



interseroh
zero waste solutions

Sustainability Report

2020 Sustainability Report

The 2020 Sustainability Report, in which Interseroh gives full details of its social and ecological business performance, is the fifth such report. With this report, Interseroh shows customers, employees, suppliers and the wider public the values that the company follows in its day-to-day business, the impact of its business activities on society and the environment, and the kinds of progress it is making in terms of sustainability.

Unless otherwise stated, the key figures and information presented here relate to the financial years 2019 and 2020. The **Sustainability Report** systematically presents in a clear and standardised format the topics and indicators defined as material by the company. It was prepared in accordance with the GRI Standards (2016) of the Global Reporting Initiative (GRI) and the supplements to the Standards on Water and effluents (GRI 303, 2018), Waste (GRI 306, 2020) and Occupational health and safety (GRI 403, 2018).

This report was prepared in compliance with the GRI 'Core' option and is available as an online PDF for any interested stakeholder to download.

Supplementing the Sustainability Report, Interseroh is also publishing a new issue of its [Sustainability Magazine](#) ↗. Entitled „**Building bridges. Closing circles.**“, this year's magazine offers insights into the development process for a range of customer projects, while showing how sustainability is being enhanced within the company.



Reporting online:
www.interseroh.de/en/sustainability

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The Interseroh "2020 Sustainability Report" was available to GRI for review by the GRI Materiality Disclosures Service. The GRI Services Team has confirmed the correct placement of the "Materiality Disclosures" (GRI 102-40 – 102-49) in this report. All the GRI Standards listed in the following GRI content index were published in 2016 except for the supplements to the standards on GRI 303 Water and effluents (2018), GRI 306 Waste (2020) and GRI 403 Occupational health and safety (2018).

GRI 101: Foundation

Interseroh has prepared this Sustainability Report taking into account the reporting principles of the ([GRI](#)) Reporting Initiative as defined by GRI 101: Foundation.

GRI 102: General disclosures

Organisational profile

GRI 102-1: Name of the organisation

Interseroh and ALBA are both brands that operate within the ALBA Group. The holding company that controls the Interseroh brand has operated under the name of ALBA Services Holding GmbH since 2018. When we refer to 'Interseroh', we refer to all the companies operating under the umbrella of ALBA Services Holding GmbH.

GRI 102-2: Activities, brands, products and services

Interseroh pursues the vision of a world without waste. As one of the leading providers of services for closing product, material and logistics loops, the company helps its customers to operate sustainably. For some 30 years, Interseroh and its services has made a contribution to reducing the strain on the environment – especially carbon emissions – while simultaneously safeguarding the supply of raw materials to the economy. In doing so, the company is increasingly focusing on digitisation.

Interseroh works alongside customers throughout Europe to develop individual, industry-specific solutions and leverage both ecological and economic potential. The company's business model is based on five pillars that embody the principles of a holistic, closed-loop economy:

Circular solutions – To prevent waste, Interseroh develops and operates customised recycling and reverse logistics systems based on digital supply chain and IT platforms. These optimise our customers' logistics processes whilst also reducing their costs. One core service here, for example, is the pooling system set up by Interseroh for returnable fruit and vegetable transport packaging, which saves the consumption of 22,000 tonnes of paper, paperboard and cardboard every year. Interseroh extends product lifecycles by using highly efficient systems for the taking back, sorting and reuse of recyclable materials. In the field of IT refurbishment, for example, it collects hardware from businesses, refurbishes and then resells it.

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Recycling solutions – Once the options for waste prevention and reduction have been exhausted, the focus turns to recycling. Interseroh works with customers to implement recyclable loops by providing access to high-quality recycled raw materials such as the recycled plastic Procyclen, which is a direct and equivalent substitute for primary raw materials used in production. Important work carried out in the area of Recycling Solutions includes the take-back and recycling of packaging (Dual System Interseroh and transport packaging). Furthermore, the new [Lizenzero](#) online shop enables small traders and manufacturers to obtain a licence for their sales, shipping and service packaging or to find out more about the EU Packaging and Packaging Waste Directive and its European-wide rules on the management of packaging. The Interseroh [Made for Recycling](#) consulting service also helps customers to optimise the recyclability of their packaging – and thereby close resource cycles – based on scientific methodology and laboratory analysis.

Waste management solutions – Interseroh offers efficient, widely available and increasingly digitalised waste management services. The company caters to individual customer needs and optimises its processes with sustainability in mind, regardless of whether the task involves waste volume, material flows or logistical and infrastructural processes. This allows Interseroh to serve customers from a wide range of sectors: from construction and manufacturing to gastronomy, wholesale/retail distribution and healthcare. The company pursues the goal of making waste

management as simple and transparent as possible for its customers. With just a few clicks, business and private customers throughout Germany can access the [ecoservice24](#) online shop, order disposal containers for all types of waste and arrange for it to be collected.

Facility solutions – Interseroh also provides facility services for customers in the commercial, technical and infrastructure sectors. The company offers a comprehensive range of waste and property management services to ensure the reliable running and administration of properties: from façade cleaning to refurbishments through to waste management. Interseroh's mission: to optimally develop the properties according to circular economy principles.

International solutions – Interseroh is working internationally towards implementing a circular economy by organising collection and recycling systems on the European market, providing expert environmental consulting services and optimising waste management solutions. Outside Germany, the company is helping customers in Austria, Poland, Italy, Slovenia and Croatia to operate sustainably, and it continues to pursue international expansion.

Interseroh offers 23 core services and is continuously expanding its portfolio in accordance with the objectives of its sustainability strategy (see [GRI 102-16](#)).

You can find further information on Interseroh's services at www.interseroh.de/en/services

GRI 102-3: Location of headquarters

ALBA Services Holding GmbH is headquartered in Berlin, Germany. INTERSEROH Dienstleistungs GmbH is headquartered in Cologne, Germany.

GRI 102-4: Location of operations

Interseroh is represented by a total of 32 locations in seven European countries. These locations are categorised as office premises, sales branches, sorting and processing plants, washing depots and counting centres; while some sites are owned outright by Interseroh, others are leased. Interseroh also has two mobile counting centres in Filsum and Zarrentin (Germany). At 79.6 percent, Interseroh's largest revenue share is earned in Germany. Other strategically important markets include Austria, Poland, Italy, Slovenia and Croatia.

You can find further information on Interseroh's locations at www.interseroh.de/en/company/companies-and-locations

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GRI 102-5: Ownership and legal form

Alongside ALBA Group plc & Co. KG (40 percent shareholding), a Chinese fund holds a 60 percent stake in Interseroh. This equity interest is held via ALBA Services Holding GmbH. Management responsibility for this company is shared between the two parties under the overall strategic guidance of Dr Axel Schweitzer, CEO of ALBA Group plc & Co. KG.

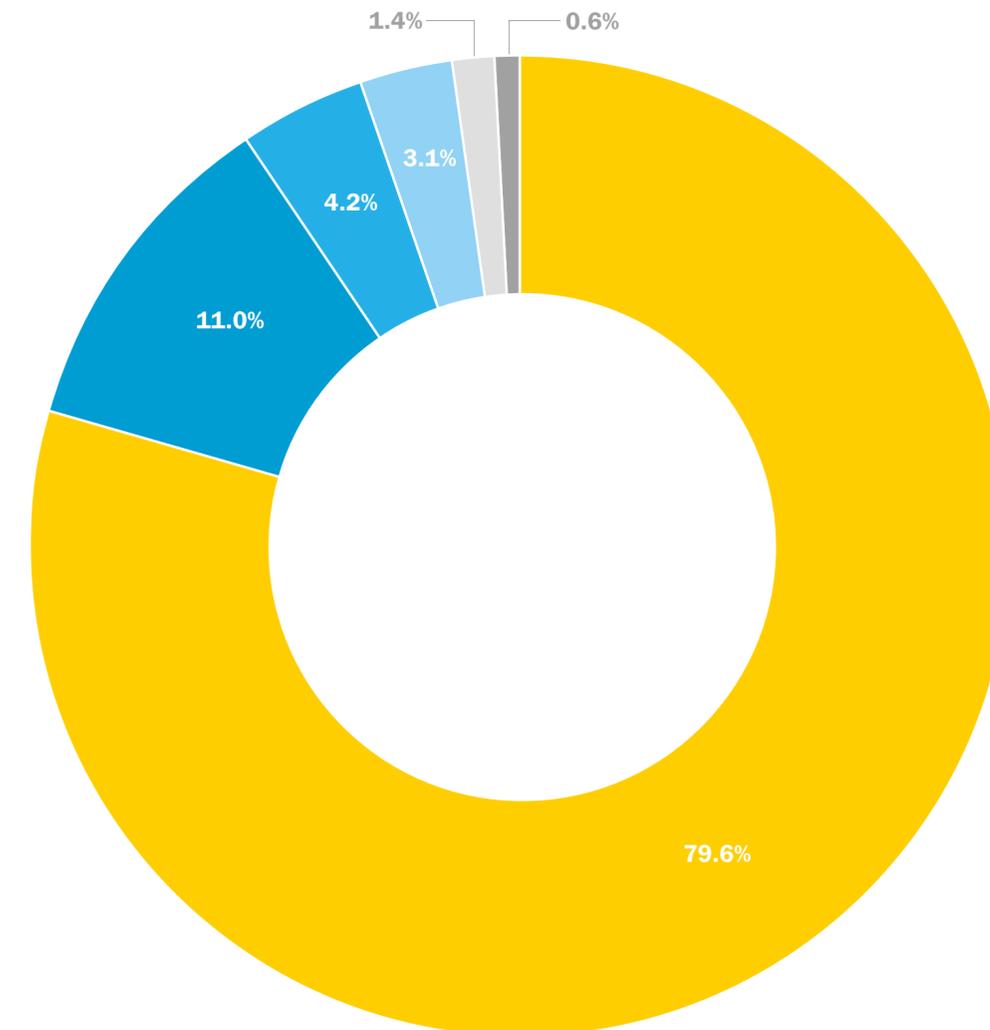
As of 11 March 2021, the shares of the Chinese fund in ALBA Services Holding were cancelled and extinguished. ALBA Services Holding GmbH is managed by Melanie Freytag, Dr Timo Langemann and Markus Müller-Drexel.

GRI 102-6: Markets served

In 2020, Interseroh posted revenue of EUR 704.6 million. This represents a year-on-year reduction of approximately 2.5 percent. This was due to the fall in demand for Interseroh products and services during the pandemic and a drop in the prices of relevant fractions such as plastics or regranulates and PPC (see [GRI 201-1](#)).

Once again, the majority of revenue (79.6 percent) in 2020 was earned in Germany. However, the share of our international revenue has grown significantly in recent years, from 11.6 percent in 2018 to 20.3 percent in 2020.

Revenue by region 2020



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GRI 102-7: Scale of the organisation

Interseroh employs 2,270 people (2020), operates 32 sites and does business in seven countries. In 2020, the company posted revenue of 704.6 million euros, which represents a year-on-year decrease of around 2.5 percent.



GRI 102-8: Information on employees and other workers

On 31 December 2020, Interseroh employed a total of 2,270 people. This represents a marginal decrease in 2020 compared with the prior-year figure of 2,272. Of these, 78.5 percent (2019: 78.9 percent) are employed in Germany. A breakdown of gender by region is not provided, since it would have little statistical value.

The proportion of female employees fell slightly from 33.9 percent (2019) to 33.1 percent (2020). The share of part-time employees remained unchanged at 15.9 percent in the reporting period. The proportion of employees on fixed-term contracts decreased slightly from 4.0 percent in 2019 to 3.6 percent in 2020. Subcontracted labour fell in the reporting peri-

od from 268 persons in 2019 to 191 in 2020. A breakdown by gender is not provided at this juncture.

Interseroh uses the services of freelancers only on rare occasions.

Employees¹ – breakdown by employment contract type and gender

	2018²	2019	2020
Total	1,791	2,272	2,270
Female	613	771	752
Male	1,178	1,501	1,518
Full-time	1,498	1,911	1,910
Part-time	293	361	360
Permanent contract	1,566	2,181	2,188
Fixed-term contract	225	91	82

¹ Basis: headcount, excl. subcontracted labour; figures as on 31 December of each year. The number of employees was not subject to strong fluctuations during the year.

² The key figures from 2018 do not include 268 employees of profesio who were loaned out to other companies. These employees were included in the key figures for 2019 and 2020.

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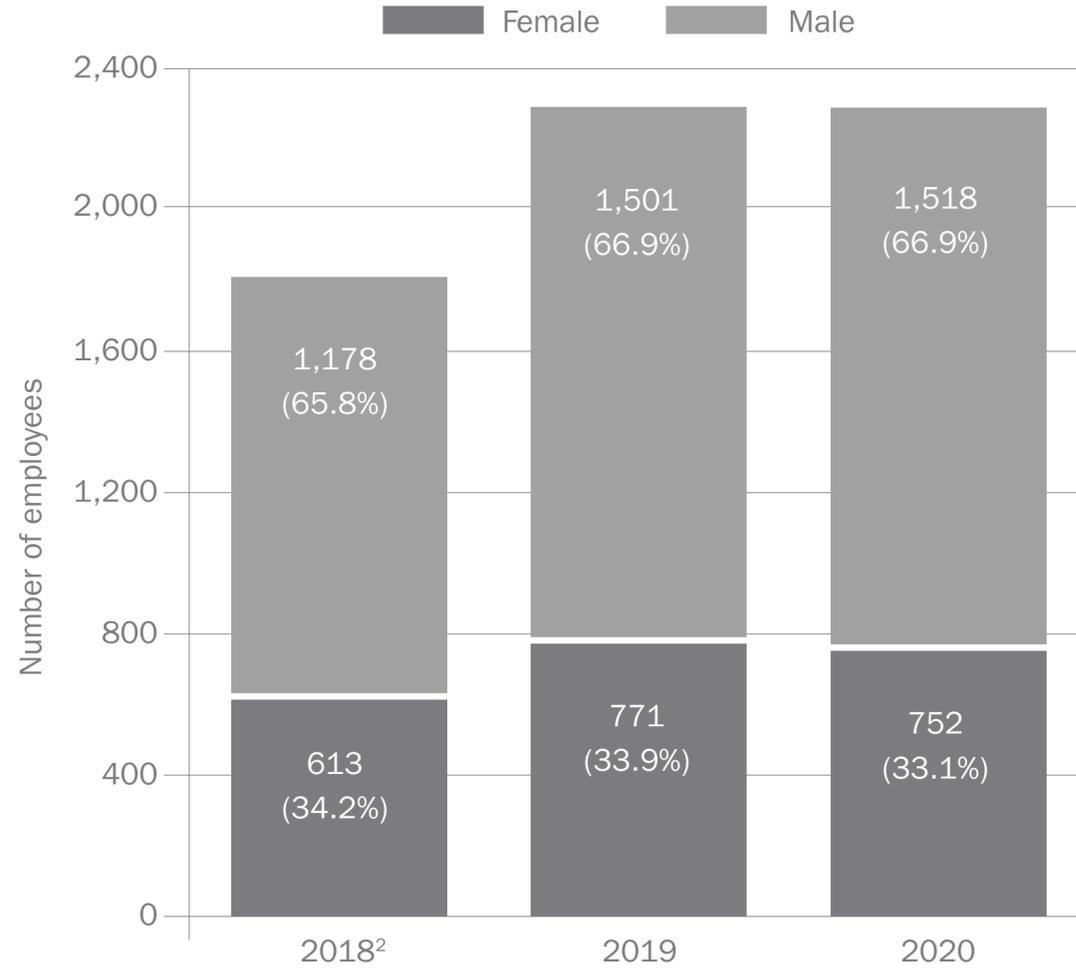
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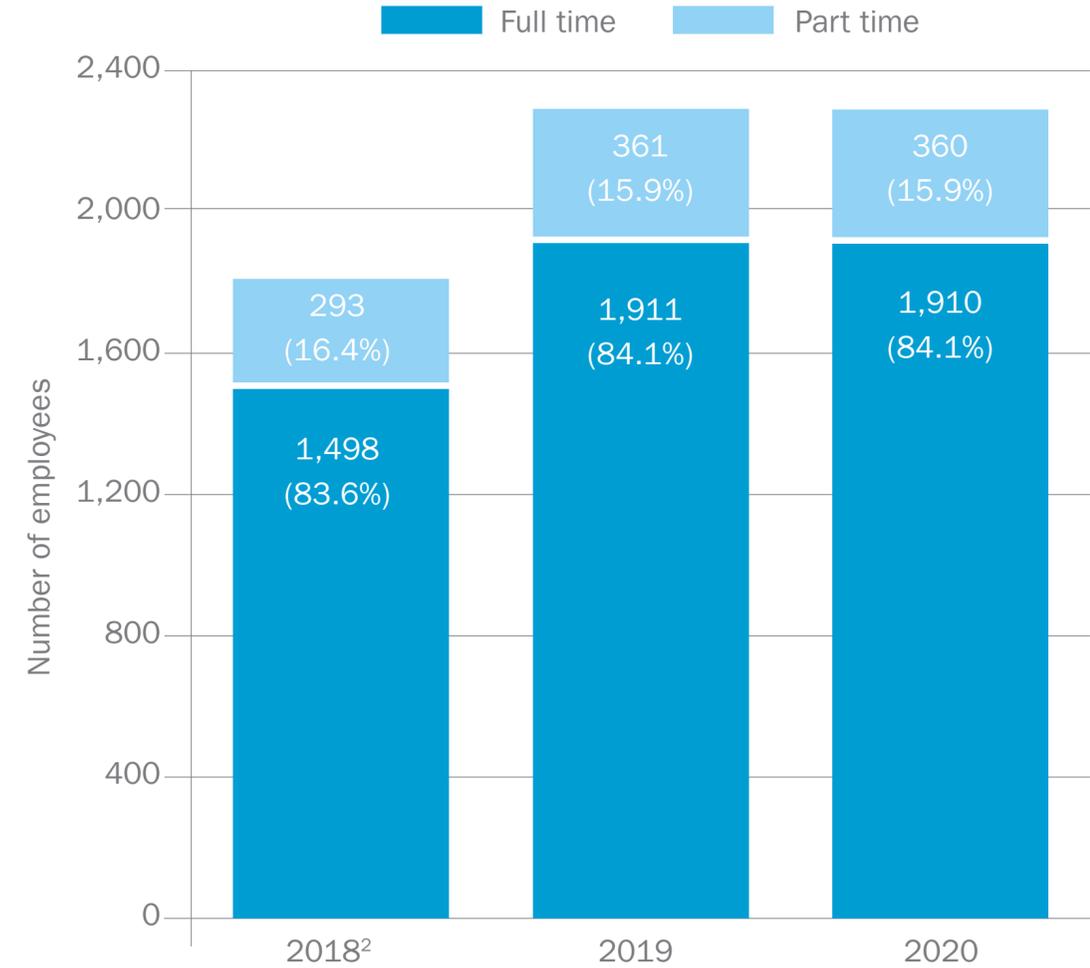
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Employees¹ – breakdown by employment gender



Employees¹ – breakdown by employment contract type



¹ Basis: headcount, excl. subcontracted labour; figures as on 31 December of each year. The number of employees was not subject to strong fluctuations during the year.

² The key figures from 2018 do not include 268 employees of profesio who were loaned out to other companies. These employees were included in the key figures for 2019 and 2020.

