



*Sustainability Report*  
*2021–2022*

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## FOREWORD

Dear readers,

The consequences of climate change are increasing and can now be clearly felt around the world: floods, droughts and forest dieback are just some of the effects we have experienced in the last years. We have to face these developments and take decisive countermeasures. Sustainable management has always been important to Hako: we have been taking actions for a long time in various areas such as low-emission cleaning machines, recyclable packaging or good and fair relationships to all of our employees and we are constantly working on improvements. But, part of the truth is, that the ecological component in particular needs to be focussed on even more.

We are therefore currently expanding our commitment to sustainability in a structured manner in order to manage sustainability across the company and to coordinate activities centrally. To this end, we have created the personnel structures and capacities in 2021 and have firmly anchored sustainability in our corporate strategy. This strategy also includes the preparation of this sustainability report, which reveals our strengths and potentials for improvements and gives us direction in the expansion of our efforts. This includes, in particular, the development of our sustainability programme, which defines in concrete terms the targets and priorities we have set ourselves for the coming years.

This report is open and sincere; transparency and honesty are very important to us. We talk about things that are already doing well – and do exactly the same with those topics where we need to catch up.

I hope you enjoy reading.



Mario Schreiber  
CEO

*“ ... transparency and honesty are very important to us.”*

## SUSTAINABILITY PROGRAMME

The starting point for the development of our sustainability programme was the materiality analysis carried out in 2022: For each material topic, assessments were made of where we stand today and strategic positions were developed defining where we want to be in the future.

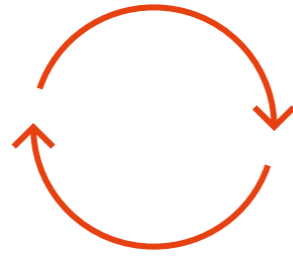
We have formed project teams for those topics where there were major deviations between the status quo and the strategic positioning. They are made up of experts from the respective departments, but in the case of social issues in particular, affected staff members (e.g., parents for the field of action „compatibility of work and family“) have also been included.

A total of nine project teams were set up to work on possible goals and measures within the topics. These goals and measures were presented to the management board. The sum total of the approved goals and measures forms the sustainability programme at Hako, the contents of the project teams are explained below.



## Circular economy

The main goal of circular economy is to keep resources in use for as long as possible. For an effective circular economy, the entire supply chain must be considered – from the design of the products to the extension of their lifetime to the recycling and return of resources. We have already achieved a lot in the disciplines of longevity and reparability, but we would like to come even closer to the vision of the circular economy through the following goals:



- Increase the use of recycled materials
- Determine the carbon footprint of our products
- Develop guidelines for an even more sustainable product development

## Energy and water consumption of products



The transformation to climate neutrality demands the most economical use of energy possible in all areas of daily life – including the use of our machines and vehicles. At the same time, climate change is leading to decreasing drinking water resources in many regions, which is why the most efficient possible use of water in our cleaning machines is also becoming more relevant. A project team is therefore working on precisely these trends: the development of technologies that make our machines both more energy-efficient and more water-saving. One milestone will be the 100% electrified new development of our Sweepmaster models from 2026.

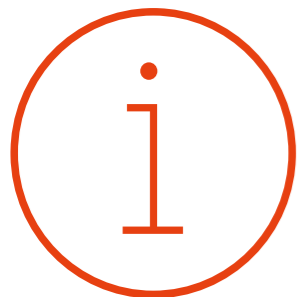
## Ecological business management

Making Hako's own facilities more sustainable: This is the goal we are pursuing with the „Ecological business management“ field of action. Energy consumption, CO2 emissions, water consumption, waste generation – these are the most important issues that we can influence and lower through our structures and processes. The goal is therefore to define a strategy by the end of the year on how we can reduce our CO2 emissions in the coming years. In addition, we want to test measures to reduce waste and water consumption through pilot projects at various locations – and to roll them out across the company if they are successful.



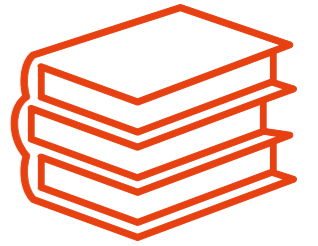
## Product-specific sustainability information

Our customers' need for information on the sustainability aspects of our machines and products is growing – we want to meet this need with comprehensive, customer-oriented preparation of this information. To this end, we are planning to set up a database that combines the ecological and economic aspects of our products and make this data available to our customers.



## Education and training

To train young talent, to further educate our employees and to give all employees the opportunity to develop themselves at Hako: These are the goals we are pursuing with the „training and further education“ field of action. To this end, we will expand our further training programme in the coming years, optimize our training standards and take measures to promote employees.



## Communication and appreciation

The foundation for an open, constructive, and successful working atmosphere is transparent internal communication and mutual appreciation. The goal of this field of action is to further develop these strengths and to ensure a better flow of information between our company locations. A project team will therefore work together with the management to create a concept for promoting communication and appreciation at Hako.



## Reconciliation of work and family life, health of our employees

This field of action deals with promoting the health of our employees and creating better conditions for a balanced work and family life. Goals in this area are the implementation of a pilot project to introduce a 4-day work week and the promotion of parental leave by providing detailed information to our employees. In addition, we want to come closer to the goal of a smoke-free workforce by offering free smoking cessation courses.



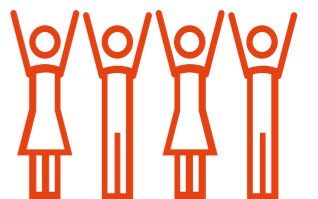
## Compliance

The number and complexity of legal regulations and requirements are constantly increasing, especially in the area of sustainability. To meet these increasing demands, we have set ourselves the goal in the „Compliance“ field of action of strengthening the area and minimizing risks by establishing a compliance management system.



## Diversity and equal opportunities

All employees at Hako should be treated equally – regardless of gender, age, origin, or other characteristics. Through constant information - for instance through newsletters or local information offers - and through the training of our managers, we want to contribute to the development of our workforce and thus ensure equal, inclusive cooperation.



## SUSTAINABLE DEVELOPMENT GOALS

With our sustainability programme, we contribute to the Sustainable Development Goals (SDGs) of the United Nations, which address the most important economic, social, and ecological challenges of our time and promote fundamental changes. The following graph summarises the goals to which our sustainability programme contributes.

### 4 QUALITY EDUCATION



#### Project team:

Education and training

### 5 GENDER EQUALITY



#### Project teams:

Reconciliation Work & Family

Diversity & Equal Opportunities

### 6 CLEAN WATER AND SANITATION



#### Project teams:

Energy and water consumption

Ecological management

### 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



#### Project teams:

Circular economy

Energy and water consumption

Ecological management

### 13 CLIMATE ACTION



#### Project team:

Ecological management

## AT A GLANCE...

Highlights from our sustainability activities briefly presented.

### Supporting inclusion

We promote inclusion by **working with integration companies** and sheltered workshops. This includes our collaboration with di.hako.tec GmbH, an integration company owned by the Diakonie in Schleswig-Holstein, in which we hold a 49 % stake.

### Sustainable products

The highest standards of quality, durability and repairability are part of the DNA of our products. We also use the most environmentally friendly and recyclable materials in the production of our machines. We offer intelligent solutions for a sustainable use phase: For instance, EcoMode can save up to **30 % energy** and AquaStop up to **50 % water**.

### Vocational training

Training of our employees is important to us: In 2022, we had 75 employees in our **vocational training programme** and four employees in our **dual studies programme**.

### CO2 emissions

Various energy efficiency measures and a change in heating behaviour saved around **500.000 kg** of CO2 in 2022.

### Supply chain

Short transport distances within a regional supply chain are important to us. That is why almost 70% of the production material we source come from **suppliers in Germany**.

### Dividends

A large part of our annual profit is distributed to the Possehl-Foundation via our shareholder L. Possehl & Co. mbH. The foundation supports **charitable and non-profit purposes** in the Hanseatic city of Lübeck.

## GRI 102 | GENERAL DISCLOSURES

### GRI 102-1 Name of the organisation

Hako GmbH, hereinafter also referred to in part as „Hako“.

### GRI 102-2 Activities, brands, products, and services

Hako GmbH is a manufacturer of machines and provider of services for cleaning and municipal technology. This includes machines for indoor and outdoor cleaning and multifunctional load and implement carriers for municipal use. The merger with von Oertzen GmbH in 2023 will add waterjet products to our product range. Due to the reporting period this merger will not be considered until the next report.

