



interseroh

Solutions with a Future

Sustainability Magazine **2015**



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Dear Readers,

On a daily basis, we reaffirm our commitment to take action for the future, today. Together with our customers, we are always trying to identify new loops and develop intelligent solutions to close them efficiently. In doing so, we often unlock previously untapped economic and ecological potential. At the same time, with our diverse range of services, we actively create the future of a loop-guided economy. This is also what makes our business model so special.

Our customers all over Europe benefit from closed-loop services, facility management, recycling and consulting services, all of which can be used to improve and manage their own sustainability services more efficiently. We are able to draw on 25 years of experience and expertise, which is particularly noticeable in the development of new technologies and precisely fitting solutions. At the same time, we are steadily undergoing further development, orienting ourselves to the requirements of our customers, and focusing on pioneering trends such as digitization.

Internally, we are constantly working to structure our processes with foresight and in such a way that conserves resources. In 2015, we

implemented the improvement initiative OPTIMIZE 2015+ to analyze and optimize important processes, structures and IT systems. Furthermore, we focus on sustainability in all business sectors. It is reflected in various environmental protection measures, the cooperation of our employees and our social commitment.

Both of these approaches – to improve the sustainability of our customers and our company – have become ingrained in our “Really sustainable!” sustainability strategy. It combines our innovative business model with the sustainable design of our own processes and makes our sustainability performance measurable. Every year we set ourselves goals for this and report on our progress.

With this magazine we also want to tell the stories behind the scenes: how we close loops as a partner with our customers and how we work together with our employees and continuously strive to make Interseroh more sustainable.

Your management team



Hans-Stefan Kalinowski



Dr. Timo Langemann



Markus Müller-Drexel



Christian Petschik

Solutions with a future

Closing loops, reducing waste, conserving resources. This is the basis of the circular economy. It is also the vision that drives Interseroh.

With innovative solutions, Interseroh unlocks both ecological and economic potentials.

INTERSEROH Dienstleistungs GmbH (Interseroh) is a leading provider of services related to closing product, material and logistics loops. For 25 years, the company has helped to reduce environmental impact and at the same time secure the supply of raw materials in the economy. Given the increasing shortage of resources, the efficient use of primary raw materials and consistent recycling are becoming indispensable success factors for companies. Those who can harness raw material cycles in their core business will reduce their dependence on volatile primary raw material markets, secure their competitiveness – and protect the environment.

Sustainability as a core business

For this purpose, Interseroh develops individual and industry-specific solutions for customers all over Europe and works together with them to unlock ecological and economic potentials. Solutions that are already shaping and sustainably aligning the economy and society of tomorrow. Interseroh offers all services from a single source. As the Services segment of the ALBA Group, Interseroh accesses the combined

expertise within the corporate group and thus the knowledge of a worldwide leading recycling and environmental services provider and raw material supplier. Interseroh's business model is based on the four pillars ReUse, ReDuce, ReCycle and ReThink.

With the help of efficient collection systems and concepts for sorting and **recycling**, Interseroh extends product lifecycles **in the ReUse segment**. This benefits the environment, manufacturers, distributors and consumers alike (→ Page 23).

To **reduce waste (ReDuce)**, Interseroh combines traditional logistics processes with its core expertise. For the customers this means improved environmental performance through sophisticated multiuse systems and pooling solutions (→ Page 7) and optimized processes and cost reductions (→ Page 9).





Should the options for waste prevention and reduction become exhausted, **recycling** becomes the new focus (**ReCycle**). Interseroh develops modern solutions (→ Page 6) and high-quality recycling raw materials such as the award-winning Procyclen (→ Page 10).

In the ReThink segment, Interseroh provides customers with customized **service concepts** to improve their sustainability performance. For this purpose, waste accumulation, material flows and processes are analyzed on site and optimization potentials are identified (→ Page 8).

Sustainability strategy

For Interseroh, sustainability is both the purpose of the business and the business model at once. For this reason, the core business is also an essential part of the “Really sustainable!” sustainability strategy: For Interseroh, creating value means making a major contribution to building a circular economy. This is only possible if the company is constantly undergoing further development and working together with its customers on innovative solutions to improve their sustainability.

The basis for this is Interseroh’s implemented sustainability across the whole company and the consistent integration of this into all business processes with the help of sustainability management. This way, the company’s own processes are designed with foresight and conservation of resources in mind, promoting active social involvement and fostering responsible behavior towards employees.

Both of these goals – creating value and ensuring value – have been translated by Interseroh into five overriding commitments, against which the company measures its progress annually (→ Graphic). The successes in Interseroh’s sustainability program are clear (→ Page 24). But what really brings them to life are stories of the future-oriented solutions developed in cooperation with the customer, and the stories of employees who are committed to making their businesses even more sustainable. To shaping the future, today.



