

Sustainability Report 2023

Ensuring our promises are more
than just words.

From the CEO

Thank you for taking the time to read our 2023 Sustainability Report. This marks the sixth report we have published, with our first being released in 2018. Preparing this report has given me the opportunity to reflect on our goals, achievements, and the progress we have made over the years, continually challenging ourselves and our supply chain to strive for better outcomes.

In 2023, some of our most significant achievements were much closer to home. We undertook a complete refurbishment of our headquarters and warehouse in the Netherlands. In hindsight, constructing a new office building would have been both easier and more cost-effective, but we felt it was more rewarding to maintain and build upon the existing structure.

By choosing to preserve the building and work within its existing shell wherever possible, we were able to maximize the value of the materials at hand. For example, we reused old insulation materials and implemented circular solutions wherever feasible. Our new cladding, for instance, is made from upcycled glass wool insulation, pressed into panels. The roofs have been re-insulated and reinforced to support over 300 new solar panels, capable of producing an impressive 100KWh. We also replaced all windows with HR+++ glazing and installed automatic external blinds. These measures have allowed us to disconnect our office from the gas entirely, thanks to the more efficient use of our heat pump. We also looked into heating our warehouse and factory with a heat pump, but with an ROI of over 30 years, we decided to hold off until new technologies make this investment more feasible. The new insulation did however greatly contribute to a better overall climate in those areas.

These developments not only contribute positively to the local environment but also enhance the well-being of our employees.

We have also taken care to improve the interior of our office. All workstations and conference tables are now sit/stand and come equipped with the finest ergonomic accessories we offer, ensuring our staff enjoys a healthy and inspiring working environment.

Finally, in 2023, the expiration of our last lease contract enabled us to fully electrify our entire European vehicle fleet. As a result, every visit to our customers in Europe is now made free from emissions, powered by the energy we generate ourselves.

I warmly encourage you to continue reading this report, as the achievements highlighted here are just a few examples of the many exciting developments at Dataflex in 2023. Besides reflecting on our achievements, we've also spent almost an equal amount of time soul searching. What are we doing, why do we do it, and does it make sense?

Roderik Mos
Owner and Managing Director

Preface

As a family business now in its 41st year, sustainability has always been a key consideration for us, evolving and expanding over time. Our focus has grown from a people-centric mindset to a holistic approach that encompasses people, planet, prosperity, peace, and partnerships. In other words, we have moved beyond just caring for our family to caring for our workers, our neighbourhood, and the environment. As our outreach expands, so does our responsibility.

The year 2023 offered us an opportunity to pause and reflect. Partly driven by new regulations, such as the Corporate Sustainability Reporting Directive (CSRD), the 'Green Claims' Directive, and the Carbon Border Adjustment Mechanism (CBAM), the European Union is making significant strides in sustainability—something we are pleased to witness. We took this opportunity to realign and reassess our sustainability efforts. For instance, we questioned where the line lies between genuine efforts and 'greenwashing' claims and whether achieving 'carbon neutrality' is truly effective when it often depends more on compensation rather than effectively reducing actual operational emissions. With CBAM coming into effect, would it still make sense for us to compensate our emissions, or do we use that funding to reduce those emissions.

In the following chapters, we will take you through our progress and the current state of our efforts across governance, social, and environmental topics.



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Key figures for 2023



2017

Switch to natural gas.

Performed Life Cycle Assessments.

2019

Collaboration to establish the industry's first Product Category Rules for ergonomic accessories.

First company in our industry to publish Environmental Product Declarations (EPDs).

First carbon-neutral company in the office interior sector.

2015

LED lighting and hyper-efficient air conditioning at the offices.

2021

Calculation of the Material Circularity Indicator for an initial 15 products.

LED-lighting in our warehouse.

Launch of the Dataflex volunteering program.

2023

Business fleet achieved 100% electric.

HQ renovation completed contributed to 61% of gas reduction.

First Dataflex repair cafe

2016

Ban all Styrofoam from Dataflex packaging.

2018

Ecosheets are published on the product pages.

First Sustainability Report.

2020

Launch our 100% recycled PP cable guide series.

First products packed in tissue paper, reducing plastic in packaging to an absolute minimum.

Our Viewlite toolbars become our first in-themselves carbon-neutral products.

2022

Launch of the Circularity Program.

Refurbishment of 1327 pre-used monitor arms.

Start renovation project to make our HQ even more sustainable, including placing 300 solar panels on warehouse.

B Corp certification!

2014

The first electric vehicle and charging station at HQ are purchased.

We switch to green-only power!

