



**Sustainability Report 2021 - North America**

**Barentz.**

Always a better solution.

# Always a better solution.

## About Barentz

Barentz is a leading global life science ingredients and specialty chemicals distributor for the Human Nutrition, Pharmaceutical, Personal Care, Specialty Industrial, and Animal Nutrition markets. Headquartered in the Netherlands, Barentz distributes ingredients for products to small- and medium-sized enterprises and large customers globally. The Group sources branded specialty ingredients from leading manufacturers worldwide and its ingredients experts provide value-added technical support (including pre-mixing, blending, customized formulation and testing) from its state-of-the-art, customized formulation centers and application laboratories in EMEA, the Americas and Asia-Pacific.

Established in 1953, Barentz has operations in more than 60 countries with a strong presence in Europe and North America, and a rapidly growing network in Latin America and Asia-Pacific. With a turnover of €1.85 billion, the company employs around 1,750 people worldwide and serves over 21,000 customers.



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# Opening Remarks

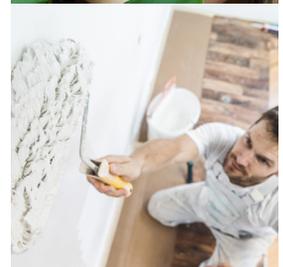
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Dear Reader,

As a market leader in the specialty chemical and ingredients distribution industry, Sustainability and Corporate Social Responsibility are extremely important topics for Barentz North America, LLC. We are excited as you continue with us on our Corporate Social Responsibility journey and highlight what we've accomplished, and our plans for future improvement. As with past Sustainability Reporting, this document will highlight Barentz North America, LLC's commitment to Corporate Social Responsibility and will provide a high-level overview of the programs we employ to ensure Corporate Social Responsibility remains at the forefront of our operations. The Corporate Social Responsibility journey never ends. In addition to discussing our existing programs, we will highlight our areas of focus for the coming years. We are striving to leverage our technical expertise and broad product portfolio to increase quality and length of life. We are continually working to identify highly innovative products to offer to our customers.

2021 was a transformative year for Barentz North America, LLC. While COVID-19 continued to impact us all, we remained focused on our strategic vision and sustainability objectives. We continued our geographic expansion and reach across North America and further diversified our business into adjacent markets. Barentz North America, LLC opened sales offices in Chicago and added additional resources on the West Coast, strengthening our footprint across all our markets. We increased our technical and formula capabilities via expansion of our laboratory in Boca Raton, Florida and bolstered our holistic CASE & Plastics offering via the acquisition of The Cary Co.'s Raw Materials and Specialty Chemicals Distribution Business. Additionally, we joined forces with Pestell Nutrition, which represented our entrance into the animal nutrition market and aligns our growth globally with Barentz B.V. Pestell Nutrition is renowned for their technical solutions, application knowledge, and high-value feed additives which will further our efforts to deliver sustainable and innovative products to our customers.

Throughout 2021, Barentz North America, LLC continued membership and certification with various external organizations that highlight our commitment to integrity, quality, and sustainability. Across all business verticals, we are certified as a Responsible Distributor through the National Association of Chemical Distribution (NACD) and Responsible Distribution Canada



(RDC), being successfully recertified as a Responsible Distributor in 2021. In addition, we hold various business unit specific certifications including the Roundtable of Sustainable Palm Oil (RSPO) membership, ISO 9001:2015 Quality Management certification, Safe Quality Food (SQF) certification, and British Resource Consortia (BRC) Food Safety Management.

The year also saw continued investment in our Corporate Social Responsibility program. We again were a lead sponsor of the ICIS Innovation Awards for Sustainability, maintained our position as an EcoVadis certified company, and joined the Institute of Business ethics as part of our commitment to ethical conduct in our operations. Through our technical expertise, thirst for new and innovative products, and commitment to Corporate Social Responsibility and industry-leading service, we will remain focused on creating customer success as well as growing value for our communities, employees, customers, and suppliers well into the future.

