

Sustainability Report 2015

CWS-boco



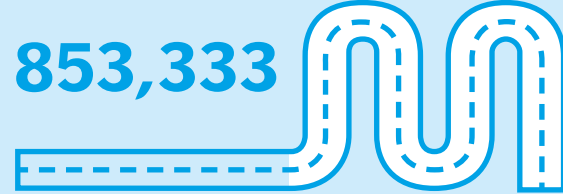
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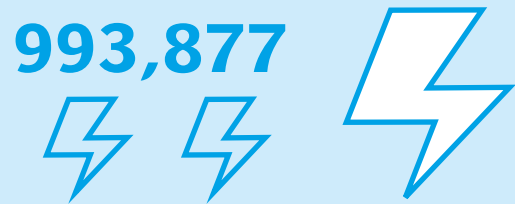
Amount of km saved by OMD 2014 in DE, BeLux, IT, CH

853,333

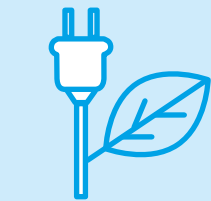


Energy consumption in GJ

993,877



Total energy consumption



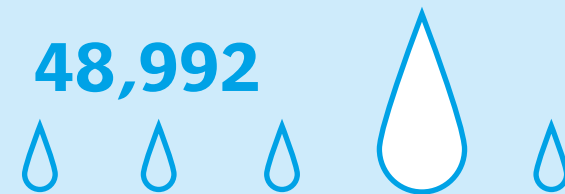
49%
Procured
green energy



51%
Procured
standard energy

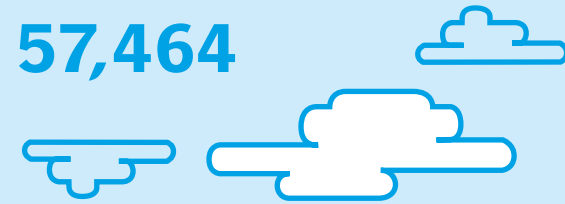
Water savings in m³

48,992



CO₂ emissions in t

57,464



Scope of application of this report

Unless otherwise indicated, all the information in this report refers to the calendar year 2014 and the nine companies in the CWS-boco Group with the highest turnovers: CWS-boco Deutschland GmbH, CWS-boco Suisse SA, CWS-boco Italia S.p.A., CWS Nederland B.V., CWS-boco Sweden AB, CWS-boco Österreich GmbH, CWS-boco Ireland Ltd., CWS-boco Polska Sp. z o.o. and CWS-boco BeLux N.V.

→ "About this report" on page 113.

CWS-boco Group overall		2014	2013
National subsidiaries in Europe and China	---	19	19
Group employees overall		7,549	7,527
Company's own laundries	---	52	55*
Turnover	€ million	751	748
Operating result before one-time effects	€ million	74	72
Operating result	€ million	71	64
Earnings before taxes	€ million	47	46
Shareholding of CWS-boco Group	%	100	100

*Site closings and openings in the course of the year have not been taken into consideration here.

We publish our annual financial key figures and capitalisation at CWS-boco International GmbH level as part of the Haniel Financial Report.

Dear reader,



Sustainability is a cornerstone of the CWS-boco business. As a provider of rental textile services, the efficient use of resources comes naturally to us. This is not only good for the environment, but also a force behind the company's financial success.

The focus at CWS-boco is firmly on people. In 2014, a comprehensive training monitoring system was established and, as such, it is now possible for the first time to report on the indicators for staff further training measures. Moreover, we are committed to the further development of every single member of staff. A good example of how this manifests itself is the "Sales Excellence" programme which has been developed for lateral entrants in Direct Sales and certified by the German Technical Control Board (TÜV).

Our goal is to improve all our fields of activity. CWS-boco is successfully working to lower overall resource consumption on an ongoing basis. The reduction of water consumption, improved energy efficiency in the laundries and savings of more than 850,000 kilometres by the service fleet are just a few examples of this. We are continuously investing in the modernisation of our service network.

The progress made as regards the implementation of a Code of Conduct in the supply chain is a source of great pride to us. CWS-boco collaborates actively with international supplier partners to ensure compliance with and implementation of this Code and, if necessary, the improvement of production conditions.

In 2014 the issue of sustainability focused on the strategic development of CR activities. This was based on a comprehensive analysis of our areas of reporting as well as intensive dialogue with internal and external stakeholder groups. More than 280 pieces of feedback from an international, internal and external study were used to hone and expand our indicators. CWS-boco thus now has a new and enhanced basis for Group reporting. These indicators create transparency in the relevant areas of the business and correspond to the international reporting standard GRI G4.

In several areas we have significantly enlarged the scope of the data pool with the result that a 1:1 comparison with the previous year is not always expedient. With detailed facts and extensive information, CWS-boco offers an in-depth insight into each area of reporting. In doing so, we are fulfilling our commitment to improving continuously in terms of reporting activities too.

Our motto remains “Handle with Care”, and I invite you to read how these words are turned into reality.

Yours,



Max Teichner
Chairman of the Management Board
CWS-boco International GmbH

Sustainable business: Seizing opportunities, steering challenges

WE OPERATE OUR LAUNDRIES WITH PARTICULARLY EFFICIENT TECHNOLOGIES...

...which reuse water and energy and reprocess wastewater. We not only reduce our CO₂ emissions at our locations, but also by employing efficient engines and route optimisation in our service fleet. The efficient and responsible handling of resources remains a constant area of focus for us. We demonstrated our commitment in this area in 2014 by making large investments in the modernisation of our laundry network.

The ongoing changeover to increasingly sustainable businesses is a huge opportunity for us. We operate a sustainable business model which opts for reuse instead of single use. Conserving resources has been a core area of our focus from the very beginning.

Our rental business is orientated towards long-term customer relationships. These last longer than 12 years on average. Changes in the general economic climate therefore take effect with a slight delay. Due to the long-term nature of our rental business, only high-quality materials come into consideration for us. For our core products – cotton towel rolls and workwear – cotton is the most important raw material. Here, we are dependent on the international raw material markets. We and our customers attach great importance to a reliable supply chain. Our subsidiary CWS-boco Supply Chain Management GmbH co-ordinates procurement, product development and supply chain management for us.

WE CONDUCT OUR BUSINESS WITH FORESIGHT...

...in order to be able to recognise and steer opportunities and challenges at an early stage and identify and assess developments and trends. This is as much a part of our precautionary approach as the management of risks. We work with different suppliers and sell various products in different business sectors to a multitude of large, medium-sized and small customers. On top of this, we are also integrated in the risk management system of our parent company, Franz Haniel und Cie. GmbH.

→ “Management approach” on page 100

AS A SOUND COMMERCIAL ENTERPRISE,...

...we act with responsibility and with foresight in our operating sector. We are aware of our responsibility to the environment as well as to our internal and external stakeholders and regard this as a constant area of action.

WE ARE A RESPONSIBLE EMPLOYER...

...We at CWS-boco accept the responsibility which comes with our personnel-intensive business and act in accordance with this. We follow a sustainable personnel policy which, among other things, focuses on training and further education. To form an even more structured approach here, we began implementing a training monitoring system in 2014.

We rent out, wash and deliver textiles in Europe and China for our customers. With 52 laundry locations and a service fleet of around 1,500 vehicles, national and international norms and guidelines regarding hygiene and the environment are important standards for us. As members of various associations, we are committed to the further development of existing standards.



Corporate Sustainability

Corporate portrait	06
Business model	08
Vision, mission & values	10
CR guidelines	12
Stakeholder dialogue and materiality matrix	14
Corporate governance	18

Chapter 1

Customers and Employees

Staying safe on the go with the Juchem Group	22
For customers and employees	26
— Customer satisfaction	
— Employee satisfaction	
— Further training	
— Occupational safety	
— Hygiene education	
Excellently trained	32

Chapter 2

Products and Sourcing

A responsible approach to production	36
Embracing responsibility right from the source	40
— Code of Conduct for suppliers	
— Supplier structure	
— EcoVadis award	
— Sustainable products	
Fountain of youth for dispensers	44

Chapter 3

Laundry and Technology

Pretty smart...	48
Sustainable washing concepts	52
— Energy efficiency programme	
— Washing with polymers	
— Alternative energies	
— Balanced usage of resources	
The right adjustments	56

Chapter 4

Logistics and Service

Intelligent driving	60
Protection of resources on the go	64
— Route optimisation	
— “Smart Box” vehicle type	
— International logistics centre	
— Alternative drives	
Tailor-made clothing	68

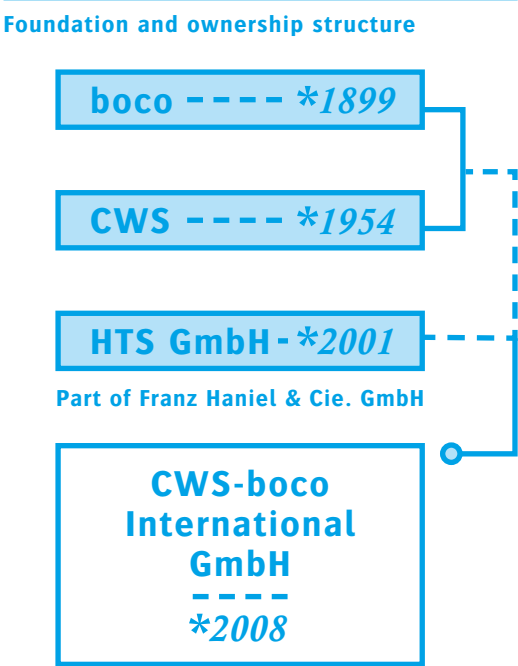
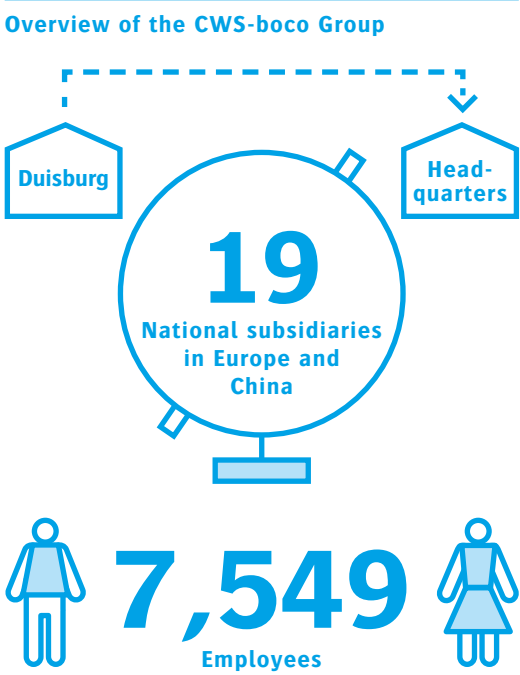
Facts and Figures

Customers and Employees	72
Products and Sourcing	82
Laundry and Technology	87
Logistics and Service	93
Materiality matrix and material topics	97
Management approach	100
GRI G4 content index	103
About this report	113
Publication details	114

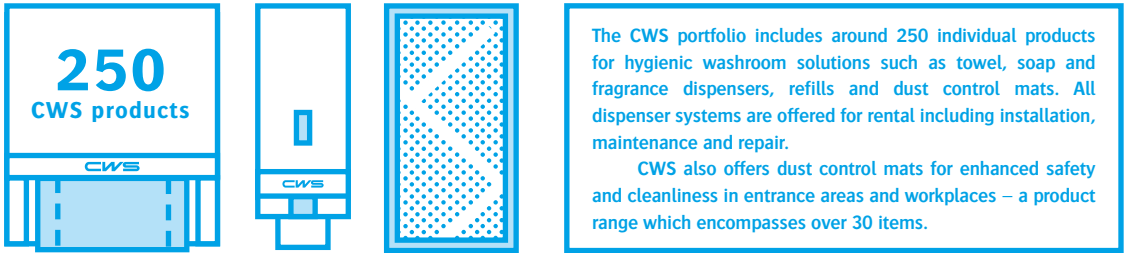
Our organisation is distinct

CORPORATE PORTRAIT

CWS-boco is a medium-sized company with roots stretching back over more than a hundred years. Our business rents out workwear, protective and cleanroom clothing, wash-room hygiene solutions and dust control mats as well as flat linen. Continuous innovations in these areas have made us one of the leading international suppliers in the textile service industry. As well as the consistently high quality standards, the operation of our laundries and service logistics in such a way as to optimise consumption and be as resource-friendly as possible are at the heart of what we do.



Our CWS products



Our boco products

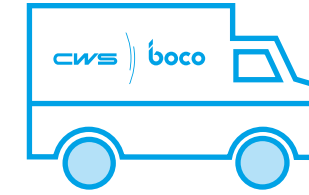


Our business revolves around the concept of reuse

BUSINESS MODEL CWS-boco operates in contrast to the principle of disposable goods. Instead of resource-intensive single use, our business concept is based on reuse. We offer textile rental services which are directed towards hygienic reprocessing and the longest possible product life cycle. To achieve this, we have created a service cycle which can be completed any number of times by towel rolls, workwear and mats. A towel roll, for example, can be washed and reused up to 100 times, meaning that it can be used for drying hands up to 15,000 times in its life cycle – without producing a single piece of waste.

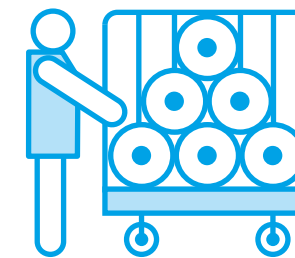
1. Collection

Our service drivers regularly collect the rental textiles for reprocessing in the laundry.



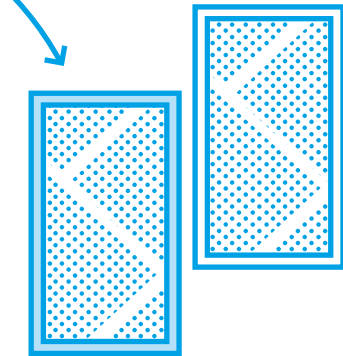
2. Sorting

The textiles are sorted at the laundry in order to feed them into different wash programmes. This ensures that each item is cleaned precisely as required.



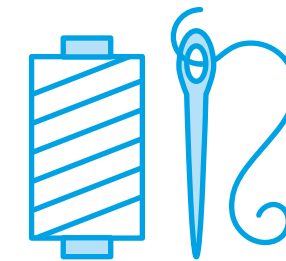
6. Delivery

The items our service drivers return to customers are freshly washed, dried and have been subjected to quality controls. Day after day. All over the world.



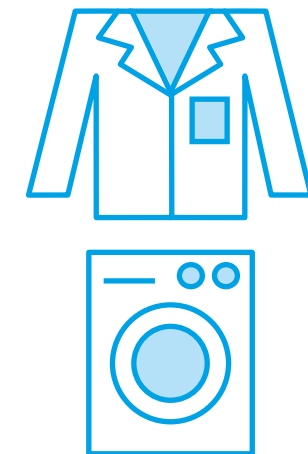
5. Repairs + replacement

Areas affected by wear are repaired directly in the laundry. If that is not possible, the item is replaced.



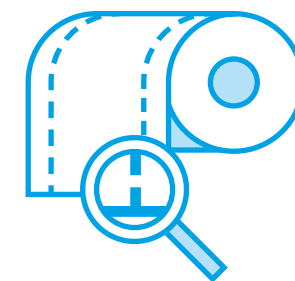
3. Washing + drying

We wash around 28 million towel rolls and 85 million items of clothing per year in our laundries in Europe – in a way that is as resource-friendly as possible.



4. Quality control

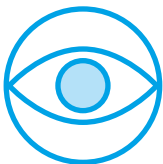
The quality of our products is under constant scrutiny at all stages of our service cycle: From the service driver during collection and delivery to the employees at all the stations in the laundry.



A focused mission

VISION, MISSION & VALUES

Sustainability drives us – and we drive sustainability. Rental textile services are our business and resource-saving reuse is the model. Based on our entrepreneurial drive alone, we are as economical as possible in what we do and continue to drive sustainability fuelled by this interest. For this reason, the concept of sustainability can be found in our vision, mission and almost all the values defined by CWS-boco. We take our responsibilities towards people and the environment seriously – according to our motto “serving you, serving nature.”



Our vision

We intend to become the leading and, at the same time, most sustainable provider of textile services – in Europe and beyond.



Our mission

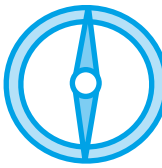
As a leading provider of textiles services we stand for hygiene and safety in the workplace and in the public sphere. In doing so, we seek to contribute towards improving the health and well-being of employees and society. We have a vested interest in the efficient utilization of natural resources in our service cycles. We care – about people and the environment, and securing a sustainable future for our business.

Our values



Sustainability

We recognize the value of minimizing our environmental footprint. It's not only good for the world in which we operate – it's a strong contributor to our long-term financial success as well as social engagement. We promote sustainable services. We continuously increase energy efficiencies in our laundries and logistics operations.



Drive for results

Dedicated customer focus combined with efficient production and distribution ensure a viable and profitable company. We have the most modern and most effective service infrastructure in our industry. We remain competitive regardless of economic conditions enabling long-term customer relationships.



People

We provide a workplace that motivates people to be passionate about delivering an excellent service to our customers. We trust our employees by delegating responsibility and support them with appropriate training. We strive to engage people to earn their loyalty and trust. We want to be the company of choice and provide a cooperative, open, motivating, and sustainable management style.



Integrity

We believe it is vital that people who deal with us trust us and can count on our allegiance and dependability, whether they are colleagues, customers, suppliers, shareholders, or our neighbours in the communities in which we operate. We say what we mean and do what we say – we keep our promises and take responsibility for our actions.



Quality

Everything we make, and everything we do, must be as good as it can be. Driven by a culture of discipline and attention to detail, we provide consistently high-quality services. Superior quality and customer satisfaction are our ultimate objectives.



Service spirit

We have a commitment to our customers. We care about them, listen to them and work to anticipate their needs and solve their problems. Customer satisfaction is a priority for everyone in our company.

We take responsibility – for the long term

CR GUIDELINES

With its corporate responsibility guidelines, the CWS-boco Group is committed to interacting with people and the environment in a sustainable and responsible manner. As a leader in quality and innovation, we see it as our social and ecological duty to bring a sustainability concept to life which has been developed for the long term. When such a concept succeeds then so do we.

Certified sustainability

At CWS-boco, we bring sustainability to life every day. Our awards from outside of the company are proof of how successful we are in our endeavours. CWS-boco Germany, for example, was awarded silver status in the EcoVadis Initiative, placing it among the top seven per cent of examined companies in its industry sector. In the environment category, it is in the top 2 per cent of companies. EcoVadis is committed to establishing better environmental and social standards in international supply chains. Our national subsidiary in the Netherlands reached level 4 out of 5 on the CSR Performance Ladder – this is the best score in its own industry. The initiative assesses a company's CSR management system with regard to the areas of environment, people and efficiency.



CR guidelines



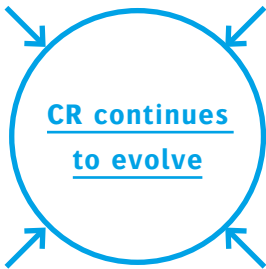
The concept of reusability is a core component of our business model as a provider of textile services. We rent out our textiles and process them time and time again so they can be used anew, with this in mind, we regard the careful handling and use of resources and raw materials as a matter of course. It goes without saying that we are constantly expanding and advancing our commitment to sustainability. We aim to minimize our ecological footprint – to the benefit of the world we live in and our own business as well.



Foundations are good if laid correctly. This applies both to the company's success as well as the environment. CWS-boco takes on this responsibility internally and externally and invests in its employees. In doing so, we strengthen the company and secure its long-term competitiveness. A commitment today to and for the company and environment will benefit future generations.



Achieving something together requires the active participation and commitment of all concerned. At CWS-boco the management's support goes hand in hand with the efforts of all areas and their personnel in the interests of successfully living by the principle of sustainability. Each and every individual can contribute towards making his or her working environment more sustainable. Together we can make sustainability a success at CWS-boco.



Sustainable commitment must also be flexible in the same way as underlying conditions can change. With this in mind, we see it as a matter of course to continuously check and optimise our activities for the good of people and the environment. Any and all adjustments arising from ecological, social and market developments are actively integrated into the company's CR orientation. We regard CR as an entrepreneurial task which is never completed but remains a permanent process.

G4-18, 19, 24, 25, 26, 27

In dialogue with our stakeholders

STAKEHOLDER DIALOGUE

As a commercial enterprise, CWS-boco directly affects the interests of many people in a whole range of different sectors and countries. For this reason, we actively seek out continuous, open and respectful dialogue with our internal and external interest groups and stakeholders.

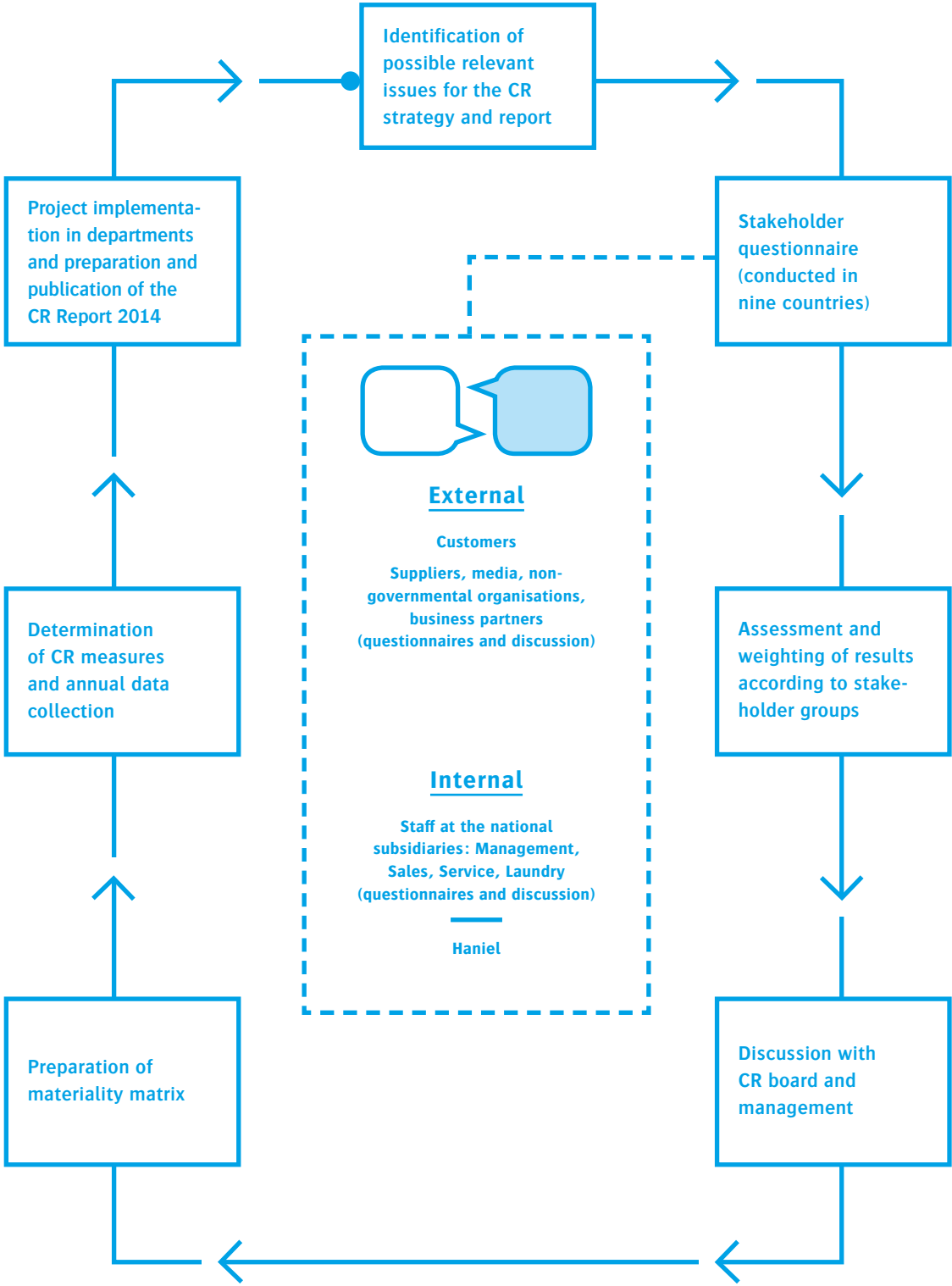
We regard stakeholders as all persons or organisations who have a legal, financial, operational or ethical interest in CWS-boco. We are in regular dialogue with our stakeholder groups. For example, the customer dialogue is performed in person and on-site by our employees from Sales and Customer Care as well as via our back office. We also regularly hold a Suppliers' Day and Bankers' Day for the suppliers and banks with whom we work. With the Haniel holding company, dialogue takes place regularly at various levels – in the business, for example, in the areas of Controlling, Corporate Responsibility, IT and Human Resources. The management teams

of CWS-boco International and Haniel meet regularly for discussions. We are a member of various associations including the European Textile Service Association (ETSA), the Wirtschaftsverband Textil Service e.V. (WIRTEX), the UN Global Compact, the Business Social Compliance Initiative (BSCI) and the Sustainable Apparel Coalition (SAC). We are active participants in the working groups of these organisations and document our activities in progress reports.

In the course of checking and specifying our CR strategy 2014/2015, we entered into close discussions with the most important stakeholder groups.

G4-18, 19, 24, 25, 26, 27

Process of materiality analysis



G4-18, 19, 24, 25, 26, 27

Materiality analysis

A comprehensive analysis of opportunities and risks formed the starting point for our strategy process in autumn 2014. The analysis included our areas of action to date, market developments, new legal guidelines and regulations, reputation and brand value and topics discussed in public settings and in the media. They were assessed with regard to emerging trends, new starting points for our future alignment as well as opportunities and risks for the development of CWS-boco. Based on the results, we developed a list of relevant topics for each of our existing areas of activity – business, ecology, employees and social aspects. This range of topics was complemented and focused as necessary in internal workshops. The finalised selection of topics served as the basis for the survey of our stakeholders at the beginning of 2015.

Stakeholder survey

Following the first survey in 2012, we once again engaged in close dialogue with our most important stakeholders. To select these, we analysed our interest groups in an international project group and developed an official stakeholder map, which was subsequently used to define the groups for our stakeholder survey. The groups are: Customers, employees, suppliers, representatives of non-governmental organisations and the media as well as representatives of the Haniel holding company.

