



Our Commitments

INFORMATION LETTER TO CUSTOMERS



Dear Customer,

The purpose of this document is to provide you with answers to frequently asked questions with regards to our approach to Sustainability and Ethics and the LAT Nitrogen quality and environmental management systems.

As we maintain numerous contacts with external parties, we receive on a regular basis inquiries to respond to or to sign third party code of conducts, reply to sustainability self-assessment questionnaires or to fill in customer forms. Responding to each of these individual inquiries whilst ensuring full accuracy of the information provided, goes beyond our resource capabilities. Likewise, committing to and signing a third party code of conduct next to our own Ethics Policy would require a full legal upfront assessment of each individual third party Code of Conduct and its possible consequences or impact for LAT Nitrogen.

We therefore trust you understand that we can submit you with standard information as stated in this document. We are available to answer specifically on topics not covered in this document.

Besides this document additional information can be found on our website www.lat-nitrogen.com

Kind regards,

Martin Lackner
Quality Manager LAT Nitrogen



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1. LAT Nitrogen's Business Activities and Applications

LAT Nitrogen is a leading European provider of nitrogen-based products in the fertilizer and industrial chemical market. The company was created through the acquisition of Borealis Fertilizer, Technical Nitrogen and Melamine business by AGROFERT in 2023. LAT Nitrogen employs nearly 2,000 employees across Europe and has production units located in Austria, France and Germany. The company has an extensive warehouse and commercial network in Western, Central and Eastern Europe. Details about our production locations can be found at the end of this document.

Our owner AGROFERT, with its head office in Prague/Czech Republic, is one of the leading enterprises in the Czech Republic and Central Europe having international operations in multiple industries spanning from specialty chemicals and fertilizers to agriculture and food production.

AGROFERT's success is created by almost 31 thousand employees who work together in 15 countries on 3 continents around the globe. All activities are in strong connection to regions where AGROFERT operates. AGROFERT builds its strategy on sustainable, long-term relationships with high added value and on deep respect to natural environment which they are part of.

Please find further information at www.agrofert.cz.

2. Legal compliance and Ethics

LAT Nitrogen's commitment to Legal Compliance and Ethics

- LAT Nitrogen considers the Ethical conduct of its business, as well as Legal Compliance including Data Protection as being of paramount importance. Hence, LAT Nitrogen has issued a code of conduct named [LAT Nitrogen Ethics Policy \(please find attached\)](#), which incorporates the above mentioned principles and standards.
- LAT Nitrogen follows a zero tolerance principle when it comes to corruption.
- LAT Nitrogen adheres to all international Compliance rules and regulations.
- LAT Nitrogen clearly acknowledges its corporate responsibility and ethical business conduct and strives to observe [the Ten Principles of the United Nations Global Compact](#), the International Bill of Human Rights, relevant International Labour Standards issued by the International Labour Organization and the OECD Anti Bribery Convention when doing business.



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- LAT Nitrogen has a zero-tolerance approach to violations of human rights especially modern slavery and is committed to apply only ethical, legal and transparent practices in all of its business dealings and relationships.
- LAT Nitrogen has implemented a state of the art compliance system with corresponding tools and policies , which cover the compliance with the US Foreign Corruption Practice Act - FCPA, UK Bribery Act, the UK Modern Slavery Act, and other applicable laws wherever we do business.
- LAT Nitrogen is highly aware of the importance of data protection and therefore complies with all requirements of the relevant data protection laws (in particular the EU General Data Protection Regulation - GDPR). Please find the current Privacy Policy under the following link [Privacy Notice \(lat-nitrogen.com\)](https://www.lat-nitrogen.com/Privacy-Notice)
- LAT Nitrogen carefully evaluates its business partners before engaging them and expect them to conduct trades and deals in an ethical and compliant manner in accordance with our [LAT Nitrogen Ethics policy for business partners](#).

Please see on our ethics website ([Compliance & Ethics \(lat-nitrogen.com\)](https://www.lat-nitrogen.com/Compliance-&Ethics)) including our Ethics Policy for business partners.

Human Rights

As mentioned above of this document LAT Nitrogen created a suitable code of conduct called “Ethics Policy” with a strong focus on ethics from a human resources perspective. This is essential for fostering a positive workplace culture and ensuring compliance with local and international regulations.

