

CSR Policy

Update: 06/20/2023

Nova Trading executes the idea of **responsible business** - it's our choice to develop the Company on the basis of **sustainable development strategy**. We are convinced that only responsible and honest business provides a basis for continued company's progress, environmental protection and social development.

Responsibility towards EMPLOYEES

Work environment

Nova Trading abides by the rules of law which regulate the „employer-employee” relations. Apart from various activities connected with meeting legal obligations towards the personnel, the Company has introduced a variety of additional practices aimed at creating a friendly work environment ranging from good work conditions and care for interpersonal relations to a friendly atmosphere at work. The achievement of the company is an organizational culture built on honesty, respect, kindness and trust.

Mother-friendly Nova Trading

The Company has developed and maintained a management procedure to be followed during a mother's absence (scheduled replacements, method of information exchange and communication during maternity leave, regular updates and current information about the situation at work, etc.). As a result the fear of employment loss has been greatly reduced. Such approach gives the company one major benefit, namely the possibility of keeping qualified women employees who are no longer forced to choose between career and private life.

Transporting employees to work

One of the conveniences used by Nova Trading employees at the headquarters in Toruń is commuting to work by transport provided by the company. There are two bus lines. Buses transport employees to the office building and to the Service Center for the first, second and third shift.

Balance between professional and private life

Nova Trading supports its employees in keeping a healthy balance between their professional and private lives.

Employees can plan their spare time thanks to the following factors:

- regular working hours,
- a company bus (for employees working in the head office in Torun, on every shift)
- processes management,
- production planning,
- work trips planning, etc.

As concerns qualified employees who are away from work for an extended period of time on a sick leave, maternity leave, unpaid leave, etc., the Company arranges a replacement for the term of their absence and ensures a safe return to work.

If an employee changes his or her place of residence for personal reasons, the employee is offered a similar post in one of the branches of the Company as long as such employee is still interested in keeping his or her job with Nova Trading and it is feasible from organisational point of view.

Nova Trading is not indifferent to personal problems of its employees and if a member of the staff has difficulties caused by an illness or an unpleasant accident, the company provides emergency support, among others, from a social fund.

Care for working conditions

Nova Trading provides its employees with very good working conditions in the modern office, production and storage space. Employees have at their disposal the latest technology that allows to perform tasks in a professional manner. The company uses the latest technical solutions to streamline the processes, eliminate mistakes, apply creative solutions etc.

Employees use social rooms with comfy kitchen facilities. Production and warehouse workers have also cloakrooms and showers at their disposal.

Safety

Working environment is a crucial factor influencing the efficiency of employees and their satisfaction with well-done tasks. Therefore, the company makes every effort to ensure each workplace with proper equipment and to meet the OHS and fire protection requirements.

The aim of the company is constant raising of safety standards, enforcing modern security systems and organizational solutions through upgrading office and warehouse spaces, endowing workplaces according to modern standards etc.

Nova Trading conducts training courses on health and safety at work for all employees. Trainings combine theory and practice supported by accidents analysis. Employees are informed about risks occurring on given positions and they are referred for preliminary and periodic medical examinations.

Apart from occupational trainings, OSH specialists employed in Nova Trading organize fire drills, conduct light and noise intensity measurements on different workplaces, equip production and warehouse workers with individual protection securing sight and hearing, and direct employees for specific trainings (e.g. operation of cranes, forklifts etc.).

There is a practice of the first aid training organization for the designated employees. The Company is equipped with 3 defibrillators- one is in the head office and other two in Jaworzno and Warsaw.

Nova Trading conducts OSH trainings for temporary workers and for the companies constantly cooperating.

The Code of Ethics

The Code of Ethics is implemented in Nova Trading. All employees of the company are informed about the benefits of ethical business conduct and about the basic ethical principles applicable in Nova Trading.

The company's Code of Ethics is available on the Nova Trading website, on the Intranet and in the form of a printed brochure. Information about the ethical principles applicable in our company is provided to new employees during induction training.

Whistleblower - REPORT A VIOLATION

In 2022, the website <https://sygnalista.nts.pl/en> was launched, thanks to which all persons, including primarily company employees, can report observed violations of law, irregularities, etc. in the functioning of Nova Trading. In addition to the form on the above-mentioned website, other ways of reporting violations are also provided. An appropriate procedure has also been implemented.

Resources management

As a part of an open access computer system, employees can check the availability of various resources such as company cars, conference rooms, etc. Employees can also use the same module to register their absence at work, apply for a holiday leave, compassionate leave, etc.

