

# LET'S BUILD THE FUTURE TOGETHER

sustainable  
development  
report  
2024

---



**möbitec**  
WE CREATE MOMENTS OF WELL-BEING SINCE 1990

## ABOUT MOBITEC

Mobitec is a Belgian family business producing tables and seats of high durability and comfort, which are distinguished by their design and great customizability. Our furniture can be found in homes, restaurants, hotels, offices, and care institutions across Europe. With our distribution partners, we have the privilege of furnishing prestigious locations like the main restaurant at Roland Garros, the offices of the European Commission, a residence of Omar Sy and senior residences affiliated with the Korian Group.

At Mobitec, we translate our interest in sustainability into respect not only for the planet, but also for people and their well-being, whether suppliers, customers, or employees, and for the financial sustainability of our company. We are convinced that it is only by respecting these 3 pillars that we will be able to thrive in the long-term while creating a positive impact on the environment and society.

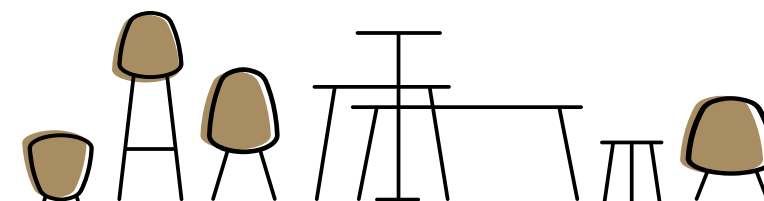
In this Sustainability Report, we therefore focus on five key areas where we believe we, as a furniture producer, can make a significant positive impact for the future of generations to come, together with our valued customers and suppliers, namely assuring the perennity and well-being of all, producing eco-designed and circular furniture, reducing our impact on climate to strict minimum, fighting against deforestation and caring for our partners and customers.

### ABOUT THIS REPORT

This sustainable development report refers to Mobitec's 2023 exercise (from 1.07.2023 to 30.06.2024). It is Mobitec's third sustainable development report. The report is established according to the current international recommendations: UN Guiding Principles Reporting Framework, Global Reporting Initiative, and UN SDGs.

## CONTENTS

MESSAGE FROM OUR CEO	5
A RECAP OF OUR FISCAL YEAR 2023: HIGHLIGHTS OF THE YEAR	6
MOBITEC, A SUSTAINABLE FAMILY BUSINESS	8
THE IMPORTANCE OF OUR STAKEHOLDERS	10
THE UN SUSTAINABLE DEVELOPMENT GOALS	12
OUR SUSTAINABLE DEVELOPMENT GOALS	15
OUR HOLISTIC APPROACH	15
OUR CSR ROADMAP AND ACHIEVEMENTS OF THE YEAR	19
1 PERENNITY AND WELL-BEING OF ALL	20
2 ECO-DESIGN AND CIRCULARITY	30
3 CLIMATE	38
4 OUR FIGHT AGAINST DEFORESTATION	42
5 CARING FOR OUR PARTNERS AND CUSTOMERS	46
CLOSING STATEMENT	51





*“What we  
do today,  
right now,  
will have an  
accumulated  
effect on  
all our  
tomorrows.”*

ALEXANDRA STODDARD



## MESSAGE FROM OUR CEO

**Dear customers, partners, and colleagues,**

It is with gratitude and enthusiasm that I present to you Mobitec's third sustainability report. As I reflect on this year, I'm incredibly proud of what we've accomplished. Despite the challenging market conditions, which led to Mobitec's largest-ever drop in order volumes, our Polish and Belgian teams showed dedication, creativity, and resilience. Thanks to their hard work, we made progress on sustainability initiatives, maintained good working conditions, and, despite the poor market situation, achieved positive financial results. Our key to success? We believe long-term growth comes from investing in our people—the heart and driving force of our company, our planet—our legacy to future generations, and our profit—the foundation that sustains it all.

I want to express special appreciation to our colleagues in our Polish factories. Their pragmatism, ability to adapt, and continued commitment to sustainability, even in difficult market circumstances, have been vital to our progress. Through their efforts, we were able to install photovoltaic panels, which will generate 30 % of our annual energy consumption, reducing our reliance on Poland's fossil fuel-dependent electricity grid. Among this year's notable achievements, I would also like to highlight all the hard work performed to optimize the wood utilization rate, with new measures and many projects undergoing to decrease our contribution to deforestation. Finally, I am also deeply grateful to those working tirelessly to improve health and safety in our factories, ensuring good working environment for all.

Our design and procurement teams also played a key role in achieving our sustainability objectives this year. By incorporating strict environmental criteria into their decisions, they launched a diverse range of innovative products this year, from an additional cover to extend the product life of our new "Cuori" chair, to the introduction of a new "Ciclo-cotton" fabric made from recycled cotton in production.

Our logistics and sales teams have also played a key role in our overall success. A notable achievement was the reduction in packaging for our Lotus chair by delivering it disassembled. While this posed a minor inconvenience for our partners and customers—effectively communicated by our sales representatives—it led to a significant reduction in CO2 emissions and transportation costs. These savings were directly reflected in product pricing, allowing us to maintain the highest possible price-to-quality ratio.

Moreover, thanks to our customer journey manager, internal sales teams and IT teams, we have established a foundation for collecting more direct feedback from our customers and partners, which we consider essential to driving progress both within our organization and beyond, as we aim to push the boundaries of our impact.

Lastly, I would like to extend a special acknowledgement to our Sustainable Development team, who initiated and steered most of these changes.

None of these achievements would have been possible without the dedication of the entire Mobitec team.

With sincere gratitude,

**Anne Rom**  
CEO of MOBITEC





# HIGHLIGHTS OF THE YEAR

## A RECAP OF OUR FISCAL YEAR 2023

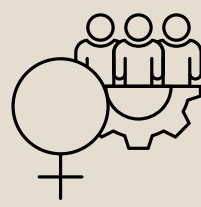
This year has been marked by significant advancements, benefiting both people—our customers, employees, and suppliers—and the planet. Below is a snapshot of our key achievements. For a more in-depth overview of this year's achievements, please refer to the section 'Our Sustainable Development Goals' of this report.



**617** COLLABORATORS



**43 %** WOMEN  
ACROSS THE ORGANIZATION



**31 %** WOMEN<sup>1</sup>  
IN MANAGEMENT



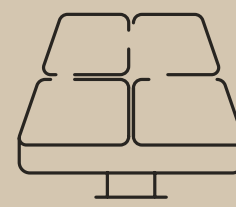
**0** SERIOUS ACCIDENT



**15** YEAR EMPLOYEE  
SENIORITY



**10** YEAR WORKER  
SENIORITY



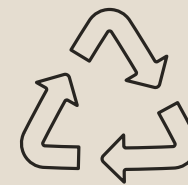
**1.000 MWH**  
OF PV INFRASTRUCTURE  
INSTALLED → **30 %**  
OF ELECTRICITY FROM  
**RENEWABLES.**



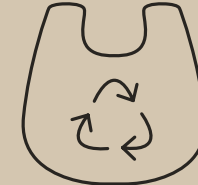
**21 %** OF CHAIRS  
GLUED WITH **SOLVENT-FREE**  
**ADHESIVES**



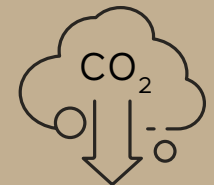
**35 %** VOLATILE  
ORGANIC COMPOUNDS  
(VOC) REDUCTION IN TABLE  
VARNISHING



NEW CICLO-COTTON FABRIC  
COLLECTION: **70 %**  
**RECYCLED MATERIAL.**



**PLASTIC PACKAGING:**  
**54 %**  
**RECYCLED MATERIAL**



**50 %** CO<sub>2</sub> CUT IN  
LOTUS CHAIR TRANSPORT  
THANKS TO ITS COMPACT  
PACKAGING

<sup>1</sup>Global benchmark: 33.5 % women are occupying senior management roles in mid-market companies (Grant Thornton, 2023). We are committed to advancing gender parity and actively working towards greater representation.

## MOBITEC, A SUSTAINABLE FAMILY BUSINESS

Sustainability has been at the heart of Mobitec since its founding 30 years ago. From the beginning, Herbert Rom, a visionary entrepreneur with a deep passion for design and nature, emphasized the importance of sustainable development. He outlined this vision in his book “The Entrepreneur and the Eye of the Needle Gate”, where he highlighted the need to integrate both human and environmental considerations throughout the company’s value chain.

Over time, this vision has evolved into a comprehensive and formalized sustainability strategy that guides Mobitec today. In 2019, we took the crucial step of measuring our carbon footprint, and by 2022, we aligned our strategy with the UN’s Sustainable Development Goals (SDGs). This report is the third sustainable report of Mobitec, tracking our annual progression towards our sustainable development roadmap.

Today, Herbert Rom’s legacy lives on in our production of tables and chairs which excel in durability, comfort, and design and offer extensive customization options. On average, 220.000 seats and 15.000 tables are produced each year, with almost all raw materials supplied by European suppliers, in our own production factories in Poland. Our fully owned production process and direct management of our distribution network allow us to maintain hands-on oversight, ensuring not only the highest quality standards but also a safe working environment for all our 600 collaborators, who are compensated fairly for their work.



