



SUSTAINABILITY REPORT 2023/24

V1

This annual report showcases our achievements, resilience, and commitment to delivering value. Join us as we reflect on past milestones and look ahead to an even brighter future.

Dated

Sept 2025



**Training Centre, Trinity
Business Park, Turner Way,
Wakefield, WF2 8EF**



**Head Office, Eldon Close, Crick,
Northants NN6 7UD**



www.hako.co.uk

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FOREWORD

At Hako Machines Ltd (Hako UK), sustainability is not just a strategic priority it is a core part of who we are. As the UK-based subsidiary, we recognise the urgent need to address climate change and environmental degradation, and we are proud to play our part in driving the transition to a low-carbon, circular economy. This supports our global efforts driven and identified by our parent company Hako GmbH.

Our UK commitment to sustainable and zero-emission practices stems from a deep-rooted belief that businesses have both the responsibility and the opportunity to lead by example. We are passionate about creating long-term value not only for our customers and stakeholders, but also for the communities we serve.

This report reflects the progress we've made, the challenges we've faced, and the goals we've set for the future. It is a testament to the dedication of our teams, partners, and leadership in embedding sustainability into every aspect of our operations—from reducing emissions and waste, to innovating cleaner technologies and fostering a culture of environmental ownership.

As a UK business, we are uniquely positioned to contribute to national and global sustainability goals. We are inspired by the momentum across industries and government, and we remain committed to aligning our actions with the UK's net-zero ambitions.

We know that the journey ahead requires collaboration, transparency, and continuous improvement. We invite you to review this report and join us in shaping a more sustainable future - one decision, one innovation, and one partnership at a time.

Sylvie Giangolini
Managing Director

Hako Machines Ltd



Hako Machines Ltd have achieved certifications in ISO 9001, 4500 and 14001



We have identified the sources of our supply chain to ensure there are low risks to our human rights violations by our suppliers

Over 100 solar panels have been fitted to the stores roof to reduce our power consumption and carbon footprint even further

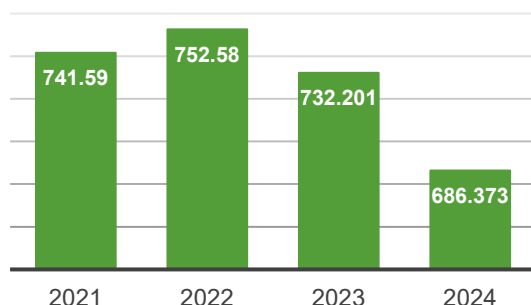


We have implemented a successful refurbishment program, having refurbished nearly 200 machines in 2024



We have proudly partnered with Forest Nation in reducing our carbon footprint

Sum of Carbon Emissions (in CO₂e)



Since measuring our carbon emissions in 2021, we have successfully reduced our carbon emissions

While sustainability has been an area which Hako Machines Ltd (Hako UK) has been reviewing for a number of years, this was formalised in 2021 with the appointing of an Environmental Manager to actively develop the company's approach to Sustainability and Environmental Management with the aim for continual improvement.

The Hako UK management teams have identified the areas that Hako UK wished to focus on, in the process defining strategic goals for our sustainability program moving forward.

Although some of the identified areas had a clear path to their ultimate target, other areas required significant thought and planning to enable Hako UK to move forwards towards the ultimate goal.

There has been significant progress on all of the identified areas.

Energy Consumption and Carbon Footprint

The starting point for this was to develop a measuring system for Scope 1,2 and 3 emissions using Government guidelines and the published GHG Conversion Factors for Company Reporting. This gave us a base year to be able to assess our current performance as well as identifying areas where improvements could be made

ISO Accreditations

It was felt that increasing the scope of our ISO accreditations would be a significant step towards improving our performance with regards to sustainability. The company has achieved the ISO 9001 quality standard for a number of years, but it was felt that by having an integrated management system incorporating the ISO9001,14001 and 45001 standards it would give us a strong position to build upon

Equipment 2nd life

The Hako UK product range is built to a very high standard, as such, it is possible in many cases to give individual equipment a 2nd life after the initial customer term. We assess all equipment returned to us with a view to putting it through our refurbishment program preventing these machines entering waste streams.

There are plans to further develop this program

Education and Training

Hako UK are very keen to develop new talent. In recent years we have successfully partnered with Autotech. This program has enabled us to further the training of Interns to a high standard with the first intern now having been recruited on a permanent basis. The future plan is to expand on this, possibly further using Autotech but we are also currently working directly with education providers on apprentice programs for all areas of the business. We also actively promote the development of existing employees working with them to develop their knowledge and qualifications by utilising a job specific training and development matrix

Product-specific Sustainability Information

Our customers need for information on the sustainability aspects of our machines and products is growing – we want to meet this need with comprehensive, customer-oriented preparation of this information. To this end, we have been working with our parent company Hako GmbH to set up a database that combines the ecological and economic aspects of our products and make this data available to our customers.

Ecological Business Management

To make Hako UK's own business activities more sustainable, is the goal we are pursuing. Energy consumption, CO2 emissions, water consumption, waste generation – these are the most important issues that we can influence and lower through our structures and processes. There are a number of areas that were specifically identified, having solar panels fitted to the roof of our warehouse, a rainwater harvesting system to reduce water usage and generally investigating and investing in technologies to reduce our carbon footprint

Happy at Hako

Hako UK have developed an employee benefit program to ensure that employee wellbeing is of the highest possible standard. Hako UK believe that work life balance is essential for employees to maintain a high standard of performance. Hako UK are constantly looking for ways to adapt and improve this program



Compliance

The number and complexity of legal regulations and requirements are constantly increasing, especially in the area of sustainability. To ensure continual compliance Hako UK monitor a number of government sources to ensure that all changes in legislation are identified. To ensure that any changes in legislation are managed effectively the management systems already in place have been broadened to include sustainability



With our ongoing internal and external projects, Hako UK are able to contribute to some of the Sustainable Development Goals (SDGs) set by the United Nations, included are some examples where we are assisting with these:

- Our ongoing work with Forest Nation has thus far allowed us to reforest 30 hectares of land in Tanzania. The project has directly improved livelihoods, providing year-round employment for women, supporting sustainable farming, educating youth on reforestation, enhancing natural resources through tree planting and timber production, and providing plants and seeds to families to further plant on their farms. A significant percentage of the trees planted are food producing which supplies a food source as well as an income for the local communities.
- Through our policies and working practice, we are promoting equality across the workforce from the highest level of management down.
- Through our improvements in Ecological Business Management, we have reduced the impact of our business on the environment.



ENVIRONMENTAL

Hako

LIVE ILLUSTRATION:
JENNYLEONARDART.COM

STRATEGY

NEW ENVIRONMENTAL POLICY DOCUMENT

EVERYBODY NEEDS TO PLAY THEIR PART.

WE HAVE PLEDGED TO BECOME NET ZERO IN 2023.

WE WILL OFFSET OUR CARBON FOOTPRINT
.... SO WE WILL BE A CARBON NEUTRAL BUSINESS

ORDER SMART-
DOES IT NEED TO COME BY PLANE?

WE CALCULATED OUR CARBON FOOTPRINT

CARBON FOOTPRINT

TO MEASURE WHAT WE NEED TO DO!

DO I NEED TO MAKE THE TRIP?

WE HAVE DECIDED TO HAVE A LONG TERM PARTNERSHIP

TRAVEL SMART

IS CAR SHARING AN OPTION?

USE MOST EFFICIENT TRANSPORT

BEST ROUTE FOR THE DAY?

Forest NATION

WE ONLY PLANT NATIVE TREES

DON'T LEAVE ENGINE RUNNING!

HELP WITH THE ENVIRONMENT AND SAVE MONEY!

WE WANT TO GET OUR REDUCTION CERTIFIED TO ISO STANDARD

SOLAR PANELS ON THE ROOF
AT CRICK!



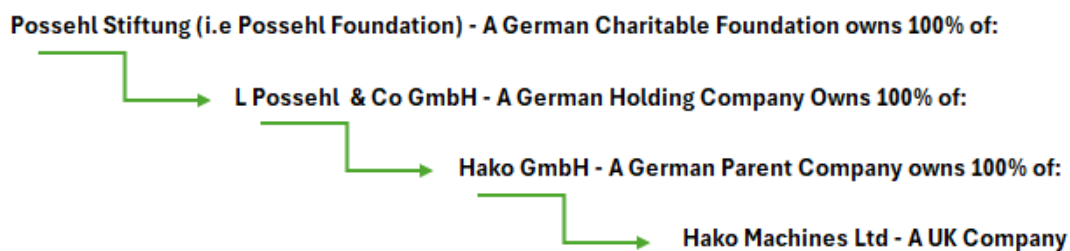
GRI 2 | GENERAL DISCLOSURES

Disclosure 2-1 Organisational Details

Hako Machines Ltd, hereinafter also referred to in part as "Hako UK".

The head office located at Eldon Close, Crick, Northants, NN6 7UD, with the country of origin and all subsequent mention of Hako UK, solely taking place in the United Kingdom.

We are a wholly owned subsidiary, and a UK LTD company registered with Companies House. Below provided is the ownership format:



Hako UK have been trading in the United Kingdom since 1979.

Disclosure 2-2 Entities

Hako UK is the only entity within the company, thus there is only the sole entity included in the sustainability reports. There are no audited consolidated financial statements or information filed on public record, as these are not relevant.

Disclosure 2-3 Reporting period, frequency and contact point

The data and information provided in the report refers to the annual period January 1st, 2024, to December 31st, 2024. This is both for the sustainability and financial reporting, with the sustainability report published in September 2025, and the financial report published on the 1st of April 2025. Hako UK have appointed a Quality Environmental and Safety Manager, Adam Bennett, and he is the point of contact for sustainability, while the contact for the financial report is the Financial and Commercial Director, Paul Maher. Both contacts will be able to answer any questions in their respective areas of responsibility.

Disclosure 2-4 Restatements of information

There have been no restatements within Hako UK, as this is the first report.

Disclosure 2-5 External assurance

We have not had any external audits for the sustainability report, as this is Hako UK's first submission. However, we do have external audits on ISO, with the recommendation stating

“Recommended for Certification/Continued Certification (Non-Conformities Raised to be verified by Auditor Off-Site, Objectives of the Audit have been met)” within the 2024 report.

Our external auditors are Perry Johnson Registrars Ltd. These auditors were selected after a rigorous process involving the QES Manager, the Managing Director, along with the rest of the Senior Management team and ISO team.



Disclosure 2-6 Activities, value chain and other business relationship

The market served is the United Kingdom. The main industries served include the public sector, facilities management companies, manufacturing, wholesale, and retail.

The company distributes machines through a number of channels, these include forklift truck dealers, direct sale-to-end users, hire to-end-users on both short-term and long-term contract hire. We have a customer base of roughly 1,000.

