

Miele



Sustainability Report 2021

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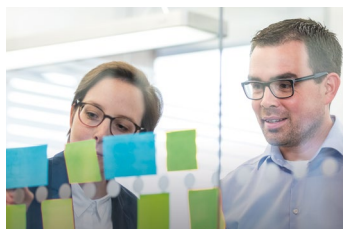
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Foreword from the Executive Board

Dear readers,

The past two years have been marked by sweeping changes. In autumn 2019 – almost exactly 120 years after the company's founding – we launched the biggest growth and innovation initiative in the history of Miele. The goal of this programme is to guide our independent family-owned company into the future from a position of strength. Examples include a new organisational structure, a focus on new growth fields and advances in our digital expertise. Just a few months later, however, we faced an entirely different development: the start of the Covid-19 pandemic.

Miele has consistently focused on protecting its employees as the top priority in coping with the challenges the pandemic has brought. To keep operations up and running as far as possible at the same time, comprehensive protective measures were

taken and maintained rigorously. Large parts of office operations were shifted to remote work from one day to the next. Almost all contacts with retailers went digital.

The fact that we were able to conclude the year 2020 very successfully in economic terms in spite of the circumstances shows once again that trustworthy brands and outstanding quality serve as important anchors, providing stability even – and especially – in times of crisis. But of everything we are grateful for, the biggest thanks go to our more than 20,000 employees. Since the start of the pandemic, they have been working under trying conditions, whether due to loss of earnings from shorter working hours or from additional stress caused by school and day care closures. As an expression of our gratitude for everything they have coped with and all their hard



The Executive Directors from left: Dr Stefan Breit, Dr Reinhard Zinkann, Olaf Bartsch, Dr Markus Miele, Dr Axel Kniehl

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work, all employees worldwide received a voluntary one-off bonus of 40 percent of one month's pay in December 2020.

For the past 120 years, we at Miele have been guided by our founders' maxim "Immer Besser", adhering firmly to this idea even or especially in turbulent times. The past year was no exception, and we did not let up in our efforts to reach our sustainability goals. Quite the opposite, in fact: In October 2020, the Executive Board adopted a much more ambitious sustainability strategy, defining a new climate action strategy with ambitious climate targets in the process. As one of these aims, we are striving to reduce our CO₂ emissions (Scope 1 and 2) by 50 percent compared to 2019 levels by the year 2030. Miele is guided in these efforts by the central aim of the Paris Agreement, limiting global warming to significantly below 2°C – or 1.5°C if possible – as compared to the pre-industrial era. The scientifically based confirmation of our climate targets through the Science Based Targets initiative (STBi) in the summer of 2021 has once again emphasised this. As the first step

on this road, we reached carbon neutrality across all Miele locations in 2021 by acquiring high-quality CO₂ compensation certificates.

If 2020 has taught us one thing, it is that global crises cannot be resolved by taking a wait-and-see approach. Instead, they call for decisive action. That is also true of climate change, which poses a wide range of risks to Miele as a company with worldwide value chains.

But climate action is not the only area where we have set new goals for ourselves. In terms of our products, too, we plan to further sharpen our focus in the future on not only durability and efficient use, but also aspects such as recyclability, repairability and resource efficiency. At the same time, we need to explore new market opportunities through business models that are both innovative and sustainable. And last but not least, we are further expanding our work on digital responsibility in an effort to strengthen our customers' trust in our increasingly digitally connected products.

Our work on sustainability reflects our pledge to uphold the ten universal principles of the UN Global Compact, which we joined back in 2004. This report outlines the progress we have made in the past two years. We hope you find it inspiring.

Miele & Cie. KG Executive Board

Olaf Bartsch
Executive Director Finances and Administration

Dr Stefan Breit
Executive Director Technology

Dr Axel Kniehl
Executive Director Marketing and Sales

Dr Markus Miele
Executive Director and Co-Proprietor

Dr Reinhard Zinkann
Executive Director and Co-Proprietor

Miele at a glance

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What Miele stands for

A matter of tradition: products and solutions that set standards

[GRI 102-1/-2/-3/-4/-5/-7/-8/-16/-18, 203-2]

For 120 years, Miele has been synonymous with high-quality domestic appliances and commercial machines and is regarded as the epitome of reliable and long-lasting products. Miele aims to continuously delight its customers with unparalleled quality, innovative technology, perfect results and timeless elegance, while also playing a pioneering role in energy efficiency and environmental protection. "Immer Besser", the precedent set by the company founders, sums it up. The owners and Executive Board feel an obligation towards the employees, customers, suppliers, the environment and society. Miele embodies partnership-based conduct towards its business partners, an employee-focused corporate culture as well as continuity of values, goals and leadership. The family-owned company is now in its fourth generation, with the two founding families Miele and Zinkann holding 100 percent of the shares. This ensures independence from the interests of external investors. In the core domestic appliance business, the company focuses on the Miele brand and its positioning in the premium segment. Digital products and services from the Smart Home division play an increasingly important role.

INNOVATION AND GROWTH INITIATIVE

In 2019, Miele began fundamentally repositioning its organisation. The goal is to further expand on its leading market position in the premium segment in domestic and commercial appliances while also safeguarding the economic efficiency of the entire Miele Group on a lasting basis. The restructuring of worldwide sales activities is also among the biggest innovation and growth initiatives in the company's history, with the focus shifting to aspects such as markets with high potential, like China and North America.

Beyond that, Miele is also ramping up its investments in the company's digital expertise and has established a site in Amsterdam focusing on digital marketing and digital sales. To strengthen corporate responsibility within the organisation, Miele has pooled together its operational business in eight independently operating business units (BUs): Laundry, Dishwashing, Cooking, Refrigeration, Professional, Customer Service, Small Domestic Appliances (SDA) and the recently created New Growth Factory. It opens up new fields of business with bright prospects for the future.

20,944

employees, of which 11,066 in Germany as at 31 December 2020

4,5

BILLION EUROS
in turnover
generated by the
Miele Group in 2020.

COMPANY HEADQUARTERS

Gütersloh has been the headquarters of the Miele Group since 1907.

EXECUTIVE BOARD

The Executive Board consists of five Executive Directors with equal voting rights. These include two Executive Directors who act as representatives of the families of owners, as well as three Executive Directors with divisional responsibility who are not associated with the families.

MIELE & CIE. KG

Central administration, plants and subsidiary in Germany

MIELE BETEILIGUNGS-GMBH

International sales subsidiaries and plants, participations

IMPERIAL-WERKE OHG

Subsidiary (100 percent) of Miele & Cie. KG with plants in Bünde and Arnsberg

MIELE VENTURE CAPITAL GMBH

Subsidiary (100 percent) of Miele & Cie. KG based in Gütersloh, focus: start-up funding for innovative ideas, technologies and business models

YUJIN ROBOT CO., LTD.

South Korean company specialising in robotics; Miele is the majority shareholder

STEELCO S.P.A.

Medical technology manufacturer and wholly owned subsidiary based in Treviso, Italy

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Miele worldwide

Regionally based, internationally active

[GRI 102-1/-4/-6/-7] Miele produces at 14 plants at a total of 13 locations, eight of which are located in Germany. Appliances are also produced in Austria, Poland, Romania, the Czech Republic and China. In addition, Italy's Steelco and other manufacturing partners also produce for Miele. As a key employer in these regions, Miele is aware of its responsibilities. A central policy at Miele is therefore to keep jobs secure at all company locations.

SALES REGIONS

Miele is represented in about 100 countries with its own sales subsidiaries or importers. The subsidiaries are also responsible for implementing the Miele sustainability strategy internationally. In addition to Germany, the United States, Switzerland, Australia, Austria and the Netherlands are among the countries with the highest turnover. In the course of its organisational repositioning, Miele has also reorganised its worldwide sales structures. Germany, Austria and Switzerland have constituted a single region since 2020. Two further regions have been established for Europe: Northern and Western Europe and Southern and Eastern Europe. The new Asia-Pacific region includes the Asian continent except for China, along with Australia and New Zealand. The United States, Canada and

China are grouped together as Global Focus Markets. Owing to their significant potential for growth, this area reports directly to Dr Axel Kniehl, Executive Director Marketing and Sales. In addition, Chile, Mexico and Brazil form the Latin America region.

TURNOVER BY REGION

Share of total turnover in percentage



1) Germany, Austria, Switzerland.

2) US, Canada, China.

3) Share of total turnover less than one percent.

50 sales and service subsidiaries worldwide



PRODUCTION SITES

Gütersloh (DE), Arnsberg (DE), Bielefeld (DE), Bünde (DE), Euskirchen (DE), Lehrte (DE), Oelde (DE), Warendorf (DE), Bürmoos (AT), Braşov (RO), Dongguan (CN), Ksawerów (PL), Uničov (CZ)



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The products

Leading solutions for domestic and commercial purposes

[GRI 102-2/-6/-7] With more than six million appliances sold in 2020, Miele is the world's leading supplier of premium appliances for kitchen, laundry and floor care. In addition, Miele also offers solutions for commercial applications. In 2020, about 90,500 appliances were sold for commercial usage, medical facilities and laboratories alone. The company has redefined responsibilities for the product segments as part of its innovation and growth initiative and grouped them together into the following eight business units.

6.3 million

domestic appliances and commercial machines sold by Miele in 2020.



LAUNDRY

- Washing machines
- Tumble dryers
- Washer dryers



COOKING

- Steam ovens/combination units
- Dialog oven
- Cooker hoods
- Cookers and ovens/combination units
- Hob units
- Microwave ovens¹⁾
- Vacuum drawers¹⁾
- Warming drawers
- Wine conditioning units¹⁾



SERVICE

- Service
- Spare part sales for domestic appliances



PROFESSIONAL

Dishwashing technology:

- Fresh water dishwashers
- Tank dishwashers¹⁾

Commercial laundry technology:

- Washing machines
- Tumble dryers
- Washer dryer stacks
- Rotary irons
- Flatwork irons
- Steam ironing systems

Air purification technology:

- Air purifiers

Dental technology:

- Washer-disinfectors
- Small sterilisers¹⁾

Lab technology:

- Lab washers
- Large chamber lab washers

Medical technology:

- Cleaning and disinfection devices
- Bedpan washers
- Small sterilisers¹⁾
- Central medical product preparation (ZSVA/AEMP: Steelco)



SMALL DOMESTIC APPLIANCES

- Upright vacuum cleaners
- Cordless vacuum cleaners
- Robotic vacuum cleaners¹⁾
- Coffee machines¹⁾
- Rotary ironers



DISHWASHING

- Dishwashers



REFRIGERATION

- Refrigerators and freezers¹⁾



NEW GROWTH FACTORY

- MChef gourmet delivery service
- Agrilution vertical farming specialists
- KptnCook recipe app
- Otto Wilde Grillers

Accessories and supplies for Miele appliances, including:

- Detergents (for washing machines)
- Detergents (for dishwashers)
- Appliance maintenance
- Tumble dryer fragrance
- Vacuum cleaner bags
- Coffee beans
- Accessories for cooking and floor care

Accessories and supplies for Miele commercial devices:

- Baskets, inserts and adapters for various uses (commercial dishwashing, dental, medical and lab)
- From the washtub to substructures, and from dosing technology to cash registers (commercial laundry technology)
- ProCare Tex cleaning and care products
- Components for process documentation (dental, lab and medical)
- Process chemicals (commercial)

¹⁾ Miele cooperates with manufacturing partners on these appliances.

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The value chain

Keeping the entire life cycle in mind

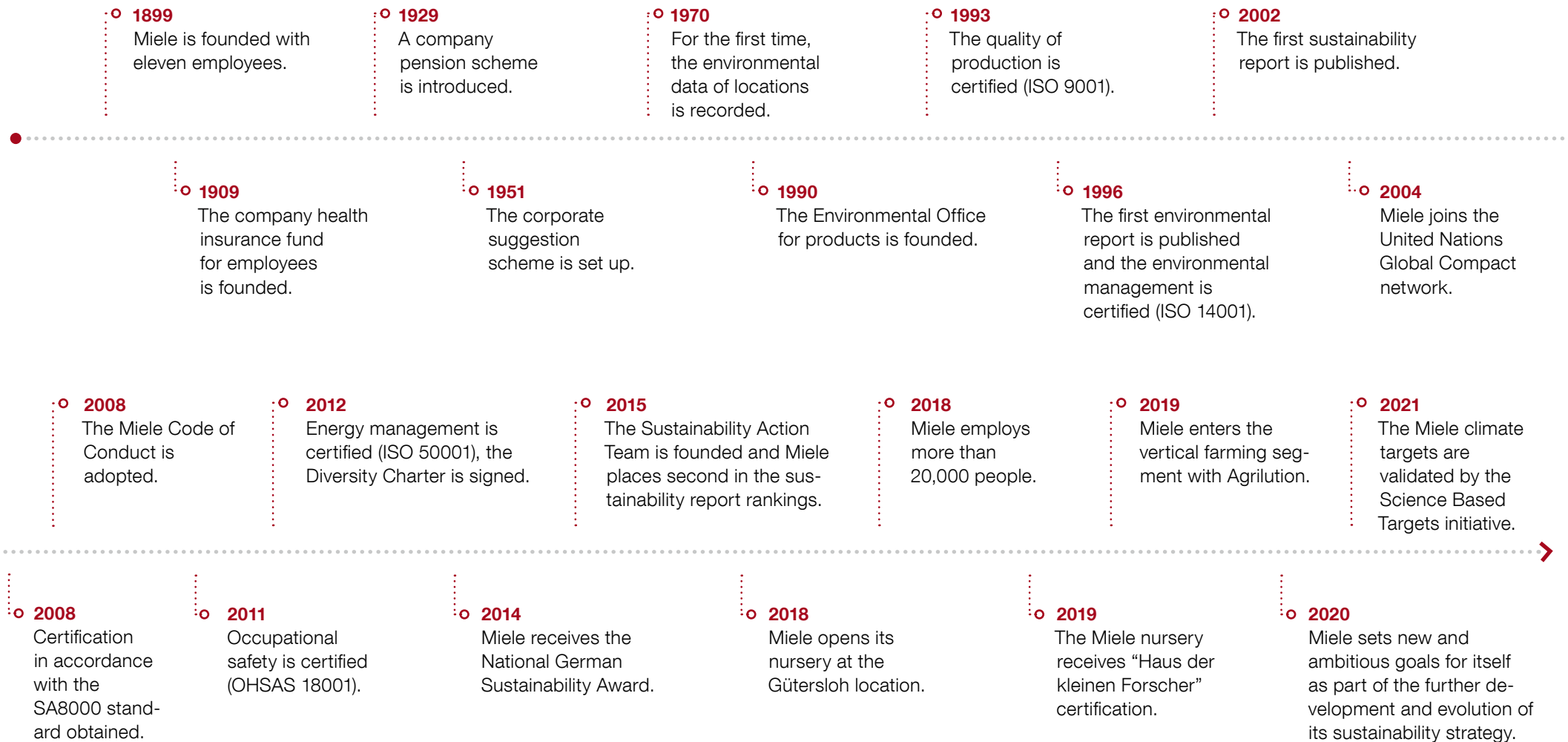
[GRI 102-9] The Miele value chain extends across product development and the selection and procurement of raw materials and components through to production at the Miele plants, transport and sales, and usage itself. The chain ends with recycling or disposal of the appliances.



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Milestones

Sustainable thinking since 1899



Management & processes

- > Sustainability strategy
- > Sustainability management
- > Stakeholder engagement
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Since its founding more than 120 years ago, Miele – a family-owned company – has uniquely stood for a responsible approach to doing business that is characterised by continuity, integrity and sense of quality. In light of the growing threat posed by climate change and the increasing scarcity of resources, Miele's strategic focus today lies on the ambitious continued expansion of its sustainability strategy, which states new targets for climate action, environmental protection and other urgent issues.



Sustainability strategy

Solutions to key challenges

[GRI 102-15/-16] The Miele sustainability strategy is an integral part of the corporate strategy. It is intended to serve as a model for all employees in their daily activities. Long-term objectives form the framework to this end. In 2016, Miele therefore set out 15 strategic targets that are to be achieved by 2025. The company has already made significant progress on the path to completion. When it comes to climate action, for instance, energy consumption continued to fall at all locations in 2020. At the same time, Miele succeeded in significantly reducing its CO₂ emissions by cutting Scope 1 and 2 emissions by 40 percent compared to 2019, to name just one example. When it comes to resource conservation, the company decisively pursued the goal of making Miele appliances leaders in sustainable product design and integrated efficiency, allowing Miele to further increase the percentage of products sold with the highest energy efficiency ratings. Customers also continue to see Miele's sustainability performance as very good worldwide, according to studies such as the 2020 "Grüne Marken des Jahres" (Green brands of the year) survey by the international market research institute YouGov and the magazine stern. In the study, consumers voted Miele number

one in the category of electronic appliances. At the same time, Miele is aware that global challenges such as climate change have grown even more intense in recent years. Digitalisation and rising consumer expectations also result in new topics that need to be addressed. As a result, Miele carried out a large-scale project during the reporting period to ensure an even more ambitious approach to tackling individual topics of the sustainability strategy. This is especially true when it comes to climate action, environmental protection, the sustainability of Miele products and a responsible approach to digitalisation.

STRATEGIC DEVELOPMENT

In the reporting period, Miele launched its global Design2Excellence > innovation and growth initiative to further strengthen the company's competitiveness and future viability on a sustainable basis. The further development of the Miele sustainability strategy also counts towards this goal. Miele is doing justice to the high value of sustainability for the company and the brand through very ambitious new targets. At the same time, sustainability is being anchored even more firmly within the organisation and given a higher profile in the way the



First place in the "Grüne Marken des Jahres" consumer study in the electronic appliances category.

company presents itself, including in how it communicates with customers.

The revised strategy concentrates on three fields of focus: climate action, sustainable products and packaging, and digital responsibility. These areas are ones in which the company can make a significant additional contribution to sustainability. Moreover, they are of particular relevance and urgency from a social perspective.

From 2021, the targets and measures in the fields of focus will be further refined and specified in a sustainability programme. By drawing up their own sustainability programmes on the basis of the central strategy, the business units – along with relevant central departments such as purchasing, human resources and logistics – will be involved closely in implementing the enhanced sustainability strategy.

FIELD OF FOCUS: CLIMATE PROTECTION

Containing climate change and adapting to its impact are among the most pressing issues of our time. As a family-owned company with worldwide value chains that is aware of its responsibility, Miele attaches particular importance to this global

challenge. That is why the company developed a comprehensive climate action strategy during the reporting period and defined ambitious targets to support it. The strategy was adopted by the Executive Board in October 2020. At its core is avoiding, reducing and offsetting CO₂ emissions.

When it comes to the targets, Miele is guided by the Paris Agreement, which aims to limit global warming to significantly below 2°C – or 1.5°C if possible – as compared to the pre-industrial era. To ensure that Miele's climate targets make an effective contribution to achieving this goal, the company joined the internationally recognised > Science Based Targets initiative (STBi) in January 2021. Its membership is associated with an obligation to pursue a science-based emissions reduction target.

One of the first interim goals is to achieve CO₂ neutrality at all locations in 2021 as relates to the company's own emissions (Scope 1) and the emissions attributable to energy suppliers (Scope 2). At the same time, Miele aims to reduce these emissions by 50 percent compared to 2019 by 2030. To do so, the company will make investments with a focus on improving the > energy efficiency of Miele's locations and production plants while expanding the in-house generation of electricity from renewable sources.

In the medium and long term, the goal is also to significantly reduce CO₂ emissions during the use of products, as in the past, and during the purchasing of goods and services (Scope 3). A substantial share

of Miele's carbon footprint is attributable to these Scope 3 emissions, making it the key to > reducing emissions. Despite the vast complexities, Miele is taking a systematic approach to this challenge and setting itself a goal in accordance with the requirements of the Science Based Targets initiative in this area as well.

FIELD OF FOCUS: SUSTAINABLE PRODUCTS AND PACKAGING

The second field of focus looks at Miele's products and the way they are packaged. As the aim here is to further improve their sustainability scorecard, the tasks at hand include closing material cycles through the > use of recyclates or by improving the ability to repair products, to name just two examples. The latter contributes to the exceptional durability of Miele products, which has proven to be > valuable from an ecological perspective. Increasing resource efficiency is another item on the agenda. The goal is to ensure supply security for Miele in the long term while preserving reserves of raw materials for future generations. Miele plans to lay the groundwork for achieving this goal during product development. With regard to the > packaging used in shipping, a project team is tasked with continuously reviewing alternative materials so that Miele can continue switching to more environmentally friendly solutions. Miele also strives to use recycled or recyclable materials more often for the packaging of cleaning and care products. In addition, the company is working on new sustainable > business models that are designed to open up additional market opportunities.



In order to achieve its climate targets, Miele also opts for generating its own electricity from renewable sources.

FIELD OF FOCUS: DIGITAL RESPONSIBILITY

A wide-ranging and wide-scale commitment to digital responsibility aims to further strengthen the trust customers have in Miele's products. Miele therefore further developed its strategy in the fields of data protection and information security in the reporting period. Part of those efforts includes drawing up a "digital product promise" that ensures the ability of consumers to use the digital functions of Miele products securely and in the long term.

MATERIALITY

[GRI 102-46/-47] Miele performs materiality analyses to determine the focal points of the sustainability strategy and reporting. In the process, the company looks into the potential impact of its business activities on sustainable development and gauges the expectations of external stakeholders in relation to the company. The most recent comprehensive > materiality analysis was performed in 2018. The global reference framework of the analysis was based on the sustainability reporting standards of the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), the CDP (formerly known as the Carbon Disclosure Project) and the Sustainable Development Goals (SDGs). The analysed topics were subsequently compiled and presented in accordance with the standards of the GRI in a > materiality matrix. The horizontal axis of the materiality matrix presents the influence of external factors (outside-in), while the vertical axis presents Miele's impact (inside-out) on the topic in question.

The relationship between the key topics and the SDGs is also indicated by the size of the circles on the materiality matrix.

As part of the > further development of the sustainability strategy, Miele reviewed the findings of the analysis with regard to their current relevance and decided that they remained applicable. The matrix therefore continues to provide guidance for defining the focal points of Miele's sustainability approach.

In this report's subchapters, Miele describes how the material topics are managed and what kind of progress the company made during the reporting period.

CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

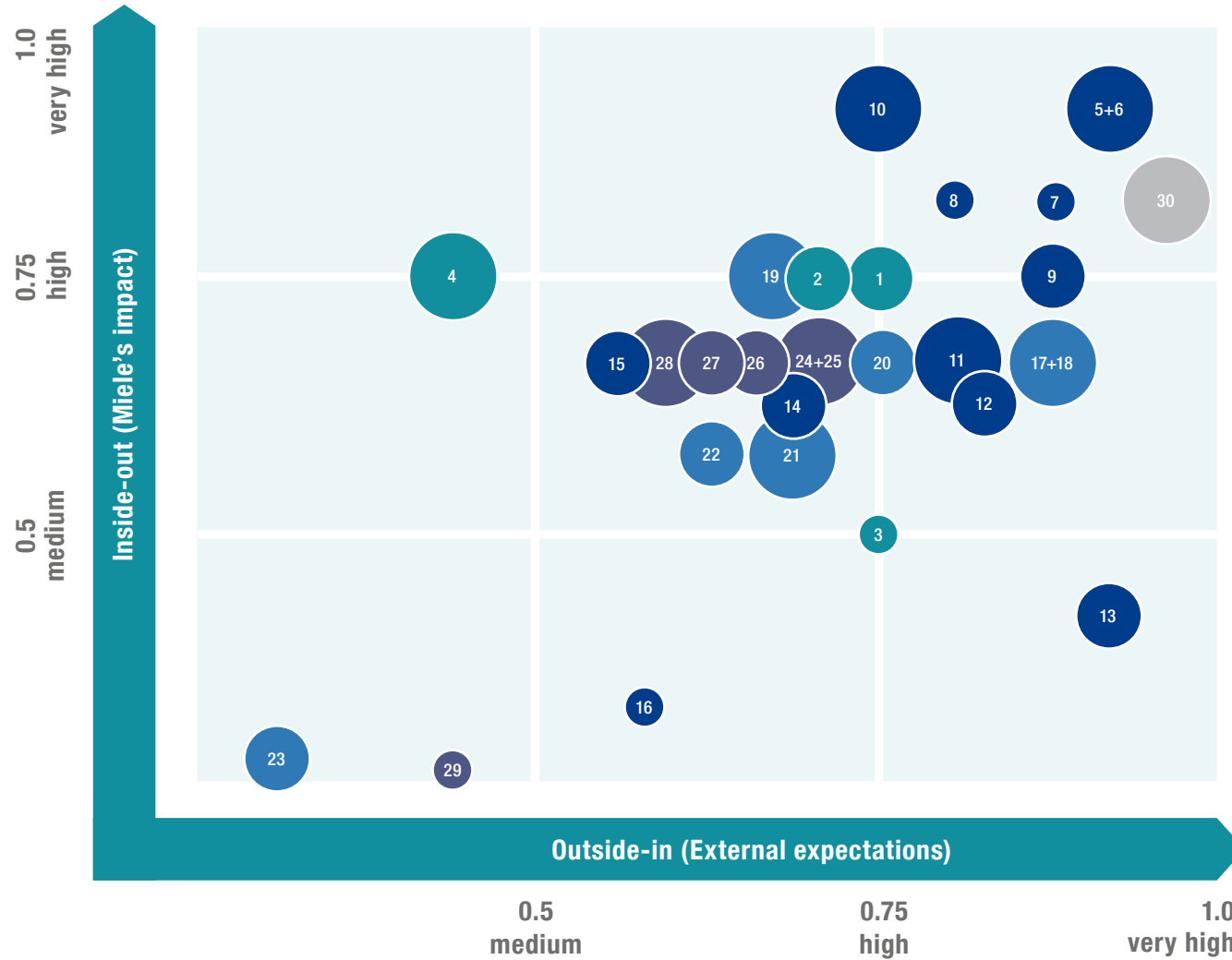
In 2015, the United Nations adopted > 17 Sustainable Development Goals (SDGs). They are at the heart of the global 2030 Agenda for Sustainable Development. The SDGs aim to address some of the most urgent global challenges from a sustainability perspective and reduce extreme poverty. Miele is expressly committed to the SDGs. The family-owned company makes a contribution to sustainable development through SDGs 7, 8, 9, 12 and 13 in particular.

SUSTAINABLE DEVELOPMENT GOALS



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MATERIALITY MATRIX

**Management & processes**

- 1 Compliance
- 2 Sustainability management
- 3 Corporate digital responsibility
- 4 Dialogue and communication

Products & services

- 5 Resource-efficient products
- 6 Consumption-optimised products
- 7 Product conformity
- 8 Digital products and services
- 9 Recyclability of products
- 10 Durability of products
- 11 Resource-efficient packaging
- 12 Use of recyclates
- 13 Handling old appliances
- 14 Repairability
- 15 Sustainable innovations
- 16 Sharing models

Supply & production

- 17 Energy efficiency at sites
- 18 Renewable energies
- 19 Origin of resources and supply security
- 20 Supplier management
- 21 Resource efficiency at the sites
- 22 Logistics and mobility
- 23 Biodiversity

Employees & society

- 24 Diversity and equal opportunity
- 25 Occupational safety
- 26 Work-life balance
- 27 Health management
- 28 Training and education
- 29 Social engagement

- 30 Climate protection

Sustainability management

A focus on people and the environment

[GRI 102-11] Sustainability management at Miele is based on the precautionary principle: the company thoroughly reviews the potential negative effects that its business activities might have on people and the environment at an early stage, and takes measures to prevent or reduce these effects. This applies equally to the production of Miele appliances and to their use and disposal, and also includes the company's supply chain. Miele manages issues such as the conservation of resources, human rights, occupational safety and climate protection through an effective organisational structure using certified management systems. Compliance management ensures that applicable laws and Miele's own guidelines are always observed.

SYSTEMATIC SUSTAINABILITY MANAGEMENT

[GRI 102-18/-20] Sustainability is ultimately the responsibility of the five-member Executive Board. The Board specifies the strategic direction, adopts objectives and defines indicators for measuring progress. The Miele > sustainability strategy was further developed in the reporting period and was significantly tightened, particularly in the fields of focus of climate action, sustainable products and packaging, and digital responsibility. The Technical Product Management and Environmental Office (TPE), which used to be

responsible for advancing the sustainability strategy in close cooperation with the Executive Board, was expanded and renamed Corporate Sustainability and Regulatory Affairs (SRA) in 2021. Its renaming is an important signal within the company as to the important role of sustainability today and in the future.

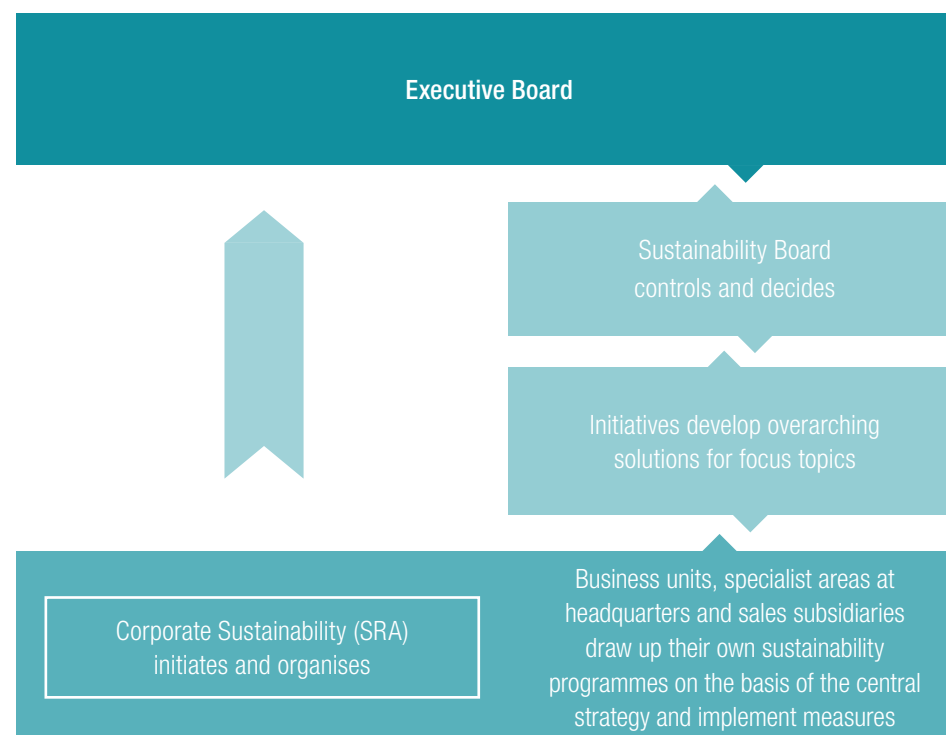
Along with many other departments, TPE was also responsible for implementing and monitoring the sustainability strategy. The department heads at the company's headquarters and the heads of the business units, as well as the heads of the sales subsidiaries, are responsible for ensuring that the objectives are achieved. Miele performs a systematic comparison of the objectives and key figures on sustainability performance on an annual basis.

CENTRAL MANAGEMENT COMMITTEE ENHANCED

[GRI 102-18/-20] The Sustainability Committee was the key sustainability management governing body at Miele until the end of 2020. In December 2020, the committee was merged with the newly established Sustainability Board, which will make decisions regarding important operational and product-related sustainability topics with a

SUSTAINABILITY ORGANISATION

Central sustainability management committees



potential for conflict going forward. By reorganising the central Sustainability Committee, Miele is working towards one of the main targets of the enhanced sustainability strategy: anchoring sustainability even more firmly throughout the company.

Unlike in the past with the Sustainability Committee, the entire Miele Executive Board is accordingly represented on the new Sustainability Board, where it comes into contact with the heads and representatives of all relevant areas. The heads of the business units also belong to the Sustainability Board.

During its existence, the Sustainability Committee met at regular intervals, most recently convening four times in 2019. The committee dealt with the latest regulatory developments and discussed the resulting requirements for Miele. Examples include the EU regulation on energy consumption labelling, the European Strategy for Plastics and Germany's National Action Plan for Business and Human Rights. Due to the further development of the sustainability strategy, the Sustainability Committee did not hold any official meetings in 2020. Instead, the Executive Board and the relevant areas were involved in the development process at different intervals. The committee also helped to oversee the process of implementing the sustainability strategy at plant level. Responsibility for doing so was handed over to the Sustainability Board in December 2020. To this end, the heads of the business units, specialist areas and the sales organisations report to the Sustainability Board.

INTERNAL AND EXTERNAL GUIDELINES AND STANDARDS

[GRI 102-12/-16] A variety of principles and international guidelines to which Miele is committed form the basis for sustainability management:

- **Corporate philosophy:** prescribed principles, for example from the areas of quality and product safety, environmental protection, energy management, employee and customer orientation, or regarding specific sustainability aspects. These principles apply to all employees.
- **Ethical guidelines for purchasing:** These are applicable to all employees who work in procurement. Fair, transparent and partnership-based cooperation with suppliers is always paramount.
- **Code of conduct for all employees with eleven mandatory rules, including issues such as human rights, anti-corruption and adherence to competition and antitrust law, as well as compliance**
- **Ten > principles of the United Nations (UN) Global Compact on human rights, labour standards, environmental protection and anti-corruption**
- **The > SA8000 standard for fair working conditions and the recognition of labour rights: based on the conventions of the International Labour Organization, the Universal Declaration of Human Rights and the UN Convention on the Rights of the Child.**
- **Code of conduct of the > German Electrical and Electronic Manufacturers' Association (ZVEI) for socially responsible corporate management**
- **Code of conduct of the European Committee of Domestic Equipment Manufacturers > APPLiA (formerly CECED) for corporate social responsibility**
- **Code of conduct as part of the Association for Supply Chain Management, Procurement and Logistics (BME) > compliance initiative to reduce compliance risks in the supply chain**
- **> Diversity Charter: corporate initiative to promote diversity in companies**
- **The Country Risk Classification of the amfori Business Social Compliance Initiative (amfori BSCI)**

INTEGRATED MANAGEMENT SYSTEM TO ENSURE A UNIFIED STRUCTURE

In order to continually improve sustainability management, Miele uses an integrated management system for quality, environmental protection, energy, occupational safety and social protection. It combines all the tools and standards for adhering to various sustainability requirements (see > table). The integrated management system is regularly reviewed in internal and external audits. The latest certificate for quality, environmental protection, energy management and occupational health and safety was issued on 15 December 2020 and is valid until 14 December 2023. The

certificate for social standards is valid until 25 July 2022. The employees who are responsible for the individual areas of the management system report regularly on their progress to the Executive Board.

In addition, the relevant departments at the locations in Gütersloh and Bielefeld have also been certified according to the ISO 13485 standard for quality management of medical products. The certifications in line with the SA8000 social standard will be successively renewed for all locations by July 2022.




























90

internal and external audits were conducted as part of quality management in 2020.

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Overview

PRODUCTION SITES	Products	Tools and standards
Gütersloh	Washing machines, washer dryers, electronic components, foundry	 
Arnsberg	Cooker hoods	 
Bielefeld	Dishwashers for domestic and commercial purposes, washer-disinfectors, vacuum cleaners	 
Bünde	Steam ovens, hob units, warming drawers	 
Euskirchen	Electric motors, cable feels, fans	 
Lehrte	Laundry machines, rotary ironers	 
Oelde	Cookers, ovens, Dialog oven	 
Warendorf	Plastic parts	 
Bürmoos (Austria)	Metal components	 
Braşov (Romania)	Electronic components	 
Dongguan (China)	Vacuum cleaners	
Uničov (Czech Republic)	Washing machines, tumble dryers, dishwashers	 
Ksawerów ¹⁾ (Poland)	Production	 

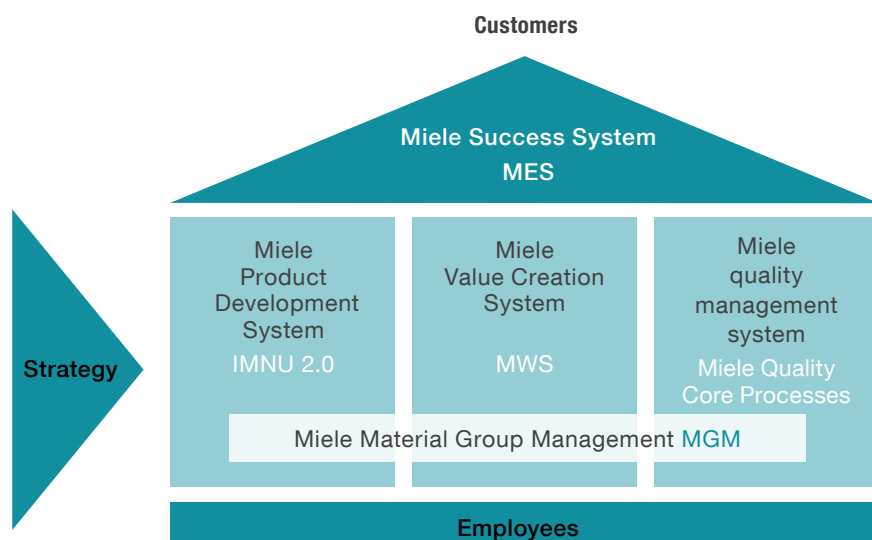


ISO 9001 (Quality),
 ISO 14001 (Environment),
 ISO 45001 (Occupational safety),
 SA8000 (Social standard)



ISO 50001 (Energy)

1) The new location in Ksawerów gained certification in May 2021.



THE MIELE SUCCESS SYSTEM

The integrated management system is interconnected with the Miele Success System (MES) in many places. Consisting of four elements, the MES standardises and optimises processes. The proprietary IMNU 2.0 product development system, for example, allows Miele to maintain an overview of all key development aspects, from pre-development to series maturity. IMNU 2.0 includes an [environmental checklist](#). In the Miele Value Creation System (MWS), on the other hand, resource conservation is anchored as a central design principle, with defined targets for considerations such as the durability of operating materials or the allocation of resources. Moreover, the Quality

Core Processes (Q-KP) help to ensure functional production processes that are free of disruption and keep errors to a minimum. With the aid of Material Group Management (MGM), Miele reviews sustainability aspects, among other things, throughout the entire procurement process as part of targeted supplier audits and other tools.

AUDITS BY AN EXTERNAL PARTNER

[GRI 412-1] The central quality management at the company headquarters in Gütersloh plans and manages all external auditing and certification procedures at all locations. The management system for medical products is organised and coordinated by the Profes-

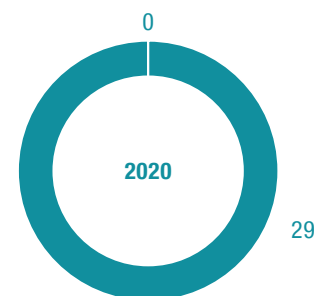
sional Business Unit. The certification of the European company locations involves a matrix certification procedure. The Dongguan location plans and organises its certification independently, but remains closely interlinked with the Miele management system and the MES. In all cases, external auditors check the processes that are relevant to the certification.

