

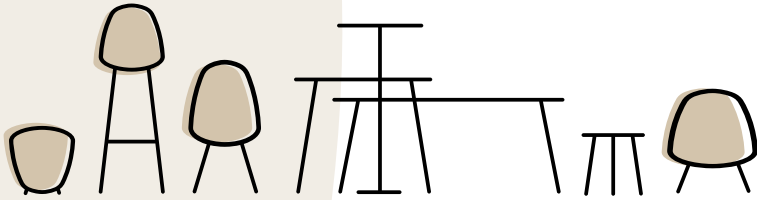
LET'S BUILD THE FUTURE TOGETHER

sustainable
development
report
2022



möbitec
WE CREATE MOMENTS OF WELL-BEING SINCE 1990





The story of Mobitec began with a few enthusiasts gathered around an idea: to manufacture high-quality chairs and tables. Today, Mobitec furniture has found its way into the homes, restaurants, offices, and healthcare institutions of design enthusiasts across Europe. Since its early days in 1990, the founders of the family-owned company Mobitec have placed the quality and longevity of their product at the heart of their strategy.

Mobitec is also and above all a family story that endures. Today, the third generation has also joined Mobitec, honoring the family's ethos with the same values and passion for our products. Our specialty? Producing made-to-order products that are highly customizable and adaptable to your needs.

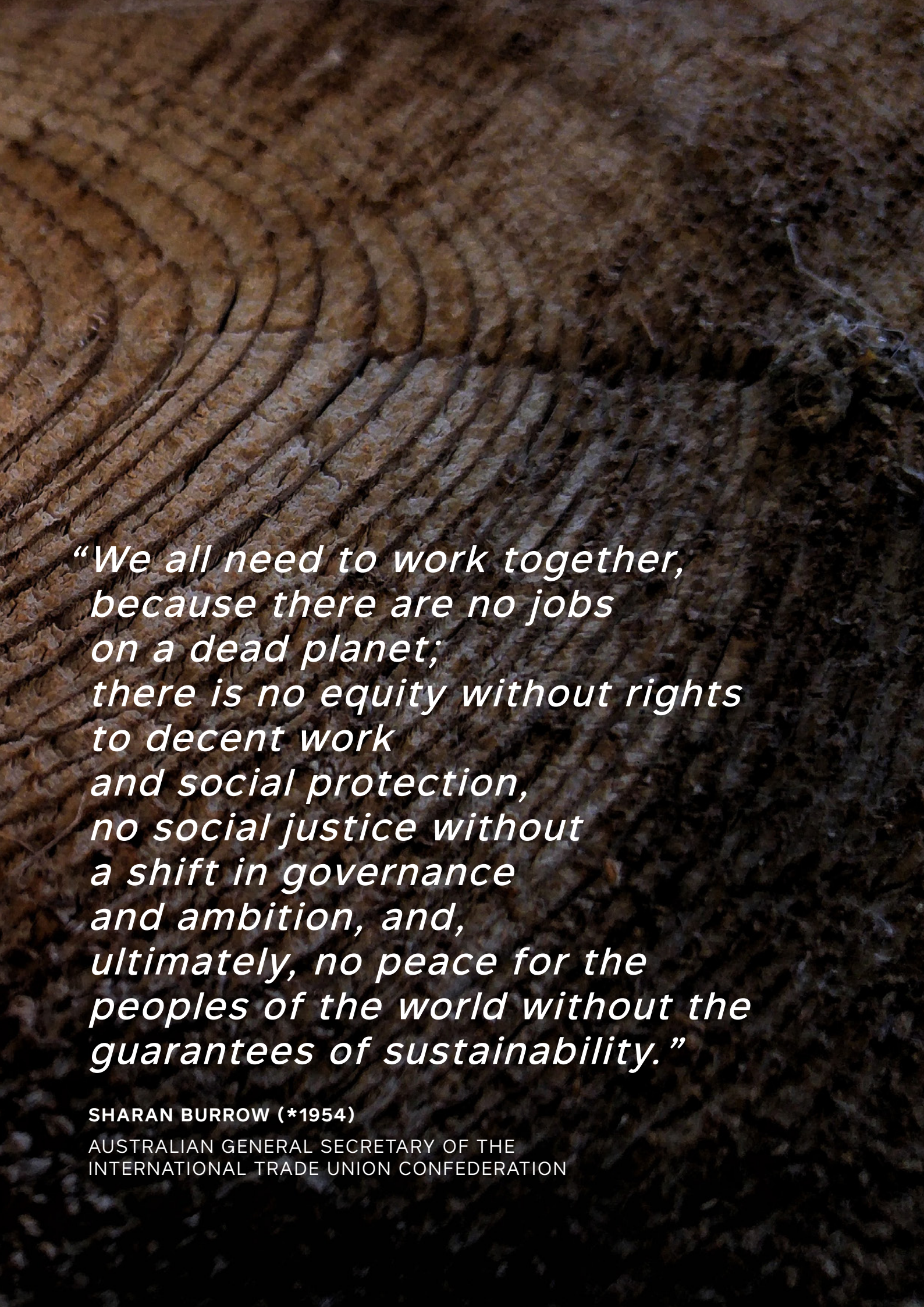
Sustainability has always been a concern. Today, it is more than ever a priority for our products and processes. That is why it was important for us to write and share our sustainable development roadmap with you, along with our ambitions and major challenges for the years to come.

This CSR report is the result of several months of co-construction, both internally with all our colleagues and externally with you, our customers, suppliers, and partners.

In this report, we explain our sustainable development strategy as well as our quantified objectives. The report begins with a message from the CEO, it then provides an overview of Mobitec's values and mindset, as well as a recap of our 2022 activities, building on our foundations.

The report emphasizes the importance of Mobitec's stakeholders and outlines our approach to sustainable development, which includes a focus on the UN sustainable development goals. The core of the report focuses on Mobitec's five areas of sustainable development: perennity and well-being of all, eco-design and circularity, our climate impact, our fight against deforestation, and the care of our partners and customers. The five areas of sustainable development are broken down into 13 specific topics on which Mobitec is committed with specific goals, so that together we can build a sustainable future.



A close-up photograph of a tree trunk, showing the intricate, concentric growth rings of the wood. The rings are dark brown and separated by lighter, fibrous material. The texture is rough and natural, with some small knots and imperfections visible. The lighting is somewhat dramatic, highlighting the depth of the rings.

*“We all need to work together,
because there are no jobs
on a dead planet;
there is no equity without rights
to decent work
and social protection,
no social justice without
a shift in governance
and ambition, and,
ultimately, no peace for the
peoples of the world without the
guarantees of sustainability.”*

SHARAN BURROW (*1954)

AUSTRALIAN GENERAL SECRETARY OF THE
INTERNATIONAL TRADE UNION CONFEDERATION



ABOUT THIS REPORT

This sustainable development report refers to Mobitec's 2022 exercise. It is Mobitec's first sustainable development report. The report is established according to the current international recommendations: UN Guiding Principles Reporting Framework, Global Reporting Initiative, and UN SDGs.

TABLE OF CONTENTS

MESSAGE FROM OUR CEO	9
MOBITEC, FIRST AND FOREMOST A FAMILY BUSINESS	12
ABOUT MOBITEC	13
SUSTAINABLE DEVELOPMENT AT MOBITEC	18
A mindset, a set of shared values	22
A RECAP OF 2022 BUILDING ON OUR FOUNDATIONS	27
THE IMPORTANCE OF OUR STAKE-HOLDERS	36
OUR SUSTAINABLE DEVELOPMENT GOALS	44
OUR HOLISTIC APPROACH	44
THE UN SUSTAINABLE DEVELOPMENT GOALS	50
Our Roadmap	56
PERENNITY AND WELL-BEING OF ALL	62
ECO-DESIGN AND CIRCULARITY	70
CLIMATE	78
OUR FIGHT AGAINST DEFORESTATION	84
CARING FOR OUR PARTNERS AND CUSTOMERS	88
CLOSING STATEMENT	95



MESSAGE FROM OUR CEO

Dear Reader,

It is with great humility that I present to you Mobitec's first CSR report. At Mobitec, we have always valued continuity, and our products have been designed to provide long-term solutions with high quality, comfort, and timeless design. We are honored to say that some customers have come back to us even 20 years after purchasing their chairs to order new covers. I am truly grateful for the loyalty our customers have shown us over the years. It reflects the trust they have in the quality and longevity of our products.

Over 30 years ago, my father, Herbert Rom, the founder of Mobitec, had a very clear vision of sustainable development. As a true visionary entrepreneur, passionate about design and nature, he wrote the book 'The Entrepreneur and the Eye of the Needle Gate' (translated from German) about his vision of the company and how it should integrate human and environmental considerations throughout its value chain. He championed several innovative practices that were ahead of their time. These included, but were not limited to, using primarily wood as a natural and renewable resource, promoting the use of replaceable covers, and challenging the development team to optimize material use when introducing new products in the collection.

We have continued to make efforts to honor my father's vision over the years, including assessing our CO₂ emissions in 2019, as well as continuous improvements in terms of waste management and material use. We made our first investment in photovoltaic panels to start producing our own energy, and we are committed to increasing our use of renewable energy sources in the coming years.

While we have made efforts over the years, we know that now is the time for fundamental change. We recognize our past efforts are not sufficient to combat climate change. With the construction of our CSR strategy, we are committed to contributing our part to this global challenge. We are also pleased to welcome Marie, my daughter, who has recently joined our team and taken on the responsibility of leading our sustainability efforts. Her passion for sustainability and dedication to our commitments is inspiring.

In this report, we outline our long-term goals and commitments to creating a sustainable future, including reducing our carbon footprint, fighting against deforestation, conceiving circular products and solutions, investing in perennity and well-being, and involving our partners in the process. We hope that it will give you insight into our efforts to create a sustainable future and our commitment to transparency in our operations. We thank you for taking the time to read it and hope that you find it informative and inspiring.

