

2017
**SUSTAINABILITY
REPORT**

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1. COMPANY POLICY

All of our actions have consequences

About Wetrok

Environmental and social responsibility

Environmental compatibility newly embedded in the mission statement

ISO certification

ECO SWISS membership

IG ökologische Beschaffung membership

All of our actions have consequences

Whether it be in our private or our professional life: Every day we act, by making decisions. However, we tend to forget something: Each of these decisions has an impact. Our business-related activities in particular, have consequences for other people and for the environment. We would like for the positive impact of our activities to be as large as possible, and for the negative impact to be as little as possible. This is why – for 70 years now – Wetrok has been dedicated to developing solutions that will make the working life of cleaning staff as simple and efficient as possible. We also understand simplicity as meaning the following: using a minimum of resources – both in quantity and in volume. As an international corporation, Wetrok is committed to taking over responsibility for the entire value chain, also in the future. In the context of our new ISO 14001:2015 certification, gained in September 2017, we have revealed and questioned our status quo with regard to our environmental efforts. We are proud that we have already initiated, implemented and achieved quite a lot. But there is still plenty left to do. In this Sustainability Report we inform you about where we stand today, and in which areas we would like to improve in the future. Because: Making sustainability a part of our business strategy is the first step. Step two is even more important: To consider this aspect in every decision that we make in our daily work.

Gerhard Sandmeier
Head of Supply Chain

About Wetrok

Wetrok offers everything from a single source: chemical cleaning products, highly specialised machines, consumable supplies and application training. Wetrok AG is considered a pioneer in professional cleaning technology: The company has been a creator of innovations for professional cleaning processes for 70 years. Hygiene for life – our approach is highlighted by our claim. The products and cleaning systems are developed by our in-house research department at the company headquarters in Zürich-Kloten. Wetrok operates 12 sales outlets in Switzerland. Represented by subsidiaries and long-standing partners, Wetrok is now active in more than 35 countries across the world. More than 100,000 customers worldwide rely on holistic cleaning solutions by Wetrok.

Environmental and social responsibility

As an employer of around 250 staff members around the world, Wetrok is aware of the associated social and environmental responsibility. In particular in our role as a developer of chemical cleaning products, we feel that Wetrok has a special responsibility to act as a role model by using artificial and natural resources in moderation, and to pass this attitude on to our customers and the participants of our training sessions. Sustainable business operations across the entire value chain are not a strategic matter for Wetrok, but a matter of social responsibility. Even in the earliest stages of developing new products, we always consider the entire lifecycle management. For the sake of sustainable quality of life and well-being, Wetrok's staff members benefit from various health promoting activities and above average fringe benefits.

Environmental compatibility newly embedded in the mission statement

Wetrok holds an established leading position in the Swiss market. And we think: being in a leading position is also a duty. A duty to perform innovative research and sustainable business operations. In order to reinforce that Wetrok is committed to environmental compatibility of all products, in the research phase and far beyond, we have embedded these principles in our mission statement in 2017:

Minimum resource consumption

Whenever we develop a product, we focus on keeping the consumption of resources at the necessary minimum. In the laboratory and in application technology, we keep testing, trying and adapting, until we can ensure a maximum of hygiene paired with a minimum of chemical and electricity consumption.



Excerpt from our mission statement: Our clients create cleanliness and hygiene with the least possible resource utilisation.

Focussing on long-term value retention

Wetrok's environmental awareness is not limited to product development: We focus on maintaining the value of the materials to be cleaned. The service life of all furniture that is cleaned is extended significantly, when suitable methods and products are used in the correct dosage.



Excerpt from our mission statement: We provide our clients with the correct cleaning methods to maximise their cleaning productivity and ensure the well-being of those using the space that has been cleaned. We specifically focus on maintaining the value of cleaned materials.

ISO certification

Wetrok will still be offering the same quality tomorrow as they do today. And all of this without polluting the environment. It is for this that they have created a quality and environmental management system. Following days of intensive auditing, Wetrok fulfilled all the requirements for the ISO 9001:2015 (Quality Management System) and ISO 14001:2015 (Environmental Management System) certifications in September 2017. The ISO 9001 certification is a re-certification, while ISO 14001 is an additional certification for Wetrok. Both ISO standards are world leading quality management certifications.

The advantages of an environmental management system in accordance with ISO 14001:2015: We at Wetrok set targets regarding environmental policy for ourselves (reduction of waste, reduced resource consumption) and it is reviewed on a regular basis, if these targets are achieved. Wetrok's customers are therefore working with a company that assumes responsibility for environmental protection and that contributes to a sustainable value chain.

