



SUSTAINABILITY REPORT

2023

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Sustainable entrepreneurship: more than worth it!

Haelvoet has been creating medical innovations in the field of healthcare furniture since 1931. Nowadays, our focus also lies on working within a circular business model. This decision hasn't been made overnight, but is a well-considered process the company stepped into many decades ago. The result is the creation of sustainable products made of sustainably produced raw materials.

Our production chain is short, because it is still based at our site in Ingelmunster. Thanks to this, we can be on the ball all the time. We optimise production processes and analyse how we can produce as eco-efficiently as possible.

Furthermore, the next step, after-care, is equally crucial. Haelvoet manufactures maintenance-friendly furniture with a long life span. When an institution with existing furniture places a new order, we pick up old furniture upon request. In case a second life is possible, this furniture is refurbished and then donated to care centres in less-favoured countries.

We never cease to evolve as a company and make sure that our staff do too. Our workplaces, for example, are ergonomic and healthy. After all, our people are crucial for manufacturing, designing and so much more. As you can notice, we find a balance between the three main pillars (Production, Planet & People) of the utmost importance.

This sustainability report 2022-2023 lists all actions we already introduced even before sustainability became a trendy topic. We do realise, however, that we didn't communicate this much or proudly enough, yet. In fact, we should highlight more that we are ecological pioneers who implement the newest sustainable technologies. Several certificates confirm this statement.

Haelvoet is daily looking for alternatives and regularly implements new solutions to reduce the ecological footprint of the production process. We continue to challenge ourselves with some annual goals in the field of sustainability, which are followed up and checked by VOKA (Flanders' Chambers of Commerce and Industry).



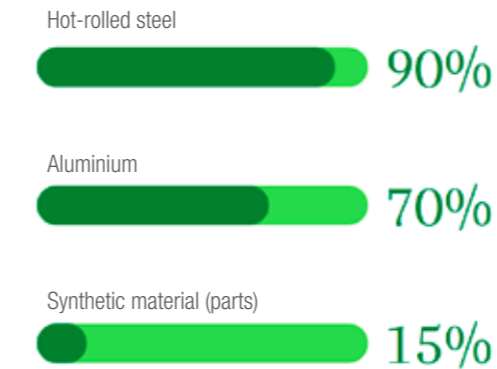
Vincent Haelvoet - CEO

Product(ion)

High-quality, modular and sustainable products

RECYCLED RAW MATERIALS

Haelvoet **recycles** materials and waste as much as possible. This process starts at the purchase of raw materials from our suppliers and ends with the finished product for the customer.



MODULARITY AND QUALITY

Nowadays, Haelvoet only develops modular products. Thanks to this approach, parts can be replaced easily to increase the life span of the product. Moreover, this **modularity** makes sure that the product can evolve in line with the desires and needs of the user throughout the product's entire life span.

These products require **little maintenance**, so that the furniture remains in good condition and can be cleaned easily. We also strive for excellent products with a **very long life span**. By doing so, we do our bit to limit the amount of **end-of-life products**. To show how strongly we believe in our excellent product quality, we offer a **15-year guarantee** against construction defects.

EPOXY PROCESS

Chromium (CRVI) used to be one of the materials for hospital furniture. Chromium is very detrimental to people and the environment.

Haelvoet opted for an alternative, ecological production process to guarantee the quality of its parts. Chromium-plated parts now have made room for **stainless steel** and **epoxy-coated products**. Next to that, the epoxy coating process has been optimised. The lowered oven temperature and recuperation of the paint powder are the most important results of the reduced environmental impact during the epoxy coating process. (See page 7)



Epoxy-coated brake pedal

Among other things, Haelvoet invested in the following processes to reduce production costs and the impact on the environment:

1. The use of thermosetting powders "Low Bake" that require a temperature of 160 °C to harden (originally 180 to 190°C, so a profit of 20 to 30°C).
2. Enlargement and additional insulation of the hot-air oven: the entire oven was enlarged and additionally insulated, so that the temperature needed in the oven can be maintained longer.

Result:
25% less gas consumption

Product(ion)

Innovate, analyse, implement

CNC WOORDWORKING MACHINES

Haelvoet not only has a metal work department, but also a department for woodworking. The management has invested in new CNC (computer numerical control) machines for wood and metal. The newest CNC machines are equipped with an ECO-energy management module, which reduces general energy consumption.



