

# ESG Sustainability Report 2023

the power connection





# Foreword of the Executive Board

#### Dear Ladies and Gentlemen,

With the European Green Deal, the EU Commission has initiated an extensive program aimed at making the EU climate-neutral by 2050. PFISTERER contributes to the implementation of the energy transition, and thus one of the pillars of the Green Deal, by focusing on connectivity and insulation solutions for the generation, transportation, and distribution of electrical energy, providing economically and technically suitable solutions. At the same time, PFISTERER strives for sustainability in its own actions.

PFISTERER's employees and management consider their social responsibility in several respects: on the one hand, they are among the enablers of the energy transition that is required worldwide, and on the other hand, they play an active role in the Green Deal in their own direct working environment by shaping our behaviour and working methods.

We have formulated and communicated ambitious goals in this regard and are overwhelmed by the positive response and willingness to participate from our workforce. Specifically, our sustainability objectives include:

- Environmental: Achieve a 90% reduction in CO<sub>2</sub>e emissions (Scope 1 + 2) by 2029 compared to 2020, without carbon offsetting, and achieve Net Zero (Scope 1 + 2) by 2030. Additionally, we will determine our Scope 3 emissions for the first time in 2024.
- Social: Reduce our lost time injury rate (LTIR) in line with our ZERO-accidents-policy. Furthermore, we aim to increase the proportion of female leaders within the PFISTERER Group and enhance our training initiatives.
- Governance: Early identification of potential corporate risks through the continued professionalisation of our risk management and internal audit processes. We train our strict Code of Conduct using modern digital systems and require our suppliers to adhere to the PFISTERER Code of Conduct.

This report provides an overview of our sustainable initiatives launched in 2012 and centrally coordinated since 2021. Join us as an employee, customer, supplier, or interested reader on this journey, whether as an enabler of the energy transition through modern contact systems or as a consistent implementer of measures to achieve our demanding ESG goals.

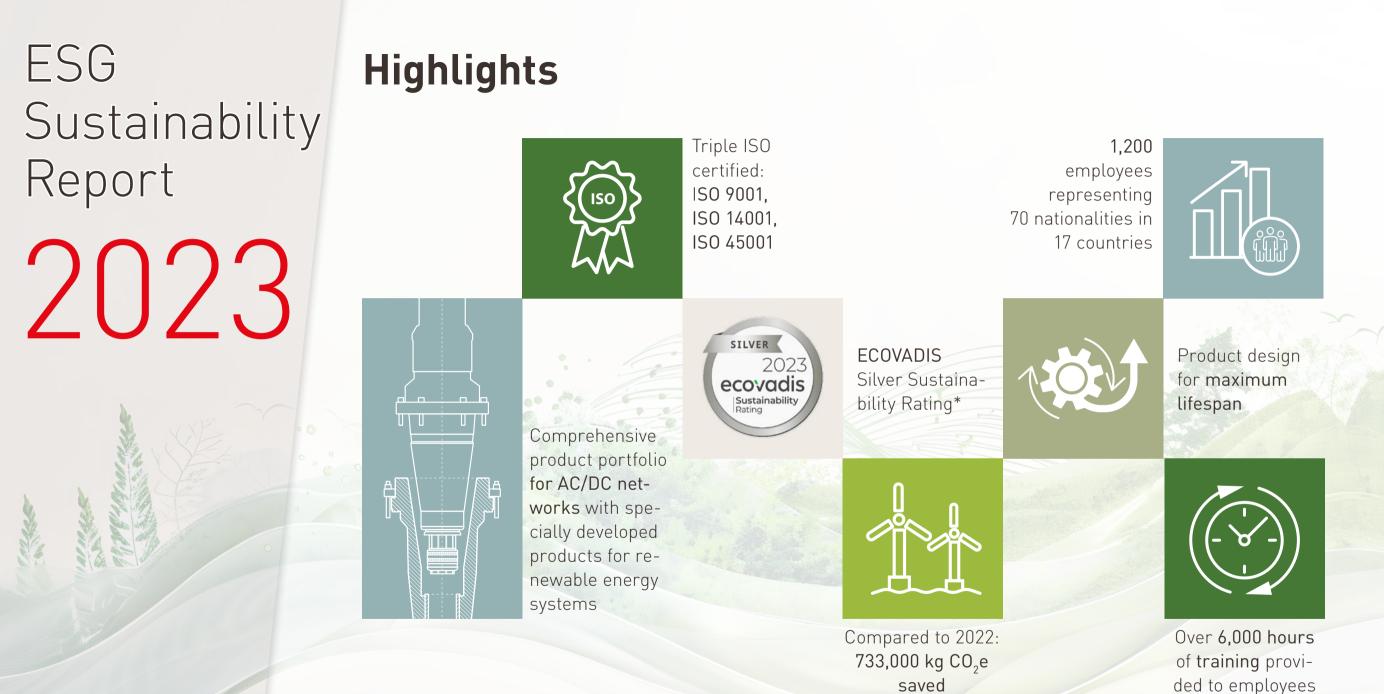
#### **PFISTERER** – sustainably connected

The Executive Board of PFISTERER Holding SE Winterbach, May 2024



Johannes Linden

Dr. Konstantin Kurfiss



\* The EcoVadis Silver Rating places PFISTERER in the top 84th percentile compared to other rated companies.

in 2023





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# **About PFISTERER**



Family Business since 1921

PFISTERER is a family company

with over 100 years of tradition,

founded in Germany and globally

active in the energy sector.

Leading Specialised Provider PFISTERER is the world's largest independent developer and manufacturer of high-voltage energy infrastructure products.

Since we were founded in 1921, as a specialist in power transmission and power distribution, we have been offering our customers and partners a highly differentiated and future-oriented range that helps to reliably transmit all voltage levels and high power for decades — not only in the field of energy supply, but also in transport and in industry.

PFISTERER stands for innovative solutions and a high level of quality awareness. Many of our innovations have become industry standards and have shaped international



1,200 Employees Worldwide PFISTERER is internationally active and employs around 1,200 employees — so that energy gets to where it is needed.



Performance Security up to 1,100 kV PFISTERER offers its customers a comprehensive range of products and services for all voltage levels between 100 V and 1.100 kV.

