

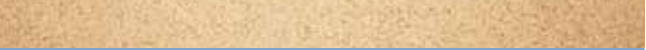




## Sustainability report 2014/2015

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Imprint

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53578 Windhagen  
www.noelken.de

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Windhagen, November 20, 2015



# Facts

## Our vision

Our main focus is on discovering and fostering potential. To reach our goal of being the “best manufacturer in the private label sector for wet wipes and cosmetic care products”, we need the best employees, reliable suppliers and innovative customers.

People with vision who achieve perceptible results for the company and customers.

## Our mission

Setting oneself new challenges, seeking and finding new solutions and the will to succeed—we promote these qualities among our staff and our suppliers. To us, passion means enthusing our customers with our products and services. We thus ensure excellent results.

## Our guiding principles

We profile ourselves in the international markets, develop innovative products and at the same time we keep an eye on sustainability. Trust and partnership are among our values. We aim for an open communication culture that allows fast and effective implementation of objectives and transparent structures.



## Facts & figures

- Founded in 1982
- 331 employees
- Exportation to more than 31 countries
- Locations: Windhagen, Germany and Nowogrodzic, Poland
- Approximately EUR 58 million sales in 2014





## Foreword

Dear readers,

To us, shaping the future means holistic consideration and the assumption of responsibility in the three key fields of action of products, the environment and people. The responsibility in question refers to the responsibility of our company for the impact of our business activity on society and the environment.

We have taken a clear path towards a sustainability strategy in order to strengthen the responsibility of our company towards society and the environment. With the setup of the Sustainability department in 2011, we gave the topic a permanent place in the organisation that corresponds to its high importance. We thus paved the way for a sustainable future for our company.

For several years now we have got to know our company's potential for corporate sustainability and we are convinced that our corporate success is based on self-initiative, committed employees with social skills, a good and social infrastructure, training and solidarity.

This report focuses on the methods and measures of our responsible actions. However, the development in the fields under consideration also shows that the potential for improvement is far from exhausted. Here, sustainability is not a static topic, but develops with the company.

As in the last sustainability report, we want to invite you to participate in the discussion this time too. If you have any questions, feel free to send them to us at [nachhaltigkeit@noelken.de](mailto:nachhaltigkeit@noelken.de). We look forward to active and constructive dialogue with you.

  
E. Markus Nölken  
Managing Director

  
U. Daniel Nölken  
Managing Director

  
Rudolf Marnet  
Managing Director



# Strategy



## Corporate structure


In 1982, Ernst Nölken founded the company in Rheinbach as a trading company for moist toilet tissue. Six years later, manufacturing of the first moist toilet tissue began. Since then, the company has grown steadily, moving into the neighbouring community of Windhagen for space reasons in 1991 and founding the subsidiary in Nowogrodziec, Poland, in 1993. The production of nursing pads begins in Windhagen in 1997; this is completely transferred to Nowogrodziec in 2005.

Liquid products are bottled in Windhagen from 2005. Three years later, we also begin to manufacture and formulate our own liquid cosmetics and impregnating liquids for the wet wipes. In 2010, the founder passes the company on to his two sons, Ernst Markus and Ulrich Daniel Nölken. Since the start of 2015, nursing pads have been produced in Windhagen as well.

Nölken Hygiene Products GmbH supplies multinational trading and industrial companies. Our wet wipes and liquid cosmetics for babies, children, adolescents, adults and the elderly as well as nursing pads are of the highest quality. A long-term economic perspective, sustainable products and long-term relationships with our customers secure jobs in the region and the financial success of our company in the future.



## Key economic figures

	2012	2013	2014
	53,944,970	55,087,735	57,270,435

## Sustainability

In order to identify key sustainability topics, in 2011 we carried out a materiality analysis with representatives of all departments. We thus determined five focus fields (Environmental and Resource Protection, Employees, Innovations and Products, Supply Chains and Social Commitment) to which greater attention were to be given in future. In addition, the ten principles of the United Nations Global Compact (UNGC) play a key role with regard to our responsible actions.

We see significant sustainability risks in the area of employee recruitment, the energy transition and the procurement of product components. Due to growing ecological challenges, many eco-system provisions upon which we are either directly or indirectly dependent are endangered, for example drinking water, cosmetic agents and raw materials and foodstuffs. Owing to the product portfolio (care and cleaning products that come into direct contact with the skin), it is probable that even more customers will pay attention to how their cleaning and care products are procured and to whether ecological and social standards are followed in their manufacture in future.

For Nölken, this change means more opportunities than challenges. We want to establish sustainability as an important factor for success in our company. Only if we assume responsibility for people and nature can we be financially successful. However, only if we are financially successful can we create added value for society and the environment. Our most important objective is to manufacture need-orientated care products that fulfil our customers' requirements for a high-quality and sustainable product.



## Objectives

We want to pursue sustainable development and occupy a pioneering role. We promote and pursue this engagement systematically by means of our established sustainability management. Together with our customers, staff and suppliers, we aim for a sustainable value chain.

### Products

So that future generations can satisfy their needs as well, we develop and produce responsible products. Safe and sustainable raw materials for society and the environment as well as the extraction and manufacture thereof are the basis of our product developments and our innovations. Part of our value management is transparency in the supply chains.

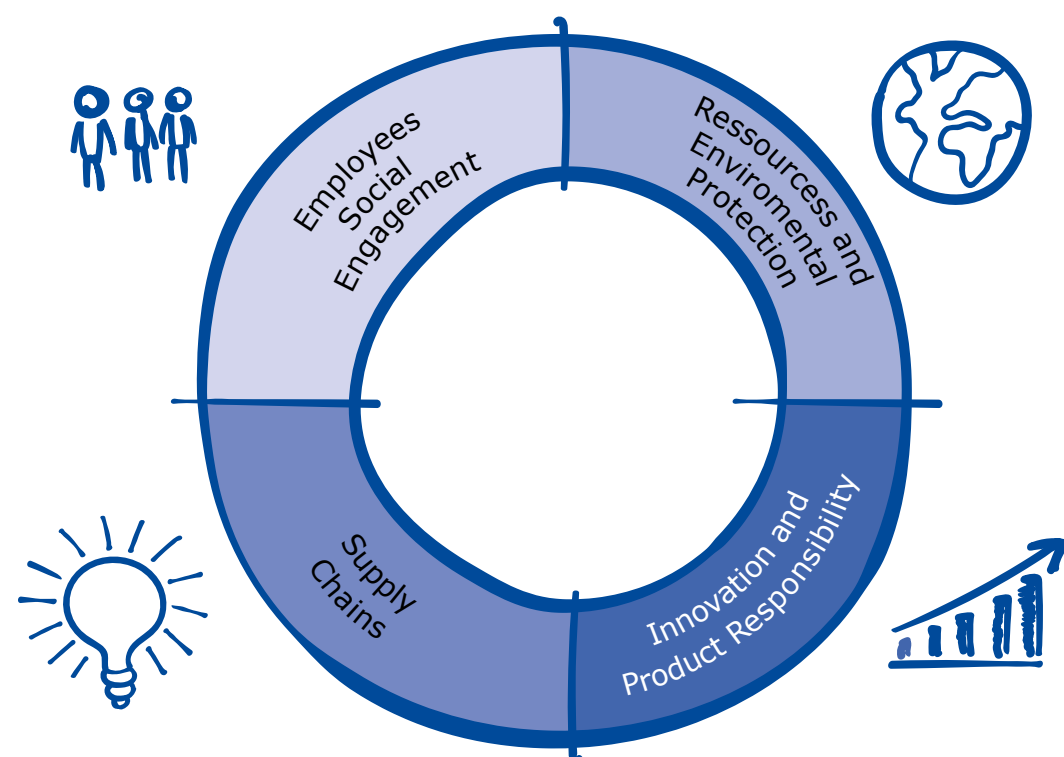
### Environment

We want to stop the wasting of natural resources, protect the environment and reduce emissions. We pursue continuous improvement by developing new

and improved processes and services, using energies and resources efficiently and minimising loads on the environment. We would like to continue to record our impact on the environment systematically and reduce it in a targeted manner.

### People

Since the products are manufactured largely in Germany (at least in Europe), the internal working conditions fulfil the highest standards. We are committed to complying with human rights, labour standards and anti-corruption guidelines and we also demand this compliance from our suppliers. We would like to create greater occupational health and safety and a good working climate for our staff. In addition, for current and future employees we want to be more than just a workplace. Work and private life are to be compatible. We want to make a positive contribution to the social environment in which we live and work.



