

**Environmental
Responsibility**



**Social
Progress**



**Economic
Development**





EOC's Sustainability

Commitment

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Message from the CEO

We are determined to continue our efforts to balance and integrate our three pillars of sustainability into all aspects of our operations. These pillars – Economic Development, Social Progress and Environmental Responsibility – are the key strategic areas that we will continue to focus on in the coming years. This Sustainability Summary Report reviews all our efforts from 2010 to 2013.

Our sustainability vision is to create value for all our stakeholders, and we have demonstrated steady progress towards achieving this goal. Communicating more about what we are doing and our plans for the future is the key step in this report.

ECONOMIC DEVELOPMENT



A company, regardless of the industry it is in, needs to be economically viable in order to remain operational. Productivity, efficiency and innovation are only a part of this story. Talented people working towards the same vision give the company a greater chance of success in the long-term.

EOC is in a good position. Our employees add value to

everything they do. Our processes are efficient, reducing the amount of resources required. Our innovation is helping us to meet our objectives for sustainability, with environmentally friendly solutions used wherever possible.

Our efforts have been recognized with a Good Manufacturing Practices (GMP) certificate and an Audit Covenant from the Flemish government.

Also, our company is a popular and rewarding choice for university students who wish to learn more about the economic benefits of sustainability.

We plan to continue these efforts, simultaneously improving our economic status and the environment.

SOCIAL PROGRESS



People are key to our achievements and we have continued to invest in best-practice training and development programmes. These include on-the-job trainings, safety and environmental courses, online learning, health coaching and traineeships.

We also run Safety Awareness campaigns and follow all relevant rules and regulations concerning safety.

We have worked hard to create a company culture that prioritizes the safety of our employees at all times. We will continue to focus on entrenching a strong safety culture company-wide, with the ultimate target of zero time loss.

ENVIRONMENTAL RESPONSIBILITY



Energy is one of our major costs. Coupled with the environmental impact of high energy usage, it is clear that we need to maintain and improve our efforts to reduce energy consumption.

The last few years a number of programmes have been implemented, such as energy monitoring systems, solar panels and the GreenLight programme.

We have been rewarded the East Flanders Environmental Charter since 2008, in recognition of a number of environmental initiatives we realized.

TODAY AND THE FUTURE

In addition to the acknowledgement for our sustainability efforts from our industry, society and other stakeholders, it is with pride that I mention we received the 2013 Innovative Leadership Award from one of our customers, Johnson Controls.

We find ourselves continuously looking towards the future. New solutions will come from new partnerships and new ways of thinking. We have several interesting partnerships in place with leading knowledge institutions and universities across Europe.

I am looking forward to seeing the results of these long-term partnerships.

Lastly, I would like to thank everyone – colleagues, customers and stakeholders – who supported us in our efforts to become more sustainable today and tomorrow.

Gerard Marsman, CEO of EOC

Sustainability & Awareness

Our sustainability objectives are important for us, our community, our environment and our future. And it all starts with awareness. Awareness leads to improved ways of thinking and working, propelling us towards new opportunities and initiatives.

Gerard Marsman, CEO of EOC

EOC Group at a Glance

The EOC Group consists of five divisions: Compounds, Latices, Adhesives, Surfactants and Emulsions. Each division fulfils orders all over the world with the flexibility of a medium-sized family business staffed by passionate and dedicated employees.

The EOC Group offers a wide range of quality products for the textile, carpet, construction, automotive, non-woven, paper, cardboard, paint, adhesive, detergents and cosmetic industries.

ENVIRONMENTALLY FRIENDLY INNOVATION

As a medium-sized supplier, we are ideally placed to make products with unusual specifications. The underlying theme of the EOC story has always been one of satisfying the constant demand for innovation and environmentally friendly production methods. New developments are tested immediately, so customers can decide for themselves if a new product satisfies their requirements.

EOC's employees consider the environment at every step of the production process. This ecological outlook has its rewards for customers too.

Compounds:

- European leader in the production of high-quality latex-based mixtures for carpet, textile, automotive and aircraft industry.

Latices:

- Latices for the entire paper market;
- Great variety of non-woven latices for filters, insoles, diapers, back shelves, car seats, etc;
- Latices for the carpet, textile, automotive and building industry.

Adhesives:

Specializations:

- Water-based adhesives: paper and cardboard, packaging, insulation, wood, etc;
- Hot melts: packaging, hygiene, graphics, construction, textile, labelling, taping, etc;
- Powder adhesives based on synthetic and natural polymers for the laminating and tube winding industry.

Surfactants:

- Versatile portfolio of mild high-quality surface active agents;
- Ingredients for foaming personal care products and liquid household formulations;
- Additives enhancing visual, physical or sensorial properties of products.

Emulsions:

- Water-based polymers for inks, paints and coating, construction and adhesive applications;
- EOC delivers 100% tailor-made solutions.

About this Report

The Sustainability Summary Report 2013 presents an outline of indicators, which, when read together, reflect the implementation of the overall EOC sustainability strategy, objectives and achievements.

This report fulfils our obligation to communicate about progress towards sustainability in general and overall performance in regards to compliance with local, national, European and international regulations.

It provides an overview of economic development, social progress and environmental responsibility. Each of these aspects is looked at in depth, with details of relevant legislation, voluntary programmes and certification processes.

PERFORMANCE DATA

Data from a four-year period (2010 to 2013) makes the

information statistically relevant and comparable. Health and safety, social, economic, quality and environmental data has been compiled according to international best practices.

In addition to the data throughout this report, pages 40 and 41 give detailed environmental and economic information about water consumption, CO₂ emissions, electricity usage, safety, numbers of full time employees and economic performance. These figures clarify that environmental and sustainable actions do not negatively impact the economic health of our company.

FRAMEWORK

In this report we have endeavoured to create a link between our daily strategy and our move towards increased sustainability. This gives a clear view of our performance to date as well as giving an impression of our future goals.

Regulations and Certificates

Compliance with relevant local, national, European and international rules and regulations is an essential part of our business. We take pride in our ability to meet and exceed our legal requirements, joining voluntary programmes that demonstrate our commitment to environmental, social and quality matters.

MANAGEMENT SYSTEMS

Along with quality, research and development, we attach a lot of importance to the environment, health and safety.

We use international, independently verified management systems to underpin our approach to sustainable development. Since 2006 these include: ISO 14001 Environmental Management System, ISO 9001 Quality Management System and OHSAS 18001 Health and Safety Standards. Thanks to these standards EOC is able to protect its employees and the environment.

REGULATIONS

The European Council and the European Parliament adopted REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) as of 1st of June 2007. We are strictly committed to national and international laws, including REACH, and we will continue to cooperate actively with suppliers and customers to ensure compliance within the required timeline.

The main aims of REACH are to:

- ensure a high level of protection of human health and the environment from the risks that can be posed by chemicals;
- promote alternative test methods;
- encourage free circulation of substances on the internal market;
- enhance competitiveness and innovation.

THIS REPORT COVERS OUR SITES IN BELGIUM:

EOC BELGIUM NV
EOC LOGISTICS NV
EOC MANAGEMENT NV
EOC SURFACTANTS NV

- ▷ p/a Industriepark De Bruwaan 12, 9700 Oudenaarde, Belgium
- ▷ www.eocgroup.com






REACH makes the industry responsible for assessing and managing the risks posed by chemicals and providing appropriate safety information to their users. In parallel, the European Union (EU) can take additional measures on highly dangerous substances, when there is a need for action at EU level.

