

SUSTAINABILITY & CORPORATE SOCIAL RESPONSIBILITY REPORT



2019



SUMMARY

For reasons of simplification, only the male form of wording is used in this document. Thus each gender is expressly included.

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PREFACE

Our corporate philosophy is based on the principles of Corporate Social Responsibility (CSR).

Thus our corporate culture is determined by responsibility towards our environment and the people who join us along the value-added chain.

Responsible and resource conscious corporate behaviour form is the basis for our long-term competitiveness and sustainable growth.

With our consequent orientation on CSR we establish the harmony between profit maximisation and ethical behaviour.



Heinz-Herbert Dustmann
Managing Director

1. COMPANY HISTORY

1953: Foundation by Heinrich Dustmann with Head Office in Dortmund

1960: 5 factories in Germany

1965: First shop fitting exhibition in the indoor riding arena at the Westfalenhalle in Dortmund



1966: First factory in Spain (Zaragoza)

1971: Foundation of the Dula-Center in Dortmund

1990: Heinz-Herbert Dustmann, son of the founder, takes over the management of the Dula group



2000: Second factory in Spain (Zuera)

2003: 50 years of Dula

Opening of the Dula Department Store DUSTMANN.

2005: Factory in Russia (Pskov)

2018: Turnover capacity of the Dula group: about 93.4 million €

Staff: 1010

7 production plants in Germany, Spain and Russia

10 sales and design offices in Germany, Spain, Great Britain, Russia, France, United Arab Emirates, Lithuania and the United States of America

Total area: 104,763 m², 80,263 m² of which is used for production



Customers all over the world benefit from the knowledge that Dula has been internationally oriented since its foundation.

2. COMPANY, ENVIRONMENTAL & ENERGY POLICY

We divide our mission statement into the following categories:

Product and service targets

- To strengthen and expand our market position as one of the leading European companies in the field of shop fitting and high-quality interior design with increasing global activity.
- To be one of the most interesting partners for our customers through reliability, competence, flexibility and excellent project management.
- Through creativity and continuous innovation, we actively help to shape the development of the market and trends, at the same time as providing our customers with technically advanced services.
- To recognize market opportunities and wherever possible use them together with our customers and thus achieve controlled growth on their own.

Financial targets

- To maintain our independence, especially in the area of financing.
- To secure the long-term existence of our company by making sufficient profit.
- To ensure a balance between profitability and liquidity by proactive planning and moderate investment.

Social targets

- To be an open, trusted, reliable and loyal partner to all our interested parties - customers, suppliers, investors, public authorities, public institutions and employees.
- To contribute human coexistence with exemplary corporate philosophy with ethical principles also in the economy.

Qualitative targets

- The quality standard of Dula is not limited to the production of technically mature, aesthetically pleasing products with a high customer benefit. All in all, our quality awareness is based on absolute reliability and comprehensive customer satisfaction, which also includes our project planning, strict adherence to delivery dates, mature planning and, in the internal area, the important area of training.
- Tidiness and cleanliness of the workplace, a well-organized environment, goal-oriented teamwork and a friendly way of dealing with each other and with the customer secure our jobs and create the conditions that are necessary for the high quality of our products and thus for the satisfaction of our customers.

Environmental targets

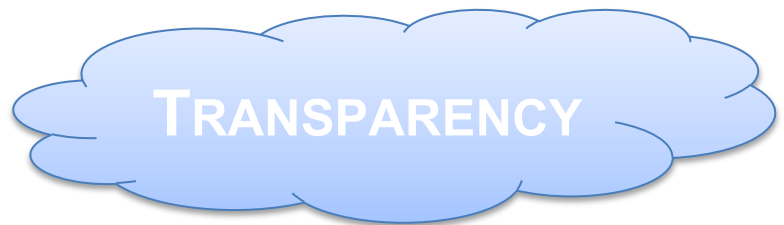
- We identify the environmental impacts of our activities, products and services and identify those environmental aspects that have or may have a significant impact on the environment. For the main environmental aspects, we aim for improvements:
 - Use of energy and water
 - Storage and handling of hazardous substances, risk of environmental accidents
 - Generation and disposal of waste
 - Transport (in terms of goods and services)
- Furthermore, we record those environmental aspects that we cannot directly monitor and influence. In doing so, we consider effects in the upstream and downstream processes as well as the supporting processes (procurement, design, development, packaging, transport, use and disposal after use) as well as the environmental impact of supplier service providers and the shuttle of our employees.
- By regularly reviewing our environmental aspects, we ensure that future environmental impacts and changes can be minimised. After all direct and

indirect environmental aspects have been included, the materiality (the potential for damage) and the control potential are determined on the basis of the following criteria:

- 1st criterion: potential damage to the environment (impact on the soil, air, water)
- 2nd criterion: effects on number, frequency or quantity consumption of resources (raw materials, energy)
- 3rd criterion: Probability of burdens / deviations / conflicts

Foundations of our environmental policy

Environmentally conscious thinking and acting is firmly anchored in our corporate philosophy. We take the responsibility of our operations to the environment and work continuously to go beyond compliance with environmental regulations, to reduce environmental impact and energy and resource consumption.



