



**Bakker
Elkhuizen**



Sustainable ergonomics

*Creating a sustainable future where you
work smart and feel good.*



Based on research and knowledge, we create innovative solutions for your optimal work(place)

Glossary

Sustainable:

'Designed to last', 'environmentally friendly', 'resource-saving'. The term sustainable refers to things that are produced or acquired in a way that has as little impact on the environment and nature as possible. In addition, sustainability is about balancing people, the environment and the economy.

Circular:

Made from recycled material and is recyclable

Recyclable:

Can be recycled but not made from recycled material

Recycled:

Made from pre-used material

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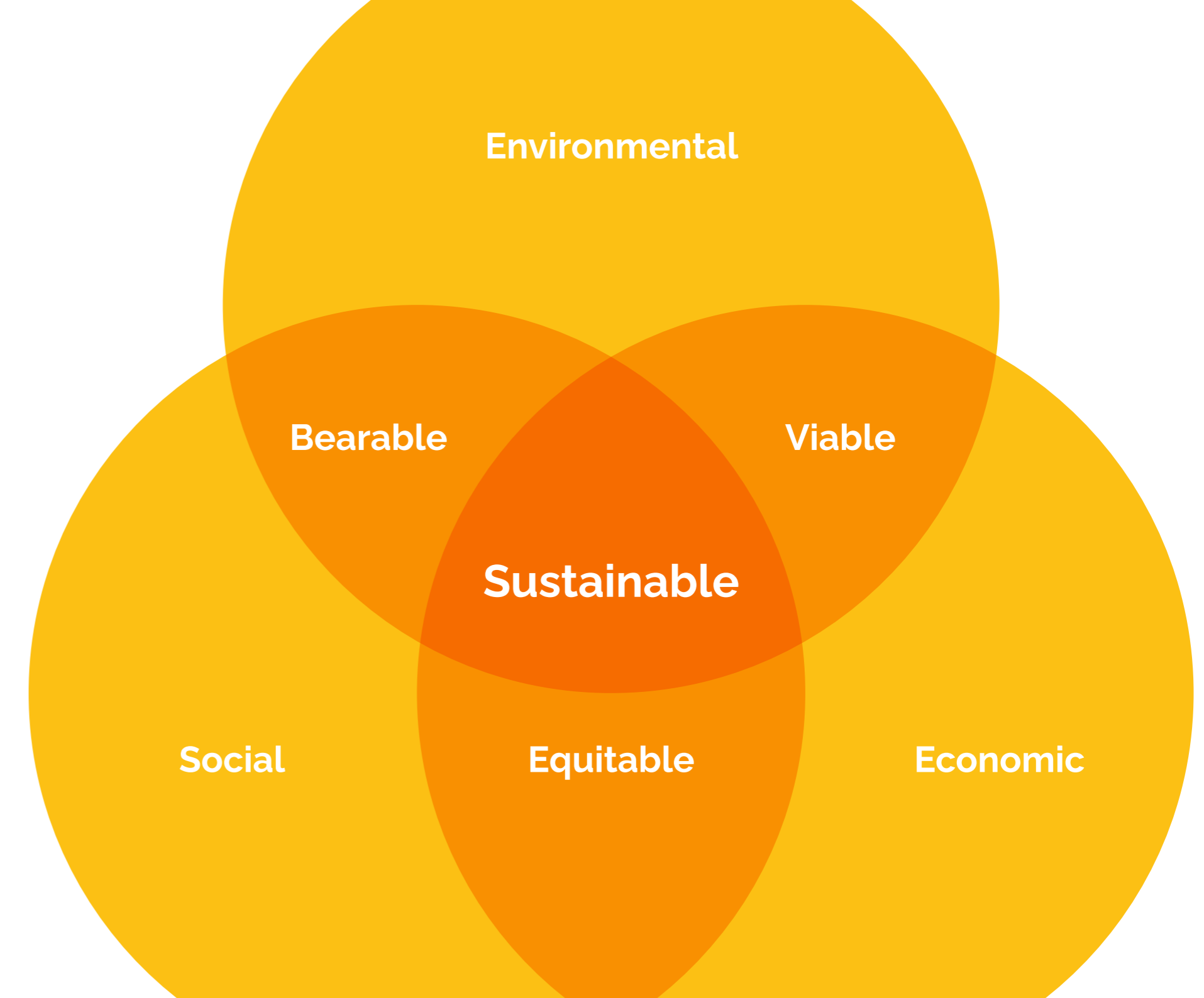
Introduction

We have been active in the office environment for more than 25 years. We can call ourselves a real ergonomics specialist. We were even pioneers! We were the first to introduce a document holder (1994) and we were committed to the correct height of the monitor (1998). In 1999 we also knew that not only work posture is important, but also work behaviour has a major influence on healthy, comfortable and efficient monitor work. We have always listened to the market, conducted research and studied what constitutes a sustainable (working) environment. And we've seen a lot come along: trends such as The New World of Work (2006), the major financial crisis (2008), the Coronavirus pandemic (2020) and the environmental discussions. All these events are related to the theme of sustainability.

There are three pillars of sustainability. When we talk about sustainability, we often think of recycling materials (ecological). We associate sustainability with the reuse of materials, with the way we transport materials and products and with our ecological/CO2 footprint. But sustainability is much more than that, it also has a large economic and social aspect. This brochure is about these three pillars and how we, as BakkerElkhuizen, contribute.

