



# SUSTAINABILITY & CORPORATE SOCIAL RESPONSIBILITY REPORT 2024

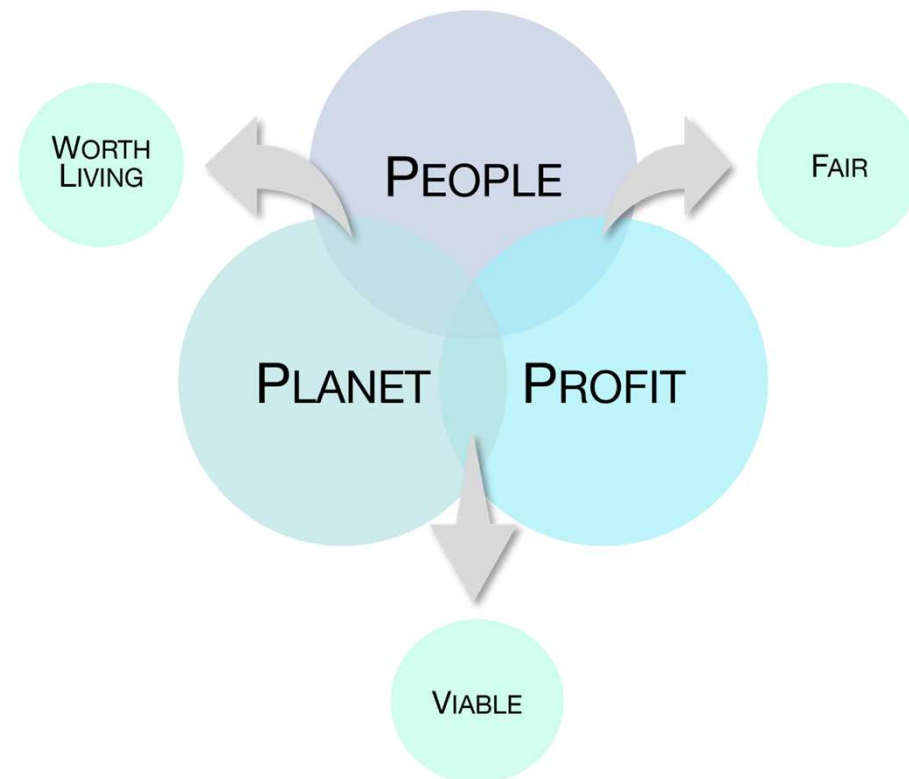


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For simplicity, only the masculine form is used in this document.  
Thus, each gender is explicitly included.

## SUSTAINABILITY & CSR



## 1. SUMMARY



This Sustainability & CSR Report has been prepared in accordance with the GRI (Global Reporting Initiative) and ISO 26000 (Guidance to social responsibility) standards. These references are not explicitly mentioned in the report.

The introduction is followed by the three main chapters "Economic Performance Indicators", "Environmental Performance Indicators" and "Social Performance Indicators", each of which is divided into sub-chapters. We produce this report on a voluntary basis to provide another means of internal and external communication in addition to our published balance sheet figures. Due to our global focus, this report is published in English only.



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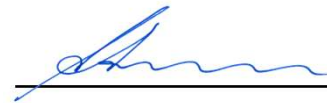
## 2. PREFACE

Our corporate philosophy is based on the principles of Corporate Social Responsibility (CSR) and the honorable businessman.

Our corporate culture is characterized by a sense of responsibility toward the environment and the people who work with us along the value chain.

Responsible and resource-conscious business practices form the basis for our long-term competitiveness and sustainable, steady growth.

Our consistent focus on CSR creates harmony between profit maximization and ethical behavior.



Heinz-Herbert Dustmann

Managing Director



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## 3. INTRODUCTION

Worldwide reliability

Since its establishment in 1953, Dula has become one of Europe's leading companies in the field of holistic shop design and exclusive interior design.

Dula employees worldwide are involved in the creative planning, development, production and installation of projects that stand for individuality and rich experience. The many exemplary projects we have successfully completed to date demonstrate the visual results that are possible.

Presenting goods is one thing - bringing them to life in their environment is quite another. It is part of Dula's concept philosophy to always take a holistic approach to store design. This means that colors, shapes and materials, light and sound, information and presentation go hand in hand to create an atmosphere that makes shopping fun. With this in mind, we realize both national and international projects.

Customers all over the world benefit from the fact that Dula has been internationally oriented since its foundation.



3. INTRODUCTION



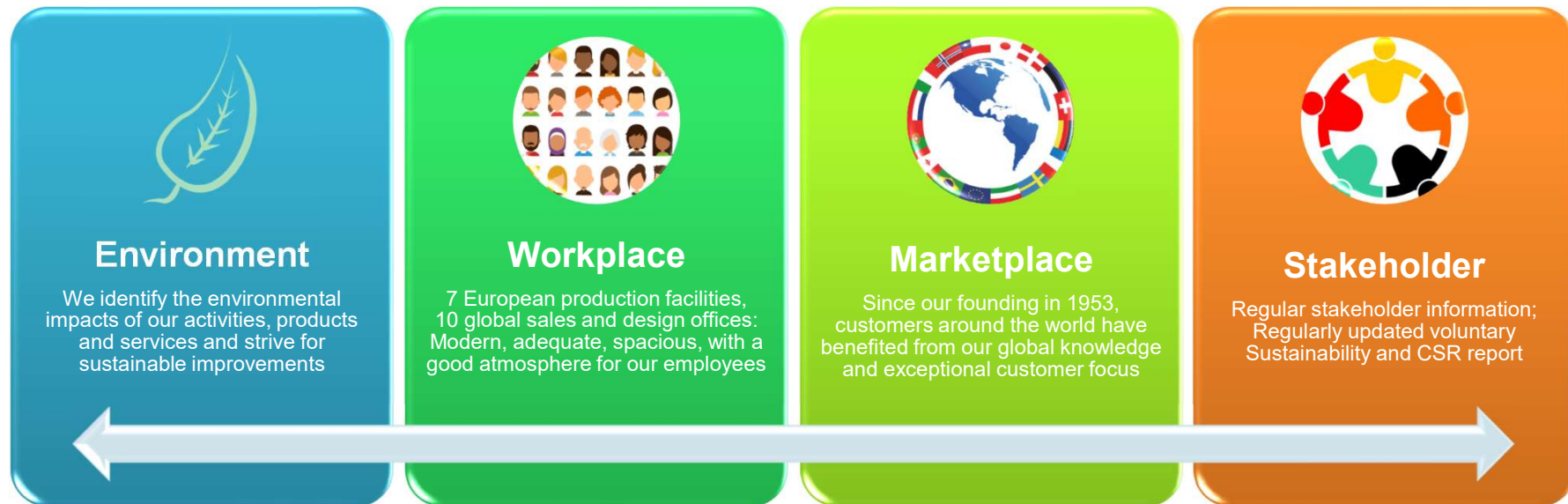
As a participant in the **UN Global Compact**, we are committed to the following 10 principles:

HUMAN RIGHTS	
Dula supports and respects the protection of internationally proclaimed human rights.	We make sure that we are not complicit in human right abuses.
LABOUR	
Dula upholds the freedom of association and the effective recognition of the right to collective bargaining.	We uphold the elimination of all forms of forced and compulsory labour.
We uphold the affective abolition of child labour.	We uphold the elimination of discrimination in respect of emplyment and occupation.
ENVIRONMENT	
Dula supports a precautionary approach to environmental challenges.	We undertake initiatives to promote greater environmental responsibility.
We encourage the development and diffusion of environmental friendly technologies.	
ANTI-CORRUPTION	
Dula works against corruption in all ist forms including extortion and bribery.	



### 3. INTRODUCTION

In addition to the three pillars of sustainability, we see the dissemination of information to stakeholders as an important tool.



### 3. INTRODUCTION

In addition, we are guided by the seven core themes of the DIN ISO 26000 standard (Guidelines for Social Responsibility):