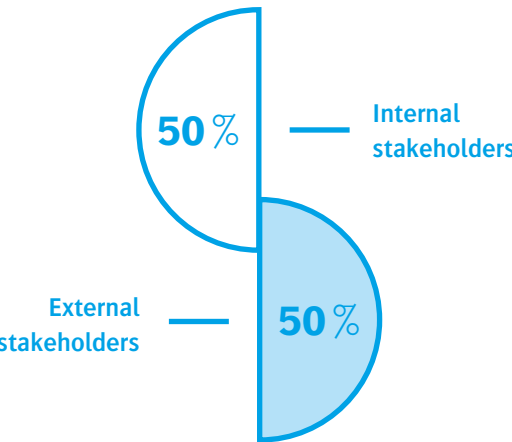
The aims of this dialogue were:

- The specification and further development of our sustainability strategy on the basis of our topic analysis and the feedback from our stakeholders;
- The redefinition of the relevant topics for the creation of the materiality matrix.

The survey respondents were customers, employees, suppliers, representatives of non-governmental organisations and the media as well as representatives of the Haniel holding company. A total of around 280 digital questionnaires were completed in nine countries.

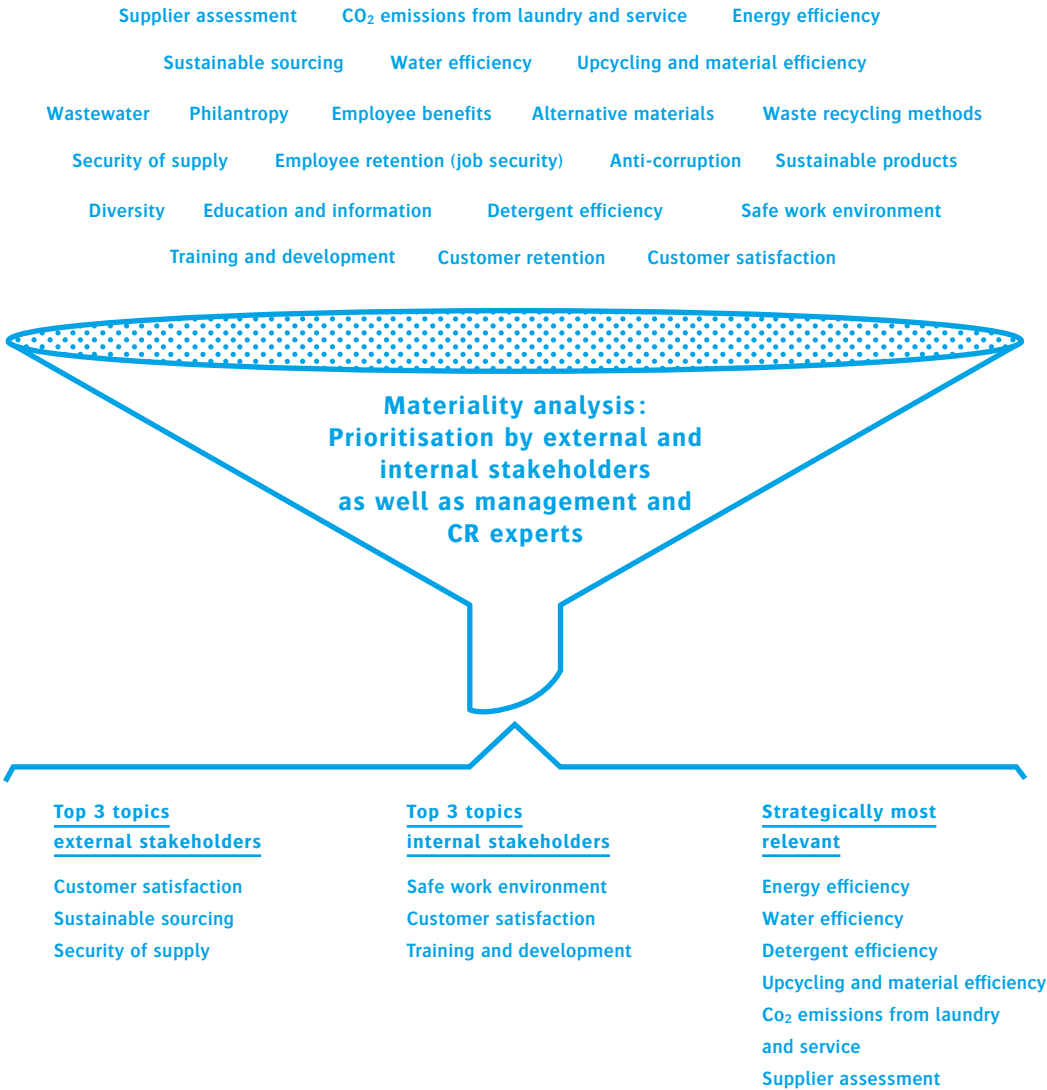
Each respondent evaluated the topics of our existing areas of action derived from the opportunity and risk analysis in two aspects on a scale of 1 to 10. The first dimension was the importance of the topic for the respective stakeholder group. For external respondents, the second dimension enquired about the positive influence CWS-boco can have on the topic in general through its business activity. For internal respondents, the second dimension involved rating the effect of the respective topic on the business development of CWS-boco in the next five years. Both ratings per question formed the X and Y axes of a personal materiality matrix graph which was shown to each respondent during the survey and reflected his or her personal weighting of the topics. Each respondent was also free to add and rate additional topics beyond the predefined ones. The results can be found on page 97 onwards.

Weighting for the evaluation of data



G4-18, 19, 24, 25, 26, 27

Definition of material issues



The responses of all those surveyed were weighted in such a way that the information collected from the internal and external stakeholder groups accounted for 50 per cent of the evaluation respectively. As customers are one of the most important interest groups for CWS-boco, their responses were weighted more heavily within the group of external stakeholders.

The graphic above shows the three most relevant issues for internal and external stakeholders which emerged from prioritisation during the

materiality analysis. We have also defined further issues as material which are essential for controlling our business.

Materiality matrix and further details: See page 97 onwards

In focus: Leadership and integrity

CORPORATE GOVERNANCE

We believe that clear, open communication, both within and outside of the company, is a basic prerequisite for a sustainably operating business. Clear, flat hierarchies in all areas are ideal for achieving this with efficiency – because only a management team with integrity and which is aware of the corporate values can steer CWS-boco into a successful future.

Our management structure – national and international

The legal form of CWS-boco International is a company with limited liability (GmbH). At CWS-boco International itself there is no Supervisory Board; this exists at the level of the Haniel holding company. The German national subsidiary is represented in the Supervisory Board by one female employee and one male employee as well as the responsible union representative. The Managing Directors of CWS-boco International and its subsidiaries are not members of the Supervisory Board.

CWS-boco opts for management structures with clear and flat hierarchies which enable efficient decision-making. At national and international level there is a Management Board as well as respective Executive Committees which meet regularly. This structure makes it possible to communicate decisions and information to all employees in just a few steps, even from the highest level.

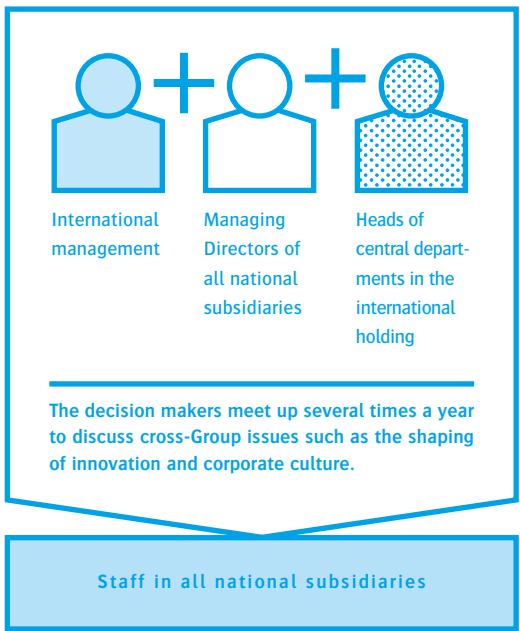
Wherever possible, we fill vacant management positions with individuals from within our organisation. This allows us to convey the comprehensive knowledge already found in our departments to the management level.

International management



- Three members
- Determine the goals for the Group as well as its strategic alignment
- Meet with the Country Executive Committees four times a year to discuss market- and country-specific issues

International decision-making



Culture of joint decision-making

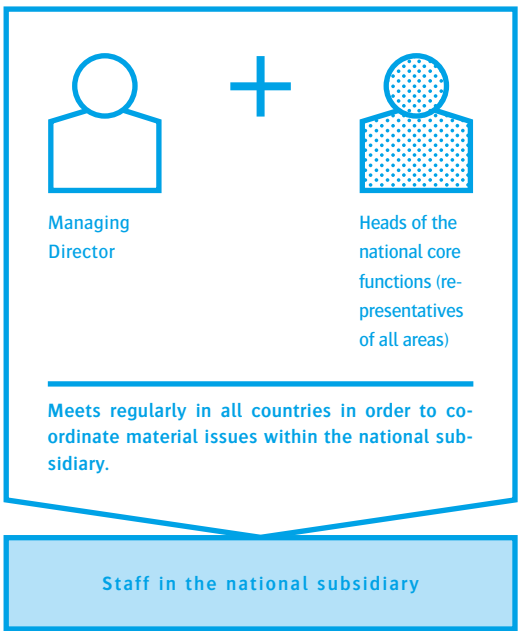
National and international meetings promote joint decision-making within the CWS-boco Group. Around one hundred managers from all national subsidiaries attend the annual Management Conference.

National management



- One Managing Director
- Management Board with one or more members
- One Managing Director as main contact to International Management

National decision-making

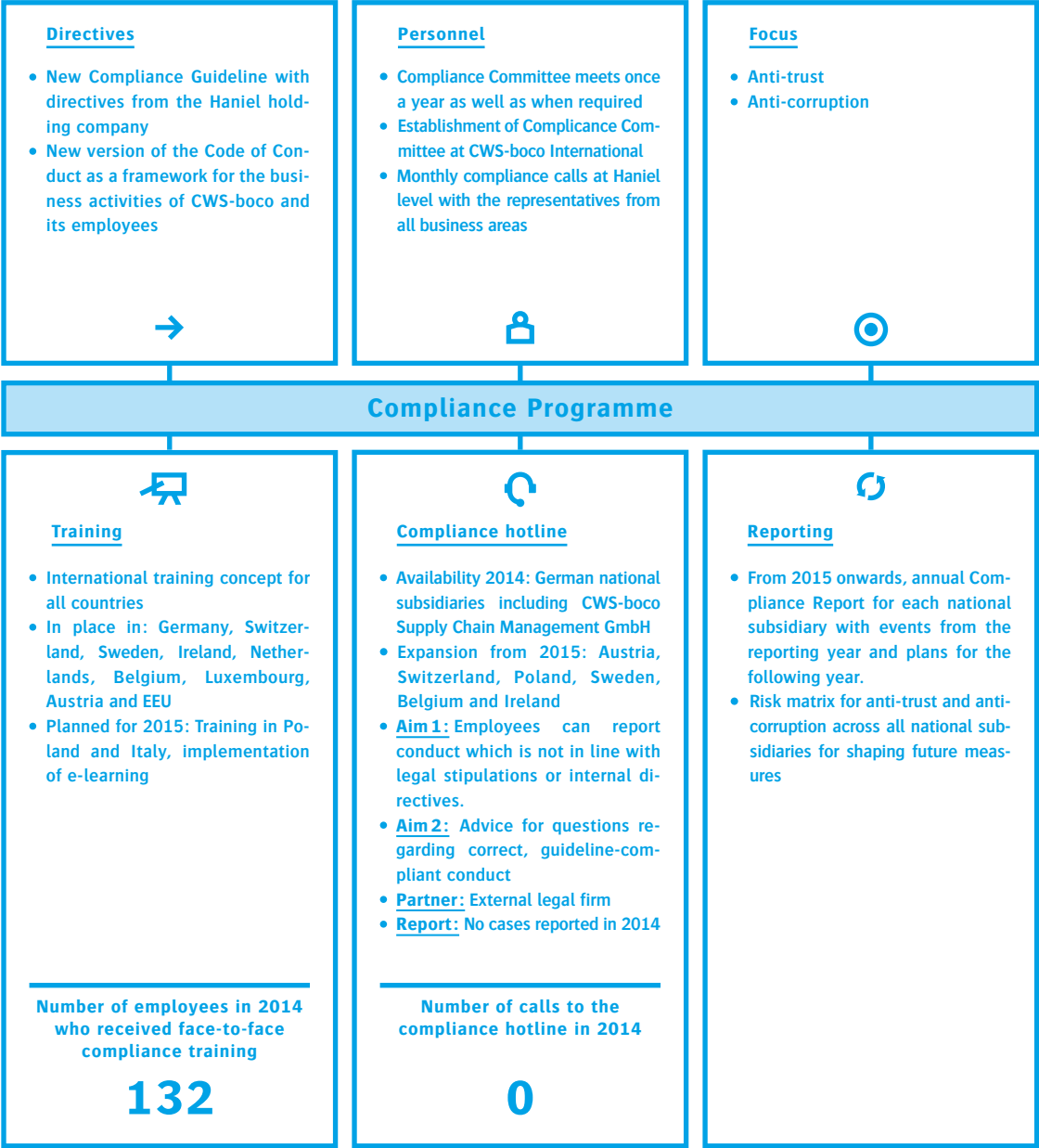


Intensive international dialogue also takes place at departmental level, for example between Sales and Marketing. Every year, a sales and marketing plan is developed in order to identify market opportunities and challenges systematically and react to them with appropriate measures.

Widening our
Compliance Programme

It goes without saying that CWS-boco is committed to complying with legal regulations and internal guidelines. Thus we are constantly working on improving and developing our Compliance Programme and its core topics.

As one additional pillar we have established a Compliance Committee at CWS-boco International. Compliance-relevant topics are discussed with functional departments. The Committee also suggests measures to implement these standards and discussed topics. As such, we are striving to anchor the notion of compliance into our corporate culture.



Customers and Employees

CHAPTER 1

Staying safe on the go with the Juchem Group

Employees

300

Sites

13 in Germany

Trade

Production of asphalt mixtures and ready-mixed concrete as well as mineral substances for the production of asphalt and concrete; Execution of all kinds of road construction measures

Originated

In 1933 with first quarry in Niederwörresbach in Hunsrück



Adding the finishing touches together

Before a new boco collection hits the market, it has to prove its suitability for everyday use in a special test. It must fulfil the needs of our customers. For this reason, we work in close cooperation with our customers, who put our clothing through vigorous testing before it enters production. One of our test customers for the high-visibility and weather protection collection 2014 was the Juchem Group. The employees there have to wear their protective clothing the entire day, making them the perfect partner for our test. Joachim Mix, a Managing Director in the Juchem Group, agreed. "It is fantastic that we can bring our customer perspective into product development at boco," he confirmed. "It's great that boco takes an interest in our requirements and that we can contribute to a product being created which is really suitable for everyday use."

One useful tip from a Juchem employee was the need for more pockets in the work trousers and overalls. These will now be added to the clothing before it hits the market.

"It's great that boco takes an interest in our requirements and that we can contribute to a product being created which is really suitable for everyday use."

— Joachim Mix, a Managing Director in the Juchem Group

Renting is preferable to buying

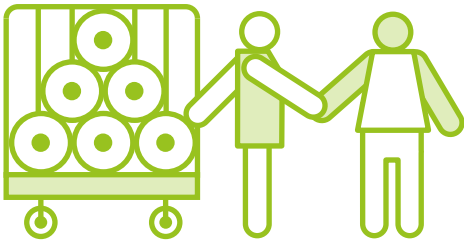
Joachim Mix's employees need to be clearly visible in the field of road construction in particular. "The protective clothing really does have to protect my employees. This means it must retain its reflective function for a long time and, of course, remain waterproof," emphasised Mr Mix. If the clothing is not cleaned professionally, it can lose its protective

function. "For this reason, I quickly decided against purchasing the clothing," said Mr Mix. He explained that while purchased clothing does fulfil the requirements in terms of comfort and functionality, "in the long-term, it is neither safe nor cost-effective for us."

Contact partner on-site

Customer feedback and satisfaction are of great importance to us – and not just in product development. That's why we're always there for them. Our customer care employees, such as Jörg Franke, who is responsible for Juchem, regularly visit our customers' premises and are always ready to lend an ear for customer feedback or issues.

Number of customer contacts which our service drivers have each day



27,743

Number of incoming customer care calls

Phone, email, fax (no specific reporting in BeLux and Sweden)



Origins of the Juchem Group: A quarry in Niederwörresbach in 1933.



Ideally protected staff with the high visibility and weather-proof clothing from boco.



Customised clothing for all employees in dedicated lockers.

Both satisfied: Customers and employees

Customer satisfaction is a matter which is close to our hearts and the reason why we maintain such close contact with our customers. Our employees from Customer Service, Service and Customer Care speak to more than 100,000 customers in person every day. Our customer retention rate of 93 per cent is testament to the fact that good communication is the right approach. On average, our customers have been with us for over 12 years.

The satisfaction of our employees is equally as important. In this respect, training and further education in particular as well as work safety are critical aspects that we are constantly working to improve. In 2014, we asked our employees for feedback in a Group-wide survey. We have already begun setting up monitoring for international training. For the first time, we were also able to collect data on the further education measures implemented last year, thereby adding an important indicator to the scope of our reporting. In addition, we have developed our own training programme for lateral entrants in Direct Sales and have been certified for our commitment to work safety to date in the Netherlands, Belgium and Germany.

In constant dialogue

We remain in close dialogue with our customers – and not just through service and customer care. It is vital to us that our customers are satisfied. Our national subsidiaries have developed various monitoring concepts with the aim of keeping constant control of this. In Belgium, Luxembourg and the Netherlands, individual customer groups are surveyed regularly, sorted by region or certain contract duration, for example. The feedback from our employees with customer contact is equally as important. In Germany, employees from Sales and Service are asked about the satisfaction of their

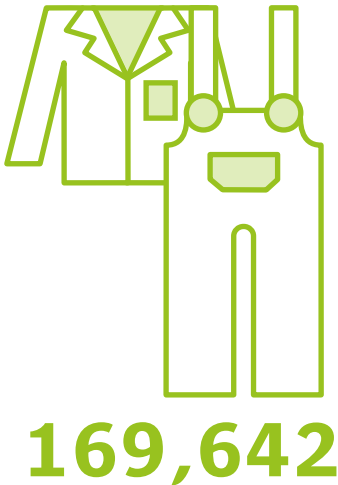
Customer retention rate in nine reporting countries, in %



Long-term customer relations Average duration



Number of wearers of boco personal protective equipment in DE, AT, CH, BeLux, IT



Employee satisfaction survey 2014



customers every month. In both companies, the results are passed on as direct feedback to the Management Board. The opinion of our customers is of great value to us even above and beyond our daily business. For this reason, we regularly involve them in the strategy process for our sustainability alignment via the stakeholder dialogue.

Over to you

Do you feel connected to CWS-boco? Do you enjoy your work? Is the working atmosphere okay? We asked our employees these questions and many more – in nine countries and 15 languages, online and on paper. Between 18th November and 5th December 2014, almost 6,700 employees had the chance to participate in the survey, with 58 per cent seizing the opportunity.

We attach great importance to open dialogue with our employees. They therefore have the opportunity every two years to provide us with feedback on CWS-boco as a company and employer. We communicate the results openly and transparently to all participants: Starting with the Management Board of the CWS-boco Group to the Managing Directors and employee representatives in the countries, managers and team leaders and each individual employee. Suggestions for improvement are developed and concrete measures derived in rounds of discussions and meetings. A pleasing result: We were able to keep the employee commitment index (average value from measured employee motivation and identification) at a very good 4.0 points (as in 2012), based on a scale of 1 to 5, with 5 representing the best result.

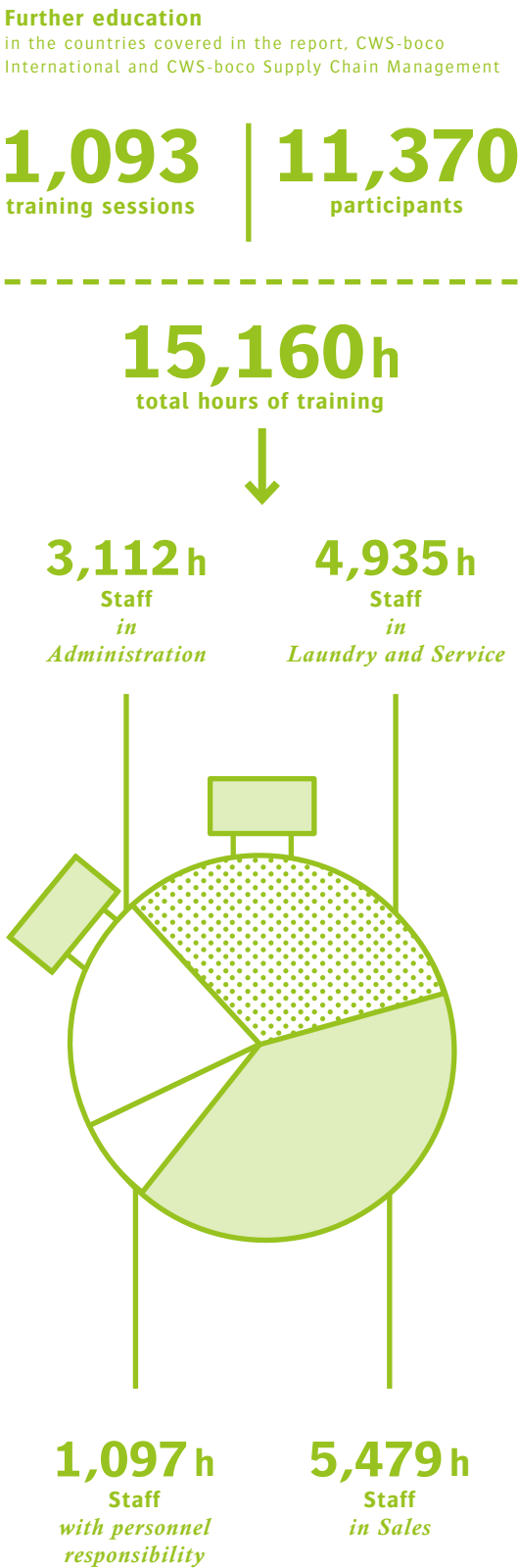
It's worth participating: After the first survey in 2012, measures implemented included the launch of a Group-wide intranet in order to improve interdepartmental and international collaboration as well as the flow of information and communication. All employees – including those

from the commercial divisions – have access to this. In 2012, improvement of cooperation and information provision were among the central areas of action revealed by the survey results.

Further education in focus

Another area of action resulting from the employee survey: Further education and personnel development are topics of great importance to our employees. We can only be successful as a company if our staff have the necessary skills, competencies and knowledge of how to keep our service and quality promise to the customer day after day. This is why we want to make our international training and further education activities more structured and more closely oriented towards the respective market.

The first step towards achieving this involves setting up international monitoring of all internal and external further education measures completed by our employees. In 2014, we launched an international system for collecting information about all training measures. Among other things, this records the type of qualification, the duration, the number of training hours, the training providers and associated costs. We will also be expanding the resulting database and further differentiating the information collected, with the aim of developing country-specific and market-specific training and further education standards in the CWS-boco Group by the end of 2015. In this way, we aim to develop employees in a more targeted and demand-oriented manner and to make a sustainable investment in both their future and our own.

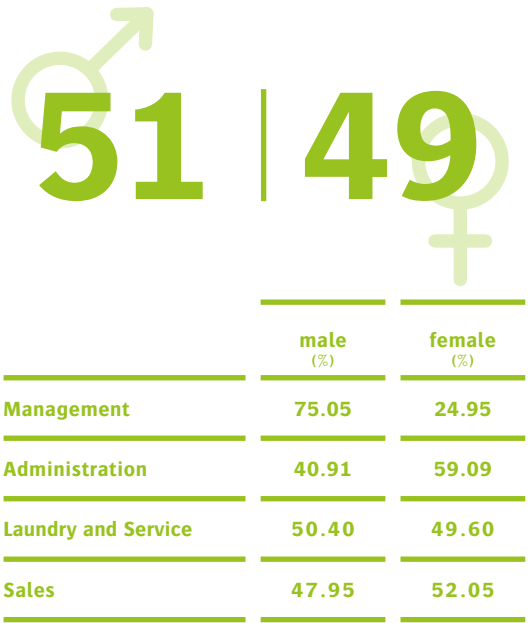


People in focus

As a textile service provider, we are in a very personnel-intensive business. We employ a lot of people and are actively committed to ensuring that they are well looked after. We encourage them with further education measures and offer them various employee benefits. The latter are organised on an individual basis depending on the subsidiary. Employees of CWS-boco International, for example, can take advantage of the services offered by PME Familienservice, which provides support in finding a successful work-life balance. Various company sports or fitness activities are also available depending on the site. CWS-boco Germany operates a national health initiative, which focuses on the workplace, exercise, nutrition and the provision of information.

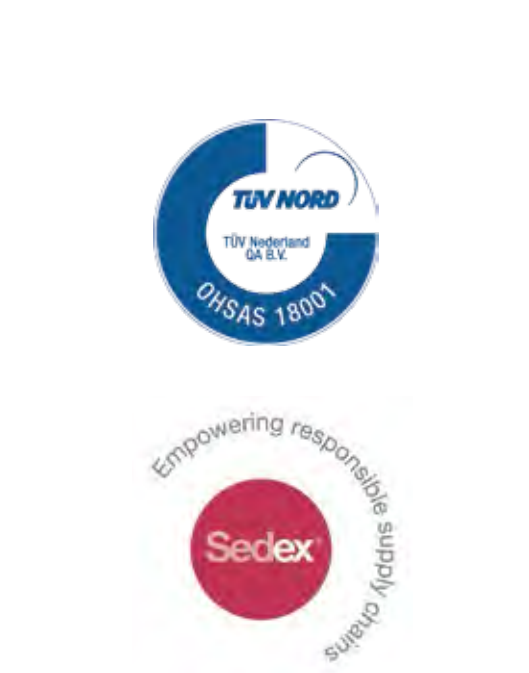
Gender split in employee categories

As a percentage



Award-winning working conditions

OHSAS and Sedex



Excellent working conditions

OHSAS

NL **BE** In 2014, CWS Netherlands and CWS-boco BeLux were commended by the Occupational Health and Safety Assessment Series (OHSAS) for their health and safety management system. The system helps to identify and minimise risks in the working environment. OHSAS is one of the most well-known and important standards for occupational health and safety management systems.

Sedex

DE CWS-boco Germany passed the SEDEX (Supplier Ethical Data Exchange) 4-pillar audit in accordance with the SMETA (SEDEX Members Ethical Trade Audit) guidelines for 2014. The audit tested standards on ethical business practices and environmental sustainability as well as social sustainability standards including compliance with

the ILO core labour standards. Sedex is a digital platform on which companies can make information regarding ethical and social standards in their production available to customers and partners. Membership of Sedex is subject to a successful audit.