### GRI 102-3 Location of headquarters

The head office is located in Bad Oldesloe, Schleswig-Holstein, Germany.

### GRI 102-4 Location of operations

Hako GmbH only operates sites in Germany.

### GRI 102-5 Ownership and legal form

L. Possehl & Co. GmbH acquired a total of 56% of Hako GmbH in 2004 and 2006. The complete takeover by the Possehl Group took place on 1 January 2007.

### GRI 102-6 Markets served

The markets served are in Europe, Asia, North and South America, Africa, and Australia. The main industries served include the public sector, building service providers, manufacturing, wholesale, and retail.

### GRI 102-7 Scale of the organisation

Our locations include three production plants and nine sales offices in Germany, which employed a total of 1,150 people in 2022.





	2022	2021
Turnover in million €	310	270
Germany	161	149
Rest of Europe	105	106
Overseas	44	15
Balance sheet total in million €	291	217
Equity ratio in %	60,5	74,9
Employees	1,150	1,067

The products offered are divided into the cleaning and municipal technology segments.  
The number of products offered in these segments can be quantified as follows:

- **Cleaning technology**
  - Sweepers and vacuum sweepers: Sweepmaster (9)
  - Scrubber-driers: Scrubmaster (14)
  - Vacuum cleaners and polishing machines: Cleansery (5)
- **Municipal technology**
  - Multifunctional outdoor cleaning machines: Citymaster (5)
  - Multifunctional load and implement carriers: Multicar (2)

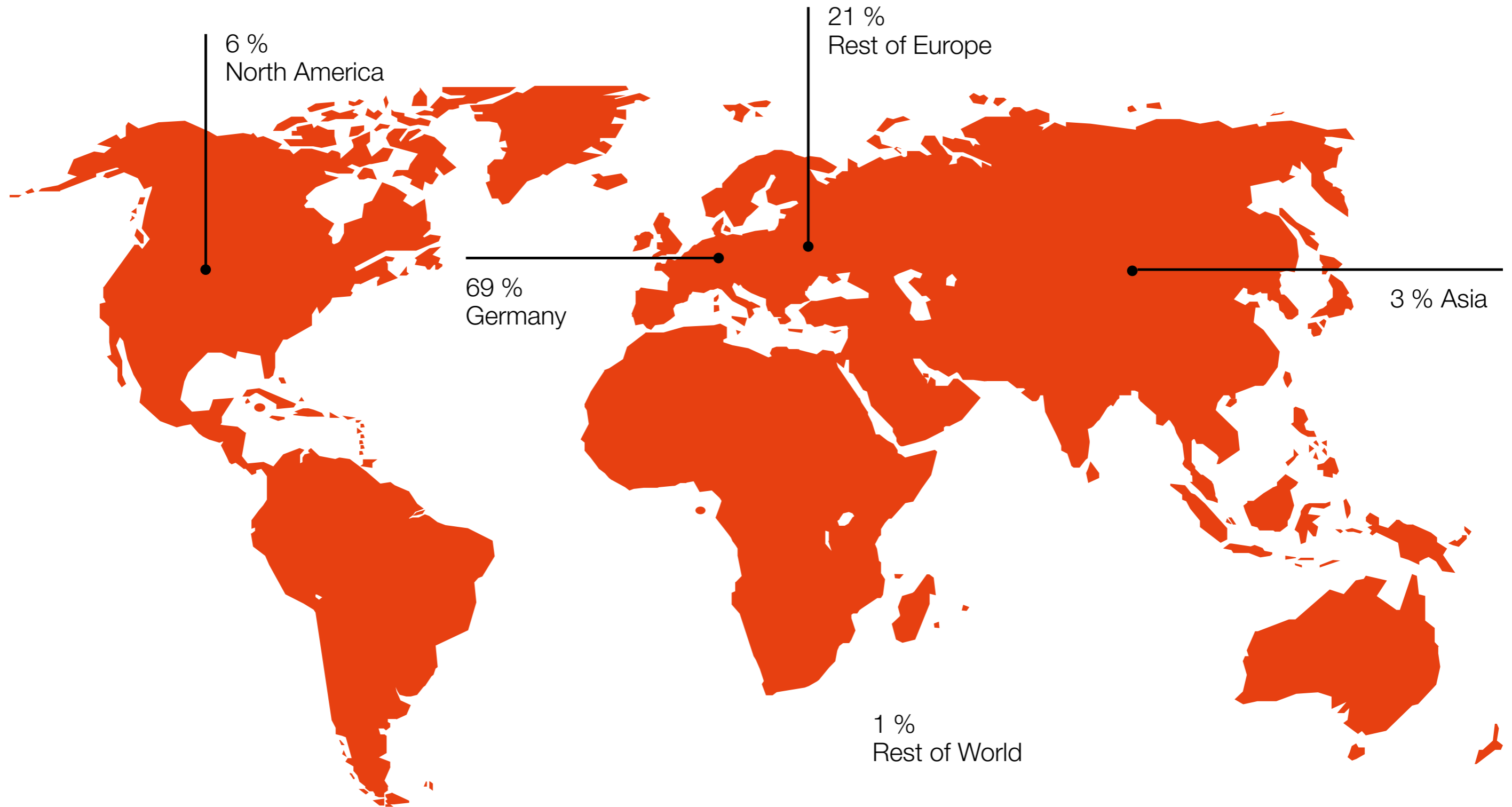
## GRI 102-8 Information on employees and other workers

At 90 %, the majority of our employees work full-time and 92 % are in permanent employment. Significantly more female employees work part-time than male colleagues. The number and structure of employment relationships are not subject to seasonal fluctuations.

	2022	2021
Part-time employment contracts in %	10	10
Female employees	36	35
Male employees	4	4
Fixed-term employment contracts in %	8	4
Female employees	7	4
Male employees	8	4

## GRI 102-9 Supply chain

Hako GmbH's product-related supply chain comprises around 700 suppliers, some of which have several production sites worldwide. The materials we purchase are mainly industrially processed goods, for example electronic controls, cable sets or processed metal parts. Accordingly, the majority of our suppliers come from the processing industry. Of the total materials purchased, 69 % are from German suppliers and about 90 % from European suppliers.



## GRI 102-10 Significant changes to the organisation and its supply chain

In 2022, construction of a new logistics centre was started in Bad Oldesloe in order to combine new and spare parts businesses in a central logistics. The building was constructed according to high energy efficiency standards (KfW Efficiency House 40), which includes electricity generation through photovoltaics and the use of heat pumps. Construction was completed in May 2023.

## GRI 102-11 Precautionary Principle or approach

Hako bases its actions on the precautionary principle. The aim is thus always to counteract serious cases of damage or crisis by taking appropriate preventive measures. This approach refers in particular to:

- Product risks
- Occupational safety risks
- Environmental risks
- IT risks
- Financial and earnings risks
- Procurement risks

Those responsible for the various corporate divisions carry out risk assessments and develop suitable concepts to minimize any hazards.

## GRI 102-12 External initiatives

Hako GmbH is a member of the Blue Competence initiative of the VDMA. The initiative's sponsors and participants agree on the conviction that the responsible use of energy and natural resources, as well as social responsibility, are essential aspects of corporate activity. They express this through sustainable products, technologies, and processes. Continuous improvement is the foundation for the further development of sustainable solutions.

## GRI 102-13 Membership of associations

Hako GmbH is a member of various associations. These include:

- VDMA: German Engineering Federation, including active participation in the cleaning and agricultural technology trade associations
- EUnited: European Engineering Industries Association, including active participation in the Municipal Equipment and Environmental committees.
- Involvement in various standardisation organisations such as DIN, CEN, and IEC

## GRI 102-14 Statement from senior decision-maker

See Foreword by the CEO, page 5.

## GRI 102-16 Values, principles, standards, and norms of behaviour

Hako GmbH stands in the tradition of an owner-managed company. A corporate culture of collegial cooperation, family-like and respectful interaction prevails. Our work is characterised by reliability and honesty in our actions as well as a certain modesty in our communication and presentation to the outside world. Ethically correct and legally impeccable actions are inseparable from our daily work and our strategic considerations. These principles and standards of conduct are available to our employees in the form of a code of conduct in German and English language. Our employees' approval of our culture is reflected in the fact that, in an anonymous employee survey, 95.5 % of employees stated that they felt they were in good hands at Hako.

## GRI 102-17 Mechanisms for advice and concerns about ethics

In the event of requests for advice or the reporting of concerns regarding ethically correct and legally compliant conduct, the member of the Executive Board with the Human Resources, Social and Legal Affairs Department is available. A whistleblower system provides the opportunity to report concerns anonymously.