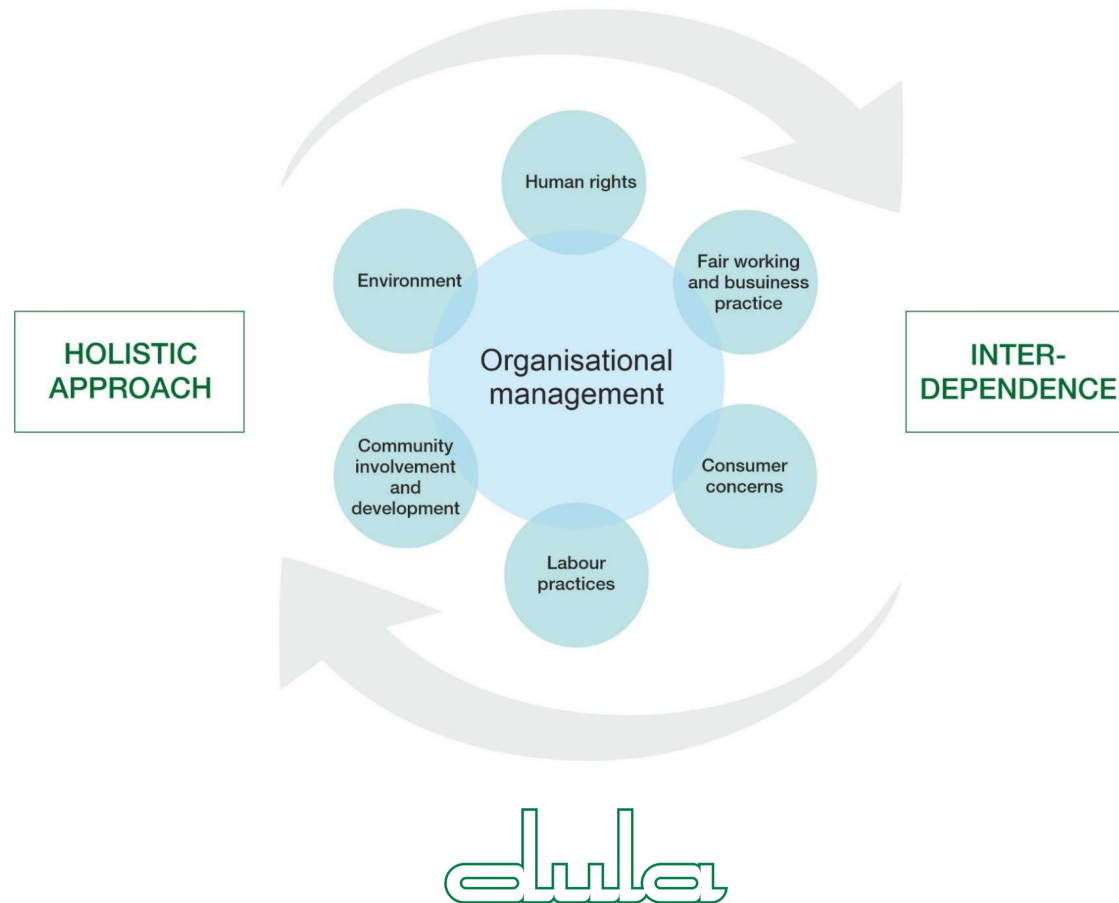




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4. COMPANY HISTORY

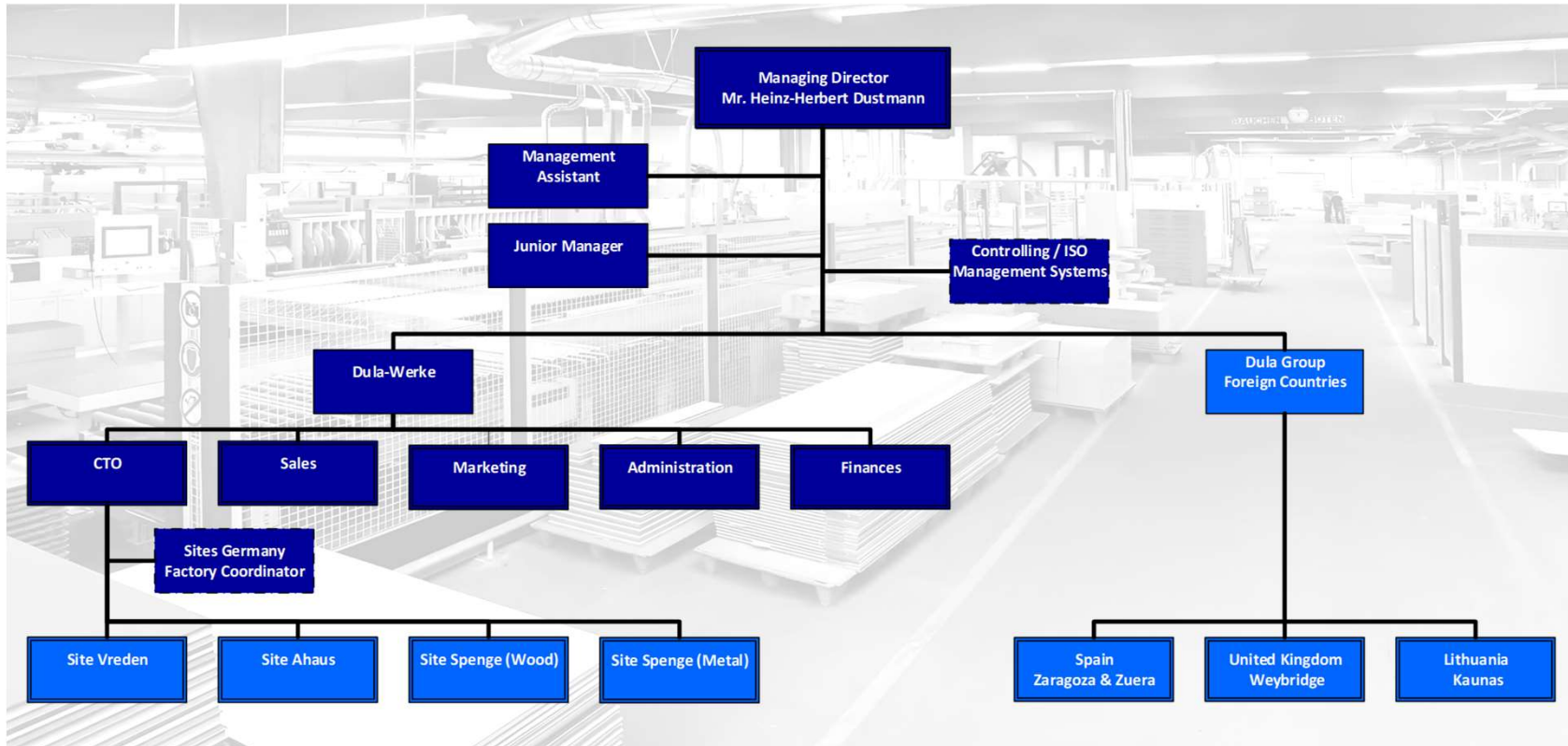
YEAR		YEAR	
1953	Foundation by Heinrich Dustmann in Dortmund	2000	Second production site in Spain (Zuera)
1957	Foundation of the "Dula-Fabrikation Hübers & Dustmann" in Vreden	2003	50 years of Dula; Opening the department store DUSTMANN.
1960	5 Production sites in Germany	2009	Extension Dula Spenge wood & metal
1965	First shopfitting exhibition at the Westfalenhalle Dortmund	2012	Dula UK: Move to Weybridge
1966	Foundation of the production site Dula Iberica, S.A. in Spain (Zaragoza)	2015	Foundation of the Dula Baltic UAB in Lithuania (Kaunas)
1967	Foundation of Dula UK Ltd.	2016	Second extension in Dula Spenge
1968	Foundation of the production site Dula Ahaus	2018	Reopening after refurbishment of the DUSTMANN. Lifestyle Store / Implementation Dula 5.0
1970	Inner-city relocation of the production site to the Gaxel industry area (Vreden)	2022	Staff: 800
1971	Foundation of the Dula-Center in Dortmund	2023	70th anniversary of the company
1974	Foundation of the production site Spenge for wood and metal	2024	Self-Generated Electricity through Photovoltaic Modules on Dula Roofs / 7 production facilities with more than 80,000 m² 8 design and project offices worldwide
1990	Heinz-Herbert Dustmann, son of the founder, takes over the management		

## 4. COMPANY HISTORY



dula

## 5. ORGANISATIONAL CHART



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## 6. COMPANY PROFILE

Management and representation:

The managing director is

**Mr. lic. oec. Heinz-Herbert Dustmann, Dortmund**

He has sole power of representation.

The general commercial power of attorney, together with the managing director or another authorized signatory, exists for a total of 5 appointed persons, divided into three male and two female persons.



## 6. COMPANY PROFILE

### OVERVIEW

The basic idea of holistic store design is to create an atmosphere that helps sell.

We create retail spaces that appeal to all the senses with an atmosphere of climate, light, sounds and scents. Materials, colors and shapes, a world of proven Dula systems and individual designs merge into a customized whole. Customers especially appreciate the comprehensive range of services.

We plan, design, develop, produce and guarantee perfect installation and logistics, and we can also act as a general contractor.

The Dula world is also holistic when it comes to social responsibility.

Sustainability determines the use of energy, materials and technologies throughout the entire operational process.

We also rely on a diverse supply chain that is constantly expanding.

We see diversity as part of the social pillar of sustainability and rely on diversity to drive the economic future of all companies involved.



## 6. COMPANY PROFILE

### PRODUCT AND SERVICE TARGETS

- To strengthen and expand our market position as one of the leading European companies in the field of shopfitting and high quality interior design with increasing global activities.
- To be one of the most interesting partners for our customers through reliability, competence, flexibility and excellent project management.
- Through creativity and continuous innovation, we actively contribute to the development of the market and trends, while providing our customers with technically advanced services.
- To identify market opportunities and, wherever possible, exploit them together with our customers to achieve controlled growth.



## 6. COMPANY PROFILE

### FINANCIAL AND SOCIAL TARGETS

- To maintain our independence, especially in the area of financing.
- To ensure the long-term existence of our company by generating sufficient profits.
- Ensure a balance between profitability and liquidity through proactive planning and moderate investments.
- To be an open, trustworthy, reliable and loyal partner to all our stakeholders - customers, suppliers, investors, authorities, public institutions and employees.
- Contribute to human coexistence, including the economy, through an exemplary corporate philosophy based on ethical principles.



## 6. COMPANY PROFILE

### QUALITATIVE TARGETS

- Dula's quality standard is not limited to the production of technically mature, aesthetically pleasing products with high customer value.
- All in all, our quality awareness is based on absolute reliability and total customer satisfaction, which also includes our project planning, strict adherence to delivery dates, mature planning and, in the internal area, the important area of training.
- Tidiness and cleanliness in the workplace, a well-organized environment, goal-oriented teamwork and a friendly way of dealing with each other and with customers secure our jobs and create the necessary conditions for the high quality of our products and thus for the satisfaction of our customers.





