



**IKA Group**  
**Status Report on Sustainability**



November 2022

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## Foreword by the Management

The topic of sustainability has the highest priority in IKA Group and has been an integral part of our strategy for several years. Sustainability is seen as the decisive factor for the future and accordingly characterizes our actions along all stages of the value-added process. As a VinylPlus® partner, we join the voluntary commitment to integrate the 5 challenges and the associated goals into our economic and environmental relevant targets as far as possible.

We have defined three core topics as the targets of our long-term sustainability policy.

- 1.) We are constantly developing more sustainable products by critically examining all raw materials and measuring them against sustainability criteria. By 2035, more than 70% of our portfolio should fully meet the sustainability criteria.
- 2.) We are significantly improving our ecological footprint in production through higher process efficiency of our systems and lower use of energy and raw materials. In terms of energy, dependency on fossil fuels will be significantly reduced in the coming years. Specifically, the aim is to replace around 70% of the natural gas volume used with renewable energy sources by mid-2024 and to independently produce at least 20% of the required electricity volume ourselves. For the remaining energy required, a conversion to purchase renewable energy of at least 90% is aimed for by 2025 at the latest and 100% by 2030.
- 3.) Regarding our supply chain, we strive for a permanently climate-neutral production. Our goal is; for 90% of our main suppliers to meet our sustainability criteria by 2035, and for all suppliers to meet the criteria by 2050. We are currently examining options for achieving our goals even faster than currently planned. Appropriate changes or reduction targets are planned and agreed on the basis of periodic records, evaluations and focus on the CO<sub>2</sub> balance.

In addition, we are developing new ideas: By 2040 at the latest, it should be possible to supply energy with green hydrogen in the Bitterfeld-Wolfen Chemical Park. Even before that, a supply through the Hydrogen-Micro-Grid Central-Germany should be possible via the import infrastructure backbone Rotterdam and Rostock should be possible.

With this vision for the future in terms of sustainability, we are launching a transparent sustainability assessment for the year 2021 and see this as part of our corporate responsibility.

Wolfen, 15.11.2022



The Management

For all designations that refer to people, the wording chosen means all genders, even if only one form is given for reasons of easier readability.

## 1 Motivation for creating a “Status Report on Sustainability”

Due to the management buy-in in 2020 and the new orientation of IKA Group, the aspect of sustainability is also becoming more important and forms the framework for the Group’s core values:

- Innovation
- Quality
- Competence
- Sustainability

Values work through authentic identification with them. With regard to sustainability, IKA is located in a field whose dimension is determined by laws and regulations on the one hand and effective values on the other. These should not be viewed as two opposing poles, but much more as two approaches to a topic that influence each other.

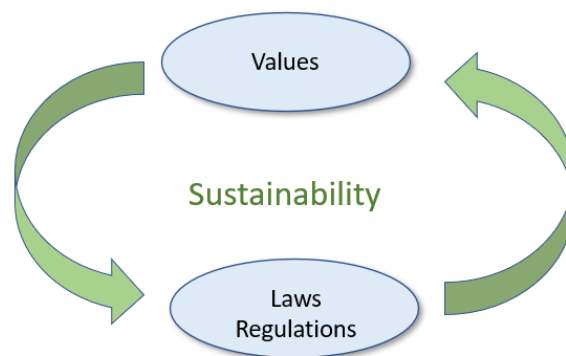


Figure 1: Interaction between values and regulations/laws

In the business area of IKA, regulations and laws can only be influenced indirectly via committees and associations, while value-based actions can be actively influenced.

This report serves as an instrument for transparent communication at all levels inside and outside the company.

The period covered by this report is the calendar year 2021 and aims to show performance in the areas of economical, ecological and social sustainability. As the headquarters of IKA Group, the report refers to the production site in Bitterfeld-Wolfen (Germany). For reasons of better readability, the term IKA is used synonymously for the Bitterfeld-Wolfen location. A series of data for the preparation of this report was collected for the first time and in some cases can only be compared with values from previous years to a limited extent. The methodological calculation of individual parameters is partly based on approximate values, so IKA reserves the right to re-evaluate parameters and correct values if necessary should the data situation changes.

## 2 Sustainability in the corporate context of IKA Group

The headquarters of IKA Group is located in the Bitterfeld-Wolfen Chemical Park and is the Group's only production site at the time of reporting. Figure 2 provides an overview of the individual units within the Group. The report refers to the activities of the headquarters IKA Innovative Kunststoffaufbereitung GmbH und Co. KG, although the sustainability strategy and orientation has a direct impact on all subsidiaries.

