

AN OVERVIEW

Sustainability Report: Facts & Figures 2022

Sustainability reporting

This report contains Kärcher's sustainability key figures, targets and activities. The data applies to business year 2022 (01.01.2022 to 31.12.2022), but key figures from the years 2020 and 2021 have also been provided in some places, as a basis for comparison. The reported information generally relates to the worldwide activities of the Kärcher Group, unless otherwise stated. Information on Alfred Kärcher SE & Co. KG relates in principle to the headquarters and the factory in Winnenden, the production and logistics sites in Obersontheim/Bühlertal and Illingen and the service centre in Gissigheim. The data in the chapters on "Environmental protection in production" and "Employees and society" concerns the Kärcher Group's headquarters as well as the production and logistics sites in Germany, Brazil, China, Italy, Mexico, Romania and the USA. Due to the Reutlingen site being included for the first time, comparisons with the previous year are only possible to a limited extent.

The report was produced in line with the standards of the current version of the Global Reporting Initiative (GRI) from 2021. An overview of the GRI disclosures used can be found in the GRI content index at the end of the report. No external verification was carried out. The editorial deadline for this report was 28.02.2023. The Sustainability Report 2022 was published in May 2023. The Sustainability Report is published annually.

For more information, go to
www.karcher.com/CSR

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DEAR READERS,

The exceptional year of 2022 with its many geopolitical and external influences has presented us all with the greatest challenges of recent decades. Nevertheless, we were able to post a new record turnover of 3.161 billion euros.

The basis for this success is a long-term corporate strategy within which we can react flexibly to crises and which focuses on sustainable business. Because, as a family business, we act in the interests of future generations, and therefore the word “sustainable” at Kärcher includes all areas – environmental protection as well as equal rights for all.

We see proactive sustainable action as a clear competitive advantage that will be even more decisive in the future. As a global market leader, we already meet many of tomorrow’s potential legal requirements.

However, we also feel committed to the topic of sustainability independently of sales figures. As a globally active company, Kärcher takes responsibility and wants to make a decisive contribution as a good corporate citizen. After all, it is companies that can have a decisive influence on development by protecting resources and saving energy and reducing emissions – and are perceived as role models. Since 2020, we have been guided by the 17 Sustainable Development Goals of the United Nations.

The goals we have set ourselves with our sustainability strategy, as part of the overall corporate strategy, and how we are achieving them are presented in this report. It is based on the internationally recognised reporting standards of the Global Reporting Initiative, which makes our actions comparable, measurable and transparent.

The keyword here is transparency: we have significantly expanded the sustainability report this year and are presenting key figures on the Kärcher Municipal business division for the first time. In addition, we are devoting even more attention to the area of human resources, whose key figures we have extended from the head office to all production and logistics locations.

We are also reporting on our progress in reducing emissions and resource consumption, which is entirely in line with the European Green Deal. This aims to drive the transition to a resource-efficient and competitive economy. Kärcher shows that ecology and economy are not a contradiction, but go hand in hand. Accordingly, we have reorganised our Board of Management department: previously, sustainability management was part of quality assurance, but since January 2023, Corporate Sustainability Management has been part of my Board of Management portfolio.

We see our strategy confirmed by several awards: after receiving the German Sustainability Award 2022, we were also honoured last year with the Social Hero Award and the Baden-Württemberg Environmental Award. As a result, each of our three key initiatives – “Zero Emissions”, “Reduce, Reuse, Recycle” and “Social Hero” – has now received an award.

We have also set out our path and our vision in our purpose: “Renew to sustain. Together we make a powerful impact towards a clean world.”

We will continue to be measured against this in the future.

With best wishes from Kärcher,



Hartmut Jenner

Chief Executive Officer and Chairman
of the Board of Management





01

SUSTAINABILITY AT KÄRCHER

As a family company, long-term thinking is part of our corporate identity. We associate this with the aspiration to accept responsibility for future generations. This understanding shapes both the corporate management and the future development of Kärcher, driven to a large extent by our Sustainability Strategy 2025, with which we link clear goals and measures for more climate protection, resource efficiency and added value for society.



COMPANY PROFILE

Kärcher is the world's leading provider of cleaning technology. The company develops, produces and sells equipment, machines and systems for cleaning and care. As a manufacturer of cleaning systems and as a pioneer of high-pressure cleaning, Kärcher covers basic needs worldwide for cleaning transport vehicles, buildings and surfaces, as well as cleaning and pumping liquids.

Business model

Kärcher was founded in 1935. The parent company is Alfred Kärcher SE & Co. KG, which is fully family-owned and has its headquarters in Winnenden. The Kärcher Group includes more than 150 companies in 80 countries in Europe, America, Asia, Oceania and Africa with 15,330 employees. Fifty thousand service points all over the world ensure comprehensive customer service.

Kärcher's portfolio includes high-pressure cleaners and ultra high-pressure cleaners, vacuum cleaners for various purposes, steam cleaners, sweepers and scrubber dryers, gantry car wash systems including self-service technology, industrial cleaning technology for special applications, detergents, systems for the treatment of drinking water and reclaimed water, water dispensers and air purifiers, pumps and watering systems, machines for garden maintenance as well as software for fleet and process management. Perfectly matched products and accessories are accompanied by comprehensive advice and service tailored to specific target groups. In 2022, Kärcher achieved the highest turnover in its history with EUR 3.161 billion.

Corporate management

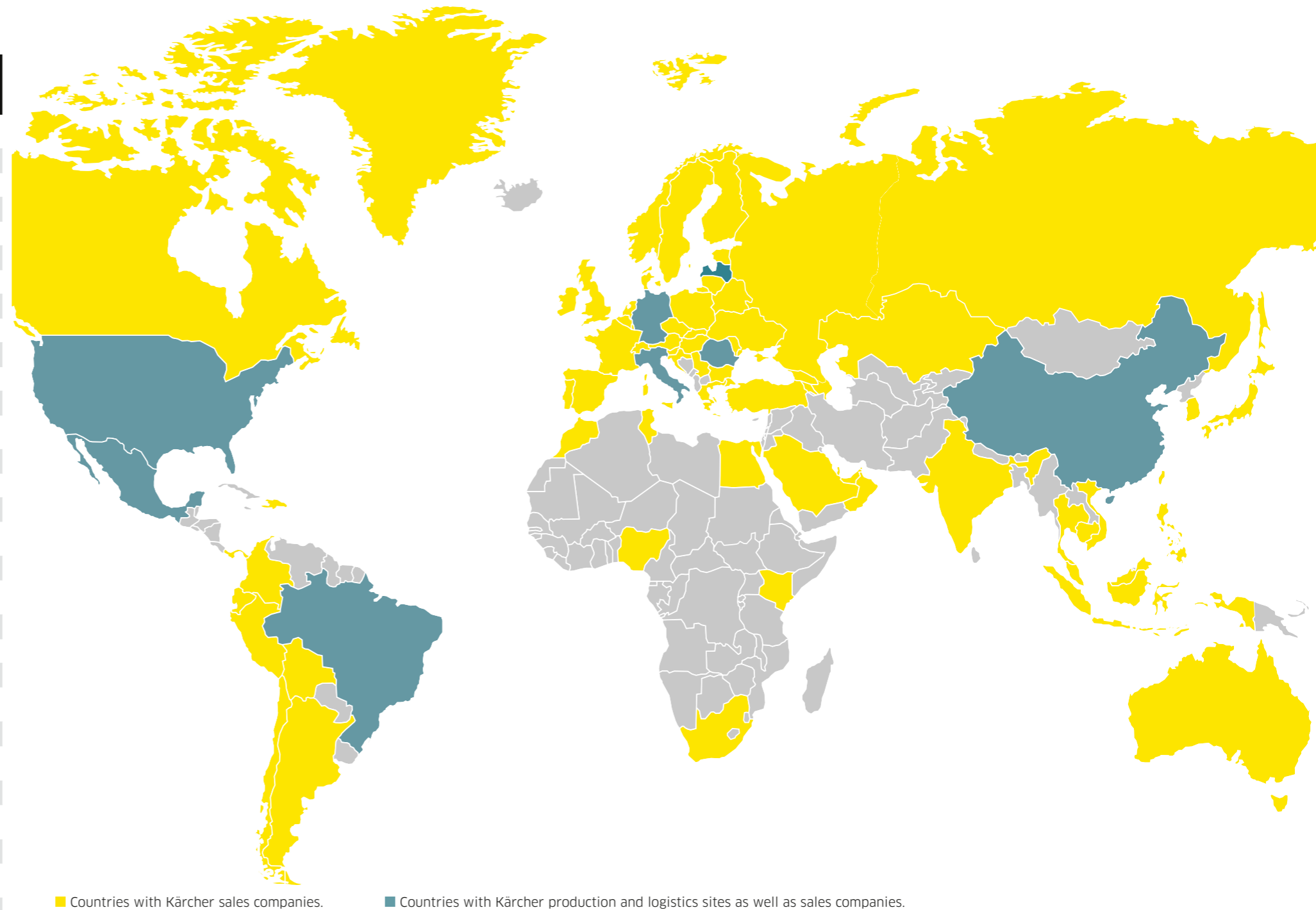
The Board of Management of Kärcher is made up of five members. They are: Hartmut Jenner (Chief Executive Officer and Chairman of the Board of Management), Christian May (Deputy Chairman and Board Member for Sales, Marketing & Service), Dieter Grajer (Chief Operating Officer), Stefan Patzke (Chief Finance & IT Officer) and Michael Häusermann (Board Member for Special Business Units). They are not only responsible for the strategic further development of the company, but also for Kärcher's sustainability requirements. To this end, during Board of Management meetings, for example, the Board of Management is continuously informed about company-specific and overarching developments in the area of sustainability. In addition, the Chairman of the Board of Management reviews and approves this Sustainability Report. Board Members are appointed exclusively by decision of the Supervisory Board, the company's highest controlling body. Johannes Kärcher holds the chair. The committee also has the task of advising the Board of Management on the management of the company as well as making decisions on Group actions that are subject to approval.

KÄRCHER SITES WORLDWIDE

Rooted in Germany – active all over the world: Kärcher produces and sells its products around the globe. The map provides an overview of our worldwide production and logistics sites as well as the approximately 80 countries with sales sites.

Our production and logistics sites and their ISO certifications

Production and logistics sites	9001:2015 (Quality)	14001:2015 (Environment)	50001:2018 (Energy)	45001:2018 (Occupational safety)
Germany				
Winnenden (Headquarters)	■	■	■	
Winnenden (Factory)	■	■	■	
Gissigheim	■	■	■	
Obersontheim (Factory)	■	■	■	
Obersontheim (Logistic Centre)	■	■	■	
Bühlertal	■	■	■	
Illingen	■	■	■	
Schwaikheim	■	■	■	
Waldstetten	■	■	■	
Duisburg	■	■	■	
Reutlingen	■			
Italy				
Correggio/Reggio Emilia	■	■	■	■
Quistello	■	■	■	■
Reggio Emilia	■	■	■	■
Romania				
Curtea de Arges	■	■	■	
USA				
Aurora	■			
Blackwood	■			
Fayetteville	■			
Mexico				
Monterrey	■	■		
Brazil				
Vinhedo	■	■		
China				
Changshu	■	■	■	■
Latvia				
Jelgavas Novads	■		■	



VALUE-BASED CORPORATE DEVELOPMENT

Kärcher is aware of its responsibility as an international company and Global Corporate Citizen. This is reflected in our aspiration to further develop the company from economic, ecological and social perspectives in equal measure. Our actions are guided by clearly defined values, which together form our corporate mission statement.

Code of Conduct and compliance

In the Code of Conduct, Kärcher has laid down the essential principles of behaviour for its daily work. We are guided by relevant principles and guidelines from international institutions such as the UN, the Organisation for Economic Cooperation and Development (OECD) and the International Labour Organization (ILO). The principles include social responsibility, environmental and climate protection, anti-corruption and compliance, product and occupational safety, data protection and respect for human rights, in particular the rejection of all forms of child and forced labour and discrimination. We also expect our suppliers to adhere to these principles. We extensively revised and expanded the [Code of Conduct](#) in 2022. It was approved by the Board of Management of Kärcher and can be accessed via the intranet, our website and the supplier platform.

In addition to the Code of Conduct, Kärcher has other international and national guidelines and directives. These include, for example, an integrity policy that regulates, among other things, the avoidance of conflicts of interest and is signed by the Board of Management. The Policies, Guidelines & Compliance unit is responsible for the coordination and publication of guidelines and directives. In turn, direct managers are responsible for instructing employees on the applicable guidelines and policies. They are also the first point of contact for questions and potential violations of the Code of Conduct, or for any other concerns. Specific issues are handled by the departments responsible for the respective guidelines and policies. In addition, the Compliance unit at Kärcher can respond to all questions and notifications via the usual channels, such as e-mail or a special hotline. To ensure honest conduct, we also have Local Compliance Managers at all legally independent sites, who receive regular training and monthly updates on current compliance-relevant topics.

We also regularly raise awareness among all our employees of conduct in accordance with the rules and with integrity. In light of this, we have established training courses on individual topics from the Code of Conduct. In 2022, for example, we set up an e-learning programme on the prevention of corruption that is aimed at all Kärcher employees.

Kärcher has also introduced a whistleblower system that can be accessed worldwide. This is accessible via the global website as well as via the intranet. The system enables those affected and observers of potential violations to report such violations securely, confidentially and anonymously at any time. In addition, the system offers the possibility of communicating with whistleblowers and informing them about the status of the matter they reported or the corrective measures taken. In turn, we continuously review their implementation. The possibility of involving local contact persons when information is received means local particularities as well as locally valid regulations can be taken into account.



Data protection

The protection of personal data is also part of our corporate responsibility. We have established a data protection management system for this, which is combined with the existing management system for information security. In our data privacy policy, we have published important principles for all companies for the processing of personal data. This policy is consistent with our corporate mission statement, our corporate strategy and our Kärcher values. All personal data handling as well as conduct in the event of data privacy violations are regulated by the data privacy policy, which applies to all employees of Alfred Kärcher SE & Co. KG. A locally applicable data privacy policy is implemented in the companies that fall under the General Data Privacy Regulation (GDPR). We also provide a mandatory annual online training course to train our employees on data protection and information security. The involvement of the Kärcher Board Members is ensured by means of an annual data protection report. Thanks to our established data protection structures and processes, there were no reportable data protection breaches at Alfred Kärcher SE & Co. KG in 2022.