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- In [chapter two](#) we are going to explain BakkerElkhuizen's fields of action in terms of sustainability.
- In [chapter three](#) you can read all about sustainability along our supply chain.
- In [chapter four](#) we show the responsibility for our employees.



Definition of sustainability

Before we start on what we do about sustainability, let's briefly recapitulate what we think the definition is. Sustainability refers to things that are produced or acquired in a way that has the least possible impact on the environment and nature. In addition, sustainability is about the balance between people, the environment and the economy. This involves economic, social and ecological needs.

Ecology

is the first thing, that you think of, when you hear sustainability. We create in this sense high-quality products ...

1. ... which have a long life cycle and therefore do not need to be replaced often.
2. ... which are as much as possible of recyclable and/or recycled raw materials.
3. ... from suppliers who have the same claim to sustainability.
4. ... and we cooperate as much as possible with local parties.

"There is no simple solution, but we act responsible by thinking of the future for you and our planet"



Economic

Our activities focus on the well-being of society and the environment with sight of future generations. Our goal of economic sustainability is the implementation of long-term strategies for a holistic, efficient business model. In this sense, we are giving especially local producers great opportunities to work with us. A win-win situation. Our working method ...

1. ... to cooperate with partners in the Netherlands, who employ people distant from the labour market to work on our products.
2. ... to work on new innovative products (with an even longer life span).
3. ... to cooperate with local people and companies. We are an international company, but we employ local people for the German, French, English, British and Belgian markets.
4. ...to produce in the Netherlands or Europe as much as possible. An the aim to replace suppliers from Asian market by local suppliers.

Social

The sustainable deployment of our own people, but also of all the people who do their work behind a desk. It revolves around them, around us. It revolves around you!



We believe in a world in which you work smart and feel good. Based on research and knowledge, we create innovative solutions for your optimal work(place).

We believe that optimal work behaviour and a people-oriented workplace increase the health, safety, comfort and productivity of the "you". Within our philosophy of Work Smart - Feel Good, we want to encourage optimal working behaviour. This includes alternating between dynamic sitting, standing and taking breaks to encourage physical and mental movement. In our people-oriented work environment, workplace design and working behaviour go hand in hand. What makes it sustainable is the way we design workstations and our unique contribution to the sustainable employability of VDU workers.





“The you-oriented work environment”

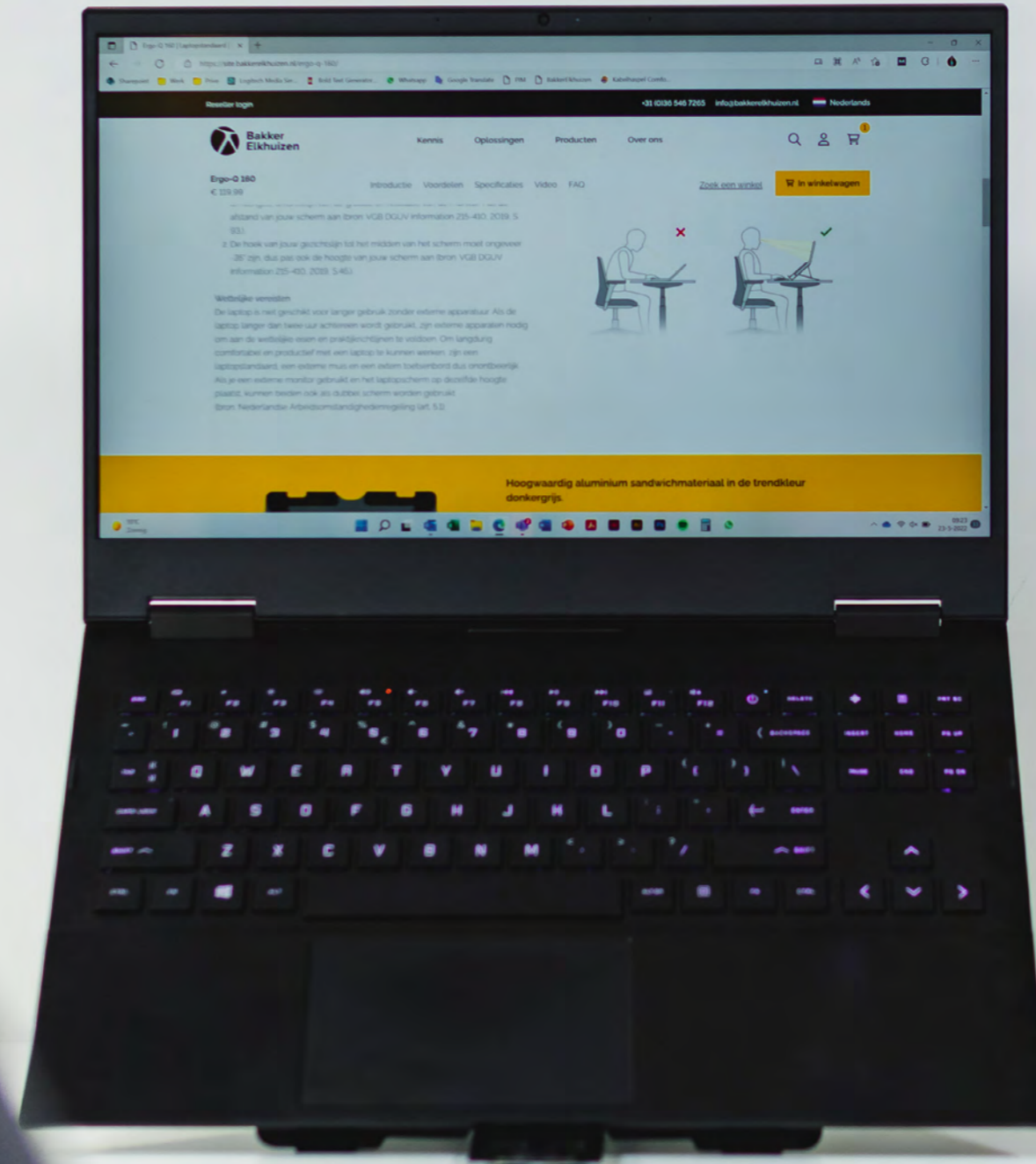
Within the 'you'-oriented working environment, we put people first, with optimal work behaviour at an optimal workplace, taking into account environmental factors in the working space. We do this both in the office and in mobile work environments. In order to create a world in which you work smart and feel good, and in which we thus realise our vision and mission, we strive for excellence and expand our position as an innovation leader and knowledge partner in the market. And we do this not only for the people around us, but also for our own people.