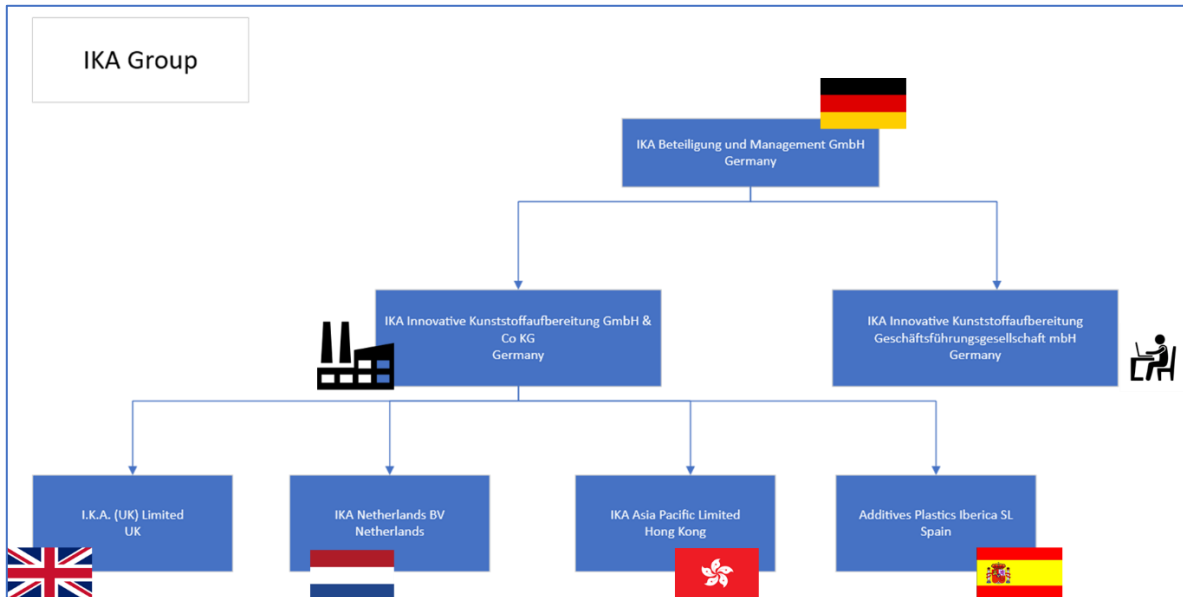


Figure 2: Units of worldwide operating IKA Group

The location in Bitterfeld-Wolfen was founded in 1994. Since then the business area has been the production and sale of stabilizers and additives for the PVC processing industry. This includes the production of solid stabilizers for window profiles, foamed and technical profiles, plates, pipes, injection molding as well as stabilizers for flexible PVC applications such as cable sheathing, floor coverings or roofing membranes. The portfolio is also supplemented by the sale of impact modifiers and flow aids.

IKA's sustainability strategy is closely linked to the corporate values and can be outlined by core values.

### Innovation

The core business of IKA Group is the production and sale of additives for the plastics industry, with the awareness and attitude of not only offering the customer a tailor-made product, but also a service that meets their needs in terms of quality and environmental compatibility as best as possible.

Innovation does not only refer to the continuous improvement of products and portfolio expansion, but also includes new process technologies and new approaches to known topics. Innovation is only possible in an environment in which employees have the opportunity to develop and realise their potential. Therefore the value innovation also includes a sustainable employee policy.

### Quality

The defined value "quality" describes the high-quality standards in relation to services offered, which IKA Group has set itself. This is reflected in a high degree of automation in production and a high degree of traceability of individual process steps. As a result, errors

are quickly recognized, causes identified and measures taken in a targeted manner and their effectiveness checked. Regular certification audits based on international standards (DIN EN ISO 9001:2015, DIN EN ISO 14001:2015) ensure that the processes continue to develop in a controlled manner and are documented accordingly.

### **Competence**

Competence includes the ability to solve problems, the willingness to do so and the corresponding development of approaches to solutions. Taking the definition further, it includes social skills as well as working in an international environment and with different stakeholders. The high level of competence is met in the best possible way through continuous training of IKA employees and cooperation with partners along the supply chain.

### **Sustainability**

The continuous further development of new stabilizer systems free of heavy metals is an essential part of the company's sustainability strategy. A milestone in this area is the complete exit from the production of stabilizers containing lead in December 2020. As an active member of various committees and associations (ESPA, VinylPlus®, VCI, IHK<sup>1</sup>, etc.), IKA is involved in working on technical, economic and further sustainable developments.

## **3 Compliance and Legal Conformity**

The compliance program of IKA Group includes various measures to ensure legal certainty, to be up to date with the applicable legal situation and to ensure legal conformity. This includes compliance trainings for employees and the management of IKA Group at least once a year on current topics and special focus points such as data protection, antitrust law, anti-corruption or sanction control and foreign trade law by the Legal Counsel of IKA Group.

The basis and standard for all business activities of IKA Group is the Code of Conduct (CoC), which has been made known to all employees and has also been published on the IKA website. This Code of Conduct sets out clear standards and principles on ethics and morals in business and applies to all of our employees, regardless of where they work. Likewise, we expect all of our business partners to adhere to the principles of the Code of Conduct. The understanding of the Code of Conduct and compliance is controlled on one hand by an employee survey and review, as well as by supplier questionnaires, evaluations and any necessary follow-up measures.

As a supplement to the Code of Conduct, various internal company guidelines, standards, regulations and legal requirements apply in order to detail certain subject areas and to take necessary measures and behaviour.

To ensure the legal conformity of our suppliers, we use supplier questionnaires and possible follow-up measures are taken if the result is unsatisfactory. IKA reserves the right to terminate business relationships with suppliers who do not meet our specified criteria. This also applies to working with freight companies or freight forwarders, where compliance with the applicable road haulage laws must also be checked.

To secure company-related data and all personal data the need-to-know principle applies. Data may only be transmitted to third parties if there is a non-disclosure agreement in place or if the third party is obliged to maintain secrecy based on legislation.

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<sup>1</sup> Chamber of Industry and Commerce

To ensure the legal conformity of our contracts, these are to be processed by the IKA legal department. Of course, this also applies to all non-disclosure agreements in order to protect our know-how as much as possible.