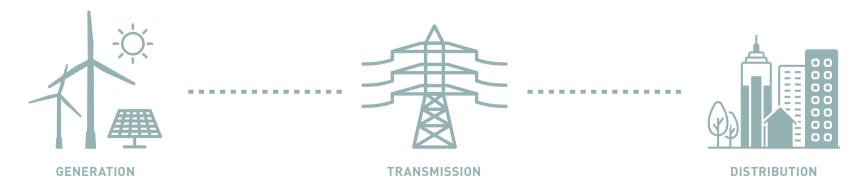
**EUR 334 Million Turnover p.a.** PFISTERER is a growth-

oriented company with a global sales network and annual sales of EUR 334 million (2023).

norms. The wealth of ideas of our employees, their sense of responsibility and their commitment make up our particular strength.

The future of our planet's living conditions largely depends on a sustainable energy system. Through our actions, PFISTERER supports the creation of a world powered by renewable energy and electricity. As a technology company specialising in connecting, contacting, and isolating electrical conductors, our aim is to actively shape this transition. From power generation to transportation and distribution, we are shaping the networks of today and tomorrow, making a significant contribution to a secure and sustainable energy infrastructure worldwide.

PFISTERER's goal is to contribute to the success of our customers worldwide with sustainable solutions.



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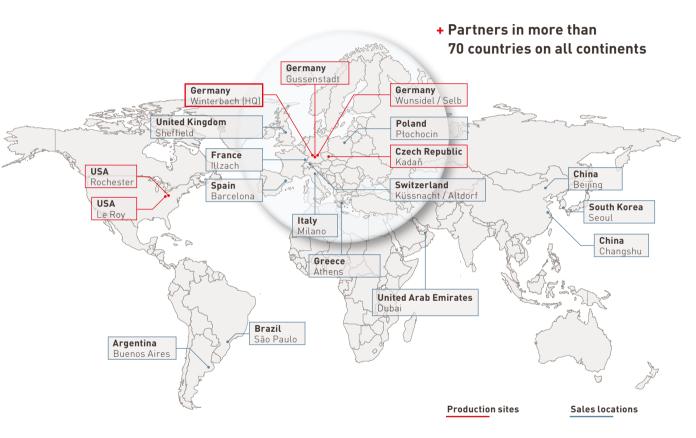
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The PFISTERER portfolio includes a wide variety of products and services for the generation, transmission and distribution of electrical energy. The products can be found in cable systems, distribution stations, transformer systems, overhead lines, distribution networks, in the areas of e-mobility, renewable energies and industrial applications. Wherever there is a need to contact high-current conductors and insulate high voltages, PFISTERER is a valued solution provider.

In our business environment, supply security as well as operational reliability play a prominent role. Quality and precision are of immense importance in performance delivery at PFISTERER, as these elements are essential for managing high electrical currents and voltages effectively.

With our own production and distribution facilities in 17 countries across four continents, and representation in over 70 countries through our global distribution network, we are present in all major markets worldwide. With our core competencies in the areas of insulation and connection of high-voltage conductors, we hold a leading position.

Our companies are certified to ISO 9001, with our production facilities additionally certified to ISO 14001 and ISO 45001. We annually undergo sustainability assessments and evaluations by EcoVadis to ensure our commitment to sustainability.



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# **Our Sustainability Strategy**

At PFISTERER, sustainability is understood as a central strategic approach embraced by all employees. We consider economic, ecological, and social factors as equally important dimensions of sustainability. Through our products, we support our customers and the environment towards a more sustainable future. Our guiding principles are aligned with the Paris Climate Agreement, the EU's Green Deal, and the United Nations' Agenda 2030, which has set standards with its 17 Sustainable Development Goals.

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# Contribution to the Sustainable Development Goals of the United Nations

PFISTERER is committed to implementing the United Nations Sustainable Development Goals (SDGs). These 17 goals aim to address global challenges such as poverty, hunger, climate change, and inequality by 2030, creating a sustainable future for generations to come. PFISTERER is dedicated to responsible action and contributes particularly to the following Sustainable Development Goals (SDGs):

#### SDG3: Good Health and Well-being

As a forward-thinking company, we prioritise the health and well-being of our employees by offering flexible work models and health promotion initiatives.

#### SDG5: Gender Equality

We advocate for gender equality by providing equal opportunities for all employees and addressing individual needs. We foster an open corporate culture that values diversity and actively promote women in leadership positions.

#### SDG7: Affordable and Clean Energy

Our products are integral to the energy grid, directly contributing to reliability. With low maintenance requirements and high reliability, they help reduce overall lifecycle costs.

#### SDG8: Decent Work and Economic Growth

At PFISTERER, all employees have the opportunity to fulfil their potential, take on responsibility, and contribute their ideas. This is facilitated through targeted training and development initiatives. Our goal is to provide secure jobs with high social benefits and a balanced work-life balance.

#### SDG9: Industry, Innovation and Infrastructure

Through our research and development efforts, we strive to develop innovative products and applications for global markets, promoting future fields such as sustainable energy generation and transmission, increasing mobility, and urbanisation.

#### SDG12: Responsible Consumption and Production

A central aspect of our sustainable practices is reducing resource consumption such as raw materials, energy, and water. We implement continuous measures to reduce our energy and resource consumption.

#### SDG13: Climate Action

Our products play a crucial role in building the smart grids of tomorrow and enabling the efficient transmission of renewable energy. In our own manufacturing processes, we continuously work to improve energy efficiency to reduce energy consumption and associated CO<sub>2</sub> emissions.





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# PFISTERER for a Connected Future

PFISTERER focuses on its core competences in components and systems for high-voltage overhead lines and underground cable networks. Our strategic focus also considers sustainable market and technological developments. The megatrend of decarbonisation and the associated electrification require technological innovations. Furthermore, worldwide geo-economic developments with a tendency towards industrial localisation in individual countries are observable. Based on the megatrend of electrification and decarbonisation, two core elements can be derived for our growth strategy:

#### **Global and Local**

Customer orientation is a core value at PFISTERER. To be even closer to our customers in the future and to respond better and faster to regional circumstances, PFISTERER has decided to further expand its presence in key markets.

The significant growth opportunities in North America have prompted us to establish a new location in Rochester to enhance accessibility for our customers, shorten delivery times, and promote logistics sustainability. This local presence ensures more direct and responsive customer support.

Following the successful establishment of our representation in the United Arab Emirates, we will continue our selective expansion in key markets by establishing a company in Saudi Arabia.

