

WISAG Sustainability Report 2024

Sustainability as an opportunity:
**Our path to a future
worth living**



About this report

This report is the second sustainability report issued by the WISAG Group. The reporting period covers the calendar year from 1 January to 31 December 2024. All German companies are included in the scope of consolidation. These include WISAG Facility Services Holding SE, WISAG Industrial Services Holding SE, WISAG Aviation Services Holding SE and all German majority shareholdings, including IC Immobilien Holding GmbH. WISAG Services Holding Europe GmbH is not included in the scope of consolidation.

Following on from our 2023 sustainability report, we present our sustainability strategy, defined goals and measures, and our progress in a transparent manner. Under current legislation, WISAG is expected to be subject to reporting requirements for the first time in the 2027 financial year in accordance with the Corporate Sustainability Reporting Directive (CSRD). Due to the amendments announced within the framework of the Omnibus initiative, the regulatory framework remains uncertain. Nevertheless, we are already aligning ourselves with the structure of the European Sustainability Reporting Standards (ESRS). The report addresses the three key areas of environment, social and governance, takes into account the data, activities and developments available for 2024, and provides an initial outlook on selected events in 2025.

This report was published in digital format on the WISAG website in December 2025 and is available in German and English. In the event of discrepancies, the German language version shall take precedence. The information has not been subject to external verification.

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Foreword

Dear readers,

The year 2024 was marked by many challenges, both for us as a company and for society at large. A tense economic situation, people's sense of uncertainty and fears about the future, and a highly complex geopolitical situation are among the key challenges of our time.

However, this does not change our commitment to consistently promoting sustainability as a cornerstone of our vision. Quite the contrary: **for us as a family company, thinking about tomorrow today is an expression of responsible corporate governance.** Especially in challenging times, it is important to know what guides us and pursue a clearly defined goal.

With our Vision 2030, we have set the course for the future, and we are continuing step by step along the path we have begun. We remain true to our responsibility as a value-driven family business – towards our employees, our clients, our partners and society as a whole. For us, sustainability is not just an empty phrase – it is a commitment that we take seriously.

We see ourselves as a responsible partner in shaping a future worth living for current and future generations.

The work of our KiWIS Foundation is an expression of these strong beliefs. **The establishment of the WISAG Jugendbeirat is a further step towards giving young people an even stronger voice in our activities.** I am delighted that we were able to recruit Linda Hinkova, a committed young person who engaged in dia-

logue with colleagues as part of this report.

In this sustainability report, we would like to provide transparent information about our developments over the past year and give specific examples **of how our services help our clients conserve resources and achieve their own sustainability goals.** The seven client cases in the "Climate and energy" and "Employees and society" chapters show how our

divisions translate sustainability into innovative solutions that offer tangible and measurable added value.

We strongly believe that it is only through continuous effort and cooperation between all parties involved that we can overcome the challenges of the future. Let's tackle them together!

I invite you to read this report and form your own opinion of our progress. I hope you find it an interesting read!

Best regards,

Michael C. Wisser
CEO of the
WISAG Group

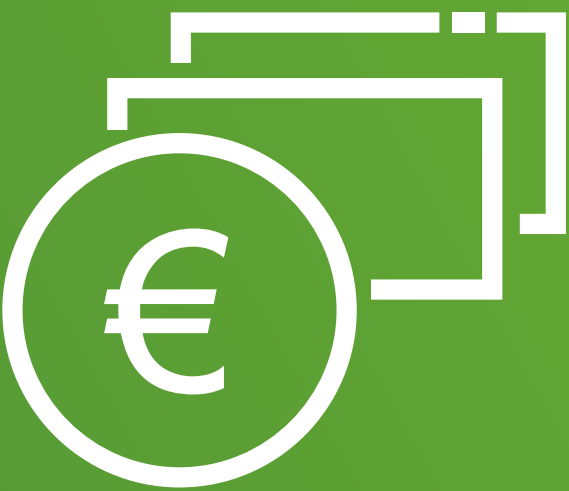


1 / General information

WISAG in figures

Over
50,000
employees

are at the heart of our family business. They think ahead and apply their knowledge in a targeted manner to make the impossible possible for our clients.



6.43%
is the increase in our domestic sales in the 2024 financial year compared to the previous year. Our sales revenue amounted to 3,105.1 million euros.



Around
150 nations

are represented at WISAG. Colourful is part of our culture – and is rightly one of our corporate values.



250
locations
are part of our corporate network in Germany – so our clients can always find a contact person close by.

Over
30,000 companies
rely on us a full-service provider that offers customised products, services and solutions.



€58,614



in donations to our KiWIS Foundation came together in 2024 via the KiWIS Cent: Employees donate the cent amount from their monthly salary and WISAG doubles the contribution once a year.



911
children and
young people

were supported by the KiWIS Foundation in 2024 through tailored educational programs and engaging events across Germany.



998

electric vehicles

are in our fleet, which comprises a total of 9,730 vehicles. We are gradually converting the fleet to electromobility by 2030 in order to reduce our direct emissions.

393

charging points

are available at our branches in Germany, allowing employees to charge their company electric vehicles free of charge during working hours.



35,600
kilowatt hours

of electricity was generated by our photovoltaic system at our Frankfurt-Zeilsheim site between May and December 2024.

30.1 gigawatt
hours

of green electricity were generated by our three wind turbines in 2024. This covers our current electricity needs in Germany several times over.



2 / Vision and strategy

Corporate profile and structure

WISAG is one of Germany's leading multi-services companies with over 50,000 employees. For almost 60 years, we have offered customised and industry-specific solutions in the areas of Facility Services, Industrial Services and Aviation Services – and all from a single source. Our services ensure processes run smoothly in our clients' daily lives: from loading and unloading aircraft to freight services and passenger transfers, from commercial cleaning and energy management to production support and industrial cleaning. At WISAG, people are at the heart of everything we do: in our interactions with each other and in our dealings with clients and partners. Our success is based on a strong community. This has enabled us to grow from a one-man business to a group that operates throughout Europe. On this journey, we have always preserved our identity as a family business. Since its foundation in 1965, WISAG has been committed to finding the best possible solution for its clients. We respond flexibly to new requirements and align our portfolio with a view to the future. Because we are so adaptable, we offer a wide range of expert infrastructure and technical services related to real estate, are a reliable partner to industry and specialise in airport services. This allows us to build long-term relationships and partnerships of which we are proud.

Our business development thrives on the commitment and expertise of people who are fully dedicated to our goals. That is why we do everything we can to actively involve and motivate our employees, who are integral to our success. To this end, we at WISAG have developed three corporate values – appreciation, commitment and colourful – which shape the way we collaborate (see also p. 60) and motivate us every day to work together effectively. Personal contact with our clients is just as important to us as proximity to our employees. That is why we deliberately rely on decentralised structures. This decentralised approach enables us to respond to individual needs and to make our benefits and corporate culture tangible for both clients and employees alike. We rely on independent and committed action in all areas and, despite our size, maintain a flexible and down-to-earth approach to our work.

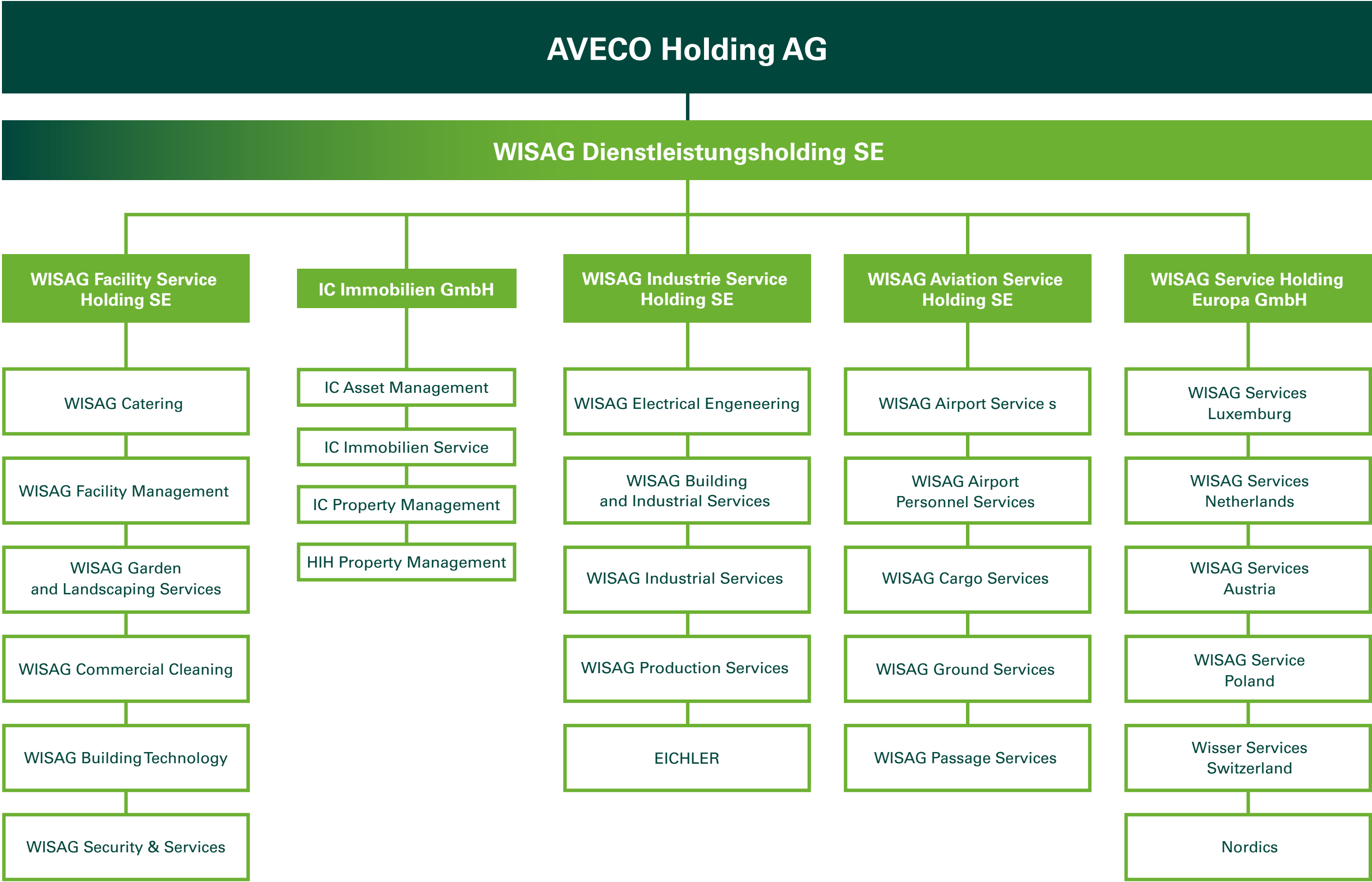
Our management team



From left to right: Dr. Eckhart Morré, WISAG Services Holding Europe; Dr. Thomas Bruns, WISAG Services Holding Europe; Martin Riebschläger, WISAG Facility Services Holding; Angela Stuhr, WISAG Aviation Services Holding; Michael C. Wissner, CEO of the WISAG Group; Carmen Ruck, WISAG Aviation Services Holding; Philipp Daniels, WISAG Industrial Services Holding; Harald Heibel, WISAG Industrial Services Holding

AVECO Holding AG – the parent company of the WISAG Group – unites our four business units, each of which is represented by subsidiaries. The managers of the individual business units develop customised strategies in close coordination with the Management Board of AVECO Holding AG to ensure successful business development. The respective management teams are responsible for central functions within their area and manage the divisions in accordance with the guidelines set out by the Management Board of AVECO Holding AG.

Our business units



WISAG Facility Services Holding SE

We bring together technical and infrastructural property services under one umbrella – WISAG Facility Services Holding SE, one of Germany’s leading facility service providers. Its divisions include Facility Management, Building Engineering, Commercial Cleaning, Security & Services, Catering, and Garden & Landscaping Services. We also offer special service packages for various client segments, such as healthcare and social services, retail and logistics, hotels, and the housing industry. In addition, our wide-ranging portfolio includes services designed to make building operations more environmentally efficient and resource-friendly. These include, for example, a digital platform for energy management, more sustainable catering concepts and the use of more environmentally friendly materials in cleaning. With our bespoke services, we have a positive impact on living and working environments and help to ensure that valuable resources are used consciously and sparingly. As a reliable partner, we combine economic and environmental aspects and support our clients in making their properties fit for the future.

WISAG Industrial Services Holding SE

WISAG Industrial Services Holding SE supports industrial clients with a diverse range of services for handling secondary processes relating to production and administration. The range of services extends from maintenance and technical cleaning to industrial facility management and plant construction, as well as production logistics and support, and industrial assembly. As part of Industrial Plant Management, we support our clients with a high level of in-house services and focus on synergies, allowing our clients to concentrate on their core business at all times. In addition, we offer various ESG services, such as installing photovoltaic systems and developing bespoke charging solutions to promote electromobility. WISAG Industrial Services also includes EICHLER GmbH, a leading electronics service centre for industrial electronics in Germany. Under the motto “Repairing instead of throwing away”, EICHLER offers modern analysis and repair procedures for drive and automation technology.

WISAG Aviation Services Holding SE

WISAG Aviation Services Holding SE is the largest private full-service partner for airport services in Germany. Its range of services includes Airport Services and Ground Services, as well as Passage Services, Cargo Services and Airport Personnel Services – ensuring that the entire process chain at the airport runs smoothly. In particular, WISAG Aviation Services stands for flexibility, a high level of technical expertise and an ongoing commitment to innovation. Our carefully trained teams provide reliable support to airlines in ground handling – from ticketing and check-in to boarding. Our services guarantee efficient and smooth processes, with optimal coordination of complete logistics chains and implementation of ground handling from a single source. We provide reliable organisation of aircraft loading and unloading, as well as push-back, operations and apron transport, in line with our clients’ requirements.

WISAG Aviation Services is also an important driving force when it comes to sustainable handling concepts: The “Ready for Green” sustainability initiative, launched in summer 2021, aims to make aircraft handling emission-free in the long term by switching to electrical ground support equipment across the board.

WISAG Services Holding Europe GmbH

WISAG Services Holding Europe GmbH pools all of WISAG’s international activities and actively promotes strategic business development in Austria, Luxembourg, Switzerland, the Netherlands, Poland and Scandinavia. Our overarching goal is to systematically expand WISAG’s broad range of services in other European countries in line with our Vision 2030 and to further strengthen our brand internationally. WISAG’s basic principle is to provide local services for its clients based on a scalable business model, with its own staff and a sustainable corporate strategy in the respective base country – ensuring that our clients’ ever-growing demand for cross-border activities is met. By combining our high level of in-house services in all relevant areas with a medium-sized, value-oriented service culture, we are laying the foundation for the further expansion of our international business. WISAG Services Holding Europe is not yet analysed in this report. The focus is on national business developments and the activities of the WISAG Group.

