

IMPACT REPORT RT 2023



BOSKA®

SINCE 1896

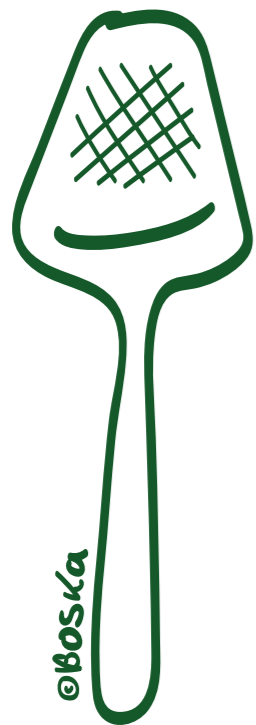
IMPACT REPORT 2023

Food Tools for Life



Table of Contents

1. INTRODUCTION	5
1.1. Mess No More	5
1.2. Impact in numbers 2023	6
2. ABOUT BOSKA	8
2.1 Timeline	10
2.2 Vision and Mission	13
3. NAVIGATING OUR SUSTAINABILITY JOURNEY	14
3.1 Our sustainability strategy	15
3.2 B Corp Certification	15
3.2.1. What is B Corp?	15
3.2.2. Our One Year Anniversary as a Certified B Corp	16
3.3 Impact Matrix	18
4. OUR ENVIRONMENTAL SCENE	20
4.1 CO2 footprint	21
4.1.1. Scope 1 and 2	21
4.1.2. Scope 3	22
4.2 Justdiggit	24
4.2.1. About Justdiggit	24
4.2.2. Justdiggit and BOSKA	24
5. OUR SOCIAL SCENE	26
5.1 The BOSKA courant	27
5.2 Contributing to charities	29
5.3 Stakeholder Perspectives and Feedback	31
5.4 bol ♥ BOSKA	32
6. WHAT'S NEXT?	34



A WORLD WITHOUT SH*TTY FOOD TOOLS.

Please consider the environment before printing our Impact Report.

Mess No More.



In a world full of beauty and opportunities, we also see great challenges. If we are honest, we all made quite a mess of it. From social relations to sustainability, we have important tasks ahead of us. We deeply believe that as a business we have a responsibility in turning the tide. BOSKA - and every other organization - can be part of the solution.

In the dynamic landscape of culinary innovation, BOSKA Food Tools for Life emerges not just as an A-brand manufacturer of Food Tools but as a frontrunner of conscious living and sustainable choices. As you navigate the pages of this impact report, we hope to inspire you with our story, one that delves into BOSKA's brand commitment to sustainability, the timeless design of our creations, and the assurance of a lifetime guarantee.

Our concept of "Food Tools for Life" lies at the heart of BOSKA's mission; reflecting a deep understanding that food is not merely nourishment but an expression of life's richness. 'Party at the Table' is what we hope to bring in households all over the world. A world with 'no more shitty Food Tools' is what we envision. This drives us every day to create beautiful timeless designed Food Tools with lifetime guarantee which will bring a smile on people's faces. Because in an era where environmental consciousness becomes the standard, BOSKA wants to take its responsibility to help and change the industry.

Sustainability is more than a buzzword for BOSKA; it is a guiding principle embedded in every aspect of our operations. From conscientious material sourcing (our packing is 69% plastic free and our products 72%) to eco-friendly manufacturing processes, this impact report unveils the difficult but rewarding steps taken by all BOSKAnians to weave sustainability into our DNA. With our food tools we invite everyone to be an active participant in the journey towards a greener, more sustainable future.

As you go through this impact report, I encourage you to think about more than just the concrete results of BOSKA's efforts. Consider also the less obvious ways in which BOSKA's commitment to going beyond just selling Food Tools has or can make a difference.

I hope this impact report will also serve as an invitation and encouragement to make a difference together. In our own lives, in today's organizations and in society. Together we build a world of abundance without negative effects on people, the environment and society.

As we say at BOSKA... Mess No More!

Maurijn Legein, CEO BOSKA Food Tools for Life

Impact in numbers 2023

We believe in a world without sh*tty Food Tools.



2023

WE CELEBRATED OUR FIRST B CORP ANNIVERSARY!

We are part of a community using business as a force for good.

88,9 points



JUSTDIGGIT

Our CO2 compensation in Central Tanzania

€ 81,700

total amount donated so far



8,075

trees have been brought back

329

hectares of land have been greened up



1,112

people from local communities have benefited from our efforts



1,550

ton CO2 sequestration

155 M³

liters of water retention by rainwater harvesting interventions



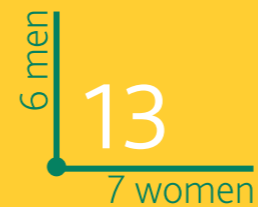
Who do we make an *impact* with?



Part time



Full time



Interns



Social workplace



CO2 emissions compared to 2022

↓ 35%

12 days

taken up by individual employees (Paid day off)



2 days

with the whole BOSKA team (Paid day off)

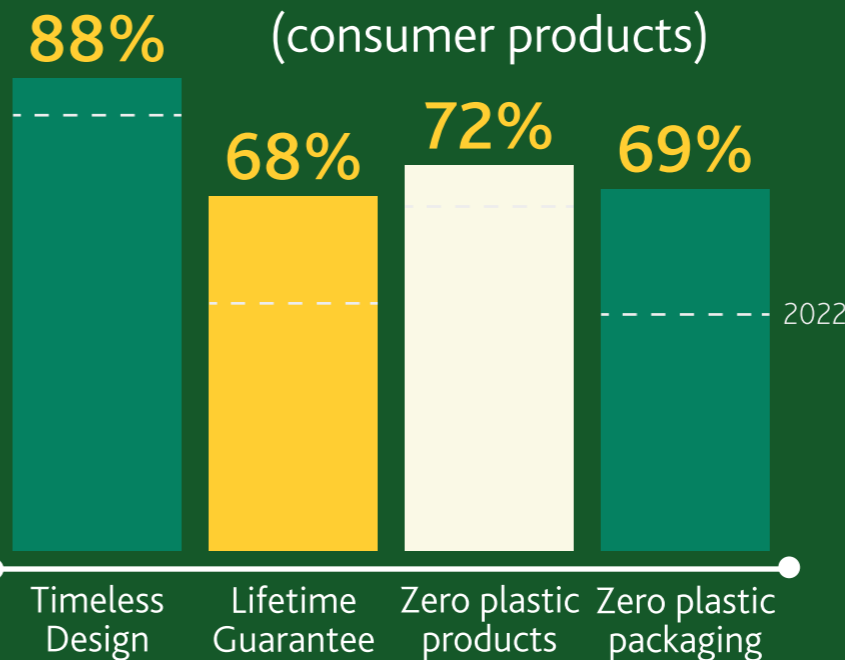
Quality = Sustainability



127

years of knowledge, learnings, and experience

Our Food Tools for Life (consumer products)



We finished our double materiality assessment!

BOSKA
SINCE 1896



ABOUT BOSKA

02

2.1. Timeline

7 years ago, at BOSKA, the strategy was redefined to make sure all sustainable aspects (environmental, social, governmental) were embedded into the company's vision and mission. By saying goodbye to the manufacture of trendy products driven by hypes or popular colors, our customers can benefit from timeless design, ensuring that the value of a product will last, even for the next generation.

