



# OUR CSR POLICY

## Corporate Social Responsibility



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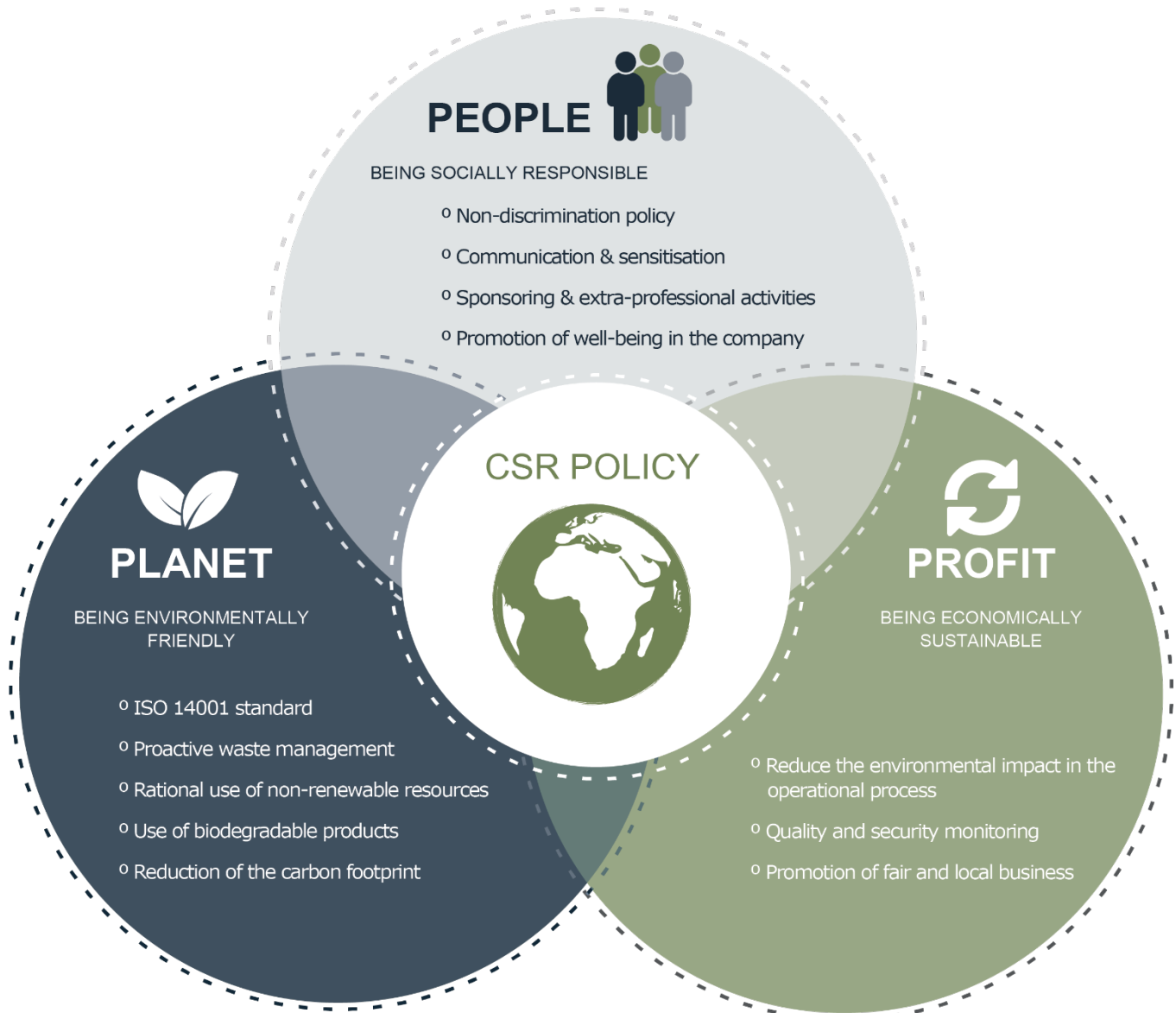
## Working for a better planet

Labgroup defines itself as part of a community; the company is therefore committed to:

- Supporting the art sector, local associations and businesses in Luxembourg,
- Investing in soft mobility,
- Rethinking products and services (recycling, carbon-neutral fleet, recyclable archive boxes, low energy datacentre).



