



# LAMME TEXTILE MANAGEMENT

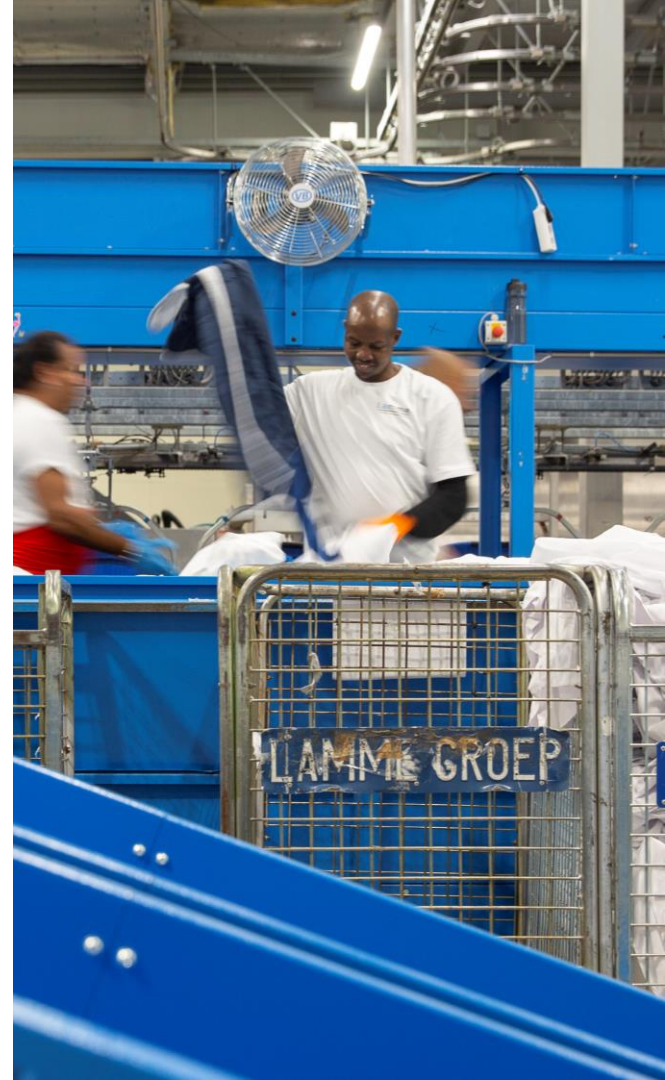
Corporate Social Responsibility report 2024

# FOREWORD

At Lamme, we take our responsibility seriously: toward the environment, our people, and the way we do business. Sustainability is not a separate goal but a guiding principle in everything we do. We reduce waste and emissions, support safe and inclusive workplaces, and build honest, long-term partnerships across our value chains.

This report outlines the progress we have made and the goals we set to improve in key areas such as energy, water use, circularity, sustainable procurement, employee well-being, and social inclusion. Each chapter reflects our ambition to operate cleaner, smarter, and more responsibly.

We know that sustainability is a continuous journey. That is why we remain committed to ongoing improvement in close collaboration with our partners, customers, and colleagues. Together, we work toward a future that is clean, circular, and fair.



# CONTENT

Foreword	2
About Lamme Textile Management	4
Energy Consumption	5
Water Consumption	6
Resource Circularity	7
Sustainable Procurement & Product Development	8
Safety & Health	9
Development & Education	10
Diversity & Inclusion	11
Community & Value Chain Support	12
Certifications & Memberships	13



# About Lamme Textile Management

## Key Facts



Founded in 1834 by Evert Lamme  
(190th anniversary in 2024)



Lamme is a textile service company with 6 industrial laundries across the Netherlands and Germany and 1 hub in Belgium



