

Contributing to a better world





**A fundamental
aspect of our
Sustainable
Business Goals**



About this report

Reporting organisation + Legal form

EOC Group of companies

Location of headquarters

Full details on page 6

Nature of ownership

100% privately owned

Reporting Period

Global data for the 2 year period ending on December 31, 2018

Reporting cycle

Bi-annual

Accordance level Global Reporting Initiative

GRI Standards - Core

The EOC Group Global Sustainability Summary Report 2019 has not been reviewed externally prior to publication, nor has assurance on the entire report been requested.

The information presented in this report covers EOC Group. No external parties are included in the data.

Questions regarding the report or its content, contact:

sustainability@eocgroup.com

Sustainability remains a fundamental aspect of our business around the world. This report looks at our continuous efforts to increase our sustainability to benefit our customers, our suppliers, our communities and our planet.

In addition to the 17 UN Sustainability Development Goals (SDGs), this report also uses the Global Reporting Initiative (GRI) Sustainability Reporting Standards (also known as the GRI Standards or SRS) to highlight the relevance of each project, procedure or initiative.

SUSTAINABLE DEVELOPMENT GOALS



In this report

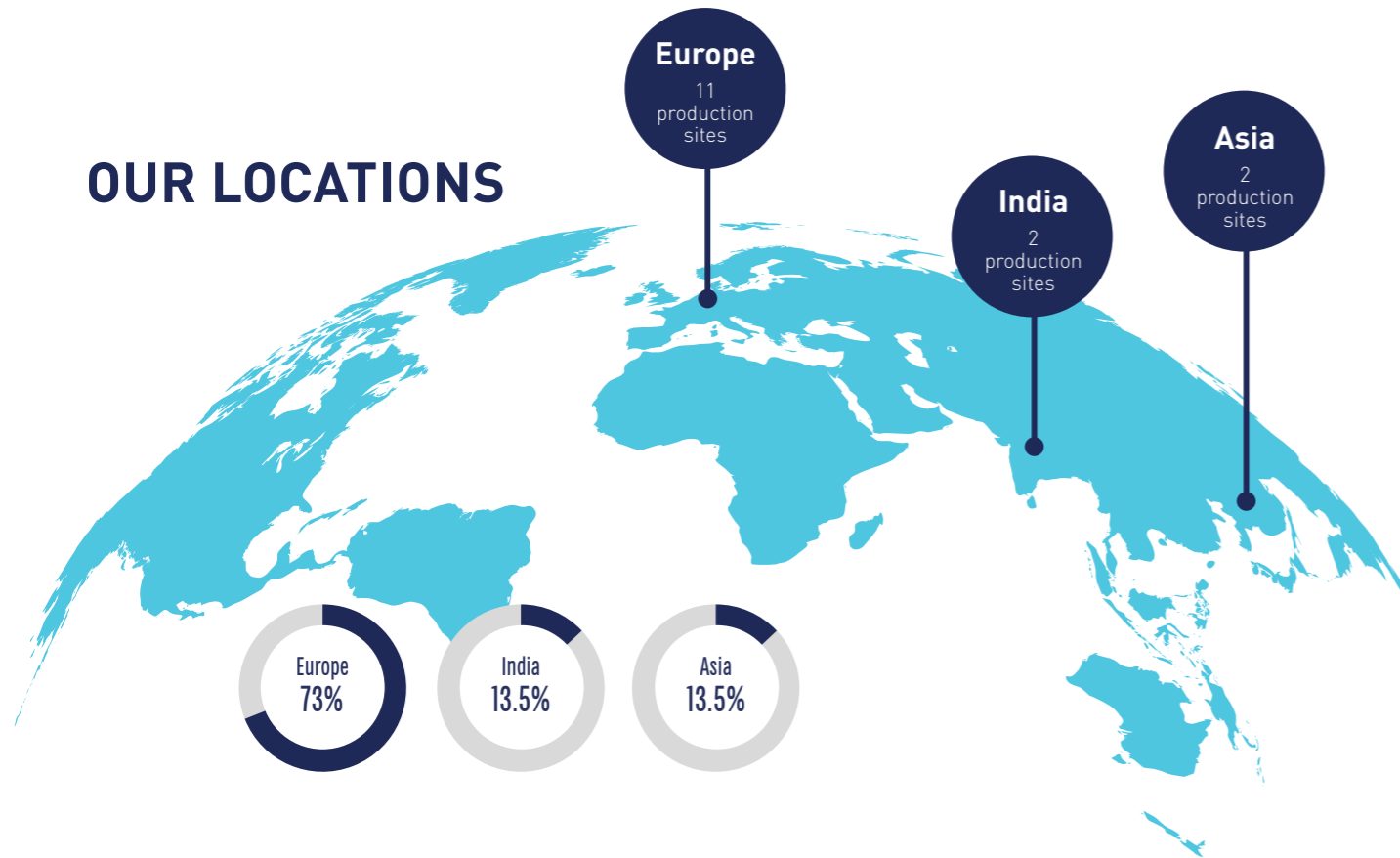
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About EOC Group

From those early days producing foam rubber for the mattress industry to our current position as a global player in the chemical industry with production facilities in **Europe**, **India** and **Asia**, our focus has remained unchanged.

OUR LOCATIONS



EOC GROUP - HQ

- ▷ p/a Industriepark De Bruwaan 12 • 9700 Oudenaarde, Belgium • Phone: +32 (0)55 23 58 58 • Fax: +32 (0)55 23 58 59
- ▷ info@eocgroup.com • www.eocgroup.com
- ▷ For more information on EOC Group locations, visit www.eocgroup.com/eoc-worldwide



1974

We moved to Belgium and started developing its product diversification



1962

Our core business shifted to compounds for the carpet industry



1948

Our company was founded in the Netherlands as producer of foam rubber for mattress and furniture industries

OUR HISTORY



1983

The Latex Division of EOC Belgium was launched



1985

EOC Group opened a factory in the UK



1987

EOC Belgium established the Emulsion Division



1994

EOC Portugal was established



1997

EOC Tailor Made Polymers India was started



1996

EOC Group acquired Resla in Italy



1995

EOC Group opened a production unit in Poland



1995

EOC Polymers was opened in Thailand



1998

EOC Group opened a factory in the Netherlands



1998

EOC Surfactants was established in Belgium



1999

EOC Belgium Adhesive Division was started



2006

EOC Polymers started in Sonipat (India)



2015

EOC Belgium launched the Textile Chemicals Division



2011

EOC Group started its production in Turkey



2010

EOC Group moved into the new HQ in Oudenaarde, Belgium



2008

EOC Polymers was established in China



2016

EOC Group opened a production plant in Spain



2016

A new EOC Group plant was established in India

2018

EOC Group opened a new business unit, Thermoplastic Elastomers, which launched EXOLAST. A sustainable, durable and recyclable coating, based on styrenic copolymers that combine the easy processing of thermoplastics with the elastomeric behaviour of rubber. Used for bathmats, automotive mats, door mats, rugs and carpet tiles.

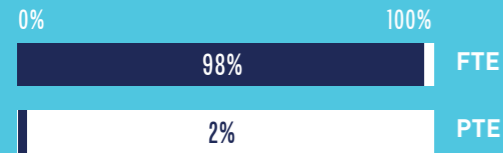


OUR PEOPLE

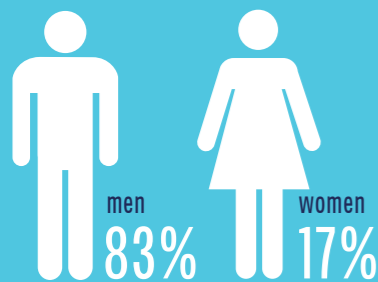
Number of total workforce in
2017 2018

667 > 683 (+2.4%)

Ratio between full-time equivalent (FTE) and
part-time equivalent (PTE) contracts in 2017 & 2018

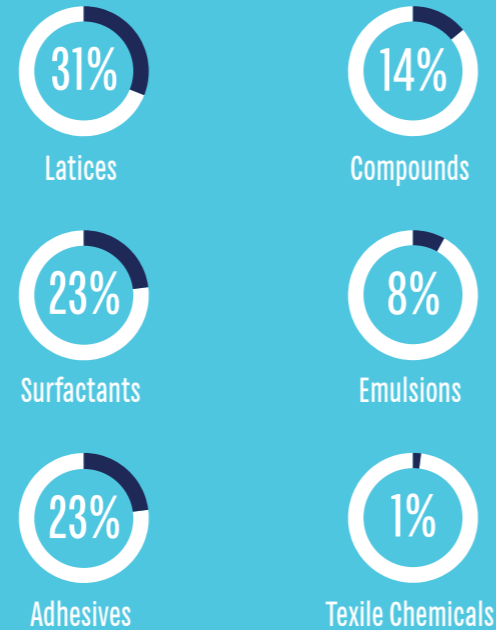


Ratio between men and women
workforce in 2017 & 2018



OUR PRODUCT RANGES

Our products form the heart of **products found in almost every home around the world**. From bathmats and shampoo to cereal boxes and home isolation, EOC Group is there for you.



Global proportion of business activities by end 2018
(Thermoplastic Elastomers and Polyurethanes are not included as they were only recently introduced into the market)

Latices

A multitude of latex grades for use in the carpet, textile, paper, board and building industries. Our latices have exceptional qualities regarding bonding strength, adhesion, resistance against ageing, water-resistance, fire-retardation, and antistatic properties.

Surfactants

High quality surface-active agents for foaming personal care products and liquid household formulations are used in applications like: liquid foaming and cleansing personal care formulations; institutional and industrial cleaners; liquid household detergents; and technical applications like polymers, coatings, inks, textiles, adhesives, metal, leather, gas, and oil.

Adhesives

A wide range of industry grade, water-based adhesives, powder adhesives and hot melts for a variety of industries and applications. The high-quality industrial adhesives are based on synthetic and organic polymers and resins and are manufactured according to customers' specification.

Compounds

Compounds are mixtures based on natural and synthetic lattices, and are used in different ways including as precoats, double backing binders, foam coats, and artificial turf backings. Additionally in various industrial applications, in a wide range of industries and applications, such as carpets, textiles, mattresses, and automotive and aircraft interiors.

Emulsions

Tailor made, superior quality products that meet the specific needs of customers in a wide range of industries, including inks, paints and coating, construction, adhesive, and sealant applications.

Polyurethanes

Polyurethanes are used in a wide range of industries and applications, such as artificial grass, automotive, and children's playgrounds. Polyurethane precoats are used in grass backing precoats and backing foams. We are currently investigating new applications.

Textile chemicals

The Textile Chemical Division specialises in enhancing textile properties to protect our vehicles, our buildings and our lives. Flame retardancy is one of our main focus points when it comes to safety and protection.

Thermoplastic Elastomers

A sustainable, durable and recyclable coating, based on styrenic copolymers that combine the easy processing of thermoplastics with the elastomeric behaviour of rubber. Used for bathmats, automotive mats, door mats, rugs and carpet tiles.





Contributing to a better world

EOC Group and the UN Sustainability Development Goals (SDGs)

At EOC Group, our head office takes the lead in forming our sustainability policy and ensuring that every initiative we develop and implement is connected to one of the 5Ps and linked to one or more of the 17 SDGs.

Ideas, policies, regulations and procedures are spread to all EOC Group sites, supported by the head office as necessary.

At its core, sustainability focuses on the best way to use our planet's scarce resources to improve lives, on a social, environmental and economic level, both for us and for future generations.

That's why sustainability forms a vital part of EOC Group's business, and it's why we work together with suppliers, customers and partners to ensure our natural resources are not depleted.

In practice, this means that every action, task, project and process at EOC Group involves sustainability.

To give an example, training EOC Group employees to use the right techniques and resources effectively increases safety, reduces consumption of raw materials which cuts both costs and waste.

How we contribute to a better world

At the heart of EOC Group's activities is the desire to be sustainable.