Our Vision 2030

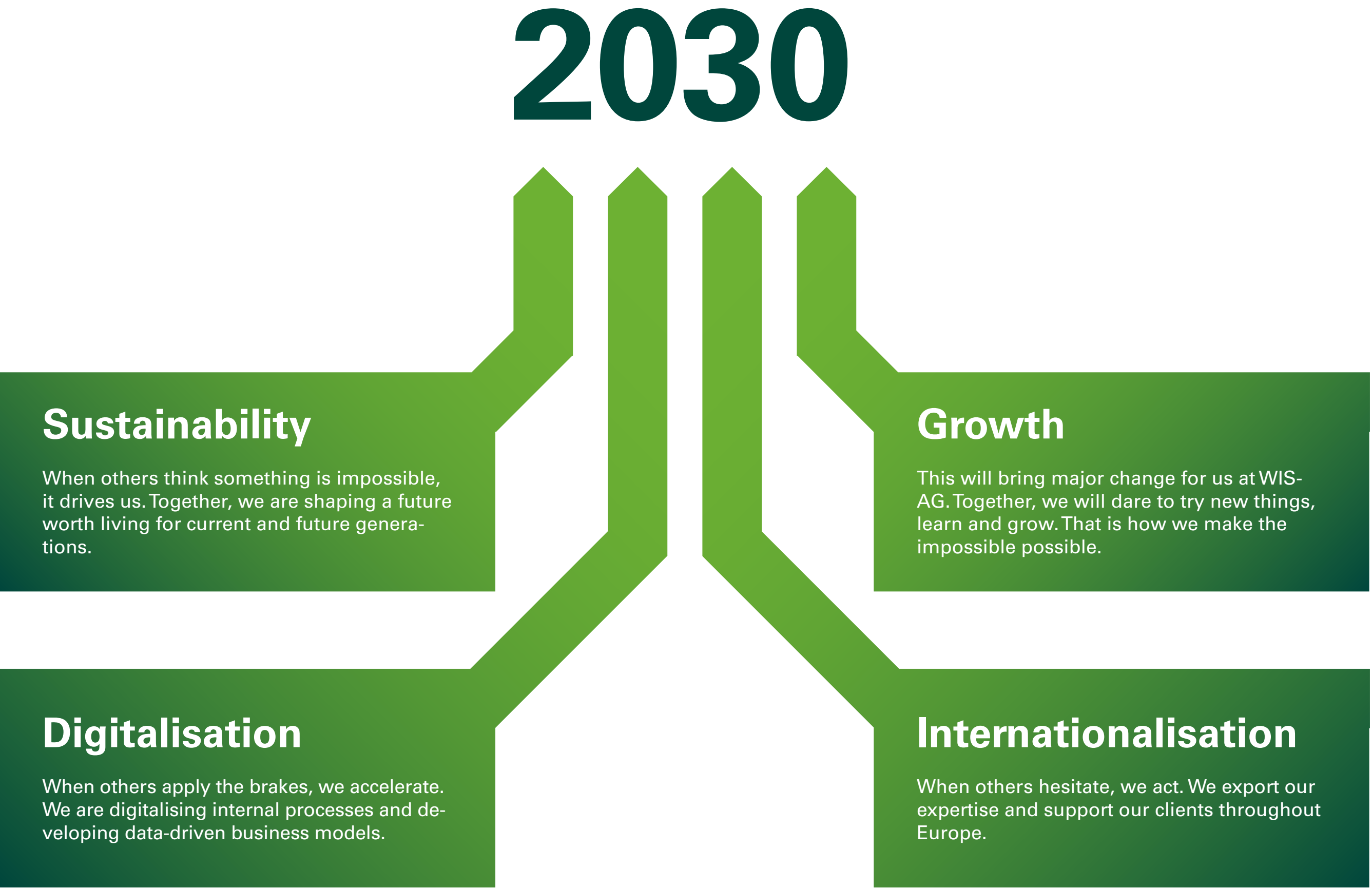
We live in turbulent times that require us to display flexibility and innovative strength. One thing always keeps us on track: our Vision 2030. Every ten years*, we at WISAG formulate a joint corporate vision that redefines the strategic guidelines for our daily activities and our overarching goals. Particularly in view of our decentralised structures, a shared understanding of our long-term corporate goals helps us to keep an eye on the big picture. The four pillars – sustainability, digitalisation, growth and internationalisation – focus on the issues that we consider essential for the future orientation of our company.

These guidelines are a promise to ourselves, but also to our clients, partners and future generations: Let’s end the impossible! Together, we are making the impossible possible with our Vision 2030 – for our clients and for ourselves.

Sustainability as an investment in the future

As part of the first pillar of our Vision 2030, we actively promote sustainability, thus contributing to a future worth living for current and future generations. With the introduction of company-wide carbon accounting, we have made the development of our emissions measurable since 2023. Our overarching goal is to continuously improve our environmental footprint by identifying suitable measures and to actively support our clients on their path to greater sustainability. We communicate our progress in sustainability transparently in a sustainability report, which we have been publishing voluntarily since 2024.

*Due to the global coronavirus pandemic and the associated challenges, our Vision 2030 was not announced in 2020 as planned, but in June 2022 instead as an exception.



We are actively driving digitalisation

We are aware of the challenges and the enormous speed of the changes triggered by digitalisation – and are actively embracing them. Our attention is deliberately focused on the opportunities offered by new data-driven, digitalised business models. We utilise this potential for ourselves and our clients through smart user interfaces. This also includes actively contributing our ideas with regard to digitalisation, especially when it comes to further digitalising internal processes. Because this is essential if we want to grow – both nationally and internationally.

Internationalisation as an effective factor for healthy growth

Internationalisation is a key point of leverage for our growth. And we have already laid the foundations: WISAG offers facility services – including through partner companies – in a total of 41 European countries. This meets the demand from our internationally active clients for cross-border support in Europe. At the same time, we export our industry and segment expertise abroad, positioning WISAG as a strong service partner with an extensive portfolio of services.

“In line with our Vision 2030 and our overarching WISAG sustainability strategy, we are driving forward international growth and sustainability across Europe – including in the Netherlands. As in Germany, regular assessments by independent and internationally recognised institutions such as EcoVadis enable us to measure our sustainability performance. We are currently working on recertification with the aim of achieving platinum status – a challenge we are happy to take on.”



Julian van Stratum
Managing Director,
WISAG Services Holding
Netherlands

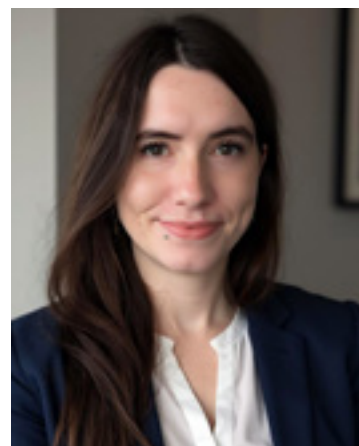
Growth as a prerequisite for sustainable success

Growth is the only way to become more sustainable, digital and international. Our Vision 2030 therefore triggers the largest investment volume in the history of WISAG: by 2030, we will invest more than 450 million euros in implementing the four pillars of our vision. To achieve this, our goal is to generate sales of five billion euros by 2030.



LUCIE digitisation project

To accelerate digitalisation within WISAG, we are developing the internal data hub LUCIE (Lightweighted User Centric Interface Experience). The aim of this digitalisation project is to create end-to-end digital processes for operational activities in the Facility and Industry business units. The platform is designed to ensure a smooth flow of information and to support the seamless integration of various technologies into our service portfolio. This simplifies day-to-day work and allows existing processes to be organised more efficiently. As part of the digital transformation, the project is designed for the long term and aims to strengthen WISAG's market position in the field of digitalisation. After all, efficient processes mean cost-effectiveness – which also benefits our clients. The topics of sustainability and digitalisation are closely inter-linked at WISAG. For example, in addition to avoiding inefficient duplication of work, LUCIE also helps to conserve human and environmental resources. Cross-divisional management of data enables services and processes to be optimised, paper to be saved and journeys by our employees to be avoided.



Sarah Schmidt
Project Lead LUCIE,
WISAG Facility
Management Holding

“With LUCIE , we are actively advancing digitalisation within WISAG by optimising existing processes and thus conserving valuable human and material resources. By maintaining and using data together, we create a uniform information base and reduce the amount of work involved – especially for our operational staff.”



The WISAG Sustainability Radar

Our [WISAG Sustainability Radar](#) has been monitoring current developments, requirements and trends in sustainable property management since 2011. The online study, which is published regularly within this framework, has established itself as a recognised industry benchmark. For the 13th WISAG Sustainability Radar in 2024, we surveyed 326 experts from the real estate industry in an online survey entitled “Committed to sustainability: Redesigning FM!”. The focus was on the impact of new legal requirements, such as the Supply Chain Due Diligence Act (LkSG) and the EU Directive on Sustainability Reporting (CSRD). The results clearly show the major impact of ESG issues on day-to-day work in facility management – felt significantly by three quarters of respondents. Many see a growing need for digital solutions to better meet new requirements. At the same time, many would like to see more support from facility service providers, for example in consulting, implementation and sustainable processes.

The WISAG JUGENDBEIRAT

as the voice of the younger generation 

As a responsible family business, we want our actions to contribute to a future worth living for current and future generations. Instead of just talking about young people and their future on our planet, we want to consciously engage in dialogue with them. For this reason, in 2025, together with the KiWIS Foundation, WISAG's children's aid foundation, we laid the foundation for the WISAG Jugendbeirat. Those interested can already apply today. The Council is a logical continuation of the dialogue with the younger generation that we began in the context of the [first WISAG Sustainability Report](#) – honest, transparent and on an equal footing.

The WISAG Jugendbeirat is an advisory body comprising up to 30 participants aged between 16 and 22 who look at the topic of sustainability and, specifically, the further development of WISAG's sustainability strategy. Its role is to advise the managing directors of the business units and our sustainability management team on sustainability issues. Participants will scrutinise the existing goals and measures in the WISAG sustainability strategy, contribute new ideas and discuss them together, ensuring that the interests of the younger generation are taken into account in our business activities. The WISAG Jugendbeirat can also be called upon by our divisional companies as a sounding board to evaluate new ideas.

Applications for the WISAG Jugendbeirat are accepted throughout the year via the [WISAG website](#); criteria include an interest in sustainability and participation in two face-to-face meetings per year. Trainees and dual students currently employed by WISAG are also eligible to participate.



As part of this report, Linda Hinkova, spokesperson and first founding member of the WISAG Jugendbeirat, had some questions for various employees from our company. The 17-year-old student, who is interested in sustainability, gained her first experience in the field of communications during an internship in the Marketing and Communications department at WISAG Dienstleistungsholding's headquarters in Frankfurt.

“Our WISAG Jugendbeirat is all about listening to young people and giving them the opportunity to actively participate in shaping their, and ultimately our, future on this planet. Especially in challenging times such as those we are currently experiencing, we need critical voices and fresh ideas in order to develop further as a company and remain an attractive employer in the future.”



Michael C. Wisser
CEO of the
WISAG Group

Sustainability at WISAG

The climate crisis is one of the most urgent challenges we face today. As a value-oriented family company, we recognise our responsibility towards our employees, our clients, society and the environment. Together, we want to make a positive contribution to a future worth living for current and future generations – and we are consciously taking many small and large steps along this path.



Jens Schmidt
Head of
Sustainability,
WISAG
Dienstleistungs-
holding

“For us, sustainability is not just a project, but an ongoing process that we consistently drive forward with clear goals and shared responsibility. Only by embedding environmental, social and economic aspects holistically into our actions and continuously developing in this regard can we as an organisation create a future worth living for current and future generations.”

Our sustainability strategy

In order to consistently advance on our path to greater sustainability, we have firmly anchored this collective task as one of four focus topics in our Vision 2030. On this basis, we developed our first company-wide sustainability strategy, which was officially adopted in summer 2023. It follows a holistic approach that takes environmental limits, social justice and economic resilience into account in equal measure. Only by embedding these aspects in our processes across all business units can we as a company enjoy success sustainably. We see implementing sustainability in our company as an ongoing process that is primarily about continuous progress. Standing still is not an option for us – the climate crisis will not wait. Since adopting our strategy, we have been working consistently to achieve our sustainability goals. While we have already

achieved considerable success in some areas along this path, we also recognise the development potential and will be working on it together in the coming years. We believe in teamwork and long-term partnerships, because we are convinced that the challenges we face can be overcome more easily if we all pull together.

Further development of our sustainability strategy is planned for 2025 in order to better prepare ourselves for the requirements of the CSRD – as well as setting new targets that once again clearly underline our commitment to a future worth living, both internally and externally. In doing so, we are focusing on defined key topics and will also integrate our scope 3 emissions into our analysis in future. At the same time, we are continuously improving the completeness and quality of our sustainability data in order to enable informed decisions and report transparently in other areas. One thing is certain: We will continue to pursue ambitious goals and work with our clients and partners to find more sustainable solutions wherever possible. This report presents client case studies illustrating how our ESG services and products support our clients on their journey to greater sustainability.



Our WISAG sustainability strategy takes the following six key topics into account:



Materiality assessment

Under current legislation, WISAG is expected to be subject to CSRD reporting requirements for the first time in the 2027 financial year, even though, prior to the Omnibus initiative, it would have fallen within the scope of application from 2025 onwards. In preparation for this, we already conducted and completed a double materiality assessment in accordance with the requirements of the European Sustainability Reporting Standards (ESRS) in 2023 and 2024. The aim was to identify the sustainability issues relevant to us in the areas of the environment, social and governance and to align them with our existing strategy. To this end, we identified key sustainability issues and aspects in workshops with internal stakeholders, including representatives from all WISAG business units.

In the workshops, the specialist departments assessed the topics according to the ESRS criteria. Two perspectives were taken into account: the materiality of a company's impact on the environment and people (inside-out), and the financial materiality in the form of risks and opportunities arising from sustainability issues for the company (outside-in). The former focuses on the actual or potential impacts, while the latter focuses on economic relevance for WISAG. Following the internal assessment, the perspective of external stakeholders was taken into account. The results of the materiality assessment show that the sustainability issues assessed as material are those that we already address in our WISAG sustainability strategy. WISAG places particular emphasis on the sustainable orientation of its service portfolio through specific ESG services and progress in digitalisation as company-specific drivers of sustainable action. In addition, the materiality assessment in the areas of energy, climate protection, training and skills development has provided us with important insights and ideas on how we can further develop our database in these areas. We will target the refinement of our 2025 sustainability strategy based on these findings. In the following chapters, we explain in detail the specific progress we have made on the issues defined as material.

How we organise sustainability

In organisational terms, the topic of sustainability is anchored at Management Board level and is actively promoted by all business units. The overarching sustainability management team develops key topics such as the sustainability strategy and coordinates these directly with the Management Board. In addition to direct exchange, it also brings the topics to the Sustainability Board to ensure close coordination with those responsible in the business units and to incorporate their concerns and experiences.

The Sustainability Board consists of the Head of Sustainability, the managing directors of the business units and colleagues in sustainability communications. It serves to integrate the concerns of the business units and closely involve senior management in development and implementation. As a result, we can ensure that sustainability is integrated as a guiding principle into our processes, our daily decisions and our actions, and that the implementation of our sustainability strategy is successful.



ESG services for our clients

As a service provider, we operate primarily in sectors that have great potential for reducing greenhouse gas emissions. In our sustainability strategy, we have therefore set ourselves the goal of making our services more sustainable by 2030. Our portfolio already includes a wide range of solutions that help our clients save resources, for example. Measures range from the use of environmentally friendly cleaning agents and tailor-made solutions in the context of charging infrastructure to the energy optimisation of buildings. This also includes WISAG Aviation Services’ sustainability initiative “Ready for Green”, which enables the decarbonisation of aircraft handling by switching to fully electric ground support equipment. Digitalisation also opens up a wide range of opportunities for us to make our services more sustainable. With innovations, digital technologies and data-based solutions, we continue to develop properties and services so that they meet the requirements of tomorrow.

We know that, together with our clients, we can achieve great things. Working with our employees, we develop innovative solutions that conserve resources, reduce emissions and help our clients achieve their own sustainability goals.

Overview of selected ESG services

Environmental

Energy management

e.g. energy monitoring (wenode)

Energy optimisation

e.g. optimisation of the district heating supply

Power supply

e.g. photovoltaics

Fully electric and CO₂-reduced aircraft ground handling

e.g. use of electrical push-back vehicles

Electromobility

e.g. expansion of charging infrastructure

Cleaning concepts

e.g. support from cleaning robots (cobotics)

Cleaning processes and products

e.g. Cradle-to-Cradle® cleaning agents

Waste concepts

e.g. WISAG Waste Station

Life cycle optimisation

e.g. obsolescence management

Grey and green maintenance

e.g. use of battery technology

Planting concepts

e.g. intelligent irrigation

Biodiversity

e.g. compensation areas

Catering and food concepts

e.g. “Grünwerk” food concept

Social

Client support and feedback channels

e.g. Ellie: digital feel-good manager

Safety consulting – occupational health & safety

e.g. occupational safety inspections

Health management

e.g. psychological risk assessments

Governance

Fulfilling requirements

e.g. energy audit (according to DIN EN 16247-1)

Operator responsibility

e.g. accepting the duty to maintain safety

Security consulting

e.g. IT security

The WISAG JUGENDBEIRAT in dialogue

Interview with Jens Schmidt

In conversation with Linda, Jens Schmidt, Head of Sustainability, explains why WISAG continues to voluntarily publish a sustainability report even though there is no legal obligation to do so. He then goes on to discuss current challenges and success factors in implementing sustainability, as well as the motivations for further developing the sustainability strategy.



Why is WISAG publishing another sustainability report this year, even though it is not required to do so?

The EU's Omnibus package of measures and the postponement of the CSRD reporting requirement initially caused uncertainty for us, as it did for many other companies. It has now been confirmed that the reporting obligation for us has been postponed from 2025 to 2027. However, instead of "resting on our laurels" until then, we have made a conscious decision to continue publishing a voluntary sustainability report each year in order to report transparently on our sustainability efforts. At the same time, we are using the time we have gained to further optimise our data in terms of both quality and quantity. We view sustainability not solely as a regulatory obligation, but rather as a key management tool that enables us to position our company and our services for the future.



Implementing sustainability in such a large company is certainly no easy task. What are the current challenges?

Due to the size of our company and our decentralised structures, we constantly encounter challenges both large and small – but this is also what makes our work exciting and encourages the development of creative solutions. To give an example: since the end of 2024, we have been working on recording our scope 3 emissions, i.e. emissions generated during the production and transport of purchased goods and services, or through our employees' commutes to work.