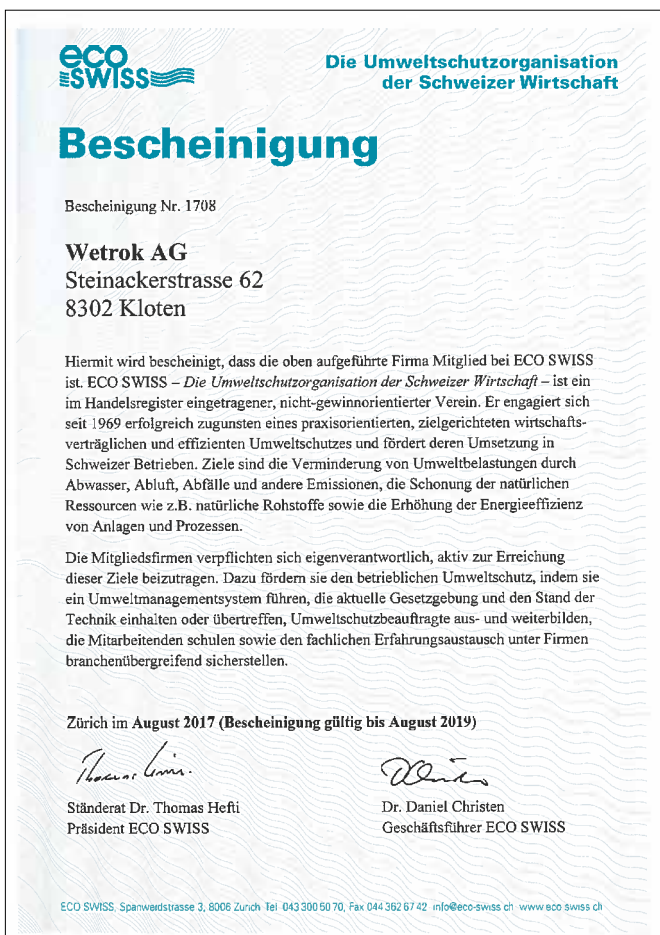
ECO SWISS membership

In addition to the ISO certifications, Wetrok is also a member of ECO SWISS, the environmental protection organisation of the Swiss business sector. The organisation's objectives include a reduction of the environmental impact of wastewater, emissions and waste and the conservation of natural resources. The member companies are committed to an active contribution to achieving these goals.



IG ökologische Beschaffung membership

In 2007, Wetrok took over the previously independent Minatol company. Minatol is a manufacturer of cleaning products and has been a member of the interest group for ecological procurement 'IG ökologische Beschaffung' (IGÖB) for many years. The interest group IGÖB promotes the consideration of environmental aspects in purchasing in the context of public procurement. Aiming to facilitate the work of purchasers, the IGÖB keeps a list of professional cleaning agents which meet the criteria of environmentally friendly procurement and are available in Switzerland. Wetrok is represented on this list as a manufacturer, with the Minatol products. These criteria include provisions for limiting environmental impact from packaging and for allowing for the correct dosage of products.



2.

WHAT WE HAVE ACCOMPLISHED TO DATE

Cleaning and care products

Machines

Consumables

Expertise

Lifecycle management

Lean management approach in production

Consumption of resources at the Kloten site (headquarters)

Disposal/recycling

Responsibility towards staff members

Work safety

Transport/logistics

Cooperation with partners

Cleaning and care products

Wetrok eco-line

Wetrok has a series of certified eco-friendly products, comprising six cleaning products. This sophisticated product line by Wetrok enables customers to clean their entire buildings in an environmentally friendly manner. The products have been awarded three internationally renowned eco-labels: the EU eco-label, the Nordic Swan eco-label and the Austrian eco-label. Meeting the criteria of all three labels, Wetrok guarantees outstanding environmental compatibility. The products meet – among other aspects – the following criteria:

- They only cause a low impact on water bodies.
- They contain less dangerous substances.
- They do not contain palm oil.
- All surfactants used are easily degradable.



By the way: The Nordic Swan eco-label has been awarded not only to Wetrok's eco-line, but also to the wetco line (maintenance cleaners).

Wetrok Granuline

An all new era of cleaning started, when Wetrok Granuline was launched onto the market in 2017. The granulate based product family does not only pave the way for significantly easier cleaning processes, it also stands for full environmental awareness along the entire value chain. Ranging from transport, via low-resource consumption through to dosage and application safety, Granuline makes day-to-day

cleaning work simpler, safer and more eco-friendly. This is why the product line received the CMS Purus Innovation Award in 2017. Granuline represents an all new technology: granular material in single-use packets. It is really easy to use: Open the granule sachet, dissolve in cold water and the cleaning agent is ready to go. Here is what the granulate line can do in terms of eco-friendliness and safety:

Significantly less water and chemicals required:

When used in combination with manual foam cleaning, Granuline reduces the use of chemicals by up to 30%, and water consumption by up to 95%.

Lower CO2 emissions in transport:

The single-use granulate sachets are small and light-weight. Compared to traditional liquid detergents, they require 75% less space and volume in transport. For the logistics process this means: Fewer lorries, fewer journeys, less CO2 emissions.

