

2019  
**SUSTAINABILITY  
REPORT**



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### Transparency confirmation

# 1. COMPANY POLICY

Looking back at 2019

About Wetrok

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## Looking back at 2019

Today, you are reading the third Wetrok sustainability report. We have been able to improve our environmental sustainability in various areas. These improvements were confirmed by auditors during the maintenance audit in autumn 2019, which we passed without any system deviations. In terms of products, the cleaning agents from our Wetrok Ecoline series were successfully re-certified with the European and Austrian Eco labels in 2019. We launched our ergonomic and resource-friendly Discomatic Bolero and received the "*Cradle to Cradle*" certification for our environmentally friendly Masslinn dust cloths. Regarding special waste disposal, we reduced lead battery waste by successively introducing cleaning machines with energy-efficient lithium batteries. In this Sustainability Report we inform you about where we stand today, and in which areas we would like to improve in the future. Sustainability is a fixed component of the Wetrok company policy.

Gerhard Sandmeier,  
Head of Supply Chain

## About Wetrok

Wetrok is a single-source provider: chemical cleaning products, highly specialised machines, consumables and application training. Wetrok AG is considered a pioneer in professional cleaning technology: for over 70 years, it has created innovations for professional cleaning processes. “Hygiene for life” – as stated by our motto. The products and cleaning systems are developed by our in-house research department at the company headquarters in Zurich-Kloten. Wetrok operates 11 sales outlets in Switzerland. Wetrok is active internationally in more than 35 countries – represented by subsidiaries and partners of many years. More than 100,000 customers worldwide rely on holistic cleaning solutions by Wetrok.

## Environmental and social responsibility

As an employer of around 250 staff members around the world, Wetrok is aware of the associated social and environmental responsibility. As a developer of chemical cleaning products, we at Wetrok see ourselves as responsible for setting an example of the measured use of artificial and natural resources and passing on that know-how to our customers and training participants. Sustainable business operations across the entire value chain are not a strategic matter for Wetrok, but a matter of social responsibility. Even in the earliest stages of developing new products, we always consider the entire lifecycle management. For the sake of sustainable quality of life and well-being, Wetrok’s staff members benefit from various health promoting activities and above average fringe benefits.

## ISO certification

Since 2017, Wetrok has not only been certified in accordance with ISO 9001:2015 (quality management system), but also ISO 14001:2015 (environmental management system).

Both ISO standards are globally leading quality management certifications.

In September 2019, both ISO certifications were successfully re-issued as part of a maintenance audit. We are particularly proud of the fact that no system deviations were found by the SQS auditor during the inspection.



The advantages of an environmental management system in accordance with ISO 14001:2015: We at Wetrok set targets regarding environmental policy for ourselves (reduction of waste, reduced resource consumption) and it is reviewed on a regular basis, if these targets are achieved. Wetrok customer can therefore be reassured about partnering with a company that contributes to protecting the environment and a sustainable value chain.

The environmental principle is also practised and conveyed in Wetrok cleaning training courses, which are delivered at the in-house Wetrok Academy or optionally at the customer's own premises. The Wetrok training programme has also been EduQua-certified for years and therefore bears the prestigious Swiss seal of quality in further education. In 2018, we successfully passed another audit to maintain the EduQua label. The next re-certification for EduQua and the two ISO standards is scheduled for September 2020.



Schweizerisches Qualitätszertifikat für Weiterbildungsinstitutionen  
Certificat suisse de qualité pour les institutions de formation continue  
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## WHAT WE ACCOMPLISHED IN 2019

Cleaning and care products:

Machines

Consumables

Expertise

Lifecycle management

Consumption of resources at the Kloten site

(headquarters): Disposal/recycling

Responsibility towards customers

Cooperation with partners in

transport/logistics



## Cleaning and care products

### Successful Wetrok Ecoline re-certification

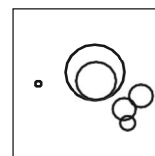
The EU Eco label is the official EU environmental certification in Europe. Just like the Austrian Eco label, it serves as a point of reference for environmentally friendly purchasing decisions. With products featuring these quality labels, consumers can rest assured that their certified performance has a lower environmental impact for the duration of their lifecycle than similar products. Did you know that the regulations for the labels in the cleaning products category go far beyond statutory requirements?



