

# Responsibility 2023/24

CWS Hygiene & CWS Workwear  
Responsibility Report

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Responsibility Report



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# Taking responsibility for people, society and the planet

# A

At **CWS Hygiene** and **CWS Workwear**, we assume full responsibility for our operations and how these affect people, society and the planet. Sustainability is at the heart of our business concept, and we strive for a circular economy that makes a positive impact on the environment.

We cater to our customers' specific needs with tailor-made hygiene and workwear services and share a strong commitment to circularity in all operative procedures. We carefully analyse our business and work processes to assess how these can have a positive effect on climate change. The results help us redesign daily practices, constantly improving our operations.

Our overarching aim is to save resources, reduce waste and shrink our carbon footprint, while maintaining transparency and fairness along the entire supply chain and value chain. This benefits all our stakeholders – from customers and employees to suppliers and business partners.



CWS Hygiene and CWS Workwear  
are part of CWS:

1,548 €m

Turnover

721,727

Total direct energy consumption  
(laundry operations; GJ)

337,573 t

Total CO<sub>2</sub>e emissions  
(scopes 1–3; market-based)

12,269

Employees

# We make a difference

CWS Hygiene provides innovative and sustainable solutions for washroom hygiene and floorcare, while CWS Workwear creates sustainable and stylish workwear solutions. Embracing a circular business model, we are committed to serving people, society and the environment.

## Close to our customers across Europe

We offer sustainable and customised services based on the circular principle. By reprocessing our high-quality, durable products, we enable long life cycles and thus reduce waste and save natural resources.

## Hygiene solutions for a healthier future

CWS Hygiene ensures health, safety and protection in the workplace and in public spaces with innovative, sustainable and digitalised service solutions. These include hand and toilet hygiene from small washrooms to large sanitary facilities, as well as clean entrance and exit areas with our mats in building complexes and industrial facilities. With 4,000 experienced employees, we run 17 high-tech laundries in 15 countries across Europe. We care for a healthier future and have provided our customers with eco-friendly rental services for 70 years since our foundation in 1954.

## Tailormade services for sustainable workwear

CWS Workwear provides customised, stylish and long-lasting workwear, focusing on individual comfort and protection. As a leader in the workwear industry, we offer Workwear as a Service across more than 100 locations in 15 European countries. With a dedicated team of more than 5,300 professionals, we provide workwear to around 35,000 customers and 1.5 million individuals every day. Founded in 1899, CWS Workwear has been helping customers to protect their workers and the planet for 125 years.

CWS Hygiene and CWS Workwear are part of the CWS Group. CWS International GmbH and its subsidiaries are owned by Franz Haniel & Cie. GmbH. All legal reporting requirements such as CSRD and CSDDD are met by the parent company Haniel.

## EcoVadis Silver Rating

The CWS Group has received the EcoVadis Silver Rating, placing it in the top 15 percent of all rated companies. The EcoVadis assessment identifies a company's strengths and areas for improvement, and the evidence-based results are converted into easy-to-understand scorecards. Despite stricter evaluation criteria, we have been able to remain in the 93rd percentile, increase our overall score by +2 compared to 2022, and even reach the second highest rating of "advanced level" for carbon management.



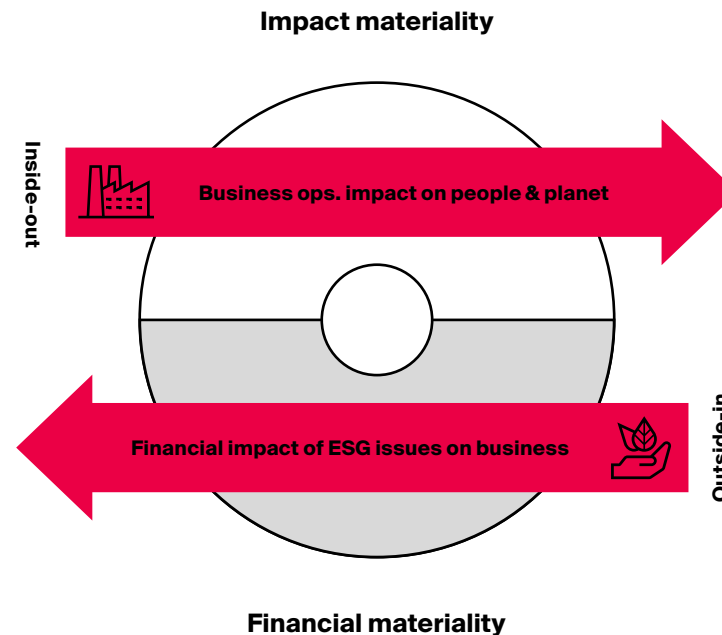
# Defining our priorities through material analysis

**Double materiality assessment ensures our strategies are aligned with our sustainability priorities.**

The foundation of our sustainability strategy is a robust analysis of areas that are of primary importance. Following reporting requirements set by the Corporate Sustainability Reporting Directive (CSRD), in 2023 we ran a double materiality assessment (DMA), which has allowed us to examine potentially important areas: impact materiality (inside-out, referring to the impact of our business operations on the environment and society) and financial materiality (outside-in, which considers the financial impact of sustainability topics on our business and assesses related risks and opportunities).

The outcome of this analysis – currently under final validation – will define the focus areas for future reporting. Given our business structure, we expect the following areas to be included:

- GHG emissions
- Fleet mobility
- Energy
- Logistics & transport
- Pollution
- Water
- Biodiversity
- Circular economy
- Resource efficiency
- Waste management
- Human rights



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# Dear readers,

**Gatien Gillon**  
CEO CWS Hygiene

»Circularity has formed the basis of our business model since the company was founded 70 years ago.«

**Anja Hage**  
Chief Strategy and Transformation Officer

»We have set ourselves ambitious goals.«

**Striving for greater sustainability influences all the decisions we make. CEO Gatien Gillon and Anja Hage, Chief Strategy and Transformation Officer, explain how sustainability is implemented at CWS Hygiene and what it means to them.**

## **How important is sustainability for CWS Hygiene?**

**Gatien Gillon** It is a guiding principle for our business. Circularity has formed the basis of our business model since the company was founded 70 years ago. We are constantly improving our services to save resources, reduce emissions and help our customers become more sustainable.

**Anja Hage** We have set ourselves ambitious goals. For example, we want to reduce our carbon emissions by 50% by 2030, with 2021 as the base year. The measures we are taking to achieve our sustainability targets cover all aspects of our value chain and material cycles. These include sustainable procurement, energy monitoring, photovoltaics, heat recovery and avoidance of waste.

## **What did the company achieve in terms of sustainability in 2023?**

**GG** Our teams made great progress thanks to the dedication of all our 4,000 employees. I am especially pleased about the new Act Circular centres.

**AH** Yes, our new refurbishment centres will really help us to save resources and reduce both emissions and waste. The groundwork was laid in 2023. Two sites in Germany and Croatia started refurbishing at the beginning of this year, and others will follow. At the same time, I am pleased about the progress in our green ops initiatives – they are becoming more and more effective in reducing energy and water consumption.

**»We are constantly improving our services to help our customers become more sustainable.«**

**Gatien Gillon**, CEO CWS Hygiene

## **What priorities have you set for the year 2024?**

**AH** One aspect that we are focusing on more this year – besides our Circularity efforts – are the social dimensions. Sustainability is about more than just the environment. As such, our Act Circular centres offer jobs for staff with age- or health-related limitations. And our Talent Programme aims to help employees gain better career prospects. We will continue to encourage customers to offer free pads and tampons in our dispensers in public washrooms to help fight menstrual poverty.

**GG** Hygiene is a fundamental need for society and its importance will continue to grow in modern life. We want to do business in a way that brings the planet and people forward and contributes to a future worth living.

# Caring for a healthier and safer tomorrow

We believe that hygiene matters – for a healthier future worth living. With circularity as the guiding principle, we offer our customers innovative services for washroom hygiene and floorcare, while making a positive impact on society and the planet.



Our services cater to fundamental needs in society by making public sanitary facilities and workplaces safer and healthier. Our innovative and sustainable washroom solutions include soap and fragrance dispensers, toilet seat hygiene, period product boxes and handtowels. Our many sorts of mats ensure clean and safe entries in public buildings and industrial facilities.

Our rental model and recycling efforts provide our customers with a 'circular economy' that minimises the impact of our operations on the environment. We follow the concept of Reduce, Reuse, Recycle in everything we do.

## Prioritising public hygiene for a cleaner future

Public hygiene plays a crucial role in creating a healthier future worth living. We contribute to this by delivering reliable and sustainable hygiene solutions, serving people's everyday hygiene needs while making sure our business activities contribute to positive change. We have been setting hygiene standards for 70 years, and we intend to remain a hygiene leader going forward.

## Our business in numbers

Our 4,000 employees at 127 locations, spread across 15 countries, help us stay close to our customers, understand what they want and make



our services as sustainable as possible. We serve our customers from 17 high-tech laundries, while about 5 million service stops per year make our customers' lives easier. 73 nationalities work together in diverse teams to make all of this happen.

## 70 years of hygiene expertise

CWS Hygiene is proud to celebrate 70 years of business in 2024. Founded in 1954 in Switzerland, our business has expanded ever since. Our iconic cotton towel dispensers joined our portfolio in 1958, soap dispensers in 1968, and mats in 1970. Circularity has always been at the core of our business model – and this pioneering spirit will continue to shape our sustainability journey in future.

# Our sustainability mindset

**A**t CWS Hygiene, we think – and act – circular. Our sustainability mindset guides every business decision we take. In practice, this means taking care of what we bring into the cycle, how we operate within the cycle, and closing the loop at the end of the cycle.

## Putting people first

We envision a future where everyone can grow and contribute, regardless of gender, age, nationality or disability. With a workforce of 73 different nationalities, we encourage fairness, respect and inclusion. We believe that skills matter, not gender. We empower women by aiming for 50% female representation at all levels. Our simple but powerful message: be yourself, and value and respect others!

## Clean, smart and sustainable

To manage our business in a sustainable way, we make sure that what goes into the cycle is environmentally friendly, for example:

- mats made of 100% recycled PET bottles
- paper from environmentally sound sources or recycled paper
- soaps that are 100% free of microplastics and biodegradable

Our carefree all-in-one hygiene service offers highest standards of cleanliness without forfeiting convenience and comfort for our customers.

We are constantly improving our operations to protect our environment. Our laundries are designed to:

- save water and energy
- reduce our carbon footprint
- prevent waste

Act Circular centres ensure our low environmental impact continues to the end of cycle, by:

- refurbishing and reusing dispensers
- repairing and recycling



## The goals that help us boost sustainability

To assess our progress in achieving our sustainability goals, we have set ambitious targets with realistic deadlines to benchmark our achievements.



**Our climate goal** is reducing 50% of our CO<sub>2</sub> emissions by 2030 (compared to 2021).



By 2030 we plan to have a share of **30% electric service** vehicles. By charging them with 100% green energy we produce nearly zero CO<sub>2</sub> emissions in deliveries carried out by our EVs.



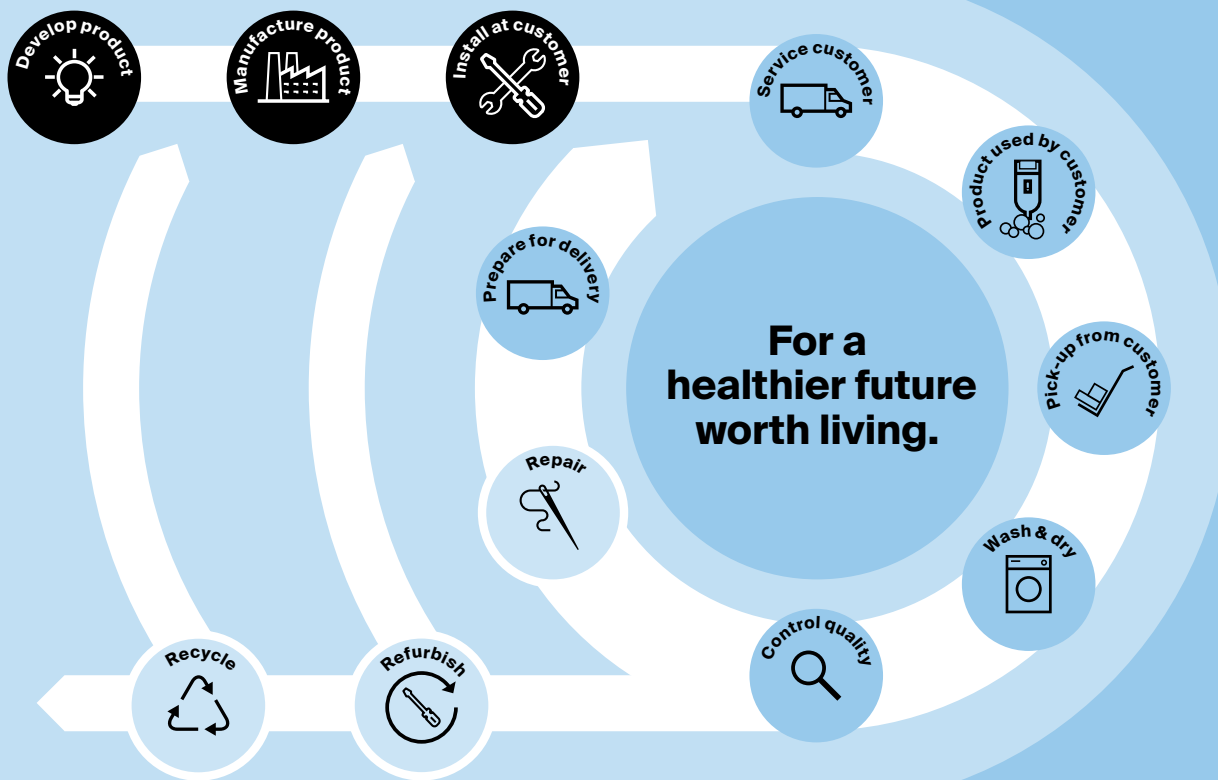
By 2025 we want to cover more than 90% of our new business with **sustainable products**.



We are striving to use **100% recycled plastic** for the bottles of our consumables. In 2024, all our 500 ml bottles will switch from virgin to recycled material.

# We care.

“We care” is more than just a motto – it is the mindset that underlies everything we do.



## **We care what we bring into the cycle**

We continuously optimize our products to have a positive impact on people & planet and partner with suppliers who pursue the similarly high standards.

## **We care how we operate the cycle**

We constantly improve our operations with the aim to protect our environment, especially with regards to carbon emissions and water.

## **We care to close the cycle**

We close the loop with extended repairing and refurbishment activities to prolong the lifecycle of our products and allow for recycling at end of life.

# Keeping it clean right from the start



Our job at CWS Hygiene is to keep things clean. For us, that's not just about protecting people's health and wellbeing. We have the bigger picture in mind – by protecting the environment too. Caring for us means bringing as many reused and recyclable materials as possible into the cycle. To keep it clean from the very beginning.

## Eco-friendly consumables for a cleaner world

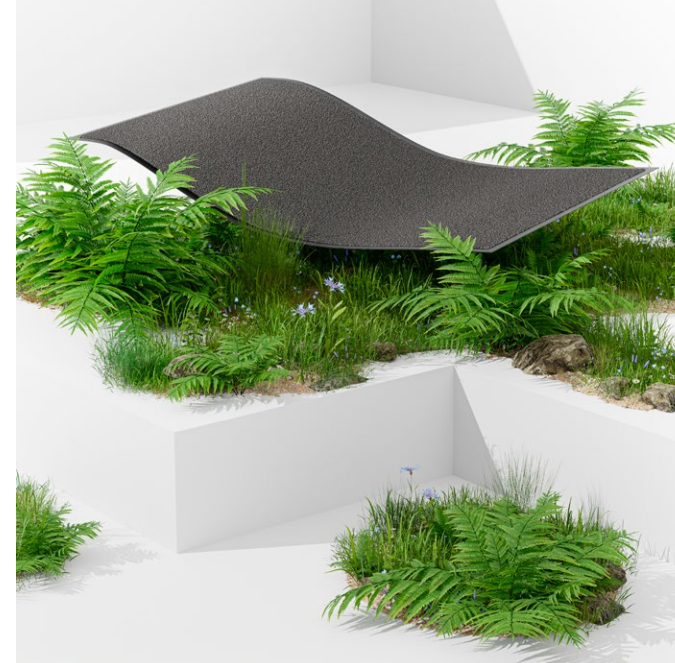
Our circular business model starts by caring about what we bring into the cycle. We continuously seek out more eco-friendly products for our dispensers to minimise any negative effects they might have on people or the planet. Like toilet paper and paper towels, which must have the FSC and/or EU Ecolabel quality mark. The former guarantees the paper is responsibly sourced, while the latter ensures that it fulfils strict environmental criteria.

Since 2019, we have made sure that all soaps we use are 100% free of microplastics, pH neutral, dermatologically tested and biodegradable in accordance with the EU Ecolabel standards. We strive to use bottles made of 100% recycled plastic. In 2024, all 500 ml bottles will be switched to recycled material. Annually this is expected to reduce the amount of virgin plastic needed by more than 160 tonnes. All our consumables are packed in boxes made of 100% recyclable cardboard.

## Cleaning the oceans and reducing carbon with our mats

In 2023, 100% of our standard mats were made from recycled polyester, giving a second lease of life to more than 1 million PET bottles a year. In addition, we support ocean cleanup efforts in Sweden by using Miljömattan mats. These are 100% Econyl® and made from recycled fishing net.

An added advantage is that mats made with recycled polyester dry 25% faster, meaning lower carbon emissions compared to mats made of virgin materials. We are happy to announce that from 2024 onwards, all our customisable logo mats will also be available made from sustainable materials.



## Period packs – putting menstrual care on our agenda

In 2023, we installed our first period product dispensers in public washrooms as part of our social responsibility efforts. This supports girls and women who can't afford menstrual products. We encourage customers to help us combat menstrual poverty by providing pads and tampons for free. At CWS Hygiene, we believe menstrual hygiene products should be as freely available in public washrooms as toilet paper and soap. This helps to improve inclusivity and gender equality, and it normalises menstruation.

