



Sustainability Performance Report

Version 4.0

Sustainability Performance Report

GRI Standards

Period under review: 2017 – 2019

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MEMBERSHIPS AND ASSOCIATIONS



Member of
DGNB
Deutsche Gesellschaft für Nachhaltiges Bauen
German Sustainable Building Council

DGNB

Duravit is a member of the Deutsche Gesellschaft für Nachhaltiges Bauen (DGNB – German Association for Sustainable Building). The DGNB system serves towards objective description and assessment of the sustainability of buildings and accommodation. Quality is assessed comprehensively over the entire life cycle of the building.



USGBC / LEED

Duravit is a member of USGBC (US Green Building Council), a body promoting a sustainable future in the form of efficient and energy-saving buildings. One measure is the LEED programme for green buildings. LEED-certified buildings are economical, have a positive impact on the health of their residents, and promote renewable energies.



IBU

Duravit is a member of Institut Bauen und Umwelt (IBU), an initiative comprising manufacturers of construction products joining forces to meet the challenge of more sustainability in construction. IBU offers conclusive ecolabel type III Environmental Product Declarations (EPDs) in accordance with ISO and CEN standards.



EPD

Duravit has been awarded Environmental Product Declarations (EPD) by IBU for the sanitaryware ceramic and sanitaryware acrylic product groups. An EPD indicates the environmental properties of a product as well as the company's awareness of its responsibility in terms of sustainable building.



Unified Water Label

The Unified Water Label is a voluntary system of European bathroom manufacturers in which Duravit participates along with many other major brands. The Unified Water Label online database as well as product labels create transparency by depicting water consumption parameters and energy consumption for bathroom products in a comprehensive manner.



WaterSense

Duravit is a member of WaterSense, a partnership programme of the US Environmental Protection Agency (EPA). It is primarily aligned towards consumers who wish to reduce their levels of water consumption. Products and services bearing this label save at least 20% without any negative impact on function or performance.



PEFC

Duravit bathroom furniture production bears the PEFC seal of approval. PEFC is the largest institution for safeguarding sustainable forest management via an independent certification system. Wood and wood products bearing the PEFC label verifiably originate from ecologically, economically and socially sustainable forest management.

STRATEGY AND ANALYSIS

GRI 102-14 Statement by senior decision-makers

Duravit takes its responsibility towards all stakeholders as well as society and the environment very seriously. While working on this report, we identified four core topics for Duravit in a comprehensive analysis which are to play a significant role in the future success of the company. This also includes "Responsibility". An in-house task force establishes how we can lend this topic even more weight, both within the company and outwardly in the future. The issue of sustainability at Duravit is one for which the entire management board is responsible. This guarantees that CSR is implemented seriously and credibly in the company "from the top down". Even more importance was attributed to some associated topics by the creation of the new "Health, Security, Environment and Technical Risk Manager" as of 1 January 2017. This person is also responsible for amending this Sustainability Report which compares the periods of 2014–2016 and 2017–2019. As a framework, the Global Reporting Initiative will continue to be used along with the new GRI SRS Sustainability Standards. The monitoring system in accordance with GRI is subject to auditing by an independent external company.

Sustainability has many facets. One of them entails the conservation of resources: it was possible to lower water consumption by more than 16% during the period under review. CO₂ emissions within the organisation could be reduced by 30% and we have also further improved the waste recycling rate in recent years. All locations are subject to systematic environmental and energy management and are certified to ISO 14001, ISO 50001 and ISO 9001. We also attribute equally high importance to our responsibility towards customers, suppliers and employees which we aim to do full justice to.

And increasingly stringent requirements will also continue to apply in the future for responsible management of resources in the construction industry. This is also accompanied by increased requirements on us as a manufacturer to align our products in an even more sustainable manner. As a general rule, the goal for the years to come – including against the backdrop of the consequences of climate change – is to achieve verifiable improvements in all areas which we regard as essential. In view of the three pillars of sustainability, we have set ourselves goals of further improvements in all areas. The **ecological goals** are based on the premise of continued conservation of resources. Specific goals are defined on the basis of our energy and environment management. In order to measure success, parameters are defined which must be achieved within a certain period of time. Using input-output diagrams, development at each plant is monitored in detail and suitable measures are derived.

The **economic goals** focus on research and development, whereby new manufacturing technologies, new product technologies and new materials are involved which are also constantly being improved upon. During the period under review, an innovative hygiene glaze for toilets and urinals as well as a new generation of shower-toilets which can be configured via app, for example,

were launched onto the market. Duravit has also added faucets and installation systems to its product portfolio in order to offer entire bathrooms in front of and behind the wall from a single source and in consistent Duravit design. The procurement process plays a key role here but the work processes within the company are also of major importance for us when it comes to safeguarding the company's success over the long term. One example is represented by the largest IT project in the history of Duravit: gradual implementation of a new SAP corporate software which will offer leaner processes and a higher degree of digitalisation, for example, once the project has been concluded. Overall, business developed successfully at Duravit during the period under review. Revenue was increased by almost 13%. The success enjoyed by the company is also indicated in the 16% increase in equity capital – although the largest investment project undertaken by the Duravit Group was fully financed during the period under review in the form of an investment volume of 60 million euros for the new ceramics plant in China.

Over and beyond product- and production-related environmental aspects, our understanding of sustainability also includes **social responsibility** which firmly focuses on people at Duravit.

The "great place to work" programme initiated in 2020 entails various measures and offers which improve employee satisfaction, thereby helping to develop and maintain employee loyalty over the long term. This also includes, for example, mobile working methods, improving internal communication, or the provision of beverages in the workplace. While people all over the world are tackling the COVID-19 pandemic, Duravit is also intensively preoccupied with the question of how to best protect employees now and in the future while simultaneously maintaining business operations. We have also been promoting clubs, education, social projects, art and culture at our locations for many years. We regularly support social projects nationwide: twice a year, the federal association Pro Huminitate receives large numbers of product donations (bathroom furniture). Recognised as a charitable and non-profit aid organisation, it has targeted relieving human suffering in areas affected by crisis or catastrophe. Their work focuses primarily on the Republic of Moldova.



Stephan Tahy



Thomas Stammel



Martin Winkle

BASIC INFORMATION

General information

GRI 102-1 Name of the organisation

The gate-to-gate system boundary is represented by Duravit AG with its facilities in Hornberg and Schenkzell, including transport to the central warehouse in Achern and direct deliveries to Duravit Great Britain.

GRI 102-2 Activities, brands, products and services

The business purpose of DURAVIT AG concerns the development, manufacture and distribution of all types of sanitaryware products made of ceramic or other materials such as acrylic and mineral cast products ("DuraSolid") as well as supplementary and ancillary products.

Products include:

- Ceramic products
- Bathroom furniture
- Bathroom accessories
- Bathtubs and well-being products
- Shower toilets and shower-toilet seats
- Faucets

Duravit does not offer any products or services questioned by the stakeholders or which are the subject of public debate. The choice of manufacturing locations within Germany and abroad has evolved over years on the basis of market requirements. Criteria for the selection of locations include high demand in the region (e.g. plants in China) or production facilities already available which could be used (e.g. plants in Egypt, Bischwiller). Factors such as environmental restrictions, too high wages, lower employee rights etc. do not play any role in the selection of new locations.

GRI 102-3 Location of headquarters

Hornberg (Germany)

GRI 102-4 Locations of operations

Germany, corresponding with the system boundary, see GRI 102-1

GRI 102-5 Ownership and legal form

The company was transformed into a public limited company called Duravit AG in 1988 and features the following ownership structure:

75% -1 share owned by the family

25% +1 share owned by Franke Holding AG

Shares are not freely tradable which means CSR reporting can be dispensed with.

GRI 102-6 Markets served

Duravit pursues a multi-channel strategy in Germany. Apart from stationary trade, online trade is also gaining in importance in the sanitaryware sector. Traditionally, products are delivered via specialist wholesalers to installers, who install the products at the end consumers' or in construction projects. Architects and planners work for investors or property developers and play a significant role in the decision process. A team of field service employees provides the specialist wholesalers and installers with comprehensive support while the property consultant team advises and supports architects and planners. The essential sales markets are Germany, Italy, Spain, Great Britain and France, as well as China, Egypt, Tunisia, the Middle East, India, the USA and South Africa.

