

Bentley Europe CSER report



Our Fuji welcome
tray made from
Pinatex leather



CSER

INTRODUCTION

This document outlines our policy and initiatives regarding social and environmental responsibility (Corporate Social and Environmental Responsibility, or CSER). At Bentley Europe, we take this responsibility seriously. While financial performance is essential to sustaining our business and driving innovation, we are equally committed to making a positive impact on people and the planet—on both small and large scales.

In this document, we present our ecological and social policies, alongside the initiatives we are implementing. We also highlight the steps we take to inspire our external stakeholders to actively reduce their ecological footprint and enhance their social contributions. To guide our efforts, we have established several qualitative and quantitative goals, which we regularly review to ensure the effective implementation of our CSER policy.

While we are proud of the progress we have made in many areas, we recognise that there is always more to achieve. This report provides an update on our performance benchmarks and meaningful goals, offering a roadmap for a future that balances the needs of people and the planet.

Ton Jonkman

Managing Director Bentley Europe BV



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CERTIFICATION

WE ARE PROUD TO BE
ECOVADIS CERTIFIED

We are proud to announce that Bentley Europe has been awarded the EcoVadis Bronze Medal in our very first sustainability assessment. This achievement places us within the top 35% of our peer group, underscoring our strong commitment to corporate social and environmental responsibility (CSER).

This recognition reflects our dedication to reducing environmental impact and promoting sustainability through responsible practices. We are committed to fostering fair and safe working conditions, upholding human rights within our operations, and maintaining the highest ethical standards and transparency in every aspect of our business. Furthermore, we actively encourage and promote sustainability across our entire supply chain.

While we recognise there is still room for improvement, this milestone is a testament to our progress and determination. Step by step, we will continue to enhance our CSER practices, driving meaningful change for our business, our stakeholders, and the planet.



1. ECO INITIATIVES

One of the greatest challenges of our time is finding a sustainable balance between human well-being and the health of our planet. At Bentley Europe, we firmly believe that every business has a responsibility to address this challenge with care. Our aim is to achieve economic success while minimising the impact of our actions on both people and the environment.

To this end, we are committed to increasing the use of recycled materials and reducing harmful packaging, with a particular focus on eliminating single-use plastics. In our warehouse, we have replaced plastic tape with paper tape and now use eco-friendly beetroot paper and cardboard filling for shipping. Additionally, we are exploring ways to relocate more of our production to Europe to further reduce our environmental footprint.

These are just a few examples of the measures we are taking to create a positive impact. Across our supply chain, we continuously seek opportunities to reduce our ecological impact. The following chapters provide further details on our ongoing initiatives and efforts to drive sustainable progress.



1.1 ECO PACKAGING

We are dedicated to incorporating recycled raw materials into the development of our products while actively minimising the use of harmful packaging. We are committed to eliminating all single-use plastics from our packaging and have already achieved more than 80% of this goal. In our warehouse, we have replaced plastic tape with sustainable paper tape. For shipping, we

prioritise eco-friendly materials such as beetroot paper or, when required, specialised cardboard filling to protect goods during transit.

The visual on the right illustrates our progress in reducing plastic use across our packaging processes.



ELIMINATING PLASTICS FROM OUR PACKAGING



-33 KG annually

Switched from plastic tape to paper tape, using 11,000 meters each year.



-1,000 KG annually

Eliminated 80% of single-use plastics from our packaging.



-500 KG annually

Replaced 500 kilograms of bubble wrap with eco-friendly beetroot paper.



-2,000 KG annually

Reduced wrapping foil usage by 57% with the introduction of a new machine.

By implementing these initiatives, we achieve a total annual saving of 3,533 kilograms of plastic.

-3,533 KG OF PLASTICS ANNUALLY

THIS REDUCTION IS EQUIVALENT TO 107,061 PLASTIC BOTTLES PER YEAR.



(A typical 1.5-liter PET bottle for carbonated drinks weighs approximately 33 grams when empty.)