Of particular relevance for the activities of IKA as an international group is to be compliant with all sanctions and the verification of conformity with foreign trade laws. Changes in the sanction provisions are continuously and closely checked by the Legal Counsel and communicated immediately to all relevant departments. We constantly check our products and our business partners against the applicable sanctions lists. This is done with the help of trade control software. In addition, we do manual checks and control special topics.

In principle, legal conformity is further ensured by professional seminars, ad hoc information to the affected departments by the Legal Counsel, newsletters in certain focus areas, discussions with lawyers, but also by external support and checks such as audits, the company doctor and safety specialists, the waste and dangerous goods officers, official inspections and approvals by authorities. There is also access to a legal register in the areas of occupational health and safety and environment in order to know all relevant regulations, act accordingly and comply with them.

Control tools include compliance trainings, written regulations relating to data protection and sanction control, as well as corresponding general and department-specific training. The Code of Conduct and the internal guidelines are checked at least once a year by the Legal Counsel to ensure that they are up to date.



## 4 Economical, Ecological and Social Sustainability

Sustainable action not only considers ecological aspects, but also includes responsible cooperation on an economic and social basis. These three areas affect each other and are difficult to consider separately. For reasons of clarity and structure of this report, reference is nevertheless made here to the rough classification of sustainability into the levels of economy, ecology and society.

## 5 Economical Sustainability

The sustainability aspect at economic level means maximizing profits while taking into account ecological and social aspects. The necessary tools include moral and ethical actions from the top of the company down to the individual employees in accordance with the Code of Conduct, which is publicly available to external stakeholders (website). Exclusion criteria are also defined to ensure sustainable business relationships along the supply chain on an ethical and moral basis.

At the production level, economic sustainability also means reducing resource consumption through new developments, modernization and increasing the efficiency of processes.

### 5.1 Responsible Sourcing

The release of a source of supply is determined by the quality of the raw material and the quality of the supplier. The principles of responsible procurement are regulated in the Code of Conduct. In addition to the technical raw material evaluation, the certificates according to ISO 9001, ISO 14001 are requested via a questionnaire, whereby the answers, which also include health and safety aspects as well as human rights aspects, are included in the annual supplier evaluation.

As a partner of VinylPlus®, IKA also expects a common set of values from its business partners and communicates these expectations externally (discussions, trade fairs, social media, etc.).

### 5.2 Responsible Transport

IKA undertakes to continuously evaluate the transport routes from our suppliers to us, from us to our customers and also takes into account internal transport routes. Transport routes that are necessary for the production of our goods and services (commuting to work, business trips, internal transport) are determined, evaluated annually and mitigation measures are derived.

IKA only enters into business relationships with transport companies that comply with the provisions of the Road Goods Transport Act (GüKG).

IKA can only influence the length of the transport routes to a limited extent. GHG emissions are reduced by avoidance measures, such as maximizing container unloading or prioritizing transport routes (ship>freight rail>truck). In addition, information on the eco-efficiency of the transport fleet of the forwarding company is requested.

## 5.3 Innovation

The innovation idea related to the product design takes into account all existing specifications and guidelines regarding chemical safety (e.g. REACH) and aims to minimize the use of hazardous substances, considering customer requirements in terms of product performance. Apart from the product design, the idea of innovation refers to the processes that are required for product manufacture with the aim of reducing resource consumption (see ecological sustainability). In the corporate context of IKA, this also includes greater independence from fossil fuels, a higher rate of self-supply of energy, and the modernization of the plant park.

## 6 Ecological Sustainability

From the point of view of ecological sustainability, the following areas were identified as relevant for IKA:

- Responsible use of resources
- Waste management
- Carbon footprint
- Sustainable life cycle concept

### 6.1 Responsible Use of Resources

IKA commits itself to responsible resource management. This includes to monitor the resource consumption. The company strives for maximum independence from gas and a high degree of self-sufficiency. The plant park is continuously modernized through ongoing maintenance and repairs, which reduces resource consumption. In addition, concepts for efficient heat recovery are being developed and sustainable alternatives to the use of liquid nitrogen are being sought.

### 6.2 Waste Management

The waste generated at IKA production site is classified and disposed professionally and in accordance with the applicable laws. The reduction of the total amount of waste is defined as the overriding corporate goal, whereby thermal recycling is preferable to landfill storage.

### 6.3 Carbon Footprint

IKA undertakes to determine the corporate carbon footprint (CCF), CO<sub>2</sub> footprint at company level, to evaluate it annually and to derive measures to minimize it. As a medium-term goal, the company aims to evaluate the manufactured products according to their CO<sub>2</sub> footprint (Product Carbon Footprint, PCF).

### 6.4 Sustainable Life Cycle Concept (Life Cycle Assessment, LCA)

As a supplier to the PVC processing industry, IKA only has an indirect influence on the life cycle of the PVC products and cannot be viewed in isolation from it. IKA is involved in life-cycle assessments through its participation in various associations and committees and aims to improve product performance within the entire product life cycle from the aspect of sustainability.

## 7 Social Sustainability

Societal sustainability is not clearly defined. According to the values of the IKA in combination with the statements from the Brundtland report<sup>2</sup>, social sustainability aims to secure basic needs (fair payment) and equal opportunities in all areas of the company, taking into account the relevant qualifications.

## 8 Sustainability-related corporate performance 2021

### 8.1 Sales Volume

Sales volumes have developed with a clearly positive trend over the last three years. At the same time, a new additional underwater granulation system with a significantly increased granulation capacity was put into operation in order to reliably cover future requirements.