### EU and Austrian Eco labels – a brief overview of key criteria

#### 1. Water protection: biodegradability

The surfactants and organic compounds used must be easily degradable. Prohibited substances (e.g. atranol) must not be included in the product formula. Strictly defined limits must be adhered to for other substances of concern (e.g. phosphorus). Any added fragrances must be manufactured in accordance with Code of Practice of the International Fragrance Association (IFRA) to satisfy Eco label requirements.

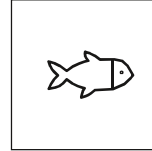


All Wetrok EcoLine products are biodegradable. Proof of compliance with limit values was provided. The surfactants used come from sustainably certified sources. Dosage information on the bottles and optional dosage systems help consumers use chemical cleaning products correctly.

## 2. Animal protection: provisions on toxicity to water organisms

Cleaning products bearing the Eco label must adhere to strict provisions regarding dilution volumes to prevent adverse effects on the health and fertility of aquatic life, such as fish. Colourants should also not be allowed to bioaccumulate. In other words: colourants must not accumulate in aquatic life (e.g. fish) by way of environmental absorption or food intake.

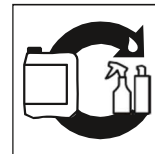
The Wetrok EcoLine falls well below the stipulated limit values. The products therefore present no threat to bodies of water or aquatic life.



## 3. Resource protection: packaging and reusability

Primary packaging must consist of more than 80 percent recyclable material or present a certain weight-to-benefit ratio. Sprays that contain greenhouse gases are not permitted. Spray bottles also need to be refillable and reusable. All packaging elements must be developed for recyclability.

Wetrok's EcoLine is committed to reducing unnecessary packaging. All small dispensers and foam/spray bottles are reusable. They are labelled with a refill icon. The labelling is applied directly to the bottles in a screen printing process, which prevents label wear during reuse. The product range reduces the use of natural resources and personnel costs, as all products work to full effect in cold water.



## Not just eco-friendly, but powerful cleaning products

Companies must document full compliance with environmental criteria and prove the efficacy of their products to receive the EU Eco label certification. The independent Fresenius testing institute has confirmed the efficacy of the Wetrok EcoLine product line: it meets the highest cleaning standards and ensures that sites, buildings, etc. are as clean as possible.

## Machines

### Discomatic Bolero: the 2-in-1 all-rounder

Discomatic Bolero offers more versatility than any other scrubber-dryer on the market today: It can switch from a 10-litre to a 20-litre tank in seconds. The user can convert the compact mini scrubber-dryer with low ground clearance to a high-powered scrubber-dryer with a virtually unlimited performance spectrum in a single work step. Its environmental performance is outstanding: For the first time ever, customers have the opportunity to use two machines in one model.

Using a single machine instead of two individual models means a massive saving of the following materials and resources:

- Material (housing)
- Battery (usually built for the lifespan of one machine)
- Water (e.g. for machine cleaning)
- Production (tools and auxiliary materials)
- Power (LED front lights on the machine ensure thorough cleaning in low light conditions)



### **Innovative and full of new technologies**

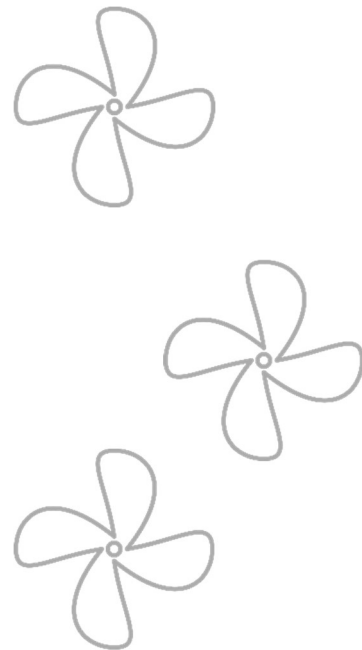
Unique accessory changing action: A patented magnetic system allows the suction nozzle to be removed in the blink of an eye and the suction lips are then removed and re-attached using a simple click mechanism.

