

2021

CSR Annual Report 2021

Wilco Beheer BV

People | Planet | Profit



Amersfoort, Meppel and Zutphen establishments

Preface

Corporate responsibility is in the very core of our company, in how we deal with each other and our customers, the environment and everyday surroundings. We take our responsibility very seriously, with a continuous focus on the balance between people, planet and profit.

The underlying annual report relates to Wilco Beheer BV (hereinafter referred to as Wilco) including its 100% subsidiaries Wilco BV and Wilco Art Books BV (Vanadiumweg 8+9, Amersfoort), Wilco Zutphen BV (Estlandsestraat 1, Zutphen) and Wilco Meppel BV (Eekhorstweg 1, Meppel), with a total of 433 FTEs employed as from 31 December 2021.

WILCO, the Clean Climate Neutral Printing House, Vanadiumweg 2, 3812 PZ in Amersfoort, has been fully operational as from 1 February 2022. Production has moved in terms of storage, offset printing, folding and sewing, while the remaining bindery activities are still accommodated at Vanadiumweg 8 and 9. This new site is not included in this annual report.

Corporate responsibility requires transparency, and you can rely on us to be who we say we are. Through this annual report, we wish to give account of our CSR performance, which concerns all of our company activities at the locations in Amersfoort, Meppel and Zutphen, excluding activities by third parties. Any activities that take place by our order on other locations are also excluded.

Our ISO 14001:2015-certified environmental management system is tested annually by an accredited certification body. Information is supported by figures with invoices, overviews, etc. provided by third parties. We believe that this guarantees the objectivity and correctness of the information included in this report.

We hope you find this report informative and useful.
Feel free to contact me for more information.



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Our mission

Our mission is the responsible and profitable production of books and magazines for associates both from home and abroad. The focus of our customer portfolio is on publishing houses in the scientific, educational and literary segment.

Our values

- ✓ *We are the Wilco team. Our focus is on providing the best possible performance, where everyone is equally valuable.*
- ✓ *Technology-driven through investments to achieve improvement in effectiveness and efficiency, with a high-grade product quality serving as a precondition.*
- ✓ *An independent business position.*
- ✓ *Reducing our carbon footprint to contribute to the fight against climate change.*

Our company

Wilco produces books, magazines, catalogues and tear-off calendars in sheet-fed and web-fed printing using the latest binding techniques, mainly on behalf of publishers. Wilco Art Books offers high-quality art, museum and photography books in close collaboration with museums, art galleries, artists, photographers and graphic designers. We deal with the entire process of sales to distribution ourselves. We finish printed matter in our own bindery to produce bound, sewn or adhesive binding and hardbound productions, in cold glue, hot melt or PUR and with a paper or linen cover. Laminating with a wide choice of laminates is completed in-house, as is refinement such as foil printing, embossing and (spot) UV varnishing. We use our own freight transport for dispatch, as well as external carriers. In 2021, the total production volume was approximately 33,388 tons of paper.

Climate Neutral Printing House

Improvement of our CSR performance is having a positive effect on the continuity of our operational management, because any type of waste results in a loss of energy and time as well as money in the short or long(er) term. We aim to make our ecological footprint as small as possible. We currently produce climate-neutral printed matter at our sites in Amersfoort and Zutphen. This is possible through the purchase of green electricity (European wind energy), energy savings in existing buildings and compensation for the remaining CO₂ emissions. However, with the energy-efficient new building at Vanadiumweg 2-6 in Amersfoort, we truly are really well on our way to a minimum CO₂ footprint.

Our accommodation in Amersfoort has grown organically in recent decades. The purchase of adjacent plots enabled us to expand on a step-by-step basis. However, this was not ideal in terms of process technology and energy consumption. With the new construction of **WILCO, the Clean Climate Neutral Printing House** we have taken a major step in realising our sustainability ambitions. A single conditioned production environment, in which humidity, temperature and ventilation are all controlled. All this results in the gas-free and energetically efficient running of a professional offset printing plant with significant energy savings of approximately 690,000 Nm³ Ae per year, which corresponds to more than 1,300 tons of CO₂ per year. The Clean Climate Neutral Printing House was taken into operation on 1 February 2022. And our efforts don't end there... we will investigate whether a new sustainable bindery can be realised as well in the coming years.

In addition to these significant energy savings, the Clean Climate Neutral Printing House, in combination with the closure of Wilco Meppel, will result in an estimated 100,000 km less inter-company traffic of goods and people; however, this is off-set by an increase in commuting traffic. Furthermore, we've opted for the application of chemical-free plate production by means of computer-to-plate.