In 2020, 29 external integrated management system audits were performed. That figure stood at 36 in 2019. No non-conformities were found in either year.

INTERNAL PROGRESS REVIEW

[GRI 412-1/-2] In addition to external auditing, Miele operates an internal auditing process. As a self-monitoring system, it allows Miele

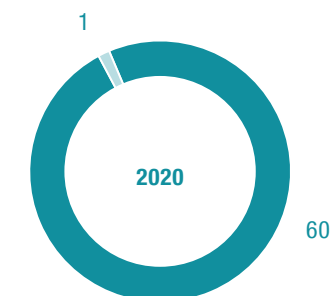
to detect non-conformities at an early stage and take corrective action. Internal auditors review the integrated management system, as well as all associated areas. They work through specific questions about the various processes and standards, and also examine the extent to which the legal and certification requirements, as well as those of Miele customers, are fulfilled. During the process, they note positive aspects, along with areas for improvement, non-conformities and other observations. In addition, the internal auditors arrange for improvement measures and monitor them during the next audit. Auditors with qualifications and experience that are relevant to the task guarantee that the audit is carried out appropriately. In the business year 2020, 61 internal audits took place. One audit found a non-conformity



EXTERNAL AUDITS

of the integrated management system

- No significant non-conformities found
- Significant non-conformities found



INTERNAL AUDITS

of the integrated management system

- No significant non-conformities found
- Significant non-conformities found

relating to an overdue check of inspection and measuring equipment, which was performed without delay. In 2019, 98 audits took place, identifying two non-conformities related to energy management and occupational health and safety. In response, Miele took both immediate and long-term measures.

SUCCESSFUL RISK MANAGEMENT

[GRI 102-11/-15] As a global company, Miele is exposed to a wide range of different risks. At the same time, developments in the company's environment offer many opportunities for its business activities.

Identifying and assessing non-financial risks plays a pivotal role in risk management at Miele. The company performs careful analysis to identify the areas along the value chain where negative effects on people and the environment could occur. In addition, Miele checks to see where rising sustainability requirements for the company could negatively impact its business development.

Risk management uses a two-level system at Miele that is composed of central representatives for risk management and decentralised risk managers within the company's operating units. The central risk management team coordinates the overall process of identifying and assessing risks by potential loss and probability of occurrence. It is also responsible for taking appropriate risk management measures. The decentralised risk managers report regularly on the risks they identify and take measures to avoid and mitigate them.

SUSTAINABILITY: KEY CHALLENGES

[GRI 102-11/-15, 201-2] The greatest sustainability risks for Miele lie in the procurement of raw materials and intermediate goods, as well as in climate change.

As a manufacturing company, Miele is dependent on the availability of certain raw materials. However, the consumption of limited natural resources continues to rise constantly worldwide. A potential scarcity of raw materials is therefore a significant sustainability risk for Miele. The adverse effects on the environment that are associated with the extraction and processing of raw materials – as well as the later use and disposal of the products – pose a problem, as they could lead to the loss of biodiversity and increasing soil degradation, to name just a few examples. Such effects also have a direct impact on the financial situation of companies, for instance in the form of rising material costs. Against this backdrop, Miele is developing a variety of approaches to reduce the need for primary raw materials and conserve natural resources in the process.

The principle of circularity (circular economy) is also of growing importance. Due to a lack of regulations and legal precedence, however, its implementation is complicated. With its durable and > recyclable products, Miele is already making a positive contribution to resource conservation today. The greater use of recyclates and the manufacturing of particularly energy- and > resource-efficient products help to meet key sustainability

targets related to the creation of a circular economy.

Miele expects the trend towards increasingly complex supply chains to gain strength, which will make it even more difficult to create transparency and avoid bottlenecks in the supply of raw materials and components. Such developments will also further complicate compliance and monitoring with regard to environmental and social standards along the supply chain.

The Covid-19 pandemic has significantly exacerbated the complexity of the supply chain and the resulting difficulties. Despite these challenges, Miele is committed to labour and human rights standards along the supply chain, as well as to compliance with the principles of sustainable corporate management. To this end, the company performs regular > supplier audits and requests certifications from its business partners in order to mitigate supply chain risks. At the same time, the company maintains supplier relationships based on a spirit of partnership and works with its suppliers to navigate the wide-ranging requirements. This partnership-based approach ensures transparency and increases reliability.

Climate change is a further material sustainability risk for companies. The scientific community almost unanimously expects global average temperatures to rise by 2.5 to four degrees Celsius compared to pre-industrial levels by 2100 if greenhouse gas emissions are not drastically curbed. Extreme heat waves and rising sea levels already threaten natural resource ecosystems today, with a loss of prosperity (including water and food shortages) a

potential reality in the long term. For companies like Miele, such effects could lead to temporary or lasting interruptions in supply chains, or even the loss of locations. Besides the direct impact, climate change could also be associated with indirect risks due to factors such as regulatory requirements and changes in customer behaviour. Moreover, liability risks in connection with claims for compensation could become a burden. In light of these dangers and the challenges for humanity as a whole, Miele supports the 1.5-degree target of the United Nations and has joined the Science Based Targets initiative in order to develop > science-based climate targets. The company is focused on durability, as well as energy- and resource efficiency. Special emphasis is placed on the utilisation phase of its appliances, in which the environmental and climate impact is particularly pronounced in relation to the overall effect of Miele's activities. More efficient, lower-CO₂ logistics is another focal point.

Miele plans to conduct a climate impact assessment to enable it to reliably evaluate the effect of climate change on its own business activities, as well as the resulting economic consequences. In the reporting period, Miele initially concentrated on identifying and prioritising further measures to reduce CO₂ emissions and improve data transparency.

Since January 2020, the Covid-19 pandemic has meant new sustainability risks for Miele, particularly in the field of occupational health and safety. > Various measures have been introduced at all locations to protect the company and its employees from infection with Covid-19.

EFFECTIVE COMPLIANCE MANAGEMENT

[GRI 102-16/-17, 206-1] Fair and cooperative conduct vis-à-vis all internal and external partners is part of the corporate culture at Miele. Employees worldwide are obliged to abide by the law at all times, and to comply with internal guidelines, as well as self-imposed ethical and social standards. The Miele Code of Conduct was introduced in 2008 as a reflection of this obligation. It was most recently reviewed and updated in 2020. The Code, which is available on the Miele intranet, contains provisions on how to prevent bribery and corruption, as well as policies on proper conduct in relation to conflicts of interest, donations and sponsoring. It mandates strict adherence to competition and antitrust legislation. In the reporting period, as in the years before it, there were no antitrust proceedings against Miele. > The Code of Conduct is based on the corporate philosophy, the ethical guidelines for procurement, the principles of the UN Global Compact, the SA8000 social standard and the APPLiA Code of Conduct (formerly CECED). Since 2011, Miele has been a member of the > BME compliance initiative, thereby underscoring its obligation to introduce processes for compliance and sustainable business practices at the company and implement them in its own supply chain.

Compliance with individual aspects of the Code of Conduct, such as receiving and offering gifts, or how to deal with conflicts of interest, are reviewed in internal audits. In the event of violations, the company will agree on corrective measures. As a rule, however, it is the responsibility of the functional managers to put appropriate guidelines in place to ensure that

their employees' tasks are always carried out in compliance with applicable laws, internal rules and the self-imposed ethical and social standards.

RAISING EMPLOYEES' AWARENESS OF COMPLIANCE

[GRI 102-17, 205-2, 412-2] It is mandatory for relevant groups of employees to participate in an online compliance training programme on the Miele Code of Conduct. This includes managers, as well as employees for whom the contents of the Miele Code of Conduct and the issue of compliance are particularly important. Such members of staff work primarily in the purchasing, internal audit, sales/field sales and specialist sales departments or as customer services. New employees are automatically informed that they have to complete the programme. The programme is also open to all interested employees from other areas. To date,

4,122 people worldwide have taken part in the training programme on the Code of Conduct, 409 of them during the reporting period.

Since the end of 2016, employees at all locations involved in issues relating to competition and antitrust law are obliged to use this self-learning software on the subject of competition and antitrust legislation. The programme ends with a test. Records are kept on whether tests were passed. There is also a legal management system for the areas of environmental protection, energy and occupational health and safety, and an information management software system addressing product-related regulation worldwide.

OMBUDSPERSON AS A POINT OF CONTACT IF SUSPICIONS ARISE

[GRI 102-17, 205-3, 419-1] Since 2010, employees have been able to turn to an external, independent ombudsperson – or to their supervisor, HR management, internal audit, the works council or the Executive Board – if they suspect corruption, fraud or theft within Miele's sphere of influence. This option can also be used to report topics pertaining to human rights or data protection aspects. Employees, suppliers and third parties all over the world can take advantage of this service. The ombudsperson is additionally available to provide advice on individual questions. All employees throughout the world, and all suppliers in Germany, are informed about the existence of the ombudsperson and their contact data

upon starting work or entering into a relationship with the company. If appropriate, suspicions are passed on to the central Auditing department for evaluation and review. The entire process can be handled anonymously upon request. No notifications relating to sustainability aspects were made to the ombudsperson during the reporting period. There were no instances of contracts with business partners being terminated or failing to be extended due to corruption-related violations.



Stakeholder engagement

Dialogue on an equal footing

[GRI 102-40/-42] Miele's products and production processes have different impacts on people and the environment. At the same time, the success and reputation of the company is also strongly influenced by the perceptions, expectations, needs and decisions of its stakeholders. That is why Miele participates in > ongoing dialogue with all relevant stakeholder groups, including employees, customers and business partners, as well as associations and interest groups, scientists and researchers, the general public, policymakers and legislators. Continuous stakeholder dialogue helps the company to identify important trends and new developments, as well as risks and opportunities, at an early stage, and also to achieve common sustainability objectives.

STAKEHOLDER MANAGEMENT

[GRI 102-42/-43] Stakeholder dialogue takes place on many different levels at Miele. > Corporate Sustainability and Regulatory Affairs (SRA), formerly known as the Technical Product Management and Environmental Office (TPE), plays a pivotal role in this respect. It maintains numerous contacts with experts and other stakeholders and is active in associations, conferences and dialogue forums at EU level, which enables it to help shape policy dialogue. Other areas of the company also maintain close

contact with the stakeholders that are relevant for them. Corporate communications speaks to media representatives and the public, while customer service and marketing are in contact with customers and business partners. Experts from the specialist departments, such as energy management or purchasing, as well as members of the Executive Board, take part in conferences, working groups and dialogue forums. Visitors to the Miele locations also give the company valuable feedback. At international locations, the dialogue is generally the responsibility of the sales subsidiaries, in consultation with the appropriate specialist departments at the company headquarters if necessary.

On account of the Covid-19 pandemic, it was not possible to involve stakeholders in the usual manner in the reporting year. Visits to Miele's sites were more or less impossible, and most events with external participants had to be cancelled. Alternatively, a selection of digital exchange formats were offered.

STAKEHOLDER INTERVIEWS ON OUR SUSTAINABILITY WORK

Following the materiality process in 2018, stakeholder interviews with various opinion leaders and decision-makers were conducted in 2019. The goal was to gain deeper insights



WIDESPREAD EMPLOYEE PARTICIPATION

Knowing the requirements of stakeholders is of tremendous importance for the further development of the > sustainability strategy, which is intended to serve in particular as a model for employees in their daily activities. For this reason, Miele values a consistent understanding of sustainability that is anchored throughout the company. More than 100 employees got involved through a variety of workshops, video conferences and a wide-scale kick-off event, creating a broad basis for the upcoming transformation processes.

into strategic topics and identify specific areas of action and overlaps. The company talked to representatives of Germany's Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU), the Federal Ministry for Economic Affairs and Energy (BMWi) and the consumer advocacy association Verbraucher Initiative e. V. Miele employees were also able to access an interview with climate researcher Mojib Latif on the intranet. With over 2,000 views, the echo was positive.

VALUABLE FEEDBACK FROM CUSTOMERS

[GRI 102-43] Miele also conducts brand positioning surveys several times a year. In these surveys, customers are asked a variety of questions, including how well they believe Miele is meeting its ecological duties and what they think of the company's commitment to sustainability. Between 2019 and the first quarter of 2021, Miele Brand Health Tracking, which is responsible for brand development, analysed some 54,000 interviews in 15 European countries. In the interviews, customers were asked to evaluate the sustainability efforts of nine companies from the industry. Miele took second place, just behind the top-ranked business and with a substantial lead over the third-placed company. These results confirm that Miele's sustainability performance is > perceived positively.

POLITICAL INTERESTS

[GRI 102-13] As a domestic appliance manufacturer, Miele is influenced by political decisions and legal requirements. The corresponding guidelines and measures on issues such as the energy label, ecolog-

ical design, hazardous substances and the circular economy have been drawn up primarily at a European level in recent years. Member states also draw up their own sustainability-related regulations that have an influence on Miele. Miele contributes its expertise to the debate surrounding the objectives and implementation of the guidelines through various > national and international committees, commissions and associations. Topics such as national restrictions on substances and programmes for improving resource and material efficiency have also been discussed in the process. In the reporting period, the discussions also centred on the digitalisation of products and services, as well as related questions regarding consumer protection and the company's responsibility.

[GRI 102-13/-14] Miele maintains a continuous dialogue with political representatives who work at regional, national or European level. In its dealings with these representatives, the company argues that effective regulation for the environment, society and customers should be beneficial and should be realisable with as little additional bureaucratic effort as possible. To avoid distortions of competition, proposed legislation should also always be accompanied by a sound impact assessment that takes all potential market and environmental effects of the regulation into account and ensures transparency in terms of its implementation. Since the end of 2015, Miele has been registered in the public transparency register for interest groups in Brussels to provide an insight into which representatives of the EU Commission, EU Parliament and the European Council are in direct contact with Miele.

WORK WITH ASSOCIATIONS

In addition to advocating for certain political interests, company representatives are also involved in the work of national and international associations. One of the executive directors, Dr Markus Miele or Dr Reinhard Zinkann, is represented on each of the boards of the German Central Association of the Electrical and Electronics Industry ZVEI, the German Brands Association, the Stifterverband für die Deutsche Wissenschaft (Donors' association for the promotion of humanities and sciences) and – at a regional level – the Chamber of Commerce and Industry and the trade association. Many members of staff are active on association and standardisation committees. Their tasks involve supporting the development of regulations and standards with their expertise while representing Miele's interests to the outside world. Miele actively works with associations through representatives of its sales subsidiaries in other EU member states and outside Europe as well. The company representatives then share the information they have gained on topics such as proposed legislation with the company itself.

BENEFITING FROM PRACTICAL DIALOGUE

[GRI 102-44] Miele also actively engages in dialogue with environmentalists. For example, the company has been in regular contact with Environmental Action Germany (DUH) for several years now. As a result, the company engaged in dialogue regarding refrigerator disposal. Miele vehemently denies one organisation's accusations of improper conduct in this area and has presented a large number of audits and reviews of the disposal facilities to back up its rebuttal.

For years, Miele has supported > FORUM WASCHEN as part of various different projects in order to sensitise consumers and other members of society to more sustainable washing, dishwashing and cleaning in the household. FORUM WASCHEN offers experts from government authorities, federal ministries, research institutes, unions and manufacturers of detergents and household appliances, as well as technical colleges, environmental organisations, universities and consumer associations, a platform where they can share their knowledge. It also contributes to the public debate surrounding sustainability through conferences, special events and exhibitions. In addition to practical input through presentations and lectures by experts, Miele supports the platform financially, for example by organising an annual multipliers' meeting.

STAKEHOLDER ENGAGEMENT

[GRI 102-40/-43, 413-1] Overview

FORM OF DIALOGUE		Subjects (selection) and measures
Employees	Regular <ul style="list-style-type: none"> • Works council • Employee reviews • Corporate suggestion scheme • Employee survey • Complaints office 	<ul style="list-style-type: none"> • All employee needs <p>> Employees & society</p>
Customers	Continuous <ul style="list-style-type: none"> • Miele Customer Service and sales talks • Customer hotline • Usability tests for various product groups in the test studio • Brand positioning surveys 	<ul style="list-style-type: none"> • All customer needs, e.g. regarding appliances in use and on sustainability criteria <p>> Products & services > Employees & society > Supply chain & production</p>
Dealers	Continuous <ul style="list-style-type: none"> • Dialogue with dealers and project partners in the area of domestic appliances and commercial equipment, particularly concerning customer requirements 	<ul style="list-style-type: none"> • Product quality and durability • Consumption efficiency • Dealing with own employees as well as work practices <p>> Products & services > Employees & society > Supply chain & production</p>
Suppliers and service providers	Several times a year <ul style="list-style-type: none"> • Common working groups • Discussions with Miele's purchasing department • Dialogue in the context of audits and training • Product innovation workshops 	<ul style="list-style-type: none"> • Implementing environmental and social standards in the supply chain • Environmental protection throughout the product life cycle, in particular for energy efficiency • Common solutions for the implementation of directives, e.g. threshold value requirements <p>> Products & services > Supply chain & production</p>
Associations and interest groups	Regular <ul style="list-style-type: none"> • Membership and active participation in national and international associations and interest groups, such as the > ZVEI or APPLiA • Conference participation • Participation in EU public consultations 	<ul style="list-style-type: none"> • Sector-specific regulations in the fields of energy, safety, substances and materials, the circular economy, resource and material efficiency, disposal, digital products and services <p>> Products & services</p>

FORM OF DIALOGUE		Subjects (selection) and measures
Non-governmental organisations	<p>As required</p> <ul style="list-style-type: none"> • Dialogue with non-governmental organisations (NGOs) on relevant topics in the sector 	<ul style="list-style-type: none"> • Energy and water consumption of the appliances, waste water contamination, disposal of refrigerators • Compliance with labour and human rights <p>> Supply chain & production > Products & services</p>
Science and research	<ul style="list-style-type: none"> • Collaboration with scientific institutions such as the universities in Bielefeld, Paderborn and Munich, as well as scientific institutions and multiple the Fraunhofer-Gesellschaft institutes • Commissioning of studies on specialist topics • Exchange with sustainability institutes 	<ul style="list-style-type: none"> • Investigating ways to make washing machines and tumble dryers more energy-efficient • Life cycle assessments/studies <p>> Products & services</p>
Policymakers and legislators	<p>Continuous</p> <ul style="list-style-type: none"> • Dialogue at national and European level by participating in committees, working groups and conferences • International dialogue with the sales subsidiaries, which in turn are represented in working groups and committees • Personal exchange at a regional level 	<ul style="list-style-type: none"> • Energy efficiency and resource conservation • Occupational safety and product safety • Corporate digital responsibility • Compliance • Digitalisation and industry 4.0 <p>> Management & processes</p>
Society/public/media	<ul style="list-style-type: none"> • Sustainability communication and the publication of a sustainability report • Dialogue on sustainability topics with media, the scientific community, customers and others 	<ul style="list-style-type: none"> • All topics
Local communities	<p>As required</p> <ul style="list-style-type: none"> • Exchange with the citizens at the locations in direct contact and at events • Social engagement at the locations 	<ul style="list-style-type: none"> • Maintaining local jobs • Cultural engagement <p>> Employees & society</p>

Miele and Covid-19

Focus on preventing infection

The Covid-19 pandemic was associated with a variety of challenges for Miele as well in the reporting period. Miele responded quickly in early 2020 and launched a comprehensive set of measures, including a significant expansion of remote working opportunities, the introduction of exclusive hygiene concepts, transparent communication for all employees and specific guidance for managers. > Protecting employees and third parties from infection was the top priority at all times during the development of appropriate strategies.

COORDINATED APPROACH

In February 2020, Miele set up a coronavirus coordination team consisting of senior staff from HR, purchasing, logistics, IT, facility management, communication and the company medical service. This central committee also includes employees who coordinate the approach at the sales subsidiaries and the plants. The team defines necessary measures and recommends them to the Miele locations. The people in charge locally are responsible for their implementation in accordance with the statutory requirements. In Germany, those requirements include the protective measures adopted by federal and state governments. At the same time, the coronavirus

coordination team monitors and discusses the latest infection figures. Local crisis teams, which are overseen by the appropriate management staff at the locations, have been set up to round out the efforts.

OCCUPATIONAL HEALTH AND SAFETY

The family-owned company quickly developed and implemented its > own hygiene concepts. In some cases, these concepts were ahead of the official measures or went beyond them. The technical conditions for mobile working were enhanced significantly in a short space of time in order to enable a large portion of the workforce to work from home. In addition, buildings were modified by adding automated opening mechanisms to doors and setting up separating walls and hand sanitizer dispensers, to name just a few examples. Miele advocated for wearing face masks before it became commonplace to do so and for replacing face-to-face meetings with virtual conferences, events and business travel.

Moreover, occupational health and safety officers partnered with the company medical service to provide advice on events. The company also introduced an occupancy concept for offices and meeting rooms to ensure



40

AirControl air purifiers were set up at the Gütersloh location.

the necessary physical distancing. In production, employees were newly divided into shift groups, and break times were staggered. To ensure sufficient fresh air in enclosed spaces, Miele developed concepts for ventilation systems. A total of 40 mobile Miele > AirControl air purifiers were also set up at the Gütersloh location alone in meeting, training and break rooms, as well as at the site's company child day-care centre. The Gütersloh facility management team provided those responsible for facility management at Miele's German locations with a central source of knowledge and advice about the concept and other measures. The cafeterias at the locations were subject to strict hygiene requirements in line with the latest official protective measures.

The company also offered more flexible working hours in order to ease the burden on parents, who faced particularly daunting challenges during the pandemic due to the closures of day-care centres and schools. Parents also had the option of taking additional time off to take care of their children.

The family-owned company started offering testing options at the plant in Gütersloh and at other Miele production sites at an early stage in order to supplement the public health system's efforts to identify cases of Covid-19.

Despite increased precautionary and protective measures, multiple cases of Covid-19 occurred among employees at the Miele plant in Euskirchen at the end of February 2021. As a consequence, the employees affected and the people they had been in contact with entered into quarantine. Regular manufacturing operations at the location were suspended until the isolation period had ended.

COMMUNICATION AND SUPPORT

Keeping employees up to date at all times and offering them support options has been of the essence throughout the Covid-19 pandemic. For example, Miele informed employees and managers of the latest developments and necessary measures at the locations by e-mail on a regular basis during the reporting period. Employees without personal intranet and company e-mail access had the option to receive important information through a messenger service on their smartphones. Miele also set up a Corona Information Center on the intranet with comprehensive information and an FAQ section. All members of the workforce are invited to contact the coronavirus coordination team directly if they have any additional questions. Recommended courses of action were provided specifically for management staff on topics such as how to handle suspected cases.

ENSURING SUPPLY SECURITY

Miele's goal is to supply customers with premium appliances for household and commercial use at all times. Due to the Covid-19

pandemic, the company faced increased > challenges in this respect during the reporting period. At times, it was not possible to obtain the usual volume of parts from suppliers, and the closure of retail stores cut off the personal connection to customers. In addition, production was interrupted at all plants due to the pandemic-related shortening of working hours in early 2020 – and again a year later due to Covid-19 infections at the Euskirchen plant. Nevertheless, Miele succeeded in keeping supply risks to a minimum by responding early.



Miele offered early testing for employees at some locations to determine the number of Covid-19 infections.

Products & services

- > Development and innovation
- > Product portfolio and quality
- > Customer orientation and information
- > Disposal and recycling

Miele stands for durable products that offer the utmost in performance and state-of-the-art convenience while also protecting and conserving the natural world and its resources. One focal point of the sustainability strategy is to continue to improve the environmental impact of products and packaging, making them more sustainable. The agenda includes topics such as reparability and the development of new, sustainable business models.



Development and innovation

Meeting the highest standards

Miele's goal is for its products to offer robust benefits to customers while also having as little adverse environmental impact as possible. Featuring timelessly elegant > design they are also crafted to be intuitive and as accessible as possible for all users. The company bases its product development activities on sustainability criteria of its own that exceed the legal specifications. There are various areas of focus here, including durability, > recyclability, repairability and the energy and resource efficiency of appliances in real-world use. The aim is to always offer the all-round best appliance on the market. The company works on this in close > dialogue with consumers, suppliers and further partners from the industrial and research sectors and from associations. Miele also focuses on cooperation when developing innovative new business models relating to sustainability, for example by working with partners such as start-ups.

NEW BUSINESS MODELS AND STRATEGIC PARTNERSHIPS

[GRI 203-2] Miele advances numerous projects with promising start-ups in fields such as the smart home, customer support, digital marketing and industry 4.0. Forms of cooperation range from joint development projects and management support to direct capital invest-

ment. All of Miele's involvement in emerging companies to support the traditional line of business takes place under the Miele Venture Capital umbrella. As one example, Miele holds a stake in Plant Jammer, a Danish company. The Plant Jammer app helps consumers use leftover foods creatively. Another example is KptnCook, a Berlin-based start-up that also offers an app having to do with food – from individual recipe inspiration and shopping right up to the finished dish. MChef, based in the German city of Bielefeld, lets customers place online orders for gourmet dishes already plated on high-quality reusable crockery and prepare them conveniently in the Miele Dialog oven, with options for other oven models starting in 2021.

Miele Operations & Payment Solutions, a wholly owned Miele subsidiary founded in 2019, developed the appWash concept for shared use of Miele washing machines and tumble dryers, including online reservations and cashless payment. The idea of using appWash to make it easier and more flexible to use and manage appliances provided centrally – in larger apartment complexes or student housing, for example – arose in the smart home area of expertise.

The Miele Professional division also relies on partnerships. During the reporting period, a strategic alliance with the medical technology



5.5%

of total turnover is invested in research and development.

company W&H was launched. Miele and W&H plan to align their product portfolios in the future, each of them incorporating machines from the other partner into its own range. For Miele, that means adding four new tabletop sterilisers from W&H to its product selection. In turn, the washer-disinfectors that W&H now offers come from the Miele plant in Bielefeld.

RENTING INSTEAD OF BUYING

[GRI 203-2] Under the “pay-per-use” model, customers only pay for individual units of output rather than buying an appliance. In the

case of a washing machine, for example, one wash cycle would constitute one unit of output. Studies suggest that a pay-per-use approach could promote sustainable consumption, not only raising users' awareness of efficient use of energy and other resources, but also delivering possible financial savings. After all, someone who pays for each wash cycle is more likely to wait until they have enough laundry to make up a full load instead of running the machine half-empty. In the Netherlands, Miele has been offering a leasing service for washing machines since 2016. The service involves billing users on the basis of their actual use. The low-cost leasing model allows even price-conscious households such as groups of flatmates to conserve resources by using high-quality, efficient appliances. Miele works with Bundles, another start-up, to offer the programme. When users terminate the leasing contract, the appliance is returned to Bundles and prepared for the next user.

EFFICIENT SYSTEM SOLUTIONS

Miele offers its customers more than simply high-performance domestic and commercial appliances – it increasingly also offers them complete system solutions. These include the appliance itself, useful accessories, the right

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cleaning agents, smart control and dosing functions and tailor-made service options. Among other things, Miele washing machines and dishwashers are capable of using sensor data to dispense exactly the right amount of detergent. The TwinDos washing machine dosing function unlocks outstanding cleaning results when used with UltraPhase 1 and 2 detergents while also actively helping to protect the environment. As a result, the machine uses only as much detergent as needed, [> conserving resources](#). TwinDos, like the AutoDos function in dishwashers, also allows for smart inventory management, including convenient ordering of replacement supplies of cleaning products via the Miele app (formerly the Miele@mobile app). For commercial machines, Miele offers cleaning agents under the ProCare brand, also in combination with resource-efficient automatic dosing.

Hygiene products are another business segment where Miele offers system solutions. The Professional Business Unit offers facilities such as hotels, nursing homes and medical practices a wide range of system solutions for cleaning and disinfecting crockery, cutlery and instruments. Miele washer-disinfectors and sterilisers process instruments efficiently and safely while also minimising wear and ensuring that they retain their value. If a machine needs service, Miele medical product technicians travel to the site within 24 hours to quickly find a solution. Beyond that, Miele advises business customers on the cost-effective use of efficient washing machines, tumble dryers and dishwashers in shared facilities such as utility rooms or employee kitchenettes.

Miele also offers convenient system solutions in the coffee preparation segment. Depending on the model, coffee machines from Miele feature automatic cleaning and descaling functions for which Miele offers special cartridges. This ensures efficient cleaning, which in turn contributes to the durability of the product. There are also a number of Miele coffee blends available. The coffee is certified fair trade and organic.

CONNECTING DOMESTIC APPLIANCES

Miele is a leading provider when it comes to connecting domestic appliances. Under the “Miele@home” category, the company carries more than 700 different domestic appliance versions with connectivity capability worldwide as part of its portfolio. These appliances revolutionise operation and offer customers added benefits through increased flexibility, convenience, quality of life and [> security](#). Miele created the Smart Home area of expertise in 2017 to serve as a home for all its expertise in this field and drive further advances in connectivity. The company also founded a subsidiary called Miele Venture Capital, which invests in innovative start-ups.

Connected systems already make running a household energy-efficient, secure and convenient. For example, domestic appliances can also be controlled conveniently using Amazon’s Alexa voice-activated assistant. Miele customers can use this function to get information about their appliances’ operating status, control them using voice commands or get explanations of features. New machines, languages and expertise



FRESH-PICKED SALAD AND HERBS FROM THE PLANTCUBE

Miele entered the vertical farming segment in 2019 with the newly created New Growth Factory Business Unit. “Vertical farming” is the futuristic term used by researchers for multistorey greenhouses designed to grow food in a compact form close to where it is needed, such as in urban centres. The Plantcube from the Miele subsidiary Agri-lution brings this revolutionary concept home. The fully automated cabinet-style greenhouse is no larger than a standard refrigerator and offers perfect conditions for growing salad, herbs and microgreens – seedlings harvested after just a few days of growth so that they are especially flavourful and rich in nutrients. Growing food this way takes minimal effort, and the harvest is free of pesticides and other environmental influences.

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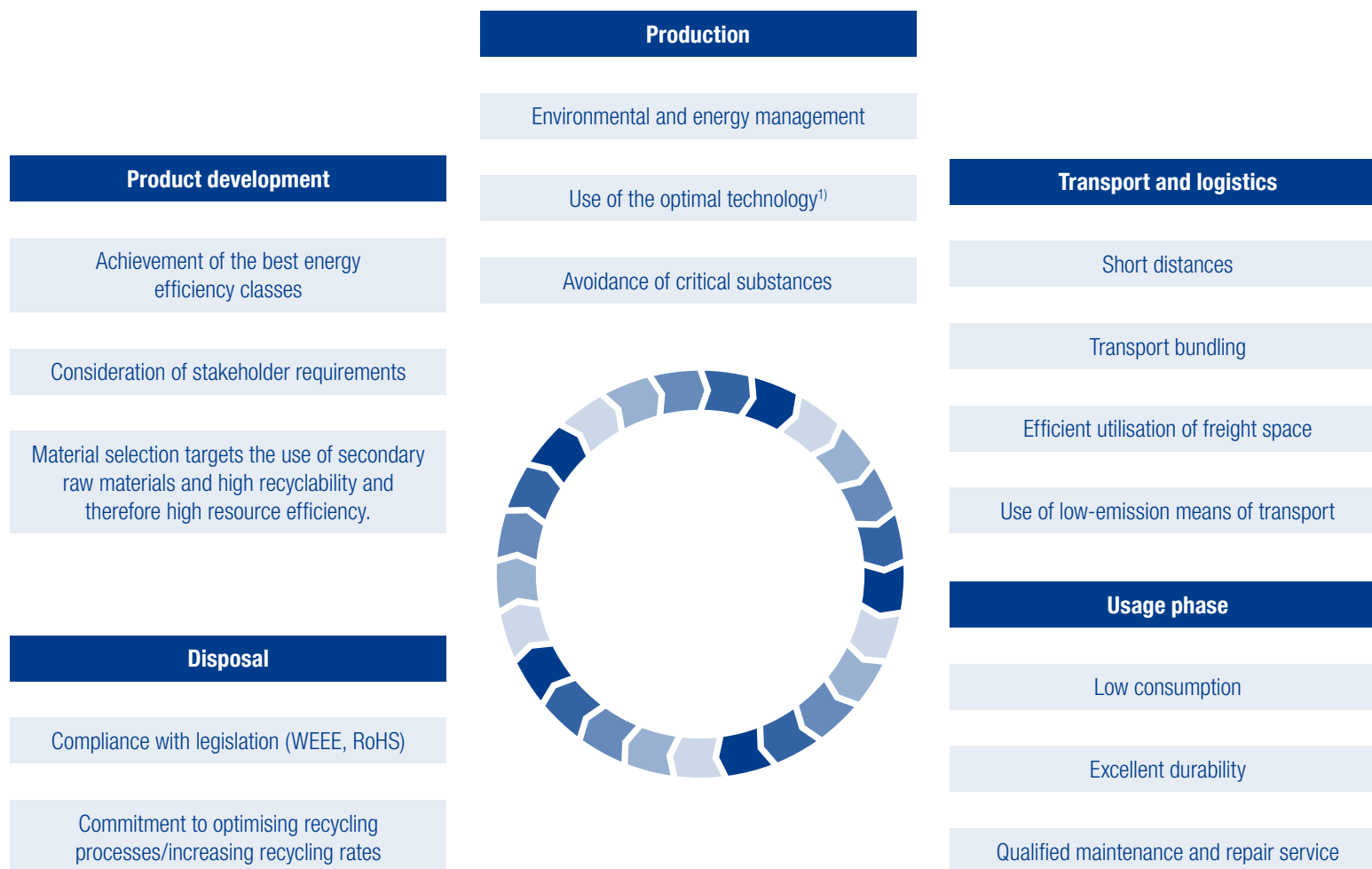
relating to Miele products have been added to Alexa on an ongoing basis since 2017.

Connectivity is increasingly unlocking new application scenarios that bring further advantages in terms of sustainability. Washing assistants integrated into the Miele app provide information on particularly energy-efficient appliance cycles, for example. The AddLoad feature makes it possible to add laundry items that were inadvertently left out to a load in progress without having to restart the cycle. AddLoad is displayed on the machine itself and in the Miele app. This lets users see whether it is possible to add laundry to the washing machine, and if so until when, even from a distance.

In a smart home, appliances from different manufacturers and product categories have to be able to communicate and interact with each other. To accommodate this need, Miele offers an open interface that can be used to integrate Miele@home devices into cross-manufacturer systems and platforms. This enables the use of base functions such as start/stop and checking machine status. To drive further advances in compatibility and interoperability beyond that, Miele is involved in the [EEBus Initiative](#) and [CENELEC](#), the European Committee for Electrotechnical Standardization. The goal of these alliances is to establish common standards in electrotechnical areas and for intelligent energy management. The company also tests the interoperability of connected domestic appliances and other building technology components in projects that receive national and international funding.

MEASURES TO REDUCE ENVIRONMENTAL IMPACT

in each phase of the product life cycle



¹⁾ Taking into account all circumstances and giving due consideration to quality and commercial aspects.

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700

Miele domestic appliances and over 100 commercial machines featured connectivity capability in 2020.

Miele offers a remote maintenance function for connected machines to handle software updates that may be necessary. Available updates can be downloaded and installed on the machine in question remotely if the customer wishes. Starting in 2021, Miele offers users of its premium ovens the ability to purchase additional applications and configure them individually, initially limited to Denmark as a pilot market. These include the Smart Food ID and Smart Browning Control functions, which use cameras to determine food status inside the oven, followed by preparation using automatic programmes. Remote updates make it possible to equip these kinds of Miele appliances with new applications even after years of use.

DIGITAL MANAGEMENT FOR COMMERCIAL MACHINES

The MielePro@mobile app lets commercial customers access their machines from

a mobile device as well. In 2018, the company also launched a way for them to use the app to control multiple machines simultaneously and order replacement detergents. The app provides information on machine status and sends a signal when detergent is running low. MielePro@mobile is now available in six countries, enabling intelligent connectivity for Miele ProfiLine dishwashers as well as washing machines and tumble dryers in the [Little Giants](#) model series. The Miele portfolio currently encompasses over 100 commercial machines with connectivity capability that can be linked using the mobile app.

Miele created the Smart Home Professional unit in 2019 to focus on digital innovation management in the commercial solution segment. Smart Home Professional operates the Miele MOVE platform for the company's consumers, giving them a source for digital solutions from Miele Professional. Commercial users can also visit the platform for a wide range of digital services across different machines to support their day-to-day work.

DESIGN

Miele's design philosophy encompasses elegance and aesthetics alongside intuitive, self-explanatory and accessible handling geared towards the needs of all customers. Accordingly, demographic change in industrialised nations has already been a key focus for Miele product development for some time. Right from the development of its appliances, the company takes care to ensure that they are easy to use regardless of the user's age or physical capabilities.

This has been a demonstrable success with the KM 7897 FL induction hob, for example. The system automatically recognises the pots and pans placed on the hob, along with changes in position, and adjusts the heat distribution accordingly. The hob received the prestigious iF Design Award and [iF Gold Award 2020](#) for its easy and intuitive use.

The aim of Miele's product development activities is to reduce the complexity which people face in everyday life and to ensure that no one is excluded by applying a consistent design to all appliances in one product group and using a universal operating logic. The technical term for this is "universal design" or "design for all". Because design is also intended to encourage users to increase their use of the ECO functions to conserve energy and resources, Miele is careful to offer functions that users perceive as helpful and relevant and are happy to use. Specifically, the goal here is to use positive experiences to create a good feeling, solidifying sensible user behaviour and achieving the utmost in customer satisfaction.

UNIVERSAL DESIGN

[\[GRI 203-2\]](#) The rules of universal design ensure that the following performance characteristics are incorporated: broad usability, flexibility, simple and intuitive handling, sensory perception of information, fault tolerance, minimum physical effort, convenience and accessibility.

Internal guidelines such as the Miele Ergonomic Index and the Haptics Guideline form

the basis for product design at Miele that has been optimised for ergonomics appeal to the sense of touch.

The company aims to make using Miele domestic appliances possible even for the visually impaired. The Miele W1 Guideline, launched in 2017, is the only washing machine on the market that can be retrofitted to allow people with impaired or no vision to operate it. The standard version of this model also offers easy and intuitive use for all users.

PRODUCT DEVELOPMENT AND ENVIRONMENTAL CHECKLIST

Miele always optimises existing products and develops new ones in keeping with legal requirements and in line with its own standards that go beyond what is required by law. For example, the company also fulfils the EU-wide Ecodesign Directive, which was revised during the reporting period. This directive on automatic washing machines and washer dryers, for example, sets specific requirements for manufacturers of products like washing machines and their washing and rinsing functions. These specifications, which address aspects such as energy efficiency, will take effect by stages. Lawmakers have also stipulated reparability requirements to ensure that consumers have the option of obtaining repairs, thereby making it possible to use machines for longer. Producers like Miele are required to provide certain replacement parts for seven or ten years, depending on the product and target group, for example. The requirements took effect in March 2021 for the product categories of washing machines,

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washer-dryers, dishwashers and refrigerators, with further domestic appliances to follow.