DETECTION OF COMPRESSED AIR LEAKS

Compressed air is generated by electric compressors. Each compressed air leak thus results in additional energy costs. This affects the environment as well. That is why Haelvoet has purchased a device to **detect compressed air leaks**. Every three months, one of our technicians checks the entire compressed air system to detect and localise any potential leak.

Leaks cause a higher electricity consumption. Around 20 leaks are detected per measurement on average. These leaks account for almost 7% of the company's total electricity consumption. That's why it is important to tackle them.

The compressor's revolutions per minute (rpm) **adapts** itself to the need for energy. It turns faster when the demand is high, but slows down when less energy is needed. Thanks to this, energy consumption is reduced.

CENTRAL VACUUM PUMPS

Vacuum pumps make sure that wooden parts on CNC machines don't move while being processed. Haelvoet has optimised this process by installing the pumps at a central location. The vacuum pumps are driven by converters. Advantage? The company's **power consumption reduces**.

Vacuum pumps now have a maximum speed of 1160 rpm instead of 1450 rpm, and are run in cascade, based on the required amount of vacuum suction.

Result:

15% less energy consumption is needed.
This is the equivalent of 2.640 kWh per year per pump.

HEAT PUMPS

Long-term choices were made when our new offices were built. Heat pumps heat the building. This is **sustainable, geothermal technology: Borehole Thermal Energy Storage (BTES)**. The three heat pumps consist of U-shaped loops of pipes that are all connected to each other and make up a closed hydraulic circuit. In summer, these heat pumps cool the building and store the heat in a BTES field.

Planet

Protecting the environment is protecting our future

ECO-CONSCIOUS MANAGEMENT

Haelvoet strives for sustainable growth, in which social and ecological responsibility are **key elements**. Ethical entrepreneurship has been embedded in our corporate culture for many years, because people make products for people. Long before it became a trendy topic, environmental care was already a well-considered choice of our management team.

Our **PEFC and ISO 14001 environmental certificates**, maximum use of recyclable materials, modern eco-friendly production processes and ecological design philosophy are just a few of the many examples. After all, protecting the environment is protecting our future. This is a never-ending search for the right **balance between people, environment and entrepreneurship**. Production processes and transport are organised as efficiently as possible, whereas raw materials are used economically.

Haelvoet's ambition is to limit the environmental impact as much as possible, hereby taking into account a balance between ecology and economy. **CO2 emissions** during the production process are reduced to a minimum. Moreover, our production processes are re-evaluated regularly. Our production processes go hand in hand with an **efficient waste management** to limit production waste as much as possible. Nowadays, most of our waste already gets a second life in new products. In recent years, a number of objectives have been formulated and achieved to lower the energy consumption on our own production site. Our consumption data shows that it pays off to invest in **technological and ecological innovations**.



SUSTAINABLE INITIATIVES

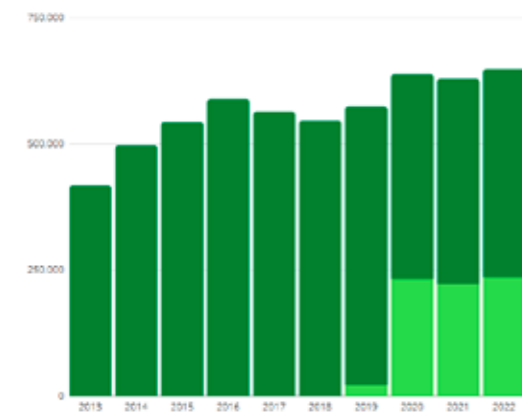
Energy consumption and investments

OUR SOLAR PANELS

At the end of 2019, **740 solar panels** were installed on the roofs of the office and dispatching building, and the high-bay warehouse. The 305 Wp solar panels amount for 225,70 kWp in total. Haelvoet can use 71,66 % of the generated electricity immediately.

In 2020, around **28%** of our total electricity consumption was produced by our **own solar panels**. The consumption of Haelvoet Projects, Haelvoet's subsidiary since 2020, is included in this number.

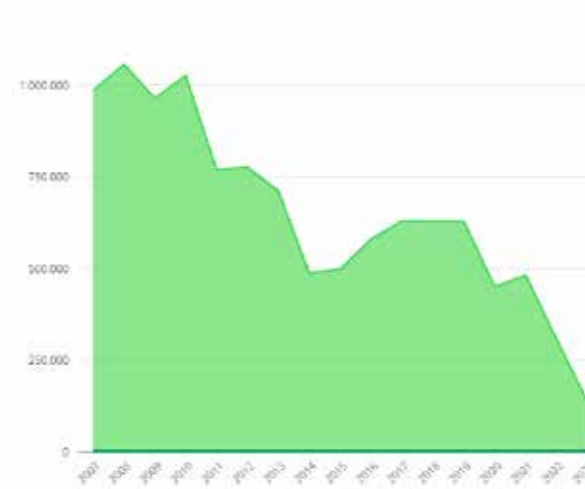
Energy consumption throughout the years in kWh.