ReUse



ReDuce



ReCycle



ReThink

On behalf of our customers, we want to close **three loops** annually – at the product, materials, or logistics level.

We want to improve the sustainability performance of our customers by preserving at least **50 million tons of raw materials** annually within the ALBA Group with our services



We want to reduce our **specific ecological footprint** from year to year.

We want to be the **employer of choice** in our industry

We want to function as an **intermediary toward a sustainable future**, to promote the notion of a closed loop economy, and to regularly interact with our stakeholders about sustainability.



Focusing
on the
present

Interseroh's activities are based on a vision that is equally simple and challenging – a future without waste.

To achieve this goal, the company needs to initiate innovative solutions in the right places today in order to secure our tomorrow. Closing loops, and thus protecting resources, is one of the most important starting points. And the expertise of Interseroh.

Together with customers, Interseroh analyzes their problems and develops intelligent and customized solutions. Continuous development of technologies and processes is necessary for this purpose. Strategic partnerships between all sectors involved in the cycle – municipalities,

manufacturing, trading and recycling companies – are particularly effective all along the value chain. This duality of future-oriented technologies and cooperation is also the approach used by Interseroh. The spectrum of solutions ranges from the construction material palette which is maintained in a constant loop via a pooling system, to an award-winning plastic granulate that is in no way inferior to primary raw materials in quality and appearance. The solutions always have one thing in common: They are novel and will continue to endure.

Conserving resources by closing loops – this is Interseroh's expertise.

48.3 million **9,125**

tons saving primary resources.

In 2014 alone, the ALBA Group was able to recover 6 million tons of recyclable materials and thereby conserve 48.3 million tons of primary materials.

days know-how in the circular economy.

Interseroh has been supporting its customers in the closing of product, material and logistics loops with passion and know-how for 9,125 days (25 years).

11.8 million **220** million

euros profit.

With another 4.3 percent increase in sales to around 467 million euros, Interseroh could increase profits to 31.9 million. The company achieved 6.2 percent of sales outside Germany (Austria, Slovenia and Poland).

cycles to reduce waste.

By 2015, Interseroh was able to conserve about 220 million disposable cardboard boxes by using a pooling system for fruit and vegetable boxes. Placed side by side, they would reach around the world three times.

Recycling with BigBags

Previously, residual materials from the processing of Ytong and Multipor had to be disposed of as rubble, making them unavailable for further production. Together with the manufacturer, Xella Deutschland GmbH from Duisburg, Interseroh has come up with an innovative new way to secure valuable secondary resources.



“The BigBag concept benefits us in many ways: We avoid waste, close the material loop and help our customers reduce disposal costs.”

Torsten Schinkel, Head of Product Management, Xella Deutschland GmbH

Ytong aerated concrete and Multipor mineral insulation boards are made of lime, sand, cement and water. Because of their special qualities for thermal insulation they have been a popular wall-building material for decades in building construction. Although minimal waste is generated during processing, this previously had to be disposed of in rubble containers. Apart from the high disposal costs for Xella customers, the residual material was lost as raw material.

Interseroh's solution was responsible for putting over 120 tons of residual construction material back into the cycle.

Looking for a clever and efficient solution to get the residual material back into circulation, Xella turned to Interseroh. The developed concept is simple and effective at the same time: In addition to the building materials, the customers can order a BigBag. In this bag, which holds up to one tonne, they collect unmixed residual Ytong and Multipor material. The BigBags are sealed

with coded bands and, when full, picked up by Interseroh who then store the material in warehouses before delivering it back to the construction sites once it has been suitably consolidated. On site, the residual material is painted and put back into production. Since the introduction of BigBags in mid-2015, over 120 tons of construction residue have been returned to the material cycle.

INDIVIDUAL SOLUTION

Last year, Interseroh was also able to close a material loop for the Hörmann Group, a manufacturer of doors, gates, door/window frames and drives: While the blue plastic panels used as transport protection were previously disposed of with the other waste, today Hörmann collects them separately. Interseroh retrieves the flow of materials from all over Germany. When separated in this way, the reusable materials can be substantially re-entered into the recycling process. An individual solution that efficiently conserves resources.

The series pilot

In the building materials trade, standardization of the transport pallets has not yet been implemented. This presents companies with multiple challenges. Interseroh examined and optimized the pallet life cycle.

A variety of transport pallets of different sizes and types has been used in the logistics flow for the building materials trade. The logistics division of the discussion group Baustoffindustrie [Building Materials Industry]/BDB e.V. turned to Interseroh in its search for more efficient solutions. For one year, the specialists took time to visit Germany's building material merchants and building material industries and work out the best solution. The realization: around 250 different types of pallets are used. The result: costly, decentralized handling – from storage to return, and from quality discussions and deposit refunds to repairs.



The result: A clear win-win situation for the building materials trade and industry – as well as for the environment.

