

CSR Report

14



COMPANY

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Established: 18 June 1926 Registered
Domicile: Aalborg

GROUP

Sanistål A/S
Aalborg, Denmark

Serman & Tipsmark A/S
Brønderslev, Denmark

Max Schön GmbH
Lübeck, Germany

Sanistal Spolka z.o.o.
Szczecin, Poland

UAB Sanistal
Kaunas, Lithuania

Sanistal SIA
Riga, Latvia

Sanistal OÜ
Tallinn, Estonia

Sanistål

Sanistål is the leading wholesaler for the construction and manufacturing industries. We provide a complete range of products and value-enhancing services to strengthen our customers' competitiveness.

Sanistål is based on a strong customer-oriented culture and, regardless of where we encounter our customers, we wish to convince them every day that our human factor makes the difference.

The Sanistål Group has 1,500 employees who comprise one big international family. In addition to a nationwide shop network in Denmark, Sanistål is also represented in the Baltic States, Germany and Poland.

Sanistål is a responsible company

At Sanistål, we always endeavor to ensure that doing business with us is a positive experience for our customers. We are our customer's business partner and we seek to infuse them with added value – through our products, service concepts and the knowledge we provide.

Our business foundation is based on a high level of credibility and quality, a natural component of which is social responsibility and awareness. It must be safe and reliable for our customers to do business with us, which is why we have integrated our corporate social responsibility into our business strategy. Our CSR actions emanate from three key areas:

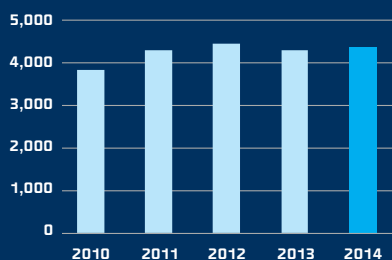
- > Employees
- > Suppliers
- > Environment

We wish to be a healthy and safe workplace focused on employee well-being. We impose ethical, environmental and social requirements on our suppliers and make a targeted effort to minimize our environmental impact.

We wish to be reliable and responsible in everything we do vis-à-vis our customers, suppliers, employees, shareholders, other stakeholders and the surrounding world.

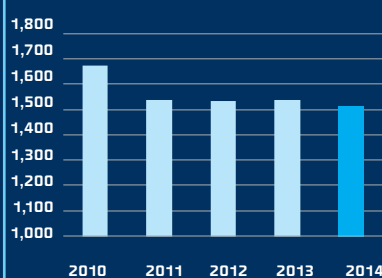
NET REVENUE

DKK million

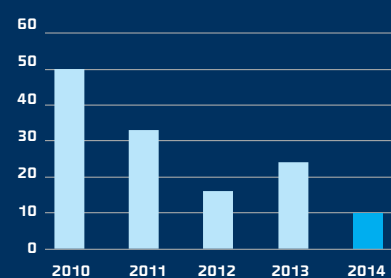


NUMBER OF EMPLOYEES

Average number



NUMBER OF OCCUPATIONAL ACCIDENTS (LEADING TO ABSENCE)



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Employees



Suppliers



Environment

Number of occupational accidents reduced by 50% in 2014

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A strong corporate culture is the basis on which we can create a healthy and safe working environment in Sanistål

Christian B. Lund, CEO



This brilliant trend is attributable to the combined effort of all Sanistål employees to eliminate risky situations that could lead to occupational accidents.

FOCUS ON EMPLOYEE HEALTH, SAFETY & DIVERSITY

In 2014, we achieved splendid results in efforts to achieve our ambitious target of zero occupational accidents. The number of occupational accidents leading to absence was reduced by more than 50%, as only 10 occupational accidents leading to absence occurred in all of 2014. Obviously, we are proud of this downward trend, which is the result of a comprehensive employee effort to improve workplace safety. Employee efforts also helped to ensure that we have retained our Crowned Smileys at the central warehouses in Billund and Taulov and received nothing but Green Smileys at all inspection visits by the Danish Working Environment Authority over the year.

