

We care

CWS Hygiene
Responsibility Report 2024/25



CWS

HYGIENE

HOLISTIC APPROACH TO SUSTIANBILITY



CERTIFIABLY GOOD



CIRCULAR ECONOMY IN ACTION



ENSURING A SAFE PLACE TO WORK



3 Editorial	6 Hygiene matters	12 Reducing CO ₂ emissions	18 Health and Safety	31 Impact in numbers
4 Interview	7 Analysis and management	14 Products	18 Ensuring a safe place to work	32 Facts and figures
4 We want to maintain economic and ecological stability	8 A holistic approach to sustainability	14 Circular economy in action	19 Talent Programme	39 CWS Hygiene – GRI content index
	9 We care	16 Refurbishment	19 Developing talent for a responsible future	
	10 Certifiably good	16 New life for used dispensers		



Dear readers,

Hygiene is fundamental to our society. It's not just about enhancing health and maintaining clean spaces for everyone to enjoy. It's about respect – for each other, ourselves, our communities and our planet.

At CWS Hygiene, we put people and the planet first. We do this by embedding sustainability and circularity at the heart of our business. This means conserving resources, reducing emissions and lowering water consumption, while continuously improving our services.

Gatien Gillon,
CEO CWS Hygiene

»Our goal is to enable our customers to become more sustainable and contribute to a healthier, more liveable future.«

Responsibility is a key pillar of our Value Creation Plan, which focuses on organic growth, innovation and customer value. We have set ourselves ambitious sustainability goals which span the entire value chain – from responsible sourcing and waste prevention to energy monitoring, photovoltaic systems and heat recovery.

We have also introduced a company-wide Sustainability Policy to maintain transparency and fairness while ensuring all our operations are working towards reducing our carbon footprint. Taking full responsibility for our operations, we strive for a circular economy that makes a positive impact on the environment.

I'm incredibly proud of the work we've done in the last 12 months. This report showcases the progress made across 134 locations in 15 countries, where we use soap made from orange peel and

bathroom paper products made from bamboo, refurbish used towel dispensers and so much more. It also serves as an important reminder for us to continue our efforts and find new and respectful ways to serve people, society and the environment.

With thanks,

Gatien Gillon,
CEO CWS Hygiene

We want to maintain economic and ecological stability

Gatien Gillon and Lukas Emge speak about circularity, customer expectations, recent sustainability highlights and future initiatives to strengthen sustainability at CWS Hygiene.

How does CWS Hygiene make a positive impact?

Gatien Gillon At CWS Hygiene, our service is rooted in a sustainable principle: circularity is at the heart of our business model. You could say we worked in a circular business model long before it became the goal it now is for many companies. We see how our customers appreciate this. At the same time, expectations for sustainability continue to increase. We will continue to build upon our strong foundation to strengthen our circularity further, reduce our environmental impact and deliver best-in-class service.

Lukas Emge That's right. We have a great foundation for sustainability, which is embedded in our culture. I am often reminded of this when I talk to our more experienced colleagues. Long before we formalised sustainability strategies and targets, there was already a mindset of responsibility and commitment. Of course, eventually it's our actions that create a positive impact. But they can only be driven by the right people. And we have them on board.

CWS Hygiene has a long history of circularity. Why is acting circular so important?

GG Circularity as the core of our business model is only the start for us. Acting accordingly is where we really make a difference. Strengthening our circular model is what many of our customers expect, and it's a necessary move if we want to maintain both economic and ecological stability.



Gatien Gillon,
CEO CWS Hygiene

Lukas Emge,
Sustainability Manager
CWS Hygiene

»We have many actions planned to further reduce our environmental impact and work on making these things more transparent and tangible for our customers.«

Gatien Gillon,
CEO CWS Hygiene

LE It's about rethinking how we design our products, how we operate, and how we use and reuse materials. Businesses across the supply chain have a significant role to play in this. Adopting circular strategies, such as designing for longevity and reusability, is not a nice bonus – it's our responsibility.

What were some of the sustainability highlights in the past 12 months?

GG We strengthened our sustainability foundation with a very successful certification for ISO 50001 in our German and Dutch operations. We were already committed to improving our energy efficiency before that, and this certification now makes it more official and tangible. Together with other ISO standards and certifications, we are able to show that we are not only talking about taking responsibility; we do it.

LE I am extremely excited that we have begun conducting lifecycle assessments for some of our core products. We have collected extensive datasets that enable us to analyse the environmental impact of a product across its entire lifecycle. This really shows again how many different aspects and decisions significantly influence the sustainability of a product – not only what we are already doing to make a positive impact, but also how we can improve in the future.

What initiatives are coming to drive sustainability further?

GG We have many actions planned to further reduce our environmental impact. Plus, we work on making these things more transparent and tangible for our customers. Especially when it comes to our products, we want to improve the availability of reliable data on their impact. Equally important to me is our social responsibility, including employee wellbeing, health and safety. It's our highest priority that CWS Hygiene is a safe and sustainable place to work.

LE Additionally, we will make our strategy and results more tangible for our local teams. Many colleagues across all areas of the business are genuinely interested in our sustainability journey and strive to make a positive difference themselves. But sometimes it's hard to see how individual actions tie into the bigger picture. We aim to develop local sustainability strategies and measure their results, right where they originate, to demonstrate that even small changes can make a significant difference.



»We aim to develop local sustainability strategies and measure their results, right where they originate.«

Lukas Emge,
Sustainability Manager
CWS Hygiene

»We are proud to continue setting the standard for hygiene in Europe. Through our partnerships, customer engagement and ongoing innovation, we serve society as best we can.«

Gatien Gillon, CEO CWS Hygiene



Hygiene matters

For more than 70 years, CWS Hygiene has provided its customers with innovative products and services for washroom hygiene and floorcare. With around 4,000 employees across more than 130 locations in 15 countries, we promote health, safety and wellbeing in workplaces and public spaces.

Hygiene plays a crucial role in public health. Our solutions make washrooms and workplaces safer and more comfortable – from soap and fragrance dispensers to toilet seat cleaners, sanitary disposal systems, reusable hand towels and floorcare mats. As a leading hygiene provider, we operate 18 high-tech laundries and make more than five million service stops each year.

Circular mindset

We apply the concept of reduce, reuse and recycle to everything we do. Our rental model and refurbishment methods enable both us and our customers to actively contribute to the circular economy by extending product lifecycles and reducing waste. Circularity has always been at the core of our business model, and we will continue to drive our sustainability strategy as we work towards a healthier, safer future.

Over 70 years of hygiene and caring

Founded in Switzerland in 1954, CWS Hygiene has introduced products and services that have revolutionised and reshaped washroom hygiene ever since – from towel dispensers to the Cleanseat for toilets. Our journey has been shaped by science, innovation and customer insight. With a clear focus on people and planet, we continue to innovate and grow in ways that make a positive difference.

Clean spaces, clean planet

Hygiene is an expression of care, attention and responsibility – for people, for the spaces we share and for the planet. We believe hygiene matters in all aspects of life. Through our actions, we help shape a healthier future worth living. Across our value chain, we are committed to environmental, social and governance responsibility.

Analysis and management

CWS Hygiene is committed to improving its environmental, social and governance (ESG) performance. In 2024, we conducted a comprehensive Double Materiality Assessment by the EFRAG methodology, as required by the Corporate Sustainability Reporting Directive (CSRD). This process identified the topics that matter most to our business and to our stakeholders. These priorities are now aligned with our corporate strategy, ensuring they reflect both who we are and where we're headed.

Environment

We aim to reduce CO₂ emissions across all scopes by 50% by 2030 (baseline: 2021). This is a key milestone on our path to climate neutrality. In the coming years, we plan to commit to the Science-Based Targets initiative (SBTi) and develop a comprehensive roadmap to decarbonise our operations and further reduce environmental impact. At selected laundries, we already use energy monitoring systems. Wastewater is regularly analysed, and water recycling is in place. To reduce material waste, we continue improving the refurbishability and circularity of our products.

Social

Our commitment to fair, inclusive and safe workplaces is firmly anchored in our Code of Ethics. We align our actions with international stand-

ards, including the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the ILO Core Labour Standards, and the Ten Principles of the UN Global Compact. We expect the same level of responsibility from our suppliers and partners.

Governance

We foster a culture of transparency, responsibility and continuous learning. Our business decisions are based on objective criteria, including integrity, reliability and the quality and price of our products or services. We empower teams to take ownership, collaborate across functions and continuously improve – always with the customer in focus. Our compliance approach goes beyond legal requirements. We actively raise awareness of ethical standards among employees and partners to ensure responsible conduct across all areas of business. Bribery and corruption are not

tolerated under any circumstances. To support accountability, we provide a whistleblowing hotline for anonymous reporting of concerns.

Creating value

Our Value Creation Plan “Growing as one” is a detailed and actionable plan specifically designed to increase the value of our business. It aims at organic growth, process improvements, innovation, customer orientation, and sustainability. The successful execution of this plan will provide funds to further invest in our operations, to modernise and optimise our processes and improve customer service.



A holistic approach to sustainability

At CWS Hygiene, we care for people, the planet and responsible practices – with hygiene and washroom solutions that reduce environmental impact, support wellbeing and make everyday life more convenient. In everything we do, we focus on circularity – a commitment we have maintained for more than 70 years. We take responsibility for what we bring into the cycle, how we operate within it and how we close the loop at the end.

Our aim

We strive to provide high-quality hygiene solutions while actively reducing our environmental impact and supporting local communities. Through conscious sourcing, responsible operations and innovative waste management, we support the shift towards a circular economy. It is also about moving forward – finding more efficient, more responsible ways of working. That includes modernising our facilities across Europe to reduce water and energy consumption, cut carbon emissions and prevent waste, all while delivering consistently clean and hygienic products.

Our policies

At CWS Hygiene, sustainability is more than a principle – it is embedded in our operational structure. Our general sustainability policy outlines our strategic and governance approach, guiding us in setting and assessing our sustainability goals. As we move forward, this framework will be expanded through targeted policies on sustainable procurement, climate change mitigation, water stewardship and social responsibility – strengthening our governance and accountability.

Our people

Our people are the foundation of our success. At CWS Hygiene, we foster a work environment where everyone can grow and contribute, regardless of gender, age, nationality or disability. With colleagues from 73 nationalities, we promote fairness, inclusion and mutual respect. We are committed to achieving 50% female representation at all levels of our organisation. Across the organisation, we provide safe workplaces that are rooted in ethical conduct, transparency and equal opportunity.