1896



Willem Bos takes over the forge in Bodegraven

The forge, where Willem began working as a blacksmith's apprentice in 1883, is given the name Fa. W. Bos Bodegraven. We shoe horses, make farming tools, do repairs for farmers and cheesemakers and also produce skates with a decorative curl.

1920



Son Jan Willem Bos takes over the store

Despite difficult times in the 1930s and World War II, the hardware store continues to grow. A second location is opened (1937).

1966



Son Joop Bos takes over

The sale of toys (1974) and household goods (1977) is discontinued. Joop focuses on do-it-yourselfers, construction and cheese tools.

1978



Separate division for cheese tools is established

Professional cheese tools are developed and produced in-house for working with cheese efficiently, safely and without any cutting loss. This results in the establishment of Bos Kaasgereedschappen B.V. in 1993.

1995 - Hardware and tool sales are discontinued

The product range is no longer limited to cheese tools, but also materials for promoting cheese sales, such as cheese replicas, counter materials and displays.

2002

Son Martijn Bos takes over the company

The company name is changed to BOSKA Holland. Bos focuses even more on the international market and further expands the consumer range. BOSKA is the only company in the world that produces cheese tool collections (Cheesewares) for consumers.

2005 - BOSKA opens offices abroad

Apart from the headquarters in the Netherlands, BOSKA expands between 2005 and 2009 with offices in the U.S. (New York), China, France and Germany.

2016



BOSKA wins 6 Red Dot Awards for Product Design

The fact that the cheesewares are not only practical but also stylish results in the winning of six Red Dot Design Awards (the Oscar of design awards), an iF Design Award and a German Design Award. The first respectful rebellious promo is now a fact.

2017

BOSKA's Sustainable Mission and Timeless Design Approach

BOSKA realigned its mission and vision to prioritize sustainability in environmental, social, and governmental policies. Moving away from trendy products, the company now focuses on timeless design options for increased product value and longevity, creating designs that stand the test of time.



2018

BOSKA goes Chococoloco

Martijn is passionate about product development and wants to devote greater effort to developing and marketing new products. As a result, the range is expanded to include "Chocowares", tools for chocolate.



2020

Wait for it.... pizza!

The BOSKA range is once again expanded with tools for a real guilty pleasure: pizza. These "Pizzawares" are a real bright spot in a challenging year that, like everywhere in the world, is impacted by Covid-19.

2022



Product range expands further

With the introduction of tools for meat & veggies, appropriately named "Meat & Veggiewares", BOSKA becomes a food tools brand.



BOSKA becomes a certified purveyor to the royal household

The designation of a purveyor to the royal household is an honorary title awarded by the king to small and medium-sized businesses that occupy a very important position in the region. A real crowning achievement!



Quality obsession earns BOSKA B Corp certification

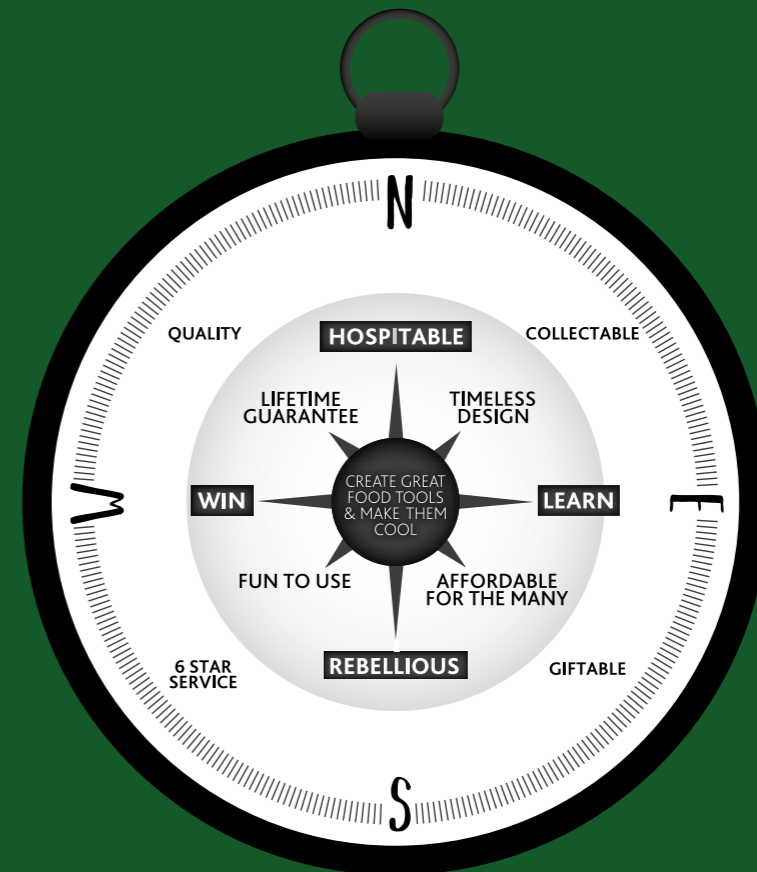
BOSKA becomes an official B Corp organization: a company that takes responsibility for both the environment and its employees. Based on the vision of "Quality = Sustainability", products of exceptional quality with a timeless design are made to last a lifetime. Correspondingly, BOSKA consciously refrains from following trends, runs on green energy and takes care of its employees.

Continuous Improvement

Ever since BOSKA kicked off way back when, it's been a labour of love steeped in family ties and a relentless pursuit of quality. Through the years, our commitment to excellence has stood firm, passed down from one generation to the next. From day one, we've stayed true to our roots, crafting cheese tools with care and precision. Quality is part of our DNA, and so is sustainability as we strive to make continuous improvement in the way we make products while making a positive impact in our social and workplace environment too.



2.2. Vision and Mission



- 1 **BELIEF**
Quality = Sustainability
- 2 **VISION**
A world without sh*tty Food Tools
- 3 **MISSION**
To create great Food Tools & make them cool
- 4 **WHAT**
We make Food Tools with:
 - Timeless Design
 - Lifetime Guarantee
 - Fun
 - Affordable for the many
- 5 **GOALS**
 - Change the industry standard to **Lifetime Guarantee**
 - A BOSKA Food Tool in every home by 2030
 - A BOSKA PRO Tool on every Fresh Deli Counter by 2030
- 6 **THE REASON YOU BUY A BOSKA TOOL**
 - A BOSKA Food Tool is **The Perfect Gift**
 - A BOSKA PRO Tool **Makes Food Cool**, brings more sales & less waste



NAVIGATING OUR SUSTAINABILITY JOURNEY

03

3.1 Our sustainability strategy

Our sustainability journey at BOSKA has been deeply rooted in our company values since its inception. We have always prioritized quality because we believe that products of exceptional quality are less likely to end up in landfills, thus contributing to less waste on our planet. Over the years, we have continuously reflected on adopting a cradle-to-cradle model or a circular business model. After much deliberation, we, as a B Corp-certified company, are committed to leading by example in our industry. We believe in **QUALITY = SUSTAINABILITY** and the possibility of offering a lifetime guarantee for our products, demonstrating that durability and sustainability can go hand in hand. We aspire to collaborate with partners and competitors alike to drive positive change within the sector. Together, we can reshape the narrative and pave the way for a more sustainable future.

Our ambitious goal? Change the industry standard to Lifetime Guarantee!

3.2 B Corp Certification

3.2.1. What is B Corp?

If you are new to the idea of B Corporations, here is a quick and dirty explanation of what B Corps are and why we are proud to be one:

In today's world, we are facing a myriad of crises impacting everything from our communities to our ecosystems and beyond. While many have emphasized individual responsibility as the solution, the reality is, we need businesses to step up and drive significant change if we want to see real progress.

