

ZWILLING

2021 Sustainability Report

ZWILLING

We Care

DEAR READER,

Sustainability is much more than a trend or a one-off project. Instead, it represents an entrepreneurial spirit founded on core principles and expressed in everyday business practices. Thinking and acting in line with clear values and long-term goals is our strength – something that ZWILLING has demonstrated time and time again during its 290-year history. Our brands combine quality and durability with a sense of responsibility towards people and our environment. Our #WeCare sustainability strategy establishes our commitment to sustainability even more firmly in our corporate strategy. As part of our vision “to make a difference by contributing to the better”, we make it clear that we

want to use our strong brands to drive change in our market segment and have a lasting positive impact on our environment and society. We have set ourselves ambitious goals in our four main action fields of

- employees and social responsibility,
- sustainable products and packaging,
- energy efficiency and environment, and
- sustainable supply chain

with the aim of achieving these goals by 2030. We have backed up these targets with measures and initiatives that we are continually refining, and for which we publish an annual report to outline our progress. We achieved success in several important areas during the 2021 reporting year:

- We developed plastic-free cutlery and knife packaging that will allow us to save around 13 million items of plastic packaging each year.
- We calculated the carbon footprint of all of our manufacturing and logistics sites.
- We enshrined collaboration on environmental issues in our supply chain by joining the amfori Business Environmental Performance Initiative (BEPI).
- We began a group-wide discussion about our values with all of our employees.

As a value-focused company, we are horrified by the images coming out of Ukraine. In addition to sending our heartfelt sympathy and solidarity to

those affected by the war, we are also providing support in keeping with our motto “ZWILLING – We care.” Since the start of the conflict, we have donated around 360,000 euros to aid organizations in partnership with Wilh. Werhahn KG. We are providing financial support for staff working for our Ukrainian distributors and software providers. We have also provided numerous ZWILLING Care Packages to refugees in the communities around our German business to help them furnish and equip their homes. It is our responsibility to establish sustainable environmental, social and economic systems for ourselves and future generations. We work hard every day to do exactly that.



Alexander Gulden



Helmar Hipp



Klaus Kuhl



Sebastian Labud



Erich Schiffers

The Management Board of ZWILLING J.A. Henckels AG

CONTENTS

www.zwilling.com

	2 FOREWORD BY THE MANAGEMENT BOARD
	12 THE ZWILLING KITCHEN GROUP <ul style="list-style-type: none">■ International sites and brands■ Memberships and initiatives■ ZWILLING's history■ A portfolio with strong brands
	16 SUSTAINABLE CORPORATE GOVERNANCE <ul style="list-style-type: none">■ Management approach■ Value-focused corporate governance■ ZWILLING's sustainability management
	25 EMPLOYEES RESPONSIBILITY <ul style="list-style-type: none">■ Management approach■ Staff development and training■ Training and coaching program■ Diversity and equal opportunity■ More women in top management■ Successful social partnership■ Occupational health and safety
	33 SUSTAINABLE PRODUCTS AND PACKAGING <ul style="list-style-type: none">■ Management approach■ Quality assurance in every detail■ Carbon footprint of ZWILLING's classic products■ A blueprint for the products of tomorrow■ Rethinking packaging

	39 ENERGY EFFICIENCY AND ENVIRONMENT <ul style="list-style-type: none">■ Management approach■ Climate-neutral by 2030■ Rollout of a global energy management program■ Our mission: Using resources more efficiently
	46 SUSTAINABLE SUPPLY CHAIN <ul style="list-style-type: none">■ Management approach■ Supplier selection■ Supplier monitoring■ Supply Chain Due Diligence Act■ Sanctions against violations
	50 SOCIAL RESPONSIBILITY <ul style="list-style-type: none">■ Management approach■ ZWILLING Care■ ZWILLING Foundation India■ ZWILLING Sponsorship Program■ ZWILLING Share
	53 APPENDIX <ul style="list-style-type: none">■ GRI Index■ Publishing information

About this report

This sustainability report is the second such report published by ZWILLING J.A.Henckels AG. It provides information on the progress made by the ZWILLING Kitchen Group in the area of sustainability during 2021 and contains all important information on the Group's management approach as well as the predefined action fields and associated targets underpinning its sustainability activities. It has been prepared in accordance with the Core option of the Global Reporting Initiative's (GRI) Standards. Unless otherwise indicated, the statements made in this report apply to ZWILLING J.A. Henckels AG including its affiliated subsidiaries from the ZWILLING Kitchen division ("ZWILLING" or "ZWILLING Kitchen Group"). The SANTOS Grills and Flammkraft businesses acquired during the reporting year are not yet taken into consideration in this report, as the process of integrating them into the ZWILLING Kitchen Group was not yet complete across all systems as of the reporting date. This report covers the 2021 financial year, which comprises the period from 1 January to 31 December 2021. The editorial deadline was 30 April 2022. The content of this report has not yet been externally audited. This is planned for the next Sustainability Report, which is due to be published in spring 2023.

This report is available in both German and English.

A portrait of Lina Pieterrek, a young woman with dark hair and glasses, resting her chin on her hand. The background is a dark, textured grey.

WE ARE FAMILY

“It is up to me to make decisions that do not harm the environment and the climate. I expect companies to do the same.”

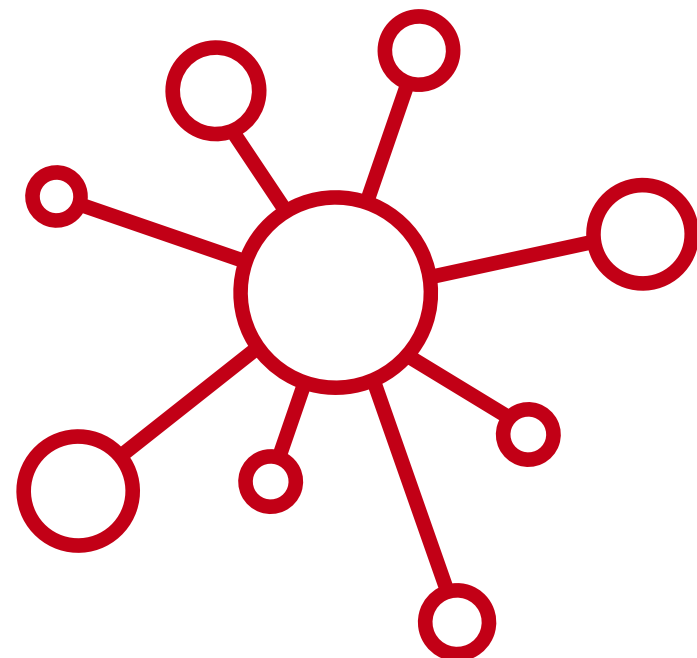
Lina Pieterrek, technical apprentice

Filing, turning, drilling and milling are all in a day's work for Lina Pieterrek. The Solingen native is currently training at ZWILLING to become an industrial mechanic and wants to follow this up by studying industrial engineering. She strongly believes that companies that act sustainably also achieve greater commercial success.

ZWILLING AT A GLANCE



ZWILLING J.A. Henckels AG is a wholly-owned subsidiary of family-run Wilh. Werhahn KG and part of Werhahn’s Consumer Goods division.



ZWILLING J.A. Henckels AG is organized as a holding company that manages more than 30 subsidiaries both in Germany and abroad, including its own production facilities and distribution companies.



ZWILLING offers high-quality products for modern kitchens. Its broad range of products includes knives, cookware, kitchen appliances, vacuum storage systems, grills and grill accessories, cutlery and accessories.



Employing more than 3,700 people, ZWILLING generated revenue of 874 million euros in 2021, with 40 percent of this revenue coming from its e-commerce business.



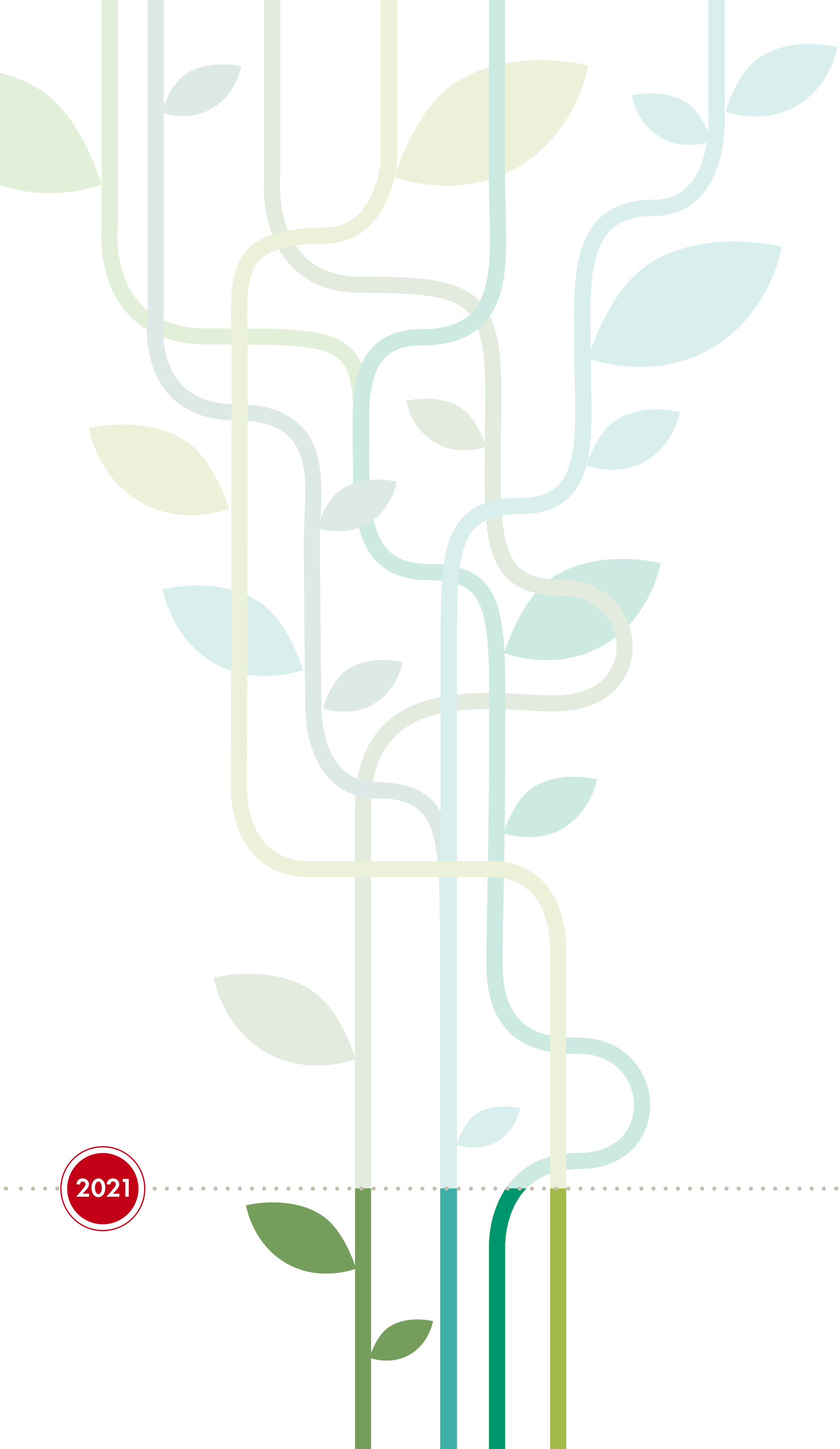
We are family

As part of the Werhahn Group, ZWILLING is committed to the Group’s corporate values and sees itself as a family business. Our values are shared and lived by all employees under the banner “ZWILLING – We Are family”.

GOALS FOR 2030

THE SUSTAINABILITY
ROADMAP

We have drawn up a roadmap until 2030 that will enable us to improve our sustainability performance from one year to the next while consistently aligning our business with environmental, ethical and social management criteria.



2030

PHASE 4

Sustainability is a key feature of our brand portfolio. We are part of a green economy, using fair, climate-neutral products and processes along our entire value chain to add value to society and grow our business.

PHASE 3

We roll out our sustainability program to all ZWILLING sites and companies worldwide and continuously improve our sustainability performance using a comprehensive system of controls.

PHASE 2

We optimize our processes and products with the help of targeted initiatives, launch pilot projects at selected sites and make initial efficiency gains by cutting carbon emissions and fossil fuel consumption.

PHASE 1

We meet fundamental requirements and statutory regulations and create process structures for consistent data collection across the Group.

OUR ACHIEVEMENTS SO FAR



WE ARE FAMILY

By launching the “We are family” program, we started a group-wide conversation with all of our employees.



13 million

We developed plastic-free cutlery and knife packaging that will allow us to save 13 million items of plastic packaging each year.



Carbon footprint

We calculated the carbon footprint of all of our manufacturing and logistics sites.



AMFORI BEPI

We enshrined collaboration on environmental issues in our supply chain by joining the amfori Business Environmental Performance Initiative (BEPI).

OUR SUSTAINABILITY STRATEGY

Our vision

Sustainability matters because we all care about the future. We strongly believe that today’s decisions and actions have become more important than ever to improve and enhance the livelihood and needs of future generations. As a family owned company with a strong heritage, we are committed to making a difference by contributing to the better.

Our mission

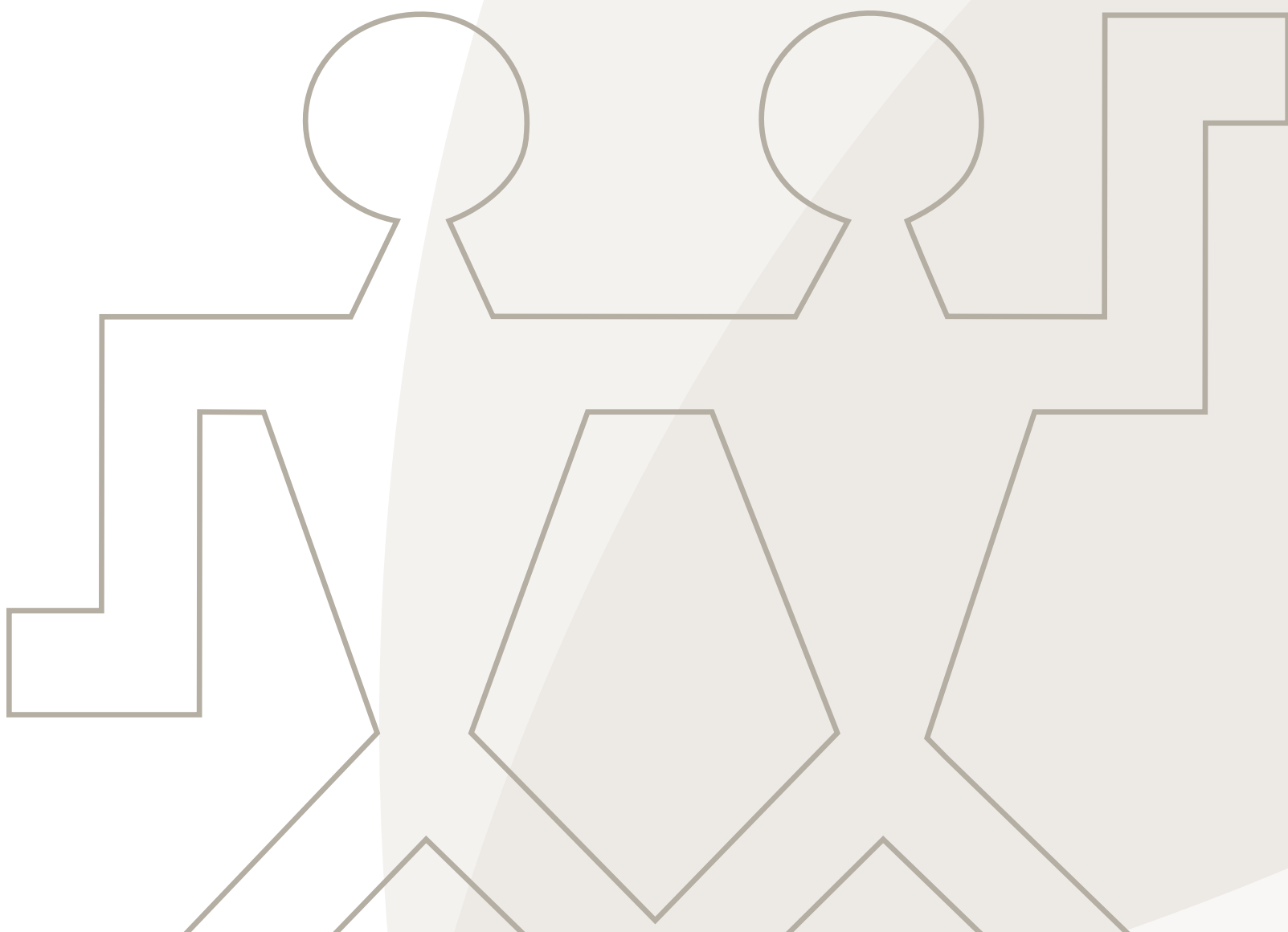
Our mission is to create innovative and sustainable products with minimized impact on the environment, to source mindfully and to make a positive impact in the communities in which we live and work in. We are committed to care about the wellbeing of our employees and to build a diverse, satisfied and happy global team that anchors sustainability in our brand identity.

Our action fields

- Sustainable products and packaging
- Energy efficiency and environment
- Sustainable supply chain
- Employees responsibility
- Social responsibility

Governance and business ethics

Our sustainability organization and governance is based on the following main pillars: clear responsibilities, clearly defined targets, continuously ongoing monitoring process and – above all – strong commitment. We act in line with our Code of Conduct and our general principles including sustainability as a key factor when it comes to business decisions.



OUR TARGETS

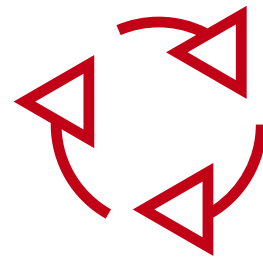
Sustainable products

We want to transform 100 percent of our product portfolio carbon-neutral and to obtain 100 percent of the wood used for our products from sustainable sources.



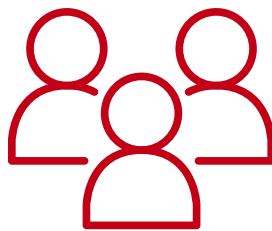
Sustainable packaging

We aim to convert 100 percent of our packaging to recyclable or biogenic materials, increase the share of reusable packaging and reduce packaging in general.



Energy efficiency and environment

All our manufacturing sites and our warehouses will be carbon-neutral (Scope 1 and 2).



Employees responsibility

We want to elevate employee engagement and personal development to build a diverse and happy team within the global ZWILLING family.



