

THE CROWN  
FOR YOUR  
**KITCHEN**



**REGINOX**

CSR ANNUAL REPORT 2023

# PREFACE

**Sustainability is an ongoing process that requires us to keep performing better**

AT REGINOX, WE BELIEVE THAT BUSINESS SUCCESS AND A POSITIVE IMPACT ON SOCIETY GO HAND IN HAND. SUSTAINABILITY IS AN ONGOING PROCESS THAT REQUIRES US TO KEEP PERFORMING BETTER.

We are pleased to present Reginox's Corporate Social Responsibility (CSR) annual report for the past year. At a time when sustainability and social responsibility take centre stage, we would like to share our CSR efforts and achievements with you. We also give a brief peek of the steps we intend to take in the coming year.

At Reginox, we believe that business success and a positive impact on society go hand in hand. We have been committed to this for years. This annual report provides insight into the initiatives we have taken in the past year to increase circularity, to assume our social responsibility and to make a positive contribution to society, as well as to strengthen and maintain a pleasant working environment for our employees. In 2023, we took steps to reduce our carbon footprint, use resources more efficiently and develop sustainable energy solutions. In addition, we invested in activities

that promote social and economic development in our society. Finally, we have invested in our most important capital: our employees.

This annual report not only presents figures and facts, but also explains how we at Reginox want to play a role in our society. For us, CSR is not an end in itself, but rather view sustainability as an ongoing process that requires us to keep performing better. We would like to thank all our employees, partners, customers and stakeholders who have contributed to the success of our CSR efforts. Together, we are taking steps towards a more sustainable, social and prosperous future.

*Managementteam Reginox*



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THE CROWN  
FOR YOUR  
**KITCHEN**

Quality and  
innovation in sinks  
and worktops

## WHO IS **REGINOX**

Since 1976, Rijssen-based Reginox has stood for quality in stainless steel sinks and worktops for kitchens. We design, develop and produce sinks and (plywood and stainless steel) worktops in-house in a wide range of styles and designs. In addition, we supply matching taps and accessories. Our innovative range focuses on the domestic and international kitchen and project market. Based on our experience, we know what consumers want and what our customers expect.

The Reginox head office is located in Rijssen, in the East of the Netherlands. This is where all our stainless steel sinks and countertops are designed and produced. Reginox knows the value of design and how to create the most beautiful stainless steel designs.



A high-angle photograph of a kitchen sink area. The sink is a dark, rectangular stainless steel or composite material, set into a light-colored wooden countertop. A modern, curved, brushed metal faucet stands prominently in the center. To the right of the faucet is a matching soap dispenser. In the foreground, a grey draining board holds several purple flowers. To the right, a vase contains a bouquet of white and yellow flowers. The background is a solid, muted pinkish-brown wall.

# MISSION AND VISION REGINOX

## THE CROWN FOR YOUR KITCHEN

Reginox manufactures and supplies high-quality sinks, taps, worktops and related items for both the domestic and international market. Our customers must be able to rely on us at all times. We are aware of this and, therefore, aim for 100% reliability in all our processes, all our deliveries and all our agreements. We assume our responsibility for people, the environment and society and actively develop and maintain good relationships with all stakeholders. Thanks to this progressive approach, we are the Crown for your kitchen!

# MEMBER OF TER STEEGE GROEP

Reginox is part of Ter Steege Groep. Since its establishment in 1911 as a construction company, Ter Steege Groep has grown into a group of independently operating companies, subdivided into the following divisions: Real Estate Construction, Commerce, and Industry. Within Ter Steege Groep, Reginox belongs to the Industry division.

Reginox's CSR policy comprises two parts. First the general principles have been determined at the Ter Steege Groep level. This policy forms the basis for formulating specific goals at operating company level and for the implementation of the CSR policy.

## CSR policy Ter Steege Groep

Society of today and tomorrow demands corporate social responsibility. Ter Steege Groep has been aware of the impact of all its activities on society for more than 100 years.

Ter Steege Groep aims to fulfill its role in society in a conscious and structural manner and to contribute to making its operations and products more sustainable. In doing so, Ter Steege Groep goes beyond what is required by law. The daily focus on people, the environment and results is anchored in its DNA: the Foundation of Ter Steege Groep.

The vision is set out in the Corporate Social Responsibility policy and constitutes the guiding principle for the various operating companies of Ter Steege Groep. The motto of Maatschapwij [SocietyWe], reflects our strong commitment to society.