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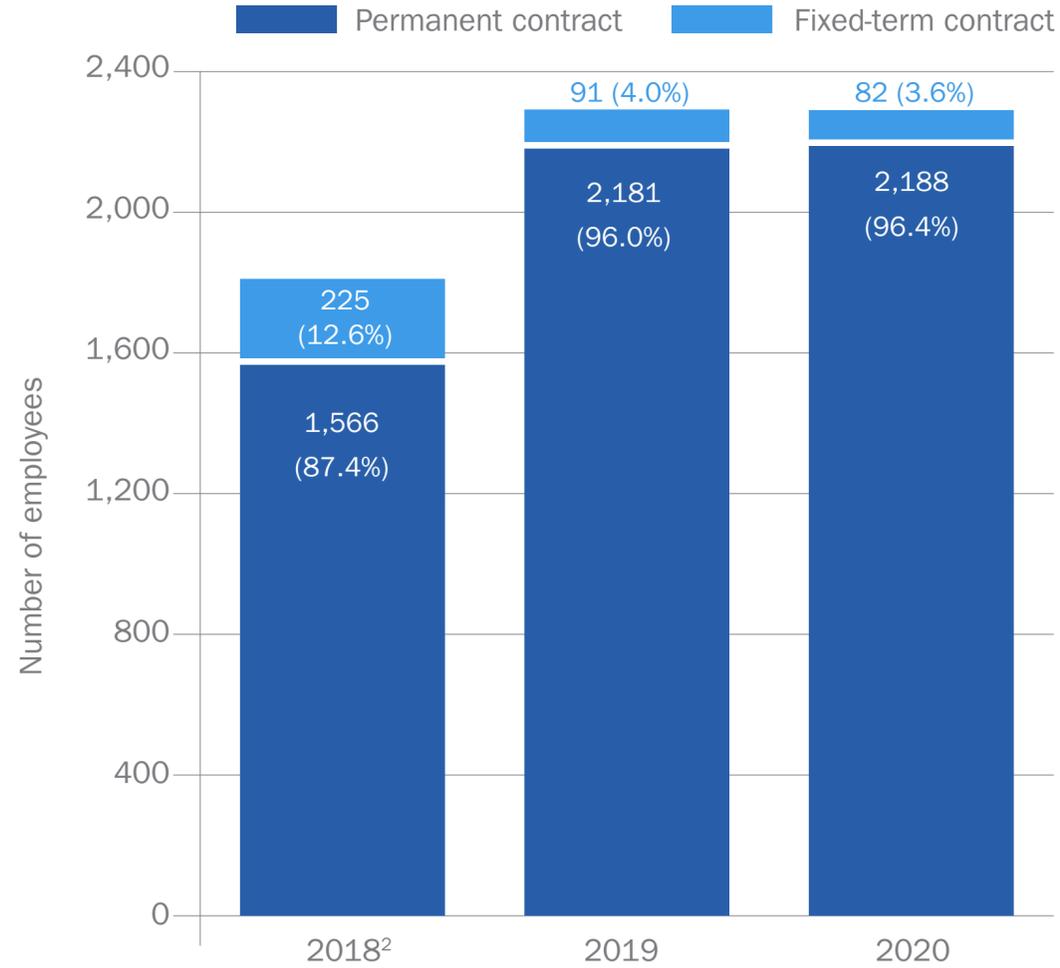
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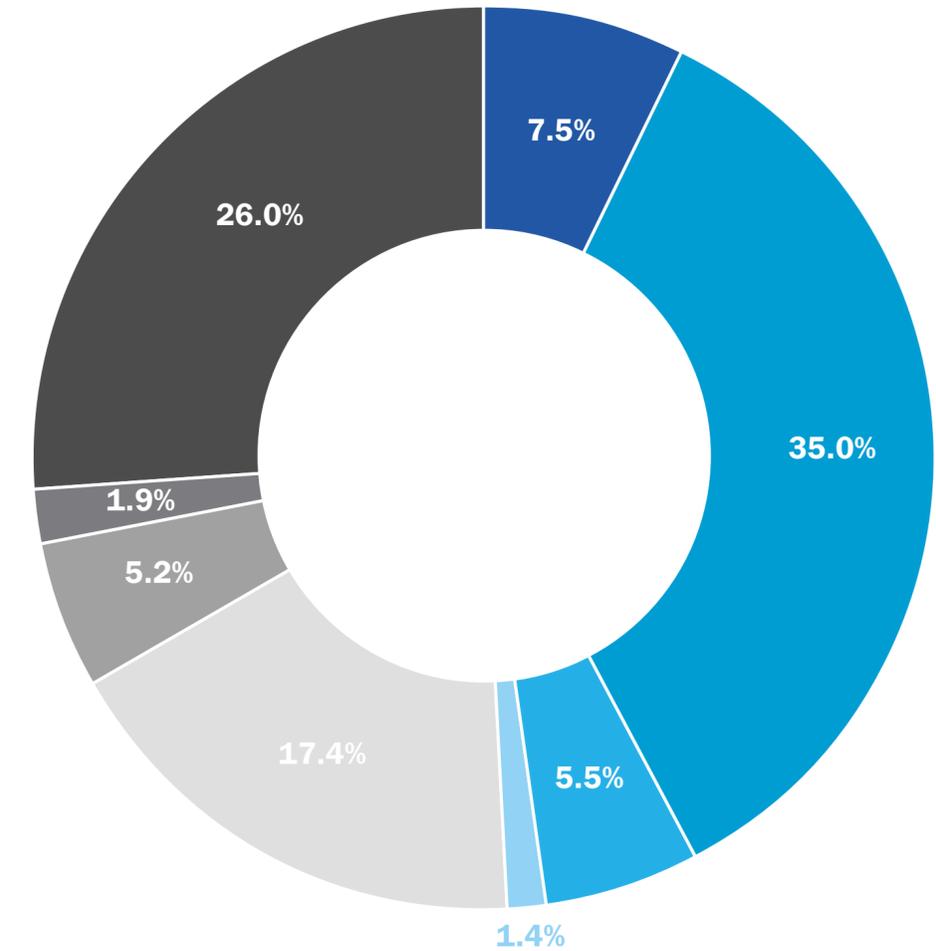
Employees¹ – breakdown by employment contract type permanent/fixed term contract



¹ Basis: headcount, excl. subcontracted labour; figures as on 31 December of each year. The number of employees was not subject to strong fluctuations during the year.
² The key figures from 2018 do not include 268 employees of profesio who were loaned out to other companies. These employees were included in the key figures for 2019 and 2020.

Employees by employment type 2020

- Management staff (170)
- Commercial and administrative staff (794)
- Sales and distribution (124)
- Facility management/cuttings (32)
- Plant/operations (396)
- Machine shop/servicing
- Logistics (44)
- Other (590)



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As an integrated services provider, Interseroh coordinates around 1,900 external service providers and suppliers in Germany alone.

These providers and suppliers are active primarily in upstream and downstream logistics for collection and transportation and support Interseroh in the treatment and processing of materials and waste. Here, Interseroh is interested in establishing long-term, trusted partnerships.

This reflects Interseroh's goal of implementing sustainability along the entire value chain. For suppliers who provide waste management or logistics services, the company is therefore careful to choose businesses that are socially and ecologically responsible (see [GRI 308](#) and [GRI 414](#)).

Interseroh itself fully meets the transparency requirements expected from suppliers. Since 2020, Interseroh has documented its sustainability performance on the EcoVadis and Supplier Assurance platforms for greater transparency along the value chains.

GRI 102-10: Significant changes to the organisation and its supply chain

Interseroh opened a new sorting plant for light packaging in Marl (North Rhine-Westphalia) in 2019. The plant was temporarily out of service due to fire damage and has been back in operation since December 2019.

In 2020, two additional ALBA Facility Solutions sales offices were opened in Hamburg and Dresden.

Relenda GmbH (kilenda) discontinued its activities as of 31 December 2020.

On 04 May 2021, a new dual system was established by Interseroh+ GmbH.

There were no significant changes to our supply chains in the reporting period.

GRI 102-11: Precautionary principle or approach

Interseroh considers itself responsible for implementing measures to avoid risks to the environment and to its employees and for being prepared for emergencies. When problems arise, they must be resolved as quickly as possible to prevent or minimise harm.

Management systems

One of the areas in which Interseroh meets its responsibilities is in the provision of management systems – for quality, for example, the environment and occupational health and safety. Because the work undertaken by Interseroh's various companies and sites is often very different, their management systems also have to comply with quite different external requirements. All of our companies have implemented management systems appropriate for the work

they carry out – for example, based on legal requirements or the expectations of stakeholders. In order to meet external transparency requirements, the management systems of our companies are externally certified in accordance with the relevant international or national standards.

Certifications include:

- ISO 9001 (quality management)
- ISO 14001 (environmental management)
- ISO 45001 (occupational health and safety management system)
- ISO 50001 (energy management)
- ISO 22000 (food safety)
- ISO 27001 (information security)
- Efb certification (waste management company)

Our companies' certifications are monitored and verified annually by external audits. The certificates may be viewed on the websites of Interseroh and the individual companies.

Risk early warning system

In 2018, Interseroh introduced a proprietary tool to improve the effectiveness of the risk early warning system throughout the Group. The process and reporting lines are set out in an appropriate guideline.

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Promoting environmental awareness

Promoting environmentally-aware employee behaviour is an effective lever of Interseroh's application of the precautionary principle. Here, Interseroh is careful to provide a comprehensive background on environmentally relevant topics. The aim is to motivate and enable staff to make a personal contribution to environmental protection and resource efficiency both in the workplace and at home.

This is achieved primarily by job-related training, professional development and internal employee communications. Our sustainability ambassadors play a key role as multipliers: they are responsible within their departments for gathering information on all aspects of sustainability and undertake projects promoting environmentally-aware behaviour. The standards that all our employees must follow are also set down in the Code of Conduct.

The company's environment programme also requires all sites to work continuously towards improving their environmental performance. In the reporting period, all sites were also required to focus on mobility as a general topic.

Protecting the health of employees

In the individual companies and at all locations, individuals have been appointed who are responsible for maintaining internal and legal occupational safety

and health standards. In all areas of its work concerning occupational safety and health – such as in connection with hazard assessment – Interseroh is assisted by external service providers (see [GRI 403](#) ↙).

To protect our employees from exposure to COVID-19, Interseroh set up a central crisis team during the reporting year and drew up a six-phase pandemic plan. This pandemic plan, which is regularly updated, explains how to deal with suspected cases of infection, depending on the stage, and provides guidelines for hygiene measures, working from home arrangements, shift schedules and business travel. Independent crisis teams within the companies are responsible for implementing the pandemic plan and complying with regional legal requirements (see [GRI 403](#) ↙). Employees can always refer to the latest version of the pandemic plan on the intranet.

GRI 102-12: External initiatives

By regularly signing the German **Sustainability Code** ([DNK](#) ↗) since 2013, Interseroh has publicly committed itself to the principles of sustainable business development. Interseroh was one of the first companies to follow the German Federal Government's invitation to sign the Code.

As a partner of the **Centre for Sustainable Corporate Governance** ([ZNU](#) ↗), Interseroh regularly participates in its events, contributing its expertise on sustainability, recycling and the circular economy. The ZNU represents the cooperation of research and

business: more than 90 partner companies join forces to make sustainability something accessible, feasible and credible. The tools developed by the ZNU to do so are both scientifically sound and practice-oriented. During the reporting period, Interseroh supported the "ZNU goes Zero" climate protection initiative, in particular by providing expert advice on climate-friendly packaging design. The goal of "ZNU goes Zero" is to help its partner companies become climate neutral.

Interseroh has been actively involved in the **Road to a <2° Economy** ([2degree economy](#) ↗). The aim of the joint project between Foundation 2° and the WWF Germany is to show that an emissions-neutral economy is not only possible but that it also creates new opportunities. Participating businesses from the building, transport and industrial production sectors are working together to implement specific, cross-company and cross-sector project ideas for reducing greenhouse gas emissions. They strongly believe that it will only be possible to limit global warming to well below 2° Celsius respectively 1.5° Celsius with the help of industry. Interseroh intensified its cooperation with the Foundation 2° during the reporting period and became one of the foundation's supporters. At the 2020 Digital Annual Conference of the Foundation 2°, Interseroh Managing Director Markus Müller-Drexel participated as a motivational speaker on the opportunities and challenges of the European Green Deal.

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From 2017 until the end of the project in March 2020, Interseroh was also involved in the **Wirtschaft macht Klimaschutz dialog forum** ([WmK](#)) an initiative of the German Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU). Its aim was to network a wide range of German industrial companies for climate protection purposes and to initiate practical climate protection measures within companies. Together with other members of the Circular Economy Working Group, Interseroh developed the Circular Economy Toolbox, an online platform that provides actionable tools, methodologies and best practices designed to help companies take advantage of the benefits of the circular economy. The final report is available at www.wirtschaft-macht-klimaschutz.de.

In 2019, Interseroh became a member of the [Circular Economy Initiative Deutschland](#), a collaborative project between acatech (German Academy of Engineering Sciences), SYSTEMIQ and the Federal Ministry of Education and Research (BMBF). The aim of the initiative is to develop a circular economy roadmap for Germany by pursuing the strategic vision of circular value creation in Germany together with long-term goals for resource productivity. Interseroh is actively involved in all working groups.

Interseroh is one of the main players behind the dual systems' national [Waste Separation Works campaign](#) which has been educating consumers about correct waste separation since 2020. Its aim is to reach,

inform and motivate as many consumers as possible, especially younger target groups. To do this, we cooperate with YouTube influencers like Aaron Troschke, we contribute to TV and online features such as those by reporter Tobi Krell for the educational programme "Checker Tobi" on Global Recycling Day, 18 March 2021, and help to provide educational material for schools. We also work with many different partners from the retail, manufacturing and waste management sectors. As part of a retail campaign by the Netto chain of supermarkets, for example, the messages of "Waste separation works" achieved a total reach of about 90 million contacts in-store and on social media.

GRI 102-13: Membership of associations

As an environmental services provider, Interseroh wants to act as an ambassador for sustainable development and to take an active part in shaping debate as a member of selected associations and advocacy groups.

The Federation of the German Waste, Water and Raw Materials Management Industry ([BDE](#)) is the industry association for the closed-loop and resource economy. It is by far the most important association for Interseroh. Numerous ALBA Group employees, including many from Interseroh, are represented in a total of 21 of the association's working groups – on a wide range of topics including climate and energy

policy, electrical recycling and hazardous goods. Interseroh also supports the **German DIY, Building and Horticultural Trade Association** ([BHB](#)) with sponsoring and presentations. This work involves identifying and promoting new approaches for the building trade (for example recycled plastics and returnable pooling for building goods pallets).

Interseroh has been a member of the **German Packaging Institute** ([dvi](#)) since 2016. The organisation promotes knowledge transfer and dialogue between industry companies, institutions and partners. Here, Interseroh contributes its expertise on the topic of packaging optimised for recycling – for example as part of the joint Future Resources event series. This series took place for the fourth time in a row in November 2020 and was held virtually for the first time. Next year's event is already being planned.

Interseroh has also been a member of the **German Sustainable Building Council** – [DGNB e.V.](#) since 2017. The association wants to raise awareness of sustainable construction methods and promote their application.

INTERSEROH Dienstleistungs GmbH is a member of the **United Against Waste e.V. association**. ([united-against-waste](#)). The association promotes the sustainable management of food resources in the catering industry.

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Markus Müller-Drexel, Managing Director at INTERSEROH Dienstleistungs GmbH, chairs the Central Committee on Environmental Protection at the Bonn/Rhein-Sieg and Cologne Chambers of Industry and Commerce (**IHK**). Interseroh is also active in the Building Sector and Environmental/Machine Technology Association ([VDBUM ↗](#)) and is a solution provider for Deposits and Pooling at GS1 Germany ([GS1 ↗](#)). Furthermore, Interseroh is a partner and promoter of Markenverband e.V. (Markenverband), which represents the interests of branded businesses in Germany.

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Strategy

GRI 102-14: Statement from senior decision-maker

Dear Readers,

The world is taking stock of an extraordinary year. The fallout from the COVID-19 pandemic has been challenging not just for us personally but also for the company. The shutdown of entire sectors of industry has led to the rise of a new way to do business. Waste streams have changed both in terms of quantity and quality and production levels have been depressed. This has resulted in a significant decline in the demand for recycled raw materials.

But in the light of pressing challenges such as climate change and resource scarcity, we cannot afford a slowdown in the development of the circular economy. In fact, now is the perfect time to take those decisive steps towards a climate- and resource-friendly lifestyle and economy.

The European Green Deal is one possible way forward – provided that its aim of transforming the EU economy into a truly circular economy is pursued vigorously. We are in favour of regulatory policies that will create a properly functioning market for recycled raw materials. For the only way to stop production and consumption from depleting our natural resources is to create an economy that keeps most of its valuable resources in circulation. And only then

will we be able to hold the increase in global temperatures to less than 1.5 °C above pre-industrial levels.

Interseroh stands for a world without waste. To realise this vision, we are committed to creating circular – and thus future-proof – value chains. We supply integrated solutions to help our customers reduce their resource consumption and greenhouse gas emissions, and we continue to evolve along with our customers. We develop new approaches to design-for-recycling, create upcycling solutions, prepare products for recycling or reuse, and take over circular resource management for companies. We also want to strengthen and shape the circular economy throughout Europe, which is why we are increasingly positioning ourselves internationally.

Our 2020 Sustainability Report communicates Interseroh's performance openly and transparently. It explains how we promote sustainability in our core business, at our sites and in our partnerships with other industry players. The report shows clearly – by displaying our key performance indicators, for example – how we have developed over the past two years and what progress we have made in achieving the objectives of our sustainability strategy, as well as what challenges we plan to take on in the future. You can find out more about our solutions and discover what issues we focused on in 2020 in our [Sustainability Magazine ↗](#).

We wish you an informative and stimulating read and look forward to working with you to further advance the development of a circular economy.

Your Executive Management

Melanie Freytag

Dr Timo Langemann

Markus Müller-Drexel

GRI 102-15: Key impacts, risks and opportunities

Interseroh's business model is oriented on tackling urgent challenges. If we look at the enormous demand for resources from the industrialised countries, we see that strategies are required that can balance economy against ecology. The concept of an integrated circular economy offers sustainable solutions for this.

Pursuing the mission goal of 'zero waste solutions', Interseroh's aim is to secure a sustainable basis for the increasing demand for raw materials and to prevent the unnecessary wastage of our valuable resources. In 2019 alone, Interseroh's recycling activities and other services saved around 9.5 million tonnes of primary resources and avoided 1.3 million tonnes of greenhouse gas emissions.

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Society and business are becoming increasingly concerned about global challenges such as climate change. The growing awareness of sustainable action is one of the main drivers behind the continuously increasing demand for products and services that support the circular economy. The ["Status report of the German circular economy 2020"](#) shows that the sector achieved a gross value added of around 28.1 billion euros in 2017 – a growth of 31 percent compared to 2010.

Companies who use a systematic approach to recycling to anchor resource loops in their core business will reduce their dependency on volatile primary resource markets, protect the climate and safeguard their competitiveness. For Europe's economies, the Ellen McArthur Foundation's report ["Achieving, Growth Within"](#) (2017) estimates the economic potential of the circular economy to be around 320 billion euros by 2025.

Increased political regulation

Political developments have also drawn attention to the growing importance of protecting resources and the environment, and generally present an opportunity for Interseroh's business model. Today, the EU Green Deal, based on the 17 Sustainable Development Goals (SDGs) of the 2015 World Climate Conference in Paris, is foremost in leading the way. This

explicitly mentions the circular economy as a vital tool for meeting the tougher EU climate targets. The 2020 Action Plan for the Circular Economy sets out the framework for this, with the appropriate regulatory changes expected to follow at national level.

One legal change that already directly affects Interseroh is the new German Packaging Act. In force in Germany since 1 January 2019, its requirements include higher recycling rates and a greater use of recycling materials. The Packaging Act allows municipalities to determine which collection systems to use (e.g. yellow bag or yellow bin) and to fix the frequency of collections. As a result, many municipalities have been switching from yellow bags to the yellow bins in 2020 and 2021. Although this means that more material is collected, it also means a reduction in the quality of the material collected. This is because, unlike the yellow bag, the contents of the yellow bin are not visible from the outside. It is therefore more difficult to tell whether material has been disposed of properly. Experience has shown that this reduces the willingness to separate waste carefully and increases the share of waste that is disposed of incorrectly. The law also gives the municipalities greater freedom to decide how to allocate the costs of disposing of paper, which leads to higher costs for the dual systems and thus to an increase in licensing prices. These developments represent a risk for Interseroh.

The plastics strategy of the European Union is having a positive effect on Interseroh's business. The EU's declared aim is to use innovative solutions to reduce

plastic waste and encourage recycling. It plans to work with partners from all over the world in an effort to bring about global change and find global solutions.

Volatile commodity prices

Risks arise for Interseroh primarily from price volatility in relation to raw materials. While trends here are often difficult to predict, these prices have an indirect effect on the demand for Interseroh's services. Interseroh attempts to mitigate these risks by means of forecasts based on continuous analysis and observation of the relevant markets.

Shortage of skilled labour

The company views the recruitment of qualified employees, and IT specialists in particular, as a further risk. Not only is competition for well-qualified specialists growing fiercer, but digitalisation, which is also having a major effect on Interseroh's areas of business, makes these personnel essential for a company's future success. Interseroh is therefore focusing on proactive HR planning and greater recruiting effort.

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The pandemic

The COVID-19 pandemic poses a number of different risks for Interseroh. First, there are major risks to the health of Interseroh's employees, and the company is doing everything it can to prevent employees from becoming infected at work. Second, the pandemic jeopardises the business operations of what is a systemically important company – particularly those activities that cannot be taken care of working from home. Interseroh is responding to these challenges with the aid of a pandemic plan and several crisis teams (see also [GRI 102-11](#)). Interseroh also has to deal with the consequences of a pandemic that extends beyond its business operations. Global changes in waste flows and reduced production levels are depressing the demand for certain categories of product. At the same time, Interseroh remains a viable business because, thanks to its diverse product portfolio, not all business units have been affected by the pandemic.

Risk management at Interseroh

Interseroh identifies, assesses and manages the opportunities and risks arising from the various developments by means of risk management using an integrated management and control system. Core modules within this risk management system include strategic and operational corporate planning, internal reporting, internal control and compliance (see [GRI 307](#) and [GRI 419](#)), treasury management and the risk early warning system.

In the video, **Sabine Nallinger**, Managing Director of Foundation 2°, and **Markus Müller-Drexel** discuss why the Green Deal is a great opportunity both for climate protection and for businesses.

Watch Video

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Ethics and integrity

GRI 102-16: Values, principles, standards and norms of behaviour

For Interseroh, sustainability is at the core of our corporate strategy. The company therefore assumes responsibility in all areas – for dealing with customers, partners and employees as well as with society and the environment. As a result, our sustainability strategy has a clear vision with clear goals against which our success can be measured.

Sustainability strategy

Interseroh's sustainability strategy clearly shows the four fields of action in which the company can make the greatest contribution to the United Nations Sustainable Development Goals (SDGs) and at the same time further develop its business in a customer- and market-oriented manner. Interseroh is committed to growth through strategic initiatives that ensure that resources, knowledge, talents and ideas are not wasted.

Sustainability programme

Interseroh has defined specific targets and key figures for each strategic point of focus. The resulting [sustainability programme](#) includes high-level tasks applicable to all company divisions, which

means that Interseroh integrates the concept of sustainability into all business processes. The sustainability management team uses these goals to guide its activities and measures its successes.

