



**interseroh**

**REALLY  
SUSTAIN  
ABLE!**

**Sustainability report 2012**

**ALBA** Group

Interseroh for the first time gives an extensive and detailed account of its social and ecological accomplishments in the present sustainability report. What's behind this is the company's attempt to create transparency about the consequences of its business activities for the natural and social environment for customers, employees, suppliers and a broader public. Furthermore, the report should also provide information on how Interseroh exercises its responsibility for the closure of closed product, material and logistics cycles as a system service provider.

The sustainability report is the result of a six-month strategy process during which we analysed our sustainability commitment and courses of action in detail and set ourselves some ambitious goals for the coming years. We will be presenting the progress made towards achievement of these goals in future every two years within the context of continuous sustainability reporting. With our first sustainability report, we invite our stakeholders to enter into a dialogue with us.

**Reporting period and limits**

The report and the key data contained therein refer to the business years 2010, 2011 and 2012, unless otherwise specified. All national and international business units of the ALBA Group that were assigned to the Services Segments (INTERSEROH Dienstleistungs GmbH) division on the cut-off date 1 January 2013 were consolidated.

These include the units responsible for

- Take-back systems for sales and transport packaging as well as kraft paper bags, deposits on non-refillable containers or old electrical and electronic equipment,
- Collection systems for empty printer cartridges, mobile phones or spent energy-saving lamps,
- Nationwide waste disposal management,
- Logistics solutions for returnable carriers (pooling) and
- Process to recycle used plastics (recycled-resource).

These are joined by the business units operating under the ALBA name for

- Facility management and for
- the sorting of lightweight packaging,

which are also part of the Services Segment. If data or statements relate to only a single division or the ALBA Group as a whole this has been marked accordingly.

Organisational changes took place during the reporting period. For example, the business unit for sorting lightweight packaging was assigned to the Services Segment in July 2011. We have rendered the data comparable here by showing the business unit in the previous period too. All of the statements and data in principle refer to the overall Services Segment, except for the details in the chapter on environment.

The Facility Management and Sorting of Lightweight Packaging business units have not yet been recorded in this chapter. We report on the locations in Germany and Austria. The data is based mainly on measured or settled figures. In a few individual cases we had to revert to estimates or extra-polarations.

**International standards**

The present report has been prepared in accordance with the Sustainability Reporting Guidelines G3 for the Global Reporting Initiative and achieves Application Level B+. In addition, parts of the report have been audited by KPMG AG Wirtschaftsprüfungsgesellschaft. The audit report can be found on page 34.

**Editorial notes**

The copy deadline for this report was 10 May 2013. The masculine form was chosen for reasons of legibility when referring to gender-related descriptions. Our female employees are of course also included. To make things simpler, we use the term 'Interseroh' in this report to stand for the entire ALBA Group Services Segment.

**Further information**

Additional and up-to-date developments on sustainability at Interseroh can be found on the Internet at [www.really-sustainable.com](http://www.really-sustainable.com).



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Dear Sirs,

Sustainability has always been a focus of our corporate strategy. But with this present sustainability report we for the first time create complete and extensive transparency on the social, ecological and economic performances of Interseroh.

We are delighted with this milestone and proof of responsible management. We documented a sustainability strategy for the Services Segment of the ALBA Group in 2012. It began with an analysis of the opportunities and risks associated with sustainability for us, from which we then derived concrete measures. Since then, we have been pursuing some ambitious goals under the motto 'really sustainable!', which are now presented in this report. Incidentally, this is one of the first Level B+ reports in our industry.

As a system service provider, we believe that we can only operate credibly on the market in the long term if we can demonstrate that we organise our own processes just as sustainably as the projects for our customers. The sustainability strategy of the Services Segments thus pursues two objectives: it should create

**»As a system service provider, we have particular know-how in designing closed material, product and logistics cycles. We supply sustainability – this is used not only for our customers but also in our own processes. We live sustainability – both externally and internally.«**

Eric O. Mendel

value – for both our customers and for us – and it should secure value – with respect to both our reputation and our own resources. We understand the motto 'really sustainable!' as meaning a constant improvement process and an ambition that is not concluded by the publication of our sustainability report. On the contrary, we are working on the continuous development and improvement of our strategic foci and on the specification of quantifiable goals which we want to measure up to in future.

The publication of our sustainability report on World Environment Day is also a gesture: because a commitment to the environment, the closure of substance cycles and the sparing of natural resources has always been part of Interseroh's core business. For example, our services helped save 7.7 million tons of green

house gases (Fraunhofer UMSICHT study), reuse more than 50 million returnable carriers and recycle 70% of the old plastics and packaging we collected in the reporting period in 2011. Thanks to our recycled-resource process, and after many years of research, we are the first provider who has succeeded in fully closing the plastic substance cycle. In the coming years we want to gain even more customers through even more sustainable products and services.

**»Employees are our most important resource. They have the know-how and skills to make closed substance cycle waste management a reality. This is why we involve them in all of our sustainability efforts and the continued development of our sustainability strategy.«**

Markus Müller-Drexel

**»The Facility Management division supplements the Services Segment with services that promise our customers an important added sustainability value: from the optimisation and rehabilitation of existing properties through to a highly-efficient, all-round supply for commercial and residential property.«**

Hans-Stefan Kalinowski

Of course, we have also questioned our own processes critically in the course of preparing the sustainability strategy. This was based on the complete analysis by the TÜV Rheinland STAR (Sustainable, Trustworthy, Accountable and Responsible) in 2011, where Interseroh was awarded the result 'excellent' in all nine categories. As a further development of this, we established a sustainability management system that supplements our existing integrated management system. This in turn was based, amongst other things, on the criteria of ISO 26000, the international guideline for the social responsibility of organisations.

Within the scope of a sustainability roadmap, we also set ourselves the goal of creating transparency on our own carbon footprint by the end of 2013 and of

extending our environment reporting to all locations in the segment by 2014. If we want to achieve the goals we have set ourselves we need convinced executives and employees who derive their own tasks and responsibilities from these goals.

This is why we involve all of our employees in our sustainability efforts. A number of colleagues were already involved in the definition of the strategy, who we would like to thank at this point for their support. By 2014 we want to further improve the well-being of all employees through a nationwide health management system, the intensification of further education and training offers as well as the fostering of an open and cooperative corporate culture. We will then measure up to the goals we have set ourselves through an employee satisfaction questionnaire.

The management of the Services Segment is looking forward to tackling its sustainability commitment together with all internal and external stakeholders even more intensely and systematically in future. You are warmly invited to send us your feedback, ask questions and challenge us on our further journey. Because this is what it takes to be 'really sustainable'.

**»We sort up to 530,000 tons of waste every year in our plants. Thanks to the latest process-engineering technologies, we can recycle 70 % of the household old plastics and packaging we collect and process. This means that we make a huge contribution to sparing the environment and resources.«**

Dr. Uwe Rantzsch

Your Segment Management Board

Eric O. Mendel

Markus Müller-Drexel

Hans-Stefan Kalinowski

Dr. Uwe Rantzsch

## 6 Company profile

Interseroh is one of the leading providers of sustainable system services for the closure of product, material and logistics cycles. We advise our customers throughout Europe on the responsible handling of recoverable materials and thus help them to improve their sustainability performance. Our range of services is aligned to our customers' needs along their value chain. The individual elements of our portfolio can be combined as needed: from maximum cost optimisation through to complete, customised solutions.

As a member of the ALBA Group, Interseroh is part of one of the world's biggest environmental services providers and raw materials suppliers. Interseroh represents the Services Segment in the ALBA Group and is 'the' specialist for waste avoidance and product recycling, the take-back and sorting of packaging, the supply of valuable secondary raw materials and sustainable returnable solutions as well as facility management. Established in 1991 with 35 employees, the Services Segment within the ALBA Group today has around 1,600 employees at 27 locations throughout Europe.

### Business model 'Urban Mining'

Waste is no longer simply refuse but an important source of raw materials for the economy. In view of the increasing scarcity of resources and the global increase in population figures, the collection, recovery, refinement and trade of raw materials from wastes is an important lever for sustainable development. The business model of

Interseroh and the ALBA Group is based on the closed substance cycle waste management described by these principles.

Our services help spare natural resources and sustainably develop product, material and logistics cycles. Interseroh's services cover the complete recycling cycle for old plastics, for example. We can recycle around 70% of old plastics and packaging that are collected from households, sorted and processed in our own plants thanks to the latest process-engineering technologies. Since this allows us to slash the share of CO<sub>2</sub>-intensive, energy recovery of plastic wastes, we reduce the carbon footprint of plastics and at the same time produce high-quality secondary raw materials for our customers.

### Offer and services

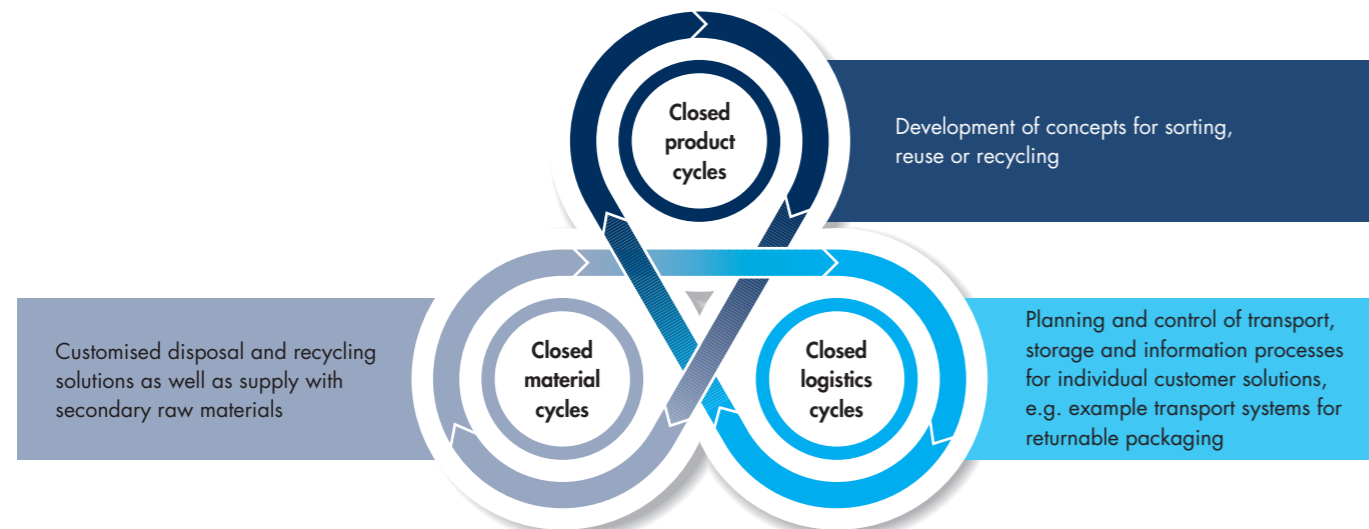
Interseroh helps its customers reduce their material input and manage flows of recoverable materials cost-effectively

and ecologically through sophisticated consulting approaches. They hereby profit from our tried-and-tested systematic thinking as well as the complete implementation of these approaches from a single source. We can combine our services into a customised solution to cope with individual needs, thus creating both economic and ecological added values as an innovative business partner.

We develop bespoke disposal solutions and facility services for entire industries or individual customers. One example is the underground supply and disposal centre at the Potsdamer Platz in Berlin which we planned. With a total area of 4,500 square metres and five kilometres of supply routes, it guarantees that the companies, hotels and offices located there can be supplied efficiently and that their waste can be disposed of unobtrusively.

### Business model Interseroh

We support our customers along their value chain with our system services.



Or we organise complex processes for our customers, such as the take-back of sales and transport packaging as well as the logistics for more than 50 million returnable carriers per year. We hereby network international systems and help our customers comply with all and any statutory requirements – all of this in real-time.

And finally we supply industry with recycled raw materials such as processed plastics, which are comparable with new products in every respect.