**Thomas Schnitter**  
Head of Sales

"The continuous improvement of the products in the interests of our customers and consumers as well as balanced contact with our customers is the basis and the means of our corporate success."

Nachhaltiger  
Hersteller

Silber  
2015

[www.nachhaltig-einkaufen.de](http://www.nachhaltig-einkaufen.de)

Bundesverband

Die Verbraucher  
Initiative e.V.

## Awards

Verbraucher Initiative e.V. is the federal association of critical consumers, founded in 1985. The association regularly surveys producing companies in Germany regarding their social commitment. The areas of business activity, product group and promotion of sustainable consumption, in particular, are examined. The aim of the survey is to make the current status of corporate responsibility visible and thus to make it easier for consumers and encourage them to opt to buy environmentally friendly and socially compatible products.

This year we received a good appraisal and we received the silver award for our corporate engagement. This sought-after title is not just a testimony to our success in the last few years, but it also confirms that we are on the right path with our strategy and our commitment. In times of stagnating markets, we can thus secure important competitive advantages for ourselves and remain fit for the future.

[www.nachhaltig-einkaufen.de](http://www.nachhaltig-einkaufen.de)



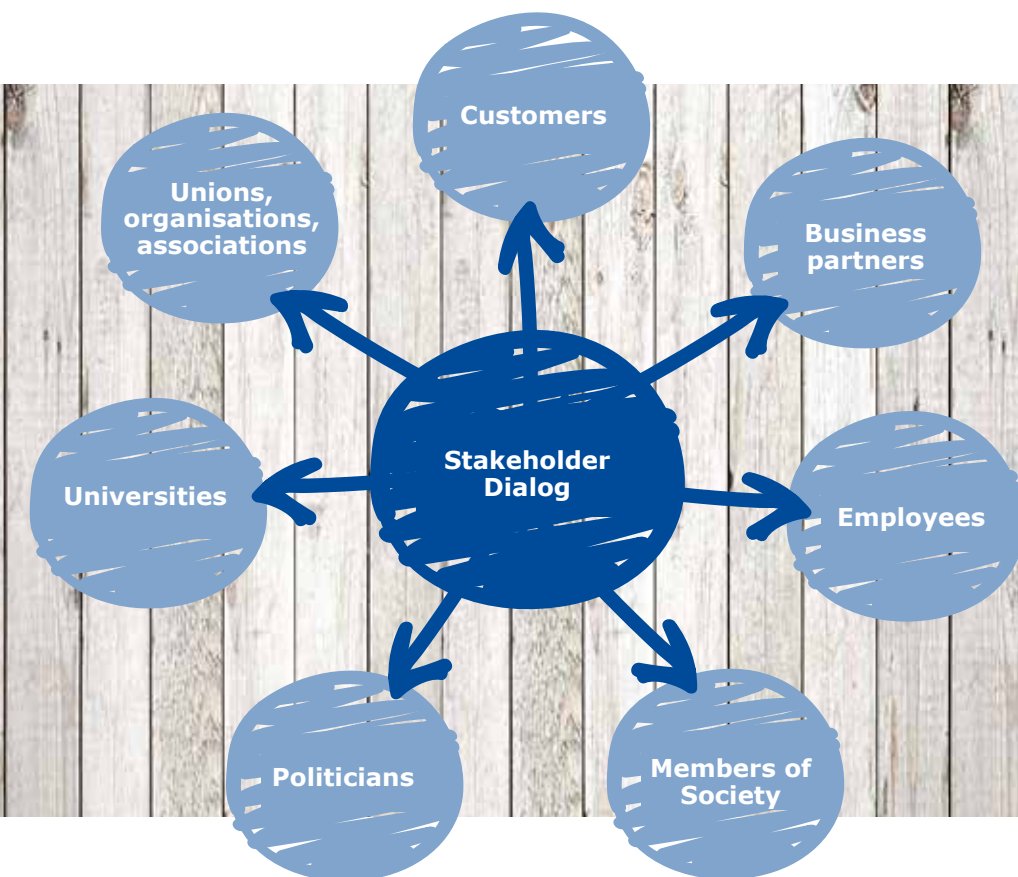


**Lionel Hervet**  
Key Account Manager

"Today, with our sustainability policy, we are very well equipped to fulfil the expectations of retail throughout Europe."

## Stakeholder dialogue

Our stakeholders include customers, staff, business partners, universities, politicians, members of society as well as authorities, unions, associations and non-governmental organisations (NGOs). We maintain diverse relationships with them. Only through transparent, open and constructive dialogue can we gain the approval of the individual stakeholders for our business actions. We want to raise enthusiasm among all participants in the value chain for joint cooperation.



## Customers

Regular workshops, daily contact as well as meetings on specific topics with our customers allow us to generate a clear idea of the growing demands. In workshops, the individual components of a product are considered and ideas for optimisation are discussed together with the customer. We thus get to know the needs of the customers and the consumers better and can replace the individual raw materials and contents with alternatives if necessary. In no

small part thanks to the intensive dialogue with the customer, the perfect product comes into being. The expertise of our customers in direct communication with the end consumers also allows us to find out what standards the end consumer sets with respect to the products.

In addition, regular trade fair appearances alert us to changed customer requirements and trends in society.





**Roland Bittrich**  
Scullery employee

"Personal contact with my colleagues enriches my day-to-day work. At Nölken, the individual still counts."

## Staff

At our company, we customarily maintain daily contact with our colleagues. An open communication culture and short decision-making channels lay the foundation for staff-based stakeholder management, allowing us to respond directly to the mood in the company and individual aims. Numerous internal events and a regular newsletter give the staff the opportunity to come into direct contact with the management.

## Business partners

We would like to sharpen appreciation for an ethically unobjectionable supply chain and to reach the stage where responsible actions are carried further into the supply chain.

We use the active dialogue with our suppliers not just to strengthen relationships but also to promote raw material developments and innovations. Through cooperations and joint projects, we try to perform pioneering work in our industry. New and more sustainable materials are jointly developed and tested. In order to be able to provide information about the entire supply chain at any time, we go a step further: through our membership of Sedex, the largest collaboration for ethical and sustain-

able supply chains with more than 23,000 members, we engage in active dialogue with stakeholders on the topics of working conditions, health and safety, the environment as well as business practices.

## Members of Society

**Initiative zur Stärkung der Region e.V.** (ISR) is an association that aims to strengthen the economy in the region around Windhagen. In addition to economic aspects, this network also aims to deal with social issues. For instance, the ISR does a variety of work aimed at keeping specialists and young people in the region. The compatibility of family and work and public infrastructure are also much-discussed topics. The cooperation with the ISR includes the entrepreneurial meetings, at which the resident entrepreneurs can engage in dialogue.

As a good example of corporate responsibility, we had the opportunity to hold presentations at the **IHK Cologne** event "Doing business sustainably—from the idea to the implementation" and the **IHK Koblenz** event "Corporate social responsibility (CSR)—winning with responsibility". Daniel and Markus Nölken also held presentations on customer orientation at the **Petersberg Industry Dialogue**.



**Johanna Jung**  
Sustainability Manager

"We can achieve many of our sustainability objectives only together with partners from the realms of society, science, politics and industry."

## Universities

Guest presentations by sustainability manager Johanna Jung at **Fresenius University of Applied Sciences** in Cologne and collaboration with the students are examples of our dialogue with universities and academia. Dealing critically with a wide variety of topics by means of dialogue with academia is an enrichment for us and allows us to make further tweaks to our work.

## Unions, organisations, associations and politicians

As a participant in the **Bertelsmann Circle of Mid-Sized CSR Experts**, we engage in dialogue with other SMEs in a trusting atmosphere about trends and core issues in CSR practice. In this circle, we explain our viewpoint and describe the measures implemented from specific topic areas.

Our support of the working group of the **German Sustainability Code (DNK)** constitutes a further milestone in our participation in the economic and political dialogue on sustainability. The guideline, initiated by the Council for Sustainable Development, is an important standard for sustainability reporting in Germany. In this working group, we worked together on implementable guidelines

for small and medium-sized enterprises devoting themselves to the topic of sustainability for the first time.

As an active member of the **Global Compact of the United Nations**, we have undertaken to support the principles in the areas of human rights, labour standards, the environment and the fight against corruption. We have been a member since 2011 and in this framework we report on our commitment to sustainability.

As a trustee of **sneep—Studentisches Netzwerk für Wirtschafts- und Unternehmensethik e.V.**, Johanna Jung provides advice on the implementation and alignment of the association in her role as sustainability manager. sneep offers students, young scientists and young professionals a platform for dialogue and the development of new impetus for economic practice and teaching. Important objectives of sneep include the university-policy implementation of ethics in economic programmes of study as well as development of awareness of responsibility and sustainability in everyday life and at work.