The common platform saves time and limits the flow of paper document. Consequently, the solution helped to improve the flow of information in the above spheres.

Company introduced electronic working time system- employees record the start and the end of work on special devices using cards. In this way, paper attendance lists were eliminated and the safety was improved (the access to particular rooms only available to employees and the registered guests).

The Company Intranet site is another platform used for in-house knowledge management.

Intranet

Intranet- a website for internal usage of employees, functions in Nova Trading since 2000. For many years intranet works in a modern form- with attractive graphic design and broader range of information constantly updated. The main goal was to create a platform available to all employees. Intranet combines informational, educational and social functions.

The intranet side provides information about:

- industry-relevant knowledge (articles, training materials, tables etc.),
- ISO documents,
- Health and Safety regulations,
- current record of contact data to all Nova Trading employees and all cooperating companies,
- exchange rates, alloy additions, freight of goods, etc.
- business presentation, Nova Trading advertising films etc.

Intranet allows a quick access to forms and applications that are valid in the company. In this way, the time for searching information is reduced and there is no need of assistance of other people.

In the intranet employees can search for photos of corporate events (company parties, trainings), information concerning actual contests, charity actions, availability of tickets for concerts etc. Thanks to the Intranet employees have a possibility to integrate and build good relations.

Intranet is updated on a regular basis. Some employees from different departments are involved in editorial work. The marketing and the IT departments administrate the website.

System of information monitors in Nova Trading warehouses

Since 2021, a system of monitors has been operating in Nova Trading warehouses, on which current information about the company's life is broadcast. Monitors, as a new information medium, are intended to improve communication in the company.

Training system

Each new employee is covered by a system of compulsory (required by law) internal trainings in areas such as workstand training, health and safety training, etc. Office personnel attends additional trainings concerning the areas covered by various Nova Trading departments so they can have a better view at the Company as a whole, know procedures and responsibilities of individual staff members, obtain knowledge about the range of products and services on offer, are familiar with market situation, etc. During the introductory trainings, new employees also have an opportunity to meet the Board of Directors of the Company.

Long-serving Nova Trading employees attend external trainings in the areas related to their duties. Such trainings are held depending on the current needs.

The Company puts great emphasis on training of workers in the field of specialized knowledge in the area of stainless steel and aluminium- its grade, physical and chemical properties etc.

Nova Trading also holds trainings on health and safety for temporary employees and for all cooperating companies. What's more, first aid training is given to a number of selected employees.

Employee education subsidies

Nova Trading fully or partially covers the costs of education undertaken by its employees. Each application for subsidies in this area is examined individually. One criterion taken into consideration is the close relation between the field of education and the range of duties / the nature of work performed by the applicant. The company provides employees with access to the professional magazines and expert literature. It also subscribes specialist journals according to the requirements of each department.

Traineeship and training periods at Nova Trading

The Company assists pupils and students in gaining knowledge and skills useful for their future professional career.

Traineeship and training periods are organised at the Purchase Department, the Marketing Department, the Logistics Department, the Sales Department, and the Administration Department.

The first step one needs to make to start a traineeship or a training period at Nova Trading is submitting a CV and a cover letter to the Human Resources Department or directly to the Head of a given department. Trainees are accepted depending on the current needs of the Company, both during holidays and school / academic term. Apart from performing some assigned tasks, trainees are also trained in the specific field of their department.

Common celebration

There are several events that are celebrated every year- St. Nicholas Day, Fat Thursday, Women's Day and Boy's Day. We also celebrate going into retirement of each employee or 25th jubilee of work in our company.

Common celebration supports departments integration, creates good working atmosphere and helps to get to know each other from the private side.

„After hours” – supporting employees' activity

Many Nova Trading employees have interesting hobbies such as photography, running, cycling, mountain climbing etc. Their achievements are an inspiration for others. On the Intranet side employees can share their hobbies, achievements, travel photos etc.

Nova Trading encourages its personnel to pursue the idea of active free time by the following actions (depending on current pandemic situation):

a/ Multisport Card

The company offers partial financing for the purchase of Multisport cards giving access to the best sports facilities across Poland. With the card the personnel can use services including fitness training, body building gyms, swimming pools, ice rinks, climbing walls, dancing courses, martial arts, etc.

b/ Volleyball

At the end of 2014, employees came up with an initiative to start an internal company volleyball league. This created an opportunity for the personnel to visit a gymnasium rented especially for this purpose once a week.

c/ Nova Trading football representation

In 2017 a football team representing Nova Trading was set up. The company supports its club by e.g sports outfit purchase, covering the costs of taking part in tournaments etc. Nova Trading team plays in a Polish companies' inter-branch football tournaments and „Futbol-Arena” games.

