

# CSR Report

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## 2023



**akom**  
OLDENZAAL

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your partner in drinks



## Foreword

We proudly present the very first sustainability report of AKOM Ankla Oldenzaal BV for the reporting year 2023. This report represents a significant milestone in our commitment to a more sustainable and inclusive economy. As a company, we recognize that sustainability is no longer an option but a necessity, crucial for the future of both our organization and the society in which we operate. As a forward-thinking family business, we have professionally established our CSR department to carefully analyze these topics.

In an era where the impact of business operations on the environment and society is increasingly scrutinized, we have taken the responsibility to transparently report on our sustainability efforts. This report not only reflects our current status but also serves as a foundation for our vision towards 2030.

We invite you to join us on this journey towards a more sustainable future in the years to come.

Sincerely,



Joep Bartelink.

*CSR Manager*





## Table of contents

Foreword .....	2
Introduction .....	4
Sustainable activities.....	5
Impact on our energy consumption and greenhouse gas emissions .....	5
Impact on food safety and material use .....	6
Impact on our employees .....	7
Stakeholder analysis .....	8
Materiality analysis .....	9
Environment.....	12
B3 Energy and greenhouse gases.....	12
B7 Material use, circular economy and waste management .....	13
Social .....	15
B8 General characteristics of employees .....	15
B9 Health and safety of our employees.....	16
B10 Compensation, collective bargaining and training .....	17
B11 Employees in the value chain, communities, consumers and end- users.....	19
Governance .....	20
B12 Accusations and fines for corruption and bribery .....	20
Ambitions for 2030.....	21
Appendices.....	23
Appendix 1: CSR Truckfleet Warehouse 2023.....	23





## Introduction

AKOM Ankla strives to contribute to a more sustainable and inclusive economy. For this reason, we are publishing our first sustainability report for the reporting year 2023. This report is aligned with the Corporate Sustainability Reporting Directive, the latest European regulations on sustainability. We adhere to the draft guidelines for "non-listed small and medium-sized enterprises," specifically opting for the "basic module," which aligns with the GHG Protocol.

To compile our sustainability report, we followed three steps. First, we identified our key stakeholders. Second, we determined our material topics. Third, we reported on these material topics.

Our ambition is to gain insights into AKOM Ankla's status regarding topics related to Environment, Social, and Governance (ESG). This insight allows us to set ambitions for 2030, which are outlined in this report.



**Environment**



**Social**



**Governance**





## Sustainable activities

AKOM Ankla engaged in sustainable activities even before preparing this sustainability report. These activities are described below.

### Impact on our energy consumption and greenhouse gas emissions

We have implemented measures to reduce and/or make our energy consumption more sustainable, including:

- Installation of 100 solar panels, which generated 2,777 kWh in 2023 and are expected to produce more in the coming years due to the resolution of system outages.
- LED lighting throughout our facility, resulting in significant savings compared to traditional bulbs.
- Upgrades to our heating and cooling systems in 2023, including a new boiler, two heat pumps, and air conditioning units powered by self-generated electricity.
- Installation of an EV charging station to promote the use of electric vehicles.
- Acquisition of two electric forklifts and one reach truck, which emit less annually than diesel forklifts (see Appendix 1). We also installed charging stations for these vehicles in our warehouse.





## Impact on food safety and material use

We have taken measures to ensure the safety of our food products and to make our packaging more sustainable. We meet the following certifications and standards:

**BIO Certification (SKAL):** We are registered with Skal Biocontrole, ensuring compliance with organic standards. We received a positive assessment and certification.

**IFS Broker Certification:** This ensures food safety for companies acting as intermediaries without handling products directly. We achieved a score of 100 and obtained certification.

**IFS Logistics Certification:** This guarantees compliance with logistics standards for food handling, scoring 99.4%. The score was slightly below 100 due to internal renovations, with no improvement suggestions provided.

**Rainforest Alliance Certification:** This label ensures sustainable agricultural practices and the welfare of workers. We obtained this certification for our products under Glockengold packaging.

**RSPO Certification:** As part of a global partnership promoting sustainable palm oil, this ensures our practices contribute to environmental, social, and economic well-being.

**FSC Certification for cartons and packaging materials:** Ensures the raw materials originate from responsibly managed forests.