Dula wants to offer its employees a job in an innovative company that develops economically and ecologically and pursues a sustainable, future-proof and economic corporate strategy.



We ensure that our environmental policy is effectively implemented. The necessary technical and organizational procedures are regularly reviewed and continuously developed. We also expect this self-image for sustainable production from our suppliers and service providers. We regularly verify the agreed standards by supplier audits.

Transparency and open communication about the environment are part of our





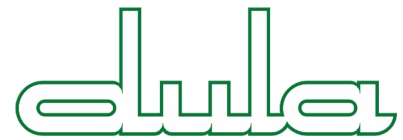
corporate culture and make it easier for the company to promote environmental awareness and understanding. We maintain an intensive dialogue with our employees, customers, business partners, associations and other institutions. Protecting the environment sustainably is a commitment from our company towards our customers, our employees, our other business partners, society and future generations. We encourage our contractors to operate on similar environmental standards as ours, which leads to an improvement in the quality of life and the environment in the geographical and social environments in which we operate.

A structured management system, which not only sets the requirements and objectives, but also includes the tracking of the achievement of goals, has been systematically set up. The measures mentioned are intended to implement the environmental and quality policy of our company and Dula is committed to complying with all legal requirements. Environmental protection is not isolated from other corporate goals but is an integral part of the long-term corporate strategy and is subject to a continuous improvement process. That is why the company supports and encourages every employee to independently and actively practice environmental protection at their workplace.

We believe that successful environmental protection can only be achieved through the active participation of all employees, and that by motivating and informing each individual, a collaborative project can be built that will be continually improved.

Foundations of our energy policy

The protection of the environment is an integral part of our entrepreneurial activities. We have always focused on the efficient use of energy in every work and production process and will continue to support and complement our crafting skills and manufacturing knowledge through state-of-the-art technologies to maintain our international competitiveness.



As the company grows, more energy is consumed. In addition, the costs of procuring and providing energy are constantly increasing. For these reasons, we commit ourselves to continuously improving our energy efficiency and focusing more on energy generation, energy storage and grid stability.

Energetic vision

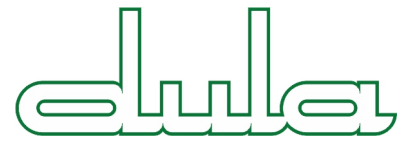
- To provide our business services in energy-self-sufficient locations with its own energy generation and energy security
- Trained, highly motivated, committed and energy-conscious employees
- Using state-of-the-art production technologies
- The avoidance of unnecessary energy losses and the constant identification of potential savings

WE STRIVE TO USE AS LITTLE ENERGY AS REASONABLY POSSIBLE

To achieve our vision, we have decided to systematically operate energy management and implemented an energy management system according to DIN EN ISO 50001.

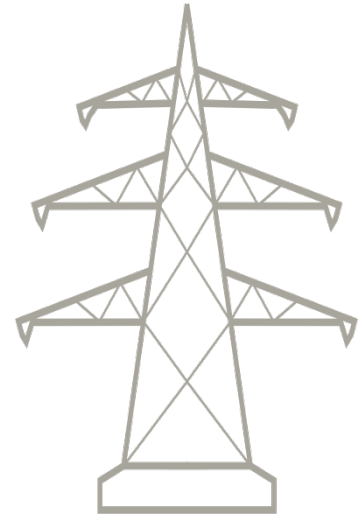
With this management system we will systematically plan our measures and actions to improve our energy efficiency, document the implementation and monitor their effectiveness.

Likewise, the ideas and suggestions of all employees are incorporated into the management system, because each individual is required to make a contribution to his workplace.



Our guidelines for a responsible energy management

- 1. We are constantly increasing our energy efficiency.**
- 2. We create the necessary financial, structural and personnel requirements.**
- 3. We comply with applicable legal requirements.**
- 4. We will address all aspects of energy efficiency enhancement at all levels of our business organization.**