That's where B Corporations come in. Created by the nonprofit organization B Lab, B Corps are businesses that redefine "success" to include not just profits, but also their social and environmental impact. To become a certified B Corp, companies undergo rigorous assessments evaluating their environmental practices, treatment of employees, community impact, and leadership. Only those that meet high standards earn the B Corp status.

3.2.2. Our One Year Anniversary as a Certified B Corp

28 November marks a special date in our company's history as it is the anniversary of our certification as a B Corp in 2022. Let's take a moment to celebrate this milestone and reflect on some of the awesome things we have achieved together in the past year.

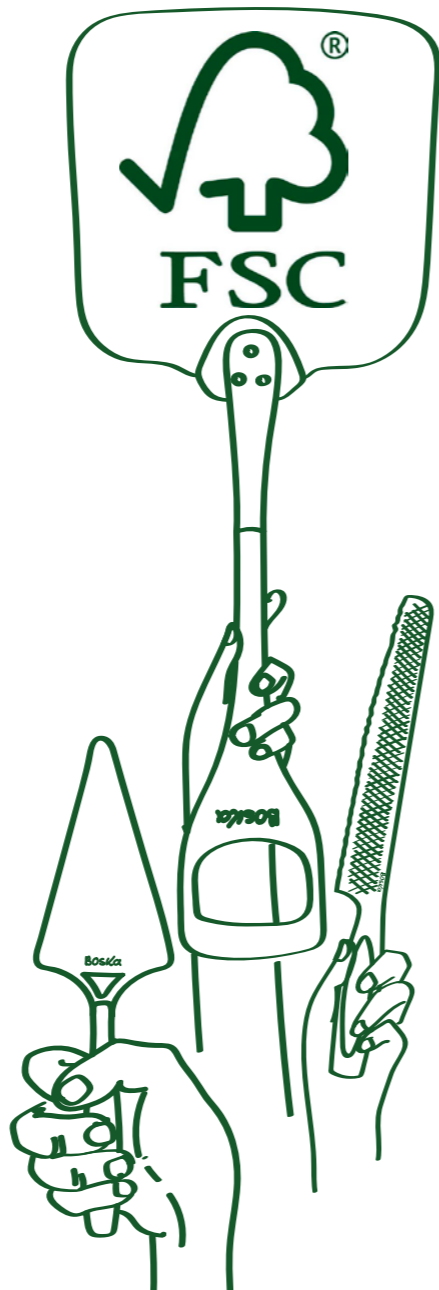
➔ **GOVERNANCE:** We consistently continue to incorporate social and environmental impact into decision-making. Building on this, we have made an improvement plan aligned with our commitment as a B Corp. By implementing this plan, we want to ensure that we are continuously raising the bar for ourselves.

➔ **OUR PEOPLE:** Last year, we introduced new sustainability workshops aimed at enhancing skills and fostering personal growth. Additionally, we implemented extra flexible work arrangements to accommodate individual needs and promote a healthy work-life balance. We believe that by investing in our people, we cultivate a stronger, more engaged workforce ready to take on new challenges and opportunities.

➔ **COMMUNITY:** We conducted a thorough review of our purchases to potentially prioritize materials that hold third-party certifications. Besides that, we revised the assessment for our suppliers in order to integrate more governance, social and environmental aspects in their evaluation. Finally, we incentivized employees to take a paid day off to engage in volunteering activities, which resulted in 12 employees doing some volunteering to organizations close to their hearts!

➔ **ENVIRONMENT:** Questionnaires have been created to make sure we track supply chain GHG, water, chemicals and biodiversity improvement on a supply chain level and will be used in 2024. Besides that, we have assessed whether BOSKA's expenses could be spent on local suppliers to reduce transportation costs and CO2 emissions. We also took a closer look at our reduction plan in terms of waste and water, in order to have a baseline and to be able to start to better measure our impact in 2024. In 2023 BOSKA also got FSC certified on her products. This means from now on we can buy and sell FSC certified wooden products. After finishing our non-FSC certified stock, we will start buying and selling only FSC certified wooden products in 2024!

➔ **CUSTOMERS:** On a customer level, we validated more than 75% of our products with quality certification. Being a B Corp is an ongoing journey, not a destination. We acknowledge we are not perfect, but we commit for continuous improvement and strive to create a positive impact on people, communities, and the planet. It certainly helps us in creating a bigger force for good, as we believe we might inspire other companies to follow the same path and thus create a positive snowball effect.



**SUM
THING
NATURE'S COMEBACK STORY**

"It's great to see how BOSKA is embracing its role in society as a business for good. We're happy that Sumthing has been a part of BOSKA's positive impact strategy over the past year. Thanks to BOSKA's Dutch customers, we've been able to digitally and innovatively remove 641 kilograms of plastic from the environment. This also contributed to local employment in India. It's a collaboration and outcome that everyone involved can be proud of!"

Gijs Schuringa.
Growth & Partnerships | Co-Founder

➔ **SUMTHING:** To celebrate our first B Corp B-Day, we teamed up with Sumthing and Plastic Fischer GmbH for a special mission: Thanks to every customer based in the Netherlands that placed an order in December totaling over 35€, we made a donation to make a significant impact and make the world a little cleaner