Disclosure 2-7 Employee

At around 90%, the majority of our employees work full-time and 98% are in permanent employment, with 0% non-guaranteed hours employees. During the reporting period, more female employees work part-time than male colleagues. The number and structure of employment relationships are not subject to seasonal fluctuations.

| | 2024 | 2023 |
|--|-----------|-----------|
| Part-time employment contracts | | |
| Female employees | 6 | 6 |
| Male employees | 2 | 2 |
| Fixed-term employment contracts | | |
| Female employees | 13 | 11 |
| Male employees | 57 | 52 |
| Total Amount of employees | 78 | 71 |

The information compiled was reported in headcount, as an average across the reporting period.

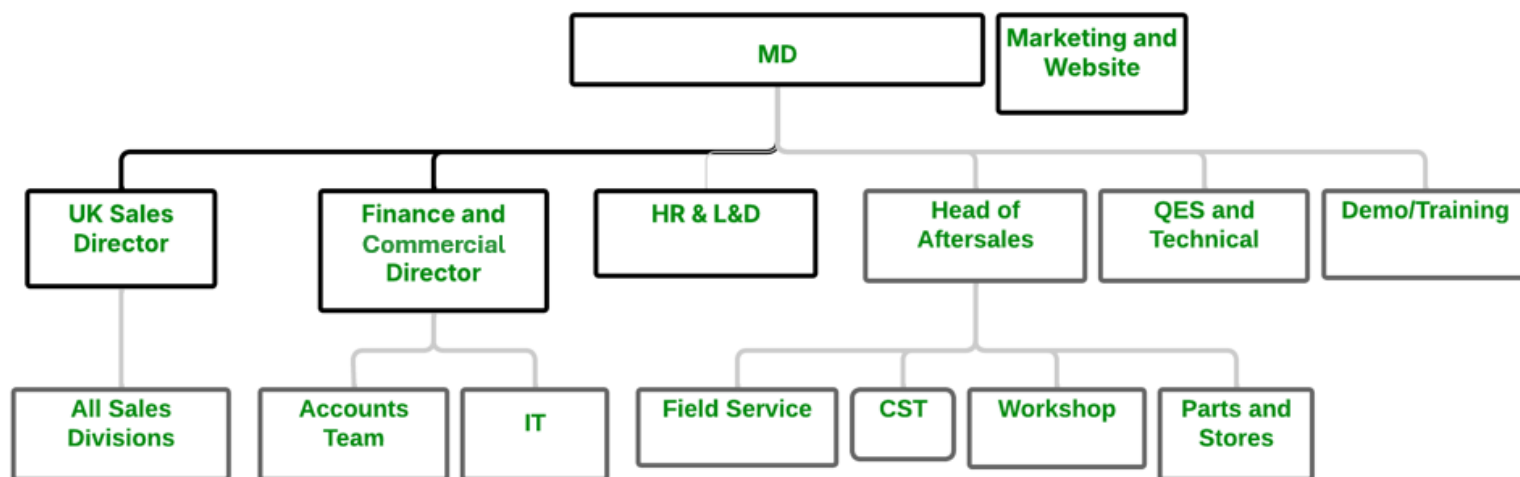
Disclosure 2-8 Workers who are not employees

The most common types of non-employee workers within Hako UK are agency workers, with their relationship acting as temporary cover that was used to cover various holidays and sickness. There was only 1 head in 2024, and 2 in 2023. We do not use contract or agency staff as a matter of routine but if that need were to arise, we would use only reputable agencies that carry out robust checks on the staff they supply. This information was collected from a full headcount using HR records.

Disclosure 2-9 Governance structure and composition

The Highest Governance Body of Hako UK is the Senior Management Team. They set the strategic plan for the company, and this team is made up of the Managing Director, Finance and Commercial Director, and the UK Sales Director. Although this team does have to regularly report to our parent company, Hako GmbH.

The next level of management is the leadership team. This team is comprised of the senior team, with the addition of; Head of Aftersales, Product Sales Training Manager, Business Analyst, Workshop Manager, Head of Municipal Sales, Head of Regional, Management Accountant, QES Manager. This team is responsible for the day-to-day management of the company.



The Highest Governance body is composed of 3 people on the Senior Management Team, with only one of them registered on Companies House. The tenure of the body is 13 years, 10 years, and 4 years, with 2 members being male and 1 female. Along with this, one person is also on the board of a charity and a not-for-profit organisation – this commitment is based on quarterly board meetings. The Members of the Senior Management Team have considerable experience in their fields of expertise as well as the cleaning machine industry, one of the members is ACCA accredited.

Disclosure 2-10 Nomination and selection of the highest governance body

The nomination and selection for any role within the highest governance body is selected by our Parent Group in Germany consulting with the Managing Director. This would be for the roles of Financial Director, Sales Director and the Managing Director. No points of stakeholder, diversity, or independence are taken into account when determining the roles, only the competencies relevant to the impacts of the organisation, which includes any experience, accreditation for the role and capability from the selection process.

Disclosure 2-11 Chair of the highest governance body

The Chairman of the Supervisory Board, Sylvie Giangolini, is a member of the Executive Board, acting as Managing Director, registered on Companies House. The MD has overall strategic control of all aspects of the United Kingdom business including P & L responsibility, reporting, accountability to group, recruitment and direction of the UK team. There are no conflicts of interests as there is no other paid role that they are allowed to undertake.

Disclosure 2-12 Role of the highest governance body in overseeing the management of impacts

The Highest Governance Body of Hako UK is the Senior Management Team. They set the strategic plan for the company, and this team is made up of the Managing Director, Finance and Commercial Director, and the UK Sales Director. Although this team have to regularly report to our parent company, Hako GmbH.

The Senior Management Team (SMT) has overall responsibility and control for all legislative and best practice processes including Health and Safety, ISO and general compliance with our own and our groups' environmental policy – these are reviewed at each SMT meeting, which is usually held quarterly.

The SMT engages with the heads of each policy owner directly, as well as the wider business Leadership Team, and with all employees at each new starter induction, biannually through an employee survey and an annual business conference. Processes are reviewed via a series of internal audits owned by the audit and compliance team; these are reviewed annually (unless they are critical and raised before) at the ISO management meeting.

Ongoing review is fed to the SMT through feedback from the compliance and audit team. If any processes need amending, they are done immediately. The pre-ISO certification management meeting reviews processes and policies in a more general way, with any amendments or process changes discussed at the SMT meetings in order to officially sign these off.

Disclosure 2-13 Delegation of responsibility for managing impacts

It is the responsibility of Hako UK to ensure that their business activities do not cause harm to the economy, environment, and to the people. Ultimate responsibility for this rests with the

Managing Director, who will ensure that sufficient resources, both financial and physical are available so that arrangements can be implemented effectively.

To ensure that Hako UK keeps within the requirements of the any statutory legislation, the Managing Director may delegate duties to employees who will provide support to meet the responsibilities.

An amount of responsibility for these areas has been delegated as follows; Quality, Environmental and Safety have been delegated to the QES Manager, Financial has been delegated to the Finance and Commercial Director, and human resources have been delegated to the external team of HRD's. Those responsible for these areas report back to the Managing Director on a regular basis, usually fortnightly as an overview and more formally on a quarterly basis.

Delegation of the individual duties and responsibilities to management does not in any way detract or remove the ultimate responsibility and duty of care placed on the Managing Director by statutory legislation.

Disclosure 2-14 Role of the highest governance body in sustainability reporting

Once the reporting information on the company's material topics has been compiled by the QES team, Sylvie Giangolini along with the Senior Management Team are responsible for reviewing and approving the information.

Disclosure 2-15 Conflicts of interest

We strive to resolve conflict of interest through clear communication and reporting of any concerns, especially focusing on any form of misconduct, corruption or bribery.

To date Hako UK have not received any declarations of conflict of interest, however, should one occur whether through stakeholders, suppliers and or other related parties, they would be highlighted to the ISO team and the SMT team which is the highest governance of control in the UK.

Disclosure 2-16 Communication of critical concerns

Any critical concerns are reported to the highest Governance Board with an induced meeting, discussing any precautions necessary to put in place or any actions to mitigate the concern. This is then written out and agreed among the board. With a later meeting to review the previous identified actions. Hako UK has had zero critical concerns communicated to the highest governance board during the period of 2023 and 2024.

Disclosure 2-17 Collective knowledge of the highest governance body

The Highest Governance Body is constantly employing more sustainable practices, such as pairing with new sustainable companies, two examples are Greener Growth and Forest Nation. Along with this, a growing awareness of new technologies and sustainable practices

to implement are constantly reviewed. These ideas are explored through meetings and relayed through the QES Manager on any new possible developments that could take place.

Disclosure 2-19 Remuneration policies

Our employees are remunerated with competitive and performance-related pay that is in accordance with national laws. Hako UK pays its employees fairly on the basis of uniform assessment principles.

In the UK we have a standard start point of pay which is usually benchmarked with the role type and level of expertise, more recently, under our new HRD team this is independently verified and benchmarked with Bright Mine on an annual basis.

Disclosure 2-20 Process to determine remuneration

Pay plans and commissions are submitted for approval by the SMT by each department manager when we write our annual budgets. Annual pay increases are then formally signed off when we submit our budget into Germany. The range of remuneration is largely based on the company performance and any changes to the role, responsibility and accountability for a Hako UK employee, could mean a remuneration review. Free Wellbeing and access to independent financial support is also offered at Hako UK as part of our standard remuneration package.

Disclosure 2-21 Annual total compensation ratio

The annual total remuneration ratio of the highest paid individual to the median annual total remuneration for all employees is 353%. This figure has not changed in the reporting period. All this information has been gathered from Human Resources records.

Disclosure 2-22 Statement on sustainable development strategy

It is the policy of Hako UK that our business activities will not have a negative impact on sustainability. Through procedures and initiatives, it is the ultimate target of the company to attain a positive impact on sustainability and are among the forefront of this in our field of operations.

We will comply with all legislation and regulations as they relate to sustainability and monitor new legislation as it is implemented to ensure continual compliance.

Disclosure 2-23 Policy commitments

Hako UK has a responsibility towards business conduct, employing specific policies, including Anti-Corruption and Bribery Policy, Disciplinary Policy and Procedures, Disciplinary Rules, Equal Opportunities Policy, and Code of Conduct. These policies, while having a high focus on clear accessibility and Hako UK as a moral company, also provide emphasis on due diligence, human rights employed, and application of the precautionary principle, in which we

are always weary and cautious when implementing new policies and structures, going over reviews with the management team and the senior management team.

