Published October 2026



Sustainability Report 2024-25

Reporting our progress on environmental responsibility, social value and responsible growth. Reflecting on performance, challenges and future priorities for a more sustainable future.

Hako Machines Ltd

Head Office:
Eldon Close, Crick,
Northamptonshire, NN6 7UD

Training Academy:
Trinity Business Park, Turner Way,
Wakefield, West Yorkshire, WF2 8EF

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Foreword

At Hako Machines Ltd, 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 the global efforts driven and identified by our parent company Hako GmbH.

Our UK commitment to sustainability 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 UK

Executive Summary

About Hako Machines Ltd

Hako Machines Ltd, also referred to as Hako UK, is a wholly owned subsidiary of Hako GmbH and has supplied, serviced, hired, maintained and refurbished professional floor cleaning and municipal cleaning equipment throughout the United Kingdom since 1979. The business operates from its Head Office in Crick, Northamptonshire and Training Academy in Wakefield, West Yorkshire, serving public sector, facilities management, manufacturing, wholesale and retail customers.

Sustainability is embedded within business strategy, management systems and decision-making. Through an Integrated Management System certified to ISO 9001, ISO 14001 and ISO 45001, Hako UK seeks to balance commercial performance with environmental responsibility, ethical business conduct and social value creation.

Sustainability highlights 2024-2025

Area	Performance Highlight
Management systems	ISO 9001, ISO 14001 and ISO 45001 certification maintained.
Climate	Scope 1 emissions reduced from 546.96 tCO2e in 2023 to 500.36 tCO2e in 2025.
Energy	Scope 2 emissions reduced from 12.47 tCO2e in 2023 to 4.02 tCO2e in 2025.
Circular economy	315 machines refurbished across 2024 and 2025.
Biodiversity	Forest Nation partnership supported 30,604 trees and 30 hectares of reforestation.
People	Average workforce reported as 78 employees in 2024 and 74 in 2025.
Compliance	Zero reported significant legal non-compliance events during the reporting period.

REPORTING STATEMENT

This report covers 1 January 2024 to 31 December 2025. It has been prepared to align with the GRI Standards. Where information is not available for the reporting period, this is stated transparently in the relevant disclosure.

About This Report

The report presents Hako UK's environmental, social and governance performance for the 24-month period from 1 January 2024 to 31 December 2025. The reporting boundary covers Hako Machines Ltd operations in the United Kingdom. Comparative 2023 data is included where it provides the baseline for emissions performance.

The primary audience is customers, procurement frameworks and tender evaluators. The report therefore prioritises clear evidence of management systems, measurable environmental performance, responsible procurement, circular economy activity, workforce practices and legal compliance.

GRI 2 | General Disclosures

2-1 Organisational details

Hako Machines Ltd, also referred to as Hako UK, is a UK limited company. The Head Office is at Eldon Close, Crick, Northamptonshire, NN6 7UD. Hako UK has traded in the United Kingdom since 1979.

2-2 Entities included

Hako UK is the sole UK entity included in this report.

2-3 Reporting period and contact

The reporting period is 1 January 2024 to 31 December 2025. The planned publication date is September 2026. The sustainability contact is Adam Bennett, Quality, Environmental and Safety Manager.

2-4 Restatements

No restatements are reported for the reporting period.

2-5 External assurance

The sustainability report has not been externally assured. ISO certification audits are completed by Perry Johnson Registrars Ltd.

2-6 Activities and value chain

Hako UK supplies, hires, services, repairs and refurbishes cleaning and municipal equipment in the United Kingdom. Key markets include the public sector, facilities management, manufacturing, wholesale and retail.

2-9 to 2-14 Governance

The Senior Management Team is the highest governance body for Hako UK. The Managing Director retains ultimate responsibility. Quality, environmental and safety responsibilities are delegated to the QES Manager. The Senior Management Team reviews and approves sustainability information.

2-23 to 2-27 Policy commitments and compliance

Hako UK maintains policies covering responsible business conduct, modern slavery, anti-corruption, equality, environmental protection, grievance and whistleblowing. Policies are communicated through induction, the intranet and the HR system. Zero significant instances of legal non-compliance were reported for the period.

2-29 Stakeholder engagement

Hako UK engages employees, customers, suppliers, contractors, certification bodies, regulators, Hako Group companies and local communities through surveys, meetings, audits, customer activities and management reviews.

2-30 Collective bargaining

No Hako UK employees are covered by collective bargaining agreements. Employees can raise matters through direct dialogue, one-to-one meetings and formal concern mechanisms.