■ Equal Employment Opportunity

- Commitment to providing equal employment opportunities regardless of race, gender, age, religion, disability, sexual orientation, or any other protected characteristic
- Inclusion and diversity initiatives to promote a diverse workforce
- Policies against discrimination, harassment, and retaliation

■ Workplace safety and well-being

- Ensuring a safe and healthy working environment
- Promoting the well-being of employees by adhering to all applicable regulations

■ Respect for Human Rights

- Compliance with international human rights standards, zero tolerance for forced labor, child labor, or any other human rights violations



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■ Employment Conditions

- Clear policies regarding working hours, breaks, and overtime
- Fair compensation practices, including equal pay for equal work
- Respect for labor rights and collective bargaining

■ Privacy and Data Protection

- Protecting the privacy and personal data of employees
- Compliance with data protection laws and regulations

■ Conflict of Interest

- Guidelines for identifying and managing conflicts of interest
- Procedures for disclosing financial interests, relationships, or other potential conflicts

■ Whistleblower Protection “Tell us”

- We are encouraging employees to report any unethical behavior or violations of the code
- Providing a mechanism for employees and external stakeholders to report misconduct or ethical concerns without fear of retaliation
- Ensuring confidentiality and appropriate follow-up on whistleblower reports

■ Training and Development

- Investment in employee training and development
- Encouraging continuous learning and career growth

■ Employee Benefits

- Clearly defined employee benefits based on the local market benchmarks
- Compliance with applicable labor laws regarding benefits

■ Enforcement and Consequences

- Clearly defined consequences for violations of the code of conduct, including disciplinary actions
- A fair and transparent process for investigating and addressing violations

■ Leadership Commitment

- Demonstrated commitment to the code of conduct by company leadership
- Leading by example in ethical behavior and decision-making

■ Review and Feedback

- Encouraging employees to provide feedback on the code of conduct
- Regular reviews and updates based on feedback and changing business needs



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3. Quality Management System

LAT Nitrogen's Commitment to Quality

LAT Nitrogen's commitment to quality is laid down in its Quality Policy, which is company-wide embedded in our activities.

- Quality and customer satisfaction are the responsibility of all employees.
- We achieve customer satisfaction through efficient business and manufacturing processes, managed and executed by competent people with the right attitude and behaviour promoting our Goal Zero mindset.
- We improve continuously and seek nimble solutions in order to fulfil the customer's today and future needs.
- Whenever we fail to satisfy customer expectations we do our utmost to recover customer confidence and to avoid that the problem occurs again.

An indispensable requirement to achieve this is a well-established integrated management system, which captures all controlled documents for quality, health, safety, security, environment and energy. The management system is complemented by competence building as well as sharing know-how and expertise through e-Learnings, new employee introductions and continuous awareness, e.g. via a complaint and quality incident action monitoring system.

The Quality department is the owner and ensures accessibility and that all documents are regularly reviewed. The compliance of the management system is monitored by performance indicators and verified frequently through internal audits and management system reviews with top management involvement.

Conformance to ISO standards are regularly audited by independent third party certification bodies, in addition local authorities and major customers are frequently auditing LAT Nitrogen locations. The most recent certificates can be downloaded from our [company website](#).

LAT Nitrogen complies in all European locations to the ISO 9001, ISO 14001, ISO 50001 requirements and Fertilizers Europe's Product Stewardship program. Depending on the product application or legal requirements, some LAT Nitrogen locations are additionally certified according to FAMI QS and/or Kosher.

Next to the integrated management system, LAT Nitrogen has implemented a company-wide system and process for continuous improvement to drive learning and best practice sharing beyond the common place standards, see chapter 2.4 for more details on this matter. Customer satisfaction is monitored regularly via customer surveys and supported by an integrated complaint management system.



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Product Traceability

LAT Nitrogen operates a system of product traceability by SAP as a core tool. The effectiveness of this system is frequently evaluated.

Customer Complaint Process and Corrective and Preventive Actions

LAT Nitrogen established processes are driven by a Goal Zero mind-set and safeguarding delivery of conforming products.

Despite a tightly integrated set of controls before, during and after production, customers might still not be fully satisfied with the products and services LAT Nitrogen delivers. In such cases, LAT Nitrogen uses a formalised customer complaint handling process, recognising that effective complaint handling can enhance customer relationships and customer satisfaction. Each complaint is taken seriously and seen as an opportunity to learn. Our intent is to solve the customer's problem and correct the immediate cause of the defect, offer an appropriate compensation for the inconvenience caused when a complaint is justified and take the necessary actions to avoid that defects causing complaints occur again. Thus the information obtained through our complaint handling process helps LAT Nitrogen to improve its products, services and processes.

Continuous Improvement – The Better Way

Continuous Improvement is a mind-set embedded in our culture. The core principle of Continual Improvement is the regular critical evaluation of our processes, which leads to the identification, reduction, and elimination of suboptimal processes. The related efforts seek incremental improvement over time or breakthrough improvement all at once.

