



Sustainability – now and in the future

2023

We take responsibility

At PMA/TOOLS AG we are fully aware of the importance of sustainable actions for shaping a future-ready world. The decisions we make today, have a direct impact on our environment and the diversity of our ecosystems.

Our commitment for environmental protection and social responsibility is therefore at the heart of every area of our business. We have already achieved a considerable amount and continue to strive for change – whether through large-scale projects or in small steps. We are particularly proud of our dedicated employees who actively support us. Through our internal project groups, such as Smart & Green or Idea Management, we identify and implement various initiatives.

This brochure provides insights into our efforts – from environmentally friendly product development to efficient production processes. It highlights how we are laying the groundwork for a future worth living in and embedding sustainability as a core aspect of our corporate culture.

Right at the front – for the environment, for you, for all of us.



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Field of action Customer service



Field of action Customer service



Our cooperation with customers is at the forefront of our efforts. Only by joining forces, we can create a more sustainable environment.



At PMA/TOOLS AG, we view our customers not just as partners, but as co-creators of our sustainable future. Our corporate culture is defined by a deep understanding of their needs and expectations. In partnership, we develop innovative solutions to address the daily challenges in vehicle glazing. We firmly believe that sustainability and customer satisfaction go hand in hand.

Already today, together with our customers, we are saving valuable resources, for instance, by switching to digital invoices, order confirmations, and delivery notes. Our shipping boxes use 100 % recycled filler material and paper tape. To further reduce CO₂ emissions, we ensure that our choice of shipping service providers aligns with sustainable business practices.

Sustainable services

We see ourselves not just as service providers, but as committed partners dedicated to a sustainable future. We leverage the diverse opportunities across various areas, such as product development, order processing and logistics, to promote resource-saving alternatives.

Customer driven product development

Our products and processes are constantly optimised. This allows us to use resources efficiently and avoid unnecessary components. Customer insights are incorporated into product development to ensure products are precisely tailored to customer requirements.

Long-term availability of spare parts

To ensure the long-term functionality of our products, we offer the option to buy spare parts even long after the initial purchase. Even if

certain items are discontinued from our range, the associated spare parts and consumables remain available in our inventory for an extended period.

Paperless complaint service and repair service

We have established a user-friendly online complaint system allowing customers to submit claims easily and paperlessly. Our centrally managed repair service through the webshop ensures efficient repairs while focusing on environmental sustainability.



FIELD OF ACTION: CUSTOMER SERVICE

Collecting orders for bulk purchases

With our modern ordering system, orders can be accumulated over a longer period and consolidated into a bulk purchase. This not only reduces costs but also minimises the ecological footprint.



Customer satisfaction surveys

Conducting regular customer satisfaction surveys helps us continuously optimise processes, services, and products to better meet the needs of our customers.



Discontinuation of catalogue production

We have decided to stop printing our catalogues. Every two years, an edition of 2,000 catalogues in four languages was printed and sent to our customers. We felt that this was no longer contemporary, so we switched to a digital catalogue, which saves a significant amount of paper. Customers can now find our entire product range in our online shop – always up to date. Both prices and stock levels are visible as soon as the personal login is completed.

Sustainable shipping

It is important to us to minimise the environmental impact of our shipping process. We have implemented numerous measures that take into account the business activities of our customers while being easy to integrate. Our focus is on offering more efficient and sustainable solutions across the entire logistics area, for example, by advancing smart shipping optimisations or energy-saving measures in warehousing.

Parcel shipping

Our packages are being optimised and partial shipments are avoided through predetermined packaging units. As a result, the goods are packed with minimal filler material. The load capacity of the transport vehicle is maximised by using standardised boxes in collaboration with our shipping provider.



Standardised parcels and packaging units optimise the loading capacity of transport vehicles and reduce packaging waste.

Digital documents

A significant step towards reducing our ecological footprint was the switch to digital invoices in autumn 2023. This change saves 198 kg of paper annually and also makes communication and archiving more efficient. Every invoice that is not printed additionally saves envelopes, postage, and transportation costs. Furthermore, the switch helps reduce the number of toner cartridges used, thereby lowering the amount of toxic materials.



We save 3,000 pages (16,5 kg of paper) per month, which accounts for 2/3 of our paper consumption.

Modern warehouse

In 2020, we optimised our warehousing operations: we opened a new warehouse in Willich with an innovative energy concept and equipped it with a photovoltaic (PV) system. The installation of an additional PV system on the second building section in April 2023 enabled us to further increase the share of renewable energy in our logistics. Centralised loading docks and detailed signage throughout the company premises contribute to more efficient loading and unloading for incoming transport companies and direct customers, helping to conserve resources.



We supply nearly 2,500 customers in over 100 countries worldwide.



Central locations

The central locations of our subsidiaries allow us to maintain better control over our supply chain and ensure efficient, sustainable delivery to our customers in the respective countries.

We are committed to continuously optimising our shipping process to make a positive contribution to the environment and reduce our ecological footprint.

FIELD OF ACTION: CUSTOMER SERVICE

“ By switching to paper adhesive tape, we save approximately 785 kg of CO₂ and 390 kg of plastic per year.

Environmentally friendly packaging materials

Our responsibility to the environment is also reflected in our choice of packaging materials. Instead of plastic tape, we now use paper tape for our packages. This is just one example of our efforts to use more eco-friendly packaging solutions. Previously, we introduced paper delivery note pouches and today we are increasingly focussing on digital invoices to further reduce paper consumption. In addition, we use improved recycled materials as filler for our packages, which helps to minimise both environmental impact and waste.