Preventing over-dosage:

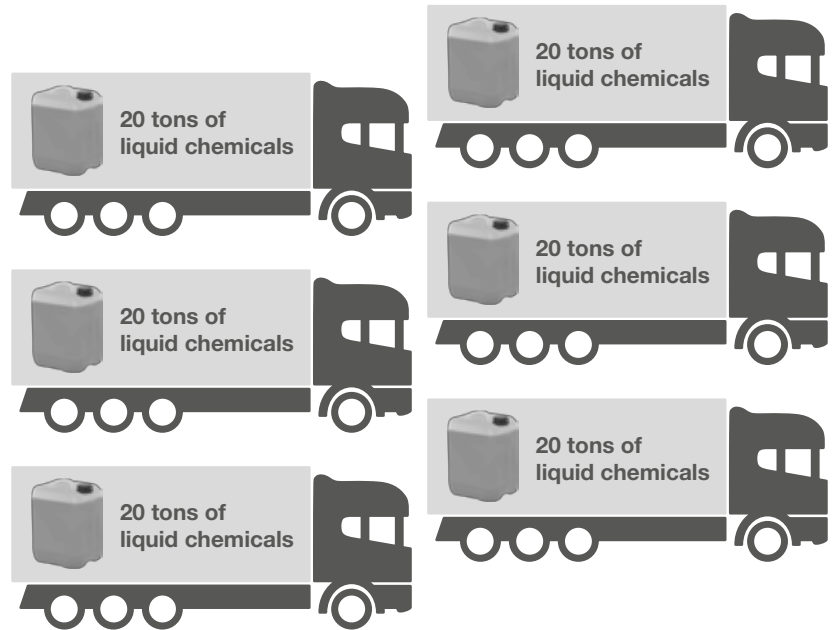
One single-use packet (sachet) equals one application. So cleaning staff will not be tempted to use too much product.

Safety in storage and transport:

Granular chemicals cannot leak, so there is no risk for personnel or the environment. The small sachets also mean that the staff will no longer need to carry any heavy canisters or water buckets, thus contributing to ergonomic working processes.

Safety for users:

The granulate sachets can be easily torn open along the perforation: So it is virtually impossible for the granulate to come into contact with the eyes or skin. There is also no risk of inhaling any fumes: The product line is completely solvent-free. To ensure that resources are protected also towards the end of the application cycle, Wetrok would like to achieve 100% certified biodegradability for the Granuline product line.



1 Granuline lorry replaces 6 lorry loads of liquid chemicals

- 97% less weight
- 85% less volume
- 100% dosing accuracy
- no dosing aids required
- no need for safety installations
- 1 stick = 1 use
- no leakage
- no solvents
- no canister recycling
- super easy to handle

Dosage system (can be used manually or machine-based)

Factors such as constant time pressure, or new and inexperienced cleaning staff, may lead to over-dosage of cleaning chemicals in everyday working life. Wetrok dosage systems are based on this principle: Dosage should be not only economical, but most of all correct. As much as necessary, as little as possible. Under-dosage can also have negative consequences: Additional doses may become necessary, due to significant under-dosage, and this will cause twice the effort and lead to resources such as water or electricity being wasted. This is why Wetrok provides customers with various types of dosage aids – both for manual and for machine-based cleaning.

For **manual** cleaning, Wetrok has the right dosage help for any application, ranging from the large dosage device for diluting concentrated cleaners at the ideal ratio, via measuring cups and dosage pumps for canisters, through to dispensers with visual dosage markers.

Things are even easier when it comes to **machine-based** cleaning: Automatic dosage systems provide for a balanced proportion of water and chemicals. These are available as accessories for various machines.

Wetrok has lately developed a range of products that do not require a dosage system (single-serve cleaning chemicals).

Machines

Certified Duomatic line

Three of the four models of the Duomatic line of scrubber-driers are 'EFFICIENCY certified', according to the 'EUnited' label by the European Cleaning Machines Association. This cleaning label is only awarded to machines that feature high cleaning efficiency paired with low energy and water consumption. We are committed to an ongoing improvement of energy efficiency for our existing machines.



Touch'n'Clean technology: no electricity used while stationary

Two of our Wetrok dry vacuum cleaners are already equipped with the resource saving Touch'n'Clean technology. The new technology allows for the vacuum cleaner to be controlled by touching its handle: Touch the handle and the machine turns on. Let go of the handle and it turns off. This unique start-stop function is integrated into the handle for ergonomic operation. The function also significantly improves the efficiency of the appliance: The common everyday situation in which the vacuum cleaner is stationary with the engine running, is now a thing of the past. The machine is only turned on when it is actually in use. Power consumption is reduced by up to 30% as a result. If the vacuum cleaner is not moved for five minutes, it will automatically go into sleep mode.