Legend:
light green: own solar panels
dark green: purchased electricity

REDUCED GAS CONSUMPTION

Thanks to several investments, such as **better insulation** of our production and office buildings, and **machine optimisation**, our gas consumption (kWh) has been reduced throughout the last few years.



SUSTAINABLE INITIATIVES

Never stop optimising

MANAGING WASTE

Haelvoet continuously optimises its production processes. By doing so, our **waste stream** decreases annually.

Avoiding single-used plastics

Additional waste is avoided by using **sustainable packaging materials** and blankets when transporting finished products. In this way, the customer doesn't have to get rid of too much packaging material. Moreover, we can **reuse** the same customized blankets, packaging materials, and pallets to transport similar products. This is a huge step towards **reducing the amount of packaging waste**.

RECYCLING EPOXY

Residual powder of the epoxy-coating process is stored in separate big bags. This big bag is collected by a specialised firm. The residual powder then serves as a raw material for industrial coatings and adhesive powder.



OPTIMISING TRANSPORT

Transport is crucial to bring goods to customers. It has become impossible to imagine logistics today without lorries, but we have found a way to transport more goods with the same means of transport: **a lorry with a height-adjustable cargo space**.



To be more specific, the internal cargo space is lowered, after which the products are loaded. The roof of the lorry (meeting the CO2 emission standards) is heightened, whereas the platform is lifted. In this way, a **second cargo space** can be loaded. One lorry less on the road!



150 relax chairs instead of 75
66 hospital beds instead of 33
160 beside tables instead of 80



SUSTAINABLE INITIATIVES

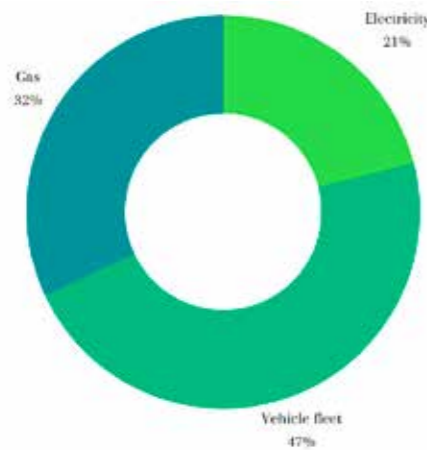
Atmosphere, soil and water

REDUCING POLLUTION AND EMISSION

Soil

Haelvoet takes all necessary precautions to prevent leaking or accidental spilling of hazardous products. By doing so, we avoid soil pollution.

Hazardous substances are stored in mobile receptacles. After risk analyses, these are additionally made safer by means of drip trays.



(RAIN)WATER STORAGE

Haelvoet invested in an **underground rainwater storage system** in 2014. The maximum capacity of this system is 500,000 litres, whereas a constant capacity of 270,000 litres is guaranteed. This rainwater is used for certain production processes and sanitary facilities. Thanks to these interventions and continuous monitoring, we systematically use less water from the mains water network.



Atmosphere

Our gas consumption decreases, thanks to our sustainable efforts. Nonetheless, it remains important to get our heating, cooling and process plants checked regularly. Haelvoet meets **all applicable emission standards** (20mgC/Nm³), but we continue to look for further improvement.

CO2 emission

The company, Zero Emission Solutions has checked and scrutinized our CO2 emission. Haelvoet's CO2 emission is **322,84 tonnes**, which corresponds to the annual average CO2 absorption 32,28 hectares of wood or 13.451,65 trees.

Our efforts have resulted in **161,46 tonnes of less CO2 emission**. Thanks to these efforts, the total CO2 emission is **50% lower**.



Installation of a rainwater tank

What if it rains a lot for a number of days and the maximum capacity is reached?

The underground tanks are equipped with an **overflow pipe**. In this way, floods are avoided during heavy rain.

