



BOLSIUS IMPACT REPORT  
SEPTEMBER 2024

BUSINESS AS  
A FORCE FOR  
GOOD,  
FOSTERING TRUE  
CONNECTIONS



**bolsius**  
since 1870



## REFLECTION ON 2023, A WORD FROM MARCO-PAUL MEINEN, OUR CEO

Looking back on last year, achieving the B Corp certification stands out as one of the most significant milestones in Bolsius' history. For over 150 years, Bolsius has proudly been a family-owned leading candle company in Europe. With a dedicated team of over 1,000 employees, we are on a mission to create products of superior quality that share the magic of the flame, to (re)connect people with themselves and their loved ones for now and generations to come. We are not in the business of selling candles, but in the business of enabling (re)connection. Bolsius aspires to play a humble role in this. It's what gets us energised and out of bed every day, it is what we are proud of and forms the heart of our mission.

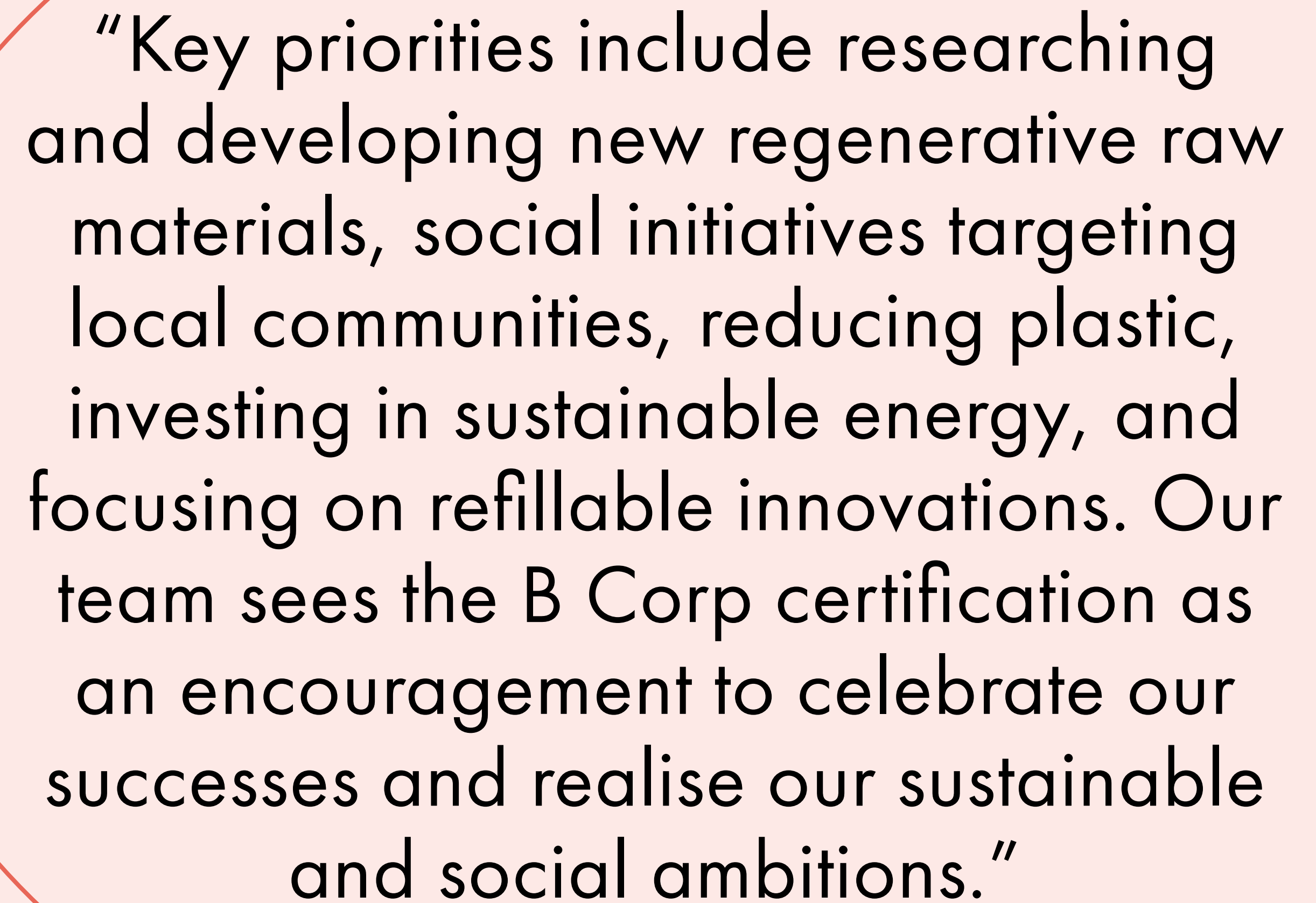
In this impact report we look back on the steps we have taken forward, the challenges we face, and we look ahead. Our craftsmanship in candle making and family culture are unparalleled, and we work hard to extend this distinctive quality further. Even as the world changes rapidly and we face many challenges, the magic of the flame remains constant.

We believe that lighting a candle can help people reconnect with themselves and their loved ones. The Bolsius endorses the United Nation's Sustainable Development Goals and is fully committed to the Paris Agreement, by focusing on a drastic reduction of GHG-emissions. With our rich heritage, we strongly believe that it is our responsibility to keep our world a liveable, healthy and safe place for future generations to come.

## **Beginning of our B Corp journey**

In 2023, we became a B Corp certified company, making Bolsius part of a global community and the growing movement of companies that harness the power of business to make a positive impact on the world, balancing people, planet and profit. It means we use our business as a force for good. Does this imply that we are an NGO now and that we are doing everything 'right'? No. Does the certification show progress on our journey towards continuous improvement? Yes, 100%.

That is what's great about B Corp: it's so much more than just another certification. It's a comprehensive impact measurement tool that helps us measure our impact and guides us towards opportunities for improvement. Furthermore, it's an inspiring international community of companies using business as a force for good. By operating transparently, sharing best practices, and learning from each other, it helps the community to grow its impact. This certification recognises companies with high social and environmental standards that are on a continuous improvement journey and reflects our achievements and ambitions.



“Key priorities include researching and developing new regenerative raw materials, social initiatives targeting local communities, reducing plastic, investing in sustainable energy, and focusing on refillable innovations. Our team sees the B Corp certification as an encouragement to celebrate our successes and realise our sustainable and social ambitions.”

## Embedded in every aspect

As a pioneering company in the candle industry, we're conscious that a significant part of our footprint is connected to the sourcing and combustion of oil by-products used in our candles. In order to improve, we have embedded our Sustainability Strategy, which is based on the pillars: Reduce, Care and Engage. These pillars guide our decision-making process at all company levels. We already invested significant resources to develop and implement numerous short-term solutions, and we recently completed a Multi-criteria Life Cycle Assessment to support strategic sustainable wax sourcing for a brighter future. For Bolsius, it means that sustainability needs to remain deeply embedded in all aspects of our operations, from product development to supply chain management. Based on one of our shared values - Passion - we challenge the status quo, ourselves and others. To strengthen and future-proof our company, we restructured some of our teams and attracted new talent that will work on our transformational journey while retaining our roots as a family business. Our family ethos remains at our core, binding us together as we build the future.

In everything we do, Bolsius takes responsibility in contributing to a better future for people and planet; for now, and for generations to come.

"The road ahead is full of opportunities and challenges. To increase our impact and effectiveness, we join forces with our ecosystem of customers, (add) employees, suppliers, and external stakeholders. This process involves knowledge sharing and transparency, ultimately leading to progress. Our impact on people and planet must be balanced with our business measures to ensure the continuity of our company responsibly."



**Marco-Paul Meinen** ,  
CEO Bolsius

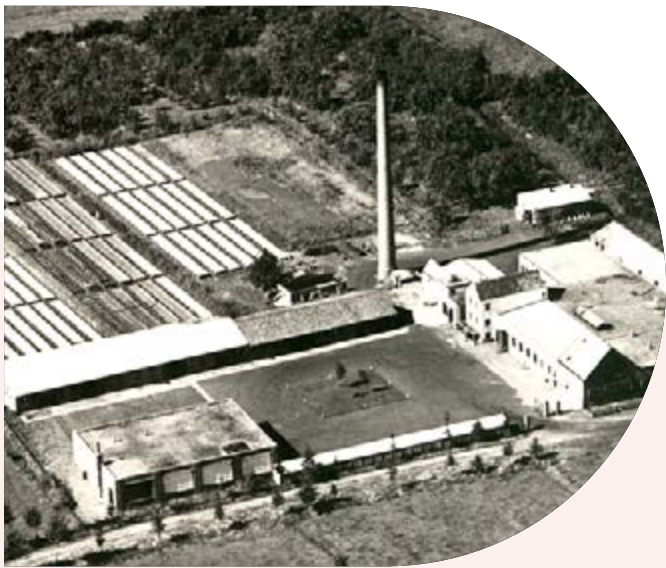


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**This document, the second edition of the Bolsius Impact Report, provides** insights into our milestones, ambitions, goals and dreams. It describes what we have accomplished so far, challenges we face, and how we strive to leave the world a better place than how we found it. We expect to have a bumpy road ahead; but we strongly believe that our responsibility is to keep our world a liveable, healthy, and safe place for future generations.

**bolsius**  
since 1870



# IMPACT HIGHLIGHTS

01.







## Progress, innovation milestones and taking responsibility

We summarise and highlight a couple of 2023 milestones here. Not because we want to get applauded, but because it helps us to keep track of progress, strive for mutual goals, and keep the energy and ambition in our team high.

### Certified B Corp

Bolsius is not simply focussing on the sustainability aspect which is now trending in the media but choose for a more ambitious target to join the B Corp movement due to its greater purpose. Joining the growing B Corp movement of companies who together harness the power of business to make a positive impact on the world, balancing people, planet and profit. B Corps meet strict social and environmental criteria in areas such as environmental impact, transparency, and corporate governance. The independent certification marks an important milestone and serves as a guiding instrument to further enhance positive impact. Becoming a B Corp is more than simply achieving a one-time goal, B Corps must recertify every three years, making this a long-term commitment for Bolsius on our journey of continual improvement.



After an intensive certification process that began in 2021, we became B Corp certified with a score of 91.9 (where the minimum is 80) points. We have been facilitating connections between people for years and show future-proof entrepreneurship through our sustainability strategy pillars 'Reduce, Care, and Engage.' The certification sharpens our focus, providing insight into what is already going well and where there is room to improve and enhance the force for good and giving back strategy. As a fixed part of the certification, we embedded social and sustainable values into the company's statutes.

B Corp's thorough impact assessment focuses on 5 impact areas. Here's what they mean to us:



## Governance

"Governance" evaluates a company's overall mission, engagement around its social & environmental impact, ethics, and transparency.

As part of this impact area, we formalised our commitment to the B Corp movement in our legal structure by amending our articles of association. This means that we have now explicitly expressed our accountability to all our stakeholders (something we have always done).



## Workers

"Workers" evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction.

Being a family-owned company, caring for our people and their wellbeing has always been a core part of our DNA.





## Community

“Community” evaluates a company’s engagement with and impact on the communities in which it operates, hires from, and sources from.

We maintain a strict Code of Conduct for our suppliers and select only those that meet our standards. Did you know that Bolsius played a leading role in developing the RAL quality mark for candles? We also support local communities and numerous charities – like the local Christmas market, cemetery cleaning and 1% for the planet.



## Environment

“Environment” evaluates a company’s overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity.

We developed our sustainability strategy which focuses on three pillars: Reduce, Care and Engage. As a part, we’re committed to the Paris Agreement and are in the process of setting SBTi reduction targets.



## Customers

“Customers” evaluates a company’s stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels.

Our customers and consumers are always a top priority. We are always open for collaboration and consumer engagement.