Dataflex timeline



Governance

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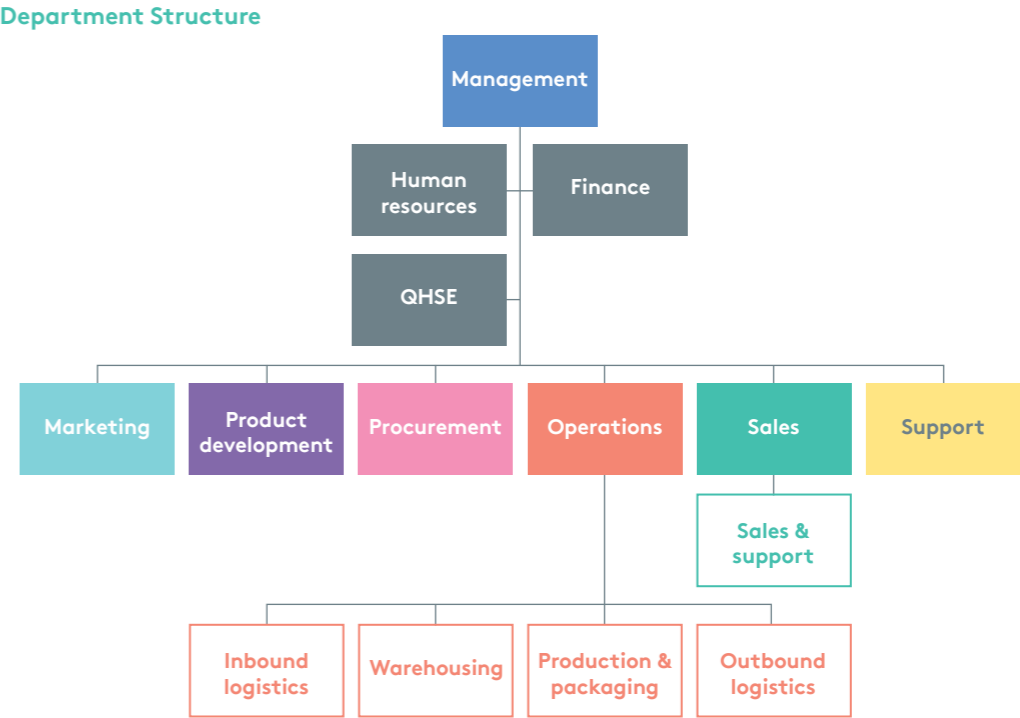
PEACE, JUSTICE
AND STRONG
INSTITUTIONS

Governance is the backbone of an organization's operations, guiding our direction and reflecting our core values. In this section, we provide an overview of our governance practices and recent updates on our governance framework.



Governance Structure

In line with many family businesses, our director serves as the top decision-maker and primary bearer of responsibility. However, this is balanced by the involvement of three other managers in the Management Team (MT), mitigating the common pitfalls often seen in traditional family-run businesses. Under the MT, we have established the Governance Management Team (GMT), Commercial Management Team (CMT), and Product Management Team (PMT), each consisting of relevant managers overseeing their respective areas. Additionally, our daily operations are supported by various teams, as illustrated in the graph below.



In terms of sustainability management, we are proud to have introduced a new role this year: the Sustainability Coordinator. This role is solely dedicated to advancing our sustainability agenda. The coordinator reports directly to the director and collaborates closely with all teams and across value chains to drive cross-departmental efforts in sustainability.

Mission & vision

In light of our year of reflection, we have reviewed and updated our Dataflex Mission and Vision, which were originally formulated in 2018. This update allowed us to take a closer look at our current position and the direction in which we are heading.

Mission Statement

At Dataflex, our mission is to empower individuals in their professional work life by designing and producing innovative, ergonomic computer workplace accessories that enhance comfort, productivity, and well-being. We are dedicated to delivering forward-thinking solutions that adapt to the evolving needs of people in the modern workspace, whilst leaving the smallest possible footprint on our planet.

Vision Statement

Driven by a commitment to excellence, Dataflex envisions a future where workspaces seamlessly blend functionality, comfort, and sustainability. By continuously exploring ergonomic design, we aspire to be a pioneer for workplace accessories, creating environments that inspire creativity, foster collaboration, and promote overall employee satisfaction. We want to be the global benchmark for how businesses in our field operate. With continuous integrity, accountability, and a profound respect for every encounter, our commitment is to leave a positive imprint on every aspect of our journey.



Our core values

In addition to updating our mission & vision introduced before, we have also introduced the values we uphold to align our and business conducts across our value chain. We are also reviewing our supplier code of conduct to ensure our suppliers comply with the same standards.



Honesty and Transparency:

We pride ourselves on being the most honest and transparent manufacturer in the industry. Our commitment to integrity extends to every aspect of our business, ensuring trust and openness with our stakeholders.



Sustainability:

As stewards of the environment, we actively pursue sustainable practices. Our B Corp certification reflects our dedication to balancing purpose and profit, minimizing our ecological footprint, and contributing to a more sustainable future.



Innovation:

Grounded in a legacy of innovation, we continuously push the boundaries of design to create ergonomic solutions that anticipate and meet the evolving demands of the modern workplace.



Well-being:

We prioritize the well-being of the individuals who engage with our products. By focusing on ergonomic principles, we contribute to the health and comfort of employees, fostering a positive and productive work experience.



Community Engagement:

With a rich family legacy spanning four decades, we are committed to making a positive impact on the communities we serve that goes beyond doing business. Through active engagement and social responsibility, we strive to contribute to the betterment of society.

Social

3GOOD HEALTH
AND WELL-BEING

4QUALITY
EDUCATION

8DECENT WORK AND
ECONOMIC GROWTH

10REDUCED
INEQUALITIES

The social dimension of our organization reflects our commitment to people – our employees, customers, suppliers, communities and other stakeholders. This section highlights our initiatives aimed at promoting employee well-being and fostering strong community engagement.