# Barentz.

## Value Statements

### Ethical

**Ethical** in All Barentz' Activities

### Candor, Trust, Respect

Supporting Each Other with **Candor, Trust, and Respect**

### Passionate, Positive, Proactive, Detailed

**Passionate, Positive, Proactive, and Detailed** in Our Approach to Work



### Credible, Accountable

**Credible** in Making and **Accountable** in Fulfilling Our Commitments

### Synergistically

Working **Synergistically** as a Team to Achieve Our Common Goals

### Dedication

Personal **Dedication** to Consistent Quality and Continuous Improvement

# Approach to Sustainability

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Sustainability and Corporate Social Responsibility mean different things to different people. We have chosen to align our company values and collective interests with the United Nations Sustainability Goals. We've selected several of the UN Sustainability Goals, which most align with our operations and passions, to guide our program and sustainability investments.

Some of the UN Goals we've aligned our program around are:

- 3:** Good Health & Well-Being
- 4:** Quality Education
- 5:** Gender Equality
- 8:** Decent Work and Economic Growth
- 9:** Industry, Innovation & Infrastructure
- 12:** Responsible Consumption and Production

To guide our program, we've established a Global Sustainability Governance Council which is comprised of leaders from various functional areas across our company. This council is directly accountable to our board of directors and CEO. In North America, the strategic objectives set by the Governance Council are executed by the Director of Safety, Compliance and Sustainability. This role provides a single point of contact and accountability for our Corporate Social Responsibility objectives. However, we do not view our Corporate Social Responsibility goals as the responsibility of one person, or a small group of people. A key focus of our program is developing a broad base and decentralized ownership. Through broad support and collaboration, we feel strongly we'll be able to realize robust engagement and sustainable adoption of our goals. To capture the essence of this approach, this report was developed by several individuals across our company from each of our business units. We believe you'll hear the different voices of these individuals as you read the report.





## Occupational Health & Safety

Safety is of paramount importance to Barentz North America, LLC. It is our goal to have zero accidents or incidents each year. Our accidents and incidents are tracked and reported to our executive leadership team each month. To foster a culture of safety, Safety Committees are established at each of our operating locations. The committees work both inward and outward addressing both employee and community safety topics. The committees provide safety training, but most importantly offer a forum to discuss safety-related topics and ensure safety stays at the forefront of each employee’s mind. These committees remain at the leading edge of industry best practices, via our active participation in NACD and RDC regulatory and safety committees.

We distribute a monthly “Road to Zero Think Safety” publication, which has covered topics such as Fall Prevention, Cold and Flu, and Fire Safety; installed cameras in our fleet of vehicles to improve driver safety; and only partner with carriers who meet our stringent safety, security, and compliance standards. Beyond safety at our facilities, we also work to actively safeguard our employees who work remotely. Our sales team regularly receives defensive and safe driving training to ensure they are working as safely as possible while they are on the road. We also recently implemented a cloud-based learning management system which allows us to efficiently deploy, and track, safety training across our organization.

### KPIs:

Accidental Spills:	1
Lost Time Injuries:	1
Motor Vehicle Incidents:	0



## Business Integrity

High on the list of Barentz North America, LLC's company values you will find Ethical in All Barentz' activities. By placing an emphasis on ethical behavior, we maintain a culture that emphasizes and promotes honesty, trust, and respect. To highlight our commitment to operating our business with the highest level of ethical standards, we have joined the Institute of Business Ethics, a UK based non-profit organization which aims to help organizations support ethical business practices.

To uphold these standards internally, we have an established Code of Conduct and Anti-Bribery and Anti-Corruption policies, which ensure every employee throughout Barentz North America, LLC is aware of and committed to acting in accordance with our internal values and principles. Externally, we have a robust evaluation process in place for potential principal suppliers as well as recurring evaluation procedures for existing suppliers to ensure we are maintaining partnerships with companies who uphold the same level of integrity and trust we represent. Our Supplier Code of Conduct, which outlines both our responsibilities, and our expectations, has been disseminated to 93% of our current suppliers and partners. To ensure we are adhering to the standards we set, we've partnered with a third party to operate a "whistle blower" hotline. This communication pathway allows employees or our partners to anonymously report any allegation of wrongdoing. These reports are taken seriously and investigated by a multifunctional team of senior leaders.