A dry vacuum cleaner uses around 0.9 kilowatts per hour. This means that if 1,000 dry vacuum cleaners are used for an hour a day (240 days per year), over the course of five years, using a Touch'n'Clean model will lead to the following savings:

Comparison of energy consumption over five years

1,000 traditional dry vacuum cleaners	1,000 dry vacuum cleaner with Touch'n'Clean function
<hr/>	<hr/>
= 1,080,000 kilowatts	= 756,000

Possible saving: up to 324,000 kilowatts (30%)



Lithium iron phosphate batteries

In 2012, Wetrok was the first company in the world to harness advanced lithium iron phosphate technology for the use in scrubber-driers. The technology is gradually being introduced for dry vacuum cleaners, too. This category of lithium battery is characterised by its low environmental impact and a high degree of safety. Thanks to their high energy density, they are among the most future-oriented power storage devices.

Safety: With lithium iron phosphate batteries, there is no danger of fire or explosions due to mechanical stresses. They therefore comply with the highest safety standards, which Wetrok is implementing proactively.

Long service life: While traditional lead batteries need to be replaced two or three times over the service life of a machine, a lithium iron phosphate battery will usually last for the machine's entire service life.

Eco-friendly: Compared to traditional batteries, lithium iron phosphate batteries contain significantly less polluting raw materials.

To provide for improved safety and a longer service life, Wetrok intends to use only lithium iron phosphate batteries (instead of lead batteries) in new machine models that are launched onto the market.

ECO mode

Various newly developed machines can be put into the so called 'eco mode' by the touch of a button. The vacuuming performance is actively reduced and the machine will require up to 30% less electricity.

Consumables

Mops: highly durable and featuring an orientation guide for customers

In 2017, we developed our first own Wetrok quality label for mops. The following criteria will help customers to select the right mop for their application: Wash cycle, water and dirt absorbency, gliding property and abrasiveness. Each criterion receives an assessment value. The values stated will then allow a comparison of the mops. This is Wetrok's way to prevent cleaning professionals from buying a mop that does not match their requirements, and that they will soon need to dispose of. Wetrok mops are also extremely durable: They can survive up to 900 washes, so throughout their lifecycle they will make a number of replacements unnecessary.

Expertise

Application training (Wetrok Academy)

Wetrok holds cleaning training sessions in the on-site Wetrok Academy or at our customer's premises. The training has been certified with the prestigious Swiss training quality label eduQua for several years now. In 2017, we successfully performed and passed another audit to maintain the eduQua label. Our training sessions cover all areas of professional cleaning. A course about ergonomics has been part of our programme for several years. Participants of this course learn about ways for structuring their work in a manner that is beneficial to their health. The head of training at Wetrok has conducted a survey regarding the correlation of ergonomic cleaning methods and health-related absence. This is what he found out: A consistent use of the entire body musculature – instead of strain on the shoulder only – could prevent almost half of all illness-related absences.



Zertifikat



Die SQS bescheinigt hiermit, dass nachstehend genannte Institution die Anforderungen der nachfolgend aufgeführten normativen Grundlage erfüllt.



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Steinackerstrasse 62
8302 Kloten
Schweiz

Geltungsbereich

Weiterbildung

Normative Grundlage

eduQua:2012

Anforderungen an das Qualitätsmanagement bei Weiterbildungs-Institutionen

Scope(s) 37

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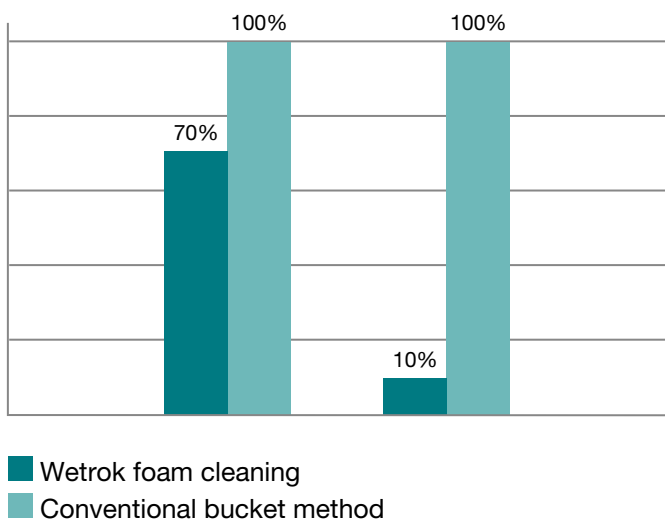
Swiss Made



Cleaning methods

A method is a way in which something is cleaned. Wetrok's 'manual foam cleaning' method is considered a poster child of low-resource cleaning. The foam bottle promotes economical use of chemicals and water, as the multiple-spray reflex is significantly reduced in comparison with traditional spray bottles. Not a single drop of cleaning chemicals or water is lost in vain.

Manual foam cleaning allows for water consumption to be reduced by 90% and chemical consumption by 30%, compared to conventional cleaning using a bucket and water:



This is how it works: Fill a foam bottle with water and the cleaning solution/cleaning granulate, shake it briefly and distribute the resulting foam on a cloth in a cross shape. A consistent lather is created, which can be easily spread across the entire surface.