“We are proud and happy that we have joined the B Corp community. The thorough and independent analysis provides guidance and determination to study and review all our choices and justify them to future generations based on the strong values of our family business. We create superior products that share the magic of the flame, connecting people with themselves and their loved ones – now and for generations to come.”



**Marco-Paul Meinen**  
CEO of Bolsius

“By achieving B Corp certification, Bolsius International has reached an important milestone. At B Lab, we strive for a different economic system where companies create value for all their stakeholders. To realise this ambition, we need various companies to show it can be done: smaller and larger ones, in as many different sectors as possible. We see that B Corps can positively influence their entire sector. We therefore welcome Bolsius International to the community and look forward to their further sustainability journey, particularly their steps in raw material selection.”



**Tessa van Soest**  
Director of B Lab Benelux



# Our Zero Measurement – GHG Assessment

Bolsius commits to the goals of the Paris Agreement, targeting a 42% reduction in CO2 emissions (scope 1 and 2) and a 25% reduction (scope 3) by 2030. In 2023 we completed a full Greenhouse Gas (GHG) Assessment to set the baseline for our reduction commitments and gain insights on the first steps we can make. Below is a recap of the key take outs from this activity.

## GHG assessment

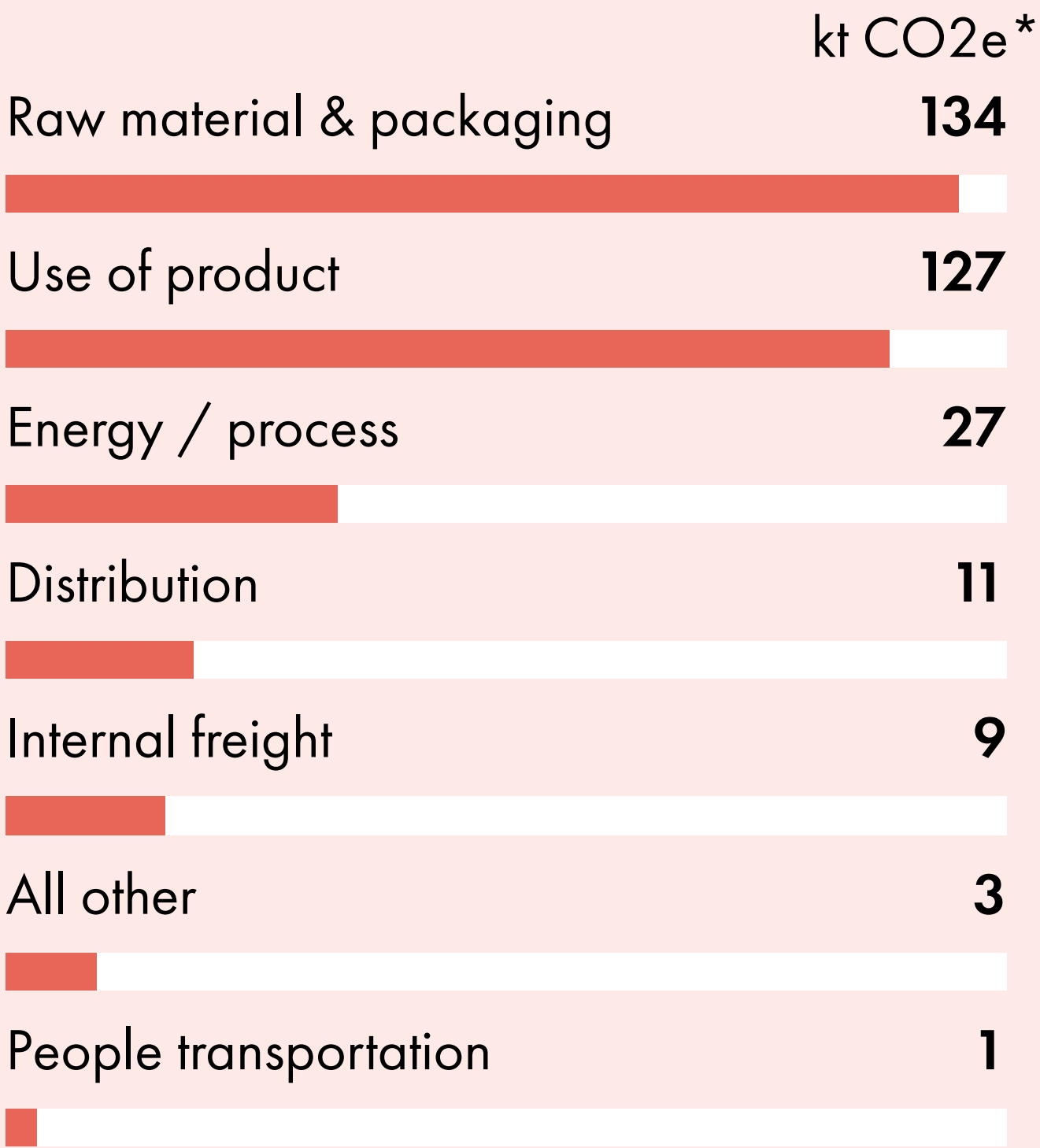
GHG stands for ‘greenhouse gases’. These gases trap heat in the earth’s atmosphere, contributing to global warming and climate change. Common greenhouse gases include carbon dioxide (CO2), methane (CH4), and nitrous oxide (N2O). Bolsius decided to measure its GHG emissions to support the environmental, social, and governance (ESG) strategy, provide data for the B Corp certification and reduce environmental impact.

We had the Bilan Carbone® Project assess the GHG emissions of Bolsius according to

ISO 14064 and GHG protocol standards. The project covered manufacturing sites and support operations for candles and reed diffusers, using fiscal year 2022 (April 2022 to March 2023) as the reference period.

This inventory, a calculated estimate rather than precise measurement, highlights Bolsius’s commitment to sustainability and emission reduction:

- Total emissions were estimated at 313 kt CO2e\* with a precision of +/- 11%, comparable to the annual footprint of about 40,000 average Europeans or 14,000 truckloads of CO2.
- Raw materials and packaging: 134 ktCO2e (43% of total), with wax supply making up 94 ktCO2e.
- Use and disposal of candles and packaging: 127 ktCO2e (40%), mainly from burning petroleum wax, which emits 3 kgCO2e per kg.
- Energy use (electricity, gas, district heating): 27 ktCO2e (9%).
- Supply chain operations (freight): 20 ktCO2e (6%).
- Other sources: 4.4 ktCO2e (1%), still important for Bolsius’ ESG goals and transition efforts.



\*ktCO2e stands for ‘kilotonnes of carbon dioxide equivalent’. One kilotonne is equal to 1,000 tonnes, so 1 ktCO2e represents 1,000 tonnes of CO2 equivalent.



# Bolsius GHG Assessment results

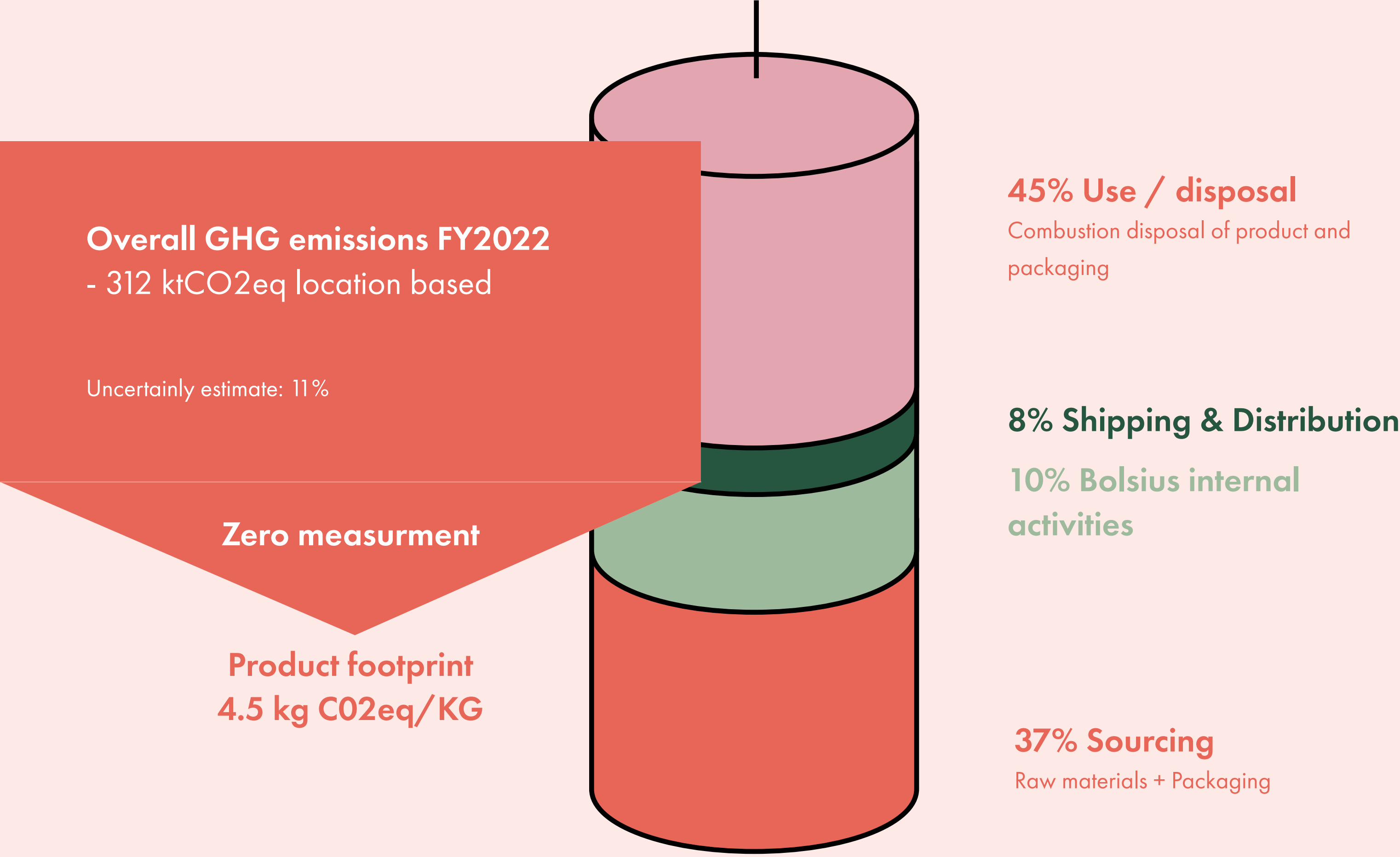
## Product carbon footprint

Taking all factors into account and assigning all greenhouse gas emissions to the final products, the total carbon footprint from production to disposal for each kilogram of candle is 4.5 kgCO<sub>2</sub>e

The product carbon footprint can be calculated according to the GHG protocol and ISO 14067 guidelines. Unlike organizational GHG inventories, a PCF using the 'cradle to producer gate' approach excludes the following:

- Purchase of services and materials
- Travel
- Investments/assets
- Downstream freight

This results in a PCF of 2.43 kgCO<sub>2</sub>e per kilogram of finished product.





## **Scope 1:** **Direct emissions**

Scope 1 emissions are the direct greenhouse gases released from things the company owns or controls, like factories or company vehicles.

For us, the scope 1 emissions include burning fossil fuels (like natural gas or diesel) in equipment that doesn't move, such as boilers or generators, as well as emissions from company-owned vehicles. Scope 1 emissions also include 'leaks' from air conditioning or cooling systems and emissions from burning candles for quality tests.

## **Scope 2:** **Indirect emissions - energy indirect**

Scope 2 emissions cover indirect greenhouse gas emissions associated with the consumption of purchased or acquired energy. This includes electricity, steam, heating, and cooling that is used by the organisation.

Examples of our scope 2 emissions include those from the generation of purchased electricity and heat. For this project, it includes electricity bought for all locations and heat bought for production processes and office warming.

