

**KÄRCHER**



**KÄRCHER CODE OF CONDUCT**

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# DEAR COLLEAGUES,

Values are the foundation for our corporate success. Values give us identity. Values also give us our true compass in an increasingly complex world. Our Code of Conduct serves as a valuable tool to support responsible actions and business at Kärcher. We live up to this responsibility each and every day. Qualified and motivated employees who identify with the company and do business responsibly are the cornerstone to our success. Trust, reliability and respect are the foundations of our relationships with others, and also our internal relationships. We, the Board of Management, have a responsibility to be role models for the entire workforce in terms of ethical and moral business. This is because only impeccable behaviour will ensure the good reputation of our company and its brands.

We also value entrepreneurial freedom. We use this freedom responsibly – with mutual respect regarding colleagues, customers and business partners. Reputable behaviour is part of our identity and we are proud of this. This integrity encompasses all areas and levels at Kärcher – without exception. We also want to act in an exemplary way regarding our corporate responsibilities.

We know that too much bureaucracy in everyday business can stifle our creativity and innovative spirit. In a living, breathing business culture rooted in trust, one thing is of the greatest importance – communication. We must all ensure that we constantly adhere to the highest ethical

standards in our work, even in situations which are not explicitly described in our Code of Conduct. We are always expected to handle such situations with integrity, respect and common sense.

If you have doubts about the correct course of action or a situation within the company – talk to your colleagues, your management team, your project leaders or your local Compliance Manager. This applies to our dealings with suppliers and business partners, too. Only comprehensive knowledge of the entire value chain allows us to sustainably develop, produce and supply the best products for our customers. Quality and product safety are essential. Safety, naturally, encompasses the protection of our employees and our data.

When reading this Code of Conduct, it will soon become clear that many aspects of it are already part of the daily reality at Kärcher. Nevertheless, that should not tempt us into a false sense of security or to take critical situations lightly. Here, as always, we return to the leitmotif that has kept us strong over years: the right solution for every job.

We'd like to thank you for making your contribution to compliance culture at Kärcher with your personal conduct.

With kind Kärcher regards,



**Stefan Patzke**  
Chief Financial Officer  
(CFO), member of the  
Board of Management

**Dieter Grajer**  
Chief Operating Officer  
(COO), member of the  
Board of Management

**Hartmut Jenner**  
Chief Executive Officer  
(CEO) & Chairman of the  
Board of Management

**Michael Häusermann**  
Chief Special Businesses  
Officer (CBO), member of  
the Board of Management

**Christian May**  
Deputy Chief Executive  
Officer (CEO) & Chief Sales  
Officer (CSO)

# COMPASS IN A COMPLEX WORLD

## WHO WE ARE...

A Code of Conduct has a lot to do with a company's structure and values. It deals with questions of our purpose, mission and also the values we represent. What makes Kärcher stand out? As a company, Kärcher, for example, ensures that people have ergonomic tools and devices to make their work easier. We all ensure that increasing demands for cleanliness and hygiene can be met. And we ensure that homes and green spaces, or machinery and industrial infrastructure retain their value. It is our responsibility to get the best out of every day and every project, for our customers, our business partners and for society itself.

Our work is based on trust and the respectful treatment of everyone we interact with. We do clean business, which means we do not tolerate unacceptable behaviour, corruption or exploitation. Together, we care for the planet, whether in the sustainable further development of our products, funding programmes for people in less-fortunate regions or preserving cultural heritage. We transmit these values to the outside world and make them a lived reality within the company.

## ... AND HOW THE WORLD IS

As clear as we are about our values and motivations, we are also aware of the immense complexity of our world. We are a global company involved in international supply chains. We deal with various national laws around the world. Technology develops dynamically and markets are changing ever-faster. This complex world is our business environment. A Code of Conduct is more important than ever before, to ensure we apply our values in practice across the company - it is our main navigational aid en route to the right decision.

## A CODE OF CONDUCT - AND MORE

The Code of Conduct serves as guidance for all employees in day-to-day business. In the sections on integrity, safety, human rights and sustainability, you'll find the key aspects of correct, responsible ways of doing business. It directs us on applying our corporate values and ethical principles in practice, and it shows external parties the aspects we value in business relationships.

The Code of Conduct is not the only compass we have to guide us. There are also superordinate regulations and laws laid down by governments, international organisations and national/international associations. Like all companies, we also have internal regulations and guidelines which describe proper behaviour in detail. In line with the motto "Doing clean business", it is important that we all take note of these issues and know which rights and responsibilities arise from them.

The managers are responsible for actively communicating, adhering to, and urging their employees to adhere to laws and internal regulations. Your direct manager is therefore your first point of contact for questions about our Code of Conduct or other legal and ethical questions.