Internal rules of conduct

The company's Code of Conduct governs the daily actions of all Interseroh employees. It covers our corporate values and rules of conduct as well as the ethical, moral and legal obligations of all employees and managers. Sustainability is anchored as a key topic in the Code of Conduct. The Code of Conduct is therefore also a commitment we make to business partners and the general public: to be responsible and environmentally aware in all of our dealings.

Interseroh's corporate culture and our motto 'we are one' play a decisive role in the workplace. These were developed by Interseroh employees in an all-inclusive process to which everyone – regardless of their job role, location, age or affiliations – was invited to contribute. They are based on the values of respect, communication and responsibility. In 2018, Interseroh put its corporate culture on a new foundation by means of a competence model. This provides a shared understanding of our vision and values and guidance for employees throughout the company.



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Interseroh sustainability strategy

no waste of

ideas

Innovations are the lifeblood of successful transformation processes. We try out **every idea that brings us closer to our goal of closed loops** – even if we risk failure by doing so. This is the only way to create the kind of disruptive changes that our linear economy needs.

→ We provide our customers with support for their efforts to professionalise their sustainable practices and integrate sustainability into their reporting processes by fully exhausting the **digitalisation potential** of our services.

→ We extend **product lifetimes** by tapping into new markets and expanding the business models we have developed for them to achieve an annual revenue growth of at least 20 percent with these models.

→ To ensure that manufacturing and retail can use resources more efficiently than before, we work with our customers to develop new **design-for-recycling approaches**.

no waste of

talent

Our **employees** and their capabilities lie at the heart of our expertise as an environmental services provider. In order to make sure they can perform at their best for our customers every day, we need to provide for and guarantee their health and safety, motivation and career development.

→ We want to promote the **physical and mental health of our employees** while reducing our sickness, accident and staff turnover rates to below the averages for the industry. This is why we provide a safe, value-oriented and innovative working environment that actively supports personal development.

→ We want to guarantee full and effective participation to absolutely everyone at all levels of our company – and independently of age, gender, ethnicity, religion or social status. This is why we ensure that **equal opportunities are truly equal** for all (potential) employees within our company.

no waste of

resources

We believe that resource usage is future-oriented only if it involves absolutely no waste at all. This is why we work on new ways of **closing material loops** every day.

→ To rid the planet of plastic waste in the long term, we develop new **upcycling solutions for plastics** every year. We also work to improve the quality and quantity of the secondary raw materials that we create and offer to manufacturers for use in their production processes.

→ If global warming is to be kept under the limit of two degrees Celsius, global resource consumption must become decoupled from economic growth. This is why we are developing new **material and logistics loops** with which we intend to save at least 5 million tonnes of resources and 800,000 tonnes carbon dioxide equivalents annually.

→ To achieve significant reductions to the per capita environmental impact, especially in urban areas, we also take an integrated approach to **waste prevention** and to achieving a substantial increase in recycling rates.

zero waste solutions

no waste of

knowledge

In order to develop a comprehensive circular economy, we have to **share our experience and knowledge** – and not only with our customers, but with all areas of business and society at large. This is the only sure way to raise awareness about the ecological and economic benefits of efficient closed-loop management.

→ We see it as our duty to promote sustainable lifestyles and patterns of consumption. In this context, we act as an intermediary to ensure that **knowledge about the circular economy** is established in education, politics, business and civil society.

→ We want to develop and (internationally) scale up **approaches and standards for closed-loop solutions** suitable for any industry. To do so, we are working closely with our partners, stakeholders, suppliers and customers. At the same time, we give our employees the creative space they need to participate in relevant initiatives for developing solutions in the circular economy.

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Governance

GRI 102-18: Governance structure

Interseroh and ALBA are both brands that operate within the ALBA Group. The holding company that controls the Interseroh brand has operated under the name of ALBA Services Holding GmbH since 2018. Interseroh represents all the companies operating under the umbrella of ALBA Services Holding GmbH.

Dr Axel Schweitzer, one of the two co-CEOs of the family-run business ALBA Group, also chairs the Supervisory Board of ALBA Services Holding GmbH. ALBA Services Holding GmbH (Interseroh) is managed by Melanie Freytag, Dr Timo Langemann and Markus Müller-Drexel.

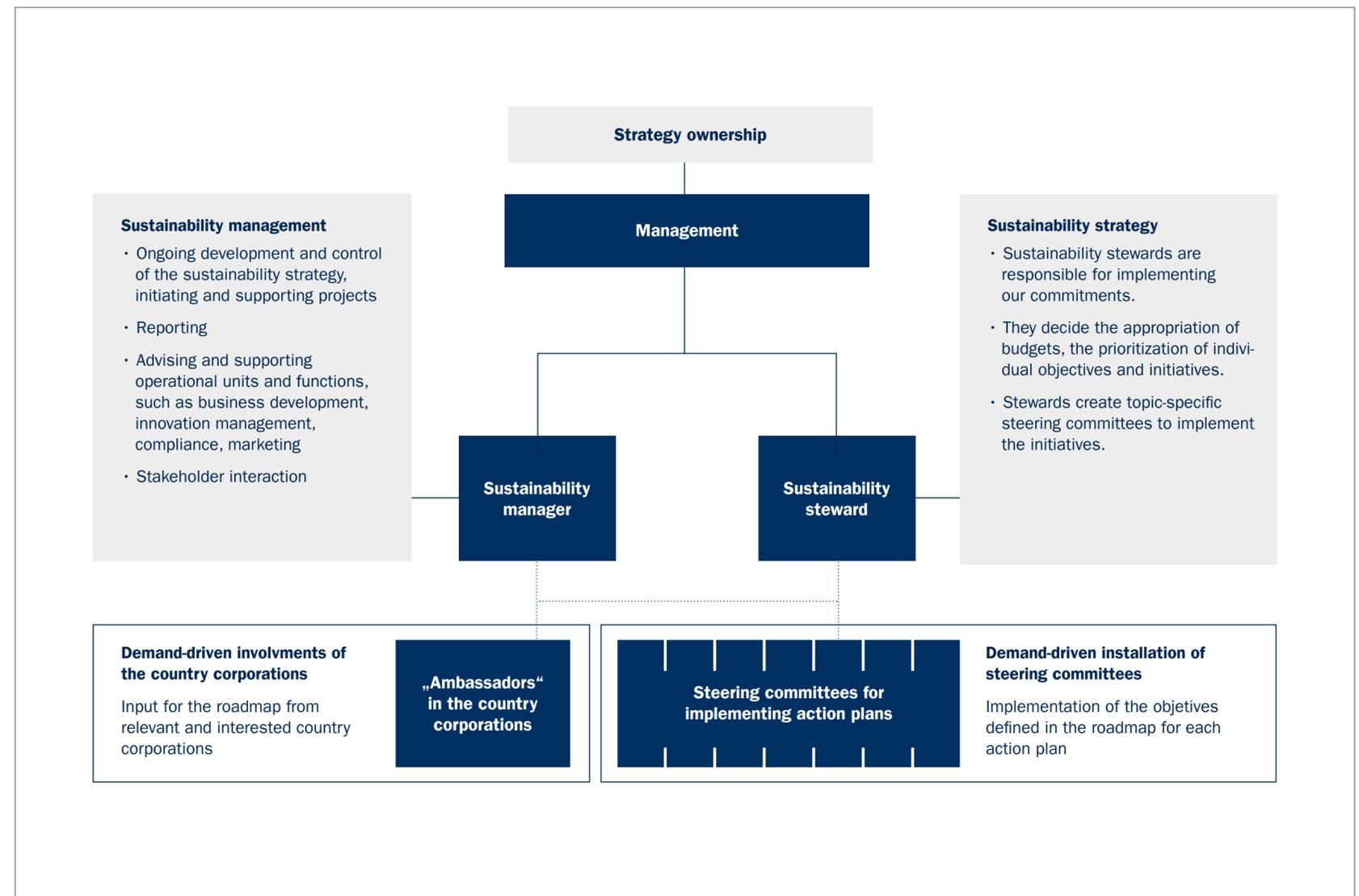
Responsible management, sustainable strategy and decision-making, and an open corporate culture are the principles they follow in day-to-day business. The Executive Management is responsible for implementing the material sustainability topics. Within the team, the topic of sustainability is a key part of Markus Müller-Drexel's portfolio.

The two Sustainability Managers, who coordinate all sustainability topics, report directly to Müller-Drexel. They track the implementation of sustainability goals in the company divisions and integrate the foreign companies with their market-specific sustainability activities. They are supported by seven steering

committees, who are responsible for implementing the sustainability strategy's points of focus in these areas: sales, digitalisation, media, employees, compliance, supply chain and environment.

Interseroh's sustainability management supplements the integrated management system that comprises

the processes and workflows for quality, the environment, and occupational safety and health. The basis for expanding the integrated management system to include additional sustainability aspects is provided by the international standard on the social responsibility of organisations (ISO 26000).



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Interseroh is managed by the three members of the Executive Management of ALBA Services Holding GmbH:

Melanie Freytag has been CFO and a member of the executive management of ALBA Services Holding since September 2020. Before joining ALBA Services, Freytag served as CFO at the ThyssenKrupp Group for several years and at a medium-sized mechanical and plant engineering company.

Dr Timo Langemann has many years of experience in B2B service, supply chain management and digitalisation. His expertise has made a valuable contribution to the development of Interseroh.

Markus Müller-Drexel has over 26 years of experience in recycling and the circular economy. He is a member of numerous associations, including the Federation of the German Waste, Water and Raw Materials Management Industry (BDE), the Cologne/Bonn Chamber of Commerce and the Association of German Chambers of Commerce and Industry (DIHK).

The **Supervisory Board** of ALBA Services Holding GmbH, which supervises the Executive Management, comprised six members as of 13 April 2021:

- **Dr Axel Schweitzer (Chairman)**
CEO and member of the Executive Board of the ALBA Group plc & Co. KG (Berlin)
Member since 25 April 2017
- **Ying Wang (Deputy Chairman)**
Managing Director of the SICHUAN Entrepreneur Fund (Chengdu, China)
Member from 31 March 2018 to 07 July 2020
- **Libin Zhao**
Chairman of Shanghai Xin Zeng Ding Asset Management Co. Ltd. (Chengdu, China)
Member from 07 July 2020 to 13 April 2021
- **Wu Yang**
COO of Chengdu Techcent Environment Co Ltd. and CEO of ChengduZhongde Techcent Investment Co Ltd. (Chengdu, China)
Member from 25 April 2017 to 13 April 2021
- **Achim von Quistorp**
Head of Mergers & Acquisitions and Managing Director of ALBA International Holding GmbH (Berlin)
Member since 25 April 2017
- **Li Han**
Chairman of Ginfinite Investment (Hangzhou, China)
Member from 22 August 2018 to 13 April 2021

GRI 102-31: Review of economic, environmental and social topics

Every six months, the Executive Management carries out a review of commercial, ecological and social issues and their effects, risks and opportunities.

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Stakeholder engagement

GRI 102-40: List of stakeholder groups

One goal of Interseroh's sustainability strategy is to talk regularly with stakeholders about various topics of relevance to sustainability. Interseroh not only sees its role as being a strong advocate for the development of the economy towards a circular model, but also seeks to develop new, resource-friendly solutions that are capable of supporting a sustainable future. Accordingly, it is essential to know the needs, requirements and interests of the company's key stakeholder groups. These include in particular customers and potential customers, researchers, suppliers, employees and experts working in the field of sustainability.

GRI 102-41: Collective bargaining agreements

In 2020, 32.5 percent of total employees at Interseroh were covered by collective bargaining and works agreements. Due to new hires of staff not subject to collective agreements and the move of employees to companies without collective agreements, the number fell by about five percentage points compared with the 2018 figure of 38 percent.

GRI 102-42: Identifying and selecting stakeholders

The following stakeholder groups are particularly important for Interseroh:

- **Customers and potential customers**
- **Science and research**
- **Suppliers**
- **Employees**
- **Experts from the sustainability sector**

Stakeholders were identified as part of preparing Interseroh's sustainability strategy. This selection is reviewed regularly, most recently in 2020, when it was confirmed.

GRI 102-43: approach to stakeholder engagement

Interseroh works through a variety of interest groups and associations (see [GRI 102-12](#) and [GRI 102-13](#)) to actively shape the trend towards a closed-loop economy. We also regularly engage in interchange with other environmental services providers, suppliers and partners in the circular economy.

Interseroh also organises workshops to familiarise its **customers** with the principles of the circular economy. Here, both sides work to develop ideas about how customers can manage their products and materials in a closed loop. In 2020, we extended our

range of virtual seminars, with a focus on packaging optimisation and battery recycling. Customers and other interested stakeholders are also invited to participate in the annual „[Future Resources](#)“ series of events held in partnership with the dvi. Interseroh has set itself the goal of further intensifying its dialogue with customers Interseroh uses audits to engage with **suppliers** at regular intervals.

Every quarter, we publish a newsletter on the Internet to inform our **employees** of important topics and to keep them up to date. Every two months, employees also receive the ALBA Group Inside newsletter, which is also available via an app so that it can be read on the move. Interseroh also organises "Dialogue Days" for its employees. Important strategic decisions are announced at these events and employees are given an opportunity to express their views and raise topics of interest. The last Dialogue Day was held in 2019, as the 2020 event had to be cancelled due to the restrictions on gatherings during the pandemic. Dealing with the COVID-19 pandemic featured strongly in our communications with employees. Due to the restrictions introduced to reduce the risk of infection, no in-person meetings took place. Interseroh uses annual employee appraisals as another means of exchanging information with employees and also carries out software-based employee satisfaction surveys (see also [GRI 401](#)).

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GRI 200: Economic

GRI 300: Environmental

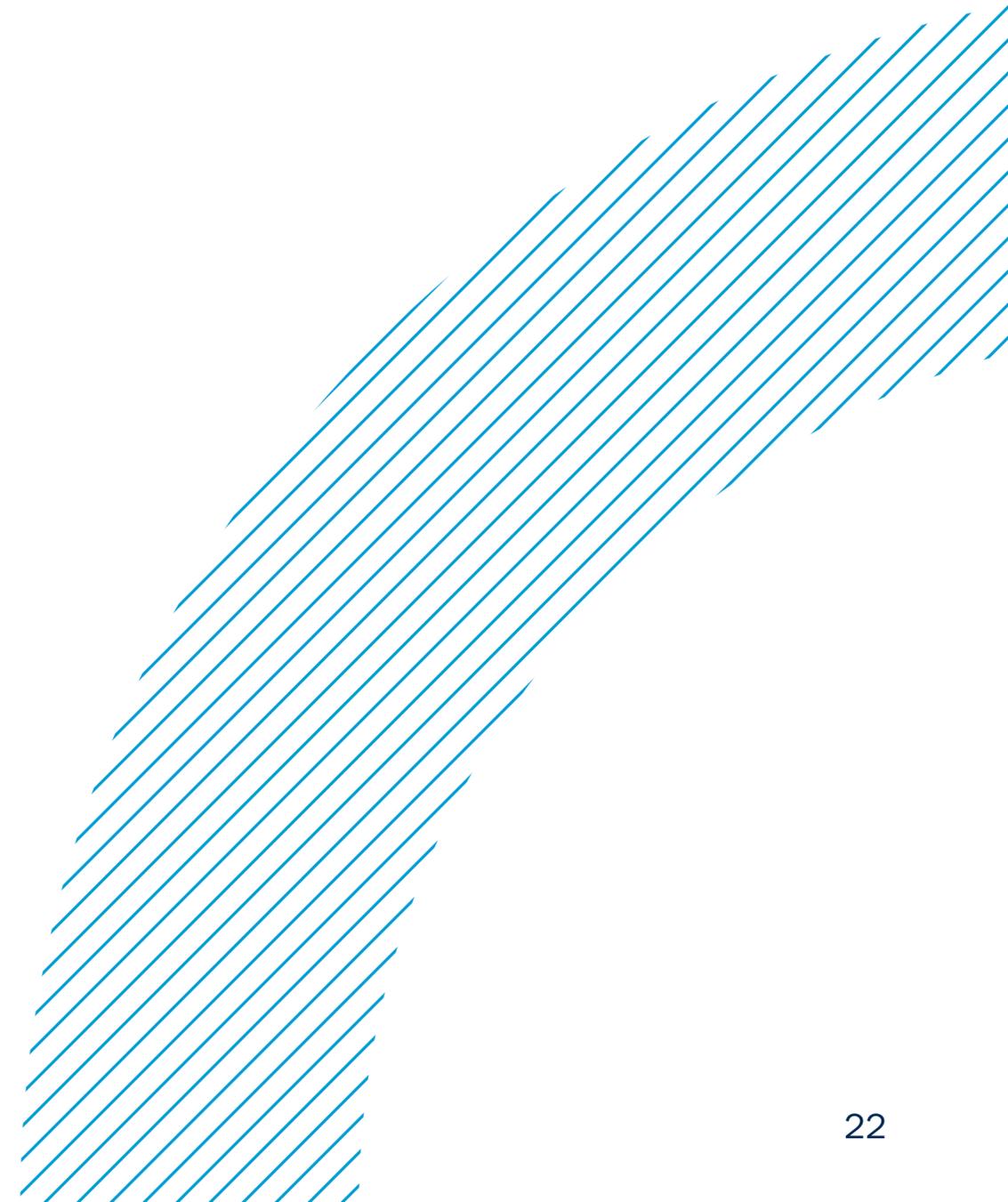
GRI 400: Social

GRI 102-44: Key topics and concerns raised

Our stakeholders, especially our customers, are increasingly keen to understand the background to circular solutions, their impact and new legislation in this field. In 2019 and 2020, they were particularly focused on the Green Deal and how its measures and rules would impact the economy. Of particular relevance to businesses is the continued secure access to raw materials, with an increased interest being shown in the use of recycled plastics. Stakeholders expect Interseroh to provide adequate quantities of high-quality recyclates and to develop solutions that enable companies to comply with legal quotas. Raw material efficiency, material flow management and packaging optimisation are also key concerns here.

Consumer education is another important issue. A topic brought repeatedly up by our stakeholders is that everyone involved throughout the value chain must do their part to maximise the recyclability of products and packaging and to educate consumers on how to separate them properly.

At our own networking platforms and events, we promote dialogue across the entire value chain, answer our stakeholders' questions and give them the opportunity to raise any other matters of concern (see [GRI 102-43](#)). We also maintain a dialogue with our stakeholders through our work in various initiatives (see [GRI 102-12](#)).



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Reporting practice

102-45: Entities included in the consolidated financial statements

All of the business units associated with ALBA Services Holding GmbH at home and abroad have been consolidated. In principle, all qualitative information and quantitative data refer to ALBA Holding GmbH as a whole. Whenever information also references the ALBA Group, this is clearly identified with a corresponding annotation.

Overview of all consolidated companies:

- **INTERSEROH Dienstleistungs GmbH**
- **INTERSEROH Pfand-System GmbH**
- **INTERSEROH Pool-System GmbH**
- **INTERSEROH Product Cycle GmbH**
- **Repasack Gesellschaft zur Verwertung gebrauchter Papiersäcke mbH**
- **CARElean GmbH**
- **Relenda GmbH¹**
- **ITL logistics GmbH²**
- **INTERSEROH ProServ GmbH**
- **ALBA Recycling GmbH**
- **ALBA Facility Solutions GmbH**
- **ALBA Property Management GmbH**
- **KVB Kunststoffverwertung Brandenburg GmbH**
- **Brandenburgische Boden Gesellschaft für Grundstücksverwaltung und -verwertung mbH**
- **Projektgesellschaft Nauen GmbH**
- **INTERSEROH Austria GmbH (Austria)**
- **profitara austria GmbH (Austria)**

- **INTERSEROH Zbiranje in predelava odpadnih surovin d.o.o. (Slovenia)**
- **INTERSEROH Plastics Research & Development, raziskave in razvoj d.o.o. (Labor in Maribor, Slovenia)**
- **INTERSEROH d.o.o. za posredovanje u zbrinjavanju otpada (Croatia)**
- **INTERSEROH Organizacja Odzysku Opakowań S.A.(Poland)**
- **Interseroh Advisory Sp. z o.o. (vormals Polski System Recyklingu) (Poland)**
- **INTERSEROH Polska Sp. z o.o. (Poland)**
- **Profesio agencija za privremeno zaposljavanje d.o.o. (Joint Venture 60 Prozent, Croatia)**
- **INTERSEROH Service Italia S.r.l. (Italy)**
- **Remedia TSR S.r.l. (Joint Venture 80 Prozent, Italy)³**
- **SIMPLi RETURN GmbH (Joint Venture 51 Prozent)⁴**

¹The activities of Relenda GmbH were discontinued as of 31 December 2020.

²associated, not fully consolidated. The joint venture Remedia TSR S.r.l. is expected to be merged with INTERSEROH Service Italia S.r.l. (Italy) as of 1 June 2021.

³The joint venture SIMPLi RETURN GmbH will be dissolved in financial year 2021. However, the SIMPLi RETURN brand will be retained and incorporated into the service portfolio of INTERSEROH Dienstleistungs GmbH.

