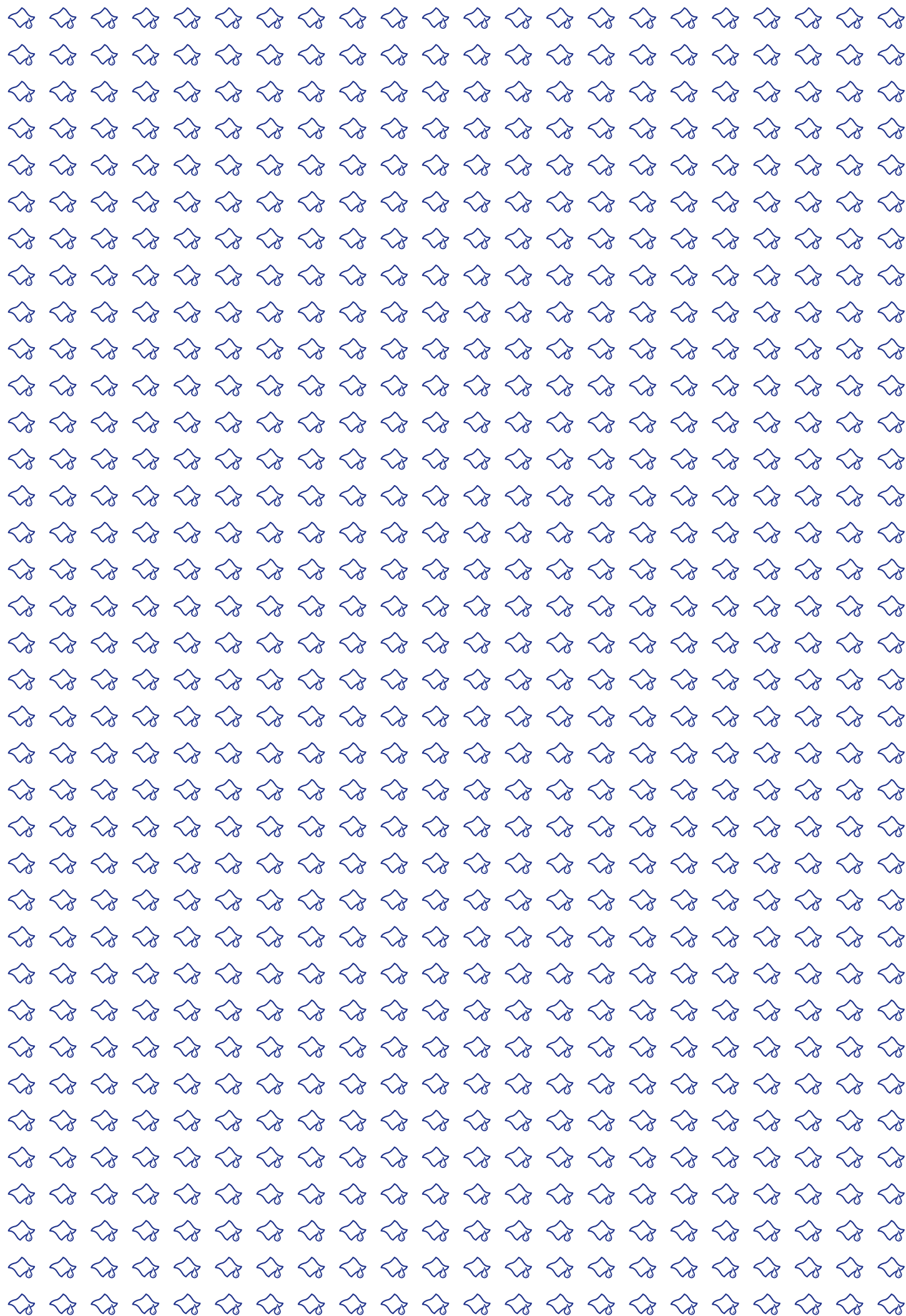




SUSTAINABILITY REPORT

2017



Foreword	05
Facts and Figures	07
Our Vision	07
Our Mission	07
Our Guideline	07

01 STRATEGY



Company Profile	10
History	10
Locations	11
Management	11
Corporate Responsibility	12
Products	12
Environment	13
People	13
Sustainability Goals	14
Products	14
Environment	15
People	15
Integrated Management System	17
Compliance	17

02 PRODUCTS



Product range	21
Cosmetic Care Products	21
Wet Wipes	21
Nursing Pads	21
Private Brands	21
Product labels	22
Awards	24
Responsible Care	24
The Verbraucher Initiative	24
Value Added	25
Innovation and Product Development	25
Ideas Management	26
Purchase of Raw Materials and Logistics	26
Supplier Management	26
Processing, Production and Bottling	26
Marketing and Sales	27
Use and Disposal	27
Raw Materials	28
Nonwovens and Cellulose	28
Cosmetic Ingredients	28
Packaging	34

03 ENVIRONMENT



Environmental Protection	38
Management Approach	38
Energy	38
Greenhouse Gases	39
Water	39
Waste	41
Paper	41

04 PEOPLE



Stakeholder Dialogue	44
Customers	44
Employees	44
Business Partners	44
Community and Society	45
Universities	45
Associations, Organizations and Politics	45
Employees	47
Structure	47
Equal Opportunity	48
Apprenticeship	50
Further Education	50
Occupational Safety	51
Health Management	52
Corporate Citizenship	52
Environmental Protection	52
Sports	52
Culture and Religion	53
Security	53
Education	53
Social Issues	53

05 USEFUL INFORMATION



About this Report	57
Contact	
Overview: The German Sustainability Code	58
Overview: United Nations Global Compact	58
Overview: GRI-Index	59
Glossary	60
Imprint	62



DEAR READERS,

You are holding the seventh Sustainability Report in your hands, which covers the period between January and December 2017. This report follows on the one hand the guidelines of the German Sustainability Code, and on the other hand the ten principles of the United Nations Global Compacts and matches the GRI standards in the option "Core".

While writing this sustainability report, we received the sad news about the sudden death of our CEO Rudolf Marnet. Rudolf Marnet had a forming influence on our family business since 2001. His calmness, persistence and prudence were decisive assets in the management of our company. Rudolf Marnet stays in our hearts as a very amiable, competent colleague and friend. Securing existing knowledge was Rudolf Marnet's big concern, which is why he arranged for his succession early. The success and commitment we show in this sustainability report are also essentially due to Rudolf Marnet's work. We will continue the work in his spirit and thus also continue our successful sustainability strategy.

If you have praise or criticism, then please contact us directly: nachhaltigkeit@noelken.de.

We look forward to a lively and constructive dialogue with you!

Yours sincerely,

E. Markus Nölken
Managing Director

U. Daniel Nölken
Managing Director



OUR VISION

We focus on discovering and promoting potential. Our aim is to be the best private label manufacturer of wet wipes, nursing pads and cosmetic care products. To achieve this goal we need the best employees, reliable suppliers and innovative customers. People with visions who bring tangible results to the company and our customers.

OUR MISSION

To face up to new challenges, to seek and find new solutions and the will to succeed—these are the qualities we promote in our employees and suppliers. For us, passion means that we inspire our customers with our products and services. This is how we ensure excellent results.

OUR GUIDELINE

We distinguish ourselves in international markets, develop innovative products and pay attention to sustainability. Trust and partnership are among our values. We strive for an open communication culture that enables fast and effective implementation of goals and transparent structures.

FACTS AND FIGURES

LOCATIONS

Windhagen (Germany) and Nowogrodziec (Poland)

OWNERSHIP:

E. Markus Nölken and U. Daniel Nölken

NUMBER OF EMPLOYEES:

295 in Windhagen and 77 in Nowogrodziec

TOTAL SALES

73,3 million euros in 2017



01

Strategy

Sustainable management is the basis of our actions and an integral part of our corporate strategy. This entails our recognizing future changes and trends in our industry already today and adjusting our business to them. Based on a strategic management system we have geared our sustainability commitment to this aim.



MARKETS

Belgium	Croatia	Sweden
Bulgaria	Kuwait	Switzerland
Great Britain	Latvia	Serbia
Denmark	Mauritius	Slovakia
Germany	Netherlands	Slovenia
France	Northern Ireland	Spain
Georgia	Norway	Czech Republic
Greece	Austria	Hungary
Iraq	Poland	United Arab Emirates
Ireland	Portugal	Cyprus
Israel	Romania	
Italy	Russian Federation	

COMPANY PROFILE

The owner-managed company Nölken is supplier to multinational trading and industrial companies in over 31 countries. Our main market is Germany, closely followed by the neighboring countries Austria, the Netherlands, Belgium and the Czech Republic.

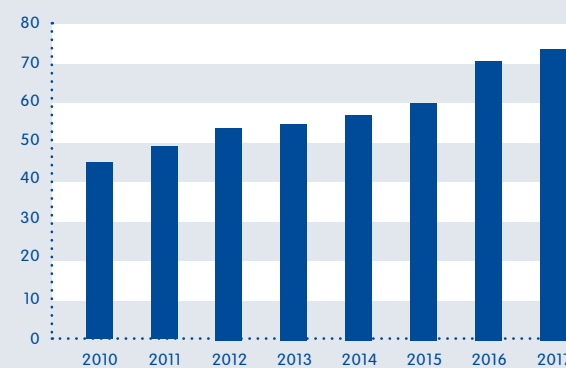
Our wet wipes and liquid cosmetics for babies, children, adolescents, adults and senior citizens as well our nursing pads are characterized by the highest quality. Economic foresight, sustainable products and long-term relationships with our customers secure jobs in the region and the economic success of our company in the future.

HISTORY

The story of the family business Nölken started more than 35 years ago. Ernst Nölken founded the company in 1982 as a trading company for wet toilet paper. Six years after laying the foundation stone wet toilet paper was first produced on a contract manufacturing basis.

The company grew steadily and so in 1993 the subsidiary Noelken Sp. z o.o. in Poland was founded.

ANNUAL SALES in Mio. Euro



The subsidiary based in Nowogrodziec has since been specializing in manufacturing wet toilet paper and in 2005 included the production of nursing pads in its portfolio. Today the company premises in Nowogrodziec comprise 17,748m².

After relocating several times within North Rhine-Westphalia, in 1991 the parent company settled in Windhagen, Rhineland-Palatinate. In addition to the production of wet wipes, now an established division, liquid cosmetics have been bottled since 2005 and since 2008 also formulated and produced on these premises.



In 2010 company founder Ernst Nölken handed over the medium sized company with 35,676m² of premises to his two sons E. Markus and U. Daniel. Today nursing pads are also manufactured on the company premises in Windhagen, where in early 2015 a new production hall with 1,360m² was opened.

LOCATIONS

The municipality of Windhagen is located in the north of Rhineland-Palatinate in the district of Neuwied, immediately on the border to North Rhine-Westphalia and about 3 km away from the federal highway 3. The village with about 4,300 inhabitants is connected by bus services to the next train station in the town of Bad Honnef (13 km). The good transport situation makes the location Windhagen attractive for numerous companies.

Nowogrodziec is located in the Polish voivodeship of Lower Silesia, 40 km from the border to Germany. The premises of the subsidiary are about 2.5 km from the gates of the small town with 4,000 inhabitants. The distance of the company facilities to the A4 motorway is 10 km. This location is characterized by its proximity to the border crossings to Germany and to the Czech Republic, as well as a well-developed transport network.