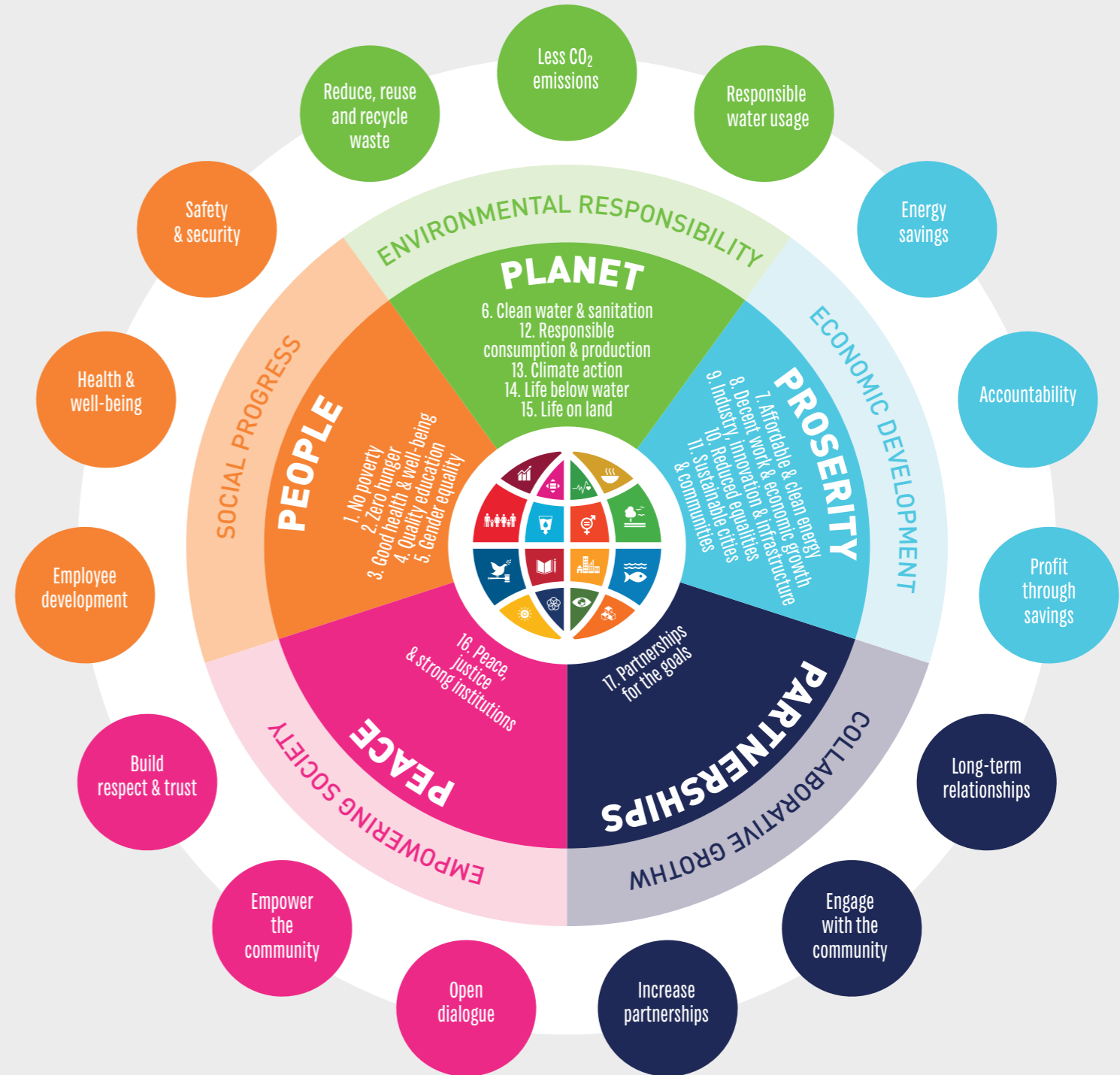
To tackle this broad goal, we use the 5Ps framework (people, planet, prosperity, partnership and peace) and the 17 UN Sustainability Development Goals.

The SDGs are a series of sustainable development goals set by the UN in 2015, with specific targets to be achieved by 2030.

Organisations, like EOC Group, have a vital role to play in achieving these targets.

Implementing the 17 SDG targets by

2030





Sustainability at EOC Group

We regularly review the way we manage our environmental policies to improve our actions and results.

This includes translating EOC Group strategy on a corporate level into objectives that can be implemented throughout the organisation; determining standards and targets; following up analysis to ensure improvement and innovation; and addressing positive and negative outcomes to ensure better future results.

To focus our efforts, we use the 5Ps framework that builds on our previous sustainability activities connected to our social progress, environmental responsibility, economic development, collaborative growth and empowering society focus points.

People Social Progress

SDG 1. No poverty

Participate in sustainable projects and ethically responsible trade aimed at reducing poverty and increasing opportunities for people from disadvantaged groups.

SDG 2. Zero hunger

Promote initiatives that support sustainable food production, usage and consumption.

SDG 3. Good health and well-being

Safe procedures, health initiatives and well-being operations to prevent injuries, minimise potential risks and ensure the safety of all our employees.

SDG 4. Quality education

Develop employee skills by delivering training opportunities that enhance employee talents and increase knowledge so they can reach their goals.

SDG 5. Gender equality

Equal pay for equal work regardless of an employee's gender, age, nationality, race, religious beliefs or sexual orientation.



FOCUS POINTS

- Safety and security
- Health and well-being
- Employee development

Planet Environmental Responsibility

SDG 6. Clean water and sanitation

Reducing potential water pollution results in a lower environmental impact for the planet.

SDG 12. Responsible consumption and production

Reducing, reusing and recycling waste lowers a company's environmental impact with the aim of achieving a neutral environmental footprint.

SDG 13. Climate action

Reducing pollution minimises the environmental impact of a business on its surroundings.

SDG 14. Life below water

Lower and sustainable water usage maximises the planet's scarce resources.

SDG 15. Life on land

Protect our land resources, promote the sustainable use of land, and halt the loss of plant and animal species to ensure future biodiversity.



FOCUS POINTS

- Reduce, reuse and recycle waste
- Less CO₂ emissions
- Responsible water usage

Prosperity Economic Development

SDG 7. Affordable & clean energy

Increase the amount of renewable energy consumption while simultaneously lowering overall energy consumption to reduce pollution and energy bills.

SDG 8. Decent work and economic growth

Successfully implement projects to benefit all stakeholders, as well as the environment.

SDG 9. Industry, innovation and infrastructure

Actively develop sustainable solutions, foster innovation and be flexible for changing situations.

SDG 10. Reduced inequalities

Increase opportunities for people with disadvantages to reduce inequalities within and among countries.

SDG 11. Sustainable cities and communities

Ensure cities and workplaces are inclusive, safe, resilient and sustainable for the future.



FOCUS POINTS

- Energy savings
- Accountability
- Profit through savings

Partnerships Collaborative Growth

SDG 17. Partnerships for the goals

Develop long-term relationships and partnerships that increase expertise, engage the local community, and benefit all stakeholders.



FOCUS POINTS

- Increase partnerships
- Engage with the community
- Long-term relationships

Peace Empowering Society

SDG 16. Peace, justice and strong institutions

Empower the company and all stakeholders by using cooperation, collaboration and open dialogue to build a working relationship based on respect and trust between all stakeholders.



FOCUS POINTS

- Open dialogue
- Build respect & trust
- Empower the community

Message from our CEO

Welcome to the EOC Group's Global Sustainability Summary Report 2019. This report covers our activities in 2017 and 2018.

Our sustainability efforts continue to expand as we implement new initiatives and improve upon existing ones, all based on our shared vision of a sustainable future that benefits all of humanity. However, isolated initiatives will not be enough to achieve this.

Instead, we believe that we need to work together, with stakeholders collectively identifying common values, deciding on the future they wish to experience and developing a plan to make this into our reality.

Sustainability at EOC Group

Over the last decade, the practice of corporate sustainability disclosure has increased dramatically in line with stakeholder demand for information. To meet stakeholder expectations, we have developed a sustainability approach that focuses on the 5Ps (People, Planet, Prosperity, Partnerships and Peace)

and measures our progress against the United Nation's 17 Sustainability Development Goals (SDGs).

Based on the issues, values and concerns that are most important to us, we have identified focus points that are vital to our sustainability strategy. Each of our sites prioritise these focus points based on their specific situation, including their culture, requests of local stakeholders and the needs of their individual location.

We regularly review the way we manage our environmental policies in order to meet relevant legalisation and regulations, control our environmental risks and continue to improve our sustainability.

These reviews include translating EOC Group strategy on a corporate level into objectives that can be implemented throughout the organisation, determining standards and targets, following up analysis to ensure improvement and innovation,

and addressing positive and negative outcomes to ensure better future results.

We achieve our objectives thanks to the efforts of internal experts as well as external consultants and companies.

United National Sustainability Development Goals

As you read through this report, you will see how the 17 UN SDGs have influenced our day-to-day business, including our sustainability initiatives. While we have placed each topic under the most relevant SDG, other connected SDGs are also mentioned. However, it should be noted that not all of the SDGs are equally relevant for our business.

EOC Group uses the SDGs as an overarching framework to shape, steer, communicate and report our strategy goals and activities. This allows us to



enhance our corporate sustainability, while strengthening stakeholder relations, keeping pace with policy developments and identifying future business opportunities.

Contributing to a better world

Our impact on our world is a fundamental aspect of our sustainable business goals. In 2017-2018, we were proud to be certified for our sustainability efforts, excited about our partnerships with knowledge institutions and customers, happy to share knowledge across our sites and with stakeholders and enthusiastic about our new safety campaign which encourages employees and other stakeholders to make safety a priority. Our forward-thinking attitude forms the basis of our common vision of the

future. It's a challenging vision, but I'm sure that EOC Group – along with our stakeholders – will rise to the occasion.

EOC Group has always been defined by our problem solvers, innovators driven to enable economic, social and individual opportunities for people who aspire to better lives. And, just as EOC Group has helped provide solutions over the past 80 years, we will continue to partner with you – our stakeholders – to deliver sustainable solutions in the future.

I invite you to continue reading this report to discover how EOC Group lives up to the challenge of being sustainable.

Join us and contribute to a better world.

Gerard Marsman, CEO

SUSTAINABLE GOVERNANCE

EOC Group's sustainability committee continues to maintain and expand our sustainability efforts throughout the company.

The cross-department committee:

- Engages leadership across business units and regions to provide oversight and strategic guidance;
- Establishes a sustainability governance structure that aligns with and complements EOC Group's existing business model to make organisational structures more successful;
- Implements clear accountability, from the CEO down, to ensure sustainability is integrated with our global business goals;
- Is flexible to ensure the relevance of a sustainability initiative to a business unit's own strategies or region's local conditions;
- Equalises standards and initiatives across the entire EOC Group, bringing sustainable best practices to all locations;
- Assists with sustainability queries from all EOC Group locations while promoting local, new initiatives;
- Creates awareness of our shared sustainability goals and encourages the commitment and engagement of all EOC Group's employees around the world.

People



**How we
contribute to
Social
Progress**

3 GOOD HEALTH AND WELL-BEING

Health and safety

Safety is a priority for everyone at EOC Group. We have designed our safety procedures to ensure the safety of our employees, our suppliers, our customers and our local community. This includes safety workshops and discussions on a range of different topics, including the importance of being alert, lifting heavy objects the right way, and alerting others to potential risks.

Safety campaign

In 2018 we launched a safety campaign with the title "More than a priority". The campaign promoted five safety rules to help control the five largest on-site risks:

- Always wear protective clothing and Personal Protection Equipment (PPE)
- Use harnesses and other fall protective gear when working at heights
- Drive forklift trucks carefully
- Follow the procedures for working in confined spaces
- Follow the procedures for hot works



Communicating about safety

Clear safety instructions are highly visible throughout all EOC Group locations with information screens at reception, posters on noticeboards and safety videos for employees and visitors.

This ensures that all visitors and employees are aware of potential risks and how to avoid them.

Other safety communication tools include topical posters, policy statements, incident reporting procedures and analysis, safety audits and safety questionnaires.

We plan to expand this to include new safety methods for risk assessment, corporate training programmes, clear safety objectives and an updated contractor policy.



Worst-case scenario preparation

There are also regular training courses and evacuation practices to ensure everyone knows how to react in the unlikely chance of a worst-case scenario actually happening. These practices involves the local emergency services (fire brigade, police and medical services).

In 2017 we carried out a large exercise which incorporated five core tasks:

- The accessibility of EOC Belgium outside office hours;
- Testing a foam extinguisher trailer;
- Installing a heavy fire pump;
- Deploying firefighting personnel with heavy breathing protection;
- Detection and evacuation of victims to a Forward Medical Post.