**edana** is an international union of manufacturers of fleece materials and related products. The union's objective is to impart information actively and to engage in open



dialogue with the member companies. Nölken collaborates in the development of industry standards, especially in the working groups for wet wipes, communication and sustainability. Topics such as the implementation of environment-related tenders and the rinseability of moist toilet tissue are dealt with.

The objective of the **Forum on Sustainable Palm Oil** (FONAP) is to increase the share of segregated certified palm oil and palm kernel oil or corresponding derivatives in the German, Austrian and Swiss market significantly and to make 100 percent segregated, certified palm oil and palm kernel oil available for these markets as quickly as possible. In collaboration with representatives from industry and trade, politics and NGOs, the FONAP develops solutions to sustainable palm (kernel) oil.

**Verband der Chemischen Industrie e.V.** (VCI) represents the interests of the chemical industry in the fields of politics, business, science and the media. The joint sustainability initiative "Chemie3" of the VCI, the Industrial Trade Association for Mining, Chemicals and Energy (IG BCE) and the Federal Chemical Association (BAVC) sees itself as a motor for sustainable development in the chemical industry.

As a manufacturer of care and cleaning products, Nölken is part of **Industrieverband Körperpflege- und Waschmittel e.V.** (IKW). The IKW supports its members by providing advice on and assistance in business activities, thus promoting the economic development of its members. We use this platform as an information pool for developments in the liquid sector.

As a non-profit organisation, the **Federal Union of Industrial and Trading Companies** (BDIH) represents the interests of various manufacturers and distributors, including cosmetics manufacturers. Nölken also produces natural cosmetics, among other products, and follows the guidelines developed by the working group for natural cosmetics for controlled natural cosmetics with great interest.

**SEPAWA**, one of Europe's largest professional associations for the detergent and cleaning agent industry as well as the cosmetics and perfume industries, operates as a communication platform for experts from industry, universities and authorities.

## Anti-corruption

Integrity and responsibility are among our fundamental principles. Coalitions with customers, suppliers, staff, politicians, members of society and NGOs are a central part of our strategy.

Nölken is an active member of the UNGC and is committed to complying with the ten principles on ethical behaviour. For instance, the UNGC stipulates that companies should act against all types of corruption, including extortion and bribery.

Compliance with law and regulations as well as the company's values are a matter of course for the staff, the managers and the corporate management.

At the beginning of the employment relationship, our staff receive the Company Code, which presents our clear stance on ethics, fairness, teamwork, integrity and anti-corruption. Nölken rejects all extortion and bribery and takes disciplinary action against such practices in the company. For example, gifts from external service providers and suppliers at a value of EUR 10 or more are to be reported to the supervisor.

In addition, at the start of the business relationship all service providers and suppliers receive our Supplier Requirements, which describes our expectations with regard to quality, social compatibility and environmental protection and sets out integrity on the part of the business partners as a requirement.

Again in 2014, no cases of corruption were reported at Nölken.



**Katja Munker**

*Quality Assurance/Microbiology*

"For us, hygiene—and thus also microbiological product safety—is of highest priority.

There is much to give attention to here, especially if, like at Nölken, one produces quality products for the particularly demanding and sensitive product area of babies and toddlers."





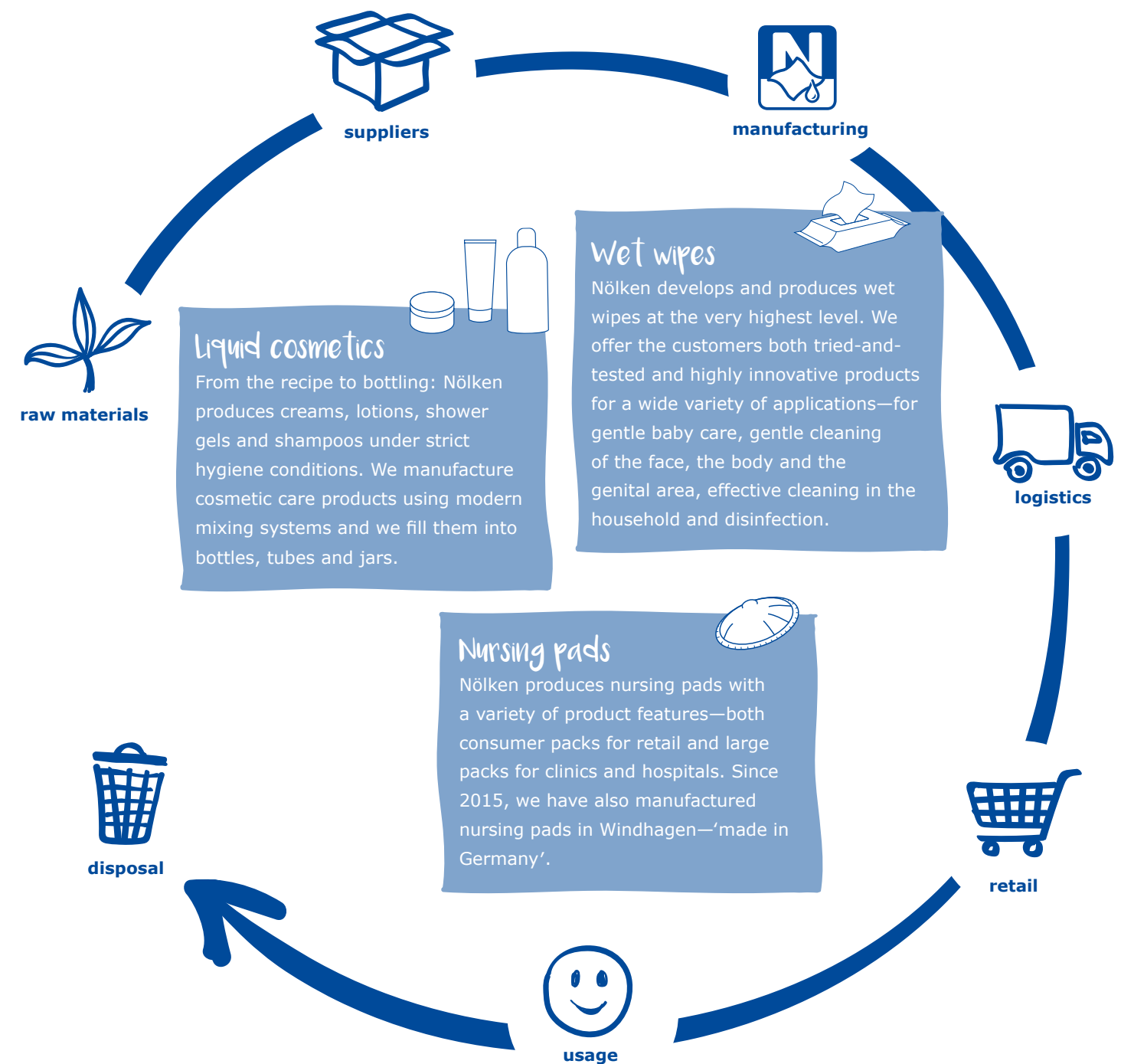
## Raw materials

The holistic consideration of the products across their entire lifecycle is a fixed part of Nölken's product responsibility. The first phase is to deal consciously with raw materials. Their availability and quality are the basis for high-quality products.

Nölken assumes both the complete development of formulations and products and the modification of ones that already exist. In accordance with the customer's wishes, we develop specialised products from high-quality raw materials. Here, environmental compatibility, the manufacturing process and the raw material sources

are as important to us as unrestricted compatibility and safety for the consumer.

We want to use raw materials in an ecologically sensible manner and shape material cycles intelligently. For this reason, we inform our customers about potential effects of the raw materials on the environment and society. We provide the customers with comprehensive information and advice from the start. In this way, we actively involve our customers in the development process and develop the best possible products.





## Fleece and cellulose

Fleece materials for the wet wipes are manufactured from fibre mixtures. These need-orientated fleece materials, which are developed specifically for customers, are produced a stage before our processing. They are delivered in large parent rolls and at Nölken they are then processed into wet wipes. Mainly synthetic or nature-based fibres are suitable for manufacturing the fleece materials.

Cellulose is inserted into the nursing pads as an absorbent core for outflowing milk. Cellulose is a natural product and a principal component of plants.

With nature-based fibres, we offer our customers certified raw materials. Regular audits by independent certifiers enable traceability of the processed celluloses, as the certification makes each processing step visible: from forestry operations to the manufacture of the end product.