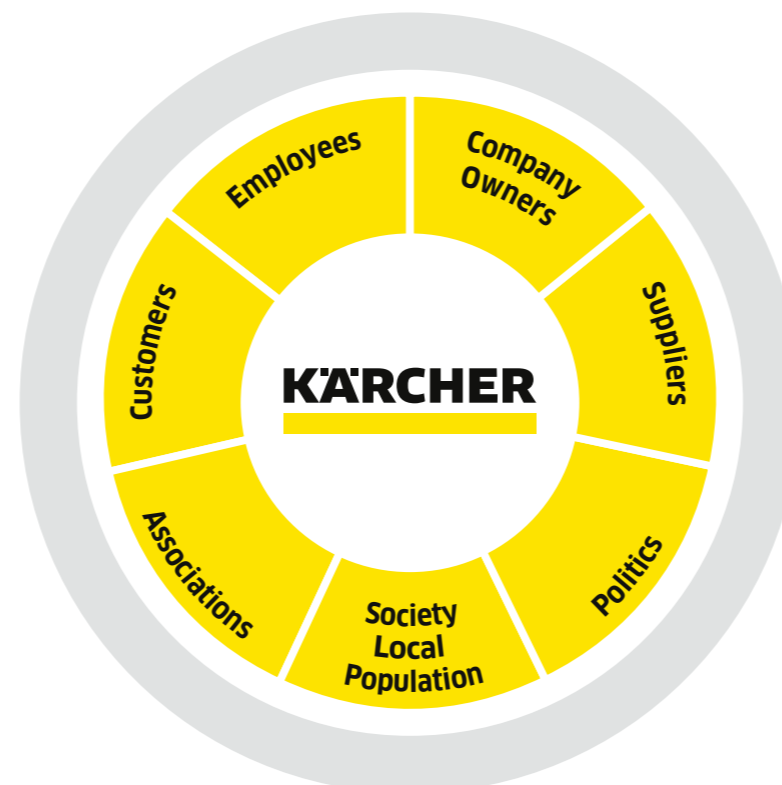
Taxation

Kärcher maintains constructive, cooperative and trustworthy collaboration as well as open and transparent communication with the financial authorities. Compliance with all national and international tax laws is a matter of course for Kärcher. In the context of statutory obligations (country-by-country reporting), we send tax information for all Group companies to the Federal Central Tax Office. This information is based on the consolidated financial statement audited by an independent auditing firm. Our tax policy also defines tasks, responsibilities and processes to meet the Group-wide tax obligations. In this context, we have a tax compliance management system, which we continuously further develop.

Stakeholder involvement

We consistently involve our stakeholders in the further development of the company. Their view from outside the company opens up new perspectives for us and helps us to take economic, social and ecological interests into account in equal measure. Therefore, we actively promote dialogue with our numerous stakeholders, especially with our customers, employees, company owners and suppliers as well as with politicians and society. The individual departments act as the first point of contact. For example the Procurement department is the first point of contact for the needs of the suppliers or the HR department for

the needs of the employees. We use specific channels and formats to promote target group-oriented dialogue and to meet the expectations of the individual stakeholder groups: these include, for example, the regular employee survey, participation in conferences or various local events for dialogue with the local population. Through our membership in associations and initiatives, we also participate in dialogue on political, social or environmental issues, among others.



“Renew to sustain. Together we make a powerful impact towards a clean world.”

Our purpose provides us with the answer to the question of what we as a company do for a better world beyond economic success and why. It consists of a total of nine core elements which, taken as a whole, describe Kärcher's raison d'être. A result that was preceded by an in-depth examination of Kärcher's fields of activity over a year – with the participation of more than 2,700 internal and external stakeholders.

ASSOCIATION, COMMITTEE AND UNION MEMBERSHIPS (SELECTION):

- AACEM**
American Association of Cleaning Equipment Manufacturers
- AISE**
International Association for Soaps, Detergents and Maintenance Products
- B.A.U.M. e. V.**
Bundesdeutscher Arbeitskreis für Umweltbewusstes Management (German Working Group for Environmentally Conscious Management)
- BCM**
Berufsverband der Compliance Manager (German Organisation of Compliance Managers)
- CETA**
Cleaning Equipment Trade Association
- EGMF**
European Garden Machinery Industry Federation
- EPTA**
European Power Tool Association
- EUnited**
European Engineering Industries Association
- EuropElectro**
ZVEI representation in China

- Fraunhofer Institute for Manufacturing Engineering and Automation IPA, industry working group**
“Global Environmental Compliance” expert forum
- global verantwortlich BW**
- IHK Stuttgart, in particular CCI Energy Committee**
(Chamber of Commerce and Industry Stuttgart)
- ISSA**
International Sanitary Supply Association
- IVG**
Industrieverband Garten (Industrial Association Garden)
- Klimabündnis BW**
(BW Climate Alliance)
- SBTi**
Science Based Targets initiative, since 03/2022
- Stiftung Familienunternehmen und Politik**
(Foundation for Family Businesses and Politics)
- SustaiNet Thinking Circle**
- UN Global Compact**
- Unternehmensnetzwerk Klimaschutz**
CCI; since 04/2022
- VDMA e. V.**
Verband Deutscher Maschinen- und Anlagenbau (German Mechanical Engineering Industry Association)
- ZVEI e. V.**
Verband der Elektro- und Digitalindustrie (German Electro and Digital Industry Association)

PARTICIPATION IN STANDARDISATION GROUPS (SELECTION):

- CEN**
European Committee for Standardisation
- CENELEC**
European Committee for Electrotechnical Standardisation
- CSA**
Canadian Standards Association
- DIN**
Deutsches Institut für Normung (German Institute for Standardisation)
- DKE**
Deutsche Kommission Elektrotechnik (German Commission for Electrotechnical, Electronic & Information Technologies)
- IEC**
International Electrotechnical Commission
- UL**
Underwriters Laboratories

SOCIAL COMMITMENTS (SELECTION):

- Internationale Bachakademie Stuttgart**
- Global Nature Fund**
- SOS-Kinderdorf e. V.**
- One Earth – One Ocean e. V.**
- Europa Minigärtner gUG**
- Clowns mit Herz Rems-Murr e. V.**
- Paulinenpflege Winnenden e. V.**

SUSTAINABILITY MANAGEMENT

At Kärcher, our success is secured by long-term strategies. Our commitment to sustainability is also shaped around this understanding. From 2014 to 2020, Kärcher was already following the company-wide “Sustainability Excellence” sustainability strategy, in order to ensure holistic consideration of all sustainability aspects and to implement them in the form of specific measures and targets. After its successful completion in 2020, it was followed by the “Sustainability Strategy 2025” with the three central initiatives “Zero Emissions”, “Reduce, Reuse, Recycle” and “Social Hero”. The sustainability strategy is an important part of the corporate strategy and is therefore the responsibility of the Board of Management, which decides on the central course for Kärcher’s sustainable orientation and is in continuous dialogue with internal and external stakeholders and experts. In this way, the Board of Management continuously receives information about current developments on the topic of sustainability, for example in the context of regular expert reports or through formal and informal exchange formats.

The Corporate Sustainability Management department is responsible for steering the sustainability strategy. This department coordinates the strategic sustainability activities at Kärcher, continuously monitors target achievement and is responsible for compliance with all transparency requirements. It communicates closely with a wide range of areas, such as Procurement, HR, Development, Product Management, Sales, Communication and Corporate Citizenship. In addition, it informs the Board of Management on a quarterly and ad hoc basis about progress and current developments within the framework of the three strategic initiatives. In line with our overall “Sustainability is everyone’s responsibility” approach, all sustainability activities are implemented across the entire company.



Multi-award-winning commitment to sustainability

With our “Sustainability Strategy 2025”, we are not only pursuing three ambitious initiatives, but have also won awards in the meantime. The most recent recognition is the “Commitment to Climate Protection” jury prize for the “Zero Emissions” initiative, which Kärcher received as part of the presentation of the Environmental Prize of the State of Baden-Württemberg at the end of 2022. The award came close after winning the Sustainability Heroes Award 2022 in the “Social Commitment” category. This award recognised our projects in cooperation with the Global Nature Fund for a clean water supply, which are implemented within the framework of our “Social Hero” initiative. At the end of 2021, Kärcher also received the German Sustainability Award 2022 for “Reduce, Reuse, Recycle”. In just twelve months, all three sustainability initiatives received awards – a real success and an acknowledgement of our commitment.

THE KÄRCHER SUSTAINABILITY STRATEGY 2025

Three initiatives form the focus of our sustainability commitment until 2025. They include clear targets and measures that we want to implement in the coming years – from climate-neutral production to recycling of raw materials, reduction of plastic packaging, more sustainable design of our global supply chain and further development of our social commitment.

Consistent with the global development goals of the United Nations

Kärcher's new Sustainability Strategy 2025 is guided by the Sustainable Development Goals of the United Nations (SDGs). For us as a company, the SDGs provide a good framework, as they connect our own actions with the solution of globally relevant challenges. With our three initiatives, we are making a specific contribution to a total of 13 SDGs. This is the result of a comprehensive analysis – based on the internationally recognised method of the SDG Compass.



ZERO EMISSIONS

Since 2021...

- Kärcher's factories across the world have been carbon-neutral on balance sheet
- Business travel within Germany and from Germany to destinations abroad has been carbon-neutral on balance sheet

By 2025...

- Kärcher will reduce its real scope 1 and scope 2 emissions by 21% compared with the base year of 2020. By 2030, this will be reduced by a further 21% (total: 42%)
- Kärcher will establish a management system for its scope 3 emissions and make the carbon footprint of its products transparent

Status

21 factories in 7 countries are carbon-neutral

Carbon emissions reduced by 11,150 tonnes compared to 2020



REDUCE, REUSE, RECYCLE

Since 2020...

- We have been supporting a reduction in ocean plastic

By 2025...

- We will optimise the sustainability of all product packaging
- Selected Consumer and Professional machines will achieve a recycled plastic content of up to 50%
- We aim to establish a pilot production without plastic waste
- Sustainability will be an integral part of new business models

Status

4.29 tonnes of waste collected during Kärcher Cleanup Day in over 20 countries in 2022

48% of all projects for more sustainable product packaging have been implemented



SOCIAL HERO

By 2025...

- Our social commitment will be focused on preserving value
- We will establish a proactive supplier risk management system for sustainability

Status

75% of all projects are focused on value preservation

14 monuments and buildings cleaned as part of our cultural sponsorship in 2022



Materiality analysis

In principle, the sustainability topics identified in 2021 continue to be the focus of sustainability and reporting for Kärcher. They were, among other things, the result of the opinions of our stakeholders combined with an analysis of the competitive environment and external standards (including the UN Global Compact and the Global Reporting Initiative [GRI]). The topics were then evaluated from two perspectives in internal workshops with representatives from different departments: their relevance to our own business (outside-in) and the impact of our own business activities on them (inside-out).

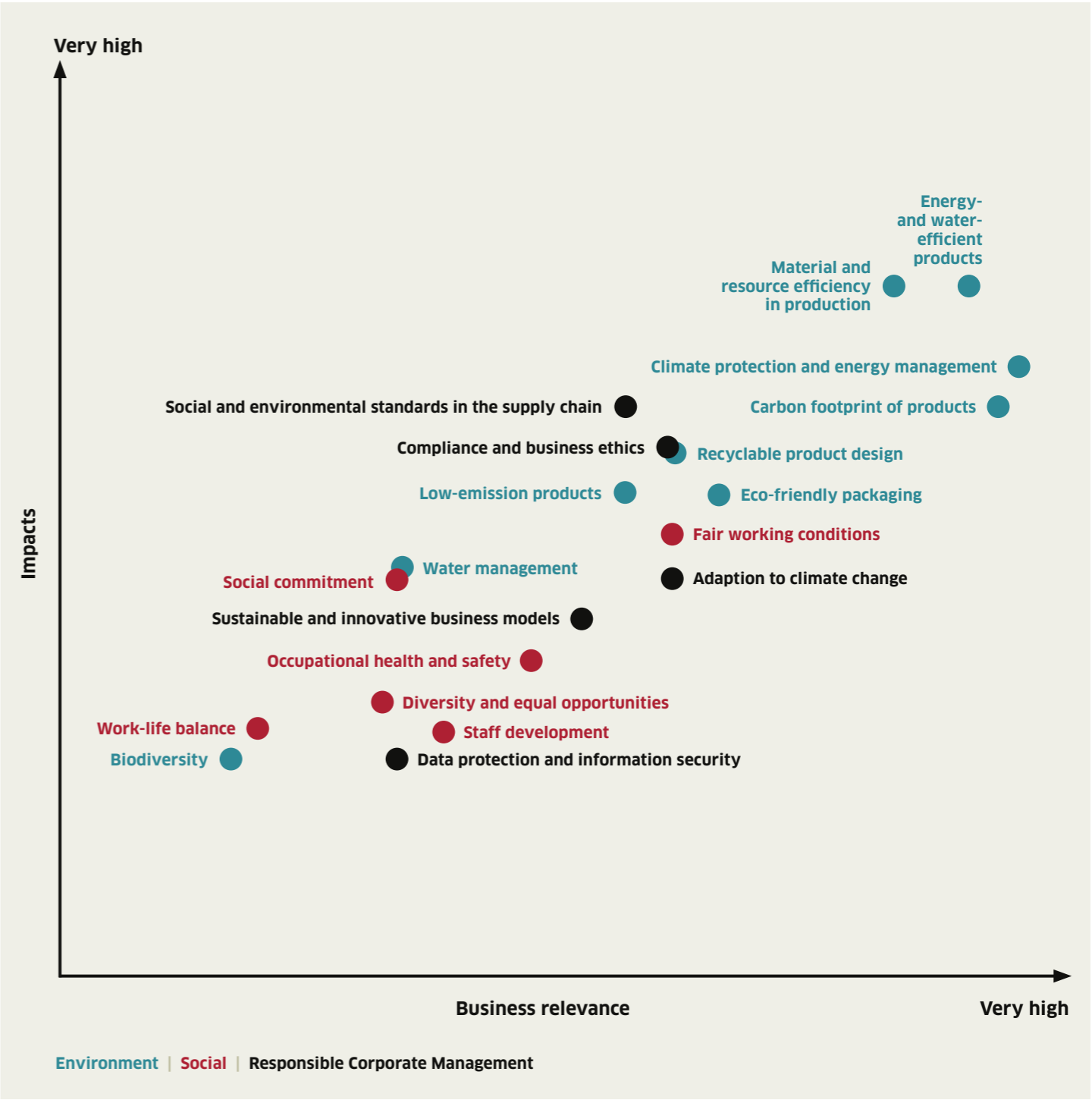
We reviewed the results of this in 2022 on the basis of current developments. In addition to the Corporate Sustainability Management department, experts from the areas of social commitment, energy and environmental management as well as product design participated. The results are in line with the focus of our strategic orientation in the area of sustainability. Accordingly, environmental topics such as eco-friendly products or material and resource efficiency in production continue to be considered particularly important. But fair working conditions as well as social and ecological standards in the supply chain were also very relevant. At the same time, the importance of individual topics increased in terms of their business relevance. This applies specifically to the topics of adaptation to climate change, biodiversity and energy- and water-efficient products. The topic of “climate protection and energy management” was and is of particular relevance to Kärcher, and its importance continues to grow. In 2023, we want to undertake a comprehensive reassessment of key sustainability issues.

