

# CSR – Policy 2023

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## Sustainability Policy – Environment and Social



# wanzl

INNOVATION  
MADE BY WANZL

CREATIVE CENTER  
**wanzl**

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## CONTENT AND SCOPE OF APPLICATION

**The Sustainable Development Goals (SDGs)** were used as a strategic framework when developing the sustainability guideline for the Wanzl Group. These not only serve as a guide for our daily work, but are also an expression of our firm belief in making the world positive, without any legal obligation. We are determined to actively contribute to these goals and fulfill our responsibility towards society and the environment.

The following objectives are pursued within our CSR policy:

This Sustainability Policy applies to every employee and the legal representatives (hereinafter referred to as “employees”) of the Wanzl Group (hereinafter referred to as “Wanzl”).

**The policy is reviewed at regular intervals, at least once a year.**

If changes occur during the year, they will be incorporated and documented immediately. If you have any questions about or wish to report violations of this policy, please contact:

– **Your manager/our sustainability officer**  
(e-mail: [compliance@wanzl.com](mailto:compliance@wanzl.com))

– **Our Compliance Officer**  
(e-mail: [compliance@wanzl.com](mailto:compliance@wanzl.com))

– **The whistleblowing hotline**  
(also available anonymously: [www.wanzl.com/compliance](http://www.wanzl.com/compliance))



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# PREFACE

**At Wanzl, we are proud** to be a global leader in our areas of application: retail, material handling, airport, access solutions and hotel service. Our continuous innovations set international standards and are the result of values that have been embedded in our DNA since our founding in 1947:

***Dynamism, reliability and progress.***

As a high-performing and value-oriented family business, we place high demands on ourselves. Our responsibility towards employees, customers, business partners, the environment and society is more than a philosophy – it is an integral part of our corporate identity.

In this constantly changing and increasingly complex business world, it is important that we continue to follow clear principles. These principles are an expression of our professionalism, our sense of responsibility and our high standards of personal conduct.

Our Sustainability Policy outlines the basic principles we want to act on and sets the framework within which we want to operate successfully. It is an expression of our professionalism, our sense of responsibility and our high standards of personal conduct. We are determined to comply with legal provisions, regulatory standards and our own ethical standards and requirements in order not to harm Wanzl and all parties involved, including our employees, customers and business partners. If you have any questions or concerns about the topics addressed in this policy, our Sustainability Officer will be happy to help you. We encourage all stakeholders to bring this Sustainability Policy to life to help shape a more sustainable and responsible future together.

Yours faithfully,

**the management of Wanzl GmbH & Co. Holding KG**



# 1 ENVIRONMENT



**Environmental protection plays a central role for our company, as we recognize responsibility for the sustainability of our business practices and the reduction of our environmental footprint. This is not only in line with legal regulations, but also because we want to make a positive contribution to environmental protection and strengthen the trust of our customers and stakeholders in our forward-looking mindset. All topics and initiatives covered in this chapter contribute simultaneously to achieving Sustainable Development Goals (SDGs) 3, 6, 7, 12 and 13. Each of these topics is then explained in more detail and linked to the corresponding SDGs.**

## 1.1 GREENHOUSE GAS & ENERGY AT WANZL



Wanzl strives to reduce energy consumption and greenhouse gas emissions. In order to achieve these goals, we are taking various measures. For example, we promote the use of environmentally friendly means of transport and offer our employees alternatives such as the Jobrad program to reduce CO<sub>2</sub> emissions in commuting. We are also working on converting a larger part of our vehicle fleet to electric mobility. By installing photovoltaic systems in the plants in Germany, we want to produce a significant part of our consumption of electrical energy sustainably and largely climate-neutrally ourselves. We also train our employees in the areas of energy savings and climate protection so that they can actively contribute to a sustainable corporate culture.

We conduct regular energy audits and use the results of the ISO 50001 audit to continuously optimize our processes. In addition, we are developing a Group-wide standard for recording our CO<sub>2</sub> footprint. By using waste heat recovery systems, such as the combined heat

and power plant (CHP) in our plant 4 in Leipheim, waste heat can be used and energy efficiency increased. Technology and plant modernizations, such as switching our lighting to LED and using waste heat for hall heating, are further steps to improve our energy efficiency. We are committed to continuously assuming our responsibility for the environment and climate protection and to continuously optimizing these measures.