Coalition for work safety

PL Better safety in the workplace is one of the core objectives of our boco business. CWS-boco strives for safety – but not just with its workwear. In cooperation with a number of other partners, CWS-boco Poland has established the “Coalition for Health and Safety/Koalicja Bezpieczni w Pracy”.

The main objective of the coalition is to establish a culture of health and safety in the workplace among employees and employers. They should be motivated to change their attitudes towards this topic, improve safety standards and exchange information on successful measures. In short: They should spread the word about the topic and increase public awareness. To achieve this, the coalition has initiated active collaboration with national institutions.

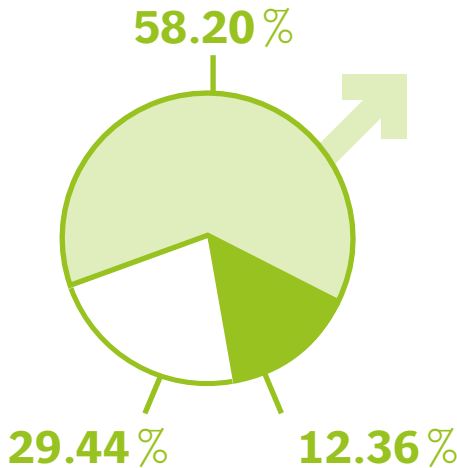
Figures published by the Polish national industrial inspectorate show that around 40 per cent of all accidents in the workplace are down to human error, with a further 40 per cent being traced to incorrect workflows. With the aim of slashing these figures, the coalition wants to increase employers’ and employees’ awareness of the consequences of carelessness in safety matters and demonstrate the advantages of increased safety in the workplace for companies at the same time. Ultimate goal: Commendation of Poland’s top experts for health and safety in the workplace. In addition, the campaign also promotes exchange among specialists and awareness of the issue.

The creation of a network between companies should help to establish higher safety standards.

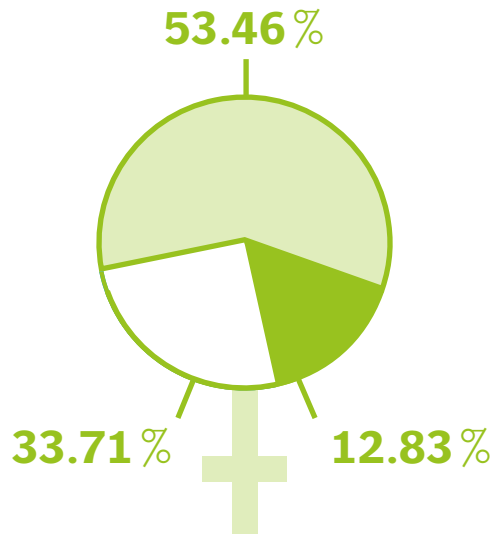
Total workforce by age



male



female



Health and Safety Coalition

PL

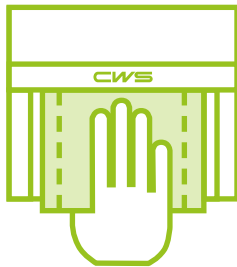


Hygienic hand-washing

1. Wet hands under running water
2. Lather up thoroughly



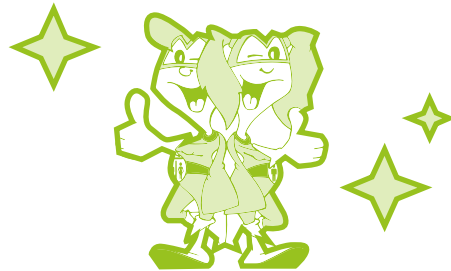
3. Rub the soap on the back of the hands, wrists and between the fingers
4. Rinse hands under running water



5. Dry thoroughly and always use a fresh portion of fabric towel or paper

With its comic figures Tom and Tammy CWS Netherlands is teaching primary school children how to wash their hands properly

NL



Innovative solutions for better health and safety in the workplace which allow simultaneous cost savings should foster support among employees and provide them with an incentive to participate.

Hand-washing made simple

NL It’s easy with comic characters Tom and Tammy. They are just one part of a comprehensive hygiene package that CWS Netherlands is employing to approach primary schools. The two illustrated heroes show children how to wash their hands properly in a way they can understand. A wide range of posters and stickers, hand-washing and hygiene certificates for children, an information booklet for teachers and a bacteria strip test bring the issue to life.

DE CWS-boco Germany also participates actively in teaching the very youngest members of society about hygiene: The national subsidiary recently toured nurseries with magic shows covering all aspects of the topic of clean hands. In addition, the German organisation also runs a homepage which explains how to wash your hands correctly. Anyone interested can order materials with information on clean hands from www.haendehygiene.de. In 2014, 52 requests were received and over 1,200 articles shipped.

CH CWS-boco Switzerland is also active when it comes to hygiene education. The national subsidiary communicates its expert knowledge on all aspects of hand hygiene and health to customers and interested parties in the scope of an extensive campaign including specialist talks. The national subsidiary has compiled a wealth of useful information about hand hygiene at www.haende-hygiene.ch.

→ Additional data and facts about our customers and employees are available as of page 72.

Excellentlly trained

Total number of graduates

since programme
launch: 25 –
six women and 19 men

Graduates in 2014

13 – three women
and 10 men

Official graduate title

CWS-boco
Sales Specialist
with TÜV Rhineland-
certified qualification

Fit for Direct Sales in just twelve months –
that is the aim of the Sales Excellence
training programme at CWS-boco. The recipe
for success: Motivated lateral entrants for
Sales, a fountain of expert knowledge
from the company and a sound mixture of
theoretical and practical units.

Philipp Kribbeler
lateral entrant in Sales

Philipp Kribbeler has been working in the field in
Direct Sales for CWS since November 2013 – and
is now a proud graduate of the Sales Excellence
training programme. “When I started at CWS-boco,
field work in Sales was uncharted territory for
me,” said Mr Kribbeler about his starting period.
“Despite this, having gained initial experience of

Sales during my dual study programme, I wanted to
get into Direct Sales at all costs.”

The fact that he became a successful Sales
employee so quickly following his lateral entrance
is down to Sales Excellence. “The programme is
perfectly suited to lateral entrants. The practical
and theoretical training teaches you everything you
need to know in order to be successful,” enthused
Mr Kribbeler. “This makes you even more motivated
for your daily work.”

Thorsten Althaus
sales consultant

With six years of experience, Thorsten Althaus is
already an “old hand” in Sales at CWS-boco. His
role in Sales Excellence is as a mentor. “It simply
gives me a thrill to pass my knowledge on to young
colleagues and, of course, to learn from them,” said
Mr Althaus. CWS-boco is so far the only company to
offer its own internal training programme for lateral
entrants in Direct Sales. “This is really something

special. It gives us the opportunity to train new em-
ployees with our expert knowledge precisely in line
with our requirements,” explained Mr Althaus. And
that’s not all: The final exams for the programme
are officially certified by TÜV Rhineland.

Practice meets theory

Six modules in which the lateral entrants learn pro-
fessional consulting, product details and contract
administration alternate with intensive acquisition

*“The programme is perfectly
suited to lateral entrants.
The practical and theoretical
training teaches you everything
you need to know in order
to be successful.”*

— Philipp Kribbeler



Getting practical experience:
The lateral entrants during
supported acquisition days



The product lines and dispensing technologies are also on the agenda.

“It simply gives me a thrill to pass my knowledge on to young colleagues and, of course, to learn from them. This is really something special. It gives us the opportunity to train new employees with our expert knowledge precisely in line with our requirements.”

— Thorsten Althaus

phases in the field. “During the field work, each participant is accompanied by an experienced mentor, who is always on hand to provide help and advice,” explained Birte Krapp, Head of HR Development at CWS-boco Deutschland. And if any questions do remain unanswered, additional training days are organised in the local branches. “The aim is that each lateral entrant works successfully in acquisition in his sales area following graduation from the programme,” explained Ms Krapp. “With Sales

Excellence we are focusing on sustainable HR development.” Furthermore, the programme is helping the company to achieve an even higher level of consulting quality in Direct Sales as well as enhanced customer satisfaction and stability within Sales. Launched in Germany in 2013, the training programme has become such a success that two colleagues from CWS-boco Switzerland joined the training modules in Germany in May 2015.

Products and Sourcing

CHAPTER 2

A responsible approach to production

For us, responsibility doesn't start in our company, but begins instead with the partners in our supply chain involved in the manufacturing of the CWS-boco products. We are always on hand and assist them with the implementation of social and environmental standards.

Production site
Ama-Dress
Site
Berat, Albania
Established in
2011
CWS-boco partner
Since 2012
Duties
Sews boco clothing



Our supplier Ama-Dress has its headquarters in the historic city of Berat, Albania.





From the reams of cloth through to the finished items: Ama-Dress complies with all of the manufacturing specifications.

Tested and certified



CWS-boco works closely with external certified auditors. This also includes SGS. The well-known auditing company issued the following statement:

“To comply with the BSCI standard Ama-Dress has developed very positively thanks to our audits and the support of CWS-boco. We are particularly pleased about this.”



An eye on the Code of Conduct for suppliers at all times: Dirk Baykal is on site at Ama-Dress for CWS-boco.

Responsibility for ongoing development

There is a lot of talk about responsibility in the supply chain. “But we are actively involved in ensuring precisely this on a daily basis,” stressed Dirk Baykal, CSR coordinator at CWS-boco Supply Chain Management. “We work on-site with our suppliers around the world and help them to develop further if necessary.” After all, a sustainable supply chain is much more than just a Code of Conduct. “Although we do have such a code in place and compliance with it is checked by external auditors, we do not leave our suppliers to implement this on their own,” explained Mr Baykal. Many partners are not always aware of the requirements which result from this code. Mr Baykal explained CWS-boco’s role as follows: “Should a partner fail an audit, we work closely together with this partner. We draw up action plans together and help to implement these with the aim of ensuring that the partner passes the next audit.” Our partner Ama-Dress in the Albanian town of Berat is a good example of this successful approach.

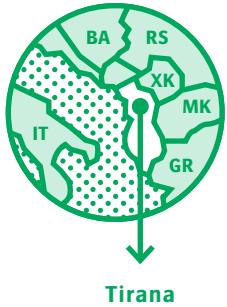
Ama-Dress

Ama-Dress has been sewing workwear for boco since 2012. All the necessary components such as materials, buttons and zips are supplied. In mid-2013, Ama-Dress underwent its first audit to ensure compliance with the Code of Conduct. The results showed that there was a need for improvement in various areas. A joint action plan was drawn up into which Ama-Dress invested significant time and energy. And the hard work paid off: Just one year later all the planned measures had been implemented and the follow-up audit in 2014 was passed with flying colours. Ama-Dress now has an electronic system for timekeeping. An emergency plan has been developed and checked by the local authorities. Moreover, the operation has improved communication between management and staff and appointed an employee who is responsible for ensuring adherence the code.

“We are proud of this successful cooperation and the excellent progress Ama-Dress has made,” concluded Mr Baykal.



Albania	
Capital city	Tirana
Population	2.8 million
Area	Approx. 28,700 km²
Currency	Albanian lek



Material, buttons and zips are professionally combined to produce the finished items.

“Ama-Dress is a young company which is committed to fair production. Right from the word go it was our stated aim to work in line with European guidelines and standards. We are delighted that CWS-boco helps us to achieve just this.”

— Emisa Osoja, Ama-Dress management

Embracing responsibility right from the source

For us, sustainability doesn't just start in our own company: It begins in our supply chain. Sustainable procurement as well as supplier assessment and development are of great importance to us here. When our products reach the end of their life cycle, upcycling is an important topic which helps us to ensure that our products have the longest possible life and that waste is kept to a minimum.

Socially acceptable working conditions and the conservation of resources are the utmost priorities in our supply chain. We cater for this by committing ourselves to complying with social and environmental standards throughout our entire supply chain. In order to implement and sustain this effectively, we have integrated our Code of Conduct for suppliers (CoC) into our procurement contracts and supplier agreements.

The Code of Conduct is based on international agreements such as the Universal Declaration of Human Rights, the guidelines on children's rights and entrepreneurial activity, the UN Guiding Principle on Business and Human Rights, the OECD directives as well as the UN Global Compact and the conventions and recommendations of the International Labour Organisation (ILO). It describes the planned objectives and minimum expectations for our partners. Among other things, these include standards on:

- Compliance with laws
- Prohibition of discrimination
- Pay and working hours
- Health and safety in the workplace
- Prohibition of child and forced labour
- Environmental standards and safety issues
- Management systems

Internal and external certified auditing teams perform regular checks of implementation on site. If these checks reveal potential for improvement or in the case that a company fails an audit, we work

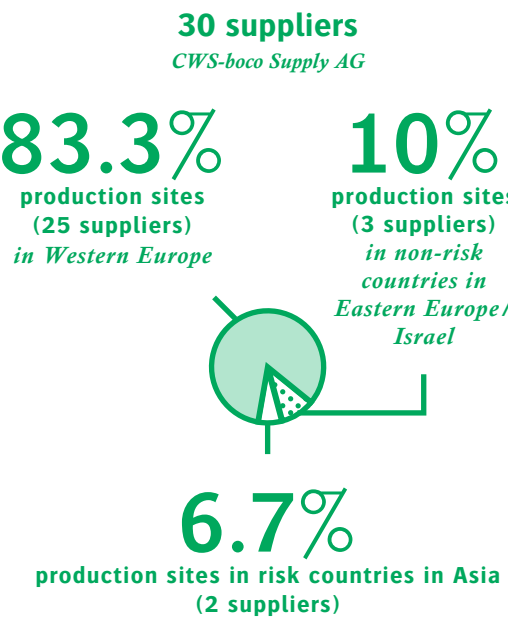
Supplier structure and product procurement

Textiles and resources (such as zips, buttons, etc.) CWS and boco



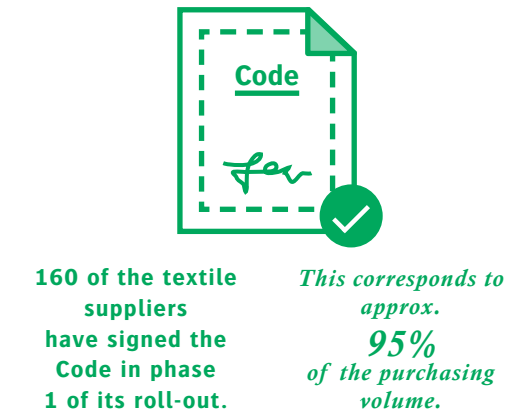
Location	Western Europe (suppliers)	Eastern Europe (producers)
Non-risk country	255	1
Low-risk country	3	3
Risk country	5	5

Non-textile products for CWS

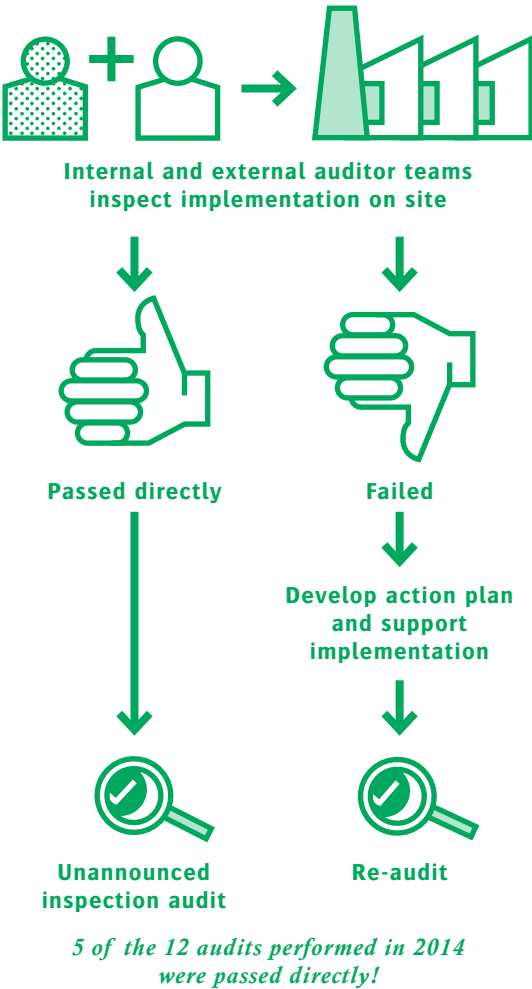


Roll-out of Code of Conduct in the textile supply chain

Implementation of phase 1 of the Code



Audit process



together with the partner in question to develop an improvement plan and support and accompany them in its implementation. Our suppliers' employees can report critical issues to the auditor in charge on a special hotline. All cases are forwarded to CWS-boco. Only one such case was reported in 2014. Our aim is the development of our partners and long-term cooperation.

Our procurement companies are responsible for the implementation and monitoring of our Code of Conduct. The responsibility for all textile products lies with our subsidiary CWS-boco Supply Chain Management GmbH. This company has already presented the Code of Conduct to almost all of our strategically relevant suppliers and 68 per cent of the strategically relevant suppliers have already signed it in phase 1 of the roll-out. This corresponds to approx. 95% of the purchasing volume. In 2014, first audits were carried out in our partner companies. We have set ourselves the target of getting at least 99% of the strategically important textile suppliers to sign the Code of Conduct by the middle of 2016 (percentages based on purchase volumes).

As a company, we have the aspiration and aim of expanding our Code of Conduct to encompass all areas of procurement (phase 2 of the roll-out): Product procurement for CWS (e.g., washroom dispensers or soaps) as well as the area of Indirect Spend (e.g., framework agreements with vehicle

Taking action for a sustainable supply chain

- CWS-boco SCM is a member of
- the Business Social Compliance Initiative (BSCI), which is committed to improving social, working and environmental standards in production countries.
 - the Sustainable Apparel Coalition (SAC), which aims to reduce negative social and environmental effects of textile and shoe production.
 - the UN Global Compact (via CWS-boco International), which aims to establish global principles of action from the areas of human rights, working standards, environmental protection and anti-corruption for entrepreneurial activity and initiate appropriate measures.

manufacturers and tour operators as well as facility management). By mid-2016, we want the Code to have been signed by at least 99% of the strategically important CWS product suppliers and 80% of the strategically important partners from Indirect Spend (percentages based on purchase volumes). At the moment, social production standards in these areas are regulated by our procurement conditions. In the long-term, we want to establish the Code of Conduct for all strategically relevant suppliers in all purchasing segments in several stages.

Sustainable means durable and high-quality

This also goes for all the resources that we select for our products. As we rent our products out, they have to withstand a long life cycle. Our textiles are repeatedly reprocessed in our industrial laundries – the cotton towel rolls up to 100 times. Only high-quality materials are suitable for this. When we integrate new textiles into our product range, they must first pass an intensive wash test. The same applies to all labels, buttons and zips intended for use on our clothing.

However, our demand for superior quality does not end with criteria for long durability. The skin compatibility of our textiles is equally as important. For this reason, all cotton towel rolls and the majority of our textiles are certified in accordance with the Oeko-Tex® Standard 100 for product category 2 – products with skin contact.

Our washroom dispensers are produced in Switzerland. Here, too, we have a constant demand for high quality. The dispensers are made from materials which are particularly robust, designed for long-term use and which can withstand heavy loading, for example in washrooms with a large number of visitors.

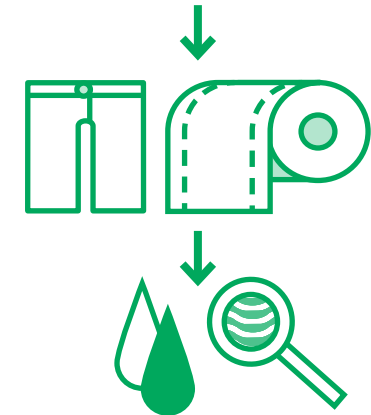
* Blue Angel: Applies for the national subsidiaries CWS-boco Deutschland GmbH, CWS-boco BeLux N.V., CWS Nederland B.V., CWS-boco Suisse SA, CWS-boco Italia S.p.A., CWS-boco Ireland Ltd.
Hygiene certificate: Applies for the national subsidiaries CWS-boco Deutschland GmbH, CWS-boco BeLux N.V., CWS Nederland B.V., CWS-boco Suisse SA

Our high quality standards are certified



Oeko-Tex® Standard 100
for Product Class 2
Products which are in contact with the skin

Blue Angel *
for our cotton towel dispenser systems



Reprocessing and quality control
of rented textiles



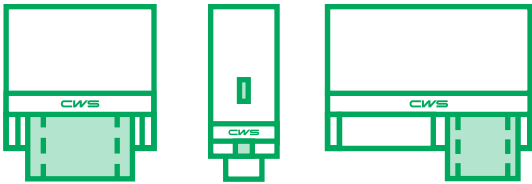
Longer life cycle for all textiles

CWS-boco Germany takes silver

CWS-boco Germany's commitment to ecological and social sustainability in the supply chain has been rewarded with the silver status of the EcoVadis CR rating. This places the national subsidiary among the top seven per cent of the more than 70 companies assessed in its industry sector. In the "Environment" sub-section, it even ranks in the top two per cent of companies.

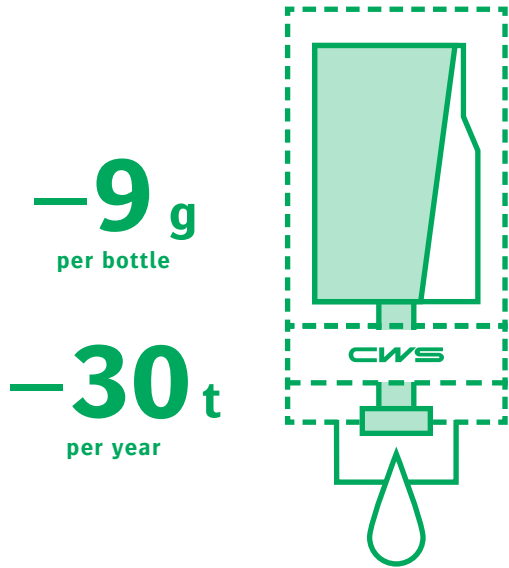


439 washrooms awarded the ecoilet label
in the Netherlands and Italy



ecoilet

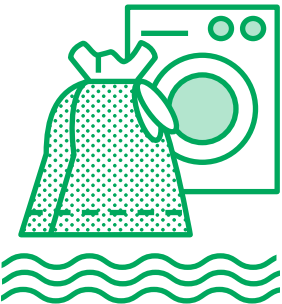
Plastic savings for new soap bottles



In Sweden textile bags are also used to deliver clothing

SE

120 X
washable



Double points: For customers and the environment

Sustainable products from CWS-boco are not only environmentally friendly – they also benefit our customers. The Clean Touch hygienic door handle ensures you are always presented a clean handle when opening doors, whilst the Washroom Information Service (WIS) helps customers to plan their resources more efficiently. To give another example: ecoilet, the "ecological calling card" for washrooms. With the ecoilet label from CWS, customers can make their environmental awareness visible to washroom users. The eco label is awarded for the use of CWS cotton towel dispensers, CWS foam soap dispensers and recycled toilet paper. Together, these products help to save water, resources and consumable materials. This is not only good for the environment, but also reduces costs for the customer. The ecoilet concept was launched internationally in countries including the Netherlands and Italy, where the label was awarded to 439 washrooms in 2014. Since 2015, washrooms have also been being awarded the ecoilet label in Germany, Belgium, Poland and Ireland, with other countries set to follow in the near future.

Our new soap bottles also constitute a real bonus for the environment. The revised design allows us to save up to nine grams of plastic per bottle, which translates to a saving of more than 30 tonnes of plastic in the CWS-boco Group within a calendar year. In the last twelve months since this optimisation was introduced, we have proven that the quality and stability of the bottles remain high. We are also planning further optimisations for the packaging material in other areas.

In Sweden, all signs point to reuse when it comes to boco transport packaging. The plastic bags which have been used to date to deliver items of clothing are being replaced by textile bags. These bags can be used repeatedly and washed up to 120 times.

→ Additional data and facts about our products and their origin are available as of page 82.

Fountain of youth for dispensers

Site
Diepoldsau, Switzerland
Dispensers repaired per month
3,455
Dispensers received in 2014
41,464
Dispensers repaired in 2014
28,464



Disassembled towel dispensers waiting for a new lease of life.

There is great emphasis on reuse and recycling at CWS-boco – right across the board. The concept of reuse applies not only to textiles, but also to our cotton towel dispensers. Just because they have been taken off our customer’s wall doesn’t necessarily mean that they have reached the end of their useful service life. Their “reincarnation” happens at our Upcycling Centre in Diepoldsau, Switzerland.



All the reprocessed dispensers undergo intensive cleaning.

Welcome to the Upcycling Centre

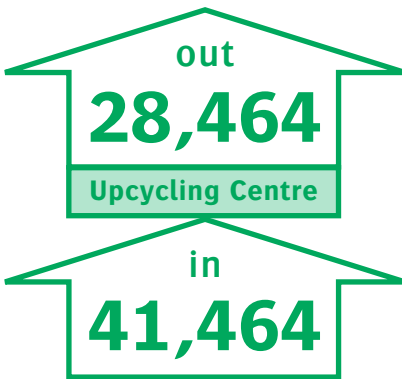
Used dispensers from Germany, the Netherlands, Switzerland and Italy are taken to the Upcycling Centre in Switzerland, with more than 41,000 devices passing through its doors in 2014. Only some of them are in good enough condition to be revived for a new customer assignment.

“The dispensers have to pass an entrance test,” explained Hans-Jörg Gerhard, Quality Manager at CWS-boco. Only then are they allowed to begin the rejuvenating treatment known as upcycling. Each dispenser is subjected to a meticulous examination:



“All devices which are unsuitable for reuse are recycled.”
— Hans-Jörg Gerhard, Quality Manager

Incoming and outgoing dispensers in the Upcycling Centre in 2014



Does the motor work? Are all the cogs and springs undamaged? Does anything need to be cleaned? Is the outer cover intact? It takes about 12 minutes, an exterior facelift, cleaning and spare parts to make the dispenser as good as new.

“All devices which are unsuitable for reuse are recycled,” said Mr Gerhard. “This involves disassembling them into their basic components.” Some of



Our dispensers are as good as new following reprocessing

Recycled plastic from old dispensers for the production of new dispensers

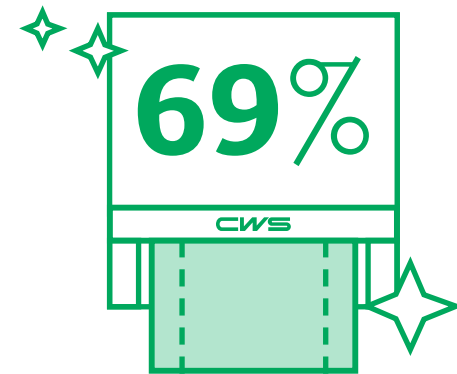


the plastic is shredded and reprocessed. The remaining plastic and the metal parts are disposed of in the appropriate manner.