1.2 ECO MATERIALS

We are committed to sustainability by exclusively working with items made from FSC-certified wood. In addition, we actively source eco-friendly materials and prioritise suppliers closer to home to reduce our environmental footprint.

One example of this commitment is our Manam tissue box and Fuji welcome tray, both crafted from Pinatex.

ABOUT PINATEX BY ANANAS ANAM

Pinatex is a natural, sustainable, and cruelty-free material made from sustainably sourced pineapple fibres. It is free from harmful chemicals and animal products, offering a strong, lightweight, and flexible alternative to traditional materials.

As leaders in innovation, Bentley Europe strives to pioneer the introduction of eco-friendly materials and fabrics. While we recognise that the current costs of such materials are influenced by low production volumes, we remain committed to offering sustainable alternatives and preparing for when these materials become more economically viable.

Furthermore, we are conducting thorough research and testing to understand the unique features and specifications of each material. This ensures that we can assess their suitability for hotel operations, guaranteeing that our products not only meet environmental standards but also perform effectively in hospitality settings.

We are also exploring innovative solutions, such as recycled microfiber leather, which is currently undergoing testing. Although still in the conceptual stage, we are dedicated to continuously developing and introducing innovative, sustainable products to the market.



1.3 LOCAL SOURCING

Our wooden welcome trays, luggage racks, and rollaway beds are proudly sourced from Europe. We are actively exploring opportunities to relocate production for multiple product groups to Europe. While economic feasibility is an important factor in this assessment, our decision-making also considers sustainability, quality, and logistical efficiency. Whenever these criteria align, we aim to move more production closer to our warehouse in the south of the Netherlands, reducing transportation distances and further minimising our environmental impact.

Remark: Producing closer to home is not always the optimal choice for us, as our customers are located worldwide. In some cases, delivering directly from production facilities to our customers can significantly reduce distribution needs and overall environmental impact. Therefore, we conduct thorough analyses to determine the most sustainable option, ensuring that each decision aligns with our goal of minimising our carbon footprint.

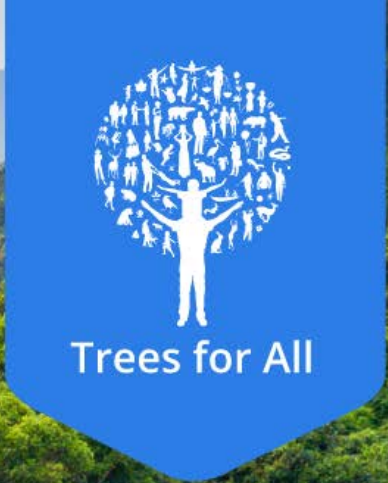


1.4 TREES FOR ALL

As part of our commitment to sustainability, we expanded our efforts beyond internal activities by partnering with Trees for All in 2021. Trees for All's mission is to safeguard the future of our planet through global forest planting and restoration initiatives. We strongly believe that investing in biodiversity plays a crucial role in combating global warming and creating a healthier world. This is where Trees for All helps us make an impact.

We actively contribute to reforestation by investing in tree planting, with a goal of increasing our contribution each year. In 2022, we planted 750 trees, followed by 1,000 trees in 2023. For 2024, we aim to plant 1,250 trees, continuing our commitment to positive environmental action.


In 2024, we also launched a global tree donation program for our customers. This initiative allows our clients to contribute to reforestation by adding tree donations (EUR 5.00 per tree) to their orders. Every six months, we transfer the total number of purchased trees directly to Trees for All, further enhancing our collective impact on global biodiversity and climate health.



OUR ECO KEY GOALS

-  Local sourcing and sustainable products
-  Improve sustainable packaging
-  Tree planting initiatives
-  Eco certification for sustainable leadership
-  Supplier and Stakeholder engagement

Building on our commitment to sustainable business practices, we have set clear and ambitious goals to further enhance our environmental performance across multiple focus areas.