## 1.2 WATER MANAGEMENT & AIR POLLUTION AT WANZL



### Wastewater management

The importance of responsible use of the resource water and minimizing our ecological footprint are of great importance to Wanzl. As a manufacturing company, we are particularly aware of our responsibility in this area and are taking targeted measures to continuously improve our water management. This includes the continuous assessment of wastewater quality using wastewater analysis reports to ensure that our wastewater emissions meet the required standards. We also use innovative technologies such as ion exchange to recycle and reuse water. In order to reduce water consumption efficiently, special technologies and devices such as the injector nozzle system for pickling baths and multiple rinsing are used. We use a precipitation plant to recover nickel from waters containing nickel.

Water balances and tests are an integral part of our strategy, in which consumption is carefully recorded and evaluated every year. We train our employees regularly in order to make effective use of potential savings. Through the ongoing maintenance of the water and wastewater network and inliners for swimming pools, we actively contribute to preventing shrinkage and protecting groundwater.



As part of our water management, the site's own wastewater treatment plant must be highlighted in particular. This facility helps to minimize the environmental impact of our wastewater emissions. We strive to continuously optimize our water management to ensure sustainable use of this vital resource.

### Air pollution

As a manufacturing company, it is our responsibility to monitor the exhaust air emissions from our production and to implement appropriate measures to minimize air pollution.

We achieve this by conducting regular analyses to quantify the concentration of pollutants in the exhaust air. This includes, for example, determining inhaled exposure to A-dust, metals and hydroxides, as well as monitoring the concentration of heavy metals in the production environment. We have also optimized our work processes and technologies to minimize emissions of dust and particulate matter. For this purpose, scrubbers and droplet separators as well as fans were installed to clean the pickling emissions in our electroplating plants for chrome and zinc. Fume extraction on our lattice welding machines also helps to reduce emissions.

In addition, we conduct regular noise level measurements in all operating areas and implement targeted measures to reduce the noise level. Employees shall wear hearing protection in areas where exposure limits are exceeded daily or weekly and shall be informed in training about the risks of noise, available protective measures and the correct use and maintenance of such equipment.

Finally, we take measures to prevent or reduce emissions. This includes, for example, the promotion of job bikes, the conversion of the car park from combustion engines to e-mobility or the use of photovoltaics. These initiatives enable us to make a positive contribution to reducing emissions of pollutants or climate-damaging gasses.

## 1.3 WANZL WASTE MANAGEMENT & HANDLING OF WASTE, HAZARDOUS SUBSTANCES AND HAZARDOUS GOODS



### Wanzl waste management

We attach great importance to the proper disposal of hazardous and non-hazardous waste. Our processes and procedures are designed to ensure that all waste is treated and disposed of in accordance with applicable legal requirements.

To ensure responsible handling of all types of waste, we have appointed waste officers. They advise the employer and employees on environmentally friendly and low-waste procedures, including procedures for the prevention, proper and harmless recycling or environmentally compatible disposal of waste. The waste officers monitor and coordinate all relevant activities and support the implementation of our strategy.

We attach great importance to training and health instruction of our employees, which ensures that our employees are well informed about the applicable disposal plans and understand the correct procedures for waste separation and disposal. Commercial waste is handed over to certified disposal companies. This ensures that they are disposed of in an environmentally friendly and proper manner.

We pay close attention to the exact classification of waste according to the AVV list, which includes both hazardous and non-hazardous waste categories. This approach helps us monitor and effectively manage the pathway of waste from its generation to its recovery or disposal. We also ensure that they comply with applicable environmental protection standards.

# 1 ENVIRONMENT



## Handling of waste, hazardous substances and dangerous goods

As a manufacturing company, it is of great importance for us to deal intensively with the management of waste of all kinds, especially hazardous substances and dangerous goods. These aspects are of central importance in terms of environmental protection, sustainable use of resources and compliance with legal regulations. Targeted measures and careful handling in these areas are necessary to minimize environmental impact, ensure the health and safety of people and promote the sustainability of the company.