## **Scope 3:** **Other indirect emissions**

Scope 3 emissions encompass all other indirect greenhouse gas emissions that occur in the value chain of the organisation, including both upstream and downstream activities.

This category includes emissions from the extraction and production of purchased materials, business travel, employee commuting, transportation of products and the disposal of sold products. Scope 3 is the most comprehensive and complex category, as it goes beyond an organisation's immediate operations and considers the full supply and use of products and services.





## Impactful innovation | Reduced waste rustic range

Our Research & Development team have developed a new recipe for candles with a more sustainable burning behaviour. By developing a new recipe for our rustic candles, we have reduced left-over waste by 22% compared to the old products. It was always assumed that the 'lotus' effect, where our rustic candles form a type of flower as they melt, was a signature property that our consumers desired. The negative side effect of this product type was, however, that a large 'unburnt' part of the candle remained unused and was disposed of as waste. Recent consumer insights show a shift in preferences, leading us to adjust the recipe of this product to change its burning behaviour and realise sustainable benefits.

Reduced waste by 22%

“Through the re-engineering of our rustic candles, they now product, it now remains beautiful and does not deform in shape. This brings a double benefit: more of the product is burned, providing longer enjoyment and 22% less waste!”



**Frédéric Loos**  
Head of Product & Portfolio





## Impactful innovation | CleanLight Innovation, plant-based wax

With the introduction of this innovation in 2022, we took an important step towards making our product range more sustainable. Thanks to the special, patented design of the glass candleholder - each refill burns completely - allowing the holder to be refilled repeatedly without wasting wax or glass. After approximately eight refills, one kilogram of glass is saved. This results in 170 tons of glass savings in a single year! \*

With the CleanLight innovation, 533.305 KG CO<sub>2</sub>e was avoided in 2023, which is comparable to 4.460.023 kilometres driven by car.

\*Calculation based on the sell-in figures for refillable CleanLight candle holder when compared to usage of Bolsius TrueScents Fragrance glass products.





"We're proud of Bolsius CleanLight because it represents our commitment to enhancing the fragrance experience in a thoughtful and sustainable way. The special design of our refillable holder and its refills ensure a clean burn. Together we've created a unique concept that reflects our values, to be enjoyed by consumers again and again."



**Thijs Veendrick**  
Head of Brand Activation





# ABOUT BOLSIUS

02.





## Heritage timeline

### Over 150 years of pioneering in a nutshell



**2023**

We became a B Corp certified company, making Bolsius part of a global community and the growing movement of companies dedicated to a more inclusive, fair, and circular economy. Also, we launched new CleanLight products variations (zero / bergamot & neroli), and introduced tealight Crystal Cups (98% plant-based).



**2022**

CleanLight refillable product innovations was introduced to retail.



**2020, 2021**

Optimisation of our manufacturing footprint, introduction of vegan wax collection, moved to recycled board, removed carton podiums in packaging, reduced paper grams. Recycled



**2010**

Implementation of Dual Cargo transportation.



**2017**

First Bolsius products received the Nordic Swan certification: official ecolabel of the Nordic countries to reduce the environmental impact from production and consumption of goods.



**2019**

Minimise environmental impact on Reed Diffusers by internalising production, transportation, and plastic removal.



**2009**

We implemented a program at our paraffin terminal in Moerdijk (the Netherlands) to use district heating from the neighbouring industries as an energy source from waste heat.



• **CONTINUE ON THE NEXT PAGE**

glass in 20% of our glass containers. We started pioneering with rapeseed and sunflower oil from Europe. Joined 1% for the Planet. Our first circular candles via project Fuenix. Celebrated the 150th anniversary of Bolsius.





**2004**

Bolsius began the production of rustic candles in all colours of the rainbow. From this point, Bolsius started providing a wide range of fashionable, decorative candles to consumers in North-West Europe.



**1998**

Bolsius began storing heated raw materials in Moerdijk in order to guarantee the quality of the candles.



**1997**

Bolsius sets up a manufacturing site in Poland.



**1950 – 1960**

Candles gained increased popularity in the 50s and 60s, even outside the church environment. The Bolsius brothers attained success by manufacturing decorative candles.



**1959**

The pressed tealight saw the light of day thanks to an invention by Lambertus Bolsius.



**1961**

The visit of Princess Irene and the production of special candles for the wedding dinner of Princess Beatrix were highlights in our history.

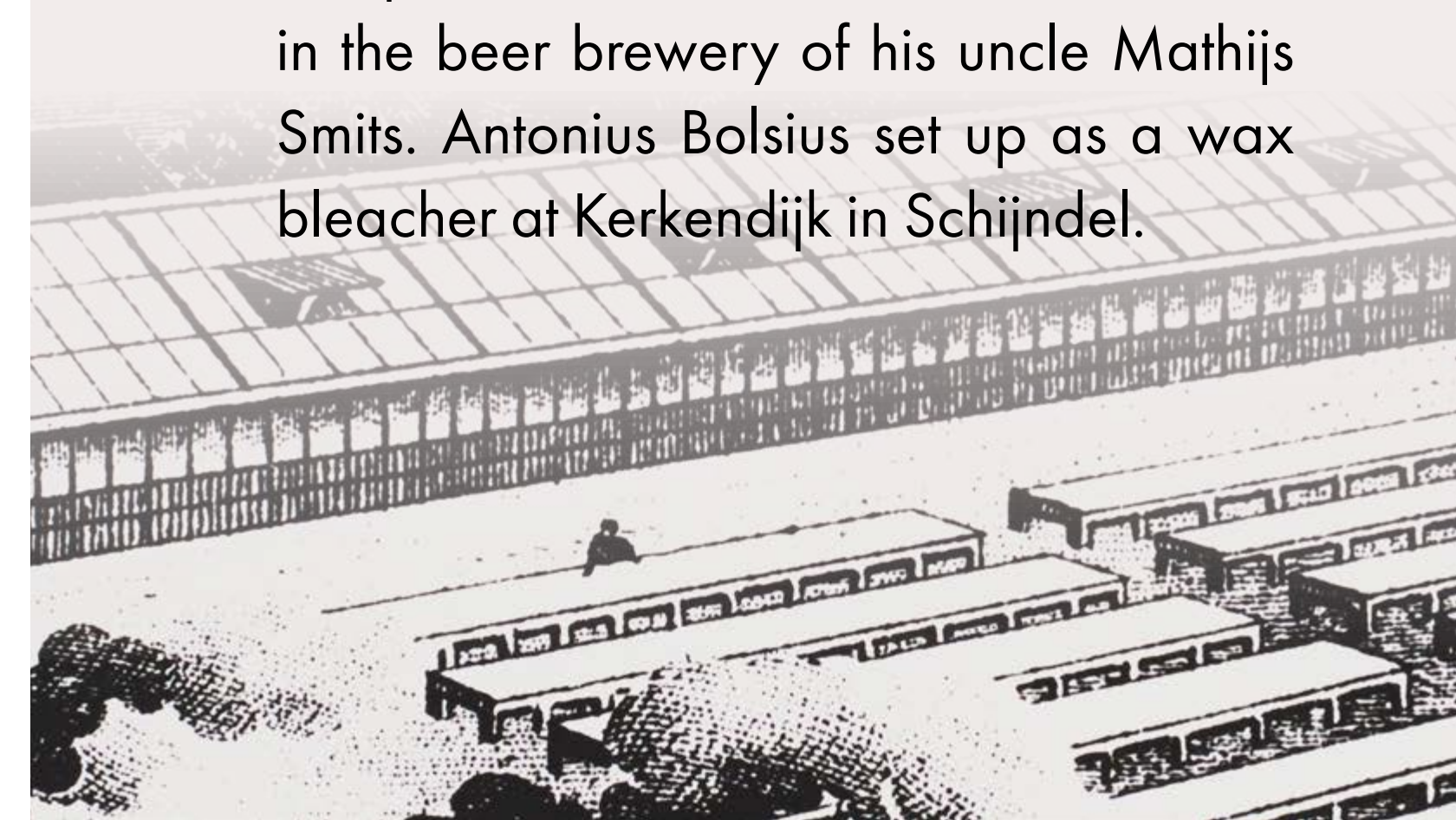


**1940**

While the war was breaking out, the company started to manufacture plaster figurines. There was barely a house in Schijndel without a 'Kniertje' (a fisherman's widow from the Dutch play Op Hoop van Zegen) at the window.

**1870 - 1903**

Lambertus Bolsius started working with the wax bleacher. Lambertus is the eldest son of Henricus Bolsius. After his preparatory education, Lambertus went to the small seminary. Once he had completed his studies, Lambertus worked in the beer brewery of his uncle Mathijs Smits. Antonius Bolsius set up as a wax bleacher at Kerkendijk in Schijndel.





# Lighting the way since 1870

**Mission:** We create products of superior quality that share the magic of the flame, to reconnect people with themselves and their loved ones for now and generations to come.

**Objective:** Be the leading candle company in Europe with love for people and planet.



## Key facts



**Factories** in Zalesie Male (Poland), Roermond (the Netherlands) and Moerdijk (the Netherlands)



**Offices** in Schijndel (the Netherlands), Poznan (Poland), Essen (Germany), Legnano (Italy) and Växjö (Sweden)



**1053**  
employees



**Products** being sold in  
57 countries



**1.160.341.802** of  
produced products/  
connections made



# Team Statistics



## Age distribution

Average age employees	38,4	
Employees below 25	73	<div><div></div></div>
Employees 25-34	211	<div><div></div></div>
Employees 35-44	301	<div><div></div></div>
Employees 45-54	320	<div><div></div></div>
Employees 55+	148	<div><div></div></div>
<b>Total</b>	<b>1053</b>	<div><div></div></div>

## Gender

42%

58%

440  
Identify  
Male

613  
Identify  
Female

## Gender of People Managers

78%

22%

56  
Identify  
Male

16  
Identify  
Female

## Gender of Executives

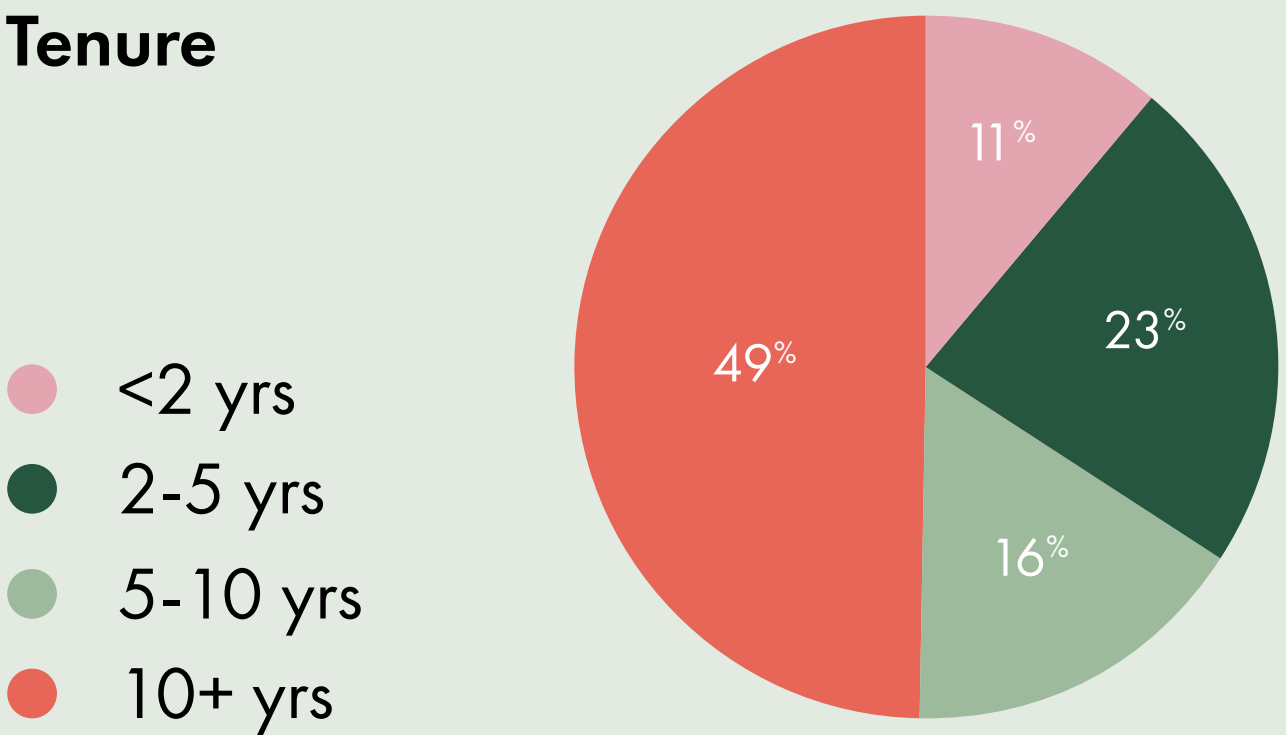
83%

33%

5  
Identify  
Male

1  
Identify  
Female

## Tenure



## Employment type



13

Different nationalities represented

American, Australian, Belgian, British, Dutch, Finnish, French, German, Italian, Polish, Swedish, Turkish