Each company is responsible for the environmental and social impacts resulting from its decisions and activities. Lab Luxembourg S.A. adopts a transparent and ethical behavior with regard to the integration of its social, environmental and economic responsibilities in its daily management. The CSR (Corporate Social Responsibility) policy is part of the company's general and voluntary guidelines to limit its negative social and environmental impacts while combining the needs of its employees and third parties with those of the company, with the aim of acting responsibly.





## **1. We are committed to being environmentally friendly**

### **1.1 ISO 14001 certification**

Lab Luxembourg S.A. is committed to a program of corporate social responsibility as a member of the community. Environmental issues are taken into account in decision-making and the company undertakes to continuously improve the Environmental Management System (EMS), in accordance with ISO 14001: 2015 compliance requirements. This international standard defines the requirements relating to an environmental management system that an organisation can use to improve its environmental performance. Preparing for the certification audit is the opportunity to review our structure and our consistency of all the actions the company is taking to make it more environmentally friendly, such as those described below.

As a result, Labgroup is working on maintaining its commitments and actions to ensure that it continues to meet the expectations of the certification.

### **1.2 Proactive waste management – recycle, reuse, rethink**

Labgroup has received the 'SuperDrecksKëscht fir Betriber quality label' for its ecological waste management since 2018. It is granted to companies, which contribute to environmental protection through modern waste management. This label is certified according to the international standards ISO 14024:2000. This includes among other things, a monitoring procedure and requirements on the part of the controllers that must be met.

As a provider of archiving and destruction services (physical and digital), Labgroup is concerned about its waste management. The implementation of the environmental waste management plan is monitored and evaluated annually, based on specific criteria such as the implementation of waste prevention and reduction measures, the creation of a visible and accessible collection point for all employees, etc. In addition, Labgroup has obtained a permit to trade or broker waste by the Ministry of Ecology. We apply sorting practices in our state-of-the-art building and throughout our archiving process, especially during our destruction operations (separation of different papers and plastics).

The Management has also decided to offer reusable water bottles to all employees in order to stop the use of plastic cups and thus reduce the consumption of waste within Labgroup.

### **1.3 Reducing the carbon footprint**

Labgroup has undertaken to calculate the volume of carbon emissions associated with its activities, to identify measures to reduce these and to implement strategies to reduce environmental impact. As a result, a Calculation of Carbon Footprint is carried out once a year to monitor our emissions and improve our environmental policy.

Secondly, we ensure that we consume natural resources in a reasonable way, as explained in section 1.4.

In addition, we are hosted in state-of-the-art Luxconnect datacentres and are committed to the following:

- A combination of energy-efficient storage and servers have made it possible to store data more economically than traditional solutions;
- The datacentres are supplied only with 100% renewable energy;
- The high performance of the datacentres allows a reduced energy consumption for air-conditioning, in particular thanks to a partnership between the Bissen datacentre and the neighbouring company (LuxEnergie) to reuse the heat produced by the latter during its own pellet production.

Finally, the framework for setting environmental objectives is defined in our [Environmental Manual](#).

### **1.4 Rational use of non-renewable resources**

With regard to non-renewable resources, Labgroup has implemented certain energy saving measures such as increasing the energy efficiency of IT equipment. In addition, the Digital Transition Hub is fully equipped with



motion sensors and low-energy lights (LED), thus reducing energy consumption. In addition, light intensity trol switches are installed in the offices.

To ensure a reasonable use of resources, we use green electricity purchased from our supplier Enovos and host a solar panel system on the roof of the DTH to contribute to the production of green energy.

Charging stations are also available for electric vehicles.

We also pay attention to our water consumption: a rainwater collector is installed in the DTH, and the collected water is used for the toilets and the watering of the outdoor plants. In addition, the design of the building and the installation of active slabs have reduced gas consumption for heating.

## **1.5 Biodegradable and compensated products**

As a leading provider of document archiving services, we supply hundreds of thousands of small archive boxes and tens of thousands of large archive boxes each year. As a result, we decided to reduce the environmental impact of our packaging by using brown corrugated 'Kraft' archive boxes (previously white and coloured) made from 85% recycled fibre and produced in one colour. Our packaging is 100% recyclable, 100% renewable and 100% biodegradable.

