

# SUSTAINABILITY REPORT

2022



International designations have been used in the report:



The GRI indicators are the Global Reporting Initiative's international guidelines for reporting on sustainability and responsible business issues.



The 2030 Agenda is made up of 17 Sustainable Development Goals (SDGs) and associated 169 targets that reflect the three dimensions of sustainable development - economic, social and environmental.



The Greenhouse Gas Protocol. Greenhouse Gas Protocol (GHG Protocol) is a tool for accounting for greenhouse gas emissions. It is the result of a collaboration between the World Resources Institute and the World Business Council for Sustainable Development.



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Together into the green future

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As Chairman of FAKRO, I am proud of the progress we have made in these key areas, which are not only vital to our business success, but also to the well-being of our planet and the community in which we operate.

**Ryszard Florek**  
FAKRO CEO



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Together into the green future

# FOREWORD

102-14

Dear Readers,

we are pleased to present to you our FAKRO Sustainability Report 2022

**"Together into a green future".** Ecology is an aspect that permeates every stage of our development. We design, plan and manufacture with care for the environment. Offering environmentally friendly and energy-efficient products is embedded in our company's DNA. We ensure that every process, every action and every decision we make is always accompanied by concern for the comfort and healthy life of future generations. All of these activities is encapsulated in the important GO GREEN philosophy.

We set specific targets. We focus on reducing our carbon footprint. We aim to reduce CO<sub>2</sub> emissions by 55% by 2030 so that we can achieve carbon neutrality in 2050. We have therefore optimised our production process to reduce our negative impact on the climate. We have introduced energy-efficient technologies. We control the consumption of raw materials and minimise post-production waste. We introduce closed-loop economy models, we use recycling. We support ecological transformation and promote sustainable development.

### We run Our Business responsibly.

Our priority is to create a safe workplace, taking care of the health and development of employees.

We support local communities through community initiatives, educational programmes and support for various organisations.

We aim to actively participate in social development and create positive change around us.

We work with our suppliers and partners to promote ESG values, encourage fair business practices and ensure the quality of our business relationships. We are committed to honesty, transparency and ethical in the conduct of our activities. We behave according to the highest standards of corporate governance and are reliable partners for our stakeholders.

We believe that our actions have a significant impact on shaping a better world. Everything we do is always with a better future for our children in mind. We want to continue this mission with you. We invite you to continue your journey together, with a view to the well-being of our planet, which is all of us.

**Let's go TOGETHER INTO THE GREEN FUTURE.**

With kind regards,  
**Ryszard Florek**

President of the  
FAKRO Management Board

# FAKRO ORGANISATION

Our vision for the future is based on sustainability and continuous improvement.

We strive to create innovative, ecological and functional solutions that contribute to the improving the quality of life and the environment. We are proud of our achievements, but we always look to the future with a readiness for new challenges and opportunities.



## FAKRO ORGANISATION

Together into the green future





# 1.1 ABOUT US

**102-1, 102-2, 102-3, 102-4, 102-6**

## GET TO KNOW US



FAKRO was established in **1991** as a private company based entirely on Polish capital. In 32 years, it has grown from a small, family-owned business into a multinational corporation, which today holds a position as a runner-up in the global roof window market



*FAKRO's percentage share of the global market.*

The co-founder and chairman of FAKRO is **Ryszard Florek** – the originator and main implementer of the launch of roof window production in Poland.

Employing more than 3,000 people, the FAKRO organisation comprises 9 manufacturing companies, 1 service company, the Think of the Future Foundation (Pomyśl o Przyszłość) and 17 distribution companies. Our products can be found in more than 60 countries around the world – wherever there is a demand for this type of product. Export sales account for around 70% of total sales.



## FAKRO ORGANISATION

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## BASIC DATA

### FAKRO PP SP. Z O.O.

Address: ul. Węgierska 144 a, 33-300 Nowy Sącz  
KRS: 0000053360  
NIP (VAT-ID): 7342887530  
REGON [National Official Business Register]: 492727063  
BDO: 000029378  
Contact details: fakro@fakro.pl phone: (18) 444 0 444  
Website: www.fakro.pl, www.fakro.com

FAKRO's registered office is, according to the companies' address, Nowy Sącz.

There are also warehouses located outside of Nowy Sącz:

### Warszawa

email: warszawa@fakro.pl  
Address: ul. Słoneczna 153; 05-506 Kolonia Lesznowola

### Białystok

email: bialystok@fakro.pl  
Address: ul. Bitwy Białostockiej 5; 15-102 Białystok

### Poznań

email: poznan@fakro.pl  
Address: ul. Magazynowa 6; 62-030 Luboń

### Wrocław

email: wroclaw@fakro.pl  
Address: ul. Kobierzycka 20; 52-315 Wrocław

### Łódź

email: lodz@fakro.pl  
Address: ul. Brójecka 8; 93-640 Łódź

### Szczecin

email: szczecin@fakro.pl  
Address: ul. Struga 44; 70-784 Szczecin

### Gdańsk

email: gdansk@fakro.pl  
Address: Rusocin, ul. Dekarska 9; 83-031 Rusocin

### Rudnik

email: rudnik@fakro.pl  
Address: ul. Przemysłowa 11; 37-420 Rudnik n/Sanem

### Pszczyna

email: pszczyna@fakro.pl  
Address: ul. Słowackiego 57; 43-200 Pszczyna

### FAKRO SP. Z O.O.

Address: ul. Węgierska 144 a, 33-300 Nowy Sącz  
KRS: 0000110248  
NIP (VAT-ID): 7341001487  
REGON [National Official Business Register]: 490008737  
BDO: 000034766  
Contact details: fakro@fakro.pl  
phone: (18) 444 0 444  
Website: www.fakro.pl, www.fakro.com

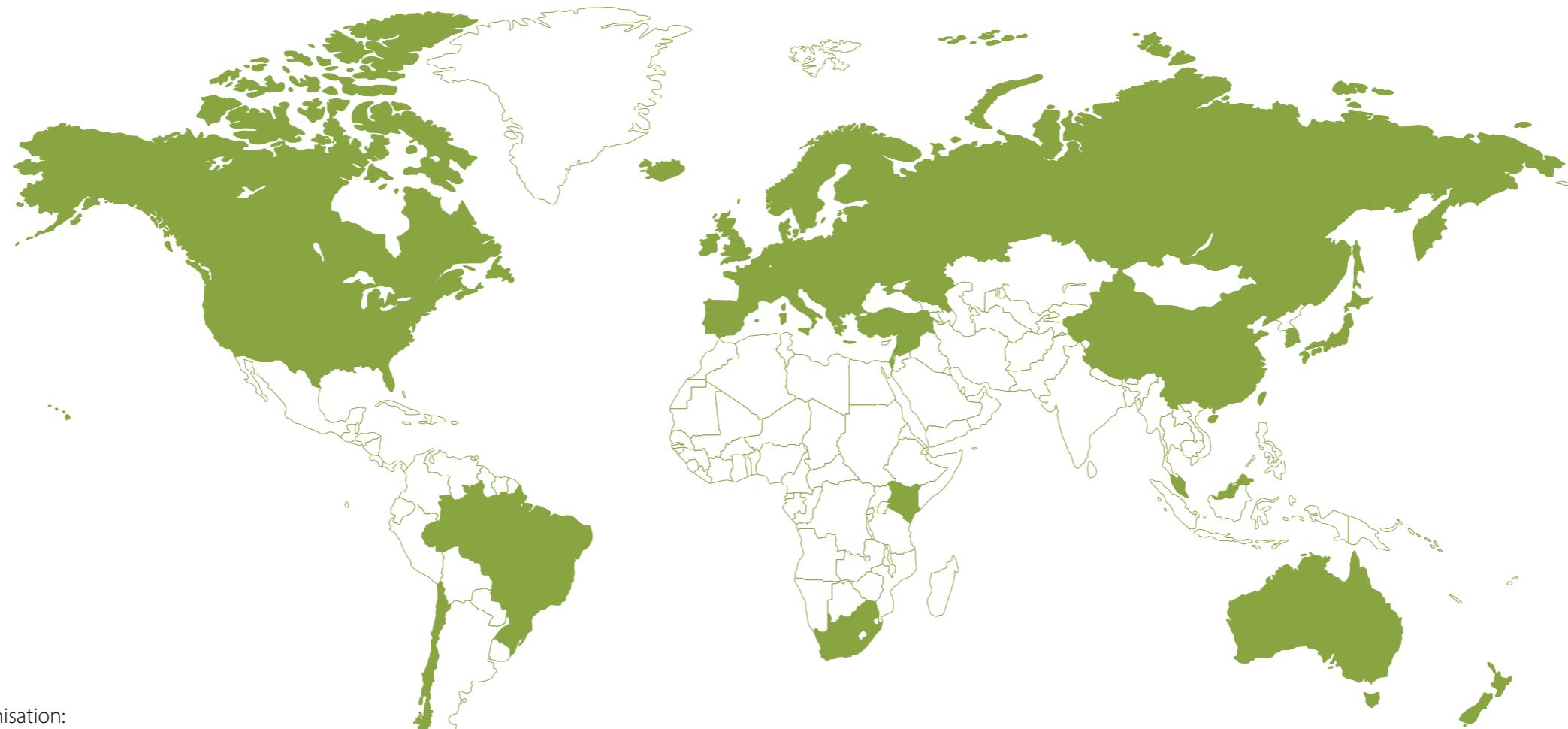
### Locations of regional warehouses



## FAKRO ORGANISATION

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## Locations of foreign companies



List of companies in the FAKRO Organisation:

<b>distribution companies</b>	<b>country</b>
FAKRO Sp. z o.o.	Poland
KRONMAT Sp. z o.o.	Poland
FAKRO DACHFENSTER GMBH	Germany
KRONMAT GMBH	Germany
FAKRO FRANCE	France
FAKRO ITALIA S.L	Italy
FAKRO SPAIN SLU	Spain
FAKRO DACHFLACHENFESNTER GMBH	Austria
FAKRO CZECH S.R.O	Czech Republic
FAKRO MAGYARORSZAG KFT	Hungary
FAKRO GB LIMITED	United Kingdom
FAKRO DANMARK A/S	Denmark
DACHMAT S.R.O.	Slovakia
SIA KRONMAT BALTIC	Latvia
FAKRO ROSJA	Russia
FAKRO AMERICA L.L.C	USA

<b>manufacturing companies</b>	<b>country</b>
FAKRO PP Sp. z o.o.	Poland
FAKRO GP Sp. z o.o.	Poland
FAKRO WDF Sp. z o.o	Poland
STOLART Sp. z o.o	Poland
FLORAD Sp. z o.o	Poland
FAKRO ORBITA	Ukraine
FAKRO – TL	Ukraine
KRONLES	Russia

<b>production and distribution companies</b>	<b>country</b>
FAKRO Lviv	Ukraine

<b>service companies</b>	<b>country</b>
PRZEDSIEBIORSTWO ENERGETYCZNE Sp. z o.o.	Poland

<b>Other entities</b>	<b>country</b>
Think of the Future Foundation (Fundacja Pomyśl o przyszłość)	Poland



## FAKRO ORGANISATION

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## INNOVATIVE SIDE OF FAKRO



**226**  
patent  
applications



FAKRO has always been committed to **innovation**. The company is one of the most innovative Polish companies. Our pride is our own state-of-the-art research and development centre. More than a hundred engineers are working on product development.

The company has **more than 220 patent applications**. FAKRO is an organisation which exports not only roof windows, but also the creative ideas of Polish engineers to many countries around the world.

In this way, the Polish company has set new directions for the roof window industry in the world, and Poland has become the world leader in their production.

The company's product range includes, in particular:

- roof windows - wooden and aluminium/plastic with different structures and opening methods,
- windows for flat roofs,
- flashings, hatches, tubular skylights,
- accessories for roof windows: blinds, internal and external blinds, external awnings, mounting accessories, films and membranes as well as electrical control systems.

For several years, FAKRO has also been selling **loft ladders**, being currently in second place in the international market.

Meanwhile, we have been successfully offering top-quality vertical joinery products under the **INNOVIEW** brand for several years.



The currently introduced **GREENVIEW** range of new-generation windows combines the highest functional and aesthetic standards, with adaptation to a changing climate, high energy efficiency and solutions to ensure safety in the face of violent weather events.

## Product quality as a determinant of innovation

In our own laboratories, we carry out more than 70 different control and measurement tests to monitor the quality of the products on offer on an ongoing basis. These tests are carried out on all incoming material, components during

production, as well as on finished products. All inspections and tests are carried out in accordance with an approved inspection and test plan, according to European and international standards.

### Air permeability



The amount of air passing through all joints between the sash or sash and frame profiles of the tested window due to the test pressure test pressure (according to EN 1026 / EN 12207)

### Watertightness



The ability of a closed and fixed window to resist water penetration under test conditions, depending on pressure (according to EN 1027 / EN 12208)

### Wind load resistance



A feature that tells you at what wind load blowing perpendicular to the window the maximum allowable deflection of the most distorted window parts (according to EN 12211 / EN 12210)

### Moisture penetration and gas concentration



The main requirement for insulating glass units is their airtightness. Moisture penetration and the rate of gas loss are the basic parameters for determining whether you are dealing with a high-quality insulated glass unit (according to EN 1279-2 / EN 1279-3 standards)



## FAKRO ORGANISATION

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## System quality

The quality system (Factory Production Control system) in operation at FAKRO integrates all activities aimed at ensuring high product quality in line with customer expectations, the requirements of European standards and the requirements of various certification bodies. Modern technologies, the use of effective production management methods, tools and techniques, uniform operating procedures, employee training, continuous improvement of manufacturing processes and working conditions ensure the consistent high quality of the products offered.

Quality control is an integral part of the production process. The quality of the products is verified at all stages of production through selfmonitoring by the production staff, inspections carried out by the Quality Control Department as well as independent inspections carried out periodically by various certification bodies. The system has been developed and documented based on the requirements contained in the relevant harmonised standards and with the requirements of ISO 9001.

Certificates and approvals proving the high quality of our products.

### Certificates and approvals proving the high quality of our products

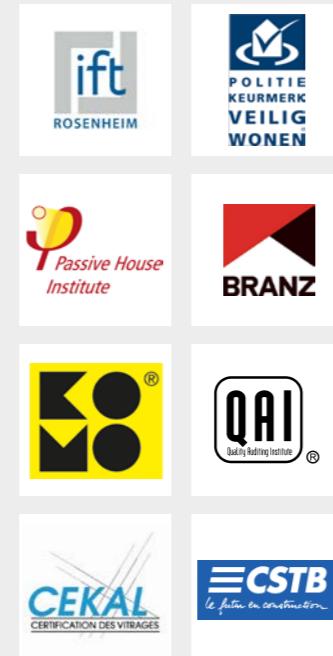


### We implement our quality policy through the following objectives:

	providing top quality products that meet customer expectations		creating environmentally friendly solutions
	continuous improvement of products and production system through implementation of innovative solutions		compliance with legal regulations, technical requirements and internal procedures
	openness to the customer and providing a professional service		promoting the FAKRO brand based on high quality products and the company's authority in the woodwork industry
	development of staff's professional competence and enhancement of working efficiency		building the prestige of the Polish brand worldwide
	expanding customers and sales volumes to achieve economies of scale		building an organisational culture based on ethical values, company and social capital principles

### EXTERNAL TESTING AND CERTIFICATION

All FAKRO products covered by the requirements of European harmonised standards are CE marked and the declared parameters are confirmed by tests carried out by independent notified laboratories. An additional confirmation of the high quality of the manufactured products is the possession of more than 20 prestigious certificates, with external control audits taking place regularly



The effectiveness of our operations is increased through continuous improvement of the quality system binding in the FAKRO organisation..

**WE BUILD COMFORT OF LIVING  
ALL OVER THE WORLD. OUR WINDOWS  
ROOF WINDOWS AND OTHER  
PRODUCTS ARE SAFE, ENERGY-  
EFFICIENT AND ENVIRONMENTALLY  
FRIENDLY.**



## FAKRO ORGANISATION

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We are betting on the values of the company



#### DEVELOPMENT

Continuous growth ensures that we have a strong and sustainable position among the global leaders in the construction industry.

#### PRODUCTS

We are constantly improving our products in line with trends and market expectations.

#### PARTNERS

We build solid and effective business relationships and provide our partners with extensive access to our product knowledge.

#### STAFF

We develop the professional competence of our employees. Highly qualified and committed employees are the strength of our company.



#### INNOVATION

We are one of the most innovative companies in Poland.

#### PRODUCTS

We have authored more than 220 patents and patent applications, and our products go to more than 60 countries. In this way, the company has set new directions for the roof window industry in the world, and Poland has become a world leader in their production.

#### PARTNERS

We streamline our customer collaboration, ensuring it is of the highest standard, by continually modelling sales and marketing strategies.

#### STAFF

We encourage employees to come up with ideas, and their innovative thinking is the basis of the company's development and relationship with the environment, and influences the products created.



#### RESPONSIBILITY

We care about our employees, customers, business partners and the environment.

#### PRODUCTS

Our products are safe, environmentally friendly, energy -efficient and guarantee living comfort.

#### PARTNERS

We create responsible business relationships based on transparent business conditions, ethical values and company values.

#### STAFF

We provide stable jobs and initiate and engage in activities to support employees and their families.



#### RELIABILITY

We are a reliable company that meets its obligations.

#### PRODUCTS

The high quality of our products is confirmed by numerous national and international certificates, which builds the prestige of the Polish brand worldwide.

#### PARTNERS

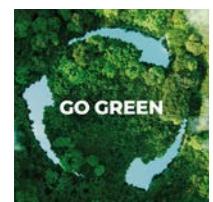
Since our inception, we have been working with business partners all over the world and we are consistently increasing their number.

#### STAFF

We are trusted by more than 3,000 employees. We are one of the largest employers in the region.