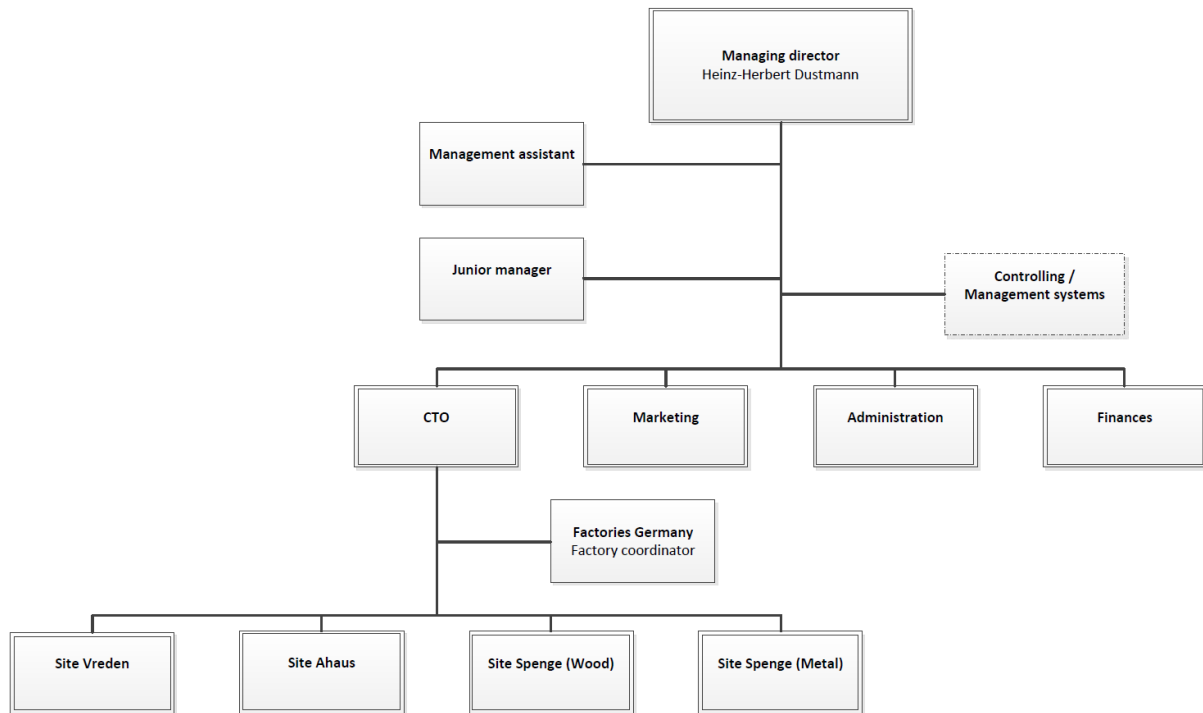


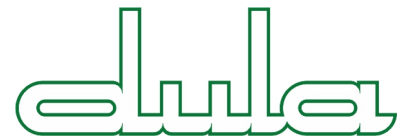
The site managers, in close cooperation with the energy management representative, will verify the monthly energy consumption and, based on the energetic measurement concept, create and interpret departmental targets and current analyses as well as deriving measures, if necessary.

In addition, a multi-site and cross-divisional energy team has been formed in accordance with the published organisational chart, which together with all employees of the company should ensure the achievement of energy goals in the best possible way.

We will regularly review our energy policies for their appropriateness, change them if necessary, and communicate them to all our employees.

3. ORGANISATION CHART





4. COMPANY PROFILE

Management and representation:

The Managing Director is

Mr. lic. oec. Heinz-Herbert Dustmann, Dortmund

He is solely authorized to represent the company.

The general commercial power of attorney together with the Managing Director or another authorized signatory shall exist for a total of 3 appointed persons.

4.1. MARKET SECTORS



The main market sectors are:

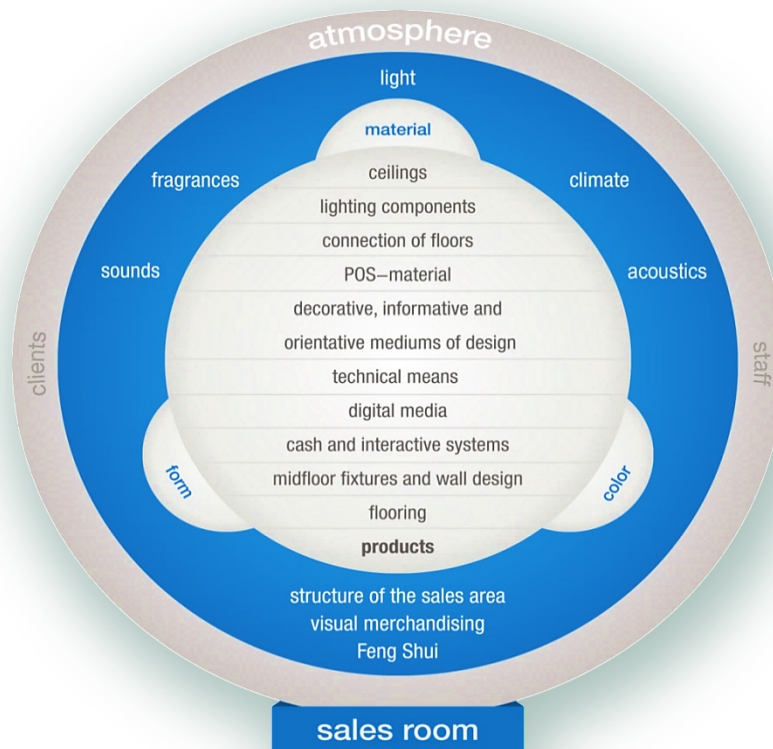
- Shopfitting
- Interiors and Ship interiors

The activities to be carried out by Dula are:

- Concept planning and Design
- Conception development
- Realisation planning
- Lighting planning
- Production
- Installation on site
- Logistics
- Main contractor
- Maintenance and repair

4.2. STRATEGY AND ANALYSIS

The common theme in Dula's strategy is the holistic store design:



The basic idea of holistic store design is to create an atmosphere that helps to sell. We create sales rooms that appeal to all the senses with an atmosphere of climate, light, sounds and scents. Materials, colours and shapes, a world of proven Dula systems and individual designs merge into a customer-specific whole. Customers particularly appreciate the comprehensive range of services. We plan, design, develop, produce and guarantee perfect assembly and logistics and we also act as a general contractor on request.

