

Doosan Lentjes

Corporate Social Responsibility Report 2017



PROUD GLOBAL DOOSAN

Doosan Way

2020, Leading Global Company for CSR

To be recognised as an outstanding employer
and exemplary corporate citizen

Growth of Business



Growth of People

Education

embraces our commitment to people development and to the promotion of science, technology, engineering and mathematics (STEM) subjects amongst young people.

Sustainability

efforts focus on minimising the environmental impact of our operations and prioritising product quality, health and safety.

Community

provides us with a framework for making a positive difference in those communities in which we work.

CSR Strategy & Goals

Contents

CEO Message about the CSR-Strategy & Goals	4
Company Profile	6
Business Performance & Strategy	9
Stakeholder Engagement & Communication	10
Implementation of the global CSR-Strategy	12
Sustainability Measures	14
Education Measures	24
Community Measures	28

Responsible for the CSR report:
Board of management & CSR Team,
led by Roland Muszkiewicz

CEO Message about the CSR-Strategy & Goals



Estimated readers,

It is our great pleasure to share the 2017 issue of our Corporate Social Responsibility (CSR) report with you. This year, issued for the first time, we now aim at establishing this report to be released annually and hope that you enjoy reading it.

At Doosan Lentjes, our focus is on developing a sustainable future for generations to come, so we have established a CSR strategy that reflects our commitment to a responsible and environmentally-sound growth alongside the communities we are operating in.

Following the Doosan Group’s mission to become one of Fortune’s Most Admired Companies by 2020, we have put sustainability and responsibility in the centre of decisions we make, technologies we create and the way we improve our business model, products and services. Unified in those shared values, we aspire to create a Proud Global Doosan that improves quality of life for people and communities around the globe.

With respect to the implementation of the CSR strategy, we have developed three key pillars on which we have built our activities: Education, Sustainability and Community.

Education embraces a commitment to people development and to the promotion of science, technology, engineering and mathematics (STEM) subjects amongst young people. This helps us to inspire people to pursue professions in engineering and to provide the energy solutions of tomorrow. With a regular engagement in a Germany-based initiative called Girls’ Day, we aspire to encourage young women to start a career in these typically male-dominated disciplines.

Sustainability efforts focus on minimising the environmental impact of the company’s operations and prioritising product quality, health and safety. Mindful of our responsibility for a cleaner and greener future for generations to come, we have developed products and technologies that increase energy efficiency while minimising pollutants. Simultaneously, we have established our Supplier Code of Conduct that requires our suppliers to follow ethical and sustainable behaviours.

Our commitment to the local community aims to provide benefits to people suffering from difficult living conditions, helping to create a better environment and quality of life for them. Our CSR-team coordinates a range of initiatives for regional charities who support people with financial or health needs.

Through our CSR-strategy, we’ll be admired for the work we do, our respect for people, communities and the environment and, last but not least, for being united in our shared goals and values across all Doosan businesses.

For further detailed information, please refer to the Integrated Report 2017 released by our parent company, Doosan Heavy Industries & Construction.