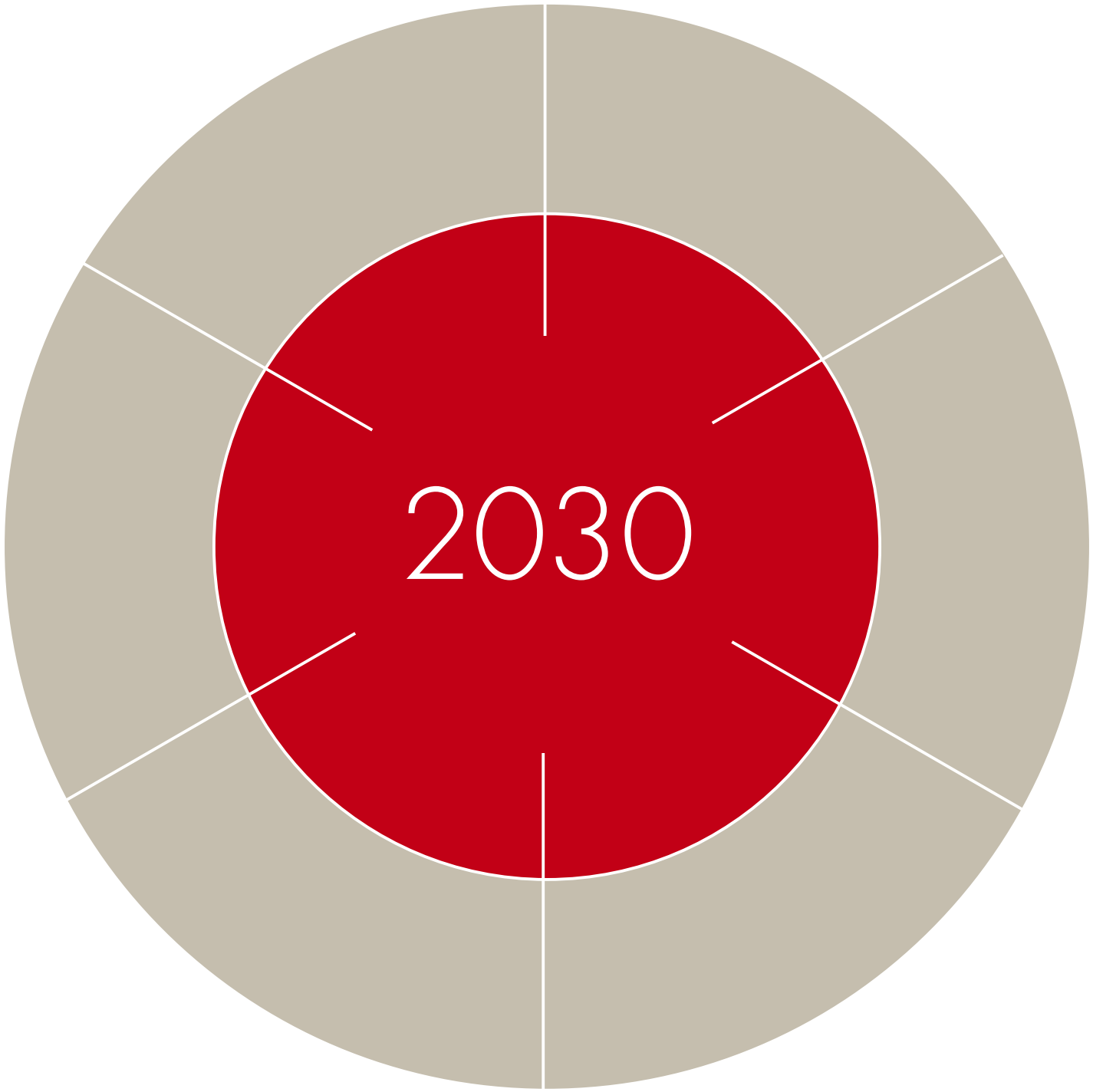
Social responsibility

We want to extend our programs and act as a good corporate citizen at each site we operate.



Sustainable supply chain

We will actively develop our suppliers to comply with social and environmental standards set by globally accepted independent organizations.



BEST PRACTICES 2021



New Work on the ZWILLING Digital Campus

Space for creativity and interaction: the Digital Campus at our Solinger factory site encourages agile project management and interdisciplinary collaboration in a modern co-working space.



Against food waste

The new ZWILLING FRESH & SAVE vacuum system keeps food fresh up to five times longer than non-vacuum storage methods. This helps reduce food waste.



The future of packaging: reduce – replace – recycle

Wherever possible, we avoid unnecessary packaging and are switching to packaging made out of fully recyclable and bio-based materials. Our cutlery and knife packaging is completely plastic-free, enabling us to save around 13 million items of plastic packaging each year.



Our mission: to be climate-neutral by 2030

Energy efficiency is a key factor on the road to carbon-neutral production. At DEMEYERE's manufacturing and logistics site in Herentals, Belgium, the previous lighting has been completely replaced by LED fixtures. This alone saves 37 tonnes of carbon emissions per year.



Go Green initiative in Swarnabhoomi

By installing a new water treatment system at ZWILLING's production site in India, we are transforming the wasteland in front of the factory gates into a garden where bananas and coconut palms can thrive.



High environmental standards along the supply chain

ZWILLING has joined the amfori Business Environmental Performance Initiative (amfori BEPI). In doing so, we are embedding both amfori BSCI's social standards and its environmental principles into our supply chain.



ZWILLING Share – working together to stop hunger

As part of the ShareTheMeal community, we have donated 30,000 meals to people in need across Germany.

A close-up portrait of a man with dark hair and light eyes, resting his chin on his hand in a thoughtful pose. He is wearing a light-colored, textured sweater. The background is a soft, out-of-focus grey.

WE ARE FAMILY

“I want to use my specialist IT knowledge to help leave the world in a better state than we found it.”

Franz Labrana, Business Analyst E-Commerce in the Digital Services team

This computer scientist from Chile works on digital solutions at the Solingen Digital Campus. He appreciates being so close to production at the ZWILLING factory site. This allows him to see the products being sold via the Group's online channels up close in the real world.

ZWILLING – bringing people together since 1731

2021 marks 290 years since the Group was founded. With our rich array of experience and vast pool of ideas, we can look ahead to the future and use our spirit of innovation to inspire the consumers of tomorrow with exceptional brand experiences.

On 13 June 1731, Peter Henckels registered what is now the internationally recognized ZWILLING logo as a trademark with the Cutlers’ Guild of Solingen, thus writing the first chapter for one of the world’s leading premium consumer goods groups. Today, our product range includes knives, cookware, cutlery, small electrical appliances and vacuum storage systems as well as grills and grill accessories. Employing more than 3,700 people, the ZWILLING Kitchen Group generated revenue of 874 million euros in the 2021 reporting year, with online retail making up 40 percent of total revenue. As the holding company for the ZWILLING Group, ZWILLING J.A.Henckels AG is a wholly-

owned subsidiary of family-run Wilh. Werhahn KG and the largest business unit within Werhahn’s Consumer Goods division. It manages 34 subsidiaries both in Germany and abroad, including its own production facilities and distribution companies. ZWILLING J.A. Henckels AG is led by a five-strong Management Board. This in turn is monitored by the Supervisory Board, whose members are appointed by the owner. As part of the Werhahn Group, ZWILLING is committed to the same values as Wilh. Werhahn KG. ZWILLING also sees itself as a family business and nurtures an appreciative, partnership-based relationship with all of its employees in keeping with its motto “ZWILLING – We are family.”

From Solingen, Germany’s city of blades, to the whole world
ZWILLING has been headquartered in Solingen, Germany, since 1731. The Group now operates another seven production facilities in Belgium, France, Italy, China, India and Japan via our subsidiaries. Our range is supplemented to include merchandise primarily sourced from Asia and Europe. ZWILLING supplies more than 100 markets worldwide and is represented by more than 20 distribution companies in Europe, Asia and North America. The company’s largest markets outside Germany are the USA, China, Japan and Canada. Our products are sold worldwide across all distribution channels: via specialist retailers around the world, as in more than

500 ZWILLING stores and shop-in-shops, on various online channels and via distributors.

Memberships and initiatives
As an international consumer goods manufacturer, ZWILLING is closely involved with leading institutions and initiatives on fundamental issues both in Germany and internationally. Our membership of various organizations and associations gives ZWILLING fresh ideas for our sustainable development while at the same time offering us the opportunity to drive positive change within both our market and society as a whole. ZWILLING J.A. Henckels AG is a member of

- the Solingen Employers’ Association
- the Federation of European Manufacturers of Cookware and Cutlery (FEC)

- the amfori Business Social Compliance Initiative (amfori BSCI)
- the amfori Business Environmental Performance Initiative (amfori BEPI)

ZWILLING also supports other organizations and is committed to their guiding principles and aims, including

- the International Organization for Standardization (ISO)
- the European Committee for Standardization (CEN)
- the ZVEI Trade Association for Small Domestic Appliances, the German E-Commerce and Mail Order Association
- the CHUNO Labour Standards Association (via ZWILLING Japan)





1731
Peter Henckels registers the ZWILLING as a trademark.



1818
ZWILLING opens its first sales outlet in Berlin.



1851
ZWILLING is represented with its cutting tools at the first World's Fair in London and is awarded a medal right away.



1893
At the Chicago World's Fair with 70,000 exhibitors, the only award handed out goes to ZWILLING.



1938
ZWILLING is granted the patent for the "Küchenhilfe" scissors series, which remains part of its product range even today.



1970
Wilh. Werhahn KG becomes the sole shareholder.



2008
ZWILLING acquires cookware manufacturers STAUB and DEMEYERE.



2015
ZWILLING acquires pan manufacturer BALLARINI.



ZWILLING's history

While growing from a local artisan's forge in Solingen to a global player, ZWILLING has consistently developed pioneering process technologies and patents and managed to reinvent itself time and time again. This ensures that our long-established brand continues to be authentic and relevant even today.

1909
ZWILLING establishes its first subsidiary in the USA.



1939
ZWILLING is granted the patent for the ice-hardening process that keeps blades sharp for a long time and makes them ultra-resistant to corrosion.



2011
The ZWILLING Foundation is established at ZWILLING's Indian site.



2021
Generating revenue of 874 million euros, ZWILLING once again improves on the excellent result achieved in the previous year. ZWILLING acquires SANTOS Grills GmbH and Flammkraft GmbH to join the barbecue business segment.



A portfolio with strong brands



Knives & scissors
Cookware
Cutlery
Vacuum storage system
Kitchen appliances
Kitchen tools
Tableware & glasses



Cast iron
Ceramics
Accessories



Cookware
Knives
Cutlery
Kitchen tools



Knives
Knife accessories



Cookware
Frying pans
Special cookware
Accessories

The company's position as a market leader in the premium consumer goods segment is reinforced by our diverse portfolio of brands. The core ZWILLING brand is one of the oldest brands in the world. It is synonymous with durability, premium quality, timeless design and a flair for innovation. The portfolio also includes the STAUB, BALLARINI, MIYABI, DEMEYERE, HENCKELS, SANTOS Grills and Flammkraft brands. While each brand has its own strengths and traditions, they all share the same passion for creating unique cooking experiences under the guiding principle "Inspiring the Culinary World".

A close-up portrait of Beatrix Biren, a woman with long, wavy blonde hair, resting her chin on her hand. She is wearing a blue top and a dark cardigan. The background is a soft, out-of-focus grey.

WE ARE FAMILY

“Buying seasonal and regional products, supporting local retailers and making fewer car journeys – that’s my formula for sustainable consumption.”

Beatrix Biren, Product Manager in the Innovation Management team

The Francophile marketing expert is responsible for the strategic management of STAUB’s cast iron products, something she does with passion and conviction. Thanks to customer feedback, she knows that many users have an almost emotional attachment to their STAUB cocottes.

How do we make the move from careless to conscious consumption?



“Our customers expect to receive credible answers to their questions about ZWILLING’s social and environmental accountability.” // GERNOT STREHL

290 years of success in the market – based on a responsible, long-term approach to business. Why has sustainability now been transformed into a formal structure?

Alexander Gulden: We are at home in the kitchen, the central meeting place for friends and family. We want to support people in this place with durable and useful products that retain their value. This is the core of our brand promise “Inspiring the Culinary World”. At the same time, we are facing some serious challenges. Climate change, resource scarcity, social and political upheaval are fundamentally changing the environment for us and for our customers. We operate in a highly dynamic market that is keen to adopt new solutions, technologies and business models. We are adapting to this with our #WeCare sustainability strategy. Sustainability is thus moving to the center of our business strategy.

Gernot Strehl: In discussions with staff and with dealers, and in customer feedback, we keep hearing some questions that go to the heart of our business. How big is the carbon footprint of

In 2020, ZWILLING set out to systematically align its business operations with environmental and social indicators. ZWILLING’s CTO Alexander Gulden and Sustainability Officer Gernot Strehl explain the challenges that this poses for an international consumer goods manufacturer and where ZWILLING stands today.

your products? How does ZWILLING ensure that human rights are respected in your global supply chain? Where do you source your raw materials? Why does ZWILLING ship its knives in large plastic packages? We want to provide credible and detailed answers to these questions and implement improvements. To create transparency about the impact of our business on the environment and society and to highlight our contribution to sustainable development, we have structured our sustainability activities and integrated them within an overall concept.

What does the ZWILLING Transformation Roadmap 2030 look like in detail and what is its current status?

Gernot Strehl: A materiality analysis has identified four key action fields: sustainable products and packaging, energy efficiency and the environment, a sustainable supply chain, and responsibility for employees and society. We drew up a roadmap for each of these areas with milestones up to 2030 together with the necessary targets

and projects. In terms of energy efficiency, for example, we set clear energy-saving and decarbonization targets for our production plants. We also launched projects aimed at reducing our carbon footprint and increasing recycling. One of our biggest challenges was setting up the process structures to standardize our data collection so that we obtain consistent figures and are able to produce a realistic map of our current position.

Alexander Gulden: Looking ahead at what we want to accomplish by 2030, the first stage requires compliance both with the standards we have set ourselves and with the new legal requirements – beginning with the GRI regulations, then the CSR Directive, right through to the Supply Chain Due Diligence Act. In the subsequent stages, we will optimize our processes with the aid of carefully targeted programs and initiatives, and increasingly tailor our business models to support sustainability. Our vision for the future is to be part of a green economy. By means of sustainable product innovations and climate-neutral

production, we intend to generate real added value for society, but also new growth opportunities. Our aim is for sustainability to become a key feature of our brands, one that shapes the brand experience in a credible and transparent way.

What are the important lessons of the past few years?

Alexander Gulden: The most important insight for me is that there must be strong support for sustainability at Board level. However, it is not possible to impose sustainability from the top down. Every department, every business unit, every local company and every member of the ZWILLING family must take the initiative and implement their own agenda. It is not a sprint but much more like a marathon. We are setting off together on a journey into the unknown that will require lots of stamina and a great willingness to learn and to change.

Gernot Strehl: Since setting out on this journey, we have seen considerable interest in the topic across all functions throughout the Group and great willingness to become involved. Many

employees feel the need to contribute to protecting the climate and the environment and making the world a better place, not only in their personal but also in their professional lives.



DR. GERNOT STREHL is Head of Product Compliance, Material Technology & LCA and Sustainability Officer at ZWILLING.

Alexander Gulden: That is true. Although our Sustainability Council is supporting the agenda, the desire has been there for some time. In product design, for example, sustainability criteria such as fair procurement, the use of recycled materials and environmentally friendly packaging are now applied from the outset.

Where do you want to be in a year's time?

Alexander Gulden: In the 2022 Sustainability Report you will read that we have made significant improvements to the energy efficiency of our production and logistics operations. In addition, we are reducing the amount of packaging we use, including cutting down on or entirely eliminating our plastic consumption. On the product side, we intend to increase the degree of recycling. Finally, we will also be introducing a new e-learning platform with up-to-date courses on compliance as well as an online survey tool for our employees. Post-COVID, we plan to offer employees in-class training courses on compliance topics such as anti-corruption, antitrust law



DR. ALEXANDER GULDEN is the Chief Technology Officer (CTO) at ZWILLING and the Management Board member responsible for sustainability.

and diversity, and to further expand our community engagement.

Gernot Strehl: We intend to have an FSC wood certification system in place at our German sites

"Sustainability cannot be imposed top-down but must be delivered by the entire organization." // **ALEXANDER GULDEN**

by 2023, which we will then roll out internationally. At the same time, we will set up a formal process for analyzing the life cycle of our products. The next step will be to encourage our suppliers to implement the same process to generate carbon footprints for the goods we order from them.

What does being part of this transformation mean to you personally?

Gernot Strehl: Personally, it is highly motivating. I find it incredibly inspiring to participate in this process and have the opportunity to launch something with my colleagues that is not only meaningful and future-oriented but also safeguards our jobs and ultimately life on this planet.

Alexander Gulden: Sustainability is important to my family and something we discuss a lot. My children ask me, with good reason, what I do at ZWILLING as Chief Technology Officer. And I can honestly tell them that we support sustainable consumption. In other words, we help consumers to make the best use of our products rather than simply "consuming" them.

Value-focused corporate governance

As a family business, we see it as our duty to think long-term and act responsibly. We are guided by clear values and principles. These form the ethical and moral compass that directs our day-to-day business and our dealings with employees, business partners and customers.

Integrity, a willingness to change, an entrepreneurial spirit, a commitment to diversity, decency and responsibility – these are the cornerstones of the value system that underpins all of ZWILLING’s corporate decisions and strategies. As the foundation of our corporate culture, this value system also creates a shared identity. Running alongside this is the Wilh. Werhahn KG Code of Conduct, to which we are committed as part of the Werhahn Group. It describes the values of the Werhahn Group and lays down clear standards of conduct. This Code of Conduct is binding for all employees within the Werhahn Group regardless of their role and is implemented on a mandatory basis across all of ZWILLING’s business units and subsidiaries. The Code of Conduct is available in multiple languages. It is supported by real-world

case studies and communicated to our employees all over the world with the help of electronic training tools as well as in classroom training sessions.

Compliance system with a zero-tolerance policy

The main tool for implementing our values-based policies is the Group’s compliance system with its clearly defined tasks and responsibilities. Working closely with the compliance officers of the subsidiaries, ZWILLING’s Compliance Officer coordinates and manages the implementation and enforcement of the compliance management system throughout the Group. In organizational terms, the system is incorporated into the Werhahn Group’s compliance network. We regularly check compliance with legislation and policies

with the help of Wilh. Werhahn KG’s internal audit team and external compliance audits. These checks focus in particular on compliance and integrity in the areas of antitrust law, anti-corruption, anti-fraud, internal policies and data protection. ZWILLING has a zero-tolerance approach; we will not accept any contravention of the rules and investigate every infringement. Product compliance is another important area for ZWILLING. As you would expect from a manufacturer of premium quality products, we apply a zero-tolerance policy here too.

A focus on communication and dialogue

As an international consumer goods manufacturer, we operate in countries with legal systems and business practices that differ considerably from



Our vision: To make a difference by contributing to the better

We are committed to being an environmentally responsible business. As one of the leading companies in the consumer goods sector, our commitment contributes to environmental and social security. We are constantly adding innovative, sustainable products to our range, focusing on systematically reducing our impact on the environment and establishing sustainable principles in our supply chain. We offer our employees a satisfying and inspiring environment in which they feel appreciated. The diverse members of our global team share our ambition and display a high level of initiative in implementing our sustainability program. Last but not least, we are committed to the communities in which we live and work.

ours. To bring all ZWILLING employees around the world in line with our system of ethical values, we disseminate information and promote communication based on trust and a culture that encourages dialogue, discussion and questions. Training workshops and real-world case studies help our employees to see the benefit of our compliance regulations and prevent conflicts of interest in their day-to-day work. As a result of the continuing COVID-19 pandemic, we had to cancel our regular classroom training sessions in 2021 on antitrust law, anti-corruption and on the Code of Conduct. We were, however, able to provide remote onboarding training for our new employees. Employees can report potential violations of the Code of Conduct via an external helpline and can do so anonymously if they wish. The ZWILLING Compliance Officer reports to the Supervisory Board of ZWILLING J.A. Henckels AG once a year on the status of compliance within the ZWILLING Kitchen Group, specific

The core principles of the Werhahn Code of Conduct

- We comply with all legislation and Werhahn Group regulations, particularly applicable occupational safety and environmental regulations.
- We behave with compassion and respect and are honest and loyal. We respect the dignity and personality of each individual and do not tolerate any form of discrimination, harassment or abuse.