## 6. COMPANY PROFILE

### ENVIRONMENTAL TARGETS

- We identify the environmental impacts of our activities, products and services and identify those environmental aspects that have or may have a significant impact on the environment. For the most significant environmental aspects, we strive for improvement.
- We also identify those environmental aspects over which we have no direct control or influence. We consider impacts in upstream, downstream and supporting processes (sourcing, design, development, packaging, transportation, use and end-of-life disposal), as well as the environmental impacts of suppliers and employee commuting.
- By regularly reviewing our environmental aspects, we ensure that future environmental impacts and changes can be minimized. After considering all direct and indirect environmental aspects, materiality (potential for harm) and control potential are determined using the following criteria:
  - Criterion 1: Potential harm to the environment (impact on soil, air, water)
  - Criterion 2: Impact on the number, frequency or quantity of resources used (raw materials, energy)
  - Criterion 3: Likelihood of impacts / deviations / conflicts



## MARKET SECTORS

## 6. COMPANY PROFILE

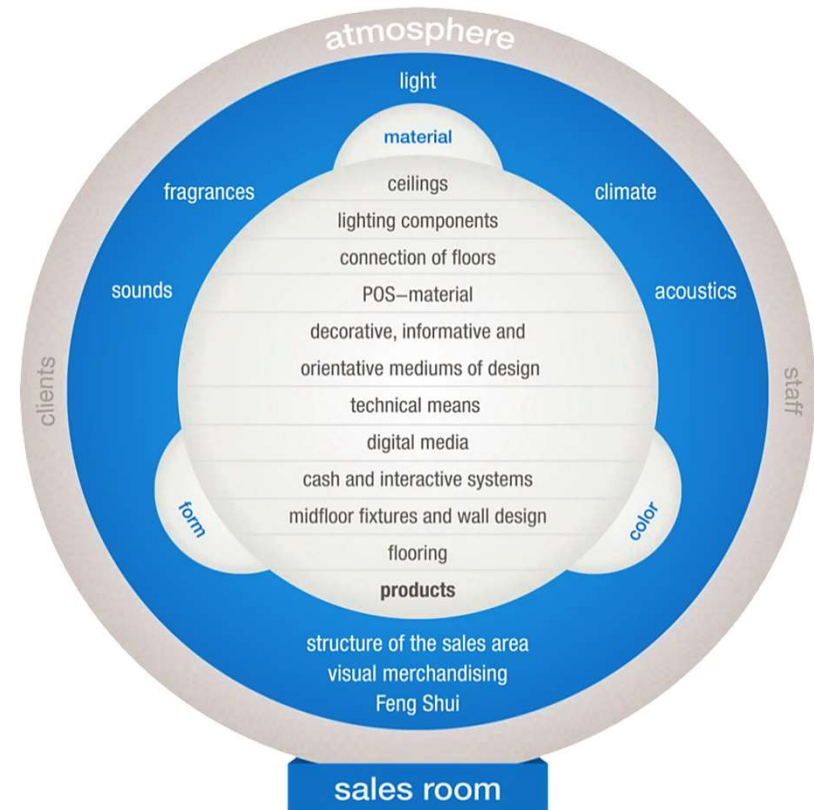


## 6. COMPANY PROFILE

### HOLISTIC STORE DESIGN

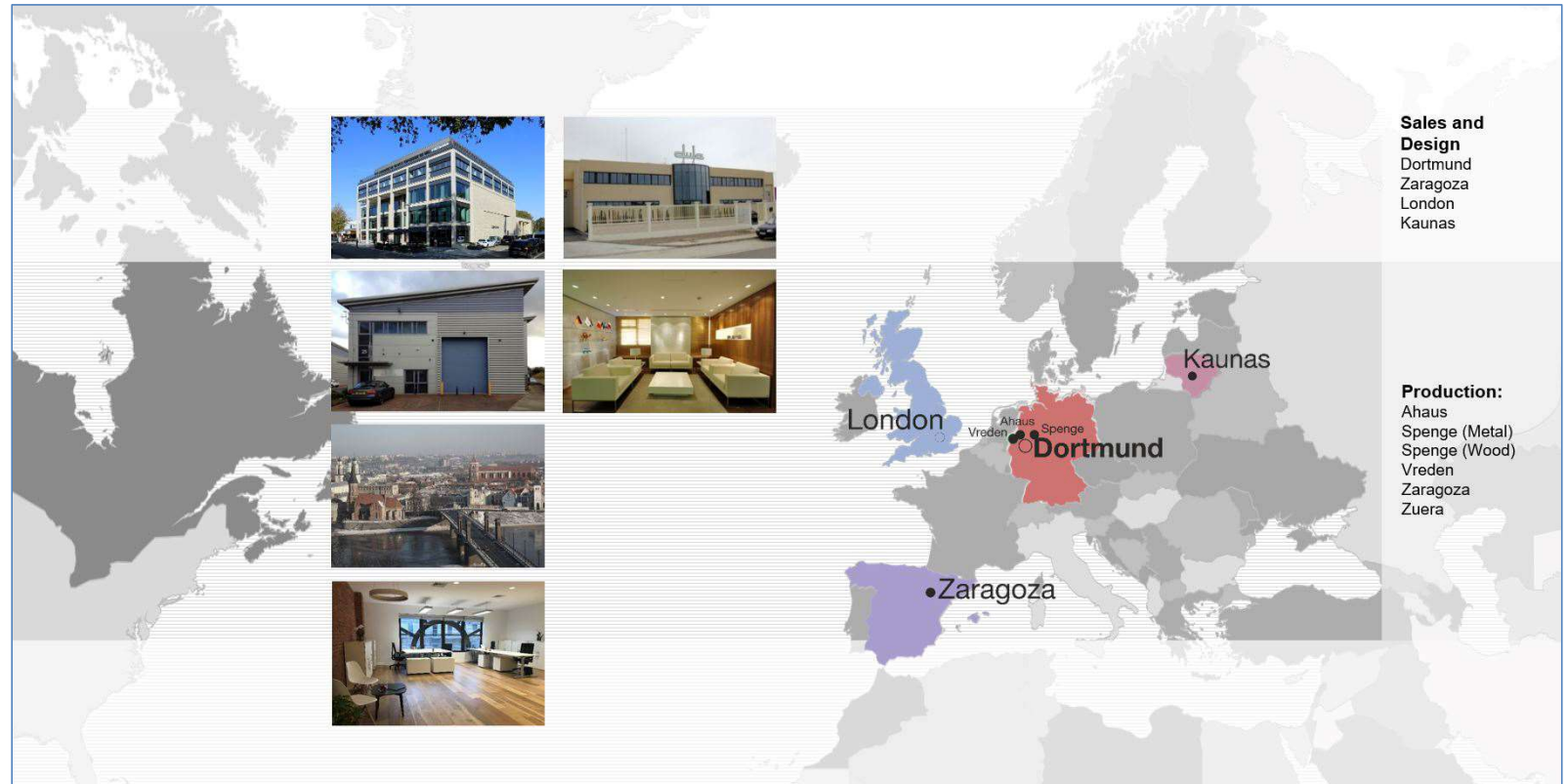
The basic idea of holistic store design is to create an atmosphere that helps sell. We create retail spaces that appeal to all the senses with an atmosphere of climate, light, sounds and scents. Materials, colors and shapes, a world of proven Dula systems and individual designs merge into a customized whole. Customers especially appreciate the comprehensive range of services. We plan, design, develop, produce and guarantee perfect installation and logistics, and we can also act as a general contractor.

Dula's holistic approach also applies to sustainability. This means that we take care of our environment and our market partners in a variety of ways and assume responsibility based on the principle of corporate social responsibility, which encompasses economic, social and environmental responsibility throughout the entire operating and value creation process.



## 6. COMPANY PROFILE

### SITES – Overview



## 6. COMPANY PROFILE

Dortmund



Vreden



Ahaus



Spence



## 6. COMPANY PROFILE

SITES –  
Global



**ESPAÑA – Zaragoza / Zuera**

**dula**  
Equipamiento de Comercios  
Decoración de Interiores  
Planificación · Producción · Montaje



**GREAT BRITAIN -  
Weybridge**

**dula**  
Store Design · Interiors  
Design · Production · Installation



**LIETUVA - Kaunas**

**dula**  
Parduotuvių interjeras · Vidaus įrengimas  
Planavimas · Gamyba · Montavimas



dwla

## 6. COMPANY PROFILE

### CERTIFICATES

Welding Specialist (Spenge Metal) according to  
DIN EN ISO 3834-3, FSC Chain of Custody, PEFC Chain of  
custody (both Spain) and AEO (Authorized Economic Partner)



dula



## 6. COMPANY PROFILE

### EMPLOYEES

We create an inclusive workspace.

Diversity and individuality are valued at Dula, regardless of background and versatility.

Dula brings together highly talented people with different backgrounds and perspectives.

The total number of employees at the headquarters and the German production sites is approximately 402 (male: 330, female: 72). We have approximately 700 employees worldwide, of which about 21% are women (April 2024).

Anonymous information from complaint management describes the very good cohesion of Dula employees.



## 6. COMPANY PROFILE

### REPORT PARAMETERS

Dula attaches great importance to compliance with annual internal audits related to quality (DIN EN ISO 9001), environmental (DIN EN ISO 14001) and energy management systems (DIN EN ISO 50001).

In addition, the management review required by the standards is conducted annually with top management to evaluate the actions resulting from the internal and external audits and to define new actions if necessary.

The annual third-party audits (recertification and surveillance audits) are also used to check the status of the processes. If necessary, the processes are then corrected according to the PDCA cycle.

Communication with stakeholders takes place regularly at the general meeting. Written information is also sent to shareholders.

In addition, annual reports on ethics and social issues, complaints management and anti-corruption are prepared for the management level.



