

WISAG Sustainability Report 2023

Because every step counts:
**Together for
a future worth living**



About this report

This report is the first Sustainability Report issued by the WISAG Group. The report covers the period from 1 January to 31 December 2023. It describes the strategy and the defined goals and measures at WISAG in the context of sustainability in 2023. The group of consolidated companies for this report comprises all German WISAG companies, including WISAG Facility Services Holding SE, WISAG Industrial Services Holding SE and WISAG Aviation Services Holding SE, as well as all German majority shareholdings, including IC Immobilien Holding GmbH and EICHLER GmbH. WISAG Services Holding Europe GmbH is not yet analysed in this report.

Following the entry into force of the new EU directive as part of the European Green Deal in 2023, we as a company will be obliged to align our Sustainability Reporting with the Corporate Sustainability Reporting Directive (CSRD) from the 2025 reporting year onwards. In preparation for this, we have provided information in this report on our sustainability goals and activities in 2023 – divided into the three areas of environment, Environment, Social and Governance – as well as a preview of measures, activities and selected events for 2024. In doing so, we have been guided by the data points of the ESRS (European Sustainability Reporting Standards) and have taken into account the existing key figures for the reporting period.

This Sustainability Report was published in digital format on the WISAG website in December 2024 and is available for download in German and English. In the event of discrepancies between the two language versions, the German version shall take precedence. The information has not been subject to external verification.

Your contact person for any sustainability questions:



Jens Schmidt
Head of Sustainability
jens.schmidt@wisag.de

Contents

1 / General information

Foreword 4
The future is created through dialogue:
Interview with the next generation 5

2 / Company and sustainability

Company and sustainability 9
WISAG in figures 9
Corporate profile and structure 11
Our roadmap for the future: Vision 2030 15
Sustainability strategy and management 18

3 / Environment and the future

Environment and the future 23
Climate strategy and measures 23
WISAG as an electricity producer 27
Electrification of our vehicle fleet 31
Sustainable environmental services 34

4 / Community and security

Community and security 41
WISAG as an attractive employer 41
Social commitment 51
Sustainable social services 56

5 / Values and relationships

Values and relationships 58
Responsible corporate governance 58
Sustainable procurement 63
IT security 65
Glossary 67

Foreword

Dear readers,

When António Guterres spoke at the 29th World Climate Summit in Baku this year, the global audience listened attentively as he made urgent reference to the “final countdown”, in which we all find ourselves in the fight against the climate crisis. He described 2024 as a “masterclass in climate destruction” and criticised the nations of the world for showing far too little commitment in the joint fight for our climate.

We should all remember these words of warning, and at the same time ask ourselves what contribution each and every one of us can make to this challenging joint task. Because we can only tackle this challenge successfully and achieve measurable results by joining forces.

At WISAG, we set out on this path many years ago and defined sustainability as the first pillar of our Vision 2030, since it represents an investment in our future. What drives us is our “why”: our desire to give future generations – including our children and grandchildren – a future worth living on our planet.



Because we owe it to them. At WISAG, we call this future fairness.

That is why we take a consistent approach to driving sustainability at WISAG. We develop strategies for avoiding greenhouse gas emissions in the long term, strive continuously to

provide good and attractive working conditions and help our clients to become more sustainable themselves.

In our first WISAG Sustainability Report, we have presented these efforts in detail.

Our goals are ambitious and present us with new challenges, both today and in the future. That is why it is important to take this path step by step and tackle problems on a large and small scale, because every little contribution can make a difference.

I invite you all to become part of this movement. I hope you enjoy reading!

Best regards,

Michael C. Wisser
CEO of the WISAG Group

A young man and woman are holding a large globe. The man is in the foreground, smiling, and the woman is behind him, also smiling. In the background, a man in a white shirt and dark tie is looking towards them. The scene is set indoors with light-colored curtains. A large green triangle is on the left side of the image.

The future is created through dialogue

Interview with the next generation

Our sustainability strategy pursues one overarching goal which is to create a future worth living for current and future generations. But rather than simply talking about the future of children, teenagers and young adults, we want to enter into dialogue with the people whose future is at stake – all while consciously addressing the critical issues. This is why Michael C. Wisser, CEO

of the WISAG Group, invited seven children and scholarship holders from the KiWIS Foundation – all of very different ages – to our headquarters in Frankfurt am Main to talk about sustainability at WISAG. It was a very open conversation with no subject off limits. Most of all, it was a conversation of equals. We would like to share an excerpt with you as part of our first Sustainability Report.



Tiana, 11 years old: Is the KiWIS Foundation sustainable and how did you come up with the idea of setting up the KiWIS Foundation?

Michael C. Wisser: The most sustainable thing you can do is to engage with the next generation and their opportunities in life, as we do at our KiWIS Foundation. Do you think so too? We established our KiWIS Foundation on the occasion of the 50th anniversary of WISAG in 2015. My father and I thought long and hard about whether we should have a big party and spend a lot of money on it, or whether it would make more sense to invest the money in a sustainable project. We then had the idea that we would like to do something for children and improve their educational opportunities, and that's how the KiWIS Foundation came about.

Philipp, 25 years old: What is WISAG doing to remain an attractive employer in the future, especially for young people like us?

Michael C. Wisser: We understand that flexibility is a key factor, both for our employees and for applicants. This goes hand in hand with an increasing demand for individuality, which means very different life situations that we at WISAG take seriously and want to facilitate, depending on the field of activity. Whether for parents, for people who care for relatives, or for those who want

to take a sabbatical or work part-time because their life circumstances require it, we at WISAG want to be open to new job models so that we can offer a professional home to the people who drive WISAG forward and enrich it. This also includes the issue of mobile working, which is of course interesting from a sustainability perspective. At the same time, I still think it is very important that we also come together at work and discuss topics in person over a coffee, for example. We also see our clear commitment to diversity as an advantage at WISAG.





Janina, 23 years old: What do you understand by sustainable corporate governance?

Michael C. Wisser: Above all, we do not plan and act in the short term, but in the long term, in the interests of our employees and our clients. Our focus is not on short-term profit. After all, what is the point of maximising my profit today if it means squandering potential in the future? Since WISAG was founded, sustainable growth has been our top priority. We are also addressing the following questions already: Which managers do we need for the challenges of the future, and what skills and mindsets should they have? How can I train them, as well as find them in the labour market? And crucially: How can I get them interested in WISAG and our diverse fields of activity?

Fabio, 13 years old: How difficult is it to implement sustainability in a company that is as big as WISAG?

Michael C. Wisser: I will be completely honest about that: You don't always win the popularity contest by making far-reaching decisions, as we did with the electrification of our vehicle fleet, for example. And it's sometimes really difficult when individual changes in behaviour are required that you can't necessarily 'control' from a distance. Because we also realise that humans are creatures of habit. However, we have had good experiences when we simply lead by example to show that change is not always as difficult as people may initially think.

Angelo, 11 years old: How can WISAG motivate other companies to become more sustainable?

Michael C. Wisser: Here too, I believe that the best way is for us as a company to show that it doesn't hurt at all. That it's not bad. That it works. That you can be successful. Perhaps even more

successful in one area or another. In this way, I believe that we can make an additional contribution for others. Whenever they are in doubt, they can tell themselves: If WISAG can manage it, then so can we.

Noel, 10 years old: What does WISAG do if sustainability is more expensive?

Michael C. Wisser: I want to be honest here too: I think we all wish that we didn't care if the more sustainable option is more expensive. But that's not the case. Why? Because Rome wasn't built

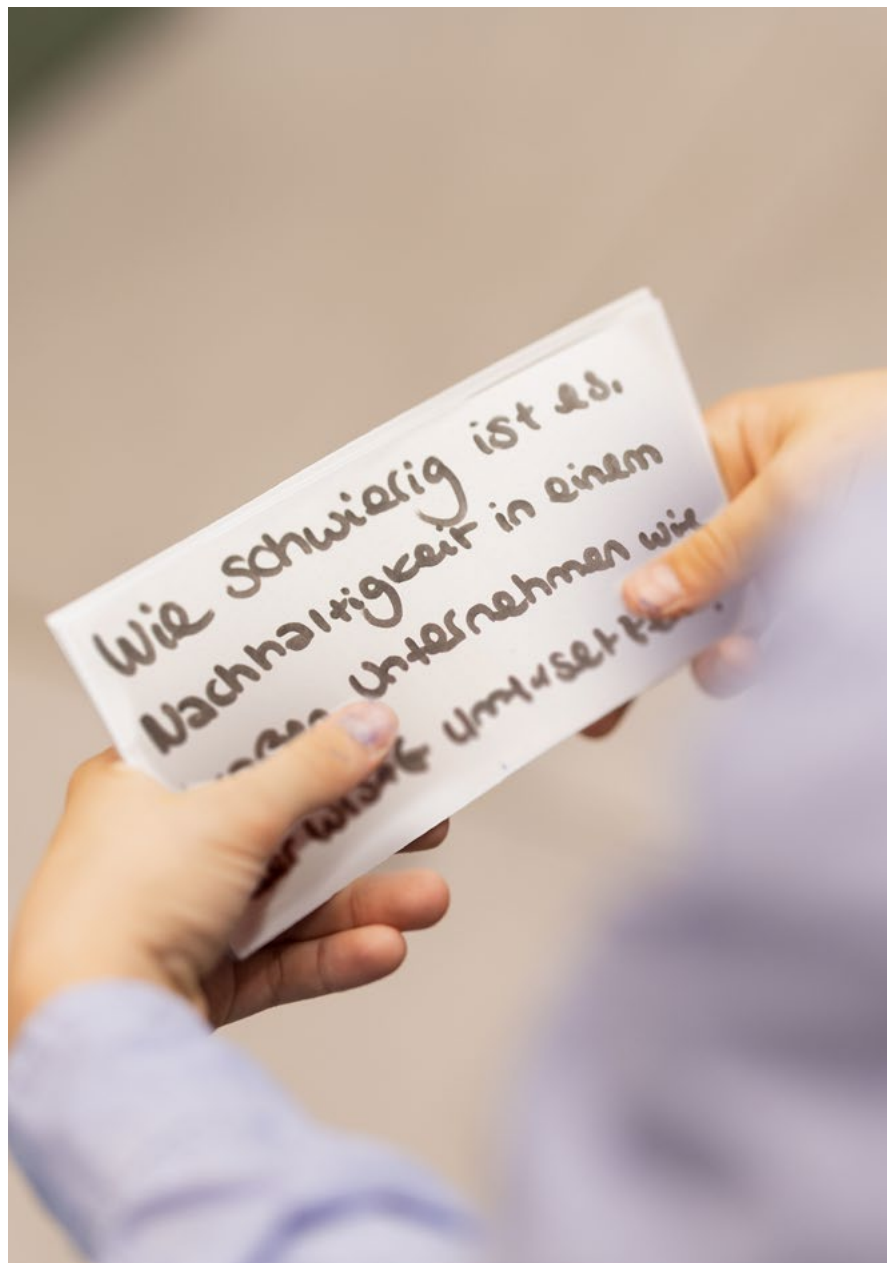


in a day. We are already doing a lot: We are investing in electric cars, charging points and durable products such as workwear, but we can't do everything at once. However, we are already on the right track and are making sure that we will continue to do this effectively in the future, and pay more attention to sustainability. But it is a process.

Ferdinand, 12 years old: Which sustainability project makes you particularly proud?

Michael C. Wisser: I don't think there is 'one' project. It is important to understand that sustainability is not one big topic or project that you work through and then finish – it is a consistent, ongoing task and it is the small steps that make the difference overall. I think our three wind turbines are pretty good

because it's something that not many other companies dare to do. When we started the project, we didn't know what exactly we were getting ourselves into, but we still decided that we would just do it. On the way, we have gained a lot of experience and overcome a few hurdles. Our courage has paid off. And of course I am personally very proud of our KiWIS Foundation!



Michael C. Wisser: To finish, I have one question for you: What would you like to see from companies – not just WISAG – in the future?

Group: We would be delighted if more companies would do something for children and young people, similar to what WISAG is already doing with the KiWIS Foundation. In our opinion, when it comes to the environment, companies should use more electric cars. In terms of social affairs, they should offer flexible working time models for different generations and good, healthy food for their employees, for example. We also think it is important for companies to show more initiative. Rather than wait for politicians, they should tackle things themselves and set an example in order to motivate other companies to become more sustainable.



Michael C. Wisser: Thank you for the open conversation! There were one or two unexpected topics. But above all, I was delighted to talk to you about the issues that matter to you. I would be delighted if we could continue the dialogue on these and other sustainability topics – I really enjoyed it!

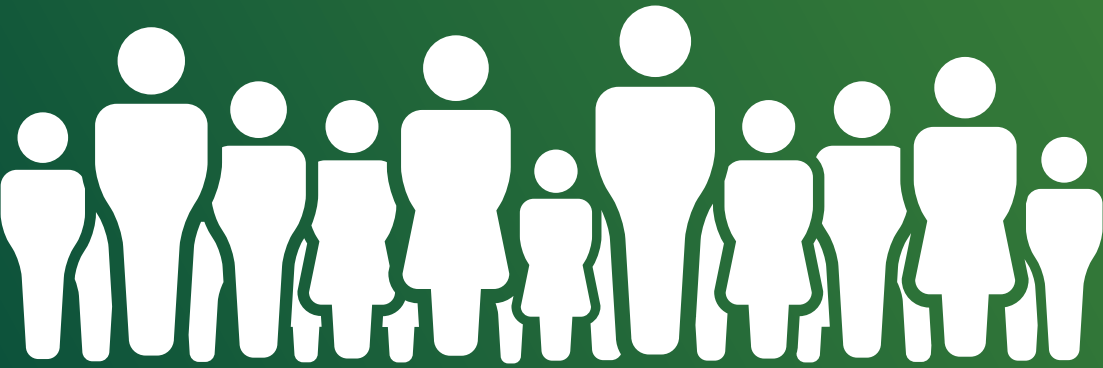


2 / Company and sustainability

WISAG in figures

Over
50,000
employees

are at the heart of our family business. With their extensive knowledge and individual skills, they make the impossible possible for our clients.



Around
140 nations

work under one roof at WISAG. We are proud that diversity is an integral part of our corporate culture – not without reason, one of our values is called colourful.



€2.9 billion

was generated by us in Germany in the 2023 financial year. As a result, our domestic sales increased by over 16 percent compared to the previous year.



250
locations

make up the corporate network in Germany. This means that our clients can always find a contact person close by.