- We take responsibility for our actions.
- We act in a way that is sustainable, conserve resources and protect health and the environment.
- We do not tolerate any form of corruption – we do not bribe others or allow ourselves to be bribed.
- We compete fairly and comply with the provisions of competition law.

incidents and planned projects. No substantiated compliance violations were registered in 2021.

Data protection for relationships built on trust

Due to the digitalization of our business and manufacturing processes and the expansion of our e-commerce activities, the topic of data responsibility and integrity is becoming increasingly relevant. At ZWILLING, protecting personal data has a high priority, and our strict security standards help to maintain confidence in our customer, business and work relationships. Initially introduced at ZWILLING J.A. Henckels AG and its German subsidiaries, the company’s internal privacy policy has also been rolled out to ZWILLING’s European businesses since 2021. This privacy policy is based on the provisions of the General Data Protection Regulation (GDPR) and includes provisions for handling personal data in compliance with data protection requirements.

During the period under review, we focused on the legal and organizational constraints that apply to the processing of customer data. In consultation with the Data Protection Officer, we regularly revised the privacy policies of the ZWILLING online shops and the ZWILLING app to ensure that they complied with the latest technical and organizational requirements. ZWILLING J.A. Henckels AG and its German subsidiaries also introduced a deletion policy based on the GDPR containing precise instructions on when to delete personal data. We review compliance with these data protection regulations in the form of self-assessments as well as audits carried out by the audit department of Wilh. Werhahn KG. We did not become aware of any reasonable complaints of privacy violations from customers during the period under review. However, ZWILLING J.A. Henckels Deutschland GmbH was sued for injunctive relief for alleged breaches of the GDPR as a result of



its use of various IT applications in the ZWILLING online shop. The action was dismissed in its entirety in the court of first instance and this judgment is currently being appealed.

Pro-active risk management system

ZWILLING has established a Group-wide risk management system based on the requirements of Wilh. Werhahn KG that in addition to financial risks also addresses ESG (Environmental, Social, Governance) criteria. Its early warning system enables us to identify and assess relevant risks according to their probability of occurrence and potential loss amount. At the same time, appropriate steps are taken to prevent damage to the company and exploit existing opportunities. The risk management system is monitored by the risk manager, who keeps the ZWILLING J.A. Henckels AG Management Board and the Supervisory Board regularly informed about the status of opportunities and risks. The Manage-

ment Board of ZWILLING J.A. Henckels AG then decides what risk management strategies are required. From 2022 onwards, risks directly or indirectly resulting from climate change will also be integrated into the risk management system.

Efficient internal control system

The internal control system (ICS) is embedded in risk management. It enables us to identify, document and continuously monitor operational risks in the processes of local units – a crucial element of sustainable corporate governance. These controls are incorporated by the process owners within the subsidiaries. They are supported by the ICS representative within each business unit, auditing company KPMG and – in specific cases – by the audit department at Wilh. Werhahn KG. The process owners and respective management are responsible for the final documentation, completeness and effectiveness of the controls. A centrally defined risk control matrix is used to draft the ICS

documentation within each company. The relevant organizational units and ICS representatives within the local companies are responsible for quality assurance. ZWILLING formally confirms the effectiveness of the system as part of the auditor's review of the annual financial statements. In the future, a digital software tool will be used to record the process controls and their effectiveness. This will enable the risk landscape to be mapped even more quickly and transparently via a web-based platform.

Internal audit

Internal audit is outsourced to the team at Wilh. Werhahn KG. The Head of Audit agrees the audit plan for each individual company with the Werhahn Management Board once a year, taking each business unit into account. The internal audit team is also responsible for ongoing implementation control and reports directly to the Werhahn Management Board.

The ZWILLING sustainability management

Sustainability is not a project but an ongoing strategic and operational task. Overall responsibility for sustainability lies with the Management Board of ZWILLING J.A. Henckels AG. To establish sustainability as a strong presence within our business and to promote transformation throughout the Group, we have created a structured and at the same time learning sustainability organization.

Materiality analysis is the tool we use to define our action fields and sustainability goals. Here, we take into account the impact of our corporate activities on people, the climate and the environment as well as the assessments of internal and external stakeholders.

As a first step, we identified key aspects of our business activities that have a material economic, environmental and social impact. In doing so, we followed the recommendations and provisions of internationally recognized frameworks, particularly the Global Reporting Initiative (GRI). In view of our specific value chain and based on an industry analysis, we mapped all aspects of sustainability relevant to us and condensed these down into a shortlist addressing the themes of corporate governance, environment, products and people.

Incorporating the stakeholder perspective

We broadened our perspective in the second step. The relevance of the shortlist was evaluated as part of an internal and external stakeholder survey conducted in the third and fourth quarter of 2019. Representatives from non-governmental organizations (NGOs), testing services providers, sustainability initiatives and trading partners first assessed and prioritized the individual issues. In addition, we held detailed discussions with selected stakeholders about their attitudes and expectations. We also asked our employees in Solingen for their assessments in an online questionnaire, with 227 staff at the site taking the opportunity to share their views. We included management at all of our sites in the process in a separate survey. All of these results were vali-

dated with representatives from selected business units before being summarized in a materiality matrix and approved by the Management Board in accordance with Global Reporting Initiative (GRI) requirements. The vertical axis shows how important each issue is from a stakeholder perspective. The horizontal axis indicates the impact of our business process on society and the environment in each thematic area (see chart on next page).

Choosing action fields, targets and measures

Our stakeholders rated the issues of human rights, supply chain management, product sustainability, packaging materials, energy and emissions as particularly relevant for ZWILLING. We therefore decided upon action fields and developed a sustainability program with specific targets and



Erich Schiffrers, Nina Tubic, Moritz Garbe, Alexander Gulden, Julia Bien, Helmar Hipp, Natalie McLachlan, Michael Otremba, Sebastian Labud, Klaus Kuhl, Gernot Strehl, Gregor Messner (from left to right and top to bottom) Nils Hohlweger (not pictured) is also a member of the Sustainability Council.

ZWILLING Management Board and Sustainability Council

measures based on these issues. This was approved by the Management Board of ZWILLING J.A. Henckels AG in March 2021. The program forms the core of our sustainability management activities and serves as an important management tool. All of our goals are based on the principle of good corporate governance. This implies clear responsibilities, explicitly formulated goals, a con-

tinuous monitoring process and a strong commitment to achieving these goals.

The ZWILLING sustainability organization

Our sustainability organization anchors the measures defined in the action fields in the organizational structure. Going forward, we will regularly

Our material topics and action fields

1 SUSTAINABLE PRODUCTS
We want to transform 100 percent of our product portfolio carbon-neutral and to obtain 100 percent of the wood used for our products from sustainable sources.

2 SUSTAINABLE PACKAGING
We aim to convert 100 percent of our packaging to recyclable or biogenic materials, increase the share of reusable packaging and reduce packaging in general.

3 ENERGY EFFICIENCY AND ENVIRONMENT
All our manufacturing sites and our warehouses will be carbon-neutral (Scope 1 and 2).



4 SUSTAINABLE SUPPLY CHAIN
We will actively develop our suppliers to comply with social and environmental standards set by globally accepted independent organizations.

5 EMPLOYEES RESPONSIBILITY
We want to elevate employee engagement and personal development to build a diverse and happy team within the global ZWILLING family.

6 SOCIAL RESPONSIBILITY
We want to extend our programs and act as a good corporate citizen at each site we operate.

evaluate our sustainability performance in core action fields by systematically monitoring and reporting on key performance indicators relevant to sustainability. The Chief Technical Officer (CTO) is the member of the ZWILLING J.A. Henckels AG Management Board responsible for the Group-wide sustainability organization. The CTO provides information about relevant developments and progress to the overall Management Board on an ongoing basis and the Supervisory Board of ZWILLING J.A. Henckels AG once a year.

The Sustainability Council

The ZWILLING Sustainability Council, led by the CTO, coordinates and manages the Group’s global sustainability activities. The Sustainability Council consists of the Sustainability Officer, the Action Field Leaders, the Global Head of Marketing Communications and the Global Head of Legal/Compliance/IP as the representative from the Good Governance & Business Ethics team. The Sustainability Council is advised and supported by a Sounding Board consisting of repre-

sentatives from the production facilities, the distribution companies and other business units, who meet twice a year. As an interdisciplinary body, the Sustainability Council monitors the implementation of the sustainability strategy in the action fields of corporate governance, sustainable products and packaging, energy efficiency and environment, supply chains, and employees and social responsibility. The Council also develops proposals for appropriate sustainability projects and communication initiatives. In collaboration with the subsidiaries as well as production managers and heads of specialist departments internationally, members of the Council are also obliged to pursue the implementation of the goals and projects in each region. The Sustainability Officer (SO) plays a key role, with responsibility for developing and continuing sustainability management activities and annual reporting. In this context, the SO monitors the group-wide implementation of sustainability projects and coordinates working groups and data collection. The SO also remains in constant con-

tact with the CTO and convenes and prepares Sustainability Council meetings. In addition, the Sustainability Officer ensures a smooth flow of information and maintains contact with the Sounding Board.

**Stakeholder dialogue:
open to new perspectives**

Building long-term, trusting relationships with the various stakeholders is a key concern of ZWILLING. Together with our customers, distributors and suppliers as well as lawmakers and non-governmental organizations, we are reflecting on our strategies and planning processes in order to align our actions even more closely with society’s demands. Our employees around the world play a key role in this process. Providing transparent information about the latest developments boosts their motivation and promotes a feeling of solidarity within the Group. We will identify the needs and assessments affecting our employees by carrying out regular employee surveys in the future. We also work in close co-operation with Wilh. Werhahn KG.



Our contribution to the UN’s SDGs

In 2015, the United Nations agreed on 17 fundamental Sustainable Development Goals (SDGs) in its 2030 Agenda for Sustainable Development. We want our commitment to sustainability to contribute to achieving these goals. In the next chapters, we explain which specific SDGs our work supports.

A close-up portrait of Carsten Schaal, a middle-aged man with a beard and glasses, wearing a dark blue suit. He has his hands clasped in front of him. The background is a soft, out-of-focus grey. A large, semi-transparent teal shape is overlaid on the left side of the image, containing the text.

WE ARE FAMILY

“We see ourselves as a family. That means we look out for each other while making sure that we make careful use of our own resources.”

Carsten Schaal, Head of Intellectual Property

This trained lawyer has been responsible for ZWILLING's industrial property rights since 2015. He is full of praise for his team, which has been working together for many years. His recipe for success is for each person to have responsibility for a specific area so that they can identify wholeheartedly with the task at hand.

EMPLOYEES RESPONSIBILITY

“We are family” – more than just a slogan?

Our approach: We offer an environment in which we work together in a trusting and cooperative way, encourage diversity and protect the health and safety of all employees. This culture of appreciation and openness enables us to develop the skills required to tackle the environmental and social challenges of our age.

More than 3,700 employees across the globe use their personality, expertise and commitment to create long-term value for ZWILLING. We see ourselves as an international family that places people at the heart of everything we do, both as individuals and as members of our global team. We work together to drive sustainable transformation across the entire company and make it tangible for everyone concerned. Meaningful jobs, equal treatment, appreciation and equality of opportunity are our formula for a happy, innovative and successful workforce capable of fulfilling its potential. We rely on open and transparent communication, relationships

based on interaction and an effective flow of information. In order to attract a wide variety of talented people and retain both our junior and more experienced staff over the long term, we purposely invest in the professional development and training of our employees. We create space for ideas and creativity and foster a corporate culture where fairness, loyalty, willingness to change and an entrepreneurial spirit can flourish. Despite working under a wide range of different economic, legal and cultural conditions, we want all ZWILLING companies throughout the world to aspire to this ambition.

Our material aspects

- Promote professional development and training
- Encourage New Work and teamwork
- Boost diversity and equal opportunities
- Strengthen free collective bargaining
- Respect human rights
- Support efforts to tackle discrimination
- Promote health, safety and wellbeing

Our commitment to the UN SDGs



#wearefamily



Our corporate culture is founded on strong values: **responsibility, trust, diversity, decency, willingness to change** and **an entrepreneurial spirit**. During the past year, we launched a Group-wide campaign to enshrine our values even more deeply within the company and spark a wide-ranging discussion both online and face-to-face. A modern and fresh version of our core messages was communicated to our employees in flyers, screensavers, Christmas greetings and blog posts on the ZWILLING careers portal.

Cohesion in action during the coronavirus pandemic

The coronavirus pandemic recently revealed how our values and close-knit unity give us strength. Thanks to the strong team spirit, mutual respect, solidarity and openness to change among our employees, ZWILLING not only navigated the crisis relatively unscathed but is now emerging from it stronger than before. One important driver in this process was the digitization of working processes and business activities, which was given an immense boost during the pandemic. By systematically expanding our e-commerce channels, we were able to meet consumer demand and deepen our customer communications, even during lockdown. We facilitated mobile working wherever possible.

Today, we use digital communication and collaboration platforms such as Microsoft Teams, Miro Boards, Wrike and others to stay connected with colleagues around the world and work together on various international and interdepartmental projects despite the physical distance between us. We also pressed ahead with the rollout of our global MyTwin employee platform during the reporting year, adding new functions such as staffing requirement notifications.

Staff development and training

New digital technology, processes and business models have fundamentally transformed the world of work and the skills required for a successful career. It is vital to foster a culture in which staff do not see change as a threat but as

an opportunity for their own professional development. We have made it our mission to create an appreciative and inspiring environment in which employees have space to think, experiment and create, learning new things and acquiring new skills along the way. Today, professional development increasingly happens during working hours in the form of

on-the-job training. A rich variety of work and challenging projects provide employees with the opportunity to keep themselves updated with new skills and knowledge. The continuous transfer of knowledge between team members and their managers, combined with a culture of openness when it comes to feedback and making mistakes, are vital factors in enabling our employees

to develop further, especially in view of the decreasing half-life of professional knowledge.

Personalized training and coaching program

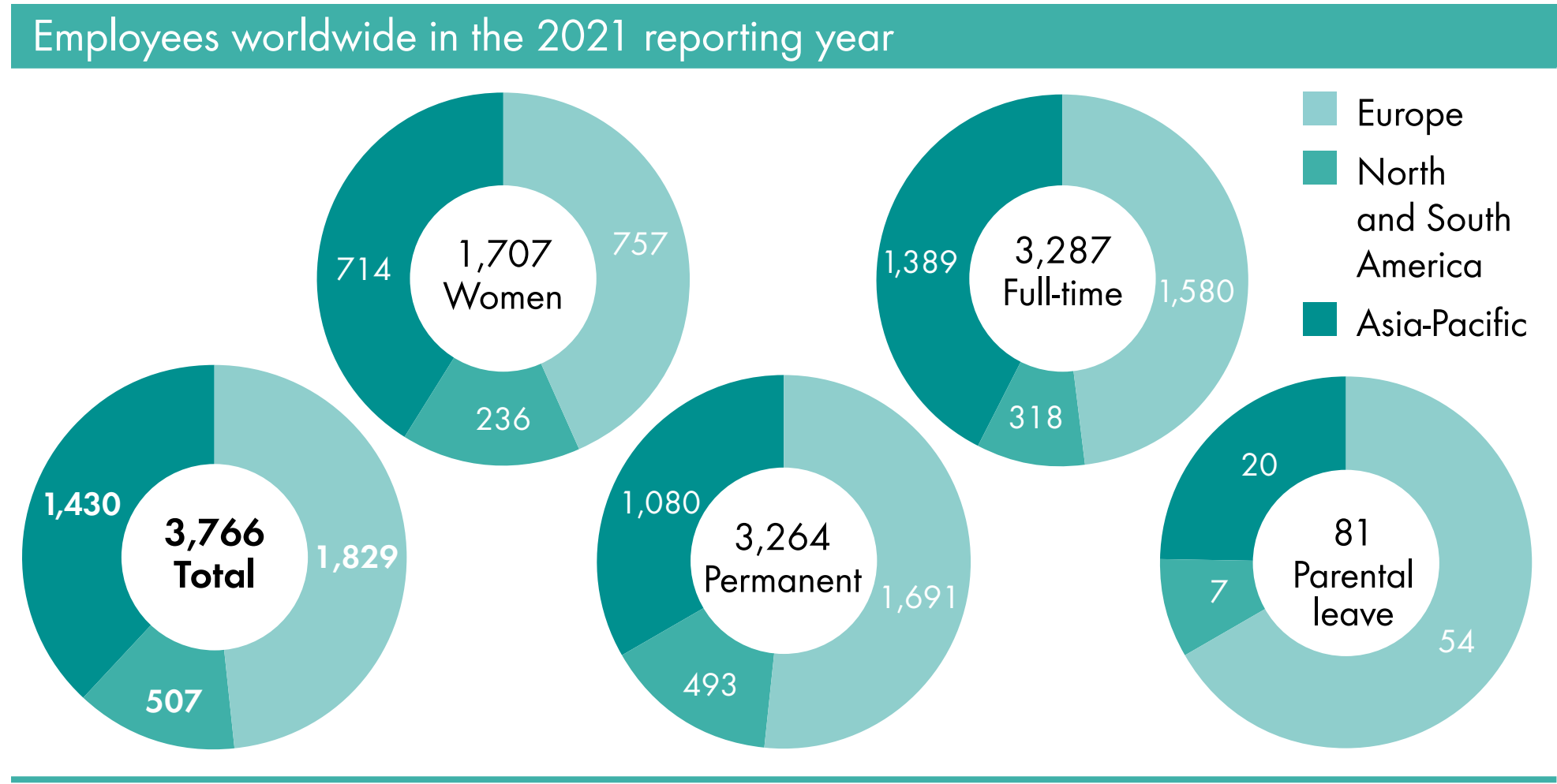
Our corporate learning culture is complemented by customized professional development opportunities tailored to the individual expertise and seniority of each employee. These opportunities include everything from in-house training courses to seminars by external providers on topics such as management and leadership skills, specific specialist subjects, IT and technology as well as “soft skills”. We also offer a comprehensive training and coaching program that helps our staff to tackle the challenges posed by the digital world of work. In 2021, this program in Solingen focused on sharing agile working methods and innovative approaches to design thinking.

