

Chief Supervisor Rental  
Division Operations

To achieve this, we raise awareness in the workplace by holding the toolbox meetings. We also encourage employees to report incidents and unsafe situations so that we can eliminate or control hazards and risks. In addition to this, we have our equipment and tools inspected annually, we choose reliable suppliers, and we have high-risk work carried out by our own (trained and qualified) staff as much as possible.

Each year we carry out a trend analysis of all workplace inspections. We use this analysis as input towards continuously improve our safety policy and to set new targets.

During each HSE meeting, we examine the progress of these objectives and we assess whether they need to be adjusted. Our safety objectives are also the subject of regular one-on-one meetings between the managing director and the HSE coordinator.



# Flexibility in emergencies and exceptional situations

As far as the United Nations are concerned, good health for all ages is essential for sustainable development. That is why the UN has explicitly laid down good health and well-being as one of the sustainable development goals (SDG 3).

In line with this objective, Losberger De Boer regularly provides support in exceptional circumstances, such as natural disasters, refugee crises or - as is now the case - pandemics. Our goal: to act quickly and flexibly in situations where the health and well-being of people are at stake.

## Support in emergencies

We provide help quickly if people are in need. Losberger De Boer has often supported the authorities in the past by providing temporary emergency accommodation. As an example, we built emergency morgues in the State of Louisiana in America in the aftermath of the devastating Hurricane Katrina in 2005. Another example of emergency support was

the construction near Hamburg (on behalf of the city council) of a large-scale shelter for refugees during the European refugee crisis in 2015 and 2016. The centre was built in record time, and this included all the facilities for almost a thousand refugees (mostly families with small children). Another refugee shelter, built in 2017 in the southern German town of Lörrach, was recently commissioned again.

## Large vaccination centres


Our expertise has been called upon in several ways during the corona pandemic too. For instance, testing and vaccination centres, which we built for various clients, have been used extensively in the Netherlands since the end of 2020. We have also built temporary (emergency) hospitals in the Middle East and in the United Kingdom.

Also worth mentioning are the eight vaccination centres (of which four are large-scale vaccination facilities) that we have set up across Germany. A prime example of these are the

vaccination centres we built in Düsseldorf and Recklinghausen, each with a floor area of about 2,500 square metres and a maximum intended vaccination capacity of around one thousand people per day. After intensive consultations with regional authorities, we designed the vaccination centres in record time. These centres meet all the safety requirements, with clear routes and enough space for social distancing, and equipped with an innovative system for overnight disinfection through the climate control system to ensure maximum hygiene standards.

## Better health and safety

During the corona pandemic in 2020 and 2021, we also developed other, one-off solutions that contribute to better health and safety. For instance, we built a Covid testing centre at a large hospital in Essen, designed an extra lecture hall for the Technical University of Dortmund, and created additional canteen space for Amazon's distribution centre in Mönchengladbach.



“In emergency situations, we are pre-eminently fast and flexible, for instance during the current corona pandemic”

Sascha Langner-Köhnlein

Account Manager Rental Division Germany



**8 DECENT WORK AND ECONOMIC GROWTH**

# Sustainability in the chain

In Europe, Losberger De Boer currently works with over 100 suppliers for the different (raw) materials like aluminium, wood, synthetics, steel, PVC and other materials used for the production of tent structures. Around 40 per cent of these suppliers have preferred supplier status.

**New Code of Conduct**

Sustainability is an increasingly important factor in the selection of new suppliers. New and existing suppliers have undergone an extensive audit based on the certifications and standards for sustainability and safety within the industry in question. All these rules and regulations are currently being brought together in our own Code of Conduct (CoC) for a sustainable supply chain. We use this Code of Conduct as a yardstick to assess new suppliers who are then compelled to meet our standards. How sustainable and safe are their working practices?

We also put the emphasis on social responsibility in the CoC. We expect our suppliers to provide good working conditions and to pay their employees a fair wage.

From 2022 onwards, all contracted suppliers will be given a CoC as an integral part of the contract. In future, only new and one-off suppliers who comply with this code will be eligible for a partnership. This is how we are working step by step to make our supplier base more sustainable; sustainability is becoming a must-have instead of a nice-to-have.

