

Questions for CHEP

You mentioned the barriers on the client side, particularly from procurement teams. But is your sales force also different and better trained to sell PaaS, since you said the teams were dedicated?	<i>There is still a resistance to change, to understand the PAAS model compared to the traditional cost of ownership. We help conduct Total Cost of Ownership exercises when supply chains are complex to compare like for like value solutions, rather than the facial cost.</i>
Have you measured how much decrease of Co2 (for example) that a PaaS customer saves compared to the linear model?	<i>Yes. All our products commercialized as a service have a peer-reviewed ISO 14040-14044 Life Cycle analysis. For example, our most used pallet has ten times less emissions than alternatives.</i>
What do you mean by modelise or is it modularize ? Is it to create individual information sets like an individual Digital Product Passport?	<i>Modelize means set up in your core enterprise systems all the flows, the products characteristics, costs incurred, resources used, km associated to perform the various activities. We can then calculate ratios and obtain data that are key to manage your PAAS model and have the environmental impacts also, necessary for a life cycle analysis.</i>
1992 kt of CO2e saved in 2025 = 279 M€ (at the expected 140 €/T CO2 by 2030, and increasing)? Do you include "CO2 savings" in the economic equation of your business model, meaning if you save CO2 for the customer, do you capture and share the eventual economic value of this saving between the customer and you?	<i>We calculate these savings generated at each customer level. They can use our assured data and ISO certified LCAs results for their own extra financial reporting (Scope 3 emissions, Waste)</i>
Is there a customer need (present or future) you think you can address better with standardized bar codes/or small QR codes (or DPP) development, if you could influence the standardization development?	<i>Yes, traceability activities can be simplified when the information is stored into the relevant IT systems of the ecosystem of users, by removing many interventions of typing data by scanning. Accuracy is also improved by doing this. Technology is helpful when the right processes and tools are put in place and shared all across the value chain.</i>

Questions for SAFECEM

How about energy savings? And ROI	<i>To calculate energy savings and ROI, the combination of cleaning machine and chemical product services has to be considered and it is customer specific. In a Chemical Leasing case study where the cleaning machine was included, energy savings of 51,1% have been achieved.</i>
What is the part of this model in the total business ?	<i>10% of the total business</i>
What prevents you or your customers to go 100% PaaS ?	<i>Our strategy is to give customers the choice and to convince them to go for COMPLEASE Chemical Leasing rather than mandating it.</i>
You mentioned Safechem takes care of the whole lifecycle, how do you manage waste? is this in-house or with external partners? When the Complease system is used, does it produce the same waste as when it is not used?	<i>As illustrated on the slide, the goal is to extend the lifetime of the solvent in the cleaning machine for as long as possible by enabling "internal distillation" (reuse) over months or even years with our service elements. So COMPLEASE can help reducing the amount of waste generated. Finally spent solvent is taken-back by SAFECEM for external recycling by contracted partners.</i>
Do you capture also the environmental benefits in your "pitch" and are you able to monetize those benefits?	<i>We communicate the environmental benefits as highlighted on the slide (Study by the European Commission on "Chemical Product Services in the European Union") plus regular publication of concrete customer case studies which are also promoting environmental benefits.</i>
What about the shift in mindset within the company? The literature suggests that this can be quite challenging as well.	<i>COMPLEASE Chemical Leasing has been a natural evolution of the SAFECEM business and did therefore not entirely change the working paradigm of the team. Nevertheless, we decided for a new dedicated person with a start-up spirit to drive the scale-up of the COMPLEASE model.</i>