

Together
we
care.

Sustainability Report

2023

SALESIANER 

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Statement from the management board

**Ladies and gentlemen,
valued partners, dear employees,**

our Sustainability Report 2023 not only marks another step in our ongoing commitment to sustainability, but also emphasises our firm belief in the responsibility we bear as a company towards society, the environment and future generations.

At SALESIANER, we are committed to the principle of sustainability. This is reflected in every facet of what we do - from the careful selection of our raw materials to the energy efficiency of our operations and the promotion of the health and well-being of our employees. Our approach is based on the conviction that economic success is inextricably linked to social justice and the protection of the environment.

Last year, we made significant progress towards our sustainability goals. We invested in innovative technologies that not only increased our efficiency, but also significantly reduced our CO₂ emissions and our water and energy consumption. In addition, we have strengthened our partnerships with suppliers, customers and organisations such

as the UN Global Compact in order to make a positive impact together. This report documents our achievements, but also reveals where we have encountered challenges and how we see these as opportunities for further learning and growth. Our sustainability report is a testament to transparent reporting and our commitment to continuously taking responsibility and contributing to a better world.

We are proud of what we have achieved. But we also know that our journey does not end here. The path to sustainability is an ongoing process that requires constant commitment and innovation. We are determined to continue on this path and invite all our stakeholders to join us on this journey.

Finally, we would like to express our deepest gratitude to every single person who has contributed to our commitment to sustainability. Your commitment and passion are the driving forces behind our success.

With sustainable regards,



Dr. Victor Ioane
Managing Director



Mag. Thomas Krautschneider
Managing Partner

Executive Summary

*More than
100 years of
experience in textile
management.*

1.0 Introduction

1.1 Our achievements


1.2 Our potential for improvement



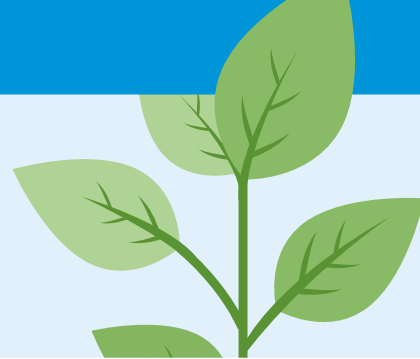
1.0

Introduction

Sustainability is part of SALESIANER's identity.

We are just as committed to our environment, climate protection, our employees and success based on integrity and compliance as we are to delivering 100% quality to our customers every day. This is another reason why we were once again able to achieve significant sustainability successes in 2023 compared to the previous year, but of course there are also areas in which we fell short of our expectations and ambitious goals. It is part of our philosophy to be open about these issues too. Because we are convinced that only complete transparency leads to real improvement. 





1.1 Our achievements

Austria

Environment & Climate	Unit	Δ 2023 vs. 2022 in %
Energy intensity ¹	[kWh/kg]	-15,53%
Greenhouse gas intensity (energy)	[kg CO ₂ e/kg]	-15,79%
Water intensity	[l/kg]	-16,72%
Washing agent intensity	[g/kg]	-10,91%
Packaging intensity	[kg/kg]	-11,11%
Residual waste intensity	[kg/kg]	-11,25%
Fuel intensity (own trucks)	[l/kg]	-18,01%
Proportion of trucks with the highest EURO standard	[%]	+12,94%
Reuse/recycling rate for used textiles	[%]	+14,03%
People & Social issues	Unit	Δ 2023 vs. 2022 in %
Women in management positions	[Quantity]	+34,58%
Men in management positions	[Quantity]	+8,99%
Work accidents with absence ≥ 1 day (LTIR ²)	[WA with lost time ≥ 1 day/1 million work hours]	-8,60%
Integrity & Compliance	Unit	Δ 2023 vs. 2022 in %
Proceedings pending in court due to compliance violations	[Quantity]	+/- 0%

¹The intensity KPIs refer to the kilograms (kg) of laundry washed; see Annex

²LTIR = Lost Time Injury Rate

CEE/SEE

Environment & Climate ³	Unit	Δ 2023 vs. 2022 in %
Energy intensity ⁴	[kWh/kg]	-3,27%
Greenhouse gas intensity	[kg CO ₂ e/kg]	-6,98%
Photovoltaic production	[MWh]	+1.044%
Water intensity	[l/kg]	-0,11%
Washing agent intensity	[g/kg]	-17,60%
People & Social issues	Unit	Δ 2023 vs. 2022 in %
Work accidents per employee	[WA/employee]	-37,14%
Integrity & Compliance	Einheit	Δ 2023 vs. 2022 in %
Proceedings pending in court due to compliance violations	[Quantity]	+/- 0%

³Our subsidiaries in CEE/SEE were included in Sustainability Controlling in 2023, which is why not all comparative figures from 2022 are available and successes can be reported

⁴The intensity KPIs refer to the kilograms (kg) of laundry washed; see Annex

1.2 Our potential for improvement

Austria

People & Social issues ⁵	Unit	Δ 2023 vs. 2022 in %
Work accidents per employee	[WA/employee]	+10,35%
Employees with disabilities	[BwD/employee]	-19,75%
Staff turnover (Women) ⁶	[Departures/employee]	+33,16%
Staff turnover (Men) ⁶	[Departures/employee]	+30,05%

⁵ The intensity KPIs refer to the kilograms (kg) of laundry washed; see Annex

⁶ The fluctuation rate also includes trial months, fixed-term contracts and retirements. In 2023, the fluctuation rate excluding trial months, fixed-term contracts and retirements was 16.26% for salaried employees and 33.71% for wage earners.

CEE/SEE

Environment & Climate ⁷	Unit	Δ 2023 vs. 2022 in %
Fuel intensity (own trucks)	[l/kg]	+9,85%

⁷ The intensity KPIs refer to the kilograms (kg) of laundry washed; see Annex



Scope of report & Application Guide

2.1 Scope of report

2.2 Application Guide

*This report has
been produced in
accordance with the
GRI Standards.*




2.1

Scope of report

Unless otherwise stated, this Sustainability Report covers the calendar year 2023 and thus follows on directly from the last Sustainability Report, which was prepared for the years 2020 to 2022 in accordance with the applicable standards of the Global Reporting Initiative (GRI).

This report covers SALESIANER MIETTEX GmbH and its subsidiaries in Central, Eastern and South Eastern Europe (hereinafter referred to as CEE/SEE). With the exception of the financial data, the data contained in this report is presented outside SALESIANER's financial reporting cycle (April to March).

The next sustainability and non-financial report will be converted to our financial year and is therefore expected to be published in July/August 2025 for the 2024/2025 financial year (April 2024 to March 2025). From the 2025/2026 financial year, we will report in accordance with the requirements of the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS). 




2.2 Application Note

As a company, we are committed to sustainable development and pursue a strategy that enables us to continuously improve our sustainability performance.

In this report, we follow the guidelines of the Global Reporting Initiative (GRI) and are committed to complying with its principles. Furthermore, by joining the UN Global Compact in May 2023, we declare our commitment to all of its principles, including respect for human rights and the protection of vulnerable and particularly vulnerable groups (e.g. war refugees).

We recognise that compliance with these principles requires continuous effort, and we at SALESIANER are committed to continuously improving our sustainability performance and ensuring that our

reporting is always transparent and meaningful. Because for SALESIANER, sustainability is not a buzzword, but an integral part of our identity, our corporate culture, our self-image as a good corporate citizen and the success based on our values. 



VISION

Together we bear responsibility for our customers, our fellow human beings and future generations.

We make the world a safer and more hygienic place using innovation and technology.



MISSION

People and our **environment** are at the heart of everything we do.

We create **added value** for our **customers** in our role as a reliable **partner**. Our commercial success is built on **passion** and **trust**.

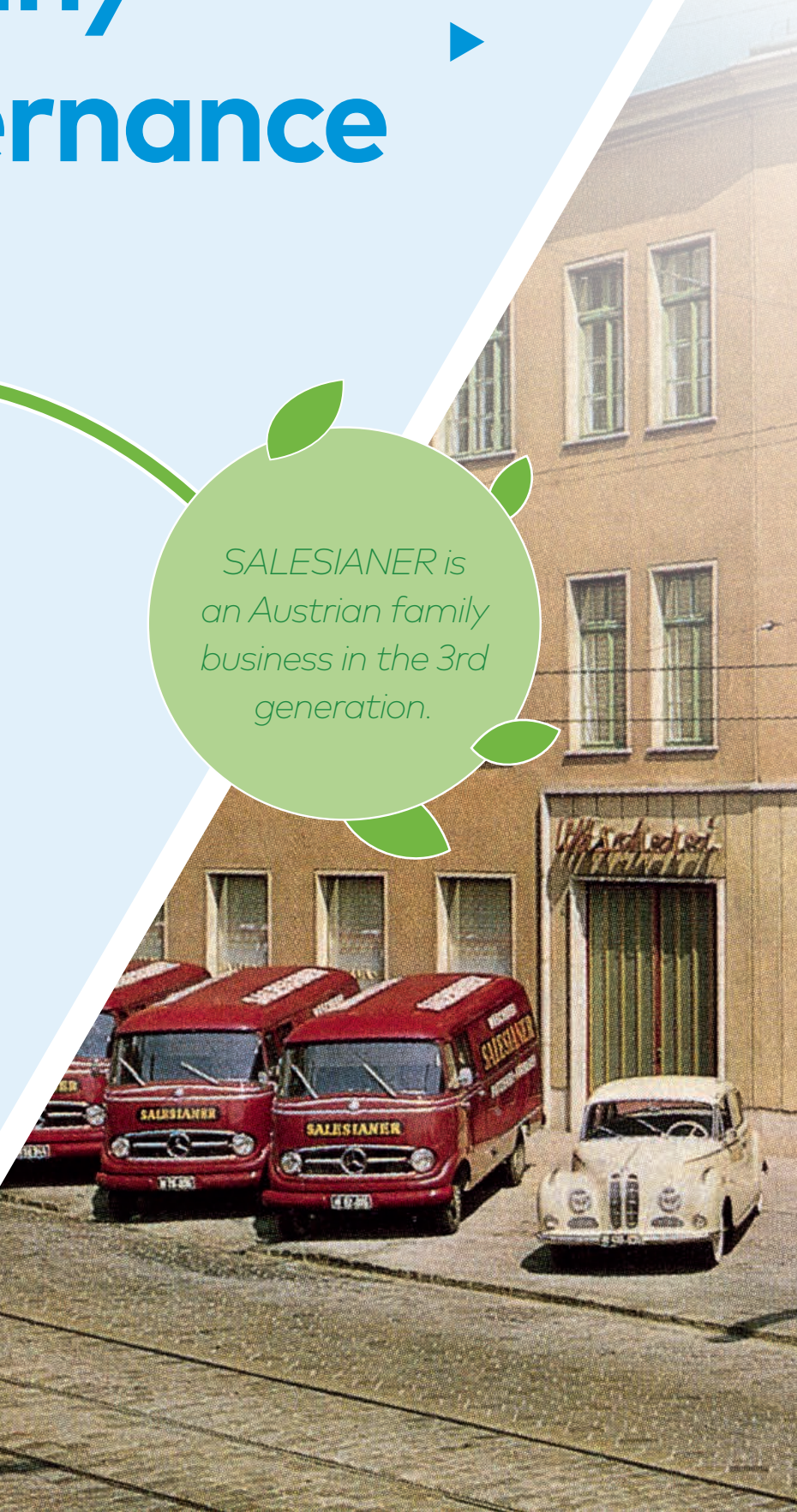
We guarantee the highest standards of **hygiene** and **safety** by means of high-quality textile services and certified processes.

Company & Governance

3.1 The company

3.2 Governance

*SALESIANER is
an Austrian family
business in the 3rd
generation.*



3.1

The company

SALESIANER is the leading austrian rental textile company with a total of 30 locations in 11 countries.

In the home market of Austria, where the company is headquartered in Vienna, 12 branches ensure a comprehensive regional supply. Other sites are located in Germany, Switzerland and the Central and Eastern European (CEE/SEE) countries of Croatia, Poland, Romania, Serbia, Slovakia, Slovenia, the Czech Republic and Hungary. A total of 3.410 employees worked for SALESIANER as at 31 December 2023 - an increase of 3,30% compared to the previous year.

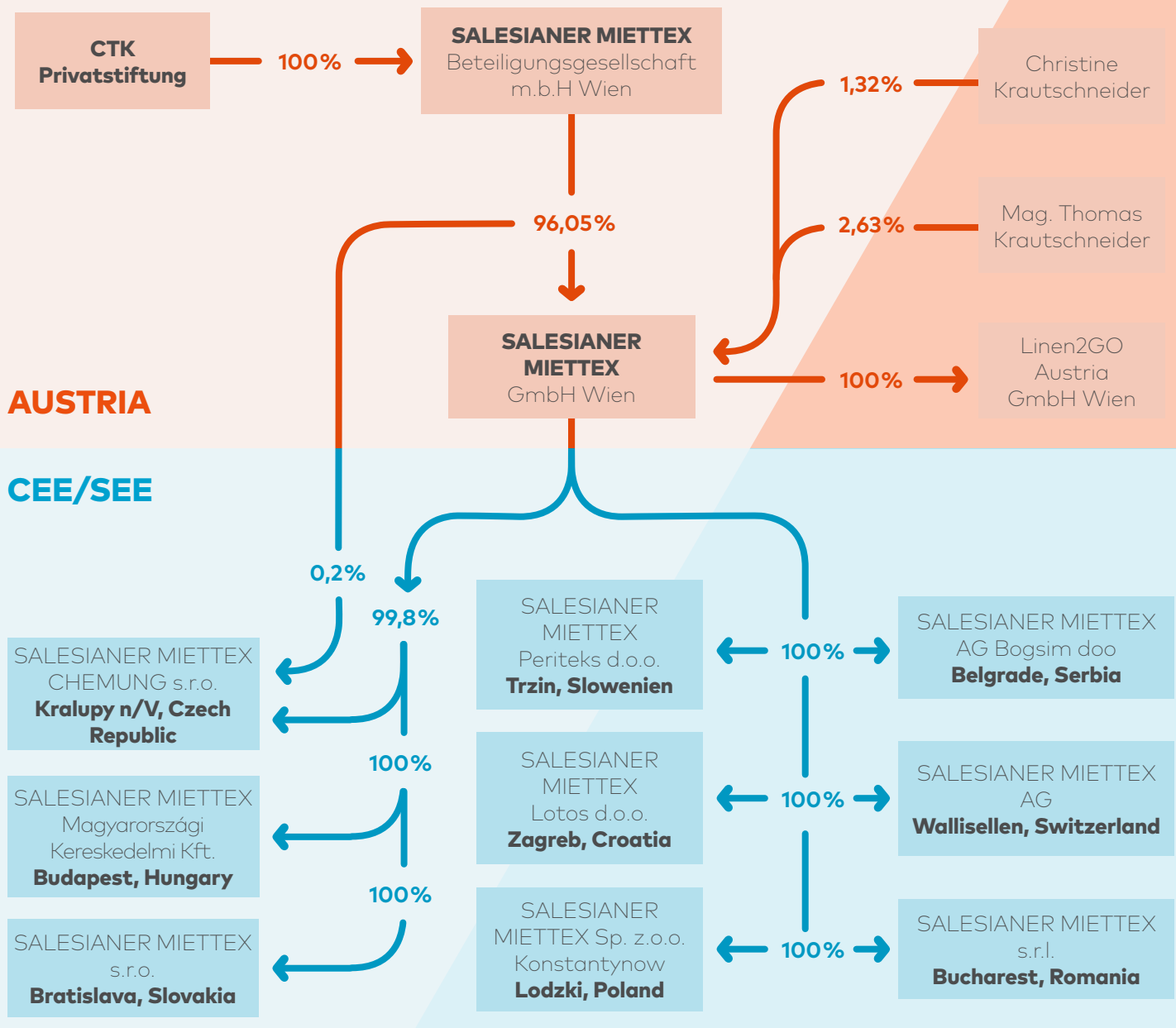




Employees	Austria	CEE/SEE	Group
Total amount	2.148	1.262	3.410
of which employees	369	378	747
of which blue-collar workers	1.779	884	2.663
with collective agreement/ minimum wage regulations	100%	100%	100%

The family business was founded in 1916 in Vienna's SALESIANERgasse by Magdalena Wittmann.