## Core themes for CSR policy Ter Steege Groep

The CSR policy is summarised in seven core themes:

1. Corporate governance
2. Good employment practices
3. Human rights
4. Fair business
5. Consumer issues
6. Circular economy & climate change
7. Community engagement

From this, specific targets have been defined for three focal points, which are monitored and published annually.

The three focal points are:

- Community engagement
- Sustainability
- Pleasant working conditions



In 2024 we will install over

5,000

**LARGE SOLAR PANELS**

generate 2.6 GWh of electrical power



## REGINOX CSR POLICY

We consider CSR an ongoing process, where we pay attention to sustainability, assume our social responsibility and ensure that our employees can work in pleasant conditions. As a manufacturing company, Reginox pays special attention to the responsible production of sinks and worktops. The main raw material is stainless steel. Approximately 90% of this material consists of recycled steel and is used for the production of sinks and worktops. Steel left over from production is 98% recycled back into society thanks to collection and recycling resources. For our worktops we only use FSC-certified wood.

The policy aims to reduce our ecological footprint. The goal is to make our energy supply completely carbon-neutral. To achieve this, over 5,000 solar panels will be installed by 2024, generating our entire electricity demand sustainably. In addition, research is being conducted into making production completely gas-free by reusing available residual heat.

To further reduce our CO<sub>2</sub> footprint, the transparency of our business processes needs to be improved as well. To achieve this, we will have our environmental management system certified in accordance with the ISO 14001 environmental standard in 2024. In addition, in 2024 an orientation will be held in close cooperation with Ter Steege Groep, to prepare us for the future ESG reporting obligation. An important part of this is mapping the CO<sub>2</sub> footprint of our products. LCAs of our products will become available in early 2024.



*Facts!*

SINCE  
**1976**

REGINOX IS  
PART OF THE  
**TER STEEGE GROEP**  
SINCE 1976



REGINOX IS ACTIVE  
IN MORE THAN

**80** *countries*

WE PRODUCE SOME

**500.000**

SINKS PER YEAR



CONGLETON



**RIJSSSEN**



**2.400**  
CUSTOMERS

**REGINOX**  
IS LOCATED IN

SINGAPORE



**27.000 M<sup>2</sup> + 2.500 M<sup>2</sup>**  
FACILITY OF PLANT      LOCATION WORKTOPS





By offering a company run,  
Reginox promotes  
**mutual team building**

## COMMUNITY ENGAGEMENT

### **Ter Steege on the move**

To keep staff fit, the vitality programme 'Ter Steege In Beweging' was set up. Various activities are organised throughout the year for employees to take part in. These activities stem from our fit circle. This fit circle consists of: nutrition, exercise, a healthy workplace, your mental health, and reducing smoking and alcohol. Consider sports activities, clinics, knowledge cafés, a sit/stand desk, safe working environment, training sessions and courses related to the themes from the fit circle. Once every five years, a big one-day festival is organised for colleagues to participate in a variety range of sports.

### **Rijsserbergloop Run**

Reginox has been a sponsor of the Rijsserbergloop Run in Rijssen for many years. Since 2008, this annual running event has also included the company run, of which Reginox is the main sponsor and namesake. As such, Reginox offers other companies and institutions the opportunity to present themselves in an original and sporty way. A fit employee is less often absent due to sickness and is more motivated at work. The Reginox Company Run also promotes team building and offers a great opportunity to network with (employees of) other organisations.

### **Charities**

Reginox supports various charities. A small selection of (regional) charities:

- Sponsorship of charity run Rijssen
- Football club Excelsior Rijssen, youth teams
- Sponsorship of several choirs in Rijssen



THANKS TO **REMO**  
STUDENTS GET  
HANDS-ON  
LEARNING  
EXPERIENCE



### **REMO**

Motivated and skilled employees are essential for the survival of an organisation. REMO was founded in collaboration with several other large companies in Rijssen. This is a training centre for various technical courses. Affiliated companies supervise the student in the workplace and ensure that the student is given every opportunity to complete the training successfully. Reginox has been one of the participating companies from the very beginning.

### **Supplier selection**

We critically examine our suppliers in terms of compliance with environmental regulations and CSR policies. To this end, we have drawn up a Code of Conduct / RoHS directive through which we inform each supplier about our practices. We ask the supplier to also work or to start working in the same way. Through this, we consider the environment and CSR when selecting suppliers.

### **Cooperation de Sterkerij**

The Sterkerij is a work-study company that helps people with disabilities, advance in the labour market. They do this by offering suitable work, each at their own level. With the right guidance, people come into their own at De Sterkerij. Reginox frequently engages De Sterkerij and this collaboration continues to grow.