## GRI 102-18 Governance structure

The company management consists of Mario Schreiber as Chairman of the Executive Board and the Managing Directors Joachim Blache (Operations), Axel Jensen (Technology and Products) and Frank Ulbricht (Sales and Marketing). In addition, Kai Nitzsche (Finance and Controlling) and Andreas Walter (Human Resources, Social Affairs and Legal Affairs) are members of the extended Executive Board. The target quote for the proportion of women on the Executive Board of 20 % was not achieved yet.

## GRI 102-20 Executive-level responsibility for economic, environmental, and social topics

Notwithstanding the overall responsibility of the Chairman of the Executive Board, with Christoph Stürzebecher a staff position was created in 2021, who, in addition to developing the strategic orientation, is also responsible for sustainability management at Hako. Decisions on the further development of Hako's sustainability commitment are made in consultation with the executive board and the extended executive board and embedded in the overarching business strategy. Christoph Stürzebecher reports directly to the Chairman of the Executive Board.

## GRI 102-22 Composition of the highest governance body and its committees

The Supervisory Board is the highest controlling body of Hako GmbH. It is composed of Dr. Joachim Brenk (Chairman of the Executive Board of L. Possehl & Co. GmbH), Mareike Trapp (Tax Advisor of L. Possehl & Co. GmbH) and Sven Buntfuß (Chairman of the Works Council of Hako GmbH). The target quote for the proportion of women on the Supervisory Board of 33 % was achieved.

## GRI 102-23 Chair of the highest governance body

The Chairman of the Supervisory Board, Dr Joachim Brenk, is not a member of the Executive Board, thus Hako's highest controlling body and Executive Board function independently of each other. Simultaneous membership of the Executive Board and the Supervisory Board is excluded.

## GRI 102-40 List of stakeholder groups

We consider our employees and our customers as the most important stakeholder groups. This is followed by our suppliers and society in general, whereby the exchange with local residents and local authorities is particularly important to us. As the owner, L. Possehl & Co. GmbH, based in Lübeck, has a partnership relationship with us, as does the Possehl Foundation, which supports charitable causes in and around Lübeck through dividends from the Possehl Group.

## GRI 102-41 Collective bargaining agreements

We apply collective agreements to 79 % of our employees. These are collective agreements of the metal and electrical industry.

## GRI 102-42 Identifying and selecting stakeholders

The relevant stakeholders of Hako GmbH were defined in a workshop with the management board. Prioritisation was based on the relevance of the stakeholders for our economic success on the one hand, and on the impact of Hako on the stakeholders on the other.

## GRI 102-43 Approach to stakeholder engagement

We communicate with various internal and external stakeholders to gain a better understanding of the different perspectives and expectations. In September 2022, we dealt intensively with these expectations in stakeholder dialogues and held several hours of discussions with the various stakeholder groups. The discussions took place with representatives of the groups and were moderated with external support.

In addition, we maintain an exchange with our stakeholders through other formats. These include the following:

- Regular exchange with staff through annual staff meetings.
- Daily exchange of our service and sales teams with our customers.
- We seek the exchange to new employees at career fairs or through events such as Girls' Day or the Job Tour for apprentices.
- Furthermore, Hako is represented at various trade fairs every year, which intensifies communication between our company and external stakeholders such as our customers and partners and enables them to get to know our new products and services. In the municipal and cleaning technology sector, we take part in several trade fairs each year, including the leading trade fairs CMS, IFAT and Interclean.

## GRI 102-44 Key topics and concerns raised

The following topics have been raised during the stakeholder dialogues described above:

<b>Customers</b>	<ul style="list-style-type: none"> <li>• Recyclability of our products</li> <li>• Reconditioning and resale of used products</li> <li>• Energy and water consumption of our products</li> <li>• Providing product-related sustainability information</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Diversity and equal opportunities</li> <li>• Professional training</li> <li>• Development and career opportunities</li> <li>• Flexible working hours</li> <li>• Reconciliation of work and family life</li> <li>• Health care</li> <li>• Internal communication</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Long-term business relationships</li> <li>• Good payment terms</li> <li>• Plannability of the business</li> </ul>
<b>Society</b>	<ul style="list-style-type: none"> <li>• Compliance with legal requirements</li> <li>• Helping to shape legal requirements through association work</li> <li>• Profitable employer and training company in the region</li> </ul>

## GRI 102-45 Entities included in the consolidated financial statements

The information in this report relates to Hako GmbH, which consists of a headquarters, nine sales offices and three assembly plants.



27 subsidiaries are part of Hako GmbH: By far the largest share is accounted for within our foreign sales subsidiaries, which are represented by 19 companies in 13 countries. The other companies are Hako Service GmbH (used and rental machines), Hilco Chemie B.V. (manufacturer of cleaning detergents), Hako Technology Sp.z. o.o. (metal competence centre), Minuteman International Inc. (manufacturer of cleaning machines) with the subsidiaries Minuteman PowerBoss Corp. and Multi-Clean Inc. (manufacturers of industrial cleaning machines and cleaning detergents), PlasTec Technology GmbH (plastics competence centre) and von Oertzen GmbH (manufacturer of professional waterjet technology).

In addition, there are minority interests in two companies, these include a manufacturer of cleaning machines in India and di.hako.tec GmbH, an integration company in the metal industry that is committed to the employment of people with disabilities.

In the medium term, we plan to extend our sustainability reporting to the companies in which we hold a majority stake.

## GRI 102-46 Defining report content and topic boundaries

In 2021, we began to centrally structure our sustainability activities and expand our sustainability commitment. In order to record the status quo of sustainability, an internal sustainability report was therefore created last year. In addition, we have given our stakeholders the opportunity to present and discuss topics and concerns in structured, intensive stakeholder discussions.

The topics from these sources were rated on a scale from 1 to 5 in the dimensions „impact on sustainability“, „relevance for stakeholders“ and „relevance for Hako's business success“ as part of a materiality analysis. Topics that received a rating of at least 3 in all three categories have been classified as material topics. All material topics are being reported in this GRI report, supplemented in some cases by other aspects to provide a comprehensive overview of our activities.

## GRI 102-47 List of material topics

The results of the process described under GRI 102-46 are presented below in a materiality matrix.



## GRI 102-50 Reporting period

The data and information provided in the report refer to the period January 1st 2021 to December 31st 2022.

## GRI 102-51 Date of most recent report

A report on the state of sustainability was last published in 2008, but not in accordance with the GRI standards.

## GRI 102-52 Reporting cycle

We strive for an annual reporting cycle in the future.

## GRI 102-53 Contact for questions regarding the report

Christoph Stürzebecher, Project Manager Strategy and Sustainability, cstuerzebecher@hako.com

## GRI 102-54 Claims of reporting in accordance with the GRI Standards

This report has been prepared in accordance with the GRI-Standards, Core Option.

## GRI 102-55 GRI Content Index

The GRI content index can be found on page 53.

## GRI 102-56 External assurance

The report has not been audited externally.

## GRI 201 | ECONOMIC PERFORMANCE

Our entrepreneurial actions are geared towards long-term and sustainable success. This success must always be in harmony with our environment – especially regarding our employees and the environment.

By generating profits, we not only secure our own future viability, but also promote charitable causes through the annual distribution of a dividend to L. Possehl & Co. GmbH, which in turn distributes part of the dividend income to the Possehl Foundation. According to its statutes, the Possehl Foundation promotes „the preservation of the beautiful image of the city and its facilities, charitable institutions, youth, the cultivation of art and science, and the alleviation of hardship for the needy“ in Lübeck. The foundation thus supports the development of the community in the Hanseatic city in a comprehensive way.