The Dula world is also holistic when it comes to social responsibility. Sustainability determines the use of energy, materials and technologies throughout the entire operational process.

4.3. ORGANISATION PROFILE

Map of sites, including head office, production sites, planning and sales bureaus:



HEAD OFFICE:

- Dortmund, Germany

PLANNING AND SALES BUREAUS:

- Dortmund, Germany
- Zaragoza, Spain
- Madrid, Spain
- London, United Kingdom
- Moscow, Russia
- Pskov, Russia
- Dubai, United Arab Emirates
- Kaunas, Lithuania
- New York, United States of America
- Pau, France

PRODUCTION SITES:

- Ahaus, Germany
- Spence, Germany
- Vreden, Germany
- Zaragoza, Spain
- Zuera, Spain
- Pskov, Russia

Certifications:

The certifications according to DIN EN ISO 9001, DIN EN ISO 14001 and DIN EN ISO 50001 create a good organizational basis for safe trading. This sustainability report, which has been implemented in accordance with GRI standards, will continue along this path.

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;">  <small>Entwicklungs- und Prüflabor Holztechnologie Zeilfelder Weg 24 · 01217 Dresden · Germany www.e-ph-dresden.com</small> </div> <div style="text-align: center;">  <small>INTERNATIONAL ACCREDITED</small> </div> <div style="text-align: center;">  <small>DAkkS Deutsche Akreditierungsstelle D-ZM-11054-01-00</small> </div> </div> <h3 style="text-align: center;">C E R T I F I C A T E</h3> <p style="text-align: center;">QMS-17-07-20-02</p> <p>It is hereby certified that the companies</p> <p style="text-align: center;">Dula-Werke Dustmann & Co. GmbH 44225 Dortmund, Karlsbader Straße 1a</p> <p style="text-align: center;">in its locations 44225 Dortmund, 48683 Ahaus, 32139 Spenge and 48691 Vreden</p> <p style="text-align: center;">and</p> <p style="text-align: center;">OOO Dula RU 180021 Pskow, Russland, Nowatorowstraße 6</p> <p style="text-align: center;">have and employ a</p> <p style="text-align: center;">Quality Management System according to DIN EN ISO 9001:2015</p> <p style="text-align: center;">for the scope planning, development, design, production, assembling, and project management of shop design and finishing</p> <p style="text-align: center;">on the basis of the audit report QMS/2905351/2017-01 from July 19, 2017.</p> <p style="text-align: center;">The annex is integral part of the certificate. The certificate is valid until July 22, 2020.</p> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 20px;"> <div> <p>Dresden, July 20, 2017</p>  </div> <div style="text-align: right;">  <small>Certification Body of the EPH</small> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;">  <small>Entwicklungs- und Prüflabor Holztechnologie Zeilfelder Weg 24 · 01217 Dresden · Germany www.e-ph-dresden.com</small> </div> <div style="text-align: center;">  <small>INTERNATIONAL ACCREDITED</small> </div> <div style="text-align: center;">  <small>DAkkS Deutsche Akreditierungsstelle D-ZM-11054-01-00</small> </div> </div> <h3 style="text-align: center;">A N N E X T O T H E C E R T I F I C A T E</h3> <p style="text-align: center;">QMS-17-07-20-02 In the company</p> <p style="text-align: center;">Dula-Werke Dustmann & Co. GmbH are certified</p> <p style="text-align: center;">Headquarter 44225 Dortmund, Karlsbader Straße 1a for the scope planning, development, design and project management of shop design and finishings,</p> <p style="text-align: center;">Production plant 48683 Ahaus, Schorlemerstraße 6 for the scope production and assembling of shop design and finishings,</p> <p style="text-align: center;">Production plant 32139 Spenge, Industriezentrum 64 for the scope production and assembling of shop design and finishings,</p> <p style="text-align: center;">Production plant 48691 Vreden, Max-Planck-Straße 8 for the scope production and assembling of shop design and finishings.</p> <p style="text-align: center;">In the company</p> <p style="text-align: center;">OOO Dula RU 180021 Pskow, Russland, Nowatorowstraße 6</p> <p style="text-align: center;">the certificate is valid for the scope planning, design, production, assembling and project management of shop design and finishings.</p> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 20px;"> <div> <p>Dresden, July 20, 2017</p>  </div> <div style="text-align: right;">  <small>Certification Body of the EPH</small> </div> </div>
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<p>    </p> <p> C E R T I F I C A T E </p> <p>UMS-19-07-16-002</p> <p>It is hereby certified that the company</p> <p>Dula-Werke Dustmann & Co. GmbH</p> <p>44225 Dortmund, Karlsbader Straße 1a</p> <p>in its locations</p> <p>44225 Dortmund, 48683 Ahaus, 32139 Spenge, and 48691 Vreden</p> <p>has and employs a</p> <p>Environmental Management System</p> <p>according to DIN EN ISO 14001:2015</p> <p>for the scope</p> <p>planning, design, production, assembling, and project management</p> <p>of shop design and finishing</p> <p>on the basis of the audit report</p> <p>IMS/2905351/2019-001 from July 11, 2019.</p> <p>The annex is integral part of the certificate.</p> <p>The certificate is valid until July 17, 2022.</p> <p>Dresden, July 16, 2019</p> <p>   Certification Body of the EPH </p>	<p>    </p> <p> ANNEX TO THE CERTIFICATE </p> <p>UMS-19-07-16-002</p> <p>In the company</p> <p>Dula-Werke Dustmann & Co. GmbH</p> <p>are certified</p> <p>Headquarter 44225 Dortmund, Karlsbader Straße 1a</p> <p>for the scope</p> <p>planning, design, and project management</p> <p>of shop design and finishings,</p> <p>Production plant 48683 Ahaus, Schorlemerstraße 6</p> <p>for the scope</p> <p>production and assembling</p> <p>of shop design and finishings,</p> <p>Production plant 32139 Spenge, Industriezentrum 64</p> <p>for the scope</p> <p>production and assembling</p> <p>of shop design and finishings,</p> <p>Production plant 48691 Vreden, Max-Planck-Straße 8</p> <p>for the scope</p> <p>production and assembling</p> <p>of shop design and finishings.</p> <p>Dresden, July 16, 2019</p> <p>   Certification Body of the EPH </p>
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4.4. EMPLOYEES