⁴The joint venture SIMPLi RETURN GmbH will be dissolved in financial year 2021. However, the SIMPLi RETURN brand will be retained and incorporated into the service portfolio of INTERSEROH Dienstleistungs GmbH

GRI 102-46: Defining report content and topic boundaries

As part of its 2017 strategy review, Interseroh conducted a comprehensive materiality analysis based on the Sustainable Development Goals (SDGs). The process was described in detail on p. 21/22 of our [2018 Sustainability Report](#)⁷. In 2020, Interseroh reviewed the materiality matrix that emerged from this analysis in a workshop held with the support of the akzente kommunikation und beratung GmbH sustainability consultancy. The workshop explored current developments in society as well as within the company and examined all the topics through the three dimensions of stakeholder expectations, impact potential and value contribution. It resulted in the following changes:

Stakeholder expectations

Movements like Fridays for Future and political developments such as the EU Green Deal and the German government's climate action package reflect raised stakeholder expectations in the field of resource conservation and climate protection. The targets (Efficient use of natural resources (SDG 12.2), Improving resource efficiency in production and consumption (SDG 8.4) and the <1.5-degree target) were therefore rated higher in this dimension. Moreover, the topic of safe working conditions (SDG 8.8) has gained in importance as a result of COVID.

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GRI 200: Economic

GRI 300: Environmental

GRI 400: Social

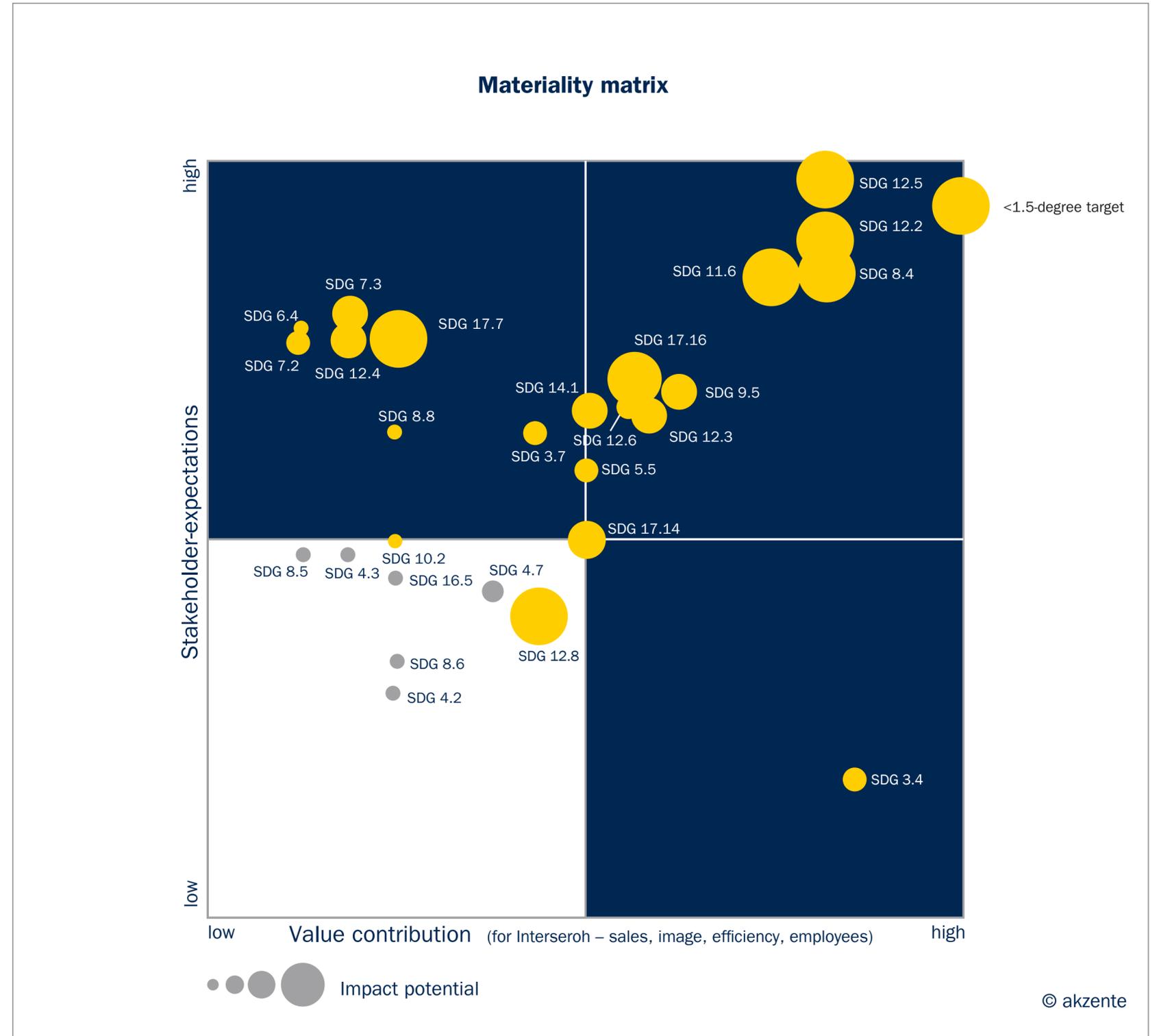
Potential impact

Interseroh considers the global cooperation of all interested parties to be a pivotal starting point for sustainable development. The company therefore sees growing impact potential in enhanced policy coherence (SDG 17.14) as well as partnerships and multi-stakeholder initiatives (SDG 17.16).

Value contribution

Active participation in partnerships and open dialogue also have a direct impact on Interseroh's success. Helping companies to adopt sustainable practices (SDG 12.6), sharing essential knowledge on sustainability (SDG 12.8) and enhancing policy coherence (SDG 17.14) were therefore rated higher in terms of their value contribution.

The changes to the ratings have highlighted key areas. Moreover, all SDG targets that have a particularly high potential impact or a high relevancy for Interseroh's stakeholders or its business activities are still classed as essential. Despite the changes in the ratings, there was no change in the choice of essential topics and their GRI categories (see [GRI 102-47](#) ↙).



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GRI 102-47: List of material topics

The material topics are the result of the systematic process for creating the materiality analysis (see [GRI 102-46](#) ↙).

SDG target	Topics
SDG 3.4 Reduction in premature mortality from non-communicable diseases through prevention and treatment, promotion of mental health and well-being.	GRI 403: Occupational health and safety
SDG 3.9 Substantial reduction in the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.	GRI 305: Emissions GRI 303: Water and effluents GRI 414: Supplier social assessment
SDG 5.5 Ensuring the full and effective participation of women and equal opportunities for leadership at all levels of decision-making in political, economic and public life	GRI 401: Employment GRI 404: Training and education GRI 405: Diversity and equal opportunity GRI 406: Non-discrimination
SDG 6.4 Substantial increase in water-use efficiency across all sectors, ensuring sustainable supply of freshwater and a substantial reduction in the number of people suffering from water scarcity	GRI 303: Water and effluents
SDG 7.2 Substantial increase in the availability and use of renewable energy	GRI 302: Energy
SDG 7.3 By 2030, double the rate of improvement in energy efficiency	GRI 302: Energy

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SDG 8.4

Improvement in resource efficiency in consumption and production and decoupling of economic growth from environmental degradation

GRI 301: Materials
GRI 302: Energy
GRI 303: Water and effluents

SDG 8.8

Protection of labour rights and promotion of safe working environments, particularly for migrant workers and those in precarious employment

GRI 401: Employment
GRI 403: Occupational health and safety
GRI 406: Non-discrimination
GRI 407: Freedom of association
GRI 412: Human rights assessment
GRI 414: Supplier social assessment
GRI 419: Socioeconomic compliance

SDG 9.5

Enhancing scientific research, encouraging innovation and substantially increasing the number of research and development workers

GRI 201: Economic performance

SDG 10.2

Empowering and promoting the social, economic and political inclusion of all irrespective of age, sex, origin, religion, etc.

GRI 405: Diversity and equal opportunity
GRI 406: Non-discrimination

SDG 11.6

Reduction in the adverse per capita environmental impact of cities, including by paying special attention to municipal waste management

Conservation of resources – Interseroh-specific indicator

SDG 12.2

Achieving the sustainable management and efficient use of natural resources

GRI 301: Materials
GRI 302: Energy

SDG 12.3

By 2030, halving per capita global food waste

GRI 306: Waste

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SDG 12.4

Achieving the environmentally sound management of chemicals and all wastes

GRI 306: Waste

GRI 307: Environmental compliance

GRI 308: Supplier environmental assessment

SDG 12.5

Substantial reduction in waste generation through prevention, reduction, recycling and reuse

Conservation of resources – Interseroh-specific indicator

GRI 301: Materials

GRI 306: Waste

SDG 12.6

Encouraging companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle

GRI 203: Indirect economic impacts

SDG 12.8

Ensuring that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature

GRI 203: Indirect economic impacts

GRI 404: Training and education

GRI 413: Local communities

<1.5-degree target

Tackling climate change

GRI 302: Energy

GRI 305: Emissions

GRI 306: Waste

GRI 307: Environmental compliance

SDG 14.1

Prevention and significant reduction of marine pollution of all kinds, in particular from land-based activities

GRI 305: Emissions

GRI 306: Waste

GRI 307: Environmental compliance

SDG 17.14

Enhanced policy coherence for sustainable development

GRI 203: Indirect economic impacts

SDG 17.7

Promoting environmentally sound technologies to developing countries on more favourable terms

GRI 203: Indirect economic impacts

GRI 101: Foundation**GRI 102: General disclosures**[Organisational profile](#)[Strategy](#)[Ethics and integrity](#)[Governance](#)[Stakeholder engagement](#)→ **Reporting practice****GRI 200: Economic****GRI 300: Environmental****GRI 400: Social****GRI 102-48: Restatements of information**

Interseroh has made restatements of information in its GRI 305-1 and GRI 305-4 disclosures. The VDA's 2019 emission factors were used to calculate Scope 1 and Scope 2 emissions. Because the emission factors for the current calculation were updated retroactively, the results differ from the data published in previous reports. Information is also presented in a new way under GRI 305-5. Due to changes in the corporate structure, the Leipzig sites have not been included in the scope of Interseroh's consolidated financial statements since 2019. The original reference value in the 2015 baseline year (31,460 tonnes CO₂-e) was adjusted to account for the emissions from these sites.

Interseroh has also expanded the scope of the key figures on employees since the last report. However, this does not require the information to be restated. The key figures from 2018 do not include 268 employees of profesio who were loaned out to other companies. These employees were included in the key figures for 2019 and 2020.

GRI 102-49: Changes in reporting

The companies and equity interests acquired in the period under review did not result in any changes to this report. In some cases, they were included in the group of consolidated companies of ALBA Services Holding GmbH for only a few months of the reporting

period. In 2019, Interseroh linked all of its major new sites to its environmental data collection system and has included these figures in this Sustainability Report.

GRI 102-50: Reporting period

Unless otherwise stated, the report and the key figures it presents relate to financial years 2019 and 2020.

GRI 102-51: Date of most recent report

Interseroh's last Sustainability Report was published on 4 June 2019.

GRI 102-52: Reporting cycle

Interseroh's 2020 Sustainability Report is the fifth such report, in which the company offers a systematic summary of its social and ecological business performance according to the international standards of the Global Reporting Initiative (GRI). The report is published every two years.

Interseroh supplements this report with its annual [Sustainability Magazine](#)⁷. Entitled "Building Bridges, closing circles", this year's magazine offers insights into the development process for a range of customer projects, while showing how sustainability is being enhanced within the company.

GRI 102-53: Contact point for questions regarding the report

Questions about the Sustainability Report or general enquiries about sustainability at Interseroh should be directed to sustainability management:

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Project Manager

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Alexander.Dziwisch@interseroh.com**GRI 102-54: Claims of reporting in accordance with the GRI Standards**

This report was prepared in compliance with the GRI 'Core' option.

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GRI 102-55: GRI content index

Interseroh publishes its Sustainability Report in a clearly structured format online, which also reflects the GRI content index. This report is available as an online PDF for any interested stakeholder to download.

GRI 102-56: External assurance

This report has not been externally assured.



Material Topics

GRI 101: Foundation

GRI 102: General disclosures

GRI 200: Economic

→ Economic performance

Indirect economic impacts

GRI 300: Environmental

GRI 400: Social

GRI 200: Economic

GRI 201: Economic performance

GRI 103: Management approach (including 103-1, 103-2, 103-3)

Global megatrends such as resource scarcity or climate change have helped to ensure that the relevance of Interseroh's service portfolio has risen steadily over the last few years. The **OECD** estimates that some 90 billion tonnes of raw materials are consumed globally. This means that consumption has nearly quadrupled since 1970, when around 22 billion tonnes of raw materials were used. Yet resources are limited and raw materials are becoming scarcer and more expensive. Solutions for improving resource efficiency and for closed-loop management are therefore increasingly in demand. Interseroh strongly aligns its business model with this need. The company has therefore set itself the goal of continuously closing new loops for its customers at the level of products, materials and logistics. Interseroh's want its solutions to contribute to saving at least 5.5 million tonnes of resources and approximately 800,000 tonnes of greenhouse gases every year. Both of these goals were achieved in

2019 (see programme under [GRI 102-18](#)). The figures for 2020 will be published in October 2021. To ensure that these goals can be met, the sustainable orientation of internal processes is relevant. This includes the continuous reduction of our own ecological footprint (see [GRI 305](#)), increasing our attractiveness as an employer (see [GRI 401](#)) and raising society's awareness of the concept of the closed-loop economy (see [GRI 102-12](#) and [GRI 102-13](#)).

GRI 201-1: Direct economic value generated and distributed

In 2020, Interseroh posted revenue of 704.6 million euros. This represents a year-on-year reduction of approximately 2.5 percent. Personnel costs rose to 94.5 million euros (2019: 86.4 million euros) over the same period. The total cost of the staff pension scheme in 2019 was approximately 69,000 euros. This number increased to approximately 73,000 euros in 2020.

The overall profit (before purchase price allocation) declined by 12.6 million euros year-on-year. This is primarily due to the decline in customer orders caused

by the pandemic and the postponement of customer projects. The COVID-19 pandemic also caused a drop in prices in the main markets for fractions that are significant for various Interseroh business segments, including plastics and regranulates as well as paper, paperboard and cardboard. Although the pandemic caused demand to increase in several niche markets, this was not enough to offset the overall decline in demand.

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Value generated and distributed			
€ million	2018	2019	2020
Revenue	739.2	722.9	704.6
Personnel expenses	74.8	86.4	94.5
Profit (EBT) ¹	6.7	9.7	-2.9

¹Profit before purchase price allocation

GRI 201-2: Financial implications and other risks and opportunities due to climate change

In light of the increasing interest in sustainability, demand for low-emission products and processes is also growing among investors, consumers and companies. Interseroh is taking advantage of this opportunity with its own services. The company uses scientific reports to create transparency about the emissions and resources that could be saved by using Interseroh solutions. Interseroh provides its customers with certificates to prove this contribution to sustainability.

The trend towards more resource conservation and carbon savings is also being accelerated by regulatory changes such as the EU plastics strategy, the German Packaging Act and the WEEE amendment on

the taking back of waste electrical equipment. The European Green Deal also paves the way for further promoting the circular economy in Europe – a basic prerequisite for achieving the EU’s increasingly ambitious climate targets. Interseroh supports the development of specific directives, laws and regulations to promote the circular economy as part of the Green Deal and advocates minimum quotas for the use of recycled materials, for example.

While Interseroh’s business is not directly impacted by the negative effects of climate change, sites could be affected by isolated regulatory measures such as energy-oriented refurbishment initiatives.

The consequences of these opportunities and risks have not been quantified to date.

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GRI 400: Social

GRI 203: Indirect economic impacts

GRI 103: Management approach (including 103-1, 103-2, 103-3)

An end-to-end circular economy is crucial in the fight against climate change and resource wastage. However, this can only become a reality if governments, civil society and the economy work together on sustainable development.

With its services, Interseroh is actively contributing towards the establishment of the circular economy (see [GRI 102-2](#)). Beyond this, the company also considers its engagement for a sustainable society and social issues to be an important pillar of its corporate culture. Accordingly, the company has set itself the target of acting as an intermediary for sustainable development and actively promoting the idea of the closed-loop economy with business, lawmakers and society.

GRI 203-1: 203-1: Infrastructure investments and services supported

Interseroh's business activities in 2019 were able to save approximately 9.5 million tonnes of primary resources and prevent the release of 1.3 million tonnes of greenhouse gas emissions. These were the findings of [research](#) from the Fraunhofer Institute for Environmental, Safety, and Energy Technology

(UMSICHT). Interseroh therefore plays a key role in supplying resources to business and society while protecting the environment and the climate.

The recycling activities of Interseroh's parent company, the ALBA Group, succeeded in saving approximately 32.3 million tonnes of primary resources and preventing the emission of 4.2 million tonnes of greenhouse gases in 2019. The results for 2020 will be published in October 2021.

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GRI 103: Management approach (including 103-1, 103-2, 103-3)

The Earth's resources are limited. If we are to sustain the long-term future of the economy and society, we must use limited resources as efficiently as possible. This is where Interseroh's services are making a significant contribution. As an environmental service provider, the company also feels duty-bound to lead by example and to design its own processes to be as resource-friendly as possible.

Interseroh itself consumes comparatively few raw materials, as its core business is in the service sector. Material consumption is generally confined to detergents, which are mostly used in washing depots, and the printer paper used by administrative sites. As digitalisation proceeds, demand for paper will continue to decline, and the company's goal is to continually reduce the use of all kinds of materials.

GRI 301-1: Materials used by weight or volume

Considerable quantities of materials are generated primarily through the use of printer paper and cleaning agents. The quantities consumed of both material groups are strongly influenced by business development.

Printer paper is used mainly by our administrative offices, which consumed 12,251 kilograms in 2020. The marked reduction compared with the previous year's figure of 26,758 kilograms is due largely to the much lower number of employees working in our offices due to the pandemic. To reduce consumption, Interseroh is raising employee awareness about techniques for saving paper while continuously expanding its electronic billing system.

Detergents are primarily used at non-administrative sites. Detergent usage is greatest in the depots operated by INTERSEROH Pool-System GmbH as part of the washing process for returnable transport packaging. By optimising the cleaning process, we

managed to reduce the volume used in 2020 compared with the previous year. Total usage at all sites amounted to 134,215 litres of detergent in 2020, a decrease of 23 percent compared with the prior-year figure of 174,180 litres.

GRI 301-2: Recycled input materials used

With its recycling systems, Interseroh enables the resources used by its customers to be fed back into closed material cycles after use (see Interseroh-specific indicator). In providing this service, the use of raw materials is therefore limited primarily to printer paper and cleaning agents. Since January 2019, Interseroh has met its entire paper requirements with recycled paper.

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Saving natural resources, combating climate change – two of the greatest global challenges of our time. Energy efficiency is a key factor in meeting these challenges. Interseroh not only strives to provide products and services that help customers establish more energy-efficient processes, but also designs its own internal processes to be as energy-saving and resource-friendly as possible.

All sites with an ISO 14001 environmental management system in place are obliged to keep improving their environmental performance (see Interseroh website and the websites of the individual companies). Almost all of Interseroh's sites are also certified to ISO 50001 (energy management). The environmental management and energy officers at our various sites are responsible for monitoring key performance indicators and implementing energy efficiency measures. Even companies that have no need for an environmental management system take the issue seriously and invest in environmental protection – particularly to meet legal and regulatory requirements but also to reduce costs by being more energy efficient.

We plan to continually reduce energy demand and thereby reduce Interseroh's ecological footprint by uncovering and taking advantage of potential energy savings (see sustainability programme, [GRI 102-16](#)). Energy consumption is therefore logged and managed in detail per site, and discussed annually with the Executive Management. In addition, Interseroh is increasing its use of electricity from renewable sources. For example, our sites in Berlin, Braunschweig, Cologne and Walldürn all purchased green electricity with the „ok-power“ label in 2020. This represents approximately 34 percent of our total electricity consumption.

To achieve further improvements through environmental management, Interseroh encourages environmentally responsible behaviour on the part of all employees by actively communicating the projects and measures carried out within the Group. The aim of this is to raise awareness, reduce consumption and increase efficiency (see [GRI 302-4](#)).

GRI 302-1: Energy consumption within the organisation

Total energy consumption in 2020 was 77,433 megawatt hours (MWh) – 6.4 percent higher than the previous year's figure of 72,785 MWh. The rise in con-

sumption was due mainly to the opening of our new Marl site and the increased production volumes of our most energy-intensive site in Eisenhüttenstadt. Another reason was the use of improved sorting technology to achieve legally required sorting rates.

The energy sources most relevant for Interseroh are gas, diesel, heating oil, electricity and district heating. For its electricity needs, Interseroh is steadily moving towards green electricity. In 2020, green electricity supplied around 34 percent of the company's electricity demand.