Sanistål will continue to make a targeted effort to achieve our target of zero occupational accidents throughout the company, while retaining our Crowned Smileys at the central warehouses at the same time. In

2014, we registered several near-miss accidents and occupational accidents which did not lead to absence, which should be regarded as the result of our intensified focus on safety and the registration culture we have built up in this area.

In addition to wanting to create a safe workplace for our employees, we also give high priority to employee health. As part of our health-promotion initiatives, we offered all employees to have a health test prepared during 2014. The initiative was well-received, as more than 300 employees chose to have the test performed.

We take a targeted approach to the accommodating workplace at Sanistål where we focus on creating a greater number of flexible workplaces and consider the needs of employees with reduced working capacity. In 2014, we deemed it possible to increase the percentage of employees with reduced working capacity to 3.6% of the combined

workforce, which splendidly meets the minimum target of 3.0% set for 2014.

In 2014, to our great delight, the annual job satisfaction survey once again showed that employees are very satisfied with Sanistål as a workplace. The survey was widely supported, as the response rate of 90% shows. In spite of these excellent survey results, we are working on initiatives in areas with room for improvement.

Sanistål gives high priority to the personal and professional development of its employees. We offer our employees a wide range of training options, which at the same time open up the possibility of transferring to a new job internally in the company. Thus, in 2014, a total of 38 employees were recruited for a number of interesting jobs within the Sanistål organization.

100 %

In 2014, Sanistål qualified for nothing but Green Smileys from the Danish Working Environment Authority

2014 RESULTS

- > Occupational accidents leading to absence were reduced by 55%
- > Employee job satisfaction continues to be high
- > More than 300 employees have had a voluntary health test performed
- > 80% of our primary suppliers signed our Code of Conduct
- > Carbon emissions relating to distribution and office-building energy consumption were calculated for the first time.

ETHICAL REQUIREMENTS ON OUR SUPPLIERS

In 2014, Sanistål continued its awareness-heightening collaboration with the company's suppliers. We achieved our goal stipulating that 80% of our primary product suppliers must sign our Code of Conduct by the end of 2014. This was particularly the result of constructive dialogue with suppliers who received our Code of Conduct already in 2013.

In addition, we contacted our primary service suppliers in 2014, and 30 out of 34 these nationwide suppliers signed our Code of Conduct.

MINIMISING OUR ENVIRONMENTAL IMPACT

Although energy consumption at Sanistål's central warehouses marginally increased in 2014, we still expect to achieve the carbon-emission reduction target by the end of 2016. In early 2015, the Taulov central warehouse

will switch to LED lighting in its steel storage facility, which is expected to reduce energy consumption by one-third.

In 2014, we charted the energy consumed at our office locations throughout Denmark. After having established the baseline energy consumption for Sanistål's warehouse and office locations, we are well on our way to charting the company's total consumption of energy. In 2015, we will work out the energy consumed in our nationwide shop network. This will enable us to set combined targets for reducing energy consumption at all Sanistål locations in Denmark leading up to 2020.

In collaboration with Danske Fragtmænd, we succeeded in establishing a carbon-emissions baseline relating to the distribution of Sanistål's products in 2014. Together with Danske Fragtmænd, we will determine which improvements can help to reduce the average carbon emissions for Sanistål's deliveries going forward.

In addition, Sanistål will enter into dialogue with the company's other key distribution partner, Post Danmark, on charting the carbon emissions relating to the increasing percentage of products distributed via their services.

There are ongoing efforts to integrate CSR into the everyday routines of our subsidiaries, and we look forward to being able to integrate the results from this process into future CSR reports.











Christian B. Lund
CEO



495

495 Sanistål employees took part in the recurring Sanistål Get-together in June. It was a weekend filled with sports disciplines, social activities and health tests.

