



Sustainability Report 2019 **Smart intelligence**



Sustainable business practices secure the future of our Company. As a manufacturer of automated carwash equipment, we contribute with our business model to the sustainability of our customers' business model. Our long-lived capital assets create lasting value, and through their sparing use of resources, we contribute to preserving an intact living environment for future generations. We have a long track record of delivering on our responsibility to employees and society.

WashTec meets the highest standards, not only of product and service quality, but also in environmental protection. In our operations, we always aim for maximum efficiency in the use of materials and resources.

This is consistently reflected in our latest sustainability report, which we have presented for many years. We also supplement this with a separate combined non-financial report. In doing so, we meet the requirements of the CSR Directive Implementation Act, which has applied in reporting since fiscal year 2017.

1. Separate combined non-financial report

We based our preparation of the separate combined non-financial report on the **Global Reporting Initiative Sustainability Reporting Standards (GRI Standards)** and describe our policies in accordance with the requirements of GRI 103: Management Approach.

Besides financial aspects, additional disclosures must also be provided on certain non-financial aspects to the extent that they are material within the meaning of Section 289c (3) of the German Commercial Code (HGB). The non-financial aspects on which information must be provided comprise environmental, employee and social matters, respect of human rights, and anti-corruption and bribery. The Company describes whether each aspect is material to it and the general public.

Not all aspects provided for by law are equally material to WashTec's business activities. Policies are therefore presented only for the aspects that are material to WashTec and the general public ("double materiality").

For a detailed report on our risk management and a description of prevailing risks with the potential to have a material impact on the onward development of the WashTec Group, please see the combined management report in Section 4, Outlook, opportunities and risk report, starting on page 72. No material risks from our business activities, business relationships, products and services have been identified for which it is highly probable that they have, or will have, severe adverse impacts on the above-mentioned aspects.

The content of the separate combined non-financial report is reviewed by the Supervisory Board. In the sustainability report, this review solely relates to heading 1, Separate combined non-financial report, and not to the information under heading 2, Implementation of sustainability at WashTec.

1.1 Description of the business model and diversity policy

For a description of the business model, please see the combined management report under General Information about the Group, section 1.1, Business Model, beginning on page 47.

For a description of the diversity policy, please see the combined management report under Corporate Governance Declaration, section 8.1, on page 87.

1.2 Environmental matters

WashTec faces up to its responsibility towards the environment and human society. Car washing by hand or under the wrong conditions leads to a waste of resources in the form of water, washing chemicals and energy. In the manufacture of efficient, resource-conserving automated carwash equipment, WashTec contributes to protecting the environment. We take environmental matters very seriously. This is demonstrated among other things by certifications that WashTec has held for many years and consistently renews. The manufacture and operation of automated carwash systems are more environment-friendly than manual washing (see page 31). Water is a scarce and precious commodity, so we pay particular attention to minimizing carwash resource consumption. With innovative water reclaim solutions, WashTec makes it possible for almost all wastewater to be reused, thus reducing fresh water consumption per vehicle wash to a minimum. So far, however, the majority of wash equipment is so far sold without water reclaim or treatment systems. To significantly increase sales of such equipment, we have created the modular water reclaim system, which allows water reclaim to be precisely tailored to on-site requirements.

A further example of our environmental responsibility is our commitment to reduce energy consumption and make use of renewable energy. By applying the life cycle approach, we consider energy requirements from the system design stage. Our energy team also attends to energy-related matters and projects on the basis of our energy management system in accordance with DIN EN 50,001 (see the Energy section under 2.3 WashTec environmental scorecard 2019).

WashTec focuses on keeping the resource consumption of washing facilities as low as possible

1.3 Employee matters

Objective/policy

WashTec delivers on its responsibility towards the workforce, their families and the people who work with us and operate or use the equipment we produce. A key focus is on safety and health of our employees in the workplace. Experience shows that whatever preventive measures are taken, there is always a residual risk that can result in an accident at work. Our aim is to reduce the number of work-related accidents to zero. We therefore analyze accidents to prevent reoccurrence and regularly assess existing and new hazards to identify potential causes of accidents in advance. Suitable measures are taken to eliminate risk for employees wherever possible and at least reduce it to an acceptable level.

