

GRI STANDARDS

The GRI Sustainability Reporting Standards (GRI Standards) help businesses understand and communicate the impact of business on critical sustainability issues.

Keller Kitchens has recently hired a consultant agency to analyse its CSR activities. This external party has written a report in accordance with the GRI Standards guidelines. Below you will find the results for the reporting year of 2017.

GRI 102: GENERAL DISCLOSURES

1	ORGANIZATIONAL PROFILE	
102-1	Name of the organization	Keller Keukens B.V. Part of DKG Holding B.V.
102-2	Activities, brands, products, and services	Production and sale of kitchens. In the Netherlands and the United Kingdom.
102-3	Location of headquarters	Bergen op Zoom
102-4	Location of operations	The Netherlands, United Kingdom.
102-5	Ownership and legal form	DKG Holding BV is the owner.
102-6	Markets served	The Netherlands, United Kingdom.
102-7	Scale of the organization	386 FTE as of 31-12-2017. Revenue DKG Groep € 175 million.
102-8	Information on employees and other workers	Part of the online CSR report. People indicators sufficiently assessed in report.
102-9	Supply chain	Processing of wood into kitchens. Sale of both kitchens and kitchen equipment.
102-10	Significant changes to the organization and its supply chain	
102-11	Precautionary principle or approach	Relatively low risk. For consumer safety refer to the 'Our Environment' chapter in the CSR report.
102-12	External initiatives	FSC®, Trees for All, Climate Neutral Group, ISO 9001 and ISO 14001, CO ₂ Performance Ladder level 3, The Natural Step, Milieukeur.
102-13	Membership of associations	Member of InRetail, largest sector organisation for non-food, and CBM, the branch organisation for furniture industries. Purchasing organisation EIKOM (Germany). Active member of interest Group Lage Meren-Meilust.

2	STRATEGY	
102-14	Statement from senior decision-maker	Part of CSR report, chapter 'CSR Policy'
102-15	Key impacts, risks, and opportunities	Part of CSR report, chapter 'CSR Policy'

3	ETHICS AND INTEGRITY	
102-16	Values, principles, standards, and norms of behaviour	Internal behavioural code employees. ISO 9001 and ISO 14001 certified.
102-17	Mechanisms for reporting problems in unethical/unlawful behaviour and advice in organizational integrity.	Internal and external trustees available. Internal complaints procedure, whistleblowers scheme and compliance code are in effect, also for suppliers.

4 GOVERNANCE		
102-18	Governance structure	Attachment: Organogram on request.

5 STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Determined during CSR workgroup session. Key stakeholders: owners, employees, dealerships, consumers, B2B clients and suppliers.
102-41	Collective bargaining agreements	CBA applicable to all employees.
102-42	Identifying and selecting stakeholders	Based on relevance and influence.
102-43	Approach to stakeholder engagement	Customer satisfaction analysis, employee satisfaction analysis, personal contact with dealerships and customers, tender follow-up.
102-44	Key topics and concerns raised	Delivery lead time and quality, sustainability, workload and vitality.

6 REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	Organogram
102-46	Defining report content and topic boundaries	N/A
102-47	List of material topics	Material topics and aspects are part of the online CSR report.
102-48	Restatements of information	N/A
102-49	Changes in reporting	None
102-50	Reporting period	2017, unless stated otherwise
102-51	Date of most recent report	June, 2017
102-52	Reporting cycle	Continuously, minimum of once a year
102-53	Contact point for questions regarding the report	Headquarters in Bergen Op Zoom, Toine van Rooij
102-54	Claims of reporting in accordance with the GRI Standards	N/A
102-55	GRI content index	N/A
102-56	External assurance	N/A

GRI 103: MANAGEMENT APPROACH

1 GENERAL REQUIREMENTS IN REPORTING THE MANAGEMENT APPROACH		
103-1	Explanation of the material topic and its boundaries	Determined in CSR Policy and workgroup
103-2	The management approach and its components	See CSR report: 'CSR Policy'
103-3	Evaluation of the management approach	Minimum of once a year, during board meetings and CSR workgroup meetings.

GRI 200: ECONOMIC STANDARDS

201	ECONOMIC PERFORMANCE	
201-1	Direct economic value generated and distributed	Annual publication at the Dutch Chamber of Commerce
201-2	Financial implications and other risks and opportunities due to climate change	Pricing strain placed on wood
201-3	Defined benefit plan obligations and other retirement plans	Sector pension + excellent pension scheme. Additional pension supplied through Centraal Beheer Achmea.
201-4	Financial assistance received from government	Educational subsidies for 'Expertise Centrum Meubel', Dutch environmental subsidies for new IE4 motor.