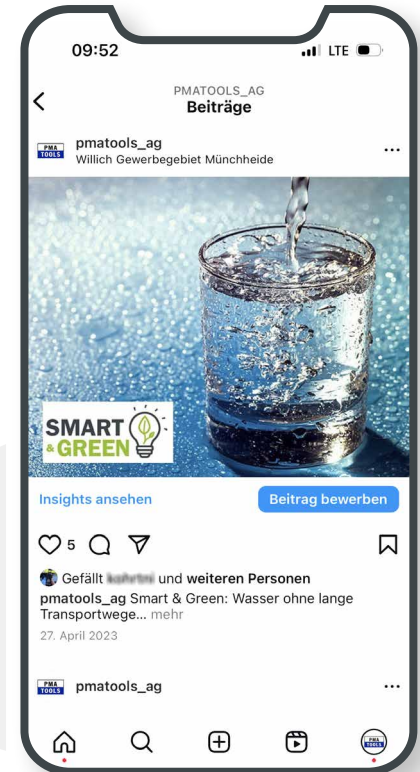
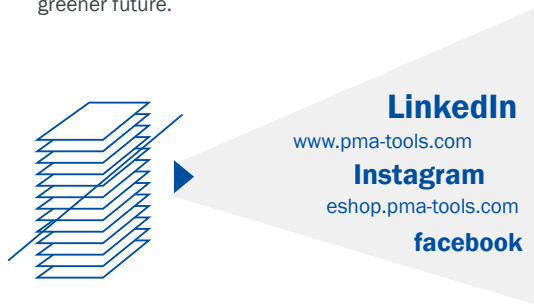
„Paper adhesive tape not only reduces CO₂ emissions during production but also minimises waste. This aligns with our commitment to sustainability.“

Jessica Bönning,
Sustainability Officer

Digital sustainability communication

We communicate our sustainability successes through various digital channels.

Instead of printed materials, we rely on social media, press releases, our website and newsletters to share our progress and our vision for a sustainable future with our customers and stakeholders. This digital communication is not only more environmentally friendly, but it also allows us to disseminate up to date information in a timely manner: another step on our path to a greener future.



Field of action Company



Field of action Company



We are actively committed to a greener, more social and healthier future. For us, sustainability means taking responsibility for the environment, society, and our employees.

Our wide range of initiatives across all business areas reflects our strong belief that sustainability encompasses not only ecological but also social responsibility and the well-being of our employees.

In the ecological realm, we rely on self-generated solar power from our own photovoltaic system.

This system provides us with clean energy and allows us to feed part of the generated electricity

into the public grid. We thus contribute to the supply of renewable energy. Furthermore, as part of our Corporate Social Responsibility (CSR) efforts, we support social projects, advocate for ethical business practices and promote sustainable partnerships. Our health management programme supports the well-being of our employees and encourages healthy lifestyles.



Climate protection

For us, economic activity and ecological responsibility go hand in hand: We reduce our CO₂ footprint through the use of green energy and efficient buildings. Environmentally friendly solutions are an essential part of our daily operations. They are based on our carbon footprint assessment, which provides us with a framework for action.

Scope 1 and 2

The reduction of our emissions not only includes the electrification of our vehicle fleet (Scope 1) but also the increased use of renewable energy in our buildings (Scope 2). These measures are a central part of our commitment to climate protection and the creation of a sustainable future.

By the end of 2023, we had converted 95 % of our company fleet to electric vehicles, which are charged using our 2,780 m² photovoltaic system. This step significantly reduces our annual consumption of 40,000 litres of petrol and diesel. From our perspective, electromobility is thus not only environmentally sensible but also economically attractive: it shortens the planned payback period of our photovoltaic system from 6.5 to just 3 years.

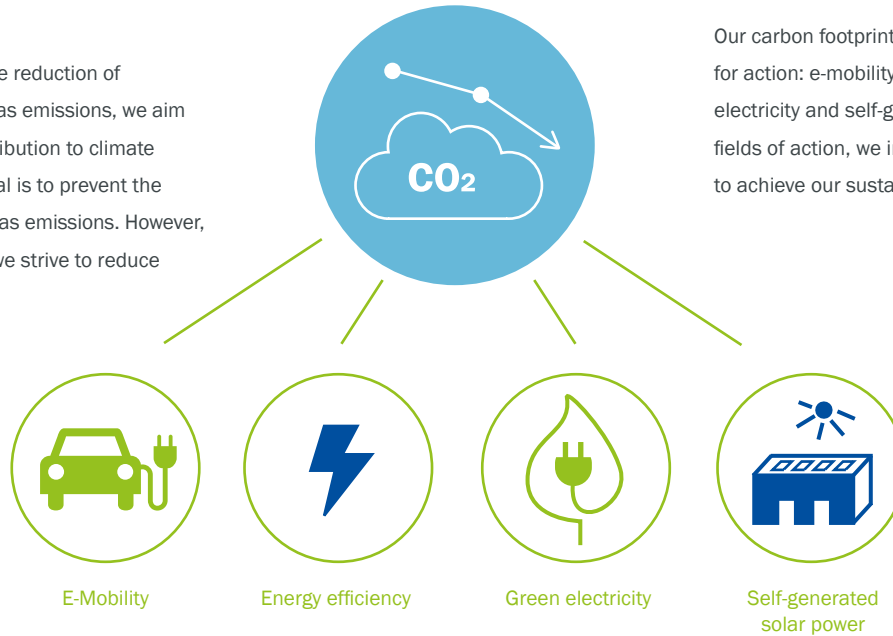
Our photovoltaic system significantly contributes to reducing our CO₂ footprint.



FIELD OF ACTION: COMPANY

Avoiding emissions

By achieving a considerable reduction of unavoidable greenhouse gas emissions, we aim to make a significant contribution to climate protection. Our primary goal is to prevent the formation of greenhouse gas emissions. However, when this is not possible, we strive to reduce them to a minimum.



Our carbon footprint identifies four key areas for action: e-mobility, energy efficiency, green electricity and self-generated power. Within these fields of action, we implement specific measures to achieve our sustainability goals.

Energy and mobility

Our carbon footprint shows that the energy sector is the largest emitter of greenhouse gases. As part of our climate strategy and the measures it includes, we are significantly reducing this figure, thereby contributing to the prevention and reduction of emissions.



A total of 17 charging points



Infrastructure for electric vehicles

In 2023, we installed six new electric charging stations, increasing the total number of charging points to 17. These charging stations are not only intended for our company fleet but can also be used free of charge by our employees for their private e-vehicles and the public. In this way, we promote electric mobility and contribute to the reduction of emissions.

Environmentally friendly fleet conversion

By the end of 2023, we achieved the ambitious goal of converting 95 % of our fleet to electric



vehicles. This step saves approximately 40,000 litres of petrol and diesel annually.

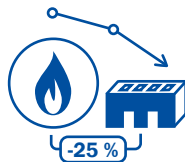
Self-generated solar power

Our buildings are powered by energy from our own photovoltaic system, which generates sustainable solar power. This allows us to meet our energy needs in an environmentally friendly way while also reducing operating costs.