### GRI 201-1 Direct economic value generated and distributed

	2022	2021
Economic value generated	325,735,632 €	276,644,817 €
Other operating income	6,202,727 €	6,023,034 €
Income from participations	7,237,050 €	1,459,647 €
Income from interest	471,817 €	319,381 €
Economic value spent	339,647,228 €	284,446,879 €
To suppliers (operating costs)	229,181,069 €	184,769,308 €
To suppliers (investments)	3,810,295 €	3,677,718 €
To employees	75,397,532 €	69,376,767 €
To investors	729,257 €	260,816 €
To the state	8,665,475 €	7,007,892 €
Net profit	21,863,598 €	19,354,377 €

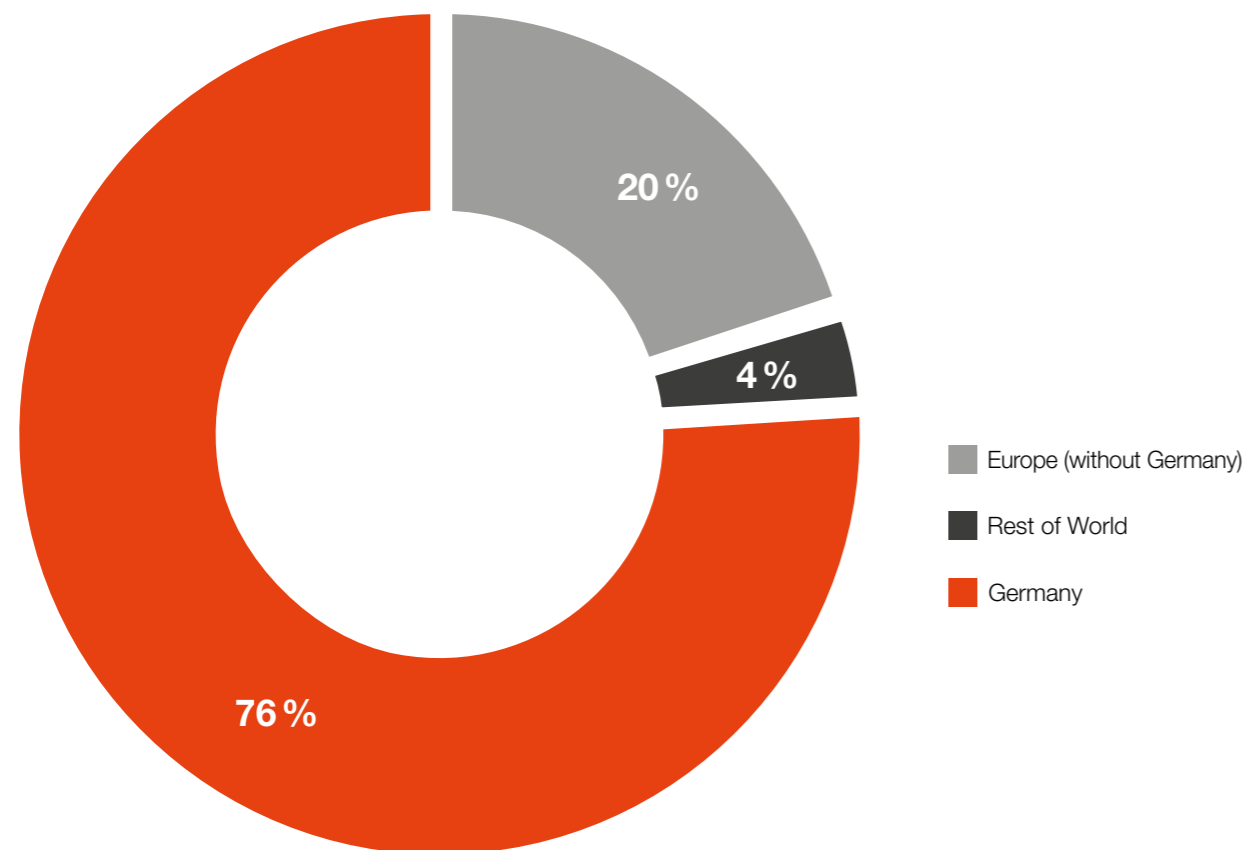
## GRI 204 | PROCUREMENT PRACTICES

We maintain partnerships with our suppliers, some of which are lasting for decades. We attach importance to dealing with them as equals, to fair contractual conditions and to work with regional suppliers wherever possible. We monitor compliance with social standards by means of comprehensive risk monitoring).

### GRI 204-1 Proportion of spending on local suppliers

Hako's supplier structure is very local, which means that 76 % of the procurement budget is accounted for suppliers with a German billing address. A further 20 % comes from other European countries, which means that only 4 % of the procurement budget is accounted by non-European countries.

Procurement budget share



## GRI 205 | ANTI-CORRUPTION

We have developed a binding Code of Conduct that sets clear principles on fighting corruption. This code applies to all employees and is regularly adapted to current requirements. Any violations can be reported directly to our Compliance Officer or alternatively via an anonymous complaint's mechanism.

### GRI 205-1 Operations assessed for risks related to corruption

None of our operating sites were actively checked for corruption risks. However, the management is in close contact with the local managers so that violations can be punished immediately.

Bribery in business dealings between purchasing and sales departments to suppliers and customers was identified as a significant risk of corruption.

### GRI 205-2 Communication and training about anti-corruption policies and procedures

The management as well as the members of the executive board are aware of the corruption risks through the Hako Code of Conduct; the Code of Conduct is also binding for our employees. In the future, we will inform relevant business partners about our Supplier Code of Conduct and anti-corruption issues. We did not conduct any training on our own.

### GRI 205-3 Confirmed incidents of corruption and actions taken

No incidents of corruption became known during the reporting period.

## GRI 207 | TAX

Our business activities have an impact on tax revenue and the financing of the public sector: Municipalities and Statefinance a wide range of tasks, from education and healthcare to public infrastructure. These investments also benefit us as a company. For us, therefore, the basic principle applies that taxes are to be paid where value is created and profits are generated.

### GRI 207-1 Approach to tax

Hako GmbH does not pursue a specific tax strategy: We neither maintain artificial structures to shift profits nor is our company geared towards tax avoidance. Taxes are paid where profits are made, in compliance with applicable tax laws and regulations. Professional external tax consultants support us in complying with these regulatory requirements.

### GRI 207-2 Tax governance, control, and risk management

A tax governance framework does not exist.

## GRI 301 | MATERIALS

We follow the clear approach to use materials that are as sustainable as possible. When selecting materials, we therefore favour environmentally compatible options and rely on long lasting materials to conserve resources and minimise waste. Likewise, when developing our machines, we pay attention to a material-efficient and high-quality machine design. Adherence to legal regulations within the scope of material compliance is our top priority. Our commitment to the environmentally conscious use of materials helps to conserve resources and minimise our impact on the environment.

### GRI 301-1 Materials used by weight or volume

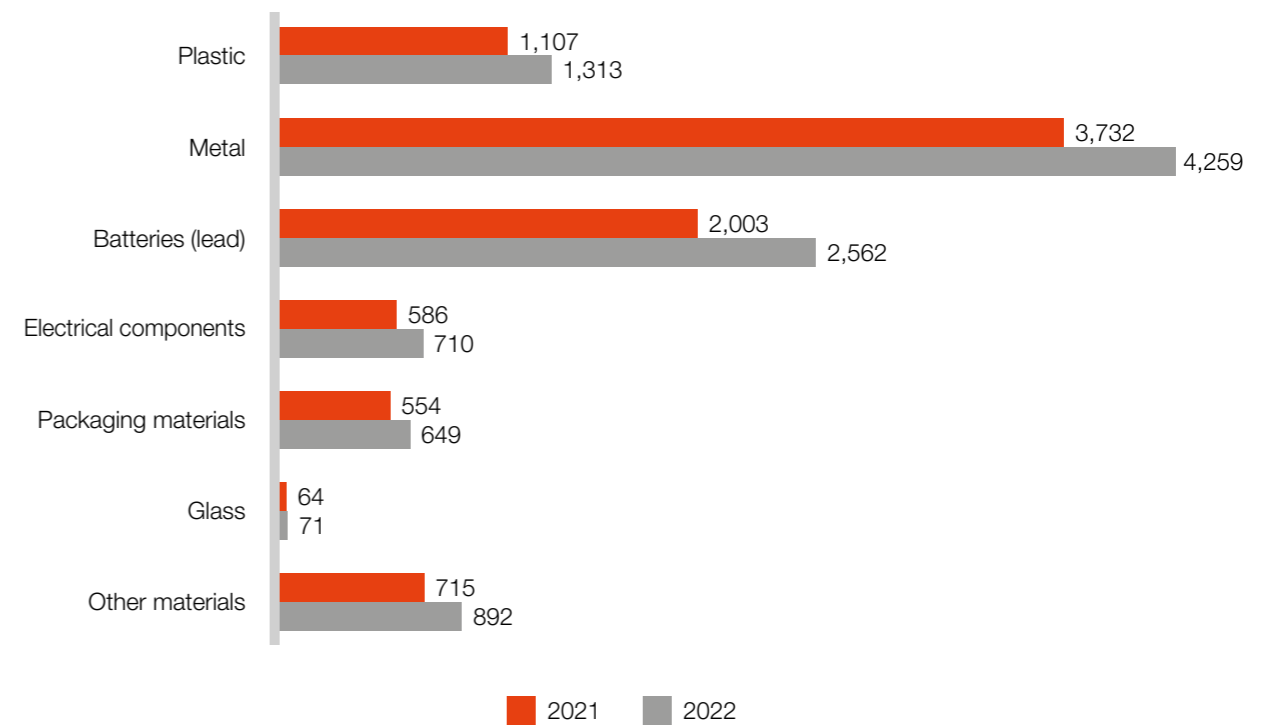
The quantities stated include our interior cleaning machines (Scrubmaster and Sweepmaster) as well as the municipal vehicles (Citymaster and Multicar). For our Cleanser products, the collection of material data is not planned for the time being, as they do not account for a significant share of the quantities.