Old becomes new

Processing expert Mr Gerhard and his colleagues take this literally. "We use the plastic granulate obtained from recycled devices to produce new dispensers," he said. "In this way, old dispensers become new ones and we also significantly reduce the amount of waste

Number of dispensers which could be returned to an as-new condition



The trick behind this new lease of life: A partially new interior.



we produce," he stated proudly. Around 13 tonnes of recycling material was used for the production of new dispensers in 2014.

Learning – a whole (dispenser) life long

"The Upcycling Centre offers us the fantastic opportunity to take a close look at our dispensers after their time with the customer," explained Mr Gerhard. Information about recurring problems with devices is passed from the Upcycling Centre to quality assurance and from there directly to the CWS Development department. Mr Gerhard always has an eye on this process: "In this way, we can continuously improve our dispensers."

Laundry and Technology

CHAPTER 3

Site

Wiesbaden, Germany

Capacity

- 20,000 laundry items per day
- 37 x 24 kg barrier washing machines
- 17 dryers
- 1 finishing system
- 30 employees per shift
- Innovative steam production
- Unique wastewater pretreatment



Transparency: The washing data from every machine can be output via a USB interface.

Pretty smart...

...would be an accurate description of the technology we employ in our new laundries. In Łódź (Poland), Čakovec (Croatia) and Wiesbaden (Germany), lots of small washing machines will soon be ensuring that everything is spotless. This makes us particularly flexible, as we can wash the textiles sorted according to customer.



**Washed and packed
in just four hours**

Having lots of small machines enables us to wash and process textiles even faster. Intelligent tables help to save time while doing this. They scan the items upon them and allocate them to the correct wearer. This makes time-consuming sorting superfluous, as the items arrive at the laundry grouped according to customer and are not separated or mixed with other items during any part of the process. This means that



Identified immediately: A scanner built in to the table matches the item to its wearer.

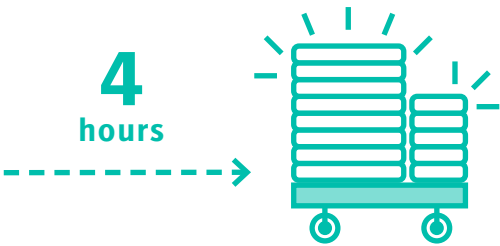


**A clean bonus
for customers and
the environment**

Capacity per day



From sorting to packing



only two to four hours pass between sorting the dirty items and packing the clean clothing.

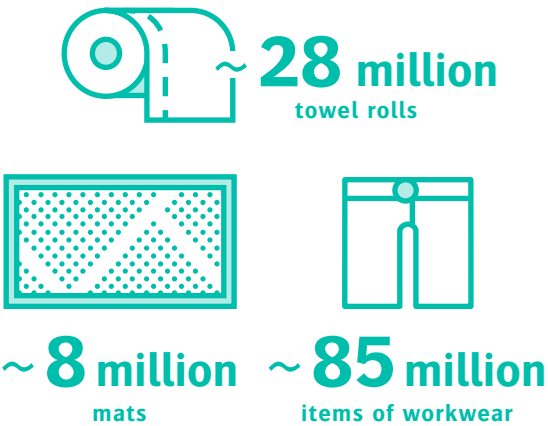
Always ready for action

All the machines operate independently of each other, this is unlike the individual stations in a large fully automated plant or a long washing tunnel. If a machine malfunctions in Wiesbaden there are still 36 others which are fully operational. This makes the site particularly reliable for customers.



Always ready: Quick steam generator in Wiesbaden.

Number of items washed across Europe in 2014

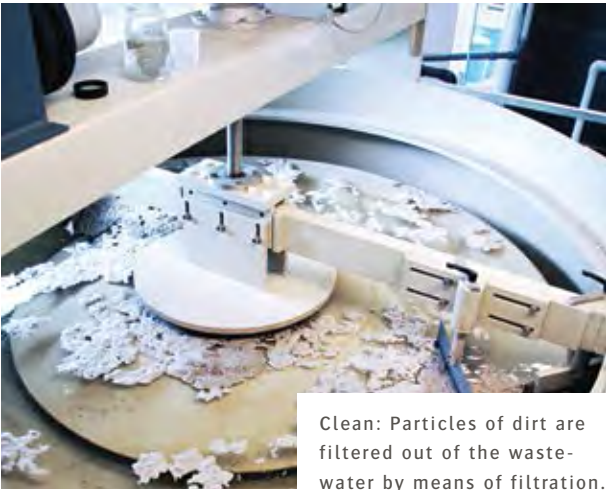


Ideal use of resources

The use of small machines allows us to control the machine load far more precisely than with large machines. At the start of the washing process, state-of-the-art, high-speed steam generators produce the required steam in just a few minutes. These switch off automatically when not in use. Thanks to this new concept, Wiesbaden is one of the most efficient laundries in the CWS-boco Group in terms of thermal energy.

A clean finish

But it's not only the laundry that makes a "clean getaway" with us. We have also come up with a special solution for pretreating wastewater. During the washing process, the clothing is freed from dirt particles which have been "collected" by their wearer. The so-called flotation technique filters these from the water even more efficiently. The formula for success: Thanks to a patented technology, minimal use of resources results in maximum cleaning performance.



Clean: Particles of dirt are filtered out of the wastewater by means of filtration.

The SmartLine concept

SmartLine stands for many small washer extractor machines in which the textiles are processed and washed in line with the customer's wishes. As opposed to with large washing tunnels, they enable us to achieve maximum customer flexibility and a high level of availability as well as better load capacity and production security. An additional advantage: We can deploy the machines in different locations – depending on how much washing needs to be done where.

All the machines are connected via software which records the operating data. It documents the load, running time, temperature, consumption and many more details. These data can be used to compare and optimise all the locations which work in accordance with the same concept. An additional bonus is that we can wash larger volumes while simultaneously taking the load off our employees.

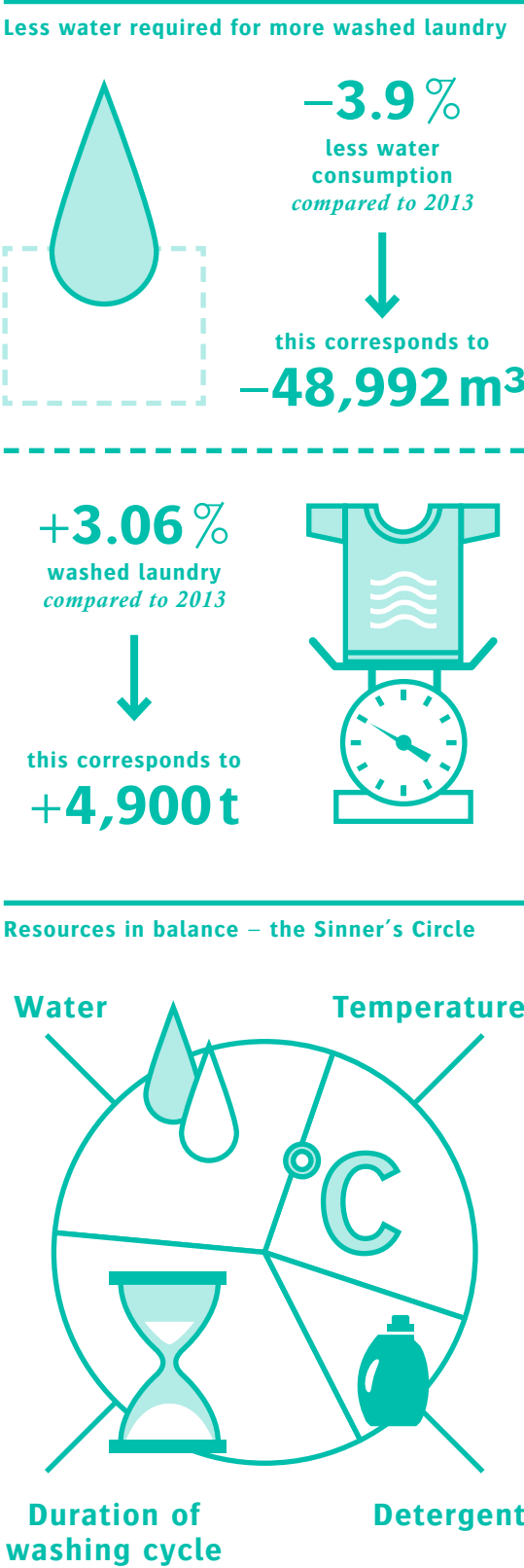
Hand in hand: Washing and saving resources

Washing textiles is a core element of our business. Water and energy efficiency as well as the use of laundry detergents are important aspects which we are constantly developing. In 2014, we sharpened the focus of our reporting and, for example now also record the oil consumption of our locations. This rounds off our data collection and enhances our reporting, meaning that our energy and emission indicators cannot be compared 1:1 with the figures from the previous year. However, adjusted for the effects of the new data collection scope, it is clear that we have continued to save resources successfully in terms of energy, water and detergent.

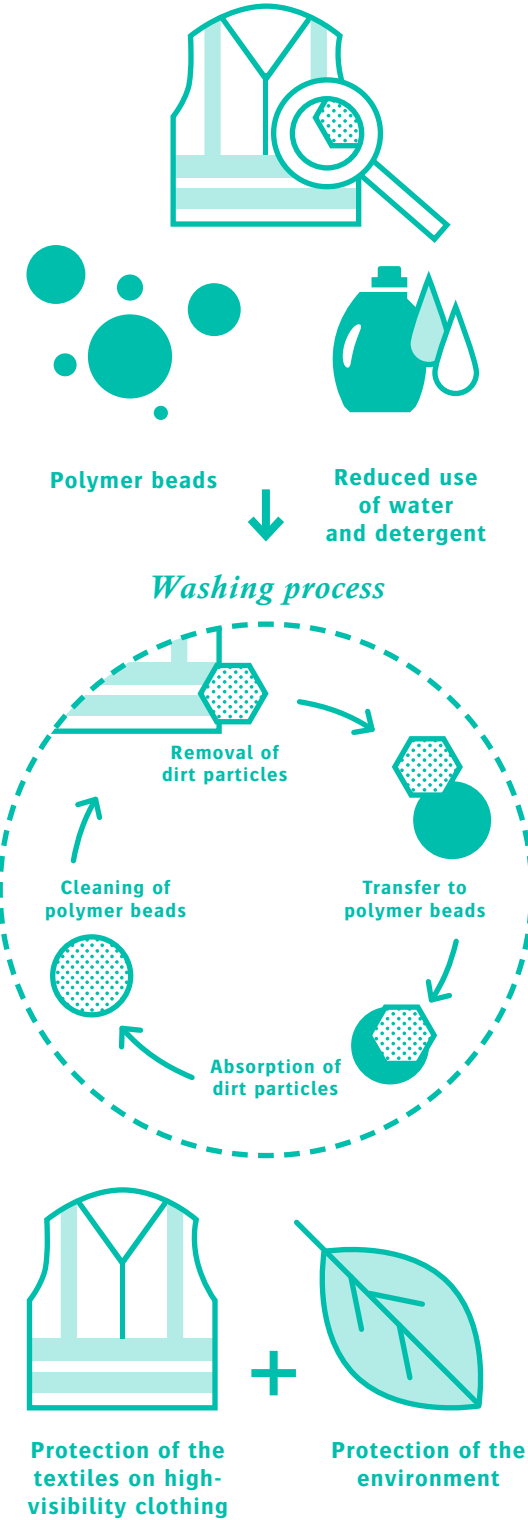
In order to act efficiently and sustainably, the further development of our technology is centred around conserving resources. Our activities here focus on more efficient laundry concepts for new locations as well as on the modernisation of existing buildings and facilities. In 2014, two new laundries were built close to the old locations and two others were expanded with a cleanroom. Operations were discontinued at one older location and the washing volume distributed among other more resource-friendly laundries. We are constantly investing in our laundry network and the technology used in order to make even more efficient use of water, energy and detergent. We have also launched a whole range of projects internationally with the aim of meeting these objectives.

Constantly in balance

Four quarters make a whole. This is similar to the factors required for successful washing results. The correct balance of water, detergent, wash duration and temperature results in clean textiles. If one factor is reduced, the others must be increased accordingly in order to ensure the same wash performance – this is the logic of the so-called Sinner's Circle.



Pilot scheme: Washing with polymer beads



This means that every saving we make must be carefully considered. To make practical resource savings without sacrificing quality, we choose technologies which make particularly efficient use of water, energy and detergent. The reprocessing and reuse of washing water is one example of this.

Targets exceeded

CH The target for the laundries in the German-speaking region of Switzerland is to reduce CO₂ emissions by three per cent each year: A figure that the company has agreed with the Swiss Federal Office for the Environment. There, as well as in Châtel-Saint-Denis in west Switzerland, CWS-boco is participating in the energy efficiency programme of the Energy Agency for Industry (EnAW). The objective of the programme is to reduce the output of CO₂ emissions and make more efficient use of energy. Within the scope of this initiative, the Swiss company has committed itself to reducing CO₂ emissions from oil and gas in its laundries in German-speaking Switzerland by 3 per cent per year between 2014 and 2020.

Specific agreement for 2014: A maximum CO₂ output of 3,317 tonnes.

The triumph: With just 2,743 tonnes of CO₂ emission, CWS-boco exceeded the target by 12.6 per cent!

This is down to highly effective measures. In Glattbrugg, for example, one measure involved decommissioning old, less efficient mangles and installing new heat exchangers. In Kriens, there is a new system for heat recovery from wastewater in operation, and in Widnau, gas-operated dryers have taken over from their steam-heated predecessor.

Alternative thinking

When equipping our laundries, we always consider the use of alternative energy and innovative technologies and are treading new ground in many countries.

Washing with polymer beads

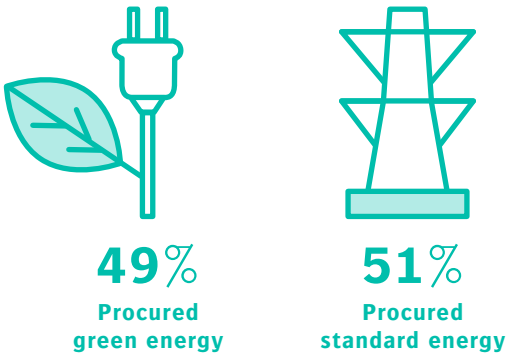
DE BE Water and detergent are not the only things that can get clothes clean. Tests at our sites in Puurs and Wiesbaden are already demonstrating that it is also possible with alternative methods. There, innovative washing machines clean items such as high-visibility clothing with so-called polymer beads. These are small, rounded plastic particles about the size of a peppercorn which are added to the wash. They absorb stains and dirt, thereby removing these from the clothing. This requires special machines, which store the polymer beads and add them to the wash during the washing cycle before filtering them out and cleaning them again.

As usual, water and detergent are required for processing the textiles, but the amount required is far smaller than without the polymer beads. This is because the small beads can considerably improve the washing mechanics, i.e., the cleaning process resulting from the textiles' rubbing together. Thanks to the new technology, it is mainly the polymers which extract dirt from the textiles. As a result, less water and detergent are required. In addition to this, the washing process is already effective at low temperatures, which translates to lower energy consumption. This cleaning method leaves not only the environment but also our high-visibility clothing shining – and that in the true sense of the word: The reflective strips on our clothes retain their reflective properties for longer than with conventional washing. Intensive tests are currently being carried out to assess whether the technology is suitable for use in other laundries.

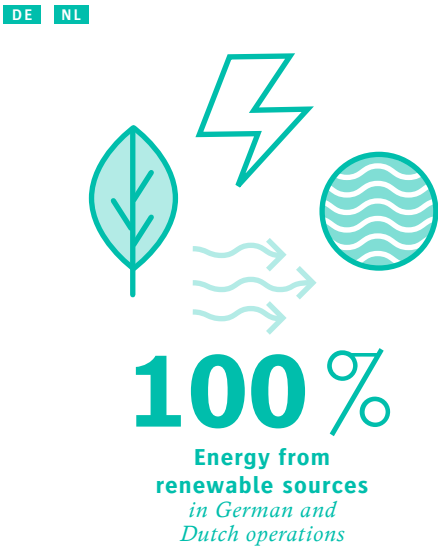
Steam from pellets

SE In Märsta, Sweden, we use wooden pellets to generate steam. The system has been in operation since 2011 and is completely CO₂-neutral with pure pellet operation. In 2014 alone, we saved around 1,950 tonnes of CO₂ – and we have even saved more than 7,300 tonnes in total since the steam generator went into operation. As such, the new technology is a real bonus for the environment and

Total electricity consumption

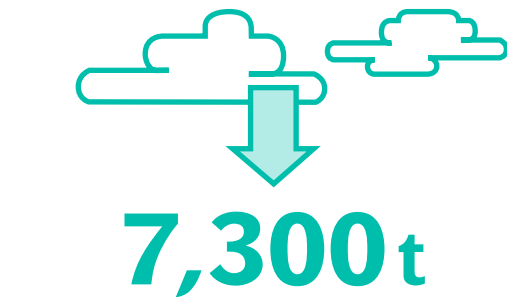


Electricity from renewable sources



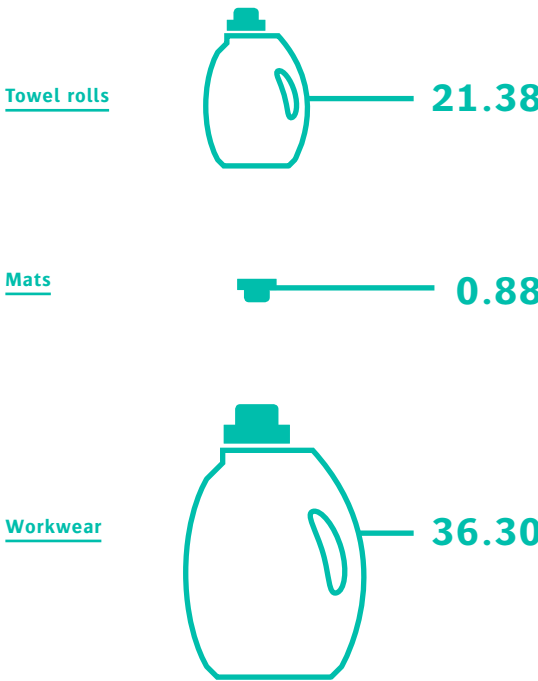
CO₂ savings from steam generated by pellets

SE since first operation



→ Further energy KPIs see p. 67

Detergent efficiency per kg of laundry washed (g/kg)



Growing business area: Cleanroom



assessments are already under way as to whether it can also be installed in other locations in Sweden.

Green energy right out of the socket

DE NL Our companies in Germany and the Netherlands have opted for 100 per cent green energy: They use electricity which is generated entirely from renewable sources such as wind, water or biomass. Austria, Belgium, Luxembourg and Switzerland have also switched to alternatively generated electricity. The share of renewable and non-renewable energies is balanced across all the countries in this Report.

More than just clean

Hygiene is not only a top priority in the pharmaceutical and microelectronics industries; customers from a whole range of other sectors also manufacture their products in cleanrooms and thus require special clothing, which in turn needs to be cleaned using special procedures. The washing and drying procedures in our cleanroom laundries satisfy the highest requirements for cleanroom clothing. They ensure that the clothing is free from particles and, if required, sterile. We use special pure water for the laundry and our dryers are equipped with air filters, which allow gentle drying and keep particles away from the washing. Each batch of washing is analysed for particles using the Helmke Drum test and the clothing is only approved for delivery once it passes the test. Textiles reprocessing in our cleanroom laundries is performed in accordance with EN ISO 14644. In 2014, we opened new locations in Heidenheim, Germany, and Puurs, Belgium. The cleanroom segment is a growing market – including for CWS-boco. We are continuously expanding our network of sites and can draw on more than two decades of experience around the world in this industry.

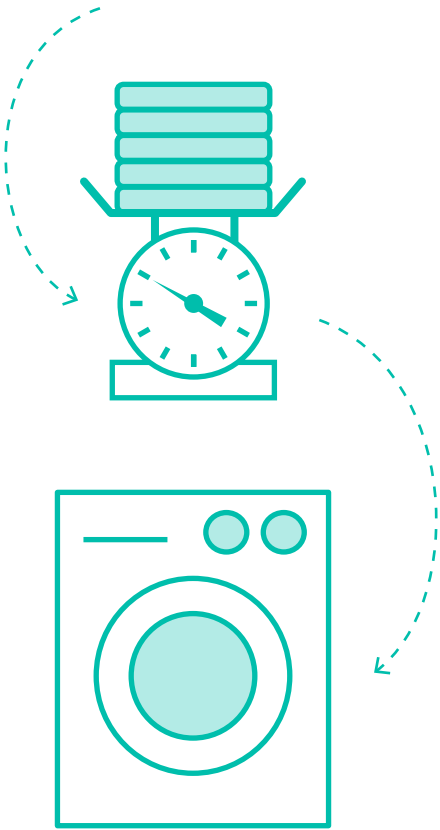
→ Additional data and facts about our laundries and technology are available as of page 87.

The right adjustments

... are what we have made to many aspects of our laundries. Our “efficiency inspectors” from the business departments are constantly dropping in at our locations. Their opinion: Thumbs up in terms of efficiency and not only for washing, spinning and drying.



1.
A weighing cell measures the weight of the load



2.
The detergent and water supplied are adjusted according to the weight of the washing

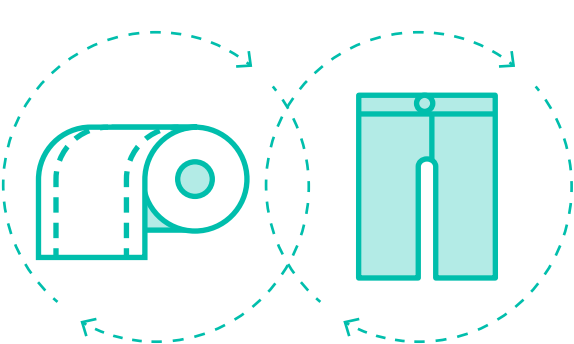


How about a little more?

How much washing is in the machine? How much water and detergent are required? Our new washing machines answer these questions fully automatically. They are equipped with a weighing cell which records the device load and, based on this value, calculates the correct amount of water and detergent. If the machine is not at full load capacity, it automatically reduces the amount of water



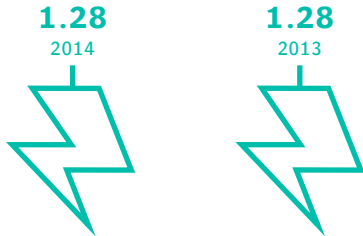
3.
Saves energy, protects clothing and the environment



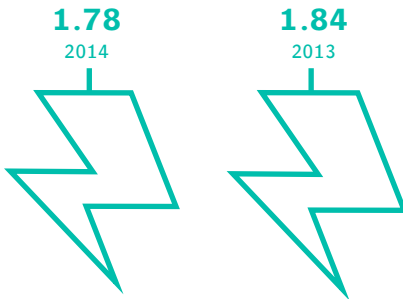
and detergent added as well as the energy required, so that it does not use more than is absolutely necessary. These intelligent machines are in use in locations such as Puurs (Belgium), Łódź (Poland), Čakovec (Croatia) and Wiesbaden (Germany). It goes without saying that our dryers are intelligent too. They measure the residual moisture in the clothing and stop running when the textiles have reached the desired degree of dryness. This saves energy, reduces emissions and is gentle on the clothes.

Energy efficiency in kWh per kg washed
(thermal and electricity)

Towel rolls



Workwear



Mats



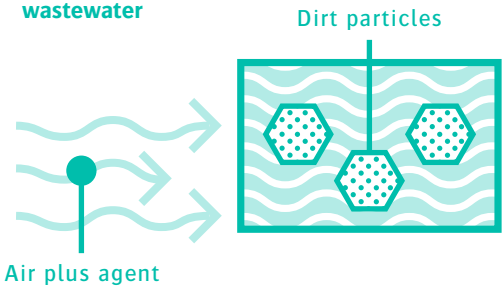
It's a gas without steam

Mangles and dryers used to run on "full steam". The heat required for drying and flattening textiles was produced by steam, which was heated in large boilers. The disadvantage of this was that large boilers have to run non-stop to prevent damage from frequent cooling and heating. Furthermore, mangles and dryers have to be ready for use quickly.

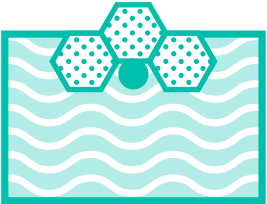
Today, many devices are gas-operated. When they are not in use, the gas can simply be switched off. This reduces the energy required significantly and enables us to use dryers and mangles quickly and with great flexibility.

Flotation technique for wastewater treatment

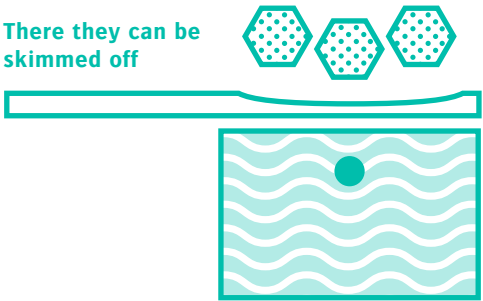
— Air and an agent are added to the wastewater



— The particles rise in the air to the surface



— There they can be skimmed off



It's all down to physics

We rely on physics when it comes to freeing our wastewater from dirt particles. For this process, we route air through the water and add an agent which binds the dirt particles. The particles then float to the surface in the air, where they can simply be skimmed off. This flotation technique is employed in our latest generation laundries. It requires a lot less energy than the ultrafiltration technique, as it does not require the operation of any large pumps.

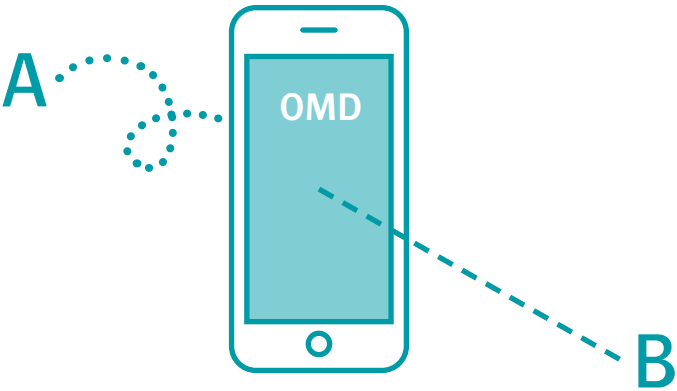
Logistics and Service

CHAPTER 4

Intelligent driving

“A new order on your route.” Most of our drivers are sent customer orders which arrive at short notice directly to their smartphone. Using the “Optimize my Day” app – OMD for short – makes it possible not only to integrate additional stops, but also to optimise the existing driving route and list of daily tasks in order to drive the shortest possible route. OMD helps our drivers to cut down on their mileage every day.