With regards to Human Rights, we employ specific policies, that being Modern Slavery Policy, Anti-Harassment and Bullying Policy, Equal Opportunities Policy, and Environmental Policy. All of these aspects go into protecting and following rights everyone should be entitled to, not just within Hako UK. This ranges from potential internal affairs to Hako UK's larger impact on society and how we can help improve communities in our position, whether environmentally, physically or socially. The majority these policies are publicly available online via our website <https://Hako.co.uk/>. Regarding the remaining policies, those being the Anti-Harassment and Bullying Policy, the Flexible Working Policy and the Grievance Policy, they are published internally within Hako UK's intranet as well as our HR System which is always accessible and available to all employees.

While a large range of our policies, displaying our stance on environmental and human issues are publicly available without the need of request, all policies are open on request without reserve, making these more easily accessible and open to everyone, including external stakeholders. Before any policy goes through, it is reviewed and approved by our Senior Management Team, including our Managing Director, Sylvie Giangolini. All policies apply to all employees, regardless of lengths of service or any external factors, unless stated within the policy (such as with our parental policy). These are available through our HR system, with every employee having access to see and being told this information within their own induction. All employees are also informed whenever these policies get updated or if a new one is implemented.

Disclosure 2-24 Embedding policy commitments

All policies are informed and shown to employees at point of induction and alerted in the case that any of the policies are updated. All policies are regularly reviewed and updated to match ongoing goals and to measure how far we've progressed with achieving previous targets set. Access to all company policies is via the Hako UK intranet and or the HR System accessible to all employees at all times.

Disclosure 2-25 Processes to remediate negative impacts

To mitigate and remediate our impacts on the environment, we constantly strive to improve the measuring points of our impacts. By engaging with companies, with better reporting systems, such as Baxter Environmental Ltd, we are able to accurately assess the impact of our business activities. Then by employing new carbon reducing tactics, as well as engagements with environmental sustaining companies, such as Forest Nation, Greener Growth and others, we are able to minimise our impact on the environment.

We are committed to conducting our business with honesty and integrity, as such, we expect all colleagues to maintain high standards. Unfortunately, there are occasions where our normal high standards are not met. This could be due to internal or external factors. Should

such a situation occur, we encourage a culture of openness and accountability. It is essential in order to prevent such situations escalating and to address them when they occur. Any concerns amongst employees can be reported to their respective line manager or any other member of the Hako UK Management teams. However, where the matter is more serious and requires investigation, someone from the leadership team will be appointed to carry this out. Once the situation is resolved, this will be reviewed by the SMT.

Disclosure 2-26 Mechanisms for seeking advice and raising concerns

Within Hako UK, any individual can seek advice on any concerns, whether that comes from advice on our policies and practices, or to raise any general concerns regarding our business activities. There are multiple ways to raise queries, either via our QES mailbox, contacting directly our leadership team, and then going through the problems and improvement process to efficiently log any concerns, both for evaluation and propriety. Line Managers have regular one-to-one meetings with their staff, these are two-way open conversations with employees, in which they are encouraged to raise any concerns, ask for advice, or for any help they might need.

In addition, and as a last resort, should concerns not be addressed, our Whistleblowing Policy can support raising concerns.

Disclosure 2-27 Compliance with laws and regulations

The QES Manager is responsible for ensuring compliance with any laws and regulations. There have been zero instances of non-compliance with laws and regulations for both this reporting period, and anything beforehand. This includes instances for which fines would have been incurred, as well as instances for which non-monetary sanctions would have been incurred. We have determined the lack of instances through periodic reviews of communications between Hako UK and the relevant authorities.

Disclosure 2-28 Membership associations

Here at Hako UK, we have various associations, including:

Hako

ESPOO

LOGISTICS UK

apse

Proud Supporter of

WYMS

West Yorkshire Manufacturing Services

ecovadis

WE ARE
WAKEFIELD™



**Greener
Growth**



**WAKEFIELD
BUSINESS
AWARDS™**



Halton
Housing

YPO®



**KEEP
BRITAIN
TIDY.**



**Forest
NATION**

The Procurement
PARTNERSHIP



MADE IN
YORKSHIRE

Disclosure 2-29 Approach to stakeholder engagement

Defining who Hako UK's stakeholders are and how they are affected by our impacts are two crucial aspects to us, from both goodwill amongst communities' aspect, as well as a positive engagement with those interested in Hako UK. As part of our ISO management system, the ISO management team have identified any interested parties that would need to be considered when implementing changes. We have subcategorised it into 16 groups, listed below, along with how we individually aim to engage with each respective stakeholder.

| | |
|---|---|
| Employees | The Company has a HR function and ensure the management team carries out employee appraisals. Personal improvement training plans are put in place with routes to promotion clearly communicated. The business has regular business updates and we have an open forum for sharing numbers. The company has a robust Health & Safety management system to ensure that employees are safe whilst at work. |
| Customers | Hako UK has a number of varied and audited processes to ensure the highest standards of customer care are adhered to, these relate to external and internal audits on an annual basis which include the monitoring of customer feedback and general satisfaction via our Customer Contact Strategy. |
| Contractors / Subcontractors | Health and Safety information is available to contractors on request. Contractors and subcontractors must go through an approval process to ensure their compliance before being engaged to work for us or on our behalf. |
| Insurance Companies | Senior management is aware of terms and requirements of policies. Statutory LOLER inspections are carried out by Allianz who are appointed by the insurance company. All drivers' licenses are checked, and insurance company updated. All insurance is reviewed through a broker annually by senior management. Insurances are back-to-back with group Germany insurances. Our insurance company commissioned a third party to carry out a full assessment of our Health and Safety processes and practices and we were found to be compliant. |
| Neighbours | Our company has good relations with neighbours, with cooperation on safety arrangements, low noise and maintained good housekeeping in shared areas. |
| Certification Bodies | Senior Management is committed to the certification process and resources are made available. PJR has been selected as UKAS accredited certification body. |
| Environmental & Environmental Agency | Our company has a robust Environmental Protection Policy in place to ensure that the legislation is complied with and that business activities have as minimal an impact on the Environment as possible. The Company will provide access and all required support to inspectors upon request. |

**Vehicles Leasing
Company**

Mileage is monitored, and all vehicles have trackers. All drivers' licenses are annually checked. A vehicle checker for the condition of vehicle along with mileage is in place.

Competitors

Confidentiality agreements are put in the contracts. The legal support team is active to support. Systems are in place to reduce unauthorised disclosure of information.

Trade Bodies

Our QES Manager reviews all SSIP renewals. He is ultimately supported by the SMT who have final review and sign off.

Hako Group

The Managing Director directly manages the company and the management systems. Financial controls and reporting are in place. With good employment conditions and maintaining high standards of wellbeing.

Suppliers

We have key suppliers of product materials, cleaning equipment and consumables and waste service contractors. Products are branded under Hako UK's trademark. Good levels of communication between our management team and key suppliers. Hako UK operates approved supplier's processes.

**Management System
Consultants**

Senior Management is committed to the certification process. Candy Management have been selected as consultants to update the management systems ready for UKAS audits.

**Landlords
(Wakefield)**

The company occupies fully serviced offices and warehouse facilities. Good relations with the facilities management company.

**IT / CRM service
providers**

IT first 'ticket support' is provided internally with wider and comprehensive IT support outsourced. A team has been set up to monitor and control the company's platforms and help run SAP in collaboration with our parent company in Germany.

**Health & Safety
Executive**

The company has a robust Health and Safety Policy in place to ensure that the legislation is complied with and that business activities pose as little risk as possible to those that may come in to contact with our business activities. Company provides access and all required support to inspectors upon request.

Disclosure 2-30 Collective bargaining agreement

No Hako UK employees are covered by collective bargaining agreements. There is no union interference by Hako UK, and we have opportunities to discuss employee quality, via an open dialogue, 1-1 meetings, an employee well-being programme, and much more.



GRI 101 | BIODIVERSITY

Hako UK's stance on Biodiversity is to try to have a positive impact and high awareness of our effects. We have ongoing projects for offsetting any emissions caused by the transport and processes within the company and providing a more positive impact on biodiversity than was previously achieved. We are able to do this thanks to the contributions of various eco-centred organisations that we work with, as well as constant awareness and training amongst employees.

Disclosure 101-1 Policies to halt and reverse biodiversity loss

It is the policy of Hako UK that our business activities will not have a negative impact on Biodiversity. Through procedures and initiatives, it is the ultimate target of the company to attain a positive impact on biodiversity and are among the forefront of this in our field of operations. While most of the 2050 Goals and 2030 Targets in the Kunming-Montreal Global Biodiversity Framework aren't applicable to us regarding land, sea, alien species, etc., the reduction of pollution levels and enhancing biodiversity targets are pinnacles to use, with the constant monitoring, reduction and pairing with external companies over this idea. This can be seen later in the GRI 305 emissions, in more detail, but over time, our monitoring has greatly improved, and emissions have been significantly reduced. This along with our involvement with other companies towards greater sustainability and biodiversity has enabled us to meet our goals. These goals are set based simultaneously on what is the most impactful and what is achievable for us at this point in time.

Disclosure 101-2 Management of biodiversity impacts

Currently, there are no areas under restoration, rehabilitation or restoration, in addition, there have been no restored areas. With all our goals on detecting, reducing, improving and enhancing biodiversity, all actions take place at both our sites in Crick and Wakefield respectively unless actively stated otherwise. These goals are reviewed annually both through internal forms of management and through external accreditation, that being ISO 14001.

Actions to avoid negative impacts would be through the reduction of carbon emissions, through the use of active reviews and detection of our emissions. Actions towards minimising negative impacts but not having avoided them would be through our improved tracking of

emissions and waste through better quality 3rd party sources, there is more depth and detail in the subdivision of our waste. Actions towards active rehabilitation, while there are no affected areas around our sites, Hako UK have paired with Forest Nation and have replanted over 30 hectares of forest in Tanzania, as well as supporting with education and development of the local population so they can efficiently use the reforested areas without causing a negative impact on it. For conservation actions, Hako UK provide environmental awareness to all employees on induction and in the cases where any policies or pledges will be updated or reviewed.

These actions and impacts, we hope, go hand-in-hand with the mitigation of climate change, in which our reduced emissions and replanting actions have helped reduce and mitigate subsisting pollutants within our current environment. There should be no substitutions or prioritisation of the two, as both need active addressing and, in some cases, can be improved by combining the same actions.

Any Environmental documentation on impacts will be informed to stakeholders along with supporting documents, benefiting both parts of relaying our activities while getting useful feedback and responses to what we are trying to achieve.

Disclosure 101-3 Access and benefit-sharing

Hako UK ensures compliance with access and benefit-sharing largely from a neutral standpoint, as a business we do not use genetic resources. With this being the case, Hako UK do not fall within scope of the UK regulations on access and benefit sharing.

Disclosure 101-4 Identification of biodiversity impacts

We identify our main impacts through continuous and thorough monitoring, not only of our own outputs, but also through the production and policies of Hako GmbH, given they control 95% of our supply chain. Through this monitoring, we can find the most effective and impactful sources to try and mitigate and reduce.

