

# Sustainability report 2023



.mdd





# OUR MISSION STATEMENT

At .mdd we understand that the role of a modern factory is to assure economic and sustainable growth. We aim for prosperity that is in line with the environmental challenges of the planet. We do this by choosing sustainable designs, refining our factory and caring for our employees. Aware that all our actions have an impact on the environment and on society, we are transparent about our efforts towards sustainable growth.

**Our goals are focused on core principles:**

- Sustainable Growth,
- Responsible Procurement,
- Ecological Responsibility,
- Digitalisation,
- Well-being at work.

## SUSTAINABLE GROWTH

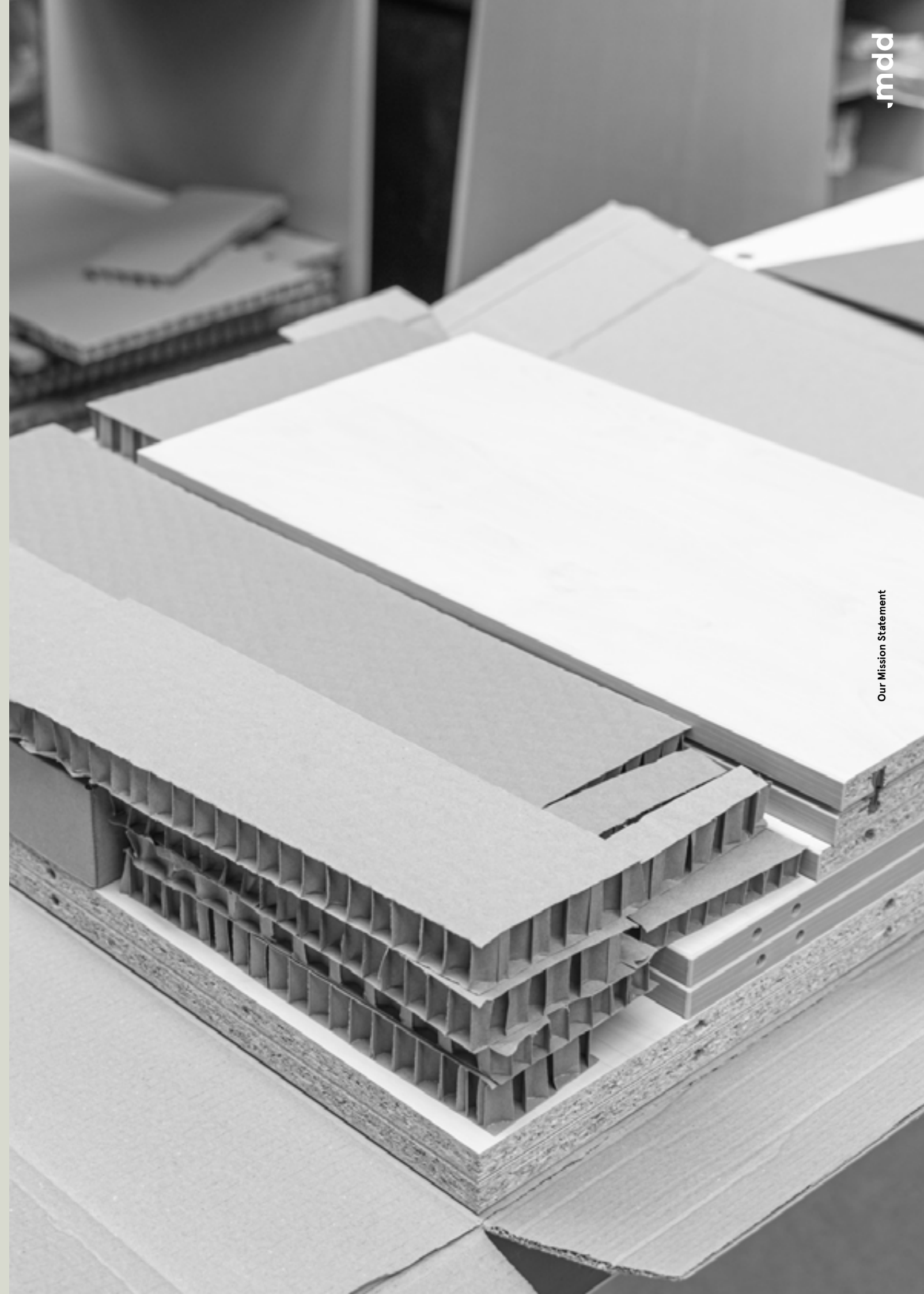
As a versatile manufacturer that produces over 90% of the components, we maintain the sustainable development of our production facilities. We strive to use yet more advanced technologies and tools in all manufacturing processes, at the same time improving the management of energy and resources and minimalizing their usage. While expanding the factory, we prioritise investing in innovative machinery and ecological solutions.