OMD shows our drivers the shortest route to the customer.



“Thanks to OMD I only drive the kilometres necessary. OMD plans the shortest route for me which means I get to the customer even quicker.”

— Markus Pusch

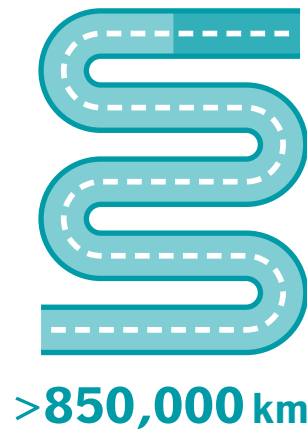


Fuel savings



Kilometres saved

2014 in DE, BeLux, IT, CH

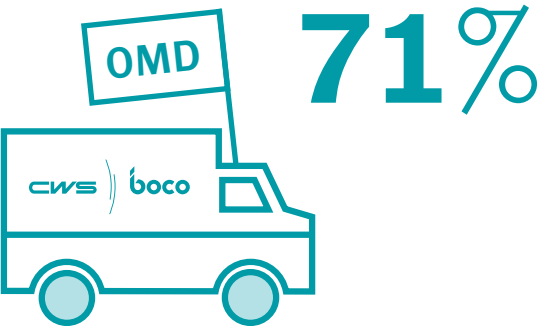


Our products take the shortest possible route to customers.



Customer, address, delivery time. OMD provides our drivers with all the important information about the route.

Drivers with OMD



More than just a route list

Optimize my Day can do much more than just plan the route. The application provides the service drivers with all the important route information such as customer data and delivery qualities straight to their smartphone. With photo and note functions, the driver can send customer enquiries with a photo directly to his or her superior or to Customer Care. As a result, OMD also helps to shorten reaction times and increase customer satisfaction.

Intelligent technology saves kilometres

Optimize my Day renders the route planning of service vehicles at CWS-boco intelligent. "The application calculates the drivers' service routes in such a way that he or she always takes the shortest route," explained Rüdiger Pfeiffer, Head of Warehouse Management. The application also offers the opportunity of evaluating the routes taken in almost real time. "We have been using this technology since the end of 2012," said Mr Pfeiffer. Following a six-month pilot phase in Ireland, the tool has since been

"By doing so, we want to reduce the number of kilometres covered even further. Because in this respect: Even less is even more. Not only for us as a company and for our customers, but for the environment too."

— Rüdiger Pfeiffer

launched in six CWS-boco Group countries. "And it's really a great success," said Mr Pfeiffer happily. "In 2014, we saved more than 850,000 kilometres across the Group."

Even less is even more

As a company with a large service fleet, CWS-boco is always striving to cut down the number of kilometres driven as far as possible. One target on this journey: In the existing OMD countries, the company wants to launch the tool across the board by the end of 2015 and equip more than 80 per cent of drivers with it. "By doing so, we want to reduce the number of kilometres covered even further," explained Mr Pfeiffer. "Because in this respect: Even less is even more. Not only for us as a company and for our customers, but for the environment too."

Saving on the go

Customer service is a vital component of our textile services. In the rental service this means: We collect dirty clothing from the customer, clean it and return it to them. The kilometres covered during this service and the CO₂ emissions of our vehicle fleet are areas we continuously investigate in order to make improvements and provide a more sustainable customer service. As in all other areas, we want our reporting for Logistics and Service to be as transparent as possible, which is why we additionally included all company cars in our data collection measures in 2014. As a result, the indicators regarding kilometres and fuel consumption as well as CO₂ emissions cannot be compared 1:1 with the figures from the previous year. Another new element within the scope of reporting is the CO₂ emissions resulting from our administrative employees' business trips.

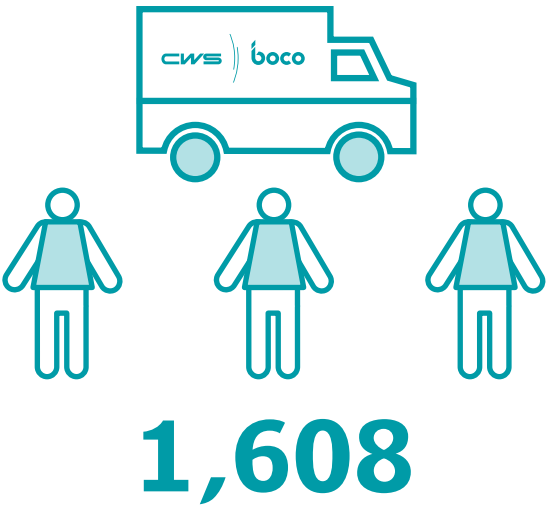
In order to save kilometres and fuel, one of the measures we take in our service logistics is to use a mobile app for route planning as well as special vehicles which have been optimised in terms of loading. We replace our vehicles at regular intervals in order to remain up-to-date with the latest developments in drive technology and comply with the latest emission standards.

Reaching customers more efficiently

We don't just optimise routes using the "Optimize my Day" app though: Combining CWS and boco products for delivery also cuts down on the number of kilometres to be covered. In so-called "mixed service routes", we don't differentiate between CWS and boco customers. The products are delivered together in the same lorry. This allows us to save kilometres and use fewer vehicles – particularly outside of the cities.

SE CH We also employ smaller and lighter vehicles. At CWS-boco Sweden, for example, lorries

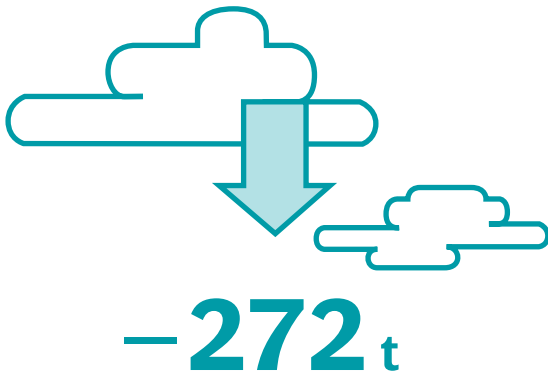
Number of service drivers in the CWS-boco Group



Delivery reliability in Germany

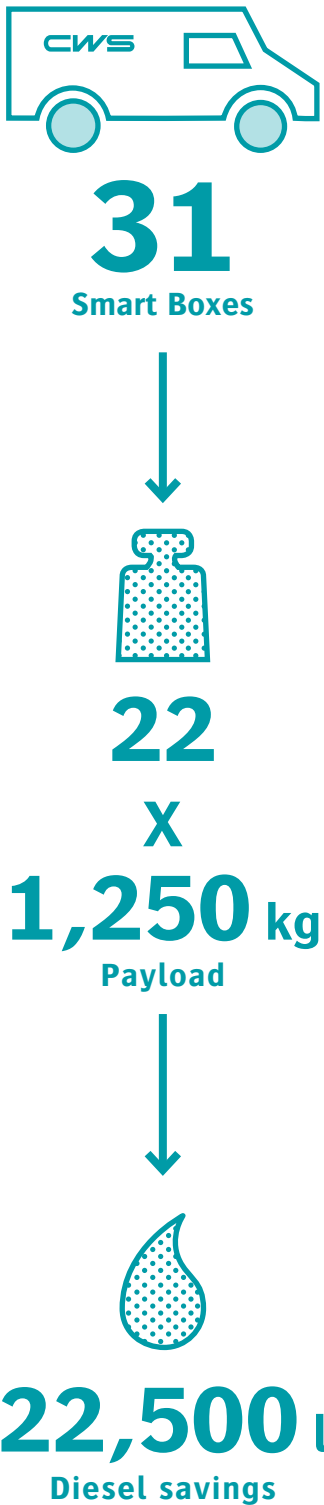


Reduction of CO₂ emissions thanks to OMD
2014 in DE, BeLux, CH, IT



Smart Box service vehicles

NL



have been replaced by small vans, and CWS-boco Switzerland has replaced all its vehicles with new ones which satisfy the Euro 6 emission standard.

NL CWS in the Netherlands actually went as far as to develop its own type of vehicle, the so-called "Smart Box". This is a delivery van with a load capacity of 1,250 kilograms. Usually, this type of vehicle, which is equipped with a lifting platform at the tailgate, can only carry a load of around 700 kilograms. So what's different at CWS? The national subsidiary focused on the basic requirements of service logistics and took a close look at the vehicle. All "superfluous ballast" has been removed and the vehicles are equipped with a sliding door at the side as well as the lifting platform at the rear to make the drivers' work easier. Built-in steps make it easier to access the vehicle and reduce the physical effort required from the drivers, leaving them feeling fitter and therefore more attentive in traffic. Another advantage: As the load compartment is accessible from two sides, it can be loaded in such a way as to save far more space, meaning that the driver doesn't have to leave a path free between the containers in order to reach the load at the rear any more. In addition, the company paid close attention to the load. In the future, the only items to be loaded will be the ones that actually have to go to the customer – the "emergency reserves" will remain in the depot. All this culminates in the result that the vehicles make do with only 60% of the load compartment volume of their predecessors. With its 31 Smart Boxes, CWS Netherlands saves around 22,500 litres of diesel in four years.

PL Our new central warehouse for workwear in Poland is also part of our comprehensive, responsible logistics concept. The location is close to our suppliers in Eastern Europe and therefore on the route our products take from there to the customers. Our clothing doesn't make any double journeys and unnecessary kilometres are avoided. The location in Poland makes well thought-out logistics imperative and requires the systematic coordination of the internal goods flows via regional depots. To distrib-

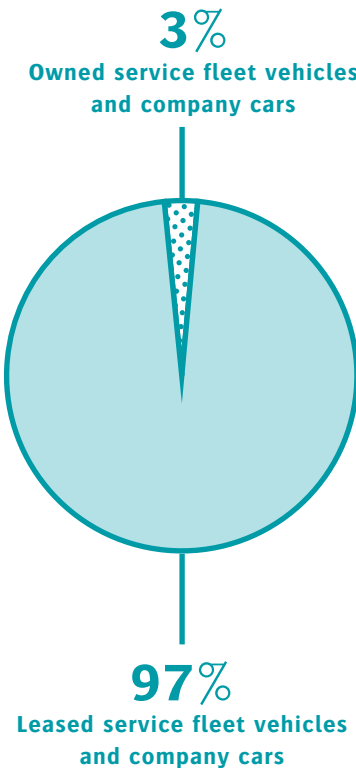
ute the goods from Międzyrzecz to our national subsidiaries efficiently, we have also adapted our feeder logistics to the altered requirements. We want to cover as few kilometres as possible on the road. For this reason, various deliveries are bundled together in one vehicle – even to different countries, like Germany and Belgium for example. All returns to Poland are also planned with great precision. Lorries returning goods to the warehouse take new orders on their return journey, allowing us to avoid vehicles travelling empty and covering unnecessary kilometres.

Open to alternative drives

CWS-boco’s innovative talents do not end with product development. When it comes to drive technologies, we are also open to new approaches and are already testing alternative technologies and concepts. As part of a research project by the German Federal Ministry of Transport, we are testing two electric vehicles in Bochum and Solingen. This test is part of the “ELMO – Elektromobile Urbane Wirtschaftsverkehre (Electric mobility and urban commercial transport)” research project as well as the federal “Modellregionen Elektromobilität (Model Regions Electric Mobility)” programme. Kilometres covered, kilowatt hours used and route topography are constantly recorded and assessed. The electric lorries have to measure up particularly in terms of their reliability and servicing requirements. These aspects currently pose the biggest challenge for the test vehicles, as their reliability and the network of electric charging stations are not yet sufficient for our service standards or those of our customers. The engine technology requires further development, which will also help it defy the challenges of the cold winter period, and the network of electricity fuel stations is still being improved. Many regions need to be better connected in this respect. For these reasons, we are not yet in a position to deploy the technology across the board. The natural gas technology we use in several vehicles also suffers from the same issue of

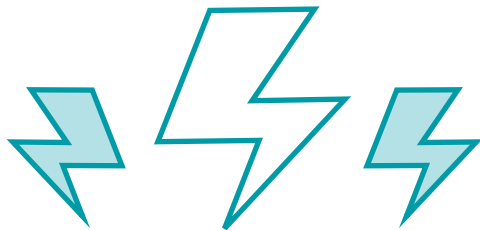
Energy consumption of service fleet vehicles and company cars
Vans, trucks, cars

264,439,568 MJ



Total energy consumption

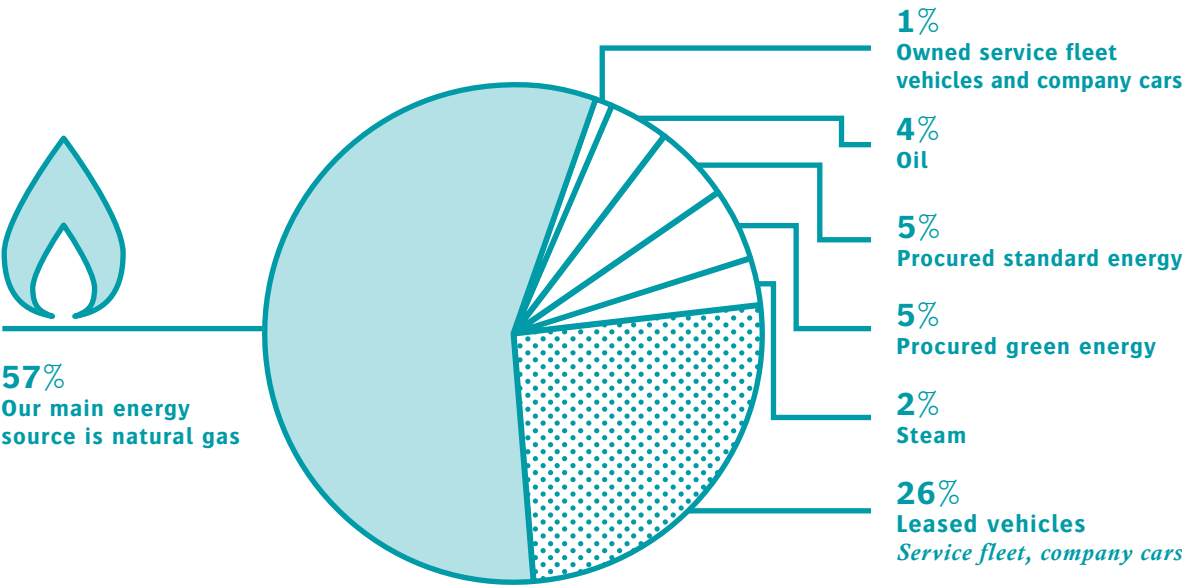
993,876,957 MJ



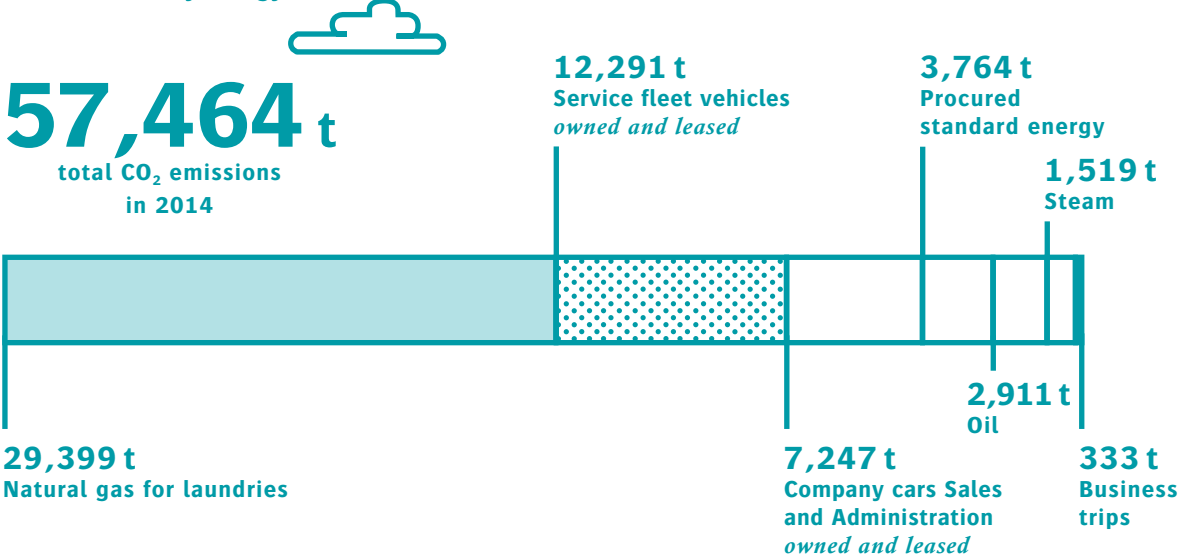
→ Additional data and facts about our logistic and service are available as of page 93.

the poor fuel station network. This is why, outside of these test projects, we opt for the most efficient diesel technology. All new vehicles comply with the Euro 5 or 6 emission standard. Our fleet is regularly updated, ensuring that the vehicles we have on the road are young and as environmentally friendly as possible.

Energy consumption



CO₂ emissions by energy source



Tailor-made clothing

Shorter sleeves, two extra pockets and a company logo as well? No problem! In our international warehouse and logistics centre, the Customer Fulfilment Centre, all boco clothing is customised for each wearer.

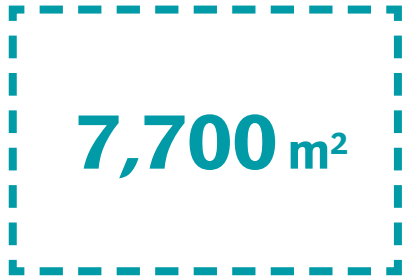


We customise around 12,000 items every day at the CFC. This is why we have more than 300,000 customer logos in stock.

Site
Międzyrzecz, Poland

Customer Fulfilment Centre
Storage and customisation of workwear

Storage area in Międzyrzecz



The construction kit principle

Tall, short, slim, well-built – our clothing is as individual as those who wear it. Around 160 employees in the Customer Fulfilment Centre in Międzyrzecz, Poland, are dedicated to ensuring that everything fits perfectly. They equip clothing with company logos or name badges and shorten trouser legs and jacket arms upon request. What’s more, if the items of clothing require even more individual features, they can be fitted with additional details from a large “construction kit”, which includes more than 300 different types of pocket, reflective stripes and buttons.

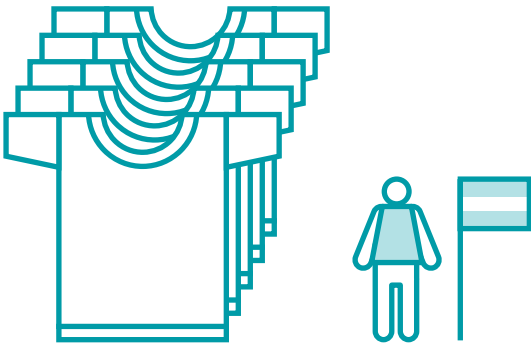
And to ensure that the personal garments don’t later get lost in the laundry, they are also fitted with a barcode and chip prior to delivery.

Spare parts in four hours if required

Jacket torn. What now? Regardless of their European location, if a wearer requires a new item of clothing, help is close at hand. Our entire boco range is now stored in Międzyrzecz and is immediately available. If an urgent order for a spare item of clothing is received, an employee can take the item directly from the warehouse and hand it over to processing, where it is immediately adapted for the wearer. Once the “length has been adapted and all additional pockets and logos are on”, the clothing is prepared for shipping to the customer. If necessary, all this can be performed within four hours.



Over 2 million items of clothing – more items than inhabitants in Vienna





Out and about in uniform

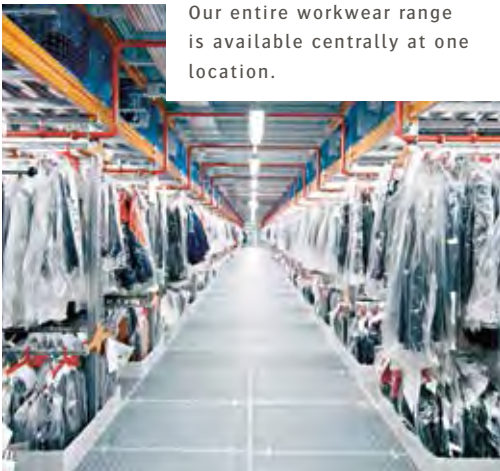
We take a uniform approach to our customers’ and our own clothing alike. For many years now, we have been providing our customers with workwear for a uniform appearance. If a customer employs new staff, we deliver the appropriate clothing from the same collection worn by all other colleagues. As opposed to seasonal wear, our clothing is available for the long term: A clear advantage for our customers.

An additional advantage is the consistently high quality standard which, thanks to the new warehouse location, we can control even better. Even when planning the CFC it was important to us that we reap the benefits of a central location. The storage and individual adaptation of the clothing take place in one location, which leads to faster processing and a consistently high level of quality for our customers.

Replacement items can be delivered within 4 hours if necessary



IT-supported manual processes make the warehouse particularly flexible and reliable.



Our entire workwear range is available centrally at one location.

Facts and Figures

Customers and Employees – Essential targets

Customer retention

Target 2020

95%

By 2020, we plan to increase our customer retention rate to 95%.

Status 2014

93%

Currently, our customer retention rate is at 93%.

Basis 2012

93%

In 2012, our customer retention rate was at 93%.

Training and development

Target 2020

100%

By 2020, we want the national training guidelines to apply to 100% of employees in the CWS-boco Group. Our approach is based on country-specific standards for different employee categories.

Status 2014

100%

Currently, 100% of the employees of the CWS-boco Group are covered by the training monitoring system. We have started to work on a country-specific training approach.

Basis 2012

In 2012, no Group-wide monitoring system was in place.

Injury rate

Target 2020

By 2020, we plan to develop a Group-wide system of risk analysis and risk management in order to prevent accidents before they even happen.

Status 2014

Currently, we are monitoring our injury rates individually per country to prepare a risk assessment system. In 2014 our injury rate increased to 3.58. The definition of a target and focus on this topic increased the awareness and therefore higher transparency and coverage in monitoring in 2013 and 2014. The health and safety of staff remains our priority; as such our measures are focused in particular on accident prevention.

Basis 2012

In 2012, the injury rate was at 2.89 (not all reporting countries included in the monitoring).

Turnover rate

G4-LA 1 a/b

11% | 13%

2014 | 2013

Injury rate

G4-LA 6 a

3.58 | 3.43

2014 | 2013

	2014
Injury rate in Management* (incl. everyone with personnel responsibility)	1.31
Injury rate in Administration*	1.20
Injury rate in Laundry and Service*	4.49
Injury rate in Sales*	1.95

* including fatalities

Absenteeism rate total

G4-LA 6 a

0.07 | 0.07

2014 | 2013

	2014
Absenteeism in Management* (incl. everyone with personnel responsibility)	0.04
Absenteeism in Administration*	0.05
Absenteeism in Laundry and Service*	0.09
Absenteeism in Sales*	0.05

* including fatalities

Total workforce by age

G4-LA 12 b

<30

30–50

>50

Male

58.20% | 29.44% | 12.36%

Female

53.46% | 33.71% | 12.83%

73

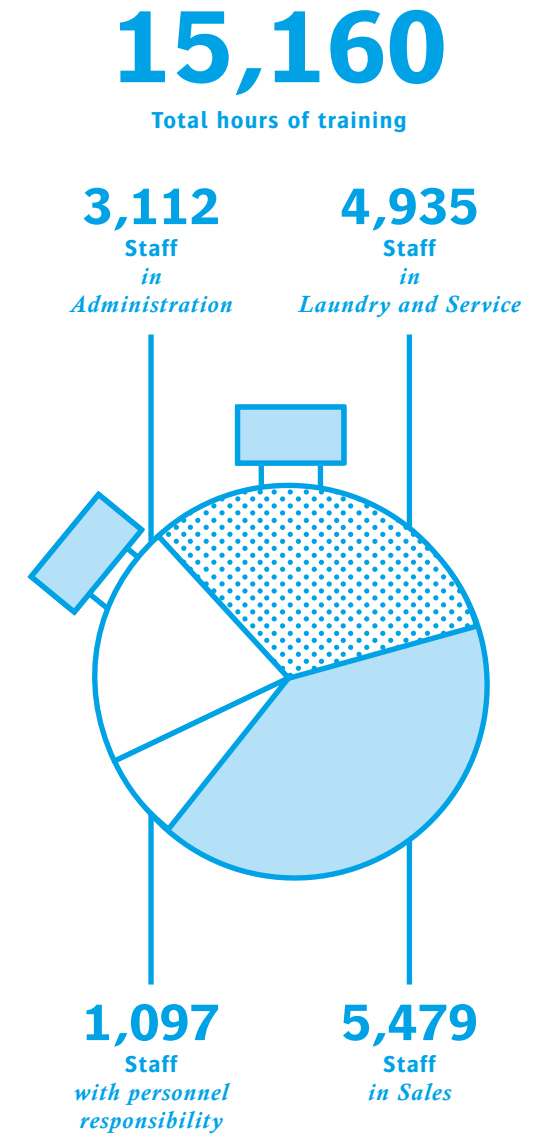
Number of training activities for our employees

G4-LA 9



Hours of training per employee category

G4-LA 9



Number of training activities on health and safety for our employees



Total number of participants in training activities*

G4-LA 9

Management	239
Administration	1,702
Operations (Laundry and Service)	6,573
Sales	2,494
Training participants not assigned to a certain employee category	362
Total number of participants in training activities*	11,370

