

## **Sustainability Report** IGEPA group 2023





# **About this report**

Welcome to the Sustainability Report for IGEPA group. As one of the leading specialist wholesale groups for paper, advertising technology and packaging, we are determined to take responsibility. We want to make a contribution and operate sustainably.

In this report, we present our understanding of sustainability and the strategic areas of action for our largest market, Germany, which were developed company-wide in the 2022 reporting year. It also presents the governance and consolidated sustainability efforts of IGEPA group in the areas of ecology, economy and social affairs.

The report is based on data from Germany, Austria, Belgium, Luxembourg, the Netherlands, the Czech Republic, Poland, Hungary, Sweden and Norway.

IGEPA group has reported in accordance with the GRI Standards for the period from 1 January to 31 December 2023. The Sustainability Report is published annually. Unless otherwise stated, this report relates to our performance in the 2023 financial year.

We look forward to your feedback! E-mail us at sustainability@igepagroup.com

Further detailed information on our sustainability activities and the GRI Index can be found at: www.igepa.de/nachhaltigkeit





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## Contents

FOREWORD	6
GROUP PROFILE	
UNDERSTANDING OUR SUSTAINABILITY	
GOVERNANCE	12
ECOLOGICAL RESPONSIBILITY	14
ECONOMIC RESPONSIBILITY	18
SOCIAL RESPONSIBILITY	20
PUBLISHING INFORMATION	22



## Foreword

### Dear Readers,

In the 2023 reporting year, our efforts to create a more sustainable economy were heavily influenced by geopolitical developments and macroeconomic trends.

In addition, global discussions about ethical standards and social responsibility in supply chains have continued to increase in importance, driven by various events and movements around the world. Reports of abuses in some global supply chains and initiatives to promote ethically responsible business behaviour have further increased awareness of these issues.

IGEPA group is firmly committed to assuming comprehensive responsibility. We have committed ourselves to actively striving for sustainable development by combining entrepreneurial action with both social and ecological responsibility.

Sustainability is an important component of our corporate strategy and focuses on climate protection and emissions reduction, sustainable procurement, conservation of resources, and social responsibility in the supply chain. We have identified the key topics within these areas of action in valuable dialogues with stakeholders.

The implementation of our sustainability strategy is driven by the Busines Unit Team (BUT) Sustainability Germany, which was expanded to include BUT Sustainability International in 2023. This is because 10 additional IGEPA group companies from various countries are to be integrated into sustainability reporting for the 2023 reporting year.

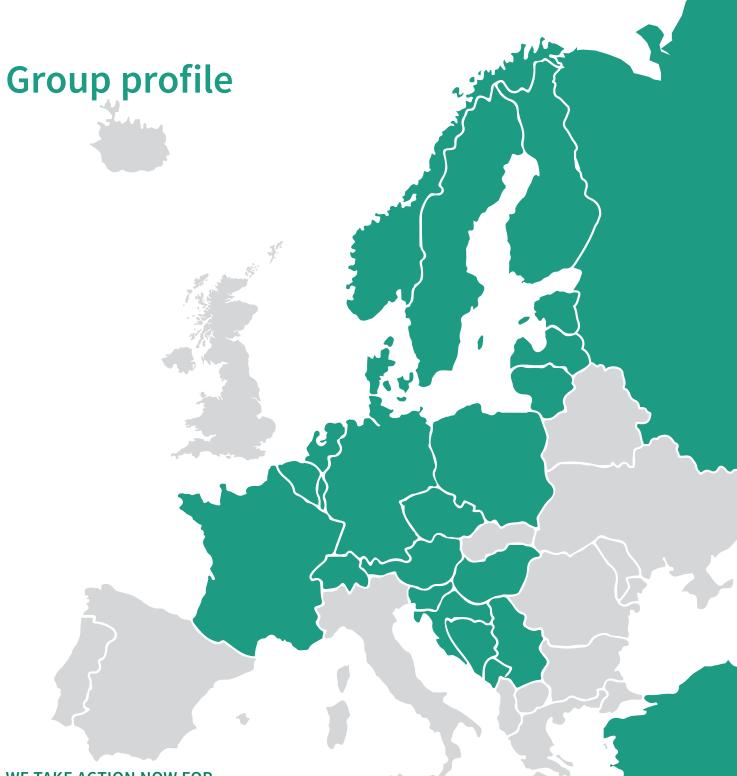
This will also help to expand our sustainability development on an international level. With this in mind, we are determined to continue on our sustainability course and achieve ever better results. We would like to thank our customers and partners as well as our dedicated employees for supporting us on this journey.