With this business model we secure local jobs, achieve cost-optimising and environmentally sound solutions for our customers, and contribute to closing product, material and logistics cycles. We are convinced that our product mix width as well as our refined technologies and processes stand for a genuine ecological, economical and social added value. We thus make our company fit for a successful future on the basis of partner-like consulting.

**Economic development and growth**  
In the reporting year 2012, the ALBA Group Services Segment made a turnover of 468 million euros. The number of employees rose from 1,367 (2010) to 1,566 in 2012. 86% of these new jobs were created in Germany alone.



Once it has been set in motion, the perpetuum mobile does not stop. The energy transmitted to the final element of the construction is the starting point for new movement. This idea of a never-ending cycle is also what drives us at Interseroh.

## Sustainable corporate management

**'Really sustainable!':** this is our claim for assuming responsibility for our own corporate processes and, at the same time, supporting our customers and suppliers on their way to more sustainability. For us, sustainability is a conviction and a genuine corporate objective.

The motto of our sustainability strategy 'Really sustainable!' is a permanent challenge for us, a long journey on which we will continue together with our employees and business partners. As a company in the recycling industry, we have know-how in the field of closed substance cycle waste management – an even more decisive lever in future for a sustainable development.

Global megatrends such as climate change, the increasing scarcity of raw materials and the growth of the world's population pose a big challenge for our economy and society. We want to, and can contribute to overcoming these problems: through consistent and clever recycling, efficient processes and

the foresighted substitution of scarce resources. As a company in the middle of society we also experience the effects of our actions on the employees and our social surroundings directly.

This places us under an obligation: we encourage our employees, who have a high level of personal responsibility, and support social projects. But being really sustainable for us also means constantly questioning our own contribution.

### Sustainability strategy developed

Our sustainability strategy was resolved by the management of the Services Segment in November 2012. It was preceded by a six-month process during which the key aspects of sustainability were

recorded and analysed. Great store was also placed on the general conditions for our business in future and the derivation of potential chances from these. Strategic implications were derived from this analysis and summarised in seven fields of action in internal workshops during the management meeting in the autumn of 2012 and in talks with our stakeholders. Within these fields of action, we pursue goals that are aimed at both preserving and creating value, which are set out in specific roadmaps and provided with detailed objectives.

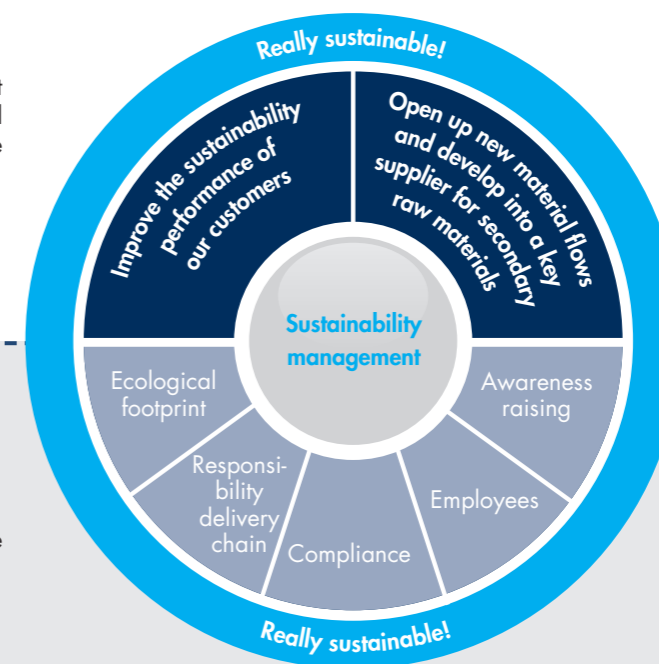
### Interseroh sustainability strategy

#### Create value

Establishment of the Services Segment in the ALBA Group as the preferred system service provider for the sustain-able development of its customers' value-creation processes and the closure of substance cycles

#### Secure value

Avoid social and ecological burdens and develop sustainable innovation potentials



**10 Our fields of action**

We have assigned the following goals to the individual fields of action:

1. We help our customers to improve their performance with respect to sustainability.
2. We open up new material flows in marketing or recycling and develop and market novel and established secondary raw materials
3. We place the highest requirements on energy efficiency and our own CO<sub>2</sub>-emissions. All pollutant risks for the environment are avoided according to the best available technologies.
4. We also require high social and ecological standards from our suppliers.
5. We ensure that all employees observe our high ethical standards through consistent compliance management.
6. We support our employees, invest in their development and involve them in sustainability management.
7. We help create an awareness of the importance and challenges of closed substance cycle waste management through our social commitment.

**Stakeholder dialogue**

A multi-level materiality analysis was carried out in the reporting period to identify the key sustainability topics for Interseroh. We talked to selected customers and scientific experts and assessed relevant megatrends and regulatory developments on the basis of their appraisals. Various workshops were held that involved employees from different areas and positions. The management also got involved in the discussion and similarly presented an assessment of those topics that it considered particularly relevant for business. A goal-oriented exchange with customers, scientific experts and employees is indispensable for the development of a reliable sustainability strategy. At the same time, this provided such a large number of stimuli that we have decided to continue the dialogue on sustainability in the future. Apart from a regular exchange with our customers, we will also be increasing our participation in trade-specific sustainability initiatives and the expansion of internal forums such as dialogue and management days with our employees.

**Sustainability management**

Our sustainability management has a coordinating function and acts as the link to the operative implementation in the individual dimensions – from personnel through environment, occupational health and safety, right down to business. The realisation of the goals pursued in the individual strategic dimensions is the responsibility of the specialist functions.

In this respect, the sustainability management supplements the existing integrated management system that covers all processes and procedures for quality, environment, industrial safety and health protection and satisfies the requirements of the international standards ISO 9001 (quality management), ISO 14001 (environmental management), BS OHSAS 18001 (health management) as well as the requirements for certification as a certified waste management company (Efb). The statements of the international guideline on the social responsibility of organisations (ISO 26000) also formed the basis of the expansion of the inte-

grated management system to include additional sustainability aspects.

We have developed a sustainability index that guarantees an overall view and allows readjustments as necessary. This indicates the progress with respect to the achievement of the defined goals. It is updated monthly by sustainability coordinators and reported to the management. The sustainability index is calculated

from the individual progress made in the implementation of formulated measures and goals as well as the weighting of different target dimensions. These weightings are flexible and can be adapted by the sustainability steering committee in view of altered basic conditions or strategic goals.

**Involving and motivating employees**

Sustainability initially needs convinced

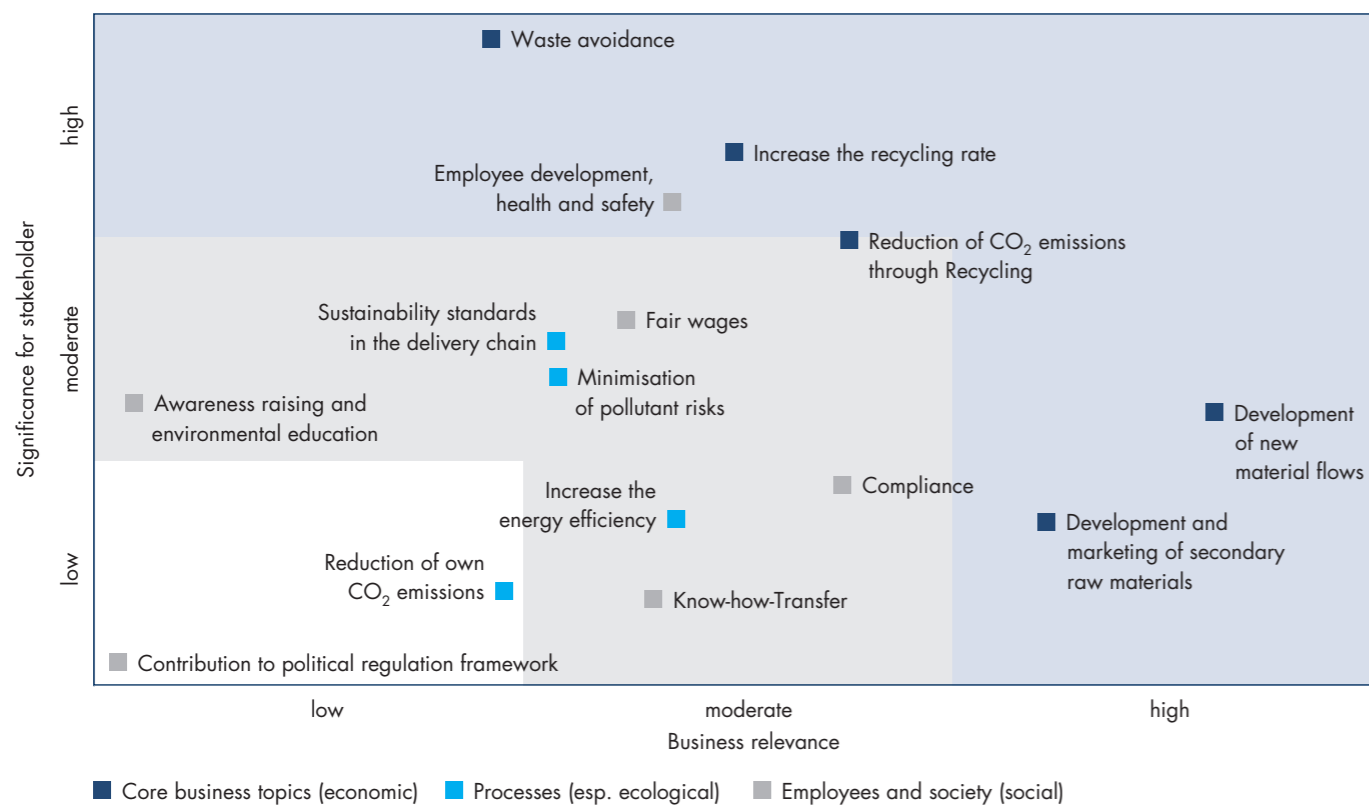
executives. It also needs every single employee, who can derive a task from it. Interseroh started working towards living and encouraging integrated thinking instead of creating abstract isolated solutions in its integrated management.

We also pursue this credo for the further implementation of our sustainability strategy. The responsibility lies with the management in cooperation with sustainability steering committee. This consists of seven mentors, each of whom is responsible for one field of action, the innovation manager and two sustainability coordinators. They are assisted by project teams who are responsible for the implementation of the resolved goals and measures on behalf of the mentors.