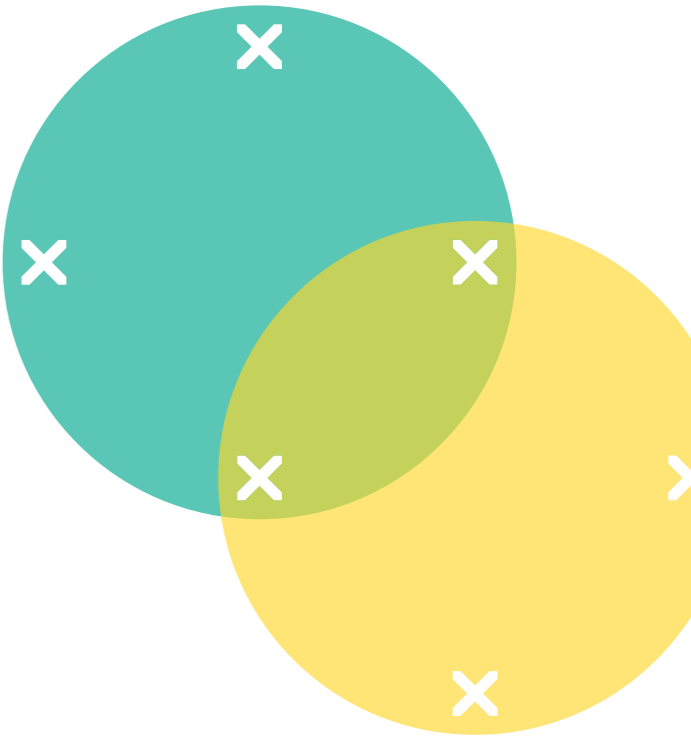
Our own workforce

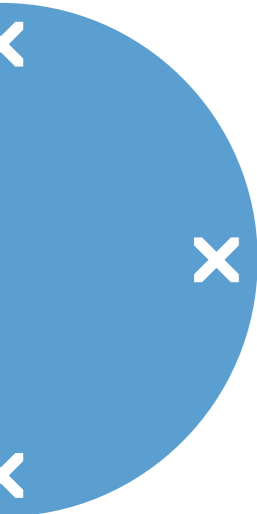
We have 39 employees by the end of 2023, with 4 left and 5 joined. The work force consists of 9 nationalities and the gender ratio being 0.625. 20.6% of our workforce have worked more than 20 years in this company, we are extremely proud of this fact, and we will continue to work towards becoming the place that employees would want to grow and stay.

In addition, we offer every employee a paid day per year to volunteer at a charity or a cause of their choice. This year, 11 employees have participated.

Learning at work

In 2023, we introduced a company-wide review program called “Learning at Work – 360 Feedback” to support our vision of establishing Dataflex as a learning organization. This initiative moves beyond the traditional feedback system, which typically occurs only between a manager and their direct reports. With this new program, any employee can select 3-5 reviewers from any department with whom they have collaborated to evaluate their performance, provide feedback on their competencies, and offer suggestions for achieving their personal goals. This 360-degree feedback approach enables employees to receive comprehensive insights, fostering holistic growth in areas that may have been overlooked in the past, while also ensuring continuous self-improvement. We are proud that 68% of our employees participated in this program, and the overall feedback was overwhelmingly positive.





Health, wellness, and happiness (hwh)

Beyond professional growth, we have our Health, Wellness, and Happiness (HWH) Team, dedicated to launching various social and environmental initiatives aimed at positively impacting our local communities and employees—a challenge when engaging and inspiring a large group. Although we had a delayed start this year due to company renovations in early 2023, the second half of the year was our time to shine. We began with smaller events, such as our “Pannenkoekendag,” which received enthusiastic feedback from colleagues. We also continued our annual tradition of “World Cleanup Day,” where employees from all departments united to clean up our office neighborhood in the Netherlands. Even those employees working abroad in for example Germany, the UK and Poland, unable to join on-site contributed by tidying up their own neighborhoods. This year, we successfully collected 64kg of trash.



- HWH timeline 2023**
24-7 Pannenkoekendag
15-9 World Cleanup Day
Sep – Nov Challengez “Dodge the Donut” Challenge
22-9 Summer BBQ and office reopening
Oct – Nov Table tennis tournament
20-11 – 05-12 Sinterklaas Scavenger Hunt
22-12 Christmas Party @ Snowworld



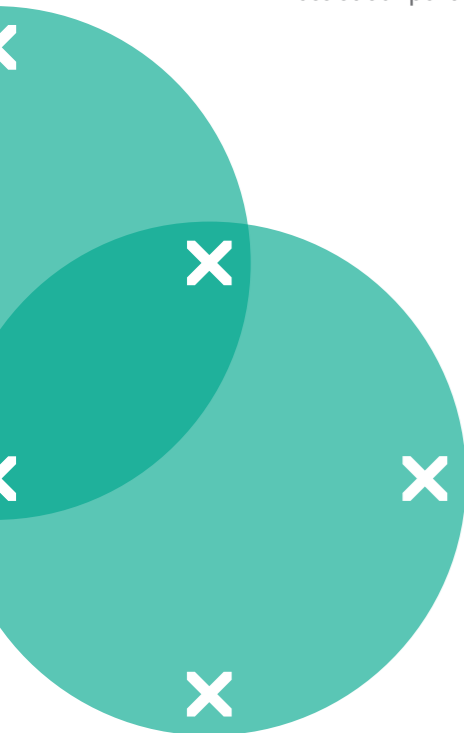
Social

Workers in the value chain

Our value chain spans from Asia to Europe. To ensure that our suppliers adhere to the most up-to-date regulatory requirements and the standards we set, we plan to review our suppliers code of conduct. We will encourage our suppliers to comply with these standards and to declare their current regulatory compliance in the coming year. Additionally, we are planning to conduct onsite audits to verify that workers are employed under equitable conditions. The primary focus of these audits will be on grievance procedures in extreme weather situations and future planning.