We want to create an integrative working environment. Diversity and individuality are valued at Dula regardless of origin and versatility.



Dula binds highly talented people with different backgrounds and views.

The total workforce for the head office and the German production sites are 504 employees (male: 413, female: 91).

- Dula head office, Dortmund: 165, of which female: 53
- Dula site Vreden: 172, of which female: 25
- Dula site Spenge (wood): 29, of which female: 2
- Dula site Spenge (metal): 16, of which female: 0
- Dula site Ahaus: 122, of which female: 11

Anonymous information from the complaint management describes the very good cohesion of the Dula employees.

4.5. REPORT PARAMETERS

Dula attaches great importance to compliance with the annual internal audits in the context of quality (DIN EN ISO 9001), environmental (DIN EN ISO 14001) and energy management (DIN EN ISO 50001).

In addition, the management review required by the standards is held annually with top management to define the measures from the internal and external audits.

The annual external audits (recertification audits and surveillance audits) are also used to check the status of the processes. If necessary, the processes will be corrected afterwards.

Communication with the stakeholders takes place regularly at the shareholders' meeting. In addition, written information will also be sent to the shareholders.

By publishing this report on our website, we meet the requirements of external communication.

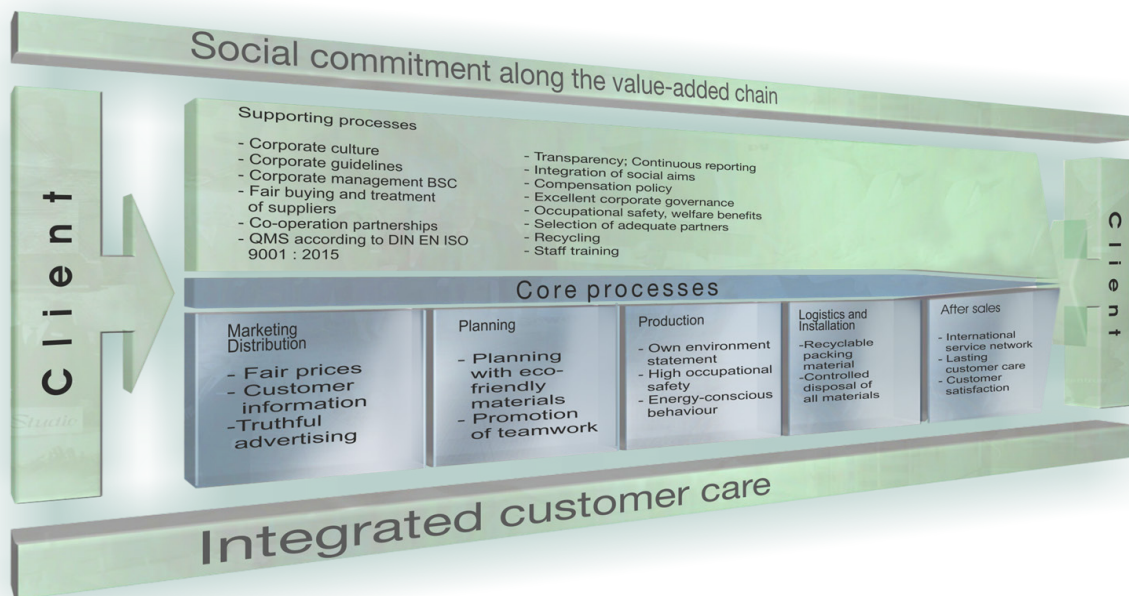
4.6. GOVERNANCE, LIABILITIES AND COMMITMENT

- Reliable, open, trustworthy and loyal relationships with all interested parties – clients, suppliers, investors, authorities, public institutions and employees
- “Honourable businessman” as a guiding principle of all operations, putting ethical and economic ethical principles into practice
- Team spirit and teamwork are given the highest priority and form the basis for quality, creativity and innovations
- Short communication paths thanks to flat hierarchies
- Consistent communication and information structures
- Dula Supplier Code
- Voluntary, social commitment of the company management



4.7. MANAGEMENT APPROACH AND PERFORMANCE INDICATORS

Dula is certified according to the current standards DIN EN ISO 9001, 14001 and 50001.



We ensure that our management systems are effectively implemented. The necessary technical and organizational procedures are regularly reviewed and continuously developed.

The integrated customer care, from the first contact beyond the first completion of the sale, is one of the most important issues of Dula.

- Continuous assessment of the quality performance and environmental performance of current deliveries
- Monitoring and evaluation of suppliers
- We expect our business partners to implement the principles that we have stipulated in their own companies

5. ECONOMIC PERFORMANCE INDICATORS

The company is a manufacturing company and conducts its German business activities at its head office in Dortmund and at the production sites in Ahaus, Vreden and Spenge. Land and buildings are owned by Dustmann & Co. KG, Dortmund, Germany, as the parent company.

5.1. MARKET PRESENCE

The Dula-Werke Dustmann & Co. GmbH plan, produce and assemble shop fittings and interior fittings.

- Genuine expansion of our market position internationally.
- A true partner to our clients thanks to our reliability, competence, flexibility and an excellent Dula project management system (DPM).
- Continued development of the market and new trends thanks to our creativity and continuous innovations.