Preparation for the EU taxonomy

Within the framework of the “Green Deal”, the European Union is establishing a classification system for sustainable economic activities with the EU taxonomy. The taxonomy defines uniform criteria and framework conditions on the extent to which a company operates sustainably. It thus provides investors and other stakeholders with an objective basis for decision-making and information.

For companies, it is linked to comprehensive disclosure obligations that will apply to Kärcher from the 2025 financial year. Kärcher is already preparing intensively for this. In 2022, we voluntarily and for the first time determined taxonomy-relevant information for the 2021 financial year. Specifically, we investigated which economic activities potentially make a substantial contribution to the EU’s previously published environmental goals (“Climate protection” and “Adaptation to climate change”). For Kärcher, the “Production of energy-efficient building equipment and its most important components” category is relevant for this. The result of the audit was that only the activities from the “Consumer” and “Professional” divisions fall under the scope of the taxonomy – i.e. are eligible for taxonomy. Only those products that use energy are relevant. Detergents, manual tools or special businesses do not fall under an activity in the sense of the taxonomy regulation. For the “Consumer” and “Professional” divisions, we then determined the respective share of turnover, operating costs and investments that could be taxonomised.

In order for economic activities to actually be ecologically sustainable in the sense of the taxonomy (taxonomy-compliant), certain technical assessment criteria must be met. In the case of Kärcher, until now there is no EU directive applicable to our products that permits a corresponding assessment. Therefore, a more detailed analysis of taxonomy conformity is not possible at this point in time. We will continue to work intensively on the developments, the requirements and the implementation of the EU taxonomy.



SUPPLY CHAIN

Our close cooperation with a large number of suppliers contributes directly to Kärcher's success. That's why we want to be a trustworthy and reliable partner to our suppliers and their employees. This also includes taking responsibility for the protection of people and the environment in our supply chain. In light of this, we are currently further developing our corporate due diligence in the supply chain.

Sustainable procurement

As a production company, Kärcher mainly purchases mechanical and electronic components. All decisions on awarding contracts at Kärcher are based on our commodity group strategies, in which the type and origin of the individual commodities are specifically defined. We focus on long-term and, as far as possible, regional procurement structures. In this context, we have been able, over recent years, to shorten supply chains and supply our production sites using mainly regional supply companies. We also achieved our goal of reducing the amount of our material suppliers by 40% by 2025 ahead of schedule. In 2022, the Kärcher Group sourced almost three quarters of its goods from the respective domestic market.

One focus in Procurement is the sustainability of our upstream supply chain. In this context, we have developed an over-all strategy to gradually implement the requirements of the German Supply Chain Due Diligence Act (LkSG) for our own area of business as well as for the supply chain. To do this, we aim, among other things, to establish proactive risk management for sustainability in the supply chain by 2025. This is also one of our goals within the framework of the "Social Hero" initiative.

Specifically, this involves systematically assessing the social and environmental impacts arising from our business relationship with suppliers and their own activities. This is

done with the help of AI-supported software. Furthermore, we appointed a human rights officer in the reporting year. In 2023, we will see the publication of a policy statement on corporate due diligence at Kärcher and a revision of our Code of Conduct, supplemented by a separate version for our business partners.

Suppliers already have to commit to complying with our Code of Conduct, which also sets out important sustainability principles. The same applies to our internal Kärcher standard for substances (KN 050.032). During the course of the collaboration, we continuously monitor compliance with sustainability criteria. Our suppliers are obligated

to provide information about their sustainability performance at regular intervals. In addition to this self-assessment, we also use the assessment of independent institutions. We supplement these assessments with regular audits of our suppliers of production materials, during which we not only check the quality criteria, but also compliance with social, environmental and occupational safety standards. In 2022, more than 80 supplier audits were conducted, taking the above-mentioned aspects into account.





02

ENVIRONMENTAL PROTECTION IN PRODUCTION

Our cleaning machines are the result of a careful use of resources, such as raw materials, energy and water. We establish the basis for this with a production process that fully supports environmental and climate protection. Our specific focus is on reducing the use of virgin plastics, making packaging more environmentally friendly, promoting the use of renewable energies and reducing the carbon emissions we generate.

CLIMATE PROTECTION

The battle against global warming is one of the most pressing challenges of our time. It is not only countries, but companies too that are obligated to play their part. Kärcher is aware of its own responsibility and, in this context, aspires to the objectives of The Paris Agreement. In order to emphasise the relevance of the issue, we have defined climate protection as one of the three pillars of our Sustainability Strategy 2025.

Our goals

As part of the “Zero Emissions” initiative, we are pursuing a clear timetable to reduce energy use and therefore also carbon emissions at Kärcher. Our production sites are the initial focus here. Due to the high level of vertical integration at Kärcher, we can make an effective contribution to climate protection by reducing production-related emissions. By 2025, we want to reduce our carbon emissions in production by 21% compared to 2020 and by 42% by 2030. In accordance with the Greenhouse Gas Protocol, this concerns our direct emissions, which are generated by our own activities at our sites (scope 1), as well as indirect emissions through the purchase of energy (scope 2). Key measures to achieve our goals are, above all, the gradual switch to regional green electricity suppliers and the expansion of photovoltaic systems at all sites.

At the same time, we are currently working on expanding the recording of such emissions that arise from upstream and downstream activities in the supply chain (scope 3). We will also develop measurable reduction targets for this category. We want to align our reduction targets with the latest findings of climate research. To this end, in April 2022 Kärcher committed to submitting all targets to the Science Based Targets initiative (SBTi) and having them validated by the organisation. We are currently preparing for this.

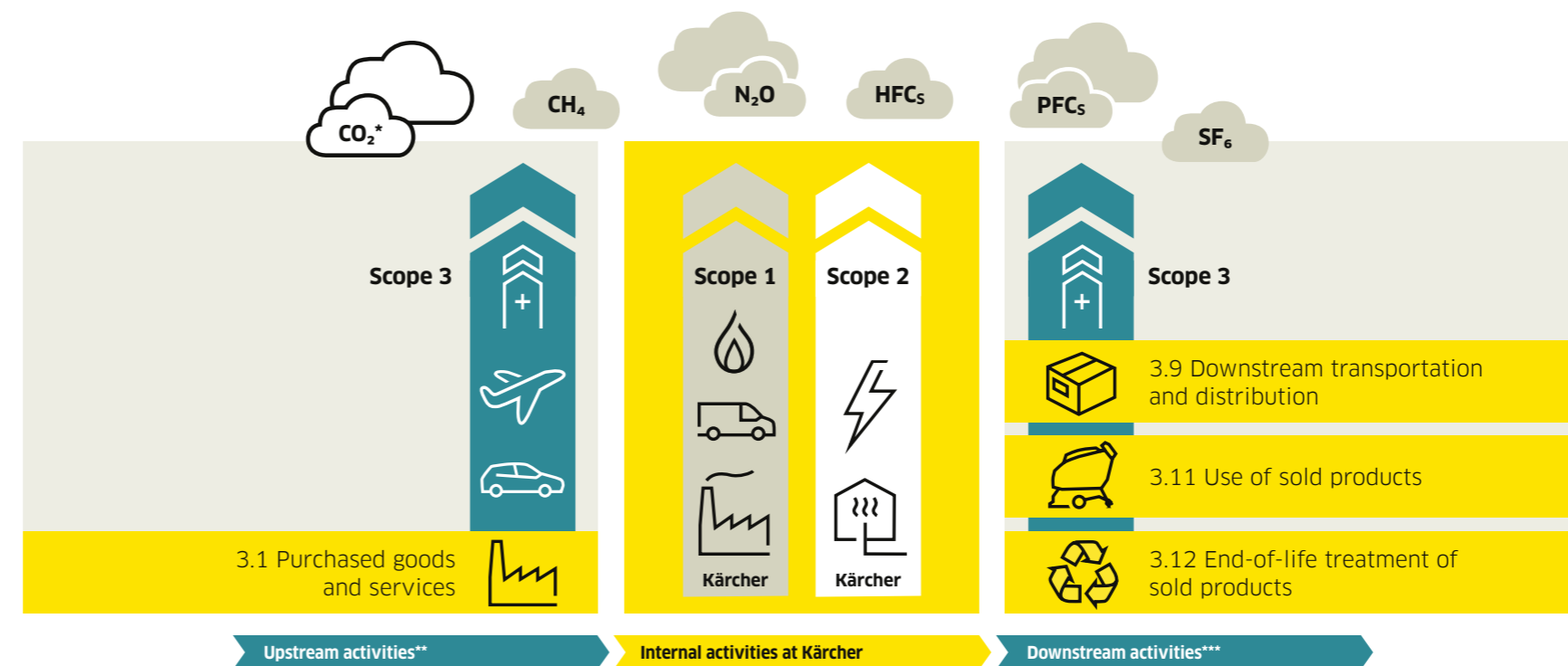
The Corporate Sustainability Management department is responsible for developing, implementing and checking the company-wide climate strategy and climate protection goals. This department also includes the company's global officers responsible for environmental management according to ISO standard 14001 and energy management according to ISO standard 50001. Operational environmental and energy management, such as the implementation of efficiency measures, is carried out by the sites themselves, coordinated by the respective environmental and energy officers on site.

Our climate protection efforts also include adaptation to the consequences of climate change. In light of this, we will systematically expand the climate risk and vulnerability analysis of our sites and business strategies. On the basis of climate scenarios, we examine, for example, the extent to which our locations could be affected by physical climate risks such as flooding – and investigate how effective the existing measures are in each case.

Emissions in terms of scopes

Based on the Greenhouse Gas Protocol, the following graphic shows the Kärcher emissions of greenhouse gases (GHG) and their categorisation into three scopes. As a result of our activity, GHG emissions are produced from the stationary and mobile combustion of fuels, which are categorised as scope 1. Scope 2 emissions are indirect GHG emissions, which are associated with the purchase of electricity and district heating. Scope 3 includes all indirect emissions, which occur along the value creation chain, including upstream and downstream emissions.

At the end, all greenhouse gases are converted into kilograms of CO₂ equivalents and listed as a number. Kärcher is currently focusing on scope 1, scope 2 and the four scope 3 emissions highlighted in yellow (categories 3.1, 3.9, 3.11, 3.12 of the Greenhouse Gas Protocol). These categories are important for the calculation of the product carbon footprint of our entire product portfolio. In line with the Science Based Targets initiative (SBTi) criteria, we are working to set a reduction target for our overall carbon footprint.



This is a schematic illustration which provides no information about the actual relationship. The arrow sizes should therefore not be understood as values.

* Our initial focus is on the analysis of CO₂ emissions. In addition, we are successively checking the relevance of all greenhouse gases for Kärcher.

** Also includes: rented or leased fixed assets, employee commuting, business travel, waste generated in operations, transportation and distribution, fuel- and energy-related activities as well as capital goods.

*** Also includes: investments, franchises, rented or leased fixed assets and processing of sold products.

Energy consumption and CO₂ emissions

We record the disclosures about energy consumption and emissions quarterly for all Kärcher factories worldwide. This means we can monitor our goals and identify additional potential to save CO₂. The most important way to reduce carbon emissions is to reduce energy consumption. All our European factories have a certified energy management system in accordance with the ISO 50001 standard. We have summarised responsibilities, process descriptions and documentation obligations for the factories in a guideline. In this policy, we have also formulated the fundamental objective of increasingly using renewable energies and continuously increasing energy efficiency.

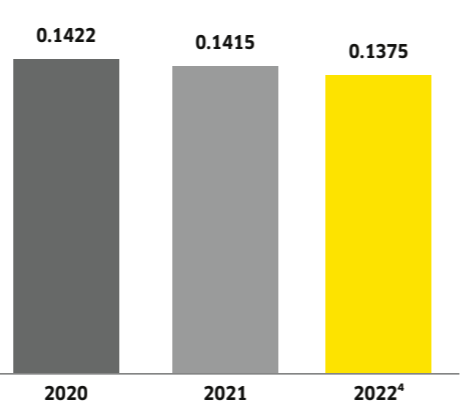
In recent years, we have been able to significantly improve our energy balance sheet, primarily thanks to more efficient plants and buildings, as well as LED lighting. Many small measures at our sites worldwide also contribute to this, such as additional insulation, improved monitoring or energy recovery systems. Thanks to our efforts, we saved more than 1,500 MWh of energy – especially electricity and heating energy – at our global production and logistics sites in 2022. In 2022, total energy consumption was 120,736 MWh (434.65 TJ), mainly resulting from the purchase of electricity and heat and the use of natural gas (2021: 121,544.44 MWh [437.56 TJ]). Energy intensity, i.e. energy consumption per million euros of turnover, was 0.1375 TJ in the reporting year (2021: 0.1415 TJ). In 2022, there was also a focus on reducing dependence on gas. In the course of this, we have taken measures to increasingly generate process heat electrically in production plants, among other things. We expect a noticeable reduction in gas consumption in the 2023 financial year.

The energy used in our factories should increasingly be obtained from regenerative sources. The proportion used in our global production network is currently at 33%. We will continue to increase this share in future by purchasing greater volumes of electricity from renewable energies or by generating our own electricity. Many factories already have photovoltaic systems. Our largest plant in China can produce 980,000 kWh over 9,000 square metres.