At the same time, the long-term goal of completely phasing out the production of stabilizers containing lead was achieved in the 2021 reporting period. This is an important milestone in the sustainability policy of the entire group. Figure 3 shows this continuous reduction of lead-containing products with a share of over 75% in 2013 until the complete phase-out in 2021.

This strategic sustainability decision leads away from SVHC substances in production and to significantly larger production capacities for future-oriented, sustainable Ca-based stabilizer systems.

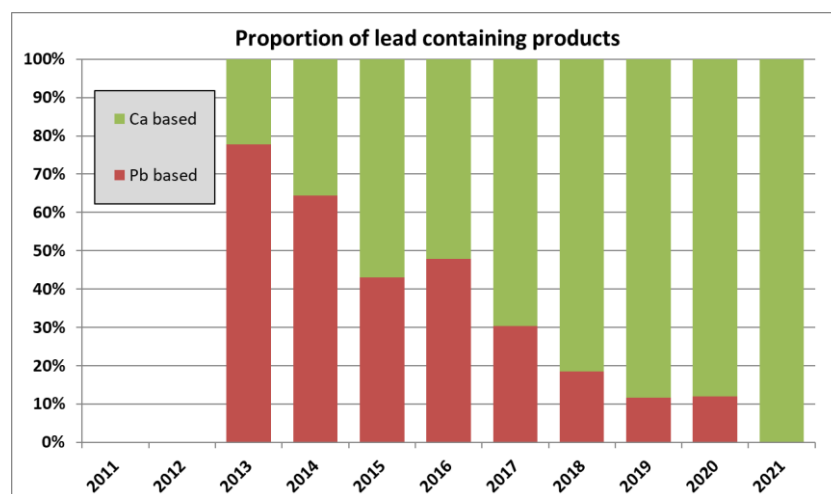


Figure 3: Continuous reduction of the proportion of lead-containing products in sales volume.

<sup>2</sup> **Brundtland-Report** of the World Commission on Environment and Development, Eggenkamp, Greven 1987, ISBN 9783923166169

## 8.2 Processing of Dangerous Substances

In addition, the aim is to reduce harmful (H300 series) or environmentally hazardous (H400 series) hazardous substances (classification according to the CLP regulation). The successful development of the use of hazardous substances in relation to the production volume is shown in Figure 4. The reduction targets set for 2021 were repeatedly achieved: H300-ratio < 8%

- H300-ratio < 8%
- H400-ratio < 4%

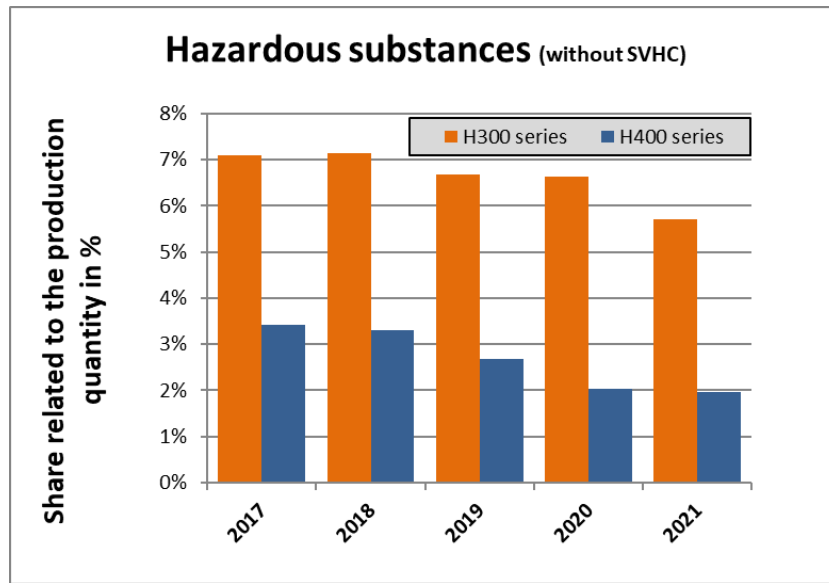


Figure 4: Percentage of hazardous substances (substances with CLP classification in the 300 (hazardous to health) or 400 series (hazardous to the environment) based on the production volume

## 8.3 Quality

Our high-quality standards for the services we provide within IKA Group, but also for the quality of the upstream suppliers, are continuously monitored and further developed. Extensive quality controls by the IKA test laboratory guarantee the unrestricted quality of the raw materials and the careful further processing of the raw materials into quality products. In addition, our experienced team ensures products of the highest quality and quality consistency through professionalism and diligence in product development, manufacture and quality assurance.

### 8.3.1 Supplier Traceability/Certification Rate

The raw materials used in the factory can be traced back consistently for each container via the ERP system and assigned to the relevant suppliers and batches. However, the evaluation of suppliers is not only dependent on the quality of the raw materials, but also on their "proof of quality" in the form of certificates. In the course of the procurement process, the certificates of the norms EN ISO 9001 and EN ISO 14001 are requested as standard. The certificate quota in the reporting year regarding ISO 9001 is > 95%, regarding ISO 14001 > 80%.

In addition, further assessment criteria relating to human rights and health and safety are requested via a more detailed supplier survey. This rating system will be further expanded in the following year.

## 8.4 Resource Consumption

IKA has set itself the goal of controlling resource consumption in its own company and – where possible – taking minimization measures.

### 8.4.1 Water Consumption

Due to the fact that there is no cooling water in the production process at the Bitterfeld-Wolfen site and only small amounts of water are circulated, the water balance is recorded, but plays a rather subordinate role compared to other resource consumption.