FIELD OF ACTION: COMPANY

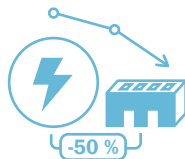
Green electricity and energy efficiency

We rely on green electricity when additional demand arises and continuously optimise energy efficiency in our warehouse. Lights are only turned on when needed, and automatic controls help minimise electricity consumption. In 2022, we modernised our heating system, allowing us to manage consumption more precisely and significantly reduce gas usage.



General
gas savings

89,084
kWh p. a.



Savings achieved
through electricity
of our own sources

170,438
kWh p. a.



Support for employees

As part of our commitment we not only offer free-to-use charging stations for our employees but also grant subsidies for the electricity they use at home through wallboxes to charge their company vehicles.

Buildings

At our main location in Willich, we have a total area of 10,500 m². In the new building section, a modern energy concept was implemented right from the start. The older buildings are being gradually upgraded in terms of energy efficiency and each renovation is carried out with a focus on sustainability.



In 2020, we expanded our existing warehouse with a 2,600 m² extension featuring a modern energy concept. Key considerations included effective soundproofing, thermal insulation and window sealing. The latter was renewed in all buildings where necessary. The new warehouse is equipped with modern LED technology, which is automatically controlled based on external lighting conditions. A floor heating system was installed throughout the entire area to provide a comfortable indoor climate and optimal heat distribution. For increased efficiency, heating times have been reduced and the heating temperature has been lowered by 0.5 °C.

Whether new or old, we prioritise sustainability in all building sections.

In all PMA/TOOLS AG buildings, where appropriate, fluorescent tubes have been replaced with high-performance LED lights. All buildings are powered by self-generated solar energy, which also supplies a bicycle garage equipped with six charging stations for e-bikes and e-scooters. Conveniently located loading docks ensure fast loading and unloading. Bright, ergonomically designed workstations contribute to a good indoor climate and help maintain employee health. In all future renovations, sustainability aspects will be taken into account. We also focus on sustainable practices when purchasing new equipment and materials.

Biodiversity

To promote greater biodiversity, we have expanded our green spaces and planted several trees as part of the new building project. Our goal is to create more green areas and provide habitats for bees and insects.

We also made a small contribution to promoting biodiversity by distributing wildflower seed paper as a spring gift to our customers. This meaningful

giveaway helped raise awareness about biodiversity and encouraged our customers to participate.



Our commitment

Not only is sustainable action important to us, but we are also fully aware of our social responsibility as a company. Whether in our local region or further afield, we get involved where help is truly needed and can be used effectively. It is important to us to directly and immediately support institutions through our material or financial donations.

Projects

Over the years, we have supported many different organisations. In particular, we have collected donations several times for the Tafel Willich e.V. Together with our employees, we were able to pack several food parcels and thus make a local contribution. Filled with non-perishable foods, the parcels are distributed to people visiting the

Tafel during the Christmas season. In 2023, our donation went to the organisation Kinderhelfer mit Herz e.V., which provides basic necessities to children living in poverty in North Rhine-Westphalia.

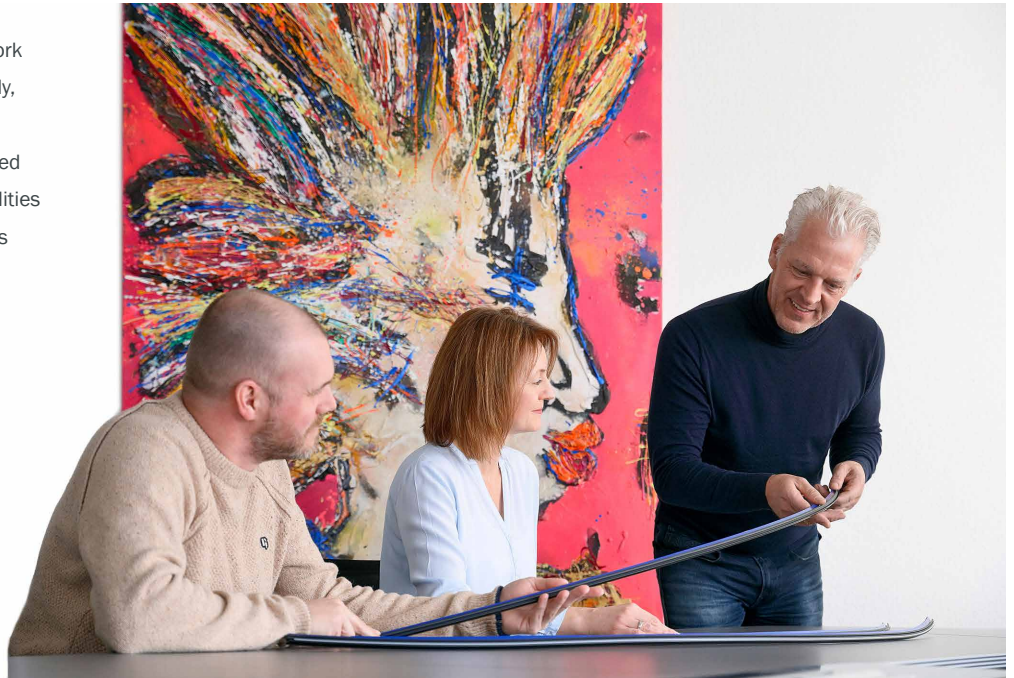


Diverse engagement:
We support projects that
are close to our hearts.

FIELD OF ACTION: COMPANY

Art

We support local artists by purchasing artwork that is displayed in our premises. Additionally, part of our annual social donations went to Kunstcafé Einblick, an inclusion project aimed at integrating people with intellectual disabilities into society. They create jobs and run an arts studio that initiates and shapes creative processes.



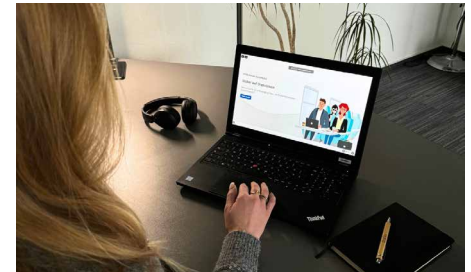
Corporate security

Cyber security

In a time when digital threats are constantly increasing, we invest in targeted IT employee training and trade show visits to stay up to date with the latest technology.

