

#whdentalwerk



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People  
*and our*  
*Planet*  
have  
Priority

**Sustainability report 2023**



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# Sustainability

is not a vision for the future, but a necessity for the present!”

Peter Malata



## Dear readers,,

“**People have Priority**” – at W&H, this has been our guiding principle for several decades. We put people first in everything we do. At the same time, we have been engaging with topics such as sustainability, social responsibility and safety for many years. We want to do our bit for sustainable future development and come up with innovative solutions for topics that are relevant for the future with optimism and courage. At our business, people **and our planet** have the highest priority.

With publishing our first-ever sustainability report, we are actively taking responsibility for protecting our environment, for the sake of the society we live in, for future generations, for our employees and for our customers. True to the principle of transparency, we are disclosing our successes as well the challenges we face when it comes to resource-friendly corporate governance.

To us, sustainability means thinking in holistic terms. Over the past financial years, we have developed our strategic focus further and made sustainable solutions and products for the healthcare sector our main focus. Materials and production processes of the highest quality optimize the lifespan and durability of our products, in line with the principles of resource preservation.

As an employer, we regard it as our responsibility to act in a social, profitable and stable manner. We invest in our employees – after all, they are what drives our business. For more than 60 years, we have been paying special attention to our trainees, and take great pleasure in the fact that more young talents than ever before started at W&H in the last financial year.

During the financial year of 2021/2022, we have implemented many successful projects and innovative ideas. In September 2022, we were able to conclude the largest-ever building project in the history of W&H, after a 4-year construction phase. We opened the W&H Campus, our centre for further education and training, and also saw our commitment to environmental management pay off when we were given the Environmental Management Award for the best measure in the field of environmental and climate protection. This award shows us that we are on the right track and is a great motivator for future projects.

We are looking forward to continuing on the path towards our sustainability goals together with our employees, our customers and our partners, and we are convinced that we can change things for the better if we work together.

KommR DI Peter Malata  
President & CEO

# Facts and figures on W&H

W&H is an international, family-run technology business with a focus on medical technology. Our activities are clearly focused on innovation, digitalisation and quality. Our headquarters are located in Bürmoos near Salzburg. The W&H brand is synonymous with quality, reliability and excellent service with dentists, customers, dealers and partners. We pride ourselves on professional cooperation, competent support and outstanding expertise. This high standard sets us apart from the rest all over the world and makes us a globally successful company in the field of medical precision instruments.

In the **Dent** segment, W&H offers products for the dentistry sector in the following areas:

- › Prophylaxis & Periodontology (e.g. air and piezo scalers, scaler tips, straight and contra-angle handpieces)
- › Restauration & Prosthetics, Endodontics, dental lab (e.g. straight and contra-angle handpieces, turbines, motors, couplings)
- › Oral Surgery & Implantology (e.g. surgical devices, straight and contra-angle handpieces, implant stability measurement devices)
- › Sterilisation, Hygiene & Care (e.g. sterilisers, cleaning and disinfection devices, reprocessing devices)

In the **Med** sector, W&H offers the following products:

- › Surgery (surgical devices)
- › Sterilisation (sterilisers)

In the **Vet** segment, W&H serves the veterinary sector with selected products from its dental portfolio.

In the **Customized** segment, W&H manufactures products exclusively for partners, sold under the partners' name.

Since 1890, W&H has primarily stood for dental products and solutions. We are market leaders in this field and have redefined industry standards again and again with our highly innovative products. With passion and a commitment to innovation, we aim at bringing medical precision instruments, devices and high-end solutions to dentists, general practitioners and veterinarians all over the world. Whether prevention or treatment, health is always our top priority. We operate manufacturing sites in Austria, Italy, and Sweden, and our extensive network of sales partners and subsidiaries means that W&H is present in 130 countries.

## The W&H-product portfolio



- Dent
- Med
- Vet
- Customized



Restauration & Prosthetics



W&H Med & W&H Vet



Oral Surgery & Implantology



Built-in solutions



Sterilisation, hygiene & care



Prophylaxis & Paradontology



The W&H Group

The W&H Group consists of the W&H Dentalwerk Bürmoos GmbH with production sites plant 1 and plant 2 in Bürmoos, W&H Sterilization (production site in Brusaporto, Italy), Osstell AB (Sweden), FMV GmbH (Austria), and 18 sales subsidiaries in Austria, Bulgaria, Canada, China, France, Germany, India, Italy, Poland, Russia, Sweden, Spain, Switzerland, Turkey, Great Britain and Australia. Other sales countries are looked after by our area managers. 98 percent of our products are exported.



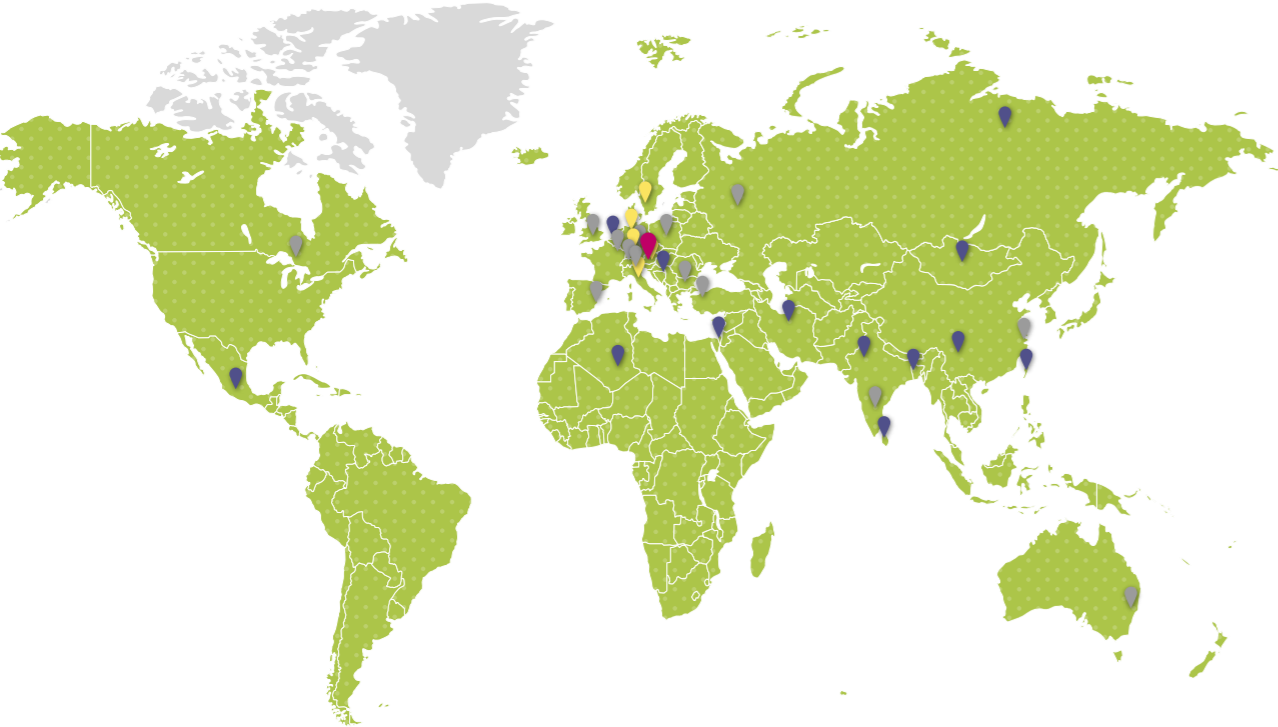
Locations

W&H Dentalwerk Bürmoos GmbH develops and manufactures medical precision instruments and devices at two locations in Bürmoos near Salzburg.

This sustainability report refers to W&H Dentalwerk Bürmoos GmbH with the two locations plant 1 and plant 2.

**W&H Dentalwerk Bürmoos GmbH Werk 1**  
Ignaz-Glaser-Straße 53  
5111 Bürmoos, Austria

**W&H Dentalwerk Bürmoos GmbH Werk 2**  
Werner-Bader-Straße 1  
5111 Bürmoos, Austria



Plant 2

Large-scale extension work of plant 2 in Bürmoos was carried out from 2018 until the end of 2021, resulting in one of the region's largest production and development centres. The total area has doubled in size and now spans 40,000 m<sup>2</sup>, including three additional workshops, a new restaurant, a state-of-the-art logistics hub and the training campus.

In addition to the three new workshops, existing ones were refurbished and a high-tech surface coating line was set up. The digitised intralogistics concept "Servus" now ensures optimal ed material flow and automated transport in plant 2, which was rolled out to include the entire plant and has thus made day-to-day workflows much easier for employees.

With its new electroplating unit, W&H is achieving optimum quality, safety and environmental compatibility, thanks to innovative technologies in surface finishing. Local heat pump technology takes care of cooling and heating, and a large-surface photovoltaics facility with a 536 kWp capacity generates power. The by-products of the manufacturing process are recycled and reused internally, a great example of the closed-loop economy. W&H is a healthy employer. We use state-of-the-art technologies and work in a resource-friendly manner. This is an important aspect for us and for the future of our business.



## Plant 1

The move of our entire production to plant 2 Year 2 has freed up space in plant 1 that is being put to the best possible use and now functions as a new training area, the W&H Campus. W&H has always set great store by the promotion of young talents and the training of qualified specialists. The new W&H Campus is a progressive training centre with state-of-the-art equipment and highly professional support for apprentices. W&H takes on 20 apprentices every year.

The office space in plant 1 is still used by the admin teams, and some of the measuring and testing labs in plant 1 are also still in operation. A legally independent sales company with its own, independent management system also rents a small office area in plant 1.

1. All the environmentally relevant areas - infrastructure, waste management, training and awareness training - are controlled and run by W&H Dentalwerk Bürmoos GmbH. This ensures that important environmental

aspects and environmentally relevant processes at W&H are not influenced by external factors.

The two sites (plant 1 and plant 2) are located in the municipality of Bürmoos bei Salzburg. The company has good connections within the municipality and is one of the region's most important employers. Plant 1 is located in a residential area. Effects on neighbouring properties are closely monitored, and W&H engages in an ongoing dialogue with its neighbours. Plant 2 is located in a dedicated industrial zone. The modern building and the neat external area of the site contribute towards the overall positive appearance of the zone. The CEO and proprietor of W&H is firm in his commitment to Salzburg and Austria as a business location. The extension of the plant bears witness to this commitment.

## History

W&H Dentalwerk is founded in 1890 by Jean Weber and Hugo Hampel (W&H), precision mechanics based in Berlin. The pioneering duo makes history with its business, which manufactures the first mechanically operated straight and contra-angle handpieces in Europe. In 1944, W&H moves from Berlin (Germany) to Bürmoos (Austria), where Consul Peter Malata is appointed group administrator by the allied forces in 1946. On 20 May 1958, Peter and Hilde Malata purchase Dentalwerk Bürmoos. W&H embarks on a path of growth: In addition to the first building extensions in Bürmoos, the first W&G subsidiary is founded in 1964 - W&H Germany. Other subsidiaries in Austria, France, Italy, Sweden and Great Britain soon follow.

Peter Malata jun. takes over the reins on 1 December 1996. New management structures are implemented and W&H is given a strong, visionary team organisation that reacts to customer requirements in a flexible

manner. In 1999, the W&H Sterilization manufacturing plant opens near Bergamo in Italy, and the business follows in the successful tradition of W&H. Between 2000 and 2009, W&H not only extends its product portfolio, but also its manufacturing site at Bürmoos. From 2018, the "Werk 2" plant in Bürmoos is extended once more, resulting in one of the region's largest production and development centers. After a 4-year construction period, the total area has doubled and is now 40,000 m<sup>2</sup>, including three additional workshops, a new restaurant, a state-of-the-art logistics hub and the training campus. The company has thus made an unequivocal commitment to Austria as a production site and the Bürmoos location as one of the most important employers in the region.



## Networks, certifications and partnerships

In 2022, W&H became an official member of respACT, Austria's leading business platform for sustainable development. The network supports us in driving forward our sustainability efforts through a continuous exchange of information.

Furthermore, W&H was once again awarded the Seal of Quality for Health Promotion in the Workplace in 2022. W&H is a Salzburg 2050 partner enterprise and is committed to making a contribution to the Salzburg 2050 climate and energy strategy.

W&H Dentalwerk Bürmoos GmbH first obtained the **ISO 14001** environmental management certification as early as 2007, and the group leadership decided in 2022 to also register plant 1 and plant 2 of W&H Dentalwerk Bürmoos GmbH with **EMAS**.

In 2021, we also become a founding partner of the Germany-wide initiative for the promotion of sustainability in dental practices – DIE GRÜNE PRAXIS. Practices may apply for the "Die Grüne Praxis" quality seal to let their patients know that they are operating on a sustainable basis.



**respACT**  
austrian business council  
for sustainable development



**Daniela Malata**  
Vice President Human Resources



**Peter Malata**  
President & CEO



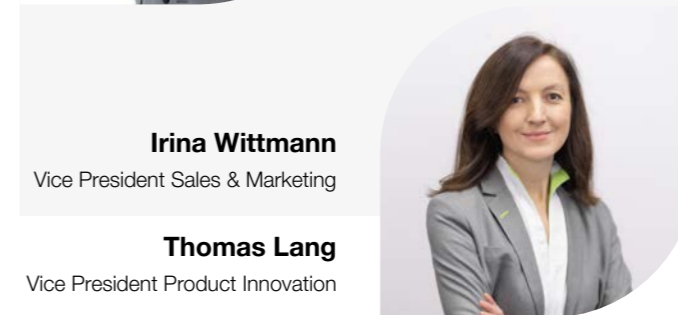
**Klaus Maier**  
CEO & Vice President Finance



**Martin Schwenoha**  
Vice President Group Operations



**Herbert Traschwandtnr**  
Vice President Operations DWB



**Irina Wittmann**  
Vice President Sales & Marketing



**Thomas Lang**  
Vice President Product Innovation

## Executive management and group leadership

The management board of W&H, together with other members, forms the W&H Group Management. Sustainability principles are taken into account by the group management in the company's strategy development and are integrated into various action streams across the company's departments.

Members of the management board of W&H Dentalwerk Bürmoos GmbH can be found in the overview depicted above.

Financial year

The data quoted in this environmental statement refers to the respective financial year of W&H Dentalwerk Bürmoos GmbH, which begins on 1 September.

Product output

The overall output quantity results from the amount of invoiced products in kilogram (gross). The weight shown is derived from the invoiced amount (= past) and the current product weight on file (=presence). This means that slight variations to the data of the previous period are possible, if weights are corrected.

		FY 19/20	FY 20/21	FY 21/22
Overall output quantity	Weight of invoiced products in kg	316,500	386,346	415,677

Turnover

		FY 19/20	FY 20/21	FY 21/22
Annual turnover	in million €	97.6	126.5	130.9

Employees

		FY 19/20	FY 20/21	FY 21/22
Number of employees (full-time equivalent)		657	624	639

Adding value (supply chain)

Our scope of services covers the entire product lifecycle, from development to procurement, production and sales, all the way to after-sales service, from the idea to the finished product and beyond.