The message our Code of Conduct and Anti-Bribery policies emphasizes above all else, be ethical. We place the utmost value on integrity throughout our sales and marketing practices: Bribes, kickbacks, favors, improper incentives, etc. are strictly prohibited in detail throughout our Code of Conduct in respect to customers, suppliers, and public officials. These policies provide guidance for all employees for ethical decision making when representing Barentz North America, LLC. Additionally, we have

established a dedicated Regulatory team to ensure we are in compliance with the laws and regulations that apply to our business activity.

Employees are encouraged to ask questions and report any behavior that violates Barentz North America LLC's Code of Conduct or that they deem to be unethical in any way. We have a strict Anti-Retaliation Policy that protects employees who come forward with any concerns. Employees undergo training regarding Ethics and Anti-Discrimination as part of onboarding via our online cloud-based learning management system. These policies, as well as our Code of Conduct and reporting procedures, are readily available to all employees via our Employee Handbook and on our company Intranet. We also have partnered with a third party to operate a "whistle blower" hotline. This communication pathway allows employees or our partners to anonymously report any allegation of wrongdoing. These reports are taken seriously and investigated by a multifunctional team of senior leaders.

### **Labor practices**

We engage only in ethical business practices. Our Code of Conduct emphasizes a central theme that is also key to our Anti-Bribery policy: Be ethical in all business dealings.

We are committed to acting in line with our internal values and principles. We sell our products and services on the basis of price, quality, and service. We believe we deliver superior price, quality, and service. Our policy matches our belief.

Involuntary, bonded, forced, or child labor by any supplier from any country is viewed as a violation of the International Labor Organization. We observe, within our operations and our suppliers', a zero-tolerance requirement with respect to child labor, inhumane or discriminatory treatment of employees, and forced compulsory labor and support the worldwide eradication of child labor, human trafficking, and forced labor. Barentz North America, LLC will not purchase any products in which such practices are employed.

We learned many lessons during the COVID-19 pandemic. To allow our employees to approach work in a way which is conducive to their personal preferences, we have adopted an employee-centric productivity policy. This policy allows our employees to determine their preferred work location, whether it is in one of our offices or remote, while remaining in connection with our broader team via the collaboration tools we've invested in. We're confident this policy will boost our productivity, reduce our waste generation and CO2 emissions, and provide a supportive work environment for all our employees.

### **KPIs:**

	<b>Hours</b>	<b>Overtime</b>
2020:	466,380	2,116
2021:	443,262	3,669



## Gender Equality, Good Health & Well-Being

The success of our company would not be possible without each and every one of our employees. Barentz North America, LLC consists of a diverse group of professionals located worldwide who are dedicated to providing quality service and value to our customers, principals, and each other. We obtain success by drawing on our company's core values:

- We are ethical in all activities.
- We support one another with candor, trust, and respect.
- We are passionate, positive, proactive and detailed in our work.
- We are credible in making and accountable in fulfilling our commitments.
- We work synergistically as a team to achieve our common goals.
- We apply persistent dedication to obtain consistent quality & continuous improvement.

Barentz North America, LLC has developed a reputation as an ethical, honest company, and our customers respect our employees for the professional way they conduct themselves. Each employee of our company has a duty to our customers to offer the highest level of service possible. Within the organization, we share a commitment to *Creating Customer Success*<sup>®</sup>. Barentz North America, LLC strives to be the most customer-centric company in the specialty chemicals and ingredients industry.

### Diversity

Barentz North America, LLC employs a total of 452 people over 10 locations worldwide. Barentz North America is an equal opportunity employer with a standing policy of nondiscrimination as protected by applicable laws and regulations. It is our policy to provide Equal Employment Opportunity (EEO) to all persons, regardless of race, color, creed, age, religion, sex, national origin, physical or mental disability, genetic

information, pregnancy, marital status, or military status. To uphold equal employment and advancement opportunities to all individuals, our employment decisions are based solely on merit, qualifications, skills, abilities, and job-related factors. We openly promote these values internally and externally.

