

The Sustainable Company

**INDAVER**

A View Inside

Photography by Tom D'haenens

**WELCOME**

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# A VIEW INSIDE INDAVER

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## DEAR READER,

I first found myself caught up in the ideology of the green movement when I became an entrepreneur and set up my first business. That was back in 1978 when I founded 'Het Veldboerke', becoming the first entrepreneur in Belgium to organise the distribution of organic fruit and vegetables.

Though I was not operating under the banner of sustainability at that time, I was certainly among the avant-garde of the sustainability ideal. My second business initiative also contributed to our planet through the distribution and sale of organic soil improvement products and of natural protection products for ecological agriculture and horticulture (compost, basalt, lava, bentonite, lime, seaweed, organic fertilisers and pyrethrum, etc.).

Being involved in these activities as an entrepreneur makes you extremely aware of the fragile ecological state of the planet. Everyone I encountered was into ecological agriculture and horticulture. The fruit and vegetables grown organically were sold to organic food retailers and restaurants.

My awareness of the difficult ecological situations around the world has only increased over the years through the many journeys I have made and experiences I have had.

I am therefore very proud that, through our enterprising spirit and with Indaver, our family is right at the forefront of the drive for sustainability. Indaver's work is indeed synonymous with sustainability.

Every initiative, every single new project and every investment contributes to making the planet more habitable and, more importantly, to preserving it. With the family of entrepreneurs that we are and with the passion for sustainability cultivated at Indaver, we can undoubtedly say that sustainability is the culture of our company and of each of us as a mover and shaker within it.

The tremendous know-how, experience, knowledge and mentality of Indaver's staff will enable the company to play a major role in the many future sustainability projects that will be rolled out in our society.

These images will give you a great impression of the many projects we are involved in. Anyone wishing to delve deeper into Indaver's strategy can consult the sustainability report.

I hope you enjoy this art book, which will visually show you how we do business sustainably.

Happy reading!

*Fernand Huts*  
*President of the Katoen Natie Group*



# FOREWORD

Indaver was born in the mid-1980s out of a desire to stop polluting the environment with hazardous waste from chemical companies in the Port of Antwerp. We were tasked with ensuring safety and incinerating the waste with no detrimental impact on the local area. We made it our mission to take the waste and treat it in an ecologically responsible and sound manner. We had just five employees then.

Back in those days, waste tended to go straight to landfill, no questions asked. The sector was right at the end of the chain, and waste was regarded as 'dirty business'. But very early on in its history, Indaver introduced new technologies and embraced the ambition to recover every single joule of energy and every single kilo of material. We saw that waste had value. Nowadays, everyone would agree with this. We separate the waste right down to the molecular level to extract even the tiniest of raw materials that ultimately have the same quality as the primary raw materials they are replacing. What is more, the thermal processes we use generate energy that we supply to businesses and households. This wonderful value creation is our contribution to the circular economy.

We have always strongly maintained a combined ecological and economic approach to waste management. This is in our DNA. A company can only invest in sustainability if it is economically healthy,

and this reality holds true for waste management companies too. We are extremely proud that Indaver has developed into a stable, progressive, international company. Innovation has become second nature to us; it is embedded in our organisation and culture. As a subsidiary of Katoen Natie, we are given the scope to grow and invest in new techniques in response to the ever-increasingly complex issues of our times.

Indaver has a dedicated team of highly skilled and enterprising employees, all committed to innovation and continuous improvement. We all strive to enjoy our work and be energised by it, and we are so proud of the results that we achieve together.

This book tells our story. It is the story of our people – those who design our facilities, those who know where to locate the best specialist knowledge and forge lasting partnerships, those who focus on our customers and move heaven and earth to make their life easier, those who transport and process waste as sustainably as possible day in and day out, and those who work with flexibility and agility. It is the story of everyone who has made Indaver great.

This book translates our mission and our ambition for a sustainable future into photographs that exude sustainability. We are delighted to show you these images because this is not just our future, it is yours too.

*Karl Huts*  
*CFO of the Indaver Group*



*Paul De Bruycker*  
*CEO of the Indaver Group*



# LEADING THE FIELD IN SUSTAINABLE WASTE MANAGEMENT

## Preserving the planet

Earth, this magnificent blue planet, nourishes us with its crops, refreshes us with its water, and we breathe in its pure air with barely a thought. We have long lived in harmony with all that nature has to offer us and it is this symbiosis that we want to preserve. All over the world, there is a growing realisation that we are at a tipping point, that if we, as a prosperous society, manage to make the transition to a circular economy – an economy where we reuse raw materials over and over again – all eight billion citizens of the world will be able to live healthy lives.