## THE ONLY WAY IS TOGETHER

As clear as regulations and principles may be, they only work if we all adhere to them. If we do not - if there is a violation - the Kärcher company could face state sanctions or fines and our reputation could be damaged. In addition, individuals could be prosecuted for unlawful activities or complicity.

For this reason, it is essential that we actively respond to any violation. Mistakes happen in business - that is a fact. So, you may notice behaviour in your environment that is not within our Code of Conduct or the applicable regulations. It could be due to lack of knowledge or care, or because someone is knowingly acting this way. In these cases, it is important that you act in the interests of the company - we explain how you can do this in the section on Compliance.

**You see**, the Kärcher Code of Conduct applies to us all, and we all need to work together to ensure that Kärcher as a whole adheres to it.

- We follow the principles of the Kärcher Code of Conduct.
- We adhere to all relevant laws and the commitments we have made.
- We behave in accordance with all internal rules and regulations.
- We are guided by relevant principles and guidelines from international institutions such as the United Nations, the Organisation for Economic Co-operation and Development (OECD) and the International Labour Organization (ILO).



**01**

**WE VALUE INTEGRITY.**

Integrity is the central prerequisite for trusting cooperation and good business relationships. Only those who consciously embody values such as honesty, transparency, fairness and neutrality can do business ethically and morally, and be successful in the long-term. Following logically from this, we do not behave in ways which do not correspond to this. We do not tolerate any form of corruption or abuse of power in our business relationships.



## ANTI-CORRUPTION

### WHAT IT IS

Corruption acts against the interests of a company and society – a corrupt person abuses the power or position entrusted to them to gain advantage for themselves or their own company. This can relate to money, gifts, invitations, hospitality, donations, promises or travel. Because the said person is acting on behalf of a company, it means that this compromises free and fair international competition, the public interest and the company. Corrupt behaviour can lead to fines and legal sanctions for those involved.

### HOW WE DEAL WITH IT

- We are committed to integrity. Corruption contradicts this and damages trust in our company. Therefore, Kärcher does not tolerate corrupt behaviour on the part of employees, business partners or customers.
- Gratuities to customers, business partners or third parties are only permitted within the legally permissible conditions and internal regulations.
- To prevent instances of corruption, Kärcher provides further information on this topic in the Kärcher Compliance Management System.

### HOW YOU CAN CONTRIBUTE

- Reject any attempt at bribery or corruption and do not undertake any yourself.
- Report all cases of bribery or corruption, even if it is only an attempted case.
- Only offer and accept gratuities of an acceptable amount which result from normal business interactions and are in accordance with the Kärcher regulations. You can find examples in the section on Gifts and Invitations.



## ANTI-CORRUPTION IN DETAIL: GIFTS AND INVITATIONS

### WHAT IT IS

In some areas of business, it is common practice to offer business partners gifts or invitations to show that they are valued. However, if the gift or invitation serves to influence the decision of said person, this can still be regarded as a form of corruption. The legal frameworks on anti-corruption and tax legislation are relevant here. If these regulations or internal directives are contravened, it may make you liable to prosecution.

### HOW WE DEAL WITH IT

- A gift or invitation must not serve to provide an unlawful personal advantage or an advantage for the company. It is not permitted to demand anything in return. If this is the case, the gift or invitation is to be rejected.
- Financial gifts are not tolerated.
- We do not offer gifts or invitations to public/government officials.
- We may accept and offer promotional gifts, occasional gifts or invitations of a reasonable value.
- Invitations among business partners which are business-related and do not occur frequently may be offered and accepted if no service or reciprocation is expected or delivered in return.

### HOW YOU CAN CONTRIBUTE

- If a gift is above the value stated in the internal regulations, do not accept it.
- If you receive a gift or invitation or if you plan on offering someone a gift or invitation, you must properly assess the situation. Ask the following questions to ensure you are able to behave correctly:
  - Why am I receiving/offering a gift/invitation?
  - Is the value of the gift reasonable?
  - Are there current negotiations between Kärcher and the party?
  - Is there an obligation associated with the gift?
  - Could it be viewed as corruption?
- If you are unsure, ask your manager.

**Are you wondering what kind of gift is permitted? Let us give you a few examples: business courtesies like pens, chocolate, a book, calendar or similar may be accepted and offered. High-value gifts such as mobile phones or vouchers for expensive hotels and recreational events are not permitted.**

**ANTI-CORRUPTION IN DETAIL: CONFLICTS OF INTEREST****WHAT IT IS**

If the private interests of an employee conflict with business interests, there is a conflict of interest. This type of conflict could be on a friendship, familial, social or business level. A conflict of interest may lead to disadvantages for or damage to the company and the individual.