**Sustainable alternatives**

Our end customers are also demanding sustainable solutions for their projects, for instance when it comes to energy, lighting and signage/branding (road signage and advertising). We help end customers to make informed choices for the most sustainable solutions based on a regularly updated supplier matrix.



“Sustainability is moving from nice-to-have to must-have for our supply chain partners”

**Mijke Admiraal-Zijp**  
Senior Procurement Manager  
Rental Division

Take generators as an example: traditionally they run on diesel, but customers can now choose a ten times cleaner alternative: biodiesel. Or air conditioning facilities controlled completely by electricity. And when it comes to signage/branding, customers can choose a supplier who provides 100 per cent sustainable materials such as film, stickers and banners.

### Recycling

Losberger De Boer also regularly works directly with existing raw material suppliers to develop sustainable solutions. For instance, our largest aluminium supplier recycles about 85 per cent of the aluminium we use. And our PVC roofs produced in-house are also recycled by a Dutch partner company.

In addition, our clothing line for staff is fully circular: ‘worn-out’ clothing is collected and recycled by our work clothing supplier.

### Green transport and logistics

Finally, as far as transport is concerned, we are moving towards working with logistics organisations who fully compensate for their emissions and run their fleets on a

carbon neutral basis. For transportation on the construction sites, we also work more and more with a supplier who supplies equipment, such as forklifts, aerial platforms and telehandlers, that is driven by electricity for 100 per cent.

### Goals and ambitions

In line with the activities set out above, our aim is to achieve a comprehensive CoC preferred-supplier matrix for sustainable procurement by 2022. All signed CoCs are archived in VendorLink, our supplier management platform.

We also intend to develop a tool that will substantiate sustainable choices for our customers via our supplier library. We periodically highlight these choices in a special procurement magazine.

In terms of facilities, our aim is to phase out engines that run on fossil fuels. We are also focusing on circular waste processing in offices and workplaces, and on creating paperless offices. ■



# Contributing to prosperity

Losberger De Boer operates worldwide and has carried out projects in more than 100 countries. This makes the company a real global player. Besides its home base in Europe, Losberger De Boer is also strongly represented in the United States and the Middle East.

## Local organisations, local people

For an internationally operating organisation, one of the major challenges lies in dealing with the great diversity of regulations, people, cultures and working conditions in the various countries in the best possible way. For Losberger De Boer, respecting human rights, guaranteeing good working conditions and contributing to society are of great importance. That is why we build up local organisations with local people in the regions in which we are active.

A striking example of this approach is the development of Losberger De Boer Middle East. Losberger De Boer has been active in the Middle East for about 20 years as a supplier of modular construction of temporary and semi permanent solutions . A permanent organisational unit was established in

Dubai, Qatar and Saudi Arabia to develop the activities in the Middle East. Over the years, Losberger De Boer has supplied accommodation for many major events and commercial projects in the Middle East, from the Asian Games in 2006 in Qatar, to the Saudi Cup and the largest international motorsport race in Doha, to name a few.

Through the projects we undertake with our clients, we aim to make a positive contribution to local communities by managing potential environmental impacts and creating social and economic value through our performance.

## Long-term partners

Due to the growth of the organisation in the Middle East and the increasing number of projects, the availability of well-qualified personnel is becoming increasingly important. This is why we highly value the cooperation with our long-term partners who contract our temporary labour force. One of the major challenges we face, now and even more in the near future, is the availability of sufficient well-qualified personnel. People who understand our business, have the right

professional qualifications and attitude and sufficient language skills. These are important qualifications in order to meet the high quality standards we set for our projects and to create a healthy and safe working environment.

## Integrity and quality

By working together with professional partners and providing good accommodation and working conditions, Losberger De Boer aims to be a preferred employer for its people. Losberger De Boer is working for renowned international organisations that follow strict procedures in checking the integrity and quality of their suppliers and partners with whom they work. It goes without saying that we follow the international and national laws and regulations in this respect, and that we have strict procedures of our own on how we want to work in the different countries – whether in Europe, the Middle East or the US. By taking the lead, we want to have a positive impact on our environment and contribute to the prosperity of people.



“We can only attract experienced and professional people if we create the best conditions for people to join us.”