Customers in 3 segments:  
Aviation, Hotels and Restaurants

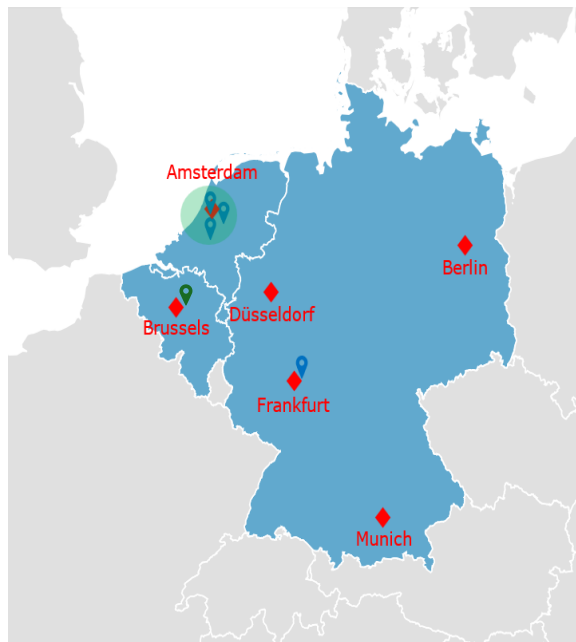


Around 500 employees from more than 40 different countries



Every week, over 400 tons of textiles are washed across our plants

## Plants



Location of plant



Airport logistics hub



Airport serviced by Lamme

## Vision

To be the leading laundry solution for the aviation industry in Western Europe and the Dutch hospitality sector.

## Mission

We help our clients make the right choices for their textile articles, in terms of quality, appearance, sustainability, and process control, enabling them to operate successfully in their own markets.

## Core Values

- Sustainability
- Innovation
- Collaboration
- Customer-focus
- Integrity

# ENERGY CONSUMPTION

AT LAMME, WE STRIVE FOR ENERGY EFFICIENCY AND TO WORK TOWARDS A CLIMATE-NEUTRAL OPERATION. WE USE SUSTAINABLE ENERGY SOURCES, INVEST IN ENERGY-SAVING MEASURES, AND ELECTRIFY OUR TRANSPORT FLEET TO STRUCTURALLY REDUCE CO<sub>2</sub> EMISSIONS.

## GOALS

- Establish multi-year CO<sub>2</sub> reduction targets and plans
- Implement suggestions from BMD energy savings report
- Phase out all diesel vans for our brand Napking and replacing them with electric alternatives
- Improve data collection scope 3
- Set up of CO<sub>2</sub> neutral industrial laundry facility 'De Waslijn'

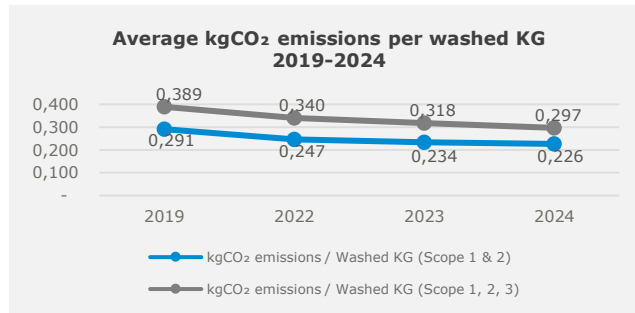
## Related SDGs



## ACTIVITIES & IMPACT

### CO<sub>2</sub> EMISSIONS

- Between 2019 and 2024 our scope 1 & 2 CO<sub>2</sub> emissions have dropped >25%
- YoY the CO<sub>2</sub> emissions dropped 3.5% between 2023 and 2024
- In scope 1, 2 & 3 our CO<sub>2</sub> emissions have dropped >30% between 2019 and 2024



### How we reduce our CO<sub>2</sub> emissions

#### Electrification of transportation

We are phasing out diesel trucks and vans and gradually replacing them with electric and/or more efficient alternatives

#### Energy efficient investments

We are continuously evaluating what investments we can make to reduce our footprint, from installing heat exchangers to

#### Chemicals

We use Cool Care washing detergents, which allow for washing at lower temperatures, thereby achieving energy savings

#### Green electricity

For our Dutch locations we buy green energy generated from Dutch wind farms

# WATER CONSUMPTION

WATER IS A SCARCE RESOURCE THAT IS ESSENTIAL TO BOTH SOCIETY AND OUR OPERATIONS. THAT IS WHY WE FOCUS ON RESPONSIBLE WATER USE BY MINIMIZING CONSUMPTION THROUGH CIRCULAR PRACTICES AND ENSURING THAT THE WATER WE DISCHARGE IS CLEAN AND SAFE. WE SYSTEMATICALLY REDUCE OUR FRESH WATER USAGE AND REUSE AS MUCH WATER AS POSSIBLE.