In the 1970s, Hans Krautschneider, the founder's son, took an idea from the USA and brought it back home: the rental of linen and clothing. To-day, Thomas Krautschneider is the third generation to run the successful company.



The SALESIANER Group's core business

is textile management for the healthcare, hotel and catering sectors as well as for industry and commerce in the form of workwear and cleanroom textiles. Washroom hygiene, mat services and cleaning cloths round off the product range. The Group's business model includes the procurement, storage/maintenance of textiles, hygienic and sustainable laundering

and punctual, demand-orientated delivery (with specific requirements such as garment dispensing machines).

SALESIANER is the only provider on the market to offer such a complete package.

11
COUNTRIES

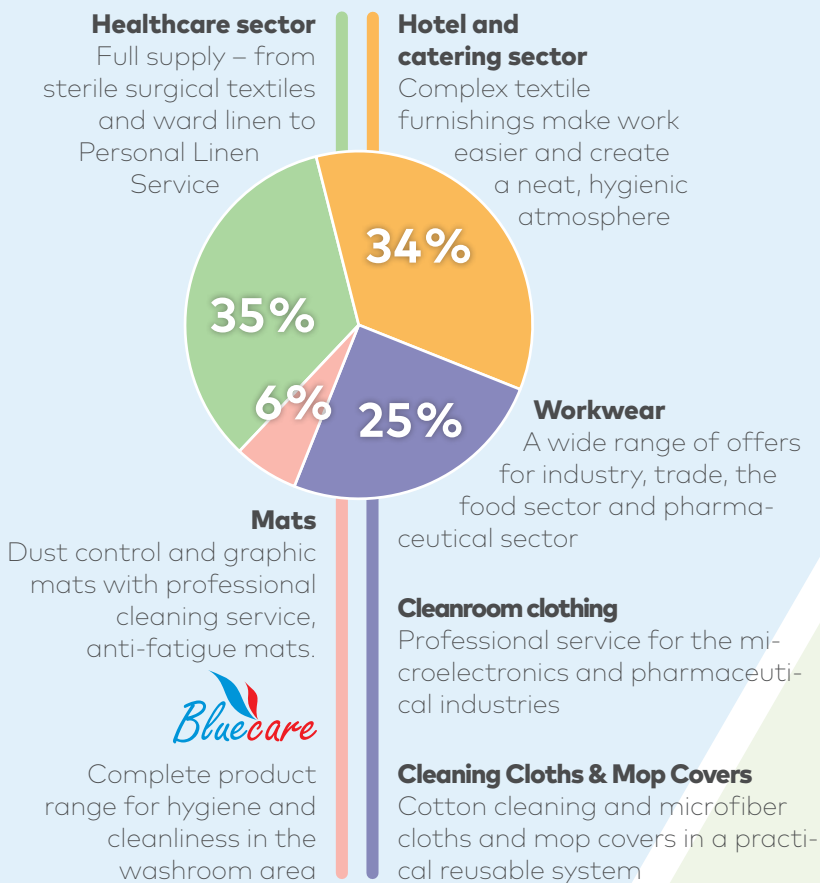
580
TONNES OF
LAUNDRY PER DAY

30
LOCATIONS

350
TRUCKS

3.400
EMPLOYEES

Our business areas




SALESIANER was already a pioneer of the sharing and circular economy with the introduction of rental textiles 50 years ago.

Sales and earnings

Group	Unit	BY ¹ 2022/2023	BY ² 2023/2024	Δ in %	2025	2030	2040
Sales revenue	[TEUR]	267.160	300.000	+12,29%	---	---	---
Earnings before taxes	[TEUR]	7.791	22.000	+182,38%	---	---	---
KPI							
Profitability on sales	[EBT/Turn-over in %]	2,92%	7,33%	+151,03%	8,00%	10,00%	12,00%

¹ BY = Business year (April to March)² The figures for the 2024/2025 financial year are preliminary.

The current value chain shows the continuous strategic development within the Group.

SALESIANER was a pioneer of the sharing and circular economy with the introduction of rental textiles 50 years ago and has since built up a great deal of expertise in purchasing high-quality textiles. Since 2015, the use of RFID tracking - a transmitter-receiver system - has also made it possible to identify and localise rental linen automatically and contactlessly using an integrated chip. The UHF chip has already been fitted to 9 million items of laundry at 700 customers, generating numerous benefits that are also relevant from the point of view of economic and environmental sustainability. These include, for example, the optimisation of transport logistics or the precise evaluation of the service life of textiles. 



PROCUREMENT



WAREHOUSING



MAINTENANCE



LAUNDRY PROCESSING



DELIVERY

3.2 Governance

The company and group of companies is managed by **Thomas Krautschneider** as **Managing Partner** and **Victor Ioane** as **Chief Executive Officer (CEO)** of **SALESIANER MIETTEX GmbH**, based in Vienna.

Christine Krautschneider is Chairwoman of the Supervisory Board, SALESIANER's highest supervisory body. The Supervisory Board - nominated at the annual shareholders' meeting - consists of a total of six members, three of whom are women and three men.

MEMBERS OF THE SUPERVISORY BOARD (as of 31 December 2023)



Christine Krautschneider
Chairwoman (since 2010)



Simone Oremovic
Executive Vice President People,
Projects and Supply Chain,
RHI Magnesita (since 2018)



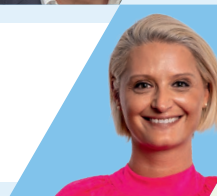
Michael Lagler
Partner, Schönherr
Rechtsanwälte (since 2010)



Franz Schweiger
Managing Director,
BF Consulting (since 2022)



Jörg Weselka
Chairman of the
Central Works Council,
SALESIANER (since 2023)



Sandra Nelson
Deputy Chairwoman
Chairwoman of the Central Works
Council, SALESIANER (since 2023)

There are no conflicts of interest. The actions of the Supervisory Board (as well as the Management Board) have always been approved in full at the shareholders' meetings. In addition, the Supervisory Board's wide-ranging and long-standing experience and expertise in the areas of business, environment, social affairs, integrity and compliance ensure the professional monitoring and management of SALESIANER's sustainability and its particularly relevant, material sustainability issues (see section 4. Significance & sustainability strategy).


Although the Supervisory Board is not actively involved in sustainability reporting, material sustainability issues,

including the associated opportunities and risks, are also comprehensively presented to the Supervisory Board at the quarterly Supervisory Board meetings and in the course of submitting the annual and management reports; there were no critical issues in the reporting period. The Supervisory Board then issues corresponding directives for the company or transfers their management to the Management Board and, via the latter, to downstream units and functions and is informed about their implementation and progress as part of the annual and management reports. This ensures that the SALESIANER Group always acts in accordance with laws and standards as well as customer



and other stakeholder expectations in this crucial area and maintains its pioneering role in this regard.

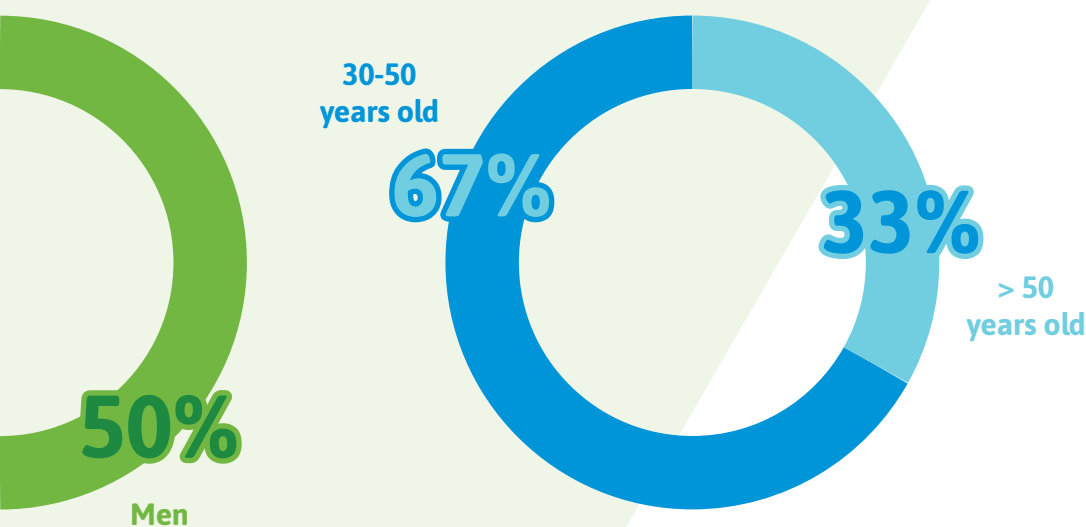
In addition, the central „Sustainability“ department was established on January 1st 2023 with a direct reporting line to the management of SALESIANER MIETTEX GmbH. Supported by the Integrated Management Systems (IMS) department and other key departments and functions (e.g. Technology and Lean Management, Legal and Human Resources), this emphasises the importance of sustainability and the continuous improvement of the associated sustainability

performance at SALESIANER. A monthly „Sustainability Jour Fixe“ is also held with the management. The Sustainability Steering Group has also been established, consisting of various specialist departments (Supply Chain Management, Technology Management, Integrated Management Systems, Human Resources, Legal, Commercial Management, etc.), which also meets once a month. 



BREAKDOWN OF SUPERVISORY BOARD

(Status: 31.12.2023)



Materiality & Sustainability Strategy

4.1 Materiality

4.2 Sustainability Strategy


Environmental & social issues are most important to SALESIANER.

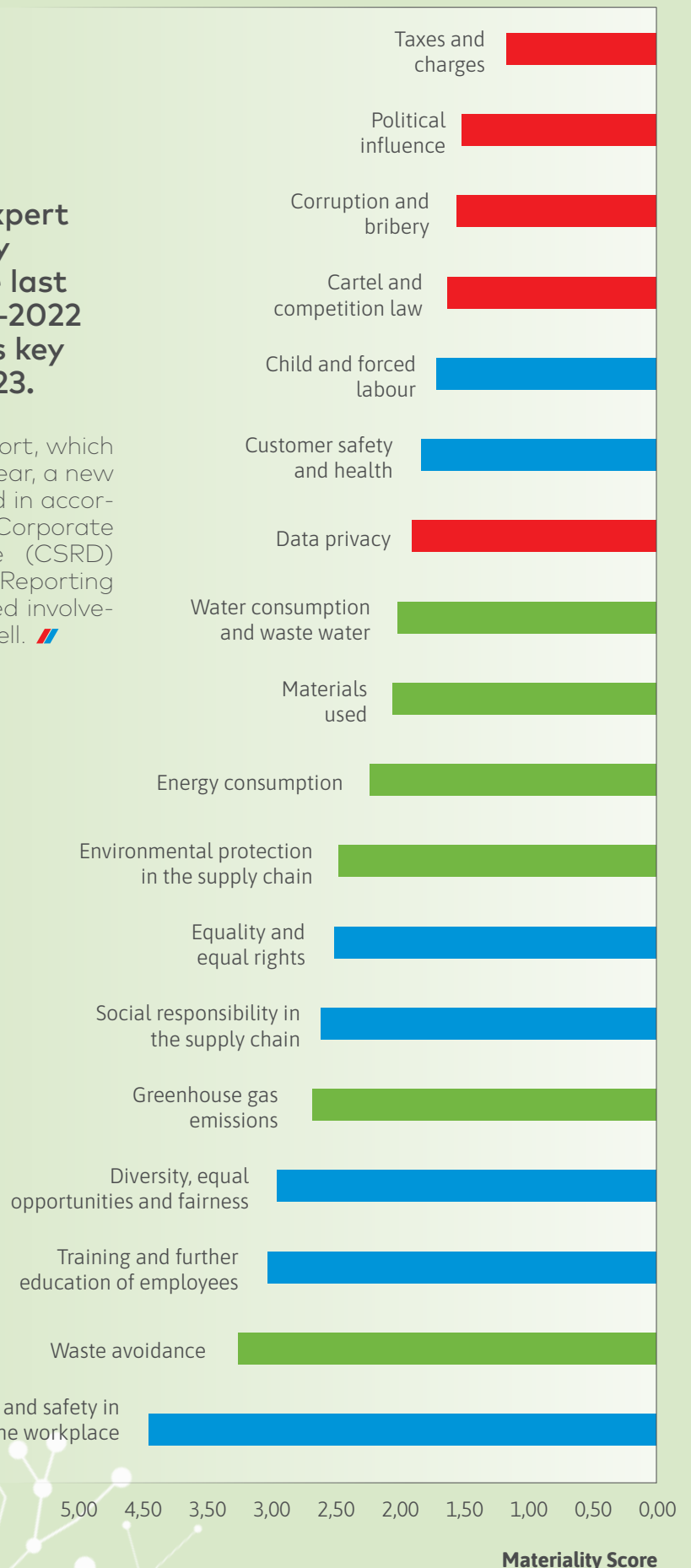
KEY TOPICS

4.1

Materiality

According to an updated internal, interdisciplinary expert assessment, the materiality analysis¹ carried out for the last Sustainability Report 2020-2022 also reflects SALESIANER's key sustainability topics for 2023.

For the upcoming sustainability report, which will cover the 2024/2025 financial year, a new materiality analysis will be prepared in accordance with the provisions of the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS) with the renewed involvement of external stakeholders as well. 

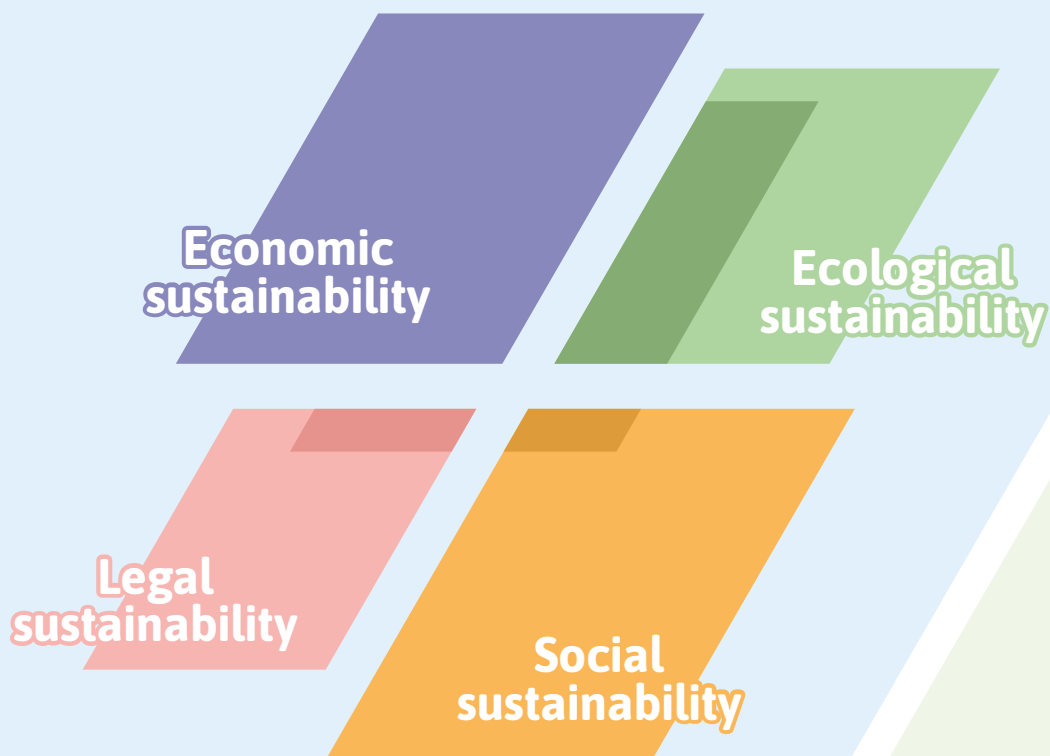


¹ Sustainability Report 2020-2023:
<https://SALESIANER.1kcloud.com/ep160e84e6591793>

4.2 Sustainability Strategy

As a company, we are committed to sustainable development and pursue a strategy that enables us to continuously improve our sustainability performance and thus our contribution to a world worth living in.

We have defined four strategic impact dimensions:



► ECONOMIC SUSTAINABILITY:

We safeguard SALESIANER's commercial success for generations to come.