Sincerely,
Anne Rom
CEO of MOBITEC

*“What we do today
will determine
what the world
looks like tomorrow.”*

MARIE VON EBNER-ESCHENBACH (1830 – 1916)
AUSTRIAN WRITER





HEADQUARTER EUPEN – BELGIUM

MOBITEC, FIRST AND FOREMOST A FAMILY BUSINESS


ABOUT MOBITEC

Founded in 1990, Mobitec Systems SA is a Belgian family business specialized in the production of high-quality design furniture (chairs, armchairs, and tables). Our offices are situated in Eupen, and our three production sites are located in Poland. The company employs about 700 people.

Unlike most furniture manufacturers, Mobitec has no stock of ready goods. We produce on demand, with no minimum order quantity, and we are focused on the personalization of the products. In 2022, we produced 15.075 tables and 229.358 chairs for our customers.

Our products are sold in more than 10 European countries, through a network of distributors and agents.

SOME KEY DATES

- 
- 1990** Founding of Mobitec Systems AG by **Herbert Rom**.
 - 1994** We start producing in **Poland**.
 - 2000** **Anne Rom**, second generation, takes up her position.
 - 2013** Launch of the **MOODS collection**. The first collection of labelled products.
 - 2014** **Systematic labeling** of all new Mobitec collections.
 - 2017** Renovation and inauguration of the Mobitec brand **showroom** in Eupen. Mobitec collections.
 - 2019** **Rebranding** of Mobitec, new logo and new website.
 - 2020** **Marie Claeys**, third generation, joins the team.



> 700

NUMBER OF EMPLOYEES



> 10

EUROPEAN COUNTRIES WHERE WE ARE ACTIVE

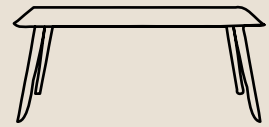


220.000

CHAIRS PRODUCED PER YEAR

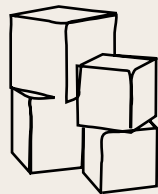
± 17.000

DELIVERY ADDRESSES PROCESSED PER YEAR



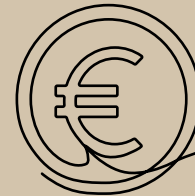
15.000

TABLES PRODUCED PER YEAR



± 63.000 M³

OF GOODS DELIVERED PER YEAR



> 50.000.000 €

ANNUAL TURNOVER

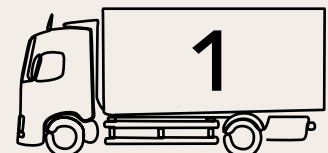


> 300 km

OF FABRICS PROCESSED PER YEAR

4

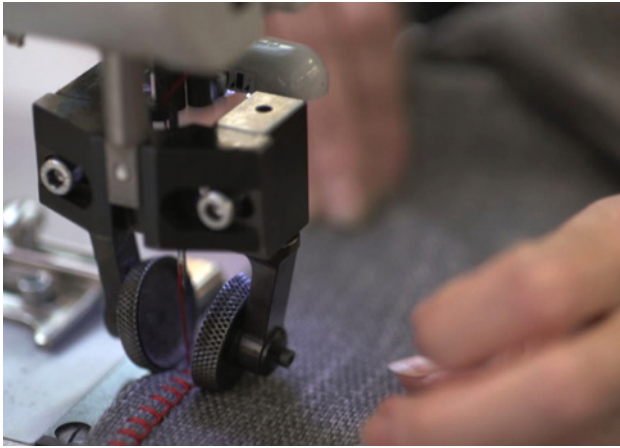
BRAND SHOWROOMS IN BELGIUM, GERMANY AND THE NETHERLANDS



1

EXHIBITION TRUCK ON THE ROAD





OUR PRODUCTION SITES

From the purchase of raw materials to the final assembly of the product, we handle all stages of the manufacturing process at our three production sites, always ensuring that the protection of the environment remains our top concern.

Controlling each phase of the process enables us to guarantee an impeccable quality and finish for each piece.

Our three plants are located in Poland within a 50 km radius of each other.

Each site has its own specificity:

- 📍 **Mioszów:** Wood procurement, machining, assembly and finishing of frames.
- 📍 **Jaworzyna:** Production of tables and of metal frames for chairs and tables.
- 📍 **Dzierżoniów:** Sewing and upholstering of products. Logistics center for all our deliveries.



SUSTAINABLE DEVELOPMENT AT MOBITEC

OVER 30 YEARS OF EXISTENCE AND 3 GENERATIONS



Herbert Rom, 2014
Founder of Mobitec Systems SA

Mobitec's story began in 1990 with the creation of Mobitec Systems SA by Herbert Rom and a group of passionate professionals. The company's guiding principle at its establishment was to create high-quality chairs and tables while respecting both people and nature.



In 2000, 10 years later, Herbert's daughter, Anne Rom, began working for Mobitec. The company continued to grow with a focus on quality, customization, longevity and sustainability of its products.

In 2020, Marie Claeys, Anne's daughter and Herbert's granddaughter, joined the company. Mobitec continues its journey with the same values.

SUSTAINABILITY HAS BEEN ONE OF THE COMPANY'S CORE VALUES FOR OVER 30 YEARS

Over 30 years ago, at the creation of Mobitec, Herbert Rom already had a very clear vision of sustainable development. A true visionary entrepreneur, passionate about design and nature, he even wrote the book 'The Entrepreneur and the Eye of the Needle Gate' (translated from German) about his vision of the company and how it should integrate human and environmental considerations throughout its value chain.



At Mobitec, sustainable development is considered in its completeness. In concrete terms, creating high-quality furniture while respecting people and the environment means using natural resources wisely, taking action to limit global warming, manufacturing locally while considering the men and women who design and produce our products as members of our family, and ensuring the financial sustainability of our business so that we can continue to prosper, hopefully for many generations to come.

LOOKING TOWARDS THE FUTURE

At Mobitec, we recognize that our past efforts have not been sufficient to combat global challenges. That's why we have developed a CSR strategy to contribute to addressing these issues. Our vision for sustainability is to create furniture that can last for future generations, and we strive to anticipate the needs of our customers, the market, and the world of tomorrow.

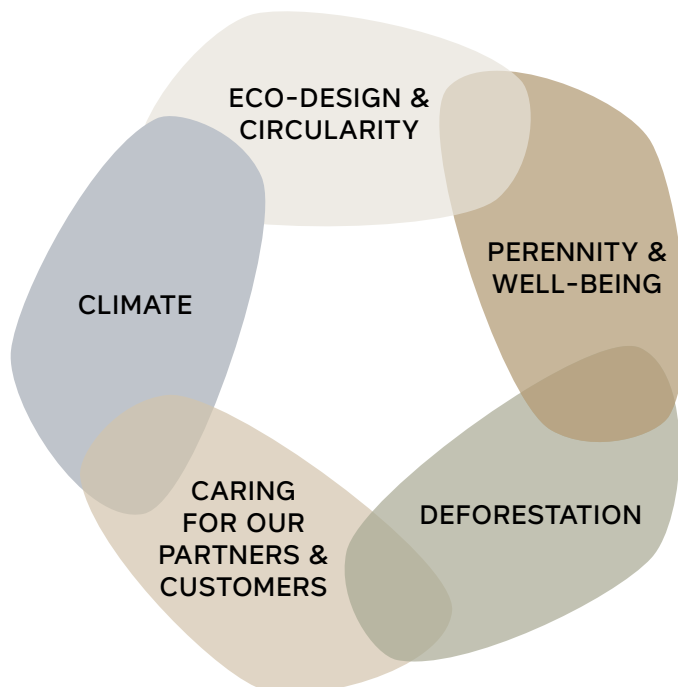
We believe that our responsibility does not end with the sale of our products. Instead, we strive to anticipate the needs of our customers, the market, and the world of tomorrow. We believe in taking responsibility for the products we sell and ensuring that we can take back furniture in the future for reusing, replacing, and repairing. Our goal is to do more with less and to do better with less. By adopting this approach, we can create a sustainable future where we minimize waste and reduce our environmental impact.

In summary, our CSR strategy is not only about meeting our ethical obligations, but it is also about being visionary and responsible for the long-term impact of our actions. We strive to create a more sustainable world by embracing a circular economy approach and creating furniture that lasts, reducing waste, and ultimately making a positive contribution to society.

WORKING TOGETHER: WOMEN AND MEN AT MOBITEC

At Mobitec we strive to create a sense of family among all those who work with us, whether they are men or women. We believe in treating everyone with the same level of respect and kindness that we would show to our own family members. Our team includes the skilled individuals who manufacture our high-quality furniture, as well as those who handle sales, accounting, design, logistics, marketing, IT, purchase, HR, production planning and after-sales service. We are grateful for the relationships we have with our customers, suppliers and partners, and we consider them to be a valuable and precious part of our Mobitec community.

For Mobitec, sustainability is in our DNA. We approach it through 5 main aspects: the long-term perennity and well-being of all, eco-design and circularity, climate, our fight against deforestation, and the care of our partners and customers.



Chapter “**STAKEHOLDERS**” and “**SUSTAINABLE DEVELOPMENT GOALS**” provide detailed explanations of how Mobitec is committed to building a sustainable future with its stakeholders, which includes 13 specific topics and quantified goals within the 5 key areas.