The safety and health of employees are a material aspect for WashTec. Every accident can have a serious impact on the person involved, but also consequences for WashTec. High occupational safety standards play an essential part in ensuring that everyone is safety-conscious. By maintaining high levels of process reliability in occupational safety and health, WashTec contributes to general public welfare. We measure continuous improvement toward our zero-accidents target on the basis of the accident rate [work accidents/million hours worked].

Measures

We apply various measures on a regular basis that enhance workforce occupational safety and thus further reduce or prevent accident risks.

As a preventive measure, for example, the various operating functions conduct risk analyses. They are systematically supported in this by WashTec's in-house Health, Safety and Environment (HSE) department. On the basis of the identified potential hazards, measures are derived, planned and implemented. These include continuous improvements in production and office ergonomics.

Based on the principle that "accidents don't happen, they are caused", WashTec attaches great importance to "near-misses". A simple example is a power cable trailing across the floor: it is only a question of how many people have to pass before there is an accident. To raise employee awareness, help identify potential causes of accidents in advance and eliminate hazards before an accident is caused, we provide a range of training modules using our training tool. Each module ends with a knowledge check to make sure the course content has been learned. Another important factor is provision for simple, quick and meaningful reporting of identified risks. For this purpose, a new app rolled out for all WashTec employees worldwide in 2018 makes it easier than ever to record and report near misses. Immediate action by the local safety officer, who is notified by email, and remedial measures comprise a further step towards eliminating potential causes of accidents before they occur. Such situations are analyzed in groups and collated to provide content for further training units.

Another app is to follow for supervisors' QHSE inspections (standardized hazard analyses), thus ensuring further efficiency gains in the hazard analysis process. Here, too, systematic evaluation enables potential hazards to be identified and suitable action taken.

A further means of reducing potential hazards is the WashTec Tower, a special mobile scaffold for safe working at heights, including on wash equipment. In collaboration with subsidiaries, a project is being carried out to make the WashTec Tower easier to transport in service vehicles. So far, the WashTec Tower has been made available across all European subsidiaries. A reduction in the time taken to put up the WashTec Tower has enhanced acceptance and helps uphold high levels of safety. The effort involved in loading and unloading the WashTec Tower into and out of service vehicles was investigated in a bachelor's thesis in 2019. Potential for improvement in vehicle fittings was identified and will be applied when new vehicles are ordered in 2020.

For the third time, a colorectal cancer prevention campaign was organized for WashTec employees in Germany, as early detection can lead to very good chances of recovery and increase employee awareness of prevention.

WashTec deploys an e-learning tool, LeManSys, to train employees and external partners in occupational safety matters relevant at WashTec. LeManSys is in use in ten languages across all subsidiaries. As briefly mentioned above, a test is completed to demonstrate that the information provided has been understood and can be implemented.

Processes/due diligence

Preventive activities such as audits, training and hazard assessments are carried out by the HSE department on a continuous basis in order to enhance safety, protect health and prevent accidents. The HSE department also ensures that occupational safety considerations are incorporated in product development and improvement so that parts are safe for workers to carry, assemble and replace. If unsafe situations or potential hazards are identified nevertheless, employees are required to follow the principle of "If you are not sure, STOP".

The WashTec Tower is a mobile special scaffold that allows you to work safely at heights, i.e. also on car washes

Prevention will be further improved with the new WashTec Message app, as it ensures that relevant information is directly incorporated in the improvement process. Using the WashTec Message app, every employee can report hazardous situations or incidents online from a mobile phone or personal computer. The app thus provides upfront warning of any hazards. It has already significantly increased reporting rates, including in subsidiaries. Reporting rates have risen thanks to intuitive in-app navigation and the ability to include pictures of a situation.

The HSE department also provides training for all employees via the LeManSys tool. This makes it possible to track which participants have completed the training by the prescribed date and passed a final test. Taking and passing a test are obligatory. Any failure to do so is escalated up the chain of command and if necessary as far as the Management Board. This ensures that all employees and external partners know the training content.

