

IMVO ANNUAL REPORT 2022



JETSTONE

FOREWORD

I am so proud to hereby present our 2nd ICSR annual report. However, I am even prouder of the significant steps we have taken in various areas. For example, we have brought to market a countertop made from what was previously our wasted materials.

This product was an immediate hit because it is easy for the various housing cooperatives to understand. This means we have to throw away fewer residual slabs. We have also taken important steps in the field of CO2 reduction. We have used considerably less gas because we have started using more electrical heating. And at the new location there is no longer a gas connection.

We are taking a variety of steps in various areas. This can also be seen in the development of our own staff.

They have completed a record number of courses/modules in 2022. The path we took a few years ago is now starting to bear fruit. We are on the right track and poised to take even more significant steps in the coming years. This is also partly due to the ICSR steering group that we have set up, which includes a wide variety of employees from the various departments.

Finally, I would like to thank everyone both within and outside the organization who keeps us focused on moving forward.

I hope you enjoy reading this report.

John van der Heuvel ↘
Director of Jetstone



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TIMELINE

1993

- Established



1996

- Fabrieksstraat production location

1997

- Quartz composite

1998

- Florijn

2006

- Jetstone GmbH



2007

- Jetstone AB
- LEAN methodology



2011

- Ceramic
- Waterjet

2012

- Beukelsdijk production location

2014

- Jetstone BVBA



2017

- Beukelsdijk doubles

2018

- 25-year anniversary

2019

- Solar panels

1996



2012



2019



1993



2017



2022



2022

- New factory is built

2023

- 30 years in business



INTERNATIONAL

Our focus is on Northwestern Europe. We still only produce in Deurne, but to enable international growth, we now have a number of sales offices and warehouses abroad. A characteristic of our international approach is that we only work with our own people for customer contact, installation and service. Therefore, all of these workers are our own employees, who are trained internally and fit within the Jetstone culture.

SCANDINAVIA

Jetstone AB | Office near Malmö, warehouses in Malmö, Göteborg, Jönköping and Stockholm

In the time that we have been active in Scandinavia, this region has become our largest export area. Professional installation by our large team of in-house installers is essential here. And the distances are large because we also install countertops in the far north.

BELGIUM

Jetstone BVBA | Office in Deurne, warehouse near Brussels

By also opting to have our own organization in Belgium with Belgian (bilingual) installers and two Belgian account managers, we can also apply the credo "think global, act local" here.