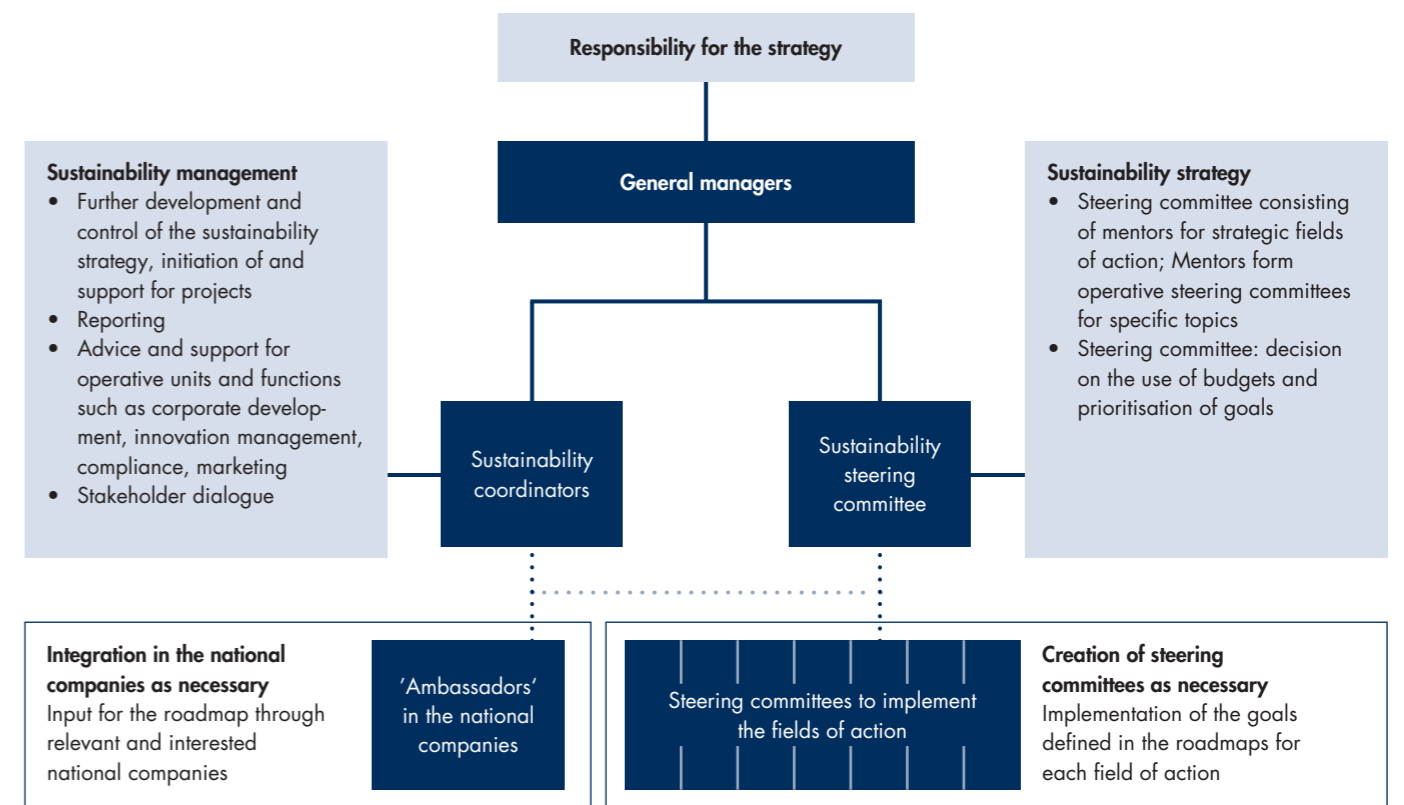
Sustainability ambassadors can be appointed if necessary to operationalise the sustainability strategy in the national companies on site; these are then involved in all of the activities by the sustainability coordinators and can formulate their own goals and measures.



**Materiality analysis**



**Sustainability organisation**





The infinite power of water has been feeding economic progress for centuries. The constant cycle of evaporation and precipitation shapes life on earth. It is the basis for growth and the model for complex and sustainable systems.

## Products and customers

We offer customised solutions with our range of services: from waste disposal through to supplies of raw materials. Thanks to closed recoverable materials cycles, we put into practice the concept of a working closed substance cycle waste management system. In 2011 alone, the ALBA Group saved more than 7.7 million tons of environmentally harmful greenhouse gases by recycling around 7.5 million tons of recoverable materials – corresponding to roughly one percent of total emissions in Germany.

The solutions we develop for customers in Germany and Europe go far beyond the waste disposal services prescribed by law: we combine the conservation of resources, waste avoidance and climate protection, thus giving a new meaning to the recovery of raw materials from 'waste'. By combining system services – from recycling, logistics and facility management to the supply of secondary raw materials – we help our customers to improve their own sustainability performance. This creates real added value.

We are constantly looking for new recycling methods for a wide variety of materials and are optimising existing processes in the sense of a working closed substance cycle waste management system. We work on solutions for closed recoverable materials cycles (closed-loop) that avoid the generation of wastes from the very outset since raw materials for new products are recovered from old products at the end of their useful life. At the same time, we have begun to analyse all of our processes and services from a sustainability point of view so as to be able to optimise the ecological efficiency, for example, or guarantee sustainable procurements.

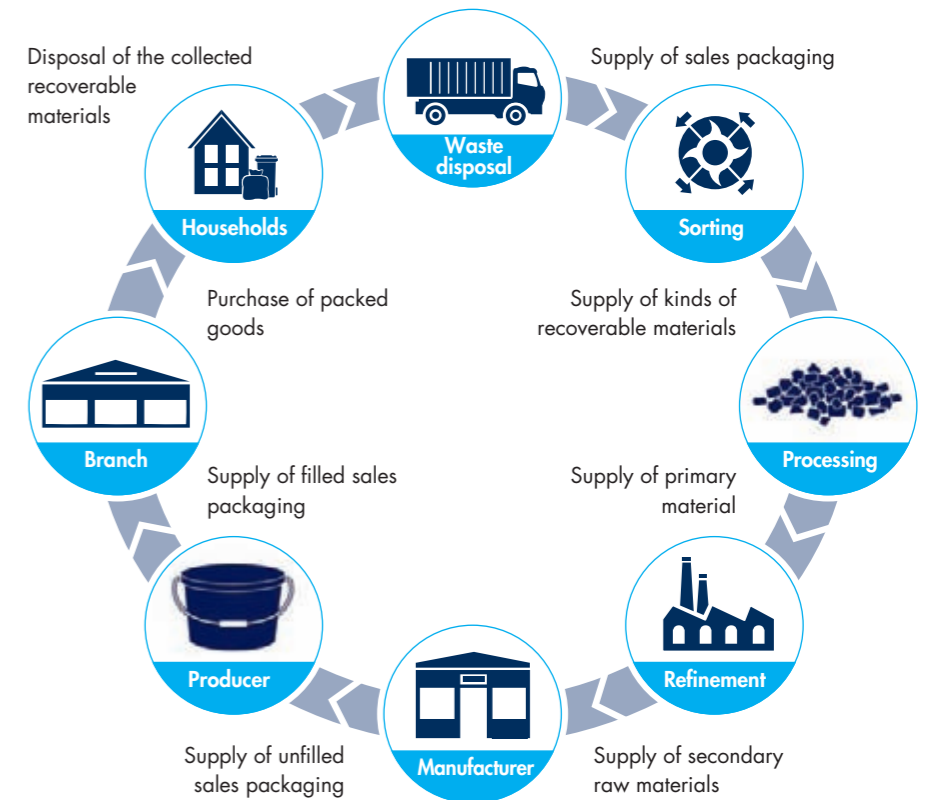
### Sustainable products for closed substance cycle waste management

When the World Business Council for Sustainable Development (WBCSD) formulated the objective for a sustainable world in its 'Vision 2050', closed substance cycle waste management ranked highly on the agenda. 'Vision 2050' describes nothing less than an economic concept in which raw materials from wastes are returned fully to the value creation cycle.

Interseroh already offers numerous solutions with which this concept can be turned into a reality. We hereby strike out on

### Closed-loop taking sales packaging as an example

(e.g. plastic/paper/tin foil)



new paths so that we can help our customers close substance cycles permanently and spare natural resources with an integrated portfolio. Above all, we help our customers continuously improve their own sustainability performance. Not only do we offer them legal certainty with respect to their disposal obligations, we also contribute to the material- and energy-efficient production of their products as well as the optimisation of their packaging amounts and logistics processes. In order to uphold this promise in the long term we have established measures and structures

that allow us to understand every detail of customer processes and develop customised, sustainable solutions.

### Substantiating the sustainable value proposition

We have honed the added value we offer our customers within the scope of our sustainability strategy. This was based on an analysis of product and consumer trends as well as the future legal and economic framework. At the same time we systematically assessed our portfolio of services with respect to economic,

14 social and ecological aspects to obtain pointers for sustainability-oriented product innovations. This process cannot be concluded but is an ongoing task which is being dealt with by an interdisciplinary team from various corporate areas and functions. We can therefore be sure that our analysis will constantly unearth 'blind spots' and reliably substantiate

the sustainable value proposition for our customers.

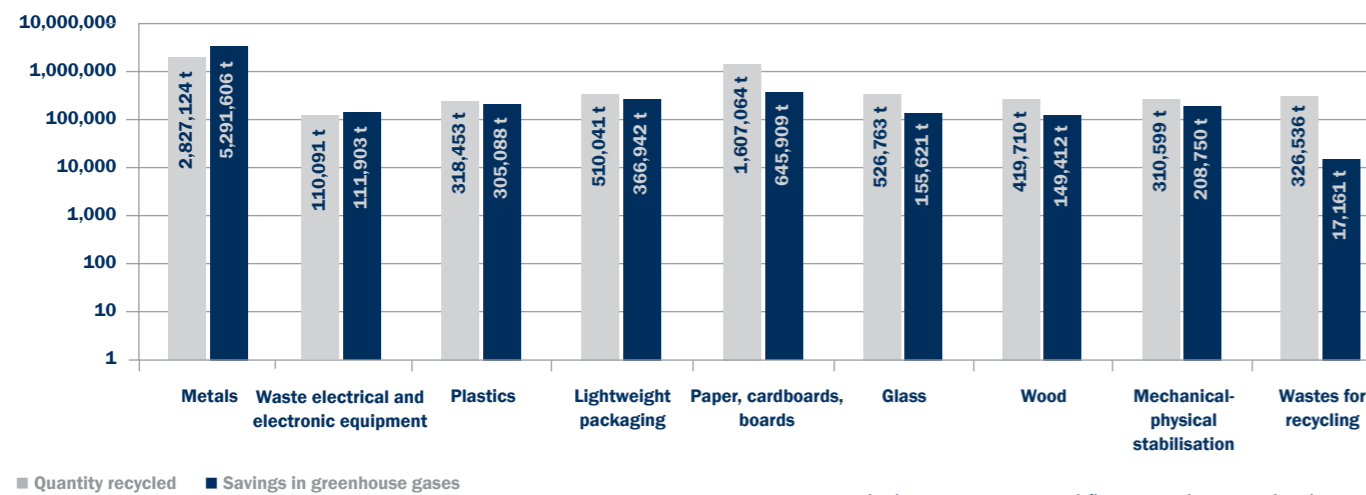
In order to establish and continue the sustainability analysis in our company we train employees from various business and functional areas. They should make sustainability an inherent part of our corporate culture and focus on new solutions

with which we can further reduce the ecological footprint of our customers and their products.

#### Climate protection study indicates the potentials of recycling

Around 931 million tons of harmful greenhouse gases were emitted in 2012 in Germany alone, primarily through the

Savings in greenhouse gas emissions 2011 for the ALBA Group in tons (t)



Only the German material flows are shown in the diagram on account of specific national characteristics.

combustion of fossil fuels as well as agricultural and industrial processes. In order to limit global warming to two degrees, greenhouse gas emissions will have to be cut in industrialised countries by 80% compared to 1990. Modern recycling can make a big contribution here: the use of recycling material in production saves energy and resources and cuts greenhouse gas emissions.

The Fraunhofer Institute for Environmental, Safety and Energy Technology UMSICHT investigated the contribution made by business activities in Germany, Austria, Slovenia and Poland to reduce harmful emissions for the fifth time on behalf of the ALBA Group. The result: in 2011 alone, the ALBA Group saved more than 7.7 million tons of greenhouse gases through the recycling of 7.5 million tons of recoverable material. The calculation was based on a comparison of the production of a product from secondary raw materials and of a product from primary materials.

For example, the recycling share of aluminium in German production – around one million tons in 2011 – is roughly 60%. The ALBA Group saves more than 87% of greenhouse gases with every ton

of recycled aluminium compared to its production from primary material. The 2.1 million tons of greenhouse gases saved by this corresponds to the amount bonded by a European mixed forest the size of Luxembourg.

The so-called ecological backpack has not been taken into account in the total calculation for the ALBA Group up to now. This means the resources used through the production of the raw materials outside Germany: for example through mining, processing and transport. However, initial research has shown that this examination makes sense, particularly for metals. This is why this new calculation method will be included in the next study for individual material flows.

#### Customer satisfaction remains high

We included topics related to sustainability in the regular customer satisfaction surveys for the first time in 2012. The surveys carried out by the market research company YouGov Germany AG are an important indicator of our services' quality and the expectations placed in our work. We achieved very good results in both customer satisfaction and loyalty in 2012. The share of customers who use the climate protection certificate issued by us

in their communication has grown steadily over the past years, in 2012 by 50%. The certificate shows how much greenhouse gas has been saved by the recycling services commissioned by the customer. The increasing use of the certificate is a clear indication that statements on one's own environmental impact are becoming increasingly important for our customers.