In LAT Nitrogen, we use an internally developed methodology called “The Better Way”, which bases on the Six-Sigma approach and consists of the following elements:

- Employing a structured 5 step process (Define, Analyse, Solve, Implement and Review) to address issues in a systematic matter
- Involve the organization and employing a team based approach
- Using a selection of consistent, reliable tools
- Promoting knowledge sharing



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The TBW methodology is our way to systematically improve products, services and processes within LAT Nitrogen. It is used for complex projects but also for small improvements at local production and logistic sites. In this broader sense, all processes & tools, which lead to a sustainable improvement of the company, are included, such as (but not limited to):

- Idea management
- Incident management & near misses
- Waste elimination
- Internal audits
- Customer audits & feedback (including complaint handling)
- Certification & authority audits
- Management System Review
- Improvement/change projects

This supports the company's guiding principle that continuous improvement is the responsibility of each employee.

4. Sustainability and Product Stewardship

LAT Nitrogen's Commitment to Sustainability

LAT Nitrogen understands Sustainability as business imperative, and an opportunity to grow and to improve. Sustainability at LAT Nitrogen is rooted in the company's values (Safety, Respect, Engagement).

LAT Nitrogen's sees health and safety as well as the protection of the environment at the core of its business. As such, we are committed to the Responsible Care Initiative and have implemented an integrated health, safety, environmental and energy management system.



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- LAT nitrogen is committed to fulfilling the provisions of the Responsible Care Global Charter and acting as a leader in the environmental performance and product stewardship. This commitment is supported by an annual process of HSE&Q target setting and reporting.
- Full compliance with applicable health, safety and environmental regulations on European and National level as well as our operating permits is expected and is the foundation of ensuring a good relationship with the communities we work in.
- LAT Nitrogen believes that all accidents and environmental incidents can be prevented and we work continuously to improve in order to reach our ultimate goal of zero incident.
- LAT Nitrogen is aware of the imminent risks of climate change. We support and follow the decarbonation goals of the EU and the countries we operate in.
- LAT Nitrogen is working continuously on energy optimization aiming at a 20% reduction of our energy consumption from 2015 to 2030.
- We are open to use all available technologies to eliminate the greenhouse gas emissions from our plants and reduce or emission already significantly by 2030. Currently, we have started several studies leading to significant investments in the coming year to produce green fertilizers.
- It is our firm intent to produce climate neutral latest by 2050.
- LAT Nitrogen applies the 21 criteria based on internationally recognised sustainability standards (ISO26000) according to the ECOVADIS scheme.

LAT Nitrogen is currently assessing the possibilities to reobtain an own ECOVADIS certificate and it will be a pleasure to inform our business partners about the new certificate as soon as the assessment process is finished.

LAT Nitrogen's Commitment to Product Stewardship

As a member company of Fertilizers Europe, LAT Nitrogen is fully committed to its Product Stewardship Program. The program specifies best practice operations for management of safety, health, environment and security in sourcing of fertilizer materials, fertilizer production and storage, and in the supply chain to the farmer. It covers mineral fertilizers, their raw materials and intermediate products.

The term "Product Stewardship" is for Fertilizers Europe to a large extent the same as "Responsible Care" and covers many aspects of "Sustainable Development". It takes account of the whole life cycle of a product from product development to application. Fertilizers Europe Product Stewardship Program qualifies to the most advanced level of product stewardship programs established by [Fertilizers Europe](#) and its implementation is verified by regular third party audits organized by Fertilizers Europe.



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LAT Nitrogen's Commitment to REACH

LAT Nitrogen aims to ensure a high level of protection for human health and the environment from the risks that can be posed by chemicals. Thus, LAT Nitrogen is fully committed to fulfil its legal obligations and is in full compliance with REACH and works closely with its customers and suppliers to ensure the safe use of its products.

5. Supply Chain Management in Fertilizer, TEN & Melamine

General information

LAT Nitrogen has established forums and systems to manage customer requirements, complaints and feedback. A target setting process is well integrated to ensure that targets are set, measured, reviewed and corrective actions taken. To ensure customer satisfaction the LAT Nitrogen order-to-delivery process is continuously improved:



Supply Chain Management in Fertilizer, TEN & Melamine

Manage Raw Materials

- LAT Nitrogen uses only raw materials with pre-defined and approved raw material specifications.
- LAT Nitrogen uses only approved suppliers for raw material deliveries.
- LAT Nitrogen regularly evaluates its suppliers.
- Incoming raw materials are evaluated and approved prior to the use.

(see for more details: [Ethics policy for business partners.](#))



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Production of Fertilizer, TEN & Melamine

LAT Nitrogen internal Product Identity Cards (PIC), describe quality control characteristics as well as compositional parameters. Measurement equipment is controlled via calibration plans. Preventive maintenance plans ensure appropriate conditions of the facilities. After production, a representative sample is taken. Characteristics defined in the control plan are measured. Final products are released based on the quality control results. Samples and analytical results are retained as described in the quality procedures.