**DEVELOPMENT  
INNOVATION  
RESPONSIBILITY  
RELIABILITY**



#### FAKRO ORGANISATION

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## PHILOSOPHY GO GREEN

The green colour, incorporated into FAKRO logo, has accompanied us from the very beginning of the company's establishment, and the ecology associated with it is the aspect which permeates each stage of our development. Everything we do is always with a better future for our children in mind. **Our team is involved in the design, planning and production, always with full attention to the environment.**

Creating eco-friendly and energy-efficient products is one of our priorities. We ensure that every process, action and decisions we make are in line with our profound intention to ensure a comfortable and healthy life for future generations. **We focus our activities on one essential philosophy GO GREEN.**



## FAKRO ORGANISATION

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## FAKRO ORGANISATION

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## Awards 2022

- Ryszard Florek and Janusz Komurkiewicz Manager of the Year of the Małopolska Region 2022
- FAKRO Construction Company of the Year 2022
- Janusz Komurkiewicz Industry Personality 2022
- FAKRO the winner of the Małopolska EKO-Hero competition in the company category
- Carbon Footprint Approved certificate for GREENVIEW window
- FAKRO awarded in the BohaterONy competition in the company category
- FAKRO awarded in the Best Export Product 2022 category of the "LUBIĘ, BO POLSKIE" ("I LIKE IT, BECAUSE IT'S POLISH"), ranking
- Sławomir Gawlik honoured in Marketing Director of the Year 2022 competition
- FAKRO honoured in the International Success category of the Economic Award of the President of the Republic of Poland
- FAKRO awarded in the "Sustainable Production Leader" category of the "Green Industry Diamonds" competition
- FAKRO awarded Carbon Footprint Challenge Awards in the category of RESPONSIBLE EMPLOYER
- FAKRO awarded WPROST Innovator 2022
- PTP-V RENO roof window "Discovery of the Year 2022"
- Ryszard Florek Ambassador of the Young Generation of Poland
- Ryszard Florek awarded the medal "Meritorious for Exports"
- FAKRO - Construction Brand of the Year awarded in five categories
- FAKRO one of the "Best Polish Employers 2022" according to Forbes
- Ryszard Florek announced by "Wprost" as entrepreneur of the 30th year



# 1.2

# TIMETABLE

## History of FAKRO

### INNOVATION FOR FUTURE GENERATIONS

FAKRO's history is written by its employees, customers and partners. It is a story full of passion, innovation and success. FAKRO set out to achieve its dream of creating the best roof windows in the world under the visionary leadership of Ryszard Florek. The company's history began in the early 1990s and has continued uninterruptedly to the present day.



1986 1991 1993 1996 1998 2000 2005 2006 2009 2010

#### 1986

FAKRO foundations - Ryszard Florek together with a friend from college, Jacek Radkowiak opens the Florad Building Joinery Company in Tymbark.

#### 1991

Establishment of FAKRO based in Nowy Sącz by Ryszard Florek, Krystyna Florek and Krzysztof Kronenberger.

#### 1993

FAKRO, as a pioneer, establishes in Poland a Department of Research and Development.

#### 1996

FAKRO starts cooperation with a German company Braas, with its status as the third largest roof window company in the world.

#### 1998

FAKRO launches training courses for its customers and conquers more foreign markets. A distribution company, FAKRO Dachfenster GMBH, is being established in Germany. The FAKRO Lviv production facility is launched in Ukraine.

#### 2000

FAKRO begins work on new group of products - attic stairs. **2004** FAKRO is launching a unique product, the preSelect tilt and turn window. To this day, it is the most innovative and the best tilt and turn window on the market.

#### 2005

FAKRO becomes the Official Partner of Polish national football team. Solar external roller shutters for roof windows.

#### 2006

FAKRO headquarters is bringing for the first time foreign salesmen, roofers and architects for the training courses.

#### 2007

Effective protection against interior heating in summer and heat loss in winter. Triple-glazed windows are energy-efficient roof windows with a triple glazed unit with two low-emission coatings, characterised by a very good energy efficiency rating, which translates into lower heating bills.

#### 2009

The XDP insulation kit is used to quickly and tightly install thermal and vapour permeable insulation around the window. The versatile way to insulate a roof window and reduce heat loss regardless of the size of the installation opening. Thermo flange insulates the window thermally and significantly improves the heat transfer coefficient by up to 15 %, depending on the window type.

#### 2010

Establishment of the Think of the Future Foundation promoting knowledge on the economy, free market mechanisms and building social capital. Ryszard Florek becomes entrepreneur of the year according to Ernst and Young. He receives the award as the best company founder, charismatic business leader and innovative visionary.



### FAKRO ORGANISATION

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2011

**2011**  
The FTT U8 Thermo window the most energy - efficient roof window available on the market with a quad - glazed window unit, which saves heat energy as well as money on heating.

**2013**  
Vertical awnings - modern and ecological solution to protect the interior of buildings from heat on hot days. It is possible for us to reduce or completely abandon expensive and energy - intensive air conditioning.

**2013**  
Flat roof window DEF DU8 - a flat roof window with a four - pane glazing unit, which perfectly protects interior against heat loss on cold days. Reduces heating expenditure.

**2013**  
Thanks to its design, the LWT attic stairs has excellent thermal insulation parameters, which results in significant heat energy savings in the building.

**2017**  
INNOVIEW windows are the highest quality facade joinery with very good energy efficiency. Frames made of natural timbers are protected against external influences by aluminium. This window construction with four - pane window unit helps to retain heat on cold days and reduces heating bills

**2022**  
GREENVIEW - a new generation of roof windows. GREENVIEW windows have been awarded the Carbon Footprint Approved certificate, which demonstrates the low carbon footprint produced in the manufacture of the window.



## FAKRO ORGANISATION

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# 1.3 WE DEVELOP RELATIONSHIPS

102-12, 102-13

We build relationships based on trust. Without good relationships in business a company will not be successful. FAKRO has been building relationships based on trust from the very beginning. This produces results, and often turns into a friendship relationship. Strong links in different areas, favourable conditions are created for the continuous development of the organisation.

## ARCHITECTS

Every year we train  
**1000 architects.**

We work with 16 architecture studios. We have been working with the **Association of Polish Architects SARP** and the **Polish Chamber of Architects** since the beginning of FAKRO.



IZBA ARCHITEKTÓW  
RZECZYPOSPOLITEJ POLSKIEJ



In the area of partnerships, FAKRO establishes strategic collaborations with various entities. One of our key partners consists of architects, who play an important role in the design of modern and functional building solutions. At FAKRO, we are committed to actively engaging with architects, providing technical support, providing information materials and organising meetings and training sessions to share knowledge and experience.

## DEALERS

Another important customer group for FAKRO are the dealers who supply the company's products to end customers. We are committed to building long-term relationships with these partners, providing them with access to technical and commercial expertise. We organise training courses for dealers at which we present the latest product solutions and provide information on their application. Cooperation with these partners is based on mutual trust and a shared commitment to market success.

Every year we train  
**800 dealers.**

## ROOFERS

Roofers are also an important customer group for FAKRO. We support these professionals by providing practical training, where participants can gain technical knowledge and skills in the installation of FAKRO products.



## FAKRO ORGANISATION

Together into the green future

As a result, roofers are able to make professional and efficient use of the offered solutions, which translates into quality workmanship and customer satisfaction

Every year we train  
**3500 roofers.**

## SECONDARY SCHOOLS AND UNIVERSITIES

FAKRO also actively cooperates with schools and universities. The company is involved in the development of educational programmes, initiating the creation of patronage classes that enable students to gain practical knowledge of the construction industry and technologies related to roof windows and joinery. This cooperation contributes to enhancing the knowledge and skills of future professionals and facilitates the adaptation of students to the labour market.

## INTERNATIONAL COOPERATION

In today's global business environment, international cooperation is not only essential, but also inspires innovative solutions and the pursuit of excellence. We are proud of our international partnerships and we are passionate about continuing to develop our global network, contributing to building a better future for our company, our customers and communities around the world.

## International Federation Of The Roofing Trade „IFD”

An international organisation committed to promoting the roofing and façade profession. FAKRO has been its partner member since 2005.

## UN Global Compact

The world's largest initiative bringing together sustainable business. It was established in 2000, it deals with the environment, human rights, anti-

corruption and decent and legal work. We have been a member since 2022.

Trade associations and organisations to which we belong:

- Eurobaustoff
- UMGCCP (Union des Métiers Génie Climatique Couverture et Plomberie)
- Eesti Katuse ja Fassaadimeistrite Liit
- Latvijas Jumiku Apvienība

## Local partnerships

FAKRO, in addition to its efforts to ensure high quality production and the development of its markets, attaches great importance to cooperation with the environment.

The company's long-standing cooperation with the local community involves supporting and implementing numerous pro-social initiatives for the sake of the region's development. These are activities that not only serve the development of Nowy Sącz entrepreneurship and the creation of new jobs, but also projects supporting the development of the entire region and country in the fields of culture, sport and education.

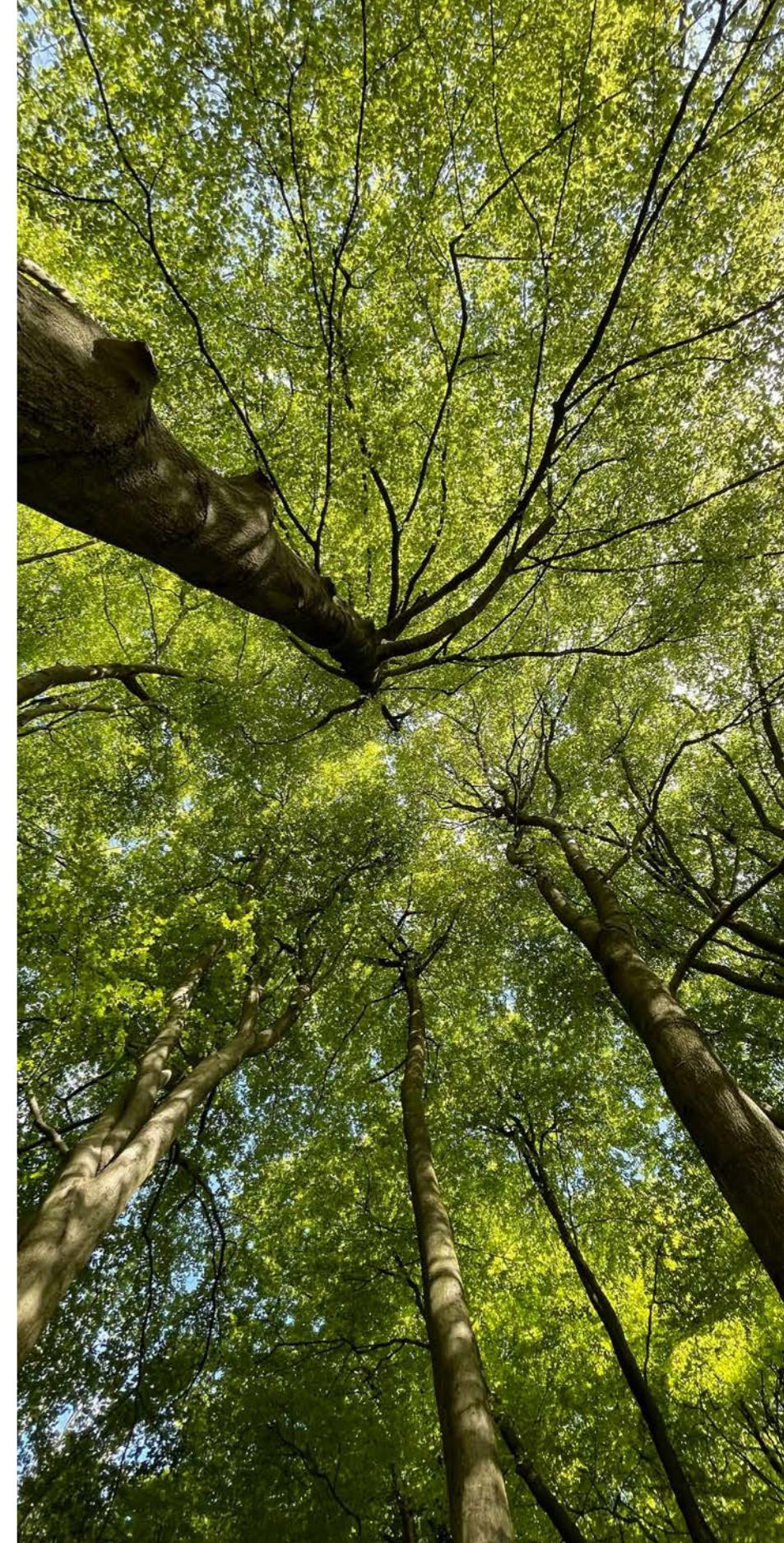
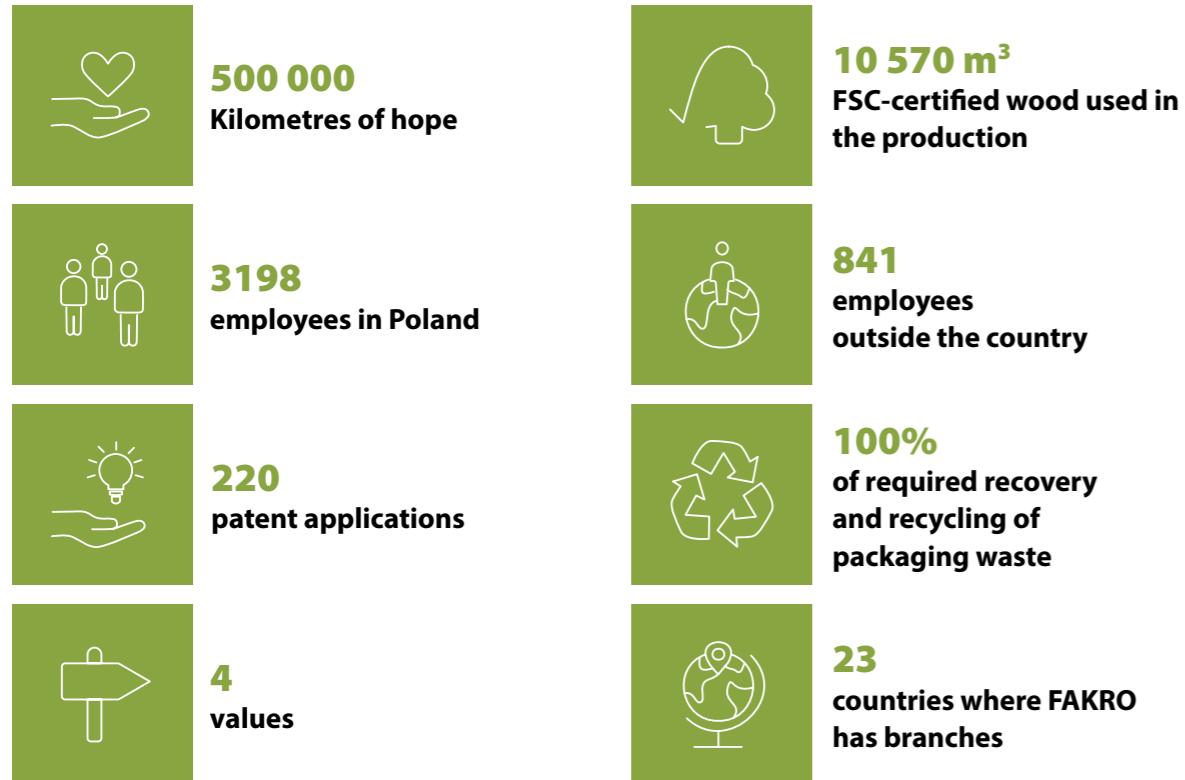
## Industry organisations

**Membership in industry organisations is strategic for us. We are members and partners of the following organisations:**

- Think of the Future Foundation
- Association of Polish Windows and Doors
- Polish Chamber of Civil Engineers
- Polish Roofers' Association
- Chamber of Architects of the Republic of Poland
- SARP
- Polish Chamber of Commerce of Social Housing Associations

# 1.4 FAKRO IN FIGURES

102-7



## FAKRO ORGANISATION

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9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



11 SUSTAINABLE CITIES  
AND COMMUNITIES



17 PARTNERSHIPS  
FOR THE GOALS



At FAKRO, we are committed to ethical, transparent and sustainable operations. We are creating a governance structure that promotes independence and accountability.

We aim to build lasting relationships with our stakeholders.

Our business practices are based on ethics and sustainability. It all stems from our values and our drive to achieve the highest corporate standards.

## GOVERNANCE

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# GOVERNANCE (G)





## 2.1 WE BUILD A MANAGEMENT STRUCTURE

**102-5, 102-18, 102-20, 102-22, 102-24, 102-26**

We manage responsibly

In the 2022 ESG report, we outline the governance structure at FAKRO, which is integral to the strategy of ensuring standards, transparency and effective functioning of the organisation. At FAKRO, we present a management approach that is a key factor in the company's success and enables business objectives to be met with social, environmental and governance considerations.



At FAKRO, sound management is fundamental to the stability and effectiveness of the organisation. This is achieved through a comprehensive management structure that encompasses both operational and strategic processes. Our approach to management is based on the principles of professionalism, responsibility, honesty and openness.

To ensure consistency and efficiency, we have put in place clearly defined procedures and standards. Each department in the organisation is assigned precise responsibilities and competences, enabling effective management of resources, means and processes.

Transparency of procedures and standards underpins the management policy, which focuses on minimising risks, ensuring quality and continuously improving operations. However, the management structure at FAKRO is not just about formal procedures. We are also characterised by we are also flexible and adaptable to changing market conditions and stakeholder needs. Strong management is based on the ability to make effective decisions, respond quickly to change and seize opportunities that arise in the environment.

An important aspect of our governance structure is also to take into account the principles of sustainability and social responsibility. The company's activities are geared towards achieving a balance between business objectives, and environmental protection and meeting the needs of stakeholders, including employees, customers, suppliers and local communities. Through proper governance, we promote ethical practices, ensure sustainability and engage with the community



### GOVERNANCE

Together into the green future

## MANAGEMENT STRUCTURE

### The shareholders of FAKRO PP Sp. z o.o. are natural persons:

Ryszard Florek  
Krystyna Florek  
Krystyna Kronenberger  
Krzysztof Kronenberger

### The shareholders of FAKRO Sp. z o.o. are:

FAKRO PP Sp. z o.o. with its seat in Nowy Sącz - Polish company  
Ryszard Florek  
Krystyna Florek  
Krystyna Kronenberger  
Krzysztof Kronenberger

The only bodies operating in companies: FAKRO PP Sp. z o.o. and FAKRO Sp. z o.o. is the Shareholders' Assembly and the Management Board. There is neither a supervisory board nor an audit committee.