# Cutting emissions with green operations

Improving operations at our laundries is key to our ambition to reduce carbon emissions and save resources. We are also boosting e-mobility in our service fleet and have switched to green energy at many locations.



CWS Hygiene owns 17 laundries across Europe with a high demand for energy. Optimising processes and using regenerative energy sources makes a positive impact on the environment. In 2023, four of our most impactful projects helped us achieve this.

**Energy Monitoring:** In Hamburg (Germany) we introduced detailed analysis of all laundry operations. Measuring energy consumption in real time provides vital information to improve process management or remedy problems immediately. This allows us to optimise energy efficiency in Hamburg and save 53 tonnes of CO<sub>2</sub> a year.

**Water Layer Tank:** We are installing an increasing number of water layer tanks in our laundries. These recover waste heat and store it until it is needed. In Olching (Germany), our first installed water layer tank uses the waste heat from our combined heat and power plant. This means no extra heating is required before use. By storing heat that would otherwise dissipate, in Olching alone we save 61 tonnes of CO<sub>2</sub> per year thanks to reductions in natural gas for heating water.

**Photovoltaics:** We have installed PV systems at our laundries in Glattbrugg (Switzerland) and Čakovec (Croatia). By making use of our own clean energy, we expect annual emissions reductions of 30 and 305 tonnes of CO<sub>2</sub> respectively.

**Saving Water:** We use every litre of water several times as well as the residual heat from the washing process. For example, laundry water from our cotton towel rolls is filtered and collected in order to prewash mats. At our Glattbrugg laundry in Switzerland, the new processes have reduced freshwater use per washed tonne by approximately a quarter since 2020. A heat exchanger can also preheat fresh water up to 45°C by using residual heat from drainage water from the warm washing steps.

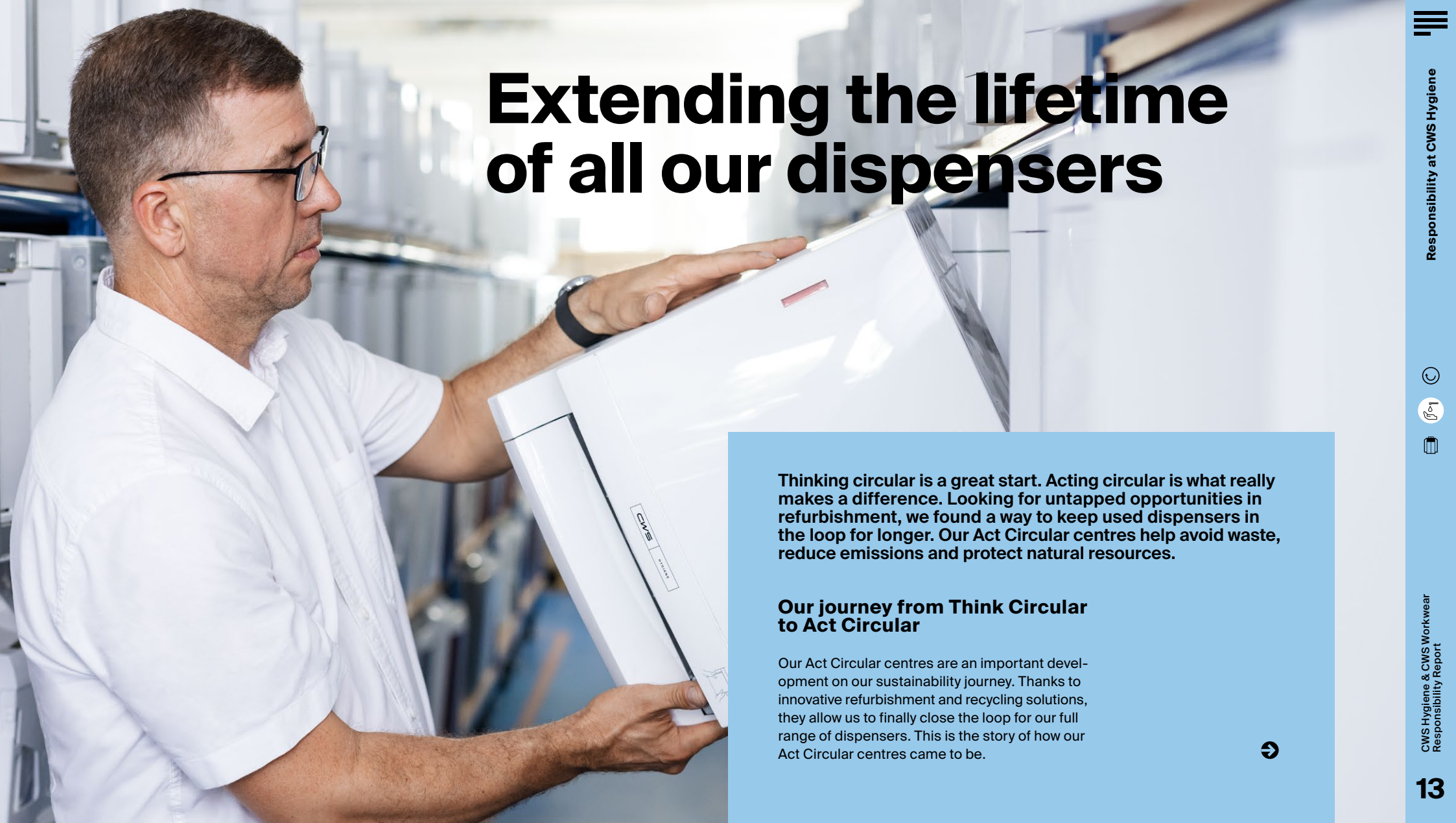
These measures mark only the beginning of exciting long-term efforts to futureproof our business by saving two of the most valuable resources of all – energy and water.

## Driving sustainability with e-mobility

Our goal is a service fleet across all countries with 30% electric vehicles by 2030. In combination with 100% green energy, this allows us to serve our customers in a more sustainable way. In 2023, we grew our fleet by adding 15 e-trucks and 5 e-vans, effecting a projected annual decrease of 270 tonnes of CO<sub>2</sub> emissions.

## Cleaner power from green energy

We purchase only green energy for our locations in Germany, Switzerland, the Netherlands, Belgium, Croatia, Luxembourg and Sweden, which make up around 70% of our sites, including laundries, depots and offices. This brings annual carbon emissions reductions to 3,636 tonnes. This is the same as 3,871 washes in a household washing machine at 60°C.



# Extending the lifetime of all our dispensers

Thinking circular is a great start. Acting circular is what really makes a difference. Looking for untapped opportunities in refurbishment, we found a way to keep used dispensers in the loop for longer. Our Act Circular centres help avoid waste, reduce emissions and protect natural resources.

## Our journey from Think Circular to Act Circular

Our Act Circular centres are an important development on our sustainability journey. Thanks to innovative refurbishment and recycling solutions, they allow us to finally close the loop for our full range of dispensers. This is the story of how our Act Circular centres came to be.



Keeping material in the loop is a guiding principle of our circular economy business model. In 2022, we realised that we were not utilising our full potential for more sustainable business practices.

In the past, only towel dispensers were refurbished, while all other dispensers were disposed of after dismantling. Towel dispensers were not always refurbished, either. There was too much waste. It was time to act, and it soon became apparent that the best way was to take matters into our own hands.

### **Making refurbishment an inside job**

Previously, repairs had been done externally. But it seemed that closing the loop could best be done if we stayed in control of all steps in the cycle. This gave birth to the idea of establishing our own refurbishment centre. Model calculations considered aspects such as personnel, rented premises, spare parts, etc. And they showed great savings potential, not only in terms of fewer emissions and less use of resources, but also because refurbishing is more cost-effective than purchasing new.

The goal was to keep as many dispensers in the cycle for as long as possible and to find a viable option for recycling those that could not be repaired. In doing so, we ultimately wanted to reduce emissions, avoid waste and ensure a more rational use of resources.

80%

of all our **dispensers** are given a second life.

### **Coming up with a name: Act Circular centres**

We have always done business based on cycles. A Think Circular culture was already in place and had a name. The next logical step was to move from theory to practice – and so we opted for the name of Act Circular centres.

This name describes what the centres are all about. There, we refurbish dispensers by cleaning, carrying out repairs and replacing defective parts to make them as good as new. They are then ready to be installed again with customers as part of our rental business model. In the fourth quarter of 2022, we ran a field test with refurbished dispensers. Although a small step in practical terms, this proved to be a major advance in terms of sustainability. By paving the way for a future market for second-hand sanitary products, we are creating something totally new, and the growth potential is enormous.



## **Hidden treasures in refurbishment**

**Janina Wachtel** was never really convinced that “new is better than reused”. When she became Head of Technical Services and Material Management, she began to explore new options for refurbishing our dispensers. With her team, she soon discovered unimagined potential.

**When you look back at the past two years, what would you say you have achieved?**

**Janina Wachtel** I was convinced from the beginning that there were hidden treasures to be found in refurbishment. And I was right. For me, the best achievement is that we have been able to close the loop. The vast majority of our dispensers now go back into service after refurbishment. And all of our waste plastic is shredded for recycling.

**There is generally a culture of preferring new items over refurbished ones. How did you get past that?**

**JW** Well, new is certainly not more sustainable. And for today's customers, sustainability is a very important factor. There is no quality difference between new and refurbished dispensers. You can't even tell which one is new and which one refurbished.

**Did you have a successful example to follow when developing the Act Circular centres?**

**JW** No, we had to do a lot of pioneering work. But I worked on this project with people in our company who were just as eager about finding solutions as I was. One of our employees designed the ergonomic workbench for our Act Circular centres himself. That was just one great example among many. The team spirit was incredible.



**Janina Wachtel**  
Head of Material Management and  
Technical Services



### Closing the loop by recycling

While great progress was being made, it soon became apparent that we had not yet closed the circle. One remaining issue was recycling. Most plastic treatment companies had a minimum order intake of 100 tonnes, which made this option completely unrealistic for small items like our dispensers. A chance encounter led to a contact for small-scale companies that needed shredded plastic for their own purposes. Thus, a recycling option became available.

Having laid all the groundwork for our centres, the next question was all about location. The most sustainable option – due to shorter transport distances – seemed to be a decentralised, regional approach, with centres in different countries where we operate. Act Circular centres are within a day's drive from our respective

## Giving mats a longer lifespan

The superb quality and durability of our mats means that recycling is not a viable option. It is simply too difficult to separate the rubber from the pile. Our answer is to keep mats in circulation as long as possible. Three approaches have made this a great success. Better cleaning techniques allow us to now put even the dirtiest mats back into the cycle. More mats are repaired than ever before. And new, robust dyeing technology means customised logo mats can be dyed black and reused by other customers. We find solutions for every challenge.

sites. The first centres went live in Dietzenbach, Germany and Čakovec, Croatia in the spring of 2024. New centres are set to open in Glattbrugg, Switzerland and Deventer, Netherlands.

### Outstanding teamwork brings our centres to life

Sustainability also means social responsibility. In this respect, the Act Circular centres do not disappoint. In Dietzenbach we have been able to create 20 new jobs. We are particularly proud of our ergonomic workplaces and jobs that can be done sitting down. This opens up age-friendly job opportunities, as the tasks are not overly physically demanding. This underscores that every team member is important.

And talking of teamwork, this incredible journey towards closing the loop in our dispenser business succeeded thanks to an outstanding display of team spirit. From top management to our technical service employees, everyone went the extra mile to overcome challenges and find effective solutions.

Our Act Circular centres allow us to provide our customers with top-quality reused dispensers, provide new age-equitable job opportunities and further reduce our environmental impact.

**75,000**  
In Germany alone, we will have **the capacity to refurbish** up to 75,000 dispensers per year.

## When sustainability boosts employee wellbeing

Our Act Circular centres have provided us with new opportunities to pursue the social dimensions of sustainability, such as employee wellbeing. They offer ideal jobs for employees facing age- or health-related restrictions at work. Many refurbishment tasks can be done sitting down. Plus, the dispensers are mounted on a rotatable arm, making workstations highly ergonomic.





## Closing the loop with our Act Circular centres

**Our Act Circular centres give us the means to refurbish used dispensers and, in doing so, reduce waste and emissions. We now include our full dispenser range in these activities, and the very few that are disposed of are recycled.**

In 2022, around 25% of our dismantled towel dispensers entered the cycle again refurbished. We knew we could do better, so we tried to find out how. We soon realised we already had the in-house expertise to refurbish all of the dispensers in our portfolio.



In 2023, Think Circular became Act Circular when we laid the foundations for our refurbishment centre in Dietzenbach. At this site, we will maximise the number of refurbished dispensers and bring them back into circulation as good as new. This extends their lifetime, reduces waste and emissions, and saves virgin material for new products. And almost 100% of the materials, including plastic or stainless steel, are to be recycled.

### Job prospects with a social benefit

Furnishing and equipping the new premises also became a project in sustainability by sourcing much of what we needed from other locations. On the social side, meanwhile, the nature of the refurbishment work creates jobs for employees who, due to their health or other restrictions, can no longer carry out physically demanding tasks.

Operational and geographical expansion come next. Following on from dispenser refurbishment, in 2025 we will start putting the majority of mats back into the cycle using effective repair, cleaning and dyeing techniques. Our Dietzenbach site in Germany is the role model for further refurbishment locations. Čakovec, Croatia opened in the spring of 2024, and new centres are upcoming in Glattbrugg, Switzerland and Deventer, Netherlands.

| Consumption             |            |
|-------------------------|------------|
| Water (m <sup>3</sup> ) | 178,123.70 |
| Gas (MWh)               | 26,647.06  |
| Electricity (MWh)       | 3,855.51   |

**11,015 tCO<sub>2</sub>e<sup>1</sup>**

Scope 1

**1,269 tCO<sub>2</sub>e<sup>1</sup>**

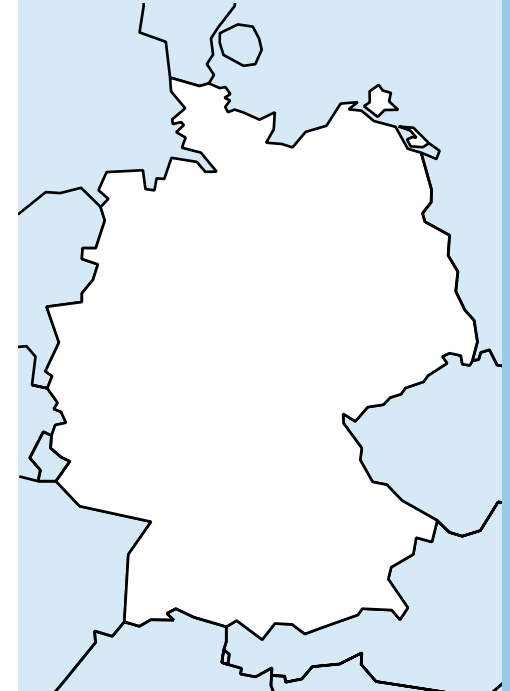
Scope 2

**35,358 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3



<sup>1</sup> market-based





## Saving emissions with efficient laundries

Process optimisation is key when it comes to saving energy and reducing emissions. In view of this, we have implemented solutions to boost energy efficiency at two of our German laundries.

We monitored and measured energy consumption at our Hamburg laundry to identify opportunities to redesign processes and make them more effective. The results were remarkable: we managed to reduce gas consumption by 13.5 kWh per washed tonne compared to 2022.

We installed a combined heat and power unit at our laundry in Olching in 2022. It produces electricity and uses the waste heat to heat up the laundry water. This system has an energy conversion efficiency of 90%. As a result, we have reduced electricity consumption by 22.6 kWh per washed tonne over the past three years.

| in kWh/tonne                    | 2023  | 2022  | 2021  |
|---------------------------------|-------|-------|-------|
| Gas consumption Olching         | 627.3 | 668.0 | 663.6 |
| Electricity consumption Olching | 50.9  | 56.1  | 73.5  |



This led to a slight increase in gas consumption by 4.4 kWh per washed tonne. We counteracted this by installing a water layer tank (WLT) in 2023. It stores warm water, using the residual heat to preheat fresh water. This resulted in a reduction in gas consumption by 40.7 kWh per washed tonne compared to 2022. Together with a further reduction in electricity consumption by 5.2 kWh per washed tonne over 2021, our measures led to potential annual CO<sub>2</sub> emissions savings of 53 tonnes in Hamburg and 61 tonnes in Olching. We are proud to see our efforts pay off in the form of more sustainability.



## Inspiring a new generation

In 2023, we more than doubled our apprentice intake from 7 to 19 – in 3 different professions. Following on from this success in a difficult recruitment market, our goal is to further increase the number of apprentices to 21 in 2024.

To make working at CWS Hygiene an attractive and competitive proposition for young people seeking promising career opportunities, we are developing new training concepts for roles such as service drivers. It goes without saying that sustainability constitutes key learning content in all apprenticeships and traineeships.

We are also presenting CWS Hygiene as an attractive employer for young talent at various training fairs for the first time in 2024. Taking care of our business means taking care of the future.

# x2

We more than doubled our apprentice intake from 7 to 19.



## Eco-driven: electricity powers Dutch service fleet

In 2023 we significantly increased the number of electric vehicles in our service fleet. Monique Visscher, Fleet Coordinator at CWS Netherlands, explains what drives our commitment to e-mobility.

### What prompted CWS Hygiene to start integrating electric vehicles into its service fleet in the Netherlands?

We are always seeking eco-friendly ways to provide the best service to our customers. Using electric vans is one way of reducing our carbon footprint while maintaining our excellent customer service.

### Can you tell us about the scale of this initiative and its impact so far?

After extensive testing and customised adaptations, we had a total of 19 electric vehicles in our local service fleet by the end of 2023. This represents around 10% of our total fleet in the

Netherlands and helped to prevent approximately 52 tonnes of carbon emissions.

### How does this align with the company's sustainability goals?

Introducing electric vehicles is one of the many ways in which we integrate sustainability in our daily business, and also demonstrates our proactive approach to mitigating the negative effects of our operations on the environment. This initiative is part of our broader strategy towards a greener future, ensuring that our operations are as eco-friendly as possible. With the largest electric fleet of all CWS Hygiene countries, we are setting a benchmark for others to follow.