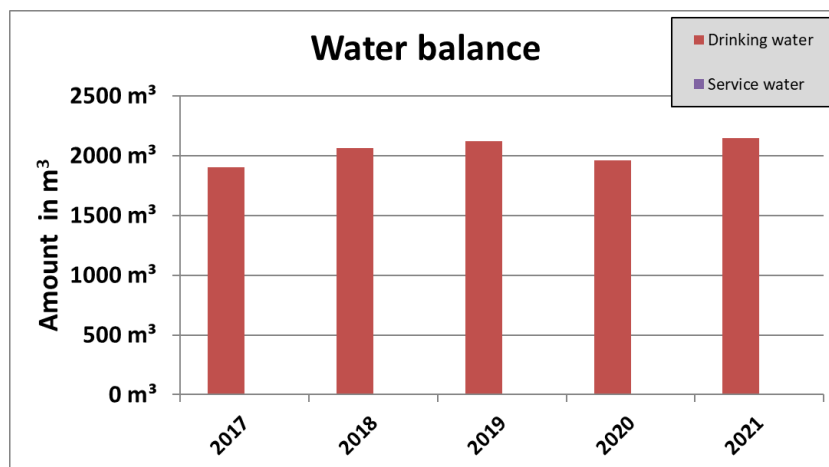


Figure 5: Water Consumption in m³ 2017 – 2021

Drinking water consumption can be traced back almost entirely to sanitary purposes (showers, toilets); the proportion of process water can be classified as negligible.

### 8.4.2 Electricity Consumption and Energy Mix

A look at the total electricity consumption shows relatively constant consumption over the past few years. A slight increase was recorded in the reporting period due to the operation of the new additional underwater pelletizing plant and higher plant utilization. Figure 6 shows the energy efficiency in relation to the production volume.

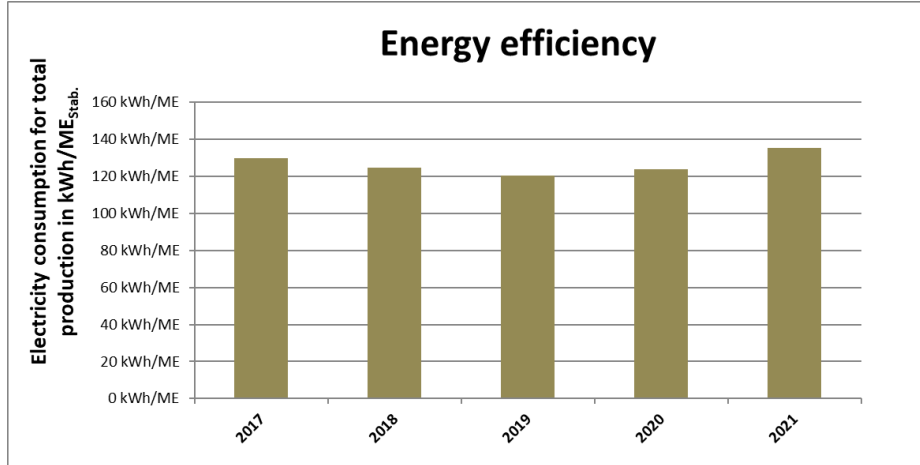


Figure 6: Energy efficiency in kWh/ME (unit of measure) 2017 - 2021

In the course of sustainability assessment, the shares of the different energy sources in the company's total energy consumption were also considered and the share of fossil energy sources was recorded. In 2020 and 2021, the share of renewable energies was below 10%, which can be attributed to changed contractual conditions of the energy supplier. For the following year 2022, corresponding measures to increase the share of renewable energy are planned.

### 8.4.3 Gas Consumption

Gas is also used at IKA to carry out operational activities, which can be broken down as follows:

Table 1: Gas at IKA

	Purpose of Use
<b>Liquid Gas</b>	Inner-company transport, propane gas for industrial trucks
<b>Natural Gas</b>	Use for heating of rooms and drying processes in the production
<b>Liquid Nitrogen</b>	Cooling in production processes

The absolute consumption of liquid gas plays only a minor role in the context of the GHG balance and is shown in Figure 7 in relation to the total sales volume.

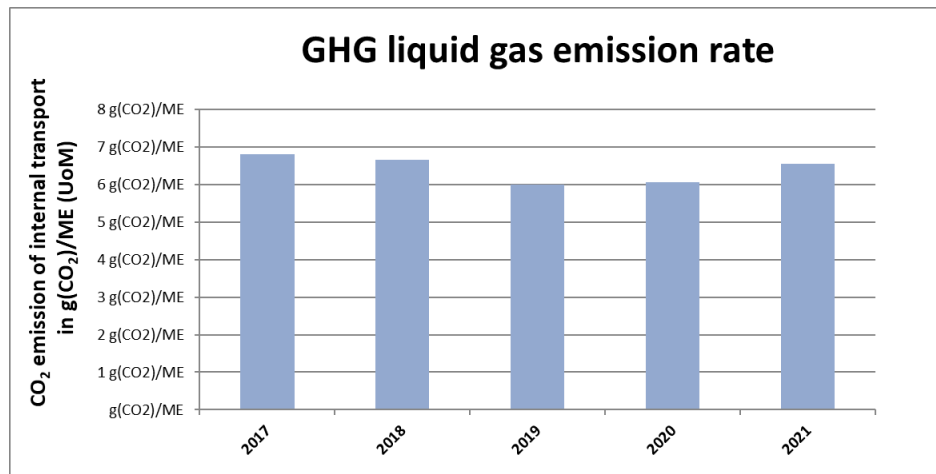


Figure 7: Liquid gas based on the total sales quantity (commercial goods and stabilizers) ME= quantity unit

Compared to other medium-sized chemical companies, the dependency on natural gas is relatively low. Natural gas is mainly used for drying processes in production and for operating heating systems in winter. Figure 8 shows the consumption of natural gas for underwater granulation in relation to the amount of granulate.