Outcomes

The accident rate, which is the relevant indicator for employee matters, is determined for the entire Group. Continuous improvement of HSE processes and management systems over the years has ensured that the number of occupational accidents is consistently below the industry average reported by employers' liability insurance association. There have been no occupational accidents with fatal or serious injuries, meaning with lasting injury or resulting in a pension entitlement.

Number of occupational accidents per million hours worked below industry average

In the 2019 reporting year, the number of occupational accidents per million hours worked, at 3.5 as of the year-end, was below the industry average of 22.07 reported by the employers' liability insurance association. Introduction of the WashTec Message app significantly increased reporting quality with regard to hazardous situations, near misses and accidents.

Awards for successful safety activities conferred by major customers in the petroleum industry in past years verify the high standard of our safety culture at WashTec.

1.4 Social matters

We take our social responsibility seriously and make a contribution for the chronically ill and disadvantaged by supporting the organization **Bunter Kreis e.V.** and the **Kartei der Not** foundation. In addition to monetary donations, we also held a social project week at **Bunter Kreis** in the year under review. For further information, please see the sustainability report under 2.6, Social commitment. Social involvement is not a material business objective for our business model on the basis of the double materiality criterion.

The support provided by WashTec has no significant impact on the organizations named or the general public. The organizations are pleased to accept the support but are reliant on additional sponsors. There is consequently no significant non-financial aspect to be reported on in the area of social matters.

1.5 Respect for human rights

We work with suppliers and service providers worldwide. We expect all employees as well as our business partners to operate in compliance with the law. Likewise, WashTec expects business partners to comply with applicable laws and regulations, as well as to meet and continue developing high ethical standards in business operations. WashTec has developed a suitable policy to ensure this.

In the supplier declaration drawn up in 2017, all major business partners undertake to comply with the principles and rules laid down by WashTec

The rules and principles are described in the WashTec Code of Ethics. In the context of our international business relationships, WashTec also compiled a suppliers' declaration in 2017, which all material business partners had signed with legally binding force by the end of 2018 in order to guarantee compliance with WashTec's principles.

Wash equipment is mainly produced in Europe and the USA. Most suppliers are likewise located in Europe and America. WashTec thus largely operates in countries that inherently maintain high standards of respect for human rights. Respect for human rights consequently has no material impact on WashTec's business activities on the basis of the double materiality criterion.

As part of the machinery and plant engineering sector, WashTec operates in an industry that already meets high standards. The automated wash equipment business is not very susceptible to human rights violations. Respect for human rights is therefore assured in WashTec's business activities and does not have to be specifically attained. There is no material non-financial aspect in relation to respect for human rights.

1.6 Anti-corruption and bribery

The WashTec Code of Ethics also sets out rules for anti-corruption and bribery. WashTec expects employees and business partners worldwide to comply with all legal requirements. The Code of Conduct for Suppliers (formerly Supplier Declaration) additionally introduced in 2017 requires business partners to comply with high ethical standards.

Production and suppliers in the value chain mainly operate in countries that are not susceptible to corruption and bribery. To prevent corruption and bribery nonetheless, WashTec has set down the corresponding principles in its Code of Ethics and additionally incorporates these principles by reference in the Code of Conduct for Suppliers. Within the Group, corruption and bribery are combated through compliance training that has been rolled out worldwide.

WashTec additionally set up a whistleblower system in 2016 that allows employees and external parties to report violations anonymously.

Anti-corruption and bribery do not play a material role at WashTec due to the structure of the business. WashTec has nevertheless taken precautionary measures. However, anti-corruption and bribery do not have any material impact on the business activities on the basis of the double materiality criterion. WashTec's impact on the general public is consequently likewise non-material. There is no material non-financial aspect in this regard.