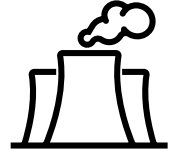
Disclosure 101-5 Locations with biodiversity impacts

Our main site, in Eldon Close, Northampton NN6 7UD, is the site with the most significant impact on biodiversity, with it being 0.64 hectares. This has low biodiversity impact as there is no close range to areas of biodiversity impacts, high or declining ecosystem integrity, high physical water risks or areas of importance for benefits to indigenous people, local communities or any other stakeholders. The activities that take place on this site are the reselling, refurbishment and holding of our cleaning equipment, as well as the admin and sales work for Hako UK.

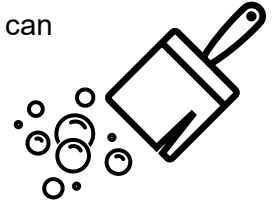


Listed below is a detailed description on our most significant impacts on biodiversity, and how we try to mitigate this:

Pollutant emissions - Approximately 10% of the machines we sell are powered by combustion engines. These engines contribute to CO₂ emissions, although we mitigate this impact through the use of modern, energy-efficient technologies.



Fine Dust Emissions Sweeping - Operations on heavily soiled or dusty surfaces can generate fine dust. However, this is significantly reduced through advanced suction and filtration systems, water application, and innovations such as the Hako UK Dust Stop.



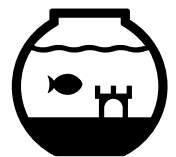
Microplastics - Our broom units use brushes that contain plastic components, which can lead to microplastic abrasion—especially in municipal sweepers. A substantial portion of these microplastics is captured during the sweeping and extraction process. As we are aware of the impacts of microplastics, we are planning a dedicated study to accurately assess the amount of microplastic that remains in the environment.



Cleaning Detergents – Customers often use chemical additives with our wet cleaning machines to enhance cleaning performance. These substances may include environmentally and health-sensitive components like surfactants. We provide guidance on minimising detergent use and offer technical solutions such as on-board dosing systems to support responsible usage. We also provide alternative, environmentally friendly options, for example we have partnered with Solupak, a 100% biodegradable and cruelty free form of detergent, we are proud to help distribute.



Water Consumption - Our scrubber dryers require significant amounts of water for routine cleaning. To promote water conservation, we offer eco-programs for optimised water dosing and technologies like on-board dirty water treatment systems, and technological innovations such as Hako UK Aqua stop.



Disclosure 101-6 Direct drivers of biodiversity loss

Hako UK's activities have a minimal effect on land, sea, natural resources, or invasion of alien species. However, our pollution (while later mention in GRI 305 emissions), in total carbon emissions are 504.14 kg CO₂ e in 2024, and 546.96 in 2023. This data has been compiled internally using data from various areas and complying with the UK Government GHG Conversion Factors for Company Reporting.

Disclosure 101-7 Changes to the state of biodiversity

There have been positive changes to the state of biodiversity over the last few years. Indirectly as the percentage of the raw materials used to build the machines that we supply are moving more to recycled products rather than natural resources this is reducing the impact of natural resources being used.

Our refurbishment program is having a direct impact on the use of natural resources by Hako UK. We have significantly increased the amount of machines that we are able to refurbish and give a second life, this program has minimal impact on natural resources whilst still providing a quality product to our customers.

Disclosure 101-8 Ecosystem services

Within our sites, being in Crick and Wakefield respectively, there are no ecosystems or beneficiaries potentially or affected by our activities. We pose no risk as our sites are not in any form of a close range to any form of biodiversity.



GRI 201 | ECONOMIC PERFORMANCE

Through Hako UK's constantly growing financial status, our applications and engagement with environmental practices will develop, creating a constantly improving system. Constantly investing, not only on environmental causes, but working with both local and global charities, as well as investing in more sustainable technology. Some examples would include our investments in local communities, such as our grass roots sports sponsorship, supporting our local children's sports teams, as well as our engagement and support in community clean up campaigns.

Disclosure 201-1 Direct economic value generated and distribute

Below is a table describing both our annual value generated revenues and the economic value distributed (all of which is on an accruals basis):

| | 2024 | 2023 |
|-----------------------------------|-------------------|-------------------|
| Revenues | 17,300,535 | 19,331,642 |
| Wages and Salaries | 3,191,205 | 3,123,140 |
| Social Security and payroll taxes | 321,337 | 334,555 |
| Pension Expenses | 102,104 | 96,934 |
| Expenses for personal leasing | 53,263 | 35,714 |
| Personnel expenses | 3,667,909 | 3,590,343 |
| Loss on disposal of fixed assets | - | 16,524 |
| Rent/lease for land and buildings | 68,608 | 49,280 |
| Repairs and maintenance | 100,275 | 116,168 |
| Electricity, gas, water, heating | 54,626 | 65,432 |
| Expenses of motor vehicles | 890,292 | 836,064 |
| Operating expenses | 1,113,801 | 1,083,468 |
| Economic value retained | 1,477,982 | 1,386,466 |

There have been no payments to providers of capital, no payments to government by county (except for the UK), and no community investments.

Disclosure 201-2 Financial implications and other risks and opportunities due to climate change

There are no foreseen risks and opportunities that would affect the company financially due to climate change. However, this is constantly monitored, and issues will be highlighted as they become apparent.

Disclosure 201-3 Defined benefit plan obligations and other retirement plans

Hako UK has full participation in the retirement plans. This includes both mandatory and voluntary schemes, in any country-based capacity and involving a financial impact. We do not have any plans in place for liabilities unforeseen. If any occur, they are then raised with Hako GmbH to support. The percentage of salary contributed by employee is 5%, and employers have 4% contribution.

Disclosure 201-4 Financial assistance received from government

There has been no form of monetary value of financial assistance received by the organisation from any government during the reporting period. As well as this, there have been no form of government present in the shareholding structure.



GRI 202 | MARKET PRESENCE

At Hako UK, we are proud of our strong market presence and our ability to deliver exceptional value to our customers and stakeholders. We strive to go above and beyond for all our employees and our image surrounding both our local communities as well as our greater image as a whole.

Disclosure 202-1 Ratios of standard entry level wage by gender compared to local minimum wage

All employees meet the standards set by Citizens UK and the Living Wage Foundation by signing the 'UK Living Wage Employer' licence agreement, this applies for all significant locations. As Hako UK employ at UK living wage as a minimum there are no direct employees on minimum wage so this ratio is not reported. In addition, Hako UK have successfully been recognised as a member of the West Yorkshire Combined Authority with their initiative of the Fair Work Charter.

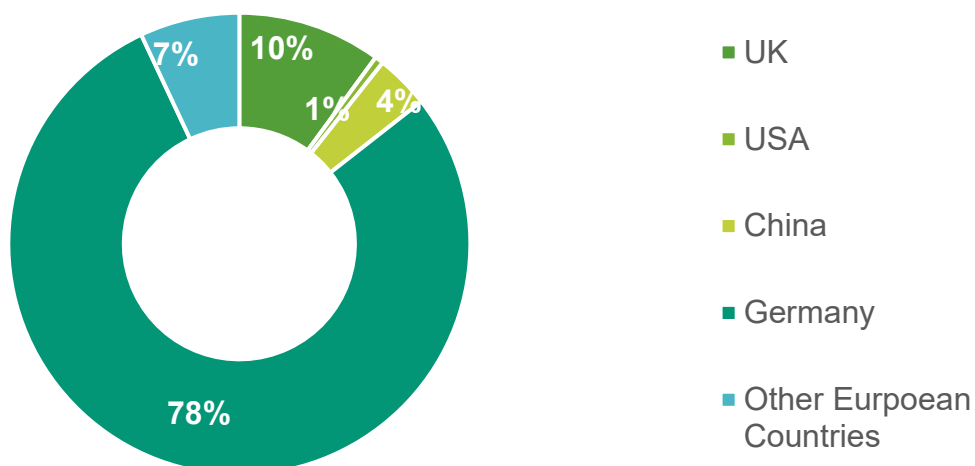
Disclosure 202-2 Proportion of senior management hired from the local community

The Senior Management within Hako UK, in this case, meaning the top level of management within our company, are 66% hired by the local community, which is within 50 miles of the location of operation.

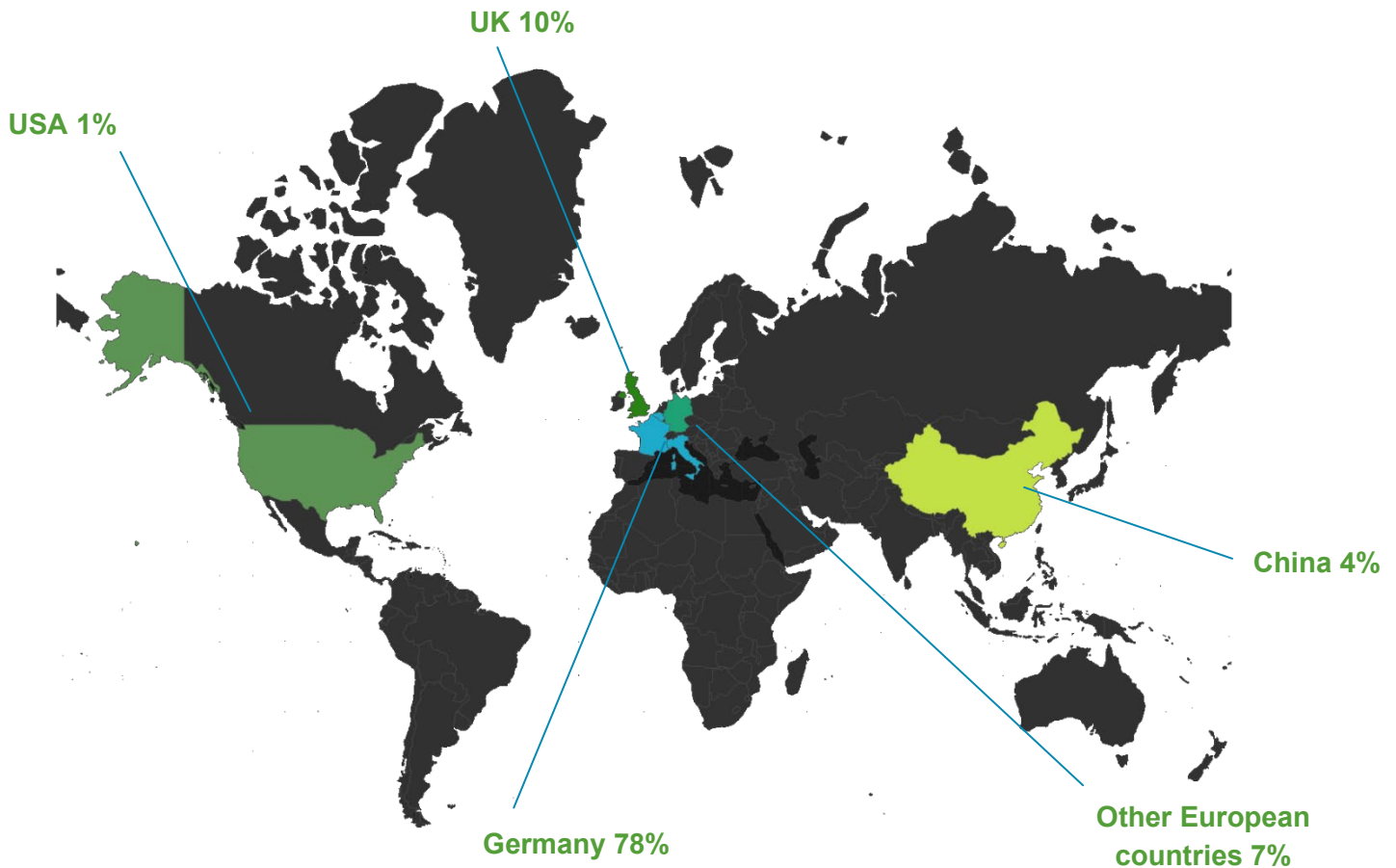


GRI 204 | PROCUREMENT PRACTICES

Procurement Budget Share



At Hako UK, we are committed to maintaining transparent, ethical, and sustainable procurement practices. Our procurement process is designed to ensure that we source goods and services in a manner that supports our business objectives while adhering to the highest standards of integrity and responsibility.