* each employee can attend more than one training activity

Number of employees

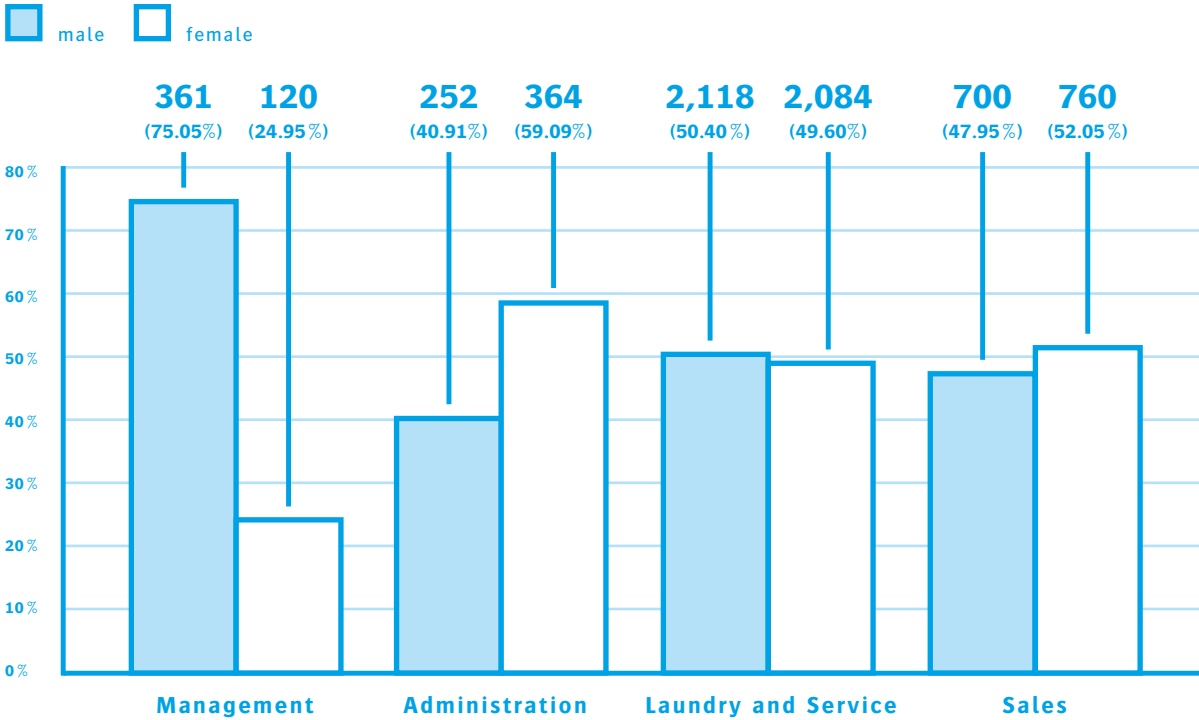
G4-10 a

	3,431 (51%) male	3,328 (49%) female	
	total	male	female
full-time	5,279 (78.10%)	3,095 (90.21%)	2,184 (65.63%)
part-time	1,251 (18.51%)	269 (7.84%)	982 (29.51%)
inactive*	229 (3.39%)	67 (1.95%)	162 (4.87%)

* inactive refers to employees with a running contract but no working hours in the reported period (e.g., parental leave or early retirement)

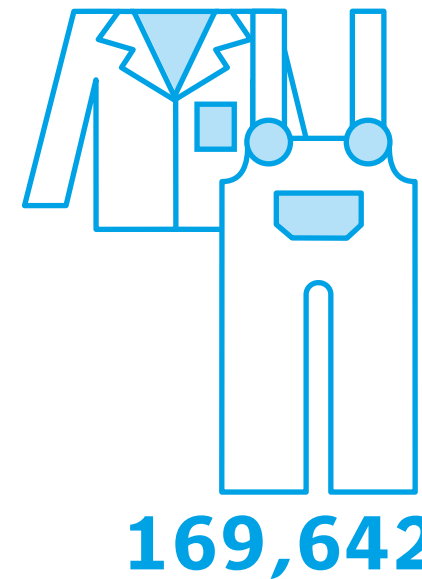
Gender split in employee categories

G4-LA 12 b



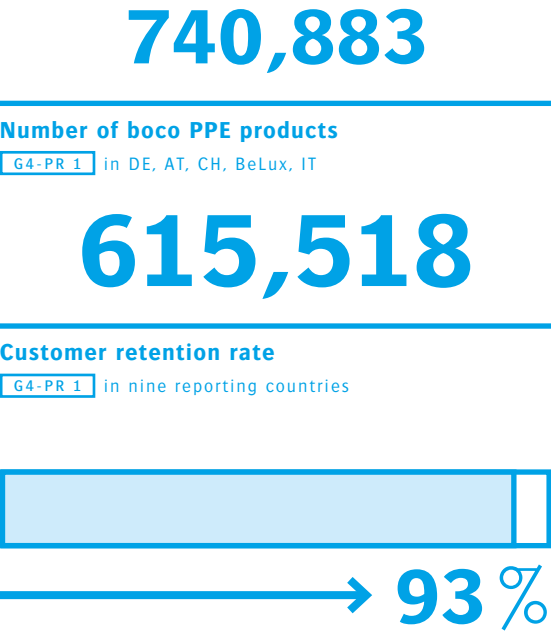
Number of wearers of boco personal protective equipment (PPE)

G4-PR 1 in DE, AT, CH, BeLux, IT



Number of incoming customer care calls

G4-PR 1 phone, email, fax (not possible for BeLux, SE)



Further KPIs Customers and Employees

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-10 a Number of employees by gender and by contract		2014
Total number of employees with a fixed term contract		843
Total number of employees with a permanent contract		5,916
Share of employees with a fixed term contract		12.47 %
Share of employees with a permanent contract		87.53 %

G4-10 b Employee key figures		2014	2013
Total number of employees in Management		481	274
Total number of employees in Administration		616	717
Total number of employees in Laundry and Service		4,202	4,182
Total number of employees in Sales		1,460	1,106
Total number of employees (nine reporting countries + Headquarters + Supply Chain Managment GmbH)		6,759	6,279

G4-10 c Total number of supervised workers		2014
Total number of male supervised workers		3,070
Total number of female supervised workers		3,208

G4-10 d Employee key figures	Aggregated total	Austria	BeLux	Germany	Ireland	Italy	Nether-lands	Poland	Sweden	Switzer-land	Supply Chain Manage-ment GmbH	Holding CWS-boco Inter-national
		367	173	3,543	367	303	311	481	337	586	186	105
Total number of employees at year end (headcount)	6,759	367	173	3,543	367	303	311	481	337	586	186	105

G4-10 d Employee key figures	Aggregated total	Austria	BeLux	Germany	Ireland	Italy	Nether-lands	Poland	Sweden	Switzer-land	Supply Chain Manage-ment GmbH	Holding CWS-boco Inter-national
		52.04 %	50.29 %	52.61 %	56.13 %	57.43 %	58.52 %	33.06 %	45.10 %	48.81 %	36.02 %	60.00 %
Share of male employees	50.76 %	52.04 %	50.29 %	52.61 %	56.13 %	57.43 %	58.52 %	33.06 %	45.10 %	48.81 %	36.02 %	60.00 %
Share of female employees	49.24 %	47.96 %	49.71 %	47.39 %	43.87 %	42.57 %	41.48 %	66.94 %	54.90 %	51.19 %	63.98 %	40.00 %

G4-10 d Employee key figures	Aggregated total	Austria	BeLux	Germany	Ireland	Italy	Nether-lands	Poland	Sweden	Switzer-land	Supply Chain Manage-ment GmbH	Holding CWS-boco Inter-national
		7.12 %	0.00 %	7.25 %	6.81 %	12.21 %	0.00 %	7.90 %	6.82 %	8.19 %	12.90 %	23.81 %
Share of employees in Management	7.12 %	1.09 %	0.00 %	7.25 %	6.81 %	12.21 %	0.00 %	7.90 %	6.82 %	8.19 %	12.90 %	23.81 %
Share of employees in Administration	9.11 %	7.36 %	5.20 %	7.25 %	5.45 %	7.26 %	10.93 %	7.69 %	4.15 %	8.53 %	45.16 %	59.05 %
Share of employees in Laundry and Service	62.17 %	70.03 %	61.85 %	62.66 %	80.65 %	51.16 %	58.52 %	63.20 %	71.51 %	62.29 %	37.10 %	5.71 %
Share of employees in Sales	21.60 %	21.53 %	32.95 %	22.83 %	7.08 %	29.37 %	30.55 %	21.21 %	17.51 %	20.99 %	4.84 %	11.43 %
Total of employees	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-LA1 a/b New employee hires and employee turnover	2014	2013
Total number of employees who left the company	–1,034	–820
Total number of male employees who left the company in the reporting year	–635	–375
Total number of female employees who left the company in the reporting year	–399	–445
Total number of employees who left the company in the reporting year (age <30 years)	–271	
Total number of employees who left the company in the reporting year (age 30–50 years)	–534	
Total number of employees who left the company in the reporting year (age >50 years)	–229	
Share of male employees who left the company in the reporting year	61.41 %	45.73 %
Share of female employees who left the company in the reporting year	38.59 %	54.27 %
Share of employees who left the company in the reporting year (age <30 years)	26.21 %	
Share of employees who left the company in the reporting year (age 30–50 years)	51.64 %	
Share of employees who left the company in the reporting year (age >50 years)	22.15 %	
Total number of new male employees	694	362
Total number of new female employees	409	334
Total number of new employees in the reporting year (age <30 years)	400	
Total number of new employees in the reporting year (age 30–50 years)	559	
Total number of new employees in the reporting year (age >50 years)	144	
Share of new male employees	62.92 %	52.01 %
Share of new female employees	37.08 %	47.99 %
Share of new employees in the reporting year (age <30 years)	36.26 %	
Share of new employees in the reporting year (age 30–50 years)	50.68 %	
Share of new employees in the reporting year (age >50 years)	13.06 %	

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-LA 6 a Rates of lost working days and fatalities in the organisation		2014	
Total rate of lost working days (incl. fatalities)		47.01 (2013: 54.88)	
Rate of lost working days due to accidents in Management (incl. everyone with personnel responsibility)		12.84	
Rate of lost working days due to accidents in Administration		6.74	
Rate of lost working days due to accidents in Laundry and Service		67.63	
Rate of lost working days due to accidents in Sales		20.21	
Total number of work-related fatalities		0 (2013: 0)	
Number of work-related fatalities in Management (incl. everyone with personnel responsibility)		0	
Number of work-related fatalities in Administration		0	
Number of work-related fatalities in Laundry and Service		0	
Number of work-related fatalities in Sales		0	
G4-LA 9 Average hours of training per year by employee category		2014	
Average hours of training in Management		2.28	
Average hours of training in Administration		5.05	
Average hours of training in Laundry and Service		1.17	
Average hours of training in Sales		3.75	
Average hours of training		2.24	
GA-LA 12 a Composition of governance bodies		2014	2013
Share of males in governance bodies (age <30 years)		0.00 %	0.00 %
Share of males in governance bodies (age 30–50 years)		66.67 %	66.67 %
Share of males in governance bodies (age >50 years)		33.33 %	33.33 %
Share of females in governance bodies (age <30 years)		0.00 %	0.00 %
Share of females in governance bodies (age 30–50 years)		0.00 %	0.00 %
Share of females in governance bodies (age >50 years)		0.00 %	0.00 %

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-LA 12 b Employee split according to gender	2014	2013
Total number of male employees	3,431	3,182
Total number of female employees	3,328	3,097
Share of male employees	50.76 %	50.69 %
Share of female employees	49.24 %	49.31 %

G4-SO 4 Communication and training on anti-corruption policies and procedures	2014
Number of employees trained in anti-corruption	132

G4-SO 5 Confirmed incidents of corruption and actions taken	2014
Number of calls to compliance hotline	0

Compliance to hygiene management	2014
Number of laundries certified (DIN EN 14065, DIN 9001 or RABC)	49

Additional qualitative KPIs

GRI Indicator	Name	2014
G4-LA 2	Employee benefits	For our staff in all national subsidiaries there are a wide range of social benefits and other add-on benefits. This is particularly important given that the population and thus also our workforce are ageing.
G4-LA 5	Health and safety committees	In all 9 reporting countries there are persons responsible for health and safety, especially at the laundry sites. E.g. in Poland is a committee of the H&S specialist and additional employees’ representatives that meets once a quarter.
G4-LA 6 a	Types of injuries	Monitoring of injury types handled individually per country. E.g. in DE separation between injuries at work and on the way to work.
G4-LA 11	Performance and career development reviews	In all the national subsidiaries regular assessment and feedback meetings are arranged with staff. At these meetings training and career development measures are discussed.
G4-EC 7	Impact on communities and local economies	As an expert in the field of hand hygiene, CWS-boco wants to pass on its know-how and show people of all ages just how important correct hand washing is. E.g. In Germany, we distribute information material or educate kids in schools and kindergarden.
G4-PR 5	Results of customer satisfaction survey	Customer satisfaction survey done in AT, BeLux, DE, NL. E.g. in NL customer satisfaction rate 7.66; in DE customers are very satisfied with service drivers and the personal contact is very important; in PL timelines of delivery assessed very good

Further targets

KPI	Target	Status 2014	Basis 2012
Training of new sales staff	Target 2015: Participants of the programme will make up 50% of our new hires in the German direct sales team by the end of 2015.	The “Sales Excellence Programme” is in place in Germany.	Sales Excellence Programme not yet in place
Delivery reliability	By 2020, we plan to set up an individual monitoring system for each country. Implementation will be done in course of the re-design of our IT landscape (ERP).	In 2014, delivery reliability increased in Germany to 97.9%.	Delivery reliability for Germany: 96.7%
Employee engagement index	By 2020, we want to keep the index at the very high level of 4.0 as a minimum.	The 2014 Group-wide employee survey showed an engagement index of 4.0.	Engagement index (excl. Benelux): 4.0 (external benchmark 3.8)
Number of training activities on health and safety	By 2020, we plan to provide all relevant CWS-boco employee groups (focus on Operation and Service) with regular health and safety training courses.	In 2014, 224 health and safety training activities were held. All of them have been monitored within our general training monitoring system.	207 health and safety training activities were held
Employee Diversity in Management	Following the EU’s recommendation we plan to raise the share of women in management positions to 30%.	Currently, 25% of our management positions are held by women.*	16% women in management positions.

*Re-definition of Group-wide KPI scope in comparison to 2012: Management positions include all employees holding personnel responsibility.

Following our strategic review and re-focus process in 2014, we will continue monitoring and steering employee turnover as one aspect of employee satisfaction. Therefore, it is no longer a stand-alone target.

Products and Sourcing – Essential targets

Responsible sourcing and supplier Code of Conduct

Target 2020

By 2020, we aim to have established our Code of Conduct, in several stages, at all our strategically important suppliers. By mid-2016, more than 99% of our strategically important suppliers in the textile and washroom sectors as well as 50% of the strategically important suppliers from Indirect Spend should have signed the Code (percentages based on purchase volumes).

Status 2014

At present, 95% of our strategically important textile suppliers, 85% of our strategically important suppliers from the washroom sector and 23% of the strategically important suppliers from Indirect Spend have signed our Code (percentages based on purchase volumes). As such, in the future we will focus on expanding the coverage of our Code of Conduct to include more suppliers in the Indirect Spend sector.

Basis 2012

7 textile contract manufacturers signed the CoC (100% of contract manufacturers). 80% of them were audited.

Upcycling and material efficiency

Target 2020

By 2020, we want to develop a holistic upcycling concept for all our products and packaging.*

Status 2014

Currently, we are refurbishing increasing numbers of hand towel dispensers – on average 3,455 pieces per month are processed.

Basis 2012

On average 2,900 dispensers per month were processed in our Upcycling Centre.

* Former KPI “recycling methods” was optimised following our strategic review and re-focus process in 2014. In future, we will focus on upcycling and careful use of raw materials.

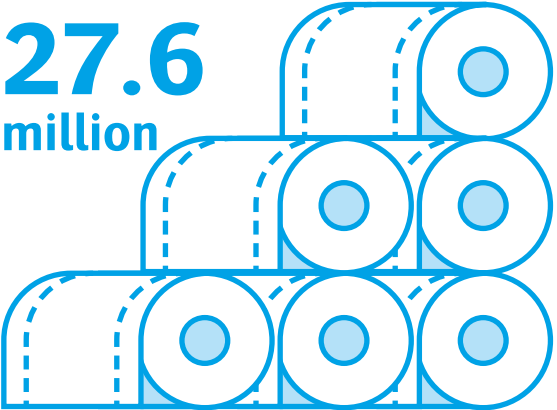
Further targets

Following our strategic review and re-focus process in 2014, we will continue monitoring and steering biodiversity as one aspect of material efficiency. Therefore, it is no longer a stand-alone target.

Number of towel rolls washed

G4-9

27.6 million



Number of mats washed

G4-9

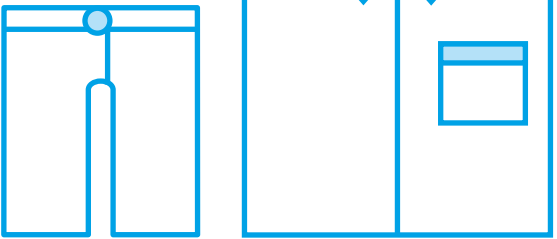
8.3 million



Number of workwear pieces washed

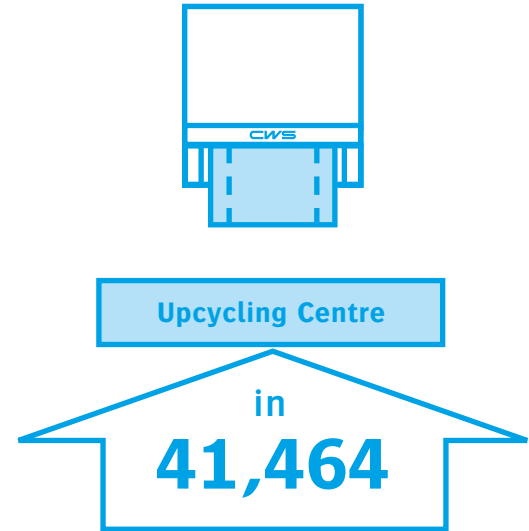
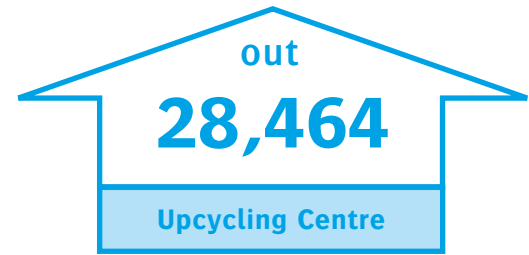
G4-9

84.7 million



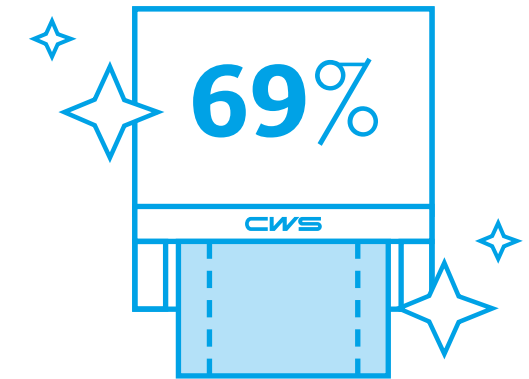
Incoming and outgoing dispensers in the Upcycling Centre

G4-EN 28



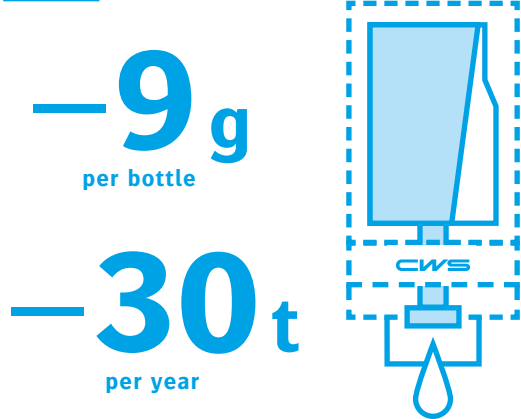
Number of dispensers which could be returned to an as-new condition

G4-EN 28



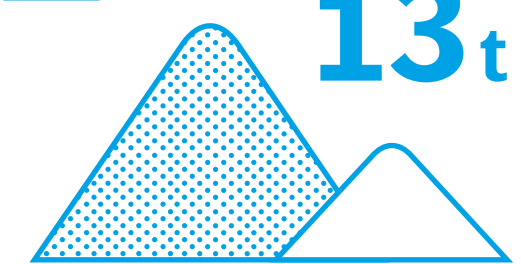
Plastic savings for new soap bottles

G4-EN 1



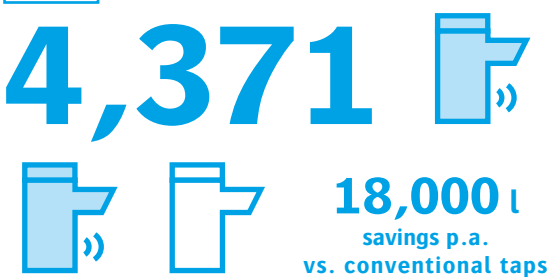
Recycled plastic from old dispensers for the production of new dispensers

G4-EN 2



Number of sensor taps in the market in NL and DE

G4-EN 7

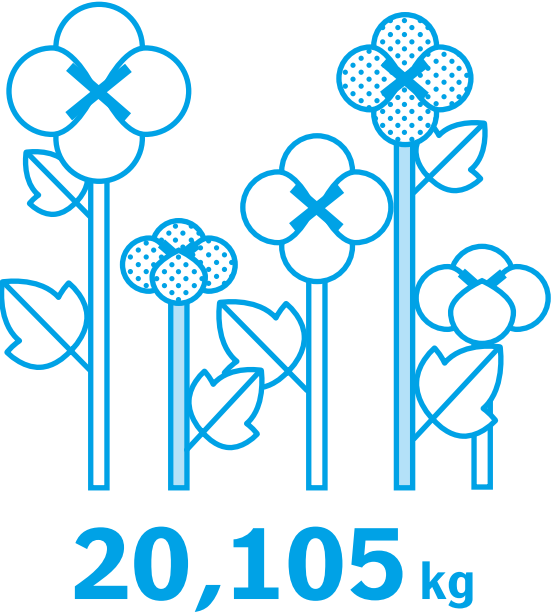


Indirect water savings with these water saving taps

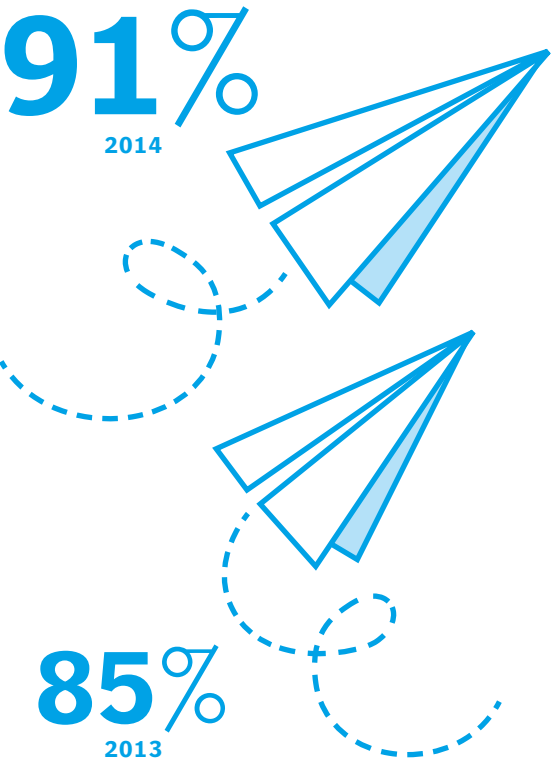
G4-EN 7



Organic cotton used



Percentage of FSC-certified/
Eco label paper



Further KPIs Products and Sourcing

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-EN 27 Extent of measures for mitigating the environment impact of products and services		2014
Number of ecoilet packages installed		439
G4-EN 28 Alternative material/upcycling	2014	2013
Number of dispensers repaired in Upcycling Centre (total per year)	28,464	32,624
Number of dispensers recycled in Upcycling Centre (total per year)	18,576	–
Dispensers processed per month	3,455	4,012
G4-EN 32, G4-LA 14–15, G4-HR 1, 5, 6, 10–11 Supplier assessment and support (Information on textile procurement)		2014
Total number of suppliers (finished, trading goods and raw materials)		272
Total number of “Contractors” (finished goods)		9
Total number of “Business partner” suppliers (trading goods and raw materials)		263
Duration of cooperation with “Contractor” suppliers (<2 year) (number of suppliers)		1
Duration of cooperation with “Contractor” suppliers (2–5 years) (number of suppliers)		1
Duration of cooperation with “Contractor” suppliers (5–10 years) (number of suppliers)		2
Duration of cooperation with “Contractor” suppliers (>10 years) (number of suppliers)		5
Duration of cooperation with “Business partner” suppliers (<2 year) (number of suppliers)		54
Duration of cooperation with “Business partner” suppliers (2–5 years) (number of suppliers)		91
Duration of cooperation with “Business partner” suppliers (5–10 years) (number of suppliers)		48
Duration of cooperation with “Business partner” suppliers (>10 years) (number of suppliers)		70
Selected suppliers (CoC roll-out project)		235
Selected suppliers reflect % of total yearly purchased volume		>99%
Number of suppliers that signed the Code of Conduct		160
G4-EN 32, G4-LA 14–15, G4-HR 10–11 Suppliers inspected based on ecological, labour practises, human rights criteria (Information on textile procurement)		2014
Number of first-time audits at suppliers		4
Number of re-audits at suppliers		8
Number of audits/re-audits passed directly		5
Number of audited suppliers where CAPs were formulated		7

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-EN 34, G4-LA 16, G4-HR 12 Formal grievance mechanisms and number of grievances about ecological, labour practises, human rights issues (Information on textile procurement)	2014
Number of calls from suppliers to grievance hotline	1

Supplier Structure (Information on textile procurement)	2014
“Contractors”: Number of suppliers producing in no risk countries	1
Share of spending volume with these suppliers	1.25 %
“Contractors”: Number of suppliers producing in low-risk countries	3
Share of spending volume with these suppliers	1.89 %
“Contractors”: Number of suppliers producing in risk countries	5
Share of spending volume with these suppliers	6.10 %
“Business partner”: Number of suppliers in no-risk countries	255
Share of spending volume with these suppliers	83.55 %
“Business partner”: Number of suppliers in low-risk countries	3
Share of spending volume with these suppliers	0.03 %
“Business partner”: Number of suppliers in risk countries	5
Share of spending volume with these suppliers	7.19 %

Laundry and Technology – Essential targets

Energy efficiency		
<div>Target 2020</div> <div>30%</div> <div>By 2020, we want to improve our energy efficiency by 30% per kg washed (vs. 2012, aggregated for main service lines towel rolls, mats and workwear).</div>	<div>Status 2014</div> <div>By the end of 2014, we achieved an energy efficiency improvement at Group level by 8.5%, down to 1.14kWh/kg washed (aggregated for main service lines towel rolls, mats and work wear vs. 2012). As optimisations in a running business are always difficult to predict, we were not able to reach the full 10% which we aimed for by the end of 2014. There will be a slight delay before the measures which have been initiated achieve their full potential. We aim to reach the 10% reduction during 2015.</div>	<div>Basis 2012</div> <div>Energy consumption of 1.24 kWh per kilogram of laundry washed (aggregated for main service lines towel rolls, mats and workwear).</div>