Tailored backups ensure the protection of company and customer data in every environment. Additionally, we follow the principle of least privilege: each employee only has access to what is necessary for their work. This helps us minimise potential risks and protect sensitive information.

However, simply securing systems is no longer enough today. Ensuring cybersecurity is a shared responsibility. That's why it is crucial to raise awareness of digital challenges among all employees. Through training and awareness programmes, we strengthen the understanding of potential dangers. This way, we not only protect ourselves but also our customers.



FIELD OF ACTION: COMPANY



Crisis management

The security and stability of our operations are of great importance to ensure we remain resilient and capable of action at all times. We maintain a comprehensive crisis management system aimed at minimising economic risks that may arise from changing political circumstances. This enables us to identify potential risks early and implement appropriate measures.

Financial stability

An important pillar of our company's security is the diversification of our customer base. By relying on a broad range of customers, we not only spread our revenue risk but also establish a solid foundation for financial stability. This strategy allows us to remain resilient in the face of fluctuations in individual market segments and continue to operate successfully in the long term.

Supply capability and price stability

To proactively counter supply bottlenecks and price fluctuations, we maintain a safety stock. Even during times of increased demand or supply chain issues, we are thus able to continuously provide our customers with high-quality products. Through foresight and planning, we not only strengthen our supply capability but also guarantee stable pricing for our customers.

Field of action Employees



Field of action Employees



Sustainability and sustainable action affect everyone and environmental awareness starts in the minds of our employees.

We place great importance on involving our employees in ongoing change processes. Over the past two years, we have been able to establish an idea management system that

encourages our employees to develop entirely new ideas, propose improvements and not shy away from embracing new perspectives and ways of thinking.

As part of our endeavours to ensure that our employees can develop optimally and reach their full potential, our goal is to consistently improve workplaces, work models, and work methods.

In the future, too, we will maintain and expand flexible work models, such as part-time and mobile office options. Additionally, we will further advance diversity within our company and integrate it into our daily work routines and processes. To support the personal development of our employees, we will continue to enlarge our training offerings. To promote the health of our employees, we offer a comprehensive health management programme.



Satisfied employees

At PMA/TOOLS AG, we are convinced that our employees are the key to success. We always strive to create an attractive and forward-thinking work environment. When our employees can reach their full potential without compromising their well-being, there is room for great ideas and groundbreaking innovations to emerge.



Modern office spaces

A combination of standardised office furniture and individual components creates workspaces that are optimally tailored to each employee while remaining cost-efficient and resource-saving.

We have a range of height-adjustable desks that our employees actively use, allowing them to work in a more back-friendly manner. During workplace inspections, employees are advised on how to arrange their workstations ergonomically and in a way that is gentle on their backs. For instance, lighting and phone setup can be adjusted according to the preferences of the staff.



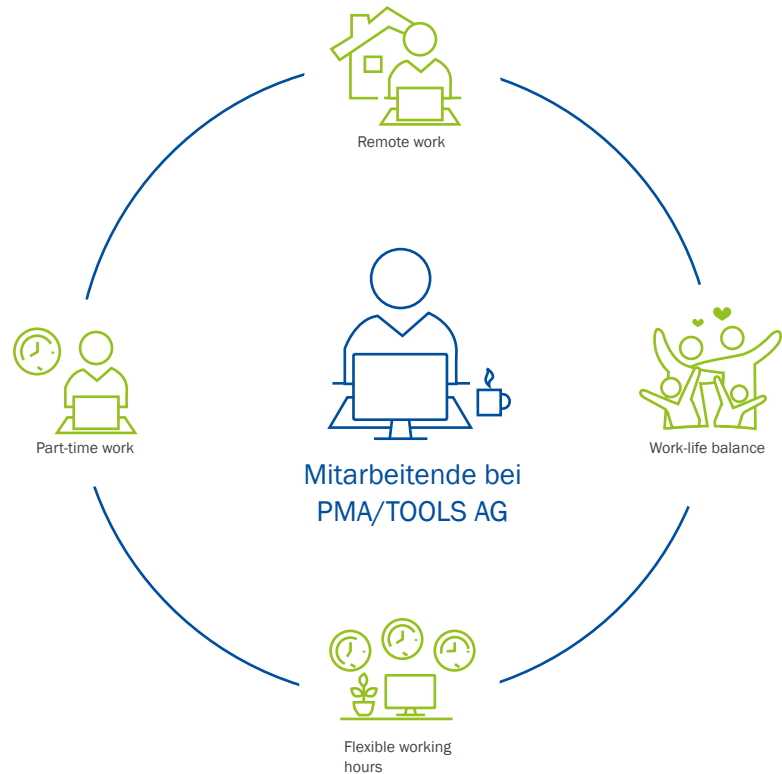
Digital and mobile work

Through various digital tools that enable virtual meetings and collaborative work on documents, we provide a solid foundation for mobile working. Cloud-based services and network drives, accessible from anywhere, make physical distance irrelevant and support our employees in their work – anytime and anywhere. Additionally, we offer our employees the opportunity to deepen their understanding of digital tools in the workplace through internal training sessions.

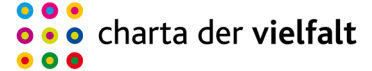
FIELD OF ACTION: EMPLOYEES

Working hours and models

Flexibility and the balance between family and work, as well as personal life and work, are very important to us. For our employees, this is a basic need. Therefore, for those whose roles allow it, we offer our long-established flexitime model, with the option to also work remotely. Part-time work is a well-established practice in our company and is used by many of our employees.



Diversity, equal opportunities and inclusion



Mutual respect, honesty, and fairness in dealing with colleagues, customers and business partners are our standard.

Furthermore, we place the highest value on quality and customer satisfaction.

These principles are firmly embedded in our code of conduct through specific guidelines for action.



For a prejudice-free work environment

We support equal opportunities in the workplace, among others, through our active membership in the Diversity Charter. With various initiatives, we aim to raise awareness among our employees on this topic and reduce prejudice through targeted information.

Our Code of Conduct also sets out the framework for appropriate behaviour towards one another.