The United Nations has established a clear framework with seventeen Sustainable Development Goals. At their heart is the desire to end extreme poverty, inequality and injustice, and to tackle climate change. The European Union, for its part, has set a number of ambitious climate targets for Member States to transpose into their own legislation. The bar is high, and the focus is on reducing the consumption of fossil resources, increasing renewable energy, reusing products, recovering raw materials and restoring biodiversity. If we are to achieve these objectives, we will all need to pull together.

Indaver is embracing these ambitions. We shoulder our responsibility in accordance with our mission of 'leading the field in sustainable waste management'. We are making a tangible contribution to the transition that waste is now undergoing: from residual product to safe-to-use secondary raw materials and energy. We seek out sustainable solutions for the waste that we manage, and we create value from waste streams in the form of new materials. With this approach we are closing material loops sustainably. We are working vigorously on finding solutions aimed at reducing CO<sub>2</sub> emissions in our own treatment processes to the lowest possible level. At the same time, we are brainstorming, often with our partners, to explore cutting-edge solutions for the emissions that we still make. Our waste-to-energy plants are stable suppliers of energy, and what ends up not being suitable for the recovery of materials or energy is isolated and stored safely. It is imperative for us to operate in a way that is safe, socially responsible and sustainable, with our activities making minimal impact on our surroundings. Together we are building a cleaner future.

## Caring for people

Indaver is a technology-driven company, but we have a keen focus on people that is embedded in all our policies. Indaver's strength lies in the knowledge and expertise of every employee. It is our people who conceive our technological innovations, who develop service concepts and who engage with partners. Our people are our sustainable capital.

We know that continuous investment in our staff is a win-win situation for all involved. We do this to inspire creative, smart and sustainable solutions that are needed by our customers and by society. New colleagues bring fresh knowledge and expertise, and we welcome them warmly and help them to integrate comfortably. At Indaver, everyone is wholeheartedly encouraged to develop their talents and achieve personal goals. Here at Indaver, we want our employees to stay motivated in their work and to take pride in our contribution to the transition from a linear to a circular economy. As an organisation, we strive to make sure that everyone feels validated and confident enough to come up with ideas, innovations and potential improvements. This relationship is built on enduring mutual trust.

As an employer, we feel duty bound to ensure that our employees return home at the end of the day safe and sound. Every workstation must be safe; safety is a thread that runs through everything we do. We work safely or not at all.

## Achieving results

A circular economy offers a sustainable way of distributing prosperity and wellbeing evenly among the world's population, now and for generations to come. These two concepts of 'circular' and 'economy' really cannot be considered in isolation. They are meshed together in the way we approach our business.

Indaver strives to be a financially sound and stable organisation. We are result-oriented and cost-efficient in everything we do. We also endeavour to generate enough profit to enable us to invest in innovative projects, in collaboration with partners. In short, our solid financial base allows us to grow sustainably and proves that good entrepreneurship can go hand in hand with sustainability.

We are always looking for ways to do things better and smarter. We constantly scrutinise every aspect of our processes to improve them where necessary. The market is constantly evolving as legislators make new and more stringent demands. In this rapidly changing world, customers want to be rid of the burden placed on them in a manner that suits their specific requirements. We make sure that we meet their demands and fulfil their wishes with our services and our agile organisation.

Our core values help us to act in an honest and socially responsible way in this complex sector. With these core values in mind, we choose solid long-term relationships with (local) suppliers and pay attention to the position of every partner in the chain, with the ultimate aim of collectively closing material loops.

## Nurturing partnerships

Collaboration is fundamental to a circular economy. It's the same for Indaver. We work in a complex sector that is heavily influenced by external factors. It is vital that we react quickly and with agility so that we can deliver innovative and sustainable solutions. We do this by working with partners.

Collaboration in the broadest sense is self-evident for us; we belong to countless networks at all levels and in all our regions. We share our knowledge and expertise and absorb that of others. This is only possible with a long-term vision and enduring relationships built on trust. After all, a partnership can only be successful if everyone feels invested in making it meaningful and if all parties are considerate of each other. It is not just about signing contracts, but also about reciprocity, respect, openness in word and deed, knowledge sharing, communication and trust.