Herbert Rom, 2014  
Founder of Mobitec Systems SA

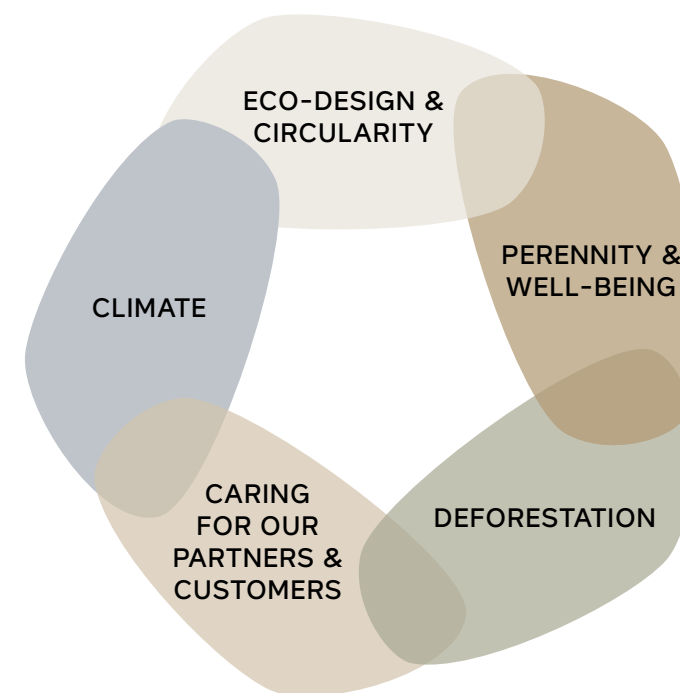


Our headquarters are situated in Belgium, and our three production sites are located in Poland within a 50 km radius of each other. **Each site has its own specificity:**

- 📍 **Mieroszów:** Wood procurement, machining, assembly and finishing of frames.
- 📍 **Jaworzyna:** Production of tables and metal frames for chairs and tables.
- 📍 **Dzierżonów:** Sewing and upholstering of products. Logistics center for all our deliveries.

Whether in Poland or Belgium, our 600 employees are more than just a workforce—they are the heart and driving force of Mobitec. We work hard to foster a supportive, family-like atmosphere, built on trust and respect for every individual within our diverse team. The relationships with our customers, suppliers, and partners are treasured as integral parts of the Mobitec community. Our mission is simple: together, we create moments of well-being.

Inspired by Herbert Rom’s visionary legacy, Mobitec has formalized its sustainability strategy around five key pillars, identified in collaboration with internal and external stakeholders, where we can make the most meaningful impact. Our approach focuses on: (1) ensuring the well-being and perennity of all, (2) producing eco-designed and circular furniture, (3) minimizing our climate impact, (4) combating deforestation, and (5) engaging our partners in this transformative process.



For a comprehensive review of this year’s achievements, please see the ‘Our Sustainable Development Goals’ section of this report.

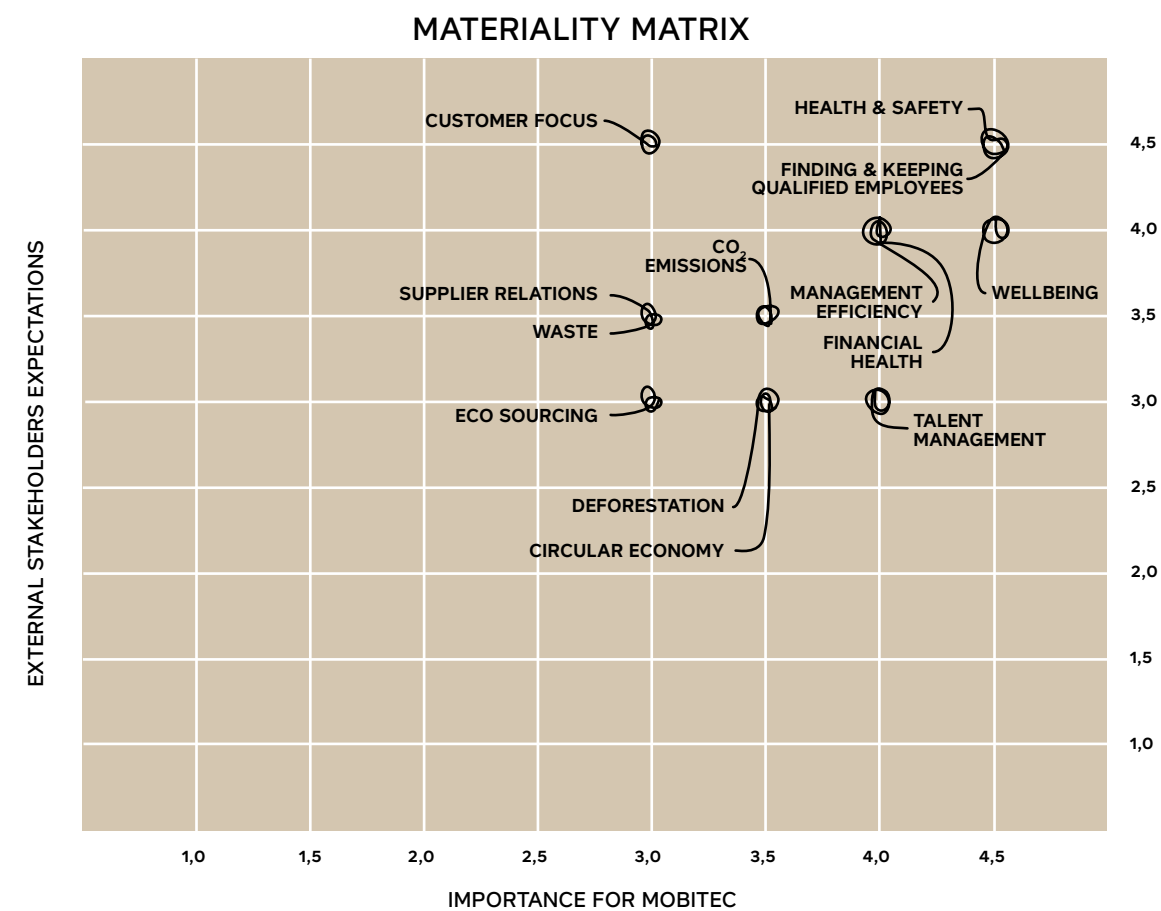


# THE IMPORTANCE OF OUR STAKEHOLDERS

At Mobitec, we recognize that our operations influence both internal and external stakeholders, forming the core of our sustainability strategy. Internal stakeholders include our employees and salespeople, while external stakeholders encompass end consumers, suppliers, distributors, partners, and our readers. In the development of our CSR strategy, integrating stakeholders was essential to setting relevant objectives, considering their needs, and addressing their challenges. We undertook a comprehensive process, including internal questionnaires, roundtable sessions with external stakeholders, and a survey distributed to over 4800 contacts in multiple languages, to ensure their valuable insights shape our sustainable development initiatives.

## OUR MATERIALITY MATRIX

Consulting our internal and external stakeholders allows us to identify what are known as 'material' topics for Mobitec. Specifically, a topic is considered 'material' when it is important to both external and internal stakeholders. This does not mean that less 'material' topics are not considered at Mobitec. However, it allows us to take a step back from our sustainable development topics and to focus our efforts and attention specifically on the most important topics for our stakeholders.



Here an example on how to read the matrix: According to the matrix, it appears that our stakeholders place greater importance on health and safety, as well as the recruitment and retention of qualified personnel, than on waste management and sustainable sourcing.






# SUSTAINABLE DEVELOPMENT GOALS

THE UN SUSTAINABLE  
DEVELOPMENT GOALS

The sustainable development goals (SDGs) define the five pillars of sustainable development: people, planet, prosperity, peace and partnership.

They are universal guidelines which point the way to a better world. The 17 Sustainable Development Goals were adopted in 2015 by all United Nations Member States, as part of the 2030 Agenda for Sustainable Development. Each SDG is important. All are closely linked. Our challenges and roadmap have been built taking into account each of the 17 sustainable development goals. Our objectives and actions to be implemented are each linked.

*The sustainable development goals on which Mobitec's activities have the most impact, whether positive or negative, are SDGs 7, 9, 12, 13, and 15.*

-  **7 Affordable and Clean Energy:** Ensure access to affordable, reliable, sustainable and modern energy for all.
-  **9 Industry, Innovation and Infrastructure:** Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.
-  **12 Responsible Consumption and Production:** Ensure sustainable consumption and production patterns.
-  **13 Climate Action:** Take urgent action to combat climate change and its impacts.
-  **15 Life on Land:** Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.



## POSITIVE & NEGATIVE IMPACT OF MOBITEC'S ACTIVITIES

[illegible]

In the chapters “PERENNITY AND WELL-BEING OF ALL”, “ECO-DESIGN AND CIRCULARITY”, “CLIMATE”, “OUR FIGHT AGAINST DEFORESTATION” AND “CARING FOR OUR PARTNERS AND CUSTOMERS”, we establish a connection between each of our sustainable goals, and the corresponding United Nations Sustainable Development Goal.



*“No one has ever  
become poor  
by giving.”*

ANNE FRANK

# OUR SUSTAINABLE DEVELOPMENT GOALS

## OUR HOLISTIC APPROACH

Driven by values of longevity, quality, and sustainability since our beginnings, we have always found it essential to minimize our impact on the world while striving for positive change.

In terms of societal, environmental, or economic aspects, we have worked last fiscal year on identifying our major challenges as well as the objectives and means to be implemented to make the world more sustainable, at our level.

This comprehensive process led us to determine 13 pivotal topics which we can leverage to enhance the sustainable development of our activities. These topics are organized into five key chapters: “Perennity and well-being for all,” “Eco-design and circularity,” “Climate,” “Our fight against deforestation,” and “Caring for our partners and customers”. Each chapter contains quantified goals.

Following each of our goal matrices, you may find descriptions of our achievements.



## 1 PERENNITY AND WELL-BEING OF ALL

As a company and economic agent, we do our best to lead by example. We ensure the well-being and development of our teams and the development of our talents. We work every day to offer our employees a secure work environment. We are committed to ensuring the perennity of our business as well as the job security of our teams.

### Our sustainability factors:

- > The health and safety of everyone
- > Recruiting and retaining qualified collaborators
- > Talent management
- > Well-being
- > Managerial efficiency
- > Financial health

## 5 CARING FOR OUR PARTNERS AND CUSTOMERS

Collaboration is at the heart of our commitment to sustainable development. We believe that sustainability is a shared responsibility, and by fostering strong relationships with our customers, suppliers, and partners, we can work together to address societal and environmental challenges and drive meaningful, long-term progress.

### Our sustainability factors:

- > Customer-oriented approach
- > Relationships with our partners

## 2 ECO-DESIGN AND CIRCULARITY

We are committed to offering a new economic model and placing eco-design at the heart of our strategy. We aim to provide circular solutions and are committed to adopting an eco-design approach for our products. Our goal is to offer customers the best products with a reduced environmental footprint while decreasing the amount of production waste we generate.