100%

We are striving to use 100% recycled plastic for the bottles of our consumables.

-50%

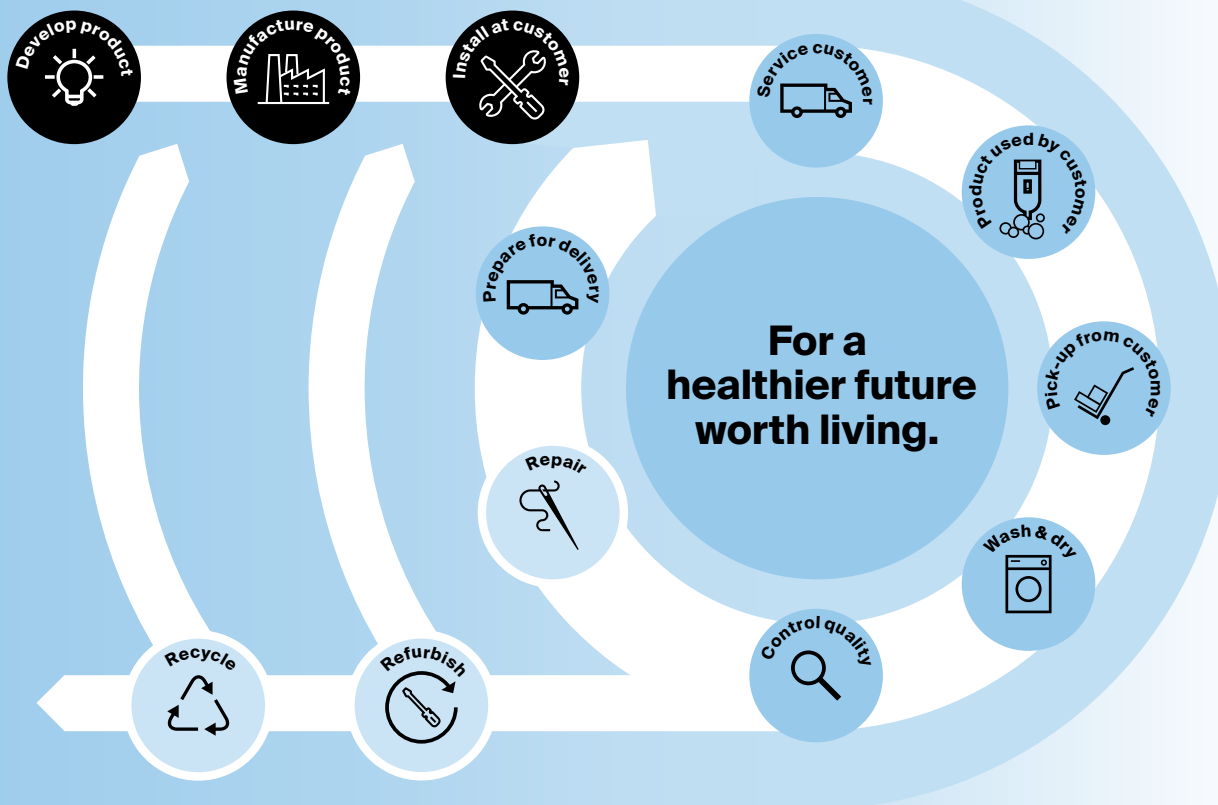
Reduce our **CO₂ emissions** by 50% by 2030, compared to 2021 levels.

30%

A share of 30% **electric vehicles** in our fleet by 2030, charged with 100% green energy.

We care

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



»Every step towards a sustainable future is a step worth taking, and our business decisions are always made with environmental and social responsibility in mind.«

Gatien Gillon, CEO CWS Hygiene



We care what we bring into the cycle

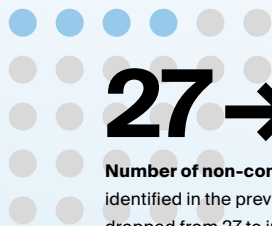
We continuously optimize our products to have a positive impact on people and planet and partner with suppliers who pursue similarly high standards.

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.



27 → 4

Number of non-conformities identified in the previous audit dropped from 27 to just four.

7

certified countries: Belgium, Germany, Luxembourg, Netherlands, Austria, Sweden and Switzerland.



ISO 50001

Our companies in Germany and the Netherlands have recently achieved their first **ISO 50001** certification – another new milestone for energy management.

Silver medal

CWS International GmbH has earned an **EcoVadis Silver Medal**, a recognition awarded to the Top 15% of companies.

ecovadis

Certiably good

CWS Hygiene implements globally recognised ISO standards for quality management, environmental protection, occupational health and safety, and hygiene in textile care. Previously covering Belgium, Germany, Luxembourg and the Netherlands, our certifications now also include Austria, Sweden and Switzerland.

Achieving excellence – and proving it

CWS Hygiene has successfully renewed its certifications for ISO 9001, ISO 14001, ISO 45001 and EN 14065. These certifications demonstrate our ongoing commitment to quality and sustainability, reaffirming our position as a trusted supplier of total hygiene solutions, from washroom systems and dust control mats to hygienic laundering and reliable service support.

In comparison to the previous audit, we have shown significant improvement: the number of non-conformities from the previous audit dropped from 27 to just four across all recertified countries – **Belgium, Germany, Luxembourg and the Netherlands.**



Marcel Gaumnitz,
Integrated Management System Manager

Exceeding the standards

Why are ISO standards important for CWS Hygiene?

Marcel Gaumnitz Some of our certifications, such as ISO 9001 or ISO 14001, are now the norm in the industrial and service sectors. That does not mean that we only do the minimum in these fields. Our sustainability efforts exceed the certification requirements. Other standards, such as ISO 45001, EN 14065 or our new and very successful ISO 50001 certification, show how we want to focus on customer-oriented improvements of our processes and, as a result, on increasing the efficiency and competitiveness of our company.

Why do the standards matter for customers?

MG They enable our customers to rely on standardised and comparable procedures and processes within our company. This helps our clients to better understand how we work. For example, a certification for ISO 14001 requires documented evidence of an analysis and evaluation of our environmental performance and our impact on the environment. This environmental performance must be continuously improved in order to maintain the existing ISO certification.

How can CWS Hygiene continue to raise quality standards?

MG Clear and efficient process descriptions and thorough analysis provide us with the necessary insights to better meet the requirements and expectations of our customers. Our integrated management system supports this by providing transparency across all operations, enabling us to identify and implement potential enhancements continuously. Every process undergoes internal and external audits, and the management system is regularly verified through independent certification. Maintaining and continuously developing this integrated management system is a key element of our corporate strategy and has top priority.

Now also certified in Austria, Sweden and Switzerland

In 2025, we took a significant step forward by extending our ISO certification coverage to **Austria, Sweden and Switzerland**, further embedding our high standards across the European business.

These certifications are more than just formalities – they reflect the heart of our operations:

- **ISO 9001** and **14001** are widely considered essential “must-haves” for quality and environmental stewardship.
- **ISO 45001** reflects our strong focus on protecting the health and safety of our teams.
- **EN 14065** is crucial in our line of work: it confirms that our laundry processes meet strict hygiene requirements for handling textiles in sensitive environments.

Energy efficiency as part of our mindset

Our companies in Germany and the Netherlands have recently achieved their first ISO 50001 certification – another new milestone for energy management at CWS Hygiene. This is a signal not only of our commitment to meeting legal requirements but also of our active participation in reducing energy consumption, improving process efficiency and implementing changes that are consistent with our sustainability strategy.

Strengthening our governance through digital quality management

The implementation of Quentic, a quality management system, enables further improvements to quality and safety. We are currently rolling out Quentic to all CWS Hygiene countries. Quentic provides software solutions for managing processes and helps us to strengthen our governance and transparency for health, safety, environment and quality aspects within our business.

Blauer Engel

Our towel dispensers have been awarded the Blauer Engel, the ecolabel of the German Federal Government that sets high standards for environmentally friendly products and services. Our towel rolls are reusable and can be washed up to 220 times, helping to conserve resources and reduce waste.

Top 15% of companies

CWS International GmbH has earned an EcoVadis Silver Medal, a recognition awarded to the Top 15% of companies assessed by EcoVadis. This award reflects the quality of our sustainability management system and is proof of our commitment to promoting transparency throughout the value chain. EcoVadis is a globally recognised standard for rating corporate sustainability performance.

Our Certificates:



Our ratings and commitments:



🌐 [Finde out more about our certificates and rankings here.](#)

Reducing CO₂ emissions

Our CO₂ roadmap outlines the steps we are taking to reduce our carbon emissions by 50% across all scopes by 2030, using 2021 as the baseline year.

CWS Hygiene operates 18 laundries across Europe, and professional laundry is inherently energy-intensive. By optimising our processes and using renewable energy sources, we are reducing our environmental footprint and making our operations more sustainable.

Local initiatives

Following the implementation of our international CO₂ roadmap, we are now shifting towards locally tailored strategies that better reflect regional market conditions and customer expectations. This includes empowering our national teams to develop and implement targeted initiatives that deliver measurable environmental impact. Local teams are already driving change:

Energy monitoring systems, such as those in our laundries in Den Bosch, Netherlands, and Charleroi, Belgium, provide real-time energy tracking, helping us to improve daily processes and react to unforeseen changes in energy demand. Ultimately, this will result in a reduction

of our annual CO₂ emissions by up to 212 tons across all laundries. Heat recovery systems, like the one in Murrhardt, Germany, enable us to use waste heat from our laundry processes to save on gas for heating water, thereby reducing CO₂ emissions by up to 348 tons annually across all laundries. These kinds of practical, location-specific solutions are being expanded to selected sites across Europe in 2025 and beyond.

Here comes the sun

We continue to expand our use of solar power across Europe. Newly commissioned photovoltaic systems in Solingen, Germany, and Den Bosch, the Netherlands, contribute to an expected annual CO₂ reduction of 160 tonnes. Together with our existing PV systems in Čakovec, Croatia, Wiener Neudorf, Austria, and Glattbrugg, Switzerland, these initiatives will help to reduce our CO₂ emissions by more than 530 tonnes annually. Additional sites are currently being evaluated, with further installations planned in the coming years.



-50%

Our CO₂ roadmap targets a 50% emission cut across all scopes by 2030, based on 2021 levels.



By generating clean electricity directly at our laundries, we increase energy autonomy, reduce emissions, and support the transition to renewable power across our operations.