### **People who are at a disadvantage on the labour market**

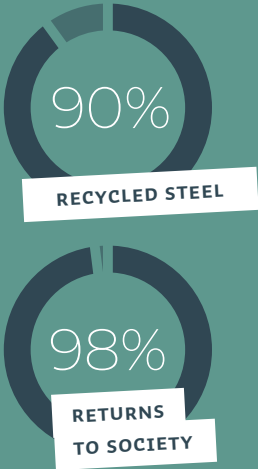
In collaboration with various bodies, such as reintegration agency React Twente, we employ several people who are at a disadvantage on the labour market. They perform simple tasks for us, such as assembling and sealing disposal kits and folding packaging material we use for our products. In doing so, we offer them a chance on the labour market and increase diversity on our shop floor.



# SUSTAINABILITY

### Plastic

From January 2024, single-use plastic cups and single-use cardboard cups with a plastic coating will be banned. This reduction measure aims to create a cleaner environment and a better circular economy. At Reginox, we have been using earthenware crockery in the office for years. We will also move away from disposable cups on the production floor by 2024.



### Recycle

Reginox opts for corporate social responsibility (CSR) and a responsible way of producing.

- > Our stainless steel consists of **90% recycled steel**
- > Approximately **98% returns to society** through collection and recycling
- > As of 2011, all wood comes from responsibly managed forests
- > Cardboard packaging materials for our products **consist of 80% recycled materials**
- > Over the next three years, Reginox aims to use **15% less gas and electricity**
- > **95%** of all paper waste will be recycled into new **cardboard or paper**

### Sustainable packaging

Reginox is conducting research into making its packaging more sustainable, both in terms of material selection and palletisation and standardisation.

### Worktops

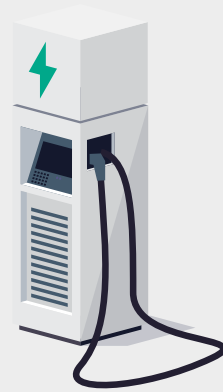
Several years ago, we introduced Falcata worktops to the project market. This is a sustainable alternative to plywood. In 2024, we plan to market this more widely.



All wood comes from **responsibly** managed forests



Number of charging stations at Noordermorssingel location **increased to six**



#### **Residual waste reduction and waste sorting**

In collaboration with our waste processor RENEWI, we collect and sort all our waste. What is recyclable is recycled and residual waste is disposed of and incinerated. Every year, we receive a comprehensive report with all data, costs, savings and CO<sub>2</sub> emissions.



#### **FSC Certificate**

Reginox is FSC-certified, which means that we conduct responsible forest management, thus ensuring that CO<sub>2</sub> storage and biodiversity are maintained. We are audited for this annually.



#### **Electric charging stations**

Reducing CO<sub>2</sub> emissions holds a prominent place in our CSR policy. As a result, some time ago we decided to make our fleet more sustainable by promoting electric driving and phasing out diesel cars. Hybrid or fully electric cars already make up half of our fleet. To support this, we have significantly expanded our charging facilities and now have six charging stations at our premises at the Noordermorssingel location. This allows us to provide visitors at Reginox with a full battery so that they can continue their journey CO<sub>2</sub>-emission-free.

#### **ISO 14001 Certificate**

Jointly with an external party, we are working towards ISO 14001 environmental certification. Our aim is to obtain the appropriate certifications by early 2024. This dovetails perfectly with our ISO 9001 and FSC certificates.



### **Working digitally**

Working digitally wherever possible is good for the environment by using less paper, folders, toners and printers. Invoices are delivered digitally and processed in the system. Orders from large customers are received digitally and are forwarded immediately to the production machines.

We also reduce CO<sub>2</sub> emissions through working-from-home options and online meetings and gatherings.

### **Logistics**

In 2023, we switched to a Warehouse Management System to optimise the logistics chain. We set up a WMS system in our warehouse to optimise routes.

### **Lighting**

Thanks to special lighting, controlled by sensors, the offices and the entire production are using a LED lighting plan.



### **Solar panels**

In order to be fully self-sufficient in our power supply, we looked into the possibilities of installing solar panels. In 2023 a study was conducted into a self-supporting roof structure. Placing this on the roof of our factory will allow us to install over 5,000 large solar panels from early 2024. These will generate no less than 2.6 GWh of electrical power.

### **RI&E (Risk Inventory & Evaluation)**

Reginox commissioned a complete RI&E of both the Reggesingel and the Noordermorssingel location. The RI&E comes with a plan of action, which includes annual checks to ensure that the resulting action points are carried out. Moreover, all production equipment has its own RI&E and a machine safety sheet that forms part of the documentation accompanying the machine. This document describes, among other things, how the machine works, any hazardous operations and actions required in case of an emergency.