 **-52 t**  
of carbon emissions.



## The towel cycle

All our cotton towel rolls are designed to be washed and reused up to 220 washing cycles and saving 95% of waste compared to paper towels. To extend their lifecycle even more, we repurpose towels that no longer meet quality standards by selling them as cleaning cloths. In the Netherlands alone, this resulted in about 71 tonnes of cotton being reused in 2023.

**-95%**

Our cotton towel rolls save 95% of waste compared to paper towels.

We are also exploring other opportunities to give our cotton towels a second life, such as the Circular Cotton Cascade. Two universities and several companies from the Netherlands and India joined forces for this project. Together we are exploring options to achieve cradle-to-cradle usage of cotton. The goal is to find a truly innovative model to use and reuse this valuable raw material. [www.circularcottoncascade.org](http://www.circularcottoncascade.org)



**5,635 tCO<sub>2</sub>e<sup>1</sup>**

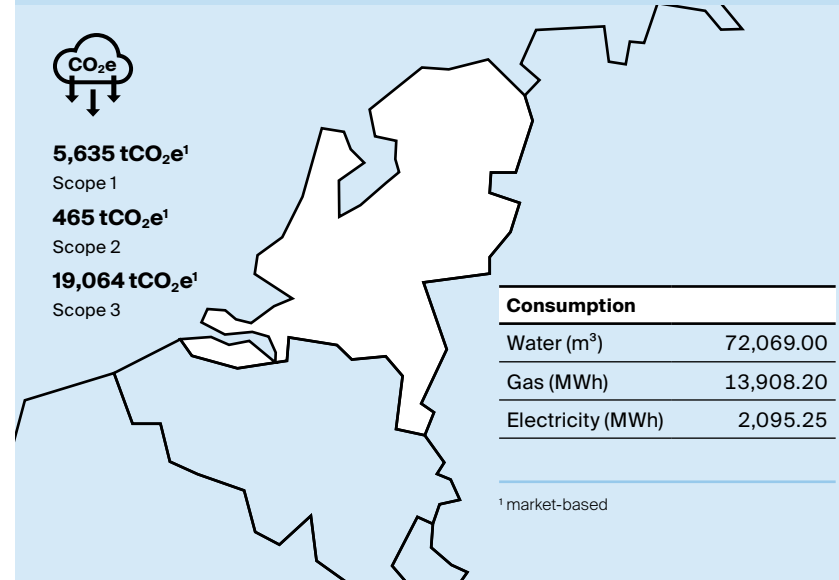
Scope 1

**465 tCO<sub>2</sub>e<sup>1</sup>**

Scope 2

**19,064 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3



### Consumption

|                         |           |
|-------------------------|-----------|
| Water (m <sup>3</sup> ) | 72,069.00 |
| Gas (MWh)               | 13,908.20 |
| Electricity (MWh)       | 2,095.25  |

<sup>1</sup> market-based



## From waste to soap: the transformation of orange peels

**Every year, around 250 million kilos of orange peel is discarded after the freshly squeezed juice is consumed. But why throw away something that can be used to create something new?**

Washing your hands with waste sounds crazy, but our partner Unwaste transforms discarded peels into high-quality liquid soap for our dispensers. After a successful pilot project, the orange-scented soap is now available for our customers in the Netherlands. Unwaste's product is a vegan alternative to regular soap that is free of palm oil, microplastics and parabens. This ensures a product that is gentle on both the skin and the environment.

## Inspiring the next generation

**Children are the future. To ensure that they all have equal opportunities, we proudly partner with JINC to bridge the gap between education and the workplace and have a meaningful impact on children's lives.**

Since 2019, we have collaborated with JINC, a non-profit organisation dedicated to assisting socio-economically disadvantaged children aged 8 to 16. The acronym JINC stands for "youth included." Their mission is to provide these children with the same opportunities as their more advantaged peers by acting as a bridge between schools

and businesses. To support this mission, we organise mini job days, provide interview training, coach young individuals in discovering their career aspirations, and participate in the "Baas van Morgen" (Boss of Tomorrow) initiative. Here, talented students can experience firsthand what it feels like to be a managing director for a day.



**»This experience has shown me what it's like to be in a leadership role and how much responsibility a boss has. It has boosted my dedication to achieving good grades in school and has definitely changed the way I see my future.«**

**Abdulrahman**  
Boss for a day



## Socially committed

By installing CWS Hygiene tampon and pad dispensers, our customers support the distribution of free menstrual products to help women in need. Additionally, we donate a box of tampons to the Armoedefonds (Dutch Poverty Foundation) for every rented tampon dispenser, thus fighting menstrual poverty. Since 2022, we have donated 10,000 menstrual products.

To help our customers save water and support access to clean water in developing countries, we donate 10,000 litres of clean water to the Made Blue Foundation for every rented sensor water tap. This initiative promotes hygiene and access to safe drinking water for those in need.



## Mat washing makeover to reduce resource consumption

**As part of our leasing service, we launder mats for our customers. Thanks to a new process, we have cut the gas consumption in our laundry by more than 70% and significantly reduced the amount of water needed.**

The more efficient and sustainable solution for our mat-washing process developed by the CWS Hygiene engineering team was first operated at our laundry in Charleroi, Belgium. This site was chosen because it was the first one to operate four parallel washing lines instead of a single washing line, in order to reduce vulnerabilities. We are making concerted efforts to reduce our gas consumption. This helps us best utilise resources and reduces our dependency on fluctuations in price and availability.

Together with the supplier of our industrial dryers, we have redefined several mat-drying standards. For example, we implemented a double dewatering process and

were able to lower the drying temperature settings to 45°C. As a result of these innovations, gas consumption per washed tonne was reduced by 74% in 2023 compared to 2022. Additionally, water consumption dropped by 8.5% from 1,890 litres per washed tonne in 2022 to 1,730 litres/tonne in 2023. Due to this achievement, the improvements were also successfully implemented at our facilities in Hamburg, Germany, and Čakovec, Croatia.

By integrating these process changes, we can improve machine capacities, further optimise our operations and thus contribute to environmental conservation.

## Embracing electricity: new car policy in Belgium

In 2023, CWS Hygiene introduced a new car policy in Belgium, allowing employees with company vehicles to choose between automobiles using diesel fuel and those fully powered by electricity. The response has been very positive, with the majority opting to go green and order electric vehicles (EVs). As a result, 75% of vehicles ordered are EVs, which adds up to 17 electric company cars to be delivered in 2024. By adopting EVs, we are reducing our carbon footprint and taking a proactive step towards a greener future.



**75%**  
of vehicles ordered are EVs.

| Consumption       |          |
|-------------------|----------|
| Water (m³)        | 7,787.02 |
| Gas (MWh)         | 739.51   |
| Electricity (MWh) | 561.74   |

**1,784 tCO<sub>2</sub>e<sup>1</sup>**

Scope 1

**492 tCO<sub>2</sub>e<sup>1</sup>**

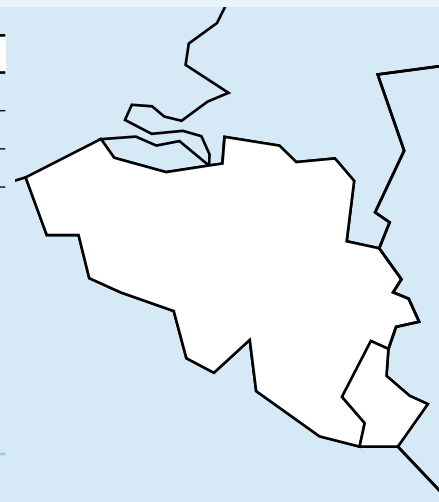
Scope 2

**1,909 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3



<sup>1</sup> market-based





## Empowering women: our contribution to menstrual equity

**Studies show that 1 in 10 young women** aged 12 to 25 in Belgium lack access to menstrual products\*. To help improve this situation, CWS Hygiene donates a pack of sanitary pads for every Combi Dispenser of tampons and pads purchased.

The donation goes to BruZelle, an association active since 2016 in fighting menstrual poverty across Belgium. BruZelle distributes the menstrual products free of charge through poverty organisations.

By supporting BruZelle, CWS Hygiene is promoting inclusivity and ensuring that anyone who needs them has access to menstrual products, thus fostering health, dignity and equality.

\* Research by Caritas Vlaanderen



### How a sheltered workshop helps us stream sales

**CWS Hygiene equips the sales team with cotton towel fabric samples prepared by the sheltered workshop Werkhuizen MIN, where people with a distance to the regular labour market can develop their capabilities.**

Bringing bulky rolls of fabric to a sales meeting is impractical. To aid our sales team, CWS Hygiene instead equips them with 20-centimetre sample squares to showcase the diverse range of cotton fabrics available. The samples are neatly cut and stitched to prevent fraying at Werkhuizen MIN in Deurne. This cooperation allows our customers and prospects to touch and test the materials and enables the samples to be easily washed at home by the sales team.

By partnering with Werkhuizen MIN, CWS Hygiene supports people who face barriers to regular employment, such as disabilities or long-term unemployment. The employees who prepare these samples play a crucial role in our sales efforts. This collaboration upholds our commitment to inclusiveness, quality and sustainability, showcasing our dedication to practical, customer-focused solutions that benefit both our business and the community. More information at [www.whmin.be](http://www.whmin.be)



# Switzerland



## Going green with solar power

**The use of industrial washing machines and dryers requires lots of electric power. To decrease dependence on fossil fuels, reduce carbon emissions and generate our own green energy, we installed solar panels at our laundry in Glattbrugg, Switzerland.**

In November 2023, we connected a new photovoltaic system to the grid. Installed on the roof of our laundry in Glattbrugg, these solar panels are expected to generate 150,000 kWh annually. Using our self-generated green electricity will reduce carbon emissions by approximately 30 tonnes each year.

### **Saving energy and water with every wash**

To further cut resource consumption and boost sustainability, we optimised our washing processes in Glattbrugg. Following best practice from other CWS Hygiene laundries, water from the washing cycle for cotton towel rolls is reused to clean dirt-trapping mats. As the water is already preheated, less electricity is required to reach the optimal

temperature of 45°C for washing mats. Reusing the towel-washing water also saves fresh water and detergent.

To further reduce total power consumption, we utilise the residual warmth in our waste waters to preheat fresh water. Additionally, we reuse the heat generated in the laundry to warm the fresh water for the washing process.

All these efforts are expected to further increase total energy efficiency and reduce energy consumption. So far, the processes have reduced freshwater use per washed tonne from 4,954 m<sup>3</sup> to 2,944 m<sup>3</sup> over the past five years.

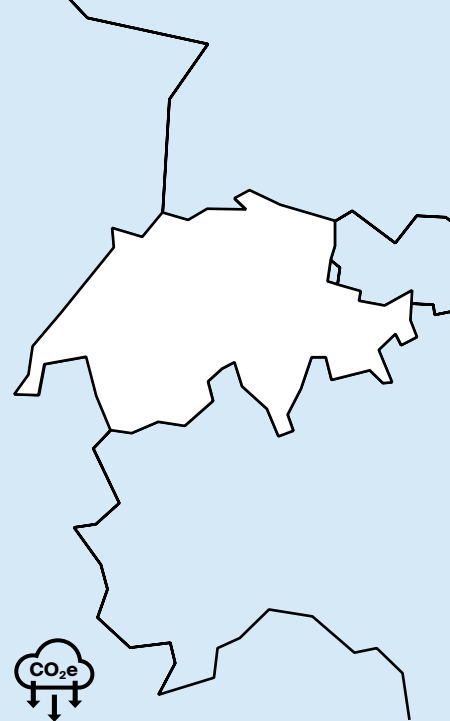
Moreover, we reduced electricity consumption per washed tonne by 5.8 kWh

compared to 2022, roughly equivalent to the daily energy use of an average two-person household. We also lowered gas consumption per washed tonne by 117.2 kWh, again compared to the previous year.

### **Fine-tuning operations in 2024**

As our laundry in Glattbrugg supplies all 12 depots throughout Switzerland, smooth workflows are essential. By optimising processes, efficiency has already increased by 20–30%. With additional optimisations and new machines, we aim to achieve further savings of around 20–25% in 2024. The changeover took place in August.

Our laundry in Glattbrugg shows how much we are doing to optimise our internal processes. To achieve the best results in saving valuable resources like water and gas, we review every step and constantly analyse operations to find the best solutions available.



**2,668 tCO<sub>2</sub>e<sup>1</sup>**

Scope 1

**88 tCO<sub>2</sub>e<sup>1</sup>**

Scope 2

**2,227 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3

| Consumption             |           |
|-------------------------|-----------|
| Water (m <sup>3</sup> ) | 17,141.61 |
| Gas (MWh)               | 6,251.55  |
| Electricity (MWh)       | 503.07    |

<sup>1</sup> market-based



## Focus on renewable energy

**We are working towards making our Vienna office a zero-emissions site. The aim is that our Austrian headquarters will no longer emit any climate-damaging gases by 2025. How is this to be achieved? By consistently switching to renewable energy.**

Key to achieving our emissions targets are the newly installed photovoltaic systems. At the main site in Vienna, we installed a new system in 2023, which allowed for a saving of 26 MWh compared to the previous year. Others also benefit from this, as around 21 MWh of green electricity were fed into the grid throughout the year. Overall, this reduced carbon emissions by 30.7 tonnes – roughly the same amount released during a 123,000-kilometre car drive.

To reduce heating emissions, we additionally began to switch from gas to district heating. This reduced carbon emissions from 92 tonnes in 2022 to 40 tonnes the following year for this site, corresponding to a reduction of

56.5% in just one year. In 2024, the plan is to switch fully to district heating, which is expected to reduce annual emissions to just ten tonnes of CO<sub>2</sub>.

These measures are complemented by a consistent switch to e-mobility. All company cars that are not part of the service fleet must be electric cars. As a result, all vehicles are gradually being replaced. In total, 22 electric vehicles are already in operation, and there are plans to expand the e-fleet to include service vehicles. This has prevented around 80 tonnes of CO<sub>2</sub> to date, equating to a reduction of approximately 6% in two years. In total, we reduced our carbon emissions by 162.7 tonnes and saved 26 MWh in 2023.

## Čakovec laundry goes green with new solar energy system

**In April 2023, CWS Hygiene installed a photovoltaic system in Čakovec to switch the large laundry site to renewable energy. This marks a crucial step in our efforts to reduce emissions and establish solar power at one of the most important sites in the region.**

The cotton towel rolls and mats of all Austrian customers are washed in Čakovec, Croatia. Additionally, the laundry provides washing services for most locations in Central Eastern Europe, making it one of our biggest laundries. The switch to renewable energy therefore has an impact on the environmental footprint of many of our products and, ultimately, many of our customers<sup>1</sup>.

The new 375,000-kWh system is expected to reduce carbon emissions by around 305 tonnes per year. However, even now the measures taken are already making a difference, as electricity consumption per washed tonne has reduced by about 8% to just 83.9 kWh. These are significant savings, and they will go towards helping us to achieve our self-imposed goal of 50% emission savings by 2030.

**964 tCO<sub>2</sub>e<sup>1</sup>**

Scope 1

**155 tCO<sub>2</sub>e<sup>1</sup>**

Scope 2

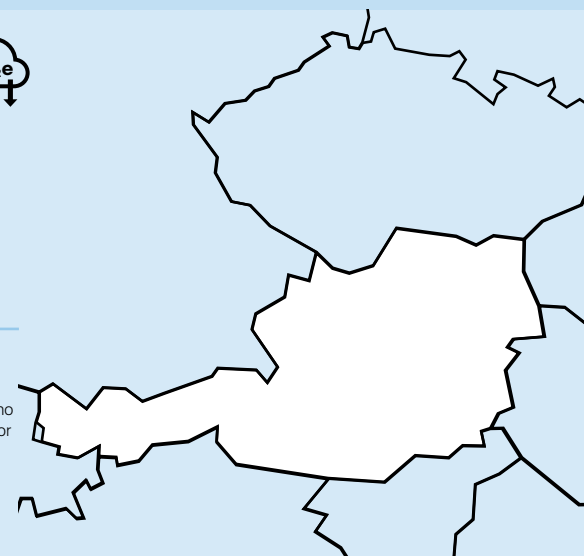
**2,826 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3



<sup>1</sup> market-based

Note: As CWS Hygiene Austria does not have its own laundry, no consumption data is available for the country.