Objectives and action plans

OBJECTIVE	TIME FRAME	ACTION PLAN/EFFORT	
Zero occupational accidents	Long term	<ul style="list-style-type: none"> > Registering risk factors > Focus on OHS > OHS managers visit all locations on a regular basis > Optimisation culture at the warehouses focused on safety 	
Register more near-miss accidents and accidents which do not lead to absence	Long term		
Nothing but Green Smileys from the Danish Working Environment Authority	Every year		
Retain Crowned Smileys at the central warehouses	Every year		
Uphold employee job satisfaction	Every year	<ul style="list-style-type: none"> > Above focus on safety, retention of Sanistål's strong culture, and investment in training, the physical framework, events, etc. 	
At least 3% of Sanistål's staff are employees with reduced working capacity	2015	<ul style="list-style-type: none"> > Focus on creating an accommodating workplace with room for everyone 	
Standardised registration of sickness-related absence among employees whose hours are not clocked	2015	<ul style="list-style-type: none"> > All employees whose hours are not clocked will be informed of guidelines, registration procedures, etc. 	
Dispatch self-assessment to product suppliers	2015	<ul style="list-style-type: none"> > Ongoing dialogue, evaluation and follow-up in collaboration with the company's primary suppliers 	
Dispatch Code of Conduct to service suppliers	2015		
Reduce carbon emissions relating to energy consumption at Sanistål's central warehouses by 5% before the end of 2016.	2016	<ul style="list-style-type: none"> > Replace high-pressure sodium-vapour lamps with LED lighting in the steel storage facility in 2015. > Ongoing changeover to more energy-efficient solutions in our office facilities. 	
Reduce carbon emissions relating to energy consumption at Sanistål's office locations by 5% before the end of 2017.	2017		
Reduce average carbon emissions (grams) per km for Sanistål's company cars by 10%	2016	<ul style="list-style-type: none"> > Ongoing changeover to more eco-friendly vehicles 	
Reduce the volume of "empty" packaging dispatched to Sanistål's customers	2016	<ul style="list-style-type: none"> > Invest in machinery at the central warehouse in Billund 	

Employees

Sanistål's focused HR efforts can be divided into two areas in terms of CSR:

- > OHS and employee well-being
- > Diversity and staff development

2014 RESULTS

OHS and employee well-being

Sanistål wishes to continue to give priority to and invest in employee safety. By intensifying our focus on occupational accidents in 2014, we succeeded in reducing the number of occupational accidents from 22 the preceding year to 10 in 2014. This striking trend should be seen as the result of a combined organisation working towards a target of zero occupational accidents. This is a positive trend, and intensifying our focus on reducing the number of occupational accidents has led to a natural and keener focus on registering near-miss accidents and occupational accidents that did not lead to absence. This resulted in the registration of 155 near-miss accidents in 2014, compared to 58 in 2013.

Together we will encourage good habits for avoiding accidents, and a safety-culture project has been carried out at selected shops aimed at incorporating safety as a natural element of everyday work (outside the two central warehouses). The project lasted for six months and demonstrated that keener focus on dialogue and safety actually works in terms of identifying risk factors and ensuring a higher priority of preventive measures.

In 2014, we retained our Crowned Smileys issued as part of the annual OHS certification at the two central warehouses in Billund and Taulov. This is due to our continuing very strong OHS culture where employees lead the way with developmental and improvement measures.



In 2014, efforts also focused on promoting health in the company, and all Sanistål employees received an offer of having a health profile worked up. More than 300 employees took part in the check-up during the year.

The seventh steeped-in-tradition Sanistål Get-together was held in June 2014. At the event health promotion was also on the week-end's agenda, where 495 employees competed in 11 different sports disciplines. There were sweaty brows, fighting spirit and teamwork – with Sanistål providing the framework and the employees providing the rest.

All our employees made a superb effort during the year, which was marked by a highly competitive, difficult market. Even so, the results of the employee job satisfaction survey are still high, which we are very proud of in Sanistål. The validity of the results is underpinned by the high response percentage (90%).