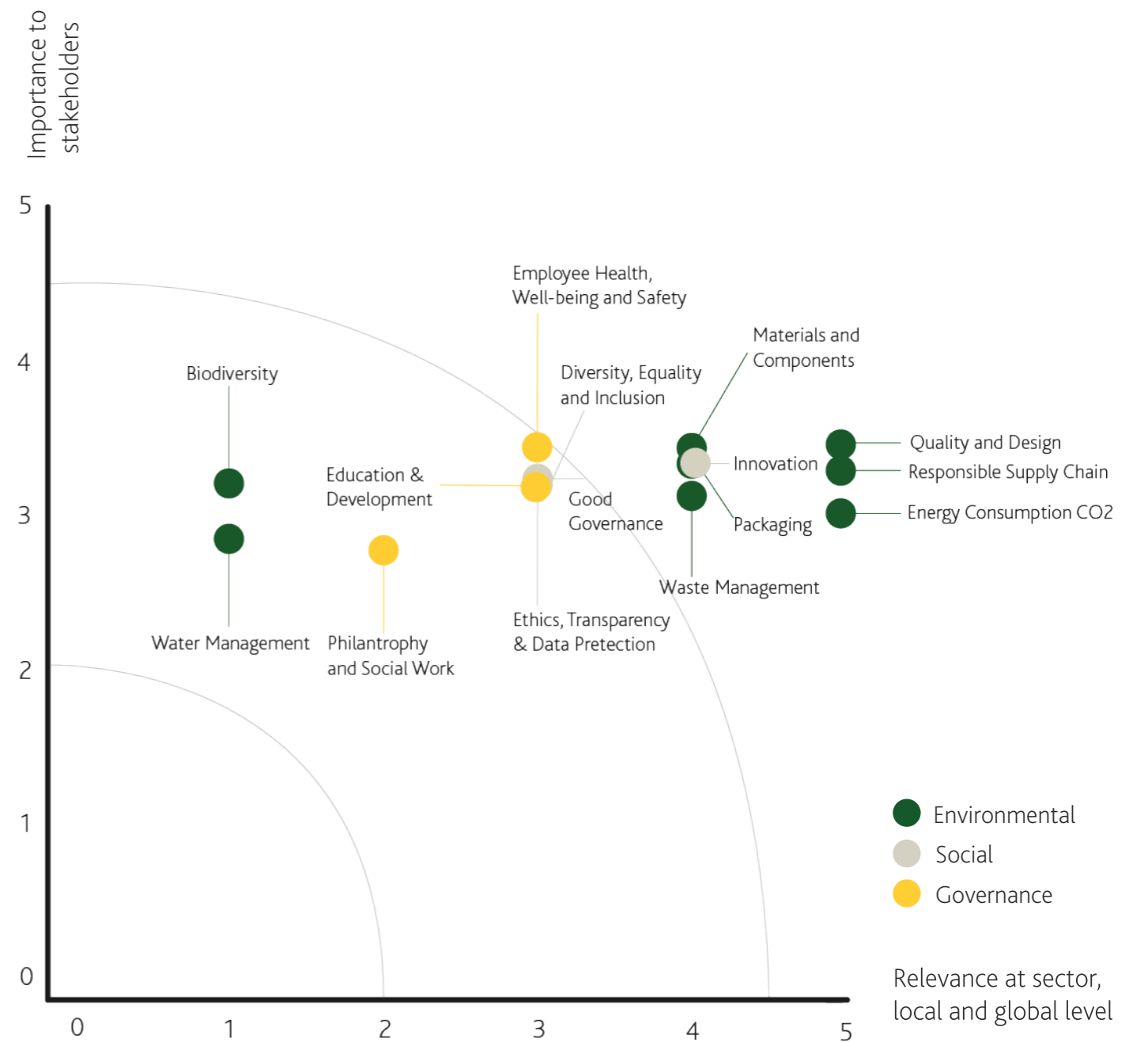
641 kg

and said goodbye to plastic in the Ganges River!



3.3 Impact Matrix

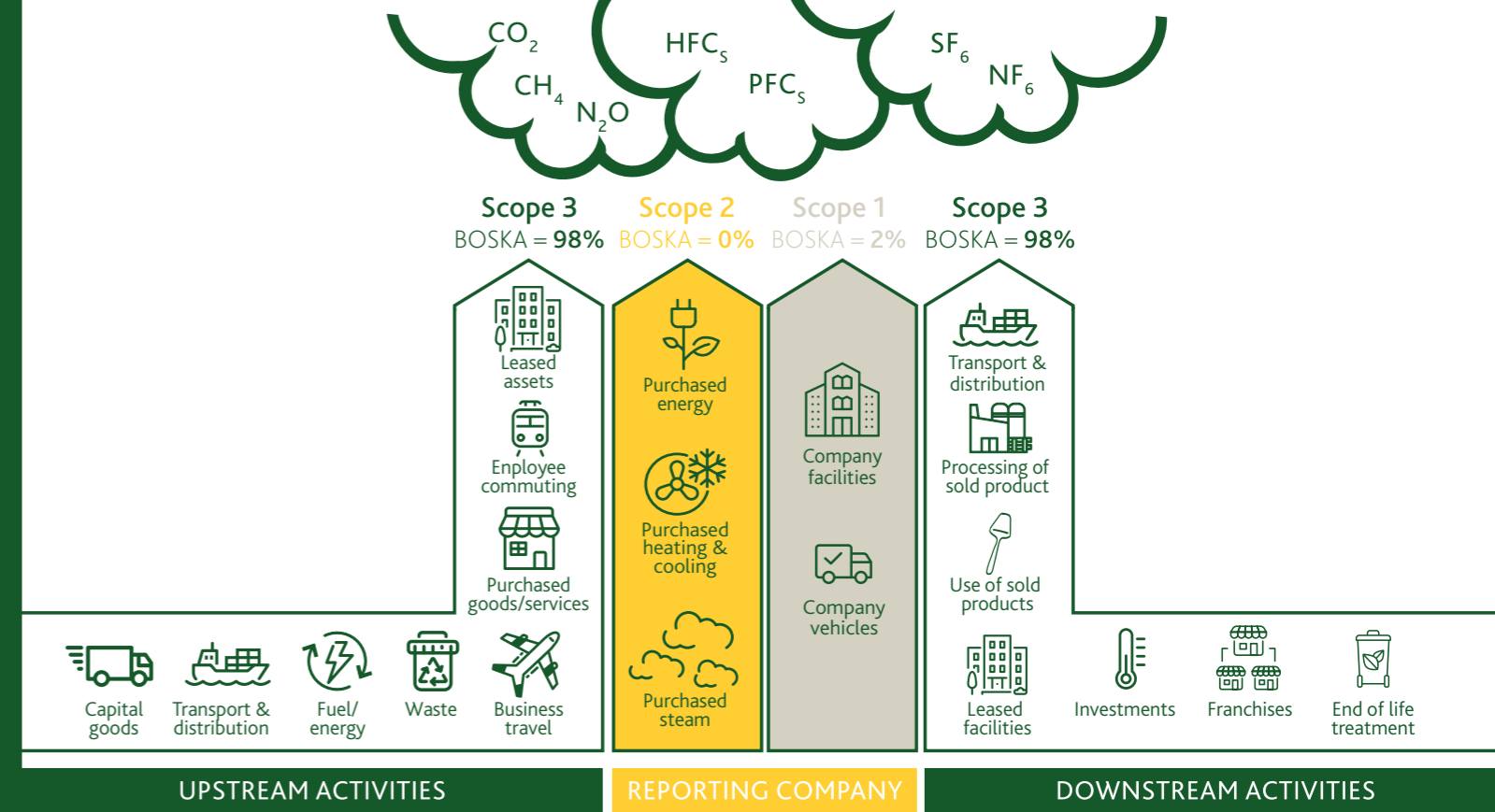
We developed our sustainability strategy with a singular objective: identifying where BOSKA can have the most meaningful positive influence on both the environment and society. In our analysis, we didn't just consider our own sustainability goals and strengths; we also examined our business from the perspective of key stakeholders: our customers, employees, suppliers, and partners. These stakeholders represent the broader interests of the planet, climate, and society as a whole. Thanks to the stakeholder survey and market research we did, we could pinpoint the areas where our efforts can create the most significant positive impact, drawing our priority focus areas, and put aside which issues are currently of lesser relevance to our operations. The findings from this analysis are outlined in the impact matrix below, which forms an extra basis of our sustainability plan.



Wrapping up, our double materiality assessment has highlighted quality, responsible supply chain management, and CO2 management as the focal points that are material to both our stakeholders and society and planet at large. It is as if they have handed us a treasure map to where we can truly make a significant impact in the current landscape. This valuable information will guide the further development of our roadmap in 2024, ensuring we **intensify our focus on quality, ethical sourcing, and environmentally friendly practices.**