## RESPONSIBLE PROCUREMENT

Thanks to our production know-how, as well as many years of hands-on industrial expertise, while implementing new products .mdd aims to choose sustainable designs. Decades of experience allow us to assess the environmental impact of their manufacturing process and to predict how sustainable their end-of-life plan will be. We choose durable and recyclable materials and pay attention to the certification of both components and products.

## ECOLOGICAL RESPONSIBILITY

Another area of continuous improvement in our factory is resource management. Our aim is to use 100% green and sustainable energy. Our factory is powered more and more by solar panels and we aim to move away from non-renewable sources altogether. We are also constantly improving the waste management within the factory processes as well as material use or the recyclability of the products, to neutralise their impact on the planet. By controlling the whole manufacturing and logistic processes, we aim to plan the journey of the product from the factory to the end user to be as sustainable as possible. That includes careful loading of the vehicles, route planning, and packaging.





## DIGITALISATION

.mdd is putting effort into the optimisation and digitalisation of our production and administrative processes making our website [mdd.eu](http://mdd.eu) an accessible source of information about our products and their virtual catalogue. It is under constant improvement, and we are currently developing modern configuration software, that will make it much easier to customise the ordered furniture.

## WELL-BEING AT WORK

The culture of the company is oriented towards the recognition of an individual's responsibility for the outcome of their (and their team's) work, as well as for the surrounding environment. Our management recognizes the independence of the employees, motivating their self-development and self-management. We make sure that everyone is treated equally and with respect and contribute to the well-being of the local community.

While caring for our employees, we do not forget about our customers. We pay utmost attention to the ergonomics and functionality of our products, taking care of them being comfortable and practical, not only aesthetic. Our designs are created to enhance the comfort of work and the well-being of its future users. Apart from operative furniture, such as desks and office chairs, we also produce lounge seating and soft furniture, to provide not only functional workstations, but also cosy spots for resting during the working hours.





# CORE VALUES

At .mdd, our vision of growth is rooted in our core values and company culture. They not only guide our day-to-day actions and team-building but also drive our commitment to shaping the sustainable future of .mdd. Through these values we aim to foster a work culture that empowers everyone involved, protects the environment and supports the local community.

**Striving for excellence.** We constantly seek ways to improve not only our products and manufacturing processes but also customer care and partner relationships. We are always aiming to be the industry leader in the field of sustainable growth and services.

**Caring for the environment.** Our responsibility extends beyond our company premises. We actively work towards greener operations, limited waste and environmental protection – at both local and global scales.

**Being honest.** We establish relationships with colleagues, partners and suppliers that are based on honesty and truth. We ensure credibility in all our interactions and transparency of information regarding our manufacturing processes and services.

**Fulfilling agreements.** When we make a promise, we see it as a binding commitment. Upholding small and significant obligations demonstrates our trustworthiness and reliability as partners, employers and producers. Being responsible for ourselves. We hold ourselves accountable for one's actions and surroundings and for how we influence our team. We believe the key to success is that every employee can contribute to shaping of the company's future.

**Seeking internal motivation.** We want to inspire the employees to find their inner drive, thus boosting their personal development and self-realisation. We provide them with training and career advancement possibilities.

**Promoting bottom-up initiative.** We believe in the significance of grassroots initiatives. Our employees are encouraged to share their ideas and solutions, contributing to the continuous growth and innovation of the company.



# CERTIFICATION

At .mdd we believe in sustainable growth, environmental responsibility and efficient management. For us, they are not only ideas but substantive guidelines for planning our processes, developing our machinery and designing our products. We try to implement more and more sustainable solutions and tools into our production and management and we make the environmental responsibility an integral part of our mission and business strategy. Our efforts are confirmed by both external and internal certificates that apply to our products, processes and management.

**.mdd has the following certificates and approvals:**

EPD – Environmental Product Declaration,

ISO 14001:2015,

ISO 9001,

VOC Testing,

Formaldehyde Testing,

FSC/PEFC.



## EPD

Environmental Product Declaration is a standardised document detailing the environmental impact of the given product throughout its whole life cycle. The EPD document covers aspects such as raw materials, production process, energy consumption, emissions and waste. As it provides transparent data it allows for comparing the environmental performance of the products, thus helping the customer to make the greener choice.

## ISO 14001:2015

An environmental management standard that helps organisations effectively manage their ecological impacts. It serves as guidelines while setting targets, controlling operations and improving performance, at the same time integrating environmental issues into business strategies. This promotes environmental responsibility, compliance with norms and regulations and stakeholder engagement.

## ISO 9001

A global quality management standard that helps organisations meet customer needs, improve processes and achieve better results.