As you can imagine, recording these emissions is particularly complex, as they lie outside our direct sphere of influence. We therefore rely on close cooperation with departments such as Purchasing and Human Resources, as well as our suppliers, in order to create a reliable database and develop measures.

Further development of the WISAG sustainability strategy is planned. What exactly will that involve?

We see sustainability as an ongoing learning process. Simply continuing with existing measures without regularly incorporating new perspectives and insights would be negligent. It is therefore important to us to continuously review the objectives and measures of our sustainability strategy and adjust them where necessary. However, our overarching goal remains unchanged: through our actions, we want to contribute to a future worth living for current and future generations. Cooperation with our newly established WISAG Jugendbeirat will also be integral to this. I am really looking forward to the first face-to-face meeting next year and am excited to hear your ideas and suggestions, which will help us to develop further as a company.

3 / Climate and energy



3 / Climate and energy

Climate protection is a key area of activity for WISAG when it comes to taking responsibility for current and future generations. That is why we are consistently reducing our greenhouse gas emissions across all business units with various measures, such as operating three of our own wind turbines. We are also gradually converting our vehicle fleet to electromobility and continuing to expand the charging infrastructure at

our own sites in Germany. With our wide-ranging portfolio, we as a service provider also contribute to environmental and climate protection for our clients – with solutions that reduce greenhouse gas emissions, conserve resources and take economic efficiency into account.

Climate strategy and measures

When it comes to the environment, we focus on avoiding and reducing climate-damaging greenhouse gas emissions and continuously optimising our own energy consumption. Our actions are guided by the principle of “avoid and reduce before compensate”. Our overarching goal is to reduce our scope 1 and scope 2 greenhouse gas emissions by at least 90 percent by 2030 compared to 2022. We offset unavoidable emissions by participating in certified climate protection projects, regarding this compensation of unavoidable emissions as a necessary transitional solution. On our way to achieving this goal, we reached an important milestone in 2024: despite growth in turnover and an increase in the workforce, we succeeded in reducing our greenhouse gas

emissions slightly for the first time. By offsetting the remaining emissions, we achieved greenhouse gas neutrality for scope 1 and scope 2 for 2024. As part of the planned further development of our sustainability strategy and taking current developments into account, we regularly review our future direction and the specific compensation measures we will take in the coming years.

Topic	Goals		Measures	
Climate protection and adaptation to climate change	2024 achieved	A greenhouse gas-neutral balance sheet (scope 1 and scope 2)	2024 achieved	Conversion of all electricity supply contracts to green electricity*
	2030 ongoing	Reduction of absolute greenhouse gas emissions (scope 1 and scope 2) by at least 90 percent compared to 2022	2024 achieved	Covering the electricity demand at our own locations in Germany with 100 percent self-generated green electricity from wind and solar energy
			2024 achieved	Purchase of recognised and verified climate protection certificates to compensate unavoidable greenhouse gas emissions
			2030	Full electrification of our vehicle fleet Continuous expansion of the charging infrastructure at our own locations in Germany
Sustainable products and services	2030 ongoing	Sustainable alignment of our services in the areas of Facility Services, Industry Services and Aviation Services	2025	Gradual development of sustainability criteria for the services we offer

* Excluding electricity supply contracts that WISAG does not influence. These include, for example, individual rental properties with electricity supply commitments, such as on factory premises or at airports.
** Except special vehicles for which there are no alternatives on the market by then.

Our CO₂ accounting sheet as the foundation for greater climate protection

Our CO₂ accounting sheet forms the basis for our climate-related activities and helps us to make our progress in reducing greenhouse gas emissions visible and measurable. Since 2023, we have used the balance sheet to systematically record the relevant scope 1 and scope 2 emissions data for all WISAG companies and majority shareholdings in Germany. In the 2024 reporting year, we focused on refining the data basis, including through a differentiated analysis based on the market and location-based approach.

However, a large part of our climate footprint is caused by scope 3 emissions in the upstream and downstream value chain. Although we have focused more on recording these since 2024, the data available is currently insufficient to enable a reliable and meaningful assessment of these emissions. Complex supply chains and dependence on external data sources pose significant hurdles, especially with regard to emission sources outside our direct sphere of influence. To ensure that we still make progress in recording our scope 3 emissions, we are working closely with our suppliers and partners to gradually improve data quality and identify additional reduction potential in the future.

Key methodological data on our CO₂ accounting sheet

We account for our greenhouse gas emissions using the operational control approach in accordance with the Greenhouse Gas Protocol. Since 2023, we have collected relevant consumption data centrally via our SAP system. On this basis, we calculate emissions in CO₂ equivalents using recognised emission factors from the Federal Environment Agency and the Department for Environment, Food & Rural Affairs (DEFRA). We have updated the emission factors for 2024 and retroactively for 2023 and refined the calculation method in order to determine our carbon footprint even more accurately and manage it in a more targeted manner.

Our primary goal is to reduce scope 1 and scope 2 emissions by 90 per cent by 2030. To do this, we calculate direct emissions (scope 1) and indirect emissions (scope 2) on the basis of specific consumption data. For scope 1, this data includes the consumption of diesel, petrol and LPG. Scope 2 takes into account the electricity, gas and district heating consumption for rented space, as well as the electricity consumption of our vehicle fleet.

In the 2024 reporting year, we calculated our scope 2 emissions using two methodological approaches for the first time. The location-based approach takes into account the average emissions of the electricity mix at the respective location, for example, the standard mains electricity in that country. The market-based approach refers to the electricity contracts that have actually been concluded, for example for green electricity or certified renewable energies. The proportion of electricity that is not classified as green electricity is multiplied by a corresponding residual mix factor. If we do not have any supplier-specific emission factors, the country's standard residual mix is used for the calculation instead.

Progress in reducing emissions

A look at our 2024 balance sheet shows that, for the first time, we succeeded in slightly reducing our total greenhouse gas emissions in scope 1 and scope 2 – for the latter, according to both the market-based and location-based approaches – in absolute terms compared to the previous year. Our scope 1 emissions, which are mainly caused by the consumption of petrol and diesel, rose slightly in 2024. This is due to the increase in the number of diesel vehicles in our fleet from 8,409 to 8,548, as a result of increased order intake and company acquisitions in line with our vision goal in the area of growth. In addition, some of these vehicles were already ordered at the end of 2023 and only delivered or added to the fleet in 2024. New combustion engine cars cannot currently be ordered through central fleet management. However, in 2024, it was still possible to purchase commercial vehicles such as Sprinters with combustion engines.

When it comes to scope 2 emissions, we were able to make initial progress in 2024 in line with our market- and location-based approach. The decline in scope 2 emissions is mainly because a natural gas-intensive pyrolysis plant operated by WISAG Production Services was used less frequently. As part of our efforts to make our services more sustainable, we are currently examining comparable but less energy-intensive alternatives. In addition, further electricity supply contracts were converted to green electricity.

Greenhouse gas emissions	2023	2024	Δ in tonnes	Δ in %
Scope 1 in tonnes of CO ₂ e	37,530	37,530	0.134	0.0003%
Scope 2 in tonnes of CO ₂ e (location-based)	9,276	7,963	-1,312	-14.14%
Scope 2 in tonnes of CO ₂ e (market-based)	8,034	5,612	-2,422	-30.15%
Total GHG emissions (tonnes of CO₂e) (location-based)	46,805	45,493	-1,312	-2.80%
Total GHG emissions (tonnes of CO₂e) (market-based)	45,564	43,142	-2,422	-5.32%

Note: Due to methodological adjustments, the figures for 2023 have been corrected and differ from those published in the 2023 sustainability report. Rounding of key figures may result in minimal deviations in the totals.



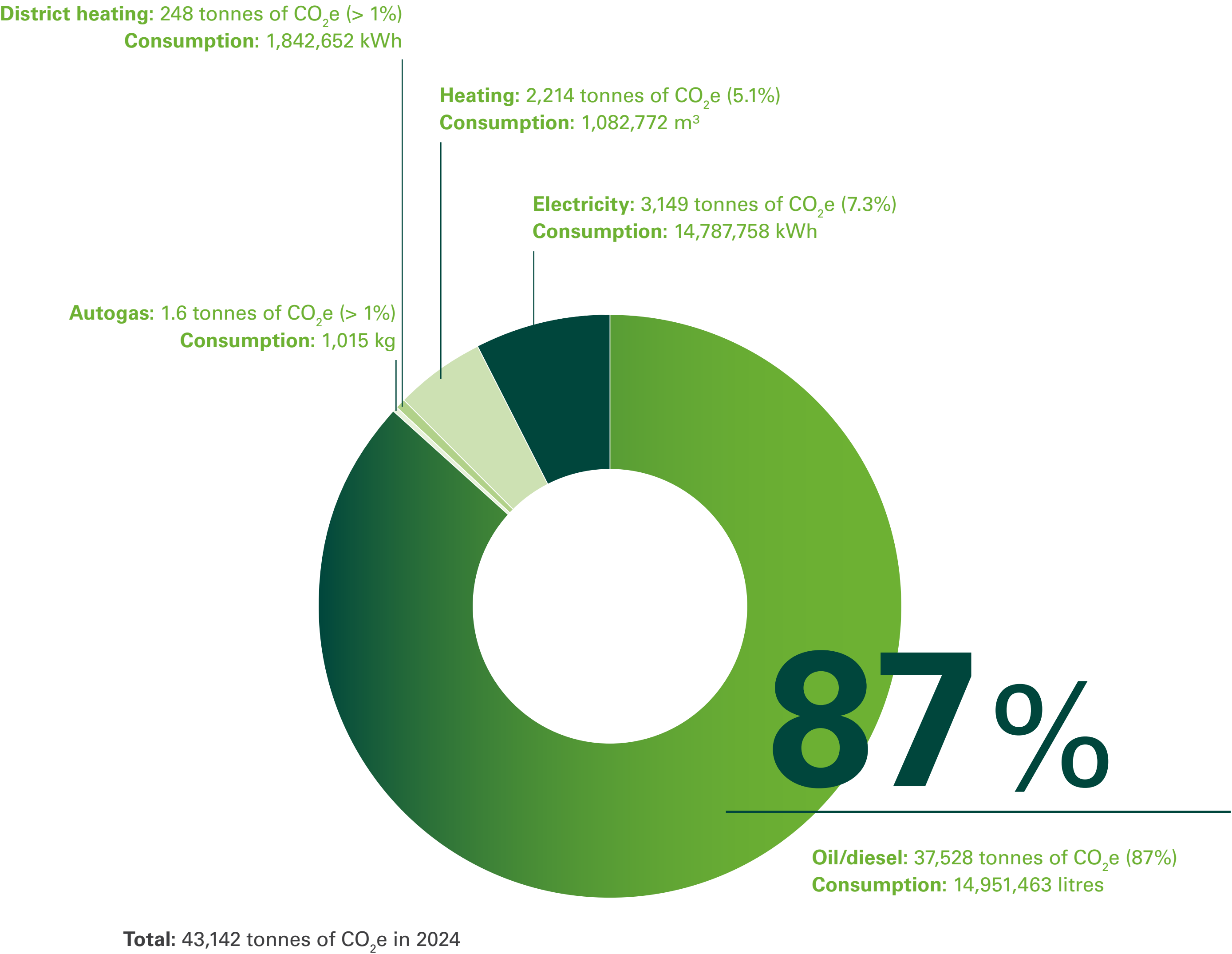
were saved in 2024 despite company growth, according to a market-based approach.

Our CO₂ accounting at a glance

In 2024, we further expanded the share of renewable energies with the help of our own wind energy and photovoltaic systems, reducing our consumption of fossil fuels once again. This development clearly shows that we are making significant progress in our efforts to gradually replace fossil fuels.

Energy consumption and energy mix	2023	2024
Total fossil energy consumption (MWh)	176,664	165,442
Share of fossil fuels in total energy consumption	96.65%	95.08%
Consumption of purchased or received electricity, heat, steam and cooling from renewable sources (MWh)	2,390	3,296
Consumption of self-generated non-fuel renewable energy (MWh)	3,738	5,257
Total renewable energy consumption (MWh)	6,128	8,553
Share of renewable sources in total energy consumption	3.35%	4.92%
Total energy consumption (MWh)	182,792	173,995

Note: Due to changes in response rates at the sites surveyed compared to the previous year, the current figures differ from those in the 2023 sustainability report and are therefore not directly comparable.



Progress in emission intensity

Calculating emission intensity enables us to relate our sustainability performance in climate protection to our corporate development and provides comparability over time. We can thus keep a close eye on our use of resources even during periods of economic growth and focus our activities specifically on efficiency. In 2024, we were able to further reduce our greenhouse gas emission intensity, largely by electrifying our vehicle fleet and expanding renewable energies.

Greenhouse gas intensities (scope 1 and scope 2)	2023	2024
Total GHG emissions (tonnes of CO ₂ e) (market-based)	45,564	43,142
Annual sales (EUR thousands)	2,917,428	3,105,103
GHG emission intensity (tonnes of CO ₂ e/EUR thousands)	0.0156	0.0139

WISAG as an electricity producer

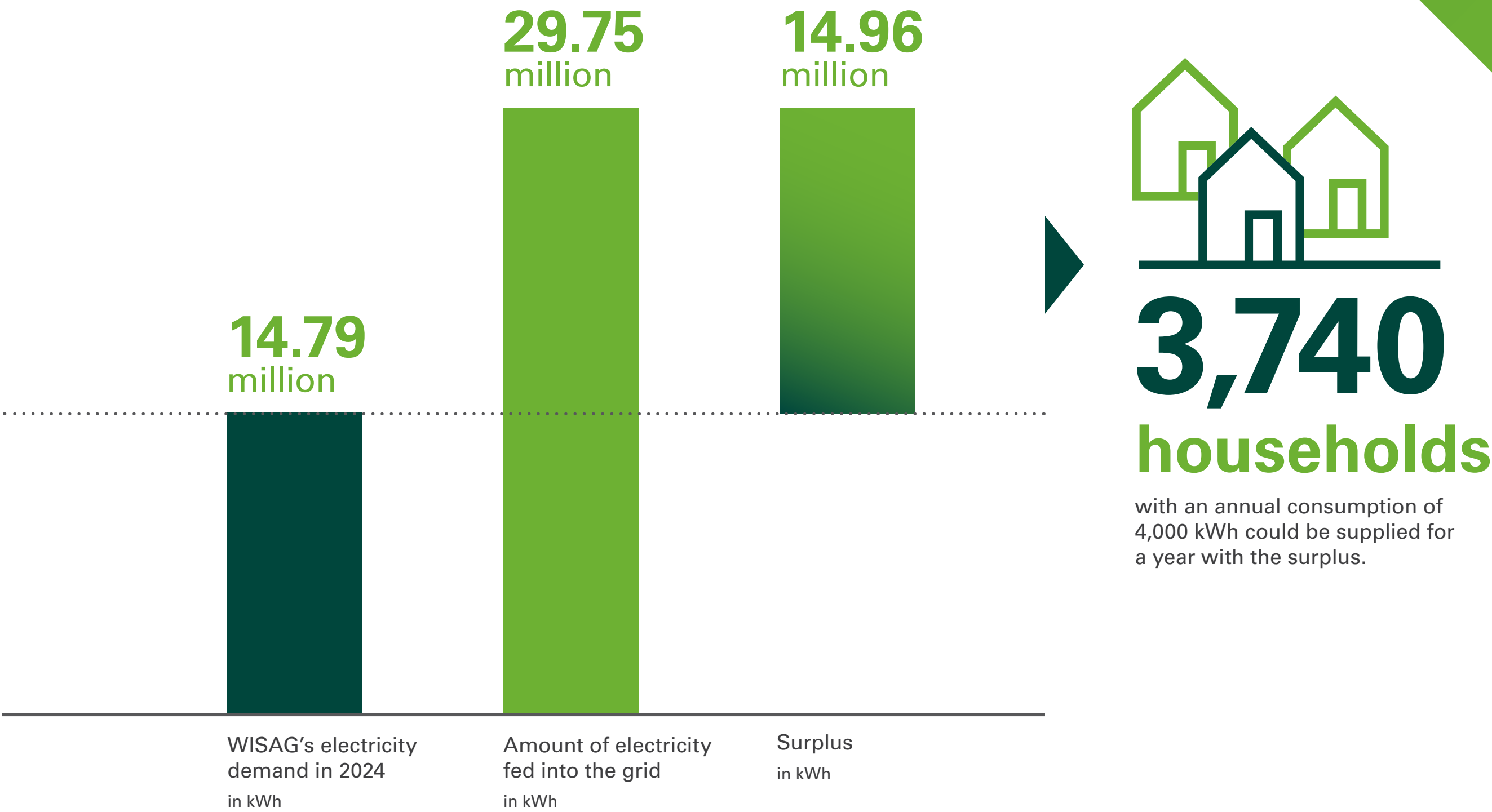
Renewable energies – especially wind and solar energy – are our key to becoming independent of fossil fuels. As a company with energy-intensive processes, we take our responsibility seriously and are actively shaping the energy transition by systematically reducing our energy-related greenhouse gas emissions. That is why we are also examining other approaches that can contribute to decarbonisation.

