

2022  
**SUSTAINABILITY  
REPORT**



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# 1. COMPANY POLICY

Review of 2022

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## Review of 2022

### Five goals for sustainable corporate development

2022 was all about ecological transformation at Wetrok!

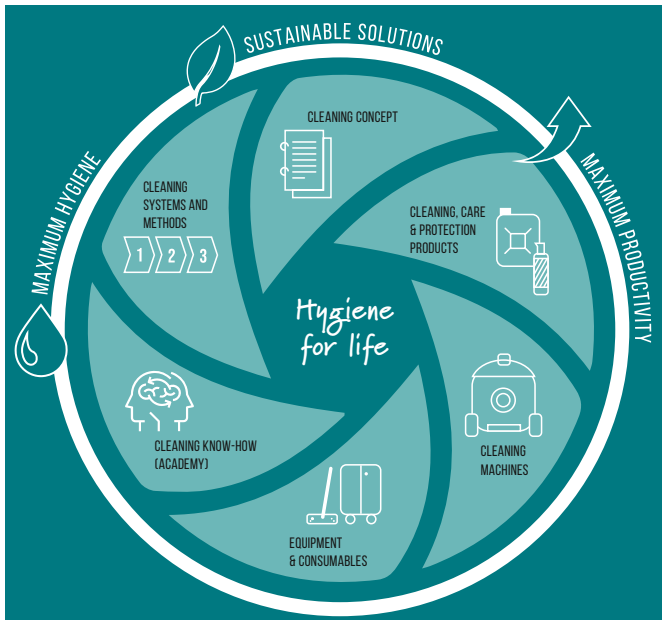
We have made two major advances in our products:

- The entire granulate cleaner line is now climate neutral (*ClimatePartner*-certified).
- 90% of our scrubber-dryers now carry the *EUnited Green Cleaning* label.

We have also created corporate structures for sustainable and environmentally-friendly development in our company. To this end, we have set ourselves the following five sustainability goals:

- Promoting more widespread use of resource-efficient cleaning methods.
- Providing training in correct dosing of cleaning products.
- Lowering our company's CO<sub>2</sub> emissions.
- Optimising our value chains and digitising processes.
- Increasing the service life of our products.

We have been working towards a climate-friendly future for years. We look forward to increasing our pace in 2023. Let's get to it!



## Who we are

Wetrok AG is a Swiss full-service provider of solutions for professional facility cleaning. We are focusing our efforts on protecting the climate, ensuring safe application, and providing uncompromising hygiene. This vision is summed up by our claim, 'hygiene for life'. Wetrok provides everything cleaning professionals might need for professional building cleaning: cleaning and disinfection products, cleaning machines, equipment, vacuum cleaners, cleaning cloths and other consumables. The company also offers services, such as cleaning courses, individual training and customised cleaning concepts.

To live up to our reputation as a leader of innovation, Wetrok maintains an in-house research and development department at its headquarters in Kloten – innovation made in Switzerland. Founded in 1948, the company has been firmly established on the international market for decades. With its extensive network of international subsidiaries and sales partners, it serves more than 100,000 customers in over 40 countries.

## Corporate responsibility

As an employer of more than 250 staff, we are aware of our responsibilities to society, the community and the environment. We are committed to the economical use of both artificial and natural resources within our company, and we pass these values on to our customers and partners. Even in the earliest stages of product development, Wetrok focuses on minimising emissions, lifecycle management and maximising safety for users. All people are treated fairly and respectfully, regardless of their gender, religious and sexual orientation or ethnic origin. Our approximately 250 Wetrok staff members around the world represent close to 20 different nations – we are proud of this high degree of diversity! For the sake of sustainable quality of life and well-being, Wetrok's staff members benefit from various health promoting activities, attractive working conditions and above average employee benefits.



## 2.

# OUR ACHIEVEMENTS IN 2022

Wetrok company  
Cleaning and care products  
Consumables  
Machines  
Consumption of resources at the Klotten site  
Disposal/recycling  
Transport/logistics



## Wetrok company

### ISO certification

Wetrok is certified according to ISO 9001:2015 (quality management system), ISO 14001:2015 (environmental management system) and ISO EDUQA:2012 (Swiss certificate confirming the high quality of further training institutions).

In September 2022, all three of our certifications were successfully confirmed in a maintenance audit. We were able to demonstrate systematic and sustainable development of our systems across all relevant areas. During these audits, we received valuable input for improvement and further development. We have incorporated these in the form of targeted measures. The fact that no issues have been found with our current systems means that we can focus on specifying new objectives right away.