- Increasing performance thanks to Dula management systems and the use of the latest IT and manufacturing technologies.
- Corporate growth due to recognizing market opportunities and close cooperation with our clients.

Dula is one of the three largest companies in this industry in Europe and offers its customers a high degree of security with the implementation of projects. More than 65 years of experience in this field is a solid basis for the successful implementation of large customer projects.

6. ECOLOGIC PERFORMANCE INDICATORS

Energy, water and materials represent the three typical ecological performance factors. These generate environmentally relevant emissions which are recorded under the aspects of emissions, wastewater and waste. Biodiversity is also related to this because it is a natural resource. It is directly affected by emissions, for example in the form of pollutants.

6.1. MATERIALS

- Reducing environmental impacts and continually improvement of the environmental performance of the company, products and services.
- Planning, controlling, monitoring and improving of all company environmental protection measures while constantly incorporating and reviewing legal certainty.
- Improving the company's environmental protection measures and managing the company and personnel in an environment-oriented manner.
- Supplementing the use of future-proof, environmentally sound solutions, especially in recirculation, material substitution and process sequences.
- Procurement of measuring equipment for energy consumption determination, performance, maintenance, calibration, use.

6.2. ENERGY

- At energy self-sufficient locations with their own energy production and energy security.
- With highly motivated, committed and energy-conscious staff.
- Using the latest manufacturing technologies.
- Avoiding unnecessary energy losses, because of the constantly identification of saving potentials.

Strategic energy targets

- 1.5% increase in energy efficiency
- Implementation and extension of a sensible measuring point concept
- Achieve energy independence
- Selection and implementation of a facility management software

Our sites use a combined heat and power plant for autarkic energy supply and for the reduction of wood waste. In addition, waste heat from the compressors is used for additional heating of the production halls and there is heat recovery of the compressor cooling water for the heating system.

6.3. WATER



Dula reduces water consumption through the conscious use of adapted toilet flushes that minimise water consumption. Employees are taught how to use our resources sparingly. This information shall be provided as part of the energy management training.

6.4. BIODIVERSITY

Dula complies with the statutory provision regarding the Building Code. The proportion of built and sealed areas to the entire property size is legally compliant, so that biodiversity is guaranteed on the green areas and in the soil. This ratio is expressed by the site coverage factor.

6.5. EMISSIONS, WASTE WATER AND WASTE

Dula offers employees to lease e-bikes and bicycles to reduce CO₂ emissions from work paths.

We have an appointed waste manager.

All waste is collected separately and, if possible, is fed into a recycling process. We cooperate with a large German waste management company.

All certificates of disposal are archived.

6.6. LEGAL COMPLIANCE

Dula has a constantly updated legal register and especially an environmental legal cadastre, which is supported by an external company.

Responsible for the legal aspect are the two employed lawyers in the head office.