d/ Runners Club

In June 2015, the runners club “Stale biegam” [“I run constantly”] was formed. Everyone who decides to join the club receives financial support to cover the participation fees for individual races as well as special t-shirts with the “Stale biegam” logo. The runners club functions at Nova Trading headoffice in Torun and Silesian branch office.

e/ Cycling Club

In October 2017, Nova Trading employees came up with an initiative to start a cycling club “Zakręćeni na stale” [“Still Turning”]. The club members get the sports outfits and a partial financial support to cover costs of participation in races. The successes of the club are possible due to employees commitment. They enjoy the fun of it, share their passion with others, make efforts to organize joint workouts and participation in cycling events.

e/ Ice Swim Club

In December 2020 the „Stale w wodzie” [„Steel in water”] club was created. The club brings winter swimming enthusiasts together. Nova Trading provides club's members in ponchos, hats and gloves.

f/ Motorcycle Club

In 2022, Nova Trading „Rhino Rhiders” Motorcycle Club was founded. In June 2022, club members had the opportunity to go on an integration trip to the Sowie Mountains.

Nova Band

Nova Band exists since 2013. The band is composed of Nova Trading employees who share passion for blues and rock. The costs related to concerts preparation (room and equipment rental) are covered by Nova Trading.

So far, Nova Band performed at the opening of a new branch office in Jaworzno, during integration parties, trade fairs for clients and, for a broader audience, at the World Music Day held by Toruńska Agenda Kulturalna. The band gave a performance at a branch conference during Innovations-Technologies-Machines Fair in Poznan/Poland and „Stainless” Trade Fair in Brno/The Czech Republic. Nova Band played on stages of many famous music clubs in Warsaw, Gdansk, Katowice and Wrocław. In 2020 the band released its own album (!).

More: <https://nova-band.nts.pl/en/nova-band-3/>

Nova Trading cares for employees's children

For several years „Nova Trading Children's Gallery” project is implemented. Each month there is an exhibition of the works of art of one child. At the end, the author receives prizes and a certificate confirming the exhibition. Children have opportunity to take part in cyclical art contests organized by the company.

Employees and their children may participate in „Symfonika Familijna” and „Czas dla nas” cyclical concerts organized by the Toruń Symphony Orchestra. Through a cheerful play children learn how to listen to the music, get familiar with music instruments and discover the beauty of polish and other nations' culture.

Preparations of packages for Christmas is the Company's tradition. Usually, gifts are handed at the meeting with Santa Claus.

From 2023, it is possible to co-finance organized summer holidays for employees' children from the company's Social Fund.

Charity events

For many years, Nova Trading has been organizing charity campaigns in which employees are actively involved - collections of money, toys, clothes for children, blood donation campaigns for the sick, etc. are organized. Most often, their initiators are the employees themselves, who are not indifferent to the needs of others.

Responsibility towards customers and contractors

Always on time

Nova Trading provides its customers with opportunities for optimisation of storage costs and minimisation of capital investment in production facilities (just-in-time deliveries) by offering wide range of mill products available directly from the warehouse as well as efficient logistics and frequent shipments of goods to predetermined and fixed destinations. The Company becomes not only a supplier but a permanent and reliable link in the chain of supplies.

The customers of Nova Trading have stated that the greatest assets of the Company included its reliability, punctuality, diligence and a sense of responsibility. All this is possible due to good communication along the network including the Purchase Department, the Sales Department, the Service Centre, the Warehouse, the Logistics Department and freight forwarders cooperating with Nova Trading.

Widening the scope of services and materials

For many years Nova Trading consequently implements a service center development strategy- widening of the scope of service and availability of materials. Today, the Company invests in the purchase of production lines and increasing warehouse area. Thanks to new devices Nova Trading may offer a full service- delivery of ready elements in a shorter time and on more favorable terms.

Nova Trading still develops the production quality that is performed on the existing units- new line elements are mounted to get better grinded surface, reduce waste etc

Nova Metale

In 2017, a sister company of Nova Trading was established under the name of Nova Metale. The aim of the company's activity is to conduct production activities in Ostaszewo in the Pomeranian Special Economic Zone, where a modern plant producing stainless steel and aluminum components for customers from various industries was established.

Thanks to the investment, the time of order execution and delivery of goods to customers has been shortened, and the availability of stainless steel and aluminum materials has improved.

Technological solutions for clients and suppliers

Nova Trading is constantly searching for new technological solutions that will affect the increasing of the customer service level. Improving the production process, storing, goods dispatching.