### **Talent attraction, development, and retention**

As a company, we recognize our employees are the cornerstone of our business. We have developed a stringent talent acquisition strategy and have found that having a well-organized process, clearly defined roles, responsibilities, and expectations, a multi-step interview process, and a structured onboarding process have paid great dividends. Many of our employees joined the Barentz North America LLC team with extensive knowledge and experience in specialty chemicals or food ingredients, while some worked in sales, product management, and in technical development/application. With this foundational knowledge, we provide supplemental training for all employees via a structured onboarding. The onboarding includes training to ensure all employees are familiar with our various policies and safety procedures. Some items included in the training are related to sexual harassment, workplace violence, I.T security, and facility safety protocols.

We believe it is essential to properly care for and support our employees' health and well-being. As such, all fulltime employees are eligible for benefits including paid vacation days and holidays, option for enrollment in our medical, eye, and dental insurance plans, voluntary life insurance, and legal aid, and Employee Assistance Program (EAP). Barentz North America, LLC also matches a percentage of eligible employees' contributions to their 401K Retirement funds.

### **Covid-19 Pandemic**

2020 brought with it unprecedented times with the Covid-19 pandemic. Barentz North America, LLC supplies many products which are used in food, food packaging, pharmaceuticals, household cleaners, disinfectants, and many other essential goods. As such, we are considered an essential business and have remained operational throughout the Covid-19 pandemic. To keep our employees healthy and safe, we employed several measures:

- All remote capable employees worked from home throughout 2020
- Masks were worn in our facilities
- Occupancy to shared spaces (bathrooms, break room, etc) was limited
- Temperature was monitored prior to entering our facilities
- No visitors permitted to our sites
- Increased frequency of cleaning and disinfection
- Hand sanitizer and cleaning spray available throughout facility
- Travel limited

We are extremely proud of our COVID-19 response. Throughout the pandemic we have not seen evidence of COVID-19 transmission in any of our facilities.

## Community Service and Wellness Committee

Barentz North America, LLC believes we have a responsibility support the betterment of the communities in which we operate. We are a President's Club level sponsor of the Chemical Education Foundation, which provides programs for hands on STEM learning to students and annually sponsors the ICIS Innovation Awards for Sustainability. In 2020, Barentz North America, LLC was the sole regional sponsor for the You Be the Chemist Challenge event for the Greater Cleveland area. The You Be the Chemist Challenge is a multilevel academic competition that celebrates the science of chemistry and inspires students to explore the field of chemistry, as well as STEM careers.

While supporting education regarding sustainability and the chemical industry is one of our collective passions, we also compensate eligible employees with eight hours paid time off per year for commu-

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nity service activities. This time is intended to allow our employees to pursue the community service activities which they are most passionate about. We appreciate we are a diverse company and while we are all passionate about giving back to the communities in which we operate, the way in which we do so may vary from person to person.

Our Wellness Committee is dedicated to our employees' health. We have completed an initiative to provide standing desks to employees and we publish a monthly newsletter with helpful information on various health related topics. In addition, we hold wellness events like a "Stress Less Challenge," "Clean Plate Contest," and numerous "Step Challenges."

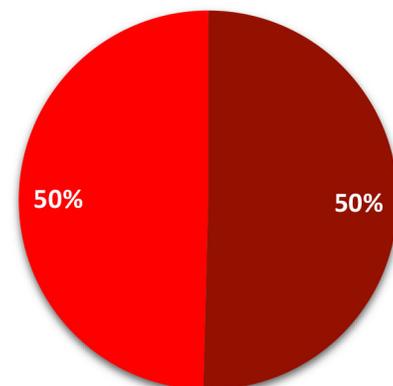
## KPIs:

Male Employees:	228
Female Employees:	224

## KPIs:

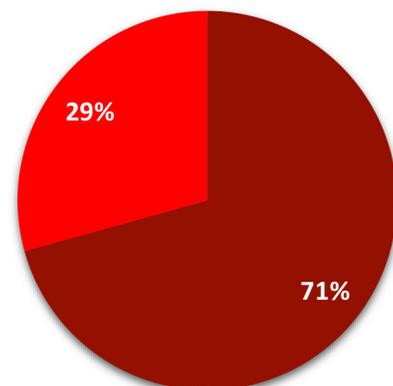
Vertical	Male	Female
<b>Animal Nutrition:</b>	63	36
Leadership:	13	4
<b>CASE &amp; Plastics:</b>	60	37
Leadership:	20	3
<b>Coprorate:</b>	20	35
Leadership:	13	7
<b>Human Nutrition:</b>	12	31
Leadership:	6	4
<b>HI&amp;I:</b>	18	28
Leadership:	5	4
<b>Personal Care:</b>	30	30
Leadership:	10	6
<b>Pharmaceuticals:</b>	7	7
Leadership:	2	1
<b>Synthesis Solutions:</b>	18	20
Leadership:	7	2
<b>Average Tenure:</b>	7.6	6.3