**PEFC Certification for pallets:** Guarantees sustainable forest management for wood and paper products.

## Impact on our employees

We invest in the skills and expertise of our employees by:

- Annual training programs for warehouse staff on forklift operations and workplace safety.
- Annual quality training for staff on certification and auditing processes.
- Driver training for our transport team.
- Company-wide training on IFS quality standards.
- Supporting employees with personal development goals, such as pursuing administrative education.

Additionally, we serve as a work-integrated learning company, offering internships for MBO Level 4 and HBO students.





## Stakeholder analysis

AKOM Ankla packages and supplies fruit juices and syrups, interacting daily with our stakeholders. We aim to create value for and with them, prioritizing their interests, needs, and expectations.

In preparing this sustainability report, we began by identifying our key stakeholders, categorized as directly involved parties\* and users of the report\*\*.







## Materiality analysis

After completing our stakeholder analysis, we conducted a materiality analysis based on the principle of double materiality. We assessed the "impact materiality" (our effect on people and the planet) and "financial materiality" (potential financial impacts on our business) of each theme, scoring them as high, medium, or low.

Key material themes with high scores are included in this report. The themes include:

Materiality themes	Impact materiality	Financiële materiality
<b>Environment</b>		
B3 Energy and greenhouse gases	High	High
B4 Pollution of air, water and ground	Low	Low
B5 Biodiversity	Low	Low
B6 Water	Low	Low
B7 Material use, circular economy and waste management	High	High
<b>Social</b>		
B8 General characteristics of employees	High	High
B9 Employee health and safety	High	High
B10 Compensation, collective bargaining and training	High	High
B11 Employees in the value chain, communities and end-users	High	High
<b>Governance</b>		
B12 Accusations and fines for corruption and bribery	Low	High

**B3:** Our **energy consumption** and **CO2 emissions** significantly impact the environment, which we categorize as high. The increasing scarcity of non-





renewable energy sources has a (potential) financial impact on our operations. We categorize this as high.

**B4:** Our operations cause minimal to no pollution of **air, water, and soil**, which we categorize as low. In our estimation, increasing pollution levels have minimal to no (potential) financial impact on us. We categorize this as low.

**B5:** Our operations have minimal to no influence on **biodiversity**, which we categorize as low. In our estimation, declining biodiversity has minimal to no (potential) financial impact on us. We categorize this as low.

**B6:** Our operations use minimal to no **water**, which we categorize as low. In our estimation, increasing water scarcity has minimal to no (potential) financial impact on us. We categorize this as low.

**B7:** We aim to contribute to a **circular economy**, and our **business waste** impacts the environment, which we categorize as high. The increasing scarcity of materials poses a (potential) financial impact on our operations. We categorize this as high.

**B8:** We strive to contribute to **responsible employment** practices and have an impact on our employees through our HR policies. We categorize this as high. The tightening labor market requires us to manage our workforce effectively, as a lack of skilled personnel has a (potential) financial impact on us. We categorize this as high.





**B9:** We aim to contribute to a **healthy and safe working environment**.

Work-related incidents impact our employees, which we categorize as high. The tightening labor market also necessitates effective workforce management, as a shortage of skilled personnel has a (potential) financial impact on us. We categorize this as high.

**B10:** We aim to contribute to **living wages and fair employment conditions**. Our policies impact employee wages and employment terms, which we categorize as high. The financial impact of raising minimum wages or changes to collective agreements is significant for us. We categorize this as high.

**B11:** We supply food products to **consumers** and aim to have a positive impact through our offerings. We are committed to preventing any negative impact caused by the consumption of our products. Our impact on consumers is categorized as high, and any financial repercussions resulting from negative consumer impact are also categorized as high.

**B12:** We strive to contribute to a **fair and ethical world**. To date, we have never faced allegations of corruption or bribery, which we categorize as low. However, the (potential) financial impact of such allegations would be significant, as our stakeholders expect us to conduct business with integrity. We categorize this as high.

After conducting this materiality analysis, we have decided to report on the material topics where we scored "high" at least once. These are: B3, B7, B8, B9, B10, B11, and B12. Detailed reporting on these material topics is presented on the following pages.