**HOW WE DEAL WITH IT**

- There must be no discrepancies between the business and private interests or relationships of our employees. We identify and prevent these as early as possible to avoid negative consequences.
- Additional employment that does not conflict with the interests of Kärcher and has been communicated to and agreed with Kärcher is permitted.
- Our business decisions are based on objective criteria.

**HOW YOU CAN CONTRIBUTE**

- If you suspect a conflict of interest, point out the problem before a business decision takes place. To do this, you may contact your manager and/or HR representative.
- Document the affected decision(s). This serves to prove which objective criteria were used at every stage.
- Make decisions that are in the company's best interests.

**There are solutions for conflicts of interest. You may pass a responsibility on to a colleague, adhere to principles of dual control, or find another alternative which is jointly defined with management and/or HR.**

**ANTI-CORRUPTION IN DETAIL: PUBLIC/GOVERNMENT OFFICIALS****WHAT IT IS**

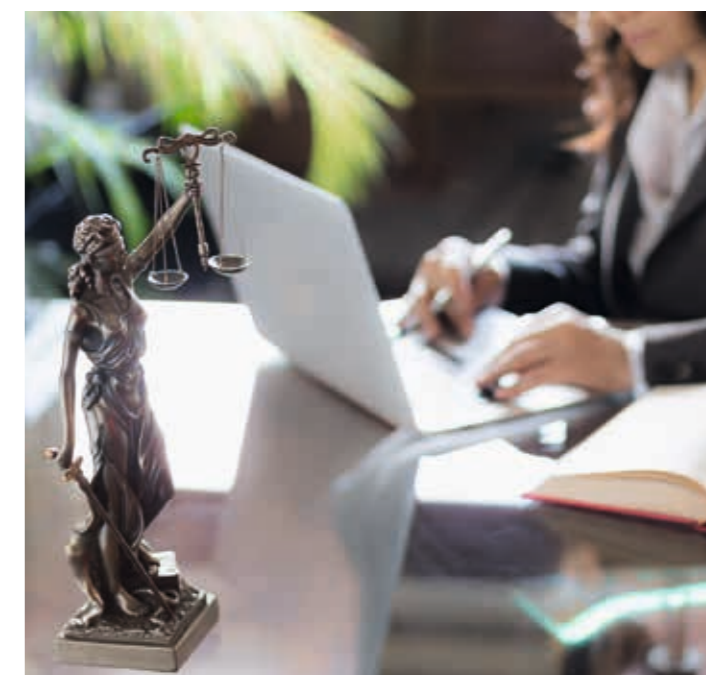
To know how to deal with public/government officials, you must first know who is to be understood as an official. Public/government officials include people who are employed in a state institution (such as judges, civil servants, people in public office), as well as people in office (such as politicians, ambassadors, supervisory bodies for international organisations). All these people are required to be independent and must not be influenced in their decisions, so that they can act in the interests of society. Even small tokens may be seen or suspected as corruption.

**HOW WE DEAL WITH IT**

- When dealing with state institutions, gratuities may only be offered under very strict conditions and subject to internal approval.
- We regularly come into contact with public/government officials during administrative and business processes. We always act properly and fulfil our obligations conscientiously and appropriately.
- We commit to behaving with integrity during all contact with governments, their authorities and representatives.

**HOW YOU CAN CONTRIBUTE**

- If you work with a public/government official, ensure you are informed of the precise regulations on dealing with public/government officials.
- If you are unsure about dealing with public/government officials, consult your Compliance Manager.





## ANTITRUST LAW

### WHAT IT IS

Fair competition ensures that a company brings its products to the market under competitive conditions. This allows customers to freely choose which products to buy and promotes innovation. The antitrust law ensures that the competition is not unlawfully limited, for example by companies fixing prices or strategies, dividing up the markets or agreeing on other limitations.

### HOW WE DEAL WITH IT

- Our leading market position makes us even more obliged to promote fair competition and conduct business with this in mind.
- We see competition as a challenge to keep improving ourselves and achieve the best for our customers and for our business partners.
- We do not come to anti-competitive agreements with competitors, customers or suppliers.
- We train our employees in the sales and purchasing teams to interact with business partners correctly.

### HOW YOU CAN CONTRIBUTE

#### Behaviour towards competitors

- You must not, under any circumstances, come to an agreement with competitors on prices, conditions, markets, etc. Do not share or swap information relevant to competition. In concrete terms, this means do not accept or give out any information on
  - prices and their components
  - costs
  - turnover or sales volumes
  - terms and conditions for delivery, purchasing or payment
  - investments
  - suppliers/customers
  - market shares
  - technology or planned strategies/collaborations
- Ensure that this is also the case when attending industry association meetings or trade fairs.