**Waleed Khaled**

Commercial Director Rental  
Division Middle East

# 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



## R&D: lighter, safer, more sustainable

It is self-evident that R&D plays an important role in the development of new, sustainable materials and solutions. The general trend in this respect is towards modular, stronger and lighter structures that are easy to transport and handle, and that are well insulated from a thermal as well as an acoustic point of view.

Lightweight, sustainable floorboards  
A prime example of a recent innovation is the new floorboards that Losberger De Boer introduced in 2021. Whereas traditionally floors consisted of wooden boards on top of aluminium profiles, we developed a new type of floor based on composite with a glass-fibre reinforced top layer. This choice of material has several advantages. For instance, the material is much lighter, which makes it easier to handle from an ergonomics point of view and reduces carbon emission during transport by up to 25%. In addition, the service life is expected to be significantly longer.

### Sustainable shell

Losberger De Boer is also constantly looking for ways to make the insulating 'shell' around accommodation more sustainable. Traditionally, single-use sandwich panels (consisting of aluminium, foam and aluminium) have been used for insulation. However, the sandwich panels that we designed recently can be used more than once in our rental fleet; they are easier to stack and so they are less prone to damage. Thanks to the built-in interruption of the thermal bridge, these new wall panels also have significantly higher insulation values, which improves user comfort as well as the climate.

We are also working with suppliers to develop a new type of roofing membrane, one with better insulation values. Certification body, Kiwa, will be assessing these insulation values (both acoustic and thermal) in 2022.



### **Modular design has many advantages**

When designing new components, Losberger De Boer has a modular design philosophy, which involves all elements being sized according to a standard grid size of five metres. Because of these fixed dimensions, accommodation of any size and shape can be built using standard components. This has benefits in terms of production, transport and handling, as well as from a commercial perspective: the modular nature of our stock makes us extremely flexible as a supplier.


### **Safe and responsible construction**

We are always looking for ways to make the work smarter and safer, not only in terms of materials, but also as far as the construction process itself is concerned. A recent innovation, for instance, is the development of

a lift system for wall panels that ensures that walls can be erected safely: the tool pushes the wall panels up, section by section, from below. This is safer and more responsible from an ergonomics point of view. It means that the workers assembling the structure no longer have to work at height with heavy wall sections. Instead, they can supervise the construction process at ground level.

### **Goals and ambitions**

Our long-term ambition is to develop the sustainable shell further, applying technically and commercially sound innovations for improving the thermal and acoustic insulation of accommodations. This is how our R&D efforts will contribute to our higher goal: a fully climate-neutral operation by 2030.



“We are constantly looking for ways to make the “insulation shell” around our accommodation more sustainable”

**Sebastiaan Biesbrouck**  
Technical Manager Rental Division

How does R&D contribute to sustainable business operations?

# Innovation on the floor

In line with the trend towards ever-lighter and more sustainable materials, in 2021 Losberger De Boer introduced a specific innovation in the shape of new floorboards made of composite and aluminium. Compared to conventional floorboards with a wooden top layer, these new boards, which are largely made of glass fibre-reinforced polypropylene, are much lighter. This has huge advantages in terms of transport and ergonomics. The service life is also expected to be much longer.

The new floorboards were first tested extensively in the first six months of 2021 in a controlled environment, where they were examined for their

robustness under various weather conditions. An external firm also assessed their fire resistance. At the beginning of September, the new floorboards were then tested on a small scale in the field during a large international motorsport race at the Zandvoort circuit.

This extensive testing phase points to specific areas that need improvement. For instance, based on these tests the floorboards were reinforced so that they can take an even higher maximum load on surfaces that are not level. The edges were also strengthened so that the floorboards don't wear out as quickly.

The real baptism by fire came during the COP26 climate conference in November, when Losberger de Boer supplied 2,600 floorboards (good for 6,500 square metres of flooring). The R&D department will continue to carry out research into improvements when it comes to sustainability.



**13** CLIMATE  
ACTION



# The spotlight on sustainability

Losberger De Boer has been monitoring all efforts to reduce carbon emissions across the organisation for many years. Since 2021, we have also opted to have our sustainability policies assessed by an independent external party.