2. Implementation of sustainability at WashTec

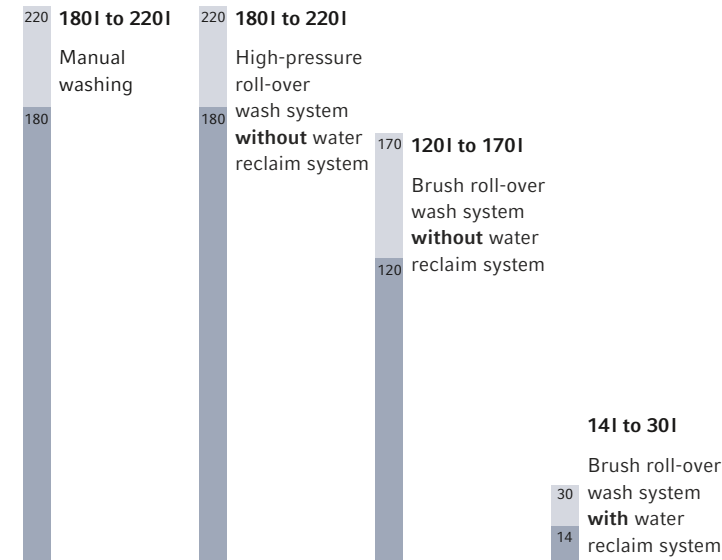
2.1 Product responsibility

WashTec products

- WashTec products enable operators to use their systems efficiently and economically.
- This is achieved with low energy and water consumption, the option of using water reclaim systems, and optimized metering of eco-friendly chemicals – all for improved environmental performance.
- WashTec offers local analysis to help customers arrive at the optimum product specification for their site and prevent both over-dimensioning and under-dimensioning of wash capacity.

All WashTec equipment meets all prevailing environmental regulations and offers a water-saving alternative to manual car washing, which is prohibited in Germany and various other countries. WashTec also expects to see increasing regulation in markets with lower environmental standards or where water is scarce. This means greater potential for environment-friendly automated car washes with water reclaim systems. The water reclaim system for gantry carwashes was designed on a modular basis in 2019 to provide the right amount of reprocessed water for the respective product according to on-site requirements. Scandinavian countries especially have increasingly strict environmental requirements, and other countries are also considering a ban on manual car washing. For many years, WashTec has used the Scandinavian Nordic Swan label for particularly environment-friendly carwash chemicals. Additionally, a WashTec video demonstrates the importance of water availability and the consequences of water pollution. The film is available on the Company website and is used in discussions with customers to encourage sustainable carwash use.

Minimized fresh water consumption (liters per wash)



Source: WashTec Analysis

In automated car washing, water and other substances such as wash chemicals and oil remain in a closed cycle and so cannot seep into the ground or groundwater. Since clean water is indispensable for car washing, WashTec offers water recovery systems that, by treating the process water, reduce fresh water consumption during car washing by up to 90%. Thus, for example, a modern gantry carwash with water reclaim equipment uses only between 14 and a maximum of 30 liters of fresh water during a standard wash (compared to 44 liters of fresh water consumed during a standard wash with a modern washing machine).

With all WashTec and AUWA products, environmental compatibility is paramount.

WashTec and AUWA chemical products

WashTec and AUWA stand for vehicle cleaning and care that is at once thorough and environmentally sound.

The product range encompasses a broad line-up of cleaning and care products for carwash facilities and spans everything from special solutions for water recovery systems to a comprehensive assortment for the cleaning and care of wash equipment and wash bays. Environmental compatibility is a priority for all products. Strict and seamless quality controls ensure that all AUWA products always satisfy all prevailing statutory requirements and meet wastewater thresholds. Compliance with the highest environmental and health standards is likewise a matter of course. For example, all active washing substances used are biodegradable, environment-friendly and non-abrasive – despite their high performance.

A number of products satisfy the requirements of the Nordic Swan ecolabel as well as those of the German Association of the Automotive Industry (VDA). Moreover, special wash chemical products are tested to DHI criteria and to ÖNORM B5106, which focuses on wastewater performance.

The AUWA product range works with all WashTec water reclaim equipment and in this manner helps retain a high level of water quality. The concentrated and highly efficient products assist in reducing portioning and dispensing quantities – and hence consumption – and in improving the quality of process water and thus lowering the quantity of freshwater needed. Specific recommendations on the product packaging help prevent the use of excessive quantities.

2.2 Production

Equipment

The majority of equipment production takes place at the Augsburg headquarters and has been continuously updated and reorganized in recent years. In addition, our subsidiary in Denver, Colorado (USA) produces carwash equipment primarily for the North American market. Equipment for the Asian market is assembled by our company in Shanghai, China. Our subsidiary in Nyrany, Czech Republic, manufactures equipment and components for final assembly in Augsburg. Control units are manufactured in Recklinghausen for the entire Group.