302-2: Energy consumption outside of the organisation

Interseroh does not track all of the energy consumption of significant upstream and downstream activities related to its business activities. However, as we consider these carbon emissions (Scope 3) to be substantial, we collect them and evaluate them extensively in terms of a corporate carbon footprint (see [GRI 305](#))

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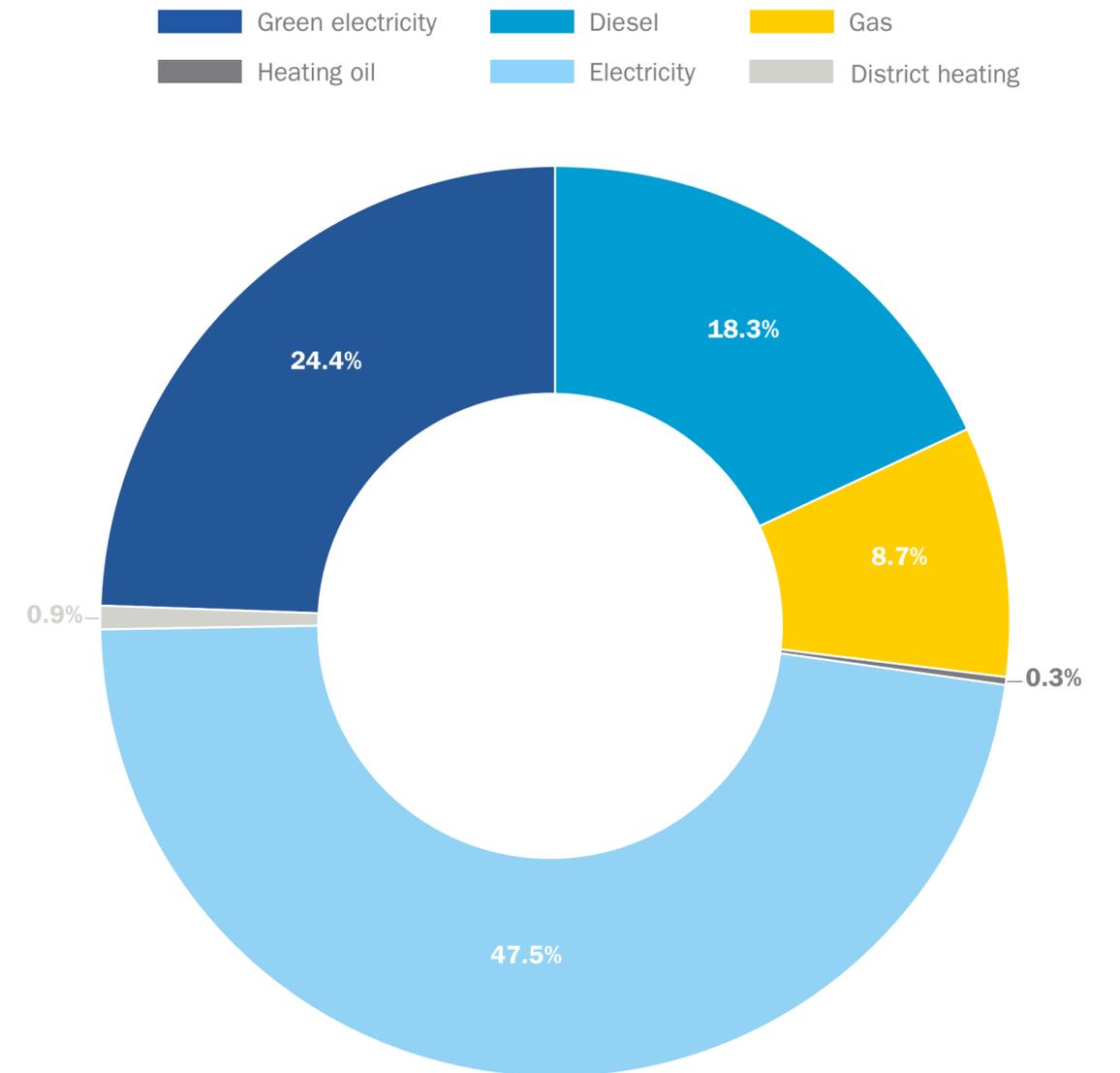
GRI 400: Social

Energy consumption (in MWh)¹

	2018	2019	2020
Energy consumption from non-renewable sources	66,519	63,496	58,558
Diesel	14,302	16,188	14,154
Gas	6,596	7,014	6,718
Heating oil	514	260	210
Electricity	44,145	39,044	36,746
District heating	961 ²	990	730
Energy consumption from renewable sources	25	9,290	18,875
Green electricity	25	9,290	18,875
Total energy consumption	66,543	72,785	77,433

¹ Due to rounding, there may be minor deviations when totals are calculated; Sources: The figures stated for energy consumption are in each case based on measurements made at sites, invoices from suppliers and – if no invoice was available – on well-qualified estimates. Data collection techniques mean that quantities are given in megawatt hours (MWh). Typical conversion factors are used for the figures stated in accordance with publicly available sources.

2020 Consumption by energy source¹



¹ Due to rounding, there may be minor deviations when totals are calculated.

² In the 2018 Sustainability Report, we reported energy consumption from district heating of 785 MWh. Due to corrected figures based on accounting for incidental costs, we have adjusted the figure to the actual consumption of 961 MWh.

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GRI 302-3: Energy intensity

In 2020, Interseroh’s total energy consumption was 77,433 MWh) (2019: 72,785 MWh). Energy intensity in relation to revenue at Interseroh has increased in recent years. This is mainly attributable to the opening of our Marl site, the increased production volumes at our Eisenhüttenstadt site and the use of improved sorting technology.

GRI 302-4: Reduction of energy consumption

Interseroh continues to optimise its processes and, in order to minimise its energy footprint, considers energy efficiency when purchasing or replacing equipment. For example, to help reduce plant energy consumption, we have documented procedures and checklists for shutting down all equipment that can be switched off. Other measures include installing high-efficiency compressed air units equipped with intelligent controllers, replacing fluorescent tubes with LEDs, deploying presence detectors and reducing the air conditioning levels in the data centre. Due to the expansion of our business, our total energy consumption still rose by 6.4 percent compared with the previous year.

Energy intensity¹

	2018²	2019	2020
Absolute energy consumption (in MWh)	66,543	72,785	77,433
Energy intensity (in MWh per 1 million euros of revenue)	90.0	100.7	109.9

¹ Energy types included: gas, diesel, heating oil, electricity, district heating and green electricity.

² Due to adjustment of district heating consumption from 2018, energy intensity was also adjusted retroactively.

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GRI 303: Water and effluents

GRI 103: Management approach (including 103-1, 103-2, 103-3)

Although a scarce and especially valuable resource, water is an essential part of many of Interseroh’s services. Interseroh is very careful to utilise water sparingly in all of its processes. Over 96% of the water is used at our non-administrative sites: for washing returnable transport packaging, for example, cleaning pre-shredded plastic waste and for the swim-sink separation process used in plastics recycling.

All sites with an ISO 14001 environmental management system in place are obliged to keep improving their environmental performance (see [Interseroh website](#) and the websites of the individual companies). Reducing water usage is a key concern. The environmental management officers at each of our sites are responsible for continually optimising our water footprint. All of our other sites are also careful to minimise their water consumption, not least for reasons of cost. Causes of avoidable water consumption such as leaking taps or pipes are resolved as quickly as possible. We also urge all employees to use water and other resources sparingly through awareness-raising initiatives such the leaflet „10 points for the environment“.

Water withdrawal (in m³)

	2018	2019	2020
Total water withdrawal	129,365	101,537	84,534
of which from areas of water stress	22,735	24,882	17,830

GRI 303-1: Interactions with water as a shared resource

Interseroh sources its water from municipal and private utilities. No water is taken from other sources (such as company-owned wells). Significant quantities are used by our plants in Germany, especially those in Eisenhüttenstadt, Mönchengladbach and Sankt Leon Rot, where the processes are particularly water intensive. Those three sites alone account for about 81 percent of Interseroh’s total water consumption. They use the water for cleaning and for their production processes (which also lose some water through evaporation and condensation). Whenever possible, water is treated for reuse. All wastewater that Interseroh cannot recycle is discharged via public sewers or treated and then conveyed to approved sewage treatment plants.

All of the company’s operational sites are located in Germany. One of the three water-intensive sites, Mönchengladbach, is located in an area classed by the Water Risk Atlas as an area of water stress. As the

site is ISO 14001 certified, it continually monitors environmental impacts and identifies and implements potential savings of natural resources, including water.

GRI 303-2: Management of water discharge-related impacts

When it recirculates water, Interseroh is careful to ensure that no harmful substances are allowed to enter the wastewater. For example, because the detergents used in its washing depots are strongly diluted, they can be safely discharged into the normal sewage system without having to be treated. All wastewater is discharged via public sewers or treated and then conveyed to approved sewage treatment plants.

Due to their production activities, the Mönchengladbach and Eisenhüttenstadt sites have to comply with special requirements. For example, the temperature and pH value of the wastewater must comply

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with local standards. These values are measured in accordance with the stipulated guidelines. Interseroh also complies with all the legal requirements in force at the other sites that discharge water.

GRI 303-3: Water withdrawal

Total water withdrawal in 2020 was 84,534 cubic metres (2019: 101,537 cubic metres). The Eisenhüttenstadt, Mönchengladbach and Sankt Leon-Rot operations account for the majority of Interseroh’s water withdrawal, or approximately 81 percent of the total.

GRI 303-4: Water discharge

Water discharge in 2020 was 66,665 cubic metres (2019: 81,655 cubic metres). The sites with high water usage, namely Eisenhüttenstadt, Mönchengladbach and Sankt Leon Rot, were responsible for 76 percent of the total. Overall, 78.9 percent of the water withdrawn was discharged. The difference between the amounts withdrawn (see GRI 303-2) and discharged is attributable to reuse as well as to evaporation and condensation in the washing and production processes. The difference at the Eisenhüttenstadt site in 2020, for example, was approximately 39 percent.

Water discharge (in m³)

	2018	2019	2020
Total water discharge	113,001	81,655	66,665
of which in areas of water stress	19,866	21,742	15,580

Water that cannot be treated for technical or other reasons is discharged after use into the municipal sewer system as waste water. The quality of the waste-water at the Mönchengladbach production facility is tested due to regulatory requirements. The wastewater at our other operational sites is checked as part of the general tests carried out by the municipal utilities at their discretion. No substances of concern have been detected in the wastewater so far.

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GRI 305: Emissions

GRI 103: Management approach (including 103-1, 103-2, 103-3)

The conservation of natural resources and climate change are two of the most pressing challenges facing the global community. Interseroh wishes to play its part in limiting global warming and conserving resources. The company achieves this by providing products and services to customers that save emissions and resources on the one hand, and by continuously reducing its own environmental footprint on the other. In order to live up to this claim, Interseroh stipulated the following measures in its sustainability strategy: the corporate carbon footprint (CCF) is to be calculated regularly, greenhouse gas emissions are to be reduced continuously and site-specific optimisation work is to be carried out.

In 2017, Interseroh used this CCF to formulate a climate strategy and define goals:

- By 2025, Interseroh will reduce its site emissions (Scope 1 and 2) by 50 percent compared with the 2015 baseline.
- As regards logistics, Interseroh is continuously looking for areas of potential optimisation and working towards its goal of reducing logistics-related emissions.

- In the future, Interseroh wishes to use its services to make an even greater contribution to the circular economy and reduce emissions. In 2018, Interseroh set itself a quantifiable goal for this area: the company aims to save at least 5.5 million tonnes of raw materials and 800,000 tonnes of greenhouse gases annually with its services.

GRI 305-1: Direct (Scope 1) GHG emissions

In 2020, Interseroh’s site-based greenhouse gas (GHG) emissions, including emissions from business travel, totalled 24,341 tonnes of CO₂ equivalent (CO₂-e), representing a year-on-year decline of 2,250 tonnes. This is a decrease of approximately 8.5 percent, which is due mainly to the lower number of business trips due to the pandemic and the emission-free procurement of green electricity.

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GRI 400: Social**Greenhouse gas emissions (in tonnes CO₂-e)^{1, 2}**

	2018	2019	2020
Scope 1 – direct GHG emissions (GRI 305-1)	5,312	5,836	5,216
Diesel	3,834	4,340	3,794
Gas	1,342	1,427	1,366
Heating oil	136	69	56
Scope 2 – indirect GHG emissions (GRI 305-2)	22,983	20,362	19,096
Electricity	22,681	20,054	18,869
District heating	302	308	227
Scope 3 – other indirect GHG emissions: business travel (GRI 305-3)³	285	395	29
Total greenhouse gas emissions	28,580	26,593	24,341

¹ CO₂-e emissions are calculated on the basis of the Greenhouse Gas Protocol specifications. Scope 1 and 2 are based on data from account statements and meter readings using the VDA 2019 emission factors. Because the emission factors for the current calculation were updated retroactively, the results differ from the data published in previous reports.

² Due to rounding, there may be minor deviations when totals are calculated.

³ To enable comparability over several years, only the emissions from business travel are reported in this table in Scope 3. Interseroh also has the greatest influence on this category of Scope 3 emissions. The full picture of Scope 3 emissions is presented in the following section.

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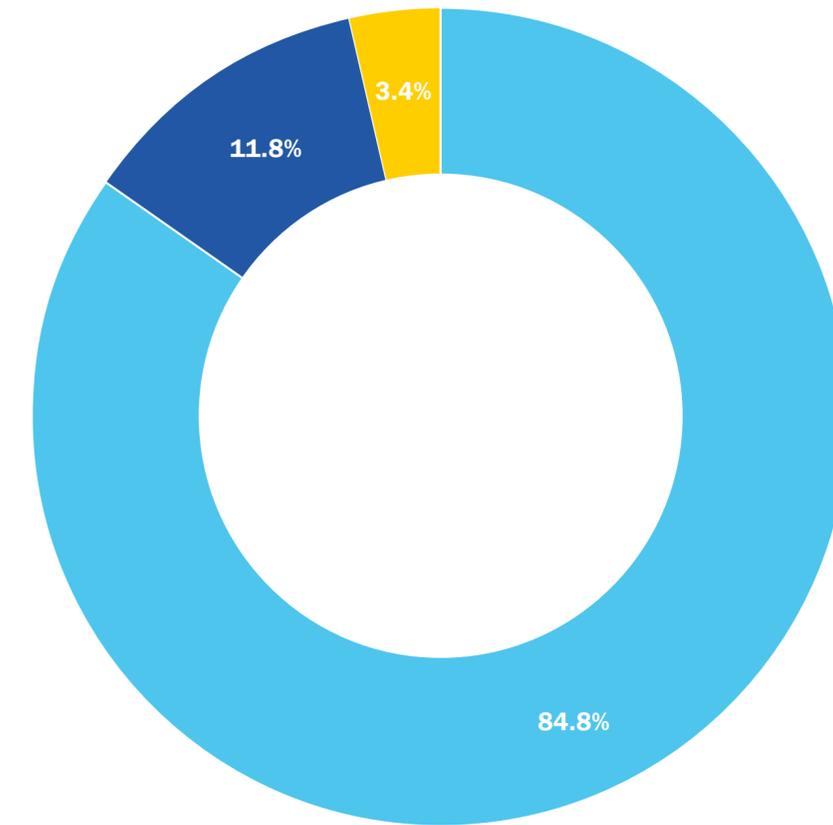
Corporate carbon footprint

Interseroh calculated its corporate carbon footprint (CCF) for the third time in 2019. A total of around 172,293 tonnes of CO₂-e were generated by Interseroh's activities in 2019. Compared to the 2015 base-line year, emissions have therefore risen by 68,285 tonnes of CO₂-e. The increase in Scope 3 emissions is largely due to the expansion of business and increased market shares of the Dual System Interseroh. An additional factor is the improvement in data quality. For example, by using analyses of actual order data, we have been able to replace our previous expenditure-based approach almost entirely. Our orders to logistics service providers are responsible for approximately 66 percent Interseroh's Scope 3 emissions. Transport services alone account for 96,975 tonnes of CO₂-e.

Interseroh applies the results to make informed business decisions. The company aims to cut emissions when placing logistics orders, for example. One option here is to offer incentives to optimise tour planning. Transport service providers are also required to meet the Euro 6 diesel emission standard. When awarding contracts, Interseroh tries to give preference to alternative drives (electric, LNG, hydrogen). The data and insights gained are being used to manage the company's business units.

Corporate carbon footprint 2019¹

- Scope 1 – direct GHG emissions: 5,835 t CO₂-e
- Scope 2 – indirect GHG emissions: 20,362 t CO₂-e
- Scope 3² – other indirect GHG emissions: 146,096 t CO₂-e



¹ Rounded values, minor differences in totals are possible.

² Logistics emissions were calculated using the Global Logistics Emissions Council (GLEC) framework. The emission factors used for logistics emissions were those set out in the DSLV 2013 guidelines. A number of methods were used to calculate other Scope 3 emissions. These include in particular the fuel-based method and the use of emission factors from the studies of Interseroh carried out by the Fraunhofer Institute.

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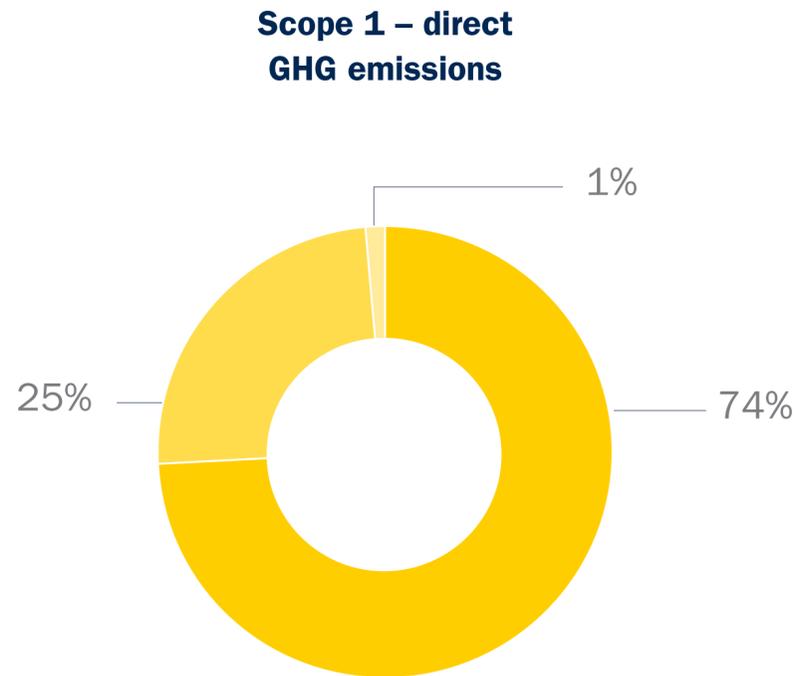
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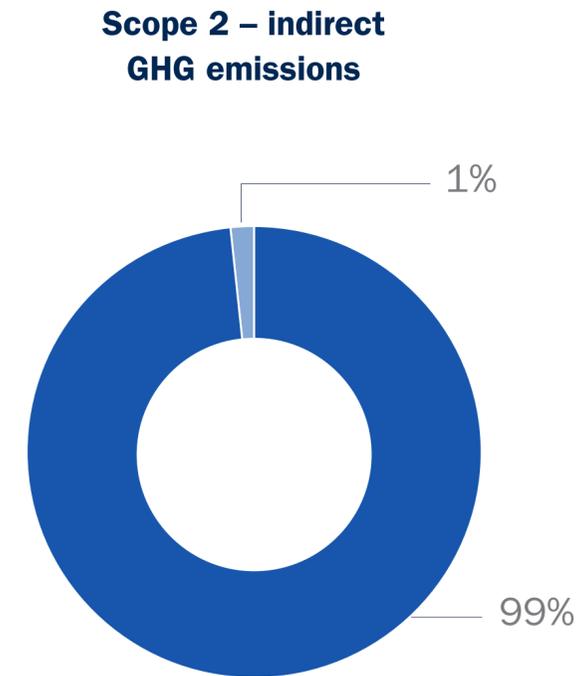
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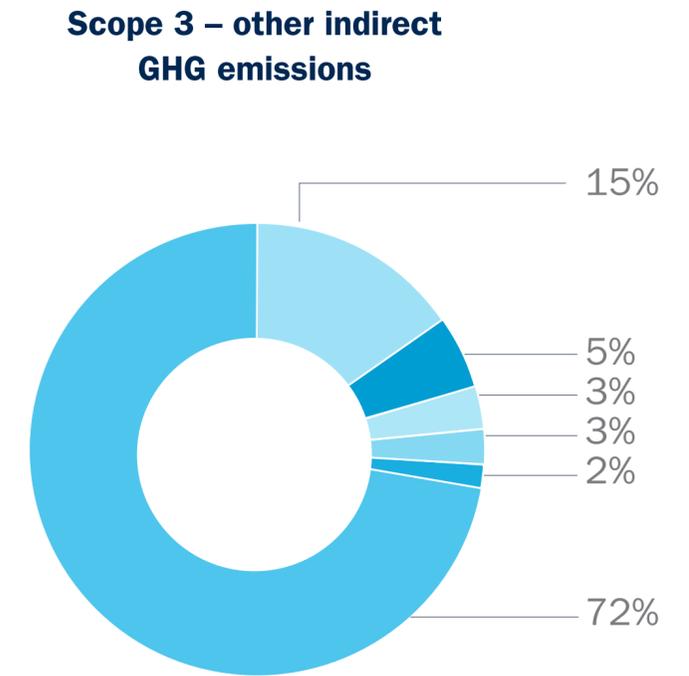
Corporate carbon footprint 2019¹



- Heating oil: 69 t CO₂-e
- Diesel: 4,340 t CO₂-e
- Gas: 1,427 t CO₂-e



- Electricity: 20,054 t CO₂-e
- District heating: 308 t CO₂-e



- Collection, transport and pooling : 105,454 t CO₂-e
- Use and disposal of sold products: 22,132 t CO₂-e
- Services contracted: 7,799 t CO₂-e
- Production of fuels used: 4,529 t CO₂-e
- Business travel and commutes: 3,729 t CO₂-e
- Materials, use, waste on site: 2,454 t CO₂-e

¹ Rounded values, minor differences in totals are possible.