GRI 102-7 Scale of the organisation

The Duravit AG business locations are Hornberg (production of sanitaryware ceramic) and Schenkzell (production of bathroom furniture). The following figures were established for these locations:

	Ø 2014/16	Ø 2017/19	Delta %
Total number of employees	783	817	4,34
Revenues (net)	KEUR 255,931	288,584	12,76
Other income	KEUR 17,990	16,423	-8,71
Total revenue	KEUR 273,921 ¹	305,007	11,35
Manufacturing costs	KEUR 165,992	189,075	13,91
Distribution costs	KEUR 70,851	75,948	7,19
Administrative costs	KEUR 13,470	12,283	-8,81
Other costs	KEUR 10,060	12,237	21,64
Total costs	KEUR 260,374	289,544	11,20
Total assets	KEUR 248,343	281,296	13,27
Liabilities	KEUR 74,977	79,535	6,08
Equity capital	KEUR 173,366	201,761	16,38
Number of products supplied:			
large parts made of sanitaryware ceramic	Pcs. 277,165	282,236	1,83
Large bathroom furniture	Pcs. 98,162	108,536	10,57
Total	Pcs. 375,327	390,772	4,11

¹ as per BiLRUG since 2015 – Other income in total revenue

	Ø 2014/16	Ø 2017/19	Delta %
Employment index	M ¹ /t ² 0.1091	0.1066	-2,70
Sales revenue index	EUR/t ² 35.512	37,447	5,42
Total revenue index	EUR/t ² 38,008	37,965	3,19
Manufacturing costs index	EUR/t ² 23.032	24,543	6,55
Total cost index	EUR/t ² 36.128	37,579	3,96
Productivity index	t/M ¹ 9.17	9.41	2,97
	Prod./M ¹ 478	477	-0,08

¹ Employees, ² Products

GRI 102-8 Information on employees and other workers

Total number of employees at Duravit AG to year's end (excl. Management Board, trainees, dual university students, interns, representatives)

	Ø 2014/16	Ø 2017/19	Delta %
Total number of employees ¹	783	817	4,34
Full-time employees	692	730	6,26
Part-time employees	91	86	-5,13
Employees in Hornberg	632	659	4,22
Employees in Schenkzell	151	158	4,64
Male employees	565	585	3,83
Female employees	218	232	7,80
Employees of German nationality	673	706	5,05
Employees of foreign nationality	110	111	4,24
Employees under 30 years of age	109	136	24,46
Employees aged 30 to 50	376	371	-1,33
Employees over 50 years of age	298	310	4,03
Employees in Logistics	3	1	-55,56
Employees in Technology	414	442	6,76
Employees in Sales/Marketing	234	268	16,81
Employees in Finance/Administration	93	105	12,90
Trainees / Dual university students	42	46	8,73
Employees in foreign representations of Duravit AG	5	5	0,00
External employees (leased workers)	0,67	0	-100,00
Employees with self-employed status	0	0	-
Migration balance (additions/departures)	-7	5	12,33

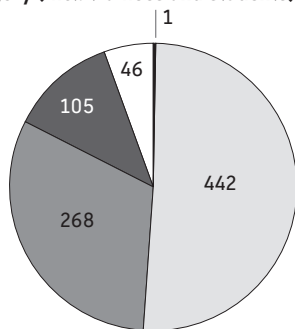
¹ The total number of employees is correct; when split into subgroups, there are deviations from the total number on account of rounding off.

BASIC INFORMATION

		Ø 2014/16	Ø 2017/19	Delta %
Female quota index	% female employees	27.9	28.6	0.7
Migration index	% foreign employees	14.1	14.0	-0.1

People from a total of 29 nations work at Duravit AG.

Employees by category (incl. trainees and students)



- Employees in Logistics
- Employees in Finance/Administration
- Employees in Sales/Marketing
- Employees in Technology/Production
- Trainees / Dual university students

GRI 102-9 Supply chain

		Ø 2014/16	Ø 2017/19	Delta %
Monetary value of payments to suppliers	KEUR	65,248	75,931	16.37
Total number of suppliers commissioned		4,479	4,782	6.8
Estimated number of suppliers in the supply chain as a whole ¹		-	39 m	-

¹ Value established for the first time in this period under review

Duravit maintains partnership-based collaboration with its approx. 5,000 suppliers, 72% of whom are based in Germany. A collaborative approach is taken here: raw, auxiliary and operating materials for ceramic production and furniture production are bought in. Accessories are initially developed by Duravit in co-operation with suppliers or external designers and then produced by the suppliers. The same applies for packaging, whereby processes at our sub-suppliers' display varying degrees of labour and energy intensity. The increase in sales volume can be attributed to increased material requirements following higher sales figures as well as higher investments.

GRI 102-10 Significant changes to the organisation and its supply chain

There were no essential changes within the period under review or concerning the previous report. Minor deviations arose within the framework of equity participation by the Franke Group and the ensuing co-operation as well as changes in suppliers of accessories. Furthermore, Brexit had impacts on the supply chain which are outlined in more detail in GRI 301-1.

GRI 102-11 Precautionary principle or approach

As a producing company with facilities in Hornberg and Schenkzell, Duravit AG attaches great importance to protecting its employees and the environment. For this reason, the precautionary principle plays a key role in corporate policy. This is also indicated in the form of certifications of our management systems such as Quality Management to ISO 9001, Environmental Management to 14001, and Energy Management to 50001. In line with our Environmental Management system, a process has been

developed and established for emergency contingency plans and hazard prevention measures. Apart from emergency planning, it also includes maintenance of an in-house fire department.

By creating the new position "Health, Security, Environment and Technical Risk Manager", effective as of 1 January 2017, world-wide risk assessment and the ensuing measures were systematised (controlled ISO document). In 2019, Duravit launched HSE software for the purpose of digital management of the first-aid book in which the hazard assessment is systematically recorded. It is used to derive measures for designing workplaces and working on machinery to be safer.

The Schenkzell site was improved in terms of fire safety in 2018/19 in an effort to ensure particularly good protection in the event of a fire for the only site for furniture production.

Against the backdrop of falling state pensions, the precautionary approach for employees with a focus on retirement provision aims to offer employees financial protection in old age or in case of disability. At the same time, it is an instrument for improving the attractiveness of an employer in an increasingly tighter employment market.

The collectively-agreed pension scheme is regulated in the "Collective agreement on employer-financed pensions for the fine ceramics industry in tariff zone West" of 15.02.2007, in the version dated 30.06.2015. Accordingly, all unlimited employees (covered by the collective bargaining agreement) currently have a right to €721.08 p.a. while part-time employees have pro rata entitlement. As specified in the collective agreement, the pension fund model is based on that of the chemicals industry. Furthermore, employees have the possibility of further increasing their retirement provision by deferred compensation via the "Collective agreement on company pension schemes and deferred compensation". The employer supports this financially in accordance with the collective agreement. The company pension fund distinguishes between the target groups management board, management circle and employees, in accordance with the pension rules.

GRI 102-12 External initiatives

Duravit AG has been supporting a range of external initiatives in the region for many years. These include the IHK (Chamber of Industry and Commerce) Freiburg as a binding initiative and wvib (Wirtschaftsverband in Baden), WRO (Wirtschaftsregion Ortenau), Naturpark Schwarzwald Mitte / Nord e.V. and Hochschwarzwald Tourismus GmbH as voluntary initiatives. The Unified Water Label is a voluntary system of European bathroom manufacturers in which Duravit participates along with many other major brands. The Unified Water Label online database as well as product labels create transparency by depicting water consumption parameters and energy consumption for bathroom products in a comprehensive manner for buyers or users.

GRI 102-13 Memberships of associations

For many years now, Duravit has been represented in leading positions in the two most significant ceramic associations DKG (Deutsche Keramische Gesellschaft e.V.) and FSKI (Fachverband Sanitärkeramische Industrie e.V.). A primary focus is attributed to joint preparation of statements on new legislation. Long-term membership of the executive committee of the VBU (Vereinigung Badischer Unternehmerverbände e.V.) serves towards strengthening the southern Baden economic region, including all of the requisite infrastructure. Duravit is a member of other economic associations, e.g. VDI (Verein Deutscher Ingenieure), BVKI (Bundesverband der Keramischen Industrie), GUS (Gesellschaft für Umweltsimulation e.V.), tekom (Gesellschaft für technische Kommunikation) and the Rat für Formgebung.

Duravit is also represented as a member of several associations which certify sustainable and resource-saving buildings or products, e.g. Deutsche Gesellschaft für Nachhaltiges Bauen (DGNB e.V.), Institut Bauen und Umwelt e.V. (IBU), USGBC (US Green Building Council) and WaterSense, a partnership programme of the US Environmental Protection Agency (EPA).

BASIC INFORMATION

Ethics and integrity

GRI 102-16 Values, principles, standards, and norms of behaviour

In collaboration with many employees, the Management Board at Duravit AG developed an in-company mission statement many years ago which is regularly updated and available to each employee and personally presented to each new employee as a printed brochure (in German or English). The aim is for all employees to be intimately familiar with the Duravit corporate culture and goals, and to represent them convincingly. The company's mission statement includes issues such as brand image, brand content and brand philosophy, innovative strength, markets and internationalisation strategy, distribution channels and customer relations, organisation and leadership, reliable employee relations, social responsibility, growth and profits as well as the relationship between company management and shareholders.

Strict compliance with laws, in-company guidelines and implementation of the Duravit mission statement with our own compulsory values are essential and indispensable components of our corporate success.

The Compliance Organisation emanates directly from the Management Board at Duravit AG, is unreservedly supported by the Supervisory Board as well as being supported by the management circle, and implemented throughout the Group. In an effort to achieve functional reporting for issues of compliance relevance, various subsidiaries in Germany and abroad have appointed Compliance Officers who report directly to the Compliance Manager at Duravit AG. Furthermore, as a first step towards developing a reporting system, a corresponding e-mail address (compliance@duravit.de) has been set up. Compliance in terms of observance of the rules within the company and outwardly is an ongoing task which is communicated throughout the entire organisation and lived consciously by each individual employee, which means it invariably needs to be a natural component of corporate culture. To this aim, we have extended activities commenced in recent years on e-learning programmes for "Antitrust Law" to include "Anti-corruption". Employees have also been trained in current topics in the form of e-learning on the IT guidelines and handling data / data protection. There are plans to implement further e-learning courses on the topics of "Code of conduct", "Export controls and embargoes" and "Corruption prevention". One core pillar of the compliance organisation is that the members of the Management Board, Supervisory Board and management circle are exclusively committed to the company's interests and do not pursue any personal interests while exercising their obligations and activities which run counter to the company's interests. For this reason, business relationships with close persons and companies are continuously queried and examined. The new Chairman of the Management Board has been in office since July 2020. Under his leadership, several task forces are currently working towards deriving new areas of activity from the core topics identified for the company (Responsibility, Design, Excellence, Well-being).