The special Wetrok foam bottles with clear dosage instructions allow for safe and simple preparation of the cleaning foam. Manual foam cleaning also contributes to creating a safe and ergonomic working environment: **No breathable particles are released into the air.** There is no need to carry around water buckets or to wring out cleaning cloths either, eliminating unnecessary strain on the wrists.

Lifecycle management

Exposé (cleaning concepts)

Customised cleaning concepts enable customers to realise substantial savings in water and chemical consumption. For this purpose, Wetrok's experts coordinate cleaning methods and systems for an entire property to achieve an optimised effect. Expert knowhow is therefore made available for non-experts and tailored towards their premises. To compile all the factors, the first step is to ensure every room of the building on site is inspected and the floor plans are included. Based on the types of floor coverings, room sizes, surface materials and cleaning intervals, Wetrok will determine the time, staff and cost required for cleaning. The next step is an application training session, in which the new cleaning methods and the ideal dosage are explained step by step.

Experience gathered by the Wetrok experts: An Exposé enables customers to save 70% water and 40% chemicals on average. How is this possible?

The reduced use of chemicals is possible, because polyvalent products are used instead of countless different products. The users are trained in applying the correct dosage in on-site training sessions, to ensure they are well-versed in handling their main cleaning agent. Misapplications and damages can thus be prevented. One important factor for reducing water consumption is to switch to modern cleaning methods. Example: A systematic switch from bucket units containing chemical-water mixtures to mops, which are primarily doused with a cleaning solution, allows customers to reduce water consumption by more than 50%.

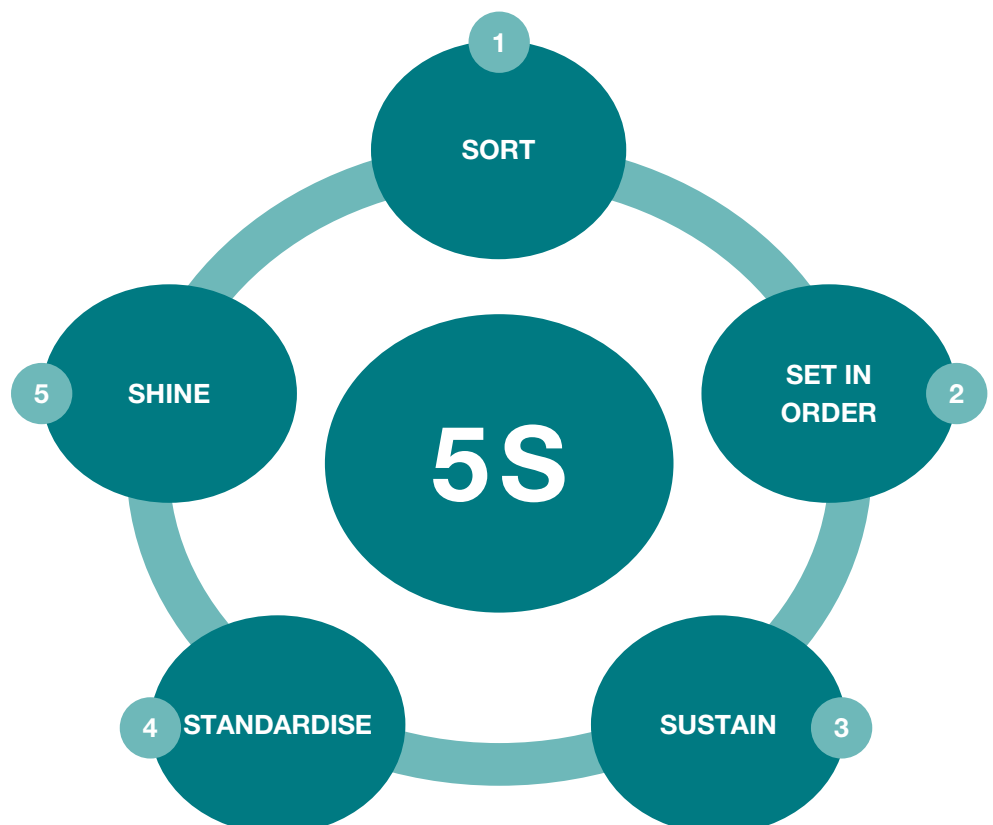
Wetrok has already taken various measures to have a positive impact on the environmental performance of the market performance across the entire lifecycle. Wetrok's scrubber-driers, for example, have an above average service life, compared to other machines available. Wetrok is currently working on defining standard processes for lifecycle consideration. Planning provides for these to be consistently used not only in production and development, but also in all other areas of the company. From the initial idea through to disposal. The objective is to facilitate a more holistic approach to lifecycle consideration.

Lean management approach in production

Wetrok's production processes are characterised by a lean management approach. In concrete terms, this means: Value is created without waste and working processes are kept lean. The objective is to create jobs, in which top-quality products are created in the shortest period of time possible and with top safety standards. To do so, Wetrok employs the 5S approach.