Green energy

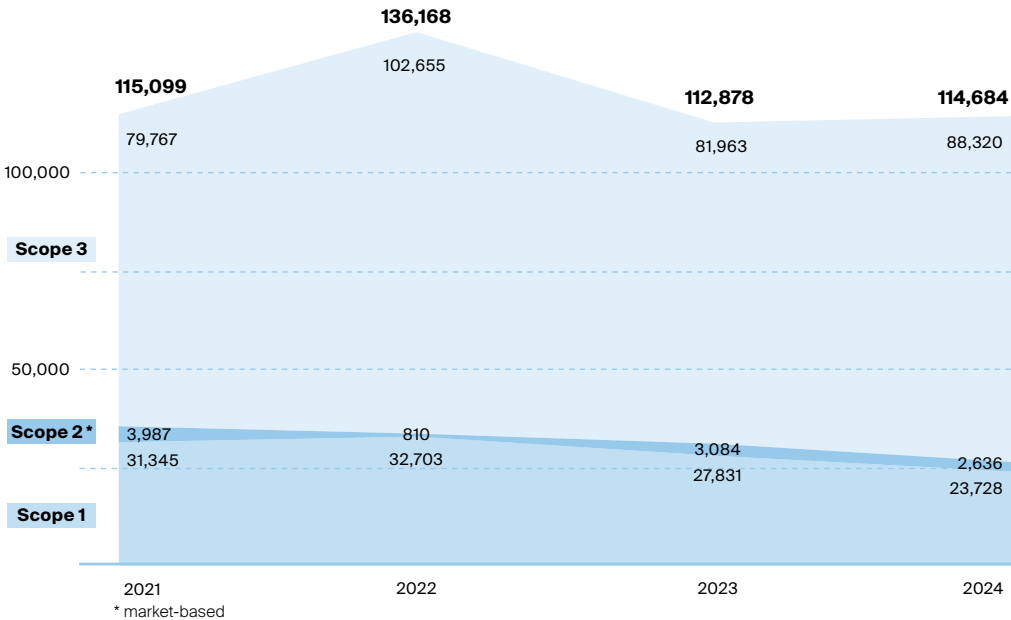
In Belgium, Croatia, Germany, the Netherlands, Sweden and Switzerland, we receive 100% of the electricity we source from the grid for our laundries from renewable sources. These sites account for more than 40% of our total energy consumption across our whole operations.

Switching to green energy has already helped us avoid 3,636 tonnes of CO₂ emissions annually. We continue to evaluate further opportunities to expand the use of certified renewable electricity across all regions.

As we continue our sustainability journey, improved data quality, strategic investments, and early transitions are helping to shape a more precise and more actionable picture of our emissions. Our progress in reducing Scope 1 and 2 emissions reflects our ambitious and targeted actions and initiatives in our service and operational areas. We have complete control over the decisions and

results and continue on our trajectory towards our 2030 goal. The notable change of Scope 3 emissions is primarily rooted in better data quality and availability. While the numbers may increase, this improvement in transparency enables us to identify emission hotspots more accurately and initiate targeted actions to address them. The road ahead will require deeper collaboration with our suppliers, customers, and partners to drive meaningful change across the value chain.

Yearly CO₂ emissions [tCO₂e]



Scope 3

Increase of data quality and availability → The improved quality will help us to identify potentials better and start targeted actions to enhance over the coming years.

Scope 2

Switch to green electricity for most laundry sites, first installations of own PV systems.

Scope 1

Start of EV transition, increase of energy efficiency in laundries.

Overall

We show good progress in our energy-related emissions since we have full control over them. Looking at scope 3, we will introduce more actions and collaborate more closely with our suppliers and customers.

Circular economy in action

CWS Hygiene continues to lead the way in product innovation with a clear focus on circularity. By reducing waste, extending the lifecycles of our products and lowering environmental impact, we are turning circular thinking into tangible outcomes.

Smarter hygiene, less waste

Our Toilet Paper Foam line offers a sustainable alternative to moist toilet tissues and wet wipes, which often contain plastic and contribute to clogged wastewater systems. One bottle of Toilet Paper Foam replaces up to 24 packs of moist toilet paper, significantly reducing packaging waste and keeping synthetic fibres out of the water cycle. Applied to regular biodegradable toilet paper, the foam offers superior cleansing performance and is free from harmful micro-plastics. Enriched with high-quality ingredients, it supports skin health while providing a practical and cost-effective hygiene solution.

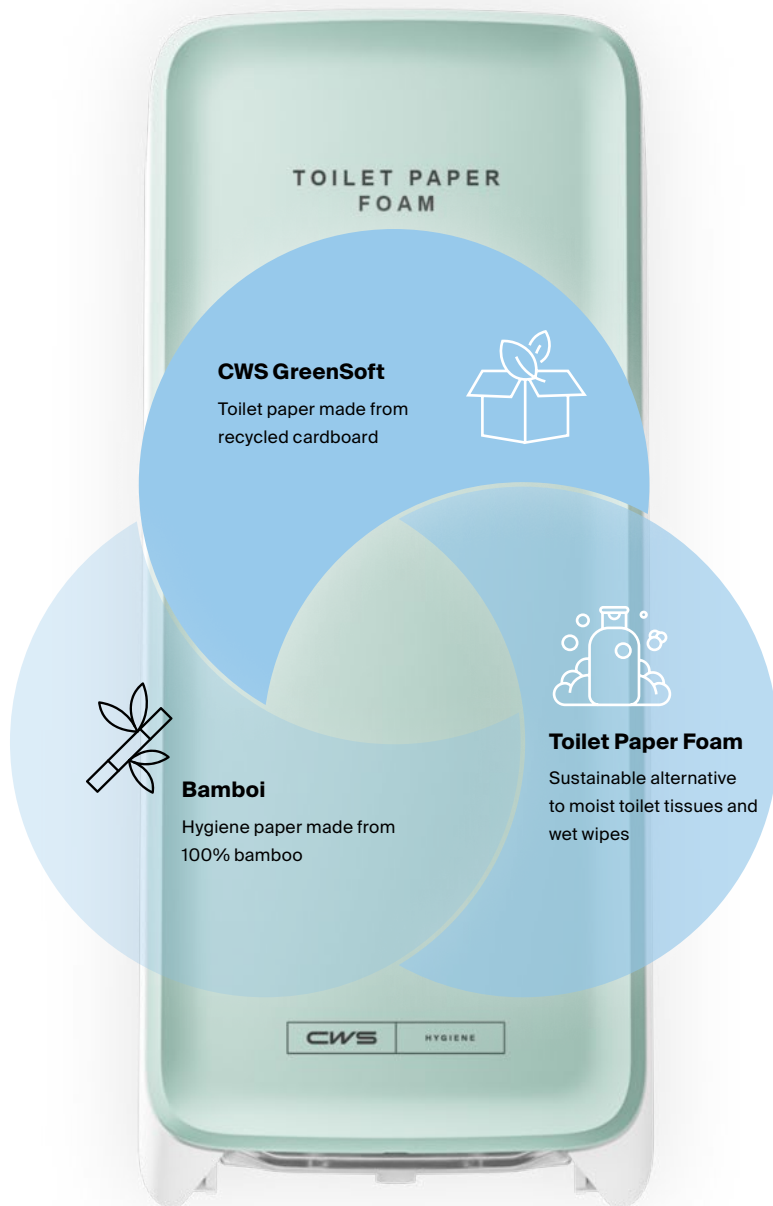
hygiene paper made from recycled cardboard is softer than standard recycled paper while also being thicker and more substantial, offering a more luxurious texture and feel. Recycling cardboard diverts waste from landfills and gives it a second life. The recycling process also uses less energy and water compared to traditional paper recycling. Its long, robust fibres improve product strength while reducing CO₂ emissions. With its natural beige tone, GreenSoft is becoming a symbol of the circular economy, and a responsible choice for businesses and institutions, proving that beige is more than a colour – it's a symbol of sustainability.



Beige is better

The continued rise in online shopping and home delivery has resulted in increases in cardboard waste. CWS Hygiene is turning waste cardboard into toilet paper, with CWS GreenSoft. The

1
bottle of Toilet Paper Foam
replaces up to 24 packs of
moist toilet paper





Laura-Katharina Fischer,
Senior Divisional Product Manager

Sustainable bathroom hygiene

Laura-Katharina Fischer, Senior Divisional Product Manager, explains the inspiration behind Toilet Paper Foam and how it benefits customers and users alike.

What was the inspiration behind Toilet Paper Foam?

Laura-Katharina Fischer The product is part of our broader strategy to lead in hygiene innovation by offering sustainable, effective and user-friendly solutions tailored to evolving customer needs. Our inspiration was to rethink hygiene in public washrooms and offer a truly forward-thinking alternative, even in areas where such solutions are not yet widespread. Our Toilet Paper Foam Non Touch dispenser is a positive response to rising hygiene expectations, driven by social and cultural shifts and the increasing standards people experience at home. With this product, we aim to bring the same level of comfort and cleanliness into public spaces such as offices, restrooms and commercial environments.

What are some of the use cases?

LF Around 70% of people worldwide prefer water-based methods for intimate hygiene, a trend increasingly seen in our regions too. But in public washrooms, options like bidets or shower toilets are usually not available. Toilet Paper Foam offers an effective, hygienic alternative that integrates easily into existing settings. It's ideal for public toilets, office buildings, industrial facilities and baby-changing areas. By combining wet and dry cleansing, it ensures a cleaner, fresher feeling, with no water or wipes needed.

How does it improve the wash-room experience?

LF Toilet Paper Foam works with any standard toilet paper. It doesn't require any special setup and is intuitive, and hygienic. It matches the hygiene of wet toilet wipes without causing clogging issues or extra waste. Thanks to the installed dispenser and always-available toilet paper, users don't need to change their bathroom habits or carry their own products. It's a convenient,

cost-effective and responsible upgrade for public washrooms.

Why is it important to find alternative products for washrooms?

LF Traditional wet toilet wipes often contain synthetic fibres, which contribute to plastic waste and environmental pollution, especially when flushed. They are also a common cause of plumbing issues, resulting in high maintenance costs in public facilities. With Toilet Paper Foam, we offer a more sustainable alternative for daily use in public washrooms. By eliminating the need for disposable wipes, we support our customers in minimising their environmental footprint, without compromising on hygiene or comfort.

70%

Around 70% of people worldwide prefer **water-based methods** for intimate hygiene.