Company management

GRI 102-18 Governance structure

Duravit is controlled centrally from its corporate headquarters in Hornberg. The three-man Management Board, supported by approx. 30 senior managers, is responsible for management, alignment and control, including concerning non-financial aspects. Their tasks are mainly broken down into specific functions. The management principle at Duravit grants each employee a high degree of individual responsibility and scope of action. The leadership style is co-operative, collegial and unbureaucratic. Orientation towards targets and delegation of responsibility keep Duravit flexible and decision-friendly. The highest controlling body at Duravit AG is the 6-member Supervisory Board, comprising owners and employee representatives.

Essential aspects and boundaries

GRI 102-45 Entities included in the consolidated financial statements of Duravit AG

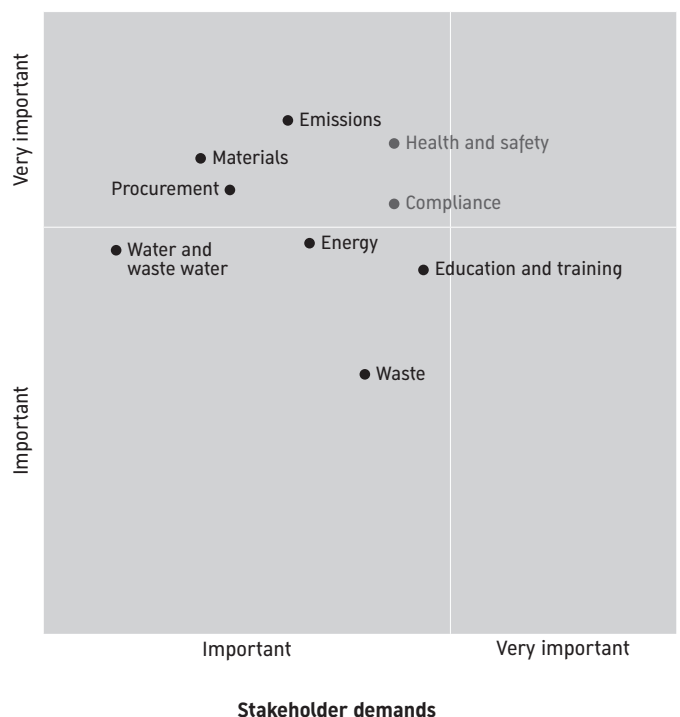
The following are included but not referred to in the Sustainability Report: Duravit AG Ukrainian Office, Kiev / Ukraine and Duravit AG Sucursal / Argentina, Buenos Aires / Argentina

These two entities are very small sales offices with fewer than five employees who are legal employees of Duravit AG but are not considered in this report on account of their minor significance.

GRI 102-46 Defining report content and topic boundaries

In this Sustainability Report, Duravit concentrates on the areas of action which are very important for both the company and its stakeholder groups. For the list of stakeholder groups, see GRI 102-40. The aspects regarded as essential have been initially selected from the internal goals of Duravit AG and the topics already dealt with in the previous Sustainability Report for the period 2014–2016. Using evaluations of regular feedback by stakeholder groups (e.g. visit reports by the field service, protocols of sales conferences, complaint reports, supplier reports, employee discussions etc.), the aspects of relevance for stakeholders were established and assessed by an internal task force assisted by the Director of Resort Technology. These nine topics are depicted accordingly in the matrix below.

Not all of the information required is available for the aspects of Health and Safety in order to report these areas in accordance with the updated GRI Standards. Because this topic is greatly more significant for Duravit over and beyond the statutory specifications, it is considered in more detail on page 17 under "Health and safety". An analysis has already been conducted for the coming period under review as to what additional steps are required in order to meet the requirements for the future. Timely implementation is up to the HR Department in collaboration with the Health and Safety Committee (ASA) as well as the corresponding specialist departments. The aspect of compliance is not yet treated as an essential aspect in this report as the topic has only gained in importance for our stakeholders in the period under review, following public debate. In the following period under review, therefore, we will query the relevance for our stakeholders before deciding how to proceed. Information on implementing and realising compliance topics in the company is depicted in GRI 102-16.



BASIC INFORMATION

Duravit AG goals

GRI 102-47 List of material topics

The list of material topics reported in accordance with GRI arises from the approach explained in GRI 102-46.

Economic issues: Procurement (in some cases taking consideration of ecological aspects)

Ecological issues: Materials, energy, water and waste water, emissions, waste

Social issues: Education and training

All other topics reported on are presented graphically in the index under GRI 102-55.

GRI 102-48 Restatement of information

Reporting has been in accordance with GRI Guidelines since 2011.

No new formulations have taken place. The new GRI Standards are applied in this report for the first time.

GRI 102-49 Changes from previous reporting

As in the previous period under review 2014–2016, we are concentrating on the most important aspects for stakeholders and the company. We have now depicted them in a simpler form in the GRI 102-46 matrix. The terms used have been adapted to the formulations specified by GRI. In terms of content, “Emissions” have been included on account of the increased awareness of stakeholders as well as more stringent official regulations.

Stakeholder engagement

GRI 102-40 List of stakeholder groups

Internal: Owners and employees

External: Installers, craftsmen, wholesale, planners, architects, engineering agencies, suppliers, end consumers, other (e.g. municipalities, banks, associations)

A survey was dispensed with in this period under review as regular and intensive exchanges with stakeholder groups are ensured. The company receives feedback from ongoing visit reports by the field service and property consultants, at in-house training courses and training with architects and planners as well as wholesale and trade employees, meetings with mayors, shareholders, associations, and comments by end consumers, e.g. in social media. For integrated stakeholder categories, see GRI 102-46.

GRI 102-41 Collective bargaining agreements

Percentage of employees covered by collective agreements

	Ø 2014/16	Ø 2017/19	Delta %
%	90	87	-2.6

See also GRI 102-11.

GRI 102-42 Identifying and selecting stakeholders

Stakeholders are regarded as all groups affected by our economic activities. In order to make a suitable selection of integrated stakeholders, we are primarily oriented towards their proximity to the Duravit AG manufacturing and value-added chain. But we are also in close contact with our stakeholders who only indirectly contribute to the success of our company, e.g. to the municipalities at the respective locations or the initiatives, associations and interest groups referred to in GRI 102-12 and 102-13.

GRI 102-43 Approach to stakeholder engagement

Our stakeholders are integrated in the form of ongoing exchanges and ongoing evaluation of feedback received regularly by the company. The topics of importance for employees are derived from regular employee meetings (see also GRI 404-3) and written summaries. The owners convene several times a year in the Supervisory Board with the Management Board and employee representatives and are permanently in close contact with the Chairman of the Management Board in order to voice their ideas and requests. Installers, craftsmen and wholesale sell and/or install Duravit products. Depending on the volume of revenue,

they receive monthly or quarterly local support by field service employees of Duravit AG. The same applies for planners and architects integrating Duravit products in construction projects. They are consulted by Duravit property consultants when specific projects are pending or support is required when planning or implementing projects. Key topics and items are recorded in visit reports. Suppliers come into daily contact with employees in the Purchasing Department. Their expertise and feedback is permanently incorporated in the procurement process. End consumers “use” the products in their everyday lives. Duravit maintains contact with them during the entire customer journey, from the idea through planning to use. Feedback by this stakeholder group is available at numerous points; it is systematically collated in the After-Sales Service in particular when customers file complaints. Items from such feedback are examined, prioritised and the appropriate measures are derived.

For the next reporting cycle 2020–2022, an ongoing online survey of Duravit AG stakeholders is currently being prepared on the essential aspects of sustainability.

GRI 102-44 Key topics and concerns raised

The most important issue from the stakeholders' perspective can be derived from the graphic in GRI 102-46. The topic of materials is particularly important for the stakeholders and therefore for Duravit as it is closely associated with product quality. It is an important sales argument and has a significant influence on the value and durability of products. The number of complaints and the frequency of defects referred to are therefore an important benchmark for immediate optimisation measures. For one thing, complaints by end consumers are directed to Duravit via the company's website, by e-mail or via the customer service hotline. On the other hand, in their capacity as sales representatives, installers, craftsmen and wholesalers usually get in touch with their contacts in the field service or the back-office sales consultant, in some cases even directly customer service. Identified defects in product quality are discussed without delay with Quality and/or Product Management which strive towards the fastest possible solutions in collaboration with the corresponding areas in the company or external suppliers.

Report profile

GRI 102-50 Reporting period

2017–2019

GRI 102-51 Date of most recent report

Duravit AG has been drawing up Sustainability Reports since 2010. The GRI format has been used since 2011. The last report applied for the period 2014–2016.

GRI 102-52 Reporting cycle

Every three years, as before

GRI 102-53 Contact point for questions regarding the report

In the event of questions relating to the Duravit Sustainability Report, please contact: Duravit AG, Public Relations, Werderstr. 36, 78132 Hornberg, Tel. +49 (0)7833 70-0, sustainability@duravit.de, pro.duravit.de/greenlabels.

GRI 102-54 Claims of reporting in accordance with the GRI Standards

This report has been drawn up in compliance with the GRI Standards: “Core” option.

GRI 102-55 GRI contents index

The GRI Index is depicted on pages 2 ff.

BASIC INFORMATION

GRI 102-56 External assurance

Analogous to ISO 9001 / ISO 14001 and ISO 50001, responsibility for external auditing lies with the entire Management Board at Duravit AG. In order to ensure quality and credibility, the Board has the report drawn up by its own employees examined externally for conformity and integrity. SGS TÜV Saar has been commissioned to carry out this audit. There are no legal connections between the auditing company and Duravit AG.

Management approach

GRI 103-1 Explanation of the material topic and its boundary

Identification of the essential topics for Duravit is outlined under GRI 102-46 ff. In the area of economic issues, the procurement of all materials and services required to ensure operability at the locations is essential for Duravit. This item also includes ecological and social aspects, as outlined under GRI 103-2. Details on the impacts can be found under GRI 103-2 and GRI 204-1.