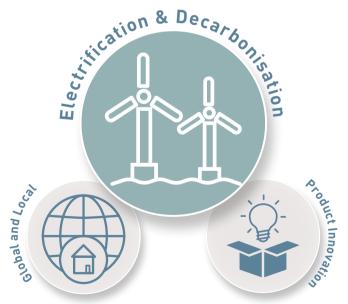
Global expansion aligns with PFISTERER's commitment to driving the global energy supply towards renewable energies. PFISTERER's Global Supply Chain Management (GSCM) plays a crucial role by tapping into global supply markets and ensuring technological advancement, topnotch cost efficiency, rapid availability, and compliance with sustainability and regulatory requirements. This strategy not only benefits our customers but also contributes to a more sustainable environment and aligns with local and international regulations.

#### **Product Innovation**

PFISTERER stands for excellent quality, safety, and easy installation and maintenance. Our products make a difference on construction sites for installation teams and ensure maximum lifespan.

The global climate goals require the modernisation and expansion of the power grid. Therefore, in 2024, we will further increase investments in our laboratory and testing technology.

Additionally, we are developing and certifying products for use with  $SF_6$ -free gases, which can contribute to reducing greenhouse gases. As the market development of  $SF_6$ substitute insulation gases and government regulations are highly dynamic, we work closely with our customers and proactively prepare for regulations to ensure full product compatibility for the future.



# Involvement of Our Stakeholders Sustainability as a Core Value

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It is important for us to involve our stakeholders early on. Our ambitious goals will further reduce the carbon footprint of our products in the future. Through design for maximum lifespan, we aim to satisfy our customers in the long term, focusing on our maintenance-free products. PFISTERER aims to enhance its position as a technology and quality leader as we believe this provides the greatest value for our customers. We will continue to engage closely with our customers to develop the best products for them.

To facilitate targeted communication of all sustainability issues, we have established a sustainability email address for all stakeholder concerns. You can contact PFISTERER directly at sustainability@pfisterer.com. Our activities are reported annually in a sustainability report and on our website. Since 2012, PFISTERER has pursued various approaches at each site to advance sustainability initiatives. In 2021, it was decided to centralise these activities and intensify them with broad participation from employees, customers, and other interested parties.

In 2022, the group strategy for sustainability for the coming years was defined. For 2023, capacity for coordinating all activities and reporting has been expanded.

We focus on reducing our carbon footprint, developing sustainable products, supporting local communities, and collaborating closely with our customers and suppliers to implement a sustainable supply chain. We aim to build a workplace for the future and continue our integrity and responsibility from day one. We pursue a comprehensive approach that considers the entire lifecycle of our products and their impact on the environment and stakeholders. Some approaches to building a circular economy are already in place, such as reusing production materials and using reusable packaging. We aim to expand these activities further.

To further engage our suppliers, we rely on digitalisation and specialised software tools to enhance collaboration with our partners and implement all regulations in the supply chain. We urge our partners to formulate clear sustainability goals and actively reduce their emissions.

... we will reduce the CO<sub>2</sub> footprint of our products even further in the future.



# **Our Goals**

Our goals serve as guidelines for meeting our own standards as well as the expectations of our customers and stakeholders. They act as a central control mechanism to break down complex issues into concrete targets and implement effective operational solutions. They are aimed at combating climate change in line with the EU Green Deal, adapting our company and products to the global energy transition, aligning collaboration with future work cultures, and sustainably meeting strict compliance requirements. These goals are communicated across the corporation through appropriate bodies and regularly monitored. Our pursuit is continuous improvement in these areas.

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# **Our Goals**

#### **Reduce Greenhouse Gas Emissions**

Engage with Stakeholders

Implement Circular Economy

end customers.

Our aim at PFISTERER is to become carbon neutral, thus contributing to reversing climate change. A key indicator for this is greenhouse gas emissions measured in  $CO_2$  equivalents ( $CO_2e$ ).

To continuously develop our sustainability strategy, we

involve all stakeholders, ranging from potential and exis-

ting employees to suppliers, banks, municipalities, and

We support the idea of the circular economy and strive to

avoid waste. Through waste separation, we aim to reuse

them in accordance with the circular economy.

#### Increase Energy Efficiency

Given rising emissions and energy prices, we aim to increase energy efficiency in our factories. Numerous individual projects have been initiated to reduce energy consumption through comprehensive measurements, analyses, and optimisations.

#### Increase Resource Efficiency

In line with efforts to improve energy efficiency, we aim to increase material efficiency. Our productivity should be increased through efficiency programs, recycling, and reuse.

#### ZERO-Accidents-Policy

With our zero-accidents-policy, we aim to prevent accidents before they occur. This includes the introduction of safety officers in each plant and similar measures.

#### **Develop Sustainable Products**

Our goal is to develop products with maximum lifespan and minimal impact on the environment and users. Therefore, we consider environmental and safety requirements early in the product development process.

#### 100% Integrity

Our commitment to integrity forms the foundation of our business success. We adhere to legal regulations, codes of conduct, and take responsibility.

#### **Promote Gender Equality**

Our efforts include promoting gender equality, for example through part-time offerings.

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# Key Performance Indicators

Key Performance Indicators (KPIs) have been defined to measure selected objectives at the highest corporate level and to assess the effectiveness of our actions. These are examined in detail in the respective chapters.

Key Performance Indicators	Definition	Target Value
CO <sub>2</sub> e Emissions Scope 1 (t CO <sub>2</sub> e)	Direct emissions (stationary combustion, company vehicles, VOCs, etc.)	Reduce by 90% by 2029 compared to 2020 without carbon offsets. Net Zero by 2030 through the use of carbon offsetting for remaining emissions.
CO <sub>2</sub> e Emissions Scope 2 (t CO <sub>2</sub> e)	Purchased energy (electricity, cooling and heating)	Reduce by 90% by 2029 compared to 2020 without carbon offsets. Net Zero by 2030 through the use of carbon offsetting for remaining emissions.
$CO_2 e$ Emissions Scope 3 (t $CO_2 e$ )	Indirect upstream and downstream emissions (raw material extraction, logistics, business travel, etc.)	Definition in 2024
Energy Intensity (MWh / revenue in million €)	Total energy consumption / revenue	Annual saving compared to the previous year
Water Consumption (m <sup>3</sup> )	Consumed water	1/3 of the value from 2020 to 2025, Redefinition in 2024 due to target achievement
Recycling Rate (%)	Recycled waste / Total waste	Annual increase compared to the previous year
Lost Time Injury Rate (LTIR)	Number of workplace accidents per 1 million hours worked	ZERO-accidents-policy with the goal of an annual reduction of 10%
Reports from the Whistleblower System	Number of confirmed compliance violations	Zero confirmed compliance violations

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# Environment

As a manufacturing company with our own products, we have a special responsibility to our environment. We aim to handle resources and energy responsibly and continually improve, reducing our environmental impact and contribution to climate change. We consider all processes in the manufacturing process from raw materials to installation and throughout the product lifecycle. While we have already implemented many measures, we are still at the beginning of a long journey towards self-committed carbon neutrality. Therefore, our strategy involves consistently measuring all necessary KPIs to then install targeted and sustainable measures. Our goal is to provide products to our customers with the lowest possible environmental footprint.