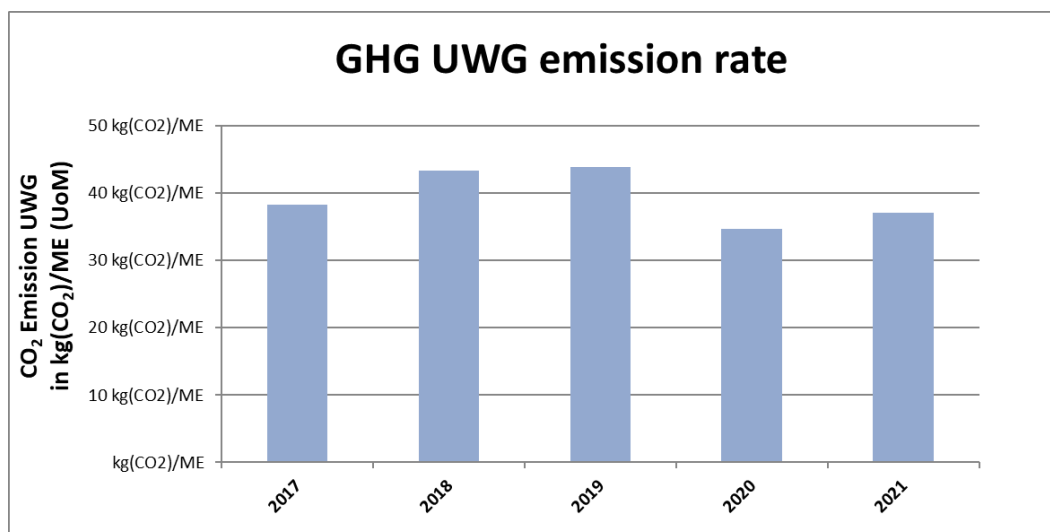


Figure 8: CO<sub>2</sub>-emission by drying processes in relation to underwater granulation; ME=Unit of Measure

## 8.5 Waste Rate

Due to the withdrawal from producing stabilizers containing lead, the former lead plant was completely cleaned at the beginning of 2021 and converted to the production of CaZn and Ca-organic stabilizer systems. In this way, potentially dangerous ingredients such as lead salts were replaced by less dangerous raw materials and the sustainability requirement was met.

Our overarching corporate goal is the careful use of resources. IKA promotes this by avoiding waste of all materials from formulation development, procurement, production to packaging and transport. Assisted by our external waste officer, our waste management is strictly based on all waste legislations. Any waste generated is sorted and labelled for there to be no risk to the environment (e.g. cardboard and paper, glass, organic waste, plastics, metals, wood).

Hazardous waste and waste that contains hazardous substances is monitored to a particularly high degree in accordance with the national waste regulations and is disposed of by specialist disposal companies with appropriate verification. With a series of work instructions and regular environmental training, awareness is created in the organization in order to continuously optimize our processes. The waste quantities are measured in relation to the production quantity in key figures and regularly evaluated with the maximum value specified in the environmental goals. For example, in the IKA waste rate, the entire waste of a year is measured in relation to the annual production volume (see Figure 9). Over 50% of the total amount of waste generated is recycled. Our results are documented in an annual waste report.

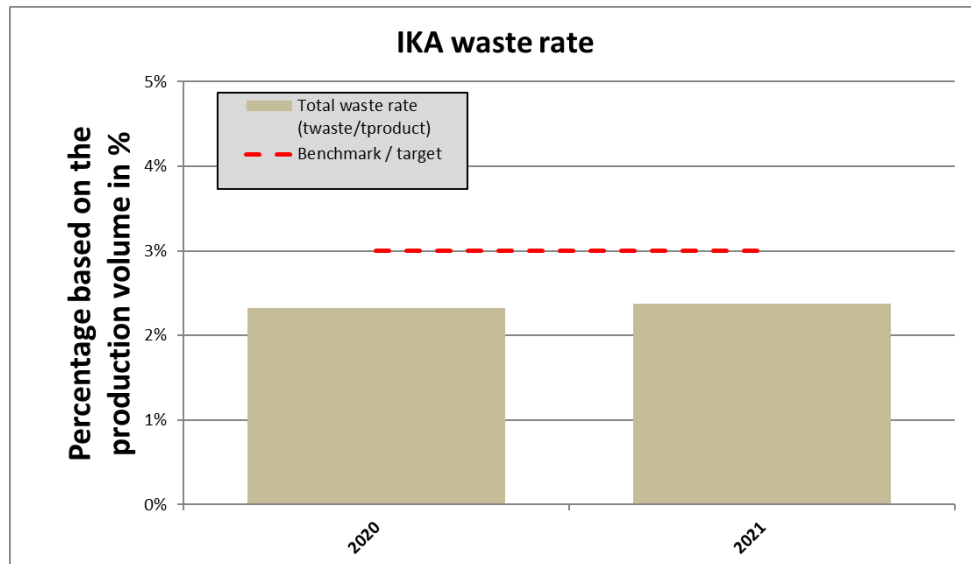


Figure 9: IKA Waste Rate

## 8.6 Consideration of the Product Life Cycle

Through its membership in committees and industry-specific associations such as ESPA, IKA is indirectly involved in a life cycle assessment. An overview of the first results of an LCA that was created as part of a collaboration between VITO (Flemish Institute for Technological Research) and ESPA (European Stabilizer Producers Association) can be viewed on the IKA website in the download area.