202	MARKET PRESENCE	
202-1	The ratio of the standard entry level wage to the local minimum wage, by gender	CBA +5%, full salary for 17-20 year olds instead of youth wages. Equal compensation for males/females.
202-2	Proportion of senior management hired from the local community	No local hiring policy. Travel reimbursement up to 45 km/day.

203	INDIRECT ECONOMIC IMPACTS	
203-1	Infrastructure investments and services supported	Sponsor of the Healthy Team, and a variety of CSR initiatives of employees and customers.
203-2	Significant indirect economic impacts	N/A

204	PROCUREMENT PRACTICES	
204-1	Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation	No policy on local procurement. Utilization of local sheltered employment facility for gardening and packing services.

205	ANTI-CORRUPTION	
205-1	Operations assessed for risks related to corruption	Employment contracts cover acceptance of potential gifts. Code of conduct in development.
205-2	Communication and training about anti-corruption policies and procedures	Behavioural code and whistleblowers agreement implemented in 2017. No compliance training
205-3	Confirmed incidents of corruption and actions taken	N/A

206	ANTI-COMPETITIVE BEHAVIOUR	
206-1	Legal cases for anti-competitive behaviour, anti-trust and monopolistic practices	N/A

GRI 300: ENVIRONMENTAL STANDARDS

300		
GRI 300	Environmental standards	Keller Kitchens is ISO 9001, ISO 14001 and CO ₂ Performance Ladder level 3 certified.

301 MATERIALS		
301-1	Materials used by weight or volume	Purchasing volumes per product are registered, no further analysis conducted.
301-2	Recycled input materials used	Comprehensive overview not yet complete. 'Greenpanel' product line is fully biologically degradable.
301-3	Reclaimed products and their packaging materials	Waste collection and transport is responsibility of external installers. Installers receive financial compensation for waste, no further verification.

302 ENERGY		
302-1	Energy consumption within the organization (Scope 1 & 2)	CO ₂ -footprint part of the CSR report in the Home chapter.
302-2	Energy consumption outside of the organization (Scope 3)	Has not yet been assessed.
302-3	Energy intensity	Available per kitchen cabinet.
302-4	Reduction of energy consumption	See CSR report: Sustainable Kitchens and CO ₂ Performance Ladder documents on CSR website.
302-5	Reductions in energy requirements of products and services	All lightning solutions in kitchen are LED. A+++ energy labels on available kitchen equipment.

303 WATER		
303-1	Water withdrawal by source	Marginal for both the shops and the production in Bergen op Zoom.
303-2	Water sources significantly affected by withdrawal of water	N/A
303-3	Water recycled and reused	Dedicated transport party in the Netherlands washes trucks with rain water

304 BIODIVERSITY		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N/A
304-2	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Purchase of FSC® certified wood to support sustainable forestry
304-3	Habitats protected or restored	Sustainable forestry through Smart Forest Bolivia via Trees for All
304-4	Number of IUCN Red List species and national conservation list species with habitats in areas under the influence of operations, by level of extinction risk	N/A

305	EMISSIONS	
305-1	Direct (Scope 1) GHG emissions, by weight	CO ₂ -footprint part of CSR report: Home and CO ₂ Performance Ladder documentation, available on the CSR website.
305-2	Energy indirect (Scope 2) GHG emissions, by weight	CO ₂ -footprint part of CSR report: Home
305-3	Other indirect (Scope 3) GHG emissions, by weight	Not yet assessed
305-4	GHG emissions intensity	Per kitchen cabinet
305-5	Reduction of GHG emissions	Energy conservation measures part of CSR report: Sustainable kitchens and CO ₂ Performance Ladder.
305-6	Emissions of ozone-depleting substances (ODS), by weight	N/A
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions, by type and weight	2016 Transfer to water based paint to reduce VOC- emissions.