The shareholders of these companies are guaranteed the full corporate and property rights granted to the shareholders by the articles of association and the Commercial Companies Code. They are invited to shareholders' meetings. First and foremost, for the Annual General Meeting, at which they approve the financial statements for the respective year and decide on the discharge of the members of the board of directors and on the appointment of board members for a further term of office. Shareholders are also invited to Extraordinary Shareholders' Meetings, at which they speak on matters presented by the Board of Directors or any other entity that initiates the meeting. Shareholders are also guaranteed the right to control the companies.

Property rights are exercised by the shareholders, inter alia, through participation in the payment of dividends, in the proportions to which they are entitled according to their shareholding in the company.

## ROLE OF THE MANAGEMENT BOARD

The board of directors plays a key role in the company's management structure. Its main task is to manage the strategic direction of the company and make decisions that affect its development and the achievement of its goals. The board is also responsible for representing the company to external stakeholders such as investors, customers, suppliers and business partners.

The members of the Management Board are responsible for specific areas of the company's business in each of our locations in Poland and abroad. The most important decisions, however, are made through joint discussions and consultations.

The Management Board is involved in key operational decisions concerning the day-to-day business of the company. This includes decisions on finance, production, sales, supply in investments and staffing. Management must consider a variety of factors such as risk, profitability, operational efficiency and long-term strategy. The Management Board participates in the process of developing, approving and updating the organization's purpose, statements of values or mission, strategies, policies and goals related to economic, environmental and social impact.



## GOVERNANCE

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**Ryszard  
Florek**

President  
of the Management Board

Determining and  
implementing  
FAKRO's strategy

**Paweł  
Dziekoński**

Vice President  
of the Management Board

Supervision of the  
operation of all areas  
of the company



**Piotr  
Bieniek**

Board Member  
for Sales



**Wojciech  
Klimek**

Board Member  
for Production



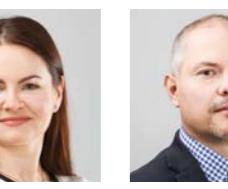
**Janusz  
Komurkiewicz**

Board Member  
for Marketing



**Agnieszka  
Kronenberger**

Board Member  
for Finance



**Krzysztof  
Kronenberger**

Board Member  
for IT and Logistics



**Sebastian  
Talarczyk**

Board Member  
for Development and  
Product Management

“



One of the key foundations of our success is a robust governance structure that enables us to operate effectively and achieve our goals. At FAKRO, we strive to make efficient use of resources, continuously improve our operations and create an open and flexible organisation ready to respond to changing market conditions. We also place great importance on social responsibility and sustainability to ensure that our company has a positive impact on the local community and the environment.”

“

**Paweł Dziekoński**  
Vice President of the  
Management Board

## Division of competences

Members of the FAKRO Management Boards



## GOVERNANCE

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## Areas of responsibility

Within FAKRO's structures, there are areas of responsibility for which Area Directors and Division Directors are responsible respectively.



**Marian  
Leśniara**



**Bożena  
Damasiewicz**



**Ewa  
Łukaszczuk-  
Haslik**



**Sebastian  
Talarczyk**



**Jacek  
Kulpa**



**Stawomir  
Gawlik**

Area  
of responsibility

Director of the Legal  
Service Human  
Resources

Director of Organisation  
and Administration

Director of Certification  
and Quality Control

Director of Product  
Management and  
Development

Director of Exports

Marketing Director

Area  
of responsibility

Miroslaw  
Mikulski

Halina  
Podgórný

Wojciech  
Klimek

Józef  
Siedlarz

Grzegorz  
Cisoń

Adam  
Müller

Marek  
Kopeć

Purchasing Director

Director of HR

Production Director

Service Director

Logistics Director

Domestic  
Sales Director

IT Director

## 2.2 WE SHAPE CORPORATE GOVERNANCE

102-29, 102-30, 102-33, 102-34

Internal corporate governance at FAKRO plays a key role in ensuring effective governance, accountability and transparency throughout the organisation. It is a comprehensive system of policies, procedures and structures that shape the way we operate and the relationships between governing bodies, employees and stakeholders.

As part of internal corporate governance at FAKRO, we implement the following elements:

### ORGANISATION

**We have a clearly defined organisational structure that defines the hierarchy of management and responsibility within the company. Appropriate functional and structural divisions are put in place to ensure effective coordination of activities and flow of information.**

### CODE OF ETHICS

We base our actions on respect, ethics and values, which are an integral part of internal corporate governance.

### ANTI-MOBING POLICY

The anti-mobbing policy at FAKRO is an extremely important part of our commitment to creating a healthy and safe working environment for all our employees. We believe that every employee has the right to respect, dignity and equal treatment, and that any form of bullying is totally unacceptable.

At FAKRO, every possible effort is made to prevent, identify and eliminate any instances of mobbing. Every employee has the right to feel safe and comfortable in the workplace, without fear of mistreatment. We aim to create an atmosphere where everyone is aware of their rights and feels responsible for ensuring a safe working environment.



At FAKRO, we are constantly striving to create a work environment based on respect, mutual support and trust.

Bożena Damasiewicz

Director of Organisational and Administrative Affairs

“

### CRISIS MANAGEMENT

Rules related to crisis management are defined in standard SK-00-ZZ-006 "Crisis management in the FAKRO Organisation". The document describes the responsibilities of the members of the Management Board and employees, with the identification of an appropriate communication path and specific actions in relation to the crisis situation in question.

An important element of crisis management is communication with the environment, both internal and external to the company. An uncontrolled flow of information, especially in a rapidly changing environment, a world of social networks and instantaneous information flow, can exacerbate a crisis situation and make it much more difficult to manage it effectively.

Developed document:

- identifies potential crisis situations within the FAKRO Organisation
- determines the composition of the crisis headquarters
- identifies principles of action and communication strategies in crisis situations

While we are a company with structured procedures and standards that enable a clearly defined path of operation, we also demonstrate exceptional flexibility and the ability to make sound decisions and respond quickly to unexpectedly changing realities, ensuring the continuation of our business. A major challenge for businesses in 2022 was the prolonged COVID 19 pandemic and the war in Ukraine. Thanks to its flexibility, adaptability and ability to adjust to new conditions, FAKRO has met these difficult economic and social challenges, confirming its strong position in the market.



### GOVERNANCE

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# 2.3 WE CREATE A VALUE CHAIN

**102-9, 102-10, 102-11, 308-1, 308-2, 414-1, 414-2, 412-3, 407-1, 408-1, 411-1, 412-1**

FAKRO supply chain management is, from our point of view, an activity involving the processes of procurement, production and distribution of finished products to our customers. The way the supply chain works is crucial when it comes to meeting the needs of our customers. FAKRO's supply chain management is a combination of methods to strive for the leanest possible supply chain (from Lean) and to achieve adequate flexibility (from Agile), which in turn translates into a higher level of customer service.

## **The lean approach we follow is primarily:**

- reducing logistics costs,
- reducing stock levels,
- optimisation of finished product flow times,
- automation of operations,
- elimination of factors contributing to delayed processes,
- designing optimum logistics operations,
- improving communication through the implementation of IT systems and other tools.

## **Namely, seeking to reduce nonvalue-added operations**



Our aim is to improve the supply chain, identify areas that need to be improved, develop strategies to mitigate risks, diversify suppliers and optimise safety stock levels to ensure continued production capacity.

We strive for higher efficiency and operational excellence, combining innovative approaches with sustainable practices, enabling us to meet the needs of our customers in a costeffective, environmentally and socially responsible manner.

To ensure that the customer gets what they want in a timely manner we are constantly improving our supply chain by analysing it from the customers' perspective. Indeed, it is not only a question of timely delivery, but also of carrying out all necessary actions in good time, both before, during and after such delivery.

At FAKRO, we have focused on pursuing sustainability in our logistics operations for many years. As part of our sustainable logistics strategy, we are taking various initiatives to reduce energy consumption, reduce CO<sub>2</sub> emissions, minimising waste and optimising logistics processes:



### **Route and transport optimisation**

We focus on optimising transport routes to reduce the distance travelled by vehicles and minimise CO<sub>2</sub> emissions. By planning loading efficiently, we are effectively reducing unnecessary movements and thereby reducing the negative impact on the environment. As a result, we achieve greater operational efficiency and reduce both costs and carbon footprint. At FAKRO, we have implemented a **TMS-type** system that is used to optimise all processes related to the delivery and shipment of goods. The TMS pays particular attention to route optimisation, which helps us to quickly develop a viable plan that reduces delivery costs while maintaining a high quality of customer service. By using such functions as delivery advising and load planning, we exclude bottlenecks related to loading and unloading of goods. Through the use of extensive price lists, we automate the billing of routes made, which in turn translates into more efficient work.



### **Use of green fleets**

We are successively modernising the vehicle fleet by introducing more environmentally friendly and energy-efficient solutions. We attach great importance to modernise the fleet and we are considering future options such as the introduction of electric or hybrid cars.



### **Warehouse logistics efficiency**

At FAKRO, there is a **WMS system** that has been designed and implemented with a view to supporting the supply chain and optimising logistics processes. This system, thanks to the use of modern automatic identification technologies, streamlines, seals and accelerates key processes such as goods receipt, storage (high bay warehouse management), shipment picking (creation of complex parcels/pallet mixes of our products), product releases.



### **Recycling and waste minimisation**

We focus on minimising the waste generated as part of our logistics activities. By segregating and recycling packaging, materials and waste equipment, we aim to reduce the amount of waste going to disposal sites and promote a closed-loop economy.



### **Environmental and community impact**

The actions we are taking in the area of sustainable logistics are having a positive impact both on the environment as well as the local community. By reducing CO<sub>2</sub> emissions, reducing energy consumption and minimising waste, we are helping to protect the environment. Reducing negative impacts on the atmosphere contributes to reducing climate change and improving air quality. In addition, minimising energy consumption translates into a reduced need for fossil fuel, which has a positive impact on global energy resources. We also engage in actions for the local community, offering jobs, training and professional development for employees. By promoting sustainable practices, FAKRO inspires other businesses and the local community to take action to protect the environment.



## **GOVERNANCE**

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We live in an age of globalisation, constant technological developments and rapidly changing customer expectations. The best supply chain management strategies today are models that successfully combine people, processes and technology to deliver goods and services with exceptional speed, accuracy and appropriate flexibility.

**Grzegorz Cisoń**  
Logistics Director

“

Supply chain management has been one of the fundamental activities of our company since the beginning, but now it is a function that is more important than ever and sets the direction of our activities.

We are an example of an organisation that is constantly improving its supply chain through various projects and the implementation of innovative solutions. By optimising routes, using green fleets, warehouse efficiency and minimising waste, we aim to reduce our environmental impact. These actions benefit both the planet and the local communities. FAKRO is an inspiration to other companies, encouraging them to take action for sustainable logistics and building the future through social and environmental responsibility.

### PURCHASING PRACTICES

The company's sourcing of raw materials as part of the supply chain includes the selection of entities supplying goods and services necessary for production to fulfil FAKRO's customer orders. The right choice of co-operators to supply goods of optimum quality and price is crucial. Already at the design stage of FAKRO products, we select components that are environmentally friendly. Cooperation with suppliers is undertaken after verifying their reliability in economic, qualitative, social and environmental terms. Our suppliers are obliged to comply with the standards set by FAKRO:

- use in production of components strictly specified in the technical documentation,
- proceedings in accordance with the provisions of the cooperation agreement,
- execution of orders in accordance with the guidelines indicated in the orders.



We try to build good, long-term relationships with the suppliers who are brought on board. We ensure that they are based on transparent principles and mutual commitments to ethical and environmental standards

**Miroslaw Mikulski**  
Purchasing Director

“



### GOVERNANCE

Together into the green future



We work with more than a thousand companies located around the world. Our obligations to suppliers are paid on time, so we are seen as a responsible and reliable partner.



The basic offer criteria we use to select suppliers are:

- competitiveness,
- financial health of the company,
- technological level of the company,
- company level in social and environmental terms,
- company feedback.

Information on potential suppliers is obtained from questionnaires completed by suppliers, audits at suppliers, through reconnaissance and verification of references on potential suppliers, carried out by FAKRO's Purchasing Department.

## CLEAR RULES FOR SELECTING SUPPLIERS

We have a competitive and open purchasing policy. The transparency of the supplier selection process is governed by purchasing procedures.

The new contractor is subject to an initial assessment based on a qualification questionnaire, containing a declaration on compliance with the applicable regulations concerning, among other things, labour law or environmental protection. All relevant suppliers undergo an assessment that covers issues such as quality, timeliness, health and safety, environmental aspects and human rights aspects, including labour rights. The results of the qualification questionnaires and final evaluations are collected in a database and used to evaluate suppliers.

Based on surveys and audits, suppliers are categorised as follows:

- recommended (highest ratings),
- qualified (positive assessments),
- conditional cooperation (qualification is conditional, cooperation is possible as long as the business partner implements the recommended corrective actions),
- disqualified (cooperation with the partner in question is not possible).

Definitely negative assessment in terms of compliance with ethical and ecological standards disqualifies the supplier..

## ENVIRONMENTAL ASSESSMENT THE SUPPLIER

Environmental aspects are an important part of supply chain management. One of the key elements is the environmental assessment of suppliers, i.e. determining whether a supplier meets the environmental requirements of the organisation in order to initiate cooperation

We rely on local suppliers.



## GOVERNANCE

Together into the green future



At FAKRO, all persons involved directly or indirectly in the conduct of purchasing procedures are obliged to comply with generally applicable law and with the rules arising from company procedures.

## SUPPLIER AUDITS

In line with our objectives, we audit the suppliers with the highest purchasing volume. They are run on the basis of a standard we have created. Elements to be assessed include: factors related to responsible management in terms of human rights, labour and environmental impact.

**The Supplier Code/Sustainable Purchasing Policy** is designed to ensure that suppliers comply with ethical, environmental, and employee health and safety requirements.

FAKRO meets the requirements of sustainable development in the area of purchasing by implementing the precautionary principle, among other things:

- verification of the country of origin of the product (raw materials, materials and products necessary for the further production process),
- special verification of supplies from countries for which protection issues environment, socio-economic issues and human rights are not prioritised,
- collecting and analysing Material Safety Data Sheets (MSDS) for substances whose release into the environment could lead to

its contamination and could cause adverse effects on the health and lives of workers, as well as packaging waste and how it is managed,

- sourcing, as far as possible, goods from suppliers located as close as possible to FAKRO's headquarters (proximity principle) in order to reduce delivery times as much as possible and thus contribute to reduce emissions of harmful gases into the atmosphere
- rational ordering of necessary production materials - optimisation of orders to reduce the number of transports (thereby reducing CO<sub>2</sub> emissions into the atmosphere) to as few as possible, especially in the case of foreign suppliers and those located at a considerable distance from FAKRO's headquarters,
- informing our suppliers of our environmental compliance policy and our requirements for the composition of goods manufactured specifically for FAKRO,
- use of supplier assessment tools - surveys, audits - through which we are able to monitor on an ongoing basis and assess the extent to which our expectations are met,
- consciously selecting sustainable suppliers

# 2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS

**103-2, 206-1, 410-1, 416-2, 417-3, 419-1**



## Social aspect

Our emphasis is not only on economic performance, but we are also actively involved in community development. Through corporate social responsibility, care for employees, cooperation with local communities and adherence to ethical principles, we contribute to creating a positive social impact.

**We are committed to sustainable development, both economically and socially, in the firm belief that business success should go hand in hand with social welfare.**

It is a testament to the company's credibility that FAKRO has received no complaints about its employment practices or negative impacts on respect for human rights through formal or informal complaint mechanisms



## The economic aspect

We are an example of a company that combines economic success with sustainability, through job creation, investment in innovation, collaboration with suppliers and the development of foreign market

### Creating employment opportunities

FAKRO, as a dynamically developing company, plays an important role in creating jobs around the world. Our activities are carried out in many countries, contributing to employment in local communities.

### Innovation and research

We invest in research and development, striving to create ever more energy-efficient, functional and environmentally friendly products

Through the development of new technologies, we are influencing the development of the construction industry, promoting energy efficiency and sustainable practices in the sector.

We recorded no cases of noncompliance with regulations and voluntary applied codes on marketing communications, including advertising, promotion and sponsorship.

Acting responsibly in every aspect, FAKRO products are subject to continuous testing by the Research and Development Department and the Certification and Quality Control Department, as well as by external institutions in order to control the impact of the products and services on health and safety at every stage of their life cycle.

Our activities are in line with the right to provide and use products and services

### Partners

We build long-term relationships with suppliers and business partners, which contributes to the growth of local economies. By giving preference to local suppliers and participating in local projects, we support entrepreneurship and the development of other companies. This cooperation contributes to the creation of synergies and the transfer of know-how, resulting in a positive impact on the development of regional economies

### Exports and development of foreign markets

The identification of our products and services complies with regulations and guidelines related to information and labelling of products and services.

We play a significant role in promoting Polish exports. By expanding into foreign markets and increasing our presence on the global stage, we are contributing to the growth of Polish exports and building a positive image of the country as a producer of high-quality products. Our international activities also contribute to the flow of capital, technology transfer and cultural exchange, which positively impacts economic development in different regions of the world.

FAKRO acts transparently and responsibly without violating the principles of free competition and other market practices

### Financial sustainability

We take care to maintain financial stability, which is crucial for the long-term development of the company. Through our financial management strategy and responsible approach to risk, we maintain an ability to invest in innovation, infrastructure development and improving the quality of its products. The financial stability of the company also translates into employment stability and continued investment in local communities.



## GOVERNANCE

Together into the green future

# WE PROTECT PRIVACY

418-1

## Protection of personal data

We pay particular attention to data protection issues. We have therefore developed, implemented and continuously monitor solutions and documentation that guarantee the security of our employees' and customers' personal data.

Our policy complies with EU Regulation 2016/679 on the protection of personal data ("GDPR") and Polish law.