Energy consumption in TJ¹

	2020	2021	2022 ⁴
Total consumption	387.14	437.56	434.65
Of which renewable energies			143.34
Primary energy use	130.24	140.81	147.63
Natural gas	102.30	108.13	112.97
Heating oil	18.18	15.64	18.35
Diesel	8.02	16.56	15.22
Petrol	1.31	0.38	1.07
Liquid gas (LPG)	0.046 ²	0.032 ²	0.015
Butane, propane, ethane	0.38	0.07	0.001
Secondary energy use	256.90	296.75	287.02
External power procurement	229.47	264.95	254.56
Internal power generation	8.49	11.40	16.14
District heating	18.93	20.40	16.32

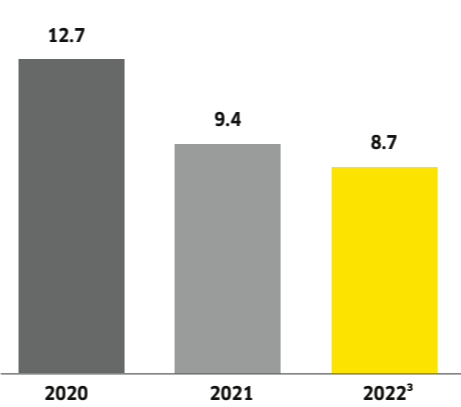
Energy intensity in TJ per million euros of turnover³



Greenhouse gas emissions¹ in kg CO₂⁵

	2020	2021	2022 ⁴
Total	35,499,334	28,927,347	27,439,029
Scope 1	7,591,376	8,222,586	8,826,320
Natural gas	5,717,410	6,043,099	6,233,733
Heating oil	1,250,782	1,076,118	1,367,362
Diesel	526,617	1,074,496	1,145,426
Petrol	93,544	26,978	78,776
Liquid gas (LPG)	2,914	1,875	956
Butane, propane, ethane	109	20	67
Scope 2	27,907,958	20,704,761	18,612,709
External power procurement	27,900,438	20,696,658	18,606,226
Internal power generation	0	0	0
District heating	7,520	8,103	6,483

Greenhouse gas intensity in t CO₂ per million euros of turnover



With the help of in-house production and by purchasing renewable energies, we have been able to significantly reduce our carbon emissions in recent years. In 2022, absolute production-related carbon emissions were at around 27,439 tonnes of CO₂ (2021: 28,927 tonnes of CO₂). This means we were able to reduce our emissions by more than 5% compared with the previous year. The switch to green energy at a number of different sites played a key role in this. The relative carbon emissions per million euros of turnover was 8.7 tonnes of CO₂ (2021: 9.4 tonnes of CO₂). In addition, in the current reporting year, we also fully offset the remaining production-related emissions through our partner company First Climate. This means that, since 2021, the Kärcher headquarters and all Kärcher production and logistics sites have been carbon neutral in terms of their balance sheets. In 2022, this comprised 21 Kärcher sites worldwide*. The supported project is certified according to CCBS (Climate, Community & Biodiversity Standards) and has been validated by TÜV Nord.

* The site in Latvia, added in August 2021, will also offset its unavoidable emissions from 2023.

¹ This information includes the Kärcher headquarters as well as the production and logistics sites of the Kärcher Group in Germany, Brazil, China, Italy, Mexico, Romania and the USA.

² Adjusted value due to incorrect recording of primary energy use of liquid gas in the previous year. This also affects the overall consumption.

³ Energy use within Kärcher is taken into account.

⁴ Due to the first-time inclusion of the Reutlingen site, comparisons with the previous year are only possible to a limited extent.

⁵ The calculation is made according to the specifications of ISO standard 50001; other greenhouse gases besides CO₂ are currently not considered in the survey; emission factors based on: Global Emission Model of Integrated Systems (GEMIS).

Other indirect emissions

A significant share of Kärcher's carbon footprint can be traced back to upstream and downstream activities (scope 3). This includes, for example, the production of the individual bought-in components, the use of our products by customers, logistics or even business travel. Scope 3 emissions often lie outside our direct sphere of influence, which makes it more difficult to obtain and ensure the availability and quality of corresponding emissions data. At Kärcher, we have therefore undertaken to significantly expand the recording of scope 3 emissions by 2025 – a central goal in the context of our membership of the Baden-Württemberg Climate Alliance and the Science Based Targets initiative.

We already record individual scope 3 emission categories such as business travel in detail – and are working to reduce them: for example, we are avoiding more and more business trips by replacing them with digital meetings. Before booking travel, we also raise awareness among our employees to choose the most environmentally friendly option. For example, the travel booking portal shows the specific carbon impact of the means of travel and the travel route. Since 2021, we have also been fully offsetting the worldwide air travel and car rental bookings of our German sites that cannot be avoided – making them carbon neutral in balance sheet terms. We are further increasing the number of electric vehicles in our fleet. Nine per cent of kilometres travelled in 2022 were by electric cars (2021: 10%). The slight decrease compared to the previous year is due to the increase in international business travel after the end of the pandemic-related travel restrictions. Fewer electric vehicles were used for the longer distances.

We are already reducing emissions generated in transport logistics by continually optimising our transport routes. According to our “regional for regional” approach, our Kärcher factories globally already acquire 75% of purchasing volume from regional suppliers located less than 1,000 km from the production site. In this way, we are reducing our transport routes and minimising emissions of CO₂. We are also increasingly relocating the distribution of our products from road to rail.



Intelligent energy saving: new lighting management at the Bühlertal factory

Our Bühlertal factory is leading the way in terms of energy efficiency, among other things with a modern lighting management system. The lights on production lines therefore only switch on when production is actually taking place. In addition, the lighting is automatically dimmed when daylight is available. The system is operated flexibly via a digital switching interface. In addition, energy-saving LED lighting has been used in all production halls since 2020. Thanks to these measures, we were able to reduce annual carbon emissions at the factory by 158,112 kg CO₂.



RESOURCE EFFICIENCY AND WATER MANAGEMENT

With our “Zero Emissions” and “Reduce, Reuse, Recycle” initiatives, we are aiming to achieve cleaner production. At Kärcher, we understand this to mean eco-friendly production as well as careful handling of resources such as water and waste water, as well as raw materials. We put this ambition into practice at all Kärcher factories worldwide.

Environmental management

Kärcher takes responsibility for the environment. We have laid down this attitude in our environmental policy, which is also the basis for responsible action by all employees. In addition, Kärcher has guidelines for handling water and waste water as well as materials and waste. These include clear requirements, responsibilities, process descriptions and goals, which ensure that we increase material efficiency, reduce water consumption and collect, store and document waste and recyclable materials properly, and ensure they are recycled correctly. Our global network of environmental officers are responsible for implementation at the different sites.

Seventeen Kärcher production and logistics sites have a certified environmental management system in accordance with ISO standard 14001. For the production site in Reutlingen and three production and logistics sites in the USA, we are planning certification in 2023; for the site in Latvia, the timetable for certification is still under review. We use a standardised procedure to check requirements resulting from the environment management system and other environmental legislation and standards at least once a year. If the scope changes, we make additional checks. Overall, we adhere to over 10,000 regulations and obligations. The legal requirements are regarded as global minimum standards, but in many places our internal regulations go beyond the legal requirements, for example through the implementation of the ISO 14001 standard.

As part of our environmental management, we also assess the impact of various environmental aspects, including waste or water, at least once a year. If necessary, measures are implemented and monitored in connection with local environmental objectives.

Material use and waste

Due to high resource efficiency in our production, Kärcher combines efficiency with environmental protection. That's because the efficient use of resources not only saves costs, but also has a positive effect on the eco-footprint of our products. We look at the issue as a whole – from the supply chain to our production and on to our products and packaging.

The production materials used in our factories are primarily metals and plastics, which as production waste also make up part of the waste volume. We can return all of these to the production cycle. The largest share of waste, however, is made up of packaging materials from suppliers, including, in particular, paper, cardboard and plastics, such as films. This is the focus of our resource management, which consists of avoiding the use of primary plastics and reducing plastic waste. In this context, we have set ourselves the aim, by 2025, of establishing a pilot production at our headquarters in Winnenden, which – in terms of the locally procured goods – produces zero plastic waste (see highlight box).

In principle, we are working on high material efficiency in production. For this, we rely both on technical possibilities, such as the use of more efficient procedures, and on organisational solutions, such as improved separation of individual recyclable materials. At the same time, we are working on establishing closed loop material cycles to enable the reuse of materials where possible. In this context, we recycle as much plastic as possible internally. For example, our factory in Romania uses production scrap to produce new granulate, which can then be used to produce transport crates for logistics, amongst other things (see highlight box).

In addition, we are raising our employees' awareness of the correct handling of waste. The offices of our administrative buildings, for example, are equipped with information sheets on the correct separation of waste.

Material use ¹			
	2020	2021	2022 ²
Metals (kg)	57,126,000	66,660,000	60,795,685
Plastic granulate (kg)	40,800,000	54,738,000	54,371,120
of which recycled granulate (kg) ³	5,608,000	1,440,000	1,315,000
Pallets (pieces)	644,973	1,097,486	815,808

¹ This information includes the Kärcher headquarters as well as the production and logistics sites of the Kärcher Group in Germany, Brazil, China, Italy, Mexico, Romania and the USA.
² Due to the first-time inclusion of the Reutlingen site, comparisons with the previous year are only possible to a limited extent.
³ Narrower recycle definition in 2021; quantities therefore not directly comparable with 2020.

Pilot production for zero waste

Our site in Winnenden is to become a role model for production with zero plastic waste. As part of a pilot project, it is our aim that, by 2025, there will be no need for any disposable plastic packaging for goods procured from local suppliers. We are already pursuing this approach for internal goods transport. In Winnenden, certain components are thus transported between assembly lines in multi-use boxes rather than plastic wrap. This saves 3,000 kg of plastic film per year.

Working together for greener production

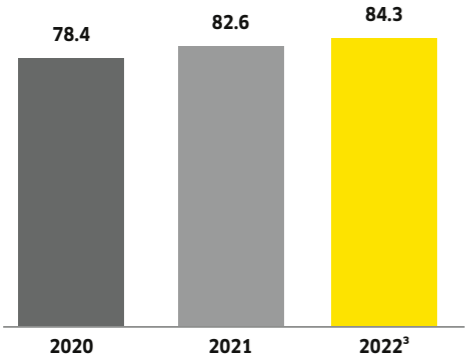
In October 2022, Kärcher held its 7th Global Environmental Conference. This is a hybrid event (i.e. both on-site and virtual), where the environmental and energy officers of our international production network come together at regular intervals to exchange experiences and present concrete environmental projects. Three outstanding projects with special sustainability value received awards in 2022: transport boxes made of regranulate (Romania, see highlight box p. 19), the substitution of a polystyrene packaging inlay with a pulp insert (Italy) and a new, energy-saving cooling system at the Bühlertal factory (Germany). The two-and-a-half-day conference was complemented by workshops on the new CSR goals and sustainability reporting according to the Global Reporting Initiative.

We record recycled material flows and waste using a data collection system that has been expanded and optimised over the years. Corresponding data is currently determined quarterly for each site, in the categories of metals, paper and cardboard, plastics, wood, hazardous waste, recycled waste and miscellaneous. We do this using a cloud-based software solution. At Kärcher, we classify recycled waste as all waste that is either materially or energetically reused. When disposing of our waste, we collaborate with selected, certified waste management companies in Germany. We review these every two years in accordance with self-regulation – and, as warranted, also through additional checks on-site. In 2022, we were able to slightly reduce our waste generation compared to the previous year. The significant reduction in hazardous waste had a particularly positive effect here, for example due to the reduced use of phosphate in the painting process at our factory in Mexico.

Waste and recycling¹

	2020	2021 ²	2022 ³
Non-hazardous waste (t)	9,221.68	12,677.42	12,012.60
Metal	1,401.05	2,614.44	2,772.94
Wood	1,888.67	2,318.51	2,421.15
Paper and cardboard	3,567.90	4,873.11	4,170.55
Plastic	1,264.70	1,575.48	1,695.27
Other non-hazardous waste	1,099.36	1,295.88	952.69
Hazardous waste (t)	416.21	493.04	318.07

Share of recycled waste in %



Water and effluent

Kärcher uses water in many production processes, such as in the paint shop or as part of our product trials. We are continually working on minimising our water consumption and waste water quantities as well as avoiding and reducing harmful substances in the effluent. The environment officers coordinate the respective improvement measures at the sites.

We record production-related data on water consumption quarterly for each site based on the incoming invoices and the respective meter statuses. For water removal, we distinguish between groundwater and water from public suppliers. Our aim is to require less water year on year. In 2022, however, the amount of water withdrawn increased compared to the previous year. Reasons for this include the inclusion of a new site in the consideration, temporarily changed conditions during equipment tests and a water pipe burst at our factory in China.

At the same time, we regularly analyse the extent to which our factories are located in areas exposed to high water stress. For this purpose, we used the Aqueduct Water Risk Atlas of the World Resources Institute in the reporting year. Accordingly, our sites in Mexico and Romania showed a high risk. Based on this, we aim to set a global water conservation target in 2023 to further reduce freshwater withdrawals and avoid placing unnecessary stress on water-stressed areas. In our factories, we are increasingly using water recycling solutions and are therefore reducing the withdrawal of fresh water. In our factory in Brazil, for example, we collect 80% of rainwater and use it to cover the entire water demand of the laboratory there. Thanks to a water recycling plant, the Bühlertal factory was also able to save almost 68,000 cubic metres of water in 2022 alone.

At sites that produce waste water, this is treated and discharged. This waste water must only be routed into the drainage system if it has previously been cleaned by a waste water treatment system, such as an oil separator. Exceptions are waste water whose safety is proven.

Regular inspection of the waste water flows should ensure that no harmful substances are contained in the effluent. In addition, waste water treatment systems and drainage systems must be state-of-the-art. No separate measurement of waste water is taken, which is why the quantity of waste water corresponds to the quantity of water withdrawn.

Water withdrawal in m³¹

	2020	2021 ⁴	2022 ³
Total water withdrawal	333,767	351,088	411,621
Groundwater and surface water	0	0	0
Municipal water supply	333,767	351,088	411,621
Water intensity (m³ per million euros turnover)	122.66	113.55	130.22

Biodiversity at the sites

Kärcher takes protecting biodiversity seriously. We are therefore working to develop and expand our management in this area. During 2023, for example, we plan to start assessing biodiversity risks at our production and logistics sites using the WWF Biodiversity Risk Filter. Kärcher is already making a contribution to preserving biodiversity with individual measures at its operating sites. For example, some sites have flower strips, insect hotels, nesting boxes or even beehives. And the theme also plays a role in new buildings, such as a building in Winnenden that was designed with a near-natural courtyard.

Another particularly effective project is the biotope at the Winnenden site. This is subject to specific design and maintenance requirements in order to make the habitat attractive. The 21,000-square-metre biotope is equipped with stone cairns, dry stone walls and wet meadows as well as nesting boxes, among other things. Thanks to these measures and active care, protected and endangered species such as the sand lizard, the green toad and the fire butterfly have been able to settle in the area.

New transport boxes – made from old plastic

We are constantly looking for potential to keep materials in the cycle in the best possible way. A special upcycling idea comes from our factory in Romania: plastic scraps that are no longer suitable for product manufacturing are processed into transport boxes there. This significantly reduces both the amount of waste and the effort for packaging process itself. The 30,000 or so reggranulate boxes that have already been produced are also made available by Kärcher to its suppliers for transporting their goods. And with great success, as some delivery companies have already completely converted their disposable packaging to the resource-conserving multi-purpose boxes.

¹ This information includes the Kärcher headquarters as well as the production and logistics sites of the Kärcher Group in Germany, Brazil, China, Italy, Mexico, Romania and the USA.
² The waste figures reported in 2021 were estimates in the previous year. These were adjusted in the reporting year on the basis of the real values.
³ Due to the first-time inclusion of the Reutlingen site, comparisons with the previous year are only possible to a limited extent.
⁴ The water removal figures reported in 2021 were estimates in the previous year. These were adjusted in the reporting year on the basis of the real values.