With every good wish,

Gunnar Fecken Amir Besic IGEPA group GmbH & Co. KG

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Jwe Müller



## WE TAKE ACTION NOW FOR A BETTER FUTURE

Die IGEPA group was established in 1960. It supports over 80,000 customers from industry, trade and commerce with one of the widest ranges of paper, advertising technology and packaging products in Europe. The companies in the Group represent a standardised alignment while maintaining their independence at more than 79 locations in 23 countries. With around 3,300 employees across Europe, including all strategic partners, IGEPA group generated sales of around EUR 1.9 billion in the 2023 financial year.

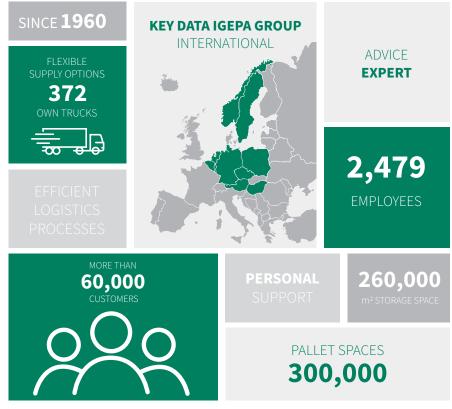
We want to make a significant contribution to the success of our customers with our products and services.



### OUR RANGE OF SERVICES

Our range of services extends from consulting and sales to production, goods delivery and storage through to product finishing. We also offer training courses, seminars and software solutions.

Our working methods are characterised by customer relationships based on trust, direct personal contacts, short distances, and lean processes. Our regional structure and our own logistics help us to reach our customers quickly.



The report is based on data from Germany, Austria, Belgium, Luxembourg, The Netherlands, the Czech Republic, Poland, Hungary, Sweden and Norway.



## **Understanding our sustainability**

### WE TAKE RESPONSIBILITY – WHERE IT COUNTS

The transition to a more sustainable economy is one of the key social challenges of our time. The industries in which the companies of IGEPA group operate are also confronted with a multitude of ecological and social challenges which also leave their footprint – because they are among the energy- and water-intensive industries.

With this in mind, we are determined to take responsibility. We want to make our contribution and strive for sustainable business practices. Our business activities must be inextricably linked to our responsibility towards customers, employees and business partners, but also towards the environment and society. To this end, we want to be active and effective on many levels.

### HARMONISING ECONOMIC SUCCESS AND SUSTAINABLE ACTION

For us, the task is clear: economic success and sustainable action must be harmonised. We want to scrutinise the status quo in order to develop new, better solutions and help shape change. That is why we are working on formulating sustainability as a key guiding principle for IGEPA group.

We don't just want to talk about sustainability, we also want to actively consider, think and implement it in our individual IGEPA group divisions. We are working to create structures and formats that promote sustainable thinking and empower employees to jointly embark on and shape the path of transformation through information and, above all, active participation.

### BUSINESS UNIT TEAM SUSTAINABILITY

Our sustainability officers establish our position in favour of sustainable business practices throughout the company. With the Business Unit Team Sustainability (BUT Sustainability), we are pooling expertise across the individual business units of IGEPA group. In 2023, BUT Sustainability was expanded to include BUT International, as 10 additional IGEPA group companies from various countries are to be integrated into sustainability reporting for the 2024 reporting year.