Over
30,000 companies

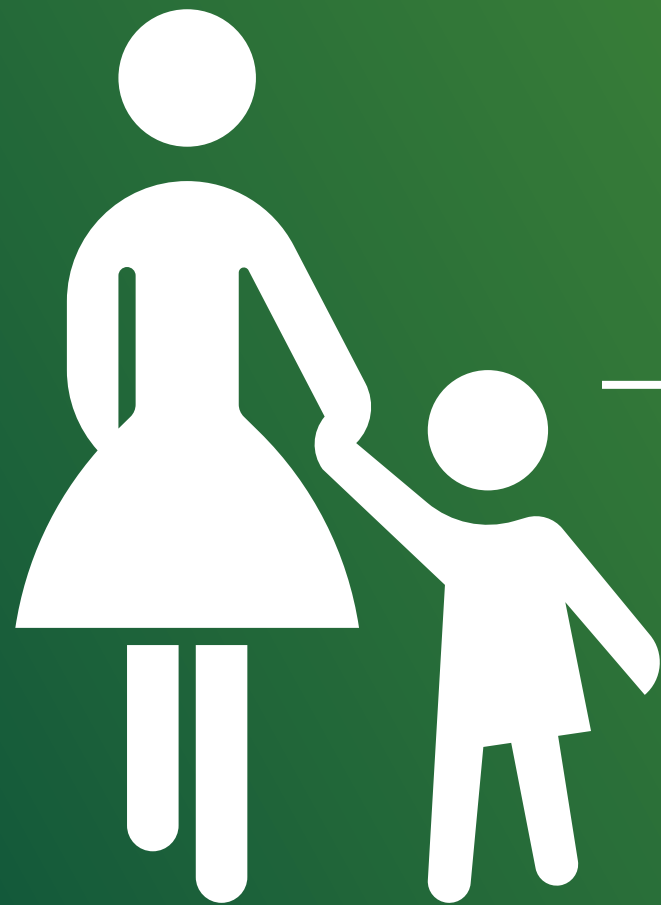
rely on us a full-service provider that offers customised products, services and solutions.



€31,897



was donated to our KiWIS Foundation in 2023 as part of the KiWIS Cent, in which employees can donate the cent contributions from their monthly salary. WISAG doubles this contribution once a year.



Over
600

Ukrainian women and children found a safe refuge for a year from March 2022 in a hotel rented by us, the WISAG Haus.



8,915
vehicles

make up our fleet. To reduce our direct emissions, we are gradually converting our fleet to electromobility by 2030.

120
charging points



were installed by the end of 2023 at our branches in Germany. By the end of 2024, the number will increase to around 400 at 40 locations.

3 wind
turbines

were put into operation by WISAG in 2023. This will enable us to generate up to 31 gigawatt hours (GWh) of green electricity per year.



Corporate profile and structure

WISAG is one of Germany's leading multi-services companies, with more than 50,000 employees. It offers customised and industry-specific solutions in the areas of Facility Services, Industrial Services and Aviation Services – and all from a single source. Our services ensure processes run smoothly in many areas of daily life and across all industries: from loading and unloading aircraft to freight services and passenger transfers, and from commercial cleaning to energy management or from production support to industrial cleaning.

The company's success is based on a strong community that puts people at the centre. We have come a long way with our employees, from a one-man company to a group that operates throughout Europe. On this journey, have preserved and continuously developed our identity as a family business.

Since its foundation in 1965, WISAG has been characterised by comprehensive and in-depth market knowledge, enabling us to provide customised solutions for our clients. This forms the basis for long-term relationships and partnerships that make us proud. WISAG is able to adapt its services and products dynamically to changing customer needs and conditions. This enables us to manage a wide range of infrastructural and technical property services, while being a reliable partner to industry and a specialist in Airport Services (see also the overview of our business units on [page 13](#)).

“A family business like WISAG stands for strong continuity, stamina when it comes to implementing defined strategies, values that are practised every day and a close relationship with clients, employees and suppliers.

Just like in a family, trust and cohesion form the foundation on which we can work together, overcome conflict and celebrate achievements. Our concept of developing managers from within our own ranks picks up on the corporate culture exemplified by our founder Claus Wisser and takes it into the future in a systematic and sustainable way.

As a large service provider, we have to operate in both a centralised and decentralised way, which is only possible if there is freedom that our employees have the courage to use.”



Martin Riebschläger
Managing Director,
WISAG Facility Services Holding SE

Our management team

This success would be impossible without the dedication and commitment of every single employee. It is therefore important to inspire, involve and motivate all the people who contribute. This is why we at WISAG have developed our three corporate values of appreciation, commitment and colourful, which shape our work together (see also [page 60](#)) and have also been our daily incentive for strong cooperation, ever since our foundation.

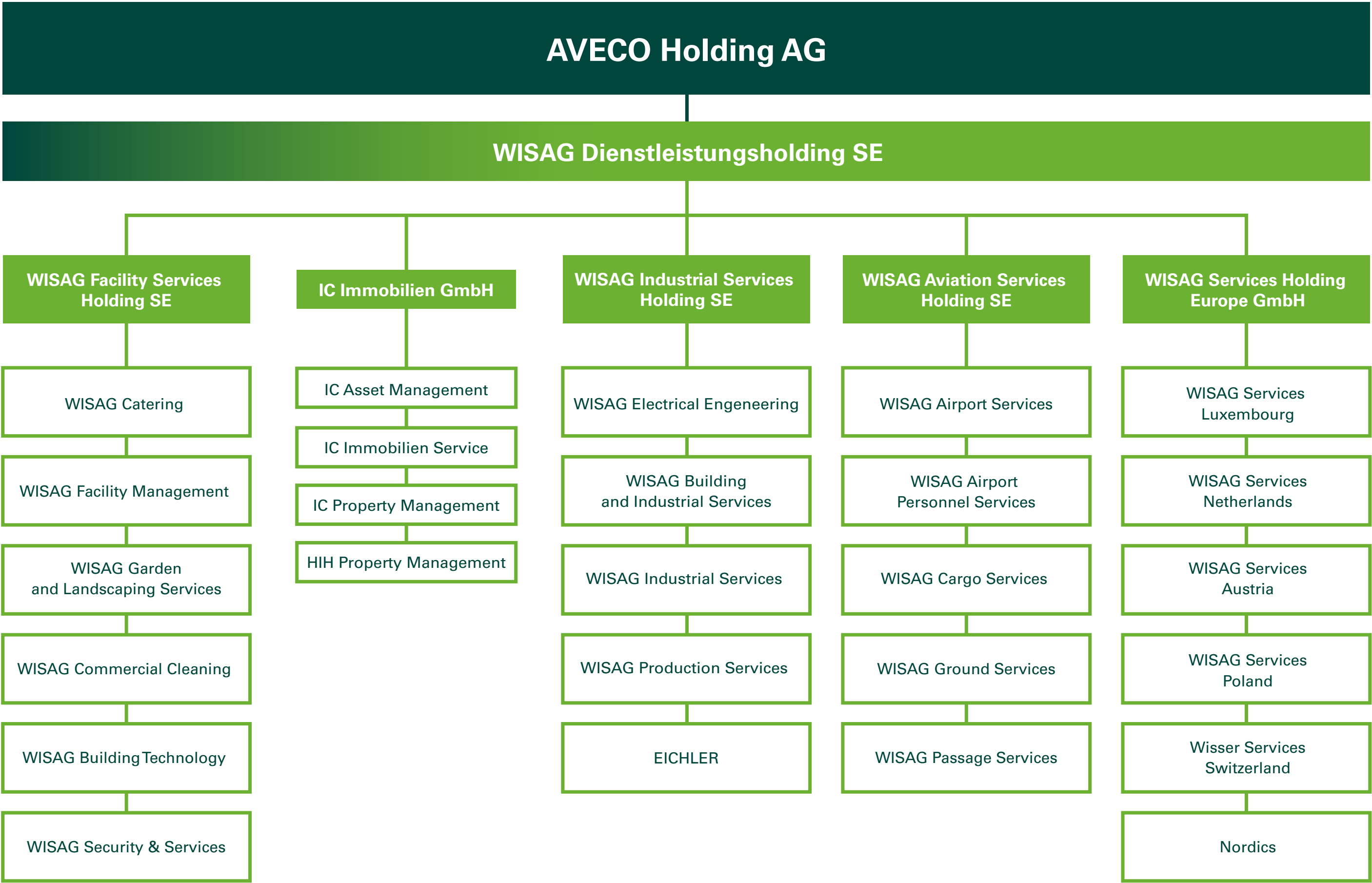
As well as staying close to our employees, we believe it is crucial to have personal contact with our clients. WISAG therefore relies on decentralised structures in its four business units and the associated divisions (see also [page 13](#)). This decentralised approach enables us to respond to individual needs and make our benefits tangible for clients and employees alike. We also promote personal responsibility and motivation in the individual business units and maintain flexibility and a down-to-earth approach despite the size of our company. We always strive for the best solution – both for our clients and for our employees.

The AVECO Holding AG – the parent company of the WISAG Group – unites our four business units, each of which is represented by subsidiaries. The managers of the individual business units develop customised strategies in close coordination with the Management Board of the AVECO Holding AG to ensure successful business development. The respective management teams are responsible for central functions within their area and manage the divisions in accordance with the guidelines set by the Management Board of the AVECO Holding AG.



From left to right: Dr. Eckhart Morré, WISAG Services Holding Europe GmbH; Thomas Bruns, WISAG Services Holding Europe GmbH; Martin Riebschläger, WISAG Facility Services Holding SE; Angela Stuhr, WISAG Aviation Services Holding SE; Michael C. Wissner, CEO of the WISAG Group; Carmen Ruck, WISAG Aviation Services Holding SE; Philipp Daniels, WISAG Industrial Services Holding SE; Harald Heibel, WISAG Industrial Services Holding SE

Our business units



WISAG Facility Services Holding SE

WISAG Facility Services Holding SE is one of the leading Facility Services providers in Germany, bringing together technical and infrastructural property services under one umbrella. It includes the divisions of Facility Management, Building Technology, Commercial Cleaning, Security & Services, Catering and Garden and Landscaping Services. We also offer special service packages for different customer segments, including for the healthcare and social services sector, for retail and logistics, for hotels and for the housing industry. The extensive service portfolio at WISAG Facility Services also includes numerous solutions that contribute to sustainable building operations: From a digital platform for energy management to environmentally friendly materials and processes in commercial cleaning and sustainable catering concepts, we offer customised services from a single source that not only have a positive impact on people's living and working environments, but also conserve valuable resources. As a reliable partner, we bring together economic and ecological aspects and support our clients in making their properties fit for the future, step by step.

WISAG Industrial Services Holding SE

WISAG Industrial Services Holding SE supports industrial clients with a diverse range of services for handling secondary processes relating to production and administration. Its range of services includes maintenance, technical cleaning, industrial facility management, electrical engineering plant construction, building engineering plant construction, production logistics, production support and industrial assembly. As part of Industrial Plant Management, we support our clients with a high level of in-house services and focus on synergies, allowing our clients to concentrate on their core business at all times. Our wide range of services also includes various sustainable services, such as the installation of photovoltaic systems or the implementation of customised charging solutions to promote electromobility. WISAG Industrial Services also includes EICHLER GmbH,

the leading electronics service centre with a focus on industrial electronics in Germany. With our motto “Repair, don’t throw away”, we support our clients with state-of-the-art analysis and repair tools for repairing and upgrading drive and automation technology.

WISAG Aviation Services Holding SE

WISAG Aviation Services Holding SE is the largest private full-service partner for Airport Services in Germany. Its range of services includes Airport Services and Ground Services, as well as Passage Services, Cargo Services and Airport Personnel Services. In particular, WISAG Aviation Services stands for flexibility, a high level of technical expertise and ongoing innovation leadership. With carefully trained staff, we help airlines to handle their aircraft on the ground (ground handling), from ticketing and check-in to boarding. Our services guarantee efficient and smooth processes, with optimal coordination of complete logistics chains and implementation of ground handling from a single source. We provide reliable organisation of aircraft loading and unloading, as well as push-back, operations and apron transport, in line with our clients’ requirements. WISAG Aviation Services is also an important driving force when it comes to sustainable handling concepts: The “Ready for Green” sustainability initiative launched in summer 2021 aims to achieve completely CO₂-neutral handling by switching to electrical ground support equipment.

WISAG Services Holding Europe GmbH

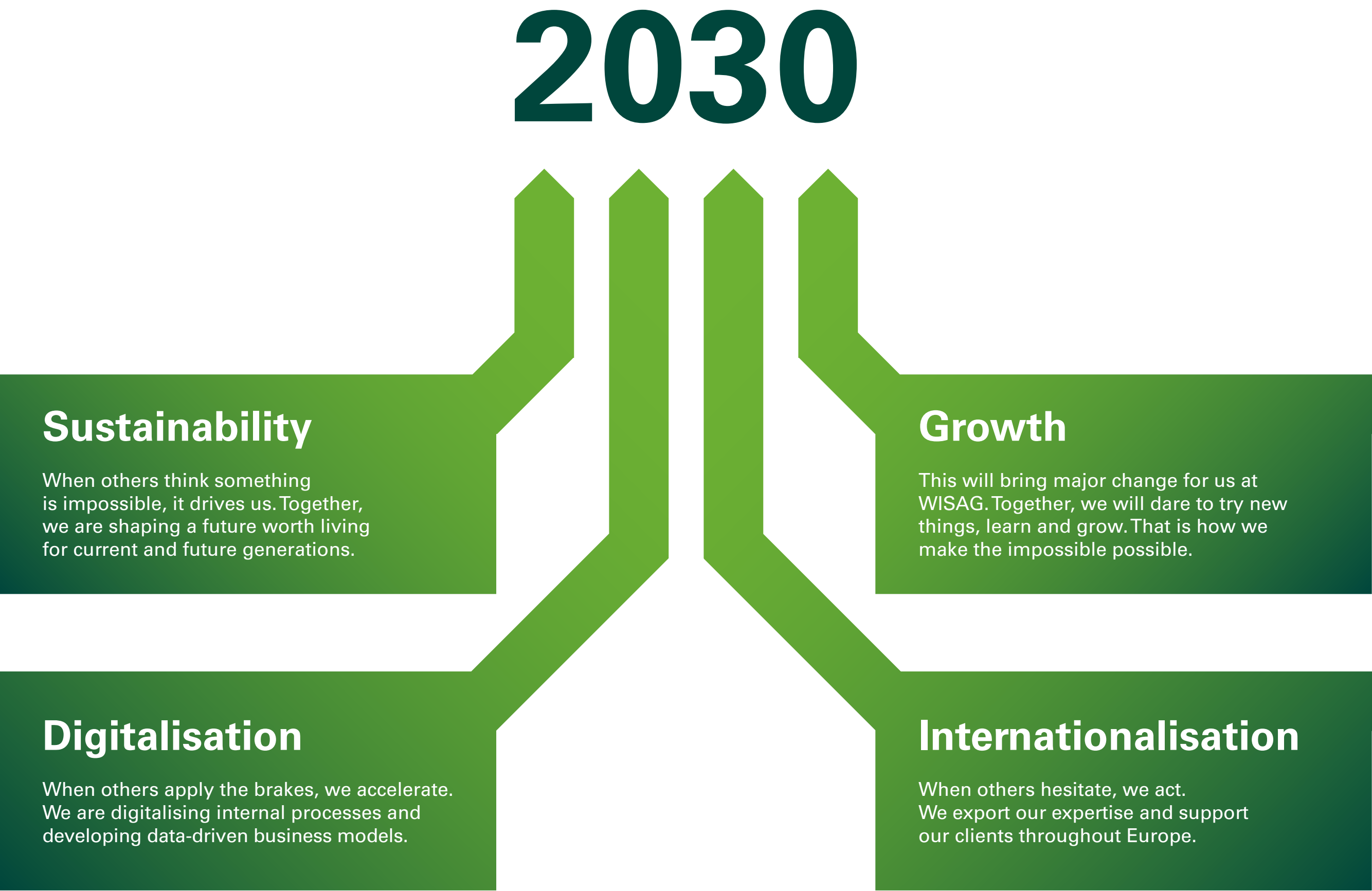
The fourth business unit, WISAG Services Holding Europe GmbH, pools all of the international activities of WISAG and manages strategic business development in the markets of Austria, Luxembourg, Switzerland, Netherlands, Poland and the Nordics. The overarching goal of WISAG – anchored in the internationalisation pillar of our Vision 2030 – is to establish the broad range of services offered by WISAG in other European countries on a growing and consistent basis and to increasingly give the corporate brand a face in an international context. The basic principle pursued by WISAG in this regard is to provide local services for its clients based on a scalable business model in the base country with its own staff and a sustainable corporate strategy, ensuring the growing customer demand for cross-border activities is met. By combining a high level of in-house services in all relevant areas of facility management with a medium-sized service culture, WISAG has a stable basis on which to drive forward its international business. WISAG Services Holding Europe is not yet analysed in this report. The focus is on national business developments and the activities of the WISAG Group.