Bamboo bathroom paper

In the Netherlands, we are partnering with Bamboi to offer hygiene paper made from 100% bamboo – the world's fastest-growing plant. Bamboo cultivation requires no pesticides, fertilisers or chemicals and consumes 80% less water than traditional paper production. The result: a soft, strong, and fast-dissolving product with a carbon footprint 35% lower than standard alternatives.*

Life cycle assessment

To better understand the environmental footprint of our core products, we collaborated with The Company "Hedgehog" to conduct a comprehensive lifecycle assessment (LCA) in the first half of 2025. This analysis covers our towel roll systems, paper and soap dispensers, hygiene boxes and dust control mats, and is conducted in alignment with ISO 14067.

The first results confirm that CWS Hygiene maintains strong operational control over the full lifecycle of many products. Thanks to actions like our Act Circular refurbishment programme, which enables up to **80% of our dispensers to be reused**, we try to significantly reduce the overall environmental impact of our products. These LCAs will serve as the foundation for making our product's sustainability measurable, transparent and comparable, providing our customers with reliable insights to make informed, responsible choices.

* <https://bamboi.eu/en-de/pages/about-bamboo>





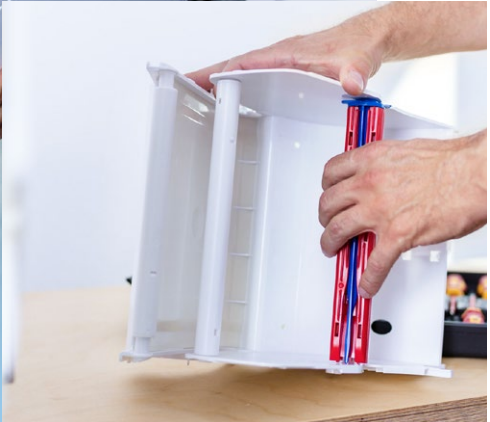
Our Act Circular centres help to keep used dispensers in the loop for longer.

New life for used dispensers

Every clatter, every click, every screw turned represents a step in our circular transformation. At refurbishment centres across Europe, CWS Hygiene is breathing new life into used dispensers and helping to close the loop.

A service van reverses quietly into the refurbishment centre in Dietzenbach, Germany, delivering the day's first batch of used dispensers. Some are only slightly worn, while others clearly show signs of long-term use. Each dispenser is inspected individually, sorted and either tagged for refurbishment or dismantled for parts. Plastic components that cannot be reused are shredded and recycled. It's methodical and precise work, with a significant environmental impact.

Although the idea for the Act Circular initiative was born in 2022, the Act Circular Centre in Germany officially launched in 2024 and has since become a core element of CWS Hygiene's sustainability transformation. That same year, the site expanded significantly,



with a second hall adding 640 pallet spaces to optimise intake. By November, a cutting mill was in place, transforming unusable plastic into high-quality granulate to resale. Since December 2024, a new digital analysis tool has enabled employees to classify materials more efficiently. As a result, 66 tonnes of waste have been avoided in Germany since June 2024 – equivalent to the weight of ten fully grown elephants.

The circularity ripple effect

But this movement doesn't stop at the German border. It inspires, grows and multiplies. In the Netherlands, the team in Tilburg began refurbishing in June 2024 and has already handled over 10,000 dispensers – more than 60% of them towel roll dispenser models. Their efforts have kept around 46 tonnes of plastic from going to waste. The team is now working on solutions for recycling non-reusable parts.



“You learn a lot when you take things apart,” says Cees Schuurmans, Site Manager for the Refurbishment Centre in Tilburg. “It teaches you to think in cycles, not endings. And gives a clear perspective on how circularity affects us and the environment.”

In Croatia, refurbishment started in spring 2024 at the Čakovec laundry. Serving the Austrian and the Central and Eastern European (CEE), the small but effective team refurbished more than 5,300 dispensers in just over a year, saving 22 tonnes of plastic. Switzerland, meanwhile, is conducting a 600-unit test phase to determine the most effective strategy for scaling refurbishment locally.

Today, the Dietzenbach centre not only refurbishes for Germany but also supports the Belgium and Luxembourg region with high-quality, reused dispensers. Every country brings new insights; every dispenser refurbished reduces the need for new materials.

“Circularity has moved from concept to core.”

Janina Wachtel,
Head of Materials Management Germany

“We're not just extending product life. Our actions create ripple effects that start small and grow bigger with every cycle. We expect to reach a refurbishment rate of 80% of all dismantled dispensers,” says Janina Wachtel, Head of Materials Management Germany.

Refurbishment impact: Plastic Waste Saved



66 tonnes

Germany

46 tonnes

Netherlands

22 tonnes

Croatia

Safety rating

Our most recent employee survey shows that, on average, the overall approval rating for CWS Hygiene's efforts to ensure a safe place to work is 8.40 out of 10. In the area of laundry operations, the rate is 8.44, while in service and logistics it is 8.38. Safety continues to be our top priority and we take measures to improve this rating, such as by providing 2-3 days of safety training for our employees outside of operational hours.

8.40

Overall approval rating
is 8.40 out of 10, on average.

8.44

In the area of **laundry operations**,
the rate is 8.44

8.38

Service and logistics it is 8.38

Ensuring a safe place to work

At CWS Hygiene, health and safety are more than just compliance topics; they are our number one priority. Protecting our employees is fundamental to us. That's why safety is firmly embedded in our governance structures, daily routines and corporate culture.

We believe that a safe workplace is essential for being successful, resilient, and future-ready. Through ongoing risk assessments, clear standards, and targeted initiatives, we continually work to enhance workplace safety and employee wellbeing across all areas of our business.

Implementing the KAIZEN method

Since 2020, our international continuous improvement team has implemented the KAIZEN method at various depots and laundries across Europe. Among other areas, the technique promotes employee-led improvements in safety and efficiency within a defined scope and timeframe. These workshops have led to the development of standardised safety rules for our operations, service and logistics functions which we have rolled out across all CWS Hygiene locations.

Improving our safety culture

We have broadened our operations to include the Safe Procedure Programme. This action clearly defines procedures for the most common tasks within service and laundry operations. By standardising the workflow for these tasks, we enhance safety, mitigate risk and ensure consistent performance. The programme is further enhanced by behaviour-based safety training, coaching and general onboarding for all employees engaged in operational work.

2-3

days of safety training for our employees outside of operational hours.



Developing talent for a responsible future

The CWS Hygiene Talent Programme is a concept designed to help our employees take ownership of their career path and benefit from training, feedback and mentoring. Haizea Peters, our Head of Talent & Engagement, explains how we are looking to unlock the potential of our employees.



Haizea Peters,
Head of Talent & Engagement

What is the CWS Hygiene Talent Programme?

Haizea Peters It is a special programme for talents identified during the performance process in 2024. Over the course of 12 months, a total of 25 promising CWS Hygiene employees participated in this initiative. The programme is structured in several phases and includes workshops, project groups, development plans, mentoring and networking opportunities. This programme strengthens our culture of learning and growth, and the feedback so far has been very positive.

What does it include?

HP The programme focuses on networking, skills development, learning from others, diversity, presentations, and more. It starts with 360-degree feedback, then expands to include mentoring, special projects

and participation in strategic initiatives. The meet-and-greet events with local management teams as well as the international Executive Leadership team including the CEO and the CFO are also really rewarding for the participants. The closing day includes a ceremony, with participants receiving an official certificate for their successful participation in the programme.

How do employees benefit?

HP Participants gain long-term learning and contribute to important initiatives that are crucial for our Value Creation Plan, while also building their international network, especially towards the management team. The different learning modules include leading myself, leading others, presentation skills, diversity, unconscious bias and trust – all essential topics for CWS Hygiene's diverse and inclusive working environment.

How are managers involved?

HP Managers support talents with their personal development after the results of the 360-degree feedback. It's great how the management team has embraced this initiative by making time to act as mentors and support talents in their own resource planning.

What are some key highlights from the programme so far?

HP The programme has enabled colleagues from different countries and different departments to get to know each other, encouraging collaboration and knowledge sharing. The talents were also invited to attend the Leadership Kick-Off at the beginning of 2025, where they met the members of the management team and received key strategic updates.



Country deep dives

21 Country deep dive Germany

A Star for Hamburg

Cleaning up the future

“Less distance, more impact”

23 Country deep dive Netherlands

Pioneering new developments
in sustainability

Setting the standard in sustainable
laundries, services and products

Social initiatives and collaborations

Diversity

27 Country deep dive Belgium & Luxembourg

Shifting towards a greener fleet

Smarter routes, lower emissions

Second life for orange peel

Over 40,000 donations to dignity

29 Country deep dive Switzerland

Steamless and smarter

30 Country deep dive Austria & CEE

Connected and committed



A Star for Hamburg

From smart energy tracking to ergonomic design – Hamburg proves that green operations and great teamwork go hand in hand.

How does a laundry become a sustainability front-runner? At our Hamburg mat laundry, the answer lies in every drop of water saved, every kilowatt reduced, and every workstation designed with people in mind.

These collective efforts have now been recognised at industry level: WRP – Germany's leading trade journal for textile care – has honoured the Hamburg site with a WRP Star for its outstanding energy efficiency strategy.

“Hamburg shows how efficiency and sustainability can power each other, not just in theory, but in practice. We presented the jury with a future-ready concept in action, one that’s data-driven, resource-conscious and designed to support both performance and people. The insights

we gained here can serve as a blueprint for upgrading other laundries in the future,” says Hans-Jörg Ahrens, Head of Laundry Services Germany. In addition, the Hamburg site is ideally designed to enable us to increase our energy efficiency year on year, thus ensuring compliance with our ISO 50001-certified energy management system. A clear example of how innovation, operational discipline and sustainability goals can move forward together.

Hamburg facts

<4 l/kg

Fresh water consumption below 4 litres per kilogram of laundry.

0

Zero Steam technology for highly efficient water heating.

Lowest energy consumption of all CWS dryer systems across Europe.

Powered by plants

A new detergent brings sustainability into the wash.

In 2024, our Leipzig laundry became the first CWS site to pilot BEICLEAN ECO – a detergent made entirely from renewable raw materials. The formula is biodegradable, free from microplastics, and certified with the EU Ecolabel®. It's also designed for lower temperatures and shorter wash cycles – helping to reduce both energy and water consumption without compromising cleanliness.

Following Leipzig's lead, the Dreieich laundry has already made the switch, with the laundry in Murrhardt next in line. It's a quiet but meaningful shift, one that makes every cycle just a bit greener.

Germany accelerates the transition to an electric service fleet

CWS Hygiene is moving forward with electric mobility across Germany – and the rollout is gaining traction. In our south-west service region, three electric vehicles have been ordered, with charging infrastructure already in place and ready to support the transition. More regions are following suit. For 2025, a total of eight new EVs are on order throughout the country to gather more experience.