#### Our goal: develop new resources

Ensuring the long-term supply of raw materials is one of the biggest challenges that faces producing companies. Because raw materials are becoming scarcer and thus more expensive. This in turn means that the production of so-called secondary raw materials from wastes is

also becoming more important. The recycling sector of German industry already supplies raw materials worth over 12 billion euros every year. Interseroh has set itself the goal of developing further material flows to recover even more valuable raw materials with the help of suitable recycling methods.



#### Optimise recycling methods: added value from non-refillables

The share of PET packaging in the drinks industry is growing and leads to a number of ecological and economic problems – for companies as well as society. With our bottle-to-bottle approach, we are currently working on an optimised recycling method that returns used PET containers to the production cycle as a high-quality secondary raw material and thus creates a certain independence from classic sources of raw materials. We therefore reduce the use of new products, improve the CO<sub>2</sub> balance and can also contribute to stabilising prices for consumers.



#### Solutions for every location: nationwide waste disposal management

Individual customised solutions and ecological relief go hand in hand with integrated disposal solutions for production sites, warehouses and branch offices. Since we cover all kinds of waste, we can combine a high recycling rate with optimised logistics. We advise our customers about the best possible sorting and are constantly on the lookout for optimum recycling possibilities. We are constantly improving our processes and service. We help our customers quickly, easily and with no unnecessary paperwork via online portals.



#### Organisational masterpiece: take-back systems for sales and transport packaging

Manufacturers and sellers of products are legally obliged to take back and recycle the packaging they bring onto the market. Interseroh helps its customers cope with this challenge. We organise the entire process: from individual advice, transparent documentation through to recycling. We therefore not only create legal security but also recycle valuable raw materials. What's more, our solutions save time and money so that our customers can concentrate fully on their core business.



#### Produce no waste: clever returnable pooling

A 100-percent closed loop was the vision for the development of our returnable carrier system (pooling cycle). The use of these transport crates avoids expensive disposable containers of plastic or cardboard and thus reduces the CO<sub>2</sub> emissions and use of natural raw materials. Apart from the ecological advantages, our transport carts also make for simplified picking and offer better protection for our customers' products. In addition to optimising the logistics and saving costs, the main benefit of these crates is that no waste at all is produced.



#### Sustainable value preservation: facility management

An increasingly important field of business in our segment is the facility management of commercial and residential property. We cover the whole range of infrastructure, commercial and technical services here. Before renovating empty apartments we analyse just which sustainable measures can be taken? How can the property be renovated in an environmentally acceptable and economically sensible way? To round off our offer, we are currently working on expanding our range of services to include resource-saving technologies and improve energy-efficiency.



#### Uncomplicated collection system: clever recycling of products

We offer companies and organisations an uncomplicated and environmentally sound disposal of empty ink cartridges, used toner cartridges and discarded mobile phones with one of Europe's biggest collection systems. The complete logistics – from the provision of the collection boxes through to their collection – is rendered as a free service. The processing and recycling of ink cartridges and mobile phones saves valuable resources and saves costs. We are also currently working on solutions for the take-back, recycling and re-use of other products.

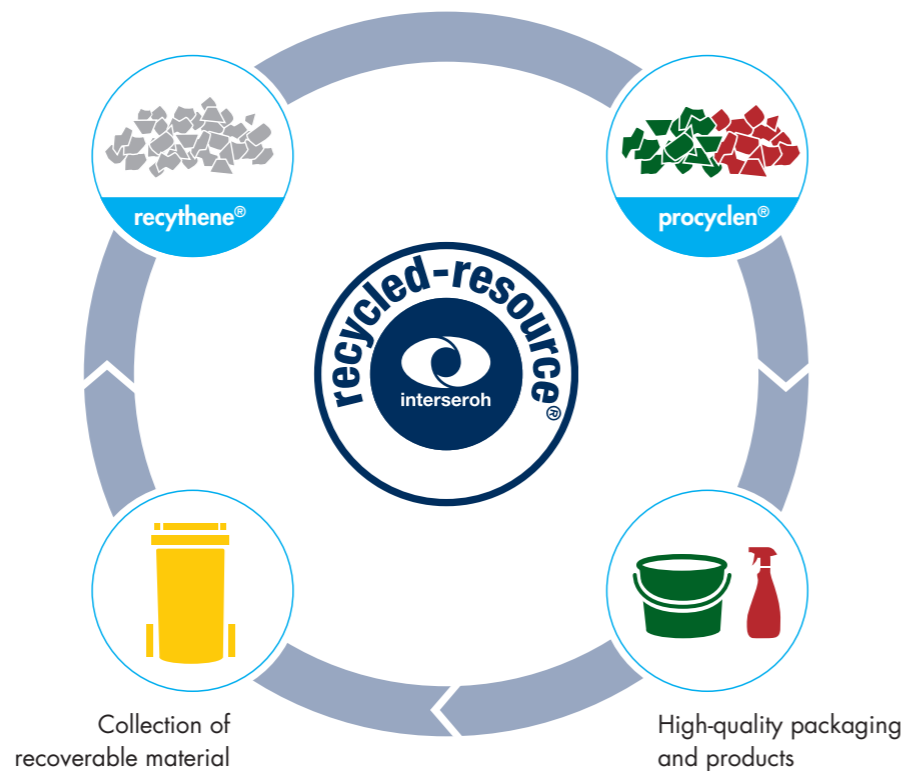


## 16 Breakthrough with Interseroh recycled-resource

Over the next few years we want to become a key supplier for secondary raw materials. We made an important breakthrough in 2011 in the recycled-resource field of business: after several years of joint research and development work with the plastics industry, we became the first provider to fully close the plastic substance cycle for the collection of mixed plastics. Up to now only downcycling was possible in the plastics sector since conventional recycling methods were unable to provide the quality of new materials. This has changed with the new recycled-resource process: plastic wastes are used to produce high-quality plastic.

recycled-resource allows different kinds of recyclates to be produced from old plastics: The first phase produces the material recythere®, the second phase procyclen®. recythere is a sustainable plastic granulate that can be added to or processed in various applications. Another possibility is the further refinement of recythere into the new products substitute procyclen. This material has a constantly high quality and can fully replace new materials thanks to modern sorting plants combined with the latest process-engineering technology. Since it is recovered completely from used material, procyclen is always available and also guarantees a safe supply in the long term.

### Closed-loop taking plastics as an example



### Best recycling product 2012



The 'Best Recycled Endconsumer Product 2012' award went to Interseroh together with the design manufacturer Curver for the Ecolife series. It is made from 100% procyclen. The prize was awarded at the Identi-Plast2012 congress of the European Association of Plastics Recycling and Recovery Organisations (EPRO).

### Special award for sustainability



Interseroh received the 'Special award for sustainability' of the BHB-Handelsverband Heimwerken, Bauen und Garten e.V. in 2012 for the recycled-resource production method. The jury was very impressed by the method with which we have, for the first time, fully closed the plastic substance cycle, and honoured this as a 'revolutionary performance'.

### Industry Award 2013



A further prize awarded to Interseroh in 2013 for its recycled-resource process was the 'Industriepreis' of the 'Initiative Mittelstand'. This renowned interest group consisting of industry experts, scientists, IT experts and technical editors dedicated to the support and encouragement of medium-sized enterprises, presented the award during the HANNOVER MESSE.

### Alain Caparros, CEO REWE Group



Sustainable action is decisive for the long-term success of the REWE Group. This is why we pay attention to not only the primary properties of our products but also ecological and social aspects beyond their entire life cycle. We have the chance and the special responsibility to trigger specific stimuli for sustainable consumption, so that through the daily decision of millions of people on what to buy, they also decide to protect natural resources and support social fairness. The positive consequences of sustainable products can be multiplied a millionfold in this way and thus develop a constantly expanding effect.

The topic of packaging hereby plays an important role: The ideal packaging not only protects and represents the goods, at the same time it should be sustainable in its manufacture, transport and disposal. More and more customers are taking their bearings from the environmental acceptability of the packaging materials used. We were the first business group on the German market in 2011 to use the material procyclen, that had been developed by Interseroh, for packaging paints and lacquers for the own brand 'toom' in our toom DIY stores. This novel material is made completely from recycling plastics. It can therefore be re-used without restrictions in a closed cycle too. Through this combination of more environment-friendly products and an optimisation of the packaging, the REWE Group has taken a further important step on the way to a sustainable range of products.

procyclen is suitable, amongst other things, for the production of packaging, carriers or vehicle parts. The method can also be extended to cover other plastic flows, for example household goods from defined compounds. If the material is collected after use as a recoverable material, the cycle begins again from anew – endlessly.



We are aiming to close further material cycles in future on the basis of this development. This covers the expansion of the concept to other materials alongside plastics as well as the further development of customised granulate modifications. Within the scope of our sustainability programme, we have set up a team of specialists who are performing research into new material flows and adapted recycling methods. At the same time, we will cooperate even closer than before with material manufacturers and customers so that the necessary requirements can be realised during product development.

### Roadmap and goals

Field of action	Goals	Deadline
Improve the sustainability performance of our customers	• Performance of a sustainability-related portfolio analysis and expansion of our product portfolio to include social and ecological customer benefits	July 2013
	• Development of a sustainable value proposition for customers and testing in pilot projects	October 2013
	• Performance of sustainability training for all sales staff	July 2014
Open up new material flows and develop into a key supplier for secondary raw materials	• Significant increase in tonnages of material flows for the closed-loop method and expansion of access to new material flows	December 2013
	• Development of customised granulate modifications of plastics for the production of secondary raw materials	December 2013
	• Investments and development of new recycling methods to transfer material flows from energy to material recycling	December 2013



Enormous forces are at work on a sail. They show the huge and inexhaustible reserves nature has to offer, free and with no emissions. To exploit their principles and do business in harmony with them; these are the goals of a transformation we are helping to promote.

## Environment and efficiency

As an environmental services provider, it is our duty to state a good example and to achieve the highest level of efficiency and environmental protection in our own processes. We want to continuously reduce the consumption of energy and resources as well as our environmental emissions over the coming years. We have already established a number of measures to spare the environment and achieve higher standards from year to year within the scope of our integrated management system.

With our sustainability strategy, we want to reduce the ecological footprint of not only our customers, but also our own to a minimum. To this end, we have set ourselves the goal of measuring, controlling and rendering account for the environmental impacts of our business activities even more precisely in the coming years. Our motivation is hereby fed equally by our conviction as well as reasons of economic efficiency.

Our environmental impacts primarily arise from washing and sorting processes, though also in our administrative and service locations in Germany and Europe. One key lever for reducing these is the conscious behaviour of our employees.

This is why we place great store in informing them as comprehensively as possible about environmentally-relevant topics, thus enabling and motivating them to contribute to environmental protection and resource efficiency in both their professional and private surroundings. This mainly takes place through workplace-specific instruction, further training as well as our staff newsletter.



In 2011 we increased the awareness of our employees and were thus able to achieve significant savings in resources and costs at certain locations.

### Certified environmental management

Our operational environmental management system is based on the international standard ISO 14001 and serves the continuous improvement of all environmental aspects. We hereby pursue four overriding goals:

- To spare and protect the environment as a natural basis for life
- To encourage personal responsibility for environmental protection
- To reduce our environmental impacts
- To implement the statutory regulations

We hereby consider all possible impacts of our business activities, for example the consumption of resources and energy or the production of waste, wastewater and emissions, and check our concrete

### Energy efficiency through the intelligent operation of washing plants

The internal innovation prize of the Services Segment was awarded for the second time in succession in 2012. It honours the best projects and most dedicated employees and serves as a stimulus and motivation for other segments via best practice examples.

The award winners in 2012 are two employees who, in cooperation with the experts from the ALBA Technics Teams, for the first time introduced an effective, realtime and clearly arranged control of plants and visualisation of processes at INTERSEROH Pool-System GmbH.