## VOC TESTING

Volatile Organic Compounds are chemicals that can evaporate from materials and substances used in furniture, such as paints, adhesives and coatings. They can be released into the air in offices and other interiors, potentially affecting indoor air quality. High levels of VOC emissions from office furniture can contribute to poor air quality and discomfort for users. To promote a healthier environment, we test our furniture in accordance with ISO 16000-6:2011 and PN-EN ISO 16000-9:2009 standards.

## FORMALDEHYDE TESTING

A chemical used in materials such as adhesives and finishes. Over time, it can emit gas, affecting indoor air quality. High formaldehyde levels can lead to discomfort and health problems. We are committed to reducing formaldehyde emissions from our furniture, which is why we test our products in accordance with the PN-EN 717-1:2006 standard.

## FSC/PEFC

Certificates of sustainable forestry. Forest Stewardship Council ensures responsible management, while the Programme for the Endorsement of Forest Certification emphasises the local commitment. Both certificates guarantee eco-friendly and community-friendly wood and paper products.







# THE NEW INCINERATOR PLANT

We have recently started the process of replacing the old furnaces with a new, environmentally friendly incinerator. This new line for mechanical processing of wooden elements of chipboard and MDF as a heating unit is installed in compliance with the legal requirements for the process of thermal conversion of wood waste at .mdd sp. z o.o. and has all the necessary environmental permits.

The line will consist of two buildings: a boiler building and a pellet plant, and will be equipped with a system of flue gas purification and neutralisation, guaranteeing compliance with the legally required emission parameters. The boiler will use flue gas recirculation to reduce the amount of nitrogen oxides generated during the combustion process.

\*2 units with a power of 2000kW designed for the combustion of shredded wood, furniture boards and wood-based waste.

Fuel will be combusted in the form of post-production waste from the processing of wood-based panels. The assumed fuel consumption is 716.35 Mg/year. The R1 process (in this process, the primary form of recovery is incineration with energy recovery; this applies both to direct incineration of waste and to incineration of waste as an alternative fuel, which is still classified as waste) will treat sawdust, shavings, cuttings, wood, chipboard and veneer. Thermal conversion of this waste will involve oxidising the waste in a high-temperature environment of 850°C.

The use of the ET RTPO 2000 heating unit will contribute to the reduction of the consumption of natural raw materials such as wood and the reduction of pollutant emissions through higher equipment efficiency, the introduction of automation and the use of efficient electrostatic precipitators.

This incinerator will also use gas recirculation for thermal waste conversion. The purpose of this is to take some of the flue gases leaving the multi-cyclone and reintroduce them into the combustion chamber together with "fresh air". This will increase the temperature inside the combustion chamber and introduce air with a lower oxygen concentration, to ensure reduced oxidation of nitrogen resulting in low NOx emissions.

The investment in the incineration plant is also a form of waste management that guarantees recycling in terms of energy recovery and disposal of waste. Moreover, the new incinerator (thanks to its electrostatic precipitators) will reduce the emission of harmful dust and gases and decrease the need to dispose of parts of the waste that are used as raw material during the thermal transformation of wood-based panels.

## Emissions reduction

Before the investment, we also calculated the emissions of both the existing and the planned boiler plants. These calculations were made for 1 Mg of fuel burnt for CO<sub>2</sub> pollution and clearly show, that the emission of the new plant will be lower by 9% CO<sub>2</sub> compared to the currently operating boiler plant per 1 Mg of fuel mass.