# Facts and figures

CWS is preparing for CSRD reporting, which will be mandatory for the business as of 2026 and will be consolidated at Haniel Group level (CWS is a 100%-owned subsidiary of Franz Haniel & Cie GmbH). The data below is the outcome of a first test-run against ESRSs requirements and framework, and based on a preliminary double-materiality analysis. A GRI index is also provided for reference.

| Field Name                                                                                            | Unit               | Hygiene        |
|-------------------------------------------------------------------------------------------------------|--------------------|----------------|
| <b>Environmental</b>                                                                                  |                    |                |
| <b>Energy consumption (E1-5)</b>                                                                      |                    |                |
| <b>Total Energy consumption and mix</b>                                                               | <b>MWh</b>         | <b>153,513</b> |
| <b>Total energy consumption from non-renewable sources disaggregated by:</b>                          | MWh                | 123,509        |
| Fuel consumption from crude oil and petroleum products                                                | MWh                | 61,563         |
| Fuel consumption from natural gas                                                                     | MWh                | 60,367         |
| Consumption of purchased or acquired electricity, heat, steam, and cooling from non-renewable sources | MWh                | 1,579          |
| <b>Total energy consumption from renewable sources disaggregated by:</b>                              | MWh                | 30,005         |
| Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources     | MWh                | 30,005         |
| <b>Energy intensity</b>                                                                               |                    |                |
| Revenue                                                                                               | EUR                | 637,000,000    |
| Energy intensity based on net revenue                                                                 | MWh/kEUR           | 0.241          |
| <b>Washed Volumes (CWS)</b>                                                                           |                    |                |
| Washed Volumes                                                                                        | kg                 | 96,457,358     |
| <b>Gross Scopes 1, 2, 3 and Total GHG emissions (E1-6)</b>                                            |                    |                |
| Gross Scope 1 GHG emissions                                                                           | tCO <sub>2</sub> e | 27,831         |
| Gross Scope 2 GHG emissions (market-based)                                                            | tCO <sub>2</sub> e | 3,084          |
| Gross Scope 2 GHG emissions (location-based)                                                          | tCO <sub>2</sub> e | 7,838          |
| Gross Scope 3 GHG emissions                                                                           | tCO <sub>2</sub> e | 81,963         |



| Field Name                                                           | Unit                    | Hygiene    |
|----------------------------------------------------------------------|-------------------------|------------|
| <b>Scope 3 GHG emissions</b>                                         |                         |            |
| Purchased goods and services                                         | tCO <sub>2</sub> e      | 45,454     |
| Capital Goods                                                        | tCO <sub>2</sub> e      | 16,514     |
| Fuel- and Energy-Related Activities                                  | tCO <sub>2</sub> e      | 7,661      |
| Upstream transportation and distribution                             | tCO <sub>2</sub> e      | 9,339      |
| Business travel                                                      | tCO <sub>2</sub> e      | 655        |
| Employee Commuting                                                   | tCO <sub>2</sub> e      | 2,340      |
| <b>Total GHG emissions</b>                                           |                         |            |
| Total GHG emissions (market-based)                                   | tCO <sub>2</sub> e      | 112,877    |
| Total GHG emissions (location-based)                                 | tCO <sub>2</sub> e      | 117,632    |
| <b>Emissions intensity</b>                                           |                         |            |
| GHG Intensity based on net revenue (market-based)                    | tCO <sub>2</sub> e/kEUR | 0,18       |
| GHG Intensity based on net revenue (location-based)                  | tCO <sub>2</sub> e/kEUR | 0,18       |
| GHG Intensity on washed volumes (thermal energy & electricity) (CWS) | tCO <sub>2</sub> e/t    | 0,32       |
| <b>Water and Marine Resources (E3-4)</b>                             |                         |            |
| Total water consumption                                              | m <sup>3</sup>          | 792,982.00 |
| Total water recycled and reused                                      | m <sup>3</sup>          | 199,748.00 |
| Water intensity                                                      | m <sup>3</sup> /kEUR    | 1.24       |



| Field Name                                                                                       | Unit           | Hygiene      |
|--------------------------------------------------------------------------------------------------|----------------|--------------|
| <b>Social</b>                                                                                    |                |              |
| <b>Own Workforce – Information on employees by contract type, broken down by gender (S1-6)**</b> |                |              |
| <b>Number of employees – Total Headcount (HC)</b>                                                | <b>Total</b>   | <b>3,968</b> |
| Number of employees – Female                                                                     | Female (HC)    | 1,177        |
| Number of employees – Male                                                                       | Male (HC)      | 2,791        |
| Number of employees – Female %                                                                   | Female         | 30%          |
| Number of employees – Male %                                                                     | Male           | 70%          |
| <b>Top Management Diversity Metrics* (S1-9)</b>                                                  | <b>Total</b>   | <b>18.00</b> |
| Top Management Diversity Metrics Number of female employees                                      | Female (HC)    | 6.00         |
| Top Management Diversity Metrics – Number of male employees                                      | Male (HC)      | 12.00        |
| Top Management Diversity Metrics – female employees (%)                                          | Female         | 33%          |
| Top Management Diversity Metrics – male employees (%)                                            | Male           | 67%          |
| <b>Characteristics of employees in its own workforce – countries (S1-6)</b>                      |                |              |
| <b>Number of employees – Total Headcount (HC)</b>                                                | <b>Total</b>   | <b>3,998</b> |
| Presenting employee head count in countries                                                      | Austria        | 181          |
| Presenting employee head count in countries                                                      | Belgium        | 357          |
| Presenting employee head count in countries                                                      | Croatia        | 135          |
| Presenting employee head count in countries                                                      | Czech Republic | 50           |
| Presenting employee head count in countries                                                      | Germany        | 1,802        |
| Presenting employee head count in countries                                                      | Hungary        | 76           |
| Presenting employee head count in countries                                                      | Ireland        | 67           |
| Presenting employee head count in countries                                                      | Luxembourg     | 17           |
| Presenting employee head count in countries                                                      | Netherlands    | 717          |
| Presenting employee head count in countries                                                      | Poland         | 77           |
| Presenting employee head count in countries                                                      | Romania        | 30           |
| Presenting employee head count in countries                                                      | Slovakia       | 75           |
| Presenting employee head count in countries                                                      | Slovenia       | 14           |
| Presenting employee head count in countries                                                      | Sweden         | 124          |
| Presenting employee head count in countries                                                      | Switzerland    | 274          |



| Field Name                                                                                                                 | Unit                                                   | Hygiene      |
|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------|
| <b>Employees by contract type (S1-6)**</b>                                                                                 |                                                        |              |
| <b>Number of full-time employees – Total</b>                                                                               | <b>Fulltime Total (HC)</b>                             | <b>3,495</b> |
| Number of full-time employees – Female                                                                                     | Female (HC)                                            | 824          |
| Number of full-time employees – Male                                                                                       | Male (HC)                                              | 2,671        |
| Full-time employees – Female %                                                                                             | Female                                                 | 24%          |
| Full-time employees – Male %                                                                                               | Male                                                   | 76%          |
| <b>Number of part-time employees – Total</b>                                                                               | <b>Part-time Total (HC)</b>                            | <b>473</b>   |
| Number of part-time employees – Female                                                                                     | Female (HC)                                            | 353          |
| Number of part-time employees – Male                                                                                       | Male (HC)                                              | 120          |
| Part-time employees – Female %                                                                                             | Female                                                 | 75%          |
| Part-time employees – Male %                                                                                               | Male                                                   | 25%          |
| <b>Number of permanent employees – Total</b>                                                                               | <b>Permanent – Total (HC)</b>                          | <b>3,404</b> |
| Number of permanent employees – Female                                                                                     | Female (HC)                                            | 1,011        |
| Number of permanent employees – Male                                                                                       | Male (HC)                                              | 2,393        |
| Permanent employees – Female %                                                                                             | Female                                                 | 30%          |
| Permanent employees – Male %                                                                                               | Male                                                   | 70%          |
| <b>Number of temporary employees – Total</b>                                                                               | <b>Temporary employees – Total</b>                     | <b>557</b>   |
| Number of temporary employees – Female                                                                                     | Female (HC)                                            | 163          |
| Number of temporary employees – Male                                                                                       | Male (HC)                                              | 394          |
| Temporary employees – Female %                                                                                             | Female                                                 | 29%          |
| Temporary employees – Male %                                                                                               | Male                                                   | 71%          |
| <b>Number of non-guaranteed hours employees – Total<br/>(= inactive employees e.g. long term sick or early retirement)</b> | <b>Non-guaranteed hours<br/>employees – Total (HC)</b> | <b>7</b>     |
| Number of non-guaranteed hours employees – Female                                                                          | Female (HC)                                            | 3            |
| Number of non-guaranteed hours employees – Male                                                                            | Male (HC)                                              | 4            |
| Non-guaranteed hours employees – Female %                                                                                  | Female                                                 | 43%          |
| Non-guaranteed hours employees – Male %                                                                                    | Male                                                   | 57%          |



| Field Name                                                                                     | Unit                     | Hygiene      |
|------------------------------------------------------------------------------------------------|--------------------------|--------------|
| <b>Employee turnover</b>                                                                       |                          |              |
| Rate of own employee turnover                                                                  | Rate                     | 0.16         |
| Number of employees who leave voluntarily or due to dismissal, retirement, or death in service | # Employees left company | 643          |
| <b>Training and skills development indicators (S1-13)</b>                                      |                          |              |
| <b>Training hours</b>                                                                          | <b>Hours - Total</b>     | <b>5,404</b> |
| Career- or Skills-Related Training                                                             | Hours                    | 1,069        |
| Business Ethics Training                                                                       | Hours                    | 1,141        |
| Compliance Training                                                                            | Hours                    | 1,630        |
| Diversity, Discrimination, and/or Harassment Training                                          | Hours                    | 58           |
| Environmental issues Training                                                                  | Hours                    | 698          |
| Health and Safety issues Training                                                              | Hours                    | 809          |
| <b>Regular performance and career development reviews (S1-13)</b>                              |                          |              |
| <b>Employees that participated in regular performance and career development reviews</b>       | <b>Total employees</b>   | <b>834</b>   |
| <b>Health and Safety indicators (S1-14)</b>                                                    |                          |              |
| Rate of recordable work-related accidents: Own workforce                                       | Rate                     | 11.54        |
| Number of recordable work-related accidents: own workers                                       | Number of cases          | 65           |
| Number of total hours worked by employees                                                      | Hours                    | 5,633,137    |

\* Different definitions of "top management" currently applied. This will be harmonized in 2024 data collection.  
 \*\* Totals of break-down of employees by contract type slightly differs from headcounts total, due to different internal data sources.



# CWS Hygiene – GRI content index

CWS Hygiene International GmbH (CWS) set up this responsibility report in reference to the Global Reporting Initiative (GRI) Standards 2021. This GRI Index directs you to information on relevant indicators as defined by the GRI Standards. We report on environmental, social, and economic topics that are material to us as defined by our most recent materiality analysis conducted by our parent company Franz Haniel & Cie. GmbH (Haniel) by which CWS is 100% owned.

**Statement of use:** CWS Hygiene International GmbH has reported the information cited in this GRI content index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI Standards.

| GRI Standard                               | Disclosure                                                           | Location                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GRI 2:<br/>General Disclosures 2021</b> | <b>The organisation and its reporting practices</b>                  |                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                            | 2-1 Organisational details                                           | CWS Hygiene International GmbH<br>Dreieich Plaza 1A<br>63303 Dreieich<br>Germany<br>About this report, p. 64<br>Countries of operation, p. 8<br>Who we are, p. 8<br><a href="http://www.cws.com/en/hygiene/about-us">www.cws.com/en/hygiene/about-us</a>                                                                                                                                                       |
|                                            | 2-2 Entities included in the organisation's sustainability reporting | About this report, p. 64<br>Who we are, p. 8<br><a href="http://www.cws.com/en/hygiene/about-us">www.cws.com/en/hygiene/about-us</a>                                                                                                                                                                                                                                                                           |
|                                            | 2-3 Reporting period, frequency and contact point                    | The Responsibility Report provides a summary of our sustainability-related activities in the 2023 calendar year<br>About this report, p. 64<br>Contact details, p. 65                                                                                                                                                                                                                                          |
|                                            | 2-4 Restatements of information                                      | The last report was published by CWS International GmbH and covered all its businesses. In addition, the last report was not completed in reference to the GRI standards. Some figures can't be compared anymore with the previous reports since the methodology of developing the figures in this report follows the legal requirements laid down by the Corporate Sustainability Reporting Directive (CSRD). |
|                                            | 2-5 External assurance                                               | The report has not been externally assured.<br>The annual report of the parent company Haniel is externally audited: see annual report: Independent Auditor's report, p. 114.                                                                                                                                                                                                                                  |
|                                            | <b>Activities and workers</b>                                        |                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                            | 2-6 Activities, value chain and other business relationships         | Who we are, p. 8<br><a href="http://www.cws.com/en/hygiene/about-us">www.cws.com/en/hygiene/about-us</a>                                                                                                                                                                                                                                                                                                       |
|                                            | 2-7 Employees                                                        | Who we are, p. 8<br>Facts and figures, p. 24 ff                                                                                                                                                                                                                                                                                                                                                                |
|                                            | 2-8 Workers who are not employees                                    | Facts and figures, p. 24 ff                                                                                                                                                                                                                                                                                                                                                                                    |

| GRI Standard                                             | Disclosure                                                                                 | Location                                                                                                                                                                                                                                 |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GRI 2:<br/>General Disclosures 2021</b>               | <b>Governance</b>                                                                          |                                                                                                                                                                                                                                          |
|                                                          | 2-14 Role of the highest governance body in sustainability reporting                       | The CEO is responsible for reviewing and approving the reported information, including the organisation's material topics.<br><a href="http://www.cws.com/en/hygiene/about-us/management">www.cws.com/en/hygiene/about-us/management</a> |
|                                                          | <b>Strategy, policies and practices</b>                                                    |                                                                                                                                                                                                                                          |
|                                                          | 2-22 Statement on sustainable development strategy                                         | Foreword, p. 7<br><a href="http://www.cws.com/en/hygiene/about-us/sustainability">www.cws.com/en/hygiene/about-us/sustainability</a>                                                                                                     |
|                                                          | 2-27 Compliance with laws and regulations                                                  | Facts and figures, p. 24 ff                                                                                                                                                                                                              |
|                                                          | <b>Stakeholder engagement</b>                                                              |                                                                                                                                                                                                                                          |
| <b>GRI 3:<br/>Material Topics 2021</b>                   | 2-29 Approach to stakeholder engagement                                                    | Strategy, p. 9 ff                                                                                                                                                                                                                        |
|                                                          | 3-1 Process to determine material topics                                                   | Introduction, p. 3 ff                                                                                                                                                                                                                    |
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| <b>GRI 405:<br/>Diversity and Equal Opportunity 2016</b> | 405-1 Diversity of governance bodies and employees                                         | Facts and figures, p. 24 ff                                                                                                                                                                                                              |
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# Responsibility at CWS Workwear

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# Dear readers,

**We go above and beyond to positively impact the environment, society and stakeholders. CEO Hartmut Engler and Sustainability Lead Leonie Biesen explain how doing business at CWS Workwear is closely intertwined with responsibility.**

**What principles, convictions and values guide your commitment to responsibility?**

**Hartmut Engler** We demonstrate responsibility and build trust with our customers by providing "Workwear as a Service" based on a circular business model. Workwear should be stylish, functional and sustainable at the same time, by being durable, reuseable and recyclable.

**Leonie Biesen** Longevity, resource efficiency and reusability are all key aspects of our circular business model. We aim to achieve these in practice by promoting recycling, reusing and repurposing materials, closing the material loop and reducing waste.

**What were your main focuses in terms of sustainability in 2023?**

**HE** We put a strong emphasis on reducing our carbon footprint, and our customers' too. Initiatives included the launch of our Emissions Calculator, increasing the transparency of our products and supply chain, introducing e-mobility, and acting responsibly when it comes to laundry emissions.

**LB** We also stayed true to our commitment to driving the green transformation with innovative practices and technologies. Optimising our laundry processes and logistics operations, for example, has helped us make significant progress towards reducing our carbon emissions and those of our customers.

**»Sustainability makes complete sense economically, because those who use resources sparingly save money, and our customers and the environment benefit from this.«**

**Hartmut Engler**, CEO CWS Workwear

**What would you like to work on more closely with customers in future?**

**HE** Driving responsibility, which includes the sustainability aspect, is a long-term commitment. Thanks to our forward-looking mindset, we are willing to overcome challenges and are looking forward to continuing our responsibility journey – in the confident expectation that we can achieve our goals.

**LB** On upholding our supply chain standards even more rigorously. Our priority is to continue sourcing ethically, providing transparency, and collaborating on environmental best practices. And to foster our circular ecosystem together with our customers, partners and suppliers in Europe, where we share both the responsibility and the benefits.

**Hartmut Engler**  
CEO CWS Workwear  
»Responsibility and trust are key for successful business operations.«

**Leonie Biesen**  
Sustainability Lead  
CWS Workwear  
»Key aspects in our circular business model are longevity, resource efficiency and reusability.«



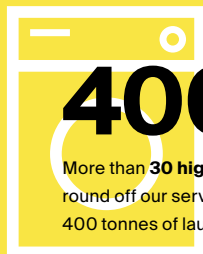
While we operate in **15 countries**, we maintain close relationships with our customers with our 'keep it local' focus.



Our team of more than **5,300 dedicated professionals** at more than 100 locations is highly diverse, with around 79 nationalities.

**35,000**

We serve more than **35,000 customers** and provide 1.5 million individuals every day with sustainable and stylish workwear.



More than **30 high-tech laundries** round off our service by washing up to 400 tonnes of laundry every day.

# We protect your workers and the planet

We create workwear solutions to protect people and the planet. With partnerships based on trust, we combine convenient Workwear as a Service with style, comfort and durability, thus helping our customers to fulfil their own sustainability goals.

## A

s a workwear industry leader, we encompass more than a century of innovation and service. Our Workwear as a Service approach provides customised, stylish, long-lasting and protective workwear and a 360° customer experience. Convenient rent or buy options include consultation, sizing and after-care, such as pick-up, laundering and repairs, provided by 30+ state-of-the-art industrial laundries in Europe.

We support responsible production practices and strive to significantly reduce our carbon footprint and those of our customers. Our circular business model is designed to build a sustainable and resilient future.

## Keeping it clean since 1899

The history of CWS Workwear began in 1899, when Bernhard Burmeister founded his laundry rental service in Hamburg, Germany. Seven years later, in 1906, the "boco" brand was created through a merger with Oszmer & Co. Almost half a century later, in 1960, the workwear service began.