It quickly became apparent that centralized pallet cycle management would lead to significant improvements. The four-month pilot project was launched in summer 2015. In the pilot areas Rhine-Main, North Rhine-Westphalia, Rhineland-Palatinate and Hesse, 35,000 pallets of various specifications were collected and a transport network was set up. Interseroh also introduced an accessible and inclusive online platform for the administration of the process.

While the industry has now optimized the existing pallets through 100 percent inventory control, guaranteed quality and transparent circulation costs, the trade sector profits from regular, centralized collections and thus less effort in handling. The variety and number of pallets in circulation was also significantly reduced, the

latter thanks to decentralized control and repair. Even irreparable pallets are not taken out of circulation, but instead used as repair material. This way, up to 50 percent less wood and significantly fewer pallets are needed.

The pilot project demonstrated the sustainability of this innovative service – economically and ecologically – and also received very positive assessments from the companies involved. A nationwide rollout in the industry will take place in 2016.

With a centralized circulation management, Interseroh was able to reduce costs and expenses and protect the environment.

Spotlight on material flows

With the goal of 100 percent recycling, a leading international beverage manufacturer turned to Interseroh. Two of the German plants were put to the test. Innovative solutions were implemented which also benefitted the employees.



Thanks to the newly implemented measures and processes, the total recycling rate at the sites is over 97 percent.

The customer set a challenging goal for itself: a 100 percent recycling rate in the production process. In order to achieve this, specialists from Interseroh were consulted. In the pilot project they meticulously screened two beverage bottling production sites. Interseroh took a close look at the production process with regard to material flows, areas, storage, logistics and administration.



On the environmental island developed by Interseroh, employees can also properly dispose of recyclables generated from private use.

After taking the inventory they jointly implemented measures such as need-based separation concepts for reducing waste and defined new processes for this. In addition, the experts from Interseroh set up a self-developed environmental island, on which employees can properly separate recyclables generated by the company or from private use and transfer them to recycling. For questions and concerns, the employees – all trained by Interseroh – are also supported on-site by a recyclable material coordinator. And the measures are shown to be effective: The total recycling rate of the sites now stands at over 97 percent. The set target cannot be fully achieved due to several materials that are not (yet) recyclable in their entirety according to the current state of technology: in this case, for example, gloves and hairnets. However, the customer is holding fast to its goal and will continue to work toward it with Interseroh.

The new pathway for disposable returnable bottles

In their return to the material cycle, disposable returnable bottles pose one challenge above all: they take up a great deal of space. For retailers, this means large storage areas on site and large truck fleets for transportation. The mobile counting center developed by Interseroh addresses precisely this.

Until now, disposable returnable bottles, if not shredded locally at the deposit return center, were collected from retailers and industry and then transported to stationary counting centers. The road there is sometimes long, often 100 km or more. The trucks transport mainly air, because the collected bottles remain in their original form. A comparison clearly illustrates the low efficiency: A 90 cubic meter trailer can carry up to 23 tons. Filled with disposable returnable bottles, the average load is only 800 kilograms. Therefore Interseroh developed the idea to accelerate the downstream counting process and bring it on wheels directly to retailers and to the central warehouse.

The result was the mobile counting center. The walls of a traditional semitrailer conceal an ultra-modern counting system for disposable returnable containers. The conveyor belt can hold bags of up to 1,000 liters. The bottles are counted immediately on site and crushed, significantly decreasing the volume in removal. The customer already receives the credit even before the material reaches the recycling plant.

The first mobile counting center has been in use since fall 2015. The advantages for the customer are obvious: The innovative solution is particularly environmentally friendly, reduces logistics costs and is also inexpensive. This is especially true for customers who have high container volumes or have to travel long distances to a collection point.



A highly modern counting center is concealed in the traditional semitrailer.

Interseroh developed and manufactured the mobile counting center along with the Hamburg plant engineering technology service Harms GmbH. It also applied for a patent because the unique system makes an effective contribution to the reduction of CO₂ emissions on the roads.

Less CO₂ and lower costs are sustainable effects of Interseroh's mobile counting center.

“This facility is a true system innovation and an engineering challenge. We are very proud that we were able to help with the development and construction of the facility – and it is good for the environment as well.”

Georg Harms, owner of TechniksService Harms GmbH, Hamburg

100% recycled



For years, recycled plastics were no alternative to petroleum-based primary raw materials. Thanks to revolutionary granulates produced by Interseroh, upcycling is now possible without compromising quality. This is why keeper gmbh relies on Interseroh in the development of their ECO-Line household products.