It is now possible to carry out an analysis of the performance and consumption of our washing plant in realtime and to take any contingent measures. This process led to significant increases in efficiency combined with savings in energy and resources.

site-specific impacts. The environmentally-relevant data is collected and updated at least once a year at the responsibility of the environmental management officer. Due to the reorganisation of the Services Segment, we currently only collect environmental data for the locations of INTERSEROH Dienstleistungs GmbH and its German-speaking subsidiaries. The eastern European countries and one counting centre of INTERSEROH Pfand-System GmbH in Osnabrück are not included. We will integrate these continuously in our environmental management and have set ourselves the goal of rendering account for all of the locations within the bounds of the report by 2014 at the latest. We wish to establish a standard data acquisition procedure for this purpose.

We identify plants that are particularly relevant for the environment through a plant register. We also record all key material and energy flows at the locations within the scope of our eco-audit. This audit forms the basis for identifying weak spots and potentials for improvement as well as to check the achievement of our goals. The environment-related key data are anchored in the Services Segment performance measurement system and are assessed at least once a year in a regular meeting with the management. Suggestions for the further development of the goals and measures are derived from these as a result, which in turn form the basis for the preparation of the environment programme and for decisions on investments.

For example, we take environmental aspects and impacts into account in the run-up to the procurement of new plants and vehicles. Internal eco-audits are performed regularly, in particular to support the continuous improvement process and to monitor the achievement of our goals. Ten of our locations have already been certified in accordance with the standard ISO 14001. We are checking to see whether this certification should be constantly extended to cover all companies in the Services Segment.

We also want to avoid ecological impacts as far as possible with a view to our supply

chain. In the field of waste disposal we are thus currently only cooperating with companies who can prove their qualification as a certified waste management company (Efb) and hence clearly and transparently satisfy the requirements of the Closed Substance Cycle and Waste Management Act. We are also planning to extend our risk analysis so that we can record and minimise sustainability risks in the supply chain too. Environmental criteria are already being taken into account in our supplier audits.

#### Energy and emissions

Between 2011 and 2012 our direct energy consumption fell from 44,579 GJ to 43,516 GJ – and thus by 2.4 %. Our indirect energy consumption, on the other hand, rose from 21,675 GJ to 22,398 GJ. This rise was primarily due to the increase in the volume of orders for our washing depot at INTERSEROH Pool-System GmbH and the associated higher capacity utilisation.

We launched a number of initiatives in the reporting period to reduce our energy consumption, which will be intensified in future. Our biggest savings were made through the changeover to a more efficient disinfection in the washing depots. We hope to reduce the gas consumption



The energy efficiency system ALBA EnvirA asserted itself against renowned companies from the automotive, food and mechanical engineering industries at the Energy Masters 2012 as the best project in the field of energy efficiency. What really convinced the jury was the combination of staff training, the technical optimisation of plants and the training of young engineers within the scope of a cooperation with the Beuth University of Technology in Berlin.

here by around 25% compared to the year under report whilst retaining the high hygiene standards. In addition, the change over in lighting to low-energy LEDs at the Sankt Leon-Rot location will probably generate a 5 percent saving in energy. We are also expecting a reduction at the administrative locations in

Energy consumption				
In gigajoules (GJ)		2011	2012	Change
Direct energy consumption	Diesel, gas	11,810	11,416	-2.4 %
		32,769	32,100	
Indirect energy consumption	Electricity, district heating	20,190	21,218	+3.3 %
		1,485	1,180	

\*Including the plant of a service provider to generate steam at the Mönchengladbach location

CO <sub>2</sub> emissions			
In tons (t)	2011	2012	Change
Scope 1 und 2	5,557	5,628	+1.3 %
Scope 3 (flights)	641	487	-24.0 %

Cologne and Vienna by the future planned (Cologne) and ongoing (Vienna) replacement of parts of the lighting as well as old fridges.

A new generation of disintegrators was also introduced at REPASACK at the end of 2012 during a replacement investment which should achieve significant energy savings over their predecessors. Based on an estimate after the first two months of operation, we are expecting a reduction in the electricity consumption of up to 50% compared to the same period in 2012.

Since a large part of our CO<sub>2</sub> emissions are the result of our energy consumption, these measures will also contribute to reducing our own emissions. Our emissions according to Scope 1 and 2 in 2012 amounted to 5,628 tons.

We were able to reduce our CO<sub>2</sub> emissions from flights between 2011 and 2012 from 641 tons to 487 tons. A general guideline asks that all employees forego flights whenever possible and that they resort to alternatives such as video conferences.

Environmentally-relevant parameters such as CO<sub>2</sub> emissions, fuel grade and consumption are included in the data for our fleet of company vehicles. In order to reduce these emissions, we aim to reduce the average CO<sub>2</sub> emissions for the entire fleet over last year. A newly purchased vehicle should not emit more CO<sub>2</sub> than its corresponding predecessor. Since our company vehicles are also the source of our NOX and SOX emissions, we are working on a continuous reduction of these emissions through a reduction of the fuel consumption. Volatile organic compounds (VOC) or ozone depleting substances (ODS) are not produced by our business activity.

The ALBA Technics Team coordinates all of the efficiency projects within the group, at both our own locations and those of our customers. Two employees qualified as internal energy auditors this year in accordance with the requirements of DIN EN ISO 50001.

#### Andreas Wendt, Managing Director ALBA 2 Energy GmbH



Efficiency always means interaction: between instruments, competences and resources. This is why the ALBA Technics Team pursues an integrated consulting approach that combines the efficiency improvements in technical processes with the optimisation of organisational procedures. Our interdisciplinary team brings together know-how in the fields of mechanical engineering, electrical engineering, process engineering, chemistry, business administration and logistics. A further focus lies in the field of integrated production systems, coupled with energy management, energy purchasing and the corresponding data processing by means of business intelligence.

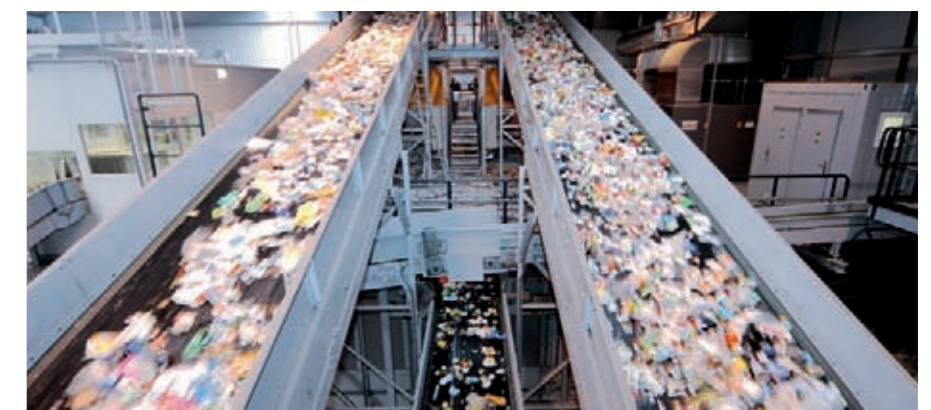
We therefore consider production sequences, analyse material flows and develop control instruments that can be used to analyse all operational data in real-time and adapt operating procedures promptly. Our services make us a valued expert, not only within the ALBA Group but also for external customers. In order to profit from new and innovative ideas, we offer students the chance to become involved in projects and work on practical solutions within the scope of an academic or scientific thesis, for example. In this way we help young talents launch their career and gain competent new blood ourselves.

The growing demand for raw materials and energy sources worldwide makes the more efficient use of resources absolutely indispensable in operational processes. Both sides stand to benefit if substance cycles can be closed and thus material and energy costs reduced, if the efficiency of plants can be increased and emissions decreased: the company and the environment.

#### Sorting plants

In our sorting plants we currently process up to 530,000 tons of lightweight packaging each year, and thus around one quarter of all recoverable materials produced in Germany from this sector. These produce noise, smells and environmental

emissions, which we want to reduce to a minimum beyond the statutory requirements. To this end, we established the ALBA Production System (APS) in 2009. This ensures a continuous improvement process as well as efficient servicing and maintenance at our sorting plants in



Sorting plant for lightweight packaging

22 Germany. It is based on staff suggestions that contribute in equal measure to qualitative improvements and efficiency gains. Thousands of suggestions have been received since 2009, most of which have been implemented. APS visualises the processes in our sorting plants and thus makes employees aware of potentials for improvement within their own field of work.

We established an energy management system at our Eisenhüttenstadt location in 2012, where we produce plastic granulates from lightweight packaging in a high-energy process, and had this certified in accordance with the standard ISO 50001. This allowed us to reduce our energy consumption in 2012 by 4.5% – helped by measures such as

- leak localisation in the compressed-air network
- the use of smaller and more efficient motors
- streamlining of the production process.

All remaining locations in the Sorting Sector will also be certified over the coming years.

#### Water and wastewater

Our water consumption at those locations certified in accordance with ISO 14001 amounted to 36,387 m<sup>3</sup> in 2012, and thus rose by 5.4% compared to the previous year. We get the majority of our water from municipal sources. We are currently looking into the possibility of using rainwater in those industrial halls used by INTERSEROH Product Cycle GmbH.

By far the biggest water consumption (92%) is in washing lines in the Pooling Segment. The amount of water is thus closely linked to the turnover figures in this segment. The clear increase in capacity at our pool locations in 2012 thus caused the rise in our absolute water consumption. In addition, this also rose through the change to the regular washing cycle, with which we achieve a higher cleaning performance than before. In return, we greatly reduced the relative energy consumption through a changeover in the

Water consumption and wastewater			
In cubic metres (m <sup>3</sup> )	2011	2012	Change
Water consumption	34,519	36,387	+5.4 %
Wastewater volume*	34,519	36,387	+5.4 %

\*without rainwater

cleaning agent. We are currently analysing the processes here in detail and are trying to identify specific potentials for more savings.

Analogous to this, our wastewater volume rose in 2012 to 36,387 m<sup>3</sup>, corresponding to a relative increase of 5.4%

compared to the previous year. Since we take great care to ensure that only 100% biodegradable cleaning agent is used in our washing lines, our wastewater is, in principle, not polluted and can be discharged into the municipal sewers untreated. We do not use any hazardous substances in our production processes.



Washing plant for returnable carriers

Only our pool location in Mönchengladbach is on the edge of a conservation area. However, on account of our business activity, we regard any negative impact on the biodiversity as negligible. Nevertheless, we make sure that the impact on the biodiversity is kept as low as possible at all locations. We identify diesel and battery acid as potential pollutants and have introduced a corresponding emergency management plan in the event of a pollutant leak. This was not the case within the reporting period.

#### Use of materials and waste

According to the general principle of the 'Kreislaufwirtschaftsgesetz' (KrWG) 'Avoidance before recycling before disposal', the production of waste should be avoided wherever possible. Thus, we were able to ensure that large amounts of paper and printing costs could be saved annually in the reporting period through the introduction of electronic archiving and that no waste was produced. We are also looking into the paperless conduct of business. Unavoidable waste is collected separately so that it can be recycled or disposed of correctly. Apart from the separate collection of paper at each workplace, packaging, biowaste and residual waste are collected separately at central locations. Furthermore, our headquarters in Cologne has collection containers for batteries, toner cartridges, mobile phones, CDs, neon tubes, low-energy lamps and small electrical equipment. Our total volume of waste for disposal or recycling in 2012 amounted to 207 tons. This meant a reduction of 43% compared to the previous year.

When purchasing materials, we make sure that no special burdens are caused by their production or use. For example, only eco-friendly cleaning agents, printing paper or, for the majority of our needs, only refillable ink cartridges are used.

The total volume of materials used in 2012 was 22,125 kg of paper as well as 198,374 litres of cleaning agents, primarily at our pool locations.