## GOALS

- Optimize usage of water recirculation techniques across our plants
- Maintain 0 environmental incidents related to water discharge
- Review options to invest in a system that allows for full water recirculation, thereby reducing the usage of fresh water by >80%

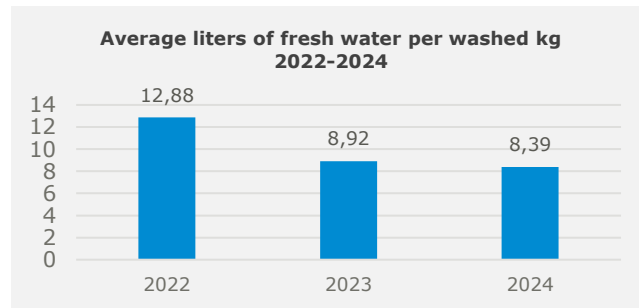
## Related SDGs



## ACTIVITIES & IMPACT

### Fresh water usage

- The average liters of fresh water per washed kg in 2024 was 8,39. Across our locations this varied between 6,5 and 11 liters
- Between 2022 and 2024 our average water usage per washed kg has dropped with more than 4 liters per washed kg



### Water recirculation

### Biodegradable detergents

### Sampling water quality

### Filtering

### How we manage water responsibly

Most of our plants have implemented water recirculation techniques which reduces fresh water usage by approximately 1.5L per washed kg

We use biodegradable detergents certified with the EU Ecolabel

We conduct periodic checks to review the quality of the discharge water

We filter the waste water from the washing process before discharge and re-use the residual heat

# RESOURCE CIRCULARITY

WE BELIEVE IN A FUTURE WHERE WASTE BECOMES THE RAW MATERIALS OF TOMORROW. THAT'S WHY WE FOCUS ON TEXTILE RECYCLING, REUSABLE AND RECYCLABLE PACKAGING, AND CIRCULAR CHAIN COLLABORATION. THEREFORE, WE ACTIVELY CONTRIBUTE TO THE TRANSITION TOWARD A CIRCULAR ECONOMY IN WHICH WASTE IS MINIMIZED AS MUCH AS POSSIBLE.

## GOALS

- >90% of the end-of-life textile and plastic waste that ends up in our facilities is recycled
- 100% of plastic wraps used for packaging are made from 60-70% recycled materials
- Add Cibutex circular kitchen towel to our rental assortment
- Start pilot for our circular chef jacket
- Start pilot for the Board Supply Trolley made from 50% recycled material

## Related SDGs



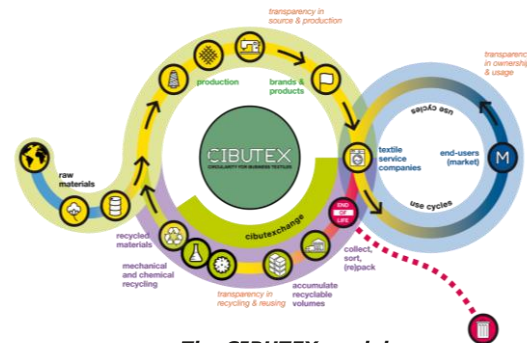
## ACTIVITIES & IMPACT

### Textiles

- Lamme is a co-founder and board member of Cibutex, an independent cooperative that promotes and facilitates initiatives to make the B2B textile industry circular
- We maximize product use by offering durable products via a circular rental model
- In 2024 we shipped >100 tons of end-of-life textiles per year to the textile recycling industry or upcycling initiatives (>95% of our textile waste)
- We have joined textile PRO Collectief Circulair Textiel