The suction nozzle's Power Whirl technology ensures excellent suction performance. A reverse suction function additionally increases the operational range, heightens cleaning efficacy and optimises the overall energy efficiency of the Bolero.

The Bolero operates a lot quieter in Eco mode, while reducing the machine's energy consumption. The power saving mode reduces power consumption by up to 30%.

### **Flexible battery sizes for the good of the environment**

On customer request and where sufficient and meaningful, a smaller battery size of 12 Ah instead of 20 Ah can be optionally selected.



# Consumables

## Eco-friendly cloths

In 2014, Masslinn cloths were certified by the Research and Testing Institute for Facility Management (German abbreviation: FIGR) for their high effectiveness against germs and outstanding cleaning performance. In August 2019, the dust cloths received one of the world's strictest ecological and environmental certifications: the *Cradle to Cradle* label (bronze). What is the *Cradle to Cradle* approach about?



The name *Cradle to Cradle* basically says it all. This means: Everything that is taken from nature for the manufacture of products should be given back. There are two cycles by which products can be returned: the biological cycle and the technical cycle. All *Cradle-to-Cradle*-certified products must be designed in such a way as to guarantee their return back into material cycles for reuse.

### the Two Cycles at a Glance

#### Biological cycle

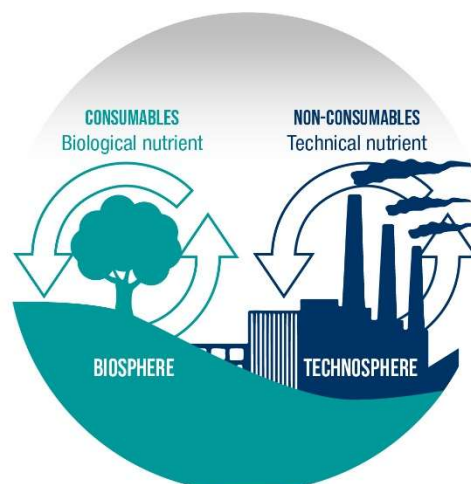
Consumables (e.g. cosmetics products) are designed in such a way that they can be returned to the biological cycle and fully reused. They are composted or turned into other nutrients from which new products can be created.

**Effect:** The waste from an old product becomes the basis for a new product.

#### Technical cycle

After fulfilling their function, durables (e.g. televisions) are broken down into technical nutrients, which are then recycled to produce new durables.

**Effect:** Recycling systems ensure that materials remain in the technical cycle.



All Masslinn cloths (with the exception of Masslinn orange) are *Cradle-to-Cradle*-certified. The certified Masslinn cloths (with the exception of Masslinn 2000 roll) are part of the biological cycle as their fibres are of 100% natural origin (viscose).

### Criteria

*Cradle to Cradle* includes ecological and social aspects in the certification. Each product is assessed on the basis of five categories.

#### 1. Material hygiene:

Are the ingredients used in its manufacture safe for the environment and for humans? To which of the two cycles can they be returned?

#### 2. Material reuse

Is the product biodegradable and if so, can it be recycled as part of the biological or technical cycle?  
What percentage of the product can be recycled?

#### 3. Renewable energies and CO2 management

How much energy is used in its production?  
What percentage is renewable energy?  
Does the manufacturer offset CO2 emissions?

#### 4. Responsible water management

Does the manufacturer use water responsibly in the production process?

#### 5. Social responsibility

Does the manufacturer adhere to social principles and are these audited by third parties?

### Levels

Products are given a certification level in each category. The lowest certification level achieved determines the overall rating. There are five levels: basic, bronze, silver, gold and platinum. Masslinn dust cloths have qualified for a bronze certification.

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. Wetrok sees the bronze level certification as an important first step towards the *Cradle to Cradle* principle, and as an incentive to continuously improve the environmental friendliness of its products.

### *Cradle to Cradle* – More than just an Eco label

Is *Cradle to Cradle* THE new eco label? Definitely not! Unlike environmental labels, which are mostly based on isolated criteria, *Cradle to Cradle* takes a holistic approach to the evaluation of products. The principle of a cyclic economy is that it is potentially endless and therefore differs from traditional product or packaging recycling.