**Product development** (incl. design) for our portfolio takes place in Bürmoos, Austria. Products for the “Sterilization & Hygiene” field are developed in Italy. Products for the “Implant Measurement” segment are developed under the “Osstell” brand in Sweden. At W&H, all product developments are handled as development projects, and W&H takes sustainability

criteria and environmental impact along the life cycle into consideration when it comes to taking decisions. **Raw materials procurement and processing** takes place outside the sphere of action of W&H Dentalwerk Bürmoos GmbH. The raw materials we use consist primarily of metal and plastic rods, small parts and casings. Other vendors supply us with circuit boards for devices, for instance. Our extensive suppliers’ evaluation and initial selection criteria ensure that sustainability considerations are taken into account for the upstream supply chain. W&H has also entered

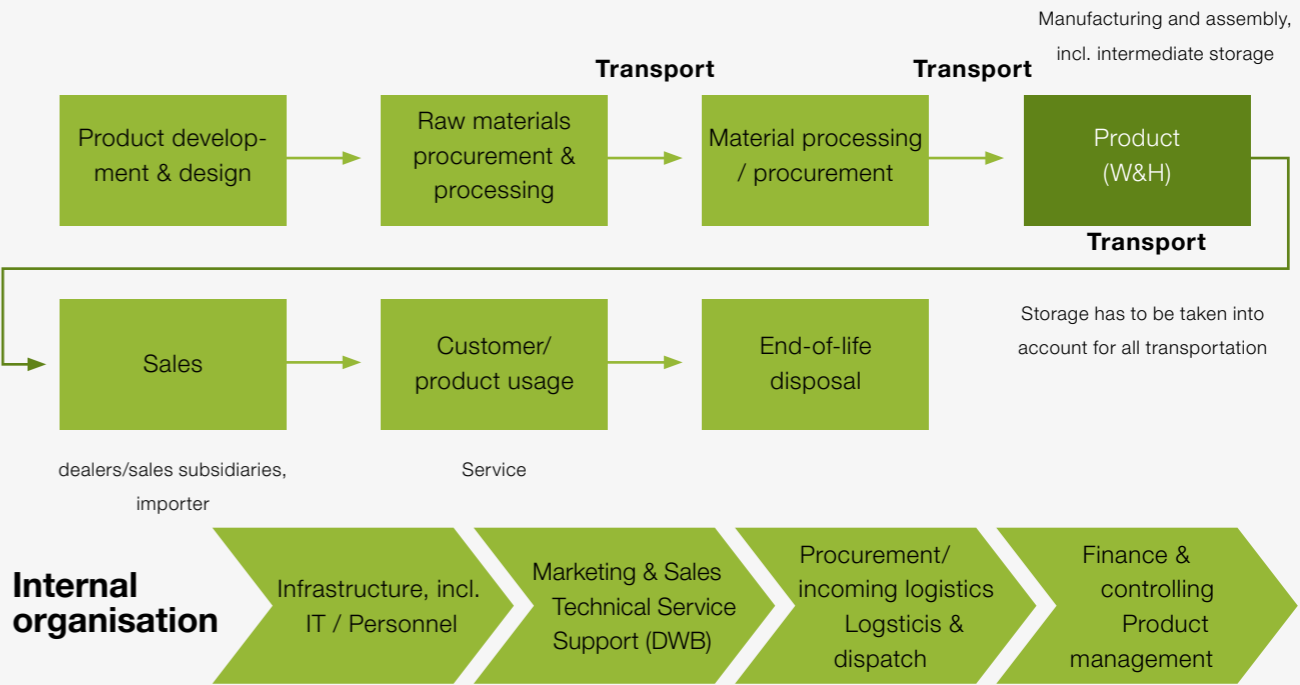
into a voluntary obligation not to procure metals from conflict areas (Conflict Minerals Agreement). W&H **manufactures** in line with a model **using daily routines**: We produce according to incoming order volumes and produce almost no products for stock.

We have an export quota of approx. 98%. Our products are **delivered** exclusively on a B2B basis, usually to W&H sales subsidiaries in the respective countries, and then to dealers. Exceptions exist in just a few countries, where products are sold directly to dealers from the W&H Dentalwerk Bürmoos or from W&H sales subsidiaries directly to the user.

W&H also sets great store by **service**, which reflects our confidence in the quality and longevity of our W&H products. From straightforward maintenance to complex **repairs**, from daily business to large-scale challenges, throughout their lifespan, our service engineers are available throughout the lifespan of W&H products. Our numerous service points and partners all over the world are always within reach to look after our customers. W&H operates a service network with more than 250 service points worldwide, where trained staff repair and exchange components and product parts locally, in their respective regions. These regional service points eliminate logistics cost and use of resources caused by transport routes. Spare

parts are available for many years after a product is discontinued. Parts are easy and quick to exchange, thanks to the principle of straightforward reparability that is a key element of our design process.

During the **utilisation phase**, we support our customers not just with complementary after-sales and repair services, but also with a complementary product portfolio of high-end devices for the maintenance and reprocessing of dental straight and contra-angle handpieces and turbines, thus extending their lifespan, ensuring longevity and optimal performance. In all our instruction manuals, we refer to the correct **disposal** of our products at the end of their lifespan, in accordance with national and regional regulations.



# W&H and sustainability

Our company strategy defines itself based on our guiding principle:



We enjoy providing **sustainable** health solutions.

What do we mean by that?

## We

We work **together**. At W&H, we know that we can achieve more if we act in concert. Our success is also the success of each individual. We can only reach our common goals if we head in the same direction together.

## Enjoy

We are passionate about what we do - because the only way to do things well is to do them with joy.

## Providing

We offer solutions for medical and dental experts to enable them to give their patients the best possible care. In this way, we contribute towards the health of society overall.

## Sustainable

To us, sustainability is synonymous with longevity, consistency and long-term viability. We base sustainability on three pillars:

- › Economic sustainability: A responsible, family-run business that invests in the future to ensure its continued existence, also for the sake of its employees.
- › Ecological sustainability: We handle natural resources carefully and protect our climate and environment.
- › Social responsibility: We are a healthy employer and take responsibility for our employees and for society as a whole. We promote social benefits, employee benefits and social projects.

## Health solutions

We develop and manufacture medical products and holistic solutions for the medical field, thus promoting health within society at large.

## Sustainability approach

We see ourselves primarily as a “healthy employer”. We are part of a regional network, yet with an international outlook. We promote a sense of community. Stability and permanence for future generations are the foundations of our interpretation of sustainability.

As a company that manufactures products for the medical sector, we actively promote a healthy society. We offer solutions that help medical experts give their patients the highest level of care. This understanding of what we do is anchored in our **company strategy**, as described in the chapter “Values & Mission”.

... economic  
stability

We therefore  
also interpret  
sustainability  
as ...

... social  
responsibility and  
permanence as a  
healthy employer in  
the context of the  
wider society.

... ecological  
resource  
preservation



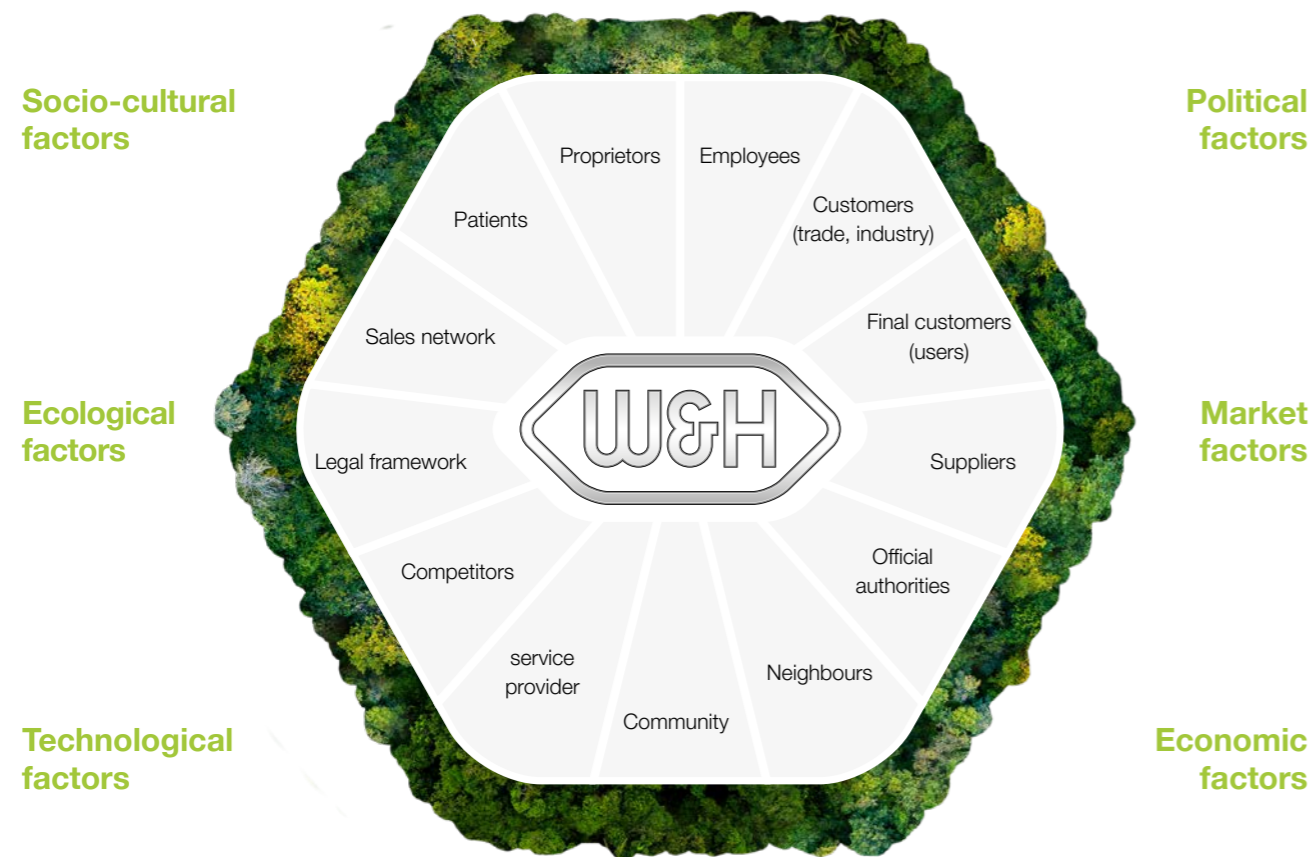
### Organisational context: interested parties, opportunities and risks

We are part of a wider context in which our environment and other systems also play a part and are thus involved in an intricate mesh of a range of internal and external influences, all of which have an effect on our business behaviour. This results in (sustainability-related) opportunities and risks that we need to engage with in order to prevent damage and leverage potential for improvement. As a medical technology company, our purpose is to contribute

to people's health. Our business model is based on the endeavour to support physicians and healthcare providers in giving their patients the best possible care. With ecologically responsible production and holistic management processes, we aim at mitigating negative effects on the economy, the environment and humankind. Positive effects are generated through improvement programmes and concrete measures.

Topic	Challenges	Trends	Risks	Opportunities
<b>Supply chain</b>	<ul style="list-style-type: none"> <li>› Transparency and traceability throughout the supply chain</li> <li>› Data procurement for scope 3 analysis</li> <li>› Supply bottlenecks</li> </ul>	<ul style="list-style-type: none"> <li>› Taking into account future due diligence obligations for businesses with regard to sustainability</li> </ul>	<ul style="list-style-type: none"> <li>› Supply of (rare) raw materials</li> <li>› Lack of transparency in the supply chain</li> <li>› Different legal frameworks in different countries</li> </ul>	<ul style="list-style-type: none"> <li>› Independence of global supply chains thanks to regional procurement</li> <li>› Resilience with regard to supply chains and digitisation</li> <li>› Well-maintained supplier relations</li> </ul>
<b>Regulatory frameworks</b>	<ul style="list-style-type: none"> <li>› Keeping track of new directives and regulations</li> </ul>	<ul style="list-style-type: none"> <li>› Increasing number of rules and regulations</li> <li>› From "soft law" to "hard law"</li> </ul>	<ul style="list-style-type: none"> <li>› Increased time and effort for procuring information</li> <li>› Transition risks due to current and future regulatory frameworks</li> </ul>	<ul style="list-style-type: none"> <li>› Regulatory frameworks create equal competitive conditions</li> </ul>
<b>Mobility</b>	<ul style="list-style-type: none"> <li>› Employee mobility where there is lack of urban infrastructure (reduction of scope 3 emissions)</li> </ul>	<ul style="list-style-type: none"> <li>› Improvements in mobility (working from home, car pooling, improved public transport, e-bikes)</li> </ul>	<ul style="list-style-type: none"> <li>› Labour shortages</li> <li>› Rural migration</li> </ul>	<ul style="list-style-type: none"> <li>› Taking a pioneering role in the industry</li> <li>› Being an attractive employer thanks to a solid offer</li> </ul>
<b>Closed-loop economy</b>	<ul style="list-style-type: none"> <li>› Functioning cycle in the closed-loop economy</li> <li>› (lack of legal framework conditions)</li> </ul>	<ul style="list-style-type: none"> <li>› Cradle2Cradle</li> <li>› Repair, Reuse, Refurbish</li> </ul>	<ul style="list-style-type: none"> <li>› High price of recycled plastic</li> <li>› Substitutability of materials for the medical field</li> <li>› High prices of raw material</li> </ul>	<ul style="list-style-type: none"> <li>› Increasing the availability and efficiency of resources</li> <li>› Increased use of recycled materials</li> <li>› Reprocessing of components and materials</li> </ul>

Topic	Challenges	Trends	Risks	Opportunities
<b>Technology and innovation</b>	<ul style="list-style-type: none"> <li>› Technological challenges when it comes to CO2 reduction</li> <li>› High innovation cost</li> </ul>	<ul style="list-style-type: none"> <li>› Industry 4.0</li> <li>› Digitisation</li> <li>› Renewable energies</li> </ul>	<ul style="list-style-type: none"> <li>› Increased financial outlay</li> </ul>	<ul style="list-style-type: none"> <li>› Innovation boost due to the required fast transition to new technologies</li> <li>› Improved recycling quota</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>› Sustainability reporting: preparing transparency and information</li> </ul>	<ul style="list-style-type: none"> <li>› Corporate Sustainability Reporting Directive (CSRD), EU taxonomy</li> </ul>	<ul style="list-style-type: none"> <li>› Level of ambition and effort of data procurement</li> </ul>	<ul style="list-style-type: none"> <li>› Competitive advantage through accounting and reporting</li> <li>› Building trust through disclosure and transparency</li> </ul>
<b>Digitisation</b>	<ul style="list-style-type: none"> <li>› Cyber security and sustainability</li> </ul>	<ul style="list-style-type: none"> <li>› Rapidly progressing digitisation as a result of Covid</li> </ul>	<ul style="list-style-type: none"> <li>› Cyber attacks</li> </ul>	<ul style="list-style-type: none"> <li>› Prevention of cyber attacks</li> <li>› Data security</li> <li>› Information security</li> </ul>
<b>New Work</b>	<ul style="list-style-type: none"> <li>› Labour shortage</li> <li>› Different wishes and requests on the part of the employees</li> </ul>	<ul style="list-style-type: none"> <li>› Implementation of specific CS requirements in processes on the basis of international standards</li> </ul>	<ul style="list-style-type: none"> <li>› „War of Talents“</li> </ul>	<ul style="list-style-type: none"> <li>› Position ourselves as an attractive, sustainable employer</li> </ul>
<b>Energy &amp; climate</b>	<ul style="list-style-type: none"> <li>› Switch to renewable energy sources</li> <li>› Potential legislation</li> </ul>	<ul style="list-style-type: none"> <li>› Accelerated withdrawal from fossil energy due to the current supply crisis</li> </ul>	<ul style="list-style-type: none"> <li>› Exploding prices due to supply crisis</li> </ul>	<ul style="list-style-type: none"> <li>› Competitive advantage as we produce our own electricity (cheaper)</li> </ul>



## Stakeholders of the W&H Dentalwerk Bürmoos GmbH

W&H communicates with its stakeholders on an ongoing basis, and a large part of this communication happens informally. However, we have also implemented official information channels and instruments, such as our Intranet, regular newsletters, management reviews, events, audits, face-to-face or online meetings. External communication channels such as newsletters,

the company website or our social media channels are also used to inform stakeholders on our efforts with regard to sustainability and environmental protection. Customers and partners also have the option of joining us on regular tours of the plants and company visits.