With each piece of cellulose and viscous fleece with PEFC or FSC certification, we guarantee complete traceability back to the forest stage.

In order to minimise negative impacts on the environment and society, to counteract global deforestation and to reduce transportation distances, Nölken uses regional sources for celluloses for fleeces and cellulose, when possible.



**We are not involved, either directly or indirectly, in the following activities:**

- Illegal felling or trade in illegal wood or forest products
- Infringement upon traditional rights and human rights in forestry
- Destruction of high protective values in forestry
- Significant conversion of forests into plantations or other use types
- Introduction of genetically modified organisms into forestry
- Violation of the most important ILO conventions as defined in the ILO declaration on basic principles and rights at work

### Holger Stemann

*Head of Quality Management*

“We have the effectiveness of our management systems certified by means of external audits. Customers can thus trust our quality pledge.”



## Certified quality

Our products are safe and free of hazardous substances; assuming responsibility for future generations is the core of our actions. Quality and hygiene are the foundations for this. Certified checks and reliable certifications give us and our customers the necessary safety. Our Integrated Management System (IMS) covers the areas of quality assurance, environmental protection and occupational health and safety.

**We are certified according to:**





## Derivates made from palm oil and palm kernel oil

For a large number of care and cosmetics products that we manufacture, components such as tensides or emulsifiers are used on the basis of regenerative raw materials, whose starting material can be palm kernel oil. These raw materials are called palm kernel oil derivatives. Due to their yield, palm kernel oil derivatives are best suited for manufacturing cosmetic products. Our own-brand products and the private-label products manufactured by us contain approximately 150 t palm kernel oil per year.

### Our objectives

To obtain all our palm kernel derivatives from sustainable sources by the end of 2020.

Entrench understanding about palm kernel oil in the value chain and raise awareness among participants. To this end, we engage in dialogue with our direct suppliers; we want to make clear the palm oil problem and call for concrete objectives and measures. Through close cooperation and documented dialogue with our suppliers, we do all we can to ensure that extraction of palm kernel oil is carried out in a sustainable fashion.

To support the objectives of the Forum on Sustainable Palm Oil (FONAP), which are:

- In 2016, to purchase at least 25 percent in mass balance,
- In 2017, to purchase at least 50 percent in mass balance,
- In 2020, to purchase 100 percent in mass balance.

For the remaining quantities, GreenPalm certificates continue to be used according to the book & claim system.



### Measures performed so far

95 percent of the palm kernel oil used comes from RSPO members.

Since 2013, we have been a member of the trading platform GreenPalm. By acquiring GreenPalm certificates via the book & claim system for the entire share of palm (kernel) oil used, we support the sustainable cultivation of oil palm trees in Southeast Asia.

Also since 2013, we have additionally been a member of FONAP. With respect to the use of palm (kernel) oil, we want to demonstrate transparency and participate in pioneering decisions. For this reason, we engage at the highest level in the working groups.



### Trading forms of the sustainably certified palm oil

**Identity Preserved (IP):** Strict separation of palm oil from sustainable cultivation from non-sustainable palm oil along the entire supply chain. The sustainable palm oil is at no time mixed with non-sustainable palm oil; the good is 100 percent traceable back to a mill. IP allows credible cultivation and trade of sustainable palm oil. However, the disadvantage is that IP is very complex and cost-intensive, since an additional infrastructure must be built up. It is thus also possible that smaller producers will be disadvantaged.

**Segregation (S):** Similar to Identity Preserved, sustainable goods are strictly separated from non-sustainable goods. However, goods from several sustainably certified mills may be mixed with each other.

**Mass Balance (MB):** Sustainable and conventional goods are not physically separated, but are mixed; certificates are issued only for the actual share of sustainable palm oil. The option enables the issue of sustainable goods at all stages of the goods chain, but without an additional infrastructure having to be developed for a parallel supply chain.

**Book & Claim (B & C):** The sustainable palm oil, i.e. physical good, and the sustainability certificates are traded separately. Similar to eco-power, a tradeable certificate is issued for producers that are certified and the certificate is then sold.





In order to reach the target of 100 percent certified palm oil in Germany, Austria and Switzerland, FONAP carries out the following activities:

- Development of proposals for the further development and improvement of the existing certification systems and communication to these – this refers in particular to the following points:

1. Discontinuation of cultivation on peaty soils and other surfaces with a high carbon content
2. Discontinuation of the use of highly dangerous pesticides (Rotterdam and Stockholm conventions, WHO 1 a and 1 b) as well as paraquat
3. Implementation of strict greenhouse-gas reduction targets
4. To ensure that certified palm oil mills obtain non-certified raw goods (fresh fruit bunches) only from legal cultivation

- Development of viable solutions for the provision and use of 100 percent segregated, certified palm (kernel) oil in Germany, Austria and Switzerland

- Networking with other European initiatives, interested companies and non-governmental organisations in Europe in order to deal jointly with matters related to more sustainable palm oil cultivation

- To create transparency about which certified products, derivatives and fractions in segregated quality are already available on German, Austrian and Swiss markets
- Preparation and communication of technical and content-related information on topics related to more sustainable palm oil production. This includes information on the cultivation conditions in the production countries and on current developments in the sector, but also guides to procuring certified palm oil and information on preparing for certification
- To inform the public on the topic of certified palm (kernel) oil

[www.forumpalmoel.org](http://www.forumpalmoel.org)



**FORUM**  
Nachhaltiges Palmöl



### Animal testing and animal contents are off-limits

Nölken does not perform animal testing with the end products nor does it mandate these. Nölken uses only contents that are already permitted in the EU. The BDIH Naturkosmetik, Vegan and Nordic Ecolabel seals certify animal testing-free cosmetics.

Animal-free products are products manufactured without any raw materials from animals. Raw materials created by animals—such as honey, wool fat or beeswax—are also ruled out.

Many of our products are animal-free products. These can also be recognised under the description “Vegan”. Vegan products are not generally manufactured using controlled organic raw materials.

### No plastic in the environment

The use of micro-plastic particles, which are smaller than 5 millimetres, can contribute to the pollution of the marine environment and inland waters. For pleasant cleansing and the removal of dead skin cells, we use only exfoliation particles of natural origin in our exfoliants. Ground apricot kernels or beeswax are skin-friendly and biodegradable.

To contribute to marine protection, we will not use exfoliation particles made of polyethylene particles in future either.

Silicones are also plastics extracted from mineral oil that cause the skin to feel smooth after cream has been rubbed into it. Silicone oils are skin-friendly but are completely foreign to the skin. Silicone oils are also a topic of public debate, since they hinder the natural regeneration of the skin. We have taken the concerns of consumers into account and have removed all silicones from our products.

### Natural products

As a focus of our responsibility for sustainable development, we offer our customers care and cleansing products with natural and ecological contents. We want to raise our sales with sustainable products—awarded eco seals—each year.

In the last three years, the proportion of products with controlled organic contents and with eco seals has risen steadily. These natural products can be distinguished from conventional products by well-known eco labels or through targeted communication with the end consumer. We continue our attempts to inform our customers about the advantages of organically cultivated contents and thus to increase the proportion of sustainable products.

Preservatives keep care products hygienic, as they prevent the multiplication of germs after the product has been opened. In the last few years, the parabens used for preservation purposes have been the subject of heavier public debate, as they have structures similar to hormones and can trigger allergies. However, this effect has not yet been confirmed in scientific studies. Nevertheless, we have taken the concerns of consumers very seriously and have removed all parabens from our products.



#### Products with eco labels (FSC, PEFC, BDIH, Vegan flower, Swan label)

	2012	2013	2014
	1,272,600	5,780,900	8,237,700
% of yearly turnover	2	11	14



The Nordic Ecolabel (Swan label)\* is the official environmental label of the Nordic countries. It pursues a lifecycle approach and takes into account the features of the product that are relevant to the environment and health.

[www.nordic-ecolabel.org](http://www.nordic-ecolabel.org)

The Vegan label\* certifies that selected products are free of animal contents and animal testing-free.

[www.vegansociety.com](http://www.vegansociety.com)



The BDIH standard\* distinguishes controlled natural cosmetics without animal testing. It confirms that the raw materials used are plant-based and mainly from controlled organic cultivation. Only raw materials of natural origin are permitted.

[www.ionc.info](http://www.ionc.info)

The daab label\* distinguishes products offered for allergy sufferers. Certified products are free of perfumes, preservatives and colourants.

[www.daab.de](http://www.daab.de)



\* Only for certain products. The seals are to be used only in connection with the certified products.