Country deep dive Germany

Laundry consumption	2023	2024
Water (m³)	178,124	175,053
Gas (MWh)	26,647	26,416
Electricity (MWh)	3,521	3,401



GHG emissions (in tCO ₂ e)	2023	2024
Scope 1	11,015	10,468
Market-based Scope 2	1,269	1,390
Scope 3	35,358	37,801 ¹

¹ Higher values due to switch from spend-based to volume-based calculation, allowing more precise results.





Cleaning up the future

The modernisation of the CWS Hygiene laundry in Leipzig marks a new era – one built on smarter systems, sustainable choices and stronger teams.

Every laundry has its own rhythm – shaped by people and machines. In Leipzig, that rhythm is changing. As one of three mixed laundries in Germany, the site plays a key role in our network: it serves 15 service centres and processes a total of 7.84 million kilograms of laundry – consisting of mats, mops and towel rolls – every year. To secure this performance for the future, we are now carrying out the site's largest upgrade in over two decades. Backed by a €2.5 million investment, the goal is clear: to create a cleaner, more resilient and future-ready laundry.

Approved in 2024 and now in motion, the project builds on the groundwork laid in 2023, when internal workflows were restructured. For Uwe Cyron, Plant Manager and project lead, this investment marks a true turning point. "I'm proud to open this new chapter with the team in Leipzig," he says. "This isn't just the biggest investment in

20 years; it's a strong message to our team and our customers."

Built to last, designed to improve

The transformation is about more than performance. It's about reliability, safety and day-to-day comfort for the team. The new equipment will reduce noise, improve air quality, and bring modern ergonomics into everyday tasks.

A key part of the upgrade is the towel roll line, which will be equipped with new washing extractors, a high-performance press, energy-efficient dryers, and a lifting conveyor. At the same time, process heat will be recovered more effectively: condensate will be reused, and a new heat exchanger will significantly lower energy demand – a decisive step toward reducing emissions and supporting our energy management goals.

Leipzig in numbers



2.85

million towel rolls per year – that is 36% of the total towel roll volume in Germany.



4.8

million kg of mats per year – that is 20% of the national volume.



186,000

kg of mop covers per year – around 40% of the total German volume.



Lena Böken,
Coordinator 1st Level Logistics

“Less distance, more impact”

Lena Böken, Coordinator 1st Level Logistics Germany, explains the details of the route optimisation project at CWS Hygiene.

What was the main driver behind the route optimisation project?

Lena Böken We wanted to align efficiency with sustainability. Increasing road charges gave us a financial incentive, but the bigger picture was clear: fewer kilometres mean fewer emissions. So, we looked at our logistics between our laundries and depots and asked where we could streamline them. That is where the real potential started to show.

What has the initiative achieved so far?

LB In 2024 alone, we reduced our driven distance by more than 138,000 kilometres. That translates into a CO₂ saving of over 143 tonnes, plus additional cost savings. This shows the tremendous impact of our route optimisation, and we are proud of what the team accomplished across all regions involved.

What's next for 2025?

LB We're not slowing down. From January 2025, further changes are expected to reduce our driven distance by an additional 250,000 kilometres. It's a combination of data, planning and strong collaboration – and it proves that smart logistics can drive sustainability, step by step.

-138,000 km





Pioneering new developments in sustainability

At CWS Hygiene, sustainability is a global commitment – embedded in our strategy, driven by local action. The Netherlands continues to play a pioneering role in this journey. Through early innovation, strong customer collaboration and a bold circular approach, the Dutch team leads by example and sets standards that inspire the wider organisation. Sustainability Manager Lucky Boll shares the approach, ambitions, and insights, while highlighting practical progress already made.

Why does sustainability matter at CWS Hygiene Netherlands?

Lucky Boll Hygiene can be a waste-intensive business. That’s why we constantly explore how to embed circularity across all our operations. It’s about more than staying competitive. It’s about improving the entire supply chain for both us and our customers. The Dutch market is one of the most progressive in Europe. Our customers expect sustainability, and we share that expectation. That’s why we have been working on embedding it into our local strategy and translating it into a concrete road map. We aim to go beyond international targets by tailoring solutions to local needs and fostering close customer engagement.

What does the strategic roadmap include?

LB It’s a five-year plan with specific goals across environment, social, and governance dimensions. It was developed by a dedicated project team and is aligned with both local priorities and the broader CWS Hygiene strategy. The heart of our vision is becoming a sustainability partner for our customers and the communities we serve. That means leading by example and being proactive in our approach.

How do you work together with customers on sustainability?

LB Dutch people have long had a strong sense of social responsibility. We lead in Europe in areas such as green energy, electrification, and sustainable innovation, and our customers expect nothing less. Sustainability is reshaping how we define value: environmental and social impact now weigh more than price alone. As Sustainability Manager I act as the strategic leader for ESG topics, ensuring that sustainability is integrated into every conversation, both internally and with our customers. Furthermore, we open our doors to ideas that make a difference. Our partnerships with Unwaste and Bamboi® are great examples. And we’re not stopping there: with strategic



partners like ISS, CSU, Asito and the Dutch Police, we co-create solutions. We even collaborated on a circularity roundtable – it shows how deep these partnerships can go.

How can sustainability be further improved at CWS Hygiene?

LB We’ve launched internal workshops to turn awareness into daily practice. The more we talk and learn about sustainability, the more it becomes second nature. When everyone understands their role in the bigger picture, collaboration across teams becomes stronger. This also enables us to work more effectively, both internally and with our partners. After all, sustainability is a challenge we can only master together—and that’s how we futureproof our business.

Country deep dive Netherlands

Laundry consumption	2023	2024
Water (m³)	72,069	69,723
Gas (MWh)	13,908	12,883
Electricity (MWh)	2,095	2,118



GHG emissions (in tCO ₂ e)	2023	2024
Scope 1	5,635	5,133
Market-based Scope 2	465	300
Scope 3	19,064	19,922.4 ¹

¹ Higher values due to switch from spend-based to volume-based calculation, allowing more precise results.

Setting the standard in sustainable laundries, services and products

Efficient laundry operations

In Den Bosch, we process 27,000 cotton towel rolls daily. Thanks to our own PV system and the use of 100% Dutch wind power, all the energy we use is green. Water reuse, residual heat recovery, and smart temperature zoning help optimise processes. Moisture squeezed from towels is reused, and the heat from ironing preheats the washing water.

"A new digital dashboard shows real-time machine-level energy usage. We also measure energy at most laundries to identify potential for optimisation in real-time," said Sander Groeneveld, Laundry Manager Den Bosch. "This enables the laundry operators to identify areas for improvement and optimise machine uptime."



9%

Reduction in **gas usage** due to the new heat recovery system.



6%

Reduction in **water usage** for towel rolls in Den Bosch.



5%

The repair rate for towel rolls across all locations.



1.5%

The percentage of mats that required **repairs** in the last year.



61.78 MWh

The **energy generated** by our solar panels in Den Bosch.



Eco-driven service

CWS Hygiene Netherlands is steadily lowering its CO₂ emissions through intelligent route planning, an increasingly electrified fleet, and streamlined logistics. To monitor our impact more precisely, we've implemented BigMile – an ISO 14083 and GLEC-accredited tool that tracks emissions from our service centres to customer delivery points. A significant portion of our electric service vehicles is currently based in the Netherlands, where the transition is most advanced, driven by national regulations and infrastructure readiness.

We're also actively preparing for upcoming zero-emission zones in Dutch cities by expanding our electric vehicle fleet, rolling out a sustainable transport policy, and enhancing our charging infrastructure. In parallel, we are exploring new partnerships with urban logistics hubs to support last-mile deliveries within zero-emission zones.

21

Electric service vehicles in the Dutch fleet.

90%

Up to 10% **fewer routes projected**. Route optimisation is reducing the number of kilometres driven.

Sustainable products

The innovative and sustainable products of CWS Hygiene in the Netherlands lead the way in circular and eco-friendly solutions.

Bamboi: Launched in 2024 in the Netherlands, Bamboi is our new hygiene paper made from fast-growing bamboo, offering toilet paper and paper towel rolls with a significantly lower environmental footprint. With 203 customers already on board, the product has quickly become a top performer.

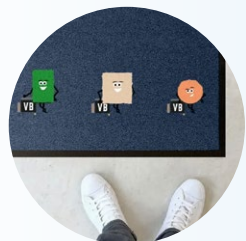


»The uptake of Bamboi has significantly exceeded our expectations, establishing it as one of the best-performing new products in our portfolio.«

Erik Dorrepaal, Product Manager NL

Unwaste: This circular innovation turns used orange peels into high-quality hand soap. Currently used by over 145 customers, Unwaste saves an estimated 10,000 kg of CO₂, 225,000 litres of water, and 27,000 kWh of energy compared to the average conventional soap. In total, we've already repurposed 30,000 kg of orange peels – reducing waste and emissions while delivering fresh, citrus-scented hygiene.

Bio Cotton Towel Rolls: In the Netherlands, we offer our customers Bio Cotton Towel Rolls, made with certified organic cotton. Cotton towel rolls are washed up to 220 times – reducing waste by up to 95% compared to disposable paper towels. They support our hygiene services with a lower environmental footprint and a premium customer experience.



Matties: Designed to protect floors and prevent damage, our Matties floor protectors are made from entrance mats and produced locally. These pads extend the life of indoor flooring and help prevent unnecessary wear and tear.



Social initiatives and collaborations

People are at the heart of everything we do. We are committed to creating meaningful opportunities – both within our organisation and in society.

Through partnerships with the UWV, local sheltered workplaces, and job coaches, we actively support individuals who need extra guidance in (re)entering the labour market and building a successful career. Colleagues from the Social Return target group are now contributing across departments such as service, customer care, and sales – bringing valuable skills and diverse perspectives to our teams.

This initiative is part of the Dutch national Social Return initiative, which encourages companies to create employment opportunities for people facing barriers to the labour market – often as a requirement in public procurement contracts.

We also collaborate with **JINC** to support socio-economically challenged youth. With this partnership, we help young people discover their strengths and aspirations – and open the door to a better future. Our commitment to sustainability extends beyond our operations to social initiatives that create a meaningful impact.

Since 2022, we have partnered with the Armoedefonds (Dutch Poverty Foundation) to help combat period poverty. For every CWS tampon and sanitary pad dispenser rented, we donate a box of tampons to the foundation. Additionally, we offer dispensers with free menstrual products made from organic cotton, providing access to safe and sustainable hygiene solutions for those who need them.