Volumes of waste			
In tons (t)	2011	2012	Change
Composting	1.37	1.37	0 %
Recycling	181	177	-2.2 %
Waste for disposal / recycling	364	207	-43.1 %

Material used			
	2011	2012	Change
Cleaning agent (l)	193,376	198,374	+2.6 %
Printing paper (kg)	26,451	22,125	-16.4 %
of which recycling paper (kg)	370	370	0 %

#### Roadmap and goals

Field of action	Goals	Deadline
Reduction of our own ecological footprint	• Appointment of a sustainability coordinator for all locations	June 2013
	• Introduction of a data acquisition system across all segments	September 2013
	• Check all locations with respect to the expansion of the certification in accordance with ISO 14001	September 2013
	• Motivate employees to suggest improvements in the operational environmental protection	September 2013
	• Analyse significant environmental risks and derive necessary measures from these	September 2013
	• Create transparency on our own Corporate Carbon Footprint	December 2013
	• Expand environmental reporting to all locations in the Services Segment	January 2014
Responsibility in the supply chain	• Performance of approx. 100 supplier audits	Dezember 2013
	• Integration of sustainability in contract award criteria	January 2014
	• Integrated Supplier Relationship Management (SRM) in the overall Services Segment	December 2015

## Employees and society

Around 1,600 employees work together in the Services Segment of the ALBA Group for the success of our customers and our corporate group. Our business is supported by a value-driven cooperation of all employees. Fairness, mutual appreciation, consistency and commitment are characteristic features of our dealings with one another, with our customers and our obligation to social interests.

Our guidelines and principles were standardised and adapted during the integration of Interseroh into the ALBA Group. The guidelines of the ALBA Group represent a part and the foundation of the corporate culture and our common work. They support our efforts to inspire employees and junior staff with motivation, genuine cooperation, sustainability and open communication and to be a preferred partner for our customers.

### A culture for confidence and innovation

In cooperation with the Humboldt University Berlin, we carried out a survey within the INTERSEROH Dienstleistungs GmbH and its subsidiary in 2012 into the principles of sustainable innovation skills, the culture of trust and evolutionary knowledge production (GI:VE). The goal was to identify measures that can improve our innovation skills and culture of trust. More than 100 employees took part in the study through interviews or questionnaires.

The results showed that the employees rate their individual chances of contributing to the success of the company as very good. Mutual trust – both amongst colleagues and in relationships with executives – also proved to be very strong. Internal communication of the corporate strategy as well as the efficiency of decision-making processes need to be improved.

### Key data for employees

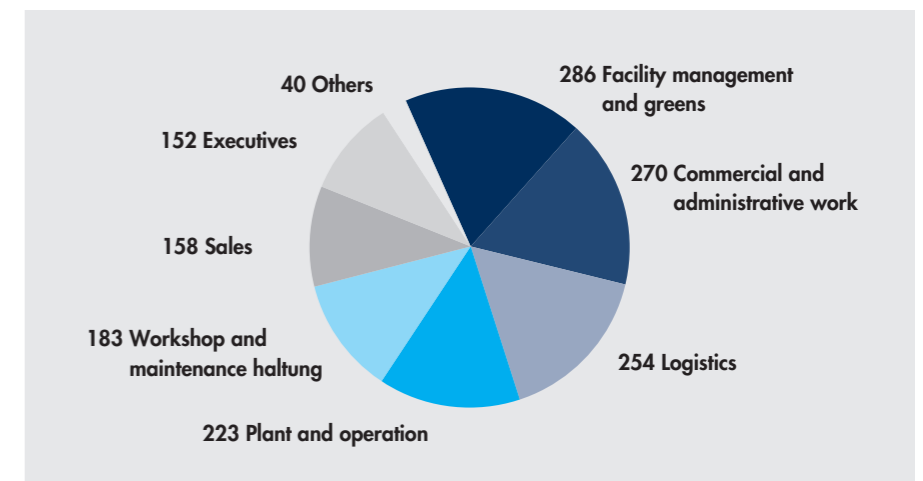
Employee structure as per 31 December	2010	2011	2012
Total no. of employees at Interseroh	1,367	1,437	1,566
of which women	396	406	438
of which in foreign companies	42	59	69
Share of part-time employees	11.8 %	11.1 %	8.7 %
Share of temporary employees	11.6 %	3.0 %	14.7 %
Total no. of contract workers in Germany Ø	82	143	148

### Fluctuation rate\*

in percent (%)	2010	2011	2012
	13.6	16.6	18.2

\* Critical fluctuation: only employees whose departure normally calls for new job or replacement, excl. temps, interns. Calculation period 2010: calendar year. 2011 and 2012: 1 October to 30 September

### Employees acc. to activities 2012



The lotus effect has inspired many an innovation. The special nature of the surface means that water rolls off and absorbs dirt particles. The solutions we develop are just as versatile, useful and natural.

26 This results in four fields of action:

- Better information management, strengthen communication among each other
- Specific involvement of employees in projects and targeted use of resources
- Motivation for employees, celebrate and communicate successes
- Safeguard customer orientation

Our 152 executives have set themselves the common goal of constantly monitoring and improving these fields of action.

#### Personnel development and employee participation

We have derived six competences from the guidelines of the ALBA Group that express the requirements on our employees and at the same time define the target horizon for personnel development. These have been compiled in a competence model which now defines entrepreneurial spirit, leadership, self-management, change, methodology and cooperation as decisive for our success on the market.

All instruments for the development of personnel and executives are based on this competence model. Employees can gain an up-to-date impression of the personnel development courses offered by the ALBA Group via a web-based seminar platform, register for trainings and book advanced seminars. The introduction of this system in 2012 contributed to the integration of more employees in the internal further training programme. A total of 1,616 further training hours were booked by employees in Germany in 2012. In each of the two preceding years the figure was around 1,200 hours.

Personnel development includes not only the recommended annual performance interviews for employees but also an institutionalised feedback on superiors, which was carried out in 2010 and 2011 by the ALBA Group with the TÜV Rheinland. All of our employees were asked to rate the performance of their superior in the

#### ALBA Group guidelines

We achieve our goal of becoming the most profitable market player as a full-service provider with performance, genuine cooperation, sustainability and open communication.



individual dimensions of the competence model. The accessibility of the superiors and their willingness to listen were rated as very good by the employees. The main fields where improvements could be made are the feedback processes and the performance reviews of employees.

The employees are regularly informed of the strategic alignment of the Services Segment, results and target planning, and are thus integrated in the development of our group. The management takes time to compare notes with the employees twice a year during a 'dialogue day'. The workforce is asked about topics for these meetings in advance. This encourages an intensive exchange between executives and employees, during which the latest hot topics can be dealt with.

A works council is in place at the ALBA SE level. The works council in the ALBA Facility Solutions sector represents the interests of the employees on an operative level. For example, a reconciliation of interests was agreed with this when redundancies had to be announced in the Facility Solutions sector during the reporting period.

The job cuts at ALBA Facility Solutions were also responsible for the rise in the fluctuation rate in the years 2011 and 2012. Apart from this one-off effect, the working atmosphere in the Services Segment is characterised by great loyalty: 23% of the employees have been with the company for more than ten years, 21% for longer than five years.

#### Fair employer

We are constantly on the lookout for qualified junior staff and talents. In order to attract students' and trainees' attention to us as an employer, we offer a number of internships and traineeships every year. We hereby take our bearings from established standards.

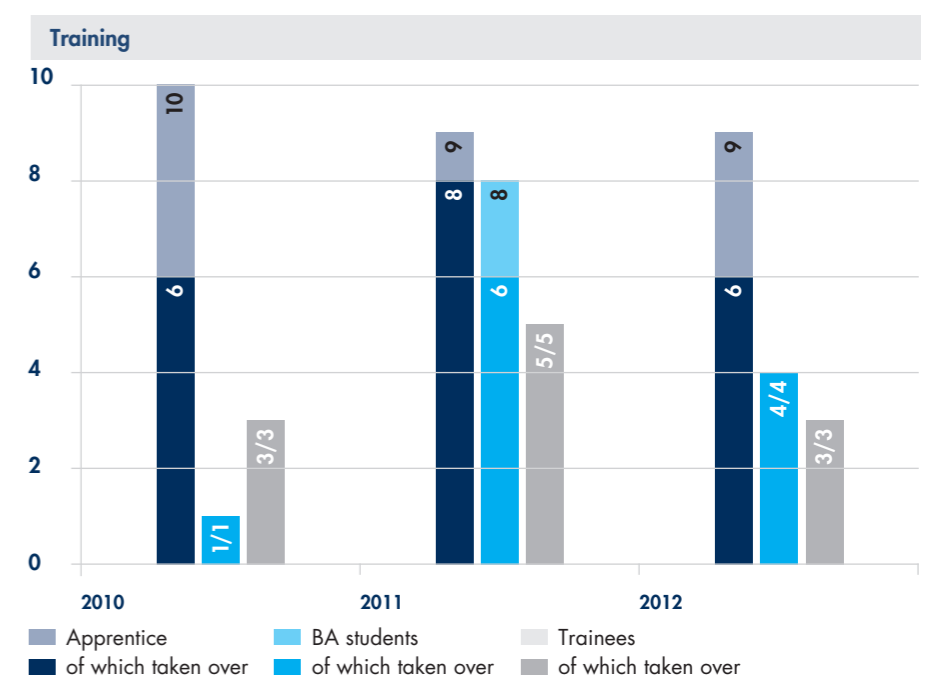


As a certified 'Fair Company' we have committed ourselves, amongst other things, to not replacing full-time employees by interns, student apprentices, trainees or long-term temps. We do not use internships to lure university graduates with vague hopes of a subsequent full-time job. Rather, we offer internships mainly as a form of professional orientation during the training phase. The interns we employ receive adequate compensation.

Furthermore, we have signed the 'Carta on career-promoting and fair trainee programmes'. The training for the trainees is aimed at a long-term cooperation in an expert or management function and arranges for trainees to assume responsible tasks with the support of experienced executives from the very outset. Our compliance with these standards is verified externally.

#### Remuneration and sustainability

A key project within the scope of the Interseroh sustainability strategy is the linking of sustainability goals to the variable remuneration shares of the executives. Goals and indicators hereby have to be defined that are then integrated in the agreement of personal annual goals.



#### Personnel costs

In mn. EUR	2010	2011	2012
	51	57	61

#### Company pension scheme

In thousand EUR	2010	2011	2012
	155	114	90

On account of the close ties between our business and a sustainable development, specifications such as the improvement of recycling shares are already part of individual target agreements.

The innovation prize, which was awarded for the second time in 2012, creates a further incentive for our employees to develop their own ideas on how resources can be used and handled sparingly. The prize will be awarded in three categories in future so that the people behind the projects are not overlooked by the wish for constant process optimisations: 'Best brand innovation', 'Best process innovation' and 'Best project management or teamwork'. The wages and salaries in the Services Segment

correspond to the nationwide standard for the industry in Germany. We pay at least the minimum wage wherever no collective bargaining regulations exist. We only conclude outline contracts with temporary employment agencies if they can guarantee compliance with statutory regulations and payment of the minimum wage. A large number of the contract workers (Ø 148) whom we employed in 2012 at the German locations were taken over as contractually-tied employees. This approach has now become a fixed recruiting measure. In addition to our contractual clauses, according to which it has to be guaranteed that all minimum wages are observed, we wrote to our suppliers in 2011 – above all disposal companies – and called upon

28 them to sign a commitment to observe the minimum wage regulation in the waste management sector.

### Diversity and equal opportunities

We abide by the principle of consistent non-discrimination: both full and part-time employees receive company benefits. All that counts when someone is taken on is their performance. We never discriminate against someone on account of their sex, age, religion or origins, but rather we see diversity as a form of enrichment. Women receive the same remuneration as men and have the same career opportunities: in 2012, 21.4 % of second-tier executives and 27.7 % of third-tier executives were women.

The principles of non-discrimination are firmly anchored in the Code of Conduct of the ALBA Group, which forbids any kind of discrimination. An internal whistleblowing hotline on which employees can report possible infringements has been in existence since 2009. All inquiries that are received are treated confidentially. We were not aware of any infringements in the reporting period.