### Our sustainability factors:

- > Circular economy and eco-design
- > Sustainable sourcing
- > Waste reduction

## 3 CLIMATE

We measure and understand our carbon footprint across all our activities (scope 1, 2, and 3). We have implemented a policy to reduce CO2 emissions in our processes, taking measures at all levels of our activities (energy, raw materials, transportation, waste, etc.).

### Our sustainability factors:

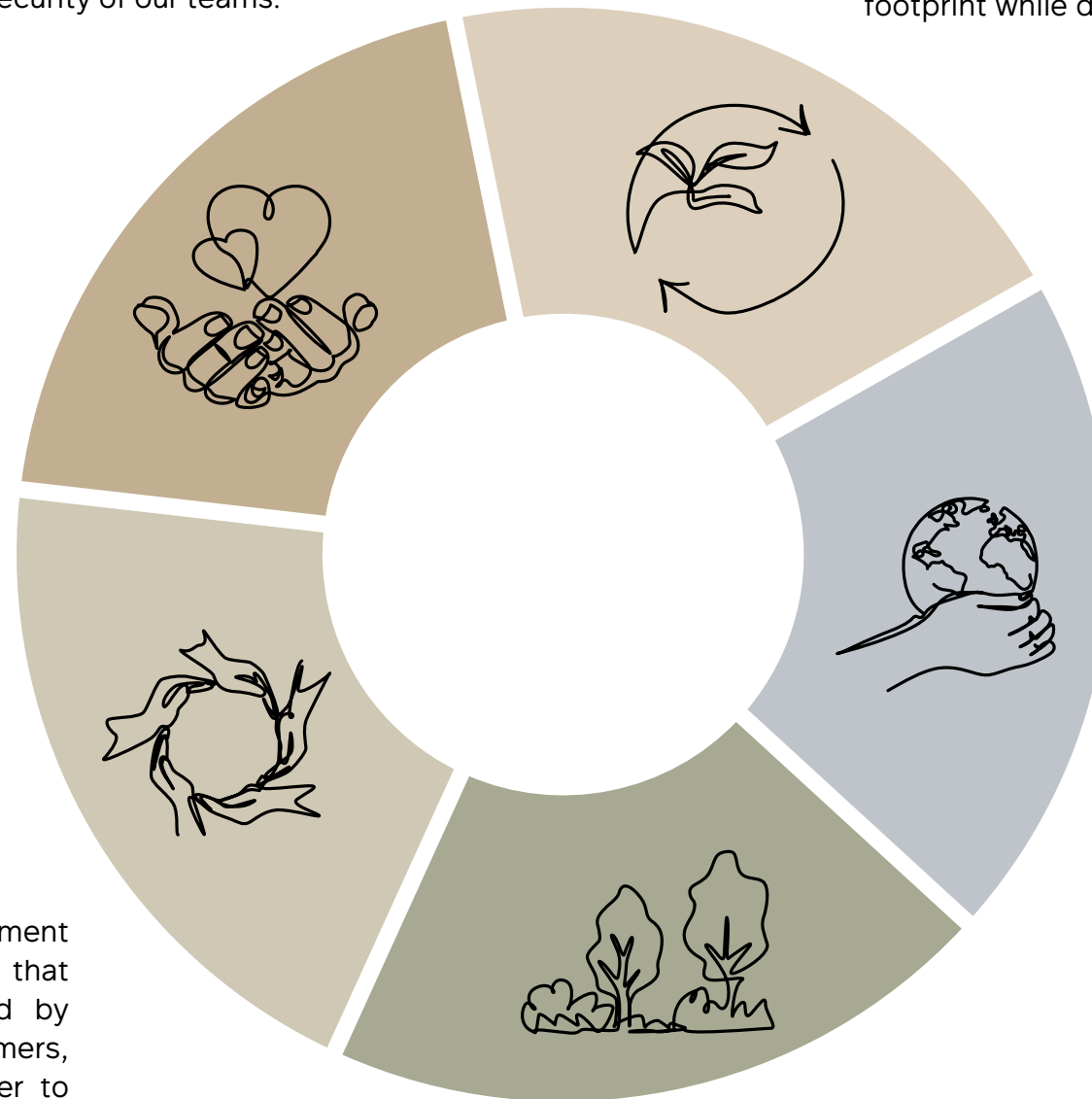
- > CO<sub>2</sub>e emissions

## 4 OUR FIGHT AGAINST DEFORESTATION


As a furniture producer, we want to decrease our impact on deforestation. We have made it a strategic priority and it is one of our main concerns.

### Our sustainability factors:

- > Deforestation







*“Do your little  
bit of good  
where you are;  
it’s those little  
bits of good put  
together that  
overwhelm the  
world.”*

DESMOND TUTU

# OUR SUSTAINABLE DEVELOPMENT ROADMAP AND ACHIEVEMENTS OF THE YEAR

Our roadmap summarizes our priority CSR topics. Sustainability factors are identified for each of them. The objectives are quantified and dated.





# 1 PERENNITY AND WELL-BEING OF ALL

Each and every one of our talents is vital to Mobitec's success, and we make it a point of honor to respect and treat them as members of our family. It is therefore one of our top priorities to remain an attractive company for recruiting and to keep talents engaged. More than just a guaranteed job, we offer our employees a great place to work, where respect, safety and well-being are key. Only by doing so can we keep our projects on track, guarantee the high quality of our products and help our talents to progress in their professional careers.

## SOME FIGURES

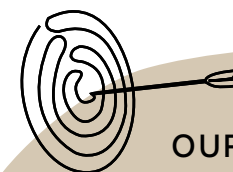
NUMBER OF COLLABORATORS (30.06.2023) 30.06.2024		
	WOMEN	MEN
PRODUCTION SITE DZIERŻONIÓW	(150) 132	(117) 105
PRODUCTION SITE MIEROSZÓW	(52) 45	(120) 115
PRODUCTION SITE JAWORZYNA	(59) 56	(118) 103
OFFICES IN EUPEN	(27) 29	(17) 16
EXTERNAL SALES	(3) 4	(12) 12
TOTAL	(291) 266	(384) 351
TOTAL ( % )	(43 %) 43 %	(57 %) 57 %
MANAGEMENT ( % )	(29 %) 31 %	(71 %) 69 %



## DID YOU KNOW?

Our production managers focus their approach on "Idea Management". This form of participative management invites all employees to voice their ideas for improvement on an equal basis.

KEY FIGURES FOR FISCAL YEAR 2023			
	NUMBER OF RECEIVED IDEAS	NUMBER OF IMPLEMENTED IDEAS	PARTICIPATION RATE OF OUR TEAMS
JAWORZYNA	439	227	64 %
MIEROSZÓW	239	163	40 %
DZIERŻONIÓW	213	122	31 %



## OUR LONG-TERM GOAL













Our long-term goal is to guarantee the well-being, fulfillment, and safety of our employees. We want to make Mobitec a company where people enjoy working and where everyone can find their place and thrive. This means recruiting and retaining qualified people who share our ambitions and values. These goals are associated with the United Nations Sustainable Development Goals 3, 4, 8, 10, 12 and 16, namely "Good Health and Well-being", "Quality Education", "Decent Work and Economic Growth", "Reduced Inequalities", "Responsible Consumption and Production", and "Peace, Justice and Strong Institutions".



## OUR STRATEGY

This roadmap outlines our strategy for continuously improving employee well-being, satisfaction, and safety. Our plan includes taking proactive steps to sustain and enhance the health and safety of our team, attract and retain talented individuals, manage talent efficiently, boost well-being, optimize managerial effectiveness, and strengthen our financial health.



SUSTAINABILITY FACTOR		GOALS	TARGET DATE	SDG
1.1 HEALTH AND SAFETY	1.1.1	zero serious* accident in production as of fiscal year 2023.	Yearly	
	1.1.2	keep performing prevention against work-related sickness (ergonomics, respiratory disease, inflammatory disease, burnout, etc.).	Yearly	
1.2 RECRUIT AND KEEP QUALIFIED PEOPLE	1.2.1	per job offer, receive at least: <ul style="list-style-type: none"><li>- 3 qualified profiles* matching the job for office work</li><li>- 1 matching profile for the operational work in the production facilities</li></ul>	Yearly	 
		* a profile is considered as qualified if it matches at least 70 % of the predefined top qualities for the job		
1.3 TALENT MANAGEMENT	1.3.1	organize a diversity information and training session once per year for management in line with our values.	June 2023	  
1.4 WELL-BEING	1.4.1	Measuring the status quo: what percentage of employees recommends mobitec as a good employer.	June 2023	  
1.5 MANAGERIAL EFFICIENCY	1.5.1	measuring the status quo: internal project success rate	June 2023	 
	1.5.2	improve the managerial skills at our headquarters in eupen in accordance with our managerial charter	June 2025	
1.6 FINANCIAL HEALTH	1.6.1	maintain a sufficiently high annual profit to financially support the commitments cited in this report.	Yearly	

\* to determine whether a work accident is serious or not, we rely on the polish legislative act of october 30, 2002 on social insurance for work accidents and occupational diseases, which defines a serious work accident as an accident resulting in serious bodily injury, such as loss of sight, hearing, speech, of reproductive capacity, or other bodily injuries or health disorders impairing the essential functions of the body, as well as an incurable or life-threatening disease, a permanent mental illness, a total or partial inability to carry out a professional activity, or a significant and permanent disfigurement or disfigurement of the body. (<https://lexisge.pl/ustawa-o-ubezpieczeniu-spoiecznym-z-tytulu-wypadkow-przy-pracy-i-chorob-zawodowych/art-3/>)

# 1.1 HEALTH AND SAFETY



## 1.1.1 Zero serious accident in production

We are pleased to report a further decrease in incidents across our three production facilities this fiscal year, as shown in the chart below. We believe that our various preventive measures have contributed to improving workplace safety at our sites. Our ultimate goal remains achieving zero serious accidents, and we are proud to share that no such incidents occurred this year. Ensuring a safe workplace for everyone is our top priority, and we remain fully committed to preventing any future incidents.