### SUSTAINABILITY AS A KEY COMPONENT OF OUR CORPORATE STRATEGY

As a retailer, producer, service provider and network partner, IGEPA group forms numerous interfaces between production and end consumers.

We want to fulfil our responsibility in this role. To this end, we have integrated sustainability as an integral part of our corporate strategy. Accordingly, sustainability should be an important criterion in our decision-making processes.

In 2023, IGEPA group joined the UN Global Compact – the world's most important initiative for sustainable and responsible corporate governance. In the first quarter of 2024, all companies belonging to IGEPA group will also join. We are also committed to the United Nations 2030 Agenda and the Sustainable Development Goals (SDGs). With our business model, we can and want to make our contribution to the following SDGs in particular:



Our strategic focus is on reducing emissions harmful to the climate, establishing sustainable procurement, and supporting circular economy concepts. In doing so, we contribute in particular to SDG 12 "Responsible consumption and production" and SDG 13 "Climate action".



### OUR ESSENTIAL AREAS OF ACTION

We not only wanted to determine what impact our business activities and our business relationships have on the environment, society and human rights, but also to find out what expectations and requirements are placed on us when it comes to sustainability.

As part of our materiality analysis, we therefore sought dialogue with internal and external stakeholders and analysed their concerns as part of a transparent and stringent stakeholder management process. To do this, we first identified and categorised potential stakeholders with the help of an internal workshop. The most important groups - in our case employees, customers and suppliers were then surveyed in writing. Over 100 respondents answered our online questionnaire, letting us know which aspects they consider to be particularly relevant for IGEPA group in the context of sustainability and how they rate our performance in this regard. In 2024, we will conduct a stakeholder survey involving the international

IGEPA companies as well. This led to us identifying seven essential topics which we then mapped in our materiality matrix: emissions reduction, use of resources and materials, energy use, respect for human rights, sincere marketing, product safety, and transparency and traceability in the supply chain.

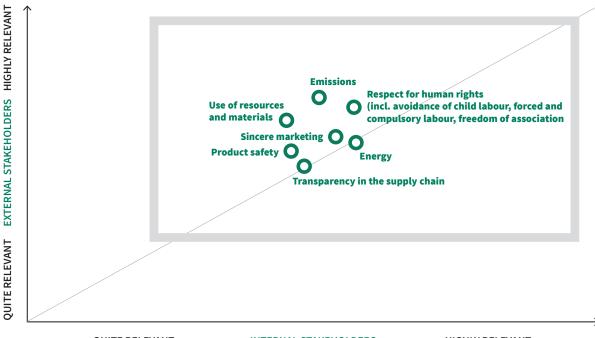
The internal stakeholders considered CO<sub>2</sub> reduction (particularly in the area of logistics), the development of sustainable purchasing, and general resource efficiency to be key issues. External stakeholders largely shared this assessment. From their perspective, emissions reduction and resource efficiency were of particular relevance.

We have built on the topics identified in this way and derived four specific areas of action for our sustainability agenda, where we are focussing our commitment to sustainability: climate protection and emissions reduction, sustainable procurement, conservation of resources, and social responsibility in the supply chain. We endeavour to develop targets, measures and measurable indicators for each area of action. In some cases, we have already set ourselves clearly formulated and ambitious targets – in the area of climate protection, for example. In other areas, we are still in the process of developing them. In a next step, we would like to achieve these goals by means of selected projects and make them quantitatively measurable.

The sustainability strategy will help IGEPA group to clearly record the impact of our business activities from a sustainability perspective, to clearly quantify steps on the path towards sustainability, and to regularly review and adjust the effectiveness of the measures to be introduced. This will enable us to operationalise and manage sustainability in the company even better in future.

The "ESRS-Ready" project was launched for IGEPA group in 2023. The aim is to be able to report in accordance with the new ESRS in the 2024 reporting period. This also includes the expansion of our materiality analysis.