## Environment

### B3 Energy and greenhouse gases

Energy consumption has a significant impact on climate change. We believe it is essential to have insights into our energy usage to reduce our environmental impact. We report on our energy consumption and CO<sub>2</sub> emissions.

We map out how much fossil fuels and how much energy we consume in MWh, making a distinction, where possible, between energy from renewable and non-renewable sources.

	2023 Energy consumption (MWh)
Fossil fuels <ul style="list-style-type: none"><li><i>Total consumption</i></li></ul>	1515,04
Electricity <ul style="list-style-type: none"><li><i>Total consumption</i></li><li><i>Renewable sources</i><ul style="list-style-type: none"><li><i>Purchased</i></li><li><i>Self-generated, delivered to grid</i></li></ul></li><li><i>Non-renewable sources</i></li></ul>	36,51 39,28 36,51 2,78 0

We also measure our CO<sub>2</sub> emissions in tons of CO<sub>2</sub> equivalent (tCO<sub>2</sub>e), distinguishing between Scope 1 and Scope 2 emissions.

	Greenhouse gas emissions in 2023 (tCO <sub>2</sub> e)
Scope 1	522,45
Scope 2	1,20
Total	523,65





## B7 Material use, circular economy and waste management

We strive to contribute to a circular economy by increasing the use of recycled materials. Our material use in 2023 is detailed below:

	Material usage (kg)
Total weight of materials in products and packaging	1.556.752
Recycled materials in products and packaging	456.411
Percentage of recycled materials	29,32%

We categorize our manufacturing and packaging processes according to EU Regulation (EC) No 1893/2006.

	Category
<b>Process and linked category</b>	10.3 Processing and preserving of fruit and vegetables > 10.32 Fruit & vegetable juice processing  11.0 Manufacture of beverages > 11.07 Soft drinks and mineral waters





In 2023, we generated 101,400 kg of business waste. This waste is categorized as non-hazardous, with details as follows:

Business waste streams			
	Total waste, of which:		
		Recycled/Repurposed waste (%)	Waste sent for disposal (%)
<b>Waste type</b>			
Plastic	62.400 kg	100%	0%
Residual	26.000 kg	0%	100%
Paper	13.000 kg	100%	0%





## Social

### B8 General characteristics of employees

We aim to contribute to good employment practices, ensuring job security and gender equality. All employees work in the Netherlands, so additional reporting is not required under the guidelines we follow. However, we report on contract types and gender distribution.

AKOM Ankla employs 31 people on a 15 fte basis. All employees have a permanent contract.

Type of contract	Number of employees
Temporary	0
Permanent	31
Total	31

At AKOM Ankla, the total workforce consists of 83.9% male employees and 16.1% female employees.

	Number of employees
Male	26
Female	5
Gender neutral*	0
Not reported**	0
Total	31

\* Gender-neutral employees registered as such.

\*\* Employees who chose not to disclose their gender.





## B9 Health and safety of our employees

We strive to maintain a healthy and safe working environment. We report on work-related incidents and absenteeism, including their causes.

	Number of employees
Work-related incidents	0
Work-related absences (incl. reasons)	0
Incident ratio	Not applicable

\* To calculate the incident ratio:  $\text{Number of incidents} \div \text{total hours worked} \times 200,000$ . In 2023, this calculation was not applicable due to zero incidents.







## B10 Compensation, collective bargaining and training

We aim to contribute to fair wages and equitable working conditions. Therefore, we report on employee salaries and training.

The starting salary for a warehouse worker is above the legal minimum wage. In 2023, the gross minimum wage was €1,995 per month for full-time employment. At AKOM Ankla, the lowest full-time salary was €2,317.82, a ratio of 1.16\* above the minimum.

\*<https://www.rijksoverheid.nl/onderwerpen/minimumloon/bedragen-minimumloon/bedragen-minimumloon-2023>.

We pay our male employees an average of 14.22% less per hour than our female employees. This difference is attributed to the roles of male employees (logistics and transport) versus female employees (primarily office roles).

	Wage gap analysis
Male employees – average hourly gross wage	€ 22,08
Female employees – average hourly gross wage	€ 25,22
Difference (%)	-14,22%

At AKOM Ankla, 25 employees are covered by a collective labor agreement. The 6 employees who are not covered by a collective labor agreement have a management function. For this reason, we report the following data regarding collective negotiations.