## 6. COMPANY PROFILE

### KEY PERFORMANCE INDICATORS - KPI



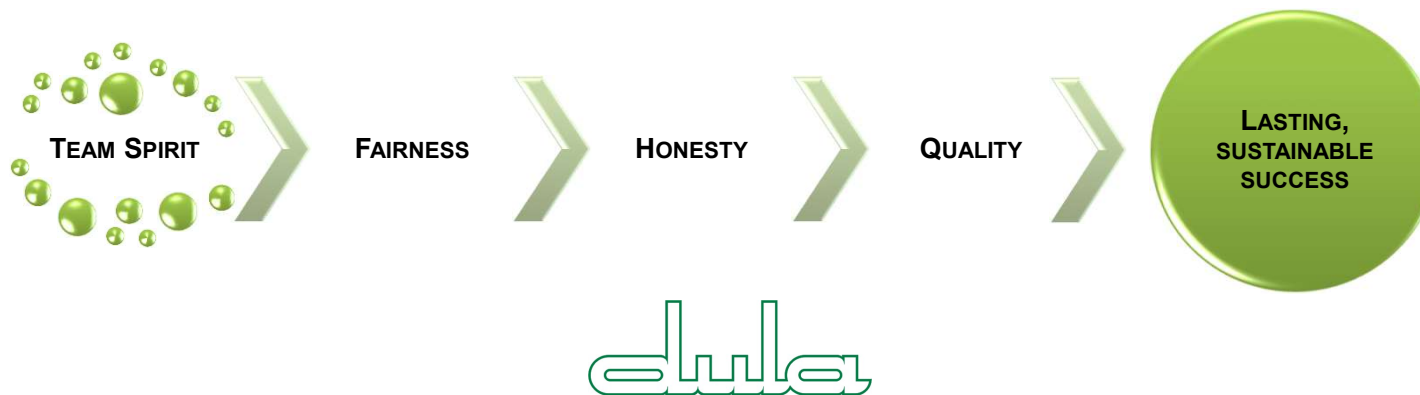
By continuously and regularly collecting key performance indicators from every part of our business, we know where we stand and can react with foresight.



## 6. COMPANY PROFILE

### GOVERNANCE, LIABILITIES & COMMITMENT

- Reliable, open, trustworthy and loyal relationships with all stakeholders - customers, suppliers, investors, government, public institutions and employees
- Team spirit and teamwork are given the highest priority and form the basis for quality, creativity and innovation
- Unified communication and information structures
- "Honorable businessman" as a guiding principle for all operations, putting ethical and business principles into practice
- Flat hierarchies for short communication paths
- Dula Supplier Code
- Voluntary social commitment by company management



## 6. COMPANY PROFILE

### MANAGEMENT APPROACH & PERFORMANCE INDICATORS

We ensure that our management systems are effectively implemented. The necessary technical and organizational procedures are regularly reviewed and continuously developed.

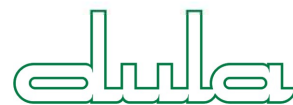
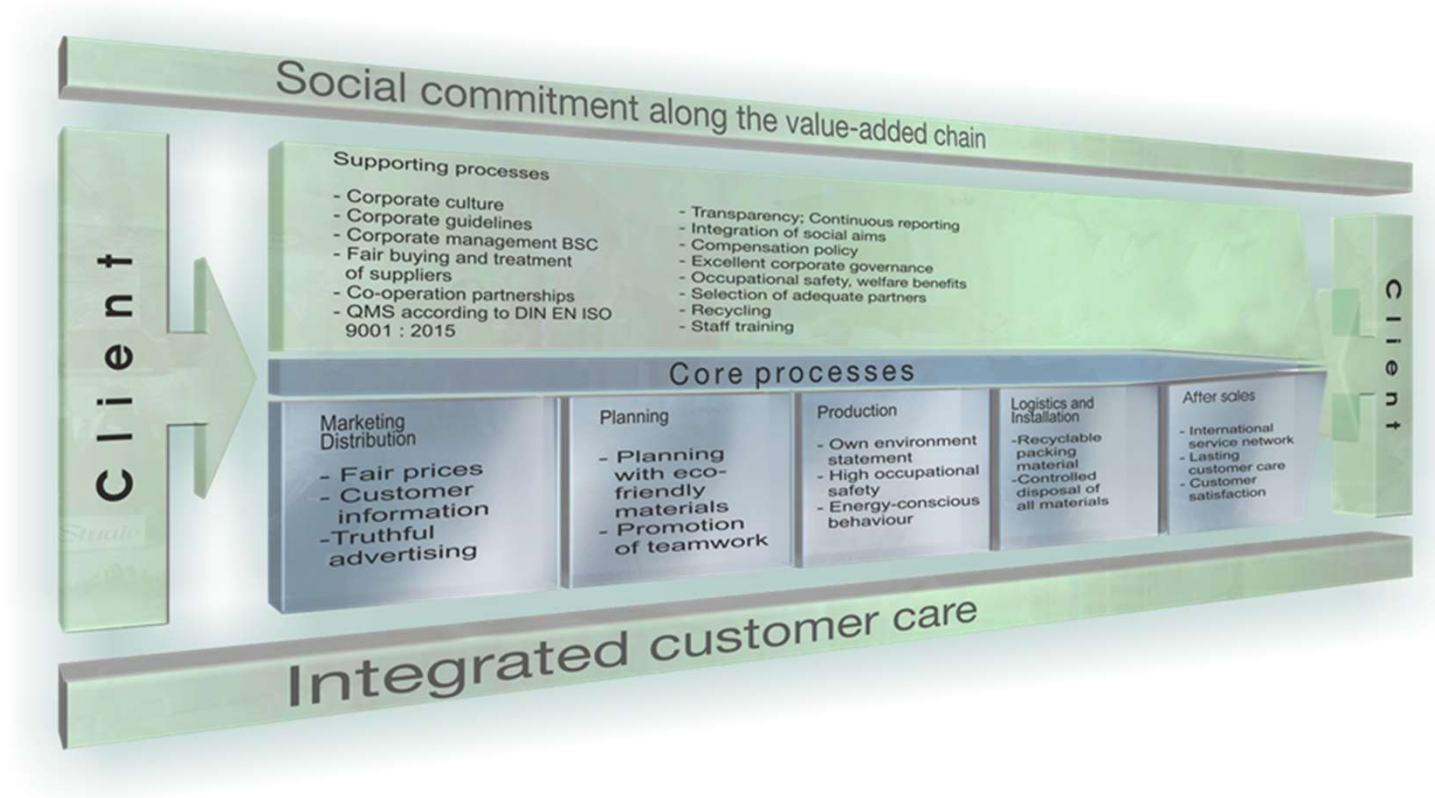
Integrated customer care, from the first contact to the first sale, is one of the most important issues of Dula.

- Continuous evaluation of quality and environmental performance of current deliveries
- Supplier monitoring and evaluation
- We expect our business partners to implement the principles we have established in their own companies



## 6. COMPANY PROFILE

### MANAGEMENT APPROACH & PERFORMANCE INDICATORS



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## 6. COMPANY PROFILE

### ECOVADIS RANKING 2022



#### Environment - Actions:

- Employee training on energy conservation/climate protection measures
- Reduction of CO<sub>2</sub> emissions from transportation
- DIN EN ISO 50001 certification
- Measures to reduce energy consumption
- Use of waste heat recovery system(s) or combined heat and power unit(s)
- Use of natural or recycled materials
- 41 - 60 % of operational sites are certified to ISO 14001
- Measures in place to reuse or recycle waste
- Packaging designed to be recyclable



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## 6. COMPANY PROFILE

### ECOVADIS RANKING 2022



#### Labor and Human Rights - Actions:

- Conclude a collective agreement
- Compensation for additional or atypical working hours
- Awareness training on child labor, forced labor and human trafficking
- Local worker representatives
- Provide protective equipment to all affected workers
- Provide training and education
- Health and safety committee established
- Individual career planning for all employees
- Training of all relevant employees on health and safety risks and best work practices





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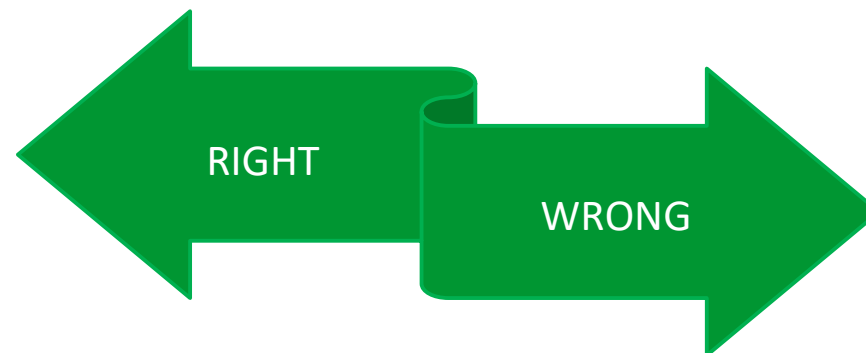
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### ECOVADIS RANKING 2022



#### Ethics - Actions:

- Awareness training to prevent data breaches
- Measures taken to protect customer or client information from unauthorized access or disclosure
- Awareness training to prevent corruption



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## 6. COMPANY PROFILE

### ECOVADIS RANKING 2022



#### Sustainable procurement - Actions:

- Sustainability Code of Conduct for suppliers in force
- FSC Chain of Custody certified (production site DULA INTER S.L.U., Spain)
- Regular supplier assessment (e.g. questionnaire) on environmental or social practices
- Integration of social or environmental clauses in supplier contracts

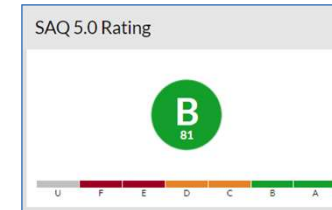
#### Sustainable procurement - Results:

- Declaration: No use of tin, tantalum, tungsten, gold and/or their derivatives



## 6. COMPANY PROFILE

### NQC SAQ 5.0 RANKING 2024



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## 7. ECONOMIC PERFORMANCE INDICATORS

FOCUS SUSTAINABILITY

### SUSTAINABLE DEVELOPMENT GOALS



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## 7. ECONOMIC PERFORMANCE INDICATORS

Our company is a manufacturing company and conducts its global business from its headquarters in Dortmund, Germany, its german production sites in Ahaus, Vreden and Spenge and Zaragoza and Zuera in Spain.