### **SELECTION OF ESSENTIAL TOPICS**



## Our sustainability strategy pursues four areas of action along our supply chain:

### **AREA OF ACTION 1:** CLIMATE PROTECTION AND EMISSIONS REDUCTION

In 2022, we fully recorded our greenhouse gas emissions in accordance with the Greenhouse Gas Protocol (GHG Protocol), for the first time for 2021. We derive measurable reduction targets from this status quo of the greenhouse gas emissions we have determined.

## AREA OF ACTION 2: SUSTAINABLE PROCUREMENT

Procurement processes play a key role in our business model. Our aim is to use our procurement activities to positively and responsibly shape and continuously develop the economic, environmental and social challenges along our value chain that are important to us.

### **AREA OF ACTION 3:** CONSERVING RESOURCES

As a company, we rely on a wide variety of resources in order to carry out our business activities. Our aim is not only to use the resources we need as responsibly as possible, but also to minimise the impact of their use.

## **AREA OF ACTION 4:** SOCIAL RESPONSIBILITY IN THE SUPPLY CHAIN

As a trading company, IGEPA group is part of a global value chain. We want to fulfil our duty of care in the areas of human rights, health protection, and occupational safety. IGEPA group strictly rejects child and forced labour.



## Governance

### STRONG BODIES FOR STRONG DECISIONS

At IGEPA group, we work closely together when it comes to setting ourselves up for a sustainably successful future. This applies both among the trading companies and for every single person in our organisation. Strategic decisions in the economic, environmental and social areas are discussed within the management team – with the involvement of other managers if necessary – and then agreed at the shareholders' meeting. This is made up of the managing directors of our five partner companies.

The shareholder families are also responsible for the selection and appointment of the Management Board of IGEPA group. In addition to the necessary competencies, the expectations and interests of the various stakeholders (including customers, credit institutions and employees) are also taken into account. Although diversity plays an important role for us, there is currently no quota system in place. However, the Management Board selects the managers who report to it according to their professional and social skills.

### STEERING RISKS AND SHARING RESPONSIBILITY

The Management Board is aware of its responsibility to avoid the potential negative effects of our business activities as far as possible or to minimise them – in particular effects on the environment, society and human rights. This entails close observation and assessment of risks. As part of this, from the beginning of 2024, a company-wide supplier risk management system will help to identify external risks at an early stage, thereby enabling timely and effective countermeasures to be taken.

Further information on our responsibility along the supply chain can be found in the section on "Social responsibility". Further examples of risk prevention at IGEPA group are the service level agreements, the regular assessment of industry-specific indices – from raw and auxiliary materials to market prices and transport – and budget volume monitoring. These preventative measures ensure that we fulfil our core task as a distributor: guaranteeing security of supply for our customers.

In some cases, the Management Board has delegated implementation of the sustainability strategy and monitoring of compliance with targets to various managers. In the form of the BUT (Business Unit Team) Sustainability, there is also a committee at the level of the trading companies that is explicitly dedicated to the topic of sustainability. For the entire Group, a specially appointed employee is responsible for driving the topic of sustainability and a regular dialogue within the framework of fixed meetings serves to review and, if necessary, update the topics being worked on and to check the status. As part of these meetings and other internal dialogues and meetings, the Management Board is also informed about critical issues that could potentially have a negative impact on either stakeholders or business development.

### THE GUIDELINES FOR OUR ACTIONS

All of the policies and codes described in this report are established within the organisation and enjoy broad support across the committees. The respective compliance officers of the IGEPA group trading companies are responsible for ensuring compliance with them.

We want to embed sustainable thinking and behaviour throughout the Group. This also means that we not only comply with applicable laws at all times, but also with our own values. Our Code of Conduct (CoC) defines who we want to be in our business relationships and how we act. It applies to all employees of IGEPA group and must be taken into account in our daily work and in all decisions. It includes principles of corporate behaviour on the topics of fair competition, anti-corruption, anti-discrimination, occupational health and safety, environmental protection, and the protection of company property and trade secrets. Our employees can access it at any time via the internal server and the website. Training measures relating to the CoC and the topics covered therein are provided is mandatory for all german employees.