These are our basic principles for collaboration, and they underpin our pursuit of a circular economy in all our partnerships.

# OUR ACTIVITIES

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# A PHOTOGRAPHIC JOURNEY

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We close the materials loop

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We produce green and reliable energy

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We guarantee a seamless supply chain

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We isolate hazardous components from society

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We protect and preserve our environment



## **WE CLOSE THE MATERIALS LOOP**

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Here at Indaver, waste is not the end of a product's lifecycle. Far from it! We see it as a rich and value-adding source of new raw materials. In our high-tech facilities we recover safe and clean raw materials for industry. We have also developed and refined techniques for recovering valuable molecules from complex waste thanks to research and the entrepreneurship of our employees. Our quality products replace scarce primary raw materials, closing material loops and ensuring a sustainable future for our children.





Our lamp-recycling plant, 'Indaver Relight' (Doel, Belgium) recovers high-quality materials from mercury-vapour lamps such as fluorescent lamps, energy-saving lamps and gas-discharge lamps. On an annual basis, the facility accounts for the recycling of tens of millions of lamps originating in Belgium, France and the Netherlands. In our role as gatekeeper within the circular economy, we guarantee that no mercury ends up in the environment.



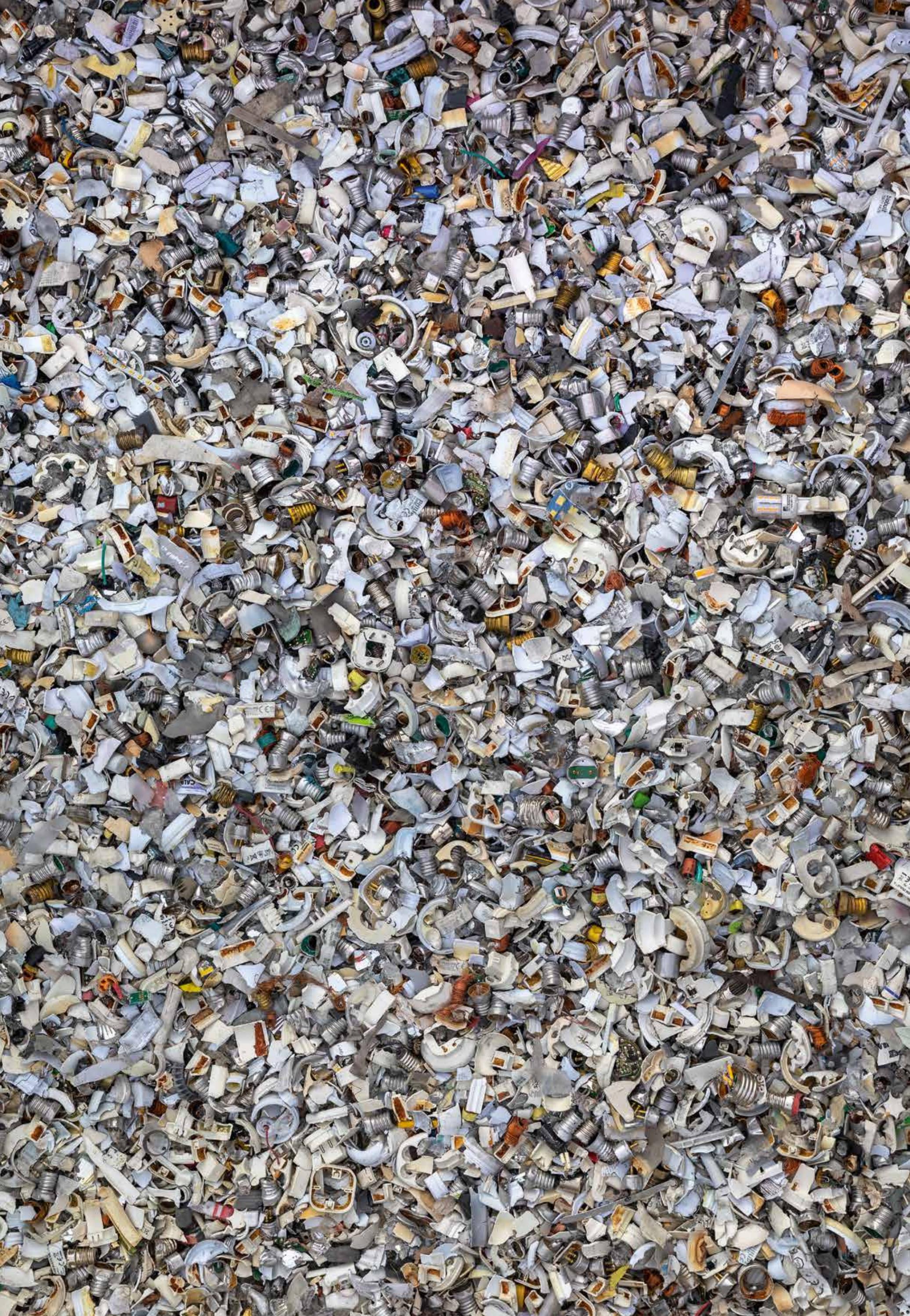


Indaver Relight's treatment facilities consist of two types of plant. 'IndaTube' processes linear lamps. In this state-of-the-art unit we recover fluorescent powder, lime glass and metal caps. Our 'cut-and-sieve' unit processes a wide variety of non-linear lamps into different materials, ready to be used in industry. A fine example of the closed loop. To prevent mercury or mercury vapours from entering the work areas, the treatment units are completely sealed off; the processed air is extracted and purified.