To collect the data, projections of the material composition were made for selected types of equipment. This data was adapted for machines of similar machine classes for which no projections were available. For example, a metal content of 147.8 kg was determined in an extrapolation for the Sweepmaster B980 R. For a similar Sweepmaster B900 R, which has 76.7 % of the mass of a B980 R, a metal content of 113.3 kg was estimated. In total, the material input increased from 8,761 t to 10,469 t from 2021 to 2022 due to increased production volumes.

The following information on the contents of individual material fractions is provided:

- Plastics: predominantly PE and ABS
- Metals: predominantly steel and aluminium
- Electrical components: Collective term for electrical drives, controls and cables, high copper content
- Packaging material: wood and cardboard only

## Material use in tons



### GRI 301-2 Recycled input materials by weight or volume

We do not have any valid data on the proportion of recycled materials used. Generally high recycling rates for metals, batteries and materials in electrical components suggest that the materials we purchase also have a significant recycled content. However, this is not the case for plastics and our packaging materials made of wood and cardboard.

### GRI 301-3 Reclaimed products and their packaging materials

The reconditioning of used machinery is mainly carried out centrally via the Hako Group's Used Machine Centre (Hako Service GmbH) in Hürth near Cologne, which is not part of this reporting framework. Therefore, only a few machines are reconditioned in our sales offices. In 2022, 64 machines were refurbished compared to 53 in 2021.



## GRI 302 | ENERGY

We continuously record and monitor our energy consumption and analyse the energy flows at our sites. From this, we derive concrete measures to reduce energy consumption and increase energy efficiency, especially regarding our production processes and our building infrastructure. As part of our sustainability programme, we are currently developing a roadmap for decarbonisation.

### GRI 302-1 Energy consumption within the organisation

kWh	2022	2021
Diesel	6,012,069	6,238,658
Petrol	94,460	111,019
Natural gas	8,431,650	9,791,199
Biogas	3,312,500	4,339,500
Liquid gas	0	562
Heating oil	427,370	434,378
Electricity	4,381,883	4,440,936
Total energy consumption	22,659,933	25,356,252

### GRI 302-2 Energy consumption outside the organisation

A system to track relevant energy consumption outside our organisation is currently being developed.

### GRI 302-3 Energy intensity

Reference value	Energy intensity [kWh]	
	2022	2021
per unit produced	1,187	1,493
per € million turnover	74,000	93,912

The energy intensity ratio refers to the energy types recorded in GRI 302-1. Energy intensity was reduced by more than 20 % through lower energy consumption and increased production volumes.

### GRI 302-4 Reduction of energy consumption

Through various energy efficiency measures and change in our heating behaviour, the consumption of natural gas and biogas was reduced by more than 2,000,000 kWh in 2022 compared to 2021. Together with other savings measures, the total energy consumption was reduced by about 10 %.

### GRI 302-5 Reductions in energy requirements of products and services

For the municipal technology sector, consumption measurements are regularly carried out when new vehicles are introduced. For Citymasters they are carried out according to DIN EN 15429-2, for Multicar vehicles they are based on this standard. The consumption data for the cleaning technology sector will follow in our next report.

With the introduction of the Citymaster 650 in 2020, fuel consumption was reduced by 13% compared to the predecessor model. The all-electric Citymaster 1650 ZE achieves an even more significant reduction: Compared to the Citymaster 1650 with combustion engine, its all-electric counterpart requires 86 % less energy.

To show energy consumption over time, we have decided to use fleet consumption. We define the fleet as the vehicles produced per calendar year, whose specific energy consumption is included in the fleet consumption on a pro rata basis. The average CO2 emissions are also calculated on this basis, whereby electrically powered machines are treated as CO2 neutral.

Machine category	Energy consumption [kJ/h]		Emissions [kg CO2e/h]	
	2022	2021	2022	2021
Citymaster	154,883	157,359	11.57	11.82
Multicar	291,471	289,509	21.90	21.76
Total average	207,386	211,154	15.53	15.87

The data shows that fleet consumption and emissions have hardly changed from 2021 to 2022. The above-mentioned efficiency improvements of the Citymaster models do not yet have an effect, since on the one hand the numbers of units of the Citymaster 1650 ZE were still rather low last year, and on the other hand more larger machines with correspondingly higher consumption levels tended to be sold. In the reporting year 2022, the share of diesel-powered Citymaster and Multicar vehicles was about 95 %, with an average consumption of 5.9 l diesel per operating hour.

## GRI 303 | WATER AND EFFLUENTS

Water is a valuable commodity and an increasingly scarce resource worldwide. Through annual recording of water consumption at our sites, trend developments can be derived and potential for improvement can be uncovered.

### GRI 303-1 Interactions with water as a shared resource

All of the fresh water drawn is obtained as tap water from regional water works and returned via the public sewer system. Most of the water consumption is used as drinking and washing water for employees in the social rooms and for food preparation in the canteens. A smaller part is used for cleaning machines in our branches or for carrying out test runs. In addition, a dip-painting plant is operated at one production site, which consumes about 600 m<sup>3</sup> of water annually. This type of process water is filtered and treated before being returned to the public sewage network.

### GRI 303-2 Management of water discharge-related impacts

The basis for the quality of the wastewater we discharge into the public sewer system is the German Wastewater Ordinance.

### GRI 303-3 Water withdrawal

In 2022, 12,713 m<sup>3</sup> of water was withdrawn, about 10 % more than in 2021 with 11,987 m<sup>3</sup>. The water sourced comes from the regional water suppliers, other sources are not used. According to the definition of the Federal Environment Agency, we do not draw water from regions with water stress (definition: water withdrawal per year > 20 % of the available water supply).

### GRI 303-4 Water discharge

The fresh water extracted is discharged into the public sewer system after use, unless it is used for purposes such as irrigation of green areas. At some locations, rainwater from roof areas is also discharged into the public sewer system.

### GRI 303-5 Water consumption

Our production processes do not have any relevant water consumption, so that the amount of fresh water we purchase essentially corresponds to the amount we return via the public sewer system.

## GRI 304 | BIODIVERSITY

Along our supply chain – from raw material extraction and processing to transport – negative impacts on the environment and biodiversity occur due to emissions and interference with nature. As we can only measure and influence these negative impacts to a limited extent, we focus on developing and manufacturing our products in the most environmentally friendly way possible.

### GRI 304-1 Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas

The Glindow production site, with a size of 37,500 m<sup>2</sup>, is located in a drinking water protection area.

### GRI 304-2 Significant impacts of activities, products and services on biodiversity

Especially in the development and production of our products, we attach great importance to ecological sustainability and are constantly working to minimise the negative impact on the environment. Nevertheless, our products have an impact on the environment and thus also influence biodiversity. The relevant impacts are as follows

- Pollutant emissions: Currently, about 10% of the machines we sell are equipped with combustion engines. This is associated in particular with CO<sub>2</sub> emissions, which are kept as low as possible by modern and efficient engines.
- Fine dust emissions: Sweeping work on heavily soiled and dusty surfaces produces fine dust emissions, which can, however, be effectively reduced by powerful suction and filter technology, by using water and by technological innovations such as the Hako Dust Stop.
- Microplastics: The brushes of our broom units are partly made of plastic, abrasion in the form of microplastics is produced when using the brushes. This applies in particular to our municipal sweepers. A significant part of this microplastic is reabsorbed through the collection and extraction of the sweepings. However, we are planning a study on this to determine exactly how high the proportion of microplastic remaining in the environment is.
- Cleaning detergents: Many of our customers use chemical additives to improve the cleaning results when using our wet cleaning machines. These agents can contain substances that are hazardous to the environment and health, such as surfactants. We advise our customers on how to use cleaning detergents as sparingly as possible. Technical solutions such as our on-board dosing system also help to ensure that cleaning detergents are used as sparingly as possible.
- Water consumption: Our scrubber dryers require large quantities of water for regular cleaning operations. With eco-programs for economical water dosing as well as technologies such as our on-board dirty water treatment, we contribute to the careful use of water resources.