6.7. TRANSPORT

Dula has a great logistical expertise:

- Multimodal transport
- Worldwide rollouts
- Installation on site
- Dula's logistics centre, with the option of warehousing in connection with call orders
- Preliminary calculation of shipping- and logistical expenses
- Provision of all documents for worldwide export
- AEO-status (authorized economic operator)
- Worldwide import transactions
- Selection of the transport packaging
- Disposition of transport distances and use of alternative options

6.8. OVERALL

Ecological Responsibility:

- Contribution towards ecology thanks to an exemplary way of handling resources and exploiting
- Current technical possibilities
- Use of chipboard with low formaldehyde content
- Minimum of scrap thanks to cutting optimisation
- Reduced CO₂ emission through environmental-friendly state-of-the art lacquering equipment
- Use of two-component lacquers - hardly any residue
- Use of environmental- friendly powder coating
- Recovery of energy with the aid of the company's own solid fuel combustion plants
- Use of recyclable packaging material
- Optimized, consistently disposal management
- Traffic decongestion and avoidance of CO₂ emissions thanks to decentralised proximity to our facilities
- Participation in the environmental project ÖKOPROFIT

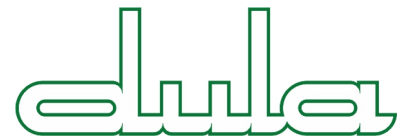


7. SOCIAL PERFORMANCE INDICATORS

- The corporate philosophy is based on the basic idea of Corporate Social Responsibility (CSR) with social commitment along the value chain.
- The principle of the “Honourable Businessman” is lived in the company.
- Use of the balanced scorecard (BSC), which also includes an employee perspective.
- Honorary social commitment on the part of the management.
- Development of a supplier code, which includes elements of the SA8000 and has been signed by suppliers.
- Very well-positioned occupational safety management, clearly exceeding the mere fulfilment of legal requirements.



- Dula regularly scores above average in the external social audits carried out.
- Dula has an appointed social and ethics officer.
- Dula offers an anonymous complaint management.
- Dula has an appointed complaints officer.



Social and ethical targets

- Strengthening and maintaining a company's social responsibility towards the general public
- Strengthening and raising awareness of ethical behaviour among employees
- Consciously lived reliability towards partners and interested parties
- Sustainable relationship with suppliers
- Fight against corruption
- Raising awareness and action against discrimination, harassment etc.

These objectives and the concrete measures derived from them are easily accessible to every employee via a public notice and are addressed in the internal audits.

Corruption

We instruct our employees with training materials on this topic and provide written documentation on the participation, understanding and recognition of this topic. All employees receive documented annual training on this subject.

Dula has a Code of Conduct including anti-corruption rules and an appointed anti-corruption commissioner.

Employer-employee relationship

Dula has a works council.

The weekly working week is 37 hours full- time.

Working times are recorded by the minute using an electronic time recording system.

Overtime can be converted into flex time or paid out.

A very comprehensive and personal training plan is prepared for each new employee. In addition, very good basic technical equipment is provided so that the activities can be carried out effectively and carefully.

Occupational safety

- Adherence to all state safety regulations (Industrial Safety and Employee Protection Acts and relevant directives)
- Attention is paid to the current ergonomic requirements
- Occupational health and safety support through external institutes
- Monitoring of safety at work by trained safety experts and safety officers
- Regular medical check-ups carried out by a professional association's health and safety service
- There are enough first aiders and first aid kits, the number of first aiders exceed the legal requirement.
- The emergency drills prescribed by law take place, they are documented and evaluated. Measures to be implemented are derived from this.
- Evacuation exercises are carried out twice a year.



Dula has a hazardous substances register, which is kept up to date by qualified employees. Hazardous substances are only accepted with the safety data sheets and operating instructions for handling, personal protective equipment and emergencies are written and trained.

The substitution of hazardous substances by non-hazardous substances is carried out continuously.

Dula has a Health and Safety policy that is accessible to all employees.

Occupational safety committee meetings are held at regular intervals. Relevant topics are discussed and actionable measures are identified.

Education and training

Human resources is responsible for the conscious election of staff, continuous training and enhancement of qualifications, consciously hiring older staff, bearing in mind the skills they have developed with experience.

The training needs are determined site-specific and personal. The training requirements are determined on a site-specific and personal basis. Employees are advised to suggest training courses for their own further training. Approval is granted after examination by the management.

There is a suggestion scheme (Continuous Improvement Process) with corresponding document templates and annual awarding of the best CIPs.

The Human Resources Department keeps a training table in which the participation is documented.

Diversity and equal opportunity

We act according to the Equal Treatment Act. This law is publicly accessible to all employees, it is posted.



During the document update, the following text passage is added.

“For reasons of simplification, only the male form of wording is used in this document. Thus each gender is expressly included.”

Employees are hired irrespective of their ethical origin, gender, religion and belief, disability, age, sexual identity, but only on the basis of their knowledge and professional experience.