Our roadmap for the future: Vision 2030

How do we want to develop as a company? Which issues are particularly important to us? And how do we want to meet the challenges of our time today and in the future? Every ten years*, we at WISAG formulate a joint corporate vision that redefines the strategic guidelines for our daily activities and our overarching goals.

Particularly in view of our decentralised structures, a shared understanding of our long-term corporate goals helps us to keep an eye on the big picture. Our Vision 2030 is centred on four pillars that we consider essential to the future viability of WISAG.

Let's end the impossible! Together, we are making the impossible possible with our Vision 2030 – for our clients and for ourselves.



*Due to the global coronavirus pandemic and the associated challenges, our Vision 2030 was not announced in 2020 as planned, but in June 2022 instead as an exception.

Sustainability as an investment in the future

As a key pillar of our Vision 2030, we actively promote sustainability at WISAG, ensuring we contribute to a future worth living for current and future generations. Our goals and measures in the area of sustainability are made measurable by means through a company-wide CO₂ accounting and are constantly developed further. The overarching goal is to continuously improve the environmental footprint at WISAG and to support our clients in an active and forward-looking way on their path to greater sustainability. We also communicate our developments in a transparent and credible manner, for example in our Sustainability Report.

We are actively driving digitalisation

We are aware of the challenges and the enormous speed of the changes triggered by digitalisation – and are actively embracing them. We see the opportunities offered by new data-driven, digitalised business models and understand that data is the new currency of the digitalised world. We utilise this potential for ourselves and our clients through smart user interfaces. This also includes actively contributing our ideas, including with regard to the digitalisation of internal processes. Because this is essential if we want to grow both nationally and internationally.

Internationalisation as an effective factor for healthy growth

The foundations for this have already been laid: WISAG offers facility services – also via partner companies – in a total of 41 European countries. This meets the demand from our internationally active clients for cross-border support in Europe. At the same time, we are exporting existing industry and segment expertise abroad and positioning WISAG as a strong service partner with an extensive portfolio of services.

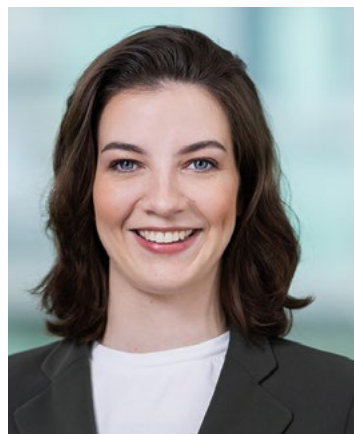
Growth as a prerequisite for sustainable success

These projects cannot be realised without growth. Our Vision 2030 therefore triggers the largest investment volume in the history of WISAG: By 2030, we will invest a total of more than 450 million euros in the implementation of the four themes of our vision. To achieve this, our goal is to generate sales of five billion euros by 2030.

This means our Vision 2030 offers future prospects for everyone: For employees who can develop further in a safe environment and whose personal contribution to achieving our corporate goals is valued. And for companies throughout Europe who receive the support of our services on a daily basis as our clients.

LUCIE digitalisation project drives transformation

To accelerate digitalisation within WISAG, we are developing the internal data hub LUCIE (Lightweighted User Centric Interface Experience). The aim of this digitalisation project is to create end-to-end digital processes for operational activities in the Facility and Industry business units. The platform is designed to ensure a smooth flow of information and to support the seamless integration of various technologies into our service portfolio. This will simplify day-to-day work and allow existing processes to be organised more efficiently. The project is designed for the long term as part of the digital transformation. LUCIE aims to strengthen the market position of WISAG in the field of digitalisation. This is because process efficiency means cost-effectiveness, which benefits our clients.



“With LUCIE, we are shaping the digital future of WISAG by optimising operational processes, conserving resources and creating a smooth flow of information. This is how we achieve a sustainable and efficient transformation.”

Amelie Heller
Manager Digital Transformation & Innovation,
WISAG Facility Services Holding SE

The topics of sustainability and digitalisation are closely interlinked at WISAG. For example, in addition to avoiding inefficient duplication of work, LUCIE also helps to conserve human and environmental resources. Cross-divisional management of data enables services and processes to be optimised, paper to be saved and journeys by our employees to be avoided.



Digital meets ESG: The WISAG Sustainability Radar

The connection between digitalisation and sustainability in the real estate industry was examined in the twelfth [WISAG Sustainability Radar](#) under the motto “Digital meets ESG – a dream team?”. The annual online study monitors current trends and developments relating to sustainable property management. It is based on the key issues that move the market – these change each year and may include digitalisation, labour shortages and climate protection. It has been established in the industry for over ten years and is used as a trend barometer. In 2023, the study focused on the question of whether digital technologies support the sustainable alignment of properties. A total of 271 industry experts took part in the online survey. The key results were that digital technologies bring many advantages to property management, including in terms of sustainability in all its dimensions. However, the associated digitalisation and sustainability strategies are usually not coordinated in companies.

Sustainability strategy and management

The climate crisis is one of the greatest challenges of our time. As a value-driven family company, we recognise our responsibility towards our clients, our employees and our planet. We want our actions to make a positive contribution to a future worth living for current and future generations, and we are consciously taking many small and large steps along this path.

Sustainability is firmly anchored in our Vision 2030 as one of four focus topics. On this basis, we developed our first company-wide sustainability strategy, which was officially adopted in summer 2023. It follows a holistic approach that takes environmental limits, social justice and economic resilience into account in equal measure. Only by embedding these aspects in our processes across all business units can we as a company enjoy success sustainably. We see the implementation of sustainability in our company as an ongoing process that is primarily about continuous progress. Standing still is not an option for us. While we have already achieved major successes in some areas, there is still potential for development in others – we are aware of this and want to work on them together in the coming years. We believe in teamwork and long-term partnerships because we are convinced that the challenges we face can be overcome more easily if everyone pulls together.

In organisational terms, the topic of sustainability is anchored at Management Board level and is actively promoted by all business units. Our organisation enables an intensive exchange to take place that not only includes the senior management level and central sustainability management team, but also involves the individual business units. This regular dialogue strengthens the close cooperation and ensures that sustainability is integrated into the corporate strategy as a central guiding principle and is continuously developed.



3 questions for Jens Schmidt

As Head of Sustainability, Jens Schmidt and his team are responsible for implementing and developing the WISAG sustainability strategy – a task that requires not only a great deal of perspective, but also good analytical skills. In our interview, he gives us an exciting insight into his work.

Mr Schmidt, WISAG is said to be taking some big steps, but also many small ones, on its way to a more sustainable future. What does this mean?

There are areas where we are already making good progress and areas where we still have room for improvement – we are well aware of that. As a service company, our focus is primarily on projects in the environmental sector. We have already made good progress here with the acquisition of the three wind turbines and the start of the electrification of our vehicle fleet. But ultimately, sustainability is not the task of a few individuals, but of many people. Everyone can contribute to greater sustainability through small everyday actions. In future, we want to support

our colleagues with various training opportunities to build up knowledge in the area of sustainability.

WISAG aims to align its services to be sustainable by 2030. What advantages does this offer your clients?

We already offer a wide range of services to support our clients in achieving their sustainability goals. Many of our clients will be under their own reporting obligations in the coming years and can secure crucial competitive advantages by working with us. I am always impressed by how broadly we are positioned and how our portfolio is evolving. This was also demonstrated at the WISAG EXPO, where various divisions were represented by an exhibition stand – almost everywhere, there was a reference to the topic of sustainability. I'm very pleased about that, especially because the topic is not always perceived in a directly positive light. Nevertheless, I believe that, together with our employees and clients, we can make a valuable contribution to a future worth living for current and future generations.

What role does the Sustainability Report play in this and how is WISAG preparing for the future CSRD reporting obligations?

As part of our Vision 2030, we have set ourselves the goal of publishing the first WISAG Sustainability Report in 2024. From now on, we would like to report regularly and, above all, transparently on the status quo of our sustainability efforts. To this end, we have formed various working groups that are working together on a standard process for collecting the relevant key figures and on the optimisation of processes. Given the size of our company and our decentralised structure, these efforts should not be underestimated, but we still see the whole thing as an opportunity. We are convinced that sustainability thrives on mutual exchange and on gathering experience – only in this way can we maintain our continuous development.

Materiality assessment

In preparation for the CSRD and to ensure that the relevant topics and goals in the various dimensions of sustainability are monitored on an ongoing basis, we carried out a double materiality assessment in 2023 that was completed in 2024.

Firstly, internal stakeholders were selected in order to identify relevant topics and to assess them according to the CSRD criteria. To this end, workshops were held in which representatives from all business units took part. The next step was to involve external stakeholders in the evaluation process, including the members of the Mainzer Kreis committee, which is made up of relevant experts from the real estate industry, as well as participants in the WISAG Sustainability Radar, an online study that we conduct annually.

In the workshops, the specialist areas were assessed in accordance with the ESRS 1 criteria as part of the double materiality assessment. This considers two perspectives: the materiality of the impacts (inside-out) and the financial materiality (outside-in). The materiality of the impacts focuses on the actual or potential positive and negative impacts of a company on the sustainability topics listed in the ESRS. In contrast, financial materiality refers to the financial risks and opportunities that sustainability issues entail for the company.

The findings gained so far in the ongoing process on key topics are addressed and described in detail in chapters 3 to 5 of this report. At WISAG, we consider the development of sustainable services and progress in digitalisation to be company-specific drivers of sustainable action. In addition, the issues of energy, climate protection, training and skills development were identified as key aspects in accordance with the ESRS guidelines. The results of the materiality assessment provide us with important impetus to drive forward the issues identified as material.

Sustainable services for our clients

As a service company, we are primarily active in sectors that have great potential for reducing greenhouse gas emissions. In our sustainability strategy, we have therefore set ourselves the goal of aligning our services to be sustainable by 2030. Our portfolio already includes a large number of sustainable solutions: This begins with the use of environmentally friendly cleaning agents and the reduction of food waste and extends to energy optimisation in buildings, as well as services such as the “Ready for Green” sustainability initiative from WISAG Aviation Services, which enables the decarbonisation of aircraft ground handling by switching to fully electric ground support equipment. We support our clients with our services aimed at implementing measures to reduce the use of resources, cut emissions and ultimately achieve their sustainability goals. Together, we are convinced that we can achieve great things.

As far as the sustainable alignment of our services is concerned, digitalisation opens up a wide range of opportunities for us. Our vision is to use innovations and digital technologies to design properties and services that meet the challenges of tomorrow. Our data-based offerings support our clients not only in automating processes, but also in reducing resources and emissions.

You will find an overview of selected sustainable services on the next page. In addition, individual services are explained in more detail in the chapters “[Environment and the future](#)” and “[Community and security](#)”.

Overview of selected ESG services

Environmental

- Energy management**
e.g. energy monitoring (wenode)
- Energy optimisation**
e.g. optimisation of the district heating supply
- Power supply**
e.g. photovoltaics
- Fully electric and CO₂-reduced aircraft ground handling**
e.g. use of electrical push-back vehicles
- Electromobility**
e.g. expansion of charging infrastructure
- Cleaning concepts**
e.g. support from cleaning robots (cobotics)
- Cleaning processes and products**
e.g. Cradle-to-Cradle® cleaning agents
- Waste concepts**
e.g. WISAG Waste Station
- Life cycle optimisation**
e.g. obsolescence management
- Grey and green maintenance**
e.g. use of battery technology
- Planting concepts**
e.g. intelligent irrigation
- Biodiversity**
e.g. compensation areas
- Catering and food concepts**
e.g. “Grünwerk” food concept

Social

- Customer support and feedback channels**
e.g. Ellie: Digital feel-good manager by WISAG
- Digital services**
e.g. Ding! The digital concierge
- Safety consulting – occupational health & safety**
e.g. occupational safety inspections
- Health management**
e.g. psychological risk assessments

Governance

- Fulfilling requirements**
e.g. energy audit (according to DIN EN 16247-1)
- Operator responsibility**
e.g. accepting the duty to maintain safety
- Security consulting**
e.g. IT security

What environmental measures is WISAG implementing?



Fabio
13 years old

Ferdinand
12 years old

Janina
23 years old

3 / Environment and the future

When it comes to the environment, our sustainability strategy focuses on avoiding and reducing climate-damaging greenhouse gas emissions. Our actions are guided by the principle of “avoid and reduce before compensate”. We regard the compensating of unavoidable greenhouse gas emissions as a necessary transitional solution.

Our aim is to optimise our energy consumption through targeted measures and to reduce greenhouse gas emissions on a continuous basis in our fields of activity. To this end, we are implementing various measures that are geared towards climate protection and energy, which have been identified as material issues.

Climate strategy and measures

Our overarching goal is to reduce our greenhouse gas emissions (scope 1 and scope 2) by at least 90 percent by 2030 when compared to 2022. In addition, in 2024 we will compensate all emissions that cannot be avoided or reduced by that time by supporting certified climate protection projects, which we will select according to their certification, reliability, quality and additionality.

Topic	Goals		Measures	
Climate protection and adaption to climate change	2024	A greenhouse gas-neutral balance sheet (scope 1 and scope 2)	2024	Conversion of all electricity supply contracts to green electricity*
	2030	Reduction of absolute greenhouse gasemissions (scope 1 and scope 2) by at least 90 percent compared to 2022	2024	Covering the electricity demand at our own locations in Germany with 100 percent self-produced green electricity from wind and solar energy
			2030	Full electrification of our vehicle fleet** Continuous expansion of the charging infrastructure at our own locations in Germany
Sustainable products and services	2030	Sustainable alignment of our services in the areas of Facility Services, Industrial Services and Aviation Services	2025	Gradual development of sustainability criteria for the services we offer

* Excluding electricity supply contracts that WISAG does not influence. These include, for example, individual rental properties with electricity supply commitments, such as on factory premises or at airports.