With regard to environmental emergencies, for example, we have taken comprehensive measures and developed a specific environmental accident action plan. It contains procedures and protocols that are implemented immediately in the event of an environmental accident in order to minimize damage and limit negative environmental impacts.

## Handling and storage of hazardous substances

Another central aspect concerns the responsible handling of hazardous substances. We have established policies and procedures related to the storage, labeling and handling of hazardous substances. These measures not only ensure the safety of our employees, but also serve to protect the environment.

In addition to these extensive measures, we are investing heavily in training and instruction of our employees to ensure that they are optimally trained in handling hazardous substances. The training courses cover a wide range of topics and help to raise awareness of hazardous substances and environmental aspects among our workforce.

## Receiving and transporting hazardous goods

We attach great importance to the responsible handling of hazardous goods. In accordance with applicable law, we have appointed a Dangerous Goods Officer to fulfill our obligations as a company. The Dangerous Goods

Officer advises the company and its employees on matters that may be important for the transport of dangerous goods. Its essential tasks include monitoring and complying with the regulations for the transport of dangerous goods, as well as immediately reporting defects that can impair the safety of the transport of dangerous goods. In addition to these extensive measures, we are investing heavily in training to ensure that our employees are optimally trained in the acceptance and transport of hazardous goods.

## 1.4 END OF PRODUCT LIFE & CUSTOMER HEALTH AND PRODUCT SAFETY AT WANZL



Dealing with the end of product life and customer health and safety is of central importance for our manufacturing company. This self-image not only contributes to long-term customer satisfaction and the preservation of our brand integrity, but also ensures that we take responsibility for the quality of our products until the end of their life cycle.

Our focus in product development is to design products wherever possible to enable easy disassembly and recycling. Ultimately, we want to promote material separation and improve resource efficiency and recyclability of our products throughout their entire life cycle.

In addition to our product development efforts, we are also actively engaged in company-specific recycling, reuse and take-back programs. These programs are supported both by our internal infrastructure and by formal partnerships with recycling companies and other organizations. This is to ensure that our products and packaging are recycled in an environmentally friendly way at the end of their life cycle. Our 360° service approach is another step towards promoting the

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circular economy and contributing to reducing waste and environmental impact. This approach not only supports customers in the use of our products, but also throughout their entire life cycle. We offer help, spare parts, maintenance and more to ensure our customers' investments are sustainable. With individual service contracts and leasing options, we support customers in this regard. We attach great importance to raising awareness among our customers, especially regarding the importance of recycling and the safety of handling our products.

Our products therefore contain clear instructions and information on environmentally responsible disposal and recycling. By remanufacturing used products – focusing on our main revenue stream shopping trolleys – we help to further extend the service life of our high-quality products. This procedure removes worn components from the shopping trolley and replaces them with new ones. The used components are either disposed of properly or recycled.

Wanzl promotes health and safety issues in all areas of application. Another important building block of our efforts is the implementation of company-specific procedures and facilities that enable our customers and employees to provide feedback on health and safety issues. Our Wanzl Customer Service plays a central role here by acting as the point of contact for all concerns and feedback relating to health and safety. This structure ensures that all concerns are recorded, processed and answered professionally.

Furthermore, we have established processes that ensure the safety of our products. These are subject to our ISO 9001:2015 certified quality management system. Detailed information about our products and other safety-related topics can be found on our company website. We encourage our customers and stakeholders to regularly review our website to stay up to date and understand the steps required in the event of an irregularity. Our CSR policy is a clear testament to our commitment to health and safety, both for our employees and for our customers and partners, and we are continuously committed to doing business safely and responsibly.



## 2 SOCIAL ASPECTS



**Taking social concerns into account is very important for Wanzl as a manufacturing company. Creating a fair, inclusive and safe working environment for our employees is not only ethical and legal, but also an important factor for good collaboration within the company.**

**All topics and initiatives covered in this chapter contribute simultaneously to achieving the Sustainable Development Goals (SDGs) 1.3, 4, 5 and 10. Each of these topics is then explained in more detail and linked to the corresponding SDGs.**

### 2.1 HEALTH AND SAFETY WANZL EMPLOYEES



Prioritizing health and safety in the workplace is of utmost importance to us. We have already taken extensive measures to ensure that these aspects are fully and effectively safeguarded. Our primary goal is to reduce accidents and illnesses to a minimum. Regular risk assessments serve as a guide to identify and evaluate potential hazards in the workplace.