We also collaborate with the Made Blue Foundation to support global access to clean water. For every rented sensor water tap, we donate 10,000 litres of clean drinking water to communities in developing countries. This initiative not only promotes hygiene but also helps improve public health and daily living conditions worldwide.





»As a JINC career coach, I supported students from disadvantaged backgrounds in making their educational choices. Through personal sessions, I helped them reflect, ask questions and gain confidence – it was rewarding for all of us.«

Amjad Ibn Ahmed, HR Business Partner



Our customer TKF reduces CO₂ emissions with Bamboi, Unwaste, and bio cotton towel rolls.

15,000

Number of menstrual products donated since 2022.

Collaboration with our partner ISS on a circularity round table.

10,000 litres

Water donated to the Made Blue Foundation for each sensor water tap rented by customers.



Diversity

CWS Hygiene is a diverse and inclusive workplace. In the Netherlands alone, we have colleagues from 21 nationalities, with 65% male and 35% female. We actively support and encourage diversity in all its forms, creating an environment where everyone can thrive.

A great example of this is Nikki, who joined our Deventer branch as a service employee on June 1, 2022. As the only woman in her team, Nikki has shown incredible determination and confidence. With the support of CWS, she earned her C-level truck driving licence and now proudly operates larger vehicles.

Empowered to grow:

»CWS supported me in getting my truck driving licence – I'm now driving larger vehicles, which makes me proud.«

Nikki Lubberts, Service Employee Deventer



Shifting towards a greener fleet

Across Belgium, we are accelerating our shift towards sustainable mobility. From mid-2024 to the end of the year, 12 electric vehicles were on the road. Together, they charged over 25,000 kWh of electricity, reducing the fossil fuel consumption by 3.88 % and saving 63 tons of CO₂. In early 2025, we added another 12 electric vehicles, bringing the total EV fleet up to 24.

However, vehicles are only one part of the equation: To power this shift to electrification, we are expanding our infrastructure to match our ambition. Four BeLux locations are already equipped with charging stations, and five more are scheduled to follow in the second and third quarters of 2025. In addition, 13 employees in Belgium have had chargers installed at their homes, ensuring they can drive their electric company cars wherever work takes them. For us, one thing is clear: EVs don't just reduce emissions. They send a message – that sustainable service is possible, practical, and already happening. We will continue to work towards reducing our carbon footprint to achieve the planned 50% reduction in CO₂ emissions by 2030, based on 2021 levels.



24 EVs

In early 2025, we added another 12 electric vehicles, bringing the total **EV fleet** up to 24.

Smarter routes, lower emissions

What does sustainability look like on the road? It means cutting 169,000 kilometres off our delivery routes – every year.

At CWS Hygiene, we believe that every journey matters – for the customers and for the earth. That's why our Belgian colleagues examined their logistics setup with extra attention to detail. The result: fewer trucks on the road, more smart delivery patterns and clear environmental impact.

In Gentbrugge, 11 paths were cut, and the rest were reduced by 11 kilometres on average. Five were saved in Fleurus, and the rest now follow a route that is six kilometres shorter than before. All of these have not only made us more efficient but have also reduced eight percent in the use of fossil fuel – without one iota of a loss in service quality.

Together, redesigning our journeys saves 169,000 kilometres less driving each year. It's a compelling example of how a designated effort contributes to our broader ambition: making hygiene services more circular, sustainable, and responsive to people and the planet.

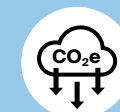
Tjorven Quintelier,
Assistant Service Manager Gentbrugge,
proud to be part of this project

"This is a striking example of what can happen when operational efficiency meets climate awareness," says Bert Vanthemsche, Head of Service & Logistics BeLux. He adds: "That's more than just smart logistics – it's circular thinking in motion."



Country deep dive Belgium & Luxembourg

Laundry consumption	2023	2024
Water (m ³)	7,787	9,581
Gas (MWh)	934	903
Electricity (MWh)	508	538



GHG emissions (in tCO ₂ e)	2023	2024
Scope 1	1,784	1,725
Market-based Scope 2	492	305.4
Scope 3	1,909	6,700.7 ¹

¹ Higher values due to switch from spend-based to volume-based calculation, allowing more precise results.

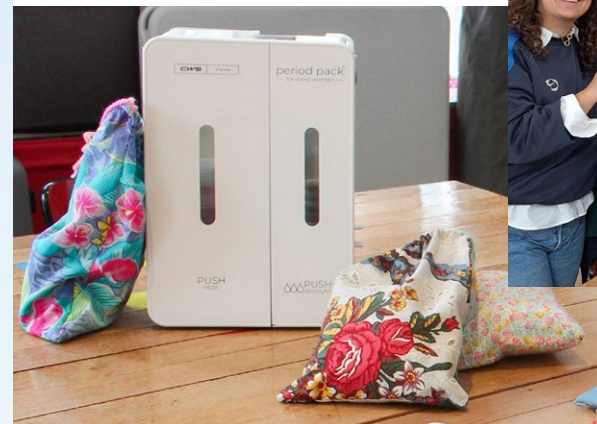
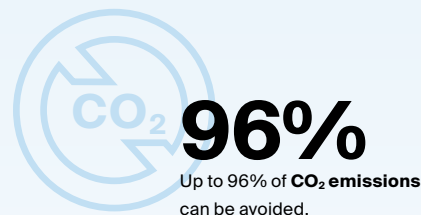
Second life for orange peel

Soap made from waste? Our partner Unwaste turns that idea into reality.

What happens to the orange peel after the juice has been squeezed out? Most people consider orange peel to be waste. But for Unwaste, an upcycling company located in Amsterdam, it's the beginning of something new. They transform discarded orange peels into high-quality, vegan liquid soap – made without palm oil, microplastics, or parabens.

Following a successful pilot in the Netherlands, we have introduced the orange-scented soap also to our customers in Belgium and Luxembourg. Additionally, we are collaborating with Unwaste on a foam soap variant designed to use even less water and energy, as it rinses off more easily

and requires less soap per wash. By reusing orange peels as a raw material instead of composting or incineration, up to 96% of CO₂ emissions can be avoided – even when including collection, processing, and transport to Unwaste. Circularity doesn't have to be complicated. Sometimes, it just starts with a peel.



40,152
donated products

Over 40,000 donations to dignity

We believe that access to hygiene means access to dignity. That's why we've joined the fight against menstrual poverty.

In Belgium, one in 15 women cannot afford menstrual products¹. BruZelle, a non-profit organisation focused on fighting menstrual poverty in Belgium, addresses this issue by collecting and distributing menstrual hygiene products free of charge to those in need. To back their efforts, CWS Hygiene Belgium donates one pack of sanitary pads for every CWS Period Pack combi-dispenser installed by our customers. With every installation, our clients help create fairer workplaces and classrooms and support those affected by period poverty. It's a simple step that

makes a real difference. In 2024, this added up to 40,152 donated products – a clear statement for gender equality, supporting the reduction of inequality, as well as a way to make a real difference in people's lives. It's a small act with a powerful impact. And a sign that we care.

¹ Research by Caritas Vlaanderen



Steamless and smarter

At our Glattbrugg laundry, we are setting new standards for energy savings and operational efficiency.

In 2024, the team in Switzerland initiated a major transformation of the laundry in Glattbrugg. A 10-tonne steam boiler was dismantled and replaced with a modern rapid steam generator. At the same time, new gas-heated flatwork ironers were installed, which improved performance and reduced gas consumption by 50%. Additionally, two heat recovery systems – one for exhaust air and the other for exhaust gases – have been operational since February 2025, recovering up to 2,500 kWh of energy per day. Washing processes were also optimised to reduce the rate of rewashing, further contributing to energy savings and process stability.

Beyond the laundry floor, the office area has also seen significant upgrades. With an investment of €150,000, the outdated underfloor heating system in the main building was completely replaced with an innovative controlled system, enabling individual tempera-

ture regulation. A temporary pellet heater is currently in use, with a switch to district heating planned soon. This upgrade is expected to reduce energy consumption by 36 MWh annually while improving workplace comfort.

"We are very proud of what we have achieved with our transformation in Glattbrugg. Not only did we cut emissions and save energy, we have improved working conditions by replacing existing technology with smarter solutions and rethinking the entire process from the ground up," says Stefan Knupp, Regional Managing Director Switzerland.



Our efficiency upgrades in action



50%

New flatwork ironers: 50% less gas used



2,500 kWh/day

Heat recovery systems:
2,500 kWh/day energy recovered



4 units

New sewing machines: four units installed for textile maintenance



178 MWh

PV production (2024): 178 MWh generated on-site



36 MWh/year

Office heating upgrade:
36 MWh/year energy savings projected

Electric shift

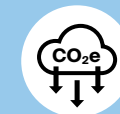
Switzerland is also beginning the transition to electric mobility. One electric service vehicle is currently in use, and seven more are on order for delivery in the coming months.

This will account for almost 10% of the entire fleet. A great first step, which was pushed by the local service and logistics team, demonstrating how regional teams can drive decarbonisation and innovation across operations.



Country deep dive Switzerland

Laundry consumption	2023	2024
Water (m³)	17,142	19,119
Gas (MWh)	6,252	4,546
Electricity (MWh)	503	485



GHG emissions (in tCO ₂ e)	2023	2024
Scope 1	2,668	1,786
Market-based Scope 2	88	100
Scope 3	2,227	10,443.2 ¹

¹ Higher values due to switch from spend-based to volume-based calculation, allowing more precise results.



Connected and committed

How collaboration across borders drives sustainability and efficiency.

Sustainability doesn't stop at borders – at CWS Hygiene, it thrives through collaboration. In the Central and Eastern European (CEE) region and Austria, cross-border cooperation enables smarter operations, shared infrastructure and measurable environmental benefits. With regional leadership uniting national structures, teams can coordinate efforts, downsize emissions and strengthen resilience together.

“Our region shows how collaboration across borders can unlock real sustainability gains. By sharing processes, aligning operations and rethinking logistics together, we are not only reducing emissions. We are creating a stronger, more resilient network that benefits our teams, our customers and the planet,” says Doris Srnec, CU Leader Croatia and Slovenia.

Our laundry in Čakovec, Croatia processes all towel rolls and nearly all mats for Austria, Croatia, Hungary, Romania, Slovakia and Slovenia. In addition, the site operates an expanding refurbishment

hub, where dispensers are repaired and returned to service across four countries. To further support circularity, the team is currently scouring ways to improve local plastic recycling processes.