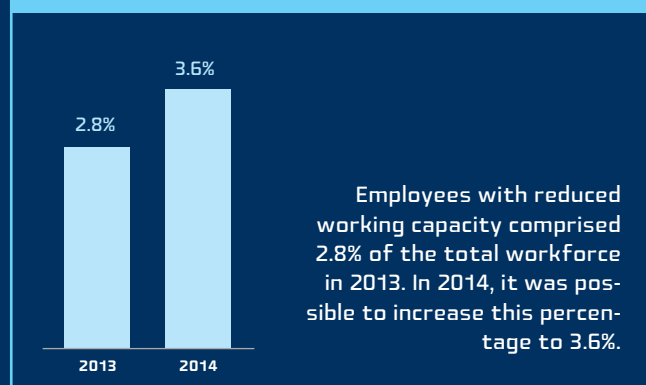
We believe that employee job-satisfaction and attendance are directly related, which is why we also focus on employee attendance. We have implemented the clocking of work hours at our central warehouses which enables us to monitor attendance and sickness-related-absence trends.

The registration of absence is not of the same quality as in other parts of the company, which is why it is doubtful that a true and fair picture of the situation – for comparison with the target set in 2013 – can be ascertained at present.

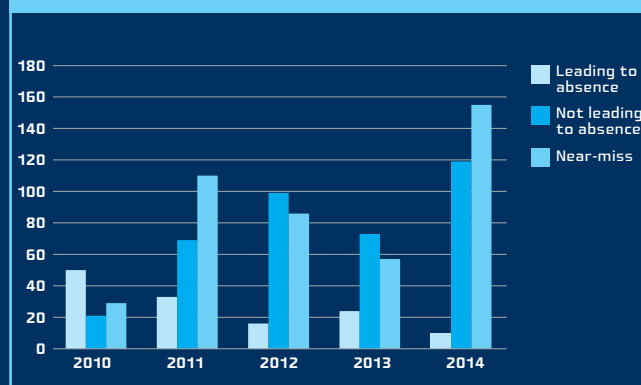
Going forward, we will ensure that the registration of absence is improved to such an extent that it will enable us to set new targets in 2015.

Sanistål is conscious of its responsibility for employees who are experiencing private

DIVERSITY



OCCUPATIONAL ACCIDENTS, TOTAL



problems or coping with difficult challenges. In these instances, we will do what it takes to help each employee back on his/her feet and normalize his/her everyday situation. One of our tools in this context is health insurance that can help to mitigate any physical or psychological problems.

Diversity & Staff Development

A strong team is the motto for Sanistål's employees. Therefore, we focus on developing the potential of each employee for the purpose of creating the best teams.

At the same time, we are making a targeted effort to have an accommodating workplace at Sanistål focused on creating a greater number of flexible workplaces and considering the needs of employees with reduced working capacity.

In 2014, it was possible to increase the percentage of employees with reduced working capacity to 3.6% of the total workforce, which meets the minimum 2014 target of 3.0%.

A series of training activities focused on the needs of employees and the company was initiated and completed in 2014. These included a project involving Danish and mathematics training for employees at the central warehouse in Billund. Also, reading and spelling screening was carried out at the central warehouse in Taulov and supplementary training programmes were drawn up based on this process.

In 2014, Sanistål had 8 trainees who successfully completed their training process, and

Sanistål regards the creation of a sound foundation for the sector's future workforce as an important element of our corporate social responsibility. Six of those who completed their training were subsequently employed by Sanistål.

In addition, Sanistål continuously trains and develops its employees by means of the company's internal training school, so that all our employees are ready to comply with the higher requirements imposed on Sanistål by the surrounding world. In addition, the ongoing training provides an opportunity for personal and professional development by means of internal transfer in Sanistål. Thus, in 2014, a total of 38 employees were recruited for a number of interesting jobs within the Sanistål organization.

OBJECTIVES & ACTION PLANS

OHS & Employee Well-being

Safety is largely a matter of people, behaviour and habit. Therefore, in 2015, we will continue our active efforts throughout the organisation to achieve our target of "zero occupational accidents".

In 2015, the number of occupational accidents will be compared to the total number of working hours at the company. This process will make it possible to benchmark our results in the area going forward, which could help to bring even keener focus to bear on achieving our long-term targets.