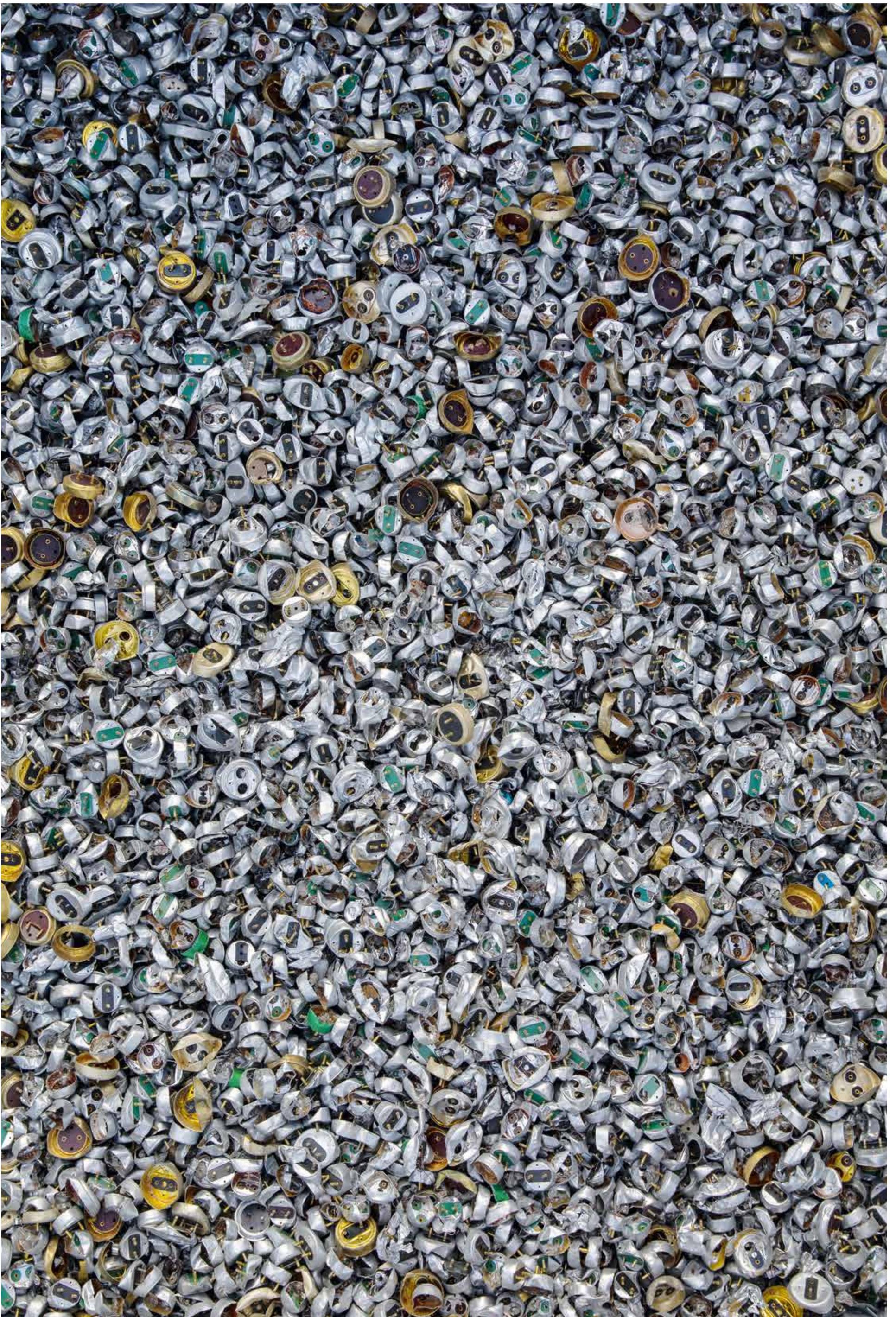


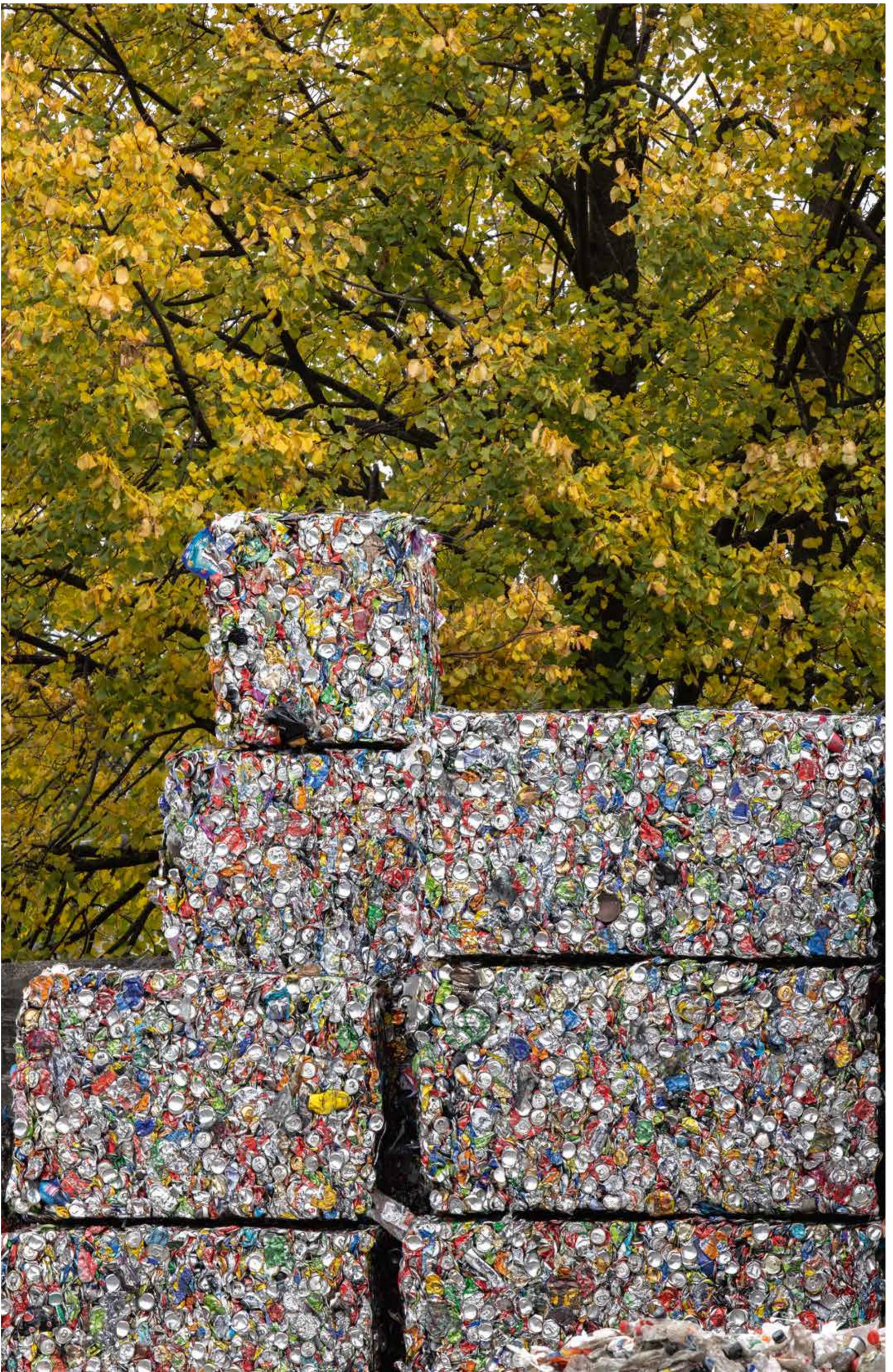


In Indaver Relight's two lamp-processing units, up to 95% of the lamps are recycled into glass and metals that, once cleared of mercury, are reused in the production of new lamps or in the metal-recycling industry. Plastics are equally sorted out for recycling. The fluorescent powders are stored carefully. They contain rare earth metals, which are expensive raw materials used for new technologies.