**70%**

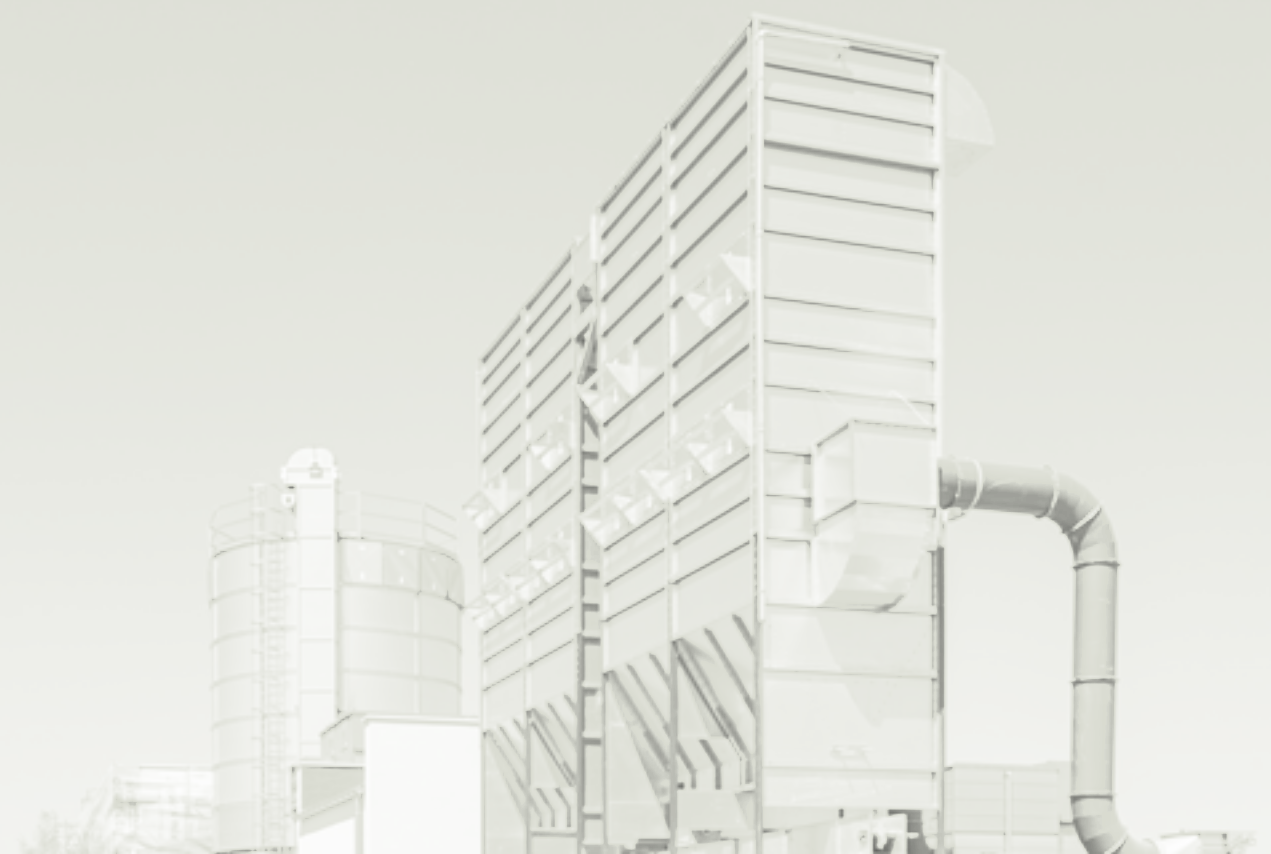
Existing boiler house efficiency

**90%**

Planned boiler house efficiency

**9%**

CO<sub>2</sub> emissions reduction







# RENEWABLE ENERGY

At .mdd, we attach great importance to sustainable growth and an ecological approach to the manufacturing process. Therefore, we aim to reduce our carbon footprint and resource usage. As such, a vital step was to invest in renewable energy sources and to become energetically self-sufficient.

Before we decided to start the journey, our main source of energy was one of the Polish electricity suppliers. In 2016, we built our first 200 kWp photovoltaic power plant, which allowed us to cover as much as one-sixth of our energy needs. However, as our production was growing, the need to increase our energy production capacity became apparent. Due to that, we decided to build another power plant, this time with a higher capacity. This happened at the end of 2022. Our new power plant has a capacity of 1MW (1,000 kWp) and covers an area of 10,000 m<sup>2</sup>. With this expansion, we were able to self-supply more than 60% of the whole energy demand of the factory.