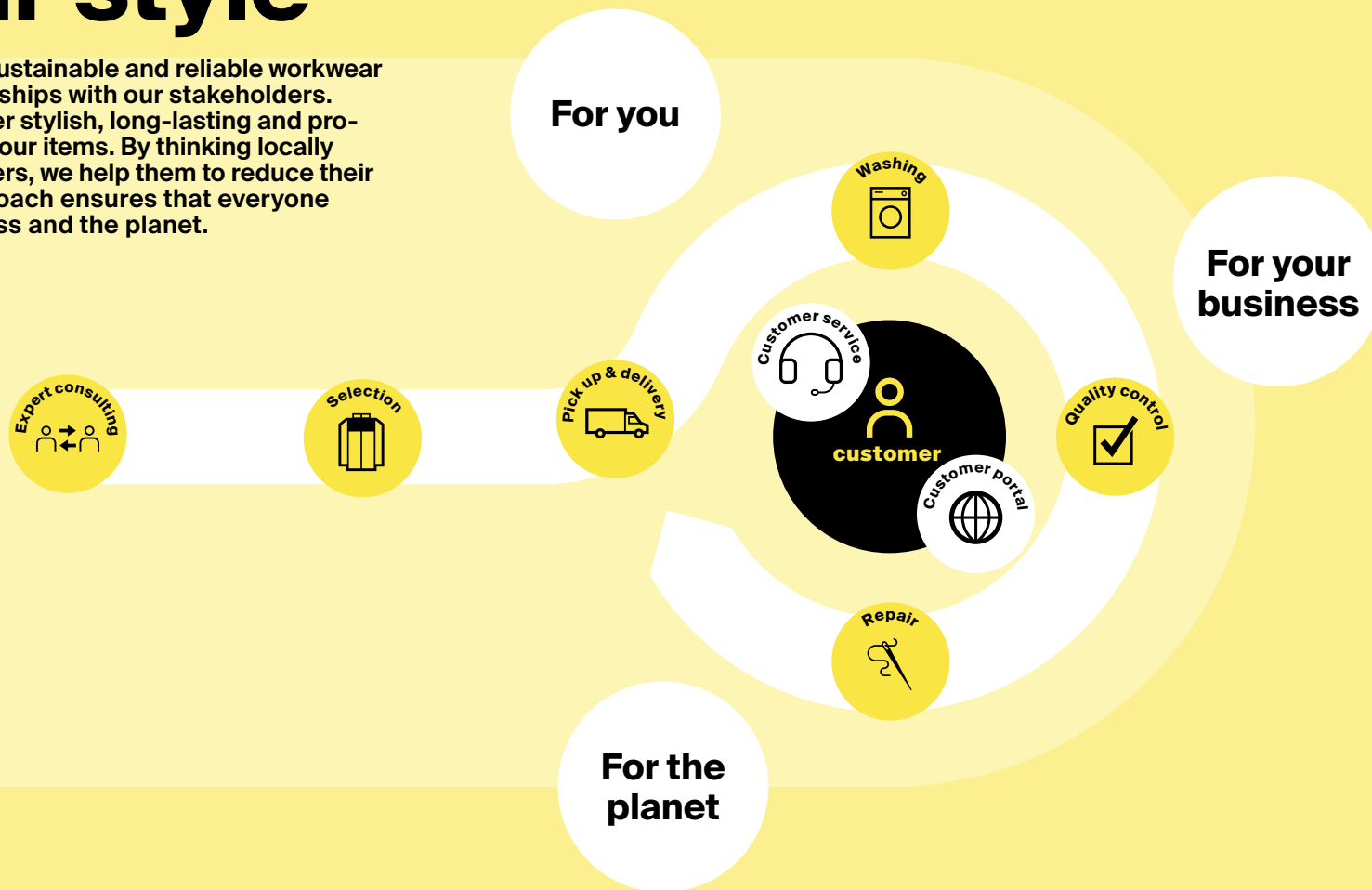
Over the last 125 years, CWS Workwear has evolved by merging with CWS, the takeover by Franz Haniel & Cie. in 1998 and the joint venture with Initial in 2017. Today it is an international company with more than 5,300 employees across 15 European countries.

And the story continues.



# Workwear solutions that work your style

Our goal is to provide convenient, sustainable and reliable workwear solutions based on trustful partnerships with our stakeholders. With Workwear as a Service, we offer stylish, long-lasting and protective workwear for those wearing our items. By thinking locally and remaining close to our customers, we help them to reduce their carbon footprint. Our holistic approach ensures that everyone benefits – customers, their business and the planet.



# Redefining sustainability

Our ambition is to continue optimising our environmental impact by minimising our carbon footprint and advancing our circular economy approach continuously.

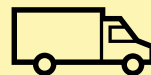
## The four priorities of our sustainability strategy

We use a three-layer strategy to implement sustainability throughout our business. Reporting, knowledge transfer and communication are fundamental to spreading our vision and mission across the groups that matter – employees, customers, shareholders and suppliers. The second layer defines four action fields, while the third layer sets ambitious goals to turn our strategy into real results.

Foundation

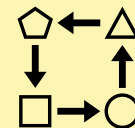
**Knowledge transfer | Communication | Reporting**

Fields of action for sustainability



### Green transformation

Logistics and laundries



### Responsible supply chain

(Social) compliance & suppliers



### Offering sustainable products

Materials & service life



### Close-the-loop

Upcycling & recycling, waste

Goals

### Reducing emissions

Transformation to green energy supply: up to -50% CO<sub>2</sub> in 2030

### (Social) compliance & certifications

Achieving 100% compliance with Code of Conduct

### Portfolio conversion

Increasing the proportion of resource-efficient materials

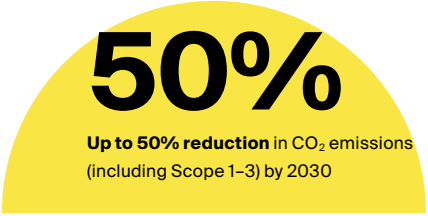
### EOL infrastructure

Development of infrastructure for reuse + fibre (recycling)



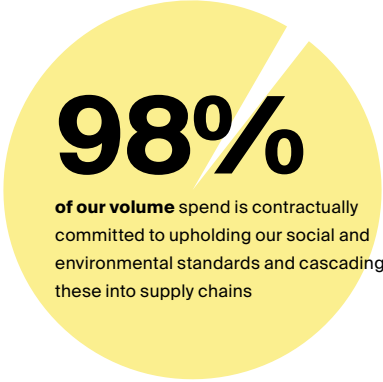
# Sustainability in figures

This overview showcases our progress in reducing our environmental impact and fostering ethical labour practices along our supply chain.



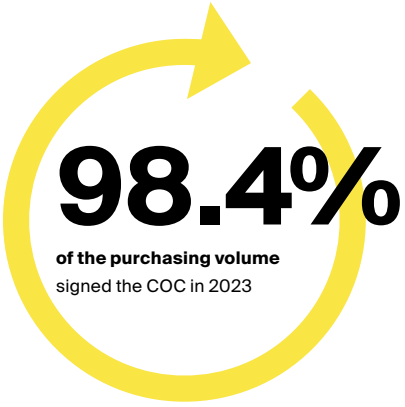
50%

Up to 50% reduction in CO<sub>2</sub> emissions  
(including Scope 1–3) by 2030



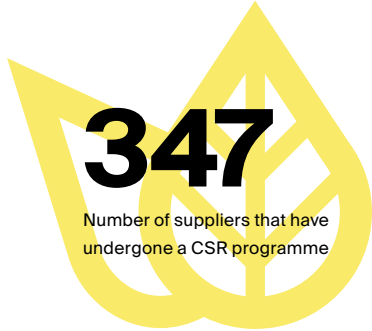
98%

of our volume spend is contractually  
committed to upholding our social and  
environmental standards and cascading  
these into supply chains



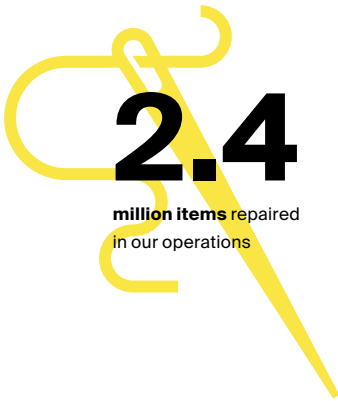
98.4%

of the purchasing volume  
signed the COC in 2023



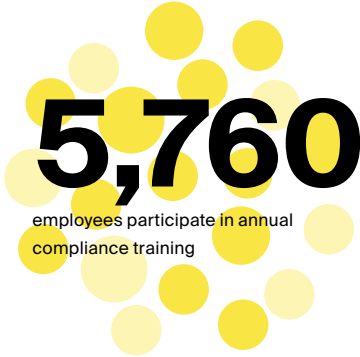
347

Number of suppliers that have  
undergone a CSR programme



2.4

million items repaired  
in our operations



5,760

employees participate in annual  
compliance training



100%

use of green energy in our laundry  
operations (except Bielefeld, CEE)

# Nurturing talent to retain the workforce

## Promoting personal and professional growth

Efficient talent management helps us to foster employee development and provide more attractive career opportunities. To promote the personal and professional growth of our employees and foster cross-regional and crossfunctional collaboration, we launched our new Workwear Talent Programme.

A total of 29 employees from different countries and parts of the company joined the programme. Over several months, they participated in online trainings, mentoring rounds and were asked to create group presentations in innovative areas, highlighting the significance of continuous learning and development.

**»Working on the project across five countries was challenging but absolutely worth it. Everyone was motivated, supportive and interested in sharing information and building a network.«**

**Helmi Mulder**

Senior HR Business Partner, Boxtel, Netherlands

The results were presented to our Executive Leadership Team. To draw more attention to the programme within the company, the best project received an award. The outcomes will now be adapted and further implemented in Workwear operations. To foster ongoing development, cooperation and awareness of cultural differences, we are continuing with the programme in 2024. We are also planning to offer additional individual training and development opportunities to our employees.

## Perspectives for blue-collar employees

A pilot project in our Dutch organisation revealed potential for employee development, particularly for our blue-collar workforce. The results showed the relevance of effective talent management and accessible development opportunities. Feeling appreciated and supported by the company can increase employee satisfaction, loyalty and motivation. The findings will guide future initiatives to support and develop our blue-collar employees throughout the entire organisation.

**»It was great getting to know various people from different levels and teams. Learning about their tasks has given me a new perspective on my working environment.«**

**Racha Bidaoui**

Senior Sales Consultant New Business, Den Bosch, Netherlands

**»Participating in this programme was an interesting and exciting challenge. Working with the international network and with my mentor provided me with new perspectives.«**

**Martin Schmidt**

Regional Manager – Head of Customer Unit North, Hanover, Germany

# Optimising efficiency, enabling transparency

Our innovative CWS Workwear Emissions Calculator, in cooperation with Accenture, is designed to lead the way in how professional laundry services approach sustainability by accurately measuring carbon footprints.

# C

WS Workwear has developed a tool to highlight the environmental benefits of professional laundry services compared to washing at home. The tool allows users to select from a range of product categories – from industry-specific and protective workwear to standard workwear – and makes potential savings transparent and understandable. Due to efficient processes, reuse of water, optimal use of detergents, large wash volumes and high standards, it enables us not only to lower our company's emissions and reduce waste, but also those of our customers.

We are finding ways to continuously develop the tool further and thus set a benchmark in the market. The CWS Workwear Emissions Calculator is available on our website free of charge.

## Leading the way to a more sustainable future

### How does the CWS Workwear Emissions Calculator impact CWS Workwear's laundry services?

**Leonie Biesen** The tool offers numerous benefits by accurately measuring the potential carbon savings of professional laundry services compared with household washing. This allows us to collect data that eventually helps us to optimise laundry and (depot) operations, continuously reduce our carbon footprint, enhance efficiency and more.

### What business advantages does the Emissions Calculator provide for customers?

**LB** The Emissions Calculator is a transparent and reliable tool that demonstrates the environmental benefits of our services. By offering this tool, we are setting a benchmark in the market and providing customers with transparency.

The tool also helps customers to comply with current and upcoming EU regulations and allows them to use the results for their emissions reporting, target setting and status analysis. Furthermore, it helps people to understand the topic of environmental impact and resource management.

### To what extent does the Emissions Calculator contribute to CWS Workwear's sustainability strategy?

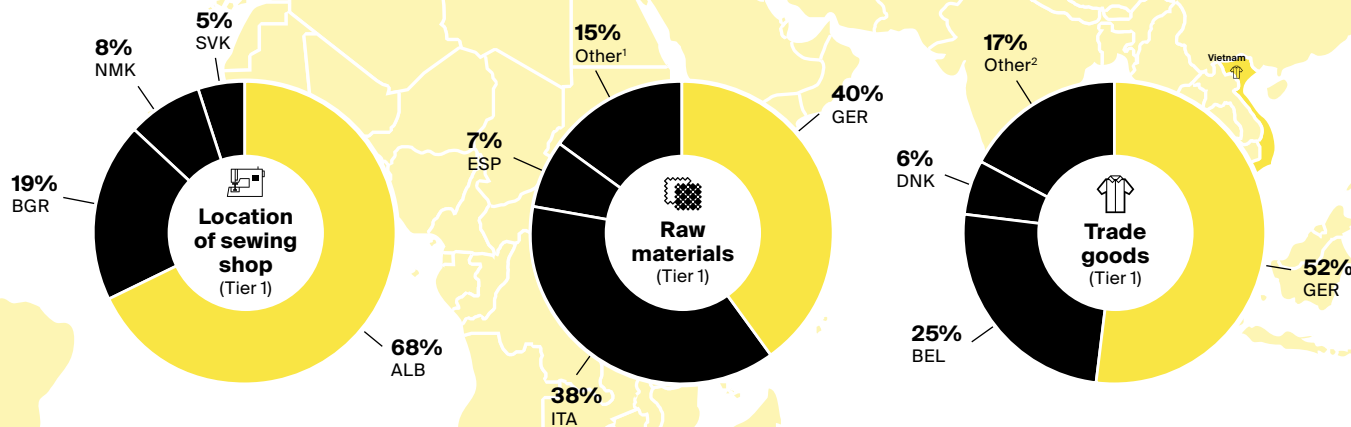
**LB** At CWS Workwear, we practise sustainability day in, day out: from our circular business model to always finding ways to reduce our water use and make smart decisions about where to invest for a sustainable future. The Emissions Calculator makes carbon emissions transparent and shows where there is potential to reduce them. We aim not only to reduce our emissions, but also those of our customers.



**Leonie Biesen**  
Sustainability Lead  
at CWS Workwear

# Sustainability starts at the source

CWS Workwear sets an example for the textile industry with its steadfast commitment to sustainability and social responsibility along the supply chain. In line with our core values, we establish close partnerships with our suppliers to ensure the ethical sourcing of raw materials and trade goods. This not only ensures that we act responsibly towards the environment but also supports local communities and creates a long-lasting positive impact for future generations.



<sup>1</sup> Netherlands 4%, Sweden 3%, Austria 3%, France 2%, Poland 1%, Ireland 1%, Other 1%

<sup>2</sup> Netherlands 4%, Tunisia 3%, France 3%, Portugal 2%, Bulgaria 2%, Vietnam 2%, Poland 1%, Other 1%

# »We want suppliers that share our values«

Dirk Baykal, CSR Coordinator Supply Chain at CWS Workwear, discusses our approach to ensuring environmental and social responsibility. He explains the challenges we face and the measures we take to maintain high standards along our supply chain.

## What crucial criteria does CWS Workwear set for suppliers?

**Dirk Baykal** We strive for a good and close relationship with our suppliers and actively seek companies that share our values: cooperation, empowerment and continuous improvement of working conditions. We want them to share our mindset. That is why we created a detailed Supplier Code of Conduct to ensure that our goals for environmental, social and governance sustainability are aligned, and we are moving in the same direction.

»We analyse our direct supply chain regularly and thoroughly. Our good and in some cases decades-long relationships with our suppliers enable us to do this.«

**Dirk Baykal**

CSR Coordinator Supply Chain at CWS Workwear

## How do you ensure that these values and guidelines are followed?

**DB** We analyse our direct supply chain regularly and thoroughly. Our good and in some cases decades-long relationships with our suppliers enable us to do this. Through regular internal and external audits, we ensure that our suppliers are following our Code of Conduct.

## Can you give an example of the areas of concern that you examine?

**DB** Textile products, in particular, have a significant impact on the environment along the entire supply chain and throughout their lifecycle. For example, when we evaluate materials, cotton is a crucial material. Therefore, we investigate critical aspects such as water usage and pesticide application to ensure that the production of cotton adheres to our high standards for environmental sustainability. Additionally, social standards, such as employee rights, work safety and fair compensation, are very important.



**Dirk Baykal**

CSR Coordinator Supply Chain  
at CWS Workwear

## How are risks in regard to social standards assessed?

**DB** Our risk analysis focuses on the product, the country of origin and our business partners. Our goal is to ensure responsible living wages and social benefits, as outlined in our Code of Conduct. Furthermore, our producers in high-risk countries are reviewed every two years by independent institutes. We prioritise long-term cooperation and perform regular on-site audits. Our experts check the conditions and provide technical support as well. Of course, we also act in line with the Supply Chain Due Diligence Act: Transparent, sustainable supply chain management has been part of our holistic sustainability approach for many years. For example, this year we parted ways with three suppliers who, despite multiple requests, had failed to meet the requirements of our Code of Conduct.



## Shared values: our cooperation with Fairtrade

As long-standing partners of Fairtrade, we support the Fairtrade Standards and Principles. These include securing responsible income by paying fair prices to promote eco-friendly cultivation, enhancing the social, economic and environmental development of local communities by empowering local businesses, and ensuring safe working conditions through bans on discrimination, child labour and slavery.

This is also in line with the principles outlined in the [CWS Workwear Code of Conduct](#) based on amfori BSCI standards. This alignment with our suppliers addresses general business practices regarding fair employment practices, as well as responsibility to the environment and to the communities we are engaged with. Our Code of Conduct is an impactful instrument to ensure responsible and transparent supply chain management.

The highly successful joint programme with Fairtrade has provided us with invaluable insights. Following the decision by Fairtrade to end the project in its current form, we are now advancing into the next phase and will join the Cotton made in Africa (CmiA) programme. The change to CmiA follows careful consideration and is in line with our values as a company.

We would like to thank Fairtrade.

## Building a better future with sustainable cotton

**Cotton production has historically been associated with inequality and exploitation. Organisations like Fairtrade demonstrate that there is a better way – and enable us to provide sustainable workwear for our customers.**

In 2020 we took a significant step forward in joining the Fairtrade Supported Cotton Programme and thus supporting fair workwear and fair sourcing practices. Together with Fairtrade, we demonstrated that sustainability and fairness can go hand in hand – from the cotton fields to your workplace.

The Fairtrade Supported Cotton Programme enhances our sustainability ambitions in several ways. Firstly, cotton farmers receive a share of the proceeds from garments made with their cotton. Secondly, Fairtrade mandates that cotton production must be environmentally sustainable, which directly protects the environment, for example by avoiding chemical pesticides.

Pratibha Syntex Ltd, one of the world's largest textile producers with a focus on sustainability, is a local partner of CWS Workwear in India. Pratibha is also one of the first textile suppliers in India to offer and oversee all stages of production in-house. Overall, the organisation received approximately 92,000 euros through Fairtrade programmes last year. Of this, 21,605 euros came from us, distributed between three cotton producer groups.

Thanks to these financial resources, cotton producers not only receive fair wages but also support local projects to improve infrastructure. During the four-year cooperation, a school was built, and part of the funding was used to set up a computer room at the school.