People

Investing in our people is what matters

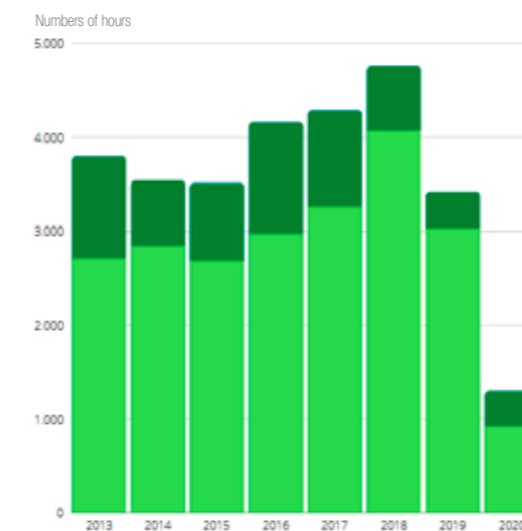


WE INVEST IN OUR STAFF

Our products wouldn't be developed, sold, produced or delivered without our staff. Investing in our people is what matters!

Haelvoet NV pays specific attention to the well-being of its **older employees (42%)**. There is a shortage of skilled labourers, which means that keeping experienced people on board is crucial. That is why Haelvoet has invested in specific measures to **enhance the well-being** of its older employees, particularly in the field of ergonomics on the shopfloor.

We organise several in-house **training sessions**, such as sessions on manual lifting techniques and computer work. We also give our staff the opportunity to participate in external training. Hereunder you can find an overview of training sessions per year. The corona crisis in 2020 caused a substantial drop in training sessions.



Purchase of:

- ergonomic **anti-fatigue mats** for assembly workbenches
- **height-adjustable** workbenches
- **tilting system** for tables
- **inclinatiesysteem** voor tafels
- a **return conveyor line** on the edge-banding machine in the woodwork department
- **lighter battery-driven tools** for the assembly department
- **mobile pallet jacks** that can lift pallets at an ergonomic height
- **scissor lift tables** for the woodwork department
- pallet trucks that automatically adjust their **height** to increase **ergonomics**
- an automatic **tilting system** to tilt upright beds

Training for:

1. computer work
2. manual lifting techniques

Determined by:

- the competence profile of the job
- Needs for training are provided for.
- evaluation and performance reviews

Legend:

- light green: in-house training
- dark green: external training

People

TRAINING

Our staff get several training sessions. After all, one of our mottos is **“Learning never stops”**. Our production labourers, for example, have not only received theoretical explanation on how a fire extinguisher works, but **put the theory into practice** by extinguishing a fire under the supervision of a fireman.



Firefighting training and exercise

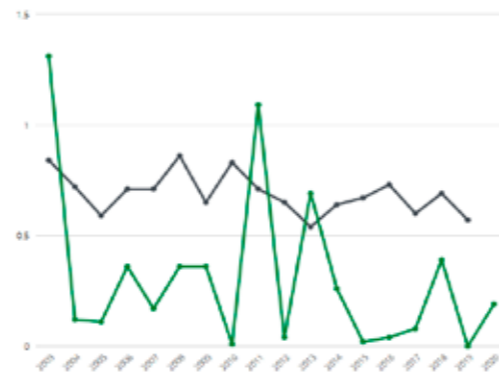
HEALTH AND SAFETY

Haelvoet invests in its staff's health and safety. The diagrams below show how Haelvoet is well-positioned **under the sector average**, when it comes to both the frequency and severity rates of accidents on the shopfloor.

Frequency



Severity rate



*the sector average of 2020 was not known yet at the time of this publication (January 2022)

Legend:

green: Haelvoet
grey: sector average

People

REUSABLE BOTTLES

Sustainable actions often lead to structural changes. 'No plastic in May' is an initiative that encourages people annually to use less plastic. Plastic water bottles are no longer welcome at Haelvoet. We have installed a **water dispenser** that filters mains water and may be used by all employees.

Glass bottles are used in the office building. In the production halls, we have provided our workers with **aluminium bottles**, which are more shockproof than glass bottles. Small changes with a huge impact.

Keeping in mind that around 100 people work in our buildings daily, this initiative can save up to 26.000 plastic bottles a year. This is more than just a drop in the bucket when it comes to reducing the use of plastic.



BIKE LEASING & TEAM BUILDING

Haelvoet organised a **bike day** on 3 June 2021. This was an initiative to motivate our staff to come to work by bike. We were looking for alternatives to organise our team building sessions more outdoors.

Haelvoet encourages healthy behaviour. Our staff get the opportunity to lease an (electric) bike. An additional reason to leave the car at home!