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GRI 305-2: Energy indirect (Scope 2) GHG emissions

See [GRI 305-1](#) ↙

GRI 305-3: Other indirect (Scope 3) GHG emissions

See [GRI 305-1](#) ↙

GRI 305-4: GHG emissions intensity

In 2020, Interseroh's total CO₂-e emissions (direct and indirect site emissions plus emissions from business travel) amounted to 24,341 tonnes. The intensity of GHG emissions in relation to revenue was 34.5 tonnes per million euros. Compared with the previous year's figure of 36.8 tonnes per million euros revenue, the intensity has therefore been substantially reduced. Factors driving this decline included pandemic-related restrictions and the procurement of green electricity.

GRI 305-5: Reduction of GHG emissions

In 2020, Interseroh's site-based GHG emissions, including emissions from business travel, totalled 24,341 tonnes of CO₂-e, which represents a year-on-

GHG emissions intensity

	2018 ¹	2019	2020
Total GHG emissions (in tonnes of CO ₂ -e)	28,580	26,593	24,341
Intensity of GHG emissions (in tonnes of CO ₂ -e per 1 million euros or revenue)	38.7	36.8	34.5

¹ Because the emission factors for the current calculation were updated retroactively, the results differ from the data published in previous reports.

year decline of around 2,250 tonnes. This is a decrease of 8.3 percent. As a result of the COVID-19 pandemic, our emissions from air travel fell by 92.6 percent and our diesel consumption by 12.6 percent compared with the previous year.

In order to further reduce emissions, Interseroh started purchasing green electricity certified with the "ok-power" label in 2019. Our Cologne and Walldürn sites were the first to be supplied with green electricity, followed in 2020 by our sorting facilities in Berlin and Braunschweig. All four sites now purchase green electricity exclusively. In 2019, Interseroh saved approximately 4,980 tonnes of carbon equivalents by purchasing green electricity. In 2020, this increased to 10,100 tonnes.

Compared with the 2015 reference year (27,169¹ tonnes of CO₂-e), Interseroh reduced its Scope 1 and Scope 2 emissions in 2020 by 24,312 tonnes of CO₂-e even though its business grew by 10.5 percent.

¹ Due to changes in the corporate structure, the Leipzig sites have not been included in the scope of Interseroh's consolidated financial statements since 2019. The original reference value in the 2015 baseline year (31,460 tonnes CO₂-e) was adjusted to account for the emissions from these sites.

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Interseroh I: Environmental impacts of services

GRI 103: Management approach (including 103-1, 103-2, 103-3)

Interseroh's core business area in particular has a positive effect on the environment. With its vision of a world without waste, Interseroh is an important contributor to the development of a fully functional circular economy in which raw materials are used efficiently and retained for as long as possible within a closed loop, thereby saving not only considerable amounts of primary resources but also preventing the emission of greenhouse gas.

More specifically, the company has set itself the goal of delivering services that will save at least 5.5 million tonnes of raw materials and 800,000 tonnes of greenhouse gases annually. This objective is also one of the key point of focus of the company's sustainability strategy. These performance targets are implemented and monitored annually with the cooperation of the individual departments.

Interseroh I: Environmental impacts of services

Interseroh provides services that have a proven track record of helping customers save on raw materials and reduce greenhouse gas emissions. This contribution was quantified in 2019 as part of an analysis

carried out by the Fraunhofer Institute UMSICHT for its „resources SAVED by recycling“ [study](#), which found that Interseroh's recycling activities were able to save 9.5 million tonnes of primary resources and avoid 1.3 million tonnes of greenhouse gases in 2019 (Scope 4 target). This means that Interseroh significantly exceeded its annual savings targets of 5.5 million tonnes of primary resources and 800,000 tonnes of greenhouse gas emissions in 2019. This positive result is primarily due to the expansion of our international business between 2018 and 2019. The services analysed include recycling, IT equipment refurbishment, mobile counting centres, and ink and toner cartridge recycling.

In order to make their actual savings more tangible and to encourage them to conserve resources, our customers receive "resources SAVED certificates". These are based on the calculations from the annual study by the Fraunhofer Institute UMSICHT and show the savings in emissions and resources achieved by the particular customer.

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GRI 400: Social**GRI 306: Waste****GRI 103: Management approach (including 103-1, 103-2, 103-3)**

It goes without saying that Interseroh ensures proper handling of its waste and keeps volumes as low as possible. All sites with an ISO 14001 environmental management system in place are obliged to keep improving their environmental performance (see [Interseroh-Website](#) and the websites of the individual companies). The environmental management officers at the sites are responsible for this. Possible opportunities for improving environmental performance are discussed at least once a year during the internal and external audits held at the ISO 14001-certified sites. The company also adopts measures designed to minimise the generation of waste and also separates recyclable waste on all of its premises. In addition, Interseroh also educates its employees on how to avoid the production of waste.

GRI 306-1: Waste generation and significant waste-related impacts

All of our operational and administrative sites produce waste. It is generated by the operation of our business processes and consumption by our employees. The waste is collected and separated on site and then sent for recycling.

The various services we provide for our customers are responsible for disposing of significantly greater volumes of waste. We publish a summary of our achievements every year in the [„resources SAVED by recycling“](#) report from the Fraunhofer Institute UMSICHT.

GRI 306-2: Management of significant waste-related impacts

The waste generated at our sites is collected and separated so as to ensure that it is recycled correctly. Besides the separate collection of paper in the workplace, central collection points are also offered for packaging, biodegradable waste and residual waste. A minimal amount of hazardous waste is produced by Interseroh's sites, and this is disposed of separately. At the headquarters in Cologne, individual collection boxes are provided for batteries, toner cartridges and mobile phones (with batteries secured and data erased). Empty hazardous goods containers are taken back by suppliers.

All of our production facilities are supported by a management system (see also [GRI 102-11](#)) and comply with legal and regulatory requirements, including those on the handling of waste. Waste management officers at each site monitor compliance with the requirements. If employees at any of the sites have questions about the handling of hazardous waste, they can contact our Interseroh hazardous materials officer.

The ALBA Recycling GmbH sorting plants and production facilities in Oberhausen, Melle and Eisenhüttenstadt are also certified as waste management companies (Efb). Certification verifies that waste materials are handled competently and in compliance with all legal regulations. Due to regulatory requirements, INTERSEROH Dienstleistungs GmbH and some of its subsidiaries that do not treat or manage waste themselves are also Efb-certified.

In 2019 and 2020, no harmful substances, materials or similar were released at any of Interseroh's sites.

GRI 306-3: Waste generated

In 2020, a total of 1,207 tonnes of waste were generated at Interseroh's sites. This represents a year-on-year increase of 11.7 percent versus the prior-year figure of 1,081 tonnes. A key reason for this increase was the fire at the Marl site. Approximately 118 tonnes of construction rubble was removed during the reconstruction of the facility.

GRI 306-4: Waste diverted from disposal

A portion of 53.3 percent of the waste generated at Interseroh was sent for recycling or organic recovery (biodegradable waste). At the same time, we were able to divert and mechanically recycle considerable

GRI 101: Foundation

quantities of waste destined for energy recovery or incineration. Recycling increased by 18.2 per cent in 2020 compared with the previous year.

GRI 102: General disclosures**GRI 306-5: Waste directed to disposal**

Non-recoverable waste is processed through an energy facility or disposed of by incineration. In 2020, 564 tonnes of this waste was generated, an increase of about 5.2 percent compared with the previous year.

GRI 200: Economic**GRI 300: Environmental**

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GRI 400: Social**Waste generated (in tonnes)**

	2018	2019	2020
Total weight of waste	1,108	1,081	1,207

Recovery methods

	2018	2019	2020
Biodegradable waste	23 t	84 t	20 t
Waste for recycling	563 t	460 t	623 t
Total waste recovered	586 t	544 t	643 t
Share of recovered waste in total volume	52.9%	50.4%	53.3%

Waste directed to disposal

	2018	2019	2020
Waste disposed	522 t	536 t	564 t
Share of disposed waste in total volume	47.1%	49.6%	46.7%

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GRI 400: Social**GRI 307: Environmental compliance****GRI 103: Management approach (including 103-1, 103-2, 103-3)**

To enhance its compliance with statutory regulations, Interseroh has appointed a compliance officer and assigned him the task of developing and implementing a compliance management system (CMS) for ALBA Services Holding GmbH, INTERSEROH Dienstleistungs GmbH and other affiliated companies that focuses on preventing antitrust violations and corruption.

The following topics, among others, are covered:

- General compliance with the law
- Anti-discrimination and equal opportunity
- Occupational safety
- Environmental protection and innovation
- Data protection
- Antitrust legislation and fair competition
- Integrity and anti-corruption
- Gifts and perquisites
- Donations and sponsoring
- Avoidance of conflicts of interest
- Fair procurement
- Trade secrets and intellectual property

When setting up the CMS, we published a new Code of Conduct for Interseroh in 2018 to ensure

our compliance with the law. The Code of Conduct applies to all Interseroh employees. It regulates behaviour between employees, explains Interseroh's corporate values and its position on compliance issues such as the prevention of corruption, money laundering and financial integrity. It also describes Interseroh's position on environmental protection and sustainability, and explains our internal quality management system.

An Anti-Corruption Policy has also been implemented for Interseroh. It covers the topics mentioned above and defines preventive behavioural guidelines for employees.

All employees in sales, marketing and purchasing, as well as managers and PA's who may be affected by compliance risks, have received and continue to receive compliance training.

The complete Code of Conduct and Anti-Corruption Policy are available to all employees to read on the intranet.

Any employee with a compliance-related question or information is invited to contact our legally qualified ombudsman, Stephan Rheinwald, by email or telephone. Any breaches reported or identified are reviewed by company management and processed accordingly. Process improvements may be initiated as a result and, depending on the gravity of each case, spoken warnings issued or disciplinary action taken. Compensation claims may also be enforced

where appropriate. Details of compliance cases are included in the semi-annual compliance report. The most recent reports were published in June and December 2020. Fewer than ten compliance cases were reported in the year under review.

GRI 307-1: Non-compliance with environmental laws and regulations

No violations were reported for 2019 and 2020.

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GRI 308: Supplier environmental assessment

GRI 103: Management approach (including 103-1, 103-2, 103-3)

Interseroh coordinates around 1,900 external service providers and suppliers in Germany alone. Ensuring sustainability is comprehensively observed along the entire value chain is therefore a complex challenge. Interseroh faces up to this challenge and is careful to choose businesses that are socially and ecologically responsible when contracting suppliers to provide customers with indirect services in relation to waste management or logistics orders.

To this end, Interseroh has developed a Supplier Code of Conduct that also forms part of contract negotiations and regular audits at Interseroh. In addition to complying with laws and upholding labour rights, the signatory suppliers also commit to observing fundamental environmental and sustainability standards. Since 2014, suppliers have also been required to answer a sustainability questionnaire, whose results are also considered during the contract award process.

Interseroh uses a portal to coordinate quality management at supplier level: the service portal (DLP) includes all relevant information on volume statistics and orders (transport orders). Interseroh hires only companies that are certified in accordance

with the requirements of the Ordinance on Waste Management Companies (EfBV).

GRI 308-2: Negative environmental impacts in the supply chain and actions taken

Avoiding negative environmental impacts by suppliers is important to Interseroh. New suppliers must therefore complete a prescribed screening process that is designed to confirm that they are capable of meeting Interseroh's minimum requirements for suppliers.

Of the approximately 1,900 suppliers and service providers we work with, we normally visit at least 100 each year. We ask them about their processes and their ecological and social criteria. Our questions on sustainability issues such as energy consumption and waste separation, for example, account for about a quarter of the overall assessment. Interseroh conducted 120 of these audits in 2019. Due to the COVID-19 pandemic, it was only possible to carry out 39 audits in 2020, all of which were digital.

Sustainability also influences how we award contracts. Before placing orders with potential service providers, we ask them to complete a questionnaire that includes questions about environmental topics. If there is no difference in the prices quoted, the service provider with the best environmental credentials is awarded the contract.

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GRI 103: Management approach (including 103-1, 103-2, 103-3)

Interseroh relies on its motivated workforce to achieve its mission goal of "zero waste solutions". This is why Interseroh offers its employees opportunities for personal and professional development and makes sure they enjoy attractive working conditions with high-quality professional development and training, fair remuneration and flexible working hours. Interseroh also takes the physical and mental health of its employees seriously and supports them by offering a range of tailored health promotion measures and a harmonious work-life balance. Activities in Human Resources are aligned with these objectives and backed up with measurable KPIs (see [GRI 102-18](#) ↙).

In recent years and with the active participation of the workforce, Interseroh has developed a new set of shared values, which it has communicated throughout the company. These put respect, dialogue and responsibility at the heart of the corporate culture of all Interseroh companies. In order to firmly entrench these values in the workplace,

Interseroh created a variety of initiatives in 2019, including operational culture teams, one-day-in-your-shoes and one-to-one feedback. The values have also been embedded into various control and management tools. The content and procedures of our annual appraisal interview are based on the three values.

The first successes of this cultural transformation became apparent in 2020. During their appraisal interviews, 640 employees from commercial and industrial/technical departments were asked about their satisfaction levels at work. On a scale of 1 to 5, overall satisfaction at Interseroh was rated on average 3.7 and 3.6 by employees from the commercial and industrial/technical departments respectively. Cooperation with line managers received very high scores – an average of 4.3 from both departments. Our employees also feel very comfortable working with their colleagues. This was rated 4.1 (commercial) and 4.2 (industrial/technical). These ratings confirm that the cultural transformation has had a positive effect on the working atmosphere at Interseroh. On the other hand, there is still some potential for improvement in the employment conditions on offer and in the way that information is communicated to the indus-

trial/technical departments. Here, the average satisfaction levels were 2.5 and 3.0. To improve internal communications, Interseroh intends to set up an online exchange platform for all of its employees and managers in 2021. The company also regularly reviews its employment conditions to see if it can improve them by introducing new benefits.

To ensure reliable workforce planning, Interseroh has developed its own personnel strategy which is integrated in its sustainability strategy and corporate culture. The competency model developed by Interseroh, which is based on this personnel strategy, offers guidance to employees at all levels. It explains requirements in a straightforward manner, creates a feedback culture for strategic personnel development, and enables open and transparent talent management practices. This provides Interseroh with a systematic approach to employee development and allows it to fill newly created or vacant positions from within the company (see GRI 404: Training and education). Interseroh only looks for qualified personnel outside the company when it is unable to fill positions internally. In 2020, Interseroh implemented short-term measures to address the personnel challenges caused by the COVID-19 pandemic. At the organisational

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level, this included the establishment of central and local crisis teams and the development of a pandemic plan with steps for a safe return to work. All managers were trained on their specific role during the pandemic and were also able to exchange peer-to-peer knowledge via an information sharing platform. Additionally, Interseroh is offering its employees support in dealing with the pandemic. This includes support for mental and physical health – through the pme Family Service, for example – and the option of working from home. The benefits of Interseroh's long-term human resources strategy have also been felt during the pandemic: thanks to its existing strategy of allowing staff to spend more time working from home, Interseroh was already well prepared and able to switch very quickly to working remotely. The reduction in orders due to the COVID-19 pandemic led to reduced working hours for staff but Interseroh's companies used a variety of methods to safeguard jobs, such as cutting overtime and – as a last resort – short-time working.

GRI 401-1: New employee hires and employee turnover

The number of new hires fell in 2020 from 678 to 511. In 2020, 24.5 percent of new hires were women. The number of employees leaving rose slightly in the reporting period from 228 in 2019 to 251 in 2020. Staff turnover also rose slightly to 11.0 percent (2019: 10.3 percent). In 2019 and 2020, Interseroh took on 100 percent and 30 percent of its junior staff (apprentices, trainees and students) respectively. The company was therefore significantly below its 100-percent target hiring quota for junior staff in 2020. The main reason for this was restructuring within the company. Additionally, some of the trainees switched to full-time study after graduation, and some were not hired for performance-related reasons.

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	2018 ²	2019	2020
Total new hires	544	678	511
Of which female	32.5%	27.3%	24.5%
By age group ¹			
20 and under	5.7%	6.2%	6.1%
21 to 30	33.8%	32.7%	34.8%
31 to 40	28.9%	29.9%	28.0%
41 to 50	18.0%	19.8%	18.2%
51 to 60	12.5%	9.4%	11.5%
Over 60	1.1%	1.9%	1.4%

¹ Due to rounding, there may be minor deviations when totals are calculated.

² The key figures from 2018 do not include 268 employees of profesio who were loaned out to other companies. These employees were included in the key figures for 2019 and 2020.

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	2018 ³	2019	2020
Staff turnover ratio	16.3%	10.3%	11.0%
Critical notices of termination ¹	269	228	251
Of which female	30.1%	39.9%	40.2%
By age group ²			
20 and under	1.5%	2.2%	2.4%
21 to 30	30.9%	26.3%	26.3%
31 to 40	26.8%	34.6%	30.7%
41 to 50	20.1%	19.3%	19.5%
51 to 60	15.2%	13.6%	16.3%
Over 60	5.6%	3.9%	4.8%

¹ Critical notices of termination: only employees whose departure usually requires new staff to be hired or existing staff to be promoted; excluding temporary staff and interns.

² Due to rounding, there may be minor deviations when totals are calculated.

³ The key figures from 2018 do not include 268 employees of profesio who were loaned out to other companies. These employees were included in the key figures for 2019 and 2020.

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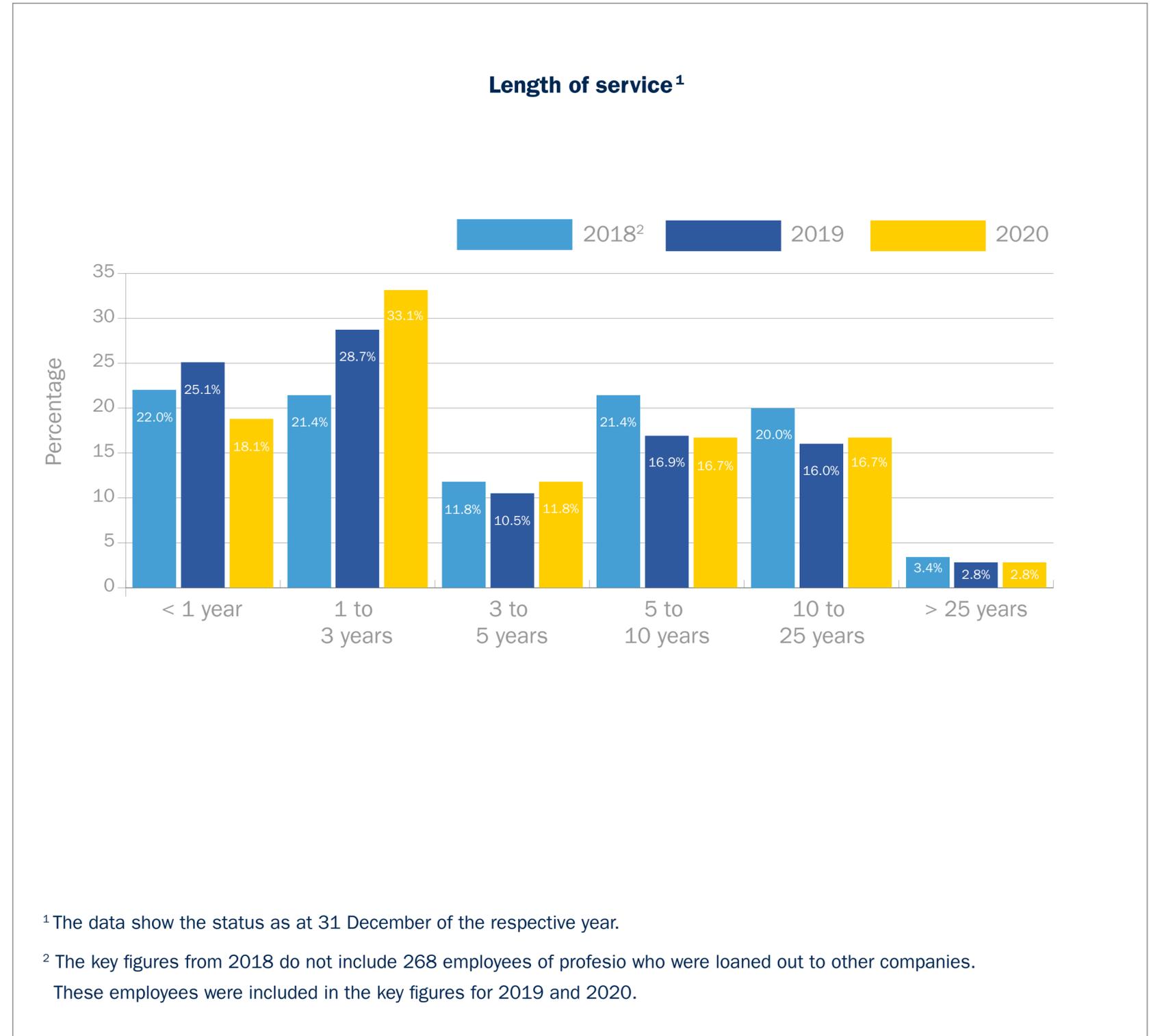
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To understand in more detail the reasons for the fluctuations, we are inviting our commercial staff to attend voluntary exit interviews. Interview findings are then anonymised and categorised for later discussion with supervisors and senior management. Specific interventions can then be introduced to reduce turnover rates over the long term. Thanks to these interviews, we have been able to identify the need for personal development, salary development and transparent communication as key reasons for leaving the company in recent years. To accommodate these needs, we quickly optimised our processes and also set up a number of long-term projects. We launched the "Compensations & Benefits" project, for example, the aim of which is to create attractive, standardised and transparent remuneration structures. We also refined our management training, paying special attention to the role of management in training, retaining and developing staff (see [GRI 404](#)).