► LEGAL SUSTAINABILITY:

Our actions are always in compliance with the applicable laws and regulations – setting higher standards in places where required by our values.

► ECOLOGICAL SUSTAINABILITY:


We make an active and meaningful contribution to conservation and climate mitigation action.

► SOCIAL SUSTAINABILITY:

We take seriously our responsibility towards our employees, customers, suppliers and the wider community.

In the short term (until 2025), we primarily want to further optimise our waste management system in order to reduce the amount of waste we produce. We will also continue to invest in energy-efficient machines and technologies in order to reduce our energy consumption. We also want to intensify the use of environmentally friendly detergents that are biodegradable and contain as few or no harmful chemicals as possible. We will also reduce our water consumption through efficient water recycling systems. By 2025, we also want to have provided our employees with comprehensive training on sustainable working practices and the importance of sustainability.

In the medium term (by 2030), we will accelerate the use of renewable energy sources (especially solar energy) throughout the Group in order to reduce our carbon footprint. We also want to press ahead with the gradual switch to electric vehicles or other alternative means of transport to reduce air pollution. We are also expanding the use of sustainable packaging materials and want to avoid disposable packaging wherever possible. By 2030, we also want to have made our supply chain fully sustainable - among other things, by introducing environmental standards and working in partnership with our suppliers to ensure that their products and services are also sustainable and in line with the European Union's sustainability goals.

In the long term (by 2040), our ambitious goal is to achieve „zero waste“ as far as possible, primarily by implementing circular economy models in which our laundry is recycled or reused as a valuable resource in a closed cycle (keyword: textile-to-textile recycling). We also want to reduce our greenhouse gas emissions throughout the SALESIANER Group to net zero by 2040 at the latest and achieve climate neutrality in Austria by 2035. 

	by 2025	by 2030	by 2040
Economic sustainability	Growth through quality leadership	Growth through innovation	Growth through diversification
Ecological sustainability	Optimisation in the areas of waste, energy, detergent and water consumption	Expansion of renewable energy, increase in electromobility and intensification of textile recycling	Reduction of textile waste and greenhouse gas emissions to (net) zero
Social sustainability	Continuous improvement in occupational safety, employee development and social commitment		
Legal sustainability	Compliance with CSDDD, CSRD and ESRS	Compliance with other European Green Deal requirements	
	Zero tolerance for corruption, data protection or antitrust violations		

5 Opportunities & Risks ▶


5.1 Selected risks of climate change

5.2 Selected opportunities of climate change

5.3 Outlook

*Climate change
harbours risks for
SALESIANER, but
also opportunities.*

Our corporate strategy is also significantly influenced by the potential consequences of climate change, which we examine in more detail below.

A more detailed analysis of physical climate risks in particular, in accordance with the future applicable principles from the CSRD and the ESRS, will be carried out in the next sustainability report, at the latest from the 2025/2026 financial year. Corresponding surveys are currently underway. 

5.1

Selected risks of climate change

5.1.1

Rising energy and raw material costs

The cause of this risk is the shortage of fossil fuels and raw materials used in the manufacture of our products and services. The rising cost of energy and raw materials could lead to higher operating costs for SALESIANER, which in turn could result in higher prices for customers. SALESIANER may also have difficulty finding raw materials in sufficient quantity and quality, which could affect the supply chain and increase production costs.

5.1.2

Disruption caused by extreme weather events

Climate change - especially in the scenarios of the Intergovernmental Panel on Climate Change (IPCC), which assume global warming of 2,5 °C or more - can lead to more frequent and more severe weather events such as storms, floods or droughts. These events can significantly affect the availability and quality of raw materials (e.g. cotton for our textiles) and the supply chain (e.g. transport) or lead directly to operational disruptions.


5.1.3 Impairment of tourism

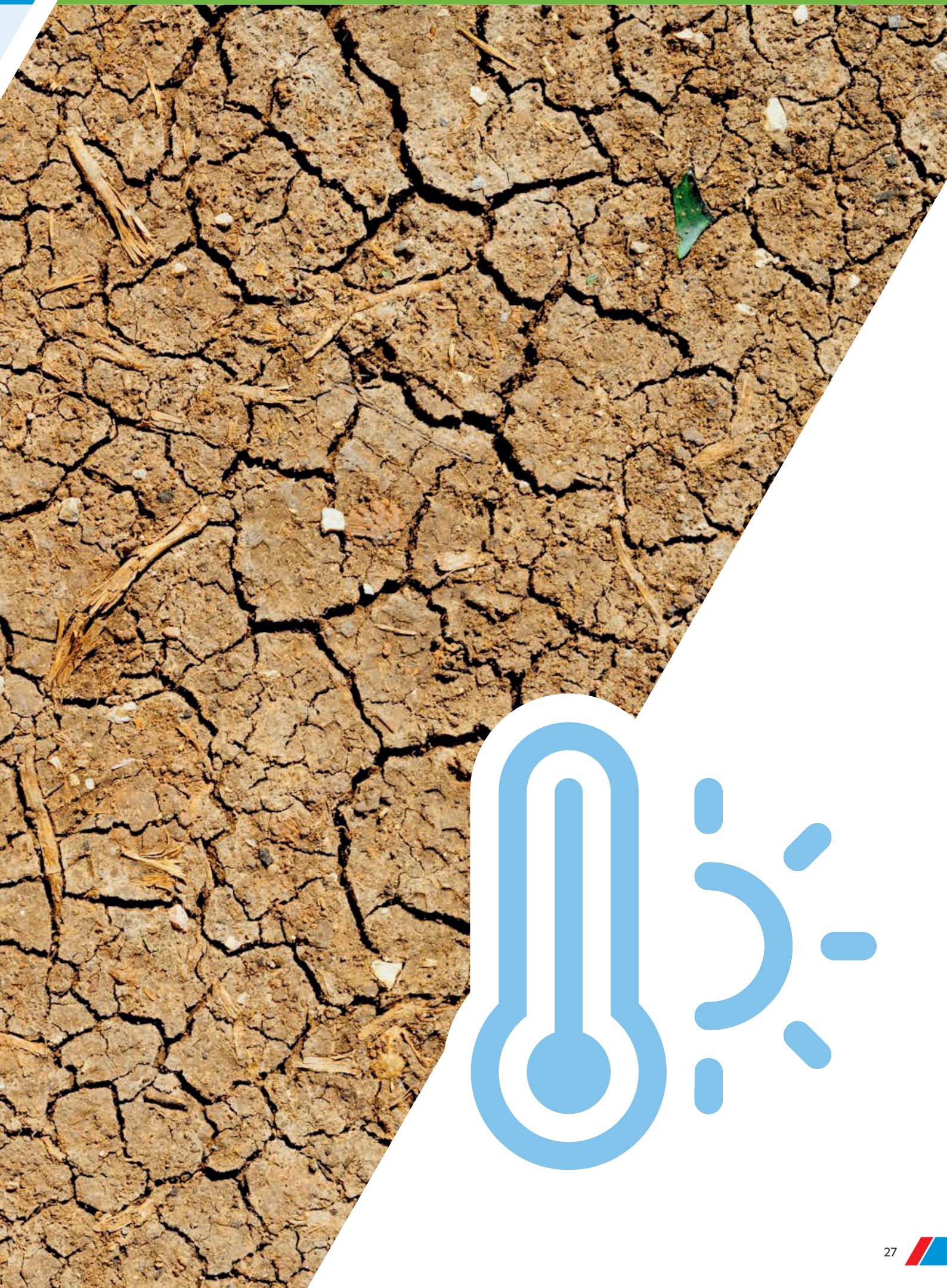
SALESIANER generates around 34% of its revenue in the Hotels & Catering division. However, extreme weather conditions or natural disasters can affect customers' travel plans and thus lead to a decline in demand for hotel and catering services. This also applies structurally to climatic shifts, which sometimes lead to less snowfall and hotter summers, which in turn can reduce demand. The threat of Lake Neusiedl drying up and the gradual melting of glaciers in Austria and the associated consequences for local winter and summer tourism

are two current examples of how the risk of climate change can affect SALESIANER's business in the future. However, it should also be noted that longer summer seasons can also have a positive impact. In addition, our winter tourism customers could substitute their Alpine offering.

5.1.4 Stricter regulations and laws

Extended regulations and laws, for example regarding emissions, waste disposal and water consumption, may lead to additional costs and operational restrictions. For example, although SALESIANER welcomes and proactively pursues greater environmental and climate protection, we may be forced to invest in additional technologies and processes to reduce emissions and dispose of waste that are not yet economically viable or incur additional

costs at this time. In addition, restrictions in water consumption due to droughts could limit availability for production. 



5.2 Selected opportunities of climate change

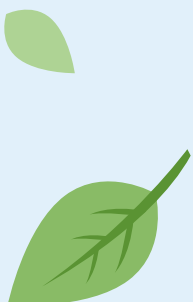
5.2.1 Increased demand for climate-friendly products and services

The reason for this opportunity is our customers' increasing focus on sustainability and environmental protection. Many customers are already favouring products and services that are environmentally friendly and have a smaller ecological footprint. This is an opportunity for SALESIANER, as we expect the demand for reusable textiles to increase both in our geographical markets (especially in CEE/SEE) and in our business areas (especially in the healthcare sector). In ad-

dition, by expanding our range of climate-friendly products and services, we can benefit from the increasing demand or are already doing so - for example with our BioLux bed linen, which is made from certified organic FAIRTRADE cotton and recycled high-tech polyester.

5.2.2 Economy, efficiency and technology pioneer

The pressure to reduce greenhouse gas emissions and cut energy consumption is constantly growing. Market dynamics ensure that the corresponding technologies are becoming more economical. In this respect, SALESIANER also sees an opportunity in this pressure - namely by utilising, developing and further expanding innovative technologies and processes in a cost-efficient manner that enable us to further reduce energy consumption and greenhouse gas emissions and thus also our operating costs. These include, for example, the use of renewable energies, energy-efficient lighting systems, improved thermal insulation, the use of energy-efficient machines, the utilisation of waste heat and corresponding sector coupling, the increased use of electric vehicles and




the use of CO2 capture technologies, as well as the expansion of our water recycling and the use of rainwater.

These topics are not just theory at SALESIANER, but are increasingly being put into practice. The entire lighting system at the Mattersburg site has been converted to LED. At the company headquarters in Vienna, motion detectors regulate the lighting at the workstations.

The steam systems in Graz and Klagenfurt have been optimised. And new washing technology was implemented at the sites in Enns, Grödig and Lenzing. New technologies and innovative processes therefore offer us the opportunity not only to do something good for the environment and the climate, but also to further increase our efficiency and productivity and establish ourselves as a pioneer in the industry,

thereby strengthening our competitiveness. As one stakeholder commented in the survey:

„SALESIANER can be one of the first to get it right.“ 

*At SALESIANER,
sustainability is
not a theory, but a
daily practice.*

5.3 Outlook

In 2023, we began to subject a number of selected locations to an inside-out and outside-in analysis with regard to physical climate risks.

In accordance with the requirements of the CSRD and the ESRS, we will include the results of these analyses in this section of our sustainability reporting in our next sustainability report for the 2024/2025 financial year. 

Environment & Climate ▶

- 6.1 **Materials used**
- 6.2 **Waste & Recycling**
- 6.3 **Water & Waste water**
- 6.4 **Energy**
- 6.5 **Greenhouse gas emissions**
- 6.6 **Environmental and climate protection in the supply chain**



Swarm of bees discovered at the Budapest site!

After successful resettlement and expert help, the bees are now safe.



We use innovation and technology to make the world a safer and more hygienic place.

We are committed to a sustainable future and are aware of our responsibility towards the environment.

Our overriding goal at SALESIANER is to make a positive contribution to protecting our environment while at the same time meeting the needs of our customers and our society.

With this in mind, in this section of the sustainability report we therefore present our efforts and progress in relation to environmental protection and climate change in a transparent manner and at the same time show how we intend to achieve our sustainability goals (see section 4 Sustainability Strategy). As identified and presented in the materiality analysis, six topics play a particularly important role in the context of SALESIANER:

- ▶ **Materials**
- ▶ **Waste & Recycling**
- ▶ **Water**
- ▶ **Energy**
- ▶ **GHG emissions**
- ▶ **Our supply chain**

In the following chapters, we will therefore present our environmental and sustainability performance in these six areas in particular. We also explain how we pursue and measure our targets for reducing our impact on the environment and the next steps we are taking to further improve them.

6.1

Materials used

In industrial laundries, three areas are of particular importance in the context of ecological sustainability when it comes to the materials used:

- ▶ **Textiles**
- ▶ **Active washing substances/cleaning chemicals**
- ▶ **Packaging material**

In order to minimise our ecological footprint in the area of materials used, SALESIANER has developed a comprehensive management concept based on the sustainable procurement of materials and the reduction of waste and resource consumption. The concept includes the following key measures:

- **Procurement**
- **Suppliers**
- **Customer information**
- **Measuring & monitoring**

We are committed to the responsible procurement of materials and raw materials that are both environmentally and socially sustainable. In our procurement, we therefore favour raw materials and materials that are as environmentally friendly and

durable as possible. With this in mind, we train and sensitise our employees to environmentally friendly procurement practices and the responsible use of materials. We also work closely with our suppliers to ensure that they meet our standards in terms of environmental and social responsibility and that we work with them to achieve our goal of reducing our ecological footprint. We are also committed to informing our customers about our sustainability goals and measures and involving them in our efforts - for example through appropriate product training and by offering alternative, more sustainable product and service categories.

We regularly measure and monitor our ecological impact

in the three main impact categories of textiles, washing-active substances and packaging in order to assess our sustainability performance, measure our target achievement and identify any potential for improvement at an early stage. We currently use various key figures and are endeavouring to develop and monitor further meaningful KPIs in light of regulatory and customer requirements.

6.1.1

Textiles

In the textile sector, SALESIANER operates in a complex field of tension between customer requirements, economic efficiency and environmental compatibility.

On the one hand, our textiles must always fulfil the high demands of our customers in terms of design, functionality and compliance with regulatory requirements (e.g. in the pharmaceutical industry) in order to remain competitive. On the other hand, we are

endeavouring to continuously reduce the ecological footprint of our textiles - whereby our customers are also increasingly requesting such textiles and demanding a statement of the corresponding life cycle assessments. In our day-to-day business, however, we realise that ecological aspects - unlike in the Hotel & Catering division - have often been accorded less importance than design and functionality, especially in the workwear, healthcare and cleanroom clothing divisions.

sions.

Against this background, SALESIANER is moving in two main directions: Finding alternatives and optimising what already exists. We work closely with our suppliers to reduce the environmental impact of the textiles we buy while maintaining the same quality - for example by increasing the use of recycled materials and improving durability.

SALESIANER procured textiles worth around EUR 57 million with a total weight of approximately 3.151 tonnes in the calendar year. The breakdown of textiles by fabric composition in the SALESIANER Group was as follows:

Material (SALESIANER Group)	Mass [kg]	Share [%]
100% Cotton	1.108.524	35,19%
100% Polyester	63.025	2,00%
50% Cotton / 50% Polyester	1.521.228	48,28%
Other blended fabrics	457.776	14,53%
Total	3.150.553	100,00%

Note: Our ERP system does not currently record recycled materials in the fabric composition, which is why we are not yet able to show the proportion of recycled material.

In addition, mats with a mass of 62.387 kg were procured in the 2023 calendar year. These consist of around 29% polyamide and 71% nitrile rubber.

6.1.2 Detergents

As an industrial laundry company, SALESIANER relies on the use of detergents, which are essential to ensure the effective and thorough cleaning of textiles. Active washing substances are substances that reduce the surface tension of water and thus increase the power to dissolve dirt and grease. Common active washing substances include surfactants, enzymes and optical brighteners.

The measures we are taking include:

► Chemical leasing

SALESIANER does not pay for the quantity of active washing substances purchased, but for their performance as part of a leasing model. This ensures that economic efficiency and environmental protection are on an equal footing. This is because it is worthwhile for our suppliers to reduce the quantity of active washing substances required for the same washing performance due to lower production and delivery costs.