GRI 3 | Sustainability Strategy and Material Topics

Hako UK believes sustainable business practices create long-term value for customers, employees, suppliers and communities. The business aims to minimise environmental impacts, operate responsibly and support the transition to a lower-carbon and more resource-efficient economy.

Material theme	Strategic intent
Climate change and carbon reduction	Measure Scope 1, Scope 2 and relevant Scope 3 emissions and support Hako Group science-based targets.
Circular economy	Extend equipment life through service, repair, refurbishment and responsible end-of-life management.
Responsible procurement	Apply supplier approval and due diligence controls while improving supply-chain transparency.
Biodiversity	Reduce relevant impacts and support measurable reforestation and community benefits.
People and safety	Provide a safe, healthy, inclusive workplace and develop skills and competence.
Ethical governance	Maintain legal compliance, anti-corruption controls, accessible policies and accountability.
Compliance	Zero reported significant legal non-compliance events during the reporting period.

GRI 101 | Biodiversity

Hako UK's direct operational footprint is limited, but the business recognises indirect impacts through emissions, transport, resource use, product operation and waste. Biodiversity is addressed through ISO 14001 controls, emissions management, circular economy activity, environmental awareness and external partnerships.

101-1 Policies

The Environmental Policy and sustainability programme support actions to reduce pollution, minimise resource consumption and contribute to habitat restoration.

101-2 Management of impacts

Crick and Wakefield are not reported as being within or adjacent to protected or highly sensitive habitats. Environmental objectives and legal requirements are reviewed through the Environmental Management System.

101-3 Access and benefit-sharing

Hako UK does not use genetic resources, and no access and benefit-sharing agreements were applicable.

101-4 Identification of impacts

Potential impacts are identified through environmental monitoring, product and supply-chain review, waste data and greenhouse gas reporting.

101-5 Locations

The principal Crick site occupies approximately 0.64 hectares and is considered low risk. Activities include storage, refurbishment, administration and sales support.

101-6 Direct drivers

Relevant product-related pressures include emissions, local air quality impacts, brush wear, cleaning chemicals and water use. Hako UK manages these topics through product support, customer guidance, maintenance, refurbishment, waste controls and collaboration with Hako GmbH.

101-7 Changes

Refurbishment reduces pressure on natural resources by extending product life. Reforestation activity contributes a positive external biodiversity outcome.

101-8 Ecosystem services

No significant effects on sensitive ecosystems or ecosystem services were identified for Hako UK's operating sites during the reporting period.

Forest Nation case study

Hako UK has worked with Forest Nation since 2022 to support reforestation activity in Tanzania. The partnership contributes to tree planting, land restoration, seasonal employment, educational activity and wider community benefits.

The programme also supports educational activity through the Green School programme, seedlings provided to families, agricultural benefits and future income opportunities.

Indicator	Reported outcome
Trees planted	30,604
Land reforested	30 hectares
Carbon absorbed	2,437 tonnes
Oxygen created	9,750 tonnes
Seasonal part-time employment	8 people
Work hours created	1,221

These figures do not form part of Hako UK's direct impacts and emissions inventory.



GRI 102 | Climate Change

Our climate change approach

Hako UK recognises its responsibility to reduce greenhouse gas emissions across operations and the value chain. Scope 1, Scope 2 and relevant Scope 3 emissions are calculated annually using UK Government GHG Conversion Factors for Company Reporting. Climate considerations are addressed through ISO 14001 controls, operational planning, fleet management, facilities, procurement and product lifecycle activity.

102-1 Climate transition and adaptation

Hako UK has adopted the science-based emissions reduction commitments established and registered by Hako GmbH. A standalone UK transition plan is not yet in place. Development is coordinated by the QES Manager using emissions data, SBTi-aligned commitments, ISO 14001 controls and management review outputs. Hako UK expects to complete and approve a suitable transition plan by the end of 2027.

Commitment	Target
Net zero	Achieve net zero greenhouse gas emissions across the value chain by 2050.
Near-term Scope 1 and 2	Reduce absolute Scope 1 and 2 emissions by 63.0% by 2035 from a 2023 base year.
Near-term Scope 3	Reduce absolute Scope 3 emissions by 37.5% by 2035 from a 2023 base year.
Long-term Scope 1, 2 and 3	Reduce absolute Scope 1, 2 and 3 emissions by 90.0% by 2050 from a 2023 base year.

A standalone climate adaptation plan is also not yet in place. Physical risks to sites, employees, fleet, supply chain, customers, products, emergency preparedness and insurance are considered through existing environmental, business continuity, risk review and emergency arrangements. Hako UK expects to complete and approve a suitable adaptation plan by the end of 2027.