FISCAL YEAR	2021	2022	2023
	JULY 2021 – JUNE 2022	JULY 2022 – JUNE 2023	JULY 2023 – JUNE 2024
MIEROSZOW	9	5	6
JAWORZYNA	8	4	3
DZIERŻONIÓW	3	7	1
EUPEN	0	0	2
ALL ACCIDENTS	20	16	12
SERIOUS ACCIDENTS	0	0	0

## 1.1.2 Continuous prevention against work-related sickness

Ensuring the health and safety of our staff has always been a top priority. Over the past year, we have implemented a wide range of initiatives to enhance ergonomics, comfort, and safety across our facilities, some of which are mentioned here-after.

At our Mieroszów facility, we improved ergonomics by introducing pallet trucks and mobile trolleys to minimize manual lifting and physical strain. To enhance comfort, we created relaxation areas and installed an air recovery and exchange system in an office building. Key safety measures included the installation of eye washers, safety showers, and protective equipment for workers. We also added rubber covers to sharp machine parts and upgraded saws with safety pushers to minimize risks.

At our table manufacturing plant in Jaworzyna, we are particularly proud to have achieved a 30 %-40 % reduction in volatile organic compound (VOC) emissions by switching from solvent-based varnish to water-based varnish on

the underside of table plates. This change not only benefits our workers' health but also reduces our contribution to air pollution. Other worthwhile work accident prevention include optimized work conditions by reducing transport distances and equipping workers with specialized tools and trolleys. We improved comfort through energy-efficient air conditioning and noise reduction systems. Automation upgrades were made for faster, more accurate processes, while advanced dust and gas control systems and additional safety equipment were installed.

At the Dzierżonów site, we enhanced comfort with heating air curtains and automated fans, renovated production areas, and increased safety with new handrails, protective barriers, and automated cutting processes.

Finally, at our Eupen headquarters, we improved employee well-being by offering, since last year, new yoga sessions, which our employee are very satisfied with.

## 1.2 RECRUIT AND KEEP QUALIFIED PEOPLE



### 1.2.1 Recruit qualified people

In response to the current job market conditions, our goal was to receive at least three profiles meeting 70 % or more of the predefined criteria for office-based roles and at least one profile for each manufacturing-oriented position.

We are pleased to report that we successfully met this target again this year. For the five office-based roles we recruited for, we received an average of three profiles that met 70 % or more of the job criteria. Additionally, we secured nine qualified profiles for all eight manufacturing-oriented positions, exceeding our recruitment expectations for these roles.



## 1.3 TALENT MANAGEMENT



### 1.3.1 Diversity and inclusion

This year, we dedicated our efforts to raising awareness of an aspect of diversity that is particularly close to our hearts, namely disability, guided by the deeply-rooted values of care and inclusion that have defined who we are as a family business for three generations.

In April 2024, we had the pleasure of hosting a memorable afterwork event, bringing together around 70 participants, including many of our own colleagues. It was a truly special evening, made even more so by the presence of our cherished friend, Roger Habsch—Belgian Paralympic world champion and an incredible source of inspiration, whom Mobitec has proudly sponsored for several years.

Roger shared his personal journey, speaking with openness about the challenges he has faced, the lessons he has learned and the strength he has drawn from resilience. From overcoming adversity to rising against the odds, his story reminded us that resilience is not just about surviving difficulties, but about finding strength within to keep pushing forward.

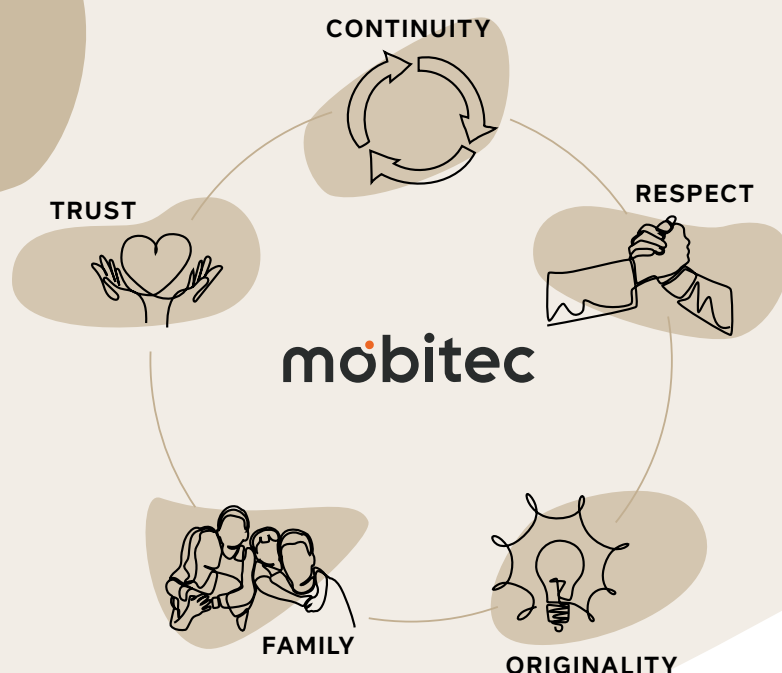
Thanks to these awareness-raising initiatives and the optimization of our infrastructure for mobility-impaired visitors in our showroom this year, we are adding another stone to our edifice towards creating a more inclusive workspace.





## DID YOU KNOW?

For both our partners and our staff, we guide our decisions and strategy in alignment with our values.



**CONTINUITY:** As we move forward, we honor our origins and are committed to maintaining our longstanding partnerships.

**RESPECT:** **The planet:** We recognize our responsibility to minimize our impact on the Earth and continuously seek better ways to preserve its resources for future generations.

**The people:** We recognize the strengths and weaknesses of each individual and believe that everyone has a role to play. We embrace diversity and value the differences of each person. Diversity is a strength for us, and we place respect at the center of all our relationships, both with our staff and our partners.

**ORIGINALITY:** We dare to venture off the beaten path and assert our identity. We are creative and passionate in the design of our products and in our ability to find solutions.

**FAMILY:** As a family business, we hold our team members in the highest regard, valuing not only their professional contributions but also their personal lives. We are committed to creating a culture of care and support for each other, believing that by investing in our team and fostering a positive work environment, everyone can thrive.

**TRUST:** Mobitec trusts in its collaborators, and we trust in the future. We are entrepreneurs and have confidence in the success of our projects.

## 1.4 WELL-BEING



### 1.4.1 Employee advocacy ratio: gauging Mobitec's workplace appeal

Mobitec set a pivotal key performance indicator (KPI), namely to measure the percentage of employees recommending Mobitec as a good employer. While the formal assessment of employee satisfaction awaits completion, we are proud of the employee and worker seniority within our company. On average, it is 15 years for our employees in our production sites, 14 years for our employees in our headquarters in Belgium and the external sales and 10 years for our workers in our production sites, highlighting the quality of the group Mobitec as an employer.

## 1.5 MANAGERIAL EFFICIENCY



### 1.5.1 Steering project success

Following the launch of our strategy in September 2022 and our focus on achieving key strategic projects, we established a Project Steering Committee at our Eupen headquarters in December 2022. The three committee members are dedicated to supporting project leaders in ensuring the successful completion of strategic projects. While the project backlog continues to grow, seven projects are already being actively guided by the committee and are on track for successful completion. We are excited to see our approach taking shape, as it will allow us to measure project success rates in the future. Additionally, project managers report that this initiative is enhancing their project management skills.

### 1.5.2 Improve managerial skills

Throughout the year, our HR manager has made significant progress in developing a managerial charter in close collaboration with top management. This initiative is now nearing its final phase, with next year's introduction of a comprehensive evaluation system aimed at supporting managers in their development. The system will provide valuable insights to further enhance managerial performance and thereby the overall well-being of our teams, all in alignment with our organizational values.





## 1.6 FINANCIAL HEALTH



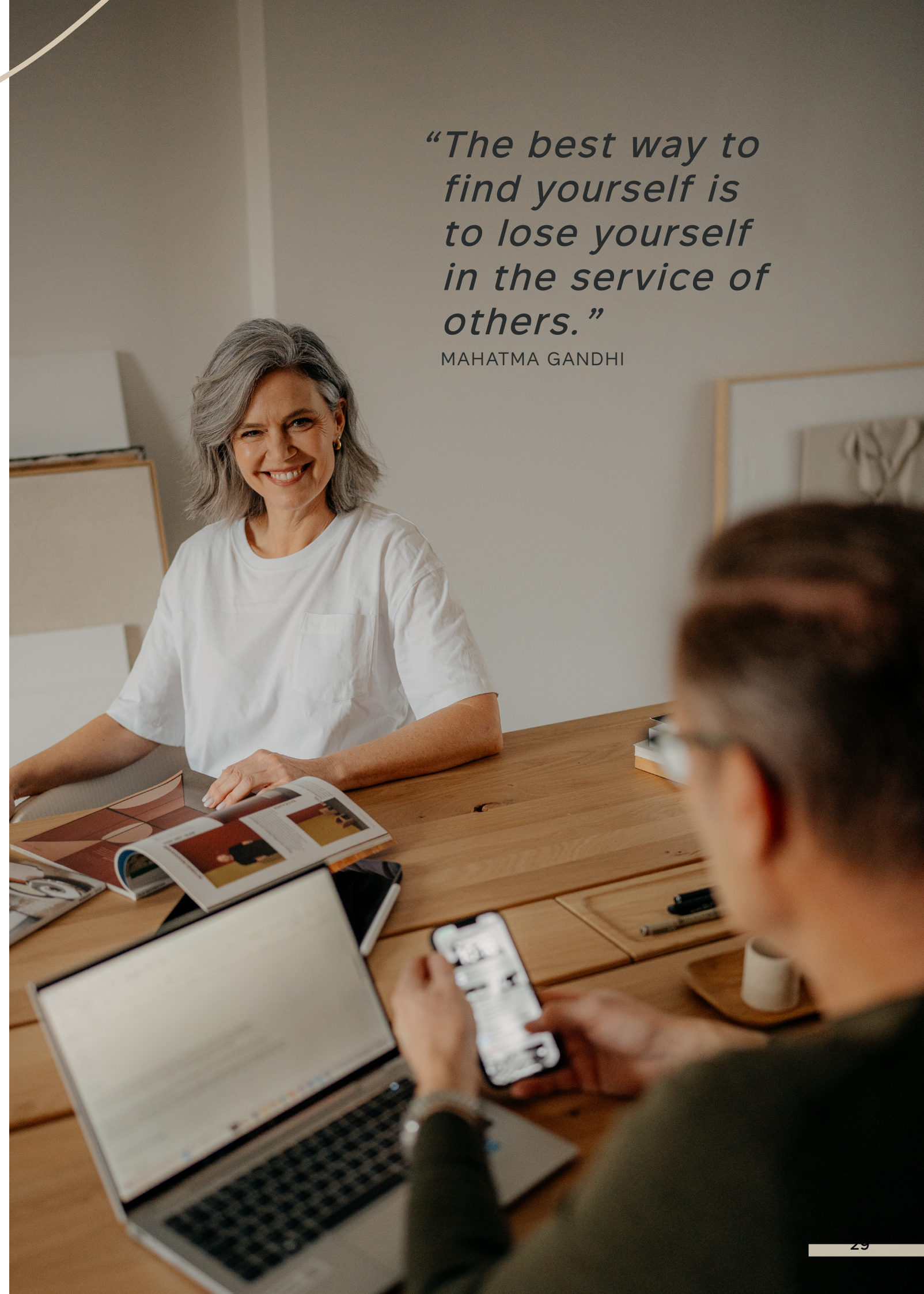
### 1.6.1 Thriving financially, thriving sustainably