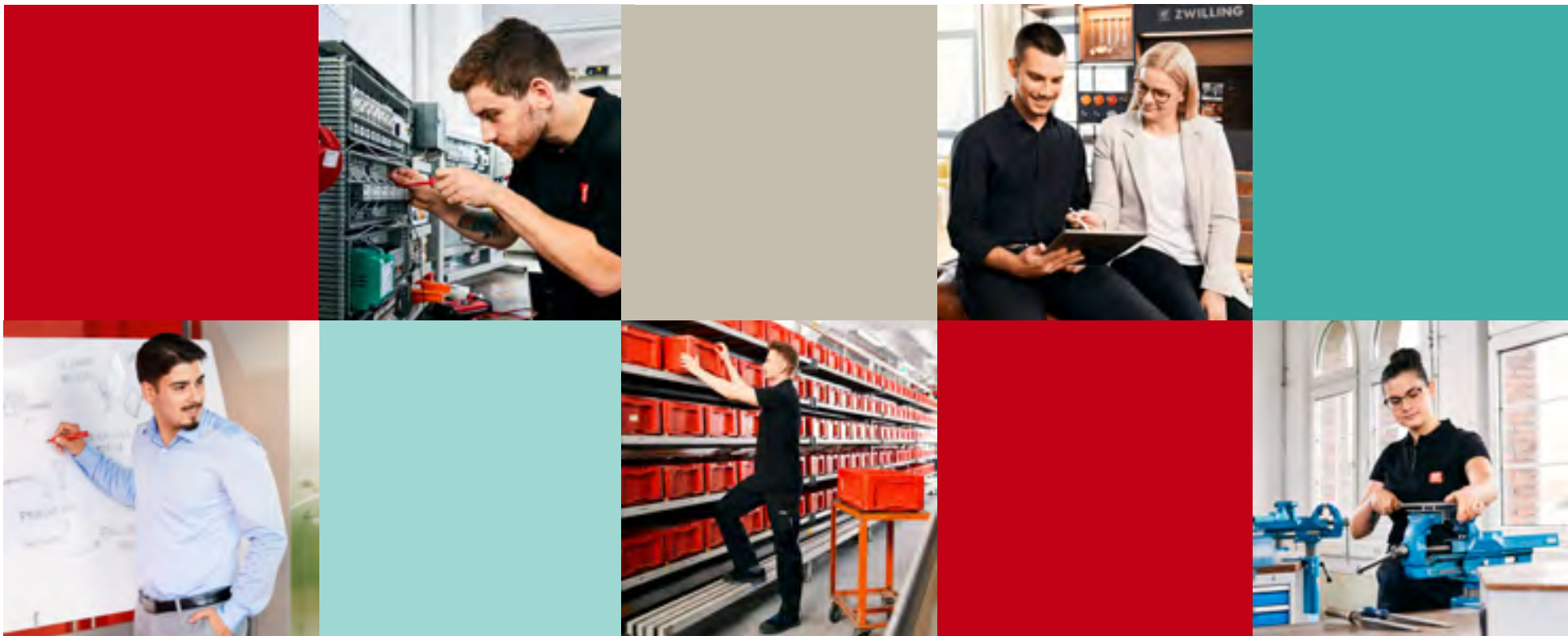
New e-learning platform

Due to the increase in mobile working during the COVID-19 pandemic, digital learning formats and e-learning courses are becoming more prevalent compared with more traditional classroom

ZWILLING Digital Campus: space for interdepartmental collaboration

In 2019, we built the ZWILLING Digital Campus in an old warehouse on the Solingen factory site. Spread over 600 square meters, the Campus is home to the e-commerce and social media teams that make up ZWILLING Digital Services. The co-working zones also provide space for collaboration between teams and agile project management. Launched with around 20 employees, the team is now more than 70 strong. The flexible open space concept has proven successful and reflects the demand for modern and collaborative ways of working. Two further levels were added to the Campus in 2021. The Sales team for the DACH region will also be based here in the future, integrating it even more closely with the Group’s global digital services.





Shaping the future

Training continues to form an important basis for safeguarding ZWILLING’s future. In Germany, in addition to the well-proven model of dual vocational training, we offer the combination of university attendance and in-house practical training. Despite the difficult conditions experienced during the pandemic, 18 apprentices and work-study (“dual”) students began a vocational training program at ZWILLING in Germany in August 2021. A total of 44 young people, including 14 dual students, were undergoing training at the ZWILLING plant in Solingen as of 31 December 2021. An expert instructor in each department, regular seminars and comprehensive exam preparation ensure a high level of training that is reflected in above-average final grades. As in previous years, we once again offered permanent employment to all of our trainees. For the past few years, our trainee blog and Instagram channel have been providing authentic insights into everyday life at ZWILLING, with our junior staff publishing their own posts and videos on the topics covered in their training, and their experiences of their semester abroad as well as giving tips on submitting applications and starting a career. This creates an affinity with the company, sparks interest among talented young professionals and helps us to keep the quality of applicants high in the future, while at the same time enhancing our reputation as a training organization.

training. Here at ZWILLING, we have set ourselves the goal of setting up a global digital e-learning platform by 2023. During the year under review, the HR and IT departments evaluated various providers and concepts as part of a joint initiative. We want to use a learning management system to help our staff, first in Germany and then internationally, to transparently record and document their participation in training sessions. With this in mind, we also want to begin working with a suitable partner to create e-learning solutions during the current year.

ZWILLING Academy goes online

While gaining digital skills is essential, our employees also need sound knowledge of our products and their applications to ensure they can meet the specific needs of consumers. In 2015, we launched the ZWILLING Academy at our Solingen headquarters, which runs specialist courses on our production processes and materials alongside practical courses on how to use ZWILLING products. Once again, e-learning is the future here. During the coronavirus pandemic,

we digitized our training modules and product training courses in order to make them accessible to our subsidiaries in a virtual format. These digital training formats are becoming increasingly popular, with 1,593 participants from around the world joining our live online training sessions in 2021 alone. These courses are complemented by training videos on various product categories such as the ZWILLING FRESH & SAVE range.

A barometer for employee engagement

We foster a continuous process of transformation through dialogue, feedback and the active participation of our employees. In the future, we hope to use a digital survey tool to record the Employee Net Promoter Score (eNPS). We were forced to postpone a pilot project planned for 2021 due to the pandemic. Rolling out costly hygiene concepts, particularly for our manufacturing and logistics sites, and reacting promptly to current infection levels at any given point in time used up a great deal of resources. Despite this, we found a capable provider in Workday Peakon during the year under review and signed a global multi-year

CPD at ZWILLING*in 2021

Key figures	2021
Number of training units held	534
Total number of training hours	8,680
Participants	285
Training hour per participant	30.5

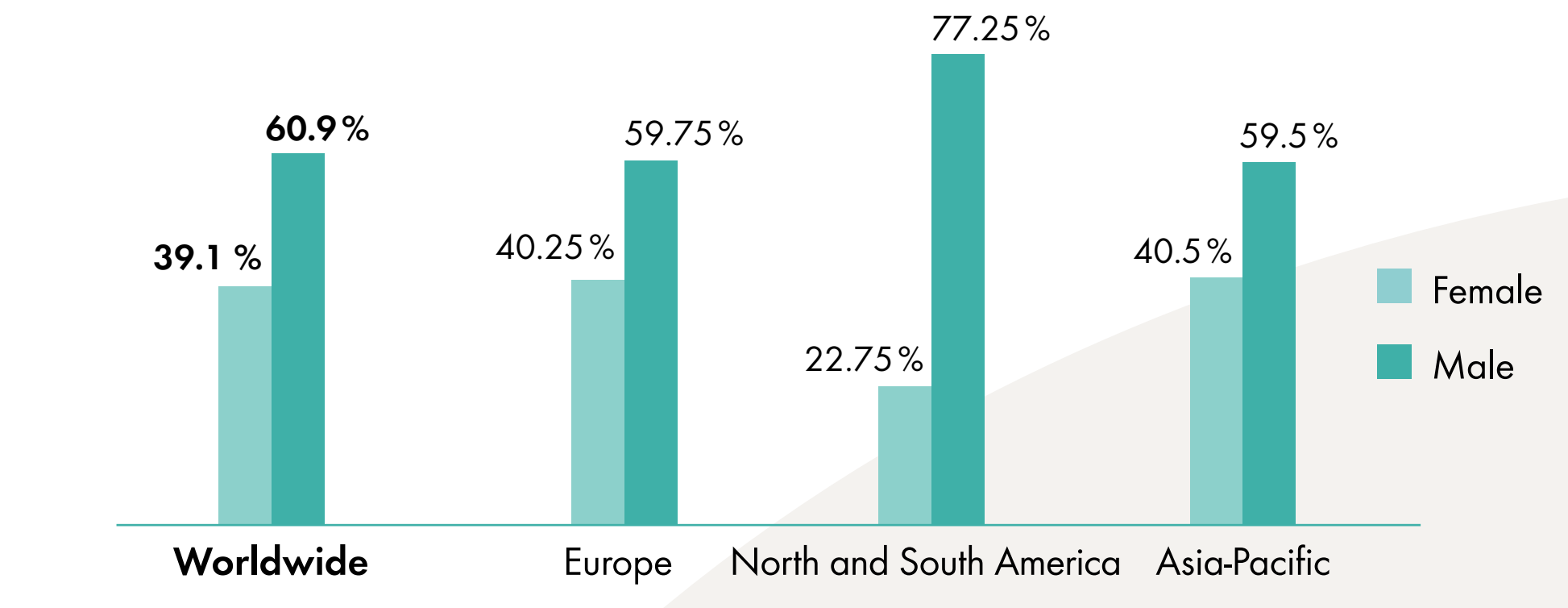
*CPD = Continuing professional development/domestic entities only

agreement to conduct employee engagement surveys. At the same time, we developed a comprehensive rollout concept accompanied by an information campaign and concluded the necessary works agreement for Germany. A corresponding pilot project began in Germany in the first quarter of 2022.

Transparent appraisal systems

Regular and transparent feedback is the key to forward-looking employee development. For staff covered by collective agreements, we use

Share of employees in management positions in 2021



appraisal systems adapted to local requirements. In many ZWILLING companies, confidential employee performance conversations are part of the normal responsibilities of line managers. In Germany, our staff covered by collective agreements are entitled to a qualified performance review once a year. This enables us to compare the expectations and requirements of their role and draw up development plans tailored to the needs of each employee. We also evaluate our managers worldwide as part of our annual target process. At the beginning of the year, managers and staff come together to prepare a target agreement in line with our strategic direction, which is validated at the beginning of the following year.

Reasonable and market-appropriate remuneration

Showing appreciation for employees means offering them reasonable and market-appropriate remuneration. Offering equal pay for equal work or work of equal value and ensuring that there are no unjustified differences in pay is a matter of course for us.

Our remuneration systems are in line with local market conditions and any collective bargaining agreements. A globally standard remuneration system is essentially in place for our managers, with remuneration being made up of an appropriate fixed salary and a variable, target-related bonus, which is paid once a year. Even in volatile markets, it can be helpful to consult external benchmarking analyses to ensure fair remuneration. We made use of this tool at our Turkish subsidiary with the help of an external consulting firm in 2021.

Social benefits in addition to standard salary components

Our remuneration systems offer social benefits in addition to the usual salary components. These supplement the state social security system and vary depending on local market conditions. In our Indian plant, for example, we offer our employees virtually total cover for illness. ZWILLING also supports company pension schemes in those subsidiaries where it is standard market practice. Our Scandinavian subsidiary, for example, invests in a

pension scheme, with the subsidiary contributing eight percent of salary and employees four percent. Our German employees covered by collective agreements benefit from the MetallRente pension scheme, which is subsidized by ZWILLING.

Making diversity and equal opportunity part of everyday life

At ZWILLING, people of various ages, genders, national identities and sexual orientations work together. In Germany alone, we employ people from 26 different nations. This diversity makes us stronger, helps us to discover new perspectives and drives creativity and innovation. We encourage our employees to contribute their wide-ranging experiences, perspectives and skills, as they also reflect the diversity of our customers, suppliers and business partners.

This commitment to diversity is a fundamental element of our corporate culture. Our mission is to promote diversity in all forms and ensure that our policies and decisions reflect this. During the year under review, we launched a global campaign using the tagline "ZWILLING - We are

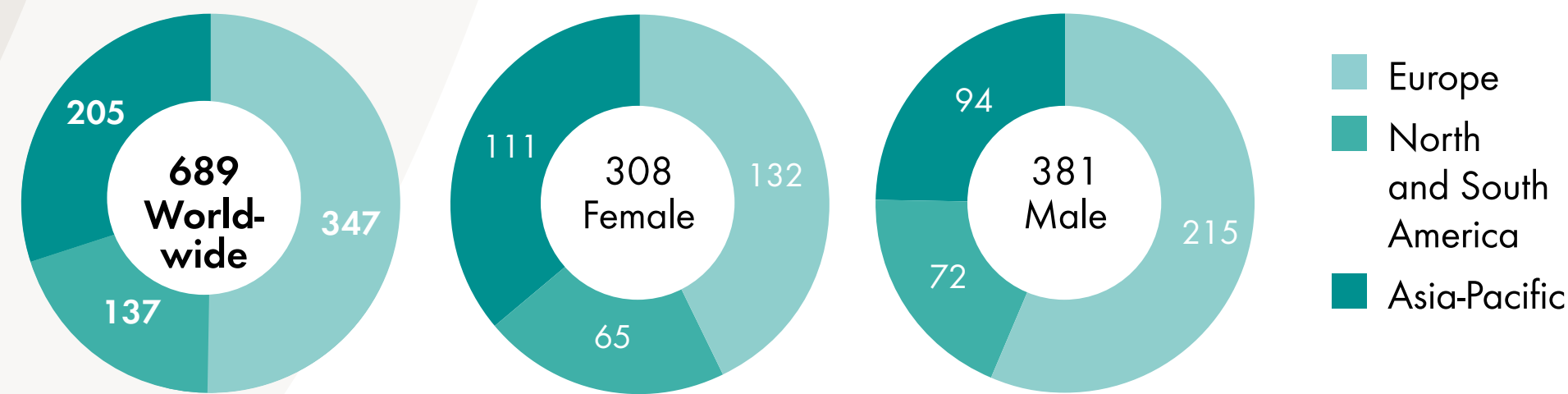
family" to demonstrate the diversity within the ZWILLING Group and give our employees both a face and a voice. In short video messages filmed as part of this campaign, many of our staff explain the role ZWILLING's values play in their everyday working lives and why they appreciate being part of the ZWILLING family.

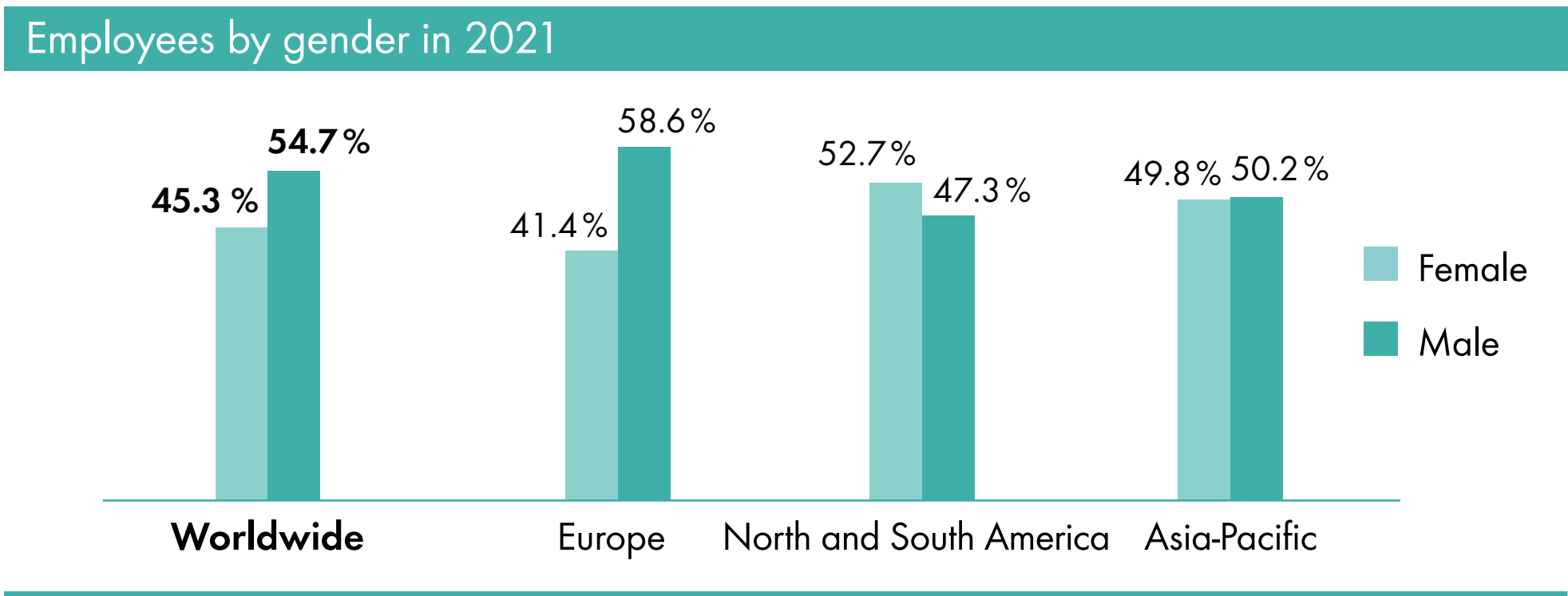
No room for discrimination

We reject any form of discrimination and are committed to treating all of our employees equally, re-

gardless of nationality, ethnic origin, gender, sexual identity, marital status, age, physical constitution, appearance, religion or ideology. This philosophy is firmly embedded in our globally binding Code of Conduct and is regularly communicated to all employees in our training programs. We also support initiatives in our local subsidiaries that emphasize the value of diversity. Our subsidiary in the USA has set up an Employee Resource Group as part of the global #BlackLivesMatter movement. This employee network provides a platform for

New hires in 2021





sharing experiences, launching anti-racism campaigns and advising the company.

More women in top management

Gender equality is a key concern at ZWILLING. We are working hard to continuously increase the number of women in the workplace, particularly in leadership positions. In 2021, approximately 39 percent of managers across the Group were women. We take care to address all genders in a respectful way and make them visible. We drafted guide-

lines on gender-appropriate language during the year under review and began offering training on this topic in 2022.

An essential requirement for the equal participation of women and men in the workforce is a family-friendly working environment that allows staff to align their personal and professional goals. We support our employees, regardless of gender, with flexible working time models. These include mobile working as well as part-time and other working time arrangements. The ZWILLING site in Solingen is home to Twinny Land, Germany's first

integrative company daycare center with space for more than 80 of our employees' children. Educational and therapeutic staff ensure that children both with and without disabilities are supported and encouraged in a professional way, with a focus on holistic support consisting of physiotherapy as well as movement and speech therapy.

Open communication is a key factor

We aim to communicate openly and constructively with our employees and their representatives at all times and to inform them about important issues fully and in a timely fashion. If we need to implement personnel measures or restructuring, we do so in a manner that is socially acceptable and responsible. We comply at all times with the relevant laws and notification requirements in all the countries in which we operate. Our compliance often goes beyond the required minimum.

Successful social partnership

Engaging in dialogue with the representatives of our employees is extremely important to us. We seek an open and trust-based dialogue of equals. In our German companies, a specific day is set



Employees at ZWILLING's production facility in Solingen, where team spirit takes center stage.

aside every week on which the works councils and human resources department meet. Thanks to solution-oriented cooperation, we have in recent years been able to conclude mutually satisfactory collective bargaining agreements that have included flexible working time models aimed at improving the work-life balance of our staff. In 2021, we concluded a works agreement to expand flexitime in order to give parents the opportunity to react more flexibly to their family situation during the pandemic. #ZusammenGegenCorona (Together Against Coronavirus): With the help of our com-

pany doctor in Solingen, we also ran a vaccination campaign that enabled around 300 employees at our headquarters to be vaccinated against COVID-19. We are working with employee representatives from all over the world on solutions to the challenges of the future. During the global pandemic, the constructive collaboration of employee representatives, the ZWILLING crisis team and the human resources department was invaluable in ensuring the rapid and carefully targeted coordination and implementation of protective measures.