Since exhaust fumes and exhaust air generated during production are filtered, discharges or emissions of harmful substances are kept to the lowest levels technically feasible at the present time. Products are installed and maintained at our customers' places of business by some 600 in-house service technicians, subcontractors, and sales partners' technical personnel. Service technicians are on the road with modern, specially-equipped service vehicles, which themselves carry along suitable equipment and fittings ranging from tools and spare parts to safety equipment.

The average service life for carwash equipment is between seven and ten years. At the end of its service life, equipment is then professionally disassembled and either refurbished or recycled. All functional specification documents for the development of equipment at WashTec require maximum possible reuse or recycling.

Virtually all existing peripheral components can be used again in the event of equipment replacement; this now also extends to system control units. The sustainability of our products was examined as part of a project conducted by Öko-Institut Freiburg. The findings had an influence on ongoing product development in terms of ecological aspects such as lifetime water and energy consumption. This is where customer utility and sustainability come together.

Wash chemicals

The wash chemical products sold by AUWA are developed in our laboratories in Augsburg and Grebenau (Germany) and Bollebygd (Sweden) and produced in Grebenau and Bollebygd in close cooperation with the WashTec R&D Department.

In the production of AUWA products, conservation of scarce resources is always a priority. Accordingly, resources that are not relevant to a product's ability to function are avoided as far as possible. The bulk of wash chemical products are high-concentration products that are automatically diluted and apportioned in the wash equipment. In addition to saving weight, this also saves on packaging, thus minimizing transport costs. The use of high-quality ingredients in a highly concentrated and optimized mixture reduces chemical consumption per wash.

2.3 WashTec environmental scorecard 2019

The WashTec environmental scorecard is divided into the two main areas of waste and energy.

Waste

In 2019, WashTec accumulated 2,513 tons of waste material in Germany by taking back old equipment and due to production waste. This waste is systematically separated into single-material fractions. Strict separation of recyclable materials (such as metals, cable and sheet) is a matter of course for WashTec in order to achieve a high recycling rate.

Disassembled old systems are either refurbished or professionally recycled by authorized service providers.

Energy

A dedicated, specialist energy team at WashTec constantly attends to potential analysis, measures and implementation in relation to energy-related matters. The largest percentage of total

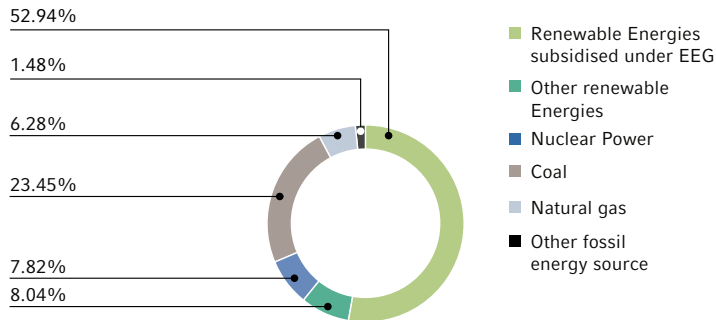
energy consumption at WashTec is accounted for by the vehicle fleet, with 63% of the energy consumption at the Augsburg location. Total energy consumption in Germany fell by 4% year on year at the same level of capacity utilization. The proportion of energy consumption accounted for by the vehicle fleet here was 50%.

Various measures target the vehicle fleet alone, including route optimization to reduce fuel consumption, limiting transportation speeds and the trial deployment of hybrid vehicles. All vehicles newly purchased by WashTec are equipped with economical, latest-generation diesel engines with particle filters. A bonus/penalty system for emission levels gives employees additional incentives to choose low-emission vehicles. The Company successfully took its first hybrid vehicle into trial service for local transportation at the Augsburg plant in 2018. In the fourth quarter, this trial was extended to pool vehicles at the location. WashTec also offers all visitors a free electric-car parking space with a charging point. Electric mobility is an area that the company has been developing in-house for some years. Examples include replacing diesel forklifts with electric models, with the aim of removing diesel forklifts on site at our production locations entirely. In the next step, gas-powered forklifts will also be replaced with electric models. With regard to using electric road vehicles at WashTec, we continue to watch developments as enabling conditions in areas such as service are unable to be satisfied at the present time.