Any form of discrimination has no place in our corporate culture. We neither disadvantage nor favour anyone based on gender, ethnic or social background, sexual orientation, age, nationality, religion or any other legally protected characteristics, and we do not tolerate any discrimination in this regard. The criteria for evaluating employees are their professional abilities, performance and ethical conduct.

Making professional skills visible

We support employees with work experience but without formal qualifications in getting their skills recognised. This is done through the Valikom project of the Chamber of Commerce (IHK). Employees take an exam and receive certification of their qualifications.

Internal training for awareness

To emphasise the importance of these topics and involve the entire workforce, every employee participates in a digital training session. This session covers areas such as ethics, diversity and respect within the workplace.

Training and participation

Our employees are the foundation of our company. To not only create a motivating work environment but also enable the development of their skills, we offer further training, courses, and internal workshops. This empowers our employees to contribute and implement innovative ideas.



Young professionals

Our young employees and apprentices, in particular, have the opportunity to participate in a seminar series called „Young Power,“ which includes training on rhetoric, communication and related skills, amongst others.

Through our Smart & Green project, apprentices from all areas of our company come together to work independently on sustainability-related projects. Guided by an experienced team, they identify areas for improvement within the company. Over the past few years, they have already achieved several successes.



Personal development

We offer our employees a wide range of training opportunities. In collaboration with various training providers, entire departments or individual employees can book courses to advance their expertise in specific fields. We also offer training programmes specifically designed for managers.

Additionally, under the name Connect & Discover, we offer internal training sessions where our in-house specialists share their expertise with colleagues, helping them to further develop their skills. We have already held several sessions, particularly on IT and product application topics.

FIELD OF ACTION: EMPLOYEES



Idea management

We are particularly proud of our idea management system, which we were able to establish a few years ago. It allows everyone in the company to submit suggestions for improvements or entirely new (product) ideas. The idea management team reviews all ideas, regardless of their nature.

If there is nothing similar already in place and the idea is deemed feasible, it is passed on to the relevant department, and the idea submitter is rewarded with a bonus.

So far, several ideas have been implemented, and campaigns have been carried out. Among these, many improvements with a focus on sustainability have been realised.



In 2023,
38 ideas
were submitted.

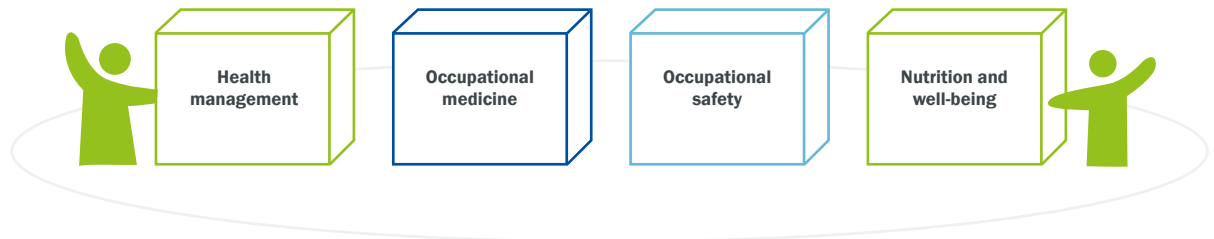
Health and safety

The mental and physical health of our employees is especially important to us. To provide the best possible support and guidance when it comes to health, we offer various programmes.

Corporate health management

Health encompasses many different aspects, which we want to address within our company by offering a variety of measures to our employees. As part of our corporate health management programme, employees can participate in workshops, medical check-ups, and assessments.

Those who join a gym receive a subsidy from us, and employees who are absent for an extended period due to illness are supported upon their return through our company reintegration management programme.

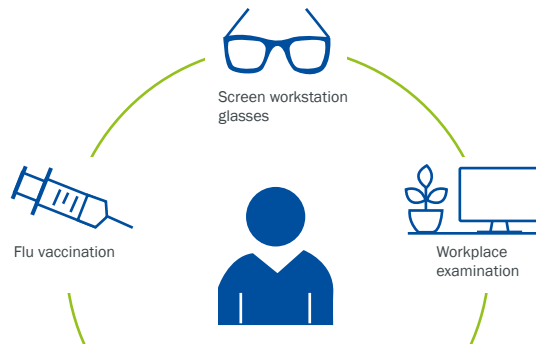


FIELD OF ACTION: EMPLOYEES

Occupational health

The role of our occupational health services has changed significantly due to the COVID-19 pandemic. Throughout the pandemic, we were able to offer our employees testing several times a week, helping to keep infection rates low.

Beyond this challenging situation, we continue to prioritise the health of our team. To ensure ergonomic and back-friendly working conditions, every employee has the opportunity to undergo a workplace examination. We also offer a subsidy for computer glasses, should they be needed.



Occupational safety and fire protection

Workplace safety is an important issue. We regularly conduct safety training to equip our employees with the necessary knowledge. In addition, there are special first aid courses that some team members attend, making them the first point of contact in an emergency. We offer this essential training beyond the legally required number of first aiders. The fire safety officer also organises training for fire safety assistants, who provide support in the event of a fire.



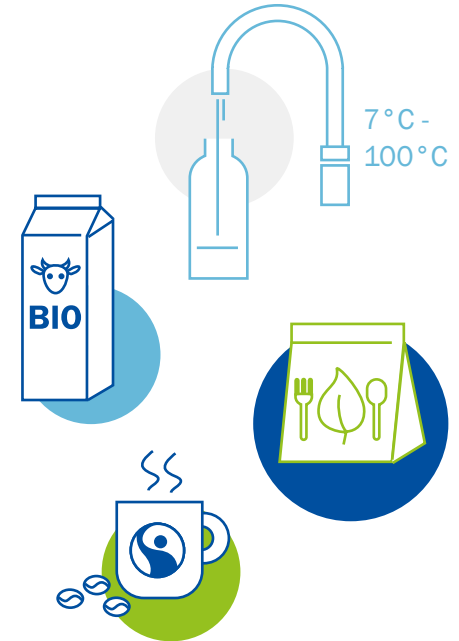
FIELD OF ACTION: EMPLOYEES

Nutrition and well-being

To support the holistic health of our employees, we prioritise their overall well-being. It is important that they stay hydrated to remain alert and clear-headed during work. Therefore, water, tea and coffee are provided free of charge. The coffee comes from sustainable sources, and the use of a water carbonation and filtration system eliminates the need for long transport routes for mineral water, as we can draw drinking water directly from the tap.