03

INNOVATIVE AND ECO-FRIENDLY PRODUCTS

Kärcher products combine quality with innovative strength and sustainability. Consumers not only achieve efficient cleaning results, but also ecological added value. Our portfolio ranges from eco-friendly detergents to the most water-saving, energy-efficient and low-emission machines possible, which at the same time increasingly consist of recycled materials. The demand for high resource efficiency is also carried over to the design of our packaging.

PRODUCT QUALITY AND SAFETY

Kärcher products have always stood for excellent quality and consistent customer orientation. Our extensive quality management helps ensure that our products are safe, high-quality and long-lasting at all times. Close and trusting cooperation with our suppliers and partners is also crucial.

Quality and safety every step of the way

Quality and safety of products is a key aspect even during the product development process. Specific requirements for each product are codified in a separate requirements and performance specification. Our four quality gates allow us to ensure product quality throughout the entire development phase and on to market maturity. Before our products go on sale, we test them extensively for functionality and safety. We also continuously monitor product quality once the products are in the hands of the consumers, such as through warranty management. If a product is reported as unsafe, a standard process is implemented, for which the Operations Quality department is responsible. This begins with a risk assessment and, depending on the risk potential, leads to corresponding measures to eliminate the safety risk. The Product Development Quality, Series Quality, Market Quality and Intellectual Property & Regulatory Affairs departments are responsible for the quality and safety of our products, with the last-named department ensuring that all machines meet the corresponding safety standards.

The safety and quality of our products are also the result of trust-based collaboration with our many suppliers and partners. To permanently ensure high quality, we primarily use preventive measures and methods. By involving our partners in our processes at an early stage, we aim to develop a shared understanding of customer requirements right from the start of a new product development project. We then enable continuous feedback loops throughout the entire product life cycle for further optimisation.

The general safety assessment of all products includes analysing potential impacts on health. In this context, we regularly review national, regional and international product standards relevant to us to ensure conformity with the essential health and safety requirements. These include, for example, the electrotechnical standards of the International Electrotechnical Commission (IEC) and

the European Committee for Electrotechnical Standardization (CENELEC). In 2022, twelve of a total of 72 product standards that are relevant for Kärcher were revised, with direct significance for us and as a result of which we made and implemented corresponding adjustments.

Focus on detergents and care agents

Our detergents and care agents have a particular health and safety relevance, especially when used by customers. All our detergents are developed with the utmost care for people and the environment. The overriding goal is to bring products to market with the lowest possible hazardous substance labelling. Taking into account all legal requirements for compulsory labelling, we inform consumers comprehensively on the labels and in the safety data sheet about the correct application and disposal of the agents or also about hazardous substances contained.

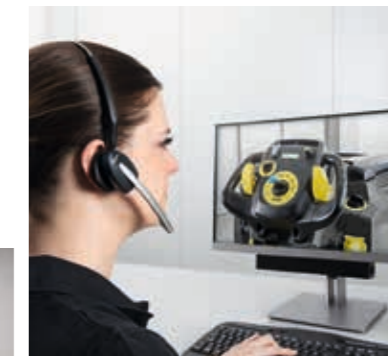
At the same time, we endeavour to continuously improve the aspects of eco-friendliness and application safety. This is illustrated by our membership of the International Association for Soaps, Detergents and Maintenance Products (AISE) – a voluntary, European sustainability initiative of the detergents and care agents industry. We support its vision of making the cleaning and hygiene industry a role model for how society can be served in innovative and sustainable ways. Part of the checks includes safety aspects, such as in the form of a chemical safety assessment.

In contact with our customers

Our quality claim also includes maximum customer focus, because our customers' satisfaction with our products and services is of paramount importance to Kärcher. That's why we offer customers many ways to get in touch with us before, during and even after making a purchase. We do this using a wide range of channels – depending on customer habits in the respective country. These include increasingly digital and automated channels, such as one-to-one webchats and automated chatbots, social media or mobile messaging, in order to provide our customers with low-threshold access and quick help.

At the same time, we check customer feedback on large online platforms, among other things with the help of AI-supported systems.

We incorporate any findings from this customer dialogue directly into our quality management. For example, following corresponding customer feedback, we launched a project in summer 2022 to improve the viscosity of a selected detergent grade.



INNOVATIVE PRODUCT IDEAS FOR THE ENVIRONMENT

With over 678 active patent families at the end of 2022, Kärcher has once again proven its innovative strength. We have always combined this with the aspiration to develop sustainable solutions for our customers. This applies both to our detergents and to our cleaning machines – for private and commercial use. Aspects like resource efficiency are a fixed part of our innovation management.

Environmental aspects in product design

Even during the product design phase, we consistently take environmental aspects into account. Our product portfolio is not currently affected by the labelling requirement of the EU regulation on energy labelling, yet we align ourselves with its requirements for resource-efficient and recyclable product design. In order to ensure the recycling of our products, we comply with all relevant legal requirements on the subject of product labelling. We do this using the international recycling code, for example. With our in-house standard “Prohibition and declaration of substances” KN 050.032, we have also been regulating the use of harmful substances in our machines and the supply chain for over a decade – and even go beyond the legal requirements, for example through a more strictly regulated use of polycyclic aromatic hydrocarbons (PAH). Some of our scrubber dryers and hot water high-pressure cleaners are also certified with the EUnited Green Cleaning label – a recognised mark of particularly efficient cleaning products.

Water-, energy- and emissions-saving cleaning machines

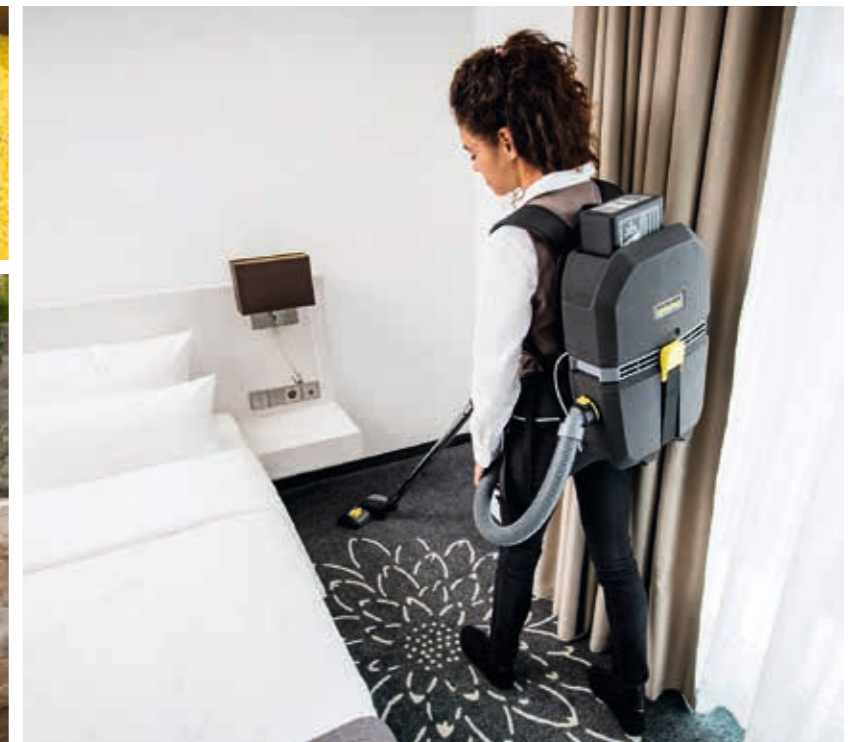
What is required of our products is always that they achieve optimal cleaning results. At the same time, they should consume fewer and fewer resources and produce fewer emissions in the fulfilment of their tasks. This interplay of performance and sustainability forms the basis of our product development – and is also expressed in facts and figures: high-pressure cleaners, for example, save around 80% of water through their high cleaning performance compared to working with a garden hose. Pumps for the garden make rainwater usable for watering the area around the house. And recycling systems in gantry car washes collect up to 85% of the used water, process it and use it for the next cleaning process. Many of our professional machines also have the Kärcher eco!efficiency mode.

With this, all machine functions are automatically set to maximum efficiency – even during active use. The result is lower resource consumption of energy, water and detergents.

Another focus of product development is to make our machines as low-emission as possible. By emissions, we mean both greenhouse gases and dust or operating noise. Especially in interior spaces and if users work directly on the machine, it is important to reduce emissions or totally avoid them where possible. So it is particularly important with vacuum cleaners, for instance, that they really capture the drawn-in dust and do not release it from the machine again. In other areas, such as for lawn mowers and power saws, we offer local zero emissions and low-noise machines in our battery-powered machines.

Kärcher also attaches great importance to ensuring that the impact of our machines on the users themselves and their immediate environment is as gentle as possible. This applies to acoustics, for example: we optimise our products so that they not only comply with the legally required noise emissions, but often even fall below them.

We also often design our machines in such a way that a pleasant noise spectrum is created. Another focus of development is the ergonomic design of our products. In this way, we want to enable professional users in the commercial sector in particular to use the equipment in a way that is fatigue-free and comfortable and thus also allows them to work for long periods of time.



Eco-friendly detergents

Thanks to the efficiency of our cleaning machines, such as steam cleaners or hot water high-pressure cleaners, dirt can often be removed without the use of chemicals. In order to further increase the effectiveness of the cleaning, Kärcher has a wide range of detergents, which take health protection, environmental compatibility as well as effectiveness into account in equal measure.

For around 40 years, Kärcher has been developing its own detergents. In 2018, the knowledge gained over decades culminated in the establishment of an in-house detergents centre of competence in Winnenden. Since then, we have been controlling the entire development process there – from product concept to prototypes and series production.

During development, we consistently take sustainability into account. That's because detergents shouldn't simply combat dirt effectively, but should also be free from risks for the users and the environment. To this end, our environment specifications set clear requirements of the products – in particular in relation to their ingredients. Our detergents are generally easily biodegradable, and many of them are produced using natural substances. Kärcher now has 45 eco-certified cleaning products in its range, providing a powerful and environmentally friendly alternative for a wide range of cleaning tasks. Since 2012, Kärcher has also been certified with the Sustainable Cleaning Label, as a producer of detergents. The label indicates products which were manufactured in companies that act in a sustainable manner.

The professional detergents we offer under the name eco!perform are particularly eco-friendly. The range includes a complete line for building cleaning and products for vehicle washes. These consist exclusively of

biodegradable components and do not use any phosphates, microplastics or harmful halogenated hydrocarbons. The products have been awarded international environmental certificates such as the EU Ecolabel or the Nordic Swan Ecolabel.

Another big challenge for our detergents is to make their packaging more eco-friendly. Since many detergents contain chemical substances, detailed safety instructions must be taken into account alongside the environmental aspects. We have taken on this challenge and are currently working intensively in the detergents centre of competence to develop containers made from recycled materials. In 2022, we developed the first prototypes of detergent bottles with a high proportion of recycled materials, which we are currently sampling intensively.

The Kärcher Innovation Lab

Kärcher gives its employees space to be creative and contribute their own ideas. The focal point of this is the company's Innovation Lab, which regularly advertises "Innovation Challenges" throughout the company. Following a successful application, employees are released from their regular work for a defined period of time and are instead supported and coached by the Lab Team to bring their idea to fruition. This results in new business models and radical product innovations – such as a kitchen composter. This machine, produced from our own think tank, will use sophisticated technology to turn kitchen waste into nutrient-rich compost in just 48 hours.



RESOURCE-EFFICIENT PRODUCTS AND PACKAGING

Sustainability in our products is primarily expressed through resource-conserving use of materials. As a result, we are also working on increasing both the recyclability of our cleaning machines and packaging and the share of recycled materials used in them. We are focusing on the principles of the recycling economy – i.e. avoiding, reducing and reusing materials. In this way, we are continuously reducing our need for raw materials.

An overview of our product goals

■ By 2025, we will optimise the sustainability of all product packaging:

We are improving the stability of our products in order to minimise or completely eliminate the use of plastic packaging. Furthermore, we are gradually substituting disposable packaging materials made from primary plastics with plastics made from recycled materials and replacing non-recyclable packaging with alternatives – for example, in the inlay of our FC 7 floor cleaner (see highlight box on page 25).

■ By 2025, selected consumer and professional products target a recycled plastic content of up to 50%:

To achieve this, we are consistently reducing and replacing the proportion of virgin plastics in our products, such as in the FlexoMate cleaning trolley. Depending on the configuration, this consists of up to 25% recycled plastic in relation to all plastic parts used and meets the highest sustainability standards, which were honoured with the Green Good Design Award.

■ By 2025, sustainability will be an integral part of new business models:

We are reviewing business models for Kärcher such as sharing, services and recycling. For example, we are cooperating with the Israeli start-up TULU, which offers various rental products for home use in larger residential complexes such as apartment complexes and student dormitories. For this purpose, self-service stations are being set up that can be operated via an app. Even in our own buildings, thanks to the cooperation with ZAN Compute, we can significantly reduce material waste by means of dynamic replenishment of consumables in sanitary rooms. In the end, this results in a material saving of 10 to 25%.



With Kärcher products for less plastic in the environment

The smallest plastic particles – so-called plastic granulate – are indispensable for manufacturers like Kärcher, but are a major problem in nature. Because once there, the small particles are difficult to remove again. Many companies along the value chain – from the manufacturer to the transporter to the processor – are committed to avoiding the loss of plastic granulate and, at best, to reusing the raw materials through good processes. In doing so, they are working together with international organisations such as “Operation Clean Sweep” – including Kärcher Belgium in 2022 as part of an online campaign. The aim was to raise awareness of the issue among organisation members and to show possible solutions. Because with its products, Kärcher has a wide range of solutions at hand, such as the compact cordless vacuum cleaners for spot cleaning, industrial vacuum cleaners for larger quantities or also sweepers for outdoor cleaning. This allows plastic granulates to be easily and efficiently removed in production and transport.

Our “Reduce, Reuse, Recycle” initiative

With our “Reduce, Reuse, Recycle” initiative, we are continuing our commitment to use fewer resources and to design recyclable packaging and products. This is backed by clear goals to be met by 2025. These take into account the varied aspects behind the concept of the recycling economy – starting with a product design that relies on the recyclability of the products and the increasing use of secondary material. But increased packaging design sustainability, increasing plastic-free production (see the chapter on “Resource efficiency and water management” on page 18) and the development of new business models are also on the agenda. Kärcher is also committed beyond its own company boundaries – such as in the context of our cooperation with the One Earth – One Ocean NGO, which advocates a reduction in plastic waste in the oceans (see highlight box on page 35).