Greenhouse gas emissions performance

Total emissions fell from the 2023 baseline to 2024, then increased in 2025 while remaining below the baseline. Scope 1 and Scope 2 improved across the period. Scope 3 increased, driven principally by road freight and employee commuting in the reported activity breakdown.

Year	Scope 1 tCO2e	Scope 2 tCO2e	Scope 3 tCO2e	Total tCO2e
2023 baseline	546.96	12.47	170.74	758.95
2024	504.14	7.13	175.10	686.37
2025	500.36	4.02	189.49	693.87

102-5 Scope 1 GHG emissions

Scope 1 emissions include direct emissions from sources owned or controlled by Hako UK, reported using the operational control consolidation approach. The base year is 2023. Gross emissions exclude removals, trades and avoided emissions. No biogenic emissions were identified.

GHG component	2023 baseline	2024	2025
tCO2e	546.96	504.14	500.36
tCO2	540.61	498.36	494.91
tCH4	0.34	0.32	0.32
tN2O	6.01	5.46	5.13

102-6 Scope 2 GHG emissions

Scope 2 emissions are market-based and relate to purchased electricity only. Location-based Scope 2 emissions are not reported for this period. Scope 2 emissions exclude GHG removals, GHG trades and avoided emissions.

GHG component	2023 baseline	2024	2025
Total tCO2e	12.47	7.13	4.02
tCO2 reported	12.411	7.04	3.9
tCH4 reported	0.037	0.03	0.07
tN2O reported	0.022	0.07	0.09

102-7 Scope 3 GHG emissions

Scope 3 emissions include reported business travel, accommodation, freight, waste, water, home working, employee commuting and electricity distribution losses. The base year is 2023. Categories not represented in the activity data were treated as not applicable.

Activity area	2024 kg CO2e	2025 kg CO2e
Flights	2,929.39	107.91
Sea travel	68.87	27.42
Rail travel	146.06	164.72
Taxi	6.18	99.86
Hotels	9,819.40	6,995.10
Road freight	112,052.24	128,537.86
Air freight	6,575.30	4,664.12
Sea freight	69.29	544.90
Waste	1,450.00	1,349.44
Water	169.42	181.09
Home working	6,325.80	128.84
Employee commuting	33,872.84	46,171.30
Electricity distribution	1,606.17	514.24

Standards, methodology and limitations

Hako UK applies the operational control approach across the greenhouse gas inventory. Emissions are calculated from activity data using published UK Government greenhouse gas conversion factors for company reporting and a 100-year global warming potential timeframe. Gross emissions exclude removals, trades and avoided emissions.

Climate priorities

- Continue annual Scope 1, Scope 2 and Scope 3 reporting.
- Approve standalone transition and adaptation plans by the end of 2027.
- Prioritise logistics, fleet, energy and commuting reduction opportunities.
- Improve Scope 3 category coverage and supplier engagement.

GRI 202 | Market Presence

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

Hako UK aligns its employment practices with UK Living Wage principles. This commitment applies across all significant UK operating locations and means that direct employees are paid at or above the applicable UK Living Wage, rather than the statutory minimum wage. As a result, Hako UK does not have direct employees paid at the minimum wage, and a minimum-wage comparison ratio is not reported for this disclosure.

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

Senior management is defined as the highest level of management within Hako UK. Of this group, 66% were hired from within 50 miles of the principal operating locations.



GRI 204 | Responsible Procurement

Responsible procurement supports Hako UK's commitments on quality, environmental protection, health and safety, human rights, legal compliance and ethical conduct. Supplier controls are managed through the approved supplier process within the Integrated Management System.

204-1 Procurement spend by region

Source region	Reported procurement share
Germany	90.97%
United Kingdom	7%
Rest of Europe	1%
United States	1%
China	0.03%

The concentration in Germany reflects Hako UK's role as the UK distributor for Hako GmbH. Local suppliers support areas including waste management, facilities, training, professional services and operational consumables.

Supplier expectations

- Compliance with applicable law and contractual requirements.
- Appropriate quality, environmental and health and safety controls.
- Respect for human rights and modern slavery requirements.
- Zero tolerance of bribery and corruption.
- Suitable insurance, competence and approvals.
- Co-operation on sustainability information and improvement.

Supply-chain priorities

- Increase sustainability engagement with significant suppliers.
- Record supplier environmental and social assessment coverage.
- Improve product lifecycle and recycled-content information.
- Retain evidence of modern slavery and human rights due diligence.
- Continue alignment with Hako GmbH sustainability objectives.