A corresponding life cycle way of thinking is already evident in the product development stage, where recipe developers are required to dispense with or substitute critical ingredients (SVHC, substances on the candidate list of the REACH regulation) and thus ensure the recyclability of the product.

IKA's stabilizer systems are individually tailored to customer requirements. The product range also includes booster systems that are specifically tailored for recycling applications.



## 8.7 Corporate Carbon Footprint: CO<sub>2</sub>-Balance of IKA

As part of IKA's commitment to the VinylPlus® principles IKA implements a system to capture IKA's carbon footprint (Corporate Carbon Footprint, CCF). The basis is EN ISO 14064-1 and the GHG protocol. A GHG balance was created for IKA by systematically collecting and evaluating the data. In the 2021 reporting year, the data was collected for the first time retroactively to 2019.

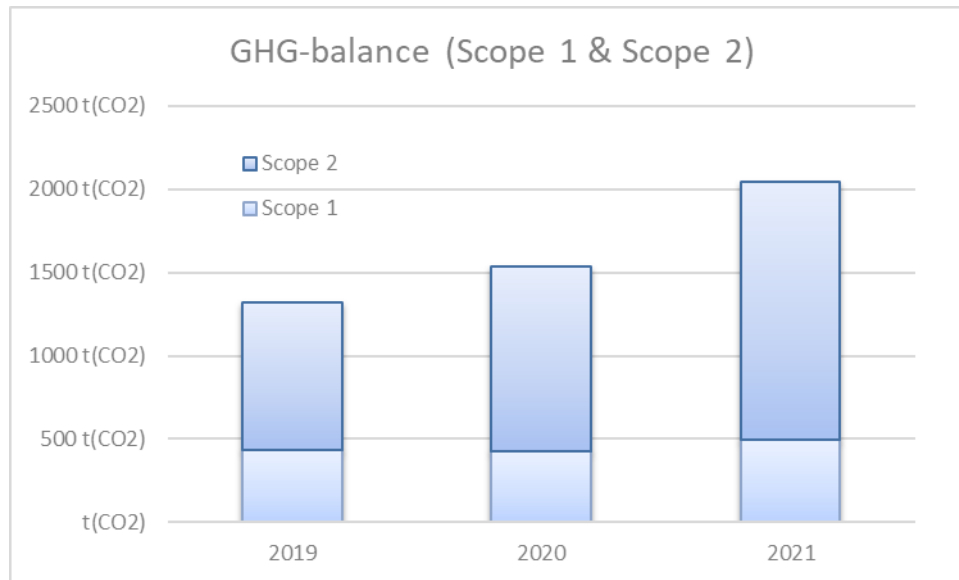


Figure 10: GHG-Result (Scope 1 & Scope 2)

Figure Figure 10 shows the data of Scope 1 and Scope 2 emissions.

Scope 1: direct emission for which the company is responsible

Scope 2: indirect emission, for example emissions from bought energy and electricity

Scope 3: indirect emission along the value chain

A comparison of the greenhouse gas balance (GHG balance) from 2021 with previous years shows a significant increase in Scope 2 emissions. This is due to poorer availability of renewable energies from the electricity provider. This influence is to be significantly minimized in the future through measures of self-supply of energy in 2023 as well as new procurement strategies.

## 8.8 Diversity and Social Matters

At the end of 2021, the total number of employees was 89. In the course of 2022, the number of employees has increased to 101, with the proportion of women amounting to 16.8% with 17 female employees. The distribution between white- and blue-collar workers is relatively homogeneous: 6 women are employed as blue-collar workers, 8 as white-collar workers. In addition, in the reporting period there were 2 women, currently 3 women in middle management.

IKA has set itself the goal of increasing the proportion of women in all areas in the medium term. To this end, the recruiting process is to be adjusted accordingly in order to attract women to the company in a more targeted manner.

In general, IKA also promotes employees by enabling and promoting dual courses of study or master craftsman training.

The company's attitude towards discrimination and unequal treatment is regulated in the publicly accessible Code of Conduct, in 2021 the proportion of employees with disabilities was 4.9%.

For years, IKA has voluntarily paid its employees a 13<sup>th</sup> salary. Parents with children who require day-care will be paid the entire day-care costs plus meals. In addition, the company pays each employee a "voucher card" worth € 40/month to finance an additional contribution towards material expenses (food, fuel, etc.). Awards as a family-friendly company have been achieved repeatedly.

IKA not only wants to be a stabilizer supplier, but also the employer of choice and is currently working on a further expansion of the flextime-model and possible variants of a reduction in hours, which will be determined by future economic, social and political conditions.

### 8.8.1 Trainings and Sustainability Awareness

On one hand, sustainable learning involves imparting knowledge and, on the other hand, through experience. In order to meet the requirements in relation to environmental and quality management, environmental training courses are held annually, which are to be gradually expanded to include sustainability aspects. By implementing the measures mentioned, the knowledge imparted become liveable values within the company.