Granulates for the highest standards

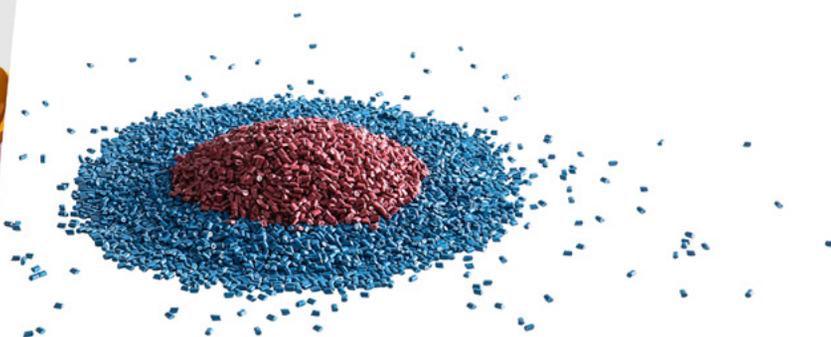
Laundry baskets, stacking boxes, buckets – “The task was to develop a product line of household items that can withstand the high demands of environmentally-conscious consumers,” said **Mike Carlos Wolf, CEO of keeper, formerly OKT Group**. The products should be 100 percent produced from recycled materials if possible, but as structurally stable and attractive as conventional products from primary raw materials. Therefore, the company called on the expertise of Interseroh. The “Recycled Resource” method from Interseroh and the derived high-quality granulates Recythen and Procyclen (→ box Page 12) convinced the manufacturer of plastic household products, which is one of the three largest suppliers in Europe.



Resource efficiency and cost efficiency

The ECO-Line products have been on the market since 2015 and are available at toom Baumarkt, among other places. “With their unique properties, the products impress even the most demanding consumers,” says Mike Carlos Wolf, who is delighted with the result which shows keeper and Interseroh as innovative companies. The new household products made of Procyclen match the quality of new goods in every way, but significantly reduce the CO₂ burden. This is one reason they received the prestigious “Blue Angel” ecolabel.

As the first Procyclen products ever, all ECO-Line items have the renowned “Blue Angel” environmental label.



The ECO-Line products made of Procyclen match the quality of new goods in every way – and significantly reduce the CO₂ burden.

In 2016, Interseroh will open its own laboratory in Maribor, Slovenia in order to develop the technology further.

Of course, they are also stylish and stable. “We are using the newest generation of Procyclen for this product series,” explains Marc Swatosch, Head of Recycled Resources. The high-quality recycled raw material is now produced in one process step instead of the previous two, whereby Interseroh was able to achieve total CO₂ reductions of up to 50% compared to primary production (previously 30%). At the same time, energy

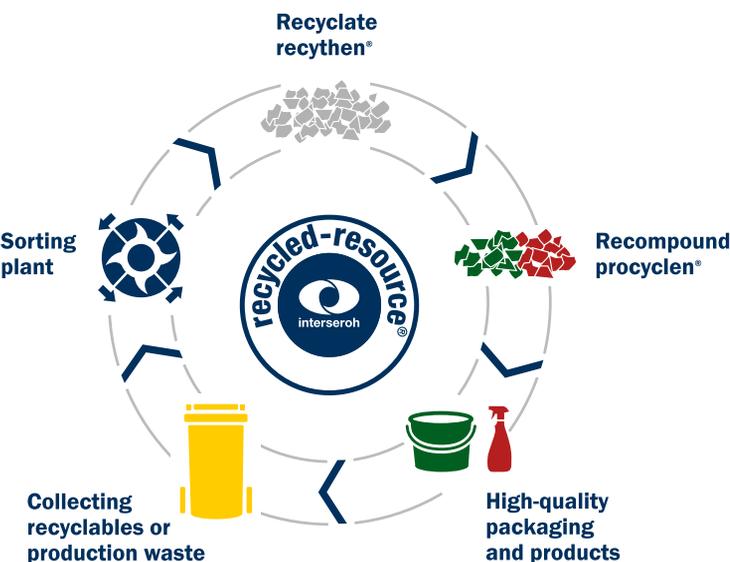
A vision becomes reality

“And we will keep going!” promises Marc Swatosch. The range of products using Recythen and Procyclen is growing steadily. The mechanical properties are continuously improving through fortification with glass fibers and talc, and fire-proof varieties are available as well. In the first half of 2016, Interseroh will open its own laboratory in Maribor, Slovenia in order to develop the technology further and more precisely focus on the requirements of customers. Marc Swatosch is convinced: “With each

With the newest generation of Procyclen, Interseroh saves up to 50% CO₂ compared to primary production.

consumption is reduced due to the shortened process. This conserves resources and makes the production even more cost-effective. At Fakuma, the international trade fair for plastics processing, the Interseroh method and the diverse application possibilities were well-received.