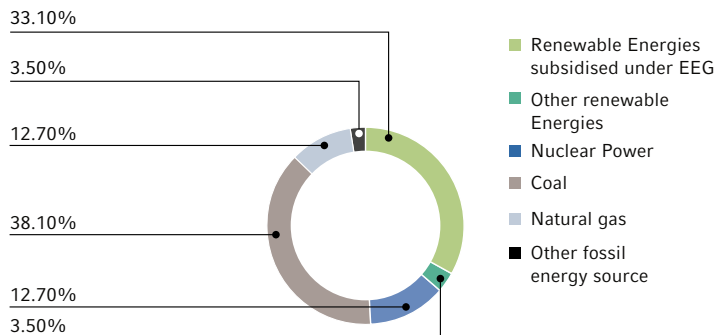
The electricity that WashTec procures for corporate headquarters and for the main production site in Augsburg is 61.0% renewables-generated (prior year: 57.2%). This figure is significantly higher than the national average of 36.6%. WashTec thus actively contributes on an ongoing basis to lowering CO₂ emissions.

Electromobility is continuously expanded within the company

Normal electricity products of TOTAL Energie Gas GmbH



Normal electricity products of Gemany



Electricity mix obtained by WashTec from its electricity provider and German average (as of 2017)

Energy-efficient systems are used to heat the company's buildings. Measures applied include energy reclamation, air recirculation, control technology and insulation of buildings beyond the in-

dustry standard. The use of district heating systems, where available, for space heating also contributes to sustainability. Renewable energy, such as solar power, is integrated into new buildings.

For further information and data on energy, please see the sustainability report under heading 1, Separate combined non-financial report.

Certifications

Since 2000, WashTec has been certified under the ISO 9001 and ISO 14001 standards, which lay down globally recognized requirements for responsible quality management and environmental management systems. With its ISO 14001-based environmental management system, WashTec takes part in the Bavarian Environmental Pact for Sustainable Growth with Environmental and Climate Protection. This is a voluntary agreement between the Bavarian state government and Bavarian industry which, among other things, creates an obligation to provide additional environmental protection going far beyond the standards required by law. In addition, WashTec has held SCC (Safety Certificate Contractors) certification since 1999. Compliance with this standard by engaging in preventive measures serves to protect the safety and health of employees and also extends to additional environmental protection requirements.

An energy management system in accordance with ISO 50001 was additionally introduced and certified during 2016 in fulfillment of our responsibility for sustainability. Introducing an energy management system enables WashTec to better document and monitor energy flows for more efficient energy use. Certifications routinely performed by DEKRA also verify compliance with statutory provisions and standards, thus providing legal certainty. In addition, an energy team has been tasked with investigating significant energy-related issues and taking appropriate action to further improve energy consumption. Most such issues overlap with environmental concerns. WashTec places a major focus on responsible resource use.

Ecological aspects are an integral part of WashTec's strategic planning, from product development to resource management in production. WashTec also regularly specifies an integrated management systems (IMS) policy from which Group-wide environment targets are derived. Analyses are performed on these targets and measures identified and adopted to attain them, with projects for implementation and attainment measurement. Target attainment and onward development of the occupational safety and health, energy, environmental and quality management systems are regularly monitored and presented in an annual management review. Our implemented continuous improvement process aids in the attainment of the Company's adopted targets.

2.4 Stakeholder dialogue

WashTec shares as a sustainable investment

In view of its sustainable business model, WashTec's shares are a target for investment funds specializing in sustainable investment. WashTec has held SRI (Sustainable & Responsible Investment) pass status as a sustainable investment since 2007. In 2018, WashTec was rated Sustainability Class C and incorporated in the Sustainable Hidden Champions Equity Fund.