In order to keep all the key aspects in mind from pre-development to series maturity, Miele works with its in-house IMNU 2.0 product development system. Part of this system is the environmental checklist. It supports development projects with guidelines that show areas of focus that would make sense from an environmental standpoint. The environmental checklist also includes Miele-specific requirements for environmental design, repairability and packaging materials, as well as material specifications relating to things like the use of polycyclic aromatic hydrocarbons (PAHs), plasticisers or recycled plastics. These requirements go beyond the legal stipulations on the use of chemicals. Another element of the product development system is an international digital rights registry, which provides information on the various legal requirements that apply to machine development and makes it possible to keep these in mind on a country-specific and product-specific basis.

Miele also develops scenarios for individual product categories that make it possible to systematically analyse and regularly review trends and likely developments, including in the context of sustainability. In order to integrate sustainability aspects into the product development process right from the start, Miele also produces corresponding life cycle assessments for relevant technological modifications.

DIALOGUE FOR SUSTAINABLE SOLUTIONS

[GRI 102-43] Cooperation shortens the path to success, which is why extensive

dialogue is especially important to Miele. Various Miele departments and external partners work hand in hand during the product development process: The Design Center, marketing and market research teams pinpoint > customer needs, analyse the potential for improving existing appliances and machines and assess the prospects for new products. Designers and developers devote themselves to ideas and concepts. The toolshop, prefabrication and assembly areas cooperate closely with suppliers right from the early phases of development.

Employees themselves also frequently supply valuable impetus for lasting improvements. In addition to the corporate suggestion scheme, which was rebranded > “Idee M” in 2018, Miele provides employees at many locations with GO IDEA, a database-driven ideas platform. The platform was introduced at the Gütersloh production plant for what is now the Laundry Business Unit in 2015 and later adopted in the Cooking, Small Domestic Appliances and Professional Business Units as well. There are also idea scouts for the various product segments who work on idea development, manage the decision-making process through a committee and keep employees abreast of new ideas and activities.

Supplier expertise is highly sought after, especially when new materials or the challenging field of electromechanics are involved. Regular product innovation workshops held jointly with suppliers help to identify issues that could impact quality early on. External dialogue also contributes to taking future



HYGIENICALLY CLEAN LAUNDRY – SCIENTIFICALLY CONFIRMED

It all started with a suggestion on the GO IDEA idea platform, which was scientifically reviewed in 2020. The result: certain Miele washing machines eliminate more than 99.9 percent of possible viruses from laundry. This was proven for models with automatic dosing and the “Cotton Hygiene 60°C” cycle as well as the extra “AllergoWash”. The Institute for Integrative Hygiene and Virology confirmed the machines’ high effectiveness at fighting viruses with its Virus Hygiene seal in gold.

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customer requirements into account early on during product development. With this in mind, Miele engages in regular dialogue with further interest groups and expert partners, such as the Oeko-Institut Freiburg.

TOGETHER AGAINST MICROPLASTICS

Miele has watched closely and responded as public discussion surrounding the harmful global environmental impacts of plastic has surged in recent years. One area of special concern here is microplastics (tiny plastic particles and fibres with a diameter of less than 5 millimetres). This subject is especially relevant to Miele, as microplastics can also enter the environment during washing, when they are released from clothing into the waste water system. From there, microplastics can find their way into the food chain and be consumed by humans, posing a health risk. Miele has been researching how to prevent or at least sharply reduce microplastics in suds for some time now. Miele washing machines themselves already make a significant contribution towards this aim. Specially designed honeycomb drums and adapted washing programmes handle clothing gently, minimising fibre abrasion.

Pre-treatment of fabrics by the textile manufacturer offers great potential for reducing microplastics. Filter technologies in washing machines could also help, but economically efficient use of filters is not possible with current technologies. To come up with further solutions, Miele participated in the TextileMission joint research project funded by the German Federal Min-

istry of Education and Research, which involved representatives of industry, the research sector and environmental associations. The project focused in particular on solutions in the areas of textile production and waste water treatment technology that looked at different stages of the textile production chain and life cycle.

CUSTOMER NEEDS AND FUTURE SCENARIOS

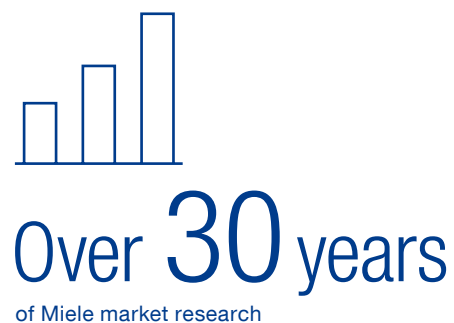
[GRI 102-43/-44] Miele market research has been conducting customer and satisfaction surveys in Germany and many other countries for over 30 years. As a result, it receives more than 250,000 consumer opinions every year from across the globe. Miele mines these for informative findings on market perception, purchasing decisions and user behaviour. Miele also works in cooperation with national and international market research institutes such as GfK to ensure that its product development activities are conducted on a firm footing.

Direct contact with consumers is an integral part of the work done by Miele designers. At the Gütersloh site, for example, Miele has its own test studio which is used to perform usability tests. Here, a representative selection of consumers is given the opportunity to extensively test new domestic appliances. Working with consumer associations is another important factor. For example, Miele development teams work closely with the German Federation of the Blind and Partially Sighted to design accessible products. They also develop future scenarios based on trend analyses, user models and the latest user experience (UX) methods, as well as observations and

surveys. These scenarios help the company identify the needs of tomorrow early on and address them in its development activities.

Together with other companies that do research, Miele crafts visions of a digitalised and more sustainable life. Toward this aim, Miele Smart Home teamed up with Z_Punkt and the architecture firm Graft in early 2020 to launch the [FuturePIX](#) initiative. In cooperation with further companies, two workshops have been held to develop an initial shared image of urban space in Europe for the year 2030. The initiative aims to combine the expertise of the various participating companies to assess the changes that are on the horizon for people's living environments and use this as a source of insight for corporate strategies, new business segments and lines of business for participating stakeholders.

During the reporting period, Miele also worked on innovative solutions for its own processes. These activities focused on the digital transformation of customer service, with customers' possible future expectations as one area of analysis.



Product portfolio and quality

Long service life, low consumption

From day one, the core of the Miele product philosophy has been to offer its customers products of exceptional quality and with a particularly long service life. As a company focused on sustainability, Miele also pays great attention to energy efficiency. More than three-quarters of the energy that domestic and commercial appliances need from development to disposal is consumed during the > usage phase. Miele adopts a holistic approach here too. In addition to energy demand, water consumption and the use of chemicals such as detergents also play a major role in relation to potential conservation.

All Miele appliances are designed with maximum efficiency in mind under real conditions. For example, they feature a range of > consumption-reducing functions. Additional potential for conserving resources is opened up by connectivity and incorporation into smart home concepts. In this process, Miele makes sure that low consumption does not come at the expense of practical benefit – for example with respect to programme duration, > noise levels and the results achieved when cooking, cleaning, washing and vacuuming.

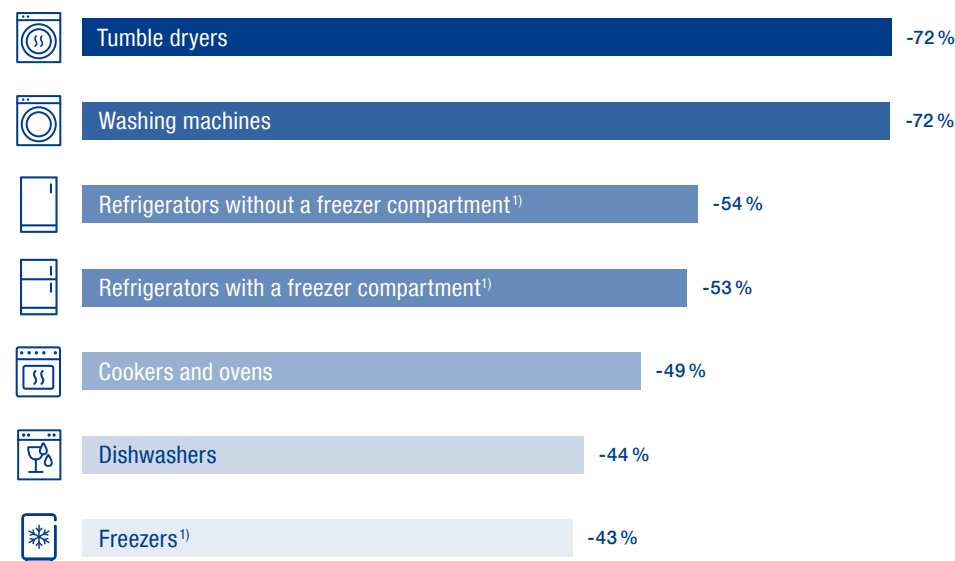
ENERGY LABEL REFORM

During the reporting period, the company's areas of focus included the > reform of the energy label and providing associated > information to customers. The new EU product label is intended to help consumers purchase energy-efficient large domestic appliances. A revised scale from A to G – which initially applies to washing machines, washer-dryers, dishwashers, refrigerators and freezers and wine storage units – has been in effect since 1 March 2021. The previous A+++, A++ and A+ classes have been eliminated. Beyond that, more-realistic methods of measuring energy consumption and determining the label class were introduced in some areas. The new legislation was specifically drafted to ensure that few products, if any, are assigned to the highest label classes for some time to come.

Because new calculation methods were applied, the old scale and the new one are not comparable. For example, refrigerators and freezers that previously fell within the old labelling scheme's most efficient classes, from A+++ to A, may now be rated C to F, even with no change in energy consumption.

REDUCTION IN ENERGY CONSUMPTION

[GRI 302-5] of domestic appliances since 2000 in the business year 2020



Comparison of the most energy-efficient Miele appliances available on the market in 2020 with the most energy-efficient Miele appliances from 2000 (basis: Energy Label until 2020).

1) Including 150 l of usable capacity.

For greater transparency, manufacturers are also required to enter their machines' information in a database. The > European Product Database for Energy Labelling (EPREL) allows anyone who is interested to access this data, either directly online or via a QR code printed on a machine's energy label.

WASHING MACHINES

[GRI 302-5] In the business year 2020, all Miele washing machines sold in the EU fell within what was then the best energy label class, A+++. Beyond that, the proportion of washing machines that consume at least 10 percent less energy than is required to be included in the best energy efficiency class (depending on the model) has increased significantly in recent years. The figure stood at 82 percent in the business year 2020 (2019: 72 percent).

Under the energy label requirements that took effect in March 2021, almost all front loader models are rated for the new best energy efficiency class, A, thanks to their innovative, highly efficient technology. The only model to come



100%

of Miele washing machines sold in 2020 reach the highest efficiency class available on the market.

in second best, with a B rating, is the entry-level model with a load capacity of 7 kilogrammes. Top loaders fall in energy efficiency class C.

Miele systematically develops its domestic and commercial appliances further by giving consideration to the entire product life cycle. As the scope for achieving further improvements in efficiency is getting smaller and smaller, the need for smart solutions is high. For this reason, Miele introduced the SingleWash programme in 2018. This programme improves the environmental performance of the washing machines when a very light load is used. Unfortunately, light loads are becoming more and more common in daily life, previously resulting in high energy demands. By using this programme, the washing machine uses 60 percent less energy and 51 percent less water compared with conventional automatic load detection. In addition, the cycle is also reduced by 59 percent. Some Miele household models even offer an additional connection for hot water, rain or well water. Using solar-heated hot water, for example, makes it possible to reduce electricity consumption by a further 35 percent compared to the use of cold tap water. The new Little Giants commercial model series introduced in early 2019 includes washing machines and tumble dryers that use as much as 22 percent less water and 28 percent less electricity compared with the previous generation.

Washing machine operation is continuously being adjusted to reflect customers' current needs and requirements. The large M Touch user interface is as intuitive, easy and quick to use as a smartphone. The white script on black background that is typical of Miele appliances is also highly legible. The size of the touch display also contributes to ease of handling.

CURRENT EU ENERGY CONSUMPTION LABELLING – ON THE PRODUCT

Appliance	Energy label added	ENERGY EFFICIENCY CLASSES
Ovens; ovens with steam cookers	2015	A+++ bis D
Cooker hoods	2015	A++ to E: until 31 December 2019 A+++ to D: since 1 January 2020
Dishwashers	2011 since 1 March 2021	A+++ to D A to G
Refrigerators and freezers	2011 since 1 March 2021	A+++ to D A to G
Wine storage units	2011 since 1 March 2021	A+++ to D A to G
Washing machines	2011 since 1 March 2021	A+++ to D A to G
Washer dryers	1996 from 1 March 2021	A to G – combined washing and drying 2 x A to G – one scale each for washing and continuous washing and drying
Tumble dryers	2013	A+++ to D

WASHER DRYERS

[GRI 302-5] Miele also offers consumer washer dryers, which can combine washing and drying in a single appliance. Since washer dryers are frequently used for washing alone, the new label has two parts.

All Miele washer dryers have the highest energy efficiency rating, A, for their wash cycles. That is true of both the old energy label and the new one. The washing and drying programme achieves energy efficiency class D under the new labelling scheme.

TUMBLE DRYERS

[GRI 302-5] In the case of tumble dryers, the percentage of appliances with the previous best energy efficiency rating, A+++, rose significantly in the reporting period, from 52 percent in 2019 to 59 percent in 2020. The fact that the particularly efficient heat pump technology has been introduced onto the market played a crucial role in this. Thanks to further technological developments, the new top model "T1 Passion" surpassed the limit value of A+++ by 10 percent. The EcoDry technology with particularly effective filter system and maintenance-free heat exchanger ensures low energy consumption and short drying times on a long-term basis. The shift to R290 refrigerant also marks a big step forward in moving toward a tumble dryer range without chlorofluorocarbons. Seventy-six percent of the tumble dryers with heat pump sold in Europe in 2020 were already equipped with this climate-friendlier refrigerant. In 2020, the Miele heat pump tumble dryer TEB 155 WP emerged the only winner in

testing by Stiftung Warentest (tested 09/2020). It was the only model to earn the highest rating of "excellent", putting it well ahead of the second-ranked contender. The Miele appliance stood out from the rest in the testing criteria of drying, handling and environmental properties in particular. The new Little Giants commercial tumble dryer generation also includes a model featuring heat pump technology.

DISHWASHERS

[GRI 302-5] Miele introduced the G 7000 series back in 2018. Its AutoDos system with integrated PowerDisk dispenses the detergent according to the programme selected or – in automatic mode – according to the level of dirt. This makes cleaning particularly efficient as overdosing of detergent is prevented. Further refinements were also made in mobile > control via app for greater convenience and ease. In some countries, Amazon's voice assistant > Alexa is also available for this purpose. This means that customers can, for example, start and stop their dishwasher from anywhere, check fill levels or order detergent online.

In all, the percentage of dishwashers with the previous best energy efficiency rating rose during the reporting period, climbing from 44 percent in 2019 to 51 percent in 2020.

Miele launched the new generation of under-countertop tank dishwashers in the PTD 70x model series during the reporting period for superior efficiency in professional dishwashing applications. The narrow glass cleaning model in particular is much more resource-efficient, with standard pro-

grammes using just 2 litres of water to rinse and the Eco programme lowering the figure still further, to 1.8 litres. This represents a saving of 17 and 25 percent, respectively, over the previous generation. The other three models in this series use 8 to 17 percent less water. This is achieved through optimised water routing and redesigned spray arms. Because the system uses less water, it also needs less energy and detergent.

VACUUM CLEANERS

[GRI 302-5] Since 2017, the Ecodesign Regulation for Vacuum Cleaners has restricted the power of vacuum cleaners to a maximum of 900 watts and placed higher demands on dust suction and noise reduction. At the heart of the Miele vacuum cleaner is a highly efficient fan with up to 25 percent better effectiveness than its predecessor. Together with various > appliance optimisations and appropriate accessories, such as the fine dust Miele HyClean 3D Efficiency dustbag, this fan ensures the cleaning performance is constantly high with significantly lower energy consumption. Efficient floorheads also play an important role here, as they can achieve top-class cleaning results even with low wattage and low power settings. Vacuum cleaners with EcoTeQ floorheads made up 17 percent of those sold in the EU in 2020. The high performance capacity of these machines with 550 watts has also been confirmed by testing institutes. In early 2021, Stiftung Warentest named a model from the EcoLine series (550 watts) the winner in its test, with the top mark of 2.0 (tested 02/2021).

ENERGY EFFICIENCY CATEGORY FOR EACH PRODUCT GROUP

Calendar year 2020, as a percentage¹⁾

Washing machines



Dishwashers



Refrigerators and freezers



Tumble dryers



Electric cookers and ovens



¹⁾ This information relates to the domestic appliances sold in 2020 with classifications according to the old energy label scale.

RESOURCE-CONSERVING DESIGN

[GRI 302-5] Miele constantly strives to reduce consumption of resources by its domestic appliances and commercial machines. Beyond that, many Miele appliances are equipped with a range of functions and features that allow users to tap into further potential for savings.

ECO FUNCTIONS AND FEATURES

APPLIANCES AND FEATURES	How it works	Influence factors
EcoFeedback (dishwashers)	With the EcoFeedback function, users have the current consumption values of their dishwasher under control. Even before the cycle starts, they receive a forecast on the water and electricity consumption for the selected programme. They can therefore find out at a glance, for example, that a programme operating at a longer cycle time or lower temperature will require less energy. At the end of the programme, the appliance displays the actual consumption in kilowatt-hours and litres.	Proportion of dishwashers sold with EcoFeedback function as a percentage of total sales: 2020: 35%
FlexiTimer with EcoStart/SmartStart (dishwashers)	Start selection for times at which the electricity tariff is the lowest.	Proportion of dishwashers sold with FlexiTimer as a percentage of total sales: 2020: 35%

APPLIANCES AND FEATURES	How it works	Influence factors
SolarSave (dishwashers)	Wash programme where warm water already available in the household (from a solar thermal system, for example) is used. The programme uses only the heat provided by the incoming water supply. The electricity consumption is reduced to 0.05 kWh per cycle.	Proportion of dishwashers sold with SolarSave as a percentage of total sales: 2020: 35%
Residual heat utilisation (ovens)	Five minutes before the end of the cooking time, only existing heat is used.	Expansion in the product range Percentage of cookers/ovens with residual heat use in the 2020 calendar year: 37%
Induction (hobs & CombiSets)	30% less energy used to heat up compared with conventional systems.	Proportion of hob units sold with induction technology as a percentage of total sales: 2020: 56%
LED spotlights (cooker hoods, refrigerators and freezers)	Almost all halogen spot lights in earlier models have now been replaced with electricity-saving and long-lasting LED bulbs.	Proportion of cooker hoods sold with LED spotlights as a percentage of total sales: 2020: 99.8%
ECO motor (cooker hoods)	The DC motor saves 70% compared with conventional motors.	Proportion of cooker hoods sold with ECO motor as a percentage of total sales: 2020: 17.5%

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APPLIANCES AND FEATURES	How it works	Influence factors
Con@ctivity (cooker hoods)	The automatic function Con@ctivity 3.0 allows the values selected at the hob to be captured and communicated via Wi-Fi to the control of the cooker hood.	50% of all hobs and hoods in the entire product range feature wireless connectivity.
Eco mode (coffee machines)	In Eco mode, the machine does not heat up until beverage preparation is started. This energy-saving function is part of the default factory settings.	Present in all machines.
EcoFeedback (washing machines)	See Dishwashers	Percentage of washing machines sold with EcoFeedback in the 2020 calendar year: 14%
TwinDos (washing machines)	Integrated, automatic detergent dosing system: TwinDos dispenses two Miele detergents, UltraPhase 1 (base detergent against fats and proteins) and UltraPhase 2 (detergent booster with bleach to fight stubborn stains and germs), separately at the right times and in the proper proportions. The independent Oeko-Institut confirmed in 2013 that TwinDos saves up to 30% of detergent.	The portfolio has been expanded further. In the 2020 calendar year, 27% of washing machines sold had TwinDos.
Hot water usage (washing machines)	Some models can be operated using hot water or service or process water. The appliances are equipped with two water connections for this purpose.	The use of an existing hot water supply can result in energy savings of up to 35%.

APPLIANCES AND FEATURES	How it works	Influence factors
EcoFeedback (tumble dryers)	See Dishwashers	Percentage of tumble dryers sold with EcoFeedback in calendar year 2020: 13%
Heat pump (tumble dryers)	In tumble dryers, the heat pump is responsible for both heating and cooling the air in the dryer. This system represents significant energy savings over conventional dryers, which use two systems for this and require more energy as a result.	Percentage of models with heat pump in calendar year 2020: 92% (all models with A++/A+++)
EcoTeQ floorhead (vacuum cleaners)	Efficient floorheads which achieve perfect cleaning results even with the lowest power setting.	Percentage of vacuums sold EU-wide with EcoTeQ floorhead in calendar year 2020: 17%

Miele also provides customers with information on the most energy-efficient use of its products, for example in the operating instructions or through consultations on site with dealers.

All programmes and functions undergo continuous improvement to reduce consumption and achieve superior efficiency in real-world use.



5,600

programme cycles is what a Miele dishwasher must deliver during testing.

DURABILITY: ENVIRONMENTALLY BENEFICIAL PRODUCT SERVICE LIFE

Miele is the only manufacturer in the industry that tests its products to last up to 20 years. The requirements that appliances must satisfy in these tests are defined in a separate plant standard. For washing machines and washer dryers for household use, Miele assumes five programme cycles a week, or 5,000 over 20 years. Commercial machines also undergo service life testing. For example, Miele calculates two programme cycles per day for cleaning and disinfection devices in the PG 85 series, which works out to more than 15,000 hours of operation over 20 years.

This exceptional durability of Miele products is the result of sturdy construction, the use of high-quality materials and demanding load and endurance tests. Various surveys

and research confirm that this is also worthwhile from an ecological perspective (> UBA 2016, > Öko-Institut 2015, > Öko-Institut 2018).

MIELE APPLIANCES REMAIN A PART OF THE HOME FOR LONGER

In order to benefit from the ecological advantages of durability, however, the appliances must be used by consumers for long enough. In fact, Miele domestic appliances are used in the home for longer than appliances from other manufacturers before they are either sold on or replaced due to a defect. This has been repeatedly confirmed in several studies in the past. In a survey, Stiftung Warentest discovered that users of Miele tumble dryers mentioned relatively few issues and faults compared with competitor products, even with appliances as old as 20 years or more (tested 09/2018).

Customer satisfaction is a factor that is not to be underestimated when it comes to ensuring that domestic appliances are used for as long as possible. If a domestic appliance does its job reliably and delivers the results, user convenience, energy efficiency and design that customers ask for, a functioning appliance will very rarely be replaced early. As a result, key tasks for product development activities at Miele include > timeless design, good reparability and the ability to update control software to the latest version later on. The current brand loyalty confirms the success of this strategy. According to Stiftung Warentest, more than 70 percent of people who use a Miele washing machine or tumble dryer would opt for a Miele appliance again. More than 77 percent would “definitely” recommend Miele tumble dryers (test 04/2018).

NEW SOFTWARE FOR OLDER APPLIANCES

The increasing importance of software in domestic appliances offers the opportunity to improve functions over the long utilisation phase of Miele appliances or to adapt them to new requirements. Thanks to standardised diagnostic support from authorised Miele service partners, software improvements can be installed not just on new appliances, but also on those that have already been produced.

The company also introduced a remote maintenance function in 2020, which has already made it possible to optimise or expand the software in domestic appliances in many countries around the world from a distance.

GOOD REPAIRABILITY

Miele domestic appliances are renowned for their reliability. Nevertheless, over the course of a long appliance life, faults may occur that require the assistance of the service team. In order to keep customer costs low in such cases, the appliances are designed to be “repair-friendly”. This means that as little effort as possible should be required to repair or replace a component. As Miele assumes a service life of up to 20 years for its products, its supply of spare parts is organised generously. Around 70,000 different original Miele spare parts are therefore permanently held in stock at the central warehouse in Gütersloh. From there, they are then dispatched as required to locations all over the world and are available for many years after production of the particular appliance has ceased.

GENTLE TREATMENT OF TEXTILES AND CROCKERY

Durability in the broader sense of the word also includes the gentle treatment of textiles and the care of valuable cutlery and crockery in the dishwasher. In the case of washing machines, shorter programme durations, for example, protect the laundry and extend the life of the garments. Special detergents can also extend the life span of products. With this in mind, Miele introduced process chemicals that are especially gentle on materials in its ProCare series during the reporting period. These phosphate-free, microplastic-free products for commercial dishwashers and washing machines carry the EU Ecolabel. This seal of quality is used for products and services that are more ecofriendly than standard products.

PRODUCT SAFETY: EXTENSIVE TESTING

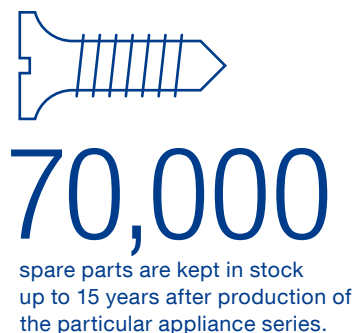
[GRI 416-1] As a general rule, all Miele products are extensively tested with respect to health and safety risks to the consumer. Compliance with product safety aspects is tested and certified by independent bodies such as VDE, DEKRA or TÜV, and the products are certified accordingly. In addition to laws and standards, in-house Miele standards apply in certain areas, and in some cases have significantly more stringent requirements with respect to product safety. Extensive tests and service life inspections also contribute to product safety as do findings from customer service callouts.

In an industry comparison, Miele achieves a very high level of vertical integration of up to 50 percent depending on the product. This

helps the company to differentiate the core components from the competition, strongly influencing the quality of these components, and therefore also enhancing product safety. Ensuring product safety is also a process that involves several areas, as Corporate Regulatory Affairs (SRA), the design/development departments and Quality Management all work in close cooperation with each other. Certain sources of faults are carefully identified and assessed using targeted, global market monitoring, customer service feedback, product recalls, or spare parts sales (field monitoring). Influences from modified user behaviour can also be identified in this way. An additional factor is preventive quality work, which accompanies new products as early as the product development phase with the aid of test series and can therefore have an influence at an early stage.

MEETING HIGH HYGIENE STANDARDS

Miele's professional commercial laundry appliances offer special programmes to suit the particular hygiene requirements of establishments such as retirement homes, hospitals or hotels. The same is true of fresh water commercial dishwashers, which meet significantly higher hygiene standards than models with a tank system, as fresh water is used for each rinse cycle. They also offer special programmes with high final rinse temperatures (up to more than 93°C) and long temperature holding times. This combination of high temperatures and long holding times produces particularly hygienic cleaning results. The hygiene requirements in the medical technology sector are even higher. As a certified medical product manufacturer, Miele meets all statutory hygiene standards of



the countries where the products are distributed. For example, this includes the full and reproducible documentation of each individual batch of sterile products as a matter of course.

A new series of CUBE-X sterilisers available since autumn 2019 offers processes that meet particularly stringent hygiene standards for various loads, such as hollow medical instruments used in settings such as dentists' offices. These products do not require maintenance until five years or 4,000 cycles into their service life – much later than comparable devices from competitors.

In addition, Miele launched the Miele AirControl air purifier series on the market in January 2021. These machines filter all of the air in a room up to 200 square meters in size six times an hour, using five levels of filtration to trap floating particles, viruses, bacteria and mould. The air purifiers are especially suitable for use in meeting rooms, childcare facilities, classrooms and retail outlets. When used in tandem with other hygiene measures, they can help to curb the Covid-19 pandemic.

STRICT STANDARDS FOR POLLUTANT-FREE PRODUCTS

[GRI 102-11] As a matter of principle, Miele avoids the use of critical substances, wherever possible. Before any substances are used, Miele establishes whether they are considered critical by experts, and whether there are reasons to avoid them relating to the environment and/or human health. To this end, the use of critical substances is restricted by specifications that apply throughout the company, such as Miele's own company standards. Compliance with relevant legal standards is second nature to Miele. Such standards include, for example, the EU chemicals regulation (REACH) and the EU directive on the restriction of the use of certain hazardous substances (RoHS). Compliance is monitored through analysis of products and components.

EMISSIONS AND INDOOR CLIMATE

Miele appliances are optimised in every conceivable way so that emissions like noise, odours and moisture are also kept to a minimum. For example, Miele dishwashers and cooker hoods are among the quietest products on the market. Even in open-plan kitchens, the operating noises are not regarded as a nuisance. Another advantage of this is that dishwashers, for example, can be operated outside of electricity peaks and at off-peak tariffs, where applicable.

Miele tumble dryers operate highly efficiently and produce the lowest condensate losses compared with competitor products. As a result, they release a particularly low amount

of moisture into the ambient air. This is advantageous both in terms of energy efficiency and for health reasons, as excessive air humidity can lead to mould formation in rooms without sufficient ventilation. During the cold winter months, however, ventilating indoor spaces results in significant heat loss, which can only be addressed by turning up the heat and thus using more energy. Miele cooker hoods and ovens are equipped with filters or catalysers (depending on the model for ovens) to minimise odours while also preventing greasy vapours from entering the ambient air. Miele's goal is to curb emissions in floor care as well, which is why Miele vacuum cleaners have multi-stage filtration systems. Depending on the model, examples include HEPA filters, which trap microscopic particles and allergens.

Thanks to their sustainable properties, Miele machines were selected for a very special project in Denmark. Miele is a standard equipment provider involved in designing Denmark's very first "green city". Between now and 2024, sustainable housing and work space is being created in Copenhagen's Carlsberg district. The Gütersloh-based manufacturer is supplying some 15,000 domestic appliances for the project, in which sustainability takes centre stage across every area of domestic life, from timeless design and carbon neutrality to the long life spans of Miele appliances.

Customer orientation and information

Ensuring maximum customer satisfaction

For Miele, meeting the expectations of its customers when it comes to products and services – and even exceeding them where possible – is of the utmost importance. Long-term partnerships with retailers are one important factor in this. Miele appliances are sold in Germany, Europe and abroad through authorised dealers and by Miele itself. The company uses this approach to ensure high quality when it comes to marketing as well. In 2020, Miele supplied over 12,500 authorised dealers in Germany. These dealers adopt the same high demands for quality in terms of presentation, range of products and services, consultation skills and customer services. Miele and its partners apply the same standards in e-commerce as well. As sustainability is becoming increasingly important to consumers, Miele provides transparent information on the sustainable design and use of its products.

GROWING INTEREST IN SUSTAINABILITY

[GRI 417-1/-2] In many countries, Miele is registering a growing interest in sustainability among customers, especially with respect to consumption. Efficiency values for electricity, water and gas have become a key argument when it comes to making decisions to purchase, as feed-

back from dealers and customer surveys show. Miele uses various channels of communication to inform its customers about sustainability, including information provided on the product (EU energy consumption labelling), operating instructions, product brochures and consultations with dealers and in showrooms around the world, as well as international trade fairs.

Corporate communications and the company website also contain information on sustainability aspects. Information on the proper > disposal and > safe operation of machines is prominently featured in various locations. Incorrect or inadequate information on this subject could have negative consequences for people and the environment. Miele uses the Sustainability Report, for example, to report on matters such as where the components of its products come from and whether recycled materials are used. Communication about sustainability reaches customers, together with information about the good reputation of the Miele brand. In representative studies conducted by the Miele market research team from 2019 to the first quarter of 2021, the majority of the approximately 54,000 respondents in 15 European countries confirmed that Miele supports a sustainable lifestyle.



Over
12,500
authorised dealers for Miele
domestic appliances and
commercial machines

There were no relevant incidents of non-compliance with regulations or rules of conduct relating to product and service information and labelling during the reporting period.

EXTENDED WARRANTIES AVAILABLE

From material defects to manufacturing errors, Miele's two-year manufacturer warranty means > repairs are free of charge for customers. For added peace of mind, customers can extend the warranty to five or ten years as long as it has not yet expired. Miele teamed up with an insurance partner in 2018 to offer an extended warranty service, providing full coverage for appliances that are already out of warranty, where the extended warranty is expiring soon or that are already ten years old or more. The "Miele Service Zertifikat Plus" package comes with a monthly fee. This is one way Miele is doing its part to extend the period of application of its appliances and thereby conserve resources. The service has been very well received by customers, with over 25,000 contracts concluded in 2020 – about 1,000 more than the previous year.

AFTER-SALES CUSTOMER SERVICE

Miele employs approximately 2,500 service technicians who regularly undergo rigorous training and complete their service calls with the help of extensively equipped service vans. The “first-call completion rate” (percentage of service requests complete after the first service call) for Miele Service is 80 to 85 percent globally. In Germany, a rate of over 90 percent has already been achieved.

DETAILED CONTINGENCY PLANS FOR RECALL CAMPAIGNS

[GRI 416-2] Despite Miele's high quality standards, recall campaigns may become necessary in certain very rare instances. Detailed contingency plans are in place for this, with the names of the persons responsible for taking prompt action. Experiences from such recalls are thoroughly analysed and considered for future developments. There were no recall campaigns during the reporting period.

VIRTUAL INTERIOR PLANNING

Many people would like to plan and decorate their household individually and consider various options as quickly, realistically and easily as possible. As a result, Miele is increasingly focusing on digital presentation and planning for various product configurations and providing the necessary data for them to do so. Virtual reality is increasingly important in the visualisation of kitchen designs at kitchen and furniture stores.

It allows customers to see what “their” kitchen would look like in advance. Solutions like this one are mainly offered and promoted by kitchen design software manufacturers.

SENSITIVE HANDLING OF CUSTOMER DATA

[GRI 418-1] Miele views protecting the > Miele@home infrastructure and secure handling of customer data as extremely important. Trust in Miele must also be secured, even in an interconnected world. With this in mind, the company takes a whole host of precautions, utilises state-of-the-art encryption methods and works tirelessly in conjunction with external specialists to make further improvements to the security architecture. In addition to the EU General Data Protection Regulation (GDPR), the Miele privacy policy, rolled out in 2018, sets out rules on handling of digital data, especially customer data. There were no substantiated complaints regarding data protection or privacy infringements among customers in the reporting period. There were also no cases of data theft or loss of customer data.

The collection, storage, processing and use of all personal customer data are performed according to data protection rules.



GUIDE D'ENTRETIEN MIELE

SI NOS APPAREILS DURENT AUSSI LONGTEMPS,
C'EST AUSSI GRÂCE À VOUS.

CARE TIPS FOR LONG APPLIANCE LIFE

Miele appliances are known for their superior durability and reliability. But even high-quality products require proper care – something that could help to avoid some service cases. In France, Miele launched a campaign on this topic. The campaign included a brochure containing care tips, information at retail locations (via QR codes, for example) and online tutorials on social media. The durability and reparability of domestic appliances are viewed as very important in France. As a result, the campaign generated a very positive response and will be continued.

AWARDS FOR QUALITY AND SERVICE

Various awards repeatedly confirm the reliability of Miele's appliances and customer service. These include the following from the reporting period:

- At the Domestic Appliance Awards organised by the consultancy firm Kantar, Miele received top marks in the category of customer satisfaction in 2019 across all the markets studied (Germany, France, the UK, Italy and Spain) and across all product categories. In 2020, participating consumers also chose Miele as the most trustworthy brand.

- In the "Kundenmonitor Deutschland" survey by Service Barometer AG, Miele's customer service has ranked first in the domestic appliance sector for over 25 years straight – as it did once again in the most recent edition in 2019. Miele outperforms the industry average for satisfaction with customer service, intention to refer others and image.

- In the "Beste Verbraucherservices" [Best consumer services] customer satisfaction rankings by WirtschaftsWoche (19/2019), Miele placed first in the "Elektrogroßgeräte" [Large electrical appliances] category.

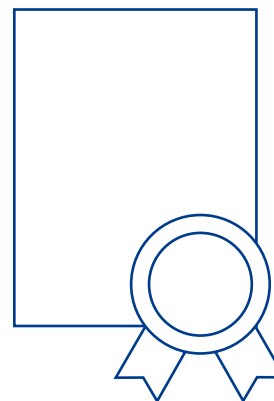
- Miele Austria was chosen as the best employer by Xing in 2020, in cooperation with Statista, kununu and trend magazine. This result is based on an anonymous online survey of employees, trend readers and members of the

Xing and kununu career networks conducted in the autumn of 2019.

- In 2020, Miele received the "KVA Service Award" from the Austrian Association for Customer Service. This marks the 17th time that the company has been among the winners after 19 competitions in all.
- In Austria, Miele was also named "Kunden-Champion" [Customer Champion] several times over in 2020. This status reflects the results of the "Branchenmonitor 2020" [Industry Monitor 2020] study by Gesellschaft für Verbraucherstudien (ÖGVS), the largest Austrian ranking in the field of customer satisfaction. According to the rankings, Miele is also the industry champion for 2020 in the washing machine, coffee machine and refrigerator manufacturer (after-sales support) categories – once again confirming the company's high service quality.
- To mark its ten-year anniversary in 2020, the Australian consumer comparison portal Canstar Blue named the most important winning brands of the last decade. During that period, Miele received the most customer satisfaction titles – with 22 wins in surveys across

various product categories and continuous five-star ratings for reliability.

- In 2020, Miele won the "Top Brand" awards announced by New Zealand magazine Consumer in multiple product categories. These awards are based on numerous product tests and positive ratings from customers for product reliability and satisfaction.



Disposal and recycling

Environmentally responsible treatment of old appliances

Once a Miele product reaches the end of its typical long useful life, the next step is to send it for recycling or for further disposal via a return system. This is why Miele actively works on continuously improving the return systems. The company's special focus here is on the areas of logistics and protecting the environment. Miele also engages with consumers in particular through various channels, initiatives and campaigns, sharing information on how to properly return old appliances for environmentally responsible disposal.

FURTHER ENHANCING RECYCLABILITY

Making sure an appliance is recyclable down the line is a factor as early as during > product development. For example, Miele works with waste management companies and operators of treatment plants to study the potential effects on disposal or initial treatment and recycling of appliances at the end of a product's life. Both domestic and commercial appliances from Miele are characterised by a very high level of recyclability. This is achieved through various means, including careful selection of materials and bonding techniques. For example, the company is careful to use plastics of the same type frequently in order to make recycling easier or even possible in the first place.

To facilitate disassembly and separation, the number of different material types and screw varieties is also kept to a minimum.

Wherever it may be possible and practical without affecting quality, Miele investigates whether secondary or alternative, more recyclable materials can be used. One important area is packaging for cleaning and care products. Miele has the recyclability of some of its plastic packaging tested and assessed by external institutes. Experts from Miele and waste management companies also jointly conduct practical tests on selected packaging types to ensure that the materials used are easy to separate and then sort for recycling. In December 2019, Miele specialists visited a disposal partner in Porta Westfalica, Germany. While there, they discussed current topics in the field of packaging and took a guided tour of the sorting facility for lightweight packaging materials. The group was especially interested in the opportunity to see a special technology used to separate multilayer packages via near-infrared spectroscopy.