Violations of the CoC will not be tolerated. Serious cases may result in fines, the initiation of criminal proceedings, and/or the assertion of claims for damages and warnings. In particularly serious cases, we also reserve the right to terminate the service or employment contract.



Many companies in our group have established their own mechanisms for potentially critical situations or for reporting any breaches. Our employees also have access to the trading company's Compliance Officer, who also accepts suggestions for improving the complaints procedure. Employees can also contact their line manager in confidence if they suspect unlawful behaviour.

If the route via an internal, outsourced reporting centre is preferred, a law firm commissioned by us will accept questions, suggestions or information confidentially via a hotline, by e-mail or in a personal meeting. External stakeholders can contact the IGEPA group companies directly to report any negative effects of our business activities. We take all reports very seriously and follow up every single one of them in the form of a careful review and evaluation.



# Ecological responsibility

We are convinced that decisive measures are necessary in fighting climate change and that everyone must do their part. To be effective where we exercise the greatest leverage, our trading companies record their energy and resource consumption as well as data on their  $CO_2$  footprint. On this basis, we are able to formulate realistic goals and derive measures to achieve them.

### **EMISSIONS**

We support the United Nations' goal of limiting the man-made global temperature rise to well below two degrees Celsius. We want to contribute to this by considering, thinking about and implementing sustainability in our various organisational units and processes.

We have set ourselves measurable and ambitious reduction targets to reduce our carbon footprint: we are striving to reduce our  $CO_2$  emissions by around 40% by 2030. In order to start in the right places, we first need to know the extent and source of emissions generated by our business activities.

In 2021, we therefore began balancing our greenhouse gas emissions in accordance with the internationally established Greenhouse Gas Protocol (GHG Protocol). In addition to carbon dioxide ( $CO_2$ ), other climate-impacting gases are also taken into account in accordance with the Kyoto Protocol and converted into  $CO_2$ equivalents ( $CO_2e$ ).

*Emissions are recorded in three categories:* 

### **SCOPE 1**

Scope 1 refers to the direct emissions of IGEPA group. As depicted in the diagram, Scope 1 primarily comprises the emissions from our vehicle fleet (trucks and cars) and those from the use of natural gas. The fuel for our trucks, which we use to supply our customers throughout Germany, accounts for the largest share. In the year under review, our Scope 1 emissions amounted to 19,260 tonnes of  $CO_2e$ .

### SCOPE 2

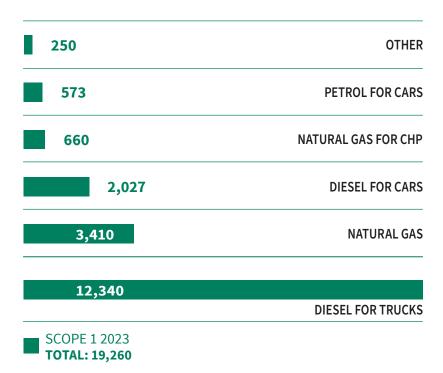
Scope 2 comprises the indirect emissions arising from purchased energy. All Scope 2 data is collected and analysed on a market basis. One measure that serves to reduce our Scope 2 and independently generate green energy is the installation of photovoltaic systems on the roofs of our administrative and warehouse buildings. In the year under review, our Scope 2 emissions totalled 1,342 tonnes of  $CO_2e$ .