The production sites in Spain are equipped with a modern technical infrastructure and there is a constant exchange between all sites. The Zaragoza site has been FSC and PEFC certified since 2024.

The subsidiary in Lithuania supports the purchasing department and maintains an independent business relationship with a large shipyard in Scandinavia (Finland).

All land and buildings are owned by Dustmann & Co. KG, Dortmund, Germany.

Dula is one of the three largest companies in this industry in Europe and offers its customers a high degree of security in the implementation of projects.

More than 70 years of experience in this field is a solid basis for the successful implementation of large customer projects.

The annual financial reports are externally audited and published via the Federal Gazette (Bundesanzeiger).



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## 7. ECONOMIC PERFORMANCE INDICATORS

### MARKET PRESENCE

- To strengthen our market position internationally/globally.
- To be a true partner to our customers thanks to our reliability, competence, flexibility and an excellent Dula Project Management System (DPM).
- Continuous development of the market and new trends thanks to our creativity and continuous innovation.
- Increased efficiency thanks to Dula's management systems and the use of the latest IT and manufacturing technologies.
- Company growth by identifying market opportunities and working closely with our customers.
- Holistic project design using the latest technological infrastructure.



## 7. ECONOMIC PERFORMANCE INDICATORS

### PURCHASED MATERIALS

- Reduce the environmental impact and continuously improve the environmental performance of the company, its products and services.
- To plan, control, monitor and improve all the company's environmental protection activities, taking into account and reviewing legal certainty.
- Improve the company's environmental protection measures and manage the company and its employees in an environmentally friendly manner.
- Supplement the use of sustainable, environmentally friendly solutions, especially in the areas of recycling, material substitution and process sequences.
- Acquire measurement equipment to determine energy consumption, performance, maintenance, calibration and use.
- Procurement from regional suppliers in order to reduce transportation time, cost and emissions.



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

FOCUS SUSTAINABILITY

### SUSTAINABLE DEVELOPMENT GOALS





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## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### FOCUS SUSTAINABILITY

Energy, water and raw materials are the three typical environmental performance factors.

They generate environmentally relevant emissions, which are captured under the aspects of emissions, wastewater and waste.

Biodiversity, as a natural resource, is also relevant.  
It is directly affected by emissions, for example in the form of pollutants.



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## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

Directive (EU) 2022/2464 (CSRD)  
Corporate Sustainability Reporting Directive

We report on the following as part of the “European Green Deal” in accordance with the European Unions’s CSRD Directive about

- **6 Environmental targets:**

1. Climate protection
2. Adaption to climate change
3. Water and maritime resources
4. Transition to a circular economy
5. Combating environmental pollution
6. Conservation and restoration of biodiversity and ecosystems

- **Social aspects**

- **Aspects of corporate governance**

- We report on issues that are material from an environmental and social perspective.
- We use software from a globally recognized company to process and meet the requirements.



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### ENVIRONMENTAL TARGETS

#### 1. Climate protection:

- We protect the climate by, among other things, being aware of our consumption patterns, preferring local sourcing, having an active and annually audited environmental and energy management system (according to DIN EN ISO 14001 & 50001), training employees in the areas of energy and waste, meeting sustainable customer requirements, and offering employees mobile working.
  - Targets: Annual energy and waste management training for all employees at German sites
  - Actions: Planning, implementation, follow-up and evaluation of the above-mentioned trainings
  - Indicators: % of employees trained



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### ENVIRONMENTAL TARGETS

#### 2. Adaption to climate change:

- We are converting our solvent-based paints to water-based paints to reduce emissions. Compressed air leakage maintenance intervals are reviewed annually and adjusted as necessary. Business travel is increasingly being bundled and, where avoidable, videoconferencing is being used.
  - Targets: 90% sublimation of solvent based coatings
  - Actions: Execution of standard tests to verify customer requirements, process customization
  - Indicators: % of sublimated coatings
- Targets: Own production of non-fossil energy
- Actions: PV systems on all suitable roofs
- Indicators: m<sup>2</sup> of equipped suitable roofs



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### ENVIRONMENTAL TARGETS

#### 3. Water and maritime resources:

- Since our production processes do not rely on process water, only the volumes of process water and wastewater are measured.
  - Targets: Reduction of domestic water, reduction of water pressure
  - Actions: Verify the amount of water consumed according to the service provider's statements
  - Indicators: Annual comparison of water usage



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### ENVIRONMENTAL TARGETS

#### 4. Transition to a circular economy:

- Thanks to our very precise recording of all waste (according to waste codes and disposal records), we are able to recycle more than 90% of all waste generated at all production sites. The waste separation rate is an environmental target.
  - Targets: Achieve our environmental goal of more than 92% waste diversion
  - Actions: Waste inspection, annual employee training
  - Indicators: Determine waste diversion rate based on disposal certificates received



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### ENVIRONMENTAL TARGETS

#### 5. Combating environmental pollution:

- The gradual sublimation of hazardous substances in use significantly reduces the amount that can lead to potential harm to employees and the environment. In addition, we maintain a comprehensive hazardous substance registry for all hazardous substances.
  - Targets: Avoidance of solvent-based paints and varnishes (as far as possible)
  - Actions: Conversion to water-based paints and coatings, some of which we developed with a paint supplier
  - Indicators: A single-digit percentage of solvent-based paints and coatings used exclusively for special challenges for which water-based paints and coatings are not available



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### ENVIRONMENTAL TARGETS

#### 6. Conservation and restoration of biodiversity and ecosystems:

- Legally required landscaping will be maintained and restored to encourage a greater abundance of insects. Some roofs have been designed to accommodate green roofs. The establishment of bee colonies on the roofs will be investigated.
  - Targets: Increase the amount of green space to promote biodiversity
  - Actions: Existing landscaped areas around our manufacturing facilities will be redesigned in a natural way
  - Indicators: Various flowering local plants, which is good for flora and fauna and also allows employees to have a higher level of recreation





## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### SOCIAL ASPECTS

#### 1. Social Aspects:

- In 2018, a complaints process was introduced to allow employees to communicate praise, recognition or criticism to the company by name or anonymously. This process is trained and accepted by employees on an annual basis, with more than 60 such submissions received and processed by mid-2024. This process has also been used externally.
  - Targets: Processing of all information received
  - Actions: Annual reporting on the complaint process to management and additional information to all employees through the internal Dula News
  - Indicators: Number of points completed by year



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### CORPORATE GOVERNANCE ASPECTS

#### 1. Aspects of corporate governance:

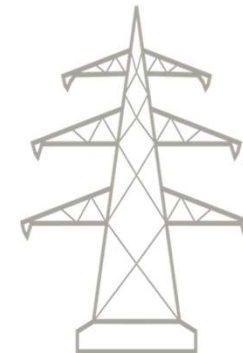
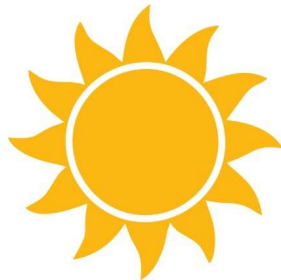
- Dula's exemplary corporate governance is characterized by the virtues of the honorable businessman and encompasses the three dimensions of sustainability (environmental, economic and social). In this way, Dula voluntarily carries out responsible corporate actions in the actual business activity (market), through ecologically relevant aspects (environment) to the relationship with employees (workplace) and the exchange with relevant claim or interest groups (stakeholders). In order to be able to present this to the public, we have been a participant in the UN Global Compact since June 2022.
  - Targets: Maintain participation status in the UN Global Compact
  - Actions: Completion of the annual UN Global Compact COP questionnaire
  - Indicators: Meeting the submission deadlines of the UN Global Compact COP



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### DIN EN ISO 50001 – Energy Management System

- In energy self-sufficient locations with their own energy production and energy security
- With highly motivated, committed and energy-conscious employees
- Using the latest manufacturing technologies
- Avoiding unnecessary energy losses by constantly identifying potential savings
- Regular use of compressed air leak detectors in all facilities



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### DIN EN ISO 50001 – Energy Management System

#### Strategic Energy Goals

- 1.5% increase in energy efficiency
- Implement and expand a meaningful metering approach
- Achieve energy independence
- Select and implement building management software

Our sites use a combined heat and power plant for energy self-sufficiency and to reduce wood waste. In addition, waste heat from compressors is used to supplement heating in the production halls, and heat from compressor cooling water is recovered for the heating system.

To date, we have installed photovoltaic panels on more than 4,400 square meters of roof, with an output of more than 955 kWp. Further installations are planned.



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### WATER & BIODIVERSITY

Dula reduces water consumption through the conscious use of adapted toilet flushing systems that minimize water consumption.

Employees are educated on how to conserve our resources. This information is provided as part of the energy management training.

Dula complies with the building regulations.

The ratio of built and sealed areas to the total area of the property is in compliance with the law, so that the biodiversity of the green areas and the soil is guaranteed.  
This ratio is expressed by the site coverage factor.



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### EMISSIONS, WASTE, WATER AND WASTE

Dula provides e-bikes and bicycles to employees to reduce CO<sub>2</sub> emissions from commuting.