### Packaging material

- For our plastic sealing wraps, we have implemented a closed-loop system in which all our plastic waste is reused to produce new wraps made from 60-70% recycled content, reducing CO<sub>2</sub> impact by 40-48%
- We are an active member of the Circular Plastics Alliance, an organisation which connects companies within the plastics value chain, with the objective of creating a more circular plastics industry



The CIBUTEX model



Visualisation of the closed-loop plastic system



# SUSTAINABLE PROCUREMENT & PRODUCT DEVELOPMENT

SUSTAINABILITY STARTS WITH THE PRODUCTS AND MATERIALS WE PURCHASE AND DEVELOP. WE CHOOSE SUSTAINABLE OPTIONS, COLLABORATE WITH PARTNERS WHO SHARE OUR VALUES, AND APPLY A CODE OF CONDUCT THAT PROMOTES INTEGRITY AND TRANSPARENCY ACROSS THE ENTIRE SUPPLY CHAIN.

## GOALS

- 100% of our textile suppliers have signed our Code of Conduct, and >50% of our other suppliers have signed our Code of Conduct
- Update Code of Conduct
- ≥10 of our rental assortment are added to our [ProductDNA](#) page
- Increase the number of products in our rental assortment certified with FairTrade, GOTS, Green Button, EU Ecolabel, Oeko-Tex and/or GRS

## Related SDGs



## ACTIVITIES & IMPACT

### Textiles

- We believe transparency and responsibility should extend across our entire supply chain. Therefore, we predominantly purchase certified products – such as GRS, GOTS, Oeko-Tex, Fair Trade, and Green Button – to ensure sustainable production and fair working conditions.
- A large part of our textile rental assortment is Fair Trade and GOTS certified, and made fully traceable in collaboration with our supplier and NGO Chetna Organic
- We are currently working on several initiatives with our suppliers to develop closed-loop recycled textile products



Circular chef jacket    Circular kitchen towel

### How we source products and materials responsibly

We require all of our textile suppliers to have signed our Code of Conduct, and are increasingly requesting the same of our other suppliers

### Code of conduct

### Supplier selection criteria

We select suppliers, products, and materials based on a trade-off between financial, quality, and sustainability criteria

### Supplier assessment

Each year we evaluate our key suppliers based on a variety of sustainability factors

### Shared innovation

We work closely together with our suppliers to develop, test and pilot



# SAFETY & HEALTH

WE PRIORITISE THE WELLBEING OF OUR EMPLOYEES. THAT'S WHY WE CONTINUOUSLY INVEST IN REDUCING PHYSICAL STRAIN AND PREVENTING WORKPLACE INCIDENTS THROUGH SMART WORKPLACE DESIGN, TARGETED TRAINING, AND A STRONG FOCUS ON ENSURING SAFE WORKING ENVIRONMENTS.

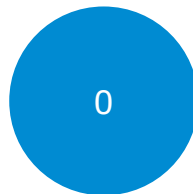
## GOALS

- 0 incidents leading to long-time-injuries
- Absenteeism rate below the industry average
- To develop a company-wide vitality plan
- Provide our staff with new PPE
- Evaluate the risk inventory and evaluation system for our location in Hilversum

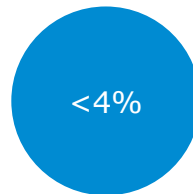
## Related SDGs



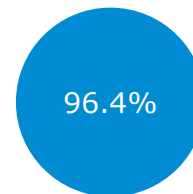
## ACTIVITIES & IMPACT



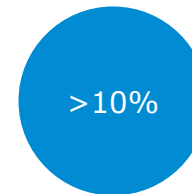
Incidents that caused long-time-injuries



Average absenteeism



Health & safety inspection score of 96.4%



Employees per location with emergency response training

## *How we ensure the safety & health of our employees*

### **Annual health & safety plan**

Every year, each plant establishes a plan that includes concrete objectives, actions, and evaluation moments related to health & safety

### **Equipment**

All our sites and employees are equipped with the appropriate instructions, tools and PPE to work safely and effectively

### **Training**

At all our sites, designated employees are trained for first aid and managing emergency situations

### **Periodic checks**

We conduct monthly safety inspections at all our sites, checking key elements like emergency stops, fire safety, escape routes, chemical storage, PPE, and first aid.