At the end of 2022, WISAG Energy Supply, our inhouse energy supply company, began the process of converting the electricity supply contracts for our delivery points in Germany to green electricity. This mainly affects sites where no electricity from renewable energies has been purchased to date. We have successfully completed the changeover at around two-thirds of our sites. Due to existing supply contracts that WISAG does not influence, one third cannot currently be converted. This applies, for example, to industrial parks and airports with electricity supply agreements, as well as rental properties without their own electricity meters.

Our goal of covering WISAG’s total electricity consumption in Germany with self-generated green electricity from wind and solar energy was achieved in 2024, as planned. We acquired two new, state-of-the-art wind turbines in Wiebelsheim for this purpose back in 2023 and successfully commissioned them in November of the same year. In addition, the repowering project in Wörrstadt was connected to the grid in September 2023. In 2024, the three wind turbines generated around 30.1 gigawatt hours (GWh) of green electricity, which is roughly double our electricity requirements in Germany. All of the electricity generated by the wind turbines is fed into the public grid by WISAG Energy Supply, making a lasting contribution to increasing the proportion of green electricity in the German electricity mix. By operating these three plants, we are also preparing for the expected increase in electricity demand associated with the gradual electrification of our vehicle fleet and our economic growth.

At the same time, we are strengthening our own planning and supply security and benefiting financially, as decoupling from market prices makes us less dependent on external factors.

As with all construction projects, the erection of wind turbines also impacts the natural environment – especially when, as in Wiebelsheim, they are built in a nature reserve. We therefore welcome the fact that strict environmental impact assessments and comprehensive species protection studies are required by law and from an integral part of every approval process. Based on the results of these investigations, we have implemented various compensation and replacement measures in Wiebelsheim together with Naturschutzbund Deutschland e.V. (NABU), which ensure that the necessary impact on nature is compensated to at least the same extent. Every tree that had to be felled for the project was compensated by planting new trees elsewhere near the site. We are also taking various measures to protect native bird and wild animal species. For example, the two turbines have an automatic switch-off system to prevent collisions with bats and migratory birds.



The WISAG JUGENDBEIRAT in dialogue

Interview with Holger Kube

In conversation with Holger Kube, Managing Director of WISAG Energy Supply and responsible for the expansion of renewable energies and charging infrastructure, Linda gains exciting insights into current projects and learns more about how our wind turbines work.

What are the most important insights you have gained since the three wind turbines went into operation two years ago – both positive and negative?

Since the three wind turbines went into operation at the end of 2023, our experience has been overwhelmingly positive. The plants operate reliably and deliver stable electricity yields, making us largely independent of fluctuating electricity prices and energy imports from abroad. To date, we have only had to carry out switch-offs totalling 3,207.3 hours, of which 1,870.2 hours were in 2024. These switch-offs serve to comply with important legal requirements, including measures to protect birds during migration, compliance with regulations on shadow casting, and protection of the rotor blades in icy conditions. In this way, we ensure not only that the plants are safe, but above all that the environment is protected.



Why was less electricity fed into the public grid in 2024 than was produced by the three wind turbines?

The reason for this lies in the physical conversion and transport processes between the plant and the grid connection point. When the wind drives the rotor blades, mechanical energy is initially generated, and then converted into electrical current in the generator. This process, as well as the subsequent transport via cables and transformer technology, results in unavoidable energy losses – primarily in the form of heat. These technical losses are normal and fall within the usual acceptable range.

For our three plants, they amounted to around 360,055 kilowatt hours in 2024, which corresponds to approximately 1.2 per cent of the electricity produced.

How is the expansion of photovoltaic systems at your own sites in Germany developing in parallel with the wind turbines?

Following the successful commissioning of the PV system at our branch in Frankfurt-Zeilsheim in May 2024 – which was expanded to include an electricity storage facility in October 2025 – we began planning four further PV projects last year. These include a ground-mounted PV system in Mainleus and rooftop PV systems at our locations in Meinhard and Duisburg and at our conference centre in Sitten on Lake Tegernsee. Installation of the PV system on the roof of the neighbouring building there was completed in November 2025, and will be followed by installation for the main building in spring 2026. Wherever possible and sensible, we also integrate charging points, storage solutions and heating technologies into all our projects so that the energy produced can be used directly on site and losses can be avoided.



Solar energy from our own roofs

To reduce our greenhouse gas emissions, we rely on solar energy as well as wind power. Their production is virtually emission-free and enables a cost-effective supply of green electricity in the long term. That is why we are working with WISAG Electrical Engineering to equip suitable roofs at our branches in Germany with photovoltaic systems. The first system was installed at the WISAG Garden & Landscaping Services site in Frankfurt-Zeilsheim and commissioned in May 2024. A total of 200 solar modules with an output of 82 kilowatt peak (kWp) were installed on a roof area of around 550 square metres. This can generate up to 75,000 kilowatt hours (kWh) of green electricity per year – almost the entire current electricity requirements of the Zeilsheim site. Any surplus electricity is fed into the public grid.

During the reporting year, three further photovoltaic systems were planned and corresponding grid connection requests were submitted to the responsible electricity grid operators. However, none of these systems were commissioned during the reporting period. Reasons for the delay included the need to prepare structural reports, carry out construction work on roofs and house connections and perform electrical installation work, and extended processing times on the part of the electricity network operators. Commissioning of the relevant facilities is planned for the end of 2025 or beginning of 2026. These include a ground-mounted photovoltaic system in Mainleus and three additional rooftop PV systems at our conference centre in Sitten on Lake Tegernsee and at our branches in Meinhard and Duisburg. In addition, our PV system in Frankfurt-Zeilsheim is to be retrofitted with an electricity storage facility.

We also support our clients in switching to renewable energies. WISAG Electrical Engineering, for example, implements tailor-made photovoltaic projects, accompanying the entire process from planning to construction, assembly, commissioning, connection and grid feed-in. The installation of a photovoltaic system offers numerous advantages, particularly in the industrial sector. Not only does it reduce climate-damaging emissions and significantly lower energy costs, it also demonstrates the company's commitment to sustainability.



Electrification of our vehicle fleet

WISAG is active wherever our services are needed. Our fleet of over 9,700 vehicles ensures that we are always available for our clients where they are – with flexibility and reliability. However, this also makes our vehicle fleet the largest source of our direct greenhouse gas emissions. To counteract this, we have set ourselves an ambitious goal: We will fully electrify our entire vehicle fleet by 2030. This does not apply to special vehicles for which no suitable alternative is yet available on the market.

After introducing the first electric car to our fleet over ten years ago, we initially took a top-down approach. In a pilot project launched in early 2023, we equipped the managing directors of our holding companies and divisional companies with electric vehicles in order to gain experience with charging infrastructure, range and everyday usability.

At the end of the 2024 reporting year, our fleet already comprised 998 electric vehicles – three times as many as in the previous year. We plan to continue expanding the charging infrastructure at our locations in Germany in the coming years, in order to help our staff make the switch to electromobility. In addition, from 2025 onwards, we will be offering home charging for our employees who have an electric company car.

“With over 9,700 vehicles, our fleet is our largest source of direct emissions – and our strongest point of leverage for climate protection. By 2030, we will have converted it almost entirely to electromobility. Almost 1,000 electric vehicles were already in use by the end of 2024 – more than three times as many as in the previous year. To ensure this transition is successful, we are investing consistently in charging infrastructure. 393 of our own charging points at around 40 sites, collaborations with charging partners and a home charging service ensure everyday usability and acceptance. In this way, we are creating the conditions for a virtually emission-free fleet and, as a company, making a significant contribution to the mobility transition.”



Martin Riebschläger
Managing Director,
WISAG Facility Services
Holding SE



+271%  **electric vehicles**

Number of vehicles: 9,730
Number of electric vehicles: 998

Vehicle fleet	2023	2024	Change in %
Total number of vehicles	8,915	9,730	+9.14%
of which diesel vehicles	8,409	8,548	+1.65%
of which petrol vehicles	231	181	-21.65%
of which natural gas vehicles	6	3	-50%
of which electric vehicles	269	998	+271%
Proportion of electric vehicles in total fleet	3.01%	10.26%	7.25%P
Fuel consumption (litres)	14,939,128	14,951,463	+0.08%
of which diesel (litres)	14,449,257	14,583,424	+0.93%
of which petrol (litres)	489,871	368,039	-24.88%
Annual consumption per diesel vehicle (litres)	1,718.31	1,706.06	-0.71%
Annual consumption per petrol vehicle (litres)	2,120.65	2,033.36	-4.12%
GHG emissions from vehicle fleet (tonnes of CO₂e)	37,589	37,921	+0.88%



Note: Due to methodological adjustments, the figures for 2023 have been corrected and differ from those published in the sustainability report 2023.
Rounding of key figures may result in minimal deviations in the totals.

393 charging points

at 40 locations in Germany

Expansion of the charging infrastructure

To ensure a successful transition to electromobility, we are continuously expanding the charging infrastructure at our locations in Germany. By working with WISAG Electrical Engineering and WISAG Building Technology, as well as external partners, to provide various charging options in the form of wallboxes and freestanding charging stations, we are supporting our employees in the transition to electromobility. We carefully examine which locations are suitable and prioritised, taking into account a variety of criteria. In doing so, we are guided by factors such as the individual funding opportunities in the respective state, the number of electric cars at the location, the size of the location, the current tenancy agreement, the local conditions, the available grid capacities and the resources of the grid operators.

By the end of the 2024 reporting year, we had installed a total of 393 of our own charging points at around 40 locations in Germany. Employees with an electric company car can charge it free of charge at these charging points and at selected charging partners. In addition, both employees with private electric cars and external visitors benefit equally from fair charging rates – for example, in the car park at our company headquarters in Frankfurt-Niederrad. Outside regular office hours, i.e. mainly at night and on weekends, 92 charging points are now available on six floors, in addition to 228 parking spaces. Around 40 of these were installed in 2024 to enable employees to charge their vehicles during working hours. The car park is also equipped with camera-based number plate recognition for convenient entry and exit. External users can pay conveniently using the app or QR code. By offering existing parking spaces and modern charging infrastructure, we are reducing the pressure on parking in Frankfurt-Niederrad, especially at times when the car park has previously remained unused, thereby further advancing the mobility transition. Further information can be found [here](#).

As a partner to industry, we also support our clients in setting up their own charging infrastructure as part of our WISAG Electrical Engineering services, thus contributing to our clients' mobility transition even outside our own sites. Based on a requirements analysis, we determine individual concepts – whether for a single charging point or a complete package. We also support the entire process from project planning to infrastructural adjustments, and from retrofitting and installation through to commissioning, online monitoring and billing.



ESG services for greater environmental protection

In order to make our business model fit for the future, we have focused for many years on developing and refining services that support our clients in achieving their sustainability goals.

With the aim of making our services sustainable by 2030, this approach is firmly anchored in our strategy. Our broad portfolio already encompasses numerous different services: from energy-efficient building optimisation and the use of environmentally friendly cleaning agents to the electrification of aircraft handling processes and the installation of photovoltaic systems.

Our services create measurable environmental benefits for our clients, helping them to reduce their own greenhouse gas emissions, conserve resources and thus save costs, among other benefits.

Below, selected case studies show how our ESG services are used in practice and how they specifically help to create environmental added value.

“As an experienced FM service provider, we have been contributing our expertise for 60 years to reliably develop our clients’ buildings and processes. We see it as our responsibility to always offer them the best possible solutions. With a broad portfolio of ESG services, we support you in conserving resources, reducing emissions and managing your properties in a cost-efficient manner over the long term. Because only if we break new ground together and make the seemingly impossible possible can we leave behind a future worth living for today’s and future generations.”



Michael C. Wisser
CEO of the
WISAG Group



Biodiversity in practice: Natural green spaces at the company site

As a full-service provider for the professional care and maintenance of gardens, grounds and plants, WISAG Garden & Landscaping Services has been providing services to a leading global technology group in the optical industry for five years. Having started with standard path clearance and gritting in winter, since 2021 we have also been responsible for the maintenance of green and grey areas, including tree inspection and pruning, as well as the interior greening of the office spaces. The total area covers

around 450,000 square metres, including 24,000 square metres of green space and 80,000 square metres of green roof. To promote biodiversity on the company premises, we have converted 600 square metres of lawn and hedge areas into mixed planting of drought-resistant perennials that are suitable for the location. In addition, a 1,000 square metre flower meadow was created, whose composition was specially tailored to the site conditions and promotes various insect species. The roof is also green, with ten raised beds to grow herbs for the company's own restaurant. Around 75 percent of the equipment used for maintenance work is battery-powered to reduce environmental pollution from noise and exhaust fumes – with positive effects on the well-being of property users and our own employees. All these measures have allowed us to boost biodiversity at the company's location, make long-term cost savings due to reduced maintenance requirements, and conserve water resources through the careful selection of plants suited to the location.



 1,000sqm

is the size of the insect-friendly flower meadow we have created to promote biodiversity at our client's site.

Project details

Division:	WISAG Garden & Landscaping Services
Client:	World-leading technology group in the optical industry
Area:	approx. 450,000 square metres
Project start:	2021
Services:	■ Path clearance and gritting in winter ■ Green and grey maintenance ■ Tree inspection and pruning ■ Maintenance of interior greenery and extensive green roofs ■ Creation and maintenance of biodiversity areas ■ Contribution to preserving and promoting biodiversity ■ Long-term cost savings through reduced maintenance and optimised water consumption ■ Reduced environmental impact through less noise and exhaust fumes ■ Increased employee well-being
Advantages:	

Sustainability meets efficiency: Cleaning robots and recyclable cleaning agents in use

Our specialists at WISAG Commercial Cleaning set the standard when it comes to cleanliness. Be it in office buildings, hospitals, transport or food production facilities, we ensure sparkling façades, clean premises and hygienic production areas. With a constant focus on cost-effectiveness, performance and user safety, we pursue a variety of approaches to conserve resources and support our

clients on their path to greater sustainability. For example, since September 2022, we have been responsible for routine cleaning at 26 locations for a globally renowned furniture retailer. There we support our cleaning staff with innovative technologies such as cobotics – i.e. collaboration between humans and robots – and sensor-controlled systems. Thirteen powerful cleaning robots are currently in use across an area of around 600,000 square metres. In addition, for manual cleaning we primarily use cleaning agents from the Green Care Professional product line by Tana-Chemie, which contain only plant-based surfactants and are therefore completely biodegradable. The products are also developed according to the Cradle-to-Cradle® principle and are Ecolabel certified. In the 2024 financial year, the use of these products by our client resulted in total savings of 4,081 kilograms of CO₂, 458 kilograms of plastic and 1,300 kilograms of crude oil.



Project details

- Division:**
Client:
Area:
Project start:
Services:

WISAG Commercial Cleaning
World-renowned furniture retailer
approx. 600,000 square metres
2022
 - Routine cleaning
 - Use of cobotics and sensor-controlled systems
 - Use of the Green Care Professional product line from Tana-Chemie
- Advantages:**

- Ensuring high cleaning performance
 - Optimising resource use and promoting the circular economy
 - Ensuring safety for people and the environment with biodegradable cleaning products

4,081 kg

of CO₂ emissions were saved in 2024 through the use of Tana-Chemie's Green Care Professional product line at our client's site*.

* Compared to similar products in the Professional range from Tana-Chemie

Optimised stairwell lighting: energy savings through dimmable LEDs

For safety reasons, the stairwells of commercial properties must be lit continuously. This not only results in high energy consumption, but also provides an opportunity to reduce avoidable operating costs. As a technical service provider for preventive, future-oriented maintenance of heating, sanitary, ventilation, cooling and fire protection systems, as well as safety, alarm and control technology, WISAG Building Technology detects this kind of optimisation potential and offers its clients individual solutions.

This is the case, for example, at Potsdamer Platz in Berlin, where our team identified high energy consumption in all 60 internal stairwells spread across eight buildings. In order to reduce electricity consumption in the long term, our building technicians therefore recommended replacing the light bulbs with energy-efficient, dimmable LED lights with motion sensors. The light sources used have a power consumption of two to three watts at minimum intensity; when motion is detected, the maximum intensity increases to 20 watts. This measure will lead to potential annual savings of 1,500 megawatt hours of electricity. The project was awarded the WISAG Building Services Energy Award in 2024. This annual award is aimed exclusively at employees and recognises ideas or measures already implemented in the the fields of environment, sustainability, energy efficiency and energy management.