The company has introduced the „DC Awizo” system that directs the movement at the dropoff. The application allows suppliers to notify a „time window” for unloading gate which speeds up the process of distributing the material.

For several years the Company uses a system of bar codes according to the international GS1 standard. The GS1 standards allow free and safe flow of products, services and information. They also guarantee effective exchange of goods and data between companies. The final result of using the system is closer cooperation between the company's partners and improving the competitiveness regarding the chain supply by the improvement of the „paperless” trading process.

B2B online platform

In 2018 the „B2B” online platform was created. The platform allows a remote sales supported by a „Business-to-Business” model. The chosen clients have an immediate insight into the current commercial offer which shortens the ordering and delivering process. Each year more innovations and modules are implemented.

e-invoice

In 2021, an electronic invoice circulation system was launched. On the Nova Trading website there is an e-invoice tab, through which customers express their willingness to receive electronic invoices from Nova Trading. Also, companies cooperating with Nova Trading can (after completing the necessary formalities) send e-invoices issued to our company to the e-mail address provided.

Customer dialogue

Nova Trading operates an electronic system of client’s satisfaction. A specially prepared website contains a questionnaire which may be accessed by the chosen clients. Each year, the level of satisfaction on European markets is investigated. Customers are interviewed about their opinions on the quality of the products on offer, products availability, professionalism of services, complaints handling procedure, etc. The survey outcomes are presented to the Board of Directors, the management, and a group of employees so as to eliminate the shortcomings indicated by the customers.

Safety

Nova Trading introduced information leaflets for delivery vehicle drivers. The brochure contains information concerning safety rules on the storage area and reminders about using the helmets and safety vests. Specially designed COVID -19 instructions concerning obligation to disinfect hands and wearing face masks are placed in visible places.

Before entering service center visitors are obliged to familiarize with OHS instructions for clients and guests. Instructions show the most important risks and rules in storage facilities and production areas.

The key role of the Quality Department

Nova Trading department of Quality is composed of well-qualified and highly experienced specialists. The department is responsible for the implementation of the best quality of products and service by controlling the material at each stage- from taking it to storage, by evaluation of usefulness, ending with releasing it for sale. The low complaint index proves how important the quality is for Nova Trading.

Educating the market

Nova Trading takes measures to increase the market capacity hindered by inadequate knowledge, lack of experience and poor access to information.

Having established an information base on its website and distributing printed trade materials published by various branch institutions, the Company educates the general public on stainless steel and aluminium.

As a member of the Stowarzyszenie Stal Nierdzewna* (Stainless Steel Association) and the Polish Aluminum Association, Nova Trading financially supports the organisations in their activities focused on promotion of stainless steel and education of the market. The Company co-finances free trade trainings, the Internet site, the SSN stands at various fairs and conferences as well as publishing of specialist manuals and booklets.

As a result of all these activities, knowledge of stainless steel and its products is more widespread and customers have a better understanding of how to work with this specific material. The long-term consequences of such approach include growth of sales, increased number of customers, and improved cooperation and communication with business partners.

Activity in trade circles

Nova Trading is actively involved in the trade it deals in. The objective of the involvement is to further develop the market and to bring mutual benefits for all companies distributing stainless steel in Poland. An illustration of the active involvement of the company in the stainless steel industry is the participation of the Directors of the company in various trade seminars as lecturers during which they share their view about the current market situation, point out business obstacles and suggest various remedies to overcome trade difficulties.

Moreover, various representatives of the company frequently appear in the media as experts on stainless steel market (press and Internet articles).

Nova Trading is also an active member of the Stowarzyszenie Stal Nierdzewna* (SSN). The regular cooperation with this body consists in providing reports on prices of some products as well as presenting the stance of the company with regard to various issues and problems.

Relations with Contractors

Cooperation with contractors enables everyday business operations of Nova Trading. We appreciate the contribution of our Partners in the Company's development. When making purchases, we try to find a steady, reliable source of supply. We are focused on a long-term cooperation.

Responsibility towards environment

The environmentally friendly aspect of the increasingly widespread use of stainless steel in industry and everyday applications has been given particular prominence by Nova Trading in its newly adopted “Policy – Company’s Mission” (the document is available online). The Company’s environmental protection activities are controlled by the responsible department and during internal and external audits (DNV Poland). So far, the Company did not receive any complaints concerning its products and activities related to environmental protection.