#### Behaviour towards customers, trading partners, retailers and business partners

- Refrain from any influence on resale prices.

**In principle, be careful in discussions with competitors in any environment, even in informal conversations.**

## EMPLOYEE PARTICIPATION

### WHAT IT IS

The employee representatives regulate the relationship between employer and employee. This role can, for example, be taken on by the works council or labour union. The employee representatives advocate for the interests of the employees, including fair remuneration, appropriate working hours and co-determination in the company.

### HOW WE DEAL WITH IT

- We welcome our employees' active involvement in their own interests within the company.
- We commit to cooperating openly and in a trustworthy manner with the employee representatives, maintaining a constructive dialogue and striving for a fair balance of interests.
- We respect the right of our employees for participation in the company. Hereby we recognise the fundamental right of all employees to form an employee representation or to other constitutionally recognised associations (such as labour unions).
- We commit to considering the rights of employees and their representatives. The employee representatives are not discriminated against and can exercise their rights in a legal and peaceful way.
- Employees will not be disadvantaged in any way due to their membership of a labour union.
- We respect the right of employees to raise complaints without this resulting in disadvantages of any kind.

### HOW YOU CAN CONTRIBUTE

- Support the employee representatives in their work.
- Participate in works council elections.
- Address grievances openly.
- Be open to feedback and give feedback too.
- Contact your manager or your employee representatives in the case of complaints.





**02**

**WE VALUE SAFETY.**

Safety is a sensitive, multi-faceted concept in a complex world. Above all, in an increasingly networked world of processes and in light of the global availability of information, it is essential that data and information are treated responsibly. But also in terms of occupational health and safety, work protection, product safety and quality, there are many regulations and requirements to be considered to avoid risks and improve trust in Kärcher as an employer and brand.



## OCCUPATIONAL HEALTH AND SAFETY AND WORK PROTECTION

### WHAT IT IS

The term 'occupational health and safety' encompasses the health and safety of employees at work, as well as the handling of hazardous substances. The aim is not just to avoid risks, but also to improve safety and health for employees. Work protection encompasses all measures, means and methods to minimise or eliminate work-related risks to safety and health for employees. Therefore, occupational health and safety is the result of successful work protection.

### HOW WE DEAL WITH IT

- Our employees' safety, health and protection is a top priority.
- We work to continuously improve working conditions and thereby strengthen a safe working environment where safety and health are the priority.
- Kärcher has its own internal safety standards to ensure a globally unified standard.
- Our employees are obliged to harmonise operations, processes and operating materials with the applicable legal and internal regulations.
- We promote a preventative approach to avoid workplace accidents and occupational health issues.
- Should an incident occur, we comprehensively analyse the circumstances that led to this. Based on this, we take measures to prevent similar cases in the future.

### HOW YOU CAN CONTRIBUTE

- Ensure that you are familiar with the stated safety measures and adhere to these. Inform new colleagues about applicable safety measures.
- Make your safety and the safety of your colleagues your priority.
- Ensure that you store and handle hazardous substances safely and in accordance with the applicable regulations.
- Regularly check your working environment and equipment to ensure they are in a safe state and fix any issues if necessary.
- Report health and safety risks and fix the problem if possible. If necessary, warn your colleagues.

**Set a good example: act preventatively and contribute to averting workplace accidents.**

## INFORMATION SECURITY

### WHAT IT IS

Information, both in digital and analogue form, is key to our business processes and the basis for our relationship of trust with customers and business partners. As a modern, global organisation we work in a networked way. This means that information is stored and processed in many locations. Therefore, information security – that is, the protection of all information from loss and misuse – must be ensured in the company as well as in the Cloud, Shared Services or on social media platforms. At the same time, the methods of attack available to criminals in both the digital and analogue world are changing, so that information security is required to constantly adapt. The three-pronged approach of prevention, detection and reaction are key here.

### HOW WE DEAL WITH IT

- We protect the data, services and identities of Kärcher, its employees and business partners.
- We operate a management system for information security.
- We understand information security as a shared responsibility for all employees and we train and raise awareness about the topic internationally.
- Every company has a Local Information Security Officer (LISO).

### HOW YOU CAN CONTRIBUTE

- Do not share sensitive information with business partners via email.
- Whenever possible, share data and documents with links rather than as attachments.
- Be careful with emails and attachments from unknown senders.
- Create secure passwords according to the company regulations and update these regularly.
- If you have any questions relating to information security, please contact your Local Information Security Officer (LISO).