Our policies

- ✓ *Applying our high-end machinery and the latest binding techniques, thereby providing the highest possible product quality that is guaranteed by means of strictly controlled certificates.*
- ✓ *Deliveries in good time, irrespective of editions, also in the event of production peaks and unforeseen events.*
- ✓ *A firm control over the overall production process, with all part products in-house and under a single roof.*
- ✓ *Efficient, result-oriented and rapid production to ensure competitiveness, both in the Netherlands and abroad.*
- ✓ *Offering people challenging work in a progressive company.*
- ✓ *Working sustainably in terms of people and planet with the smallest possible ecological footprint.*
- ✓ *Climate-neutral production of printed matter.*

Our certificates:

- ✓ ISO 9001:2015
- ✓ ISO 12647-2 and ISO 12647-7
- ✓ ISO 14001:2015
- ✓ FSC® and PEFC™

Clean Climate Neutral Printing House

- ✓ *High-quality outer shell insulation.*
- ✓ *Underfloor cooling and heating with geothermal energy system (sources) and heat pumps.*
- ✓ *Heat recovery.*
- ✓ *Heat buffer at height fed with excess heat.*
- ✓ *Energy-efficient LED lighting.*
- ✓ *Building management system.*

People

Our employees form our organisation's human capital. We focus on providing people with interesting work in a decisive organisation. Experts are of vital importance to realise high-grade product quality and efficient operational management. From the basis of competence management, we continue to invest in education, training courses and coaching. In 2021, the entire bindery workforce in Amersfoort attended a tailor-made GOC training course to become all-round finishers, in addition to training for HGV drivers, forklift truck drivers and first aiders/company emergency responders, which is required by law. Unfortunately, no internships or graduation positions were provided in 2021; currently, this is limited to 1 position within the framework of block or day release. We employ 8 people with poor job prospects. They are people with an occupational disability and people from sheltered workshops.

We devote ongoing attention to safety, health and well-being and we naturally comply with any laws and regulations. In the printing industry, the average sickness absence rate at companies of 100+ employees is 5.2% (source: A&O Fund Graphic Media Industry, Graphic Media in Figures, 2020). Despite a large increase in sickness absence due to COVID-19, our sickness absence rate for 2021 will again be below this industry average.

Continued attention to sustainable employability is a must given the further ageing of our staff. This is high on our agenda and translated into policy on 'How do we ensure optimal health and activity for all in the future?' and 'Rather doing alternative work than staying home sick.' Our workforce is involved in these efforts and this is also discussed during the annual interviews.

We are alert to unsafe situations and the possible risks of damage to health and take measures to prevent or immediately remove them. Although every unsafe situation is one too many, only 2 injury accidents occurred in 2021. In each of these cases, treatment by either a company emergency responder, GP or outpatient physician was sufficient. Fortunately, there were no cases involving hospitalisation or permanent injury. In 2021, the Labour Inspectorate did not perform any enforcement audits. The file regarding the injury case that occurred in Zutphen in May 2020 was settled and closed in 2021. With effective measures in place, the chance of recurrence is considered to be small.

We look beyond our employees from our social responsibility. In conjunction with The Hunger Project Nederland, 'we invest in the end of hunger'. As a member of Odisha's 100, Wilco specifically makes out a case for female leadership in Odisha, one of the India's poorest states, to increase their impact and allow for sustainable changes. You can read more about The Hunger Project and Wilco BV at wilco.nl/duurzaamheid.



as at 31 December	2021	2020	2019
number of FTEs	433	443	433
% male	88.7	90.1	89.8
% female	11.3	9.9	10.2
% 15-30 years	6.5	6.7	8.3
% 30-45 years	21.2	22.0	22.4
% 45-67 years	72.3	71.3	69.3
FTEs employed	74	56	50
FTEs out of service	84	59	61
absence reports	543	334	354
% absence	4.8	5.6	5.0
accidents resulting in injury + absence	0	4	3
accidents resulting in injury - absence	2	4	7

Planet

We are more than conscious of the environmental impact of our company activities and take our responsibility for our everyday surroundings very seriously. We operate as a clean company as possible to counteract environmental impact and obstruction, while focusing on the sustainable use of natural resources and contributing to combating climate change by reducing our carbon footprint. Our sites in Amersfoort and Zutphen were ISO 14001-certified in the late 1990s, almost a quarter of a century ago. Since 2011, production at the Amersfoort site has been CO₂ neutral. The Zutphen site has been CO₂ neutral since 2018, when it started purchasing European green electricity whilst compensating the remainder of its CO₂ emissions.