EOC is active in **VLARIP** (Flanders REACH & CLP Implementation Project Sponsorship). VLARIP is a voluntary initiative to optimize product safety within the REACH & CLP (Classification, Labelling and Packaging) regulations in Flanders.

OTHER VOLUNTARY PROGRAMMES

Problems such as climate change, air pollution and scarcity of raw materials are increasingly determining Flemish, Belgian, European and global agendas. Energy has become a major cost for many companies, a trend that will undoubtedly continue in the future. Energy and environmental concerns prompted us to turn to VOKA (Flanders

Chamber of Commerce and Industry) and in 2009 we joined the voluntary **East Flanders Environmental Charter** programme.

The East Flanders Environmental Charter is our commitment to improving our energy efficiency. Selected environmental topics are evaluated annually by an external commission. We have been rewarded the East Flanders Environmental Charter since 2008.

We also participate in other voluntary environmental protection programmes, including the Audit Covenant, the GreenLight Programme, the Good Manufacturing Practices (GMP) certification and Responsible Care®.

In 2005 we signed the **Audit Covenant**, an agreement with the Flemish government that assists companies to make technical decisions that fit within their strategy. Our commitment is to implement a number of cost-efficient measures that also have an impact on our CO₂ emissions and energy taxes.



In 2013 we became a **GreenLight Partner** (EU initiative). The GreenLight programme is a voluntary pollution prevention initiative encouraging non-residential electricity consumers to commit to installing energy-efficient lighting technologies in their facilities when it is profitable, and when lighting quality is maintained or improved.

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' (EFFCI).

Responsible Care® is an international programme that has been adopted in the chemical industry. The main aim of Responsible Care® is continual improvement in health, safety and environmental performance. It is a general EOC policy to subscribe to all Responsible Care® principles. As a result, all employees actively cooperate in improving safety and the protection of health and the environment.

ASSURANCE

Assurance of sustainability information is conducted by our internal Quality Assurance team. Their verification process includes reviewing the procedures applied for calculating and validating non-financial data, as well as reviewing reported information and supporting documentation. Our key operations undergo external verification, including the ISO 14001, ISO 9001 and OHSAS 18001 certification.

This report fulfils EOC's obligation to communicate about progress towards sustainability in general and overall performance regarding compliance with local, national, European and international regulations.

REACH & PRODUCTS OF THE EOC GROUP

REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) addresses the use and production of chemical substances, and their potential impacts on the environment and human health. REACH is the most comprehensive and stringent European chemical legislation to date. Although the legislation has already come into force, due to the vast amount of chemicals used in Europe it will not be fully implemented until the end of the decade. REACH requires all companies producing chemical substances in the European Union

or importing them in quantities over one ton per year to register these substances with the European Chemicals Agency (ECHA).

According to the definitions set out in article 3 of the REACH regulation No. 1907/2006, the EOC product range can be divided into three types of end products:

Substances: the chemical substances manufactured by each European legal entity of the EOC Group have been

successfully registered at the ECHA in Helsinki.

Preparations: the preparations manufactured by each European legal entity of the EOC Group are exempt from REACH registration. However, the chemical substances used to produce the preparations need to be registered by the manufacturer/importer of these chemical substances. The EOC Group is in contact with its raw material suppliers and will only use raw materials in its production processes that are compliant with the REACH regulations.

Polymers: the polymers manufactured by each European legal entity of the EOC Group are exempt from the REACH registration according to article 6 of the REACH regulations.

COMMUNICATION ALONG THE SUPPLY CHAIN

Communication along the supply chain is a key issue to ensure compliance with REACH regulations within the required timeframe.

Communication from customers to the EOC Group: EOC Group customers are downstream users according to REACH regulations. A downstream user is defined as a user of chemical substances, preparations and/or polymers without creating a new chemical substance.

In drawing up the registration files, exposure scenarios need to be defined. If customers use our products for more specific uses/applications, they inform us of the use/application. This specific use/application will be reviewed

and, after successful evaluation, it can be included as an identified use in the chemical safety report of the registration file.

Communication from the EOC Group to customers: If chemical safety reports of products with identified uses, exposure scenarios and risk management measures are available, the information will be communicated to EOC Group customers to ensure safe handling of the products.

Sustainability Governance

Sustainability is more than a buzzword at EOC. It is an essential part of our business: our past, present and future. Every action, task, project or process that we undertake involves sustainability in some shape or form. At the most basic level, this is what sustainability means to us:

VISION

Continuous improvement of Economic Development, Social Progress and Environmental Responsibility.
Enhance the awareness of our actions for our company, employees, stakeholders and the society we live in.

OUR SUSTAINABLE CHALLENGE

With the increasing global awareness of the impact of chemical industry, we endeavour to communicate more about the undertaking of investments as part of our social responsibility, involving stakeholders where appropriate.

OUR SUSTAINABLE AMBITION

We aim to create awareness amongst employees and participate in changing global attitudes on sustainability by producing efficiently, optimizing processes and investing in preventive maintenance.

STRATEGY

In order to achieve our goals, our strategy is to:

- initiate internal awareness amongst employees, enticing them to take the initiative to develop sustainable projects and continuously improve attitudes towards sustainability in general and EOC projects specifically;
- forecast investment budgets using a long-term vision that adds value to the EOC brand;
- ensure innovation and sustainability are key management drivers that enable our business to grow;
- take sustainability initiatives beyond the legal regulations;
- communicate with customers and other stakeholders about the steps we take concerning sustainability, focusing on the impact on them and/or our society.

OUR SUSTAINABILITY KEY AREAS

The investment in sustainable opportunities enables us to focus on:

Economic Development



Protecting the environment can be done in ways that have an economic benefit for our company.

We develop production methods that use fewer resources, save time and reduce costs to improve our economic position.

Social Progress



We do not work in isolation: our actions affect the communities in which we operate, as well as our employees, the local government and other stakeholders.

We train and empower our employees for the future, whilst taking responsibility for our actions.

Environmental Responsibility



The world's limited resources should be used responsibly, with as little waste as possible.

We take this knowledge seriously, reducing our consumption and our CO₂ emissions as much as we can.

Sustainability Key Areas



We have a clear objective: to become as sustainable as possible.

This is a very broad objective. To make it easier to approach and achieve, we have divided it into our Sustainability Key Areas.