Water efficiency		
<div>Target 2020</div> <div>10%</div> <div>By 2020, we want to reduce our water consumption by 10% per kg washed (vs. 2012, aggregated for main service lines towel rolls, mats and workwear).</div>	<div>Progress 2015</div> <div>Will be reported in 2015.</div>	<div>Basis 2014</div> <div>Our water efficiency for towel rolls, mats and workwear was 6.7l/kg washed. This is an improvement of 2.7% compared to water efficiency in 2013.</div> <div>Out total water consumption was reduced by 3.9% in 2014 (compared to 2013).</div>

Total volume washed

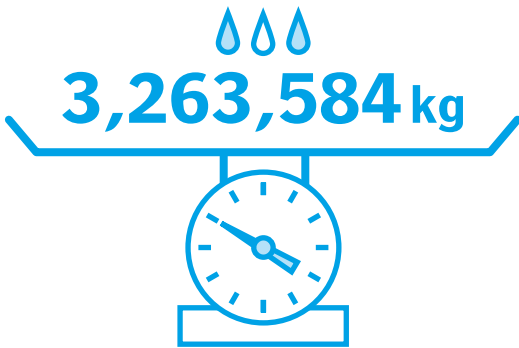
169,893,201 kg

Total of water consumed at laundries

G4-EN 8

1,216,380 m³

Total detergent consumption



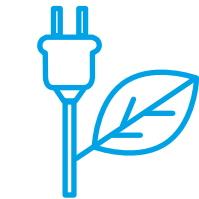
Energy consumption

G4-EN 3 e

993,876,957 MJ

Total electricity consumption

G4-EN 3 b,c



49%

Procured
green energy



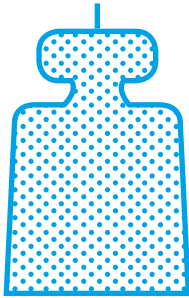
51%

Procured
standard energy

Amount of items washed in kg

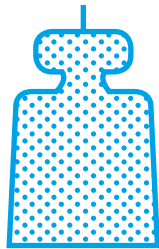
Towel rolls

49,516,660



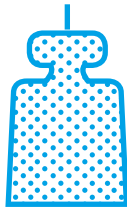
Mats

41,440,985



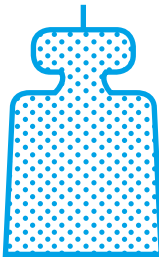
Workwear

33,036,472



Flat linen

43,536,197



Cleanroom
textiles

2,362,766



Litres of water consumed per kg of
laundry washed
(l/kg)

Towel rolls

5.33

2014



5.35

2013



Mats

2.66

2014



3.35

2013



Workwear

13.83

2014



13.48

2013



Flat linen

7.36

2014



7.44

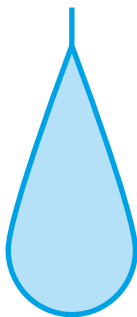
2013



Cleanroom
textiles

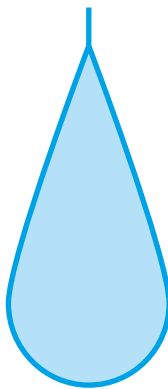
27.51

2014



30.10

2013



Detergent efficiency per kg of laundry washed
(g/kg)

19.21 g/kg

2014

(for all services)

Towel rolls

21.38



Mats

0.88



Workwear

36.30



Flat linen

21.36



Cleanroom
textiles

16.36



Further KPIs Laundry and Technology

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-EN 3 e Report on total energy consumption of the organisation (in MJ)	2014	2013
Total energy consumption	993,876,957	935,607,830
G4-EN 3 c/G4-EN 3 e Report on total energy consumption of the organisation by type of fuel use (in MJ)	2014	2013
Natural gas consumption	572,169,632	564,001,222
Energy consumption by owned service fleet vehicles (vans and trucks) and owned company cars	7,587,606	8,413,853
Energy consumption by leased service fleet vehicles (vans and trucks)	161,663,080	243,674,479
Energy consumption from oil	37,761,538	–
Procured standard energy	48,105,709	35,147,394
Procured green energy	46,374,858	60,450,988
Energy consumption from steam	25,025,652	23,919,894
Energy consumption by leased company cars	95,188,881	–
G4-EN 5 Energy intensity (kwh / kg)	2014	2013
Energy (thermal + electricity) per kg of washed towel rolls	1.28	1.28
Energy (thermal + electricity) per kg of washed mats	0.41	0.44
Energy (thermal + electricity) per kg of washed workwear	1.78	1.84
Energy (thermal + electricity) per kg of washed linen	1.26	1.25
Energy (thermal + electricity) per kg of cleanroom products	3.51	3.03
G4-EN6 Reduction of energy consumption	2014	2013
Improvement in energy efficiency in laundries vs. 2012	–8.5%	–

Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-EN 15 a/b, G4-EN 16, G4-EN 17 Green house gas emissions (in t)	2014
Total CO ₂ emissions (scope 1 + 2 + 3)	57,464
Total scope 1 CO ₂ emissions	44,815
CO ₂ emissions by natural gas	29,399
CO ₂ emissions by owned service fleet vehicles (vans and trucks) and owned company cars	561
CO ₂ emissions by leased service fleet vehicles (vans and trucks)	11,944
CO ₂ emissions by oil	2,911
Total scope 2 CO ₂ emissions	5,283
CO ₂ emissions by procured standard energy	3,764
CO ₂ emissions by steam	1,519
Total scope 3 CO ₂ emissions	7,366
CO ₂ emissions by leased company cars	7,033
CO ₂ emissions by business travel	333

Further targets

KPI	Target 2020	Status 2014	Basis 2012
Detergent efficiency	By 2020, we plan to develop a Group-wide harmonised concept for our use of detergents.	We improved data transparency on detergents used, based on individual laundry locations. For 2014, the detergent usage of 89% of our washing lines has been monitored centrally.	The detergent usage of 17% of our washing lines has been monitored centrally
Total direct and indirect CO ₂ emissions	By 2020, we want to reduce our CO ₂ emissions by 20%.	Compared to the 2013 data scope, we reduced our CO ₂ emissions by 5.9% in 2014 (adjusted comparison*). Due to non-recurring effects from the OMD tool and the modernisation of our laundries the reduction is comparably high.	57,625 tonnes

* Due to an increased scope in 2014, the data is not comparable to 2013 (change in company cars and owned service vehicles in several countries, emissions from oil and business travel newly included)

Following our strategic review and re-focus process in 2014, we will continue monitoring and steering water sources as one aspect of water efficiency. Hygiene management will be reported within the scope of the safe working environment. Therefore, both topics are no longer stand-alone targets.

Logistics and Service – Essential targets

Route-optimisation tool OMD: km savings

Target 2020

Will be defined after the restructuring of our ERP landscape is completed.*

Status 2014

In 2014 our service fleet saved more than 850,000 kilometres thanks to the implementation of the “Optimize my Day” application (OMD) in several countries.

Basis 2012

0 km saved, pilot project launched in Ireland.

Route-optimisation tool OMD: Completion ratio

Target 2020

Will be defined after the restructuring of our ERP landscape is completed.*

Target 2015

We want to equip over 80% of our drivers with the OMD tool to further optimise our service routes and reduce the number of kilometres driven.

Status 2014

71%

Currently, 71% of our drivers are equipped with the OMD tool.

Basis 2013

66%

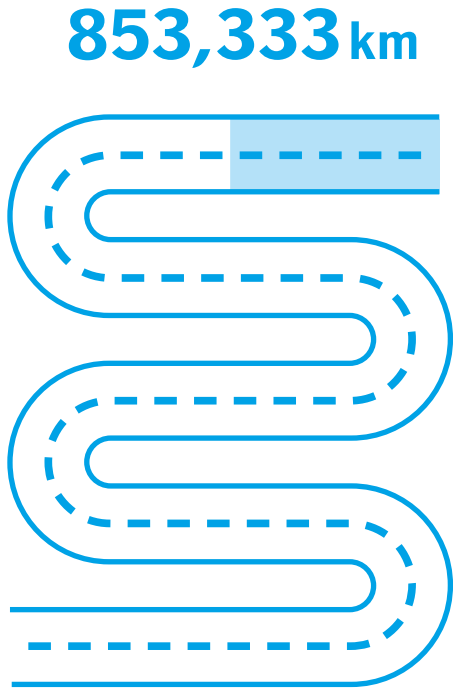
66% of our drivers in participating countries were equipped with the system.

*Based on our strategic re-orientation and our experiences with natural gas and electric vehicles, we are still working on the definition of new targets in this field. Improvements in logistics and service remain one of our most important tasks.

Total number of drivers

1,608
2014
1,562
2013

Number of km saved by OMD
2014 in DE, BeLux, IT, CH



Number of customer contacts which our service drivers have each day

27,743

Energy consumption of total service fleet vehicles and company cars

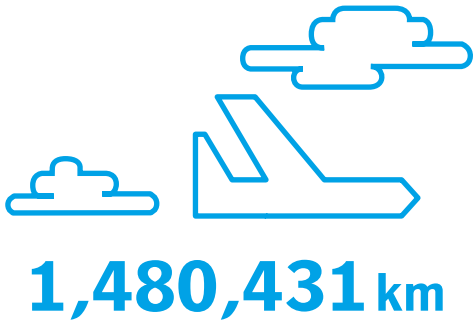
G4-EN 30 owned and leased vehicles

7,587,606 MJ

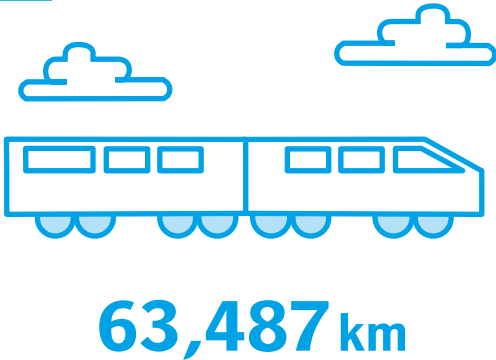
Business travel by employees

G4-EN 4 in BeLux, DE, IT, PL, SE

By plane



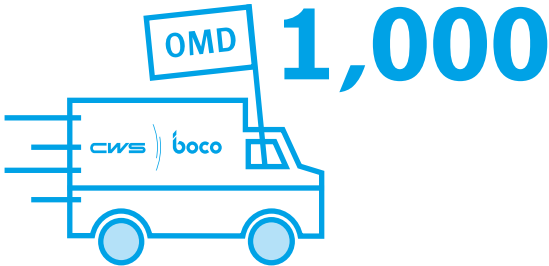
By train



Total number of km driven (per year)

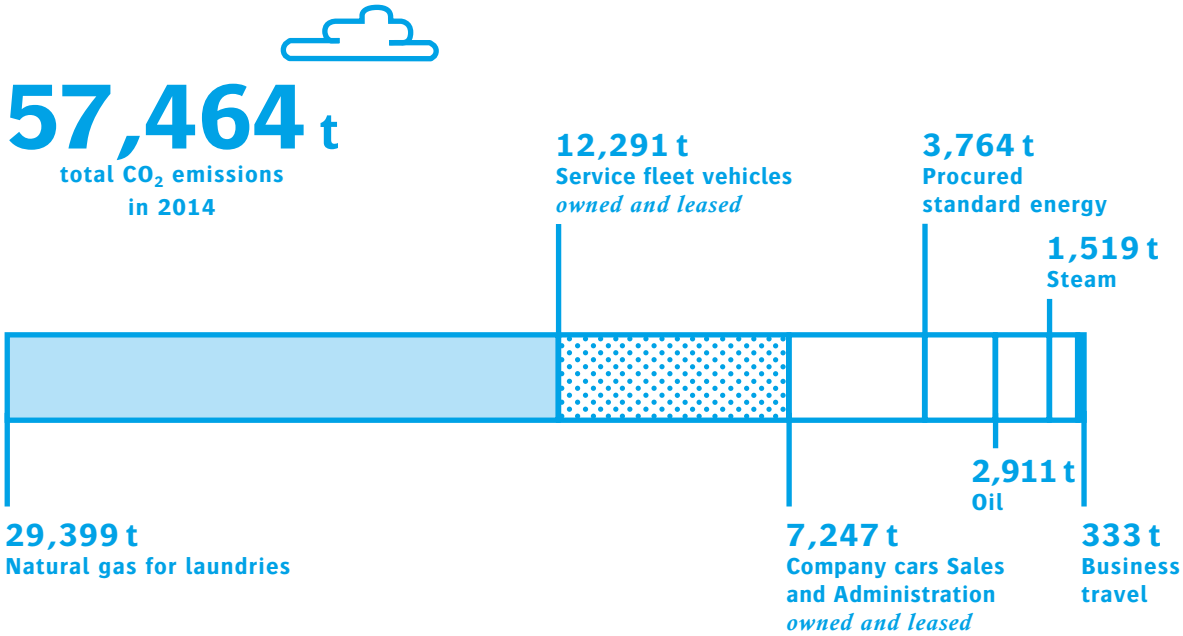
52,760,771
2013
- 1.6%
51,923,497
2014

Number of drivers equipped with OMD tool



CO₂ emissions (scope 1–3) by energy source

G4-EN 15–17



Further KPIs Logistics and Service

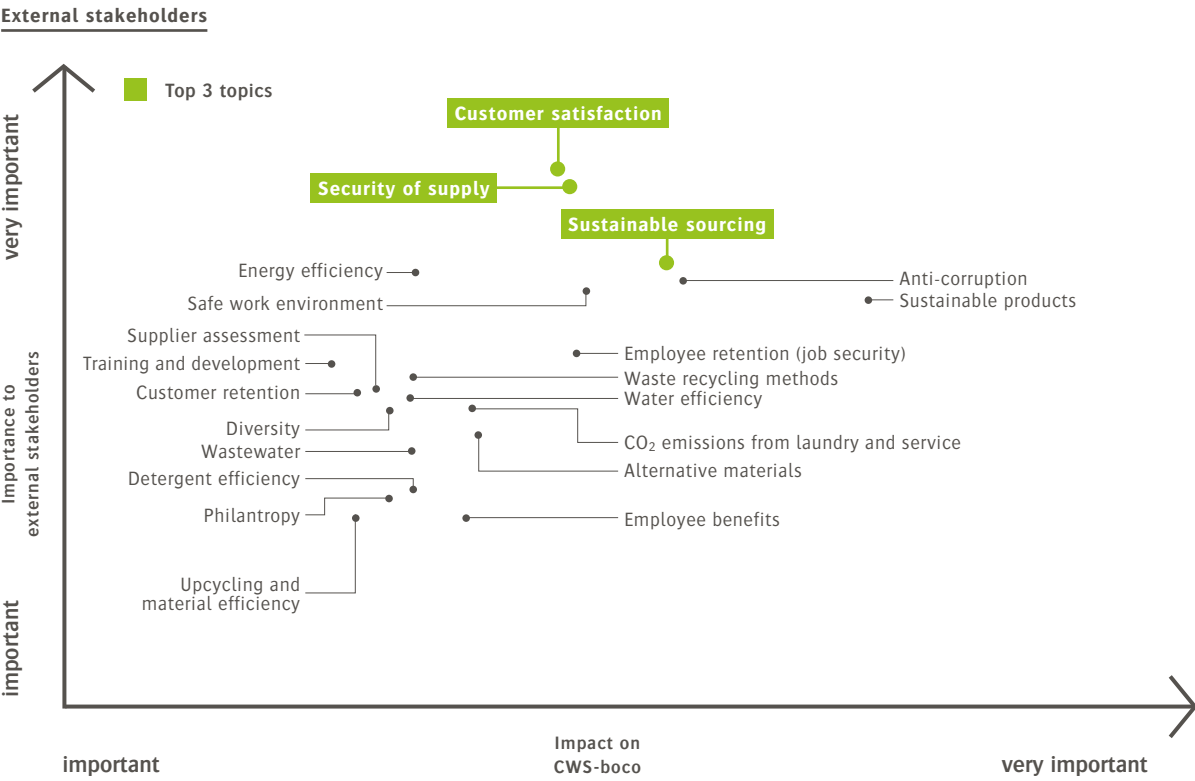
Please note: Due to the change to GRI G4 the scope of several KPIs has been changed. In these cases, only the 2014 data is displayed. With the next report we will be able to show the trend and development.

G4-EN 30 Significant environmental impacts of transport	2014
Owned service fleet vehicles (vans and trucks only) amount of diesel purchased <i>(in l)</i>	88,655
If number of litres is not available, number of kilometres driven by diesel service fleet vehicles <i>(in km)</i>	600,000
Owned company cars (cars for Sales and Administration employees) amount of diesel purchased <i>(in l)</i>	0
If number of litres is not available, number of kilometres driven by diesel owned company cars <i>(in km)</i>	1,155,000
Leased service fleet vehicles (vans and trucks only) amount of diesel purchased <i>(in l)</i>	4,341,165
If number of litres is not available, number of kilometres driven by diesel leased service fleet vehicles (van and trucks only) <i>(in km)</i>	1,800,156
Leased service fleet vehicles (vans and trucks only) amount of petrol purchased <i>(in l)</i>	3,531
If number of litres is not available, number of kilometres driven by petrol leased service fleet vehicles (van and trucks only) <i>(in km)</i>	0
Leased service fleet vehicles (vans and trucks only) amount of LPG purchased <i>(in l)</i>	13,275
If number of litres is not available, number of kilometres driven by LPG leased service fleet vehicles (van and trucks only) <i>(in km)</i>	227,500
Leased company cars (cars for Sales and Administration employees) amount of diesel purchased <i>(in l)</i>	2,535,272
If number of litres is not available, number of kilometres driven by diesel leased company cars (Sales and Administration) <i>(in km)</i>	1,080,000
Leased company cars (cars for Sales and Administration employees) amount of petrol purchased <i>(in l)</i>	42,086
If number of litres is not available, number of kilometres driven by petrol leased company cars (Sales and Administration) <i>(in km)</i>	0
Leased company cars (cars for Sales and Administration employees) amount of LPG purchased <i>(in l)</i>	84.50
G4-EN 3 b Report on total fuel consumption from renewable sources <i>(in l)</i>	2014
Owned service fleet vehicles (vans and trucks only) amount of biofuel purchased	0

G4-18, 19, 27

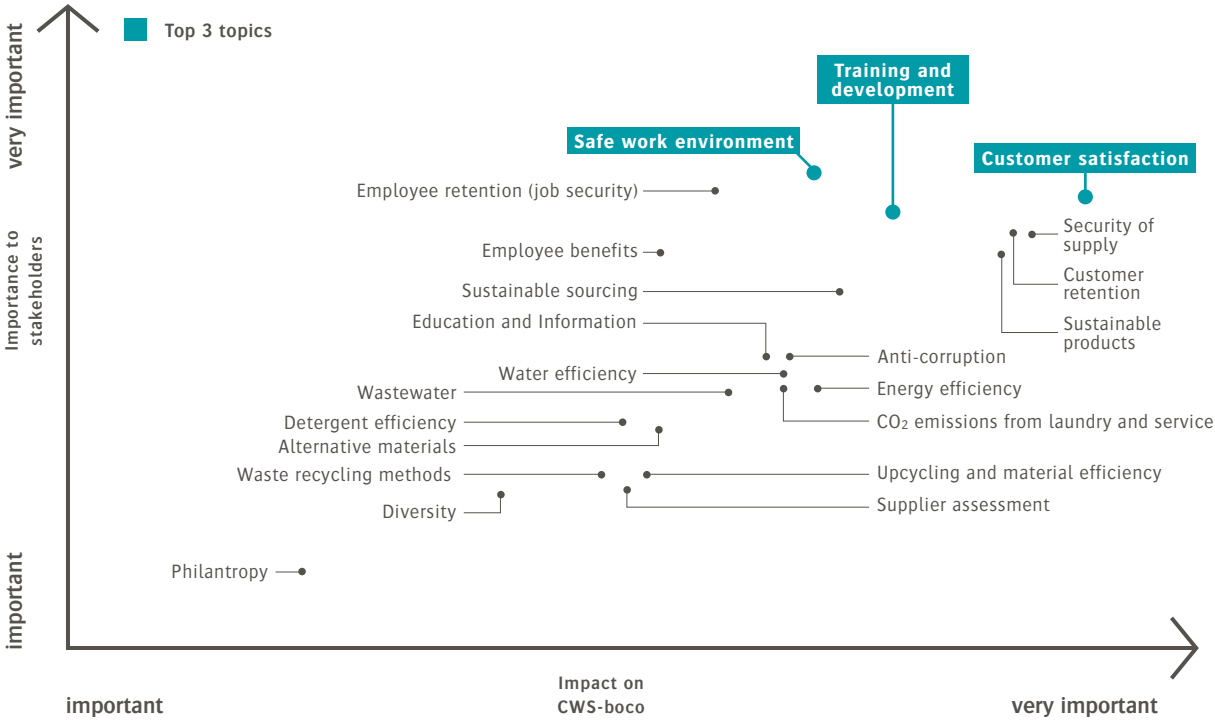
Materiality matrix and material topics

The depicted materiality matrices shows the graphic summary of the materiality analysis. The three most important topics for our external stakeholders are marked in light green; those of the internal interest groups are marked in dark green. The most important control parameters that we rate as strategically relevant for us as a company are summarised below the graphs. All highlighted topics are relevant for our future CR alignment. From these, we will derive measures, projects and targets to improve our CR efforts continuously. In addition, we will also use this basis to help us to select the relevant GRI indicators which will be reported on in this publication.



G4-18, 19, 27

Internal stakeholders



Top 3 topics external stakeholders	Top 3 topics internal stakeholders	Strategically relevant topics
<div><div></div> Customer satisfaction</div> <div><div></div> Sustainable sourcing</div> <div><div></div> Security of supply</div>	<div><div></div> Safe work environment</div> <div><div></div> Customer satisfaction</div> <div><div></div> Training and development</div>	<div><div></div> Energy efficiency</div> <div><div></div> Water efficiency</div> <div><div></div> Detergent efficiency</div> <div><div></div> Upcycling and material efficiency</div> <div><div></div> CO₂ emissions from laundry and service</div> <div><div></div> Supplier assessment</div>

G4-22, 23

Changes in reported aspects and material topics

During the strategic review process we updated and optimised several aspects and material topics. For example, we now report in greater detail on training activities for our employees and have added new KPIs for training and development. Waste management has been re-weighted and re-grouped under a more detailed KPI focusing on upcycling.

Material topic 2014	Change vs. 2013	Comment	Material topic 2013
Customer satisfaction	Re-grouped	Includes customer retention and customer interaction	Customer retention and customer interaction
Security of supply	New	Additional KPI vs. 2013: Delivery reliability for our customers	
Sustainable products and services	Re-weighted	Reported on qualitatively in the chapter "Products and Sourcing"	Sustainable innovations
Supplier assessment	Optimised and enlarged scope	Refers to cooperation with and selection of partners in our supply chain – reported in the chapter "Products and Sourcing"	Supply chain
Sustainable sourcing	Optimised and enlarged scope	Sustainability in our supply chain regarding working and production conditions at suppliers, as well as compliance of our partners to international standards in terms of human and children's rights and environmental protection – reported in the chapter "Products and Sourcing"	Supply chain
Anti-corruption/compliance	Unchanged	–	–
Training and development	Enlarged scope	New monitoring system in place	Training and education
Employee engagement	Optimised	Reported in the chapter "Customers and Employees"	Employee engagement
Safe work environment	Optimised	–	Health and safety
Energy efficiency	Optimised	–	Energy
Water efficiency	Re-weighted	Reported as "water efficiency" in the chapter "Laundry and Technology"	Water sources and wastewater
Detergent efficiency	Optimised	Increased coverage	Chemicals
CO ₂ emissions from laundry and service	Optimised and enlarged scope	Additional KPIs included, coverage increased for existing ones	Energy and CO ₂ emissions
Upcycling and material efficiency	Re-grouped and optimised	Focus on upcycling and re-use of raw materials, partly qualitative information, reported in the chapter "Products and Sourcing"	Raw materials and waste disposal
–	Re-weighted	Reported on qualitatively in the chapter "Customers and Employees"	Social commitment – education
–	Re-weighted	Reported on qualitatively in the chapter "Customers and Employees"	Social commitment – hygiene and education

Management approach

We have defined eleven essential aspects for our commitment to Corporate Responsibility. When doing so, we considered the effects of our activities within and outside of the organisation. In our management approach, we describe all the aspects and how we, as the CWS-boco Group, steer them.

Essential within the CWS-boco Group

Safe work environment

As a provider of rental textile services, we employ a large number of staff. In addition to our administrative staff, we employ many colleagues in our laundries as well as in service capacities and in the field. Our employees are responsible for our success as a service company and can only fulfil this role in a good and safe working environment. Our employees regularly participate in safety training within the companies and our service drivers partake in driver safety training. We are also planning to introduce a risk monitoring system. The topic of a safe work environment was rated as one of the three most important topics for our sustainability commitment by the internal interest groups in our materiality analysis.

Training and development

As a service company, our employees are our face to the customer. We are only able to keep our quality promise to our customers with staff who have the relevant knowledge and the right competencies and skills. To keep things this way and to enable our employees to continue leading CWS-boco to success, we want to make our international training and development measures even more structured

and more closely oriented to the respective market. To do so, we have introduced an international training monitoring system and are working on international training guidelines. Our internal interest groups rated training and development as one of the three most essential topics for our sustainability commitment in our materiality analysis.

Energy efficiency

CWS-boco operates 52 laundry locations across the globe and the operation of our facilities for washing and drying textiles requires energy. Energy is a valuable resource that we must handle with care and employ as efficiently as possible. To achieve this, we invest in the modernisation of our laundry network every year. We opt for efficient systems, use heat exchangers, for example, and install mangles and dryers which run on gas instead of steam. The washing and drying of our rental textiles is a core component of our business. The aspect of energy efficiency is of strategic importance to us and thus an essential aspect of our sustainable approach.

Water efficiency

Just as we require energy for the operation of our laundries, water is also an indispensable resource for us. As we wash enormous volumes at our locations, the responsible handling of water is a matter of course for us. Our aim is to achieve a clean washing result with the lowest possible

consumption of fresh water. We do this by reusing water: For example, using it first for hand towel rolls and then for dust control mats. We reprocess our water in order to use it more than once. We are also testing alternative washing technologies such as the use of polymer beads, which requires less water. Water is of strategic importance to our business, which means that this aspect is also essential within our sustainability approach. As wastewater is also of great importance to us, it is something that we are constantly working to improve and we report on it in the scope of water efficiency.