** Except special vehicles for which there are no alternatives on the market by then.

CO₂ accounting as the foundation for greater climate protection

Like many other companies that are committed to a sustainable future, we have introduced a comprehensive CO₂ accounting. This serves as the basis for our efforts to reduce our greenhouse gas emissions.

In addition to the direct emissions of our company (scope 1) and the indirect emissions from electricity procurement (scope 2), we are also gradually recording the emissions from the upstream and downstream value chain (scope 3). Identifying and reducing these complex interrelationships requires close co-operation with our partners. The knowledge that we gain enables us to implement targeted measures to reduce our environmental footprint and make a positive contribution to climate protection.

We record and quantify the emissions released by our company as part of our CO₂ accounting. This forms a crucial basis for us, providing valuable insights and enabling us to identify and implement targeted measures to further reduce our emissions. In 2022, we developed a system for this that was rolled out across the entire company in 2023.

Initially, our CO₂ balance sheet includes the scope 1 and scope 2 emissions of all WISAG companies and majority shareholdings in Germany. We also aim to record our scope 3 emissions in the future so that they can be reduced in a targeted manner in the medium term. Like many other companies, we are facing considerable challenges. The multi-layered and complex nature of supply chains and the dependence on data from external partners make it difficult to fully and reliably quantify these emissions. These include emission sources that we cannot influence directly. This applies, for example, to the transport and manufacture of products that we use but do not produce ourselves. We work closely with our suppliers and partners to develop solutions to continuously improve data quality and further reduce emissions.

What do scope 1, 2 and 3 mean?

Scope 1

Includes direct emissions from the company, such as emissions from the company's own vehicle fleet due to petrol and diesel consumption.

Scope 2

Includes indirect emissions from purchased energy such as electricity or district heating generated by the utility company.

Scope 3

Considers indirect emissions that arise in a company's upstream and downstream value chain, such as through the purchase of goods and services or waste disposal.

We will take a closer look at the scope 3 categories that are material for us and explain them in our next Sustainability Report.

For accounting purposes, we use the operational control approach in accordance with the Greenhouse Gas Protocol. To calculate our CO₂ key figures, we have recorded relevant consumption data in our internal SAP system. The corresponding CO₂ emissions were then calculated using emission factors from the Federal Environment Agency and the Federal Office for Economic Affairs and Export Control. The key emission figures are divided into scope 1 (CO₂ emissions from diesel and petrol consumption) and scope 2 (CO₂ emissions from gas consumption, district heating, electricity consumption and vehicle electricity consumption). We have used 2022 as the base year for our target of reducing all emissions by 90 percent by 2030. The calculation of the key figures for scope 1 and scope 2 emissions for the base year was partly based on assumptions and extrapolations. Comprehensive CO₂ accounting was integrated into our SAP system in 2023 in line with our Vision 2030.



Progress in reducing emissions

A look at the key figures shows that we succeeded in reducing our scope 2 emissions by a quarter in 2023 compared to the previous year. The reason for this is the increase in the proportion of renewable energies in our electricity supply contracts. Scope 1 emissions increased in the same period. This is partly due to our sales growth and the associated expansion of our vehicle fleet. The vehicles we use are still predominantly based on fossil fuels such as petrol and diesel. In the medium term, we aim to reduce scope 1 emissions by increasing the proportion of electric vehicles in our fleet. In the long term, we want to completely avoid emissions as part of the overall conversion of the vehicle fleet.

Greenhouse gas emissions	2022	2023	Δ in tonnes	Δ in %
Gross scope 1 GHG emissions (tonnes of CO ₂ e)	37,261	40,956	3,695	9.92%
Gross scope 2 GHG emissions (tonnes of CO ₂ e) (location-based calculation)	6,153	4,591	-1,562	-25.39%
Total GHG emissions (tonnes of CO ₂ e)	43,414	45,547	2,133	4.91%

We were able to slightly reduce the proportion of fossil fuels in the total energy consumption as the electricity supply at many locations was fully covered by renewable energies in 2023. The proportion of renewable energy sources in the total energy consumption therefore increased significantly.

Energy consumption and energy mix	2022	2023
Total fossil energy consumption (MWh)	170,740	177,670
Share of fossil sources in total energy consumption	97.34%	91.92%
Consumption of purchased or acquired electricity, heat, steam and cooling from renewable sources (MWh)	4,659	6,128
Consumption of self-generated non-fuel renewable energy (MWh)	0	9,484
Total renewable energy consumption (MWh)	4,659	15,612
Share of renewable sources in total energy consumption	2.66%	8.08%
Total energy consumption (MWh)	175,399	193,282

Calculating the different intensities makes it easier to compare sustainability performance over a longer period of time. In this way, we guarantee that we can continuously determine and adapt our use of resources and the efficiency of our measures, even in the face of economic growth. Although our total energy consumption and the associated emissions increased in 2023, emissions and energy consumption per thousand euros of sales fell over the same period. As the electrification of our vehicle fleet progresses, we expect our absolute emissions to fall in the future and our GHG emissions intensity to continue to decrease significantly.

Intensity of GHG emissions (scope 1 and scope 2)	2022	2023
GHG emissions (tonnes of CO ₂ e)	43,414	45,547
Net revenue (EUR thousands)	2,514,495	2,917,428
GHG emission intensity (tonnes of CO ₂ e/EUR thousands)	0.017	0.016
Energy intensity (total energy consumption per net revenue)	2022	2023
Total energy consumption (MWh)	175,399	193,282
Net revenue (EUR thousands)	2,514,495	2,917,428
Energy intensity (MWh/EUR thousands)	0.070	0.066

WISAG as an electricity producer

For us, the use of renewable energies is the key to independence from fossil fuels. We are aware of our responsibility as a company and want to play an active role in shaping the energy turnaround. We are therefore taking various measures to reduce our energy-related greenhouse gas emissions.

At the end of 2022, WISAG Energy Supply, our in-house energy supply company, began a process of conversion to green electricity of the electricity supply contracts for our delivery points in Germany that had not previously purchased green electricity from WISAG Energy Supply. The conversion has already taken place

at around two thirds of our locations. Due to existing supply contracts that WISAG does not influence, one third cannot currently be converted. This applies, for example, to industrial parks and airports with electricity supply commitments, as well as rental spaces without their own electricity meter. Our goal is to cover our total electricity consumption in Germany with self-generated green electricity for the first time in 2024.

In 2023, we therefore acquired two new, state-of-the-art wind turbines in Wiebelsheim. These were successfully commissioned in November 2023.

We also invested in an existing repowering project in Wörrstadt that was connected to the grid in September 2023. In total, the three wind turbines produce up to 31 gigawatt hours (GWh) of green electricity per year, which covers our current electricity demand in Germany several times over. All of the electricity generated by the wind turbines is fed into the public grid by WISAG Energy Supply, making a lasting contribution to increasing the proportion of green electricity in the German electricity mix. By acquiring and operating the three wind turbines, we are also preparing for the expected increase in electricity demand associated with the gradual electrification of our vehicle fleet and our economic growth. At the same time, we are also securing financial benefits for ourselves, as decoupling from the market price makes us independent of external factors and the resulting supply bottlenecks.



Rhineland-Palatinate Wörrstadt

Number of wind turbines: 1
Type of project: Repowering
System type: Vestas V150
Total output: 5.6 megawatts
Total return: 14 gigawatt hours

Commissioned by WISAG:
September 2023

Hub height:
166 metres

Rhineland-Palatinate Wiebelsheim

Number of wind turbines: 2
Type of project: New construction
System type: Vestas V126
Total output: 6.6 megawatts
Total return: 17 gigawatt hours

Commissioned by WISAG:
November 2023

Hub height:
149 metres



As with all construction projects, the erection of wind turbines represents an intervention in nature, especially if construction takes place in a nature reserve, as is the case with the project in Wiebelsheim. We therefore very much welcome the fact that strict environmental impact assessments and comprehensive species protection studies are regulated by law and form an integral part of every authorisation procedure. Depending on the results of these investigations, we have implemented various compensatory and replacement measures in

Wiebelsheim together with Naturschutzbund Deutschland e.V. (NABU), which ensure that the necessary impact on nature is compensated to at least the same extent. Every tree that had to be felled for the project was compensated by planting new trees elsewhere near the site. We are also taking various measures to protect native bird and wild animal species. The two turbines in Wiebelsheim, for example, have an automatic switch-off system to prevent collisions with bats and migratory birds.



3 questions for Holger Kube

Holger Kube is responsible for ensuring that the majority of our branches in Germany have a reliable supply of green electricity: He is Managing Director of WISAG Energy Supply and has held various positions in our family company for over 25 years. The issue of sustainability has followed him to this day.

Mr Kube, how did WISAG come up with the idea of buying three wind turbines?

At WISAG, we have always taken an unconventional approach. We believe it is important to just get started and gain your own experience. In 2022, together with our CEO Michael C. Wisser, we decided to produce our own green electricity. We acquired three fully planned wind turbines for this purpose in 2023. This has several advantages for us: We are not only making a valuable contribution to the energy turnaround, but are also securing stable electricity production costs. It is important to us that we act with as much foresight as possible, as our electricity requirements will continue to increase due to the gradual electrification of our vehicle fleet and our targeted growth.

To what extent has this decision also led to criticism?

First and foremost, we are receiving overwhelmingly positive feedback on our wind turbines – both from our employees and from external parties. Nevertheless, there are, of course, people who call our decision into question. That is completely legitimate. We are committed to open dialogue, for example as part of the WISAG EXPO, and are transparent about the fact that we, like many other companies, are facing major challenges and that solutions sometimes need to be developed first. This includes, for example, the question of recycling options for rotor blades, for which we still do not have a satisfactory answer. However, it is our responsibility as the owner and operator of the plants to work with our partners to find a viable solution that is as environmentally friendly as possible.

Does WISAG rely on other renewable energies in addition to wind power?

Yes, photovoltaics is also a mature technology for us, which we have been using at our Frankfurt-Zeilsheim site as of this year. In our strategy, we had set ourselves the goal of equipping all suitable roofs of our own properties in Germany with photovoltaic systems by the end of 2023. Unfortunately, we did not succeed. And although three further projects are currently being implemented, we will not achieve this goal this year either for various reasons. Nevertheless, we are staying on the ball and will prioritise this project in 2025. In addition to rooftop PV systems, we can also imagine installing a ground-mounted photovoltaic system in the future. So things are sure to be exciting!



Electricity from our own roofs

Generating electricity from solar energy is virtually emission-free and supplies cost-effective green electricity in the long term. To reduce our greenhouse gas emissions, we rely on solar energy as well as wind power. We are gradually equipping suitable roofs at our own branches in Germany with photovoltaic systems. The first system has already been installed at the WISAG Garden and Landscaping Services site in Frankfurt-Zeilsheim. WISAG Electrical Engineering has installed 200 solar modules with a total output of 82 kilowatt peak (kWp) on a roof area of around 550 square metres. This can generate up to 75,000 kilowatt hours (kWh) of green electricity per year – roughly equivalent to the current electricity requirements of the Zeilsheim branch. Any surplus electricity is fed into the public grid.

WISAG Electrical Engineering also offers its clients tailored solutions for solar and storage technologies (see also [page 34](#)).

Intelligent current measurement

Digitalisation is an important tool for controlling energy consumption and reducing emissions as a result. In order to assess how our electricity curve is developing over a defined period of time, we installed intelligent electricity meters – known as smart meters – at all German WISAG locations with an annual consumption of more than 10,000 kilowatt hours (kWh) in 2023. With the help of the data collected, we can create very accurate consumption forecasts. In conjunction with the generation forecast for our wind turbines, the surplus or possible additional electricity demand – on days with little wind, for example – can also be visualised precisely.



Electrification of our vehicle fleet

WISAG is active wherever our services are needed. Our fleet of around 9,000 vehicles ensures that we are always available for our customers – with flexibility and reliability. However, this also makes our vehicle fleet the main emitter of our scope 1 emissions. These emissions must be reduced in the long

term, which is why we have set ourselves an ambitious goal: We will fully electrify our entire vehicle fleet by 2030. This does not apply to vehicles for which there is no available alternative on the market at that time. After we introduced the first electric car over ten years ago, the strategic conversion of our vehicle

fleet was initially based on a top-down approach. As part of a pilot project, the Managing Directors of our holding companies and the Managing Directors of our divisional companies were supplied with electric vehicles at the beginning of 2023. The aim of the project was to gather important empirical values

Vehicle fleet	2022	2023	Change in %
Total number of vehicles	8,059	8,915	+10.62%
of which diesel vehicles	7,783	8,409	+8.04%
of which petrol vehicles	152	231	+51.97%
of which natural gas vehicles	6	6	+/- 0%
of which electric vehicles	118	269	+127.96%
Share of electric vehicles in total fleet	1.46%	3.01%	+106.16%
Fuel consumption (litres)	11,887,460	12,740,154	+7.17%
of which diesel (litres)	11,580,175	12,250,283	+5.78%
of which petrol (litres)	307,285	489,871	+59.42%
Annual consumption per diesel vehicle (litres)	1,487.88	1,456.8	-2.09%
Annual consumption per petrol vehicle (litres)	2,021.61	2,120.65	+4.9%
GHG emissions from vehicle fleet (tonnes of CO₂e)	31,257	33,454	+7.03%

Electrification Vehicle fleet

Number of vehicles: 8,915
Number of electric vehicles: 269
CO₂e emissions: 33,454 tonnes

Start of electrification:
Beginning of 2023



regarding the charging infrastructure, range and suitability for everyday use. After further management levels switched from combustion engines to electric vehicles, our fleet comprised a total of 269 electric vehicles at the end of 2023.

As the most important project for reducing our scope 1 emissions, the conversion of our vehicle fleet to electromobility was accompanied by various measures. Among other things, the findings of the pilot project were shared in the form of case studies via our MyWISAG employee app. As part of the WISAG EXPO – our event format for managers across business units – there



was also the opportunity to test various electric vehicle models and become familiar with the technology. Interested employees at selected locations, includ-

ing Berlin, Mannheim and Neuss, also had the opportunity to test drive various electric vehicles as part of a two-week test campaign.

“Mobility is a key success factor for a service provider like WISAG. People and materials have to be moved quickly and flexibly from one location to the next. At the same time, our vehicle fleet is responsible for the largest proportion of our greenhouse gas emissions. That’s why we are consistently focusing on this area. Step by step, we are converting our vehicles to e-mobility. This is not always easy and it is sometimes met with reservations. But we have to be prepared to break new ground and take responsibility for our environment by taking concrete action.”



Martin Riebschläger
Managing Director, WISAG
Facility Services Holding SE

W

What?
Why?
How?

What does WISAG's path to electromobility look like?