GERMANY

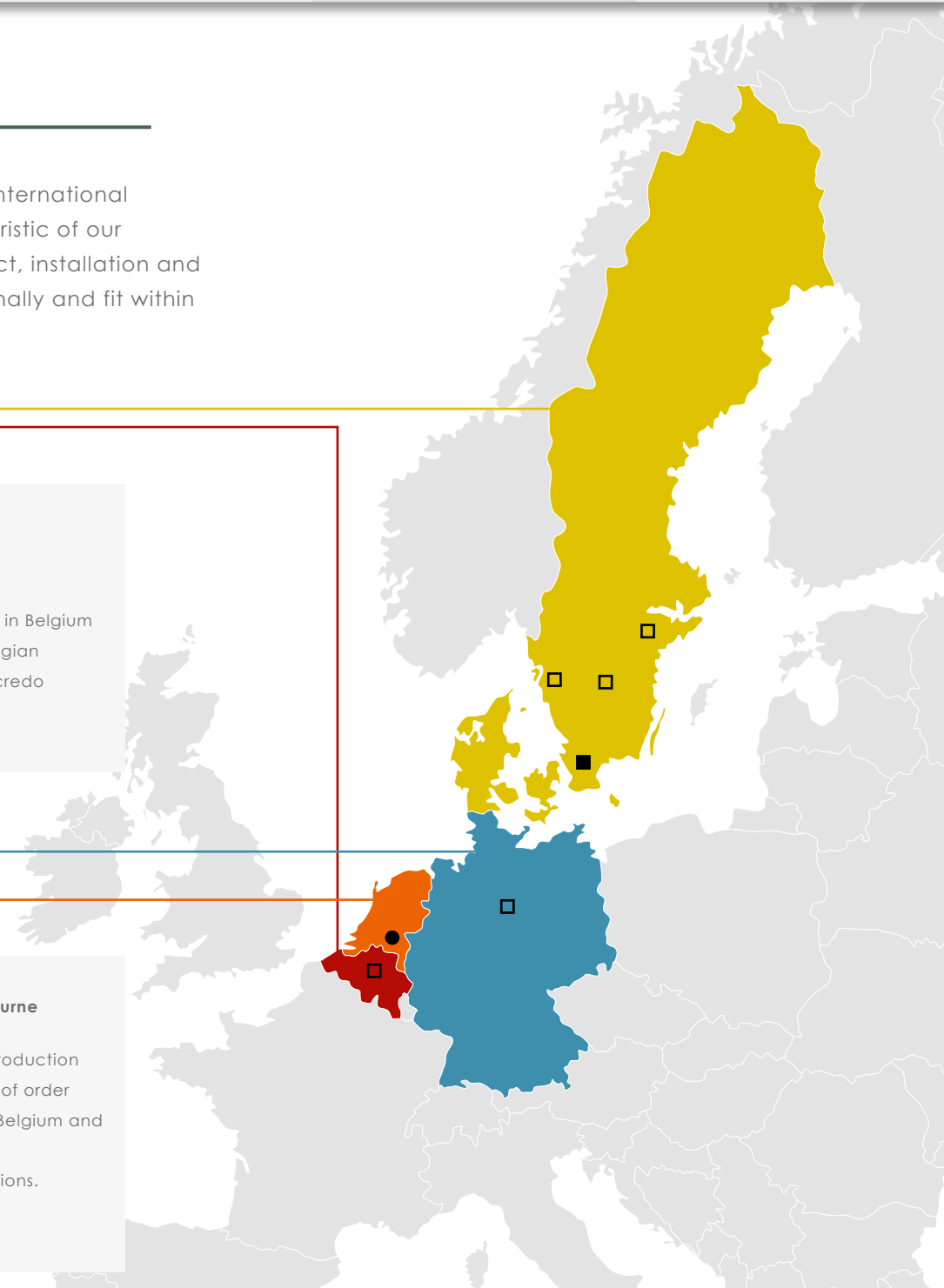
Jetstone GmbH | Office in Deurne

In Germany we started with a collaboration with two fellow companies, but since 2018 we have been operating here independently. We do this from a warehouse near Hannover, with its own installers and service vans. Order processing is done by a special team that works from Deurne and of course speaks excellent German.

THE NETHERLANDS

Jetstone | Head office and production in Deurne

All our products are made in Deurne (at 2 production locations). From here we not only take care of order processing for the Netherlands, but also for Belgium and Germany. In 2024 we will begin producing from 3 locations.



FACTS & FIGURES

By making responsible choices, aimed at healthy international growth, we have grown over the past 30 years into the leading specialist in stone countertops. Despite this success, we keep both feet on the ground at all times, ensure short lines of communication, and work with the level-headedness of our founders.

"Jetstone stands for collaboration. First of all, of course, within our company, where colleagues enjoy working together every day. But we also collaborate with external partners, such as customers, suppliers and advisory organizations."

We make all our products at our factories in Deurne in the region of Brabant, where we combine state-of-the-art machines with traditional craftsmanship. At these locations, we act to safeguard the environment and maintain a healthy and socially responsible workplace.

351

Employees*



201

Colours in the collection



3,821

Solar panels



18,500

Slabs in stock



18,000

m2 of floor space



Not only is producing stone countertops a professional job, but so is handling the logistics process that goes with it. Jetstone has a logistics department with its own drivers and installers to guarantee our quality. These skilled employees attach great importance to accuracy and customer satisfaction. They are happy to share their knowledge regarding measuring and installation with customers during tailor-made training courses at our company.