High occupational health and safety standards

At ZWILLING, the wellbeing of our people is at the heart of everything we do. We are committed to creating a safe working environment where our employees and staff from our partner firms and third parties are protected from the risk of accidents and ill health.

Safety at work is particularly important at a manufacturing company like ZWILLING. From heat treatment to metalworking and surface treatments to inventory management in our distribution centers, we take care of numerous production steps in-house. Unfortunately, this increases potential health and accident hazards in the workplace. The products themselves, such as our kitchen knives, may also be a source of danger, which can be mitigated with the help of preventative measures, appropriate protective equipment and a high level of risk awareness. The health of our employees and their safety in the workplace are core values for ZWILLING. We take every precaution at each of our sites to avoid accidents, work-related illnesses and excessive physical and mental stress at work. Our safety culture aims to identify potential risks at an early stage and to take appropriate precautions

in order to keep making quantifiable improvements in occupational health and safety protection over time.

Organization and management

The Management Board bears overall responsibility for occupational health and safety at ZWILLING J.A. Henckels AG. However, we rely on our local organizations to implement measures in this area. Each production company has introduced a safety organization appropriate to its size and activities. In doing so, we ensure that the minimum requirements of local and regional legislation are met at all times. In Germany, this legislation includes the Occupational Health and Safety Act, the Industrial Safety Ordinance, the Workplaces Ordinance, the Chemicals Act, the Hazardous Substances Ordinance, the Hazardous Goods Ordinance and the regula-

tions of the professional associations. Some subsidiaries have established an occupational safety management system in accordance with the international standard ISO 45001. The range of measures extends from legally required hazard assessments to protective equipment and accident prevention training.

Our production facilities are acquired and maintained in strict accordance with applicable regulations such as CE marking, as well as with the internal standards drawn up by our central production and process planning department. When we develop a new plant, we also rely on risk analyses carried out during the design phase. We prepare and document risk assessments for our existing plants, machinery and processes. Ninety-five percent of the workplaces at the Solingen site have already been audited in this way.



Occupational health and safety during the pandemic

Since the start of the pandemic, we have acted with extreme caution and used all the tools available to us to protect the health of our employees. In close consultation with local government offices, we acted immediately to minimize the risk of infection at our international locations. The action undertaken included

- providing protective equipment
- reviewing and tightening hygiene protocols
- working in separate shifts without face-to-face handovers
- issuing a comprehensive set of rules for mobile office working
- installing plexiglass screens, filter systems and CO₂ monitors
- temporarily closing our shops

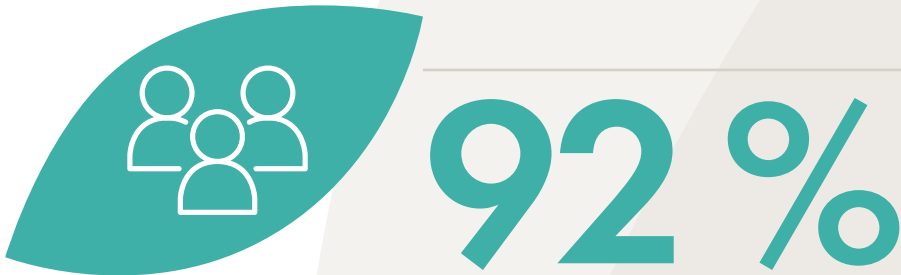
Our global crisis management team organized and supervised all of these responses. As a result, we were confident that decisions would be taken quickly and that, in the event of an infection, the prescribed contact management process would be implemented immediately. We will also assist the relatives concerned if necessary. At our production site in India, for example, we supported the families of employees suffering from COVID-19 with food. We are grateful that there have not been any deaths caused by a COVID-19 infection among our colleagues during the reporting period.

Occupational safety is a key management task

Occupational health and safety and workplace health promotion are key management tasks at ZWILLING and are afforded the same priority as smooth-running production. Our managers are conscious of their function as role models. They establish the operating environment and are responsible for the health and safety tasks assigned to them. They are supported in this by the local occupational safety officers as well as occupational safety personnel, company doctors, first aiders and paramedics. Our staff is involved via the works councils at each of our locations – in Germany, for example, at the quarterly meetings of the working committee. Other countries have similar regulations governing the involvement of employees or their representatives. In Japan, for example, the occupational safety committee meets every month to discuss the status of occupational health and safety prevention measures.

Training and prevention

To achieve a consistently high level of safety, we rely on the continuous transfer of knowledge and exchange of experience. We hold regular safety training courses at all of our locations worldwide in accordance with legal requirements. These often go far beyond the minimum requirements, providing preventive training, for example, on the early detection of mental stress. We also provide special training for electricians and staff working in process development. Initial training on specific workplace hazards is given personally by the



of employees worldwide work in companies with an integrated occupational health and safety management system

employee’s line manager. This is repeated every year during normal working hours. We offer our employees regular preventive medical check-ups, eye tests and vaccinations carried out by the company’s medical staff or external partners. Our first aid courses improve the company’s ability to act quickly in case of an emergency. All locations regularly provide occupational safety information by means of notices, flyers, payslip inserts and at company meetings. Our company integration management system helps staff at the Solingen plant to get back to work after suffering from a long-term illness. Trained psychologists are available to support staff professionally, who can also ask for preventive support and advice to avoid long-term illness.

Accident and absentee statistics at the ZWILLING Kitchen Group

We record the accident and absenteeism rates at our production sites worldwide.

Occupational safety key figures		
in the ZWILLING Kitchen Group	2020	2021
Total working time covered by an occupational health and safety management system (in hours)	4,500,000	5,752,000
Proportion of employees working in companies with an occupational health and safety management system (in percent)	91.6	92.3
Number of fatal accidents per million hours worked	0	0
Number of lost-time workplace accidents per million hours worked	12.4	12.2
Total number of reportable accidents per million hours worked	34.4	31.1
Absentee rate (in percent)	2.4 %	2.8 %

A close-up portrait of a woman with long, dark, wavy hair, smiling slightly. She is wearing a light green blazer and gold hoop earrings. The background is a soft, out-of-focus grey.

WE ARE FAMILY

“As a keen amateur diver, I’ve seen with my own eyes what we are doing to the oceans. I love my work because it enables me to do something to stem the tide of plastic.”

Ayşe Güler, Packaging Manager

Based at our Solingen headquarters, the Stuttgart native is responsible for optimizing our packaging. She works with product managers to sound out opportunities to reduce unnecessary packaging and replace plastic with more environmentally friendly materials.

SUSTAINABLE PRODUCTS AND PACKAGING

When is consumption sustainable?

Our approach: We provide an alternative to our throwaway culture by creating products designed to last for generations. We want to be transparent about the carbon footprint of our brands in the future and make our entire portfolio climate-neutral by 2030.

Sustainability has become an international movement, with more and more people rethinking how they consume. Consumers are committing to sustainable lifestyles and incorporating social and environmental factors into their purchasing decisions. By encouraging frugal use of raw materials, long-lasting, repairable products, fair production conditions and environmentally-friendly packaging, government policy is also helping to pave the way for environmentally-friendly and resource-efficient consumption. Following the initiative taken by the EU Commission, the UN Environment Assembly sent out a clear signal in early March 2022 by agreeing to launch negotiations on a legally binding global agreement on plastic. The international community wants to set binding targets to stop the global flood of plastic by 2024.

As a consumer goods manufacturer, our mission is to enrich the culinary world with inspiring brands. While our long-lasting, high-quality products already help our customers to become sustainable consumers, we are thinking ahead and developing solutions that benefit the climate and conserve resources for a better future. We want to ensure that our product development activities are sustainable in the future, and are striving to make our product portfolio completely carbon-neutral by 2030. We will source the wood used for our products exclusively from verified sustainably managed forests in the future. We are also tackling this issue in our packaging by reducing unnecessary packing materials and will be converting 100 percent of our packaging to recyclable or bio-based materials and increasing the share of reusable packaging in the future.

Our material aspects

- Make sure that all of our product portfolio is carbon-neutral by 2030
- Avoid packaging, replace plastics, use recycled materials
- Give food a longer shelf life and reduce waste
- Offer innovative products to help people consume sustainably

Our commitment to the UN SDGs



The timeless elegance and superior functionality of ZWILLING products creates added value for consumers.

Designed to be durable

Manufacturing high-quality, durable products has been at the heart of our brand philosophy from the start. From cutlery and cookware to electrical appliances, we want the timeless elegance and superior functionality of our products to create genuine added value for people and fulfill our mission of "Inspiring the Culinary World". If handled correctly, ZWILLING knives can stay sharp even after many uses and can always be honed and sharpened again, allowing them to be used over many decades. STAUB's cast iron, enameled products contain a high proportion of recycled metal and are so robust that they can be passed on from one generation to the next several times over. The durability of Belgian manufacturer DEMEYERE's stainless steel cookware

is evident from its 30-year product guarantee, while ZWILLING products set new standards when it comes to application, ease of use and environmental efficiency. Stainless steel pots and pans with multi-layer construction heat up quickly and keep heat loss between the stovetop and the food to a minimum. Almost all ZWILLING pots and pans are also suitable for energy-saving induction hobs. Our cast iron Dutch ovens and cocottes offer excellent heat retention, making them perfectly suited for increasingly popular slow and gentle cooking methods.

Quality assurance in every detail

A ZWILLING product goes through numerous development phases and has to meet a multitude of legal requirements and in-house



All ZWILLING products undergo thorough quality controls.

quality standards before it reaches the market. ZWILLING products can only be marketed once accredited testing laboratories and the company's own measuring stations have completed comprehensive quality checks and approval processes. Equipped with state-of-the-art 3D measurement technology, our main laboratory in Solingen identifies even the smallest defects and deviations from standard values. We conduct intensive stress tests

on all of our products to simulate their use and aging process over many years. This enables us to ensure the performance and manufacturing quality of every product and component. We have not become aware of any product safety violations within the Group during the period under review. However, on 11 February 2021 we launched a voluntary recall of glass lids for cast iron Dutch ovens sold by a German retailer

as part of a sales promotion due to the glass's increased risk of breakage and the potential injury hazard associated with this.

No compromise on product safety

Our commitment to quality is universal. We make sure that all ZWILLING production sites and suppliers share the same dedication to quality and safety and comply with all statutory provisions and ISO standards as well as our own company-specific requirements. We use Good Manufacturing Practice audits (GMP audits) for supplier qualification as well as product compliance analysis carried out by accredited external laboratories to ensure that we meet all regulations.

Raw materials with a favorable environmental footprint

Durable and recyclable materials have always played a key role in our product portfolio, with stainless steel among the most important components of ZWILLING products. Most of the steel we use is created from molten steel scrap, a recycled

raw material that meets specific purity criteria. We send the steel scrap we generate back to the steelworks according to type. The same is true of aluminum scrap, which we also put back into the production cycle. We want to steadily transform all of our linear production processes to create circular value chains.

In addition to metal, wood is another material processed to create numerous ZWILLING products. The largest proportion of this wood in terms of revenue is used in knife blocks and chopping boards. Going forward, we want to make these products exclusively from FSC®-certified materials to ensure that the wood we use comes only from sustainably managed forests. Our aim is for all of our wood products to be FSC®-certified by 2030.



Carbon footprint of ZWILLING's classic products

We have a clear ambition: to make our product portfolio fully carbon-neutral by 2030. As a first step, we will be calculating the product carbon footprint in our traditional product categories of knives as well as stainless steel and cast iron cookware by 2023. We are recording all carbon emissions throughout the product lifecycle – from raw materials extraction, production and logistics all the way to household use and disposal at the end of the cycle. The results of this analysis will be incorporated into future product development and optimization. We want to develop closed cycles for all the materials we use and increase the proportion of recyclable and recycled materials. We kicked off these efforts during the year under review by analyzing the carbon footprint of the knives we produce in Solingen.

Our task during the current year is to look at this analysis in greater detail in order to validate the results and have them confirmed by an external third party.

A blueprint for the products of tomorrow

Developing useful new products that add value – that is our mission. The best example of this is the ZWILLING FRESH & SAVE vacuum storage system, which helps consumers to lead sustainable and responsible lives.

Each year, German households put six million tonnes of food in the trash – the equivalent of around 70 kilograms per person. According to UNEP's Food Waste Index Report, the world wastes more than a billion tonnes of food annually. This waste drives climate change, destroys resources and exacerbates the global food security crisis. Yet a radical rethink is now underway. Many consumers are becoming increasingly aware of the problematic consequences of food waste, and are looking for ways to shop more carefully, consume more consciously and produce less trash. This is where ZWILLING comes in with its new ZWILLING FRESH & SAVE product line. This vacuum storage system ensures that food lasts up to

five times longer compared with conventional storage methods in a refrigerator or freezer. To make sure we understand the needs of consumers, we included them in the product development process from an early stage, got them to test design concepts and prototypes and collected their feedback. The result is a problem-solving solution that is convenient and easy to use while being environmentally friendly with state-of-the-art technology. The food is stored in reusable containers and bags rather than disposable plastic bags. A powerful wireless vacuum pump creates a vacuum automatically at the touch of a button. The QR codes on the container lids and vacuum bags can then be used to link the stored food to

the ZWILLING app, enabling users to keep track of its shelf life. Indeed, it seems that ZWILLING struck a chord with ZWILLING FRESH & SAVE, as demonstrated by the robust demand for a vacuum storage system that was one of the most successful product launches of recent years. We are continuing to work with our customers to expand our sustainable ecosystem further and broaden the ZWILLING FRESH & SAVE range to include useful new products and tools. In the past year, we introduced a sous-vide stick for gently cooking vacuum-packed food in a water bath as well as an extra-light, shatterproof vacuum lunchbox for children, using the same design language for both products.



ZWILLING FRESH & SAVE keeps food fresh up to five times longer than conventional storage methods.

Rethinking packaging

At ZWILLING, packaging models that conserve resources are right at the top of our sustainability agenda. Embracing the ‘reduce, replace, recycle’ principle, we are reducing packaging use to a minimum, replacing it with recyclable and bio-based materials, and increasing our use of recycled materials.

But eliminating packaging altogether is not an option: after all, packaging protects our products against damage and makes sure that goods reach retailers and consumers safe and sound. In the world of online shopping, packaging is also one of the most important touchpoints with customers and a crucial marketing tool. That being said, growing packaging volumes – something in which we play a part – adversely affect the climate and environment. Until now, we have frequently relied upon plastic packaging from fossil sources that damages the environment and contributes to ocean pollution, in particular, if not disposed of properly. We want to buck this trend – while recognizing the protective role that packaging plays. Our goal is to make all packaging sustainable in accordance with the principle of circularity by

2030. Wherever possible, we avoid unnecessary packaging and are switching to packaging made out of recyclable and bio-based materials. We are replacing plastic with paper, cardboard and innovative materials containing biogenic materials made out of potatoes or corn, for instance. ZWILLING also knows that timber is a limited resource and that making paper and cardboard

 **13 million**
plastic sleeves for knives, forks and spoons
will be saved each year.*

requires a lot of water. That’s why we will source cardboard and paper exclusively from sustainable sources in the future. Where avoiding plastic is not feasible yet, we use environmentally friendly solutions, such as recycled plastic.

On the quest for plastic-free alternatives

Until now, plastic packaging has often been used to protect high-quality cutlery and knives against scratches. During the reporting year, we worked tirelessly on ways to replace fossil raw materials. In the future, ZWILLING will stop using plastic sleeves for individual knives, spoons and forks – saving 13 million sleeves per year*. With the help of rigorous laboratory testing, we have also managed to develop a plastic-free tray for cutlery. Its launch is scheduled for 2022.

*Calculation based on cutlery sales in 2021.

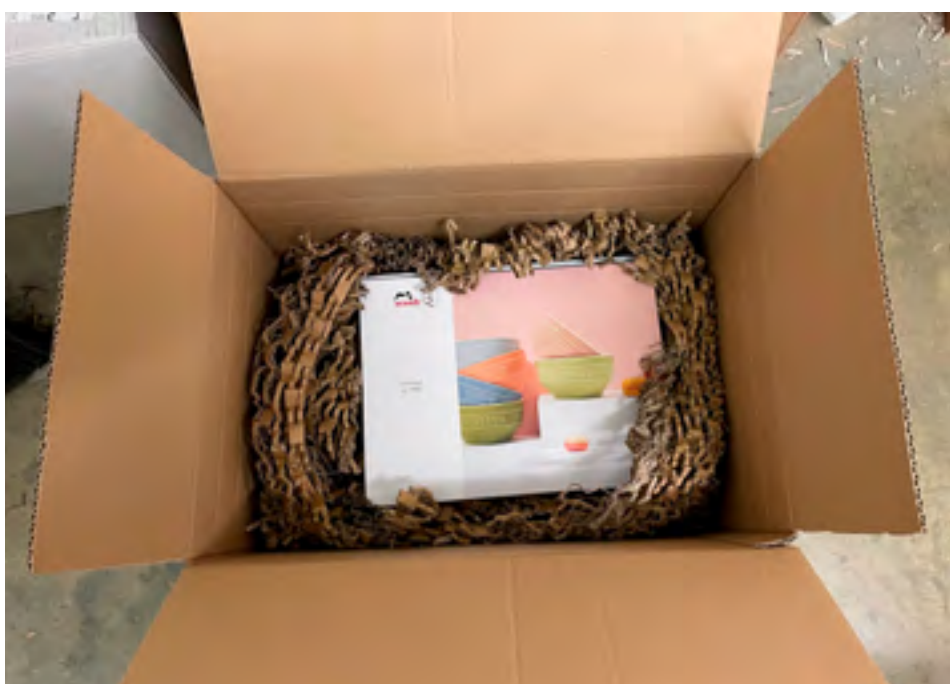


Polystyrene-free packaging for electrical goods

We started thinking about the packaging we wanted to use for our ENFINIGY electrical goods range during the product design phase. Around 90 percent of products have been delivered without polystyrene all along. At first, we were still reliant on polystyrene to provide reliable transport protection for high-performance mixers. But we are making changes here too, switching to a robust molded pulp solution. This step will save around 78,000 kilograms of polystyrene going forward.

As a next move, we want to scale back our use of plastic and opt for plastic-free packaging materials with a second life ahead of them. During the reporting year, we initiated a pilot project to replace plastic sleeves for kettles with microfiber cloths that can be used to clean and care for products. Our innovative Sous Vide Stick, which we launched last year, avoided polystyrene and other plastics from the outset. The stick is delivered in a cotton pouch that is great for storage.





Renewable transport protection Stuffed with paper filler

Transport packaging filled with bulky bubble wrap had long been a major headache for staff at our UK logistics site. More and more retailers and customers wanted plastic-free shipping boxes, too. In 2021, the site decided to switch to padding made out of 100 percent crinkled and shredded packaging paper – a completely recyclable option. In early 2022, a new paper shredder was commissioned as part of this process. These efforts will save more than 500 kg of plastic packaging each year in the future.