To ensure our employees are well catered for during their breaks, we sought a sustainable way to offer both hot and cold meals. We chose a start-up that collaborates with local farmers. Through this system, our employees had access to a variety of cold dishes such as bagels or wraps, snacks, drinks and hot meals.

Uneaten food was donated to the Tafel. Unfortunately, the offering did not fully meet our requirements, so we switched to another provider. However, we are still actively searching for a sustainable option.



Field of action Packaging



Field of action Packaging



Packaging serves multiple functions and is therefore of central importance at PMA/TOOLS AG: it protects goods during storage, loading, and transport. It also serves to present and display our products.

Since each of our products is packaged in one way or another, this field offers significant potential for material savings and recycling.



Our goal is to create a guideline that will help raise awareness and support our employees in this area.

In addition, we will hire a strategic buyer who will focus specifically on sustainable procurement. In the future, we will also review our existing products to determine whether they can be packaged, sourced or produced in a more environmentally friendly manner.

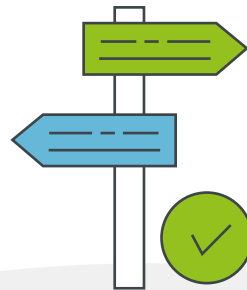
The fundamentals

The most important foundation for sustainable action in the area of product packaging is a shared understanding of the framework within which we can operate. Guidelines and standards can serve as decision-making aids and provide valuable guidance for our Smart & Green team.

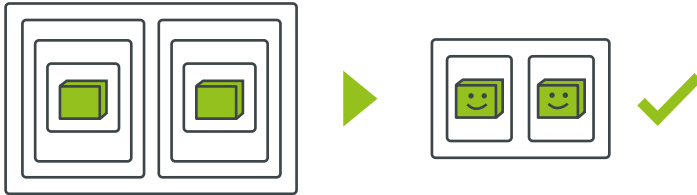
Guideline

We are currently developing a binding guideline to provide direction when selecting packaging materials. This will help establish a common understanding within the company for designing product packaging with sustainability in mind.

Once completed, all employees will be able to refer to the guidelines and make decisions based on them. It will also offer an overview of which alternative packaging options are preferable from a sustainability perspective and which should be avoided.



FIELD OF ACTION: PACKAGING



Ongoing packaging optimisation

Our wide range of products requires a variety of packaging solutions. Currently, many different materials are used for this purpose. Through our Smart & Green team, we continually assess where there is potential for savings or changes in this area. One of our best-selling product groups has already been optimised by using smaller packaging and reducing the size of instruction leaflets, thereby avoiding unnecessary plastic.

Our goal for the coming year is to use new packaging materials made from recycled content and to eliminate plastic in our products. Direct procurement from manufacturers is preferred to keep delivery routes short.

In the long term, optimising packaging and bags at the manufacturing level is a key objective. If the products arrive unpackaged or directly in the desired bags, we can avoid additional packaging and unnecessary waste.



Concrete measures

To use the packaging we currently have and the resources we utilise as sustainably as possible, we are taking various measures. Recycling, waste separation and reuse are integral parts of our daily operations.



Active recycling

Since we value the recycling of our used materials, we work with our partner Zentec, who handles the recycling for us. Additionally, we ensure proper waste separation throughout the entire company.



FIELD OF ACTION: PACKAGING

Resource conservation

Wherever possible, we strive to reuse materials multiple times, actively conserving resources.

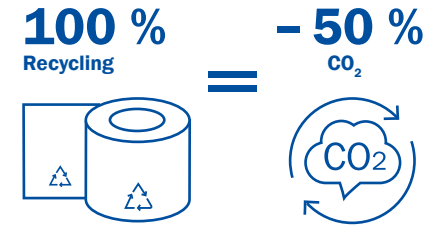
Our blister packs, in which we package optical units, are one example of this. Additionally, we collect used pallets and recycle them, ensuring they are returned to the supply chain.

Our packaging machine only uses the exact amount of material required. Any excess is removed and returned to the recycling loop.

The rolls for this machine come in three different widths, all of which are planned to be switched to 100 % recycled film.

So far, we have successfully converted the most frequently used width, resulting in a reduction of CO₂ emissions by approximately half.

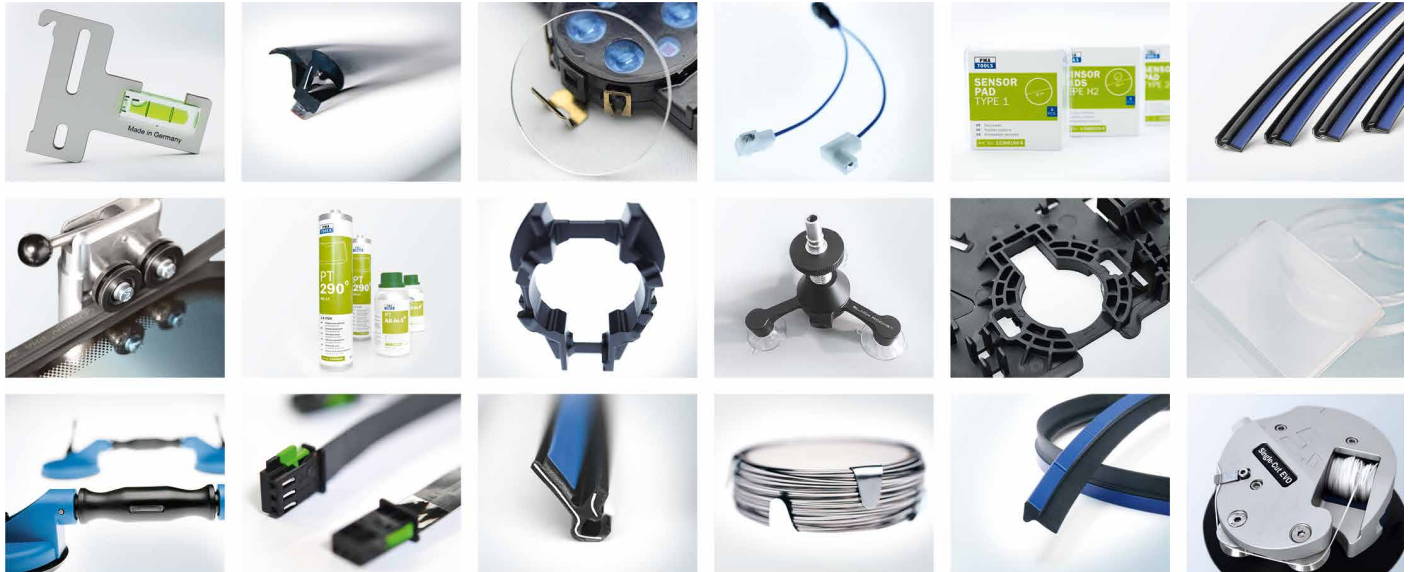
For products that do not necessarily need to be packaged, we avoid additional outer packaging. We offer our customers the option to package products in their own containers, saving valuable resources.