## OWNERSHIP

### 1. Accountable

We are empowered to take personal accountability for results

### 2. Own it

We collaborate as One Company and act as if Bolsius is our own company

### 3. Entrepreneurial

We are externally focused entrepreneurs



## CARE

### 1. Like a family

We aim for the wellbeing and development of ourselves and our communities

### 2. For the planet

We strive to be responsible and sustainable

### 3. Empathy

We listen to understand



## TRUST

### 1. Trust the expert

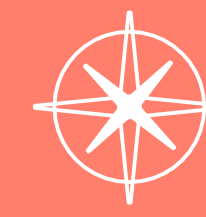
We give and have trust in our team members

### 2. Respect

We treat others like we want to be treated

### 3. Safety

We are safe to try, learn and speak out



## INTEGRITY

### 1. Honest & transparent

We are open and value transparency

### 2. Data driven

We listen to the market, insights drive our decisions

### 3. Do the right thing.

We operate in the spirit of doing good



## PASSION

### 1. Passion for winning

We strive and innovate for the best

### 2. Challenge

We challenge the status quo, ourselves and others

### 3. Celebrate

We celebrate successes as one team

**Our values**



# OUR SUSTAINABILITY STRATEGY

03.





# Reduce, Care and Engage

Our sustainability strategy is based on three pillars: Reduce, Care and Engage. They guide our decision-making process on all levels. From choosing suppliers that deliver responsibly sourced materials that meet environmental and social standards, to reducing energy consumption and GHG emissions such as energy-efficient lighting and equipment. Together we work for a better future.



**Together  
We work  
for a better  
future...**



Bolsius is committed to sustainability through an approach that is outcomes-based and innovative. We believe that our broader responsibility is to ensure our contributions have a lasting impact. For us, sustainability means balancing our Purpose and Profit to create a lasting positive effect on People and the Planet.



## Frameworks supporting our strategy

Our sustainability strategy is based on the following frameworks, offering a solid foundation that guides our team in the process.

## B Corp

B Corp is a certification awarded to businesses that meet high standards of social and environmental performance, accountability, and transparency. It signifies that a company is committed to balancing profit with purpose, striving to make a positive impact on society and the environment.





# Sustainable Development Goals

The Sustainable Development Goals (SDGs) are a set of 17 global objectives established by the United Nations in 2015, aimed at addressing critical issues such as poverty, inequality, climate change, environmental degradation, peace and justice by 2030. They serve as a universal call to action for all countries to work collaboratively towards achieving a more sustainable, equitable and prosperous future for all.

Bolsius endorses the United Nations' seventeen SDG's and, very intentionally, decides to make the most impact on the following four specific goals.



## SDG 12 – Responsible consumption and production

At Bolsius we strive to improve the environmental footprint of our value chain and close the loop of other industries with raw materials we use in our products.



## SDG 3 – Good health and wellbeing

Candles are part of many rituals that support mental health and wellbeing. Our main concern is the health and safety of all the people buying our products and of course the health and safety of our employees.



## SDG 13 – Climate action

We measure the carbon footprint of our activity and products and have drastic reduction plan in place inline with the Paris Agreement.



## SDG 9 – Industry, innovation and infrastructure

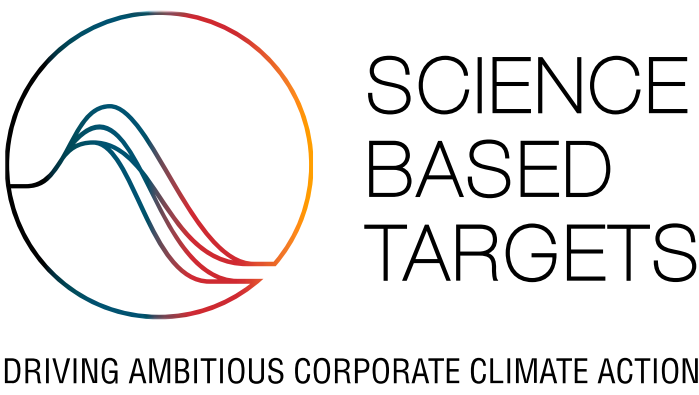
We innovate in our factories and find new ways to manufacture candles at scale, using sustainable raw materials while minimising resource use.





# SBTi

The Science Based Targets initiative (SBTi) is a collaboration that helps companies set ambitious climate targets in line with the latest climate science, aiming to limit global warming to well below 2°C above pre-industrial levels. It provides a framework for businesses to reduce their greenhouse gas emissions, ensuring their sustainability efforts are scientifically robust and effective.



# CSRD

The Corporate Sustainability Reporting Directive (CSRD) is a regulation by the European Union that requires companies to disclose detailed information on their environmental and social impacts. It aims to enhance corporate transparency and accountability, ensuring that businesses provide clear, comparable, and reliable sustainability information to investors and stakeholders.





# RAL

RAL is the Quality Mark for Candles is a certification system within the candle industry that signifies high quality standards, verified through rigorous testing and regular inspections. It serves as a trusted indicator of reliability and excellence for consumers and businesses alike.



# BSCI

BSCI, or 'Business Social Compliance Initiative,' is a leading supply chain management system that helps companies improve working conditions in their global supply chains. It offers a common code of conduct and a comprehensive system to monitor and assess workplace standards, ensuring compliance with social responsibility criteria.





# RSPO

The Roundtable on Sustainable Palm Oil (RSPO) is an organisation that promotes the growth and use of sustainable palm oil through global standards and multi-stakeholder governance. It certifies palm oil products that meet specific environmental and social criteria, aiming to reduce deforestation, preserve biodiversity, and respect the rights of workers and communities.



# BRC

The British Retail Consortium is a trade association representing the interests of UK retailers, advocating for policies that support the industry. It also sets global standards for quality and safety in retail supply chains, ensuring consumer protection and business efficiency.





# SEDEX

The Supplier Ethical Data Exchange (SEDEX) is a global membership organisation focused on improving ethical business practices in supply chains. It offers an online platform for companies to share and manage information on labour standards, health and safety, the environment, and business ethics.



## Nordic Swan

The Nordic Swan is the official sustainability certification for products and services in the Nordic countries. It sets strict criteria to reduce environmental impact throughout a product's lifecycle, from raw material extraction to disposal. Products meeting these standards can display the Nordic Swan Ecolabel, showing they are environmentally friendly.





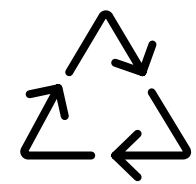
# Reduce | Strategy

Limit our negative impact on the planet



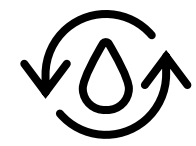
## Decarbonise our business

Measure and lower our operations and overall GHG emissions to meet the Paris Agreement via circularity & innovation of our processes & products.



## Eliminate waste

Target zero waste to landfill in operations, and reduction of waste during product life cycle.



## Protect water resources

Reach 100% water recycle in our operations.





## Reduce | Results

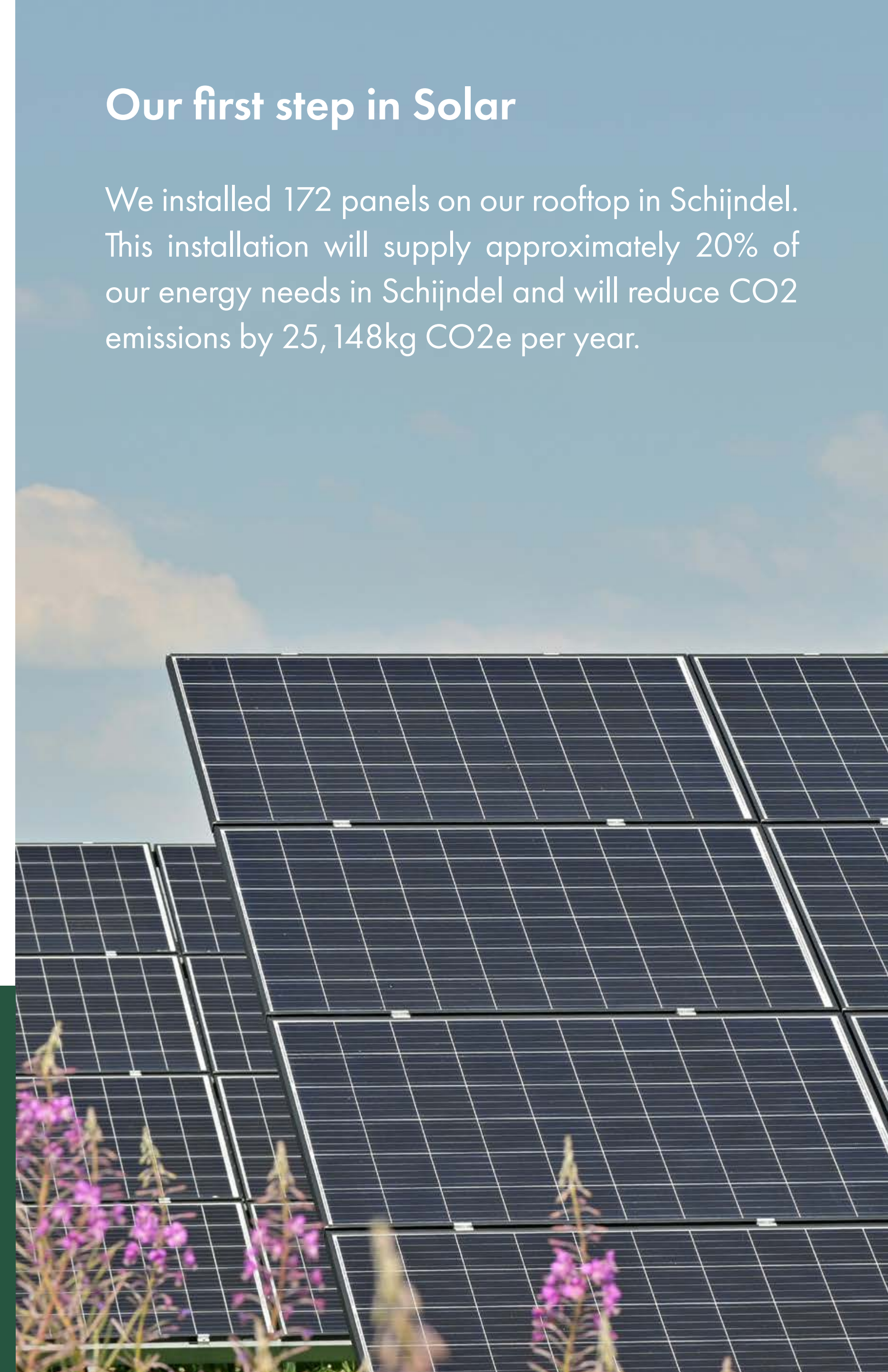
### Embedding sustainability in product design

We are working constantly to improve our products functionality and sustainability, measuring change in this area takes time due to the product development & sell-in timelines with our customers, however some recent changes include:

- We made several adjustments to our True Scents fragranced glass products, including changes to the glass and recipes to make them lighter and longer lasting, resulting in CO2 reduction and better performance.
- The new gift box line-up features reduced box volumes and lighter packaging, while maintaining maintaining a giftable appearance.
- We reduced the width of the banderols on our rustic candles to save paper.
- Our reed diffuser recipes now use a plant-based formula, and the lids are made from mono material for easier recycling.
- We removed plastic wrappings from our dipped candles, eliminating over 100kg of PVC plastic from our supply chain annually.
- We increased the recycled content in our tea-light bags to 35%.