► Optimum dosage

Together with our suppliers, we are also continuously optimising the dosing of detergent substances. SALESIANER relies on modern, high-tech and computer-aided dosing systems that enable precise dosing and thus further reduce the consumption of detergents significantly.

► Environmentally friendly alternatives

Another measure is to use environmentally friendly alternatives to conventional detergents. These are products that are biodegradable and therefore have less harmful effects on the environment.

Performance, goals and next steps

Compared to the previous year, the absolute consumption of detergents in Austria increased by around 0,70%. At the same time, however, we were able to reduce detergent intensity by 10,85% from 15,76 g/kg to 14,04 g/kg by further optimising our washing processes.

A similar picture can be seen in CEE/SEE, where we were able to reduce detergent intensity by 16,52%.

In Austria, we also succeeded in increasing the proportion of Ecolabelled laundry detergents by 34,32%. However, we are

aware that we must continue to intensify our efforts together with our suppliers in order to achieve our goals in this area.

Detergents

Austria	Unit	2022	2023	Δ in %	2025	2030	2040
Consumption	[t]	1.385	1.395	+0,70%	---	---	---
KPI							
Detergent intensity	[g/kg]	15,76	14,05	-10,85%	≤ 15,00		
Ecolabel share	[kg/kg in %]	22,26%	29,90%	+34,32%	≥ 30%	≥ 50%	
CEE/SEE	Unit	2022	2023	Δ in %	2025	2030	2040
Consumption	[t]	976	912	-6,56%			
KPI							
Detergent intensity	[g/kg]	19,26	15,87	-17,60%	≤ 15,00		
Ecolabel share	[kg/kg in %]	---	14,55%	---	≥ 30%	≥ 50%	
Group	Unit	2022	2023	Δ in %	2025	2030	2040
Consumption	[t]	2.361	2.307	-2,29%			
KPI							
Detergent intensity	[g/kg]	17,63	14,71	-16,52%	≤ 15,00		
Ecolabel share	[kg/kg in %]	---	23,83%	---	≥ 30%	≥ 50%	

6.1.3

Packaging

The sustainability of our packaging materials is also crucial. SALESIANER has long been using packaging materials made from recycled paper and recycled plastics, which can be recycled or reused after use. Additionally, we are gradually replacing existing materials from non-renewable sources with appropriate alternatives. This not only helps conserve resources but also reduces waste and lo-

wers environmental impact.

We also continuously optimize the size and weight of our packaging. Efficient packaging design allows us to save resources without compromising the protective function for textiles. SALESIANER relies on the use of standard packaging to minimize packaging effort and reduce space requirements during transport.

In addition to using recyclable materials and optimizing size and weight, we also aim to avoid packaging where possible. For example, when returning used textiles, packaging is avoided by collecting the textiles in special containers and bringing them directly to the laundry.



Performance, goals, and next steps

Through the measures described above, we have been able to reduce packaging volume in Austria by 3,40% and packaging intensity by 11,11% compared to the previous year. We are well on our way to achieving our 2025 goal of a packaging intensity of 0,0015.

Packaging

Austria	Unit	2022	2023	Δ in %	2025	2030	2040
Paper	[t]	107,5	77,9	-27,53%	---	---	---
Plastics	[t]	54,2	78,3	+44,47%	---	---	---
Total	[t]	161,7	156,2	-3,40%	---	---	---

KPI

Packaging intensity	[kg/kg]	0,0018	0,0016	-11,11%	0,0015	0,0012	0,0010
---------------------	---------	--------	--------	---------	--------	--------	--------

It was not possible to collect data on packaging for our companies in CEE/SEE for the reporting period. We will therefore implement measures to be able to report corresponding figures for this region, and therefore for the SALESIANER Group, in the next sustainability report. 

6.2 Waste & Recycling

The problem of waste also poses a challenge for an industrial laundry like SALESIANER.

Handling textiles, their cleaning, and packaging generates various wastes that can pose an environmental burden. Against this backdrop, SALESIANER is actively committed to sustainable waste management to minimize environmental impacts and conserve resources.

All locations of the SALESIANER group are certified according to the ISO 14001 standard. SALESIANER adheres to the principles of the environmental management system and focuses on continuously improving its waste management processes. The overarching management concept defined by the ISO standard establishes the guidelines and measures we take in the area of waste. These include regular waste analysis, the

introduction of waste reduction measures and waste separation systems, as well as the continuous optimization of waste disposal.

Another important point is the recycling of our discarded textiles. In 2023, we intensified our efforts in this area with strong cooperation partners towards the vision that our old textiles will become new rental textiles again.



ReSTex

With the opening of the Josef Ressel Center for Textile Recycling Strategies (ReSTex) at the Biotech Campus, the University of Applied Sciences Wiener Neustadt is taking a significant step towards sustainable textile economics. Currently, only 1% of the over 100 billion garments produced are recycled into new textiles, and there is an urgent need to increase this rate.

The ReSTex team brings together experts from various research fields – including cellulose chemistry, enzyme technology, textile processing, polymer processing, process engineering, analytics, ma-

chine learning & AI, life cycle analysis, and circular design. As a partner company, SALESIANER, along with other corporate partners, actively contributes to increasing the circularity rate of textile products and optimizing processes.




Regarding textile recycling, we have found that our efforts in this area are reaching their limits due to the still insufficient demand from our customers for textiles with recycled content and inadequate recycling capacities (mechanical and chemical recycling) in Europe. Additionally, there are still uncertainties regarding future legal frameworks (keyword: Extended Producer Responsibility, EPR), which do not favor substantial investments and internal procedures to improve our recycling rate. Against this backdrop, SALESIANER will primarily advance customer and supplier-specific projects and promote and support innovation projects such as ReSTex.

Performance, goals, and next steps

Through these and other measures, we were able to reduce the residual waste intensity in Austria by 11,25% compared to the previous year and increase the reuse/recycling rate of our

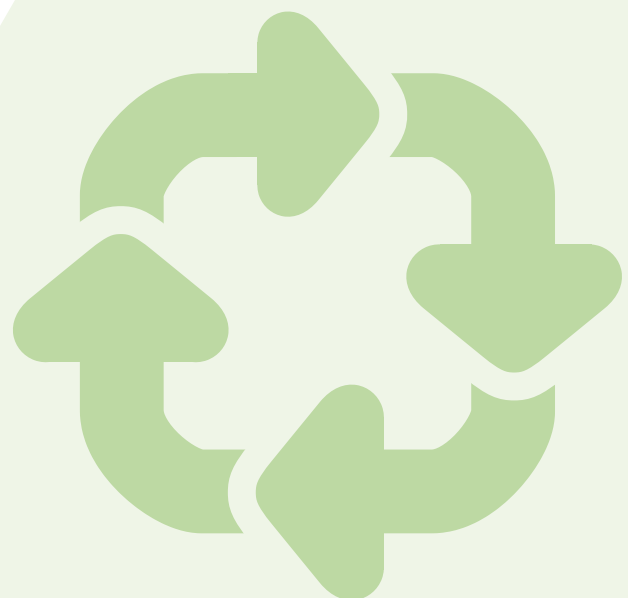
old textiles by 14,03%. In CEE/SEE, the reuse/recycling rate is significantly lower at 16,19% compared to Austria's 67,71%. Therefore, we will intensify our efforts in CEE/SEE to come

closer to our group-wide target of a 75% rate by 2024. 

Waste & Recycling

Austria	Unit	2022	2023	Δ in %	2025	2030	2040
Recyclable	[t]	507,06	488,30	-3,70%	---	---	---
Waste paper/cardboard	[t]	214,72	204,99	-4,53%	---	---	---
Plastics/films	[t]	292,34	283,31	-3,09%	---	---	---
Non-hazardous	[t]	1.266,69	1.596,11	+26,01%	---	---	---
Residual waste	[t]	703,72	706,14	+0,34%	---	---	---
Old textiles (Re-use & recycling)	[t]	465,21	688,94	+48,09%	---	---	---
Metals	[t]	97,76	201,03	+105,64%	---	---	---
Hazardous	[t]	55,69	56,49	+1,44%	---	---	---
Used oils	[t]	2,04	2,47	+21,08%	---	---	---
Batteries	[t]	1,01	1,01	+/-0,00%	---	---	---
Laundry sludge	[t]	52,64	53,01	+0,70%	---	---	---
Total	[t]	1.829,44	2.140,90	+17,03%	---	---	---
KPI							
Residual waste intensity	[kg/kg]	0,0080	0,0071	-11,25%	0,0030	0,0025	0,0020
Reuse/recycling rate ¹	[kg/kg in %]	59,38%	67,71%	+14,03%	75%	80%	90%

¹The quota refers to those textiles that are reusable or recyclable. Textiles that do not fulfil this criterion - such as incontinence pads - are not included in the quota.



CEE/SEE	Unit	2022 ³	2023	Δ in %	2025	2030	2040
Recyclable	[t]	---	207,48	---	---	---	---
Waste paper/cardboard	[t]	---	122,09	---	---	---	---
Plastics/films	[t]	---	85,39	---	---	---	---
Non-hazardous	[t]	---	678,76	---	---	---	---
Residual waste	[t]	---	415,33	---	---	---	---
Old textiles (Re-use & recycling)	[t]	---	51,95	---	---	---	---
Metals	[t]	---	211,48	---	---	---	---
Hazardous	[t]	---	8,33	---	---	---	---
Used oils	[t]	---	1,66	---	---	---	---
Batteries	[t]	---	0,00	---	---	---	---
Laundry sludge	[t]	---	6,67	---	---	---	---
Total	[t]	---		---	---	---	---

KPI

Residual waste intensity	[kg/kg]	---	0,0072	---	0,0030	0,0025	0,0020
Reuse/recycling rate ²	[kg/kg in %]	---	16,19%	---	75%	80%	90%

Group	Unit	2022 ³	2023	Δ in %	2025	2030	2040
Recyclable	[t]	---	695,78	---	---	---	---
Waste paper/cardboard	[t]	---	327,08	---	---	---	---
Plastics/films	[t]	---	368,70	---	---	---	---
Non-hazardous	[t]	---	2.274,87	---	---	---	---
Residual waste	[t]	---	1.121,47	---	---	---	---
Old textiles (Re-use & recycling)	[t]	---	740,89	---	---	---	---
Metals	[t]	---	412,51	---	---	---	---
Hazardous	[t]	---	64,82	---	---	---	---
Used oils	[t]	---	4,13	---	---	---	---
Batteries	[t]	---	1,01	---	---	---	---
Laundry sludge	[t]	---	59,68	---	---	---	---
Total	[t]	---	3.035,47	---	---	---	---

KPI

Residual waste intensity	[kg/kg]	---	0,0071	---	0,0030	0,0025	0,0020
Reuse/recycling rate ²	[kg/kg in %]	---	55,36%	---	75%	80%	90%

² The quota refers to those textiles that are reusable or recyclable. Textiles that do not fulfil this criterion - such as incontinence pads - are not included in the quota.

³ The year 2022 was not included in the last sustainability report.

6.3 Water & Waste water

Water consumption in industrial laundries is high due to the large amount of textiles that are washed and dried every day.

In the reporting period, we used an average of around 1,35 million cubic metres of fresh water (groundwater and municipal water, approx. 95% and 5% respectively) for hygienic and high-quality dry cleaning for our customers, with Austria accounting for around 62% and CEE/SEE for 38%.

SALESIANER is therefore aware of its special responsibility for the careful use of water consumption and waste water and has always made a variety of efforts to reduce water consumption and waste water pollution.

The following should be mentioned here in particular:

► Optimisation of washing and drying processes

We also reduce our water consumption by constantly improving our washing and drying processes. For example, we wash textiles with similar washing requirements together - where permitted by law and customer requirements - in order to reduce water consumption.

► Use of environmentally friendly cleaning agents

We also reduce our water consumption by using environmentally friendly chemicals and detergents and by continuously optimising the dosage.

► Water Recycling


The reuse of water used to clean our textiles also makes a significant contribution to reducing our water consumption. For example, we use special recovery systems. The waste water from our laundries is collected and channelled through a filter system that removes dirt particles. The purified water can then be reused in accordance with regulatory requirements and thorough quality controls (e.g. with regard to the absence of pollutants and bacteria).

► Investments in modern technologies

Older washing machines often require more water than more modern appliances. That is why we are constantly investing in modern machines with low-water technologies in order to continuously reduce our water consumption.

The wastewater is discharged directly into the sewerage system in accordance with the regulatory requirements and in compliance with the wastewater limits. The quantities of waste water are roughly the same as the quantities of fresh water supplied. Only 4% to 5% is emitted during the drying process in the form of moist, warm exhaust air.

Performance, goals, and next steps

Thanks to our small and large steps in terms of water consumption, we were able to reduce consumption per kilogramme of laundry washed by 11,16% - although total water consumption in the Group increased by around 0,58% due to our growth. In Austria, this reduction was almost 17%. We see this as confirmation of our measures and will continue to consistently pursue our water efficiency strategy. 

Water

Austria	Unit	2022	2023	Δ in %	2025	2030	2040
Water consumption	[m³]	888.945	836.201	-5,72%	---	---	---
KPI							
Water intensity	[l/kg]	10,11	8,42	-16,72%	8,00	6,80	5,00

CEE/SEE	Unit	2022	2023	Δ in %	2025	2030	2040
Water consumption	[m³]	451.864	512.374	+13,39%	---	---	---
KPI							
Water intensity	[l/kg]	8,92	8,91	-0,11%	8,00	6,80	5,00

Group	Unit	2022	2023	Δ in %	2025	2030	2040
Water consumption	[m³]	1.340.809	1.348.575	+0,58%	---	---	---
KPI							
Water intensity	[l/kg]	9,68	8,60	-11,16%	8,00	6,80	5,00



6.4

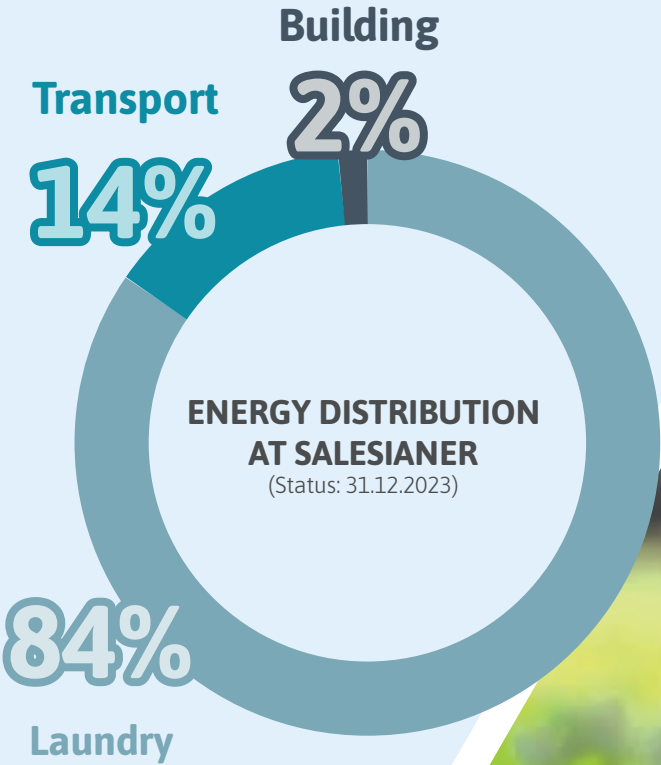
Energy

The energy consumption and energy intensity in an industrial laundry like SALESIANER depend on various factors, such as the size of the facilities or operations, the volume of cleaning and the technologies used.

In order to manage these factors effectively, fulfil SALESIANER's requirements and save energy at the same time, a comprehensive energy management system in accordance with the ISO 50001 standard was installed back in 2012 - long before the Austrian Energy Efficiency Act (EEffG) came into force. Since then, this management system has been the central founda-

tion on which the continuous improvements to our energy efficiency are based. It comprises a systematic approach to identifying potential energy savings, implementing measures and monitoring and measuring our energy consumption.

Energy consumption
at SALESIANER is
distributed as follows:



With this in mind, successful initiatives were continued and new ones launched in 2023. In terms of the laundry, these include various LEAN initiatives, increasing productivity, installing and optimising the so-called WECO systems (water, energy, chemicals, oil/gas), improving the steam systems,

installing and commissioning new washing technology and the extensive use of insulating sleeves.