We have a waste manager.

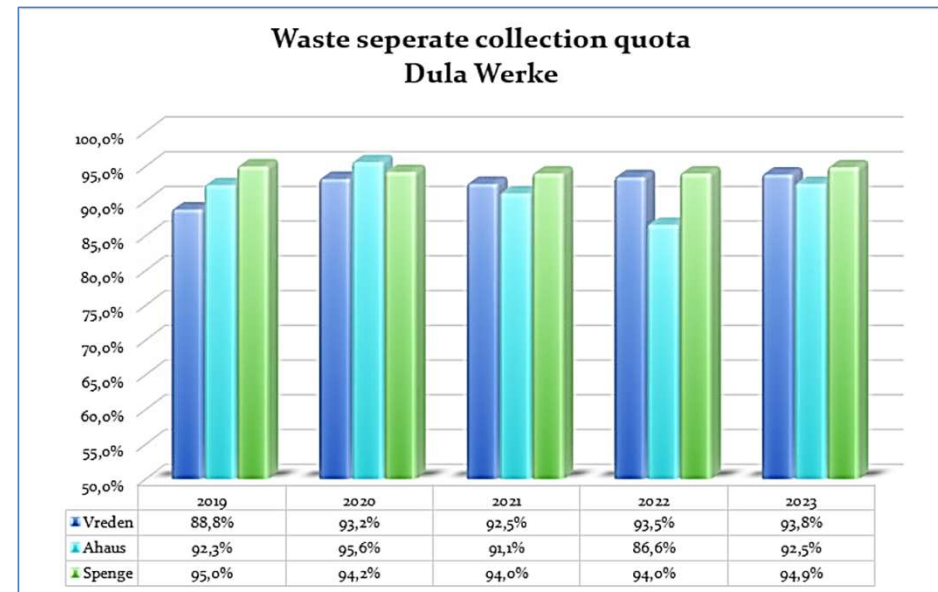
All environmental permits are respected.

Exhaust gas emissions were measured.

All waste is collected separately and recycled where possible.

We work with a large German waste management company.

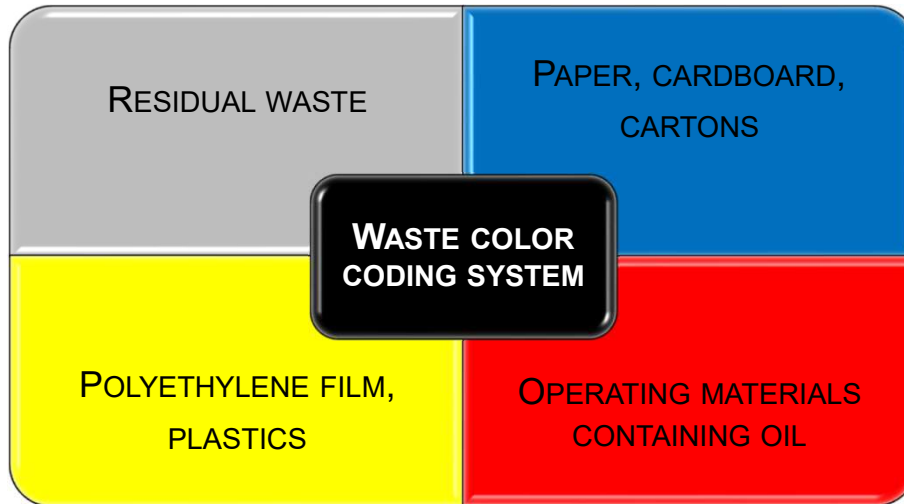
All disposal certificates are kept on file.



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### WASTE COLOUR CODING SYSTEM

Waste color coding system on disposal islands at our manufacturing facilities:



**Goals:**

- Separate collection of recyclables
- Minimize mixed waste
- Maximize revenue from recyclables
- Reduce energy and time required for sorting



8. ENVIRONMENTAL PERFORMANCE INDICATORS

TRANSPORT

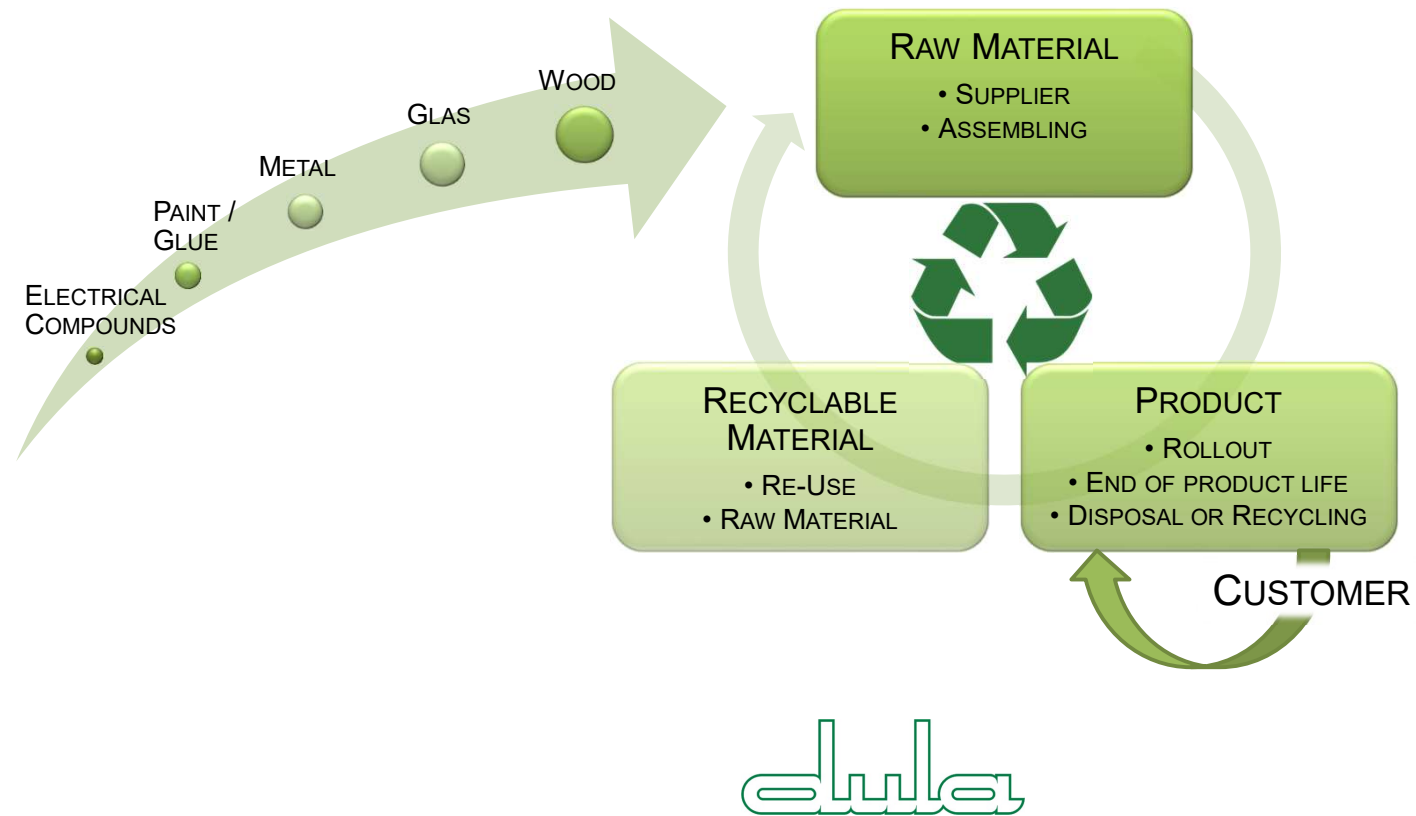
DULA HAS GREAT LOGISTIC EXPERTISE	
• Multimodal transportation	• On-site installation
• Worldwide rollouts	• Dula's logistics center, with the possibility of warehousing in connection with on-call orders
• Preliminary calculation of shipping and logistics costs	• Provision of all documentation for worldwide export
• AEO (Authorized Economic Operator) status	• Worldwide import transactions
• Transport packaging selection	• Planning of transportation routes and use of alternatives
• Lease planning software	





## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### PRODUCT LIFE CYCLE



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### CO<sub>2</sub> - REDUCTION

We are currently developing our carbon footprint (Scope I, II and III).  
We are considering the following positive points (non-exhaustive list):

- Reduction in business travel through the use of video conferencing
- General CO<sub>2</sub> savings through the use of mobile working
  - Extrapolated to 60 employees working mobile 2 days a week, this saves just over 1 ton of CO<sub>2</sub> per employee per year
- Energy savings through our active application of DIN EN ISO 50001 (Energy Management System)
- Creating a positive awareness among all stakeholders to actively participate and contribute their own ideas