By switching one of the rolls on our packaging machine to 100 % recycled film, we reduce our CO₂ emissions by 2,484 kg per year.

In addition to reducing CO₂, we also save waste and raw materials.

Field of action Products



Field of action Products



Our product range of over 5,000 items related to automotive glass plays a key role in promoting a sustainable and circular economy. Therefore, it is crucial to closely examine our products.

Our primary goal is to continuously optimise processes and use sustainable materials.

A significant contribution to this effort comes from our development department. Here, experts are deeply engaged with the latest environmental protection insights, which are directly incorporated into our product development. This ensures that

our range not only meets the highest quality standards but also maximises its potential to contribute to a sustainable and resource-efficient future.



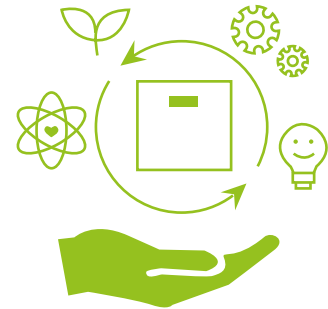
Strategic approach

Our strategy for promoting a sustainable and circular economy focuses on the development and evaluation of our products, as well as the careful design of our product range. Through continuous optimisation, the use of eco-friendly materials and repair options, we ensure that our product range meets the highest quality standards and makes a positive contribution to the environment.

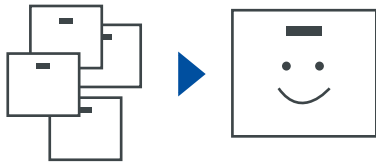
Evaluation matrix

We are currently developing an evaluation matrix to assess our products based on specific criteria. We compare various aspects such as environmental impact, resource usage and social compatibility. By assigning weightings and scores, in combination with clear icons, we gain a better

understanding of how sustainable our products are. The matrix provides a simple method for improving our products, helping to comply with our sustainability goals. This enables us to make more informed decisions and continuously improve the environmental friendliness of our products.



FIELD OF ACTION: PRODUCTS



Thoughtful product range design

In our pursuit of offering sustainable products, we employ an innovative approach. When items exceed a certain demand level, we evaluate the possibility of switching to eco-friendly alternatives. If everything fits, we replace them with the new versions. This way, no additional storage space is required – a measure that not only conserves resources but also minimises environmental impact.

Repair instead of replacement

We provide in-house repair services for our custom-designed electronic products, offering our customers extensive support from our specialised technicians. This approach allows us to conserve resources effectively. Additionally, we handle the take-back and environmentally friendly disposal of our products in accordance with the Battery Act and the WEEE Directive 2012/19/EU.

Smart repair for our customers

Products like our SensorTack® sensor pads and the Black Box 2.0 stone chip repair device are examples of our commitment to conserving resources and promoting an eco-friendly circular economy. By the way: sensor pads with visual defects are internally reused as demonstration models or for testing purposes.



Sustainable product design and development

Through our in-house repair capabilities and compliance with legal requirements for the take-back and disposal of products, we adopt a holistic approach.

By combining cutting-edge technology with effective manufacturing processes, we are able to reduce development time and conserve resources.

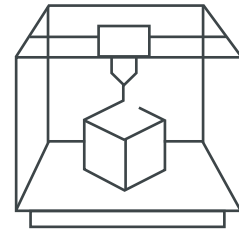


Future-oriented research and development

When designing new products, we place particular emphasis on sustainability and eco-friendly design.

Our numerous devices, such as a 3D printer and various testing equipment, allow us to significantly shorten development time and conserve valuable resources. We have modern technological facilities where we create prototypes quickly and efficiently. These prototypes are thoroughly tested before going into production.

This area serves as a central hub to ensure that our products are not only of high quality but also meet the highest environmental standards. At the same time, we minimise the use of materials and energy.



By combining our various competencies in research and development as well as quality management, we are able to easily assess our products and define resource-saving standards.

To quickly respond to new requirements in the chemical sector, safety data sheets are created and updated internally in our laboratory.

Environmental protection and safety



Our efficient infrastructure not only facilitates interaction but also reduces resource consumption. At the same time, we place great emphasis on compliance with the REACH regulation and invest in training and preventive measures to ensure optimal safety standards.

Good infrastructure

The strong, including digital, infrastructure with short distances within our company not only enables smooth communication between different departments but also minimises resource consumption and the CO₂ footprint. The proximity of our teams allows for better collaboration, faster decision-making and more effective resource management.



Responsible handling of chemicals

In our development process and chemical handling, we adhere to the requirements of the REACH regulation to ensure that our chemical products comply with all guidelines. Additionally, we take preventive measures in our logistics operations to prepare for potential environmental emergencies, aiming to minimise risks and protect the environment. Our storage conditions and products are regularly inspected to confirm they are properly labelled in accordance with all applicable regulations. Furthermore, we continuously invest in training our employees on the safe handling of hazardous materials for storage and transport, maintaining the highest safety standards.

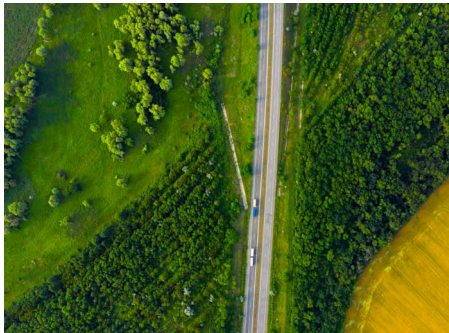
Field of action Supply chain



Sustainability in the supply chain



Ecological, social and fair aspects are the core values that define our interactions with each other and with our partners.