The targeted implementation of stress management measures and the provision of support services to promote mental health in the workplace can be mentioned as an example. In addition, regular offer checks, including fitness checks and a company doctor, are an integral part of our health initiatives. Health management makes an important contribution to identifying health risks at an early stage and taking preventive measures.

In addition, we have implemented site-specific measures, such as providing adequate protective equipment and carrying out specific measurements of potentially harmful impacts on employees. This includes regular

noise measurements and hazardous substance measurements. Limiting exposure to noise and hazardous substances is another focus of our efforts. Noise and hazardous substance measurements include clear information on limit values, assessment criteria and classifications.

In the event of an emergency evacuation or an accident at work, we have established clear procedures for how to behave in such situations.

Training and instruction of employees is an integral part of our efforts to ensure health and safety in the workplace. These training courses are based on the latest standards and best practices and cover topics such as fire prevention, sources of danger in the office and the careful handling of hazardous substances. Our CSR policy is a clear commitment to the health and safety of our employees. And we will continue to do everything necessary to ensure that our working environment meets the highest standards.

### 2.2 WORKING CONDITIONS & SOCIAL DIALOG AT WANZL



As a manufacturing company, we are committed to providing excellent working conditions for our employees and we are committed to this goal. This is reflected in a variety of initiatives aimed at promoting well-being and satisfaction and fair measurement of our workforce.

One focus of our efforts is, for example, interactive communication with our employees about working conditions. The employee dialog encourages the open exchange of ideas and concerns between employees and management. This ensures that working conditions are continuously improved and that the legitimate needs

of our workforce are addressed. In addition, we have established a target agreement system for managers that is linked to the company's performance in order to reward and recognize the motivation of our managers. Fair compensation for additional or atypical working hours is clearly defined for our workforce. Furthermore, our support extends to family-friendly programs by being a member of Kids & Company (a childcare funded by various member companies) and also offering financial support in the form of kindergarten grants. This helps our employees to better balance their family responsibilities and to balance work and family. Finally, we have a comprehensive range of health care services that go beyond the benefits of social security, including e.g. voluntary life insurance for our employees, which varies from location to location. We are determined to continuously maintain and improve working conditions in order to promote the satisfaction and well-being of our employees.

In addition to employee satisfaction, we are also concerned with strengthening social dialog by actively enabling employer and employee representatives to participate and shape our social and employment policy. We expressly acknowledge the importance of employee representation and respect the right of our employees, trade unions, works councils and other employee representatives to join and actively participate in shaping our corporate policy.

Together with our works council, we have established works agreements on various topics, such as working conditions, which include topics such as mobile working, health and also works agreements for further training and educational leave.

Our position is an expression of our commitment to a fair and supportive working environment where the rights and needs of our employees are respected and promoted. We will continue to work closely with employee representatives to ensure that our working practices meet the highest standards.

## 2.3 TRAINING AND DEVELOPING EMPLOYEES AT WANZL



The promotion and development of our employees are important elements of our strategic direction at Wanzl. For example, to ensure continuous development, we conduct regular assessments of individual performance. This ensures that our employees are supported in their professional development and can develop their full potential. These assessments provide continuous feedback and targeted support to promote strengths and identify weaknesses.

The provision of training courses is also an important component of our personnel strategy. Our philosophy is pragmatic: "We can only expect from our employees what they have learned." We offer a wide range of training measures to ensure that our employees can acquire and develop the necessary skills and knowledge.

We also offer operational integration management (OIM). This enables employees who are affected by health or performance-related challenges to find a return to work through targeted support and individual discussions.

Furthermore, we place great importance on creating individual development plans for our employees, as the needs and requirements vary considerably depending on the area of responsibility and we do not work according to the principle of "one size fits all". These plans support professional development and the achievement of personal career goals.