## Insight into our emissions

With the annual update of our environmental management system in mind, we've been monitoring our carbon emissions systematically since 2013. We do this based on the international Greenhouse Gas Protocol (GHG Protocol), which was laid down internationally in the ISO 14064 standard. This standard is divided into three scopes: Scope 1: all emissions resulting directly from our business operations; Scope 2: indirect emissions, caused for example by energy suppliers; and Scope 3: all emissions caused by other external parties, such as waste processors.

Our goal for 2022 is to have a complete and good overview of scopes 1 and 2. The exact scope of Scope 3 is not always clear because we are dependent on the external party in question for this information. That said, the expectation is that in future we will be getting more external data from subcontractors and third parties so that we can build a picture that is as comprehensive as possible. As it stands now, our purchasing department is busy checking our key suppliers for carbon emission information on a structural basis.

## EcoVadis: impartial assessment

Losberger De Boer has been having the sustainability policies of its rental division assessed by EcoVadis since 2021. EcoVadis is an internationally renowned, evidence-based platform that assesses organisations' social, ethical and environmental

performance. They have awarded us a silver rating, which means that, for most subjects, we pay more than average attention to corporate social responsibility.

At the same time, an assessment conducted by EcoVadis gives us specific points for improvement. For instance, we are already doing a lot in terms of safety, but for a more systematic approach, EcoVadis recommends that we harmonise our efforts across the countries in which we operate as a group. According to EcoVadis, there are also opportunities to raise the profile of our sustainability strategy for procurement even more. Good to know: we are doing a lot to recycle materials like aluminium and tarpaulins as much as possible.

For R&D, we are also investing a great deal in developing the lightest possible materials (for floors and surfaces, for example), so that we can reduce our carbon emissions during transport even more. We are investing first and foremost in materials with a long service life.

## Goals and ambitions

Losberger de Boer has several goals when it comes to reducing emissions. An important objective is to structurally reduce our carbon emissions. One way we go about this is by using renewable energy as much as possible, i.e. green electricity and solar panels. We also encourage our haulers to work on reducing their carbon emissions.

At this point in time, transport is the biggest contributor to our carbon emissions. That is why we have been working intensively for years to reduce these transport

“We are gaining better insight into our performance in terms of sustainability”

**Bas Dekker**

Quality & Sustainability  
Coordinator Rental Division

emissions, by opting for a mix of means of transport (including by rail, which has a relatively low carbon factor) and by moving materials directly from project to project wherever possible instead of via our warehouse.

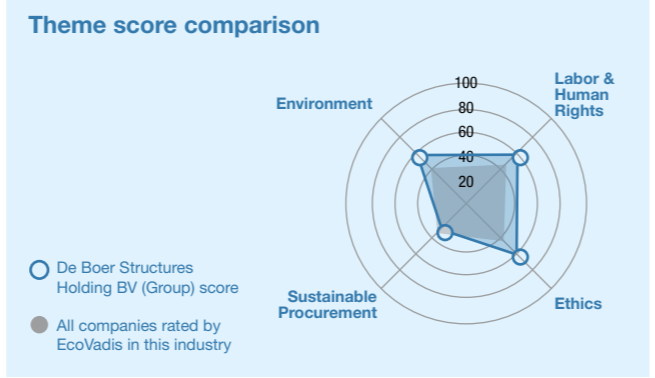
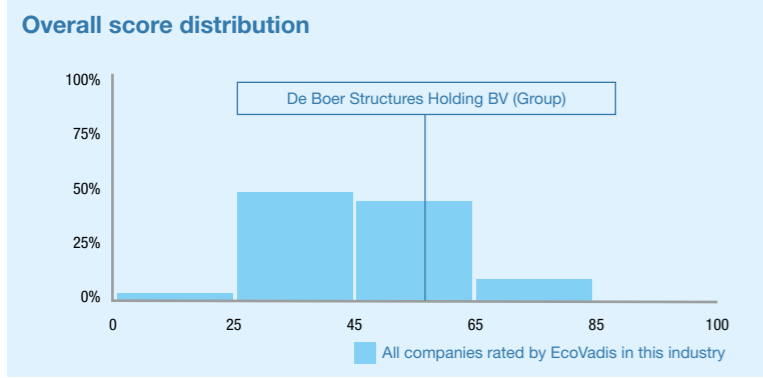
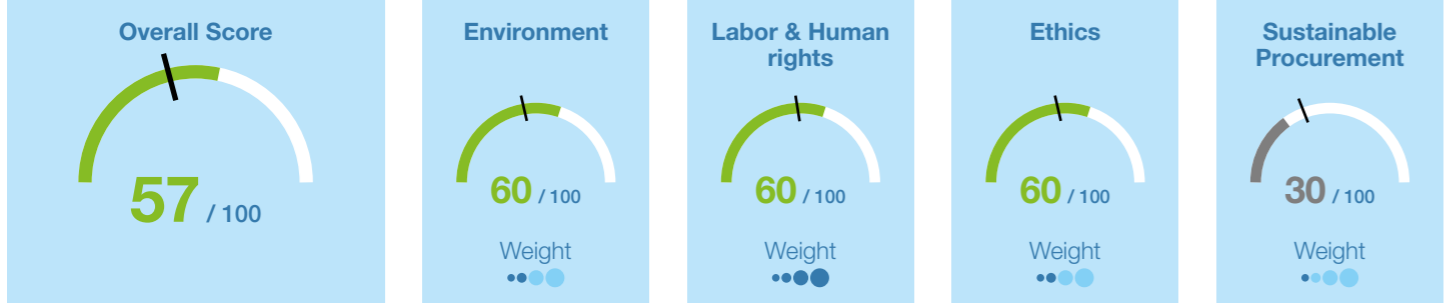
Besides reducing our own emissions, we are committed to reducing carbon emissions at organisations other than our own. In the years ahead, our purchasing department will be encouraging partners/suppliers to inform us of their carbon emissions and reduce them as much as possible.