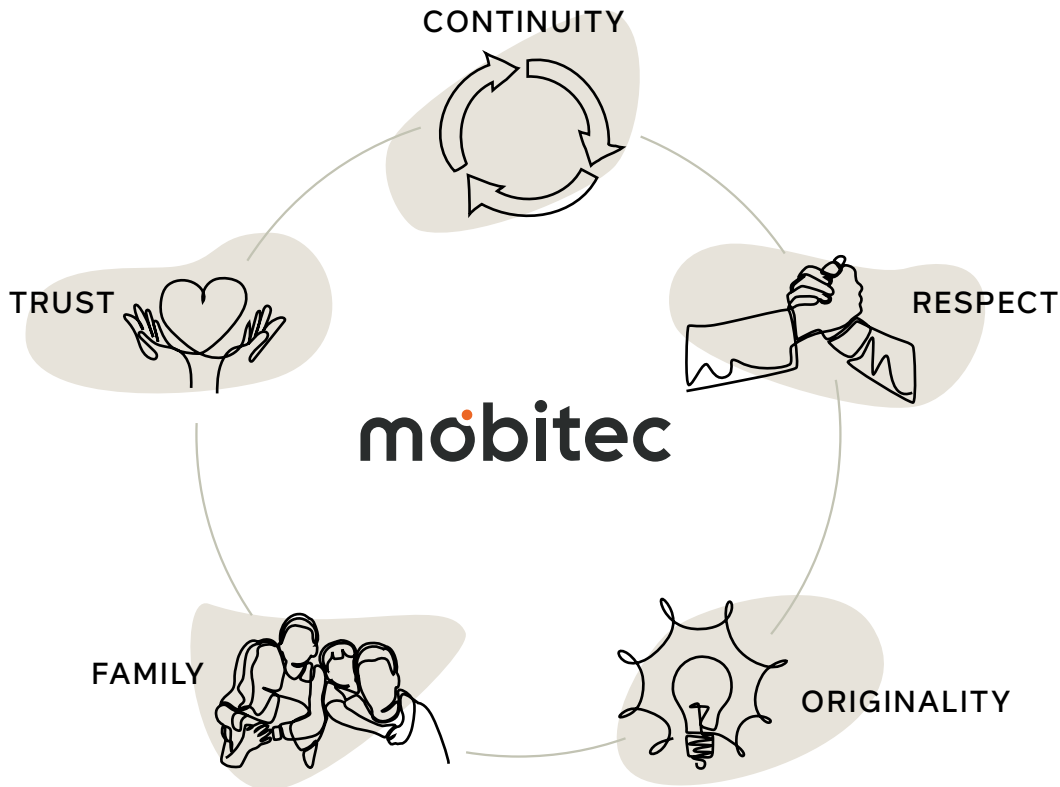
A MINDSET, A SET OF SHARED VALUES



*“Together,
we create
moments
of well-being!”*

ANNE ROM (CEO)

FOR BOTH OUR PARTNERS AND OUR STAFF,
WE GUIDE OUR DECISIONS AND STRATEGY IN
ALIGNMENT WITH OUR VALUES. MORE THAN
JUST FURNITURE AND MORE THAN JUST A JOB,
WE AIM TO PROVIDE MOMENTS OF WELL-BEING
TO OUR PARTNERS AND MEMBERS OF THE
MOBITEC FAMILY.



CONTINUITY: As we move forward, we honor our origins and are committed to maintaining our longstanding partnerships.

RESPECT: **The planet:** We recognize that the Earth is our home, and we are committed to treating it with kindness and care.

The people: We recognize the strengths and weaknesses of each individual and believe that everyone has a role to play. We embrace diversity and value the differences of each person. Diversity is a strength for us, and we place respect at the center of all our relationships, both with our staff and our partners.

ORIGINALITY: We dare to venture off the beaten path and assert our identity. We are creative and passionate in the design of our products and in our ability to find solutions.

FAMILY: As a family business, we hold our team members in the highest regard, valuing not only their professional contributions but also their personal lives. We are committed to creating a culture of care and support for each other, believing that by investing in our team and fostering a positive work environment, everyone can thrive.

TRUST: Mobitec trusts in its collaborators, and we trust in the future. We are entrepreneurs and have confidence in the success of our projects.


ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS



A photograph of a wooden wall with a shadow of a plant cast on it. The wall is made of vertical wooden planks. On the right side, there is a dark shadow of a plant with many small leaves, possibly a fern or a similar leafy plant, cast onto the wall. The lighting is soft and warm, creating a textured and natural feel.

*“We don’t have
to engage in grand,
heroic actions
to participate in change.
Small acts, when multiplied
by millions of people,
can transform the world.”*

HOWARD ZINN (1922 - 2010)

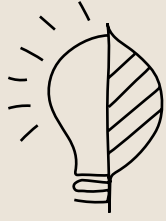
HISTORIAN, POLITICAL SCIENTIST,
CIVIL RIGHTS AND PEACE ACTIVIST



A RECAP OF 2022

BUILDING ON OUR FOUNDATIONS

Over the past three years, we have made significant progress in consolidating our sustainability efforts at Mobitec. While sustainability has been a core value for us for over 30 years, we recognized the need to turn our ideas and aspirations into concrete action. We engaged experts to help guide us through this process, which involved measuring our carbon footprint, developing a plan to reduce it, and ultimately creating a roadmap for sustainable development that is reflected in our sustainability report. However, we did not let our focus on the core prevent us from pursuing important projects that align with our values. We are excited to share some of these projects with you in this report.



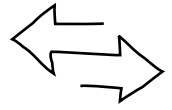
DEVELOPMENT OF THE MODULAR “NEO” CHAIR

Eco-design and sustainability were the priority when designing the NEO chair, whose entire life cycle was considered from the first sketches.

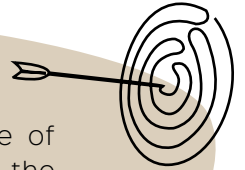
Conceived to be easily dismantled, in case of non-conformity, its damaged parts can easily be replaced, which saves resources. By making each component and the chair’s cover easy to repair, maintain or replace, we can extend the life of the product and reduce the amount of furniture ending up in landfills.



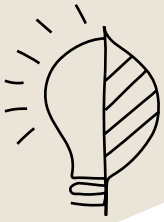
CHANGE
CHAIR COVER



REPLACE
DAMAGED PARTS



OUR GOAL: extend the life of the product and reduce the amount of furniture ending up in landfills.



TWO INTERNS FULLY DEDICATED TO SUSTAINABILITY PROJECTS

Since September 2022, two interns started working for Mobitec. Both students at the business school in Liège, they dedicate the research of their thesis on sustainability projects we needed some support on.



EXTEND LIFE OF THE PRODUCTS



REDUCE WASTE



LIMIT CONSUMPTION OF NATURAL RESOURCES



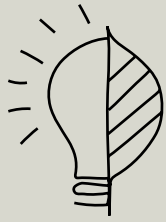
LIMIT CO₂

One project consists in examining the feasibility of a repair service. This service has the direct effect of extending the life of the products sold, reducing waste, limiting the consumption of natural resources and the CO₂ emissions linked to the production of a new piece of furniture.

The other project focuses on improving our sourcing policy and our supplier charter, to align them with our values. The aim is to analyze our current situation, to support us on setting ambitious goals and to come with concrete recommendations on how to achieve them.



OUR VISION: align our suppliers with our values



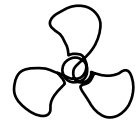
CONTINUOUS IMPROVEMENTS IN OUR PRODUCTION SITES

In our factories in Poland, many improvements have been made to reduce our impact on the environment.

In addition to the installation of LEDs to reduce electricity consumption, we are testing a new ventilation system to dry our wood which reduces our electricity consumption by 40 % for the drying chamber the trials are conducted. In the coming years, the aim is to install this new system in all our drying chambers.

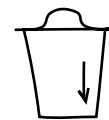


LED

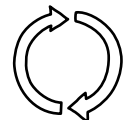


VENTILATION SYSTEM

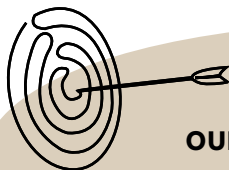
Processes are also constantly being scrutinized to reduce waste and reuse as much material as we can. Regarding wood for instance, cut-out elements, which are too small to be reinserted in production are being glued together to be reused in non-visible parts of some of our products. Moreover, we sell slats that cannot be reused in our industry to a local carpenter and produce heating pellets from our sawdust. Very small wood pieces, bark, and sapwood is used to heat our factories in Mierosow and Jaworzyna or is sold to our employees for their own heating use.



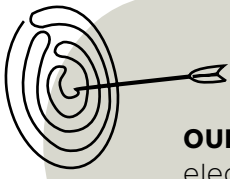
REDUCE WASTE



REUSE REMAINING MATERIAL

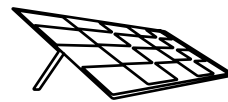


OUR GOAL: reduce our impact on the environment



OUR GOAL: covering 30 % of the electricity needs of our production sites in Poland by 2024

As part of our commitment to reducing our carbon footprint, we have taken significant steps to integrate renewable energy into our operations. Photovoltaic panels have been installed at each of our production centers, with the aim of covering 30 % of the electricity needs of our production sites in Poland by 2024. This investment is especially important given Poland's heavy reliance on fossil fuels. In 2021, coal provided 72 % of the nation's electricity, making it one of the top EU nations for using fossil fuels. In fact, Poland only produces 17 % of its electricity from renewable sources, one of the lowest percentages in the EU. By integrating renewable energy into our operations, we are significantly reducing the CO₂ emissions associated with our energy usage.

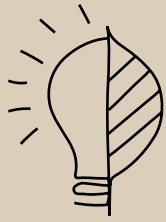


SOLAR PANELS



reducing the CO₂ emissions





FABRIC COLLECTION FROM RECYCLED MATERIALS, MADE IN BELGIUM:

In 2022, we sold over 30.000 chairs in our Mango/Berry fabric (12 % of our total chair volume). The Mango/Berry fabrics in our VIVALIFE range are Oekotex certified, contain no PFC chemicals, are made from upcycled fiber and are fully recyclable. The production process is 100 % Belgian, and no water is used to grow the fiber or to dry the fabric.



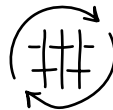
OEKOTEX
CERTIFIED



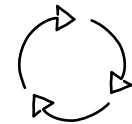
NO PFC
CHEMICALS



PRODUCTION
100 % BELGIAN



UPCYCLED
FIBER



RECYCLABLE



NO WATER FOR
GROTH & DRYING







ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS

*“A sustainable world
means working together
to create
prosperity for all.”*

JACQUELINE NOVOGRATZ (*1961)

AMERICAN ENTREPRENEUR AND AUTHOR

THE IMPORTANCE OF OUR STAKE- HOLDERS

AT MOBITEC, WE ARE AWARE THAT OUR ACTIVITIES HAVE DIRECT AND INDIRECT IMPACTS ON OUR INTERNAL AND EXTERNAL STAKEHOLDERS.

THEREFORE, IT IS ESSENTIAL FOR US TO PLACE OUR STAKEHOLDERS AT THE HEART OF OUR SUSTAINABILITY STRATEGY.