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## Greenhouse Gas Emissions

For many years, PFISTERER has been striving to reduce  $CO_2$  emissions generated by both direct and indirect business activities. Our aim is to continuously reduce the energy required to manufacture our products, utilise renewable energies, and consistently reduce the consumption of fossil fuels.

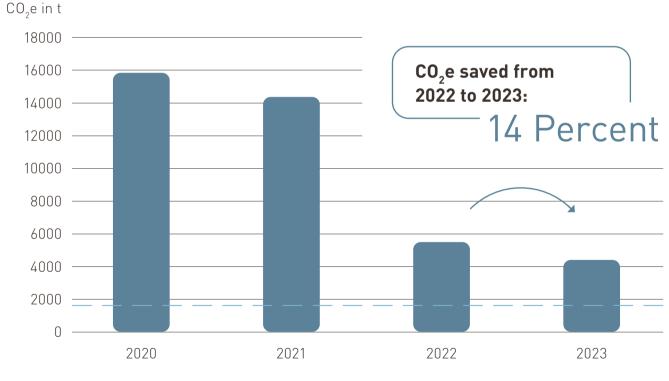
To achieve these goals and contribute to the international climate targets, we began implementing concrete measures to reduce  $CO_2$  emissions several years ago.

We have succeeded in reducing CO<sub>2</sub> emissions in Scope 1+2 by 14% compared to the previous year. This demonstrates the significant potential of the measures when implemented across the remaining organisational units. Initially, we are focusing on the production plants and will promote and support local initiatives at other sites. We have already achieved successes through annual energy audits, optimisation of heat distribution, and the use of renewable energies.

#### Our Goals:

- Scope 1 + 2: 90% reduction by 2029 compared to 2020 without offsetting. Net Zero by 2030 through the use of carbon offsets for remaining emissions.
- Measurement of CO<sub>2</sub>e footprint (Scope 3) in 2024.
- Use of electric mobility: at least one-third of our vehicle fleet will consist of electric vehicles by 2030.
- Sourcing 100% renewable energy at all locations by 2030.

## CO<sub>2</sub>e Emissions Scope 1+2\*



— — Target value 2029

\* The reduction in 2022 is partly due to the partial sale of a subsidiary of the PFISTERER Group.

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# Energy

In the area of energy, we are pursuing multiple approaches to reduce our footprint and increase our energy efficiency.

PFISTERER aims to source 100% of its electricity from renewable energy sources or generate it through photovoltaic systems by 2030. Even though we have sustainably reduced our gas consumption, we recognise further potential to decrease our energy usage. Our targets for natural gas consumption are as follows:

- Use of (local) biogas instead of natural gas (where available)
- Reduction of gas consumption by connecting to local district heating (where available)
- Use of CO<sub>2</sub>-neutral natural gas

Additionally, we measure our energy efficiency through energy intensity. Through various individual measures, we have improved compared to the previous year. Progress is monitored through regular energy audits.

By consistently implementing measures, we achieved a 30% reduction in total energy intensity relative to revenue compared to the previous year. This was accomplished through initiatives such as:

- Modernisation of heating distribution systems
- Installation of heat exchangers

- Replacement of conventional lighting with LED bulbs
- Installation of rapid-action doors to reduce heat loss
- Replacement of windows to improve thermal insulation

MWh/ Revenue in million €	2023	2022	2021	2020	_
Electricity	29.87	30.97	49.15	43.08	_
Natural Gas	19.17	39.47	142.23	147.31	_
Heating Oil	0.71	0.75	2.67	2.61	_
Total	49.75	71.19	194.05	193.00	_
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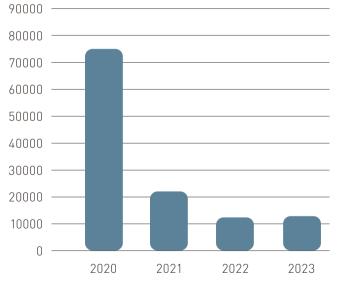
## Resources

m³

Through the improvement of our production processes, increasing our recycling rate, and transitioning to material cycles, we enable a lower resource usage.

In some production units, we are already operating without the consumption of fresh water. In the administrative sector, we also strive to keep the group's water consumption as low as possible and to continuously reduce it. Compared to the previous year, we were able to maintain our water consumption at a steady level despite higher production capacity. Based on the achievement of the previous target, a new target will be defined in 2024.

#### Water Consumption\*



\* The reduction in 2022 is partly due to the partial sale of a subsidiary of the PFISTERER Group.

For several years now, residues from silicone production have been repurposed into new products in other industries. This has saved over 250 tonnes of waste annually.

**Recycling rate:** 

84 Percent

# Waste and Recycling

PFISTERER is committed to avoiding waste throughout the entire lifecycle of our products. We operate according to the principle of "avoidance before recycling before disposal". Consistent waste separation by material helps us ensure that these can be further processed without contamination.

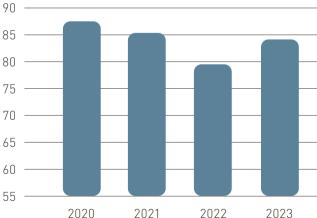
In machining production, substantial investments in coolant and lubricant recovery systems as well as chip compaction equipment have significantly reduced oil consumption. By compressing the chips into briquettes, fewer shipments are needed to recycle the material. Individual metals can thereby be directly reintroduced into the material cycle to the supplier.