These are three of the advantages of this method:

- Any wastage is recognised immediately and can be eliminated.
- Anything that is not needed (such as tools), has to go.
- Waste is clearly recognisable.



Consumption of resources at the Kloten site (headquarters)

Electricity

Power consumption has been rather steady over the past three years – with variations by only 2%. Consumption is independent of the activities performed in machine production. A comprehensive energy efficiency analysis is currently outstanding. There appears to be potential for saving electricity in lighting: After business hours, lighting in office, storage and production areas at the headquarters is controlled by motion detectors. This means that lighting is only switched on when it is actually needed. However, during the day, lighting is always switched on. In particular during daytime operation, there is great potential for savings in electricity consumption.

Heating energy

Gas and oil consumption is not only subject to seasonal variations, but it also depends on the lengths of cold periods in a given year. Consumption of heating energy is largely independent of the activities performed in machine production. A comprehensive energy efficiency analysis is currently outstanding. However, the oil heating system is rather old and it should be replaced by a more energy efficient system in the near future.

Water

Water consumption has been stable over the past three years, with maximum variations of <12%. Water consumption is independent of the machine production. A comprehensive water consumption analysis is currently outstanding. Water consumption per staff member per working day is less than 75 litres. The Swiss average is a daily consumption of 162 litres (private household), it is therefore assumed that the biggest share of water consumption is due to 'natural' water usage of staff members and visitors to the canteen. As water consumption is independent of production, there is potential for savings in this area, too.

Paper

Automatic pre-setting of black-and-white printing has already caused the share of colour copies and printing products in colour to be reduced considerably. Wetrok uses printing paper which bears the EU eco-label and complies with ISO 14001.

Disposal/recycling

Disposal/recycling

For many years now, waste has been strictly separated at Wetrok and been fed into the recycling system.

Waste is separated as follows:

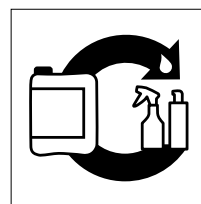
- Household waste
- Toner (is returned to the supplier)
- Paper
- Cardboard
- Glass
- PET*
- Batteries
- Aluminium
- Aluminium coffee capsules

*To reduce CO2 consumption for transporting PET bottles and to dramatically reduce the use of plastic cups, Wetrok is operating a number of water dispensers that are available to all staff members.

In the office area, waste is collected internally and recycled. For reasons of efficiency, Wetrok has chosen an external solution for the production departments and storeys: Mixed containers are available, whose contents are carefully sorted, managed and fed into the recycling system by external partners.

Packaging

Any type of packaging should follow this principle: As much as necessary, as little as possible. Packaging is necessary to ensure protection and safety for the products during transport, storage and use. It is desirable that packaging has as low an impact on the environment as possible. Spray bottles, dispensers with concentrate and foam dispensers are 100% reusable. The same is true for the product cartons. Wetrok has designed a pictogram for 2018 that illustrates reusability. This allows customers who speak other languages to also see at first glance that the cleaning bottles are not intended for disposal but for reuse.