7.1. WORK PRACTICES AND DECENT EMPLOYMENT

Dula knows and complies with

- United Nation Universal Declaration of Human Rights and its protocols
- United Nations International Covenant on Civil and Political Rights
- United Nations Convention: International United Nations Secondary Agreement on Economic, Social and Cultural Rights
- ILO Declaration on Fundamental Principles and Rights at Work, 1998 (in particular the eight core labour standards of the ILO)
- Vienna Declaration and Program of Action, 1993



The above declarations and conventions are followed by Dula, as they have been incorporated into applicable laws. The constitution of the Federal Republic of Germany deserves special mention.

Furthermore, measures are implemented to ensure applicability.

All current documents can be accessed via the company's own intranet.

7.2. HUMAN RIGHTS

Article 1 of the German Basic Law says:

"Human dignity is inviolable."

The German Basic Law is the basis of all our legal actions.



We instruct our employees with training materials on this topic and provide written documentation on the participation, understanding and recognition of this topic.

Freedom of association and collective bargaining

Dula has a works council.

We instruct our employees with training materials on the topic of freedom of association and collective bargaining and provide written documentation on the participation, understanding and recognition of this topic.

Some of the workforce is a member of the Industrial Union of Metalworkers' (IG Metall).



The remuneration of employees is based on collective bargaining agreements.

Child labour

We instruct our employees with training materials on this topic and provide written documentation on the participation, understanding and recognition of this topic.

Dula and its suppliers are legally obliged to refrain from child labour.

Forced and compulsory labour

We instruct our employees with training materials on this topic and provide written documentation on the participation, understanding and recognition of this topic.

Dula and its suppliers are legally obliged to refrain from forced and compulsory labour.

Safety practices

Due to regular and automatic backups of the server, the loss of recordings is largely secured.

7.3. SOCIETY

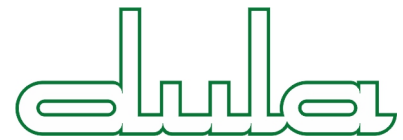
Honorary involvement in business, culture and education is an essential element of corporate solidarity and social responsibility.

Non-exhaustive list of honorary activities of the Managing Director

Mr. Heinz- Herbert Dustmann:

- President of the IHK zu Dortmund (Chamber of Industry and Commerce Dortmund)
- Member of the Executive Board of the Unternehmerverband Östliches Ruhrgebiet (Eastern Ruhr Area Business Associations)
- Deputy Chairman of the Managing Board of Handelsverband NRW Westfalen-Münsterland (Trade Association North Rhine Westphalia Westphalia-Münsterland)
- Member of the Board of Trustees ECCE (european centre for creative economy)
- Member of the Advisory Board BIG (Federal Guild Health Insurance Company)
- Member of the Board of Trustees Kulturstiftung Dortmund (Cultural Foundation Dortmund)
- Honorary Master Reinoldigilde
- Member of the Advisory Board Westfälischer Industrieklub (Westphalian Industrial Club)
- Member of the Board GWWG/WWA (Society for Westphalian Economic History)
- Member of the Board Dortmund-Stiftung (Dortmund-Foundation)

Dula does not tolerate corruption or anti-competitive behaviour. It adheres to the principle of the Honourable Merchant and abides by existing laws. The annual training of all employees ensures that these behaviours are not tolerated by Dula and as a result are treated with strict measures such as warnings or even dismissals.



7.4. PRODUCT RESPONSIBILITY

Dula offers and manufactures products and services that meet customer requirements and that are compliant with the law in terms of health hazard and customer safety.

Customer health and safety

All manufactured products are subjected to a detailed inspection prior to delivery to the customer.

Advertising

Dula's advertising complies with applicable laws and voluntary codes of conduct.

Protection of customer data

Due to regular and automatic backups of the server among other things the loss of records largely ensured. All customer data will be treated confidentially.

8. OUTLOOK / FUTURE

- Maintenance of the certificates DIN EN ISO 9001, 14001 and 50001.
- Ongoing employee Trainings in:
 - Ethics & Social responsibility
 - Compliance
 - Complaint management
 - Health and Safety
 - Equal treatment
 - Languages
 - And more, depending on the requirements
- Obtaining energy self-sufficiency
- Continuation of the CIP suggestion system
- Conscious use of risks and opportunities

9. REPORT FORMAT AND –CYCLE

This Sustainability & CSR Report is revised annually and published on the Dula-website.

<https://www.dula.de/en/COMPANY/RESPONSIBILITY.htm>



10. CONTACT AND IMPRINT INFORMATION

Dula-Werke Dustmann & Co. GmbH
Karlsbader Straße 1a
44225 Dortmund

Company headquarters: Dortmund, Germany
District court: Dortmund HRB 5152
Managing director: Heinz-Herbert Dustmann
VAT identification number. DE 124730635

E-Mail: info@dula.de

Phone +49 (0) 231 71 00-0
Fax +49 (0) 231 71 00-349

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Editorial office: Patrick Auschner

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