Customer satisfaction

"Would you recommend WashTec?" We ask our worldwide customers this question three months after installing a new gantry carwash. From July 2017 – following a three-month pilot in 2016 – customers have automatically been sent an invitation to take part in an online survey. The responses are automatically collated in-house and tracked in our subsidiaries (except in Belgium and China). In 2019, 86.9% of respondents in the online survey said they would recommend the Company to others.

Annual customer satisfaction surveys have been conducted since 2017

Any customers who say they would not recommend WashTec are called to ask the reason for their negative response. In this way, we learn from our customers themselves how we can better help them and continue to provide expert after-sales support. The survey has so far met with a positive response as customers see that their opinion is valued.

2.5 Personnel and Compliance

WashTec Code of Ethics, Code of Conduct for Suppliers and whistleblower policy

A standard Code of Ethics has applied to all WashTec Group companies since as long ago as 2005. Its main tenet is required compliance by all employees with all rules, regulations and corporate directives. The Code includes key directives on how employees are expected to interact both with each other and with customers, suppliers, consultants and public authorities. All WashTec Group managers and employees in sensitive areas such as Sales, Procurement, Human Resources and Finance receive regular training which is concluded with a test and certification. The WashTec Code of Ethics can be downloaded from www.washtec.de. In 2017, WashTec additionally introduced a Code of Conduct for Suppliers (formerly Suppliers' Declaration) that specifies WashTec's principles in dealings with suppliers and has been signed by all key suppliers.

In further support of the compliance system, a whistleblower system introduced in 2016 enables employees and others to raise concerns – anonymously if they prefer – and to flag up circumstances that may indicate a breach of the law or corporate directives. Any such indications are investigated and action taken as appropriate if grounds for suspicion or violations are identified.

Every WashTec employee has the task of actively shaping the company.

Corporate philosophy

Our corporate philosophy introduced in fiscal year 2015 provides all employees with guidance on our number one corporate objective of customer benefit and on how to interact among themselves and with customers. It describes what we expect of ourselves regarding innovation, specialization and the role of management. Each and every employee at WashTec shares responsibility for actively shaping the business. Our corporate philosophy is also the basis for the WashTec leadership policies.

Implementation of our corporate philosophy with a view to in-company entrepreneurialism at WashTec has been reviewed in entrepreneurship workshops since 2017. Each team is asked in an open dialog about how employees regard themselves as in-company entrepreneurs at WashTec and what the teams can do to come closer to the ideal concept of the in-company entrepreneur. To this end, each team adopts specific action items whose implementation is then tracked. In parallel, WashTec managers advance their capabilities in specially developed leadership training units.

Employee handbooks

In foreign subsidiaries of the WashTec Group such as WashTec in the USA, the most important provisions in connection with employment relationships are laid down in employee handbooks. These contain, for example, rules on non-discrimination, handling employee complaints and employee interaction, as well as general provisions on how employment relationships are structured.

Corporate audits

Processes and transactions at all WashTec Group companies are examined for compliance with external and internal rules and

regulations on the basis of risk analysis, both routinely and in ad-hoc audits in response to alerts. This enables any nonconformity to be detected at an early stage and suitable countermeasures taken.

Training and human resource development

Human resource development plays an important role at WashTec. WashTec offers all employees the opportunity to participate in internal and external continuing education and training programs. Among other things, employees can use an e-learning platform for training on various topics. A separate budget is allocated for employee training each year.

At the Company's headquarters in Augsburg, formal training is provided for qualification as a mechatronics fitter, industrial mechanic or industrial clerk. The large number of training places made available in 2018 is to be maintained in 2019. WashTec has offered places for a co-op degree program since 2017.

Employee satisfaction

WashTec's employees are key to our business success. We constantly work to further improve employee satisfaction.

WashTec has been the proud holder of TOP COMPANY and OPEN COMPANY badges from kununu.com since March 2016. The leading employer rating platform, kununu.com awards these badges to employers who demonstrate high levels of employee satisfaction and openness to dialog. WashTec also once again received the top national employer of the year award from FOCUS magazine.

Social activities during non-business hours, such the monthly WashTec happy hour in Augsburg and at our subsidiaries, outings and taking part in the company run foster cross-departmental communication and constructive teamwork.