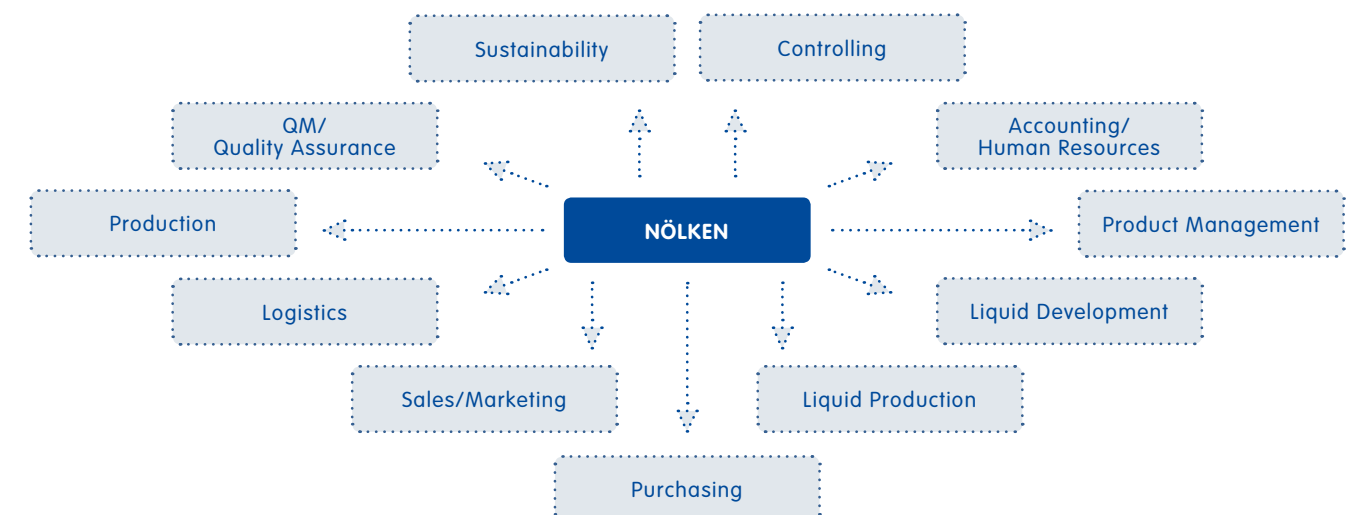
MANAGEMENT

The company Nölken in Windhagen is managed by both managing partners E. Markus Nölken and U. Daniel Nölken. Until January 2018 Rudolf Marnet acted as additional managing director. The Polish subsidiary Noelken Sp. Z o.o. in Nowogrodziec is managed by the managing director and shareholder E. Markus Nölken and the managing directors Mariola Jarzab and Anna Linke.

Sustainable management is part of the corporate strategy at Nölken and its Polish subsidiary. Overall responsibility for sustainability lies with the managing directors. They are supported by the officers in charge of sustainability management, quality management, occupational safety, environmental management, dangerous goods, REACH, FSC / PEFC, RSPO, fire protection and waste management. Sustainability management has been firmly institutionalized in the parent company through an expert committee since 2011.

The sustainability officer is responsible for all sustainability activities and also acts for the subsidiary in Nowogrodziec. There she is supported by the officers for fire safety, safety, environmental protection, quality management, FSC / PEFC and RSPO.

Our sustainability management is divided into the following areas: products, environment and people. These three focus areas define the commitment, the reporting and communication.





CORPORATE RESPONSIBILITY

Being sustainable for us entails recognizing even today changes and trends affecting the environment, society and the economy in the future and adjusting ourselves to them. By doing our business activities carefully and responsibly as well as by protecting the interests of our stakeholders we create trust and thus the basis for our long-term business success. That's why sustainability is a success factor for us. Only if we take responsibility for humans and nature can we be economically successful. And only if we are economically successful, can we create value for the society and the environment.

To identify the sustainability issues with a substantial influence on our business activities we conducted a materiality analysis based on the UN Sustainable Development Goals (short SDGs), the UNGC and the results of the stakeholder dialogues. In a structured two-day workshop, the general management and the sustainability management developed a materiality matrix. Besides, we started to develop and implement further sustainability measures in every single department. In workshops essential topics are explored and then measures and goals are set by the employees. From the workshops and the regular stakeholder dialogue, i.e. in working groups, the following essential topics emerged.

PRODUCTS

Increasing hygiene and living standards worldwide bring about an increased demand for care and cleaning products. Also, more and more customers show their



interest in products that take account of transparency requirements and are sustainable in their composition. In addition, ecological and social changes increasingly endanger the ecosystems in many areas on which we are reliant directly or indirectly. Examples are cosmetic agents and raw materials for product manufacture that require an intact nature. Increasing environmental catastrophes and global warming are other risks we will be facing in the future and that we have to prepare us for. As a contract manufacturer in the cosmetics sector, Nölken operates in the area of conflicting interests of



big brand manufacturers and raw material suppliers. On the one hand, sustainability and transparency are demanded in the value chain, on the other hand quality and price are still the main influence on the purchase decision.

ENVIRONMENT

The development and production of care products are the main business areas of Nölken. The use of natural



resources, raw materials and energy as well as environmental protection at the production sites play a major role in our future viability as a manufacturing company.

On the one hand, we have to take account of strict environmental regulations and, on the other hand, possible restrictions on energy consumption and the development of energy supply towards more renewable energies. The shift to renewable energy and reducing energy consumption are the key to decreasing our environmental footprint and tackling climate change. Careful use of water, both in the manufacture of the products and in the cleaning of the machines, contributes to environmental protection.

Our environmental impact is already being measured, controlled and optimized through an environmental management system, so we do not see any major risks to our business in this area. Nevertheless, we are continuously working to reduce our environmental impact.



PEOPLE

As part of society, we share responsibility for socially relevant aspects. We are committed to upholding human rights and labor standards as well as supporting ethical business practices.

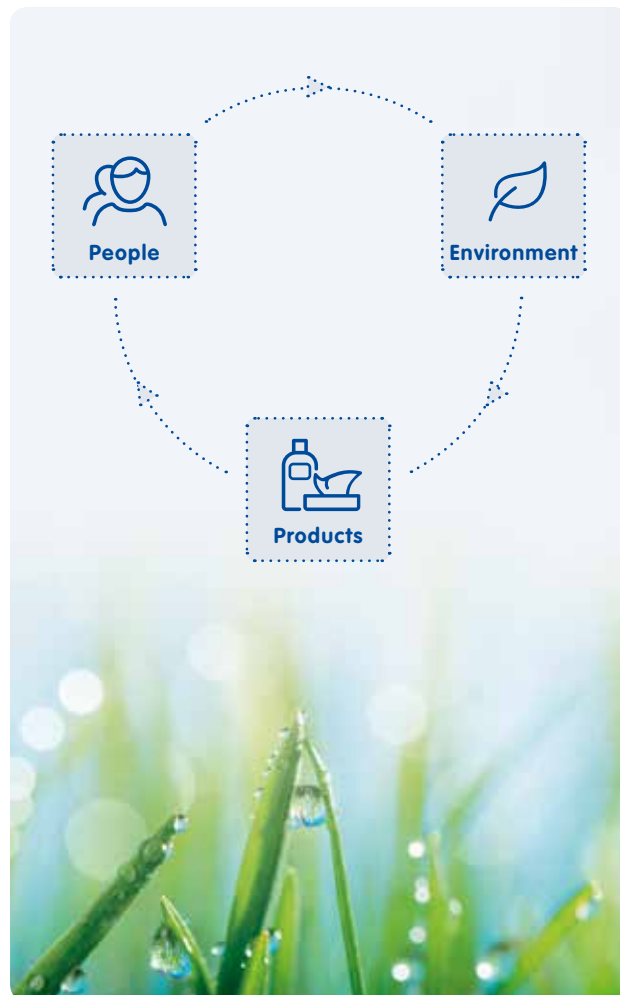
With an unemployment rate of 4.7% in the region around Windhagen and 4.5% around Nowogrodziec, both locations are faced with the challenge of finding suitable specialists and trainees and, secondly, of keeping them in the company. Especially for the production and in logistics, we are looking for suitable employees who can operate computers as well as machines. The phenomenon of skills shortages will increasingly affect our company if we do not invest in education and training. The manufacture, packaging and delivery of our products has changed significantly since the founding of our company. In the beginning, our products were manufactured and packaged by hand as far as possible. Today, machines, computers and robots are increasingly being used in these production steps. Thanks to digitalization in production and shipping, we are now more efficient and can deliver to our customers on a just-in-time basis.

That is why employment and development, the preservation of the health of our employees and the reconciliation of work and private life are essential aspects of our commitment. It is our aspiration to cultivate an open corporate culture with our employees, customers, suppliers and society. We live an open communication and thereby create sustainable business relationships.



SUSTAINABILITY GOALS

Our sustainability goals, as well as the SDGs, are determined at regular intervals based on the corporate strategy. They are set out in a goals and action plan and intended to be implemented by 2030. Based on this plan and specific indicators, the implementation of the goals is measured annually. Like the material topics, the sustainability goals are bundled in three core topics.

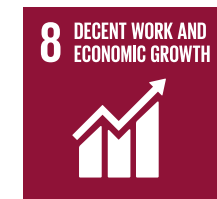


PRODUCTS

Producing high-quality and sustainable care products that meet the high demands of our customers is our overarching goal. Through innovative product development and effective processes we aim to promote economic growth and make a sustainable contribution to Europe's innovative capacity.

To improve the lives of future generations, we aim to develop products that are meaningful and sustainable, thereby driving forward the global sustainability goals of "sustainable consumption and production" and "innovation and infrastructure".

- We want to promote responsible consumption through meaningful and sustainable products and transparent communication. The achievement of this goal is measured by the sales volume of eco-labeled products.
- Raw materials that are safe and sustainable for society and the environment as well as their careful extraction and production should form the basis of our product developments. The amount of certified and sustainable raw materials is the benchmark for the realization of these goals.
- Close and sustainable partnerships with our suppliers should make our value chain more transparent and thus sustainable. Regular dialogues with suppliers and the commitment to environmental, social and quality standards form the basis for this goal. Through the number of documented supplier dialogues and regular supplier audits, especially with critical suppliers and / or raw materials, the implementation of this goal is measured.



ENVIRONMENT

Protecting the environment, stopping wasteful use of resources, reducing energy consumption, and promoting renewable energy, thereby reducing CO₂ emissions, are the goals of environmental management in our company. We pursue the global sustainability goals of "affordable and clean energy" and "climate protection" with our integrated management system.

- We strive for continuous improvement in our operations by developing new and optimized processes and services, as well as by replacing old machines with more efficient and energy-saving ones. By integrating the sustainability aspects into the processes, we aim to align our production with ecological and social standards.
- Energy should be used efficiently and renewable energy should be promoted. Our energy consumption and the share of renewable energy are benchmarks for the realization of this goal.
- The environmental impact of our production should be minimized. With an environmental management system, we want to systematize and specifically reduce harmful environmental impacts in order to conserve financial and natural resources. Key figures on our waste generation and water consumption are the main yardsticks for measuring environmental protection.

PEOPLE

The people who come into contact with our company through work, projects or products are the basis of our successful and sustainable business. For these people we want to be a reliable and trusted partner. A key factor for the future viability of our company is also healthy growth and revenue generation. These issues are included in the global sustainability goal "Decent Work and Economic Growth".

- Occupational safety is one of the basic prerequisites for satisfactory work. A health and safety program and various health offers are established at Nölken. Our goal is to further reduce the number of accidents, which should be achieved primarily through training and technical measures. The number of accidents, the sickness rate and the health measures offered are intended to measure the success of this goal.
- To be fit for the future, we need a well-balanced personnel structure, fair cooperation and employees who can use their potential to the full. For current and future employees, the company should not only be a workplace, but work and private life should be compatible. Target achievement is measured by key figures such as age structure development, gender distribution and further education programmes.



The Cosmetics Good Manufacturing Practice standard is a guideline for the manufacture of cosmetic products. It represents the requirements of production in terms of quality and hygiene.

The certification according to the International Featured Standards Household and Personal Care certifies the high level of processes in terms of safety and quality.



This standard specifies the minimum requirements for a quality management system. Quality management refers to all organizational measures that improve the processes and services of an organization.

The international environmental management standard specifies the requirements for an environmental management system. The standard focuses on continuous improvement in the environmental performance of an organization. We are committed to continuously improving the environmental impact of manufacturing and products, and have therefore made environmental goals part of our corporate policy.



INTEGRATED MANAGEMENT SYSTEM

We are aware of our responsibility to society, the natural environment and the economy. All our decisions are taken in light of the three pillars of sustainability (people, planet, profit) to minimize our direct and indirect negative impacts.