Finally, our aim is to calculate the carbon emissions involved in a project beforehand, and present this information to our clients along with specific options for reducing these emissions. By doing so, they too can make an informed decision when it comes to the amount of carbon emission involved in a project.

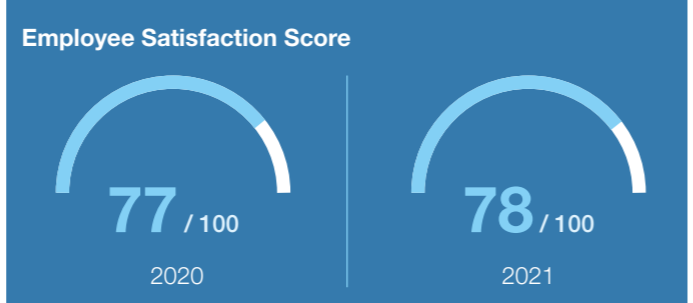
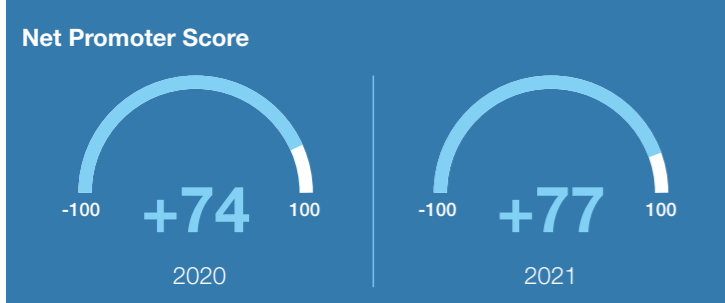


# Measuring our performance

**Sustainability performance** ● Insufficient ● Partial ● Moderate ● Advanced ● Outstanding  Average score



EcoVadis Scorecard | 2021



**17 PARTNERSHIPS FOR THE GOALS**

# Partners in the chain

It is with full conviction that we have committed ourselves as partners to the UN Global Compact philosophy, which aims to structurally improve the lives of future generations. All companies that are members of the Global Compact Network - including Losberger De Boer - are committed to ten principles in the field of human rights, labour, the environment and tackling corruption. The objective is to increase the positive impact and reduce the negative impact.

Partnerships within our own chain are indispensable if we are to achieve our primary sustainability goal, i.e. having a fully climate-neutral operation for the entire company by 2030. This is why we are working together intensively with suppliers, customers and knowledge institutes.