### Our first step in Solar

We installed 172 panels on our rooftop in Schijndel. This installation will supply approximately 20% of our energy needs in Schijndel and will reduce CO2 emissions by 25,148kg CO2e per year.





## Logistic optimisations

By reviewing the distribution costs and order behaviour of our customers, we are able to identify the most optimal supply chain set-up for both parties. In feb-24 we finished an optimisation project with a key customer with a saving of 154,000 kg CO<sub>2</sub>.

“We recently finished an optimisation project with a key customer and now look forward to build plans with more customers and supply chain partners to identify further optimisations together.”



**Rick van den Heuvel**

Supply Chain Project Manager & Engineer

## Mixing things up

While looking at the processes to mix our raw materials, we identified we could change from a constant stirring mechanism to stirring energy savings for this process only 15 mins every three hours and still get the same outcome. The approximate impact here is a massive 80% in energy savings!

80% in energy savings



## Extension of dual cargo transportation

In a strategic move to further optimise our internal supply chain, we expanded our proprietary fleet of 'dual cargo' trailers by adding two new units, bringing the total to ten operational trailers. Central to this optimisation are our paraffin storage facility in Moerdijk and custom-designed trailers by Van Eck. These trailers feature a unique two-floor construct existing of a tank and trailer section. This setup enables 100% road utilisation for roundtrips between Moerdijk and Zalesie Male (Poland), as well as between Zalesie Male and other warehouse locations in the Netherlands. Therefore, we reduce our emission-footprint by 302 KG CO<sub>2</sub> per trailer, annually, in comparison to using standard trucks.

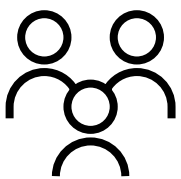
The tank section allows for the storage of up to 24 tons of paraffin in a square tank at their base. It is equipped with a special heating system, ensuring the liquid cargo is maintained at a constant temperature of 70-80°C, even in external conditions as low as -20°C. Above the tank section, the trailers can carry 33 pallets of finished products from Zalesie Male (Poland) to the Netherlands.





# Care | Strategy

Care for all of us



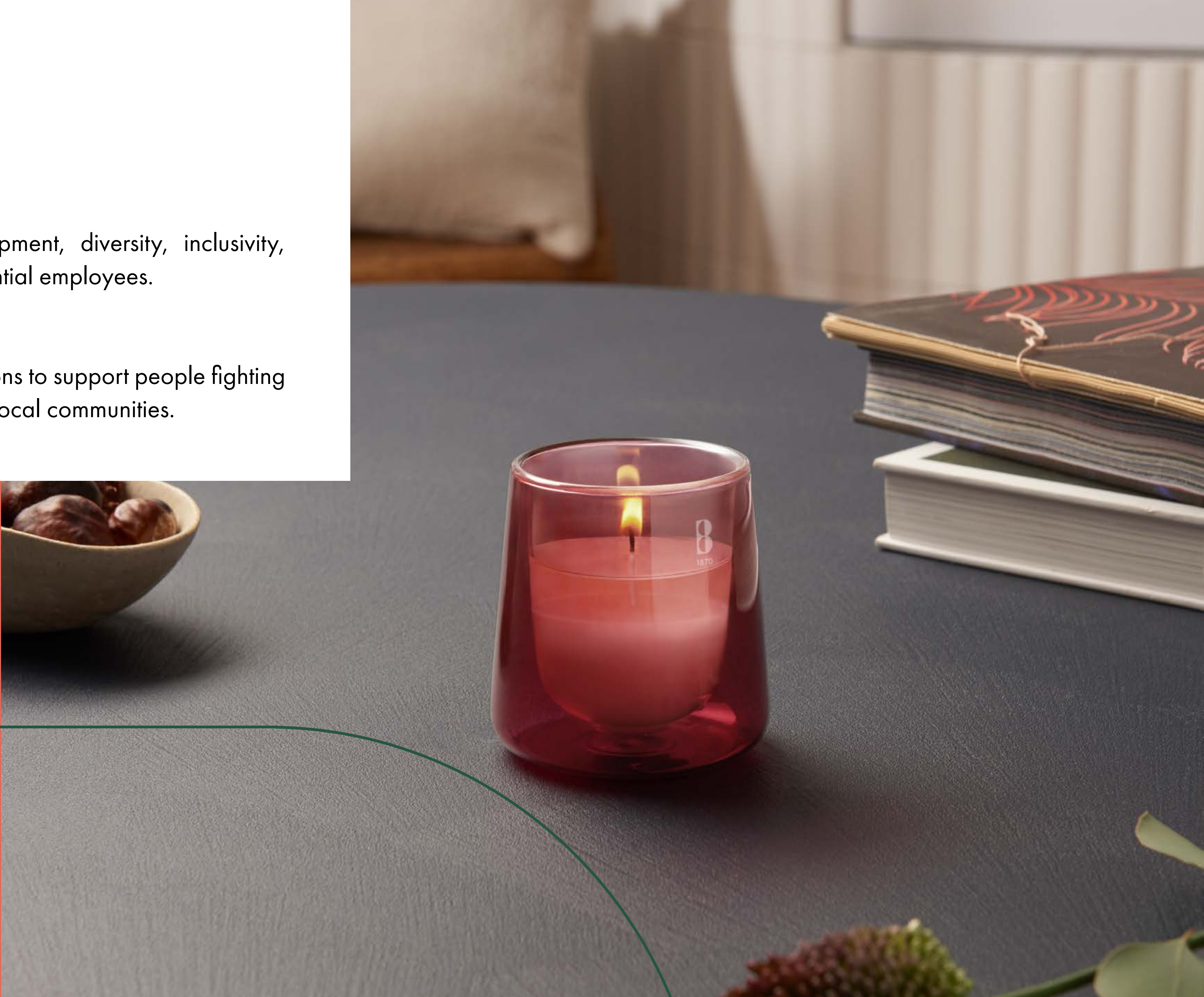
## Provide a great place to work

Focus on ensuring the culture, development, diversity, inclusivity, innovation, wellbeing for existing & potential employees.



## Support our local communities

Donate our time, products and contributions to support people fighting loneliness & bringing people together in local communities.





# Care | Results

## GoodHabitz program

The GoodHabitz program, launched in November, is an online learning platform designed to enhance employee development and engagement. It offers unlimited access to over 150 training modules, assessments, and masterclasses focused on various skill sets. We have engaged 305 active users, representing 61% of our target population, and signed a three-year commitment. We actively promote the GoodHabitz program through monthly intranet posts and by integrating it into existing initiatives and processes such as the annual Health Week, Performance Management, Personal Development Plans and B Corp Month. This ensures consistent engagement and utilization across the organization.

## Great Place to Work

We began our partnership with Great Place to Work by launching our first One Company Survey in November 2023. This initiative provides us with a structured and objective method to measure and improve various aspects across the entire organisation. The initial results indicate that 64% of our employees believe Bolsius is a Great Place to Work, considering all factors. Our ambition is to improve this score to a minimum of 70% and become an official Great Place to Work. To achieve this, we have defined action plans with all teams, which are now in place and being implemented.

## 10 development days

We introduced a policy allowing all employees to request up to 10 days per year to focus on personal and professional development; for example onboarding days for new hires, seminars, languages, digital skills & people skills. In the last 12 months 189 employees participated, counting for 962 working hours. We are motivating and stimulating employees to request more of the professional development days so we can increase the positive impact on our team.

## Inclusive & diverse workforce

At Bolsius, empowering individuals with a disability in our workforce is a priority, fostering inclusivity and enhancing diversity. This approach unleashes a wealth of untapped talent, driving innovation and growth for all. We have 43 persons with a disability working within our workforce, reflecting our commitment to an inclusive and diverse workplace.

Since January 2024 we are collaborating with SheMatters, a Netherlands-based recruitment firm that connects highly educated migrant women who are professionals in their field with multinational companies.

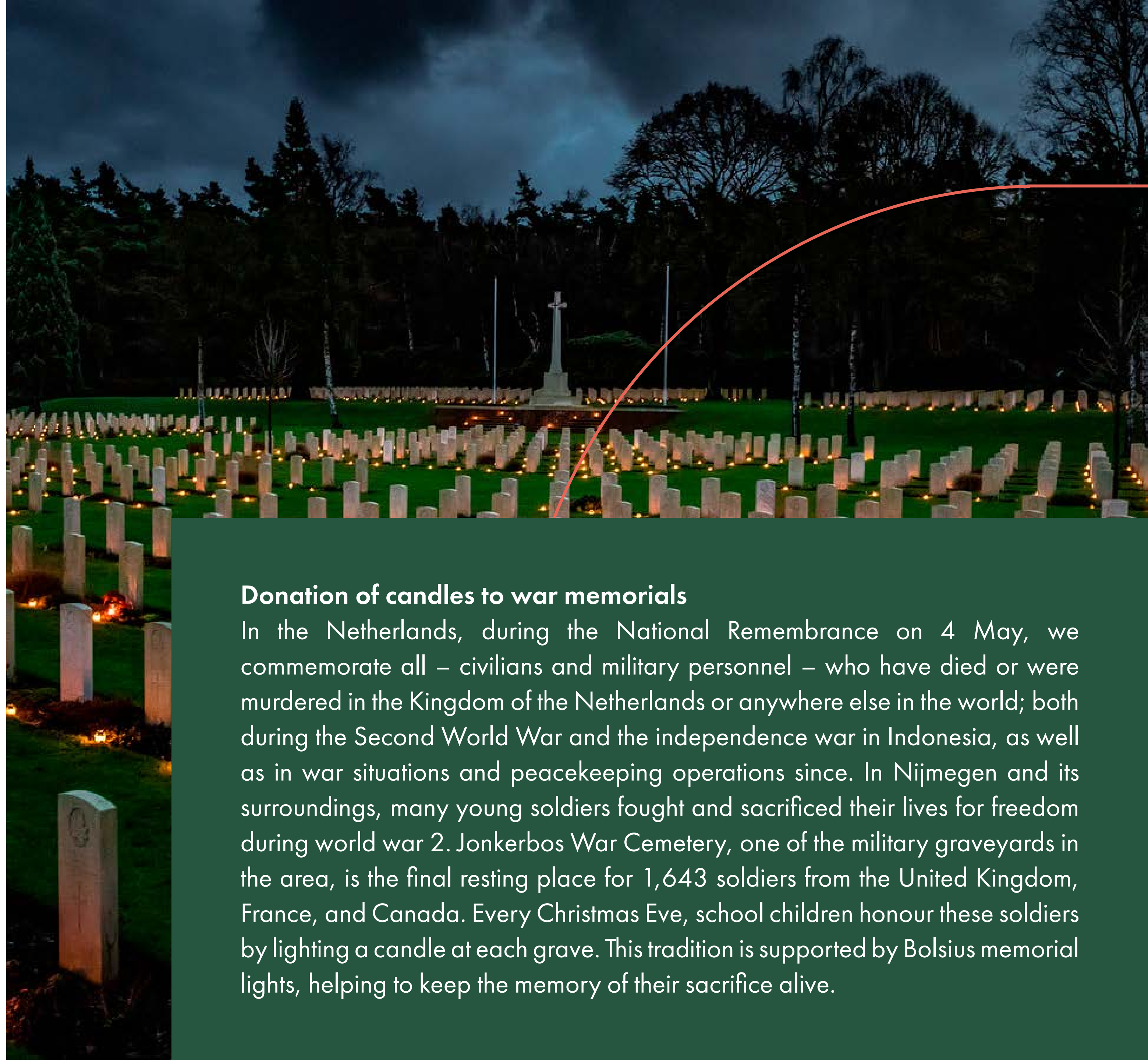




“Our project-driven, multi-departmental sustainability approach has energised our teams and created valuable opportunities within Bolsius. It’s inspiring to see how the CSRD initiative, through its collaborative approach, enhances employee engagement across the company.”



