

## CSR - Vitrashop Group

The companies of the Vitrashop Group are committed to corporate social responsibility. For the companies of the Vitrashop Group, corporate responsibility means accomplishing business in an economically, ethically, socially and ecologically responsible manner.

CSR is an integral part of our company policy. High product and service quality, the greatest possible product safety, optimum cost-effectiveness, comprehensive protection of health and the environment, qualified and independent employees along with suppliers/service providers who observe our strict code of conduct, are all of equal importance in contributing to achieving the goals of our group of companies.

### I. Employees

The employees of the Vitrashop Group generate the success and growth of the company. The company is indebted to them. The Vitrashop Group promotes their development and motivation through trustful and respectful relations based on our management principles:

#### 1. Leading by example

Managers should be aware of their responsibility as a role model, they should promote cooperation, enabling employees to work and make decisions on their own.

#### 2. Transferring and taking responsibility

Every employee should know his task as well as his scope of responsibility and negotiation. Managers should have faith in their team and enable them to work independently.

#### 3. Supporting employee development

One of the most important leadership roles is the support and development of all employees in order to assist them in achieving higher qualifications and positions within the company. Priority should be given to enabling employees to attain higher positions within the company.

#### 4. Respect for individuals and company loyalty

Every employee should be respected for his or her unique personality. Management will behave with social responsibility and all employees will safeguard the interests of the company during challenging times.

#### 5. Free flow of communication

In order to ensure free flow of communication through all levels of management, employees should maintain a high degree of responsibility and discretion when dealing with information.

## 6. Respecting different opinions

All employees should respect dialogue that is fact-based and should seek a positive outcome despite differing opinions. This should include open-mindedness and self-criticism.

## 7. Being open to new ideas

Self-critical and confident employees are conscious of their strengths and weaknesses. They recognise their mistakes and learn from them. They are open to change and new ideas in their field.

## 8. Defining objectives

Managers are responsible for defining departmental goals. All employees should take responsibility for their objectives and engage in on-going dialogue with their supervisor about achievements.

## 9. Supporting employees

Managers should support their employees and are responsible for them. Managers should oversee and guide employees to assure the common goal is attained.

All employees are asked to ensure their contribution to guaranteeing **product safety and quality and the observation of environmental and social standards** and to commit themselves to the development of the management system.

# II. Product safety & quality

## 1. Product safety

Ensuring product safety means protecting customers and their customers.

In order to safeguard the highest possible safety level of products, the Vitrashop Group constantly works on improvements in relation to design, production and instruction. It focuses on the state of the art, establishes guidelines based on this technology and everyday experience which are then grouped and communicated to its companies and their suppliers/service providers. The Vitrashop Group reviews its products in accordance with these guidelines in the course of a product generation process.

Regular verification of the certification of standard products by external inspection bodies such as e.g. the Nuremberg LGA (Federal Institute for Trade) and the VDE (German Electrical Engineering Association) is a matter of course.

## **2. Quality of products and services**

The quality of products and services is essential for securing long-term success and competitiveness. The Vitrashop Group therefore intends to continue to occupy a top position with regard to innovation and quality in the industry.

The quality standard of products and services is determined by national and international customers and markets. Their verdict is decisive and the Vitrashop Group therefore has to continually align products and processes to their requirements. In the process, the Vitrashop Group focuses on its core competences.

The group of companies wants satisfied customers that will recommend the Vitrashop Group. Long-term customer loyalty is strived for and the goal is to supply customers with faultless products and services. The following principle is applied: Error prevention rather than error rectification.

## **III. Environment**

The companies of the Vitrashop Group abide by the undertaking to protect the environment and respect economical and considerate exploitation of limited resources and thus bear responsibility for the contemporary and future environment. The companies of the Vitrashop Group undertake to comply with the stipulations of the environmental protection law and to continuously improve environmental performance. The measures and activities employed by the Vitrashop Group follow in detail:

### **1. Environmental Management System according to ISO 14001**

The environmental policy is the binding maxim for all the actions and activities of Vitrashop Group employees. The Vitrashop Group has had a certified ISO 14001 environmental management system since 1999, which is regularly updated and accredited by external audits.