CLOSING THE LOOP

[GRI 301-2] In May 2018, the European Council adopted a circular economy package that has shaped development

and production activities at Miele to a significant degree since then. It includes changes in multiple waste-specific directives, including for packaging, and has now been incorporated into many laws at the national level. It also makes possible further steps towards achieving a fully circular economy. Miele supports these plans and has implemented various projects to recycle components from old Miele appliances

Miele is also increasingly focusing on circular models to boost the use of recycled and recyclable materials. The product category of vacuum cleaners and accessories offers one example. In 2020, the company began producing one brush, two heads and one dusting brush from post-consumer recycled plastic. This means the plastic was previously used by consumers and then recycled.

At the same time, the family-owned company supports different projects aimed at promoting the circular economy. One of them is the WEEE-Harz project, which is receiving funding from the German Federal Ministry of Education and Research. The project is studying how a sustainable circular economy for electrical appliances can be developed in Germany's Harz region. Miele also began working with other producers

and stakeholders in the disposal industry in the Dialogforum effiziente Kreislaufwirtschaft (Efficient Circular Economy Dialogue Forum) in 2020 to help further improve the information system for efficient recycling.

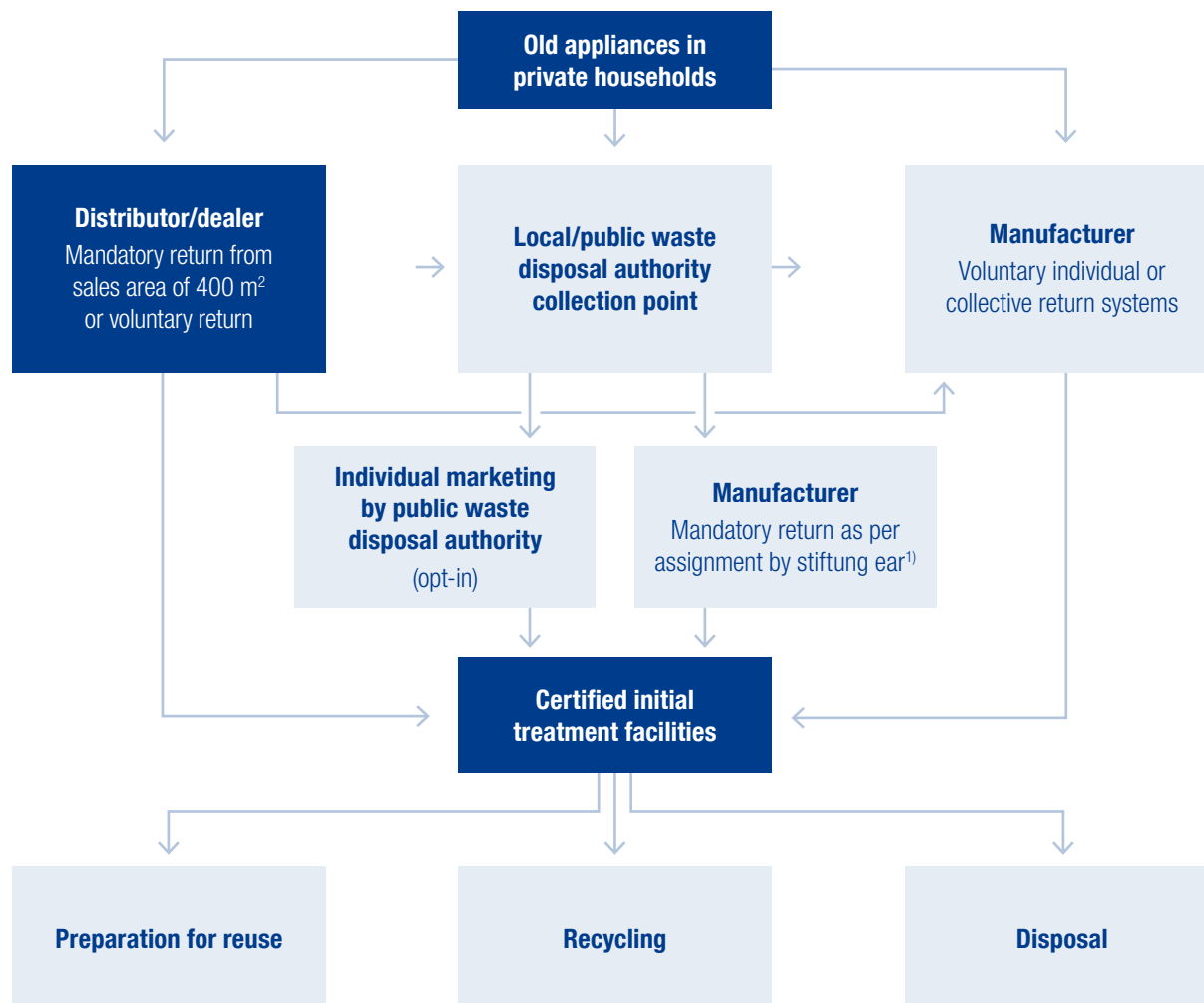
RESPONSIBLE RETURNS AND DISPOSAL

[GRI 301-3] Throughout the world, Miele strives to ensure that its materials are recycled in an environmentally friendly manner along the entire waste management chain, and support the fight against illegal trade involving waste electrical appliances.

In the EU, the return and recycling of waste electrical and electronic equipment is regulated by the WEEE Directive (Waste Electrical and Electronic Equipment Directive). The Electrical and Electronic Equipment Act (ElektroG) transposes the provisions of the WEEE Directive into German law. The body in charge of its implementation is the German national register for waste electric equipment (known as stiftung ear). Among other things, it is responsible for registering manufacturers, coordinating the provision of collection containers by manufacturers and arranging to pick up old appliances at transfer points set up by municipalities. Miele partners with waste management companies

THE JOURNEY OF OLD APPLIANCES

The return and disposal of old appliances in private households in Germany



1) The German national register for waste electric equipment (stiftung ear) is the "clearing house for manufacturers", which also performs the sovereign duties entrusted to it by the German Environment Agency.

to pick up and properly dispose of the quantities of waste equipment that stiftung ear has assigned to the company throughout Germany. A particular focus is placed on the environmentally friendly disposal of > refrigeration equipment. In other EU countries, Miele uses similar – and in some cases state-run – return and recycling systems, such as Recupel in Belgium, Eco-systèmes in France and UFH in Austria. Outside the EU, Miele makes use of the established disposal systems already in place. The "E-Waste Recycling" association is responsible for collecting and disposing of old electronics in Russia. It was founded by manufacturers in 2017 and has since developed disposal standards and an audit system to monitor recycling companies.

Beyond that, Miele also works on the further development and harmonization of disposal standards. For example, the company participated in May 2020 in a workshop as part of the European Commission's study on > quality standards for the treatment of waste electrical and electronic equipment. Miele was also involved in the development of the EN 50614:2020 standard, published in 2020. This standard sets out uniform requirements for preparing to reuse waste electrical and electronic equipment. The goal is to ensure that it is possible to reuse appliances that are still usable or their components, even within the waste management regime itself. Across all of Miele's activities in this area, the overarching goal is to ensure product safety for consumers while establishing uniform competitive conditions and standards for the stakeholders involved.

RETURNS OF OLD APPLIANCES

[GRI 301-3] In Germany, the ElektroG (2015, amended in 2021) requires manufacturers, local authorities, brick-and-mortar dealers and online distributors with a sales area or storage/dispatch area of 400 square metres or more to accept the return of old appliances. Miele offers to accept returns of old appliances of the same type when a new appliance is purchased online as well. Beyond that, small appliances with external dimensions of less than 25 centimetres can be returned free of charge, whether or not a new one is purchased. In cooperation with the return service provider WEEE Return, small appliances returned to Miele are handled and recycled properly.

> Miele dealers are also important partners. When buying a new appliance, customers can state whether they would like to have the dealer dispose of the old one. When the new product is delivered, the dealer takes the registered old appliance and delivers it either to a municipal collection point or directly to initial handling and recycling.

The quantities that have been taken back and disposed of by manufacturers via stiftung ear have continued to rise sharply over the past few years, from just under 80,000 pickups in 2018 to over 90,000 in 2020. The increase is likely due to the effects of the expanded scope of the law (open scope) and other trends, such as the shift towards battery-powered appliances and devices. Increased consumer purchasing power and an uptick in private domestic appliance disposal due to

the Covid-19 pandemic may also be factors here. The total return requirement for providers in the appliance categories/collection groups is calculated based on the quantities brought into circulation. In the 2020 calendar year, Miele accepted returns of more than 12,350 tonnes of old appliances in the relevant categories across Germany on instructions from stiftung ear.

RECLAIMED PACKAGING

[GRI 301-3] As part of its legal obligations, Miele also ensures that packaging is reclaimed in Germany. In keeping with an industry solution developed by manufacturers of domestic appliances and of kitchen furnishings and accessories, the company has transport packaging materials picked up and disposed of properly by a shared disposal service provider and its subcontractors. Sales packaging and outer packaging, which typically constitutes waste after the appliances are used by customers, are collected in Germany via the “dual system”. Miele engages in dialogue on this point with waste management companies and recycling and environmental technology engineering companies to identify potential ways to improve the recyclability of its packaging.

Annual package disposal activities give rise to greenhouse gas emissions by waste management companies, which are offset by climate action projects. For the business year 2019, Miele's partner offset 512 tonnes of CO₂ equivalents in the transportation packaging segment, and the relevant emission reduction certificates were retired.



Miele is working with experts to make packaging even more recyclable by design.

POLLUTANTS DURING DISPOSAL

[GRI 305-6/-7, 416-1] The aim of proper disposal is to make substances that carry health risks or are harmful to the environment as innocuous as possible. One example of this type of pollutant involves refrigerants and insulants such as chlorofluorocarbons (CFCs). CFCs are multiple times > more harmful to the environment than CO₂.

Older refrigeration equipment, including refrigerators, often still contains CFCs. The law requires manufacturers to recover CFCs to the greatest extent possible at the disposal stage. Miele meets these obligations as part of a manufacturing consortium which includes its specialised service providers. The DIN EN 50625-2-3 standard and TS 50625-3-4 specifications are explicitly part of the contracts with waste management

companies and also apply to participating subcontractors. The methods and treatment facilities involved, along with their operators, are also subject to stringent permitting requirements and checks by supervisory authorities in Germany. Miele also participates in joint external audits via a consortium of manufacturers and obligates its disposal service providers to undergo audits of their treatment facilities for refrigeration equipment by a research institution approved to perform this kind of testing. The double audit system means that each treatment facility undergoes an average of four audits a year. The audit process includes various escalation levels in case any deviations from the standards are found. Immediate measures can often remedy any problems. In the case of critical deviations, the last resort is to halt deliveries to the facility in question until a subsequent audit has been performed and the necessary measures have been accepted by the testing body. Recycling facilities are also subject to regular leakproofing tests (100-device test under the German Technical Instructions on Air Quality Control (TA Luft)) and 1,000-device performance tests. Facility operators are additionally required to perform checks of their own.

RAISING CONSUMER AWARENESS OF RETURNS OF OLD APPLIANCES

[GRI 417-1] It is not uncommon for electrical and electronic devices to be collected and resold illegally, for example in street campaigns, without the appropriate permits. This undermines the importance of the proper disposal of hazardous substances

and has negative consequences for the environment. Consumers also share in the responsibility for making it difficult to collect waste illegally. As a result, Miele helps its customers to dispose responsibly of old appliances and transport packaging by providing information in the appliance operating instructions and on the > [miele-website](#). In 2020, the company also participated in the Germany-wide > “Plan E” consumer information campaign organized by stiftung ear. This campaign aims to raise awareness among consumers of how to properly return old appliances. The sales subsidiary in India operates an e-waste initiative to raise customers’ awareness of environmentally responsible recycling of old appliances and build a recycling supply chain to handle these products. Other sales subsidiaries offer discounts on new products. In the United Arab Emirates, for instance, consumers received a discount in 2019 when purchasing a vacuum cleaner if they returned their old vacuum cleaner – no matter the brand – to Miele.

DISPOSAL OF MATERIALS

[GRI 417-1] New products, too, are tested with a view to their future disposal. Particular attention is paid to insulation materials, which help to lower the energy consumed by refrigerators. For example, the process of breaking down vacuum insulated panels (VIPs) can give rise to particulates, which could cause problems at the recycling plants if disposal is not carried out properly and the exhaust system is not designed correctly. However, research carried out by the European home appliance trade association APPLiA (previously

known as CECED) showed that if the plants are adequately impermeable and the filter systems are appropriate, then operations should run without any notable problems.

TRANSPARENT LABELLING

[GRI 417-1] The manufacturers organized within > APPLiA support waste management companies in doing their jobs properly. With this goal in mind, they have drafted codes of conduct on “end of life” labelling of appliances that contain VIPs and those containing fluorinated greenhouse gases, with Miele participating in a committee role. These voluntary pledges call for standardised labelling on the back of refrigerators, among other points. This is intended to make it possible to identify critical insulation materials and refrigerants, optimising environmentally responsible disposal. APPLiA and DIGITALEUROPE also operate the > I4R online information platform (Information for Recyclers). This website provides waste management companies and other interested parties with recycling information for various types of appliance directly from the manufacturer, including information on hazardous substances and components.

Supply chain & production

- > Natural resources and materials
- > Supplier management
- > Environmental management
- > Resource efficiency
- > Energy and emissions
- > Logistics and mobility

Carbon-neutral production, reducing emissions, improving energy efficiency and expanding renewable energy generation are the cornerstones of the Miele climate action strategy. The company is also committed to preventative environmental protection and upholding human rights along the entire value chain. Miele maintains fair and cooperative relationships with its suppliers while setting and maintaining high social and ecological standards.



Natural resources and materials

Efficient use of resources

It takes natural resources and materials from all over the world to produce Miele appliances, from stainless steel for washing machines to plastic granulate for vacuum cleaners and glass ceramics for hobs. By the time these items arrive at the Miele locations, they have already undergone a multitude of process steps. Different sustainability considerations apply to these upstream value creation stages, depending on the material. Many natural resources are only available in limited supply, even though demand is rising around the world. As resources become scarcer as a result, long-term availability and supply security are becoming increasingly important and posing more and more of a challenge.

Miele is rising to this challenge. The > efficient use of materials and responsible handling of natural resources are key objectives and have been a firm fixture of the Miele strategy for years.

In addition, Miele places great value on making the origins of materials and resources clear. Miele carries out regular checks to ensure that its direct suppliers are complying with > environmental and social standards.

Hotspot analysis is carried out for individual components as and when necessary, such

as if certain ecological or social risks are suspected in the natural resources supply chain. The various life cycle phases of the component are investigated with regard to specific sustainability issues. Despite Miele's extensive efforts in this regard, it is currently not possible for the company to ensure complete traceability of all materials, given the globalised procurement markets and complex supply chains. However, direct suppliers are contractually obliged to confirm to Miele that their upstream suppliers are asked to comply with SA8000 standards.

USE OF RESOURCES AND MATERIALS

[GRI 102-9, 301-1/2] Miele obtains raw materials such as stainless steel or plastic granulate, as well as components such as hoses and ball bearings, to manufacture its products. Entire products such as refrigerators, automatic coffee machines or microwave ovens are also supplied by > external manufacturing partners in accordance with Miele's specifications.

In the business year 2020, Miele obtained materials, components and domestic appliances with a value of around EUR 1.6 billion (2019: EUR 1.8 billion) from other companies, including manufacturing materials with a value of around EUR 1.2 billion.

In the business year 2020, Miele used a total of 127,238 tonnes of raw materials (2019: 122,510 tonnes). The majority of these were metals (85 percent) in the form of iron and non-ferrous metals, steel and steel alloys. Apart from metals, Miele's other main raw material is plastic granulate (15 percent). The company also uses auxiliary and operating materials such as paints and oils, as well as electronic components.

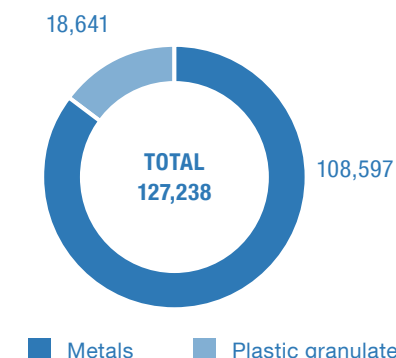
USE OF RECYCLABLE AND REUSABLE MATERIAL

Miele appliances already contain a high proportion of recyclable materials and secondary raw materials – i.e. raw materials which have already undergone a recycling process. The aim is to make even more efficient use of resources and ensure that as many materials as possible are reused, which is why Miele checks that all of its materials are suitable for use in a > closed recycling loop.

This is an area that can give rise to conflicting objectives. Using composite materials, for example, can save on resources, but can also lead to problems further down the line when materials have to be separated for recycling. Furthermore, not every material that can be easily recycled satisfies Miele's

RAW MATERIALS USED

in tonnes 2020



requirements in relation to quality, durability and performance. Miele carefully weighs up the advantages and disadvantages of each material in order to maximise resource efficiency without compromising on quality.

CORRECTLY USING RECYCLED PLASTICS

[GRI 301-2] Plastics are an important component in many domestic appliances,

including vacuum cleaner casings, detergent drawers or the panels of washing machines, tumble dryers and dishwashers. Miele is always on the lookout for solutions involving > recycled materials so as to reduce the consumption of primary raw materials in this area too. Integrating recycled plastics into product development and production is a time-consuming and complex process. For example, the plastic has to suit the design of the respective appliance and pass durability tests. It is therefore very difficult to implement such a process into a pre-existing appliance series.

In the long term, the aim is to expand the use of recycled materials wherever product characteristics allow for it and without undermining quality. In 2019, Miele committed to increasing the volume of plastic recyclates it uses to up to 7,500 tonnes by 2025. This figure currently stands at roughly 194 tonnes.

One of the areas where Miele already uses plastic recyclates is in its vacuum cleaner cable rewind systems. Additional production processes will be adjusted in the next few years. Recyclates are to be used in components or accessories for other product groups in addition to vacuum cleaner accessories in the near future. Pilot projects are currently under way. Each specific application has the potential for the use of hundreds of kilograms of recyclate – or even several tonnes. In 2020, Miele stepped up its efforts to coordinate with recyclate manufacturers and looked into material quality and durability.

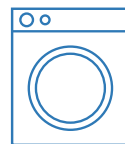
HIGH PROPORTION OF RECYCLED METAL

[GRI 301-2] Stainless steel is a hugely important resource to Miele and can be recycled to a large extent, which is why Miele explicitly welcomes efforts from its suppliers to process the highest possible proportion of recycled stainless steel while maintaining consistent quality. However, this proportion is set by the supplier and can vary for economic and technological reasons for which Miele cannot be held responsible. As an example, it may be the case that recycled metals are no longer offered on the market at the required quality.

PACKAGING: TESTING ALTERNATIVES, REDUCING WEIGHT

The packaging of Miele domestic appliances must be robust enough to withstand the weight of the products. Stable materials such as solid wood, cardboard, plastic moulded parts made from expanded polystyrene (EPS) and polyethylene films are used in packaging, minimising damage during transport, storage and handling. A project team is tasked with continuously reviewing alternative packaging materials so that Miele can switch to more environmentally friendly solutions in the long term. The most important criteria in this regard are high packaging standards (product safety and low weight) and the smallest possible environmental footprint.

In the business year 2020, the proportion of packaging weight in relation to all appliances produced by Miele was 9 percent (2019: 9.2 percent).



203,678 t

of appliances produced in 2020

SAFE CLEANING AND CARE PRODUCTS

Miele is the only household appliance manufacturer to offer a broad range of care and cleaning products which are perfectly aligned with machines and programme cycles. These products ensure top-class results and help customers use the right amounts to suit the degree of soiling. The demands on product packaging are high, for example with respect to durability, temperature resistance, protection against light and product safety. Products are sent from Germany to all four corners of the world and need to withstand not only the transport itself, but also the changing climates they are exposed to, which is why they are almost always packaged in polypropylene. This plastic meets these requirements perfectly and also has solid environmental characteristics, as it can be fully recycled. In addition, the cleaning products are extremely concentrated to reduce the amount of packaging required. The lids on Miele Caps laundry care capsules have been made from recycled plastic since this

year. Miele Caps are small capsules providing accurate and economical dosing of special detergent. This example of recycled packaging is set to be the first of many.

ENSURING SUPPLY SECURITY

Resources, materials and components must be available at the right time, in plentiful supply and at top standards of quality in order for Miele to use them in a suitable manner. Miele has integrated early warning indicators for supply security into its > supplier management system to ensure that this is the case. The indicators have been used since 2016 for around 1,500 suppliers, who together account for more than 80 percent of the total purchasing volume.

These indicators make it possible for Miele to identify potential risks which might jeopardise supply security at an early stage. Miele uses a software solution to record various hazards such as forces of nature (for example earthquakes, floods) or political risks. This process takes into account both country-specific and geographical risks, as well as supplier-related risks such as creditworthiness. Preventative measures, such as putting raw materials into storage at the supplier's premises, are taken as soon as a possible gap in supplies becomes apparent.

As resources become ever scarcer, the increasing use of > recycled materials is also helping to ensure the supply of necessary raw materials in the long term.

Supplier management

Fair partnership with high standards

Miele demands a lot from its suppliers in terms of quality and performance, but it also expects them to comply with high social and ecological standards. At the same time, Miele also understands that these requirements must be economically viable for suppliers. The aim is to establish long-term business relationships shaped by fairness, trust and collaboration, something that often begins in the area of > product development.

Miele is constantly optimising its supplier management system and adapting it to changing conditions. By doing so, Miele ensures consistently high product quality and long-term > supply security, as well as compliance with the latest sustainability requirements.

The new German Supply Chain Act will require certain companies to ensure that human rights are respected in their supply chains from 2023. Under current legislation, the following aspects are considered relevant risk areas: forced labour, child labour, discrimination, prohibition of freedom of association and problematic employment and working conditions. Miele has drawn on independent bodies to analyse these risk areas at its suppliers since 2004 and within the scope of official > SA8000 certification since 2008. Suppliers are also contractually obliged to comply with the same duties of care.

PROCUREMENT CONCEPT WITH A LOCAL FOCUS

[GRI 204-1] Miele products are mainly produced in Germany and other European countries; 84 percent of deliveries to Miele plants – based on purchasing volume – come from Europe. This, coupled with > optimised transport logistics and the bundling of goods flows, saves on transport costs and reduces transport-related CO₂ emissions.

Local procurement is particularly important to the plants in China and the Czech Republic due to their distance from the other manufacturing locations. Since opening, the new plant in Poland has also looked to procure materials, including washing machine doors and lids and packaging, from the local region in order to minimise transportation. The Uničov plant in the Czech Republic also procures its packaging materials locally.

SUPPLY SECURITY DURING A CRISIS

The Covid-19 pandemic had a significant impact on the supply situation within the supply chain in 2020. In China, supply chains returned to normality relatively quickly. Italy, where Miele procures compo-



84%

of deliveries to Miele plants – based on purchasing volume – come from Europe.

nents from over 150 suppliers, proved to be the greatest challenge. In spite of the crisis, Miele was able to successfully avert supply risks and run its fleet of lorries at maximum capacity. However, issues continue to plague the entire industry when it comes to procuring certain goods, including electronic components and steel from India. Miele does not expect the situation to normalise again until 2022 at the earliest.

Miele continues to expand its supply chain with the aim of implementing a dual-sourcing strategy that will allow it to avoid any future supply bottlenecks in similar situations. Dual sourcing involves procuring goods from two independent suppliers to ensure supply security even if one supplier is > unable to deliver.

SUPPLIER MANAGEMENT: CHECKING SUSTAINABILITY CRITERIA

[GRI 308-2, 412-1, 414-2] Miele manages the selection of new suppliers and monitors existing suppliers with the aid of a comprehensive supplier management system. The system not only focuses on aspects such as supply availability, quality and price, it also checks compliance with Miele's sustainability criteria.

Compliance with > environmental, > social and economic sustainability criteria is monitored and verified several times over the course of a business relationship.

At the beginning of the > selection process, prospective suppliers must submit a self-declaration. Manufacturing suppliers are asked > to update their information every year. Furthermore, > audits are carried out on a regular basis. Most audits took place on site in 2019, whereas audits had to be carried out online in 2020 due to the Covid-19 pandemic.

SUSTAINABLE SUPPLIER MANAGEMENT

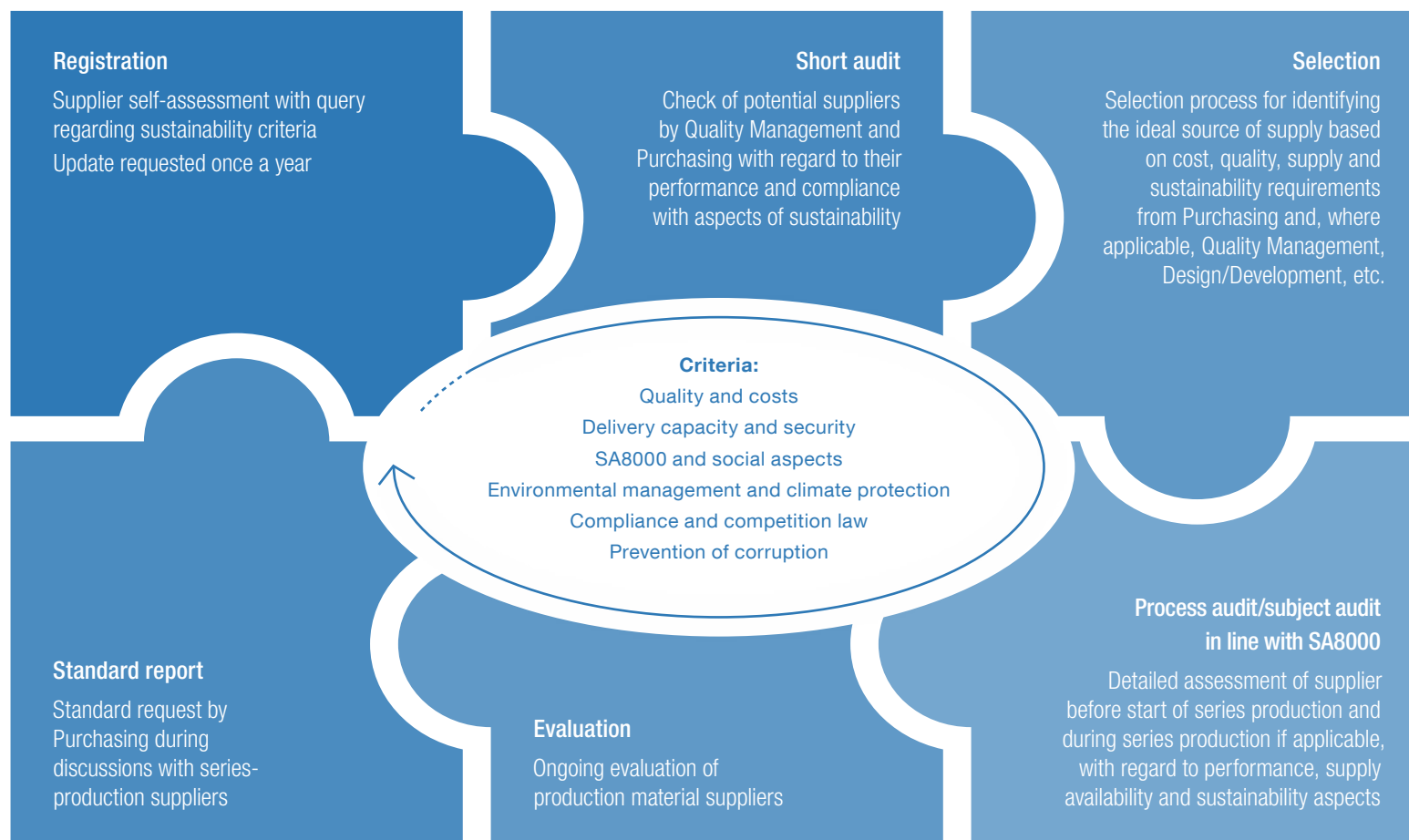
Miele's supplier management system is made up of six systematically interconnected elements (see diagram). It is based on material sustainability criteria and is adjusted to changing circumstances on an ongoing basis. Miele helps its purchasers and plants assess new suppliers by providing local support through its International Purchasing Offices (IPO) in Eastern Europe and Asia. More employees achieved SA8000 audit qualification in the reporting period, with the number of auditors in China, for example, rising to seven.

SELECTING NEW SUPPLIERS

[GRI 308-1, 414-1] Suppliers' performance and supply availability are crucial factors when it comes to awarding contracts. Alongside criteria such as technical equipment and standardised, stable processes, Miele's Purchasing department also checks whether potential suppliers meet the social

SUSTAINABLE SUPPLIER MANAGEMENT

Multi-stage process

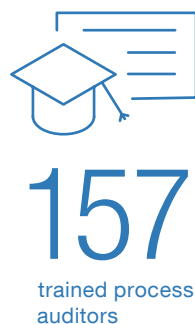


standards and environmental requirements defined by Miele. All suppliers, irrespective of location, are required to submit a self-declaration regarding compliance with standardised sustainability requirements. The self-declaration covers a number of areas, including certification, standards and additional employee-related issues, as well as compliance, prevention of corruption, environmental management and climate action. The material group managers in Purchasing check whether the self-declarations are complete and plausible. In the event of non-compliance, the potential supplier is given the opportunity to implement the necessary corrective measures within a reasonable amount of time and restore compliance with requirements. If this does not happen, Miele will not consider entering into a business relationship.

Before taking on a new manufacturing material supplier, a brief audit is carried out on site to assess compliance with process quality and sustainability standards. If Miele identifies non-conformities but feels that the supplier would otherwise be a useful partner, it works together with the supplier to find a solution. If there is no improvement, Miele blocks the applicant. Brief audits were performed online for the first time in 2020 due to the Covid-19 pandemic.

REGULAR MONITORING AND PROCESS AUDITS OF ACTIVE SUPPLIERS

Once Miele begins a supplier relationship, it regularly monitors the supplier's compliance with the required sustainability standards. A



key tool in this process is a supplier portal which prompts the registered suppliers to update their self-declaration online every year.

Process audits are carried out for all suppliers who provide materials for a product series to ensure their performance and supply availability. These audits take place before production starts and while it is ongoing. Sustainability criteria are also monitored as part of these process audits. As at 31 December 2020, Miele had over 157 trained and active process auditors who conducted 90 internal and external audits in 2020.

COMPLIANCE WITH SA8000 CRITERIA

[GRI 407-1, 408-1, 409-1] Miele places particular emphasis on social standards. All of Miele's suppliers worldwide must commit to complying with the following criteria within their own organisation in accordance with SA8000, an internationally recognised social standard, and must also monitor compliance on the part of their own suppliers:

- Ban on child labour
- Ban on forced or compulsory labour
- Health and safety in the workplace
- The right to freedom of association and collective bargaining
- Ban on discrimination
- Ban on disciplinary measures (in the sense of physical punishment, mental

or physical coercion or verbal abuse, as well as severe or inhumane punishment)

- Adherence to legislation and industry standards on working hours
- Adherence to payment legislation

Staff in the Purchasing department carry out a general risk classification for all suppliers on the basis of the SA8000 criteria. Suppliers are classified as low, medium or high risk depending on the country and the industry. There are only a small number of high-risk suppliers. Miele monitors these suppliers continuously and ensures that staff from the Purchasing department conduct annual assessments, including by means of SA8000 audits. Any suspicions that standards have been violated trigger a multi-stage > escalation process.

Miele revised its risk classification system in the reporting period and for the first time added a country risk component, which has been developed by the amfori Business Social Compliance Initiative (BSCI). This country classification covers the above criteria of the SA8000 social standard in accordance with the BSCI code. Classifying country risk is aimed at helping companies to better identify potential social risks in connection with their procurement markets. This external instrument based on an independent database is a practical addition to Miele's risk classification system. Any discrepancies between Miele's risk classification and the country risk classification of amfori BSCI must be

justified, explained and reviewed within the scope of an external SA8000 audit.

In addition to the criteria based on SA8000, Miele requires its suppliers to provide information about which forms of employee participation the company has implemented and whether it has taken measures to ensure occupational health and safety and provide employees with additional training and support.

ASSESSMENT OF ECOLOGICAL STANDARDS

[GRI 308-1] As part of its efforts to maintain ecological standards, Miele checks whether suppliers have implemented an environmental management system in line with standards such as ISO 14001, for example. The central supplier assessment system also includes information on whether the supplier uses resources in a sustainable manner. Environmental requirements for materials and components are continually adjusted to comply with the applicable legislation (such as the German Hazardous Materials Ordinance) and Miele's internal regulations. To this end, Miele has its own company standard, which limits the use of certain substances in materials and components. Suppliers of manufacturing materials are only awarded contracts if they can confirm compliance with this company standard.

CORRUPTION PREVENTION AND COMPLIANCE

Miele includes corruption prevention and compliance as part of its economic sustainability

criteria. The criteria are based on the principles of the Global Compact of the United Nations (UN) and other > international guidelines.

Staff in the Purchasing department must adhere to the > ethical guidelines for purchasing. Fair, transparent and partnership-based cooperation with suppliers is always paramount.

The suppliers must state whether their company participates in international or industry-related > compliance initiatives and whether they take measures to prevent corruption – for example, by providing an ombudsperson for employees or considering the Transparency International Corruption Perceptions Index (CPI) when selecting their upstream suppliers.

Miele itself gives suppliers the opportunity to contact a specially appointed > ombudsperson. The ombudsperson acts as an independent contact person to employees, business partners and third parties should any suspicions of corruption or theft arise. Contact details for the ombudsperson are included in every Miele order.

ESCALATION PROCESS IN THE CASE OF SUSPECTED VIOLATIONS

[GRI 407-1, 408-1, 409-1] Suspicions or evidence that a supplier is violating SA8000 criteria or environmental standards triggers a multi-stage escalation process, which can culminate in the supplier being struck off the approved list and blocked for the future. Serious violations will generally lead to absolute and immediate termination of the contract.

If investigations into a supplier reveal abnormalities, the supplier may still be able to continue working with Miele depending on its subsequent development and improvement. However, the supplier in question must draw up an action plan in collaboration with Miele's Purchasing and Quality Management departments and rectify the non-conformities in full within the specified period.

Abnormalities were determined in relation to one supplier during the reporting period. The supplier in question was inspected according to the escalation plan and successfully implemented the measures agreed with Miele to rectify the issues. No suppliers were blocked in the reporting period.

Environmental management

Preventative approach

[GRI 102-11] Miele's environmental management concept includes both operational environmental protection and its energy management system. The company is working to continuously reduce the environmental impact caused at its sites by waste water, waste and emissions, as well as energy-intensive processes and logistics. It manufactures all of its products in a resource-friendly manner, using as little energy as possible. Miele takes great precautions here, ensuring that environmental protection is considered at an early stage when planning systems and processes.

CERTIFIED MANAGEMENT SYSTEMS

Miele uses an > integrated management system to manage operational environmental protection throughout the company. The environmental management system, which is certified according to ISO 14001 at all Miele production locations worldwide, is an important component of the integrated management system. It contains guidelines on how to deal with materials, water, waste and emissions. Miele also manages and monitors its environmental performance with the help of environmental performance indicators. The management system is reviewed at the beginning of each

business year, with progress being measured on the basis of the results of individual reviews conducted at the various Miele plants. These results are then used to set new objectives. The internal reviews are supplemented by external monitoring audits.

Miele's ISO 50001-certified > energy management system at all European production sites is another component of the integrated management system. This system helps the sites identify potential for further energy savings and introduce corresponding measures.

European sites are recertified in accordance with ISO 50001 every three years. The energy management system at European sites was recertified at the end of 2020.

The new washing machine plant in Ksawerów, Poland, commenced operations in September 2019 and achieved ISO 50001 certification in May 2021. The energy management system at the Dongguan location in China is also based on ISO 50001.

Management staff from different production sites regularly liaise on best practices. Miele reviews its energy management system annually by means of internal audits carried



918,000 €

was invested by Miele in environmental protection measures at its manufacturing sites in 2020.

out by five specially trained employees. The audits performed in the business years 2019 and 2020 did not find any non-conformities and only made recommendations for optimising individual process descriptions. Management has already begun implementing the improvements, which included coordinating the process of defining key performance indicators, as well as re-designing and simplifying energy reports.

These audits ensure that Miele fulfils the national implementation of the 2015 Energy Efficiency Directive (EED), which requires companies to carry out an energy audit every four years. DIN EN 16247-1 energy audits are also performed at relevant sales subsidiaries.

Energy management meetings took place online in 2020 due to the Covid-19 pandemic. As a result, the number of meetings increased to four, with shorter intervals between meetings and more up-to-date discussions, which proved to be particularly advantageous with regard to the implementation of the ambitious new > sustainability strategy. In future, Miele plans to hold both online and in-person meetings depending on the subject matter.



8.7 million €

current expenses for
environmental protection at
manufacturing plants (2020)

COOPERATION BETWEEN ENVIRONMENTAL PROTECTION AND ENERGY MANAGEMENT

Miele's environmental management is divided into two areas – operational environmental protection and energy management – in accordance with the requirements of the ISO 14001 and ISO 50001 standards. Each area has its own responsible officers at the Miele headquarters and at the individual plants. All of the plant officers report to the headquarters in Gütersloh. Information is shared between plants on a continuous basis, with operational environmental protection and energy management teams usually meeting twice a year at one of the German sites.

These meetings are used to discuss individual efficiency projects, to provide information about changes in the legal framework and for further training. Representatives from other European

plants and from Dongguan in China also regularly attend the workshops in Germany. The energy management team is also organised as an > internal efficiency network. The network groups also organised meetings online in 2020 due to the Covid-19 pandemic.

[GRI 307-1] Miele operates a standardised legal management system for operational environmental protection, energy management and occupational health and safety at all of its German plants. This system monitors compliance with standards and legal requirements and continued to prove its worth during the reporting period. It guarantees consistent and simple compliance monitoring and makes it possible to additionally incorporate legal requirements from official authorisations. Realising operational environmental protection remains the responsibility of each individual site. There were no recorded infringements of environmental regulations in the reporting period.

PROFESSIONAL COMPLAINTS MANAGEMENT

[GRI 413-1/-2] Employees, residents, business partners or other persons can report suspected violations of environmental protection rules at any time and can get in touch with Miele by telephone, e-mail or letter. The headquarters or the plants are the main contacts for this purpose. The responsible department or the plant management will examine the situation and clarify or eliminate the causes. In the event of a serious complaint, the company management will be involved at an early stage. No significant complaints concerning environmental emissions were received in the reporting period.