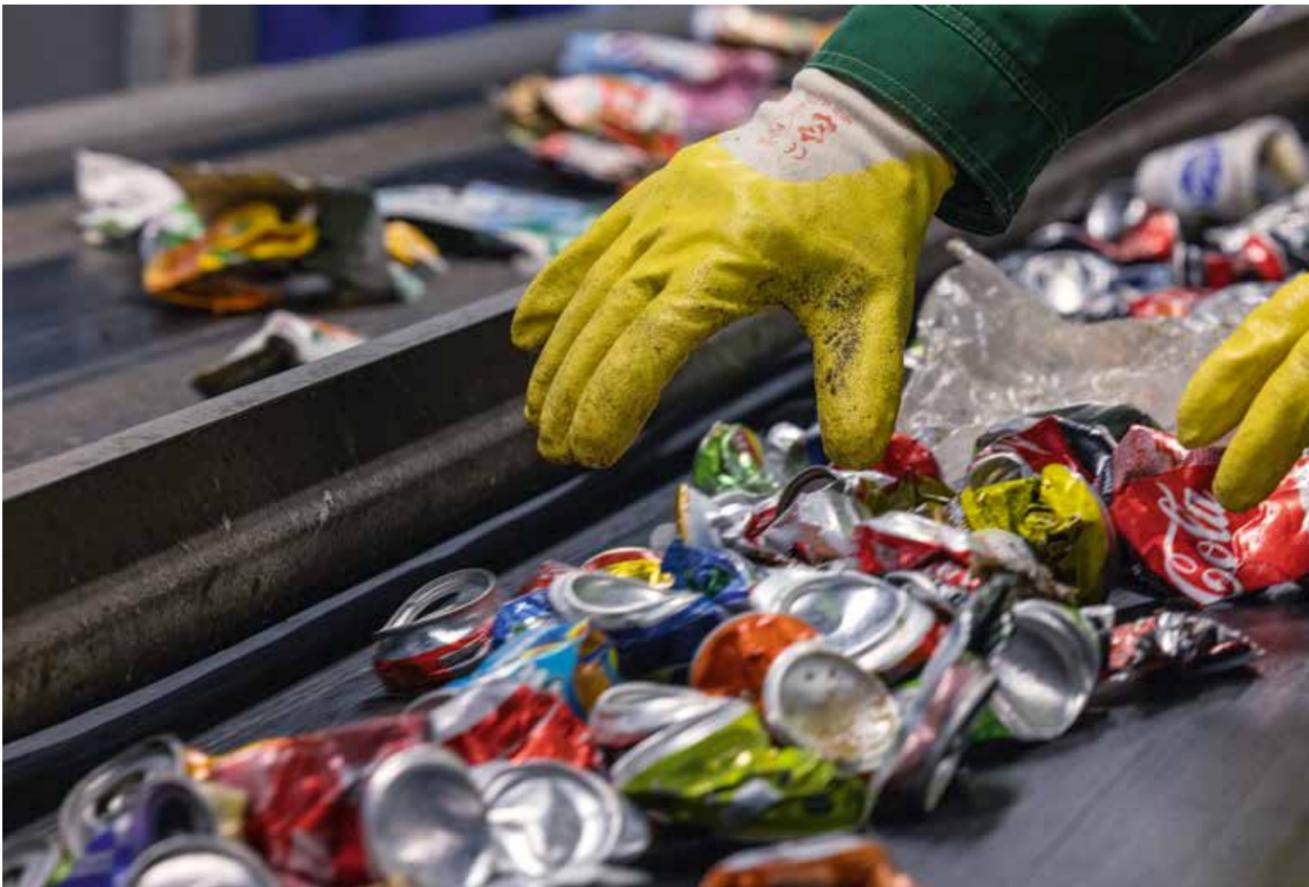




Our state-of-the-art sorting plant for packaging waste in Willebroek (Belgium) is an outstanding example of how we contribute to closing the material cycles by efficiently recovering 14 different raw materials from selectively collected household packaging waste such as plastic packaging, drink cartons, tin and steel.