## Expertise

### Teaching of resource-saving cleaning methods (e.g. manual foam cleaning)

Wetrok understands sustainability as much more than just the manufacture of biodegradable cleaning products and obtaining certifications. Wetrok doesn't just change one cleaning component but coordinates every single element. Only the combined effect of ecological cleaning products, resource-saving cleaning methods and more efficient workflows will lead to an overall sustainable cleaning result. That is how Wetrok promotes new cleaning standards. One of the methods developed by Wetrok allows customers to reach that goal quickly and easily: manual foam cleaning.

#### What is manual foam cleaning?

This sustainable cleaning method involves mixing water and cleaning products in a foam bottle. Squeezing the bottle produces foam. This foam is applied to a microfibre cloth. The consistent foam can be spread easily across the entire cleaning surface.



#### **Ecological advantage: Conserving resources**

Unlike the dip method with bucket and water, this method reduces water consumption by 90 percent and chemical consumption by 30 percent.

#### **Social advantage: Protecting employees**

No harmful particles (aerosols) are sprayed into the air, where they can be inhaled by employees. The products also ease the strain on joints and the back: The strenuous wringing out of a cloth, the need to carry a heavy water bucket and the danger of tripping over the bucket are completely eliminated.

## Lifecycle management

Wetrok is continuing to take various measures to have a positive impact on the environmental performance of its marketed products and services across their entire lifecycle. Wetrok's scrubber-dryers, for example, have an above average service life, compared to other machines available. Currently, Wetrok is stringently drawing up standardised processes to optimise the lifecycles of its products. These will be applied and consistently implemented throughout all areas of the company, from the initial idea to development, production and sale, all the way through to disposal. By doing so, Wetrok gives lifecycle optimisation a more holistic significance, which is not least reflected by the attitudes of the Wetrok employees involved.



## Consumption of resources at the Kloten site (headquarters)

### Electricity

Electricity consumption has been very stable over the past three years, with maximum variations of less than 2%. Electricity consumption is largely independent of the activities performed in machine production, which was moved back to the Kloten site in 2015. The power saving potential for lighting (the issue of workplace lighting in daylight hours, even when the employees are absent) was examined in detail. Improvement measures (installation of LED lights, motion sensors in the warehouse area) were meaningfully adapted to actual conditions and implemented as part of the renovation project at Steinackerstrasse 62, 8302 Kloten in summer of 2019. The result was a reduction in power consumption of around 15,000 kWh compared to the previous year. The full savings potential of this measure will become apparent in 2020, when the new, more energy-efficient lighting will be used year-round and the additional power consumption of the renovation works lasting several months in 2019 will not be included.

### Heating energy

Gas and oil consumption is not only subject to seasonal variations, but it also depends on the lengths of cold periods in a given year. Consumption of heating energy is largely independent of the activities performed in machine production, which was moved to the Kloten site in 2015. An inspection of the oil/gas heating system was carried out. The system has been in service for quite a few years, but has been deemed still viable. From an economic perspective, the dual system offers a meaningful basis for the decision of whether oil should be used for heating or more gas.

### Water

Water consumption has been relatively constant and has shown some decline over the past three years with maximum variations of <12%. Water consumption is independent of machine production activities, which were moved back to the Kloten site in 2015. A detailed water consumption analysis at the Kloten site, which has its own cafeteria, among other facilities, is pending. Water consumption per staff member per working day is less than 75 litres. The Swiss average is a daily consumption of 162 litres. 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 canteen.

## Disposal/recycling

### Disposal of special waste

One of Wetrok's medium-term goals is to reduce special waste in the areas of cleaning products (chemicals) and heavy metal-based lead batteries. The quantities of cleaning products that are disposed of fluctuate widely and are particularly linked to the disposal of products past their expiry date from the company's own warehouse and the disposal of faulty batches. Wetrok wants to reduce this amount through improved planning and storage management. It is also worth considering that this is subject to seasonal trends.

In 2019, just like in 2015, Wetrok experienced "seasonal disposal peaks" of almost 60 tons per annum. This increase, which must be avoided in future, not just in terms of wasted goods value, can be directly linked to the disposal of products past their expiry date in our external warehouses or at the premises of our toll manufacturer.