We have implemented the relevant documents and procedures governing the handling of personal data in connection with their processing, among other things:

- Personal data security policy,
- Principles for reporting personal data breaches,
- Principles of image security,
- Regulations for monitoring and the release of monitoring recordings



Through realistic measures and properly developed documentation, FAKRO respects and protects privacy, and guarantees its employees and contractors the security of the data it holds and processes. FAKRO treats personal data with due care.

**Kinga Nowobil ska**  
Data Protection Officer

“

We also ensure that all data is securely processed and protected through the following measures:



conducting hybrid initial and specialised training for employees,



establishment of a team of experts to support the data protection processes of individual companies,



carrying out risk analyses in the design of new processes related to personal data,



carrying out audits and control processes relating to the security of personal data,



improving processes related to the processing of personal data protection.

Compliance with data security rules and monitoring of breaches is overseen by the Data Protection Officer



Total number of submitted and legitimate complaints regarding breaches of customer privacy:

0

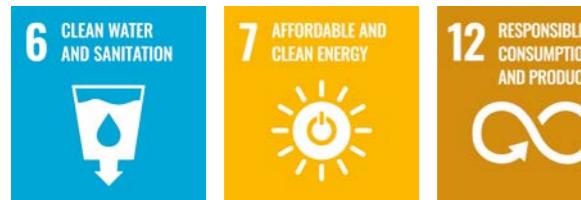
Total number of identified leaks, theft or loss of customer data:

0



## GOVERNANCE

Together into the green future



Protecting the environment is the cornerstone of our operations and a key element of our vision for the future. We are taking concrete steps to minimise our impact on the planet.

We are reducing CO<sub>2</sub> emissions. We are committed to the circular economy.

We support recycling. We collaborate with pro-environmental organisations.

Everything we do is always with a better future for our children in mind.



## ENVIRONMENT

Together into the green future

# (E) ENVIRONMENT





# 3.1 WE ARE PART OF THE ENVIRONMENT

**102-11, 201-2, 203-1, 304-1, 304-2, 304-3**

## FAKRO for the environment

FAKRO for the environment For many years, we have been consistently committed to protecting the environment and supporting environmental initiatives. We invest in state-of-the-art technologies and production processes that allow us to reduce energy, water and raw material consumption and reduce emissions.

Fulfilling our commitment to the environment is the cornerstone of our philosophy **GO GREEN** which has become our benchmark in every aspect of our business: from production processes to customer and community relations.

“



For years, we have cared about the environment and supported ecofriendly solutions. Our commitments are not only the formal fulfilment of an environmental management system in accordance with the requirements of EN ISO 14001:2015, but an important part of our philosophy - defined as GO GREEN.

**Paulina Tarczyńska**

Head of the Sustainability and Administration Team

“

In FAKRO's Environmental Policy we clearly set out our commitments



reduction of waste generation and water and energy consumption



continuous improvement



compliance with environmental and other company regulations and requirements



reduction of pollutant emissions to air and water from technological processes and transport



promoting environmental awareness among employees



carrying out ongoing activities resulting from identified environmental aspects



## ENVIRONMENT

Together into the green future

Any human activity, including that of manufacturing and distribution companies is part of the environment. Every action we take has an impact on the surrounding environment, both natural and social.

**By acting sustainably, our impact on climate change in terms of degrading systems, depleting natural resources or generating waste is becoming less and less.**

We consciously apply the precautionary principle in our daily operations. In doing so, we minimise the risk of potential health and environmental hazards. In line with this principle, we comply with chemical regulations, reduce emissions, promote renewable energy and protect biodiversity.

Climate change is not just about risks, in the form of problems with the availability of raw materials, increasingly frequent extreme weather changes or the introduction of new regulations and standards, but also opportunities. We are aware that it is not too late to save the planet, which is why we are taking effective action to protect our climate.

## FAKRO WINDOWS AS PART OF THE ENVIRONMENT



We create our products to offer high thermal insulation, which helps retain heat inside the building. Good quality insulation contributes to lower energy consumption for heating and air conditioning, which can lead to lower CO<sub>2</sub> emissions associated with energy production.



Our windows are available equipped with photovoltaic panels that convert solar energy into electricity. In this way, they contribute to increasing the share of renewable energy in the energy balance of buildings. The use of solar energy helps to reduce greenhouse gas emissions and reduces reliance on traditional energy sources



Our windows provide fresh air to the loft spaces. Due to the airtightness of the joinery used in modern construction may experience problems with proper ventilation, resulting in indoor condensation. In order to reduce this, we use various types of ventilators in our windows.



We focus on using sustainable materials. An example is the use of FSC-certified timber, which is sourced from responsibly managed forests. Selection of materials from renewable or recycled sources contributes to reducing environmental impact.



We manufacture our products with durability and long-term use in mind. Choosing high quality products means that they will last for many years without the need for frequent replacement. Longer product life leads to less waste and less burden on the environment.



FAKRO's plants are mainly located in industrial areas, so they are not adjacent to protected areas and areas of high biodiversity value. Despite this, we are taking a number of measures to interfere as little as possible with the natural environment. The Environmental Management System has been implemented in accordance with the ISO 14001 standard. Through the introduction of this system, we follow a number of good environmental practices and comply with related legislation. By minimising air emissions through the use of electrostatic precipitators, fleet replacement, appropriate waste management and general environmental protection measures, we ensure that the impact on the reduction of biodiversity is kept to a minimum.



“

We are aware that not only our products, but also our investments, services and production have an impact on our environment. Thanks to modern and innovative technologies, we can control negative environmental impacts. We consistently comply with the requirements and expectations of our customers while meeting the obligations set out in domestic and international documents.

**Sebastian Talarczyk**

Member of the Management Board for Product Development and Management

“



## ENVIRONMENT

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# 3.2 WE REDUCE ENVIRONMENTAL IMPACT

## 301-1, 301-2, 305-6, 305-7, 306-3, 306-5

As a company, we set ourselves ambitious goals such as:

- developing and implementing a decarbonisation strategy,
- aiming for climate neutrality by 2050,
- achieving the 2030 Sustainable Development Goals,
- setting greenhouse gas reduction targets,
- identification of risks and opportunities associated with climate change ,
- achieving the other targets set out in EU climate policy.

We contribute to environmental protection and promote sustainability not only by continuously and reliably meeting these targets, but also by providing solutions that help building users to reduce their heating energy requirements, thereby reducing their carbon footprint



In the face of the climate crisis, caring for the environment is not just a voluntary act, but above all an obligation and an integral part of doing business. FAKRO's efforts to minimise its environmental impact and offer energyefficient products are a very important contribution to the EU's climate policy objectives.

**Iwona Majoch**

Head of Administration

“

“



## ENVIRONMENT

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## EU CLIMATE POLICY



### European Green Deal

– the European Union's wideranging action plan to achieve climate neutrality by 2050.



### European climate pact

– raising awareness of climate issues and EU activities, encouraging action and bringing together organisations working for the climate so that they can learn from each other.



### 2030 Agenda for Sustainable Development

– aiming to meet the 17 SustainableDevelopment Goals by 2030.



### Paris Agreement

– an international agreement on climate change that aims to keep the global temperature increase below 2°C compared to pre-industrial times, as well as aiming to limit the temperature rise to 1.5°C.



### Fit for 55

– reduction of greenhouse gas emissions by at least 55% by 2030 compared to pre-1990 levels.



## PRODUCT LIFE CYCLE ASSESSMENT

A Product Life Cycle Assessment also known as a LCA is a tool to assess the environmental impact of a product under investigation throughout its life cycle. In 2022, FAKRO's plastic -aluminium roof windows received a Type III Environmental Product Declaration (EPD) certificate confirming the analysis of the Life Cycle Assessment (LCA).

Based on the results obtained it can be concluded that the production, manufacture and use of FAKRO plastic roof windows has a minimal impact on the environment and is carried out in accordance with accepted standards and environmental requirements. In addition, because our products have EPD environmental declarations and meet high standards of energy efficiency and sustainable design, they can be used in multi-criteria building certification schemes such as LEED, BREEAM, DGNB or HQE.



**BREEAM®** **HQE®**

## MATERIAL PASSPORTS

Following numerous enquiries from customers about the composition of our products, we went out of our way to meet them and produced material passports. These passports are made for all FAKRO products in the current range. They apply to one size of each product. They indicate which raw materials and in what quantity were used to produce the product.

The main idea of this concept is to realise "closed loop economy", where materials are recovered, recycled and/or reused on the open materials market. The material passport allows the product owner to know exactly what the product is made of. This is important at the end of its use life to enable the most effective reuse of materials.

## RAW MATERIALS AND MATERIALS

The production of our innovative loft solutions is mainly based on the use of raw materials and materials such as semi-finished coniferous timber, wood preservation system. For product packaging and logistics processes and transport, we use materials such as paper and cardboard, plastics, steel and wood. The processed starting materials we use in our case are cardboard packaging, which is made from 100% recycled paper, and plastic windows, which have a frame made from 60% recycled plastic.



## ENVIRONMENT

Together into the green future



### We are FSC certified

The timber used for the windows is FSC-certified, which confirms that the raw material comes from sustainable forest resources and other controlled sources



## MINIMISING AIR EMISSIONS

FAKRO aims to minimise emissions in the form of nitrogen oxides, sulphur oxides, total dust and other emissions. Pollutants emitted in processes related to the company's operations are periodically measured by professional, accredited laboratories. This information is reported annually to the National Balancing and Emissions Management Centre and to date there have been no air emission exceedances. These emissions are consistent with the administrative decisions issued and the limits contained therein, which are defined by law.

### Amount of pollutants emitted into the atmosphere in 2022.

CO <sub>2</sub>	1 002,84 Mg
CO	3,16 Mg*
NOx	0,45 Mg*
SOx	0,13 Mg
LZO	3,49 Mg
Particulate matter	0,26 Mg
HC	0,02 Mg*
<b>TOTAL</b>	<b>1 010,35 Mg</b>

\*Data on emissions caused by the combustion of fuels by some cars and trucks.

Amount of pollutants emitted into the atmosphere

**1 010,35 Mg**

## REDUCTION IN SUBSTANCE EMISSIONS DEPLETING THE OZONE LAYER



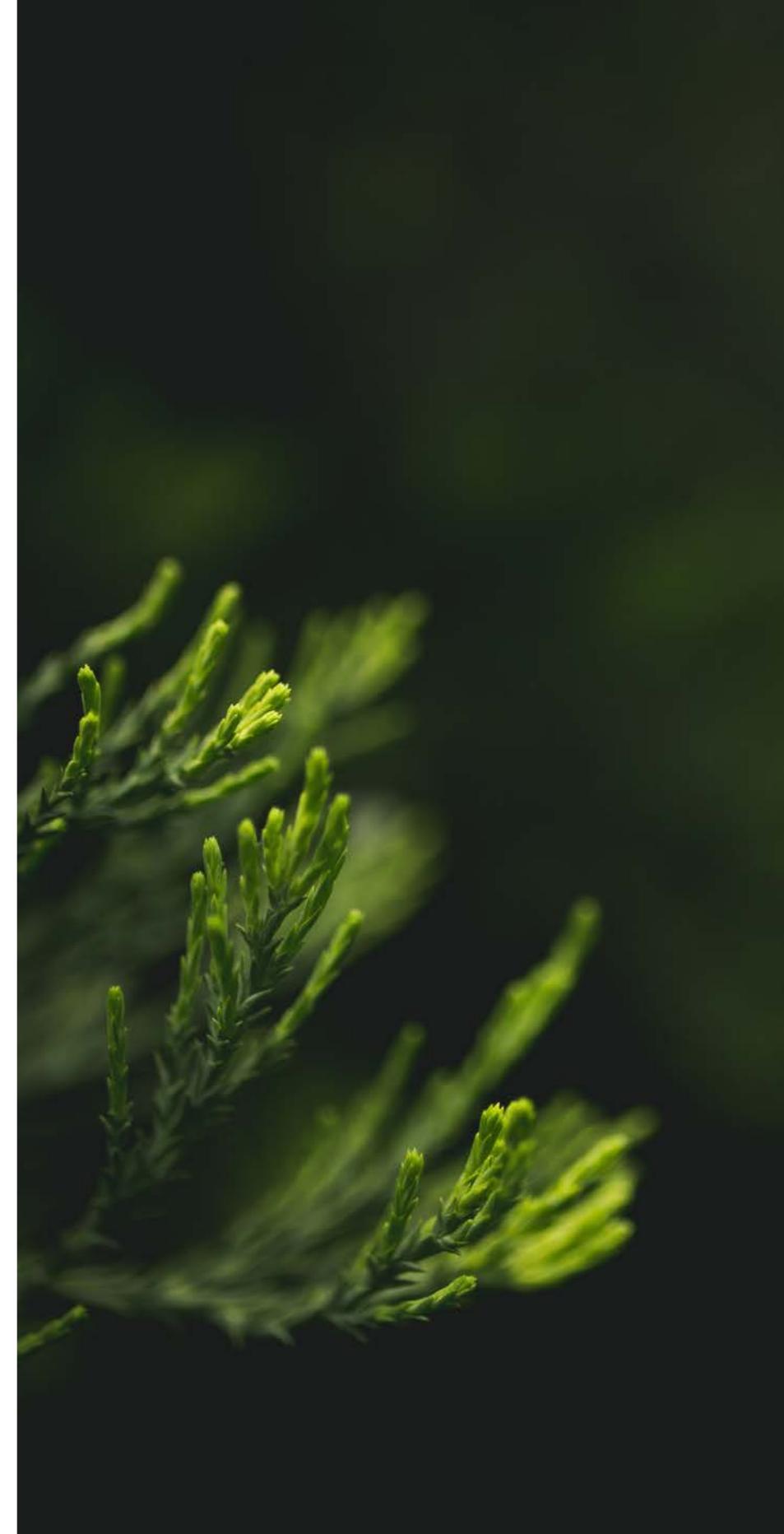
We use gases which, if emitted into the environment, may cause depletion of the ozone layer only in closed air-conditioning systems.

Our installations undergo regular inspections and maintenance, which reduces the risk of these substances escaping into the environment. We are also meeting obligations in the form of registration and data in the Central Register of Operators. In 2022, we did not emit any substances referred to in Regulation No. 1005/2009 of the European Parliament and of the Council of 16 September 2009 on substances that deplete the ozone layer.

## NO LEAKAGE OF HARMFUL SUBSTANCES INTO THE ENVIRONMENT

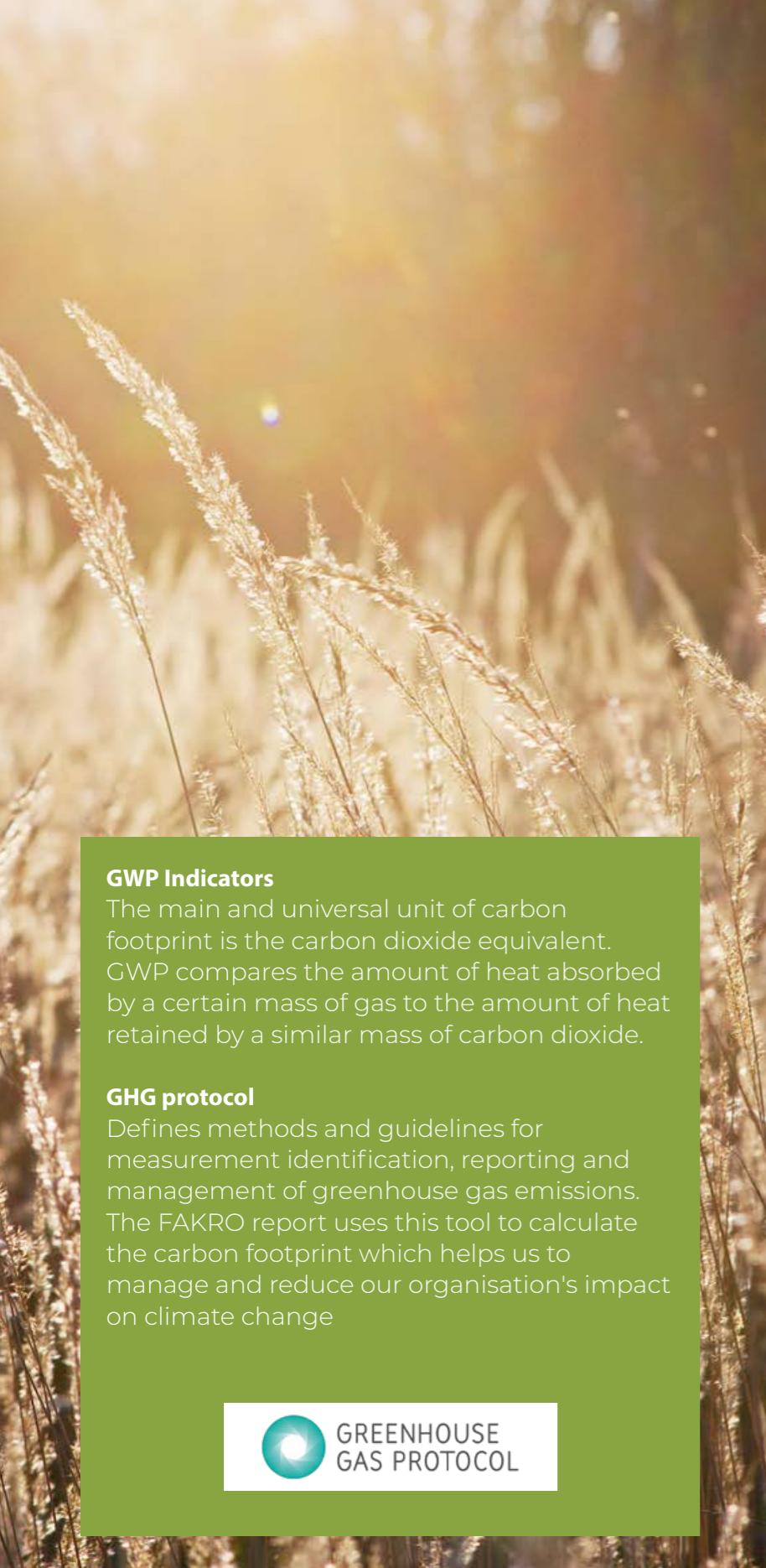


In the year under review or in any previous year, we did not record any spills of substances into the environment. We also do not discharge water into bodies of water by virtue of our use of water services for sewage disposal. Preventing leakage is one of the most important aspects of sustainable management of the company's activities. We operate in accordance with the common rules on chemicals.