**Michiel Dumont**  
Senior Business & BI Analyst



### **Donation of candles to war memorials**

In the Netherlands, during the National Remembrance on 4 May, we commemorate all – civilians and military personnel – who have died or were murdered in the Kingdom of the Netherlands or anywhere else in the world; both during the Second World War and the independence war in Indonesia, as well as in war situations and peacekeeping operations since. In Nijmegen and its surroundings, many young soldiers fought and sacrificed their lives for freedom during world war 2. Jonkerbos War Cemetery, one of the military graveyards in the area, is the final resting place for 1,643 soldiers from the United Kingdom, France, and Canada. Every Christmas Eve, school children honour these soldiers by lighting a candle at each grave. This tradition is supported by Bolsius memorial lights, helping to keep the memory of their sacrifice alive.



### **Annual Health Week**

At Bolsius we have an annual Health Week to engage and encourage our employees to lead a healthy lifestyle. Activities are organised that cover a range of health areas, for example mental, financial and physical health. We received positive and enthusiastic feedback on our activities, which included a health quiz, padel tournament, breathing workshops, a session on menopause and a boxing clinic. Additionally, daily health tips were shared via email. This year, a dedicated team took part in the no-snack challenge, contributing to the overall success of the event.

### **Christmas Market for good causes**

We are dedicated to supporting good causes through the sale of our products at local markets, done by volunteering colleagues. Bolsius donates the products, and all proceeds from these sales are fully donated to selected charities each year. In December 2023, the selected local and national charities were KWF, Alzheimer Nederland, MS Fonds, VincentiusAssociation, Kindervakantieweek Meierijstad, Vicky Brown House, and the Somatic Department of nursing home 'Bekkershuis'.

"I'm incredibly proud of Team Bolsius for the success of our charity event at the Christmas market. Our collective effort raised awareness and funds, supported our community, and received full backing from management, who generously donated all free stock items to ensure every penny collected went to worthy causes. The enthusiasm and dedication of my colleagues turned this initiative into a remarkable success, showcasing our commitment to doing good."



**Sandy Smit**

Sales Assistant – Bolsius Private Label



## Volunteering one day a year

We introduced a program allowing employees to spend up to one day volunteering in a community service activity of their choice. 25% of the staff at our headquarters participated, contributing a total of 362 hours. Activities included volunteering for 'Stichting Jarige Job' ('Foundation Birthday Kid', read more about this below), helping in an animal shelter, participating in beach clean-ups, and organising group walks in the forest for people in wheelchairs.



## Helping kids in poverty to have a real birthday

In December, a group of colleagues packed nearly 400 gift boxes for children in poverty at Stichting Jarige Job. Each box contains everything a child needs for a real party: like balloons, festive decorations, candles, whipped cream, lemonade, treats, and gifts. Team Bolsius packed boxes for girls aged 10 to 12 years old. After a brief introduction to the foundation, fuelled by drinks and candy, the team got to work, singing along to the music.

Stichting Jarige Job is a growing, Rotterdam-based foundation that organises this effort with the help of sponsors, subsidies, donations, and numerous volunteers. Each year, the foundation distributes around 120,000 boxes, each tailored to a specific age group.





“I’m proud of how we worked together as a real close team in this family company to deliver Bolsius owner’s dream: a refillable candle, the CleanLight collection! With CleanLight Bolsius managed to set a new standard in the candle market, marrying quality and sustainability. Proud to be forward-thinking. We aim to find new sustainable solutions that help keep our customers houses a pleasant, fresh and safe place to come home to. More is on the way!”



**Corinne Kronemeijer**  
Fragrance Designer



### **1% for the Planet**

We joined the 1% for the Planet program in April 2022 with the Spring/Summer Citronella collection, since then achieving a donation of over €65k.

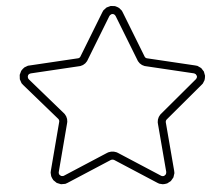
To maximise our impact, we are transitioning our 1% for the Planet membership from the Citronella collection to the CleanLight assortment with a higher total revenue. Starting in fiscal year 24, 1% of all revenue from the CleanLight assortment will be donated to selected organisations within the 1% for the Planet community. This shift marks our ongoing commitment to sustainability, with CleanLight as our chosen path forward.





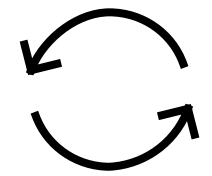
# Engage | Strategy

Interact and collaborate with key stakeholders



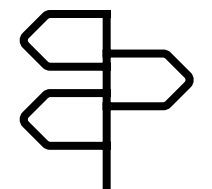
## **Make employees sustainability champions**

Develop climate and sustainability awareness; putting sustainability at the heart of everything we do.



## **Collaborate with our value chain**

Exchange environmental data with suppliers, customers & value chain to develop joint impact reduction plans & identify circular economy opportunities.



## **Collective action & Consumer awareness**

Positive impact via sustainability awareness in industry and business communities & develop knowledge amongst our users.





## Engage | Results

### Internal sustainability handbook

We proudly launched an interactive docu-wiki to enhance our team's awareness and knowledge. This initiative was part of our B Corp Month activities and a key objective of our cross-country B Corp Bingo game.

### Climate awareness training for employees

We expanded the 2Tonnes climate awareness training program to our Polish and German colleagues, reaching 72% of our HQ staff. The 2Tonnes climate awareness training is an educational program designed to raise awareness about climate change and empower participants to take meaningful action. The training typically

involves interactive sessions where participants learn more about the current state of the climate, the science behind climate change, and the impact of human activities on the environment.

Through engaging activities and discussions, participants explore practical ways to reduce their own carbon footprint, aiming to limit their personal annual emissions to 2 tonnes of CO<sub>2</sub>e, in line with global sustainability goals. The training fosters a deeper understanding of climate issues and encourages collaborative efforts to address them.

We started off in March and skilled up four internal colleagues to become facilitators and further roll-out the program.

- In 2023, we reached 72% of colleagues in Schijndel and Essen and did a trial workshop in the factory while working on translating the materials.
- In 2024, we aim to reach 80% of the team globally.

The sustainability journey of Bolsius and the 2Tonnes training have contributed to my belief that we shouldn't wait for the big stakeholders to make the changes, whether they are drastic or small: every step we take forward, is a step in the right direction. As a 2Tonnes training facilitator and in my role as Account & Field Sales Manager, I enjoy sharing that message every day with both colleagues and customers!"



**Veerle Wijnberg**  
Account & Field Sales  
Manager in the Netherlands





## KAIZEN program launch

We launched the KAIZEN program to engage and develop our people. The KAIZEN program is a Japanese business philosophy focused on continuous improvement through small, incremental changes that involve all employees from top management to the shop floor. It emphasises efficiency, productivity, and quality by fostering a culture where employees consistently seek ways to enhance processes and reduce waste.



To create awareness, we train leaders in continuous improvement, emphasising KAIZEN principles and tools. By conducting value stream diagnoses, we identified improvement opportunities, designed solutions, and developed implementation plans. Additionally, we conducted organisational reviews to develop preliminary models for operational meetings. Outcomes:

- 20 managers and 30 production workers trained, with further sessions planned.
- Quality: Improved processes and product quality.
- Delivery: Reduced lead times and increased customer service levels.
- Productivity: Enhanced productivity of collaborators.
- Motivation: Fostered a culture of Continuous Improvement and Operational Excellence (every day, everyone, everywhere).

“The KAIZEN program supports team members’ responsibility for performing effective and efficient work. It improves coordination within and between teams and monitoring and communication systems. Also, it reduces process and result variability and regularly improves processes. KAIZEN helps to achieve and maintain breakthrough results consistently year after year and allows participants to act as owners, encouraging problem-solving and leading to team solving, thus creating a Great Place to Work. This is the secret recipe of competitive advantage”



**Mariusz Bocek**  
HR Director | Poland



Celebrations during B Corp Month

We celebrated our first B Corp Month as a B Corp in March 2024 and used this moment to boost internal engagement with the movement. We kicked off with a training hosted by B Lab Benelux. Also, we added a fun element by playing B Corp bingo with everyone in the organisation. The game stimulated team members to travel to work by bike, complete sustainability e-trainings, sell clothes on Vinted or start using eco-friendly cleaning products. During this month, we posted B Corp related content on our internal communication platform.

Biking to work day!

Distance

21,68 KM

Time

53m 8s

C02 savings

4,72 KG C02



B Corp Bingo

Volunteer at least 1 hour outside working hours	Buy something second-hand or borrow a book at the library	Go to work by public transport, bike, foot or carpool	Do the sust. training at GoodHabitZ EN NL PL DE
Do the a diversity training on GoodHabitZ EN NL PL DE	Eat vegan for 1 day	Pick up rubbish on streets or in nature	Sign up for 2Tonnes
Buy a B Corp product	Repost a B Copr related Bolsius Post on Linkedin	Check out Bolsius sustainability Wiki & do the miniquiz	Re-use a glass of a Bolsius product
Shop groceries locally	Join the B Corp training on March 12 from 1-1.45 PM	Sell something via local online Marketplace or Vinted	Use eco-friendly cleaning products





"I'm proud of the progress we've made as a company. Using the B Corp Certification as our 'north star' has helped us encapsulate all the good things we were already doing. It also provided a benchmark to identify areas for improvement. Based on this success and our learnings over the past three years, I am confident we are on the right track with our sustainability journey. Even though the road ahead may be bumpy at times, together we will make a positive impact now and for future generations."



**Stacie Raymond**  
Head of Sustainability



# SUSTAINABILITY DATA & REPORTING

04.





## First measure, then improve

We are committed to reducing our footprint by measuring greenhouse gas emissions, developing plans to reduce them, and dynamically managing improvements over time. This helps us achieve our environmental goals by consistently assessing, evaluating, and improving our performance. This is based on a constant improvement cycle with four phases: plan-do-check-act.

## Keeping track

To track our results and improve our impact on the planet, we use the Environmental Management System (EMS). The Bolsius EMS includes a model that accounts for the greenhouse gas emissions from our activities, from the supply of raw materials to the delivery of the products. In our EMS, we measure our environmental performance in the following four main aspects: CO2 footprint, energy consumption, water usage, and waste production.