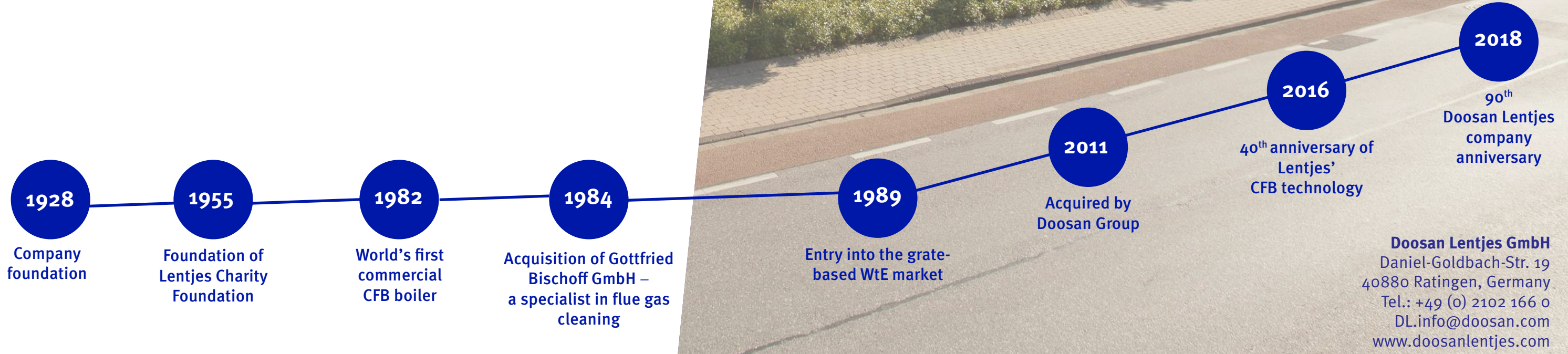
Thomas Stetter
Chief Executive Officer



Company Profile

Doosan Lentjes is a leading German engineering specialist providing products and services for efficient and sustainable energy generation from both renewable and fossil fuels. Our product portfolio includes proprietary technologies across circulating fluidised bed (CFB) boilers, waste-to-energy (WtE) and air quality control systems (AQCS). Drawing back on 90 years of industrial experience allows us to deliver thoroughly engineered solutions that aim at reducing the negative environmental impact of power generation. With our continuous investment in research and development, we ensure remaining at the forefront of technological advancements and innovations increasing our customers’ benefit.

Doosan Lentjes is part of a powerful combination of companies, united under the Doosan Group to deliver complementary technologies, skills and value to customers the world over.



Doosan Lentjes



Business Performance & Strategy

As a company that provides technology and EPC, Doosan Lentjes concentrates on providing innovative solutions that encompass areas including circulating fluidised bed (CFB) boilers, air quality control systems (AQCS), as well as, waste-to-energy (WtE) technologies. Lentjes establishes strategic relationships with potential for advancement into new emerging markets, such as, the Middle East, India, Eastern Europe, Central and South America, and Southeast Asia. It also utilizes extensive in-company service and manufacturing capabilities to make positive contributions to the provision of cost-optimized solutions.

Doosan Lentjes promotes the „2G“ strategy throughout the company to establish an interactive, virtuous cycle structure based on the belief that growth of a business is the growth of people, from which it re-emphasizes that people are the greatest asset of a company. This is why Doosan Lentjes strives in multiple aspects to recruit, educate, and develop talents with the most promising future. Thus, it conducts concentrated R&D at the in-company research centre, and combines the effort and knowledge to develop innovative energy technology that can meet even the most challenging customer demands, in both the core and emerging markets of the present and future.

Combined heat and power plant



Berlin, Germany
1 x 100 MW_e
CFB firing system

Waste-to-energy plant



Krakow, Poland
2 x 110,000 t/a
Grate and boiler

Power plant



Moneypoint, Ireland
3 x 305 MW_e
Circoclean® flue gas
cleaning system

Stakeholder Engagement & Communication

The intensive communication with our stakeholders ensures the sustainable implementation of our CSR- Strategy and the achievement of our shared goals. Doosan Lentjes defines stakeholders as individuals or organizations that have a significant influence on the management of the company. Active mutual communication is enabled through communication channels for each group of stakeholders, and important changes of stakeholder requirements and expectations are examined on a regular and constant basis to reflect to the board of management.

Type of Stakeholder	Individual Stakeholders	Communication Channels
Shareholders 	<ul style="list-style-type: none">Doosan Heavy Industries & Construction (DHIC)	<ul style="list-style-type: none">Personal meetings / video conferencesWorkshopsIntranet
Customers 	<ul style="list-style-type: none">Doosan Heavy Industries & Construction (DHIC)EPC companies / utilities / IPPsWaste management companiesLocal / regional governments	<ul style="list-style-type: none">Roadshows, exhibitions & conferencesPersonal meetings / video conferencesLocal & global trade pressWebsite & social media
Employees 	<ul style="list-style-type: none">Headquarter employeesBranch offices' employeesSubsidiaries' employees	<ul style="list-style-type: none">Staff assembliesHealth & Safety CommitteeWork Council meetingsIntranet
Suppliers 	<ul style="list-style-type: none">National & international suppliersStrategic partnersOccupational medical servicesManufacturers Doosan Group	<ul style="list-style-type: none">Trade showsConventions & experts conferencesPress releases
Local Community 	<ul style="list-style-type: none">Local residentsSocial organisationsNGO's	<ul style="list-style-type: none">Programs affiliated with social welfare centresLocal business forumDoosan Day of Community ServiceLocal media
Government / Authorities 	<ul style="list-style-type: none">Central / local governmentsAuthorities / related organisationsInsurance companies	<ul style="list-style-type: none">WebsiteLocal & global trade pressTrade associations
Competitors 	<ul style="list-style-type: none">National & international competitors	<ul style="list-style-type: none">Exhibitions & conferencesLocal & global trade pressWebsite & social mediaTrade associations



Implementation of the global CSR-Strategy

Sustainability: Clean Energy Generation Solutions

Doosan Lentjes' advanced technologies covering circulating fluidised bed (CFB) boilers, waste-to-energy (WtE) and air quality control systems (AQCS) help customers around the world to efficiently and environmentally-friendly generate power from both renewable and fossil fuels.