Solving the knife packaging challenge

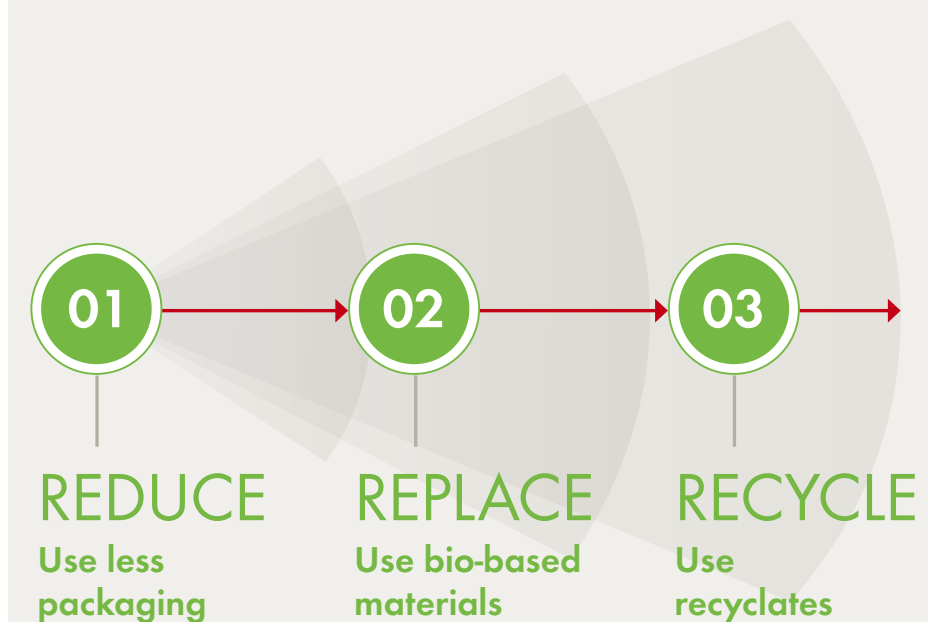
Knife packaging has to meet especially stringent standards to make sure that cutlery does not puncture packaging and cause injury. In 2020, we switched the packaging for knives manufactured in Solingen from transparent plastic folding boxes to BlueOcean® plastic. This material consists of 98 percent recycled plastic. The BlueOcean® packaging represents an intermediate step on the path to plastic-free packaging. We are currently working on packaging for knives that consists entirely of paper, paper pulp and cardboard. A pilot project that we launched at the end of 2021 is currently testing its practicality. We are confident that we will be able to unveil this innovative knife packaging before the year's end.

Transport packaging: less is more

Transport packaging is in the spotlight, especially given the growth in online shopping around the globe. One problem is that oversized standard boxes are often filled with fillers like bubble wrap, air cushions and packaging peanuts

to keep products safe, which in turn increases packaging waste. We will use more custom-fit boxes that are tailored to the sizes of our products going forward. ZWILLING will also gradually replace plastic fillers with recycled paper or cardboard solutions with the same level of functionality.

Our 3R strategy for packaging



The sous-vide stick is delivered in a cotton pouch that is great for storage.

A close-up portrait of a man with dark hair and a slight smile, looking upwards and to the right. He is wearing a dark purple textured jacket over a light blue shirt. His hands are clasped together, resting under his chin, and he is wearing a gold ring on his left ring finger. The background is a soft, out-of-focus grey.

WE ARE FAMILY

“When it comes to climate and resource protection, modern technologies and traditional methods go hand in hand. For example, we use solar energy on our roof and banana leaves in our canteen.”

Hari Vishnu Delhiram, Project Manager for Manufacturing Process Planning.

As a mechanical engineer, he supervises the conversion to renewable energies at our Indian production plant in Swarnabhoomi. But he is also looking for potential savings in other areas. For example, in Indian culture it is customary to serve food on banana leaves. This is a resource-efficient tradition that the company intends to make use of in their canteen in the future.

ENERGY EFFICIENCY AND ENVIRONMENT

Is ‘green zero’ doable?

Our approach: The worldwide impacts of global warming and resource scarcity are stepping up the pressure on us all to make changes. ZWILLING aims to become climate-neutral by 2030. At the same time, we are focusing on resource-efficient manufacturing, careful water use, and sound waste management practices.

Our business activities directly impact the environment and climate. All of our production sites and our upstream and downstream processes need energy and raw materials. It used to be the case that increasing production meant using more energy and resources. But we are disrupting this automatic correlation and decoupling growth targets from our emissions and consumption. To this end, we are investing in energy-efficient plants and processes and driving forward the transition to renewable energy sources. And we have started offsetting emissions that cannot be reduced by making savings or switching to renewables by investing in certified climate change mitigation projects. We think in holistic loops. And we are maximizing raw material consumption in the use phase and in manufacturing in order to conserve and use

resources more efficiently. ZWILLING also champions responsible water and waste management practices as a major issue.

Responsibilities and structures

The ambitious goals that we have set to mitigate carbon emissions and increase resource efficiency require resolute action throughout the ZWILLING Kitchen Group. All activities are coordinated by ZWILLING’s Sustainability Officer and Sustainability Council. At global level, the Action Field Leaders and the Energy and Environment Coordinator are responsible for putting individual measures into practice, with site managers in charge on the ground. In keeping with our 2030 Roadmap, we are setting specific decarbonization goals for each production and logistics site.

Our material aspects

- Identify carbon mitigation goals on the road to climate neutrality
- Improve energy efficiency
- Increase material and resource efficiency
- Establish circularity models for waste management
- Conserve water

Our commitment to the UN SDGs



The sun rises over Pleasantville

ZWILLING’s site in Pleasantville in the US is largely powered by solar energy generated in-house. Their photovoltaic system has a total area of 10,600 m² and a peak output of 0.845 MWp. In 2021, this plant generated 800 MWh of electricity, meeting 63 percent of its own needs.

Climate-neutral by 2030

Limiting global warming to a maximum of 1.5 degrees Celsius above pre-industrial times requires commitment on the part of every individual. ZWILLING is also facing up to this challenge and is on course to achieve climate neutrality.

We are pursuing an uncompromising energy-saving strategy: by 2030, we expect all of our production and logistics sites worldwide to be climate-neutral, in line with Scope 1 and 2 of the Greenhouse Gas Protocol. To achieve this goal, we will set firm carbon reduction targets for the coming years. In doing so, we will focus on those areas where we can achieve significant carbon reduction results as quickly as possible.

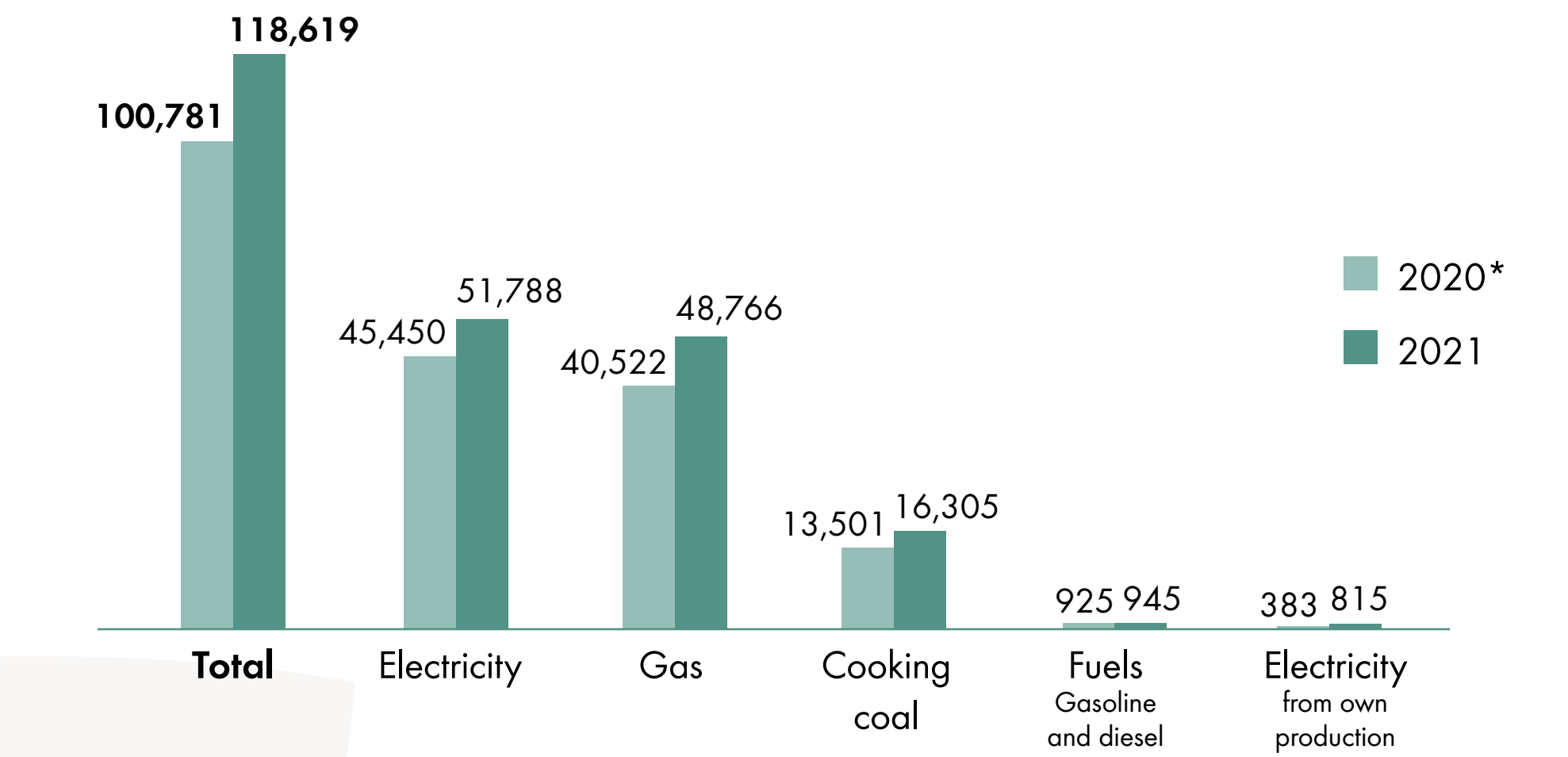
■ **Boosting energy efficiency:** We will systematically collect data on our energy consumption and associated carbon emissions, set up an energy management system at all locations and invest in energy- and resource-saving technologies and equipment.

- **Using renewable energies:** A key component of our climate protection program is the move to renewable energy sources, both procured and generated in-house through the installation of photovoltaic systems.
- **Funding offset projects:** We offset unavoidable carbon emissions by funding certified climate protection schemes.

Energy efficiency is a key factor
Our production plants use energy mainly for thermal processes such as smelting and tempering, for operating machinery, and heating and lighting buildings. We currently obtain 44.3 percent of our energy needs from electricity, 41.1 per-

cent from gas and 13.7 percent from coking coal. Last year, the energy consumption of all ZWILLING production sites worldwide amounted to 118,619 megawatt hours (MWh), while the energy consumption of the ZWILLING logistics sites was 4,434 megawatt hours. Some inconsistencies have occurred in the recording, allocation and conversion of units when compiling our consumption data in recent years. These errors have been corrected in the current tables. We collect data and produce reports continuously in order to improve the transparency of our sustainability performance. The key to climate-friendly production is the efficient use of energy. With the help of an in-

Energy consumption of the ZWILLING production sites in MWh



* Compared with the 2020 Sustainability Report, the energy consumption figures for 2020 have changed due to a calculation error.

tegrated energy management system at our headquarters in Solingen, we have managed to identify the main energy consumers and are getting ready to invest in more efficient process technologies.

Rollout of a global energy management program

In the future, we will roll out our energy management system to other production and logistics sites in turn. To help us do this, we have drawn up individual roadmaps in collaboration with the local plants and independent specialists. By the end of 2022, we expect to have completed the first step of connecting all production sites to

the global system. To collect the consumption data for the energy management program, we will begin by integrating the existing measuring points and sensors at each site. In 2022, we will begin extending the measurement infrastructure in stages to include the main process areas and individual items of machinery, which will allow us to identify and monitor critical areas with the highest energy consumption. Until the global energy management and central electronic data collection system is operational, we will continue to collect consumption data from the facilities on a quarterly basis. Alongside this, we have introduced a process to continually analyze the energy consumption

data collected in the plants, and to implement and evaluate optimization measures. This process is being supported by the managers of the plants as well as centrally by our Energy and Environment Coordinator.

The energy-saving benefits of LED lighting

We are gradually converting the lighting systems at our production and logistics sites to energy-saving lamps and LED lights with motion detec-

tors. From the point of view of environmental footprint and energy efficiency, LED technology offers great potential. We replaced the existing lighting in various administrative and production departments at the Solingen plant with LED lights in 2021. We also installed LED systems in the employees’ car park, which has reduced the energy needed to illuminate the car park by almost 50 percent.

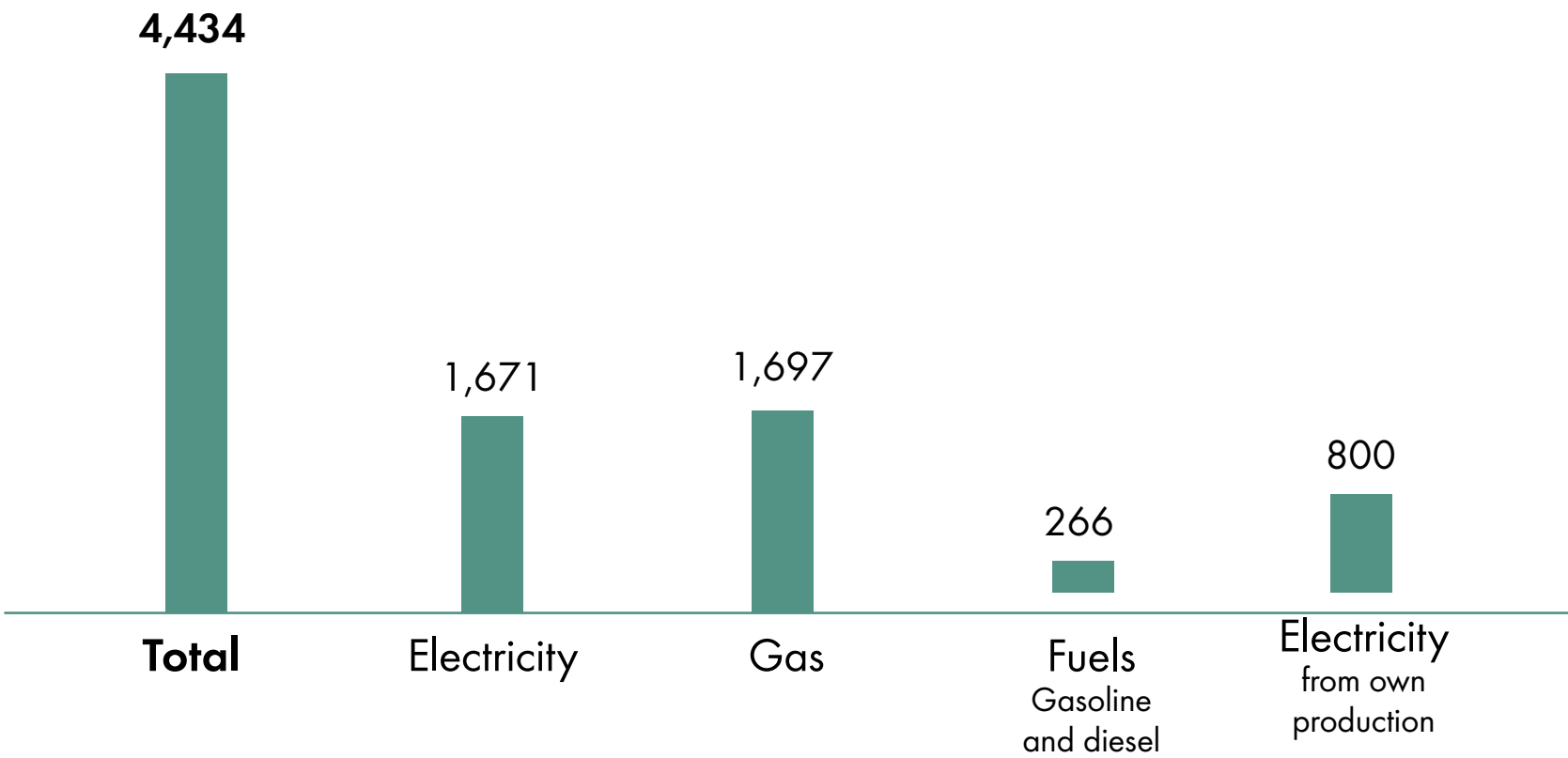
The benefits of heat recovery

Repurposing waste heat from our production processes also has the potential to deliver significant savings. The BALLARINI production plant in Rivarolo uses waste heat to heat the production and warehouse areas. At the Solingen plant and the STAUB plant in Merville, France, they use waste heat to heat water.

Green electricity from renewables

Switching to renewables is an effective lever for reducing greenhouse gas emissions. To ensure a reliable supply of green electricity, we are increasingly turning to self-generated energy.

Energy consumption of the ZWILLING logistics sites in 2021 in MWh

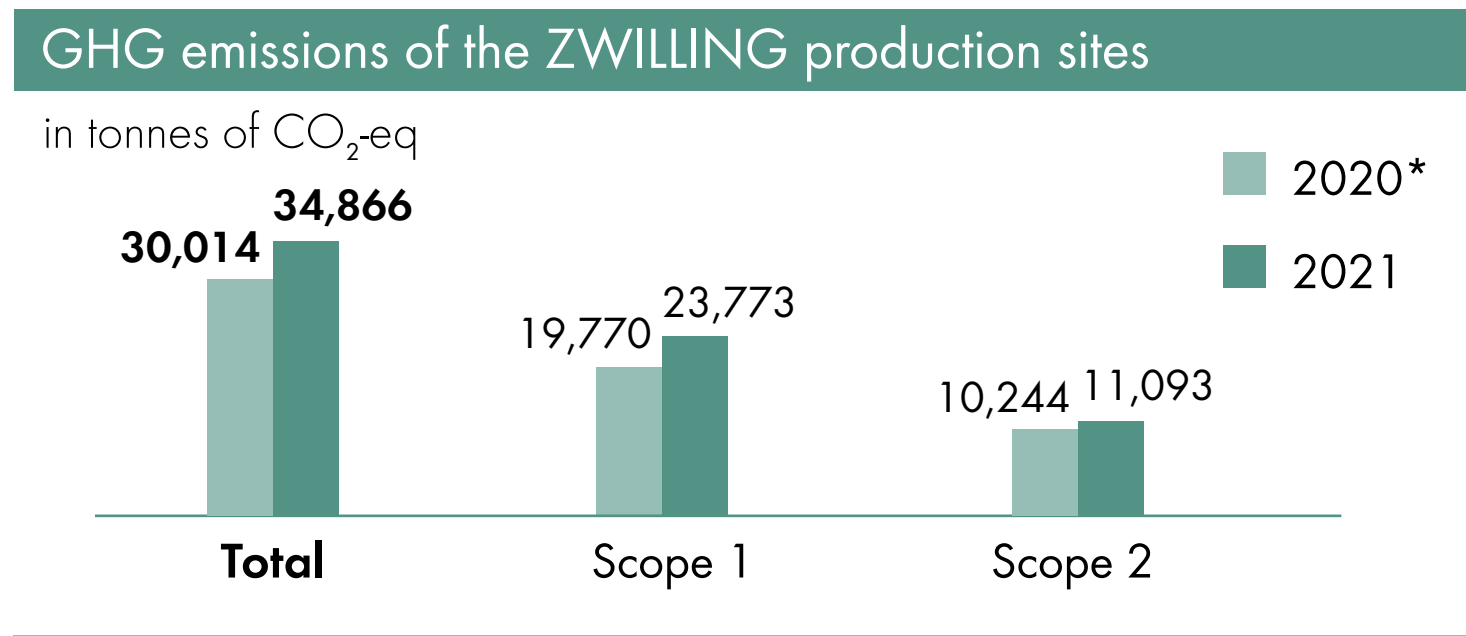


Since the energy consumption of the logistics locations was recorded for the first time in the reporting year, there are no comparative figures for the previous year.