# Recycling Rate

%

100

95



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# Sustainable Product Design

For many years, PFISTERER has been committed to producing products and their components as ecologically as possible. This includes the use of recycled materials as well as the incorporation of recyclable waste into existing cycles. We adhere to the requirements of European legislation (Directive 2008/98/EC) and its national implementation in the form of the Circular Economy Act (KrWG). We aim to achieve their objectives before the national deadlines.

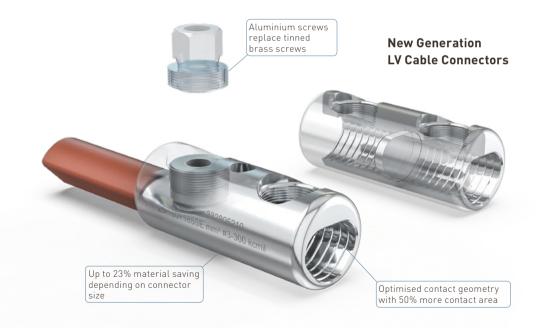
Currently, more than 60% of the materials used in the production of our products are sourced from the circular economy. These primarily include metals such as copper, zinc, aluminium, tin, brass, and ferrous metals, as well as various plastics, silicones, auxiliary, and packaging materials.

To achieve a continuous reduction of waste and to make material use as efficient as possible, we have implemented the following measures:

- Product development prioritises maximum durability and long usability of the products, focusing on enhancing the safety and robustness of energy networks through our products.
- Material usage is a significant consideration in product development. Intelligent and simulation-based design minimises material usage, ensuring our products have the smallest footprint possible.
- Packaging choices prioritise natural, ecologically compatible, and carbon-neutral materials where possible.

#### Goals:

- To optimise our products based on their product-specific CO<sub>2</sub>e footprint during manufacturing.
- To utilise ecologically sensible and economically viable methods to reduce our energy consumption during product manufacturing and service provision.
- To reduce material consumption in the development and manufacturing of our products through increased standardisation and the use of new technologies.



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# Social

a difference.

Shaped by our values of teamwork, responsibility, and sustainability, it is natural for us to establish these in collaboration with our employees, our local communities, and throughout our entire supply chain. Close communication and cooperation with our stakeholders is key to success. In the future, we will expand our activities along the supply chain to achieve our sustainability goals. We count on our long-standing partners and their commitment to adhering to the Code of Conduct and pursuing equally ambitious sustainability goals. Only together can we make

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# Occupational Safety

To ensure the occupational safety and health protection of all colleagues and to have this verified objectively, PFISTERER has obtained ISO 45001 certification. Furthermore, we work closely and collaboratively with occupational health services and professional associations.

Our goal is to provide employees with the best possible working environment. We believe that only in such an environment can employees realise their full potential. Our workspaces are designed according to the latest scientific findings in terms of ergonomics and equipment. All employees, not just those in production, receive appropriate safety instructions and training in our modern machinery parks and office areas. Additionally, we conduct a "health check" for our employees. In addition to training and qualification measures and protective equipment for our workforce, we strive to identify further hazards and accident potentials through regular inspections of our production facilities.

The metric Lost Time Injury Rate (LTIR) indicates the number of work-related accidents resulting in at least one lost day per million hours worked.

LTIR	18.74	15.28	16.86	32.16	

# Health Protection

Our health management has been intensified, with an annual health day and a sustainable programme offered to employees throughout the year. We involve our employees in decisions regarding occupational safety and health management.

Measures:

- Weekly free fruit deliveries for the workforce
- Company sports groups
- Discounted gym memberships
- Bicycle leasing
- Preventive health protection through the company doctor
- Company hikes in nature

## Life and Work

We are committed to our employees in the long term. For their success and well-being, resilience and flexibility are essential. The ability to balance work and leisure plays a key role in our employees' satisfaction.

#### Flexibility

With the option to work from flexible locations, we provide our employees with flexibility and the benefit of reduced commuting times.

#### Digitalisation

To increase efficiency and offer our employees straightforward, quick, and optimal support, we aim to standardise, simplify, and digitalise several of our processes step by step. This includes various application forms that can be processed faster and more easily through digital workflows compared to cumbersome paper formats. It also involves additional support options, such as developing our e-learning platform "Litmos" to offer all employees a comprehensive training package for digital personnel work in a simple and straightforward manner.



\* The calculation is based on estimates at company level and the use of average values from the Federal Statistical Office.

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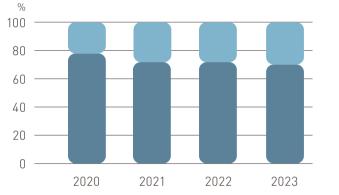
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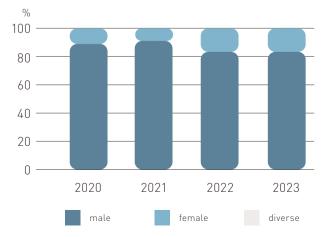
# Equal Opportunities, Diversity, and Inclusion

Our leadership team exemplifies the principle of equal opportunities. To support the balance between family and career, we offer part-time contracts, mobile working options, and the ability to take parental leave. Moving forward, we are committed to intensifying our efforts in promoting equality, diversity, and inclusion within our organisation.

Employees by Gender



#### Leaders by Gender



# Successful Cooperation Between PFISTERER and Lebenshilfe in Gussenstadt

Since the beginning of the collaboration two and a half years ago, Lebenshilfe Göppingen e. V. has assembled an impressive 4 million parts for PFISTERER. This milestone not only highlights the efficiency and quality of the partnership but also underscores the significant role that social responsibility and inclusion play in the work environment.

"The collaboration with Lebenshilfe in Gussenstadt is not only a successful business partnership for us but also a clear commitment to social responsibility and inclusion. We are proud of the milestones achieved and look forward to continuing this positive success story," says Hermann Schuller, site and production manager of the Gussenstadt plant of the PFISTERER Group. "For us, the cooperation with PFISTERER is an opportunity to create career prospects and at the same time, actively contribute to the future of energy supply. We are proud of that," adds Madeleine May, Deputy Workshop Manager of Lebenshilfe Göppingen.

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# Employee Development and Training

We promote both the training of young people and continuous further education throughout one's career. Our goal is to hire all trained employees. In recent years, we have achieved a retention rate of 100%.