WHAT DO WE MEAN BY STAKEHOLDERS AND WHO ARE THEY?

Mobitec's stakeholders are all those whose interests will be affected by its activities, decisions and strategy. Internally, they are all our employees at our Belgian and Polish sites. Externally, by stakeholders, we mean our end consumers, our suppliers, our distributors, our various partners (universities, public institutions, etc.) and you, who is reading our report.

WHY CONSULT OUR STAKEHOLDERS?

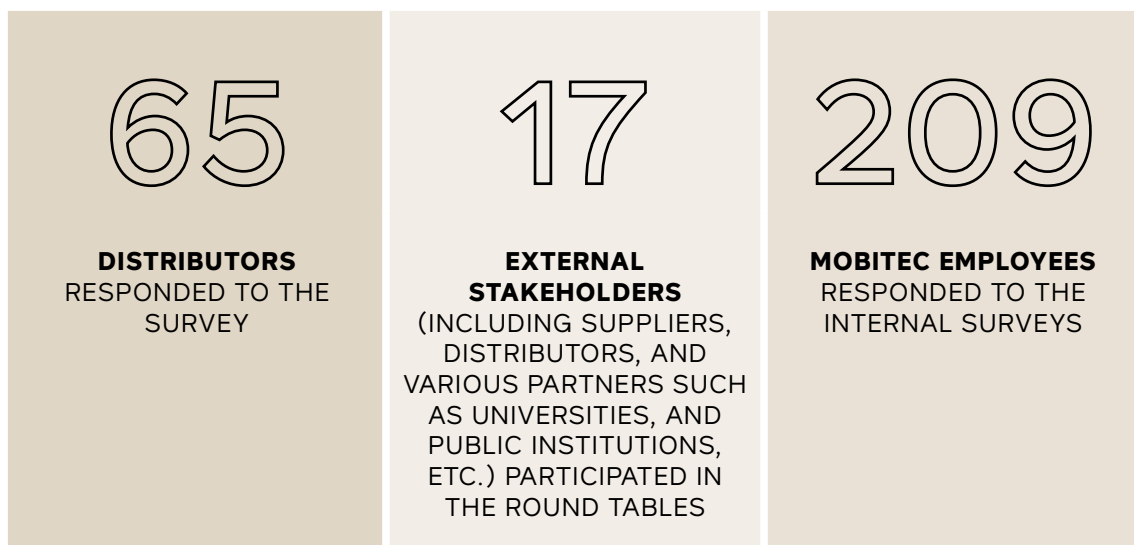
Given our impact on our stakeholders, integrating them into the development of our CSR strategy was essential in order to set ourselves relevant objectives that reflect their needs and meet their own challenges while taking into account their visions. Through stakeholder consultation, we also wanted to give credibility to our commitments.

HOW HAVE WE INTEGRATED STAKEHOLDERS INTO OUR STRATEGY?

A thorough work was done with the management to list Mobitec's strategic and relevant topics with regard to sustainable development. We then confronted this work with our internal and external stakeholders in three stages.

- ① Firstly, we surveyed our internal stakeholders at all four Mobitec sites using a questionnaire.
- ② Secondly, we consulted our external stakeholders related to the Belgian site and our Polish sites through two round tables where we could gather their opinions and impressions regarding our priority topics.
- ③ Thirdly, a questionnaire was sent to over 4800 contacts in our network, in three different languages.

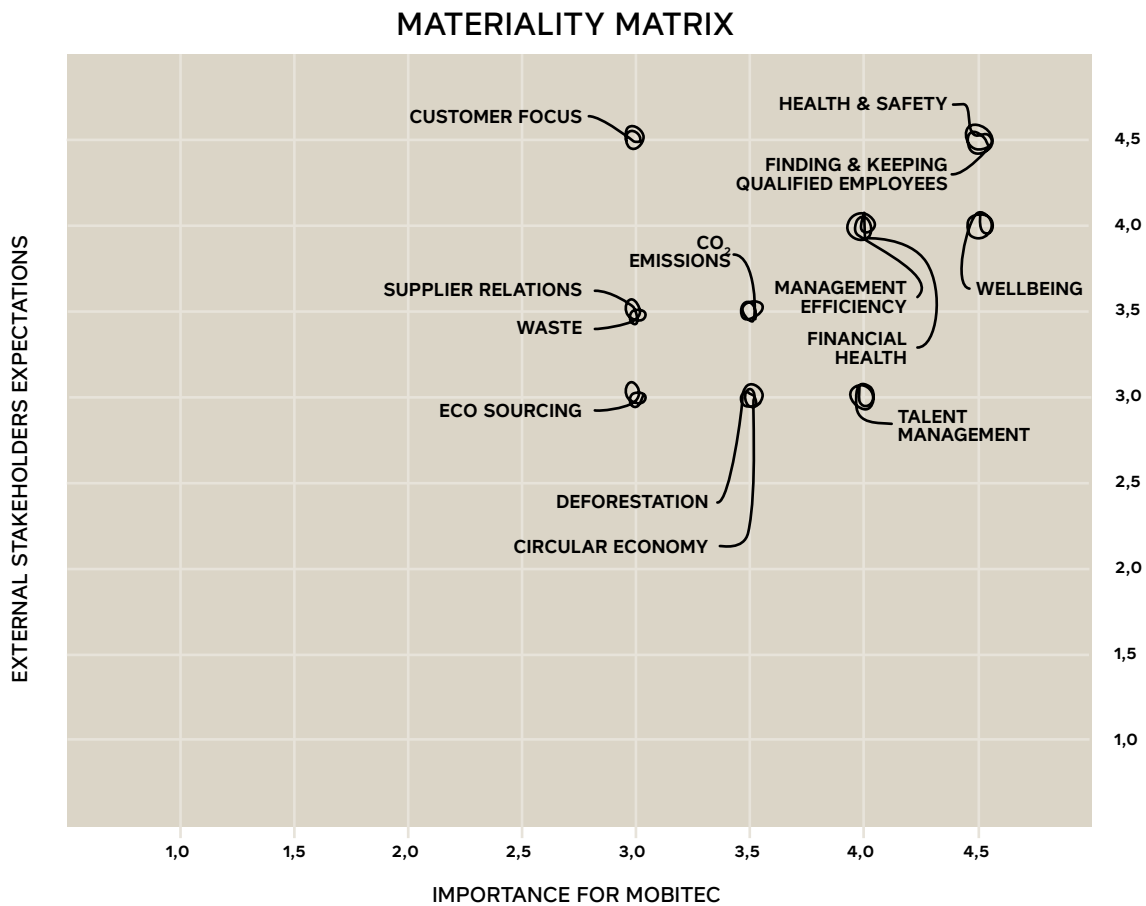
CONSULTATION OF OUR STAKEHOLDERS IN A FEW NUMBERS:





OUR MATERIALITY MATRIX

Consulting our internal and external stakeholders allows us to identify what are known as 'material' topics for Mobitec. Specifically, a topic is considered 'material' when it is important to both external and internal stakeholders. This does not mean that less 'material' topics are not considered at Mobitec. However, it allows us to take a step back from our sustainable development topics and to focus our efforts and attention specifically on the most important topics for our stakeholders.



Here an example on how to read the matrix: According to the matrix, it appears that our stakeholders place greater importance on health and safety, as well as the recruitment and retention of qualified personnel, than on waste management and sustainable sourcing.

ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS





*“Never doubt that
a small group of
thoughtful, committed citizens
can change the world.
Indeed, it is the only thing
that ever has.”*

MARGARET MEAD (1901 – 1978)

AMERICAN ANTHROPOLOGIST

OUR SUSTAINABLE DEVELOPMENT GOALS

OUR HOLISTIC APPROACH

Driven by values of longevity, quality, and sustainability since our beginnings, it is essential for us to ensure a positive impact on the world.

In terms of societal, environmental or economic aspects, we have worked on identifying our major challenges as well as the objectives and means to be implemented to make the world more sustainable, at our level.

We have identified 13 strategic and relevant topics with regard to sustainable development. These issues are divided into 5 main chapters: Perennity and well-being for all, eco-design and circularity, climate, our fight against deforestation, and caring for our partners and customers. Each chapter contains quantified goals.



PERENITY AND WELL-BEING OF ALL

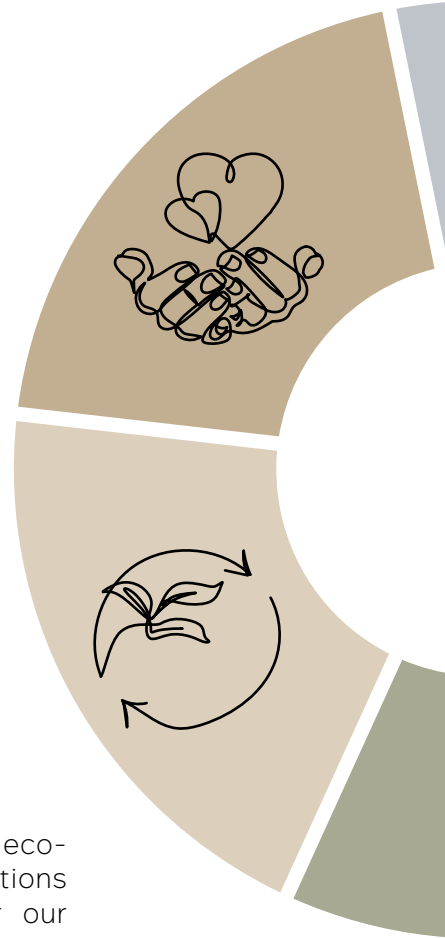
As a company and economic agent, we do our best to lead by example. We ensure the well-being and development of our teams and the development of our talents. We work every day to offer our employees a secure work environment. We are committed to ensuring the perennity of our business as well as the job security of our teams.

- Our sustainability factors:**
- > The health and safety of everyone
 - > Recruiting and retaining qualified collaborators
 - > Talent management
 - > Well-being
 - > Managerial efficiency
 - > Financial health

ECO-DESIGN AND CIRCULARITY

We are committed to offering a new economic model and placing eco-design at the heart of our strategy. We aim to provide circular solutions and are committed to adopting an eco-design approach for our products. Our goal is to offer customers the best products with a reduced environmental footprint while decreasing the amount of production waste we generate.