#### Sylvia Henig

Head of Research and Development

"We put a great deal of energy, time and passion into our products. In the process, we always take into account the raw materials used. It is important to us that they do not come from animals and that they do not negatively impact on the environment."

#### Awards

The consumer magazine Öko-Test has products tested by independent laboratories based on ecological criteria. Many of our products are occasionally among those subjected to the strict tests of Öko-Test. Many receive the grade "very good" or "good" due to their unique formulation.



## Packaging

Packaging plays an important role in the presentation of the products at the point of sale and in ensuring product quality.

We see ourselves as having the responsibility to promote the development of environmentally friendly packaging and to spread environmentally friendly packaging options. Therefore, we intensify our relations with suppliers so as to find innovative packaging solutions together. Here, in addition to the packaging raw material, the selection of the printing inks also plays an important role. A special team in our Research and Development department deals exclusively with the topic of packaging materials.

Further, Nölken has set itself the objective of reducing the size and weight of the packaging and using sustainable components.

Usually, our wet wipes are packed in a composite film in order to prevent liquid from leaking out. For several products we produce for our customers, we already use post-industrial recycling film. In liquid cosmetic packaging, too, environmentally friendly solutions from recycled plastic can already be offered. In addition, all the packaging can be fed back into the recycling cycle.

Today, the industry already uses environmentally friendly cardboard products made completely of recycled material for outer packaging. We at Nölken have implemented this standard as well and we will continue to do so in future. Folding boxes in the use of sachets and nursing pads are, when possible, manufactured using celluloses that come from responsible sources.



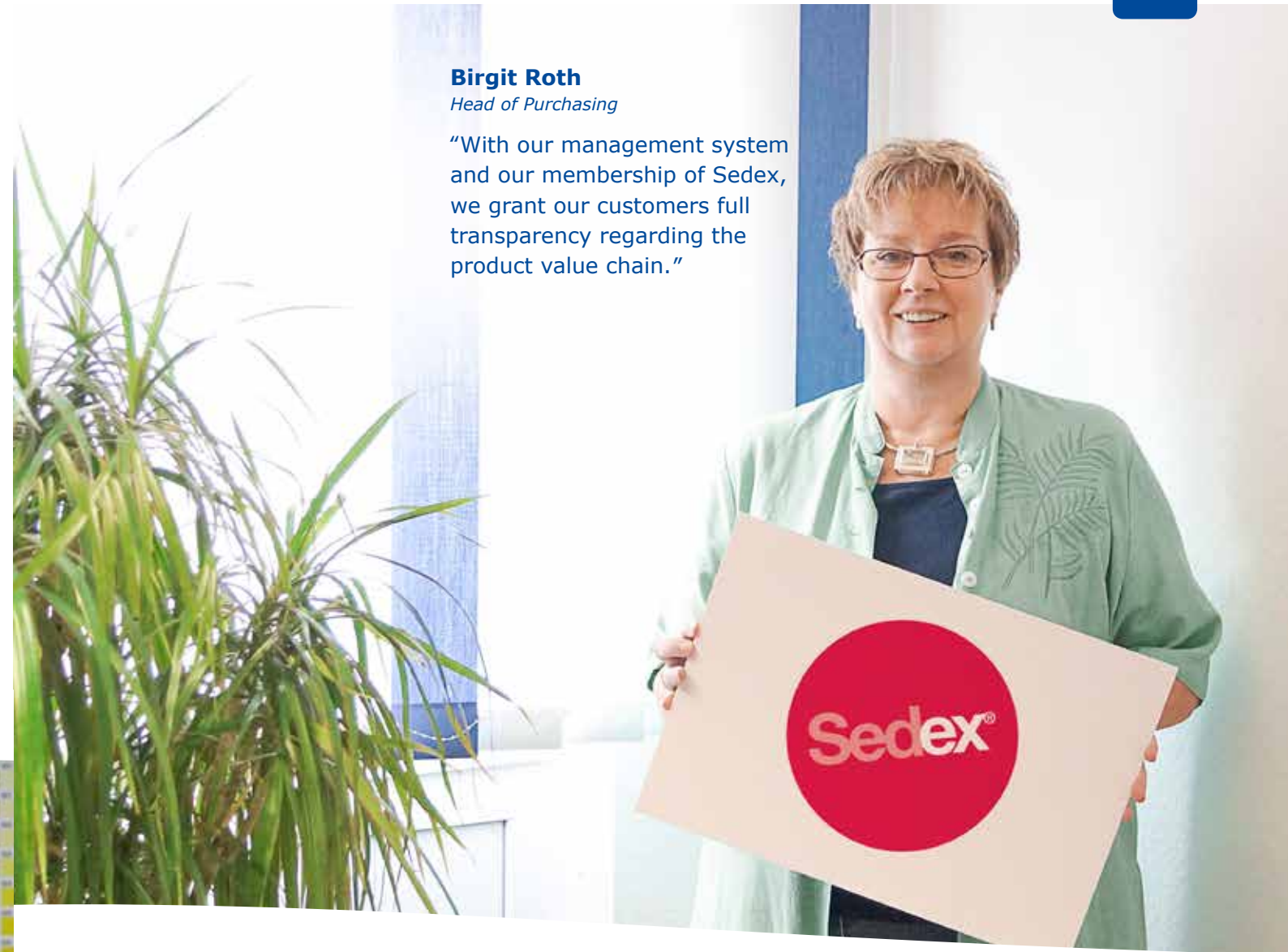
**Dorothee Wiedemann**  
Project Management/Packaging design

"Achieving optimal print results on environmentally friendly materials is a challenge which we'd like to meet."

## Birgit Roth

Head of Purchasing

"With our management system and our membership of Sedex, we grant our customers full transparency regarding the product value chain."



## Value creation

To us, value creation means creating values and standing up for them.

Value chains require a lot of attention and responsibility. As a link between global trading companies and international raw material suppliers, we also bear responsibility for environmentally conscious and socially responsible actions in the value chain. Here, absolute transparency regarding the raw materials and a trusting relationship with our business partners are of central importance to us.

The value chain extends from the extraction of raw materials to the disposal of the products. We pay attention to the environmental and social compatibility of the raw materials, their extraction in the country of origin, the further processing in the production stages at suppliers and at our own company, the packaging of the products and the transportation to our customers.

We select our suppliers and service providers carefully and we assess the companies with respect to product quality and responsibility towards society and the environment. This assessment takes the prescribed laws as well as the ILO (International Labour Organisation) conventions and the principles of the UNGC into account. Furthermore, we do not obtain any raw materials from suppliers from the countries defined by the BSCI as risk countries.

A self-assessment and an internal evaluation result in the grading of suppliers. How the supplier deals with its own staff and measures towards environmental protection impact on the grading, as does the quality of the raw materials. Results are discussed regularly with the suppliers in order to achieve further improvements in the three core topics. With this approach, we hope to encourage the suppliers to act responsibly and to make the value chain of our products more transparent.





# Environment

## Environmental protection

Our company's direct impacts on the environment arise primarily in product manufacturing and in the disposal of the products by the consumer. Monitoring ecological aspects is essential for the sake of energy and resource efficiency.

At both of our production locations we consciously act in a resource-protecting manner and we have integrated the impact of our manufacturing on the environment into the existing management system. Ecological ob-

jectives are part of our corporate strategy and in 2013 we introduced an environmental management system according to DIN EN ISO 14001:2008 at our location in Windhagen and had it certified. Thus, all the processes relevant to the environment are defined and impacts on the environment can be reduced in a targeted manner.

Moreover, we work to protect the environment and we take measures to preserve the natural resources and biological diversity.

Paper consumption Windhagen		
2012	2013	2014
450,000 Sheets copy paper	200,000 Sheets copy paper	600,000 Sheets copy paper
85,000 Sheets letter paper	30,000 Sheets letter paper	60,000 Sheets letter paper
<b>3,128 Sheets/employee</b>	<b>1,250 Sheets/employee</b>	<b>3,606 Sheets/employee</b>
Paper consumption Nowogrodziec		
2012	2013	2014
130,000 Sheets copy paper	125,000 Sheets copy paper	150,000 Sheets copy paper
0 Sheets letter paper	0 Sheets letter paper	0 Sheets letter paper
<b>1,477 Sheets/employee</b>	<b>1,506 Sheets/employee</b>	<b>1,500 Sheets/employee</b>

### Paper

When we procure office material, we ensure that it is recyclable material with the corresponding ecolabel. At both locations, we use only copying paper made of recycled fibres and letter paper from responsible forestry. To protect natural resources further, we want to reduce paper consumption annually. A digital archiving programme, staff training as well as information in the staff newsletter and on the intranet are just a few measures aimed at reaching this objective.