Length of service

The average length of service at Interseroh was 6.0 years in 2020 (2019: 5.5 years). In 2019 and 2020, most staff had been employed for under one year or between one and three years, reflecting the comparatively high number of new hires during recent years.



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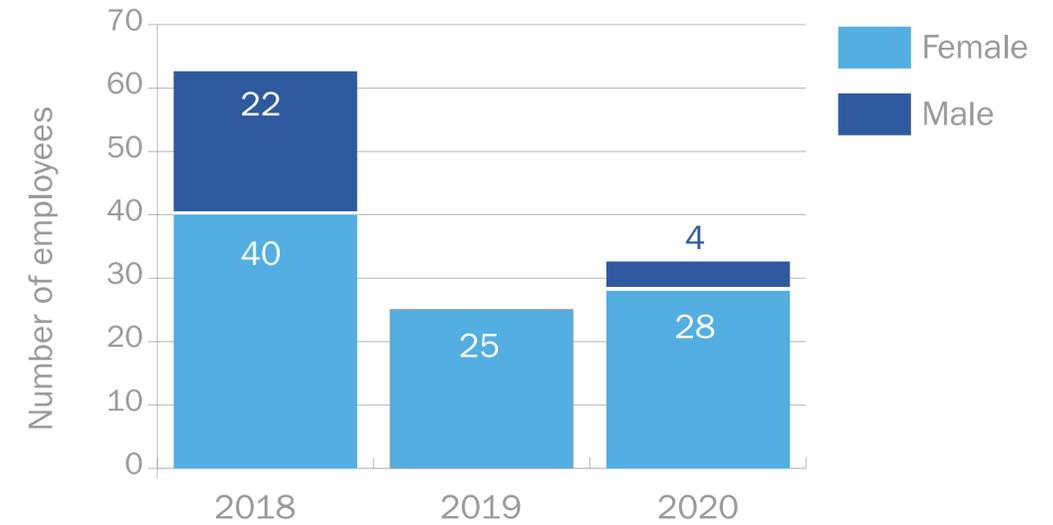
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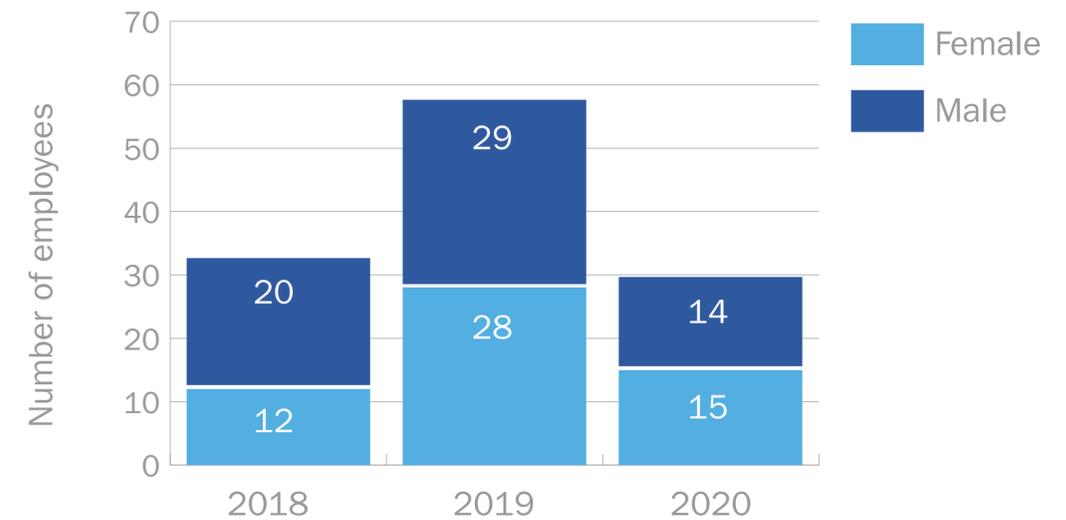
GRI 401-3: Parental leave

Interseroh attaches great importance to a healthy work-life balance and wishes to make it as easy as possible for staff to return to work after parental leave. A total of 32 employees took parental leave in 2020 (2019: 25), including 28 women (2019: 25). The return rate was 100 percent in both 2019 and 2020.

Employees on parental leave¹



Employees who have returned from parental leave



¹The data show the status as at 31 December of the respective year.

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GRI 403: Occupational health and safety**GRI 103: Management approach (including 103-1, 103-2, 103-3)**

Interseroh takes the topics of occupational safety and employee health very seriously. Not least because staff can develop their full potential only if they are both fit and healthy. The company wishes to honour its duties of responsibility and care to its employees to the fullest extent, and has therefore implemented a comprehensive approach to occupational safety and health. The managing directors and senior managers of the companies are responsible for maintaining internal and statutory health and safety standards. Safety officers help them to implement the risk control measures necessary to prevent accidents and sickness in the workplace. Interseroh has appointed external service providers to provide occupational safety and healthcare for staff and some companies have also appointed a health management officer. The occupational health and safety committee holds regular meetings at which the various stakeholders discuss all matters related to occupational health and safety.

In 2020, the COVID-19 pandemic posed a serious risk to the health of our workforce. In order to protect our employees from infection in the workplace, Interseroh developed a pandemic plan. This provides guidance on the steps to be taken during

the various phases of the pandemic, including, for example, advice on hygiene and social distancing, working from home and planning shifts to minimise contact with others, as well as on business travel. It also sets out rules of conduct for dealing with suspected and confirmed infections. A central crisis team continuously develops and updates the pandemic plan and coordinates the local crisis teams responsible for implementing the plan in the companies. This approach allows us to take account of any conditions specific to individual sites and ensures that regional legal requirements are met.

GRI 403-1: Occupational health and safety management system

All major Interseroh locations have an occupational health and safety management system certified, where appropriate, to ISO 45001. The [Interseroh website](#) provides an overview of the certifications held by each of the companies. All certifications are monitored and verified annually by internal and external audits.

GRI 403-2: Hazard identification, risk assessment and incident investigation

External service providers are responsible for safety engineering at Interseroh and provide support on all occupational health and safety issues. For example, the occupational safety specialist and a company

doctor collaborate on the preparation of risk assessments to identify work-related risks to physical and mental health. They also carry out regular inspections of safety and fire protection systems, if necessary, accompanied by the health management officer or a safety officer. Depending on the risk, their reports are used as the basis for the implementation of further hazard avoidance measures.

The safety officers also report problems and hazardous workplace conditions to the health management officer or, depending on the site, directly to the external occupational safety specialist and the external company doctor. Workplace incidents are reviewed in consultation with the occupational safety specialist and, where necessary, measures are put in place to prevent future incidents.

GRI 403-3: Occupational health services

Occupational health care is also provided by external service providers. The company doctor offers preventive health care and assists with risk assessments and inspections. In addition, all Interseroh employees can obtain work-life-balance advice in an anonymous consultation with an external service provider. Being able to obtain advice on caring for family members, for example, or on dealing with difficult life situations provides valuable support for the mental health of employees (see [GRI 405](#)).

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GRI 403-4: Worker participation, consultation, and communication on occupational health and safety

To promote the health of all employees and prevent illness, Interseroh works on the continuous development of its corporate health management system. In the reporting period, management staff at all levels in Interseroh’s subsidiaries as well as apprentice trainers were given instruction in ‘healthy leadership’ and the company’s health management programme once a year. There is also a regular exchange among the trainers on the topic of health. A comprehensive series of interviews with staff returning from long-term sick leave was also held, with a focus on industrial/technical roles. The aim is to identify correlations between the workplace and sickness absence at an early stage to enable interventions to be made.

GRI 403-5: Worker training on occupational health and safety

All Interseroh employees receive annual safety training. Those who are at particular risk by virtue of their duties are provided with additional instruction on an ad hoc or task-related basis. Health management officers and safety officers attend annual training courses, some of which are mandatory.

In the reporting period, management staff at all levels in Interseroh’s subsidiaries as well as apprentice train-

ers were also given instruction in ‘healthy leadership’ and the company’s health management programme once a year. The employees of all operating units are instructed annually on the subject of occupational safety.

GRI 403-6: Promotion of worker health

Interseroh also offers its employees a wide-ranging programme of sports courses, health advice and preventive care, some of which are organised in cooperation with the Techniker Krankenkasse health insurance fund and fitness course providers. Every year since 2016, our Cologne plant has successfully held at least one 'health day'. In 2020, it was held online for the first time due to the COVID-19 pandemic. Each health day has its own central theme, and stress scales and back health and fitness were the themes in 2020. Finally, Interseroh offers health check-ups and free flu vaccinations for all employees.

403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

All non-employed members of staff are informed of possible dangers during their work as part of safety instructions before starting work.

GRI 403-8: Workers covered by an occupational health and safety management system

In 2020, 1,783 employees (2019: 1,795), or 78.5 (2019: 79.0) percent, of Interseroh's total workforce were covered by an occupational health and safety management system (see also [GRI 401-3](#)).

GRI 403-9: Work-related injuries

Some activities at our operational sites are associated with a risk of injury. More specifically, carelessness around tools and machinery can result in potentially serious injuries. In order to identify potential risks, risk assessments are carried out at all sites equipped with manufacturing equipment and machinery. Employees are briefed regularly on potential sources of danger and receive immediate retraining should the need arise.

The number of work-related accidents rose from 146 in 2019 to 174 in 2020. The corresponding injury rate per million hours worked was 54.9 in 2020 (2019: 46.5). This is a significant deterioration, particularly when compared with 2018. The reason for this is that, in 2019 and 2020, Interseroh recruited significantly more industrial than commercial staff.

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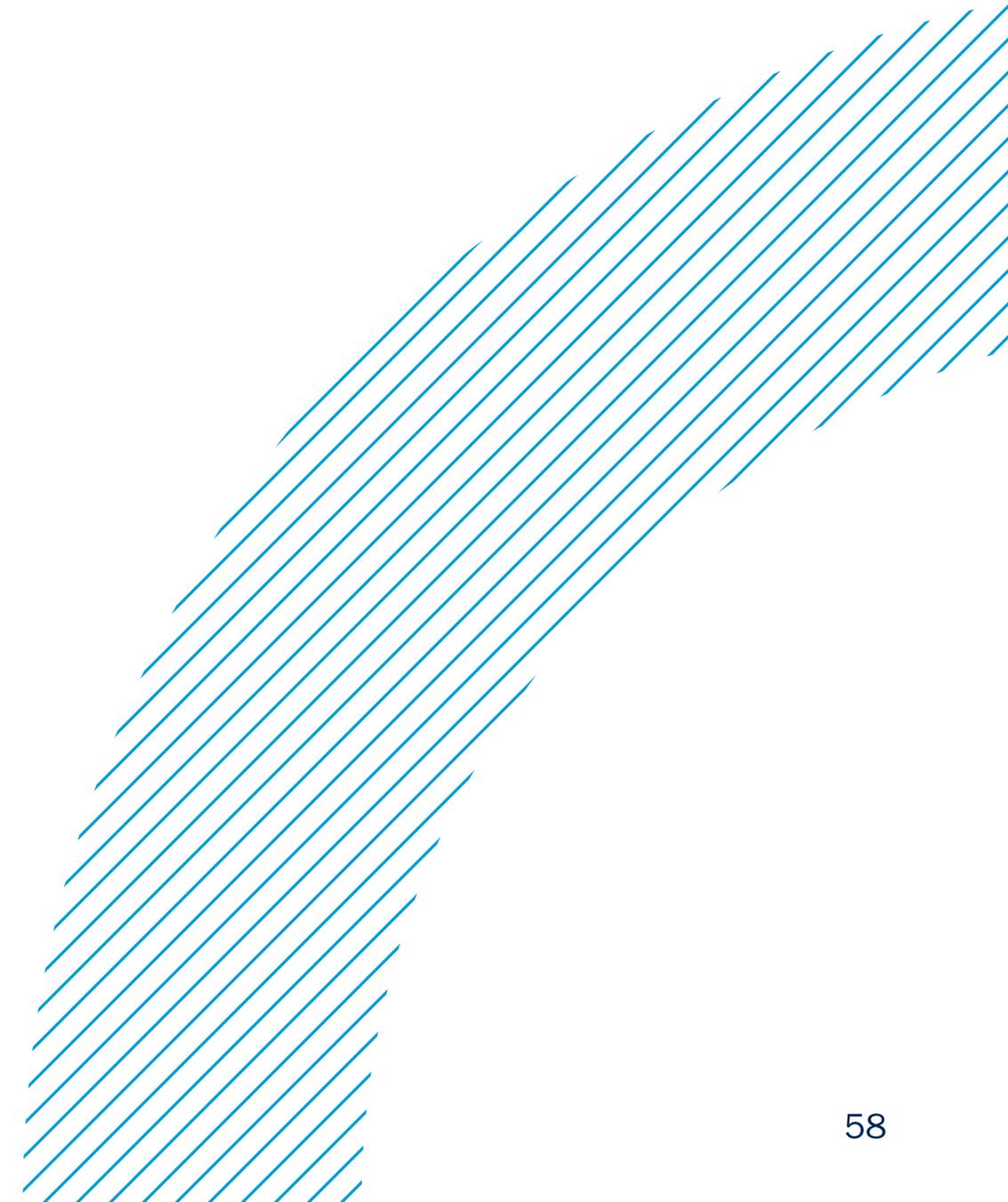
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Since accidents are much more common in industrial settings than in offices, the number of accidents, as well as the accident rate per million hours worked, increased during the reporting period. The accident rate in our commercial operations, by contrast, has fallen.

The majority of accidents occurred in Germany. No analysis is offered of the type of injury and the severity of accidents in relation to the number of lost days, nor of the gender of injured personnel. The reason for this is that the results produced by consolidating the data for the whole company would not be very meaningful due to the wide range of activities involved. Instead, we evaluate the data at site level and implement accident prevention measures aimed at tackling site-specific shortcomings.

In 2020, an accident occurred during maintenance work at the light packaging sorting plant in Marl, in which the employee of an external company lost his life. Two other people suffered minor injuries. Counselling was provided for all the employees and emergency personnel involved.



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Accidents ¹	2018			2019			2020		
Accidents at work ²	74	146	174						
Accidents per 1 million hours worked ³	25.0	46.5	54.9						
Fatalities	0	0	0 ⁴						

¹ Data not collected on external contractors.

² Absence of over three days, excluding commuting accidents, basis is notifications to employer’s liability insurers.

³ 1,800 hours per full-time employee, 900 hours per part-time employee.

⁴ In 2020, an employee of an external company lost his life in an accident at the Marl site. Since the man was not employed by Interse-
roh, but by another company, the incident is not listed in this table.

GRI 403-10: Work-related ill health

In 2019 and 2020, there were no notified and no confirmed cases of occupational diseases.

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GRI 404: Training and education**GRI 103: Management approach (including 103-1, 103-2, 103-3)**

Interseroh attaches great importance to the personal development of its employees because this has proven itself to be the best way of retaining skilled and motivated employees over the long term.

Company-internal training focuses on attracting and retaining well-qualified young people with apprenticeships, work/study degree programmes and trainee programmes. The ultimate aim is to take on every single one of these potential employees; the current figure is 30 percent because of restructuring measures (see [GRI 401-1](#)). Since 2016, Interseroh has been awarded the Fair Company accolade, among others for its decision not to substitute full-time positions with interns, volunteers or long-term temporary staff. As a signatory party to the Charter for Fair and Career-Relevant Trainee Programmes, Interseroh has oriented its vocational training work on ultimately preparing trainees for an expert or management role. From the outset, trainees take responsibility for certain tasks and receive support from experience management staff. In the year under review, Interseroh was awarded the Absolventa GmbH Trainee Seal for its work in this area.

The particular aim of our in-house training is to support and develop our employees and managers. This starts on the first day at work, when staff receive their individual On-Boarding Plan, and continues with support from a mentor and regular Welcome Days. Where possible, Interseroh applies its HR strategy to fill new positions with its own employees who have been prepared for their new positions through training and professional development. An important role in this context is also played by succession planning and the support for career planning provided in the context of annual employee appraisals. To avoid succession planning issues, Interseroh carries out annual strategic resource planning with the aid of a risk management system. Based on the identified risks, the succession risk for all key functions and senior managerial positions is analysed and quantified.

In 2019, the process for deputising and succession planning was digitised and integrated into the annual staff appraisals. Starting in 2021, the individual development plans for these staff members will also be recorded digitally, thus simplifying the documentation of the measures implemented.

Interseroh offers highly individualised professional development courses, coupling these with personal advice to bring out the skills and abilities of each and every individual. The curriculum is being steadily optimised and expanded, and includes technical training, seminars on methods expertise, plus work-

shops and coaching on social and personal skills. Digitalisation, which also has a major impact on Interseroh's areas of business, continues to be a key focus here. The #digicampus qualification programme provides training in techniques and tools in this field that are of benefit not only to employees but also to the company as a whole. It covers a wide range of topics: from digital project management and the "paperless office" to the delivery of digital workshops and meetings. The latter became even more relevant during the reporting period due to the COVID 19 pandemic. Most of these training programmes are booked centrally, with other courses organised on an individual basis. Interseroh plans to introduce its new Learning World early in 2021. This will offer an online booking platform for all training courses, workshops and seminars in the future.

Other personnel development activities focused on the subject of management. A focus here was the role of the manager, their rights and duties, as well as networking among management staff, with training courses on offer, among other things. Integrated health management (see [GRI 403](#)) is another important training discipline. In the period under review, managers and educators received training in the topic of 'healthy leadership'. The training courses on management training and health management are being continuously refined.

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GRI 404-3: Percentage of employees receiving regular performance and career development reviews

The annual employee appraisal meetings, which are arranged for all employees, are a core instrument in Interseroh's HR development work. Interseroh aims for every single member of the workforce to attend an appraisal meeting and came one step closer to achieving this in the reporting year. In 2020, the company managed to increase the attendance rate at appraisal meetings from the 2019 levels of 30 percent (commercial departments) and 1 percent (industrial/technical departments) to 82 percent and 41 percent respectively – despite the pandemic-related restrictions. An exception is made for junior staff such as apprentices, students in work/study programmes (“dual students”) and trainees. This group is invited to take part in a feedback meeting upon completion of each placement in the company, i.e. much more often than once a year.

The HR department's continuous training programme assists and supports all managers and employees involved with appraisal interviews. In the 2019 financial year, we digitised the employee appraisal interview and brought its processes and content into line with our new corporate values. Talent Conferences were also held in the reporting period to identify promising high potentials in the company. Personalised development plans are then used to help these people take the next steps in their careers. The HR department conducts an annual review of employee appraisals and talent conferences for the purpose of continuously improving them based on feedback received from staff.

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GRI 405: Diversity and equal opportunity

GRI 103: Management approach (including 103-1, 103-2, 103-3)

Interseroh sees significant added value for the company in having a diverse workforce. This is why it has explicitly integrated the corporate values of diversity and equal opportunities into its “we are one” corporate culture. The company believes strongly that diversity encourages the development of creative ideas and innovative solutions that benefit both Interseroh and its customers.

For hiring, succession planning and remuneration alike, transparent criteria are applied that are based on an individual’s training, previous experience, performance and achievements.

Interseroh also supports equal opportunities by offering flexible working hours models. Support here was extended with the services of pme Familien-service in 2015. This agency helps employees by organising individual care solutions for children and dependants. Employees can also make use of counselling services offered on topics such as burnout, trauma or relationship problems. In 2020, Interseroh expanded its collaboration with pme Familien-service to provide even better support to its employees during the COVID-19 pandemic.

Interseroh values the work performed by its employees very highly and wants to honour this with fair remuneration. Remuneration is therefore based solely on relevant expertise, experience and the individual’s own performance. Discrimination is not tolerated in any shape or form.

GRI 405-1: Diversity of governance bodies and employees

In 2020, women held 23.0 percent (2019: 25.7 percent) of Interseroh’s management positions at all levels of management. The decline in the share of women in management positions is due to the fact that employees left the company during the restructuring carried out in the reporting period. It is, however, encouraging to see that the share of women at the

first management level has increased significantly since 2018 from 0.0 percent to 25.0 percent in 2020. Gender, ethnicity, age and religion play no role whatsoever in any personnel-related decisions, including both hiring and terminations. The sole criterion is the person's suitability for the job.

The largest age group represented in the workforce is the 31 to 40 age group (29.1%). This age segment also includes the highest proportion of women in the total number of women employed at Interseroh, at 30.7 percent.

2.1 percent of Interseroh's workforce are severely disabled (2019: 2.3 percent). This places Interseroh below the national average of 4.1 percent for private employers (Source: [German Federal Employment Agency ↗](#), 2020).

Women in management¹ (in percent)			
	2018	2019	2020
Proportion of women in first-level positions	0.0	0.0	25.0
Proportion of women in second-level positions	12.0	8.7	8.3
Proportion of women in third-level positions	30.6	31.0	27.1
Average proportion of women at all management levels	25.4	25.7	23.0

¹ The data show the status as at 31 December of the respective year.