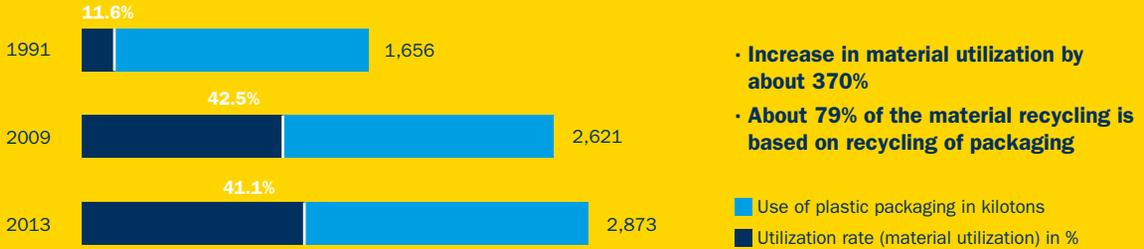
product made of Procyclen, it becomes increasingly apparent that there are no more limitations on the manufacturing of plastic products from 100 percent recycled materials.” This early vision by Interseroh has become a reality today.



RECYCLED RESOURCES – HIGH-QUALITY PLASTIC RECYCLATES

The raw materials for the recycled plastics Recythen and Procyclen developed by Interseroh are packaging from household recyclable waste, primarily from polyethylene (PE), polypropylene (PP) and polystyrene (PS). In most modern sorting and recycling plants, the different types of plastics are precisely separated from each other by near infrared technology and air flow, then they are crushed, cleaned and pressed in cloth pure bales. The pinnacle of the Recycled Resource process is the production of Procyclen. The addition of small amounts of various additives and fillers results in granulate made entirely according to the wishes of the customer – whether in terms of fluidity, stability, UV and heat resistance or color. Made of nearly 100 percent waste plastics, Procyclen thus constitutes a full-fledged substitute for new goods.

Use of plastic packaging (in kilotons) and its material utilization rate (in percent)



→ BMUB/GVM, November 2015/PlasticsEurope Deutschland e.V., 2014

Plastics production* (in tons)

grows globally



is stable in Europe



* Includes plastic materials (thermoplastics and polyurethanes) and other plastics (thermosets, adhesives, coatings and sealants). Does not include the following fibers: PET, PA, PP and polyacryl fibers.

→ PlasticsEurope (PEMRG)/Consultic

The time it takes for a plastic product to degrade:

plastic bottle:

450 years

plastic bag:

10 – 20 years

→ Federal Environmental Authority

Proven to conserve resources

Worldwide, raw materials are linked to products and infrastructure. Their recovery through recycling after use is one of the great challenges of our time. Interseroh effectively guides this process through diverse measures. A study by the Fraunhofer Institute UMSICHT showed the positive environmental effects of recycling.

Recycling makes a significant contribution to reducing waste and, at the same time, provides the industry with valuable and sometimes rare materials that would otherwise need to be newly acquired and imported to Germany. In particular, separate collection and smart sorting and processing offer great potential for resource efficiency. As a circular economics expert, the ALBA Group and thus also Interseroh are making an essential and measurable contribution.

Scientifically proven

Based on scientific analysis and industry data, the Fraunhofer Institute for Environmental, Safety and Energy Technology UMSICHT determines annually what effect the ALBA Group's recycling performance has on the environment. The current study "resources SAVED by recycling" shows how many resources were saved in 2014 through the recycling of residual materials in cycles in comparison to primary production. In their study, the experts consider the following material flows: metal, electrical appliances, paper/cardboard, glass, lightweight packaging, plastics and wood. The results speak for themselves: In 2014 the ALBA Group regained six million tons of recycled raw materials with their recycling activities in Germany, Austria, Poland, and Slovenia, thereby sparing 48.3 million tons of primary raw materials.

Convincing arguments

Three million tons of aluminum were used in Germany in 2014. Of this, around 600,000 tons were made of aluminum scrap – prepared in advance in certified facilities, many belonging to the ALBA Group. Cycle management makes good sense, especially in light of achieving the best possible energy efficiency: To produce one ton of primary aluminum, power consumption amounts to approximately 13.5 megawatt hours. In recycling, however, only about five percent of this energy is necessary because of the low melting point of aluminum. Recycled copper and recycled steel also generate high savings.

Quality is a strong argument as well: Recycled paper is the primary product which is qualitatively and economically equal today thanks to ultra-modern sorting and processing technologies that enable a purity of up to 98 percent. Glass can often be returned to the cycle thanks to its material properties. In addition, the melting process of glass consumes around 20 percent less energy than the production of the primary product. Untreated old wood is also ideal for recycling. Wood treated with paints or wood preservatives can be utilized for energy and can contribute to electricity and heat supply after use.

The study "resources SAVED by recycling" shows how many resources the ALBA Group saved in 2014 through recycling.

More and more manufacturers recognize the growth of energy and raw material prices as a business risk and rely on recycling – for example in plastics. In Germany, the supply of recycled raw materials for the manufacture of plastics is guaranteed through the collection of recyclable

materials in households and industry. As a result of many years of research and development work, Interseroh has introduced Procyclen (→ Page 10) into the market as a plastic granulate with the same properties as primary plastic made from crude oil.

