MILIEUVISIE AED-PARTNER 2026-2030

1. ‘It’s in our DNA to save lives and assets’

Who are we?

For more than 20 years (since 2003) AED-Partner has been the specialist in the supply, installation and maintenance of AEDs (Automated External Defibrillators) in the Benelux. With more than 60,000 AEDs installed, we contribute to a more heart-safe Benelux every day. We work for a wide range of clients, including municipalities, businesses, hospitals, sports clubs and non-profit organisations. We also serve private individuals.

Our services go beyond supply alone. We take care of the entire process for our customers: from advice on the right location and type of device to installation, management and periodic maintenance. This makes us not just a supplier, but a long-term partner in cardiac safety.

Our organisation

AED-Partner is part of an international network of specialist safety companies. Our sister organisations, including Saval and Chubb Fire & Safety, operate worldwide in the fields of fire safety, security and emergency response. Together, we form a strong, knowledge-driven ecosystem.

Our organisation consists of dedicated professionals who work every day with one driving purpose: to save lives and protect assets. This mission does not only apply to our customers; it also applies to the planet we all share.

The environment as an integral part of our identity

Sustainability is in our DNA, just like safety. We believe that a company committed to people’s well-being also has a responsibility towards the world around them. Environmentally responsible business practices are not an obligation for us; they are a choice we make every day.

This vision sets out how we will make a concrete contribution to more sustainable business operations in the coming years. Not through empty promises, but through measurable objectives, concrete measures and a clear timeline.

2. Our commitment to sustainability and the environment

At AED-Partner, we believe that sustainability is not a separate project; it is a way of working. Every decision, every purchase and every collaboration is assessed in terms of its impact on people, society and the environment.

The M3 model: People, Society and Environment

Our sustainability policy is built around three pillars, which we call the M3 model. Together, these three dimensions form the foundation of our business strategy:

PEOPLE	SOCIETY	ENVIRONMENT
Healthy and engaged employees.	We invest in training, well-being and satisfaction. We actively contribute to a safer and more aware Benelux through collaboration and knowledge-sharing.	We minimise our environmental footprint by making smarter choices in transport, energy and procurement.

Our four core values

Our environmental policy is underpinned by four core values. They determine how we think, make decisions and act from the boardroom to the service engineer in the field:

CORE VALUE	What this means to us
Transparency	We communicate openly about our environmental performance, both internally and externally. Our customers and clients may expect us to be honest about what we achieve as well as where further improvement is needed.
Innovation	We continuously look for smarter, cleaner solutions—from electric vehicles and sustainable product choices to digital processes. Standing still is not an option.
Connection	Sustainability is something we achieve together. We work closely with our partners, suppliers and employees to make a collective impact, and we are happy to share our knowledge.
Future-focused	We make decisions with the long term in mind. The AEDs we supply save lives, and caring for a healthy planet is inseparably linked to this purpose.

How we apply our core values

These core values are not abstract principles; they are reflected in concrete choices:

- Transparency: We report annually on our environmental performance and share this information with our stakeholders.
- Innovation: We continuously assess the opportunities for electrifying our vehicle fleet and explore new sustainable solutions.
- Connection: Through Stichting OPEN, we work together on the responsible recycling of AEDs and their components and on raising awareness within society.
- Future-focused: Our investment decisions are assessed in terms of their long-term environmental impact.

3. Our objectives

Below is an overview of our environmental objectives, including the objectives we have achieved in recent years and our new ambitions for the 2026–2030 period.

WHEN	OBJECTIVE	STATUS
2020	Waste separation implemented at all locations	Achieved
2020	Annual reporting of the vehicle fleet's CO_2 emissions	Achieved
2021	Active collaboration with WeCycle and Stichting OPEN	Achieved
2021	Office energy consumption monitored and reported	Achieved
2023	Annual employee satisfaction survey conducted, with the results incorporated into policy	Achieved
2023-2026	Electric vehicles added to the fleet	Achieved
2026-2030	Obtain ISO 13485 certification	Planned
2026-2030	Fully electric driving for urban journeys; ambition to achieve a carbon-neutral vehicle fleet	Planned
2028	Conduct and follow up on an EED energy audit	Planned
2026-2030	Communicate the annual sustainability report externally	Planned

Explanation of the new objectives for 2026–2030

ISO 13485 certification

We started the ISO 13485 certification process in 2023. This standard specifies requirements for quality management systems for medical devices, including AEDs. ISO 13485 will strengthen our quality assurance and is aligned with our mission to supply reliable and safe products. We aim to achieve certification in 2029.

Electric driving and CO_2 reduction

Our vehicle fleet currently includes two fully electric vehicles and four hybrid vehicles. We will continue to expand this number in the coming years, with the objective of using fully electric vehicles for urban journeys and significantly reducing the CO_2 emissions of our total vehicle fleet by 2030.

EED energy audit

Based on the Energy Efficiency Directive (EED), we plan to conduct an energy audit of our business location(s) in 2028. We will use the results to implement targeted energy-saving measures, ranging from lighting and climate control to equipment selection.

External communication of the annual sustainability report

As part of our commitment to transparency, we are working towards publishing our sustainability report annually.

4. Closing statement

For us, sustainability is not a final destination; it is an ongoing process. Every day, we make choices that contribute to a cleaner, safer and more socially responsible world. This starts within our own organisation: in the way we travel, purchase, communicate and collaborate.

With our Environmental Vision 2026–2030, we are setting ourselves ambitious standards. We are transparent about what we achieve as well as where further improvement is needed. After all, only by being honest about the challenges can we truly address them.

We invite everyone; customers, partners and employees, to hold us accountable for these ambitions. Together, we can make a difference.

Stan van den Heuvel
General Manager – AED-Partner

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