## GRI 305 | EMISSIONS

Based on our energy consumption, we regularly calculate our CO<sub>2</sub> emissions for Scope 1 and 2 in order to derive potential for improvement. In parallel, we are currently working on a comprehensive system for calculating our Scope 3 emissions. As part of our sustainability programme, a project team is currently developing a strategy to consistently reduce our emissions in the coming years.

### GRI 305-1 Direct (Scope 1) GHG emissions GRI 305-2 Energy indirect (Scope 2) GHG emissions

kg CO <sub>2</sub> e		2022	2021
Scope 1	Diesel	1,626,526	1,687,828
Scope 1	Petrol	24,581	28,891
Scope 1	Natural gas	1,702,856	1,977,431
Scope 1	Biogas	651,105	852,972
Scope 1	Liquid gas	0	130
Scope 1	Heating oil	119,082	121,035
Scope 2	Electricity (conventional)	1,643,206	1,665,351
Total		5,767,357	6,333,637

The emission factors of the Intergovernmental Panel on Climate Change (IPCC) were used; the emission mix for Germany from the Federal Environment Agency (Umwelt Bundesamt) was only used for the electricity purchased. A total of 30 stationary air-conditioning systems are installed at our sites, most of which use refrigerants of the type R410A. These systems do not have a relevant refrigerant consumption and were therefore not included in the Scope 1 calculation.

### GRI 305-3 Other indirect (Scope 3) GHG emissions

A system for recording our relevant Scope 3 emissions is currently being developed.

### GRI 305-4 GHG emissions intensity

The intensity indicates the ratio of emissions to the number of devices produced or to the turnover generated. The intensity quotient refers to Scope 1 and 2 emissions from GRI 305-1 and 305-2.

kg CO <sub>2</sub> e	2022	2021
per unit produced	302	373
per € million turnover	18,843	23,458

The intensity of CO<sub>2</sub> emissions was reduced by about 19 % by lowering emissions while increasing production volume.

### GRI 305-5 Reduction of GHG emissions

Through the mentioned energy efficiency measures detailed in GRI 302-4, emissions of 566,280 kg CO<sub>2</sub> were avoided, which corresponds to a reduction of 9 %.

### GRI 305-6 Emissions of ozone-depleting substances (ODS)

We do not produce ODS, nor are we aware of any imports or exports of these substances at Hako.

### GRI 305-7 Nitrogen oxides (NO<sub>x</sub>), sulphur oxides (SO<sub>x</sub>) and other significant air emissions

The high proportion of diesel-engine cars in our fleet is associated with NO<sub>x</sub> and particulate matter emissions, but we have no knowledge of the actual emission levels.

## GRI 306 | WASTE

Sustainable waste management makes an important contribution to the realisation of the circular economy. At all company locations, we therefore focus on separating waste by type as much as possible to achieve high recycling rates. We analyse waste data to identify potential for improvement, such as the introduction of reusable packaging and transport containers in cooperation with our suppliers.

### GRI 306-3 Waste generated

Waste type	2022 [t]	2021 [t]
Commercial waste	151.2	170.2
Paper	426.1	300.0
Wood	158.3	180.4
Metal	145.7	46.1
Street sweepings	170.9	63.6
Batteries	28.3	31.5
Waste containing oil	94.7	118.4
Other	172.0	123.3
Total weight	1,396.7	1,033.5
of which hazardous waste	254.0	203.7
of which non-hazardous waste	1,142.7	829.8

The data was aggregated according to the available invoices or disposal records of the waste companies. In a few cases, no exact quantities were available for individual waste fractions; in these cases, estimations were made.

If no data on recovery or disposal was available for an individual waste fraction, the usual procedures for Germany were assumed.

Almost 80% of our waste is recycled and about 20% is incinerated, with less than 1% going to landfill.

Waste treatment	2022 [t]	2021 [t]
Combustion	320.2	270.7
Landfill	11.8	10.4
Recycling	1,064.7	752.4

In the treatment process of incineration, combustion was always accompanied by the recovery of energy.

### GRI 306-4 Waste diverted from disposal

About 80 % of the waste was diverted from disposal. This share was sent for recycling; no waste was reused.

Recycling is carried out exclusively by external waste companies.

Waste diverted from disposal	2022 [t]	2021 [t]
Hazardous waste		
Preparation for reuse	0.0	0.0
Recycling	218.7	172.0
Non-hazardous waste		
Preparation for reuse	0.0	0.0
Recycling	846.0	580.5
Total weight	1,064.7	752.4

### GRI 306-5 Waste directed to disposal

No waste was disposed within our own sites, external disposal companies were always contracted.

Waste forwarded for disposal	2022 [t]	2021 [t]
Hazardous waste		
Combustion (with energy recovery)	23.6	21.3
Combustion (without energy recovery)	0.0	0.0
Landfill	11.8	10.4
Ungefährlicher Abfall		
Non-hazardous waste	296.6	249.4
Combustion (with energy recovery)	0.0	0.0
Landfill	0.0	0.0
Total weight	332.0	281.1

## GRI 307 | ENVIRONMENTAL COMPLIANCE

Compliance with environmental legislation is a high priority for us. Environmental officers have been appointed at all locations with responsibilities for implementing and monitoring the applicable environmental regulations that have been clearly defined. In addition, our corporate headquarters is certified according to ISO 14001.

### GRI 307-1 Non-compliance with environmental laws and regulations

During the reporting period, no violations of environmental protection laws or regulations were pending.

## GRI 401 | EMPLOYMENT

Our employees are the decisive factor for the success of our company. Therefore, it is essential for us to attract new talent and to retain our existing employees through good working conditions. To this end, we create a working environment that focuses on collegial cooperation, the satisfaction of each individual and the development of our employees. Equally important to us is a close and cooperative relationship with our works councils. Our self-image as a social employer is a principal component of our corporate philosophy and contributes to a positive working atmosphere and our sustainable success.

### GRI 401-1 New employee hires and employee turnover

Entries			Departures		
Years/gender	2022	2021	Years/gender	2022	2021
< 30	72	51	< 30	20	21
30 – 50	72	52	30 – 50	34	26
> 50	35	13	> 50	39	29
f	29	18	f	15	12
m	150	98	m	78	64
d	0	0	d	0	0

Entry rate [%]			Fluctuation [%]		
Years/gender	2022	2021	Years/gender	2022	2021
< 30	40.2	44.0	< 30	8.4	10.2
30 – 50	40.2	44.8	30 – 50	7.0	5.7
> 50	19.6	11.2	> 50	7.5	6.0
f	16.2	15.5	f	6.9	6.1
m	83.8	84.5	m	7.6	6.8
d	0	0	d	0	0

The entry rate sets new hires in the respective group (e.g., < 30 years) in relation to the total number of employees at the end of the reporting period within this group. The turnover rate was calculated according to the Schlüter formula.

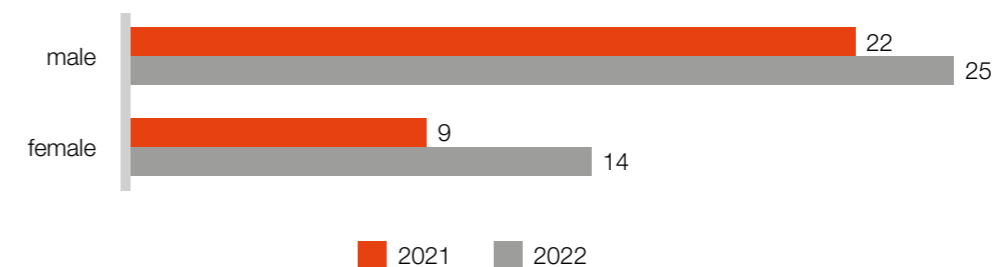
### GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

Both part-time and fixed-term employees are entitled to company benefits to the same extent as full-time and permanent employees.

### GRI 401-3 Parental leave

The right to parental leave is regulated by law in Germany. All Hako employees in Germany, regardless of gender, are granted parental leave to the statutory extent. In order to promote the compatibility of work and family, our employees also have the option of working up to 40 % of their working hours from home.

#### Parental leave taken



## GRI 403 | OCCUPATIONAL HEALTH AND SAFETY

The Health and Safety of our employees is our top priority. Therefore, we have established extensive measures and processes to live up to this principle. We monitor accident and sickness rates and work continuously to make every working day as safe as possible. Our comprehensive regulations are described below.