At the same time, we will work to uphold the high level in conjunction with inspection

visits by the Danish Working Environment Authority where we qualified for Green Smiley at every inspection visit in 2014.

We are also working to heighten OHS awareness through a series of targeted actions and initiatives aimed at contributing to employee well-being. Therefore, our goal once again is to uphold the high level of satisfaction in the employee job-satisfaction survey for 2015.

Diversity & Staff Development

We are keenly focused on creating an accommodating and diversified workplace that reflects the society in which we work. We achieve this through initiatives such as making room for people who find it difficult to gain a foothold on the labour market. In 2015, we will uphold our target of having at least 3.0% of the total workforce comprised of employees with reduced working capacity.

At the same, Sanistål aims to recruit 11 new trainees in 2015 to help to continue training the workforce of the future, fitting in with the fact that 9 trainees will complete their training as planned in the summer of 2015.

Sanistål's training and skills-upgrade activities will continue in 2015 and beyond. To some employees, it is a matter of acquiring Danish and mathematics skills, whereas for others it involves enhancing their skill-sets in their present or future area of work.

55 %

Occupational accidents leading to absence declined by 55%. Keener focus on registration led to an increase in the registration of accidents without absence and of near-miss accidents

300+

More than 300 employees had a health profile worked up during 2014



Eight trainees completed their programme at Sanistål, and Sanistål is recruiting 11 new trainees in 2015

Events of the past year

50+

Provision of a course for employees aged 50+ (and spouse) for transitioning to the third age

DANMARKS INDSAMLING

Sanistål donates DKK 50,000 to the 2014 Danish Fundraising Campaign

8

Sanistål is completing the training of 8 trainees, 6 of whom will become permanent Sanistål employees

+

135 employees took part in first-aid courses



Sanistål Get-together – sports event for all employees

365+

More than one year without an occupational accident at the Taulov Central Warehouse



All employees are invited to an annual after-work event with strategy update and team-spirit booster



Night-shift workers at Taulov Central Warehouse receive their annual health check-up



The employee job-satisfaction survey shows a very high level of employee job satisfaction



Sanistål hosts Family Day at Taulov Central Warehouse

11

Sanistål hires 11 new trainees

SEPTEMBER

OCTOBER

COC

Sanistål's nationwide service suppliers receive a Code of Conduct for their signature

NOVEMBER



Sanistål donates more than DKK 60,000 to the UN World Toilet Day



Offer of health profile to all employees



The central warehouses in Taulov and Billund retain their Crowned Smileys with praise from Det Norske Veritas

CSR

Sanistål's product managers are trained in CSR and to enter into conscientious collaboration with our suppliers

COC

Sanistål achieves its target of having its Code of Conduct signed by 80% of its product suppliers

DECEMBER

Suppliers

At Sanistål, we vouch for the products we sell – both in terms of product quality and how the products are manufactured. Therefore, we base our work on a Code of Conduct which imposes requirements on all our suppliers and manufacturers relating to social and environmental considerations. The improvement of social and environmental factors is an ongoing process and we believe that involvement is the way forward.

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We see how more suppliers are actively involved in CSR and develop products that are more eco-friendly, etc.”

Toke Andersen,
Market Director Carl F

We endeavour at all times to ensure that our suppliers comply with our requirements. Collaboration, dialogue and involvement are the catchwords for this effort. Only by getting involved can we help to nudge developments in a positive direction. If we encounter a supplier who is having difficulty complying with our Code of Conduct, we would rather retain the supplier and ensure that improvements take place, than discontinue the collaboration immediately.

We cannot guarantee that there are no conditions at our suppliers that need to be improved. But we can guarantee that we are aware of our responsibility and systematically work to improve conditions and processes in collaboration with our suppliers.

We impose stringent requirements on our suppliers but we are self-critical, too. By optimising and evaluating our own purchasing procedures and engaging in close dialogue with suppliers, we help them to improve their ability to comply with our requirements.