Economic Development
<ul style="list-style-type: none"> Flexibility to adapt to changing situations: actively developing solutions, encouraging new ways of thinking and working. This results in easier, quicker and more effective working processes.
<ul style="list-style-type: none"> Focus on results: implementing projects successfully benefitting the employees, the entire company and the environment.
<ul style="list-style-type: none"> Long-term relationships: achieving our sustainability objectives is linked to our connections with stakeholders, governments and local communities as they are directly and indirectly affected by what we do.
<ul style="list-style-type: none"> Open dialogue: understanding our stakeholders, their needs, concerns and aspirations making a positive difference to the communities in which we work, building relationships.
<ul style="list-style-type: none"> Partnerships: increasing expertise through strategic and collaborative partnerships with universities, knowledge institutions and industry groups.
<p>Economic Development FOCUS POINTS:</p> <ul style="list-style-type: none"> Production & Resourcing Profit through savings Accountability Dialogue and Partnerships



Social Progress
<ul style="list-style-type: none"> Safe procedures and operations: ensuring the safety and security of our employees is a priority. Therefore we have developed efficient and safe procedures.
<ul style="list-style-type: none"> Focus on health and well-being: preventing injuries at work is the focus of our health and well-being initiatives. By working together we can make safety a way of life, both inside and outside the workplace.
<ul style="list-style-type: none"> Empower ourselves and others: cooperation in a collaborative way empowers everyone to build a working relationship based on respect, trust and responsibility.
<ul style="list-style-type: none"> Engage the community: building work relationships with the local community benefits both the community and us.
<ul style="list-style-type: none"> Develop employee skills: improving skills to make it easier and more efficient for our employees to reach their goals.
<p>Social Progress FOCUS POINTS:</p> <ul style="list-style-type: none"> Safety & Security Health & Well-being Employee development Community engagement



Environmental Responsibility
<ul style="list-style-type: none"> Save energy: lowering energy consumption reduces pollution and energy bills.
<ul style="list-style-type: none"> Reduce waste: reusing, recycling and reducing the amount of waste lowers our environmental impact, a step towards achieving a neutral environmental footprint.
<ul style="list-style-type: none"> Lower CO₂ emissions: reducing pollution minimizes the environmental impact of our business on our surroundings. We take pride in respecting the environments in which we operate.
<ul style="list-style-type: none"> Sustainable water usage: lowering water usage is important to our goal of achieving sustainability in our business.
<ul style="list-style-type: none"> Less water pollution: reducing potential water pollution results in a lower environmental impact for our community.
<p>Environmental Responsibility FOCUS POINTS:</p> <ul style="list-style-type: none"> Energy savings Reusing, recycling and reducing waste Less CO₂ emissions Less water use and less water pollution



Sustainability & Economic Development

Production is finding a balance between ecological, economic and social interests in order to increase productivity and efficiency. This means using the right techniques and resources more effectively to reduce consumption of raw materials, which cuts costs and waste. We have found new technologies and knowledge leading to cleaner processes for people and the environment. In short, production processes that can do more with less.

Rita De Temmerman, Operations Manager EOC

Sustainability Key Area

Economic Development



Sustainability has a continuing impact on every aspect of our business. That's why sustainability is at the front of our minds every time we implement a new or updated procedure, install a new piece of equipment or plan for the future.

Our main sustainability activities include the installation of a cogeneration installation, achieving a GMP certificate, the commitment to the Flemish Government's Audit Covenant and the introduction of APEO-free products.

COGENERATION

In 2011, EOC invested in a CHP (Combined Heat and Power) system for our site in Oudenaarde, Belgium. This system saves energy by producing heat and electricity together on-site, instead of separate production of electricity from the mains or a generator and heat from a boiler.

CHP works by simultaneously generating heat and power. The power is generated by an internal combustion engine

and is used to drive an alternator that in turn generates electric current. The dissipated heat is not lost, but used for hot water production.

SUBSTANCES OF VERY HIGH CONCERN

Within the REACH framework, EOC works hard to substitute and reduce the amount of substances of very high concern (SVHC) in the finished products. SVHCs are substances that may have serious and often irreversible effects on human health and the environment. This is a commitment that we take seriously.

GOOD MANUFACTURING PRACTICES CERTIFICATION

The EOC Surfactants production site in Evergem, Belgium, was awarded the Good Manufacturing Practices (GMP) certificate in 2013. The EOC Surfactants facility produces mild high-quality surface-active agents for foaming personal care products and liquid household formulations according to GMP guidelines as formulated by the European Federation for Cosmetic Ingredients (EFFCI).

GMP certification is an essential part of the Quality Assurance processes in the pharmaceutical, cosmetic and food ingredients industries.

GMP sets specific standards on how to record precisely how and under which conditions a product is manufactured and controlled. During the production process, all raw materials, intermediates and final products are controlled and all processes are reported. Employees in GMP-certified companies have to follow specific training and qualifications for their activities, and have clearly defined tasks and responsibilities.

The EFFCI guidelines define the fundamental principles of good manufacturing processes, specifically for the production of ingredients to be used in cosmetic consumer products.

APEO-FREE PRODUCTS

Alkylphenoethoxylates (APEOs) are non-ionic surfactants with an emulsifying and dispersing action that makes

them suitable for a large variety of applications. They are commonly used in detergents, softeners, emulsifier agents and finishing paint products.

Since the beginning of 2012 we produce APEO-free.

The environmental benefits of this change outweigh the small effect on the price of the end product.

SIX SIGMA

We adapt and improve our operations using the Six Sigma set of techniques: define, measure, analyse, improve and control. This method identifies and removes the causes of defects (errors) and minimizes variability in manufacturing and business processes.

An internal steering committee organizes improvement programmes and quality management processes, involving teamwork across the company. This system yields solid statistical data to show which solutions lead to the best results for us and our customers.

AUDIT COVENANT

The Flemish Government has a number of targets for reducing CO₂ emissions and cutting energy usage in the long-term.

The Audit Covenant is an initiative helping companies with a medium-level of energy usage to become more efficient. In exchange for their commitment to implement cost-efficient energy saving measures within a fixed

period of time, the company receives certain benefits from the Flemish Government. This includes priority applications for ecology premiums and partial exemption from federal levies on electricity.

Since the Audit Covenant was adopted in 2005, the Flemish Government has encouraged companies to join. Each new member is obligated to quickly make several

short-term investments. The speed of these investments leads to faster energy savings and, in turn, a faster reduction in CO₂ emissions.

EOC AND THE AUDIT COVENANT

We joined the Audit Covenant in 2005. In addition to receiving official recognition for our strategy of reducing

energy usage, the Audit Covenant indemnifies us from additional energy or CO₂ taxes, reduces our federal contribution to energy and gives us Flemish Government aid for our energy efficiency initiatives.

Our commitment to the Audit Covenant required us to undertake an energy audit, highlighting the company's energy saving potential and possible ways to improve our

energy consumption. This energy audit formed the basis of our energy plan, which lists all cost-effective energy efficiency measures that we could implement.

We have worked hard to implement our energy plan. As agreed with the Flemish Government, we started with the most profitable measures. The deadline set by the government for the implementation of these measures is the

end of 2014. We are confident that we will achieve this goal.

For more information, visit:
www.auditcovenant.be



Sustainability & Social Progress

Sustainability is common sense until you start to think about it! Sustainable HR is people, planet and profit. It is our task to find a good balance between these three aspects. HR is about People: how you connect, the chances you offer and the respect you show. A good balance works for both people and the company and EOC is determined to make it work. Together we will find a sustainable balance for people, for planet and for profit.

Pieter Verschraegen, Human Resource Manager EOC

Sustainability Key Area Social Progress



As a chemical company, we identify the importance of safety and environmental programmes. EOC provides training, development, coaching and traineeship opportunities for employees to ensure that everyone is able to successfully fulfil their role.

The company's objective is to keep all employees up-to-date with the latest processes, as well as being aware of the relevance of their work and their contribution.

Employees are an important element of sustainability at EOC, which is reflected in our investment in their potential and their future.

INTERNAL TRAINING

Internal training and development is reviewed, planned and evaluated on a regular basis to ensure that both employee and company needs are met. There are four main types of training at EOC:

- On-the-job training;
- Safety and environmental training;
- E-courses;
- Other training courses.