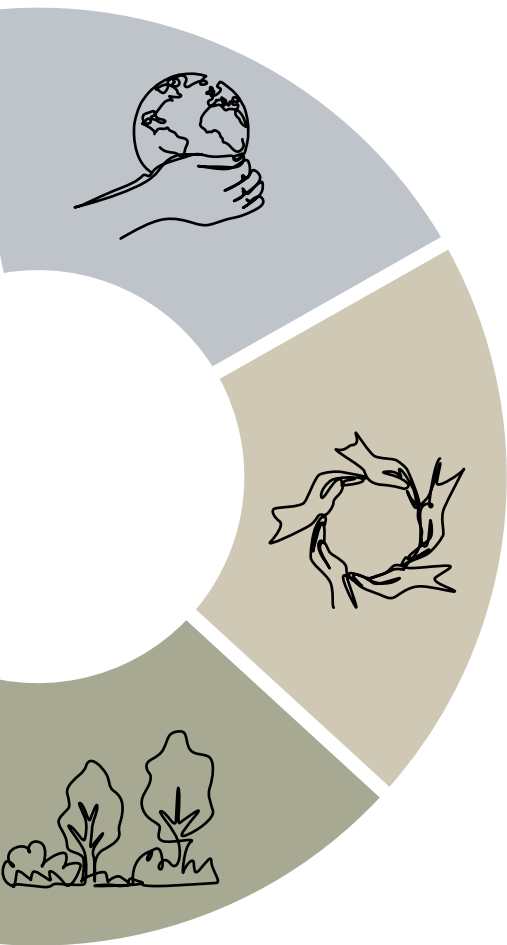
- Our sustainability factors:**
- > Circular economy and eco-design
 - > Sustainable sourcing
 - > Waste reduction



CLIMATE

We measure and understand our carbon footprint across all our activities (scope 1, 2, and 3). We have implemented a policy to reduce CO₂ emissions in our processes, taking measures at all levels of our activities (energy, raw materials, transportation, waste, etc.).

Our sustainability factor: > CO₂e emissions



CARING FOR OUR PARTNERS AND CUSTOMERS

We believe that we are stronger together and that sustainable development is everyone's responsibility. We cultivate our relationships with both our customers and our suppliers.

Always attentive to the needs of current society and our customers, it is essential for us to forge strong ties with our suppliers and partners to work together to achieve these common goals.

Our sustainability factors: > Customer-oriented approach
> Relationships with our partners

OUR FIGHT AGAINST DEFORESTATION

As a furniture producer, we want to control our impact on deforestation. We have made it a strategic priority and it is one of our main concerns.

Our sustainability factor: > Deforestation

“Without environmental sustainability, economic stability and social cohesion cannot be achieved.”

PHIL HARDING (*1950)
BRITISH FIELD ARCHAEOLOGIST



SUSTAINABLE DEVELOPMENT GOALS

THE UN SUSTAINABLE DEVELOPMENT GOALS

The sustainable development goals (SDGs) define the five pillars of sustainable development: people, planet, prosperity, peace and partnership.

They are universal guidelines which point the way to a better world. The 17 Sustainable Development Goals were adopted in 2015 by all United Nations Member States, as part of the 2030 Agenda for Sustainable Development. Each SDG is important. All are closely linked. Our challenges and roadmap have been built taking into account each of the 17 sustainable development goals. Our objectives and actions to be implemented are each linked.

HERE THEY ARE:



No Poverty: End poverty in all its forms everywhere.



Zero Hunger: End hunger, achieve food security and improved nutrition and promote sustainable agriculture.



Good Health and Well-being: Ensure healthy lives and promote well-being for all at all ages.



Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



Gender Equality: Achieve gender equality and empower all women and girls.



Clean Water and Sanitation: Ensure availability and sustainable management of water and sanitation for all.



Affordable and Clean Energy: Ensure access to affordable, reliable, sustainable and modern energy for all.



Decent Work and Economic Growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



Industry, Innovation and Infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.



Reduced Inequalities: Reduce inequality within and among countries.



Sustainable Cities and Communities: Make cities and human settlements inclusive, safe, resilient and sustainable.



Responsible Consumption and Production: Ensure sustainable consumption and production patterns.



Climate Action: Take urgent action to combat climate change and its impacts.



Life Below Water: Conserve and sustainably use the oceans, seas and marine resources for sustainable development.



Life on Land: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.



Peace, Justice and Strong Institutions: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.



Partnerships for the Goals: Strengthen the means of implementation and revitalize the global partnership for sustainable development.





ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS

APPROACH

UN SDGS

ROADMAP


PERENITY & WELL-BEING

ECO-DESIGN & CIRCULARITY

CLIMATE

DEFORESTATION

PARTNERS & CUSTOMERS



*“Twenty-five years ago,
people could be excused
for not knowing much,
or doing much,
about climate change.
Today we have no excuse.”*

DESMOND TUTU (*1931)

**SOUTH AFRICAN ARCHBISHOP, THEOLOGIAN AND
HUMAN RIGHTS ACTIVISTS**

OUR ROADMAP

Our roadmap summarizes our priority CSR topics. Sustainability factors are identified for each of them. The objectives are quantified and dated.

PERENNITY AND WELL-BEING OF ALL



SUSTAINABILITY FACTOR	GOALS	TARGET DATE
HEALTH AND SAFETY	<p>Zero serious* accident in production from 2023. By serious we mean no permanent damage on people's lives private and professionally.</p> <p>No work-related sickness (ergonomics, respiratory disease, inflammatory disease, burnout, etc.).</p>	July 2023
RECRUIT AND KEEP QUALIFIED PEOPLE	<p>Per job offer, receive at least:</p> <ul style="list-style-type: none"> - 3 qualified profiles matching the job requirement for specialized or high-responsibility roles. - 5 qualified profiles matching the job requirement for less specialized or less high-responsibility roles. 	2024
TALENT MANAGEMENT	<p>Mobitec inspires its employees and employees inspire each other. At least 60 % of employees feel inspired at work and thrive.</p> <p>Organize a diversity information & training session once per year for management in line with our values.</p>	<p>2023</p> <p>2023</p>
WELL-BEING	80 % of employees recommend Mobitec as a good employer.	2023
MANAGERIAL EFFICIENCY	<p>Internal project success rate of minimum 80 %</p> <p>Minimum one lean office improvement per week</p> <p>All employees contribute directly or indirectly to projects.</p> <p>90 % of our exchanges and meetings are dynamic and efficient according to our standards.</p>	<p>June 2023</p> <p>June 2023</p> <p>June 2023</p> <p>December 2023</p>
FINANCIAL HEALTH	Maintain a sufficiently high annual profit to financially support the commitments cited in this report.	Yearly

ECO-DESIGN AND CIRCULARITY



SUSTAINABILITY FACTOR	GOALS	TARGET DATE
CIRCULAR ECONOMY AND ECO-DESIGN	100 % of our foam adhesives are solvent-free (intermediate target of 50 % by 2025).	2028
	100 % of our new products are eco-designed*	2025
	*To measure whether a product is eco-designed, we have created our internal evaluation grid. By 2025, if at least 3 criteria from our grid are met, we internally consider the furniture as circular. In the future, we will set ourselves more ambitious goals to develop products that are completely dismantlable and where every component can be replaced. Find the detailed criteria of our internal evaluation on page 72.	2025
	Offer maintenance and repair solutions for lifelong products.	2025
	Offer covers for the TOP 10 models that have not been created in a removable version.	2025
	Audit of our TOP 5 models to reduce the use of raw materials.	2025
	Design products so that end-of-life disassembly is possible.	2024
SUSTAINABLE SOURCING	Define a sustainable purchasing policy and maximize collaboration with existing partners to find solutions.	2024
	Find alternatives for leather and make sure our leather comes from a sustainable supply chain	2025
WASTE	80 % of our plastic packaging is based of recycled plastic.	2025
	80 % of our waste is sorted for recovery (recovery outside of our production) for all materials excluding wood.	2025



CLIMATE



SUSTAINABILITY FACTOR	GOALS	TARGET DATE
CO₂e EMISSIONS	Halve our CO ₂ emissions according to following formula: $((\text{Emission 2019}) / (\text{turnover 2019}) * (\text{turnover 2030})) / 2$	2030



OUR FIGHT AGAINST DEFORESTATION



SUSTAINABILITY FACTOR	GOALS	TARGET DATE
DEFORESTATION	Support organizations active in forest protection by donating 2 % of our profits to them.	2023
	70 % of our wood purchases are FSC-certified (mix 70 % or more).	2025
	Increase our wood utilisation rate to 40 %.	2028



CARING FOR OUR PARTNERS AND CUSTOMERS



SUSTAINABILITY FACTOR	GOALS	TARGET DATE
CUSTOMER-ORIENTED APPROACH	Increase consumer and customer satisfaction with products and services to NPS \geq 8 (NPS 1-6 = negative impression and communication, 7-8 indifferent, 9-10 positive impression and communication). This goal should help us on our way to reach for 9 in the future.	2023
RELATIONS WITH OUR PARTNERS	Involve our suppliers in challenges and share our goals with them: <ul style="list-style-type: none"> - setup a supplier charter - at least 1 official meeting per important supplier per year - audit our top 10 suppliers about the charter, on how it's respected. 	<p>June 2023</p> <p>End 2023</p> <p>End 2024</p>



ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS

APPROACH UN SDGS ROADMAP


PERENITY & WELL-BEING

ECO-DESIGN & CIRCULARITY

CLIMATE

DEFORESTATION

PARTNERS & CUSTOMERS



*“It is not only
for what we do
that we are held responsible,
but also for what
we do not do.”*

MOLIÈRE (1622 – 1673)

FRENCH PLAYWRIGHT, ACTOR, AND POET



PERENNITY AND WELL-BEING OF ALL

WHY IS IT IMPORTANT ?

At Mobitec, we want to position ourselves as an exemplary employer for our employees. Our employees are members of our family.