We have established annual and development discussions, which, in addition to regular communication, are intended to identify the wishes and potentials of employees in a targeted manner. Development steps as well as goal agreements can be documented bindingly in this way. We provide an incentive through bonus compensation.

h

PFISTERER actively works on the further development and education of its workforce. To this end, we specifically design our own education programmes and cultivate a culture of demanding and supporting. On our e-learning platform, we aim to continuously expand our content and make the key topics of sustainability accessible through this channel in 2024.

# Employee Rights

Compliance with employee rights is regularly audited through internal and external assessments. Working in collaboration with local employee representatives ensures timely identification of optimisation potentials. The legal register is periodically reviewed for completeness and compliance by the relevant departments.

Employee rights are also ensured in accordance with our Code of Conduct.

To identify any cases of discrimination, we have implemented a complaint process that encourages employees to address any grievances in a confidential and protected environment. In addition to the works council, our employees also have access to an external ombudsman.

Training Hours



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# Human Rights

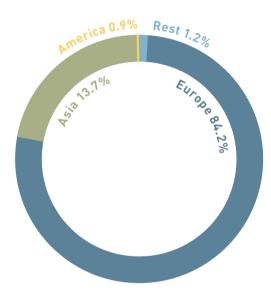
Ensuring compliance with human rights across the group is fundamental for PFISTERER. Any violations must be identified and immediately rectified. This understanding is carried by the leaders into individual group companies and departments. A unified understanding and culture are also served by the group-wide Ethics and Compliance Guide.

In addition to sensitising all employees to issues related to forced and child labour, we place particular emphasis on the procurement area. In addition to industry-standard quality standards, we also expect suppliers to adhere to environmental and social standards. New suppliers undergo an onboarding process, and existing suppliers undergo regular assessments and evaluations. All suppliers are also required to sign the PFISTERER Supplier Code of Conduct, covering areas such as:

- Compliance with laws
- Ethical business practices
- Fair employment and compliance with human rights
- Health and safety and product quality
- Environmental sustainability
- Suitable management systems and procedures

A risk-based approach is applied through supplier selfdisclosures, supplier audits, or other topic-specific inquiries, such as those related to conflict minerals, ensuring continuous supplier monitoring.

### Regional Distribution of Purchasing Volume



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# Social Engagement

We see ourselves as active members of society and take social responsibility in the regions where we operate. Therefore, donations and sponsorship are measures through which we can fulfil our social responsibility. In addition to our ethics and compliance guidelines, the PFISTERER Donation and Sponsorship Policy implements the principles outlined therein.

### PFISTERER Supports Local Women's Shelter on International Women's Day

We at PFISTERER wanted to take this opportunity to support a local women's shelter. Our team baked delicious cakes and sold them to raise money for the Rems-Murr-Kreis women's shelter. We are proud to support such an important cause and to empower women in our community.

#### **PFISTERER Provides Extensive In-Kind Donations for the Reconstruction of the Energy Infrastructure in Ukraine**

Due to the extensive damage to the energy infrastructure in many parts of Ukraine, numerous people are currently without electricity supply. PFISTERER aims to contribute to the reconstruction and repair of the power grid with the product donation. The provided products include a range of proven solutions for contacting, connecting, and branching electrical conductors, which are used at the sensitive interfaces of power grids and are crucial for reliable transmission and distribution of electrical energy.

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# Governance

We at PFISTERER are committed to 100% integrity. For over 100 years, our global customers have trusted us - that sets us apart, and this is what we aim to continue. Our cross-company Code of Conduct, the compliance and risk management system ensure that the rules and ethical principles are consistently adhered to.



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# Compliance

We take all necessary steps to combat bribery in all its forms. We believe that such behaviour is not only unethical and illegal but also undermines trust and damages our reputation as a responsible and respected company. We commit to complying with all laws and regulations regarding antitrust and fair competition. We are convinced that such compliance is essential to gain the trust of our stakeholders and maintain our reputation as a responsible and respected company.

Regarding the defined compliance risks, PFISTERER has a Compliance Management System (CMS) that implements the standards of the IDW PS 980 Compliance Model. The 7 key elements of our CMS are:

#### 1 Implementation of Compliance Culture at PFISTERER:

The behavioural principles applicable at PFISTERER are laid down in the Ethics and Compliance Guidelines. These are based on PFISTERER's corporate values, which guide all business decisions.

#### 2 Compliance Objectives:

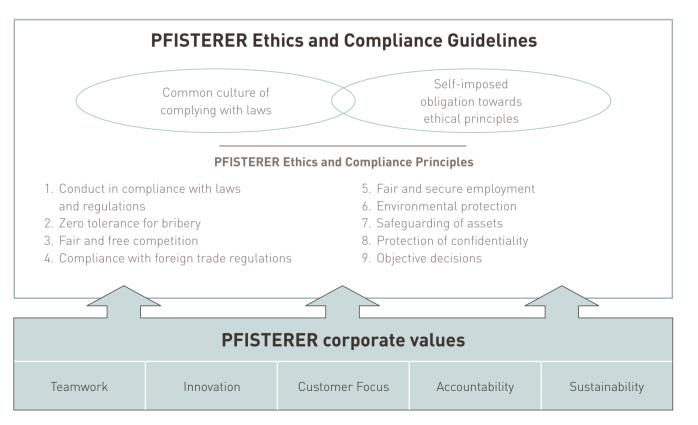
The management of the PFISTERER Group is significantly guided by the PFISTERER behavioural principles in its decisions. Our goal is to have no confirmed compliance violations.

#### **3 Compliance Organisation:**

The compliance organisation includes a group-wide compliance officer as the central compliance function and local or regional compliance officers of the subsidiaries as local points of contact and compliance multipliers. The decentralised compliance organisation ensures that compliance rules and policies are known and adhered to at all PFISTERER locations.

#### 4 Compliance Risk Assessment:

Specific compliance risks are identified using a risk management tool and subjected to quarterly review. Compliance risks are identified considering global developments in the compliance environment as well as the peculiarities of business models. The identified risks are analysed in terms of likelihood of occurrence and potential consequences. In a further step, the impact of existing measures to mitigate risks is assessed.



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# Compliance

Compliance risk assessment is part of the regular risk assessment within the risk management processes and is carried out in accordance with the risk management policy.