On-the-job training includes everything our employees need to know to perform their job correctly. Certain

roles that are undertaken by large numbers of employees have standard training courses. Training for other roles is customized to reflect current requirements and future expectations.

Safety and environmental training at EOC uses a Learning Management System (LMS) to ensure all employees receive the right training courses at the correct interval so that knowledge levels are maintained at a high level. These training courses can take a variety of forms, from online e-courses to group workshops.

E-courses are also managed by the LMS. The main advantage of e-courses is their flexibility, which is extremely important when training has to be scheduled around a variety of shift systems. To date, we have developed customized safety and environmental e-courses.

Other training courses are customized to fit requirements. Topics include product knowledge and installation expertise.

EXTERNAL TRAINING

Employees are also welcome to attend external training courses connected to their role at EOC. All of these courses, conferences and seminar requests are evaluated to ensure that employee objectives are met. Over the past few years over 90% of these requests were approved.

ADR

ADR stands for Accord Dangereux Routier, a European regulation concerning the international transport of dangerous goods by road.

All of our ADR-qualified employees keep hazardous goods under constant supervision, regardless of their method of transportation.

As current legislation on safe transportation of hazardous materials is becoming stricter, we have increased the training. Our drivers receive defensive driving training, along with driver and vehicle safety. Topics covered include general knowledge of dangerous substances, transport rules and symbols.

HEALTH COACHING

One of the initiatives to keep older employees at EOC is Health Coaching. Its purpose is to improve the 'sustainable employability' of employees, enabling us to detect and address obstacles to this objective proactively.

Health Coaching works by inviting all employees aged over 45 to an annual appointment where basic medical tests are carried out and particular health topics, chosen by the employee, are discussed. These topics can include

diet, stress, exercise and alcohol intake.

Based on the results and the discussion a health plan is formulated. Follow-up sessions are voluntary. Health Coaching is an external service.

TRAINEESHIPS

We offer traineeships at different levels with several colleges and universities in Ghent and Wetteren, Belgium.

These educational facilities are:

- KAHO Sint-Lieven, Technology Campus Ghent. Industrial Engineering Master's degree;
- KAHO Sint-Lieven, Technology Campus Ghent. Industrial Science Bachelor degree;
- Mariagaard, Wetteren. TSO Chemistry department, 6th year students.

Each student assigned to a laboratory is monitored by a Research & Development (R&D) supervisor to ensure the student receives relevant industry experience.

Since 2011 two Master level students, three Bachelor level students and three TSO students have gained experience in the R&D Surfactants lab. Their work has resulted in at least one patent.

Sustainability Key Area Social Progress



ATMOSPHERE MONITORING

As an employer, it is our responsibility to assess the potential risks from hazardous chemical agents to the health and safety of our employees. We use Risk Assessments and Risk Evaluations to determine if the general preventative measures are sufficient or if special preventative measures are required.

Atmosphere monitoring around hazardous products, reduces the risks of disease and health issues for potentially exposed employees. Regular measurements at specific locations where chemical agents are stored, used and processed provide us with information to protect employees and the environment.

Our management strategy is based on the EN 689 standard that is legally required for companies that work with certain chemicals. The standard prioritizes employee protection and risk assessments of the workplace atmosphere.

Even so, the legal requirements are not our main motive for carrying out atmosphere monitoring. We believe it is important to care for the environment and to protect the health of our employees and neighbours.

We ensure that all employees and CPBW members (Comité voor Preventie en Bescherming op het Werk – Committee for Prevention and Protection at Work) receive information about hazardous chemical agents in the workplace. This includes any risks to employee health and safety posed by these agents, the GWBB (limits for occupational exposure), legal and training requirements.

PREVENTION

Federal workplace safety regulations exist to prevent injuries at work. The regulations include security requirements, inspection programmes and the locations of high risk devices.

The EOC Prevention Department has evolved from handling

purely technical safety in the 1980s to technical security and full participation safety, including supporting each department as they take responsibility for their safety. This technical security includes procedures, systems and organization. The result has been a reduction in the number of on-site accidents.

About thirty employees have been trained as prevention consultants, including supervisors who have been trained to level three and are responsible for coaching the members of their department. In order to keep everyone up-to-date with the latest legislation a refresh day is held every two years.

We always follow Belgian legislation on safety, health and welfare. Important topics include occupational safety, industrial hygiene, protecting employee health, improvement of employment conditions, psychosocial stress and environmental concerns. An example is our investment in ergonomic equipment and related training for our staff.

SAFETY REPORTING

To ensure the continued safety of all employees on-site, EOC uses a range of investigations:

- The Global Action Plan - details EOC's short- and long-term action points concerning safety and security;
- Policy development;
- Health and Safety Risk Assessment Support - reports health and safety issues for each activity including risk analysis;
- Accident/Incident investigations - investigate all adverse events with the intention of avoiding future accidents /incidents.

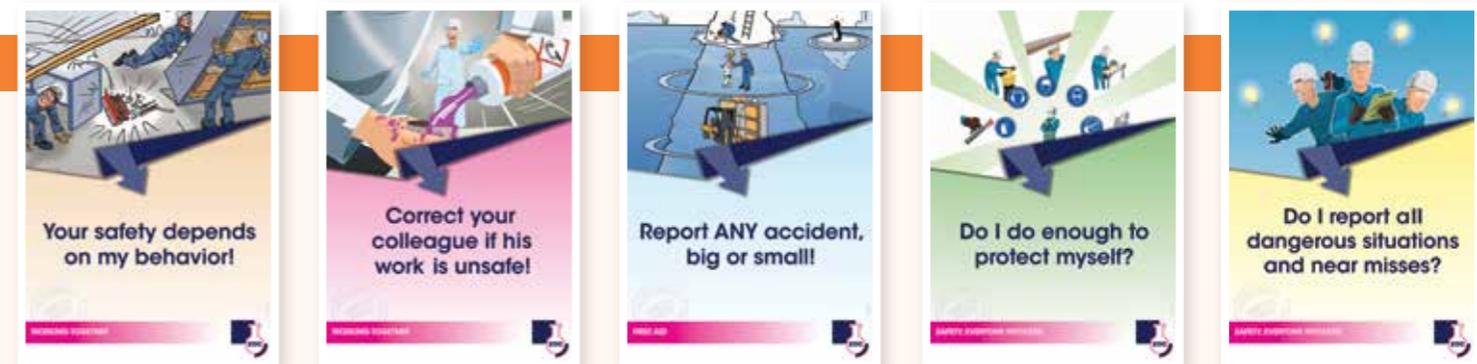
SAFETY AWARENESS CAMPAIGNS

Health and Safety is taken seriously at EOC. We help to drive sustainability forward in ways that bring long-term benefits to our employees.

A team of Safety Managers have appointed Safety Ambassadors in all departments to ensure safety procedures are followed at all times.

We also use safety management techniques to ensure compliance with relevant legislation:

- HAZOP (Hazard and Operability Analysis) – a structured and systematic technique for system examination and risk management. HAZOP is used to identify potential hazards and operational problems;
- HACCP (Hazard Analysis and Critical Control Points) – a systematic preventative approach to prevent hazards, includes food safety and biological, chemical and physical hazards that can cause the finished product to be unsafe during the production process;
- GxP - a set of quality guidelines to ensure that a product is safe and meets its intended use. The guidelines also form a manufacturing framework for regulated industries;
- Six Sigma – a method identifying and removing the causes of defects and minimizing variability in manufacturing and business processes to improve the quality of the end product.