In the area of ecological issues, the topics of materials, energy, water and waste water, emissions and waste are defined as essential aspects. They are all closely linked to the manufacturing process and arise at the production locations. The ecological topics referred to are always considered together as the ecological and energy teams both work in a cross-disciplinary manner. In the case of water and waste water, the Schenkenzell site is not considered in more detail (see GRI 303-1) as no water is required for the production of bathroom furniture. Details on the impacts can be found under GRI 103-2 and GRI 301-1, GRI 302-1, GRI 303-1, GRI 305-1 and GRI 306-1.

In the area of social issues, education and training are among our most important aspects. This topic directly concerns the employees at the locations. Details on the impacts can be found under GRI 103-2 and GRI 404-1.

GRI 103-2 The management approach and its constituents

Economic issues

Our purchasing organisation sees itself as a value-added partner within the company. It has the goal of safeguarding the provision with materials and services in the best possible quality/costs ratio, thereby strengthening the competitiveness of the company. Apart from the quality of raw materials, materials, bought-in parts or merchandise supplied, procurement also focuses on the reliability of our suppliers as both aspects have a decisive influence on our economic corporate success. The fundamental procurement strategy is recorded in the Duravit Purchasing Manual which is applied internationally at all locations. What's more, the Management Board also specifies annual individual goals and measures in coordination with the Director Purchasing. Specifically, this entails quantity-optimised purchasing, reducing the number of suppliers and items, consistently high quality, regional sourcing or procurement which is both ecological and economical. Success is continuously documented in a list of results and regularly presented to the management circle. If necessary, adjustment measures are also discussed.

As a general rule, we attach great importance to efficient design of the procurement processes for economical purchasing results. But here too, ecological aspects also play an important role: we ensure sustainable procurement taking consideration of the requirements stipulated by national laws, EU laws and guidelines applicable within the Group ("Green Purchasing"). In order to eliminate the risk of suppliers violating these laws, they are obliged to sign the "Code of Conduct at Duravit AG" or provide evidence of an agreement to observe all statutory regulations in full. This is particularly applicable with regard to social aspects such as fair working conditions.

Ecological issues

All of the goals pursued concerning the essential aspects of materials, energy, water and waste water, emissions and waste are considered jointly and specified by the Director Technology, cross-plant eco and energy teams, and plant managers. They are based on the premise of continued conservation of resources. In order to measure success, parameters are specified by the teams which must be achieved within a defined period of time. Development can be tracked in detail using input-output diagrams generated for each plant. This takes place regularly every 12 months.

The corresponding measures are then derived. Duravit has drawn up EPDs (Environmental Product Declarations) for sanitary-ceramic products, sanitary-acrylic products and DuraSolid. An EPD is based on independently verified data from life cycle assessments, inventory analyses or information modules. Certification of Duravit AG to ISO 14001 and ISO 50001 in 2012 includes a commitment to legal conformity (compliance) for all ecological aspects which Duravit complies with in all processes. In some cases, laws and guidelines are even exceeded. Nevertheless, Duravit constantly sets itself new goals in an effort to keep improving. Accordingly, energy consumption and greenhouse gas emissions remain key topics. During the period under review, there were minor complaints about noise pollution at both locations, which were remedied at short notice. The process for handling complaints received is clearly regulated. Complaints received are recorded in writing and documented in accordance with ISO 14001. External environment-related notifications – whether by telephone, in writing (letter or e-mail) or arising in discussions – are forwarded by the point of receipt to the Environmental Officer who obtains expert advice as required from the Energy Management Officer. Queries are processed within 2 days. Complaints are processed within one day. Where further enquiries are necessary, the complainant must be notified. Any measures required for eliminating the reason for the complaint are introduced without delay. Messages (minutes of meetings or letters of complaint) received, including any measures introduced, are collected and filed by the Plant Manager for a period of 3 years. The Environmental Officer or the Energy Management Officer is informed in accordance with ISO 14001.

Social issues

We regard education and training as decisive factors for success. The high investment speed displayed by Duravit requires efficient employees capable of meeting fast-changing requirements and who can also keep pace with new technologies, whereby Duravit pursues several paths. These include traditional training of young people, a range of Bachelor and Master courses of study, trainee programmes for young professionals, targeted further development of existing employees through individual specialist training or education measures with regard to social and methods expertise as well as longer-term support of further qualification (e.g. accountant, foreman) for high-potential staff. All of these measures are handled by the HR Department in close coordination with the specialist departments. Validation is carried out by the Director Finance. During the period under review, there were no complaints relating to working practices submitted, processed and solved via formal complaints procedures. Complaints are generally made verbally to the Works Council, security or via our in-house suggestion scheme, Dii (Duravit Innovation Intern). If this case arises, there are unambiguous specifications that both the responsible Plant Manager and the Management Board are to be informed without delay and that they will coordinate handling of any such complaints.

GRI 103-3 Evaluation of the management approach

The annual balance report and group management report of Duravit AG is audited and evaluated independently by an external auditing company. Timely detection of opportunities and risks is safeguarded by regular strategic and operative corporate planning. The most significant opportunities and risks for Duravit AG are outlined in the group management report, page 14 ff. Opportunities and risks are categorised as follows:

- Strategic economic and corporate opportunities and risks
- Performance opportunities and risks
- Personnel opportunities and risks
- IT opportunities and risks
- Financial opportunities and risks
- Other opportunities and risks

Customer satisfaction and the company's reputation are also assessed on a regular basis. The German market information service "markt intern" regularly conducts surveys of 20,000 German installers. For many years in a row, Duravit has been top in the area of sanitary ceramic, whereby the following criteria are surveyed: product quality, customer support, installer orientation, supply service, range policy, complaints practice, and end consumer advertising.

BASIC INFORMATION / ECONOMIC ISSUES

"This outstanding result is particularly valuable for us because it objectively reflects the fact that our customers value their cooperation with Duravit as a competent and reliable partner", claims Stephan Tahy, Chairman of the Management Board at Duravit AG.

Economic issues

Economic performance

GRI 201-1 Direct economic value generated and distributed

		Ø 2014/16	Ø 2017/19	Delta %
Revenue from products and services	KEUR	255,931	288,584	12.76
Other revenue	KEUR	17,990	16,423	-8.71
Total revenue	KEUR	273,921	305,007	11.35
Material operating costs	KEUR	130,850	143,647	9.78
Other operating costs ¹	KEUR	3,413	3,075	-9.92
Total operating costs ¹	KEUR	134,264	146,722	9.28
Wages and other company provisions	KEUR	48,786	54,853	12.44
Employees	KEUR	31,273	35,377	13.12
Commercial	KEUR	15,475	16,694	7.88
Other personnel costs	KEUR	1,130	1,292	14.31
Pension scheme ²	KEUR	492	1,092	122.02
Professional liability association	KEUR	415	398	-4.25
Payments to investors	KEUR	4,813	6,489	34.81
Payments made to public bodies	KEUR	2,404	3,778	57.15
Donations	KEUR	25	27	4.52

¹ Operating costs for material and product components as well as other operating costs are calculated in accordance with BilRuG.

² In 2017, the interest rate was changed by the legislator from a 7-year to a 10-year average. This has led to an above-average decrease in input (personnel costs – pension payments) which had to be offset correspondingly.

Economic indices		Ø 2014/16	Ø 2017/19	Delta %
Economic value generated per tonne of goods	EUR/t	11,951	12,583	5.29
Coverage of pension entitlements	EUR/emp.	24.822	27.846	12.19
Social investments per value generated	%	0.202	0.163	-0.19

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

Performance-based company pension		Ø 2014/16	Ø 2017/19	Delta %
Liabilities from operational resources	KEUR	18,999	22,251	17.11
Participating employees ¹	%	98.6	97.8	-0.8

Contribution-based company pension		Ø 2014/16	Ø 2017/19	Delta %
Liabilities from operational resources	KEUR	435	507	16.39
Participating employees ¹	%	87.6	80.2	-7.4
Percentage of wage borne by employer	%	- ²	0.21	-
Percentage of wage borne by employee	%	- ²	1.17	-

¹ Total number of employees at year's end (incl. Management Board, trainees / dual university students), excl. interns and representatives

² Figures not available for 2014/2016

Indirect economic impacts

GRI 203-1 Infrastructure investments and services supported

Duravit regularly funds schools and universities in the region in order to promote the standard of education and thereby the opportunities for younger people, including the IHK Lernfabrik, for example. Furthermore, around 50 sports clubs in the vicinity of both locations receive regular contributions. In rural regions in particular, they undertake key tasks with regard to social contacts among children and adolescents.

		Ø 2014/16	Ø 2017/19	Delta %
Investments in structure	KEUR	- ¹	103.3	-

¹ Figures not available for 2014/2016

Procurement

GRI 204-1 Proportion of spending on local suppliers

		Ø 2014/16	Ø 2017/19	Delta %
Share of local ¹ suppliers in procurement budget	%	75	72	-4.10

¹ These suppliers are based in the Federal Republic of Germany.

Research and development are attributed great importance at Duravit, as is the issue of optimising the use of raw materials and energy as well as emissions, whereby this generally concerns new manufacturing technologies but also new product technologies or materials used in bathrooms in the future. One key objective here is to achieve and maintain maximum standards in terms of the quality and feasibility of raw materials and materials. 72% of suppliers involved are based in Germany; see also GRI 102-9.

In the form of "Green Purchasing" and "Green IT" guidelines, binding procurement specifications have been established for all locations. The purchasing organisation is aware of its environmental responsibility and is committed to full compliance with statutory and internal company requirements. Prior to orders being placed, major importance is already attributed to optimum (e.g. recyclable) packaging. The procurement of auxiliaries and raw materials is subject to strict monitoring to ensure that neither employees nor the environment are at risk. When new plants or machines are acquired, the more energy-efficient variant should always be selected wherever possible. Procurement is in close coordination with the cross-plant Energy and Eco Teams which calculate and assess the impacts on consumption, emissions etc.