OUR ENVIRONMENTAL SCENE

04



4.1 CO2 footprint

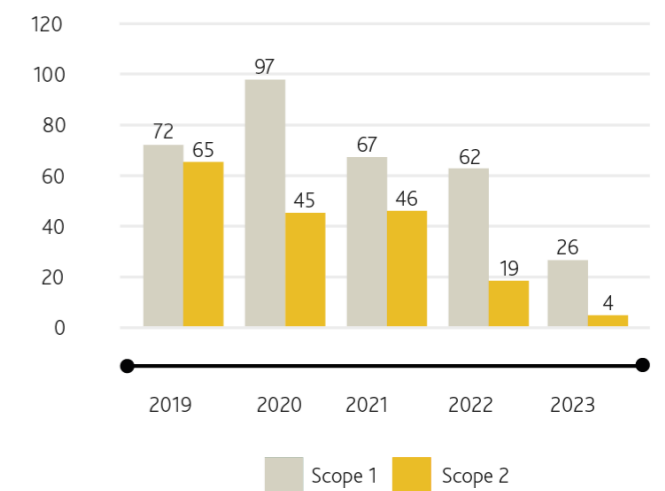
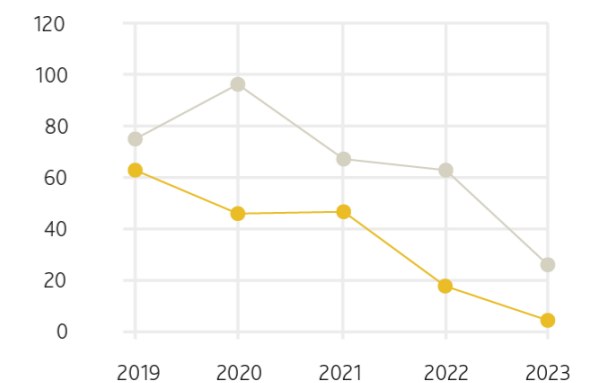
4.1.1. Scope 1 and 2

The decrease in our scope 1 and scope 2 emissions compared to last year is the result of our ongoing efforts to reduce our environmental footprint. This reduction can be attributed to several initiatives implemented within BOSKA.

We have invested in more efficient and sustainable technologies, which have allowed us to reduce our energy consumption and direct emissions. In addition to that, we have also positively influenced our results by strategically reassessing our stock management, leading to the closure of two facilities.

We also promoted the use of renewable energy sources, thereby reducing our reliance on fossil fuels. These actions not only have a positive impact on our environment but also contribute to improving our operational efficiency and long-term profitability. By reducing our emissions, we are actively participating in the fight against climate change and preserving valuable natural resources for future generations. This is a significant step towards a more sustainable and responsible future, and we are proud of our contribution to this collective effort.

Scope 1 and 2 emissions (ton)



4.1.2. Scope 3

For BOSKA, scope 3 entails the CO2 emissions related to home-work commuting, business flights and our products including processing, packaging and transport. The production of our products accounts for more than 95% of our carbon footprint in scope 3.

We decreased our scope 3 CO2 emissions by 34% compared to last year due to the following factors:

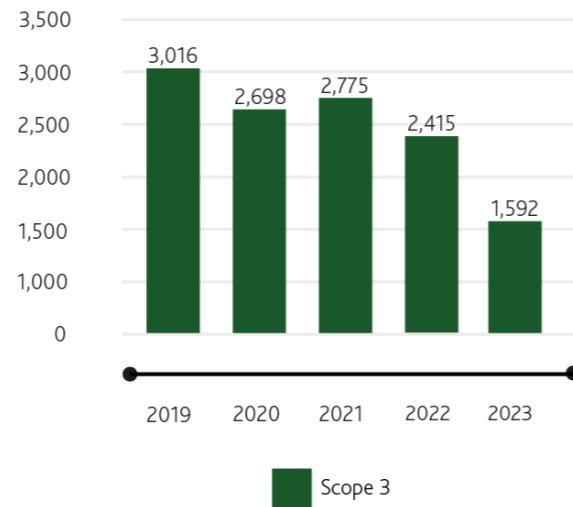
In 2023 we decided to stop with our most CO2 invasive item, a disposable plastic cheese curler. The fact that this disposable item does not fit our sustainable strategy was the main reason to discontinue. This caused over 10% decrease in CO2 emissions.

We are removing all plastics from our packaging, decreasing up to 60% emissions per packaging.

We continue focusing our sales on items that are less CO2 invasive, causing a decrease in emissions whilst maintaining revenue.

More data is coming available on the CO2 equivalent of materials and processes. This means our calculation is becoming more precise, often resulting in lower emission since, when data is not available, we calculate with a 'worst case scenario'.

Scope 3 emissions (ton)



This year we increased the percentage of calculated products from 80% (2022) to 90% (2023). This means our calculations are more precise and it increases insights on where to reduce emissions on a product level.

Cheese Slicer *Monaco+*

Example of BOSKA internal analysis about product decision-making

Amount of Cheese Slicer Monaco+ sold over 2023 (+ loss rate): **81,163**.



49 ton

Total CO2 emissions for producing 81,163 Monaco+ = 49 ton

PRODUCTION

4.56%

Revenue Monaco+ with respect to total revenue of our total assortment: 4.56%

REVENUE

5 ton

Total CO2 emissions for packaging 81,163 Monaco+ = 5 ton

PACKAGING

3.7%

CO2 emissions Monaco+ with respect to CO2 emissions of our total assortment: 3.70%

FOOTPRINT

2 ton

Total CO2 emissions for transporting 81,163 Monaco+ = 2 ton

TRANSPORTING

Revenue (4.56%) > CO2 footprint (3.70%)
Good product!

Old Packaging with a plastic window



New Packaging plastic free



In this set, there is a leather pouch where you can store the Cheese Knife Set Monaco+ Dark. We used this alternative during the optimisation of the packaging. Packing the rolled-up leather pouch with the knives inside is much more compact than the old packaging. The new packaging is now **50% smaller!** Which means less material and transport emissions.

4.2 Justdiggit

4.2.1. About Justdiggit

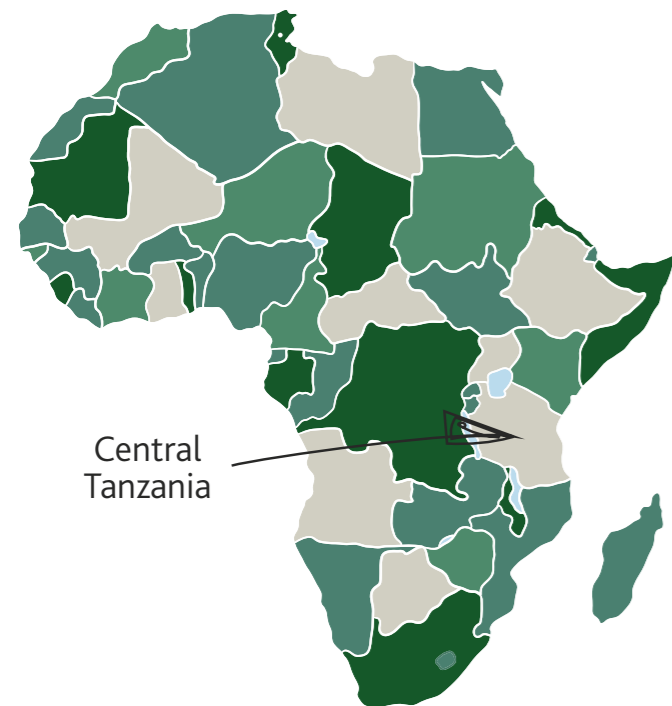
Justdiggit is a non-profit organization that aims to restore degraded landscapes by using nature-based solutions. Together with local partners, Justdiggit jumpstarts greening projects that regenerate vegetation. Bringing back nature helps to preserve biodiversity, improve livelihoods and positively impact climate change.

As a reminder, scope 3 are a type of indirect emission that come from sources that are not owned or controlled by a company, but that are related to the company's activities. This is the hardest part to offset, yet where the impact is. By supporting Justdiggit and their program in Tanzania, we make sure that our carbon footprint can be retained in Singida (Tanzania) with greening programs and the interventions Justdiggit uses to regenerate degraded land.