Partners

Our suppliers are undeniably our most important partners within the value chain, spanning from Asia to Europe. We strive to nurture long-term relationships, with the average tenure currently exceeding 72 months (about 6 years). Our goal for the upcoming year is to extend this average to over 84 months (about 7 years). Collaborating closely with our suppliers, we actively seek materials with the highest possible recycled content for our products. This process relies on transparent communication and consistent information sharing, and we are grateful for our suppliers' commitment to joining us on this sustainability journey. Looking ahead, we are developing a supplier sustainability roadmap to address our Scope 3 emissions and assist our partners in achieving more sustainable operations.



In addition to our suppliers, we collaborate with several key partners to improve our environmental impact and be a part of a community that demands positive change:



Ecochain has been our partner since 2016, assisting us in accurately calculating the environmental impact of our products. Through this partnership, we have produced 103 Ecosheets and 15 Environmental Product Declarations (EPDs), demonstrating our commitment to transparency and accountability.



Trees for All supports us in offsetting our Scope 1, 2, and 3 emissions, helping to neutralize our carbon footprint and contribute to global reforestation efforts.



B Corp is a certification and a community with businesses that demonstrate high social and environmental performance, while having the initiative to be a force for good. We are proud to become certified by the end of 2023, and we will continue to improve and scheduled to be recertified by the end of 2025. To achieve the recertification as well as to integrate B Corp better into our operations, we also plan to assemble a focus group working on this subject together.

Unfortunately, we have been informed that our long-term partner INSIDE/INSIDE will retire by the end of this year. We are currently seeking a new program operator to continue our EPD calculations and maintain our high standards of environmental reporting.



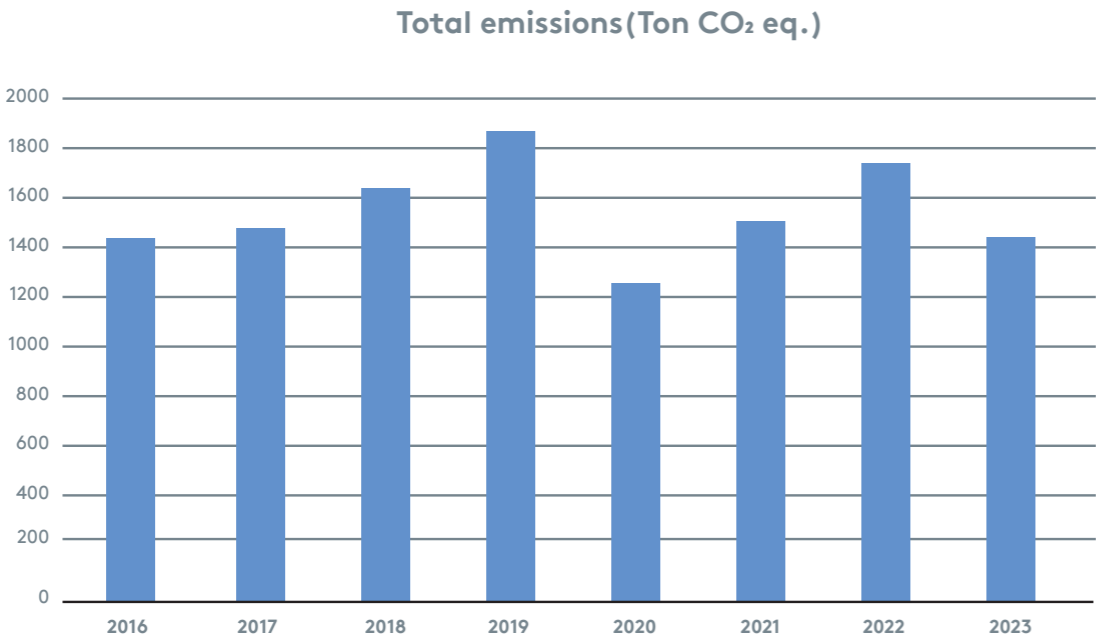
Environmental



This section provides an update on our environmental initiatives, detailing our progress in reducing Scope 1, 2, and 3 emissions and our commitment to advancing a circular economy. We outline the steps we are taking to minimize our environmental impact and promote sustainability across all areas of our operations.