### SCOPE 3

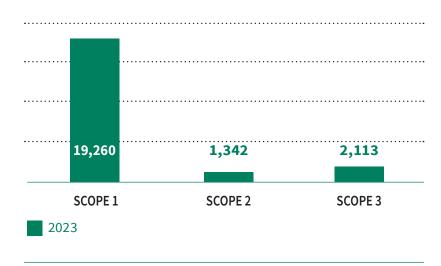
In addition, we are currently already recording the indirect emissions from Scope 3 on a pro rata basis, i.e. those that arise along our value chain but are not subject to our direct control. In the year under review, emissions incurred by our employees travelling to and from work were taken into account alongside those from our business trips. The total emissions in both areas amounted to 2,113 tonnes of CO<sub>2</sub>e in 2023. As a retail company, our hot spots, i.e. the particularly emission-intensive processes, are already located in the upstream chain, mainly in the extraction and production of raw materials. Here, too, we want to actively exert influence in future in collaboration with our suppliers and partners as well as develop specific reduction measures for these areas. Due to a correction of a transport data set, the Scope 3 value for 2022 was subsequently revised and is therefore significantly lower (see 2022 report).



### TONNES CO<sub>2</sub>e



### CO<sub>2</sub> footprint in tonnes CO<sub>2</sub>e: 22,715



We want to actively influence and develop specific reduction measures for these areas in future in collaboration with our suppliers and partners.



### We can initiate effective changes most quickly where we enjoy sole control. That is why we are starting with our Scope 1 emissions and implementing two key packages of measures across the Group, which we have also backed up with specific targets:

As part of the first target, we want to save 5% of emissions from our truck fleet by 2024 by reducing fuel consumption. Various measures are available to our trading companies for this purpose. For example, fleet management software helps us to collect data on our current fuel consumption and use this to determine which adjustments we need to make in order to drive more efficiently and reduce emissions even further. Optimised route planning plays an important role here. Our drivers are also trained to drive in a particularly fuel-efficient manner. Limiting the maximum speed to 80 km/h also helps to minimise fuel consumption on long journeys. So far, we have achieved a 10% reduction in the diesel consumption of our own trucks.

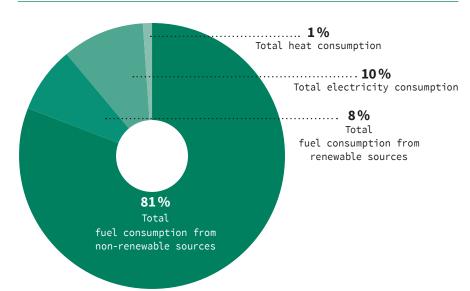
The second project is aimed at increasingly converting our vehicle fleet to electromobility: we plan to convert around 62% of our company and pool vehicles to alternative drive systems by 2025. We have already succeeded in converting 37% to date. In order to achieve our self-imposed goals, we set the initial course in the year under review and installed around 74 charging points. We also purchased 30 new electric cars across the Group. Since 2021, we have already reduced our Scope 1 emissions by around 10%. In Scope 2, we have achieved a reduction of 47% since 2021.

### **ENERGY MANAGEMENT 3**

Another key to lower emissions is to use energy in as smart a way as possible. That is why we want to continue to further increase our energy efficiency using state-of-the-art technology. To this aim, we are investing in modernising our site infrastructure. Our total energy consumption amounted to 248,390 GJ in the year under review.

Energy consumption (in GJ)	2023	
Total fuel consumption from non-renewable sources	272,664	
Total fuel consumption from renewable sources	24,986	
Total electricity consumption	34,592	
Total heat consumption	3,047	
Total energy consumption within the organisation	335,289	

### **ENERGY CONSUMPTION 2023**



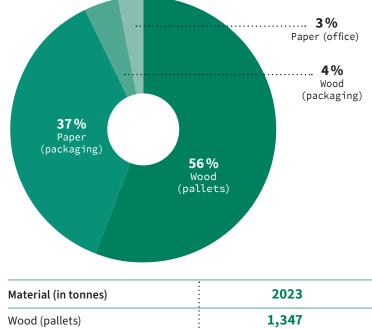
### **CONSERVING RESOURCES**

We want to make a contribution to conserving resources. In view of the fact that we have reached our ecological limits and the responsibility we bear towards future generations, we aim to reduce our consumption of resources as much as possible and ensure that materials are recycled.