Read more about the study at www.resources-saved.com

“Recycling is an important building block for a sustainable society: it contributes to resource conservation and greenhouse gas savings and reduces economic dependence on imported raw materials. The study impressively shows what a major role companies like the ALBA Group have in this process.”



Dr.-Ing. Markus Hiebel, Department Director for Sustainability and Resource Management of the Fraunhofer Institute's UMSICHT program

In **2014**, the ALBA Group was able to reclaim **six million tons** of recyclables, thus

48.3 million
tons of primary raw materials were conserved.

119,000 tons of used glass were sent to recycling and the primary raw material cost was reduced by

241,000
tons.

35 million
tons of primary raw materials were conserved through the recycling of **aluminum, copper and steel**.

The company recycled more than **306,000 tons of plastics**, thereby conserving about

747,000
tons of primary raw materials.

The company processed more than **1.3 million tons of paper, paperboard and cardboard**, thereby securing about

3.9 million
tons of primary raw materials.

190,000 tons of old wood were reused which conserved over

463,000
tons of primary raw materials.

→ listed individual amounts based on material flows in Germany

A close-up photograph of a person's hands holding a dark, polished wooden handle of a tool. The hands are positioned in the center-right of the frame, with the fingers gripping the handle. The background is a bright, clear blue sky. In the foreground, the dark, weathered metal head of the tool is visible, showing signs of use and some greenish patina. The overall composition is clean and focused on the hands and the tool.

**Impacting
tomorrow**

In addition to unlocking potentials for customers, Interseroh also wants to achieve maximum efficiency and sustainability in its own processes. The goal: Not only well-positioned today, but able to operate successfully and responsibly in the future as well.

At Interseroh, sustainability starts with people. The company along with its staff is committed to social issues: As a team, they help to inspire environmental protection through educational projects for children, work together in supporting refugees and are involved in the company as sustainability ambassadors. The company's social responsibility is also reflected in its sponsorship of KidS, the "Children and Youth Pedagogical Organization of Cologne", which Interseroh adopted 13 years ago, and the trustworthy cooperation of employees. Interseroh regularly invests in environmental protection and continuously works to reduce its own environmental footprint. In order to measure this even better in the future, the company is calculating its corporate carbon footprint for the first time. It is following all of these measures with the promise of impacting tomorrow, today.

1,618

Employees

In 2015 the number of employees in Germany and Europe increased only marginally in comparison with the previous year. About 95 percent of the employees have a permanent contract.

- 20.2%

Health – work accidents

The safety measures and awareness training are paying off: In 2015 the number of work accidents was significantly reduced from 89 to 71. Further optimization measures are planned for 2016.

- 882 MWh

Energy consumption

Despite revenue growth, the absolute energy consumption has fallen slightly to 73,077 MWh. The gas consumption was able to be reduced by 1,184 MWh through specific measures.

88%

Training: Rate of retention

In 2015, Interseroh employed 32 temps, the retention rate after successful training dropped to 88 percent. As in the previous year, the retention rate for trainees was 100 percent.

Creating sustainability

Interseroh integrates sustainability in all company processes. Raising awareness among all employees is the basis for success. The sustainability ambassadors have provided support since 2015.

Every month, the sustainability ambassadors meet at the Cologne site. They work in different departments and bring different perspectives with them. Common to them all is the motivation to make a difference.

The sustainability ambassadors bring awareness to employees and promote the issue further within the company.

The ambassadors are contact persons for their colleagues, rely on their suggestions and develop new ideas to show employees how they can act more sustainably. The sustainability ambassadors have already implemented many projects in coordination with the management team.

It started with the “We Save Food” campaign (→ box below), which was met with great enthusiasm. Even seemingly small measures are effective, such as the application of stickers on heaters, electrical appliances and light switches as a reminder to save energy. Or even the bicycle campaign in which employees who come to work by bicycle five times receive a lunch voucher. The appointment of sustainability ambassadors at more sites is planned for 2016.

“I was intrigued by the idea of strengthening sustainability in the company. I am inspired by the motivation of the participants. Through an active dialogue, they explore topics and areas that move us forward as employees and as a company,”



explains **Ursula Prinz**, Project Manager at Repasack (Business Center Recycle), about her work as an ambassador.

WE SAVE FOOD

In Germany alone, about 18 million tons of food end up in the garbage every year – often due to improper storage and poor purchase planning. But even with more conscious handling of food, a surplus cannot entirely be avoided. This is the focus of the “We save food” project: At the Cologne site, all employees can collect food that is no longer needed and share it with their colleagues.

At the end of the week, the Foodsharing e. V. initiative picks up the remaining food and distributes it to those in need. Interseroh is also applying the principle of sharing at events – and using it to educate. Two organizations, inspired by Interseroh’s commitment, are now also working together on the initiative.

Finding balance

Partnership, life, family, career – it is not always easy to strike a healthy balance between professional and private life. Interseroh supports its employees through flexible working hours and – as in the Kita strike – through short-term vacations and the option of bringing children to work temporarily.