### **Reduce electricity, water and gas**

Reginox has been actively reducing the use of electricity, water and gas for years. We do this, for instance, by reusing the cooling water of various machines in our production, purchasing energy-efficient machines, driving electric cars, installing LED lighting, purchasing energy-efficient boilers, and centrally and digitally controlling the heating in our production halls.

### **Gas-free manufacturing**

Reginox has launched a research project to determine how we can achieve gas-free manufacturing. In 2023, our office was completely rebuilt. In the process, the new climate-control system was fully set up for our future plan to go gas-free and use residual heat to heat our office.

REGINOX HAS  
BEEN ACTIVELY  
REDUCING  
THE USE OF  
ELECTRICITY,  
WATER AND GAS  
FOR YEARS





# PLEASANT WORK

## 100+ fit-campaign

Each year, every Reginox employee is offered €100 to buy a sports item, from hiking boots to bicycle bags or sports watches. This is part of our campaign to motivate employees to exercise more and live a healthy and/or healthier life. Of the €100, the employee receives €95 and €5 is spent on charity. Once every five years, a number of charities are selected, which can be proposed by our employees. These charities are then allocated a good amount of money.



## Fruit at work

Fresh fruit is delivered to Reginox every week for work. In the canteen special refrigerators were installed which are provided with fresh fruit for every employee. Tasty, healthy snacks in the context of a healthy diet.

## PDR

Every Reginox employee has talents and qualities. Through Personal Development Reginox (PDR), Reginox aims to connect its talented employees and allow them to thrive. With this, we aim to realise that we employ employees who fit within Reginox's strategy and culture and who derive satisfaction from their work and continue to develop themselves.

## REGINOX PDR HAS THREE PILLARS:

### 1. DEVELOPMENT



Training sessions and/or workshops for all colleagues on a group or individual basis.

### 2. KICKSTART



For (recent) graduates, Ambition and development plan with a TMA analysis, courses and training.

### 3. TRAINEESHIP



Talents employed by Reginox, Personal development plan with TMA analysis, POP, external coaching, courses and training.



The **100+ fit campaign** exists because we want every employee to be and stay as fit as possible



### **Sustainable employability**

Sustainable employability is an important topic within Reginox. Because we want every employee to retire fit, employees can take advantage of the 100+ fit campaign we mentioned before. In addition, sports training is provided twice a week after working hours. Various sports events are sponsored by Reginox / Ter Steege and employees can participate in these events free of charge. Examples include the Rijsserberg Run or the Triathlon. We also provide regular check-ups focusing on the fitness of body and mind.

### **Lease a bike**

Cycling is good for your health, good for the environment and good for your wallet. Reginox is affiliated with Lease a bike, allowing employees to use a new bike for commuting purposes (if necessary) more economically. Through a gross-net benefit, an employee saves on the purchase of a new bike.

### **Works Council**

The Reginox Works Council (OR) represents the interests of the workforce. The OR is allowed to contribute ideas on commercial and social issues. The OR can influence the company's management by giving advice or consent. This council, therefore, contributes to the proper operation of the company. The Works Council meets monthly and five times a year it has a meeting with the Board of Reginox.

### **Confidential advisor**

An internal and an external confidential advisor have been appointed at Reginox. They listen when needed, and assist in finding solutions to problems regarding undesirable behaviour in any way. A new internal confidant advisor was appointed in 2023, who first underwent targeted training for this purpose. The confidant is there to help someone, who is experiencing problems such as unwanted behaviour like bullying, (sexual) harassment, aggression, violence and discrimination. Obviously, these conversations are handled with discretion and respect for confidentiality and privacy.

# REGINOX CODE

Our activities have an impact on many: customers, employees, shareholders and suppliers. Success can only be achieved if we act with integrity in line with our values, whilst balancing the interests of all stakeholders.

The Reginox code converts our objectives and our vision into our product, the well-being of people and the quality of the environment.



Reginox delivers the Crown on every Kitchen with high-quality products. We achieve this by being progressive, reliable and responsible in manufacturing our products, as well as in our service to customers, colleagues, stakeholders and other involved parties.



## RELIABLE

We say what we do and do what we say.  
That makes us a reliable partner.

## RESPONSIBLE

We feel responsible for our own work, colleagues, the products we make, our environment, positive results, the powers we have and a positive end result.



## PROGRESSIVE

With a view to progress, we aim to improve constantly.  
We want to be the best in everything we do.