**A** Organic cotton farmer Lalita Bai pictured with her cotton harvest in her living room.

**B** Pupils at the Vasudha Vidhya Vihar school in Karahi.

**C** Unripe cotton boll, in the hands of farmer Bhala.



# Products and services that put sustainability first

CWS Workwear products and services work for people and the planet, from material sourcing to the finished collection. The majority of our garments are made from sustainable materials. But we don't stop there: Our repair service extends the lifecycle of workwear, reduces waste and helps save natural resources.

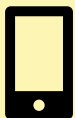


## CWS Workwear's Repair App – for a longer lifecycle

In keeping with our circular business model approach, we find ways to expand the lifespan of our garments. One aspect is the repair of garments. With our user-friendly CWS Workwear Repair App we provide a digital interface between the customer and our service teams. If a garment needs repair, users can trigger the process in three easy steps: Scanning the barcode of the garment, selecting the repair options, and pressing send.

The benefits for customers are clear. The app is available 24/7, there is no need to register, and the integrated scanner makes it possible to trigger the process quickly.

 [www.cws.com/en/workwear/additional-solutions/cws-repair-app](https://www.cws.com/en/workwear/additional-solutions/cws-repair-app)



**»Garment repair is an excellent way of saving resources. By using the app, customers play an active role in our sustainability efforts.«**

**Alfred van Asten**

Head of Customer Care, CWS Workwear

## Fairtrade cotton: the ethical choice

The nature of supply chains makes creating a fairer and more sustainable world a global effort. This also means increasing the percentage of Fairtrade cotton we use for our garments. Fair supply agreements with fixed purchase quantities provide direct support to cotton collectives, smallholders and workers, allowing them full planning security. It helps us to move forward in regard to our own CSR goals and to meet those of our customers.

**»Cooperating with Fairtrade gives us and our customers access to an ethical and ecological supply chain. It protects cotton farmers from exploitation, supports education and health projects, and promotes environmentally sound cultivation.«**

**Dirk Baykal**

Project & Process Manager

Supply Chain Management Workwear



### CWS Workwear – stylish, long-lasting and sustainable

Our PRObasics collection – part of PROknit Industry – offers style and comfort made with sustainably sourced fabrics containing up to 70% Fairtrade cotton. The collection includes t-shirts, polo shirts, hoodies and sweatshirts in different colours. High-quality materials and our repair service extend the lifecycle of items in line with our vision: Work your style. For you, for your business, for the planet.





### Upcycling workwear with style

Young designer Jessica Reiske was named Upcycling Talent 2023 for transforming discarded CWS workwear into trendy streetwear. Explaining her approach, she says it is important to her that the individual items she designs can be mixed and matched to create different outfits.

Jessica now sells a sustainable fashion collection online. It underscores her commitment to sourcing eco-friendly material and creating a new fashion through upcycling – an approach that reflects the spirit and sustainability activities of CWS Workwear.

# A second life for workwear

**A**n important part of a circular economy is to 'close the loop'. This means moving materials within a closed circular system instead of using them once and then disposing of them.

## From the workplace to the catwalk

In 2023, we encouraged young designers to join CWS Workwear's Upcycling Fashion Competition and present creative ideas to turn standard workwear into modern streetwear, promoting circular practices in the process. We provided the discarded workwear as a working material. More than 45 designs were submitted. Six young designers were invited to present their outfits on the catwalk of the Frankfurt Fashion

Lounge. The result: Vibrant and edgy collections of upcycled items that reflected very different approaches in concept, style and look.

The competition also showcased what can be done with high-quality materials in the hands of innovative young creative minds. It also raised awareness about the importance of recycling and upcycling textiles into responsible and sustainable fashion products. The jury named Jessica Reiske "Upcycling Talent 2023" – her innovative, urban street-style designs definitely made a lasting impression.

We are committed to the quality, durability and reparability of our workwear. In this way, we can keep our garments in the cycle for as long as possible. We already use sustainable materials such as Fairtrade cotton, recycled polyester and certified viscose in numerous collections. Some 55% of our textiles are already recycled in different ways when they reach the end of their life.

**»This event shows that sustainability has never been so bold or stylish.«**

**Heike Seltman**

Chief Commercial Officer, CWS Workwear



# Empowering awareness and promoting innovation

Our responsibility journey continues – in 2024 and beyond.

## CWS Workwear's Innovation Lab for sustainable textiles

Our state-of-the-art Innovation Lab in Dreieich is an innovative combination of laboratory, showroom and training hub.

The focus is on textile forensics, quality and sustainability standards, as well as individual and professional fault analysis with the aim of extending the lifespan of our products. In addition, we continue to follow our circular economy approach.

In line with our commitment to transparency, we invite customers and anyone interested to take a look behind the scenes of a testing laboratory and allow them to gain an insight into the world of sustainable textiles. We also offer customer-oriented workshops and are planning to enter into collaborations with universities. We will keep you updated on all things CWS Workwear Innovation Lab.

## Improving sustainability through lifecycle analysis (LCA)

CWS Workwear has partnered with French platform WARO to transparently communicate our environmental impacts. By measuring these, recording reductions and communicating the results online, stakeholders can see exactly where we stand in terms of sustainability.

The platform also helps us in our own internal knowledge transfer, acting as a valuable training tool. Employees can collect all of the information required and show customers how this service can benefit them, too.

The easy-to-use WARO dashboard brings added value to our customers, empowering them to make informed decisions in and for their own businesses. Customers can, for example, create a QR code to access information. This forward-

looking service propels CWS Workwear's sustainability efforts into a position at the forefront of progress.

## Change begins from within

At CWS Workwear, we seek to embed responsibility in our corporate culture through communication, training programmes and exchange platforms.

"Can We Speak About" is one of the formats we offer to our employees. It promotes knowledge transfer related to all sustainability-relevant aspects of our business and spreads awareness within our organisation.





## Making our fleet more e-mobile

**Extensive testing of four new e-transporters in everyday driving conditions since 2023 has revealed the great potential for increasing the share of e-mobility in our services fleet.**

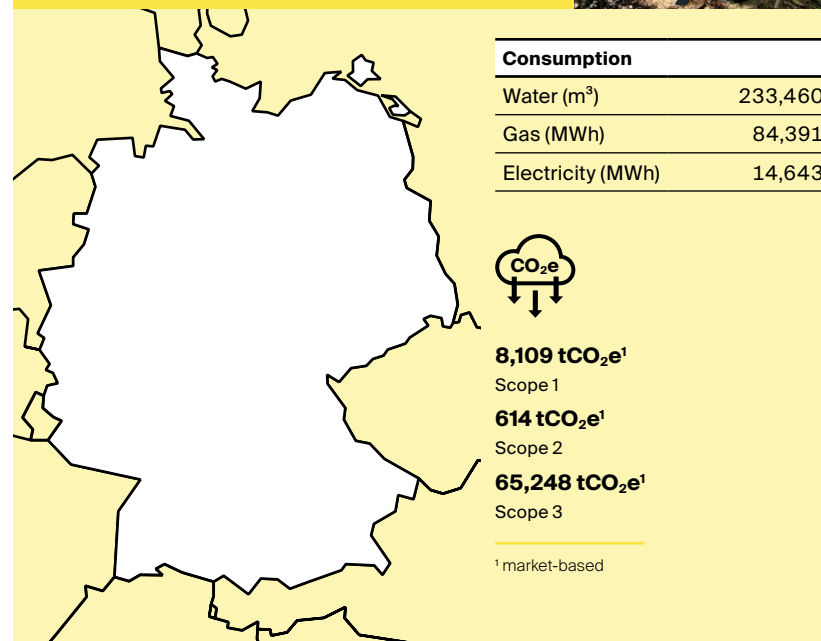
In their 7-month test phase, our e-transporters fared well in very different external conditions. These included the urban conglomeration around Stuttgart and Karlsruhe and routes with steep inclines and cold temperatures. The result: The vehicles mastered the challenges with bravura. Thanks to the well-developed regional charging infrastructure even in less-populated rural areas, the e-transporters can serve a 350 to 400 km radius. Another positive result was the high satisfaction of our drivers thanks to increased driving comfort and occupational safety. The test outcomes showed that 80% of our delivery tours could be covered by EVs without any loss of service or performance.

Calculations indicate we can save up to 292 g of CO<sub>2</sub> per kilometre driven. At around 40,000 kilometres per year, this adds up to approx. 11.6 ton of CO<sub>2</sub> per year per vehicle. As we charge our EVs at both our own sites and at charging stations by provider ENBW with only green electricity, we achieve a 100% reduction in our per-kilometre CO<sub>2</sub> emissions. In this way, e-mobility can make a valuable contribution to our green transformation goal of saving up to 50% CO<sub>2</sub> by 2030. A large e-truck next year is the first step in our e-mobility expansion. Our locations in southern Germany are carrying out pioneering work that other regions can follow in future.

## CWS Workwear plants 1,000 trees

In March 2023, 1,000 trees donated by CWS Workwear were planted near a hiking trail in Hessa, Germany. Colleagues from our team joined the planting of lime trees and terminalis as valuable additions to the local ecosystem.

Reforestation improves biodiversity, and trees store CO<sub>2</sub>, produce oxygen and act as a habitat for countless animals and plants. Small actions make a positive impact that keeps on going. As Astrid Wozniak, Team-lead Integrated Marketing, explains, "Tree donations are for sure a great way of contributing towards nature and climate protection in the region."





## Transforming workwear with a creative touch

The cooperation between CWS Workwear and Berlin's upcycling fashion expert **Daniel Kroh** shows our commitment to giving discarded workwear a new and stylish purpose and look.

End of life is not the end of the road for our workwear. Upcycling pioneer Daniel Kroh has been repurposing CWS Workwear garments into unique fashion items since 2006. Yearly, up to 3.5 tonnes of discarded workwear have extended their lifecycle as stylish new designs.

Our collaboration with Daniel Kroh demonstrates how stylish, versatile, and fashionable discarded workwear can be. Dungarees, overalls, and tradesmen's jackets suddenly became blazers, tailored trousers, and skirt suits, showing just what can be achieved when you mix high quality with creativity and a sense for sustainability.

CWS Workwear gives Daniel Kroh all the creative space he needs, and the results make a valuable contribution to closing our materials cycle. When our workwear reaches its end of life, a brand-new and exciting story begins.



## CWS Workwear achieves EcoVadis gold standard



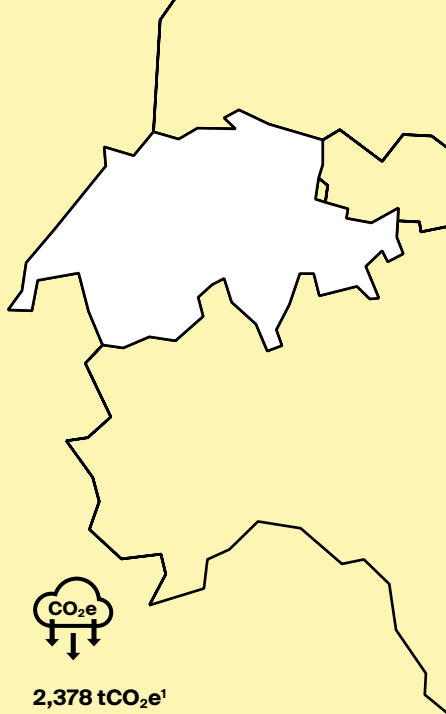
The EcoVadis rating system evaluates more than 75,000 businesses based on international sustainability standards like the Global Reporting Initiative, the UN Global Compact, and the ISO 26000 guidelines. Performance is judged using a total of 21 criteria in four areas: the environment, labour and human rights, ethics, and sustainable procurement.

CWS Workwear Germany once again ranked in the top 5% of companies among over 75,000 assessed businesses. We excelled particularly in human rights and environmental practices, scoring 80 and 90 out of 100 points, respectively. Additionally, we made significant improvements in sustainable procurement, marking an important step forward.

## Germany's 2023 Fairness Prize goes to CWS Workwear

CWS Workwear was named the industry's top textile rental service in a 2023 online survey of 73,600 customers. They were asked to evaluate businesses in terms of price-performance ratio, reliability, and transparency. Lena Pohlmann, Head of Strategy CWS Workwear, commenting on the prize said, "The award reflects the satisfaction of our customers with our service quality and the fact that we see our customers as partners." The 2023 Fairness Prize was awarded by the German Institute for Service Quality (DISQ) and news broadcaster ntv.



2,378 tCO<sub>2</sub>e<sup>1</sup>

Scope 1

0 tCO<sub>2</sub>e<sup>2</sup>

Scope 2

2,793 tCO<sub>2</sub>e<sup>1</sup>

Scope 3

| Consumption             |        |
|-------------------------|--------|
| Water (m <sup>3</sup> ) | 64,050 |
| Gas (MWh)               | 9,185  |
| Electricity (MWh)       | 1,237  |

<sup>1</sup> market-based<sup>2</sup> due to renewable energies and exclusion of sites = CO<sub>2</sub> emissions at 0

2023 acquisition Lyssach and Bronschhofen are not yet covered in the reporting scheme

## Using science to close the loop

In Switzerland, CWS Workwear takes a multipronged approach towards sustainability. In collaboration with Lucerne University of Applied Sciences and Arts (HSLU) and customers, we develop circular economy concepts for textiles. Noëmi Mariacher, Quality & Environment Coordinator at CWS Workwear, enjoys the shared challenge of turning waste into value.

**CWS Workwear Switzerland cooperates with the HSLU and others to establish a circular economy for textiles.**

**What exactly are the goals?**

**Noëmi Mariacher** We aim to reuse textile waste and set up a close-the-loop approach. We want to recover fibres that we can then process back into shirts, coats or trousers. This starts with the design: How can we extend the lifespan? How can we recycle textiles so that as much material as possible is reusable? This is the basic idea behind the project. We provide support through our expertise, workshops and testing in our laundries.

**CWS Workwear is already conducting a recycling project with a customer. What does that look like?**

**NM** One of our customers explicitly requests that their textiles should be recycled. For that purpose, we have initiated a collaboration with a partner company and have also started a project to reuse flat linens like bed sheets, tablecloths and similar items to demonstrate that reuse is possible and efficient resource management can be achieved with textiles as well.

**Project lead:** Lucerne School of Design, Film and Art

**Project partner:** CWS Workwear, Datamars, Hüsler Berufskleider, Texaid, Lucerne School of Computer Science and Information Technology, Lucerne School of Engineering and Architecture

**What are the challenges?**

**NM** With workwear, we deal with textiles that, depending on the application, need to provide different levels of protection. As such, we are subject to strict regulations and standards. Often, the use of recycled fabrics is limited or not yet permitted. In the long term, this will need to change as companies are obliged to increase resource efficiency.

**The CO<sub>2</sub> levy in Switzerland promotes the establishment of sustainable value chains. What has CWS Workwear done so far in this regard?**

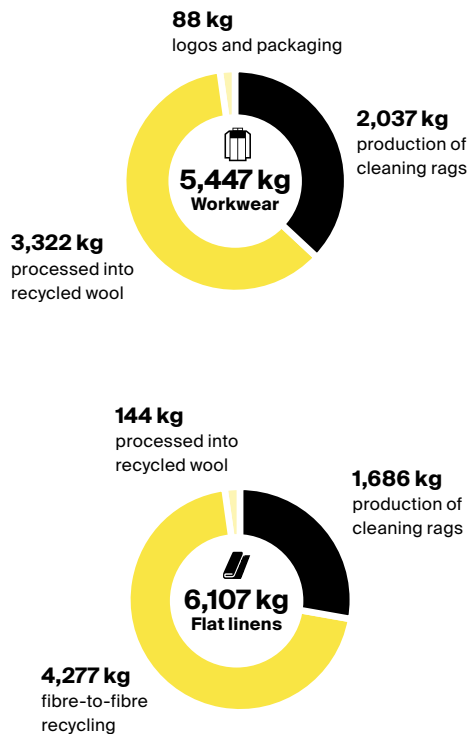
**NM** In Switzerland, each tonne of CO<sub>2</sub> emitted is subject to a levy. To get this levy refunded, savings targets must be defined and met. Since 2013, we have been following a continuous plan to reduce CO<sub>2</sub>, optimised processes in our laundries and replaced old technology with more energy-efficient equipment. We have switched from oil to gas heating systems. And in 2025, there will be a new programme with measures to reach carbon neutrality by 2040.





# Switzerland

## Reused textile waste in 2023



CWS Workwear is committed to **transparent communication of sustainability goals** according to Sustainable Textiles Switzerland 2030 (STS 2030). This is a comprehensive programme by Swiss stakeholders in the textile industry aiming to make a significant contribution to achieving the Sustainable Development Goals in the textile and apparel sector.

Since 2020, we have **exclusively used hydropower** for our laundries.

We are continuously converting our vehicle fleet to **electric cars**.

For delivering laundry to our customers, we now use **paper cartons instead of plastic boxes**. This allows us to comply with hygiene regulations while avoiding plastic waste.

**A new steam boiler was implemented** in October 2023, which will reduce energy consumption through better isolation and greater efficiency.

At our offices in Châtel-St-Denis, St. Gallen, Bronschhofen, Lyssach and Kriens **we collect unused electronic devices**. These are refurbished by external partners and can then be sold and reused.



## Lighting Lokeren with solar power

**A promising way of reducing carbon emissions and making a positive impact on the environment is to generate our own green energy. Our laundry in the Belgian city of Lokeren has just received an upgrade with the installation of a new photovoltaic system. 745 solar panels now make a significant contribution to powering the site – in an environmentally friendly way.**

Installed in December 2023, the new photovoltaic solar panels provide 452 kWp, saving about 390 MWh per year. This significant drop in our reliance on fossil fuels reduces the carbon emissions of the laundry site. Nearly 30% of the energy used now comes from these solar panels. We are proud to have achieved this milestone and are continuing to expand the use of sustainable energy sources to further laundry and services sites across Europe.

The solar panels are not the only measure against climate change at Lokeren. The laundry also has a water recuperation system and recently began redesigning the chemical dosage system. This uses recuperated water and optimises the use of chemicals, ensuring optimal results while minimising negative effects on the environment.

# 452 kW

of peak power are provided by the new solar panels.

# 390 MWh

per year are saved.