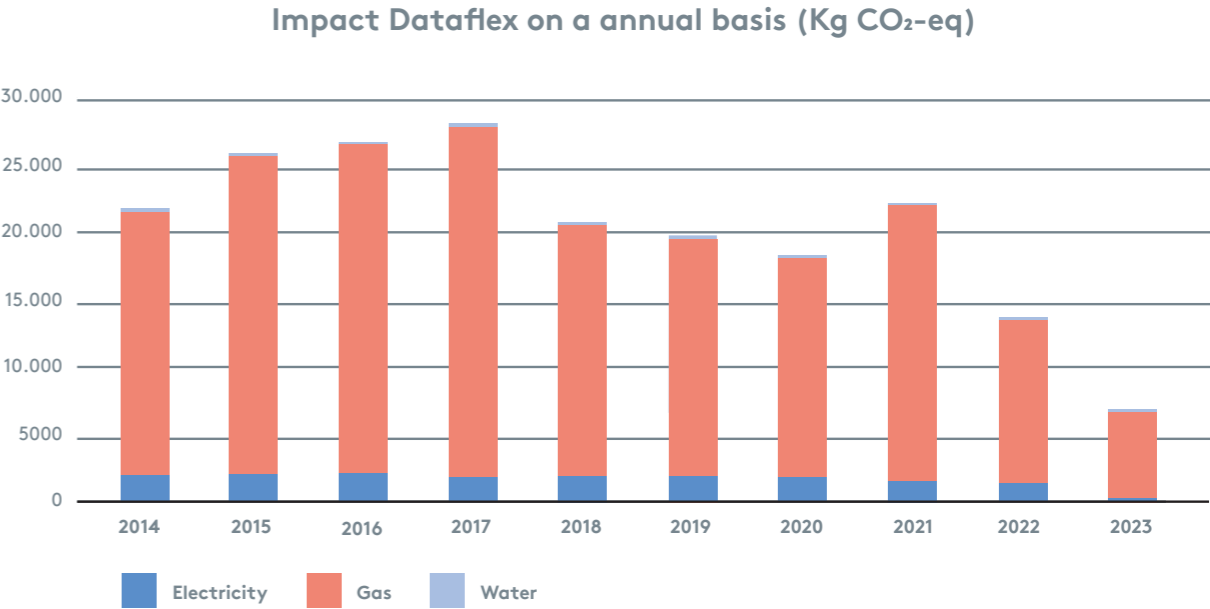
Climate change

This year, we emitted 1,425.41 ton CO₂-equivalent (CO₂-eq) emissions across our Scope 1, 2, and 3 categories within our value chain. Notably, 99% of these emissions were attributed to Scope 3, primarily stemming from our supply chain.



Scope 1 & 2

Our Scope 1 and 2 emissions have significantly decreased compared to previous years, largely due to the renovation of our headquarters, completed in April this year. The renovation included upgrades to energy-efficient infrastructure, such as roof replacement and the installation of the highest-level insulation with triple HR+++ glass. Additionally, we installed over 100 kW of solar panels. As a result, electricity consumption from the grid decreased by 87%, while gas consumption dropped by 61%.



Scope 3

Scope 3 emissions encompass those generated by our supply chain, business travel, and employee commuting. Given these emissions represent most of our carbon footprint, addressing Scope 3 is a critical focus of our sustainability efforts.

Supply chain

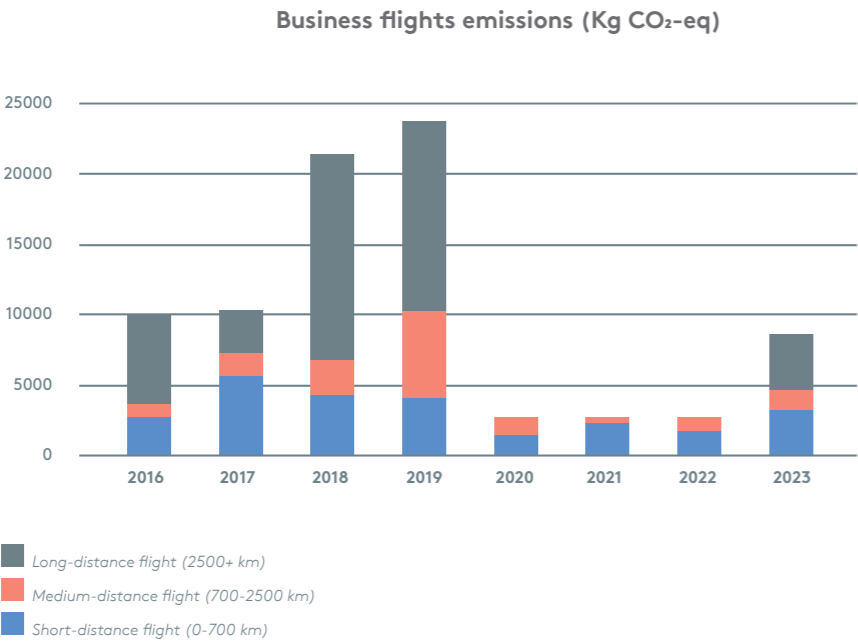
We collaborate closely with our suppliers to gather the data necessary for calculating product emissions through Ecochain. The primary challenges involve establishing the right foundation and ensuring aligned communication. To strengthen our efforts, we have partnered with our procurement team to develop a 5-year supplier sustainability roadmap. This roadmap is designed to align our suppliers with our sustainability goals and gradually reduce our Scope 3 emissions. The plan is structured into five stages, which will be rolled out over the coming years:

- 2024: Awareness & definition & research
- 2025: Internal external setting goals
- 2026: Implementation
- 2027: Refine
- 2028: Reset

In addition to reducing Scope 3 emissions through our suppliers, we also aim to decrease emissions from a product design perspective—a topic you can explore further in the next chapter.

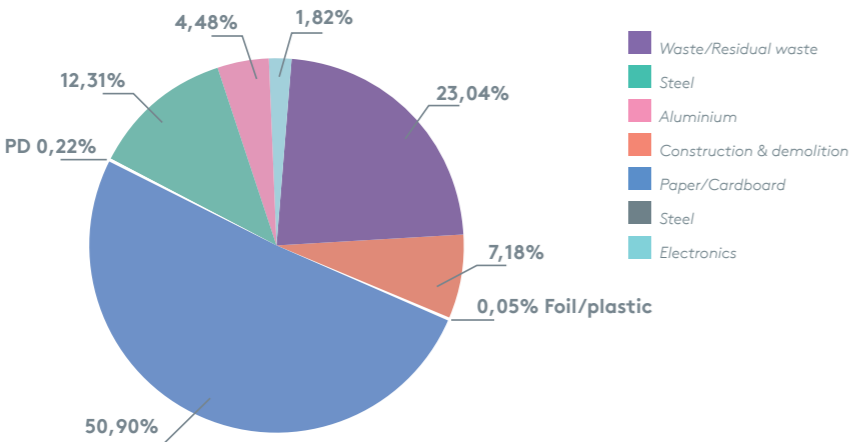
Business travel

In 2023, we proudly achieved 100% electric power for our entire vehicle fleet. This year also marked our return to business as usual after Covid-19, with an increase in visits to suppliers and clients. While our business flights doubled compared to the previous year, they remain significantly lower than pre-Covid levels. However, the resume of our supplier visits and customers has strengthened our relationship and thus contributed to better relationship across.