Raw materials

Dealing responsibly with wood, our primary raw material, has led us to work with the FSC® and PEFC™ Chain of Custody certification. In 2021, no less than 97% of the paper and cardboard used for our production came from certified material made from responsibly-harvested wood fibres. In recent years, this share has only been growing, despite the fact that we had voluntarily ended our PEFC™ certificate in the period May 2020 to August 2021. However, partly due to growing demand for PEFC™-certified material in our French market, we again obtained this certificate on 10 August 2021.

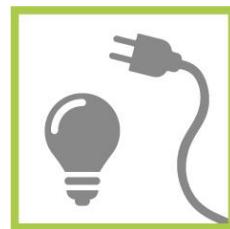


	2021	2020	2019
FSC / PEFC (%)	97.4	93.0	90.5
paper waste (%)	8.56	8.69	9.84

We offer all our paper and cardboard production waste for recycling. And perhaps even more importantly: since 2019, we have been able to reduce our paper waste (loss) by focusing on current, calculated standards geared to actual consumption. By investing in new fountain solutions and register control on the offset rotary presses, we achieve the correct colour and register sooner, thus reducing waste.

Electricity

We purchase green European wind power for all sites; since 2021, our site in Meppel has been running on green energy as well. Since 2019, our energy efficiency has shown a positive trend. In 2021, we processed over 16% more tonnage of paper and cardboard compared to 2020, which consumed over 3% less electricity. Energy-saving measures in recent years include LED lighting (Amersfoort and Zutphen), new compressors in a cascade connection, in which pre-selection control ensures the most efficient deployment without unnecessary zero load (Amersfoort) and a Prinergy workflow from the cloud with energy-efficient data storage, thus eliminating the use of physical servers.



	2021	2020	2019
electricity (mWh)	11409	11847	12361
kWh/ton of paper	342	412	447

Natural gas and hot water

We use natural gas to heat our locations. In addition, the Amersfoort site at Vanadiumweg 9 benefits from a cold and heat storage system that stores energy in the ground to heat and cool the building. In 2021, we consumed over 3% more of cubic metres of natural gas. This is partly due to the weather conditions; 2021 had more than 1,000 degree days more than 2020, with April, May and August being (very) cool months.

(degree day = a measure that indicates the number of fictitious days the average daily temperature is below the 18 °C heating threshold; the more degree days, the more heating days)

In Zutphen, we can see a downward trend in natural gas consumption over the past 3 years; in 2021 consumption reduced by approx. 18% compared to 2019. A positive effect of energy savings through the reuse of hot air from the shredded paper extraction system for interior heating in the cold periods and the installation of new, better insulated dock shelters.

VOC emissions

Volatile organic compounds such as isopropyl alcohol (IPA) and solvent-containing detergents are common in printing plants. So the less VOC we use, the better it is for people and planet. Since 2019, our machine park for conventional offset printing consists entirely of Heidelberg XL plano printing presses. This has two important advantages: In principle, the Heidelberg XL printing press runs IPA free and is equipped with a roller cloth washing installation, which requires less detergent than a brush washing installation. The Timson rotary printing presses also run IPA-free. We run IPA reduced on the printing press to produce the high-quality printing quality we want. In 2020-2021, however, we were forced to use IPA due to some problems with the printing rollers (including the new Heidelberg 10-colour printing presses), which had an unfavourable impact on our IPA efficiency. Despite this, our IPA consumption per ton of paper is still 7 times less than the sector average of 1.72 kg/ton for larger printing plants.

We use K3 detergents with a flashing point ≥ 55 °C in closed automatic washing installations for cleaning printing presses. IPA-free printing requires more frequent cleaning of the wet and ink rolls, for which since 2018 limited use is made of a K4 detergent with a flashing point > 100 °C. In addition, a volatile solvent-containing K1 agent is still used for the manual degreasing of damp rollers in Amersfoort. Although this is limited to 2.2%, we want to reduce this even further, if possible.



	2021	2020	2019
natural gas (m³)	337245	326456	354664



	2021	2020	2019
kg IPA	9082	5506	4765
kg IPA/ton of paper	0272	0192	0172
litre of detergent/ton of paper	0832	0701	0893
% K3+K4 detergent	97.8	98.9	97.6

Waste

Our waste flows are reused where possible. For example, approximately 99% of our paper, cardboard, plastic, metal, aluminium offset plates, wooden pallets and electronic waste is offered for recycling. In 2021 we offered 20% less recyclable waste than the year before. This is almost entirely attributable to less waste of paper and cardboard, clearly the result of our reduction in waste, see Raw Materials. Each ton of printed matter generates a mere 2.5 kg of hazardous waste, a fraction less than in 2020.