GOAL	1	2
	Increase European production to reduce transportation emissions and support local economies.	Innovate with recycled and eco-friendly materials to develop products that align with our sustainability vision.
	Eliminate single-use plastics entirely from our packaging processes.	Explore innovative solutions, such as seaweed-based wrapping, to further reduce environmental impact.
	Increase contributions to Trees for All, expanding our tree-planting efforts year over year.	Collaborate with partners to collectively donate 40,000 trees, contributing to global reforestation.
	Elevate our EcoVadis certification from Bronze to Gold, demonstrating our leadership in sustainability.	Achieve ISO certification to further validate and formalise our commitment to sustainable practices.
	Launch a product repair and recycling program to extend product lifecycles and reduce waste.	Ensure supplier adherence to our social policies and high standards, fostering responsible partnerships.

By pursuing these goals, we aim to set new benchmarks for sustainability within our industry while contributing to a healthier planet for future generations.

2. SOCIAL INITIATIVES

We are dedicated to fostering a positive, inclusive, and supportive work environment, embracing diversity within our team. To empower our employees, we actively encourage ongoing learning and professional development, helping them grow both personally and professionally.

Beyond our internal efforts, we are committed to advancing social responsibility across our supply chain. We work closely with our suppliers, encouraging them to adopt and uphold our shared values of social responsibility. Additionally, we strive to make a positive impact on local communities by offering internships and career opportunities, strengthening our connections and influence beyond our immediate business operations.

Externally, we have proudly partnered with the Dutch Ronald McDonald Houses (Kinderfonds) since 2022, supporting their mission to provide care and support for families in need.



Part of the Bentley Europe team prepared dinner for families staying at a Ronald McDonald House.



SOCIAL POLICY

2.1 STAKEHOLDERS

We are deeply committed to the social policies of our stakeholders, with particular emphasis on our suppliers, who play a crucial role in our operations. We expect our stakeholders to share our values and adopt a similar approach to social responsibility.

Across our business, we strive to build meaningful relationships within our community by offering internships and creating career opportunities. We recognise our responsibility to collaborate with suppliers who prioritise employee well-being and partner with socially responsible organisations themselves. In doing so, we aim to extend our positive influence throughout the entire supply chain.

Further details about our efforts and initiatives will be outlined in the following chapters.

PARTNERSHIP

2.2 RONALD MCDONALD HOUSES (KINDERFONDS)

We are proud to support the Ronald McDonald Houses (Kinderfonds) in the Netherlands since 2022, helping to provide families with a “home away from home” during some of the most challenging times of their lives.

The foundation operates 13 houses where parents can stay close to their hospitalised children. To enhance their comfort, we contribute essential items such as hair dryers, baby cribs, and kettles, all provided free of charge.

Our collaboration goes beyond donations—we actively engage with the foundation through initiatives like team-cooked meals for parents, demonstrating our commitment to community involvement and making a meaningful difference in the lives of these families.



Ronald McDonald
Kinderfonds™
Nederland



3. STAKEHOLDER MANAGEMENT

3.1 THE BENTLEY EUROPE TEAM

At Bentley Europe, our team is one of our greatest assets. We recognise that the success of both individuals and the company as a whole depends on how well we support and care for our team members.

Our core values include fair remuneration, inclusivity, diversity, a safe working environment, opportunities for personal development, and a strong focus on health and well-being. All employment terms and conditions are clearly outlined in a comprehensive personnel handbook.

In 2023, we launched the Bentley Europe Vitality Year, a dedicated initiative featuring monthly workshops, activities, or training sessions designed to support the physical and mental vitality of our team members.

We operate from a rented office with an A-class energy rating and provide all the necessary tools and equipment to ensure our staff can work in a safe, healthy, and comfortable environment.

To foster growth and transparency, we conduct at least two formal evaluation meetings annually: a mid-year and an end-of-year review. These discussions go beyond daily work tasks to address performance, well-being, future development, and other relevant topics.