## Total Employees



■ MALE ■ FEMALE

## Employees in Leadership Role



■ MALE ■ FEMALE



## Industry, Innovation & Infrastructure

Barentz North America, LLC is green. We operate several distribution facilities throughout North America and are continually working to improve our impact on the environment. We've implemented programs to monitor our energy consumption, as illustrated via the data below and optimize vehicle routes to minimize run time and maximize fuel efficiency. At our facilities, we have implemented several measures to minimize energy consumption, including:

- Energy, efficient lighting, LED lighting
- Warehouse and office motion sensor lighting
- Timer controls on warehouse thermostats
- Lower thermostat temperatures
- Regular preventative maintenance on all equipment

These efforts resulted in a material decrease in energy consumption at our Avon facility in 2021. As a chemical distributor, we send numerous shipments of products each day. To minimize the environmental impact of these shipments, we have partnered with 3PL to maximize the efficiency of our trucking routes. We have also implemented policies to minimize the run time of our vehicles, such as loading in order of delivery to optimize run time and fuel efficiency, and to shut down vehicles when waiting to load or unload.

### Handling of chemicals

At Barentz North America, LLC, safety is of paramount importance. We emphasize the proper handling and storage of our products with our third-party providers and our employees. We review and audit all third-party warehousing partners to ensure they are sustaining the high standards we require and properly train our employees on safe handling, storage, and transportation procedures. Our employees are trained in accordance with all local, state, and federal guidelines. Through our “speak up and speak

straight” culture fundamental, all employees are encouraged to suggest new and better ways to improve our procedures. We are committed to helping our downstream customers in the safe handling of chemicals by providing up to date Safety Data Sheets (SDS) and technical data information. We have technical experts on staff available to answer customer questions and concerns.

### **Operational waste management and recycling**

Offices and warehouses are the main source of the waste we generate. As a distributor, our waste primarily consists of paper, cardboard, and other office products. All waste is disposed of or recycled by accredited disposal companies. Throughout 2020, 10% of our total waste was recycled. We continue to identify new ways to reduce, reuse, or recycle our waste. Recycling efforts include the re-use of cardboard or dunnage, recycling bins for office paper, cardboard recycling, aluminum can recycling, printer cartridge recycling, and the proper disposal of batteries and light bulbs. In the spirit of continuous improvement, our goal is to reduce our calculable waste by 3% within the next 3 years. We’re excited about the implementation of our new productivity policy and its ability to help reach this goal. We believe that by reducing the number of employees regularly in our facilities, we will also reduce our waste generation and CO2 emissions.

Responsible disposal of waste and incidental releases are also an area of focus. To ensure the environment is not impacted by our operations, we have robust protections in place to prevent any spill from impacting the environment adjacent to our facilities.

Pollution prevention measures we utilize include:

- Hazardous spill containment procedures
- Building design for spill prevention and pollution
- Hazardous material containment rooms
- Emergency response procedures
- Spill Kits
- 3rd party cleanup and disposal

### **Sustainable raw materials**

Barentz North America, LLC is primarily a distributor of specialty chemicals and ingredients. In this aspect, our Corporate Social Responsibility is intimately linked to that of the suppliers we choose to partner with. When evaluating a potential new supplier, we have documented procedures to evaluate their Environmental, Labor, Human Rights, and Ethical practices. Suppliers with commitments to sustainability and social responsibility receive preferential treatment during our evaluations. We have outlined the expectations of our suppliers in our Supplier Code of Conduct document, which contains topics such as Business Integrity, Human Rights, Safety, and Sustainability. This document has been disseminated to 93% of our suppliers.