4.2.2. Justdiggit and BOSKA

Through our contribution, Justdiggit can regreen degraded landscapes in Tanzania enhancing water and food security, biodiversity, and CO2 absorption. Next to that, they provide continuous support to different stakeholders in the program:

Program coordinators support farmers, champions and village leaders with their knowledge and experience; These coordinators also play an important role in the long term sustainability of the impact that is realized, for example by involving policymakers on different levels. By getting these actors, ranging from village leaders to district officers, on board of the greening movement, they can boost the long term sustainability by formulating legislation about sustainable land management, water harvesting and the protection of trees.



JUSTDIGGIT

Our CO2 compensation in Central Tanzania

€ 81,700 € € €
total amount donated so far



8,075 trees have been brought back

329 hectares of land have been greened up



1,112 people from local communities have benefited from our efforts

1,550 ton CO2 sequestration



155 M³ liters of water retention by rainwater harvesting interventions

"BOSKA's statement of "Quality is sustainability" fits perfectly with our mission to achieve large-scale greening and ecosystem restoration in Africa.

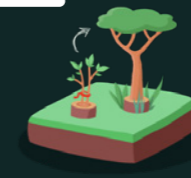
Our collaboration goes beyond just financial support. By sharing a message of sustainability and care for our planet together, we inspire and involve BOSKA's network and customers in Justdiggit, and vice versa. It's this level of engagement that makes our partnership so valuable."

- Marjolein Albers, CEO of Justdiggit.

BOSKA and Justdiggit are engaged in a global partnership from 2022 to 2026. At the end of the collaboration in 2026, with a total donation of €194,000, Justdiggit will be able to bring back and protect millions of trees and capture billions of liters of water, restoring the dry and degraded landscapes of the Singida region.

Trees recovered

Realized 2022	3,278
Realized 2023	8,075
Target	28,369
Estimated Long Term Impact	154,340



Area (HA) under greening

Realized 2022	235
Realized 2023	329
Target	779
Estimated Long Term Impact	4,235



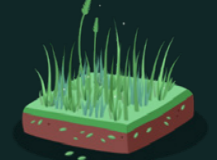
People positively impacted

Realized 2022	785
Realized 2023	1,112
Target	2,633
Estimated Long Term Impact	14,320



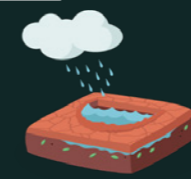
Carbon sequestration (Tonnes CO2, t=20)

Realized 2022	629
Realized 2023	1,550
Target	5,447
Estimated Long Term Impact	31,420

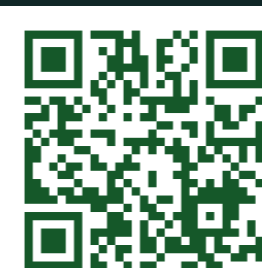


Water retained (M3, t=20)

Realized 2022	62,923
Realized 2023	154,999
Target	544,440
Estimated Long Term Impact	2,961,970



Take a look at our impact*



* These are the numbers at 31.12.2023. The targets mentioned in the bars are based on the donations received so far. The impact will only increase, and eventually, we will approximately reach that target. The target estimated long-term figures mentioned in the table are the expected long-term impact that Justdiggit expects to achieve with the total donation from BOSKA.

OUR SOCIAL SCENE

05

5.1 The BOSKA courant

Our dedication to social sustainability drives everything we do, from fostering diverse and inclusive workplaces to empowering our employees to make a positive impact in their communities. As we look back on the past year, we are proud to share our progress in creating a more equitable, compassionate, and resilient world.

Flexible working is a no-brainer. Last year, we encouraged and prioritized self-care again by promoting a culture of work-life balance with flexible schedules, remote work, and part-time options.

On a professional development level, we provided ongoing education and training by integrating:

- Trainings about products and the cheese market;
- Coaching sessions at all levels to build trust, communicate openly, and leverage each other's strengths, fostering a collaborative culture that drives collective achievement;
- Sustainability workshops to further raise awareness and engage employees to actively participate in discussions, activities, and initiatives related to sustainability;
- Lunch and learns sessions to provide employees with an opportunity to learn and develop new skills or knowledge in a relaxed and informal setting while enjoying lunch;
- A sustainability section to our monthly BOSKA newspaper.

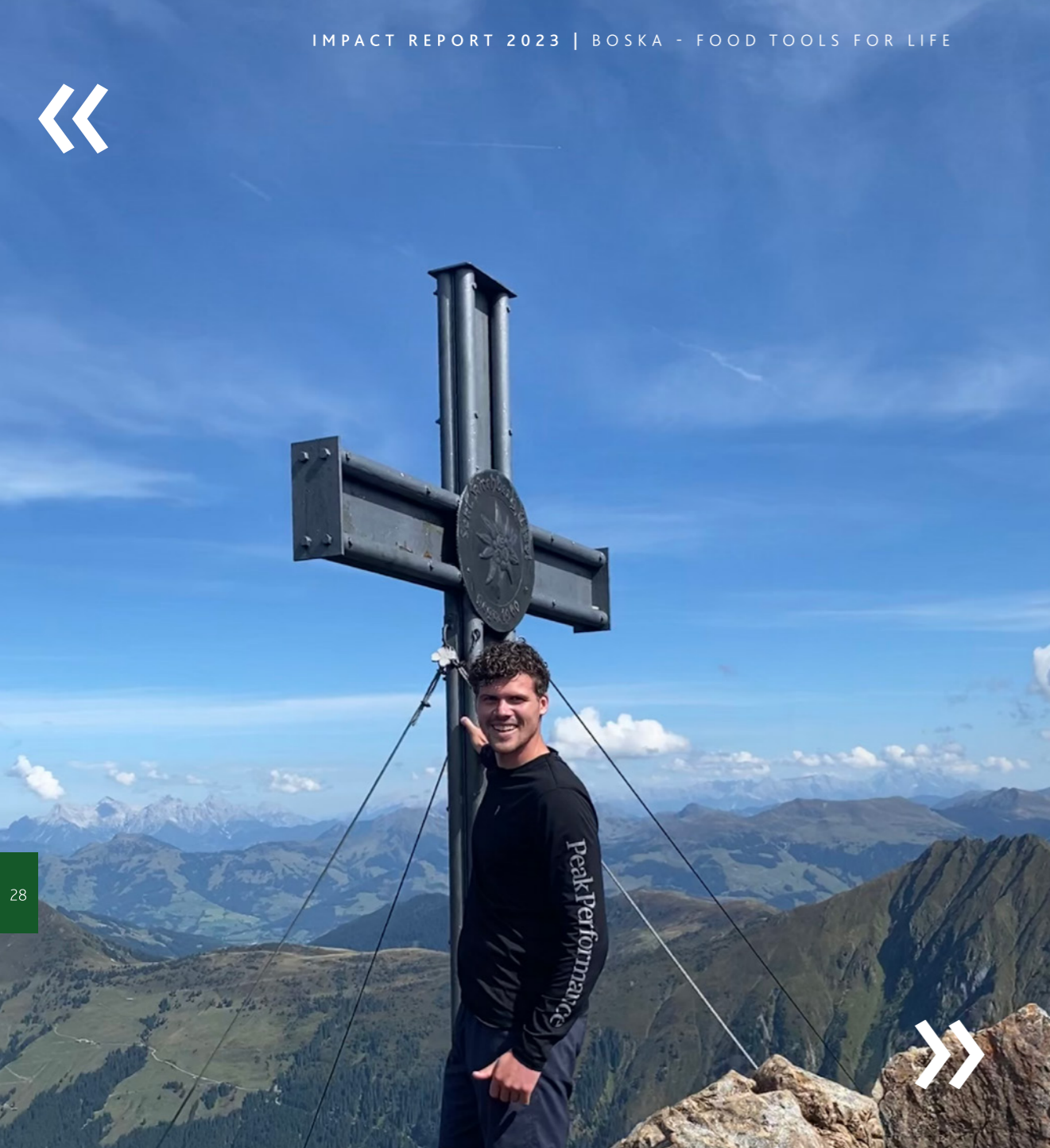


On top of that, we also had a blast participating in team-building activities and volunteering work!