With regard to our vehicle fleet, we have primarily implemented economic driving training (eco-driving), speed reduction, real-time feedback

using telemetry built into the lorries, the ongoing modernisation of our fleet towards EURO 6 and measures to optimise routes using GPS data, or have taken further steps in this direction. Pure electric vehicles also continued to be used in urban areas.

Performance, goals, and next steps

Against this background, energy consumption and energy intensity for SALESIANER are as follows:

Energy

Austria	Unit	2022	2023	Δ in %	2025	2030	2040
Natural gas	[MWh]	93.028	90.077	-3,17%	---	---	---
Heating oil	[MWh]	5.101	4.368	-14,37% ¹	---	---	---
Steam	[MWh]	---	---	---	---	---	---
Electricity	[MWh]	18.913	17.507	-7,43%	---	---	---
Fuels	[MWh]	24.128	22.992	-4,71%	---	---	---
Total	[MWh]	141.170	134.994	-4,38%	---	---	---

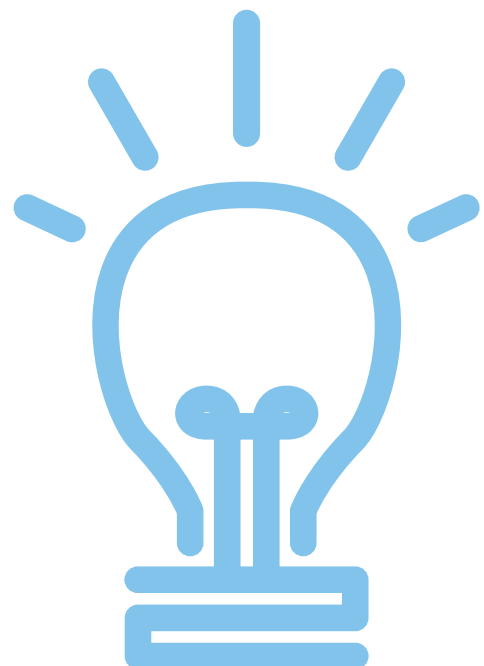
KPI

Energy intensity	[kWh/kg]	1,61	1,36	-15,52%	1,03 ³	0,79 ³	0,47 ³
within the organisation	[kWh/kg]	1,59	1,36	-14,47%	---	---	---
outside the organisation	[kWh/kg]	0,02	0,002	-90% ²	---	---	---

¹The decrease is due to the switch from heating oil to natural gas at one location.

²The decrease is due to the discontinuation of an internal shuttle service operated by external haulers in 2022.

³Energy intensity to achieve the 1.5°C target (GHG emissions). This reduction is only possible through the substitution of natural gas and is therefore dependent on technical and operational capabilities as well as national and supranational (EU) funding programs.



Energy Saver Award 2024 goes to SALESIANER Hungary!

At this year's annual celebration, our site in Szombathely emerged as the shining winner in the „Energy Saver” category! Compared to the previous year, we achieved impressive energy savings: -23% for electricity and -16% for gas.

Regular maintenance, cleaning, process optimisation and investments in technology contributed to this. These measures not only increased energy efficiency, but also productivity and results.



CEE/SEE	Unit	2022	2023	Δ in %	2025	2030	2040
Natural gas	[MWh]	54.217	57.325	+5,73%	---	---	---
Heating oil	[MWh]	---	---	---	---	---	---
Steam	[MWh]	4.292	3.748	-12,68%	---	---	---
Electricity	[MWh]	9.025	8.369	-7,27%	---	---	---
Fuels	[MWh]	10.087	15.701	+55,66%	---	---	---
Total	[MWh]	77.621	85.143	+9,69%	---	---	---

KPI

Energy intensity	[kWh/kg]	1,53	1,48	-3,27%	1,13 ¹	0,81 ¹	0,43 ¹
within the organisation	[kWh/kg]	1,53	1,48	-3,27%	---	---	---
outside the organisation	[kWh/kg]	0,00	0,00	0%	---	---	---

Group	Unit	2022	2023	Δ in %	2025	2030	2040
Natural gas	[MWh]	147.245	147.402	+0,11%	---	---	---
Heating oil	[MWh]	5.101	4.368	-14,37%	---	---	---
Steam	[MWh]	4.929	3.748	-23,96%	---	---	---
Electricity	[MWh]	27.938	25.876	-7,38%	---	---	---
Fuels	[MWh]	34.215	38.692	+13,08%	---	---	---
Total	[MWh]	219.428	220.086	+0,30%	---	---	---

KPI

Energy intensity	[kWh/kg]	1,58	1,40	-11,39%	1,10 ¹	0,82 ¹	0,47 ¹
within the organisation	[kWh/kg]	1,57	1,40	-10,83%	---	---	---
outside the organisation	[kWh/kg]	0,01	0,001	-90%	---	---	---

¹Energy intensity to achieve the 1.5°C target (GHG emissions). This reduction is only possible by substituting natural gas and is therefore dependent on technical and operational possibilities as well as state and supra-national (EU) funding programmes.

² Reason: Fewer hours of sunshine and maintenance work

Photovoltaics	Unit	2022	2023	Δ in %
Austria	[MWh]	3.348	3.158	-5,68% ²
CEE/SEE	[MWh]	99	1.133	+1.044%
Group	[MWh]	3.447	4.291	+24,49%

SALESIANER has equipped most of the roof surfaces of its operating sites in Austria with photovoltaic panels.

Also in CEE/SEE we are relying more and more on the power of the sun.

In order to save even more energy and increase our energy efficiency, we are focussing on the following measures in particular:

► **Optimisation of our operational steam processes**

including the reduction of losses in pipelines and increasing efficiencies in steam boiler systems.

► **Optimization of heat recovery**

from wastewater and exhaust air by preheating our fresh water and optimizing pressing times.


► **Comprehensive implementation of operational data acquisition (BDE) systems**

including energy monitoring, to increase productivity.

► **Reduce the use of fossil fuels for heat/steam generation**

including examining technical options such as rapid steam generators using electricity, biomass, or hydrogen instead of natural gas, and implementing one to two pilot projects.

► **Increase the proportion of electric vehicles**

As of December 31, 2023, there were 33 out of 187 company cars (approximately 18%). 



6.5

Greenhouse gas emissions

In view of the urgent need to limit the rise in global temperatures, the management of greenhouse gas (GHG) emissions has become a central aspect of corporate sustainability strategies. This is also the case at SALESIANER. As part of our responsibility to the environment and society, our aim is not only to provide high-quality laundry services, but also to make them as environmentally and climate-friendly as possible. We therefore measure and monitor our greenhouse gas emissions as part of a comprehensive sustainability controlling and greenhouse gas management system and use this as a basis for developing appropriate strategies to continu-

ously reduce these emissions by increasing efficiency, using renewable energies and improving our production processes and logistics, among other things. We apply science-based methods and align our targets with the Science Based Targets Initiative (SBTi), even though we are not yet a member of this initiative.

Against this backdrop, we have further expanded and professionalised our GHG accounting in this reporting year. In particular, we would like to emphasise that this report is the first to include the GHG footprint of the textiles we purchased in 2023.

GHG- Scope	Categories	Accounted for	Notes
Scope 1	Fuels	yes	
	Refrigerants	yes	
	Vehicles	yes	
	Heating	yes	
Scope 2	Electricity	yes	
	Heating	yes	
	Steam	yes	
	Cooling	yes	
Scope 3	Upstream		
	Purchased goods & services	partially	Accounting for textiles, packaging and detergents, completion from FY 2024/2025
	Capital goods	no	from FY 2024/2025
	Fuel & energy-related activities	yes	
	Transportation & distribution	yes	
	Waste generated in operations	yes	
	Business travel	no	from FY 2024/2025
	Employee commuting	yes	Flat-rate approach
	Leased assets	no	from FY 2024/2025
	Downstream		
	Transportation & distribution	no	Own vehicle fleet
	Sold products (processing, use & end of life)	yes	
	Leased assets	no	No leased assets
	Franchises	no	No Franchises
	Investments	yes	CEE/SEE subsidiaries

Performance, goals, and next steps

In the area of GHG emissions, we show our performance from 2019, as this is the base year. We would like to point out that we have re-

calculated GHG emissions for all years and that the following figures are based on the current state of scientific knowledge. Among other

things, the currently valid and recognised global warming potentials (GWP) are applied for all years.



Emission-free travelling thanks to e-mobility!

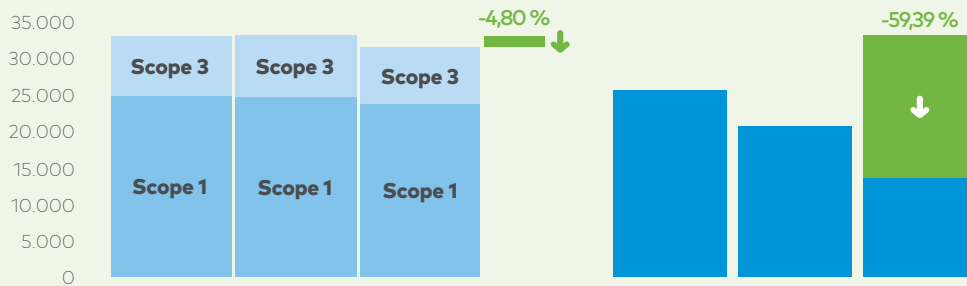
We want to convert our entire vehicle fleet to alternative drive systems by 2040¹.

¹Facebook Post „Emission-free travelling thanks to e-mobility!“
https://www.facebook.com/story.php/?story_fbid=295504686394181&id=100078039540996&paipv=0&ev=Aff-bzDuO4lANQWxEbMaf-tePEgBw2DjzX8BPUp-sYVx2kPn6XmuVXbXQ-S2ZYP6GP4RxAEc&_rdr

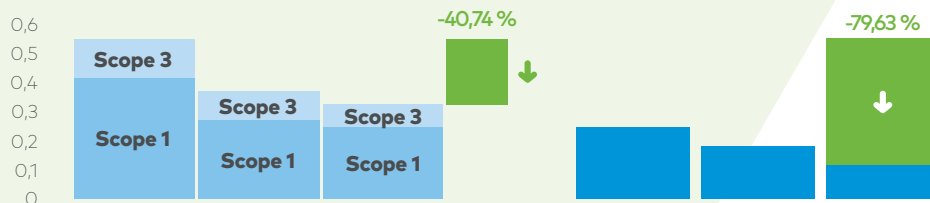


Greenhouse gas emissions (GHG) - market-based

AUSTRIA



GHG	Unit	2019	2022	2023	Δ in % ¹	2025 ²	2030 ²	2040 ²	2050 ³
Scope 1	[t]	24.963	24.701	23.796	-4,67%	---	---	---	---
Scope 2	[t]	---	---	---	---	---	---	---	---
Scope 3	[t]	8.150	8.427	7.728	-5,18%	---	---	---	---
Total⁵ (Energy)	[t]	33.113	33.128	31.524	-4,80%	25.597	20.655	13.448	Net Zero
Total⁶ (Full Scope)	[t]	---	---	60.361	---	--- ⁴	--- ⁴	--- ⁴	Net Zero

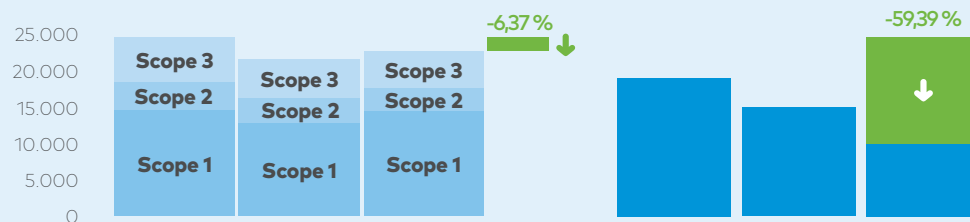


KPI: GHG intensity

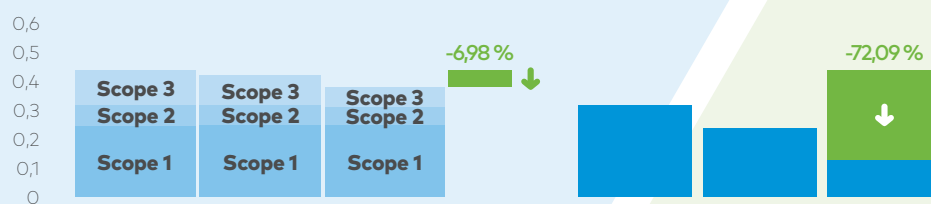
Scope 1	[kg/kg]	0,41	0,28	0,24	-41,46%	---	---	---	---
Scope 2	[kg/kg]	---	---	---	---	---	---	---	---
Scope 3	[kg/kg]	0,13	0,10	0,08	-38,46%	---	---	---	---
Total⁵ (Energy)	[kg/kg]	0,54	0,38	0,32	-40,74%	0,25	0,19	0,11	Net Zero
Total⁶ (Full Scope)	[kg/kg]	---	---	0,61	---	0,48	0,36	0,21	Net Zero

¹ compared to 2019 (base year)² Science-based targets in accordance with the 1.5 °C target of the Paris Climate Agreement (SBTi)³ Net Zero target⁴ The full-scope GHG targets can only be defined after complete GHG accounting + Indicative, as they can only be clearly defined after complete GHG accounting (Scope 3)⁵ Includes: Scope 1, Scope 2 + Scope 3 (indirect energy consumption)⁶ Includes: Scope 1, Scope 2 + Scope 3 (all categories as per table above)

CEE/SEE



GHG	Unit	2019	2022	2023	Δ in % ¹	2025 ²	2030 ²	2040 ²	2050 ³
Scope 1	[t]	14.575	12.731	14.480	-0,65%	---	---	---	---
Scope 2	[t]	4.062	3.589	3.235	-20,36%	---	---	---	---
Scope 3	[t]	6.064	5.309	5.412	-10,75%	---	---	---	---
Total⁵ (Energy)	[t]	24.701	21.629	23.128	-6,37%	19.094	15.408	10.032	Net Zero
Total⁶ (Full Scope)	[t]	---	---	36.735	---	--- ⁴	--- ⁴	--- ⁴	Net Zero



KPI: GHG intensity

Scope 1	[kg/kg]	0,25	0,25	0,25	-43,18%	---	---	---	---
Scope 2	[kg/kg]	0,07	0,07	0,06	-50,00%	---	---	---	---
Scope 3	[kg/kg]	0,11	0,10	0,09	-50,00%	---	---	---	---
Total⁵ (Energy)	[kg/kg]	0,43	0,43	0,40	-6,98%	0,31	0,22	0,12	Net Zero
Total⁶ (Full Scope)	[kg/kg]	---	---	0,64	---	0,49	0,35	0,19	Net Zero

¹ compared to 2019 (base year)

² Science-based targets in accordance with the 1.5 °C target of the Paris Climate Agreement (SBTi)

³ Net Zero target

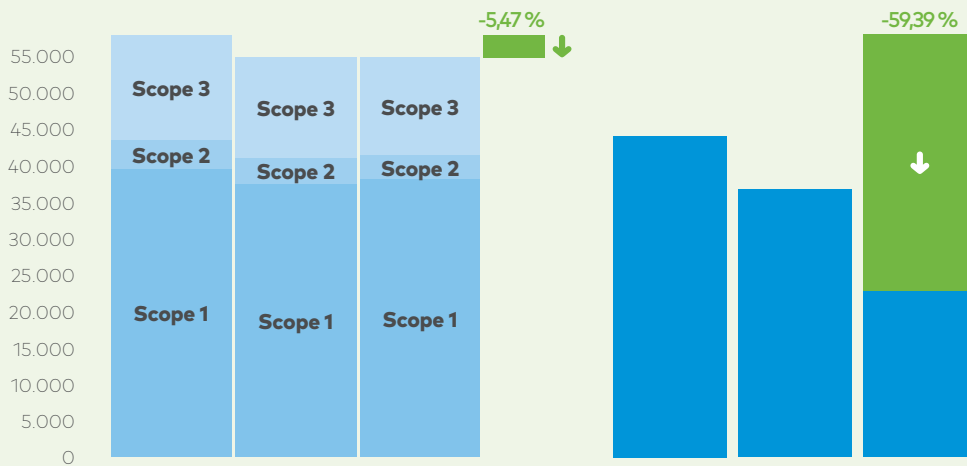
⁴ The full-scope GHG targets can only be defined after complete GHG accounting + Indicative, as they can only be clearly defined after complete GHG accounting (Scope 3)