MIELE SUPPORTS SUSTAINABLE LIVING IN THE CITY

What will sustainable and energy-efficient living look like in the future? One possible answer is provided by a pilot > project in Melbourne: a self-sufficient house built by eco-innovator Joost Bakker in 2020 – sponsored by the Australian sales company. The zero-waste house has closed cycles, supplies the residents with renewable energy and is geared towards urban fruit and vegetable cultivation. In addition to domestic appliances for the laundry room, Miele also provided a complete kitchen, including a wine conditioning unit. All appliances used in the house are solar powered. After delays due to the pandemic, the house was ready for moving in at the end of 2020.

Resource efficiency

Waste avoidance and water management

[GRI 306-1/-2] Miele preserves natural resources by using raw materials sparingly. However, its efforts also include avoiding waste and minimising water consumption, not only protecting the environment in the process, but also helping to ensure supply security and cut costs too. Miele continu-

ously optimises its production processes for this purpose, reusing materials where possible and recycling where not. Preferentially, materials are reused immediately or recycled.

WASTE AVOIDANCE AND EXTENSIVE USE OF RECYCLING

[GRI 306-1/-2] Waste can never be completely avoided in manufacturing. At Miele, waste is carefully separated into reusable containers on site as soon as it is produced. Miele uses specialist companies to dispose of waste.

Miele reviews these companies in > waste disposal audits and works with other manufacturers within the scope of these audits. Besides the legal requirements defined in the German Waste Management Act (KrWG), the audits also look at additional aspects such as whether waste is checked, whether approvals have been provided for waste disposal facilities, what condition the laboratories are in and whether the scales have been calibrated properly. Waste disposal companies are responsible for recording waste output from Miele plants. When it comes to transporting hazardous waste, Miele only employs the services of specialist companies both in Germany and at its sites outside of Germany. Miele itself does not export any waste.

In the business year 2020, Miele plants produced a total of 37,413 tonnes of waste, around 9.4 percent more than in 2019 (34,190 tonnes). This increase was due to a rise in production activity, as well as a greater volume of chrome steel waste from the commissioning of a new welding system in Gütersloh. The resulting scrap was recycled. However, the new system has also increased the level of vertical integration at the Gütersloh site, as the parts (cast flanges) can now be produced in-house rather than being purchased. Another reason for the increase in waste was the soil extracted for a new supply duct at the Lehrte site.

A total of 95 percent of the waste produced at Miele's plants worldwide was recycled in the business years 2019 and 2020. The volume of hazardous waste recycled and disposed of in the reporting period fell by a small margin of 4.2 percent from 2,687 tonnes to 2,574 tonnes in the reporting period.

Numerous waste treatment facilities are currently in the process of setting new acceptance criteria for recycling processes. In the past, sludge from Miele's waste water processing facilities and foundry was recycled for use as a construction additive. This construction additive is used at landfill sites to secure waste and build access routes. With the number of landfill sites

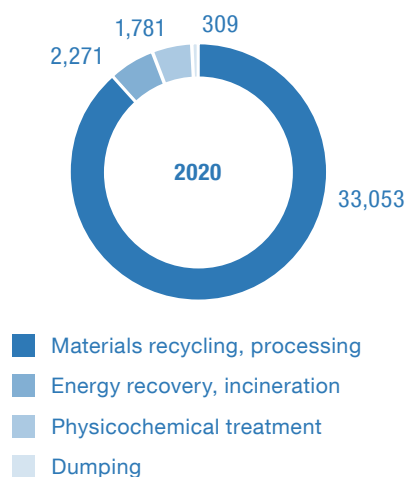
TOTAL WASTE PRODUCED

in tonnes



DESTINATION OF TOTAL WASTE¹⁾

in tonnes



¹⁾ See page 97 for further explanation.

decreasing in Germany, this form of recycling will no longer be available in the future, which is why processing landfill waste will be classified as a waste disposal process rather than a recycling process moving forward. This would result in the share of Miele waste that is recycled falling markedly.

RAISING AWARENESS AMONG EMPLOYEES

[GRI 306-1/-2] All Miele employees need to pull their weight to ensure that waste is avoided as much as possible and disposed of properly when it is produced. Miele has various measures to raise employee awareness of this topic, including noticeboards on how to properly separate waste at production sites.

Miele's sales subsidiary in Canada has introduced a system of waste separation and organised an employee competition to reduce waste.

The Russian sales subsidiary has been working on measures to raise employee awareness of the environment in their day-to-day work since 2017 as part of the ECO Office project. In 2020, the office replaced single-use cutlery and plates, which were commonplace, with ceramic tableware and metal cutlery and installed a water dispenser. The same measures were introduced at the sales subsidiary in Italy. Both sales subsidiaries saw a marked decline in the use of plastic single-use bottles.

The Australian sales subsidiary conducted an online survey on employees' printing habits, which focused on ways of reducing the number of printed documents and general paper consumption. Around 250 employees took part in the survey in 2020, providing a great many ideas and suggestions. The company is currently working on a detailed proposal for implementation.

SYSTEMATIC WATER MANAGEMENT

[GRI 303-1] Miele is reliant on water throughout its value chain. Plants require cooling water to manufacture Miele appliances, and water is also needed to operate kitchens and bathroom facilities and for watering green spaces. The production plants in Gütersloh and Braşov cover most of their water requirements from

their own well facilities, while other plants draw water from municipal systems.

Miele strives to consistently reduce its water consumption through systematic water management. All water-saving measures are, of course, implemented without affecting drinking water hygiene. As an example, Miele has spent the past few years separating its drinking water and firefighting water facilities at its Gütersloh site, which had previously been operated as a single system. Miele installed smaller pipes for the drinking water system, allowing water consumption to be reduced. The old drinking water pipes were oversized for current drinking water requirements and had to be flushed out very often to prevent bacteria from building up. The large-diameter pipe network had been originally installed to provide effective and rapid access to large volumes of water to fight fires. However, a new 1,250 cubic metre water tank has since been installed to provide water for firefighting from 2021.

Water abstraction per tonne of product climbed from 1.85 cubic metres in 2019 to 1.93 cubic metres in the business year 2020. In absolute terms, water abstraction increased from 358,789 cubic metres to 393,827 cubic metres year on year in the business year 2020 due to the repeated exchange of water in the cooling tower for hygiene reasons and the increased use of rinsing water during the commissioning of a cooling system in Gütersloh, among other factors. In addition, the new plant in Poland was included in the data for the first time in 2020. Another reason for the increased water consumption is the

dry summer in 2020 and the need to water green spaces as a result. Drip irrigation systems have been installed at some sites to reduce water consumption in the future.

Plants outside of Germany have also implemented a water management system, including measures to reduce water consumption. In Dongguan, China, for instance, water meters have been installed to analyse water usage and set consumption targets.

WASTE WATER: REGULAR MEASUREMENTS

[GRI 303-1/-2, 306-3] The plants in Gütersloh, Oelde, Lehrte and Bürmoos are able to discharge their waste water into the public sewer system due to its high quality. These indirect discharges are subject to the waste water regulations of the respective municipalities. Waste water is treated before it is discharged, with heavy metals being precipitated using lime milk in Gütersloh and Oelde to filter these substances out of the waste water. Precipitation is a chemical process for isolating a dissolved substance from a solution. The heavy metals are then deposited as particles and filtered out by the filters. In addition, the waste water is also neutralised. This all ensures that Miele complies with the limits stipulated by municipal waste water regulations. Miele regularly conducts internal analysis and submits random samples to the authorities for analysis to monitor the quality of this process.

As at all other Miele plants, regular samples are taken to ensure that the water

WASTE WATER

in cubic metres



quality is perfect. In the reporting period, there were no notable or significant cases of municipal limits being exceeded.

At the Braşov plant, domestic waste water is treated in the plant's own biological treatment plant and before being discharged into the Bârsa stream. But that is set to change from the end of 2021, when Miele waste water will be discharged through a new sewer system to a new public treatment plant, where it will be treated. So far, there are no manufacturing processes at the new Ksawerów plant that produce technical waste water. Other waste water produced by this plant is discharged into a municipal treatment plant through the public sewer system.

On account of the increase in water consumption in the business year 2020, the waste water of all Miele plants climbed to 362,702 cubic metres in the business year 2020 (2019: 313,264 cubic metres).

Energy and emissions

Focus on climate action

Climate change is one of the greatest challenges we face, and climate action is one of Miele's key sustainability tasks. That is why Miele has refined its climate action strategy during the reporting period, defining ambitious new goals. The climate action strategy centres on avoiding and reducing CO₂ emissions and compensating where such measures are not (yet) possible. The primary instruments in Miele's strategy are investment in efficiency measures, the expansion of in-house energy generation and the targeted reduction of emissions in the upstream and downstream value chain.

The strategy was adopted by the Executive Board in October 2020. A number of measures were then resolved and initial steps taken toward implementation. The new climate strategy is an integral part of the enhanced > sustainability strategy, through which Miele notably refined its objectives in key focus areas in the reporting period.

By developing and adopting its new climate strategy, Miele meets the requirements of the > Science Based Targets initiative, which aims to bring corporate climate targets in line with the latest climate findings.

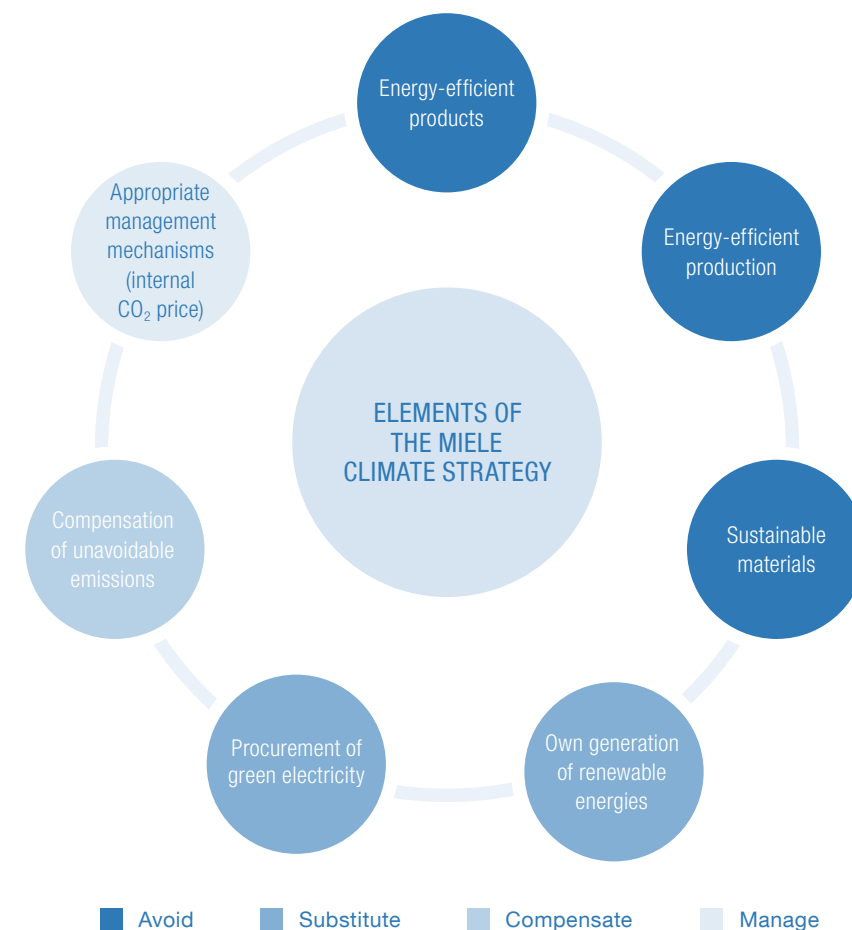
CO₂ NEUTRALITY FOR ALL SITES FROM 2021

As part of its climate strategy, Miele has decided to shift to carbon-neutral production from 2021, as relates to the company's own emissions (Scope 1) and the emissions attributable to energy suppliers (Scope 2). At the same time, the company aims to cut the CO₂ emissions of its global production and sales sites, including the vehicle fleet, by 50 per cent in absolute terms by 2030 compared to 2019 levels. To do so, Miele will be investing primarily in energy efficiency and generating its own renewable energy at its sites.



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

ELEMENTS OF THE MIELE CLIMATE STRATEGY





BIOGAS TO PROTECT THE CLIMATE AND PEOPLE

Renewable energies are good for the environment, there is no doubt about that. But they can also improve the day-to-day lives of people, too. Since 2021, Miele has been involved in a project to equip rural households in Nepal with small biogas plants as part of the company's CO₂ compensation project. Instead of using firewood to cook, and producing harmful smoke, families use biogas. In addition, residual materials from the plants can be used as fertiliser, increasing agricultural yields. People are no longer reliant solely on wood, meaning that deforestation has also declined, helping to preserve species diversity and counteract soil erosion. A total of 350 biogas plants have been constructed with Miele's assistance.

GENERATING OWN ENERGY AND PROCURING GREEN ELECTRICITY

Miele commissioned a photovoltaic plant in Dongguan, China, in April 2021. Other projects are in the pipeline, both at Miele production sites and at sales companies. In addition, Miele is in the process of switching its energy supply to fully renewable sources, with all global sites set to procure green electricity by the end of 2021. The plant in Ksawerów, which was opened at the start of 2019, has been using green electricity since production operations commenced. All production sites in Germany, as well as those in Bürmoos, Braşov and Uničov, have been operating on renewable electricity since 2020. Many international sales companies, such as those in the UK, New Zealand, the Netherlands and Switzerland, as well as the Steelco Group, also operate on green electricity exclusively.

COMPENSATION OF UNAVOIDABLE EMISSIONS

Miele compensates for unavoidable emissions by purchasing high-quality CO₂ certificates and investing in global climate action projects, including a solar-thermal project in India and a biogas project in Nepal. In Nicaragua, Miele supports an initiative for sustainable coffee growing. The technical and financial support provided by Miele helps Nicaraguan farmers manage their plantations in a more environmentally friendly way. Other initiatives include reforestation projects in Uganda, a country that has lost more than 40 percent of its forests in the past 20 years. Miele also supports

projects in the United States to plant new hardwood forests in the Mississippi Alluvial Valley, which is one of North America's most important deciduous forest ecosystems.

PROMOTING INNOVATIVE TECHNOLOGIES

Miele also supports innovative technological approaches to reducing or sequestering carbon. One project in Austria and Germany supports the storage of carbon for agricultural use.

In this project, vegetable carbon is being used for long-term carbon storage, and is applied to the soil, improving soil fertility and increasing humus levels in the process. Miele co-finances the project.

REDUCING THE CARBON FOOTPRINT OF PRODUCTS

The majority of the CO₂ emissions that make up Miele's carbon footprint are produced during the use of products (Scope 3.11) and during the purchasing of goods and services (Scope 3.1), both of which are areas where a further reduction of CO₂ emissions is necessary. Initial pilot projects are currently under way.

THE JOURNEY TO THE CLIMATE STRATEGY

Allocating emissions to certain activities is a key part of effective climate action. The annual > carbon footprint report acts as a basis for Miele's current climate strategy process.

In 2020, at the beginning of the strategy process, Miele extended the coverage of its carbon footprint report to international sales subsidiaries, the Steelco Group and its shareholding in Korean robotics specialist Yujin. Miele also carried out potential analysis, which was used to pinpoint energy-efficiency measures, evaluate the potential of own energy generation and green electricity procurement and quantify significant Scope 3 emissions. The next step was to simulate and model potential measures to cut Scope 1, 2 and 3 emissions and the resulting costs. At this stage, Miele also looked into potential strategies to achieve carbon neutrality through energy-efficiency measures, ways to increase own energy generation, opportunities to increase the amount of green electricity and possibilities for carbon compensation.

SYSTEMATIC ENERGY MANAGEMENT

The energy industry in Germany and Europe is undergoing a structural shift towards solar and wind energy. However, both of these renewable sources are weather-dependent and therefore volatile. Energy bottlenecks must be avoided, and availability and stable prices secured. Hence why it is important for Miele to adapt to the changes by implementing new energy storage concepts and efficient internal management mechanisms. Miele firmly believes that the only way to absorb the differences between volatile supply and uniform demand is to store energy in the form of hydrogen, which is why the company is investing

in the development of hydrogen-based energy storage solutions. Dr Reinhard Zinkann is a co-signatory to the white paper “Aufbruch in die Zukunft: Transformationspfade für nachhaltige industrielle Projekte in Nordrhein-Westfalen” (Journey into the future: transformation pathways for sustainable industrial projects in North Rhine-Westphalia), which contains 13 specific project proposals for the further development of hydrogen technology. The paper is the result of top-level meetings initiated by the state government of North Rhine-Westphalia.

Energy storage is an important piece of the puzzle, but efficient energy flows are also crucial. Thanks to the ISO 50001 energy management standard, which has been applied since its introduction in 2011, Miele has been able to transparently document energy flows at its sites and, in doing so, uncover potential for improvements in efficiency. Within this framework, the company has also set up a number of > performance indicators to monitor achievement of efficiency targets and plan infrastructure measures. The foundry and enamelling processes are particularly energy-intensive parts of production.

ESTABLISHING AN EFFICIENT ENERGY INFRASTRUCTURE

Energy efficiency has always been a top priority at Miele, and not just with the company's products. In the early 1980s, Miele began designing new buildings with more efficient low-temperature

systems and facilities. Nowadays, this technology is being used on an increasing basis in modern heating networks.

Miele has its own electricity grids at its plants and sites. Featuring 40 transformers, the grid at the Gütersloh site is comparable to that of a small town. Miele also feeds electricity into its internal grids with its cogeneration plants in Bünde and Bielefeld, and the photovoltaic system in Gütersloh. This kind of infrastructure has been a resounding success so far, which is why Miele believes that small electricity grids with decentralised energy generation and storage can play a major role in the energy transition.

In Gütersloh, Miele is also a partner in the city's heat distribution network, with waste heat from a high-efficiency gas-fired power station used to heat the entire Gütersloh site since 2008 – and improving the energy yield of the power station turbines in the process. Miele continues to hold small boiler systems on standby as a contingency for its production activities. The family-owned company is in constant dialogue with district heating provider Fernwärmegesellschaft Gütersloh to increase the efficiency of the network and reveal untapped potential.

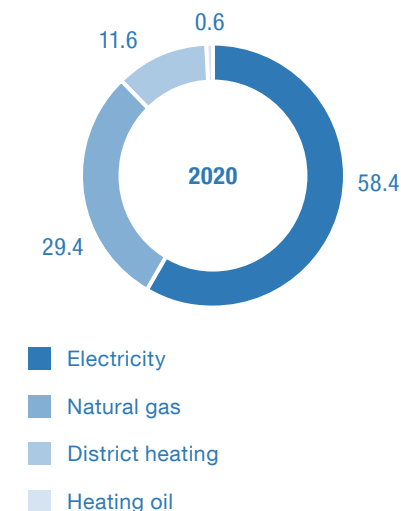
ENERGY EFFICIENCY COMPETENCY NETWORK

Maintaining and facilitating dialogue is an area of extreme importance to Miele, which is why the company has its own competency network on the issue of energy efficiency. This network is geared towards promoting dialogue among Miele plants

DISTRIBUTION OF ENERGY CONSUMPTION

Proportion of total energy consumption as a percentage

Direct energy consumption



and creating greater synergy effects at an international level. The network's experts form various working groups to look into issues or technologies such as compressed air or refrigeration systems.

Before the Covid-19 pandemic, the network met up as often as three times a year. In 2020, the meetings were organised online, and members of the network quickly realised that online meetings can also have added benefits: Teams met more frequently, the issues they discussed were more relevant and outcomes were more effective. Competency network meetings in the reporting period focused on improving and enhancing the systems used to measure energy consumption.

RAISING AWARENESS AMONG EMPLOYEES

Miele provides annual training, some of which as part of the mandatory occupational safety training, to motivate employees to save energy. Employees can also complete an e-learning module on the subject, or find a broad range of information on how to save energy in their day-to-day work on the company intranet. The information is prepared for different target groups, such as office personnel and employees working in plant engineering, and is continuously updated. Tips include how to save energy through correct ventilation and heating.

CURRENT ENERGY CONSUMPTION

[GRI 302-1/-3/-4] In the business year 2020, all Miele production and sales sites consumed

ENERGY CONSUMPTION¹⁾

in Megawatt-hours



1) The energy consumption of all production sites and sales subsidiaries, as well as the participations Steelco and Yujin, is taken into account.

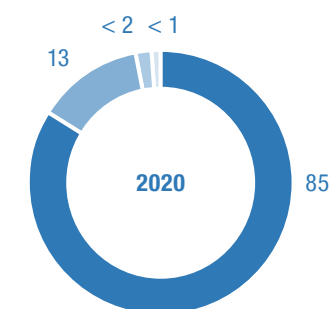
at total of 281,020 Megawatt-hours, 2.7 per cent less than in the business year 2019 (288,797 Megawatt-hours). Total energy consumption is made up of direct energy consumption (heating oil, natural gas) and indirect consumption (district heating and electrical energy); see diagram below. The > Key figures section includes a detailed breakdown and explanations. Specific energy consumption per produced appliance was reduced further in the reporting period. In the business year 2020, the lion's share of energy requirements (86 per cent) were covered by green electricity. In 2021, all sites use green electricity.

BROADER DATA POOL FOR CARBON FOOTPRINT

[GRI 305-1/-2/-3/-5] Miele's carbon footprint is calculated on the basis of the international Greenhouse Gas (GHG) Protocol standard. It is prepared using a market-based approach, which applies the specific emission factors of energy suppliers. Emissions consist of direct emissions from oil and gas consumption as well as Miele's fleet of vehicles (Scope 1), indirect emissions from electricity and district heating (Scope 2) and indirect Scope 3 emissions. Besides purchased goods and services and the use of sold products, Scope 3 emissions now also include capital goods, fuel- and energy-related emissions, transportation and distribution, waste, business travel, commuting, rented facilities and how sold products are handled at the end of their lifecycle. These emissions are reported in the carbon footprint diagram under "Scope 3: All others".

MIELE CARBON FOOTPRINT (CO₂-EQUIVALENT)

in percentages



■ Scope 3: Use of sold products

■ Scope 3: Purchased goods and services

■ Scope 3: All others¹⁾

■ Scope 1 (direct emissions) and Scope 2 (indirect emissions)

1) Contains the other Scope 3 categories named in the text.

ABSOLUTE SCOPE 1, 2 AND 3 CO₂ EMISSIONS

in tonnes CO₂-equivalent



DEVELOPMENT OF SCOPE 1 AND SCOPE 2 EMISSIONS

In 2020, Miele reduced its Scope 1 and Scope 2 CO₂ emissions by 40 percent year on year. Direct emissions (Scope 1) were cut by 8 percent in the same period. This is due to the reduced consumption of natural gas and heating oil and the pandemic-based decline in fleet mileage. Miele reduced indirect emissions (Scope 2) by a much larger margin of 65 percent on account of most of Miele's sites covering their energy requirements with green electricity (86 percent). Moreover, electricity and district heat consumption fell further year on year.

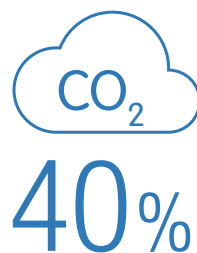
HOW TO DEAL WITH ADDITIONAL GREENHOUSE GASES AND OTHER EMISSIONS

[GRI 305-7] In addition to CO₂ emissions, Miele also strives to reduce other greenhouse gases and harmful emissions. Refrigerants containing chlorofluorocarbons (CFCs) are still occasionally used at Miele plants: for example for air-conditioning technology, compressed air dryers and small-scale systems such as climate-controlled chests. These refrigerants are gradually being replaced by more climate-friendly alternatives.

Miele products also contain refrigerants, but since 2020 only R600a-grade fluid has been used worldwide. In 2020, 70 percent of heat pump tumble dryers were also produced using the environmentally friendly refrigerant R290 (propane). The

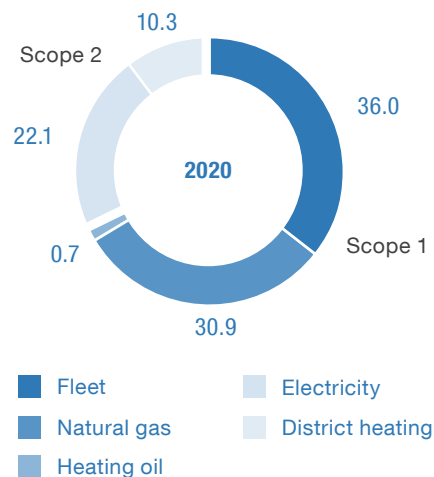
remaining 30 percent are currently in the process of being converted to use R290-grade fluid. Appliances produced for commercial applications will only be filled with R600a refrigerant from 2021.

Motor production at the Euskirchen site produces volatile organic compounds (VOCs), but these pollutants are eliminated by a post-combustion process, bringing the total amount in exhaust air below legal limits.



2020: 40 percent reduction in CO₂ emissions compared to 2019 (Scope 1 and 2, absolute figures)

CARBON FOOTPRINT SCOPE 1 AND 2 as a percentage¹⁾



¹⁾ Rounding differences.

CO₂ EMISSIONS SCOPE 1 AND 2

tonnes CO₂-equivalent

2020



2019



■ Scope 1 (Direct CO₂ emissions)
■ Scope 2 (Indirect CO₂ emissions)

Logistics and mobility

Efficient transportation, sustainable logistics

Miele appliances, production materials and replacement parts are regularly transported throughout almost 100 different countries worldwide. The task of the logistics department is to make sure that Miele is able to supply its products on time to sales subsidiaries and customers all over the world. Miele has set itself the objective of minimising the impact of this level of traffic on the environment and the climate as much as possible, as well as optimising the necessary shipments. This is achieved using state-of-the-art logistics processes from the central Miele logistics centre in Gütersloh.

Most delivery routes are relatively short: eight out of twelve of the Miele production sites are located in Germany, with the furthest situated 215 kilometres away from Gütersloh. Europe continues to be the key market for Miele products, as over 80 percent of sales are generated there – and one third in Germany alone. The necessary shipments and deliveries are managed efficiently. In addition, Miele aims to utilise modes of transport that generate the lowest possible level of emissions. Carbon emissions are a significant selection criterion for Miele when it comes to awarding contracts to transport service providers. The company avoids the use of air freight

as far as possible and carefully reviews any instances of transportation by air.

SHIPPING THE MOST IMPORTANT MODE OF TRANSPORT

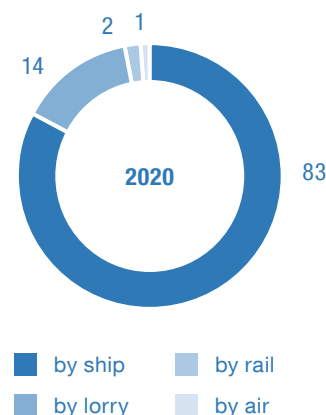
Transport volumes rose by 12 percent in the business year 2020 to 1,008 million tonne-kilometres (compared to the business year 2019). This includes transport on own account and deliveries to Miele sales subsidiaries (outbound). The increase is mainly due to the positive sales development at sales subsidiaries overseas, as well as in Southern and Eastern Europe. Miele successfully maintained the proportion of its outbound shipments transported by ship and rail at an extremely high level of over 85 percent. Once again, an extremely low percentage of shipments were made by air (0.8 percent). Of Miele's transport on own account, 43 percent was completed by ship and 57 percent by lorry.

CALCULATING THE CARBON FOOTPRINT AND OTHER EMISSIONS

[GRI 305-3] Miele uses software to determine the environmental impact of its transport logistics that calculates the transport volume and greenhouse gas emissions based on the

OUTBOUND TRANSPORT VOLUME

in shares (related to tonne-kilometres)



EN 16258 CEN standard. In the business year 2020, transport-related emissions increased by 3 percent, from 60,235 tonnes of CO₂-equivalent in 2019 to 62,212 tonnes CO₂-equivalent. These emissions include outbound logistics, global distribution and transport on own account. The rise in CO₂ emissions was much less significant than the increase in transport volume.

Noise also forms part of transport-related emissions. Noise emissions are legally regulated in Germany and in many other countries. Certain noise thresholds must not be exceeded, especially at night, to protect the public and the areas around the plants from harmful noise-related environmental effects. This is monitored on the basis of a noise register containing all noise sources. Miele adhered to all requirements during the reporting period.

OPTIMAL USE OF TRANSPORT VEHICLE CAPACITIES

A key way of reducing the environmental impact of transport is the optimal utilisation of the means of transport in procurement and distribution logistics. During the reporting period, transport vehicles operated at 90 percent capacity in procurement and 91 percent

TRANSPORT-RELATED CO₂-EQUIVALENT

tonnes CO₂-equivalent

in distribution logistics. Deliveries are only made to sales subsidiaries with fully loaded vehicles, as a rule. The same applies to transport between plants. When it comes to deliveries to customers, Miele is continuously analysing demand and capacities and will adjust processes if necessary to achieve the best possible capacity utilisation.

MIELE FLEET

[GRI 305-1] The Miele fleet primarily comprises cars and vans for customer service. When vehicles need to be replaced, Miele chooses low-carbon models. Besides conventional low-emission models, Miele also offers employees at least one fully electric vehicle in each vehicle class.

Miele has set itself the target of reducing the > carbon emissions of its fleet by at least 30 percent worldwide by 2030 compared to the 21,920 tonnes of CO₂-equivalent generated in 2019. Miele

is also working together with automotive manufacturers as a test partner for sustainable light commercial vehicle (LCV) systems and is aiming to become one of the first companies to use electric LCVs.

CARBON-NEUTRAL RAIL JOURNEYS AND PUBLIC TRANSPORT OFFERS FOR EMPLOYEES

[GRI 305-3] Miele employees are encouraged to choose public transport for business trips whenever possible. They should use rail travel for longer business trips and avoid air travel unless it is strictly necessary due to time constraints or for scheduling reasons. Long-distance journeys with Deutsche Bahn as part of the “bahn.corporate” corporate customer programme are carbon-neutral. The reduction in business travel, particularly by air, since the start of the Covid-19 pandemic, has led to a decline in CO₂ emissions and had a positive impact on Miele’s carbon footprint.

Miele has also been offering regular environmentally friendly driving courses in Germany for a number of years now as part of its > open training concept. The ECO training was held as normal in 2019, but had to be cancelled in 2020 due to the Covid-19 pandemic. It is set to return to the calendar from 2021.

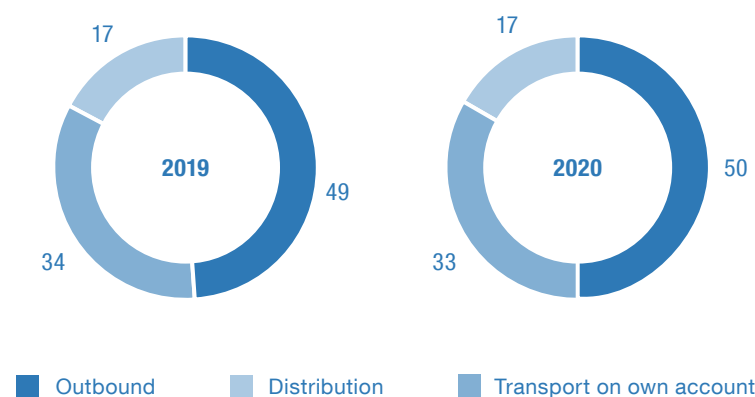
Furthermore, Miele encourages its employees to use public transport to commute to work through initiatives such as cheaper employee tickets at the Gütersloh, Bünde and Bielefeld sites. A total of 935 employees

used these tickets to commute to work in 2019, but this figure fell to 862 in 2020.

Subsidised public transport tickets are also available to employees in Austria, China and at the Danish sales subsidiary. In Bürmoos, Braşov and Dongguan, Miele provides a dedicated bus service for its employees. Furthermore, all trainees in Bürmoos are given a ticket that entitles them to free public transport throughout the state of Salzburg – both for commuting and for personal use. Sales subsidiaries also reduce their CO₂ emissions through video conferences and remote working.

TRANSPORT-RELATED CO₂-EQUIVALENT

in percentages



Employees & society

- > HR management
- > Occupational health and safety
- > Training and education
- > Diversity and equal opportunities
- > Social engagement

Miele, a family-owned company, has always embraced a culture of appreciation throughout the company, offering a full range of benefits. This also includes protecting the health of the company's more than 20,000 employees – in times of crisis and beyond. A diverse workforce is a crucial competitive factor for Miele as a global company. International personnel development programmes help to safeguard the company's success now and into the future.



Human resources management

Partnership and appreciation

Miele offers its employees a working environment inspired by partnership and respect. A consistent orientation towards employees, along with high social and ethical standards, has been an integral part of the family-owned company since its founding, making Miele an attractive employer. Traditionally, Miele has been known for a high rate of staff retention and low levels of staff turnover.

In industrialised countries, demographic change is intensifying the competition for well-trained specialists. Global markets and increasing digital connectivity are also changing the demands employees face. Strategic human resources management constantly aims to attract a sufficient number of qualified, creative and enthusiastic minds to the company and to ensure their long-term loyalty, even under the present conditions. This is crucial in supporting Miele's efforts to be an innovation leader in the industry on a lasting basis. The focus is on the short-, medium- and long-term need for employees in all areas of the company.

EMPLOYMENT AT MIELE IN FIGURES

[GRI 102-7/-8] As at 31 December 2020, Miele had 20,944 employees world-

wide. This includes those working for the following subsidiaries: Steelco, Yujin, Agri-lution, WaschMal, MChef, Miele Operations and Payment Solutions. In 2020, Miele hired 466 employees, or a 2.3 percent increase over the previous year (20,478 employees). As at the reference date, Miele employed 10,968 people in Germany, a decrease of 20 employees or 0.2 percent from the previous year.

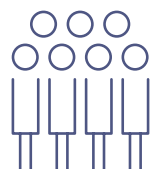
CLEAR STRUCTURES

[GRI 102-8, 404-3] The Gütersloh-based central HR department performs the tasks associated with HR management on a Group-wide basis. The department is in charge of

training, qualification and talent management, as well as HR management. In Germany, it is responsible for identifying and hiring suitable applicants. The sales subsidiaries have their own HR managers and/or departments. The central HR department coordinates its activities regularly with the individual departments, local HR departments, the management of the sales subsidiaries and the works council.

The head of the central HR department reports directly to the Executive Director of Finance and Administration. This person has the authority to set guidelines for HR departments at locations in Germany and at the sales subsidiaries outside of Germany. They do so in close coordination with the local employees in charge of HR, who are responsible for local personnel planning and recruiting. However, the heads of the sales subsidiaries and plants are hired directly by the central HR department.

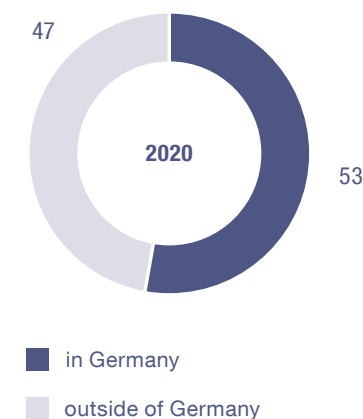
[GRI 404-3] The head of the central HR department and the Executive Board identify new measures and set targets during meetings dedicated to the annual objectives. Agreeing on these objectives helps Miele to track the success of strategic human resources planning and to continuously improve the company's work.



20,944

employees worldwide

DISTRIBUTION OF EMPLOYEES by locations in percentage



ATTRACTING HIGHLY QUALIFIED YOUNG TALENT

Miele has defined its own employer brand to give potential new employees an authentic impression of what it is like to work for Miele and spark their interest in a career at the company. The Miele employer brand is a central element of the Human Resources strategy and helps make Miele even more appealing to highly qualified young professionals. The company is increasingly looking not only for candidates with technical profiles, but IT and digitalisation professionals as well. Miele posts ads for these prospective employees, particularly on the internet and on social media.



240
anniversaries were
celebrated in 2020.

STRONG IDENTIFICATION WITH MIELE

Since 2012, Miele has carried out employee surveys to measure how satisfied employees are in their workplace and how strongly they identify with the company. Miele focuses on different issues and metrics depending on the location.

The last surveys were conducted in 2018, eliciting feedback from employees of sales subsidiaries and the Braşov, Dongguan and Uničov plants. These surveys showed high levels of identification and engagement among the international workforce, well above the average of the manufacturing industry. The next worldwide survey is scheduled for 2021.

In 2019, German business and career magazine Focus Business ranked Miele 15th among Germany's top employers, a significant gain over the previous year, when

the company placed 41st. Some 143,000 company evaluations were considered for the study. Another magazine, stern, ranked Miele the 25th most popular employer and first in the "Durable Consumer Goods" category in 2019. This survey involved 45,000 employees in Germany.

STAFF RETENTION: LOW TURNOVER RATES, LOTS OF ANNIVERSARIES

[GRI 401-1] Miele is traditionally characterised by a high rate of staff retention. Most employees stay with Miele for many years. The staff turnover rate at the German locations stood at 1.33 percent in the business year 2020 (2019: 1.76 percent).

Numerous anniversaries were celebrated in the reporting period. In the business year 2020, 240 employees worldwide celebrated 25, 40 and even 50 years with the company (2019: 319 employees with anniversaries). Local celebrations were postponed to 2021 due to the Covid-19 pandemic.

EMPLOYEE IDEAS PAY OFF

Miele's idea management programme is one of the ways employees can help shape the company. This approach has a long tradition, with employees first being called upon to submit their ideas for improvements back in 1951.

Employees of Miele & Cie. KG submitted a total of 1,656 suggestions for improvement across all German locations in the business year 2020. Of the ideas evaluated during this reporting period, 31 percent were imple-

mented, helping save over 1.9 million euros. A total of 371,000 euros were paid out as bonuses in the business year 2020. The Miele idea management programme is being fully digitalised by stages. This will enable greater transparency and process speed and may make it easier to share knowledge.

In 2018, Miele renamed its corporate suggestion scheme, dubbing it "Idee M" ("Idea M"), while also modernising various processes in an effort to respond even more flexibly to ideas when they are received. Idee M launched a campaign called "120 Jahre Immer Besser" ("120 Years, Ever Better"), inviting employees to win special prizes if their suggestions were accepted by the idea management programme. All entrants also received physical prizes and a 20 percent addition to the usual idea bonus. During the campaign, 1,521 ideas were submitted and then reviewed and evaluated by experts with an eye to implementation. In 2019, 2,983 ideas were submitted, and the number for 2020 was 1,659. The sharp change was due to the reduction in on-site work brought on by the pandemic.

EMPLOYEE PARTICIPATION: A VALUABLE PARTNERSHIP

[GRI 102-41, 402-1] For decades, Miele has had a close and trusting relationship when working with the company's workers' representatives. The Executive Board promptly provides the workers' representatives with extensive information concerning all relevant decisions, developments and processes. Even difficult topics are discussed constructively and with a focus on solutions.