More sustainable packaging

Our product packaging fulfils a variety of tasks. It protects our products from external influences, thus maintaining their quality, and also serves as an information carrier for consumers. At the same time, however, packaging is also associated with high resource consumption and recycling challenges. Knowing this, we are consistently developing the environmental aspects of our packaging – a focus of our “Reduce, Reuse, Recycle” initiative. The Packaging Development team is responsible for this in close cooperation with Product Development and Sustainability Management. Our approach to making our packaging more sustainable is based on the concept of the circular economy. This includes, first of all, using less packaging

material. The focus is on the reduction of plastics. We were able to significantly reduce their consumption, for example, by optimising film thicknesses or using different compositions. We were also able to reduce the amount of paper used for almost all product packaging in the consumer division, thanks in part to a specially developed calculation tool. At the same time, we are increasingly using packaging materials that are made from recyclable and renewable raw materials, such as pulp or paper. For example, in selected K 3 high-pressure cleaners from the Bühlertal factory, polystyrene inlays could be replaced by corrugated cardboard – with a saving of 13 tonnes of plastic per year. We are also continuously exploring the possibility of reducing or replacing plastic bags for our machine and accessory packaging. If this is not possible, we aim to use recycled plastics. In addition, we also rely on intensive cooperation between product and packaging development: because a more scratch-resistant, robust product requires less protective packaging material.

Resource-conserving product design

Recycled plastics are increasingly being used in Kärcher products. In the spray lances and connection threads of the water supply hose for high-pressure cleaners, for example, we use a particularly high-quality recycled polyamide, which is obtained from the fabric of returned airbags and residual material from their production. That guarantees both a consistent material quality and security of supply. In addition, carbon emissions, water consumption and the use of fossil fuels can be significantly reduced through the use of recyclates. In 2022, we were able to use various recyclates in further products and components: in total, recycled materials are already included in 40 variants of spray lances, connection threads, pump components and thus in more than 500 machine variants in the Consumer and Professional divisions. This includes, for example, the FlexoMate cleaning trolley, which already has a recyclate content of up to 25%.

We also use recycled material for other end-user products, depending on availability or technical feasibility, such as for the lower housing parts of our SC range of steam cleaners. The polypropylene (PP) recycled material used here is dimensionally stable over a large temperature range. This makes it the ideal material for steam cleaners, without disadvantages compared to new plastic.

Another focus in product development in 2022 was the reparability of our products. To improve this, we started with the development of an internal reparability assessment scheme. The findings are then to be incorporated into product development.

Plastic-free packaging

Kärcher is continuously looking for ways to design packaging according to more eco-friendly standards. One focus is on using fewer plastics and resorting to appropriate alternatives. On this basis, Kärcher’s packaging development department, together with the factory in Italy, has optimised the packaging of the FC 7 floor cleaner: instead of polystyrene, the recyclable raw material pulp, a type of papier-mâché, will be used for the inserts in future. This alone reduces the factory’s polystyrene requirements by around 5%. A measure with impact – and thus a blueprint for further products.

ECO-FRIENDLY PRODUCTS

Less energy and water, reduced emissions, a conscious choice of materials and a responsible use of detergents: these sustainability aspects guide us in our product development. The result is products that protect the environment in the best possible way – with consistently high cleaning performance. Here we present our central themes. Further product examples can be found on our [website](#).



SAVING WATER

Responsible handling of water is more important today than ever before. Thanks to patented nozzle technology, **Kärcher high-pressure cleaners** require around 80% less water than cleaning with a water hose – with high cleaning efficiency at the same time. The **ride-on scrubber dryer B 110 R** also gets by with little water when cleaning large floor areas. The reason for this: the eco!flow mode. It adjusts the water delivery to the driving speed. This avoids overdosing when driving slowly. Compared to machines with constant water delivery, this saves up to 50% water.



USING ENERGY EFFICIENTLY

We attach great importance to ensuring that our products use energy efficiently. This claim is met, for example, with our **eco!efficiency mode**. This mode regulates the water temperature of our hot water high-pressure cleaners down to 60°C, for example. This saves energy – and continues to remove lighter soiling effectively. With our battery-powered machines, we also focus on the longevity of the battery. This is ensured, for example, by the so-called **storage mode**. This automatically keeps the battery level of unused machines at 70% – ideal for a long cell lifetime.



REDUCING EMISSIONS

The best type of emissions are those that are never produced. That is why Kärcher offers machines such as lawn mowers or leaf blowers with **modern battery technology**. In customer hands these are both emission-free and quiet in operation. However, we also include dust and other particles under emissions. To rid enclosed spaces of these, we have, among other things, highly efficient filters on offer: our **HEPA 14 filters** in dry vacuum cleaners or air purifiers reliably remove viruses, bacteria, fungi and germs from the room air.



USING PLASTICS RESPONSIBLY

In the selection of materials, we are increasingly relying on secondary materials. With the **spray lances of the Kärcher high-pressure cleaners**, for example, we use recycled material from fabrics of returned airbags and residual material from their manufacture. Our **FlexoMate cleaning trolley** is also all about recyclability. Recycled plastic is used for the buckets and drawers. The material we buy for this is produced as scrap during a manufacturing process and is processed into granulate.



USING DETERGENTS CONSCIOUSLY

When using detergents, we rely on environmentally friendly solutions. For example, the **natural floor cleaner RM 538N** does not contain any dyes, synthetic fragrances, parabens, silicones or microplastics. The surfactants used are also biodegradable. Another example of the conscious handling of detergents is the **DOSE dosing system** for our scrubber dryers. The fresh water tank is automatically supplied with the preset amount of detergent – and thus avoids overdosing.



04

EMPLOYEES AND SOCIETY

As a globally active company, Kärcher has an influence on the lives of many people. In our role as employer and corporate citizen, we want to take responsibility – for our employees and for society as a whole. We offer our employees attractive and flexible conditions, exciting jobs and individual potential for development. As part of our social commitment, we support projects for culture, nature and society worldwide.

EMPLOYEE RESPONSIBILITY

The performance of our employees worldwide is a decisive factor for our success. Their dedication and skills are the cornerstone of innovation and quality at Kärcher. In return, we take responsibility for providing all employees with a positive working environment that consistently takes their needs into account.

Attractive conditions

Kärcher pursues a globally valid human resources strategy. This is the responsibility of the central personnel management in Winnenden and is implemented in cooperation with the factories, sales regions and national companies. With it, we are pursuing the goal of attracting new talented employees, retaining employees in the long term and developing them in a targeted manner. In this way, we want to meet the challenges of a shortage of specialists and demographic change while also ensuring our competitiveness. In doing so, we are working to establish global standards and promote cooperation between the individual sites.

Responsibility towards our employees is expressed first and foremost through our offer of attractive framework conditions. This includes a fair remuneration package. This is fundamentally dependent on the country-specific framework conditions.

At Alfred Kärcher SE & Co. KG, remuneration is based on the defined function structure and therefore on a uniform and transparent system. We ensure that equal work means equal pay. We also create cross-location regulations where possible and highlight options for further development. In an annual standard process, correct classification in the pay system is checked for all employees. In addition, regular salary adjustment is also implemented, taking into account the macroeconomic and company-specific situation.

Alfred Kärcher SE & Co. KG also offers its employees numerous additional services, which are laid down in operating agreements. These include, for example, the company's pension scheme, lifetime working accounts and opportunities for flexible working. Most benefits are aimed equally at full-time and part-time employees. Employees at international sites also benefit from additional benefits such as Christmas and holiday bonuses and pension options.

Since 2013, the "berufundfamilie" (Work & Family) audit has distinguished Kärcher as family-friendly. This audit is conducted every three years and was most recently conducted in 2020 – in connection with a target agreement with multiple measures to improve work-life balance. The aims and measures that have already been implemented include the introduction of working time accounts and the partial retirement plan. In addition, all employees¹ are entitled to take parental leave. In this context, we also specifically support fathers to make use of this opportunity. We also want to appoint more women to management positions (see also the section on "Equal opportunities and diversity").

High employee satisfaction

The opinion of our employees is essential for our HR management. That's why we regularly ask them about all kinds of aspects of their working life. More than 11,200 employees took part in the 2022 survey – around 85% of the global workforce. The results show that we were able to improve in all areas compared to the last survey. The high level of identification of the employees with the company is particularly positive – whether with their own products and solutions or also with Kärcher's commitment to sustainability.

Furthermore, the employees value the excellent working environment combined with interesting tasks, the good working conditions and the profitable cooperation as a team at Kärcher. The same applies to the offer of flexible working time models for a better work-life balance and Kärcher's commitment to society and the environment. We have also been successful in further developing our corporate culture: the approval ratings increased compared to the previous survey with regard to openness, consistency, empowerment and cross-cutting cooperation.

At the same time, the survey revealed potential for development. This lies above all in attracting and retaining employees and enabling better cooperation beyond divisional and national borders. The available results will be discussed again in global team workshops in order to further develop Kärcher on this basis.

Award-winning working conditions

Kärcher is one of the most popular employers worldwide. This is proven, among other things, by the latest "World's Best Employers" ranking of the business magazine Forbes. In 2022, Kärcher was again placed on this list, which comprises a total of 800 companies with the highest scores. In addition to 126th place overall, we were also ranked second in Germany in the category "Semiconductors, Electronics, Electrical Engineering, Technology, Hardware & Equipment". We also achieved a top ranking in a large-scale study by Stern magazine together with the market research company Statista in 2022. With 19th place in the category "Germany's most popular employer", we were also able to improve on previous years.

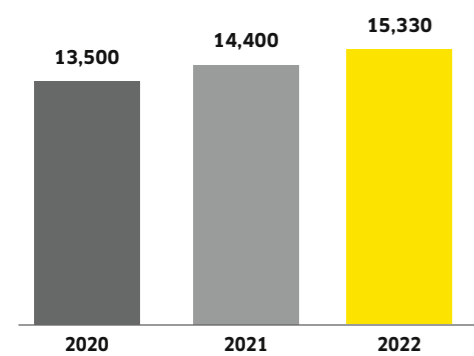
¹ This information includes the Kärcher headquarters as well as the production and logistics sites of the Kärcher Group in Germany, Brazil, China, Italy, Mexico, Romania and the USA.

The satisfaction of our employees is also expressed in their long-term loyalty to the company. At the Alfred Kärcher SE & Co. KG sites in Germany, employees have been working at Kärcher for an average of 14 years. At 3.1% in 2022 (2021: 1.6), staff turnover¹ remains at a comparatively low level.

¹ Only taking into account voluntary departures.

Number of employees (headcount)

Kärcher Group (including sales and subsidiaries)



Kärcher headquarters and production and logistics sites¹

	2022 ²
Total employees	7,885
of which male	5,397
of which female	2,469
of which non-binary	19
in Europe	5,736
in Asia	594
in North America	787
in South America	768

Part-time employees (headcount)¹

	2020 ³	2021 ³	2022 ²
Total	614	679	814
of which male	209	253	261
of which female	405	426	553
of which in Europe	-	-	780
of which in Asia	-	-	0
of which in North America	-	-	0
of which in South America	-	-	34

Employees¹ by age group

	2020 ³	2021 ³	2022 ²
< 20	-	-	1.41%
20 to 29	16.7%	17.1%	16.61%
30 to 39	24.4%	24.7%	29.18%
40 to 49	22.7%	22.5%	23.30%
50 to 59	28.8%	27.4%	22.34%
≥ 60	7.4%	8.3%	7.20%
Average age	42.8	42.9	41.8

New employees¹

	2020 ³	2021 ³	2022 ²
Total new employees ⁴	166	392	1,379
Total entry rate	4.6%	10.4%	17.49%
of which male			61.55%
of which female			38.45%
< 20			5.00%
20 to 29			35.82%
30 to 39			33.22%
40 to 49			15.23%
50 to 59			9.43%
≥ 60			1.23%
in Europa			667
in Asia			141
in North America			223
in South America			335

Staff turnover⁵ by age, gender and region

	2022 ²
Total departures ¹	670
Total staff turnover rate	8.5%
of which male	67.83%
of which female	31.73%
of which non-binary/not specified	0.44%
< 20	1.19%
20 to 29	33.88%
30 to 39	37.31%
40 to 49	18.21%
50 to 59	7.32%
≥ 60	2.09%
in Europe	251
in Asia	80
in North America	138
in South America	201

Staff turnover⁵ Alfred Kärcher SE & Co. KG

	2020	2021	2022
Departures	56	60	116
Staff turnover rate	1.5%	1.6%	3.1%

Temporary workers¹

	2020 ³	2021 ³	2022 ²
Temporary workers (aver. FTE/month)	308.7	287.4	1092.4
Number of acquisitions	23 ⁶	178	386

!DEAS: ideas platform for our employees

Our employees are full of their own initiative and energy. With our !DEAS platform for ideas, we give them a permanent opportunity to contribute their own ideas to the company. To make the programme visible and to further motivate employees, Kärcher organises idea campaigns at regular intervals. As part of a Germany-wide site competition, around 190 ideas were received from employees at the production sites in 2022 that result in potential cost and energy savings. Many of these are based on a sustainability concept, for example the use of existing instead of new plastic bags for small items at gantry car washes. In the same year, the first international idea campaign also took place at our sales company in Austria. Under the title “Green Building”, the aim was to collect sustainable ideas for the design of the new headquarters in Vienna. Fifty ideas were submitted, almost half of which will be taken into account in the planning of the new building, including projects for roof and wall greening.

¹ This information includes the Kärcher headquarters as well as the production and logistics sites of the Kärcher Group in Germany, Brazil, China, Italy, Mexico, Romania and the USA.

² Since 2022, global employee numbers have been collected and reported by gender and region.

³ The values for 2020 and 2021 represent Alfred Kärcher SE & Co. KG.

⁴ Without taking into account employees returning from inactive employment (parental leave, long-term leave, long-term illness).

⁵ Only taking into account voluntary departures.

⁶ In 2020, due to the coronavirus, significantly fewer temporary workers were taken on.

EMPLOYEE DEVELOPMENT

Kärcher’s ambition is to attract new, talented professionals and to fully utilise the potential of existing employees. In doing so, we build on our training programmes, which have grown over the years, as well as on a standardised talent management process in conjunction with targeted further training. In this way, we drive the establishment and development of the necessary future competencies – based on the Kärcher competency model.

Continuous development

The personal and professional development of employees fundamentally depends on personal responsibility. As part of a standardised talent management process, employees and their managers define individual performance targets, improvement of skills and development targets each year. This process applies to around 72% of our workforce in Germany and at our production and logistics sites around the world. In this context, and in dialogue with their respective managers, they can define individual requirements for their personal and professional further development. The aim is to ensure that all employees are in the right position at the right time with the right perspectives and can develop in a targeted manner.