Sustainability & Environmental Responsibility

Sustainability means using R&D to develop new products that have as small an impact as possible on the world around us. That means we look for production processes that use less energy, are quicker and result in less waste. We also strive to develop products from renewable raw materials and, if possible, include recycling options for the final products.

Dirk Hoorne, Chief Innovation Officer EOC

Sustainability Key Area

Environmental Responsibility



As a chemical company, we recognize our responsibility to the environment. Therefore we invest in projects to improve the environment, step by step.

Some of the changes implemented in the past few years include a new energy monitoring system, solar panels and participation in the GreenLight programme.

ENERGY MONITORING SYSTEM

A new energy monitoring system (nanoGrid® technology) was installed at EOC Oudenaarde, Belgium, at the end of 2013. The system measures all energy use (compressed air, gas, etc.) to enable comparisons and future controls using specialized software. Areas where it is possible to reduce energy consumption are identified so that changes can be implemented. Additionally, raised awareness of energy consumption has changed employee attitudes, increasing vigilance to energy waste.

We plan to install the energy monitoring system on other sites, starting with the Latex department in Evergem in 2014.

SOLAR PANELS

Since August 2012, the administration facility of EOC Oudenaarde, Belgium, has met its electricity requirements from solar power. As well as the environmental benefits of reducing CO₂ emissions, there are also economic benefits as the expected return on investment (ROI) is just six years.

In addition to the 210 solar panels installed on the flat roof of the administration facility that have an output of 59.85 kWp, there are panels on the EOC Surfactants warehouse in Evergem and plans are being made to expand this coverage further.

GREENLIGHT PROGRAMME - RELIGHTING PROJECT

Since June 2013, EOC has been a GreenLight Partner. The GreenLight programme is a voluntary pollution prevention initiative that encourages non-residential electricity consumers to commit to installing energy-efficient lighting technologies in their facilities when it is profitable, and when lighting quality is maintained or improved.

The environmental objective of the GreenLight programme is to reduce energy consumption of indoor and outdoor lighting throughout Europe, which in turn will reduce polluting emissions and limit global warming. The economic objective is to save money while improving the quality of the available lighting.

The GreenLight programme is a EU project managed by the Joint Research Centre (JRC) Renewable Energy Unit as part of its Energy Efficiency Actions. JRC is linked to several national and international organizations, research labs and universities operating in the field of energy efficiency.

REUSING RAINWATER

EOC Surfactants uses collected rainwater to reduce the amount of tap water used on-site, lowering water bills.

The rainwater is used within a closed circuit to dissipate the heat generated during production. The water discharges its heat to the surrounding air in a cooling tower before the process repeats. Reusing rainwater in this way has helped to reduce tap water consumption.

SALTS AT EOC OUDENAARDE

In cooperation with a specialized firm EOC Oudenaarde has been running a project to reduce coagulant build up in the water treatment plant since 2012. This has led to considerable cost savings:

- less coagulant (iron trichloride) needs to be purchased;
- less sludge is produced reducing the frequency the filter needs to be replaced;
- and there is a lower level of chloride ions in the waste water.

LEAK DETECTION AND REPAIR

Leak detection and repair (LDAR) regulations affect our industry. Significant amounts of volatile organic compounds (VOCs) enter the atmosphere from bad pump seals, leaky gaskets and flange connections.

A specialized firm is using a portable Flame Ionisation Detector (FID) to check all seals, gaskets and flanges for all products with VOCs.

MILIEUCHARTER OOST-VLAANDEREN (EAST FLANDERS ENVIRONMENTAL CHARTER)

The East Flanders Environmental Charter is our commitment to improving our energy efficiency. We have been rewarded the East Flanders Environmental Charter since 2008.

Selected environmental topics are evaluated annually by an external commission. We were recognized by the charter for the number of environmental initiatives we

realized since 2008. The themes covered by these initiatives include energy, noise / light, hazardous substances / preparations and central purchase / investment.

Organized by the East Flanders Chamber of Commerce (Voka Kamer van Koophandel Oost-Vlaanderen) and the regional authorities (Province of East Flanders - Provincie Oost-Vlaanderen), the annually rewarded Environmental

Charter aims to stimulate companies to do more to protect the environment.

To receive the Environmental Charter in any year, companies have to comply with all relevant environmental legislation. At least four specific environmental actions that go beyond the legal minimum must be implemented.

The objectives cover all areas of environmental management:

1. Implementation of a coherent environmental policy and integration of environmental concerns in corporate life;
2. Rational use of water and prevent / reduce water pollution;
3. Prevent / reduce air pollution;
4. Avoid / limit soil contamination;
5. Limit nuisance from light, noise and vibration;
6. Use environmentally responsible storage for hazardous products;
7. Encourage waste prevention, recycling and reduction of packaging;
8. Consider environmental aspects to purchasing and investment decisions;
9. Reduce energy usage;
10. Minimize environmental impact.

A commission of local and regional authorities and business representatives evaluates each recipient of the Environmental Charter. The basic criteria for evaluation are continuous improvement in the activity areas and prevention at source.

Sustainability & Behaviour

The complexity of the chemical industry makes it critical that all of EOC's interactions and relationships are managed responsibly to create a positive impact on society. That is reflected in our Code of Conduct. Our Code of Conduct commits us to strict standards concerning environmental measures, human rights and child labour policies, business ethics and community involvement. It acts as our compass for individual and collective behaviour when making business decisions or facing ethical dilemmas. It is a visible reminder of our fundamental values for our employees, customers and other stakeholders.

Karin Deschuytter, Quality & Assurance Manager EOC

Code of Conduct

We are committed to managing our business in accordance with our declared values. These values recognize that good social citizenship is an essential ingredient in creating and maintaining a sustainable future. It is reflected in the manner in which we interact with our employees, business partners and host communities. This Statement briefly summarizes our commitments.

HUMAN RIGHTS

We are 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 (ILO) in all of the countries in which it has (or will have) a presence.

FREEDOM OF ASSOCIATION

We recognize the right of the employees to become, and remain, members of Trade Unions and the right of their representatives to negotiate and bargain collectively on their behalf. In circumstances where Freedom of Association and Collective Bargaining are restricted (or prohibited) under legislation, we work with our employees, where they wish to do so, to establish alternative means of representation that are mutually acceptable. We provide

reasonable access for employee representatives and ensure that they do not suffer any disadvantage or discrimination as a result of their role as a representative.

CHILD LABOUR

We do 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 we operate.

FORCED LABOUR AND ABUSE

We are 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 in respect of those whom we conduct business with, e.g., suppliers, customers, members of host communities, local and national officials.

EMPLOYEE RESPECT

We value the contribution made to the business by our employees. We are committed to creating and maintaining a working environment which is safe, respects individuality, is non-discriminatory, appoints and promotes employees

on the basis of suitability, rewards fairly, encourages (personal and professional) development, and has effective mechanisms of communication.

DIVERSITY AND NON-DISCRIMINATION

As a multinational company, we value the differences reflected in our diverse workforce.

We are committed to a working environment that rejects discrimination on any grounds and eliminates any unfair practices that may arise in day-to-day conduct of the business in the process of recruitment, internal promotion, selection for training or any other activity. In addition, we are committed to treating fairly and without prejudice, those with whom there is contact externally.