GRI 205 and 206 | Ethics and Fair Competition

Hako UK maintains a zero-tolerance position on bribery and corruption and promotes fair competition. Employees are informed of relevant policies through induction and policy updates. Hako UK reports zero confirmed corruption incidents and zero legal actions for anti-competitive behaviour during the reporting period.

GRI 207 | Tax

Hako UK's stated approach is to comply with the spirit and letter of tax law and not use artificial tax avoidance schemes or tax havens. Tax processes are supported by finance controls and external advisers.



GRI 301 | Materials and Circular Economy

Circular economy principles are central to Hako UK's service, hire, repair and refurbishment model. Hako UK does not manufacture machines in the United Kingdom. Its main materials-related impacts therefore arise through the products it supplies, the spare parts and consumables used in service activity, and the way machines are maintained, refurbished, redeployed and managed at end of life. Product material data is obtained from Hako GmbH and is reported below where verified information is available.

301-1 Materials used

For 2025, Hako GmbH reported 353.5 tonnes of materials associated with products supplied to Hako UK. Hako UK is publishing this total figure because it is the available confirmed materials value for the reporting period. The current data does not provide a separate split between renewable and non-renewable materials for the Hako UK reporting boundary. The disclosure is therefore partial against GRI 301-1 and will be improved when category-level material data is available from Hako GmbH.

Material category	2024	2025	Disclosure status
Renewable materials	Not separately available	Not separately available	Data gap disclosed
Non-renewable materials	Not separately available	Not separately available	Data gap disclosed
Total materials	334.13 tonnes	353.5 tonnes	Total reported where available
Source	Hako GmbH materials data	Hako GmbH Sustainability Report 2025 and materials data	External source used

Disclosure note: GRI 301-1 asks organisations to report materials used by weight or volume, split between renewable and non-renewable materials. Hako UK currently has a confirmed total materials figure for 2025, but not the category-level split required for a complete disclosure. Hako UK will continue to work with Hako GmbH to obtain the renewable and non-renewable material classification, product boundary and calculation method for future reporting.

301-2 Recycled input materials

The Hako GmbH Sustainability Report 2025 identifies the use of recycled material in selected product components, including recycled plastic in the Scrubmaster B25 tank system. However, Hako UK does not currently have verified product-level or portfolio-level data that can be used to calculate the percentage of recycled input materials for products supplied to the UK during the reporting period. Hako UK will therefore not estimate a recycled input percentage. This disclosure is reported as partial until verified recycled input data is available for the Hako UK product boundary.

Next steps: Hako UK will request annual product material data from Hako GmbH covering total materials, renewable and non-renewable split, recycled input content, methodology and boundary. This will improve future alignment with GRI 301-1 and 301-2.

301-3 Reclaimed products

Year	Total units delivered	Refurbished units	Refurbished share
2024	897	176	19.62%
2025	941	139	14.77%
Reporting period	1,838	315	17.14%

Every returned machine is assessed to determine whether refurbishment is technically and commercially viable. Suitable equipment is restored, tested and prepared for redeployment or resale. The programme extends equipment life, diverts machines from waste streams and reduces demand for newly manufactured equipment.

Product sustainability support

- Preventative maintenance and repair to maximise service life.
- Energy-efficient machine technologies.
- Water-saving systems and optimised dosing controls.
- Biodegradable cleaning solutions where suitable.
- Collaboration with Hako GmbH on product sustainability data.

GRI 302 | Energy

Hako UK manages energy through its ISO 14001 controls, utility monitoring, on-site solar generation and the purchase of renewable electricity. The detailed register below reports activity in the source units supplied. Conversion to joules, including the basis and factors used, remains subject to management validation.



302-1 Energy consumption within the organisation

Energy source	2024	2025
On-site solar electricity generated	136,501,200 kJ	141,375,600 kJ
Renewable electricity purchased	191,872,800 kJ	190,209,600 kJ
Non-renewable electricity purchased	44,586,000 kJ	65,700,000 kJ
Natural gas	80,611,200 kJ	143,899,200 kJ
LPG	546,206,400 kJ	707,266,800 kJ

302-2 Energy consumption outside the organisation

Reported energy consumption associated with home working and charging electric and hybrid vehicles at employees' homes was 22,085 kWh in 2024 and 32,074 kWh in 2025.

GRI 303 | Water and Effluents

Hako UK uses mains water at its Crick and Wakefield locations. Water is used principally for welfare, cleaning, workshop and equipment-related activities. The company promotes efficient use through machine water-saving technology, recycling systems and controlled detergent dosing.