Powered by the sun

The rooftop photovoltaic system in Čakovec now covers approximately 30% of the site's electricity needs, with the rest provided through certified green energy from the grid. In 2024, the system generated 428 MWh of power. Since its launch in 2023, it has enabled a total deduction of 367 tonnes of CO₂ – approximately 163 tonnes per year.

Turning surplus into social value – Sustainability in Čakovec also extends into the local community. Used towel rolls removed from the cycle are donated to a regional hospital for cleaning purposes. Worn-out floor mats are repurposed as bedding for a nearby animal shelter. These small but meaningful actions turn surplus materials into value and support those who need it most.

Vienna uses district heating

The Vienna site has fully switched to district heating, replacing fossil-based systems and significantly lowering its CO₂ footprint. This upgrade is part of a broader effort to modernise energy use and integrate climate-friendly solutions at the local level.

Solar facts Čakovec



917 MWh

produced since 2023



367 tCO₂

avoided



428 MWh

2024 production

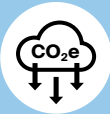
Kilometres that count

In Austria, CWS Hygiene is rethinking how it delivers services to its customers – with a stronger focus on efficiency and sustainability. 30 of the company's 40 passenger cars in Austria are now fully electric.

Smarter routing across our logistics additionally helps to cut emissions even further. One cross-border transport route between an Austrian depot and the laundry site in Croatia could be reduced, resulting in annual savings of approximately 44 tonnes of CO₂. In Ansfelden, route optimization has reduced travel distances enough to stop one service route entirely. These steps demonstrate that as logistics evolve, sustainability evolves with them.

Country deep dive Austria & CEE

Laundry consumption	2023	2024
Water (m³)	66,286	81,211
Gas (MWh)	8,339	10,056
Electricity (MWh)	1,260	1,249



GHG emissions (in tCO ₂ e)	2023	2024
Scope 1	- ¹	2,432.83
Market-based Scope 2	- ¹	260
Scope 3	- ¹	11,556.6 ²

¹ First reporting year as a region is 2024.
² Higher values due to switch from spend-based to volume-based calculation, allowing more precise results.

Impact in numbers

32 Facts and figures

39 GRI content index



Facts and figures

CWS Hygiene is preparing for the upcoming CSRD reporting obligations, which will become mandatory for the company as of 2028 and will be consolidated at the Haniel Group level (CWS Group is a wholly owned subsidiary of Franz Haniel & Cie. GmbH). The figures presented below result from a second trial run conducted in alignment with the ESRS framework and based on the updated double materiality assessment. A GRI index is also provided for reference. As internal processes and collaboration across departments continue to improve, transparency in data collection and the accuracy of reported figures are increasing. This progress is reflected in some notable differences compared to last year's data, including significant increases in certain areas due to more complete and reliable data availability. For more information about our data collection process, please refer to our [Sustainability Reporting Principles](#). An overview of the group CWS values is available [here](#).

Field Name	Unit	2024 Total	2023 Total	Delta	Delta in %
Energy consumption & mix					
Total energy consumption	MWh	136,083.3	152,554.7	-16,471.4	-10.8
Total energy consumption fossil sources	MWh	117,917.3	134,624.7	-16,706.7	-12.4
Fuel consumption oil/petroleum	MWh	48,350.0	61,519.7	-13,169.0	-21.7
Fuel consumption natural gas	MWh	56,703.3	60,367.0	-3,663.7	-6.1
Purchased electricity/heat/steam	MWh	12,864.0	12,738.0	126.0	1.0
Total energy consumption renewable	MWh	18,913.2	17,930.0	983.2	5.5
Fuel consumption from renewable sources	MWh	0	0	0	0.0
Purchased electricity/heat/steam RE	MWh	18,164.8	17,930.0	234.8	1.3
Self-generated non-fuel renewable energy ¹	MWh	748.4	-	748.4	-
% renewable sources on total	MWh	13	12	1	-
% fossil on total	MWh	87	88	-1	-
Non-renewable energy production	MWh	-	-	-	-
Renewable energy production¹	MWh	-	-	-	-
Net revenue	€	634,800,000.0	637,000,000.0	-2,200,000.0	-0.3
Energy intensity ratio	MWh/k€	0.225	0.220	0.005	-





Field Name	Unit	2024 Total	2023 Total	Delta	Delta in %
GHG emissions					
Total GHG emissions (location-based)	tCO ₂ e	119,235.2	117,631.6	1,603.6	1
Total GHG emissions (market-based)	tCO ₂ e	114,683.9	112,876.7	1,807.2	2
GHG intensity ratio (location-based)	tCO ₂ e/k€	0.2	0.2	0.0	-
GHG intensity ratio (market-based)	tCO ₂ e/k€	0.2	0.2	0.0	-
GHG Intensity on washed volumes	tCO ₂ e/m³	0.3	0.3	0.3	-
Scope 1 GHG emissions	tCO ₂ e	23,727.5	27,830.7	-4,103.2	-15
Location-based Scope 2 GHG emissions	tCO ₂ e	7,187.5	7,838.4	-650.9	-8
Market-based Scope 2 GHG emissions	tCO ₂ e	2,636.3	3,083.5	-447.3	-15
Gross Scope 3 GHG emissions	tCO ₂ e	88,320.2	81,962.5	6,357.7	8
1 Purchased goods and services	tCO ₂ e	62,855.7	45,454.0	17,401.7	38
2 Capital goods	tCO ₂ e	7,810.1	16,513.5	-8,703.4	-53
3 Fuel and energy-related activities	tCO ₂ e	6,592.8	7,661.2	-1,068.4	-14
4 Upstream transportation/distribution	tCO ₂ e	8,489.7	9,339.0	-849.3	-9
5 Waste generated in operations	tCO ₂ e	22.6	-	22.6	-
6 Business travelling	tCO ₂ e	281.7	655.3	-373.5	-57
7 Employee commuting	tCO ₂ e	2,267.6	2,339.6	-72.0	-3
Water resources					
Total water consumption	m³	416,209	394,007	22,202	6
Water intensity ratio	m³/k€	0.7	0.6	0.0	-
Washed volumes	kg	93,115,989	96,457,358	-3,341,369	-3
Circular economy & waste²					
Total waste generated	t	3,697.3	-	3,697.3	-
Hazardous waste diverted from disposal	t	33.0	-	33.0	-
Hazardous waste prep. for reuse	t	0.0	-	0.0	-
Hazardous waste recycling	t	25.4	-	25.4	-
Hazardous waste other recovery	t	7.6	-	7.6	-



Field Name	Unit	2024 Total	2023 Total	Delta	Delta in %
Non-hazardous waste div. from disposal	t	2,446.1	-	2,446.1	-
Non-Hazardous waste prep. for reuse	t	0.0	-	0.0	-
Non-Hazardous waste recycling	t	401.5	-	401.5	-
Non-Hazardous waste other recovery	t	2,044.6	-	2,044.6	-
Hazardous waste sent to disposal	t	98.2	-	98.2	-
Hazardous waste incinerated	t	0.0	-	0.0	-
Hazardous waste landfilled	t	0.0	-	0.0	-
Hazardous waste to other disposal	t	98.2	-	98.2	-
Non-hazardous waste sent to disposal	t	1,119.9	-	1,119.9	-
Non-hazardous waste incinerated	t	46.1	-	46.1	-
Non-hazardous waste landfilled	t	21.4	-	21.4	-
Non-hazardous waste to other disposal	t	1,052.4	-	1,052.4	-
Employee characteristics					
Employees – Total Headcount		3,874	3,968	-94	-2
Employees – Female		1,148	1,177	-29	-2
Employees – Male		2,727	2,791	-64	-2
Total employees – Female %	%	30	30	0	0
Total employees – Male %	%	70	70	0	0
Employees at top management level		11	18	-7	-39
Employees at top management level – Female		2	6	-4	-67
Employees at top management level – Male		9	12	-3	-25
Employees at top management level – Female %	%	18	33	-15	-45
Employees at top management level – Male %	%	82	67	15	23
Employees in countries		3,874	3,968	-94	-2
Austria		175	185	-10	-5
Belgium		357	359	-2	-1
Croatia		103	89	14	16
Czech Republic		46	47	-1	-2





Field Name	Unit	2024 Total	2023 Total	Delta	Delta in %
Germany		1,731	1,809	-78	-4
Hungary		93	90	3	3
Ireland		96	76	20	26
Luxembourg		18	17	1	4
Netherlands		670	708	-38	-5
Poland		87	77	10	13
Romania		25	27	-2	-8
Slovakia		78	79	-1	-2
Slovenia		4	8	-4	-52
Sweden		122	121	1	1
Switzerland		270	276	-6	-2
Employees by contract type					
Full-time employees - Total		3,437	3,495	-58	-2
Full-time employees - Female		816	824	-8	-1
Full-time employees - Male		2,622	2,671	-49	-2
Full-time employees - Female %	%	24	24	0	1
Full-time employees - Male %	%	76	76	0	0
Part-time employees - Total		437	473	-36	-8
Part-time employees - Female		332	353	-21	-6
Part-time employees - Male		105	120	-15	-13
Part-time employees - Female %	%	76	75	1	2
Part-time employees - Male %	%	24	25	-1	-5
Permanent employees - Total		3,400	3,404	-4	0
Permanent employees - Female		1,026	1,011	15	2
Permanent employees - Male		2,373	2,393	-20	-1
Permanent employees - Female %	%	30	30	0	2
Permanent employees - Male %	%	70	70	0	-1





Field Name	Unit	2024 Total	2023 Total	Delta	Delta in %
Temporary employees – Total		474	557	-83	-15
Temporary employees – Female		121	163	-42	-26
Temporary employees – Male		353	394	-41	-10
Temporary employees – Female %		26	29	-4	-13
Temporary employees – Male %		74	71	4	5
Non-guaranteed hours employees – Total³		0	7	-7	-100
Non-guaranteed hours employees – Female		0	3	-	-
Non-guaranteed hours employees – Male		0	4	-	-
Non-guaranteed hours employees – Female %	%	0	43	-	-
Non-guaranteed hours employees – Male %	%	0	57	-	-
Employee age groups					
Employees under 30 years old		395	-	395	-
% employees under 30 years old	%	10	-	10	-
Employees 30 – 50 years old		2,035	-	2,035	-
% employees 30 – 50 years old	%	53	-	53	-
Employees over 50 years old		1,444	-	1,444	-
% employees over 50 years old	%	37	-	37	-
Employee turnover					
# employees who leave		719	643	76	12
Rate of own employee turnover		19	16	2	-
Employees – Total HC (denominator)		3,874	3,968	-94	-2
Training and skill development					
Total training hours	h	6,421	5,404	1,017	19
Total training hours – Females	h	3,950	-	3,950	-
Total training hours – Males	h	2,471	-	2,471	-