The training exercises will ensure a smooth cooperation with the local emergency services in the future.



Safety Performance Management

Everyone who works for us, or with us, has an important part to play in making EOC Group a safer place. We aim for a safety culture that goes beyond compliance, to one where people feel comfortable raising concerns.

Safety Performance Management @ EOC Group gives practical advice and recommendations on developing an occupational safety, health and welfare management system for our workplaces.

This includes implementing the Plan, Do, Check, Act model as advocated in OHSAS 18001:2007.

Workplace safety improves efficiency, productivity, and employee morale. Plus, it reduces compensation costs.





Minimising the number of work-related accidents and incidents at all EOC Group sites is an absolute priority for us. This is why we undertake regular safety screenings at all our locations.

Hans Vroman, Health & Safety Manager

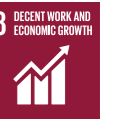


Evacuation exercise at EOC Group in Italy



3

GOOD HEALTH AND WELL-BEING



Safety at EOC Group sites around the world

After visiting our sites in China, India, Italy, Thailand and Turkey, **Hans Vroman, Health & Safety Manager at EOC Group** was interviewed on the safety procedures at our sites around the world.

How is safety organised at different EOC Group sites?

Hans: "While there are some differences in the safety procedures at various sites, there are a lot of similarities. For example, all visitors are registered before entering the site and main safety instructions in the local language and English (with pictograms) are clearly displayed at the entrance. However, even here there are some differences."

You regularly visit EOC Group sites to carry out safety screenings. What does a screen entail?

"We always work according to the same structure, which includes shop floor safety, order and tidiness, and safety management. We use a combination of extensive production visits, questionnaires for different employees and a safety score calculation. Sometimes we also conduct an evacuation exercise with a small emergency intervention exercise. Together these tools help highlight areas that could be improved."

What are the major differences in safety policy between the different sites?

"The differences are smaller than you would imagine. Our production sites are all built to the same Western European standards, and my colleagues around the world are dedicated to maintaining our high safety standards. And this dedication can be seen in the very low levels of work-related accidents or serious incidents."



Hans Vroman visiting our production site in India

"As a safety auditor, I see myself as an advisor, helping our sites to continuously improve their safety profile. That's why I was very impressed to see that comments from previous safety screenings and audits had been followed up so well, with clear improvements everywhere we looked."

What are the global safety plans?

"Safety is a never-ending story, so our safety screenings and audits are a continuous process. They help us to find ways to improve safety, from drawing up new procedures to implementing a new safety campaign. We hope that by listening to suggestions from my colleagues, implementing new ideas, and spreading best practices, we will continue to improve our overall safety in the future."



Absenteeism at work

EOC Group monitors absenteeism as part of our efforts to safeguard and care for the health of our employees.

Departments where employees have physical work both inside and outside have the highest rate of absenteeism. The reasons for the high level of absenteeism for production employees include the last flu epidemic and burnout.

We have implemented a number of initiatives to help actively maintain our bond with our employees during their absence, so they realise they are welcome to return to work when they are ready.

These initiatives include sending a card after two weeks of illness and a fruit basket after a month.



Mental and physical health

Our annual health check-ups, launched at HQ several years ago, have been recently extended to China, India and Thailand.

While we were implementing these new health check-ups, we noticed that our previous solution no longer fully covered our vision.

We wish to support our employees through any psychological problems or trauma that they experience at home or at work, so we have contracted Securex, an external prevention officer, to help as necessary.

The confidential Employee Assistance Programme (EAP) is promoted internally via flyers, and employees are able to contact the external prevention officer directly or via HR.



Health and well-being coaching

It is a well-documented fact that healthy people are happier and have fewer illnesses. In addition to our existing health coaching for employees aged over 45, we introduced several new initiatives for all employees.

Our first session covered nutrition and exercise and attracted over 180 participants. Feedback on this educational and interactive session was so overwhelmingly positive, that new sessions on sleep, exercise, stress and on quitting smoking were planned for 2019.

The health coaching is given by experienced trainers of 361°, an organization which promotes healthy, motivated and happy employees through durable employability and productivity, and complements our efforts to prevent burnout.



Team building

Everyone at EOC Group works as a team, which is why team building is so important. There is evidence that harnessing the potential power of a team can have a dramatic effect on EOC Group's ability to simultaneously meet targets, innovate, and improve employee job satisfaction and engagement.



Striving for 1 EOC

Many of our employees work shifts, including the weekend, which doesn't make it easy to connect with other employees across each site.

By organising different activities at different times, our employees have the opportunity to build trust, mitigate conflict, encourage communication and increase collaboration with each other. Our team building activities are paving the way to 1 EOC, and gives every team member the opportunity to get to know each other.

To further encourage and support bonds to form across each department, we have increased our budget for team building activities.

“ We want everyone at EOC Group to experience the benefits of being part of 1 EOC. As when a team functions efficiently the group dynamics and sense of belonging and acceptance brings out the best in people. ”
Pieter Verschraegen, HR Director

4 QUALITY EDUCATION

Employee training and evaluations

Our employees are our most valuable asset. To ensure they are satisfied with their work and have the opportunity to develop their skills and their career, we have implemented a range of internal and external training options, as well as updating our evaluation and exit interview procedures.



EOC Group Managers at HQ in Oudenaarde, Belgium.

Corporate Days and International Meetings

With 15 locations spread over Europe, India and Asia, regular and clear communication is essential for us to be able to carry out all operations according to our agreed standards.

To achieve this, human interaction and connection is vital, and we support with this with frequent Corporate Days and International Meetings.

“ Knowledge sharing is the key word during the two EU Finance Days. We want to ensure that all financial departments within EOC Group work in the same way. ”
Rudy Vermeersch, Accounting Manager (Belgium)



Harmonising our financial procedures

The EU Finance Days sees colleagues from across Europe coming to our HQ in Belgium for a two-day training.

While each country has its specific accounting, fiscal and financial rules, the European Union (EU) has overlapping rules which enables our financial departments to harmonise their efforts. This is critical for our procedures, as well as for transparency and our financial health.

We use regular communication and meetings (both online and in person) to manage and align our current goals and strategize for the future to ensure that all EOC Group financial departments work in the same way.



Aligning our global processes

We believe that by aligning our business processes with our corporate strategy, we will be able to efficiently and effectively meet the needs of our different stakeholders.

This alignment encompasses synchronising business process objectives and performance measures with organisational objectives and strategies to avoid conflicting, uncoordinated activities.

In 2017 we organised the Corporate Operations Days which enable EOC Branch and Operations Managers to discuss different processes from our sites and ensure all EOC branches share the same corporate vision and strategy.



Coordinating our sales strategy

Successful sales meetings motivate our employees to take their actions to the next level, sharing information, finding common goals, developing skills and discussing strategies.

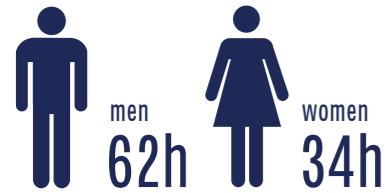
With this in mind, our Textile Department organised the first International Textile Sales Meeting.

- During the meeting, participants defined five critical pillars:
- a market-driven strategy;
 - a commodity teaching strategy for latex;
 - a full-service approach; the added-value philosophy; and
 - digitalisation.

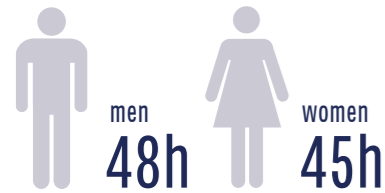
These pillars are all connected with the need for good organisation and excellent communication.



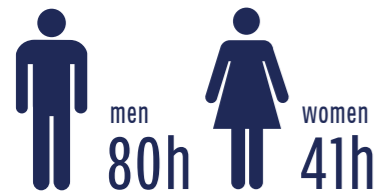
Average hours of training in 2017
Blue collar



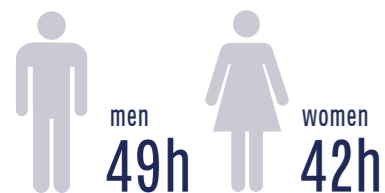
White collar



Average hours of training in 2018
Blue collar



White collar



Investing in career development

One of our goals is to continuously evaluate and improve our employee's skills. We value their efforts to grow and develop their competences, as this will ensure a bright future for us all.

We believe in sharing our best practices, so some training programmes initiated on one site are now being used in other locations.

In China and India, for example, we provide trainings on ISO procedures, technical skills, management knowledge and health, safety and environmental concerns.

In Portugal we work with Percentil, an external specialist, to provide relevant coaching and training in the fields of quality, environment, and health & safety for all employees.

In Italy, we have created a training matrix that shows the trainings employees need to follow, as well as their progress.

And in the UK, we ensure all our employees have the right qualifications and education to carry out their job, as identified in their annual appraisal.

For example, some of our operators attended night school and were given time to study for a NVQ Level 2 plant operation qualification, and some of our accounts workers obtained ATT bookkeeping accreditation.



4
QUALITY
EDUCATION

Employees of the future

We are also interested in our employees of tomorrow, which starts by encouraging the next generation to be interested in the chemical sector. We support a range of training opportunities for students of all ages.

Internship

Nine interns, ranging from Masters' in chemistry students to high school pupils, joined us at EOC Belgium in 2017. In 2018 we expanded our Belgian training programme to include new cooperation with schools and universities, sponsorship programmes, internships and mentoring. In Poland we offer training opportunities for university students.

YOUCA Action Day

We also hosted a student for the YOUCA (Youth for Change and Action) Day. One lucky intern had a front row seat to see how the chemical industry operates by joining us at EOC Emulsion in Belgium for a day. YOUCA participants contribute to a better world by donating their wages from their day working in a participating company to projects that help young people around the world. In 2018, the money raised went to Plan International's youth project in one of Ecuador's poorest areas.



Ada Louise gained valuable insights when she joined her father, Stephane Dujardin, at his workplace.

A great opportunity for young people to discover the chemical industry while contributing a charity





4 QUALITY EDUCATION

Stakeholder training

Training isn't just for our employees. We also hold training sessions, site visits and meetings for our partners. We believe that this is an important element of our working relationships.



Recruitment training

EOC Belgium works with a number of employment agencies across the region to find the right employees for our company.

It's important that our recruitment consultants know our company well, so they are able to select the right candidates and answer their questions correctly.

To help our recruitment consultants learn about our company, we invited them to our Oudenaarde and Evergem sites for two days of explanations, tours and workshops, including a detailed look at the importance of safety and sustainability.



Training courses and workshops for customers are a good way to create new opportunities, develop new products and enhance existing ideas.



EOC Academy

Sharing knowledge via EOC Academy is an important aspect of partnerships with our stakeholders.

It can lead to improved ways of working and increased efficiency. In 2017 we carried out an intensive training course on Latex and Compounds for new employees of our customer Balta Group.

The training included looking at the composition, properties and processability of carboxylated latices and a visit to the production facilities and R&D labs at our Oudenaarde site where the participants saw the practical applications of latex and compounds in textiles.



Planet



**How we
contribute to
Environmental
Responsibility**



6 CLEAN WATER AND SANITATION

Sustainable water usage

Water is vital for the chemical industry, as production isn't possible without sufficient process water of the right quality. This is why it's so important to find different solutions to use water optimally, and reuse it where possible.



The project was a challenge because so many different stakeholders were involved in delivering 3 water qualities to 3 EOC Group production sites via the special underground water network.

Water treatments

Previously, our production process in Evergem relied on tap water, which is not the most sustainable or cost-efficient solution. In 2017 we switched to groundwater for the three EOC Belgium facilities in Evergem.

Induss, a specialist in water treatment, installed four groundwater extraction wells at a depth of 26 metres. The groundwater is pumped to the treatment building where it is de-ironed, softened and demineralised. As part of their ongoing contract, Induss maintains the water treatment unit while EOC employees refill the chemicals as needed.

Wastewater from the iron removal process goes to the water treatment plant, while the softened and demineralised wastewater (which contains salt) goes to the effluent of the wastewater discharge. This centralised system uses less regeneration salt than the small individual softeners that were previously used. Additionally, there are significant cost savings.



Groundwater alternatives

In addition to ways of saving water, we are investigating alternatives to groundwater.

This includes reusing the rejected water stream from the reversed osmosis instead of directly discharging it.