BakkerElkhuizen's field of actions

Our products are of high quality and therefore long-lasting. In addition, for us the user is always central. What can we do for your 8m3 workplace to help you work in a mentally and physically healthy way and to make you sustainable employable for your employer? We realised that sustainable employability is not the only thing, but that taking good care of our planet is just as important. In 2019, we started with a line of products made from recycled raw materials. And every year, products from our range become more sustainable. And for the future? We will continue to do so and will also not only make our products more sustainable, but also further expand the certification around these products. We are also looking at other solutions within our organisation, such as electric lease cars and the opportunity to lease our products.





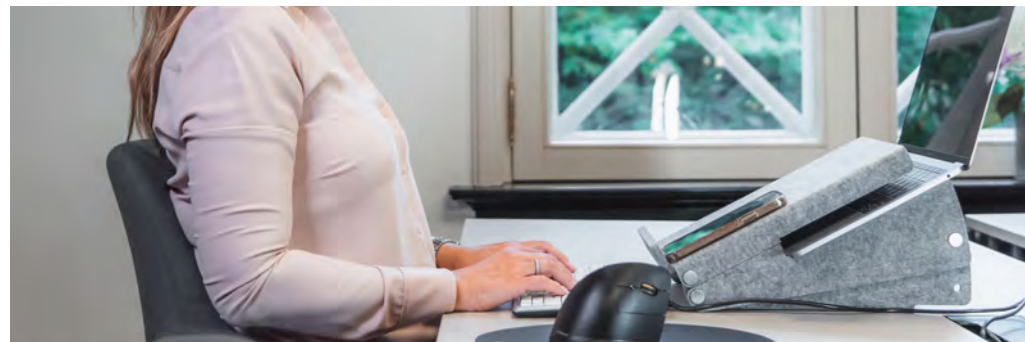
2.1 Product Design

When developing new products, sustainability is an important part of our process. Where possible, we implement sustainable choices. For example, we look at the possibilities of using sustainable types of material. It is important to us to choose material types, which are easy to produce and have a low impact on the climate and environment. Ideally, we use materials that are produced from recycled products or organic materials. Preferably, we produce in the Netherlands, or somewhere else in Europe. Finally, the packaging of our products should be sustainable as well.

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When introducing the UltraStand Universal, we decided for packaging and labelling that is 100% made from recycled materials and is also 100% recyclable. The UltraStand is self-recyclable and in order to prevent paper from being wasted, a digital manual was chosen. So many of our products and/or packaging are already recycled and/or recyclable.

In 2019 and 2020, we have developed the PET Felt line. A sustainable line, consisting of 100% PET Felt products (produced from 100% recycled PET bottles and the products are in turn 100% recyclable).