## Cleaning and care products

### Collaboration with Schweizer Tafel

*Schweizer Tafel* collects more than 24 tonnes of unspoiled surplus food from retailers every day and distributes it free of charge to 500 social institutions, such as homeless shelters, street kitchens, emergency shelters or women's shelters. This institution not only recovers surplus food, but also accepts donations of other products.

Last year, for example, we gave away 2.3 tonnes of quick disinfection products and surface cleaners to this charitable organisation. The products are applied by trained personnel to clean serviced institutions or their own premises.

We will continue our cooperation with Schweizer Tafel in the coming years, donating cleaning products that can still achieve perfect cleaning results, but which we are no longer allowed to sell as they are close to the expiry date. Our motto: use instead of waste.

### Schweizer Tafel



### Increasing sustainable palm oil in eight more products

For some years, we have required the use of "mass balance quality" palm oil for our certified environmentally friendly cleaning product lines (wetco Line/Wetrok EcoLine).

To increase the proportion of sustainable palm oil across our entire product portfolio, we proactively and voluntarily converted eight more cleaning products to mass balance quality in 2022.

In the mass balance model, sustainable palm oil from certified plantations is mixed with conventional, non-certified palm oil in the value chain. For example, if 40% comes from sustainably certified sources and 60% from non-certified sources, this mixture is sold as mass balance quality in 40% of cases and as conventional palm oil in 60%. This is an economically viable and practical solution to counteract rainforest clear-cutting – and a first important step away from unsustainable palm oil.

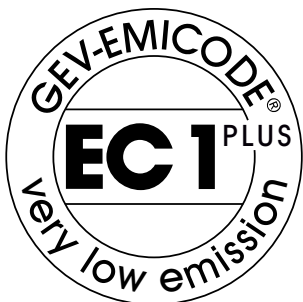
## EMICODE environmental label for two more protective products

In spring 2022, two more Wetrok floor protective products received the *EMICODE environmental label*:

- Wetrok Porosol (pore filler)
- Wetrok Mepol HM (coating agent)

These two protective products are certified with the EMICODE eco-label EMICODE EC1 Plus (Mepol HM) and EMICODE EC2 (Porosol).

The GEV-EMICODE eco-label is highly relevant in the emerging field of sustainable/green building. This is because the EMICODE label is considered a VOC environmental seal that has very strict guidelines, and allows users and room users to identify low-emission products.



## Climate-neutral CO<sub>2</sub> footprint for Wetrok granulate cleaner

Since 1 July 2022, all five Wetrok granulate cleaners (Wetrok Granuline) have carried the "climate-neutral product" label from the independent organisation *ClimatePartner*. With this complete range of products, professional cleaners now have the opportunity to clean the entire building with climate-neutral products. "Climate-neutral" means the CO<sub>2</sub> emissions have been calculated by ClimatePartner, and Wetrok is continuing to reduce and offset unavoidable emissions through an internationally recognised climate protection project. The climate project we support is the plastic bank initiative to protect the oceans and prevent plastic waste. For every offset ton of CO<sub>2</sub>, 10 kg of plastic is collected. In Indonesia, Brazil, Haiti and the Philippines, local residents can bring the plastic waste to collection points in exchange for money, food, drinking water or even school fees. CO<sub>2</sub> is offset by wind farms in the Philippines and the Caribbean. ClimatePartner confirms: Currently, customers contribute a total of 19% less CO<sub>2</sub> emissions by using Wetrok granulate cleaners, compared to conventional liquid cleaning agents. In 2023, we will continue to do our utmost to further increase this CO<sub>2</sub> reduction and the positive benefits that our granulate cleaners provide for the climate, compared to liquid detergents.



## Consumables

### Cradle to Cradle recertification® for disposable dust cloths

Our Masslinn dust cloths have carried the *Cradle to Cradle certification*® (bronze) for years – a very well-known environmental label.

Every two years, manufacturers must demonstrate the measures they have taken to improve their products in order for their products to be recertified – or to move up a level. During recertification, environmental and social factors are assessed in five categories:

- Are the ingredients safe for people and the environment?
- Is the product biodegradable or can it be recycled as part of the biological or technical cycle?
- How much energy is used in production and is renewable energy used?
- Does the manufacturer use raw materials responsibly in their production processes?
- Does the manufacturer adhere to social principles and allow these to be verified by third parties?