#### 5 Compliance Program and Prevention:

The key provisions for preventing corruption and antitrust violations are:

- Group-wide policy for the acceptance and granting of gifts
- Compliance training
- Policy on antitrust law and fair competition
- Process of "Business Partner Integrity Due Diligence" for distributors and distribution-related consultants for corruption prevention

Early Detection of Compliance Risks: At PFISTERER, the following internal channels exist for reporting grievances:

- Primarily: immediate supervisor as the first point of contact for issues and improvements
- Works council and human resources department
- Data protection officer/ coordinator in case of data protection violations
- Local compliance officers
- Corporate compliance email: compliance@pfisterer.com
- External ombudsman email: jochen.bernhard@menoldbezler.de

If there is sufficient suspicion of compliance violations, the matter is investigated while respecting the rights of the individuals involved. If the suspicion is confirmed, appropriate measures are taken in response.

#### 6 Compliance Communication:

The principles of compliance at PFISTERER are regulated in the Ethics and Compliance Guidelines (PFISTERER Code of Conduct), which are handed out to new employees and published on the intranet in multiple languages of PFISTERER locations. The Ethics and Compliance Guidelines are supplemented by additional processes and other documents with work instructions and descriptions, which are also made available to employees on the intranet and the central process database. In addition, regulations are communicated separately to the relevant departments, including in workshops and Jour Fixes on compliance topics. External compliance communication is done via the website. Regular compliance training sensitises and informs employees.

#### 7 Compliance Monitoring and Improvement:

In 2023, PFISTERER did not identify any confirmed compliance violations. The effectiveness of the compliance management system is monitored as part of the audits by Internal Audit. The subsidiaries, areas, and topics to be audited are determined annually in an audit plan. Suggestions from the Audit Committee and the Compliance Committee are also taken into account. To ensure the highest possible objectivity, the audit inspections are carried out by an external auditing service provider on behalf of PFISTERER.

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## Risk Management and Internal Audit

Other governance systems at PFISTERER include risk management and internal audit. The implemented risk management serves not only to comply with stock corporation regulations but also to provide the management of PFISTERER with the opportunity for corporate control and monitoring.

We see our internal audit as a connecting element between the management board, supervisory board, and other corporate governance elements. The task of internal audit is to examine and monitor internal work processes and organisational structures for their regularity, appropriateness, but also their economic efficiency.

In implementing and shaping risk management, we have oriented ourselves to the principles of IDW PS 981. Essential for us was the creation of an appropriate risk culture, which includes the fundamental attitude and behaviours when dealing with risk situations. This has been and remains formative for the risk awareness of each employee and is accordingly demonstrated by PFISTERER's management.

Furthermore, we have made the structure of risk management transparent. Responsibility areas and roles have been clearly defined and delineated, as well as communicated. The PFISTERER Group has both a central risk management located at its headquarters in Winterbach, which monitors, develops, and reports, as well as proven to install decentralised risk managers in the individual group companies, which monitor risks in their business areas and communicate them to the central department. This structure offers the possibility of early detection of strategic and operational risks as well as risks in reporting or the mentioned compliance area.

A central ESG risk manager identifies, describes, and evaluates risks in the environmental, social, and governance areas. These risks are integrated into the central risk management system and treated equally to other risk categories.

We have documented our risk management system in a group-wide policy that has group-wide validity. We map risk management itself using the PROKORISK software, which allows for capturing, quantifying, aggregating, and simulating risks. We have transferred the internal audit to the management consultancy BANSBACH ECONUM GmbH. This guarantees, in addition to the technical expertise of the service provider, the independence and impartiality in the execution of the audit actions. Reporting is done directly to the management board and supervisory board. Both the management and supervisory bodies can commission the audit.

We strive to continuously review and improve these systems. Currently, we are aiming for an even stronger integration of the governance systems mentioned. Structurally, it is becoming apparent that our supervisory board will take on a stronger role as a monitoring body. The goal is to increase efficiency and simultaneously reduce risks in the company and to present alternatives to management.

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## Information Security and Data Protection

With the increasing digitisation of business processes, growing legal requirements in data protection and cybersecurity, as well as the steadily growing cyber threats, addressing risks to information assets at PFISTERER is a TOP priority.

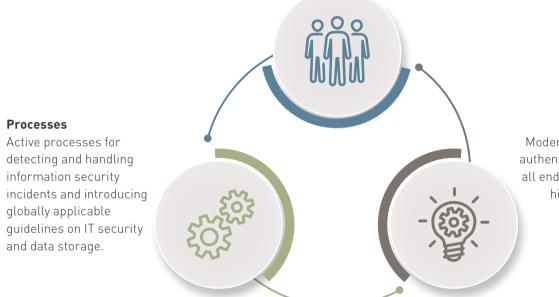
To effectively tackle these challenges, the information security strategy follows a holistic approach that aligns with the conditions of our organisation and our business field, as well as international standards such as the ISO 27001 series, NIST, and BSI. We place particular emphasis on defending against cyber threats targeting our employees' IT systems, regardless of where they work or the time of day.

To protect PFISTERER's intellectual property, the orderrelated data of our business partners, and of course, employee data from loss, theft, and unauthorised access, our measures focus on three fundamental areas:

To implement and continuously improve and adapt our goals for data security and privacy, these responsibilities are assigned to an internal IT security officer and an external data protection officer.

#### People

Regular educational campaigns on IT security issues. Encapsulation of user accounts with administrative privileges in several levels.



Technology

Modern IT protection and authentication systems on all end devices, as well as highly available ones IT infrastructure.

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# Information Security and Data Protection

#### New Challenges

New developments in the IT environment, such as the increasing number of cloud environments, increase complexity and the need for support. Additionally, technological innovations such as artificial intelligence, which are increasingly being integrated into the applications used, raise challenges regarding their legally compliant use.

To adequately address these challenges, we continue to focus on a highly risk-based approach in the areas of IT security and data protection and further expand our central standardisation.

In this phase of transformation, employees play a crucial role. Therefore, we utilise a new and versatile Learning Management System to globally train employees and thus sustainably establish compliance guidelines and standards in all company subsidiaries.

#### Proven Approaches and Measurable Successes

Our approach from previous years to establish a holistic security architecture, focusing primarily on end devices and users to ward off attacks as early as possible:

- Our IT end devices are monitored 24/7 by a Detection and Response service and respond immediately to potentially harmful incidents on the devices.
- Nearly all end devices and websites with a login interface are protected by a multi-step authentication process.
- The overall architecture of the PFISTERER Security Stack provides a nearly equal level of security for all end devices, regardless of where they are used. This decentralised way of working nowadays enables employees to work without major security loss.