FAIR COMPENSATION

We ensure 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.

In the event that no such standard is in place, we use

accepted industry standards or recognized norms to determine or adjust the relevant pay rates.

We maintain the practice of reviewing all wage and salary levels in accordance with the relevant collective agreements or, where none exist, at appropriately regular intervals.

ANTI-CORRUPTION

We are committed to acting lawfully, ethically, with integrity and responsibility in the way we operate towards our people, organization, communities, business partners and markets. EOC also expects all concerned parties to conduct business in an ethical and lawful manner, act with integrity and in compliance with all applicable legislation, including anti-bribery and anti-corruption laws:

- we do not tolerate any form of bribery or corruption;
- we expect everyone to avoid participation in or knowingly benefit from any kind of corruption, extortion or bribery;
- we also prohibit facilitation payments;
- we market and sell our products in compliance with all applicable rules and regulations, and in line with ethical standards;

- we are committed to achieving a high standard of ethical behaviour in everything that we do.

EMPLOYEE DEVELOPMENT

One of our 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 reflecting the necessity to constantly review and, where the necessity arises, raise the standards of business performance. We encourage the exchange of 'best practices' concerning knowledge, skills, health and safety.

INTERNAL COMMUNICATION

We value regular, timely and efficient meetings with employees and their representatives, conducted in an open and constructive manner, to exchange views on all matters affecting the business including health and safety, working conditions, terms and conditions of employment and the performance of the business.

We use appropriate media, such as intranet and newsletters, and departmental, functional and employee repre-

sentative meetings at local levels.

COMMUNITY INVOLVEMENT

We recognize that our plants, wherever situated, are a part of that local environment and community. As a socially responsible organization, we are committed to developing a constructive and mutually supportive relationship with the host communities in whose domicile we are privileged to operate. As a consequence, appropriate community activity and involvement is encouraged and promoted.

Apart from managing the business, a key element of each Plant Manager's role is to represent EOC within the local community and contribute to its development.

ENVIRONMENT

We aim to efficiently use resources, minimizing material and product wastage, promoting recycling, and optimizing transportation requirements. We aim to produce goods in a sustainable manner with respect for people and environment, aiming for high energy efficiency, continuous lowering of environmental pollutants and zero complaints from local residents.

Corporate Policy Statement

Our Responsibility: we are fully aware of the extreme importance of socially responsible behaviour, as well as sustainable entrepreneurship. Therefore, we continuously focus on creating products that are environmentally friendly and contribute to the improvement in our quality of life.

Not only do we work according environmental laws, but we also commit to the principals of social responsibility, which are increasingly incorporated in our daily strategy.

In this way, we aim to advance awareness and goodwill, whilst building a sustainable business.

The companies of the EOC Group undertake to continuously improve their safety, product hygiene, environment and quality performance, with specific attention to:

- increasing customer satisfaction;
- preventing non-conformities;
- preventing major accidents;
- efficiently using the natural resources in the development, production and supply of their products and services.

To this end, management techniques, such as 5S, HACCP,

HAZOP, GxP, LOPA and Six Sigma, are implemented.

The companies of the EOC Group guarantee compliance with all relevant laws and regulations and the use of the best available techniques, taking into account the companies' social-economic possibilities.

The continuous improvement of safety, product hygiene, environment and quality performance is guaranteed by measuring and evaluating the impact of products and processes in order to be able to manage possible risks and non-conformities.

Employees and contractors of the EOC Group are made aware of this policy through continuous training and raising awareness. This policy is available for consultation by customers, the general public and relevant government agencies.

Attention to safety, product hygiene, environment and quality is not only the responsibility of the respective managers, but is a fundamental component of everyone's job.

We commit to making sufficient means available to implement care systems and achieve our goals. Our objectives and policies are regularly measured and evaluated based on internal and external audits.

Risk Management

Key risk areas are addressed with relevant dedicated policies and risk-control programmes.

RISKS RELATED TO	IDENTIFIED RISKS	TOOLS
PEOPLE	<ul style="list-style-type: none"> • Accidents to employees • Accidents to third party individuals on EOC sites • Occupational-related diseases 	<ul style="list-style-type: none"> • Safety awareness initiatives including programmes for behavioural safety and methods to improve the safety culture of employees, managers and contractors • Dedicated safety management system at EOC sites • Health and Safety Risk Assessment Support • Active cooperation with external stakeholders (local, regional, national and international) • Global Action Plan: short- and long-term action points concerning safety and security • Protection of people and assets against the consequences of process incidents • Integrated OHSAS 18001 Health and Safety Management System
PRODUCTS	<ul style="list-style-type: none"> • Product-development risk • Product-liability risk 	<ul style="list-style-type: none"> • EOC's GMP Policy to continuously improve their safety, product hygiene, environment and quality performance • Implemented management techniques: 5S, HACCP, HAZOP, GxP, LOPA and Six Sigma • EOC's Research & Development department designs and tests products and their production processes • Integrated ISO 9001 Quality Management System
ENERGY, CLIMATE CHANGE AND ENVIRONMENTAL MANAGEMENT	<ul style="list-style-type: none"> • Climate change effects on our environment: global warming, decreasing water availability, increasing storms, flooding and sea-level rise 	<ul style="list-style-type: none"> • Programmes to reduce energy consumption • Range of industrial activities with a relative low energy consumption • Policies and risk control programmes • Awareness campaigns • Monitoring and measures to prevent pollution and accidents • Policies and risk control programmes • Regular training • Integrated ISO 14001 Environmental Management System
DIALOGUE ON RISKS AND CRISIS SITUATIONS	<ul style="list-style-type: none"> • Damage to corporate reputation 	<ul style="list-style-type: none"> • Crisis management • Communication processes

Partnerships

We work with a number of knowledge institutions in order to accelerate our product and process development while meeting our specific business goals. Recent years have seen sustainable development playing an increasingly larger role in these goals.

Our projects with knowledge institutions are funded in two different ways. Either full funding comes from us, or the project is jointly funded by us and the Flemish Agency for Innovation by Science and Technology (IWT). Details of some of our partnerships are summarized below.

PURIFICATION OF WASTE WATER

This project uses membrane filtration to purify the water used to clean the reactors after production of our emulsion polymers. This waste water contains some polymers from the reactor. After purification the water can be reused and the concentrated polymers can be recycled.

▷ Project in collaboration with VITO (Vision on Technology).

LOW-ENERGY ENZYMATIC ESTERIFICATION PROCESS RESEARCH

The esterification process usually requires higher temperatures and long production times. This study aims to determine if it is possible to produce the same end result at lower temperatures and in a shorter time frame without compromising quality.

▷ Project in collaboration with VITO, Belgium.

DURABLE COATINGS FOR PAPER AND TEXTILES

Three projects investigate the use of sustainable materials in carpet- and paper-coatings.

▷ Project in collaboration with the University of Ghent, Belgium, and Wageningen University, the Netherlands. Partly funded by IWT.

EMULSION POLYMERISATION PRODUCTS AND PROCESSES RESEARCH

This project sponsors a number of doctoral students with industry-oriented PhD work. The main focus is developing new products and polymer configurations from emulsion polymers.

▷ Project in collaboration with the University of Technology, Eindhoven, the Netherlands, and the Emulsion Polymerization Foundation (SEP), the Netherlands.