Waste Stream

Below, you can also find an overview of the waste we have generated this year. The total amount accumulated to 21,181 kg per year.



Resource Use and Circular Economy

To integrate our products more closely with the circular economy and to minimize the need for resources, our product development team has been through workshops and finalized our product design principles, most of which we have already applied but not yet documented.

Our Product Design Principles are:

Responsible Material:

From start to finish, we ensure that materials that went into our products are weighed against ecological, social and economic factors that fit the most appropriate materials for every product and situation.

Responsible Sourcing

The supply chain is our most important partner. By promoting fair labor practices and implementing relevant norms and code of conduct, we guarantee an ethical supply chain. In addition, we will try to increase our reliance on local suppliers.

Design for Disassembly

This involves creating products in a way that facilitates easy separation of components and materials at the end of their lifecycle, enabling efficient recycling and reuse. It also considers the ease of access to components, eliminating adhesives or fasteners that hinder disassembly, and providing clear instructions for end-users or recyclers.

Design for Use

This guiding principle emphasizes creating products and solutions with a strong focus on user experience, usability, safety, and comfort. It promotes a user-first approach, prioritizing the needs, behaviors, and well-being of end-users. Afterall, we are the ergonomics specialist.

Design for Quality

This ideal involves creating products that are not only aesthetically pleasing but also built to withstand prolonged use. The goal is to extend the product's lifespan, allow for the possibility of repair and replacement, and ultimately contribute to a more sustainable and circular economy.

By upholding these principles, we hope to empower our consumers to be part of the cycle of circular economy.

Circularity program

We have since 2022 upscaled the ‘Return Program’ into ‘Circularity Program’. The main change lies in how we take care of the final stage of the product’s lifecycle. In the past, we helped the consumers to recycle properly with the returned products. With the new program, we will do our best to refurbish the products and allow them to find a new home and extend their well-deserved service life.

In 2023, we refurbished 999 arms, and we hope to expand the scale to bigger by marketing it louder. However, the challenge lies in how we could incentivize the clients and find a stream of demand to support the business case. And this will become our challenge in the coming years.

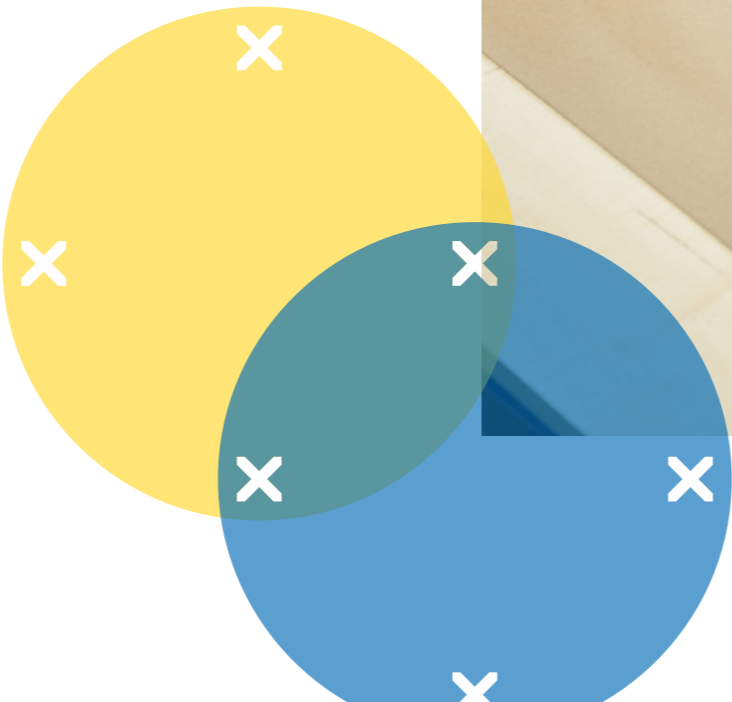
Second-chance products

Products returned to us are repaired or refurbished and offered as our 'second chance' stock. With only minor signs of use, they are offered at a discount to our customers. Current stock of Second Chance products can be requested from our sales team. This year we have sold 98 products from our second-chance stock. By doing this, both the value from the end-user and the material have been saved.

Donated products

Since 2020, we have been making in-kind donations and giving away our products to support charitable causes. This is our way of giving back to society and ensuring these organisations benefit from the ergonomic health benefits when working at a computer. This year, we have donated to Cybersoek in Amsterdam. They are a platform offering free support and education of digital self-reliance.