Disclosure 204-1 Proportion of spending on local suppliers

Hako UK's supplier structure is mainly tied to Hako UK GmbH, our parent company, with 78% of procurement coming from Germany. The next in order of size is local, with 10% coming from suppliers with a UK billing address. A further 7% comes from other European countries, which means that only 5% of the procurement budget is accounted by other countries, that being China and the USA. The above procurement budget share chart is used for the significant locations of operation, meaning any Hako UK premises, and or operated by Hako Machines Ltd. Significant locations of operation, meaning any Hako UK premises, and or operated by Hako UK.

GRI 205 | ANTI-CORRUPTION



At Hako UK, we are committed to upholding a clear and transparent line of operation, with open dialogue amongst all operating within the company, as well as a high degree of integrity and ethical conduct in all our business activities. Our anti-corruption policy is to conduct all our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Disclosure 205-1 Operations assessed for risks related to corruption

There have been no assessed risks related to corruption or identified significant risks related to corruption.

Disclosure 205-2 Communication and training about anti-corruption policies and procedures

Regarding communication in Hako UK, all employees are informed of Hako UK's anti-corruption policy from their initial HR induction and are updated on the information as the policies change. This includes all the governance bodies, employees, and business partners, which are informed at one of the first points of contact. Along with this, all policies with mention to anti-corruption are publicly available on our website, accessible to all, not just employees.

Disclosure 205-3 Confirmed incidents of corruption and actions taken

There have been no confirmed cases of corruption, which includes the case in which employees were dismissed or disciplined, business partners were terminated or not renewed and no public legal cases regarding corruption brought against to either the Hako UK or its employees.

GRI 206 | ANTI-COMPETITIVE BEHAVIOUR

Within Hako UK, we are dedicated to promoting fair competition and adhering to all associated laws and practices. Our commitment to ethical business practices ensures that we compete fairly and transparently in the marketplace.

Disclosure 206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices

There have been no legal actions, both pending and completed, regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organisation has been identified as a participant.

GRI 207 | TAX



Our business approach and behaviours towards tax is that of an eager compliance, as the awareness of our impact on tax and how it supplies beneficial factors from educations, healthcare, improving government, to beneficial aspects for Hako UK ourselves. Where applicable, our tax it to be paid when profits are made.

Disclosure 207-1 Approach to tax

The primary objective from this perspective is to ensure we are compliant with all tax legislation and the requirements published therein.

Included in this will be to ensure all applicable returns are made on a timely and accurate basis, but at the same time ensuring, where applicable, any tax paid has been assessed for any concessions or reliefs which are allowed under the relevant legislation.

With this in mind, we do not seek to take an aggressive stance in interpretation of tax legislation, and the policy is to operate within both the spirit and the letter of the law.

We do not use any artificial tax avoidance schemes, tax havens, or management incentive programs linked to any aspect of tax mitigation or determining an effective tax rate.

Disclosure 207-2 Tax governance, control, and risk management

Hako UK take the management of their tax responsibilities to limit any risk in this area then the following controls are in place:

- PAYE is operated through a payroll service provider TopSource Worldwide.
- Tax and National Insurance is reported monthly and at the end of the tax year by Top Source and the finance team ensures monthly payment to HMRC is made on time.
- VAT is reported from the accounting system SAP.
- A Payments on Account Schedule is published yearly by HMRC and sent to Hako Machines Limited.
- The finance team ensure these monthly (and remaining balance) payments are made on time each month.
- The VAT Return is submitted via 123 Sheets, MTD VAT Software.
- All of Hako UK Machines' customs clearance requirements are handled by Espace Intelligent Freight.
- Corporation Tax payments on account are advised by our tax consultants, Ellacotts, who ultimately file our Corporation Tax Return and Computation.
- A monthly accrual is made for Class 1A NIC and the P11Ds are prepared by the finance team using the HR and Fleet management to sense check data used in their

preparation – and submitted using the Government Gateway with payment made by the deadline set by HMRC.

These taxes are all reconciled when month end accounts are prepared by the finance team.

Disclosure 207-3 Stakeholder engagement and management of concerns related to tax

Hako UK understands the need for good co-operation and a strong working relationship with HMRC and other relevant government departments and seeks to have open and honest communication in this respect. As and when required, we comply with any request for additional information to support returns made and liaise with the relevant HMRC department on tax matters as and when the need arises.

As a member of a large European Multi-National Enterprise, Hako Machines Ltd also adheres to the OECD CbCR framework, submitting relevant information for publication to the tax authority in the country where the group holding company is based. Alongside this, any transactions which occur between members of the same group respect the arm's length principle with regard to pricing.

We keep our tax strategy available to the public along with our financial statements, which can be found on Companies House. We strive for clarity and an open view for any of our stakeholders.

Disclosure 207-4 Country-by-country reporting

Hako Machines Ltd only pays tax and reports payments in the United Kingdom.



GRI 301 | MATERIALS

Our main goal is to use materials in a sustainable fashion, employing it where possible and always trying to find a new way to engage with our materials. We rarely use raw materials, as we sell and service pre-built cleaning machines, our use of materials and sustainable procurement of materials mainly comes from our refurbishment process, providing more sustainable 2nd hand machines to customers at a reduced price.

Disclosure 301-1 Materials used by weight or volume

While Hako UK doesn't have any materials for production or packaging, as we gather stock from our parent company in Germany, Hako GmbH, 4.2% of German procurement was directed towards Hako UK (roughly 334.13 tonnes), and 5.3% in 2023 (which was equal to around 485 tonnes).

Disclosure 301-2 Recycled input materials used

We do not have any data on this as Hako UK doesn't use any materials, Hako GmbH has listed they do not have any valid data on the proportion of recycled materials used.

Disclosure 301-3 Reclaimed products and their packaging materials

The data for the below figures has been compiled due to our refurbishment program, in which we reclaim old units for refurbishment and reselling. This has been a great initiative shown by the increased percentage of refurbished units, as well as a better eco-friendly form of waste management with our products.

| Year | Total units delivered | Refurbished units | Percentage of refurbished units |
|------|-----------------------|-------------------|---------------------------------|
| 2024 | 897 | 176 | 19.62% |
| 2023 | 1,219 | 52 | 4.27% |



GRI 302 | ENERGY

The conservation, reduction and preservation of energy is vital to our social and economic state. Hako UK has commitment to adopting new technologies and controls where applicable to help in the aspect of energy, whether that's employing renewable energy sources, reducing energy used if possible, and constantly monitoring and evaluating our energy used.

Disclosure 302-1 Energy consumption within the organisation

Hako UK does not sell any generated electricity or energy. So, when compiling the figures below, all mention of energy sold is omitted.

| | 2024 | | | 2023 | | |
|--------------------------|---------------|-------------------------|---------------------|---------------|-------------------------|---------------------|
| | Generated | Non-Renewable Purchased | Renewable Purchased | Generated | Non-Renewable Purchased | Renewable Purchased |
| Electricity (kWh) | 37,917 | | 65,683 | 35,897 | 60,235 | |
| Heating | | | | | | |
| Natural Gas (kWh) | | 22,392 | | | 11,303 | |
| LPG (litre) | | 143,208 | | | 162,954 | |
| Total Energy Used | 37,917 | 165,600 | 65,683 | 35,897 | 234,492 | |

Disclosure 302-2 Energy consumption outside of the organisation

We do have some energy consumption caused by our business activities outside of the organisation, this includes homeworking and the charging of electric and Hybrid vehicles at

employees' homes. There is limited data for 2023 but in 2024 the amount of energy was 31,019.1 kWh



GRI 303 | WATER AND EFFLUENTS

For such a scarce and valuable resource that is water, it is crucial to keep consumption low and keep the process of water clean enough to be reused or safely disposed. We at Hako UK follow the key role of monitoring our effluents and mitigating any overuse of our resources. Many of Hako UK's machines utilise water recycling systems, these significantly reduced the amount of water used by the machines during operation. Where this is not possible, we employ technology to reduce the amount of water that's required for the machines to function, this includes innovations, such as Hako UK Aqua Stop.

Disclosure 303-1 Interactions with water as a shared resource

All water from Hako UK is gathered from the UK Mains supply, there is no local withdrawal or discharge of water.

Disclosure 303-2 Management of water discharge related impacts

With regards to risk of contaminated water, there are multiple interceptors and separators in which the water is processed through before being discharged in the sewer, none of which is discharged locally.

Disclosure 303-3 Water withdrawal

Hako UK cannot report on any of the data on water withdrawal as we do not withdraw water locally or independently.

Disclosure 303-4 Water discharge

Hako UK cannot report on any of the data on water discharge as we do not discharge water locally or independently.

Disclosure 303-5 Water consumption

Below is the table listing the total water consumption within the last 2 years in Mega Litres. We do not store any water at any of our significant locations.