Laptop stands

Ergo-Top 320 Circular



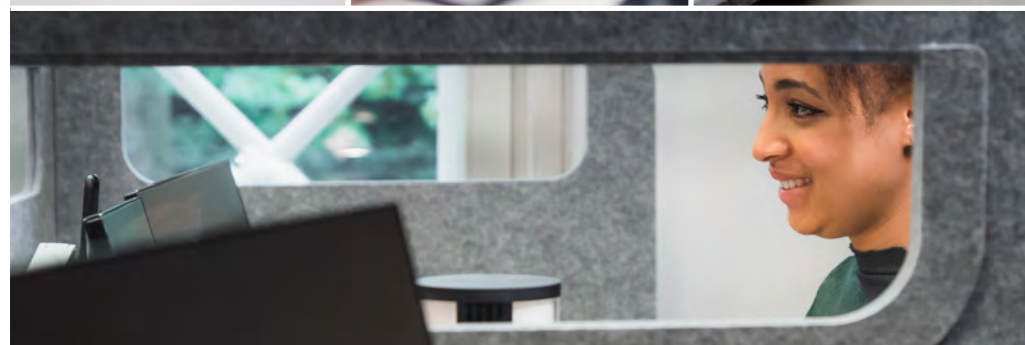
Document holders

1. FlexDoc Circular
2. Q-doc 100 Circular
3. Q-doc 515 Circular



Monitor stands

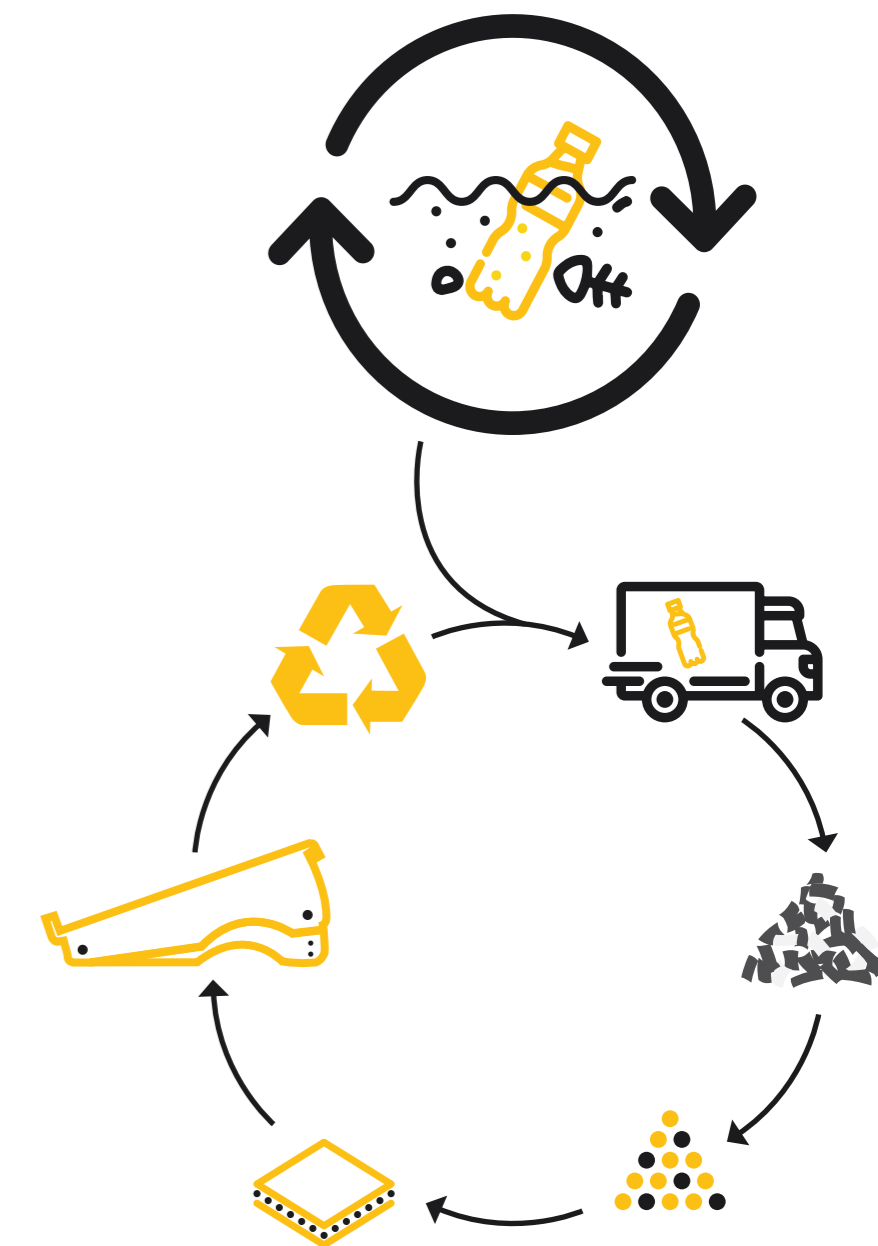
1. Q-riser 50 Circular
2. Q-riser 90 Circular
3. Q-riser 110 Circular



BE Safety Screens

In 2022, we will replace the acrylic in our document holders and monitor stands. The products will no longer be made of pure acrylic, but of 100% recycled acrylic. This will not compromise on design and quality (see section 2.4 for the complete list).

...from the plastic bottle to our PET Felt products
 Plastic bottles are collected, shredded and processed into flakes. Those are processed again into a granulate, and out of this, PET Felt sheets are made for our "Circular-Line products".



2.2 Packaging and printed marketing materials

By using 100% recyclable materials and sustainable labels, the carbon footprint of the production of the packaging is reduced and the packaging is reusable. The packaging of our new laptop stands is already sustainable.

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- The FlexTop 170, the UltraStand Universal, the Ergo-Q 160 and the Ergo-Q Hybrid Pro come in a cork cover. As mentioned above, those new laptop stands come in recyclable packaging.
- Our packaging for our acrylic line and PET Felt products is 100% circular. We strive to adapt all product packaging to sustainable packaging. This also means that no plastic is used anymore. And the tape that secures the boxes is made of circular paper tape.
- Our logistics partner Geodis chooses the most suitable outer box, so that it contains as little air as possible. If there is too much air in it anyway, paper is used as padding and no plastic.



Printed material for the products

Our goal is to avoid wasting paper. That is why we make well-thought choices, if we include a manual to the product or not. We are obligated to include a manual to our electronic products such as mice, keyboards and our lighting. Therefore we are formatting those manuals as efficient as possible to reduce the used paper (this can be in English with QR codes to the other languages or all languages in one document). In addition, we try out new paper solutions. The EnergyByLight manual is made of recycled newsprint.

A manual is added to products, which really need an (installation) manual, such as our BE Safety Screens. Our new products are also increasingly supplied with a QR code (you can scan this code and it will take you to the product information, product videos and/or manuals).



2.3 Lifecycle of our products

Our products are of high quality, which means that they last a long time in daily use. We see that our customers have been using the Ergo-Q 260 and the S-board 840 for more than 10 years. A big advantage is that our customers do not have to replace our products often, which means less impact on our environment. If a part is broken, we often have the part in stock and it can be easily replaced.