We are delighted that our Masslinn dust cloths have officially achieved Cradle to Cradle Certified® (C2C Certified®) at the Bronze level for the second time in the recertification audit. The certificate is valid until July 2024.



### Green Seal certification for scrubbing pads

Wetrok offers a wide range of pads for scrubber-dryers. All scrubbing pads carry the *Green Seal certificate*. The certification is based on the Green Seal standards, which include performance, health and sustainability criteria.

Wetrok scrubbing pads are made from 100% recycled PET, contain no harmful substances, produce no harmful emissions to the environment and are rapidly degradable in landfill.

According to tests, Wetrok scrubbing pads biodegrade up to 92.5% in 616 days (conventional machine pads only degrade 16.4% in the same period).



## Refuse bags made of 100% recycled PET

Wetrok has revised its refuse bag range with a focus on sustainability. We now offer multi-purpose bags and refuse bags made from 100% recycled material. In order to save further plastic elements, Wetrok has dispensed with the closure straps on the new multi-purpose bag and a closure strap on the new refuse bag (in favour of a drawstring).



## Sustainable sponge products

Sponges can be sustainable too! The Wetrok pad sponge (classic sponge with fleece pad) as well as the Wetrok combination sponge (Allround sponge with fleece pad) are produced particularly sustainably, thanks to special efforts in production.

This means:

- 26% of sponge material comes from sustainable raw materials
- 17% of sponge material comes from waste die cuttings from previous production processes
- 100% green electricity used for production

## Machines

### Reffnet

*Reffnet (Resource Efficiency Network Switzerland)* is a funding programme by the Federal Office for the Environment, which promotes more efficient resource use in companies. Reffnet shows companies how they can save materials and costs in their operations. Our motto: Competitive business – economical with resources.

More efficient resource use is based on striving to achieve an equal (or better) production result with a lower consumption of resources. Wetrok had a consultation with Reffnet professionals in 2022. The goal: to improve resource efficiency during production. The focus of the consultation was on eco-design. Specifically: the ecological optimisation of scrubber-dryers. The following points were analysed:

- Identifying the greatest environmental impacts (material supply, production, use by end customers)
- Highlighting the areas in which more in-depth analysis is needed.
- Showing which eco-design approaches are appropriate, depending on the intensity of use.

The consultation resulted in a number of findings, which we will address in order of priority.

The two most urgent recommendations for action:

#### Second life cycle

Our scrubber-dryers are material-intensive and manufacturing-intensive. This means that the machines must be designed in such a way that they have a long service life. Our machines are already durable and repairable. A second-life cycle could extend the life of the machines and the lithium-ion batteries.

### Material optimisation

There are still more opportunities to optimise our choice of materials (e.g. using more recycled material or, where possible, using less material, as well as using identical parts for several different machine types). We are currently examining various ways in which we can implement these recommended actions. Some recommendations in material optimisation have already been integrated into the product development process at Wetrok.



### First cleaning machine with standard dosing system equipment

With the Robomatic Marvin cleaning robot, we offer the first cleaning machine that is equipped with a dosing system as standard. Customers benefit from the best possible dosage of water and chemicals at all times. This enables us to proactively prevent environmentally harmful overdosage.

Thanks to a speed-dependent water dosage, the consumption of water during cleaning is reduced. Depending on the speed and water level, the savings are up to 50% compared to scrubber-dryers without automatic water dosing.

### EUnited Green Cleaning label for more scrubber-dryers

So far, three of our scrubber-dryers have already been awarded the *EUnited environmental label*.

In 2022, we received the Green Cleaning Label from EUnited for even more scrubber-dryers. The models from the Discomatic walk-behind line (except for the Bolero model) and the Drivematic ride-on scrubber-dryer line have also been recently certified. Our Robomatic Marvin cleaning robot has also achieved certification. This means that 90% of our scrubber-dryer range is ecologically certified.

The EUnited Cleaning Green Cleaning label was developed by leading international scrubber-dryer manufacturers and is based on international standards. Scrubber-dryers that carry the Green Cleaning label ensure efficient (= time-saving) and sustainable (= energy-saving) cleaning results.



## Consumption of resources at the Klotten site

### Water-saving floor cleaning with new eccentric technology

Professional deep cleaning of floors with a single-brush machine requires the use of large volumes of both water and chemicals. With the classic single-brush machine, high dosing must be repeated throughout the cleaning process.