Our office building also has a **fitness room**, where our staff can go to during breaks or after office hours.



CERTIFICATES

Pionier in maatschappelijk verantwoord ondernemen

ECOVADIS : GOLD

Corporate social responsibility is firmly anchored in the philosophy of our company. Haelvoet has been subject to a **CSR audit** (= Corporate Social Responsibility) conducted by EcoVadis, an organisation specializing in CSR with more than 40 000 customers.

This audit covered, among other things, the environmental efforts, fair labour practices, business ethics and the supply chain within our company.

We are particularly proud to announce that Haelvoet has been in the **top 2% of all assessed companies** for three years in a row. This resulted in awarding us the highest GOLD rating.



PEFC

PEFC (Programme for the Endorsement of Forest Certification Schemes) is a worldwide forest certification system which assures **sustainable-managed forests**. In concrete terms, PEFC promotes a forest management which is respectful of the environment, socially beneficial and economically viable.

The PEFC procedure guarantees that all wood or products are **purchased, used and sold in accordance with the PEFC guidelines**.

Haelvoet has used PEFC certified wood for many years. This sustainable purchasing policy is a well-considered management choice. Thanks to our PEFC certificate, the customer knows that buying a Haelvoet product is synonymous with **buying an honest product**.



ISO 14001

The **ISO 14001 certificate** guarantees that our organisation applies an environmental management system. All our activities are managed, evaluated, improved and reported in a structured way and comply with environmental legislation.



VOKA CHARTER

Sustainable entrepreneurship: transparent and correct communication

In early 2021 Haelvoet decided to take part in VOKA's Charter Sustainable Entrepreneurship. VOKA (Flanders' Chambers of Commerce and Industry) wants to help companies both with embedding sustainable entrepreneurship in their DNA and achieving their sustainable development goals. VOKA checks if a drawn up and **evaluated action plan**, that is profitable for both the company and the people and environment, is carried out by the company. By doing so, companies contribute to the realization of the UN's **17 Sustainable Development Goals** (SDGs). No less than 194 countries worldwide have subscribed to these goals.

The VOKA Charter Sustainable Entrepreneurship (VCEO) checks if Haelvoet:

- integrates sustainable entrepreneurship proactively in its corporate policy
- draws up goals and specific actions in line with the SDGs of the UN
- reports about the achieved results to an evaluation committee
- communicates externally about the actions carried out



Next to our initiatives we have drawn up 10 concrete goals for 2021. These are in line with some categories of the 17 SDGs. These SDGs are often grouped into five pillars called the 5 Ps (People, Planet, Prosperity, Peace and Partnership). This is another step towards mapping out a **circular and thus sustainable economy**.

You can find an overview of our actions on the following pages.



Roof insulation, Light Catchers and solar panels

17 Sustainable Development Goals

Peace

Our vision and mission are printed on our T-Shirts to sensitize and implement these.

"Learning never stops"



Prosperity

To avoid loss of heat, the insulation in Haelvoet's production buildings is up to 40% thicker than the standard thickness. The windows in our offices and showroom also have extra insulating glass.



Planet

Light catchers with an ingenious mirror technology make sure that there is sufficient daylight for our staff, which results in lower electricity consumption. Another positive consequence is that there are fewer temperature fluctuations, compared to skylights. Motion sensors take care of other lighting and measure the light intensity.



Partnership

As an innovator we analyse and find out how we can meet the needs of our customers in the best possible way. Together with external partners we create care furniture that offers a solution for new needs.



Planet & People

After a new delivery, Haelvoet donates the customer's old furniture via non-profit partnerships (for example VZW Spes). In this way, this furniture, which is in good condition, gets a second life in East European or African hospitals or nursing homes.



People

Our staff can lease (electric) bikes. An extra encouragement for more movement and less CO2 emission.

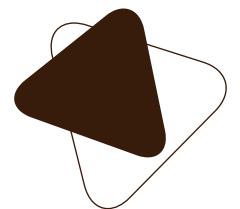
Active team building activities, including an autumn walk and a bike tour.



Prosperity

Please keep in mind that Haelvoet is a vertically integrated production company. The advantage of this is that we can implement changes quickly, and can supervise the chain at the same time. Thanks to production chain analyses, the time needed for assembly has been shortened, whereas the processes in the metal department have been optimized.





For more updates and information, follow us on:

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 [@haelvoet_furniture](https://www.instagram.com/haelvoet_furniture)

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