303-1 and 303-2 Water management

All water is supplied through the public mains network. Hako UK reports no direct abstraction from surface water, groundwater or seawater. Workshop drainage is controlled through interceptors and separators before discharge to the public sewer. Environmental controls, maintenance and incident arrangements are managed through the ISO 14001 system.

303-3 to 303-5 Water withdrawal, discharge and consumption

Indicator	2024	2025
Mains water reported	2 ML (billed mains withdrawal)	2 ML (billed mains withdrawal)
Water stored	0 ML	0 ML
Direct abstraction	None reported	None reported

GRI 305 | Emissions

Detailed Scope 1, Scope 2 and Scope 3 disclosures, methodology, base-year information and activity data are presented in the GRI 102 Climate Change section. The detailed dataset gives total emissions of 686.37 tCO2e for 2024 and 693.87 tCO2e for 2025. Scope 1 and Scope 2 decreased, while Scope 3 increased, principally because of road freight and employee commuting.

Disclosure	2024	2025
305-1 Scope 1	504.14 tCO2e	500.36 tCO2e
305-2 Scope 2	7.13 tCO2e	4.02 tCO2e
305-3 Scope 3	175.10 tCO2e	189.49 tCO2e
Total	686.37 tCO2e	693.87 tCO2e

GRI 306 | Waste

Hako UK applies the waste hierarchy by preventing waste where practicable, extending machine life through refurbishment, segregating material streams and using licensed contractors. Waste data is obtained from contractor reports and is managed through the ISO 14001 system.

306-1 and 306-2 Waste impacts and management

Principal waste streams arise from servicing, repair, refurbishment, warehousing and office activities. These include batteries, oil, metals, wood, cardboard, WEEE and residual waste. Contractors provide weight and treatment data, while Hako UK reviews trends and improvement opportunities.

306-3 to 306-5 Waste generated, diverted and directed to disposal

Indicator	2024	2025
Total waste generated	84,972 kg	70,217.5 kg
Hazardous waste	14,360 kg	9,428.5 kg
Non-hazardous waste	70,612 kg	60,789 kg
Waste reported as diverted from disposal	63,800 kg	37,660 kg
Waste directed to energy recovery or incineration	21,172 kg	32,557.5 kg
Waste sent to landfill	0 kg	0 kg

GRI 308 | Supplier Environmental Assessment

Environmental supplier assessment forms part of Hako UK's approved supplier process and supports due diligence across energy, emissions, waste, water, legal compliance and management systems. The approach is proportionate to supplier risk, spend and criticality, with particular attention to Hako GmbH because it represents most procurement expenditure.

308-1 New suppliers screened using environmental criteria

The supplier assessment process was strengthened in 2026. Verified data on the number and percentage of new suppliers screened during 2024 and 2025 was not available for this reporting period.

308-2 Negative environmental impacts in the supply chain and actions taken

No verified dataset was available showing suppliers assessed, actual or potential negative environmental impacts identified, improvement agreements, or relationships terminated because of environmental performance. Hako UK will establish a complete assessment register for future reporting.

Data not available for the reporting period. Hako UK will improve supplier environmental assessment records in future reporting periods.

GRI 401 | Our People

Hako UK's employees provide the technical expertise, service capability and customer support on which the business depends. The employment approach focuses on fair work, stable employment, consistent benefits, employee wellbeing and clear engagement routes. This section reports GRI 401 employment disclosures for the 2024 and 2025 reporting period using the available HR and sustainability report data. Training, diversity, equal opportunity and non-discrimination are reported separately under GRI 404, GRI 405 and GRI 406.

Workforce profile

Indicator	2024	2025
Total employees	78	74
Full-time employees	70	69
Part-time employees	8	5
Female employees	18	17
Male employees	60	57
Agency workers	1	1

401-1 New employee hires and employee turnover

During the reporting period, Hako UK recruited employees across different age groups and gender categories. Hako UK reports new employee entries and departures by age band and gender.

401-2 Benefits provided to employees

Part-time and fixed-term employees are entitled to company benefits to the same extent as full-time and permanent employees. Reported benefits include life insurance, health care support, disability and invalidity cover, parental leave, pension contributions, bonus arrangements, charity programme, Pay Care healthcare reimbursement, paid volunteering days, wellbeing support, birthday leave, long-service recognition, referral incentives, death in service insurance and bespoke training.

401-3 Parental leave

Parental leave is available to eligible employees in line with statutory requirements and relevant company policies.