⁵ Includes: Scope 1, Scope 2 + Scope 3 (indirect energy consumption)

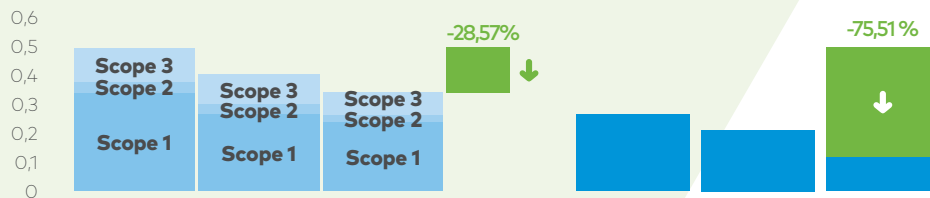
⁶ Includes: Scope 1, Scope 2 + Scope 3 (all categories as per table above)



Group



GHG	Unit	2019	2022	2023	Δ in % ¹	2025 ²	2030 ²	2040 ²	2050 ³
Scope 1	[t]	39.538	37.432	38.276	-3,19%	---	---	---	---
Scope 2	[t]	4.062	3.589	3.235	-20,36%	---	---	---	---
Scope 3	[t]	14.214	13.736	13.140	-7,56%	---	---	---	---
Total⁵ (Energy)	[t]	57.814	54.757	54.652	-5,47%	44.691	36.062	23.480	Net Zero
Total⁶ (Full Scope)	[t]	---	---	97.095	---	--- ⁴	--- ⁴	--- ⁴	Net Zero



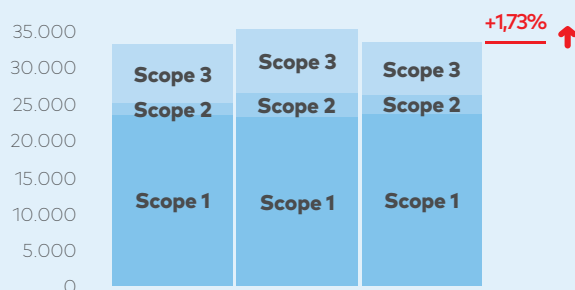
KPI: GHG intensity

Scope 1	[kg/kg]	0,33	0,27	0,24	-27,27%	---	---	---	---
Scope 2	[kg/kg]	0,03	0,03	0,02	-33,33%	---	---	---	---
Scope 3	[kg/kg]	0,12	0,10	0,08	-33,33%	---	---	---	---
Total⁵ (Energy)	[kg/kg]	0,49	0,40	0,35	-28,57%	0,28	0,21	0,12	Net Zero
Total⁶ (Full Scope)	[kg/kg]	---	---	0,62	---	0,50	0,37	0,21	Net Zero

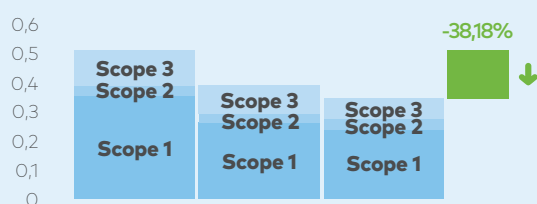
¹ compared to 2019 (base year)² Science-based targets in accordance with the 1.5 °C target of the Paris Climate Agreement (SBTi)³ Net Zero target⁴ The full-scope GHG targets can only be defined after complete GHG accounting + Indicative, as they can only be clearly defined after complete GHG accounting (Scope 3)⁵ Includes: Scope 1, Scope 2 + Scope 3 (indirect energy consumption)⁶ Includes: Scope 1, Scope 2 + Scope 3 (all categories as per table above)

Greenhouse gas emissions (GHG) - location-based

AUSTRIA



GHG	Unit	2019	2022	2023	Δ in % ¹	2025 ²	2030 ²	2040 ²	2050 ²
Scope 1	[t]	23.489	23.269	23.796	+1,31%	---	---	---	---
Scope 2	[t]	1.709	3.457	2.712	+58,70%	---	---	---	---
Scope 3	[t]	8.118	8.637	7.384	-7,34%	---	---	---	---
Total³ (Energy)	[t]	33.316	35.362	33.892	+1,73%	---	---	---	---
Total⁴ (Full Scope)	[t]	---	---	62.730	---	---	---	---	---



KPI: GHG intensity

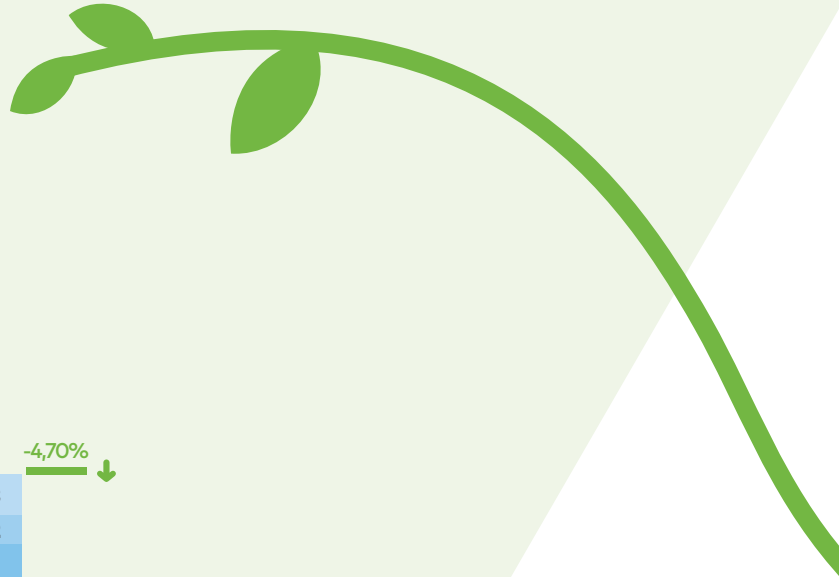
Scope 1	[kg/kg]	0,36	0,26	0,24	-33,33%	---	---	---	---
Scope 2	[kg/kg]	0,03	0,04	0,03	+/-0,00%	---	---	---	---
Scope 3	[kg/kg]	0,13	0,10	0,07	-46,15%	---	---	---	---
Total³ (Energy)	[kg/kg]	0,55	0,40	0,34	-38,18%	---	---	---	---
Total⁴ (Full Scope)	[kg/kg]	---	---	0,63	---	---	---	---	---

¹ compared to 2019 (base year)

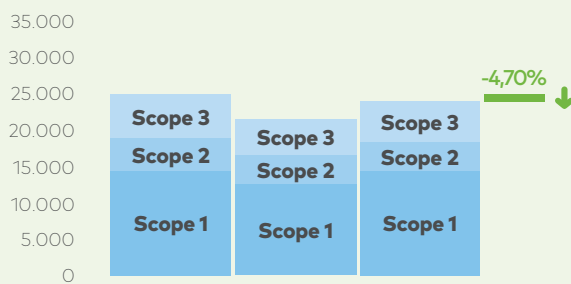
² No targets according to location-based approach

³ Includes: Scope 1, Scope 2 + Scope 3 (indirect energy consumption)

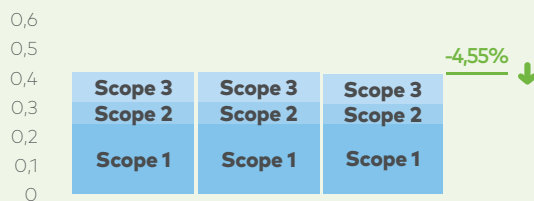
⁴ Includes: Scope 1, Scope 2 + Scope 3 (all categories as per table above)



CEE/SEE



GHG	Unit	2019	2022	2023	Δ in % ¹	2025 ²	2030 ²	2040 ²	2050 ²
Scope 1	[t]	14.575	12.731	14.480	-0,65%	---	---	---	---
Scope 2	[t]	4.827	4.266	3.904	-19,12%	---	---	---	---
Scope 3	[t]	5.736	5.018	5.572	-2,86%	---	---	---	---
Total³ (Energy)	[t]	25.138	22.015	23.956	-4,70%	---	---	---	---
Total⁴ (Full Scope)	[t]	---	---	39.578	---	---	---	---	---



KPI: GHG intensity

Scope 1	[kg/kg]	0,25	0,25	0,25	-13,79%	---	---	---	---
Scope 2	[kg/kg]	0,08	0,08	0,07	-30,00%	---	---	---	---
Scope 3	[kg/kg]	0,10	0,10	0,10	-9,09%	---	---	---	---
Total³ (Energy)	[kg/kg]	0,44	0,43	0,42	-4,55%	---	---	---	---
Total⁴ (Full Scope)	[kg/kg]	---	---	0,69	---	---	---	---	---

¹ compared to 2019 (base year)

² No targets according to location-based approach

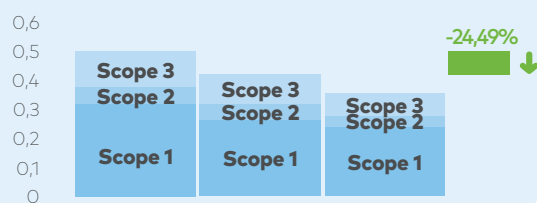
³ Includes: Scope 1, Scope 2 + Scope 3 (indirect energy consumption)

⁴ Includes: Scope 1, Scope 2 + Scope 3 (all categories as per table above)

Group



GHG	Unit	2019	2022	2023	Δ in % ¹	2025 ²	2030 ²	2040 ²	2050 ²
Scope 1	[t]	38.063	36.000	38.276	+0,56%	---	---	---	---
Scope 2	[t]	6.537	7.722	6.616	+1,21%	---	---	---	---
Scope 3	[t]	13.854	13.655	12.956	-6,48%	---	---	---	---
Total³ (Energy)	[t]	58.454	57.377	57.849	-1,04%	---	---	---	---
Total⁴ (Full Scope)	[t]	---	---	102.308	---	---	---	---	---



KPI: GHG intensity

Scope 1	[kg/kg]	0,32	0,26	0,24	-25,00%	---	---	---	---
Scope 2	[kg/kg]	0,06	0,06	0,04	-33,33%	---	---	---	---
Scope 3	[kg/kg]	0,12	0,10	0,08	-33,33%	---	---	---	---
Total³ (Energy)	[kg/kg]	0,49	0,41	0,37	-24,49%	---	---	---	---
Total⁴ (Full Scope)	[kg/kg]	---	---	0,65	---	---	---	---	---

¹ compared to 2019 (base year)

² No targets according to location-based approach

³ Includes: Scope 1, Scope 2 + Scope 3 (indirect energy consumption)

⁴ Includes: Scope 1, Scope 2 + Scope 3 (all categories as per table above)

Greenhouse gas budget - market-based

AUSTRIA

GHG budget	Unit	2019 - 2023	2040
KPI: Consumption of the available GHG budget by 2040 according to 1.5°C target			
Scope 1 + 2	[t]	158.450	481.646
	[t/t in %]	32,90%	≤ 100%

CEE/SEE

GHG budget	Einheit	2019 - 2023	2040
KPI: Consumption of the available GHG budget by 2040 according to 1.5°C target			
Scope 1 + 2	[t]	104.825	304.536
	[t/t in %]	29,18%	≤ 100%

Group

GHG budget	Unit	2019 - 2023	2040
KPI: Consumption of the available GHG budget by 2040 according to 1.5°C target			
Scope 1 + 2	[t]	236.678	553.956
	[t/t in %]	31,31%	≤ 100%

Decarbonisation

SALESIANER has two major levers for decarbonisation:

- **Energy**
- **Textiles**


In the energy sector, one of our key focuses is expanding our sourcing of electricity from renewable energy sources, especially for our subsidiaries in CEE/SEE. Where contractually and feasibly available, we will adjust our electricity mix accordingly.

Furthermore, in the short and medium term, we will continue to enhance our energy efficiency. Key measures include optimizing our steam boilers and related processes, as well as improving heat recovery through enhancements in pressing times.

Through these efficiency improvements and process enhancements, our long-term goal is to lay the foundation for our „Exit from Gas“ strategy. Substituting our main energy source, natural gas, is crucial as it enables a significant reduction in greenhouse gas (GHG) emissions aligned with science-based targets.

The second significant lever for decarbonization lies in textiles, where GHG reduction potentials are primarily rooted in three areas:

Firstly, in procurement through optimizing order quantities and inventory management, and expanding our product range with recycled content. Secondly, we will enhance our own end-of-life efforts through group-wide and customer-specific reuse and recycling initiatives and projects.

However, the greatest decarbonization potential in textiles lies in increasing wash cycles through further optimizations in textile quality and washing techniques. This lever also brings positive effects from both a business and ecological perspective. 

6.6 Environmental and climate protection in the supply chain

To fully unleash our potential in the strategic domain of „Ecological Sustainability,“ SALESIANER focuses on implementing green practices within its supply chain.

Because environmental and climate protection within suppliers and throughout the supply chain are crucial to SALESIANER for various reasons:

► Influence on environmental impact

The supply chain can have a significant influence on the environmental impact of our company. For example, the production of textiles, detergents and packaging can generate high emissions. By managing the supply chain appropriately, SALESIANER can reduce the environmental impact of the entire value chain.

► Legal requirements

SALESIANER is legally obliged to comply with environmental standards. By monitoring the supply chain, we can ensure that our suppliers and preliminary products also comply with the applicable environmental standards. With this in mind, we have also drawn up a CSR (Corporate Social Responsibility) guideline to which we are gradually committing our suppliers.

► Economic reasons

An environmentally friendly supply chain also offers economic benefits for SALESIANER. For example, we can save costs through the efficient use of raw materials and supplies.

► Image and reputation

The supply chain can have a significant influence on the environmental impact of our company. Environmental protection also has an impact on SALESIANER's image and reputation. By using environmentally friendly raw materials and primary products and by promoting environmental standards among suppliers, we can improve our own environmental profile and strengthen our credibility in this area.





With this in mind, SALESIANER has a four-stage supplier sustainability management system:

► Commitment

Through our Supplier Code of Conduct, we commit suppliers to fundamental, generally recognised principles that are important to us, including environmental and climate protection (see: salesianer.at/compliance.html).

► Self-disclosure

Our key suppliers (≥ € 100.000 per year) must also demonstrate their commitment in this regard as part of a comprehensive self-disclosure.

► Monitoring

With the help of an external system, our suppliers are also successively subjected to ongoing monitoring of their sustainability performance.

► Measures

We take preventive, supportive and reactive measures and carry out audits as required or when necessary.

Performance, goals, and next steps

As we have a centralised purchasing department, the following figures apply to the entire SALESIANER Group.

Supply chain


Group	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Recognition of CSR/supplier code ¹	[Quantity /Total in %]	11,01%	30,30%	+175,20%	100%		
Share of environmental certification ²	[Quantity /Total in %]	---	21,15%	---	85%	100%	
Share of quality seal ³	[Quantity /Total in %]	--- ⁴	70,81%	---	40%	100%	

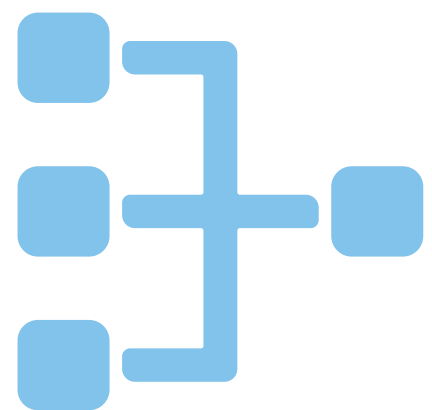
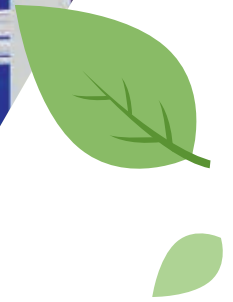
¹In relation to our key suppliers with an annual turnover ≥ € 100,000

²E.g. ISO 14001 or EMAS

³E.g. OEKO-TEX 100, GOTS, OCS, Green Button or EU Ecolabel

⁴The share could not be determined in 2022 due to a system changeover

We will enter into an intensive dialogue with our key suppliers to identify how we can increase environmental certifications in our supply chain and to find out which hurdles prevent us from doing so. 