In order to shape our international growth efficiently and sustainably, we work with logistics hubs. We deliver the countertops for a specific region to the hub by truck, so that our installers can pick them up there in the morning.

Our logistics process receives a lot of attention in our sustainable business transition. For example, alternatives in the field of bio-based fuels are being investigated and we will discuss these options with our customers. We do this to provide our services in a more responsible manner.

"We still try to keep it as much like a family as possible; if employees are having problems, at work or at home, they know that they can talk about them. It has always been that way and I am proud of that."

Arijan Veldhuijzen



1

Motorcycle



7

Logistics hubs



8

Trucks



58

Installation & Service vans



CORE VALUES

▸ Flexible ▸ Reliable ▸ Solution-oriented

Jetstone...

"A customer-oriented, financially healthy and sustainable company in the field of production, supply and servicing of countertops and accessories in Northwestern Europe".

Sustainable Development Goals :



Combating poverty



Facilitating decent work and economic growth



Contributing to responsible and sustainable consumption and production patterns



Combating climate change and its impact



Revitalizing Global Partnership for Sustainable Development

POLICY

YES! For the second year in a row, we can present our ICSR annual report. Over the past year, we have again been able to develop various initiatives and take steps together with various partners.

We have been actively involved in the world around us for years and we believe it is very important to deal responsibly with our stakeholders, our employees and the environment.

In order to make a meaningful impact regarding our partners, we take responsibility in our supply chain. Over the past year, we have been following up on the steps we were able to take in 2021 to further develop and implement our policies. This is a step-by-step process in a world full of challenges and changes.

To further shape our policies and actions in the field of sustainability, we took constructive steps within the company last year. We have initiated various important actions, further implemented the 'Sustainability Consultation' within the organization, and we have been able to add a CSR employee within our team: Gino Hendriks.

Based on the Sustainable Development Goals, we currently focus on four pillars that are important to Jetstone:

- Healthy and motivated employees
- Responsible purchasing
- The power of collaboration
- Sustainable business processes

These important pillars for Jetstone provide structure to the 2022 report.

Making choices regarding themes is not always easy and we realize that many things can still be improved. But we are working with focus and diligence, so that the topics we tackle can be implemented and secured in the organization as much as possible.

Deurne, August 2023

Erik Janssen

Sustainability Manager



GOALS AND RESULTS

Error reduction per quarter

Q1 **-2,66 %** Q3 **+12,06 %**
Q2 **-9,72 %** Q4 **+3,05 %**

Goal
-8%

2023

Recycling

90% of our residual material is suitable for recycling

Goal
Taking steps toward greater circularity

2023

Circularity

The pilot has been started to bring the circular countertop to the market

Goal
Delivering 200 circular countertops to our housing partners

2023

Use of 30mm material

16.1% decrease in amount of 30mm-thick material purchased compared to 2021

Goal
-70%

2027

Transparency in the chain

Actual status:

75% of the factories
75% of the quarry areas
50% of the quarries

Goal
100% of the factories
100% of the quarry areas
100% of the quarries

2023

Natural gas consumption

Average per order
0.78 nm3

Goal
51% compared to 2022

2027

Fuel

Fuel HVO ratio
26.4%

Goal
80% HVO

2027

Academy completed

Number of Academy modules completed per employee:
3.8 modules

Goal

5.5 modules per employee

2023**Safety**

Reduction of registered accidents: **35%**

Goal

20%

2023**Days without injury ***

Realised in 2020: 99 days
Realised in 2021: 96 days
Realised in 2022: 78 days

**Situations in which an employee, for example, sustains a scrape, cut or bruise.*

Goal

At least 100 days

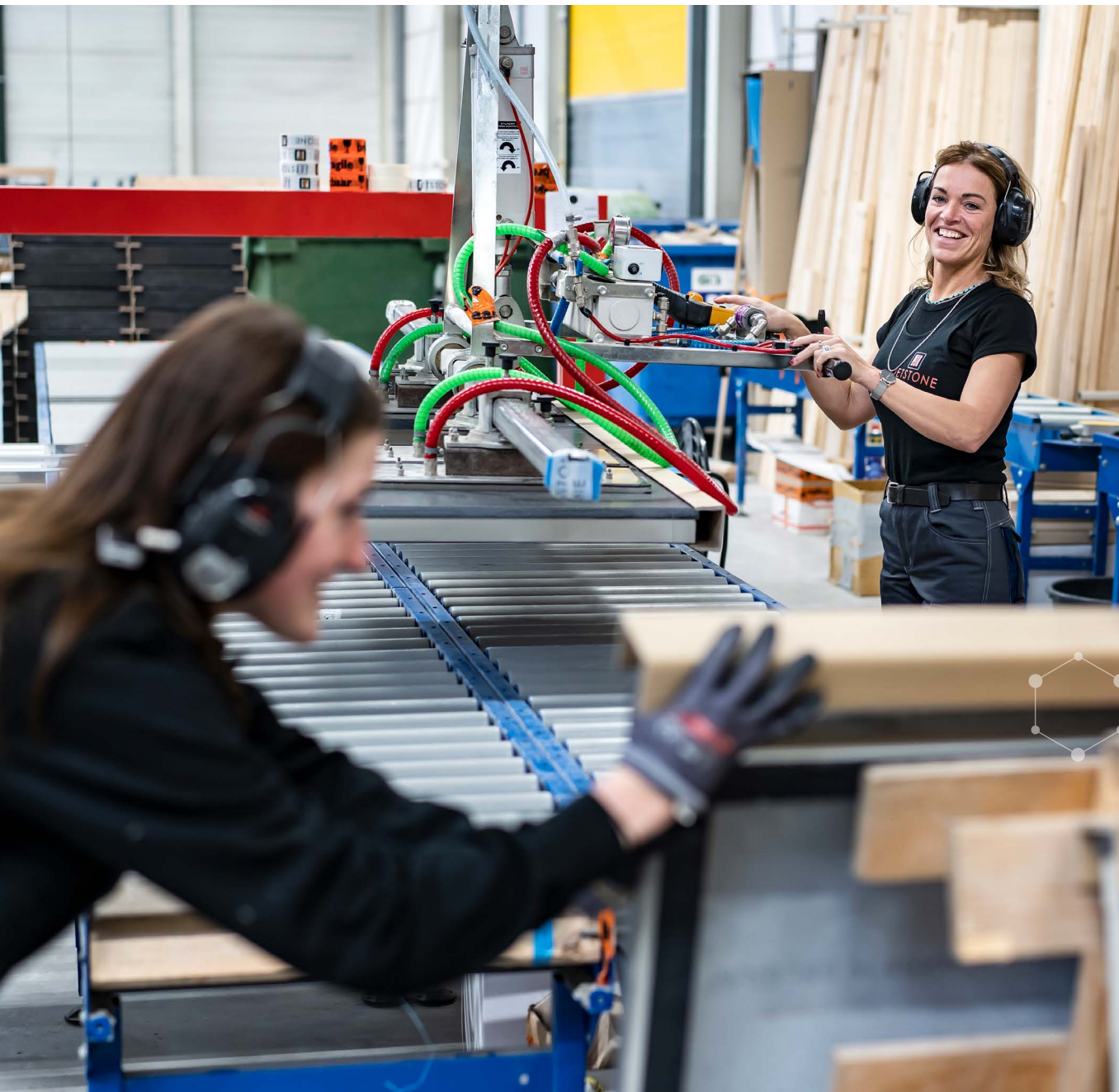
2023**Number of employees**

1 January 2022: **322**
1 January 2023: **351**

Average per order	2021	2022	Reduction	Objective for 2027 compared to 2021
CO2 emissions (scope 1+2) in kg/eq	41.09	34.78	-15.3%	-85%
Electricity (kWh)	47.88	28.06	-41.4%	-2.7 kWh
Gas (nm3)	1.61	0.78	-51.6%	-75.8%
Water (m3)	0.14	0.16	14.3%	-5%