Indicator	2024	2025
New hires aged under 30	2	9
New hires aged 30 to 50	7	8
New hires aged over 50	0	5
New hires female	2	5
New hires male	7	17
Departures female	8	7
Departures male	16	14

The reported data states that return-to-work and retention rates for employees taking parental leave were 100% in both 2024 and 2025. In 2025, 100% of male and female employees were reported as entitled to family leave, with 2.7% of men and 0% of women taking family leave. In 2024, 81% of male employees and 79% of female employees were reported as entitled to family leave, with 5% of women and 0% of men taking family leave.

Learning, development and engagement

Detailed training, competence and development information is reported in the GRI 404 Training and Education section to avoid duplication within the employment disclosure.

Employee engagement includes one-to-one meetings, appraisals, management communications, surveys, business updates and open discussion forums. Wellbeing support is provided through the Happy at Hako programme and employee benefit arrangements.

Equality and responsible employment

Detailed equality, diversity and non-discrimination disclosures are reported under GRI 405 and GRI 406. This avoids duplication and keeps GRI 401 focused on employment, benefits and parental leave.

GRI 403 | Occupational Health and Safety

Hako UK is committed to preventing work-related injury and ill health. Health and Safety is managed through the ISO 45001 certified Integrated Management System, with ultimate responsibility held by the Managing Director and operational responsibility delegated to the QES Manager.

Management approach

- Hazard identification and risk assessment.
- Safe systems of work and equipment inspection.
- Incident, near miss and concern reporting.
- Legal compliance monitoring.
- Internal audit, corrective action and management review.
- Employee consultation and role-specific training.
- Contractor approval and competency assessment.



Health and safety performance dashboard

Indicator	2024	2025
ISO 45001 certification	Awarded	Maintained
Employees	78	74
Lost Time Injuries	0	2
Lost Time Injury Frequency Rate	0	52.74
Total Recordable Injury Rate	0	1
RIDDOR reportable incidents	0	1
Near miss reports	1	2
Hazard observations	4	5
First aid cases	4	4
Occupational health referrals	1	1
Work-related ill-health cases	0	0
Working days lost due to injury	0	6
Employee safety training hours	89	96
Safety inspections completed	12	12
Internal H&S audits completed	2	2
Contractor assessments completed	15	27
Significant legal non-compliance	0	0
HSE enforcement notices	0	0
Critical concerns escalated to SMT	0	0

Priorities for the next period

Hako UK will continue to prioritise the health, safety and wellbeing of employees, contractors and those affected by its activities. The next reporting period will focus on maintaining ISO 45001 certification, strengthening safety leadership, increasing proactive near miss and hazard reporting, developing competence, expanding wellbeing activity and improving measurement of lost time injuries, near misses, days lost and training. Contractor controls and legal compliance will remain central to the management system.

GRI 404 | Training and Education

Training and education support employee competence, safety, service quality and career development. Hako UK provides induction, refresher training, job-specific competence training, apprenticeships, vocational qualifications, product training and management development. Training activity is supported by the company's Learning and Development Programme, role-specific requirements and the Wakefield Training Academy.

404-1 Average hours of training per year per employee

The reported average training hours were 31.71 hours per employee in 2024 and 34.28 hours per employee in 2025. The source data reports average hours by gender but does not provide a verified breakdown by employee category. This disclosure is therefore complete for overall average and gender average but remains partial for employee category until HR confirms the breakdown.

Indicator	2024	2025
Average training hours per employee	31.71	34.28
Average hours, male employees	33.42	33.56
Average hours, female employees	30	35



404-2 Programmes for upgrading employee skills and transition assistance programmes

Hako UK places a high value on training and development and provides a comprehensive programme covering vocational training, apprenticeships, role-specific competence, product knowledge, safety refresher training and professional qualifications. Reported examples include leadership and management development, business administration apprenticeships through Velocity Academy, annual health and safety refresher training, defensive driving for demonstration and short-term hire activities, a Level 6 NVQ Diploma in Health and Safety Practice, novice power pallet truck training and counterbalance refresher training. The programme supports safe working, technical competence, customer service and progression into future roles.

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

All employees are reported as receiving regular performance and development reviews. The company standard is for employees to have a review every three to four months with their line manager. New starters receive a four-week review, followed by formal three-month and six-month probation reviews.

GRI 405 | Diversity and Equal Opportunity

Hako UK is committed to equal opportunity, fair treatment and respectful working relationships. Diversity and inclusion are supported through the Hako Group Code of Conduct, Equal Opportunities Policy, Anti-Harassment and Bullying Policy, recruitment processes, employee communications and access to HR procedures. This section reports available GRI 405 diversity disclosures for the reporting period.

405-1 Diversity of governance bodies and employees

The available employee data provides gender and age information for the workforce. Hako UK has identified the Senior Management Team as the relevant governance body for diversity reporting. This disclosure reports gender and age only, in line with the data scope selected for this report. Employee gender and age data is drawn from the HR sustainability reporting information.