7 People & Social issues

- 7.1 **Employment, Equal opportunities, Diversity & Inclusion**
- 7.2 **Health & Safety**
- 7.3 **Education & training**
- 7.4 **Social responsibility in the supply chain**



*With over
65 nations,
we live diversity
every day.*

We are proud that SALESIANER can be a reliable and attractive employer for almost 3.500 employees in Austria and Central and Eastern Europe.

We know that the success story of our company could only be written with and through our employees from the very beginning. We are also aware that we bear a special responsibility as a result - not only directly for our workers and employees, but also indirectly for their families and social environment, as well as through our activities along our entire supply and value chain. In this section of the sustainability report, we describe how we fulfil this responsibility and where we would like to develop and progress with our next steps. 

7.1

Employment, Equal opportunities, Diversity & Inclusion

At SALESIANER, we attach great importance to equality, equal opportunities, diversity, variety and the avoidance of any form of discrimination.

We ensure that all our employees receive equal opportunities and treatment regardless of gender, age, sexual orientation, ethnic origin or religious beliefs. We promote a diverse workforce and create an inclusive working environment to achieve better performance and collaboration.

We take measures to prevent discrimination and promote a culture of equality and mutual respect. These are important goals for us and we

are proud that we actively promote these values. During the reporting period, no cases of discrimination were reported or are known to us.

There are also no signs or indications that child, forced or compulsory labour is used in our operations.

Employees and staff (2023)	Austria	CEE/SEE	Group
Headcount	2.148	1.262	3.410
FTE	2.068	1.253	3.321
Collective agreement/minimum wage regulations	100%	100%	100%

Employees and staff (2023) (reporting date: 31 December 2023)	Austria	CEE/SEE	Group
Men	832	477	1.309
below 30	114	98	212
30-50	420	269	689
above 50	298	110	408
Women	1316	785	2.101
below 30	179	97	276
30-50	645	400	1.045
above 50	492	288	780
Women's quota	61,27%	60,81%	61,61%
In management positions	96	112	208
Men	65	46	111
Women	31	66	97
Part-time	346	25	371
Men	74	3	77
Women	272	22	294
On part-time parental leave	31	21	52
Men	1	0	1
Women	30	21	51
Staff turnover¹	70,67%	33,38%	56,68%
Men	28,91%	14,79%	23,62%
Women	41,76%	18,59%	33,06%
Employees with disabilities	27	19	46
Nations represented	50	26	--- ²

¹Staff turnover: includes probationary periods, fixed-term contracts and retirements

²No total due to possible double counting

Note: This list does not include various persons, as no one at SALESIANER identified themselves as such a person or expressed the wish to be referred to or addressed as such during the reporting period.

Excerpt from the plan of action:

- › **A positive mood**
Switched to „you“ culture
- › **Employee information**
up2date – Meetings
- › **Homeoffice**
Extension to 2 days
- › **Overtime**
New regulation
- › **Further training programmes**
New training concepts
- › **Employee events**
Family-Day
- › **Quality of meetings**
Meeting efficiency guideline
- › **Indoor climate at headquarters**
Technical measures taken
- › **Living appreciation**
Responsibility, feedback and error culture



Our company lives appreciation as a fundamental principle. Through our initiative to promote a culture of responsibility, feedback and error management, we have sustainably improved the working environment. Employees feel heard and supported, which leads to more open communication and stronger cohesion in our offices and operations.

SALESIANER
FAMILY DAY



The SALESIANER IT Team donated eight laptops to the Hochstrass primary school to provide pupils with a better learning experience.

The SALESIANER Social Responsibility Award 2023 was presented to the Slovakia site. Projects such as the integration of offenders and family reunification demonstrate exceptional commitment at our Bratislava plant.



Performance, goals, and next steps

At SALESIANER, performance counts - regardless of gender or origin. With this in mind, SALESIANER does not

have a defined quota or target for women. Nevertheless, we are pleased that we were able to increase the proportion

of women in management positions by 16,53% compared to the previous year.



Inclusion

Group	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Austria							
Employees with disabilities ¹	[Headcount/ Total in %]	1,57%	1,26%	-19,75%	>2,00%	>4,00%	
CEE/SEE							
Employees with disabilities ¹	[Headcount/ Total in %]	---	1,47%	---	>2,00%	>4,00%	
Group							
Employees with disabilities ¹	[Headcount/ Total in %]	---	1,34%	---	>2,00%	>4,00%	

¹ Note: SALESIANER works extensively with various organisations and integrative companies such as pro mente and the sheltered workshops. This co-operation is not taken into account in these statistics.



Wings for Live

Our running enthusiasts took part in the Wings for Life World Run in Vienna and virtually. More than 150 kilometres raised over 500 euros in donations. We enjoyed the good weather and the feeling of doing good.




Company bike

SALESIANER offers its employees the opportunity to lease a company bicycle. In this way, we want to make an active contribution to health and environmentally conscious mobility.

In light of current developments with regard to our inclusion KPI, we have set up a corresponding project in which we are intensifying our

dialogue with relevant organisations and looking for ways in which we can gradually increase the percentage despite the prevailing condi-

tions in an industrial laundry. We consider a quota of 2% by 2025 and 4% from 2030 to be realistic. 

7.2 Health & Safety

We attach particular importance to the health and safety of both our employees and our customers.

After all, all employees should be able to leave work in the same condition as when they started it: healthy and unharmed.

The same applies to our customers: they also have the right not to be harmed by using our products and services.

7.2.1 Employee health & occupational safety

The vast majority of SALESIANER locations are certified in accordance with the ISO 45001 standard in the area of occupational health and safety and employee health and safety. Through the corresponding management system and concept - which requires, among other things, the management and participation of employees, regular assessment and con-

tinuous improvement - we not only raise awareness of occupational safety risks, but also systematise safety activities and optimise processes as well as structural improvements to legal certainty and framework conditions.

7.2.1.1 Health

In the area of employee health, we offer our employees a wide range of services, such as appropriate occupational health services or - at our Vienna site - a fitness room. Health tips and physical exercises are also displayed on employees' PC screens twice a day. In addition, where canteens are available, we make sure to provide a balanced, health-promoting diet and an appropriate range of meals. For example, vegetarian and sometimes vegan dishes are served daily, supplemented by extensive salad buffets. At some locations in Central and Eastern Euro-

pe, there are also so-called vitamin days - especially for our colleagues in the laundries. Reduced conditions for private supplementary insurance and free psychological counselling (Instahelp) underline the importance and significance of health at SALESIANER.

72.1.2

Occupational safety

Our management system covers all employees. Our aim is to reduce the number of days lost and to keep our employees healthy throughout their working lives and beyond. To this end, there are specialised safety experts and safety representatives in the companies as competent contact persons. In addition, hazards are continuously identified and assessed as part of safety inspections, among other things. Actual or near-accidents are fully recorded and analysed. Management is informed at regular Central Safety Committee meetings (Z-ASA) and on an ad hoc basis. In this way, we want to ensure that the topic of health and safety not only fulfils legal requirements, but also the standards we have set ourselves.

Accidents involving rolling containers or laundry trolleys accounted for the vast majority of accidents at work in 2023 (31,6%). Compared to 2022 (37,4%), this cause of accident fell by 15,51%. The measures taken were therefore effective. In addition, the number of days lost due to accidents at work with container/laundry trolleys was comparatively low at around 14%. At 16%, falls were the second most com-

mon cause of accidents and were responsible for around 24% of the total number of days lost. Against this backdrop, we continued to work hard in the 2023 reporting year to specifically eliminate the causes associated with these accidents. This included, for example, optimising storage space, particularly in the receiving and expedit.

In 2023, we also invested in personal protective equipment (protective clothing, respiratory protection, hearing protection, safety shoes) to increase occupational safety. We also intensified safety inspections and active communication in native languages, including through the use of digital options such as tablets.



Performance, goals, and next steps

We were able to further improve our performance in the area of occupational safety in CEE/SEE. Unfortunately, we have not yet succeeded in reversing the trend in Austria, despite the numerous and complex measures taken.

We believe this is also due to the higher turnover of workers in Austria (see previous section „Employment, Equal Opportunity, Diversity & Inclusion“), as new employees often do not have the neces-

sary experience and are not fully aware of specific hazards and safety protocols despite extensive on-the-job training. New staff are also often unable to recognise or report minor maintenance issues which, if left unattended, can lead to major safety risks. Last but not least, comparatively high staff turnover can affect the safety culture, as new employees often have to be integrated, leading to an erosion of this culture.

Against this backdrop, we will continue to invest in the measures described above (training, sensitisation, protective equipment) on the one hand and try to reduce staff turnover despite the challenging personnel situation (keyword: shortage of skilled workers, headhunting) on the other.



Occupational safety

Austria	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Occupational accidents per employee	[Acc./empl.]	0,087	0,096	+10,35%	0,035	0,026	0,013
Total Recordable Injury Rate (TRIR)	[Quota] ¹	47,1	52,8	+12,10%	19	14	7
Lost Time Injury Rate (LTIR)	[Quota] ²	31,5	29,8	-5,40%	16	12	6

¹TRIR = Number of all accidents at work / 1 million working hours

²LTIR = Number of accidents at work with lost time ≥ 1 day / 1 million working hours

CEE/SEE	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Occupational accidents per employee	[Acc./empl.]	0,035	0,022	-37,14%	0,035	0,026	0,013
Total Recordable Injury Rate (TRIR)	[Quota] ¹	23,2	14,8	-36,21%	19	14	7
Lost Time Injury Rate (LTIR)	[Quota] ²	13,6	10,6	-22,06%	16	12	6

¹TRIR = Number of all accidents at work / 1 million working hours

²LTIR = Number of accidents at work with lost time ≥ 1 day / 1 million working hours

Group	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Occupational accidents per employee	[Acc./empl.]	0,067	0,067	+/-0,00%	0,035	0,026	0,013
Total Recordable Injury Rate (TRIR)	[Quota] ¹	39,07	39,89	+2,10%	19	14	7
Lost Time Injury Rate (LTIR)	[Quota] ²	25,48	23,29	-8,60%	16	12	6

¹TRIR = Number of all accidents at work / 1 million working hours

²LTIR = Number of accidents at work with lost time ≥ 1 day / 1 million working hours

7.2.2

Customer safety

SALESIANER attaches great importance to the health and safety of its customers. We have taken numerous measures to achieve this goal. On the one hand, our hygiene and medical products have certifications that confirm their effectiveness and safety. Secondly, we carry out regular risk analyses and assessments in order to identify potential sources of danger

and take appropriate precautions. To date, no risks have been identified, provided our products are used as intended. Extensive product information and training ensure that this is the case. Our regular, division-specific customer surveys are also part of our management concept for maximising customer safety and health. This is emphasised by the fact that there have

been no violations in connection with the effects of our products and services on the health and safety of our customers or that any such violations have been brought to our attention.

Performance, goals, and next steps

In order to maintain our high standards, we will continue to optimise our hygiene and cleaning protocols, intensify cooperation with our customers and other stakeholders and train our employees. 

Complaints

Group ¹	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Significant and confirmed health and safety concerns reported	[Quantity]	0	0	+/-0,00%	0		
Complaints	[Number of pieces delivered / claimed pieces in %]	0,24%	0,24%	+/-0,00%	< 0,30%		

¹ Complaints are not recorded separately for Austria and CEE/SEE across the Group.

7.3

Education & training

In a modern and competitive business world, the training and development of employees is an essential part of any successful organisation - and so it is for SALESIANER.

The reason for this is that our employees are the heart of our company and the quality of our work and the efficiency of our processes, as well as our sustainability performance, depend directly on the qualifications and skills of our employees.

In an industrial laundry like SALESIANER, it is particularly important that employees have the necessary knowledge and skills to operate the machines and equipment safely and effectively. The necessary training courses are held on an ongoing basis to ensure that employees understand the procedures and techniques required for the proper handling of laundry equipment. In this way, sound education and training also helps to keep the accident rate and risk of damage low.

In addition, it is important for SALESIANER that our employees constantly keep up to date with the latest knowledge and markets and undergo further training in order to understand and apply the latest trends and technologies in the industry.

Advanced knowledge and skills ensure that our employees develop innovative solutions, for example for special customer requirements, thereby increasing customer satisfaction. In addition, regular, well-founded and modern training and development of employees helps to improve the working atmosphere and morale and thus also to achieve greater employee satisfaction.

With this in mind, SALESIANER has special programmes to improve the skills of our employees, such as the SALESIANER Academy, which offers a wide range of training and development opportunities in a mix of classroom and online training. As part of their onboarding, every new employee receives standard training as well as content tailored to their area of responsibility. The topic of sustainability is also integrated into our onboarding programme with its own online training course - rounded off by specialist and area-specific face-to-face training courses.




Together for education: SALESIANER and Rotary Club provide insights

SALESIANER visited the Ettenreichgasse grammar school to give pupils an insight into professional fields. Division manager Philip-Sebastian Marchl answered questions about rental laundry, industrial laundry and management. In cooperation with the Rotary Club Wien-Stadtpark, pupils from the eighth grade were given personal insights and were delighted.

We are particularly proud of the fact that all our employees - whether top management or support staff - are given extensive practical insights into the business and operational processes as part of the onboarding programme, in which they not only spend several days visiting company sites, but also actively participate in and help with the various processes. In this way,

SALESIANER ensures an understanding of its business right from the start. Above all, this creates an important basis for early networking within the company, a strong sense of togetherness and respect and recognition for the great work that our employees do every day, especially in the laundries.

Performance, goals, and next steps

In future, we will focus even more strongly on developing our own strengths. For this reason, a high-potential development programme will be introduced in the company for the first time in 2024 to give talented and ambitious colleagues the systematic opportunity to develop specifically in their respective target area. 

Training and further education

Austria	Unit	2022	2023	Δ in %	2025 ²	2030 ²	2040 ²
KPI							
Internal training hours	[h]	--- ¹	1,079	--- ¹	---	---	---
Internal training hours per employee	[h/empl.]	--- ¹	0,80	--- ¹	---	---	---
Training expenditure per employee	[€]	--- ¹	104,43	--- ¹	---	---	---

¹ Newly recorded KPIs since 2023, therefore no comparison with previous year

² No target setting

CEE/SEE	Unit	2022	2023	Δ in %	2025 ²	2030 ²	2040 ²
KPI							
Internal training hours	[h]	--- ¹	634	--- ¹	---	---	---
Internal training hours per employee	[h/empl.]	--- ¹	1,36	--- ¹	---	---	---
Training expenditure per employee	[€]	--- ¹	108,08	--- ¹	---	---	---

¹ Newly recorded KPIs since 2023, therefore no comparison with previous year

² No target setting

Gruppe	Unit	2022	2023	Δ in %	2025 ²	2030 ²	2040 ²
KPI							
Internal training hours	[h]	--- ¹	1,713	--- ¹	---	---	---
Internal training hours per employee	[h/empl.]	--- ¹	0,50	--- ¹	---	---	---
Training expenditure per employee	[€]	--- ¹	105,78	--- ¹	---	---	---

¹ Newly recorded KPIs since 2023, therefore no comparison with previous year

² No target setting

7.4

Social responsibility in the supply chain

Social responsibility in our supply chain is an extremely important aspect.

Particularly in industries such as the laundry sector, where raw materials and materials are procured from various sources, it is crucial that all partners and suppliers along the supply chain act in an ethical and socially responsible manner.

SALESIANER therefore has a responsibility towards its customers, employees and society as a whole. By integrating social responsibility into the supply chain, we can help to improve working conditions in the countries and factories and plants from which our raw materials and materials are sourced or originate, and guarantee compliance with labour standards and human rights.

By rolling out our Supplier Code of Conduct, in which we commit our suppliers to core principles such as fair working con-

ditions and remuneration, the exclusion of child, forced and compulsory labour, the prevention of discrimination, the fight against sexual exploitation and freedom of association, we have taken an important step towards increasing the positive social impact in our supply chain worldwide. As in 2022, at the time of reporting we were not aware of any incidents

no incidents of child labour or forced or compulsory labour in particular at operating sites in our supply chain or at suppliers or any significant risks in this regard. However, we are aware that there may be information asymmetries here, which is why we would like to further expand and optimise our management system (see section 6.6 above) with regard to social responsibility in the supply chain as well.