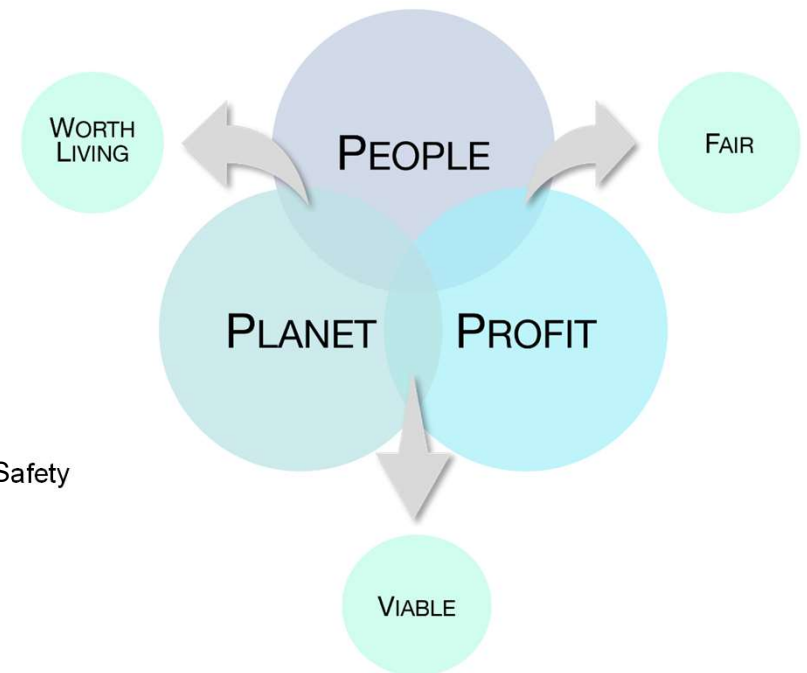


## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

DULA IS SUSTAINABLE AND LIVES SUSTAINABLE DEVELOPMENT

- Social (People):
  - Respect individuals – Equal opportunities – Human rights
- Environment (Planet):
  - Conserve the environment (e.g. water usage)
- Economic (Profit):
  - Consistent economic growth
- Socio-Economic (Fair):
  - Sponsorships – Employment – Training and Development
- Socio-Environmental (Worth Living):
  - Climate Change – Responsibilities for environmental changes – Health & Safety
- Eco-Economy (Viable):
  - Renewable resources – Energy efficiency

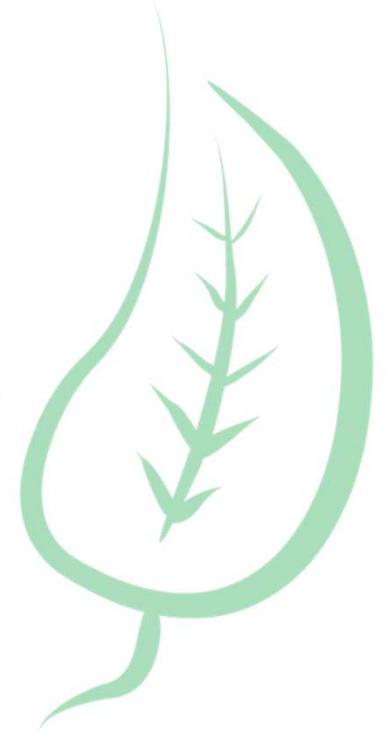
## SUSTAINABILITY & CSR



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### DULA IS SUSTAINABLE

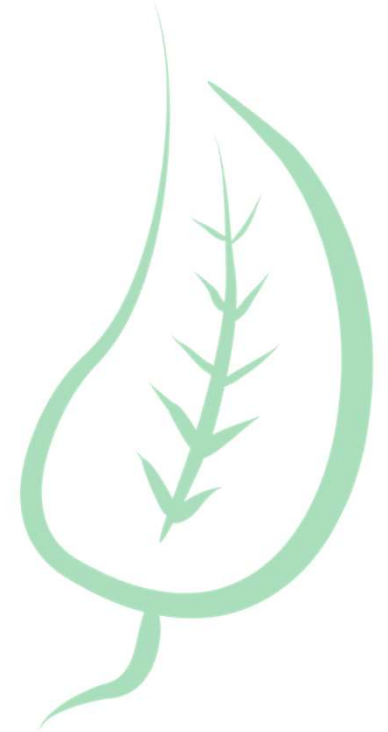
- We use wooden pallets for heating in our headquarters in Dortmund (power range 100 - 400 kW).
- We have renewed the lighting control and use LED technology in our facilities (implementation > 90%).
- We operate a lighting control system with zoning.
- We regularly update our documented information, such as our supplier code and audit questionnaires.
- All compressor pressures have been reduced by at least 1 bar by optimizing the corresponding machines and lines.
- We purchase part of our electricity from green energy (> 60%).
- Waste separation rate exceeds 93% at all German production sites.
- We purchased approximately 11,500 m<sup>2</sup> of certified wood (FSC / PEFC) in 2022.
- The energy renovation of the headquarters (reduced CO<sub>2</sub> emissions) has been officially confirmed.
- In 2024, 2207 photovoltaic modules with a total output of 955 kWp will be installed on our roofs. Another 1050 modules are planned to be installed.



## 8. ENVIRONMENTAL PERFORMANCE INDICATORS

### DULA IS SUSTAINABLE

- Contribution to ecology through exemplary resource management and utilization.
- Current technical possibilities, including the use of particle board with low formaldehyde content.
- Minimal waste thanks to optimized cutting.
- Reduced CO<sub>2</sub> emissions thanks to environmentally friendly, state-of-the-art painting facilities.
- Use of water-based paints instead of solvent-based paints.
- Use of environmentally friendly powder coating.
- Recover energy with our own solid fuel incinerators.
- Use of recyclable packaging.
- Optimized and consistent waste management.
- Decentralized proximity of our facilities to reduce traffic and avoid CO<sub>2</sub> emissions.



## 9. SOCIAL PERFORMANCE INDICATORS

FOCUS SUSTAINABILITY

### SUSTAINABLE DEVELOPMENT GOALS



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12. CONTACT AND IMPRINT INFORMATIONS

## 9. SOCIAL PERFORMANCE INDICATORS



## 9. SOCIAL PERFORMANCE INDICATORS

### OVERVIEW

- Code of Conduct, annual training of all employees and regular review of content.
- The corporate philosophy is based on the idea of Corporate Social Responsibility (CSR) with social commitment along the value chain.
- The principle of the "honorable businessman" is lived in the company.
- Use of the Balanced Scorecard (BSC), which includes an employee perspective.
- Voluntary social commitment by management.
- Development of a supplier code that includes elements of SA8000 and must be signed by suppliers.
- A highly developed occupational health and safety management system that goes well beyond the legal requirements.
- We participate in the UN Global Compact and support the Sustainable Development Goals (SDG's).





## 9. SOCIAL PERFORMANCE INDICATORS

### LEGAL COMPLIANCE

Dula has a constantly updated legal register and especially an environmental and energy legal register, which is supported by an external company.

Any changes in our obligations are reported to us and assigned to the appropriate persons, and their implementation is monitored.

The legal aspect is handled by the two lawyers employed at the head office.

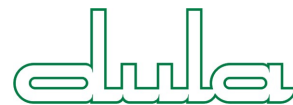
One of the lawyers is the company's data protection officer.



## 9. SOCIAL PERFORMANCE INDICATORS

### GENDER PAY GAP

- Our payroll department confirms that the gender pay gap at Dula is 0%.
- We have been able to make comparisons in different areas where the same salary is paid regardless of gender, with the same field of activity, same education, same (personnel) responsibility.



## 9. SOCIAL PERFORMANCE INDICATORS

### DULA GOES SOCIAL MEDIA

- We have expanded our online presence and are now represented on social networks:

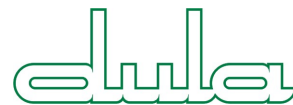
LinkedIn:



XING:



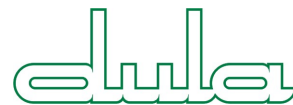
Instagram:



## 9. SOCIAL PERFORMANCE INDICATORS

### COMPANY REPRESENTATIVES

- |  |   |
|--|---|
| • Anti-Corruption Officer                      | • Safety Officer                                  |
| • Male and female anti-discrimination officers | • Severely Disabled Representative                |
| • Company Doctor                               | • Fire Prevention Officer and Fire Safety Officer |
| • Complaints Officer                           | • First Aider                                     |
| • Dangerous Goods Officer Air Cargo            | • Laser Safety Officer                            |
| • Data Protection Officer                      | • Occupational Safety Specialist                  |
| • Energy Management Officer                    | • Quality Management Representative               |
| • Environmental Management Representative      | • Ethics and Social Officer                       |
| • Equipment Officer Defibrillator              | • Waste Management Officer                        |



## 9. SOCIAL PERFORMANCE INDICATORS

### STATUS QUO

- Dula regularly scores above average in external social audits
- Dula has an appointed social and ethics officer
- Dula offers anonymous complaint management
- Dula has a complaints officer
- We meet the requirements of the Whistleblower Protection Act (HinSchG)

### SOCIAL AND ETHICAL TARGETS

- Strengthening and maintaining a company's social responsibility to the public
- Strengthening and raising awareness of ethical behavior among employees
- Consciously lived reliability towards partners and interested parties
- Sustainable relationships with suppliers
- Fight against corruption
- Awareness of and action against discrimination, harassment and sexual abuse



## 9. SOCIAL PERFORMANCE INDICATORS

### ANTI-CORRUPTION

- We will provide our employees with training materials on this topic and provide written documentation of their participation, understanding and acknowledgement of this topic.
- All employees receive documented annual training on this topic.
- Dula has a code of conduct that includes anti-corruption rules.
- Dula has an appointed anti-corruption officer.
- We respect the laws of the countries in which we operate.
- In addition, we seek the assistance of local counsel in each country where necessary.



## 9. SOCIAL PERFORMANCE INDICATORS

### EMPLOYER-EMPLOYEE-RELATIONSHIP

- Dula has a general works council and a works council at three of the four locations / production sites.
- The working week at the German sites is 37 hours full-time, depending on the relevant collective agreements.
- Working hours are recorded to the minute using an electronic time recording system.
- Overtime can be converted to flextime or paid in cash.
- Holiday and Christmas bonuses are paid in accordance with local laws and collective agreements.
- A very comprehensive and personalized training plan is prepared for each new employee.
- In addition, very good basic technical equipment is provided so that the activities can be carried out effectively and carefully.
- A comprehensive training system includes continuous education for all employees.