Indicator	2024	2025
Female employees	18	17
Male employees	60	57

Employee age profile

Age group	2024	2025
Under 30	22%	41%
30 to 50	78%	36%
Over 50	0%	23%

Diversity subdivided by department

	Function	Male %	Female %	Under 30 %	30 to 50 %	Over 50 %
2024	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	-

	Function	Male %	Female %	Under 30 %	30 to 50 %	Over 50 %
2025	Accounts	33	66	17	33	50
	CST	20	80	30	50	20
	Demo	100	-	14	43	43
	HR	-	100	-	100	-
	Field Service Team	100	-	-	55	45
	MD	-	100	-	-	100
	Sales	-	100	14	77	9
	Stores	75	25	50	-	50
	Tech	100	-	25	-	75
	Workshop	83	17	33	50	17
	QES	50	50	50	50	-

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

Hako UK does not use gender as a factor in determining remuneration. Pay is set according to the requirements of each role and takes into account relevant experience, scope of responsibility and individual performance.

GRI 406 | Non-discrimination

Hako UK is committed to maintaining a workplace where employees are treated fairly, respectfully and without discrimination. This commitment is supported by the Hako Group Code of Conduct, Equal Opportunities Policy, Anti-Harassment and Bullying Policy, Grievance Policy, Disciplinary Policy, whistleblowing arrangements and access to HR support. Employees can raise concerns through line management, HR, formal grievance routes or wider management channels.

406-1 Incidents of discrimination and corrective actions taken

Hako UK states that there were zero incidents of discrimination during the reporting period. No corrective actions were therefore reported.

Indicator	2024 to 2025
Reported discrimination incidents	0
Corrective actions required	None reported

GRI 407 | Freedom of Association and Collective Bargaining

At Hako UK, we recognise worker consultation and participation through our Integrated Management System. The management system provides for consultation and participation of workers at applicable levels, including through occupational health and safety meetings, hazard identification, risk assessment, induction and training. We also expect suppliers to respect workers' rights to freedom of association and collective bargaining where permitted by law.

GRI 408 | Child Labour

Hako UK prohibits child labour through our supply-chain expectations. The Supplier Code of Practice requires suppliers to prevent, identify and address child labour and wider labour exploitation, while Hako Group expectations include compliance with the prohibition of child labour.

GRI 409 | Forced or Compulsory Labour

At Hako UK, it is our policy that employment must be freely chosen. Our Modern Slavery Policy refers to pre-employment checks, right-to-work verification and written contracts, while our Supplier Code requires suppliers to prevent forced labour, servitude, debt bondage, human trafficking and related exploitation.

GRI 412 | Human Rights Assessment

At Hako UK, we address human-rights expectations through employment controls, modern-slavery arrangements and supplier requirements. The Supplier Code of Conduct requires suppliers to respect internationally recognised human rights, maintain evidence and cooperate with reasonable requests for assessments or audits.

GRI 413 | Local Communities

At Hako UK, we engage with communities through our sustainability and social-value activity, along with our Forest Nation partnership, supporting reforestation and community benefits in Tanzania. We strive for community engagement and growth.

GRI 414 | Supplier Social Assessment

At Hako UK we use supplier controls to set expectations for ethical conduct, human rights, modern slavery prevention, worker health and safety, environmental management and responsible procurement. The Supplier Code permits information requests, assessments, site visits or audits and provides for proportionate corrective action where non-conformance is identified.

GRI 415 | Public Policy

Hako UK has limited direct involvement in political activities, lobbying or legislative influence. The company does not make political contributions or maintain political affiliations. Its approach to public policy is guided by transparency, integrity, legal compliance and ethical business conduct.



GRI 416 | Customer Health and Safety

Customer health and safety is integrated into Hako UK's quality and service arrangements. Hako GmbH designs and manufactures the cleaning machines supplied in the UK, while Hako UK supplies, services, repairs and supports those products. Hako UK maintains a product recall procedure under which German headquarters investigates potential recalls and notifies the UK, affected machines are identified from historical sales information, customers are contacted, and technical actions are coordinated.

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

Existing Hako sustainability material states that service categories are subject to risk assessment and that manufactured equipment is quality assessed by the relevant factory. The Integrated Management System also requires customer and applicable statutory and regulatory requirements to be determined, understood and consistently met.

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

Hako UK reports no significant incidents of non-compliance concerning the health and safety impacts of products and services during the reporting period. This includes incidents with regulations resulting in a fine or penalty, a warning or with voluntary codes.