By 2030, we will replace all existing combustion-engine vehicles with vehicles that use electric drive technology, with the exception of special vehicles for which there is no electric alternative. By the end of 2024, we will have converted a total of 950 cars. We then plan to further electrify the vehicle fleet for small and medium-sized cars, depending on the delivery situation. As a

multi-service company, we require a large number of different vehicle models to provide our services. A complete conversion to electromobility will therefore only be possible once specialised vehicles are available on the market with mature technology and without any loss of functionality or quality. Supply bottlenecks in the automotive industry may also delay the changeover.

Development of a sensible charging infrastructure

A prerequisite for the success of the drive technology transition is the development of a sensible charging infrastructure at our locations in Germany. By working with WISAG Electrical Engineering and WISAG Building Technology, as well as external partners, to provide various charging options in the form of wallboxes and free-standing charging stations, we are supporting our employees in the transition to electromobility.

When expanding the charging infrastructure and prioritising locations, we are guided by factors such as the potential number of electric vehicles at the location, the size of the location, the current rental contract and the local conditions. Another prerequisite is that the site is supplied with green electricity from WISAG Energy Supply. The available electricity grid capacities and the resources of the electricity grid operators also play a decisive role.

At the end of the 2023 reporting year, around 120 of our own charging points were installed at our locations in Germany.

By the end of 2024, the number will increase to around 400 charging points at 40 locations. Employees with an electric company car can charge it free of charge at our own charging points and at selected charging partners. In addition, both employees with a private electric car and external parties benefit equally from attractive conditions compared to standard market charging tariffs.

As an industry partner, WISAG Electrical Engineering also supports its clients in setting up their own charging infrastructure ([see also page 34](#)).

Sustainable environmental services

In order to make our business model fit for the future, we have been focusing on the creation and development of sustainable services for our clients for many years. Our portfolio in the Facility Services, Industrial Services and Aviation Services business units ranges from the optimisation of energy in buildings and the use of environmentally friendly cleaning agents to the electrification of aircraft ground handling facilities and the installation of photovoltaic systems. These services help our clients to reduce their greenhouse gas emissions and save costs. Below we present a few examples from our wide range of sustainable services.

Charging infrastructure from a single source

A nationwide, demand-based and user-friendly charging infrastructure is essential to the success of electromobility. WISAG Electrical Engineering supports its clients in the implementation of customised charging solutions. Based on a requirements analysis, we determine the right concept – whether for a single charging point or a complete package. We support the entire process from project planning to infrastructural adjustments, and from retrofitting and installation through to commissioning, online monitoring and billing. If required, we can also take care of funding applications and the power supply – all from a single source. In this way, WISAG Electrical Engineering is making a valuable contribution to the mobility transition.



Photovoltaic solutions for companies

The roofs of properties, especially commercial and industrial buildings, are ideal for the installation of high-performance photovoltaic systems. As an expert partner, WISAG Electrical Engineering supports the entire process from planning to installation. The starting point is an analysis of the roof surface. In addition, we create an individual consumption profile and analyse potential savings and the cost-effectiveness of the system. Our range of services also includes installation, commissioning, connection and grid feed-in. Our offering is rounded off by customised services for all aspects of energy storage technology. Particularly in industrial environments, our clients benefit in a number of different ways when installing a photovoltaic system: In addition to reducing climate-damaging emissions, they not only save a significant amount of energy costs, but also make their sustainability efforts visible to the outside world.

Energy monitoring made easy

With its wenode® energy management ecosystem, WISAG Building Technology supports its clients in recording, processing and monitoring all relevant energy data in their properties. All energy and media consumption at the properties is recorded as part of meter management. Extensive data series from other systems can also be recorded via various interfaces. The connection to the market communication also means that supplier data is integrated directly into the system. During energy monitoring, all data is analysed, forecast and compared, taking into account reference values and weather data. The results are prepared for the customer on the wenode® platform in dashboards and various reports and made available on a customised basis. The monthly energy report provides clients with an overview of the de-carbonisation status of their property, and thus the impact of their ESG strategies, allowing them to take countermeasures if necessary. Based on this analysis, we recommend suitable measures with the aim of reducing consumption, increasing efficiency and ultimately reducing emissions and costs.

Fully electric aircraft ground handling

As part of the “Ready for Green” sustainability initiative, which was launched at Berlin Brandenburg Airport (BER) in 2021, WISAG Aviation Services offers airlines a fully electrical or CO₂-reduced handling services at selected airports in Germany. This enables us to provide our clients with targeted support in reducing emissions during ground handling. Our electrical ground service equipment – including baggage tractors and belts, passenger stairs, push-back vehicles and ground power units – replaces equipment with conventional fossil fuel-based drives. In addition to Berlin Brandenburg Airport, we are also represented by our “Ready for Green” sustainability initiative at our locations in Frankfurt am Main, Cologne/Bonn and Düsseldorf. Depending on the nature of the charging infrastructure on the apron, we can handle aircraft in a CO₂-reduced or completely CO₂-neutral procedure. A ground handling process is consid-



ered CO₂-neutral if none of the equipment required for the turnaround generates any emissions. At Berlin Brandenburg Airport, WISAG Aviation Services has already succeeded in reducing CO₂ emissions from its own ground handling operations by 30 percent in 2023 compared to the previous year. The aim is to reduce these emissions across all locations by a further 15 percent by the end of 2024 and to

“The conversion to fully electrical ground service equipment not only has a positive impact on the environment: The working conditions for our employees on the apron will also be improved, as air pollution from exhaust fumes will be reduced and the electric apron equipment will be much quieter.”

continue driving forward the electrification of our fleet with the purchase of new electric ground handling equipment. As part of this, we put a state-of-the-art e-bus into operation at BER in summer 2023. This can be used to transport passengers from the terminal to the aircraft or vice versa with zero emissions and almost no noise.



Paul Edwards
Sustainability
Manager, WISAG
Aviation Services
Holding SE

Sustainability in commercial cleaning

As the largest division of our company, WISAG Commercial Cleaning is an important driver of environmental protection measures. Over the years, it has developed numerous sustainable solutions, such as cleaning glass surfaces using the osmosis process and utilising waste bags made from recycled materials.

Another decisive measure was the conversion to the biodegradable Green Care line from our long-standing partner Tana-Chemie. The “Green Care Professional” product line fulfils the Cradle-to-Cradle® principle: The formula is biodegradable and the packaging is made from 100 percent recycled material, ensuring a closed cycle for the entire product.

In 2023, this enabled WISAG Commercial Cleaning to save 124,488 kilograms of CO₂e, 18,726 kilograms of plastic and 39,646 litres of crude oil. This was determined using the Green Care Performance Calculator, which calculates these figures on the basis of the supplied product quantities. The certified quantities and relative ratings are based on Ecolabel and Cradle-to-Cradle® product certifications. For 2024, WISAG Commercial Cleaning has planned to cover at least 70 percent of the cleaning chemicals it purchases via the Green Care line.



Cradle-to-Cradle®

The Cradle-to-Cradle® design includes a detailed product evaluation key. It takes into account the materials used, material recycling, the use of renewable energies and CO₂ management, as well as responsible use of water and social responsibility.



Energy-saving laser cleaning

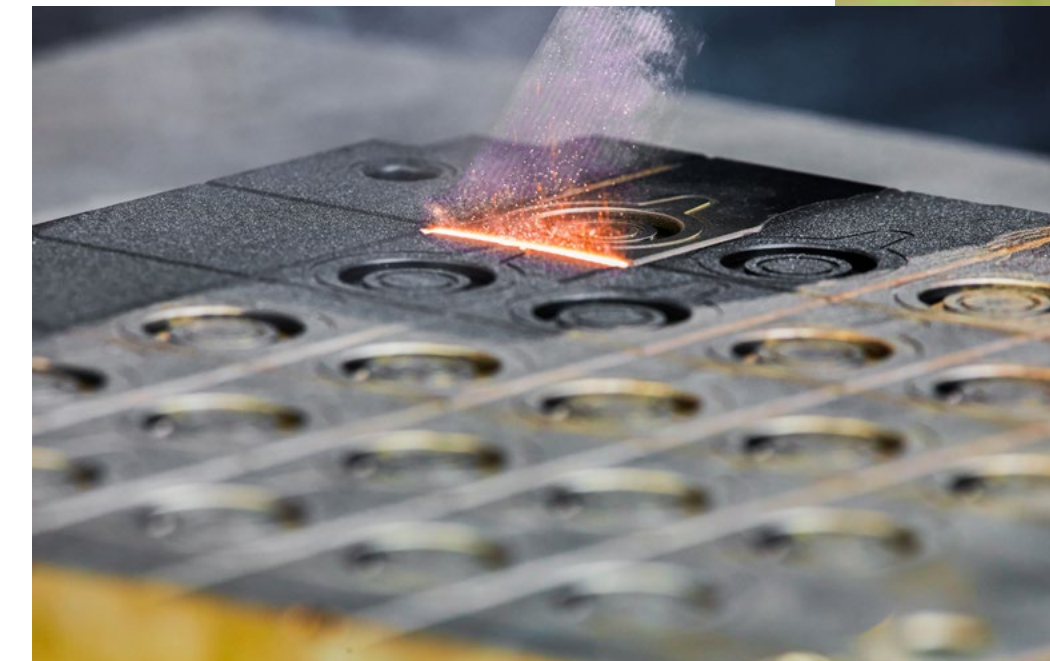
Production facilities can also be cleaned in a gentle and sustainable way. WISAG Production Services offers state-of-the-art cleaning methods, such as those that use laser technology. Laser cleaning is a thorough and residue-free cleaning method that does not require any chemical cleaning agents. Energy consumption, CO₂ emissions and waste generation are significantly lower than with dry ice cleaning, for example. As the surface is cleaned by vaporisation or sublimation, no solvents, blasting material or water are required. The innovative cleaning process is therefore ideal for tools, moulds, printing rollers, workpieces or body parts, while also maintaining occupational safety for employees in production.



Philipp Daniels
Managing Director,
WISAG Industrial
Services Holding SE

“Industry is faced with the challenge of maintaining growth and competitiveness while at the same time meeting the growing demands of climate protection and resource conservation. In addition to innovative technologies, the solution to this conflict requires a far-reaching transformation of production processes. Regulation at European and federal level must be complemented by a culture of innovation in industry. This requires tried-and-tested expertise, a high degree of flexibility and redundancy in critical processes. As a partner to German industry, we can offer added value with our experience from numerous sustainability projects.”

Image source: 4Jet Technologies



Intelligent irrigation

Climate change means that extreme weather events are becoming more frequent. In addition to avoiding climate-damaging emissions, it is therefore necessary to adapt to changing climate conditions such as water shortages or heavy rainfall. Site-optimised planting plays an important role here. WISAG Garden and Landscaping Services offers clients innovative concepts for the design and maintenance of their outdoor facilities. Intelligent irrigation is one focus area. A digital control unit is used to collect data from various sources – such as sensors for measuring soil moisture – so that irrigation systems can be adjusted in a targeted manner. In this way, WISAG helps their clients to optimise their water management while raising awareness of the responsible use of natural resources.

Sustainable solutions in catering

Communal catering plays a decisive role when it comes to saving resources. A significant contribution to reducing CO₂ emissions can be achieved, for example, by offering meals that take seasonal and regional products into account. It has also been shown that plant-based foods cause significantly lower emissions when compared to animal products. A sustainable offering such as this also meets the growing demand for environmentally conscious food options.

WISAG Catering promotes sustainability in communal catering through a variety of offers. We develop sustainable catering and food concepts in our internal forum of “eco-foodprint experts”. Selected lighthouse companies then test the innovative sustainability measures. Based on the knowledge gained, the measures are rolled out at other locations.

WISAG Catering’s three lighthouse businesses received the Greentable “Sustainable Catering” seal for their innovative solutions in 2023, and three more businesses were honoured at the end of 2023. WISAG Catering has also been a member of United Against Waste e. V. (UAW) since 2014 and implements numerous measures to reduce food waste. Part of the kitchen teams’ daily routine is to precisely analyse food waste so that this can be used as a basis for adjusting preparation quantities and avoiding overproduction.

Innovative food concepts

WISAG Catering focuses on innovative food concepts and initiatives that combine sustainability and a balanced diet. Our offering is highly diverse: The “Grünwerk” food concept combines customised, sustainable catering offers. The vegetable-based cuisine uses fresh ingredients and seasonally adapted recipes. With WISAG Catering’s health days and cookery workshops, we help our clients to offer more regional and seasonal ingredients. Our to-go products are only offered in sustainable packaging. WISAG Care Catering supplies hospitals and care facilities nationwide in accordance with the criteria for healthy and sustainable catering in communal facilities provided by the German Nutrition Society (Deutsche Gesellschaft für Ernährung e.V.).



Cooperation with start-ups

To continuously expand our range of services, we monitor the current trends and maintain a close dialogue with relevant industry experts. We also cooperate with start-ups whose solutions help us to develop sustainable and innovative products and services. The initiative “THE MISSION”, which we have been supporting since 2020, is a collaboration in which talented young people work hand in hand with established companies to develop sustainable solutions in the areas of food, waste and construction. It was launched by the FUTURY innovation platform. Together with well-known industry representatives, WISAG supports “THE MISSION” in a number of ways, including by ensuring that employees from different divisions are part of the expert teams and mentoring teams in the individual areas. The network of “THE MISSION” has now helped numerous start-ups to position themselves successfully in the market. The common goal is to establish greater environmental protection in the economy and society in the long term.

As part of our involvement in the start-up initiative, in 2023 WISAG Catering tested a meat alternative made from brewer’s spent grain – a development by the start-up UpCirclD Kitchen (formerly rest:art). It is based on a by-product of beer production that normally goes unused. This meat alternative made from brewer’s spent grain contains no additives and also has a high protein content. Following a successful test phase, the plant-based meat substitute is currently being used as part of various vegetarian and vegan campaigns – an ideal addition to our sustainable range of dishes.

What does WISAG understand social sustainability to mean?



Angelo
11 years old

Tiana
11 years old

4 / Community and security

Our family company rests on the firm foundation of a community of values, with people at the centre. This attitude characterises our daily actions and forms the basis for a wide range of services, which we and our employees provide in a high level of quality and with great commitment.

As a service company, our more than 50,000 employees and their needs and satisfaction are our top priority. We have always focused on respectful and open cooperation based on mutual trust.

WISAG as an attractive employer

Our corporate management has a responsibility to ensure job security by operating in a sound and sustainable manner. In addition, we strengthen the ability of each individual to take on responsibility and play a part in the success of WISAG. We provide a pleasant working atmosphere and listen to the concerns of our employees while also celebrating achievements together – whether they are big or small. In this way, we create a working environment in which everyone feels comfortable and – above all – valued.

We offer our employees across all business units a wide range of employment and development opportunities as well as flexible working time models tailored to their individual skills, personal

strengths and different lifestyles. Because we understand that everyone is unique – just as unique as the jobs at WISAG. This gives us the opportunity to retain existing employees in the long term and to attract further qualified specialists to our company.