Mega litres

Total Water Consumption

2024

2

2023

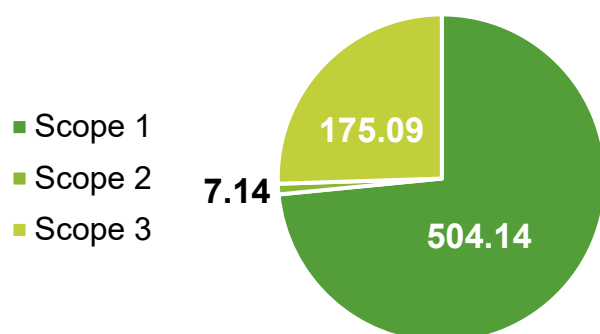
2



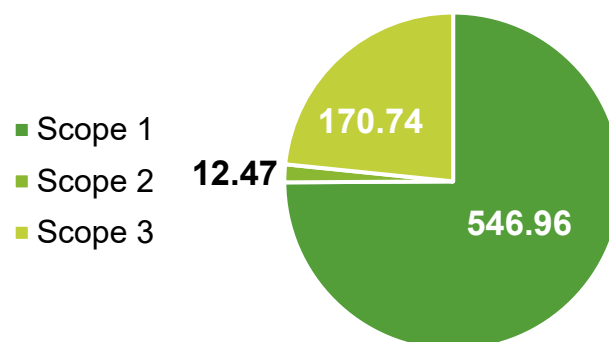
GRI 305 | EMISSIONS

We strive to mitigate any negative impact caused by our organisation. This is through monitoring scope 1, 2 and 3 in detail using the UK Government GHG Conversion Factors for Company Reporting, as well as contrasting improving and working on our environmental impacts and seeking alternative sources of fuel. Along with this, constantly finding new methods of tracking and reporting our emissions for further scrutiny of our own company to find new improvements and highlights the areas that need addressing the most.

2024 Emissions (Tonnes CO₂ e)



2023 Emissions (Tonnes CO₂ e)



| Tonnes CO ₂ e | 2024 | 2023 |
|--------------------------|---------------|---------------|
| Scope 1 Emissions | 504.14 | 546.96 |
| Scope 2 Emissions | 7.14 | 12.47 |
| Scope 3 Emissions | 175.09 | 170.74 |
| Total | 686.23 | 730.17 |

(There are no trace elements of CO, CH, N O, HFCs, PFCs, SF, or NF in all 3 scopes)

GRI 305-1 Direct (Scope 1) GHG emissions

All the data below was collated internally using data from various areas and complying with the UK Government GHG Conversion Factors for Company Reporting. The Base year chosen is 2021, as there's minimal data before 2020, and 2020 does not give a true view due to covid affecting emissions usage. Almost all emissions have been created through operations control.

| kg CO₂ e (in Tonnes) | 2024 | 2023 |
|--|---------------|---------------|
| Scope 1 Petrol | 60.59 | 61.11 |
| Scope 1 Diesel | 403.15 | 442.62 |
| Scope 1 Personal Car use | 1.63 | 1.98 |
| Scope 1 Heating LPG | 34.24 | 38.96 |
| Scope 1 Heating Natural Gas | 4.54 | 2.29 |
| Total | 504.14 | 546.96 |

GRI 305-2 Energy indirect (Scope 2) GHG emissions

All the data below was collated internally using data from various areas and complying with the UK Government GHG Conversion Factors for Company Reporting. The Base year chosen is 2021, as there's minimal data before 2020, and 2020 does not give a true view due to covid affecting emissions usage. Almost all emissions have been created through operations control.

| kg CO₂ e (in Tonnes) | 2024 | 2023 |
|--|-------------|--------------|
| Scope 2 Electricity | 7.14 | 12.47 |
| Total | 7.14 | 12.47 |

GRI 305-3 Direct (Scope 3) GHG emissions

All the data below was collated internally using data from various areas and complying with the UK Government GHG Conversion Factors for Company Reporting. The Base year chosen is 2021, as there's minimal data before 2020, and 2020 does not give a true view due to covid affecting emissions usage.

| kg CO₂ e (in Tonnes) | 2024 | 2023 |
|--|--------------|---------------|
| Scope 3 Freight | 69.22 | 155.1 |
| Scope 3 Travel | 96.32 | 13.05 |
| Scope 3 Water | 0.17 | 0.19 |
| Scope 3 Home Working | 6.33 | 0.80 |
| Scope 3 Waste | 1.45 | 1.6 |
| Scope 3 Electricity Distribution | 1.61 | |
| Total | 175.1 | 170.74 |

Disclosure 305-4 GHG emissions intensity

The intensity indicates the ratio of emissions to the number of devices produced or to the turnover generated. The intensity quotient refers to Scope 1, 2 and 3 emissions from the aforementioned figures.

| | | 2023 | 2024 |
|------------|------------------|-------|-------|
| Turnover | (Tonnes/million) | 37.90 | 39.67 |
| Units Sold | (Tonnes/unit) | 1.31 | 1.67 |

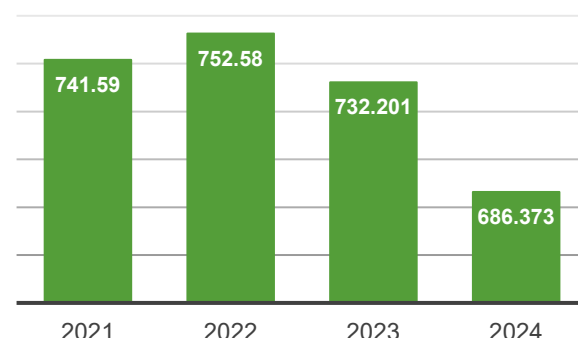
The figures below indicate the location based and market-based emissions. These refer to the amount of electricity consumed in each reporting period.

| Tonnes | 2023 | 2024 |
|----------------|-------|-------|
| Location Based | 13.54 | 19.70 |
| Market Based | 12.50 | 7.10 |

Disclosure 305-5 Reduction of GHG emissions

Hako UK's emissions have massively reduced over the years since 2021, with a reduction of over 50 CO₂e. The Base year chosen is 2021, as there's minimal data before 2020, and 2020 does not give a true view due to covid affecting emissions usage. All scopes were reduced over the years apart from scope 3, the main reason of this being due to the fact of more accurate data measurement being employed over the years, leading to a wider range of data on the waste collected. All the data below was collated internally using data from various areas and complying with the UK Government GHG Conversion Factors for Company Reporting.

Sum of Carbon Emissions (in CO₂e)



Disclosure 305-6 Emissions of ozone-depleting substances (ODS)

There has been no production, or emissions of ozone-depleting substances (ODS) within Hako UK, nor are we aware of any impacts from Hako UK.

Disclosure 305-7 Nitrogen oxides (NO_x), sulphur oxides (SO_x), and other significant air emissions

Hako UK has no significant air emissions, including Nitrogen Oxide (Nox), Sulphur Oxide (Sox), Persistent organic pollutants (POP), Volatile organic compounds (VOC), Hazardous air pollutants (HAP), Particulate matter (PM), or any other possibly significant emissions.



GRI 306 | WASTE

Our commitment here at Hako UK, is for constantly progressing and searching for the reduction, renewal and the recycling of waste. Parts of this can come from the placement of waste, as we have now put 0% into landfill, but also through alternative forms of waste disposal, looking towards long-term, sustainable forms of the disposal of waste. This also comes in the form of constantly searching for new ways, with an improvement of waste measurement over the years, more accurately evaluating our main forms of waste and how they are disposed of, as well as more sustainable products to use, reducing the need and actual waste, such as with our refurbishment programs for our old products.

Disclosure 306-1 Waste generation and significant waste-related impacts

Hako UK does our best in the reduction of waste where possible. Some of the limitations we've made on waste is 0% landfill, constantly improving waste measurements when calculating our carbon emissions, and mitigating any waste through our affiliations and collaborations with Forest Nation, an organisation that supports sustainable reforestation. As well as this, Hako UK has a robust waste management system, working through well-proven resources.

Disclosure 306-2 Management of significant waste related impacts

The Environmental Reports are created by Baxter Environmental Ltd, gathering all weight data from our various providers and inputting this into their reporting system. They have developed their own software to extract the weight data for bins collected and use industry standards to calculate how the waste streams are split between end-to-end recycling and energy recovery.

The data source for the carbon emissions calculations is provided by UK Government, for the various common waste streams such as General Waste and Dry Mixed Recycling, Glass, Food etc.

The recycled weight represents the mixed recycled waste and food data (any waste that is 100% recyclable) and the recoverable weight calculates to the general waste, however there is a certain percentage of general waste that gets recycled.

Sustainable waste management makes an important contribution in the improvement of the circular economy. We focus on separating waste by type as much as possible to achieve high recycling rates. We analyse waste data to identify potential for improvement

Disclosure 306-3 Waste generated

| Waste type | 2024 [Kilos] | 2023 [Kilos] |
|-------------------------------------|---------------|---------------|
| Bulky Waste | 15,640 | |
| Ferrous metal, in mixed metal scrap | 12,000 | 15,000 |
| Lead acid batteries scrap | 7,360 | 4,500 |
| Mineral oil products waste | 7,000 | 2,400 |
| Municipal Solid waste | | 299 |
| Cardboard | 7,540 | 14,340 |
| Dry Mixed Recycling | 317 | 173 |
| General Waste | 11,915 | 33,158 |
| Wood | 23,200 | 29,200 |
| Total weight | 84,972 | 99,070 |
| of which hazardous waste | 14,360 | 6,900 |
| of which non-hazardous waste | 70,612 | 92,170 |

The data was collated using the reports provided by the waste contractor. 64% of our waste is recycled and 36% is recovered, with 0% going to landfill.

| Waste treatment | 2024 [Kilos] | 2023 [Kilos] |
|-----------------|--------------|--------------|
| Recovered | 21,172 | 21,885 |
| Recycling | 37,440 | 53,038 |

Disclosure 306-4 Waste diverted from disposal

About 75% of the waste was diverted from disposal. This share was sent for recycling; no waste was reused. Recycling is carried out exclusively by external waste companies. All recovered waste has been done offsite.

| Waste diverted from disposal | 2024 [Kilos] | 2023 [Kilos] |
|------------------------------|---------------|---------------|
| Hazardous waste | | |
| Preparation for re-use | - | |
| Recycling | 14,360 | 6,900 |
| Non-hazardous waste | | |
| Preparation for re-use | - | - |
| Recycling | 49,440 | 37,330 |
| Other Recovery options | - | 22,210 |
| Total weight | 63,800 | 66,440 |

Disclosure 306-5 Waste directed to disposal

No waste was disposed within our own sites; external disposal companies were always contracted.

| Waste forwarded for disposal | 2024 [Kilos] | 2023 [Kilos] |
|------------------------------|---------------|---------------|
| Hazardous waste | | |
| Incineration | - | - |
| Landfill | - | - |
| Non-hazardous waste | | |
| Incineration | 21,170 | 32,630 |
| Landfill | - | - |
| Total weight | 21,170 | 32,630 |



GRI 308 | SUPPLIER ENVIRONMENTAL AWARENESS

With such an importance placed on environmental development for Hako UK, it is logical that our suppliers follow a similar attitude towards environmental awareness. This can range from their stance outlined in their environmental policy, their physical environmental impact with emissions or waste, and how they plan on improving in the future. Working with others on the ongoing goal of an improved environment and sustainability is a massive goal and pride for Hako UK.