As part of this clear commitment to the reduction and avoidance of paper, we have joined the initiative "CEOs Pro Recycling Paper". The campaign "CEOs Pro Recycling Paper" is aimed specifically at company managers who personally assume responsibility for resource-efficient actions and who develop important resource-protection potential with concrete objectives for the use of recycled

paper. The campaign is being conducted by the "Initiative Pro Recyclingpapier" in cooperation with the Federal Ministry for the Environment, the Nature and Biodiversity Conservation Union Germany (NABU) and the Club of Rome and accompanies the Federal Government's resource efficiency programme. Federal Environment Minister Dr. Barbara Hendricks is the patron.



[www.ceos-pro-recyclingpapier.de](http://www.ceos-pro-recyclingpapier.de)






## Energy and emissions

Energy use depends significantly on the quantity produced. Our energy management system makes it possible to record digitally all relevant data about the exact quantity produced and the energy consumption at the individual production lines. The transparency of the physical dimension of our production is a first step to reducing our energy consumption.

We save energy today already through effective lighting systems. Additionally, since 2014 we have operated two block heating power stations in our production halls in Windhagen. Through the combination of power and heat, we can use heat and electricity in optimal fashion.


Saving on direct CO<sub>2</sub> emissions is part of our commitment with respect to the reduction of our impact on the environment. For this reason, in 2014 we acquired an electric car for business trips. Thus we not only save natural resources but also reduce our direct CO<sub>2</sub> emissions.

Energy consumption Windhagen 		
2012	2013	2014
2,399,116 kWh Electricity	2,100,976 kWh Electricity	2,128,920 kWh Electricity
1,535,413 kWh Natural Gas	1,882,429 kWh Natural Gas	1,494,906 kWh Natural Gas
Energy consumption Nowogrodziec		
2012	2013	2014
1,300,000 kWh Electricity	1,640,000 kWh Electricity	1,687,000 kWh Electricity
309 kWh Natural Gas	353 kWh Natural Gas	413 kWh Natural Gas
15,481 kWh Oil	40,207 kWh Oil	52,690 kWh Oil

## Water and wastewater

The implemented environmental management system enables transparent and secure ascertainment of our water consumption. Water consumption and wastewater figures are collected at both locations and measures for continuous improvement are introduced.

In order to manufacture high-quality wet wipes, the Windhagen site obtains outstanding water from the public drinking water network of the Asbach District Association. Part of the water is prepared for the manufacture of cosmetic liquids by means of reverse osmosis and the UV system. The major part of the fresh water used is used in treated quality to produce our products. In manufacturing, the water used for cleaning purposes is disposed of separately as wastewater.

Water consumption Windhagen 		
2012	2013	2014
21,334 m <sup>3</sup> fresh water	25,474 m <sup>3</sup> fresh water	21,190 m <sup>3</sup> fresh water
10,168 m <sup>3</sup> wastewater	12,944 m <sup>3</sup> wastewater	11,781 m <sup>3</sup> wastewater
Water consumption Nowogrodziec		
2012	2013	2014
4,008 m <sup>3</sup> fresh water	4,152 m <sup>3</sup> fresh water	4,264 m <sup>3</sup> fresh water
596 m <sup>3</sup> wastewater	581 m <sup>3</sup> wastewater	580 m <sup>3</sup> wastewater





**Paul Fengler**

Waste Management Officer  
and Deputy Head of Logistics

“We strive to reduce waste and to keep our impact on the environment as low as possible. An increasing number of recyclable materials are being fed into the recycling cycle.”

## Waste

Efficiency of resources is not just reflected in the environmental balance, but also has a financial impact. Our waste management officer works on ensuring that all waste produced is collected and that it is disposed of correctly sorted and according to the regulations. Likewise, the objective of the waste management system is to advance the reduction of production materials used at both production sites

### Windhagen

#### 2012

active ingredients	86.00 t
finished products	66.00 t
residual waste	128.04 t
cardboard	80.00 t
wood	0.00 t
rinsing water	1,526.00 t
film	52.56 t
nonwove	669.48 t
hazardous*	6.00 t
undocumented**	0.70 t

**Total 2,614.78 t**

#### 2013

active ingredients	45.50 t
finished products	68.12 t
residual waste	85.11 t
cardboard	129.24 t
wood	0.00 t
rinsing water	1,539.00 t
film	72.13 t
nonwovens	442.56 t
hazardous*	3.27 t
undocumented**	11.62 t

**Total 2,396.55 t**

#### 2014

active ingredients	0.00 t
finished products	60.90 t
residual waste	80.60 t
cardboard	191.60 t
wood	0.00 t
rinsing water	1,793.00 t
film	67.20 t
nonwovens	349.40 t
hazardous*	2.60 t
undocumented**	3.20 t

**Total 2,548.50 t**

### Nowogrodziec

#### 2012

active ingredients	0.00 t
finished products	nonhazardous
residual waste	52.80 t
cardboard	31.75 t
wood	0.36 t
rinsing water	84.56 t
film	37.38 t
nonwove	397.23 t
hazardous*	nonhazardous
undocumented**	nonhazardous

**Total 604.08 t**

#### 2013

active ingredients	0.00 t
finished products	nonhazardous
residual waste	13.20 t
cardboard	43.99 t
wood	0.12 t
rinsing water	115.00 t
film	44.54 t
nonwovens	523.09 t
hazardous*	nonhazardous
undocumented**	nonhazardous

**Total 739.94 t**

#### 2014

active ingredients	0.00 t
finished products	nonhazardous
residual waste	28.71 t
cardboard	41.12 t
wood	0.00 t
rinsing water	172.00 t
film	54.68 t
nonwovens	499.92 t
hazardous*	2.58 t
undocumented**	nonhazardous

**Total 799.01 t**

\* electronic scrap, fluorescent lights, aerosols, oil-stained resources \*\* glass waste, mixed scrap





# People

## Staff

Nölken is a family-run company. Our culture and our values are the foundation on which we base relationships with our employees and society. Now in our second generation, we deal with the individuals at the company openly and appreciatively and we give them the freedom to develop. After all, it is the people who shape our future. Only with motivated and satisfied employees can we continue to be successful.

As a responsibly acting company, we are committed at both locations to the protection of human rights and compliance with the labour standards. We consider compliance with the legal standards (basic law and labour law) to be a matter of course. Moreover, we are committed to following the principles of the UNGC and the ILO core labour standards and we have firmly entrenched these in our business processes. In a code of conduct that applies to all members of staff we have formulated basic values for the collaboration between our employees. Mutual respect, equality and appreciation of all colleagues are firmly anchored in our organisational culture.

Employee rights are further strengthened by our employee representative. All members of staff are informed of and involved in changes by the management directly, in meetings and in our staff magazine. Furthermore, we grant all employees freedom of association and the effective recognition of the right to collective negotiations. In addition, the employee representative represents the interests of the employees.

In 2014, we employed a total of 331 full-time and part-time employees as well as trainees at the two locations

We focus on discovering and promoting talent—irrespective of gender, nationality, ethnic background, religion or philosophy, disability, age, sexual orientation and identity. Diversity is the basis for our corporate stability.

Our team is made up of members from a wide array of countries. Our staff come from a variety of nations—mainly from Germany, France, Cameroon, Morocco, Macedonia, Moldova, the Philippines, Poland, Portugal, Romania, Russia and Turkey. We offer all our staff free

Employee structure		2012	2013	2014
Windhagen	Management Board/Management	2 Women 8 Men	3 Women 8 Men	3 Women 8 Men
	Employees	63 Women 92 Men	70 Women 95 Men	90 Women 124 Men
	Trainees	2 Women 4 Men	2 Women 6 Men	2 Women 5 Men
	<b>Number of employees</b>	<b>171</b>	<b>184</b>	<b>232</b>
	temporary workers	7 Ø per Day	2 Ø per Day	7 Ø per Day
Nowogrodziec	Management Board/Management	3 Women 2 Men	3 Women 2 Men	3 Women 2 Men
	Employees	37 Women 46 Men	37 Women 41 Men	42 Women 51 Men
	Trainees	0 Women 0 Men	0 Women 0 Men	1 Woman 0 Men
	<b>Number of employees</b>	<b>88</b>	<b>83</b>	<b>99</b>
	temporary workers	1 Ø per Day	1 Ø per Day	1 Ø per Day



participation in a private German course. Additionally, we have staff who have already been with our company for many years and who have grown with Nölken. We employ people of all ages and we cater to the needs of the individual age groups. Our colleagues in production have to do different work to our colleagues in management; therefore, we have tailored our health services accordingly. We put together our teams according to the individual abilities of the employees.