In our sustainability strategy, we have set ourselves the goal of further increasing our attractiveness as an employer in the coming years. Our aim is to continue offering sustainable and secure jobs. A central focus of our strategy is also on occupational safety, where we constantly work towards achieving zero occupational accidents.

Topic	Goals	Measures	
An attractive employer	Continuous increase in employer attractiveness as part of the employee survey	2024	Foundation of a working group on recruiting and employer branding
		2024	Adjustment of the employee survey
		From 2025	Implementation of a company-wide, regular employee survey
Occupational safety	No occupational accidents	2023	Define a company-wide standard key figure for occupational safety
		2024	Introduction of a company-wide key figure, adjustment of previous procedures at business unit and division level
			Continuous implementation of decentralised health measures in the business units and divisions

People at the centre

Of our 50,000 or more employees, 44 percent are women and 56 percent are men. The majority of our employees are employed on a permanent basis, with a balanced ratio of full-time and part-time staff. We are particularly proud of our promotion of young talent: In 2023, 141 of the approximately 580 trainees and dual students were in their final year of training. We were particularly pleased to offer 92 talented employees a permanent position, corresponding to a hiring rate of 65 percent.



Carmen Ruck
Managing
Director, WISAG
Aviation Services
Holding SE

“WISAG is more than just an employer – it is a place where people come together with flat hierarchies, a clear vision and a strong team spirit. At WISAG, people take centre stage, and this is not just a slogan. It means that we look after each other in the same way that members of a family do, because that is exactly how we see ourselves: as a family business guided by strong values that characterise the way we work together every day. Being an attractive employer today and in the future is what drives us.”



Topic	Features	Absolute	Percent
Characteristics of employees	Total number of salaried employees (with employment contract)	52,145	100%
	of which male	29,365	56.31%
	of which female	22,779	43.68%
	other (various)	1	<0.01%
	Permanent employees	43,691	83.79%
	Temporary (fixed-term) employees	8,439	16.18%
	Salaried employees without guaranteed working hours	15	0.03%
	Permanent full-time employees	19,732	45.16%
Age structure	Permanent part-time employees	23,959	54.84%
	Employees under 30 years of age	7,641	14.65%
	Employees between 30 and 50 years of age	23,508	45.08%
Retained trainees	Employees over 50 years of age	20,996	40.26%
	Trainees and dual students (in final year of training in 2023)	141	100 %
	Trainees and dual students taken on(from final year of training)	92	65.25 %

“Every day, over 50,000 people from more than 140 nations and all world religions come together in our company. They all shape our success and form a community that embodies all aspects of diversity and tolerance. At WISAG, we do not tolerate those who poison our society, or those who are enemies of our democracy and despise our constitution. We have no room for discrimination, hate speech, racism or violence.”

Michael C. Wisser, CEO of the WISAG Group



Diversity makes us successful

People from more than 140 nations work at WISAG. They represent a wide variety of backgrounds and life paths, and are united by respect and tolerance. This community characterises our company and contributes to our commercial success. For almost 60 years, we have demonstrated how embodying diversity promotes creativity and innovative solutions – and that is exactly why one of our corporate values is “colourful”. This benefits not only our company, but also our employees and our clients. We recognise the diversity of society within and outside our organisation and value the potential of diverse profiles and qualifications. As an expression of this conviction, we signed the “Diversity Charter” in 2020.

By signing this document, we commit to ensuring that every person has the same opportunities, regardless of their ethnic, social or national affiliation, skin colour, gender, sexual orientation, gender identity, disability, age, religion or world view. Our zero-tolerance policy towards discriminatory behaviour is also set out in our [Declaration of Principles](#). We also focus on equal opportunities in the recruitment process and pay strict attention to fair recruitment procedures. Our recruitment guidelines and work processes are set out in our employee handbook for recruitment.

“Embodying diversity is the key to success. This is especially true for us as a service company with a strong set of values. The best solutions for our clients are always the result of mutual exchange and dialogue. Our team of over 50,000 employees, with their diverse backgrounds, enriches us and enables us to find creative solutions. We are colourful – and that is precisely the source of our potential. That means sometimes taking unusual paths and, above all, always being open to new perspectives and points of view.”



Angela Stuhr
Managing Director,
WISAG Aviation
Services Holding SE

Open dialogue for strong cooperation

We attach great importance to open communication with our employees. We provide them with regular and comprehensive information about current company developments in order to establish transparency and express our appreciation. We also promote dialogue between employees and the company as among employees themselves, including through regular employee discussions or regional events.

We use our MyWISAG employee app to enable all employees to participate in communication within the company and to provide them with information quickly. The aim of this app is to improve our internal communications and involve those who do not have access to a work PC. Our employees can use MyWISAG on their smartphones at any time to find out the latest news, report on their own projects or exchange information with colleagues. The app is certified in accordance with DIN ISO 27001. In this way, WISAG guarantees protection of privacy in accordance with the applicable data protection guidelines.

To promote dialogue between our business units, we launched an internal series of events in 2023: the WISAG EXPO. This exchange format across business units is aimed at all managers at levels one to five. In the reporting year, the WISAG EXPO took place once each in Düsseldorf and Berlin and three times in Offenbach. A total of over 1,400 managers took part. The focus was on exchange across business units on our vision topics of sustainability, digitalisation, internationalisation and growth. For two days at each event, we addressed current issues and developed solutions for how we can pool our existing expertise even more effectively in future and use this to benefit our clients.

In addition to presentations and an exhibition area, the varied programme of events also included discussions with our CEO and the Managing Directors of our holding companies. It is particularly noteworthy that the event was largely implemented in-house. WISAG Event Services was involved alongside WISAG Event Catering, which was responsible for on-site catering.



It is important for us to gain valuable insights into the needs and opinions of our employees. In recent years, our various business units have therefore conducted regular employee surveys. To optimise this process and create a standardised basis, we plan to establish the surveys throughout the company in future. We have already redesigned the survey for this purpose in 2024. In this way, we want to ensure that the opinions of all employees are taken into account and that we can work together to continuously improve our corporate culture.

In addition, the works council is committed to the interests of all WISAG employees and is in constant dialogue with them. Ever since WISAG was founded, we have en-

smallest units, at branch level, and extends through divisional and general works council committees and the group works council to the supervisory board.

The works council fulfils its statutory duties and deals with all issues and management decisions that affect the working environment of employees. If no solution can be found in the works council committees with senior management, the works council submits these issues to the supervisory board. There is also a regular meeting between our CEO and the group works council.

“At the heart of WISAG are our employees, who are fully committed and highly motivated to serve our clients every day. They deserve all our respect and appreciation. Being fit for the future means, first and foremost, being an attractive employer and being perceived as such in the market. The focus of our work in the works council is therefore to promote respectful interaction within the group, both now and in the future.”

Carmen Kopf, Chairwoman of the Group Works Council, AVECO Holding AG

gaged in cooperation with employee representatives as equals and regard this as an indispensable prerequisite for fair and respectful collaboration. The advocacy and promotion of collectively agreed wages is also part of this basic understanding of partnership and an internal community of values between employees and company managers. The works council structure is orientated towards the needs of employees. The group works council meets on a regular basis and holds a plenary meeting of the group’s works councils once a year. Employee representation is formed even in the

Personnel development and further training

We attach great importance to the comprehensive training and further education of our employees. In this way, we not only ensure a sufficient supply of skilled labour, but also strengthen our employees' loyalty to us as an employer.

Our training programme is wide-ranging and geared towards the individual interests and skills of our employees. It ranges from basic qualifications before starting a job to specialised training and individual coaching for managers. The HR managers in the individual business units and divisions determine the need for further training on a continuous basis and develop relevant programmes. We also design our development and qualification programmes in a clear way and align them with a standardised skills model.

The available training can be found in our virtual WISAG Bildungshaus. We offer all training programmes under this one umbrella so that our employees have easy access to personal and professional development. In addition to voluntary training courses, our employees can also find mandatory training courses, as well as a large selection of further training courses on various topics, as face-to-face, live and online events. The WISAG Bildungshaus is divided into four different areas: cross-divisional basic knowledge about the company as a whole, user and IT training, division-specific specialist and task-specific training and management development.



“Based on the concept of lifelong learning, we offer a wide range of further training programmes in the WISAG Bildungshaus, which includes various specialist training courses as well as personal development courses. In this way, we enable our employees to grow not only professionally, but also personally, depending on their needs and management level.”

John Lotz

Executive Recruitment and Development,
WISAG Dienstleistungsholding SE

Reaching the top together

We give our managers comprehensive preparation for the transition to the next management level as part of three different development programmes. The three management development programmes “Bergstürmer”, “Gipfelstürmer” and “Himmelstürmer” open up a wide range of career and development opportunities within our company for selected employees. In addition, there is a programme within our divisional companies that prepares potential managers for promotion to the lowest management level.

Our management development programmes “Bergstürmer”, “Gipfelstürmer” and “Himmelstürmer” are based on a skills model that focuses on the individual and their skills. The 12 to 15-month programmes include various modules on the topics of leadership, sales, customer development, business administration and law as well as self-organisation, supplemented by various development checks. The content is taught in training sessions, workshops and e-learning courses as well as coaching sessions, personal mentoring and various practical simulations.

Participants are supervised and supported by their direct supervisor and a project coach for the entire duration of the programme. In this way, we can give motivated, high-potential individuals the preparation they need to take on management and personnel responsibility in our family business. One special highlight as part of the “Bergstürmer” programme involves participants going on a guided hike to the Zugspitze, Germany’s highest mountain. This gives them the opportunity to put their stamina and team spirit to the test, based on our corporate value of commitment. Participation in the hike is voluntary and requires a doctor’s confirmation of personal health to ensure the safety of the participants.

In 2023, 28 participants successfully completed the “Bergstürmer” programme. By April 2024, 30 employees will have successfully completed the “Gipfelstürmer” programme, while 13 will have completed the “Himmelsstürmer” programme. There are currently 26 participants in the “Gipfelstürmer” programme and 16 in the “Himmelsstürmer” programme.



Why does WISAG rely on its own managers?

Part of our self-image and the WISAG DNA is to give preference to filling management positions internally and to promote young, talented individuals. We regard the development of managers within WISAG as an essential

foundation for a strong community. The management development programmes at the WISAG Bildungshaus are therefore designed to give our employees the best possible preparation for the next steps in their career.

3 questions for Michael Rexroth and Niclas Dimartino

Niclas Dimartino and Michael Rexroth are responsible for the management development programmes “Bergstürmer”, “Gipfelstürmer” and “Himmelsstürmer” at WISAG. They are dedicated to the task of developing managers from within the company.

What distinguishes the management development programmes at WISAG?

Michael Rexroth: We want our programmes to be close to everyday working life while being practical and promoting networking. Before designing our programmes, we looked at the different skills requirements at all management levels and created a standardised skills model for each management level through a process of mapping.

This skills matrix is the basis for our modules, development checks and the future target position.

Niclas Dimartino: Our programmes not only impart the necessary skills, but also the very special WISAG spirit, or in other words, our values and the way in which we are there for each other and for our clients. We also rely on a combination of external trainers and internal coaches. This may sometimes be our CEO Michael C. Wisser, who talks to participants about leadership and answers their questions.

What qualities do you particularly value in your participants?

Niclas Dimartino: It is important to us that the participants have internalised the WISAG values and embody them in their everyday lives. Empathy is an important factor in a manager’s success. In addition, our WISAG spirit must be tangible – participants should be prepared to go the famous extra mile and think outside the box.

Michael Rexroth: First and foremost, we are interested in personal initiative and the will to work on yourself and constantly improve. The ability to accept and implement feedback is also essential for us when it comes to successfully completing the development programmes.

What feedback do you receive from the participants and how is this feedback incorporated into the further development of the programmes?

Michael Rexroth: One focus of our modules is to train an open and honest feedback culture and to establish it in practice. In the course of the programmes, we receive many good ideas and suggestions for improvement, which we continuously incorporate into the further development of the programmes. The content is by no means static, but is constantly evolving with our company and our needs.

Niclas Dimartino: Most groups report back to us at the start of the programme that it is hard and challenging, which is because we are trying to get our managers out of their comfort zone. At the end of the programme, however, they all know that this is exactly what has helped them progress and are proud of their development – and so are we, of course!

Practical training at the WISAG Aviation Academy

In 2013, WISAG Aviation Services founded its own academy, which is dedicated to training airport staff. At the WISAG Aviation Academy, we offer an innovative concept of “learning on the job. Our training courses range from basic training in aircraft and passenger handling to specialised training, such as de-icing. Our training groups actively accompany the daily work processes so that they can apply theory directly into practice. Some of our ground handling trainers have decades of experience as certified ground handling agents, which guarantees an exceptionally high quality of training that is strongly practice-orientated. In addition, the WISAG Aviation Academy is an ISO 21001-certified Bildungshaus, which underlines our commitment to high-quality training.

Our statement of principles for the protection of human rights

Respecting human rights is of the utmost importance to us. In our [Declaration of Principles](#), we are committed to respecting all aspects of internationally recognised human rights and the labour standards of the International Labour Organization (ILO), which set universal minimum standards for decent work. This applies both to our employees and to employees throughout our entire value chain. You can read more about human rights in the supply chain in chapter 5 of this report, which describes the “General Conditions for Co-operation with Companies of the WISAG Group” in detail.

Reliable reporting channels and complaints procedures

A central component of our due diligence obligations is the provision of independent complaints procedures. They offer the opportunity to provide solutions at an early stage in the event of potential violations of the law or regulations. In the event of suspected irregularities, we encourage our employees to follow the official reporting channels. To this end, WISAG has set up a central whistleblower and complaints office for employees, business partners and other parties. We provide various [access channels](#) to the complaints office, both analogue and digital – by email, telephone hotline or via the responsible HR departments or line managers. As an accompanying measure, we have drawn up rules of procedure that regulate the processing of reports of potential grievances. The effectiveness of the complaints procedure is reviewed at least once a year and additionally on an ad hoc basis. WISAG follows the procedure set out in the German Whistleblower Protection Act (HinSchG) when processing reports. In this way, we ensure that we comply with the requirements of the legislator from the various laws – such as the Supply Chain Act (LkSG), the Whistleblower Protection Act or the General Act on Equal Treatment (AGG) – and fulfil the requirements of responsible corporate governance. In addition, WISAG has established the role of a Human Rights Officer, who also contributes to the fulfilment of our due diligence obligations.

In 2023, we recorded around 50 enquiries via the aforementioned reporting channels. The majority of enquiries and consultations were general questions that do not fall within the scope of the Whistleblower Protection Act. A total of eight reports within the scope of the HinSchG were received by the whistleblowing office. None of these cases involved human rights violations.

Occupational health and safety

From airports to industrial plants or public events, our employees work for our clients in many different locations every day. Wherever they work, we offer our employees a safe working environment.

Our aim is to maintain the health of all employees, protect third parties and prevent accidents, injuries and work-related illnesses. We fulfil the necessary safety regulations and all legal requirements relating to health protection and occupational safety for all our employees.