Disclosure 308-1 New suppliers that were screened using environmental criteria

We have implemented measures to track new suppliers using environmental criteria. Unfortunately, there is currently no available data for this reporting period.

GRI 401 | EMPLOYMENT



Without our employees, Hako UK couldn't function. The quality and retention of our employees, as well as constantly growing our employee base with new skills is crucial to our organisation. To enforce this, Hako UK has a high focus on communication, education, coordination and collaboration. This comes in many forms, such as systematic 1-1 meetings, healthcare, the Happy at Hako initiative, a package of various benefits, and more. Creating a positive workplace is key towards an effective organisation as well as good connections to other companies and communities. With this in mind, we actively encourage our UK team to network and foster wider working relationships within our workplace communities. All our UK team are encouraged to use their 2 days paid for volunteering towards an activity they hold important.

GRI 401-1 New employee hires and employee turnover

| Entries | | | Departures | | |
|--------------|------|------|--------------|------|------|
| Years/gender | 2024 | 2023 | Years/gender | 2024 | 2023 |
| < 30 | 11 | 11 | < 30 | 4 | 2 |
| 30 - 50 | 39 | 36 | 30 - 50 | 12 | 11 |
| > 50 | 27 | 24 | > 50 | 8 | 3 |
| f | 19 | 17 | f | 8 | 2 |
| m | 59 | 54 | m | 16 | 14 |

| Entry rate [%] | | | Fluctuation [%] | | |
|----------------|------|------|-----------------|------|------|
| Years/gender | 2024 | 2023 | Years/gender | 2024 | 2023 |
| < 30 | 14 | 15 | < 30 | 5 | 3 |
| 30 - 50 | 51 | 51 | 30 - 50 | 15 | 15 |
| > 50 | 35 | 34 | > 50 | 10 | 4 |
| f | 24 | 24 | f | 10 | 3 |
| m | 76 | 76 | m | 21 | 3 |

We are a proud member of the West Yorkshire Fair Work Charter, an initiative designed to help businesses create a positive working environment by promoting fair pay, good working conditions, and opportunities for growth. Within this charter, we can have a high focus on our people, whether this comes in the form of more employment opportunities with diverse groups, more apprenticeship options, future goals for our employees and the constant attention to the wellbeing of those employed at Hako UK.

Disclosure 401-2 Benefits provided to full-time employees that are not provided to temporary or part time employees

Both part-time and fixed-term employees are entitled to company benefits to the same extent as full-time and permanent employees. These benefits include:

- Life Insurance
- Health Care
- Disability and invalidity coverage
- Parental Leave
- Pay Care: Money back on Healthcare including Optical, Dental, Professional, Therapy, Physiotherapy
- Pension scheme: 4% Employer contribution
- Bonus scheme
- Charity program
- Paid Volunteering Days



In addition, we pride ourselves with our Happy at Hako scheme, this is a benefits package including a wellbeing programme, personal birthdays' off, money back on healthcare, bespoke training, introduction incentive, long service bonus, and a 4-week induction, referral incentive of £500, Death in Service Insurance (2x Salary), and bespoke training.

Disclosure 401-3 Parental leave

Parental leave is a valued and legally protected benefit at Hako UK. We offer all employees, regardless of gender, access to parental leave in line with statutory requirements. This commitment reflects our dedication to supporting a healthy balance between work and family life.

Within 2024, 81% of the male employees and 79% of female employees were entitled to family leave, with 5% of women and 0% of men taking their respective family leave and returned to work, still being employed.

Within 2023, 81% of the male employees and 82% of female employees were entitled to family leave, with 12% of women and 2% of men taking their respective family leave and returned to work, still being employed.

The return-to-work rate and retention rate are both 100%, for 2024 anyone who took parental leave, stayed within the company. While we have the data required for 2024 due to our more accurate records and retention, 2023 had more limited information and we have no data on this subject.



GRI 403 | OCCUPATIONAL HEALTH AND SAFETY

The health and safety of our employees is of great importance to us. Therefore, we have employed a wide range of measures and systems to mitigate the risk of accidents, as well as implementing processes to prevent re-occurrence. As well as monitoring any accidents or near misses in an accident log, we also provide training to all employees upon induction. Annually after inductions, we offer refresher training, as well as highlighting any changes to policies or processes. This training includes, manual handling, COSHH, as well as business processes and policies around health and safety.

Disclosure 403-1 Occupational health and safety management system

Within Hako UK, we employ an Occupational Health and Safety management system which complies with ISO 45001. This system was implemented using information on regulations, guidance, and ACOPs as well as guidance of the ISO structure to create a comprehensive and robust system. This is implemented by the QES Manager, to ensure that we follow management system standards, including ISO 45001, 14001, and 9001. Our management system covers all employees and both locations in Wakefield and Crick.

Disclosure 403-2 Hazard identification, risk assessment, and incident investigation

At regular intervals, Hako UK has an array of audits and inspections to ensure the policy is being followed, and that any form of equipment, building equipment and safety features are functional and up to date at both our Crick and Wakefield premises. All equipment is subject to regular maintenance and along with this, anything broken or non-functional is reported and immediately fixed, both of which are carried out by a fully trained and competent person.

This breakdown maintenance is performed by a factory trained field technician or approved external contractor, proof of visit and outcome is then recorded onto our central system including any details of the service. Any issues with equipment are reported to the QES Manager, all such issues are investigated and if necessary, the equipment is isolated until the issues are resolved, the issue, along with its resolution, is added to the equipment records.

Disclosure 403-3 Occupational health services

We utilise surveys at regular intervals for our employees regarding their health and their office environment, centred around screen display equipment and seating. Along with this, we carry out annual refresher training on safety including who to report to in the case of an accident. Once reported, they are reviewed with the sole goal of elimination, whether that comes from further training, changing the layout of our locations, and adding more control measures for tasks being carried out.

Disclosure 403-4 Worker participation, consultation, and communication on occupational health and safety

Hako UK annually refreshes health and safety training, along with training on induction or in any cases of related incidents taking place. The Health and Safety Management System is annually renewed to comply with constantly updating regulations as well as to ensure constant improvement. There is an elected employee representative to highlight any concerns that employees may have around Health and Safety.

Hako UK's formal Health and Safety Committee, comprised of the key department heads as well as the employee representative, have bi-annual meetings, in which they review any accidents and incidents that may have occurred or could potentially be at risk. This committee also discuss internal and external changes in health and safety, whether that comes from legislations, policies or any feedback from stakeholders.

Disclosure 403-5 Worker training on occupational health and safety

Hako UK train all employees on induction and this is refreshed annually. This training includes, manual handling, COSHH, as well as business arrangements and policies around health and safety. The training includes a test upon completion that is reviewed by the QES Manager to ensure understanding.

Disclosure 403-6 Promotion of worker health

Hako UK offers a wide range of external health benefits from the company, with a robust Pay Care system, giving money back on opticians, dental, professional therapy and physiotherapy, along with deals with local gyms, encouraging a healthier lifestyle. Lunch and Learns are also conducted from time to time to cover other aspects of wellbeing including financial management.

Disclosure 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

Hako UK has a comprehensive Health and Safety Management System that is externally audited as part of our ISO 45001 accreditation. This system includes PESTLE analysis on the impacts of Health and Safety for the business and others that may come into contact with it.

All identified risks have been assessed, and suitable control measures have been put in place by the health and safety management team, this includes making sure that others who come into contact with the business are aware of the expected standard for Health and Safety and comply with this.

When new equipment is delivered, a high standard of operator training is carried out, to ensure the safe use of equipment by customers as well providing full operating manuals with the machines.

We prioritise the health and well-being of our employees by offering health benefits and providing ergonomic support, such as wrist support for those working with screens. Our commitment to safety is reinforced through annual training sessions and thorough training during induction for all new employees. Along with all of this, we require our suppliers to complete a detailed questionnaire, ensuring they meet all necessary health, safety, and environmental compliance standards. This rigorous approach helps us maintain a safe and compliant working environment across all business relationships.

Disclosure 403-8 Workers covered by an occupational health and safety management system

All our employees are covered by our Occupational Health and Safety Management System, in which we comply with the ISO 45001

Disclosure 403-9 Work-related injuries

| All Employees | 2024 | 2023 |
|---|---------|---------|
| The number and rate of fatalities because of work-related injury | 0 | 0 |
| The number and rate of high-consequence work-related injuries (RIDDOR reportable) | 0 | 0 |
| The number and rate of minor injuries | 3 | 5 |
| The number of hours worked | 135,360 | 131,976 |

Hako UK will ensure that we carry out suitable and sufficient risk assessments of all the tasks and equipment connected with our business activities that are likely to present a significant risk of injury or ill health to our employees or others within our activities.

The responsibility for the implementation of risk assessments and any controls that are required, rests with the QES Manager and they are supported by any other employees as is required.

The managers and/or supervisors will also monitor the effectiveness of any actions resulting from the findings of the risk assessments. Any deficiencies that are identified will be reported to the person responsible for carrying out the risk assessments.

All risk assessments will be reviewed annually as a minimum or if there is any significant change that affects the validity of the risk assessment, whichever comes sooner.

Disclosure 403-10 Work-related ill health.

| All Employees | 2024 | 2023 |
|---|------|------|
| The number of fatalities because of work-related ill health | 0 | 0 |
| The number of cases of reportable work-related ill health | 0 | 0 |
| The main types of work-related ill health. | 0 | 0 |

GRI 404 | TRAINING AND EDUCATION



At Hako UK, personal development and professional progression are of huge importance to us. We offer a wide range of training courses, from apprenticeships, courses for various qualifications to help our business, as well as facilities for training on our own products in our training centre, located in Wakefield.

| Average Hours | 2024 | 2023 |
|---------------|-------|-------|
| Male | 32.42 | 32.56 |
| Female | 32.42 | 32.56 |

Disclosure 404-1 Average hours of training per year per employee

Within 2024, the average hours of training per year per employee was 32.42, while 2023 was 32.56, as shown in the above table.

Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs

When it comes to improving employees' skills, we have implemented a Learning Development Program. This allows for various qualifications to be obtained, for example health and safety (from fire Marshall training to NEBOSH in Health and Safety Management). In addition, we are also running several apprenticeships from technical, to business admin and finance.

Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews

100% of all employees receive regular performance and development reviews. Our standard is everyone has a review every 3/4 months, with their line manager. All new starters have a 4-week review after starting, a formal 3 month and 6-month probation sign off.



GRI 405 | DIVERSITY AND EQUAL OPPORTUNITY

Diversity holds a massive importance, not just to Hako UK, but to a much larger society. Striving for equal treatment and opportunity is what we strive for. We have a zero-tolerance for any form of discrimination or violations of our diversity policy.