# ~30%

of the energy used at Lokeren is provided by solar power.

| Consumption             |        |
|-------------------------|--------|
| Water (m <sup>3</sup> ) | 51,182 |
| Gas (MWh)               | 4,766  |
| Electricity (MWh)       | 1,395  |

<sup>1</sup> market-based

<sup>2</sup> due to renewable energies and exclusion of sites = CO<sub>2</sub> emissions at 0



**1,029 tCO<sub>2</sub>e<sup>1</sup>**

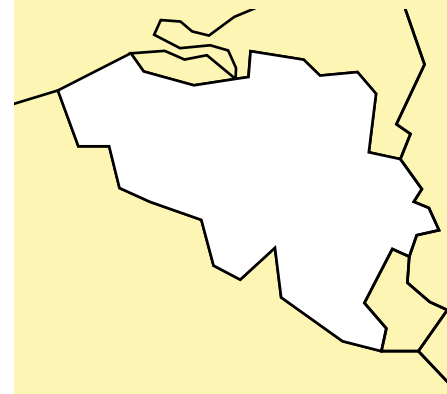
Scope 1

**0 tCO<sub>2</sub>e<sup>2</sup>**

Scope 2

**8,454 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3



## Boosting sustainability in Den Bosch

In a significant move towards reducing emissions, our laundry facility in Den Bosch, Netherlands has implemented multiple green initiatives, including the installation of 1,280 photovoltaic panels and a shift towards steamless operations.

With the recent installation of 1,280 photovoltaic panels at our Den Bosch laundry, we have taken a major step forward in our commitment to sustainability. The new installation boasts a total capacity of 544 kWp, sufficient to power the facility's production needs throughout most of the year. The solar panels have already proven effective, reducing the facility's electrical costs by nearly one third.

"The existing roof needed to be prepared for the installation, and we partially replaced the top layer with new bitumen," explains Frank Bentink, Laundry Manager in Den Bosch. "Additionally, the very old main distribution board of the building was replaced with up-to-date installations. This also allows for future expansion." The system went live in September 2023. Since then, thousands of generated kWh have already been used for our laundry process.



We are also making strides towards more environmentally friendly operations. The facility has replaced its 5,000-cubic-metre gas-powered steam system with an electrical one operated by renewable energy. "The savings on energy costs and the reduction in environmental impact are well worth the investment," says Bentink.

Efforts are also underway to modify washing machines and presses to function without steam, aiming for an 80% reduction in steam usage. Frank Bentink adds: "We also have a system to clean and reuse water. We use heat from the finishers to warm the water from around 20°C to 45–50°C, before reusing it in washing tubes. This reduces the temperature of the heat sent out, minimising the environmental impact. This project is ongoing, and we are looking for further ways to improve our sustainability practices."

We are continuing to explore and implement innovative sustainability practices, demonstrating a strong commitment to reducing our environmental impact while maintaining efficient operations.

# 1,280

photovoltaic panels are powering the site in Den Bosch.

# 544 kWp

are generated using **sustainable energy** from the sun.

# -80%

Steam usage has been decreased by 80%.

### Consumption

|                         |        |
|-------------------------|--------|
| Water (m <sup>3</sup> ) | 74,398 |
| Gas (MWh)               | 8,679  |
| Electricity (MWh)       | 1,640  |



**963 tCO<sub>2</sub>e<sup>1</sup>**

Scope 1

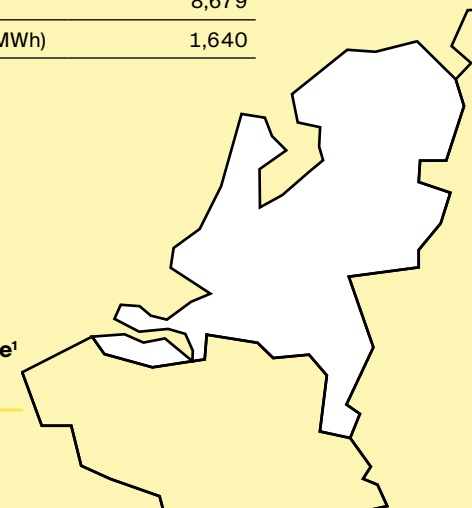
**288 tCO<sub>2</sub>e<sup>1</sup>**

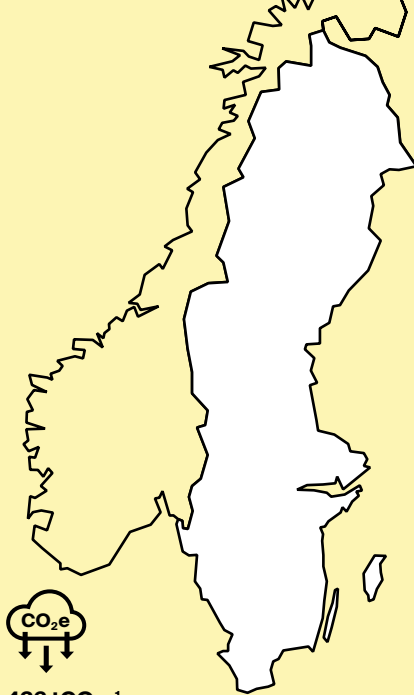
Scope 2

**5,969 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3

<sup>1</sup> market-based



**426 tCO<sub>2</sub>e<sup>1</sup>**

Scope 1

**0 tCO<sub>2</sub>e<sup>2</sup>**

Scope 2

**13,000 tCO<sub>2</sub>e<sup>1</sup>**

Scope 3

| Consumption             |         |
|-------------------------|---------|
| Water (m <sup>3</sup> ) | 111,399 |
| Gas (MWh)               | 17,022  |
| Electricity (MWh)       | 3,444   |

<sup>1</sup> market-based<sup>2</sup> due to renewable energies and exclusion of sites = CO<sub>2</sub> emissions at 0

2023 acquisition Umea not yet covered in the reporting scheme

## Making waves with the “Blue Ocean” project

Clean water is a valuable resource. Project manager Jens Abeling on how we make meaningful savings in water consumption.

Can you tell us more about the “Blue Ocean” project and its goals?

**Jens Abeling** “Blue Ocean” aims to enhance the overall sustainability of all our washing processes. The initiative is part of our broader commitment to minimising our environmental impact by reusing water and promoting efficient resource use.

You reuse water in the pre-wash phase. What are the benefits?

**JA** The reused water comes from the linen and terry wash process. Reusing water reduces our overall water consumption. And, since the recycled water retains a higher temperature, we save energy.

How does this project fit into CWS Workwear’s overall sustainability strategy?

**JA** “Blue Ocean” exemplifies our commitment to innovative solutions that reduce environmental impact. By integrating such initiatives, we strive to contribute positively to global environmental goals.

## Introducing benefit bikes for employees

CWS Workwear offers all employees in Sweden the chance to buy benefit bikes. This initiative allows employees to purchase new electric or standard bikes for commuting to their workplace and for private use at a reduced price. By providing a sustainable commuting option, we are using synergies to increase the wellbeing of our teams and have a positive impact on the environment. We also have similar employee benefits in other countries.

## Driving towards a greener future

As part of our commitment to sustainability, only electric cars or hybrids will be provided to employees in future. We started phasing out old fossil-fuel cars in 2023, going from 35% to over 60% hybrids or electric vehicles (EVs) in our fleet. This reduces our carbon footprint and drives us towards a cleaner, greener future.



## Workwear deliveries by bike

**Fostering sustainability and following the circular economy approach in all our business decisions drives us to constantly seek new ways to reduce the carbon footprint. Delivering our garments by bike fits right in.**

Since December 2023, a significant portion of our freshly laundered workwear in Malmö has been delivered using carbon-neutral methods. This innovative delivery approach is a joint initiative with our long-term partner MoveByBike, a green logistics company. By now, 44% of our customers in Malmö receive their deliveries by bike. This collaboration yet again highlights our proactive commitment to combating climate change.

Looking ahead, we plan to expand this sustainable delivery concept to other cities and wherever possible. This reflects our long-term commitment to environmental stewardship and showcases our leadership in sustainability and innovation also in terms of logistics – a significant part of our service model.

## Upcycling partnership with Rester

**To ensure a seamless cradle-to-cradle process, where all materials can be reused without any loss of quality, CWS Workwear has partnered with Finnish company Rester Oy for textile recycling.**

Rester is a well-known player in the recycling industry. The company offers B2B textile recycling solutions, refining recycled fibres for various industrial uses like non-wovens, insulation, and composites. The process promotes upcycling and transforms waste into valuable raw materials that can be reused within the textile industry. By using a mechanical recycling method, no water or chemicals are required.

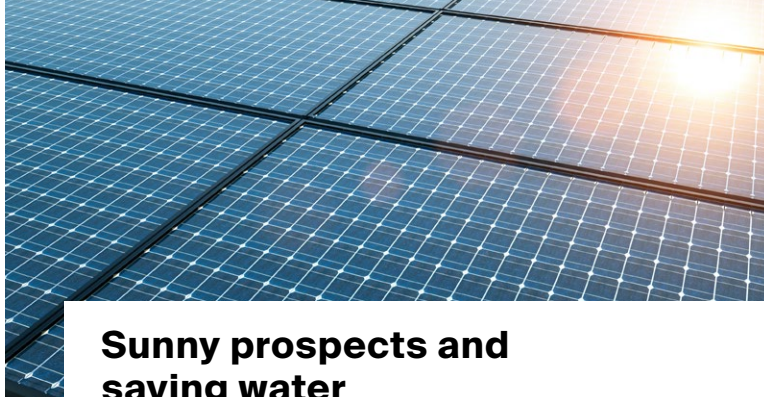
Together, we have achieved a major milestone by providing textile-to-textile solutions for discarded linen to create new base materials for the textile and garment industry. We send close to 100% of flatlinens and towels from our pilot laundry to Rester and will expand this to other sites in 2024. Since starting in September 2023, we have sent more than 12,9 t of textiles to Rester. This initiative underlines our commitment to sustainability and the circular economy.

In several workshops, we identified further suitable textile material streams and sorting opportunities. CWS Workwear and Rester will extend their cooperation for German customer solutions.

**»Our partnership with Rester has been great, and we'll expand the successful pilot to more sites. Recycling and reusing textiles are crucial.«**

**Jesper Tapper**

Project Manager at CWS Sweden



## Sunny prospects and saving water

We are committed to reducing our carbon footprint and making decisions that benefit the environment. In April 2023, new photovoltaic systems capable of generating 50kW were installed in Międzyrzecz. By the end of 2023, the panels had produced 95.71 MWh of sustainable energy, saved 23.41 tonnes of coal and eliminated the use of 27.80 tonnes of CO<sub>2</sub>, which is equivalent to planting 38 trees.

In addition, different measures were taken at all locations to reduce water consumption. Among other things, washing machines were equipped with scales to weigh the laundry and thus select the required amount of water and detergent.

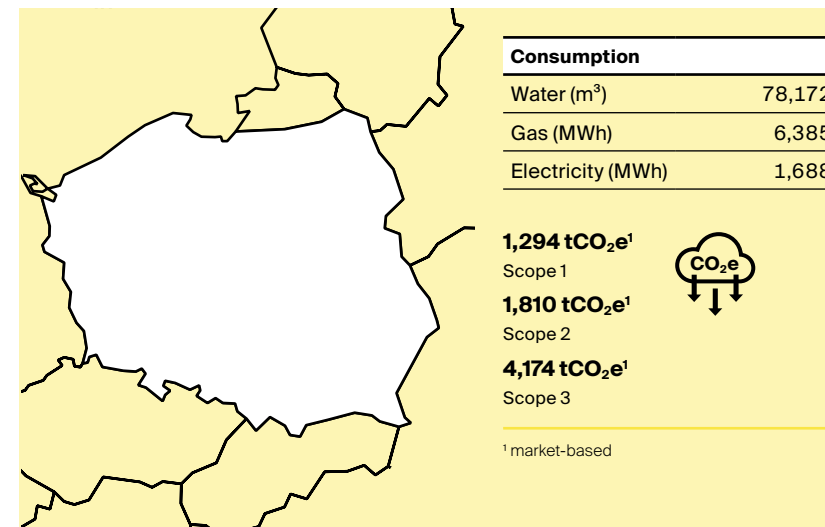
## Right on track – with a positive impact on the environment

In December 2023, CWS Workwear Poland introduced a new car policy for company cars and service trucks. This is aimed at keeping emissions as low as possible by defining a required combustion level for regular cars and service trucks. While the individual targets depend on the type of vehicle and its technical specifications, employees receive regular training to learn more about eco-friendly driving and its positive impact on the environment. In Poland, we currently have more than 50 company cars and 20 service trucks in use.

## Every cap counts – social responsibility meets environmental action

At CWS Workwear, we demonstrate our commitment to society and the environment by supporting local initiatives and good causes. A perfect example is a great initiative by employees from three locations in Poland, who collected around 23,000 plastic bottle caps for hospices and hospitals in Łódź. The facilities in Łódź then forwarded the caps, which weighed more than 70 kilograms, to recycling centres and have used the money for medicines, vaccinations and more.

Since July 2024, the EU “Tethered Caps” Directive has sought to reduce waste and supports the recycling of caps and disposable PET bottles along with recyclable packaging and bottles. This is a first step in the right direction.





»We understand our laundry not just as a place of employment. It's a place for growth and inclusion.«

**Dejan Buhovac**

Country Manager, CWS Workwear Slovenia & Croatia

## How a traditional textile service fosters inclusion

In July 2023, CWS Workwear joined forces with a very special family-owned business from the small town of Ptuj, which had previously operated its own workwear and textile care service with 20 employees. The service is committed to employing people with disabilities and providing accessible work environments.

By the end of 2023, the workforce at CWS Workwear IP Ptuj had grown to 28 people, 15 of whom have a disability. The laundry provides a wide range of products and services in the areas of healthcare, hospitality and blue-collar industry.

### Tailored training programmes address individual needs

“We are deeply committed to creating an inclusive workplace that values diversity and provides equal opportunities for all employees,” says Dejan Buhovac, Country Manager at CWS Workwear Slovenia & Croatia. “Our dedication is reflected in our employment practices and the supportive environment.”

The laundry offers tailored training programmes, and professional development opportunities that address individual needs. By providing these resources, every employee is empowered to reach their full potential and progress in their career. Modifications and assistive technologies create a barrier-free workplace.

### Colleagues with disabilities inspire the team

“We want to enable our disabled employees to work comfortably, ensuring they are fully integrated into our workforce,” says Buhovac. “We believe that everyone has unique strengths and talents that can contribute to the success of our business.”

Experience has shown that the contribution of disabled colleagues goes beyond their job roles in many ways. Their determination in overcoming challenges is a source of inspiration and strength for the entire team. Buhovac says, “They remind us daily that ability is not defined by physical condition but the will to succeed and the courage to persist. And the figures speak for themselves – our workforce is very efficient and productive.”



# Facts and figures

CWS is preparing for CSRD reporting, which will be mandatory for the business as of 2026 and will be consolidated at Haniel Group level (CWS is a 100%-owned subsidiary of Franz Haniel & Cie GmbH). The data below is the outcome of a first test-run against ESRs requirements and framework, and based on a preliminary double-materiality analysis. A GRI index is also provided for reference.

| Field Name                                                                                                                       | Unit               | Workwear       |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------|
| <b>Environmental</b>                                                                                                             |                    |                |
| <b>Energy consumption (E1-5)</b>                                                                                                 |                    |                |
| <b>Total Energy consumption and mix</b>                                                                                          | <b>MWh</b>         | <b>169,779</b> |
| <b>Total energy consumption from non-renewable sources disaggregated by:</b>                                                     | MWh                | 138,050        |
| Fuel consumption from crude oil and petroleum products                                                                           | MWh                | 34,327         |
| Fuel consumption from natural gas                                                                                                | MWh                | 96,894         |
| Consumption of purchased or acquired electricity, heat, steam, and cooling from non-renewable sources                            | MWh                | 6,828          |
| <b>Total energy consumption from renewable sources disaggregated by:</b>                                                         | MWh                | 31,730         |
| Fuel consumption for renewable sources (including biomass, biogas, non-fossil fuel waste, hydrogen from renewable sources, etc.) | MWh                | 17,019         |
| Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources                                | MWh                | 14,711         |
| <b>Energy intensity</b>                                                                                                          |                    |                |
| Revenue                                                                                                                          | EUR                | 643,000,000.00 |
| Energy intensity based on net revenue                                                                                            | MWh/kEUR           | 0.264          |
| <b>Washed Volumes (CWS)</b>                                                                                                      |                    |                |
| Washed Volumes                                                                                                                   | kg                 | 86,023,349     |
| <b>Gross Scopes 1, 2, 3 and Total GHG emissions (E1-6)</b>                                                                       |                    |                |
| Gross Scope 1 GHG emissions                                                                                                      | tCO <sub>2</sub> e | 28,645         |
| Gross Scope 2 GHG emissions (market-based)                                                                                       | tCO <sub>2</sub> e | 3,228          |
| Gross Scope 2 GHG emissions (location-based)                                                                                     | tCO <sub>2</sub> e | 6,209          |
| Gross Scope 3 GHG emissions                                                                                                      | tCO <sub>2</sub> e | 162,366        |