Since July 2015, pme Family Service has expanded its services: from information about individual care solutions for children and other dependents, to crisis counseling for burnout, trauma or relationship problems. For many employees it is especially important to have a fallback in case of emergency, in particular with childcare. Advice on the care of relatives is often sought. Interested parties can directly call pme Family Service, who of course treat



The pme Family Service has been expanding Interseroh's options for employees since 2015

all information as confidential. Feedback for the well-structured service and the quick and easy support has been consistently positive.

MINT minded company

Mathematics, informatics, natural sciences, technology – the so-called MINT subjects are not only exciting, but also secure the future of Germany as an economic site. They have a special significance for the ALBA Group and Interseroh as companies in the circular economy. This is why they specifically encourage professionals in this field – and have been recognized for it by audimax Medien GmbH and “Creating a MINT future”.



Overwhelming support

An influx of refugees marked the year 2015. And helpfulness. Interseroh got involved too and called on all employees with a fundraiser. It had a major impact.



Numerous Interseroh employees volunteer their services for refugees.

As two Interseroh employees set up their office as an intermediate storage site for the refugee donations, they had no idea how big the participation would be. Within a short time the office was full, and colleagues from IT offered a vacant server room. But it was also soon bursting with winter clothing, bedding, towels and toys, until the German Red Cross picked up the donations in two large transports. The fundraiser demonstrates the basic nature of Interseroh and its employees to support the less strong members of society and actively help out where additional hands are needed.

Many Interseroh employees voluntarily spend weekends in refugee centers and help in distributing donations. Some colleagues set up an internet cafe. From there, refugees can make calls with friends and relatives back home. "As part of society, I see it as our duty to get involved," explains CEO Markus Müller-Drexel. "The helpfulness of our staff remains high and the fundraising will continue."

Tomorrow's generation

Interseroh supports children in a special way. For the fifth time now, they have donated 200 sympathy teddy bears to Porz Hospital on the Rhine. Though the bears are small, they have a huge impact: For many children, a stay at the hospital is associated with fear. The teddy bears provide a feeling of security and facilitate doctors' communication with the young patients.

To raise awareness for environmental protection, Interseroh uses the "Collector Dragon." As part of the project, the student company mk:return was founded at Martino-Katharineum Gymnasium. For years now, the students have been independently encouraging companies to give their empty ink and toner cartridges to mk:return. They collect and sort them into the "Green Environmental Boxes" provided and collected by Interseroh. For each cartridge that can be cleaned, prepared and refilled, the students receive bonus



points that they can exchange for school items. Every year they are among the five best point collectors. And by the way, they learn a great deal about the responsible use of resources.

For 15 years now, Interseroh has been raising awareness of environmental protection with the "Collector Dragon."

A new way of thinking



As early as the start-up phase of the Center for Sustainable Corporate Management (ZNU), an economic and scientific sustainability initiative at the University of Witten/Herdecke, Interseroh collaborated as an expert on sustainability, recycling and the closing of loops.

Ever since, the company has regularly contributed its expertise. For example, it helped set up a recycling working group and was active from the outset in the discussions on the new ZNU standard Sustainable Economies – Food, especially in the resources category.

“At the same time, the ZNU provides Interseroh with a good platform for exchange with other companies that often provide important stimuli. For example, the idea to establish a sustainability ambassador at Interseroh originated during the ZNU Annual Conference 2015.”

Stephanie Thiele, Interseroh Sustainability Manager



→ More on the sustainability ambassadors on page 18

Closing loops with ease

Interseroh's eco-boxes teach children all about raw materials, which products are made from them, and how they are recycled.

Not discarding materials and items carelessly, but using them again, is an important approach for a sustainable society. In Poland, Interseroh is bringing this issue to elementary school children in June 2015 with the project "Eko Paka": The organizers are regularly sending eco-boxes to 50 participating libraries across the country. Each box addresses the recycling of a particular material, such as plastic or wood. The content is appropriately designed for children in the form of games, coloring pages and stories. They explain where the raw materials come from, which products are made from them and how they can be recycled. The documents are also available for free online.



The content of the eco-boxes is especially designed for children, e.g. with games and coloring pages.

Exciting idea



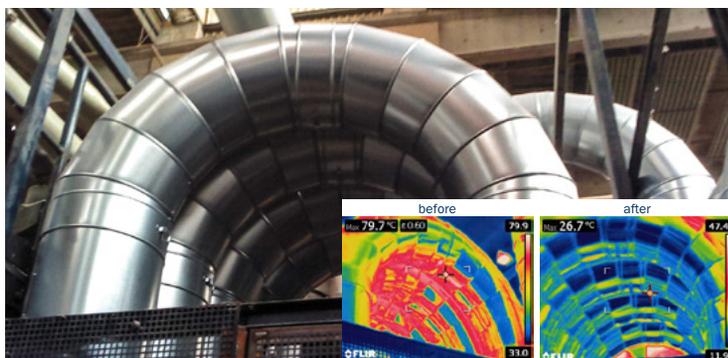
With the "Energy Scouts" project, Interseroh trainees developed a company-wide car sharing platform.