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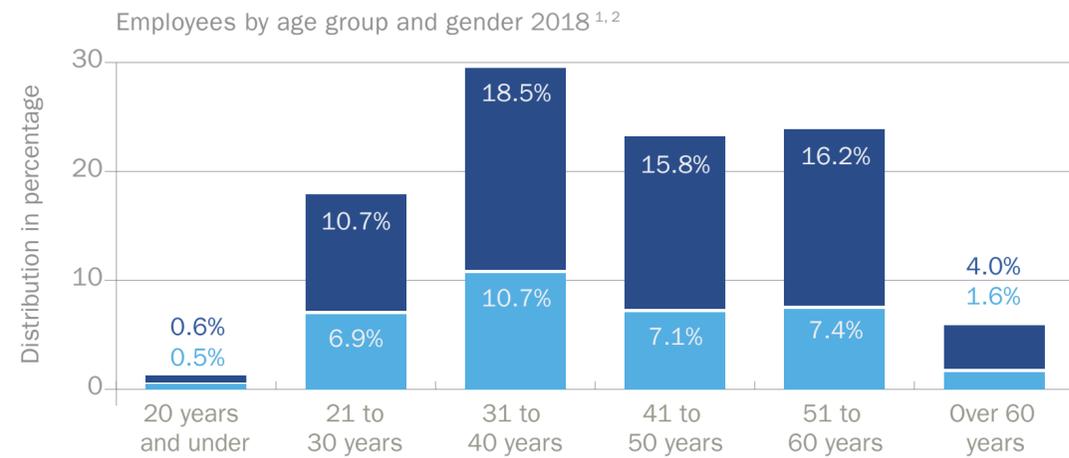
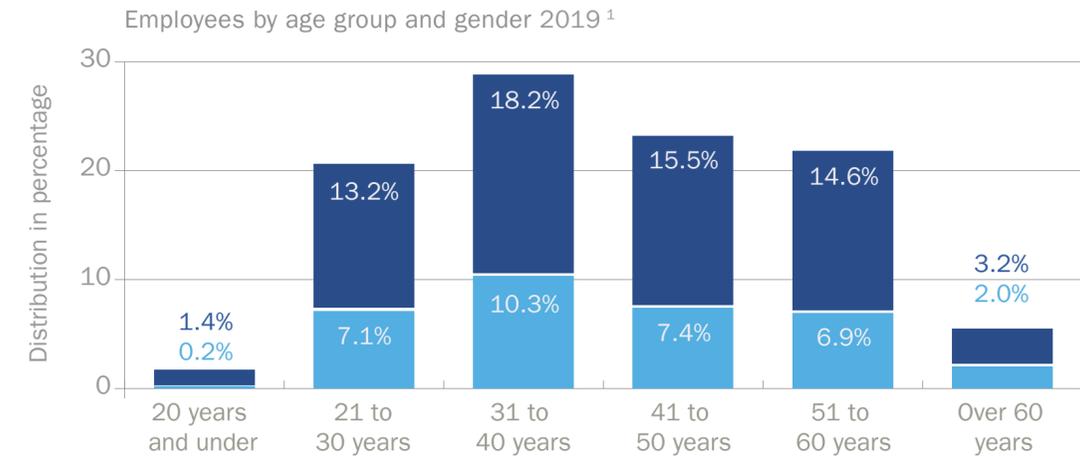
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Employees by age group and gender



Female
Male

¹ The data show the status as at 31 December of the respective year.

² The key figures from 2018 do not include 268 employees of profesio who were loaned out to other companies. These employees were included in the key figures for 2019 and 2020.

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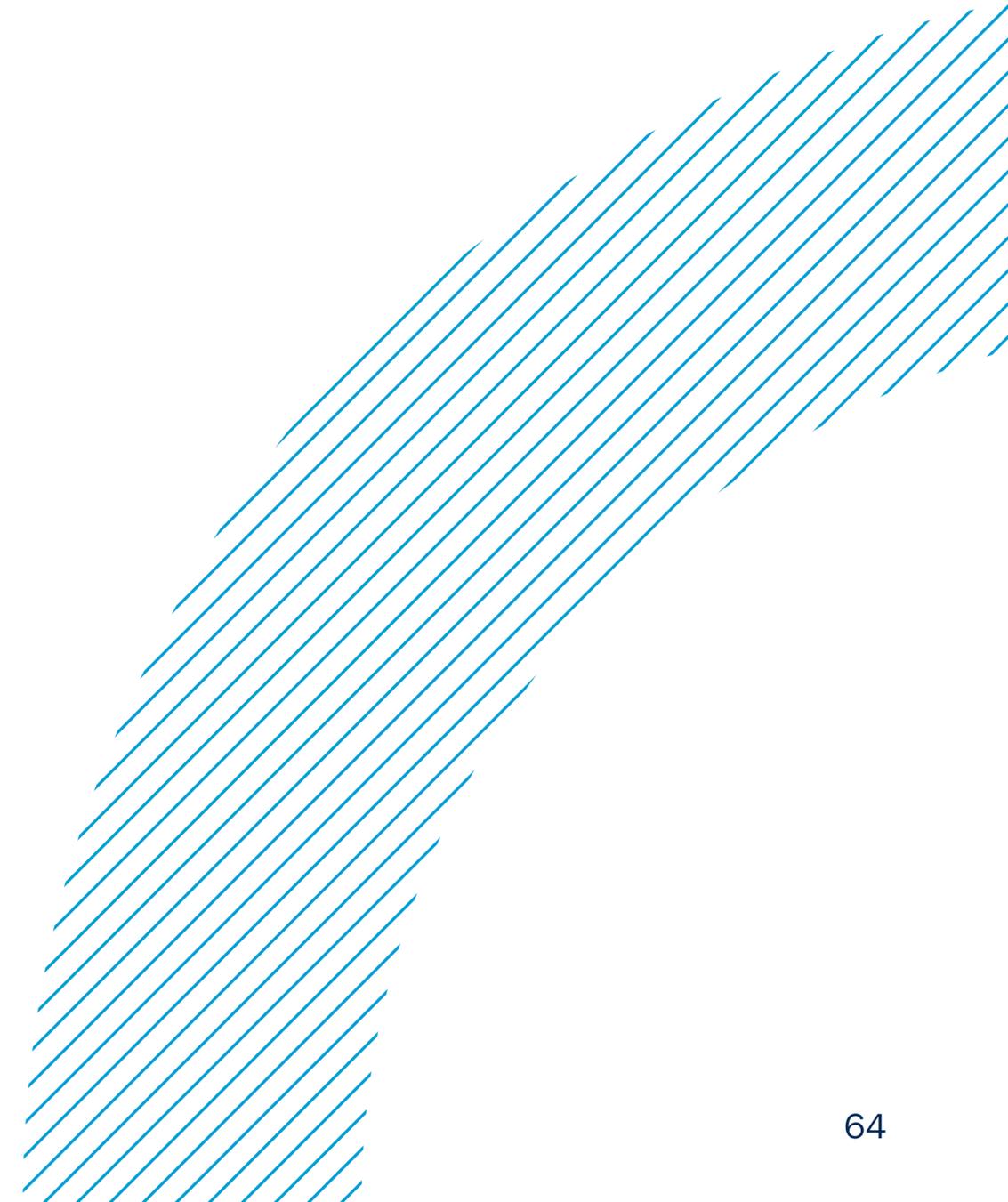
GRI 405-2: Ratio of basic salary and remuneration of women to men

The average salary paid to women in 2020 was roughly 15.8 percent lower than the average salary paid to men (2019: 13.8 percent). Hiring, succession planning and remuneration is based solely on individual performance. Discrimination on the basis of ethnicity, age, religion or gender is not tolerated at Interseroh.

The deterioration in this ratio – especially compared with 2018 (8.8 percent) – is due to the large number of new, mainly male, employees in IT and technology, where there is stiff competition for well-qualified specialists. These new employees therefore command higher salaries than in other areas. In addition, some male executives were hired for the second management level.

The ratio between the highest and the average annual salary among employees in Germany fell slightly from 9.7 in 2019 to 8.9 in 2020.

Remuneration at Interseroh is in line with the industry standard in Germany. The company has already committed to paying the generally applicable minimum collective in the waste management industry for staff not covered by collective bargaining agreements. Framework agreements with recruitment agencies are signed only if these guarantee compliance with the provisions of the law and the payment of the minimum wage.



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GRI 406: Non-discrimination

GRI 103: Management approach (including 103-1, 103-2, 103-3)

All employees should be able to work in an environment that is free from physical, sexual, psychological and verbal abuse. Interseroh does not tolerate discrimination in any shape or form. The company's Code of Conduct sets out the principles of equal treatment in the organisation and is binding on all employees.

Moreover, the issues of non-discrimination and equal opportunities are part of the Interseroh compliance management system (CMS). In the course of setting up the CMS in recent years, we published a new Code of Conduct that also takes a stand on equal opportunities and non-discrimination, and a number of policies designed to ensure our compliance with the law.

Should any employee have information about a possible case of discrimination, they can contact our legally qualified ombudsman, Stephan Rheinwald, by email or telephone. Any breaches reported or identified will be investigated and processed appropriately.

GRI 406-1: Incidents of discrimination and corrective actions taken

No incidents of discrimination become known in the reporting period.

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GRI 407: Freedom of association and collective bargaining

GRI 103: Management approach (including 103-1, 103-2, 103-3)

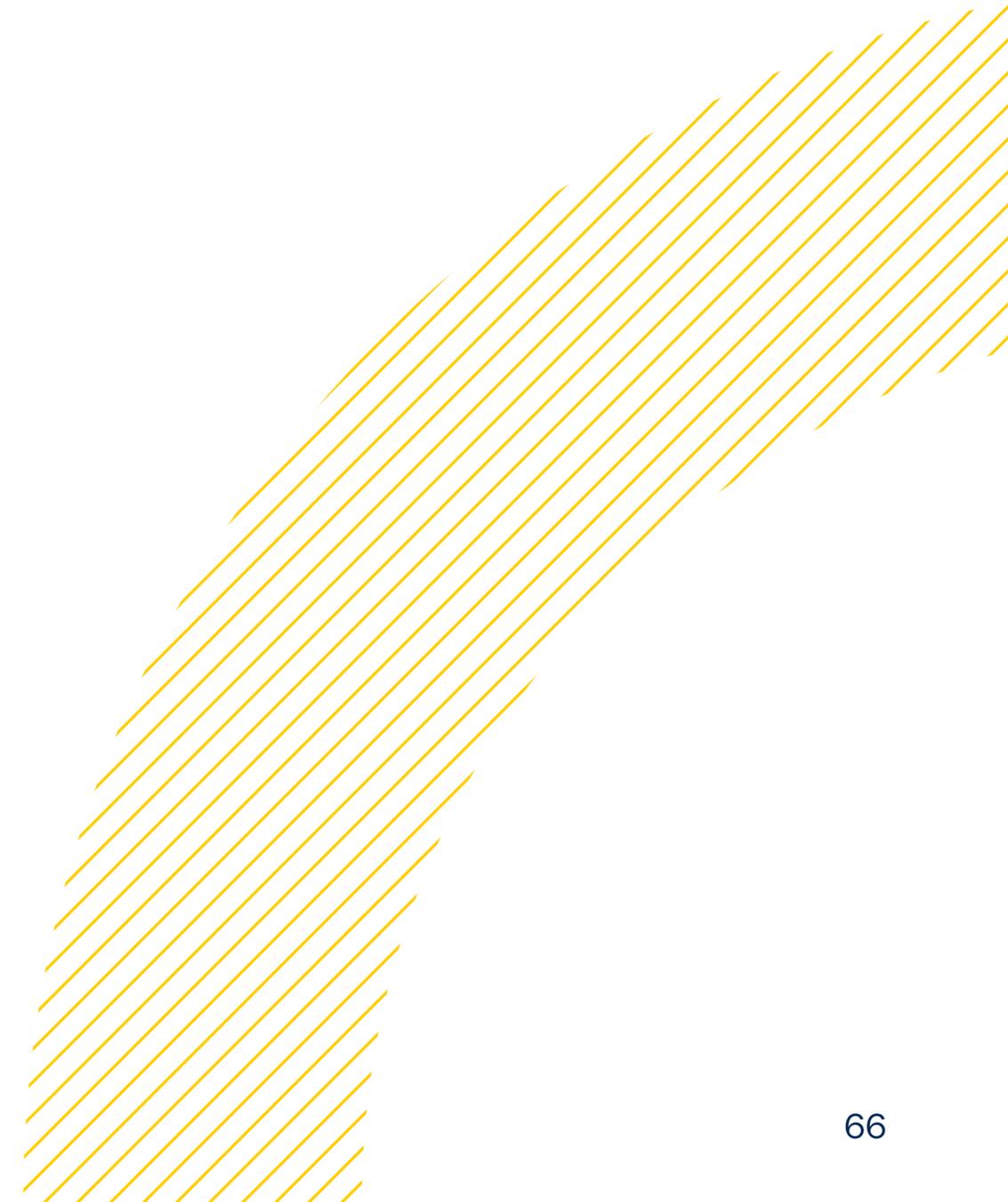
Treating others in the workplace with dignity and respect is an integral part of our corporate culture. Interseroh is committed to the core labour standards of the International Labour Organisation (ILO) as well as to upholding social and labour standards in all of its business activities. An essential part of the core labour standards is the right to freedom of association. The company will not tolerate non-compliance with its code of conduct or internationally recognised human rights.

A fair working relationship includes the remuneration and wages of the employees. Even though Interseroh is not bound by a collective bargaining agreement, it has committed to pay the generally applicable minimum wage in the waste management industry for staff not covered by collective bargaining agreements.

Moreover, the company's remuneration is in line with the industry standard in Germany and complies with all statutory regulations in order to ensure fair remuneration rates.

GRI 407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

Interseroh believes in the importance of decent working conditions, including in its supply chain. There were no known cases of human rights violations in the reporting years 2019 and 2020.



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GRI 412: Human rights assessment

GRI 103: Management approach (including 103-1, 103-2, 103-3)

Interseroh works with its managers to promote dignified and respectful interaction in the workplace. Interseroh respects internationally recognised human rights and is committed to the core labour standards of the International Labour Organisation (ILO). Interseroh supports compliance with human and labour rights, including through its compliance officer and the ombudsman office. Interseroh does not tolerate behaviour that undermines these rights.

The company does not accept the illegal employment of minors. Furthermore, Interseroh complies with all statutory regulations on fair working conditions, working hours and the protection of privacy. Our policies for maintaining labour and social standards as well as human rights are set out in the Code of Conduct. Interseroh expects its business partners to observe comparable social standards (see [GRI 414](#)).

This applies in particular to human rights, compliance with the law, the protection of minors, dealing with employees, equal opportunities, health and safety in the workplace, wages and social benefits.

GRI 412-1: Operations that have been subject to human rights reviews or impact assessments

Interseroh applies stringent labour practices criteria to supplier selection. New suppliers must therefore pass a screening process to prove that they meet Interseroh’s minimum requirements for suppliers. Human rights are not covered by the audits, as most of our suppliers are based in Germany and do not therefore pose a threat to human rights.

GRI 101: Foundation**GRI 102: General disclosures****GRI 200: Economic****GRI 300: Environmental****GRI 400: Social**

Employment

Occupational health and safety

Training and education

Diversity and equal opportunity

Non-discrimination

Freedom of association and collective bargaining

Human rights assessment

→ **Local communities**

Supplier social assessment

Socioeconomic compliance

GRI 413: Local communities**GRI 103: Management approach (including 103-1, 103-2, 103-3)**

Interseroh's activities aim to help create a sustainable society by supporting sustainable lifestyles and consumer habits. Interseroh wishes to pass on its expertise in order to increase awareness of the circular economy in education, politics, business and civil society. At the same time, the company actively pursues the development of cross-industry approaches and standards for circular economy solutions and works closely with its partners, stakeholders, suppliers and customers to achieve this. Managing Director Markus Müller-Drexel is responsible for strengthening cooperation with other industry players and promoting knowledge sharing.

GRI 413-1: Operations with local community engagement, impact assessments and development programmes

Interseroh shares its knowledge of the circular economy in various ways to accelerate the adoption of sustainable business practices in the future. In addition to its involvement in various initiatives (for more on this, see [GRI 102-12](#)), Interseroh believes strongly in raising awareness among consumers, especially younger target groups, and Interseroh

employees regularly visit schools to give talks on the circular economy and sustainable behaviour. Within the framework of the "Waste separation works" campaign, which Interseroh promotes and actively supports as a dual system, the company offers a variety of information and teaching materials for schools to use as they feel fit. School talks and plant tours had to be discontinued in March 2020 due to pandemic-related constraints, and the company held its first online presentation in November.

One of Interseroh's long-term projects is the [collecting dragon](#), whose mission is to increase and extend the availability of equipment in educational institutions. Collection boxes are placed in schools, kindergartens and sponsors to collect empty printer and toner cartridges. This introduces the children to ecological behaviour and encourages them to take an active part in environmental protection. Interseroh collects the boxes free of charge and gives them a second life through remanufacturing. The range of services is currently being expanded further. In partnership with a German toner producer, Interseroh has been selling remanufactured toners online under the [ReUseMe](#) brand since May 2019.

The Interseroh Marl site regularly stages citizens' forums, where the company answers questions from the town's citizens and residents. In 2020, Interseroh took part in a similar political event at the invitation of a political party. An open plant tour in spring 2020 showed interested citizens how the new plant works and explained to participants the basics of recycling

management and correct waste separation. Other Interseroh sites, such as Berlin, for example, also give talks about their work to school classes, university groups and interested citizens, and regularly offer company tours. Moreover, all Interseroh sites answer queries sent to them by email, post or phone.

Interseroh has been working with [Hephata Diakonie](#) and [NFp](#) in repairing returnable crates at its Mönchengladbach and St. Leon-Rot sites for ten and seven years, respectively. The work of repairing fruit and vegetable crates is carried out at these locations by people with physical and/or mental disabilities. In 2020 alone, the partnerships repaired a total of almost 640,000 crates. Another partnership exists at our Braunschweig site, where Lebenshilfe employees are responsible for cleaning outdoor areas.

Further information Interseroh's social engagement work can be found [here](#).

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GRI 414: Supplier social assessment

GRI 103: Management approach (including 103-1, 103-2, 103-3)

Interseroh coordinates around 1,900 external service providers and suppliers in Germany alone. Ensuring sustainability is comprehensively observed along the entire value chain is therefore a complex challenge. Interseroh faces up to this challenge and is careful to choose businesses that are socially and ecologically responsible when contracting suppliers to provide customers with indirect services in relation to waste management or logistics orders.

To this end, Interseroh has developed a Supplier Code of Conduct that also forms part of contract negotiations and regular audits at Interseroh. In the Code, the signatory suppliers commit themselves to complying with minimum environmental and social standards – including the prohibition of child and forced labour, a ban on discrimination, the payment of living wages, and the guarantee of occupational safety.

Since 2014, suppliers have also been required to answer a sustainability questionnaire, whose results are also considered during the contract award process.

Interseroh uses a portal to coordinate quality management at supplier level: the service portal (DLP) includes all relevant information on volume statistics and orders (transport orders). Interseroh hires only companies that are certified in accordance with the requirements of the Ordinance on Waste Management Companies (EfBV).

GRI 414-2: Negative social impacts in the supply chain and actions taken

Interseroh applies stringent labour practices criteria to supplier selection. New suppliers must therefore pass a screening process to prove that they meet Interseroh’s minimum requirements for suppliers.

Of the approximately 1,900 suppliers and service providers we work with, we normally visit at least 100 each year. We ask them about their processes and their ecological and social criteria, such as compliance with minimum wage regulations. Questions on sustainability issues account for about a quarter of the overall rating. Interseroh conducted 120 of these audits in 2019. Due to the COVID-19 pandemic, it was only possible to carry out 28 audits in 2020, all of which were digital. Human rights are not covered by the audits, as most of our suppliers are based in Germany and do not therefore pose a threat to human rights.

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GRI 419: Socioeconomic compliance

GRI 103: Management approach (including 103-1, 103-2, 103-3)

To enhance its compliance with statutory regulations, Interseroh has appointed a compliance officer and assigned him the task of developing and implementing a compliance management system (CMS) for ALBA Services Holding GmbH, INTERSEROH Dienstleistungs GmbH and other affiliated companies that focuses on preventing antitrust violations and corruption.

The topics covered by the CMS include:

- General compliance with the law
- Anti-discrimination and equal opportunity
- Occupational safety
- Environmental protection and innovation
- Data protection
- Antitrust legislation and fair competition
- Integrity and anti-corruption
- Gifts and perquisites
- Donations and sponsoring
- Avoidance of conflicts of interest
- Fair procurement
- Trade secrets and intellectual property

When setting up the CMS, we published a new Code of Conduct for Interseroh in 2018 to ensure our compliance with the law. The Code of Conduct

applies to all Interseroh employees. It regulates behaviour between employees, explains Interseroh's corporate values and its position on compliance issues such as the prevention of corruption, money laundering and financial integrity.

An Anti-Corruption Policy has also been implemented for Interseroh. It covers the topics mentioned above and defines preventive behavioural guidelines for employees.

All employees in sales, marketing and purchasing, as well as managers and assistants who may be affected by compliance risks, have received and continue to receive compliance training.

The complete [Code of Conduct](#) and Anti-Corruption Policy are available to all employees to read on the intranet.

Any employee with a compliance-related question or information is invited to contact our legally qualified ombudsman, Stephan Rheinwald, by email or telephone. Process improvements may be initiated as a result and, depending on the gravity of each case, spoken warnings issued or disciplinary action taken. Compensation claims may also be enforced where appropriate. Details of compliance cases are included in the semi-annual compliance report. The most recent reports were published in June and December 2020. Fewer than ten compliance cases were reported in the year under review.

GRI 419-1: Non-compliance with laws and regulations in the social and economic area

No violations were reported for 2019 and 2020.

Publishing information

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