Total Reduction  
**339.63 Ton**



Carbon Emission Offset  
**18559 Trees**

Data as of 12.09.2023

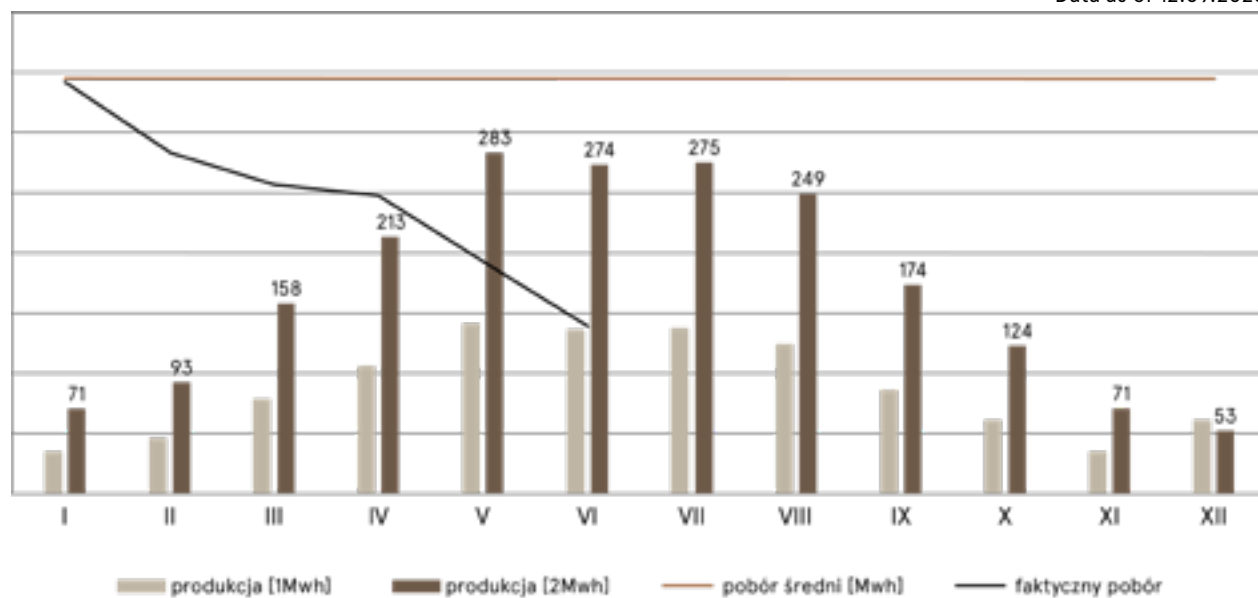


As the future production scale – and thus energy demand – is expected to keep on growing, in 2023 we are starting the construction of a further 1MW power station. This plant should be ready by the beginning of 2024. It is estimated, that with this investment we will be able to meet more than 90% of our electricity needs. At current energy price levels, we anticipate that the investment in the power plants will pay for itself in just five years.

Thanks to our investments in photovoltaic power plants, we are significantly reducing our energy intake from external sources year on year. In the summer, our renewable energy production capacity exceeds the company's actual demand. This means that during the sunny months, we produce more energy than we consume, allowing us to store the surplus and possibly share it with local communities. By doing so, we not only significantly reduce our operating costs, but also make a conscious contribution to the environment by reducing CO2 emissions and supporting the development of green energy in our region.



Data as of 12.09.2023





# WASTE MANAGEMENT

In .mdd In 2022 the total amount of waste was 4 023 t, including:

105 t of steel and aluminium waste,

352 t of paper,

3 280 t of furniture board,

65 t of plastic.

99% of our waste is recycled.

**Our hierarchy of treating waste is compliant with the Polish Waste Act of 14 December 2012 and consists of the following steps:**

Prevention of waste generation,

Segregation of waste,

On-site trash management,

Recycling and reusing,

Neutralisation and disposal.

Prevention of waste generation.

## PREVENTION OF WASTE GENERATION

To limit the amount of waste generated in the factory, in 2020 we have replaced polystyrene packaging with honeycomb cardboard panels. Paper is easily recycled, reducing the environmental impact of delivery. Moreover, we produce the boxes ourselves on-site, which gives us the possibility to adjust packaging sizes to the shipped products, thereby significantly reducing the amount of materials used. We have also introduced packaging optimisation: in case of larger orders of the same product, we opt for bulk palletisation instead of multiple boxes. This strategy allows us to limit the usage of paper and securing elements, as well as to manage the storage and transporting space more efficiently, thus reducing the carbon footprint of each shipment.

Cardboard used in .mdd packaging consists of 100% post-consumer recycled materials. We are also making an ongoing effort to increase the use of recycled plastics – currently, the vast majority of plastics used to package products contain recycled materials.

## SEGREGATION OF WASTE

Meticulous waste segregation increases the chances of waste being reused and processed by the relevant units. In our factory, in 2021 we distinguished between 15 categories of waste and increased this number to 16 in the following year. In 2023, thanks to the appropriate procedures established by the maintenance department, we managed to distinguish 32 categories of waste, which are already separated and handed over to the appropriate collection centres or chutes. This is positive from an environmental and also from an economic point of view.

## ON-SITE TRASH MANAGEMENT

Apart from the production waste, we are also striving to limit the amount of waste generated by the everyday routine of the employees. To achieve this, we have implemented small changes in the day-to-day operations and focused on educating the team.

First of all, we have increased the availability of containers and bins for waste segregation so that everyone can use them in their immediate surroundings. Simultaneously, we have identified the more problematic departments, where more guidance was needed. In those departments, the employees were carefully instructed on segregation, the containers were specifically labelled and lists of items that go into the bins (e.g. foil, post-production plastics, municipal waste) were provided near them. The team was also trained on where to find special-purpose containers, such as glass or spray-waste. We continuously try to monitor the effects of segregation in the company and have noticed a significant improvement after the training.

Among other actions to limit everyday waste, was setting up the water dispensers primarily in the staff rooms. This resulted in the reduction of the amount of disposable cups used and thrown away – the employees switched to drinking from their ceramic cups.