A shining example in Herentals

At the DEMEYERE plant in Herentals, Belgium, old light bulbs were replaced with LEDs in parts of the production and logistics areas in 2021 and sensors fitted to provide intelligent switching for lighting. This measure alone has reduced electricity consumption by 92,520 kWh per year – equivalent to a reduction of 37 tonnes of carbon emissions.



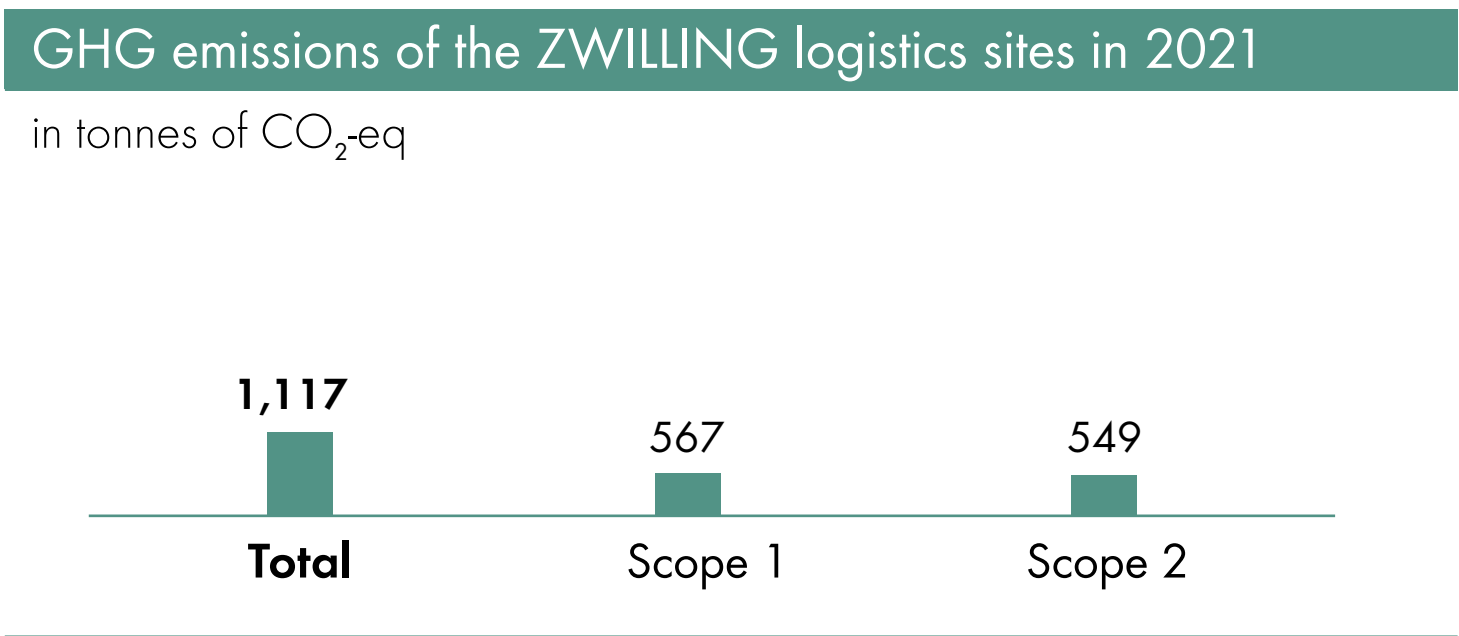
* Compared with the 2020 Sustainability Report, the GHG emission figures for 2020 have changed due to a calculation error.

Basis of calculation: Scope 1 based on fuel, coke and natural gas consumption; Scope 2 based on electricity mix acc. to IEA (International Energy Agency) as of 2019. Conversion factors for GHG emission acc. to GEMIS 4.8.

BALLARINI is a good example of this. Our production plant in Rivarolo, Italy, has two photovoltaic systems with a total area of 8,600 m². The installed peak output is 0.745 MWp. In the year under review, the plant generated a total of 1,034 MWh, which covered more than eight percent of the plant's electricity needs. This represents a saving of 291 tonnes of carbon compared with the electricity mix previously purchased locally. Any unused electricity is fed back into the grid. Most of the power requirements at the ZWILLING plant in Pleasantville, USA, are now met from onsite solar energy. Their photovoltaic system has a total area of

10,600 m² and a peak output of 0.845 MWp. In the year under review, the plant generated a total of 800 MWh of electricity and covered 63 percent of its own needs. From early 2022, the DEMEYERE production plant in Herentals, Belgium will also obtain its electricity from renewable sources from regional suppliers.

10,600 m² and a peak output of 0.845 MWp. In the year under review, the plant generated a total of 800 MWh of electricity and covered 63 percent of its own needs. From early 2022, the DEMEYERE production plant in Herentals, Belgium will also obtain its electricity from renewable sources from regional suppliers.



Since the GHG emissions of the logistics locations were recorded for the first time in the reporting year, there are no comparative figures for the previous year.

Approved offset schemes

As long as we are unable to prevent greenhouse gas emissions and use carbon-free electricity everywhere, we will continue to offset the carbon emissions we generate. We make sure that all carbon offset projects align with our philosophy and contribute to sustainable development in the regions involved. Our Solingen plant, which has been completely climate-neutral since 2020, offers a textbook example of this policy. The plant purchases carbon credits to offset the emissions generated by its use of 7,016 megawatt hours (MWh) of gas.

2020

The ZWILLING production plant in Solingen has been climate-neutral since 2020.

The proceeds go towards a watercourse project on the Baspa River in the Himalayas that generates green hydroelectric power. The 9,308 MWh of electricity consumed at the Solingen plant has achieved carbon-free certification thanks to renewable energy certificates from the Renewable Plus Standard (certificate 2021-2090-023).

Focus on effective air purification

The processes in our production plants also generate air pollution emissions. By using modern filter systems, we ensure that no hazardous substances are released into the atmosphere. At the Solingen site, we installed an extraction and air filtration system. At the French STAUB plant, a special filtration system prevents the emissions to air of ferrous dust. Systems for dry/wet filtration together with dust filters ensure effective protection against air pollutants at the BALLARINI production plant in Italy. An additional afterburning system also minimizes emissions of volatile organic compounds.

Our mission: using resources more efficiently

Our alternative to the updated ‘take-make-use-dispose’ model?
Conserving finite resources, avoiding waste and maximizing the time that materials stay in the loop.

Metals, especially iron, stainless steel and aluminum, are the most commonly used raw materials at our manufacturing sites. ZWILLING production sites processed a total of 11,184 tonnes of iron and steel and 5,082 tonnes of aluminum in the 2021 reporting year. Metal is not just a highly durable material; it can also be remelted any number of times and put back into the production cycle without any quality concessions. The same applies to our production waste. Maximizing the recycling rate and smelting in electric arc furnaces matter to us when we buy steel. This conserves scarce primary resources and reduces the negative environmental impacts of iron ore mining. Studies show that recycling one ton of steel saves around 1.4 tonnes of iron ore and produces about 50 percent less carbon emissions.

Recycled plastic making headway
Along with metals, plastics are another important group of materials used at our production sites. We also use plastic for most of our non-stick coatings on pans. Its multilayer structure makes these coatings hard to recycle. The handles of our knives and cookware primarily use polypropylene (PP), acrylonitrile-butadiene-styrene copolymer (ABS) and polyoxymethylene (POM). Bakelite is our material of choice for panhandles. Quality issues mean that we generally use primary raw materials for these items. Any materials that might come into contact with food are subject to stringent laws, which

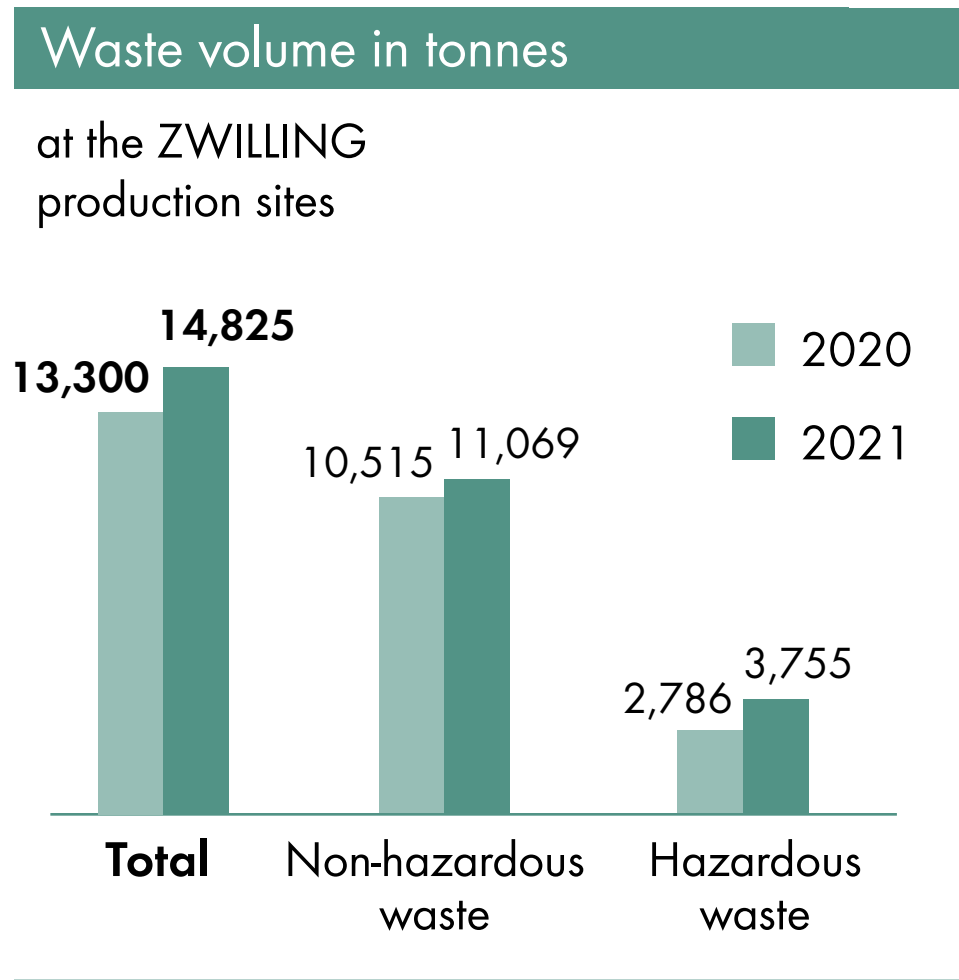
*No reliable 2020 data was available for the sites DEMEYERE Belgium, MIYABI Japan, ZWILLING China and ZWILLING India; these sites are fully included in the reporting on 2021.

Materials used in tonnes		
by the ZWILLING Kitchen Group	2020*	2021*
Metals	11,769	16,721
// of which steel/iron	7,719	11,184
// of which aluminum	4,050	5,082
// of which copper	0	14
// of which other	0	441
Plastics	582	988
Paper	3,453	16,041
Glass	724	603
Non-renewables	354	217
Total	16,882	34,570



Go Green Initiative in Swarnabhoomi

ZWILLING’s knife production site in the southern Indian city of Chennai commissioned a water treatment plant with a daily capacity of up to 10,000 liters in 2021. This technology treats and cleans wastewater from toilets and washrooms. Once treated, this process water is used to irrigate banana and coconut seedlings in a garden project at ZWILLING’s premises, nurturing new life on old wastelands.



severely limit the use of recycled materials at the moment. That being said, the hunt for suitable high-quality recycled plastic is an intrinsic part of ZWILLING’s procurement strategy. During the reporting year, we launched a project to use regrind for injection molding made from post-industrial recycled material. This recycled plastic

is an unmixed material generated during industrial manufacturing. Additionally, our locations use operating consumables, such as sanding belts, polishing pastes, coolants and cleaning agents. They account for almost three percent of our overall material consumption.

Waste management

Responsible waste treatment is part and parcel of our resource-efficient approach to material stream management. As a rule, we want to keep material consumption and disposal volumes low. Proper waste sorting, sound waste management avenues and high-quality recycling processes all play a part. Waste produced at all of our production sites is separated in accordance with the local regulations. We aim to further optimize the separation of recyclable waste materials in the future. We already recycle rather than dispose of the offcuts from our die-cutting processes. Our two biggest knife production sites in Solingen and Shanghai recover the residues from the grinding process

and recycle them as steel scrap. Our production site in Swarnabhoomi recently started separately collecting plastic film used in the manufacturing process to protect knife blades. This material is then reprocessed into film according to type. In 2021 alone, staff collected nine tonnes of plastic, which was reprocessed rather than ending up polluting the environment. In the reporting year, our waste management teams reported no leaks of hazardous substances.

Water consumption

Using water resources carefully is a top priority for us. Within the ZWILLING Group, we source most of the water we need from public networks. We are careful to use water sparingly in all of our production processes. At the same time, we are working to integrate a water and wastewater management system into our production to avoid negatively affecting water quality through improper discharge. We use industrial and process water as efficiently as possible by recirculating it. We also treat industrial and process water



At the Swarnabhoomi plant, the foils used to protect the knife blades are completely recycled.

that we generate. ZWILLING’s site in Shanghai installed an innovative special press to dry sewage sludge in August 2021. Until now, sewage sludge had to be drained and disposed of by a specialist company as a sludge-water mixture – a complex and costly process. Drying sludge reduces the amount of sewage sludge that has to be disposed of from 1.5 to 4 tonnes per year. Water extracted from sewage sludge can also be recirculated. When we discharge wastewater, we adhere strictly to the standards set and monitored regu-

Water withdrawal in m³

at the ZWILLING production sites	2020*	2021
Water consumption	338,336	378,799

* Compared to the 2020 Sustainability Report, water consumption figures for 2020 changed due to a data correction.

WE ARE FAMILY

“Our orders allow us to make a difference every day – to protect the climate and stand up for human rights. That’s very important to me.”

Fei Xie, Strategic Buyer in the Purchasing team

This global sourcing expert has been working at ZWILLING as a buyer for the ZWILLING FRESH & SAVE range since April 2021. She is pleased to be working for a company that takes a closer look at its suppliers. Incidentally, if you say Xie’s surname twice, it means “thank you” in Chinese.



SUSTAINABLE SUPPLY CHAIN

How far does our responsibility go?

Our approach: We establish a proactive risk and compliance management system based on amfori BSCI and BEPI guidelines. This allows us to ensure that our suppliers share our values and meet high environmental and human rights requirements.

We take a holistic view of sustainability. Our corporate responsibility encompasses not only the entire value creation process but also our relationships with our suppliers. We take our duty of care towards environmental and human rights issues extremely seriously and expect our business partners to meet our predefined environmental and social standards without exception. To manage our supply chain sustainably, we take a multi-stage risk-based approach – from our Code of Conduct for Business Partners to risk analysis and supplier audits, all the way to preventative measures and sanctions. We continually refine our standards and processes to take account of changes to regulatory frame-

works and incorporate new requirements and standards that may arise from national and international legislation and initiatives, for example. Ahead of the German Supply Chain Due Diligence Act’s entry into force in 2023, we are expanding our risk management efforts to ensure that we can systematically identify, analyze and minimize social and environmental risks. Our main aim is to continually improve our sustainability performance along the entire supply chain, thus enabling us to play our part in safeguarding human rights and protecting the environment in our markets around the world while simultaneously reaffirming our stakeholders’ confidence in ZWILLING as a responsible partner.

Our material aspects

- Supplier management in accordance with amfori BSCI standards
- Supplier management in accordance with amfori BSCI standards
- Supplier selection and monitoring
- Risk management system in accordance with the Supply Chain Due Diligence Act
- Sanctions against violations

Our commitment to the UN SDGs



Complex procurement structures

ZWILLING works with an extensive network of suppliers. As an international company with a wide range of products, we source raw materials, components, merchandise and packaging from a large number of suppliers in different countries and regions. For us, building and developing long-term relationships is a key factor in adding value. We currently maintain business relationships with more than 3,000 contractual partners, mainly from Europe and Asia. In 2021, we procured around 600 million euros in goods and services, two-thirds of which were direct materials, while the remaining one-third were indirect materials and services.

Social and environmental supply chain requirements

Our sustainable supply chain management is governed by the Code of Conduct formulated by our parent company Wilh. Werhahn KG that is binding throughout the Group. Since 2017, we have also been a member of the amfori Business Social Compliance Initiative (amfori BSCI). To ensure social standards, especially in high-risk countries, the Initiative has developed a Code of Conduct that is recognized throughout the world and also reflects the principles of the Wilh. Werhahn Code of Conduct. The amfori BSCI Code of Conduct forms part of our purchase terms and conditions and is a key component of our contracts with sup-



The amfori BSCI and BEPI initiative

The amfori Business Social Compliance Initiative (amfori BSCI) is a code of conduct based on the international labor standards of the International Labour Organization (ILO). It helps global companies to build ethical supply chains and monitor and continually optimize social standards. Like amfori BSCI, the Business Environmental Performance Initiative (amfori BEPI) enables companies to manage and improve environmental sustainability along their entire value chain.

pliers – regardless of where they are based or what goods we purchase from them. The Code of Conduct obliges our trading partners to observe the principles and procedural mechanisms prescribed by amfori BSCI, more specifically

- the prohibition of discrimination, child labor, forced labor and physical and psychological discipline
- the guarantee of freedom of association and the right to collective bargaining
- fair and legally compliant remuneration
- reasonable working hours
- ethical business practices
- compliance with occupational health and safety and environmental standards

In 2021, ZWILLING also signed up to the amfori Business Environmental Performance Initiative (amfori BEPI) to systematically enshrine environmental requirements within our supply chain. The key element of this is the self-assessment questionnaire, which collects detailed information on our suppliers' environmental management

processes and key environmental data about its production sites. As part of this process, our suppliers provide environmental key figures such as energy consumption, waste management and carbon emissions on the BEPI online platform. This review is used to develop targeted improvement measures. The platform enhances transparency within the supply chain and helps production sites to set the right operational environment management priorities.

To introduce the amfori BEPI program, we launched a pilot project in the fourth quarter of 2021 and rolled out the self-assessment to our suppliers as well as at our own production site in Solingen. Our evaluation of this pilot project was not yet complete as at the reporting date.

We are planning to roll out the project to our entire supplier base during the current year based on the lessons learned from the pilot. Going forward, all of our suppliers will be obliged to take environmental conduct standards into account in the same way as the social standards of the amfori BSCI program.

Supplier selection

To monitor the compliance of our suppliers with environmental, social and governance rules, we have established a multi-stage appraisal and monitoring process. Every potential supplier of raw materials, components, packaging or merchandise in countries classified by amfori BSCI as risk countries must undergo this process.