In 2015, the Cologne Chamber of Commerce called on trainees for the first time to become involved as energy scouts. Four Interseroh trainees started a project with the aim to recognize potential energy savings in their business and to suggest improvements. Together, they developed the idea of a company-wide car sharing platform where people can advertise trips or request a ride. Supported by Interseroh and the Chamber of Commerce, the trainees developed the project further and calculated how much CO₂ could be saved. In workshops, they learned more about energy and resource efficiency, project management and presentation techniques. In the end, the topic was advanced to the point that it is being implemented in the company. The work paid off: the Cologne Chamber of Commerce chose the project among the three best of the year. They now have the opportunity to participate in the federal ruling in Berlin in June.

Efficient systems

Interseroh sees environmental protection as an investment in the future – both for the company and society as a whole.

In order to continuously improve in the field of environmental protection, Interseroh invested around EUR 4 million in 2015. The company used the majority of it to save energy in sorting facilities. Among other things, it optimized the control of compressors and reduced pressurized air leakage. Immense savings potentials can result here. To reduce gas consumption at the Eisenhüttenstadt plant, Interseroh isolated thermal drying: There presorted plastic waste is recycled into granules. The washing and drying of plastic chips is essential for a very high quality – and now far more energy efficient than before.



To reduce gas consumption, Interseroh isolated thermal drying at the Eisenhüttenstadt plant.

Kilenda Eco-Race

To produce one child's t-shirt, 6,300 liters of water are needed and about 3.1 kilograms of CO₂ are emitted, including transport. Often the t-shirt is too small after a while, hangs unused in the closet or even ends up in the garbage. Kilenda, a brand of the Interseroh subsidiary Relenda, has addressed the problem: The company rents out children's clothes, so that less new items are produced. In addition, it extends the service life of the individual pieces, thus improving their environmental performance. By renting out children's clothing, Kilenda already saved 114 million liters of water and 57 tons of CO₂ in 2015. For 2016, the company has set ambitious goals as part of its "Eco-Race": 333 million liters of water and 166 tons of CO₂ will be saved this year.



In 2015, Kilenda was able to save 114 million liters of water and 57 tons of CO₂ by renting out children's clothing.

Setting goals

In the sustainability program, Interseroh formulates goals that the company pursues annually and which serve the continuous development of the sustainability strategy. A complete description of the progress and planned measures can be found online at www.really-sustainable.com. The following is an excerpt:

Our commitment	Goals	Date	Status
For our customers, we want to close 3 loops every year – at the product, material and logistics level.	Return of a usable product for the development of a new product type	End of 2016	Preparations complete, target extended
	Innovative closure of a logistics loop for a major customer	End of 2015	Pilot project with building panels completed
	Set up a separate collection for establishing own material circuit	End of 2015	Target achieved through the collection of usable aerated concrete, among other things
We want to improve the sustainability performance of our customers by conserving at least 50 million tons of resources through our services within the ALBA Group	Marketing of secondary material to replace primary materials for at least three customers	End of 2015	Goal reached
	Improving the process technology to obtain more raw materials	End of 2015	Goal reached through investing in improved sorting facilities, among other things
We want to reduce our specific environmental footprint from year to year.	Regular (at least annual) meetings of all site managers to exchange ideas about optimization potentials.	End of 2016	Three meetings of selected sites were held in 2015
	Reduced energy consumption	Ongoing	The absolute energy consumption was reduced by 882 MWh compared to the previous year.
	Determination of the corporate carbon footprint and specific product carbon footprints for the Services segment	End of 2016	New goal
We want to be the most attractive employer in our industry.	Implementation of the talent program "Service Excellence" and evaluation	End of 2015	Goal reached, workshops were evaluated
	Conduct an employee survey/management feedback	End of 2016	Planned for 2016
	Implementation of certifications according to OHSAS	End of 2015	Monitoring audit complete
	Development of services for childcare, eldercare and life coaching	End of 2015	Goal reached, offer introduced as of July 2015 with pme Family Service
We want to act as an intermediary for sustainable development, promote the idea of the circular economy and speak with our stakeholders regularly about sustainability.	Conducting a research project on the influence of social commitment on the company's development	End of 2015	Goal reached, in cooperation with Beuth College, Berlin, and the College for Economics and Law, results of the study will be available in 2016
	Conducting 100 sustainability audits of suppliers	Ongoing	113 audits were performed in 2015
	Implement a comprehensive program for refugees, for example, in the form of internships, mentoring, integration measures, etc.	End of 2016	New goal

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Photo

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