- Some of our colleagues ran the marathon of Rotterdam together;
- We organized 2 padel tennis tournaments and played game nights while having good pizza!
- We went on a ski trip in Germany;
- With our Dutch team, we took two days as a team to go bake some pancakes for elderly people at Vijverhof in Bodegraven and went to the non-profit foundation Avifauna to do an activity of leaf stripping, which consists in gathering a winter supply of leaves from branches for the animals. The team based in the USA did a team event to clean the seaside for oysters;
- 12 colleagues took their paid day off to participate in volunteer activities.



Billion Oyster Project:
Volunteering to help clean up the NYC harbor



“When I joined the BOSKA-nian family in 2021, it immediately felt like a company where I could grow both professionally and personally. Even though I worked in an international working environment within BOSKA’s export sales team, I sometimes started to miss the ‘real’ international experience. This was partly because I had lived outside the Netherlands for several periods prior to BOSKA.

Fortunately, the opportunity came my way to work for BOSKA USA in New York City for a period. Once I returned to the Netherlands, I knew one thing for sure; my goal is to live abroad for a longer period of time. The reason is that I believe that when you surround yourself in an unfamiliar environment and culture, you can go through the most beautiful and broadest personal development.

Since I am a big fan of the outdoors and mountain sports, the Austrian Alps soon caught my eye. BOSKA is a company that lets people ‘design their own life’ and this has definitely been reflected in the way they have encouraged and helped realize my personal dream of moving to Austria.”

- Thijs, Key Accountmanager Export



5.2 Contributing to charities

At BOSKA, we want to help people and groups do good things for society by supporting projects that make life better for others, like helping with education and important issues. We still commit to give 0.1% of our revenue on a yearly basis. We are happy to keep collaborating with Bake 4 Life, promising to give 1% of the money we make from selling ToastaBags. This is the second year in a row we have chosen to increase our donations. By contributing more funds, we enable Bake 4 Life to invest further in their core activities: selecting aspiring entrepreneurs with a passion for baking, providing intensive practical baking and business training, offering start-up kits based on microcredit, and providing ongoing support through field workers and follow-up programs for two years.

Name foundation	% total donation
In the Netherlands	62%
Kaashandel & Kaasmuseum Bodegraven	25%
Foodspecialiteiten Nederland	18%
Met je Hart	10%
Sumthing	4%
Others (Aids, Dutch Cancer Society)	5%
Abroad	38%
Sunday Foundation	27%
Bake 4 Life	11%
Total donations 2023	100%

We also provide a corporate employee matching gift program, where **BOSKA matches donations on a 1:1 basis**, up to €100 annually.

In 2023,

7

employees hopped on board and took advantage of this opportunity.



Thijs *visiting* Bake 4 Life during his vacation





The Sunday Foundation, made up entirely of volunteers, provides help in the forgotten places on earth. The foundation sets up projects in the world's worst places to alleviate the worst needs. Projects of hope. And if it is up to the Sunday Foundation staff, many hopeful projects!

We are well on our way to building a new school! Wow, a beautiful cause we are working for with love. Sander de Kramer's (Chief Ouwe Dibbes) story is inspiring and touching because there is still much to be gained for the children (among others) in Sierra Leone.



Sander de Kramer visiting BOSKA to *tell us more* about the Sunday Foundation.



5.3 Stakeholder Perspectives and Feedback

"An impact organization is an organization that works to solve a socially relevant problem with a healthy business model. BOSKA has been, at its core, a 'sort of' impact company since its inception by Willem Bos. By focusing on high-quality products, BOSKA Food Tools have long retained their functionality and value, thus preventing a lot of waste. However, in recent years, BOSKA has made significant strides. They actively prioritize a collection in which wood, steel, and stone take precedence, with almost all plastic eliminated. Sustainable design is deeply ingrained in their DNA. Moreover, their collaboration with Just DiggIt and numerous initiatives to reduce their own footprint and contribute to the social domain are impressive.



Joris van Zoelen
- Synergie Business for Good
Strategist and Partner

In this impact report, BOSKA reflects on 2023, but since the close of that year, new steps have already been taken. BOSKA aims to take the lead and invites other entrepreneurs and businesses to join in and collaborate on creating a world without waste. It serves as an inspiring example of how the 'business case for good' can effectively operate."

Testimonials BOSKA Friends:

"The handle of our BOSKA Milano cheese slicer came loose after 4 years of use. I filed a warranty claim through the website. Within a few days, I received a new cheese slicer. BOSKA cheese slicers are fantastic. Once you've had a BOSKA, you won't want any other. Add to that fantastic customer service, what more could you want? A beautiful complete package." - BOSKA Friend



"BOSKA always has a super sleek look and good quality. You might pay a bit more, but for example, the cheese slicer lasts a lifetime :) And it really slices super smoothly." - Mr. BOSKA Friend

"Very, very satisfied, over 40 years of experience with a previous model. We've been using a cheese slicer from BOSKA for over 40 years. The wooden handle has been loose for years, and we've tried various attempts to glue it back, but due to the dishwasher process, the glue keeps coming loose. Now, I felt it was time for a new one, with a metal handle hopefully resistant to the dishwasher process. I hope that with this purchase, we can once again enjoy another 40 years and slice many more pieces of cheese." - Mr. BOSKA Friend

5.4 bol BOSKA

At the cozy atmosphere of the BOSKA Experience Center in Bodegraven, Maurijn, CEO of BOSKA Food Tools, sits down for a chat with Caroline Prick, Director of ESG & Corporate Communications at bol, offering a glimpse into their engaging dialogue.

bol certified as a B Corp in June 2023. It opened its doors on 30 March 1999. The shop currently has more than 13 million active customers in the Netherlands and Belgium, a product range of 35 million items and 50,000 sales partners who sell their goods through the bol.com platform. As BOSKA, we wanted to explore sustainability with a like-minded entity like bol. Join us as we delve into our respective journeys, challenges and collaborative efforts, learning how we are contributing to a more sustainable future.



M: Let's dive in by sharing our sustainability journey. At BOSKA, we are all about blending quality with sustainability, aiming for a world where kitchen tools serve a purpose. Additionally, we are dedicated to fostering a workplace culture that values our team members and contributes to our community and environment. How about you at bol?

C: The desire to improve is in our nature at bol. Where we started and pioneered by opening Europe's first online bookstore, we now want to make e-commerce, shopping, more sustainable. We are aiming to do right by people, the planet, and everything in between. That means cutting down on waste, opting for sustainable energy sources, minimizing packaging, and consolidating shipments whenever possible. And hey, no more plastic in our packaging or unnecessary boxes either.

M: We use the B Corp certification as a tool. It provides us with a solid framework for continuous improvement while aligning with our values and mission. How has bol experienced the benefits of being a B Corp?