In connection with the compatibility of family and work, we show a clear attitude, which is reflected, for example, in models for flexible working hours. By means of family-compatible working conditions such as shift work and flexible working hours as well as part-time and home-office positions, we cater to the personal wishes of our staff whenever possible.

## Qualification

### Apprenticeships

We have been an IHK-certified training company since 1985. Owing to the demographic change, we offer young people an apprenticeship as a chemical technician, in machine and system operation or in warehouse logistics, in addition to the apprenticeship as an industrial management assistant.

We offer an extra-occupational course of study to our employees and trainees who have proved themselves in their traineeship or employment. Nölken supports the employees in the extra-occupational course of study financially and structurally. Dual education is also an option at our company. In addition, each year we offer interested school pupils internships and we help students to give practical relevance to their course of study.

Training has high value at our company and we place importance on making the traineeship lively. An exciting run through production and management awaits the trainees in the first few weeks. They thus have the opportunity to get to know the employees and to gain initial insight into the company before the actual traineeship plan begins. In addition to technical knowledge, all the trainees at the company also become acquainted with the principles of a sustainable and ethical business method. Part of each apprenticeship at our company is a learning phase in the Sustainability department.

### Our apprenticeships at a glance

#### Industrial management assistants

At Nölken, industrial management assistants deal with commercial and business management-related areas of responsibility such as purchasing, logistics, sales and marketing, HR and accounting.

#### Machine and system operators

Machine and system operators in our production facility set up production machines and systems, put them into operation and operate them. They also retrofit the machines and keep them in good repair.

#### Chemical technicians

Chemical technicians control and supervise machines and systems for manufacturing, bottling and packing chemical products such as our shampoos, creams and lotions as well as impregnating liquids.

#### Warehouse logistics expert

Warehouse logistics experts receive a wide variety of goods, check them and store them professionally. They put together deliveries and trip plans and they load and dispatch goods. They also collaborate in the optimisation of logistical processes.

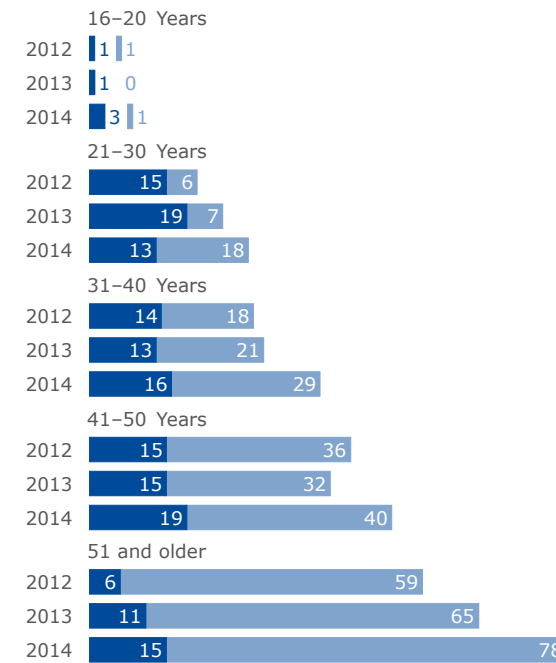
## Training

The continuous training of the staff is a central area of our HR management so as to meet the challenges of demographic change.

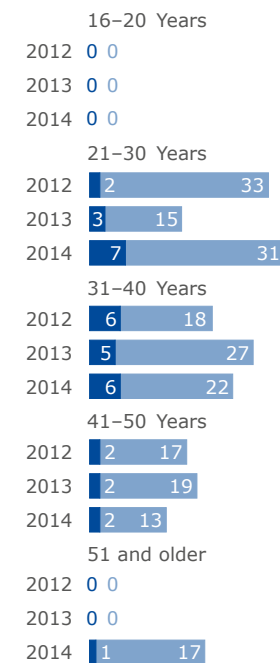
A key aspect of our HR management is the company-wide academy. We have thus created a modern platform for training staff and involving them in finding subjects for our range of apprenticeships. All members of staff at our company are supported by the services of our academy. In this way, we would like to enable each employee to bring his potential and ability to bear. Nölken finances training courses fully or partially and/or allows leave of absence. Continuous training measures enable all employees to perform optimally for the company and keep the performance level high, including



### Age Distribution Windhagen



### Age Distribution Nowogrodziec



■ business ■ industrial

further education Windhagen		
2012 1,222 Hours 171 Employees	2013 1,049 Hours 184 Employees	2014 1,350 Hours 232 Employees
further education Nowogrodziec		
2012 40 Hours 8 Employees	2013 48 Hours 19 Employees	2014 220 Hours 14 Employees

### Elke Peters

Accounting, First-Aider

*"Being a first-aider provides me with the possibility to give medical attendance in case of emergency. Through refresher courses every two years, we first-aiders train and keep us up to date."*



of older members of staff. Thanks to the formation of cross-departmental teams, expertise is passed on from the more experienced colleagues to the younger colleagues.

## Occupational health and safety

We assume responsibility for the people at our company. We ensure a safe working environment and promote the health of our employees. After all, it is our employees and our corporate culture that make our company successful and our products so special.

Part of our HR management involves ensuring and improving occupational health and safety. To this end, we have appointed an occupational health and safety expert who, together with the company doctor, the employee representative, the head of production, the quality manager and the management, forms the occupational



### Stephan Fischer

Head of Nursing Pad Production

“Balanced health services, as offered by Nölken, are very important for my job, since in my work I have to stay attentive and often have to react quickly.”

health and safety committee. This committee meets at regular intervals and consults on objectives and measures in the area of occupational health and safety.

With our occupational health and safety programme, we ensure that all technical systems and workstations are reviewed regularly and that our employees are appropriately trained. Personal protective equipment is available to them free of charge and they are instructed in occupational health and safety and fire safety on an annual basis. In addition, all field service workers and department heads receive safe driving training. We offer a comprehensive check-up at both locations. Our aim is to reduce the accident figures further, which is to be achieved primarily through training and technical measures.

### Health management

To protect the health of our staff and to reduce the number of absences due to illness further, we have introduced an operational health management system with a variety of health-promoting measures.

In 2014, we launched a comprehensive health programme. It is sponsored and actively supported by Nölken. With “Nölken Active”, we support our em-

ployees in collecting money for a social project or a non-profit association of their choice with their sporting activity. At the end of the programme, the amount achieved was donated directly to the non-profit project or the association on behalf of the employee. Engaging socially through donations was the foundation of the programme and a total of more than EUR 600 was donated for charitable purposes, such as refugee aid and animal protection. All participants in the “Active” programme received an award for their particularly active engagement. In view of the high level of acceptance, the programme will be continued in the coming year.

The company health day takes place on an annual basis, with the third one taking place in 2014. It gives the employees the chance to try out relaxation and fitness exercises for free and has the aim of increasing the participants’ awareness of the importance of looking after their own health and physical balance. Through the cooperation with regional organisations and companies, we can lend great variety to the health day. The health and relaxation opportunities regularly find considerable interest among our employees. At the third health day, the focus was on physical health, counterbalance to the everyday routine and exercise at the workplace.



#### work accidents Windhagen

2012	2013	2014
25 Accidents 110 Lost days	19 Accidents 68 Lost days	32 Accidents 145 Lost days

#### work accidents Nowogrodziec

2012	2013	2014
1 Accidents 26 Lost days	3 Accidents 351 Lost days	0 Accidents 0 Lost days

#### sickness rate Windhagen

2012	2013	2014
5.4%	5.5%	9.4%

#### sickness rate Nowogrodziec

2012	2013	2014
3.6%	5.8%	4.4%

#### health measures Windhagen

2012	2013	2014
Quantity 3 Subscriber 85	Quantity 6 Subscriber 41	Quantity 5 Subscriber 40

#### health measures Nowogrodziec

2012	2013	2014
Quantity 0 Subscriber 0	Quantity 0 Subscriber 0	Quantity 0 Subscriber 0

Not only do our employees participate in many marathon runs in the region, in 2014 they were also involved in the Sebamed Bike Day, being one of the teams with the highest number of participants. The Sebamed Bike Day opened in Bad Salzig for the fifth time, running along narrow paths through the UNESCO World Heritage Site of the Upper Middle Rhine Valley. The team had already trained with each other regularly during the summer months and thus achieved a respectable result in the mountain bike race.