### GRI 403-1 Occupational health and safety management system

The legal requirements in the Occupational Safety and Health Act as well as the regulations of the professional associations form the basis for occupational safety and health protection. In addition, we set ourselves standards with our own guidelines or agreements that go beyond the legal requirements.

The legal standards include in particular:

- Regular and occasion-related instructions
- Occupational health care
- Any occupational accident investigations
- Random safety inspections of the operating sites
- Processing of any defect protocols (e.g., authorities, certification bodies, insurers, and inspection protocols)
- Preparation and review of risk assessments and operating instructions
- Preparation and review of the fire protection regulations as well as the inspection intervals of the fire protection equipment
- Testing of the operating equipment used
- Designation of a sufficient number of company first aiders, fire protection and evacuation assistants, as well as safety officers (inclusive planning of training and further education).
- Provision of individual personal protective equipment
- Consideration of ergonomics when setting up workplaces

For ongoing development and to discuss current concerns in occupational health and safety, quarterly invitations are issued to the Occupational Health and Safety Committee at our production sites. This communication forum brings together technical staff, the management, employee representatives, safety officers, occupational safety specialists and employees. In addition, the fire protection, occupational health and safety management and environmental protection officers are involved, if available.

All Hako employees, including temporary workers, are covered by this occupational health and safety system.

In addition to the occupational health and safety system described above, Hako is certified in accordance with DIN ISO 45001 Occupational Health and Safety Management System at our headquarters in Bad Oldesloe and at two other locations.

### GRI 403-2 Hazard identification , risk assessment and incident investigation

The central instrument for preventive hazard identification is the regular assessment and documentation of workplaces in the form of risk assessments. In this process, the workplaces are subjected to an audit and appropriate measures for compliance with and improvement of occupational health and safety are determined. The preparation of risk assessments is carried out by the managers. They can seek advice from experts in occupational health and safety (e.g., occupational health and safety specialists, company physicians or fire protection officers).

If, despite the precautions taken, an accident occurs at work, the manager reports the accident, and it is entered into the accident statistics. Both occupational accidents and so-called near misses are investigated immediately or within a few days by a panel of experts, depending on the hazard situation, and measures for future accident prevention are determined.

Findings from these investigations can be established as standards across locations by including them in internal guidelines.

### GRI 403-3 Occupational health services

Occupational health care for our employees is an important component of occupational safety, especially with regard to prevention and early detection of work-related illnesses. That is why we offer medical counselling as well as preventive medical care by the occupational health service at our production sites. At some sites, the company medical officers have also introduced regular in-house consultation hours. Managers inform employees about the medical check-ups on offer and ensure that they can participate without hindrance.

### GRI 403-4 Workers participation, consultation and communication on occupational health and safety

In matters of occupational health and safety protection, the employees concerned or their representatives from the works council are always involved. Reasons for this may be the redesign of workplaces, the follow-up of accidents, regular workplace inspections or the coordination of measures to contain pandemics situations.

### GRI 403-5 Worker training on occupational health and safety

Employee training and instruction on occupational health and safety protection are part of the basic qualification at Hako GmbH. Every time a new employee is hired, general safety instruction is provided as part of the induction plan. All employees are trained annually in accordance with this general safety instruction.

The training content covers the following topics in particular:

- Contact persons in occupational safety and health
- Behaviour in case of accidents
- Escape and rescue routes
- Location First Aid / Fire Protection Facility
- Fire measures
- Behaviour in the event of technical faults
- Explanation of the workplace and possible hazards
- Explanation of protection and safety measures
- Environmental hazards and special features
- Use of personal protective equipment.

In addition, employees are trained according to the specific hazards of the workplace and on an ad hoc basis. This serves to raise awareness of possible hazards and to ensure attentiveness with regard to safe work processes.

For trainees and sensitive groups of people, the training and instruction intervals are shortened accordingly in order to meet the extended duty of care.

## GRI 403-6 Promotion of worker health

We offer various opportunities to promote the health of our employees. These include:

- Agreements with our works council, for example on the subsidisation of health benefits (e.g., dental or prostheses) or regulations on company reintegration management
- Appointment of employees as addiction or mentoring representatives, so that affected employees are given the opportunity to confide in these persons and seek professional help
- Subsidising the company canteens at our production sites for a wholesome diet
- Possibility of participating in company sports groups at some locations
- Joint participation in sports events with payment of entry fees and provision of clothing, e.g., XLETIX, Muddy Angel Run or Lauf zwischen den Meeren (Run between the seas)
- Emergency childcare, through which employees at the Bad Oldesloe site can make use of a childcare offer for their children at short notice

## GRI 403-8 Workers covered by an occupational health and safety management system

The processes and responsibilities for occupational health and safety described in GRI 403-1 to 403-5 apply to all Hako GmbH sites and employees,

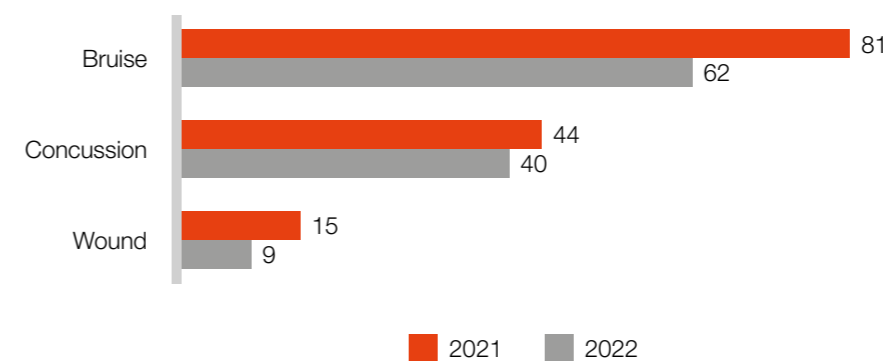
In addition, the production sites in Bad Oldesloe and Glindow as well as the sales office in Hamburg are certified according to DIN ISO 45001. This means that approximately 58 % of Hako GmbH's employees are covered by this management system.

## GRI 403-9 Work-related injuries

	2022	2021
Reportable accidents	29	24
Accidents that do not have to be reported	112	145
Deaths	0	0
Rate per million hours worked (reportable)	18.5	15.6
Rate per million hours worked (not reportable)	71.5	94.0

The accident figures refer to our own employees. The accidents that are not reportable also include employees hired through temporary employment agencies. This is due to the fact that notifiable accidents have to be reported to the insurance company of the respective temporary worker. In both 2021 and 2022, approx. 1.5 million hours of work were performed. Approximately 85% of the non-reportable accidents occurred at our production sites, the remaining 15% occurred at our branches. The types of injuries from reportable accidents were diverse, including cuts, bruises, burns and fractures. The three most common types of non-reportable injuries are shown below.

### Most frequent non-reportable types of injury



## GRI 403-10 Work-related ill health

Work-related diseases are recorded if they have been recognised as occupational diseases by the employer's liability. For data protection reasons, the employer's liability could only publish the number of work-related illnesses in 2021 if more than five illnesses were recognised. In 2021, fewer than five work-related illnesses were recognised and in 2022, no illnesses were recognised.

## GRI 404 | TRAINING AND EDUCATION

It is important to us to give our employees prospects for personal development and to make careers possible. We pay special attention to vocational training: We offer apprenticeships in eleven different professions, including industrial clerks, warehouse clerks and technical product designers. In addition, we offer the possibility of dual studies in industrial engineering, mechatronics, and mechanical engineering. The number of apprentices and students employed is shown below.

<b>Trainees</b>	<b>2022</b>	<b>2021</b>
male	64	50
female	11	8
<b>Students</b>	<b>2022</b>	<b>2021</b>
male	3	3
female	1	1
<b>Total</b>	<b>79</b>	<b>62</b>

### GRI 404-1 Average hours of training per year and employee

So far, only the hours spent on vocational training and educational leave have been recorded. The average number of hours per employee in 2021 and 2022 was 86.8 and 80.8, respectively. A system for recording the exact number of hours of further training is planned.

### GRI 404-2 Programs for upgrading employee skills and transition assistance programs

A large part of the training carried out at Hako is product-related training for sales staff and service technicians, who undergo in-depth training especially when new products are introduced. In principle, however, further training is mainly organised on a decentralised basis by the persons or departments responsible at the location. This includes, for example, specialised training in the areas of occupational safety, customs regulations, or IT knowledge. In addition, we try to make it easier for employees to combine training and work by allowing them to organise their working hours as they see fit. In addition to these existing activities, a comprehensive leadership development programme is currently being set up, which will be offered to managers and junior managers from 2023.