In terms of cleaning, we have replaced heavy polyester production cleaners with lightweight plant-based, cellulose-based cleaners. We also use other cleaning cloths from Tork, which are made of virgin cellulose fibres but also recycled. A 3 kg roll of cleaning cloth is more efficient than 10 kg of previously used cloth cleaning cloth. As a result, approximately 70% less soiled post-consumer cloths are disposed of.



## RECYCLING AND REUSING

In the factory, we have procedures in place to enhance the reusing and recycling of materials already used in the production process. After each assembly we collect and segregate packaging waste, leaving the parts that can still be used for later packaging. Also, the pallets used for re-stacking and transporting materials are recovered. Parcels and ready-made products arrive on pallets, and after emptying them, we stack them in designated areas for future use. Empty pallets are then transferred to earlier stages, moved back to the packing and powder-coating departments or even to the very beginning of the manufacturing process. There they are reused to form an internal circuit. Similarly, the injection mould elements that do not meet our standards, such as ones created during the changes of the granulate colours, are converted into re-granulate and later used in the production of dark-coloured or upholstered elements. We are planning to fully automate the grinding and re-granulation processes.

Other sorted and recycled materials include stretch film, furniture board and other post-production waste. Some of it, e.g. clean post-production scrap, iron shavings, aluminium etc. require a specialised third party treatment. They are sold to units authorised to transfer the material to steelworks where the product is completely recycled. Such is the case with steel elements – their recycling involves the production of mineral by-products such as steelmaking slag or foundry furnace slag. These products are then used for road construction, soil enrichment and the production of industrial raw materials – adding up, our activities additionally meet the criteria of a closed-loop economy and sustainable development. Recovered paper is compacted in a baler before being handed over to the waste transporter.

## NEUTRALISATION AND DISPOSAL

Some of the factory waste is unfortunately unable to be recovered. In such cases, to ensure a safe disposal, we hand it over to the specialised disposal unit. This later involves subjecting it to biological, physical or chemical transformation processes in order to bring it to a state which does not pose a threat to human life or health and to the environment.

## PLANS FOR THE FUTURE

We are currently completing the construction of an installation and commissioning of a line for the mechanical processing of wooden elements of chipboard and MDF as a heating unit. This investment will meet the legal requirements for the process of thermal conversion of wood waste on the premises of the .mdd Sp. z o.o. company, and will consist of two buildings: a boiler building and a pellet plant. The fuel to be burned is post-production waste from the processing of wood-based panels – code BDO 030105. Surplus waste will be used to produce pellets (recycling of MDF waste), which will be burned in an adapted incinerator with recovery of thermal energy. The production of pellets is a method of recycling – even though it is made from MDF, it can be further used in incineration plants (incineration plants that can use it to recover heat for production or agriculture). Our plans for the improvement of waste management also include the introduction of the use of a baler for films, textiles and plastics. By investing in a baler, it is possible to reduce waste transport costs, less involvement in waste management, greater work safety, reduce waste to landfill, etc. All these advantages generate a real number of different operational and financial as well as environmental benefits.

On a more day-to-day basis, we are planning for regular training and information workshops for the employees, as well as provision of information on waste avoidance opportunities through extended brochures, and information boards. As the previous undertakings have shown, this leads to higher levels of segregation and selection of materials that can be reused.



# WATER WASTE

Water plays a key role in our production processes. We are aware that its appropriate use and protection have a direct impact on environmental sustainability and responsibility. By considering not only economy and efficiency but also the circulation and purification of water, we want to demonstrate how our innovative approach contributes to better management of this key resource while promoting a more sustainable future for our company and the planet. We strive to reduce the water usage of the factory – at the moment we are using 1,8 l of water per product, and only 1,3 l of it is later discharged. We have already implemented some solutions into the factory that help us rationally manage water and wastewater, but we do not stop there. Our plans for 2024 include building a water-restoring system and reservoirs.

The key area of the manufacturing process where water management is especially important is the powder-coating stage. As a result of the decision to build our own machine park, all the metal elements are coloured in our own powder-coating chamber. This allows full control over the process and the resources needed and enables us to optimise it. We take great care to only invest in machinery that meets our environmental standards and the powder-coating chamber is no exception. It is equipped with an industrial wastewater treatment plant for the degreasing and cleaning of steel and aluminium components. At the moment we are able to treat about 150 m<sup>3</sup> of wastewater per month during 2 working shifts.

The wastewater is treated using the precipitation method for contaminants (heavy metals, phosphates, fluorides) in a periodic system. The treatment process will take place in several stages:

- Coagulant dosing,
- Neutralisation,
- Flocculant dosing,
- Sedimentation of sludge,
- Thickening of sludge,
- Sludge dewatering.