SAFE AND HEALTHY WORK



The safety and health of employees is paramount at Jetstone. We seek advice from experts and facilitate independent audits to assess ourselves. We appear to be a leader in our industry with, for example, professional dust extraction in our factories and the in-house developed, height-adjustable workplaces in production.

"As a safety coordinator, I mainly listen to my colleagues on the work floor. They are the experts and come up with optimization points that we at Jetstone are happy to invest in"

Roland van Roosmalen



Furthermore, of course, we work with certified tools and ensure that occupational health and safety rules are always strictly adhered to. By installing vacuum lifters and conveyor belts, we have also ensured that hardly any lifting is required in our factories.





MOTIVATED EMPLOYEES

8 GOOD JOBS AND
ECONOMIC GROWTH



Working at Jetstone means working together, but also having fun together. Our informal work atmosphere, open communication and social activities contribute significantly to this. We also have committed team leaders who ensure that employees can always find a listening ear.

Motivated employees are also well-informed employees. We keep our colleagues up to date through internal communication and with internal and external training. As a BBL-recognized training company, we also offer future employees opportunities to learn the trade with us. And together with ESF we are working on the 'Sustainable Employability of Employees' project.

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WELL-TRAINED EMPLOYEES

We invest heavily in training our employees, both externally and internally. We employ two vocational guidance employees and in 2020 we hired a training coordinator with experience in education to make our internal training courses more professional and structured.

We have now put together a full-fledged Jetstone Academy, containing nine modules about our company, our products, order flow, safety and quality. By the end of 2022, our employees had jointly completed 1,328 modules.

We also offer our employees every opportunity to take external courses. In 2022, for example, this was made use of as follows:

▸ Vocational guidance :	1 in service
▸ Internship and graduation internship :	4 students
▸ Dutch language :	6 (non-Dutch-speaking) employees
▸ SWB for code 95 :	15 employees
▸ Driving lessons and CE license exams :	1 employee
▸ VCA-VOL :	1 employee
▸ Forklift and EPT :	5 employees
▸ Forklift truck :	3 employees
▸ Overhead crane :	3 employees
▸ Aerial platform :	1 employee
▸ Emergency response officer :	18 employees
▸ Training in collaboration leadership and communication :	21 team leaders

JIJ EN JETSTONE

MODULE 1 WELKOM BIJ JETSTONE



"In 2022, we translated our Academy into other languages, so that the courses are also accessible to, for example, our Polish employees."

And what is also interesting to know is that we share our courses with our customers, so that we work together for well-trained employees."

Marloes van Tilburg

1. Company

2. ICSR policy

3. Healthy and motivated
employees

4. Responsible purchasing

5. The power of collaboration

6. Sustainable business
processes



CODE OF CONDUCT

Jetstone uses a Code of Conduct in its purchasing process. In this document, we commit ourselves and our suppliers to a number of important legal, ethical, environmental and social standards and values.

This is an important aspect, especially for granite types from non-Western countries, as is carrying out independent audits. We have these audits carried out by, among others, Xertifix, an NGO that fights for better working conditions and environmental protection in the stone sector in India.



"As part of our purchasing - and associated due diligence practices - we ask our suppliers to sign our Code of Conduct. In addition, we require that they fill out the Jetstone Questionnaire and Declaration of Origin (DoO) for natural stone from Non-Western countries. This provides insight into the circumstances within the chain and creates transparency into the origin of natural stone."