### GRI 404-3 Percentage of employees receiving regular performance and career development reviews

The number of appraisals is not recorded centrally. Our managers decide independently on the regularity of appraisals.

## GRI 405 | DIVERSITY AND EQUAL OPPORTUNITY

It is important to us that all employees have the same opportunities and are treated equally, regardless of external characteristics such as gender or skin colour. We have anchored these values of an inclusive and respectful working environment in our Code of Conduct, which serves as a guiding principle for all employees. We pursue a zero-tolerance policy in the event of violations; tips or complaints are processed and consistently punished if substantiated.

### GRI 405-1 Diversity of governance bodies and employees

The Supervisory Board is composed as described in GRI 102-22. The age structure and gender distribution of the total workforce and in senior management are shown below. The term „senior management“ includes the Executive Board, members of the Executive Board and managers who report to this group of persons.

<b>Total workforce [%]</b>			<b>Senior management [%]</b>		
<b>Years/gender</b>	<b>2022</b>	<b>2021</b>	<b>Years/gender</b>	<b>2022</b>	<b>2021</b>
< 30	19	17	< 30	0	0
30 – 50	39	40	30 – 50	29	20
> 50	42	42	> 50	71	80
f	17	17	f	10	0
m	83	83	m	90	100
d	0	0	d	0	0

The percentage of employees with severe disabilities known to us was 4% of the total workforce in both 2021 and 2022. The actual figure will be higher, as there is no obligation on the part of employees to report a severe disability.

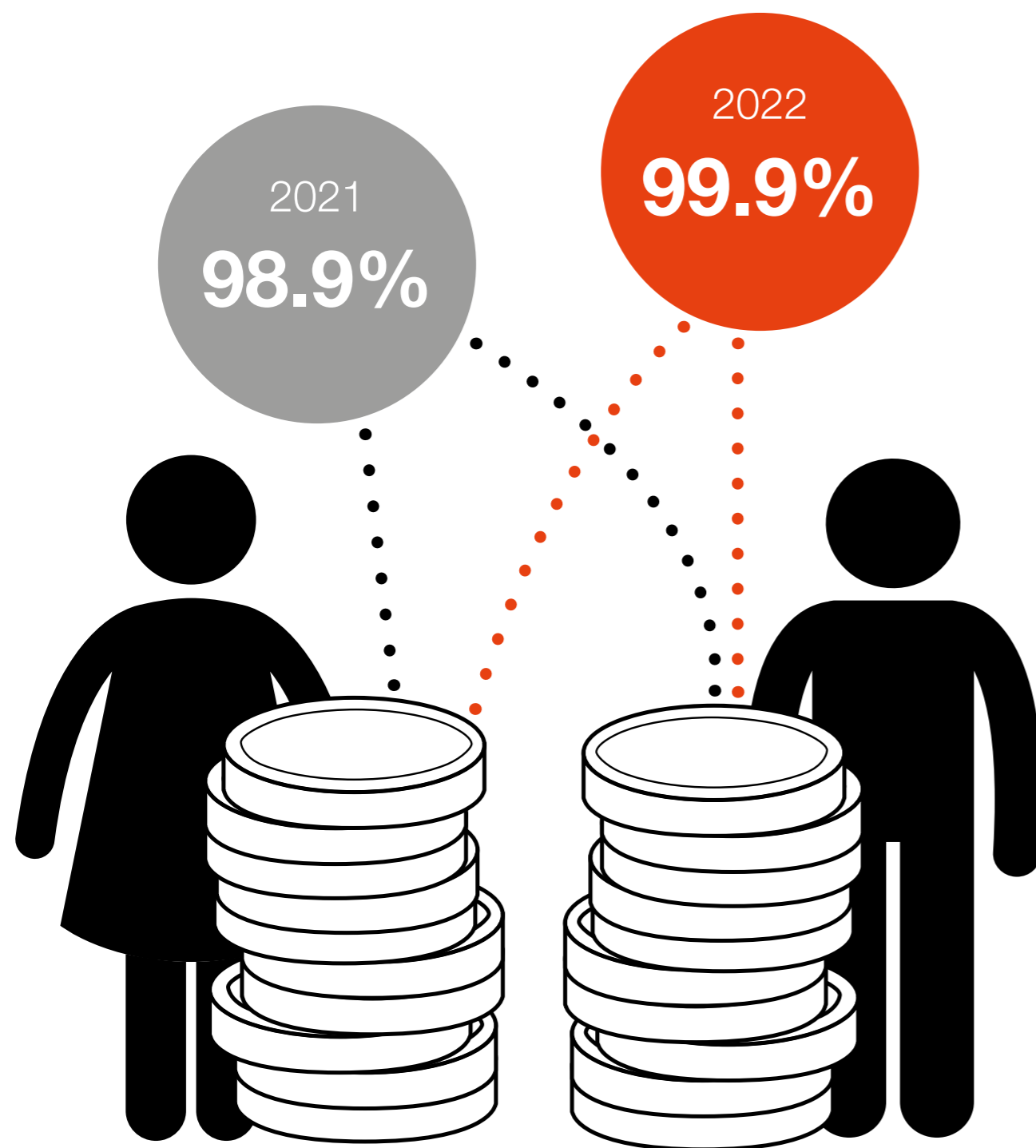


## GRI 405-2 Ratio of basic salary and remuneration of women and men

Both blue-collar and white-collar workers are paid according to the classification of the job performed in accordance with the collective agreement. Non-tariff employees and managers are paid according to experience, management span and success. At Hako, gender is not a criterion for remuneration in any of these categories.

With regard to the new recruits in 2021 and 2022, it was possible to achieve almost equal remuneration for male and female employees.

Ratio of remuneration of women to men (new hires)



## GRI 406 | NON-DISCRIMINATION

Respectful and collegial interaction with each other is an integral part of our corporate culture. Cases of discrimination, harassment or bullying are consistently punished and prevented by appropriate measures.

### GRI 406-1 Incidents of discrimination and corrective actions taken

No incidents of discrimination occurred during the reporting period.

## GRI 414 | SUPPLIER SOCIAL ASSESSMENT

We maintain an active exchange with our suppliers and know the production sites of our most important business partners. Due to the large number of suppliers, we decided to set up a comprehensive risk monitoring system in 2022, also in order to meet the requirements of the German Supply Chain Sourcing Obligations Act 2023.

All suppliers of the Hako Group worldwide are recorded in this monitoring system and evaluated according to various criteria in terms of human rights and environmental standards. This evaluation results in a risk indicator for each supplier, which leads to various measures: From the request for additional proof and certifications to on-site audits of production facilities.

### GRI 414-1 New suppliers that were screened using social criteria

### GRI 414-2 Negative social impacts in the supply chain and actions taken

The first systematic assessment of our suppliers will take place in 2023. In 2021 and 2022, we did not have any concrete indications nor information on negative social impacts in our supply chain.

## GRI 415 | PUBLIC POLICY

Through our association work, we are actively involved in shaping the regulation of our products. Otherwise, we do not exert any influence on politics or legislation, but we stand firmly behind the principles of the free democratic order.

### GRI 415-1 Political contributions

No donations were made to political parties.

## GRI 417 | MARKETING AND LABELLING

We attach great importance to providing our customers with correct and comprehensive information about our products and their performance. To this end, we have established processes in development and marketing that systematically prepare this information and make it available to our customers. In the area of environmental information in particular, we will expand our range of services in order to increase transparency.

### GRI 417-1 Requirements for product and service information and labelling

The safe use of our machines and products by our customers is highly important to us. Our machine-specific operating instructions cover all topics and instructions for the proper and safe use of our products. This standard applies to all our cleaning and municipal technology machines.

Information on the material composition of the products has not yet been affixed directly to the machines, but we will provide information on this on request. To enable a high recycling rate of our machines, the plastic parts produced in-house are marked according to an in-house standard to identify the materials used.

Information on the disposal of machines is not part of our labelling system. However, our customers have the option of returning used machines free of charge.

Further labelling includes the type of plate (which also indicates the country of origin, among other things), CE conformity and product-specific labels such as Blauer Engel (low-noise/low-pollution machines) or EUnited PM (low-fine-dust machines).

### GRI 417-2 Incidents of non-compliance concerning product and service information and labelling

In the reporting period, no violations in connection with product and service information or labelling became known.

### GRI 417-3 Incidents of non-compliance concerning marketing communications

In the reporting period, no violations related to marketing and communication have come to light.

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