The rinse wastewater and concentrated bath wastewater flow by gravity into separate collection sumps and are later pumped into the retention rinse water tank. The same happens with the concentrated effluent (spent baths, eluates from ion exchange columns etc.) being pumped into the second retention tank. Thanks to the electric pumps, all the wastewater fills the tank of the chemical reactor, where the dosing and mixing processes start. Once the reactants have been dosed and the effluent reaches the correct pH, it is pumped into a settling tank with an overflow crown, which allows for continuous drain of the supernatant liquid and constant neutralisation of the wastewater. The sedimented and flocculated effluent remains in the settling tank to precipitate the sludge. During this time, the effluent is sedimented and the clarified supernatant is discharged by gravity through an overflow crown and through valves into a collection sump and/or intermediate tank. The clarified effluent is subjected to additional filtration to obtain an effluent with the desired parameters. The sludge accumulated in the settling funnel is pumped out by means of a pneumatic pump to the filter press and the created filtrate is then discharged into the final tank. The filter cake falls by gravity onto a dip tray and into a sludge container to be handed over to an authorised third party for disposal. If the recommended pH values (6-9) are exceeded, an electric pump is activated to pump the effluent into the retention tank. The rest of the wastewater produced in our factory, such as the by-products of machine cleaning is disposed of by a specialised third party or goes to the general treatment plant, and is then treated according to the local standards.

Having implemented the neutralisation of wastewater and hazardous substances as well as the reduction of heavy metals in our manufacturing process, we are able to limit the release of any substances that can harm the ecosystem into the sewage. That treatment results in a high selection of the post-neutralisation waste in a dry form (with its volume reduced multiple times), which is then disposed of by a specialised third party. Moreover, our operations are managed in a way that they do not result in evaporation or emission of any gases into the air. Thus, we can also protect the environment from excessive waste production.

Our objective for the upcoming years is to manage water waste at the factory even more sustainably. Building upon our past and current initiatives, we set our sights on the near future. The significant plans for 2025 are the implementation of rainwater tanks and the introduction of a backflow system for treated water. The tanks will further optimise our water usage, tapping into a natural and renewable source, while the backflow system will help us reuse treated water, minimise wastage and elevate the efficiency of our water circulation. Through such endeavours, we continually strive to redefine the balance between effective production and the well-being of our planet, making sure our blueprint for the future is as green as it can be.



# DIGITALISATION

Living in the computer age, we recognise the impact that digitalisation has on shaping the sustainable future and ecological innovation of the company. No longer just a technological trend, it is a force that redefines the customer experience, drives everyday operations and connectivity and fosters sustainable management. As of now, digitalisation is a foundational element in our path towards a greener future and ecological growth. It is prominent in various departments and areas of work.

## ONLINE FURNITURE CONFIGURATOR

An essential part of our operations is our website, [mdd.eu](https://mdd.eu). It serves as a source of information about the company and our products. Moreover, in 2023 we have launched a new version of the product configurator. It improves the whole ordering process, by presenting the customer with all available products and customisation options. The interface guides them through all the steps of the purchase, allowing for downloading product sheets, assembly manuals, high-resolution photos and 3D models in various file formats. The system itself is based on optimised file formats, such as `.json`, `.webb` and `.glb`, which are lighter than usually used ones. This ensures greater efficiency of the website and less load on the servers, resulting in lower energy requirements and CO2 emissions.

## B2B PLATFORM

The predecessor of the website and configurator, our proprietary order processing system has supported our daily operations for years. Accessible to both employees and partners, this platform significantly improves the efficiency of the day-to-day tasks related to sales, implementation of new products, handling of complaints and logistics as well as the circulation of information. With all data promptly integrated into the system, we are reducing waste and carbon footprints as well as optimising efficiency.



## DIGITAL MARKETING MATERIALS

Using the website and Linx as preliminary sources of information and materials about our products, we have significantly decreased the need for physical swatches and printed documents. At the moment our pricing lists, technical descriptions, catalogues and assembly manuals are available as digital .pdf documents, with the manuals being also accessible via QR codes on the packaging of the delivered products. We are limiting printing to lookbook-type catalogues, issued once or twice a year for major events we are participating in.

## OMNICHANNEL OPERATIONS

Our approach to multichannel operations ensures flexibility and adaptability, further consolidating our sustainability efforts. We are working with customers and partners via the website (also available on mobile devices), Linx system and through our showrooms in major cities in Poland and in Europe. We are also actively growing our social media communities and mailing communications. We have seamlessly synchronised our online channels with offline operations, such as furniture fairs and design events. We strive to present consistent and complementary information across all channels.