## **Collaborations with suppliers**

We cooperate with various suppliers of raw materials – some of them for many years – as part of our production process. Our new Code

of Conduct for the Supply Chain means that sustainability will become a hard selection criterion when screening new suppliers.

Many of our current suppliers are also launching their own initiatives in the field of sustainability. In terms of the power supply for projects, too, we are seeing a range of green initiatives. For instance, one of our suppliers is currently developing roofing membranes with integrated PV cells. In addition to this, we offer customers the option – via one of our suppliers – of using HVO diesel to heat their accommodation. This sustainable diesel fuel reduces emissions by up to 90 per cent compared to systems that use ordinary diesel.

An alternative – sustainable – heating solution is, for instance, an electrically driven central heating system. In the coming years, we are expecting to see great things from a supplier who is investing in solar-powered generators, which will reduce emissions in projects even more.

## **Collaborations with customers**

Over the years, we have become a reliable partner for many customers, one that supports them in achieving their own goals. Long-term partnerships, stretching over several years or even decades, are not uncommon.

Our customers, too, are becoming more aware of sustainability. It is no coincidence that we are increasingly working directly with customers to develop the most sustainable solutions possible. On a daily bases we are being challenged by our customers to provide a sustainable solution for a long term rental or for a congress or exhibition. It is also our responsibility to provide our customers more sustainable options, so that they are able to choose the best possible solution.


Our experience shows that clients are more inclined these days to ask us directly to reduce the footprint of projects. We then discuss the various options with them. We will be able to respond to this more and more tangibly going forward.

## **Collaborations with knowledge institutes**

Finally, we regularly cooperate with external knowledge institutions and agencies. For example, we recently asked the certification body, Kiwa, to officially determine the insulation values of our new roofing membrane.

## **Goals and ambitions**

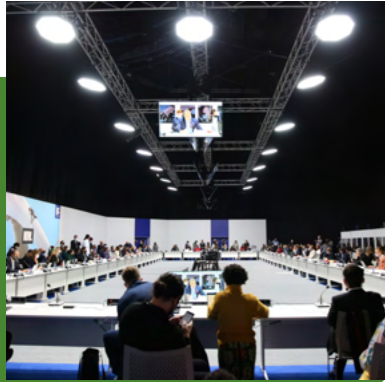
We cannot achieve sustainability all on our own; we really need our entire supply chain to be part of the effort. Looking to the future, this means even more intensive collaboration and sharing of knowledge so that we can make great strides in the foreseeable future. In the near future, we will have a growing body of knowledge about the actual emissions from all facets of our operations. This will allow us to increase our sustainability and to reduce our emissions, in close collaboration with our supply chain.



“Partnerships within the chain are indispensable for achieving our sustainability goals”

**Barbara Hendrikx-Kalksma**  
CSR Team Leader Rental Division

# COP26: a sustainability showpiece



COP26, the international climate summit, was held in the Scottish city of Glasgow from 31 October to 12 November 2021. At this UN conference, 197 countries discussed the options for limiting global warming to one and a half degrees Celsius. All in all, around 30,000 people took part in the official consultation forums and in the numerous side events organised by businesses, non-profit organisations and scientists.

Losberger De Boer provided the physical conference locations of 37,500 m<sup>2</sup> on behalf of the organisation; a mega assignment, in which sustainability and carbon savings obviously played a major role.

For example, transporting all the necessary materials from our distribution centre to Glasgow was not done by road, but by ferry between IJmuiden and the north of England. This led to a total saving of 12,000 road kilometres, which in turn cut net carbon emissions by 19,500 kg.

We reduced project emissions further by using our new wall panels with built-in thermal bridge interruption. These panels have excellent insulating properties – for more comfort plus energy conservation. These new wall panels have a U-value of 0.4. (The U-value is an indicator of the rate of heat transfer per square metre and per degree of temperature difference between one side of a wall and the other.) In comparison, conventional wall panels have a U-value of 5.

Finally, in Glasgow, we introduced our new composite floorboards, which are significantly lighter than traditional wooden floorboards and they last longer too. The result: fewer transport emissions and less physical strain for our workforce.