| Field Name                                                                                                   | Unit                    | Workwear       |
|--------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| <b>Scope 3 GHG emissions</b>                                                                                 |                         |                |
| Purchased goods and services                                                                                 | tCO <sub>2</sub> e      | 107,374        |
| Capital Goods                                                                                                | tCO <sub>2</sub> e      | 21,500         |
| Fuel- and Energy-Related Activities                                                                          | tCO <sub>2</sub> e      | 7,410          |
| Upstream transportation and distribution                                                                     | tCO <sub>2</sub> e      | 22,519         |
| Business travel                                                                                              | tCO <sub>2</sub> e      | 445            |
| Employee Commuting                                                                                           | tCO <sub>2</sub> e      | 3,118          |
| <b>Total GHG emissions</b>                                                                                   |                         |                |
| Total GHG emissions (market-based)                                                                           | tCO <sub>2</sub> e      | 194,239        |
| Total GHG emissions (location-based)                                                                         | tCO <sub>2</sub> e      | 197,220        |
| <b>Emissions intensity</b>                                                                                   |                         |                |
| GHG Intensity based on net revenue (market-based)                                                            | tCO <sub>2</sub> e/kEUR | 0.30           |
| GHG Intensity based on net revenue (location-based)                                                          | tCO <sub>2</sub> e/kEUR | 0.31           |
| GHG Intensity on washed volumes (thermal energy & electricity) (CWS)                                         | tCO <sub>2</sub> e/t    | 0.37           |
| <b>Resource use and Circular Economy (E5-4)</b>                                                              |                         |                |
| The overall total weight of products and technical and biological materials used during the reporting period | kg                      | 166,100        |
| The weight in absolute value of biological materials (and biofuels used for non-energy purposes)             | kg                      | 79,000         |
| The weight in absolute value of of secondary reused or recycled components                                   | kg                      | 87,000         |
| <b>Resource Use and Circular Economy – Resources Outflows (E5-5)</b>                                         |                         |                |
| <b>Total amount of non-hazardous waste diverted from disposal</b>                                            | <b>kg</b>               | <b>668,741</b> |
| Amount of non-hazardous waste – Recovery type: Preparation for reuse                                         | kg                      | 556,421        |
| Amount of non-hazardous waste – Recovery type: Recycling                                                     | kg                      | 112,320        |
| Total amount of non-hazardous waste directed to disposal                                                     | kg                      | 343,008        |
| Amount of non-hazardous waste – Treatment type: Incineration                                                 | kg                      | 135,360        |
| Amount of non-hazardous waste – Treatment type: Landfilling                                                  | kg                      | 207,648        |
| <b>Water and Marine Resources (E3-4)</b>                                                                     |                         |                |
| Total water consumption                                                                                      | m <sup>3</sup>          | 803,778.00     |
| Total water recycled and reused                                                                              | m <sup>3</sup>          | 206,682.00     |
| Water intensity                                                                                              | m <sup>3</sup> /kEUR    | 1.25           |



| Field Name                                                                                       | Unit           | Workwear     |
|--------------------------------------------------------------------------------------------------|----------------|--------------|
| <b>Social</b>                                                                                    |                |              |
| <b>Own Workforce – Information on employees by contract type, broken down by gender (S1-6)**</b> |                |              |
| <b>Number of employees – Total Headcount (HC)</b>                                                | <b>Total</b>   | <b>5,380</b> |
| Number of employees – Female                                                                     | Female (HC)    | 3,226        |
| Number of employees – Male                                                                       | Male (HC)      | 2,154        |
| Number of employees – Female %                                                                   | Female         | 60%          |
| Number of employees – Male %                                                                     | Male           | 40%          |
| <b>Top Management Diversity Metrics* (S1-9)</b>                                                  | <b>Total</b>   | <b>9.00</b>  |
| Top Management Diversity Metrics Number of female employees                                      | Female (HC)    | 1.00         |
| Top Management Diversity Metrics – Number of male employees                                      | Male (HC)      | 8.00         |
| Top Management Diversity Metrics – female employees (%)                                          | Female         | 11%          |
| Top Management Diversity Metrics – male employees (%)                                            | Male           | 89%          |
| <b>Characteristics of employees in its own workforce – countries (S1-6)</b>                      |                |              |
| <b>Number of employees – Total Headcount (HC)</b>                                                | <b>Total</b>   | <b>5,327</b> |
| Presenting employee head count in countries                                                      | Austria        | 48           |
| Presenting employee head count in countries                                                      | Belgium        | 363          |
| Presenting employee head count in countries                                                      | Croatia        | 11           |
| Presenting employee head count in countries                                                      | Czech Republic | 69           |
| Presenting employee head count in countries                                                      | Germany        | 2,754        |
| Presenting employee head count in countries                                                      | Hungary        | 29           |
| Presenting employee head count in countries                                                      | Ireland        | 133          |
| Presenting employee head count in countries                                                      | Luxembourg     | 9            |
| Presenting employee head count in countries                                                      | Netherlands    | 269          |
| Presenting employee head count in countries                                                      | Poland         | 731          |
| Presenting employee head count in countries                                                      | Romania        | 33           |
| Presenting employee head count in countries                                                      | Slovakia       | 121          |
| Presenting employee head count in countries                                                      | Slovenia       | 34           |
| Presenting employee head count in countries                                                      | Sweden         | 298          |
| Presenting employee head count in countries                                                      | Switzerland    | 425          |



| Field Name                                                                                                                 | Unit                                               | Workwear     |
|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------|
| <b>Employees by contract type (S1-6)**</b>                                                                                 |                                                    |              |
| <b>Number of full-time employees – Total</b>                                                                               | <b>Fulltime Total (HC)</b>                         | <b>4,598</b> |
| Number of full-time employees – Female                                                                                     | Female (HC)                                        | 2,587        |
| Number of full-time employees – Male                                                                                       | Male (HC)                                          | 2,011        |
| Full-time employees – Female %                                                                                             | Female                                             | 56%          |
| Full-time employees – Male %                                                                                               | Male                                               | 44%          |
| <b>Number of part-time employees – Total</b>                                                                               | <b>Part-time Total (HC)</b>                        | <b>782</b>   |
| Number of part-time employees – Female                                                                                     | Female (HC)                                        | 639          |
| Number of part-time employees – Male                                                                                       | Male (HC)                                          | 143          |
| Part-time employees – Female %                                                                                             | Female                                             | 82%          |
| Part-time employees – Male %                                                                                               | Male                                               | 18%          |
| <b>Number of permanent employees – Total</b>                                                                               | <b>Permanent – Total (HC)</b>                      | <b>4,685</b> |
| Number of permanent employees – Female                                                                                     | Female (HC)                                        | 2,777        |
| Number of permanent employees – Male                                                                                       | Male (HC)                                          | 1,908        |
| Permanent employees – Female %                                                                                             | Female                                             | 59%          |
| Permanent employees – Male %                                                                                               | Male                                               | 41%          |
| <b>Number of temporary employees – Total</b>                                                                               | <b>Temporary employees – Total</b>                 | <b>670</b>   |
| Number of temporary employees – Female                                                                                     | Female (HC)                                        | 436          |
| Number of temporary employees – Male                                                                                       | Male (HC)                                          | 234          |
| Temporary employees – Female %                                                                                             | Female                                             | 65%          |
| Temporary employees – Male %                                                                                               | Male                                               | 35%          |
| <b>Number of non-guaranteed hours employees – Total<br/>(= inactive employees e.g. long term sick or early retirement)</b> | <b>Non-guaranteed hours employees – Total (HC)</b> | <b>25</b>    |
| Number of non-guaranteed hours employees – Female                                                                          | Female (HC)                                        | 13           |
| Number of non-guaranteed hours employees – Male                                                                            | Male (HC)                                          | 12           |
| Non-guaranteed hours employees – Female %                                                                                  | Female                                             | 52%          |
| Non-guaranteed hours employees – Male %                                                                                    | Male                                               | 48%          |
| <b>Employee turnover</b>                                                                                                   |                                                    |              |
| Rate of own employee turnover                                                                                              | Rate                                               | 0.14         |
| Number of employees who leave voluntarily or due to dismissal, retirement, or death in service                             | # Employees left company                           | 766          |



| Field Name                                                                               | Unit                   | Workwear     |
|------------------------------------------------------------------------------------------|------------------------|--------------|
| <b>Training and skills development indicators (S1-13)</b>                                |                        |              |
| <b>Training hours</b>                                                                    | <b>Hours – Total</b>   | <b>6,052</b> |
| Career- or Skills-Related Training                                                       | Hours                  | 1,198        |
| Business Ethics Training                                                                 | Hours                  | 1,306        |
| Compliance Training                                                                      | Hours                  | 1,866        |
| Diversity, Discrimination, and/or Harassment Training                                    | Hours                  | 52           |
| Environmental issues Training                                                            | Hours                  | 744          |
| Health and Safety issues Training                                                        | Hours                  | 886          |
| <b>Regular performance and career development reviews (S1-13)</b>                        |                        |              |
| <b>Employees that participated in regular performance and career development reviews</b> | <b>Total employees</b> | <b>770</b>   |
| <b>Health and Safety indicators (S1-14)</b>                                              |                        |              |
| Rate of recordable work-related accidents: Own workforce                                 | Rate                   | 9.56         |
| Number of recordable work-related accidents: own workers                                 | number of cases        | 66           |
| Number of total hours worked by employees                                                | Hours                  | 6,901,606    |

**Note:** WW acquired 5 new laundries in the course of 2023, that are not yet integrated in the reporting system.

\* Different definitions of “top management” currently applied. This will be harmonized in 2024 data collection.

\*\* Totals of break-down of employees by contract type slightly differs from headcounts total, due to different internal data sources.



# CWS Workwear – GRI content index

CWS Workwear International GmbH (CWS) set up this responsibility report in reference to the Global Reporting Initiative (GRI) Standards 2021. This GRI Index directs you to information on relevant indicators as defined by the GRI Standards. We report on environmental, social, and economic topics that are material to us as defined by our most recent materiality analysis conducted by our parent company Franz Haniel & Cie. GmbH (Haniel) by which CWS is 100% owned.

**Statement of use:** CWS Workwear International GmbH has reported the information cited in this GRI content index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI Standards.

| GRI Standard                               | Disclosure                                                           | Location                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GRI 2:<br/>General Disclosures 2021</b> | <b>The organisation and its reporting practices</b>                  |                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                            | 2-1 Organisational details                                           | CWS Workwear International GmbH<br>Dreieich Plaza 1A<br>63303 Dreieich<br>Germany<br>About this report, p. 64<br>Countries of operation, p. 33<br>Who we are, p. 33 ff<br>Contact details, p. 65<br><a href="http://www.cws.com/en/workwear/about-us">www.cws.com/en/workwear/about-us</a>                                                                                                                     |
|                                            | 2-2 Entities included in the organisation's sustainability reporting | About this report, p. 64<br>Who we are, p. 33 ff<br><a href="http://www.cws.com/en/workwear/about-us">www.cws.com/en/workwear/about-us</a>                                                                                                                                                                                                                                                                     |
|                                            | 2-3 Reporting period, frequency and contact point                    | The Responsibility Report provides a summary of our sustainability-related activities in the 2023 calendar year<br>About this report, p. 64<br>Contact details, p. 65                                                                                                                                                                                                                                          |
|                                            | 2-4 Restatements of information                                      | The last report was published by CWS International GmbH and covered all its businesses. In addition, the last report was not completed in reference to the GRI standards. Some figures can't be compared anymore with the previous reports since the methodology of developing the figures in this report follows the legal requirements laid down by the Corporate Sustainability Reporting Directive (CSRD). |
|                                            | 2-5 External assurance                                               | The report has not been externally assured.<br>The annual report of the parent company Haniel is externally audited:<br>see annual report: Independent Auditor's report, p. 114.                                                                                                                                                                                                                               |
|                                            | <b>Activities and workers</b>                                        |                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                            | 2-6 Activities, value chain and other business relationships         | Who we are, p. 33 ff<br>Responsible supply chain, p. 39                                                                                                                                                                                                                                                                                                                                                        |
|                                            | 2-7 Employees                                                        | Who we are, p. 33 ff<br>Facts and figures, p. 56 ff                                                                                                                                                                                                                                                                                                                                                            |
|                                            | 2-8 Workers who are not employees                                    | Facts and figures, p. 56 ff                                                                                                                                                                                                                                                                                                                                                                                    |

| GRI Standard                                 | Disclosure                                                                       | Location                                                                                                                   |
|----------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>GRI 2:<br/>General Disclosures 2021</b>   | <b>Governance</b>                                                                |                                                                                                                            |
|                                              | 2-11 Chair of the highest governance body                                        | www.cws.com/en/workwear/about-us                                                                                           |
|                                              | 2-12 Role of the highest governance body in overseeing the management of impacts | www.cws.com/en/workwear/about-us                                                                                           |
|                                              | 2-13 Delegation of responsibility for managing impacts                           | www.cws.com/en/workwear/about-us                                                                                           |
|                                              | 2-14 Role of the highest governance body in sustainability reporting             | The CEO is responsible for reviewing and approving the reported information, including the organisation's material topics. |
|                                              | 2-17 Collective knowledge of the highest governance body                         | www.cws.com/en/workwear/about-us                                                                                           |
|                                              | 2-18 Evaluation of the performance of the highest governance body                | www.cws.com/en/workwear/about-us                                                                                           |
|                                              | <b>Strategy, policies and practices</b>                                          |                                                                                                                            |
|                                              | 2-22 Statement on sustainable development strategy                               | Foreword, p. 32<br>www.cws.com/en/workwear/about-us/sustainable-workwear                                                   |
|                                              | 2-27 Compliance with laws and regulations                                        | www.cws.com/en/together-protecting-our-values                                                                              |
|                                              | <b>Stakeholder engagement</b>                                                    |                                                                                                                            |
| <b>GRI 3:<br/>Material Topics 2021</b>       | 2-29 Approach to stakeholder engagement                                          | Strategy, p. 34 ff                                                                                                         |
|                                              | 3-1 Process to determine material topics                                         | Introduction, p. 3 ff                                                                                                      |
|                                              | 3-2 List of material topics                                                      | Introduction, p. 5                                                                                                         |
| <b>GRI 301:<br/>Materials 2016</b>           | 3-3 Management of material topics                                                | Introduction, p. 5                                                                                                         |
|                                              | 3-3 Management of material topics                                                | Strategy, p. 35 ff                                                                                                         |
|                                              | 301-1 Materials used by weight or volume                                         | Facts and figures, p. 56 ff                                                                                                |
|                                              | 301-2 Recycled input materials used                                              | Facts and figures, p. 56 ff                                                                                                |
| <b>GRI 302:<br/>Energy 2016</b>              | 302-1 Energy consumption within the organization                                 | Facts and figures, p. 56 ff                                                                                                |
|                                              | 302-3 Energy intensity                                                           | Facts and figures, p. 56 ff                                                                                                |
| <b>GRI 303:<br/>Water and Effluents 2018</b> | 303-1 Interactions with water as a shared resource                               | Facts and figures, p. 56 ff incl. washed volumes                                                                           |
|                                              | 303-2 Management of water discharge-related impacts                              | Facts and figures, p. 56 ff                                                                                                |
|                                              | 303-5 Water consumption                                                          | Facts and figures, p. 56 ff incl. washed volumes                                                                           |



| GRI Standard                                             | Disclosure                                                                                 | Location                                         |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------|
| <b>GRI 305:<br/>Emissions 2016</b>                       | 305-1 Direct (Scope 1) GHG emissions                                                       | Facts and figures, p. 56 ff                      |
|                                                          | 305-2 Energy indirect (Scope 2) GHG emissions                                              | Facts and figures, p. 56 ff                      |
|                                                          | 305-3 Other indirect (Scope 3) GHG emissions                                               | Facts and figures, p. 56 ff                      |
|                                                          | 305-4 GHG emissions intensity                                                              | Facts and figures, p. 56 ff incl. washed volumes |
| <b>GRI 306:<br/>Waste 2020</b>                           | 306-2 Management of significant waste-related impacts                                      | Strategy, p. 35 ff                               |
|                                                          | 306-3 Waste generated                                                                      | Facts and figures, p. 56 ff                      |
|                                                          | 306-4 Waste diverted from disposal                                                         | Facts and figures, p. 56 ff                      |
|                                                          | 306-5 Waste directed to disposal                                                           | Facts and figures, p. 56 ff                      |
| <b>GRI 405:<br/>Diversity and Equal Opportunity 2016</b> | 405-1 Diversity of governance bodies and employees                                         | Facts and figures, p. 56 ff                      |
| <b>GRI 401:<br/>Employment 2016</b>                      | 401-1 New employee hires and employee turnover                                             | Facts and figures, p. 56 ff                      |
| <b>GRI 404:<br/>Training and Education 2016</b>          | 404-3 Percentage of employees receiving regular performance and career development reviews | Facts and figures, p. 56 ff                      |
| <b>GRI 403:<br/>Occupational Health and Safety 2018</b>  | 403-9 Work-related injuries                                                                | Facts and figures, p. 56 ff                      |



# About this report

This Responsibility Report was prepared and published by the Sustainability and Communications teams and approved for publication by the Board of Management of CWS Hygiene International GmbH and CWS Workwear International GmbH.

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oth businesses are headquartered in Dreieich, Germany. The Responsibility Report provides a summary of our sustainability-related activities in the 2023 calendar year and covers all subsidiaries of the two businesses. The editorial deadline was 31 August 2024. The report is published annually.

CWS International GmbH reports with reference to the GRI Standards. The GRI content index is available in the form of an appendix to this report, outlining the specific GRI Standard Disclosures addressed. Potential legal requirements regarding reporting on sustainability impact activities such as the new “Corporate Sustainability Reporting Directive” (CSRD) or EU taxonomy are covered by the parent company, Haniel. CWS International is 100% owned by Haniel.

This report is also available in Dutch, French and German. For CWS Workwear, it is also available in Polish and Swedish. In the event of discrepancies, the English version of the report shall prevail. The reports are available online in PDF format. All statements in this report with regard to occupations and target groups apply always and irrespective of the formulation to all persons of any gender. Whenever the report mentions CWS, CWS Hygiene or CWS Workwear, we are referring to the companies named as publishers.

Figures presented in this report have been rounded in accordance with standard commercial practice. In individual cases this may mean that figures do not add up exactly to the stated total and that percentages cannot be derived from the values shown. Although the methodology used to calculate indicators is in line with standard practice, some indicators are not directly comparable with the values reported by other companies.

This Responsibility Report contains forward-looking statements. These statements are made on the basis of assumptions and expectations, which, in turn, are based on the information available at the time of the publication of the report. They are therefore associated with risks and should not be deemed to constitute guarantees of projected developments and results. In general, all data presented in this report follow the legal requirements set out by CSRD.

Many of these risks and uncertainties are determined by factors which are beyond the control of CWS Hygiene International GmbH and CWS Workwear International GmbH, and which cannot be reliably assessed at the present time. These risk factors include future market conditions and general economic data, the achievement of anticipated synergies, and legal and political decisions. CWS Hygiene International GmbH and CWS Workwear International GmbH do not assume any obligation to update the forward-looking statements contained in this report.

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This report presents the CWS Group's data situation for 2022. Where relevant, it refers to the standards of the Global Reporting Initiative (GRI), without certification.