## Policies and management systems

To ensure that the strategic focus of W&H is adequately reflected in the various parts of our company and to enable more precise definitions, we have formulated a range of policies that define the foundations of our actions and the basis of our management systems.

Policies were formulated for the following areas:

- › Environment
- › Health and Safety

- › Quality
- › Procurement
- › Risk Management
- › Service

These different management systems have been integrated under the umbrella of quality management, on the basis of international standards and specifications.

## Sustainability management organisation

### Group leadership

The W&H company strategy outlines the following “BELIEFS”:

- › Customer orientation
- › Competence and cooperation
- › Innovation
- › Permanence & sustainability

This means that permanence and sustainability are firmly anchored in the company strategy.

The members of the W&H group leadership share the most important strategy fields among themselves. The ecological pillar of sustainability is also represented by a dedicated **Environmental Management Officer in the group leadership**, ensuring that a range of sustainability-related topics are also given consideration at the very highest level. A Sustainability Manager (incl. environmental management) functions as a central port of call for all items on the sustainability agenda, coordinates special functions and topics relevant to sustainability in the various teams.



### Team organisation at W&H

W&H has been following a team-orientated organisational model since 1998. True to its principle of being a “healthy employer” (profitable, social, permanent), the efficiency and effectiveness of team organisation at W&H are safeguarded. Framework conditions are agreed on with the executive management are documented in the W&H team concept. Every team/every dedicated unit is called upon to implement a certain topic on a pre-defined level for subsections, the company, or the group (implement, maintain, optimise).

The theme owner in question is instructed by a manager responsible for the wider topic within the defined scope of application.

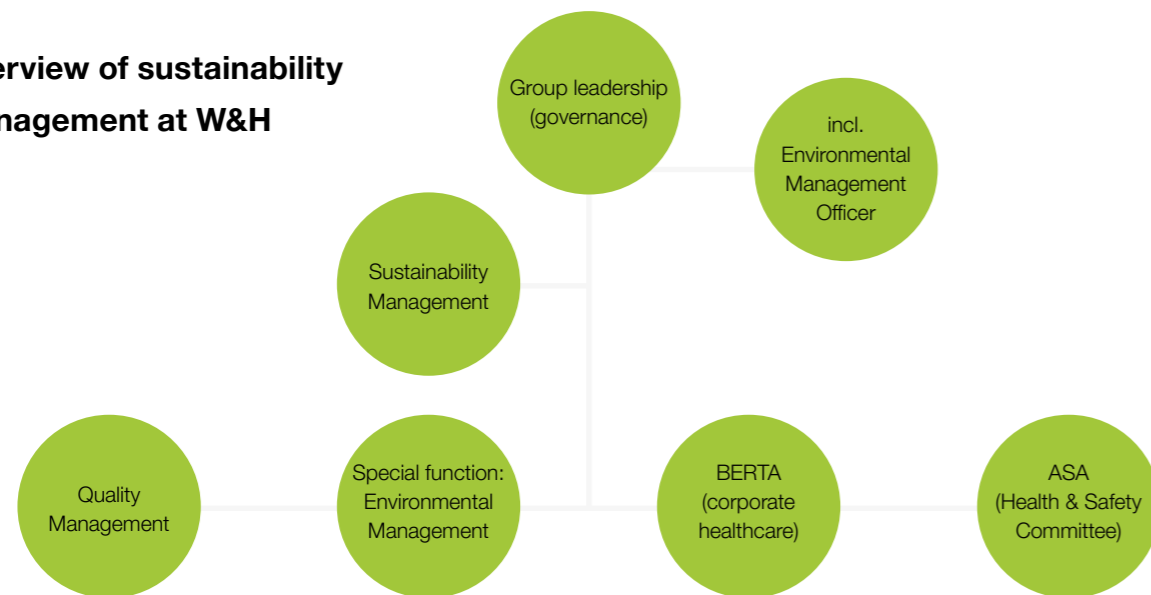
Theme owners have the following responsibilities:

- › Plan and implement the required organisation
- › Determine and maintain the relevance, appropriateness and fitness for purpose of the contract level referring to the topic at hand
- › Implement the topic in the defined intensity and quality
- › Qualify users and their managers

- › Check the effectiveness of the implementation (evaluations, audits)
- › Agree and implement corrective measures
- › Continuously improve implementation in line with the strategic focus and the defined targets
- › Keep their own qualifications up to date (state of the art + contribution towards the strategic work of the business)

The special organisational form of W&H underlines the company strategy, promotes the sense of community and the joint success of the company.

## Overview of sustainability management at W&H



## Responsibilities within sustainability management

**Group leadership:** The group leadership defines the company strategy with values & beliefs such as Permanence and Sustainability. The Sustainability Strategy and principles are derived from this. The group leadership ensures that the required resources for building, implementing, maintaining and continuously improving Sustainability Management are provided. The Group Leadership evaluates, control and monitors the individual Governance systems within the company. These management systems ensure the implementation and control of requirements and specifications.

**Sustainability Manager:** The central function for coordinating and processing complex tasks and projects relating to sustainability and the environment within the company.

**Quality Management Team:** Ensures that quality and environmental management systems at DWB are implemented in compliance with internal and external requirements, remain successful and are continuously developed further. The team also shares its expertise and promotes awareness within the W&H Group as a center of competence.

**Special function:** "Environmental Management": Ensures compliance with the ongoing Environmental Management System provides input and acts as a driver of a range of sustainability topics at W&H.

**BERTA:** A special function consisting of members of the HR team, the in-house physician, members of the safety team and the works council and covers the social aspects of sustainability, such as the promotion of good health and Health and Safety aspects.

**Occupational Safety Committee (ASA):** Includes the safety expert and ensures compliance with Health & Safety as well as health-supporting policies, Promotes the W&H as a safe working environment for employees.

## Essential sustainability topics (double materiality)

This report contains information on topics important within the context of sustainable development and that are directly linked to our business operations. These topics were defined in a multi-step process, on the basis of the GRI standards for determining the content of the report.

To find out which sustainability topics are particularly important to W&H and its stakeholder, an impact assessment was performed and representatives from finance, marketing, executive management, personnel, production, design, product management, health & safety and environmental management all took part. First of all, the value chain was analysed to see what sustainability-related areas exist along its course. Next, the topics were evaluated for **scale** (severity of impact), **scope** (reach of impact) and **irreversibility** (how difficult it is to counteract and/or reverse the damage caused). In the next step, the assessment was repeated based on the stakeholders' perspective.

To assess sustainability themes from the perspective of the most important stakeholder groups, interviews were conducted in-house with representatives of the individual groups, namely those who were able to provide the most meaningful insights for the group in question (e.g. strategic procurement for the suppliers' perspective, product management for the user perspective, etc.). A more comprehensive stakeholder management is planned for the future, and the essential stakeholder groups will be interviewed directly. The most important stakeholder groups were determined on the basis of a stakeholder mapping exercise.

The result of the evaluation process was a list with 17 essential and 3 additional topics:

- › Patient health
- › Product safety
- › Innovation
- › Sustainable procurement
- › Product design & development
- › Closed-loop economy and waste management
- › Customer service & customer satisfaction
- › Use of material
- › Product access
- › Regional value creation
- › External communication
- › Business model
- › GHG emissions and climate protection
- › Use of energy (within the organisation)
- › Health and safety
- › Product range
- › Further education and training

Other topics:

Diversity & equal opportunities  
Compliance & business ethics  
Social involvement

## Essential stakeholder groups

- › Proprietors
- › Employees
- › Customers (trade, industry)
- › Final customers (users)
- › Users

**The topics (Environmental, Social, Governance) were allocated to the the following fields of action in line with the ESG scheme:**

- › Sustainable value creation (Environmental)
  - › Social responsibility (Social)
  - › Safe products & services (Governance)
- This reflects the main topics for sustainability reporting: The Sustainability Report focuses on themes that influence the main economic, ecological and societal impact of our organisation, or that have a bearing on stakeholders' decisions.

# Sustainable value creation



- Procurement**
- › Sustainable procurement
  - › Regional value creation
- Resources / production**
- › Closed-loop economy
  - › Use of material
- Energy use and climate protection**
- › GHG emissions and climate protection
  - › Use of energy

# Social responsibility



- Company**
- › Business model: Financial stability
  - › External communication
- Patient satisfaction**
- › Patient health
- Customer satisfaction**
- › Customer service & customer satisfaction
- Working conditions**
- › Further education and training opportunities
  - › Health and Safety
- Diversity & Equal Opportunities**

# Safe products & services



- Products**
- › Innovation
  - › Product design & development
  - › Product range
  - › Product safety
  - › Access to the products
- Compliance & business ethics**
- › *Medical products*
  - › *Authorisations*
  - › *Product recalls*
  - › *Binding commitments*

Topics in italics are not considered essential, yet relevant for reporting.

## Sustainability principles

Based on the fields of action and the essential topics we identified, 10 guiding principles were formulated that will determine the direction of the W&H sustainability strategy for the years ahead and that will form the basis of operative implementation and concrete action.

### 01. We comply with all binding commitments.

We strictly adhere to all legal regulations and standards that apply to us as well as to self-imposed standards that we follow. As a manufacturer of medical products, we are subject to strict requirements from a range of standards. The structured monitoring, assessment, evaluation and control of regulatory requirements for our organisation ensures that we comply with binding commitments.

### 02. We continuously optimise our relative use of resources and annual waste volumes.

In line with the concept of careful use of resources, we strive to use energy and materials as efficiently as possible and seek to optimise our relative waste volumes on an ongoing basis. Optimisations are performed directly in the responsible teams through a range of implementation projects and refer to process improvements as well as machine optimisations or product modifications.

### 03. We will be a climate-neutral company by 2040.

We have taken a leaf out of the EU's Climate Policy (which aligns with the Paris Climate Agreement) and have set ourselves an even more ambitious goal: To become climate-neutral by 2040 instead of 2050. However, we realise that, as a manufacturer, we will never be "truly" climate-neutral and will have to rely on compensation to achieve this status. To us, credible climate protection first of all means avoiding and reducing emissions, and then compensating in the second instance. "First avoid, the reduce, then compensate". We also want to limit ourselves to emissions that really fall within our area of responsibility. We are planning to perform a detailed calculation of our CO2 footprint during the financial year of 2023/24, and to work out a reduction strategy, including concrete plans for action, to be implemented by 2040.

### 04. We strive for an annual investment quota of 10%.

As outlined in the previous chapters, achieving permanence is important to W&H. This also means taking the necessary investments, and we are committed to an investment quota of at least 10% per year.

### 05. We strive for 0 reportable incidents.

In line with our risk policy and as a medical technology business, we want to market exclusively products that are harmless for the health and safety of our patients, users and third parties, and are obliged to do so by the standards we apply. This results in the principle that we strive for zero deviations from standards or (environmental) incidents that are deemed reportable by the responsible authorities.

### 06. We build a Customer Satisfaction Index and populate it with data until 2027.

Customer satisfaction is an important aspect for W&H. We currently conduct customer satisfaction surveys at regular intervals. The goal is to establish a concrete measuring value, the Customer Satisfaction Index, by 2027. The first data sets should also be collected by 2027.

### 07. Until 2025, all our relevant suppliers must commit to our W&H Code of Conduct.

In the past, we have already made a commitment to the United Nations Global Compact (UNGC). We are now working on our own Code of Conduct, to which all relevant suppliers must adhere by 2025 (definition based on the Supply Chain Act; for categorization of suppliers see chapter "Sustainable Procurement").

### 08. We promote diversity and integration in our company.

We want to take diversity in our company to the next level. We naturally strive for a balanced ratio between all genders, taking into account the overall representation within the population. We also welcome and promote the successful integration of different nationalities, cultures, religions and values.

### 09. From 2024 onwards, all new product developments must comply with the defined sustainability criteria.

As part of the product development process, the sustainability criteria defined by W&H must be considered. In fact, our products constitute our most important lever for improving environmental impact.

### 10. We pursue a 0 accidents-at-work policy.

"Even just one accident at work is one too many". Our

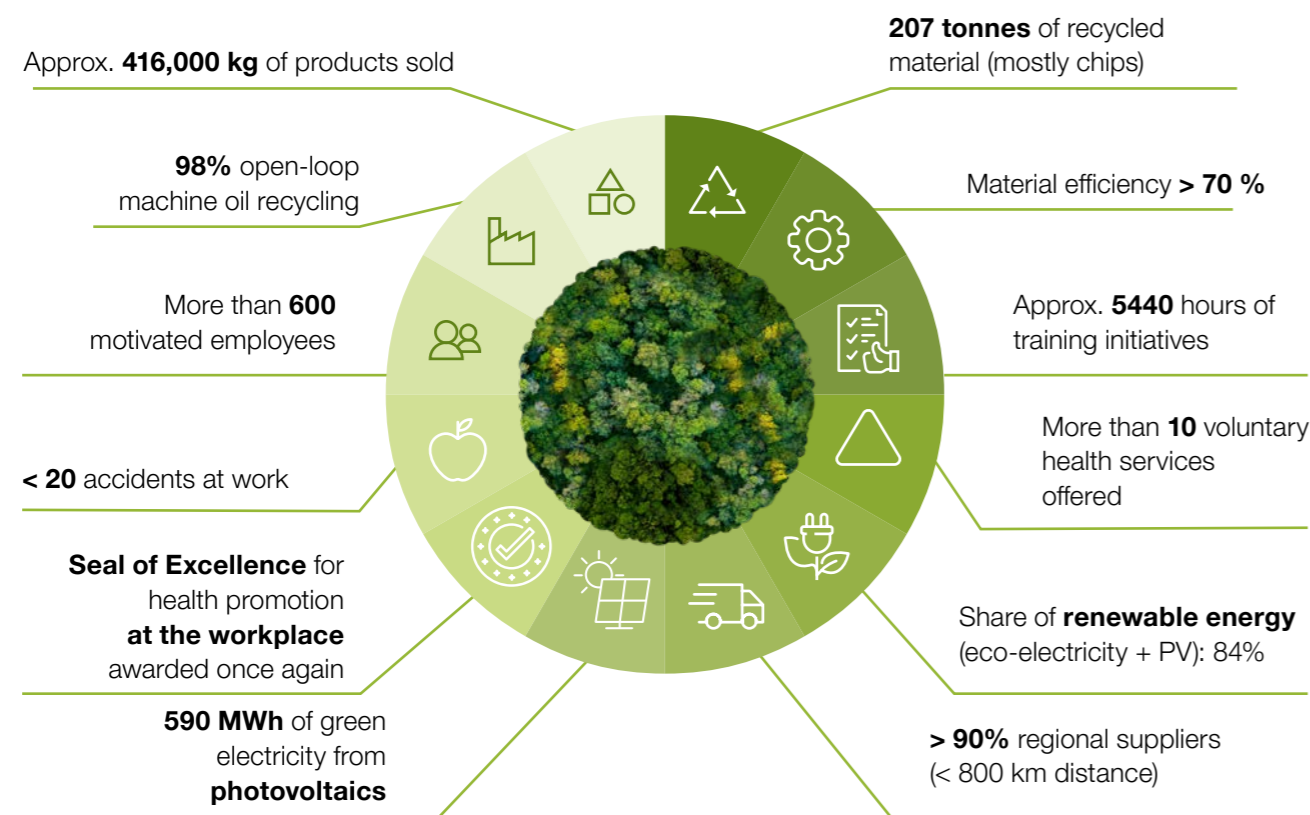
goal is for none of our employees to get injured in our company or on their way to or from work. We realize that we cannot guarantee that accidents will never happen. However, our framework conditions aim at reducing the risk of accidents as far as possible. To do this, we rely on the continuous development and implementation of our stringent occupational safety concept. Training initiatives and instructions also play a major role, as do warning signs at the workplace, work instructions, protective equipment and many other factors that help prevent accidents. More on that in chapter 2.4 Working Conditions.