We have a lifetime guarantee on our non-electronic products. On our electronic products we have a 3-year guarantee (one year longer than the legal guarantee). You can find more information about our guarantee conditions on our website.

Return of electronic products

Our electronic products can be handed in at a Wecycle-collection point. We are affiliated with WEEE. [This organisation takes care of the recycling of electronics.](#)

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	Legal Garantie	Our guarantee formerly	Now: Guarantee without registration	Now: Guarantee with registration
Electronic products	2	2	3	5
No electronic products	2	2	5	Lifelong

* According to European legislation



2.4 Overview of our sustainable products

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Below is an overview of our sustainable products and to what extent they can be recycled and/or consist of recycled material.

Product name	Made from recycled material	Recyclable	Packaging made from recycled material	Packaging is recyclable
Capisco 8106	56%	90%	Yes	100%
Space Monitorarm	90%	98%	30%	100%
FlexTop 170	75%	98%	100%	100%
Ergo-Q 160	75%	98%	100%	100%
UltraStand Universal	75%	98%	100%	100%
Ergo-Q Hybrid Pro	75%	98%	100%	100%
Ergo-Q 220	60%	60%	No	100%
Ergo-Q 260	60%	60%	No	100%
FlexTop 270	60%	60%	No	100%

Product name	Made from recycled material	Recyclable	Packaging made from recycled material	Packaging is recyclable
Q-riser 50	100%	100%	100%	100%
Q-riser 90	100%	100%	100%	100%
Q-riser 100	100%	100%	100%	100%
Q-riser 110	100%	100%	100%	100%
Q-riser 130	100%	100%	100%	100%
Q-riser 140	100%	100%	100%	100%
Q-doc 100	100%	100%	100%	100%
Q-doc 515	100%	100%	100%	100%
Q-doc 415	100%	100%	100%	100%
Q-doc 500	100%	100%	100%	100%
FlexDoc	100%	100%	100%	100%

Product name	Made from recycled material	Recyclable	Packaging made from recycled material	Packaging is recyclable
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Ergo-T 320	100%	100%	100%	100%
FlexDoc Circular	100%	100%	100%	100%
Q-doc 100 Circular	100%	100%	100%	100%
Q-doc 515 Circular	100%	100%	100%	100%
Q-riser 110 Circular	100%	100%	100%	100%
Q-riser 50 Circular	100%	100%	100%	100%
Q-riser 90 Circular	100%	100%	100%	100%
All BE Safety Screens	100%	100%	100%	100%
All Filix Monitor arms	0%	100%	100%	100%
Egg Mousepad / Trapezium Wrist Rest	100%	100%	100%	100%
WORK & MOVE Desk	37%	39%	0%	100%



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2.5 Certification

We strive for circularity certificates for all our products. It is important that our customers know that products can be fully recycled. We create awareness through [video's](#) and we tell our customers about our sustainable products. Both in our showroom and at our trade shows or customer meetings, we bring our sustainable products along. We sell our products in many countries and we work with many different materials. Our priority is to have certifications for all of our products in the future.

2.6 Rental of our products

We offer our customers the option to rent our products. In this way, our products can be rent rather than bought. If the product is no longer used by the customer, it comes back to us.



2.7 Transport and storage

The majority of our products are from the Netherlands or Western Europe. This means shorter transport distances, which in turn has a positive effect on the environment. The few products that originate from the Far East are now imported by boat instead of plane. As transport by air was environmentally harmful and costly, we have chosen to do this by boat from now on. Moreover, we also buy larger quantities.

Our products are mainly distributed to our customers from our warehouse in Almere, the centre of the Netherlands. We buy in large quantities and have therefore high stock levels. Due to the centralisation of the warehouse and the stock levels, we are able to deliver quickly. There is also little chance of partial deliveries because there is almost always stock. Our logistics partner Geodis takes care of the transport to our customers in the Netherlands. For other countries, we work with well-known transporters.

We also have a number of smaller warehouses in the south of the Netherlands and there are a number of suppliers who deliver directly to our customers via drop shipments. In this way, we reduce CO2 emissions.

Our own transport

We also deliver with our own truck products to customers and install those. We never drive with 1 delivery, rather we combine different destinations on one day in order to arrange our transport as efficiently as possible.

In addition, our petrol/diesel lease cars are gradually being converted to electric cars. At the moment, a quarter of our fleet is already electric. In the future, we will switch to electric cars wherever practical.

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2.8 Climate-neutral (CarbonZERO)

We have set ourselves the goal to be the ergonomic office furnisher around the 8m3 office workplace. A healthy environment, sustainability and reducing CO2 emissions are also among our goals. We strive to have as little CO2 emission as possible. All our actions are aimed at this goal. To achieve this goal, we work more and more locally, choose partners that pursue sustainability and use less polluting transport from China.

2.9 ISO-Certification

We have ISO 14001 (environment) and ISO 9001 (general). These are quality management systems whose purpose is to ensure that we are and remain in "control". Every year, we update our processes and descriptions and we also describe specific processes and issues. For example, in 2020 and 2021, the process of strategy was highlighted, and in 2022 we will focus more on our sustainability process.



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Sustainability along our supply chain

Sustainability is becoming increasingly important for businesses and consumers. We are therefore proud to be able to support our customers with our products in creating a sustainable office environment. Reducing CO2 emissions is very important to us. We take this into account for existing and new products, but also for existing and new suppliers. So how do we do this exactly?