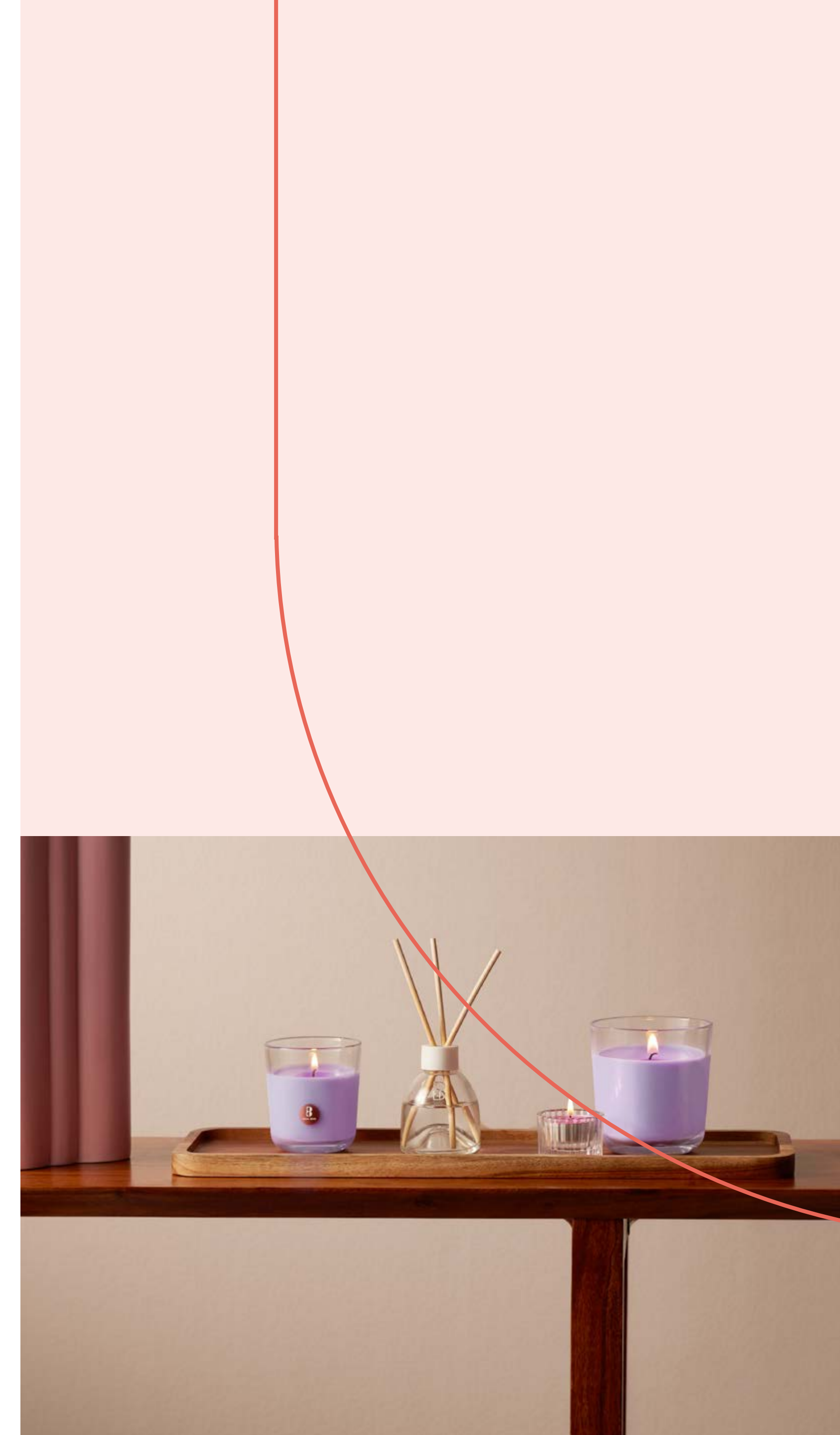
We also conducted a Life Cycle Assessment (LCA) that provides details at an individual product level, covering the whole range of candles we produce. Additionally, we are in the process of refining this inventory by analysing the total impact of our

products from start to finish. More details about our LCA can be found on page 51.

To do our part, we are committed to reducing our impact through measuring GHG emissions, developing plans to reduce them, and dynamically managing the improvements over time. This helps us achieve our environmental goals through consistent review, evaluation, and improvement of our performance.

## Preparing for CSRD

In order to prepare for CSRD, the Corporate Sustainability Reporting Directive which is a regulation by the European Union, we have made the decision to partner with ROSE framework. ROSE framework helps companies comply with the Corporate Sustainability Reporting Directive (CSRD) by providing tools and services that simplify sustainability reporting. ROSE aids in gathering, analysing and reporting data on environmental, social, and governance (ESG) factors. This is a strategic decision to future-proof our sustainability management, tracking and reporting on the way to being CSRD ready.





“We’re excited to kick off this partnership! We’ve been especially impressed by the sustainability initiatives Bolsius has already in place, reflecting a strong strategic commitment. We look forward to further developing data reliability and processes in line with the CSRD.”



**Thaïs de Tribolet**  
CEO of ROSE framework

“I’m particularly proud of the investments that we’ve made in terms of data quality and reporting: with our extensive GHG-assessment, the strategic life cycle assessment study and our partnership with ROSE framework. This enables substantiated decision-making and really helps us build a future-proof organization, which is especially important looking at our SBTi commitment and upcoming CSRD regulations - both exciting and challenging!”



**Daan Kaptein**  
Sustainability Manager



# A DEEPER DIVE

05.





## Candle Swap Stations X Intratuin

Approximately 3.5 million scented candles are sold annually in the Netherlands, often in single-use glass containers. After use, these glasses and candle remnants usually end up in the glass bin or rubbish. We teamed up with garden center chain Intratuin to show there is a more sustainable alternative available. During National Climate Week, 'Candle Swap Stations' were placed in 55 Intratuin stores throughout the Netherlands, so people could exchange old candle remnants and glass holders for a discount on a Bolsius CleanLight starter kit. This innovative refillable candle holder we designed reduces both glass and wax waste. The returned glass holders were processed into raw materials, while The Upcycle transformed the wax into new products.

With the partnership between Bolsius and Intratuin we aimed to raise awareness about waste reduction and promote refillable alternatives. For three weeks, consumers were encouraged to return candle remnants and old glass candleholders. As a reward, they received a discount on the Bolsius CleanLight starter kit.

We teamed up with Intratuin because we both feel responsible for offering sustainable alternatives and driving awareness of sustainable choices within the candle category. This partnership showed the importance of innovation and collaboration by bringing positive change and reducing waste in the product lifecycle.

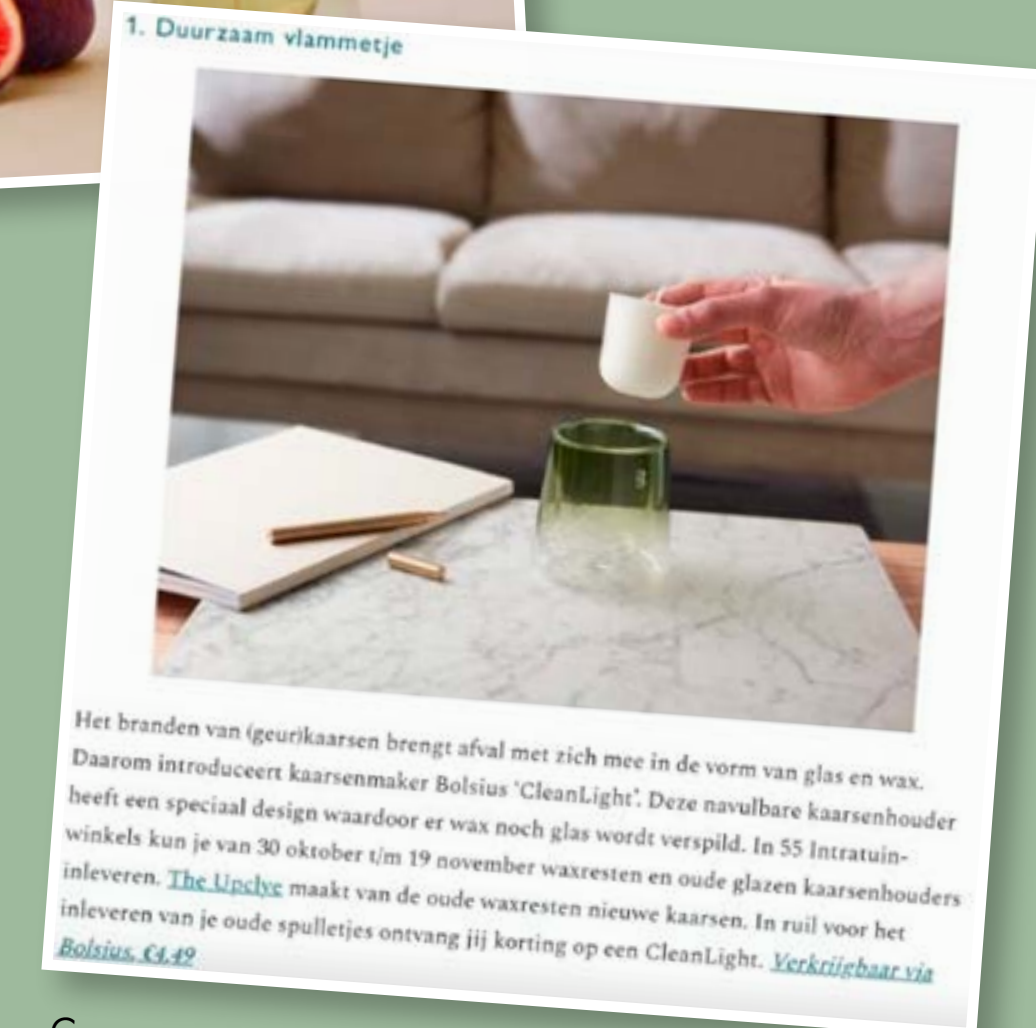
**"It is crucial to continuously offer more sustainable choices to consumers. The returned candle wax was transformed into new candle products by The Upcycle, and the glass holders are processed into raw materials. Additionally, we organised upcycle workshops in 5 Intratuin stores."**

Peter Paul Kleinbussink | 

Simultaneously with this campaign at Intratuin, we launched two new refills for the CleanLight: unscented and bergamot and neroli, made from natural vegan wax without palm oil. The CleanLight collection includes six different scents.