Many of the new approaches and restructuring have led to positive changes in the resilience of PFISTERER's IT overall and strengthened awareness of risks and opportunities. These developments can be seen and confirm our approach over the past three years:

- A significant decrease in security events on end devices by almost 90%.
- A decrease in annual security incidents detected by our Managed SOC to zero.
- A significantly increased awareness of IT security and data protection issues among the workforce.

# Data Basis

	- Unit	2023	2022	2021	2020	2019	2018	2017
Greenhouse Gas Emissions								
Scope 1	t CO <sub>2</sub> e	2,034.57	3,162.24	9,503.46	11,013.55	11,001.00	9,818.12	8,865.09
Scope 2	t CO <sub>2</sub> e	2,485.95	2,091.83	4,901.16	4,887.03	5,162.10	4,716.39	3,530.48
Total emissions (Scope 1,2)	t CO <sub>2</sub> e	4,520.52	5,254.07	14,404.62	15,900.58	16,163.10	14,534.52	12,395.57
Compensated emissions	t CO <sub>2</sub> e	0	0	0	0	0	0	0
Total net emissions (Scope 1,2)	t CO <sub>2</sub> e	4,520.52	5,254.07	14,404.62	15,900.58	16,163.10	14,534.52	12,395.57
Energy								
Total energy	MWh	16,417.59	20,631.45	59,861.29	66,470.65	66,660.78	59,038.17	53,437.59
Electricity	MWh	9,856.83	8,974.53	15,162.26	14,836.48	15,383.21	14,380.08	13,085.65
Natural gas	MWh	6,325.81	11,439.08	43,876.63	50,734.17	51,277.57	44,658.09	40,351.94
Heating oil	MWh	234.95	217.84	822.40	900.00	0.00	0.00	0.00
Gasoline	l	108,856	51,617	64,731	64,832	58,865	53,748	49,162
Diesel	l	102,508	85,486	73,409	105,252	168,323	229,559	181,598
Resources								
Total waste	t	2,046.24	1,480.01	6,515.80	6,428.61	7,309.10	4,786.26	3,985.78
Recycling	t	1,724.40	1,180.57	5,569.68	5,572.61	6,479.15	3,921.88	3,060.89
Water consumption	m³	12,226	11,577	21,692	76,841	118,772	101,595	104,751
Social								
Employees <sup>1</sup>	quantity	1,162	1,073	1,143	1,864	1,966	2,035	2,567
Employees male <sup>1</sup>	quantity	820	757	815	1,438	1,520	1,577	2,030
Employees female <sup>1</sup>	quantity	342	316	328	426	446	458	537
Employees diverse <sup>1</sup>	quantity	0	0	0	0	0	0	0
Apprentices	quantity	18	19	25	20	23	27	25
Employees with restrictions	quantity	18	19	18	11	11	12	12
Accidents at work	quantity	27	21	26	40	36	27	31
Fluctuation	%	3%	5%	5%	1%	3%	3%	1%
Employee training	hours	6,002	3,814	3,890	1,692	2,120	1,905	1,905

This table contains the PFISTERER locations relevant to sustainability: Winterbach, Kadan, Gussenstadt, Wunsiedel, Selb, Altdorf and Küssnacht.

<sup>1</sup> Values for the PFISTERER Group

## Certificates



	Appendix		Is	Page 2 of 2 sue 27.07.2023
	Appendix of main certificate Reg. no			
PFISTERER	PFISTERER Holding Rosenstrasse 44 73650 Winterbach Germany	SE		
Central function	Scope	Norm / Revision	Reg. no.	Validity
PFISTERER Holding SE Rosenstrasse 44 73650 Winterbach Germany	Development, production, assembly and sales of electrical and mechanical products and related services	ISO 9001:2015 ISO 14001:2015 ISO 45001:2018	H60019	05.10.2021 05.06.2024
Locations	Scope	Norm / Revision	Reg. no.	Validity
PFISTERER Switzerland AG Erlistrasse 3 6403 Küssnacht am Rigi Switzerland	Development, production, assembly and sales of electrical and mechanical products and related services	ISO 9001:2015 ISO 14001:2015 ISO 45001:2018	S11901	05.10.2021 05.06.2024
PFISTERER Switzerland AG Gotthardstrasse 31 6460 Altdorf UR Switzerland	Development, production, assembly and sales of electrical and mechanical products and related services	ISO 9001:2015 ISO 14001:2015 ISO 45001:2018	\$16251	05.10.2021 05.06.2024
PFISTERER Czech s.r.o. Královský Vrch 1977 432 01 Kadað Tschechische Republik	Production and assembly of electrical and mechanical products and related services	ISO 9001:2015 ISO 14001:2015 ISO 45001:2018	\$43262	05.10.2021 05.06.2024
PFISTERER Kontaktsysteme GmbH Rosenstrasse 44 73650 Winterbach Germany	Development, production, assembly and sales of electrical and mechanical products and related services	ISO 9001:2015 ISO 14001:2015 ISO 45001:2018	\$80021	05.10.2021 05.06.2024
PFISTERER Kontaktsysteme GmbH Bahnhofstrasse 30 89547 Gussenstadt Germany	Development, production, assembly and sales of electrical and mechanical products and related services	ISO 9001:2015 ISO 14001:2015 ISO 45001:2018	\$80022	05.10.2021 05.06.2024
Pfisterer Insulators Wunsiedel GmbH Bahnhofstrasse 5 95632 Wunsiedel Germany	Development, production, assembly and sales of electrical and mechanical products and related services	ISO 9001:2015 ISO 14001:2015	\$80842	05.10.2021 05.06.2024
	A Chisan	T M	m	
	A.Grisard, President SQS	F. Müller, CEO	ll.	that of
	Swiss Association for Quality and Management Systems (SQS)		Par	ther of



# About this Report

This report covers PFISTERER's commitment, programs, and achievements in the locations relevant to sustainability for PFISTERER: Winterbach, Kadan, Gussenstadt, Wunsiedel, Selb, Altdorf, and Küssnacht. All information pertains to the calendar year 2023, unless stated otherwise. **Publisher** PFISTERER Holding SE

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