Green product

Whenever possible (during trainings for employees / customers, etc.) we emphasise that one of the advantages of the products we provide is their environmentally friendly character – stainless steel is certified for use in production of facilities having contact with food and water and is a completely environment- and human-friendly material.

Using stainless steel, we avoid the necessity of applying paints and other anticorrosive coatings which are environmentally harmful (emission of harmful substances into atmosphere while drying).

Stainless steel finds application in various environmental facilities and systems such as sewage-treatment plants, filter and catalytic converter production processes, etc.

Long life of stainless steel products saves energy by reducing and limiting production processes; such is the case with stainless steel exhaust silencers, which can be used without maintenance throughout the vehicle’s life, while silencers made of other materials need to be replaced on a number of occasions during the same time.

Stainless steel can be recycled easily (scrap material is remelted). The processing of stainless steel scrap is economically viable, technically verified and actually implemented. Each stainless steel item includes approximately 85% of recycled material.

The Company promotes its services in cutting of non-standard stainless steel and aluminium sheets pointing out to customers the advantage of absence of scarp material and a lower price for the form fitting perfectly further down the production process.

Care for the environment

Supervise all processes within the Company with regard to their impact on the environment, to keep records of waste disposal management, to cooperate with recycling companies, etc.

Nova Trading, as one of the few, holds a certificate confirming implementation of the environmental management system according to standard ISO 14001:2015- both in Service Center and in Company's branches.

At each stage of production activities, the Nova Trading Service Centre controls and reduces the impact on the environment through the following measures:

- use of state-of-the-art solutions in production lines which are to prevent environmental pollution (e.g. air filtration system in sheet and coil grinding machines, coolant filtration system in pipe and section grinding/polishing lines, etc.),
- reducing the amount of stainless steel and aluminium waste,
- usage of the damaged material- Quality Department tries to use the damaged material by requalifying it to a lower quality material or allocate it for another use,
- segregation, recycling and management of production waste in cooperation with the companies authorized to waste collection,
- recovery of paper packaging and plastic,
- reworking of wood pallets into non-standard sizes- wood waste reduction,
- the improvement of pallet returns to the client, reusability of the damaged pallets.

Nova Trading Service Center owns a treatment plant for rainwater and surface water coming from its area. The clarified water is subjected to cyclic tests.

The Company invests in thermal insulation of its objects leading to energy and fuel savings. In each object a modern design solutions for gates and entrance doors have been applied to maximize the tightness and energy conservation. The Company uses modern heaters and low-emission boilers powered by natural gas to heat the production facilities. These devices are systematically serviced, and the gas consumption is regulated and optimally adjusted to the outside temperature.

The Company selects low CO₂ emission vehicles as company cars. There are a few hybrid cars used by employees. Moreover, Nova Trading gradually replaces gas driven forklifts with electrical ones.

The Company's owned vehicles undergo regular checks of technical condition, engine oil services and tyre changes in Authorised Service Stations. These actions affect an optimal usage of each car and, as a result, reduction of environmental pollution.

Transportation Logistics is also based on environmental assumptions. Each route is planned with maximum usage of load capacity which minimizes fuel consumption.

As concerns office work in the company, Nova Trading employees limit printing by using an electronic system for transfer of information and documents (e.g. Electronic Invoice Flow) and double-sided printing. Additionally, electronic attendance lists, e-delegations or e-surveys have been introduced to limit the use of paper. Defective electronic equipment, fluorescent lamps, used toners and batteries are handed over to recycling companies for processing. The generated waste is sorted.

Own apiary

In 2022, the company established its own apiary on the premises of Nova Metale. Four bee families are looked after by the Toruń Pszczelarium Foundation.

Bearing in mind the importance of bees in the ecosystem, we have also engaged in educating the public on this topic. Thanks to cooperation with the Foundation, we organized beekeeping workshops for Nova Trading employees and their families, during which all interested parties had the opportunity to learn about issues related to bees, hive care, etc.

ECO Business Certificate

The Nova Trading branch in Silesia received a certificate from the local electricity supplier, TAURON, confirming that the electricity supplied there in 2022 came entirely from ecological sources. We try to ensure that our activities have the least possible impact on the natural environment.

Responsibility towards LOCAL COMMUNITY

Internships in the Company

The Company is open to co-operation with schools and universities in the area of traineeship and apprenticeship running a Days of Entrepreneurship programme and offering traineeship and training periods for students.

Sponsoring and charity work

According to the sponsoring policy in place, Nova Trading supports only sport and cultural events taking place within the region of Torun.

What's more, Nova Trading supports local foundations and school and church organisations in their efforts to implement various projects by cash and in-kind contributions.