Maintaining a strong financial foundation is essential to supporting our sustainability commitments outlined in this report. Our goal is to ensure a stable annual profit that underpins our sustainability initiatives. Despite the current challenges facing the furniture industry, we are proud to have met this objective. For more information, our detailed balance sheet is publicly available on the website of the National Bank of Belgium.



*“The best way to find yourself is to lose yourself in the service of others.”*

MAHATMA GANDHI







## 2 ECO-DESIGN AND CIRCULARITY

The furniture production process involves the extraction and utilization of various materials such as primarily wood, alongside metals, textiles, foams, glues, plastics, and more. The carbon dioxide emissions generated by the production and transportation of these materials and the extraction of their linked resources as well as the impact on ecosystems and biodiversity are significant.

Our greatest challenge, as a furniture manufacturing company, is to optimally manage our consumption of resources which are precious for both, the production of our furniture and the balance of our planet.

Mindful of our role in creating a better world, we are actively working to improve the sustainable design and circularity of our products.

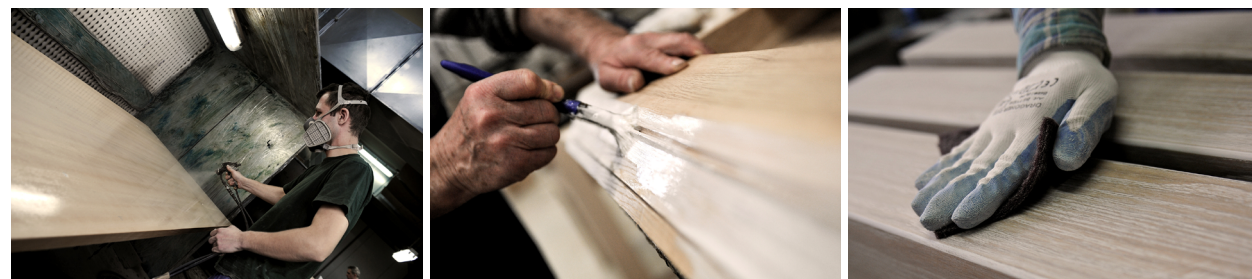


### OUR LONG-TERM GOAL

Our long-term goal is to provide our customers with furniture that combines high quality, eco-design, circularity, and the longest possible life span. These objectives are associated with Sustainable Development Goals 8 and 12, “Decent work and economic growth” and “Responsible consumption and production”.

### OUR STRATEGY

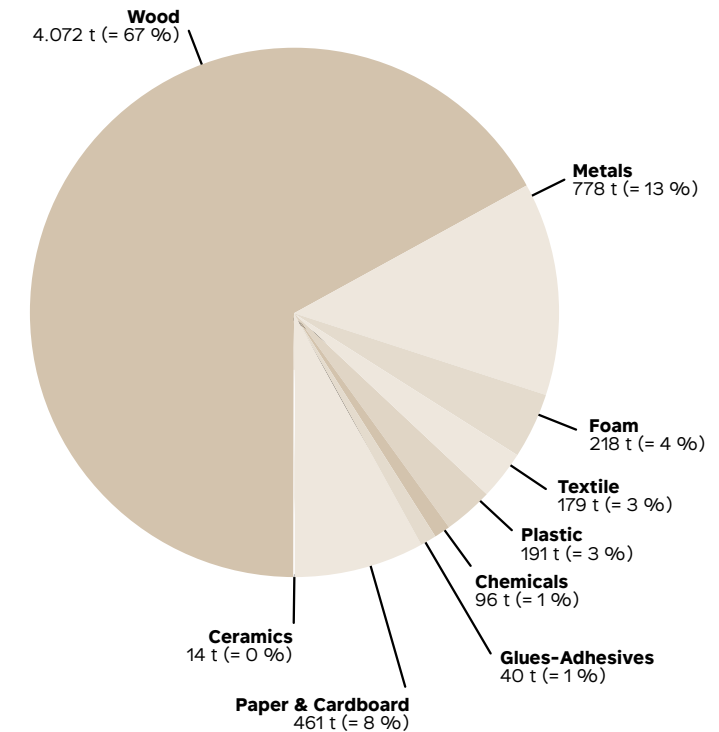
To be able to reach the above-mentioned goal, we set up the following action plan and targets which tackle the circularity and eco-design of our furniture, the sustainable sourcing of our raw materials as well as waste management related targets.



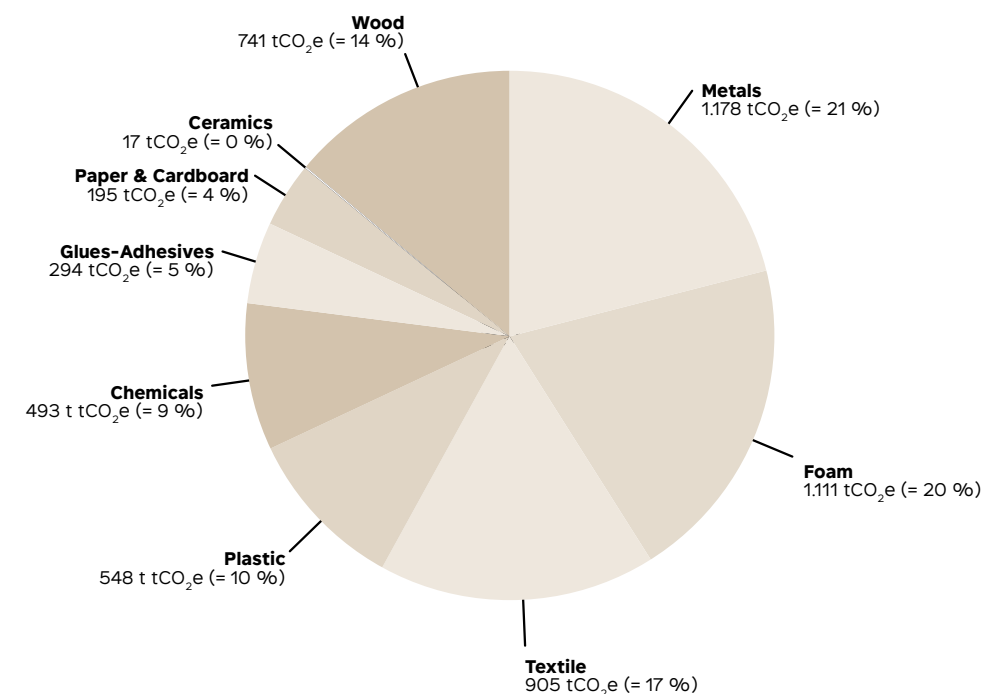
### SOME FIGURES

Below is a breakdown of the materials used in the production and packaging of our furniture, based on our carbon footprint data from July 1, 2023, to June 30, 2024.


#### TOTAL WEIGHT OF RAW MATERIALS IN TONS ( % BY TONS)



#### TOTAL CALCULATED CO<sub>2</sub>e EMISSIONS PER MATERIAL IN TCO<sub>2</sub>e ( % BY CO<sub>2</sub>e)





SUSTAINABILITY FACTOR		GOALS	TARGET DATE	SDG
2.1 CIRCULAR ECONOMY AND ECO-DESIGN	2.1.1	100 % of our foam adhesives are solvent free (intermediate target of 50 % by 2025).	June 2028	
	2.1.2	100 % of our new products are eco-designed (To measure whether a product is eco-designed, we have created our internal evaluation grid. By 2025, if at least 3 criteria from the list below are met, we internally consider the furniture as circular.  For chairs: <ul style="list-style-type: none"><li>- Transport modularity: the backrest or the foot can be dismantled.</li><li>- Transport modularity: the chair is delivered dismantled.</li><li>- Transport: the weight (in kg) of the furniture is optimized (Chair without armrests &lt;6; Chair with armrests &lt;8; stool of height 65 cm &lt;6; stool of height 82 cm &lt;6; Seat uno &lt;9; seat duo &lt;16)</li><li>- Packaging: only recycled cardboard is used</li><li>- Repairing and maintenance: the chair has a removable cover.</li><li>- Repairing and maintenance: The consumer can easily replace each element in case of damage.</li><li>- End of life: It is possible to separate and segregate all used materials for recycling.</li><li>- End of life: Material information and how to recycle them is written on the product or accessible online via QR code on the product.</li></ul> For tables: <ul style="list-style-type: none"><li>- Transport modularity: the packaging is optimized.</li><li>- Transport: the weight of the furniture is optimized.</li><li>- Packaging: only recycled cardboard is used</li><li>- Repairing and maintenance: The consumer can easily replace each element in case of damage.</li><li>- End of life: It is possible to separate and segregate all used materials for recycling.</li><li>- End of life: Material information and how to recycle them is written on the product or accessible online via QR code on the product.</li></ul>	June 2025	
SUSTAINABILITY FACTOR		GOALS	TARGET DATE	SDG