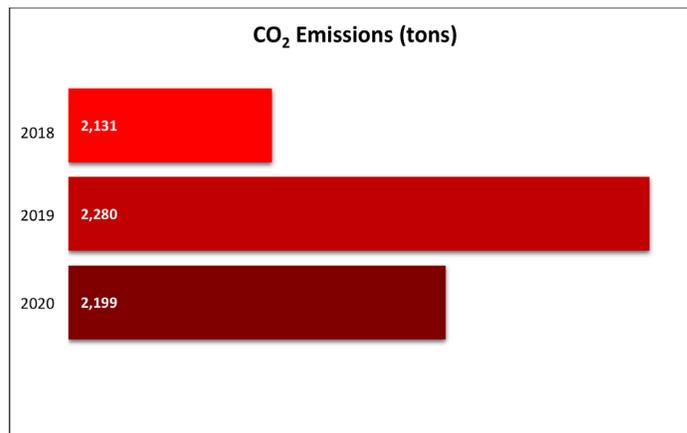
We assess our suppliers’, sustainability in several ways including:

- Performing on-site principal evaluations
- Principal audits and regular reviews
- Corrective and preventative actions
- Continuous improvement

## KPIs:

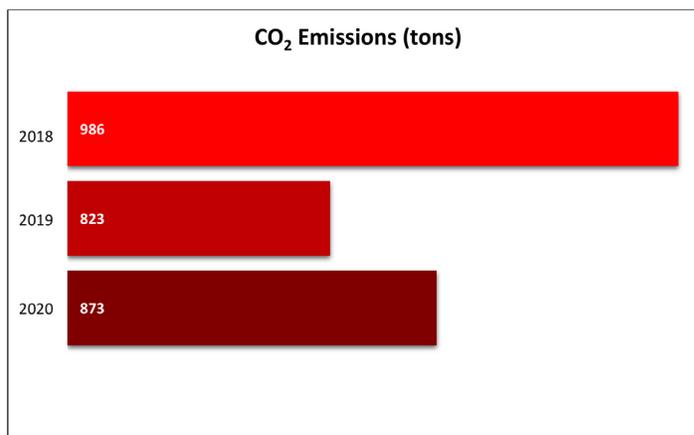
AVON	2018	2019	2020
Electricity (kWh)	368,800	367,520	250,355
Natural Gas (ccf)	32,328	34,798	34,358
Waste (tonnes)	-	-	467

AVON

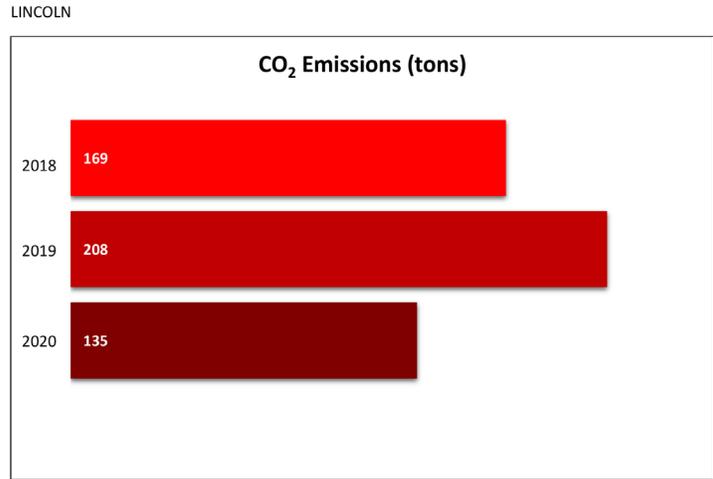


NEWARK	2018	2019	2020
Electricity (kWh)	66,700	53,650	68,680
Natural Gas (therms)	15,753	13,165	13,908
Waste (tonnes)	-	-	58
Recycling (tonnes)	-	-	78

NEWARK



LINCOLN	2018	2019	2020
Electricity (kWh)	143,373	164,457	171,440
Fuel Oil (gallons)	8,329	10,715	4,500
Waste (tonnes)	-	-	156



Senior Management is committed to continuous improvement in every aspect of day-to-day operations. Barentz North America, LLC ensures our principal partners are compliant in all regulations pertaining to environmental compliance and health and human safety. Continuous improvement is one of the core guiding principles under which our company operates. We will improve our commitment to supplier sustainability in the future by:

- Continuously seeking improvements to the best practices for vetting new suppliers
- Continuously improving our efforts to monitor existing suppliers
- Seeking new technologies that will assist us with our suppliers
- Keeping up to date on the ever-changing regulations regarding chemical distribution, hazardous materials, logistics, and the environment



## Responsible Consumption & Production

Each day, Barentz North America, LLC delivers thousands of pounds of products to our customer base worldwide. Because so many can be impacted throughout a product's life cycle, Barentz North America, LLC takes product stewardship seriously.