Health and safety

As already mentioned in section 1.3, Employee matters, under Separate combined non-financial report, WashTec's philosophy is "accidents don't happen, they are caused". It is important to identify all potential risks, take immediate action, specify remedial measures and learn from them. The experience gained is passed on in regular training. Implementing the lessons learned – such as in the form of ergonomic workspace design – is just as important as assuming responsibility for hazardous situations everywhere in the Group. WashTec further contributes to workforce health with medical checkups (such as colon cancer prevention and the WashTec Health Days held regularly in Germany). E-learning software has helped managers train employees since 2007.

WashTec has a distinctive occupational safety and health management system

WashTec has a well-developed, SCC-certified occupational safety and health management system. WashTec service technicians are under special obligation to learn and understand safety issues. Regular training and certification programs center on training sessions for working in and around filling stations when preparing and undertaking the commissioning, maintenance and servicing of our equipment and systems. WashTec service technicians in Germany also take part in regular driver safety training with their fleet vehicles. Compliance with safety provisions is routinely monitored in internal and external audits. Similarly, the findings of audits on customer premises are used to motivate employees and continually improve working conditions. WashTec launched a new global app in 2018 to further improve accident prevention.

Using the WashTec Message app, every employee can report hazardous situations or incidents online from a mobile phone or personal computer. The app thus provides upfront warning of any hazards. Intuitive app navigation and ready-loaded data enable users to quickly and easily activate a standardized reporting process. The relevant managers are directly linked into the process and have responsibility for the hazard response. Further measures are additionally taken following systematic, Group-wide analysis.

In the course of reorganizing production processes and investing in production locations, special emphasis is placed on ergonomic workstations and tooling. Over the years, WashTec has also been able to reduce the number of occupational accidents below the industry average reported by employers' liability insurance association. Awards for successful safety activities conferred by major customers in the petroleum industry verify the high standard of our safety culture at WashTec.

Balancing family and career

Balancing family and career is close to every parent's heart. WashTec actively seeks to meet this need by offering individual working arrangements. To this end, WashTec offers a wide range of flexible working time arrangements. Evidence of its success is the excellent way in which staff members who return from parental leave reintegrate into their challenging roles and responsibilities and the rising number of mothers and fathers signing up for part-time working.

WashTec is committed to the Bunter Kreis e. V., which supports disabled and seriously ill children and their families with 70 specialists

2.6 Social commitment: Bunter Kreis e.V. and Stiftung Kartei der Not

The birth of a handicapped child, a heart problem or cancer diagnosis, an accident or hereditary disease invariably affects the whole family and abruptly changes people's lives. With approximately 70 professionals, **Bunter Kreis e.V.**, an Augsburg-based registered association founded in 1991, provides handicapped and severely sick children together with their families with comprehensive psychological, social, medical and financial support. Bunter Kreis helps most of all during the period following discharge from hospital, when it assists families in dealing with new challenges and burdens. The reliable follow-up care often also allows children to leave hospital early. Since the frequently time-consuming work of caring for sick children and their families is only partially covered by statutory health insurance, WashTec has continually supported Bunter Kreis with donations in cash and in kind as one of the association's main sponsors since 1996. WashTec once again further stepped up its involvement in 2019. Many trainees voluntarily took part in a project week at the Ziegelhof animal-assisted therapy center for sick children. Trainees carried out various work there to make Ziegelhof winter-ready.

We take our social responsibility seriously and want others to share in our success. Accordingly, WashTec has supplemented its existing social engagement activities since 2016 by supporting the **Kartei der Not** foundation. Kartei der Not supports people who are in need through no fault of their own. This includes any predicament that is not the fault of the person seeking help, as a result of invalidity, illness, accident or other causes. Kartei der Not e.V. supports poor children and their families, people with disabilities, the chronically ill, senior citizens with small pensions, social orphans and people who have suffered severe strokes of fate. Since its foundation in 1965, Kartei der Not has provided some €40m to help people in need across the region.

For two days, colleagues at the Austrian subsidiary supported the initiative of the Erlebnishof Kumplgut adventure farm and baked cookies for a good cause. Proceeds from the baking challenge benefit children at Kumplgut. The adventure farm aims to help children with cancer and other serious illnesses to convalesce and forget their worries in relaxed surroundings.





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