We are developing a carbon offset project for paper archive boxes and electronic archiving. Through the annual carbon footprint calculation and analysis of the data involved, our customers will be able to offset the carbon emissions caused by the use of archive boxes (production of the box, transport and storage) or electronic data storage (use of bandwidth). Several offsetting solutions will be offered to meet the needs and wishes of the customers, and an annual offsetting certificate will be provided to the customers.

We also offset the production vehicle fleet and the company vehicle fleet. The CO<sub>2</sub> production (170 tons in 2020) of Labgroup's vehicles is fully offset through the actions of the Luxembourg organisation "Graine de vie" by planting trees in Madagascar. This planting was accompanied by actions to raise awareness among local populations and is part of a broader concept of sustainable development.

## **2. We are committed to social responsibility**

### **2.1 Non-discrimination in employment**

The definition of employment principles is essential for every organisation. Labgroup has a policy of promoting equality and non-discrimination in its day-to-day work. The company is committed to diversity in the workplace by implementing a non-discrimination policy in its hiring strategy. Each person is unique and a company has an obligation to accommodate individual differences. Labgroup ensures equal opportunities for men and women and provides a working environment that values the contributions of employees with a wide range of knowledge and experience.

Staff should feel involved and respected in their working environment. At Labgroup, we hire employees with reduced working capacity, people with disabilities, as well as seniors and young people such as students, interns and juniors (young people with limited work experience). In addition, the company ensures transparency of vacancies and selects its candidates according to an ethical and responsible procedure.

### **2.2 Corporate communication and awareness trainings**

Labgroup is committed to providing each employee with appropriate and regular training and updating of their knowledge to develop their skills and ensure that their qualifications match those needed to do their job.

Labgroup has set up a community website, which is accessible to staff. Internal communications are regularly published on this website, which facilitates exchanges between all departments. An awareness and training publication tool is also used to sensitise employees. Indeed, the contribution of each employee is essential to reduce the environmental impact. Labgroup has decided to implement awareness campaigns to inform employees



about good environmental practices (e.g. good energy use habits, turning off lights when not needed), including waste management, good recycling practices, etc.

The company regularly organises internal events such as "A morning in the life of..." or the Easter treasure hunt, concepts that encourage team spirit and strengthen cohesion between employees, with the aim of getting to know each other better and better understanding the daily tasks of colleagues. To this end, the corporate social network Yammer has also been introduced within Labgroup to encourage exchanges between employees, whether they are present at the Grass site or based in other institutions or even countries.

## **2.3 Sponsoring and extra-professional activities**

Labgroup has been supporting various local associations for many years and regularly makes donations to support good causes. Many Labgroup employees are members of an association belong to a sports club or work as volunteers in a humanitarian organisation. These commitments outside of work deserve to be valued! Therefore, the management has decided to support employees who participate - whether it is a cultural, sporting, ecological or charitable activity - in these extra-professional activities.

The aim? To encourage employees who invest time and energy in a good cause (e.g. the Echternach Triathlon, Relais pour la Vie, the Partage Luxembourg association, etc.).

## **2.4 Encouraging fair and local trade**

Labgroup promotes fair trade and local products. Indeed, the company offers its customers Fairtrade chocolate squares, which are packaged in Labgroup mini gift boxes. The management also offers Fairtrade, local and/or organic products to employees on the occasion of various annual events (such as Christmas), such as cosmetic products and ecological bags for preserving fruit and vegetables (in order to avoid the use of plastic bags in grocery shops), or food products made in Luxembourg.

## **3. We set economically sustainable targets**

- Willingness to reduce the environmental impact of raw materials entering the business process
  - Reduce the environmental impact of our packaging by using "Kraft" archive boxes (see above).
  - Being hosted in state-of-the-art and committed datacentres.
  - Energy-efficient tools, such as occupancy sensors and dimmer switches.
  
- Controlling the quality and safety of supplies and promoting local businesses and shops

We select our suppliers according to socially responsible and ecological criteria. We use a cleaning company that uses environmentally friendly cleaning products.

In addition, 95% of our purchases are made from local, Luxembourg and cross-border suppliers (from Belgium, France and Germany).