We also encourage our team members to pursue training and educational programmes to enhance their skills and support their personal and professional growth. Additionally, we have partnered with an external organisation to conduct a Risk Inventory & Evaluation (RI&E), which provides valuable insights into workplace safety and comfort. We continually address and improve upon the feedback received to ensure an optimal working environment.

Finally, in the rare instance that a team member encounters an issue they feel unable to discuss with their direct manager, they have access to a trusted point of contact within the team, ensuring a supportive and confidential resolution process.



Vitality Year: featuring various activities, including an ice skating session.

3.2 SUPPLIERS – SUPPLY CHAIN

SOURCING AND SUPPLIER STANDARDS

At Bentley Europe, we design, develop, and procure our products through external suppliers, with a significant portion of our range sourced from the Far East. However, we also prioritise sourcing closer to home where possible. For example, our wooden trays and luggage racks are produced in Poland, and our rollaway beds are sourced from the Netherlands. For every new product we develop, we strive to source it locally, and for our existing range, we assess one product category each year to determine whether production can be relocated to Europe. In 2024, we will focus on the ironing board category, and we are already in advanced discussions with a Portuguese supplier.

Beyond relocating production, we aim to introduce at least one new product annually made from natural or recycled eco-materials. In 2024, this will be a new range of welcome

trays, crafted from a combination of enamel and recycled coffee grounds.

SUPPLIER QUALITY AND SOCIAL RESPONSIBILITY STANDARDS

To ensure the quality and social responsibility of our suppliers, we conduct rigorous evaluations:

- **Factory audits:** We use a comprehensive factory audit report form to evaluate various aspects, including housekeeping, working and living conditions, and quality control systems.
- **Supplier evaluations:** We assess suppliers on a scale of 1 to 10. Suppliers scoring below 6 must show improvement within a year or risk termination of our partnership. Each year, we aim to improve the average score of our top 10 suppliers by at least 0.5 points.

We are committed to working only with

factories and suppliers that take social responsibility seriously. To this end, all suppliers are required to become BSCI (Business Social Compliance Initiative) members and undergo a BSCI audit if not already completed. An external auditor evaluates suppliers on 12 key variables, ensuring compliance with strict social responsibility standards.

2024 OBJECTIVE

- All top 10 factories (representing 90% of our business) must complete a BSCI audit and achieve a minimum score of C.
- Each year, these factories must present improvements, aiming for a minimum score of B in subsequent evaluations.

PRODUCT CERTIFICATION AND QUALITY CONTROL

Every product in our range must meet the certification standards required by the

destination country. Our QC manager is responsible for ensuring all certifications are accurate and up to date. These certifications are tracked in a centralised Excel file and securely stored in our database for easy access.

Every new production order undergoes a thorough quality control inspection at the production facility before shipment. This inspection ensures that products are well-produced, in proper working condition, and meet our quality standards.

By maintaining these rigorous sourcing and quality standards, we aim to deliver exceptional products while upholding our commitment to sustainability and ethical practices.



3.3 CUSTOMERS

Bentley Europe proudly serves over 3,000 clients across 78 countries. Ensuring client satisfaction with both our service and product quality is a top priority. To measure this satisfaction, we conduct an annual customer satisfaction survey with our top 20 clients. This survey helps us identify strengths and areas for improvement in both quality and service, enabling us to continually enhance the client experience.

A key component of the survey is collecting feedback on our social and environmental policies. This input is invaluable in shaping new initiatives for our CSER policy and integrating them into our daily operations.

We strive to respond to client inquiries and feedback within 24 hours, reflecting our commitment to efficient and attentive service.

In partnership with Trees for All, we offer our clients the opportunity to contribute to global biodiversity. With each order, clients can choose to add a tree donation. For every tree ordered, we directly invest in reforestation projects through Trees for All.

Our website provides clients and prospects with comprehensive information about our delivery terms and privacy protection measures, ensuring transparency and trust in every interaction.





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