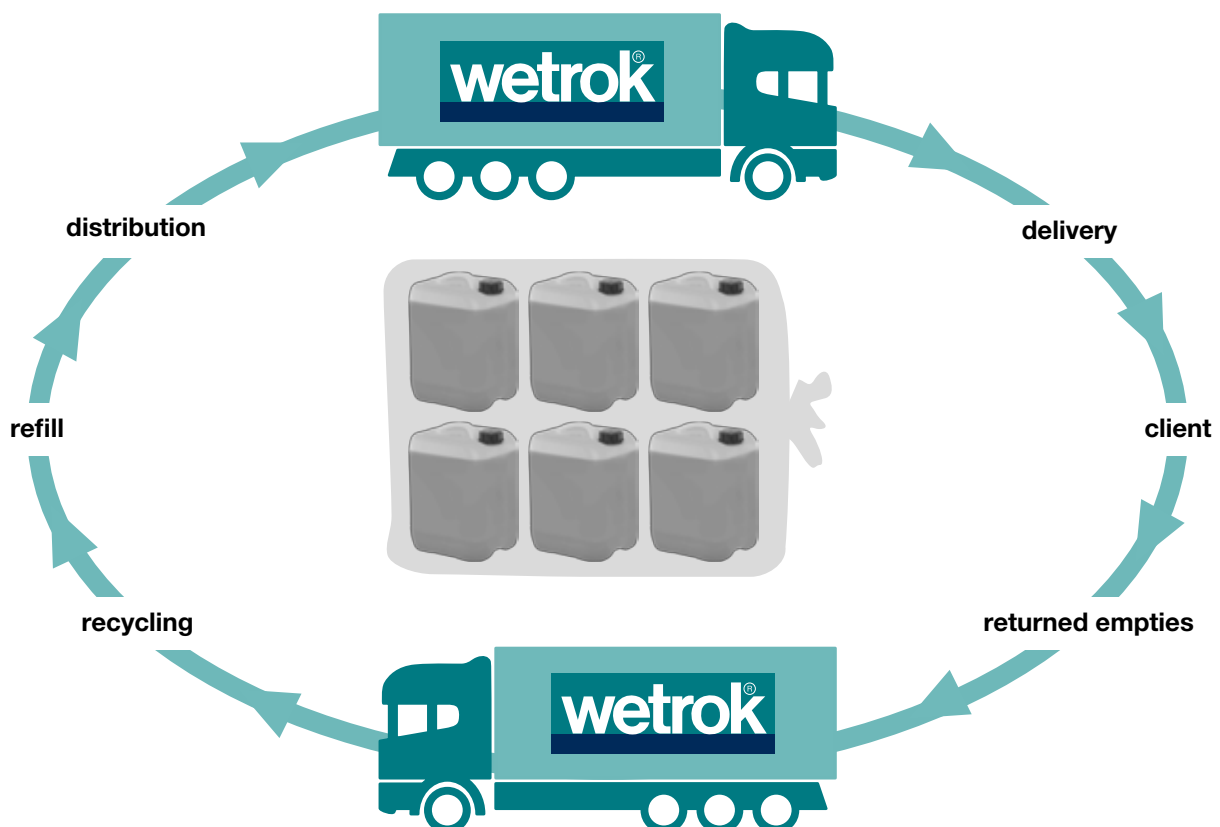
Disposal of machines

Customers are offered the option to return worn-out or damaged machines to our headquarters or the sales outlets. The materials used in the machines (plastic, aluminium, etc.) are sorted and picked up by an external partner for reuse. This allows for them to be recycled and fed back into the material cycle.

Disposal of special waste

Customers may return empty canisters to the sales outlets or the headquarters. This allows Wetrok to act as an interface between the customers and professional disposal. Furthermore, the legally required targets are also complied with: Waste prevention, recycling, reuse and provision of appropriate disposal facilities. A goal for the medium-term future is for Wetrok to reduce special waste in the areas of cleaning

products and heavy metal-based lead batteries. The amount of cleaning products that are disposed varies greatly. Wetrok wants to reduce this amount through improved planning and storage management. Planning provides for heavy metal-based lead battery waste to be reduced, through a gradual introduction of machines and accessories with more energy efficient lithium batteries.



Responsibility towards staff members

Well-qualified staff members are the basis of Wetrok's innovative strength. They are essential for us to be able to keep surprising the market with new solutions. Whether it be the laboratory staff or our sales representatives – each staff member contributes greatly to our company's ability to compete. Wetrok appreciates this. We create framework conditions that make our staff members' work safe, ergonomic and enjoyable. This includes modern working environments, a certain freedom in operations, individual advancement options, internal and external training measures and above average employer's contributions to social insurances. Unpaid leave is usually made possible, provided that this is coordinated in a timely manner. A friendly corporate culture in which colleagues are on first name terms inspires successful team work and the proactive contribution of ideas. All staff members at the headquarters benefit from subsidised catering options at our staff restaurant, subsidised membership in a gym located in walking distance and free on-site health promotion classes (Qigong). High desks and other aids are available for staff members with health issues. Wetrok is also dedicated to offering vocational training options: Six trainees are currently being trained in the commercial field.

Diversity:

Wetrok thinks that diversity is a gain for any company. For example, we have staff members from 15 different countries at our Wetrok headquarters.

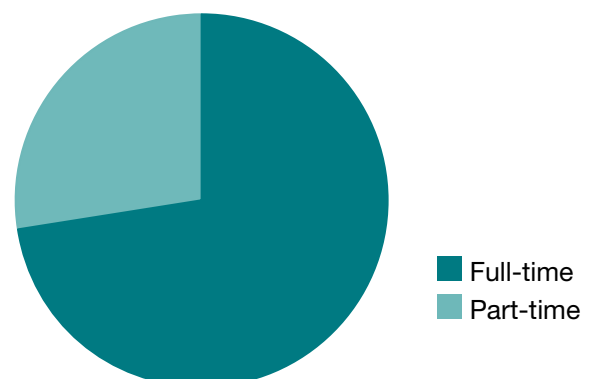
Fluctuation rate:

We had a fluctuation rate of 10% in 2017. This figure illustrates that Wetrok succeeds to concentrate expertise on the long term and to ensure lasting staff satisfaction, while there is still a healthy degree of staff turnover to allow for some fresh wind and new solution approaches for the company.

Promoting part-time employment:

With a wide range of part-time models, Wetrok addresses the demand for more part-time employment options. This enables mothers in particular to return to the working process with fewer hours after they have given birth. The proportion of part-time employees at Wetrok was above average in 2017, at around 27%.