If you are you a non-profit organisation and would be interested in joining the program, please contact us at info@dataflex-int.com



Looking ahead: overview of goals

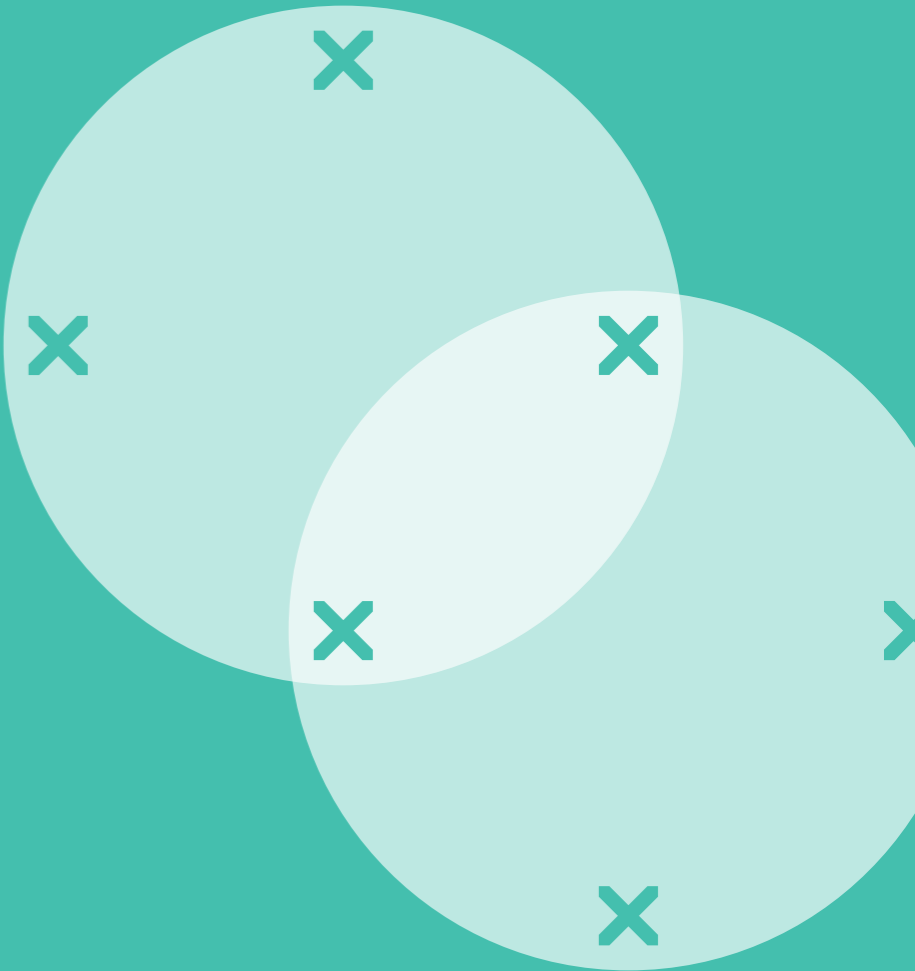
Below you can find a list of goals we have set up back in 2023. We have since made certain progress and adjustments based on the change of situation and targets. The structure is aligned with B Corp Impact Assessment under 5 impact categories: Governance, Workers, Community, Environment and Customers.their well-deserved service life.

Topic	Goals 2023-2025	Progress 2023
Governance	Improve systems for feedback, engagement and follow-up for our stakeholder groups.	Conducted training and evaluation with key suppliers to ensure alignment with our sustainability objectives. Further improvements to stakeholder engagement planned for 2024.
	Begin measuring our social impact.	Implemented reporting on internal social data, including gender ratios, workforce nationalities and social initiatives.
	Train new and existing employees on ethical decision-making and environmental practices.	Provided sustainability training for all new hires and conducted mission and vision sessions for the existing team. Regular training initiatives are scheduled to continue.
	Set carbon reduction targets for 2030.	Updated calculation methodology for carbon emissions. In 2024, we will set reduction targets.
Workers	Introduce a 360-degree feedback system and 'Learning at Work' program for all employees.	Successfully completed 360-degree feedback for 23 employees. The program will be expanded further in 2024.
	Offer preventive medical examination to all employees.	No examinations offered as no high-risk work is conducted. However, all employees have access to the company doctor for health-related concerns, even if they are not sick.
	Expand our life skills training courses beyond career-specific development.	Launched the 'Learning at Work' initiative for professional development. The next phase will incorporate non-career-specific skills in 2024.

Topic	Goals 2023-2025	Progress 2023
Community	Increase engagement with local communities through volunteer programs.	11 employees volunteered a total of 40 hours. Efforts to increase participation and diversify charitable causes are ongoing.
	Re-establish our in-kind donation program to support charitable causes.	Donated to Cybersoek, with plans to expand contributions in 2024.
	Introduce social audits at the production facilities of major suppliers.	Planning a supplier audit trip to Asia in 2024.
	Measure and increase diversity within the company.	Gender ratios and workforce nationalities have been measured. A broader diversity survey is scheduled for 2024.
	Create local job opportunities in alignment with business development goals.	Hired locally within sales regions and ensured employees at headquarters live within a 30km radius. Workforce growth of 3% achieved in 2023.
	Implement third-party risk or impact assessments for suppliers.	Engaged with third parties on supplier evaluation criteria. EcoVadis will be considered as an assessment tool starting in 2025.
	Organize or participate in at least four charity events per year.	This goal is set for 2024, with planning currently underway.
Environment	Increase the proportion of recycled materials in our products.	Research and discussions with suppliers are ongoing to incorporate more recycled materials into product lines.
	Collaborate with suppliers to adopt environmentally friendly production methods.	Communicated sustainability expectations to both existing and potential new suppliers. Further improvements in 2024.
	Launch a circular product series.	In discussions with suppliers to align on sustainability requirements for a future circular product range.