Project details

- Division:

Client:

Scope:

Project duration:

Services:
- WISAG Building Technology

Potsdamer Platz Eigentümergeellschaften

60 internal stairwells with 2,900 lights

2024 to 2025

- Professional replacement of light bulbs
 - Installation of energy-efficient, dimmable LED lights with motion detectors
- Advantages:

- Optimisation of energy consumption by switching to LED
 - Reduction in energy-related CO₂ emissions
 - Long-term reduction in operating costs

1,500 MWh

of electricity is saved annually
by switching to LED lighting



Reference image RZB-Leuchten
© Jürg Knuchel

Actively advancing the mobility transition: Expansion of charging infrastructure at a client site

WISAG Electrical Engineering is one of Germany's largest system integrators in the field of electrical energy technology. Its service portfolio includes comprehensive planning, project management, implementation and maintenance, as well as servicing medium and low-voltage switchgears, transformers, emergency power and UPS systems, and control and protection technology. In addition, the company offers tailor-made solutions for charging infrastructure, which are essential for the success of the mobility transition and the shift away from fossil fuels. In 2024, for example, we took on the planning and installation of an extensive charging infrastructure for one of Germany's largest municipal city cleaning com-

panies. A total of 5 AC and DC charging stations with a total output of 2,000 kilowatts were successfully commissioned at 13 depots. Our engineers accompanied the project all the way from the initial design phase to final implementation – from a detailed requirements analysis and the implementation of the necessary civil engineering work, to the installation of medium-voltage, transformer and low-voltage switchgears, to the implementation of an IT and backend infrastructure. With projects like this, WISAG Electrical Engineering successfully supports its clients in their transition to electromobility and contributes to increased efficiency and operational optimisation, while also ensuring a reliable charging infrastructure for the client's employees.



 **75** charging stations

with a total output of 2,000 kW were installed
at one of Germany's largest municipal waste
management companies

Project details

Division:	WISAG Electrical Engineering
Client:	One of Germany's largest municipal cleaning companies
Project duration:	2024 to 2025
Services:	■ Basic engineering and detailed engineering ■ Civil engineering works and cable management ■ Delivery and assembly of concrete stations ■ Delivery, installation and commissioning of medium-voltage, transformer and low-voltage switchgears ■ Implementation of an IT and backend infrastructure ■ Establishment of processes for use, maintenance and further development
Advantages:	■ Reduction of CO₂ emissions (depending on the electricity supply contract) ■ Provision of a reliable charging infrastructure for employees ■ Contribution to the success of the mobility transition

Repairing instead of throwing away: Conserving resources through efficient life cycle management

EICHLER – a WISAG company – is Germany’s leading electronics service centre specialising in industrial electronics. For more than 40 years, EICHLER has demonstrated unique knowledge and experience in the repair of PLC assemblies, operator panels, touch panels, programming devices, industrial PCs and components for drive technology and robotics. Under the motto “Repairing instead of throwing away”, our specialised technicians carry out more than 30,000 repairs annually at our Pürgen site.

One recent client was ALPMA Alpenland Maschinenbau, who faced the challenge of making expensive new investments after production and support for PacDrive M systems was discontinued. By repairing and replacing defective components, EICHLER was able to reduce the number of new drives and controllers originally planned between March 2018 to October 2025 by 50 per cent, from 1,147 to 574. In addition, having the spare parts in stock meant that the initial investment for the planned 268 controllers and 879 regulators could be reduced to 112 controllers and 462 regulators, saving the client around €974,000. EICHLER’s life cycle management strategy stands for resource conservation and proves that “repairing instead of throwing away” not only makes economic sense, but also demonstrably conserves resources.



Project details

- Company:** EICHLER
Client: ALPMA Alpenland Maschinenbau
Project duration: March 2018 to October 2024 (contract term until December 2027)
Services:
 - Repair and refresh of defective devices
 - Spare parts procurement
 - Technical inspection
 - Professional warehousing**Advantages:**
 - Conserving resources by repairing defective devices
 - Cost savings
 - Minimised storage costs

€974,000

were saved by repairing defective parts and replacing faulty components



Klaus Marx
Regional Station
Manager Germany,
KLM Royal Dutch
Airlines

Sustainability in aircraft handling: Fully electric, CO₂-reduced turnarounds

WISAG Aviation Services is the largest private full-service partner for airport services in Germany. At Berlin-Brandenburg and Frankfurt am Main airports, we handle the aircraft of clients including KLM Royal Dutch Airlines, with responsibility for loading and unloading, push-back and other tasks. As part of our “Ready for Green” sustainability initiative, we have expanded our electric ground handling equipment at both locations, enabling fully electric or CO₂-reduced handling. In Berlin, a total of 1,818 out of 2,562 KLM flights were handled fully electrically in 2024, resulting in CO₂ savings of 35,451 kilograms and a handling rate of 71 per cent. In Frankfurt, due to limited charging

infrastructure, a total of 1,705 out of 1,922 handling operations were carried out in CO₂-reduced form – this corresponds to a saving of 21,483 kilograms of CO₂ and a partially electric handling rate of 89 per cent. Overall, 78.6 per cent of ground handling operations at the two locations were carried out using fully electric or CO₂-reduced vehicles. In addition to CO₂ reduction, employees and passengers benefit from less noise and exhaust fumes. In 2024, WISAG Aviation Services was honoured for its achievements at Berlin-Brandenburg Airport in the “Most Electrified Turnaround” category of the Sustainable Station Contest organised by Air France and KLM.



78.6 %

of all ground handling operations for our client KLM were carried out electrically or in CO₂-reduced form in 2024

Project details

Division:	WISAG Ground Services
Client:	KLM Royal Dutch Airlines
Services:	■ Implementation of fully electric or CO₂-reduced turnarounds ■ Reduced CO₂ emissions through the use of e-GSE ■ Reduced noise and exhaust fumes on the apron
Advantages:	

4 / Employees and society



4 / Employees and society

As a family business, community – both within the company and in society – is a very special value to us. It manifests itself in respectful cooperation, a safe and healthy working environment, appreciation for diversity, personal development and commitment. That is why we promote cohesion through fair working conditions, the promotion of young talent and practical training opportunities. Our works council structures, management programmes and internal communication spaces create the framework for exchange, so everyone can develop to their full potential.

Through the KiWIS Foundation, WISAG’s children’s aid foundation, we have been working since 2015 to improve educational opportunities for children and young people. We are also involved in long-standing partnerships with social organisations and cultural initiatives. Whether at work or beyond: as an employer, we want to create an environment in which people can contribute their strengths, grow and feel secure. For us, a strong community begins when we take responsibility for one another.

WISAG as an attractive employer

Our corporate governance has a responsibility to ensure job security by operating in a sound and sustainable manner. In addition, we encourage each individual to take on responsibility and play an active role in WISAG’s success. A pleasant atmosphere at work and open communication are just as important to us as celebrating successes together – whether they are big or small. In this way, we create an environment in which all staff feel comfortable and – above all – valued.

We offer our employees a wide range of development opportunities and flexible working, tailored to their individual lifestyles, so that they can take on tasks that match their personal abilities and strengths. Our business units and divisions

each develop their own specific measures here, depending on their respective fields of activity and requirements. Because we understand that everyone is unique – just as unique as the jobs at WISAG. This gives us the opportunity to retain existing employees in the long term and to attract further qualified specialists to our company.

Topic	Goals		Measures	
An attractive employer	ongoing	Continuous increase in employer attractiveness as part of the employee survey	2024 achieved	Foundation of a working group on recruiting and employer branding
			2024 achieved	Adjustment of the employee survey
			From 2025	Implementation of a company-wide, regular employee survey
Occupational safety	ongoing	No occupational accidents	2023 achieved	Definition of a company-wide standard key figure for occupational safety
			2024 achieved	Introduction of a company-wide key figure, adjustment of previous procedures at business unit and division level
			ongoing	Continuous implementation of decentralised health measures in the business units and divisions

In our sustainability strategy, we have set ourselves the goal of continuously expanding and strengthening our attractiveness as an employer in the coming years. To this end, in 2024 we set up a working group to further develop our employer brand and recruiting. A first milestone in this process was the creation of a sound data basis with regard to our values, our mission statement and our specific needs. In 2025, we intend to validate this basis through focus group interviews, analyses and rankings, incorporating the findings from our revised and simplified employee survey (see also p. 44). In addition to attractive conditions, one thing is particularly important to us: offering jobs that are secure in the long term and enhancing the safety and health of our employees in their everyday working lives. We do everything we can to achieve zero occupational accidents.

Our success begins with our employees

Our family company rests on the firm foundation of a community of values, with people at the centre. This attitude characterises our daily actions and forms the basis for a wide range of services, which we and our employees provide in a high level of quality and with great commitment. As a service company, our more than 50,000 employees and their needs and satisfaction are our top priority. We have always focused on respectful and open cooperation based on mutual trust. This lived culture creates a working environment in which our workforce can contribute their strengths and commitment, thereby making a decisive contribution to our shared success.

“A strong employer brand that we credibly promote both internally and externally, thereby bringing WISAG to life as a company – that is what we are working on in the Employer Branding project group. Working closely together, the HR and marketing departments are driving this issue forward and pursuing the overarching goal of positioning WISAG as strongly as possible in the competition for the right talent – both today and in the future.”



Jana Lorena Eggert
Head of External Communications,
WISAG Dienstleistungsholding



Josepha Meyll
Head of Human Resources, WISAG
Garden & Landscaping Services
Holding



Our employees

Of our more than 50,000 employees, 43 per cent are women and 57 per cent are men. The majority work are employed on a permanent basis, with a balanced ratio of full-time and part-time staff. Especially in times where skilled labour is in short supply, promoting young talent is particularly important to us: in 2024, there were a total of 627 trainees and dual students in over ten different professions at WISAG, 152 of them in their final year of training. We subsequently offered 104 of them a permanent position. In order to continue attracting qualified young talent in the future, we are further expanding our cooperation with universities and creating practical entry-level opportunities in various areas of the company (see also p. 49).



52,895

employees
are part of our family company



Topic	Features	2023 absolute	2023 percentage	2024 absolute	2024 percentage
Characteristics of salaried employees	Total number of salaried employees (with employment contract)	52,145	100%	52,895	100%
	of which male	29,365	56.31%	30,249	57.19%
	of which female	22,779	43.68%	22,645	42.81%
	other (various)	1	<0.01%	1	<0.01%
	Permanent employees	43,691	83.79%	45,250	85.55%
	Temporary (fixed-term) employees	8,439	16.18%	7,613	14.39%
	Salaried employees without guaranteed working hours	15	0.03%	32	0.06%
Age structure	Full-time employees	21,185	40.63%	21,611	40.86%
	Part-time employees	30,960	59.37%	31,284	59.14%
	Employees under 30 years of age	7,641	14.65%	7,923	14.98%
	Employees between 30 and 50 years of age	23,508	45.08%	23,063	43.60%
Trainees and dual students	Employees over 50 years of age	20,996	40.26%	21,909	41.42%
	Total number of trainees and dual students	638	100%	627	100%
	of which trainees	578	90.59%	556	88.68%
	of which dual students	60	9.40%	71	11.32%
	Trainees and dual students (in the final year of training in 2023)	141	100%	152	100%

Note: To increase consistency and comparability, from 2024 onwards, the key figures for full-time and part-time employment will be calculated on the basis of the total number of employees (previously: only permanent employees). In order to show transparently how our employee numbers have developed over time, we have adjusted the comparative figures for the previous year (2023) based on the new, more precise method.

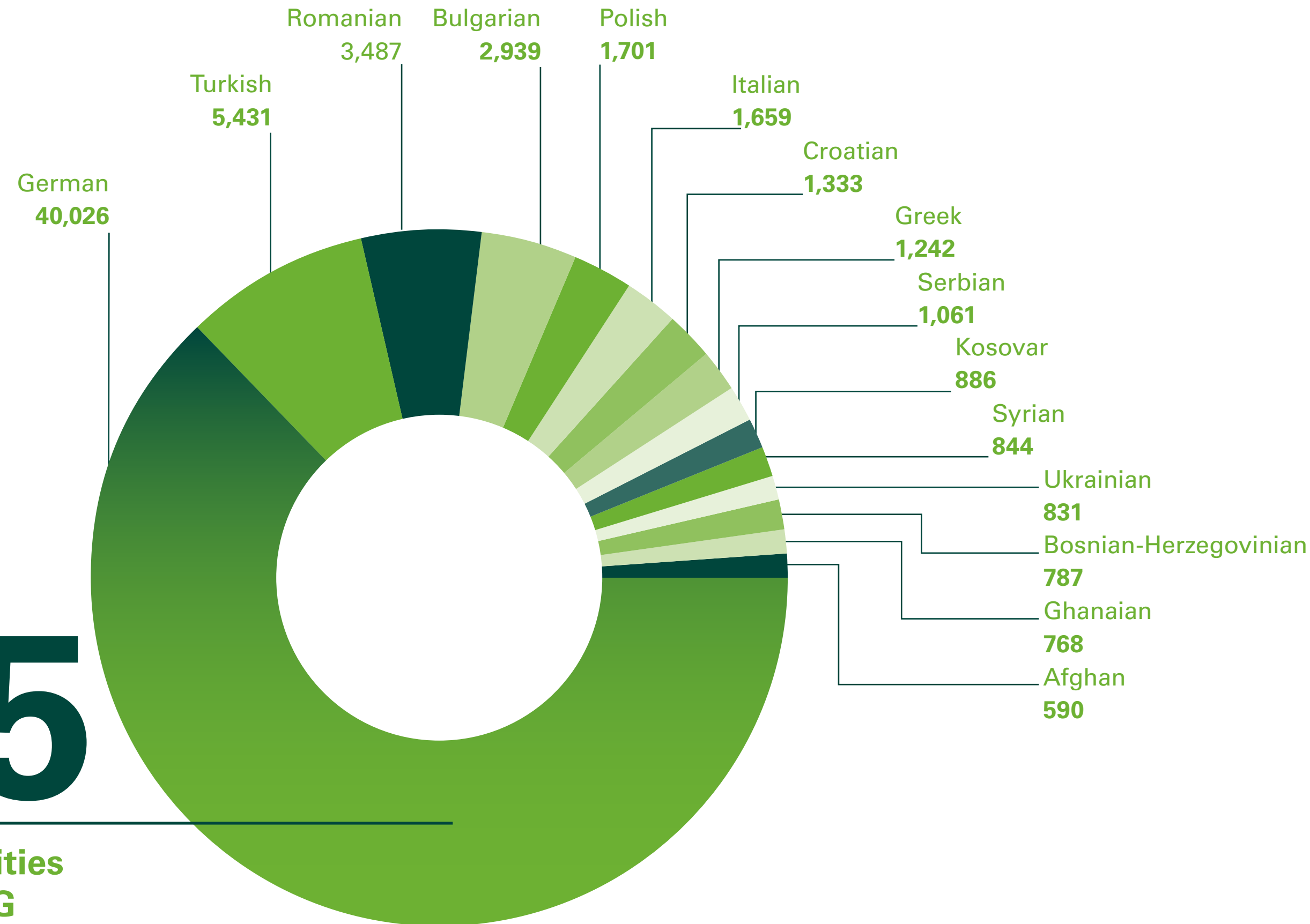
Diversity makes us successful

We are colourful – this is one of our three corporate values. And that is precisely the source of our potential. We value the diverse backgrounds, perspectives and qualifications that our employees bring to the table. WISAG employs people from over 150 nations, who contribute their diverse backgrounds and life experiences to our company. This diversity shapes our company, strengthens cooperation and is an important key to our success. This benefits not only us as a company, but also our employees and our clients.

Diversity is not only a core value within our organisation, but also of central importance in social interaction. That is why we have a clear zero-tolerance policy towards discriminatory behaviour, which is firmly anchored in our mission statement. To express our commitment to combating discrimination and promoting a diverse society, we also signed the Diversity Charter in 2020. We are committed to offering equal opportunities to all people, regardless of their ethnic, social or national origin, skin colour, gender, sexual orientation, gender identity, disability, age, religion or world view. In our recruitment process, we pay strict attention to equal opportunities and ensure that all applicants are treated fairly throughout our recruitment procedures. Our recruitment policies and work processes are set out in the recruitment staff handbook.



The top
15
nationalities
at WISAG



“Every day, over 50,000 people from more than 140 nations and all world religions come together in our company. They all shape our success and form a community that embodies all aspects of diversity and tolerance. At WISAG, we do not tolerate those who poison our society, or those who are enemies of our democracy and despise our constitution. We have no room for discrimination, hate speech, racism or violence.”