306	EFFLUENTS AND WASTE	
306-1	Water discharge by quality and destination	Marginal for both the shops and the production in Bergen op Zoom.
306-2	Total weight of waste by type and disposal method	Waste 273.5 tonnes Construction and demolition 4.82 tonnes Electrical waste 5.455 tonnes Plastics 14.540 tonnes Hazardous waste 90.281 tonnes Glass 1.11 tonnes Wood 662.55 tonnes Paper/cardboard 173.76 tonnes Scrap 7.22 tonnes Confidential paper 20 emptyings
306-3	Total number and volume of significant spills	N/A
306-4	Weight of transported, imported, exported or treated waste deemed hazardous	Hazardous waste 90.281 tonnes
306-5	Title, size, protection status and biodiversity value of waters and related habitats significantly affected by water discharge and run-off	N/A

307	ENVIRONMENTAL COMPLIANCE	
307-1	Non-compliance with environmental laws and regulations	N/A

308	SUPPLIER ENVIRONMENTAL ASSESSMENT	
308-1	Percentage of new suppliers/parts of the chain assessed against environmental criteria	Wood purchased from sustainably managed forests. 90% of suppliers based in western Europe. Additional assessment of suppliers part of CSR policy, see CSR report: CSR policy.
308-2	Significant current and potential negative lifecycle environmental impacts, and measures taken	Purchasing of FSC® wood. Transporting party in the Netherlands is Lean&Green certified and solely utilizes Euro 5 en Euro 6 trucks.

GRI 400: SOCIAL STANDARDS

401	EMPLOYMENT	
401-1	New employee hires and employee turnover	New employees 18, employees leaving 12
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	N/A
401-3	Parental leave	2 employees

402	LABOUR/MANAGEMENT RELATIONS	YEARLY WORKLOAD MONITOR
402-1	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements	In accordance with the law and CBA.

403	OCCUPATIONAL HEALTH AND SAFETY	
403-1	Workers representation in formal joint management-worker health and safety committees	14%
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Absenteeism 2017: 3,75
403-3	Workers with high incidence or high risk of diseases related to their occupation	16%
403-4	Health and safety topics covered in formal agreements	Formal occupational health and safety commission.

404	TRAINING AND EDUCATION	
404-1	Average annual number of hours of training per employee by category of employee	No accurate data currently available.
404-2	Competence management and lifelong learning programmes that ensure the continued employability of employees and help them to complete their careers.	'GROEI' Performance management. DKG Campus is in use and continues to be developed.
404-3	Percentage of employees receiving regular performance and career development reviews	All employees.

405	DIVERSITY AND EQUAL OPPORTUNITY	
405-1	Diversity of governance bodies and employees	Diversity policy currently in development.
405-2	Ratio of basic salary and remuneration of women to men	According to pay scales.

406	NON-DISCRIMINATION	
406-1	Incidents of discrimination and corrective actions taken	No incidents.

407 FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None.
408 CHILD LABOUR		
408-1	Operations and suppliers at significant risk for incidents of child labour	No risks found. Suppliers outside of western Europe assessed at a later stage. Small percentage of total suppliers.
409 FORCED OR COMPULSORY LABOUR		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	No risks found. Suppliers outside of western Europe assessed at a later stage. Small percentage of total suppliers
410 SECURITY PRACTICES		
410-1	Security personnel trained in human rights policies or procedures	N/A
411 RIGHTS OF INDIGENOUS PEOPLE		
411-1	Incidents of violations involving rights of indigenous peoples	N/A
412 HUMAN RIGHTS ASSESSMENT		
412-1	Total number and percentage of activities subject to human rights screening and impact assessment	None
412-2	Total number of hours of staff training on policies and procedures concerning aspects of human rights relevant to operations	0
412-3	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	0%
413 COMMUNITY		
413-1	Nature, scope and effectiveness of any programmes and practices that assess and manage the impact of operations on communities, including settlement, operations and exits	See CSR report: Our environment.
413-2	Activities with significant actual or potential negative impacts on local communities	None

414 CHAIN ASSESSMENT ON HUMAN RIGHTS AND COMMUNITY (SOCIAL CRITERIA)		
414-1	Percentage of new suppliers/ parts of the chain assessed against human rights and community criteria	Wood is purchased from responsibly managed forests. Suppliers for 90% from Western Europe. Supplier assessment on human rights and community is an area of focus for the CSR Policy, see the CSR report: CSR Policy.
414-2	Significant actual and potential negative consequences in the human rights and community chain, and measures taken	No risks identified. Suppliers outside Western Europe will be assessed at a later stage. This is a small percentage.

415 PUBLIC POLICY		
415-1	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country	None

416 CUSTOMER HEALTH AND SAFETY		
416-1	Percentage of significant product and service categories assessed for health and safety improvements	All products
416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	None

417 MARKETING AND LABELLING		
417-1	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements	FSC® certificates, CE marking, ISO 9001 and ISO 14001
417-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	None
417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes	Not applicable: no B2C Marketing.

418 CUSTOMER PRIVACY		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None

419 SOCIOECONOMIC COMPLIANCE		
419-1	Monetary value of significant fines for non-compliance with laws and regulations regarding the provision and use of products and services	N/A