Additionally, we offer our employees the following health measures:

- Discount on gym membership
- Back massage
- Running, mountain biking and hiking meetups
- Flu protection vaccinations







**Mario Diede**

*Head of Liquid Manufacturing*

"The effect of our ideas management can be seen throughout the entire company. We have gained insight into the topic of heat utilisation."



**Cassandra Wichelhoven**

*Industrial Management Assistant Apprentice*

"Through the trainee project, we not only gain experience for our future professional life, but also acquire sustainability consciousness, which is gaining increasing importance today."



## Ideas management

### Staff innovation

All employees can contribute to the company suggestion system and thus actively help shape the company. With innovative ideas, our employees provide new impetus to the implementation of efficient processes as well as resource and environmental protection or for training. All small and large suggestions for improving the company or the products can be submitted via the internal ideas management system.

Many innovations that optimise the processes or improve sustainability in the use of resources are submitted by our employees via the ideas management system. The ideas are far-reaching and involve innovations in areas ranging from economics to the environment, technology, organisation and social issues. Last year, we received two valuable suggestions from employees and implemented one of them.

To increase participation in the suggestion system, there is now a further communication channel available. Our employees are invited to submit their suggestions both via the intranet and in paper form. The employees whose

Ideas Windhagen		
2012	2013	2014
9 submitted 3 implemented	15 submitted 6 implemented	2 submitted 1 implemented
Ideas Nowogrodziec		
2012	2013	2014
0 submitted 0 implemented	0 submitted 0 implemented	0 submitted 0 implemented

ideas are implemented receive a prize in recognition of this.

### Apprenticeship innovation

Nölken supports up-and-coming talent in their development in a targeted manner by means of the apprenticeships at the company. It does this in order to spot potential at an early stage and in order to remain attractive as an employer. Our apprentices made it their mission to establish their own company and develop a product. In the process, they learned to think and act entrepreneurially, to be independent and to have a sense of responsibility. Most recently they presented a wet wipe for babies that consists completely of natural, regional and thus sustainable raw materials. Moreover, the product protects the environment through the use of regenerative raw materials from controlled organic cultivation, the reduced use of packaging materials as well as the use of recycled film. Through the integrated communication strategy, the product helps to raise the consumer's awareness of the topic of sustainability.

[www.babyline-green.babyline.de](http://www.babyline-green.babyline.de)





## Society

*At the two locations, Nölken contributes to the community in a variety of ways thanks to its close integration into the community. The employees engage in various social projects and when possible they are given leave of absence for their volunteer work.*

### Kinder in Not e.V.

Our employees are now actively supporting the child aid initiative "Kinder in Not" for the fourth year and are running the donation marathon in Windhagen. As part of our corporate engagement, we regularly sponsor our employees in regional town runs. The association works to assist needy children in the Third World and was founded by businesswoman Gisela Wirtgen.

### innatura

innatura arranges material donations for non-profit organisations and institutions. Small non-profit organisations benefit in particular from this, as innatura organises the entire logistics chain. Last year we supported innatura with material donations.

### sAPG Tigers First® Lego® League

We are the official sponsor of the young researchers at Auguste-Pattberg-Gymnasium school in Mosbach-Neckarelz, enabling them to participate in the First® Lego® League. The league is a support programme that aims to introduce children and young people to science and technology in a sporting atmosphere and that imparts the concept of team spirit to the participants.

### Nowogrodziec Fire Brigade

The voluntary fire brigade in Nowogrodziec relies, on the one hand, on the commitment of the firemen and women and, on the other hand, on the funds supplied to it by companies. Nölken's Nowogrodziec branch supported the voluntary fire brigade last year.

### Wenter Klaavbröder e.V.

In order to preserve culture and tradition in our region and to celebrate the mad carnival season, we support the Windhagen-based carnival association on an annual basis. KG Wenter Klaavbröder e.V. has been in existence since 1953 and has major significance for Windhagen and the surrounding area.

### Die Tafel e.V.

The workers' welfare association in Bad Honnef engages in volunteer work for a socially just society. It offers social services that take the interests and needs of people into account. These services also include the Tafel. Nölken supports the workers' welfare association on a monthly basis with material donations of body and care products.

### German Red Cross

Last year, we supported the German Red Cross with a donation for eight resuscitation dummies, including additional material. This support benefits both providers and recipients of the training. New resuscitation dummies and necessary material can be made available to the participants in the course. In addition, the first aid courses can be offered at a reasonable price.

### SV Eintracht Windhagen 1921 e.V.

Our commitment as a sponsor of SV Eintracht Windhagen already has tradition. Nölken has been supporting the sports club with donations since 2009.





**Markus Nölken**  
Managing Director

"To us, being sustainable means pursuing new paths. Here, we are driven by the question of what can be done differently. In the focus thereof are humans as the centre point, nature as the habitat and the economy as the engine."

Photo: Roland Rossner ©

## About this report

Since 2011, Nölken Hygiene Products GmbH has been approaching the topics of sustainability and future viability strategically and documenting them systematically. Carrying out business sustainably is part of Nölken's corporate strategy and has been permanently institutionalised by means of an executive department since 2011. In the framework of this, the following fields of action were defined: Resources and Environmental Protection, Employees, Innovations and Product Responsibility, Supply Chains and Social Commitment. Our commitment focuses on these topics. We summarised these five fields of focus into the three core topics of Products, the Environment and People, which essentially structure this report.

This is our company's fourth sustainability report. We produced it for customers, employees, service providers and suppliers, neighbours, the interested public, representatives of unions as well as other interested parties from the domains of politics, the media, society and science. This report provides an overview of our sustainability strategy, measures and processes that have already been implemented successfully, as well as short-, medium- and long-term objectives at our two locations in Germany and Poland. It is crucial to reflect on one's own performances—especially with a view to knowledge transfer—in order to awaken further sustainability potential. We want to communicate in a transparent manner with all relevant interest groups and engage in open dialogue with them. We would thus like to invite you to communicate your ideas and suggestions to us.

## Reporting parameters

We see this sustainability report as a progress report as part of the annual reporting of the United Nations' Global Compact initiative. As in the previous years, the reporting parameters are the ten principles of the UNGC. In addition, we have reported on the areas of strategy, process management, the environment and society as part of our membership of the German Sustainability Code since 2014.

## Reporting period

The content in this report refers to the period from July 2014 to May 2015. Publication of the next comprehensive sustainability report is planned for 2016.

For ease of reading, the feminine form is not expressly named in the report. However, in all cases both male and female persons are meant.

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The German Sustainability Code

20 CRITERIA	
STRATEGY	
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United Nations Global Compact

10 PRINCIPLES	
HUMAN RIGHTS	
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LABOUR	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	p. 37
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Principle 7: Businesses should support a precautionary approach to environmental challenges;	p. 31
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ANTI-CORRUPTION	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	p. 16



WE SUPPORT





# Glossary

## Occupational health and safety management system

The occupational health and safety management system regulates the occupational safety of the employees and the protection of their health.

## Corporate social responsibility (CSR)

CSR is corporate responsibility for society and the environment.

## DIN EN ISO 14001:2009

The international environmental management standard sets requirements of an environmental management system.

## DIN EN ISO 22716:2007

The standard on cosmetics GMP (good manufacturing practice) is a guideline for the manufacture of cosmetic products.

## DIN EN ISO 9001:2008

The standard sets requirements of a quality management system.

## European Disposables and Nonwovens Association (edana)

edana is the umbrella organisation of the fleece material industry and the pertinent sectors.

## Energy management system (EMS)

The energy management system regulates energy consumption at the company.

## FONAP (Forum for Sustainable Palm Oil)

The forum is an amalgamation of companies, unions and non-governmental organisations that aims to develop viable solutions for improving practices in the palm oil sector.

## GreenPalm

GreenPalm is a trading platform for palm oil certificates that aims to minimise the negative ecological and socio-economic effects of palm (kernel) oil production and to promote certified, sustainable palm (kernel) oil production.

## Environmental management system (EMS)

The environmental management system regulates the environmental aspects of a company.

## Roundtable on Sustainable Palm Oil (RSPO)

The RSPO (Roundtable on Sustainable Palm Oil) is an initiative for the development of criteria for a more sustainable palm oil business. The RSPO has developed a certification standard based on 8 principles and 43 criteria and that is currently the world's most widely used standard.

## Supplier Ethical Data Exchange (SEDEX)

SEDEX is a non-profit membership organisation that is committed to ethical and responsible business methods in global supply chains and makes commitment to sustainability transparent by means of a platform.

## United Nations Global Compact (UNGC)

The UNGC was founded by the United Nations in 1999. The members of the UNGC ensure compliance with the ten principles in the areas of human rights, labour, the environment and anti-corruption.