Our products are safe and pollutant free. Quality and hygiene are the prerequisites for this. That's why quality work begins right at the source: even at our suppliers, we form a detailed picture of the quality of the raw materials. Afterwards, regular inspections and certifications confirm the necessary safety of the raw materials, the manufacture and the products. Our Integrated Management System (IMS) covers the areas of quality assurance, environmental protection and occupational safety. A key element of the IMS are specific area and chain-of-custody certifications, which are awarded in annual audits. We systematically promote and exercise our sustainability commitment through the sustainability management system established in 2011.

COMPLIANCE

Integrity and accountability are among our basic principles. Working closely with the relevant stakeholder groups is a central part of our strategy, because such cooperations can generate fruitful synergy effects.

We are an active member of the United Nations Global Compact (UNGC) and publicly acknowledge the ten principles of ethical conduct. The UNGC stipulates that companies should stand up against all forms of corruption, including extortion and bribery.

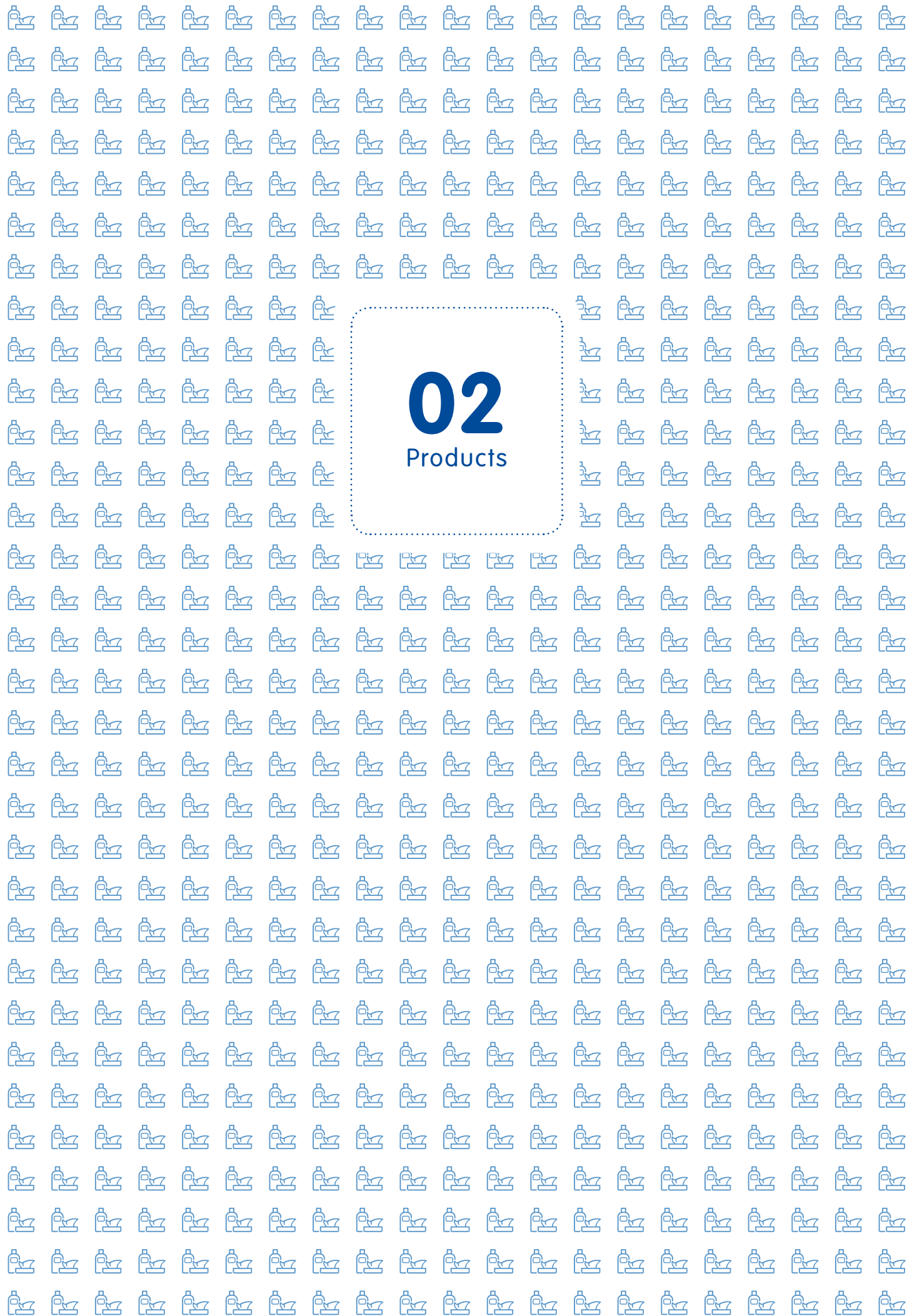
Compliance with all relevant regulations, laws and standards with regard to environmental protection, human rights, working conditions and ethical corporate governance as well as compliance with our own corporate values is a matter of course for us. The senior management, but also the controlling department, the sales management and the purchasing management are responsible to make sure all company activities conform to law and relevant directives.

At the beginning of their employment, our employees receive the Code of Conduct, which takes a clear

stance on ethics, fairness, teamwork, integrity and anti-corruption. We reject any form of blackmail or bribery and take disciplinary action against such practices in the company.

All service providers and suppliers receive our supplier Code of Conduct at the beginning of the business relationship, which describes our expectations for quality, social compatibility and environmental protection as well as the integrity of our business partners. In 2017, no corruption cases were reported to us.





We are responsible for safe, sustainable and high-quality products, and we focus on the entire value chain of our products. From development through to disposal, we align our business processes with social and environmental considerations so that we meet the high demands made on our products.



PRODUCT RANGE

Nölken develops and produces wet wipes, nursing pads and cosmetic care products for customers from trade and industry. We provide all services from a single source—from expert consulting and formulation development to packaging, production and logistics. This is how we guarantee our customers security and full transparency. All products are manufactured under strict quality and hygiene requirements and are dermatologically tested. The use of mild ingredients with low allergy potential is the top priority.



COSMETIC CARE PRODUCTS



Under strict hygienic conditions we produce liquid cosmetics. Our body care range includes creams, lotions, shower gels, shampoos and body scrubs. At our location in Windhagen we manufacture the cosmetic care products in modern mixing plants and fill them into bottles, tubes and jars.

WET WIPES

We develop and produce wet wipes of the highest standard. For a variety of applications we offer our customers both proven and highly innovative products—for gentle baby care, gentle cleansing of the face, body and genital area, effective cleaning in the home and disinfection.

NURSING PADS

At our production sites in Windhagen and Nowogrodziec we produce nursing pads with different product properties—both consumer packs for the retail trade and large packs for clinics and hospitals.

PRIVATE BRANDS

Often it is advisable for trading companies to resort to a proven brand. In such cases we offer our house brands “babyline”, “Private Comfort”, “babyline GREEN”, “pikobelo”, “feucht & frisch”, “Barbara N”, “Putzfee” and “petline”.

In its third 2016 issue the magazine ÖKO-TEST published the test results of baby wipes. Nölken received the best grades again with its house brand “babyline”. The “babyline wet wipes sensitiv” were rated as “very good”, the perfumed variant “babyline moisturizing wipes” as “good”.

You can find our product brochure under the following weblink https://www.noelken.de/fileadmin/img/PDF/Produktblaetter_deutsch_2015.pdf



PRODUCT LABELS

Nölken makes sustainable consumption possible. Eco-labels indicate a particular quality of a product. Such product labels are omnipresent and can support sustainable consumption. We have been tested according to the requirements of various labels and can produce products conforming to the criteria of the following eco-labels:



NORDIC ECOLABEL

The Nordic Ecolabel (Swan)* is the official environmental label of the Nordic countries. It follows a life-cycle approach, takes into account the environmental and health characteristics of a product and compares its environmental performance with that of competing products. The following criteria are relevant: energy consumption, climatic aspects, water consumption, raw materials, use of chemicals, hazardous wastewater, packaging and waste.



VEGAN FLOWER

The vegan flower* certifies that both the selected products and the production process are free of animal ingredients and not tested on animals. The sunflower logo of the Vegan Society makes it clear that our products do not contain any animal raw materials or by-products such as honey or beeswax. In addition, none of our products are tested on animals.



BDIH-STANDARD

The standard of the Federal Association of Industrial and Trading Companies* is awarded to controlled natural cosmetics without animal testing. It confirms the use of raw materials from predominantly controlled organic farming. No synthetic dyes, fragrances or preservatives are used. Only raw materials of natural origin are allowed. In addition to the raw materials used attention is also paid to the environmental compatibility of the end product.



DAAB-LABEL

The DAAB label* identifies products that are suitable for children and adults with allergies and / or atopic dermatitis. Certified products are free of fragrances, preservatives and dyes. The German Allergy and Asthma Association e.V. tests products and verifies that they do not produce any allergic response, it promotes the development of new products and tries to sensitize society to the topic.



FSC-LABEL

With the certification of the Forest Stewardship Council® (FSC) we signal the responsible use of the raw material wood, which is processed into nonwovens or pulp and used in many wet wipes and nursing pads. As an independent organization the FSC is committed to sustainable forestry which entails the documentation of the use of certified wood—from the forest to the finished product.



PEFC-LABEL

The Certification Program for the Endorsement of Forest Certification Schemes (PEFC) signals the conscientious use of wood as a raw material. The aim of this certification is to guarantee a comprehensive protection of the forests. This certificate documents every processing step of the raw material—from the forest enterprise to the production of the final product. As an independent organization PEFC is committed to the continued existence of biodiversity.



9-1817-16-100-00

RSPO-LABEL

With the RSPO certification we signal the conscientious handling of the raw materials palm oil, palm kernel oil and their derivatives. The aim of this certification according to the supply chain standard of the Roundtable on Sustainable Palm Oil (RSPO) is to support the sustainable cultivation of oil palms and to ensure traceability.



SAS-LABEL

The Swiss Allergy Label, SAS* label, can be applied to many consumer products. Products bearing the SAS label of approval have been audited by independent bodies and offer tangible added value to those suffering from allergies or intolerances.

* Only for certain products. The labels are to be used only in connection with the certified products.

PRODUCTS WITH ECO-LABELS

	2015	2016	2017
Sales with Eco-label-products (EUR)	11.056.650	13.794.359	14.458.043
% of annual sales	17,0	19,5	19,7



AWARDS

Consumers attach great importance to compatibility, hygiene and quality, especially for baby items and personal care products. We take this special responsibility and strive for the perfect development and production of the products.

We especially like to receive praise from our customers: the trading companies, the drugstore and supermarket chains as well as the brand manufacturers. Every day we strive to continue to satisfy our customers. But we also look with pride on our achievements when recognition comes from independent juries.

Sustainable raw materials from certified organic farming, less packaging and recycled plastic film are good for the environment. Through the integrated communication strategy the product also promotes consumer education about sustainability.



THE VERBRAUCHER INITIATIVE

In 2015, we received the Silver Award from the Verbraucher Initiative for our sustainability commitment. This award not only certifies our sustained successes in recent years, but also that our strategy meets the zeitgeist.

The Verbraucher Initiative e.V. is the federal association of critical consumers, founded in 1985. The association regularly interviews manufacturing companies in Germany about their social commitment. The aim of the survey is to make the current state of corporate responsibility visible and thereby facilitate and promote purchasing decisions of consumers for environmentally friendly and socially responsible products.

RESPONSIBLE CARE

Nölken won the Responsible Care competition in the product responsibility category in 2016. The project "Sustainable Wipes for the Baby Area" impressed the jury in many aspects.

The project was characterized in particular by the fact that the trainees were introduced to the idea of sustainability and that an interesting, meaningful product was created. The new product called "babyline GREEN" protects and cares for the baby's sensitive skin with ecological and natural raw materials.