According to our latest stakeholder survey, this topic is also of great concern to our external stakeholders. This is one of the reasons why we record our use of materials at all locations. This data shows us that we are heading in the right direction. Around 88% of the materials we use are already renewable, primarily paper and wood. Non-renewable materials include plastic, packaging film, strapping and metal (paint cans). In the long term, we plan to reduce the use of materials across all categories and are currently developing appropriate measures to achieve this goal.

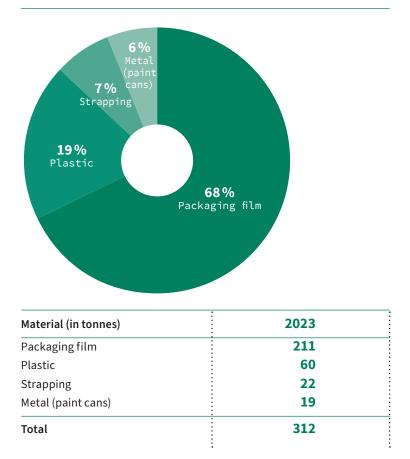
We also see a great deal of leverage in improving our resource efficiency by closing material cycles and thus avoiding waste. In our CoC, we have defined principles and behavioural guidelines that also address the issue of conserving resources. Our work processes are geared towards using as few materials as possible and utilising energy efficiently. We also attach great importance to avoiding, reducing and recycling waste in order to minimise our ecological footprint.

### **RENEWABLE MATERIALS USED**



	:
Wood (pallets)	1,347
Paper (packaging)	878
Wood (packaging)	94
Paper (office)	84
Total	2,403

### NON-RENEWABLE MATERIALS USED





# Economic responsibility

We are committed to our customers and their requirements and it goes without saying that we also adhere to the highest safety standards. In addition, external certifications demonstrate our commitment to transparency and more sustainable product alternatives.

### SAFETY AND LABELLING

As a trading company, we are aware of our responsibility towards our customers and adhere strictly to legal requirements. Product safety and labelling are regulated within the EU by the Product Safety Act and the product labelling obligation. We only buy and sell products that comply with the applicable legislation and are properly labelled. Product safety sheets are of course available on demand.

Products that could harbour potential hazards are of course not only labelled with the corresponding UN numbers and hazard symbols, but are also stored and transported in accordance with strict regulations. Our employees receive comprehensive training in handling hazardous substances. All deliveries are made in accordance with the Ordinance. We regularly check all our products and services to ensure that they fulfil the legal requirements. In the period under review, there were no violations concerning product and service information or labelling.

We place the highest value on the safety of our customers and the environment when procuring products and ensure that there are no health risks. This requirement is also set out in our Supplier Code of Conduct (SCoC), which obliges our suppliers to comply with all applicable provisions and regulations regarding product safety as well as quality and due diligence obligations for all goods supplied.

More details on our voluntary commitments and the SCoC are available in the section on "Social responsibility".



In addition to our internal endeavours, external certifications such as the FSC<sup>®</sup> and PEFC environmental certifications also demonstrate our commitment to transparency, continuous improvement, and reliability towards our customers.



# Social responsibility

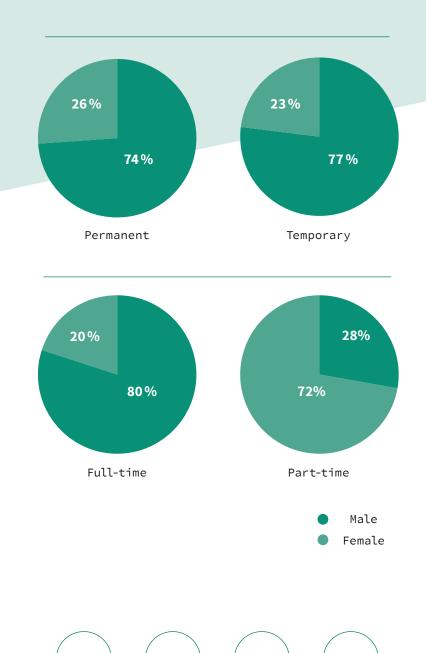
Responsibility towards our employees is an essential part of how we see ourselves. This includes offering them attractive working conditions in which they can realise their full potential. As a retail company, we also focus on the people along our entire supply chain and work closely with our suppliers and partners in this area.