Disclosure 405-1 Diversity of governance bodies and employees

| | | 2024 % | | 2023 % | |
|--------------|---------|--------|----|--------|----|
| Years | < 30 | 11 | 14 | 11 | 15 |
| | 30 - 50 | 40 | 51 | 36 | 51 |
| | > 50 | 27 | 35 | 24 | 34 |
| Total People | | 78 | | 71 | |
| Gender | Male | 59 | 76 | 54 | 76 |
| | Female | 19 | 24 | 17 | 24 |

Diversity subdivided by department (by %)

| 2024 % | Male | Female | <30 | 30-50 | 50< |
|--------------------|------|--------|-----|-------|-----|
| Accounts | 25 | 75 | - | 50 | 50 |
| CST | 9 | 91 | - | 64 | 36 |
| Demo | 100 | - | - | 50 | 50 |
| HR | - | 100 | - | 100 | - |
| Field Service Team | 100 | - | - | 66 | 33 |
| MD | - | 100 | - | - | 100 |
| Sales | 100 | - | 8 | 83 | 8 |
| Stores | 80 | 20 | | 60 | 40 |
| Tech | 100 | - | 20 | 80 | - |
| Workshop | 75 | 25 | 20 | 80 | |

| 2023 % | Male | Female | <30 | 30-50 | 50< |
|--------------------|------|--------|-----|-------|-----|
| Accounts | 25 | 75 | - | 50 | 50 |
| CST | - | 100 | - | 67 | 33 |
| Demo | 100 | - | 14 | 29 | 57 |
| HR | - | 100 | - | 100 | - |
| Field Service Team | - | 100 | - | 100 | - |
| MD | - | 100 | - | - | 100 |
| Sales | 100 | - | 9 | 82 | 9 |
| Stores | 75 | 25 | - | 75 | 25 |
| Tech | 100 | - | 25 | 25 | 50 |
| Workshop | 80 | 20 | - | 80 | 20 |

Disclosure 405-2 Ratio of basic salary and remuneration of women to men

The ratio of the basic salary and remuneration of women to men across all significant locations, defined earlier in this report, is 16%. We strive for equal pay, regardless of sex, as to eliminate gender bias and treat everyone as equal, no matter a diverse factor.



GRI 406 | NON-DISCRIMINATION

Hako UK have a zero-tolerance approach to discrimination and highly value the quality of everyone's time at work. We hold the belief of mutual respect and tolerance of others, both following the British values, as defined by the UK Government, as well as the fair treatment of others.

Disclosure 406-1 Incidents of discrimination and corrective actions taken

There have been zero incidents of discrimination during the reporting period.



GRI 407 | FACB

Hako UK's commitment to upholding the fundamental rights of our employees is crucial, this includes the right to freedom of association and collective bargaining. We believe that these rights are essential to fostering a fair, respectful, and productive workplace. An assurance of this is constant, through open dialogue, open and available policies and zero-tolerance approach to discrimination.

Disclosure 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

All employees and workers within Hako UK have the right to freedom of association. There is no case where that right may be mitigated or violated. Whilst there is no organised union involvement at Hako UK, there have been no interferences or retaliations against the act of unions.

To ensure this right is maintained, we have measures for constantly promoting social dialogue with 1-1 meetings, an open platform to speak, and having a robust grievance process, with all our policies clear and accessible to every employee.



GRI 408 | CHILD LABOUR

Hako UK has a strict zero-tolerance approach to child labour in any form, and we are dedicated to ensuring that our operations and supply chains are free from any form of child exploitation. This is ensured through thorough checks on suppliers and an emphasis on connections to European companies when trading outside the UK.

Disclosure 408-1 Operations and suppliers at significant risk for incidents of child labour

There are no direct links through operations or suppliers within Hako UK, with significant risk of child labour or young workers exposed to hazardous work. This also applies to the type of operation. However, around 3% of our procurement has been gathered from China (one supplier), a country with potential risk towards this. There have been reductions though over the years as this figure in 2023 as around 12%. As well as this, we aim to mitigate the risk through direct employment and rare agency work, which undergoes considerable scrutiny beforehand. In addition, we have a constantly developing supplier assessment, both in checks of health and safety, as well as social aspects.



GRI 409 | FORCED OR COMPULSORY LABOUR

Although Hako UK are not required to report on our Anti-Slavery activity, we are committed to abiding by the provisions in the Act and will do everything we can to ensure that our activities do not encourage or support slavery, servitude, forced labour, human trafficking or exploitation in any form.

Disclosure 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour

Hako UK are not directly involved with any operations or suppliers considered to have significant risk of incidents of forced or compulsory labour, both in terms of the type of operation, as well as geographic areas with operations and suppliers considered at risk. As our remaining supply chain is extensive and numbers over 100 firms, almost exclusively UK based, we use only suppliers who have a well-established and reputable position in the marketplace.

Measures taken to help eliminate and mitigate all forms of forced or compulsory labour would be implementing checks on our suppliers and contractors, as well as regularly updating and implementing policies, providing training and awareness for all employees on Hako UK's policies and the risk factors of forced labour, and carrying out due diligence processes to mitigate risks within our own company.



GRI 410 | SECURITY PRACTICES

The prioritisation on the security of our data, systems, and operations is of massive importance for us at Hako UK. Our robust security practices are designed to protect, ensure business continuity, and safeguard the information entrusted to us by our customers, and suppliers.

Disclosure 410-1 Security personnel trained in human rights policies or procedures

Hako UK currently does not employ any security personnel, which means this isn't applicable to report upon.



GRI 413 | LOCAL COMMUNITIES

The communities that surround Hako UK have an impact on our business, as well as local politics, environment and general goodwill of our area. This is why it is so important for us to positively engage with our local communities and invest in the well-being of those around us.

Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs

Hako UK has in depth involvement with local community engagement activities, covering a wide range of factors. Some examples include neighbourhood and networking meetings in the Northampton area, involvement with We Are Wakefield a business networking event near our Wakefield office (our MD also sits on their not for profit board of directors) supporting local young team sports teams, and general charity work. Every 2 to 3 years, the Hako UK

team nominates and votes for charities that mean something to them. We raise funds, offer volunteering days and general raising of the causes. In addition, many of our team use their paid for volunteering days in the local area including sport coaching to schools/holiday clubs, mentoring local schools with interviewing and CV support and local area clean up campaigns.

Disclosure 413-2 Operations with significant actual and potential negative impacts on local communities

We have supported with grass roots sports sponsorship i.e. football and rugby, community clean up campaigns and all our UK staff have the option of 2 fully paid days to be used for volunteering initiatives in their local community this ranges from church yard clean ups, scouting and sports coaching support, charity events, food banks and school initiatives.



GRI 414 | SUPPLIER SOCIAL ASSESSMENT

Just as we are held and stand by our policies, both regarding sustainability and legal practice, we believe our suppliers should be reviewed with the same scrutiny, not just to be compliant, but to hold similar values, views and progress on the environment as Hako UK. Therefore, we have checks on our suppliers to make sure they fall under these compliances, as well as questionnaires to see what impacts they have made throughout the year. Our environmental focus is of great importance to many of the newly recruited team including our initiatives with Greener Growth and Forest Nation. These connections are invaluable for us and fostering a long-term proactive mindset between companies in the aspect to environmental growth.

We maintain an active exchange with our suppliers and know the production sites of our most important business partners. We have recently implemented an updated supplier assessment to combat any risks as well as to meet current standards.

In the case in where a supplier has not answered our assessment to our satisfaction, we will ensure that the supplier is aware of the required standards Hako UK expect our suppliers to meet. We are happy to help our supplier improve their offering and scoring. We are always open and willing to work with others while providing a safe handling of our own work and sites.

GRI 414-1 New suppliers that were screened using social criteria

We have recently put in place measures to track new suppliers using environmental criteria. As these practices have been recently developed (2025), there is currently no available data for this reporting period.

GRI 414-2 Negative social impacts in the supply chain and actions taken

We have not been able to ascertain any data regarding this as there is no current data for the reporting period with the recent measure that have been taken.

**GRI 415 | PUBLIC POLICY**

We have minimal interaction, association, or influence over politics and legalisation. And while we don't have any associations, our approach to public policy is guided by transparency, integrity, and a commitment to ethical practices

GRI 415-1 Political contributions

No donations were made to political parties

**GRI 416 | CUSTOMER HEALTH AND SAFETY**

The health and safety of our customers is our top priority, ensuring our products meet every standard applicable and provide training to anyone employed under Hako UK for health and safety, creating a protected workplace environment.

Disclosure 416-1 Assessment of the health and safety impacts of product and service categories

All service categories within Hako UK go through a thorough risk assessment. In addition, all manufactured equipment is quality assessed by the individual factory producing them, with them all obtaining a CE mark.

Disclosure 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services

Hako UK has never been included in any significant incident of non-compliance with regulations or voluntary codes concerning the health and safety impacts of products and services within this reporting period, or any period beforehand. This includes incidents with regulations resulting in a fine or penalty, a warning or with voluntary codes.

**GRI 417 | MARKETING AND LABELLING**

There is a necessity for clear, correct and comprehensive information regarding our products to not just our customers, but any stakeholder within our company. As such, we

have publicly available information on all our products as well as a constant awareness of the need for and ongoing transparency between Hako UK and the public.

Disclosure 417-1 Requirements for product and service information and labelling

The safety of our products is a high priority for us at Hako UK, that's why clarity on all products for customers is crucial. We have instruction manuals on all products with up-to-date labelling and safe instructions on their use, along with all our products being CE-marked. The information on the material composition can be supplied upon request. While all our products are originally produced in Germany, the plastic elements are produced in-house and are marked according to an in-house standard to identify the materials used, enabling a high recycling rate of our equipment. Information on the disposal of used equipment is not part of our labelling system. However, our customers have the option of returning used machines free of charge for disposal by Hako UK. Further labelling includes the type of plate (which also indicates the country of origin, among other things). All our products are covered and assessed for compliance with any legal procedures applicable.

Disclosure 417-2 Incidents of non-compliance concerning product and service information and labelling

In this period and anything prior, Hako UK has had no incidents of non-compliance with information and labelling on our products and services. This includes any non-compliances that would result in fines, warnings, or any voluntary codes.

Disclosure 417-3 Incidents of non-compliance concerning marketing communications

Hako UK has never been involved in incidents of non-compliance with regulations or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship within this report and any prior period. This includes any non-compliance resulting in fines, warnings or voluntary codes.



GRI 418 | CUSTOMER PRIVACY

We are committed to everyone's right to privacy and access to their own information, whether that is from requesting the data we hold on to the given person, to general compliance to GDPR and privacy laws. We have strict processes in place to ensure we do not breach anyone's personal information and have cyber essential controls in place to prevent leaks and hacking of information.

Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

For this reporting year of Hako UK, as well as any preceding years, there have been zero reports of breaches, thefts, or losses of customer data, and zero substantiated complaints received concerning breaches of customer privacy, both from outside parties and from regulatory bodies.

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