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3.1 How sustainable are our suppliers?

We select our suppliers based on fair and sustainable aspects. We look in particular at the sustainable production process. Also important are working conditions and delivery routes. Everything must be set up according to the latest standards and regulated in accordance with the guidelines for human and environmentally friendly production.

When choosing our suppliers, we have established a number of selection criteria for sustainability for a number of years now. These selection criteria ensure that we choose a new supplier who meets our vision of a sustainable profile. We as an organisation like to identify with this.



Selection criteria:

- What does your organisation do in terms of sustainability?
- What does your organisation do in terms of corporate social responsibility?
- Does your organisation offer a 'take back system' (take products back for recycling)?
- Does your organisation comply specifically with:
 - Environmental legislation
 - No child labour
- If your organisation buys important components from subcontractors or suppliers, do they also comply with the laws and regulations
- Can you indicate what certificates / accreditations and quality marks your organisation has (e.g. ISO 9001)?

These selection criteria apply to our new suppliers and to a large number of our suppliers with whom we have been working in Europe for many years. We have annual (preferably face-to-face) meetings with our suppliers where these criteria, among others, are on the agenda.



Distance to the labour market

As we wrote earlier, it is not only about the ecological and economic sustainability of our products. The social aspect is also very important to us. And not only with us and with our customers, we also find it important that our suppliers take social sustainability into account.

In the Netherlands (and to think that 69% of our products come from the Netherlands) we work with suppliers who employ people with a distance to the labour market. This means that all of our acrylic products, such as our monitor stands and document holders, our PET Felt products and our Ergo-Q 330 are manufactured by these people. An important part of this is, that these employees are supervised and trained to develop themselves further and, if possible, can also move on to a regular job. Once they have moved on, they continue to receive coaching so that they can continue to develop.

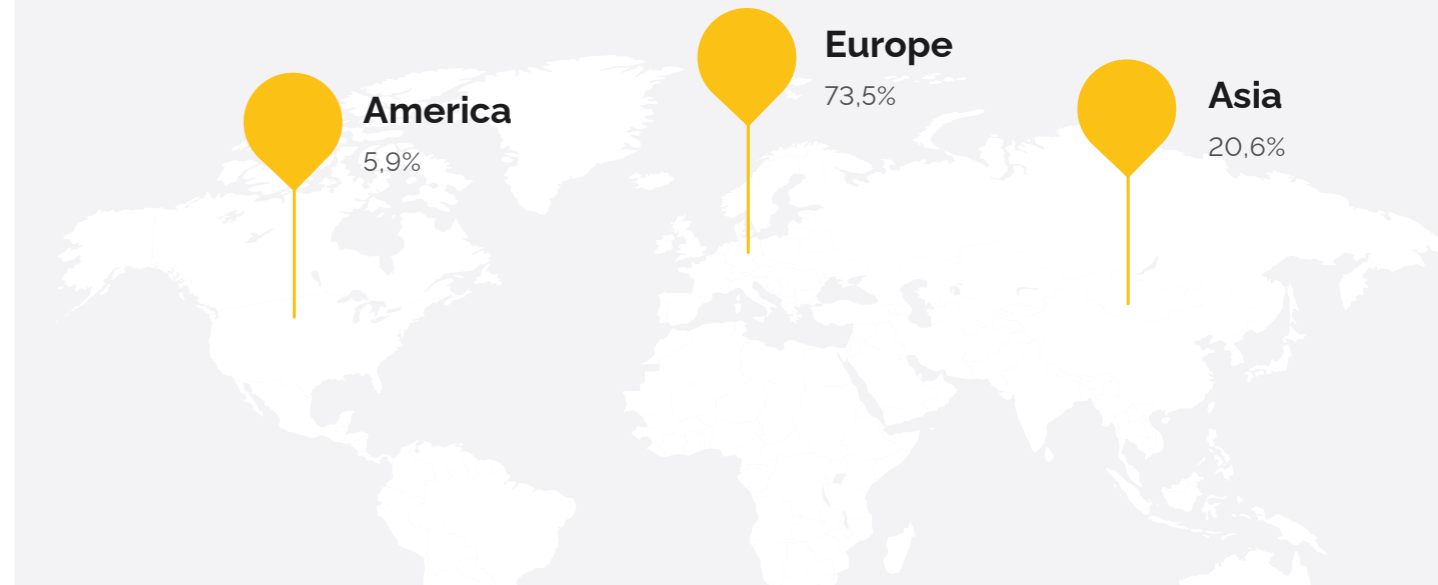


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3.2 Opportunities for start-ups

In the coming years, sustainability is and will remain the most important trend. That is why it is important for us to cooperate with parties who feel strongly about sustainability. Working with start-ups, which are setting up their business in these days, is very important to us. These companies are close to our headquarters and often use the latest (production) methods and materials to develop products. Our EnergyByLight was developed at a start-up in the Netherlands. Other electronic products will also be developed at this type of new company.



3.3 Local manufacturer

As we wrote in our introduction, we assign three pillars of sustainability in our policy: Ecology, economy and social.

In order to be able to accomplish these three pillars, we like to work together with suppliers and partners from the Netherlands and/or Europe. Together with our suppliers, partners and customers, we think we can make a good contribution to our sustainable goals such as recycling, transport, choice of materials, working conditions and CO2 emissions. The majority of our products in our assortment come from Europe and the Netherlands, due to the fact, that we work with local manufactures. Many of our products are therefore branded: Made In Holland & Dutch Design.