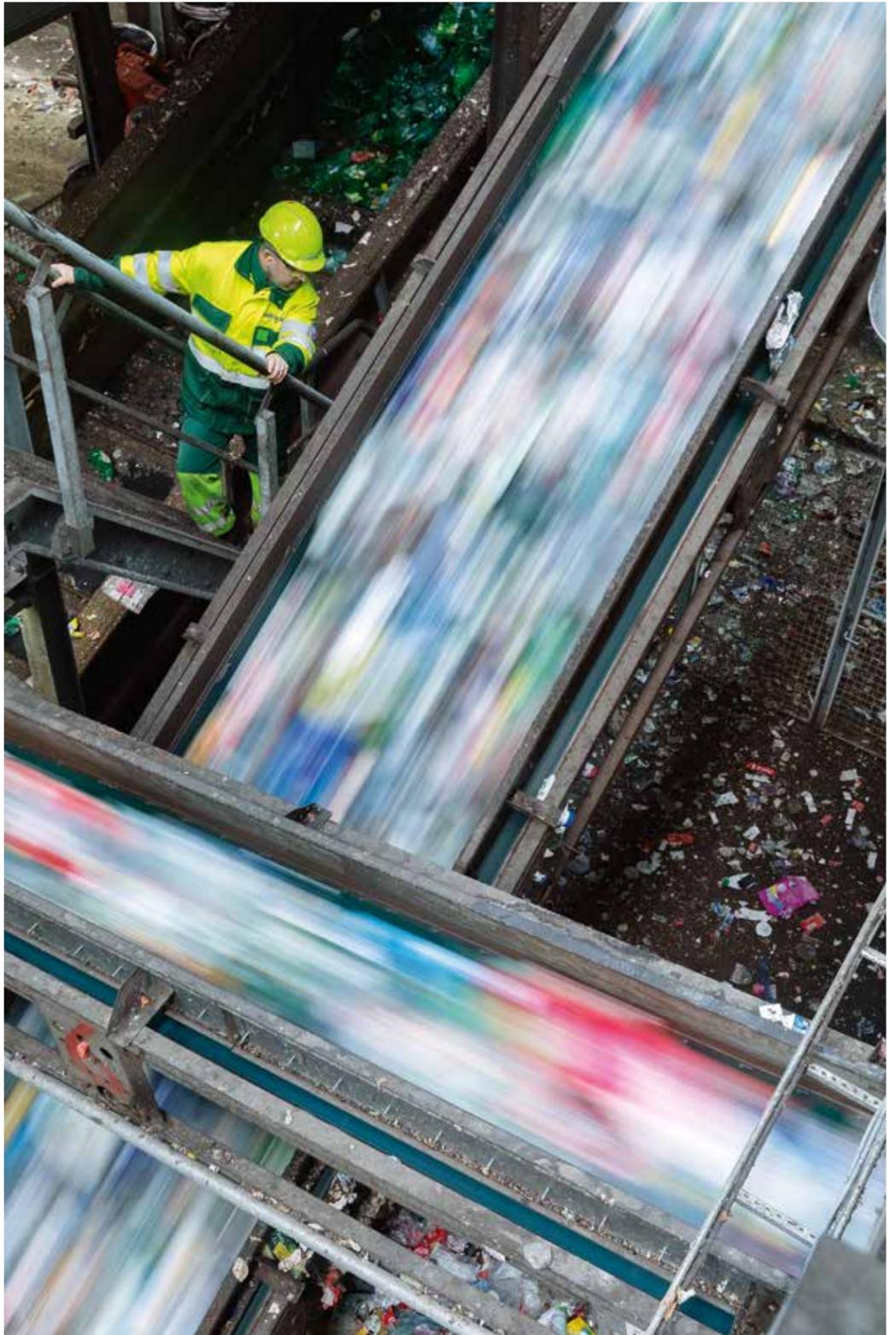
The facility automatically sorts packaging waste into different recovered materials. As a final step in the sorting process the last impurities are removed manually to ensure an impressive purity level of over 95%. This forms the basis for a high-quality recycling of 14 types of material.















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