In addition, several divisions have ISO 45001 certification for accident prevention in the workplace. Part of this certification involves a systematic approach to occupational health and safety that identifies sources of error. The aim is to minimise the risk of harm to health and accidents in the workplace.

Comparable certifications or guidelines exist in the areas of our company that are not certified in accordance with ISO 45001. Internal audits and mandatory annual training and instruction are also carried out to prevent occupational accidents. Company health management currently takes place at site or divisional level. The decentralised organisation at WISAG enables the divisions to implement health services individually in their region.



Dr Annette Gumbel
Managing Director
of the KiWIS Foundation

“By establishing the KiWIS Foundation, we have made it our mission to offer young people a wide range of educational opportunities and to support them on their personal journey. We not only promote their achievements at school, in training and at university, but also enable them to build up knowledge in the areas of sustainability and environmental protection.”

Social commitment

As a company with over 50,000 employees, we have a great social responsibility – not just towards our colleagues, but towards society. Thanks to our decentralised structures, we are deeply rooted in the regions and are directly involved on the ground through our support for local projects. We would like to take a closer look at a few examples below.

Better educational opportunities thanks to our KiWIS Foundation

WISAG firmly believes that education forms the basis for a successful future. This is why the Wisser family, which owns WISAG, founded the KiWIS Foundation in 2015 to mark the company’s 50th anniversary. As WISAG’s children’s aid foundation, its aim is to promote educational opportunities for children and young people.

Its wide range of support is based on the “Guidelines for Education for Sustainable Development” and is as diverse as WISAG itself. With various support programmes, the KiWIS Foundation gives school pupils, students and trainees the opportunity to improve their performance. Various programmes have been set up for this purpose, ranging from tutoring and scholar-ships to learning camps. The foundation also organises exciting events and excursions throughout Germany, such as museum visits, cooking and baking courses or the “Green Days”, which focus on the topics of environmental protection and sustainability. All offers are available free of charge to the children and grandchildren of our employees. In addition, since 2023, external participants have also been able to take part in the events free of charge. In the 2023 reporting year, the KiWIS Foundation supported a total of around 700 children and young people.



The foundation is financed by donations and grants. In 2020, we also introduced the KiWIS Cent as part of a company-wide scheme to further expand the foundation's services: This allows our employees to donate the cents from their salary to the foundation on a voluntary and automated basis every month. WISAG doubles this contribution once a year. In 2023, donations totalled EUR 31,897.

We want to make a positive contribution to a future worth living for current and future generations and are convinced that this is only possible through direct dialogue with the young target group. In line with our Vision 2030, the topic of sustainability was also addressed in a one-day workshop at this year's two learning camps. In various group activities and games, the participants not only built up knowledge about the climate crisis and its consequences, but also exchanged tips on how each of them can make a contribution to greater sustainability in their everyday lives.

Following a presentation of our sustainability strategy that was appropriate to the target group, we asked the children and young people what questions they had for WISAG and what sustainability-related events they would like to see in 2025. Based on these findings, the [annual programme of the KiWIS Foundation](#) was expanded to include further events relating to the topics of sustainability and environmental protection.



Our WISAG Haus as a safe haven for refugees

We believe we have a special responsibility to provide help where it is needed, especially when people find themselves in a desperate situation through no fault of their own. As a result of the Russian war of aggression, we launched an aid project for refugee families from Ukraine at short notice in February 2022. A short time later, in mid-March 2022, the WISAG Haus in Frankfurt am Main was officially opened: The hotel, which was rented for a year, offered over 600 Ukrainian women and children a safe haven away from their home country. The WISAG Haus was managed by the Managing Director of the KiWIS Foundation in close cooperation with the German Red Cross Frankfurt, which also supported the women and children in the area of psychosocial intervention.

The project received exceptional support from our employees and many volunteers, as well as generous donations – including from our clients. The nursery group run by Terminal for Kids and the SKYLINERS basketball lessons were also very popular. The project received further support in the area of education from the Boston Consulting Group, which supervised a Ukrainian school class. We are also particularly proud of the fact that we were able to manage the WISAG Haus ourselves during the entire rental period.

After twelve months of working hard to integrate the Ukrainian families into society, a new phase of their lives began with the scheduled expiry of their tenancy agreement in March 2023. Together with the City of Frankfurt, we prepared them for the move to their own apartment or shared accommodation and supported them in dealing with the authorities. Some have moved into an apartment in Frankfurt or within Hesse. Only a few have returned to Ukraine at their own request, in spite of the ongoing dramatic situation in their home country. Two former residents are now working in our family business and a European subsidiary of WISAG. For us, this special project is further proof that we can achieve great things by combining the efforts of many committed people.



Prospects for young people with JOBLINGE

As a family business, the promotion of young people is very close to our hearts. Many young people face the challenge of joining the training or labour market and need targeted support. This is where the JOBLINGE initiative comes in: It offers disadvantaged young people aged between 15 and 27 valuable support on their way into working life. WISAG Facility Services and WISAG Industrial Services have therefore been actively involved in JOBLINGE in the Rhineland and the Rhine-Main region for many years. At WISAG Facility Services, this commitment has so far led to a total of 23 successful jobs for former JOBLINGE participants. In addition, participants in the initiative have started a total of 79 training programmes and completed 201 internships. In recent years, a total of 68 of our colleagues at WISAG Facility Services have acted as mentors in the initiative, with 28 of our employees currently taking on this important role. Together, we are helping to offer prospects to young, talented people and support them as they enter the world of work.

Support for sport and culture

We are convinced that promoting sport and culture enriches local life and strengthens social cohesion. As a service company headquartered in Frankfurt am Main, WISAG has therefore supported the Hesse-based basketball club SKYLINERS for many years. We are the naming rights partner of the annual “Company Cup powered by WISAG” company tournament and the school tournament “School Cup powered by WISAG”, which takes place before every SKYLINERS home game. As the promotion of young talent is particularly important to us, we also support the SKYLINERS “Basketball macht Schule” school project. This project ensures that weekly basketball clubs are organised at schools. In the WISAG ticket shop, our employees also have the opportunity to secure free tickets for themselves, their friends and relatives for home matches. The team currently competes in the Basketball Bundesliga.

Deeply rooted in the Rhine-Main region, the promotion of talented artists and cultural diversity in our region is particularly important to us. For many years, we have placed a special emphasis on music. We are one of the founding members of the Rheingau Music Festival – one of the largest music festivals of its kind in Europe. It is known for its wide variety of concerts. As part of this long-standing partnership, WISAG Facility Services traditionally sponsors the jazz matinee at castle Johannisberg in Geisenheim.

Together against child poverty

In Germany, many children and young people under the age of 18 live in poverty. To counteract this, the children's and youth organisation "Die Arche" – which we have been supporting in a variety of ways since 2010 – is actively involved in the fight against child poverty. WISAG Building Technology supports this Christian children's and youth organisation through donations, voluntary work and more. WISAG Catering also offered a very special product to mark World Children's Day in September 2023 at five locations, including our Frankfurt headquarters: the iced tea "GoodTea", which was developed by 15 young people from Arche Frankfurt. The proceeds from the sale were donated to Arche Frankfurt.



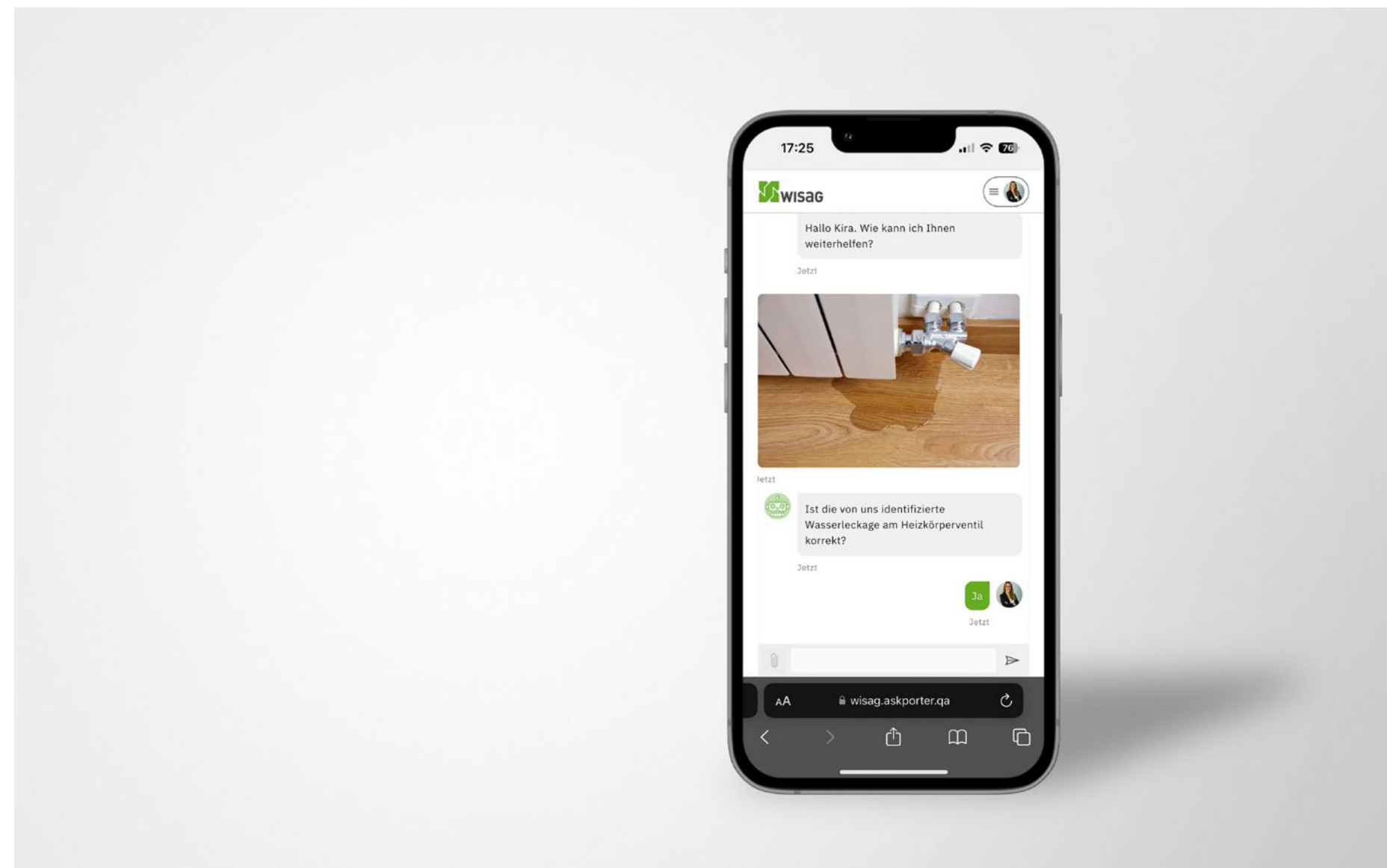
Earthquake aid for Turkey and Morocco

We have always regarded it as our fundamental responsibility to provide support where it is urgently needed. This was true of the devastating earthquakes in Turkey and Morocco in 2023. The emergency aid that we provided was particularly close to our heart, as many of our 50,000 or more employees have relatives and acquaintances in the affected regions. After the earthquake in Turkey in February 2023, WISAG Aviation Services was immediately and actively involved at Berlin Brandenburg Airport. As part of a relief campaign initiated by our customer Turkish Airlines, we volunteered to pack, palletise and load more than 120 tonnes of aid.

WISAG also launched an in-house donation campaign in cooperation with the German Red Cross. Within two weeks, our employees donated EUR 4,575, which WISAG rounded up to a total of EUR 15,000. A similar fundraising campaign was also initiated for Morocco when a strong earthquake destroyed the homes of many people there in September 2023. WISAG donated EUR 15,000 to the German Red Cross. We also called on our employees to participate in the fundraising campaign via our internal communication channels.

Sustainable social services

In addition to the environmental area, we offer a wide range of social services that give our clients comprehensive support on their journey towards greater sustainability and compliance with ESG regulations. Examples include safety consulting from WISAG Security & Services, which focuses on occupational health and safety, and the digital feel-good manager Ellie, provided by WISAG Building Technology.



Safety consulting: Occupational health and safety for our clients

Occupational health and safety is not just a legal obligation, but an essential part of corporate responsibility. The relevant legal framework is anchored in the German Occupational Safety and Health Act (ArbSchG) and is supplemented by the regulations of the German Social Accident Insurance (DGUV).

As part of our safety consulting services, our highly qualified specialists carry out comprehensive risk assessments at our clients' workplaces. This process begins with a detailed analysis of the specific working environments and the risks that could potentially jeopardise the safety and health of employees. Based on the results of this assessment, our experts develop tailored recommendations to implement effective protective measures.

Ellie: The digital feel-good manager

Digital solutions from WISAG are already in use at many of our clients, including the chatbot [Ellie](#), a building management platform based on artificial intelligence (AI). Clients and our service teams communicate via this mobile digital assistant, which can be operated using natural language. It learns continuously, categorises messages independently and asks specific questions. Ellie automatically creates tickets based on the enquiries and forwards them to the relevant team in real time. This saves valuable time and reduced the workload for the facility management team in the property.

Why is responsible corporate governance important to WISAG?



Phillip
25 years old

Noel
10 years old

5 / Values and relationships

Since its foundation, WISAG has relied on the power of entrepreneurs within the company: We foster a corporate culture that encourages each and every employee to take on responsibility and actively contribute to the company’s success. In our decentralised structures, we create the freedom to act independently and promote a culture of trust. A common system of values guides us in our daily

Interactions and forms the stable foundation of our corporate culture. However, we carry responsibility in the area of corporate governance not only for our employees, but also along our entire value chain. We also formulate targets and measures for this as part of our sustainability strategy.

Responsible corporate governance

Integrity in business behaviour is deeply rooted in our entrepreneurial activities. This self-image is also anchored in our regulations and guidelines.

Decentralisation, honesty and reliability have guided us in the past and are important building blocks of our economic success. Sustainability was added to these principles in 2023, as this topic is of great importance to us. We want to continue to fulfil our high standards of responsible corporate governance in the future. We will therefore continue

to monitor our processes and measures taken to prevent and detect illegal activities, including corruption, through our internal control system and take decisive action in the event of violations. In addition, we will introduce a system for collecting all relevant ESRS key figures by 2025. However, responsible entrepreneurship is not just about us, but our partners too: We maintain a partnership with our suppliers that is based on shared values and goals. We are committed to a responsible partnership in which we expect high standards. We develop

Topic	Goals		Measures	
Good governance and compliance	2025	Company-wide anchoring of our principles decentralisation, honesty, reliability and sustainability	Since 2023	Introduction of a whistleblower hotline
		No cases of corruption	2025	Establishment of a system for centralised collection of KPIs
Sustainable supply chain, products and services	2025	Establishment of sustainability as a key criterion in the procurement process	2024	Creation of a standardised supplier self-disclosure system
			2025	Assessment and prioritisation of suppliers based on the supplier self-disclosure
			From 2025	Gradual provision of CO ₂ emissions at item level by suppliers
			From 2025	Proof of recognised sustainability rankings by major suppliers

these standards continuously in a joint dialogue with our partners. To this end, we will increasingly take sustainability aspects into account when selecting our suppliers in future. An important starting point in this regard is a standardised supplier self-disclosure system, which asks for such information as our suppliers' sustainability certifications.