C: B Corp has greatly helped us understand precisely where we stand and where we can improve. Additionally, it's reassuring that the certification undergoes independent verification. The requirement for B Corps to adopt a legal framework that considers the impact of decisions on stakeholders, beyond just creating shareholder value, is highly valuable. Finally, the recertification every 3 years is also a meaningful way to show our shareholders that we walk the walk and talk the talk.

M: While we are not yet the top performer in the class, we are steadily making progress in the right direction and that is exactly what this certification offers: an invitation to further enhance our practices.

M: Do you ever notice a conflict between promoting sustainable consumption and simply making a profit? Like, being able to make a profit while investing in sustainable practices.

C: Well, yeah, that tension is always present because it's about making choices. We truly believe that we, as bol, can make a significant impact. It requires focus, commitment and resources. Therefore, we set clear goals on what we want to reach from a business and sustainability point of view. We also need to realize that sustainability becomes more important for our customers so from a business point of view it is also the right focus. And we acknowledge that we are leaders in the market, and with that comes a lot of responsibility.

Finding the right balance is key. We strive to make choices that align with sustainability while also meeting customer demand and expectations. It's encouraging to see that customers are increasingly willing to pay a bit more for sustainable products. They also expect transparency and genuine effort from companies. It's becoming the norm for customers to expect businesses to truly prioritize sustainability.

There are certain things where we just draw the line. You know what I mean? Like, we have stopped selling disposable plastic such as those polluting cups and straws. And water balloons, we don't deal with them either.

M: BOSKA is ambitious in its aim to change industry standards to Lifetime Guarantee. How does that feel for bol being a prominent player in the e-commerce world?

C: We have over 50,000 partners, 99% of whom are from the Netherlands and Belgium. Stimulating the local economy and working closely with new and existing partners is very important to us.

Ultimately, customer satisfaction is our priority. That's the foundation, and they want sustainable, good quality products, usually at a good price. Anyone who can meet those criteria is welcome on our platform.

We also work to ensure quality. For instance, your vision of a lifetime guarantee is excellent. You can also see a growing trend in fridge repairs and gas appliances, which I think are positive developments. Regarding product safety, we collaborate closely with the NVWA (Dutch Food and Consumer Product Safety Authority) to ensure quality assurance. Anything flagged is immediately removed from our platform.

M: How does bol get every employee on board?

C: Management strongly supports initiatives aimed at making a difference, fostering a culture of involvement within the organization. Our 'bollebozen' program aids children with learning challenges, complemented by collaborative efforts with the Youth Education Fund for activities like reading days at schools. These initiatives, though voluntary, see significant participation and interest, bringing our commitment to life. How do you do that?

M: It's true, you can't mandate volunteerism, but encouragement fosters openness. Initially, employee participation wasn't widespread, but now there is enthusiasm for future events, like our visits to nursing homes, which uplift both residents and our team. These experiences are shared locally. We've all pondered this, including myself, and for me, it's rooted in sincerity. As CEO, I can't just promote commercial success; it's about genuine belief. My children even remark on excessive packaging, emphasizing authenticity over superficiality. Today, authenticity is key, and I consider it paramount.

M: Strong and committed leadership is where it all begins. That is where the journey begins, as that is where the visionary ideas are discussed, and plans are laid out. At BOSKA, we kick off each day with a briefing, and in every meeting, there's a moment to share positive updates and conclude on a high note. B Corp discussions are also a regular part of our agenda.

M: What are bol's ambitions when you look at the world in 5 years, and what does that mean for your short-term initiatives for 2024?

C: When you buy something, everyone wants something valuable and something that lasts a lifetime. I hope that if you purchase something from our store, it feels right, and you don't need to be pushed into buying. It's all about conscious decision-making when making a purchase and having different options. So, buying less is the most sustainable option, followed by purchasing what you need. It's important to make it attractive to do the right thing, and for that, you must make it fun and appealing. It always goes hand in hand.

M: We have had discussions about this here, haven't we? Look at our product range; it's not comparable to what you do, but there are some top-selling items that we need to discuss. How necessary are they really, or are we encouraging unnecessary purchases? That question is already being raised. It's sustainably made and lasts a lifetime, but is it truly essential? Well, sometimes we believe that it is.

C: That's just the beginning, and it's no longer taboo to talk about it. From there, we can work together to find solutions and make improvements. Finally it is about leadership. A quote I really love which show for me the transition we have to make is from Minouche Shafik: "In the past, jobs were about muscles, now they're about brains, but in the future, they'll be about the heart." The quote suggests that while jobs historically relied on physical strength and then shifted to mental abilities, future employment will prioritize emotional intelligence and empathy as technology evolves, emphasizing the importance of human connection and compassion in the workplace.

"We enhance our platform for a better tomorrow for us all." | purpose of bol





WHAT'S NEXT?

06

6.0 What's next?

Last year, in our impact report of 2023 (reflecting numbers and actions of 2022), we shared with you that our goal regarding employee satisfaction was to effectively measure the percentage of satisfied and engaged employees. That's done! In 2023, we hit an employee satisfaction rate of 80%, which is something we are really proud of! But you know what? We are not stopping there. We are determined to make our workplace even better. Our goal? To boost employee satisfaction to 82% in 2024, and then to 85% by 2025. We want to achieve this by living by our open culture, so employees feel seen, appreciated and heard when it's needed. We will continue investing in personal development and make sure employees experience a good work-life balance. We believe there's always room to grow and get better, and that's what motivates us.

We also have something called a Job Scorecard, where everyone sets their own goals, responsibilities, and achievements. Yep, that includes sustainable goals too. Each year, employees make a promise on their Job Scorecard to make a positive impact in their own area of work. This helps them take ownership of what they can achieve. Our aim? Looking back each year and say, "Yes, we did it! We met all our sustainable goals."

Employee satisfaction:

2022	2023	Goal 2024
71%	80%	82%

On the environmental front, we have committed to using 5% less water every year. It's a long-term goal, and we are sticking to it! Hopefully, we will get to a point where we need even less water in the future. Otherwise, we might find ourselves pretty thirsty at work!

Based on our compass & our technical knowledge we define which products get our Lifetime Guarantee label. Our wish is to get this Lifetime Guarantee label on all our products, but at this moment that is simply not possible. For example, on our electrical & disposable products (12% of the Stock Keeping Unit in the assortment), we cannot give this label.

Our challenges for the coming future are in the materials which do not fit the compass. For these products we need to decide to [1] redesign the parts in steel/ wood/ stone, [2] discontinue these products, [3] re-define our definitions according to new insights or [4] accept we will not have Lifetime Guarantee on all products. Similar to our approach with coatings, a fondue base with minimal wear and tear is acceptable for Lifetime Guarantee. However, a non-stick coating on a raclette pan won't qualify for the guarantee, given that the non-stick functionality doesn't endure a lifetime with current technology.

Currently 68% of our consumer products has Lifetime Guarantee, and we will reach for 74-78% by the end of 2024.

Lifetime Guarantee on consumer products

2022	2023	Goal 2024
47%	68%	74-78%

This year, we are creating a roadmap to step up our efforts. This roadmap will help us focus on key areas, stay accountable, navigate challenges, engage all stakeholders, and manage risks. While it's a challenge, we're committed to making a real impact and we will be maintaining our commitment to quality, ensuring that our Food Tools are passed down from one generation to another. So mark your calendars and sharpen your pencils - because we'll see you next year, armed with an even brighter roadmap for the road ahead!

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