## DATA PROTECTION

### WHAT IT IS

Data protection, that is the protection of personal data, protects every person's basic right to information privacy. The focus is not on the protection of the data itself, but rather on the freedom of every individual to decide for themselves what is done with their personal data and who may hold which information. Data protection prevents the misuse of personal data.

### HOW WE DEAL WITH IT

- At Kärcher we only collect, gather, process, use and save personal data relating to employees, former employees, customers, suppliers and other third parties within the scope permitted by laws and regulations or when those people have given their explicit consent.
- Anyone who provides data to Kärcher can be assured that they will be handled transparently, carefully and in accordance with legislation.
- Our internal regulations and guidelines make clear that our employees are responsible for protecting personal data from unauthorised access by third parties. This includes taking the necessary precautionary measures to prevent unauthorised use.

### HOW YOU CAN CONTRIBUTE

- In the context of your professional activities, handle any personal data confidentially and according to the applicable regulations.
- Immediately report data protection breaches to your manager, the data protection officer and, in IT-related cases, to the IT Helpdesk.
- If you have any questions relating to data protection, please contact your Data Protection Officer.

Always think carefully before sharing personal data with others.



## PRODUCT SAFETY AND QUALITY

### WHAT IT IS

Every product must adhere to defined safety-related and official norms and standards. Product safety therefore means that a product has no or only limited risks when used properly, and it does not pose a health hazard. Furthermore, a product must fulfil the requirements of customers, users, distributors and other manufacturers. Quality therefore includes the requirement that every product represents value and reliability.

### HOW WE DEAL WITH IT

- Our aspiration is to offer our customers impeccable products and services of exceptional quality.
- The safety and reliability of our products, services and processes form the basis for our success. Therefore, we review and improve them constantly as part of our quality management.
- Our quality management system is based on ISO 9001 and is an integral part of our operational processes. It is regularly evaluated and continuously further developed.
- We constantly check for risks and hazards to the environment and to the health of our customers that could result from our products, and take measures to minimise these risks.
- Our customer feedback is highly important to us as it helps us to sustainably improve the quality of our products, services and processes.

### HOW YOU CAN CONTRIBUTE

- If hazards arise from a product, report this immediately to your manager.
- Actively participate in the continuous improvement of our products, services and processes, for example by submitting suggestions for improvement.
- All Kärcher employees are responsible for quality. Fulfil the requirements stipulated in our quality policy and set an example for others.





# 03

**WE VALUE  
HUMAN RIGHTS.**

Human rights are rights and freedoms which apply to all people in all countries and areas, regardless of gender, age, vocation, skin colour, mental and physical ability, language, nationality, social background, religion, world view or sexual orientation. They protect the dignity of every human being. For example, every person has the right to freedom of expression, privacy, the protection of life and fair working conditions. Slavery, torture and inhumane treatment are forbidden. Social responsibility is impossible without respecting human rights and, vice versa, the respect for human rights stands for social responsibility in the world.

Kärcher promotes human rights at all its locations, follows the United Nations Guiding Principles on Business and Human Rights and is a member of the UN Global Compact. On this base Kärcher commits to embed human rights strategically in the company. We oppose any form of human rights violation and expect the same stance from our employees and business partners. To prevent human rights violations at an early stage, we are constantly reviewing our activities in our business operations.



## ANTI-DISCRIMINATION

### WHAT IT IS

Discrimination is understood as any form of unjustified disadvantage or unequal treatment of people or groups due to perceivable or not immediately perceivable characteristics. These include aspects such as gender, age, vocation, skin colour, physical or mental abilities, language, nationality, social background, religion, world view or sexual orientation. It is only possible to have open and fair interaction with each other if there is a lived culture of equal opportunities and equal treatment. Anti-discrimination prohibits people from being treated unequally without a factual basis for doing so.

### HOW WE DEAL WITH IT

- Our overriding principle is that Kärcher does not tolerate any form of discrimination, unfairness or harassment.
- Every employee is valued and respected. We nurture a corporate culture based on mutual respect and appreciation.
- Equal opportunities are central in our company.
- The diversity and individuality of our employees from over 130 nations enables us to be successful together. Different perspectives and expertise ensure that we have the vision to cater to our customers' diverse needs.
- As an international company, we promote intercultural understanding among all employees.

### HOW YOU CAN CONTRIBUTE

- Display tolerant, considerate and respectful behaviour at work at all times. Respect diversity in the company.
- Treat people in the virtual world just as respectfully and understandingly as you do in the real world.