## 2 SOCIAL ASPECTS



### 2.4 CHILD LABOR, FORCED LABOR AND HUMAN RIGHTS AT WANZL



Our firm commitment to ethical business practices and the protection of our direct and indirect workforce is fundamental. We attach great importance to training that makes our employees aware of our company's Code of Conduct. These training courses enable our employees to understand the principles and content of the Code and help ensure that ethical standards are met in all our activities, including the topics in this CSR Policy. Our training courses also cover topics such as human trafficking, forced labor and child labor. In order to ensure that no incidents occur in these areas, we are focusing more on protecting young workers and providing them with adequate care in the workplace. In order to safeguard the interests of young people and trainees employed by Wanzl, for example, there is a youth and trainee representative body in the German Wanzl plants, which is subordinate to the works council. They can make suggestions and request measures that can help young people and trainees in the company. We review the age of potential employees globally as part of the recruitment process to ensure compliance with legal requirements regarding minimum age.

Through these measures, we ensure that young workers are adequately looked after and protected. This ensures their safety and well-being in the workplace. To ensure the protection of our employees and compliance with ethical standards, we have also implemented complaint mechanisms that make it possible to identify concerns and complaints regarding child labor, forced labor, human trafficking and other human rights violations within all Wanzl locations and in the supply chain. This mechanism shall help to identify any breaches of these fundamental ethical principles and take appropriate action

### 2.5 DIVERSITY AND INCLUSION AT WANZL



This Sustainability Policy underlines our determined commitment to promoting equal opportunities and diversity in the workplace. To prevent discrimination in professional development and promotion, we have taken targeted measures.

To strengthen the integration and support of minorities and disadvantaged groups, we have established reference and support groups for severely disabled people. These groups serve as a platform for sharing experiences and provide valuable support and resources. In addition, our works council and the representative body for the severely disabled have access to all applications and ensure that selection and promotion processes are fair and non-discriminatory. Job advertisements contain clear information on gender and diversity neutrality (m/f/d) and our employees are trained in the General Equal Treatment Act (AGG).

In addition, we have established special training courses on the topic of diversity in order to make our employees aware of the importance of diversity and equality and to provide them with the corresponding knowledge. Promoting equal pay in the workplace is another focus of our efforts. Salary analyses are carried out, for example, to ensure that our employees are paid fairly and equally, regardless of gender, origin or other characteristics.

**We will continue to take actions to improve and consolidate these values in all areas of our organization.**



### 3 SUSTAINABLE PROCUREMENT



**The topic of sustainable procurement also plays a central role in our sustainability policy, as it complements both the social and environmental aspects of our corporate responsibility. We are determined to ensure that our procurement practices follow high ethical and sustainable standards in order to meet and continuously improve our environmental and social commitments.**

Through the Supplier and Business Partner Code, we have defined our expectations and requirements for our suppliers with regard to social and environmental responsibility. We encourage our suppliers to acknowledge this Code in writing. To ensure that our supply chain meets high standards, we conduct regular risk analyses, which also include the monitoring of conflict minerals. These analyses allow us to identify potential risks and opportunities and take targeted actions to ensure compliance with our CSR standards.

The evaluation of our suppliers with regard to environmental and social practices is based on specific contractual clauses. We also work actively with selected suppliers to ensure that potential conflict minerals are properly declared and responsible sourcing practices are followed. In doing so, we use tools such as the cloud-based monitoring platform Integrity Next to verify and ensure compliance by our suppliers.

Through the above measures, we ensure that our suppliers act in accordance with our values and expectations.

In order to further anchor the topic of sustainable procurement within the company, we also offer training courses for our buyers on social and environmental issues. This ensures that they are able to effectively take our environmental and social standards into account when selecting and supporting suppliers.