Lead battery waste is supposed to be reduced through the gradual introduction of Wetrok machines and accessories with more energy efficient lithium batteries.

The amount of lead batteries disposed of in the last three years has steadily decreased to 9304 kg/a. This trend, however, has not continued in 2019, when this amount increased to 11413 kg/a. It is therefore important to monitor the development in coming years to allow a confident statement regarding the positive effect of the realignment from lead-based to lithium batteries with regards to lead battery waste disposal.

## Responsibility towards customers

### Supplier assessment

The purchase of chemical raw materials, textiles, machine parts and other trading goods is now undertaken based on a newly defined supplier evaluation and assessment process. The process will ensure that products from ecologically meaningful production processes will take preference without any drawbacks on quality. Specifically, suppliers with ISO certifications (ISP 14001) or similar management systems will take preference. We will additionally assess the internal environmental management systems of our external manufacturers in terms of sustainability (recycling, power saving, solar, etc.). We will be particularly interested in how our suppliers assess their own suppliers in terms of their environmental management systems.

We will furthermore verify the existence of a written Code of Conduct with our partners and whether it is applied in their dealings with Wetrok and whether their values align with our own philosophy.

For that reason, Wetrok adjusted its general purchase conditions (GPC) in line with the requirements of the ISO 1400 standard in 2019 and implemented these changes successfully in its workflows.



## Transport/logistics

### Field service

Wetrok operates an efficient direct sales organisation with sales representatives in the field and mobile service technicians, creating a dependence on an extensive vehicle fleet. Sales representatives are allowed to use their cars for private purposes, too. The Wetrok vehicle fleet has covered a distance of 2,112,860 km in 2019 (compared to 2,137,360 km in the previous year 2018).

The large Wetrok delivery lorry and around half of all sales representatives' vehicles currently comply with the EURO 6 guidelines. We are currently reviewing ways for reducing CO2 emissions in the existing fleet and for new vehicles. One car was replaced in 2019 (compared with three cars in 2018); the new vehicles now also comply with the EURO 6 guidelines.

### Logistics (product transport)

Logistics for transporting products to Wetrok customers are provided by external partners. These partners are also certified pursuant to ISO 14001, and they are instructed to pool transport units and to plan accordingly, to allow for the highest possible degree of utilisation. The EU emission standard EURO 6 for newly registered vehicles has been legally binding in Switzerland since 2014. All logistics partners hired by Wetrok observe this guideline, and use lorries that at least comply with the EURO 6 standard.



## Transport of hazardous goods

Wetrok regularly reviews the product range with regard to legal guidelines and these are considered without exception when developing new products. The aim is to transport as little hazardous goods as possible to limit the risk of fires, accidents, etc. In the future, Wetrok would like to considerably reduce hazardous goods transports of class 3 goods (flammable liquids) in particular. The total amount of Class 3 hazardous goods (ADR) has already been reduced by more than 10% compared to previous years (2014-2017). Year on year, the total amount of all transported hazardous goods was also reduced by around 10%.



## Cooperation with partners

Wetrok preferably cooperates with chemical manufacturers and logistics partners that also hold ISO certification. Furthermore, a comprehensive system for detailed supplier ratings is in place. These ratings are carefully reviewed on an annual basis (on-site auditing performed by Wetrok). Wetrok has added environmental criteria to its supplier rating system and will give priority to suppliers with eco-labels in case of equal quality.

All guidelines and areas addressed at the headquarters also apply for the 11 sales outlets. For sales outlets that are located further away from the headquarters, a certified partner is instructed to perform professional disposal services.

# TRANSPARENCY CONFIRMATION

There were more than 50% fewer work-related accidents at Wetrok in 2018 than in 2017. It is very positive that the number of work-related accidents was similarly low last year (2019) as in the year before (2018).

There were no disruptions in 2019 and no offences were reported by authorities or individuals. Wetrok maintains active contact to the professional industry bodies, authorities and insurance companies. Within the framework of this sustainability report and Wetrok's ISO 14001:2015 certification, the company herewith confirms that there are no outstanding proceedings or pending matters from 2018 or earlier regarding any issues that may be detrimental to the company's reputation.

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