Sustainability programme

Based on our pre-defined essential themes and the principles we formulated, we derive targets and a concrete sustainability programme with concrete actions. The programme is re-evaluated on a regular basis, progress is monitored and counteractions are taken where required. If anything changes within the organisation, this can also affect the sustainability programme and lead to adjustments. The appendix to this report contains the complete sustainability programme with detailed measures and targets.

Overview of the 2021/2022 financial year



- › Approx. **416,000 kg** of products sold
- › **207 tonnes** of recycled material (mostly chips)
- › 98% open-loop machine oil recycling
- › Material efficiency **> 70 %**
- › More than 600 motivated employees
- › Approx. 5440 training hours completed
- › **19** accidents at work
- › More than 10 voluntary health services offered
- › **Seal of Excellence** for health promotion awarded once again
- › Share of renewable energy (eco-electricity + PV): 84%
- › 590 MWh green electricity from photovoltaics
- › > 90% regional suppliers (< 800 km distance)

Sustainability highlights


Photovoltaics facility is in its 2nd year of successful operation, corresponding to a CO2 reduction of approx. 430 tonnes (source: Energie Autonom Monitoring Tool)



Hybrid working concepts



Fewer chemicals used in wastewater thanks to improved wastewater plant and use of high-quality chemicals



Successful first validation of the W&H Environmental Management System based on EMAS (directive (EC) no.1221/2009).

Extended e-mobility infrastructure: Charging stations also for employees, new CarPolicy, concept preparation for low-emission employee mobility



Resource-friendly sandblasting process resulted in 43% reduction of blasting grit, equivalent to approx. 7,000 kg.



New “Meet & Eat” company restaurant was opened



Sustainability outlook 2023

Energy savings through use of more efficient compressed air systems



Waste reduction (scrap paper, packaging)



Use of digital forms in production



New health-boosting offers: "BüroBuddy" and kinetics



Communication campaigns to raise awareness among employees and customers



Improved data management & monitoring



Sustainability criteria reflected in all product development projects



Rethink employee mobility

# People and our Planet... ...grow together



## Sustainable value creation

### Sustainable procurement

#### Our approach (management perspective):

Negative impact on the environment and wider society may occur along the supply chain, for instance if working conditions in the upstream companies are not monitored, human rights or environmental laws are not complied with and environmental protection standards are ignored. Where we get our raw materials and supply parts thus plays an important role.

To minimize this negative impact in our upstream value creation chain, we apply the following criteria:

- › We assess all our suppliers in a multi-stage process before committing
- › This process takes environmental performance and social criteria into account
- › We aim at procuring materials and bought-in parts as regionally as possible and are in direct contact with our suppliers
- › We build long-term relations with our suppliers
- › We assess our suppliers on an ongoing basis, also during our working relationship
- › Wherever possible, we buy from our sister companies (FMV, Ostell)

We refer to the UNGC, but are currently also working on our own Code of Conduct, with rules that all our suppliers have to commit to. Furthermore, our supplier assessment form for the environment and safety at work also asks some specific questions, for instance with regard to

working materials, targets to improve environmental protection and energy efficiency, energy policy, health and safety in the workplace, programmes to reduce packaging / use of multi-use packaging, and compliance with directives (ROHS, REACH, conflict minerals).

Sustainability goes beyond company limits. To make change happen, we also want to set up our supply chain and cooperation with our suppliers on a sustainable basis.

Joint success

Purchasing principle:  
› always 2 suppliers or  
› 1 supplier and in-house technology  
› or 1 strategic partner

Holistic view of the value creation process throughout the entire supply chain

Compliant with all relevant requirements as a globally active manufacturer of medical products

Continuous improvement of internal and intercompany processes

Waste avoidance and cost optimisation

Building long-term partnerships and strive for mutual economic gain

Definition and type of cooperation

**Strategic partners:** Expertise / performance / material has a significant influence on DWB or is a significant characteristic of a W&H product and may only be procured from a single supplier.

**Partners:** Expertise / performance / material / has a significant influence on DWB or is a significant characteristic of a W&H product and may be procured from two supplies ore internally at W&H.

**Suppliers:** Expertise / performance / material has no significant influence on DWB or a W&H product and may be freely procured on the market.

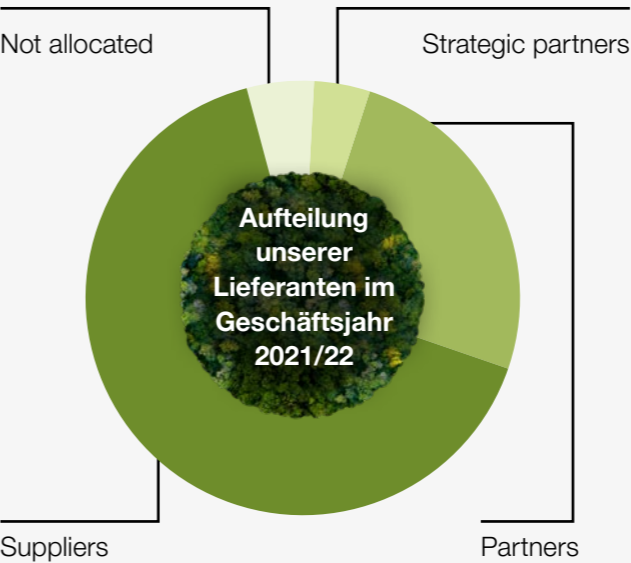
We categorise our vendors as suppliers, partners and strategic partners, depending on their strategic importance (availability, products on offer). We rely on regional suppliers: More than **90 % of them are located less than 800 km** from where we are.

Regional procurement:

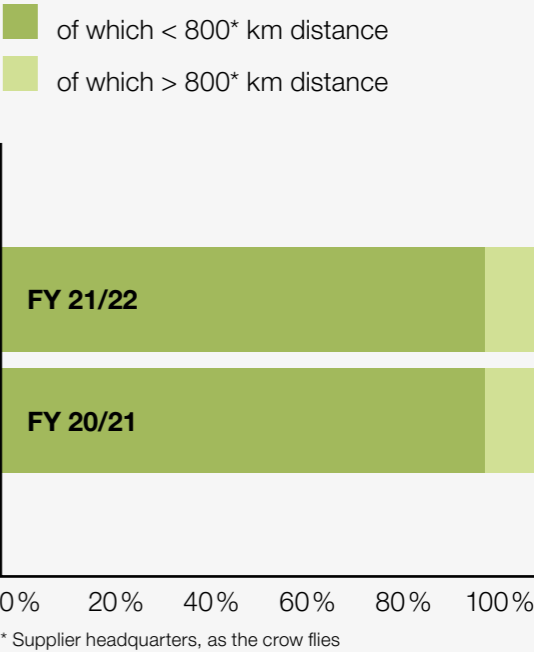
Share of suppliers in the region (GRI 204-1)

Suppliers	FY 20/21 FY 21/22	
Strategic partners	-	8 9
Partners	-	59 57
Suppliers	-	133 134
Not categorised	-	14 12
Total	-	214 212
of which < 800* km distance	-	198 194 92,5% 91,5%
of which > 800 km distance	-	16 18 7,5% 6,5%

Our suppliers during the 2021/22 financial year



Distance from our supplier



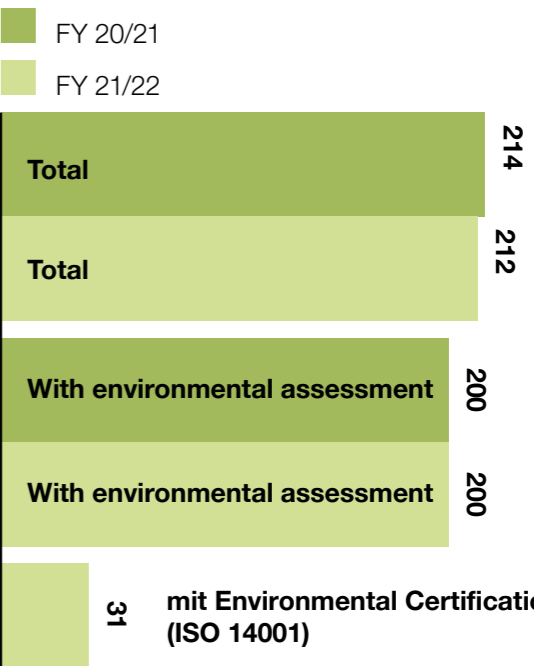
Environmental assessment of suppliers (GRI 308)

Suppliers	FY 19/20	FY 20/21	FY 21/22
With environmental assessment (based on W&H Purchasing Policy supplier assessment)	-	200	200
With environmental certificate (ISO14001)	-		31
Neither	-	14	12

Social assessment of suppliers (GRI 414)

Suppliers	FY 19/20	FY 20/21	FY 21/22
With social assessment (UNGC)	-	200	200
With certificate	-	0	0
Neither	-	14	12

Suppliers with environmental assessment



Data from the FY19/20 is not available. The basis structure of our suppliers hardly changes from year to year, as we always strive for long-lasting business relations.

Resources & production

Our approach (management perspective):

Being resource-friendly and implementing a recycling economy in our production facilities are core points of the W&H environmental management. Waste management also plays a central role, as a thought-out waste management concept contributes towards improving environmental performance. We strive to continuously optimise our use of materials, for instance through process improvements. For precious

metals, we follow a carefully constructed recycling protocol. When it comes to machine oil, we bank on open-loop recycling, i.e. we try to retain as much oil as possible within the cycle. The small part for which this is not possible is disposed of correctly and in line with national regulations, by dedicated service professionals.

**Printing shop:** Our in-house printing shop is primarily used for printing product manuals. The efficient use of paper is a key priority, in line with the principles of good management and resource preservation. Furthermore, we use exclusively PEFC-certified paper with the EU Ecolabel.

**Transport / dispatch:** We mostly use one main logistics company for delivering our products, although we might sometimes also hire smaller transport operators. Together with our logistics partners, we aim for continuous improvements, for instance by standardising logistics routes. Talks on the greenhouse gas emissions caused by our dispatch activities are already underway. Our main logistics provider is able to provide CO2 reporting, which we would like to use to record our scope 3 values in future, wherever possible in future. The option of ECO transport is also being discussed.

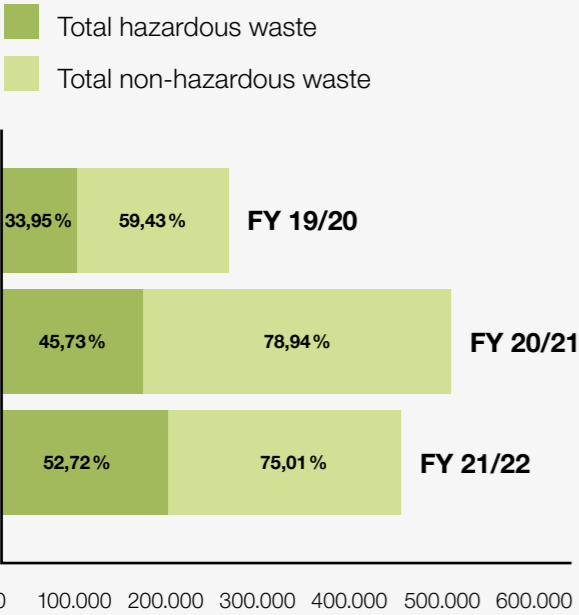
**Assembly:** Some of our suppliers use recyclable packaging, thereby reducing packaging waste. When it comes to auxiliary materials, substances that are hazardous to health or the environment are replaced by safer choices wherever possible. A dedicated glue storage area ensures that glue is only ever purchased in the required quantities, reducing the amount of glue that needs to be disposed of because open containers haven't been fully used before the end of their shelf life. To wrap our pallets, we use environmentally friendly pallet foil, and will soon switch to an alternative bubble wrap. Again, the emphasis is very much on ongoing improvements.



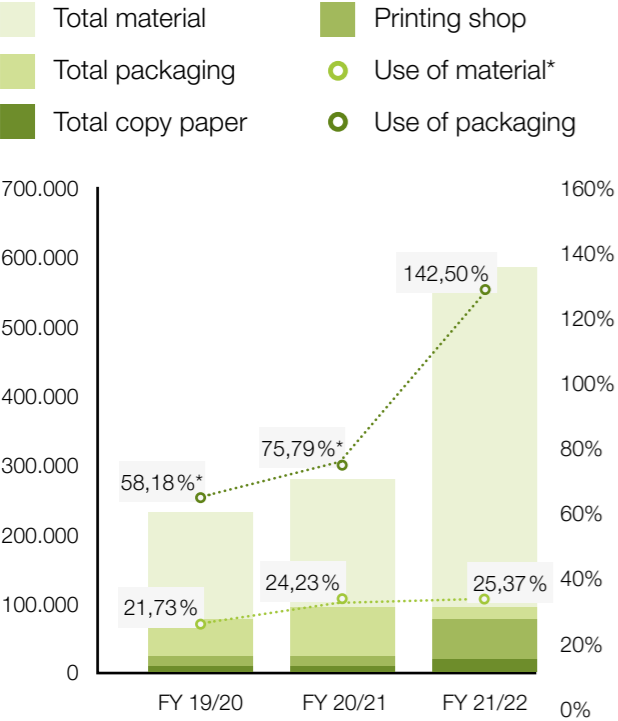
**Production:** The entire W&H production is state-of-the-art and relies on energy efficiency: LED lighting, heat recovery (waste heat utilisation), redundant power supply, high-pressure water spray system, compressed air systems, cooling plants etc.) By optimising our processes on an ongoing basis, we strive towards resource preservation as outlined in our environmental policy. We purchase our production machines from leading technology pioneers, service them regularly and ensure that they are set up to work in a resource-friendly, energy-efficient way. Our state-of-the-art, semi-automated electroplating unit makes for an optimised surface coating process. Once again, the emphasis is very much on using non-hazardous chemicals of the highest quality, with a low environmental impact. Chemicals are stored in line with legal requirements. Our safety technical equipment prevents any chemicals from being released into the environment. Rinse water from the electroplating unit is processed in a state-of-the-art wastewater treatment plant before being fed into the municipal wastewater system.