**Use yourself as a compass: treat people inside and outside the company as you would like to be treated. This fosters respect.**





**CHILD LABOUR****WHAT IT IS**

Child labour involves children doing work they are too young for or which is dangerous or exploitative. Child labour damages the physical and mental development of children and violates global children's rights. Children should be able to receive school education and should not have to give this up to work. Almost all countries of the world have signed the Agenda 2030, agreeing to the aim of eliminating all forms of child labour in the mid- to long-term.

**HOW WE DEAL WITH IT**

- We strictly oppose any kind of child labour and pursue a zero tolerance strategy in this respect.
- We do not employ any children or young people under the age of 15 years.
- Employees under the age of 18 years are subject to special protection and may not carry out any dangerous work. Furthermore, particular consideration is given to ensure that the work for young employees does not have any negative effects on their health, safety or development. Night shifts and building up overtime are therefore not permitted.

**HOW YOU CAN CONTRIBUTE**

- If you suspect that child labour is taking place within the company or at our business partners, inform your manager immediately.
- If you have colleagues who are under the age of 18 years, ensure that they can legally carry out the tasks assigned to them.
- You may offer approved training programmes or internships at the workplace that comply with all laws and regulations.

**FORCED LABOUR****WHAT IT IS**

Forced labour is any labour which is not voluntary and is often carried out under the threat of punishment. It is often performed in the form of hard physical labour and under inhumane conditions. This includes all kinds of modern slavery, including, for example, when employees are deprived of the possibility of resignation and the affected people have no other option than to carry out their work under inhumane conditions.

**HOW WE DEAL WITH IT**

- We strictly oppose every kind of forced labour, physical punishment or threat to employees and pursue a zero tolerance policy in this regard.
- Work must be voluntary, without threat of punishment or violence, without intimidation, and provided without deception or excessive fees for mediation activities or for the provision of accommodation.
- Our employment relationships are always on a voluntary basis. Employees have the opportunity to terminate the working relationship at all times.
- We oppose human trafficking and pursue a zero tolerance policy in this regard.
- We fairly remunerate our employees and adhere to the legal regulations on minimum wages.
- We adhere to applicable conventions and legal regulations on working hours, break times and recovery times.

**HOW YOU CAN CONTRIBUTE**

- Look out for signs of forced labour, for example, the withholding of identity documents.
- If you suspect that there is forced labour within the company or our business partners, inform your manager immediately.





**04**

**WE VALUE  
SUSTAINABILITY.**

The key questions for sustainability are: what kind of future world do we want to live in? How can we contribute to leaving a better world for our descendants? Typically, all measures are considered regarding three aspects: economic efficiency, social fairness and ecological sustainability. As a company, Kärcher follows a strict agenda with a vision of sustainable business.

Our core business is driven by the aim of being socially and ecologically responsible, as well as economically successful. As a family business, we pursue the approach of not simply following short-lived trends, but doing business with future generations in mind. Our sustainability strategy is rooted in, among other things, the 17 UN Sustainable Development Goals. Nature, culture and society are important values for us, which we strive to protect on a global scale by supporting numerous projects as a good corporate citizen.



## SOCIAL RESPONSIBILITY

### WHAT IT IS

Many companies are taking measures to organise work in a more humane way and meet the social needs of their employees. If these measures go beyond the legal social benefits, this is an aspect of lived social responsibility. Another aspect of social responsibility comprises all activities for social participation. This takes place when a company uses its opportunities to help shape society, support social projects or start its own projects. A company's social responsibility should always be intrinsically linked with ecological responsibility.

### HOW WE DEAL WITH IT

- ...for our employees: as a socially responsible company, we take many measures to meet the social needs of our employees to the best of our ability.
- ...for society: we support initiatives and organisations that make a significant contribution to society and represent values such as family, education, equal opportunities and environmental protection. We embody our role as a socially active company by donating, sponsoring, forming long-term cooperations and encouraging employee engagement.
- ...for culture: our contribution is clear in our dedication to preserving cultural heritage. While doing so, we design our business activities in such a way that the land rights, cultures, traditions and religions of indigenous populations are respected and not negatively impacted.

### HOW YOU CAN CONTRIBUTE

- Submit your ideas and suggestions for improvement on how we, at Kärcher, can be more socially responsible.
- Many of our employees are involved in various projects. Join in with these and get involved in ongoing activities, or provide us with your ideas for future activities.



## ENVIRONMENTAL PROTECTION AND CLIMATE ISSUES

### WHAT IT IS

Environmental protection encompasses all measures to preserve the natural environment we live in. This includes the protection of soil, water, flora and fauna (nature conservation), as well as protecting the climate (climate protection). Climate protection is of particular significance, since increasing global warming threatens sources of life for people, animals and plants, with progressive desertification, melting glaciers and other extreme weather. To protect the climate, it is most important to reduce our output of harmful substances into the atmosphere (e.g., CO<sub>2</sub>).