Effluent treatment

In Evergem, we have implemented several initiatives to optimise effluent treatment (reduction of flow, waste load and specific dangerous pollutants) and reduce the amount of groundwater that we use.

Sustainable water usage

Sustainable water usage means finding ways to reduce our water consumption and reuse the water we do use.

In China, for example, we send all our wastewater to a local SFWO treatment centre by pipeline instead of by truck, which further reduces our environmental impact.

Effluent treatment plant

In India we use an effluent treatment plant (ETP) to treat our used water.

The treated water is then transported by pipeline to a local government treatment centre.

Reusing water

We have implemented a number of initiatives in Poland to reuse water.

These initiatives include collecting rainwater from new buildings and reusing this rainwater, along with our wastewater, in our production process before it is treated.

Reusing wash water

Re-using wash water can have a large impact on overall water consumption.

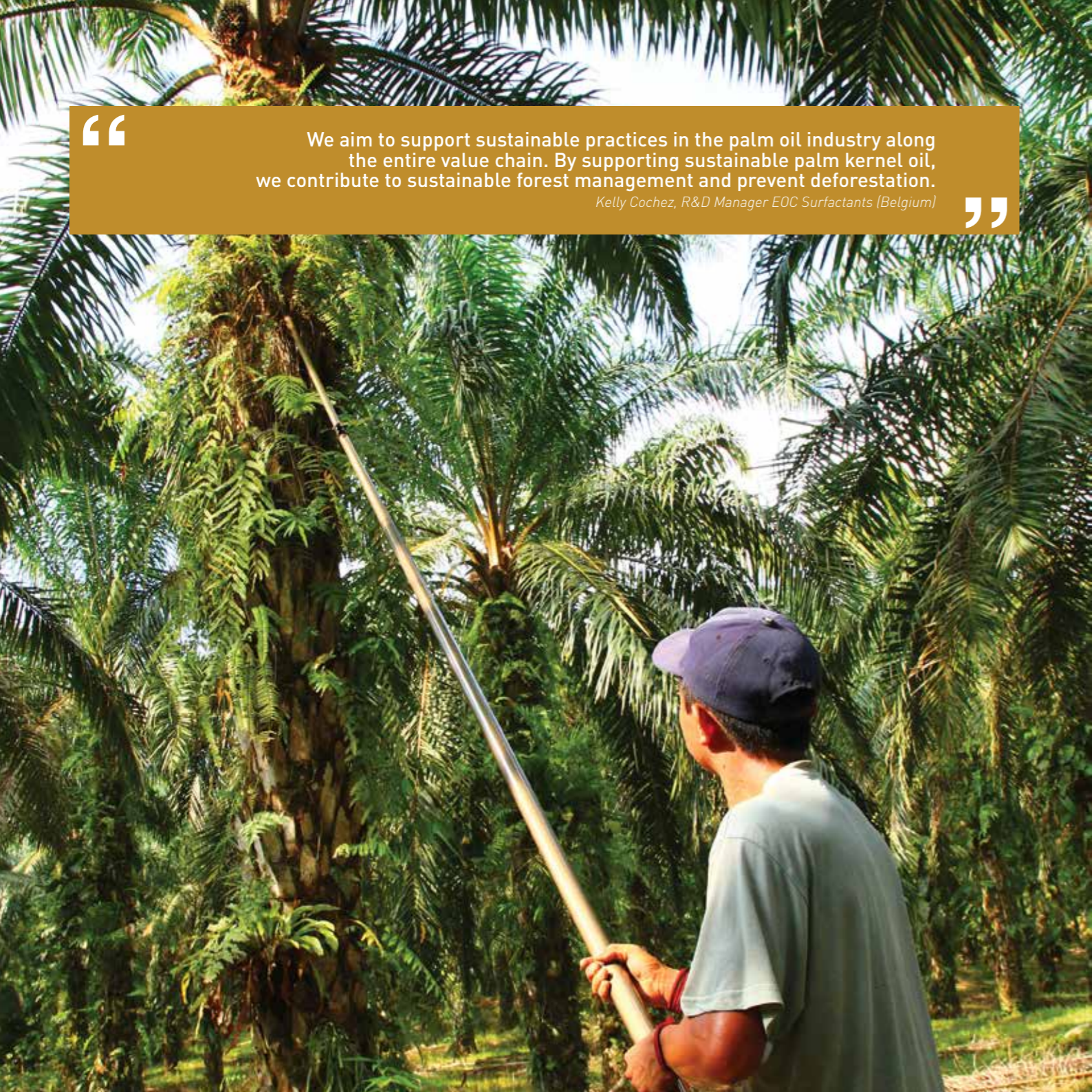
In the UK we reuse wash water in production, which reduces water consumption by 3m³ per day, or 720m³ per year.

Efficient water consumption training

In Portugal, we work with Percentil, an external specialist, to train employees about the most efficient ways to reduce water consumption.

This is part of the on-site training courses that Percentil runs for us.





“

We aim to support sustainable practices in the palm oil industry along the entire value chain. By supporting sustainable palm kernel oil, we contribute to sustainable forest management and prevent deforestation.

Kelly Cochez, R&D Manager EOC Surfactants (Belgium)

”



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Promoting sustainable palm oil

Palm oil is a controversial crop to harvest. **Kelly Cochez, R&D Manager at EOC Surfactants (Belgium)** was interviewed on the benefits of sustainable palm oil.

What is the background to the palm oil controversy?

Kelly: “Unfortunately, palm oil is a controversial crop to harvest as it often results in damaging the rainforests. It is under scrutiny from a social and environmental perspective by the public, NGOs and consumers.”

“Luckily, palm feedstock is an extremely efficient and highly versatile renewable raw material. Today, we use Palm Oil (PO) and Palm Kernel Oil (PKO) as a renewable raw material in surfactants, including consumer and chemical products like soap and shampoo.”

What is RSPO (Roundtable on Sustainable Palm Oil)?

“In addition to our own initiatives, we also participate in RSPO, a non-profit organisation which aims to make sustainable palm oil. Established in 2004 by environmental groups and palm oil producers and users, RSPO aims to increase the sustainable production and use of palm oil while respecting the rights of local people and preserving the natural environment of producer countries like Indonesia and Malaysia.”

Can you tell us more about EOC Group’s involvement with RSPO?

“For a company to use the RSPO logo on its end products, their entire supply chain must be RSPO certified.”

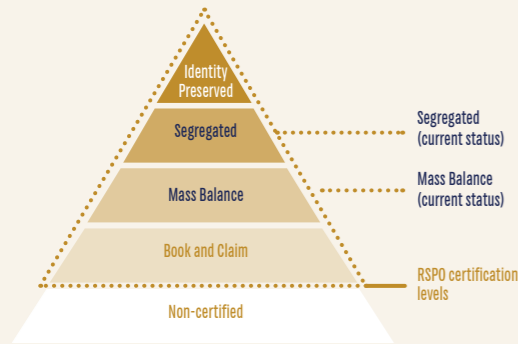


*Kelly Cochez
in the EOC Surfactants lab*

EOC Group has been a member of RSPO since 2012, which has enabled us to shape efforts to make sustainable palm oil the standard.”

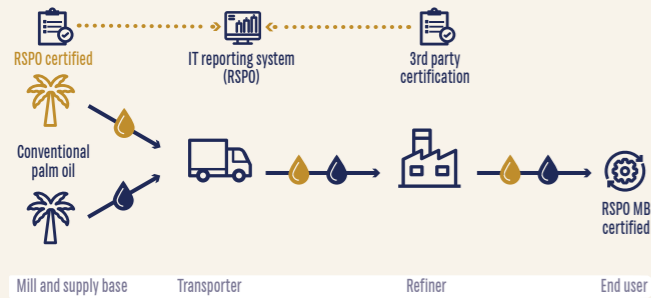
“In 2017, EOC Group became RSPO certified for processing palm products through Mass Balance (MB) and Segregated (SG) supply chain models for our Evergem and Oudenaarde sites. Our Italian production site in Vercelli aims to obtain RSPO certification in 2019.”

“EOC Group purchases all of its palm oil and palm kernel oil from RSPO affiliated manufacturers, and we encourage our customers to follow the same sustainability principles.”



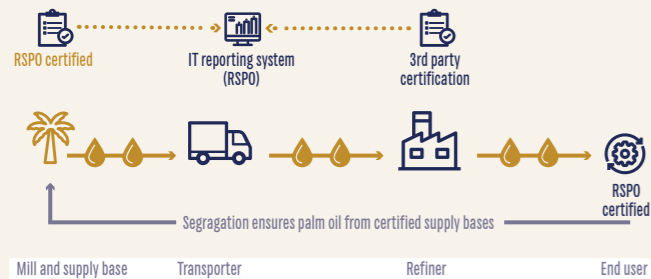
We are in the process of increasing the range of MB certified palm oil products we offer our customers around the world. This actively supports our customers' sustainability efforts, ensuring more sustainable products and creating added value for our customers, the environment and society.

To become RSP0 supply chain certified, EOC Group complies with the RSP0 Supply Chain Certification standards which are based on a quality management system that focuses on production identification and control.



Segregated

A segregated supply chain separates sustainable palm oil from different certified sources from ordinary palm oil. However, the palm oil cannot be traced back to an individual producer as the different sustainable sources are mixed along the supply chain.



Mass Balance

In a Mass Balance supply chain, sustainable palm oil from certified sources is monitored along the chain, but it is mixed with ordinary palm oil. As long as the input-output quantities are balanced, the company is compliant.



13 CLIMATE ACTION



Total waste management (TWM)

For a future-proof, sustainable economy, we need to move past the efficient collection of waste streams to a truly circular economy that produces high-quality secondary raw materials from all waste streams. The transition to a circular economy starts with awareness and knowledge of our current sustainability performance.



Waste yard at EOC Belgium Oudenaarde

Protecting and preserving the environment

We have been working with Renewi (formerly Shanks) for all our TWM needs in Belgium since 2012. Globally, Renewi recycles or recovers approximately 90% of the waste it treats each year (75% as a raw material and 25% as a source of energy), closing the circle from waste to product.

Together with Renewi, we looked at every stage of our production process to find ways to prevent waste and make the entire cycle more economical and efficient, this includes recovering raw materials from incoming residual flows to transform them into premium secondary raw materials. Any waste remaining is converted into useful heat, power and energy.

“ In 2019, we plan to visit the Renewi facility to further evolve our Total Waste Management strategy for optimal recycling and sustainability. *Mathias Lantsoght, Assistant Plant Manager (Belgium)* ”



Transport

The transport of raw materials and finished goods can have a significant environmental impact. Some of our current mobility related initiatives include:



Reducing emissions for road freight

By improving the loading of filter cake containers from our 2 Latex production divisions, we were able to reduce the number of transports required, which also reduced fuel consumption and CO₂ emissions.

Before the initiative was implemented, containers often only contained 7 tons, instead of a maximum of 14 tons.

In 2017 the average container contained 10 tons, which increased to 11 tons in 2018. This resulted in 67 fewer transports in 2017 compared to 2016. We are now looking into the benefits of transporting 2 containers simultaneously.

67

Fewer transports in 2017

79%

Load level of filter cake containers

PILOT PROJECT



Shifting from road transport to intermodal

Transport is an important concern for sustainable development, with each mode of freight having a different impact on the economy, environment and society.

However, these are not the only elements to consider when selecting transport methods as it also needs to be efficient, prompt and flexible. Plus it needs to meet our customers' increasing demands for intermodal freight transport, which has led to intermodal freight transport becoming increasingly competitive when compared to the standard road service.

After careful investigation of the options, we are convinced that inland waterway transport is a competitive alternative to road transport.

The benefits include: lower energy consumption (approximately 17% of road transport per km/ton of transported goods); low noise emissions; high levels of safety, especially for transporting dangerous goods; and it lowers congestion on our road network.

That's why EOC Group decided to start a pilot project and investigated the benefits of transporting containers via the inland waterways from the Port of Ghent or Wielsbeke to the Port of Antwerp instead of by truck. From the Port of Antwerp, goods are then transported around the world.

Issues that need to be looked into include container requirements (maximum five years old without any repair work as our flexibags are sensitive to cracks) and the use of the quay in Evergem which is not currently in use.

Additionally, intermodal freight transport needs to create more flexibility in the transport chain, as this can cause connection issues. The project is currently being evaluated and will continue in 2019.