Waste volumes by material stream (GRI 306)



Material usage (efficiency) (GRI 301)



\* Paper usage for instruction manuals

Waste	FY 19/20	FY 20/21	FY 21/22
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Waste hazardous, total kg	107.459	176.694	219.129
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Waste non-hazardous, total in kg	188.093	304.994	311.801
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\* For a detailed breakdown, see appendix

Material	FY 19/20	FY 20/21	FY 21/22
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Materials

Metal	114.844	202.115	178.624
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Plastics	38.237	51.160	61.800
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Auxiliary materials	159	18	20
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Operating materials	30.915	39.529	30.004
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of which chemicals	6.473	11.540	9.461
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Composites, bought-in parts, small parts	-	-	321.904
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Total material	184.155	292.822	592.352
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Total packaging	68.790	93.612	105.447
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Cardboard	61.404	84.086	88.165
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Plastics	5.877	9.526	12.602
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Metal	1.509	-	-
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Composites	-	-	4.680
------------	---	---	-------

Copy paper	4.000	5.500	18.000
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Printing shop*	19.505	21.760	137.995
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Use of material	58,18%*	75,79%*	142,50 %
Material (raw materials/auxiliary materials/operating material) in relation to total output quantity			

Use of packaging	21,73%	24,23%	25,37%
Packaging material in relation to total output quantity			

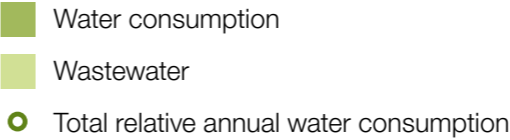
Material efficiency	171,87%*	131,94%	70,17 %
Total output quantity (product output) material input (material consumption)			

\* The data in the FY 19/20 and 20/21 do not include composites, bought-in or small part

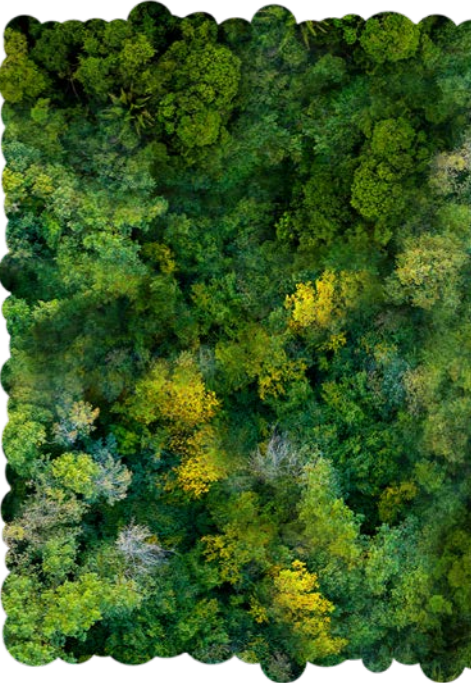
From the 21/22 financial year, small parts, composites and bought-in parts are also included in the total use of material, as are composites used in packaging. This had not been the case before, which explains the significant increase in use of material. However, for the sake of completeness, we decided to include these

values in the calculation. The increase in copy paper and paper usage in the printing shop is due to an inventory being built up. Given the supply bottlenecks and insecurities in procurement during the 21/22 FY, we decided to set up a safety buffer to prevent paper-related production bottlenecks over the next months.

Water consumption

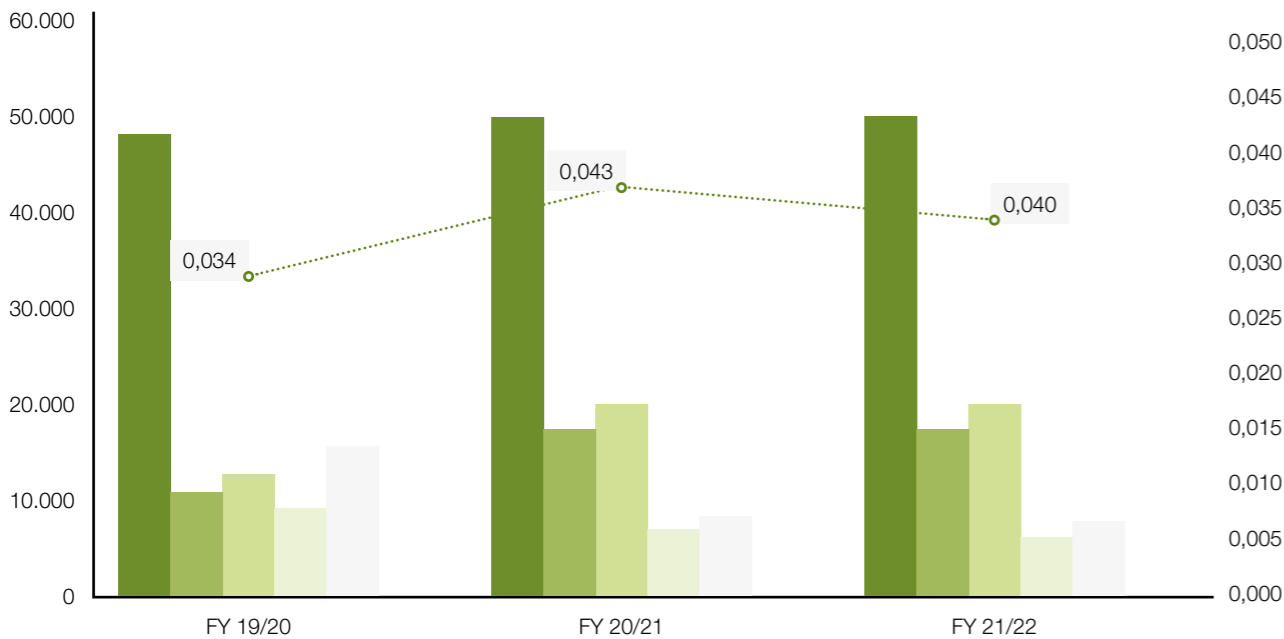
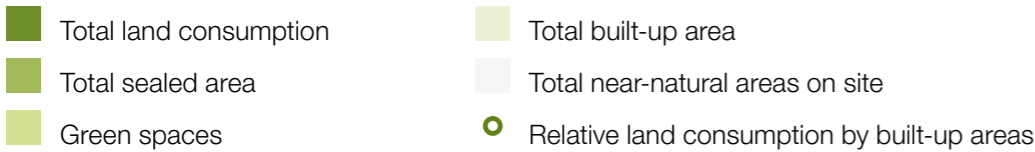


Water	FY 19/20	FY 20/21	FY 21/22
Water consumption in m³	5.555	6.167	6.602
Wastewater in m³	5.555	6.167	6.602
Relative annual water consumption in m³	0,0176	0,0160	0,0159



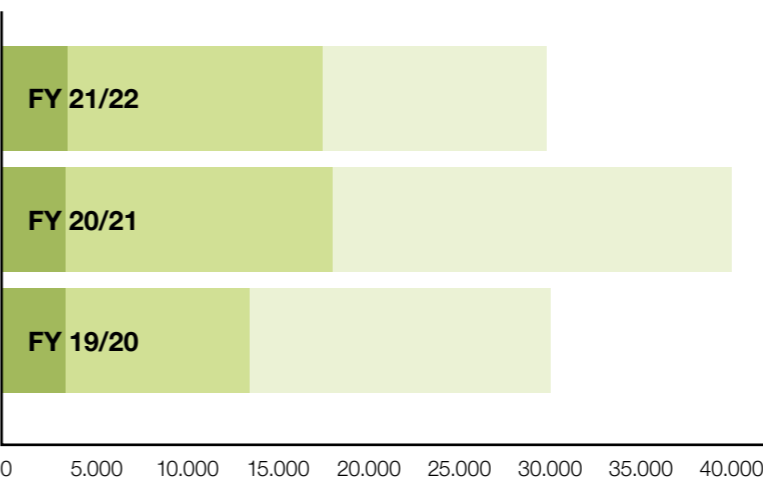
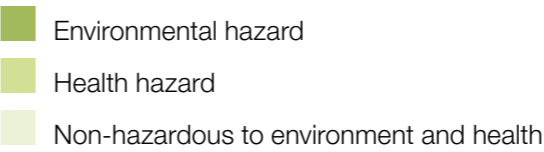
Total land usage

(plant 1 and 2) in m²



Land usage (plant 1 and 2)	FY 19/20	FY 20/21	FY 21/22
Total land consumption in m²	47.923	49.425	49.425
Total built-up area in m²	10.852	16.592	16.672
Total sealed area in m²	13.170	19.951	20.004
Total near-natural areas on site in m²	8.366	5.836	5.703
Green space in m²	15.535	7.046	7.046
Relative land consumption by built-up area in m³ / kg (overall output quantity)	0,034	0,043	0,040
Relative land consumption by total area in m³ / kg (overall output quantity)	0,151	0,128	0,119

Working materials in kg



Overview of working materials

		FY 19/20	FY 20/21	FY 21/22
Total working materials (auxiliary and operating materials)	in kg	31.074	40.149	30.024
Hazardous to the environment	in kg	2.290	3.097	2.970
	in %*	7,37 %	7,71 %	9,89 %
Hazardous to health	in kg	10.932	14.909	14.674
	in %*	35,18 %	37,13 %	48,87 %
No hazard to environment or health	in kg	17.852	22.143	12.380
	in %*	57,45 %	55,15 %	41,23 %

\* in % of total working materials

We follow the principle that hazardous materials should be replaced with less hazardous ones wherever possible.

Due to our production processes, it is not always possible to fully replace all hazardous substances. However, these are stored and used in such a way as to minimize environmental impacts. The necessity to use specific substances is evaluated constantly. W&H takes safety measures to reduce the risk of person and environmental damage caused by environmentally hazardous working materials. There are workplace-related safety data sheets for the working materials used in all relevant areas. W&H employees follow detailed operating guidelines for every production process, outlining possible health and safety as well as environmental risks, how to prevent them and what measures to take in case of emergencies. Special teams and experts (for instance for chemicals) were appointed and receive regular training. Our safety specialist also organises regular safety instruction classes.

As one of the pioneers within the industry, W&H replaced its chromium VI coating, hazardous both in terms of health and the environment, with the environmentally more compatible and safe chromium III. This was a complex transition that was completed successfully in-house.

Climate protection & energy

Our approach (management perspective):

The climate crisis means that our society is faced with entirely new challenges. We see it as our responsibility to take climate action and have therefore set out a path towards becoming climate-neutral by 2040.

However, we realise that, as a manufacturer, we will never be "truly" climate-neutral and will have to rely on compensation to achieve this status. To us, credible climate protection first of all means avoiding and reducing emissions, and then compensating in the second instance: "First avoid, the reduce, then compensate".

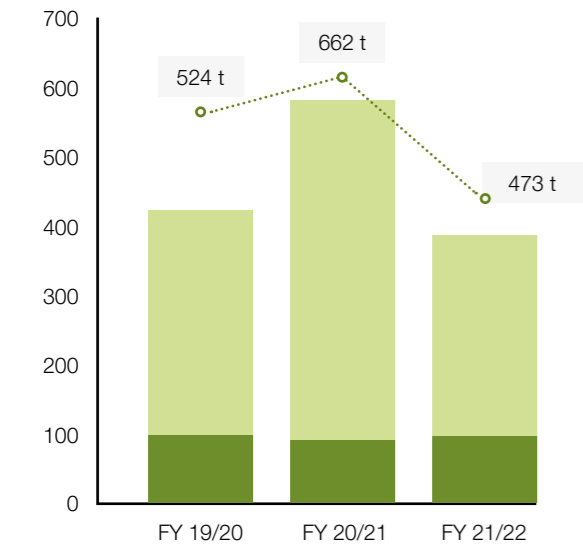
We also want to limit ourselves to emissions that really fall within our area of responsibility. We are planning to perform a detailed calculation of our CO<sub>2</sub>-footprint during the financial year of 2023/24, and to work out a reduction strategy, including concrete plans for action, to be implemented by 2040.

Measures that are already helping us reduce CO<sub>2</sub> emissions include:

- › Electric car fleet
- › Our very own photovoltaics plant, measuring 2,950 m<sup>2</sup>
- › E-bikes for employees
- › E-charging stations for employees
- › Resource-friendly production and a thorough recycling policy
- › 100 % LED lighting
- › Longevity and quality of our products
- › Fossil-free heating
- › 100 % green electricity

CO<sub>2</sub> emissions scope 1 + 2 (GRI 305)

- from fuel
- from natural gas
- Total CO<sub>2</sub> emissions (scope 1-2) in tonnes of CO<sub>2</sub>

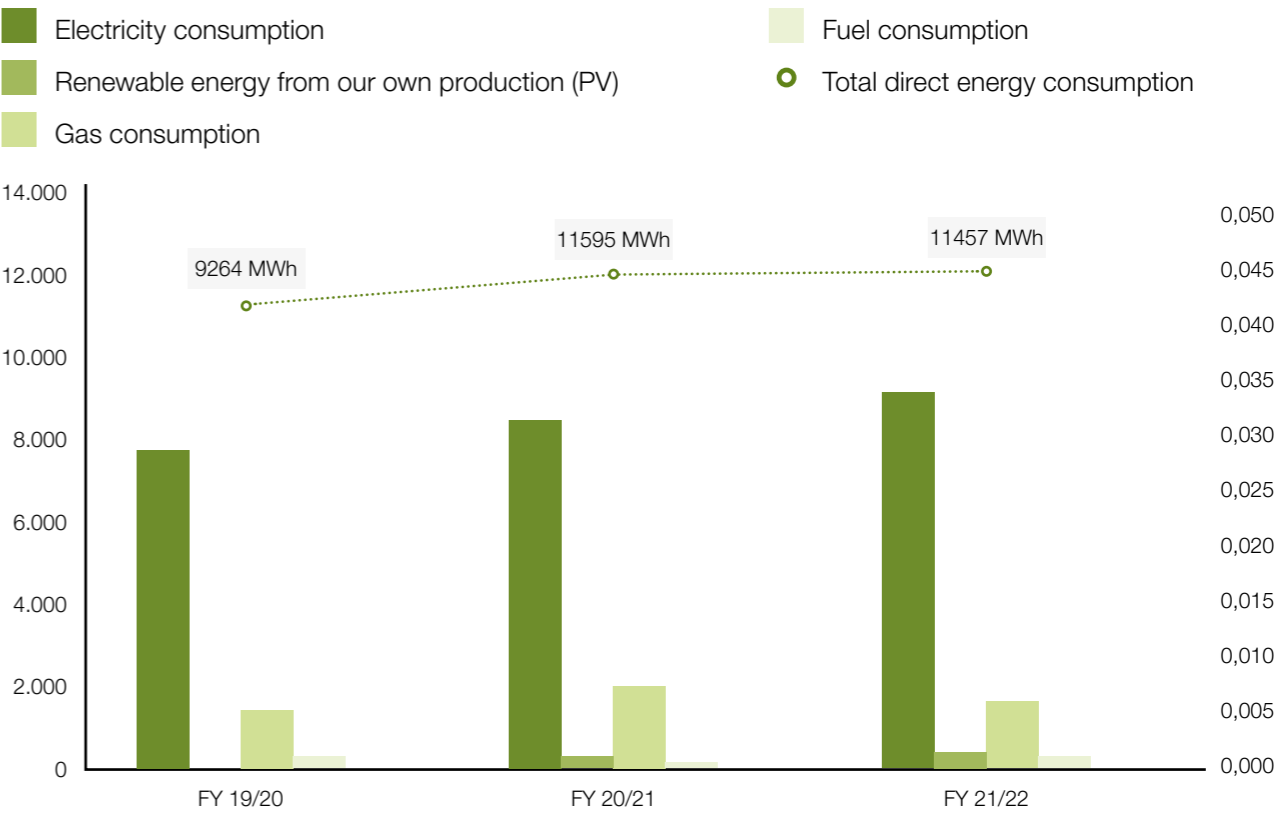


Emissions	FY 19/20	FY 20/21	FY 21/22
Greenhouse gases scope 1 in tonnes of CO <sub>2</sub>			
from fuel (fleet)	99	87	95
from natural gas (boiler)	425	575	378
Greenhouse gases scope 2 in tonnes of CO <sub>2</sub>			
from electricity	0	0	0
Total CO2 emissions (scope 1+2) in tonnes of CO <sub>2</sub>	524	662	473
Annual total emissions			
Annual CO <sub>2</sub> emissions in relation to the overall output	1,66	1,71	1,14
Emissions (CO <sub>2</sub> ) from natural gas in relation to the built-up area			
	0,04	0,03	0,02

For other air emissions (SOx, NOx/NO<sub>2</sub>, PM), see appendix.