	Collective bargaining
Employees covered by a collective labor agreement (CAO)	25
Employees in management roles that are not part of a CAO	6
Difference (%)	80,6%

On average, employees completed 12 hours of training in 2023. There was no difference in training hours between male and female employees.





## **B11 Employees in the value chain, communities, consumers and end-users**

As part of a value chain, AKOM Ankla recognizes its responsibility for food safety. Faulty food products can pose serious health risks. To mitigate this, we maintain a dedicated quality control department that monitors product quality, tracks errors, and ensures traceability.





## Governance

### B12 Accusations and fines for corruption and bribery

We are required to report on accusations and fines related to corruption and bribery. In 2023, AKOM Ankla received:

	Corruption and bribery
Accusations	0
Fines	0





## Ambitions for 2030

As part of preparing this sustainability report, we have formulated the following ambitions for 2030:

**Energy Use and CO2 Emissions:** We lack a clear picture of our energy consumption and CO2 emissions over the past years, making it difficult to establish a baseline. By 2024, we aim to map our energy consumption and emissions from 2018 onwards to set reduction targets.

Initial data shows limited self-generated energy in 2023. Adjustments to the system are expected to increase self-generated energy in 2024.

We are exploring the feasibility of installing more solar panels. Planned office expansions could rely on self-generated energy for heating and cooling, reducing reliance on gas.

**Transport Emissions:** Most of our CO2 emissions are from transport. Transitioning to electric trucks is currently not feasible due to a lack of charging infrastructure at our location, hindered by grid congestion. However, we aim to reduce transport emissions by minimizing empty truck movements through third-party transport collaborations and a freight-sharing platform.

**Waste Management:** In 2023, we generated 26,000 kg of non-recyclable residual waste. By 2024, we will engage our waste processor, Renewi, to explore repurposing these streams. Internally, we aim to better separate waste and reduce paper consumption by encouraging digital documentation and double-sided printing. Externally, we contribute to waste reduction by attaching caps to smaller PET bottles and complying with deposit and SUP legislation, reducing single-use plastics and marine pollution.





Employee Development: In 2025, planned building renovations will include a company fitness center and flexible workspaces to increase office capacity. We will train employees on data security in partnership with the platform "Samen Digitaal Veilig."

Data-driven Operations: We have initiated a Discovery project with Little Rocket to explore data-driven operations, starting with a shelf-life analysis to minimize waste from near-expiry products.

Community Engagement: We continue to support local, provincial, and national communities through sponsorships. Examples include:

- VrijMiGoal bag (Stichting Goal)
- Summer Fit Festival
- Rotterdam Summer Bags (Rotterdamse Uitdaging)
- Quick'20: Ongoing provision of syrup and vitamin drinks, and support for U11 tournaments.
- Sponsorships for various carnival associations in Oldenzaal, including financial contributions and vitamin drinks.
- Contributions to the Oldenzaal Ice Rink, Kiwanis Nederland, Boeskool is Lös!, and various elementary schools.





## Appendices





### Appendix 1: CSR Truckfleet Warehouse 2023

#### Truckfleet

- Still – RX20-16P Electric forklift
- Still – RX20-20P Electric forklift
- Still – FM-X17 Reach truck

#### Sustainability highlights

##### *RX20-16P*

Draag- vermogen (in 1000 kilo)	STILL Elektrische vorkheftrucks (vergelijgingsmodel per klasse)	Energiekosten* (per uur)	Servicekosten** (per uur)	CO <sub>2</sub> -uitstoot*** (kg/h)
1 - 2 t	 <a href="#">Productpagina</a>	 46% Besparing	 25% Besparing	 42% Besparing

##### *RX20-20P*

#### **Conclusion**

##### **Li-Ion Operation RX 20-20**

By converting the truck fleet from RCD20 to RX 20-20, a CO<sub>2</sub> saving of 60.49 tons per year can be calculated. This amount of CO<sub>2</sub> was calculated based on the operating hours and the energy consumption of the devices in accordance with EN 16796. These are standardized values; the actual energy consumption of the vehicles can vary individually and thus also the amount of CO<sub>2</sub> saved.



##### *FM-X17*

Choosing an electric reach truck for our warehouse layout has proven to be an exceptionally sustainable decision.