Michael C. Wisser
CEO of the
WISAG Group

Open dialogue for strong cooperation

Cohesion and trust are the foundation on which we work together, overcome challenges and celebrate successes. To strengthen this cohesion, we attach great importance to open and direct communication with our employees. We keep them regularly informed about current developments to create transparency, while also encouraging dialogue, both within teams and with the company, for example through regular employee discussions or regional events. To reach all employees quickly and directly,, we use our MyWISAG employee app which improves our internal communication and involves those who do not have access to a work PC. Our employees can use MyWISAG on their smartphones at any time to find out the latest news, report on their own projects or exchange information with colleagues. The app is certified in accordance with DIN ISO 27001. In this way, we ensure that our employees’ privacy is protected in accordance with the applicable data protection guidelines.

We want to better understand the needs and opinions of our employees. In recent years, our various business units have therefore conducted regular employee surveys. To optimise this process and create a standardised basis, we revised and consolidated the surveys in 2024.

Our new employee survey

In 2024, we fundamentally redesigned and further developed the employee survey process. The aim was to make the surveys more meaningful, accessible and efficient. To this end, we have not only revised the questionnaire, but also made technical adjustments that enable faster evaluation, including at division level. Particular attention was paid to making them more understandable and accessible to all employees. This means that in future, the survey can also be completed in various languages, including German, Turkish, Romanian, Bulgarian and Polish. This enables us to create a reliable basis for gathering information about the needs, perspectives and morale of the workforce in a single survey, so that we can respond to the feedback in a more targeted manner. We will conduct the WISAG Echo for the first time in 2025.



WISAG EXPO 2024

To further promote dialogue between our business units, we launched a new event format in 2023: the WISAG EXPO. This exchange format across business units is aimed at all managers at levels one to five, and focuses on exchange across business units and divisions on our vision topics of sustainability, digitalisation, internationalisation and growth. For two days at each event, we address current issues and focus on solutions for how we can pool our expertise even more effectively and use it to benefit our clients. The varied programme of events also includes presentations on current business developments and an exhibition area, where WISAG's central Sustainability Management team, the Managing Director of WISAG Energy Supply and the head of our vehicle fleet were once again available to talk to in 2024. In addition, participants had the opportunity to ask questions during discussions with the WISAG Management Board and the managing directors of our holding companies. Under the motto "WISAG and me", the WISAG EXPO 2024 provided a forum for exchange and discussion on the topic of leadership. Participants were able to deepen their leadership skills and reflect on experiences from their everyday work in related practical modules. The WISAG EXPO took place in Mainz, Augsburg and Berlin on five dates during the reporting year, attended by around 1,600 executives from Europe in total. In addition to WISAG Event Services, WISAG Catering was also involved, providing catering on site.

Active employee representation

It is important for us to gain valuable insights into the needs and opinions of our employees. We want to ensure that the opinions of all employees are taken into account and that we can work together to continuously improve our corporate culture. The works council therefore actively promotes the interests of all WISAG employees and maintains close and regular contact with them. Since our foundation, we have engaged with employee representatives as equals.



"The fact that WISAG EXPO brings together so many managers from all over Germany and now also from many European countries is something very special for us. In addition to the individual development of our managers, which is a high priority for WISAG, the event also gives us the opportunity to get to know each other, network more intensively, exchange ideas and learn about and from each other. This is the only way we can improve and grow as one WISAG."



Nora Eckert
Head of Internal Communications,
WISAG Dienstleistungsholding

This is integral to how we see ourselves as a company and, for us, a fundamental basis for fair and respectful collaboration. As an important component of our community of values, the works council is committed to fair collective wages and their further development, among other things. The works council structure is regulated by law.

Participation through works councils

Employee representation at WISAG is clearly structured: it begins at the branch level and extends through divisional and general works councils to the group works council and the supervisory board. The works council fulfils its statutory duties and deals with all issues and decisions made by management that affect the working environment. To ensure continuous dialogue, the group works council meets on a regular basis and holds a plenary meeting of all WISAG group works councils once a year. There is also a regular meeting between our CEO and the group works council. If no solution can be found between the works council and management, the works council submits these issues to the supervisory board.



Carmen Kopf
Chairwoman of the
Group Works Council,
AVECO Holding

“At the heart of WISAG are our employees, who are fully committed and highly motivated to serve our clients every day. They deserve all our respect and appreciation. Being fit for the future means, first and foremost, being an attractive employer and being perceived as such in the market. The focus of our work in the works council is therefore to promote respectful interaction within the group, both now and in the future.”

Human rights due diligence obligations and reporting channels

Respecting human rights is of utmost importance to WISAG and a central component of our self-image as a responsible company. In our Declaration of Principles, we are committed to respecting internationally recognised human rights and the labour standards of the International Labour Organization (ILO). These minimum standards apply to all WISAG employees and to everyone who works for us along our value chain. An important part of our human rights due diligence obligations is the establishment of reliable reporting channels and independent complaints procedures. Our central whistleblower and complaints office is available to employees, business partners and third parties via various channels, both digital and analogue. The procedure set out in the German Whistleblower Protection Act (HinSchG) is followed. In addition, we introduced the role of Human Rights Officer in 2023. In 2024, we recorded around 100 enquiries via the reporting channels we had set up, including seven reports within the meaning of the Whistleblower Protection Act. However, after detailed examination, none of these cases were found to involve a human rights violation (see also p. 63).

Occupational health and safety

From airports to industrial plants or public events, our employees support our clients in a wide variety of locations every day. One thing always takes top priority for us, especially in areas of work that can be particularly physically demanding, such as on the airport apron or when working at height: the health and safety of our employees. It is equally important to us to protect third parties and to prevent accidents, injuries and work-related illnesses as far as possible. We fulfil the necessary applicable safety regulations and all legal requirements for all our employees. Our aim is to prevent accidents at work as far as possible and to ensure a safe working environment at all times.

As client requirements and tender conditions vary depending on the business unit, we deliberately implement our management systems in a decentralised manner, tailored precisely to each of our divisional companies. This enables us to respond to specific requirements and, among other things, apply ISO 45001 as the standard for occupational health and safety where it is appropriate and effective. The standard requires a systematic approach and helps to identify sources of error at an early stage and minimise the risk of accidents and health hazards in the workplace. Comparable standards or guidelines exist in areas of the company that are not certified according to ISO 450001. We also conduct regular audits and mandatory training and instruction to prevent occupational accidents. Company health management at WISAG currently takes place at site or divisional level. Our decentralised structures enable the respective divisions to implement health services individually in their region as needed. With the help of our measures, we were able to reduce the accident rate from 11.45 to 10.78 in 2024.

Topic	2023	2024
Number of reportable occupational accidents	729	715
Number of working hours	63,644,737.18	66,340,087.00
Accident rate	11.45	10.78



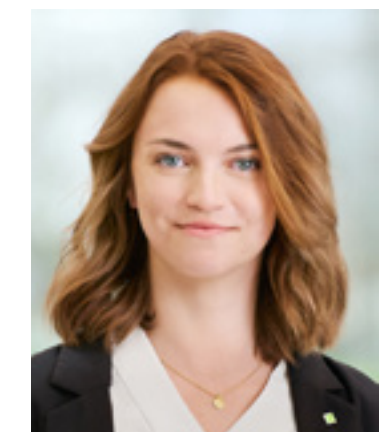
Occupational health and safety measures

We implement various measures in our business units and divisions to improve occupational safety and health protection. At WISAG Aviation, for example, a GPS-enabled safety shoe was introduced in 2024 after being tested in a pilot phase. It particularly protects employees who work alone in remote locations on the airport site. A new lifting aid for unloading luggage was also introduced at Berlin Airport, reducing physical strain and thus helping to enhance occupational safety. In addition, we supported a master's thesis at Wildau Technical University of Applied Sciences, which investigated the improvements in electrification of aircraft handling on air quality and noise protection. Among its findings was the statistic that handling with electric vehicles is 5 dB quieter on average than when diesel vehicles are used – an advantage that protects employees from noise and air emissions. In order to promote both physical and mental health, WISAG Building Technology, WISAG Facility Management and WISAG Security & Services offer their employees free consultations via the Instahelp online psychological counselling service. The aim of all these measures is to significantly improve safety and well-being in the workplace.

To provide comprehensive support to its clients, WISAG Security & Services offers its clients in the social sector a wide range of services, including holistic health management solutions – all under the name WISAG WeCare. The concept is based on three pillars that can be flexibly combined with one another: mental health, balanced nutrition and exercise.



“Effective health management occurs where real stresses are understood and translated into concrete measures that are suitable for everyday use. Our approach combines mental health, nutrition and physical aspects with a clear focus on safety, stability and sustainable working capacity. What matters is that our offerings are not in isolation, but tangibly support our clients’ everyday work.”



Theresa Sygulla
Head of Health
Management, WISAG
Security & Services Holding

Training opportunities for young talents

As a family company, attracting and promoting young talents is a key priority for us. In order to offer young people attractive entry-level opportunities, we focus on a broad spectrum of training paths – from traditional apprenticeships to dual study programmes in cooperation with various universities. In addition, we supervise master’s and bachelor’s theses and give lectures.



Topic	2023	2024
Number of trainees and dual students, in total and in their final year of training	638	627
of which dual students	60	71
of which trainees in their final year of training	141	152
Number of trainees and dual students offered a permanent position	92	104
Retention rate	65.25 %	68.42 %

Support for students through the Deutschlandstipendium

Through the Deutschlandstipendium, WISAG has been supporting committed and talented students in their educational pursuits for many years on the initiative of Claus Wisser. Together with the federal government, we are currently supporting 50 scholarship holders for one year each. They each receive 300 euros per month – half from WISAG and half from the state. Support is primarily given to high-performing young people who are involved in voluntary work and are often dependent on financial support. As a service company, we focus on degree programmes that are relevant to us, such as those in the fields of energy management, sustainability, digitalisation and aviation. In addition to financial support, we also provide personal guidance to students. Each of them is assigned a mentor from the region, who provides needs-based guidance and support locally during the scholarship period. Once a year, we also invite all scholarship holders to our company headquarters in Frankfurt to give them an insight into various areas of the business, visit client properties, exchange experiences and present ourselves as an attractive employer. We want to further intensify our commitment to the Deutschlandstipendium programme in future, in order to support even more students on their path to success – including expanding into other regions and fields.

Interview

The WISAG JUGENDBEIRAT in dialogue

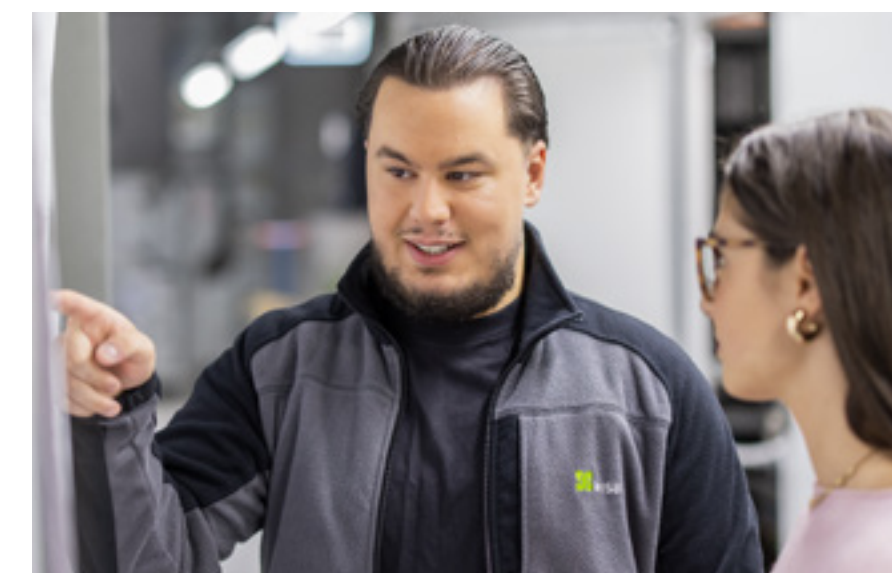


Interview with Mustafa Selim Düntas

Mustafa is in his second year of a traineeship as an electronics technician for energy and building technology at WISAG Building Technology – a profession that is becoming increasingly important in times of growing sustainability requirements. In conversation with Linda, he provides insights into his career and explains what sustainability means to him and what he likes best about his training at WISAG.

Why did you decide to do an apprenticeship at WISAG?

After graduating from secondary school, I initially began studying business psychology, but quickly realised that I lacked intrinsic motivation and was more enthusiastic about practical work in a technical profession. That's why I dropped out of university and applied for an apprenticeship as an electronics technician for energy and building technology at WISAG Building Technology in Hamburg in 2024. Even during the interview, the man who is now my training manager impressed me with his appreciative and friendly manner. The attractive opportunities for further development and the secure future prospects that WISAG offers me as a family company were also decisive factors. Today, I am one of the best in my class at vocational school – a great vindication of the decision I made in 2024.



What role does sustainability play in your everyday work?

Like many young people of my generation, I want my work to be meaningful and my career to contribute to a better future. Even today, I can already use the skills I have learned to help other companies conserve resources and reduce emissions. A concrete example is the conversion to LED technology, for which we are currently receiving an increasing number of orders. In addition, we record and document our orders completely digitally in a CAFM system, right through

to invoicing, which simplifies processes and significantly reduces paper consumption. We are now increasingly using electric cars to visit our clients, which also allows us to make a positive contribution to environmental protection.

What do you like best about your training at WISAG?

As well as the reasons I mentioned, I appreciate that the company values of appreciation, commitment and colourful are truly lived out in everyday life. This is evident, for example, in the respectful and appreciative way in which people treat each other, regardless of hierarchical level or background, and in the intensive support I receive during my training. In addition, my daily work is very varied, as I gain insights into different areas of facility management, such as electrical and sanitary engineering. Close cooperation with my colleagues enables me to constantly expand my knowledge. I also have particularly fond memories of the trainee camp, as formats like this strengthen the sense of community and team spirit for the long term.

Personnel development and further training

We attach great importance to providing our employees with comprehensive training and further education. In this way, we not only secure a sufficient supply of skilled workers, but also strengthen our employees' loyalty to us as an employer. Our training programme is wide-ranging and geared towards the individual interests and skills of our employees, comprising basic qualifications prior to commencement of work, subject-specific training and individual coaching for managers. The HR managers in the individual business units and divisions determine the need for further training on a continuous basis and develop appropriate programmes accordingly. We also design our development and qualification programmes in a clear way and align them with a standardised skills model.

The WISAG Bildungshaus

Part of our training programme can be found in our virtual WISAG Bildungshaus. We offer a wide range of training opportunities under this one umbrella so that our staff have easy access to personal and professional development. In addition to voluntary training courses, our employees can also find mandatory training courses, as well as a large selection of further training courses on various topics, as face-to-face, live and online events. The WISAG Bildungshaus is divided into four different areas: cross-divisional basic knowledge about the company as a whole, user and IT training, division-specific specialist and task-specific training, and modules for management development. From 2025 onwards, we plan to develop target group-oriented training courses on the topic of sustainability and integrate them into the WISAG Bildungshaus in order to specifically promote sustainability as a future skill.

Management development

Part of our self-image and the WISAG DNA is to give preference to filling management positions internally and to promote young, talented individuals. That is why we consider the development of managers within WISAG an essential foundation for our strong community. Our management development programmes, many of which are found in the WISAG Bildungshaus, are therefore designed to give our employees the best possible preparation for the next steps in their career.

We offer three development concepts for our managers: the "Bergstürmer", "Gipfelstürmer" and "Himmelsstürmer" programmes. These open up a wide range of opportunities for career and professional development within our company to selected high-potential employees. All three programmes are based on a skills model that focuses on the individual skills of each employee. Over a period of 12 to 15 months, participants complete various modules on the topics of leadership, sales and client development, business administration and law, and self-organisation. We teach the content practically through training sessions, workshops, e-learning courses, coaching, personal mentoring and realistic practical simulations. The programmes are supplemented by regular development evaluations. Throughout the programme, participants are supported by their direct supervisors and a project coach. This is how we prepare motivated high-potential candidates for leadership and personnel responsibility. One special highlight as part of the Bergstürmer programme since 2024 is a hike on the Zugspitze, Germany's highest mountain. This gives participants the chance to demonstrate perseverance and teamwork – in line with our corporate value of commitment. Participation is voluntary and requires a medical health certificate to ensure the safety of participants. In 2024, 46 employees took part in the "Bergstürmer" programme, 16 in the "Gipfelstürmer" programme and 34 in the "Himmelsstürmer" programme.

Development programmes for lower management levels

In addition to our group-wide management development programmes, we offer other formats that specifically prepare selected employees for their first management role. Because anyone who is motivated and wants to take on responsibility should have the opportunity to take the next step at WISAG. A key format for these initial steps is the “BasisStürmer” programme, which is offered in all divisions. It specifically prepares high-potential employees for their first management role and is aimed exclusively at employees who are recommended by their line managers. Admission is therefore recognition for achievements already made.



“We focus specifically on developing managers at lower levels in order to equip every manager with the necessary skills – whether in communication, delegation or dealing with challenging conversations. This is how we ensure that our values and leadership principles are put into practice every day.”