ECOLOGICAL ISSUES

Ecological issues

Basic ecological information

The ecological information is depicted separately in some cases for the two locations and together in other cases but under the same indicator.

Materials

GRI 301-1 Materials used by weight or volume

Duravit consumes approx. 7.5 tonnes of raw materials per year for the manufacture of its sanitary ceramic.

The Management Board, Director Quality Management and Director Purchasing regularly analyse whether and what products and raw materials are or can become critical in terms of availability or quality. This takes place once a year in the Management Review. No raw materials are purchased from emerging markets or developing countries. Sourcing countries are in Europe and Great Britain. We apply various measures to ensure that we have sufficient supplies of materials required for manufacturing. For example, external material warehouses were set up in Europe in anticipation of supply shortages from Great Britain owing to Brexit. Such measures are regularly discussed and specified at internal purchasing audits in accordance with the purchasing guidelines in the purchasing manual.

The raw materials used for manufacturing sanitary ceramic cannot be classified as scarce or critical. The primary material for bathroom furniture, i.e. wood, is a renewable raw material. Furthermore, our bathroom furniture plant in Schenkzell is PEFC-certified and the wood used is verifiably sourced from ecologically, economically and socially sustainable forestry. It must also be noted that in the production of bathroom furniture, almost 10% of waste is reintegrated in production in the form of chipboard and/or secondary materials.

In order to guarantee the optimum quality of raw materials used for ceramic production, Duravit carries out preliminary material testing of material samples sent in advance in its own test laboratory. In an effort to eliminate contamination, exclusively selected, certified forwarding companies are approved for deliveries.

The areas of Development, Production Planning, Purchasing and Production are primarily responsible for utilising resources at Duravit in a conservative manner. New approaches have recently evolved in the development process in particular, e.g. the innovative material DuraCeram®. It was possible to reduce the total weight and the respective use of raw materials for washbasins from this material by approx. 30% depending on the model.

The average life cycle for bathroom products which is often much longer than 15–20 years is another key aspect when considering the use of resources. After their life cycle, the products are directed to recycling; see also the information outlined under GRI 301-3.

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Raw material 1: clay	t	2,068.27	1,992.51	-3.66
Raw material 2: kaolin	t	1,460.40	1,412.02	-3.31
Raw material 3: hard materials (e.g. quartz, fireclay, feldspar)	t	3,579.66	3,656.03	2.13
Raw material 4: frits	t	37.00	42.03	13.59
Raw material 5: pigments	t	5.67	7.59	33.94
Auxiliary & operating materials for production ¹	t	121.63	135.91	11.74
Operating material: moulding plaster	t	480.67	500.11	4.04
Operating material: synthetic resin for moulds	t	24.51	23.75	-3.10
Operating material: waste water chemicals	t	30.90	25.12	-18.69
Semi-finished products and parts: assembly accessories ²	t	13.86	53.70	287.52
Packaging 1: cardboard	t	426.33	492.67	15.56

Packaging 2: stretch foil & shrink wrap	t	7.50	8.20	9.33
Packaging 3: interim layers ³	t	3.84	2.52	-34.38

¹ Auxiliary and operating materials integrated in the product

² Most assembly accessories have been changed from plastic to metal, thereby leading to a disproportionate increase in weight.

³ Estimated from orders

Material indices: Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Raw material index	t/t prod.	1.56	1.53	-2.35
Operating material index	t/t prod.	0.19	0.18	-6.37
Semi-finished products and parts index	t/t prod.	0.00	0.01	281.03
Packaging index	t/t prod.	0.09	0.11	12.31
Total material index	t/t prod.	1.85	1.82	-1.57
Renewable materials	t/year prod.	430	495	15.11

Schenkzell		Ø 2014/16	Ø 2017/19	Delta %
Raw material 1: particle board / MDF ¹ / laminates	t	2,142	2,341	9.26
Raw material 2: plastic / acrylic / PUR ²	t	76	39	-48.63
Raw material 3: edge material	t	32	33	2.53
Raw material 4: plywood	t	38	53	40.67
Auxiliary & operating material 1: lacquers ³	t	22	20	-9.13
Auxiliary & operating material 2: glues and pastes ³	t	5.4	5.5	2.46
Semi-finished products and parts: extruded aluminium profiles	t	18	26	42.21
Semi-finished products and parts: fittings / accessories	t	472	638	35.05
Semi-finished products and parts: glass / mirrors	t	179	217	20.74
Packaging 1: cardboard / packaging / paper / labels	t	429	353	-17.62
Packaging 2: disposable pallets	t	221	248	12.02
Packaging 3: Auxiliaries (PE profile, shrink wrap etc.) ⁴	t	-	42	-

¹ MDF = Medium-density fibreboard

² PUR = Polyurethane

³ Auxiliary and operating materials integrated in the product

⁴ Category was considered separately for the first time in this period under review

Material indices: Schenkzell		Ø 2014/16	Ø 2017/19	Delta %
Raw material index	t/t prod.	0.91	0.80	-12.08
Operating material index	t/t prod.	-	-	-
Semi-finished products and parts index	t/t prod.	0.26	0.28	6.99
Packaging index	t/t prod.	0.25	0.21	-18.78
Total material index	t/t prod.	1.43	1.29	-9.74
Renewable materials	t/year	2,830	2,994	5.82

GRI 301-2 Recycled input materials used

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Secondary operating materials ¹	t	--	717.7	--
Percentage of total raw material requirements	%	--	8.35	--

¹ Filter cake and overspray (category was considered separately for the first time in this period under review)

ECOLOGICAL ISSUES

Schenkenzell		Ø 2014/16	Ø 2017/19	Delta %
Raw material 1: percentage of recycled particle board (10 – 30%)	t	525	374	-28.72
Percentage of total raw material requirements	%	14.47	9.35	-5.12

Particle boards include recycled wood and this percentage is a secondary raw material.

Total material indices		Ø 2014/16	Ø 2017/19	Delta %
Raw material index	t/t prod.	1.33	1.24	-6.95
Operating material index	t/t prod.	0.17	0.11	-34.90
Semi-finished products and parts index	t/t prod.	0.09	0.12	25.17
Packaging index	t/t prod.	0.15	0.145	-3.09
Total material index	t/t prod.	1.74	1.61	-7.54
Renewable materials	t	3,260	3,490	7.05

Energy

GRI 302-1 Energy consumption within the organisation

As a general rule, the goal is to reduce energy consumption per tonne of saleable products. The Energy Team (Management Board, plant managers, site energy managers) are responsible for monitoring and implementing the goals set and this team meets three times a year, whereby the applicable laws and guidelines, e.g. EEG (Renewable Energy Law) or EWärmeG (Renewable Heat Act) are strictly observed. All sites also follow systematic energy management in accordance with ISO 50001 and are certified accordingly. The data recorded is analysed and assessed. Protocols are also drawn up on all measures implemented during the respective period under review as well as the impacts thereof. The Management Review (Management Board and plant managers) is also notified of the current figures and developments on a regular basis. The numerical values recorded are also presented to the plant manager and the production teams on a monthly basis.

By far the greatest energy consumer is the firing operation in Hornberg. For process reasons, the savings potential is limited here. All possible measures which correspond with the current state of technology have already been explored here.

But further improvements are striven towards in the form of numerous individual measures. Successful measures which have been possible through essential savings include the changeover from throttle to frequency control for air supply and removal at the kiln in 2018. This led to a more than 20% decrease in electricity consumption. Since the acquisition of a drier for cut ceramic in 2017 and a drying tunnel ahead of the tunnel kiln in 2018, it has been possible to dispense entirely with thermal heat generated with natural gas. Instead, kiln waste heat is utilised (savings of 100% in both cases). When power units of consumption relevance are newly acquired, the variant displaying maximum energy efficiency is generally chosen even if it has a higher acquisition price. The new period under review was also accompanied by a change in terms of electricity supplier: in line with a decision by the Management Board, only electricity generated 100% from renewable energies is to be procured. Despite the many individual measures, the tendency during the period under review was rather downward, i.e. energy consumption per unit sold increased. There are several reasons for this: for one thing, product weight is decreasing which leads to a specifically higher gas consumption. On the other hand, the products manufactured at the Hornberg site (primarily washstands) are increasingly complex and manifold. This change in the product mix as well as the fact that Hornberg is a development site where many experiments are carried out leads to an inhomogeneous and therefore inefficient supply of the kiln as well as longer firing periods per unit.

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Total electricity procured externally	MJ/a	20,987,172	21,456,637	2.24
Percentage of electricity from renewable energies	%	42.75	100	57.25
Primary energy heating oil, diesel	MJ/a	231,552	214,717	-7.27
Primary energy natural gas	MJ/a	110,974,788	120,576,792	8.65
Renewable energies	%	6.79	15.08	8.30
Business travel	MJ/a	4,914,504	6,519,240	32.65

Schenkenzell		Ø 2014/16	Ø 2017/19	Delta %
Electricity procured externally: mix	MJ/a	6,727,200	8,193,894	21.80
Electricity procured externally: hydropower ¹	MJ/a	1,177,200	344,204	-70.76
Electricity from renewable energies	%	46.97	100.00	53.03
Heating oil	MJ/a	46,686	159,000	240.57
Natural gas	MJ/a	201,422	233,323	15.84
Liquid gas	MJ/a	92,417	110,085	19.12
Chipboard / Site heating	MJ/a	5,372,534	6,702,777	24.76
Renewable energies	%	64.36	90.04	25.68

¹ The hydroelectric power station has no longer been available since February 2018.