Detergent efficiency

We use various detergents for cleaning our textiles. We use these with care and careful consideration in order to minimise the effects on the water cycle and the environment. One way in which we manage this is through the reuse of washing water in which the washing agents are still active and working. We are also constantly working on the optimal interaction of detergent, washing duration, temperature, etc., in order to be as efficient as possible in the use of detergents. Comparisons between the laundries in the CWS-boco Group and the harmonisation of detergent suppliers help us in this regard. Detergent efficiency is an essential aspect of our sustainability activities, as it is inseparable from our core business and therefore of strategic importance to us.

CO₂ emissions from laundry and service

Another essential part of our rental service is the collection and delivery of textiles with our service fleet. We are constantly striving to cover as few kilometres as possible and to minimise the CO₂ emissions of our vehicles. Our success here is driven by systems for route optimisation as well as regularly renewing our fleet. We possess a young fleet equipped with efficient engines. Our service fleet is an essential part of our business. It has a high level of strategic importance, which means that CO₂ emissions are an essential aspect for sustainability at CWS-boco.

Upcycling and material efficiency

There are more than 2.6 million rented CWS dispensers installed in our customers’ washrooms. When a contract ends, we collect the dispenser from the customer and take it back. It contains valuable resources which can be reused or recycled, for example for the production of new dispensers. Used dispensers which are still in good condition are reprocessed in our Upcycling Centre in Switzerland. We are working on the development of an upcycling concept for the CWS-boco Group, which will include textiles as well as washroom dispensers. Cotton towel rolls which cannot be used any further are recycled to make mops, for example. The return and recycling of our products is a strategic topic for us, which is why we have defined upcycling as an essential aspect of our sustainability activities. As such, we have decided to focus on the reprocessing of products, as this provides much more detailed information about our business than general reporting about waste management and recycling methods. It goes without saying that these topics are still important to us, but we do not report on them explicitly.

Essential outside of the CWS-boco Group

Customer satisfaction

Customers are among our most important stakeholders. Their satisfaction is a critical factor for the success of our business. Our national subsidiaries have individual approaches for keeping the customers in our sights. In Germany, for example, we survey the employees in our Sales and Customer Care departments who come into regular contact with our customers. In the Benelux countries, the customers themselves are surveyed regularly. Within our stakeholder dialogue, the aspect of customer satisfaction was rated one of the three most important topics for our sustainability commitment by internal and external stakeholders alike.

G4-18, 19, 20, 21, 23

Security of supply

We provide our customers with a rental service for wash-room equipment, dust control mats and workwear. As such, our customers rely heavily on us and the reliability of our delivery service. As a company, we need more than just smooth processes within our service network. In particular the reliable delivery of products by our suppliers is of great importance to us. We bundle this responsibility centrally; our subsidiary CWS-boco Supply Chain Management GmbH (CWS-boco SCM) takes on the areas of Product Development, Procurement and Supply Chain Management integrated together for us for the textile sector. The counterpart to CWS-boco SCM for the washroom sector is the subsidiary CWS-boco Supply AG. The aspect of delivery reliability was rated one of the three most important topics for our sustainability commitment by our internal and external interest groups in our materiality analysis.

Supplier assessment

CWS-boco stands for a responsible and sustainable supply chain. Strategic partners must commit themselves to compliance with our Code of Conduct for suppliers. We monitor this by means of external audits. If the need for improvement is identified with a partner, we work in close cooperation with them and support them to meet the requirements of the Code. We regard this commitment as a strategically important factor for our business in order to be able to offer our customers responsibly produced products. For this reason, the aspect of supplier assessment is essential for the sustainability of the CWS-boco Group.

Sustainable sourcing

We don’t just work internally on social and ecological sustainability and the compliance of appropriate standards – we also work on this together with our suppliers. In the textile sector in particular, the supply chain is extremely complex and encompasses various preliminary stages. Creating more transparency here is a matter close to our hearts. We take responsibility for products from the very beginning, even before the products enter our company.

We work together with our partners over many years. For a selection of our goods, we employ the concept of outward processing. This means that we purchase material, buttons, zips, etc., separately and then have our clothing produced from them. This allows us to keep control over the materials used to create our products. We only use high-quality goods to ensure that our products meet the high standards of the rental business. The aspect of sustainable sourcing was rated one of the three most important topics for our sustainability commitment by our external stakeholders in our materiality analysis.



GRI G4 content index

This report has been prepared based on the Global Reporting Initiative’s (GRI) G4 Guidelines. It is our first publication referring to the GRI G4 Guidelines. Previous reports on 2013 and 2012 comply with the G3.1 Guidelines. The information provided in this report has not been checked externally. The Disclosure on Management Approach (DMA) can be found on page 100. It explains all material topics

which have been identified during the materiality analysis and the stakeholder dialogue. Following this analysis our set of material topics, relevant aspects and reported indicators has been updated. Changes in reported aspects and material topics can be found on page 99. The boundaries of the identified material aspects remain unchanged compared to our last report and are described on page 100 onwards.



General Standard Disclosures

Material Topic	GRI Indicator	Name	Reported	Note	Page
Strategy and Analysis					
	G4-1	Statement from the most senior decision-maker	fully reported		1–2
	G4-2	Risks and chances	partially reported	Reported on Group level	3
Organisational Profile					
	G4-3	Name of the organisation	fully reported		7
	G4-4	Primary brands, products and/or services	fully reported		6–9
	G4-5	Location of organisation's headquarters	fully reported		7
	G4-6	Countries of significant operations	fully reported		U2, 7
	G4-7	Nature of ownership and legal form	fully reported		7
	G4-8	Markets served	partially reported	Differs from country to country, reported on Group level	6–7
	G4-9	Scale of organisation	partially reported	Total capitalisation – information can be taken from Haniel annual report	U2, 7, 50–51, 83
	G4-10	Employee key figures	partially reported	a) Contract type and gender split reported in two KPIs e), f) Not applicable for CWS-boco	U2, 7, 29–30, 73–80
	G4-11	Collective bargaining agreements	not reported	Immaterial	
	G4-12	Description of supply chain	fully reported		36–41, 85–86
	G4-13	Significant changes during reporting period regarding size, structure, ownership or its supply chain	partially reported	Focus on new/closed laundries; other requirements not applicable for us	U2, 52
	G4-14	Precautionary approach or principle	fully reported		3, 40, 41

Material Topic	GRI Indicator	Name	Reported	Note	Page
	G4-15	Subscribed or endorsed external charters, principles or initiatives		Certified by Ecovadis, Sedex, OHSAS 18001, RAL, OekoTex, support the German Toilet Organisation (GTÖ), B.A.U.M. eV (German Environmental Management Association), ECOPROFIT	12, 29, 42
	G4-16	Membership of associations		Memberships of WIRTEX, ETSA, BSCI, SAC, UNGC	14, 41

Identified Material Aspects and Boundaries					
	G4-17	Entities included in financial statement			U2, 113
	G4-18	Report content and boundaries			14–17, 97–98, 100–102
	G4-19	Material aspects			14–17, 97–98, 100–102
	G4-20	Boundaries for material aspects within organisation			100–102
	G4-21	Boundaries for material aspects outside organisation		Data are published at Group level, not for each national subsidiary	100–102
	G4-22	Effects of any re-statements of information provided in earlier reports		Data are published at Group level, not for each national subsidiary	99
	G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries or applied standards			99, 100–102

Stakeholder Engagement					
	G4-24	List of stakeholder groups			14–17
	G4-25	Identification and selection of stakeholders			14–17
	G4-26	Stakeholder engagement			14–17
	G4-27	Key topics and concerns raised through stakeholder engagement			14–17, 97–98

Report Profile					
	G4-28	Reporting period			U2, 113
	G4-29	Date of most recent previous report			113
	G4-30	Reporting cycle			113
	G4-31	Contact point for questions regarding the report or its contents			113
	G4-32	In accordance’ option chosen, report the GRI G4 content index, reference to external assurance report		“In accordance” – Core	113
	G4-33	External assurance			103, 113

Governance					
	G4-34	Governance structure			18–20
	G4-35–55			Only for “In accordance” – Comprehensive required	

Ethics and integrity					
	G4-56	Organisation’s values, principles, standards and norms of behaviour (Code of Conduct)			10–13, 20
	G4-57	Mechanisms for seeking advice on ethical behaviour (internal and external)		Only for “In accordance” – Comprehensive required	
	G4-58	Mechanisms for reporting concerns about ethical behaviour		Only for “In accordance” – Comprehensive required	

Specific Standard Disclosures

Material Topic	GRI Indicator	Name	Reported	Note	Page
	G4-DMA	Disclosures on Management Approach			100–102

ECONOMIC

Economic Performance					
	G4-EC 1	Direct economic value generated and distributed		See Haniel annual report Reporting of applicable items only	U2
	G4-EC 2	Risks and opportunities for the organisation’s activities due to climate change		Immaterial	
	G4-EC 3	Coverage of the organisation’s defined benefit plan obligations		Immaterial	
	G4-EC 4	Financial assistance received from government		Immaterial	
	G4-EC 5	Ratios of standard entry level wage compared to local minimum wage		Immaterial	
	G4-EC 6	Proportion of senior management hired from the local community		Qualitative information	18–19

Indirect Economic Impacts					
	G4-EC 7	Development and impact of infrastructure investments		Qualitative information	81
Sustainable sourcing/ Supplier assessment	G4-EC 8	Significant indirect economic impacts		Qualitative information, training sessions with suppliers to improve production conditions	3, 36–42

Procurement Practices					
	G4-EC 9	Proportion of spending on local suppliers		No data available	

ENVIRONMENTAL

Materials					
Upcycling and material efficiency	G4-EN 1	Materials used		Qualitative information	42, 45–46, 83–84
Upcycling and material efficiency	G4-EN 2	Percentage of materials used that are recycled input materials		Recycling material from old dispensers for the production of new dispensers, reprocessing and reuse of cotton hand towels	45–46, 84

Energy					
Energy efficiency	G4-EN 3 a	Report total fuel consumption within the organisation from non-renewable sources in joules or multiples, including fuel types used			U2, 66–67, 88
Energy efficiency	G4-EN 3 b	Report total fuel consumption within the organisation from renewable fuel sources in joules or multiples, including fuel types used			67, 88, 96
Energy efficiency	G4-EN 3 c	Energy consumption by type of use		Cooling energy not applicable; heating energy = natural gas	66–67, 88, 90
Energy efficiency	G4-EN 3 d	Sold energy		Not applicable	

Material Topic	GRI Indicator	Name	Reported	Note	Page
Energy efficiency	G4-EN 3 e	Report total energy consumption of the organisation			U2, 66, 88, 90
Energy efficiency	G4-EN 3 f–g	Report standards, methodologies, assumptions and conversion factors used.		Conversion factors for natural gas, steam and oil: Department for Environment, Food and Rural Affairs (DEFRA) GHG, UK 2014; Country specific electricity conversion factors: International Energy Agency (IEA) Conversion factors for energy, 2011, published by the U.S. Energy Information Administration of the U.S. Department of Energy	See notes column
Energy efficiency	G4-EN 4	Energy consumption outside of the organisation		Qualitative reporting	94
Energy efficiency	G4-EN 5	Energy intensity		Energy efficiency per kg laundry washed	58, 90
Energy efficiency	G4-EN 6	Reduction of energy consumption			62, 65, 87, 90
Energy efficiency	G4-EN 7	Reductions in energy requirements of products and services		Qualitative information (sensor taps)	84

Water

Water efficiency	G4-EN 8	Total water withdrawal by source		Not possible to split by sources (no data)	U2, 52, 88, 89
	G4-EN 9	Water sources significantly affected by withdrawal of water		Immaterial	
Water efficiency	G4-EN 10	Percentage and total volume of water recycled and reused		Qualitative reporting	100–101

Biodiversity

	G4-EN 11	Operational sites in protected areas		Immaterial	
	G4-EN 12	Significant impacts of activities in protected areas		Immaterial	
	G4-EN 13	Habitats protected or restored		Immaterial	
	G4-EN 14	Total number protected species in areas affected by operations		Immaterial	
Upcycling and material efficiency	own KPI	Proportion of certified paper in international portfolio		Individually defined figure on topic of biodiversity	84

Emissions

CO ₂ emissions from laundry and service	G4-EN 15 a	Direct greenhouse gas emissions (scope 1)		Only CO ₂ relevant, so other types of GHG omitted	U2, 67, 91, 95
CO ₂ emissions from laundry and service	G4-EN 15 b	Direct greenhouse gas emissions (scope 1) – gases		Only CO ₂ relevant, so other types of GHG omitted	U2, 67, 91, 95
CO ₂ emissions from laundry and service	G4-EN 15 c	Direct greenhouse gas emissions (scope 1) – CO ₂ equivalents		Only CO ₂ relevant, so other types of GHG omitted	U2, 67, 91, 95
CO ₂ emissions from laundry and service	G4-EN 15 d–e	Direct greenhouse gas emissions (scope 1) – report on base year, standards, methodologies, and assumptions used		Fuel conversion factors: Department for Environment, Food and Rural Affairs (DEFRA) GHG, UK 2014; Conversion factors for natural gas, steam and oil: Department for Environment, Food and Rural Affairs (DEFRA) GHG, UK 2014; Country specific electricity conversion factors: International Energy Agency (IEA) Conversion factors for energy, 2011, published by the U.S. Energy Information Administration of the U.S. Department of Energy	See notes column

Material Topic	GRI Indicator	Name	Reported	Note	Page
CO ₂ emissions from laundry and service	G4-EN 15 f–g	Direct greenhouse gas emissions (scope 1) – source of the emission factors used and the GWP rates used		See note G4-EN15 d-e	See notes column
CO ₂ emissions from laundry and service	own KPI	Direct greenhouse gas emissions (scope 1) – split by energy source			67, 91, 95
CO ₂ emissions from laundry and service	G4-EN 16 a	Indirect greenhouse gas emissions (scope 2)		Only CO ₂ relevant, so other types of GHG omitted	67, 91, 95
CO ₂ emissions from laundry and service	own KPI	Indirect greenhouse gas emissions (scope 2) – split by energy source			67, 91, 95
CO ₂ emissions from laundry and service	G4-EN 16 b	Indirect greenhouse gas emissions (scope 2) – gases		Only CO ₂ relevant, so other types of GHG omitted	67, 91, 95
CO ₂ emissions from laundry and service	G4-EN 16 c	Indirect greenhouse gas emissions (scope 2) – report on base year		Fuel conversion factors: Department for Environment, Food and Rural Affairs (DEFRA) GHG, UK 2014; Conversion factors for natural gas, steam and oil: Department for Environment, Food and Rural Affairs (DEFRA) GHG, UK 2014; Country specific electricity conversion factors: International Energy Agency (IEA) Conversion factors for energy, 2011, published by the U.S. Energy Information Administration of the U.S. Department of Energy	See notes column
CO ₂ emissions from laundry and service	G4-EN 16 d	Indirect greenhouse gas emissions (scope 2) – standards, methodologies, and assumptions used		See above	See notes column
CO ₂ emissions from laundry and service	G4-EN 16 e–f	Indirect greenhouse gas emissions (scope 2) – source of the emission factors used and the GWP rates used		See above	See notes column
CO ₂ emissions from laundry and service	G4-EN 17 a–g	Other indirect greenhouse gas emissions (scope 3)		Data on business travel	67, 91, 95
CO ₂ emissions from laundry and service	G4-EN 18	Greenhouse gas emissions intensity		Not applicable	
CO ₂ emissions from laundry and service	G4-EN 19 a–e	Reduction of greenhouse gas emissions		e) Not applicable	64, 92, 95
CO ₂ emissions from laundry and service	G4-EN 20	Emissions of ozone-depleting substances		Not applicable	
CO ₂ emissions from laundry and service	G4-EN 21	Other significant air emissions		Not applicable	

Effluents and Waste

	G4-EN 22	Total water discharge by quality and location		Immaterial	
	G4-EN 23 a–b	Total weight of waste		Immaterial	
	G4-EN 24	Total number and volume of significant spills		Immaterial	

Material Topic	GRI Indicator	Name	Reported	Note	Page
	G4-EN 25	Weight waste under the terms of the Basel Convention		Immaterial	
	G4-EN 26	Identity of water bodies significantly affected by the organisation's discharges of water and runoff		Immaterial	
Products and Services					
	G4-EN 27	Extent of impact mitigation of environmental impacts of products and services		Qualitative information (number of ecoilet certifications)	43, 85
Upcycling and material efficiency	G4-EN 28	Percentage of products sold and their packaging materials that are reclaimed by category		Own KPI: Data on Upcycling Centre	44–46, 83, 85
Compliance					
	G4-EN 29 a–b	Monetary value of significant fines for non-compliance with environmental laws and regulations		Not applicable	
Transport					
Energy efficiency	G4-EN 30	Significant environmental impacts of transport			60–67, 94, 96
Overall					
	G4-EN 31	Total environmental protection expenditures and investments		Immaterial	
Supplier Environmental Assessment					
Supplier assessment	G4-EN 32 a	Percentage of new suppliers that were screened using environmental criteria		Information on textile procurement (not restricted to new suppliers partly qualitative)	40–41, 82, 85
	G4-EN 33 a–e	Significant actual and potential negative environmental impacts in the supply chain and actions taken		No data available	
Environmental Grievance Mechanisms					
Sustainable sourcing/ Supplier assessment	G4-EN 34	Number of grievances about environmental impacts		Qualitative information on textile procurement (grievance hotline for suppliers)	41, 86
SOCIAL					
Employment					
Safe work environment	G4-LA 1	New employee hires and employee turnover		Data published at Group level, not for each national subsidiary	73, 78
	G4-LA 2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		Qualitative information, benefits are provided to all employees	29, 81
	G4-LA 3	Return to work and retention rates after parental leave		No data available	
Labour/Management Relations					
	GA-LA 4 a–b	Minimum notice periods regarding operational changes		No data available	

Material Topic	GRI Indicator	Name	Reported	Note	Page
Occupational Health and Safety					
Safe work environment	G4-LA 5 a–b	Formal joint management–worker health and safety committees		Qualitative information	81
Safe work environment	G4-LA 6 a and c	Rates of injury and absenteeism in the organisation		No data available for: Type of injuries, occupational disease rate, split by gender Data published at Group level, not for each national subsidiary	72–73, 79, 81
Safe work environment	G4-LA 6 b	Rates of injuries for independent contractors		Not applicable	
Safe work environment	G4-LA 7	Workers with high incidence or high risk of diseases related to their occupation		No data available Target until 2020	
Safe work environment	G4-LA 8	Health and safety topics covered in formal agreements with trade unions		Qualitative information	29
Training and Development					
Training and development	G4-LA 9	Average hours of training per year per employee by gender, and by employee category		Not possible to split by gender, planned as of 2015	28, 72, 74, 79
Training and development	G4-LA 10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings		Qualitative information (Sales Excellence Programme)	32–34
Training and development	G4-LA 11	Percentage of employees receiving regular performance and career development reviews		Qualitative information, not possible to split by gender and employee category, planned as of 2015	81
Diversity and Equal Opportunity					
	G4-LA 12 a	Composition of governance bodies and breakdown of employees according to gender and age group		No split by minorities (ethnic) including other characteristics of diversity – not applicable	79
	G4-LA 12 b	Employees split in employee categories		No split by minorities (ethnic) including other characteristics of diversity – no data available	29, 73, 75, 80
Equal Remuneration for Women and Men					
	G4-LA 13 a–b	Ratio of basic salary and remuneration of women to men		Immaterial	
Supplier Assessment for Labour Practices					
Sustainable sourcing/ Supplier assessment	G4-LA 14	Percentage of new suppliers that were screened using labour practices criteria		Information on textile procurement (Chapter Products and Sourcing: Info on audits not restricted to new suppliers)	38–41, 82, 85
Sustainable sourcing/ Supplier assessment	G4-LA 15 a	Significant actual and potential negative impacts for labour practices in the supply chain		Qualitative information on textile procurement (Chapter Products and Sourcing: Information on audits not restricted to new suppliers)	40–42, 82, 85
Sustainable sourcing/ Supplier assessment	G4-LA 15 b–e	Number of grievances about labour practices		Qualitative information on textile procurement (grievances hotline for suppliers)	41, 86
Sustainable sourcing/ Supplier assessment	G-LA 16	Number of grievances about labour practices filed, addressed, and resolved		Qualitative information on textile procurement (grievances hotline for suppliers)	41, 86

Material Topic	GRI Indicator	Name	Reported	Note	Page
HUMAN RIGHTS					
Investment					
	G4-HR 1 a–b	Significant investment agreements and contracts that include human rights clauses	<div><div></div></div>	Qualitative information on textile procurement (CoC for suppliers in place)	40–41, 85
	G4-HR 2 a–b	Total hours of employee training on human rights	<div><div></div></div>	No data available	
Non-discrimination					
	G4-HR 3 a–b	Total number of incidents of discrimination and corrective actions taken	<div><div></div></div>	Immaterial	
Freedom of Association and Collective Bargaining					
	G4-HR 4 a–b	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	<div><div></div></div>	Immaterial	
Child Labour					
Sustainable sourcing/ Supplier assessment	G4-HR 5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	<div><div></div></div>	Qualitative information on textile procurement (CoC for suppliers in place)	40–41, 85
Forced or Compulsory Labour					
Sustainable sourcing/ Supplier assessment	G4-HR 6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	<div><div></div></div>	Qualitative information on textile procurement (CoC for suppliers in place)	40–41, 85
Security Practices					
	G4-HR 7	Percentage of security personnel trained in the organisation’s human rights policies	<div><div></div></div>	No data available	
Indigenous Rights					
	G4-HR 8	Total number of incidents of violations involving rights of indigenous peoples	<div><div></div></div>	Immaterial	
Assessment					
	G4-HR 9	Total number and percentage of operations that have been subject to human rights reviews	<div><div></div></div>	Immaterial	
Supplier Human Rights Assessment					
Sustainable sourcing/ Supplier assessment	G4-HR 10	Percentage of new suppliers that were screened using human rights criteria	<div><div></div></div>	Qualitative information on textile procurement (CoC for suppliers in place)	40–41, 85
Sustainable sourcing/ Supplier assessment	G4-HR 11	Significant actual and potential negative human rights impacts in the supply chain	<div><div></div></div>	Qualitative information on textile procurement (CoC for suppliers in place)	40–41, 85

Material Topic	GRI Indicator	Name	Reported	Note	Page
Human Rights Grievance Mechanisms					
Sustainable sourcing/ Supplier assessment	G4-HR 12	Number of grievances about human rights impacts	<div><div></div></div>	Qualitative information on textile procurement (grievances hotline for suppliers)	41, 86
SOCIETY					
Local Communities					
	G4-SO 1	Local community engagement at significant locations of operations	<div><div></div></div>	Immaterial	
	G4-SO 2	Significant impacts of operations on local communities	<div><div></div></div>	Immaterial	
Anti-corruption					
	G4-SO 3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	<div><div></div></div>	Immaterial	
Training and development	G4-SO 4	Communication and training on anti-corruption policies and procedures	<div><div></div></div>	Qualitative information	20, 80
	G4-SO 5	Confirmed incidents of corruption and actions taken	<div><div></div></div>	Qualitative information	20, 80
Public Policy					
	G4-SO 6	Total value of political contributions	<div><div></div></div>	Immaterial	
Anti-competitive Behaviour					
	G4-SO 7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	<div><div></div></div>	Immaterial	
Compliance					
	G4-SO 8	Monetary value of significant fines for non-compliance with laws and regulations	<div><div></div></div>	Immaterial	
Supplier Assessment for Impacts on Society					
	G4-SO 9	Percentage of new suppliers that were screened using criteria for impacts on society	<div><div></div></div>	Not applicable	
	G4-SO 10	Significant actual and potential negative impacts on society in the supply chain	<div><div></div></div>	Not applicable	
Grievance Mechanisms for Impacts on Society					
	G4-SO 11	Number of grievances about impacts on society	<div><div></div></div>	Immaterial	

Material Topic	GRI Indicator	Name	Reported	Note	Page
PRODUCT RESPONSIBILITY					
Customer Health and Safety					
Safe work environment	G4-PR 1	Product and service categories for which health and safety impacts are assessed	<div><div></div></div>	Own KPI: Number of wearers of boco personal protective equipment (PPE)	26, 75
	G4-PR 2 a–b	Incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services	<div><div></div></div>	No data available	
Product and Service Labelling					
	G4-PR 3	Product and service information	<div><div></div></div>	No data available	
	G4-PR 4	Incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling	<div><div></div></div>	No data available	
Customer satisfaction	G4-PR 5	Results of surveys measuring customer satisfaction	<div><div></div></div>	Qualitative information	26–27, 81
Marketing Communications					
	G4-PR 6	Sale of banned or disputed products	<div><div></div></div>	Immaterial	
	G4-PR 7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications	<div><div></div></div>	Immaterial	
Customer Privacy					
	G4-PR 8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	<div><div></div></div>	Immaterial	
Compliance					
	G4-PR 9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	<div><div></div></div>	Immaterial	

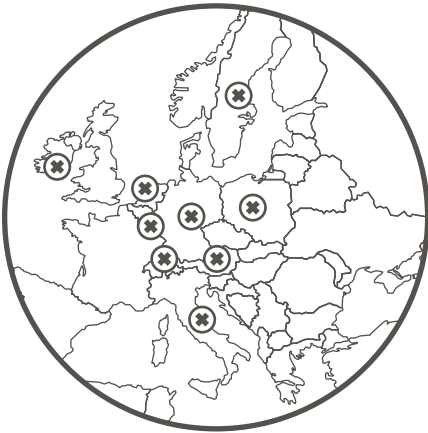
G4-17

About this report

Scope

The published data include the nine national subsidiaries in the Group with the highest turnover figures:

- 1 --- CWS-boco Deutschland GmbH
- 2 --- CWS-boco Suisse SA
- 3 --- CWS-boco Italia S.p.A.
- 4 --- CWS Nederland B.V.
- 5 --- CWS-boco Sweden AB
- 6 --- CWS-boco Österreich GmbH
- 7 --- CWS-boco Ireland Ltd.
- 8 --- CWS-boco Polska Sp. z o.o.
- 9 --- CWS-boco BeLux N.V.



The data in the report incorporates



Period under review

Calendar year

2014

Report chronology

2014: Interim Report on the Reporting Year 2013

2013: Full Report on the Reporting Year 2012

Reporting cycle

Every two years, alternating between the Full Report and the Interim Report

Global Reporting Initiative

Report according to G4 Guidelines “in accordance” with the option Core.

GRI Materiality Disclosure Service

Auditing

Strategic consultation and data validation together with KPMG. This Report has not been subjected to an official external audit.

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Online version

www.cws-boco.com/sustainability



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This Sustainability Report contains forward-looking statements. These statements are made on the basis of assumptions and expectations which, in turn, are based on the information available at the time of the publication of the report. They are therefore associated with risks and are not to be deemed to constitute guarantees of projected developments and results.

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

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