Sina Lehner
Head of Human Resources,
WISAG Production Services Holding

Further examples from the individual divisions demonstrate the diversity of our programmes: at WISAG Production Services, we support employees as they take on their first management role with our “From Colleague to Supervisor” programme. With its “leadership workshop”, WISAG Production Services has also set itself the goal of not employing any managers without qualifications. The programme teaches fundamentals such as communication and team leadership and is supplemented by the “specialist workshop”, which specifically promotes specialist careers and imparts practical knowledge on occupational safety, law and commercial topics. At WISAG Garden & Landscaping Services, the “maximal GRÜN plus” programme supports employees in continuously expanding their specialist knowledge.

In addition to the programmes in the divisions, we are also making a statement across the company: leadership was the focus of WISAG EXPO 2024. Under the motto “WISAG and me”, practical workshops were offered for all management levels, covering topics such as labour law, constructive conversations and IT-supported HR processes. The aim was to impart directly applicable knowledge and promote exchange across business unit and division boundaries. In this way, we are creating an environment in which talent can flourish and managers lead with conviction.

Social commitment

As a company with over 50,000 employees, we have a great social responsibility – not just towards our colleagues, but towards society. Thanks to our decentralised structures, we are deeply rooted in the regions and support local projects directly on the ground. In addition to our own children’s aid foundation – the KiWIS Foundation – we therefore support a large number of regional initiatives. As a family company, the advancement of children and young people is particularly close to our hearts. They are our future, yet they are often affected by social inequalities, educational barriers or health challenges. That is why we support organisations that empower young people and thus promote the development of future generations. We would like to take a closer look at a few examples below.

Better educational opportunities with the KiWIS Foundation

We firmly believe that education forms the basis for a successful future. This is why the Wisser family, which owns WISAG, founded the KiWIS Foundation in 2015 to mark the company’s 50th anniversary. As WISAG’s children’s aid foundation, its aim is to promote educational opportunities for children and young people. Its wide range of support is based on the “Guidelines for Education for Sustainable Development” and is as diverse as WISAG itself. With various support programmes, the KiWIS Foundation gives school pupils, students and trainees the opportunity to improve their performance. Various programmes have been developed for this purpose, ranging from tutoring and scholarships to learning camps. Our foundation also organises a wide variety of events throughout Germany, such as museum visits, cooking and baking courses, and the “Green Days”, which focus on environmental protection and sustainability. All offers are free of charge for the children and grandchildren of our employees.



Since 2023, external children have also been able to participate free of charge. In the 2024 reporting year, the KiWIS Foundation supported 911 children and young people and helped them on their way. That is around 30 per cent more than in the previous year – a positive development that can be attributed primarily to an expanded range of offers, including, for example, swimming lessons.

Our foundation also offers exciting events and excursions throughout Germany, including the “Green Days”, which focus on environmental protection and sustainability. In keeping with this, sustainability was also on the agenda at the annual learning camps in Sitten am Tegernsee. In a one-day workshop, participants worked in groups and played games to explore the climate crisis and its consequences, and exchanged practical tips on how they can contribute to greater sustainability in their everyday lives.

After WISAG’s sustainability strategy was presented, the children and young people had the opportunity to ask WISAG questions and suggest ideas for sustainability initiatives for 2025. Based on this exchange, the KiWIS Foundation’s annual programme was expanded to include further events related to sustainability issues.

In addition, the KiWIS Foundation will work with WISAG to establish the WISAG Jugendbeirat – a format that specifically gives the younger generation a voice. As part of the council’s work, the young people advise relevant decision-makers at WISAG on sustainability issues, provide feedback, share new ideas on the sustainability strategy and act as sparring partners for its further development. The KiWIS Foundation is financed by donations and grants. In 2020, we also introduced the KiWIS Cent to further expand the foundation’s services. This allows our employees to donate the cents from their salary to the foundation on a voluntary and automated basis every month. WISAG doubles this contribution once a year. This approach resulted in donations totalling €58,614.00 in 2024, almost twice as much as in the previous year.

Creating new opportunities with JOBLINGE

More and more young people need support in joining the training or labour market. This is where the JOBLINGE initiative comes in. It offers disadvantaged young people aged between 15 and 27 valuable support on their way into working life. WISAG Facility Services and WISAG Industrial Services have therefore been actively involved in JOBLINGE in the Rhineland and the Rhine-Main region for many years. By 2024, this commitment had resulted in a total of 24 former participants being offered permanent employment at WISAG. In addition, 83 young people have since started training and 222 have completed an internship. Personal mentoring is a central component of our commitment. To date, 69 colleagues from WISAG have served as mentors, providing individual support to young participants as they embark on their careers.

“As a family business, supporting young people as they enter the job market is important to us. Through our long-standing commitment to JOBLINGE, we enable young people from disadvantaged backgrounds to gain a foothold in the world of work, while also offering them attractive career prospects within WISAG.”



Kathrin Winter
Managing Director,
WISAG Jobs & Careers

Together against child poverty with Die Arche

Many children and young people under the age of 18 in Germany are growing up in poverty. To counteract this, the Christian children’s and youth charity Die Arche e.V. is committed to helping, and we have been supporting them in many ways since 2010. WISAG Building Technology supports the initiative with regular donations and voluntary work on the ground.

Support for children, families and people in difficult times

WISAG supports Mutige Kinder e. V., which focuses on helping socially disadvantaged children and those who have been emotionally and physically abused in Cologne and the Bergisches Land region. The charity provides access to qualified trauma therapy and educational support and helps those affected on their path to recovery. Our donations also help to secure the valuable work of the volunteer hospice workers of IGSL-Hospizbewegung e. V., a charity with a mission to support seriously ill people and their families in particularly difficult times. In addition, we support the Bremer Engel initiative, which provides mobile intensive care for seriously ill children in their homes, thereby giving their families back some normality and quality of life.

Support for sport and culture

We are convinced that promoting sport and culture enriches local life and strengthens social cohesion. As a service company headquartered in Frankfurt am Main, WISAG has therefore supported the Hesse-based basketball club SKYLINERS for many years. We are the naming rights partner of the annual “Company Cup powered by WISAG” company tournament and the “School Cup powered by WISAG”, a school tournament that takes place before every SKYLINERS home game. As promoting young people is particularly important to us, we also sponsor the school project “Basketball macht Schule”, which enables regular basketball clubs to be held at schools. Our employees also benefit from this commitment, with the opportunity to secure free tickets for home matches for themselves, friends and relatives via the internal WISAG ticket shop. WISAG is also active in football, and has sponsored Union Berlin’s women’s team since February 2025. The sponsorship is based on a partnership that has grown over many years: since 2013, WISAG Facility Services has been a reliable partner to Union Berlin in security, commercial cleaning and building technology.



Philip Daniels
Managing Director,
WISAG Industrial
Services Holding

“If you want to be successful in sport or at work, you need not only talent but also commitment, discipline, team spirit and the will to win. We see these values in the Rhein-Neckar Junglöwen, whose youth development work we support with conviction. Follow-up funding is particularly important to us in this regard. We offer young athletes a wide range of opportunities to join our family business, thus creating exciting prospects for the future that extend far beyond the playing field.”

Since the 2024/25 season, WISAG Industrial Services has supported the youth work of the Rhein-Neckar Löwen Bundesliga handball club, which is organised separately under the name “Die Junglöwen”. Our commitment goes far beyond traditional sponsorship: with internships, dual study programmes or permanent positions in technical and commercial professions, we offer seamless follow-up support for those talented young people who do not end up pursuing a professional career in sport. To date, we have been able to offer a total of five young players a permanent or fixed-term employment contract in our family business. Through this commitment, we combine sport promotion with career prospects – and make a valuable contribution to social sustainability.

In addition to sport, promoting culture is also highly important to us. As a founding member, we have been committed to the Rheingau Musik Festival, one of the largest music festivals in Europe, for many years. It is our contribution to the diverse range of concerts performed in the Rhine-Main region every year. WISAG Facility Services traditionally sponsors the jazz matinee at Schloss Johannisberg in Geisenheim.

ESG services in the social sector

We are increasingly gearing our services towards sustainability – both environmentally and socially. With our ESG services in the social sector, we help to improve the safety and health of the people associated with us, while also supporting our clients’ sustainability goals. Below, we use a selected example to show how our ESG services make a concrete contribution to creating social added value in practice.

Fit at work: Health days for greater well-being in the workplace

WISAG WeCare offers a wide range of health services, including health promotion offers for our clients' employees. The focus is on preventive measures for areas of work where the strain is high and resources are often limited – such as offshore work or shift work. Our client EnBW Erneuerbare Operation & Service GmbH, one of the largest fully integrated energy companies in Germany and

Europe, asked us to organise a health day at four locations in Germany and Denmark in 2024. Within this framework, various offerings were created to promote the physical and mental well-being of employees, such as an ergonomics workshop on optimising workplace design and preventing back problems. In addition, employees were trained in burnout prevention and made aware of the warning signs to aid early detection. The health day was rounded off with a nutrition course that gave participants with practical tips for a healthy, balanced diet. In this way, we not only build health literacy within our clients' workforce, but also support them in fulfilling their duty of care towards their employees, thereby helping to enhance their attractiveness as employers.

4 health workshops

were carried out by WISAG WeCare in Germany and Denmark in 2024 for our client EnBW Erneuerbare Operation & Service GmbH

Project details

- Division:**
Client:
Scope:
Project duration:
Services:

WISAG WeCare
EnBW Erneuerbare Operation & Service GmbH
4 health days at various locations
2024

 - Organisation and implementation of several health days
 - Implementation of ergonomics workshops and nutrition courses
 - Knowledge transfer on the topic of burnout prevention
- Advantages:**

- Raising awareness among staff of health risks in demanding working environments
 - Teaching health literacy through practical tips
 - Strengthening the physical and mental well-being of employees
 - Increasing employer attractiveness through active care



5 / Corporate culture and governance

5 / Corporate culture and governance

Since its foundation, WISAG has relied on the power of entrepreneurs within the company. We live a culture that encourages each and every employee to take on responsibility and actively contribute to our success. With our decentralised structures, we create freedom, encourage independent action and strengthen mutual trust.

A common system of values defines our daily interactions and forms the stable foundation of our corporate culture. However, we take responsibility not only for our employees, but also along the entire value chain. To this end, we set specific targets and measures as part of our sustainability strategy.

Responsible corporate governance

WISAG combines the creativity, agility and down-to-earth approach of a medium-sized company with the strength and stability of a family-owned corporation. Our success is based on responsible corporate governance and a corporate culture that focuses on values. The key principles that guide us in our daily work are decentralisation, honesty, reliability and sustainability. They create a framework that encourages our employees to take responsibility and actively contribute to the success of the company. We have incorporated this self-image of ethical corporate governance into our sustainability strategy, formulating goals and measures that shape our concrete steps. Integrity in business conduct is a matter of course for us. It builds trust, strengthens reliable business relationships and is anchored in our regulations and guidelines.

Our goal is therefore to embed the principles of decentralisation, honesty, reliability and sustainability throughout the group by 2025. This includes our zero-tolerance policy on corruption. To this end, we continuously review our processes in order to systematically prevent and detect violations of the law, including corruption. An internal control system and a whistleblower hotline introduced in 2023 as a confidential reporting channel help us to identify potential violations at an early stage and take consistent action if necessary. In addition, by 2025, we will establish a system that allows us to collect relevant key performance indicators (KPIs), including those for combating corruption in accordance with ESRS, enabling us to track, manage and report on our progress in a transparent manner.

Topic	Goals		Measures	
Responsible corporate governance and compliance	2025 ongoing	Company-wide anchoring of our principles: decentralisation, honesty, reliability and sustainability	Since 2023 achieved	Introduction of a whistleblower hotline
			By 2025	Establishment of a system for centralised collection of KPIs
Sustainable supply chain, products and services	2025 ongoing	Establishment of sustainability as a key criterion in the procurement process	2024 achieved	Creation of a standardised supplier self-disclosure system
			2025	Assessment and prioritisation of suppliers based on the supplier self-disclosure
			From 2025	Gradual provision of GHG emissions at item level by suppliers
			From 2025	Proof of recognised sustainability rankings by major suppliers

We also set ourselves targets in the area of sustainable supply chains, products and services. By 2025, we want sustainability to be an essential criterion in the procurement process. This requires trusting, responsible business relationships with partners in the supply chain. That is why we maintain a working relationship with our suppliers that is based on shared values and goals. We demand high standards and develop continuously in dialogue with our partners. An important milestone on this journey is our establishment of supplier self-disclosure in 2024, meaning that we now comprehensively consider and query environmental, social and governance aspects as well as sustainability certifications. The self-disclosure distinguishes between traditional suppliers of materials and equipment and service providers: while social issues are the main focus for service providers, for other suppliers we take a holistic approach to all relevant sustainability aspects, as their activities typically have

much broader environmental and social impacts along the value chain. From 2025 onwards, we will require our framework agreement partners to complete this new self-disclosure in order to record the status quo and obtain an overview of our suppliers' sustainability performance. We plan to use this as a basis to enter into dialogue with our suppliers and service providers in future, in order to consistently influence our supply chain and make it more sustainable.

“Preserving what has been tried and tested while remaining open to new ideas is what distinguishes strong companies. For us as a family business, this means preserving values and traditions across generations while continuing to develop through new ideas and inspiration. The intergenerational dialogue between and with our employees promotes innovation, secures expertise and strengthens our future viability, enabling us to effectively meet the challenges of tomorrow.”



Harald Heibel
Managing Director,
WISAG Industrial
Services Holding

Value-oriented corporate culture

Our success is based on a corporate culture that focuses on values. This is demonstrated not only by our strict compliance with all legal requirements and internal guidelines, but above all by the attitude and conviction of our employees. Together, we follow a value compass that guides us in our daily interactions and gives us orientation. Three core values shape our actions: appreciation, commitment and colourful. They define our self-image and bring our culture to life every day. Our values have an impact both internally and externally: they create the basis for reliable cooperation while also strengthening trust in our partnerships and client relationships.

Appreciation

WISAG is attentive. We treat all people with appreciation and respect. We anticipate issues before they arise and are always a crucial step ahead for our clients.

Commitment

WISAG is self-confident. We don't hesitate, we get to work. And we do this together, in a strong team. We know what we can do and we persevere until we find new solutions.

Colourful

WISAG is curious. We go through the world with open eyes. We are diverse and international. This diversity is our strength. We think ahead – and sometimes outside the box if it helps us to find new solutions.

Our management principles

For us, management means taking responsibility and leading by example. Our managers have a decisive influence on our corporate culture. They are trailblazers who recognise and support talent while always keeping our corporate goals in mind. In doing so, they reflect on their own actions, allow themselves to be guided by new ideas and create conditions in which employees can develop their potential and contribute their strengths. This is based on our seven management principles, all of which are guided by the motto "Everything leads to the client":

- Embody our values.
- Be a role model.
- Be goal-orientated.
- Talk to each other.
- Challenge and encourage employees.
- Motivate.
- Act for the benefit of the whole.

“Our value-oriented corporate culture not only forms the basis of our success, it also shows us the way forward. Our values are firmly anchored in how we act every day: they promote cooperation, strengthen trust and shape exchanges among employees and with clients and partners. This culture is actively practised every day by over 50,000 colleagues, making it tangible for everyone.”



Angela Stuhr
Managing Director,
WISAG Aviation
Services Holding

Our employees and their representative bodies

The value-oriented corporate governance and culture at WISAG thrives on dialogue with our employees. To ensure that their concerns, interests and needs are heard, we have established fixed structures and roles for their representation. The group works council represents the interests of all employees from all divisions and locations in accordance with legal requirements and beyond. This means, for example, that it actively promotes compliance with fair collective wage agreements and monitors their further development (see also p. 45–46).

WISAG has had an independent representative body for severely disabled employees for around 30 years. Acting as an independent committee alongside the works council, it supports employees with physical and intellectual disabilities and ensures that their rights and needs are taken into account in everyday working life. Its responsibilities include reviewing accessibility in the workplace and assisting with applications for aids and equality. The representative body for severely disabled persons consists of at least one representative and one deputy from each division, who in turn elect a chairperson. In addition, WISAG has a youth and trainee representative committee that gives young people a voice and advocates for the quality of their training. As well as representing the interests of trainees towards the employer and the works council, its role also includes monitoring compliance with laws and collective agreements, as well as advising and supporting young people during their training at WISAG.

Measures to strengthen our corporate culture

Not only do we embody appreciation and community in our everyday work – we also have special formats to make them visible within our divisions. One example is the Best Team Award, with which WISAG Garden & Landscaping Services honours outstanding achievements by its teams, sending a clear signal of recognition and solidarity. The award takes numerous criteria into account, from repair costs, audit results and the reduction of workplace accidents to staff turnover and the success of employee referral programmes. After the award went to the Oyten branch in 2023, the team in Berlin was honoured in 2024.