GRI 302-2 Energy consumption outside the organisation

Downstream transport is commissioned by Duravit to external forwarding companies which exclusively deploy trucks with emissions class Euro IV. DURAlOG Duravit Logistik GmbH, a fully-owned subsidiary of Duravit AG, is responsible for this. Exclusively swap bodies are ordered from Hornberg or Schenkenzell to the central warehouse in Achern or from Schenkenzell to the subsidiary in Great Britain. Empty runs are not taken into consideration in the calculation as the organisation does not have any influence on these. As in previous reports, the changes in figures refer to the respectively previous period under review as this makes it more transparent for the stakeholders to establish where changes took place. As the calculation method has been changed in this report, the values from the previous period under review were also adapted accordingly to ensure comparability.

Total outside the organisation		Ø 2014/16	Ø 2017/19	Delta %
Downstream transport by truck: Hornberg central warehouse	MJ/a	430,756	441,042	2.39
Downstream transport by truck: Schenkenzell central warehouse	MJ/a	519,478	535,943	3.17
Downstream transport by truck: Schenkenzell UK	MJ/a	1,210,355	1,358,287	12.22
Downstream transport by truck: Total	MJ/a	2,160,589	2,335,272	8.08

The consumption values were calculated in compliance with the information provided by the Federal Office of Economics and Export Control (BAFA): 1 litre diesel = 9.95 kWh = 35.82 MJ. Petrol consumption was considered individually in accordance with information supplied by the forwarding agents (Hornberg-Achern: 27 litres diesel / 100 km; Schenkenzell-Achern: 21 litres diesel / 100 km; Schenkenzell-Great Britain: 29 litres diesel / 100 km).

GRI 302-3 Energy intensity

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Electricity	MJ/t ¹	4,513	4,523	0.21
Primary energy heating oil, diesel, natural gas	MJ/t*	23,891	25,455	6.55

¹ Saleable ceramic

ECOLOGICAL ISSUES

Schenkenzell		Ø 2014/16	Ø 2017/19	Delta %
Electricity	MJ/t ¹	3,095	2,752	-11.09
Natural gas	MJ/t ¹	133	163	21.93
Thermal utilisation of particle board	MJ/t ¹	2,104	2,167	2.98

¹ Saleable bathroom furniture

The percentage of renewable energies from local power suppliers accounts for 100%.

Total energy indices		Ø 2014/16	Ø 2017/19	Delta %
Electricity procured externally	MJ/t ¹	4,009	3,813	-4.88
Primary energy heating oil, diesel, natural gas	MJ/t ¹	15,478	15,425	-0.34
Other energy sources	MJ/t ¹	0.3	0.3	-5.26
Business travel	MJ/t ¹	682	829	21.60
Total energy index within the organisation	MJ/t ¹	20,169	20,068	-0.50
Downstream transport by truck = Total energy index outside the organisation	MJ/t ¹	300	297	-0.97
Total energy index	MJ/t ¹	20,468	20,365	-0.51
Renewable energies	%	11.66	24.75	13.09

¹ Product

Reducing energy consumption

The majority of products manufactured by Duravit do not consume any energy during use. Exceptions are represented by mirrors and mirror cabinets with lights and whirlpools. In the Duravit development centre at the Hornberg site, work is permanently being carried out to optimise the energy requirements of these products. During the period under review, new solutions were worked on concerning lighting for mirrors and mirror cabinets in particular which reduce energy consumption and extend the product life. Conversion to new innovative LED lighting will take place in the next period under review.

Water and effluents

GRI 303-1 Interactions with water as a shared resource

The goal is to reduce water consumption per tonne of saleable products. The Schenkenzell site can be ignored in this context as no water is required for production. The manufacture of sanitary ceramic is generally a water-intensive process which is monitored by more than 40 meters. The two primary consumers are compression presses for efficient production of large numbers of models and the grinding shop. The market is increasingly demanding ceramic products which are reprocessed in water-intensive processes, e.g. perfectly polished surfaces in the case of washbasins. Even if it were possible to achieve negative water consumption overall, opposing developments can be established here. The topic of "water" is a responsibility shared by the Environmental and Energy Officers but plays a role in the everyday business of each and every supervisor (foreman role) on account of its great relevance. A target meeting is held with the plant manager at the beginning of the year in which the target parameter (m³ water per tonne of saleable products) is specified. These figures are presented to the plant manager and the production team on a monthly basis. Information on the latest figures and developments is also provided regularly in the management review (Management Board and plant manager). The Eco and Energy Teams (Management Board, plant managers, site energy managers and environmental officers) are responsible for monitoring and implementing the goals set and the measures derived. They meet twice a year, whereby the respective laws and guidelines, such as the TrinkwV (Drinking Water Ordinance) or AbwV (Waste Water Ordinance), are strictly observed. By using an ultra-filtration plant in the grinding shop, water can largely be redirected to the circuit. Production waste water is treated in the waste water pre-treatment plant and redirected to production.

The statutory specifications on circulation water are significantly exceeded. Almost 80% of water is reused. Duravit sources 100% of its drinking water from the "Kleine Kinzig" reservoir. The south of Germany and the geographic barriers in the Black Forest in particular are regions with plentiful water resources. Short dry periods are easily compensated for by numerous artificial lakes. The low volumes of water required are supplied by mountain water (sources fluctuate significantly) collected on the factory site. The development teams permanently focus on the topic of water consumption and flushing performance by toilets and urinals. Thanks to the innovative interplay by geometry, fluid mechanics and design, Duravit achieves more efficient flushing for these products and a low level of water consumption: new toilet models only requiring 4.5 litres of water per flush and urinals with patented rimless flushing technology only requiring 1 litre of water. A waterless urinal with an integrated hose-diaphragm reduces water consumption to zero. The topic of saving water is an extremely important issue in communication with customers. The role played by water consumption in the supply chain is explained in more detail in the sanitary ceramic EPD (www.pro.duravit.de/greenlabels) where water consumption is indicated as 155 m³ "fresh water" in 5. LCA (Life Cycle Analysis) per tonne of saleable ceramic.

GRI 303-2 Management of water discharge-related impacts

Waste water (indirect dischargers) at the Hornberg site is regularly and unexpectedly monitored by an external company which is commissioned by the authorities, whereby the following values are considered: settleable solids, lead, cadmium, copper, nickel, zinc, cobalt, chrome, pH-value, conductivity. Due to many years of stable and very good values (often falling below the limit of determination), the monitoring cycle was reduced to once a year by the authorities. Furthermore, a tightly-knit monitoring system is in place in-house with daily sampling and analyses by our own laboratory. The laboratory's monthly report with daily records is inspected and confirmed by the plant and laboratory managers as well as the Environmental and Energy Officers. Tapping and waste water is significantly reduced by water reuse, see 303-4. Waste water from Schenkenzell does not come from production and corresponds with domestic waste water.

		Ø 2014/16	Ø 2017/19	Delta %
Waste water Hornberg	ML	26.29	24.84	-5.52
Waste water Schenkenzell	ML	1.21	1.16	-4.14

GRI 303-3 Water withdrawal

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Water withdrawal from own source	ML	1.39	0.92	-33.50
Municipal water withdrawal	ML	30.23	29.65	-1.91
Total water withdrawal	ML	31.62	30.56	-3.34

Withdrawal in Hornberg has been reduced; the lower withdrawal volumes from own sources are the result of natural fluctuations.

Schenkenzell		Ø 2014/16	Ø 2017/19	Delta %
Water withdrawal from own source	ML	0	0	0
Municipal water withdrawal	ML	1.21	1.16	-4.14
Total water withdrawal	ML	1.21	1.16	-4.14

GRI 303-4 Water discharge

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Processed and reused water in production	ML	50.97	43.15	-15.34
Reused water	%	61.72	58.54	-5.15

Processed and reused water corresponds with 100% savings in drinking water. If more water is treated than can be used in production, it is discharged into the waste water network.

ECOLOGICAL ISSUES

GRI 303-5 Water consumption

In the production process for sanitary ceramics, water evaporates or is disposed of through certain residual volumes in waste. The casting slurry and glaze formulations are definite, i.e. the volume of evaporated water is exclusively determined by the production volume.

The water volume evaporating during the manufacturing process is calculated every 3 years within the framework of the reporting obligation to the State Statistical Office. Water consumption in Hornberg corresponds with overall consumption as all of the water at the Schenkenzell site is discharged as hygiene water.

Water consumption		Ø 2014/16	Ø 2017/19	Delta %
Hornberg = total	ML	5.32	5.72	7.46

Emissions

The goal is to reduce the emission values per tonne of saleable products. As the emission values are directly linked to energy consumption, the same processes apply here as are outlined in the management approach to energy in GRI 302-1.

Specification of the goals is based on the values for the previous year which should be kept at a level which is as stable as possible. The CO₂ footprint is at the top of the agenda here; the possible measures are however already largely exploited. As a general rule, it is difficult to forecast and influence the values as they are largely dependent on demand in the market and the corresponding production volumes. These are specified by production control. In the case of emissions, too, the lower weight of products leads to specifically higher emission values.

Only minor optimisations are possible in this area, e.g. in the form of the measures already outlined in GRI 302-1.

Furthermore, the cooling agent in the climate chamber was replaced during the period under review by a more cost-intensive alternative which is less ozone-damaging and displays a lower greenhouse gas effect.

In Scope 1, higher automation, more complex products and larger range variety can be indicated as factors for increases. At the Schenkenzell site in particular, there is an increase in the complexity of bathroom furniture ordered and the variety of models requested by customers. This demands a higher degree of automation overall which is, in turn, associated with increased electricity consumption.