Our CFB boiler technology is a proven combustion technology that is also flexible to burn renewable fuel types, such as, biomass which helps to reduce the reliance on fossil fuels in the long-term while improving the environmental performance of power plants.

WtE is an integrated part of the European waste hierarchy thus an important element of a sustainable waste disposal concept. Simultaneously, WtE contributes to an eco-friendly energy generation. The fact that waste volumes can be reduced by up to 90% is a reason why our WtE technology plays a decisive role in efforts to reduce the need for landfill sites which is a milestone to eliminate harmful methane emissions. At the same time, WtE plants produce minimal emissions that are significantly below European requirements as per Best Available Techniques Reference (BREF) documents of the Industrial Emissions Directive (IED). Converting waste into valuable energy also helps to reduce reliance on fossil fuels. And because more than 60% of the waste-borne energy comes from renewable sources, it is largely CO₂ neutral.

Our environmentally-sound flue gas desulphurisation (FGD) solutions have been developed to achieve maximum sustained emissions reduction downstream of a range of different applications, such as, power stations, WtE facilities or industrial plants. With SO_x removal efficiencies of up to 99%, our solutions secure compliance with even the most stringent emissions directives.

We are proud that we make a positive contribution to shaping a more sustainable future for generations to come.

Sustainability

efforts focus on minimising the environmental impact of our operations and prioritising product quality, health and safety.



Strongoli,
Italy



Harlingen,
the Netherlands



Iasi,
Romania



Sustainability: Environmental Management

An environment management system was introduced in 2013 to minimize the negative impact business activities have on the environment, even when considering the economic and technical opportunities, and the prerequisite conditions for ISO 14001:2015 these have been maintained. Doosan Lentjes continuously strives to process environmental and energy resources with a sense of responsibility. Simultaneously, it encourages ecological awareness, while constantly reflecting business activities, reviewing the technology, the means of production used, and complying with all legal standards. Through this, Doosan Lentjes avoids any unnecessary environmental pollution generated due to its business activities, products and services, and also minimizes the risks on people's health, as well as, the environment.

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Sustainability: Doosan Way

We, at Doosan Lentjes, are committed to living our core values that are defined in the Doosan Way. This means that we are focusing on conducting our business activities in full compliance with applicable laws, rules and regulations and strive at continuously improving our social and environmental performance throughout our entire value chain.

Our annually held compliance training developed for all our people ensures that all employees have a full understanding of legal requirements in respect of e.g. anti-bribery and corruption commitments.

As a further consequence we have established our Suppliers Code of Conduct that is based on our corporate values. This Code of Conduct defines our basic requirement in the area of human rights and working conditions, the environment and business integrity and is based on both the Doosan Code of Conduct which is designed to serve the guiding principles for all of us at Doosan Corporation and its subsidiaries worldwide and on the United Nations Global Compact principles which we support.

We value our suppliers as our business partners and strive to build trusting relationships with them for mutual growth and thus we, at Doosan Lentjes, require our suppliers to operate in accordance with the principles in the Code of Conduct and in full compliance with all applicable laws and regulations.

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PROUD GLOBAL DOOSAN



Doosan Way



Sustainability: City Cycling

Following recent years’ tradition, Doosan Lentjes participated once again in the community “City Cycling”, an initiative encouraging people to take the bike instead of the car. In 2017, 20 of our employees took part and cycled more than 4,600 km which is equivalent to roughly 665 Kg CO₂ emissions avoided.

For comparison – our results in previous years:

2015
12 participants
2102 km cycled
298.3 Kg CO₂ emissions avoided

2016
20 participants
4314 km cycled
612 Kg CO₂ emissions avoided

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Sustainability: Safety & Health

Doosan Lentjes regards its employees’ vocational safety and health, as well as, protection of the environment, as its No. 1 priority. By preparing a safety and health management system in accordance with OHSAS 18001:2007, it prevents and minimizes the top risks determined during work, and strives to eliminate the effect on the environment due to accidents, diseases, and operation. Also, it actively studies any dangerous activities and situations performed by or taking place by not only its employees, but also anyone in cooperation with Doosan Lentjes. These include customers, contractors, subcontractors, and suppliers before actively encouraging everyone to participate in solving the issues, achieving common objectives, and proposing measures for improvement. Thanks to such efforts for the establishment of a safety culture, a zero % injury rate was accomplished in the year of 2017.

Sustainability

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Education: MBA Program & Dissertation Support

Four employees of Doosan Lentjes applied and completed the MBA program from the California Institute of Management & Technology in autumn 2017.

This program is supported by the Doosan Corporation and was initially offered in 2014. Since then, Doosan Lentjes has had five employees who received the MBA degree. Scheduled to last 2 years, the program is structured as an online course alongside the job.