## ENVIRONMENT

Together into the green future



#### GWP Indicators

The main and universal unit of carbon footprint is the carbon dioxide equivalent. GWP compares the amount of heat absorbed by a certain mass of gas to the amount of heat retained by a similar mass of carbon dioxide.

#### GHG protocol

Defines methods and guidelines for measurement identification, reporting and management of greenhouse gas emissions. The FAKRO report uses this tool to calculate the carbon footprint which helps us to manage and reduce our organisation's impact on climate change



GREENHOUSE  
GAS PROTOCOL



#### ENVIRONMENT

Together into the green future

## 3.3 WE ANALYSE THE CARBON FOOTPRINT

305-1, 305-2, 305-5



#### CARBON FOOTPRINT

The carbon footprint is the total emissions of greenhouse gases, mainly carbon dioxide, that result from human or organisations activities. In our case, it includes emissions from the use of electricity, heat, transport, production, waste disposal and other activities related to the company's operations

#### DIRECT GREENHOUSE GAS EMISSIONS (SCOPE 1)

Direct emissions come from sources that are owned or directly controlled by the company. This scope includes emissions caused by:

- generation of electricity, heat or steam
- transporting materials, products, waste and employees in company vehicles
- generation of electricity through own installations
- intentional or unintentional release of refrigerants.

The calculation of indirect emissions was created by determining the product of the amount of fuel consumption from meters and invoices and the CO<sub>2</sub>-equivalent emission factors based on the GHG standard.

The amount of the Scope I carbon footprint was calculated on the basis of data from manufacturing, distribution and service companies excluding those located across the eastern border for geopolitical reasons.

#### INDIRECT GREENHOUSE GAS EMISSIONS (SCOPE 2)

Indirect emissions are related to the consumption of purchased electricity and heat, which is used continuously in the company's operational processes or consumed by company equipment.

The calculation of indirect emissions was created by determining the product of the amount of fuel consumption from meters and invoices and the emission factors of the equivalent of CO<sub>2</sub> based on the GHG standard and reference indices published by KOBiZE for Poland and the UNFCCC for foreign companies. The amount of Scope II's carbon footprint was calculated based on information from the same companies as in terms of I.

**Direct greenhouse gas emissions (Scope 1)**

**5 083,37 t CO<sub>2</sub>e**

**Indirect greenhouse gas emissions (Scope 2)**

**16 217,76 t CO<sub>2</sub>e**

## Cooperation with Carbon Footprint



In collaboration with the Carbon Footprint Foundation, we have developed a report "Impact of window replacement on emissions using FAKRO products as an example". The analysis performed confirms that each new generation of windows, with a reduced thermal transmittance, contributes to a reduction in the demand for usable and final energy for the building. This translates into a reduction in fuel demand, which has a direct impact on reducing the carbon footprint and other pollutants emitted into the atmosphere

**Sabina Sujew**

Market Manager - Benelux countries

“

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As FAKRO company, we participated in the international climate summit organised by the Carbon Footprint Summit 2022 foundation. At the conference, our new GREENVIEW range of roof windows received the Carbon Footprint Approved certificate.



### FAKRO ON THE ROAD TO DECARBONISATION

Decarbonisation is the process by which carbon dioxide emissions into the atmosphere are systematically reduced, with the ultimate aim of ceasing to emit carbon dioxide altogether. Carbon sequestration technologies are currently very energy intensive and expensive.

Measures are therefore needed to reduce the carbon footprint at every step of the company's operation. The drive to reduce greenhouse gas emissions is an extremely important objective for FAKRO companies.



### ENVIRONMENT

Together into the green future

**We have already introduced a number of measures to reduce carbon footprint in both manufacturing, distribution and service companies such as:**



Replacement of lighting with LEDs



Systematic replacement of cars with EURO6



Thermo-modernisation of buildings and production halls



Use of electric trolleys and meleks



Installation of photovoltaic panels



Possibility of employee travel

### WHEN TRANSPORTING WE THINK ECOLOGY

The transport of products, goods and workers has a significant impact on the environment. Greenhouse gas emissions into the air, consumption of natural resources in the form of fuels, or noise emissions are just some of the few problems that we face in our daily distance travel.

#### Amount of pollutants emitted by transport into the atmosphere.

CO <sub>2</sub>	305 540 kg
CO	1 990 kg*
NO <sub>x</sub>	448 kg*
HC	199 kg*

\*Data on emissions caused by the combustion of fuels by some cars and trucks

At FAKRO, we are investing in changing our fleet to one that meets emissions requirements to the highest degree.

We organise free transport for employees from selected locations.





## 3.4 WE USE ENERGY EFFICIENTLY

### 302-1, 302-2, 302-3, 302-4, 302-5



#### ENERGY CONSUMPTION AT FAKRO

Reducing electricity and heat consumption is one of the most important steps towards sustainability and climate neutrality, which we are constantly striving to achieve. By doing so, we want to meet the requirements that stipulate a 9% reduction in electricity consumption by 2030. Due to the complexity of the factors involved and because this is the first year of non-financial reporting, we do not have detailed information on energy consumption outside the organisation.

We will make every effort to present this information fairly in future reports. For the same reason, we do not have information on the reduction in energy consumption and data about reducing the energy requirements of products and services.

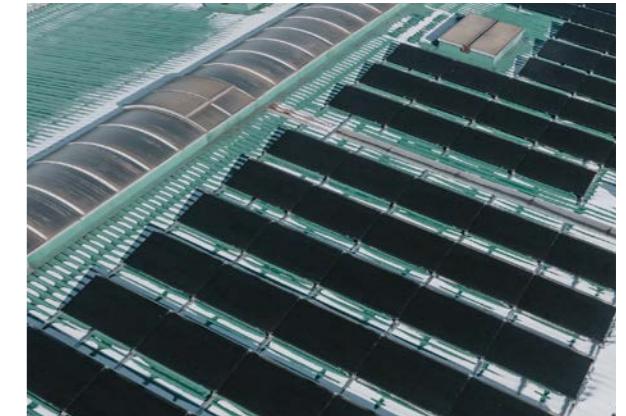
Total energy consumption of FAKRO PP and FAKRO sp. z o.o. in 2022.

**25 952 764,53 kWh**

Total energy consumption is expressed as the sum of heat energy and electricity from renewable and non-renewable sources.

Energy consumption intensity per unit revenue of FAKRO PP and FAKRO Sp. z o.o. in 2022

**18,84 kWh**



Energy consumption per unit of product is expressed by dividing the total energy consumption by the unit of revenue of FAKRO PP and FAKRO Sp. z o.o. in 2022.

#### PHOTOVOLTAICS AT FAKRO



Photovoltaic panels are created using state-of-the-art technology.

They are faultless and they have a long service

life, guaranteeing a neutral impact on the environment. As a company, we have chosen this type of RES because the main environmental advantage of photovoltaic installations is the reduction of emissions into the air, water and soils. All of our photovoltaic installations are installed on roofs rather than on the ground, allowing us to develop these sites into the green areas that are necessary for the plants to operate properly. With this action, we are aiming to meet the Fit for 55 package target of increasing the share of RES in energy used in buildings to 49%.



#### ENVIRONMENT

Together into the green future

Electricity consumption generated by photovoltaics in 2022

**408 858 kWh**

**21,29 %**

electricity consumption came from renewable sources

The amount of electricity generated was multiplied by substance emission factors obtained from information on the environmental impact of electricity generation in terms of emission volumes for individual fuels and other primary energy carriers used to generate the electricity sold by TAURON Polska Energia S.A. in 2022

#### **Amount of emissions saved through energy generated by photovoltaics in 2022**

CO <sub>2</sub>	264 620 kg
SO <sub>2</sub>	200 kg
NO <sub>x</sub>	220 kg
Total dust	20 kg



At FAKRO, we have been investing for years in solutions that not only make our offer modern, comfortable and above current building requirements, but also allow us to produce in line with the nature and with care for the environment. This is why we see the investment in photovoltaics, which we are making through our partnership with Columbus, as yet another building block on the way to fully reducing the CO<sub>2</sub> emissions resulting from our operations. We are not afraid of this challenge because we know that such activities have their long -term value and will guarantee a better life for future generations. We are proud that with every such investment, we are getting closer to the goal we have set ourselves

**Paweł Dziekoński**

Vice President of the Management Board

#### **GREEN CERTIFICATES**

Green certificates are digital certificates that confirm the generation of electricity through Renewable Energy Sources. By producing energy from photovoltaic panels and autoconsumption we save on their procurement - clean, "green energy" immediately feeds into our consumers. By completing all stages of the investment, our photovoltaic installation will be one of the largest rooftop installations in Poland

#### **COOPERATION WITH COLUMBUS ENERGY**

Columbus Energy S.A. is a leader in photovoltaic micro-installations in Poland. Columbus completed photovoltaic installations of nearly 0.5 MW for FAKRO in early 2022. Following the successful cooperation in the first phase, a new contract has been signed, which will see the construction of installations with several times the capacity over 2 MW. More solar power plants will be installed on the roofs of FAKRO's main production facility in Nowy Sącz. As part of the developing, mutual cooperation, the companies express their intention to take joint business action on the energy transformation of the remaining FAKRO sites, planned for late 2022 and early 2023.

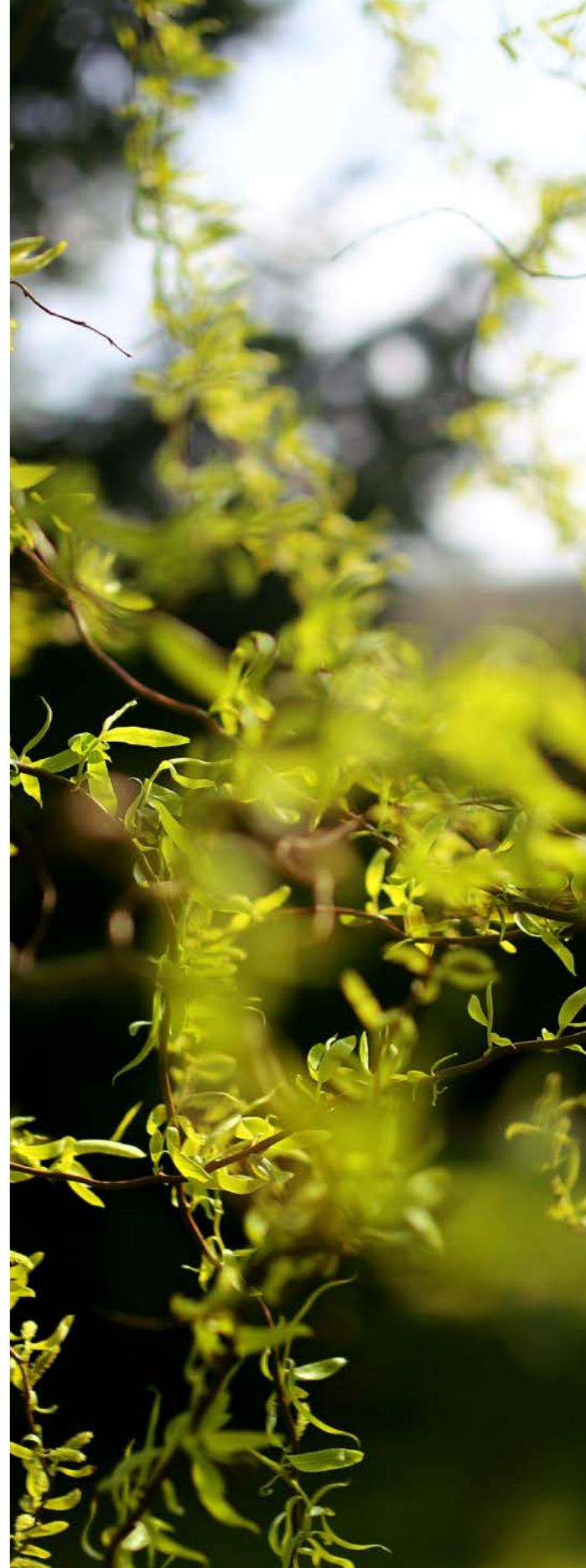
#### **FAKRO ENERGY WILLOW PLANTATION**

With the environment in mind, we decided to diversify our heat sources. The plantation of energy willow is one of the solutions that help us to reduce the consumption of non-renewable energy sources. Willow is a plant that can be grown in a variety of climatic and soil conditions. Its fast growth and ability to regrow after pruning make it easy to grow and can be available locally. Willow is a plant that can be renewed quickly, which means that you can plant it again and again and harvest biomass from it. This makes energy willow a renewable source of energy, unlike fossil fuels, whose resources are limited. In this way, we can significantly reduce the use of coal fines

We have developed our own plantation of this organic fuel, increasing the cultivation area by about 4 ha every year. During the winter season in 2022, we burned 70 tonnes of energy willow biomass. When burning energy willow, carbon dioxide (CO<sub>2</sub>) is emitted, but the amount of greenhouse gases emitted is much lower than when burning fossil fuels such as coal or oil. We burn the biomass in a controlled manner and use appropriate filter technology. Plants, including willows, absorb CO<sub>2</sub> as they grow, helping to reduce net CO<sub>2</sub> emissions to the atmosphere. We manage willow plantation in a sustainable manner with attention to the protection of biodiversity.

Amount of emissions saved by burning energy willow in 2022 compared to burning the same amount of coal dust.

Total dust	10,29 kg
SO <sub>2</sub>	323,4 kg
NO <sub>x</sub>	224 kg
CO <sub>2</sub>	53 900 kg



#### **ENVIRONMENT**

Together into the green future



## 3.5 WE REDUCE WATER CONSUMPTION

### 303-1, 303-2, 303-3, 306-1

Sustainable development requires protection and responsible management of water resources. Proper water management, minimising losses and using water efficiently help to protect this precious resource for future generations.

At FAKRO, all water abstraction takes place through the supply of municipal water and supplies from other water companies, so it does not cause significant interference in water resources. We use this water mainly for social and domestic purposes, which we do not reuse in any processes. The total volume of wastewater is the same as the volume of water abstracted, which is then discharged into both the distribution and combined sewerage systems. Data on water consumption were compiled on the basis of electronic readings from water meters and on the basis of invoices for the supply of water to facilities using the water supply network.

We use a number of measures to reduce and monitor water consumption. This is crucial for properly functioning water management.

Total water consumption at FAKRO PP and FAKRO Ltd. in 2022

**16 829 m<sup>3</sup>**

Water consumption per unit of revenue of FAKRO PP and FAKRO Sp. z o.o. in 2022

**0,012 m<sup>3</sup>**



We continuously monitor daily water consumption through the use of digital meters



We use bottleless dispensers that take water from the tap



All failures related to the water system shall be reported to the Administration Department or the person responsible for this area.



### ENVIRONMENT

Together into the green future

# 3.6 WE MANAGE WASTE RATIONALLY

306-2, 301-3

## WASTE AT FAKRO

Through FAKRO's rational waste management approach, we aim to manage residues effectively by minimising the amount of waste generated, optimising the use of resources and complying with relevant legislation and waste management regulations.

We have been carrying out selective waste collection at FAKRO for many years. We use it both for residuals produced as part of ongoing production processes and for investment and refurbishment. Office buildings and production halls have been equipped with appropriately labelled containers enabling separate collection of waste. Correct segregation is controlled through internal audits.

Typical wastes generated at the sites are wood waste, plastic packaging and cardboard packaging. The waste is then handed over to appropriate companies that specialise in the transportation and disposal of waste. Every shipment of waste is recorded

Amount of non -hazardous waste FAKRO PP and FAKRO Sp. z o.o. generated in 2022.

**3 315 740 kg**

Amount of non-hazardous waste per unit of revenue of FAKRO PP and FAKRO Sp. z o.o. in 2022.

**2,4064 kg**

Quantity of hazardous waste FAKRO PP and FAKRO Sp. z o.o. generated in 2022

**37 500 kg**

Quantity of hazardous waste per unit revenue of FAKRO PP and FAKRO Sp. z o.o. in 2022

**0,0272 kg**

WE ARE GUIDED BY THE 5R PRINCIPLE



### RESPONSIBILITY

Responsible action to generate as little waste as possible.

**We do not waste raw materials in the production process.**



### REFUSE

Consciously refuse products that can generate waste.

**When ordering meals, do not take disposable cutlery and leaflets.**



### REUSE

We reuse waste.

**We have a courier point, in which we reuse cardboard packaging.**



### REDUCE

Reducing the amount of waste generated by reducing the consumption of raw materials and resources.

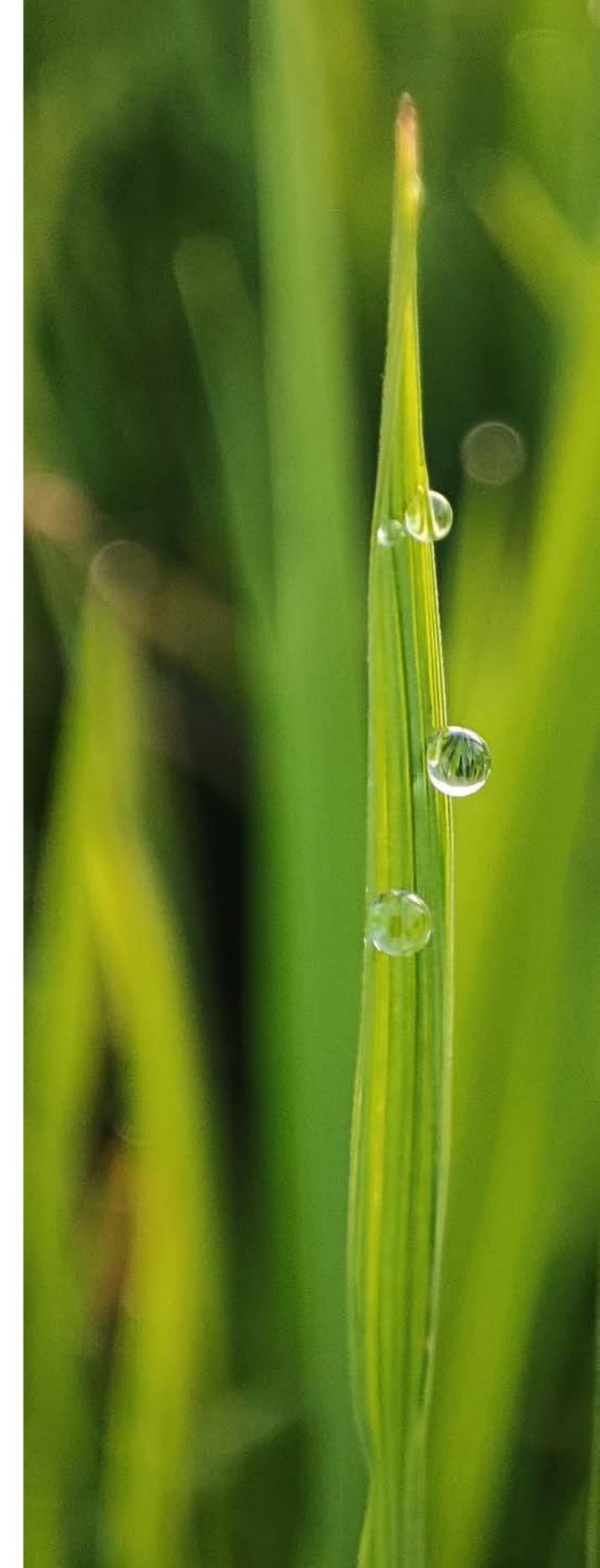
**We drink water from dispensers thus reducing the number of PET bottles**



### RECYCLE

Transforming waste into raw materials, after careful segregation.