The basis for the assessment and further development of employees is the Kärcher competence model. It includes the competences required for Kärcher within the categories of Culture and Leadership, Innovation and Change Management, Strategic Orientation, Entrepreneurial Orientation, Collaboration and Professional Competence. For the practical implementation of the model, Kärcher offers a diverse development programme, for which the Training & Development department is responsible. The corresponding trainings have been implemented centrally by the Kärcher Campus global department since 2022. Their core tasks include advising on didactics, methodology and knowledge exchange, planning and creating training programmes as well as providing, organising and following up on training.

The Kärcher training academy also includes the GROW further development programme, which is targeted at specialists and managers. Management, professional, social and methodological skills should be enhanced through a variety of training courses and further training. Suitable candidates for GROW programmes are nominated by their manager and the respective HR officer. The associated mandatory training courses are assigned to specific target groups via our digital learning platform.

There, our employees can access the complete range of training courses – and book suitable further training courses themselves after approval by the manager. In total, around 2.5 days were spent on further training measures for each employee of Alfred Kärcher SE & Co. KG in 2022 (2021: 2.7 days).

In addition to specific further training, we at Kärcher also support life-long learning. Employees wishing to pursue an extra-occupational higher qualification, such as engineering diplomas, master’s certificates or academic degrees, are encouraged to do so through the Kärcher scholarship with a flat-rate amount of funding. Alternatively, Kärcher offers a token of appreciation, which is paid in accordance with the final grade. For many years, Kärcher has also been a successful training organisation for industrial/technical and commercial apprentices. At Alfred Kärcher SE & Co. KG, a total of 175 apprentices and dual students were employed during the reporting year (2021: 165) – around a third of whom were female. They are supported by the Training & Development department. The high quality of our training programme is frequently commended with awards. In 2022, the Chamber of Industry and Commerce Stuttgart Region also presented us with a certificate for our outstanding training and examination achievements. In addition, Kärcher was once again awarded the BEST PLACE TO LEARN seal of approval as a top trainer in 2022.

Kärcher also provides comprehensive transitional support for employees who leave or return to the company. For example, we offer counselling to employees who are about to retire, where they can talk about age-related employment models, such as partial retirement, among other things. We also offer a seminar programme for employees over the age of 58 to show older employees perspectives and how they can take care of their health. And we have a company integration management system to help people return to work after serious illness, for example. We also offer counselling and support to employees who want to reorient themselves professionally.

Apprentices and dual work-study students (headcount)

	2020	2021	2022
Headquarters and production and logistics sites¹			196
of which Alfred Kärcher SE & Co. KG	163	165	175
of which commercial apprentices			
Headquarters and production and logistics sites¹			35
of which Alfred Kärcher SE & Co. KG	34	34	32
of which industrial/technical apprentices			
Headquarters and production and logistics sites¹			95
of which Alfred Kärcher SE & Co. KG	70	69	88
of which dual work-study students			
Headquarters and production and logistics sites¹			66
of which Alfred Kärcher SE & Co. KG	59	62	66
Apprenticeship quota			
Headquarters and production and logistics sites¹			2.5%
of which Alfred Kärcher SE & Co. KG	4.5%	4.4%	4.6%

Further training days at Alfred Kärcher SE & Co. KG

	2020	2021	2022
Further training days per employee	1.5	2.7	2.5



¹ This figure includes the Kärcher headquarters and the production and logistics sites of the Kärcher Group in Germany, Brazil, China, Italy, Mexico, Romania and the USA.

Statement by the Board of Management on Diversity & Inclusion
“At Kärcher, we make an impact through our behaviour, our way of treating others and lived diversity. It is the different perspectives, the expertise, and the skills of our employees in 80 countries that make a difference. Because only those who focus on looking at the diverse needs and problems of their customers are going to show them solutions that not only offer the best possible cleanliness but also contribute to the preservation of values. Diversity and inclusion bring our company culture to life. They take our company and especially our community a lot further.”

EQUAL OPPORTUNITIES AND DIVERSITY

At Kärcher, everyone should be able to develop their own potential – regardless of gender, age, nationality, physical and mental abilities, social background, sexual orientation or religion and ideology. We are proud of the fact that people from over 100 nations work together successfully at Kärcher in more than 80 countries. Diversity strengthens our collaboration, our understanding of our customers’ needs, as well as our innovative strength.

Kärcher is fundamentally opposed to any form of discrimination and has laid this down in its Code of Conduct. We raise awareness among all employees regarding this attitude and for a discrimination-free working environment. The compliance whistleblowing system is open to employees and third parties worldwide to report potential incidents of discrimination. In Germany, the General Equal Opportunities Act (Allgemeines Gleichstellungsgesetz) also lays down corresponding framework conditions, which Kärcher consistently implements.

In order to underpin our commitment to a diverse workforce, we embedded the issue of diversity and inclusion in our Corporate Guiding Principles in 2021. In it, we commit to a culture that enables the integration of a wide range of perspectives. In the same year, we also started a process to proactively promote diversity in all dimensions in the company. An initial focus is on gender diversity in leadership positions.

Our measures include accession to the “Diversity Charter” initiative. As part of its membership, Kärcher participated in Diversity Week 2022, for example by offering training on the diversity dimensions for employees in the HR department. Together with the initiative, other companies and the Stifterverband, Kärcher has also co-developed a procedure for the strategic development of diversity and inclusion in organisations – the “Diversity Compass”. Kärcher will itself participate in the piloting of the process from 2023 in order to develop its own diversity strategy. This continues to focus on increasing gender diversity in leadership positions. Corresponding measures are being discussed by Kärcher’s HR department at global level. The aim is to show perspectives for women, to ensure equal opportunities and to make the issue more visible in the company.

In 2022, for example, we launched a communication campaign showcasing “Women in Leadership”. Exchange groups are held on a global level to make leadership positions more attractive for women and to share success stories and best practices. In recruiting, we also take measures to reach more female candidates, for example. At the same time, we adapt the working environment to the needs of parents according to country-specific conditions. In Germany, for example, we support childcare and offer flexible working time models including home office and part-time management.

Employees¹ in management positions by gender

Total management positions	2020	2021	2022 ²
Male	87%	85%	78.7%
< 20			0%
20 to 29			2.7%
30 to 39			22.3%
40 to 49			24.3%
50 to 59			22.2%
≥ 60 Jahre			7.2%
Female	13%	15%	21.3%
< 20			0%
20 to 29			0.9%
30 to 39			9.1%
40 to 49			6.2%
50 to 59			4.3%
≥ 60			0.7%
Top management*			
Male	93%	92%	90.9%
Female	7%	8%	9.1%
Other managers			
Male	86%	85%	78.1%
Female	14%	15%	21.9%

* Divisional management and Board of Management

Employees¹ by gender

	2020	2021	2022 ²
Male	71%	69%	68.45%
< 20			1.05%
20 to 29			10.69%
30 to 39			19.54%
40 to 49			15.47%
50 to 59			16.04%
≥ 60			5.64%
Female	29%	31%	31.31%
< 20			0.36%
20 to 29			5.83%
30 to 39			9.63%
40 to 49			7.81%
50 to 59			6.18%
≥ 60			1.51%
Non-binary/not specified			0.24%

Parental leave³ at the sites included in the scope of the report¹

	2022 ⁴
Total number of employees who took parental leave	483
 of which female 54.2%  of which male 45.8%	
Total number of employees who returned to work after parental leave within the reporting period	418
 of which female 50.5%  of which male 49.5%	

¹ This figure includes the Kärcher headquarters and the production and logistics sites of the Kärcher Group in Germany (excluding the Reutlingen site), Brazil, China, Italy, Mexico, Romania and the USA.
² No direct comparison with the previous year possible, as the global production and logistics locations have also been surveyed and reported since 2022. The values for 2020 and 2021 represent Alfred Kärcher SE & Co. KG.
³ The calculations include both maternity leave and parental leave. A precise separation is not possible due to different maternity protection and parental leave regulations in the worldwide companies.
Employees with unknown/non-binary gender are not included in the calculation.
⁴ No comparison with the previous year possible, as the worldwide production and logistics locations have been surveyed and reported for the first time since 2022.

OCCUPATIONAL HEALTH AND SAFETY

Healthy employees are the prerequisite for our company’s performance. Kärcher takes the health and safety of its employees extremely seriously. Both aspects are crucial for our corporate and economic success.

Safety in the workplace

Kärcher pursues the goal of preventing work-related accidents and occupational illnesses as effectively as possible. In principle, all of our sites have local occupational safety organisations, in order to implement the respective applicable national regulations on safety at work. At Kärcher in Germany, the Occupational Safety department has central responsibility. In this role, it has the task of dealing with all of the issues and concerns regarding safety in the workplace, which serve to ensure the health and safety of employees and temporary workers. This includes, amongst other things, regulating the handling of hazardous substances, the safety of machinery or the provision of personal protective equipment.

The overarching body for safety at work and health promotion is the Health & Safety Board. The Board of Management, divisional managers as well as representatives of the General Works Council, the Health Centre and Occupational Safety are members of this committee. It defines strategic issues as well as health and safety standards for Kärcher in Germany, and monitors relevant control variables, such as illness rates or company accidents, as well as compliance with statutory requirements. At operational level, on the other hand, the Health Steering Committee is decisive – with all sites participating actively and directly through the respective works councils. Current issues are also discussed in the individual factories during regular meetings of the occupational safety committee.

We consistently involve our employees in order to ensure that all work safety regulations are in place and adapted as necessary: occupational safety committee meetings are held four times a year at each site, attended by the company, works council, safety officers, safety specialists and medical professionals. The works council also represents the workforce in the Health Steering Committee and in

the central Health & Safety Committee. The Kärcher employee survey also covers occupational health and safety. Employees receive health and safety-related information via digital blackboards at central points of buildings and via the intranet.

In practice, regular safety inspections combined with risk assessments guarantee that workplaces are safe and accidents and occupational illnesses are avoided. However, should accidents occur or danger spots be identified, we record them with the help of software, which also assesses the risks and informs hierarchical levels in order to eliminate or reduce the hazards as quickly as possible. Accident and cause analyses can also be saved in the system. For 2022, the analyses showed that the majority of accidents involved cuts on the hand. Overall, the accident frequency rate at Alfred Kärcher SE & Co. KG and Kärcher Futuretech GmbH in the reporting year was 5.5 according to LTIFR (Lost Time Injury Frequency Rate), which is significantly below the industry average of 21.5. (Source: German Social Accident Insurance [DGUV], BG Holz und Metall 2021)

We continuously raise our employees’ awareness of safety-relevant aspects in the workplace. Training is available, for example, on the handling of hazardous substances, high-voltage batteries and vehicles or securing loads. Individual consultations are also available, such as regarding ergonomics or on the basis of specific hazards, taking the respective situation at the workplace into account. All factories have escape and rescue processes and plans, fire protection regulations, alarm and emergency plans.

Accident statistics for employees of Alfred Kärcher SE & Co. KG and Kärcher Futuretech GmbH

	2020	2021	2022 ¹
Hours worked	7,276,280	7,644,648	7,893,600
Reportable accidents ² (without commuting accidents)	38	44	31
Accident rate per 1,000 employees	10.57	11.65	7.8
Deaths	0	0	0

Accident statistics for temporary workers at Alfred Kärcher SE & Co. KG and Kärcher Futuretech GmbH

	2020	2021	2022
Hours worked	455,400	333,960	206,448
Reportable accidents ² (without commuting accidents)	0	2	2
Accident rate per 1,000 employees	0	12.12	19.6
Deaths	0	0	0

¹ Due to adjustments in the calculation method, no direct comparability with the previous year.
² The majority of injuries are cuts on the hands. This was determined through recordings of the injuries in our online system. All necessary hierarchy levels are informed and involved in identifying preventive measures.

Health promotion

All activities to promote the health of the employees of Alfred Kärcher SE & Co. KG and of the individual subsidiaries are brought together in our health centre. This is organisationally assigned to the HR department and comprises three pillars: the first – occupational health care – includes, among other things, initial medical care as well as numerous counselling and preventive services on health topics such as ergonomics, addiction or also reintegration after serious illness (occupational integration management). The second relates to our commitment to work-life balance. The third is formed by occupational health management (OHM). This includes countless activities and preventive measures to support employees in maintaining their ability to work and perform as well as to support their personal well-being.

OHM at Kärcher is controlled centrally – and supported at the individual sites by OHM officers or the works council. Kärcher also has a number of internal and external points of contact, which deal with specific private concerns, such as care aspects or mental health problems. We ensure the strictest confidentiality in all our activities, including through non-disclosure agreements or the involvement of the data protection officer. In the reporting year, the central BGM offered numerous measures for the employees of the parent company. Activities included a wide variety of vaccination offers – from travel vaccinations to flu shots, health campaigns with healthy snacks in the company restaurants and at the Winnenden factory, and campaigns as part of the campaign week on the topic of alcohol. Furthermore, in addition to the permanently implemented company sports programme (company sports courses, company sports groups), the active break was resumed, digitally and in person.

The active break offers employees the opportunity to do small mobility, relaxation, stretching and strengthening exercises under the guidance of an expert in a time-saving and effective way, and then return to their desk/workplace motivated. Occupational health management at the international sites is organised and carried out locally by the persons responsible for each site.

In addition, employees and temporary workers can register for a variety of health training courses, if required. In the digital training series on stress management, participants receive information and incentives on the topics of exercise, healthy sleep, mindfulness and relaxation. A webinar on location-flexible working will focus on the new working conditions in the context of different work locations or home office. For the older target group, we also offer a day seminar on the topics of exercise, nutrition and relaxation. And the apprentices also receive two workshops on specific health topics in each apprenticeship year. All training courses are evaluated at the end with the help of a questionnaire.

Occupational health examinations at Kärcher cover all employees. To date, temporary workers receive care via the contracting company – as well as corresponding protective equipment from Kärcher, if necessary. They were also offered vaccination and testing during the coronavirus pandemic.



Kärcher as a bicycle-friendly company

Health goes hand in hand with a sustainable lifestyle. At Kärcher, we therefore encourage employee transport by eco-friendly means. By the end of 2021, Kärcher had received a “Silver” rating as a bicycle-friendly employer at its Winnenden, Obersontheim, Illingen and Gissigheim sites. The initiative of the EU and the ADFC (Allgemeiner Deutscher Fahrrad-Club e.V.) highlighted the long-standing commitment, the many bicycle campaigns for employees, as well as the good infrastructure with bicycle parking spaces, which have been significantly expanded in recent years. In addition, there were action days at individual German sites as part of European Mobility Week. There, employees had the opportunity to test bikes and find out about bike leasing. In the reporting year, the 1,000th bicycle was leased from Kärcher.