Appreciation and an open ear for employees are reflected not only in awards such as our Best Team Award, but also in how we deal with their personal experiences and motivations when they leave the company. Exit interviews, such as those conducted at WISAG Production Services and WISAG Facility Services Holding, are therefore an essential component of offboarding. These interviews enable us to systematically collect feedback from employees and use it to identify necessary improvements. As a result, we establish constructive dialogue and use feedback to continuously develop our corporate culture.

Declaration of Principles on Human Rights

Our [Declaration of Principles](#) on Human Rights is our clear commitment to respecting and upholding human rights as part of responsible corporate governance. That is why we require all managers and employees to comply with international standards such as the labour standards of the International Labour Organization (ILO) and to ensure key issues such as fair working conditions, adequate wages, occupational safety, freedom of association, diversity and protection against discrimination.

Our Human Rights Officer helps us to comply with our human rights due diligence obligations by managing relevant preventive and remedial measures and supporting their implementation. They report regularly and directly to the CEO on relevant progress and challenges. Our complaints procedure is an important component in maintaining human rights due diligence. Employees, business partners and third parties can report possible violations via various reporting channels, so that we can identify risks at an early stage and take consistent action to remedy any shortcomings. In addition, we ensure that these measures are effective through our risk management, regular assessments and annual reports. We also expect our suppliers and service providers to comply with their human rights due diligence obligations without exception. This means that they adhere to appropriate standards themselves, and that they pass these on and monitor them in their supply chains.

Joining the UN Global Compact

In April 2025, WISAG joined the UN Global Compact, the world’s largest and most important initiative for sustainable and responsible corporate governance. This is a commitment to implementing the ten principles in the areas of human rights, labour standards, the environment and anti-corruption. Joining the initiative strengthens our existing sustainability strategy and reaffirms our commitment to responsible business practices. Progress will be reported annually in future.

Compliance as a cornerstone of daily business

Compliance – meaning adherence to the law and conformity with regulations – is a matter of course for us and therefore one of the cornerstones of our business activities. In Germany, comprehensive legal requirements govern how we work with employees, business partners and clients. In order to promote integrity and compliant behaviour within the company, the compliance department advises WISAG’s business units and recommends relevant preventive measures such as training courses. The structure of our compliance organisation is based on the IDW PS 980 (09.2022) auditing standard of Institut der Wirtschaftsprüfer in Deutschland e.V. (Institute of Public Auditors in Germany) and the three lines of defence model of the Institute of Internal Auditors (IIA). In addition, our internal audit department acts as an independent control mechanism. It reviews both the operating business and the monitoring bodies and ensures that corporate management and the supervisory bodies are aware of all significant risks and can thus make well-founded decisions. In addition, the Codes of Conduct of our divisional companies provide clear guidelines for legally compliant conduct. We use training courses to embed this knowledge within the company, with various divisions already giving their employees targeted training on compliance issues. A standardised training programme is currently being developed to further consolidate standards and raise awareness of ethical conduct across all business units.



Sebastian Mittelberg
Head of Compliance
and Data Protection,
AVECO Holding

“As a value-oriented family business, compliance is a central component of our corporate culture and our day-to-day activities. The results of our regularly reviewed processes and measures prove this. This enables us to build trust in our services, position ourselves as a responsible service provider and, last but not least, protect ourselves from legal, financial and reputational risks.”

0 
cases

of corruption or bribery
of convictions
of fines

We operate a consistent zero-tolerance policy with regard to corruption, bribery and other illegal practices. In the event of violations, we will take appropriate remedial measures immediately. We also regularly review our compliance processes and adapt them to the current legal situation. To minimise corruption risks, we rely on separation of duties, approval procedures and a dual control principle. In addition, we have set up various reporting channels, such as the whistleblower hotline, under the Whistleblower Protection Act and Supply Chain Due Diligence Act (LkSG), through which information can be submitted confidentially and anonymously. The compliance officer carefully examines every report here (see also p. 46). With no cases of corruption or bribery reported in 2024, there were no convictions or fines.

Measuring and improving sustainability

The globally recognised EcoVadis rating is a key instrument and indicator of our sustainability performance. As part of this, our policies, measures and reporting on the environment, labour and human rights, ethics and sustainable procurement are assessed by external bodies in addition to our internal control system. We use the rating not only for evaluation purposes, but also as a tool to highlight potential for improvement and further develop our management processes.

In 2023, our largest business unit, WISAG Facility Services Holding, improved its rating status from bronze to silver. In 2024, it achieved gold status for the first time, placing it among the top five per cent of all companies assessed. This demonstrates that we are steadily advancing our sustainability performance in line with our Vision 2030. Other WISAG divisional and regional companies have also successfully completed the EcoVadis rating. WISAG Industrial Services Holding is to undergo rating in 2025. We deliberately refrained from undergoing group-wide rating in 2024 to allow us to take the specific requirements of the individual divisional and regional companies into account in a targeted manner.

We also focus on continuous improvement with the help of our management systems. Our business units and divisions have systems in place that comply with internationally recognised standards, including quality management (ISO 9001), environmental management (ISO 14001), occupational health and safety (ISO 45001) and information security (ISO 27001). They help us to systematically control processes, adhere to clear standards and implement targeted optimisations. In this way, the management systems make an important contribution to the consistent further development of our sustainability performance in terms of protecting the environment and people.



“In the complex and safety-critical aviation industry, established management systems are essential. WISAG Aviation uses an integrated management system that covers quality, the environment and flight safety. As a ground handling service provider, we thus proactively minimise safety risks, ensure compliance with all aviation security regulations and define clear, traceable processes and responsibilities. This enables us to reliably meet the high demands of both our clients and the authorities.”



Carmen Ruck
Managing Director,
WISAG Aviation
Services Holding

Sustainable procurement

We use numerous products from our suppliers, such as cleaning agents and tools, on a daily basis to provide our services. In doing so, we increasingly ensure that our partners meet sustainable criteria. This is because most scope 3 emissions arise in the supply chain, from the manufacture of products to their disposal. Respect for human rights along the supply chain is equally important to us. That is why we consciously select products and services that contribute to responsible value creation and make sustainability a key criterion alongside economic viability when selecting our suppliers.

In order to reduce our environmental and social impact in the supply chain, last year we began work to replace conventional products with more sustainable alternatives, which will be available via the purchasing portal in future. In 2024, for example, we conducted a comprehensive analysis to present sales and consumption data for paper products in a more transparent manner. In future, we want to combine orders in this way even more effectively, intensify exchange with suppliers and thus jointly reduce paper consumption and increase the proportion of more sustainable alternatives.



Michael Singh
Head of Purchasing,
WISAG Building
Technology

“By consistently replacing conventional office supplies with more sustainable alternatives, for example those with FSC certification, a Blue Angel seal or the highest possible proportion of recycled material, we are providing important impetus across all business units to reduce our environmental footprint. At the same time, these alternatives are increasingly proving to have economic advantages.”

Building blocks for sustainable procurement

As part of our sustainability strategy, we want to make our supply chain increasingly sustainable. This way, our purchasing department, which is mainly organised at divisional level, can ensure the necessary flexibility for our broad service portfolio. To make these processes more sustainable, we founded the “Sustainable Procurement” working group in 2023. In regular workshops, members develop comprehensive solutions, thereby creating synergies between WISAG’s business units and divisions. Our overarching goal is to implement company-wide standards for purchasing that take sustainability criteria into account in a binding manner. From 2025, all partners with framework agreements will also be required to complete a standardised supplier self-disclosure questionnaire. Initial audits are already being conducted in individual divisions, providing us with valuable insights into how we can systematically improve our compliance with legal and internal requirements.

When it comes to procurement, we rely on three building blocks:

- standardised supplier self-disclosure with evaluation
- the replacement of consumables we use ourselves with more sustainable alternatives
- gradual verification of the product carbon footprint of our purchased products

To this end, our purchasing departments at divisional level enter into targeted dialogue with the respective suppliers. We are convinced that sustainability can only be achieved through strong partnerships and trusting relationships with our suppliers. Together with our partners, we examine aspects including which conventional products we can replace with more environmentally friendly alternatives, such as biodegradable cleaning products from Tana-Chemie for commercial cleaning. Our goal is to continuously expand our portfolio with sustainable materials and products. However, when it comes to the use of these alternatives by our clients, we are dependent on their respective specifications.

The WISAG JUGENDBEIRAT in dialogue

Interview with Emine Akyün

Having joined us ten years ago as a dual student, Emine Akyün now heads up purchasing at WISAG Commercial Cleaning, the company's oldest and largest division. In an interview with Linda, she explains the sustainability criteria used to select products, machines and materials – and the specific benefits that more sustainable alternatives bring to her clients.

What role does sustainability play in purchasing at WISAG Commercial Cleaning?

At WISAG Commercial Cleaning, sustainability is firmly anchored in our purchasing processes. In line with WISAG's overarching sustainability strategy, we see it as our responsibility to structure our product procurement in such a way that it increasingly takes economic, environmental and social aspects into account. We are delighted that more and more clients are asking for environmentally friendly solutions, which we are happy to offer them. As a service provider, we do have influence over cleaning materials and equipment, but when it comes to commercial goods such as paper towels or soap, we are dependent on our clients' decisions. Furthermore, we not only purchase goods, but also develop our own solutions such as the WISAG Smart Waste Station.



What criteria do you consider when procuring more sustainable alternatives?

The criteria vary depending on the product category. In general, we ensure that products across all categories are as durable as possible and are preferably manufactured in Germany or Europe. Other factors include compatibility with the circular economy, for example in the form of Cradle-to-Cradle® certification for packaging, reusability, such as washable waste bags made of nylon, and recyclability, for example disposable products like paper towels. We also prefer products with recognised eco-labels such as the Blue Angel or the EU Ecolabel. Since 2020, we have primarily used the Green Care Professional range from Tana-Chemie, which contains plant-based surfactants and is biodegrad-

able. Resource optimisation also plays an important role in cleaning machines. In addition, we regularly check our suppliers through self-disclosure and, if necessary, through audits.

What are the advantages of more sustainable products for your clients?

Although more sustainable products currently often cost more in procurement, factors such as resource optimisation and reusability have a positive long-term effect on overall costs. Direct cost benefits are often seen, particularly with consumables such as paper towels. Improved waste separation reduces residual waste volumes and consumables such as disposable bin liners, which in turn leads to lower disposal costs. In addition, recyclable packaging ensures less waste and better separation. For clients who will be subject to CSRD reporting requirements in future, this creates real added value: relevant data can be incorporated directly into their reporting. In line with WISAG's overarching sustainability strategy, we are also working with our suppliers to make the carbon footprint of the products we use precisely measurable, so that we can factor the results into our services.



Implementation of the German Supply Chain Due Diligence Act (LkSG)

For WISAG, respect for human rights is a core element of responsible corporate governance, affirmed in our [Statement of Principles](#) and our binding framework conditions for business partners. We have complied with the requirements of the Supply Chain Due Diligence Act since 2023. This is based on our zero-tolerance policy towards human trafficking, forced labour and child labour, which we also require our suppliers to adhere to. Our requirements include:

- **Social responsibility:** fair remuneration, safe working conditions, prohibition of discrimination, compliance with ILO core labour standards
- **Environmental responsibility:** Compliance with environmental regulations, reduction of energy consumption and emissions
- **Ethical business behaviour:** Prohibition of corruption, bribery and unfair competition

We obligate our suppliers to identify risks in their supply chains and take appropriate measures by means of clear framework conditions and self-disclosure. To make sure that this is adhered to, we reserve the right to conduct audits and demand remedial action in the event of violations. If this is not forthcoming, we will terminate the business relationship. A reporting office also enables anonymous reports of misconduct. To date, there have been no concrete indications of human rights violations by WISAG or its direct suppliers. As a client, we also value fair cooperation, which is reflected in our payment practices. Our average payment period in some divisions improved significantly in 2024: while in the previous year we paid invoices on average 2.24 days after the due date, in 2024 the figure was only 0.88 days. In future, we intend to further optimise our payment processes in order to meet our creditors' payment terms without exception.

Data protection and IT security

Digitalisation is one of the four pillars of our Vision 2030. With digital, data-driven business models and services, we are continuously expanding our portfolio to meet the growing demand for technological solutions in the service industry. At the same time, our responsibility for IT and data security is also increasing as the level of digitalisation rises. Many of our systems are closely linked to the IT structures of our clients, for example in industry or aviation, so protecting these sensitive interfaces is particularly important to us.

Our IT department therefore consistently designs security processes and systems to effectively counter potential cyber attacks. Contingency plans enable a rapid response, while analyses ensure that our security strategy is continuously refined. It is therefore crucial for us to gain our clients' trust in our ability to secure sensitive interfaces. That is why information security is a top priority for us, as confirmed by our successful ISO 27001 certification in August 2023. We are aiming for recertification in 2025.



“The security of our systems and the protection of sensitive data are our top priorities. Through continuous optimisation of our processes, targeted security measures and regular training to raise awareness among our employees, we ensure that we confidently meet the challenges of digitalisation and maintain the trust of our clients.”

Michael Futterer
Head of IT, WISAG
Dienstleistungsholding

Measures to defend against cyber attacks

The IT security systems and processes at WISAG are designed to defend effectively against cyber attacks. Following two cyber attacks in 2022 and 2023, we have further increased our IT security standards by optimising processes, adjusting systems and introducing additional protective measures. This includes emergency plans for rapid mobilisation, new tools for risk analysis and the implementation of an information security management system (ISMS), as well as increased security measures when handling personal data. At the same time, we have expanded our training programmes. In 2024, employees with an office workstation were able to participate in voluntary information security training through the WISAG Bildungshaus. This will be mandatory from 2025 onwards. In addition, we have developed data protection training, which will be mandatory every two years from 2025. The topic was also the focus of attention at WISAG EXPO 2024, with particular emphasis on the role of managers. They play a decisive role in embedding awareness of responsible data handling within the company and actively modelling this through their own behaviour.

Our IT team is responsible for continuously expanding security measures, working closely with cyber security experts. A comprehensive monitoring system helps us to identify irregularities on the servers at an early stage. In the event of an attack, our appropriately trained staff follow the emergency plan provided for this purpose, which is being developed further all the time. This includes, for example, immediately taking systems offline and isolating affected infrastructure. When analysing cyber attacks, we work with experienced forensic companies certified by the Federal Office for Information Security (BSI). Together, we identify attack patterns and integrate the findings into our security and early warning system. In addition, we use tools for risk analysis and IT security management; the latter will be filled for operational use in 2025. We are also tightening our guidelines for handling personal data. There were two incidents relating to information security in 2024, both of which were resolved promptly and successfully. A planned red teaming test in 2025 will provide additional insights into how we can further develop our security strategy.

Glossary

CO₂ equivalent: Carbon dioxide equivalent, CO₂e, is a unit of measurement for standardising the global warming potential of various greenhouse gases. The warming effect of these gases is expressed in comparison with that of CO₂.

Cradle-to-Cradle®: C2C, “from the cradle to the cradle”, is an approach to a continuous circular economy. Cradle-to-Cradle® products are designed so that their ingredients or materials can be returned to the cycle from which they originated.

Greenhouse Gas Protocol: GHG Protocol is a global standard for the systematic recording and offsetting of greenhouse gas emissions, which are categorised into three scopes.

Repowering: The replacement of older, less powerful wind turbines with more powerful and efficient new turbines.

Scope 1 emissions: Direct greenhouse gas emissions from sources owned or controlled by the company.

Scope 2 emissions: Indirect emissions from the generation of purchased or received energy (electricity, steam, heat or cooling) consumed by the company.

Scope 3 emissions: Indirect emissions caused by upstream and downstream corporate activities in the value chain.

Sublimation: The transition of a solid substance into the gaseous state of matter.

Greenhouse gases: GHG, including carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), sulphur hexafluoride (SF₆), nitrogen trifluoride (NF₃), partially fluorinated hydrocarbons (HFCs) and perfluorinated hydrocarbons (PFCs).

Abbreviations	
AGG:	General Act on Equal Treatment
BSI:	Federal Office for Information Security
CCF:	Corporate carbon footprint (CO ₂ footprint of companies)
CSRD:	Corporate Sustainability Reporting Directive
E-mobility:	Electromobility
ESG:	Environmental, Social, Governance
ESRS:	European Sustainability Reporting Standards
EU:	European Union
HR:	Human Resources
ILO:	International Labour Organization
ISO:	International Organization for Standardization
IT:	Information technology
KPI:	Key performance indicator
LkSG:	Supply Chain Act
LUCIE:	Lightweighted User Centric Interface Experience
MWh:	Megawatt hour
PCF:	Product carbon footprint (CO ₂ footprint of products)
PV:	Photovoltaics
EUR	
thousands:	Thousand euros

Legal information

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