Moreover, two of Doosan Lentjes' employees received their doctoral degrees supported by Doosan Lentjes. The support of both doctoral and MBA degrees is part of the companies' engagement in people development.



CFO & CEO compliment the graduates' achievements



Graduates listen to the speech of the members of the board of management



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Education: Girls' Day

In 2017, Doosan Lentjes welcomed close to 20 young women at its premises in Ratingen and let them immerse into the exciting world of energy plant engineering.

With this in mind, the pupils had the chance to take a virtual journey through Doosan Lentjes' reference plants around the globe – a great chance to experience energy in an impressive 360° environment.

During a physical visit of a pilot plant close to the office, the young women got a close insight into the processes of a power plant on a scale of 1:12 – a good opportunity to make the complex processes more tangible and understandable to the young people.



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Community: Doosan Day of Community Service

In 2017, employees at Doosan Lentjes again joined colleagues around the world in corporate volunteering to make a positive contribution to local communities. Close to 45 employees kept the community spirit alive by carrying out a range of social activities including classroom painting, cleaning the Rhine-River area from waste, arranging food for people in need, as well as, supporting socially disadvantaged children.

The activities were part of the Doosan Day of Community Service – a global initiative held once a year and developed to raise awareness of corporate social responsibility among all Doosan employees across the globe.

More than 10,000 people from across several Doosan businesses in 15 countries contributed in the Doosan Day of Community Service volunteering their time in support of local communities.



Employees from Ratingen made jam for people in need at the local food bank



Colleagues located in Radebeul cleaned a park area together with local supporters



Employees based in Ratingen painted class rooms in the adjacent Elementary School



Colleagues from Prague provided gardening works for a social facility

Community
provides us with a framework for making a positive difference in those communities in which we work.

People from Ratingen cleaned local areas from waste



Community: Metro Marathon

In 2017, Doosan Lentjes employees again ran for charity participating in the Metro Group Relay Marathon. On Sunday, 30 April, close to 20 employees from both Ratingen, as well as, Prague met in the city of Düsseldorf to keep the team and community spirit alive.

Same as in 2016, the donations were given to “Ärzte ohne Grenzen” (Médecins Sans Frontières) – an internationally active initiative providing medical care for people in need, e.g. those experiencing the consequences of natural disasters or suffering from local crisis.



Credit: Metro Group



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Community: Make-a-Wish Christmas Tree Campaign & Nicolaus Party

Following last years’ tradition, Doosan Lentjes continued to create a magical Christmas time for young people in need including refugee children and children from low income families. Doosan Lentjes organized several initiatives including a “Make-a-Wish Christmas Tree” campaign and a Nicolaus party helping spread some festive cheer amongst the children.

The annual “Make-a-Wish Christmas Tree” campaign involves hanging children’s wishes written on cards on the tree’s branches allowing Doosan Lentjes’ employees to make wishes come true.

With the Nicolaus party, Doosan Lentjes aspires to make the refugee children and their families feel welcome in their new home – an important experience for most of them fleeing war, poverty and political grievances in their home countries.

Thanks to the great commitment of its employees, Doosan Lentjes continues to support children suffering from poverty and difficult living conditions in Germany.



Mother and daughter with their Christmas present



Nicolas arriving at the event venue



Doosan people who organised the event



Two young boys showing their Doosan surprise bags



Young girl supporting Doosan people preparing waffles



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Community: Book Sale for “Médecins Sans Frontières”

We continue to support social organizations with our book sale donations. Employees have the chance to bring books they no longer require to some canteen based book shelves while in return employees can take the books when paying a small fee. The money collected supports the globally acting organization „Médecins Sans Frontières“ in their efforts to deliver emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural or man-made disasters.

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Doosan Lentjes

Doosan Lentjes is a global provider of processes and technologies for energy production from renewable and fossil fuels. The company's specific areas of expertise include circulating fluidised bed boilers, key technologies for the generation of energy from waste, and flue gas cleaning systems. Doosan Lentjes' technologies have been pioneering energy solutions for 90 years and convert millions of tonnes of waste into energy every year.

The company's Corporate Social Responsibility (CSR) programme is built on three pillars: Education, Sustainability and Community. Education embraces our commitment to people development and to the promotion of science, technology, engineering and mathematics (STEM) subjects amongst young people. Our Sustainability efforts focus on minimising the environmental impact of our operations and prioritising product quality, health and safety. Our focus on Community provides us with a framework for making a positive difference in those communities in which we work.

Doosan Lentjes is part of a powerful combination of companies, united under the Doosan Group to deliver complementary technologies, skills and value to customers the world over.



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