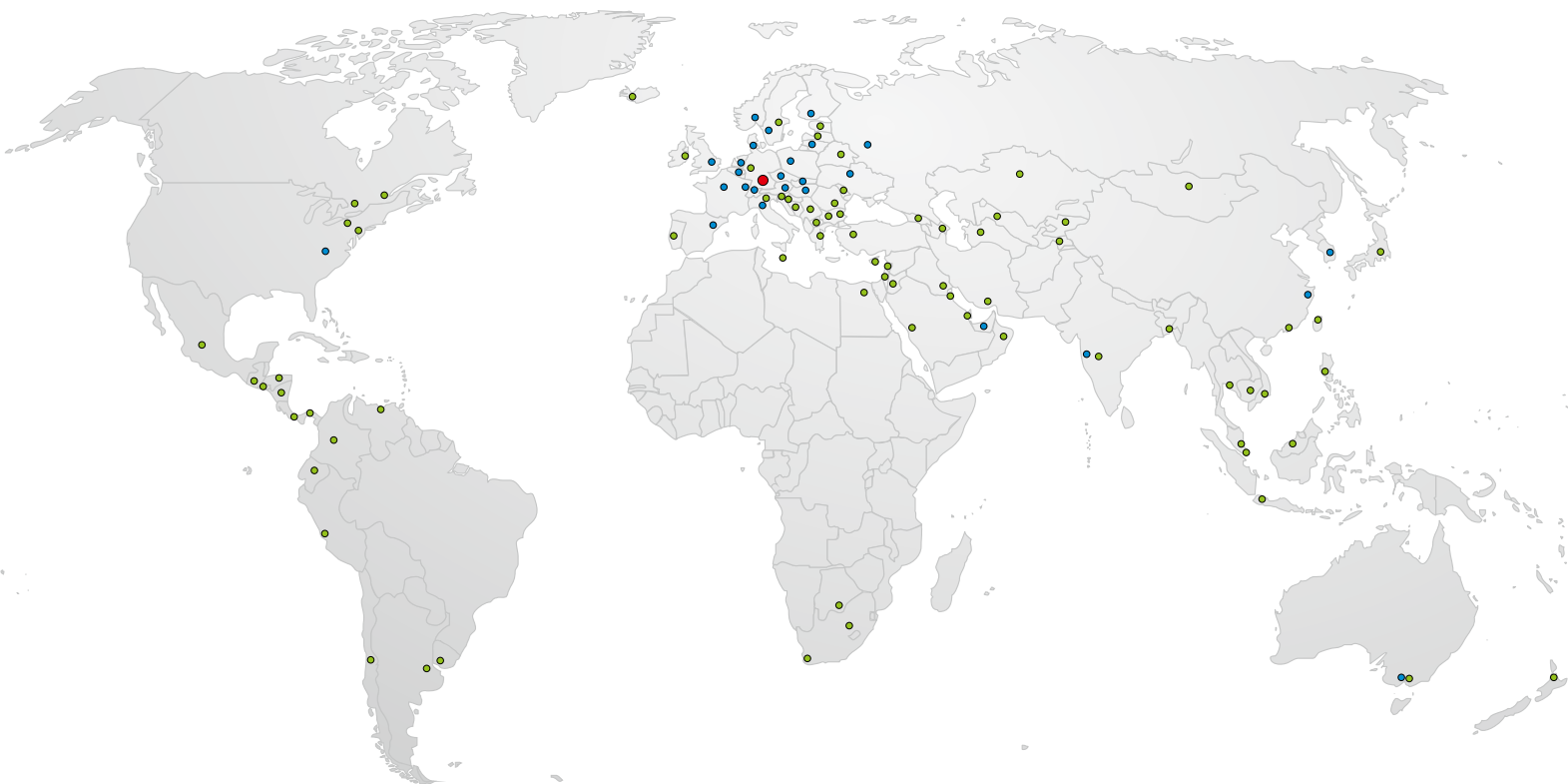
We also actively work with companies in our supply chain that promote the participation of minorities, disadvantaged groups, equal opportunities and social diversity. This is done, for example, through the collaboration with the Dominikus Ringeisen plant in Ursberg, a church institution with workshops for the disabled. These collaborations allow us to bring a wider range of talent and perspectives into our supply chain and help create an inclusive and diverse business environment.

Our Sustainability Policy is a clear testament to our commitment to responsible and sustainable sourcing along the supply chain, and we will continue to work to strengthen our standards to ensure they are met in all our applications.

**In line with the SDGs, this sustainability policy represents the leading strategic direction for dealing with environmental aspects and social issues in the area of sustainability. However, it only reflects part of the measures implemented at Wanzl within the respective areas.**

#### REVISIONS TO THIS POLICY:

Date	Last name



## Wanzl worldwide

- Head Office
- Subsidiaries
- Partners



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