	2.1.3	Offer maintenance and repair solutions for lifelong products.	June 2025	
	2.1.4	Offer covers for the TOP 10 models that have not been created in a removable version.	June 2025	
	2.1.5	Audit of our TOP 5 models to reduce the use of raw materials.	June 2025	
	2.1.6	Design products so that end-of-life disassembly is possible.	November 2024	
2.2 SUSTAINABLE SOURCING	2.2.1	Define a sustainable purchasing policy and maximize collaboration with existing partners to find solutions.	June 2024	 
	2.2.2	Find alternatives for leather and make sure our leather comes from a sustainable supply chain	June 2025	
2.3 WASTE	2.3.1	80 % of our plastic packaging is based of recycled plastic.	June 2025	
	2.3.2	80 % of our waste is sorted for recovery (recovery outside of our production) for all materials excluding wood.	June 2025	





## 2.1 CIRCULAR ECONOMY AND ECO-DESIGN

### 2.1.1 Our transition to solvent-free foam adhesives

In the furniture manufacturing industry, solvents-based adhesives are mainstream thanks to the properties of solvent of enhancing adhesion, and speeding up drying times. Yet, Solvents in adhesives are harmful to the environment and human health. They release volatile organic compounds (VOCs) into the air, contributing to air pollution and climate change. VOCs can also cause respiratory issues and other health problems, especially for production workers due to extended exposition to solvents in the atmosphere, which we regard as unacceptable.

Therefore, what steps were undertaken to achieve our goal of transitioning to 100 % solvent-free foam adhesives by 2028 ? Building on the progress we achieved last year, where 5 % of our gluing stations had switched to water-based adhesives, we are pleased to share that in FY 2023, about 10 % of our gluing stations now use water-based adhesives. This means that over this fiscal year, on average 21 % of our chairs were glued using water-based adhesives compared to only 13 % two years ago.

After extensive testing, we've found that water-based adhesives provide similar quality to solvent-based options but are more expensive and require a significantly longer drying time, which causes logistical challenges in our production facilities. Despite these obstacles, we are committed to being a responsible furniture manufacturer. Our immediate focus lays therefore on expanding the use of the water-based two-sided application adhesive across our plywood product line, which could enable us to increase our use of water-based adhesives from 21 % to 36 %. Other measures will be taken to reach our 2025 intermediate objective.

### 2.1.2 Our journey towards eco-designed products

This year, we've made meaningful progress in our ongoing effort to develop more eco-friendly products!

First, we have successfully implemented a reduced packaging solution for our new Lotus chair. Indeed, while we traditionally sell all our chairs pre-assembled, this year, we introduced a chair that is sold disassembled with a remarkably smaller packaging. This change first and foremost allows for better truck loading, resulting in fewer trips and thereby reducing CO2 emissions associated with transportation. Additionally, the reduction in packaging size means we use fewer materials, contributing to lower packaging-related emissions.

In addition, all versions of our new Cuori Chair are now designed to have a removeable cover, which lengthens product lifespan and reduces waste. Additionally, the Cuori models have been designed to be lightweight, contributing to lower transport emissions and easier handling.

During this fiscal year, we also introduced a new fabric collection named "Ciclo-cotton" which is composed of about 70 % recycled materials. While our long-term vision is for textiles to be fully made from recycled materials and designed as monomaterials to enhance recyclability, Ciclo-cotton represents a significant step forward.

As you know, however, we've set ourself the objective to achieve 100 % eco-design of our new products by 2025, giving us just one more year to reach this goal. To meet our eco-design standards, our tables and seats must satisfy at least three criteria from our evaluation grid, which includes transportation, packaging, repairability, maintenance, and end-of-life management. While our new Javari and Japura tables designed this year successfully met our strict internal eco-design criteria, none of our chair collection Cuori and Lotus designed during the same period achieved this standard. As a result, we've taken proactive steps to ensure that some of next year's chair models will already incorporate eco-design principles, positioning us to ultimately meet our 2025 eco-design target.

### 2.1.3 Maintenance and repair solutions at Mobitec

Since February 2023, we have proudly entered into a strategic collaboration with the renowned maintenance product brand, LCK. This partnership has enabled us to significantly enhance the level of support we offer to our customers. All of our customer-facing teams have undergone specialized training, equipping them with the knowledge and expertise to effectively address customer inquiries and provide accurate advice on the use of LCK care products specifically designed for stain removal.

In addition to the personalized support from our sales and customer service teams, end-customers can now easily purchase LCK maintenance products through our website. Our website has been notably improved to provide clearer and more intuitive guidance, allowing customers to easily identify the right products based on their specific situation, ensuring that their furniture remains in excellent condition for years to come.

### 2.1.4 Our vision for prolonging chair lifespans

Our aspiration to manufacture chairs that create moments of well-being across generations continues to evolve. Last year, we launched a project in collaboration with the Saint Luc design school in Liège, where students were tasked with designing custom slipcovers for our best-selling chair collection launched in 2014 to help our end-customer extend the lifetime of their beloved chairs.

We are pleased to report that the two students selected have joined Mobitec as interns and their work during the year has been highly valuable. They have successfully developed the first series of slipcovers for the first generation of Mood's chairs (models 11, 21, 31, 41), which still await official integration in our collections.





### 2.1.5 Optimizing raw material efficiency

In pursuit of our goal to audit our top five best-selling models and reduce raw material usage by 2025, we conducted a thorough analysis of the Lena chair, focusing on minimizing weight and optimizing both material and energy consumption. We are pleased to report that these improvements have been successfully implemented in production, resulting in a 1 kg reduction in material use per chair.

With nearly 90,000 Lena chairs produced since its launch in 2019 up until the material reduction in June 2024, this enhancement promises a substantial impact. Beyond reducing material consumption, the changes also contribute to lower transport emissions and make the chair easier to handle. Within the three previous months, 4,000 Lena chairs have already benefited from this upgrade, saving a total of 4 tonnes of material so far.

Encouraged by these promising results, we are now conducting a similar study to reduce the weight of the Bolero chair, furthering our commitment to maximizing raw material efficiency across our product range.

### 2.1.6 Designing a fully disassemblable chair

We are fully committed to designing a completely disassemblable chair, ensuring full recyclability at the end of its lifecycle. As we explore various designs and production techniques, we view these challenges as valuable opportunities to learn along the process and achieve a truly sustainable, high-quality product—without compromising on aesthetics. We are confident in the progress we're making and will keep you informed as we move forward.



## 2.2 SUSTAINABLE SOURCING



### 2.2.1 Taking sustainable steps in our sourcing policy

This year, we made some progress regarding the establishment of a sustainable purchasing policy by drafting a Supplier Responsibility Charter that outlines general principles and expectations for sustainable procurement practices. The charter has been submitted for approval by the various stakeholders. This initiative will help formalize our commitment to sustainability across our supply chain.

### 2.2.2 Sourcing leather responsibly: pathways to sustainable alternatives

We acknowledge that leather carries a higher environmental impact compared to fabric and causes multiple ethical questions regarding animal welfare, despite being a byproduct of the food industry. While alternatives haven't yet met our quality and aesthetic standards, we are focusing on improving the transparency and treatment of the leather we source.

In 2023, we audited our leather suppliers. Our main supplier, Tre Emme, holds LWG Silver certification. This reflects their adherence to strict standards in areas such as chemical, energy, and water use, health and safety, and leather traceability. We plan to conduct another audit of our leather suppliers in 2025 to assess progress and continue supporting their shift toward more sustainable practices. We also anticipate further improvements in alignment with the EUDR (European Union Deforestation Regulation).

## 2.3 WASTE



### 2.3.1 Our 2025 Vision for Recycled Plastic Packaging

Two years ago, we set an ambitious goal to have 80 % of our plastic packaging made from recycled materials by 2025. We are pleased to report that over 54 % of the plastic packaging currently used for our products comes from recycled sources. This year, we reached a significant milestone by transitioning to packaging foil that is 99.8 % composed of recycled content. Our current progress clearly indicates that we are on track to achieve our 2025 target.

### 2.3.2 Our Vision for waste management

In 2022, we set an ambitious goal to ensure that 80 % of our waste, measured by its weight, would be sorted for recovery outside our production processes by 2025. Thanks to the introduction of numerous initiatives, we can now report that over 80 % of our waste is diverted from landfills, either through repurposing, recycling, or revalorization. This year, we plan to implement a new dashboard in our business intelligence tool to help us more effectively track and monitor these results going forward.





Global warming linked to human-caused greenhouse gas emissions is no longer in question. As the global climate objective is to limit the temperature increase to less than 2 °C, it is essential for Mobitec to adopt a strategy to reduce its greenhouse gas emissions.

### SOME FIGURES

Our initial carbon footprint assessment (Bilan Carbone®) for 2019 estimated the company’s total greenhouse gas emissions (scopes 1, 2, and 3) at 14,500 tons of CO<sub>2</sub>e. Since then, updates to emission factors in the Bilan Carbone® calculation method for transportation have significantly influenced CO<sub>2</sub>e results. Although transport distances and volumes have remained stable, the new methodology attributes a lower impact to transportation emissions. Applying this updated approach retroactively to ensure consistency in comparing our estimated CO2 emissions over the years, our 2019 emissions are now assessed at 12,505 tons of CO<sub>2</sub>e. Therefore, despite achieving a 22% increase in turnover in FY 2023, we managed to reduce CO<sub>2</sub> emissions by 4 %.