In Germany, Miele is subject to the collective wage agreements of the IG Metall union. PRO-GE is the responsible trade union in Austria, with KOVO acting as our labour partner in the Czech Republic. The plant in Braşov, Romania, is subject to a collective labour agreement that governs the fundamental demands, as well as the organisation and structure of employment relationships. Working conditions for employees in Germany, Austria, the Czech Republic and Romania are therefore all regulated in collective bargaining agreements, equating to a 66.8 percent share of all Miele employees (as at 31 December 2020). The employment relationship between Miele and the temporary agency workers employed at Miele's German locations is governed by the collective wage agreements concluded by the agencies themselves.

Works councils look after the interests of employees in Germany and at our Czech plant, as well as at some of our sales subsidiaries, such as in France, Italy, the Netherlands and Spain. Employees at our plant in Dongguan, China, for example, have enjoyed representation since 2009. Such representation is not mandatory under local law. The employee representatives there meet with the HR department on a monthly basis to discuss suggestions and deal with potential areas of conflict. The interests of the employees at the plant in Uničov, Czech Republic, are represented through the KOVO union and in regular meetings between internal employee representatives and plant management. At smaller sales subsidiaries, such as those in Poland or Ireland, the

dialogue between employees and management is a direct and ongoing process, but has not been formally defined.

SOCIAL AND ETHICAL STANDARDS

[GRI 407-1, 408-1, 409-1, 412-1/-2] Miele is respectful and responsible in its dealings with employees. This is a key feature of the Miele corporate culture, and one that has been underscored since back in 2004 by the company's voluntary pledge to fulfil the internationally recognised SA8000 social standard. This has been officially certified since 2008. The standard includes the requirement to observe decent working conditions, to guarantee freedom of association and the prohibition of child labour and discrimination. An external service provider performs a monitoring audit every six months to determine whether this standard is met. All plant locations are > SA8000 certified and undergo recertification every three years. The most recent scheduled recertification took place in 2019; the plant in Ksawerów, Poland, is slated for recertification in 2022.

It goes without saying that Miele respects human rights in all its business activities. Miele conveys this pledge to employees as part of the company philosophy right from the beginning of their employment. In the reporting period, 115 managers and employees from HR were trained with an online learning programme on the German General Act on Equal Treatment (Allgemeines Gleichbehandlungsgesetz, or AGG). Since the programme was introduced, a total of 1,649 employees have completed the training. Software-based training is also held



on the company's code of conduct. So far, 4,126 have received training worldwide, 699 of them during the reporting period. Miele also requires its suppliers to comply with > social criteria. Miele purchasing employees receive regular information to raise awareness of this topic. Venues for providing information include the semiannual meetings of SA8000 management representatives, the quarterly meetings of the social performance teams and the company-wide SA8000 information portals. In 2019, the company began holding meetings with the central purchasing team every six weeks to optimise procurement processes in keeping with ethics standards. The focus here is on cross-plant coordination and on implementation of SA8000 requirements by suppliers, taking country-specific circumstances into account.

Miele also provides new hires with information about complying with social and ethical standards during the two-day "Welcome@Miele" event. New Miele employees get to know the company and its culture in depth during this onboarding event.

TRANSPARENT COMPLAINTS PROCESS

[GRI 406-1] Every employee in Germany has the right to turn to a complaints office, which offers help as the first point of contact in the case of suspected discrimination. In accordance with the General Act on Equal Treatment (AGG), the works council is involved in handling and evaluating incoming complaints. Miele has set up dedicated complaints offices, each of which is staffed by one man and one

woman, at every company location in Germany. All complaints are naturally confidential. Similar systems are in place at the international sites. The complaints office works closely with the aggrieved person to review the circumstances surrounding the complaint. Wherever possible, the results of the review are communicated within one month. Information on how to contact the individual complaints offices is accessible to all employees on the intranet. In addition, employees or business partners of Miele or other third parties can contact an ombudsperson if they believe there are indications that criminal laws have been violated within the company's sphere of influence.

In the reporting period, the complaints offices in Germany received a total of one AGG complaint related to gender and ethnic background. In this case, remedial measures were taken and further support was offered.

FAIR PAY – NATURALLY

[GRI 202-1] Miele believes in paying all employees an appropriate wage or salary based on collective and corporate agreements. Such pay meets or exceeds > the real-world living wage at the location in question and comes with a variety of voluntary benefits. In keeping with the founders' philosophy, such benefits are paid regardless of the current economic climate or business performance. The company stands by its pledge to be an attractive employer, even – and especially – in tough economic times.

A LONG TRADITION OF COMPREHENSIVE BENEFITS

[GRI 201-3, 401-2, 404-2] Miele has offered its employees a company pension scheme since 1929. Today, Miele supports its employees in Germany in saving for retirement through a variety of models, such as private pension schemes or deferred compensation. Depending on the company agreement and collective wage agreement, employees in Germany can pay up to 4 percent of the contribution assessment ceiling for pension insurance (Western states) into a tax-privileged pension insurance fund.

Miele grants special one-off payments and allowances for health treatments and dental prostheses that go beyond the statutory requirements and the provisions of the collective wage agreements, as well as payments in the event of births, marriages, deaths, milestone birthdays and work anniversaries. In addition, employees receive benefits and individually negotiated perks such as meal subsidies and coverage of travel expenses. The company provides its former and active employees with modern health insurance coverage through its company insurance provider. Some sales subsidiaries also have separate health insurance programmes for their employees.

They also provide their employees with the option of discounted supplemental insurance policies, such as denture insurance. In some cases, employees can also take advantage of pension, health, invalidity and survivors insurance.



Both in Germany and internationally, benefits are granted regardless of whether employees have full-time, part-time, temporary or permanent contracts. Rules on company pensions vary internationally due to local differences and legal requirements.

GOOD INTEGRATION OF TEMPORARY EMPLOYEES

[GRI 102-8] In the business year 2020, the share of the workforce in Germany consisting of temporary employees stood at 5 percent, up from 3.4 percent in 2019. In a company-wide agreement signed in 2007, Miele committed to only work with recruitment agencies that have concluded a collective wage agreement. This regulates pay and the industry supplement, which is between 15 and 30 percent of the base pay under the collective agreement for the metal industry. In the company-wide agreement, Miele also agreed to increase the pay of temporary agency employees by an additional 6 to 8 percent (scaled according to duration of the employment period).

AWARDS: RECOGNITION FOR HR POLICIES

Miele has received several awards for its exemplary HR work. In the reporting period, it received the following awards:

- Survey > Trendence Graduate Barometer 2019 and 2020
- Company ranking Universum Top 100
- Award > MINT Minded Company 2019 and 2020
- Study > Germany's Most Popular Employers 2019 and 2020
- Ranking Focus-Business > Best Employers 2019
- Study > Future Talents Award 2020
- Ranking > Trend – Top Employer Austria 2020

ENHANCING THE COMPATIBILITY OF WORK AND FAMILY LIFE

[GRI 401-3, 404-2] Miele offers employment models with flexible working hours so as to make it easier for its employees to maintain a healthy work-life balance. The models provide various part-time or full-time employment arrangements. In the business year 2019, the proportion of employees working part-time in Germany was 8.0 percent, while in the business year 2020, this figure stood at 8.2 percent. Some 903 people are currently employed part-time in a variety of

different working hour models that have been adapted to their personal needs to the greatest extent possible. Flexible shift systems and the option of semi-retirement for older employees are also available. Miele's plants outside Germany also provide flexible working hour models.

Employees in Germany may take advantage of flexitime, provided there are no production-related reasons or other urgent considerations to the contrary. In the business year 2020, the percentage of employees with flexitime stood at 59 percent. The share of employees in semi-retirement stood at 2.9 percent in the business year 2019 and at 3.3 percent in 2020.

During the entire reporting period, 575 Miele employees in Germany took parental leave, 392 of whom were men (average: approx. 80 days) and 183 of whom were women (average: approx. 644 days). As at 31 December 2020, 553 of these people remained with the company. Eight women and 14 men left the company.

MIELE NURSERY IN GÜTERSLOH

Miele operates its own nursery in Gütersloh, its headquarters and home to its largest site. The close proximity to the plant and the extended opening hours from 7.00 am to 6.00 pm help further improve the compatibility of work and family life. The day-care centre looks after 80 children, from infants to children just about to enter school. The centre's name, "IdeenReich", is a play on words, conveying both "rich in ideas" and

"realm of ideas". The educational concept includes giving the little ones a playful introduction to science and technology. The Miele nursery received "Haus der kleinen Forscher" (House of Little Scientists) certification in 2019 and is thus officially designated as a centre for youthful knowledge and exploration. This coveted designation goes to institutions that place special emphasis on early education in science, technology, engineering and mathematics (STEM). Despite the tough conditions in 2020, the centre was able to offer at least emergency care at all times throughout the year. The facility is operated by a service provider called pme Familienservice, which also offers additional > services for families at the company.



2019 & 2020 MINT
Minded Company

Occupational health and safety

Prevent accidents and promote health

[GRI 404-2] Miele takes care of its employees' health at every stage of their lives as a matter of course. A healthy workforce is the foundation of long-term success for any company. Supporting and maintaining employees' physical and mental abilities to perform is therefore the very highest priority. The basis for these efforts is a thoughtfully conceived, prevention-driven health management programme, combined with safe and ergonomically designed workplaces.

The age structure remains a challenge for Miele. At the end of the business years 2019 and 2020, about 46 percent of employees in Germany were 50 years old or above, with the average age as at 31 December 2020 standing at 46.76 years. This means that workstations must be designed to be both age-appropriate and appropriate for ageing workers. To Miele, this means creating suitable pathways for different age groups. During this reporting period, the company analysed whether workstations and workflows in production, particularly series production, were ergonomically designed. The results of this analysis were used to revise a number of processes. In assembly, the company worked with employees to develop ideas for an overhaul. In addition, jobs that are especially physically demanding received relief from driverless transport systems and automation.

A CLEAR OCCUPATIONAL SAFETY ORGANISATION

[GRI 403-1/-4/-5/-7/-8] As an employer, Miele is responsible for its employees' safety. To keep everyone safe, all Miele plants worldwide have obtained certification under the internationally recognised DIN EN ISO 45001 > occupational safety management system. This type of certification fully replaces the previous OHSAS 18001 framework. The company was recertified in 2020.

Miele has 24 dedicated specialists employed solely for the purpose of ensuring occupational safety at its plants (in the business year 2020). In addition, the company also has 235 safety officers who perform these tasks alongside their regular company duties. These include providing advice during the planning and realisation of plant systems or when workstations are being designed. The safety officers receive regular continuing education, including quarterly training on various safety topics ranging from hazardous substances to noise. Furthermore, regular instruction takes place at all locations. Extensive checklists are available for daily work activities.

Regular safety meetings are held at all plants and all departments are frequently inspected. The inspections ensure that the necessary actions are taken conscientiously. Approximately 20 to 25 inspections per year are conducted in Gütersloh

 **4%**
of the entire workforce is involved
in Work Safety Committees.

alone. There are also regular continuing education and training activities to raise all employees' awareness of safety in the workplace. Owing to the pandemic, all meetings were held digitally in 2020 and inspections were conducted with appropriate safeguards in place. The continuing education and training measures were limited to systematic activities, and specifically those relating to occupational safety and health, which totalled 1,112 in the business year 2020.

In addition, the Work Safety Committee at each plant meets four times a year. Approximately four percent of the entire company workforce

at Miele is directly involved with these committees. These meetings shifted to digital in 2020. In Germany, the Works Constitution Act governs how the works councils of the plants should be involved in matters of workplace health and safety. On the international front, there are corresponding regulations that govern the involvement of employees and their representatives. All rules on occupational safety and health also apply to non-Miele employees whose work and/or workplaces are controlled by Miele.

FOCUS ON COVID-19 PREVENTION

[GRI 403-8] The > pandemic made 2020 an exceptionally challenging year in terms of occupational safety and health at Miele. The company needed to maintain business operations while at the same time protecting employees. The measures taken were guided by the SARS-CoV-2 occupational safety standards published by the German Federal Ministry of Labour and Social Affairs and further official rules (including the ordinances enacted by the German states to curb the pandemic) and went beyond the legal requirements in some cases.

Various interdepartmental and local teams were formed to help fight the virus, mapping out actions and solutions and taking over responsibility for communication within

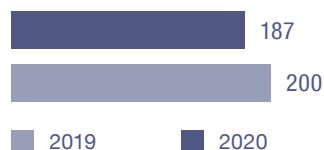
the company. A dedicated section of the intranet was set up to provide additional information on current developments, help with people's day-to-day work and answer many questions from employees. Recommended courses of action were provided specifically for management staff on topics such as how to handle suspected cases.

Employees with office workstations were asked to work from home for a short time. Those who had to continue working on-site were required to wear face masks as soon as they left their workstations. Beyond that, masks were required for all workstations where social distance of 1.5 meters could not be maintained. In production, employees were divided into shift groups, and break times were staggered to minimise contact.

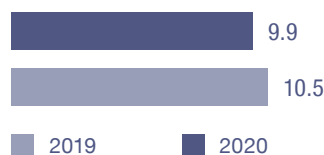
Hand sanitiser and disinfectant dispensers were installed across the board, and social distancing markings were placed on the floor at all building entrances and exits. The cafeterias were temporarily closed and then reopened with special hygiene and collection concepts. Occupancy limits were put in place for offices and meeting rooms to ensure sufficient distance. Wherever minimum distances could not be maintained, such as in production, partitions were installed. Most meetings were held online rather than in person. Beyond that, the occupational health and safety officers worked with the plant medical service to offer advice on events. Multiple testing stations were set up at the plants, offering Miele employees the chance to be tested for the virus several times a week.

WORKPLACE ACCIDENTS

Reportable workplace accidents



Workplace accidents per one million working hours



MINIMISING RISKS OF ACCIDENTS

[GRI 403-1/-2/-4/-5] At Miele, the areas of occupational health and safety are regulated by the > Miele management system. This ensures a continuous improvement process and helps with the continual analysis of accident data, for example.

Since Miele is a production company with a high level of vertical integration, some of the jobs carry health risks or are particularly hazardous, such as those involved in the surface treatment of materials and in metal-working. Numerous measures are taken to eliminate or mitigate risks, from risk assessments of workstations and psychological strain, some of which are required by law, to protective clothing and training activities aimed at preventing accidents.

Training, posted notices and app notifications advise employees when there is any change in the required protective measures. In addition, employees can report any dangers directly to their supervisor during daily team meetings. External companies and their employees who enter Miele grounds receive timely information from Miele about the occupational safety requirements that apply there.

The number of workplace accidents per million hours worked stood at 9.9 in the business year 2020 (2019: 10.6), below the industry average of 15.2 (2019) reported by German professional associations.

In this reporting period, Miele fully digitalised the handling of accidents across the entire

company, from the initial report to the plant medical service through to archiving in the accident database. In the course of these activities, supervisors, occupational safety specialists, safety officers, company medical officers, and works council members were all asked to update risk assessments and define immediate actions to take in case of emergency.

FIRST AID IN EMERGENCIES AND ACUTE CASES

[GRI 403-3] A plant medical service has been in place since 1973 in Gütersloh. Along with the legal duties which result from the Occupational Safety Act, the plant medical service also takes care of first aid in the event of emergencies and acute illnesses. They work together with the Miele company insurance provider BKK to provide and actively promote the annual influenza vaccination. At all other sites, insurance-accredited physicians and medical personnel ensure that employees receive proper care. The same is also true of workers who are not employees, but who work or have a workstation at Miele, albeit only temporarily. These are mainly temporary employees and employees of service companies.

OCCUPATIONAL HEALTH MANAGEMENT

[GRI 403-6] Miele relies on occupational health management at its German sites to systematically manage all health-related operational processes. Miele's occupational health management programme is coordinated by the central > HR department in Gütersloh. The programme is available to all Miele employees and others working on the site.

At the Bielefeld, Euskirchen, Gütersloh, Oelde and Warendorf locations, Miele operates fitness centres and also offers various exercise and sports classes, of which there were more than 40 in 2019. Vein screening was offered for over 700 employees in Gütersloh and Euskirchen in 2019 and early 2020, with an excellent response. The other sites also held Health Day events focusing on topics such as healthy eating, coping with stress, protecting one's skin, restful sleep and cardiovascular disease. Over 6,400 people participated in these occupational health management activities across all German sites in 2019. All events and courses were initially cancelled at the start of the pandemic, in 2020, but they were then gradually brought back in online formats. This was the reason for the significant decrease in the total number of participants.

Closely linked with Miele's occupational health management activities, the company also engages in occupational integration management at all German sites (plants and sales and service centres). It is intended to make it easier for employees who have suffered from lengthy periods of illness to return to their jobs.

WIDE RANGE OF INTERNATIONAL OCCUPATIONAL HEALTH MANAGEMENT OFFERINGS

Miele offers extensive occupational health management measures for employees at international locations as well. In Australia, for example, there are a number of partner initiatives under the "Healthy me" umbrella. All



managers have participated in qualification seminars on the topic of "Healthy Management".

of them support employees in relation to various health-related topics, like healthy eating and coping with depression and addiction.

In Switzerland, Miele offers its workforce at the showroom in Crissier a gym membership. In China, the Baltic States, the Netherlands and Sweden as well, the Miele sites support sports activities and the health of their employees. In Russia, monthly seminars are offered on maintaining a healthy work-life balance, with topics including things like coping with stress and healthy eating.

TRAINING OPTIONS FOR "HEALTHY MANAGEMENT"

Miele takes special care to involve its managers in occupational health management. Specific training seminars are required for every manager in Germany. These seminars are intended to raise awareness of employees' well-being

and health. Over 900 managers – the vast majority – have participated since the seminars were first offered, in 2015.

At the Bielefeld, Gütersloh and Oelde sites, managers who work in production receive additional training on how to welcome new employees in a spirit of respect and appreciation. Miele also ensures that managers develop an eye for proper ergonomic working. In this way, they can help employees work more ergonomically, including with help from the health management team where needed.

LIFE COACHING AND ADDICTION COUNSELLING

[GRI 404-2] Miele began offering employees at the German plants the option to seek life coaching and addiction counselling in early 2014. Trained contact persons are available to provide assistance. In addition, a 24-hour counselling hotline is also available through a service provider to handle crisis situations. The two counsellors in Gütersloh alone logged some 400 consultations from mid-2019 to mid-2020. Frequent topics include workplace incidents, psychological strain and family issues. Beyond the counselling itself, smoking cessation programmes have also been offered.

Many families found 2020, the first year of the pandemic, extremely stressful with day-care centres and schools being closed and people working from home. With this in mind, the company made certain pme Familien-service was available by phone or via video chat 24 hours a day for consultations to support families during these challenging times.

SPECIAL PROGRAMMES FOR APPRENTICES AND TRAINEES

Promoting health is also an integral feature of vocational training activities at Miele. All apprentices and trainees participate in five required events as part of the health insurance programme "Azubi fit". These include an introduction to occupational health and a seminar on maintaining a healthy back. During this reporting period, the programme was also expanded to include identifying and coping with stress or addiction. All programme activities moved online in 2020. Technical apprentices also attend training sessions offered by professional associations.

Training and education

Attracting and promoting talent

Working at Miele is a fascinating and diverse experience. All areas of the company require motivated professionals, from young professionals to experienced specialists. Miele is looking to attract talented people and to identify and encourage their abilities and aptitudes. This is why the company offers extensive entry-level opportunities and pathways to promotion.

All employees benefit from a wide range of training and qualification options. In Germany, the company invested 17 million euros in vocational training and further development in the calendar year 2020 (calendar year 2019: 18.1 million). Against the backdrop of an > ageing population, the company's focus lies increasingly on measures aimed at ensuring performance and employability in the long term.

DIVERSE ENTRY-LEVEL POSITIONS FOR YOUNG PROFESSIONALS

Miele offers talented young professionals numerous opportunities for joining the company. The options range from trial internships for school pupils right up to programmes for PhD students. Using various methods, Miele reaches potential young talent with information about the company's attractive professional fields even before they

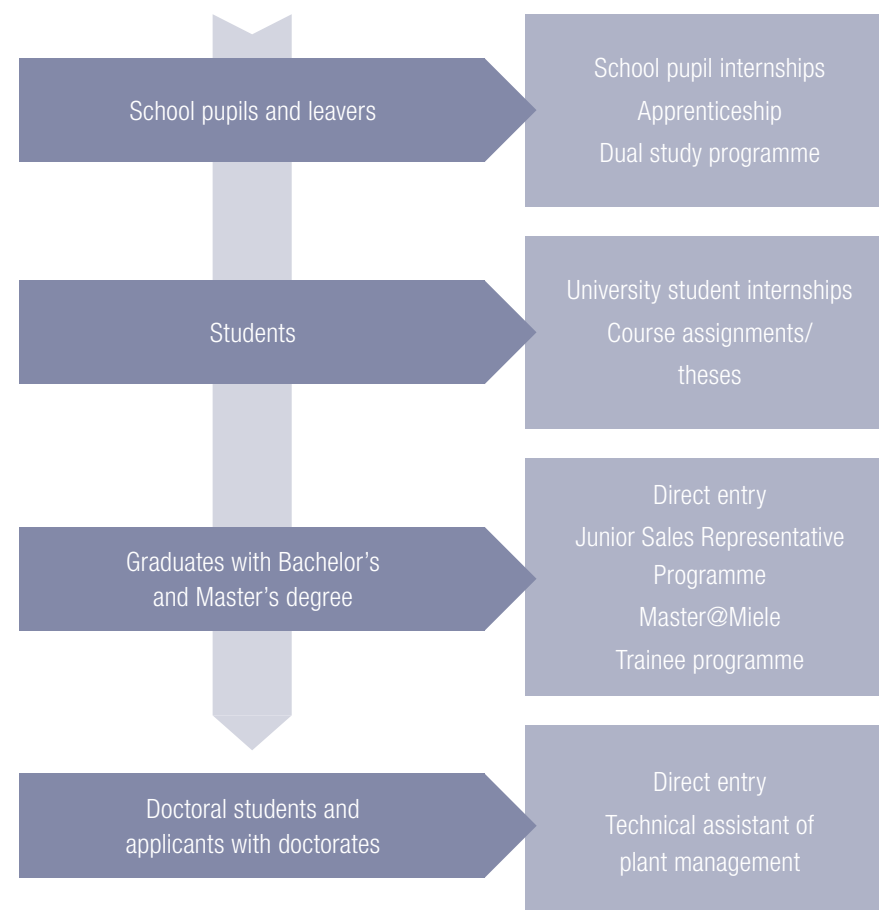
enter a vocational training programme or begin their studies. For this reason, Miele continues to collaborate with schools and universities in the vicinity of the locations.



17 million €

were invested by Miele in vocational training and further development in 2020.

ENTRY OPPORTUNITIES AT MIELE



Miele offers its apprentices a systematic and well-rounded basic education in more than 30 vocational trades and dual study (cooperative education) programmes. The number of apprenticeships and positions for students in dual study programmes at Miele is determined by the company's requirements in consultation with the departments as part of the strategic human resources planning process. Once they have completed their training, Miele offers all apprentices an employment contract for a minimum of one year or even a permanent contract.

When training its young professionals, Miele is careful to ensure that they develop digital skills and then apply them at the company. During this reporting period, for example, two new dual programmes with a focus on digital aspects were introduced. The "Digital Technologies" programme gives participants extensive professional knowledge and skills relating to advanced information and communication technologies and fundamental knowledge of engineering. The "Digital Business Management" programme offers a broad-based education in business administration, expanding on the fundamentals of traditional business administration and adding solid IT-related basics. Three students started in these dual programmes in September 2020.

INTERNATIONAL OPPORTUNITIES FOR APPRENTICES AND STUDENTS

Gathering international experience is playing an ever greater role in training at Miele, which is why more assignments abroad will

continue to be made available to apprentices in the future. A wide range of hands-on opportunities for technical apprentices have been created at the sales subsidiaries in Ireland and Italy and at the plant in Bürmoos, Austria. In all, eleven apprentices and trainees, eleven students enrolled in dual programmes, and two interns spent time abroad during the reporting period.

AWARDS FOR GRADUATES AND NEW PATHS TO VOCATIONAL TRAINING

The high quality of training at Miele is regularly confirmed externally. In the business years 2019 and 2020, a total of 33 apprentices in Germany passed their final exams with flying colours, earning the best possible marks. Nine of them were also named "best in chamber" (Kammerbeste) by the German Chambers of Commerce and Industry.

As part of the "Collective Labour Agreement for the Promotion of Apprenticeship Proficiency" (Tarifvertrag zur Förderung der Ausbildungsfähigkeit), Miele offers internships to disadvantaged young people and those with lower academic performance. The objective is to open up a path for them into vocational training. Since 2009, this programme has successfully helped prepare 22 young people for an apprenticeship at Miele. In the business year 2019, two young men successfully completed the programme. Both began training to become industrial mechanics in September 2019. In 2020, two young men also started their training after successfully completing their internships. This was the first year that candidates were offered

not only an electrical systems installer vocational training track, but also a business traineeship toward certification as a management assistant in industry.

The quality of Miele's programmes for young professionals was confirmed in 2020 by the Clevis corporate consultancy. Miele was ranked second in a study of the best German employers for young professionals and named "Rising Star of the Year" (Aufsteiger des Jahres) for its dramatically improved ranking.

DUAL STUDY PROGRAMMES AT MIELE

Since 1995, Miele has been offering school graduates the opportunity to complete various commercial and technical dual study programmes in fields such as mechanical engineering, electrical engineering or business informatics. During the reporting period, 54 graduates successfully completed their dual study programmes, with over 80 percent of them going on to be hired by Miele.

PROGRAMMES FOR UNIVERSITY GRADUATES

Miele offers attractive entry-level opportunities for specialists and managers with an academic background. Along with direct entry, there are two further entry-level programmes for graduates with bachelor's degrees: The Master@Miele programme is a part-time master's degree programme, usually with a technical focus. The Junior Sales Representative Programme for entry into sales is also open to recruits who have not followed a traditional career path. The programme gives talented candidates from other industries or



apprentices and trainees in Germany at the start of vocational training in September 2020

disciplines the opportunity to become junior sales representatives within just one year.

INTERNSHIPS, SCHOLARSHIPS AND UNIVERSITY PARTNERSHIPS

During the reporting period, Miele offered more than 250 internships and thesis supervision positions each year. Even during the Covid-19 pandemic, the company was able to continue to offer internships and cooperative relationships focusing on thesis projects. Most internships were conducted both on-site and through remote work on an alternating basis, with professional supervision at all times.

Miele stays in close contact with selected technical and business-oriented universities around the world with the aim of contacting future applicants at an early stage and in a targeted manner. For example, the company assigns practical projects to students, organises application and assessment centre training and offers excursions. In the reporting period, Miele was represented once more at numerous trade fairs for students, graduates and young professionals.

In 2020, Miele shifted its participation in recruiting fairs to a different model. After a several-month phase when all fairs were cancelled by organisers and participating companies due to the pandemic, a shift toward digital formats began to take shape around the middle of the year. Miele participated in smaller events in this space, with up to 50 attendees. These new dialogue formats proved to be a good way to open up

direct lines of communication with low barriers to entry, and Miele was able to recruit young professionals through these avenues.

In its home region of eastern Westphalia, Miele offers ten scholarships a year to especially talented candidates as part of the Deutschlandstipendium programme, combining them with social engagement and measures to support talented candidates.

The Chinese plant in Dongguan awards four scholarships every year to students from the Dongguan Technology College who stand out as a result of their outstanding performance. Priority is given to students from less privileged backgrounds who perform at the same level.

WIDE RANGE OF TOPICS FOR TRAINING AND FURTHER DEVELOPMENT

[GRI 404-1/-2] A variety of training programmes make a pivotal contribution to continuing to ensure the company's success in the future. The responsibility for these programmes lies with the training division. Miele is involved in various different initiatives to get prospective young professionals interested in the company at an early stage. For example, the company participates in Girls' Day. Its international trainee programme is one way Miele is putting its global focus into practice.

HR development at Miele has an international focus. Succession management, for example, follows a uniform, IT-supported process throughout the company, which allows

an overall view of all management positions and makes it possible to come up with the best succession solutions for certain people or positions early on. Part-time further training is of particular strategic significance to the company. To hold our own and continue to innovate, we need to provide targeted support for employees to reach their full potential. Key development programmes for talented professionals and to provide training for managers are increasingly being expanded internationally.

In the process, Miele does not focus solely on specific on-the-job requirements, but also takes employees' individual skills and aptitudes into account. Measures to support employees' growth and development at Miele include the following in particular:

- Systematic further training and advancement of skilled personnel and managers from within the company
- Continuous development and expansion of an international talent management process
- Goal-oriented HR development measures for specific target groups
- Ensuring internal knowledge management and employee networking
- Standardisation of learning processes across all locations

Further development at Miele is a standardised process and is supported by a learning management system (LMS) software solution that is



were spent by Miele employees on development on average in 2020.

increasingly being used internationally as well. Opportunities for further training are planned and documented via the LMS, giving managers an overview of the progress that employees are making with their further development. Learning plans document the qualification measures planned for employees as well as the ones they have already completed. In addition, Miele introduced an online evaluation of further training measures in the 2019–2020 period. Participants reported average satisfaction levels with their training measures of more than 5.2 on a scale from 1 to 6, with 6 being the highest possible rating. Ninety-five percent of respondents would recommend Miele's training measures to others.

The "Miele Change Agent" is one element of the LMS. This digital training format is part of the extensive worldwide learning and support options offered in the Design2Excellence programme, preparing employees for the > transformation of Miele that is associated with the programme. About 30 people completed the course during this reporting period.

PERSONNEL DEVELOPMENT CYCLE



The annual employee review, which brings together managers and employees to discuss performance, is another tool for managing the need for professional development based on specific job and skill requirements.

DIGITAL LEARNING

Miele made further strides in adopting digital learning technologies in 2020. Working in tandem with external training institutions, the company shifted almost all areas of its training activities to digital learning formats. This allowed Miele to meet employees' education needs even without holding in-person events. Things like LinkedIn Learning were helpful here. This extensive digital learning platform offered by professional social network LinkedIn has been available to Miele employees since January 2020.

The "Digital Fitness" training initiative was also launched in 2020. Its goal is to raise awareness of the digital transformation among all employees and boost digital skills at the company. Plans call for the programme to be expanded further in the years to come.

TEACHING TECHNICAL EXPERTISE AND LEADERSHIP SKILLS – AND ENCOURAGING EMPLOYEES TO TAKE THE INITIATIVE

[GRI 404-2] Within the scope of its internal further training programmes, Miele provides qualification opportunities for various fields such as management, project and change management, or IT applications. Miele bases various overarching, central qualification topics and specific qualification

measures on its Miele competency model, which describes the skills, knowledge and attitudes necessary to be successful at the company. Through job descriptions, the model provides career planning assistance, for example. Miele also offers employees the opportunity to advance their management skills internationally.

A very broad range of options are offered for advancing technical and professional skills. Miele uses a certified project management training programme from the International Project Management Association (IPMA). The company introduced the programme in product development back in 2010, to great success, and has now been expanding it to other areas of the company. Certified project managers can manage complex projects with excellent structure and organisation and have a shared understanding of how projects are executed at the Group level. The crucial factor is that many projects are growing increasingly complex, even those outside traditional product development. Miele now has more than 200 employees trained as project managers.

In addition, employees in Germany have the opportunity to further their education by attending external training events in their areas of expertise. Miele also expressly supports any employees who wish to take part in part-time further training on their own initiative. The company provides financial support for accredited, part-time further training courses or degree programmes. Forty-four employees made use of this option during the reporting period.

Miele also relies on experienced employees to share their knowledge and expertise. As part of the Miele Mentoring Programme, experienced employees are matched with junior managers and specialists to provide them with career guidance by offering advice, establishing contacts, assisting with project development and giving feedback.

WIDE RANGE OF OPEN TRAINING OPPORTUNITIES

[GRI 404-2] Open training remains an important supplementary part of the training and education opportunities offered at Miele. These options are geared towards all employees in Germany. Unlike the internal and external training options, these open training sessions are held during employees' free time. Miele covers the cost of these sessions. In the business year 2019, exactly 2,691 employees took part. That number stood at just 1,086 in 2020. The decrease was because almost all of the planned sessions had to be cancelled in the spring of 2020 due to the pandemic. The sessions were shifted to digital learning formats for the autumn programme – and participation figures rebounded. The programme saw a considerable shift during the reporting period, going from in-person sessions to mainly digital formats.

COMPREHENSIVE MANAGEMENT QUALIFICATION

Filling at least three out of four open managerial positions from within the company is one of Miele's stated goals. Particular attention is therefore paid to promoting

the development of managers. Employees who take on a managerial position for the first time are prepared extensively for their new role with the help of a binding qualification programme. Further opportunities for learning and gaining experience that focus on transferring practical experience and feedback are available to experienced managers. One new feature introduced in 2020 was the "Virtual Management" ("Virtuell führen") live online training series, which is offered for managers working from home. Agile management was another new topic introduced in 2020, debuting in the smart home segment. Twenty-six managers in that area spent approximately six months training for their new leadership role in the context of the agile transformation.

The Miele Business Academy plays a key role in the company's efforts to train and educate its managerial staff. Seminars are held in English, and participants come from all corners of the Miele world. The Miele Business Academy now offers 19 different training and learning options for international managers with various levels of experience, covering key management topics and skills. The one hundredth participant successfully completed the "Management & Leadership Compact" course in 2019. Fifty participants attended the six events held in this course in the calendar years 2019 and 2020 alone (equivalent to 494 days of participation).



DIGITALISATION UNLOCKS ADVANCED FORMS OF TRAINING AND LEARNING

All new apprentices and trainees have been equipped with mobile devices since September 2020. This allows them to use digital learning platforms and similar options on their own. The MLS ("Mobile Learning in Smart Factories") digital learning platform was introduced for vocational training activities back in 2019. Apprentices can access specially prepared, company-specific learning content, allowing them to learn anytime, anywhere. This further enhances the quality of the training and education they receive. Thanks to these measures, Miele was able to continue to ensure the same solid, challenging types of vocational training in 2020, even amid the pandemic.

Diversity and equal opportunities

Remit and competitive factor

Miele is committed to offering equal opportunities for all, regardless of nationality, skin colour, sex or gender, religion, sexual orientation, or physical limitations. Miele views having a diverse international workforce as a valuable addition both on a human level and professionally. And it is precisely in a global company that diversity is also an important competitive factor to say the least.

PROMOTING DIVERSITY, PREVENTING DISCRIMINATION

[GRI 405-1] Miele aims to raise awareness throughout the company of the vast potential lying in diverse life and work experiences, perspectives and values. The company philosophy, the Miele Code of Conduct and the company-wide agreement on the German General Equal Treatment Act form the Group-wide framework for cultivating diversity and equal opportunity and taking action against discrimination. The company has demonstrated its adherence to this idea towards external and internal audiences alike by obtaining > SA8000 certification and signing the Diversity Charter in 2012.

In the business year 2020, 6.3 percent (2019: 6.0 percent) of Miele employees in Germany were citizens of a country other

than Germany. Citizens of Turkey, Greece, Italy and Poland accounted for the largest share. Employees with disabilities made up 6 percent of all Miele workers in Germany (in the business years 2019 and 2020).

Miele participated in German Diversity Day once again in the reporting period. About 50 employees from eight countries took part in this activity, which was held in May 2020. This time around, they presented their insights into diversity through a creative digital photo collage.

COMMITMENT TO FEMALE EMPLOYEES

Furthering female talent is firmly rooted as a point of Miele's corporate strategy in its own right. In keeping with this position, it is also a particular area of focus for the company's diversity measures. Miele supports women's careers through various concepts. Just like their male colleagues, every woman at Miele who is identified and designated as being especially talented receives a full spectrum of individual growth and development opportunities. Alongside the internal mentoring programme, which matches talented individuals with an experienced Miele manager or specialist, those with high potential can also access external mentoring, which is primarily

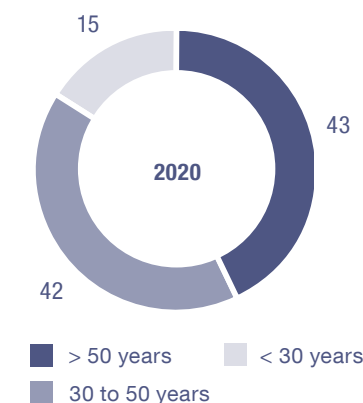
used by women via the > "CrossMentoring OWL" network. There are also regular dialogue and networking formats, such as "Women with Power of Attorney" ("Frauen in Vollmacht") for people with these authorisations and additional specific groups like meetings of female engineers. As at the end of December 2019, women accounted for 22.3 percent of the German workforce. The figure for the year after that was 22.1 percent. Worldwide, women made up 29.7 percent of the staff at Miele as at 31 December 2020.

Increasing the number of women in management positions is a stated goal of the HR policy, both in Germany and internationally. A total of 11.3 percent of managerial positions in Germany and 24.4 percent of managerial positions worldwide were held by women at the end of 2020. Miele does not consider it appropriate to define a fixed quota for increasing the proportion of women in managerial positions. Miele instead strives to recruit the most qualified candidate for each position that must be filled, regardless of gender.

Female candidates displaying high potential are specifically supported and encouraged to set ambitious professional goals, as well as to keep pursuing these goals after having children, if they choose to do so. Miele helps to

accommodate this with its family-friendly working conditions. In November 2020, Miele launched a strategic project in Greece to fill more entry-level and managerial positions with women. Female workers accounted for 41 percent of the staff in Greece in 2020.

PERCENTAGE OF EMPLOYEES ACCORDING TO AGE GROUP
as a percentage in Germany



reference date: 31 December 2020

[< Back](#)[HR management](#)[Occupational health and safety](#)[Training and education](#)[Diversity and equal opportunities](#)[Social engagement](#)

New managers are trained individually, completing a one-day training programme titled "Leading through Diversity" ("Diversity – Vielfalt führen"). The goal of this programme is to spur efforts towards greater diversity in managers' own teams and to tap into the potential that this diversity offers.

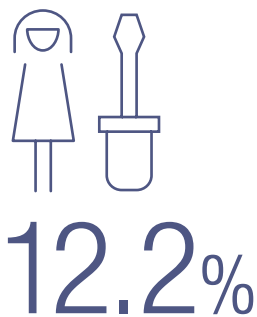
In the reporting period, Miele once again participated in the "Women's Career Index" project, which is supported by the German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth. Each year, the initiative highlights companies that take targeted action to provide fair career opportunities to women.

The company is also committed to promoting female junior professionals, apprentices and trainees. In 2020, women made up 9.7 percent of those enrolled in technical vocational training and 60.2 percent of commercial apprentice-

ships. In dual study programmes in Germany, women accounted for 21.3 percent that same year in technical fields and 41.7 percent in business fields.