LOW ENERGY COATINGS FOR ARTIFICIAL GRASS

The traditional coating for artificial grass is a water-based product that needs to be dried in an oven. This project is investigating if the same effect can be achieved with a different type of coatings (i.e. UV coating) that require less energy to be dried.

▷ Project in collaboration with Ghent TO2C (Textile training

and development centre, Hogeschool Ghent), Belgium.

DEVELOPMENT OF NATURAL LATEX FROM DANDELIONS

European industry is reliant on imports of natural latex (rubber) from South East Asia. While natural latex was extracted from dandelions during World War II for the tire industry, this process wasn't economical to continue after the end of the war. The goal of this project is to find an economically viable way of producing natural latex from dandelions, including genetically modifying the dandelion plant, improving extraction methods and finding additional markets. EOC is interested in the potential use of this natural latex for carpet compounds.

▷ Partner in European FP7* project in collaboration with Wageningen University, the Netherlands.

* The complete name of FP7 is 7th Framework Programme for Research and Technological Development.



UNIVERSITY OF GHENT
BELGIUM
www.ugent.be



WAGENINGEN UNIVERSITY
THE NETHERLANDS
www.wageningenur.nl



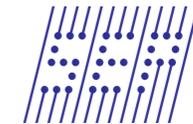
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www.tue.nl



IWT
BELGIUM
www.iwt.be



VITO
BELGIUM
www.vito.be



SEP
THE NETHERLANDS
www.tue.nl



TO2C GHENT
BELGIUM
www.hogent.be

Performance Data

2010



WATER CONSUMPTION

1.06

m³ / tonne of product produced

CO₂ EMISSIONS

0.071

metric tonne CO₂ / tonne of product produced

ELECTRICITY

0.060

MWh / tonne of product produced



WASTE

1.92

waste in % vs production



SAFETY (LTIF)

12

lost time injury frequency



SAFETY (FREQUENCY RATE)

21.65

number of accidents per 1,000,000 working hours



FTE

350

number of full time employees



ECONOMIC PERFORMANCE

215

revenue (EUR million)

2011



WATER CONSUMPTION

1.07

m³ / tonne of product produced

CO₂ EMISSIONS

0.069

metric tonne CO₂ / tonne of product produced

ELECTRICITY

0.057

MWh / tonne of product produced



WASTE

2.03

waste in % vs production



SAFETY (LTIF)

17

lost time injury frequency



SAFETY (FREQUENCY RATE)

33.07

number of accidents per 1,000,000 working hours



FTE

370

number of full time employees



ECONOMIC PERFORMANCE

278

revenue (EUR million)

2012



WATER CONSUMPTION

1.07

m³ / tonne of product produced

CO₂ EMISSIONS

0.068

metric tonne CO₂ / tonne of product produced

ELECTRICITY

0.056

MWh / tonne of product produced



WASTE

1.97

waste in % vs production



SAFETY (LTIF)

9

lost time injury frequency



SAFETY (FREQUENCY RATE)

18.39

number of accidents per 1,000,000 working hours



FTE

340

number of full time employees



ECONOMIC PERFORMANCE

285

revenue (EUR million)

2013



WATER CONSUMPTION

1.07

m³ / tonne of product produced

CO₂ EMISSIONS

0.070

metric tonne CO₂ / tonne of product produced

ELECTRICITY

0.061

MWh / tonne of product produced



WASTE

2.13

waste in % vs production



SAFETY (LTIF)

13

lost time injury frequency



SAFETY (FREQUENCY RATE)

22.48

number of accidents per 1,000,000 working hours



FTE

362

number of full time employees



ECONOMIC PERFORMANCE

270

revenue (EUR million)



Steps into the Future

In order to achieve our sustainability objectives we need to take numerous steps – some easier than others.

This ongoing process includes a broad strategy of projects and programmes that fit into the three Key Sustainability Areas of: **Economic Development, Social Progress and Environmental Responsibility.**

These projects aim at even better results. An external partner audits all sustainability initiatives and activities to measure progress and benefits. Distributing the results of these audits in this report is our first step towards the centre of the diagram opposite.

There is always room for further improvement.

Our partnerships remain an important element in our future sustainability plans. New solutions often come from new partnerships, new minds and new ways of thinking. We believe our partnerships make us stronger.

Our suppliers are equally important in our vision about sustainability. We screen each of them carefully, promoting sustainability along the supply chain.

Our customers approach 'Sustainable solutions through innovative chemicals'.

We believe that while some companies focus on short-term profits and make decisions based solely on the bottom line, sustainable companies think and act long-term.

Memberships

We understand the importance of dialogue with peers and industry professionals. That's why EOC values its memberships of relevant professional organizations. EOC is proud to be a member of the organizations listed. The variety and depth of these organizations shows EOC's dedication to furthering industry knowledge.

BRANDWEER VERENIGING VLAANDEREN > FIRE SERVICE ASSOCIATION FLANDERS

Flanders' firefighting union strives to provide an optimal service to the public and to maximize the safety of the fire brigade. We exchange knowledge and expertise to continuously improve the quality of the fire prevention services offered by union members.

www.brandweervlaanderen.be

CEFIC > EUROPEAN CHEMICAL INDUSTRY COUNCIL

Cefic is the forum and the voice of the European chemical industry. Cefic is a committed partner to EU policymakers, facilitating dialogue with industry and sharing broad-based expertise that covers the entire range of chemicals production.

www.cefic.org

CENTEXBEL > BELGIAN TEXTILE RESEARCH CENTRE

As a collective research centre, Centexbel desires to reinforce the market position of Belgian textile companies by promoting and supporting innovation. This includes developing sustainable national and international collaboration and networking.

www.centexbel.be

DETIC > PART OF ESSENCIA

DETIC is the Belgian-Luxembourg Association of producers and distributors of soaps, cosmetics, detergents, cleaning products, hygiene and toiletries, adhesives and related materials. Its central mission is to support, assist and advise its members on responsible products for their markets.

www.detic.be

EcoVadis > SUSTAINABLE SUPPLY CHAIN MANAGEMENT

EcoVadis aims to improve environmental and social practices of companies by leveraging the influence of global supply chains (via a collaborative platform). EcoVadis' goal is to facilitate the integration of sustainability criteria in all customer/supplier relationships.

www.ecovadis.com

essencia > BELGIAN FEDERATION FOR CHEMISTRY & LIFE SCIENCES INDUSTRIES

essencia is an umbrella organization that represents the numerous activities of the chemicals and the life sciences sectors. essencia represents and defends the interests of these sectors on a European level through active involvement in Cefic and FEB (Federation of Belgian Companies).

www.essencia.be

ESTO > EUROPEAN SYNTHETIC TURF ORGANIZATION

ESTO is a non-profit organization that offers neutral and unbiased information for the promotion of synthetic turf, enhancing its numerous advantages and benefits. ESTO brings everyone together to discuss, debate, research and develop the future of synthetic turf.

www.theesto.com

EFfCI > EUROPEAN FEDERATION FOR COSMETIC INGREDIENTS

The primary focus of the EFfCI is to unite the producers of cosmetic ingredients and to represent them to regulators and the cosmetic industry. Members are regularly updated on European and international matters relevant to the industry.