Our values

Embedded in our Code of Conduct, we communicate our values to every employee and provide a foundation for making decisions that align with our laws and principles. PMA/TOOLS AG respects the dignity, privacy and personal rights of every individual and upholds the prohibition of discrimination in accordance with the principles of the General Equal Treatment Act (AGG). We are fully aware of our responsibility to respect human rights and aim to create an environment where fairness, integrity and respect are the norm.

The UN Guiding Principles on Business and Human Rights serve as our guiding framework.

We recognise that our business activities influence conditions both in our home country and in the countries where we manufacture, distribute and dispose of our products.

The first step is our evaluation matrix, which takes a closer look at product packaging. We maintain close communication with our suppliers to be able to classify the products and we have already achieved some initial improvements in this area.

For the future, we plan to conduct further evaluations of our suppliers and provide detailed information about the supply chain.

Did you know? What else we do



Fairtrade coffee:

All of our coffee machines exclusively serve coffee from Fairtrade sources.



Prevention:

Through our partnership with a health insurance provider, all employees were invited to participate in colorectal cancer screening. Additionally, a workshop on resilience was offered.



Reduced paper consumption:

In addition to using recycled paper and FSC-certified letterheads, we focus on digital communication and significantly reduce printing. By using QR codes on packaging, we save even more paper. Digital archiving also leads to fewer printouts.



Sustainable promotional gifts:

Our carefully selected promotional gifts are meant to promote the idea of sustainability. Moreover, we want to avoid burdening our customers and partners with unnecessary waste. Therefore, we offer items such as notebooks made from apple waste, pens made from recycled PET, and „Die Gute Schokolade.“



DID YOU KNOW? WHAT ELSE WE DO

Coffee cups:



Instead of disposable coffee cups, we primarily use porcelain mugs at our coffee machines, which are available to all employees. Our goal is to completely replace the remaining disposable cups.

Towel dispensers:

By switching to more efficient paper towel dispensers, we can significantly reduce our consumption.



Making bicycle purchases easy:



Employees can receive an interest-free loan when purchasing a bicycle.

Raising employee awareness:



Through our intranet, we, and especially the Smart & Green team, regularly provide updates about the latest news. Our idea management system encourages employees to think about resource conservation and savings.

Personalised water bottles:



As part of the switch from delivered water crates to a system that provides sparkling water directly from the tap, all employees received personalised water bottles. This allows them to access sparkling, still or hot water at any time, avoiding the need for disposable solutions.

DID YOU KNOW? WHAT ELSE WE DO



Waste separation in the offices:

Thanks to centralised collection of household and plastic waste, plastic bin liners are no longer needed in office trash cans. Only paper is collected there, allowing us to save around 300 bags per week.



Catering:

At events, we offer only beverages in reusable bottles and the catering is sourced from local providers.



Soap dispensers:

We are switching from liquid to foam soap dispensers, as these require less water.

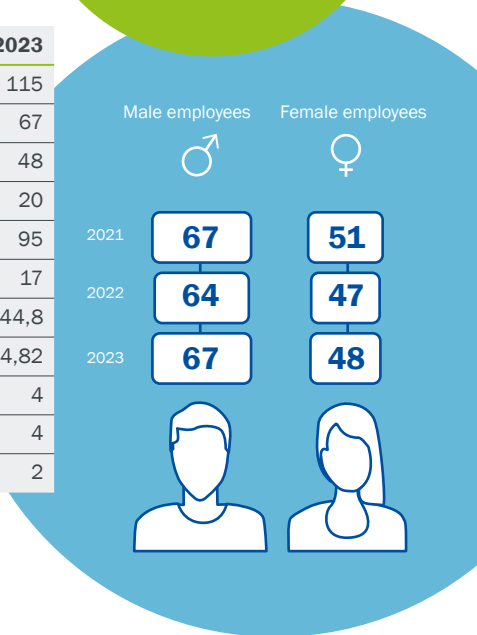
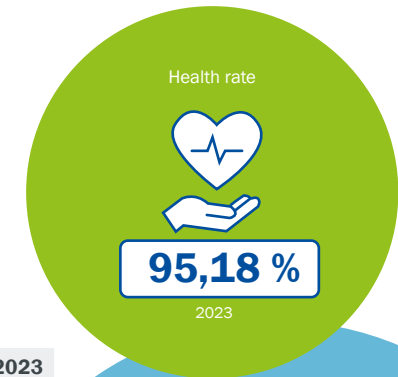


Rainwater barrels:

In the future, rainwater will be collected in specially purchased barrels to water the plants.

Employees in Numbers

	2021	2022	2023
Total number of employees	118	111	115
Male employees	67	64	67
Female employees	51	47	48
Part-time	29	18	20
Full-time	88	92	95
Number of nationalities (%)	n. e.	15	17
Average age	n. e.	44,43	44,8
Sickness rate (%)	n. e.	5,21	4,82
Apprenticeship professions	4	4	4
Trainees	4	2	4
Dual students	1	2	2



The figures refer to the company's activities in Germany.

Climate balance

	2021	2022	2023
PV production (kWh)	230.560	342.739	314.529
PV self-consumption (kWh)	120.403	175.512	170.438
Purchased electricity (kWh)	228.467	150.637	188.088
Total electricity consumption (kWh)	348.870	326.149	358.477
CO ₂ savings (kg)	149.497	199.327	181.761
Car charging sessions (kWh)	40.127	41.774	81.470
Number of car charging sessions	2.033	2.046	3.593
Gas consumption (kWh)	456.528	417.600	359.056
Water consumption (m ³)	684	730	684

Annual gas consumption



2021

456.528 kWh

2022

417.600 kWh

2023

359.056 kWh

Imprint/Legal Notices

This sustainability report refers to corporate activities in Germany. The results and activities reported cover the period from 1 January 2021 to 31 December 2023. These data serve as reference values for the future.

We reserve the right to make product changes that, in our view, improve quality, at any time and without prior notice or communication.

Illustrations may be sample images and may differ in appearance from the delivered goods. Errors are excepted. We do not accept liability for printing errors.

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