Fuel efficiency

We monitor fuel consumption in our trucks as this is an indicator of driving style and maintenance of the vehicle.

We lease fuel efficient and clean trucks is standard for our fleet in Poland and many other countries.

Reducing forklift accidents

We track and evaluate the driving style of our forklift drivers. Forklift trucks have limited visibility when loaded and can be extremely dangerous in the case of collisions.

Visibility issues have been significantly reduced with the Eyesight system which has resulted in fewer accidents.





Prosperity



**How we
contribute to
Economic
Development**



A total of 443 photovoltaic solar panels have been installed on the roofs of our locations in Evergem and Oudenaarde with an expected yield of 113.81 MWh / year. This also reduces our ecological footprint.

Marc Pierloot, Environmental & Sustainability Manager



7 AFFORDABLE AND CLEAN ENERGY



Sustainable energy usage

We are determined to protect the planet from degradation so that it can support the needs of present and future generations. Our initiatives tackle sustainable consumption and production, sustainably managing our natural resources and taking urgent action on climate change.

Lower energy usage results in fewer greenhouse gases (GHG) and lower costs, which is why we have implemented initiatives to encourage sustainable energy usage, reduce energy consumption and recover heat flows.

Energy saving lighting

After a successful pilot scheme at our Oudenaarde site, we have rolled out energy-saving LED lights across most of our locations in Belgium, with the project expected to be finalised in 2019 when we renew our emergency lighting.

The pilot scheme reduced energy usage by 62%, as average daily use dropped from 5.90 to 2.23 kWh, and employee reactions to the new lighting have been positive. The return on investment (ROI) has been calculated to be 4.22 years.

Additionally, as the lights have been leased, replacing the lights is handled by a supplier which reduces our maintenance man hours. The old light fittings have been distributed in the local community, for example to schools and employees.

In Poland, we completed a four-year project to modernise the lighting onsite and install LED lighting.



Reduced energy usage with energy-saving LED lights

-62%

Return on investment (ROI) in years

4.22



Alternative fuels

At EOC Polymers India we have started to use LPG gas instead of diesel for our boilers, reducing our carbon footprint, which is better for the environment.

At EOC India, we use an economizer on our steam boiler and hot oil system to recycle heat energy.

Renewable energy

When purchasing energy from the power grid, our objective is to increase the proportion which comes from renewable sources.

In Italy, for example, 36.6% of the electricity we purchased in 2017 was renewable energy.

Quick closing gates

Gates that are slow to close or left open result in unnecessary heat loss.

To counter this, we have installed quick-closing automatic gates at our Oudenaarde production site as well as at EOC Belgium Latex Division II and EOC Belgium Adhesive Division in Evergem.

Building isolation

Replacing the heat that escapes from our offices and production sites is a waste of energy and money.

In Poland, we installed energy efficient building, roof and pipe isolation. This has had a major impact on our heating bills, especially in winter.

Turning air conditioning off

Air conditioning can consume a lot of energy without anybody benefiting from it.

Simply by turning off lights and air conditioning during breaks, overnight and at weekends has reduced energy usage at EOC India.

Energy consumption as a KPI

It is important to know exactly where we are using energy and the efficiency of alternative solutions. This is why we have installed energy consumption indicators which measure and report our energy usage as a Key Performance Indicator (KPI) for our sustainability efforts.

Solar panels to heat water

Solar energy is a common source of renewable energy in warmer climates.

In Portugal, we use solar panels on the roof of our buildings to heat water. This reduces our environmental impact and our energy bills.

Wind turbines



Together with our partner EDF Luminus, we are investigating the possibility of installing a wind turbine on our Evergem site. This complex project involves several stakeholders, including the local community, as well as needing to comply with regional, provincial and national regulations.



Combined heat and power system (CHP)

CHP is a sustainable option when compared to conventional electricity and thermal energy production.

The benefits of CHP include:

Efficiency

For a given energy output, CHP uses less fuel and avoids transmission and distribution losses from electricity travelling over power lines.

Sustainability

Thanks to these efficiency benefits, CHP reduces emissions of GHGs and other air pollutants.

Financial

CHP's high efficiency can result in considerably lower energy bills, as well as being a hedge against electricity cost increases.

Reliability

CHP's on-site energy generation ensures continued operations even when the grid supply has been disrupted.

With cogeneration - Loss 15
Without cogeneration - Loss 29

In a CHP, 85% of the heat content of natural gas is converted into useful energy (electricity and heat). 14% more primary energy would be needed to produce the same amount of useful energy from electricity or gas from the grid.

CHP capacity and Steam capacity

500 kg/hour

Energy produced

85%

of the needs of our Evergem site

The installation of a 500kW Combined heat and power system (CHP) system at EOC Belgium Latex Division II now produces 85% of the electricity needed at our Evergem site.

It is also used to warm water and produce 500 kg/hour of steam for our production line. When demand is low, this efficient system uses a buffer tank to store heat or deliver it to the grid.



8

DECENT WORK AND ECONOMIC GROWTH



Quality assurance

EOC Group is committed to delivering high-quality products that live up to our customers' expectations as well as complying with relevant local, regional, national and international rules and regulations. As part of our compliance with our quality, safety and environmental management systems (see logos below), we implement KPIs, carry out audits and execute regular evaluations.



In 2018 we were awarded the ECOVADIS gold medal in recognition of our CSR achievements. We are proud to be so highly ranked by ECOVADIS.

Leontine van der Linden, Quality Assurance Manager (Belgium)



Management systems

Our sustainable development approach is supported by international, independently verified management systems. We recently received a positive recommendation for recertification of the certificates listed (listed on page 49).

Internal audits

Internal audits help us to improve our processes. Our internal audit team consists of auditors from all departments to deliver a balanced approach that helps people from different departments understand the diverse aspects of the business.

There are two different types of internal audits:

- Compliance audits: this is part of our internal audit programme that evaluates our quality, safety and environmental standards to assess whether our operations are being carried out in accordance with the relevant operational procedures, legislation and licences.
- Risk-based audits: these audits identify and quantify risks in the processes to test the efficiency and effectiveness of our management systems.

Global standards

Some of the internationally recognised principles and global standards that we comply with include:

- United Nations Global Compact (UNGC)
- International Labour Organisation (ILO)

External audits

Every year, EOC Group is audited by a number of third parties, including:

- Public Authority Checks: in all the areas in which we operate, we are audited by public authorities that grant licences or monitor compliance with such licences.
- SEVESO checks in Europe: relevant authorities periodically audit our preventative measures, our inspection procedures and maintenance programmes on SEVESO sites.
- Customer audits: our customers regularly carry out their own on-site audits.
- Certification agency audits: as part of the certification of our management systems, an independent and accredited certification body formally confirms that EOC Group is operating correctly.

Changing standards

As part of our commitment to quality and to ensure our continuous compliance, we stay up to date with changes in laws, norms, regulations, codes and performance standards, including the EU General Data Protection Regulation (GDPR) rules.

Renewing certification

We work with our stakeholders to ensure that the supply chains in which we operate are as sustainable as possible. This includes implementing KPIs, compliance with legislation, environmental and quality certifications, audits and evaluations.

In 2017 we renewed our ISO 9001 certification for all our activities in Belgium.

Our ISO and OHSAS certifications are valid for 3 years, verified by annual follow-up audits.

As we understand the importance of health and safety certification, we plan to work towards ISO 45001 certification in 2019.



Ethically responsible trade

We buy raw materials and packaging materials from a wide variety of companies around the world. While we try to only work with ethically responsible suppliers, it is not always feasible or practical to audit each company to ensure that this is the case.

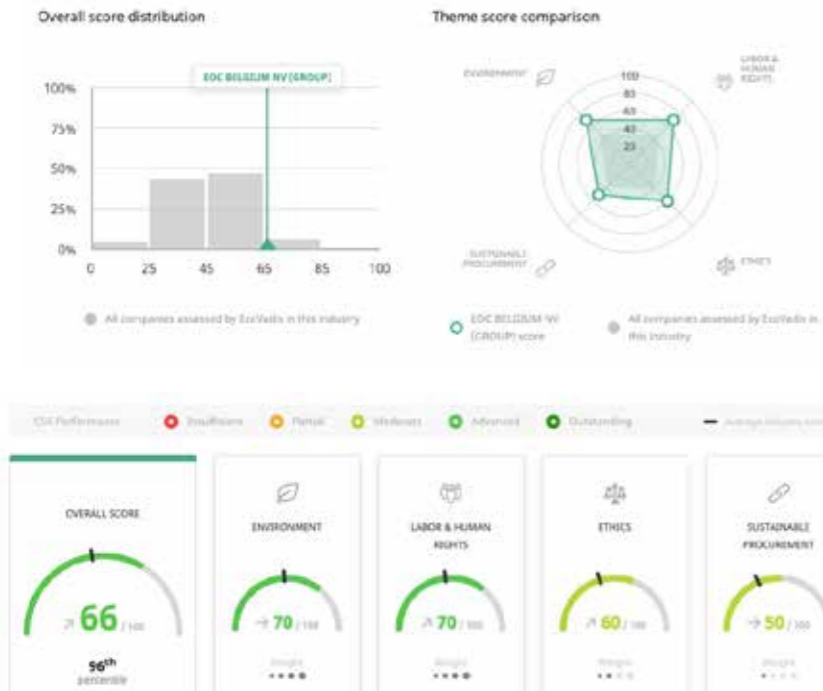
EcoVadis scorecard

EcoVadis is an independent, international platform that evaluates companies based on four areas of their corporate social responsibility (CSR) policies (environmental impact, working conditions, fair trade practices and sustainable purchasing policy).

In 2017 we were audited by EcoVadis and received the 'Silver' medal and in 2018 we received the 'Gold' medal in recognition of our advanced scores for our environmental process and labour & human rights policies.

However, we still have room for improvement, so we'll continue to work on advancing our performance across the board, with a focus on the areas where we received a moderate score.

We like working with partners and suppliers with a similar vision of sustainability, so we ask every raw material supplier for their EcoVadis score to see how it compares to benchmarks in their industry.



The EcoVadis scorecard (2018) for the Belgium EOC Group facilities

	ASIA		INDIA		EUROPE						
	China	Thailand	Delhi	Mumbai	Belgium	Italy	Netherlands	Poland	Portugal	Turkey	UK
MANAGEMENT SYSTEMS											
QUALITY (QMS)											
ISO 9001	●	●		●	●	●	●		●		●
EFQM			●								●
GMP*	●				●						
ENVIRONMENTAL (EMS)											
ISO 14001	●	●			●				●		
EMAS				●							
SAFETY											
OHSAS 18001					●				●		
FOOD SAFETY											
BRC				●							
HACCP				●							
EUROPEAN AND GLOBAL STANDARDS											
UNGC	●	●	●	●	●	●	●	●	●	●	●
ILO	●	●	●	●	●	●	●	●	●	●	●
GDPR					●	●	●	●	●	●	●
CSR STANDARDS											
ECOVADIS					●						
SUPPLY CHAIN CERTIFICATES											
RSPO					●						

* GMP - Belgium: EOC Surfactants has been awarded the Good Manufacturing Practices (GMP) certificate for its manufacturing site in Evergem, Belgium. EOC Surfactants produces according to the GMP-guidelines, as put forward by the 'European Federation for Cosmetic Ingredients' (EFICI).

For more information, visit www.eocgroup.com

“ EOC Belgium is proud to be rewarded the VOKA Sustainable Business Charter as it acknowledges our continuous efforts, often beyond legal compliance. It motivates us to continue our improvements globally. ”
Marc Pierloot, Environmental & Sustainability Manager



EOC and 45 other companies from East Flanders received the VOKA Sustainable Business Charter on June 19, 2018.



8 DECENT WORK AND ECONOMIC GROWTH



VOKA Sustainable Business Charter

Marc Pierloot, Environmental & Sustainability Manager at EOC Group, was interviewed after receiving the VOKA Sustainable Business Charter.

What is the VOKA Sustainable Business Charter?

Marc: “VOKA (Vlaamse netwerk van ondernemingen / Flemish Chamber of Commerce) works with companies to implement sustainability strategies by drawing up an action plan, carrying out a verification audit and awarding companies for their sustainable entrepreneurship. In 2018, VOKA awarded EOC Belgium its Sustainable Business Charter for its production facilities and logistics in Evergem and Oudenaarde.”