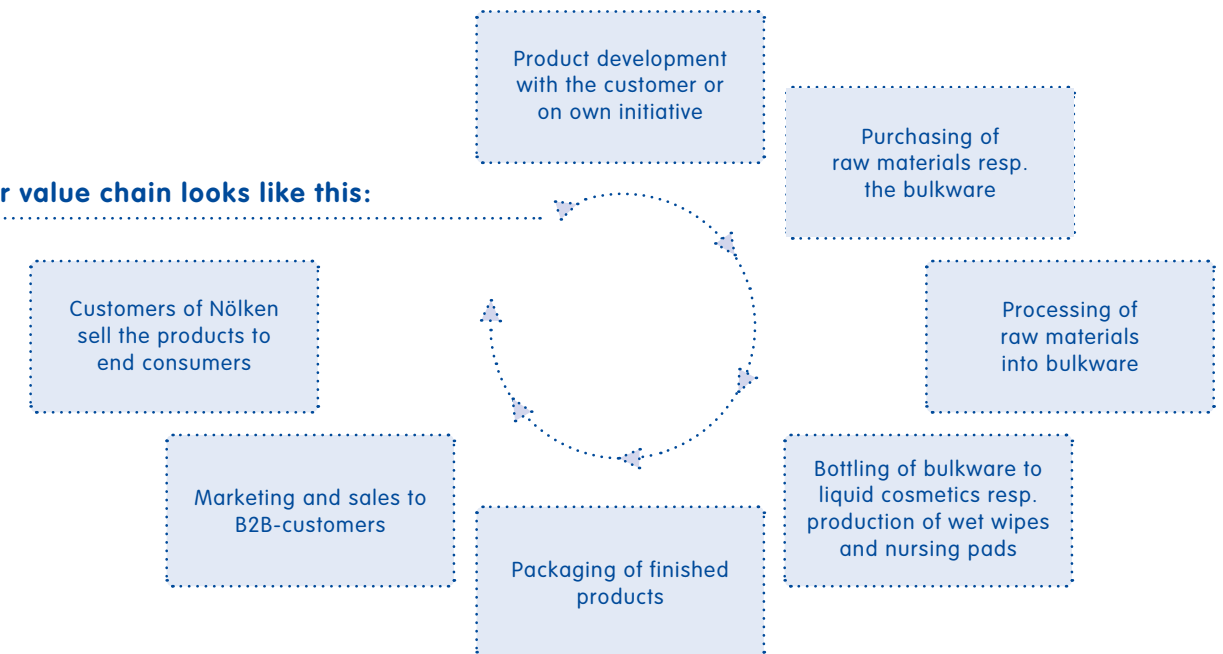


VALUE ADDED

From development to disposal Nölken considers all positive and negative product properties. We work to be innovative and stay that way. We also minimize the negative effects of our products. On the one hand, we constantly encounter new product requirements and consumer wishes, especially regarding disposable products; on the other hand, we expressly pursue the goal of promoting sustainable consumption. Therefore, we always consider the entire life cycle in product development: innovation and development, raw material purchasing, supplier management and logistics, processing, production and bottling, marketing and sales, use and disposal.



Our value chain looks like this:



INNOVATION AND PRODUCT DEVELOPMENT

Innovations are very important for the future viability of our company. Therefore, we take over the complete development or modify already existing formulations together with our customers. Sustainability in the value chain can be maintained as follows:

1. If we independently develop products and distribute them through B2C, we can incorporate our own sustainability criteria.

2. If new products are developed together with the customer, we can work together with the customer to create the most sustainable product possible.

3. However, if customers provide finished formulations, we have little influence on sustainability.

Furthermore, new methods of environmental protection are integrated into the development of new products. Recyclability and avoidance of environmental hazards posed by the product are part of the specifications.



IDEAS MANAGEMENT

In addition to our customers we actively involve our employees in the development of the company and the design of the products, which is why we have created an internal ideas management system. With innovative ideas our employees give new impulses for more efficient processes, for resource and environmental protection, for further education or for new products. All proposals submitted must provide added value for our customers, employees or the company as well as being ecologically and socially useful.

All suggestions can be submitted via the internal ideas management system. Employees whose proposals are also successfully implemented will always receive a reward of 10% of the financial savings. Last year, we received three valuable employee suggestions, but unfortunately none were implemented due to the criteria and the feasibility.

PURCHASE OF RAW MATERIALS AND LOGISTICS

Raw material production, working conditions, delivery routes—we are working to make the critical points of our global supply chain in this country and elsewhere more transparent and to improve them through active and sustainable measures. Long-term success is only possible if our economic activities create added value for society. Nölken is the link between global trading companies and international raw material suppliers, which is why we also bear responsibility for this part of the value chain.

In order to meet this responsibility, we take over the complete development as well as the modification of already existing formulations and products. Because this enables us to pay attention in the upstream process to the compatibility of the raw materials, their extraction in the country of origin and further processing in the production stages. In the downstream process, we can focus on the transport routes to the customer, the environmental compatibility of the packaging and the disposal options of the products.

SUPPLIER MANAGEMENT

Transparency regarding raw materials and a trusting relationship with our business partners are the most important prerequisites for our supplier management. We carefully select our suppliers and service providers and evaluate the companies in terms of quality, delivery reliability and sense of responsibility towards society and the environment. Self-disclosure covers compliance with mandatory laws as well as the International Labor Organization (ILO) conventions and UNGC principles. In addition, we do not source raw materials from suppliers from the risk countries defined by the Business Social Compliance Initiative (BSCI).

We consider this close cooperation and dialogue with suppliers as a continuous improvement process. This enables us to sensitize our suppliers to responsible action and to make the value chain of our products more transparent.

PROCESSING, PRODUCTION AND BOTTLING

Responsibility for our products plays an important role in our Integrated Management System. All products we bring to market meet the legal requirements. For this purpose, systematic methods for environmentally sound development, environmental impact assessments, waste disposal, recycling and procurement guidelines have been developed. Preventive measures are intended to avoid or substantially reduce environmental burdens that may arise from the manufacture and use of our products.

We ensure that all our products are harmless to health by carrying out skin compatibility tests. Each statement, such as “moisturizes” or “strengthens the skin barrier”,

is confirmed by appropriate tests in external dermatological institutes on humans or on skin models. For finished products, we do not conduct any animal testing or hire third parties to do so. We only use ingredients that are safe and therefore authorized under EU legislation. The durability of our products during the application phase can be guaranteed by submitting them to a long stability test at different temperatures and to a microbiological stress test. All data and results are summarized in the product information file. Only products that meet all criteria will then find their way into trade.

MARKETING AND SALES

Our marketing and sales activities are based on values such as transparency and honesty. We value our customers and want to promote their awareness of sustainable consumption. The sales department is responsible for the effective use of the positive aspects of sustainability in advertising as well as for communication and advice about the products and the corresponding ecological issues.



In addition, we are a member of Sedex in order to provide transparency regarding the sustained commitment of our company to our clients at all times. Through this platform, we provide stakeholders with information about non-financial information such as working conditions, health and safety, environmental issues and business practices.



USE AND DISPOSAL

After use, disposal ends the product life cycle. As a manufacturer of disposable products we constantly work to make both our products and their packaging recyclable. By using recyclable or compostable raw materials, we can reduce negative environmental impacts.

Baby wipes, damp washcloths and wipes for make-up removal or other applications must be disposed of as residual waste. Only damp toilet paper, which is marked accordingly on the packaging, may be disposed of via the toilet. More than 60% of the moist toilet paper produced by us consists entirely of biodegradable pulp. Many products also feature the labels for sustainable forestry. We always inform the consumers on the packaging about the disposal options of the products. This information is a necessity, so that sewage systems are less burdened. Due to their fiber composition, many wet wipes do not dissolve in the sewage systems and thus cause great damage in pipes and filter systems. To avoid such damage, we always work with globally understandable symbols and claims.



Wet wipes bearing the “Flushable” symbol on the packaging can be disposed of via the toilet. Their composition provides the right surface for the water to effectively dissolve the cloth during flushing.

The “do not flush” symbol shows consumers that the wet wipe is not flushable and does not dissolve in the toilet flushing process. Such products should be disposed of with household waste and not via the toilet.



RAW MATERIALS

Safe and sustainable raw materials and ingredients are the starting point of the production process. Mostly we source our raw materials directly from Germany and other EU countries. However, the starting materials may sometimes come from other countries in the world. The availability, quality, and safety of the raw materials are the basis for sustainable products at the end of the value chain. We want to use raw materials in an environmentally sensible way and to intelligently design material cycles to stop the waste of resources. The levers for this are a transparent value-added chain and sensitizing customers to critical raw materials. Extensive advice for our customers is part of our comprehensive service right from the start. In this way, we actively involve our customers in the development process and work with them to develop responsible products.

NONWOVENS AND CELLULOSE

Nonwovens for the wet wipes are made of different fiber compositions. These nonwovens are developed specifically for the customer and are then produced by our nonwoven suppliers. They are supplied in large master rolls and processed into wet wipes or nursing pads. Nursing pads consist of two layers of nonwoven fabric, between which there is an absorbent material made of cellulose. Synthetic and natural fibers are suitable for producing nonwovens.

Natural cellulose is an excellent starting material for our wet wipes and nursing pads. Cellulose is a natural and renewable resource as it is a major component of plants. We usually use cellulose as a viscose fiber in nonwovens and as an absorbent core in nursing pads. In some cases, viscose fibers are also combined with plastic fibers to create special properties.

During the product development phase, our customer always has the opportunity to choose natural fibers from sustainable and certified sources. Irrespective of this, by the end of 2020 we intend to replace the remaining plastic fibers with cellulose in the moist toilet paper we produce so that they can be completely degraded in the sewage system. In the field of baby wipes with innovations such as “babyline GREEN”, we are trying to pave the way for even wet wipes to be compostable.

With their labels, the FSC and PEFC certifications emphasize the responsible use of the raw material wood and confirm the comprehensive protection of the forests. Regular audits by independent auditors ensure the traceability of the processed pulp to the forest. These certifications document every processing step in the value chain.

By using the two labels we assure that

- no wood was illegally cut or traded,
- no traditional rights nor human rights were violated,
- no forests worth protecting were destroyed,
- no significant conversion of forests into plantations took place,
- no genetically modified organisms were introduced into forest management,
- the ILO core labor standards were respected.

CERTIFIED NONWOVENS AND CELLULOSE in m²

	2015	2016	2017
FSC	7.420.839	12.483.905	13.711.399
PEFC	31.311.656	33.611.078	32.357.986
Total	38.732.495	46.094.983	46.069.385

COSMETIC INGREDIENTS

Cosmetic ingredients are used both in liquids for wet wipes and in liquid personal care products. We constantly work on innovative and customized formulations that meet the requirements for quality and sustainability. Only select ingredients are used.



Natural Ingredients

We are committed to promoting sustainable care and cleaning products with natural and organic ingredients. Natural products can be distinguished from conventional products by well-known eco-labels or by the targeted information of the end user. In recent years the proportion of products with controlled biological and natural ingredients has been rising steadily. Our goal is to continue to inform our customers about the benefits of both natural and controlled biological ingredients, thereby increasing sustainable consumption.

Animal Ingredients

Non-animal products are products that are produced entirely without animal raw materials. It also excludes raw materials that are created by animals, such as honey, wool fat or beeswax. Only in very few products do we process animal substances, such as beeswax in our body scrubs.

It is not always clear at first glance which products come without animal substances, because so far only a few of such products carry a corresponding label. The labels BDIH natural cosmetics, Vegan Flower and Nordic Ecolabel certify animal-free cosmetics. Many animal-free products can also be identified by the designation “vegan”.

Preservatives

Preservatives in baby care products have always been a sensitive issue for consumers. Preventing microbial spoilage is, however, essential, especially with wet wipes. Preservatives keep care products hygienic as they prevent the multiplying of germs after opening the package. In recent years, the parabens used for preservation have been increasingly discussed in the public sphere, because some have hormone-like structures and can be allergenic. We have taken consumer concerns very seriously and banned Polyamidenopropyl Biguanide (PHMB), which was classified as a hazardous substance in 2013, from our products.