We do everything in our power to ensure the continuity and longevity of our company. More than just a guaranteed job, we offer our employees a great place to work, where respect, safety and well-being are key.

SOME FIGURES

NUMBER OF COLLABORATORS		
	MEN	WOMEN
PRODUCTION SITE DZIERŻONIÓW	122	153
PRODUCTION SITE MIEROSZÓW	121	53
PRODUCTION SITE JAWORZYNA	134	65
EXTERNAL SALES	10	3
OFFICES IN EUPEN	21	27
TOTAL	408	301
MANAGEMENT	75 %	25 %

OUR CHALLENGE

Our talents are key to Mobitec's success in guaranteeing high quality products and acting as agent of change. That is why we do everything we can to keep our projects on track, to guarantee the performance of our teams, and to make Mobitec an attractive company for recruiting and keeping talent engaged. **Our goal:** To find and keep people and give them the motivation to come to work every day!

DID YOU KNOW?

Our production managers focus their approach on “Idea Management”. This form of participative management invites all employees to voice their ideas for improvement on an equal basis.

KEY FIGURES FOR 2022

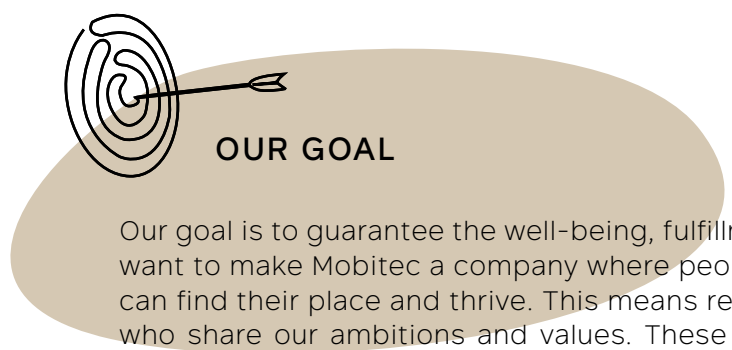
	NUMBER OF RECEIVED IDEAS	NUMBER OF IMPLEMENTED IDEAS	PARTICIPATION RATE OF OUR TEAMS
JAWORZYNA	372	197	68 %
MIEROSZOW	381	221	55 %
DZIERŻONIÓW	132	58	18 %



OUR STRATEGY

We do our best to provide pleasant workspaces, ergonomic offices, various facilities to prevent physical strain, play and relaxation areas, the possibility to work remotely, or coaching on preventing stress at work ... We work to create a pleasant atmosphere and also take the time to relax and share festive moments among colleagues.

We also invest in self-development initiatives: we provide our teams with the training they need, both formally and informally. For example, a “Lunch and Learn” event on a specific theme is organized once a month in the Eupen offices.



Our goal is to guarantee the well-being, fulfillment, and safety of our employees. We want to make Mobitec a company where people enjoy working and where everyone can find their place and thrive. This means recruiting and retaining qualified people who share our ambitions and values. These goals are associated with the United Nations Sustainable Development Goals 3, 4, 8, 10, 12 and 16, namely “Good Health and Well-being”, “Quality Education”, “Decent Work and Economic Growth”, “Reduced Inequalities”, “Responsible Consumption and Production”, and “Peace, Justice and Strong Institutions”.



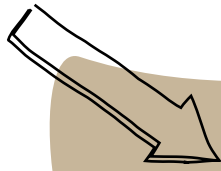


DID YOU KNOW?

At Mobitec, different activities and moments of leisure are organized for our teams.

Besides the possibility to work remotely once per week and the flexible working hours, each team has a yearly team building budget and several company events are organized throughout the year.

We also provide spaces of well-being in the work sphere for our staff to relax and recover energy. A terrace, a barbecue, a table tennis table, a pétanque court, a lounge, a kicker, a fully equipped kitchen... are available to everyone.



FOCUS: HEALTH AND SAFETY













In the production centers in Poland as well as at our offices in Eupen, numerous actions have already been implemented to ensure the well-being of our personnel and the perennity of our company.

In Eupen, for example, space design and comfort of the offices are constantly optimized. Individual needs are taken into consideration and ergonomic furniture and chairs are provided to prevent and relieve possible discomfort. Mobitec also provides adapted equipment to work from home.

The production centers in Poland are designed to be functional, ergonomic, and safe. Workstations are conceived according to the 5S method, carts, and vacuum lifts transport materials to avoid unnecessary effort or movement for the workers. Thanks to the “idea management” system, everyone can propose changes and contribute to the direct improvement of their workstation. Panels have been installed and arrangements are made to reduce noise pollution as much as possible and a powerful ventilation system filters out sawdust from the air. Finally, detectors are present to ensure a low concentration of chemicals in the air.

To ensure Mobitec’s perennity, we monitor our financial health daily. Mobitec focuses its efforts on optimizing its operations to ensure sufficient profitability. This allows us to invest in ergonomics, safety and other strategic topics mentioned in this report. To this end, we have put in place various detailed monitoring tools to track several performance indicators in terms of profitability in production, in purchasing, in our after-sales service, etc.

SUSTAINABILITY FACTORS

SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
HEALTH AND SAFETY	<p>Zero serious* accident in production from 2023. By serious we mean no permanent damage on people's lives private and professionally.</p> <p>No work-related sickness (ergonomics, respiratory disease, inflammatory disease, burnout, etc.).</p>	July 2023	
RECRUIT AND KEEP QUALIFIED PEOPLE	<p>Per job offer, receive at least:</p> <ul style="list-style-type: none"> - 3 qualified profiles matching the job requirement for specialized or high-responsibility roles. - 5 qualified profiles matching the job requirement for less specialized or less high-responsibility roles. 	2024	 
TALENT MANAGEMENT	<p>Mobitec inspires its employees and employees inspire each other. At least 60 % of employees feel inspired at work and thrive.</p> <p>Organize a diversity information & training session once per year for management in line with our values.</p>	2023	  
WELL-BEING	<p>80 % of employees recommend Mobitec as a good employer.</p>	2023	  
MANAGERIAL EFFICIENCY	<p>Internal project success rate of minimum 80 %</p> <p>Minimum one lean office improvement per week</p> <p>All employees contribute directly or indirectly to projects</p> <p>90 % of our exchanges and meetings are dynamic and efficient according to our standards.</p>	<p>June 2023</p> <p>June 2023</p> <p>June 2023</p> <p>December 2023</p>	 
FINANCIAL HEALTH	<p>Maintain a sufficiently high annual profit to financially support the commitments cited in this report.</p>	Annual	

[ABOUT](#)

[RECAP OF 2022](#)

[STAKEHOLDERS](#)

[SUSTAINABLE DEVELOPMENT GOALS](#)

[APPROACH](#)

[UN SDGS](#)

[ROADMAP](#)

[PERENITY & WELL-BEING](#)


[ECO-DESIGN & CIRCULARITY](#)

[CLIMATE](#)

[DEFORESTATION](#)

[PARTNERS & CUSTOMERS](#)





*“The first rule
of sustainability
is to align
with natural forces,
or at least not try
to defy them”*

PAUL HAWKEN (* 1946)

ENTREPRENEUR, AUTHOR AND ENVIRONMENTAL ACTIVIST.



ECO-DESIGN AND CIRCULARITY

WHY IS IT IMPORTANT ?

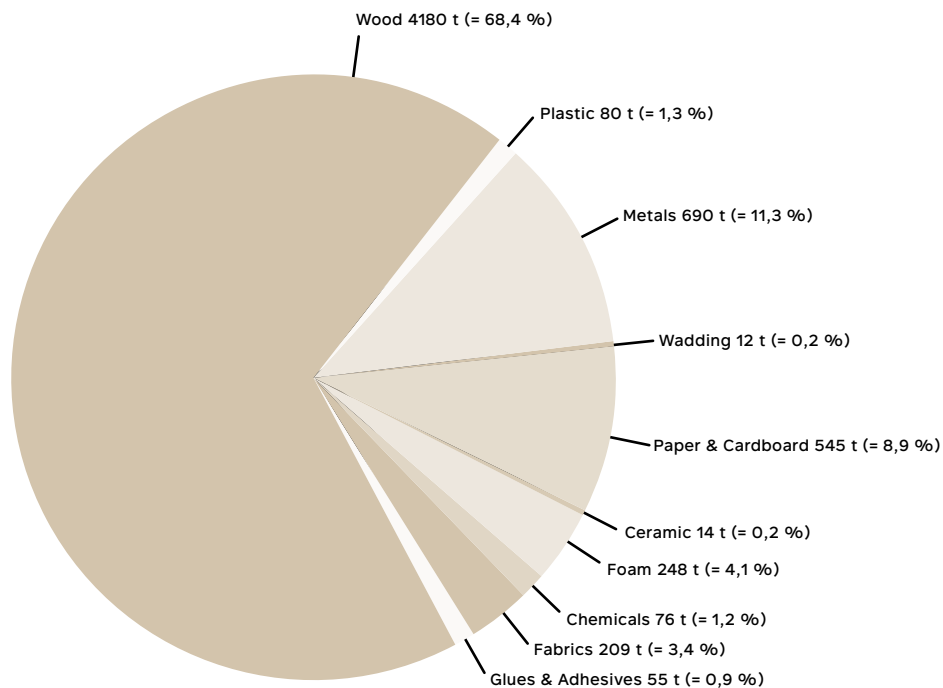
The production of furniture involves extracting and using many materials such as wood (mainly) but also metals, textiles, foams, glues, plastics, etc.

The carbon dioxide emissions generated by the production of these materials and the extraction of their linked resources as well as the impact on ecosystems and biodiversity are significant.

Conscious of our role in creating a better world, Mobitec is working to improve the sustainable design and circularity of its products.

SOME FIGURES

Below is a breakdown of the materials we use in the design of our furniture (Data for calendar year 2019, weight in tons).