How can companies be awarded the VOKA Sustainable Business Charter?

“To have the chance of being awarded the Sustainable Business Charter, companies must prepare a sustainability action plan and be monitored for a year by VOKA to ensure that the company adheres to the plan. The action plan needs to be proportional to the size of the company and fit within at least one of the 17 UN Sustainable Development Goals (SDGs) which are based on the 5Ps (people, planet, prosperity, partnership and peace).”

Why was EOC Belgium awarded the VOKA Sustainable Business Charter?

“While our sustainability action plan includes a variety of projects, ranging from small actions to large investments, two projects in particular helped



Marc Pierloot and Geert Moerman (Managing Director at VOKA)

EOC Belgium achieve the award. Firstly, EOC Surfactants became RSP0 certified in 2017 (page 34-36). And secondly, EOC Belgium has increased the filling in filter cake containers, which has reduced transport to the end processing plant in Antwerp (page 38).”

In 2018, VOKA awarded EOC Belgium the Sustainable Business Charter for its production facilities and logistics centers in Evergem and in Oudenaarde.



8 DECENT WORK AND ECONOMIC GROWTH

Lean manufacturing

The core of lean manufacturing is eliminating all forms of waste in order to increase safety and efficiency of the entire site. This takes many forms across our organisation.

We also give our customers guidance. For example, we prepared Storage & Handling guidelines for Latex & Compounds textile customers. While this is primarily intended for a European audience, many of the guidelines are relevant for global operations.

EOC Group strives to integrate safety, health and environmentally-friendly awareness in all areas. This guide includes information on the use of disposal of the products we manufacture, as well as recycling and storage. It is a must for anyone dealing with these products.



Operational Excellence 2019 road map

Our Operational Excellence 2019 road map focuses on our waste inventory from our European sites. By listing each item according to importance, it gives us a clear set of priorities.

For each item, we investigate how to reduce this waste in the future, as well as looking into a possible second life for existing waste. This will result in less waste, a lower environmental impact and more opportunities.

“ The less waste we produce, the more sustainable our operations are. That’s why reducing and eliminating waste is a priority.

Steven De Baets, Continuous Improvement Engineer (Belgium)

”



Inventory

We have implemented a new procedure to monitor inventory levels, in particular slow-moving items, to look for alternative usage of these materials. This will reduce our storage requirements, as well as reducing the possibility for waste as materials lose their potency and need to be disposed of.

Travel

Whether you travel by plane, train or car, the environmental impact of travelling from one location to another is relatively high. This can be significantly reduced by increasing the number of conversations that take place via video conferencing.

Internal communication

New campaigns, updated information, road maps, procedure details and documentation can all be found on the company intranet and information screens. This ensures that all employees have the tools they need to do their job safely and correctly.

Gemba walk

In lean manufacturing, a Gemba walk refers to going to the work floor to see what is actually happening. In some cases, it can replace reports, data or meetings. We implemented Gemba walks in 2018 and will be expanding the initiative in 2019.

Kaizen

Kaizen, the Japanese term for “improvement”, refers to business activities that continuously improve processes and procedures throughout the company. These improvements can be in the form of small steps or large leaps, and can take place at any level of the company hierarchy.

5S project

The 5S methodology – Sort, Set in order, Shine, Standardize, Sustain – is an important process to improve the overall function of a business by improving order and cleanliness. We have successfully started to implement this methodology in our facilities in Europe and Asia.

Six Sigma

With Lean Six Sigma, we tackle complex recurring problems using a systematic and structured approach to improve the efficiency of our processes, prevent waste and increase profitability and compliance.

This famous quality methodology follows set steps – Define, Measure, Analyse, Improve, and Control – to improve quality levels of complex processes. We have proposed using Six Sigma methodology for a number of projects.





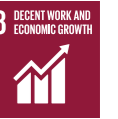
The growth in production capacity means we will need more staff, including operators, lab assistants and clerical officers.
Peter Buysse, Operations Manager EOC Belgium Adhesive Division



Major extension works at EOC Adhesives in Evergem, Belgium



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Expansion of EOC Adhesives

Following the growth of EOC Belgium Adhesive Division, **Peter Buysse, Operations Manager at EOC Belgium Adhesive Division** was interviewed about future plans.

Why are we expanding EOC Adhesives?

Peter: “Thanks to increasing innovation, production and sales, our adhesives department has grown steadily over the past few years. Our infrastructure at our Evergem site wasn’t able to keep up with our growth, so we started major expansion work in early 2018.”

What infrastructure changes are being implemented?

“In addition to the 2 existing reactors, we are constructing a new reactor building which will have space for 2 new reactors. The new reactors will be slightly heavier than the existing ones in order to handle thicker products and special formulations.”

“The 3 existing tanks plus 1 new one are now installed in the new tank farm. There is also space for an additional two tanks to be added at a later date. The new tank has been equipped with a cooling jacket to allow raw materials to be cooled to room temperature before we deliver them to our customer.”

“Lastly, we have constructed a second warehouse for storing finished goods while raw materials remain in the first warehouse. We have also added an extra loading bay between the 2 warehouses for faster loading and unloading of trucks.”



Peter Buysse

What are the changes for EOC Group employees?

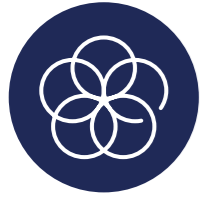
“The growth in production capacity means we will need more staff, including operators, lab assistants and clerical officers.”



Partnerships



**How we
contribute to
Collective
Growth**



17 PARTNERSHIPS FOR THE GOALS



Innovative sustainable project development

Sustainability is important at every stage of the product lifecycle from the initial idea or customer request, all the way to its eventual recycling. With this in mind, our R&D teams are continuously working with our partners to find new ways to make our products more sustainable.



For more information on Carboseurf, visit www.carbosurf.eu

Surfactants from biomass

Sophorolipids are a group of surfactants produced by the enzymatic conversion of glucose and bio-alcohols by modified microorganisms. They provide emulsification, detergent and dispersion properties in the detergent and cosmetic industry, as well as in industrial markets.

EOC Group participates in Carbosurf and Applisurf, two European projects under the Horizon 2020 umbrella of the European Community as an industrial partner that specialises in researching the applicability of these products in detergent formulations.

Both projects are multiple partner projects where some partners are responsible for the genetic modification of the micro-organisms (University of Ghent), some are responsible for the production of the biosurfactants (BBEPP, Fraunhofer Institute) while others study the applications (EOC Group, Croda, and Clariant).

Horizon 2020 is the financial instrument implementing the Innovation Union, a Europe 2020 flagship initiative aimed at securing Europe's global competitiveness. Seen as a means to drive economic growth and create jobs, Horizon 2020 has the political backing of Europe's leaders and the Members of the European Parliament. They agree that research is an investment in our future and so have put it at the heart of the EU's blueprint for smart, sustainable and inclusive growth and jobs.



Proteins from waste streams

Proteins allow us to build durable component into our styrene-butadiene lattices without compromising the properties of latex used as a backing coating for carpets and rugs.

In collaboration with Wageningen University and Research, EOC Group is investigating the use of proteins from waste streams from meat or fish production.

Biobutadiene from renewable sources

Butadiene is one of our most important raw materials in the production of styrene-butadiene lattices, but it comes from fossil raw materials.

As part of the Spicy project, under the Catalisti umbrella, we are studying whether butadiene can be obtained from renewable raw materials such as glucose.

Other participants include the Catholic University of Leuven, the University of Hasselt, the University of Ghent and Proviron.

Bioacrylates from renewable sources

Together with ADM and Wageningen University and Research, EOC Group is investigating whether acrylic acid and its derived esters can be made from the residual products from soybean production.

In this project, called Methaform, EOC Group is the essential link in the research of the suitability of biomonomers for the production of lattices. These lattices will be used for paint, ink and general coating applications.

Surfactants with raw materials from alternative sources

Coconut oil is used in applications such as detergents, but the increasing demand has resulted in tropical forest being cut down and replaced by coconut palm.

We are participating in a Catalisti project to study replacing coconut oil with the fatty acids from the "Black Soldier Fly" which has a similar fatty acid composition.

Other participants include the Thomas Moore Hogeschool, the University of Antwerp, the Hogeschool Geel and Mylene.

Bio-based raw materials

The focus of our collaboration with 2 suppliers, Kaneka and Danimer, is to answer the question: can our current fossil-based polymers be replaced by polymers that use biomass as its raw material?

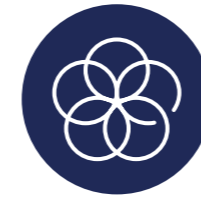
At the moment it looks like PHA (polyhydroxyalkanoate) could be the preferred polymer to replace styrene-butadiene polymers in applications such as carpet backing.

Recycled raw materials

EOC Group believes that increasing the size of circular economy is important for the future of our planet.

In cooperation with Shark, EOC Group re-uses ready-to-use formulations based on PVB (polyvinyl butyrate). PVB is used in many applications, including as an intermediate layer in glass for the automotive industry.

Shark specialises in recovering PVB at the end of the car's life, then offering it back to processors like EOC Group.



17 PARTNERSHIPS FOR THE GOALS



Harvesting rainwater in Bolivia

After his latest trip to Bolivia, **Frans Pauwels, former EOC Group employee**, was interviewed to update us about the Catapa rainwater project.

Can you explain the background to this project?

Frans: "Polluted mining and climate change have had a major impact on Lake Poopó on the Bolivian plateau, leaving the area almost completely dehydrated by early 2016. This dehydration, combined with the associated fish mortality, failed harvesting and lack of potable water, had a devastating effect on the local area and caused many young families to emigrate."

How is EOC Group involved?

"I asked EOC Group if they would like to be involved in the efforts to help this community as part of its commitment to supporting people and the environment. Happily, they agreed!"

"So, in cooperation with Catapa (a volunteer organisation) and VPWvO (Flemish Partnership Water for Development), EOC Group has been involved in installing water tanks and roof structures for families in the area. This includes educating them about water usage, pollution and health via workshops and flyers, and distributing instruction manuals that explain how to install, use, and maintain the water tank and filter as water quality is an important part of the harvesting project."

What has been achieved?

"So far, over 20 roofs and tanks have been installed to help hard-hit families, and over 600 people have attended trainings on water usage."



Frans Pauwels in Bolivia



First water tank arrived

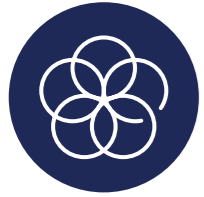


By the end of 2019, our goal is to install 36 water tanks to harvest rainwater and reach 2,900 people with our training sessions on water tank maintenance, sustainable water usage and legislation related to water.

Frans Pauwels, former EOC Group employee



More info on the Catapa, visit www.catapa.be



17 PARTNERSHIPS FOR THE GOALS

Good causes for our planet and our community

We are determined to mobilise the means required to implement this agenda through a revitalised Global Partnership for Sustainable Development, based on a spirit of strengthened global solidarity, focused on the needs of the poorest and most vulnerable, and with the participation of all stakeholders.



Car free day

Mobility week takes place in Belgium every September. Full of activities to encourage people to think about their mobility habits, the week finishes with Car Free Day.

EOC Belgium encourages this tradition (and safety), providing free bike check-ups for all employees who cycle to work on Car Free Day.



Eat@12

We believe that the social economy is the way forward. It promotes a rich diversity of enterprises and organisations that work together to prioritise labour over capital to benefit us and our communities. Both respect the principles of social embedding, transparency and durability as they create social added value.

One example of a local service economy (LDE) is AAROVA, an organisation that creates work opportunities that give job satisfaction and pride to people with mental or physical disabilities.

AAROVA runs several projects close to EOC Belgium, including Eat@12, a stylish restaurant close to our Oudenaarde facility. Eat@12 is a popular option for EOC Belgium employees and for business lunches with our stakeholders.



A greater goal for the good

Each year we select a number of local charities to support. We selected for the period covered by this report Hart voor handicap (Heart for handicap) and Handicap International, which support people with a disability to integrate in daily life.

In 2015 one of our employees was diagnosed with ALS, a muscle disease with irreversible consequences. Over time, her situation has deteriorated to the point that she relies on full time care which is a huge financial burden for her family. We organised a surprise benefit party for her which raised €19,500 to help with these costs.