“Green Canteen” seal for Kärcher company restaurants

Kärcher company restaurants set standards for healthy and sustainable nutrition. It is not for nothing that four sites were awarded the European “Green Canteen” seal in 2022, including the company restaurants in Winnenden, Obersontheim and Schwaikheim. The certification is linked to strict requirements for sustainable gastronomy, which Kärcher has worked hard to implement. The focus was on having more regionality and seasonality in the range of foods offered as well as supporting animal welfare. This is also expressed in the certification of the businesses with the “Taste the South” award. All vegetables and meat are sourced locally and often directly from the producer. In addition, packaging could be reduced through the use of reusable systems, for example when purchasing coffee or cooking oil. These are supplied in reusable bulk containers.

SOCIAL COMMITMENT

At Kärcher, we are aware of our social responsibility. That's why we support initiatives and organisations that make a significant contribution to society and stand for values such as family, education, equal opportunities and environmental protection. In all three areas – donations and sponsorship, long-term cooperation and employee commitment – we take our role as a social stakeholder seriously and are therefore dedicated to preserving values, whether social or ecological. That's why value preservation is also the focus of our “Social Hero” initiative – one of the three pillars of our 2025 Sustainability Strategy.

Globally committed

Kärcher coordinates its global social commitment from the company headquarters in Winnenden. The Corporate Citizenship team is responsible for this. All companies are provided with a manual containing guidelines, criteria and principles on which they should base their social commitment. The individual companies of Kärcher each have a local officer in charge. This person is responsible for planning and implementing locally adapted activities based on the centrally specified action framework. Regular exchange meetings between the companies on the topic of corporate citizenship were also held in 2022. These gave space for dialogue and inspiration as well as the opportunity to develop a common approach.

The corporate citizenship strategy is decisive for Kärcher's worldwide activities. With it, we ensure that all supported CSR (Corporate Social Responsibility) activities are in line with the sustainable orientation and values of the company. The central building blocks of the strategy are the three focus areas of cleaning & hygiene, environment & resources and family & social issues, which provide the framework for our global commitment. Already, 75% of Kärcher companies around the world make a local contribution to the company-wide social commitment in these areas. In total, Kärcher carried out 384 donations and sponsoring activities worldwide in the year 2022. On our [website](#) we provide a comprehensive overview of selected projects.





For people in disaster areas

Kärcher provides fast and uncomplicated help wherever it is needed worldwide. In 2022, the country of Tonga, in the Pacific Ocean, experienced the largest eruption of the Hunga Tonga-Hunga Ha'apai volcano since 1883. In collaboration with the aid organisation SmartAID and with the support of the Kärcher parent company, Kärcher Australia donated cleaning machines to help Tongan communities clean up. With equipment donations, we also supported the Australian states of Queensland and New South Wales, which were hit by a flood disaster in early 2022. There we worked together with the NGO Human Nature.



For clean water

Since 2012, we have been collaborating with the Global Nature Fund for "clean water around the world" as part of the initiative of the same name. Specifically, we are carrying out drinking water projects in countries of the Global South such as Jordan, Burundi, Kenya and Bangladesh. At the same time, we are setting up so-called green filter systems there – natural filter systems for waste water purification. Thanks to the cooperation, 17 green filter systems and 14 drinking water systems were built within 10 years. The result: a direct and indirect improvement in the sanitation situation of more than 450,000 people. For this cooperation, Kärcher received the Sustainability Heroes Award from the German Association for Quality in 2022. Furthermore, we support the GNF's global lake network Living Lakes, which works for the protection of water bodies worldwide.



For plastic-free waters

Since 2020, we have been cooperating with the environmental organisation One Earth - One Ocean (oeoo) and supporting them in their work to rid polluted waters worldwide of waste. In this context, we have been supporting a project on the Mekong River in Cambodia since 2022, for example. Every month, a team collects up to four and a half tonnes of waste on site and recycles it. As part of its corporate volunteering, Kärcher also carries out regular cleaning campaigns – with professional support from oeoo. Employees from over 20 Kärcher companies worldwide took part in the so-called Kärcher Cleanup Days in 2022 – more than ever before. On beaches, in the water, in the forest and in parks, they collected carelessly discarded litter to dispose of it properly afterwards. In addition, Kärcher, together with oeoo, is researching whether marine plastic can be recycled in the company's products in the future.



For children and families

Kärcher supports numerous SOS Children's Village facilities around the world that create positive living conditions for disadvantaged young people and their families. In order to reduce everyday stress for employees on-site and give them more time to look after the children, we have been providing the establishments with financial aid as well as cleaning machines for many years. Within 12 years, a total of 1,400 donated machines were handed over in 44 countries worldwide, including 173 in 2022 alone.

KÄRCHER FOR SOCIETY



2022 »»» 384
donations and sponsorship
activities worldwide

14 monuments and buildings
cleaned in 10 countries as part of
our cultural sponsorship

GRI CONTENT INDEX

Statement of use	Kärcher has reported in accordance with the GRI Standards for the period 2022
GRI 1 used	GRI 1: foundation 2021
Applicable GRI Sector Standard(s)	None

Standard/disclosure	Page	Remark/omission
GRI 2: General Disclosures 2021		
1. The organisation and its reporting		
2-1 Organisational details	5-6	
2-2 Entities included in the organisation's sustainability reporting	2	
2-3 Reporting period, frequency and contact point	2, 38	
2-4 Restatements of information	-	None
2-5 External assurance	-	No external audit of the report
2. Activities and employees		
2-6 Activities, value chain and other business relationships	-	No significant changes to the business model to report compared to the previous year
2-7 Employees	5, 29	
2-8 Workers who are not employees	29	
3. Corporate governance		
2-9 Governance structure and composition	5	
2-10 Nomination and selection of the highest governance body	-	Information is treated as confidential.
2-11 Chair of the highest governance body	5	
2-12 Role of the highest governance body in overseeing the management of impacts	5, 10	
2-13 Delegation of responsibility for managing impacts	5, 10	
2-14 Role of the highest governance body in sustainability reporting	5	
2-15 Conflicts of interest	7	
2-16 Communication of critical concerns	-	Information is treated as confidential.
2-17 Collective knowledge of the highest governance body	5, 10	
2-18 Evaluation of the performance of the highest governance body	-	Information is treated as confidential.
2-19 Remuneration policies	-	Information is treated as confidential.
2-20 Process to determine remuneration	-	Information is treated as confidential.
2-21 Annual total compensation ratio	-	Information is treated as confidential.
4. Strategy, policies and processes		
2-22 Statement on sustainable development strategy	3	
2-23 Policy commitments	7, 13	
2-24 Embedding policy commitments	7	
2-25 Processes to remediate negative impacts	7, 13	
2-26 Mechanisms for seeking advice and raising concerns	7, 13	
2-27 Compliance with laws and regulations	-	Information is treated as confidential.
2-28 Membership associations	9	
5. Stakeholder engagement		
2-29 Approach to stakeholder engagement	8	
2-30 Collective bargaining agreements	-	Information is treated as confidential.

Standard/disclosure	Page	Remark/omission
GRI 3: Material Topics 2021		
3-1 Process to determine material topics	12	
3-2 List of material topics	12	
GRI 201: Economic Performance 2016		
3-3: Management of material topics	5	
GRI 201-1: Direct economic value generated and distributed	5	Information such as operating costs, employee wages and benefits, payments to capital providers, etc. are considered confidential.
GRI 201-2: Financial implications and other risks and opportunities due to climate change	15	
GRI 201-3: Defined benefit plan obligations and other retirement plans	-	Information is treated as confidential.
GRI 201-4: Financial assistance received from government	-	Information is treated as confidential.
GRI 203: Indirect Economic Impacts 2016		
3-3: Management of material topics	34	
GRI 203-1: Infrastructure investments and services supported	34-35	
GRI 203-2: Significant indirect economic impacts	34-35	
GRI 204: Procurement Practices 2016		
3-3: Management of material topics	13	
GRI 204-1: Proportion of spending on local suppliers	13	
GRI 205: Anti-corruption 2016		
3-3: Management of material topics	7	
GRI 205-1: Operations assessed for risks related to corruption	-	Information is treated as confidential.
GRI 205-2: Communication and training about anti-corruption policies and procedures	7	
GRI 205-3: Confirmed incidents of corruption and actions taken	-	Information is treated as confidential.
GRI 206: Anti-competitive Behaviour 2016		
3-3: Management of material topics	7	
GRI 206-1: Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	-	Information is treated as confidential.
GRI 207: Tax 2019		
3-3: Management of material topics	8	
GRI 207-1: Approach to tax	8	
GRI 207-2: Tax governance, control and risk management	8	
GRI 207-3: Stakeholder engagement and management of concerns related to tax	8	
GRI 207-4: Country-by-country reporting	8	
GRI 301: Materials 2016		
3-3: Management of material topics	18-19	
GRI 301-1: Materials used by weight or volume	18	
GRI 301-2: Recycled input materials used	18	
GRI 301-3: Reclaimed products and their packaging materials	18-19	

Standard/disclosure	Page	Remark/omission
GRI 3: Material Topics 2021		
GRI 302: Energy 2016		
3-3: Management of material topics	16-18	
GRI 302-1: Energy consumption within the organisation	16	
GRI 302-2: Energy consumption outside of the organisation	-	Currently no collection of quantitative data
GRI 302-3: Energy intensity	16	
GRI 302-4: Reduction of energy consumption	16	
GRI 302-5: Reductions in energy requirements of products and services	-	Currently no collection of quantitative data
GRI 303: Water and Effluents 2018		
3-3: Management of material topics	18-19	
GRI 303-1: Interactions with water as a shared resource	19	
GRI 303-2: Management of water discharge-related impacts	19	
GRI 303-3: Water withdrawal	19	
GRI 303-4: Water discharge	-	Information is expected to be available from 2023
GRI 303-5: Water consumption	-	Information is expected to be available from 2023
GRI 305: Emissions 2016		
3-3: Management of material topics	15-18	
GRI 305-1: Direct (Scope 1) GHG emissions	15-16	For 2022, only CO ₂ was recorded as gas. All other relevant greenhouse gases will follow in 2023.
GRI 305-2: Energy indirect (Scope 2) GHG emissions	15-16	For 2022, only CO ₂ was recorded as gas. All other relevant greenhouse gases will follow in 2023.
GRI 305-3: Other indirect (Scope 3) GHG emissions	15, 17	Scope 3 data will be collected for the first time in 2023 and is not currently available. For 2022, only CO ₂ was recorded as gas. All other relevant greenhouse gases will follow in 2023.
GRI 305-4: GHG emissions intensity	16	Scope 3 data will be collected for the first time in 2023 and is not currently available. For 2022, only CO ₂ was recorded as gas. All other relevant greenhouse gases will follow in 2023.
GRI 305-5: Reduction of GHG emissions	15-17	
GRI 305-6: Emissions of ozone-depleting substances (ODS)	-	Not relevant
GRI 305-7: Nitrogen oxides (NO _x), sulphur oxides (SO _x) and other significant air emissions	-	Not relevant
GRI 306: Waste 2020		
3-3: Management of material topics	18-19	
GRI 306-1: Waste generation and significant waste-related impacts	19	
GRI 306-2: Management of significant waste-related impacts	18-19	
GRI 306-3: Waste generated	19	
GRI 306-4: Waste diverted from disposal	19	
GRI 306-5: Waste directed to disposal	-	Information is expected to be available from 2023
GRI 308: Supplier Environmental Assessment 2016		
3-3: Management of material topics	13	
GRI 308-1: New suppliers that were screened using environmental criteria	-	Information is expected to be available from 2023
GRI 308-2: Negative environmental impacts in the supply chain and actions taken	-	Information is expected to be available from 2023
GRI 401: Employment 2016		
3-3: Management of material topics	28-29	
GRI 401-1: New employee hires and employee turnover	29	
GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	28	
GRI 401-3: Parental leave	31	
GRI 403: Occupational Health and Safety 2018		
3-3: Management of material topics	32-33	
GRI 403-1: Occupational health and safety management system	6, 32	
GRI 403-2: Hazard identification, risk assessment and incident investigation	32	
GRI 403-3: Occupational health services	32-33	
GRI 403-4: Worker participation, consultation and communication on occupational health and safety	32-33	
GRI 403-5: Worker training on occupational health and safety	32-33	

GRI 403-6: Promotion of worker health	33	
GRI 403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	32-33	
GRI 403-8: Workers covered by an occupational health and safety management system	6, 32	
GRI 403-9: Work-related injuries	32	
GRI 403-10: Work-related ill health	-	No data currently available
GRI 404: Training and Education 2016		
3-3: Management of material topics	30	
GRI 404-1: Average hours of training per year per employee	30	
GRI 404-2: Programmes for upgrading employee skills and transition assistance programmes	30	
GRI 404-3: Percentage of employees receiving regular performance and career development reviews	30	
GRI 405: Diversity and Equal Opportunity 2016		
3-3: Management of material topics	31	
GRI 405-1: Diversity of governance bodies and employees	31	
GRI 405-2: Ratio of basic salary and remuneration of women to men	-	Information is treated as confidential.
GRI 406: Non-discrimination 2016		
3-3: Management of material topics	7, 31	
GRI 406-1: Incidents of discrimination and corrective actions taken	-	Information is treated as confidential.
GRI 407: Freedom of Association and Collective Bargaining 2016		
3-3: Management of material topics	7, 13	
GRI 407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-	Information is treated as confidential.
GRI 408: Child Labour 2016		
3-3: Management of material topics	7, 13	
GRI 408-1: Operations and suppliers at significant risk for incidents of child labour	-	Information is expected to be available from 2023
GRI 409: Forced or Compulsory Labour 2016		
3-3: Management of material topics	7, 13	
GRI 409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labour	-	Information is expected to be available from 2023
GRI 413: Local Communities 2016		
3-3: Management of material topics	34-35	
GRI 413-1: Operations with local community engagement, impact assessments and development programmes	34	
GRI 413-2: Operations with significant actual and potential negative impacts on local communities	-	No significant impacts known
GRI 414: Supplier Social Assessment 2016		
3-3: Management of material topics	13	
GRI 414-1: New suppliers that were screened using social criteria	-	Information is expected to be available from 2023
GRI 414-2: Negative social impacts in the supply chain and actions taken	-	Information is expected to be available from 2023
GRI 416: Customer Health and Safety 2016		
3-3: Management of material topics	21	
GRI 416-1: Assessment of the health and safety impacts of product and service categories	21	
GRI 416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	-	In the reporting year, there were no events in the market that lead to a recall campaign.
GRI 417: Marketing and Labelling 2016		
3-3: Management of material topics	21-22	
GRI 417-1: Requirements for product and service information labelling	21-22	
GRI 417-2: Incidents of non-compliance concerning product and service information and labelling	-	We are not aware of any violations in the reporting year.
GRI 417-3: Incidents of non-compliance concerning marketing communications	-	We are not aware of any violations in the reporting year.
GRI 418: Customer Privacy 2016		
3-3: Management of material topics	8	
GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	We are not aware of any violations in the reporting year.



LEGAL INFORMATION

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THE STORIES BEHIND THE FIGURES



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