Sanistål will only embark on new collaboration with a supplier if it satisfactorily meets the requirements in our Code of Conduct already before the collaboration begins.

2014 RESULTS

All suppliers which received a Code of Conduct have been risk-assessed based on geographical considerations. We have sent a self-assessment evaluation concerning compliance with the Code of Conduct to a selection of these suppliers based on a consideration of risk. The questionnaires are completed and returned to Sanistål, and are included in the evaluation of the supplier in relation to the process going forward.

In 2014, all employees responsible for suppliers were trained in Code of Conduct compliance, which enables us to make a CSR assessment of the supplier, such as at a visit.

The Code of Conduct is given high priority in Sanistål and, out of the 829 dispatched, 667 had been signed and returned by the end of 2014, or a copy of the supplier's own Code of Conduct had been received and approved by Sanistål. The minimum target of 80% for 2014 is hereby achieved, which is particularly due to constructive dialogue with those suppliers who received Sanistål's Code of Conduct last year.

The suppliers who signed the Code of Conduct by the end of 2014 account for 82% of Sanistål's combined product purchases in 2014.

CoC	2014	2013	Trend
Approved	667	561	106
Dispatched	829	815	14
% approved	80.5%	68.8%	11.6%

CoC-Indkøb	2014	2013	Trend
Approved	81.9%	76.8%	5.1%
Dispatched	90.0%	88.0%	2.0%

In 2014, Sanistål started to work with its own service suppliers. We issued the Code of Conduct to all suppliers with which Sanistål has entered into nationwide agreements. Only 4 out of 34 have yet to sign the Codes of Conduct issued.

OBJECTIVES & ACTION PLANS

At Sanistål we are aware of the fact that we cannot only impose demands on our suppliers without also looking at our own purchasing methods. To improve our responsible

purchasing methods, we are in the process of building up in-house knowledge so that all employees responsible for suppliers are aware of how they can exert their influence to achieve a more responsible chain of suppliers.

Social and environmental focus must be crucial factors for selecting and developing our suppliers, and we will integrate responsible purchasing practices throughout our organisation.

30/34

30 out of 34 service suppliers signed the Code of Conduct in 2014

Up to now, our keenest focus has been on our product suppliers. However, we also buy a number of other products and services from our service suppliers, such as office supplies, packaging, cleaning, etc. We will continue our efforts aimed at our service suppliers, where we will form a general picture of the remaining products and services in the course of 2015. Future calls for tender will also include our requirements for social and environmental considerations. All new agreements will be concluded with a signed Code of Conduct.

In 2015, our product-supplier efforts will focus on issuing self-assessments to the remaining suppliers and on starting up supplier visits for use in evaluating how each supplier complies with the Code of Conduct



Every day, safety representatives and OHS coordinators work to create a workplace focused on well-being and safety. In 2014, the Danish Working Environment Authority issued nothing but Green Smileys at their inspection visits, and the central warehouses in Taulov and Billund retained their Crowned Smileys.





CO²

Sanistål and Danske Fragtmænd celebrated five years of successful collaboration in 2014. The two companies work together to reduce the average level of carbon emissions generated by the delivery of Sanistål goods by Danske Fragtmænd.

Environment

Sanistål has previously and separately described its CSR-related efforts in the areas of "Storage and Buildings" and "Sales and Distribution". From 2014 onwards, these efforts will be included in the CSR report under the heading "Environment", which is broader in scope, as exemplified by the addition of "Packaging" as an area of focus.

2014 RESULTS

In 2013, objectives were prepared for Sanistål's environmental efforts in effect for 2016, and accordingly, the current status of the process towards achievement in 2016 will be presented. In addition, new areas of focus and new measurements have been added in 2014 which contribute to the development of future reporting.

ENERGY CONSUMPTION

In 2013, Sanistål calculated the total consumption of electricity and natural gas at the two central warehouses in Billund and Taulov, adjusted for degree days and converted to carbon emissions, at 2,069 tonnes in 2013.

In 2014, the energy consumption of the two central warehouses, adjusted for degree days and converted to carbon emissions, amounted to 2,085 tonnes.