We sponsored the placing of a defibrillator at a secondary school close to our Oudenaarde facility. Together with reanimation techniques, a defibrillator can increase the chance of survival in medical emergencies.



Running for good

A team based approach to supporting a sustainability initiative is useful for EOC Group employees, for the local community in the broadest sense and for the specific social project. EOC Group employees achieve a personal goal and a greater goal for the good of the social project or community.

EOC Belgium sponsors the KBO run and encourages employees to run either 6 km or 9 km in Oudenaarde.

As part of the Everyone Against Cancer fundraising, EOC Belgium organised a sponsored run to help raise some money.



Peace



How we contribute to Empowering Society



16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Our stakeholders

Every three years we review our quality, safety and environmental management systems to formally identify all stakeholders and any potential impact they might have on our procedures. This enables us to adapt our systems as necessary to ensure safe and smooth working relationships.

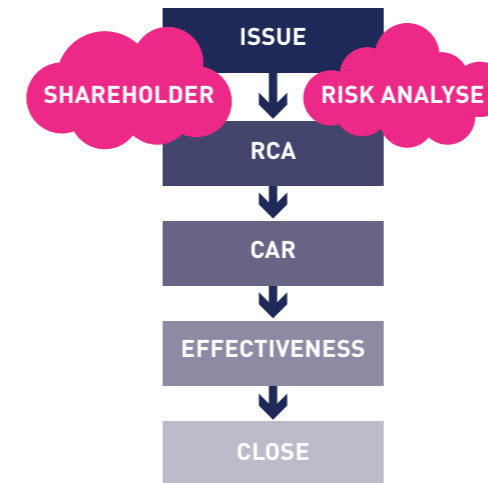


Stakeholder wheel EOC Group, regarding quality ISO 9001, safety and environmental ISO 14001, occupational health & safety ISO 45001 management system



New complaint and incident reporting system

In order to gain better insights into customer complaints so we can respond quickly to solve these issues, we started work on One Flow, a new system for handling customer complaints, environmental and safety incidents and non-conformity reporting.



One Flow

The purpose of One Flow is to ensure all reporting happens in a consistent and complete way.

The process starts by undertaking a Root Cause Analysis, including risk analysis, and includes follow up to see the effectiveness of the implemented solution.

All incidents are reviewed by a Prevention Adviser and Environmental Coordinator to reduce the chance of a repeat occurrence.

One Flow was rolled out at our sites in Belgium in 2018, and will be followed by our other locations in 2019.

“ Our new One Flow incident reporting system gives us a clearer insight into potential issues in our operations, empowering us to respond quickly and efficiently.
Leontine van der Linden, Quality Assurance Manager (Belgium) ”



16

PEACE, JUSTICE AND STRONG INSTITUTIONS

Business in accordance with our declared values

Trust is a fundamental aspect of our relationships with our customers, our communities and our people. By clearly stating our values in our Code of Conduct, we have a frame of reference that guides our daily decision-making process, ensuring that we keep our stakeholders' trust.

Human rights

EOC Group is committed to the principles expressed in the United Nations Declaration of Human Rights (and its protocols) and the fundamental Principles and Rights at Work developed by the International Labour Organization.

Freedom of association

EOC Group recognises the right of employees to become and remain members of Trade Unions (or alternative representational group) and the right of their representatives to negotiate and bargain collectively on their behalf.

Child labour

EOC Group does not employ in any way, any individual who has not either reached the mandated school-leaving age or the minimum age set for employment in any country in which the company operates.

Forced labour and abuse

EOC Group is committed to treating our employees in a humane manner.

We do not tolerate any form of abusive behaviour, not only in respect of our employees, but also those we conduct business with.

For more information on our Code of Conduct, visit www.eocgroup.com



Employee respect

EOC Group values the contribution made to our business by our employees.

We are committed to creating and maintaining a working environment that is safe and respectful for everyone.

Diversity and non-discrimination

As a multinational company, EOC Group values the differences reflected in our diverse workforce.

We are committed to rejecting discrimination on any grounds and eliminating unfair practices.

Fair compensation

EOC Group ensures that the pay rate for the standard working week (or part thereof in the case of part-time employees) in each country in which we operate, at least matches the minimum standard set by the local government or legislature.

Anti-corruption

EOC Group is committed to acting lawfully and ethically in a way that shows our integrity and responsibility towards all our stakeholders.

We expect our stakeholders to have a similar high standard of ethical behaviour.

Employee development

One of EOC Group's key objectives is the continuous training and development of employees, encouraging each employee to reach his/her maximum potential.

We support learning and development programmes for employees at all levels.

Internal communication

EOC Group values regular, timely and efficient meetings with our employees and their representatives, conducted in an open and constructive manner, to exchange views on all matters affecting the business.

Community involvement

EOC Group recognises that its sites are a part of their local environment and community.

As a socially responsible organisation, we are committed to developing a constructive and mutually supportive relationship with our host communities.

Environment

Our objective is to produce in a sustainable manner with respect for people and the environment, aiming for high energy efficiency, continuous lowering of environmental pollutants and zero complaints from local residents.



16

PEACE, JUSTICE AND STRONG INSTITUTIONS

Other policies including privacy

Our policies and procedures provide our employees with clear guidelines that reflect our values and our desire to show good social citizenship.

Corporate Policy Statement

EOC Group is committed to continuous improvement of all our procedures and processes.

We believe this is a fundamental element of everyone's job responsibility.

GDPR

GDPR is a EU regulation designed to protect the privacy of EU residents.

As we work globally, we have implemented it across all our sites.

Data security for job candidates

As part of our privacy protocols, we have taken additional steps to ensure the data security and protection of job candidates by outsourcing our recruitment processes and payroll.

We believe in good social citizenship, which you can see in our policies and procedures that guide us when we make decisions.

How we contribute on the future

Since their launch, the 17 SDGs have comprised a call to action for any company interested in sustainability. We have incorporated these goals in our initiatives, using them to guide and encourage our progress. And this will continue in the future.



Sustainable water usage

Reusing water before it is discharged improves the overall sustainability of our sites.

We have implemented and developed initiatives to reuse reject water at EOC Group in Belgium and reuse rainwater in Poland.

Waste reduction

By reducing our waste levels, we reduce our usage of raw materials and have less impact on the environment.

At EOC Group in Belgium, we are investigating the feasibility of evaporating specific wastewater flows and reducing our scrap polymer by using a large sieve to reduce spillage.

Health at work

New health initiatives include guidance on stopping smoking, workshops on the importance of exercise and how to be resilient when faced with stress, and a partnership to encourage employees to cycle to work.

Job satisfaction

Our HR department will send an employee satisfaction survey to everyone at EOC Group in Belgium so we can compare our overall satisfaction scores against our industry. Plus, trainees will be allocated a trained mentor to help guide them in their new job.

On-site safety

Safety is always important. We will be implementing a number of individual, technical and organisational projects to further improve safety in 2019.

This includes the continuation of the 5S project which started in 2017.

Reducing air emissions

To reduce air emissions, we will optimise the vacuum system of our Latex Division building at EOC Group in Belgium to reduce waste and lower water consumption. In 2020 we will also install a new wet scrubber to reduce emissions during the production of polyvinylacetate.

Transportation

Our choice of vehicles has a large influence on our environmental impact, which is why we will continue to switch to a diesel hybrid fleet with the end goal of being fully electric within 5 years.

Reducing water pollution

By reducing water pollution, reusing water and reducing the amount of water discharge, we reduce our environmental impact. We plan to continue the development of a number of initiatives to optimise the wastewater treatment and reduce the dirt load of specific micropollutants.

Improved biodiversity

In collaboration with Natuurpunt (Nature Point) and the Artevelde University College Ghent, we are adapting the planting around EOC Group in Belgium to include specific plants that will improve biodiversity in our industrial zone.

Sustainable packaging

We will be taking a closer look at our packaging from our Adhesive Division in Belgium to reduce residuals in returned IBCs for increased sustainability, increased efficiency, reduced waste and less water treatment of this extra waste load.

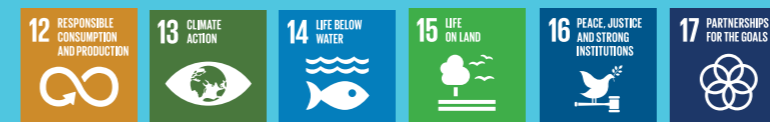
Reducing energy consumption

In 2019 we will continue our investigation into installing a windmill on our Evergem site and optimise the energy consumption of the latex coolers in the Latex Division to manage the circulation of the cooling water.

One Flow reporting

Our "One Flow" incident reporting system replaces our previously separate procedures for reporting incidents, non-conformities, complaints, claims, analysis and corrective actions. Our IT department will continue to optimise this flow to further improve our management systems.

With the assistance of VOKA (Vlaams network van Ondernemingen – Flemish Chamber of Commerce), we have mapped our strategic projects, targets, policies and disclosures against the business indicators of the SDGs. This has enabled us to put more focus on our sustainability efforts, empowering us to position the SDGs as a driver for the entire EOC Group in the future.



Social Performance Data



NUMBER OF EMPLOYEES WORKING IN/AS	2011	2012	2013	2014	2015	2016	2017	2018
Total workforce	583	587	636	665	677	680	662	683
Full time employees (FTE)	565	573	624	653	663	668	648	668
Part time employees (PTE)	18	14	12	12	14	12	14	15

WORKFORCE BY GENDER	2011	2012	2013	2014	2015	2016	2017	2018
Men	473	476	525	557	571	574	550	566
Women	110	111	111	108	106	106	112	117

WORKFORCE BY AGE	2011	2012	2013	2014	2015	2016	2017	2018
Age 18-24	34	28	28	35	33	30	27	31
Age 25-34	196	212	238	219	218	212	184	189
Age 35-44	205	184	192	210	211	211	222	218
Age 45-54	103	118	134	159	165	171	167	169
Age 55-64	41	43	41	38	47	52	62	74
65 and older	4	2	3	4	3	4	3	2

NUMBER OF EMPLOYEES IN GOVERNANCE BODIES	2011	2012	2013	2014	2015	2016	2017	2018
Total number of employees in governance bodies	41	42	40	42	40	43	51	49

BY GENDER	2014	2015	2016	2017	2018
Men	25	23	27	43	41
Women	4	4	3	8	8

BY AGE	2014	2015	2016	2017	2018
Age 18-24	1	0	0	0	0
Age 25-34	7	7	7	8	6
Age 35-44	20	18	17	24	23
Age 45-54	12	13	16	15	16
Age 55-64	1	2	4	4	4
65 and older	1	0	0	0	0

AVERAGE HOURS OF TRAINING PER EMPLOYEE	2017	2018
BY WORKING CLASS - BY GENDER	H	H
Blue collar - Men	62.40	79.90
Blue collar - Women	34.40	40.70
White collar - Men	48.20	48.80
White collar - Women	45.10	41.70

NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER	2017	2018
EMPLOYEE TURNOVER (T) - BY GENDER - BY AGE	T	T
Men - under 30 years old	33	34
Men - 30-50 years old	65	68
Men - over 50 years old	7	12
Women - under 30 years old	2	3
Women - 30-50 years old	6	8
Women - over 50 years old	1	0
NEW EMPLOYEE HIRES - BY GENDER - BY AGE	T	T
Men - under 30 years old	37	43
Men - 30-50 years old	37	40
Men - over 50 years old	4	5
Women - under 30 years old	5	8
Women - 30-50 years old	5	8
Women - over 50 years old	0	2

SAFETY	2014	2015	2016	2017	2018
Lost time injury frequency per million working hours (LTIF)	0.19	0.28	0.76	0.27	0.50
Frequency rate per million working hours	15.99	23	12.43	16.06	16.06
Absolute number of fatalities for total workforce (absolute number)	0	0	0	0	0
Minor injuries (absolute number)	10	4	4	9	9
Major injuries (absolute number)	12	17	11	0	0

The latest social data (2014-2018) concerning 'safety' are solely based on the Belgian activities within the EOC Group. Currently we are in a transition period in which we standardize our global data, in order for the information to be more statistically relevant and comparable in the future.

The main types of work injuries are related to the many manual work and operations with high possibility of splash into the eyes by raw material or liquids from production tanks, slips and trips, no use of hoses, inattentiveness of workers, old and unsafe equipment and pipelines, unsafe use of forklift trucks, and not following work instructions.