The share of employees with severe disabilities in the Services Segment remains almost constant at two percent. In order to increase this share, we have been cooperating with Behindertenwerkstätten Hephata gGmbH (a sheltered workshop) since 2009 at the Mönchengladbach location for the repair of returnable transport packaging. On account of the high quality and reliability of the work, we are currently planning to expand the cooperation – from an increase in the volume of orders through to the creation of jobs for disabled persons in our own depots. We have also transferred this successful cooperation model to the Sankt Leon-Rot location. Since November 2012 we have initially been cooperating with the Sozialpsychiatrischen Hilfsverein Rhein-Neckar e.V. (SPHV) in a pilot project.

### Flexible working hours

Trust-based working time has been introduced at Interseroh. Shift work is carried out in the commercial sector. A home office workplace can also be created to help employees in certain situations or circumstances. Sabbaticals can also be

### Share of women in executive positions

In Prozent (%)	2010	2011	2012
Women on the board	0	0	0
Women as first-tier executives	6.2	0	0
Women as second-tier executives	23.3	26.0	21.4
Women as third-tier executives	2.8	23.1	7.7

granted in exceptional cases. Around nine percent of our employees took us up on our offer of part-time work in 2012.

### Effective health management

We care for the health and individual well-being of our employees so that they can always give their best. Corresponding measures are consistently pursued within the scope of our integrated management system. Because we are convinced that quality-controlled health management pays off for everyone:

through fewer times off, more motivated employees and more pleasant surroundings for work.

Our strategy under the motto 'We undertake health' pursues four objectives: Industrial health and safety protection: Individuals have been appointed in all of our companies and at all of our locations who are responsible for upholding internal and external occupational health and safety standards. They meet four times a year in the occupational

### James Yalden, workshop manager at Ev. Stiftung Hephata Werkstätten gGmbH



We regard the inclusion of disabled persons as an important step towards a society in which it is normal that everyone can develop their potentials equally and in which they have a right to participate. Hephata Werkstätten gGmbH, as an innovative partner for industry, can offer various jobs to disabled persons. In this way we encourage individual abilities, skills and resources so that everyone can make a contribution. Our employees are trained specifically at a workplace according to their abilities and the requirements from the very start of their work. The work they can perform varies greatly and ranges from different areas in the

Hephata Werkstätten gGmbH and beyond, e.g. assembly and packaging, electrical and electronic assembly, gardening and landscaping, data archiving and mechanical production, right through to workplaces that are integrated in companies. Compliance with quality standards has a high priority for us as a certified company.

As a partner of INTERSEROH Pool-System GmbH in Mönchengladbach, one of Hephata Werkstätten gGmbH's groups has been reliably helping out in maintenance processes for returnable transport containers on their premises for many years. Thanks to the process-oriented division of labour into corresponding individual steps as well as constant quality checks, our employees always meet the set standards within the set times. We rate Interseroh highly as a partner and at the same time are proud that we have satisfied their high requirements constantly over the years.

health and safety committee. We are supported by external service providers on all questions relating to industrial medicine and occupational health and safety, for example within the scope of a risk assessment.

Health promotion: Self-determined preventive health promotion is an important lever in our health management. We encourage athletic employees to take part in sports together so that they can improve their individual fitness through the concept of 'Sport mentors'. Furthermore, we also offer free weight-watcher courses, stop-smoking programmes as well as help on topics relevant to health on the in-house knowledge platform. We are currently preparing a programme for workplace health promotion with nine fields of action.

Health leadership: Executives are the lynch pin of workplace health management. This is why they receive special training and have been sensitised for the topic.

Qualification: Personnel development also makes its contribution to health management by improving the qualification and competence of employees. The latest internal or external further training courses can compensate any technical deficits and thus avoid the risk of an overload during everyday work, for example.

### More occupational health and safety

We were able to significantly reduce the number of accidents at work in the reporting period compared to the previous year and thus achieved a lower ratio per 1 million working hours than in previous years. However, the number of average days lost per employee has risen to 14.4 days compared to last year and is therefore around 2 days above the national German average. We want to lower these values considerably and are planning a comprehensive analysis of their causes. A fatal accident occurred in the lightweight packaging sorting area at the beginning of 2013 to our great regret despite compliance with the strictest safety regulations and consistent occupational health and safety training.

### Industrial safety and health

	2010	2011	2012
Number of accidents at work*			
Women on the board	53	67	56
Accidents per 1 mn. working hours**	23.3	27.4	20.8
Number of fatal accidents at work	0	0	0
Average days lost per employee***	12.2	13.5	14.4

\* Min. of 3 days lost and not including accidents on the way to and from work

\*\* 1,800 hours per full-time employee, 900 hours per part-time employee

\*\*\* For Germany only

### Workplace and working hours regulations

in percent (%)	2010	2011	2012
Employees with trust-based working time*	43.4	46.1	50.1
Employees on shift work *	56.6	53.9	49.9
Employees in a home office**	3.2	3.0	2.0

\* Only for German companies \*\* Including foreign companies



Material testing of recycling plastic



**Social commitment**

As a family-owned business, the ALBA Group stands for commitment and certain values. Taking responsibility for an innovative society and social interests is also part of Interseroh's corporate culture. We want to sharpen public awareness for questions related to closed substance cycle waste management, recycling and environmental protection and get involved in political discussions and in industry initiatives. Furthermore, we give back parts of our profit to society by supporting charitable projects at our locations.

**Contribution to awareness-raising**

We support kindergartens and schools with the 'Collecting dragon' campaign and at the same time help raise children's awareness for environmental protection. We have been supporting around 13,000 kindergartens and schools in Germany for more than twelve years.

We collect products that are no longer needed but can still be used in a 'Green Eco-Box' which we place in the institutions. The institutions receive part of the profits made from this as bonus points which they can redeem in an online shop for school and play articles. Companies

can help the institutions collect points by collecting their empty ink cartridges and old mobile phones in the box. Parents, relatives and friends can also sell their serviceable, discarded smart phones, game consoles, DVDs or books on [www.sammeldrache.de](http://www.sammeldrache.de).

**Advice and education**

The correct disposal of household wastes repeatedly becomes a hot topic for many consumers. The ALBA Group



The collecting dragon

has uploaded an online guidebook to the web to help anyone in search of advice. Consumers can view FAQs about a certain topic via a keyword search at [www.recycling-ratgeber.de](http://www.recycling-ratgeber.de). If no suitable answer can be found, the question can be posed directly to a team of experts who will then publish the answer for others to see too.

In order to create awareness for the importance of recycling and secondary raw materials as early as possible, we carry out educational and remedial work in schools. For example, we have been cooperating with the Alfred-Müller-Armack-Berufskolleg in Cologne since 2011 within the scope of an initiative for vocational counselling: pupils are given the chance to experience environment, sustainability and economy not just theoretically but practically too by a glance behind the scenes. We are able to demonstrate exciting work in our industry and arouse the interest of potential junior staff. We also provide the teaching materials with which the pupils can deal with economic and recycling topics. Thanks to these so-called 'Business School Games', schools are provided with modern teaching materi-

als that explain the principle of closed substance cycle waste management to the young people

**Political commitment and industry initiatives**

On a political and association level, we advocate that the topic of closed substance cycle waste management be given social and political attention and that it be taken into account accordingly in corresponding amendments of the law. Our overriding goal is to help create a framework that encourages material recycling and/or the re-use of primary raw materials even more. We are therefore involved in the Environment and Energy Commission of the IHK Cologne and Bonn/Rhein-Sieg as well as the central organisation of the Association of German Chambers of Commerce and Industry (DIHK).

Within the scope of the amendment of the Austrian waste management act and packaging ordinance, INTERSEROH Austria GmbH has been pleading for a legally safe solution for customers and competitors for several years. The amendment became necessary because in 2012 the European Commission clearly came out in favour of an opening of the packaging market, which had been of a monopolistic nature in Austria up until then. Our goal is to work towards an opening of the market that brings neither quality losses at the expense



Participants in the Property Management 2020 workshop

of the consumer, nor disadvantages on the manufacturer's side and is both economically and ecologically sound.

In the field of practical research, we are involved in a German Facility Management Association (GEFMA) initiative to measure sustainability in facility management. In addition, we support the University Witten-Herdecke in its aim to promote an economic system in Germany based

on the principle of sustainability with our know-how as an active member of the competence centre for sustainability.

In 2012, ALBA Facility Solutions GmbH for the first time invited opinion leaders from the property management market to a two-day open innovation workshop in Düsseldorf. The participants – representatives from large proprietors on the property management market – got



Members of the sustainability workgroup of the inter-trade organisation German Facility Management Association (GEFMA) 2012



together to work out ideas and trends for the future of the property market. In a second innovation workshop on the topic of 'Property Management 2020', the company invited a small group of top-ranking representatives from the real estate industry. The goal was to establish a suitable market platform to spark sustainable market incentives.

**Charitable work**

As a responsible group of companies, we support numerous social projects that create added social value at our locations. We only support charitable initiatives. We do not support organisations whose goals are contrary to our code of conduct or whose purpose is to make a profit. In 2003 we assumed indefinite sponsorship for the 'KidS' project at our location in Cologne. KidS is the child and youth education organisation of the city of Cologne that is dedicated to looking after and supporting children, youths and adolescents from particularly difficult social circumstances. We support this project through donations and contributions in kind as well as voluntary work by our employees. For example, last year our



Mosaic made of 500,000 bottle tops

employees organised various events at which the children were able to gain new experiences.

In 2012 our employees at the Cologne location carried out a company typing for the German Bone Marrow Donor

Center (DKMS) for the third time. The DKMS searches for matching stem cell and bone marrow donors worldwide in the fight against leukaemia. To date, almost 200 employees have registered voluntarily. The typing costs of 50 euros per person are paid by INTERSEROH Dienstleistungs GmbH.

**Commitment of the subsidiaries**

Within the scope of the 'Give a cap!' project that is being supported by Interseroh in Slovenia, the world's biggest mosaic made of bottle tops was built from half a million bottle tops and covered an area of 600 square metres. Bottle tops from water, juice or milk bottles, which are often not collected as recoverable materials, were collected within the scope of this project and sold to the recycling industry. Wheelchairs and other aids for disabled people were bought from the profits. More than two million further tops were collected during the campaign.

We are also helping to make the population of Poland more aware of environmental protection. At the end of May 2012, our Polish company helped the City of Warsaw with its seventh Recycling Days to raise environmental awareness. With events, our own tent, information material and a children's programme, we proved



Commitment for children

very attractive, especially to families, who were keen to find out more about what we had to offer. The visitors were given so-called 'green prizes', among them herbs, flowers and other seedlings, in exchange for the recyclable materials they brought with them.

Together with our customer Dell Products and the local government in Łódź, we have been organising the collection of old electrical equipment since 2012 on the worldwide 'Earth Day' (22 April). Consumers can bring their old devices to a collection point and are given a floral gift in return. In 2012 we collected around four tons of old electrical equipment in this campaign and handed out 1,200 flowers. In 2013 we will extend to the collection to include further materials such as waste paper and plastic.

In Austria we accompany numerous waste avoidance projects that pursue both an ecological and social objective. In East Tyrol, for example, we are involved in the 'Healthy drinking with Emil' campaign. Within the scope of this project, around 2,000 elementary school pupils were given so-called Emil returnable drinking bottles that can be used throughout their entire school life. This measure is part of the 'Gesunde Jause' (healthy breaks) campaign, through which the pupils and parents are to be taught the benefits of healthy food in school. Thousands of disposable plastic bottles can be saved every year if the returnable bottle is used. Estimates put the savings effect at around 360,000 PET bottles in every school year, corresponding to around nine tons of plastic waste.

In order to reduce the share of food which is thrown away even though it could still be eaten, we are also involved in the Austria-wide project 'Oida koch!'. During this online competition, participants can send in their home-made videos or photos on the topic of 'Creative cooking with leftovers'. The goal of the project is to firmly establish cooking in daily life again and thus reduce the amount of food that is thrown away.