GRI 417 | Marketing and Labelling

Hako UK provides product information and safe-use guidance to customers and supports products originating from Hako GmbH in Germany. Existing Hako UK sustainability material refers to instruction manuals, product labelling and the availability of material-composition information on request.

GRI 418 | Customer Privacy

Hako UK recognises that customers, employees, suppliers and other stakeholders trust the business to protect personal and commercial information. Privacy and information security are managed through GDPR and Data Protection Act 2018 requirements, contract controls, secure IT arrangements, access controls, back-up arrangements, cyber security measures and internal reporting routes.

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

Hako UK reports zero substantiated complaints concerning breaches of customer privacy and zero identified breaches, thefts or losses of customer data during the reporting period.

Community and Social Value

Hako UK supports value beyond direct operations through the Forest Nation partnership, local sports sponsorship, community engagement, education links, internships and apprenticeships.

Sustainability Objectives 2026-2027

Theme	Priority actions
Climate	Validate the GHG inventory, improve Scope 3 coverage, and approve transition and adaptation plans by the end of 2027
Circular economy	Increase visibility of refurbishment outcomes, component reuse, recovered materials and end-of-life routes
Biodiversity	Retain evidence for Forest Nation outcomes and continue awareness and impact monitoring
People	Improve training, turnover, development and wellbeing indicators
Health and safety	Strengthen proactive reporting and maintain ISO 45001
Procurement	Record assessment coverage and increase supplier sustainability engagement
Governance	Complete management review, Finance approval, data checks and GRI compliance review before publication

Conclusion

Hako UK continued to strengthen sustainability management during 2024 and 2025 through climate reporting, circular economy activity, biodiversity partnership, responsible procurement, people development and certified management systems. Scope 1 and Scope 2 emissions improved against the 2023 baseline, while rising Scope 3 emissions demonstrate the need for increased focus on freight, commuting and value-chain engagement. The refurbishment of 315 machines shows how environmental and customer value can be delivered together.



GRI Content Index

Standard	Disclosure	Topic	Location
GRI 2	2-1 to 2-6	Organisational details, reporting boundary and assurance	GRI 2 General Disclosures
GRI 2	2-9 to 2-14	Governance	GRI 2 General Disclosures
GRI 2	2-23 to 2-30	Policy commitments, stakeholder engagement and collective bargaining	GRI 2 General Disclosures
GRI 3	Material topics	Sustainability strategy and material topics	GRI 3 Sustainability Strategy and Material Topics
GRI 101	101-1 to 101-8	Biodiversity	GRI 101 Biodiversity
GRI 102	102-1, 102-5 to 102-7	Climate transition, adaptation and GHG emissions	GRI 102 Climate Change
GRI 202	202-1 to 202-2	Market presence and senior management locality	GRI 202 Responsible Procurement
GRI 204	204-1	Procurement spend by region	GRI 204 Responsible Procurement
GRI 205 and 206	Ethics and fair competition	Anti-corruption and anti-competitive behaviour	GRI 205 and 206 Ethics and Fair Competition
GRI 207	Tax	Tax approach and disclosure status	GRI 207 Tax
GRI 301	301-1 to 301-3	Materials and reclaimed products	GRI 301 Materials and Circular Economy
GRI 302	302-1 to 302-2	Energy consumption	GRI 302 Energy
GRI 303	303-1 to 303-5	Water and effluents	GRI 303 Water and Effluents
GRI 305	305-1 to 305-3	Emissions	GRI 305 Emissions
GRI 306	306-1 to 306-5	Waste	GRI 306 Waste
GRI 308	308-1 to 308-2	Supplier environmental assessment	GRI 308 Supplier Environmental Assessment
GRI 401	401-1 to 401-3	Employment	GRI 401 Our People
GRI 403	Management approach and performance dashboard	Occupational health and safety	GRI 403 Occupational Health and Safety
GRI 404	404-1 to 404-3	Training and education	GRI 404 Training and Education
GRI 405	405-1 to 405-2	Diversity and equal opportunity	GRI 405 Diversity and Equal Opportunity
GRI 406	406-1	Non-discrimination	GRI 406 Non-discrimination
GRI 407 to 415	Topic disclosures	Human rights, labour, communities, supplier social assessment and public policy	GRI 407 to GRI 415 sections
GRI 416	416-1 to 416-2	Customer health and safety	GRI 416 Customer Health and Safety
GRI 417	Marketing and labelling	Product information and labelling	GRI 417 Marketing and Labelling
GRI 418	418-1	Customer privacy	GRI 418 Customer Privacy