How Barentz North America, LLC Approaches Product Stewardship:

- Technical teams create formulations that can increase customers' sustainability.
- We work diligently to qualify customers and assure that product stewardship is a priority when making a sale.
- We communicate with customers on the safe use, secure handling, and proper disposal of products we sell.
- Barentz North America LLC's waste management practices institute resource conservation by eliminating waste at the source—recycling and reusing whenever possible—and making sure waste is properly treated for disposal according to existing regulations.
- Senior Management is committed to continuous improvement with improvements logged and monitored.
- Responsible Distribution certification is maintained through NACD and RDC.
- Policies and Procedures are regularly audited via both internal and external examiners.

Barentz North America, LLC maintains internal policies, standards, and procedures specific to product stewardship. These policies are overseen and monitored via our Responsible Distribution certification. NACD and RDC are two of the many industry trade associations Barentz North America, LLC works with to ensure the environmental and health impact of our product line is minimized at every turn.

Through Responsible Distribution, Barentz North America, LLC maintains a process to qualify customers. Our process helps ensure that customers have proper EHS&S policies and procedures in place to handle our products safely. One of the most important responsibilities we have is to communicate the risks and hazards associated with our products. We accomplish this by making sure our customers have readily available information, such as Safety Data Sheets (SDS) and Technical Data Sheets (TDS) for our products. In the event of an emergency, we partner with ChemTrec and CANUTEC to quickly respond to any incidents involving our products and ensure safety information related to our products is available to first responders via the Internet.

Product design and development provides Barentz North America, LLC another positive approach to product stewardship. Reducing environmental impact begins with formulations developed in our laboratory designed to increase sustainability. In this way, responsibility lies within Barentz North America, LLC for getting low-impact products into the marketplace. If we develop sustainable formulations initially, the product stewardship task becomes smoother throughout the rest of the product lifecycle. Sustainable formulations require sustainable raw materials. Barentz North America, LLC is committed to providing raw materials with as minimal environmental footprints as possible. We do our best to source raw materials from our suppliers which are manufactured and produced in the most sustainable ways—in our Personal Care division, 40% of products contain some form of “Eco” designation, such as COSMOS, RSPO, Ecocert, Fair Trade, Leaping Bunny, etc. This product stewardship process adds value to our products and services by minimizing risk to employees, customers, and the environment. This makes Barentz North America, LLC a market leader by developing, supplying, and formulating for future generations.

Minimizing adverse health and environmental effects through science-based risk assessment will continue to ensure that we comply with all statutory and regulatory requirements in an exhaustive and comprehensive manner. Measures will be put in place to prevent any violation with respect to Barentz North America LLC’s manufacturing and shipping activities. Employees responsible for buying product within our organization have been trained in product stewardship, particularly safety and sustainability. The Operations Manager of each business division undertakes chemical safety management for the entire business for which they are responsible.





## Taking Pride in Sustainability

As a company, Barentz North America, LLC strives to be great corporate citizens that value social responsibility and sustainability. We continue to safely distribute and be good stewards of our principals' products. As evident with the programs and accreditations in place, we take our position as a market leader seriously.

Barentz North America, LLC is committed to taking every practical precaution toward ensuring that products and services do not present an unacceptable level of risk to its employees, customers, the public, or the environment.

Every Barentz North America, LLC employee is responsible for supporting our product stewardship. We provide employees with training programs to acquire knowledge to comply with the law and handle products correctly, as well as spread the knowledge across the supply chain in order to establish a corporate culture that protects human health and the environment.

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1390 Jaycox Road  
Avon, Ohio 44011  
440-937-1000  
[marketing@barentz.us](mailto:marketing@barentz.us)  
[www.barentz-na.com](http://www.barentz-na.com)