### 8.8.2 Occupational Health and Safety

The area of occupational health and safety is regulated by existing legislation. Compliance with the applicable laws and guidelines as well as good practice is checked through regular external inspections and the results are evaluated once a quarter in occupational safety committees. There were no reportable accidents in the 2021 reporting period.

In the future, the aspect of psychological stress at work will also be included in the evaluation.

## 8.9 External Communication & Social Media

Considering the aspect that only a visible company is also a tangible one, IKA attaches great importance to effective external communication. This happens on different levels:

- Personal conversations (fairs, conferences)
- Articles in printed media
- Communication via Social Media

### 8.9.1 Conferences and Fairs

The year 2021 was heavily influenced by the corona pandemic, which meant that there was hardly any participation in conferences and industry-specific trade fairs. Nevertheless, in the reporting year 2021, IKA was one of the gold sponsors of the IOM3 conference "PVC 2021", gave a specialist lecture in the course of the PVC formulation 2021 in Cologne and took part with a trade fair stand at the trade fair "Plastpol 2021" in Kielce in Poland.

### 8.9.2 Articles in Print and Online Media

Communication with external interest groups take place, among other things, via articles in print and online media. In 2021 there was a publication in "Compounding World Magazine" on an international level, and an interview with Timo Seibel (CTO) and Alexander Hofer (CEO) in the magazine "Wirtschaftsforum" on a local level. The articles are available on the company's website. A wide audience could be reached through the commissioning of the new underwater pelletizing system - in addition to an article in a local newspaper, a television report was also shown on local television. Safety-relevant aspects with regard to IKA as a production facility within the Bitterfeld-Wolfen chemical park are communicated to the public every 2 years in accordance with §11 of the Hazardous Incident Regulation with the brochure "Your safety is our concern".

### 8.9.3 Social Media Presence

Since 2020/2021, IKA has also been represented on social networks such as LinkedIn and Twitter, with the most effective tool for external communication currently appearing to be the corporate platform, LinkedIn. The number of followers has been increasing continuously since the beginning of the activity, and the trend is also increasing over the observation period 2021. It is assumed that the importance of company appearances on social platforms will continue to increase, and that interaction (with stakeholders) will therefore continue to increase in the future.

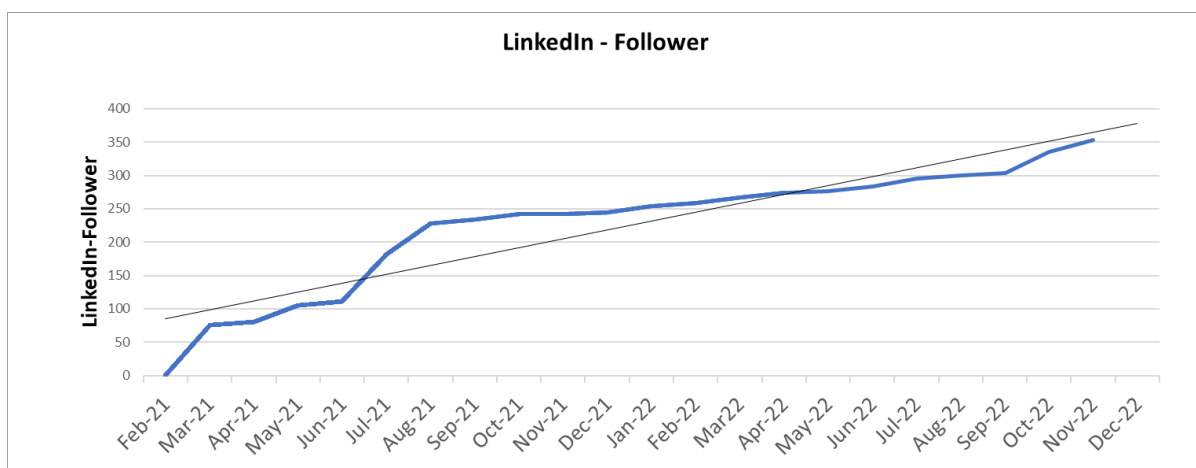


Figure 11: Number of LinkedIn-Follower –February 2021 – February 2022

Since the intensive maintenance of the LinkedIn company page, a total of eight articles, including an image film, have been made accessible to a wide audience.

#### 8.9.4 Donations & Sponsorship

IKA sponsors various local sports and other non-profit associations. In 2021, 4 sports clubs were supported as well as a local fire protection association. The remainder of the donation budget was used for institutions for children with cancer and for a children's hospice. In addition to this donation pot, the money from the joint coffee fund is also used for further donations, whereby in 2021 these were primarily used for day-care centres and various children and youth facilities.

#### 8.10 Complaint Management

Complaints from external interest groups are recorded and reported once a year in the management review. At the time of writing, a complaints registration process was in place.

No complaints were received from external stakeholders in the 2021 reporting year.

### 9 Outlook

The "Status Report on Sustainability" is being prepared in this form for the first time. This is the starting signal for external communication and a comprehensible sustainability strategy. It is in the company's strong interest that the value "sustainability" is lived and transparently carried by all employees.

In the following year, IKA will take targeted measures as part of this policy to reduce dependence on gas and increase self-sufficiency through alternative energy sources. In addition, an energy audit for data collection and evaluation of measures is planned, as well as an overhaul of the compressed air system. Wherever possible, employees should also be encouraged to save energy (reduction of heating in winter, maximum reduction in interior temperature to 24°C in summer). A more efficient system control, an LED lighting program for the production or concepts for the recovery of system waste heat and other concepts that are being tested and that are part of the investment plan for the next few years.