Palm Oil and Palm Kernel Oil

Palm oil is one of the world's most important vegetable oils. It is contained in numerous consumer goods, foodstuffs and fuels. When extracting palm oil from the fruit of the oil palm, *Elaeis guineensis*, palm kernel oil is also produced. Palm kernel oil is an indispensable raw material for the production of cleansing substances.

Palm-based raw materials such as surfactants or emulsifiers are used for a variety of care and beauty products that Nölken manufactures. Such raw materials are also referred to as derivatives. Palm kernel oil derivatives are best suited for the manufacture

of cosmetic products due to their high yield and their properties.

The cultivation of the oil palm is often criticized, as the production of palm oil has a negative impact on the environment and society in the producing countries. However, switching from palm-based to other vegetable oils would shift the environmental and social problems to other regions. This is especially true for the substitution of soya and coconut oil, the latter being the only available herbal alternative for cosmetics and personal care products. Among the oil plants, the oil palm has by far the highest yield. Many large non-governmental organizations, such as the WWF or Greenpeace, therefore demand not to turn away from palm (kernel) oil, but to switch to sustainably grown products.

The consumption figures given here indicate the actual amounts of palm oil and palm kernel oil in the derivatives we use. The increase in our production numbers has led us to use more palm (kernel) oil derivatives.

We have made it our mission to promote the sustainable cultivation of oil palms. That's why we want to use only sustainable and certified palm raw materials throughout the company by 2020. In doing so we employ the trading form Mass Balance, which is currently the only option for derivatives. The two production sites were therefore certified in December 2017 according to the supply chain standard of the Roundtable on Sustainable Palmoil (RSPO). Thus, all

Nölken products can be produced with Mass Balance certified palm raw materials and declared accordingly.

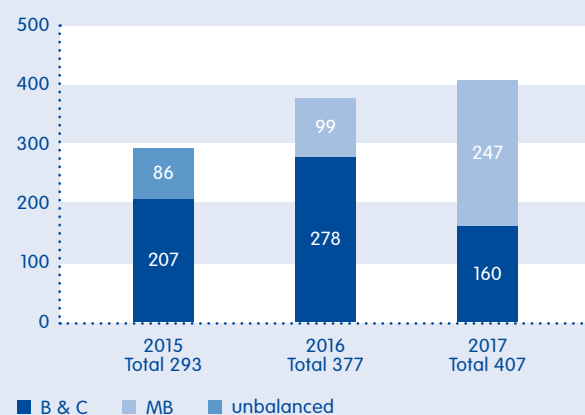


In addition, we are actively involved in the non-profit association Forum Sustainable Palm Oil (FONAP). The aim of this initiative is to significantly increase the proportion of segregated certified palm oil, palm kernel oil and corresponding derivatives in the German, Austrian and Swiss markets and to make 100 percent segregated certified palm oil and palm kernel oil available for these markets as quickly as possible.

This is another reason why Nölken achieved a good ranking in the WWF Palm Oil Scorecard 2017 and is thus on a par with well-known companies from Germany. Since 2009 the WWF has been examining the purchasing policy of buyers and processors in Germany with its palm oil check.

The improvement of cultivation and production conditions for palm (kernel) oil can only be achieved through close cooperation with our suppliers. For this purpose we will continue the documented dialogue with them, devising concrete goals and measures.

CERTIFIED PALM (KERNEL) OIL DERIVATIVES in t



TRADE FORMS FOR SUSTAINABLE AND CERTIFIED PALM OIL

IDENTITY PRESERVED (IP)

Strict physical separation of palm oil from sustainable production and non-sustainably grown palm oil along the entire supply chain with 100% traceability. The goods are not mixed in the oil mill.

SEGREGATION (S)

Similar to IP, sustainable goods are strictly separated from unsustainable goods. However, goods from several certified sustainable mills can be mixed.

MASS-BALANCE (MB)

Certified and conventional goods are mixed in a controlled manner. This option allows the identification of sustainable goods at every stage of the supply chain, but no direct traceability.

BOOK & CLAIM (B & C)

Online trading in certificates. Producers issue certificates for sustainably grown palm oil. Manufacturing companies can then buy these certificates according to the quantities of unsustainable palm oil they use.



PALM KERNEL OIL DERIVATIVES

TOPIC	GOALS	YEAR	MEASURES / EXPLANATION	ACHIEVEMENT
Amounts	<ul style="list-style-type: none"> Identification of palm (kernel) oil raw materials Conducting a supplier survey Quantity survey 	2013	<ul style="list-style-type: none"> Raw materials have been identified. All suppliers were asked about the amounts and their palm oil goals. Used palm (kernel) oil quantities are calculated continuously. 	100 %
Switch	<ul style="list-style-type: none"> In 2016, buy at least 25% palm (kernel) oil derivatives in MB In 2017, buy at least 50% palm (kernel) oil derivatives in MB By 2020, buy 100% palm (kernel) oil derivatives in MB 	2020	<ul style="list-style-type: none"> In 2017 60% palm (kernel) oil derivatives were purchased in MB 	60 %
Certificate trading	<ul style="list-style-type: none"> Cover remaining quantities with RSPO credits via Book & Claim 	2018 and ongoing	<ul style="list-style-type: none"> All other quantities were covered by certificates. 	100 %
Communication	<ul style="list-style-type: none"> Annual reporting on quantity, traceability and additional criteria Inform stakeholders annually about goals and measures achieved 	2018 and ongoing	<ul style="list-style-type: none"> Since 2013 annual reporting of quantities, targets and measures used Traceability and additional criteria have not been communicated so far 	75 %
Supplier Management	<ul style="list-style-type: none"> Development of schedules with the suppliers Evaluation of schedules Annual documented dialogue with at least 10 suppliers about traceability and additional criteria 	2018 and ongoing	<ul style="list-style-type: none"> in 2013 information event for all suppliers in 2016 first in-house palm oil conference in 2017 talks with all suppliers 	100 %
Traceability and additional criteria	<ul style="list-style-type: none"> Traceability at least up to the level of the mills, but ideally down to the level of individual plantations Compliance with the FONAP additional criteria 	2018 and ongoing	<ul style="list-style-type: none"> Complexity of value chains prevents traceability and adherence to additional criteria. Supplier dialog about it will be continued. 	0 %
Certification	<ul style="list-style-type: none"> Integration of the RSPO standard into the existing management system Initial certification in 2017 	2017	<ul style="list-style-type: none"> Integration of the RSPO standard into the existing management system. Initial certification successfully passed. 	100 %
Public commitment	<ul style="list-style-type: none"> Active participation in FONAP 	2018 and ongoing	<ul style="list-style-type: none"> Participation in the working group "Derivatives" 	100 %



Microplastics

Plastic is a synthetic organic polymer based on petroleum or natural gas and not biodegradable. Such synthetic polymers pollute the oceans and are a danger to all living things. The reason for this problem is not only poor waste disposal, but also the use of microplastics in many cosmetic and personal care products.

Microplastics are smaller than 5mm and are found in large numbers in aquatic environments. It is mainly used as an abrasive or as a liquid additive in the cosmetics and personal care industry. Because of their small size these synthetic polymers usually pass the sewage treatment plants unhindered and end up in rivers, lakes and oceans. They are often regarded by animals as food and thus enter the food chain.

In our peeling products we therefore use exfoliating particles of natural origin to remove dead skin cells: ground apricot kernels or beeswax. We will continue to use only natural exfoliating particles in our products.



MICROPLASTICS

TOPIC	GOALS	YEAR	MEASURES / EXPLANATION	ACHIEVEMENT
Analysis	<ul style="list-style-type: none"> Identification of the affected ingredients 	2016	<ul style="list-style-type: none"> The affected ingredients were identified. 	100 %
Amounts	<ul style="list-style-type: none"> Analyze the amounts of plastic-based liquid ingredients used 	2018	–	0 %
Switch	<ul style="list-style-type: none"> If possible, replace the liquid synthetic polymers with alternatives 	2020	–	0 %
Communication	<ul style="list-style-type: none"> Establish the understanding of microplastics in the value chain and sensitize the stakeholders Address this topic in the industrial association edana 	2018 and ongoing	<ul style="list-style-type: none"> We collect scientific information in various industrial initiatives and organizations. 	100 %



PACKAGING

Packaging plays an important role in the presentation of products at the point of sale and in ensuring product quality. Not only our raw materials and products are subject to strict requirements, but we also place the highest demands in terms of quality and sustainability on the packaging properties.

We consider it our responsibility to promote the development of environmentally friendly packaging and to use eco-friendly and recyclable options. That is why we have a special team in our research and development department, which exclusively handles packaging materials. Innovative packaging solutions often result from close cooperation with the customer and the supplier.

Our wet wipes are sealed airtight in composite films so that the products remain hygienic and no liquid can escape. These composite films often consist of a layer of polyethyleneterephthalate (PET) and a layer of polyethylene (PE). In the recycling cycle, these films cannot be separated according to type of material and are thus usually recycled thermally.

In some projects we used composite films of the same type. As a result, the packaging can be fed into the recycling cycle and be mechanically recycled. In addition, our suppliers frequently use post-industrial recycled film in the production of composite films.

In the packaging of liquid cosmetics, environmentally friendly solutions made of recycled plastic can also be offered. It is also possible to return all packaging to the recycling cycle because the bottles, jars and tubes are made from single-grade plastics such as PE or PET.

For external packaging, the industry is already relying on environmentally friendly cardboard packaging made from 100% recycled material. We have implemented this standard and we will continue to use it in the future. Cartons for nursing pads, single sachets or external packaging of tubes, jars and bottles are, where possible, made from cellulose materials sourced from responsible and certified sources.





03

Environment

Against the background of increasing scarcity of resources as well as negative impacts of resource consumption on the environment and biodiversity, as a producing company with considerable use of energy and water we want to make a significant contribution to environmental protection and resource conservation.

ENVIRONMENTAL PROTECTION

Especially as a manufacturing company with considerable use of energy and water, we are responsible for protecting the environment and biodiversity at our production sites. Ecological goals are therefore integrated into our management system as a management task.

MANAGEMENT APPROACH

We try to keep our negative environmental impact as low as possible and to neutralize our environmental impact. That's why we have implemented an environmental management system at our largest site, Windhagen. Based on our own experience the organization of the management system has been established on the basis of DIN EN ISO 9001:2008 and integrates environmental protection management requirements according to DIN EN ISO 14001:2009 as well as European and German legislation, in particular environmental protection, occupational safety, device safety, and product liability, with the goal of "holistic environmental management". Preventing environmentally harmful accidents through preventive operational environmental protection is a core element of our environmental management system. In order to achieve this purpose, all environmental aspects, such as noise, are evaluated, controlled and, if possible, reduced. In manufacturing and process planning the aim is to create cycles and avoid environmental hazards. Environmentally relevant process parameters are observed and improved, cycles are monitored.

Every year we are audited by independent organizations according to ISO standard 14001:2009 and successfully passed the recertification again last year. Also, in the past year, no nonconformity with German or European environmental law or guidelines was recorded.

ENERGY

As a manufacturing company we consume high amounts of energy. Our energy consumption depends essentially on the number of products produced. Due to increasing production figures energy efficiency and the concomitant reduction of greenhouse gases are an integral part of our environmental and energy management system.

The Energy Management System (EMS) enables us to digitally record all relevant data on the exact production volume and energy consumption in the individual production lines. The transparency of energy consumption in our production is a first step in planning and implementing measures to reduce consumption.

Energy savings are already being achieved through new and more effective machines that consume less energy than older models. Efficient lighting systems and the change to LED are also achievements of our EMS.

ENERGY CONSUMPTION WINDHAGEN in kWh

	2015	2016	2017
Electricity	2.660.355	3.916.688	3.199.908
Natural Gas	2.211.447	2.056.525	1.947.384
Mineral Oil	–	–	–
Total	4.871.802	5.973.213	5.147.292

ENERGY CONSUMPTION NOWOGRODZIEC in kWh

	2015	2016	2017
Electricity	1.775.808	1.429.530	945.775
LPG	583.712	650.601	762.869
Mineral Oil	51.097	14.602	17.640
Total	2.410.617	2.094.733	1.726.284



In the production halls at our location in Windhagen we operate two combined heat and power (CHP) plants that run on natural gas. This CHP scheme enables us to make optimal use of heat and electricity. In addition, by using two compressors with integrated heat recovery technology based on a heat pump, we also generate heat to support the heating of the building.