NO DIFFERENCES IN THE SALARIES RECEIVED BY WOMEN AND MEN

[GRI 405-2] Remuneration at Miele's German sites takes place according to a person's job and in keeping with collective agreements based on the framework pay agreement for the metal and electronics industry. Therefore, there are no differences in the remuneration of women and men at Miele. Merit pay is categorised and calculated strictly based on the specific task and actual performance and does not take unrelated criteria into account. Measures to ensure that employee pay does not differ based on gender or other diversity criteria are also in place at the company's international production sites.



women in technical apprenticeships; 57.4% women in commercial apprenticeships in Germany in September 2020 in relation to vocational training and the dual study programmes as a whole.

Supporting female employees plays a central role at Miele.



Social engagement

Promoting regional appeal

[GRI 413-1/-2] As one of the largest employers in the area, Miele is traditionally closely associated with Gütersloh and Ostwestfalen-Lippe – the region which it calls home. Right back to the company's founders, Miele has always been aware of its responsibility for the well-being of employees and their families. A wide-ranging social engagement initiative has developed over the decades as a result of this care. Activities are largely focused on the regions surrounding the company sites. In this way, Miele helps to maintain a smooth-running, attractive environment.

ENGAGEMENT BY THE COMPANY AND THE MIELE FOUNDATION

Miele's social activities are aimed at supporting youth and families and at education and culture. This applies not only to Miele as a company, but also to the foundation of the same name, which was established in 1974. While the explicit development goal of the Miele Foundation's charter is the promotion of public welfare in the German city of Gütersloh, the company itself addresses a broader range of needs and also pursues active social engagement at other plant sites.

The international sales subsidiaries also engage in diverse initiatives. The guidelines on

social engagement that apply to the sales subsidiaries chart the fundamental course for this. For example, the only donations permitted are to non-profit or charitable organisations. The responsible parties at the sales subsidiaries identify suitable projects themselves. Miele is in close communication with local communities at all its locations and therefore has a good understanding of their needs. Miele wishes to be a reliable partner for the local authorities, associations and initiatives. With this in mind, it aims to support projects on a long-term basis, wherever possible. In special cases, this engagement, which is focused on continuity, is supplemented by flexible, short-term support.

FOCUSING ON SUSTAINABILITY

Miele takes a very broad view of sustainability, in line with the 17 Sustainable Development Goals (SDGs) defined by the United Nations. The international sales subsidiaries also engage in extremely diverse and sustainable initiatives. For example, Miele partnered with three artists in Switzerland in 2020 to stand against disposable "fast fashion". The campaign, dubbed "Same Shirt Different", invited participants to upcycle existing articles of clothing, cushions or bags with iron-on patches using the Fashion-Master steam ironing system from Miele.



175,000 €

were used for donations in 2020.

DONATIONS DURING THE REPORTING PERIOD

[GRI 201-1, 415-1] Traditionally, Miele supports a number of regional charities with an annual donation of money or items. The projects to be supported are decided upon by the responsible division depending on the urgency and requirements of the requests. Large donations need to be approved by the Executive Board.

In the business year 2018/19, Miele & Cie. KG donated a total of 175,000 euros in Germany. In the business year 2020, which now matches the calendar year, approximately 175,000 euros in funding was used for donation purposes again.

In 2019, the Miele Foundation took part in social projects and initiatives amounting to around 97,000 euros. In 2020, the donation volume was much lower, at 50,000 euros, since many events were cancelled due to the Covid-19 pandemic.

SUPPORTING FAMILIES

Supporting and improving the opportunities of young people from the areas surrounding the Miele sites has always been a key aspect of Miele's social engagement.

Since 1976, the Miele Foundation has offered significant financial support to the Gütersloh Holiday Games for children between the ages of 5 and 17. Every year, this opportunity includes many different and various activities that provide care during school holidays. Support for the project "Jugendintegration durch Sport" (integrating young people through sport) is also provided through an annual donation. This project was launched by the department for children and youth development in the city of Gütersloh in 2009. It aims to promote social skills in young people that are rarely gained from usual sporting activity. Activities include hip-hop courses for girls or mixed indoor football, for example.

Since 2014, the company has supported the Gütersloh Association for the Prevention of Cruelty to Children with its “Hand in Hand” family mentors project. In this project, voluntary female family mentors visit families for a few hours each week to support the children and parents in difficult times. In 2019, 24 families received support from 24 mentors in all. The figure for 2020 was 22 families.

DIGITALISATION AND SUPPORT FOR EDUCATION

To comply with its regional responsibilities, Miele also supports the digital transition through initiatives such as the “Digitale Agenda Gütersloh” and its first digitalisation strategy. This project is among the “Smart Cities Made in Germany” model projects. As part of the initiative, the German federal government provides about 8.5 million euros in funding to support forward-looking projects in Gütersloh, out of a total volume of about 13 million euros.

A significant objective of Miele's involvement in education is to inspire children and young people to get involved in technology and to introduce young adults to technical professional fields. In the reporting period, Miele supported non-profit association “Das erste Buch e.V.”, which aims to foster and support a culture of reading among children and teens while cultivating their creativity and self-confidence. Schoolchildren in Gütersloh wrote exciting stories as part of the project. A panel of judges selected the top entries, which were published in a collected volume with financial support from Miele.

STRENGTHENING CULTURAL OPPORTUNITIES

Diverse cultural opportunities contribute significantly to making a region attractive and increasing the local quality of life. Therefore, an important element of Miele's engagement has traditionally been to promote culture. In this reporting period, the company once again supported the Westfälische Kammerphilharmonie ensemble, which is composed of members of well-known German orchestras, independent musicians and especially qualified students, an approach that stands out from the rest of the German orchestra landscape.

Like in previous years, Miele supported Kulturgemeinschaft Dreiecksplatz, an association that organises various cultural events in Gütersloh, in both 2019 and 2020. In August 2020, an event called “Klangwandel” was launched as a partnership between Kulturgemeinschaft Dreiecksplatz and three other organisers. In the project, sound collages were created in public spaces by artists who would normally have appeared on an open-air stage in Gütersloh this year.



DONATIONS TO EASE THE AFTER-EFFECTS OF WILDFIRE

In response to the devastating wildfires in January 2020, employees of the sales subsidiary in Australia collected donations for a number of aims: to care for wildlife, restore destroyed habitats, and promote ecotourism in the affected areas. Many employees used social media to highlight the campaign for the World Wide Fund for Nature-Australia (WWF-Australia), which collected funds equivalent to nearly 34,000 euros in all.

Facts & Figures

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Key figures

Profile

[GRI 102-48/-49] In the reporting period, which covered the time between 1 January 2019 and 31 December 2020, Miele adjusted its business year to match the calendar year. At the same time, the scope covered by the key figures with regard to the participations and sales subsidiaries was changed. More information can be found in the respective footnotes. Due to these changes, the values for the calendar years 2019 and 2020 are of limited comparability with those of earlier business years. As a result, this report only presents the key figures for the past two calendar years.

TOTAL MIELE TURNOVER^{1) 2)} IN BILLION EUROS [GRI 102-7, 201-1]

	2019	2020
Total	4.23	4.50
Germany ³⁾	1.22	1.33
Abroad	3.01	3.17
foreign share (%)	71	70

The Miele Group generated 4.5 billion euros in turnover in the business year 2020 (1 January to 31 January), an increase of 6.5 percent compared to 2019. In Germany, Miele's turnover during that same period stood at 1.33 billion euros, corresponding to an increase of 8.8 percent compared to 2019 and 29.5 of total turnover.

1) Deviations between the percentages used to describe the general trends and the values stated in the tables are attributable to the rounding of the total turnover in the table.

2) Group turnover includes the turnover of the participations Steelco, Yujin, MChef, Miele Operations and Payment Solutions, and Agrilution.

3) Including other sources of turnover, including revenue generated by the German plants, such as from sales of enclosures, scrap, electronics, licenses and advertising material, as well as plastic parts and seminar fees.

TURNOVER BY COUNTRY AND REGION¹⁾ SHARE OF TOTAL TURNOVER IN PERCENTAGE [GRI 102-6/-7]

	2019	2020
DACH	40	41
Southern and Eastern Europe (SEE)	10	10
Northern and Western Europe (NWE)	22	22
Asia Pacific (APAC)	9	9
Global Focus Markets (GFM) ²⁾ , Latin America ³⁾ and countries without sales subsidiaries ³⁾	15	14
Participations/other	4	4

Strong growth was seen in the neighbouring European markets Benelux, France, Austria and Switzerland – as well as in the emerging markets of Eastern Europe, and particularly in China. In other key markets, including the US and the United Kingdom, business was approximately on a par with the previous year despite significant restrictions related to the spread of Covid-19.

1) Turnover includes the participations Steelco, Yujin, MChef, Miele Operations and Payment Solutions, and Agrilution.

2) Global focus markets: US, Canada, China

3) Share of total turnover less than one percent.

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TURNOVER BY BUSINESS AREA^{1) 2)} AS A PERCENTAGE [GRI 102-7]

	2019	2020
Cooking Business Unit ³⁾	21	21
Customer Service Business Unit	5	5
Dishwashing Business Unit	14	13
Laundry Business Unit	23	23
Professional Business Unit ⁴⁾	12	11
Refrigeration Business Unit	8	8
SDA Business Unit ⁵⁾	12	14
Other participations	4	4

1) Turnover includes the participations Steelco, Yujin, MChef, Miele Operations and Payment Solutions, and Agrilution.

2) Deviations of the total of the individual amounts from the entirety of 100 percent are attributable to rounding.

3) Includes cookers/ovens, steam cookers, hobs/cooking zones, cooker hoods.

4) Professional Business Unit excl. Steelco.

5) Vacuum cleaners, coffee machines, rotary ironers.

SALES BY PRODUCT GROUP IN THOUSANDS [GRI 102-7]

	2019	2020
Dishwashers	841	852
Cookers/ovens	374	389
Refrigerators and freezers	333	380
Vacuum cleaners	2,126	2,484
Washing machines	881	942
Tumble dryers	462	460
Others ¹⁾	700	727
Domestic appliances total	5,717	6,234
Commercial machines	94	91
Domestic appliances and commercial machines	5,811	6,325

The number of items sold across nearly all product groups rose to record highs in the reporting year, particularly in floor care, where the Triflex HX1 cordless stick vacuum cleaner, which was successfully launched in late 2019, had an especially positive impact. Top models from the conventional cylinder and upright vacuum cleaner range also left a positive mark. In refrigerators and freezers, the increased need for longer-term and more reliable food storage due to Covid-19 shaped developments. In kitchens, Miele additionally benefited from its unique position in terms of performance and the smart features of the new 7000 generation of built-in appliances and the G 7000 dishwasher. Likewise, Miele gained further market share with its enhanced laundry care portfolio.

1) Hobs/cooking zones, cooker hoods, microwave ovens, steam cookers, coffee machines, rotary ironers.

[< Back](#)**Key figures**[GRI content index](#)**INVESTMENTS IN MILLIONS OF EUROS [GRI 201-1]**

	2019	2020
Germany	126	86
Europe	87	36
Overseas	24	23
Total investments	237	145

Miele invested a total of 145 million euros in the business year 2020 – a decrease of 92 million euros, or 39 percent, year on year. The decline was primarily attributable to a reluctance to invest due to the uncertainties associated with the coronavirus pandemic. Over half of the total amount was invested in product development and in the expansion, conversion and modernisation of the international Miele Group production network. Miele also opened new flagship stores (Miele Experience Centers) at its sites in Sydney, Brussels and Sao Paolo, among others. These efforts were rounded out by the completion of the Miele Lounge at Munich's Allianz Arena.

**PERSONNEL COSTS IN MILLIONS OF EUROS/
AS A PERCENTAGE [GRI 201-1]**

	2019	2020
in millions of euros	1,274	1,358
in relation to the total turnover (%)	30	30

The rise in personnel costs was due to the persistent growth in workforce numbers. However, the ratio between total turnover and personnel costs remained constant.

PENSION PROVISIONS IN MILLIONS OF EUROS [GRI 201-3]

	2019	2020
Provisions	501	564

Higher provisions were formed in 2020 than in 2019, due primarily to the further decrease in the discounting rate published by the Bundesbank in accordance with Section 253 (2) of the German Commercial Code (Handelsgesetzbuch, HGB). Discounting is used to calculate the value of a future payment.

Products & services

Development and innovation

EXPENDITURES FOR RESEARCH AND DEVELOPMENT AS A PERCENTAGE

	2019	2020
Share of total turnover	5.8	5.5

Product portfolio: Energy consumption labelling [GRI 302-5, 417-1]

The values refer to devices sold in EU countries in which the energy label is mandatory, as well as in Croatia, Norway and Switzerland. The disclosures are based on the old energy label, which was applicable until 1 March 2021.

ENERGY LABEL: WASHING MACHINES AS A PERCENTAGE

	2019	2020
A+++ -50	1	1
A+++ -40	14	19
A+++ -30	-	-
A+++ -20	16	17
A+++ -10	41	45
A+++	28	18

All of the washing machines sold in 2020 met the highest energy efficiency rating (A+++); 82 percent fell short of the applicable threshold values by at least 10 percent, with 1 percent of the products sold falling short by 50 percent.

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	2019	2020 ¹⁾
A+++ -10	1	1
A+++	51	58
A++	39	32
A+	-	-
A	-	-
B	7	6
C	2	2

Of the tumble dryers sold in the business year 2020, 92 percent met the highest energy efficiency ratings (A++ and A+++), with 58 percent of those tumble dryers complying with A+++ efficiency standards; 1 percent of the tumble dryers sold fell short of the threshold for the energy efficiency category by at least 10 percent.

1) Deviations of the total of the individual amounts from the entirety of 100 percent are attributable to rounding.

ENERGY LABEL: COOKERS AND OVENS AS A PERCENTAGE

	2019	2020
A+	99.5	99.5
A	0.5	0.5

Nearly all cookers and ovens sold in the business year 2020 received an A+ energy efficiency rating.

ENERGY LABEL: DISHWASHERS AS A PERCENTAGE¹⁾

	2019	2020 ¹⁾
A+++ -20	2	4
A+++ -10	30	31
A+++	12	16
A++	39	32
A+	17	16

Of the dishwashers sold in the business year 2020, 51 percent met the highest energy efficiency rating (A+++); 35 percent fell short of the energy efficiency threshold by at least 10 percent.

1) Deviations of the total of the individual amounts from the entirety of 100 percent are attributable to rounding.

ENERGY LABEL: REFRIGERATORS AND FREEZERS AS A PERCENTAGE

	2019	2020
A+++	25	27
A++	68	67
A+	2	2
A	5	4

Of the refrigerators and freezers sold in 2020, 27 percent obtained the highest energy efficiency rating. In 2019, that figure stood at 25 percent.

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Product portfolio: Consumption efficiency [GRI 302-5]

The values of the Miele appliance with the highest energy and water savings that was available in the market for a particular year are presented below.

POWER CONSUMPTION ENERGY LABEL IN KWH

	2000	2019	2020
Washing machines ¹⁾ Power consumption in kWh/kg of laundry	0.19	0.065	0.054
Dishwashers Power consumption in kWh/place setting	0.09	0.05	0.05
Refrigerators with up to and including 150 l of usable capacity and a freezer compartment Power consumption in kWh/100 l over 24 hours	0.40	0.19	0.19
Refrigerators with up to and including 150 l of usable capacity without a freezer compartment kWh/100 l over 24 hours	0.26	0.12	0.12
Refrigerators with 151 l to 300 l of usable capacity with a freezer compartment Power consumption in kWh/100 l over 24 hours	0.29	0.14	0.14
Refrigerators with 151 l to 300 l of usable capacity without a freezer compartment Power consumption in kWh/100 l over 24 hours	0.18	0.08	0.08

1) The measured values apply to the following wash programmes at full load:
 2000: Cottons 40 °C and 60 °C
 2019: Cottons Energy Label 40 °C and 60 °C (according to the old energy label)
 2020: ECO 40-60 (according to the new energy label from March 2021)

POWER CONSUMPTION ENERGY LABEL IN KWH

	2000	2019	2020
Freezers with up to and including 150 l of usable capacity Power consumption in kWh/100 l over 24 hours	0.47	0.27	0.27
Freezers with 151 l to 300 l of usable capacity Power consumption in kWh/100 l over 24 hours	0.23	0.13	0.13
Cookers and ovens Power consumption in kWh	1.20	0.61	0.61
Tumble dryers ¹⁾ Power consumption in kWh/kg of laundry	0.59	0.163	0.163

1) Values for the programme Cottons Normal Dry, full load.

WATER CONSUMPTION ENERGY LABEL IN LITRES

	2000	2019	2020
Washing machines ¹⁾ Water consumption in l/kg of laundry	9.80	5.60	5
Dishwashers Water consumption in l/place setting	1.08	0.64	0.61

1) The measured values apply to the following wash programmes at full load:
 2000: Cottons 40 °C and 60 °C
 2019: Cottons Energy Label 40 °C and 60 °C (according to the old energy label)
 2020: ECO 40-60 (according to the new energy label from March 2021)

Supply chain & production

Unless otherwise stated, Supply chain & production figures refer to the production sites.

Natural resources and materials

PRODUCTION MATERIALS USED IN TONNES [GRI 301-1]

	2019	2020
Raw materials	122,510	127,238
Metals	105,469	108,597
Plastic granulate	17,041	18,641
Processing materials	6,556	6,708
Paints, varnishes, enamels	1,041	1,006
Oils, greases, lubricants	181	196
Acids, lye, solvents	190	194
Others ¹⁾	5,144	5,312
Electronics	3,361	3,444

The increase in production materials used in the business year 2020 is primarily due to the growth in production and the distribution of the production volume across the various product groups.

1) The other auxiliary and operating materials consist mainly of casting materials for the manufacture of mass-balancing weights.

PACKAGING MATERIALS USED IN TONNES [GRI 301-1]

	2019	2020
Total	17,981	18,314
Solid wood	10,084	10,013
Cardboard/corrugated paper	5,240	5,577
Moulded plastic parts (EPS)	2,183	2,307
PE film/strapping (PP/steel)	473	417
Encased PU foam/PE film	1	0.3

The overall increase in packaging material between 2019 and 2020 was mainly due to the increased production volume.

[< Back](#)[Key figures](#)[GRI content index](#)**DEVICES PRODUCED IN TONNES [GRI 301-1]**

2019	2020
194,464	203,678

The primary reason for the increase in weight of all appliances produced was production growth in the business years 2019 and 2020. Changes to the product mix also played a key role in this respect.

PACKAGING PER KILOGRAMME OF PRODUCT IN GRAMMES [GRI 301-1]

2019	2020
92	90

The key figure "Packaging per kilogramme of product" is calculated as an average across all product categories. The development of the product mix sold therefore plays a particular role here. Packaging per kilogramme of product was reduced further in the business year 2020.

Supplier management**PURCHASING VOLUME¹⁾²⁾ AS A PERCENTAGE [GRI 102-9, 204-1]**

	2019	2020
Germany	53	50
Europe	31	34
Overseas	16	17

1) Payments to suppliers.

2) Deviations of the total of the individual amounts from the entirety of 100 percent are attributable to rounding.

SUPPLIERS OF PRODUCTION MATERIALS NUMBER [GRI 102-9]

2,208	2,139
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In the reporting period, Miele continued to focus on reducing the number of suppliers. At the same time, more attention was paid to risk management, with dual sourcing employed in some cases. Dual sourcing refers to specifying two independent suppliers for one particular component, for example.

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PAYMENTS TO SUPPLIERS FOR PRODUCTION MATERIALS¹⁾ IN MILLIONS OF EUROS [GRI 102-9]

	2019	2020
Germany	613	582
Europe	353	396
Overseas	181	194
Total payments to suppliers	1,148	1,172

The payments to suppliers rose in the reporting period due to the increased demand for production materials, which itself was due to the increased production volume. Rising prices also contributed to this increase.

1) Deviations of the total of the individual amounts from the entire figure are attributable to rounding.

SELF-ASSESSMENT ON COMPLIANCE WITH SOCIAL STANDARDS BY SUPPLIERS NUMBER [GRI 414-1]

	2019	2020
Compliance confirmed	866	510
Compliance not confirmed ¹⁾	8	6
Total	874	516

Due to the pandemic, there were far fewer applications from new suppliers. In addition, no major change in the products' generations took place in the reporting period. As a result of both developments, only few potential suppliers were invited to apply.

1) For more on the procedure in the case of non-compliance, see the section
> "Selecting new suppliers" under Supplier management

Environment management

INVESTMENTS IN ENVIRONMENTAL PROTECTION IN THOUSANDS OF EUROS [GRI 302-4]

	2019	2020
Total	772	918
Waste management	0	21
Water pollution control	11	81
Climate protection/ energy efficiency	460	715
Noise control	3	15
Air pollution control	298	86
Nature conservation and landscape maintenance	0	0

Investments in environmental protection are subject to significant annual fluctuation, as they include one-off expenses for new plants and equipment based on current requirements. The main investments in 2020 related to a new evaporative cooling system in Warendorf, the modernisation of the heating system in Arnsberg, a system for water cooling in Bünde and a heat recovery ventilation system in Oelde. Waste container systems were procured at the new plant in Ksawerów and in Gütersloh. A separator was replaced in Euskirchen for the purpose of water pollution control.

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ONGOING ENVIRONMENTAL EXPENDITURES¹⁾ IN THOUSANDS OF EUROS

	2019	2020
Total	7,330	8,684
Waste management	2,675	3,416
Soil remediation	103	98
Water pollution control	2,298	2,363
Noise control	156	76
Air pollution control	2,089	2,699
Nature conservation and landscape maintenance	10	32

The write-offs and imputed interest on the investments for the cogeneration plant at the Bünde location accounted for a significant share of the ongoing environmental expenditures in 2020. In addition, waste disposal costs increased sharply.

1) Deviations of the total of the individual amounts from the entire figure are attributable to rounding.

Resource efficiency

WASTE FOR RECYCLING AND DISPOSAL BY TYPE¹⁾ IN TONNES [GRI 306-3/-4]

	2019	2020
Total waste produced	34,190	37,413
Scrap metal	19,256	20,302
Waste for recycling	32,903	35,462
Hazardous waste	1,832	1,209
Waste for disposal	1,287	1,951
Hazardous waste	854	1,365

The increase in total waste produced was the result of a rise in production, the larger workforce and increased construction activity. In Gütersloh, use of a stainless steel welding system also started, enhancing the level of vertical integration and leading to the creation of more stainless steel scrap. Lehrte saw investments in infrastructure, resulting in significant quantities of waste from excavated soil. In Uničov, the ramp-up of a wash cabinet production process for dishwashers also led to an increase in metal scrap, which had a marked effect on the amount of waste.

1) The waste disposal method was determined on the basis of information provided by the waste disposal provider.

WASTE FOR RECYCLING AND DISPOSAL BY TYPE
IN TONNES [GRI 306-3/-4]

	2019	2020
Solid waste for recycling	31,211	34,338
Liquid waste for recycling	1,692	1,124
Solid waste for disposal	722	1,037
Liquid waste for disposal	565	914

In total, approximately 95 percent of the waste produced at Miele can be recycled. The volume of solid waste for disposal rose relatively sharply in the reporting period due to an increase in production activity, as well as extracted soil for a new supply duct at the Lehrte plant and chrome steel waste from the commissioning of a new welding system in Gütersloh. Though the addition of the new system does create more waste, it is also accompanied by an enhanced level of vertical integration. This allows Miele to exert more influence on the quality of the corresponding components.

PRODUCTION WASTE PER TONNE OF PRODUCT¹⁾
IN KILOGRAMMES [GRI 306-3]

2019	2020
158	155

1) Waste incurred in direct relation to production activities, such as scrap metal, foundry waste and acids, is expressed in relation to tonnes of product. The amounts of waste from the source areas "Buildings/grounds" and "Operations facilities, administration and development areas" are not included here (see source areas of total waste).

SOURCE AREAS OF TOTAL WASTE
IN TONNES [GRI 306-3]

	2019	2020 ⁴⁾
Waste from production, product parts ¹⁾	30,798	31,636
Waste from operational plants, administration, and development areas ²⁾	2,524	2,617
Waste from buildings, ground ³⁾	868	3,161

For causes of the increase in the amount of waste, see > Waste for recycling and disposal by type.

- 1) A waste type is allocated to a source area if at least 80 percent of the waste type comes from the area concerned. Waste from production: product and production parts such as scrap metal, foundry waste and acids, as well as waste from the treatment of technical waste water and plastic parts.
- 2) Waste from operational plants, administration and the development areas includes obsolete production facilities, cable remains, spent oils, cardboard and paper, pallets and scrap wood, as well as general waste.
- 3) Waste from buildings and grounds includes building rubble, excavated soil, stones, replaced neon tubes, flooring, waste from green areas and sewer cleaning, as well as rubbish.
- 4) Deviations of the total of the individual amounts from the entire figure presented under "Waste for recycling and disposal by type" are attributable to rounding.

DESTINATION OF TOTAL WASTE IN TONNES [GRI 306-3/-5]

	2019	2020 ⁵⁾
Materials recycling, processing ¹⁾	29,531	33,053
Energy recovery, incineration ²⁾	2,043	2,271
Physicochemical treatment ³⁾	2,361	1,781
Dumping ⁴⁾	255	309

The system for processing rinsing fluids was optimised at the Bielefeld location, resulting in less liquid waste. At the same time, additional quantities for materials processing were incurred as a result of the soil excavation in Lehrte for the new supply duct.

1)

Recovery, conditioning methods, processing of sludge into building materials.

2)

Thermal recovery of highly calorific waste with a gross calorific value of over 11,000 kJ and special waste incineration.

3)

Treatment of waste from surface and waste water treatment, cleaning of sewers and emulsion drilling.

4)

Rubble and soil from construction work are normally disposed of at dumpsites.

5)

Deviations of the total of the individual amounts from the entire figure presented under "Waste for recycling and disposal by type" are attributable to rounding.

WATER ABSTRACTION¹⁾ IN CUBIC METRES [GRI 303-3]

	2019	2020
Total	358,789	393,827
Water from the public system	220,892	238,247
Water from own supply	137,897	155,580
Surface water ²⁾	0	0

In absolute terms, water consumption increased by 35,038 cubic metres year on year in the business year 2020 due to the repeated exchange of water in the cooling tower and the increased use of rinsing water during the commissioning of a cooling system in Gütersloh, among other factors. Moreover, the new plant in Poland was taken into account in the recording of data for the first time in 2020. Another reason for the increased water consumption is the dry summer and the necessary watering of green spaces as a result.

1)

Water consumption is measured using water meters and taken from the energy reports from the energy management system.

2)

Rainwater which is stored in cisterns or other similar containers and fed into a separate water system.

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WATER ABSTRACTION PER TONNE OF PRODUCT IN CUBIC METRES [GRI 303-3]

2019	2020
1.85	1.93

WASTE WATER IN CUBIC METRES [GRI 303-4]

	2019	2020
Total	313,264	362,702
Technical waste water ¹⁾	43,940	45,409
Other waste water ²⁾	269,324	317,293

Waste water quantities are not identical to the quantities of water withdrawn, since water evaporates in some technical processes. Waste water quantities increased in the reporting period due to higher water consumption.

- 1) Technical waste water is treated mechanically, chemically or biologically before being discharged into the public sewer system.
 2) Standard household dirty water discharged indirectly into the local sewer for local waste water treatment (➤ the Braşov plant remains an exception).

WASTE WATER PER TONNE OF PRODUCT IN CUBIC METRES

2019	2020
1.61	1.78

Energy and emissions

ENERGY CONSUMPTION¹⁾ IN MEGAWATT-HOURS [GRI 302-1/-4]

	2019	2020
Direct energy consumption	88,385	84,244
Heating oil	2,146	1,555
Natural gas	86,239	82,689
Indirect energy consumption	200,412	196,776
District heating	34,456	32,619
Electricity	165,956	164,157
Total energy consumption	288,797	281,020

In absolute terms, energy consumption rose by 2.7 percent year on year in the business year 2020.

- 1) The scope covered was expanded in 2019. Since then, the energy consumption of all production sites and sales subsidiaries, as well as the participations Steelco and Yujin, have been taken into account.

ENERGY CONSUMPTION PER TONNE OF PRODUCT¹⁾ IN KILOWATT-HOURS [GRI 302-3/-5]

1,485	1,380
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- 1) The scope covered was expanded in 2019. Since then, the energy consumption of all production sites and sales subsidiaries, as well as the participations Steelco and Yujin, have been taken into account.

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ENERGY CONSUMPTION PER PRODUCT¹⁾ IN KILOWATT-HOURS [GRI 302-3/-5]

2019	2020
82	76

1) The scope covered was expanded in 2019. Since then, the energy consumption of all production sites and sales subsidiaries, as well as the participations Steelco and Yujin, have been taken into account.

CORPORATE CARBON FOOTPRINT (SCOPE 1 AND 2) – MARKET-BASED^{1) 2)} IN TONNES CO₂-EQUIVALENT³⁾ [GRI 305-1/-2/-5]

	2019	2020
Scope 1 Direct CO ₂ emissions	39,974	36,678
Natural gas	17,503	16,774
Heating oil	551	395
Fleet ⁴⁾	21,920	19,509
Scope 2 Indirect CO ₂ emissions	50,201	17,580
Electricity	44,265	12,009
District heating	5,936	5,570
Scope 1 + 2 CO ₂ - Total emissions	90,175	54,257

The presentation is made using the market-based method and therefore takes into account the provider-specific emission factors of the energy suppliers for grid-bound energy. According to the location-based method, the values for the business year 2019 stood at 132,018 tonnes of CO₂-equivalent and 128,646 tonnes of CO₂-equivalent for 2020. The emission factors for 2019 from the German

Association of the Automotive Industry (VDA) were used to perform calculations in line with the location-based method. Alternatively, emission factors from the British Department for Business, Energy & Industrial Strategy (DBEIS) were also used.

Total Scope 1 and 2 CO₂ emissions fell by 40 percent year on year in 2020. The decline in direct emissions (Scope 1) stood at 8 percent due to reduced natural gas and heating oil consumption, as well as the Covid-19-related reduction in mileage and the associated CO₂ emissions of the company's own vehicles. At 65 percent, the reduction in indirect emissions (Scope 2) was significantly higher, primarily as a result of the switch to green electricity. In 2020, 86 percent of the Miele locations worldwide covered their electricity needs with renewable energy. Moreover, electricity and district heat consumption fell further year on year across the Group.

- 1) The scope was expanded in 2019 to cover all production sites and sales subsidiaries, as well as the participations Steelco and Yujin.
- 2) Deviations of the total of the individual amounts from the entire figure in question are attributable to rounding.
- 3) Presentation of greenhouse gas emissions expanded from CO₂ to CO₂-equivalent, with CH₄ and N₂O being taken into account in addition to CO₂. Emissions from volatile gases were considered irrelevant following a materiality analysis.
- 4) The calculation method used for the fleet was switched from the New European Driving Cycle (NEDC) to real consumption, with an uncertainty factor of 10 percent included for locations not previously taken into account.

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Logistics and mobility

TRANSPORT VOLUME IN MILLION TONNE-KILOMETRES AND PERCENTAGES

	2019	2020
Outbound	723.7	805.7
By ship (%)	82.2	82.9
By lorry (%)	14.1	13.9
By rail (%)	2.7	2.4
By air (%)	1.0	0.8
Transport on own account ¹⁾	179.7	202.7
By lorry (%)	64.1	57.0
By ship (%)	35.9	43.0

Transport volume increased further, particularly via ship, due to the positive sales development overseas, particularly in Asia. Miele recorded sales growth in Europe as well, particularly in Southern and Eastern Europe, which had a direct impact on transport volume.

1) Since 2019, transport on own account has also been analysed and reported in addition to outbound transport.

TRANSPORT-RELATED CO₂-EQUIVALENT EMISSIONS – TTW¹⁾ IN TONNES AND PERCENTAGES [GRI 305-3]

	2019	2020
Total	60,235	62,212
Outbound	29,270	30,986
By ship (%)	47.1	47.5
By lorry (%)	37.4	37.9
By rail (%)	1.7	1.6
By air (%)	13.8	13.0
Distribution worldwide	20,408	20,848
Transport on own account	10,557	10,377
By lorry (%)	91.9	89.1
By ship (%)	8.1	10.9

CO₂-equivalent emissions accounting was expanded in 2019 to include transport on own account and distribution worldwide. The rise in the figures reflects the sales growth, particularly in Asia and in Southern and Eastern Europe. The slight decline in transport on own account is attributable to Covid-19.

1) Tank-to-wheel representation

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USE OF JOB TICKETS FOR PUBLIC TRANSPORT AT THE GÜTERSLOH AND BIELEFELD PLANTS NUMBER

2019	2020
935	862

Use of job tickets decline in 2020 due to the Covid-19 pandemic.

AREA COVERED AND NOT COVERED BY STRUCTURES IN SQUARE METRES

	2019	2020
Total	1,488,093	1,509,384
Area covered by structures	591,070	594,659
Area not covered by structures	897,023	914,725
Green areas	417,009	416,757
Surfaced area	480,014	497,968

New areas are always measured once a construction project is completed. The respective areas therefore only change on completion of construction activities. The increase in area covered by structures in the business year 2020 is primarily attributable to the erection of a storage tent in Lehrte, the construction of a new firefighting water pumping station in Gütersloh and the purchase of a further plot of land in Warendorf.

Employees & society

[GRI 102-8] All figures relating to employees refer to the number of persons and not full-time equivalents. Unless otherwise stated, the figures refer to locations in Germany (excluding participations).

Human resources management

EMPLOYEES NUMBER [GRI 401-1]

Total	20,478	20,944
in Germany	11,061	11,066
Outside of Germany	9,417	9,878

As of 31 December 2020, 20,944 people were employed at the Miele Group, including employees of the participations Steelco, Yujin, Agrilution, WaschMal, MChef and Miele Operations and Payment Solutions. Overall, their number increased by 4.2 percent compared to 30 June 2018, corresponding to a rise of 846 persons. Of that total, 299 came by way of the participations, which, with the exception of Steelco, were not part of the Miele Group in 2018. Steelco itself grew by 136 persons. Due to a combination of relocation and growth, new locations in Poland and the Netherlands were set up. Moreover, existing locations, such as the plant in Uničov, saw substantial growth. As a result, the percentage of persons employed outside Germany increased from 46 to 47.2 percent.

[< Back](#)[Key figures](#)[GRI content index](#)**CONTRACT EMPLOYEES NUMBER AND PERCENTAGE [GRI 102-8]**

	2019	2020
Number	476	618
Proportion of the entire workforce (%)	4.3	5.6 ¹⁾

1) The Company-Wide Collective Agreement specifies the conditions under which the rate of 4.5 percent (also determined in the Agreement) can be deviated from. Deviations, such as the increase in 2020 due to production growth, have been agreed with the works council in special regulations and employer/works council agreements.

EMPLOYEE TURNOVER¹⁾ [GRI 401-1]

	2019	2020
Number of resignations	195	146
Rate of turnover (%)	1.76	1.33

1) Temporary employment contracts are not included. Terminations issued by the company are included in the figure.

PROPOSED IMPROVEMENTS SUBMITTED AS PART OF THE IDEAS MANAGEMENT SCHEME¹⁾ NUMBER

2019	2020
2,983	1,656

The number of proposed improvements submitted fell significantly in 2020 due to the Covid-19 pandemic.

1) These figures refer to all German plants, excluding the Bünde and Arnsberg locations of imperial-Werke, a Miele affiliate.

TOTAL SAVINGS FROM IMPLEMENTED EMPLOYEE PROPOSALS FOR IMPROVEMENT¹⁾ IN THOUSANDS OF EUROS

2019	2020
1,936	1,903

The economic impact of proposals for improvement remained constant despite the Covid-19 pandemic, in part because the benefit of proposals for improvement can only be accurately calculated once the proposals have been implemented. In addition, many proposals cannot be implemented until well after their submission.

1) These figures refer to all German plants, excluding the Bünde and Arnsberg locations of imperial-Werke, a Miele affiliate.

Occupational health and safety

The figures on occupational health and safety refer to all production sites and the sales subsidiary in Germany.

REPORTABLE WORKPLACE¹⁾ AND COMMUTING ACCIDENTS NUMBER [GRI 403-9]

Workplace accidents	200	187
Commuting accidents	60	60
Total	260	247

There were no fatal accidents in the business years 2019 and 2020.

1) All accidents resulting in an absence of three or more workdays must be disclosed in detail to the insurer. Incidents involving an absence of less than three days are covered by accident notifications.

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REPORTABLE WORKPLACE¹⁾ AND COMMUTING ACCIDENTS²⁾ NUMBER PER 1 MILLION WORK HOURS (INJURY FREQUENCY) [GRI 403-9]

	2019	2020
Workplace accidents	10.6	9.9
Commuting accidents	3.1	3.1
Total	13.6	13.1

1) All accidents resulting in an absence of three or more workdays must be disclosed in detail to the insurer. Incidents involving an absence of less than three days are covered by accident notifications.

2) Deviations of the total of the individual amounts from the entire figure in question are attributable to rounding.

REPORTABLE WORKPLACE¹⁾ AND COMMUTING ACCIDENTS NUMBER PER 1,000 EMPLOYEES ("THOUSAND-MAN RATE") [GRI 403-9]

	2019	2020
Workplace accidents	14.7	13.3
Commuting accidents	4.4	4.3
Total	19.1	17.6

1) All accidents resulting in an absence of three or more workdays must be disclosed in detail to the insurer. Incidents involving an absence of less than three days are covered by accident notifications.

LOST DAYS¹⁾ DUE TO A WORKPLACE OR COMMUTING ACCIDENT NUMBER [GRI 403-9]

	2019	2020
Lost days due to a workplace accident	2,938	2,923
Lost days due to a commuting accident	1,001	610
Total	3,939	3,533

1) "Lost days" denotes the number of scheduled workdays lost starting from the time of the accident.

TRAINING SESSIONS ON OCCUPATIONAL SAFETY NUMBER OF PARTICIPANTS [GRI 403-5]

	2019	2020
	1,498	1,113

Vocational training and development

COST OF VOCATIONAL TRAINING AND DEVELOPMENT IN MILLIONS OF EUROS [GRI 404-1]

2019	2020
18.1	17.0

As in previous years, the commercial and technical apprenticeship scheme, along with internal and external advanced training programmes, accounted for the largest portion of the expenses (on-site training). The increasing replacement of on-site training with online offerings resulted in a slight decline.

ADVANCED TRAINING TIME FRAMES NUMBER OF HOURS PER EMPLOYEE [GRI 404-1]

2019	2020
6.6	8.9

The number of advanced training hours per employee increased in the business year 2020 due to the increased number of project-specific training courses, advanced training for prospective managers and qualifications for newly recruited customer service employees, among other things.

APPRENTICES¹⁾ NUMBER AND PERCENTAGE [GRI 102-8]

	2019	2020
Number	478	459
Proportion (%)	4.4	4.2

1) The reference date for each year is 30 September. This date provides a better representation of actual apprentice figures than the respective business-year end does, as most apprenticeships start on 1 September.