## 9. SOCIAL PERFORMANCE INDICATORS

### OCCUPATIONAL SAFETY

- Comply with all government safety regulations (Occupational Safety and Health Act and related regulations).
- Compliance with current ergonomic requirements.
- Health and safety support from external institutions.
- Safety monitoring by trained safety professionals and safety officers.
- Regular medical examinations by a professional association's health and safety service.
- There are sufficient first aiders and first aid kits, and the number of first aiders exceeds the legal requirements.
- Emergency drills are conducted, documented and evaluated as required by law. Actions to be taken are derived from the results.
- Evacuation drills are held twice a year.





## 9. SOCIAL PERFORMANCE INDICATORS

### OCCUPATIONAL SAFETY

- Dula has a hazardous substances register that is kept up to date by qualified personnel.
- Hazardous substances are only accepted with safety data sheets and operating instructions for handling.
- Personal protective equipment is issued to all employees working with hazardous substances.
- Emergencies are documented and responded to as appropriate.
- Hazardous materials are continuously replaced with non-hazardous materials.
- Occupational safety committee meetings are held at regular intervals. Relevant issues are discussed and actionable measures are identified.
- Occupational safety specialists conduct annual training sessions for all employees to ensure safety in the workplace.
- In accordance with applicable laws, operating instructions for relevant areas and equipment are prepared and communicated to employees.



## 9. SOCIAL PERFORMANCE INDICATORS

### EDUCATION AND TRAINING

- Human Resources department is responsible for the conscious selection of employees, continuous training and upgrading of skills, and the conscious recruitment of older employees, taking into account the skills they have developed through experience.
- Training needs are determined on a site-specific and individual basis. Employees are encouraged to propose their own training courses. Approval is given after review by management.
- There is a suggestion scheme (Continuous Improvement Process, CIP) with templates and annual awards for the best CIPs. All submitters are publicly recognized at the annual year-end meetings.
- The Human Resources department maintains a training table to document participation and perform performance evaluations.



## 9. SOCIAL PERFORMANCE INDICATORS

### DIVERSITY AND EQUAL OPPORTUNITY

- We act in accordance with the Equal Treatment Act. This law is publicly available to all employees and is posted.
- We use the following gender clause in all our documents:  
  
"For simplicity, only the masculine form is used in this document. Thus, each gender is explicitly included."
- Employees are hired without regard to ethnic origin, gender, religion or belief, disability, age or sexual identity, but only on the basis of their knowledge and professional experience.



## 9. SOCIAL PERFORMANCE INDICATORS

### DIVERSITY AND EQUAL OPPORTUNITY

- We are expanding our diversity supply chain. The focus is on attracting more businesses that are owned by ethnic minorities, veterans, women, people with disabilities and the LGBTIQ+ community.
- Through this commitment, we are able to make the world a fairer and more equitable place and see an economic benefit for all individuals and companies involved.
- We participate in the UN Global Compact and support the Sustainable Development Goals.
- As of June 2024, we are a Certified Diverse Business, certified by an internationally recognized U.S. organization.



## 9. SOCIAL PERFORMANCE INDICATORS

### WORK PRACTICE AND DECENT EMPLOYMENT

Dula knows and respects

- United Nations Universal Declaration of Human Rights and its Protocols
- United Nations International Covenant on Civil and Political Rights
- United Nations Convention United Nations International Covenant on Economic, Social and Cultural Rights
- United Nations Global Compact
- ILO Declaration on Fundamental Principles and Rights at Work, 1998 (in particular the ILO's eight core labour standards)
- Vienna Declaration and Programme of Action, 1993



## 9. SOCIAL PERFORMANCE INDICATORS

### WORK PRACTICE AND DECENT EMPLOYMENT

Since June 2022, we are a participant of the UN Global Compact to adopt sustainable and socially responsible policies and report on their implementation.

Dula complies with the above-mentioned declarations and conventions as they have been incorporated into applicable laws.

The Constitution of the Federal Republic of Germany deserves special mention.

All current documents are available on the company's intranet, Intrex.

In addition, measures are taken on an ongoing basis to ensure applicability.



## 9. SOCIAL PERFORMANCE INDICATORS

### UN SUSTAINABLE DEVELOPMENT GOALS

# SUSTAINABLE DEVELOPMENT GOALS



## 9. SOCIAL PERFORMANCE INDICATORS

### HUMAN RIGHTS

Article 1 of the Basic Law for the Federal Republic of Germany states:

**"Human dignity is inviolable."**

The Basic Law for the Federal Republic of Germany is the basis for all our legal actions.

We instruct our employees with training materials and provide written documentation on participation, understanding and recognition of this issue.





## 9. SOCIAL PERFORMANCE INDICATORS

### FREEDOM OF ASSOCIATION AND COLLECTIVE NEGOTIATING

Dula has a works council.

We provide our employees with training materials on freedom of association and collective negotiating, as well as written documentation on participation, understanding and recognition of this issue.

Some of the employees are members of IG Metall.

The remuneration of the employees is based on the collective agreement for custom-made production.



## 9. SOCIAL PERFORMANCE INDICATORS

### CHILD LABOUR AND FORCED COMPULSORY LABOUR

Dula and its suppliers are required by law not to use child labor or forced or compulsory labor.

We educate our employees on this issue with training materials and provide written documentation of participation, understanding and recognition of this issue.

Our suppliers and their subcontractors are also required to comply with the Supplier Code of Conduct, which must be accepted as binding.



## 9. SOCIAL PERFORMANCE INDICATORS

### SOCIETY

Mr. Heinz-Herbert Dustmann's honorary involvement in business, culture and education is an essential element of corporate solidarity and social responsibility, as this non-exhaustive list shows:

- 
- |   |   |
|---|---|
| • President of the IHK zu Dortmund<br>(Chamber of Industry and Commerce Dortmund)   | • Member of the Board of Trustees Kulturstiftung Dortmund<br>(Cultural Foundation Dortmund) |
| • Member of the Executive Board of the Unternehmerverband<br>Östliches Ruhrgebiet<br>(Eastern Ruhr Area Business Associations)                                  | • Honorary Master Reinoldigilde   |
| • Deputy Chairman of the Managing Board of Handelsverband NRW<br>Westfalen-Münsterland<br>(Trade Association North Rhine Westphalia Westphalia-<br>Münsterland) | • Member of the Board Westfälischer Industrieklub<br>(Westphalian Industrial Club)          |
| • Member of the Board of Trustees ECCE<br>(European Centre for Creative Economy)  | • Member of the Board GWWG/WWA<br>(Society for Westphalian Economic History)                |
| • Member of the Advisory Board BIG<br>(Federal Guild Health Insurance Company)  | • Member of the Board Dortmund-Stiftung<br>(Dortmund-Foundation)                            |
- 



## 9. SOCIAL PERFORMANCE INDICATORS

### SOCIETY

Dula does not tolerate corruption or anti-competitive behavior.

It adheres to the principle of the honorable businessman and abides by existing laws.

The annual training of all employees ensures that these behaviors are not tolerated by Dula and will be dealt with by strict measures such as warnings or even dismissal.

Dula has an Anti-Corruption Officer who regularly evaluates suspected cases with the appropriate legal counsel and makes appropriate recommendations.

The Anti-Corruption Policy is part of Dula's Code of Conduct.



## 9. SOCIAL PERFORMANCE INDICATORS

### PRODUCT RESPONSIBILITIES

Dula offers and manufactures products and services that meet customer requirements and comply with the law regarding health hazards and customer safety.

- Customer Health and Safety

All manufactured products undergo a detailed inspection before delivery to the customer.

We also take great care to comply with the Product Safety Act (ProdSG) along the entire product value chain.



## 9. SOCIAL PERFORMANCE INDICATORS

### PRODUCT RESPONSIBILITIES

- Advertising

Dula's advertising complies with applicable laws and voluntary codes of conduct.

The choice of where to place advertising is made in cooperation with the Marketing and Business Management Department.

- Protection of customer data

Regular and automatic backups of the server and other data ensure that no records are lost. All client information is kept confidential.



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## 10. OUTLOOK / FUTURE

- Maintenance of DIN EN ISO 9001, 14001, 50001, 3834-3 and AEO certificates
- Ongoing employee training in (examples):
  - Ethics & Social Responsibility
  - Regulatory compliance
  - Complaint Management
  - Occupational health and safety
  - Equal treatment
  - Languages
  - And more as needed
- Achieve energy self-sufficiency by expanding the installation of PV modules
- Continuation and expansion of the CIP suggestion system
- Conscious management of risks and opportunities (software supported)
- Expand supplier base with focus on sustainability and diversity
- Expand responsible sourcing; first step with A suppliers



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## 11. REPORT FORMAT

This Sustainability & CSR Report is

- Based on the GRI standard
- Not externally audited
- Internally audited by
  - The Board of Directors
  - The Legal Department
  - The Environmental Management Officer

It is regularly revised and published on the Dula website.

<https://www.dula.de/en/COMPANY/RESPONSIBILITY.htm>





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## 12. CONTACT AND IMPRINT INFORMATION

### **Dula-Werke Dustmann & Co. GmbH**

Karlsbader Straße 1a  
44225 Dortmund

Company headquarters: Dortmund, Germany  
District court: Dortmund, HRB 5152  
Managing director: Mr. Heinz-Herbert Dustmann  
VAT identification number: DE 124730635

E-Mail: [info@dula.de](mailto:info@dula.de)

Phone: +49 (0) 231 71 00-0  
Fax: +49 (0) 231 71 00-349

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Editorial Office: Mr. Patrick Auschner  
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