The Crown  
for your  
Kitchen with  
**high-quality  
products**



# Facts!

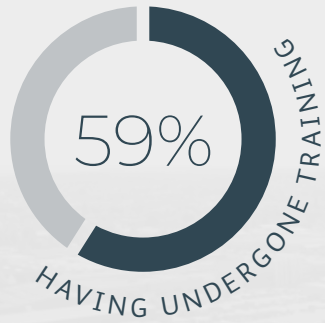
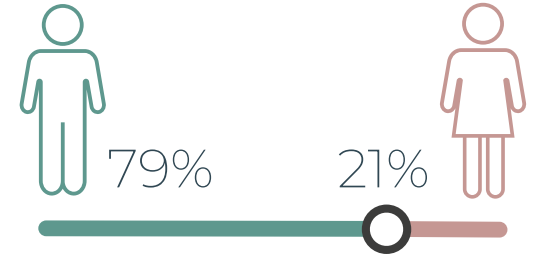
**116**  
EMPLOYEES


AVERAGE AGE

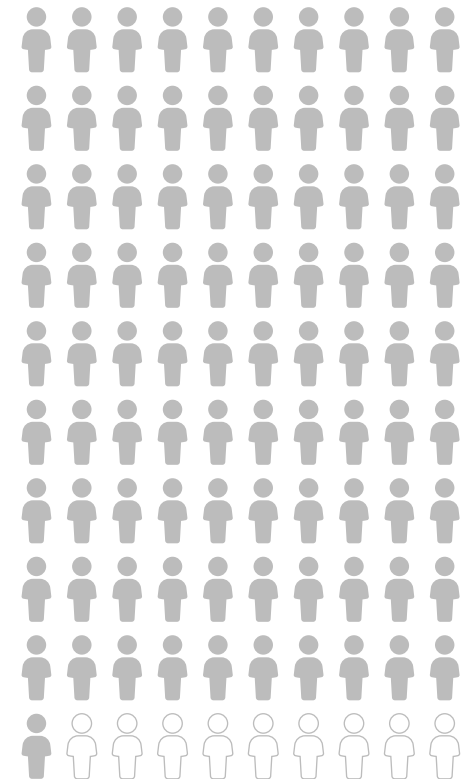
**48,5**  
years

TURNOVER OF MORE THAN

**28**  
million



 <b>28</b> Tons CO <sub>2</sub>   BUSINESS TRAVEL	 <b>290</b> Tons CO <sub>2</sub>   COMMUTING	 <b>470</b> Tons CO <sub>2</sub>   WASTE OF OWN OPERATION	 <b>1.271</b> Tons CO <sub>2</sub>   PURCHASED ELECTRICITY
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Safety is of  
**paramount importance** to us

### Defibrillator

There is an AED in every Reginox branch. An Automatic External Defibrillator (AED) is a portable device that can restore the heart rhythm in case of cardiac arrest. It does this by delivering an electric shock.

### Safety

Safety is of paramount importance to us; every employee is provided with PPE (Personal Protective Equipment). For example, gloves, hearing protection and safety shoes. All machines are protected in accordance with the Dutch Working Conditions Act (ARBO) and have an RI&E. Several people (13) are members of the first aid/emergency response team and attend various courses every year; we also have two prevention officers. All handling of hazardous substances is recorded in our management system.

MEMBERS OF THE  
FIRST AID/EMERGENCY  
RESPONSE TEAM

13



### CRM

To further expand digitalisation, a CRM system was implemented in 2023. This is to identify, manage and further digitise customer relationship processes, but also to ensure the privacy of customer data. In the future, we want to be able to send clients even better targeted marketing messages.

## Brochures

More and more brochures and leaflets are being produced in digital format instead of in print. Much of Reginox's communication with its customers takes place by email, telephone and social media. For the printed leaflets and brochures we choose the right partner and print on paper carrying the FSC hallmark.



## Saving on new machines

**Laser cutting machine:** this machine is used to cut some outer dimensions of products to size or to cut out a product. This is a fibre laser machine fitted with the latest technology. It is many times faster than the old machine and consumes significantly less power.

**Edge bander:** this machine gives the sawn panels at Reginox worktops an ABS layer, so that the sawn side is covered in the same colour as the panel. This is a machine with a return action. The panel returns if more than one side needs to be layered. In addition, this machine can handle many different panel widths.

### Accident monitor

An accident monitor is designed to record accidents and near-accidents. At Reginox, an accident is recorded as such if a doctor's or hospital visit is required. Specifically for this purpose, we have set up a KPI with a maximum of five accidents per year. Our aim is not to exceed this number by providing all employees with their own PPE, by performing checks, emphasising safety in production and having an internal first aid/emergency response team available.



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