Responsibility for our employees

We are an international company and we work with local people in each of our countries. Our head office is in the Netherlands and beside that, we have subsidiaries in France, Belgium, Germany and the United Kingdom. In every country we have local employees, who work and live there. People who work in their own country know their own customs, culture and language best. And our clients enjoy working with us because we know the language and culture well. This way, we get the best out of our customer relationships. It also reduces the distance we have to travel, which is better for the environment.

By working with people from different countries, the cultural diversity in our company is very high, allowing us to take different perspectives and find solutions to complex issues faster. Our workforce is therefore a good reflection of modern European society in terms of demographics, origin and gender. We work together (digitally) on a daily basis across all borders and always invest in the training and further education of our employees. Large (internal, strategic) projects often involve the entire international team or a group of people selected to tackle challenges from different perspectives.

4.1 Development

There is room within our organisation to grow and to change functions. Sometimes beyond the borders of a department. Every year, we have performance interviews in which we look back and forward at the development of an employee. And it may come to light that another role is more appropriate or fits in with the current growth or wishes of this person.

Trainings

From language lessons to attending a competence-based course at an educational institute, we support our employees in additional learning opportunities so that they can work on their own professional and personal development.

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4.2 Working conditions and activities

We take care of the professional, social, physical and financial well-being of our employees. To ensure that our employees can also work ergonomically at home, we have provided ergonomic accessories (keyboard, mouse, monitor arms and/or laptop stands and soon the EnergyByLight), a sit-stand desk and an office chair for our employees.

We meet regularly through teams via video calls, receive management updates in video form, work together in project groups (we combine different disciplines, such as marketing, sales and R&D; for example, we have a campaign team and a sustainability project team). Despite the fact that we all live and work in different countries, we still speak to each other regularly.

Further, we receive a Christmas present and package from work every year. This is customary in the Netherlands, but not always in other countries. It expresses appreciation for the past year. In the Moers and Vught branches, we always have a well-provisioned healthy lunch. We think it's important that our employees eat healthy and good food. We employ someone who prepares a fresh lunch every day using local and seasonal food. Our office in Vught is located in a beautiful park within the nature (8 hectares) and not on an industrial estate. We also show our appreciation by giving birthday presents, which are well-chosen and country-specific.

After a year in which many of our offices were closed and employees had to work from home, we opted for hybrid working. We see the benefits of the hybrid work format for work-life balance, and will continue to do so.



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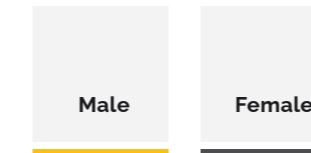
4.3 Our people

We have employees of all ages (between 22 and 65 years) and different ethnic backgrounds. The average age within our organisation is 43.75. We employ 29 men and 12 women. The youngest employee is 22 years old and the oldest employee is 65 years old. We are represented in all age categories, with 76% falling into the 31-60 age bracket. There is a lot of experience within our team and in each team there is a good mix of years of work experience versus young people. In addition, the difference in age of the managers (MT members) is not so big compared to their team members.

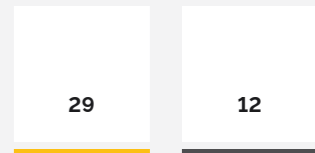
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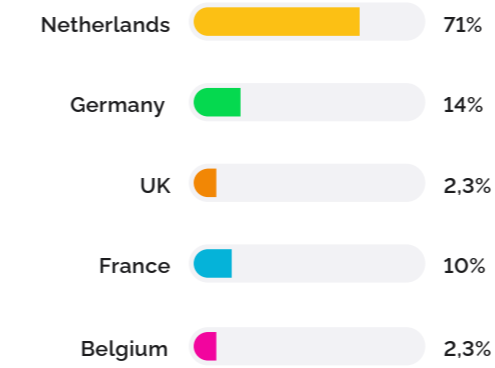
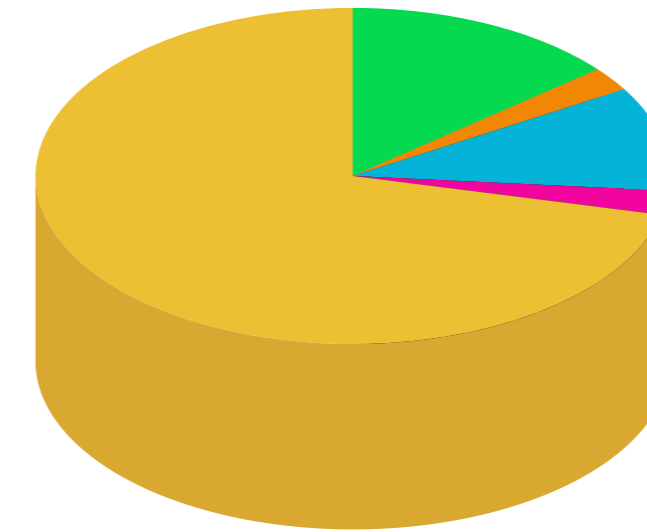
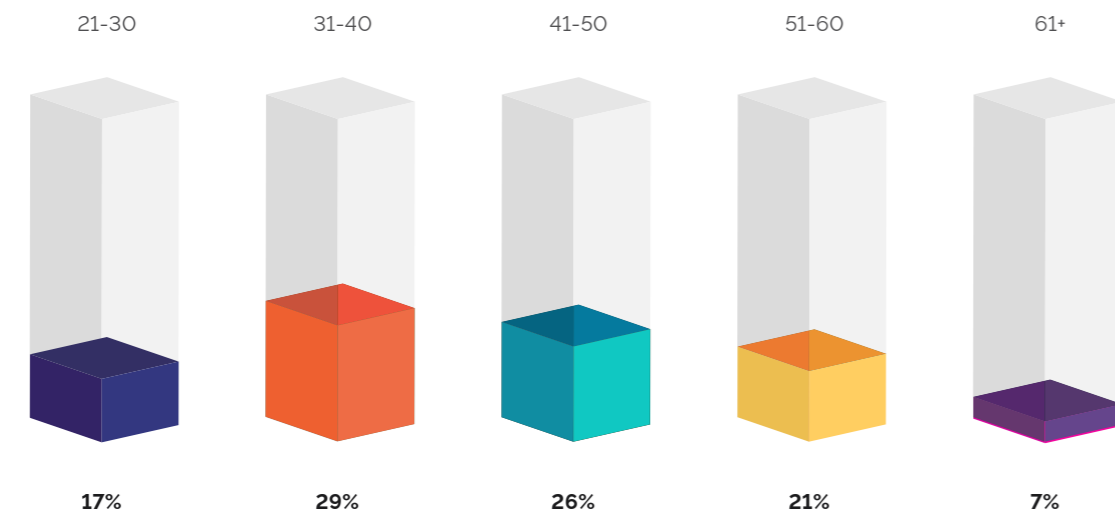
We are always looking for the best people for the positions in our company. The age, experience, gender and background of the applicants do not play a role.