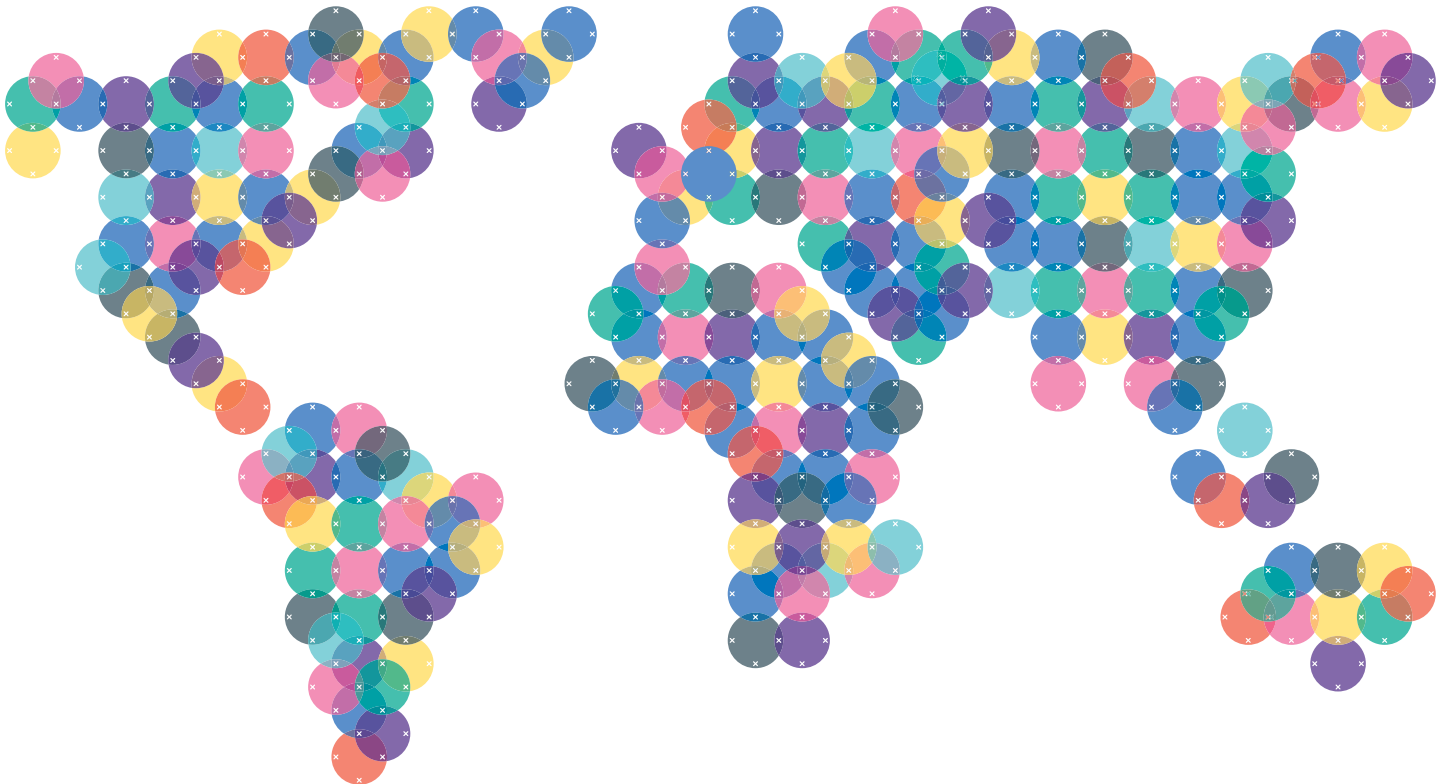
Topic	Goals 2023-2025	Progress 2023
Environment	Certify the Dataflex HQ under a recognized green building standard.	Currently reviewing and assessing the most suitable green building certification standards. A decision will be made in 2024 to move forward with the certification process.
	Increase the number of environmentally certified products with an EPD from 15 products to 30 products by Q3 2025.	Due to the retirement of Inside/Inside, we are not able to use the standard held before. Will postpone the EPD to later dates.
	Recertify as a B Corp by 2025.	Initiated the B Corp recertification process by 2024.
	Obtain EcoVadis certification.	The certification process has been initiated, planned to be certified by end of 2024.
Customers	Set measurable customer satisfaction targets.	Currently discussing methodology for evaluating customer satisfaction, with implementation expected in 2024.
	Measure the positive impact of our products on users.	The process is set to begin in 2024.
	Launch an ergonomic training program to educate customers on the benefits of good ergonomics.	Most of the sales team has received ergonomic training. A full-scale rollout will commence in 2024.
	Use only recycled and sustainable promotional products ("goodies").	This target is set for implementation in 2024.

Ensuring our promises are more than just words.



We are international

www.dataflex-int.com



Dataflex International BV
Global
T +31 180 515444
info@dataflex-int.com

Dataflex Deutschland GmbH
Germany & Austria
T +49 211 17607610
info@dataflex.de

Dataflex France Sarl
France
T +33 134 753738
info@dataflex.fr

Dataflex UK
United Kingdom & Ireland
T +44 20 3875 7734
info@dataflex-uk.co.uk

Dataflex Benelux BV
Benelux
T +31 180 530750
info@dataflex.nl

Dataflex Italia Srl
Italy
T +39 02 39197911
info@dataflexitalia.com

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feeling at work