WOMEN AND MEN IN THE TECHNICAL AND COMMERCIAL APPRENTICESHIP SCHEME¹⁾ AS A PERCENTAGE [GRI 102-8]

	2019	2020
Technical apprenticeship		
Women	13	12
Men	87	88
Commercial apprenticeship		
Women	61	57
Men	39	43

1) The disclosures relate to vocational training and the dual study programmes as a whole.

Diversity and equal opportunity

EMPLOYEES ACCORDING TO AGE GROUP
AS A PERCENTAGE [GRI 405-1]

	2019	2020
< 30 years	15	15
30 to 50 years	42	42
> 50 years	43	43

The average age of employees in Germany was 46.8 years as of 31 December 2020.

WOMEN AND MEN IN THE MIELE WORKFORCE
AS A PERCENTAGE [GRI 405-1]

	2019	2020
Women	22	22
Men	78	78

WOMEN AND MEN IN THE MIELE WORKFORCE WORLDWIDE
AS A PERCENTAGE [GRI 405-1]

	2019	2020
Women	30	30
Men	70	70

WOMEN AND MEN IN MANAGEMENT POSITIONS
AS A PERCENTAGE [GRI 405-1]

	2019	2020
Women	24	24
Men	76	76

EMPLOYEES WITH DISABILITIES¹⁾ [GRI 405-1]

Number of employees with disabilities	608	579
Proportion of employees with disabilities (%)	6	6

1) The definition of “employees with disabilities” follows the legal definition of disability in social legislation – Article 2 of the Social Code (SGB) IX.

[< Back](#)**Key figures**[GRI content index](#)**FULL AND PART-TIME EMPLOYMENT [GRI 102-8]**

	2019	2020
Number of full-time workers	10,100	10,065
Proportion of full-time workers (%)	91.9	91.8
Number of part-time workers	888	903
Proportion of part-time workers (%)	8.1	8.2

EMPLOYEES WITH AND WITHOUT FLEXTIME AS A PERCENTAGE

	2019	2020
With flexitime	51	52
Without flexitime	49	48

FOREIGN EMPLOYEES¹⁾ [GRI 405-1]

	2019	2020
Number	663	691
Proportion as a percentage	6.0	6.3

1) "Foreign employees" denotes all employees who do not have German citizenship.

Social engagement**AMOUNT OF FINANCIAL DONATIONS TO CHARITABLE PROJECTS MADE BY MIELE & CIE. KG IN THOUSANDS OF EUROS [GRI 201-1]**

2019	2020
140	174

AMOUNT OF FINANCIAL DONATIONS TO CHARITABLE PROJECTS MADE BY THE MIELE FOUNDATION IN THOUSANDS OF EUROS [GRI 201-1]

2019	2020
97	50

The Foundation only invests its interest profit. The basic amount is 2.5 million euros. Due to the Covid-19 pandemic, less was invested in charitable projects in 2020 than in the past.

GRI content index

[GRI 102-55] The 2021 Miele Sustainability Report was prepared according to the standards of the Global Reporting Initiative (GRI): “Core” option created. Beyond the core requirements, further indicators are shown.

The information on the fulfilment of the indicators can be found on the report pages, which are linked here. Where an indicator is not completely covered by these disclosures, additional information is included directly in the index.

GRI 102: GENERAL INFORMATION 2016

GRI standards and information	Links
ORGANISATIONAL PROFILE	
102-1 Name of the organisation	Company profile > What Miele stands for
102-2 Activities, brands, products and services	Company profile > What Miele stands for Company profile > Products Miele's products and services are approved for use in all markets where Miele is active. Full documentation of whether the products on offer are questioned by stakeholders is not carried out.
102-3 Location of headquarters	Company profile > What Miele stands for
102-4 Location of operations	Company profile > What Miele stands for Company profile > Miele worldwide
102-5 Ownership and legal form	Company profile > What Miele stands for Report profile > About this report
102-6 Markets served	Company profile > Miele worldwide Company profile > Products Key figures > Profile > Turnover by country and region

GRI standards and information	Links
102-7 Scale of the organisation	Company profile > What Miele stands for Company profile > Miele worldwide Company profile > Products Key figures > Profile As a family-owned company with the legal form of a “Kommanditgesellschaft” (private limited partnership), Miele does not publish any information regarding total capitalisation.
102-8 Information on employees and other workers	Employees & society > HR management > Employment at Miele in figures Employees & society > HR management > Clear structures Key figures > Employees & society The detailed breakdown of workforce figures required for full compliance with this indicator is not currently used for central management purposes in human resources management. Staff levels do not fluctuate seasonally.
102-9 Supply chain	Company profile > The value chain Supply chain & production > Natural resources and materials > Use of resources and materials Key figures > Supplier management
102-10 Significant changes to the organisation and its supply chain	Report profile > About this report
102-11 Precautionary principle or approach	Management & processes > Sustainability management > A focus on people and the environment Management & processes > Sustainability management > Successful risk management Management & processes > Sustainability management > Dealing with material sustainability risks Products & services > Product portfolio and quality > Strict standards for pollutant-free products Supply chain & production > Environmental management > Preventative approach

[< Back](#)[Key figures](#)[GRI content index](#)**GRI standards and information****Links****102-12** External initiatives

Management & processes > Sustainability management
 > Internal and external guidelines and standards

102-13 Memberships of associations

Management & processes > Stakeholder engagement
 > Political interests
 > miele.com/sustainability

STRATEGY**102-14** Statement from senior decision-maker

> Foreword from the Executive Board

102-15 Key impacts, risks and opportunities

Management & processes > Sustainability strategy
 > Solutions to key challenges
 Management & processes > Sustainability management
 > Successful risk management
 Management & processes > Sustainability management
 > Dealing with material sustainability risks

ETHICS AND INTEGRITY**102-16** Values, principles, standards and norms of behavior

Company profile > What Miele stands for
 Management & processes > Sustainability strategy
 > Solutions to key challenges
 Management & processes > Sustainability management
 > Internal and external guidelines and standards
 Management & processes > Sustainability management
 > Effective compliance management

102-17 Mechanisms for advice and concerns about ethics

Management & processes > Sustainability management
 > Effective compliance management
 Management & processes > Sustainability management
 > Raising employees' awareness of compliance
 Management & processes > Sustainability management
 > Ombudsperson as a point of contact if suspicions arise

GRI standards and information**Links****GOVERNANCE****102-18** Governance structure

Company profile > What Miele stands for
 Management & processes > Sustainability management
 > Systematic sustainability management
 Management & processes > Sustainability management
 > Central management committee enhanced

102-19 Delegating authority

Management & processes > Sustainability management
 > Central management committee enhanced

102-20 Executive-level responsibility for economic, environmental and social topics

Management & processes > Sustainability management
 > Systematic sustainability management
 Management & processes > Sustainability management
 > Central management committee enhanced

STAKEHOLDER ENGAGEMENT**102-40** List of stakeholder groups

Management & processes > Stakeholder engagement
 > Dialogue on an equal footing
 Management & processes > Stakeholder engagement > Overview

102-41 Collective bargaining agreements

Employees & society > HR management
 > Employee participation: a valuable partnership

102-42 Identifying and selecting stakeholders

Management & processes > Stakeholder engagement
 > Dialogue on an equal footing
 Management & processes > Stakeholder engagement
 > Stakeholder management

102-43 Approach to stakeholder engagement

Management & processes > Stakeholder engagement > Overview
 Management & processes > Stakeholder engagement
 > Valuable feedback from customers
 Products & services > Development and innovation
 > Dialogue for sustainable solutions
 Products & services > Development and innovation
 > Customer needs and future scenarios

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- 102-44** Key topics and concerns raised
 Management & processes > Stakeholder engagement > Political interests
 Management & processes > Stakeholder engagement
 > Benefiting from practical dialogue
 Products & services > Development and innovation
 > Customer needs and future scenarios

REPORTING PRACTICE

- 102-45** Entities included in the consolidated financial statements
 Report profile > About this report
- 102-46** Defining report content and topic boundaries
 Management & processes > Sustainability strategy > Materiality
 > https://www.miele.com/media/ex/ce/presseartikel/nachhaltigkeit/miele_sustainability_report_2019.pdf
- 102-47** List of all material topics
 Management & processes > Sustainability strategy > Materiality
 > https://www.miele.com/media/ex/ce/presseartikel/nachhaltigkeit/miele_sustainability_report_2019.pdf
- 102-48** Restatements of information
 Report profile > About this report
 Key figures > Profile
 Any modifications to the presentation format are denoted in the text.
- 102-49** Changes in reporting
 Report profile > About this report
 Key figures > Profile
 Any changes to reporting boundaries or periods are denoted in the text.
- 102-50** Reporting period
 Report profile > About this report
- 102-51** Date of most recent report
 Report profile > About this report
- 102-52** Reporting cycle
 Report profile > About this report
- 102-53** Contact point for questions regarding the report
 > Imprint
- 102-54** Claims of reporting in accordance with the GRI Standards
 Report profile > About this report

GRI standards and information**Links**

- 102-55** GRI content index
 > GRI content index
- 102-56** External assurance
 External assurance for the report has not been sought.

MATERIAL TOPICS: GRI 200 ECONOMIC, GRI 300 ENVIRONMENTAL, GRI 400 SOCIAL**GRI 201: ECONOMIC PERFORMANCE 2016**

- 103-1/2/3** Management approach
 Company profile > What Miele stands for
 Company profile > Miele worldwide
- 201-1** Direct economic value generated and distributed
 Employees & society > HR management > Fair pay – naturally
 Employees & society > Social engagement
 > Donations during the reporting period
 Key figures > Profile
 Employees & society > Social engagement
 Miele does not provide a detailed breakdown here. As a family-owned company with the legal form of a “Kommanditgesellschaft” (private limited partnership), Miele does not publish any information regarding these details.
- 201-2** Financial implications and other risks and opportunities due to climate change
 Management & processes > Sustainability management
 > Dealing with material sustainability risks
 Miele plans to carry out a climate impact assessment in the medium term that also takes risks and opportunities into account.
- 201-3** Defined benefit plan obligations and other retirement plans
 Employees & society > HR management
 > A long tradition of comprehensive benefits
 Key figures > Profile > Pension provisions
 Miele reports the pension provisions it creates. No further breakdown is provided.
- 201-4** Financial assistance received from government
 Miele applies for the proportional reimbursement of power and energy tax for the production industry. For certain processes and methods (including generating own power in combined heat and power units), Miele applies for full tax relief on power and energy. This is based on the period of purchase/consumption. The company received tax relief of 416,000 euros in the calendar year 2019. Tax relief in the calendar year 2020 amounted to 952,000 euros.

[< Back](#)[Key figures](#)[GRI content index](#)**GRI standards and information****Links****GRI 202: MARKET PRESENCE 2016**

103-1/2/3	Management approach	Employees & society > HR management
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Employees & society > HR management > Fair pay – naturally As a member of metal and electronics industry associations, Miele is obliged to pay the wages specified in collective wage agreements. In Germany, 90 percent of the workforce at Miele plants and at the Miele central office is covered by such agreements. The remaining 10 percent of the workforce is paid outside of the scope of collective wage agreements, meaning they receive higher pay. The German plants employ 11,066 people and are therefore classed as important.

GRI 203: INDIRECT ECONOMIC IMPACTS 2016

103-1/2/3	Management approach	Management & processes > Sustainability management Management & processes > Stakeholder engagement Products & services > Development and innovation Miele is able to observe the indirect consequences of the company's business activity through regular dialogue with community stakeholders, policymakers and unions. Comprehensive, systematic analysis has not been conducted by Miele. For further information see Management approach 103-1/2/3 on GRI 201: Economic performance.
203-2	Significant indirect economic impacts	Company profile > What Miele stands for Management & processes > Dealing with material sustainability risks Products & services > Development and innovation > New business models and strategic partnerships Products & services > Development and innovation > Renting instead of buying Products & services > Development and innovation > Universal design See Management approach GRI 103-1/2/3 on GRI 203: Indirect economic impacts

GRI standards and information**Links****GRI 204: PROCUREMENT PRACTICES 2016**

103-1/2/3	Management approach	Supply chain & production > Supplier management Supply chain & production > Natural resources and materials
204-1	Proportion of spending on local suppliers	Supply chain & production > Supplier management > Procurement concept with a local focus Key figures > Supplier management > Purchasing Volume Miele reports company-wide purchasing volumes by region.

GRI 205: ANTI-CORRUPTION 2016

103-1/2/3	Management approach	Management & processes > Sustainability management
205-1	Operations assessed for risks related to corruption	Management & processes > Sustainability management > Raising employees' awareness of compliance Potential cases of corruption are checked as part of the global audits. Potential risks arise from the violation of tendering regulations.
205-2	Communication and training about anti-corruption policies and procedures	Management & processes > Sustainability management > Raising employees' awareness of compliance Miele records the total number of employees who receive training on the code of conduct. Miele does not record a breakdown by region and employee category, as well as the total number and percentage of informed business partners.
205-3	Confirmed incidents of corruption and actions taken	Management & processes > Sustainability management > Ombudsperson as a point of contact if suspicions arise

GRI 206: ANTI-COMPETITIVE BEHAVIOUR 2016

103-1/2/3	Management approach	Management approach > Sustainability management
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- 206-1** Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices
- Management & processes > Sustainability management
 > Effective compliance management
- Management & processes > Sustainability management
 > Raising employees' awareness of compliance
- Management & processes > Sustainability management
 > Ombudsperson as a point of contact if suspicions arise
- No complaints about anti-competitive behaviour, anti-trust and monopoly practices at Miele were recorded in the reporting period.

GRI 301: MATERIALS 2016

- 103-1/2/3** Management approach
- Products & services > Product portfolio and quality
- Products & services > Disposal and recycling
- Supply chain & production > Natural resources and materials
- Supply chain & production > Environmental management
- 301-1** Materials used by weight or volume
- Supply chain & production > Natural resources and materials
 > Environmental management
- Key figures > Supply chain & production > Natural resources and materials
- Miele reports the production materials used by raw materials, other processing materials and electronics. They are not broken down by renewable and non-renewable materials.
- 301-2** Recycled input materials used
- Products & services > Disposal and recycling > Closing the loop
- Supply chain & production > Natural resources and materials
 > Use of resources and materials
- Supply chain & production > Natural resources and materials
 > Correctly using recycled plastics
- Supply chain & production > Natural resources and materials
 > High proportion of recycled metal
- The percentage of recycled input materials can only be measured for certain materials. This information is not yet available for all materials used.

GRI standards and information**Links**

- 301-3** Reclaimed products and their packaging materials
- Products & services > Disposal and recycling > Responsible returns and disposal
- Products & services > Disposal and recycling > Returns of old appliances
- Products & services > Disposal and recycling > Reclaimed packaging
- In terms of products, Miele focuses on its main sales market, Germany. For this sales market, the percentage of packaging reclaimed does not have to be recorded for the specific manufacturer, as returns are organised collectively with other manufacturers. The company is unable to make reliable statements regarding international returns based on the available information.
- GRI 302: ENERGY 2016**
- 103-1/2/3** Management approach
- Products & services > Product portfolio and quality
- Supply chain & production > Environmental management
- Supply chain & production > Energy and emissions
- 302-1** Energy consumption within the organisation
- Supply chain & production > Energy and emissions > Current energy consumption
- Key figures > Energy and emissions > Energy consumption
- Miele records energy consumption in megawatt-hours (MWh). One MWh is equivalent to 3.6 gigajoules (GJ).
- 302-2** Energy consumption outside of the organisation
- A key factor in energy consumption is the products' usage phase (see 302-5). Miele also calculates CO₂ emissions from energy consumption (see 305-2). Other forms of energy consumption are calculated as part of Scope 3 reporting.
- 302-3** Energy intensity
- Supply chain & production > Energy and emissions > Current energy consumption
- Key figures > Energy and emissions > Energy consumption
- 302-4** Reduction of energy consumption
- Supply chain & production > Energy and emissions > Current energy consumption
- Key figures > Supply chain & production > Energy and emissions
 > Energy consumption
- 302-5** Reductions in energy requirements of products and services
- Products & services > Product portfolio and quality
 > Reduction in energy consumption
- Products & services > Product portfolio and quality > Resource-conserving design
- Products & services > Product portfolio and quality > Appliances
- Key figures > Products & services > Product portfolio

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GRI standards and information		Links
GRI 303: WATER AND EFFLUENTS 2018		
103-1/2/3	Management approach	Supply chain & production > Resource efficiency
303-1	Interactions with water as a shared resource	Supply chain & production > Resource efficiency > Systematic water management Supply chain & production > Resource efficiency > Waste water: regular measurements Water sources are monitored by the authorities. The quantities withdrawn from own wells have been halved in recent decades. There were no abnormalities in water samples in the reporting period. Quality is not affected by the withdrawal of water.
303-2	Management of water discharge-related impacts	Supply chain & production > Resource efficiency > Waste water: regular measurements At all Miele plants, with the exception of Braşov, there are at least two waste water systems – one for dirty water, and one for rain water. The latter is channelled to dry wells. Dirty water is treated in municipal waste water processing facilities in accordance with municipal requirements. The same applies to technical waste water from surface treatment facilities at the Gütersloh, Oelde and Lehrte plants. In-house monitoring measures have been agreed for technical waste water. No detailed breakdown by discharge location, water quality and reuse of water by other organisations is provided.
303-3	Water withdrawal	Key figures > Supply chain & production > Resource efficiency Miele is keen to focus on water shortage and water-stressed areas and intends to report on these issues in the future. Miele records water abstraction in cubic metres.
303-4	Water discharge	Key figures > Supply chain & production > Resource efficiency > Waste water in cubic metres The level of detail required by the indicator is not fully recorded. See GRI 303-3 for further information

GRI standards and information		Links
GRI 305: EMISSIONS 2016		
103-1/2/3	Management approach	Supply chain & production > Environmental management Supply chain & production > Energy and emissions Supply chain & production > Logistics and mobility
305-1	Direct GHG emissions (Scope 1)	Supply chain & production > Energy and emissions > Broader data pool for carbon footprint Supply chain & production > Logistics and mobility > Miele fleet Key figures > Supply chain & production > Energy and emissions > Carbon footprint of the company Biogenic CO ₂ emissions are not relevant to Miele, as no biogenic fuels are used.
305-2	Energy indirect GHG emissions (Scope 2)	Supply chain & production > Energy and emissions > Broader data pool for carbon footprint Key figures > Supply chain & production > Energy and emissions > Carbon footprint of the company For further information see GRI 305-1: Direct GHG emissions
305-3	Other indirect GHG emissions (Scope 3)	Supply chain & production > Energy and emissions > Broader data pool for carbon footprint Supply chain & production > Logistics and mobility > Calculating the carbon footprint and other emissions Supply chain & production > Logistics and mobility > Carbon-neutral rail journeys and public transport offers for employees Key figures > Logistics and mobility > Transport-related CO ₂ -equivalent emissions For further information see GRI 305-1: Direct GHG emissions
305-5	Reduction of GHG emissions	Supply chain & production > Energy and emissions > Broader data pool for carbon footprint Key figures > Supply chain & production > Energy and emissions > Carbon footprint of the company
305-6	Emissions of ozone-depleting substances (ODS)	Products & services > Disposal and recycling > Pollutants during disposal Miele does not manufacture, import or export ozone-depleting substances.

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- 305-7** Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions
- Products & services > Disposal and recycling
 > Pollutants during disposal
- Supply chain & production > Energy and emissions
 > How to deal with additional greenhouse gases
- The foundry and surface treatment plants in Gütersloh are subject to the reporting requirements of the German Pollutant Release and Transfer Register (PRTR). Dust emissions from the foundry are 70 percent lower than the prescribed limit (10 mg/cbm air emissions).

GRI 306: WASTE 2020

- 103-1/2/3** Management approach
- Supply chain & production > Resource efficiency
- 306-1** Waste generation and significant waste-related impacts
- Supply chain & production > Resource efficiency
 > Waste avoidance and water management
- Supply chain & production > Resource efficiency
 > Waste avoidance and extensive use of recycling
- Supply chain & production > Resource efficiency
 > Raising awareness among employees

GRI standards and information**Links**

- 306-2** Management of significant waste-related impacts
- Supply chain & production > Resource efficiency
 > Waste avoidance and water management
- Supply chain & production > Resource efficiency
 > Waste avoidance and extensive use of recycling
- Supply chain & production > Resource efficiency
 > Raising awareness among employees
- 306-3** Waste generated
- Supply chain & production > Resource efficiency
 > Waste water: regular measurements
- Key figures > Supply chain & production > Resource efficiency
- 306-4** Waste diverted from disposal
- Key figures > Supply chain & production > Resource efficiency
- Miele does not import or export any hazardous waste.
- 306-5** Waste directed to disposal
- Key figures > Supply chain & production > Resource efficiency
 > Destination of total waste in tonnes
- For further information see GRI 306-4: Waste that bypasses waste disposal

GRI 307: ENVIRONMENTAL COMPLIANCE 2016

- 103-1/2/3** Management approach
- Supply chain & production > Environmental management
- 307-1** Non-compliance with environmental laws and regulations
- Supply chain & production > Environmental management
 > Cooperation between environmental protection and energy management

GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016

- 103-1/2/3** Management approach
- Supply chain & production > Natural resources and materials
- Supply chain & production > Supplier management
- Potential environmental impacts and actual effects beyond direct suppliers have not been systematically recorded to date.

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308-1 New suppliers that were screened using environmental criteria

Supply chain & production > Supplier management
 > Assessment of ecological standards

Supply chain & production > Supplier management > Selecting new suppliers

All potential suppliers are required to complete a self-assessment which includes criteria relating to environmental management and climate action. All production material suppliers considered for a business relationship are also subjected to a short on-site audit.

308-2 Negative environmental impacts in the supply chain and actions taken

Supply chain & production > Supplier management
 > Supplier management: checking sustainability criterion

Miele checks compliance with environmental criteria during supplier assessment. Miele does not publish detailed results. An environmental compatibility inspection does not form part of this check.

GRI 401: EMPLOYMENT 2016

103-1/2/3 Management approach

Employees & society > HR management

401-1 New employee hires and employee turnover

Employees & society > HR management
 > Staff retention: low turnover rates, lots of anniversaries

Key figures > Employees & society > HR management

The evaluation and publication of information on employee turnover and new employees in Germany by age, gender and region is not relevant to governance at Miele, so these figures are not recorded.

The same applies to turnover at the international locations.

401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

Employees & society > HR management
 > A long tradition of comprehensive benefits

GRI standards and information**Links**

401-3 Parental leave

Employees & society > HR management
 > Enhancing the compatibility of work and family life

The number of employees with a general right to parental leave is not considered relevant and is therefore not documented.

GRI 402: LABOUR/MANAGEMENT RELATIONS 2016

103-1/2/3 Management approach

Employees & society > HR management

402-1 Minimum notice periods regarding operational changes

Employees & society > HR management
 > Employee participation: a valuable partnership

At German company locations, the minimum notice periods for informing the works council of measures affecting the workforce are regulated by the Works Constitution Act. Miele's Executive Board generally works closely with the works councils and providing comprehensive information concerning all relevant decisions, developments and processes.

GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018

103-1/2/3 Management approach

Employees & society > Occupational health and safety

403-1 Occupational health and safety management system

Employees & society > Occupational health and safety
 > A clear occupational safety organisation
 Employees & society > Occupational health and safety
 > Minimising risks of accidents

403-2 Hazard identification, risk assessment, and incident investigation

Employees & society > Occupational health and safety
 > A clear occupational safety organisation
 Employees & society > Occupational health and safety
 > Minimising risks of accidents

Miele applies the international standard ISO 45001, which prohibits retaliatory measures against employees who report work-related risks or remove themselves from working situations that they deem to be dangerous to their health or to pose a risk of injury. Supervisors are responsible for compliance with these standards.

The works council acts as a monitoring authority, while the life coaching office provides advice and assistance.

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403-3	Occupational health services	Employees & society > Occupational health and safety > First aid in emergencies and acute cases
403-4	Worker participation, consultation, and communication on occupational health and safety	Employees & society > Occupational health and safety > A clear occupational safety organisation Employees & society > Occupational health and safety > Minimising risks of accidents
403-5	Worker training on occupational health and safety	Employees & society > Occupational health and safety > A clear occupational safety organisation Employees & society > Occupational health and safety > Minimising risks of accidents Key figures > Employees & society > Occupational health and safety > Training sessions on occupational safety
403-6	Promotion of worker health	Employees & society > Occupational health and safety > Occupational health management
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Management & processes > Sustainability management > Integrated management system Employees & society > Occupational health and safety > A clear occupational safety organisation Miele makes every effort to prevent its business relations from having an adverse impact on the company through careful contractor and supplier management.
403-8	Worker covered by an occupational health and safety management system	Employees & society > Occupational health and safety > A clear occupational safety organisation Employees & society > Occupational health and safety > Focus on Covid-19 prevention
403-9	Work-related injuries	Key figures > Employees & society > Occupational health and safety The level of detail required by the indicator is not fully recorded. Contract employee data has been gathered since 2020 and will be published in future sustainability reports. Accident statistics are based on the regulations issued by the German Social Accident Insurance (DGUV).

GRI standards and information**Links****GRI 404: TRAINING AND EDUCATION 2016**

103-1/2/3	Management approach	Employees & society > Vocational training and development
404-1	Average hours of training per year per employee	Employees & society > Vocational training and development > Wide range of topics for training and further development Key figures > Employees & society > Vocational training and development The breakdown of training hours by employee category and gender required for full compliance with this indicator is not currently used for central management purposes. For this reason, these figures are not recorded.

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404-2 Programs for upgrading employee skills and transition assistance programs	<p>Employees & society > HR management > A long tradition of comprehensive benefits</p> <p>Employees & society > HR management > Enhancing the compatibility of work and family life</p> <p>Employees & society > Occupational health and safety > Prevent accidents and promote health</p> <p>Employees & society > Occupational health and safety > Life coaching and addiction counselling</p> <p>Employees & society > Vocational training and development > Wide range of topics for training and further development</p> <p>Employees & society > Vocational training and development > Teaching technical expertise and leadership skills – and encouraging employees to take the initiative</p> <p>Employees & society > Vocational training and development > Wide range of open training opportunities</p>
404-3 Percentage of employees receiving regular performance and career development reviews	<p>Employees & society > HR management > Clear structures</p> <p>All employees are entitled to an annual employee review. The number of employee reviews actually performed is not recorded. The company agreement on talent management also regulates the company's approach to the identification and assessment of talents and potential successors.</p>

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016

103-1/2/3 Management approach	<p>Employees & society > Diversity and equal opportunity</p> <p>The approach is monitored and enhanced on an ongoing basis. Systematic evaluation is not yet carried out in all the areas required under the GRI.</p>
405-1 Diversity of governance bodies and employees	<p>Employees & society > Diversity and equal opportunity > Promoting diversity, preventing discrimination</p> <p>Key figures > Employees & society > Diversity and equal opportunity</p> <p>Miele has so far not used a detailed breakdown for central management purposes, which is why the data is not recorded. In addition, some diversity indicators regarding group affiliation are protected by the General Data Protection Act and may not be collected in this form as personal data. During the reporting period, the Executive Board was made up of five members, none of whom were women. All members were over the age of 50.</p>

GRI standards and information**Links**

405-2 Ratio of basic salary and remuneration of women to men	<p>Employees & society > Diversity and equal opportunity > No differences in the salaries received by women and men</p> <p>The bonus agreements reached in meetings with top and middle managers in Germany regarding annual objectives are based on a uniform system, taking into account the performance of the respective manager. There are no differences between men and women. Similar individual approaches apply in the case of managers at the foreign sales subsidiaries.</p>
GRI 406: NON-DISCRIMINATION 2016	
103-1/2/3 Management approach	<p>Employees & society > HR management</p> <p>Employees & society > Diversity and equal opportunity</p> <p>The complaints office's main purpose is to record complaints about discrimination related to the company, but not activities concerning its direct suppliers. The approach is monitored and enhanced on an ongoing basis. Systematic evaluation involving stakeholders has yet to take place.</p>
406-1 Incidents of discrimination and corrective actions taken	<p>Employees & society > HR management > Transparent complaints process</p> <p>Miele assesses the necessary measures individually on a case-by-case basis and treats implemented measures and their results confidentially.</p>

GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016

103-1/2/3 Management approach	<p>Employees & society > Diversity and equal opportunity</p> <p>Supply chain & production > Supplier management</p>
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<p>Supply chain & production > Supplier management > Compliance with SA8000 criteria</p> <p>Supply chain & production > Supplier management > Escalation process in the case of suspected violations</p> <p>Employees & society > HR management > Social and ethical standards</p> <p>No operations or suppliers that could significantly affect freedom of association and the right to collective bargaining have been identified to date.</p>

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103-1/2/3	Management approach	Supply chain & production > Supplier management The management approach is based on the SA8000 standard. Miele does not apply a weighting to the different criteria, nor does it carry out a holistic assessment.
408-1	Operations and suppliers at significant risk for incidents of child labour	Management & processes > Sustainability management > Internal and external guidelines and standards Supply chain & production > Supplier management > Compliance with SA8000 criteria Supply chain & production > Supplier management > Escalation process in the case of suspected violations Employees & society > HR management > Social and ethical standards No operations or suppliers at significant risk of child labour or the employment of young persons under dangerous conditions have been identified to date.

GRI 409: FORCED OR COMPULSORY LABOUR 2016

103-1/2/3	Management approach	Management & processes > Sustainability management Supply chain & production > Supplier management See Management approach GRI 103-1/2/3 on GRI 408: Child labour
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Supply chain & production > Supplier management > Compliance with SA8000 criteria Supply chain & production > Supplier management > Escalation process in the case of suspected violations Employees & society > HR management > Social and ethical standards No operations or suppliers at significant risk of forced or compulsory labour have been identified to date.

GRI standards and information**Links****GRI 412: HUMAN RIGHTS ASSESSMENT 2016**

103-1/2/3	Management approach	Management & processes > Sustainability management Supply chain & production > Supplier management See Management approach GRI 103-1/2/3 on GRI 408: Child labour
412-1	Operations that have been subject to human rights reviews or impact assessments	Management & processes > Sustainability management > Auditing by an external partner Management & processes > Sustainability management > Internal progress review Supply chain & production > Supplier management > Supplier management: checking sustainability criteria Employees & society > HR management > Social and ethical standards Miele does not conduct any separate reviews on human rights. Aspects related to human rights are checked at all production locations and the sales subsidiary in Germany as part of evaluations for the SA8000 social standard.
412-2	Employee training on human rights policies or procedures	Management & processes > Sustainability management > Internal progress review Management & processes > Sustainability management > Raising employees' awareness of compliance Employees & society > HR management > Social and ethical standards Miele reports on the number of employees who received training during the period under review. The number of training hours and the percentage of employees who received training are not used centrally for management purposes. For this reason, these figures are not recorded or calculated.

[< Back](#)[Key figures](#)[GRI content index](#)**GRI standards and information****Links****GRI 413: LOCAL COMMUNITIES 2016**

103-1/2/3	Management approach	<p>Employees & society > Social engagement</p> <p>So far, no programmes or systematic procedures have been introduced to evaluate the impact of the business activities on the community. However, Miele's commitment to protecting the health and safety of its employees and of local communities goes beyond existing laws and regulations. The company's business activities also provide a strong stimulus for growth in purchasing power and tax income at its locations. By maintaining intensive dialogue with local communities, Miele receives regular feedback on the impact of its business activities.</p>
413-1	Operations with local community engagement, impact assessment, and development programs	<p>Management & processes > Stakeholder engagement > Overview</p> <p>Employees & society > Social engagement > Promoting regional appeal</p> <p>Measures for local community engagement are conducted individually at the company's locations and are not systematically managed or analysed. Miele does not record the percentage of sites that implement such measures.</p>
413-2	Operations with significant actual and potential negative impacts on local communities	<p>Employees & society > Social engagement > Promoting regional appeal</p> <p>See Management approach GRI 103-1/2/3 on GRI 413: Local communities</p>

GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016

103-1/2/3	Management approach	<p>Supply chain & production > Natural resources and materials</p> <p>Supply chain & production > Resource efficiency</p> <p>Supply chain & production > Supplier management</p> <p>See Management approach GRI 103-1/2/3 on GRI 308: Supplier environmental assessment</p> <p>Potential social impacts and actual effects beyond direct suppliers have not been systematically recorded to date.</p>
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GRI standards and information**Links**

414-1	New suppliers that were screened using social criteria	<p>Supply chain & production > Supplier management > Selecting new suppliers</p> <p>Key figures > Supply chain & production > Supplier management > Self-assessment on compliance with social standards by suppliers</p> <p>Approach as for GRI 308-1</p> <p>All potential suppliers must complete a self-assessment, which also covers social criteria. All production material suppliers considered for a business relationship are also subjected to a short on-site audit.</p>
414-2	Negative social impacts in the supply chain and actions taken	<p>Supply chain & production > Supplier management > Supplier management: checking sustainability criteria</p> <p>Approach as for GRI 308-2</p> <p>Miele reviews compliance with social criteria as part of its supplier assessment system. Miele does not publish detailed results.</p>
GRI 415: PUBLIC POLICY 2016		
103-1/2/3	Management approach	Management & processes > Stakeholder engagement
415-1	Political contributions	<p>Employees & society > Social engagement > Donations during the reporting period</p> <p>In 2019 and 2020, Miele donated a total of 20,000 euros to political parties in Germany. Miele treats information concerning the recipients of such donations as confidential. Political contributions are only recorded centrally for Germany, and not internationally.</p>

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103-1/2/3	Management approach	Products & services > Product portfolio and quality
		Products & services > Customer orientation and information
416-1	Assessment of the health and safety impacts of product and service categories	Products & services > Product portfolio and quality > Product safety: extensive testing
		Products & services > Disposal and recycling > Pollutants during disposal
		The effects of all products on health and safety are assessed to identify potential improvements.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Products & services > Customer orientation and information > Detailed contingency plans for recall campaigns

GRI 417: MARKETING AND LABELLING 2016

103-1/2/3	Management approach	Products & services > Product portfolio and quality
		Products & services > Customer orientation and information
417-1	Requirements for product and service information and labelling	Products & services > Customer orientation and information > Growing interest in sustainability
		Products & services > Disposal and recycling > Raising consumer awareness of returning old appliances
		Products & services > Disposal and recycling > Disposal of new materials
		Products & services > Disposal and recycling > Transparent labelling
		Key figures > Products & services > Product portfolio
417-2	Incidents of non-compliance concerning product and service information and labelling	All product categories are subject to the legally mandated product information and labelling process.
		Products & services > Customer orientation and information > Growing interest in sustainability

GRI standards and information**Links****GRI 418: CUSTOMER PRIVACY 2016**

103-1/2/3	Management approach	Products & services > Customer orientation and information
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Products & services > Customer orientation and information > Sensitive handling of customer data

GRI 419: SOCIOECONOMIC COMPLIANCE 2016

103-1/2/3	Management approach	Management & processes > Sustainability management
419-1	Non-compliance with laws and regulations in the social and economic area	Management & processes > Sustainability management > Effective compliance management No sanctions or significant fines due to breaches of international conventions, contracts or national law were imposed on Miele in the reporting period.

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About this report

Miele has been publishing sustainability reports since 2002. This report, the tenth of its kind, documents the company's progress in line with the Miele sustainability strategy and the guiding principle "Forever Better". The objective of the 2021 report is to make the performance of the company in sustainability-related matters transparent to stakeholders such as sustainability experts, customers, employees and business partners. The content reflects the main sustainability issues affecting the company. These issues were most recently identified in 2018 in the course of a materiality analysis and were weighted according to their relevance for Miele.

[GRI 102-54] Miele's reporting on sustainability is geared towards the internationally recognised standards of the Global Reporting Initiative (GRI). This report was prepared in accordance with the Core option of the GRI standards. To meet stakeholders' needs for information optimally, the report also includes additional information. References to the individual GRI indicators are associated with the key figures and the relevant passages in the text. The GRI content index is found at the end of this report.

The structure of this report follows that of the preceding report, which was issued in 2019. Its four main chapters – Management & processes, Products & services, Supply chain & production and Employees & society – also reflect the fields of action and focal points of the Miele sustainability strategy, which was further refined during this reporting period. This makes it easier to see how the measures described in the subchapters contribute to meeting the strategic targets.

[GRI 102-45/-50] Unlike the previous report, the Sustainability Report 2021 relates not to the last two business years at Miele (each of which ended on 30 June), but rather to the preceding calendar years. This is because the Miele business year was shifted to the calendar year in 2020. As a result, the reporting period runs from 1 January 2019 until 31 December 2020. Beyond that, key content from the second half of 2018 was also taken into account. The editorial deadline was in September 2021. Relevant occurrences noted by then were included in the report. Unless otherwise stated, all information, including key figures, refers to Miele & Cie. KG and its subsidiary Imperial-Werke oHG. This includes all German production and administrative sites, as well as sales and service in Germany. It also encompasses – under the umbrella of Miele Beteiligungs-GmbH – the production sites in Braşov (Romania), Bürmoos (Austria), Dongguan (China), Ksawerów (Poland) and Uničov (Czech Republic), along with the international sales subsidiaries.

[GRI 102-10/-48/-49] During the reporting period, there were significant changes in relation to the size and > structure of the Group. A second washing machine plant commenced operations in Ksawerów at the end of 2019, for example. The relocation of part of production operations from the Bürmoos plant (manufacturing of medical products) to Steelco S.p.A., a subsidiary in Italy, was also concluded in 2019. In addition, the subsidiary Miele Venture Capital GmbH acquired stakes in the following companies or increased its existing stakes in these companies during the reporting period: Agrilution Systems GmbH, MChf

Verwaltungs-GmbH and MChf GmbH & Co. KG, Miele Operations & Payment Solutions GmbH, WaschMal GmbH, KptnCook Corp., Plant Jammer ApS and loadbee GmbH. Miele Venture Capital GmbH and its subsidiaries and shareholdings, as well as Steelco S.p.A. and Yujin Robot Co., Ltd, are not yet fully reflected in this report except where noted separately, such as in > the company profile and > key figures.

The Miele Sustainability Report is available > online as a PDF file. A detailed listing of key figures appears in the "Facts & figures" section at the end of the report. The sustainability website also offers customers and the public at large an overview of the Miele sustainability philosophy and how it is put into practice. It is available at > www.miele.com/sustainability and via Miele.de or Miele.com.

The use of the full legal forms throughout the text has been avoided for the sake of greater readability. As in the previous report, we use gender-specific designations, except in lists and where linguistic usage dictates otherwise.

[GRI 102-51/-52] This report replaces the 2019 Miele Sustainability Report. Given the two-year reporting cycle, the next Sustainability Report is due to appear in 2023.

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Imprint

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EDITING DEADLINE

8th September 2021

The current report is also available in
German and French. In case of deviations,
the German version is valid.

Miele would like to thank all employees and
all other personnel involved in the creation
of this report.