### HOW WE DEAL WITH IT

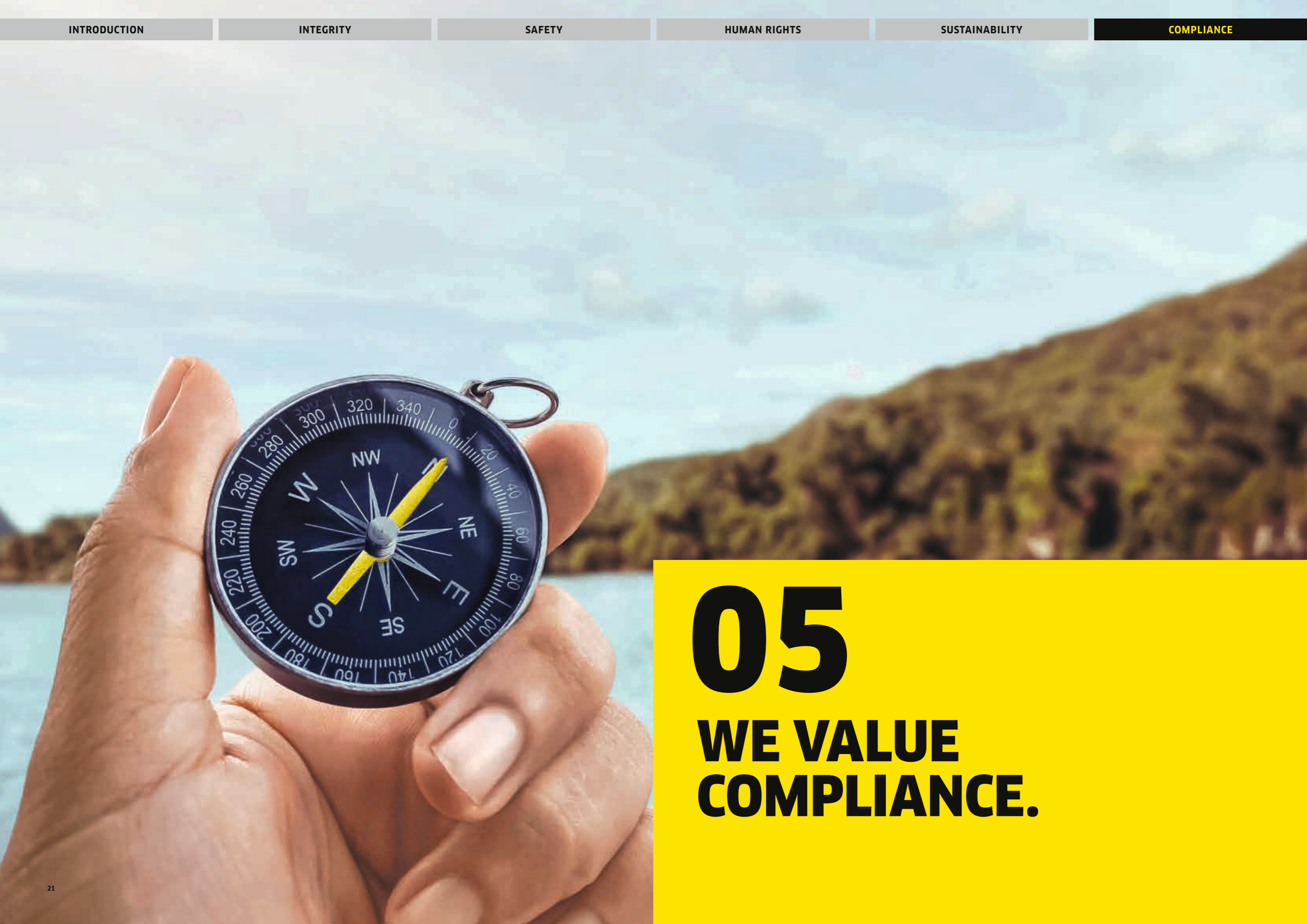
- We are committed to the aims of the Paris Climate Agreement. As part of this commitment, we are transparent about our environmental impact. We are continuously working to reduce our ecological footprint, and prevent negative impacts on the environment as a result of our business activities.
- We have Environmental Officers for managing and monitoring the Environmental Management System (ISO 14001) and Energy Officers for managing and monitoring the Energy Management System (ISO 50001).
- We deal with resources like energy, water and raw materials in a responsible way. We are also constantly looking for new solutions to continue to reduce the energy consumption of our products throughout their lifecycles. This includes aspects such as reducing our packaging materials, limiting our use of plastics and introducing more environmentally friendly processes.
- We have the strategic aim of making our production CO<sub>2</sub> neutral, and we are therefore continuously reducing our CO<sub>2</sub> emissions.
- We take the 'reduce, reuse, recycle' approach to waste. This means our primary aim is to avoid waste to begin with, or reuse it. If this isn't possible, we recycle or ensure proper disposal where necessary.