**We separate waste precisely into municipal and production waste**



## ENVIRONMENT

Together into the green future



At FAKRO, we reduce the amount of waste we produce in production processes, but also in social and welfare processes. Our operations are guided by the 5Rs principle, through which we improve resource efficiency and significantly reduce waste.

**Marta Kundziarz**

Junior Environmental Specialist

“

## WE REDUCE THE IMPACT OF PRODUCTS AND SERVICES ON THE ENVIRONMENT

**Reducing the environmental impact of products and services is a key part of the drive towards sustainable development. At FAKRO, we implement care for environmental protection through:**



development and implementation of environmentally friendly products



use of green technologies



waste minimisation and disposal



reducing noise and vibration



reducing pollutant emissions

## MATERIAL RECOVERY

The annual recycling levels to be met are set out in the Regulation of the Minister of Climate and Environment on the annual recycling levels of packaging waste in the individual years up to 2030. In 2022, the marketer of packaging is obliged to achieve 59% recycling overall.

For the individual material groups, the recycling percentage is:

- **plastics - 30%,**
- **wood - 19%,**
- **ferrous metals - 55%,**
- **aluminium - 51%,**
- **glass - 62%.**

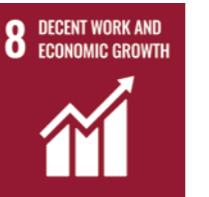


FAKRO cooperates with the Packaging Waste Recovery Organisation, which ensures the required levels of waste recovery and recycling are 100%.



## ENVIRONMENT

Together into the green future



As an organisation, we focus on people.  
We care about their health and safety.  
We know that the working atmosphere affects  
the satisfaction of our team.  
We are a socially responsible company.  
We build long-term relationships with partners.  
We support organisations in need.  
Our guideposts are corporate values  
and ethical behaviour.



#### SOCIAL RESPONSIBILITY

Together into the green future

## (S) SOCIAL RESPONSIBILITY





## 4.1 WE FOCUS ON PEOPLE

**102-8, 102-35, 102-36-, 102-37, 201-3, 202-2, 401-1, 401-2, 403-4, 404-2, 405-1**

### FAKRO Team

FAKRO is a company known throughout the world as one of the leading manufacturers of roof windows and loft accessories. At the same time, the company offers a comprehensive range of joinery. However, it is not just the products that make FAKRO stand out from the competition. FAKRO's team of employees is undoubtedly one of the company's greatest assets. More than 3,000 people work across the organisation. People involved in FAKRO are not only qualified and competent in their fields, but also full of passion and enthusiasm for action. From the very beginning, our emphasis has been on creating a cohesive team that strives for success together. This commonality of goals and values is evident in all departments of the company, from management to production and customer service

At FAKRO, committed people are those who are not afraid of new challenges and are ready to develop their skills. FAKRO provides its employees with a range of training courses and programmes to help them develop both in their professional and private lives.



The work culture at FAKRO is based on four values, which are the pillars of the organisational culture, these being development, innovation, responsibility and credibility. The people involved in the company create an atmosphere where everyone can express their ideas and gain support from colleagues and superiors. Excellent space for this are creative meetings and the "Green Points" Idea Submission Program. Concern for the environment is also a value of ours, which is why the company is committed to environmental activities, and our employees have the opportunity to participate in sustainability projects.



### SOCIAL RESPONSIBILITY

Together into the green future





We take care of good and safe working conditions by offering, among other things, incentive programmes, social benefits and the opportunity to gain knowledge and experience in an international community. All this makes the FAKRO team strong and united, and the employees feel connected to the company and its mission.

**The FAKRO team is a group of dedicated people who combine their knowledge and passion to create excellent products and deliver them to customers with a smile. It is thanks to their work and determination the company achieves success and maintains its position in the market.**

FAKRO employees are not only responsible for carrying out their daily tasks, but also actively participate in the implementation and promotion of sustainable practices within the company. They know that protecting the environment is crucial to the future of our planet, so we take measures to minimise our environmental impact.

FAKRO employees actively promote energy efficiency, recycling, water conservation and other green practices, both in the workplace as well as in their homes. In addition, they are also involved in community activities. Supporting local communities and charitable initiatives, and employees actively participate in such activities.

There are no trade unions in the organisation



## SOCIAL RESPONSIBILITY

Together into the green future



FAKRO employs more than 3 000 people.

Below we quote the figures for the two companies on a FTE basis.

FAKRO PP

All: 1563

women: 409

men: 1154

FAKRO SP.Z.O.O

All: 504

women: 175

men: 329

FAKRO (PP and ZOO companies) supports local organisations and also employs staff mainly from the Nowy Sącz region.

**85%** of the directors at FAKRO PP come from the local community.

**64%** of the directors at FAKRO ZOO come from the local community.

## SALARIES

Employees are remunerated on a fixed basis, as stipulated in their employment contract, and receive monthly statutory bonuses. In addition, performance-related variable remuneration applies: annual, incentive and project bonuses.

The remuneration system was drawn up based on a job evaluation process. It was carried out with the involvement of an external company and an elected Valuation Commission. The Commission included representatives from all divisions. Based on the results, a so-called job map was constructed, where each position was assigned to a tariff level. In addition, a detailed salary matrix was created for employees in the production departments, including a breakdown of competencies within the level of the tariff. Salaries are reviewed once a year. Ongoing changes implemented in situations of economic change, changes of remuneration policy, the need to adjust wages to the wage market

All work is supervised by the Human Resources Department and the results are presented to the Board. The remuneration matrix for employees in the production departments is consulted with staff representatives. Any changes to the matrix are presented at meetings with staff in individual departments. The expectations of administrative staff related to, among other things, professional development are communicated by managers to the HR division.

## EMPLOYEE CAPITAL PLANS (ECP)

FAKRO contributes 1.5% of the salary of employees who join the programme to the ECP. At FAKRO PP, 40% of employees benefit from ECP. At FAKRO ZOO, 53% of employees benefit from ECP.





## SOCIAL RESPONSIBILITY

Together into the green future

# 4.2 WE CARE ABOUT HEALTH

416-1

## KILOMETRES OF HOPE WITH FAKRO

We also carried out health-promoting activities by implementing other projects. Particularly noteworthy is the social action "Kilometres of Hope with FAKRO", under which employees, through the application and through physical activity - running, cycling, swimming - "collected" kilometres for the treatment and rehabilitation of our employees' children

The "Kilometres of Hope with FAKRO" involved 1200 employees. In total, they covered 1 400 000 km. The money was donated for the treatment and rehabilitation of 7 children of our employees.



## BEAUTIFUL BECAUSE AWARE

The campaign, "Beautiful because aware," was related to breast cancer prevention. FAKRO co-owner Krystyna Kronenberger, who is also the head of the "Amazonki" Association in Nowy Sącz, was directly involved in this campaign.

## A NEW REALITY IN THE AGE OF PANDEMICS

COVID has taught the world how to function in a new reality. We too, as an organisation, have had to get used to this new situation, and then introduce the necessary system changes and helpful solutions. We implemented measures to protect the health of our partners and employees. We did not go on business trips, we met virtually, our employees were tested for the presence of Coronavirus, and those wishing to do so benefited from vaccination on company premises.

## "PREVENTION 40+" - FREE EXAMINATIONS DURING WORKING HOURS ON THE FAKRO SITE

More than 300 FAKRO employees took part in free examinations as part of the National Health Fund's "Prevention 40+" programme. Tests were organised on FAKRO's premises, during working hours, and any eligible employee could benefit from them for free.

# 4.3 WE PROVIDE SECURITY

## 401-2, 403-1, 403-2, 403-3

At FAKRO, we recognise that health and safety in the workplace is a fundamental employee's right and a key element in the sustainability of the company. All work is carried out in accordance with health and safety regulations reflected in legal acts and internal regulations. Eliminating or reducing the risk factor lies in the interests of all our employees. Each employee is responsible for proper safety management and should not expose either himself or other workers to hazards that may cause injury or other harm.

## EFFICIENCY AT WORK

We are constantly improving our work organisation, workplace ergonomics and other factors affecting safety and productivity. We benefit from the knowledge, ideas and experience of our employees. By submitting ideas to the "Green Points Ideas Submission Programme", we are able to significantly improve our health and safety and production operations. This provides tangible benefits in terms of saving resources, minimising waste and maximising the efficiency of production processes.

We also carry out continuous monitoring of the working environment through ongoing measurements in this area. We regularly inspect, maintain and repair equipment and maintain equipment and assess possible risks..



## DEVELOPMENT OF MACHINERY

**In 2022, the use of the WG automatic flange assembler made it possible to reduce production time and costs, and also ensured repeatability of operations, verification of semifinished products made at previous stations and a reduction in quality problems. All this not only influenced the technological development of the company, but also became another action confirming the fact that FAKRO is an innovative company**



## HEALTH AND WELL-BEING OF EMPLOYEES

We ensure adequate working conditions, protection from hazards and access to healthcare. Our company offers supplementary health care to its employees and runs various health promotion campaigns. We are aware of the importance of staying physically and mentally fit, so we aim to provide comprehensive support in this respect. Our complementary healthcare includes access to a network of medical specialists who can help diagnose, treat and monitor various conditions. We work with reputable medical facilities to ensure that our employees have quick access to high-quality medical services. In addition, we organise a variety of health-promoting events which are aimed to promote a healthy lifestyle and prevention. In 2022, these were special offers

FAKRO has a small number of sites with minor noise exceedances. Thanks to the use of a number of preventive measures in 2022 and earlier years, there were no reports of suspected occupational diseases or occupational illnesses



## ACCIDENT INVESTIGATION AND ANALYSIS

We analyse each accident carefully to understand the causes. As a result, we are taking action to avoid them in the future.



## SOCIAL RESPONSIBILITY

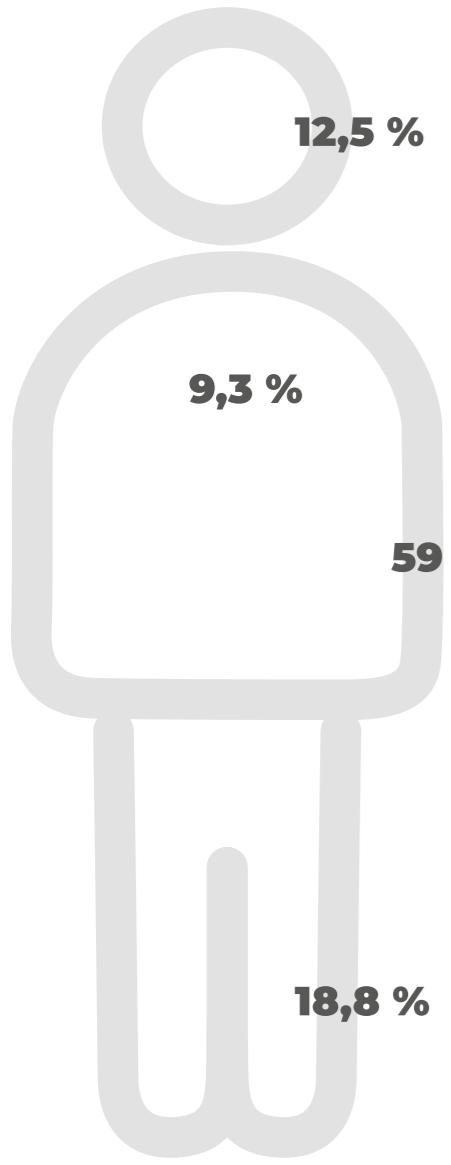
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## REDUCTION OF THE RISK OF ACCIDENTS AND OCCUPATIONAL DISEASES

Thanks to the safe working conditions we provide and appropriate safety procedures, we significantly reduce the risk of accidents and occupational diseases

There are six occupational accidents per 1 million manhours.

Injury location:



## COMPLIANCE MONITORING



**Compliance with current health and safety legislation is one of the most important responsibilities of the entire FAKRO team. This requires us to strictly control, enforce the rules, and educate them on their rights and responsibilities. We therefore carry out departmental and job sites audits to verify compliance with relevant safety standards, regulations and procedures.**

## PROMOTING A SAFETY CULTURE

We are creating a safety culture in which every employee is responsible for his or her own actions and cares about the safety of others. We promote the reporting of potential hazards, accident reporting and employee participation in safety decisions. We are running a series of articles on safety in our internal communications. We also periodically provide security reports for management.

For employees performing more advanced tasks, such as the operation of machinery or employees responsible for handling hazardous substances, we provide specialised training. We also provide periodic training to ensure that our employees are up to date with the latest health and safety legislation and procedures. These training courses include an update on new risks, changes in legislation, new technologies and practical skills related to safe work practices.

We also support our employees in the process of improving their qualifications by subsidising courses, training and studies.

## HEALTH AND SAFETY TRAINING



In our company we place great emphasis on health and safety at work training. We believe that appropriate health and safety training is key to ensuring a safe working environment and protecting the health of our employees. We strive to create awareness of health and safety and to promote a safety culture in which each of us is responsible for our own actions and cares for the safety of others. Providing adequate training is key to introducing employees to health and safety policies and procedures, which contributes to create a safe working environment.

We want every employee to be aware of potential risks and know how to prevent accidents and maintain safe and healthy working conditions.

Our new employees undergo a cycle of induction and specialised training. This training shall include an introduction to health and safety rules, procedures and company policies, identifying hazards specific to the workplace and using appropriate protective equipment.



## SOCIAL RESPONSIBILITY

Together into the green future

# 4.4 WE ARE RESPONSIBLE

102-12, 102-43

From the very beginning, we have operated in a responsible and sustainable manner. We take initiatives that have an impact on our partners, employees, local communities and the environment. CSR is an indispensable element in building trust and reputation and also contributes to the sustainability of the entire organisation. FAKRO's CSR activities are manifested on many levels.

## Education

FAKRO cooperates with universities and schools, mainly with vocational profiles. This cooperation allows, on the one hand, to develop the product offer and opens up the possibility of benefiting from the knowledge and best experts in Poland, on the other hand, it provides graduates with opportunities for internships and apprenticeships, and even to take up a job in one of the largest domestic global companies.



As practitioners, we see a great need to support vocational training. The market is in need of specialised young professionals, including carpentry fitters. Preparing them to enter the labour market must be combined with practical vocational training.

**Paweł Kołbon**

Head of the FAKRO Training and Contractor Cooperation Centre

“



## SOCIAL RESPONSIBILITY

Together into the green future



## WE TRAIN PROFESSIONALS

The patronage of such a major and internationally recognised company provided me with opportunities for professional training, including access to the latest technology in the construction industry. **I am satisfied with the professional path I have chosen, and the closeness to FAKRO has allowed me to explore innovative solutions and trends in construction.**

**Oskar Skworek**

World Champion of Young Roofers 2016

Experience, reliability and professionalism, plus excellent technical facilities. Professional instructors who impart their knowledge very professionally, extensive training programme, opportunity to practice. **All this makes participating in FAKRO training courses, we acquire on an ongoing basis the knowledge and skills we need so much in our daily work.** We can then be sure that after such training, the customer will also be satisfied with the work we have done.

**Mieczysław Homoncik**

President of the Nowy Sącz Branch of the Polish Roofers' Association

## PATRONAGE CLASSES

We have also been working with schools and universities for years. The initiative of FAKRO has led to the establishment of patronage classes in vocational schools, including:

- in the roofing profession:  
Vocational School Complex in Bobowa,
- School Complex of Environmental Engineering and Services in Elbląg
- in the profession of roofing technician:  
State Building Schools in Gdańsk

## “JOINERY FITTER” INSTRUCTION BOOK

One of the more important activities is to become co-author of the “Joinery fitter” instruction book and the “Installation of roof windows, skylights and hatches” instruction book.



## FAKRO BRAND AMBASSADOR

### - STUDENT

An interesting form of operation between FAKRO and the university community is the FAKRO Brand Ambassador - Student programme.

22 FAKRO Brand Ambassadors are promoting FAKRO at their universities.



Within the framework of the programme FAKRO Brand Ambassador - Student, we undertake cooperation with students who, through involvement at their universities, promote the FAKRO brand and create the image of the company as a good, socially engaged employer.

**Aleksandra Bielak**  
Training Specialist

“



## SOCIAL RESPONSIBILITY

Together into the green future

## THINK OF THE FUTURE FOUNDATION

Concerned for the Polish economic community, Ryszard Florek, President of FAKRO, set up the Think of the Future Foundation (in Polish: Pomyśl o Przyszłość) in 2010, which deals with economic development by building social capital and works to level the playing field for Polish businesses in competing in the global market

Examples of the Foundation's publications and projects include:

- Report "Why rich Western European countries earn 4 times more than Us. What influence do I have over that?"
- "Economic Locomotives of the Nowy Sącz Region"
- "List of the 100 largest companies driving the Nowy Sącz economy"

**FUNDACJA  
POMYŚL  
O PRZYSZŁOŚCI**



The foundation's overarching goal is economic education and social capital building. Through our mission and concrete actions, we show that each of us has an impact on the economic development of our country. We believe that awareness of free market mechanisms, the formation of entrepreneurial attitudes and the selection of Polish products are key to increasing the wealth of our economic community.