Energy (electricity, gas, fuel)

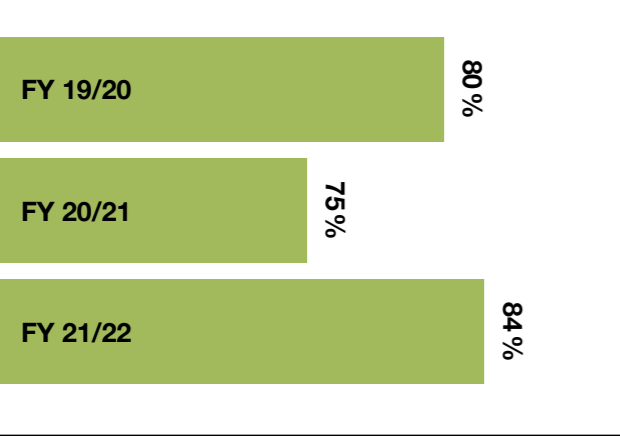
(GRI 302)



Energy

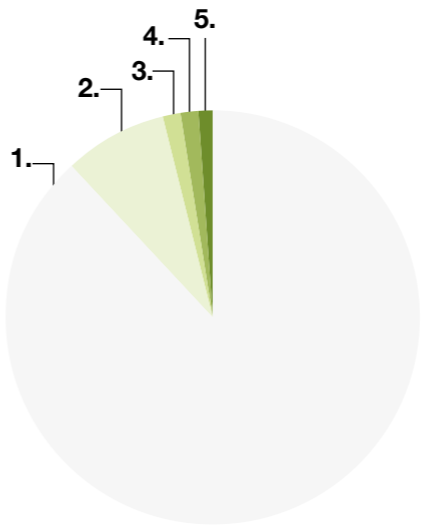
		FY 19/20	FY 20/21	FY 21/22
Electricity consumption		7.381	8.658	9.006
of which green electricity		100 %	100 %	100 %
Renewable energies products in-house (PV)		-	541	590
Gas consumption		1.568	2.121	1.537
Fuel consumption		315	275	324
Total direct energy consumption		9.264	11.595	11.457
Relative gas consumption		0,14	0,13	0,09
Relative power consumption		23,32	23,81	23,09
Proportion of renewable energies		80 %	75 %	84 %

Share of renewable energy  
in the overall output quantity (GRI 306)



Electricity

We purchase **100% certified green electricity** from renewable energy sources from our energy provider. We used the largest possible roof area on plant 2 in Bürmoos to instal our own **photovoltaic plant**. With a total performance of 536,4 kWp, we produce approximately 500 MWh of electricity per year, which corresponds to 6 to 10% percent of the electricity required for production.



Energy sources	FY 21/22
1. Hydropower	88,22
2. Wind power	8,09
3. Solid or liquid biomass	1,35
4. Solar energy	1,49
5. Other green energy sources	0,85
Renewable energies	100,00

The environmental impact of production was as follows:	FY 21/22
CO <sub>2</sub> emissions	0,00 (g/kWh)
Radioactive waste	0,000000 mg/kWh

Documented evidence from Austria (60.03%) and Norway (39.97%).



Fleet

W&H has been relying on electricity-powered vehicles ever since 2015, in particular for trips between the two sites in Bürmoos. Electric cars and hybrid vehicles are also sometimes used for business travel, and we offer charging points for employees where they can charge their private vehicles at special rates.

The table shows an overview of the W&H fleet:

Fleet	FY 19/20	FY 20/21	FY 21/22
Cars	39	29	33
of which Diesel	28	17	23
of which electric	8	7	6
of which petrol (incl. hybrid)	3	5	4
Trucks	0	0	0
Forklifts	0	0	0
Hoftrac (Diesel)	2	2	2
Total vehicles	41	31	35
E-bikes	6	6	6

The W&H fleet currently comprises 6 electric passenger cars and 6 e-bikes for trips within the two plants in Bürmoos. The majority of cars in the fleet are fuel-efficient Diesel cars. We are currently reviewing our car policy to make the purchase of fuel-efficient cars for the company fleet easier in future and to promote electric mobility.



# People and *our Planet* stand together



## *Social* responsibility

### Economic stability

Our approach (management perspective):

W&H has anchored the principles of **stability & sustainability** in its business strategy. This also refers to the company's economic stability. We want to be a healthy employer, also in the sense of economic health. As a family-run business with a long tradition, our goal is to thrive over many generations. We are aware of our responsibility as an employer: Poor economic performance would have palpable consequences for society as a whole, in particular within our region. With a positive economic performance, we protect and create jobs.

Long-term planning and investments in the business and in our future are an integral part of the company strategy.

Economic performance (GRI 201-1)	FY 19/20	FY 20/21	FY 21/22
Total profitability	~ 2 %	~ 10 %	~ 10 %
Annual turnover in million €	97,6	126,5	130,9
Rate of investment	17 %	18 %	8 %

## Patient health & safety

As a medical technology company, we make a positive contribution towards a healthy society. We are leaders in particular with regard to dental medicine and keep setting new standards for the industry with our innovations. Whether prevention or treatment, the health of patients is always our top priority.

**Patient health& safety** is particularly important when it comes to using our products. Thanks to stringent quality and safety standards as well as the certified approval process of our medical products and extensive trainings for users, we are able to prevent negative impact on users, patients and third parties.

We market products with a higher risk potential as products for which training is mandatory, i.e. they are only available for use with patients after sufficient training has been provided (for instance surgical equipment).

### Our approach (management perspective):

**Risk policy and management:** We comply with all valid and applicable national and international standards for risk management for our products (in particular EN ISO 14971:2012- MDD and EN ISO 14971:2019+A11:2021-MDR) as well as the generally recognised state of the art. To ensure this, W&H has implemented a standardised risk management system.

**Quality policy and management:** The quality policy set out by the management defines the company-specific quality principles and also contains provisions for the maintenance of the effectiveness and continuous further development of the system. The quality policy deals with all relevant performance areas of the business and thus provides a framework for agreeing on and assessing quality goals. A quality management system has been implemented and ensures that the quality policy and its goals are complied with.

The Quality Officer in the W&H leadership is responsible for ensuring that the quality management system fulfils the following purposes:

- › compliance with normative and regulatory requirements

- › achievement of quality goals
- › continued functionality of the system in case of changes

For W&H as a manufacturer of medical products, quality management also includes the following special responsibilities:

- › Quality Management Officer represents top-level management
- › Safety Officer for medical products, top-level management representative for the risk management of medical products and responsible for regulatory requirements according to art. 15 MDR

**Product certification and authorisations:** In a documented process, all the required steps for achieving and maintaining marketability of medical products worldwide are described in detail, including manufacturer and product registration. This ensures that medical products are only registered/authorised and marketed on the basis for the rule, standards and directives that apply in the individual country. National and international standards that are applied at W&H include:

- › ISO 9001 Quality Management
- › ISO 13485 Quality Management for Medical Devices
- › ISO 14971 Risk Management for Medical Devices
- › MDSAP Medical Device Single Audit Program (China, Japan, HC, Australia, USA)
- › Medical Device Directive (MDD) EU directive 93/42/EEC + 2007/47/EC
- › Medical Device Regulation (MDR) 2017/745
- › MPG (Austrian Medical Devices Act)
- › CMDR (Canadian Medical Device Regulation) SOR/98-282
- › FDA 21 CFR Part 820 (USA Quality System Regulation)
- › Pharmaceutical and Medical Device Act (PMD-Act Japan)
- › ANVISA RDC No. 665/2022 (Brazil)
- › Therapeutic Goods (Medical Devices) Regulations 2002 (Australia)
- › MFDS (KFDA) Medical Devices Act (Republic of Korea)

## Reportable events in relation to the volume of products delivered (in line with GRI 416-2)

Using turbines as an example, we may disclose the following events for the past periods: The safety objection quota for the “turbine R&P” product group was set at 0.1 %. During the period from 01/01/2017 and 31/03/2022, approximately 350.000 "turbines R&P" were sold. In 20 safety-relevant complaints, 27 affected turbines were reported. Official authorities only identified a single complaint. The actual safety quota for this product group is thus < 0.01 %.

The next report will also include (reportable) complaints for other product groups.

### Customer health and safety (GRI 416)

Share (in percent) of relevant product and service categories for which health and safety effects are measured with a view to improvements (GRI 416-1).

As a manufacturer of medical products, we are required to provide evidence for every single one of our products, showing that the benefits outweigh the risks when using the product. In accordance with our risk management policy, threshold values are defined and monitored, and measures taken as required. **This means that the health and safety impact for 100% of our product categories is assessed.**



Customer satisfaction

Our approach (management perspective):

To maintain a high level of customer satisfaction, we start with a user-centric view even during product development, i.e. customer requirements are reflected in the development of our products at every stage.

Our sales and service staff receive regular training to ensure that they offer our customers the best possible advice and service. The outstanding quality and longevity of our products also play important roles in increasing customer satisfaction.

We conduct customer surveys at regular intervals, asking our customers all over the world about our products and services. The result then tells us about their level of satisfaction. In addition, our product managers speak to dentists on a regular basis and conduct post-market surveys.

The results are reflected in our product development/modification workflows as well as in other in-house processes.

Disclosure GRI / key indicators:

There is currently no unique indicator that measures customer satisfaction. We are planning on setting up a Customer Satisfaction Index by 2027, which will function as our indicator for the future.

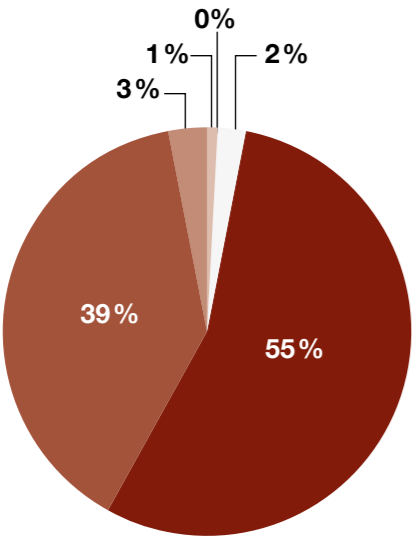
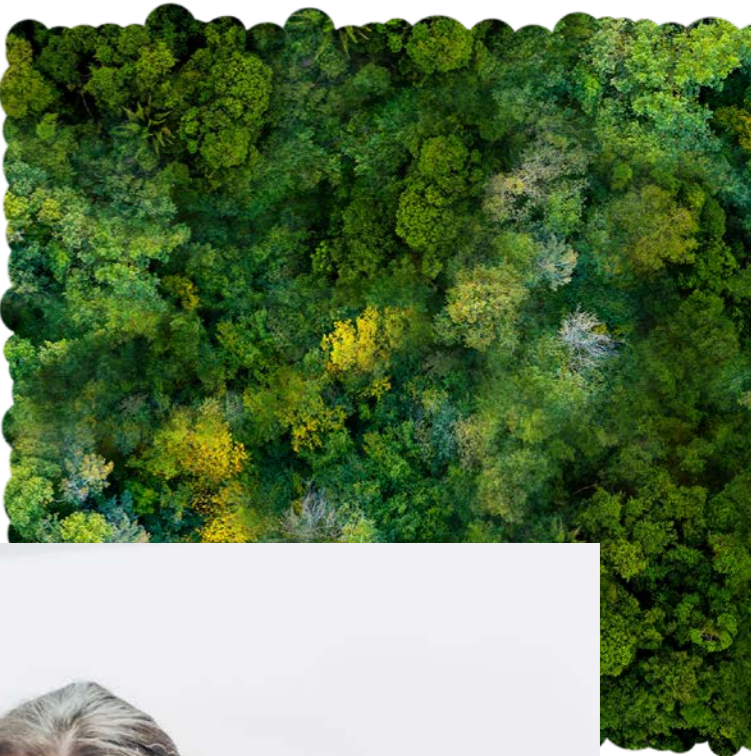
The last customer satisfaction survey, conducted in 2021, showed that approx. **80 % of customers surveyed would definitely recommend W&H products to others.** 6 % would most likely recommend W&H products to others. This results in a recommendation rate of > 95 %.

On average, when asked how satisfied they were with W&H in general, customers awarded top marks in the region of 1.5. More than **90 % of customers stated that they are very satisfied or satisfied.** The survey asked for satisfaction levels in individual W&H categories, such as products, sales, repair service etc. A large majority of customers stated that they were very satisfied or satisfied with all the categories mentioned.

How satisfied are you with W&H in general?

Very satisfied	481
Satisfied	346
Neither satisfied nor unsatisfied	28
Not very satisfied	9
Not satisfied	1
N/A	17

\* Excerpt from our customer satisfaction survey 2021



How satisfied are you in general with W&H?

- Very satisfied
- Satisfied
- Neither satisfied nor unsatisfied
- Not very satisfied
- Not satisfied
- N/A



## Working conditions

A sense of community is important at W&H, and this is reflected in the team structure as well as in numerous benefits and working conditions for employees, intended to ensure that they are able to give their best in a healthy, happy working environment.

### Our approach (management perspective):

As a healthy employer and provider of health solutions, we believe that the health of our staff should take center stage.

We put this belief in practice by providing first-rate working conditions with regard to air and light quality, noise reduction etc. To ensure the safety of our employees and prevent accidents at work, we organise regular safety instructions and/or trainings provided by qualified experts (e.g. Safety Officer) or executive management.

Our approach to safety at work is based on the STOP principle:

- › Substitution (non-hazardous materials)
- › Technical measures (safe machines, extraction systems etc.)
- › Organisational measures (e.g. some machines only run at night, access restrictions...)
- › Personal measures (protective equipment)

Our employees work in an ergonomic environment, for instance with height-adjustable desks, ergonomic office chairs, eye-friendly monitors etc. Other health-boosting measures are exercise classes offered in-house (Yoga, Pilates, BüroBuddy, LifeKinetik), medical check-ups, (melanoma checks, eye exams, vaccinations etc.) as well as first-aid classes. In addition, both our sites in Bürmoos offer e-charging stations for private vehicles, a daily fruit basket, and a discount for meals in our restaurant. We also offer voluntary accident insurance. Our works council has negotiated a range of discounts (shops, leisure facilities etc.) and supports preventive health measures, for instance by sponsoring teeth cleaning.

We also promote a sense of community within our business by organizing employee events, athletic competitions or day trips. In our restaurant “Meet & Eat”, employees have access to a versatile range of dishes using regional ingredients wherever possible. When it comes to employment structure, we also pride ourselves on a high level of flexibility. Our staff enjoy flexible working hours, the opportunity to work from home, partial retirement and educational leave.