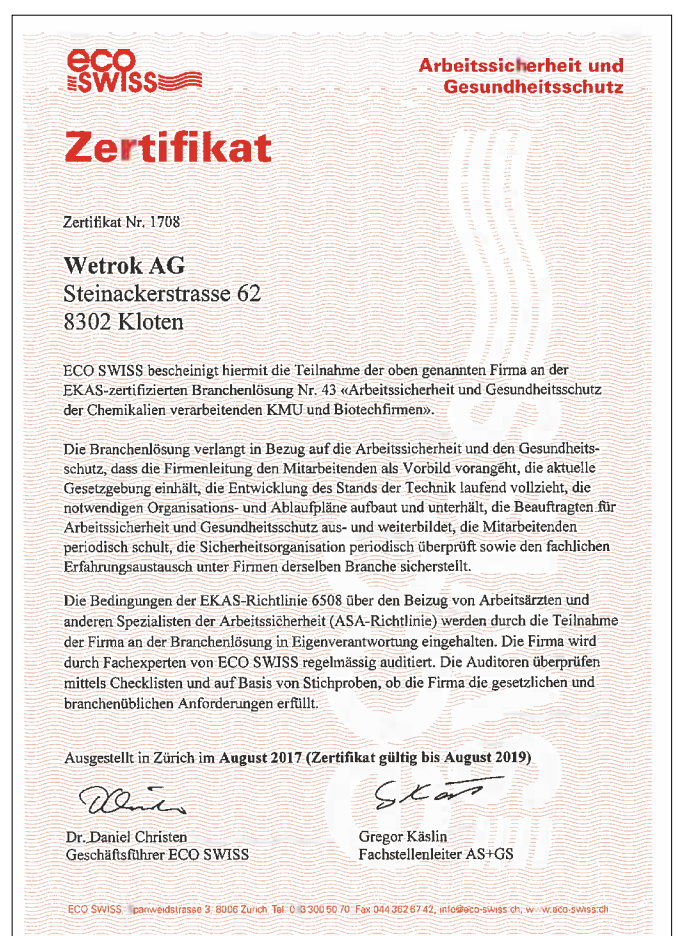
Part-time ratio:



Work safety

Our staff members' safety and health is of great importance to us. An emergency concept is in place for the headquarters and the sales outlets. We perform regular evacuation drills at the headquarters. Accident prevention is always taken into account when organising work processes.

Wetrok holds a certificate awarded by ECO SWISS, for our participation in the EKAS certified industry solution 'Occupational safety and health protection in SMEs processing chemicals and biotech companies'. Among other things, the certificate requires that the company management acts as a role model for staff members and that representatives for occupational safety and health protection receive initial and continuous training. Wetrok is audited on a regular basis by the industry experts from ECO SWISS.



Transport/logistics

Sales representatives

Wetrok operates an efficient direct sales organisation with sales representatives and mobile service technicians, and the company therefore relies on a comprehensive vehicle fleet. Sales representatives are allowed to use their cars for private purposes, too. The Wetrok fleet covered a distance of 2,084,620 kilometres in 2017. The large Wetrok delivery lorry and around half of all sales representatives' vehicles comply with the Euro 6 guidelines. We are currently reviewing ways for reducing CO2 emissions in the existing fleet and for new vehicles.

Logistics (product transport)

Logistics for transporting products to our customers are provided by external partners. These partners are also certified pursuant to ISO 14001, and they are instructed to pool transport units and to plan accordingly, to allow for the highest possible degree of utilisation. The EU emission standard EURO 6 for newly registered vehicles has been legally binding also in Switzerland since 2014. All logistics partners hired by Wetrok observe this guideline, and use lorries that at least comply with the EURO 6 standard.

Transport of hazardous goods

Wetrok regularly reviews the product range with regard to legal guidelines and these are considered without exception when developing new products. The transport of hazardous goods should be kept to the necessary minimum, to reduce the likelihood of fires, disasters, etc. In the future, Wetrok would like to considerably reduce hazardous goods transports of class 3 goods (flammable liquids) in particular.

Cooperation with partners

Wetrok only cooperates with chemical manufacturers and logistics partners that also hold ISO certification. Furthermore, there is a comprehensive system for detailed supplier ratings that are carefully reviewed on an annual basis (on-site auditing performed by Wetrok). Wetrok intends to add environmental criteria to the supplier rating system, and to give priority to suppliers with eco-labels, if quality standards are equal.

All guidelines and areas addressed at the headquarters shall also apply for the 12 sales outlets. For sales outlets that are located further away from the headquarters, a certified partner is instructed to perform professional disposal services.

3.

TRANSPARENCY CONFIRMATION

There were four operational accidents at Wetrok in 2017. There were no disruptions and no offenses were reported by authorities or individuals. Wetrok maintains active contact to the professional industry bodies, the authorities and to insurance companies. Wetrok hereby confirms within the framework of this sustainability report and its ISO 14001:2015 certification that there are no outstanding proceedings or pending issues from 2017 or earlier, regarding any issues that may be detrimental to the company's reputation.

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