“WISAG has been successfully managed by the owner family since it was founded. This has created a form of corporate sustainability that is driven by the values we embody. We focus on people, adapt our business models to the changes in our markets and go the extra mile, often in new ways.

We show leadership, make quick decisions with foresight and act reliably. This culture also shapes the special feeling of belonging to a family. This gives the term family business a double meaning, but – more importantly – it lays the foundation for this special kind of sustainability to continue into the future.”



Harald Heibel
Managing Director,
WISAG Industrial Services Holding SE

WISAG as a community of values

Our success is based on a corporate culture that focuses on values. This not only includes strict compliance with all legal requirements and internal guidelines, but also requires an inner conviction on the part of our employees. In 2010, we therefore defined three core values as a guideline for our daily actions, which we bring to life every day:

Appreciation
WISAG is attentive. We treat all people with appreciation and respect. We anticipate issues before they arise and are always a crucial step ahead for our clients.

Dedication
WISAG is self-confident. We don't hesitate, we get to work. And we do this together, in a strong team. We know what we can do and we persevere until we find new solutions.

Colourful
WISAG is curious. We go through the world with open eyes. We are diverse and international. This diversity is our strength. We think ahead – and sometimes outside the box if it helps us to find new solutions.

Our values have an effect both internally and externally. On the one hand, they form the basis for reliable cooperation as colleagues within our company. On the other hand, they enable us to build partnerships based on trust and maintain long-term customer relationships.

“The heart of WISAG beats in the regions and divisions, with the colleagues who fulfil their corporate responsibility to the best of their knowledge and belief at over 250 WISAG locations. They manage and promote the business locally in line with our corporate values and principles.”

Michael C. Wisser
CEO of the WISAG Group



Leadership means being a role model

This corporate culture must be cultivated. Our managers fulfil a central function in this regard, because for us, leadership means being a role model.

The seven WISAG management principles are based on the motto “Everything leads to the customer”:

- Embody our values.
- Be a role model.
- Be goal-orientated.
- Talk to each other.
- Challenge and encourage employees.
- Motivate.
- Act for the benefit of the whole.

Our managers see themselves as trailblazers who foster talent while always keeping the company’s overall goal in mind. They reflect on their own leadership behaviour and are open to new ideas.

Compliance as a cornerstone of daily business

Compliance – meaning adherence to the law and conformity with regulations – is a matter of course for us and the cornerstone of our daily activities. Germany has extensive legislation that provides the framework for dealing with employees, business partners and clients. The structure of our compliance organisation is based on the PS 980 auditing standard of Institut der Wirtschaftsprüfer in Deutschland e. V. (Institute of Public Auditors in Germany) and the three lines of defence model. Within the independent business units at WISAG, the compliance department provides advice, makes recommendations and develops preventive measures such as training to ensure compliance with the law and regulations. Our internal audit department acts as an independent control mechanism. It reviews the operating business and the monitoring bodies and ensures that corporate management and the supervisory bodies are informed about all significant risks and can make well-founded decisions. We will take immediate remedial action if any infringements are identified.

We operate a zero-tolerance policy as standard for corruption offences, bribery or other illegal practices. To this end, we regularly review our compliance processes and adapt them to the current legal situation. In order to minimise the risk of corruption, we implement a separation of duties as well as approval procedures and a principle of multiple assessors. We have also set up reporting channels as part of the German Whistleblower Protection Act (HinSchG) and the Supply Chain Act (LkSG) to give whistleblowers the opportunity to report violations via various communication channels. The compliance officer investigates every complaint. In 2023, one incident of corruption was recorded involving three employees.

In order to increase awareness of compliance issues within the organisation, various divisions and business units are already conducting division-specific compliance training courses. We are currently working on standardised compliance training for the entire company. In addition, the Codes of Conduct of our divisional companies contain guidelines on legally compliant business behaviour.

Indicator of our commitment to sustainability

The EcoVadis rating is an important indicator of our sustainability efforts. It evaluates policies, measures and reporting on the environment, labour and human rights, ethics and sustainable procurement. In 2023, our largest business unit, WISAG Facility Services, improved its EcoVadis status from bronze to silver. In 2024, it received EcoVadis gold certification, placing it in the “Top 5%” of the rating. This placement shows that the measures we took in the reporting year were effective.

Other individual divisional and regional companies have also undergone the EcoVadis rating. We are aiming to achieve a rating for the entire Group in 2025. The EcoVadis rating helps us to identify and leverage potential for improvement. We can use this tool to optimise our management processes in terms of sustainability.

Continuous improvement processes are also a key aspect of the management systems we have implemented. Our business units and divisions have numerous systems in accordance with internationally recognised standards. These include systems for quality management (ISO 9001), environmental management (ISO 14001), occupational health and safety (ISO 45001) and information security (ISO 27001).



Sustainable procurement

We use a wide range of products from our suppliers, such as cleaning agents and tools, on a daily basis to provide our services. We ensure that our suppliers are increasingly fulfilling sustainable criteria, as the supply chain is responsible for the majority of scope 3 emissions. These are generated by upstream and downstream activities along the entire value chain, from product purchasing through to disposal. A central concern for us is also the observance of human rights in the supply chain. When procuring products and services, we therefore ensure a responsible value chain and make sustainability a key criterion alongside economic viability when selecting our suppliers.

Implementation of the German Supply Chain Act (LkSG)

We believe that respect for human rights is a core element of responsible corporate governance. Through our statement of principles for the protection of human rights in conjunction with the general conditions for business partners of the WISAG Group, we are committed to a zero-tolerance policy towards human trafficking, forced labour and child labour.

The “statement of principles” we have adopted is described in chapter 4 and also applies to all companies in our supply chain. By complying with the requirements of the German Supply Chain Act (LkSG), we reduce risks to people and the environment throughout our supply chain and thereby minimise the consequential legal risks. We expect the same behaviour from our suppliers. Our requirements are set out in the “General conditions for co-operation with companies of the WISAG Group”, which require contractual recognition by our suppliers. These include:

- **Social responsibility:** WISAG expects its suppliers to remunerate their employees appropriately and to ensure that working hours and occupational health and safety are regulated and observed in accordance with the law. The prohibition of discrimination and the minimum age recommendation of the ILO conventions apply.
- **Environmental responsibility:** Our suppliers must fulfil their environmental responsibility by complying with the applicable environmental protection regulations. They are committed to reducing energy consumption and emissions.
- **Ethical business behaviour:** The standards of fair business activity, fair advertising and fair competition must be observed. All forms of bribery, corruption, extortion and embezzlement are prohibited.
- **Implementation of requirements:** WISAG expects its suppliers to identify risks within their supply chain and to take appropriate measures to minimise risks. WISAG is authorised to carry out audits or inspections as required.

In the event of violations of the general conditions formulated by us, WISAG shall request the suppliers concerned to take remedial action and reserves the right to terminate the business relationship in the event of persistent non-compliance. A reporting office can be contacted with regard to any potential grievances throughout the supply chain or within our company. In the event of suspicion, both our employees and external parties can contact this reporting office ([see also page 49](#)).

Fair and cooperative relationships with our suppliers are of crucial importance to us. This is reflected in the way we deal with outstanding receivables. On average, we settle incoming invoices within around 13 days.

Building blocks for sustainable procurement

As part of our sustainability strategy, we want to make our upstream value chain increasingly sustainable. This is where our purchasing department comes in, which is currently largely organised at divisional level. In this way, we ensure the necessary flexibility is available for our extensive service portfolio.

To make our purchasing processes more sustainable, we set up the “Sustainable Procurement” working group in 2023. In regular workshops, the members discuss current developments and generate overarching solutions to make our purchasing more sustainable throughout the company. In this way, we create synergies in the various business units and divisions of WISAG. The aim of the working group is to develop a new, company-wide purchasing guideline that takes relevant sustainability criteria into account. From 2025, we will ask all partners with framework agreements to answer our supplier self-disclosure questionnaire. Supplier audits are already being carried out in some divisions and business units.

When it comes to procurement, we rely on three central building blocks: supplier self-assessment and evaluation, the replacement of consumables we use ourselves with more sustainable alternatives and the gradual verification of the product carbon footprint of our purchased products. To this end, we enter into dialogue with our suppliers, because we are convinced that sustainability requires strong partnerships.

Our purchasing departments also need to engage in intensive dialogue with our suppliers in order to find out which of the conventional products that we use can be replaced by sustainable alternatives. Our aim is to gradually expand the portfolio of sustainable, externally sourced products and materials that we need for our work. This does not apply to materials that are specified by our clients in tenders. One example of a successful substitution is biodegradable cleaning products from Tana-Chemie ([see also page 36](#)).

A company-wide supplier self-assessment provides us with more transparency about the sustainability performance of our suppliers. Social, environmental and governance criteria enable us to prioritise sustainable suppliers.

IT security

The topic of digitalisation is one of the four pillars of our Vision 2030 and is a key topic for us in addition to the materiality analysis topics specified by the CSRD. We want to utilise the opportunities presented by digital, data-driven business models to secure our future viability. The demand for innovative technological solutions is growing in the service sector. We are therefore continuously expanding our portfolio to include digital services for our clients. However, as the level of digitalisation increases, so do the demands on IT security. Many of our systems are closely linked to the IT structures of our clients, including in industry or aviation. It is therefore crucial for us to gain our clients' trust in our ability to secure these sensitive interfaces. Our successful ISO 27001 certification, which we received in August 2023, confirms that information security is a top priority for us.

Measures to defend against cyber attacks

The IT security systems and processes at WISAG are designed to counter potential cyber attacks in the most effective way. Following two cyber attacks in 2022 and 2023, we have further increased our IT security standards by optimising our processes, systems and training across the board. Our IT team is continuously expanding its security precautions and works closely with experienced experts in the field of cyber security. A comprehensive monitoring system helps us to identify irregularities on the servers at an early stage. In the event of an attack, our appropriately trained staff follow the emergency plan provided for this purpose, which we are continuously developing.



In the event of a cyber attack, we take all systems offline immediately and affected parts of the infrastructure are isolated as quickly as possible to prevent any impact on the systems of clients and business partners. When analysing attacks, WISAG cooperates with experienced forensics companies certified by the Federal Office for Information Security (BSI) to identify indicators of the attack and integrate them into the security solutions and the early warning system.

3 questions for Tim Darda

As Information Security Officer, Tim Darda is responsible for the security of sensitive data at WISAG. In our interview, he tells us what WISAG has learnt from two cyber attacks.

Mr Darda, despite high security measures, WISAG has already been the victim of two cyber attacks. What lessons have you learnt from this experience?

In my view, companies are never 100 percent safe from attacks of this kind – the perpetrators are now too professional and strategic in their approach. We could almost say that a new business model has become established in this area in recent years. We learned a lot in the course of the two attacks about how we can position ourselves even better through further security mechanisms and programmes to prevent such attacks in the most effective way in future. We now also know how we can respond even better in an emergency and get back to work faster. During the first attack, we were able to work with the most im-

portant programmes again after a week. It took about three months until almost everything was working again. During the second attack, most of the applications were available again after just two days – a great success for us!

WISAG has been ISO 27001 certified since August 2023. What does this mean for our clients and for ourselves?

Above all, the certificate provides our clients with greater trust and credibility, as in most cases they know exactly what high standards must be met in order to achieve certification. We and our customers benefit from the minimised security risks thanks to the risk and vulnerability analyses that are required and the associated elimination of identified weaknesses. We have also noticed that significantly more checks, documentation and audits have been carried out since certification. This may be a little time-consuming at first, but results in higher quality and safety. Ultimately, complete documentation can save a lot of time.

Internal or external data centre: Which solution does WISAG use?

With a few exceptions, WISAG relies on an internal data centre. Most of our applications run via this data centre, for several reasons. The main reason for this decision is that we can design this data centre according to our own preferences and requirements while also managing, maintaining and optimising it ourselves. This gives us absolute sovereignty over our data. In addition to the security aspects, the decision to use an internal data centre also contributes to our sustainability efforts, as we can ensure that it is powered exclusively by green electricity.



6 / Glossary

CO₂ equivalent: Carbon dioxide equivalent, CO₂e, is a unit of measurement for standardising the global warming potential of various greenhouse gases. The warming effect of these gases is expressed in comparison with that of CO₂.

Cradle-to-Cradle® : C2C, “from the cradle to the cradle”, is an approach to a continuous circular economy. Cradle-to-Cradle® products are designed so that their ingredients or materials can be returned to the cycle from which they originated.

Greenhouse Gas Protocol: GHG Protocol is a global standard for the systematic recording and offsetting of greenhouse gas emissions, which are categorised into three scopes.

Repowering: The replacement of older, less powerful wind turbines with more powerful and efficient new turbines.

Scope 1 emissions: Direct greenhouse gas emissions from sources owned or controlled by the company.

Scope 2 emissions: Indirect emissions from the generation of purchased or received energy (electricity, steam, heat or cooling) consumed by the company.

Scope 3 emissions: Indirect emissions caused by upstream and downstream corporate activities in the value chain.

Sublimation: The transition of a solid substance into the gaseous state of matter.

Greenhouse gases: GHG, including carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), sulphur hexafluoride (SF₆), nitrogen trifluoride (NF₃), partially fluorinated hydrocarbons (HFCs) and perfluorinated hydrocarbons (PFCs).

Abbreviations

AGG:	General Act on Equal Treatment
BSI:	Federal Office for Information Security
CCF:	Corporate carbon footprint (CO ₂ footprint of companies)
CSRD:	Corporate Sustainability Reporting Directive
E-mobility:	Electromobility
ESG:	Environmental, Social, Governance
ESRS:	European Sustainability Reporting Standards
EU:	European Union
HR:	Human Resources
ILO:	International Labour Organization
ISO:	International Organization for Standardization
IT:	Information technology
KPI:	Key performance indicator
LkSG:	Supply Chain Act
LUCIE:	Lightweighted User Centric Interface Experience
MWh:	Megawatt hour
PCF:	Product carbon footprint (CO ₂ footprint of products)
PV:	Photovoltaics
SAP:	Systems, applications and products in data processing (German software company)
EUR thousands:	Thousand euros
GHG:	Greenhouse gas

Legal information

Publisher

WISAG Dienstleistungsholding SE
Herriotstraße 3
60528 Frankfurt am Main, Germany
www.wisag.de

Contact

jens.schmidt@wisag.de

Text

WISAG Dienstleistungsholding SE
SAIM GmbH

Design

LauferNeo GmbH
Agentur ais GmbH

Concept and consultancy

SAIM GmbH

Image source references

WISAG Dienstleistungsholding SE
P. 37 4Jet Technologies
P. 37 iStockphoto: welcomia

Publication

December 2024
© WISAG Dienstleistungsholding SE