### IGEPA GROUP AS AN EMPLOYER

Our employees are at the heart of the company and play a decisive role when it comes to how we position ourselves on the market and with our customers. With their expertise and experience, they make an important contribution to the current and future success of the company. A total of 2,479 employees work for us across all work for us across all reporting entities. The vast majority of them have permanent employment contracts. Occasionally, for example in times of exceptionally high workloads, we also employ temporary staff, particularly in the warehouse area.

Our employees receive comprehensive training in handling hazardous substances. All deliveries are made accordingly.

### **EMPLOYEES AT IGEPA GROUP**



	Male	Female	Total	2 170
Employees	1,843	636	2,479	2.479
Temporary	119	36	155	_,
Permanent	1,724	600	2,324	TOTAL NUMBER OF
Full-time	1,767	440	2,207	<b>FMPLOYFFS</b>
Part-time	76	196	272	

We do a lot to offer our employees a working environment that is characterised by mutual appreciation and team spirit - enabling everyone to feel that they belong. It goes without saying that this also includes attractive remuneration in line with industry standards: our employment contracts are based on the applicable collective labour agreements. We also offer our employees a wide range of training opportunities through the IGEPA group Academy, which offers both digital e-learning units and on-site training courses. The individual companies also offer individual benefits for their employees.

2023

### RESPONSIBILITY ALONG THE SUPPLY CHAIN

Procurement processes play a key role in our business model. As a retail company, we therefore see it as our responsibility to pay particular attention to ecological and social aspects in the value chain and to exert a lasting influence here. For us, the key to sustainable procurement lies in fair, long-term and trust-based cooperation with our suppliers. The aim is to continuously improve together with our partners.

As we purchase materials, products and services worldwide, we are exposed to various risks along our supply chains. These need to be managed, while at the same time we want to work towards making improvements where we can. To this end, IGEPA group will be providing trading companies with a supplier risk management system for the early identification, assessment, management, monitoring and communication of external risks as of early 2024. It is intended to help identify in good time any risks that could lead to a negative deviation from forecasts or targets or have a negative impact on the achievement of strategic, operational, reporting and compliance-relevant targets. The same applies to risks to our reputation. We work closely with our suppliers to initiate countermeasures and the checks that precede them. They are also obliged to support us if remedial or preventive measures need to be implemented in accordance with the German Supply Chain Due Diligence Act (LkSG).

We attach particular importance to fulfilling our due diligence obligations with regard to human rights, health protection and occupational safety. We strictly reject child and forced labour. Our requirements in this regard are set out in our Supplier Code of Conduct (SCoC), which we formulated and published in the year under review. Since then, it has been an integral part of all supplier contracts and can be viewed on our website.

All of our suppliers undertake to fulfil these principles and to ensure that their own suppliers or subcontractors comply with them. They must also demonstrate that they fulfil the requirements of our SCoC or their own equivalent code and all applicable laws and regulations, including through appropriate management systems, effective risk management, training, and the allocation of sufficient resources. We reserve the right to cancel outstanding orders, suspend future orders and terminate the business relationship with suppliers in the event of violations of the SCoC.

We support all people being entitled to basic rights. Accordingly, we are in favour of the established frameworks and guidelines, which we also incorporate into our corporate policy. For example, our SCoC is based on national laws and regulations such as the LkSG, which we implement in a proactive manner. On the other hand, it is based on international conventions such as the United Nations Universal Declaration of Human Rights, the Guidelines on the Rights of the Child and Business Conduct, the UN Guiding Principles on

Business and Human Rights, the core labour standards of the International Labour Organisation (ILO), and the UN Global Compact.



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