### **2. FSC Certification ( Forest Stewardship Council / [www.fsc.org](http://www.fsc.org) )**

The FSC (Forest Stewardship Council) is an independent, non-governmental, non-profit organization established for the protection and responsible management of the world's forests.

FSC certification shows that an operational management system is in place which guarantees the use of wood, from a managed forest and which was manufactured according to ethical and socially correct standards. The Vitrashop Group was granted appropriate certification in 2009. FSC-labelled products and services can thus be provided.

### **3. Environmentally-compatible material and raw materials**

When designing products the Vitrashop Group attaches great importance to ensuring that the products, and material used, can be produced in an as environmentally-friendly manner as possible, and that they do not contain toxic substances as far as is possible. The Vitrashop Group uses recyclable raw materials whenever possible and selects appropriate designs to facilitate waste management of products at the end of their product cycle. Products and production methods are continuously improved with specific attention to possible environmental consequences.

The Vitrashop Group tries to influence the suppliers to adapt their production to the same or similar environmental standards as their own. The company group also obliges on-site contractors and their employees to adopt environmentally-responsible behaviour.

The Vitrashop Group has been able to gain extensive experience in:

- sustainable production of raw materials
- recycling quotas
- risk potential for people and the environment
- waste management
- CO<sub>2</sub> emission

#### **4. Reduction of CO<sub>2</sub> emissions**

The Vitrashop Group is reducing the CO<sub>2</sub> emissions faster and at a higher rate than politically stipulated by the European Union. The EU's target stipulates a 20 % reduction in CO<sub>2</sub> emissions by the year 2020. Due to the commitment in different company sectors, such as

- electricity
- mobility
- fossil fuels
- transport

the Vitrashop Group will have already achieved the political objectives regarding CO<sub>2</sub> emissions by 2010, i.e. 10 years before the European Union's political target. By the year 2010, the company group will have reduced CO<sub>2</sub> emissions by 23 %, and this figure will reach 30 % by 2012. This can be guaranteed due to

- the switch to 100 % renewable energy (water power) for electrical power
- a reduction in the proportion of externally procured power through own, renewable energy sources. The electricity is injected into the public network. The installation of further modules is currently in the planning phase
- the construction of the Sanaa production workshop. The production workshop was built according to DGNB (German Sustainable Building Council) directives and started operating in 2009. This special construction method which allows for maximum light exposure will achieve energy savings of approx. 40 %
- the purchase of low-emission vehicles (goal 20%) for the Vitrashop Group during the period 2007 – 2011
- the use of CO<sub>2</sub>-reduced HGVs for transportation to the customer

It is the ambition of the Vitrashop Group to continuously reduce CO<sub>2</sub> emissions. The development of CO<sub>2</sub> emissions is thus systematically and regularly controlled by in-house CO<sub>2</sub> monitoring. This in-house monitoring not only checks the emission rate but also enables identification of new potential optimisation for further reduction of CO<sub>2</sub> emissions.

## 5. Membership of the DGNB (German Sustainable Building Council)

Around one third of resources used in Germany are attributed to buildings alone; the same is valid for CO<sub>2</sub> emissions, waste accumulation etc. The Vitrashop Group has been a founder member of the German Sustainable Building Council (DGNB) since the middle of 2007 ([www.dgnb.de](http://www.dgnb.de)).

The sustainable building aims of all DGNB members are to construct buildings that:

- are environmentally-friendly
- save resources
- create cost-effective living space
- promote the health, comfort and efficiency of its users.

Membership enables companies to be permanently and quickly informed of the latest findings, trends and recommendations regarding environmentally-related questions concerning buildings and furnishings, and to act on this information and apply it to all companies of the Vitrashop Group.

## 6. Statutory provisions and regulations

The principle of compliance with all relevant, statutory provisions and regulations applies. The Vitrashop Group encourages an open exchange with the relevant authorities and interested persons, in order to fulfil this claim. The company group is also actively involved in foresighted protection of the environment.