## ELECTRONIC DOCUMENT CIRCULATION

Thanks to having developed our website and the order processing system, we have managed to significantly decrease the need for paper being used within the company. We are limiting printing step by step, and looking ahead, our ambitions are to implement comprehensive electronic document circulation in the year 2024. This will allow us to limit waste and usage of natural resources, as well as to decrease energy demand and carbon footprint, as the electronic document circulation will reduce the need to use devices and storage solutions.







# BIODIVERSITY

Embracing a harmonious coexistence with nature, our factory is deliberately situated away from ecological corridors to ensure that the movements of animals and the spread of plant life are not disrupted by our operations. The fenced area around our manufacturing unit is meticulously designed to pose no threat to wildlife, safeguarding the surrounding biodiversity and allowing nature to flourish unimpeded. Moreover, we've consciously abstained from constructing high, glass-covered buildings within our premises to eliminate any potential threats to birds, ensuring they can navigate the skies without encountering barriers or hazards. This strategic placement and design of our factory underscore our dedication to preserving and respecting biodiversity, embedding sustainable and wildlife-friendly practices into the very infrastructure of our business operations. We remain steadfast in our commitment to operating in a way that safeguards our environment and protects the intricate web of life that surrounds us.



# CUSTOMER HEALTH AND SAFETY

As a responsible company, we not only strive to minimize our own environmental impact but also prioritize the well-being of our customers. Our products accompany them in their everyday lives, therefore they cannot pose any threats to their health and safety. With this in mind, we are striving to reduce the amount of hazardous substances used in our products, replacing them with more sustainable alternatives. Furthermore, we meticulously and rigorously test our furniture, both for such substances and for their safety of use.

We have implemented testing into all stages of the manufacturing process, and are subjecting both individual components, especially electrical parts, and finished furniture to it. This is to ensure they are error-free and safe to use. Another aspect that our products are tested for is the emission of Volatile Organic Compounds and formaldehyde. The testing is conducted in compliance with international norms and standards, mainly ISO 16000-6:2011 and PN-EN ISO 16000-9:2009 for the VOC, and PN-EN 717-1:2006 for formaldehyde. By adhering to these rigorous testing protocols, we can confidently assure our customers that our furniture meets the highest safety and indoor air quality standards. Our operations are also led in accordance with ISO 9001 and ISO 14001:2015, which helps us meet customer needs and manage the quality and environmental impact of our products.

We are committed to minimizing the use of adhesives that contain Volatile Organic Compounds. Working closely with our suppliers and subcontractors, we are able to carefully select adhesives with low VOC content or VOC-free alternatives, ensuring that our products meet stringent environmental and health standards. Furthermore, we have also replaced glues that emit high levels of air pollutants with PUR (polyurethane) hot melt adhesives. Those changes enabled us to reduce the usage of hazardous substances and air pollutants and safeguard the well-being of our customers. As extra results, we were also able to improve product quality, reduce production times and decrease by 10% the usage of plastic in our manufacturing processes – thus prolongating the lifespan of our furniture and lowering the environmental impact of our factory.



## TRANSPARENT INFORMATION

Part of our activities towards prioritising customer health and safety involves promoting transparency throughout our supply chain and the whole manufacturing process. We make an ongoing effort to inform our customers about the materials used for the furniture and any risks they might pose. Moreover, in line with Article 13 of the AGEC law, we have taken proactive measures to inform our customers about the environmental characteristics of our products. We are dedicated to doing this through various channels, including the mdd.eu website, downloadable documents and detailed product tags. These seemingly simple steps enable us to create a superior user experience and sincere customer service, thus empowering our consumers to make informed and conscious decisions that align with their sustainability values.

To enhance transparency and accessibility, we have included detailed information on the environmental characteristics of our products on our website. Each product page has a designated section with information about its production process and impact on our planet, which can also be downloaded as a product sheet dedicated to the specific configuration. One of the key aspects highlighted in the section is the composition of each model, including the amount of recycled and post-consumer materials. We also emphasize the recyclability and downcyclability of our finished products. With this information, we provide the customers with end-of-life options for the furniture they purchase. Committed to customer health and safety, we also provide warnings about the presence of dangerous substances and inform about our efforts to replace them with safe alternatives.

As our commitment towards improving the customer experience is ongoing, we have already planned future initiatives aimed at enhancing the information and traceability of our products. The key aspect of this initiative is the creation of customized labels that will provide the customers with important data, such as shipping and production dates, specific assembly or usage instructions and origins of each model, as well as its safety and environmental certifications. These standardised labels will serve as a quick reference regarding efficient tracking of the product's lifecycle. Secondly, they will allow customers to easily identify and locate their furniture throughout its journey, thus enabling them to plan and prepare accordingly. This feature is particularly valuable for large-scale projects or when multiple orders are involved. Additionally, the labels will serve as a point of reference for any future inquiries or warranty claims, streamlining the customer service process and ensuring prompt assistance.