The transport service-provider exclusively commissioned forwarding companies whose vehicles comply with the Euro VI standard for transport between the plants (Scope 3). More details on Scope 3 (downstream transport) are also outlined in GRI 302-2.

The charts of the DEFRA Green House Protocol (Department for Environment, Food and Rural Affairs) were considered as a uniform source for calculating the pure CO₂ emissions. As in previous reports, the changes in figures refer to the respectively previous period under review as this makes it more transparent for the stakeholders to establish where changes took place. As the calculation method has been changed in this report, the values from the previous period under review were also adapted accordingly to ensure comparability.

GRI 305-1 Direct (Scope 1) GHG emissions

		Ø 2014/16	Ø 2017/19	Delta %
Primary energy at Hornberg	t CO ₂ ¹	6,974	7,740	10.99
Primary energy at Schenkenzell	t CO ₂ ¹	43.61	60.18	37.99

GRI 305-2 Indirect energy (Scope 2) GHG emissions

		Ø 2014/16	Ø 2017/19	Delta %
Electricity at Hornberg	t CO ₂ ¹	2,608	17.88	-99.31
Electricity at Schenkenzell	t CO ₂ ¹	834	7.12	-99.15

¹ Only CO₂ is considered, no other types of emissions. Green electricity procured since 2017.

GRI 305-3 Other indirect (Scope 3) GHG emissions

		Ø 2014/16	Ø 2017/19	Delta %
Outside the organisation				
Downstream transport Hornberg	t CO ₂	30.19	30.91	2.39
Outside the organisation				
Downstream transport Schenkenzell	t CO ₂	121.13	132.64	9.50
Outside the organisation				
Total downstream transport	t CO ₂	151.32	163.55	8.08

GRI 305-4 GHG emissions intensity

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Emissions index of greenhouse gas emissions within the organisation (Scope 1)	t CO ₂ /t ceramic	2.06	1.64	-20.59
Emissions index of outsourced electricity procurement (Scope 2)	t CO ₂ /t ceramic	0.5604	0.0038	-99.33
Emissions index of greenhouse gas emissions outside the organisation (Scope 3)	t CO ₂ /t ceramic	0.0065	0.0065	0.29
Total emissions index	t CO ₂ /t ceramic	2.63	1.65	-37.34

Schenkenzell		Ø 2014/16	Ø 2017/19	Delta %
Emissions index of greenhouse gas emissions within the organisation (Scope 1)	t CO ₂ /t furniture	0.017	0.019	14.02
Emissions index of outsourced electricity procurement (Scope 2)	t CO ₂ /t furniture	0.327	0.002	-99.30
Emissions index of greenhouse gas emissions outside the organisation ¹ (Scope 3)	t CO ₂ /t furniture	0.047	0.043	-9.93
Total emissions index	t CO ₂ /t furniture	0.391	0.064	-83.52

¹ Direct transport to UK

GRI 305-7 Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions

Firing operations (tunnel and shuttle kiln) for the manufacture of sanitary ceramic are subject to approval in accordance with Emission Law No. 4. The emissions to be measured are specified by the authorities in the approval notice. The tunnel kiln is in operation 24/7 and is usually only switched off once a year for inspection work. This gives rise to an average operating time of 350 days/year. The emissions are calculated from the average mass current (TÜV measurement report) and operating hours.

Hornberg		Ø 2014/16	Ø 2017/19	Delta %
Nitrogen oxides	t	3.33	2.96	-11.23
Sulphur oxides	t	1.70	1.97	16.01
Solids (dust)	t	0.08	0.08	-5.58
Hydrogen fluoride	t	0.05	0.05	1.45
Benzene	t	0.04	0.07	52.62
Total other emissions into air	t	5.21	5.12	-1.58

Firing measurements within the statutory 3-year cycle

Schenkenzell		Ø 2014/16	Ø 2017/19	Delta %
Volatile organic compounds: VOC	t	5.84	5.24	-10.29
Fine particles (dust) ¹	t	0.75	1.39	86.05
Total other emissions into air	t	6.58	6.62	0.62

¹ Subject to natural fluctuations

ECOLOGICAL ISSUES

Waste

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

The targets specified with the plant manager for the period under review included increasing and retaining the waste recycling rate at both sites. As a development site, Hornberg continuously poses challenges in this regard in view of new materials and processes. The Eco Teams (Management Board, plant managers, site environmental officers) are responsible for monitoring and implementing the goals set, whereby the respective laws and guidelines, such as the KrWG (Law on Life Cycle Management) or LAbfG (State Waste Act of Baden-Württemberg) are strictly observed. All sites also follow systematic environment management in accordance with ISO 14001 and are certified accordingly. The environmental officers of all European locations convene regularly as an Eco Team. This entails cross-plant exchanges on new statutory guidelines and successful measures which could possibly be applied to other sites. Synergistic effects can be utilised in the best possible way. As a general rule, the ecological aspect always takes priority for Duravit, even if this incurs more costs. As a development site and location for small series with high demands on design, significantly more waste is incurred at the Hornberg site than at other sites. The large volume of plaster mould breakage is incurred by individual mould production for which there is no alternative when it comes to small piece numbers. The equally high percentage of filter cake is attributable to the fact that several different casting slips are used at the site and the pipes need to be cleaned correspondingly frequently. The relatively high percentage of clean breaks (non-saleable goods) is linked with the complex moulds produced here. The waste incurred is collected in 38 separate fractions; two types of mixed waste are unavoidable for operational reasons (residual waste, contaminated plastic).

GRI 306-2 Management of significant waste-related impacts

All waste-related impacts are managed jointly by the site environmental and waste officers who regularly participate in qualification measures. A monthly waste balance (volume and costs) is drawn up which is signed off on by the plant and production managers. The topic of waste is also examined annually by the environmental management auditor within the framework of 14001 certification. In line with our "Green Purchasing" procurement guidelines, we exclusively choose certified companies for recycling our waste and we strictly observe their approved treatment processes. Parts bought in from non-European countries must comply with EU requirements (e.g. REACH, RoHS, Battery Act etc.) if they are to be redirected to recycling at the end of life. Furthermore, efforts are made during the development process to ensure that individual components are easy to dismantle.

Utilisation rates in Hornberg

	Material utilisation	Other utilisation	Landfill	Ø2014/16	Ø2017/19	Delta %
Plaster mould breakage	t x			- ¹	398	-
Plaster mould breakage	t	x		- ¹	235	-
Filter lime / Residual lime	t	x		17 ²	0	-100
Clean break, coloured	t	x		45	44	-0.78
Clean break and shrinkage plates	t	x		698	690	-1.10
Filter cake	t	x		755	854	13.16
Kiln furniture	t	x		10	11	10.00
Waste wood	t	x		67	76	12.93
Cardboard, paper	t	x		82	82	0-
Foil	t	x		4	3	-16.27

Residual waste, municipal waste	t	x		67	96	42.07
PVC	t	x		4	3	-16.27
Diverse plastic waste	t	x		39	45	15.94
Raw mixtures prior to firing	t	x		268	268	-0.28
Waste oil / Sludge	t	x		5	3	-40.43
Hazardous filter lime waste	t	x		-	15	-
Diverse hazardous waste	t			5	5	-10.26
Scrap	t	x		30	31	3.64
Utilisation rate			%	95.14 ³	95.57	0.43

Source: LCAs, monthly reports

¹ Split by type of recycling for the first time in this period under review. Only the total volume of plaster mould breakage was recorded as 625 tonnes for 2014 – 2016 (2017 – 2019: 633 tonnes).

² Filter/Residual lime was classified as hazardous waste in 2016 and has therefore been listed separately since 2017.

³ Value had to be adjusted analogous to the GRI guidelines.

Utilisation rates in Schenkenzell

	Material utilisation	Other utilisation (energy and landfilling)	Landfill	Ø2014/16	Ø2017/19	Delta%
Wood / Chips	t	x		207	156	-24.42
Cardboard, paper	t	x		62	74	19.02
Foil	t	x		0.87	2.18	151.54
Scrap	t	x		17.4	21.13	21.46
Diverse plastic waste	t	x		39	23	-41.03
Residual waste, municipal waste	t		x	40.6	42.3	4.19
Organic waste	t		x	0.97	0.70	-27.59
Compressed gas packaging	t		x	0.04	0.08	127.27
Synthetic resin, varnish waste	t		x	4.51	5.03	11.52
Diverse hazardous waste	t		x	1.15	1.13	-1.11
Utilisation rate			%	11.81 ¹	15.20	3.38

Source: LCAs, monthly reports

¹ Value had to be adjusted analogous to the GRI guidelines

Products and services

GRI 301-3 Reclaimed products and their packaging materials

To date, Duravit products have been directed to professional recycling by end consumers or installation firms at the end of their life cycles instead of being returned to the manufacturer. Bathroom furniture, shower-toilet seats, electronic urinals, spa products and wall-mounted elements for public settings and private households in which both electrical and electronic components are used are covered by the Electrical and Electronics Equipment Law for the protection of the environment and health, and must be registered with DE 62249976 at the stiftung elektro altgeräte register (ear). This ensures the proper and free redemption for customers of products in which electrical or electronic components are integrated. In the development of packaging, intelligent arrangement of the blanks and inserts largely avoids unnecessary padding material such as foam or polystyrene, yet the product is still optimally protected. In Germany, Duravit also participates in the Zentek recycling programme and is listed in the "verpackungsregister.org".

ECOLOGICAL/SOCIAL ISSUES

Social issues

Employment

GRI 401-1 New employee hires and employee turnover

		Ø 2014/16	Ø 2017/19	Delta %
Total number of employees	number	783	817	4.34
New employees	number	- ¹	72	-
Rate of new employees	%	- ¹	0.09	-
% men	%	- ¹	68	-
% women	%	- ¹	32	-
Average age	years	- ¹	29.4	-

¹ Data recorded for the first time for this period – therefore no comparative values available for 2014–2016.