Coverage in  
Nouveau magazine

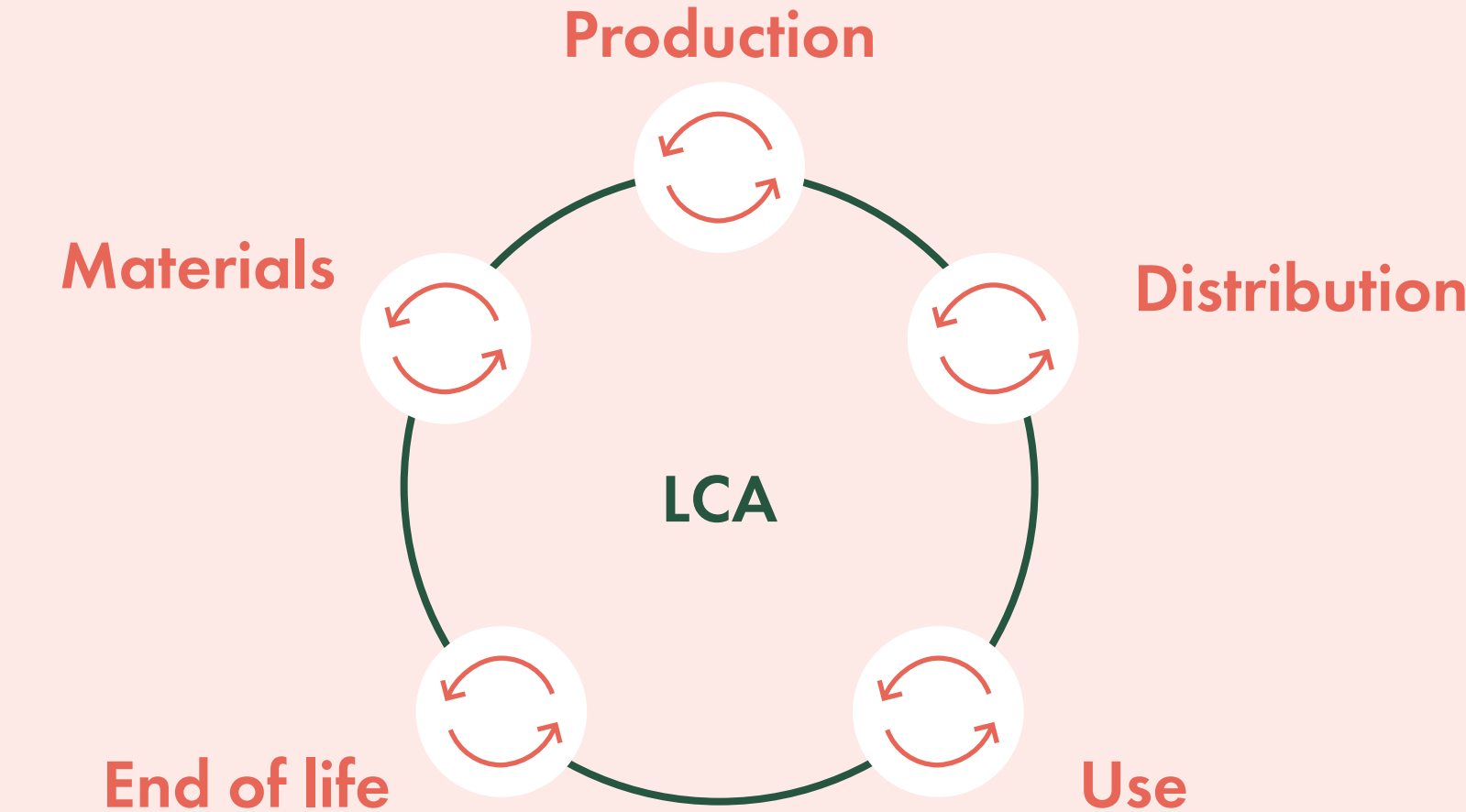


Coverage on  
Holistik.nl



# Wax Life Cycle Assessment (LCA)

We collaborated with external specialist, Rong Yi Solutions, to conduct a 360-degree analysis of the sustainability criteria of our raw material choices. The analysis included 70 datasets and 21 LCA (Life Cycle Assessment) publications, using Cradle-to-Gate studies and LCA databases. The analysis accounted for specific materials, such as synthetic paraffins and renewable materials, and highlighted that LCA results are context dependent.



The LCA helped to measure and understand the emission factors of different waxes, which are the biggest contributors to our overall greenhouse gas emissions. It involved extensive research on three main types of wax:

1. wax made from petroleum, including paraffin sent to Moerdijk or finished wax (oil-based or synthetic), which is a by-product
2. wax made from plants, mainly from imported palm oil or local sources like rapeseed
3. wax from animal fat (tallow), which is a by-product of the livestock industry.

There have been complex discussions about the pros and cons of different candle materials. The final presentation, reviewed by the sourcing, technical, and management teams, emphasises considering the overall life cycle impact of materials.

Petrochemical-based waxes are efficient to produce but burning them releases nearly 3 kilos of CO2 per kilo of candle. Bio-based waxes might seem less favourable initially but have a lower overall carbon impact, as burning them releases carbon that was previously captured by plants. The impact of bio-based waxes varies depending on the crop and agricultural practices used.

Palm oil, for example, has a high carbon footprint due to agricultural & production techniques, for example not all palm oil mills are capturing their methane emissions which has a significant impact on the carbon footprint of this material. However, new European regulations limiting imports of products linked to deforestation are expected to improve its profile.



## Let's talk dilemma: finding the balance and raw materials

We are committed to doing the right thing for people and the planet, and at the same time we're dealing with several challenges. We know that if we really truly want to make a positive impact, the most important change we can make is moving to alternate raw material. However, we face a dilemma with oversupply and an influx of cheaper, less regulated imports of candles. While we strive to take sustainable steps and create products of superior quality that are safe for consumers, the cost of doing so makes it hard to stay competitive with this type of competition. We aim to accelerate our sustainability transformation, but collaboration is needed to raise market awareness and promote sustainable options, quality and fair pricing. Balancing sustainability and profitability to continue doing the right thing is an ongoing challenge for us.

## Some examples of challenges we are facing across the different material types:

- We have made the commitment to transitioning partly from paraffin to alternative plant-based raw materials like fats and stearic acids to use more sustainable materials, but also to address the reducing refinery capacity globally and in Europe. However, when looking to alternate plant-based materials, we avoid the usage of food-grade products, and this leaves a limited availability of non-food fats & complicates planning in our dynamic production environment. Paraffin, known for its stability and ideal melting behaviour, is easier to use for candle making. In contrast, fats and stearic acids present challenges, particularly for freestanding candles, where different melting points can cause leaking of liquid wax during usage.
- The competitive market often overlooks sustainability, making it hard to cover the extra costs of sustainable raw materials and certifications. We maintain high-quality standards, which can be challenging against

competitors who compromise on quality. Palm oil, with its high melting point, is suitable for candles but controversial to the public image. Rapeseed and sunflower oils are less controversial, but are also food sources and sometimes need to be imported due to shortages. Synthetic paraffins, derived from natural gas, offer a high-quality alternative but are not side streams.

- Animal fat has a low CO2 footprint but raises concerns about animal welfare and limited availability.

Each raw material has its pros and cons. Our goal is to offer products of the highest quality and safety while ensuring sustainability, competitive pricing and meeting dynamic demand. This complex and ever-evolving market requires constant monitoring and adaptation; which we track via our raw materials roadmap. We are committed to this area as it is where we make the largest impact towards the planet and invest heavily in R&D research with the goals to find ways to achieve our goals of transitioning to a more sustainable product mix.



# THE ROAD AHEAD

06.





As Bolsius moves into the future, we will continue to light the way for current and future generations and create products of superior quality that reconnect people with themselves and their loved ones. This mission is deeply rooted in our company and the culture we built over the years and has been the foundation of the progress we've made.



After laying the groundwork and our B Corp certification, we are now gearing up for a period of significant action. Our refined strategy and policies mark an exciting time for Bolsius, as we begin to see our plans take shape. We will manage this transition using a solid foundation, letting the three pillars of our sustainability strategy guide us.

We see the need to focus in the coming period on our GHG Reduction Program, we have spent the last year measuring, planning, setting our goals and SBTi commitment, and now need to work together to deliver the required projects to meet these ambitions. Below is an overview of the strategic blocks, goals and owners who will drive this progress towards our Paris Agreement commitment.



# 7 strategic blocks to 2040

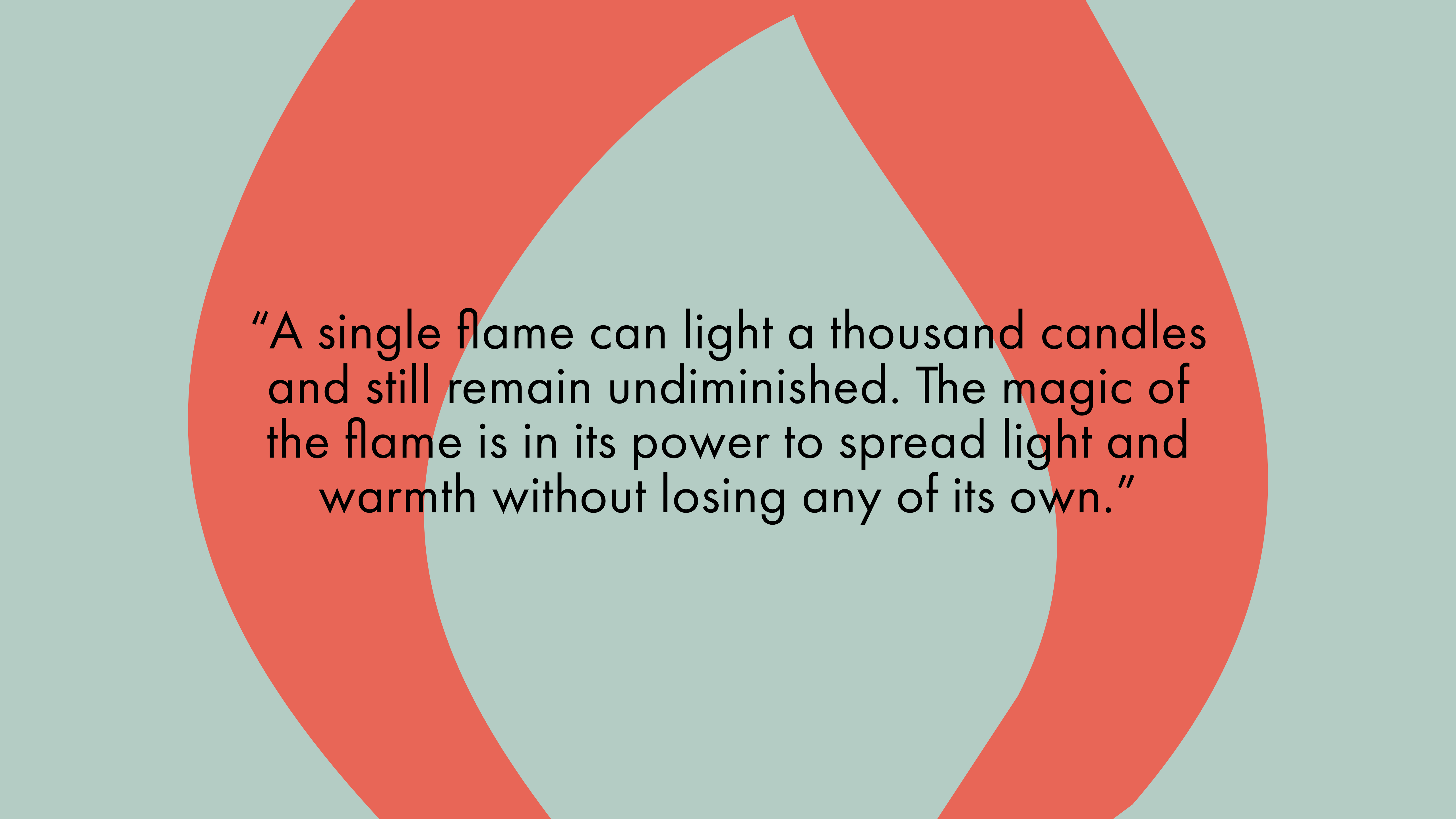
Building block	Objective	Goals	
Regenerative sourcing	Drive sourcing form 2/3 fossil based to 75% sustainable sources	75%	Sustainable sourcing by 2040
Energy management	Reduce energy consumption through continuous improvement and innovation	-15%	Energy savings by 2030; Step changes TBD
Renewable energy sourcing	Develop Electricity PPA and Biogaz BPA, explore own production	100%	Long term renewable energy sourcing by 2030
Sustainable packaging	Reduce product packaging, including secondary / tertiary packaging; optimize material, consider end of life in eco-design	-30%	Reductions of packaging impact by 2030
Reduce freight emissions	Optimize overall transportation, and collaborate with transport companies	-50%	Reduction of freight emissions
Efficient mobility	Efficient transportation of employees to / from work (fleet, buses), business	-50%	Emissions linked to commute and business trips
Value chain engagement	Drive suppliers' improvement through collaboration	-25%	Commitment of suppliers to reduce their emissions

We recognise the need for greater transparency and efficiency in our collaborations with customers and suppliers. We are all on this journey together. Investing our time and expertise to support one another is one of the most valuable tools at our disposal.

While upcoming regulations may present challenges, we also view them as opportunities to improve ourselves and set higher industry standards. These regulations will drive us to innovate and excel, benefiting both Bolsius and the broader market.

Our commitment to developing and empowering our people remains unwavering. Without their dedication and skill, we cannot achieve our ambitious goals. By investing in our team’s growth, we ensure a brighter, more sustainable future for Bolsius and our community.





"A single flame can light a thousand candles and still remain undiminished. The magic of the flame is in its power to spread light and warmth without losing any of its own."



Do you have any questions and/  
or suggestions? Please contact us via  
[sustainability@bolsius.com](mailto:sustainability@bolsius.com).

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