Logistics	Average age: 60	2	0
Management team	Average age: 45	7	1
Facility	Average age: 52	0	1
Finance	Average age: 46	0	2
Marketing	Average age: 31	3	2
Product management	Average age: 42	2	0
Software	Average age: 33	3	0
Sales	Average age: 41	12	6
	Average age: 43,75	29	12



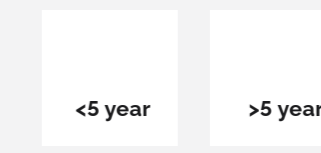
Ages



Living in country

In the Netherlands, the support services are represented. Abroad, it is field sales and from Germany there is also 1 marketing employee and 1 management team member.

How long working at BakkerElkhuizen.



4.4 Our culture

We have a corporate culture, where everyone feels respected, valued and included. Our culture promotes inclusive leaders and ensures collaboration, innovation and excellence in teams. We foster a working environment in which employees feel like they belong. We have built a strong team strategy and a cooperative leadership style over the past few years, where people have been included and involved in the development of our new strategy. The following components have the highest priority within our culture.

You

Listen and treat everyone with respect and fairness. Support your customers and each other. Share your opinion and explain the benefits of your approach.

Work Smart

Find optimal solutions for (your) work. Therefore, firstly, create a better understanding. And second, work together on clear processes, which are continuously improved (innovate).

Feel Good

Take responsibility and help others take theirs. This includes responsibility for your work results and behaviour, as well as your health and well-being. By providing optimal solutions and support, we ensure that your internal and external contacts "feel good". Acknowledge the work of others and communicate appreciation and suggestions for improvement.

Research and knowledge

Stay ambitious and curious to develop yourself and the solutions you offer. Learn from your successes and failures.

Create

Take initiative and be persistent until a challenge is solved.

Innovative solutions

Focus on a recognised need and think out of the box to find a solution. Follow established processes when a solution is already known.

Optimal

Look for the best mix of qualities within (and if necessary outside) our organisation to deliver the best possible team performance, to provide the best solutions and support to your customers and colleagues.

Work (location)

Be flexible in all possible places and situations in which you work and make use of your knowledge (research and experience).

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Conclusion

We are not there yet, but we are working every day to make our world, of our customers, of our partners, and the world we live in, a little better. For 25 years, we have been aware of the fact that we, the human being, are vulnerable in an office job. The development of ergonomic tools contributes to working pleasantly behind a screen with fewer physical and mental complaints. Our products have a legal warranty of three years (electrical products) and a lifetime warranty for non-electronic products.

In the years to come, we will gladly take responsibility for sustainability.

- Ecological (such as which materials are used, CO2 emissions, transport)
- Economic (how do we organise our company so that sustainability becomes part of us; which partners and suppliers do we work with)
- Social (both within ourselves and with our customers)

A few years ago, we started to develop sustainable products, to talk to our suppliers and to become more sustainable logistically. We have already made many good steps if you look at our product portfolio, the sustainability of our office and the choices of suppliers and products. This is what you have seen and what you can expect from us.





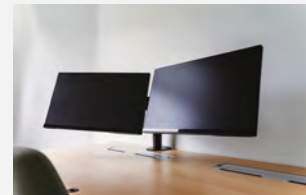
Always

Conversations with suppliers to constantly improve the supply chain | We check the ISO-norms every year | Home working tools for our employees



2005

Space Arm (recycled material)



2013

Egg Ergo Mouse Pad and Trapezium Wrist Pad (consist of 100% recycled materials and are 100% recyclable).



2018

Filex Galaxy monitor arm (is 100% recyclable)



2019

Development of new products from sustainable material (PET felt from recycled plastic bottles)



2021

Electric Lease cars



2021

Sustainable packaging material

2022

Making existing acrylic products sustainable



2022

Leasing our products (for the time being, only in the Netherlands)

2022-2024

Certifications



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