www.effic.org

EPDLA > EUROPEAN POLYMER DISPERSION AND LATEX ASSOCIATION

EPDLA covers polymer dispersions and latexes that are used in a wide variety of products. The organization has regular contact with sister organizations in the US (EPC - Emulsion Polymers Council) and in Japan (JAIA - Japan Adhesives Industry Association-Emulsion Committee).

www.cefic.org/EPDLA

FEICA > ASSOCIATION OF THE EUROPEAN ADHESIVE & SEALANT INDUSTRY

With the support of thirteen national associations and many direct and affiliated company members, FEICA coordinates, represents and advocates the common interests of the Adhesive & Sealant Industry throughout Europe.

www.feica.com

FISCH > FLANDERS INNOVATION HUB FOR SUSTAINABLE CHEMISTRY

FISCH identifies, stimulates and catalyses innovations for sustainable chemistry in Flanders. FISCH starts up innovative projects, encourages cooperation between companies, governments and research institutions, and stimulates partnerships and knowledge clustering.

www.fi-sch.be

GreenLight PROGRAMME > PROMOTED BY THE EUROPEAN COMMISSION

This voluntary pollution prevention initiative encourages companies to commit to installing energy-efficient lighting technologies in their facility when [1] it is profitable, and [2] lighting quality is maintained or improved.

iet.jrc.ec.europa.eu/energyefficiency/greenlight

IE-net > ASSOCIATION INSPIRED BY ENGINEERS

ie-net is a non-profit organization that aims to promote the value for society of industrial engineering professionals. Part of this role includes acting as a intermediately between colleges, universities and industry.

www.ie-academie.be

MILIEUCHARTER OOST-VLAANDEREN > ENVIRONMENTAL CHARTER

The purpose of the East Flanders environmental charter is to stimulate companies to undertake specific environmental protection actions and to reward environmentally friendly companies annually.

www.voka.be

PREBES > ASSOCIATION WITH THE FOCUS OF WELL-BEING AT WORK

Prebes is a non-profit organization with trade union members that are active in the areas of well-being at work, social sustainability and social responsibility. The organization's objectives include promoting wellness, accident prevention and protection at work.

www.prebes.be

PREVENT > SERVICE, TRAINING AND KNOWLEDGE CENTRE

Prevent offers services, products and solutions to optimize the work-life balance. In turn, this improves employee safety, health and welfare.

www.prevent.be

RSPO > ROUNDTABLE ON SUSTAINABLE PALM OIL

RSPO is an international multi-stakeholder organization and certification scheme for Sustainable Palm Oil. RSPO members include organizations from different sectors of the palm oil industry for the purpose of developing and implementing global standards for sustainable palm oil.

www.rspo.org

SEDEX > SUPPLIER ETHICAL DATA EXCHANGE

Sedex is a non-profit organization dedicated to making global supply chain business practices more responsible and ethical. Via a collaborative platform, it helps companies to reduce risk, protect their reputation, and improve supply chain practices.

www.sedexglobal.com

SEP > FOUNDATION EMULSION POLYMERIZATION

SEP works closely with the department of Chemical Engineering and Chemistry at the Eindhoven University of Technology.

www.tue.nl

TRANSPORT & LOGISTIEK VLAANDEREN > ASSOCIATION OF TRANSPORT & LOGISTICS

The Flemish Transport & Logistics Association represents the interests of the sector, improving the level of professionalism in the industry and influencing road transport policy via interactions with relevant agencies.

www.transportenlogistiekvlaanderen.be

VOKA > FLANDERS CHAMBER OF COMMERCE AND INDUSTRY

VOKA is the most representative employers' organization in Flanders. Its mission is to create an optimal framework for successful entrepreneurship, stimulate economic activity, speak for entrepreneurs, gather information and be the point of reference.

www.voka.be

Summary

MANAGEMENT SYSTEMS

ISO 14001
ISO 9001
OHSAS 18001

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REGULATIONS

CLP
REACH

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POLICIES AND CONTROL

Code of Conduct
Corporate Policy Statement
Risk Management (risk-control)

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VOLUNTARY PROGRAMMES

Audit Covenant
East Flanders Environmental Charter
GMP certificate
GreenLight Partner
Responsible Care®
VLARIP

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PERFORMANCE DATA 2010 - 2013

CO₂ Emissions
Economic Performance
Electricity
Full Time Employees (FTE)
Safety (LTIF) (Frequency rate of accidents)
Waste
Water Consumption

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MANAGEMENT TECHNIQUES

5S
GxP
HACCP
HAZOP
LOPA
Six Sigma

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PARTNERSHIPS

IWT TO2C GHENT
SEP VITO
University of Ghent Belgium
University of Technology the Netherlands
Wageningen University the Netherlands

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MEMBERSHIPS

CEFIC FISCH
CENTEXBEL GREENLIGHT
DETIC IE-NET
ECOVADIS PREBES
ESSENSCIA PREVENT
ESTO RSP0
EFFCI SEDEX
EPDLA SEP
FEICA VOKA

Association of Transport & Logistics
Environmental Charter East Flanders
Fire Service Association Flanders

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AWARDS

East Flanders Environmental Charter
Innovative Leadership Award 2013
from Johnson Control

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ECONOMIC DEVELOPMENT



APEO-free products
Audit Covenant
CHP (Cogeneration)
GMP certificate
Six Sigma
SVHCs (Substances of Very High Concern)

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SOCIAL PROGRESS



ADR
Atmosphere Monitoring
External Training (external courses, conferences and seminars)
Health Coach
Internal Training:
- On-the-job training
- Safety and Environmental training
- E-course
- Other training courses
Prevention
Safety Reporting
Safety Awareness Campaigns
Traineeship

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ENVIRONMENTAL RESPONSIBILITY



East Flanders Environmental Charter
Energy Monitoring System - nanoGrid® technology
GreenLight - Relighting Project
LDAR (Leak Detection and Repair)
Reusing rainwater
Salt in the water treatment plant
Solar Panels

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Glossary

ADR	Accord européen relatif au transports international des marchandises Dangereuses par Route (European regulations concerning the international transport of dangerous goods by road)
APEOs	Alkylphenoethoxylates
CHP	Cogeneration
CLP	Classification, Labelling and Packaging
FID	Flame Ionization Detector
FP7	7 th Framework Programme for Research & Technological Development
FTE	Full Time Employee
5S	A workplace organization method that uses a list of five Japanese words: Seiri, Seiton, Seiso, Seiketsu, and Shitsuke
GC	Gas Chromatograph
GMP	Good Manufacturing Practices
GWBB	Limits for occupational exposure (Dutch: Grenswaarden Voor Beroepsmatige Blootstelling)
GxP	Good X Practice (a general term for Good Practice quality guidelines and regulations)
HACCP	Hazard Analysis and Critical Control Point
HAZOP	Hazard and Operability Analysis
ISO 14001	Environmental Management System
ISO 9001	Quality Management System
JRC	Joint Research Centre
LDAR	Leak Detection and Repair
LMS	Learning Management System
LOPA	Layers of Protection Analysis
LTIF	Lost Time Injury Frequency
OHSAS 18001	Health and Safety Standards
PhD	Philosophiae Doctor (Doctor of Philosophy)
QA	Quality Assurance
R&D	Research & Development
REACH	Registration, Evaluation, Authorization and Restriction of Chemicals
Six Sigma	A set of techniques and tools for process improvement
UV	Ultra-violet
VOCs	Volatile organic compounds



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**Environmental
Responsibility**

**Social
Progress**



**Economic
Development**