- The first step is to check whether the supplier has already been audited in accordance with amfori BSCI or can demonstrate an equivalent certification to the SA8000 social accountability standard. If this is not the case, ZWILLING initiates training on the amfori BSCI Code of Conduct.
- In the second step, we commission an independent, accredited testing institute to carry out an audit. The auditors visit the company's premises to ascertain whether it adheres to the guidelines of the amfori BSCI Code of Conduct. If the results are unsatisfactory, the company must rectify any problem areas as soon as possible. Depending on the number and severity of shortcomings, the company may be allowed anything between

a few weeks and several months to complete the rectification work. Audits are also carried out at regular intervals on existing suppliers.

- Regardless of purchasing volume, supplier country and BSCI rating, we evaluate performance in a variety of areas, such as product and process development, supplier management, production, compliance and customer service. We don't carry out audits everywhere but select the audits according to the risk assessment of the buyers concerned. We document the results in a standardized format in the Supplier Evaluation Audit (SEA) and conduct more detailed audits where necessary.

The decision to enter into a business relationship with the supplier is made on the basis of our internal audits as well as those of amfori BSCI. The readiness of potential suppliers to actively implement the improvements we ask for also plays a part in the decision. In the reporting year, we entered into business relationships with 33 new suppliers that are relevant in terms of amfori BSCI. Five of these were able to present a valid amfori

BSCI audit or completed the obligatory onboarding process in its entirety during the reporting period. Twenty-eight suppliers were unable to complete the process in 2021. Further audits are planned for the current year.

Supplier monitoring

Existing suppliers are included in the amfori BSCI monitoring program if they

- operate in a risk country as defined by amfori BSCI,
- regularly supply merchandise, components or raw materials to ZWILLING locations and
- turn over more than 10,000 euros annually with the ZWILLING Kitchen Group.

Fifty-three percent of our suppliers that come under the above criteria have undergone amfori BSCI audits. This equates to 72 percent of our purchasing volume subject to amfori BSCI or 37 percent of our total global purchasing volume. By means of regular re-audits and continuous tracking of audit results, we ensure that amfori BSCI requirements are universally met. If neces-



ZWILLING sources raw materials, components and merchandise from a variety of suppliers worldwide.

sary, we seek dialogue with our suppliers and work with them to find practicable solutions for quality assurance and continuous improvement.

Ready for the German Supply Chain Due Diligence Act

The amfori BSCI and BEPI guidelines provide a basis for meeting the new obligations set out in the German Supply Chain Due Diligence Act. We are currently setting up a comprehensive social and environmental risk management system based on this legislation. In addition to BSCI and BEPI risk mapping by low-risk and high-risk countries, we will carry out a differentiated analy-

sis of our supplier network by business area and product. Going forward, we will also extend our supplier audits beyond high-risk segments to assess the entire supply chain on a random basis. Fixed-format risk reports can help us to use resources designed to improve supply chain risks in a targeted way to achieve the maximum effect. The risk management system is set to be implemented in 2022 and will be launched immediately thereafter.

Sanctions against violations

We will not tolerate violations of the values set out in our internal and external guidelines. If we

become aware of violations of applicable law, the amfori BSCI Code of Conduct or the BEPI principles, we ask our supplier to remedy the irregularities without delay. Each incident is recorded and, depending on its severity, is subject to appropriate follow-up inspections. When we have exhausted all attempts to persuade the supplier to remedy the situation, we will consider terminating the business relationship as a last resort.

We began implementing this policy across the Group during the year under review with the new Werhahn Helpline, which allows all of our employees as well as external third parties to report compliance cases and breaches of the Werhahn Code of Conduct using a free anonymous hotline. A team of experts reviews and assesses potentially critical incidents in order to introduce appropriate measures.

During the year under review, our supplier audits did not identify any violations of our zero-tolerance requirements, particularly those relating to child labor, forced labor and human rights violations.

WE ARE FAMILY

“Showing compassion and thinking of those who are not doing so well – that is what makes us a valuable member of a community.”

Evariste Deadwood, an employee in the grinding department

Evariste Deadwood, who lives in Wuppertal, has worked at the Solingen production plant for 21 years. As a family man, he cannot imagine a better place to work. His son has now also completed an apprenticeship at ZWILLING.



SOCIAL RESPONSIBILITY

How do we make more room for humanity?

Our approach: We do what families do best – we care. We want to play a part in helping disadvantaged people improve their life chances; we want to strengthen social cohesion and promote an inclusive society.

As a family business with an international workforce and a global outlook, we take our responsibility as part of society seriously. Under the umbrella of the global ZWILLING Care program, we support a large number of aid projects in communities in the vicinity of our production plants and sales companies. We focus on education and training, and on the integration and inclusion of people with disabilities. We respect the diversity of everyone with whom we work, regardless of nationality, ethnic origin, gender, sexual orientation, marital status, age, physical constitution, appearance, religion or ideology. Some of our initiatives aim to make it easier for children and young people to enter the labor market. We empower

women in particular to lead independent, self-determined lives and we help to create a better future for those who need support. We always try to meet the specific needs and requirements of each location. We believe in providing extended support and sponsorship because that gives our projects a long-term impact. These initiatives are financed by ZWILLING J.A. Henckels AG and its subsidiaries, the Werhahn Foundation as well as the ZWILLING Foundation, which was established in India in 2011. Our employees are also increasingly becoming involved in these activities. Many staff members volunteer and find it rewarding to work alongside others to make a difference in people's lives.

Our material aspects

- Promote the social inclusion of disadvantaged people at ZWILLING locations
- Provide training and education under the umbrella of ZWILLING Care
- Offer better life chances for disabled women with the ZWILLING Foundation India
- Operate the ZWILLING Sponsorship Program
- Fight hunger with the new ZWILLING Share initiative

Our commitment to the UN SDGs



School project in Vietnam

In 2018, we began cooperating with the Sagon Children charity. This non-profit organization helps to provide children with a good quality learning environment by supporting the construction and renovation of daycare centers, kindergartens and primary schools. All school construction projects are wheelchair-accessible and open to children with disabilities. Our contributions are helping to build an additional wing at the school in South Vietnam's Hau Giang province, one of the poorest regions in the Mekong Delta, to pay the teachers and fund scholarships for disadvantaged children. More than 1,000 students are benefiting from our involvement. In Vietnam, the COVID-19 pandemic led to gaps in the education of millions of primary school children who were unable to attend school normally. Our donations were able to provide aid packages and learning opportunities for at least 150 disadvantaged children during the 2020/2021 school year. As a result, 147 children made the transition to their next grade, despite the exceptional situation.



Help for the people in Ukraine

We lend a hand where help is needed. This was the case when we supported the flood victims in Rhineland-Palatinate and North Rhine-Westphalia last year. And it applies just as much to the people affected by the war in Ukraine. Together with Wilh. Werhahn KG, the ZWILLING workforce, and the Works Council, we launched an aid program as soon as the war began. We are providing financial assistance to all the employees of our distributors and software service providers in Ukraine by guaranteeing to pay their wages. In Solingen, we also made furnished apartments available for refugees. In partnership with the City of Solingen, we are also providing company-owned apartments for refugees. Together with Wilh. Werhahn KG, we initiated an online fundraising campaign for action medeor, Europe's largest medical aid organization. This campaign raised a total of around 360,000 euros, with the employees and shareholders of the Werhahn Group alone having donated more than 60,000 euros.

is helping to tackle. In 2011, the foundation established the "For a better life" training and education center at the production site in Pondicherry, South India. The foundation runs six to twelve-

month courses in which young women with disabilities can acquire technical and commercial skills and obtain vocational qualifications. Once they have completed the course, they can take on

a regular job, either at the ZWILLING production plant or another company. The foundation offers young women – often the ones who suffer the most from social exclusion – a way forward for the future by helping them achieve financial independence and social acceptance.

The path to self-reliance

In 2018, the ZWILLING Foundation India was able to expand its work when it opened a new, larger training center. The center can accommodate up to 50 physically or mentally disabled people who would like to learn a trade in the textile industry. A total of 225 young women have received training over the past ten years, 75 of whom are now self-supporting. In 2021, 55 young women took tailoring courses, some of them supported by scholarships. In December, a new shop was opened at the Foundation's premises that sells the garments sewn by our trainees at fair prices. The successful opening attracted many new sewing orders, which will enable the training center to be largely self-supporting in the future.

The sponsorship program is creating ripples

We have also launched a sponsorship initiative at our Pondicherry site. The initiative aims to provide children with disabilities or living in difficult conditions with local educational and health support, thereby allowing them to make their own choices for the future. Since it was launched in 2011 as a corporate sponsorship program for the various ZWILLING subsidiaries, the initiative has grown significantly. Under the umbrella of the Werhahn Foundation, shareholders and employees of the Werhahn Group in Germany can now sponsor a child. The project gained official charitable status in 2017.

Each sponsored child receives individual support and funding for school fees/extra tuition, any necessary medical interventions and medication as well as any mobility, visual and hearing aids or disabled toilet facilities they require.

We attach great importance to transparency in all of these activities and maintain personal contact with everyone involved. The Foundation's

Side by side with the ZWILLING team

For over 40 years, our headquarters in Solingen has worked with Lebenshilfe Solingen, a community of people with disabilities, their parents and caregivers. In a joint project in 2004, we redesigned our logistics center for accessibility. Since then, around 70 people with physical and mental disabilities have worked alongside their ZWILLING colleagues without disabilities. This model is now being followed in other countries too. There are over 50 people with disabilities currently working at our production plant in Albacete, Spain, around 20 in Merville, France and 17 in China.

ZWILLING Foundation India – helping people help themselves

The lives of many children and adults with disabilities in India continue to be dominated by poverty and social exclusion. There is no government support. With no access to training and employment, people are condemned to a life of poverty. This is a problem that the ZWILLING Foundation India

Board and the ZWILLING Management Board normally meet twice a year with the sponsored children and their parents. In this way, we make sure that the physically or mentally disabled children are attending school regularly and making learning progress. Regular check-ups by our company doctors and specialists such as orthopedists, physiotherapists, ophthalmologists and ENT specialists are also an established feature of the sponsorship program. Sponsors and sponsored children can contact each other directly via a specially created online platform. Up-to-date information on the progress of the sponsored children as well as on the work of the Foundation is posted on the platform every month. A particular highlight of the year under review was an intercultural video exchange with the apprentices of ZWILLING J.A. Henckels AG.

Online education camp during the COVID crisis

In the 2021 reporting year, the number of sponsored children grew to 58. The COVID-19 pandemic presented a serious challenge to our work

in India. Educational institutions were also affected by the lockdown and schools remained closed for a year and a half. The COVID crisis was therefore followed by an education crisis. In this situation, the Foundation concentrated on providing basic food parcels and healthcare by distributing protective medical equipment and organizing vaccinations, for example. In April 2021, the Foundation launched an “Online Education Camp” to allow sponsored children to participate in online classes while the schools were closed and to provide support with homework. To do this, the Foundation purchased the necessary used laptops and mobile phones.

Creating sustainable sources of income

Consistent with our philosophy of being there for each other when it matters and lending others a helping hand, we took steps to secure the professional and material interests of families in India in 2021. We set up a savings account for our sponsored child Shanmuga Muthuraj, for example, which benefits from the proceeds of a mobile snack stand. At the same time, the ZWILLING

Foundation provided funds to enable 46-year-old Selvam Munusamy to run a tea and snack shop and thus support himself, despite being paralyzed. Lakshmi Sivamani, a mother of three young children, is severely disabled and recently lost her husband. She now runs a small household supply store that provides her with a permanent source of income.

Even limited activities can have a positive effect: the ZWILLING Foundation has financed a water treatment system for the Panchayat Union Primary School in Malaiyadipalam. It provides 33 pupils with access to clean drinking water. At the same time, the Foundation is involved in the “Open Shelf” initiative, which distributes donated clothing directly to people in need.

In November, many areas in and around Chennai were flooded due to heavy overnight rainfalls, with the southern coastal area being the worst affected. Even though evacuations were carried out, the poorest were the ones to suffer the most. The management team at ZWILLING Kitchen India immediately arranged for the delivery of food packages that helped over 50 vulnerable families.



ZWILLING Share – working together to stop hunger

In 2021, ZWILLING further expanded its community engagement when it set up ZWILLING Share, a program to support the fight against global hunger. More specifically, we are participating in the ShareTheMeal campaign organized by the United Nations World Food Program (WFP). The world’s largest humanitarian organization, the WFP has set itself the task of ending world hunger. Every day, around 5,600 trucks, 30 cargo ships and 100 aircraft are deployed to provide food and other relief supplies to people in need. In 2020, the non-profit organization was awarded the Nobel Peace Prize for its work.

Every contribution counts

The special thing about ZWILLING Share is that we are directly involving our customers in the aid campaign. This helps to create awareness of the problem and creates a sharing community. For every product review that our customers write in the ZWILLING online shop, we donate three meals to people in need on behalf of the ZWILLING community. The message is that even if you only make a small contribution, everyone can do something for others in need. The response from the ZWILLING community has been extremely positive. In the year under review, we were able to donate almost 30,000 meals to people in need in Germany. We would like to roll out the initiative to other markets in 2022. Our goal is to donate approximately 200,000 meals annually by 2025. To make this goal open and transparent and strengthen the sense of solidarity in the ZWILLING community, customers can use #ZWILLING_Share and the ShareTheMeal app to track exactly how much the ZWILLING community has already donated to the project.



APPENDIX

- GRI Index
- Publishing information

GRI Index

This report was prepared in accordance with the Global Reporting Initiative (GRI) Sustainability 2016 and 2018 Reporting Standards. In the following GRI Index, we specify all GRI Standards used and refer to the sections in the report where the respective information can be found.

General standard disclosures		Page
Organizational profile		
102-1	Name of the organization	3, 5, 12
102-2	Activities, brands, products and services	12, 14
102-3	Location of headquarters	12
102-4	Location of operations	12
102-5	Ownership and legal form	12
102-6	Markets served	12
102-7	Scale of the organization	5, 12
102-8	Information about employees and other workers	12, 25
102-9	Supply chain	46-48
102-10	Significant changes to the organization and its supply chain	47, 48

General standard disclosures		Page
102-11	Precautionary principle or approach	20
102-12	External initiatives	12
102-13	Memberships of associations	12
102-45	Entities included in the consolidated financial statements	14
Strategy		
102-14	Statement from senior decision-maker	2
102-15	Key impacts, risks and opportunities	21
Corporate governance		
102-16	Values, principles, standards and norms of behavior	18
102-17	Mechanisms for advice and concerns about ethics	18-20, 28, 29, 48
102-18	Governance structure	12

General standard disclosures		Page
102-19	Delegating authority	23
102-20	Executive-level responsibility for economic, environmental and social topics	23
102-21	Consulting stakeholders on economic, environmental and social topics	21, 23
102-22	Composition of the highest governance body and its committees	12
102-30	Effectiveness of the risk management process	21, 23
102-31	Review of economic, environmental and social topics	23
102-33	Communicating critical concerns	23
102-41	Collective bargaining agreements	28
Sustainability management		
102-42	Identifying and selecting stakeholders	21
102-43	Approach to stakeholder engagement	21
102-44	Key topics and concerns raised	21, 22
102-46	Defining report content and topic boundaries	21
102-47	List of material topics	22
Reporting practice		
102-50	Reporting period	3
102-52	Reporting cycle	3
102-53	Contact point for questions regarding the report	23, 57
102-54	Claims of reporting in accordance with the GRI Standards	3, 54
102-55	GRI Content Index	54
102-56	External assurance	3

Specific standard disclosures		Page
Economic		
201-1	Economic performance	5, 12
202	Market presence	5, 12
203	Indirect economic impacts	50–52
103-1	Management approach	50
203-1	Infrastructure investments and services supported	50–52
203-2	Significant indirect economic impacts	50–52
204-1	Procurement practices: Proportion of spending on local suppliers	46
205-1	Anti-corruption: Operations assessed for risks related to corruption	18
205-2	Communication and training about anti-corruption policies and procedures	18, 19
Environmental		
103-1	Management approach	33, 39
301-1	Materials used by weight or volume	43
301-2	Recycled input materials used	33, 37, 43
301-3	Reclaimed products and their packaging materials	36, 37
302-1	Energy consumption within the organization	40
302-4	Reduction of energy consumption	40
303-1	Interactions with water as a shared resource	44
303-5	Water consumption	44
305-1	Direct (Scope 1) GHG emissions	42
305-2	Energy indirect (Scope 2) GHG emissions	42

Specific standard disclosures		Page
305-5	Reduction of GHG emissions	40–42
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions	42
306-1	Waste generation and significant waste-related impacts	44
306-2	Management of significant waste-related impacts	44
306-3	Waste generated	44
307-1	Environmental compliance Non-compliance with environmental laws and regulations	18, 19, 39, 40
308-1	Supplier environmental assessment	46, 47
Social		
103-1	Management approach	25
401-1	Employment: New employee hires	28
401-3	Parental leave	26
402-1	Labor/management relations: Minimum notice periods regarding operational changes	25, 29
403-1	Occupational health and safety management system	30
403-2	Hazard identification, risk assessment and incident investigation	30, 31
403-4	Worker participation, consultation and communication on occupational health and safety	31
403-8	Workers covered by an occupational health and safety management system	31
403-9	Work-related injuries	31
404-1	Average hours of training per year per employee	27
404-2	Programs for upgrading employee skills and transition	26, 27

Specific standard disclosures		Page
404-3	Percentage of employees receiving regular performance and career development reviews	27, 28
405	Diversity and equal opportunity	28
405-2	Ratio of basic salary and remuneration of women to men	28
406	Non-discrimination	19, 28
407	Freedom of association and collective bargaining	29
408	Child labor	46, 47
409	Forced or compulsory labor	46, 47
412-1	Operations that have been subject to human rights reviews or impact assessments	18–20
413-1	Operations with local community engagement, impact assessments and development programs	50–52
414-1	Supplier social assessment: New suppliers that were screened using social criteria	48
416-1	Customer health and safety: Assessment of the health and safety impacts of product and service categories	34
418	Customer privacy	19
419	Socioeconomic compliance	18–20

Publishing information

PUBLISHED BY

ZWILLING J.A. Henckels AG
Grünewalder Straße 14-22
42657 Solingen, Germany
Tel. + 49 (0) 212 - 88 2 0
Fax + 49 (0) 212 - 88 2 300
www.zwilling.com

CONTACT

Dr. Gernot Strehl (Sustainability Officer)
ZWILLING J.A. Henckels AG
E-mail: sustainability@zwilling.com

CONCEPT AND CONSULTING

ZWILLING J.A. Henckels AG

EDITING

blue satellite, Düsseldorf

DESIGN

noldt design, Düsseldorf

PHOTOGRAPHY

Pages 4, 11, 15-17, 24, 32, 38, 45, 49: Astrid Möller
Fotografie; pages 5, 9, 12: Shutterstock; pages 7 (on
the left), 9 (upper right-hand side), 31: kornkun, www.
flaticon.com; page 13 (1818, 1851, 1893): Wikimedia
Commons; pages 10 (on the right), 52: Shutterstock;
page 51: action medeor; all other images:
© ZWILLING J.A. Henckels AG

Publication date of this report
6 May 2022

www.zwilling.com

ZWILLING on social media