# Highest customer satisfaction as the basis for long-term relationships

Losberger De Boer's ambition is to achieve the highest level of customer satisfaction as the basis for our work as a committed, creative and professional partner. By proactively sharing ideas, working transparently and always keeping our promises, we have become a reliable partner for many customers, some of whom we have been working with for decades.

When all is said and done, it is about our customers achieving their goals. That is always a new challenge, because every solution we offer our customers is unique.

## Customer satisfaction as the basis

To arrive at successful custom-made solutions, we like to know everything about our customers. We measure the satisfaction of our clients on an ongoing basis using the net promoter score (an important indicator of customer satisfaction and loyalty, see the text box). Despite the difficult conditions under which we have had to implement our projects in recent years, we have managed to achieve very good results.



The method we use to measure the appreciation of Losberger De Boer is the net promoter score (NPS). We have used this metric since 2009. Our overall NPS rating for 2021 was +77 (2020: +74 and 2019: +56). This represents a significant rise; never before have we attained such a high NPS rating. The average rating of 9.2 (2020: 9.1 and 2019: 8.7) was also unprecedented, and underscores how highly our customers rate us structurally.

## Long-term collaboration with suppliers

We apply this same partnership philosophy vis-à-vis our suppliers. In this respect, too, we have often worked with long-term partners for decades. As a result, we have built up a lot of knowledge and experience together, which ensures that we can provide the best total solution for our customers.

It is not simply the end product that is important; the way we achieve it is also key. Because of this, we expect our teams to set an example in terms of safety, quality and flexibility, and to always create the very best customer experience. Only then will we be able to meet the growing expectations of our customers.

## Sustainable relationships

Our belief in building sustainable relationships with customers, employees and suppliers is ingrained in the Losberger De Boer DNA. Losberger and De Boer both have their roots in family businesses. We are convinced that cooperation across generations, with all parties in the chain, has laid a sound foundation for truly sustainable business practices – with a good balance between financial gain, shared growth and corporate responsibility.

# The Future of Corporate Social Responsibility at Losberger De Boer

2022 will be the year in which we will gather a lot of insight into our CSR Roadmap and the progress we are making. That will be a good and necessary basis for further rolling out the roadmap throughout our organisation and for entering into discussions with our suppliers and customers about how we can jointly achieve real impact beyond the boundaries of our own organisations.

## Towards a carbon-neutral organisation

In the coming years, we will gradually work towards becoming a carbon-neutral organisation. Together with our clients, we will develop innovative solutions on how we can contribute to making projects increasingly sustainable. All carbon accounting will be carried out in line with the Green House Gas (GHG) protocol to transparently measure and report on our performance.

We have now started to roll out our CSR policy in the Rental Projects & Turnkey Solutions division. In the coming year, we will further develop the various programmes and roll them out across Losberger De Boer as a whole.

## Optimal working conditions

2022 will also be characterised by the further development of our human resources policy and programmes. The creativity and commitment of people at Losberger De Boer is impressive. Every day they are at the basis of inspiring events and the construction of important accommodation when they are needed most. Therefore, extra attention will be paid to creating a stimulating and rewarding working environment where we will welcome new talents and secure the existing knowledge and experience within our organisation.

# Measuring our performance by EcoVadis

Losberger De Boer has a long history of safe and sustainable operations. We want to be a leader in our industry and are dedicated to continuously improve our performance in these areas. In 2021, we took the next step in improving our CSR performance. In addition to the various improvement programmes running across the organisation, we have joined EcoVadis. This independent, international platform evaluates companies based on four areas of their CSR policies: environmental impact, working conditions, fair trade practices, and sustainable purchasing policies.



Our objective is to measure the quality of our CSR management system through our policies, actions and results. This will help us to improve our business performance and go beyond strict legal requirements, while complying with legal requirements.

## Silver medal

The Rental Projects & Turnkey Solutions division is the first division of Losberger De Boer that was assessed by EcoVadis. The other divisions of the Group will join the programme in 2022.

EcoVadis carried out a baseline measurement in September 2021. Based on that benchmark, EcoVadis awarded us the 'Silver' medal, in recognition of our good scores for our environmental process and labour & human rights policies. This recognition encourages our organisation to continue to work on improving our performance across the company.

journey to a sustainable organisation



LOSBERGER DE BOER



LOSBERGER DE BOER