Pack & Store Products

Packaging and storage of finished goods are done according to product and customer requirements. Pest control systems are in place where required. LAT Nitrogen utilizes SAP to follow up the storage locations and product movements.

Load, Transport & Deliver Products

LAT Nitrogen is committed to comply with all regulations linked to the supply chain flows specifically the transport, handling and storage of our products. LAT Nitrogen is interested in long-term partnership with its suppliers and aims for a regular exchange in order to improve the working relationship, secure the quality of our products and improve the cost position. In case of non-compliance LAT Nitrogen reserves the right to discontinue the business relationship, if improvement actions agreed are not resulting in the desired outcome.

In short, suppliers are expected to:

- Comply with all relevant and applicable laws and regulations as well as LAT Nitrogen's internal safety rules,
- Actively participate in incident investigations and promptly implement corrective action plans in case of non-compliance,
- Continuously look for and propose process or cost improvements,
- Be committed to drive digital projects,
- Responsibly manage their energy and natural resource usage and aim to reduce their emissions as well as carbon footprint, and
- Support LAT Nitrogen in reaching its HSE&Q targets linked to the supply chain activities.

(see for more details: [Ethics policy for business partners.](#))



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6. Business Continuity Management

Purpose of the Business Continuity Management

The purpose of the Business Continuity Management in LAT Nitrogen (BCM) is to ensure continuity of supply to customers in spite of occurred crisis or any other unexpected interruptions.

In general, the BCM in LAT Nitrogen is derived from the LAT Nitrogen Risk Management Policy. This Policy defines the framework of LAT Nitrogen risk management, including principles, roles and responsibilities, guidelines for risk assessment, mitigation and reporting. By this the implementation of risk management sounding practices across the LAT Nitrogen Group and at all levels is ensured.

The risk assessment in Operations and business impact analysis are together described as a dedicated processes and continuously performed in a systematic way. Inputs are any incident- & upset- evaluation results, risk analysis (e.g. RCM, HAZOP), audits and management of change.

Based on this risk management approach, Business Continuity Management in LAT Nitrogen is divided into two main building blocks:

Preventive Oriented Activities

Define and establish backup production lines for all critical products. However, such a multi-sourcing approach might not always be possible due to technology restrictions of the particular sites. Define and maintain safety stocks for finished products to cover variability in demand and to secure supply of the products to our customers in case of production failures. This safety stock process reduces the risk of shortfalls.

Raw material stock management: In general we target to reduce single sourced raw materials to an absolute minimum. Thus, for critical raw materials, alternative suppliers are selected and approved. For remaining single supply situations a minimum stock is agreed. Define and regular review the distribution strategy process to (re-)assess distribution risks.

Information Technology and System (IT&S) continuity arrangements are in place for critical applications and systems and defined in different Emergency Operating Procedures (EOP) and system recovery procedures. This includes stated recovery time objectives.

Reactive Oriented Activities

The LAT Nitrogen Major Incident Management process minimises the impact of any adverse situation, to prevent it from developing into a crisis; and to ensure that LAT Nitrogen retains control of the agenda throughout. In the event of a serious incident, a fast, common and consistent process manages the control and communication of the impact of the incident on the continuity of supply both internally and externally.

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7. Details about LAT Nitrogen production locations

Production Locations

Location	Linz	Piesteritz	Grand-Quevilly	Grandpuits	Ottmarsheim
Company name	LAT Nitrogen Linz GmbH	LAT Nitrogen Piesteritz GmbH	LAT Nitrogen France SAS Grand-Quevilly	LAT Nitrogen France SAS Grandpuits	LAT Nitrogen Ottmarsheim SAS
Managing Directors	Jürgen Mader Manuel Beschliesser	Martin Starchl Ingo Rendel	Leo Alders (President) Alexandre Geschwind Fabrice Eugène	Leo Alders (President) Alexandre Geschwind Fabrice Eugène	Leo Alders (President) Frédéric Hartmann Yanick Hermouet
Address	St.-Peter-Str. 25, A-4021 Linz Austria	Möllensdorfer Str. 13, D-06886 Lutherstadt- Wittenberg Germany	30, rue de L'Industrie FR- 76121 Grand- Quevilly France	BP 12 FR-77720 Mormand France	Route CD 52F, FR-68490 Ottmarsheim France
Yearly nameplate production capacity (ton)					
Melamine	54.000	90.000			
Guanidine Carbonate	600				
Ammonia	545.000		405.000	440.000	250.000
Ammonia solution	35.000			10.000	75.000
Nitric acid	600.000		945.000	400.000	355.000
AN			540.000	325.000	
CAN	690.000		560.000		
NPK	410.000				
Urea	420.000				
Nitrogen based Fertilizer (AN and CAN)					300.000

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