Gino Hendriks

PRODUCT ID

In 2022, we started creating product IDs to give ourselves, our customers and end users insight into our materials. For example, the origin location of raw materials is stated per colour and for technically manufactured stone the recycled portion is indicated in percentages. This is a great way to make sustainable choices when purchasing and selling materials.

Natural stone

Quartz


Ceramics

Dekton

PRODUCT ID


Quartz

Beach Iceberg





JETSTONE



1. RAW MATERIALS

Origin quartz > Belgium




2. FACTORY

Slabs produced in > Belgium

Recycled raw materials > 13%


Type of resin > Bio resin



3. CUSTOMIZATION

Final product produced in > The Netherlands

Production company > Jetstone



4. FINISHED PRODUCT


Final products are installed (mostly through kitchen retailers) at the end users.




5. REFURBISHING / RECYCLING

Our goal is to supply products which can either be refurbished or recycled.

Certified by





RVO PROJECTS

India

In 2020, Jetstone entered into a partnership with various market parties to make the purchasing chain of natural stone in India more transparent and to tackle any abuses.

This is a challenging process, with many hurdles... but we are well on our way to initiating possible improvements together with our partners.

Careful and independent research has been conducted with which we have been able to determine concrete areas for improvement in collaboration with all those involved.

Zimbabwe

In 2022 we decided to participate in the next project. We do this with various fellow companies from our industry, which is quite unique.

Together with Action Aid and various companies from the Netherlands and Belgium, we will make the purchasing chain of black natural stone from Southern Africa more transparent. We are working together to take joint steps in our industry.

NSF AND BIO-RESIN

Jetstone only works with suppliers of composites, ceramics and dekton who are certified in accordance with the standards of the international organizations NSF and/or GreenGuard. This certification guarantees that the materials are hygienic and food safe – aspects that are of great importance when it comes to a kitchen countertop, of course.

But our suppliers are also investing heavily in sustainability, especially for quartz composite materials. For example, Silestone has developed the Hybriq+ technology, which means they need to use less silica in their mix of raw materials, including through the use of recycled glass. And Diresco, another supplier of composite slabs, has long been switching to bio-resin as the basis for its products. This is a development that we also encourage with other suppliers.

Our suppliers do not sit still.

In consultation with these partners, we are actively working to produce materials with a lower impact. Examples of this are materials that are made using recycled materials, among other things. For example materials like Jet Black and Trillium.





TRUSTONE ICSR INITIATIVE

In 2019 we signed the TruStone ICSR initiative. In addition to Dutch and Belgian fellow companies from our industry, Minister Sigrid Kaag and representatives of the organizations FNV, CNV and Arisa have also signed.

The Goal of the TruStone Initiative is clear: more responsible production and purchasing of natural stone. The parties involved want to create transparency and take a stand against environmental and human rights violations that may still occur during the extraction of natural stone in Asia, Africa and South America, among others. As an individual company, you can only influence this to a limited extent; as a sector in collaboration with (government) organizations such as the SER, we are a lot stronger.

In October 2022, we had an audit from the SER regarding our due diligence progress. We have achieved great results and have again drawn up an action plan for 2023.

Visit www.jetstone.nl/duurzaam-natuursteen



"As an individual company, we can only influence the supply chain to a limited extent. We therefore like to collaborate with suppliers, fellow companies, government organizations and NGOs."

Patrick Janssen

COLLABORATION PARTNERS

Action Aid | Together with Action Aid, we aim to achieve more transparency in the chain of black granite from Zimbabwe. ActionAid is an international women's rights organization that fights for an equal and sustainable world.

Arisa | Independent human rights organization that has been committed to the defence of human rights in South Asia since 1976. Arisa does this through advocacy and policy influencing politicians and companies, research, critical dialogue and social awareness regarding, for example, abuses in production chains.

Encon | Independent agency that supports companies with creative and innovative solutions in their transition to become more sustainable. They were the independent specialist in the large LCA study that we conducted to map out how much CO2 is emitted during the production and delivery of a countertop.