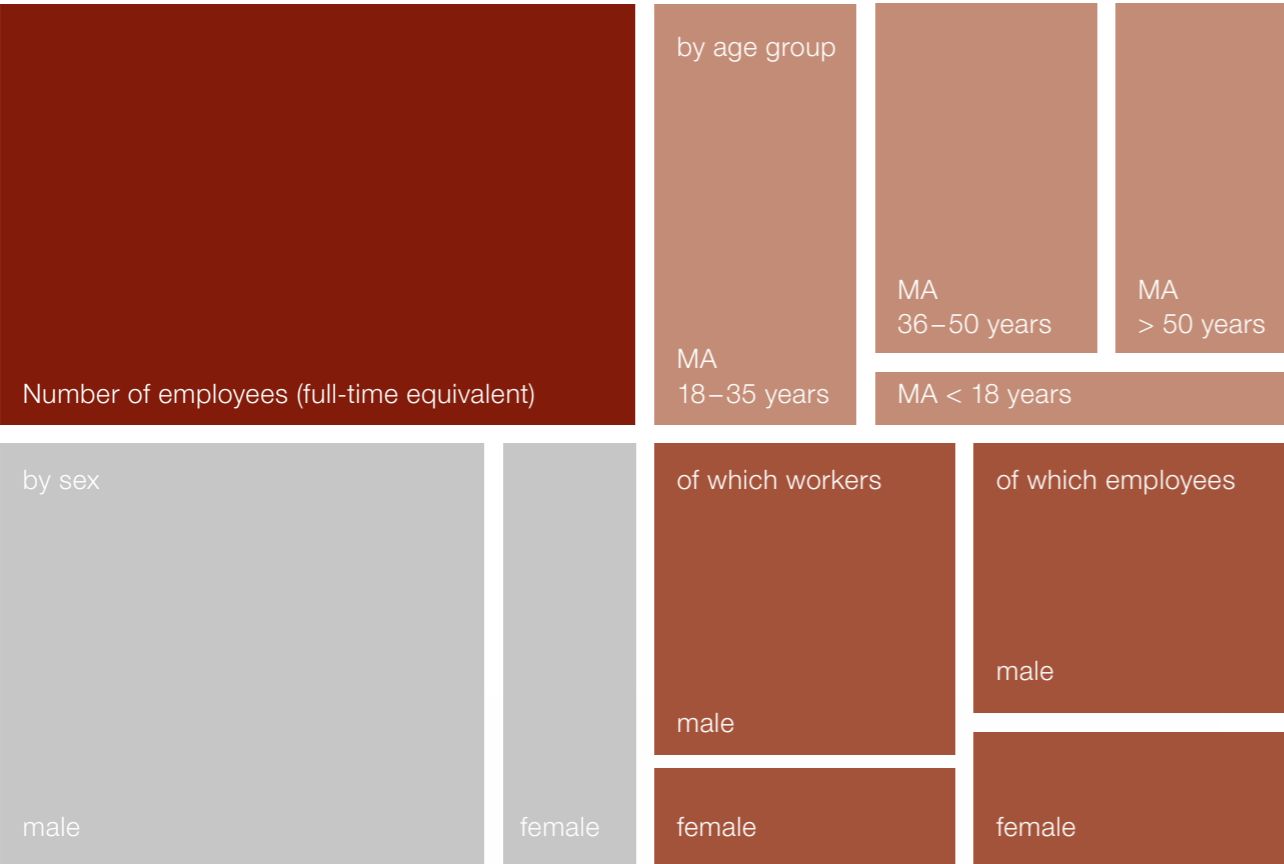


The W&H Campus was designed as a further education and training centre for all W&H employees. Apprenticeships are a big part of this, which is reflected in the organisation and visual appearance of the campus. However, the W&H Campus is open to all W&H employees and intended to be used by everyone. The 4 pillars of the campus are apprentice training, e-learning, internal and external trainings. Regular trainings offered at W&H include:

- › Trainings according to the qualification grid, technical training in the teams, peer trainings, assessment system

- › W&H training programme (technical training, communication, IT applications, statutory/legally binding trainings, project management, leadership and management, working techniques, personality development)
- › W&H Academy e-learning classes: e.g. fire safety, GDPR, First Aid
- › When starting to work for W&H: Onboarding seminar
- › Training for high potentials: Classes at the W&H Competence Academy, workshops, seminars

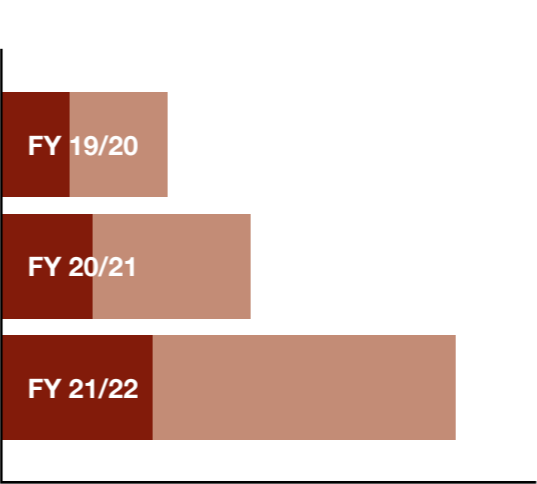
In addition, individual training units are organised and/or booked upon approval by the respective line manager.



Occupational Health and Safety (GRI 403)

Accidents at work

of which reportable

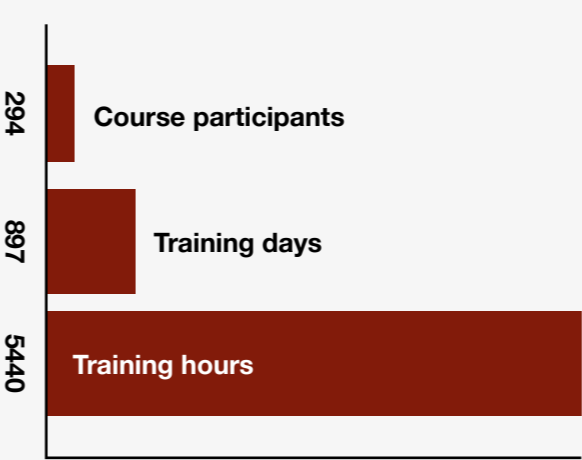


	FY 19/20	FY 20/21	FY 21/22
Accidents at work	6	9	19
of which reportable	2	3	6

The increase of accidents at work during the 2021/22 financial year may not be attributed to a specific reason. Possible, the modified working environment of some employees following the conversion of plant 2 had a role to play. We will keep an eye on this development. Preventative measures will be continued as normal. Safety at work was also included as one of the focal points in our sustainability programme.

Diversity (GRI 405)	FY 19/20	FY 20/21	FY 21/22
Number of employees (full-time equivalent)	657	624	639
female	155	149	169
male	502	475	470
of which workers	333	299	329
female	62	89	65
male	271	210	263
of which employees	324	325	310
female	93	60	104
male	231	265	207
by age group			
MA < 18 years	35	56	19
MA 18–35 years	239	209	239
MA 36–50 years	224	216	240
MA > 50 years	159	143	141

Training and education at W&H (GRI 404)



	FY 21/22
Course participants	294
Training days	897
Training hours	5440
Number of employees (head counts)	680
Ø Training days	1,3
Ø Training hours	10,6

## Social commitment

Giving something back to society is a key priority for W&H. Charity work and the promotion of social projects are key elements in this. For instance, we select an annual project for our Christmas donation, such as children's cancer relief organisations, the "Sonneninsel" or the SOS-Kinderdorf charity.

W&H likes to include its employees in charity drives and projects. In 2022, the company organised impromptu donations for Ukraine, collecting a number of important goods for the "Caritas" charity, enabling it to give help where it was most needed. Blood donation drives are also organised on a regular basis.

Employees' volunteer work is supported, with additional leave days granted where required. In the summer of 2021, Isabella Schmied (product management team) joined a development project in Uganda for five weeks. Together with locals, Isabella did some work on electrical installations, serviced the machines of the local carpentry shop, helped with forestry work and showed that commitment pays off. "We learned a lot from one another. Teamwork was key, just as it is here at W&H!"

For many years, W&H has been a support of the "Spürnasenecken" initiative in Austrian kindergartens. At present, 100 of these discovery zones exist where kindergartners are able to explore for themselves the basic principles of natural science. In Salzburg, the project was extended to also include STEM-focused elementary schools. The project, which originated in Salzburg, is a huge success, with W&H being one of its key drivers. The company also organizes a summer camp that is all about STEM subjects (science, technology, engineering, maths). The idea is to give kids the opportunity to explore and discover knowledge for themselves, without the pressure of exam and grades. "With the Smart Summer technology week, the STEM week and the Spürnasen week, we want children to explore and develop their natural quest for knowledge and research", says Peter Malata, W&H Managing Director, about the reasons behind the initiative implemented by the Bürmoos-based family enterprise. Together with strong regional partners such as the Regionalverband Flachgau-Nord,

the Forum Familie Flachgau, Akzente Salzburg and various industrial players in Salzburg, W&H promotes the age-appropriate teaching of STEM topics and fosters interest and potential in science and technology from a young age.

W&H also offers its employees a "Spürnasen" summer camp, ensuring that the kids have fun during the summer holidays and their parents are free to do their job as usual.





# Products and our Planet with one goal

## Safe products & services

### Products

W&H develops and produces medical precision tools, devices and high-end solutions with a focus on the dental industry, but also for general medical and veterinary applications.

For product design & lifecycle management, W&H takes sustainability criteria into account. This includes the efficient use of sustainable materials and substances, reparability, longevity, stability and a modular structure. Ecological design criteria that need to be taken considered for product development ensure that products are also evaluated for sustainability. During the development phase, we ensure that materials are reduced both in terms of quantity (number of items and volumes) as well as quality (avoidance of harmful substances). In addition, we strive to reduce our consumption of electricity and water during production and usage, without impacting on the functionality of our products. The modular design of our products also reduces the range of materials and components used. This modular structure also makes it possible to use the same product components in different products, cutting down on material usage and improving the production process at the same time. Extensive lifespan testing safeguards quality standards and product longevity.

### Conflict minerals

Our procurement policy supports international efforts to ban and control the exploitation and marketing of minerals from the Democratic Republic of the Congo and neighbouring states by illegally armed groups. In 2014, we formulated and published a policy statement to this effect.

### Digitisation

Digitisation is also an important factor when it comes to reaching our sustainability goals. With our digital solution “ioDent”, we have taken the first step towards predicted maintenance. This intelligent maintenance system helps avoid waste and prolongs product lifespans.



W&H stands for high-quality products, and we invest a lot to fulfil the highest standards: numerous highly precise product tests in our measurement and test labs, regular quality checks during production, final checks prior to delivery, best-on-market materials and technologies as well as machines used in the manufacturing process.

We aim at offering our products in as many markets as possible so that customers all over the world have access to our health products and solutions. Our products are exported to 130 countries, in line with their country- and market-specific accreditation criteria.

**Product innovations where the Ecodesign guidelines were taken into account during the development**

In the 2021/22 FY, we developed our first-ever product for which the **Ecodesign** directive was taken into account during product development and for which a concrete lifecycle analysis was performed. Especially when it comes to development, processes must be amended in such a way as to reflect pre-defined sustainability criteria in line with the Ecodesign directive.



Service

Our products are already being designed for designed for reparability, which means that a long lifespan is among the guiding principles even during the development stage. An extensive service network all over the world ensures that repairs are quick and easy. Regular maintenance and care help to prevent products from breaking in the first place. The thought-out, complementary offer of devices and services for the reprocessing and service of W&H turbines, straight and contra-angle handpieces supports our customers in keeping our products working perfectly for as long as possible.

W&H ProService stands for perfect service, competent support and outstanding expertise. A comprehensive network of reliable service partners and our shared mission to find the best and quickest solution for our customers at all times make us stand out from the rest. Our service engineers are expertly trained and attend courses and specific service trainings on a regular basis.



Compliance & business ethics

We have implemented a range of systems to ensure legal conformity and compliance with rules and regulations on the part of our business and our employees. Complying with legal stipulations and standards is the responsibility of the individual teams. The Regulatory Affairs team coordinates and monitors new and changing requirements on an ongoing basis. Integrity, honesty and business ethics are particularly

important to the group leadership. What W&H means by this exactly and what the principles and core values are that we apply in our daily business practices is set out in the W&H **Code of Conduct**.

Core Values

Innovation



Performance Orientation



Teamwork



Competence and Cooperation



Reliability



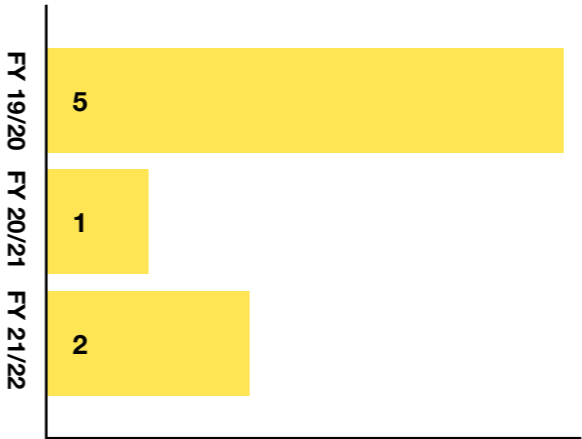
Customer Orientation



Permanence & Sustainability

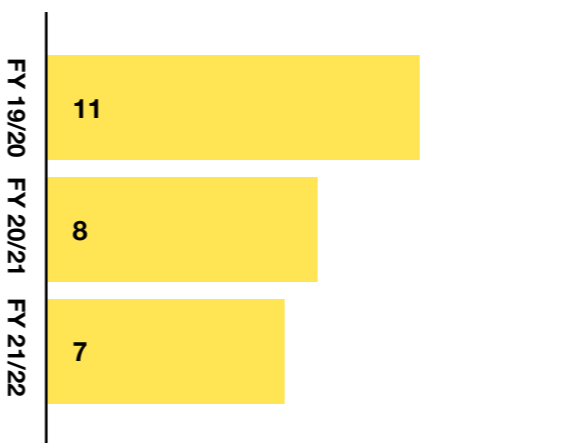


Events reported to authorities



	FY 19/20	FY 20/21	FY 21/22
Reports to authorities	5	1	2

External audits passed



	FY 19/20	FY 20/21	FY 21/22
Product recalls	0	0	0

	FY 19/20	FY 20/21	FY 21/22
External audits	11	8	7

# W&H and Sustainable Development Goals

W&H also bases its sustainability goals and the measures taken to achieve them on those Sustainable Development Goals (SDGs) defined by the United Nations that are particularly closely related to our operational processes and their effects.

**GRI 204, 301, 302, 306**



**GRI 403, 416**



**GRI 303, 305, 308**



**GRI 404**



**GRI 304**



**GRI 414**



\* Linking performed according to the GRI guide (Linking the SDGs and the GRI Standards Last updated March 2021)

## W&H and the report

This is the first sustainability report published by W&H Dentalwerk Bürmoos GmbH. The report aims at presenting the company's sustainability performance in a way that is transparent for all W&H stakeholders, such as sustainability experts, customers, employees and business partners. Their trust and our mutual good relations form the basis of our success. The report shows how W&H lives up to its entrepreneurial responsibility in a comprehensive, transparent way and contains all the data required for an overview of W&H's activities, performances and goals that aim at sustainable development.