GREENHOUSE GASES

Except through our fleet of vehicles, the heating and the machines, we do not produce any harmful emissions. We cannot provide relevant figures because we do not currently measure our carbon footprint. However, saving direct CO₂-emissions is part of our environmental commitment. Our fleet therefore also includes an electric car for business trips. Not only do we save natural resources, we also reduce our direct CO₂-emissions and particulate matter.

WATER

The implemented environmental management system and the water meters at the points of use in production enable us to transparently and accurately measure our water consumption and waste water volume. If possible, continuous reduction measures are initiated.

For the production of high-quality wet wipes, we source excellent water from the public drinking water grids at

both production sites. Part of the water used for this purpose is treated by reverse osmosis and UV system for the production of cosmetic liquids. During production, the water used for cleaning purposes is disposed of separately as waste water.

The fresh water consumption and the wastewater volume have increased in recent years at both locations due to the increase in production resulting from the favourable economic situation.

WATER CONSUMPTION WINDHAGEN in m³

	2015	2016	2017
Fresh water	35.993	62.619	50.147
Waste water	20.992	26.996	27.917

WATER CONSUMPTION NOWOGRODZIEC in m³

	2015	2016	2017
Fresh water	5.367	4.110	5.013
Waste water	580	628	632



WASTE GENERATED WINDHAGEN in t

	2015
Non-hazardous*	7,6
Hazardous**	0,42
Nonwovens	415,69
Film	98,82
Rinsing water	2.479,00
Wood	0,00
Cardboard	265,39
Residual waste	157,38
Unsold finished products	23,77

Total 3.448,07 t

	2016
Non-hazardous*	0,24
Hazardous**	35,53
Nonwovens	602,39
Film	83,6
Rinsing water	2.520,30
Wood	0,00
Cardboard	291,28
Residual waste	251,50
Unsold finished products	83,82

Total 3.868,66 t

	2017
Non-hazardous*	0,24
Hazardous**	40,13
Nonwovens	582,28
Film	55,00
Rinsing water	2.847,90
Wood	0,00
Cardboard	273,79
Residual waste	308,93
Unsold finished products	60,48

Total 4.168,75 t

* glass waste, mixed scrap

**electronic scrap, fluorescent lights, aerosols, oil-stained resources

WASTE GENERATED NOWOGRODZIEC in t

	2015
Non-hazardous*	Not recorded
Hazardous**	0,01
Nonwovens	339,94
Film	68,72
Rinsing water	165,00
Wood	0,00
Cardboard	62,47
Residual waste	35,34
Unsold finished products	Not recorded

Total 671,48 t

	2016
Non-hazardous*	Not recorded
Hazardous**	0,07
Nonwovens	307,25
Film	78,45
Rinsing water	166,00
Wood	0,00
Cardboard	65,25
Residual waste	77,80
Unsold finished products	Not recorded

Total 694,82 t

	2017
Non-hazardous*	Not recorded
Hazardous**	0,05
Nonwovens	354,79
Film	104,55
Rinsing water	164,00
Wood	0,00
Cardboard	74,45
Residual waste	42,50
Unsold finished products	Not recorded

Total 740,34 t

* glass waste, mixed scrap

**electronic scrap, fluorescent lights, aerosols, oil-stained resources



WASTE

The sensitive use of our raw materials is not only reflected in the life cycle assessment, but also has a positive economic impact. That is why we have established a waste management system and the waste manager is working to compile all wastes and their appropriate waste codes in a waste balance sheet, to have them sorted according to type and disposed of in accordance with the regulations. This is particularly relevant for hazardous wastes generated in the production of liquids. Our goal is to keep our waste volumes as low as possible and to try to reuse or recycled materials where technically feasible and economically viable. Only qualified companies are entrusted with the transport and disposal of the waste. However, we have not been able to find a suitable waste disposal company to handle the recycling of the nonwoven waste even after several tests and inquiries. Furthermore, inquiries were sent to plant manufacturers for the recycling sector. Unfortunately, no solution for our waste problem was found here either. The waste nonwovens are therefore still thermally recycled.

At our production site in Windhagen a total of 4,169 tons of waste was generated in 2017. That was 7.76% more than the year before. This increase in waste is again the result of the company expansion. Due to the additional orders in liquid production, the capacity of the liquid and mixing sector has also been expanded. In Nowogrodziec, the amount of waste has increased slightly. No pollution or leakage was recorded at both sites.

PAPER

Since 2014 at both locations we have been using only copy paper made from recycled fibers with the “Blue Angel” label and letter paper fulfilling internationally recognized sustainability requirements (FSC, PEFC). Recycled paper with the eco-label not only protects the forests, but its production also saves water and energy and no toxic chemicals are used. To publicize this goal, we have been part of the “CEOs pro Recycled Paper” initiative for a long time. The campaign is aimed specifically at corporate leaders who take personal responsibility for resource-efficient activities and tap important resource-saving potentials with concrete targets for the use of recycled paper.

PAPER CONSUMPTION WINDHAGEN in sheets

	2015	2016	2017
Copy paper	600.000	720.000	700.000
Letter paper	112.500	112.500	112.500
Sheets per employee	2.772	3.005	2.754

PAPER CONSUMPTION NOWOGRODZIEC in sheets

	2015	2016	2017
Copy paper	152.500	157.500	135.000
Letter paper	0	0	0
Sheets per employee	1.713	1.790	1.753



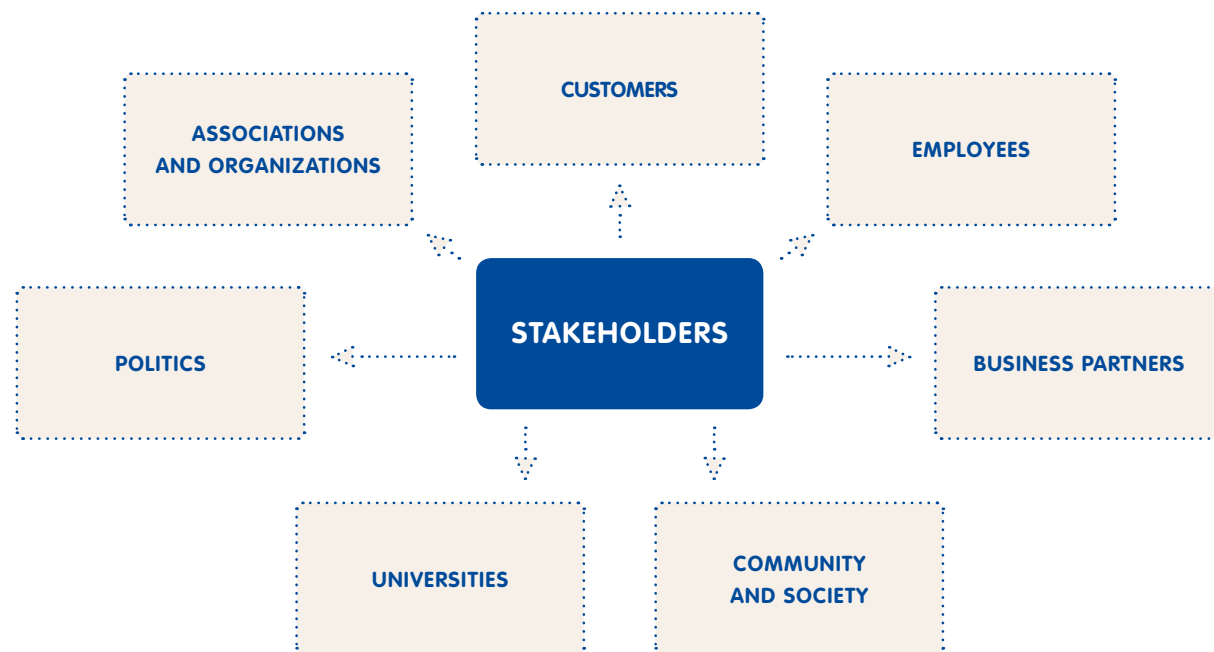
Unfortunately, paper consumption was only reduced at our location in Nowogrodziec last year. Nevertheless, we continue to try to conserve natural resources in Windhagen and reduce our paper consumption. By further digitalizing our processes we can achieve that goal. For example, vacation applications are only filled out digitally and we request all order documents and invoices in digital form from our suppliers. A digital archiving program, employee training as well as information in the employees newsletter and intranet are further implemented measures.



04

People

As a family business, we have a great responsibility both for our own employees and for society and the people who come into contact with our products. Our sustainability strategy therefore includes many social issues, such as equal opportunity and labor rights within our own company and supply chain, and our contribution to the community.



STAKEHOLDER DIALOGUE

The trust of our stakeholders is the core of our future viability. We ensure trust and certainty with regard to our sustainable actions through transparent communication and regular dialogue. Only an open exchange of views can help win the approval of our stakeholders for our actions. The dialogue with customers, suppliers and NGOs opens our eyes to critical points in the value chain, which we can then resolve together with our customers and suppliers.

The stakeholders of our company include customers, employees, business partners, universities, politics and society as well as authorities, associations and NGOs. We cultivate manifold relationships with them. We identified our stakeholder groups in a joint process between sustainability management and senior management. Afterwards, we conducted a detailed analysis to assess the risks and influence of the respective stakeholder groups on the company and to classify the stakeholders.

In preparation for this report, we again asked our stakeholder groups for their opinion on our sustainability commitment and sustainability report.

CUSTOMERS

Only if we know exactly the needs and expectations of the consumers, are we able to offer suitable products. Regular workshops, daily contact and meetings with our clients allow us to gain a clear idea of the growing demands. In addition, at trade fairs we learn a great deal about changing customer requirements and social trends.

EMPLOYEES

An open communication culture, short decision-making processes and a flat hierarchy create the basis for personal interaction. This allows the management to respond directly to the mood in the company and individual needs. Numerous internal events, annual barbecues or Christmas celebrations also strengthen the team spirit among colleagues. Management directly informs all employees in meetings and through our staff newsletter about changes and gets them involved.

BUSINESS PARTNERS

We use annual supplier dialogues not only to deepen relationships, but also to promote commodity development and innovation. Through cooperation and joint



projects we try to do pioneering work in our industry. New and more sustainable materials are developed and tested together.

COMMUNITY AND SOCIETY

The Initiative zur Stärkung der Region e.V. (ISR) (Initiative to Strengthen the Region) is an association for the economic promotion of the region around Windhagen. In addition to economic aspects, social issues are also the subject of regular cooperation with the network. Members are thus involved in a variety of ways in trying to keep professionals and young people in the region. The reconciliation of family and work as well as the public infrastructure are other much discussed topics.

UNIVERSITIES

Collaboration with students is an example of our dialogue with higher education and science. The critical examination of various topics in the discussion with science is an enrichment for us and enables us to make further adjustments.

ASSOCIATIONS, ORGANIZATIONS AND POLITICS

We are involved in many organizations and associations that are relevant to our business activities. We are also involved in initiatives that support sustainable business. No donations will be and have been made to parties or politicians, only membership fees were paid to the associations, organizations and clubs listed below.



The support of the German Sustainability Code (GSC) represents a further milestone in our participation in the economic and political discourse on sustainability. In our role as a mentor we assist companies in implementing GSC and introducing sustainability management. The guideline initiated by the German Council for Sustainable Development is an important standard in Germany for sustainability reporting as well as a recognized standard for the implementation of the new CSR reporting obligation.



The European Disposables and Nonwovens Association (edana) is an international association of manufacturers of nonwovens and related products. The goals of the association are the active communication of information and the open dialogue with the member companies. We participate in the development of industry standards, in particular in the working groups for wet wipes, communication and sustainability. Topics such as the wording of environmental claims or the flushability of moist toilet paper are developed in such a way that society is also sensitized.