Field Name	Unit	2024 Total	2023 Total	Delta	Delta in %
Average training hours per person	h	1.7	1.4	0.3	22
Average training hours – Females	h	3.4	-	3.4	-
Average training hours – Males	h	0.9	-	0.9	-
Regular performance review					
Employees participated in performance reviews		659	834	-175	-21
Total office workers		1,464	-	1,464	-
% employees participated in performance reviews⁴	%	45	-	45	-
Health and Safety own employees					
# employees covered by H&S management system		3,874	-	3,874	-
% employees covered by H&S management system	%	100	-	100	-
# recordable work-related accidents		76	65	11	17
# fatalities		0	0	0	0
# total hours worked	h	5,586,434	5,633,137	-46,703	-1
Rate of recordable work-related accidents [per 1 million hours]		13.6	-	13.6	-
# days lost ⁵		2,335	-	2,335	-
Collective bargaining and social dialogue⁶					
# employees covered by collective bargaining agreements		1,508	-	1,508	-
Employees in Germany		1,731	-	-	-
% employees covered by collective bargaining agreements	%	87	-	87	-
# employees working in establishments with workers' representation		1,625	-	1,625	-
% employees working in sites with workers' representation	%	94	-	94	-
Work-life balance – Family-related leaves (FRL)⁶					
# employees entitled to take FRL		1,717	-	1,717	-
% employees entitled to take FRL	%	99	-	99	-
# entitled employees that took FRL – Female		42	-	42	-
# entitled employees that took FRL – Male		17	-	17	-





Field Name	Unit	2024 Total	2023 Total	Delta	Delta in %
% employees entitled that took FRL	%	3	-	3	-
% entitled employees that took FRL – Female	%	71	-	71	-
% entitled employees that took FRL – Male	%	29	-	29	-
Prevention and detection of corruption and bribery⁷					
% functions-at-risk covered by training programmes	%	100	100	0	0
# functions deemed to be at risk – trained		4	4	0	0
# functions deemed to be at risk		4	4	0	0
# convictions		0	0	0	0
Amount of fines for violation	€	0	0	0	0
Customized CWS Hygiene KPIs					
Number of dispensers refurbished		13,031	-	-	-

¹ Includes only PV systems in the following countries: Croatia, Switzerland, Austria, and the Netherlands. Includes both self-consumed and grid-fed renewable energy; no clear distinction available.

² 2024 marks the first year of data collection on the circular economy. Full implementation to comply with ESRS standards is still in progress.

³ The ESRS definitions are applied starting from 2024. Data from previous years is therefore not comparable.

⁴ The percentage of performance reviews refers only to white-collar employees.

⁵ 2023 value excluded due to transition from group to divisional reporting, making the data inconsistent.

⁶ This indicator was newly introduced in 2024. Data is currently only available for Germany.

⁷ Data not available at Business Unit level; only CWS Group-level figures are reported.

CWS Hygiene – GRI content index

For more information about our data collection process, please refer to our  Sustainability Reporting Principles.

An overview of the group CWS values is available  [here](#).

GRI Standard	Disclosure	Location
GRI 2: General Disclosures 2021	The organisation and its reporting practices	
	2-1 Organisational details	CWS Hygiene International GmbH Dreieich Plaza 1A 63303 Dreieich Germany Hygiene matters, p. 6 Fact and Figures, p. 32 https://www.cws.com/en/hygiene/about-us
	2-2 Entities included in the organisation's sustainability reporting	Facts and Figures, p. 32 GRI Content Index, p. 39
	2-3 Reporting period, frequency and contact point	GRI content index, p. 39 Publication and contact details, p. 43
	2-4 Restatements of information	Changes in Scope 3 calculations due to the transition from spend-based to volume-based calculations. All changes to the calculation methods for key figures have been noted below the Facts and figures table.
	Activities and workers	
	2-6 Activities, value chain and other business relationships	We care, p. 9 https://www.cws.com/en/hygiene/about-us
	2-7 Employees	Hygiene matters, p. 6 Facts and figures, p. 34 ff https://www.cws.com/en/hygiene/about-us
	2-8 Workers who are not employees	Facts and figures, p. 35 ff



GRI Standard	Disclosure	Location
GRI 2: General Disclosures 2021	Governance	
	2-11 Chair of the highest governance body	https://www.cws.com/en/hygiene/about-us/management
	2-12 Role of the highest governance body in overseeing the management of impacts	https://www.cws.com/en/hygiene/about-us/management
	2-13 Delegation of responsibility for managing impacts	https://www.cws.com/en/hygiene/about-us/management
	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. CEO interview, p. 3
	Strategy, policies and practices	
	2-22 Statement on sustainable development strategy	Analysis and management, p. 7 A holistic approach to sustainability, p. 8
	2-23 Policy commitments	Certifiably good, p. 10 CEO interview, p. 3 Analysis and management, p. 7
	2-25 Processes to remediate negative impacts	Facts and figures, p. 37 ff www.cws.com/en/together-protecting-our-values
	2-27 Compliance with laws and regulations	Facts and figures, p. 38 ff Analysis and management, p. 7 www.cws.com/en/together-protecting-our-values
	Stakeholder engagement	
	2-29 Approach to stakeholder engagement	Analysis and management, p. 7
	2-30 Collective bargaining agreements	Facts and figures, p. 37
GRI 3: Material Topics 2021	3-1 Process to determine material topics	https://delivery.contenthub.cws.com/api/public/content/RP_EN
	3-2 List of material topics	Climate Change Pollution of water Water usage Resource Use & Circular Economy Own Workforce Working conditions in the value chain Affected Communities Information-related impacts for consumers and/or end-users Corporate culture Corruption and bribery
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	New life for used dispensers, p. 16 ff Ensuring a safe place to work, p. 18 Country Deep Dive Austria & CEE, p. 30 Country Deep Dive Switzerland, p. 29 Country Deep Dive Belgium & Luxembourg, p. 27 Country Deep Dive Germany, p. 21 ff





GRI Standard	Disclosure	Location
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	https://www.cws.com/en/together-protecting-our-values
	205-2 Communication and training about anti-corruption policies and procedures	Facts and figures, p. 38
GRI 301: Materials 2016	301-2 Recycled input materials used	Circular economy in action, p. 14 ff Facts and figures, p. 33 ff
	301-3 Reclaimed products and their packaging materials	New life for new dispensers, p. 16 ff Facts and figures, p. 33 ff
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Country Deep Dives p. 20 ff Facts and figures, p. 32
	302-3 Energy intensity	Facts and figures, p. 32
	302-4 Reduction of energy consumption	Reducing CO ₂ emissions, p. 12 ff Country Deep Dives, p. 20 ff
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Country Deep Dive Netherlands, p. 23
	303-2 Management of water discharge-related impacts	Country Deep Dive Netherlands, p. 23
	303-5 Water consumption	Circular economy in action, p. 14 ff Country Deep Dives p. 20 ff Country Deep Dive Netherlands, p. 23 Facts and figures, p. 33
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Reducing CO ₂ emissions, p. 12 ff Country Deep Dives p. 20 ff Facts and figures, p. 33
	305-2 Energy indirect (Scope 2) GHG emissions	Reducing CO ₂ emissions, p. 12 ff Country Deep Dives p. 20 ff Facts and figures, p. 33
	305-3 Other indirect (Scope 3) GHG emissions	Reducing CO ₂ emissions, p.12 ff Country Deep Dives p. 20 ff Facts and figures, p. 33
	305-4 GHG emissions intensity	Facts and figures, p. 33
	305-5 Reduction of GHG emissions	Reducing CO ₂ emissions, p. 12 ff Analysis and management, p. 7 Country Deep Dives p. 20 ff



GRI Standard	Disclosure	Location
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Facts and figures, p. 33 ff.
	306-2 Management of significant waste-related impacts	Analysis and management, p. 7 A holistic approach to sustainability, p. 8 We care, p. 9 New life for new dispensers, p. 16 ff Circular economy in action, p. 14 ff Country Deep Dives p. 20 ff
	306-3 Waste generated	Facts and figures, p. 33
	306-4 Waste diverted from disposal	Facts and figures, p. 33 ff
	306-5 Waste directed to disposal	Facts and figures, p. 34
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Analysis and management, p. 7 A holistic approach to sustainability, p. 8 We care, p. 9
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Facts and figures, p. 36
	401-3 Parental leave	Facts and figures, p. 37
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Certifiably good p. 10 ff Ensuring a safe place to work, p. 18
	403-3 Occupational health services	Ensuring a safe place to work, p. 18
	403-5 Worker training on occupational health and safety	Ensuring a safe place to work, p. 18
	403-8 Workers covered by an occupational health and safety management system	Certifiably good p. 10 ff Facts and figures, p. 37
	403-9 Work-related injuries	Facts and figures, p. 37
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Facts and figures, p. 37
	404-2 Programmes for upgrading employee skills and transition assistance programs	Developing talent for a responsible future, p. 19
	404-3 Percentage of employees receiving regular performance and career development reviews	Facts and figures, p. 37
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Developing talent for a responsible future, p. 19 Country Deep Dive Netherlands, p. 23 Facts and figures, p. 34 ff
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Analysis and management, p. 7 A holistic approach to sustainability, p. 8 We care, p. 9
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Certifiably good p. 10 ff

Publication and contact details

Contact

CWS Hygiene International GmbH
Sustainability
Lukas Emge
Tel: +49 1511 6828 539
Email: Lukas.Emge@cws.com

Corporate Communications
Sandra Englert
Tel: +49 152 288 42902
Email: Sandra.Englert@cws.com

Concept, design and text

RYZE Digital
www.ryze-digital.de

Photography

p. 1–2, 5, 7, 18, 22: ARTIS – Uli Deck;
p. 2, 16–17: Mario Andreya;
p. 3–4, 9: storieSZ by Sandra Schick;
p. 12–13: Photocreo Bednarek/Adobe Stock;
p. 19: Huseyin Bostanci/iStock.com;
p. 20: pyty/Adobe Stock;
p. 21: Tatiana/Adobe Stock;
p. 25: Bamboi

Unless otherwise stated, the copyright to the images in this report are held by CWS Hygiene.

This report presents the CWS Hygiene and CWS data scope for 2024. Where relevant, it refers to the standards of the Global Reporting Initiative (GRI), without certification.