**Roadmap and goals**

Field of action	Goals	Deadline
Employees	• Optimisation and nationwide expansion of health management	December 2013
	• Establishment of an accident information system for a detailed analysis of the causes and as a basis for suitable countermeasures	December 2014
	• Anchor the succession plan in the leadership organisation with the help of standardised software systems	December 2014
	• Online workflow for appraisal interviews and target agreements	December 2014
	• Intensification of further education and training	December 2014
	• Performance of an employee satisfaction survey	December 2014
	• Preparation of a diversity report	December 2015

Field of action	Goals	Deadline
Awareness raising	• Continuation of the sociopolitical commitment	ongoing
	• Development of a management approach and process for the social commitment of the Services Segment in the ALBA Group	June 2013
	• Harmonisation of the donating and sponsoring guidelines within the ALBA Group including the foreign companies	July 2013
	• Performance review and continuation of the measures in the field of the social commitment and awareness raising for the topic of recycling and closed substance cycle waste management	December 2013

Field of action	Goals	Deadline
Compliance	• Continuation of the compliance trainings	ongoing
	• Introduction of a compliance management system	December 2014

## Confirmation of the independent auditor

### To the management of INTERSEROH Dienstleistungs GmbH, Cologne

We were commissioned to perform a business audit of selected key data in the chapters 'Environment and efficiency' as well as 'Employees and society', including the explanations accompanying this key data, of the 'Sustainability report 2012' (hereinafter 'the report') for the business years 2011 and 2012 of INTERSEROH Dienstleistungs GmbH, Cologne (hereinafter 'INTERSEROH'). The suitability of the determination and presentation of the key data in compliance with the report criteria, including the identification of key topics, is the responsibility of the management. Our job is to present a judgement of the key data, including the accompanying explanations, in the report in the form of this certification.

#### Object of the order

We have planned and performed our business audit so as to be able to rule out with limited certainty, that the following key data, including the accompanying explanations, in the chapters 'Environment and efficiency' as well as 'Employees and society' for the business years 2011 and 2012 are not shown in the report in all essential matters in accordance with the reporting criteria:

- Energy consumption: direct energy consumption
- Energy consumption: indirect energy consumption
- CO<sub>2</sub> emissions: Scope 1 and 2
- CO<sub>2</sub> emissions: Scope 3 (flights)
- Employees and society: Fluctuation rate
- Industrial safety and health: Number of accidents at work
- Industrial safety and health: Accidents per 1 mn. working hours
- Industrial safety and health: Number of fatal accidents at work

Audit steps to achieve limited certainty are planned to determine the plausibility of information and are not as extensive as those to achieve sufficient certainty.

#### Reporting criteria and auditing standards

INTERSEROH uses the Sustainability Reporting Guidelines G3 of the Global Reporting Initiative, the Corporate Accounting and Reporting Standard (Scope 1 and 2), the Corporate Value Chain (Scope 3) Standard from the World Resources Institute/World Business Council for Sustainable Development, together with internal guidelines, as explained in the section 'About this report', as reporting criteria.

We performed our order in consideration of the International Standard on Assurance Engagements (ISAE) 3000: 'Assurance Engagements other than Audits or Reviews of Historical Financial Information', published by the International Auditing and Assurance Standards Board. This standard requires, amongst other things, that the audit team has sufficient specific know-how, skills and professional qualifications, on the basis of which it can appreciate the information on sustainability and compliance with the requirements on the independence of the Code of Ethics for Professional Accountants of the International Federation of Accountants.

#### Audit steps performed

Our audit steps included:

- Appraisal of the planning and implementation of system and processes to determine, process and check key data, including the consolidation of the data, on a segment and location level;

- Interrogations of employees on a segment level who are responsible for the determination and consolidation as well as the performance of internal audit activities with respect to the data, including the accompanying explanations;
- Inspections of the Cologne, Mönchengladbach and Sankt Leon-Rot locations to appraise the local data acquisition and reporting processes as well as the reliability of the reported data;
- Analytical assessment of the data and trends that were reported from all locations for consolidation on a segment level;
- Appraisal of the overall presentation of the key data, including the accompanying explanations, that fell within the scope of our order.

#### Result

On the basis of the information obtained during the performance of our business audit, we are not aware of any circumstances that would lead us to assume that the key data, including the accompanying explanations, in the report is not presented in accordance with the reporting criteria in all essential matters.

Frankfurt am Main, 10 May 2013

KPMG AG  
Auditing company

Ganse                      Glöckner  
Auditor

## GRI Index

Index acc. to GRI (GR3 core indicators)	Status	Page
<b>Standard disclosures</b>		
<b>1. Strategy and Analysis</b>		
1.1 Statement from the most senior decision-maker of the organization	Complete	P. 4 – 5
1.2 Description of key impacts, risks, and opportunities.	Complete	P. 4 – 5, 9 – 11, 17, 23, 33
<b>2. Organizational Profile</b>		
2.1 Name of the organization.	Complete	P. 2
2.2 Primary brands, products, and/or services	Complete	P. 6 – 7
2.3 Operational structure of the organization	Complete	P. 2; GB P. 191 – 197
2.4 Location of organization's headquarters.	Complete	P. 39
2.5 Number of countries where the organization operates	Complete	GB P. 191 – 193
2.6 Nature of ownership and legal form	Complete	GB P. 52 – 53
2.7 Markets served	Complete	GB P. 65 – 73
2.8 Scale of the reporting organisation	Complete	GB P. 4, 261 – 265
2.9 Significant changes during the reporting period regarding size, structure, or ownership.	Complete	P. 2; GB P. 52 – 53
2.10 Awards received in the reporting period	Complete	P. 17, 20
<b>3. Report Parameters</b>		
3.1 Reporting period for information provided.	Complete	P. 2
3.2 Date of most recent previous report	Complete	P. 2
3.3 Reporting cycle	Complete	P. 2
3.4 Contact point for questions regarding the report or its contents.	Complete	P. 39
3.5 Process for defining report content	Complete	P. 9 – 11
3.6 Boundary of the report	Complete	P. 2
3.7 State any specific limitations on the scope or boundary of the report.	Complete	P. 2
3.8 Basis for reporting on joint ventures, subsidiaries ,etc.	Complete	P. 2
3.9 Data measurement techniques and the bases of calculations	Complete	P. 20, 34
3.10 Explanation of the effect of any re-statements of information	Complete	P. 2
3.11 Significant changes in the reporting	Complete	P. 2
3.12 GRI Content Index	Complete	P. 35 – 37
3.13 External auditing and confirmation	Complete	P. 34
<b>4. Governance, Commitments and Engagement</b>		
4.1 Corporate governance and management structure of the organization	Complete	GB P. 7, 16 – 21
4.2 Independence of the highest governance body.	Complete	GB P. 21, 31
4.3 Structure of the governance body in organisations without a supervisory board	Complete	A supervisory board exists
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Complete	P. 26; GB P. 33, 35
4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives and the organization's performance.	Complete	P. 27; GB P. 38
4.6 Processes in place to ensure conflicts of interest are avoided	Complete	GB P. 36, 110 – 111
4.7 Expertise of the members of the highest governance body with respect to economic, environmental, and social performance.	Complete	GB P. 29, 37

Index acc. to GRI (GR3 core indicators)		Status	Page
4.8	Statements of mission or values, codes of conduct, and principles relevant to sustainability	Complete	P. 10, 25 – 26
4.9	Procedures for overseeing the sustainability performance	Complete	GB P. 92 – 96, 104 – 116
4.10	Processes for evaluating the highest governance body's own performance with respect to sustainability	Complete	GB P. 36 – 38
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Complete	GB P. 104 – 116
4.12	External agreements, principles or other initiatives	Complete	P. 11; GB P. 21
4.13	Memberships in associations and/or national/international advocacy organizations	Complete	P. 31
4.14	List of stakeholder groups engaged by the organization.	Complete	P. 10
4.15	Basis for identification and selection of stakeholders with whom to engage.	Complete	P. 9 – 11
4.16	Approaches to stakeholder engagement	Complete	P. 10 – 11
4.17	Key topics and concerns that have been raised through stakeholder engagement	Complete	P. 9 – 11
<b>Performance indicators</b>			
<b>Economic</b>			
DMA EC	Disclosure on management approach	Complete	GB P. 58 – 73
EC1	Direct economic value generated and distributed,	Partial	P. 27; GB P. 260 – 264
EC2	Financial implications and other risks and opportunities due to climate change.	Complete	P. 14 – 15; GB P. 103, 107, 115 – 116
EC3	Coverage of the organization's defined benefit plan obligations.	Not	
EC4	Significant financial assistance received from government.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Not	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in kind, or pro bono engagement.	Complete	P. 30 – 33
<b>Environmental</b>			
DMA EN	Disclosure on management approach	Complete	P. 19 – 23
EN1	Materials used by weight or volume.	Complete	P. 23
EN2	Percentage of materials used that are recycled input materials.	Complete	P. 23
EN3	Direct energy consumption by primary energy source.	Complete	P. 20
EN4	Indirect energy consumption by primary source.	Complete	P. 20
EN5	Energy saved due to conservation and efficiency improvements.	Complete	P. 20 – 21
EN7	Initiatives to reduce indirect energy consumption	Complete	P. 20 – 21
EN8	Total water withdrawal by source.	Complete	P. 22
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Complete	P. 22
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Complete	P. 22
EN16	Total direct and indirect greenhouse gas emissions by weight.	Complete	P. 20
EN17	Other relevant indirect greenhouse gas emissions by weight.	Partial	P. 20
EN18	Initiatives to reduce greenhouse gas emissions.	Complete	P. 21
EN19	Emissions of ozone-depleting substances by weight.	Complete	P. 21
EN20	NO, SO, and other significant air emissions by type and weight.	Complete	P. 21
EN21	Total water discharge by quality and destination.	Complete	P. 22
EN22	Total weight of waste by type and disposal method.	Complete	P. 23
EN23	Total number and volume of significant spills.	Complete	P. 22
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Complete	P. 13 – 17
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Complete	No main fines or sanctions 2012

Index acc. to GRI (GR3 core indicators)		Status	Page
<b>Labor Practices and Decent Work</b>			
DMA LA	Disclosure on management approach	Complete	P. 25 – 29
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	Complete	P. 25
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partial	P. 25
LA4	Percentage of employees covered by collective bargaining agreements.	Not	
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Not	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Partial	P. 29
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist work-force members, their families, or community members regarding serious diseases.	Complete	P. 29
LA10	Average hours of training per year per employee by gender, and by employee category.	Partial	P. 26
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Partial	P. 28
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Complete	P. 28
<b>Human Rights</b>			
DMA HR	Disclosure on management approach	Complete	P. 10, 20, 26, 27, 28
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Partial	P. 10, 20, 28
HR4	Total number of incidents of discrimination and corrective actions taken.	Complete	P. 28
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not	
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Not	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Not	
<b>Society</b>			
DMA SO	Disclosure on management approach	Complete	P. 10, 30-33
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Not	
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Not	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Not	
SO4	Actions taken in response to incidents of corruption.	Not	
SO5	Public policy positions and participation in public policy development and lobbying.	Complete	P. 31
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Complete	No main fines or sanctions 2012
<b>Product Responsibility</b>			
DMA PR	Disclosure on management approach	Complete	P. 13-17
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Complete	P. 15
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Complete	No main fines 2012



## Statement

# GRI Application Level Check

GRI hereby states that **INTERSEROH Dienstleistungs GmbH / ALBA Group Segment Service** has presented its report "Sustainability Report 2012" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 7 May 2013

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



The "+" has been added to this Application Level because **INTERSEROH Dienstleistungs GmbH / ALBA Group Segment Service** has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 29 April 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

## Impressum

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You can find the sustainability report online at [www.really-sustainable.com](http://www.really-sustainable.com)

### Paper

Revive 100 natural matt, recycling paper from 100% waste paper, corresponds to the 'Blue Angel' – RAL-ZU symbol 14/19487



### Photos

Sorting plant, page 21: ALBA Group  
Washing plant, page 22: ALBA Group  
Employee, page 29: ALBA Group



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