The Forum Sustainable Palm Oil e.V. (FONAP) has set itself the goal of making 100% certified palm oil available in Germany, Austria and Switzerland. With representatives from industry and trade, politics and NGOs, FONAP develops solutions for sustainable palm (kernel) oil. In the Working Group on Derivatives, we are actively working to induce more derivatives manufacturers to join FONAP.



The Roundtable on Sustainable Palm Oil (RSPO) was founded in 2004 on the initiative of WWF and Unilever. Apart from NGOs, members of the RSPO are above all companies and institutions involved in the production and processing of palm oil. The RSPO is committed to sustainable cultivation methods and has drawn up relevant guidelines.

Mitglied im

VERBAND DER
CHEMISCHEN INDUSTRIE e.V.



The German Chemical Industry Association e.V. (VCI) represents the interests of the chemical industry in the fields of politics, economics, science and the media. The VCI joint initiative "Chemie hoch 3", the industrial trade union Bergbau, Chemie, Energie (IG BCE) and the Bundesarbeitgeberverband Chemie e.V. (BAVC) (Federal Association of Employers in the Chemical Industry) views itself as the driving force for sustainable development in the chemical industry.



As a manufacturer of care and cleaning products, we belong to the Industry Association Body Care and Detergent e.V. (IKW). The IKW supports its members with advice and assistance in entrepreneurial activities, thereby promoting the economic development of its members. We use this platform as an information pool for developments in the liquid sector.



As a non-profit organization, the Federation of Industrial and Trade Companies (BDIH) represents the interests of various manufacturers and distributors, including manufacturers of cosmetics. Among other things, we produce natural cosmetics and follow the guidelines developed by the Working Group Natural Cosmetics for Controlled Natural Cosmetics with great interest.



SEPAWA, one of the largest professional associations in Europe for the detergents and cleaning agents industry as well as the cosmetics and perfumery industry, acts as a communication platform for experts from industry, universities and public authorities.



EMPLOYEES

We are a family run business in the second generation. Our values and culture are the foundation on which we build relationships with our employees and society. We openly and appreciatively deal with the people in our company and give them the freedom to develop their potentials.

STRUCTURE

Our company employs people from many different countries and cultures of the world: mainly from Germany, Poland, France, Romania, Russia, Syria, Spain, Portugal, Turkey, Belgium, Morocco, Cameroon, the Philippines, Macedonia and Moldova.

Many members of our workforce have been working in our company for many years and have a close bond with us. We employ people of all ages and respond to the needs of each age group, for example by tailoring our health services to the work of our employees. We also put the teams together according to the individual skills of the employees.

WORKFORCE STRUCTURE WINDHAGEN

	2015		2016		2017	
	Women	Men	Women	Men	Women	Men
Management	5	10	5	10	3	8
Employees	98	137	110	144	114	164
Apprentices	2	5	3	5	2	4
Total number of employees	257		277		295	

WORKFORCE STRUCTURE NOWOGRODZIEC

	2015		2016		2017	
	Women	Men	Women	Men	Women	Men
Management	3	4	3	4	3	3
Employees	39	42	37	44	31	40
Apprentices	1	0	0	0	0	0
Total number of employees	89		88		77	



AGE STRUCTURE WINDHAGEN

16 – 20 years	2015	2016	2017
Administration	2	1	3
Production	4	5	9
Total	6	6	12
21 – 30 years			
Administration	14	14	13
Production	29	34	40
Total	43	48	53
31 – 40 years			
Administration	13	15	17
Production	33	35	40
Total	46	50	57
41 – 50 years			
Administration	15	16	17
Production	49	60	65
Total	64	76	82
51 and older			
Administration	18	17	15
Production	80	80	76
Total	98	97	91
Total number of employees	257	277	295

AGE STRUCTURE NOWOGRODZIEC

16 – 20 years	2015	2016	2017
Administration	0	0	0
Production	3	0	0
Total	3	0	0
21 – 30 years			
Administration	8	5	4
Production	20	21	22
Total	28	26	26
31 – 40 years			
Administration	4	6	3
Production	19	19	15
Total	23	25	18
41 – 50 years			
Administration	3	2	3
Production	16	18	13
Total	19	20	16
51 and older			
Administration	1	1	1
Production	15	16	16
Total	16	17	17
Total number of employees	89	88	77

EQUAL OPPORTUNITY

Discrimination is not tolerated in our company. We attach great importance to discovering and promoting talent—regardless of gender, nationality, ethnic origin, religion or belief, disability, age, sexual orientation and identity. Because diversity is the basis for our entrepreneurial stability. In a code of conduct that applies to every employee we have laid down core values for cooperation. Mutual respect, equality and appreciation of all colleagues are an integral part of our organizational culture. If there are cases of discrimination, such incidents can be discussed directly with the person in charge of dealing with complaints and measures can be taken as quickly as possible at the management level.

We are committed to protecting workers' rights and comply with labor standards at both sites. Of course, we undertake to comply with legal requirements (basic law and labor law). In addition, we have committed ourselves to the principles of the UNGC and the ILO core labor standards, which are firmly rooted in our business process. Employee rights are strengthened by the employee representative. None of our employees is covered by a collective agreement. Nevertheless, we grant all employees freedom of association and effective recognition of their right to collective bargaining.

All employees receive fair pay. We work with a variable remuneration system, which is based on wage groups in the production sector. In the administration sector, there is a mix of fixed basic salary and variable



components. At the current time, sustainability aspects do not find any special consideration in the remuneration system—this is not planned for the future either. Our compensation system does not provide for a direct measurement of the achievement of sustainability goals. Annual interviews with each individual employee allow us to evaluate employee performance and adjust wages.

With family-compatible working conditions such as shift work and flexible working hours, part-time and home-office work, we meet the personal wishes of our employees wherever possible.

TEMPORARY WORKERS WINDHAGEN

	2015	2016	2017
Average number per day	4	4	4

TEMPORARY WORKERS NOWOGRODZIEC

	2015	2016	2017
Average number per day	1	1	1



APPRENTICESHIP

The qualification of all our employees is important to us, not least because we depend on well-trained employees in our company.

Nölken has therefore been offering apprenticeship programmes certified by the Chamber of Commerce and Industry (German IHK) since 1985. Due to demographic change and future skills shortages, we train young people in many different professions. In addition, we offer our employees and apprentices, who have proven themselves, the option of part-time study while still working with us. Nölken financially and structurally supports its employees during their part-time studies. We also support "dual study" schemes that combine

university education with on-the-job training in our company. In addition, we regularly offer internships to interested students and help students to gather practical experience relating to their degree program.

We try to provide a lively training period, which gives our trainees an exciting overview of the production and management at the beginning. They thus get to know the employees and gain a first insight into the company before the actual training plan begins. In addition to the technical knowledge we also impart the principles of sustainable and ethical business practices to all apprentices in the company.

FURTHER EDUCATION

The success of our company is directly related to the qualifications of our employees, which is why their further education is a central area of our commitment.

One focus of our human resources management is the company-wide academy. We have thus created a platform to further train our employees and to include them in the selection of the topics for the training courses offered. The academy encourages every employee to show their potential and ability as well as to contribute their best services to the company. It also pursues the goal of keeping the level of performance of older employees at a high level. In interdisciplinary teams the know-how of experienced employees is passed on to younger colleagues. In addition to work-specific

OUR APPRENTICESHIPS at a glance

INDUSTRIAL CLERKS

... at Nölken deal with business administration tasks such as purchasing, logistics, sales and marketing, human resources and accounting.

MACHINE AND PLANT OPERATORS

... in our production plant set up production machines and plants, put them into operation and operate them. They also retool and maintain the machines.

CHEMICAL ENGINEERING TECHNICIANS

... control and monitor machinery and equipment for the manufacture, filling and packaging of chemical products, such as: our shampoos, creams and lotions and impregnating liquids.

WAREHOUSE LOGISTICS SPECIALISTS

... accept the deliveries of a wide variety of goods, inspect them and store them properly. They compile deliveries and tour plans, load and ship goods. They also participate in the optimization of logistics processes.



FURTHER EDUCATION WINDHAGEN

	2015	2016	2017
Hours	1.981	1.115	854
Number of employees	257	277	295
Hours per employee	7,7	4,0	2,9

FURTHER EDUCATION NOWOGRODZIEC

	2015	2016	2017
Hours	126	40	0
Number of employees	7	6	0
Hours per employee	18,0	6,7	0



training our academy offers courses for our apprentices as well as courses in the areas of sustainability and languages. For foreign employees, we offer e.g. a free German course.

We finance training offers in whole or in part and / or we allow time off work. This is one of the reasons why all employees in Windhagen were excited about the training courses offered by our academy last year. At our production site in Nowogrodziec, we did not train any employees last year. We will try to increase this again in the coming years.

OCCUPATIONAL SAFETY

A safe work environment is an essential element of the responsibility for our employees. With a comprehensive risk management system for the detection and assessment of potential hazards we work out preventive measures to increase occupational safety.

To ensure occupational safety for every employee, we have set up an occupational safety committee in Windhagen. It consists of the commissioned occupational safety specialist, the company doctor, the employee representative, the production manager, the quality manager and the senior management. In Nowogrodziec, the senior management and the assigned occupational safety specialist work closely together in a committee. They meet at regular intervals and advise on goals and measures in occupational safety. The occupational safety program ensures that all technical equipment and workplaces are regularly inspected and the employees are appropriately trained. Employees are provided with personal protective equipment free of charge, and they are instructed annually in occupational safety and fire safety. Many

WORK-RELATED ACCIDENTS WINDHAGEN

	2015	2016	2017
Accidents	56	72	73
Accident rate	22 %	26 %	41 %
Days lost	268	244	424
Gender	Not recorded	55 men 17 women	41 men 14 women

WORK-RELATED ACCIDENTS NOWOGRODZIEC

	2015	2016	2017
Accidents	0	0	0
Accident rate	0 %	0 %	0 %
Days lost	0	0	0
Gender	Not recorded	Not recorded	Not recorded



of our field staff and department heads receive a safety driving training.

The accident rate (accidents in relation to the number of employees) has worsened over the past few years. The statistics include all minor and major accidents as well as commuting accidents. The majority of accidents were recorded in wet wipes production and consisted of cuts and bruises. The new “knife-free” initiative, in which cardboard cutting knives have been replaced by safety cutters, is intended to reduce even smaller cuts.

HEALTH MANAGEMENT

The established health management offers diverse measures for health promotion to support the well-being of our employees and aims to further reduce sick days. Thanks to the cooperation with health insurers and regional organizations and companies, small in-company health days are held regularly, giving employees the chance to try out free relaxation and fitness exercises. In addition, we offer our employees weekly back massages. But a number of other health and recreational opportunities are also well received by our employees. For example, the discount offers for gym membership, running sessions, flu shots, and sponsoring for city and marathon races are very well received by our employees. At both locations, we offer extensive preventive medical check-ups.

We also want to expand this comprehensive health management system at our location in Nowogrodziec over the next few years.

SICK RATE WINDHAGEN

	2015	2016	2017
Rate	9,5 %	8,1 %	8,7 %

SICK RATE NOWOGRODZIEC

	2015	2016	2017
Rate	3,2 %	3,6 %	5,6 %

HEALTH MEASURES WINDHAGEN

	2015	2016	2017
Number	4	4	4
Participants	22	61	75

HEALTH MEASURES NOWOGRODZIEC

	2015	2016	2017
Number	0	0	0
Participants	0	0	0

CORPORATE CITIZENSHIP

At both company locations, we contribute to the community in a variety of ways through our close involvement in the respective region. We promote and support charitable organizations and projects that are located in our immediate neighborhood.

Many of our employees are involved in various projects and are granted time off work for their volunteer work, if possible.

ENVIRONMENTAL PROTECTION

Since 2011 the entire amount spent on Christmas gifts for customers and employees has been donated to charitable associations. Last year's donation went to the association Plant for the Planet in which children and young people worldwide campaign for climate protection and plant trees.