Transport

In 2018, Wilco Meppel and Wilco Zutphen were converted into production locations. Not only office functions have since become more centralised in Amersfoort. With the termination of all activities in Meppel as from 31 December 2021, production too will be largely relocated to Amersfoort. This results in an estimated 100,000 km less inter-company traffic, which in turn has a positive impact on our CO₂ footprint in the chain.

Freight is increasingly transported through our own fleet, consisting of delivery vans for the city centre and trucks/semi-trailer trucks in emission class 5, but mostly in emission class 6. The use of Adblue effectively converts noxious NOx emissions into non-noxious gaseous nitrogen and water vapour. Since 2020, automation has improved efficiency of our own transport; we apply a proactive trip planning, resulting in savings in time, an improved load factor and lower costs.

On the other hand, further centralisation of production in Amersfoort has a negative impact on our CO₂ footprint. After the closure, part of the

workforce from Meppel is transferred to Amersfoort.

However, new people are and continue to be needed. And with the

shortage on the labour market, recruiting from the region is becoming increasingly difficult. This inevitably results in more commuting kilometres. In 2021, the average travel distance already increased by 8% and this will certainly increase further in the years to come. Automation makes it possible to work from anywhere, including home. Travelling by public transport is encouraged and is an option especially for Amersfoort, with 17 employees using this mode of transport. Carpooling is also encouraged and rising, but working in shifts impedes this.

We focus on a sustainable fleet for business traffic, preferably consisting of electric means of transport, whether 100% or hybrid, or with a minimum emission class 5. Our fleet consists of 30 passenger cars, 80% of which fall into emission class 6 or Z(ero).

	2021	2020	2019
tons of hazardous waste	75.4	75.4	63.5
hazardous waste / ton of paper	2.51	2.62	2.30
tons of recyclable waste	8202	10300	10335
% recyclable waste	98.8	99.3	99.2



freight transport	2021	2020	2019
litres of diesel	112403	90363	90487
litres of detergent/ton of commuter traffic	3.27 2021	2.63 2020	3.27 2019
number of km/FTE	10235	8799	9589
% bicycle and public transport	15.3	6.7	14.9
% car business traffic	84.7 2021	93.3 2020	85.1 2019
% emission class ≤ 5	20.0	31.1	26.1
% emission class 6	73.3	65.5	69.6
% emission class Z	6.7	3.4	4.3

Carbon footprint and compensation of CO₂ emissions

We use the Envirometer ©Stichting Stimular to measure our CO₂ footprint (scope 1 to 3). The current national CO₂ emission factors are used for this, which have been set up from the Greendeal. Because we are not required to comply with the CO₂ Performance Ladder, the emission factor of European wind energy is equated with Dutch wind energy or wind energy with the SMK-Milieukeur. With 1,939 tons of CO₂ emissions in 2021, our carbon footprint was almost 49% lower than in 2020 ... another great leap forward. This can mainly be attributed to Wilco Meppel, being the last site to switch to European wind power in 2021. Whereas electricity (grey power) still accounted for more than 52% our CO₂ emissions in 2020, the biggest contributor now is commuting.

Since 2011, the Amersfoort site has been producing CO₂ neutral and since 2018 this also applies to the Zutphen site. CO₂ emissions are compensated through VCS credits administrated by Groenbalans Utrecht, which is continued for 2021 and 2022. The

Unusual events

In 2021, there were no unusual occurrences or out-of-containment incidents with a risk of contamination of soil, groundwater or surface water; nor were there any emissions of fluorinated greenhouse gases and ozone-depleting substances. No complaints from interested parties and local residents were received in relation to the environment and or other nuisances.

The necessary permits have been granted for the new construction of **WILCO, the Clean Climate Neutral Printing House**, for which prescribed measures have been taken in relation to asbestos removal and nature conservation, including alternative locations for bats and house sparrows. To date, all companies are subject to the Activities (Environmental Management) Decree. On 20 September 2021, RUD Utrecht carried out an enforcement audit at the sites located at Vanadiumweg 2 (new construction) and 9 in Amersfoort. No violations were found; however, the submittal of a new notification regarding a change of plant will be followed by a 2nd inspection visit in the spring of 2022. Presently there are no issues with the competent authorities and to date no fines or sanctions have been imposed arising from violations of the law or regulations.

issuing of these VCS credits for sustainable energy production is subject to

CO₂-voetafdruk

2021 Totaal



tons of CO ₂ emissions	1939	3801	4354
kg CO ₂ /ton of paper	58.1	132	157

Imprint

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