GreenGuard | International and independent certification organization that, among other things, tests and approves materials for indoor applications.

Van Kessel Olie | The main fuel supplier for Jetstone's fleet in the Netherlands. Van Kessel Olie actively contributes through good cooperation to reduce CO2 emissions from our logistics services.

actionaid

ARO
GRANITES

ARISA

DIRESCO
Designed to last

encon
our energy saves your energy

Gemeente Deurne

GREEN
GUARD
SERVICES

Rijksdienst voor Ondernemend Nederland

van Kessel

ARO Granites | A major supplier of granite from India. ARO is very involved in the RVO project and contributes to the points for improvement that we identified after the due diligence investigation.

Diresco | One of our suppliers for quartz composite slabs, who is fully committed to sustainability, including through the use of bio-resin and the responsible extraction of quartz. Together with Diresco, we conducted a large LCA study to map how much CO2 is emitted during the production and delivery of a countertop.

Municipality of Deurne | Our production facilities are located in Deurne, in the southeast of the Netherlands. Jetstone is one of the largest employers in the municipality and in that capacity also feels socially responsible and committed to the municipality and its residents. We keep the municipality informed of developments and regularly ask them for advice.

RvO | The Netherlands Enterprise Agency (Rijksdienst voor Ondernemend Nederland) is committed to maintaining an excellent business climate. It is a source of information in the field of sustainable, agricultural, innovative and international entrepreneurship. It also provides advice, draws up regulations and ensures that laws and regulations are complied with.

NSF | International Health & Safety organization that is involved in testing and approving materials in the field of hygiene and food safety.

SER | The Socio-Economic Council is the most important advisory council for the Dutch government and parliament on socio-economic issues. Entrepreneurs, employees and independent crown-appointed members work together in the SER. They are, among other things, closely involved in the TruStone agreement.

Senzer | Senzer's motivation is to make our local working environment flourish even more. As a socially involved partner, we work together with Senzer to allow people to participate meaningfully within our company.

TruStone | Initiative by natural stone processing companies, governments, employers' organizations and NGOs from the Netherlands and Belgium. The parties involved want to create transparency and take a stand against environmental and human rights violations that may still occur during the extraction of natural stone in Asia, Africa and South America, among others.



STONE | Belgian manufacturer and supplier of tiles, slab materials and custom work, with whom we collaborate in a project, subsidized by the RvO, that must lead to an improvement in the social and environmental conditions of Indian granite suppliers by 2025 at the latest.

Woonwenz | As part of the C8 housing associations, Woonwenz is one of the largest social housing landlords in Limburg. They were our pilot partner for Jetstone's first circular countertop. Jetstone is now a proud main supplier for the kitchen renovations of Woonwenz's homes.

Xertifix | NGO that fights for better working conditions and environmental protection in the stone sector. They carry out independent audits for us at companies and quarries in India.

1. Company

2. ICSR policy

3. Healthy and motivated
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CONSUMPTION OF

ELECTRICITY, FUEL & WATER

In 2019, we equipped our factories with 3,330 solar panels, which produce more than 1 million kWh of green energy per year. In any case, the remaining electricity we use is green and we try to minimize it by, for example, investing in heat recovery and energy-efficient machines. Smart insulation applications have also significantly reduced our gas consumption.

Because we started heating our offices electrically in 2022, we have managed to reduce our gas consumption by 40% compared to 2022. And by recycling all the water in our production process and supplementing it with rainwater as much as possible, we can also keep consumption of (tap) water as minimal as possible.

When purchasing vehicles, emissions and fuel consumption are always decisive. In recent years, for example, several extremely economical vans have been purchased for our installers, which are suitable for driving on HVO. Moreover, we have opened an additional warehouse in Hannover, allowing us to group our transport in Germany in a much more consolidated manner (and therefore with far fewer kilometres). We have also moved a number of warehouses in Sweden in order to significantly reduce the number of transport kilometres.