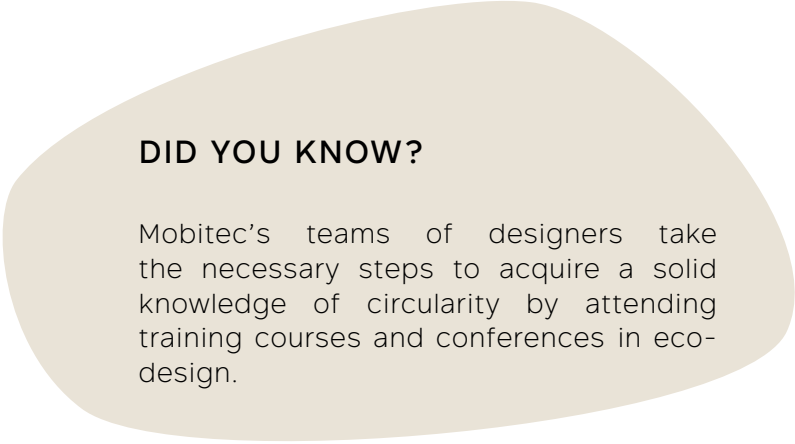
OUR CHALLENGE

Our greatest challenge is to manage our impact on the consumption of resources which are precious for both, the production of our furniture and the balance of our planet. Our goal is to integrate a notion of circularity at each stage of design and to develop new circular economic models to reduce our material consumption.

OUR STRATEGY

We want to offer customers the best sustainable products with a small environmental footprint, quality raw materials, new technologies, environmentally friendly packaging,... Our strategy is to integrate the circular economy principles into our product design teams, and into our sales teams, to offer sustainable products and services to our customers. Through our action plan and targets, such as 100 % of our new products being eco-designed* by 2025, we are committed to improving across our value chain.





DID YOU KNOW?

Mobitec’s teams of designers take the necessary steps to acquire a solid knowledge of circularity by attending training courses and conferences in eco-design.

ECO-DESIGN – OUR INTERNAL EVALUATION GRID

To measure whether a product is eco-designed, we have created our internal evaluation grid. By 2025, if at least 3 criteria from the list below are met, we internally consider the furniture as circular. In the future, we will set ourselves more ambitious goals to develop products that are completely dismantlable and where every component can be replaced.

For chairs

- Transport modularity: the backrest or the foot can be dismantled.
- Transport modularity: the chair is delivered dismantled.
- Transport: the weight (in kg) of the furniture is optimized (Chair without armrests < 6; Chair with armrests < 8; stool of height 65 cm < 6; stool of height 82 cm < 6; Seat uno < 9; seat duo < 16)
- Packaging: only recycled cardboard is used
- Repairing and maintenance: Repairing and maintenance: The chair has a removable cover.
- Repairing and maintenance: The consumer can easily replace each element in case of damage.
- End of life: It is possible to separate and segregate all used materials for recycling.
- End of life: Material information and how to recycle them is written on the product or accessible online via QR code on the product.

For tables

- Transport modularity: the packaging is optimized.
- Transport: the weight of the furniture is optimized.
- Packaging: only recycled cardboard is used

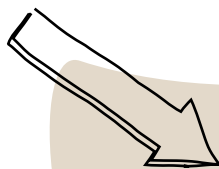
- Repairing and maintenance: The consumer can easily replace each element in case of damage.
- End of life: It is possible to separate and segregate all used materials for recycling.
- End of life: Material information and how to recycle them is written on the product or accessible online via QR code on the product.

Moreover, we strive to reduce waste generation, including improving production efficiency and reducing material waste at all levels of our value chain (production, end-of-life, supply chain, ...).



OUR GOAL

To provide our customers with furniture that combines high quality, eco-design, circularity, and optimized life span. These objectives are associated with Sustainable Development Goals 8 and 12, “Decent work and economic growth” and “Responsible consumption and production”.



FOCUS: SUSTAINABLE SOURCING

At Mobitec, we have been paying particular attention to eco-sourcing for several years and to the reduction of material consumption. We use materials that are as environmentally friendly as possible. Currently, most PVC packaging has been eliminated and special packing machines reduce the amount of plastic for table packaging.

We use water-based varnishes as lacquers for our chairs. The glue we use for the foam of our chairs is water based for 5 % of our stations.

We stopped proposing chromed metal finishings more than 10 years ago because of the heavy impact on the environment of this technology although the market still requested them.

SUSTAINABILITY FACTORS

SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
CIRCULAR ECONOMY AND ECO-DESIGN	100 % of our foam adhesives are solvent-free (intermediate target of 50 % by 2025).	2028	
	100 % of our new products are eco-designed*	2025	
	*To measure whether a product is eco-designed, we have created our internal evaluation grid. By 2025, if at least 3 criteria from our grid are met, we internally consider the furniture as circular. In the future, we will set ourselves more ambitious goals to develop products that are completely dismantlable and where every component can be replaced. Find the detailed criteria of our internal evaluation on page 72.	2025	
	Offer maintenance and repair solutions for lifelong products.	2025	
	Offer covers for the TOP 10 models that have not been created in a removable version.	2025	
	Audit of our TOP 5 models to reduce the use of raw materials.	2025	
	Design products so that end-of-life disassembly is possible.	2024	
SUSTAINABLE SOURCING	Define a sustainable purchasing policy and maximize collaboration with existing partners to find solutions.	2024	 
	Find alternatives for leather and make sure our leather comes from a sustainable supply chain	2025	
WASTE	80 % of our plastic packaging is based of recycled plastic.	2025	
	80 % of our waste is sorted for recovery (recovery outside of our production) for all materials excluding wood.	2025	





ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS

APPROACH

UN SDGS

ROADMAP


PERENITY & WELL-BEING

ECO-DESIGN & CIRCULARITY

CLIMATE

DEFORESTATION

PARTNERS & CUSTOMERS



“ The sustainability revolution will, hopefully, be the third major social and economic turning point in human history, following the Neolithic Revolution – moving from hunter-gathering to farming – and the Industrial Revolution.”

CHARLES III (*1948)

KING OF THE UNITED KINGDOM



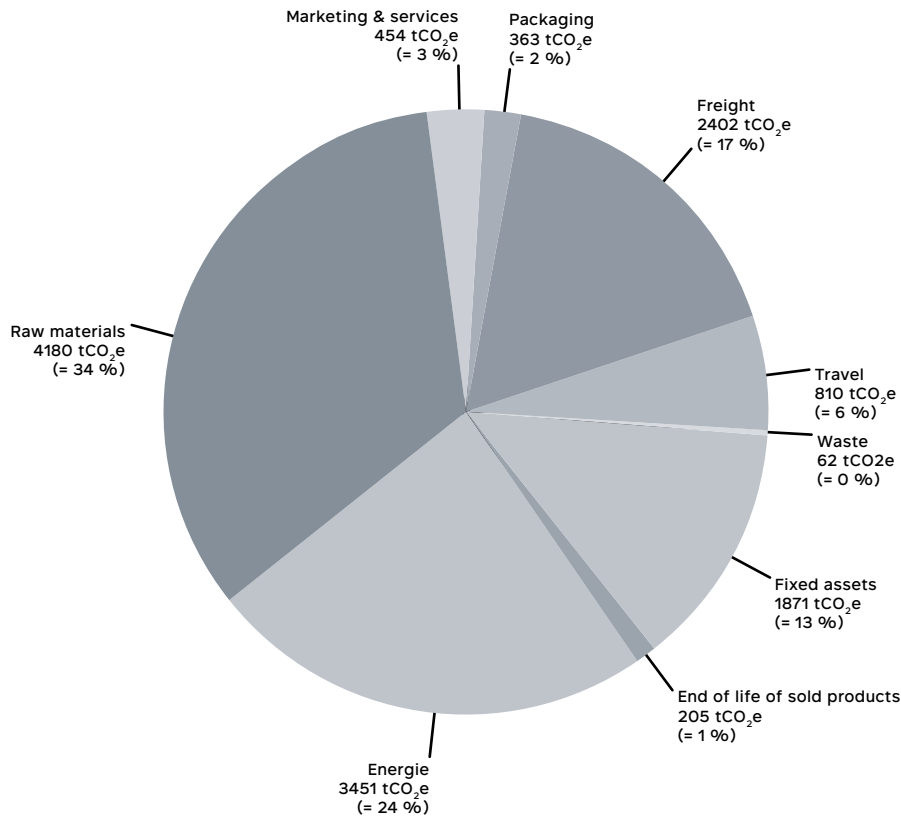
CLIMATE

WHY IS IT IMPORTANT ?

At Mobitec, we want to position ourselves as an exemplary employer for our Global warming linked to human-caused greenhouse gas emissions is no longer in question. As the global climate objective is to limit the temperature increase to less than 2 °C, it is essential for Mobitec to adopt a strategy to reduce its greenhouse gas emissions.

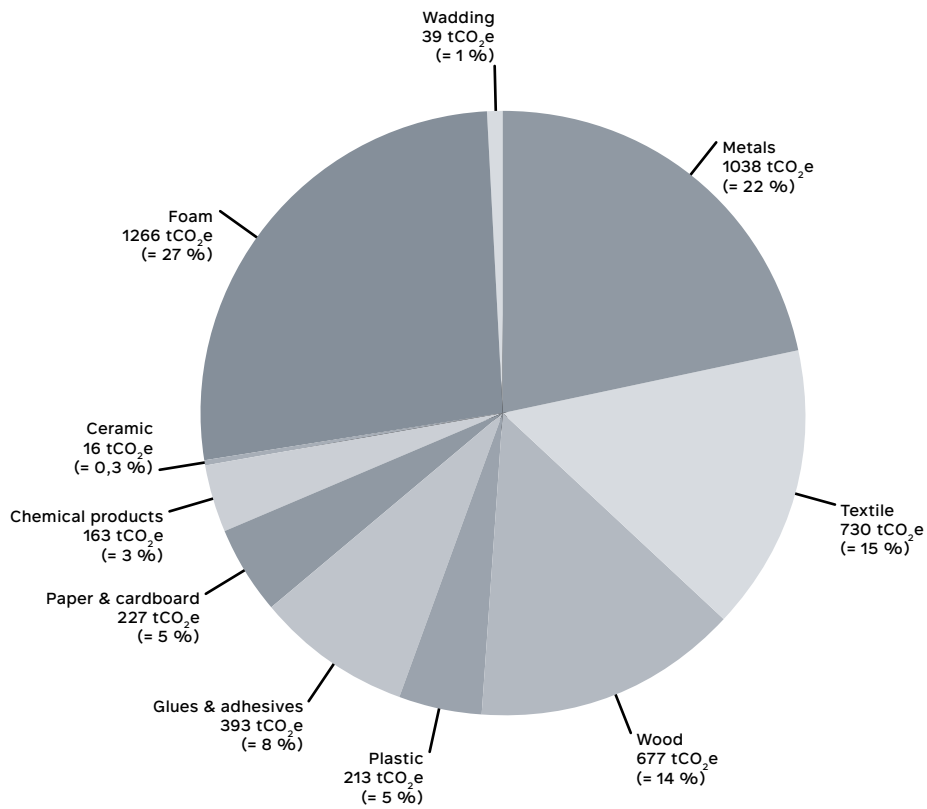
SOME FIGURES

Our first carbon footprint assessment (Bilan Carbone[®]) carried out for the year 2019 estimates the greenhouse gas emissions of the entire company (scopes 1, 2 and 3) at 14.500 tons of CO₂e.