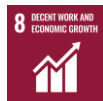
# DEVELOPMENT & EDUCATION

AT LAMME, WE INVEST IN OUR PEOPLE, AS WE BELIEVE THE GROWTH OF OUR ORGANISATION STARTS WITH THE GROWTH OF OUR EMPLOYEES. WE DEVELOP THEIR KNOWLEDGE AND SKILLS THROUGH OUR INTERNAL LAMME ACADEMY AND EXTERNAL TRAINING PROGRAMMES, COVERING JOB-SPECIFIC EXPERTISE, LEADERSHIP, PROCESS IMPROVEMENT, AND COMMUNICATION SKILLS.

## GOALS

- Offer language courses to employees across our Dutch and German locations
- Update and expand our Lamme Academy
- Develop tailored development plans for all employees
- Offer LEAN-education to different management layers
- Explore opportunities for practical learning in collaboration with the ROC MBO College Hilversum

## Related SDGs



## ACTIVITIES & IMPACT

### ***Lamme Academy***

- Through our internal Lamme Academy, colleagues have the opportunity to deepen their knowledge of laundry processes and further develop their skills
- The Lamme Academy is available for employees across different roles and locations, and covers a wide range of topics – from our processes and quality standards, to our house rules and code of conduct

### ***Job-specific training***

- To people in specialist roles we offer specialized training courses. This specialised knowledge is essential for the operation of our laundry and logistics, and contributes to improved quality and safety within the organisation
- Amongst the specialised trainings we offer are voluntary driving safety courses and trainings to learn about RABC and how to work with chemicals
- We invest in trainings to meet all legal requirements, including emergency response, (air) safety, and hygiene

### ***Leadership & process improvement***

- We continue to invest in LEAN training to ensure continuous process improvement
- We facilitate different types of communication trainings to management teams across different levels within our company, to foster effective and positive communication

### ***Language courses***

- Language classes support employees in their daily communication and contribute to safety, inclusion, and personal growth. They also offer greater opportunities for advancement within the organisation and strengthen their position in society.

# DIVERSITY & INCLUSION

AT LAMME, WE BELIEVE THAT DIVERSITY AND INCLUSION ARE ESSENTIAL TO BUILDING A FAIR, INNOVATIVE, AND SOCIAL ORGANISATION. WE CREATE A WORKPLACE WHERE EVERYONE, REGARDLESS OF BACKGROUND, LANGUAGE, AGE OR EDUCATION, HAS THE OPPORTUNITY TO THRIVE AND WORK IN A POSITIVE AND SUPPORTIVE ENVIRONMENT.

## GOALS

- Continue collaborations with social employment agencies, municipalities, and jobcoaches
- Set up laundry 'De Waslijn' within the facilities of TominGroep, in Hilversum
- Foster cross-cultural collaboration and communication
- Reduce language barriers by offering language trainings
- Prevent discrimination and exclusion

## Related SDGs



## ACTIVITIES & IMPACT

35+

Nationalities  
working at  
Lamme

>15%

Employees at  
Lamme with a  
distance to the  
labour market

>42%

Share of  
women  
working at  
Lamme

3

Long-term  
collaborations with  
social employment  
agencies

### Collaborations with social employment agencies

### Non-discrimination policy

### Coaching & training

### Inclusive recruitment and selection processes

### How we create a diverse & inclusive working environment

We are collaborating with three social employment agencies, via which we employ people with a distance to the labour market in all our laundries

We promote and uphold non-discrimination in the workplace through our employee handbook and floor meetings

We offer both internal and external guidance, support, coaching and training to people with a distance to the labour market

By using diverse recruitment channels and inclusive language in our job postings, we aim to reach a broad and varied audience, and work with a non-discrimination policy in the selection process

# COMMUNITY & VALUE CHAIN SUPPORT

AS AN INTERNATIONALLY OPERATING COMPANY WITH GLOBAL VALUE CHAINS, WE FIND IT IMPORTANT TO SUPPORT LOCAL INITIATIVES AND COMMUNITIES ALONG THE VALUE CHAIN. THAT'S WHY WE SUPPORT SPORTS CLUBS, GRASS ROOTS INITIATIVES AND FESTIVITIES, AND COMMUNITIES ALONG OUR VALUE CHAIN.