SPORTS

We sponsor our employees' participation in charity races. Last year, our employees started in numerous fundraising events in Windhagen, Bonn and the wider region. This allowed us to support the clubs Kinder in Not e.V. (Children in need) and Bonn läuft! e. V. (Bonn is running!) in their social commitment.



Nölken has been supporting the sports club Eintracht Windhagen 1921 e.V. since 2009 with donations. This tradition also benefits our employees, most of whom come from Windhagen and the wider region and are active in sports clubs.

The Rollitennis e.V. Windhagen promotes and supports the sport wheelchair tennis. We support the Windhagen-based club in regular training and tournaments.

CULTURE AND RELIGION

In order to promote local culture and tradition, we annually support the Kulturverein Mai-Club e.V. (Culture Club Mai-Club Thomasberg), which works for the organization of the Maifest (German celebration of the arrival of spring).

Young Christians in Windhagen join together in the Catholic Young Community and organize youth camps in summer. We also supported the Catholic parish of St. Bartholomew this year.

SECURITY

The volunteer fire brigades in Nowogrodziec and Windhagen depend on the one hand on the commitment of the firefighters, and on the other hand on the financial

resources that are provided by companies. At both locations, we regularly support the volunteer fire departments. In Windhagen we financed the purchase of a rapid-deployment tent.

EDUCATION

We strongly support the sustainable education and training of young generations and therefore support educational institutions. The Consulting Akademie Unternehmensethik gUG (Consulting Academy Business Ethics) offers advanced students and newcomer professionals the opportunity to examine the fundamental principles of ethical behavior as an economic and political player within the framework of a summer academy. We also support the elementary school Erich-Kästner-Schule e.V., the friends of the Auguste-Pattberg-Gymnasium Mosbach-Neckarelz e.V. and the Verein Romanische Kirchen e.V. (Association of Romanesque Churches).

SOCIAL ISSUES

The Arbeiterwohlfahrt (Workers' Welfare) in Bad Honnef does voluntary work for a socially just society. Its services include the “Tafel”. This facility offers free food and everyday products to people in need. Nölken regularly donates personal care items to the “Tafel”.



05

Useful
Information

Since 2011 Nölken has been strategically addressing and systematically assessing sustainability and responsibility. This report presents our commitment to sustainability and is based on internationally recognized reporting standards.



ABOUT THIS REPORT

This sustainability report is the seventh of this kind. Our annual sustainability reports are written for all interested persons: customers, employees, service providers and suppliers, neighbors, the public, representatives of associations, politics, the media, society and science.

This report provides an overview of our sustainability strategy, short-, medium- and long-term goals, processes and successfully implemented measures at our two locations in Germany and Poland. The business activities and the effects of the business activities of Nölken GmbH and Noelken Sp. Z o.o. are thus included in the reporting boundaries. All data are as of December 31, 2017.

The design and production of our products are discussed in detail and documented with numerous data in the report. Basically the reporting boundaries coincide with our production boundaries.

We regard this sustainability report as a progress report within our annual reporting. Report parameters are, as in previous years, the principles of the UNGC, the criteria of the DNK and the requirements of the GRI standards in the compliance option "Core", which comprises the essential elements of a sustainability report. This report has not been reviewed by an independent third party.

The relevant passages for the UNGC, the DNK and the GRI are listed in the following overviews.

The content presented in this report refers to calendar year 2017. The publication of the next comprehensive sustainability report is planned for the first half of 2019.

CONTACT

Nölken Hygiene Products GmbH
Sustainability Management
Johanna Jung
Klarenplatz 2
53578 Windhagen
nachhaltigkeit@noelken.de



.....

OVERVIEW: THE GERMAN SUSTAINABILITY CODE



20 CRITERIA	
STRATEGY	PAGE
1. Strategic Analysis and Action	11
2. Materiality	12 – 13
3. Goals	14 – 15
4. Depth of the Value Chain	25
PROCESS MANAGEMENT	PAGE
5. Responsibility	11
6. Rules and Processes	16 – 17
7. Control	14 – 15
8. Incentive Schemes	48 – 49
9. Stakeholder Engagement	44 – 46
10. Innovation and Product Management	25
ENVIRONMENT	PAGE
11. Use of Natural Resources	37 – 41
12. Resource Management	38
13. Climate-Relevant Emissions	39
SOCIETY	PAGE
14. Employee Rights	48
15. Equal Opportunities	48
16. Qualifications	50 – 51
17. Human Rights	13, 17, 26, 28
18. Corporate Citizenship	52 – 53
19. Political Influence	45
20. Conduct that Complies with the Law and Policy	17

www.deutscher-nachhaltigkeitskodex.de

OVERVIEW: UNITED NATIONS GLOBAL COMPACT



10 PRINCIPLES	
HUMAN RIGHTS	PAGE
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	13, 17, 26, 28
Principle 2: make sure that they are not complicit in human rights abuses.	17
LABOUR	PAGE
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	48
Principle 4: the elimination of all forms of forced and compulsory labour;	48
Principle 5: the effective abolition of child labour; and	48
Principle 6: the elimination of discrimination in respect of employment and occupation.	48
ENVIRONMENT	PAGE
Principle 7: Businesses should support a precautionary approach to environmental challenges;	38
Principle 8: undertake initiatives to promote greater environmental responsibility; and	26 – 27
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	34
ANTI-CORRUPTION	PAGE
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	17

www.unglobalcompact.org

.....

OVERVIEW: GRI-INDEX

GENERAL STANDARD DATA		
ORGANIZATIONAL PROFILE		PAGE
GRI 102: General Disclosures 2016	102-1 Name of the organization	1
	102-2 Activities, brands, products, and services	21
	102-3 Location of headquarters	11
	102-4 Location of operations	11
	102-5 Ownership and legal form	10
	102-6 Markets served	10
	102-7 Scale of the organization	7
	102-8 Information on employees and other workers	47
	102-9 Supply chain	25
	102-10 Significant changes to the organization and its supply chain	11
	102-11 Precautionary Principle or approach	38
	102-12 External initiatives	27, 30, 44 – 46
	102-13 Membership of associations	44-46
STRATEGY		PAGE
GRI 102: General Disclosures 2016	102-14 Statement from senior decision-maker	5
ETHICS AND INTEGRITY		PAGE
GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behavior	7
GOVERNANCE		PAGE
GRI 102: General Disclosures 2016	102-18 Governance structure	11
STAKEHOLDER ENGAGEMENT		PAGE
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	44
	102-41 Collective bargaining agreements	48
	102-42 Identifying and selecting stakeholders	44
	102-43 Approach to stakeholder engagement	44
	102-44 Key topics and concerns raised	44
REPORTING PRACTICE		PAGE
GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	57
	102-46 Defining report content and topic boundaries	57
	102-47 List of material topics	12 – 13
	102-48 Restatements of information	–
	102-49 Changes in reporting	57
	102-50 Reporting period	57
	102-51 Date of most recent report	57
	102-52 Reporting cycle	57
	102-53 Contact point for questions regarding the report	57
	102-54 Claims of reporting in accordance with the GRI Standards	57
	102-55 GRI content index	59
	102-56 External assurance	57
MATERIAL TOPICS		
COMPLIANCE WITH ENVIRONMENTAL SPECIFICATIONS		PAGE
GRI 103: Management approach	103-1 Explanation of the material topic and its boundary	13
	103-2 The management approach and its components	38
	103-3 Evaluation of the management approach	38
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	38
OCCUPATIONAL HEALTH AND SAFETY		PAGE
GRI 103: Management approach	103-1 Explanation of the material topic and its boundary	13
	103-2 The management approach and its components	52
	103-3 Evaluation of the management approach	52
GRI 403: Occupational Health and Safety	403-1 Workers representation in formal joint management-worker health and safety committees	52
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	51
	403-3 Workers with high incidence or high risk of diseases related to their occupation	51
	403-4 Health and safety topics covered in formal agreements with trade unions	–

www.globalreporting.org



GLOSSARY

Safety Management System (SMS)

The occupational safety management system regulates occupational safety and health protection of employees. An SMS is intended to help companies to avoid accidents at work and illnesses in their operations and to protect the health of employees.

Occupational Health Management (OHM)

The aim of the OHM is to sustainably promote the health and motivation of employees through good working conditions and quality of life at the workplace. In this sense, the OHM is the design, steering and development of company structures.

Corporate Social Responsibility (CSR)

CSR is the voluntary corporate responsibility for society and the environment and describes the contribution of business to sustainable development. CSR is about how companies generate profits.

German Sustainability Code (GSC)

The GSC describes minimum requirements for sustainability aspects. It thus provides a framework for reporting on non-financial benefits, which can be used by companies and organizations of all sizes and legal forms. www.deutscher-nachhaltigkeitskodex.de

DIN EN ISO 14001:2009

The international environmental management standard specifies requirements for an environmental management system. The focus of this standard is on the continuous improvement of an organization's environmental performance.

DIN EN ISO 22716:2007

The standard DIN EN ISO 22716 for cosmetic GMP (Good Manufacturing Practice) is a guideline for the production of cosmetic products. It represents requirements for the production in terms of quality and hygiene.

DIN EN ISO 9001:2008

This standard specifies the minimum requirements for a quality management system and quality assurance in order to meet customer requirements. In addition, the quality management system should be subject to a continuous improvement process.

European Disposables and Nonwovens Association (edana)

edana is the umbrella organization of the nonwovens industry and its related industries founded in 1971. Edana represents the interests of 240 organizations along the value chain of the nonwovens industry. www.edana.org

Energy Management System (EMS)

The energy management system regulates the energy consumption in a company. An EMS makes the energy situation in organizations systematically and continuously transparent and helps to reduce energy costs.



Forum for Sustainable Palm Oil (FONAP)

FONAP is an association of companies, associations and non-governmental organizations that has existed since 2013 in Germany, Austria and Switzerland. It aims to develop viable solutions for improving practices in the palm oil sector. <http://www.forumpalmoel.org/>

International Featured Standards Household and Personal Care (IFS HPC)

IFS HPC is a standard for ensuring safety, quality and transparency in the manufacture of household and personal care products. The standard ensures that the products do not endanger the safety of consumers.

Non-governmental Organisation (NGO)

NGOs or non-governmental organizations are civic associations. They are nonprofit organizations based on voluntary work that can be organized internationally or nationally.

Roundtable on Sustainable Palm Oil (RSPO)

The RSPO is an initiative founded in 2004 by the World Wide Fund for Nature (WWF), which aims to promote sustainable palm oil cultivation as a central organization. Members of the RSPO include not only NGOs but also companies and institutions along the value chain. <https://www.rspo.org>

Supplier Ethical Data Exchange (Sedex)

Sedex is a nonprofit membership organization committed to ethical and responsible business practices in global supply chains; it makes commitment to sustainability transparent via a platform. www.sedexglobal.com

Sustainable Development Goals (SDGs)

The SDGs provide guidelines for sustainable development on a social, environmental and economic level and were adopted by the United Nations General Assembly in 2015. The agenda is universally applicable—for industrialized, emerging and developing countries alike, and is aimed at all governments worldwide, at society, industry and science. <https://sustainabledevelopment.un.org/sdgs>

Environmental Management System (UMS)

The environmental management system regulates the environmental aspects of a company. A UMS systematically and continuously makes the environmental impact of an organization transparent and helps to minimize its negative environmental impact.

United Nations Global Compact (UNGC)

The UNGC was founded in 1999 by the United Nations. Members of the UNGC ensure compliance with the ten principles in the areas of human rights, labor standards, environmental protection and the fight against corruption. www.unglobalcompact.org



IMPRINT

Published by

Nölken Hygiene Products GmbH
Klarenplatz 2
53578 Windhagen
www.noelken.de

Design and Layout

hei-medien/Kathrin Karner

Editor-in chief

Johanna Jung

Editorial team

JJ Sustainability Consultancy

Printed by

Görres Druckerei
Printed on PEFC certified paper



PEFC zertifiziert

Papier stammt aus
nachhaltig
bewirtschafteten Wäldern
und kontrollierten Quellen

www.pefc.de

All data and statements are valid as of the time of
going to press. Windhagen, June 30, 2018