13 CLIMATE ACTION



HVO & TRAXX

"Last year we took steps to implement more and more renewable and fossil-free fuel in our logistics process. Together with partners in the last step of the chain, we are looking at possibilities to jointly reduce CO2 emissions, partly by refueling with other fuels."

Ronnie van Bree



MATERIAL CONSUMPTION

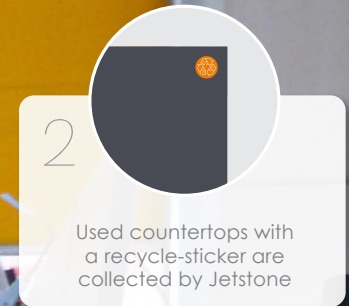
Through 'nesting software' we can continue to reduce our amount of material waste. Nevertheless, we are dealing with many small residual pieces. We completely separate our ceramic waste from granite and composite, resulting in a clean waste stream. Our waste can therefore be reused for, among other things, the construction of roads and the construction of houses.

Moreover, we are carrying fewer and fewer materials in the 'traditional' thickness of 30mm. We encourage our customers to work with a thinner base material instead, which reduces the average material consumption per order. An additional advantage of those thinner materials is that the weight per countertop is lower, which reduces the physical burden on our installers and our customers' installers.



REDUCE, RE-USE, RECYCLE

Together with our customers, we try to maximize recycling options. When replacing a kitchen, a used countertop becomes redundant. If we are already there to deliver a new countertop, the customer can have us collect the used countertops (with a recycling sticker). We then have these broken into small pieces, so that they can also be reused in house construction and road construction. Together with our recycling partners, we also ensure that waste streams of iron and wood are recycled.



"In February 2022, I started as a Sustainability graduate intern with the assignment to research the possibility of developing a circular product in which we use the waste from our production process, including an end-of-life return policy to maintain control of this material.

Within Jetstone we have various stone waste streams in which we see the potential to upcycle into a high-quality end product. We started with a product that is closest to our core business, a kitchen countertop with a circular character.

The first countertop was installed in May and we started large-scale testing in September, together with a housing association and contractors. We now supply all countertops for this housing association and they have already been installed in more than 50 homes. With this batch alone we save approximately 14,000 kg of waste per year. We will soon be starting pilots with other local housing associations to give our waste material a second life. In this way, we further reduce our waste, we achieve growth without having to rely on new material, and we offer value with a sustainable luxury product for housing associations and their tenants.

We will keep offering this concept locally and expand it in phases, so that we can allocate waste material in a manageable manner. It is a priority that new slab material is not used while guaranteeing deliverability, so we can serve more customers with the same amount of material. With the expansion of Jetstone with the new building, more orders will be produced in the future and therefore waste will also increase. As this happens, the circular countertop project will slowly be expanded.

Within our environmental policy, circularity is our most important and challenging pillar as we head towards 2050, in which we must increase the reduction and efficiency of material use throughout the chain. The circular countertop is a first step taken for future-proofing and a continuous development process for Jetstone, suppliers and customers."



Gino Hendriks ↗



LIFE-CYCLE ANALYSIS

To minimize Jetstone's ecological footprint, it is important to map out how much CO₂ is emitted during the production and delivery of a countertop. To investigate this, we are working with Diresco, a supplier of composite countertops, and Encon, an independent organization that calculates the emissions in our chain. Based on precise measurements in all facets of the product life cycle, from extraction of raw materials to production of the raw material at Diresco, to assembly or delivery by Jetstone's logistics services, Encon prepared a report. Following the findings from this report, it is our turn at Jetstone to set up sustainability initiatives that will allow us to reduce our burden on the environment.

Because we at Jetstone are proactive in reducing our impact in the chain, we have discussions with all our suppliers of technically manufactured stone. We thereby aim to receive the EPDs or alternative information about the products.





JETSTONE

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