		Ø 2014/16	Ø 2017/19	Delta %
Total number of employees	number	783	817	4.34
Fluctuation rate	%	-0.89	0.65	1.54
Migration balance	number balanced	-7	5	176

Employer-employee relations

GRI 402-1 Minimum notice periods for operational changes

Two members of the Works Council are represented on the Supervisory Board and are therefore informed from the very beginning in the event of pending significant operational changes. This issue is also regulated in §§ 33, 90.92, 111 of the Works Constitutions Act (BetrVG). The collective wage agreement refers to the BetrVG.

Occupational health and safety

Management system for health and safety

The health of our employees is a vital asset for us as efficient employees safeguard our innovative strength, our high pace of development and therefore our economic success. This entails obligatory and voluntary offers as well as more extensive measures.

As a general rule, health and safety aspects are observed in all areas of Duravit AG. The legal provisions in Germany create the respective framework conditions for this. Duravit has been performing significantly better for several years than the industry average in the area of health and safety. Corresponding measures are discussed in the Health and Safety Committee (plant manager and HR Director as well as Works Council) which convenes regularly, and decisions are often made directly. During the period under review, Duravit made significant progress in terms of health and safety. 6.7% fewer industrial accidents were registered; the 1000-man rate for accidents has remained significantly below the industry average for many years. A Safety Officer has been appointed for each plant with the task of continuously reviewing processes and work sequences by means of hazard assessments and drawing up proposals for optimisations. Decisions are made on appropriate measures in coordination with the HR (Human Resources) Department and Director Technology. The target rate for industrial accidents is always 0. At the end of 2018, the form for near-accidents was also introduced in the Hornberg and Schenkenzell plants in order to record the 1000-man rate for accidents. Employees can use it to report unsafe events, situations or conditions even before an accident happens. The health and safety officer uses this information to discuss possible measures with the respective employees and supervisors. One example entailed fitting the forklifts with blue warning lights. A packaging machine for large and heavy washstands (> 100 cm) was also commissioned in Hornberg in 2018. Vacuum suckers and conveyor belts facilitate packaging the ceramic into boxes, thereby preventing physical damage caused by lifting heavy items.

In the case of absences due to illness, we aim to at least prevent any increase in absences subject to continued payment of wages and even achieve a decrease over the long term. The numbers are recorded monthly and compared with the previous year's figures. In the area of general

health, Duravit regularly provides impulses in the form of information notices, presentations or introduction courses. The main topics are coping with stress, relaxation, healthy lifestyle and fitness. For example, the use of convenience products in the canteen has been minimised as a contribution towards more healthy nutrition. Menus now also include healthy breakfast offers and vegetarian dishes.

Illness and absence rates

		Ø 2014/16	Ø 2017/19	Delta %
Work-related accidents	1000-man rate	13.2	12.47	-5.77
Illness rate	%	4.57	4.57	0.00

Education and training

The education goal at Duravit is to train specialist and qualified junior talent in-house and to tie them to Duravit instead of exclusively filling vacant positions with external candidates which is also associated with a higher rate of initial training. As a general rule, we aim to train in a needs-oriented manner, i.e. each trainee should receive a job at Duravit on completion of their training. In the HR Department, one employee is exclusively preoccupied with issues concerning trainees, trainee plans etc. Training content is coordinated by training officers in the specialist departments. HR also regularly ascertains the demand for junior talent with the individual departments. In an effort to reach the target group of potential trainees, we maintain partnership agreements with schools and offer them various supporting measures within the framework of student career orientation. We invest in employer marketing on various channels and offer students the possibility to discover the world of work through practical placements. The number of trainees was increased by 8.73%; see GRI 102-8.

The goals of further training measures at Duravit are to ensure that employees have the requisite qualifications for their line of work, including in view of changing tasks. The topic of further training is handled by several employees in the HR Department. The basis for establishing requirements is formed by employee discussions (see GRI 404-3) comparing and recording as-is performance and as-is behaviour with target performance and target behaviour, now and in the future.

This is then used to derive further training requirements. Further training requirements derived from annual employee discussions are summarised as a further training plan by HR and presented to the Management Board for validation along with a budget plan. Any changes are implemented, whereby HR decides whether an open or closed seminar is practical. An open seminar is ideal if the seminar is of interest to various employees from various areas. A closed seminar is appropriate if it involves a specialist seminar. Invitations are extended to participants, seminars conducted and then evaluated by the participants. This ensures a high quality of further training measures. The necessity for acute further training measures is also organised outside the framework of this annual needs analysis, e.g. when reported by a head of department.

SOCIAL ISSUES

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

		Ø 2014/16	Ø 2017/19	Delta %
Average number of active employees	number	744	784	5.42
Total days invested in education & training / Total number of employees	Ø days invested in education & training	1.7	0.86	-48.29
Total days invested in education & training / Total number of employees	Ø days invested in education & training	1.7	0.86	-48.29
Men	Ø days invested in education & training	- ¹	1.22	-
Women	Ø days invested in education & training	- ¹	1.56	-
Senior management	Ø days invested in education & training	- ¹	0.86	-
Middle management	Ø days invested in education & training	- ¹	1.43	-

¹Data was recorded for the first time in this period under review, therefore no comparative values are available for 2014–2016.

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

		Ø 2014/16	Ø 2017/19	Delta %
Employees subject to regular evaluation ¹	%	67.4	51.86	-23.01

¹Information on gender and category is not available. Information in line with these categories will also be recorded by HR for the next report.

Almost 52% of employees receive feedback on their target achievement and performance in the annual employee discussions. Employee evaluations are only carried out at the request of the superior or employee and are not specified.

Diversity and equal opportunity

GRI 405-1 Diversity of governance bodies and employees

See GRI 102-8 for employee structure

		Ø 2014/16	Ø 2017/19	Delta %
Members of the Supervisory Board¹	number	6	6	0
% men	%	83	83	0
% women	%	17	17	0
% persons under 30 years of age	%	0	0	0
% persons aged 30–50	%	48	33	-14.8
% persons over 50 years of age	%	52	68	15.8
Members of the Works Council²	%	13	15	15.4
% men	%	77	67	-9.9
% women	%	23	33	9.9
% persons under 30 years of age	%	0	12.5	12.5

% persons aged 30–50	%	41	25.8	-15.2
% persons over 50 years of age	%	59	61.7	2.6

¹The Supervisory Board has 6 members, incl. 1 woman.

²The Works Council Board has 15 members, incl. 3 women.

Freedom of association and collective bargaining

GRI 407-1 Operations and suppliers where the right to freedom of association and collective bargaining may be at risk

The right to exercise freedom of association and collective agreements applies at each Duravit AG plant. Suppliers are obliged to sign the "Code of Conduct at Duravit AG" or provide evidence of an agreement to observe all statutory regulations in full. This applies in particular with regard to working conditions. Freedom of association and collective bargaining was not a component of these agreements to date but will also be included in the future.

Local communities

Business locations integrating local communities, impact assessments and fund programmes

Investments and a high portion of the purchasing volume are awarded to local contractors and suppliers. For several decades, local clubs have also been supported at all locations in the form of annual sponsorship funds. The Management Board is solely responsible for this. Moreover, there is also an agreement in place with the local voluntary fire service in Hornberg that they will be supported by the Duravit plant fire service in emergencies. Duravit has also been involved from the start as a sponsor and partner of Naturpark Schwarzwald Mitte/Nord e.V., i.e. since 2000 which not only stands for environmental and nature education but also for the promotion of a contemporary tourist infrastructure. Supported by the Marketing Department, the Management Board is responsible for dialogue and developing sponsorship programmes.

Customer health & safety

Tested product categories and services

In-house monitoring within the framework of CE marking requires documented and protocolled product monitoring in accordance with the relevant product standards. The safety (against breakage) of our products is outlined in the general standards. The requisite test for a toilet is outlined in section 5.7.4 of DIN EN 997. All toilets must have a minimum breaking load of 400 kg; bidets and washbasins must have a minimum breaking load of 150 kg. In terms of the chemical composition of products, continuous checks are carried out in an external laboratory.

		Ø 2014/16	Ø 2017/19	Delta %
Tested ceramic	%	10.50	9.89	-0.61
Tested bathroom furniture	%	11.54	8.94	-2.59

The random sample scope is established in accordance with ISO 2859 / DIN 40080: a random sample batch size of 80 pieces is specified for daily warehouse supplies of 501 to 1200 pieces. Higher numbers have been tested on a voluntary basis in Hornberg and Schenkenzell for many years now. Inspections comply with the requirements of ISO 9001.

Marketing and labelling

Requirements on product and service information and labelling

All Duravit products (100%) feature CE marking. This documents that the product complies with all standards and guidelines applicable in the European judicial area. This also includes the EMC Guideline ensuring the electromagnetic compatibility of products as well as the IP44 test (spraywater protection) with which all current-carrying Duravit products fully comply. Water consumption parameters and energy consumption by bathroom products are depicted in line with the Unified Water Label.

SUSTAINABILITY PERFORMANCE REPORT

This information is listed in the price lists in the general product information. It is also printed on packaging depending on the product category or is included in boxes of accessory parts. End customers can find information on the materials used, their properties and manufacturing processes under <https://www.duravit.de/service/materialkunde.de-de.html>. See also GRI 301-3 for information on disposal of products.

Protection of customer data

Well-founded complaints concerning the violation of customer protection and loss of customer data

No complaints concerning our customers' privacy were submitted during the period under review, nor were there any data leaks. A data protection officer was appointed in 2020 who is responsible for continuously examining adherence to the specifications, particularly in accordance with DSGVO (Data Protection Act).

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