Emissions linked to the purchase of our raw materials are the main source of emissions (34 % of our carbon footprint assessment). They can be broken down as follows:

Raw materials: GHG emissions by type of raw material in tCO₂e,
% of emissions in the raw materials category



DID YOU KNOW?

Mobitec’s designers have already integrated the calculation of carbon emissions for the design of their furniture, by integrating an emission calculator tool during the conceptualization of the products (which focuses on raw material emissions).

OUR CHALLENGE

As a furniture producer, we have a certain role to play in reducing the greenhouse gas emissions of our activities. We use raw materials, energy for their assembly, fossil fuels for freight, we generate waste, ... Regarding climate issues, our greatest challenge lies in the sourcing of our materials, particularly foam, metals, textiles and wood. Having always been concerned about our environmental footprint, it is essential for us to adopt a strategy to reduce our impact on the climate, while ensuring the perennity of our company.

OUR STRATEGY

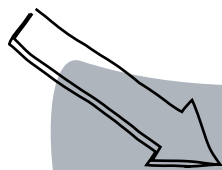
We measure and understand our carbon footprint (scope 1, scope 2, scope 3). Our teams are all aware of the carbon footprint of our activities.



OUR GOAL



Contribute to the 2030 Sustainable Development Goals by reducing our carbon footprint in alignment with recommendations of experts. This addresses Sustainable Development Goals 7 and 13: “Affordable and Clean Energy” and “Climate Action”.





FOCUS: OUR CO₂e EMISSIONS

Our first carbon footprint assessment (covering our activities in 2019) has enabled us to measure and understand our carbon footprint, as well as to know which activity streams emit the most.

Our emissions amount to 14.500 tons of CO₂e, for scopes 1, 2 and 3. The purchase of raw materials is the most emitting stream (34 % of total emissions). In second place, we find our energy consumption, which emits 3.451 tons of CO₂e, or 24 % of our carbon footprint. This is followed by the transport of goods (17 %) and the purchase of fixed assets (13 %), staff travel (6 %), as well as the purchase of operating goods and services (3 %) and the packaging used to pack our products (2 %). Emissions related to waste treatment and product end-of-life are very low as they each represent less than 1 % of our total emissions.

Thanks to this analysis we know which streams are the most emitting, which enables us to set up an action plan to reduce our emissions.

SUSTAINABILITY FACTORS

SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
CO ₂ E EMISSIONS	Halve our CO ₂ emissions according to following formula: $\frac{((\text{Emission 2019}) / (\text{turnover 2019}) * (\text{turnover 2030}))}{2}$	2028	 

“Our biggest challenge in this new century is to take an idea that seems abstract – sustainable development – and turn it into a reality for all the world’s people”

KOFI ANNAN (1938 – 2018)

GHANAIAN DIPLOMAT, 7TH SECRETARY-GENERAL OF THE UNITED NATIONS, CO-RECIPIENT OF NOBEL PEACE PRIZE





OUR FIGHT AGAINST DEFORESTATION

WHY IS IT IMPORTANT?

Zones of great diversity and biodiversity and actors in the absorption of CO₂e, forests are essential to the balance of our ecosystems. The activities of humankind lead to an abusive deforestation whose consequences are colossal for the planet and humanity.

FIGURES

4180 tons is the weight of wood that was used to produce furniture at Mobitec in 2019.

OUR CHALLENGE

As furniture producer, we use natural resources. Wood is one of them, our impact is real.

As for our CO₂ impact, we want to reduce the impact our activity generates on deforestation.

OUR STRATEGY

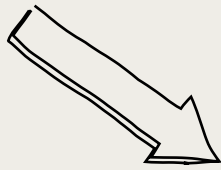
As a furniture producer, we want to make deforestation one of our main concerns. By 2021, 21 % of the wood we buy is FSC certified. By June 2025, 70 % of our wood purchases are FSC certified (70 % mix or higher). Additionally, to protect and renew resources, we support organizations active in forest protection by donating 2 % of our profits to them.



OUR GOAL




Reduce our impact on deforestation and promote sustainable forest management and forest protection initiatives. These actions relate to Sustainable Development Goal 15, “Life on Land”.



FOCUS

At Mobitec, most of our wood (>95 %) comes from Europe and we pay particular attention to the use of wood in our manufacturing process to avoid any waste.

SUSTAINABILITY FACTORS

SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
DEFORESTATION	Support organizations active in forest protection by donating 2 % of our profits to them.	2023	
	70 % of our wood purchases are FSC-certified (mix 70 % or more).	2025	
	Increase our wood utilisation rate to 40 %.	2028	



ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS

APPROACH

UN SDGS

ROADMAP


PERENITY & WELL-BEING

ECO-DESIGN & CIRCULARITY

CLIMATE

DEFORESTATION

PARTNERS & CUSTOMERS



*“We cannot solve our problems
with the same thinking
we used when we created them.”*

ALBERT EINSTEIN (1879 – 1955)

GERMAN PHYSICIST



CARING FOR OUR PARTNERS AND CUSTOMERS

WHY IS IT IMPORTANT ?

It is important to us to give each of our partners the care and respect they deserve. We believe that our customers and partners are key to achieving our shared goals. We cannot achieve our goals without them.

As a company, we are aware of the impacts we have on them, as well as the impacts they have on us. Their opinions are important to us, and we believe that together we are stronger to face current and future challenges.

SOME FIGURES

± 17.000

DELIVERY
ADDRESSES
PROCESSED
PER YEAR.

220.000

CHAIRS
PRODUCED
PER YEAR.

15.000

TABLES
PRODUCED
PER YEAR.

90 %

MORE THAN
90 % OF OUR
SUPPLIERS ARE
EUROPEAN.

OUR CHALLENGE

At Mobitec, we position ourselves as a long-term partner. We want to understand and anticipate the needs of our company and our customers and offer them the right service.

We also want to strengthen the relationships with our suppliers in order to co-build a more local and environmentally friendly approach and circularity of products. Our challenge is to bring everyone on board to create sustainable economic value.

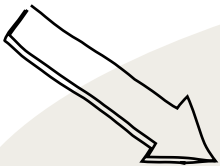
OUR STRATEGY

We analyze the needs and behaviors of our customers to offer them the right service, through qualitative exchanges, but also quantitatively via surveys conducted with all visitors of our showroom, for example. As for our suppliers, we focus on solid relationships based on respect and a local approach (most of our supply chain products come from European partners).



OUR GOALS

To create and maintain long-term qualitative relationships with all our partners and clients. This challenge corresponds to Sustainable Development Goals 8 and 17 “Decent Work and Economic Growth” and “Partnerships for the Goals”.



FOCUS: CUSTOMER-ORIENTED APPROACH

Since the beginning, we have been analyzing the needs and behaviors of our customers to offer them the right service. We are committed to constantly improving our customer feedback. Gathering feedback from the market and our customers is a challenge for Mobitec and a point we want to improve. We also make it a priority to take care of our partners and ensure long-lasting relationships. We treat our partners with the same values we treat our internal collaborators.

SUSTAINABILITY FACTORS

SUSTAINABILITY FACTOR	GOALS	TARGET DATE	SDG
CUSTOMER-ORIENTED APPROACH	Increase consumer and customer satisfaction with products and services to NPS ≥ 8 (NPS 1-6 = negative impression and communication, 7-8 indifferent, 9-10 positive impression and communication) This goal should help us on our way to reach for 9 in the future.	2023	
RELATIONS WITH OUR PARTNERS	Involve our suppliers in challenges and share our goals with them:		
	- setup a supplier charter	June 2023	
	- at least 1 official meeting per important supplier per year	End 2023	
	- audit our top 10 suppliers about the charter, on how it's respected.	End 2024	



MURDER RECORDS PAINTING BEYOND POLLOCK





ABOUT

RECAP OF 2022

STAKEHOLDERS

SUSTAINABLE DEVELOPMENT GOALS

APPROACH

UN SDGS

ROADMAP

PERENITY & WELL-BEING

ECO-DESIGN & CIRCULARITY

CLIMATE

DEFORESTATION

PARTNERS & CUSTOMERS

*“The best way to predict future
is to create it.”*

PETER DRUCKER (1909 – 2005)

AUSTRIAN-AMERICAN ECONOMIST, AUTHOR,
LEADING THINKER IN BUSINESS PHILOSOPHY.







CLOSING STATEMENT

Thank you for taking the time to read our first CSR report.

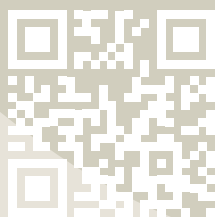
We hope that we have given you an insight into the priorities and scope of our business and that we have answered potential questions you may have.

This report is the beginning of a long series, and we hope that we have awakened your interest in our current efforts and that you will follow our future commitments in the reports to come.

Without our team and partners, the writing of this report would not have been possible, and we would like to thank them for their commitment and support.

If you have any questions, please do not hesitate to contact Marie Claeys (marie.claeys@mobitec.be), our CSR manager.

mobitec



www.mobitec.be