Performance, goals, and next steps

Supply chain

Group	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Recognition of CSR / Supplier Code of Conduct ¹	[Quantity / Total in %]	11,01%	30,30%	+175,20%	100%		
Completed sustainability assessment ¹	[%]	--- ²	5,3%	---	100%		


¹ In relation to our key suppliers with an annual turnover ≥ € 100,000

² The sustainability monitoring system was not yet implemented in 2022 and was only implemented shortly before the end of the 2023 reporting period.

In order to further expand our sustainability performance in the area of social responsibility in the supply chain, we will continue to engage in intensive dialogue with our suppliers in the coming years to ensure that there are no further violations and that SALESIANER, together with its partners, is perceived as an example of CSR good practice. 

Integrity & Compliance

*We always act in
accordance with
applicable laws and
regulations.*

A close-up photograph of a person's hand holding a black binder clip. The clip is positioned over a thick stack of papers. The papers have various colored tabs visible at the bottom, including orange, yellow, green, and pink. The background is dark and out of focus.

We are aware that our actions not only have an economic, social and ecological impact, but that as one of the leading companies in the rental textiles sector, we also have a legal and ethical responsibility and act as a role model.

We therefore ensure that SALESIANER acts in accordance with all relevant laws and regulations and follows generally recognised ethical standards of decision-making and conduct in day-to-day business.

We promote a culture of ethics and integrity, that ensures that all our employees find an environment in which they can act ethically and know that SALESIANER only considers business conducted with integrity to be a real success. With this in mind, we are constantly developing our compliance strategy and subjecting it to regular review.

In order to further strengthen our Compliance Management System (CMS), we have established additional internal rules of conduct and implemented a Code of Ethics and Conduct¹ that covers the material topics identified for SALESIANER as part of the materiality analysis. The whistleblower system also remains an integral part of our

CMS and our compliance culture and complies with the „Whistleblower Directive“ Directive (EU) 2019/1937.

In the area of data protection, we comply with the European General Data Protection Regulation (GDPR) without exception and have implemented a corresponding management system

with organisational and technical measures. In order to guarantee the associated IT security, we are certified in accordance with ISO 27001 and continuously sensitise our employees.



Our code of conduct and ethics

forms the backbone of our corporate culture. It defines our values such as integrity, respect and fairness. We are committed to ethical behaviour, legal compliance and responsibility towards employees, customers and society. Our decisions are transparent and sustainable.



In the area of taxes and duties, SALESIANER and its management have developed a tax governance strategy that ensures that all of the company's tax obligations are met and that the company adheres to the highest standards of tax transparency and integrity. The importance and seriousness of this objective is emphasised by the fact that Franz Schweiger, a proven tax law expert, is a member of the Supervisory Board and therefore SALESIANER's highest supervisory body.

In order to prevent corruption, bribery and anti-competitive behaviour, SALESIANER introduced an anti-corruption policy some time ago and has now updated it with the Code

of Ethics and Conduct, which clearly defines which activities are considered corruption and bribery and how employees should behave in such situations. This compliance guideline is part of the employment contracts, is handed out with them and must be confirmed with a signature. There is also an internal control system (ICS) guideline that is communicated and implemented throughout the Group and sets out and defines clear responsibilities, for example by means of a RACI matrix (Responsible, Accountable, Consulted, Informed).

Although there are no specifically designed corruption risk analyses, corresponding corruption risks are also evalua-

ted and tests carried out as part of Group-wide financial audits, in which the accuracy of accounting and financial reporting is checked. To date, no significant risks or actual cases of corruption have been identified in the course of these audits. There have also been no party donations.


¹<https://www.SALESIANER.com/compliance>

Performance, goals, and next steps

In 2023, we were able to continue our self-image of end-to-end compliance in the compliance topics identified as essential for SALESIANER: data protection & IT security, taxes, corruption and competition/antitrust law.

Pending legal proceedings in connection with:

Group	Unit	2022	2023	Δ in %	2025	2030	2040
KPI							
Data protection & IT security	[Quantity]	0	0	+/-0%	0		
Taxes & duties	[Quantity]	0	0	+/-0%	0		
Corruption & bribery	[Quantity]	0	0	+/-0%	0		
Antitrust & competition law	[Quantity]	0	0	+/-0%	0		

We want to ensure that we continue our good performance in the area of integrity and compliance in the coming years through comprehensive training and awareness-raising work as well as consistent disciplinary measures for violations of our Code of Conduct and Ethics. 



Summary & Outlook ►

*Sustainability
is more than
just a trend.*

As SALESIANS, we are optimistic about the future because we know that sustainability is more than a trend - it's a necessity. In recent years, we have made significant progress towards more sustainable business practices, but we understand that our journey does not end here.

We have set ourselves ambitious but achievable targets for the coming years in order to further reduce our environmental footprint, strengthen our social responsibility and ensure even greater transparency in our supply chain. For example, we are endeavouring to reduce our greenhouse gas emissions in line with science-based targets, further increase the reuse and recycling rate of our products and integrate innovative, environmentally friendly materials into our processes.

At the same time, we are stepping up our efforts in the area of social sustainability by working to ensure that all our employees continue to enjoy fair working conditions and are supported in their personal and professional development. We will also intensify our collaboration with our suppliers, partners and other stakeholders in order to make a positive contribution to society together.

Transparency is the key to trust and responsibility. We will therefore continue to provide continuous information about our progress and actively involve our stakeholders in the dialogue on sustainability. We are convinced that the exchange of knowledge and best practices is essential to mastering the challenges of our time. 

Appendix ▶

8.1 **Performance Indicators**

8.2 **GRI Index**

*Top
PERFORMANCE
is what
we stand for.*

10.1 Performance Indicators

Washed laundry ³	Unit	2019	2020	2021	2022	2023	Δ in % ¹
Austria	[t]	91.333	73.292	73.265	87.896	99.365	+13,05%
CEE/SEE	[t]	56.384	32.759	39.016	50.570	57.477	+13,66%
Group ²	[t]	147.717	106.051	112.281	138.466	156.841	+13,27%

¹ Washed laundry: Own without rewash

² Delta in %: Comparison 2023 vs. 2022

³ Group: Deviation due to rounding

10.2 GRI Index

Mention	Publication	Page	Explanation
GRI 2 General information 2021			
2-1	Organizational profile	12-19	
2-2	Entities included in the organization's sustainability reporting	15	
2-3	Reporting period, frequency, and contact point	8-11	
2-4	Compilation or restatement of information	7	
2-5	External audit	9	Report not au- dited by exter- nal body
2-6	Activities, value chain, and other business relationships	16-17	
2-7	Employees	14	
2-8	Non-employee workers	14	
2-9	Leadership structure and composition	18-19	
2-10	Nomination and selection of the highest governing body	18-19	
2-11	Chairmanship of the highest governing body	18-19	
2-12	Role of the highest governing body in overseeing impact management	18-19	
2-13	Delegation of responsibility for impact management	18-19	
2-14	Role of the highest governing body in sustainability reporting	18-19	
2-15	Conflicts of interest	18-19	
2-16	Reporting of critical concerns	18-19	
2-17	Accumulated knowledge of the highest governing body	18-19	
2-18	Assessment of the highest governing body's performance	18-19	
2-19	Remuneration policy	not included	confidential
2-20	Procedures for determining remuneration	not included	confidential
2-21	Ratio of annual total compensation	not included	confidential
2-22	Application statement for sustainable development strategy	10-11	
2-23	Commitment statement to principles and actions	10-11	
2-24	Inclusion of commitment statements to principles and actions	10-11	
2-25	Procedures for eliminating negative impacts	18-19	
2-26	Procedures for seeking advice and reporting concerns	18-19	
2-27	Compliance with laws and regulations	72	
2-28	Membership in associations and interest groups	12-17	
2-29	Approach to stakeholder engagement	21	
2-30	Collective bargaining agreements	14	

Mention	Publication	Page	Explanation
GRI 3 Key topics 2021			
3-1	Procedures for determining material topics	21	
3-2	List of material topics	21	
3-3	Management of material topics	20-23	

Mention	Publication	Page	Explanation
GRI 3 201 Economic performance 2016			
201-1	Directly generated and distributed economic value	17	
201-2	Financial implications of climate change for the organization and other climate-related risks and opportunities	24-29	
201-3	Liabilities and performance-based pension plans and other retirement plans	not included	not significant
201-4	Financial support from the government	not included	not significant

Mention	Publication	Page	Explanation
GRI 202 Market presence 2016			
202-1	Ratio of the standard starting salary broken down by gender to the local statutory minimum wage	not included	confidential
202-2	Proportion of senior management recruited from the local community	not included	not significant

Mention	Publication	Page	Explanation
GRI 203 Indirect economic impact 2016			
203-1	Infrastructure investments and subsidised services	not included	not significant
203-2	Significant indirect economic impact	not included	not significant

Mention	Publication	Page	Explanation
GRI 204 Procurement practices 2016			
204-1	Share of expenditure for local suppliers	not included	not significant

Mention	Publication	Page	Explanation
GRI 205 Anti-corruption 2016			
205-1	Operating sites assessed for corruption risks	72-75	
205-2	Communication and training on anti-corruption policies and procedures	72-75	
205-3	Confirmed cases of corruption and actions taken	72-75	

Mention	Publication	Page	Explanation
GRI 206 Anti-competitive behaviour 2016			
206-1	Legal proceedings due to anti-competitive behaviour, cartel and monopoly formation	72-75	

Mention	Publication	Page	Explanation
GRI 207 Taxes 2019			
207-1	Tax concept	72-75	
207-2	Tax governance, control, and risk management	72-75	
207-3	Involvement of stakeholders and management in tax matters	72-75	not significant
207-4	Country-by-country reporting	not included	confidential

Mention	Publication	Page	Explanation
GRI 301 Materials 2016			
301-1	Materials used by weight and volume	32-35	
301-2	Recycled materials used	not included	Data not available; process under development
301-3	Recycled products and their packaging materials	34-39	

Mention	Publication	Page	Explanation
GRI 302 Energy 2016			
302-1	Energy consumption within the organization	43-45	
302-2	Energy consumption outside the organization	43-45	
302-3	Energy intensity	43-45	
302-4	Reduction of energy consumption	43-45	
302-5	Reduction of energy demand for products and services	43-45	

Mention	Publication	Page	Explanation
GRI 303 Water and waste water 2018			
303-1	Water as a shared resource	40-41	
303-2	Management of the impacts of water recycling	40-41	
303-3	Water withdrawal	40-41	
303-4	Water intake	40-41	
303-5	Water consumption	40-41	

Mention	Publication	Page	Explanation
GRI 304 Biodiversity 2016			
304-1	Owned, leased, and managed operational sites located in or adjacent to protected areas and areas of high biodiversity value outside protected areas	not included	not significant
304-2	Significant impacts of activities, products, and services on biodiversity	not included	not significant
304-3	Protected or restored habitats	not included	not significant
304-4	Species listed on the International Union for Conservation of Nature (IUCN) Red List and on national lists of protected species that have habitats affected by business activities	not included	not significant

Mention	Publication	Page	Explanation
GRI 305 Emissions 2016			
305-1	Direct greenhouse gas emissions (Scope 1)	49-55	
305-2	Indirect energy-related greenhouse gas emissions (Scope 2)	49-55	
305-3	Other indirect greenhouse gas emissions (Scope 3)	49-55	
305-4	Greenhouse gas emissions intensity	49-55	
305-5	Reduction of greenhouse gas emissions	49-55	
305-6	Ozone-depleting substance emissions	not included	Data not available; process under development
305-7	Nitrogen oxides (NOx), sulfur oxides (SxOy), and other significant air emissions	not included	Data not available; process under development

Mention	Publication	Page	Explanation
GRI 306 Waste 2020			
306-1	Generated waste and significant waste-related impacts	36-39	
306-2	Management of significant waste-related impacts	36-39	
306-3	Generated waste	36-39	
306-4	Waste diverted from disposal	not included	Data not available; process under development
306-5	Waste sent for disposal	not included	Data not available; process under development

Mention	Publication	Page	Explanation
GRI 308 Environmental assessment of suppliers 2016			
308-1	New suppliers that have been screened using environmental criteria	56-59	
308-2	Negative environmental impacts in the supply chain and measures taken	56-59	

Mention	Publication	Page	Explanation
GRI 401 Employment 2016			
401-1	Newly hired employees and employee turnover	62	
401-2	Company benefits offered exclusively to full-time employees, not temporary or part-time employees	not included	There is no distinction
401-3	Parental leave	62	

Mention	Publication	Page	Explanation
GRI 402 Employer-employee relationship 2016			
402-1	Minimum notification period for operational changes	not included	not significant

Mention	Publication	Page	Explanation
GRI 403 Health and safety in the workplace 2018			
403-1	Occupational health and safety management system	not included	not significant
403-2	Identification of hazards, risk assessment, and incident investigation	65-67	
403-3	Occupational health services	65-67	
403-4	Employee participation, consultation, and communication on occupational health and safety	65-67	
403-5	Employee training on occupational health and safety	65-67	
403-6	Promotion of employee health	65-67	
403-7	Prevention and mitigation of impacts directly related to business relationships on occupational health and safety	65-67	
403-8	Employees covered by an occupational health and safety management system	65-67	
403-9	Work-related injuries	65-67	
403-10	Work-related illnesses	65-67	

Mention	Publication	Page	Explanation
GRI 404 Training and further education 2016			
404-1	Average hours of training and development per year per employee	70	
404-2	Programs for improving employees' skills and transitional support	69-70	
404-3	Percentage of employees who receive regular performance reviews and assessments of their career development	69-70	

Mention	Publication	Page	Explanation
GRI 405 Diversity and equal opportunities 2016			
405-1	Diversity among supervisory bodies and employees	18, 62	
405-2	Ratio of the basic salary and remuneration of women to the basic salary and remuneration of men	not included	confidential

Mention	Publication	Page	Explanation
GRI 406 Non-discrimination 2016			
406-1	Discrimination cases and measures taken	61	

Mention	Publication	Page	Explanation
GRI 407 Freedom of association and collective bargaining 2016			
407-1	Operations and suppliers in which the right to exercise freedom of association and collective bargaining may be at risk	not included	not significant

Mention	Publication	Page	Explanation
GRI 408 Child labour 2016			
408-1	Operations and suppliers at significant risk for incidents of child labour	71	

Mention	Publication	Page	Explanation
GRI 409 Forced and compulsory labour 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	71	

Mention	Publication	Page	Explanation
GRI 410 Safety practices 2016			
410-1	Security personnel trained in human rights policies and procedures	not included	not significant

Mention	Publication	Page	Explanation
GRI 411 Rights of indigenous peoples 2016			
411-1	Incidents in which the rights of indigenous peoples were violated	not included	not significant

Mention	Publication	Page	Explanation
GRI 413 Local communities 2016			
413-1	Operating sites with involvement in local communities, impact assessments and support programmes	not included	not significant
413-2	Operations with significant or potential negative impacts on local communities	not included	not significant

Mention	Publication	Page	Explanation
GRI 414 Social evaluation of the suppliers 2016			
414-1	New suppliers that have been screened according to social criteria	not included	
414-2	Negative social impacts in the supply chain and measures taken	71	

Mention	Publication	Page	Explanation
GRI 415 Political influence 2016			
415-1	Party donations	74	

Mention	Publication	Page	Explanation
GRI 416 Customer health and safety 2016			
416-1	Assessment of the impact of different product and service categories on health and safety	68	
416-2	Infringements relating to the health and safety impacts of products and services	68	

Mention	Publication	Page	Explanation
GRI 417 Marketing and labelling			
417-1	Requirements for product and service information and labelling	not included	not significant
417-2	Infringements in connection with product and service information and labelling	not included	not significant
417-3	Offences in connection with marketing and communication	not included	not significant

Mention	Publication	Page	Explanation
GRI 418 Protection of customer data 2016			
418-1	Substantiated complaints regarding breaches of customer data protection and loss of customer data	47	



We are SALESIANER



UW 1194

klimaaktiv



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