- We handle hazardous substances safely and in accordance with the legal requirements.
- Where possible, we are reducing our dependency on fossil fuels and utilising renewable energy sources. We also monitor our energy consumption transparently and use the data to develop measures to improve our energy efficiency.

### HOW YOU CAN CONTRIBUTE

- Use resources and energy in a responsible way.
- Design business processes sustainably while considering longevity.
- Choose sustainable solutions in your work area and always consider the environment in your daily work.
- Where possible, reduce the use of hazardous substances to protect both employees and the environment.

**Sustainability is everyone's responsibility. So, please submit your ideas and suggestions for improvement regarding climate and environmental protection, to help us shape the world of tomorrow.**



**05**

**WE VALUE  
COMPLIANCE.**

Our corporate culture is shaped by clear responsibility, transparency as well as mutual respect and trust. Value-based compliance, integrity and the law are also an essential part of our daily business, and we have established a Compliance Management System to ensure we adhere to them.



## THE KÄRCHER COMPLIANCE MANAGEMENT SYSTEM

### WHAT IT IS

At the top level, Compliance entails legal behaviour. Besides complying with laws, internal regulations, the voluntary commitments we have made and ethical principles must be observed. Compliance is thus not a purely legal question, but also encompasses values that we, as people and as a company, want to stand for. Our Compliance Management System supports us in remaining true to these obligations and systematically preventing misconduct.

### HOW WE DEAL WITH IT

The Kärcher Compliance Management System consists of seven elements which build upon one another (see graphic). This systematic approach anchors the compliance goals in our company vision. Our Compliance Managers in every company of the Kärcher Group foster the global implementation of these aims. Regular and ad-hoc risk evaluations help us react to changing conditions, so we can initiate the required activities. Employees are made aware of the topic and its relevance to their job through training sessions, communications and process definitions. Targeted monitoring guarantees the ongoing development of the Compliance Management System.



### HOW YOU CAN CONTRIBUTE

- Adhere to the Kärcher values – they take Compliance into account.
- Ensure to do business honestly, fairly and responsibly.
- Actively engage with the guidelines and other internal regulations.
- Comply with all relevant regulations.
- Be guided by the principle of 'prevent, detect, respond'.

**Does it feel right?  
The much cited gut feeling is a good indicator when it comes to compliance. If you are unsure about something and begin to question whether everything is above board, you are probably right to question it. So, listen to this feeling and openly discuss it – with the colleagues involved, your manager or your Compliance Manager.**

## WHAT SHOULD I DO ABOUT VIOLATIONS?

### WHAT IT IS

As important as responsible and lawful actions are, mistakes are inevitable if we are to go about our daily business with confidence. To rectify mistakes, we all need to be active. So, if you notice behaviours that don't comply with our principles, you should challenge these.

### HOW WE DEAL WITH IT

- We protect the values of our company by jointly dealing with grievances constructively and in a solution-oriented way.
- We look for the causes of mistakes and learn from these.
- We take violations of our principles seriously and deal with these in an open and fair way.
- It is every Kärcher employee's responsibility to react to violations of applicable rules and regulations.
- When a compliance violation is reported, the Corporate Compliance Team applies the following principles:
  - We check every report and inform the whistleblower about progress with the investigation, provided there is a means of contact.
  - During the clarification process, we provide the best possible protection for whistleblowers and those affected.
  - We do not tolerate any pressure being placed on whistleblowers or people who help to promote the correct behaviour.
  - There is no prejudgement of affected parties until a violation has been proven.

### HOW YOU CAN CONTRIBUTE

- Discuss any violations of our principles or grievances regarding them with the colleagues concerned.
- Report an incident to
  - your manager or
  - the person responsible of the topic or
  - your Compliance Manager.
- If you have questions or issues, talk to your local Compliance Manager or the Corporate Compliance Team.



## YOUR CONTACT TO COMPLIANCE

**Tel.** +49 7195 14-1500

**Email**

[compliance@de.kaercher.com](mailto:compliance@de.kaercher.com)

**Website**

[www.kaercher.com/compliance](http://www.kaercher.com/compliance)



with access to our online whistleblower system  
(you can also report anonymously here)

**Postal address (Head office)**

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# KÄRCHER

makes a difference

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