**Bożena Damasiewicz**

President of Think of the Future Foundation

“

## SUMMER LEADERSHIP SCHOOL

A project aimed at secondary school students with an attractive educational offer in the fields of economics, economics, marketing, PR



## WE DEVELOP TALENTS

### Courses and training for employees

Work at FAKRO begins with an introductory training developed based on the competencies needed for the position. Employees can then improve and update their professional competences. They participate in many courses, training, or even higher education, can benefit from free language learning at the company's headquarters and via the eTutor platform

#### 2022 year

Number of staff training courses delivered: 30 (not including compulsory training under health and safety and fire regulations)

- **Successful production master/ foreman:** 130 employees
- **Professional Customer Service and Motivation and Team Communication:** 25 employees,
- **course in safe forklift operation including UDT examination:** 460 employees
- **SEP training up to 1kV, excavators and single loaders, conformity assessment of machinery and technical equipment** with the essential requirements (conditions for CE marking),



We are aware that organisational development must go hand in hand with the professional development of our employees. We support them in this by making a wide range of educational offerings available. Personal development is one of the priority employee benefits. We strive to meet these needs.

**Halina Podgórną**  
FAKRO HR Director

- **Operation of machinery and technical equipment** (according to the requirements of directives 2006/42/EC and 2009/104/EC), **Lean Manufacturing, Data Quality Management, SQL, Adobe InDesign course, Sales and operations planning** (S&OP)

In 2022, a development project was initiated by FAKRO for Technical and Sales Advisers and Regional Directors: 40 employees, consisting of cyclical meetings with a professional coach/trainer.

A total of 900 employees took part in training in 2022.

Eleven people took part in training from KFS funds in 2022, the support amounted to PLN 31,920.00, which is 80% of the investment.

Co-funding for college studies was provided to seven employees. In cooperation with the Business School in Nowy Sącz, 24 employees successfully completed the "IT in business" course.

Employees at FAKRO have the opportunity to take language courses (English, German, Spanish) free of charge. 443 employees benefited from eTutor's language e-learning courses in 2022.

## EMPLOYEE PROGRAMMES

FAKRO recognises employees for noble, exemplary attitudes. It also rewards innovation and creativity.

### FAKRO Brand Ambassador - Employee



This is a programme from employees for employees, whereby employees nominate their colleagues for the title of ambassador. Above all, we congratulate noble attitudes, openness to cooperation and change, promotion of the company in daily activities as well as after hours.

To date, we have carried out five editions of the programme, selecting 41 FAKRO Brand Ambassadors in the Employee category.

## "Green points"

### Ideas Submission Programme



"Green points" is a program in which employees are rewarded for their creativity, and the best solutions and improvements are put into practice. They receive points in the form of recognition, which they then exchange for prizes in kind.

In 2022, employees submitted 629 ideas, of which, as many as 337 were implemented.

### Free transport to work for FAKRO employees

FAKRO offers employees free transport to work. This is a valuable benefit for both employees and the employer. The advantages of this solution include convenience and saving time, reducing costs, improving productivity, building relationships and engaging employees, as well as promoting sustainable transport.



## SOCIAL RESPONSIBILITY

Together into the green future



## FAKRO ORGANISATIONAL CULTURE

FAKRO's organisational culture has been built on the basis of ethics, company values and the "Employees' Guidance".

### Employee Opinion Survey 2022

The employee opinion survey is an important team management tool that allows us to better understand the perspective and expectations of employees. Listening to the voice of employees is crucial for the development of the organisation and the maintenance of high quality employee-employer relations. In this study, we focused on assessing the implementation of the company's corporate culture awareness project commitments. FAKRO has surveyed employee opinion on a number of occasions, with an electronic survey being organised for the second time in 2022. It was quite an organisational challenge due to the prevailing number of people working in the production, but executed successfully and completed with a high attendance.

52% of employees from FAKRO sites located in Poland participated in the 2nd employee opinion



**Beata Martuś-Kołbon**  
Vice Director of Human Resources

The results, above all attendance, are getting higher from survey to survey, which is a mandate for us to take on more challenges. We want to consciously shape our organisational culture to be friendly to us and our customers. In line with the slogan: "Everyone can afford being a better Employer" we do not stop on the path of change.

## SOCIAL RESPONSIBILITY

Together into the green future



## SPORT

Sports is embedded in our corporate culture. FAKRO supports athletes from various fields. For 19 years it has been the Official Partner



When talking about FAKRO's economic successes, we compare competing in the global market with the economic world championships. The Polish national football team is Poland's sporting ambassador on the international stage. FAKRO, selling its products in more than 60 countries, represents Poland in the economic world championships. We believe in Poland's economic success, just as fans believe in the success of their national team.

**Janusz Komurkiewicz**

FAKRO's Board Member for Marketing



## CULTURE

### FAKRO - a window open to art

Supporting culture and the arts is embedded in our activities. This is complemented and crowned by the project "FAKRO - a window open to art".

Within the 2022 initiative, we became a partner of the exhibition of Polish posters, which took place at Stary Browar in Poznań, exhibitions "Beksinski. Sculptures." and we have become a branch of the IMO Stary Sącz Gallery.



The union with art shows a non-obvious unveiling of the construction company. As FAKRO, we like original solutions and our community - both Partners and Employees - is diverse. Art teaches us sensitivity, and we want to continually carry it into our everyday relationships.

**Janusz Komurkiewicz**

FAKRO's Board Member for Marketing

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## SOCIAL RESPONSIBILITY

Together into the green future



### FAKRO - We Help Ukraine

Following the outbreak of war on 24 February 2022, FAKRO, in cooperation with the Think of the Future Foundation, immediately started organising the transport of humanitarian aid. Many of the Nowy Sącz region entrepreneurs joined the campaign by sharing their products, with FAKRO providing transport for the donations and making its Logistics Centre in Lviv available for their transhipment. We helped by doing what we could - because it was the right thing to do

**11** humanitarian convoys

**29** lorry transports

**205** persons cared for



Each time, we strongly emphasise the contribution of our employees from various departments of FAKRO, who have repeatedly devoted their private time to bring help to those in need. We are extremely grateful to the entire FAKRO team for their kindness and commitment. The heart grows.



**Bogumiła Szczygelska**

Manager of the project "FAKRO helps Ukraine"

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# 4.5 WE ACT ETHICALLY

102-25, 102-16, 102-17

We act ethically

## FAKRO CODE OF ETHICS

The FAKRO brand is not only the highest quality products, but above all a valuable team. **Every employee builds our brand.**

As an organization, we strive to ensure that every person in the world knows what kind of person they are dealing with when they meet a FAKRO employee. Consistent values, attitudes and principles of conduct are the company's calling card. This is why we have developed the **FAKRO Code of Ethics**.

**CODE OF ETHICS sends a signal to employees and business partners that the company cares about a consistent, structured standard of cooperation.**

Employees are obliged to report any practice or activity that does not comply with the rules adopted in internal documents or the applicable law.

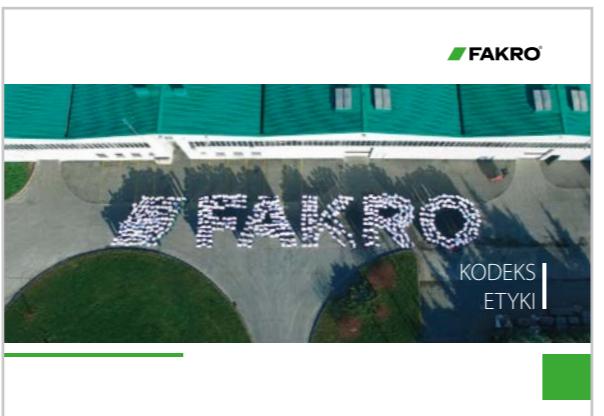
All applications are considered by the Ethics Committee..

There are 3 channels for submitting comments:

- personally to your immediate superior or to members of the Ethics Committee,
- in writing to the following address: FAKRO, ul. Węgierska 144a, 33-300 Nowy Sącz, marked "Ethics Committee" (Komisja Etyki),
- by e-mail to: etyka@fakro.pl

Detailed rules for the prevention of abuse by FAKRO employees are included in an internal Fraud Prevention Policy document.

Rules related to the anti-mobbing and the reporting of any abuse in this area are described in the Anti-Mobbing Policy at FAKRO. Reports of bullying should be made directly to the Ethics Committee. When an application cannot be considered by the Ethics Committee, it will be considered by a committee appointed by the Chairman of the Board.



The standards included in the document reflect the policy, mission and company ideals that we should all live up to in our daily work. I believe that the values established in the Code will be for all FAKRO employees a guidepost in their daily business life, decision-making process and achievement of strategic objectives.

**Ryszard Florek**  
FAKRO President



## SOCIAL RESPONSIBILITY

Together into the green future

# ABOUT THE REPORT

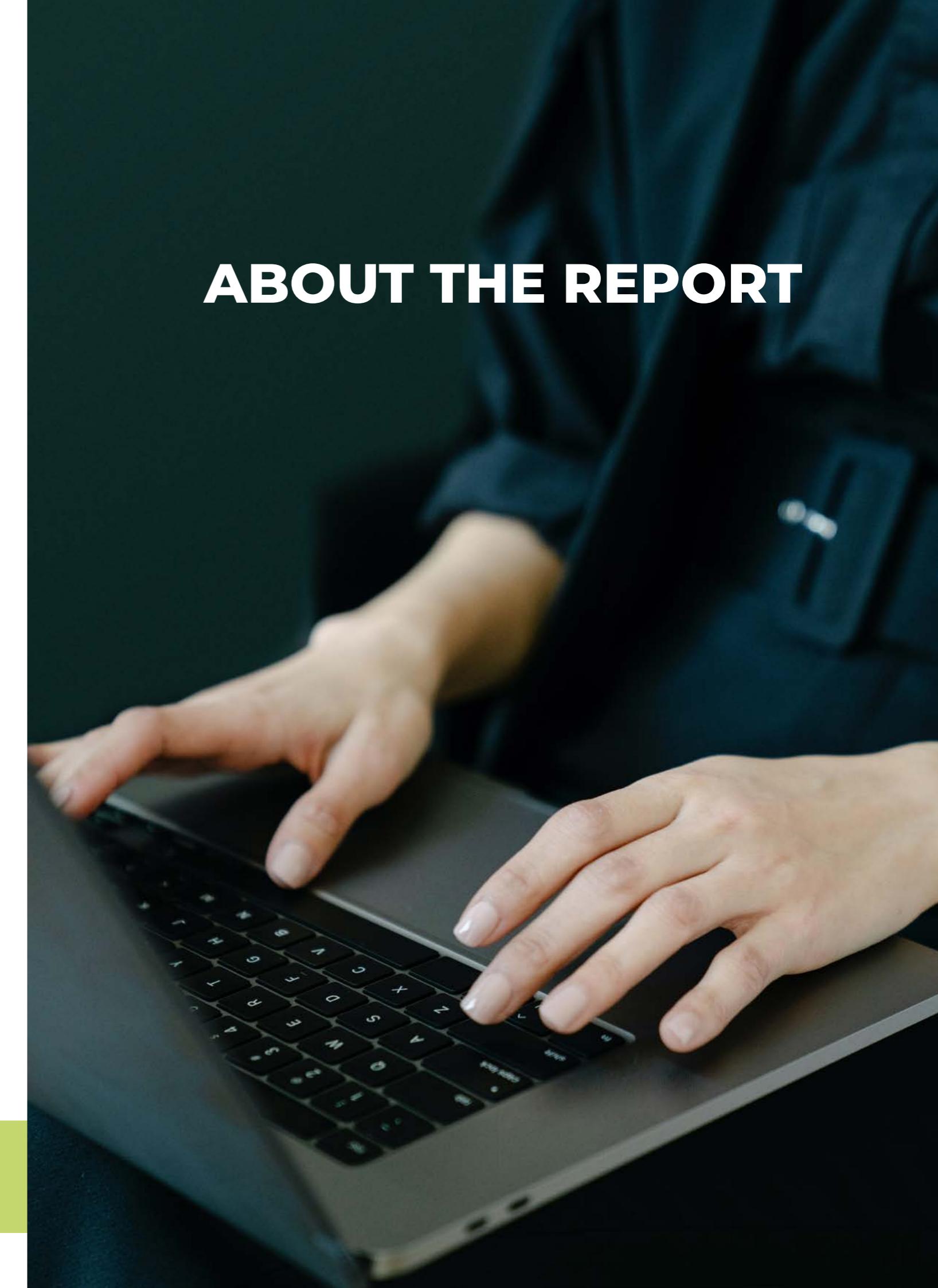
Our report is not just about data and figures. It is a committed team that has devoted a lot of effort and passion to make this report happen.

It is the reporting indicators, as a tool to measure progress and evaluate our achievements. It is the voice of our stakeholders, as an affirmation of our actions in line with the highest standards of sustainability, global societal challenges and expectations of society.



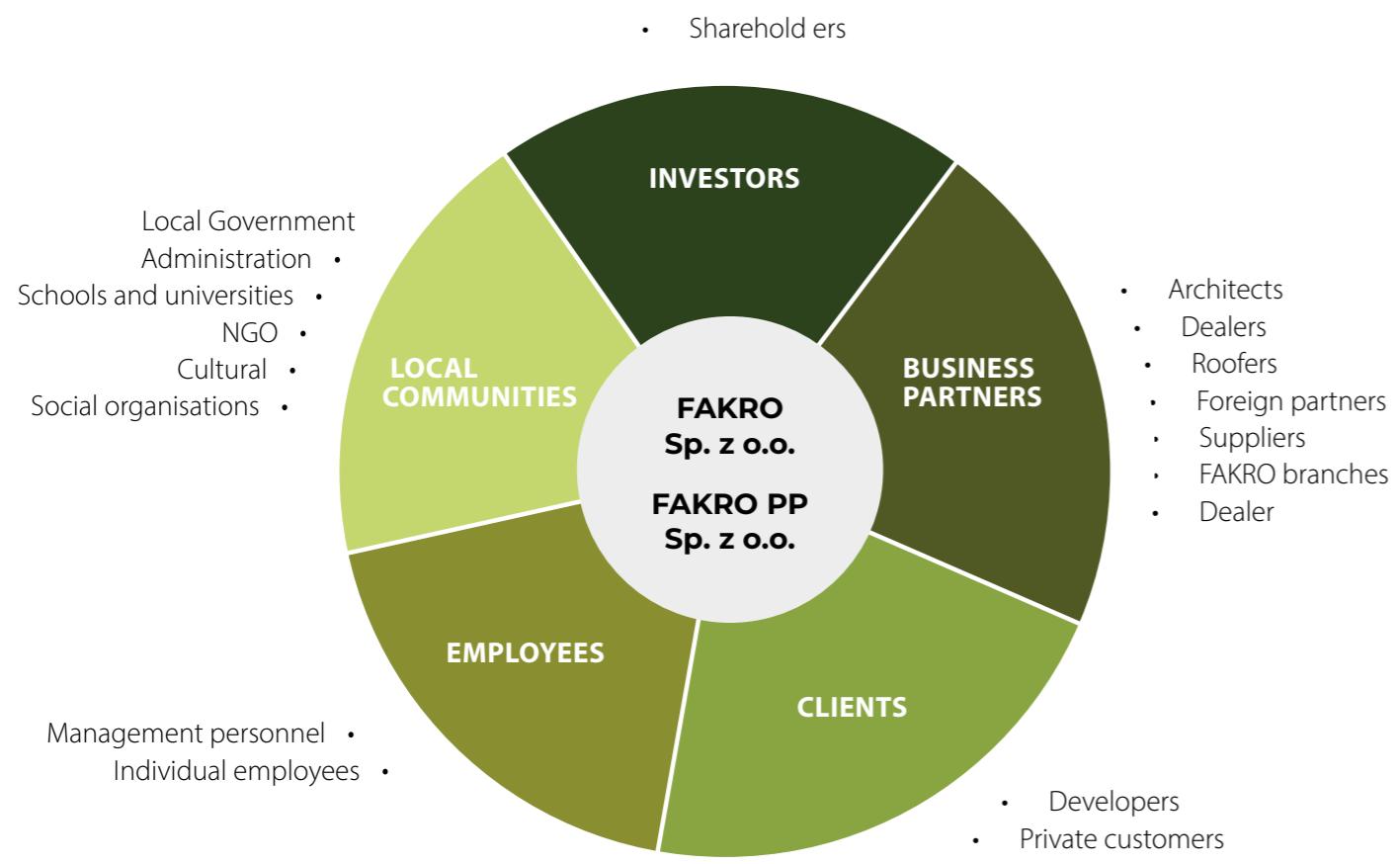
## ABOUT THE REPORT

Together into the green future



# 5.1 WE LISTEN TO YOUR VOICE

102-40, 102-42, 102-44



**Cooperation with stakeholders is a key element for our company in building sustainable and beneficial relationships both inside and outside the organisation.**

Stakeholders are those who affect our business and those we as a company affect. In our case, we distinguish five groups of stakeholders: business partners, customers, the board of directors with management, employees and local communities. A thorough understanding of the expectations and needs of different stakeholder groups is at the heart of what we do. Over the years, we have held regular consultations and discussions to improve our collaboration by learning about others' perspectives in decisionmaking.

We communicate any significant changes, progress or plans to our stakeholders clearly and openly through a variety of external and internal communication tools. At the same time, we rely on direct relationships based on trust, because we know, that thanks to them, FAKRO has achieved success in the domestic and global markets

We cooperate with universities, schools, business environment organisations, local government organisations, NGOs or industry organisations. We cooperate with clients: roofers, building fitters, architects. We listen to their voice in order to respond dynamically and effectively to the needs of the market, or even ahead of them.