In 2022, we developed a single-brush machine with completely new technology: the Durodisc X eccentric machine. It can be used like a conventional single-brush machine, but the eccentric technology reduces water and chemical consumption by approx. 15–20%.

### FSC-certified vacuum cleaner bag

Every professional vacuum cleaner on the market requires a disposable filter bag. The paper for Wetrok filter bags now comes from FSC-certified production, which ensures sustainable forestry.

### Electricity

Electricity consumption at the Klotten site remained stable with a very slight increase of less than 1%. We believe this slight increase in electricity consumption has been caused by the fact that we were able to increase sales of our scrubber-dryers by 5% compared to the previous year. Fortunately, this success slightly surpasses our pre-pandemic sales. In addition, our administrative staff are increasingly working at the Klotten site again after the pandemic. Remote work days have been significantly reduced (current remote work share of around 30–40%). In view of the challenging developments in the energy sector, we achieved a very pleasing result. With our partner, Industriellen Betriebe Klotten, and the OpenLight agreement, we have also positioned ourselves well for the coming years in terms of availability and price.

### Water

This year, we were not able to continue the positive trend of the last few years in reducing our water consumption. We had an increase of 37% compared to the previous year. This corresponds to about 60,000 more litres of water used this year. This consumption is a record high since our records began in 2014. We are currently undertaking a detailed analysis of the reasons for the increased water consumption. We assume that the higher sales of scrubber-dryer machines, the very high utilisation of the canteen by course participants and the renewed staff presence are the drivers of the additional consumption. We have already initiated our first measures to reduce water consumption. By installing a water collection station in the quality assurance stage for the machines, which recirculates the water for the machine tanks for several test phases,

we will be able to save over 40,000 litres of water per year in the future. It is therefore assumed that the biggest share of water consumption is due to "natural" water use by staff members and visitors to the staff restaurant.

## Heating energy

The amount of heating energy required is not only subject to natural seasonal variations, but it also depends on the lengths of cold periods in a given year. Due to the very mild year in 2022, we had a lower heating requirement than in previous years. We operated the property in Kloten with 24% less heating. The building in Kloten still has a lot of potential for optimisation in terms of thermal insulation. In 2023, we will replace the door at the goods entrance on the south side. A lot of heating energy is currently lost due to the constant opening and closing of doors during deliveries. We aim to change or improve this with the use of a high-speed door.

## Printing collaboration with social training and integration company

We print our flyers and the Wetrok News brochure at the *Brüggli Medien printing works*. Brüggli Medien is an independent profit centre, part of the Brüggli Association. With more than 170 employees, it is one of the largest and most modern graphic training and integration companies in Switzerland and a comprehensive communication service provider. Brüggli Medien offers more than 35 apprenticeships

for young people with mental or physical disabilities. This is done with the aim of integrating the young people in the primary labour market after their training. Brüggli Medien thus offers a unique triad of social engagement, technology and content. Our long-standing collaboration with Brüggli has earned us the OSR (Our Social Responsibility) certification.



## Reduction of printed advertising material

By expanding the information available online on our website, we were able to further reduce the use of printed advertising material.

All products that we print for marketing purposes are printed climate-neutrally on FSC paper. Since last year, this has also been specified in our corporate design guide and is therefore binding for all employees.



## Continuing our low-paper processes project

Even after we completed the "low-paper processes" project, one of the core focuses in 2020 and 2021, we were able to further reduce paper consumption at the Klotten site. Our paper consumption was less than the previous annual consumption of just under 300,000 blank DIN A4 sheets.

Our concrete paper-saving initiative from the year 2022:

We now offer our technical documentation (checklists, service information, etc.) for our machines on an online platform. Everything is electronic, paperless and always up to date. Completed checklists are sent electronically with the service report to the back office, as well as to end customers. This saves us around 10,000 print jobs (several pages each) per year.

Our internal digitisation initiatives will continue in 2023.

We expect that this will lead to a further reduction in paper consumption. The remaining potential for reduction amounts to approx. 10%.

## Replacing USB sticks with digital information

We are now making the operating instructions for our machines available to our customers online for download. Using QR codes attached to the machines, customers can access a microsite with operating instructions, brief instructions and repair instructions for all machines. Previously, we included a USB stick containing the operating instructions with every machine delivery. We will save over 2,000 USB sticks per year with the launch of the microsite.



## Disposal/recycling

### Disposal of rubbish, old wood, cardboard and electronic waste

We did not achieve our set targets for the reduction of non-recyclable waste, or for chemical and hazardous waste. The volume of non-recyclable waste increased by 16% compared to the previous year.