Accident protection involves protection at work and the protection of the environment. The Vitrashop Group achieves a high security level by regular maintenance work and inspection of its facilities as well as targeted instructions for its associates. The companies of the Vitrashop Group only operate plants and carry out work whose risks they know and can control.

## IV. Suppliers/Service providers

The quality of products and services is essential for securing long-term success and competitiveness. As the suppliers of the Vitrashop Group have a decisive influence on efforts to achieve this, they are actively involved in these processes.

The Supplier Code of Conduct (SCoC) is valid for all suppliers, service providers and in the production processes involved sub-contractors of the Vitrashop Group. Suppliers and service providers undertake to ensure that the respective employees are informed of the code of conduct and adhere to these conventions. At the customer's request, the contractor will obtain a respective written confirmation from its associated companies and sub-contractors involved in the production process.

The goal of the Supplier Code of Conduct (SCoC) is to ensure compliance with a certain social and environmental standard. It is therefore based on ILO (International Labour Organisation) conventions, the Universal Declaration of Human Rights (UNO), UN conventions on the rights of the child as well as on the elimination of all forms of discrimination against women, the UN Global Compact and OECD guidelines for multinational enterprises.

**Conventions:****1. Legal Compliance**

Compliance with all applicable national laws and regulations, industry minimum standards, ILO and UN conventions, and any other relevant statutory requirements whichever requirements are more stringent.

**2. Working Hours**

The maximum allowable working hours in a week are as defined by national law. National and customary rest periods in the industry and holiday entitlement are to be observed.

**3. Compensation**

Wages paid for regular working hours, overtime hours and overtime differentials shall meet or exceed legal minimums and/or industry standards. Illegal or unauthorised deductions from wages shall not be made.

Supplier companies shall ensure that wage and benefits composition are detailed clearly and regularly for workers; the supplier company shall also ensure that wages and benefits are rendered in full compliance with all applicable laws and that remuneration is rendered in a manner convenient to workers.

**4. Forced Labour & Disciplinary Measures**

Any form of forced labour and prison labour which violates basic human rights is forbidden.

The use of corporal punishment and any form of psychological, physical, sexual or verbal abuse is forbidden.

**5. Child Labour**

Child labour is forbidden as defined by ILO and United Nations Conventions and/or by national law. Of these various standards, the one that is the most stringent shall be followed. Any forms of exploitation of children are forbidden. Working conditions resembling slavery or harmful to children's health are forbidden.

**6. Freedom of Association and Right to Collective Bargaining**

The right of all personnel to form and join trade unions of their choice and to bargain collectively shall be respected.

It shall be ensured that representatives of personnel have access to their members in the workplace.

**7. Discrimination**

No discrimination shall be tolerated in hiring, remuneration, access to training, promotion, termination or retirement based on gender, age, religion, race, caste, social background, disability, ethnic and national origin, nationality, membership in workers' organisations including unions, political affiliation, sexual orientation, or any other personal characteristics.

## 8. Workplace Health and Safety

A clear set of regulations and procedures must be established and followed regarding occupational health and safety, especially the provision and use of personal protective equipment, clean bathrooms, access to potable water.

Workplace practice and conditions and conditions in dormitories which violate basic human rights are forbidden. Young workers in particular shall not be exposed to hazardous, unsafe or unhealthy situations.

## 9. Environment and Safety Issues

Procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment must meet or exceed minimum legal requirements.

## V. Complaints procedure

Infringements of the individual conventions of the Vitrashop Group's CSR and/or applicable legislation are to be notified to the Vitrashop Group and/or independent third parties.

The Vitrashop Group can be contacted at any time under

- Employees Code of Conduct: [HRCoC@vitrashop.com](mailto:HRCoC@vitrashop.com)
- Product safety Code of Conduct : [QMCoC@vitrashop.com](mailto:QMCoC@vitrashop.com)
- Environmental Code of Conduct: [EVCoC@vitrashop.com](mailto:EVCoC@vitrashop.com)
- Supplier Code of Conduct: [SCoC@vitrashop.com](mailto:SCoC@vitrashop.com)

Birsfelden, 5 May 2010



Ulrich Zelter  
CEO  
Vitrashop Group