The W&H Sustainability Report 2023 was drawn up in accordance with the new standards of the Global Reporting Initiative (GRI): 2021.

The scope of the report includes the W&H Dentalwerk Bürmoos GmbH with its headquarters and production site in Bürmoos, Austria. Where individual data and information exceed this scope, this will be noted in the report. Wherever possible, we strive to go beyond the data that is strictly required in order to ensure the demand for information on the part of our stakeholders is met. The key indicators and the relevant text passages include references to the respective GRI indicators. The GRI content index may be found in the chapter "An overview of W&H and its key indicators" in this report.

The financial year of W&H Dentalwerk Bürmoos GmbH stretches from September until August the following year.

The reporting period for this report comprises the financial years 2019/20, 2020/21 and 2021/22. The editorial deadline was April 2023.

For the future, we are planning to publish a sustainability report every two years.



# An overview of W&H and its key indicators

(GRI content index)



Key indicator	GRI standard	Page in the report
Economic performance	GRI 201-1	47
Regional procurement: Share of regional suppliers < 800 km	GRI 204-1	35
Percentage of new suppliers audited on the basis of environmental criteria	GRI 308-1	35
Percentage of new suppliers audited on the basis of social criteria	GRI 414-1	35
Number of suppliers audited for their social impact	GRI 414-2	35
Total weight of waste produced (in tonnes) and breakdown of this total weight by composition (incl. recycling quote for metal chips)	GRI 306-3 (GRI 306-4)	38
Total weight or volume of the materials used for production and packaging	GRI 301-1	38
Direct gross GHG emissions (scope 1) in metric tonnes CO2 equivalent	GRI 305-1	42
Indirect gross GHG emissions from site-specific energy (scope 2) in metric tonnes CO2 equivalent a. Where applicable, indirect market-based energy emissions (scope 2) in metric tonnes CO2 equivalent	GRI 305-2	42
Use of non-renewable fuels, use of renewable fuels, purchased electricity, heating, cooling and steam for consumption, electricity, heat, cooling and steam purchased in-house, total consumption in Joule, Watt hours or a multiple thereof: i. Electricity consumption ii. Heating consumption	GRI 302-1	43
Customer health and safety: Percentage of the most important products and services for which effects on health and safety (improvements) are assessed	GRI 416-1	49
Reportable events		49
Number and rate of registrable, work-related injuries	GRI 403-9	55
Percentage of employees per category in each of the following diversity categories: ii. age group	GRI 405-1 GRI 405-2	54
Average number of training hours per year and employee	GRI 404-1	55
Number of product innovations where the Ecodesign directive was taken into account during the development process		61
Reported events to authorities		63
Recalls		63
Audits passed		63

# Appendix

## W&H Sustainability Programme

Area investigated	Goal	Measure(s)	Anticipated savings	Realised savings	Timeframe	Responsible (team)	Completion date	Status
Waste	1. Determine volume and origin of waste paper production to better define reduction potentials	Investigate the origin of scrap paper (is it caused by suppliers, etc.).			Apr. 22	UM	21.04.2022	Completed
Environmental management system	2. First EMAS certification for the W&H Dentalwerk Bürmoos site obtained	The additional requirements of EMAS are integrated and implemented with the help of an external consultant. An external audit must be conducted to complete the validation.			Oct. 22	UM		Completed
Environmental management system	3. Compilation of Sustainability Report for W&H Dentalwerk Bürmoos	The Sustainability Report is compiled on the basis of the Environmental Report drawn up as part of EMAS (incl. carbon footprint analysis).			May. 23	UM		Completed
Airborne emissions	4. Development of a concept for promoting low-emission employee mobility	The analysis of the “Employees/Mobility” study conducted by Sattler is evaluated. On this basis, a concept with suggestions is drawn up to motivate employees to use public transport, for instance			Nov. 22	UM		Completed
Binding commitments	5. Analyse binding commitments together with expert consultants and make them available to the employees in a condensed, comprehensible manner	Together with the ConPlusUltra consultancy, the binding commitments that apply to W&H DWB will be analyzed and integrated in a web tool. The legal texts are provided by ConPlusUltra in a condensed, comprehensible version in the web tool.			March. 22	UM	30.05.2022	Completed
Health and safety	6. Improvement of the system to efficiently depict consumption of hazardous working materials	Together with the interfaces (procurement, ...), the status quo is analysed and additional concepts are drawn up for the future.			Dec. 22	UM	21.04.2022	Completed
Airborne emissions	7. Installation of e-charging stations for employees in plant 2 and 1	In the course of the construction a new canteen, e-charging stations for employees will also be provided.			Nov. 22	FM		Completed
Airborne emissions	8. Review Fleet Directive	The existing Fleet Directive will be reviewed to ensure that low consumption and emission must be taken into account in future when purchasing a company vehicle.			Nov. 22	FM		Completed
Material	9. Optimise the sandblasting process to reduce the consumption of sandblasting material by up to 30%	Transition to 2-phae blasting (sand/glass pearls) to reduce the rate of material wear	Approx. - 6.000 kg Sandblasting material 30 %	Actual reduction - 43 % (7.000 kg)	Jul. 22	PLT-F		Completed
Wastewater	10.The goal is to reduce the use of chemicals in wastewater processing	Fewer kg/t of chemicals are used in wastewater processing, thanks to the use of improved flocculating agents and improved process efficiency of the plant itself.	Acid/alkaline, Aquakat - 55 %  Complex H <sub>2</sub> O <sub>2</sub> - 80 % Aquakat - 32,5 %	Acid/alkaline, Aquakat - 55 %  Complex H <sub>2</sub> O <sub>2</sub> - 80 % Aquakat - 32,5 %	Aug. 22	OBE	21.04.2022	Completed

Sustainability programme FY 2022-23 continued

Area investigated	Goal	Measure(s)	Anticipated savings	Realised savings	Timeframe	Responsible (team)	Completion date	Status
Energy	1. Approx. -10% less energy used for compressed air production due to plant optimisation	To increase failure safety levels and reduce energy consumption, the company invested in new air compressors and made compressed air generation more efficient.	-10% of the current electricity consumption for compressed air systems: 114.8 MWh = € 18.374 = 15 Tonnes of CO2 per year		Apr. 23	FM		Completed
Energy	2. More efficient use of electricity to power our systems	Compilation of a concept to drive energy efficiency at W&H DWB using an energy navigator software provided by SIEMENS.	Rough estimate 2 - 3% reduction in electricity use = up to 270 MWh per year (approx. € 50,000)		Sep. 23	FM, IE-F		In progress
Airborne emissions (energy)	3. 0 CO2 emissions caused by gas: Concept development	Evaluate heat generation (heating system): Development concept to move away from gas altogether: Timing and budgeting for changeover of heating systems, incl. possible subsidies for switching to a more climate-friendly alternative.	approx. 400 t CO2 / year		Jul. 24	FM		Open
Airborne emissions (Fuel)	4. -20% reduction of CO2 emissions, caused by the fleet, employees traveling to and from work and by business trips	Project employee mobility, incl. development and implementation of feasibility considerations	-20% (approx. 90 tonnes CO2 per year)		Aug. 23	UM		Open
Environmental management & communication	5. Promote environmentally conscious behaviours on the part of employees	Internal communication initiative: Create awareness for water, material and energy savings among employees.			Aug. 23	CCD		Open
Material	6. Develop concept for increasing packaging efficiency, incl. identification of savings potentials for packaging use, -10% reduction in wastepaper	Compile overview of all product packaging, incl. material share (plastics, cardboard etc.) and draw up a standardisation concept to reduce the overall use of packaging material.	To be developed acc. to concept		Aug. 24	PLT-L		Open
	7. Digitisation of gas		tbd		Oct. 23	PI-LT		Open
Waste - 10% scrap paper	8. Ask supplier about possible switch (e.g. reusable products).	Approx. 6 tonnes of scrap paper (based on data from FY21/22)	Ask supplier about possible switch		Oct. 23	StratEK		In progress
	9. Digitisation of documents in production, e.g. digital archiving of dispatch documents.	-20kg copy paper	Document digitisation in production e.g. digital archiving of dispatch documents		Oct. 23	PLT-M		In progress

Sustainability programme FY 2022-23 continued

Area investigated	Goal	Measure(s)	Anticipated savings	Realised savings	Timeframe	Responsible (team)	Erl. Datum	Status
Environmental management	10. Recognise potential savings (energy, material etc.) thanks to digital monitoring	Develop a software for collecting and monitoring environmental data, incl. CO2 emissions Collect all data central in a single software, with the possibility of ongoing monitoring.		See implementation projects	Aug. 23	UM, FM		In progress
Airborne emissions	11. Develop a concrete climate path to be implemented by 2040	Develop a software for collecting and monitoring environmental data, incl. CO2 emissions Collect all data central in a single software, with the possibility of ongoing monitoring.		(Potentially -90% CO2 emissions (all scopes))	Feb. 24	UM		Open
Sustainability management	12. Draft a Code of Conduct	A dedicated W&H Code of Conduct will be drawn up and presented to partners and suppliers.			May. 23	CCD, GL		In progress
Equality & equal opportunities	13. Promote diversity among employees (focus on gender ratio)	Develop a concept to align employer branding and recruiting with this goal in future			Sep. 24	PE		Open
Products	14. Take sustainability criteria into account for all new product development projects.	A criteria matrix for the ecological & social assessment of the product is integrated in the business plan target and must be considered and assessed during this stage of product development.			Jul. 23	InnovationPioneering		In progress
Occupational Health & Safety	15. -50% reduction of accidents at work compared to FY21/22	Occupational safety: training initiatives, prevention, health-promoting measures --> STUA will be do trainings? Planned emergency exercise in 2023			Dec. 23	SFK		Open
Binding commitments	16. Ensure compliance with legal stipulations regarding Material Compliance (REACH/ROHS/ Prop65)	OG8636_implementation of material and substance compliance.			Aug. 23	TECH		In progress
Customer satisfaction	17. Develop a Customer Satisfaction Index by 2027	Determining how we will measure future customer satisfaction, developing a concept and planning implementation.			Dec. 26	SMSMT		Open

Important environmental aspects

To be able to assess which aspects have the greatest impact on the environment, an environmental audit was performed. As a first step, the direct and indirect environmental aspects were identified and evaluated for their respective impact. The following aspects were assessed and given a score of either 0 (does not apply) or 1 (applies): “Potential for causing environmental harm”, “environmental vulnerability”, “quantity used”, “presence of environmental regulations”, “importance for stakeholders”, “supply routes”, “recyclability” and “waste”.

In a second step, it was analysed which company process these environmental aspects are part of. This showed us which processes have the biggest impact on the respective environmental aspect. The sum of the evaluation in step 1 and 2 yielded the final score for each aspect. The added points show which environmental aspects at W&H are the most relevant. The result of the Environmental Audit also defines the frequency of the assessment. From 10 points onwards, a monthly assessment is required. Environmental aspects graded with 5 to 9 points are assessed annually, and those with less than 5 points are observed and monitored according to applicable regulations.

Environmental aspect	Points scored acc. to impact assessment	Assessment of impact	Date collection interval
Direct environmental aspects			
Working material	8		Annually
Operating materials	12		Monthly
Auxiliary materials	11		Monthly
Chemicals	11		Monthly
Office material	8		Annually
Electricity	12		Monthly
Fuels (gas)	7		Annually
Cooling agents	4		Annually
Waste	6		Annually
Product packaging (cardboard)	5		Annually
Product packaging (plastics)	6		Annually
Fuels	5		Annually
Airborne emissions	4		Observation
Water	3		Observation
Wastewater	3		Observation
Noise	1		Observation
Light	1		Observation

Environmental aspect	Points scored acc. to impact assessment	Assessment of impact	Date collection interval
Indirect environmental aspects			
Transport emissions (delivery)	4		Only indirectly influenced, cannot be measured in full
Procurement emissions, incl. transport	4		Only indirectly influenced, cannot be measured in full
Waste at end customer's site (end-of-life)	5		Only indirectly influenced, cannot be measured in full
Resource and energy consumption during product use	3		Only indirectly influenced, cannot be measured in full
Environmental behaviour of suppliers and service providers	5		Only indirectly influenced, cannot be measured in full
Composition of product range	5		Only indirectly influenced, cannot be measured in full
Employee mobility emissions	4		Only indirectly influenced, cannot be measured in full
Business travel emissions	3		Only indirectly influenced, cannot be measured in full
Capital investment and insurance decisions (e.g. employees' pension fund)	2		Only indirectly influenced, cannot be measured in full

Environmental aspect

From 10 points

5 to 9 points

Less than 5 points

high impact

moderate impact

low impact

Waste volumes per waste stream[EMAS]

Additional data to supplement the diagram  
"Annual waste volume by waste stream in kg"

		FY 19/20	FY 20/21	FY 21/22
Total hazardous waste	in kg	280	220	-
Small electric and electronic devices		51.330	9.390	-
Nickle-containing electroplating sludge				14.460
Construction and demolition waste wood (thermally recycled)				14.460
Paper filters with harmful impurities				240
Packaging materials with harmful impurities				76
Lithium batteries				28
Gas discharge lamps				178
Solvents (halogen-free+water mixture)				1.200
Filter cloths, filter bags, filters and absorbents				670
Sludge from non-ferrous metal production, iron-containing dust				76
Cooling and air-conditioning units with CFC, PFC and HC				150
Lead accumulators				103
Batteries (unsorted)				62
Other metal hydroxide sludges		905	1.180	2.130
Acids, bases, poisons, chemicals		13.460	31.141	52.711
Used oil		2.688	3.555	1.420
Emulsions		34.565	130.256	142.468
Ethylene glycol				210
Glue and adhesive waste				178
Filter cartridges electroplating unit				8
Laboratory waste (unsorted)				260
Oil-water mixtures		-	230	-
Oil-containing waste		1.080	560	1.140
Compressed gas containers, spray cans		151	162	161
Oil separator contents		3.000	-	1.200

FY 19/20 FY 20/21 FY 21/22

Total non-hazardous waste	in kg	188.093	304.994	311.801
Blasting grit used		1.850	5.090	6.380
Scrap paper		51.400	55.200	66.740
Organic waste		2.400	2.400	2.400
"Gelbe Tonne" packaging recycling		4.600	9.620	9.380
Commercial waste		8.520	15.080	19.740
Metal chips		119.322	217.603	207.161

Other airborne emissions

FY 19/20 FY 20/21 FY 21/22

Other airborne emissions (total)	in kg	188.093	304.994	311.801
Sulphur dioxide (SOx)		0	0	0
Nitrogen oxide (NOx/NO2)		528.283	310.871	302.683
Particulate matter (PM)		23.895	14.178	13.692
Other airborne emissions from gas	in kg	188.093	304.994	311.801
Sulphur dioxide (SOx)		0	0	0
Nitrogen oxide (NOx)		249	337	221
Particulate matter (PM)		0	0	0
Other airborne emissions: fleet				
Other airborne emission: petrol/diese				
Sulphur dioxide (SOx)		0	0	0
Nitrogen oxide (NOx)		523.184	306.637	299.642
Particulate matter (PM)		23.102	13.540	13.231
Other airborne emissions: electric systems				
Sulphur dioxide (SOx)		0	0	0
Nitrogen oxide (NOx)		4.850	3.897	2.820
Particulate matter (PM)		794	638	462

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