Environmental Performance Data



EMISSIONS OF GHG (greenhouse gases)		2014	2015	2016	2017	2018
Total emissions	tonnes CO ₂ /tonnes of product produced	0.0518	0.0506	0.0504	0.0514	0.0523

DIRECT GHG EMISSIONS		2016	2017	2018
Volatile Organic Compounds (VOC)	kg VOC/tonnes of product produced	0.0338	0.0267	0.0268
Nitrogen Oxides (NO _x)	kg NO _x /tonnes of product produced	0.0466	0.0373	0.0444

ENERGY CONSUMPTION		2014	2015	2016	2017	2018
Total direct energy usage	Petajoule (PJ)	0.4437	0.4912	0.4459	0.4725	0.4841
Direct energy efficiency in production	MWh/tonnes of product produced	0.2542	0.2612	0.2360	0.2407	0.2518

WATER WITHDRAWAL		2014	2015	2016	2017	2018
Total water withdrawal	m ³ /tonnes of product produced	1.1407	1.1488	1.1458	1.1555	1.1468

WATER DISCHARGE		2016	2017	2018
Total water withdischarge	m ³ /tonnes of product produced	0.5120	0.5150	0.5460

EMISSION TO WATERDISCHARGE		2016	2017	2018
Chemical Oxygen Demand (COD)	kg/tonnes of product produced	0.1054	0.1176	0.1248
Total Nitrogen (N)	kg/tonnes of product produced	0.0036	0.0030	0.0043

WASTE TREATMENT		2014	2015	2016	2017	2018
Total waste	kg/tonnes of product produced	0.0315	0.0337	0.0275	0.0246	0.0280
Total weight of hazardous waste	kg/tonnes of product produced	0.0053	0.0049	0.0048	0.0035	0.0033
Total weight of non-hazardous waste	kg/tonnes of product produced	0.0262	0.0287	0.0227	0.0211	0.0247

MATERIALS USED BY VOLUME		2016	2017	2018
New IBCs (Intermediate Bulk Container)	#	19,076	21,620	23,949
IBCs cleaned internally	#	24,853	28,370	32,697
IBCs reconditioned externally	#	40,345	51,808	57,536
New barrels	#	65,803	71,441	94,434
Recycled barrels	#	20,552	21,487	23,101

TRANSPORT		2014	2015	2016	2017	2018
Road transport	%	94.10	94.40	93.10	94.30	93.60
Rail transport	%	1.40	1.00	2.50	0.30	0.40
Short sea shipping and/or deep-sea shipping	%	4.50	4.60	4.40	5.50	6.00

Economic Performance Data



KEY DATA (in million €)		2011	2012	2013	2014	2015	2016	2017	2018
Sales revenue	in million €	300	306	283	293	275	266	309	320
Operation costs	in million €	33.5	37.5	38.7	37.8	40.4	39.7	42.1	45.0
Employee wages and benefits	in million €	27.1	25.8	29.2	31.6	32.5	32.5	33.1	34.7
EBITDA	in million €	15.7	17.7	15.8	15.3	16.7	17.3	18.7	13.3
EBIT	in million €	8.7	11.2	9.1	8.1	8.7	10.5	11.4	7.1

GRI Standards - core option content index

EOC Group Global Sustainability Summary Report 2019 has been prepared in reference to the Global Reporting Initiative's (GRI) Sustainability Standards.

The GRI Standards allow companies to report their material impacts for a range of economic, environmental and social issues. This index shows where EOC Group references the GRI Standards.

Wherever a 'Y' appears in the 'Inclusion' column in the index below, it indicates that we meet the disclosure standards; where a 'P' appears we have partially disclosed this GRI Standard. An 'N' indicates that we are not including this in its GRI disclosure.

- Y** Included
- P** Partially included
- N** Not included



Disclosure N°	Disclosure title		Reported Cross-reference chapter	Page(s)
GRI 102: GENERAL				
Organisational profile				
GRI 102-1	Name of the organisation	Y	About this report - About EOC Group	4, 6
GRI 102-2	Activities, brands, products, and services	Y	About EOC Group: Our product ranges	7-9
GRI 102-3	Location of headquarters	Y	About EOC Group: EOC Group HQ	6
GRI 102-4	Location of operations	Y	About EOC Group: Our locations - Our history	6-7
GRI 102-5	Ownership and legal form	Y	About this report	4
GRI 102-6	Markets served	Y	About EOC Group: Our history - Our product ranges	7-9
GRI 102-7	Scale of the organisation	Y	About EOC Group: Our people	8
GRI 102-8	Information on employees and other workers	Y	Social Performance Data	74-75
GRI 102-9	Supply chain	P	SDG 8 Decent work & economic growth: Quality assurance, Certificates	47, 49
			SDG 12 Responsible consumption & production: Promoting sustainable palm oil	35-36
GRI 102-10	Significant changes to the organisation and its supply chain	P	SDG 12 Responsible consumption & production: Promoting sustainable palm oil	35-36
GRI 102-11	Precautionary Principle or approach	Y	Sustainability at EOC Group - SDG 3 Good health & well-being	12, 18-19
			SDG 8 Decent work & economic growth	46-47
			SDG 16 Peace, justice & strong institution: New complaint & incident reporting system	67
GRI 102-12	External initiatives	Y	SDG 17 Partnerships for the goals: Innovative sustainable project development	58-59
			Harvesting rainwater in Bolivia - Good cause for our planet and our community	60-61, 62-63
GRI 102-13	Memberships of associations	Y	SDG 17 Partnerships for the goals: Innovative sustainable project development	58-59
			Harvesting rainwater in Bolivia - Good cause for our planet and our community	60-61, 62-63
			A list of the main memberships of industry & other associations: www.eocgroup.com	Online
Strategy				
GRI 102-14	Statement from senior decision-maker	Y	Message from our CEO	14-15
GRI 102-15	Key impacts, risks, and opportunities	Y	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
			Message from our CEO	14-15
			SDG 8 Decent work & economic growth	46-49
Ethics and integrity				
GRI 102-16	Values, principles, standards, and norms of behavior	Y	SDG 16 Peace, justice & strong institution: Business in accordance with our values	68-69
			Corporate Policy Statement - GDPR - Data security for job candidates	70
			More info on Code of Conduct and Policies: www.eocgroup.com	Online
GRI 102-17	Mechanisms for advice and concerns about ethics	Y	SDG 16 Peace, justice & strong institution: Business in accordance with our values	68-69

Disclosure N°	Disclosure title		Reported Cross-reference chapter	Page(s)
Governance				
GRI 102-18	Governance structure	Y	Sustainable governance	15
GRI 102-19	Delegating authority	Y	Sustainable governance	15
GRI 102-20	Executive-level responsibility for economic, environmental, social topics	Y	Sustainable governance	15
GRI 102-22	Composition of the highest governance body	Y	Sustainable governance	15
GRI 102-23	Chair of the highest governance body	Y	Sustainable governance	15
Stakeholder engagement				
GRI 102-40	List of stakeholder groups	Y	SDG 16 Peace, justice & strong institution: Our stakeholders	66
GRI 102-42	Identifying and selecting stakeholders	Y	SDG 16 Peace, justice & strong institution: Our stakeholders	66
GRI 102-43	Approach to stakeholders engagement	Y	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 102-44	Key topics and concerns raised	Y	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
Reporting practice				
GRI 102-45	Entities included in the consolidated financial statement	Y	About EOC Group - Our locations - Economic Performance Data	6, 77
GRI 102-46	Defining report content and topic boundaries	Y	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 102-47	List of material topics	P	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 102-48	Restatement of information	Y	About this report - Contributing to a better world Sustainability at EOC Group	4, 10-11 12-13
GRI 102-49	Restatement of information	Y	About this report	4
GRI 102-50	Reporting period	Y	About this report: January 2017-December 2018	4
GRI 102-51	Date of most recent report	Y	EOC Group Global Sustainability Summary Report 2017 [2018] More info on most recent report: www.eocgroup.com	Online
GRI 102-52	Reporting cycle	Y	About this report: bi-annual	4
GRI 102-53	Contact point for questions regarding the report	Y	About this report: sustainability@eocgroup.com	4
GRI 102-54	Claims of reporting in accordance with the GRI Standards	N		
GRI 102-55	GRI content index	Y	GRI Standards - Core option - Content index	78-81
GRI 102-56	External assurance	N	About this report	4



Disclosure N°	Disclosure title		Reported Cross-reference chapter	Page(s)
GRI 103: MANAGEMENT APPROACH				
GRI 103-1	Explanation of the material topic and its boundary	P	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 103-2	The management approach and its components	P	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 103-3	Evaluation of the management approach	Y	Contributing to a better world - Sustainability at EOC Group 5Ps: People - Planet - Prosperity - Partnerships - Peace	10-11, 12-13 16-70
SPECIFIC STANDARD DISCLOSURES				
Economic				
GRI 201	Management approach disclosure	Y	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 201-1	Direct economic value generated and distributed	Y	SDG 17: Partnerships for the goals - Economic Performance Data	58-63, 77
Environment				
GRI 301, 302, 303, 305, 306	Management approach disclosure	Y	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 301-1	Materials used by volume	Y	Environmental Performance Data	76-77
GRI 302-1	Energy consumption within the organisation	Y	Environmental Performance Data	76-77
GRI 303-3	Water withdrawal	Y	Environmental Performance Data	76-77
GRI 303-4	Water discharge	Y	Environmental Performance Data	76-77
GRI 305-1	Direct (Scope 1- GHG emissions	Y	Environmental Performance Data	76-77
GRI 305-7	NOx, SOx and other significant air emissions	Y	Environmental Performance Data	76-77
GRI 306-2	Waste by type and disposal method	Y	Environmental Performance Data	76-77
Social				
GRI 401, 403 404	Management approach disclosure	Y	Contributing to a better world - Sustainability at EOC Group	10-11, 12-13
GRI 401-1	New employee hires and employee turnover	Y	Social Performance Data	74-75
GRI 403-9	Work-related injuries	Y	Social Performance Data	74-75
GRI 404-1	Average hours of training per year per employee	Y	Social Performance Data	74-75



Glossary

AAT	Access Award Bookkeeping certification	MB	Mass Balance
CHP	Combined Heat & Power System	OHSAS 18001	Health and Safety Standard
CO₂	Carbon dioxide	PHA	Polyhydroxyalkanoate
CSR	Corporate Social Responsibility	PKO	Palm Kernel Oil
EAP	Employee Assistance Program	PO	Palm Oil
EBIT	Earnings Before Interest and Taxes	PPE	Personal Protective Equipment
EBITDA	Earnings before Interest, Taxes and Amortisation	PTE	Part Time Employee
EFQM	European Foundation for Quality Management	PU	Polyurethane
ETP	Effluent Treatment Plant	PVB	Polyvinyl butyrate
FTE	Full Time Employee	R&D	Research & Development
5S	Sort, Set in order, Shine, Standardize, Sustain	REACH	Registration, Evaluation, Authorisation and Restriction of Chemicals
GDPR	General Data Protection Regulation	ROI	Return on Investment
GHG	Greenhouse Gas	ROU	Reversed Osmosis Unit
GMP	Good Manufacturing Practices	RSPO	Roundtable for Sustainable Palm Oil
GRI	Global Reporting Initiative	SDGs	Sustainable Development Goals
HACCP	Hazard Analysis and Critical Control Point	SFWO	Sacramento Fish and Wildlife Office
HR	Human Resource	SG	Segregated
IBC	Intermediate Bulk Container	SHEQ	Safety Health Environment Quality
ILO	International Labour Organisation	Six Sigma	A set of techniques and tools for process improvement
ISO	International Organisation for Standardisation	SOP	Standard Operating Procedures
ISO 9001	Quality Management System	SOx	Sulphur Oxides
ISO 14001	Environmental Management System	TPE	Thermoplastic elastomer
KPI	Key Performance Indicator	TOC	Total Organic Carbon
LDE	Local Services Economy	UN	United Nation
LED	Light-emitting diode	VOCs	Volatile organic compounds
LTIF	Lost Time Injury Frequency	VOKA	Vlaams Netwerk van Ondernemingen
NGO	Non-governmental organisation	YOUCA	Youth for Action
NOx	Nitrogen Oxides		
NVQ	National Vocational Qualification		

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