Looking at non-recyclable waste alone, in 2022, we recorded the third highest result for non-recyclable waste since our records began, after 2014 and 2021. The higher volume of non-recyclable waste can be explained by our very high sales of scrubber-dryers in 2022. When we consider mixed waste (total) in comparison to the machines sold, 2022 was the year with the lowest waste-to-machine ratio since our records began.

Our efforts in areas such as eco-design, durability of materials, process optimisation and raising employee awareness are having an impact.

Our savings in terms of waste from cleaning products does not compensate for the higher amounts of battery waste and mixed waste. Taking all waste together, we have recorded an increase of 6% compared to the previous year.

This result can be explained by the significantly higher sales of cleaning machines (+5%). To enable us to make further progress in reducing waste, we are currently working on a nationwide waste concept, harmonising our packaging, and implementing packaging regulations.

### Disposal of hazardous waste

One of Wetrok's permanent goals is to reduce special waste in the areas of cleaning products (chemicals) and lead batteries containing heavy metals.

Experience shows that the disposal of chemical cleaning agents is subject to major variations. We have achieved a reduction of almost 40% in cleaning products in 2022. We consider this a favourable result, compared to the previous year. Factors such as portfolio reduction, improved scheduling procedures and closer cooperation with suppliers and partners form the basis for long-term success in this area.

Lead-acid batteries, which contain heavy metals, are gradually being reduced through the introduction of Wetrok machines and accessories with more energy-efficient lithium-ion batteries. All new Wetrok cleaning machines are equipped with lithium-ion batteries.

The disposal of lead-containing batteries has increased over the last three years to currently 23,191 kg/a. Since the introduction of lithium batteries in our machines, this trend has remained stable. We have recorded an increase of 26% in the disposal tonnage in this area. However, we consider this a success, as it allows us to remove batteries containing heavy metals from the market, dispose of them properly and replace them with long-lasting lithium-ion batteries.



## Transport/logistics

### Field service vehicles

In 2022, our fleet covered around 100,000 kilometres more than in the previous year. This means that we emitted around 15,000 kilograms more CO<sub>2</sub> than in the previous year (calculated based on 0.16 kilograms CO<sub>2</sub> emitted per medium-sized car).

However, the true value of our CO<sub>2</sub> emissions is probably somewhat lower. Wetrok updated our vehicle fleet in the middle of the year. In the spirit of sustainability and development, the ageing vehicles have been replaced by lower-emission models. In a direct sales organisation with field staff and mobile service technicians, you can't do without cars, of course. The entire new fleet complies with the Euro 6d standard and is significantly more economical – with up to 15% less fuel consumption depending on the vehicle.

In addition, Wetrok has purchased an electric car (BMW i3). It serves as a pool vehicle that employees can use for business purposes. Once initial feedback is available, we will consider whether to further expand the use of e-mobility (or other alternative transport technologies) in the future.

### Reduction of business travel

The COVID-19 pandemic has shown us that we can often do without air travel. Digital meetings are a valued alternative in most cases. We will maintain this practice and review all air travel to ensure that it is absolutely necessary.

### Transport of dangerous goods

Transport of dangerous goods was high in 2020 due to the COVID 19 pandemic (disinfectants). In the past two years, transport of dangerous goods has stabilised again to "pre-pandemic levels".

We have had to organise two transports of dangerous goods by air freight. In principle, however, our goods are transported from overseas by container and by ship.

We have not recorded any incidents or non-conformities regarding processes and events in the area of dangerous goods. The accountability measures we take to prevent adverse events are having the desired effect. We will continue to maintain these measures. This includes ongoing training of employees and auditing those of our sites that store hazardous goods.

SQS audited our regulatory processes as well as the processes for dangerous goods and hazardous substances in September 2022. SQS evaluated our Klotten, Crissier and Aire sites. The processes, which are already standardised in our company, have been shown to be exemplary. There were no issues found.



## Logistics

We organise for our products to be transported to our customers using external logistics companies.

We only consider logistics companies with ISO 14001 certification that are committed to sustainable processes.

Our largest logistics partner, Swiss Post, has been CO<sub>2</sub>-neutral since 1 January 2021. This means that Wetrok products are shipped to our customers in a CO<sub>2</sub>-neutral manner. We are convinced that we have the right partners to support us in our efforts to progress with our sustainability goals.





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