In the next sustainability report, we will base our analysis of relevant issues for our stakeholders on the materiality matrix, which are collected from survey responses. Presentation of the results of the analysis, the objectives set and our approach to management will be our priority.



## ABOUT THE REPORT

Together into the green future

## 5.2 ABOUT THE REPORT

### 102-43, 102-46, 102-47, 102-50, 102-51, 102-52, 102-53, 102-54, 103-1

Report Working together towards a green future, is FAKRO's sustainable development report - concerns the operations of FAKRO companies and covers the year 2022. Its main scope concerns the reporting period from 1 January to 31 December 2022. This is the first publication of its kind. This report has been significantly influenced by the 2030 Agenda announced in 2015, which sets the direction of FAKRO's activities for the next decade. In the report, we have used indicators covering issues relevant to us, our business as well as our partners.

We were guided by sustainability reporting guidelines, in line with the international reporting GRI Standards (Global Reporting Initiative). We also assigned the indicators selected for the report to the UN Sustainable Development Goals supported by FAKRO. We plan to publish further reports annually.

In order to define the content of the report, we carried out a process of identification, prioritisation and validation according to the guidelines of the GRI standards. We have selected the key aspects presented in the Report on the basis of a materiality analysis, stakeholder consultation and consultation with senior management including executive management.

The report was prepared in accordance with widely accepted ESG (nonfinancial reporting) standards and frameworks (Environmental, Social and Governance).

We hope that this document will be a valuable source of information about our company, as well as an inspiration for action TOGETHER towards a green future.

The content of the report was consulted and reviewed internally.

Contact for the content of the report:

**Paulina Tarczyńska,**  
Head of the Sustainability and Administration Team  
[paulina.tarczynska@fakro.pl](mailto:paulina.tarczynska@fakro.pl)



### ABOUT THE REPORT

Together into the green future

## 5.3 PROJECT TEAM

### 102-18, 102-20

Our team is a group of committed people who are not only responsible for preparation of the report, but also actively participate implementing and promoting sustainable practices within the company on a daily basis.

With commitment at the highest level, FAKRO undertakes a number of initiatives to minimise its environmental impact and improve social conditions. FAKRO conducts business responsibly.

It is thanks to our joint work and determination that this Report was created. Thank you for your commitment and support.

The report was prepared in accordance with widely accepted ESG (nonfinancial reporting) standards and frameworks (Environmental, Social and Governance)

All data for the FAKRO 2022 Sustainability Report was compiled internally by the employees responsible for the various areas of our business objectives.



## EDITORIAL TEAM:

### Administration Department / Environmental Protection

Paulina Tarczyńska, Head of the Sustainability and Administration Team Marta Kundziarz, Junior Specialist for Environment

### Management Board Office / PR

Joanna Rumin, Public Relations Officer Monika Bodziony, Junior Public Relations Specialist

### Marketing

Leszek Mężyk, Head of the Marketing Creation Team  
Kinga Pres, Computer Graphic Designer

### Substantive support/consultation: Organisation

### Development and Administration Department

Bożena Damasiewicz, Director for Organisational and Administrative Affairs / Head of the Management Board Office  
Tomasz Adamek, Work Organisation Specialist

### Administration Department / Environmental Protection

Iwona Majoch, Head of Administration  
Barbara Nowak, Environmental Officer

### Sales/Export Department

Sabina Sujew - Market Manager  
- Benelux Countries

### Research and Development Department

Sebastian Talarczyk, Director for Management and Product Development  
Natalia Kalisz, Junior Implementation Specialist

### Certification and Quality Control

Ewa Łukaszczyk - Haslik, Director of Certification and Quality Control  
Sabina Dzieciolowska, Junior Certification Specialist

### Human Resources Department

Halina Podgórný, Director of Human Resources  
Beata Martuś - Kołbon, Vice Director of Human Resources  
Aleksandra Bielak, Training Specialist

### RES technologies

Michał Opalski, Technical Specialist - Renewable Energy Technologies

### Legal Department / Data Protection

Marian Leśniara, Head of the Legal Office  
Kinga Nowobilska, Data Protection Officer

### Health and Safety Department

Jerzy Klaja, Head of Health and Safety Department  
Bernadetta Oświęcimka, Occupational Health and Safety Specialist  
Agnieszka Szczepaniak, Occupational Health and Safety Specialist

### Purchasing Department

Mirosław Mikulski, Purchasing Director  
Marek Wrzeciono, Merchant

### Logistics

Grzegorz Cisoń, Logistics Director  
Katarzyna Orzechowska, Logistics Specialist/ Foreign Warehouse Coordinator

### Centre for Training and Cooperation with Contractors

Paweł Kolbon, Head of the Centre for Training and Cooperation with Contractor



## ABOUT THE REPORT

Together into the green future



# 5.4

## REPORTING INDICATORS

102-55

GRI Indicators

INDICATOR NUMBER GRI	DESCRIPTION	PLACE IN THE REPORT
<b>ORGANISATIONAL PROFILE</b>		
102-1	Name of organisation	1.1 ABOUT US
102-2	Description of the organisation's activities, main brands, products, services	1.1 ABOUT US
102-3	Location of headquarters	1.1 ABOUT US
102-4	Location of operations	1.1 ABOUT US
102-5	Form of ownership and legal structure of the organisation	2.1 WE BUILD A MANAGEMENT STRUCTURE
102-6	Markets served	1.1 ABOUT US
102-7	Scale of operations	1.4 FAKRO in figures
102-8	Data on employees and other persons providing work for the organisation	4.1 WE FOCUS ON PEOPLE
102-9	Supply chain	2.3 WE CREATE A VALUE CHAIN
102-10	Significant changes in supply chain organisation	2.3 WE CREATE A VALUE CHAIN
102-11	Approach to the precautionary principle	2.3 WE CREATE A VALUE CHAIN 3.1 WE ARE PART OF THE ENVIRONMENT
102-12	Participation in external initiatives	1.3 WE DEVELOP RELATIONSHIPS 4.4 JESTEŚMY ODPOWIEDZIAŁNI
102-13	Membership of associations and organisations	1.3 WE ARE RESPONSIBLE
<b>STRATEGY</b>		
102-14	Statement by the highest managing body	OREWORD

ETHICS AND INTEGRITY		
102-16	The organisation's values, code of ethics, principles and standards of behaviour	4.5 WE ACT ETHICALLY
102-17	Mechanisms for ethical and legal violations	4.5 WE ACT ETHICALLY
GOVERNANCE		
102-18	Management structure	2.1 WE BUILD A MANAGEMENT STRUCTURE 5.3 PROJECT TEAM
102-20	Management bodies responsible for ESG areas	2.1 WE BUILD A MANAGEMENT STRUCTURE 5.3 PROJECT TEAM
102-22	Composition of top management bodies	2.1 WE BUILD A MANAGEMENT STRUCTURE
102-24	Procedures for the election of the highest management bodies	2.1 WE BUILD A MANAGEMENT STRUCTURE
102-25	Management of conflicts of interest	4.5 WE ACT ETHICALLY
MANAGEMENT		
102-26	The role of top management in establishing value and defining strategy and objectives	2.1 WE BUILD A MANAGEMENT STRUCTURE
102-29	Procedures for identifying and managing key impact factors in ESG areas	2.2 WE SHAPE CORPORATE GOVERNANCE
102-30	Efficiency of risk identification processes	2.2 WE SHAPE CORPORATE GOVERNANCE
102-31	Overview of economic, environmental and social topics	2. CORPORATE GOVERNANCE (G) 3. ENVIRONMENT (E) 4. SOCIETY (S)
102-33	Communication of critical issues	2.2 WE SHAPE CORPORATE GOVERNANCE
102-34	Nature and total number of critical concerns	2.2 WE SHAPE CORPORATE GOVERNANCE
102-35	Remuneration policies	4.1 WE FOCUS ON PEOPLE
102-36	Decision-making process when setting pay policy	4.1 WE FOCUS ON PEOPLE
102-37	Stakeholder views on remuneration	4.1 WE FOCUS ON PEOPLE
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	5.1 SWE LISTEN TO YOUR VOICE
102-42	Stakeholder identification procedure	5.1 WE LISTEN TO YOUR VOICE
102-43	Approach to stakeholder engagement	4.4 WE ARE RESPONSIBLE 5.2 ABOUT THE REPORT
102-44	Key topics and issues raised by stakeholders	5.1 WE LISTEN TO YOUR VOICE



### ABOUT THE REPORT

Together into the green future

METHOD OF PREPARING THE REPORT		
102-46	Defining report content and boundaries	5.2 ABOUT THE REPORT 5.3 PROJECT TEAM
102-47	List of relevant issues	5.2 ABOUT THE REPORT 5.3 PROJECT TEAM
102-50	Reporting period	5.2 ABOUT THE REPORT
102-51	Date of publication of the last report	5.2 ABOUT THE REPORT
102-52	Reporting cycle	5.2 ABOUT THE REPORT
102-53	Contact Person	5.2 ABOUT THE REPORT
102-54	GRI compliance statement	5.2 ABOUT THE REPORT
102-55	GRI content index	5.4 REPORTING INDICATORS
MANAGEMENT APPROACH		
103-1	Explanation of the topics identified as important with an indication of limitations	5.2 ABOUT THE REPORT
103-2	Management approach and its elements	2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS
ECONOMIC		
ECONOMIC PERFORMANCE		
201-2	Financial implications and further risks associated with climate change	3.1 WE ARE PART OF THE ENVIRONMENT
201-3	Defined benefit obligations and other pension plans	4.1 WE FOCUS ON PEOPLE
202-2	Percentage of senior management hired from the community	4.1 WE FOCUS ON PEOPLE
INDIRECT ECONOMIC IMPACTS		
203-1	Support for infrastructure investment and services	3.1 WE ARE PART OF THE ENVIRONMENT
ANTI-COMPETITIVE BEHAVIOR		
206-1	"Legal actions concerning anti-competitive and monopolistic behaviour"	2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS
ENVIRONMENTAL		
MATERIALS		
301-1	Materials/raw materials used by weight or volume	3.2 WE REDUCE ENVIRONMENTAL IMPACT
301-2	Recycled raw materials	3.2 WE REDUCE ENVIRONMENTAL IMPACT
301-3	Recovered used products and packaging	3.6 RATIONAL WASTE MANAGEMENT

ENERGY		
302-1	Energy consumption inside the organisation	3.4 EFFICIENT USE OF ENERGY
302-2	Energy consumption outside the organisation	3.4 EFFICIENT USE OF ENERGY
302-3	Energy intensity	3.4 EFFICIENT USE OF ENERGY
302-4	Reduction in energy consumption	3.4 EFFICIENT USE OF ENERGY
302-5	"Reducing the energy demand of products and services"	3.4 EFFICIENT USE OF ENERGY
WATER		
303-1	Interaction with water as a common good	3.5 WE REDUCE WATER CONSUMPTION
303-2	Water sources whose abstraction represents a major interference with the overall resource	3.5 WE REDUCE WATER CONSUMPTION
303-3	Water intake	3.5 WE REDUCE WATER CONSUMPTION
BIODIVERSITY		
304-1	Neighbourhood with areas of high biodiversity value	3.1 WE ARE PART OF THE ENVIRONMENT
304-2	Significant impact of activities, products and services on biodiversity	3.1 WE ARE PART OF THE ENVIRONMENT
304-3	Protected or restored habitats	3.1 WE ARE PART OF THE ENVIRONMENT
EMISSIONS		
305-1	Direct greenhouse gas emissions (Scope 1)	3.3 ANALYSING THE CARBON FOOTPRINT
305-2	Indirect greenhouse gas emissions (Scope 2)	3.3 ANALYSING THE CARBON FOOTPRINT
305-5	Reduction of greenhouse gas emissions	3.3 ANALYSING THE CARBON FOOTPRINT
305-6	Emissions of ozone-depleting substances	3.2 WE REDUCE ENVIRONMENTAL IMPACT
305-7	Emissions of nitrogen oxides, sulphur oxides and other significant air emissions	3.2 WE REDUCE ENVIRONMENTAL IMPACT
EFFLUENTS AND WASTE		
306-1	Total volume of wastewater by quality and target urban	3.5 WE REDUCE WATER CONSUMPTION
306-2	Waste by type and disposal method	3.6 RATIONAL WASTE MANAGEMENT
306-3	Total number and volume of significant spills	3.2 WE REDUCE ENVIRONMENTAL IMPACT
306-5	Water bodies affected by water discharges	3.2 WE REDUCE ENVIRONMENTAL IMPACT



## ABOUT THE REPORT

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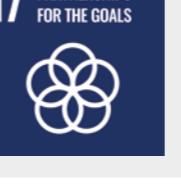
SUPPLIER ENVIRONMENTAL ASSESSMENT		
308-1	New suppliers that were screened using environmental criteria	2.3 WE CREATE A VALUE CHAIN
308-2	Negative environmental impacts in the supply chain and actions taken	2.3 WE CREATE A VALUE CHAIN
SOCIAL ISSUES		
EMPLOYMENT		
401-1	Recruitment	4.1 WE FOCUS ON PEOPLE
401-2	Benefits for full-time employees not applicable to those providing another form of work	4.1 WE FOCUS ON PEOPLE 4.3 WE PROVIDE SECURITY
OCCUPATIONAL HEALTH AND SAFETY		
403-1	Occupational Health and Safety Management System	4.3 WE PROVIDE SECURITY
403-2	Hazard identification, risk assessment and accident investigation	4.3 WE PROVIDE SECURITY
403-3	Workers at high risk of diseases related to their occupation	4.3 WE PROVIDE SECURITY
403-4	Staff participation, consultation and communication on health and safety	4.1 WE FOCUS ON PEOPLE
TRAINING AND EDUCATION		
404-2	Programmes to support the development and improvement of employee skills	4.1 WE FOCUS ON PEOPLE
DIVERSITY AND EQUAL OPPORTUNITY		
405-1	Diversity in management bodies and other employees	4.1 WE FOCUS ON PEOPLE
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
407-1	Establishments and suppliers where the right to freedom of association may be at risk	2.3 WE CREATE A VALUE CHAIN
CHILD LABOR		
408-1	Establishments and suppliers where there may be risks associated with child labour	2.3 WE CREATE A VALUE CHAIN
SECURITY PRACTICES		
410-1	Security personnel trained in human rights policies or procedures	2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS
RIGHTS OF INDIGENOUS PEOPLES		
411-1	Cases of violations of indigenous peoples' rights	2.3 WE CREATE A VALUE CHAIN

HUMAN RIGHTS ASSESSMENT		
412-1	Review of establishments in terms of respect for human rights	2.3 WE CREATE A VALUE CHAIN
412-3	Significant investment agreements and contracts that contain human rights clauses or that have been subject to human rights scrutiny.	2.3 WE CREATE A VALUE CHAIN
SUPPLIER SOCIAL ASSESSMENT		
414-1	New suppliers screened against social criteria	2.3 WE CREATE A VALUE CHAIN
414-2	Negative social impacts in the supply chain and actions taken	2.3 WE CREATE A VALUE CHAIN
CUSTOMER HEALTH AND SAFETY		
416-1	Assessing the impact of product and service categories on health and safety	4.2 WE CARE ABOUT HEALTH
416-2	Cases of non-compliance regarding the impact of products and services on health and safety	2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS
MARKETING AND LABELING		
417-3	Total number of instances of non-compliance with regulations and voluntary codes relating to marketing communications, including advertising, promotions and sponsorship, by type of impact	2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS
CUSTOMER PRIVACY		
418-1	Legitimate complaints regarding breaches of customer privacy or loss of personal data	2.5 CWE PROTECT PRIVACY
SOCIOECONOMIC COMPLIANCE		
419-1	Non-compliance with laws and socio-economic regulations	2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS



## ABOUT THE REPORT

Together into the green future

OBJECTIVES OF SUSTAINABLE DEVELOPMENT 2030	OBJECTIVE NAME	PLACE IN THE REPORT	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build stable infrastructure, promote sustainable industrialisation and support innovation	2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS
	Eliminate poverty in all its forms throughout the world	4.4 WE ARE RESPONSIBLE			
	Eliminate hunger, achieve food security and better nutrition and to promote sustainable agriculture	4.4 WE ARE RESPONSIBLE		Reduce inequalities within and between countries	4.5 WE ACT ETHICALLY
	Ensure a healthy life for all people of all ages and promote prosperity	4.2 WE CARE ABOUT HEALTH 4.3 WE PROVIDE SECURITY 3.2 WE REDUCE THE IMPACT ON THE ENVIRONMENT		Make cities and human settlements safe, stable, sustainable and inclusive	2.4 ACTIONS IN LINE WITH SOCIAL AND ECONOMIC ASPECTS
	Provide quality education for all and promote lifelong learning	1.3 WE DEVELOP RELATIONSHIPS 4.4 WE ARE RESPONSIBLE		Ensure a pattern of sustainable consumption and production	3.1 WE ARE PART OF THE ENVIRONMENT 3.2 WE REDUCE ENVIRONMENTAL IMPACT
	Achieve gender equality and empower women and girls position	4.1 WE FOCUS ON PEOPLE 4.2 WE CARE ABOUT HEALTH		Take urgent action to combat climate change and its impacts	3.3 WE ANALYSE THE CARBON FOOTPRINT 3.4 WE USE ENERGY EFFICIENTLY
	Ensure access to water and sanitation for all through sustainable water resource management	3.5 WE REDUCE WATER CONSUMPTION		Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and reverse biodiversity loss	3.1 WE ARE PART OF THE ENVIRONMENT 3.2 WE REDUCE ENVIRONMENTAL IMPACT
	Ensure affordable access to sources of stable, sustainable and modern energy for all	3.4 EFFICIENT USE OF ENERGY		Promote peaceful and inclusive societies, ensure access to justice for all, and build effective and accountable, inclusive institutions at all levels	4.4 WE ARE RESPONSIBLE 4.5 WE ACT ETHICALLY
	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	2.3 WE CREATE A VALUE CHAIN 4.1 WE FOCUS ON		Strengthen the means of implementation and reinvigorate the Global Partnership for Sustainable Development	2.3 WE CREATE A VALUE CHAIN 2.4 WE ACT IN ACCORDANCE WITH SOCIAL AND ECONOMIC ASPECTS



## ABOUT THE REPORT

Together into the green future



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