In spite of a slight increase in total energy consumption at the warehouses, Sanistål still expects to achieve the target by the end of 2016. We plan to replace all high-pressure sodium vapour lamps in the steel storage facility at Taulov in early 2015 with LED luminaires, which will reduce the consumption of energy.

In addition, the consumption of energy at Sanistål's office buildings throughout Denmark was charted as planned. The consumption of electricity and heat in these buildings, adjusted for degree days and converted into carbon emissions, totalled 969 tonnes.

DISTRIBUTION & INTERNAL TRANSPORT

In 2014, it became possible to calculate carbon emissions relating to the distribution of Sanistål's products by Danske Fragtmænd. Danske Fragtmænd invoices Sanistål's deliveries per kilo and in 2014, the hauliers distributed 155,894 tonnes of goods to Sanistål's customers, which impacted the environment with carbon emissions totalling 2,613 tonnes. The average impact is thus

16.8 grams per kilo of distributed goods.

Danske Fragtmænd is working on a number of initiatives aimed at reducing the average number of grams of carbon emissions per distributed kilo.

The average carbon emission relating to Sanistål's own company vehicles declined to 122.5 grams of CO₂ per kilometre. This 7% reduction is attributable to the ongoing changeover to more eco-friendly company vehicles.

PACKAGING

Packaging is an important parameter for Sanistål's customers which is why we never relax our requirements for product quality or resistance. We are continuously endeavouring to optimise our use of packaging, and previously, in 2013, we reduced the consumption of packaging from our primary suppliers of stainless steel by 50%, without compromising the protection of customers' goods.

We continuously work to reduce the empty space in cardboard boxes used for packaging by the central warehouse in Billund. By using smaller cardboard boxes we also reduce the use of filling material in the form of recycled paper. In so doing, we minimise customers' waste volumes relating to Sanistål's products.

OBJECTIVES AND ACTION PLANS

Energy Consumption

A target has been set for Sanistål's office buildings to reduce carbon emissions related to energy consumption by 5% before the end of 2017. In this context, keener focus by all employees in the organisation is crucial for being able to implement a number of energy-efficiency measures aimed at reducing energy consumption. Therefore, we motivate our employees to submit proposals for how to optimise offices' use of electricity and heat.

In 2015, we will endeavour to calculate the energy consumed in Sanistål's nationwide shop network. Several of Sanistål's shops are shared tenancies, which is why the consumption of electricity and heat cannot be read directly for Sanistål's share. Therefore, the consumption of energy will not be known until various heating accounts have been received from the landlords the following year. For this reason, energy consumption

will be specified with a one-year lag and, accordingly, the 2014 energy consumption in Sanistål's shops will be reported in 2015. After involving the shop network in 2015, all Sanistål locations in Denmark will have initiated the process of reducing the combined CO₂ impact of the company's energy consumption.

In the light of this, Sanistål aims to work towards a combined long-term objective to reduce total energy consumption up until the end of 2020.

DISTRIBUTION & INTERNAL TRANSPORT

In consultation with Danske Fragtmænd, we will assess which improvements can help to reduce the average carbon emissions for Sanistål's deliveries going forward. Danske Fragtmænd is continuously focused on replacing its fleet of vehicles with more eco-friendly lorries.

The percentage of Sanistål's goods that are distributed by Post Danmark is rising, which is why similar dialogue will be entered into with Post Danmark in 2015 aimed at charting the carbon emissions relating to the distribution of Sanistål's goods.

PACKAGING

We will continue to take a targeted approach to limiting the volume of packaging we send to our customers, and during 2015, we will specifically work towards a solution aimed at reducing empty space and, thus, the volume of packaging dispatched. This will involve an investment in new machinery at our warehouse in Billund, which is why we cannot set targets for the reduction going forward until after the new machine has been purchased in 2015.

Further environmental improvements in 2014:

- Sorting of waste in several departments
- Agreements with suppliers concerning the correct return/recycling of environmentally harmful products