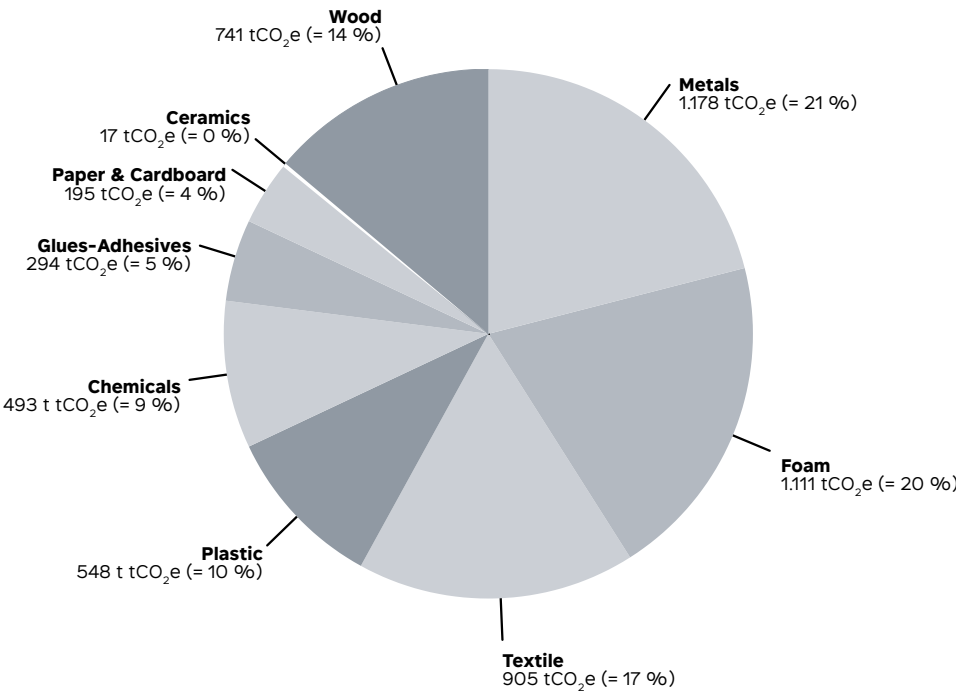
Emissions category/Year	CO <sub>2</sub> e emissions (t CO <sub>2</sub> e)				
	FY 2019	FY 2022	VARIATION TO FY 2019	FY 2023	VARIATION TO FY 2019
INPUTS	5.351	7.386	+38 %	5.278	-1 %
ENERGY	3.451	3.829	+11 %	2.942	-15 %
PACKAGING	363	671	+85 %	526	+45 %
TRANSPORT	392	483	+23 %	301	-23 %
FIXED ASSETS	1.871	N/A (1.871)	N/A	N/A (1.871)	N/A
TRAVEL	810	N/A (810)	N/A	N/A (810)	N/A
END OF LIFE	205	N/A (205)	N/A	N/A (205)	N/A
WASTE	62	N/A (62)	N/A	N/A (62)	N/A
TOTAL	12.505	15.317	+22 %	11.995	-4 %
Turnover (€)	38.590.888 €	57.994.619 €	+50 %	47.242.973 €	+22 %

As presented in the above table, in our fiscal year 2023 the purchase of raw materials remains the most emitting stream (44%). In second place, we find our energy consumption (25%). This is followed by the purchase of fixed assets (16%), Packaging (4%) and Staff travel (7%). Emissions related to the transport of our goods (3%), waste

treatment (1%) and product end-of-life (2%) and waste (1%) have limited impact on our total CO2 emissions.

More precisely, the emissions linked to the purchase of our raw materials (alone generating 44% of our carbon footprint), can be broken down as follows:

**RAW MATERIALS: GHG EMISSIONS BY TYPE OF RAW MATERIAL IN tCO<sub>2</sub>e, % OF EMISSIONS IN THE RAW MATERIALS CATEGORY (FY 2023)**



### OUR CHALLENGE

As a furniture producer, we are convinced that we have a certain role to play in reducing the greenhouse gas emissions of our activities. As indicated by our carbon footprint analysis, our greatest challenge lies in the sourcing of our materials, particularly foam, metals, textiles and wood.

### DID YOU KNOW?

Mobitec’s designers have already integrated the calculation of carbon emissions for the design of their furniture, by integrating an emission calculator tool during the conceptualization of the products which focuses on raw material emissions.

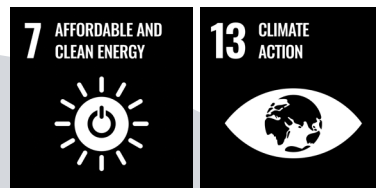




## OUR LONG-TERM GOAL

Rooted in a long-standing commitment to environmental responsibility, we therefore aim at lessening our climate impact while safeguarding our company’s longevity.

To do so, we want to contribute to the 2030 Sustainable Development Goals by reducing our carbon footprint in alignment with recommendations of experts. This addresses Sustainable Development Goals 7 and 13: “Affordable and Clean Energy” and “Climate Action”.



## OUR STRATEGY

Since we measured and understood our carbon footprint (scope 1, scope 2, scope 3), we were able to set up an action plan tailored to the most emitting emissions item. By doing so, we plan to halve our CO<sub>2</sub> emissions by 2030.



SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
3.1 CO <sub>2</sub> E EMISSIONS	3.1.1 Halve our CO <sub>2</sub> emissions according to following formula: ((Emission 2019) / (turnover 2019) * (turnover 2030)) / 2	2028	

## 3.1 CO<sub>2</sub> EMISSIONS



### 3.1.1 Approaching our 2030 CO<sub>2</sub>-reduction Goal

#### a) Advancing towards real-time carbon footprint monitoring

In 2019-2020, we partnered with sustainability consultancy Smart2Circle to meticulously calculate our carbon footprint, covering Scope 1, Scope 2, and Scope 3 emissions. This year, as part of an internship, Lara, a business management student from the University of Liège, joined us to spearhead the integration of our carbon footprint data into our business intelligence tool in close collaboration with our IT team. While manual encoding is still required, her efforts have made the process more efficient, improving the accuracy and timeliness of our annual calculations. Thanks to her efforts, tracking our goal of a 50 % reduction in CO<sub>2</sub> emissions by 2030 is highly facilitated.

#### b) Our photovoltaic journey

In 2023, 73 % of Poland’s electricity was generated from fossil fuels, with 61 % coming from coal, placing the country among the EU’s most fossil fuel-dependent nations. To significantly decarbonate our operations, we committed in 2022 to a major investment in photovoltaic installations, aiming to cover 30 % of the electricity needs across all our production facilities with renewable energy by 2024.



We are thrilled to announce that, after last year’s obtention of all necessary permits, all photovoltaic pannels have been installed in march 2024. Due to delays with the subcontracting company responsible for connecting the pannels to the inverters, the pannels do not yet generate electricity, but the subcontracting work is planned for december 2024. Once the panels will start producing electricity, we estimate that out of the 3.150 MWh of our annual electricity consumption across our 3 Production plants, about 1.000 MWh will now come from renewable sources.





## 4 OUR FIGHT AGAINST DEFORESTATION

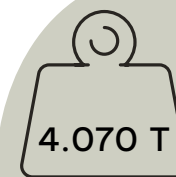
Zones of great biodiversity and players in the absorption of CO2e, forests are essential to the balance of our ecosystems. The activities of humankind lead to abusive deforestation whose consequences are colossal for the planet and humanity.

As furniture producer, we use natural resources, among which we primarily use wood. We want to reduce the impact our activity generates on deforestation.



### OUR LONG-TERM GOAL

Reduce our impact on deforestation and promote sustainable forest management and forest protection initiatives. These actions relate to Sustainable Development Goal 15, "Life on Land".



### FIGURES

In its fiscal year 2023, Mobitec used 4070 tons of wood to produce furniture, down from 5130 tons in its fiscal year 2022.

### OUR STRATEGY

To reduce our impact on deforestation, we plan to contribute to forest protection, to use sustainably forested wood and to increase our wood utilization rate.



SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
4.1 DEFORESTATION	4.1.1 Support organizations active in forest protection by donating 2 % of our profits to them.	June 2023	
	4.1.2 70 % of our wood purchases are FSC-certified (mix 70 % or more).	June 2025	
	4.1.3 Increase our wood utilisation rate to 40 %.	June 2028	



## 4.1 DEFORESTATION



### 4.1.1 Our approach to forest conservation

As a furniture manufacturer, trees are central to our business. In 2022, we committed 2 % of our profits to forest protection and explored the best ways to make a meaningful impact.

We initially considered donating to non-profits but found their forest protection efforts often limited to a 10-year commitment, with varying costs per square meter. We therefore spent over a year investigating whether we could invest in our own forest—a distinctive move that, proportionally to the investment, would allow us to safeguard more trees over time than partnering with existing forest protection entities in Belgium. However, acquiring and managing a forest posed challenges. We sought high-quality hardwoods, which are vital for biodiversity, carbon storage, rather than common spruce, which contribute among other things to soil acidification. Unfortunately, high-quality hardwood forests are rarely available for purchase, and the ones we identified didn't meet our criteria, particularly the desire to protect mature, naturally grown forests. Moreover, ensuring long-term protection from risks like fire, disease, and illegal logging requires specialized expertise and infrastructure, which we lack in-house.

After careful consideration, we decided that partnering with non-profits would be a more effective and feasible path. Over the next month, we'll select the right organization to ensure our contributions make a lasting impact.

### 4.1.2 Measuring our progress towards sustainable forestry

As a family business with deep roots in responsible practices, we've always cared about the legacy we leave behind. That's why we've set a key goal for 2025: ensuring that 70 % of our wood purchases are FSC-certified. The Forest Stewardship Council, abbreviated as FSC, is a globally recognized certification standard that signifies responsible and eco-friendly forest management practices. FSC-certified wood is sourced from forests managed in a manner that safeguards biodiversity, upholds indigenous rights, and minimizes the environmental impact of logging.