## GOALS

- Continue investing in the farming communities that produce the cotton for most of our rental products in India
- Plant more trees in the Lamme Forrest
- Continue supporting local grassroots initiatives and festivities, sports clubs, and local organisations
- 0 disturbance complaints from locals living near our plants

## Related SDGs



## ACTIVITIES & IMPACT

### *Value chain*

- In collaboration with our textile supplier Dibella and NGO Chetna Organic we buy a significant portion of our rental textiles Fair Trade certified from a cooperative of organic cotton farmers in Yavatmal, India
- Recognising the need for broader community support, Lamme has been actively involved in helping to improve education and infrastructure within these communities. With this support, the community has been able to invest in education, school furniture, books, bicycles, and better sanitation



### *Local communities*

- In 2024 we did not receive any complaints from locals living near our plants. From our annual stakeholder analysis, in which we include our neighbours, we conclude that our neighbours do not experience any negative consequences because of Lamme
- We support local initiatives near most of our locations. We sponsor various local sports clubs, fire departments, festivities and charities



# CERTIFICATIONS & MEMBERSHIPS

## Our Certifications

Our commitment to responsible business conduct is reflected in the way we work and verified through independent audits and certifications.



For more than 12 years we have been certified for the CSR Performance Ladder, which is based on ISO 26000 and assesses our social and environmental activities. We are currently at certified at step 4



Our quality management system is certified under Certex (ISO 9001), ensuring we consistently meet high standards in our processes and service, as well as hygiene standards

## **Certification 2025:**



EcoVadis offers a platform for companies to assess their sustainability performance and benchmark themselves against industry peers. In 2021 we obtained a Silver medal (top 25% companies) and in 2025 we will renew our EcoVadis assessment

## Our Memberships

### **Industry associations**



The DTV is the German industry association representing textile manufacturers, wholesalers, and service providers, promoting innovation, training, and sustainability within Germany's textile sector.



The FTN is the Dutch industry association representing textile service companies within the Netherlands

### **Circularity alliances**



Lamme is co-founder of Cibutext, an independent cooperative that promotes and facilitates initiatives to make the B2B textile industry circular



Circular Plastics Alliance is an organisation which connects companies within the plastics value chain, with the objective of creating a more circular plastics industry

### **Textile industry sustainability initiatives**



MVO Nederland is the leading Dutch network supporting businesses in adopting corporate sustainability strategies



The Denim Deal is a public-private initiative that aims to accelerate circularity in denim



MaxTex is a German textile innovation platform that focuses on sustainable and circular business models

# LOOK TOWARDS 2025

## **Preparation for CSRD & Sustainability Strategy**

In 2025 we will start with our preparations for CSRD reporting. As part of this process, we will conduct a materiality analysis, which will be as much in line with the CSRD methodology as possible.

Based on the outcomes of the materiality analysis we will determine our priority sustainability topics and sustainability goals. All these results will be reflected in a new 'sustainability strategy' that we will work on simultaneously.

The preparations for CSRD we start making from 2025 onwards will help us set up compliant reporting by the time we need to comply with the regulation.

## **EcoVadis Assessment**

In the second half of 2025 we will undergo the EcoVadis Assessment.

## **Ongoing sustainability improvements**

Throughout 2025 we will continue working on reducing our environmental impact and enhancing our social impact. This includes but is not limited to updating and sharing a new version of our Code of Conduct, implementing recommendations from the BMD report regarding energy savings, electrifying our transportation for Napking and setting up a CO2 neutral laundry process within the facilities of TominGroep in Hilversum.

## **Product development**

We are working on several sustainable product developments which we expect to be tested, piloted or brought to the market in 2025. This includes but is not limited to a circular chef jacket, a circular kitchen towel, a new rental assortment, and plastic wraps made from 70% recycled material.







If you would like more information on our approach to CSR, please reach out to us:

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