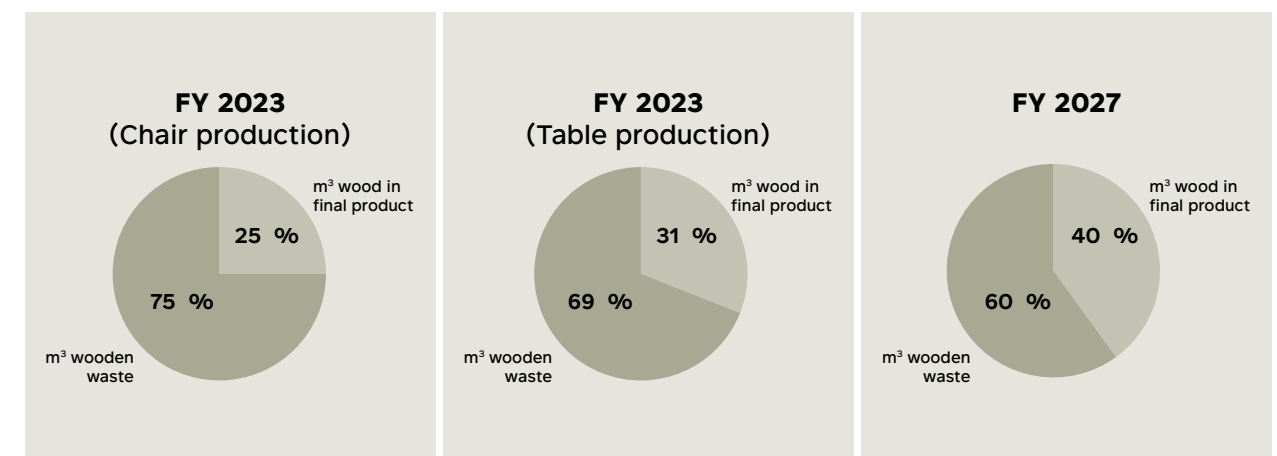
With our BI tool, we now track wood purchases in real time, enabling quick decision-making. In fiscal year 2023, 40,8 % of our wood purchases were FSC or PEFC-certified. This figure is lower than we expected it to be for this fiscal year and is mainly due to many Polish forests discontinuing FSC contracts, leading some of our suppliers to transition to the PEFC certification. As a result, we are adapting our goal to include PEFC certification, while still aiming for 70 % certified wood by June 2025. We also anticipate further improvements as the EUDR (European Union Deforestation Regulation) comes into effect.

### 4.1.3 Wood utilization enhancement: reaching for 40 %

Throughout the year, we dedicated significant time and energy to developing an accurate calculation method to track our wood utilization rate. Currently, our wood utilization rate is approximately 31 % for table production and 25 % for chair production. This means that from 1m<sup>3</sup> of wood initially put into production, around 0.31m<sup>3</sup> is retained in our tables, while approximately 0,25 m<sup>3</sup> is retained in our chairs, armchairs, and stools. Typically, the wood utilization rate for comparable timber lengths, qualities, and thicknesses ranges between 23 % and 24 %, according to wood technology science (Author: Franciszek Krzysik "Nauka o drewnie"). Our average wood utilization rate this fiscal year is remarkably above this industry average, indicating our efficient wood utilization. However, we aim to improve even further.

To do so, in our table production, we for instance introduced wooden tables with knots at more attractive prices compared to knot-free and therefore more wood-intensive tables. We have also standardized the use of knotted wood for our matte black varnished tables (known internally as E10 varnished tables) and for all our walnut tables. Moreover, we selected lower wood thickness for some tables, resulting, besides wood savings, in more elegant designs and better handling. Additionally, we upcycled wood offcuts that would typically be discarded, using them to produce components for items like footstools and table legs. One promising project for next fiscal year involves producing three-layer plates for our tabletops. The innovative, resource-conserving three-layer top not only provides dimensional stability but also preserves the natural character and primal strength of the wood.

In the past year, we have also implemented several measures to improve wood utilization in our chair production plant. In the very first stage of the production process, we refined the timber selection process to minimize waste. Additionally, we reduced the dimensions of invisible wooden components to reduce material utilization while maintaining equivalent quality standards. To enhance cutting precision, we introduced tools like laser pointers and more accurate cutting templates. We also prioritize cutting the longest elements first, using leftover wood for shorter pieces. Additionally, we've begun repurposing waste material for non-visible parts and implemented innovative techniques to repair defects with waxes and adhesives, further minimizing wood waste.







# 5 CARING FOR OUR PARTNERS AND CUSTOMERS

As a company, we are aware of the impact we have on our suppliers, as well as the impact they have on us. We are convinced that it is only by strengthening the long-term relationships we have with our suppliers that we will be able to co-construct a more local and environmentally friendly approach, as well as develop more circular products.

Simultaneously, it is also essential for us to understand and anticipate our customers' needs and offer them the right services.

Our challenge is therefore to involve everyone in the creation of sustainable economic value.

## SOME FIGURES

± 15.000

DELIVERY ADDRESSES  
PROCESSED  
THIS YEAR.

170.000

CHAIRS  
PRODUCED  
THIS YEAR.

10.000

TABLES  
PRODUCED  
THIS YEAR.



## OUR LONG-TERM GOAL

Our long-term goal consists in creating and maintaining long-term qualitative relationships with all our partners and clients. This challenge corresponds to Sustainable Development Goals 8 and 17 “Decent Work and Economic Growth” and “Partnerships for the Goals”.



## DID YOU KNOW?

More than 99 % of our suppliers are headquartered in Europe, with over 68 % located in Poland, close to our production facilities. This proximity not only helps reduce transportation emissions but also allows us to uphold exceptional quality standards through close partnerships with highly skilled and reliable suppliers



COUNTRY	2021	2022	2023	2024
POLAND	58 %	66 %	66 %	69 %
GERMANY	10 %	7 %	7 %	8 %
ITALY	12 %	9 %	9 %	6 %
BELGIUM	7 %	5 %	6 %	6 %
FINLAND	4 %	5 %	3 %	5 %
NETHERLANDS	5 %	4 %	4 %	3 %
SPAIN	3 %	2 %	4 %	2 %

## OUR STRATEGY

To create and maintain long-term qualitative relationships with all our partners and clients, we set ourselves the goal to consistently work towards a customer-centric approach and towards a deeper involvement of our suppliers in our challenges, relying either on qualitative exchanges or on quantitative surveys conducted with all visitors of our showroom, for example.





SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
<b>5.1 CUSTOMER-ORIENTED APPROACH</b>	5.1.1 Increase consumer and customer satisfaction with products and services to NPS of 70 %* or higher	June 2023	
<b>5.2 RELATIONS WITH OUR PARTNERS</b>	5.2.1 Involve our top 10 suppliers in challenges and share our sustainability-related goals with them through at least 1 official meeting for the top 10 suppliers per year.	June 2023	

## 5.1 CUSTOMER-ORIENTED APPROACH



### 5.1.1 Improving customer satisfaction and loyalty

Currently, Mobitec does not have an established NPS (Net Promoter Score) System for consumers and dealers. The Net Promoter Score (NPS) is an official metric used to gauge customer satisfaction and loyalty by asking customers how likely they are to recommend our products or services to others. Customers respond on a scale from 0 to 10, with those scoring 9 or 10 considered promoters, 7 or 8 as passives, and 0 to 6 as detractors. The NPS is calculated by subtracting the percentage of detractors from the percentage of promoters. Achieving an NPS of 70% or higher is considered in the literature as an outstanding score, since a majority of customers need to be promoters, indicating an extremely high level of customer satisfaction and loyalty.

Although Mobitec is still in the early phases of formalizing its NPS measurement for dealers and consumers, this fiscal year, we began collecting customer feedback at key touchpoints through pilot projects and preliminary surveys.

In November 2023, an intern conducted interviews with 14 Belgian retailers, resulting in an NPS score of 64 %. Although not yet statistically generalizable due to the small sample size, this is positive news as it indicates that 64 % of respondents had a 9-10 out of 10 probability of recommending Mobitec, and are therefore very satisfied with our brand.

In May and June 2024, we initiated a consumer-focused pilot in Belgium, utilizing QR code surveys to gather feedback. The objective of this pilot was to validate our approach to formalizing NPS measurement among consumers. The pilot resulted in an NPS score of 70 or higher from 12 participants, highlighting extremely high satisfaction among our furniture consumers.



## 5.2 CUSTOMER-ORIENTED APPROACH



### 5.2.1 Actively engaging in transparent communication with our suppliers to collaboratively address sustainable development goals

This year, we have made meaningful progress in formalizing discussions with our suppliers regarding our sustainable development strategy and how they can support us in achieving our goals.

In addition to meeting potential new suppliers who offer specifically sustainable and innovative foam materials, informal discussions with existing suppliers have been ongoing throughout the year to further these efforts. For instance, regarding the procurement of FSC certified wood, our team is in constant discussion with our suppliers to meet our FSC certified wood related goal.

In collaboration with the sustainable development team, we have organized formal meetings with seven of our top suppliers (including foam, fabric, metal parts and leather producers) to better understand the progress they have made so far and to align our future visions.

Some of these meetings have been successful in identifying shared solutions like the use of recycled materials as well as mono-materials. At least two quite impactful solutions are set to be implemented next year, while longer-term discussions are required to find solutions with other suppliers.

While we have seen our procurement team become more confident in these discussions, there is still a need to engage in more formal meetings to fully achieve our sustainability objectives.





## *CLOSING STATEMENT*

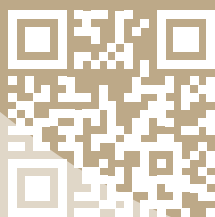
Thank you sincerely for taking a moment to go through our CSR report. We hope that we have given you an insight into the priorities and scope of our business and that we have answered potential questions you may have. We hope that we have awakened your interest in our current efforts and that you will follow our future commitments in the reports to come.

Without our team and partners, the writing of this report would not have been possible, and we would like to thank them for their commitment and support.

If you have any questions, please do not hesitate to contact Marie Claeys ([marie.claeys@mobitec.be](mailto:marie.claeys@mobitec.be)), our sustainability manager.



mobitec



[www.mobitec.be](http://www.mobitec.be)