

# SUSTAINABILITY- REPORT

2022



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# Foreword

**Dear readers,  
business partners  
and employees,**

The products and services provided by TOI TOI & DIXI are well known to many people from both their professional and personal lives. Less well known, on the other hand, are our ongoing endeavors to make our business activities more socially and environmentally sustainable. The present report documents this important part of our work, describing the steps and milestones along our sustainability journey.

In our Sustainability Short Report published in September 2022, we signaled that we would soon be publishing our company's first comprehensive report on the basis of the reporting framework of the Global Reporting Initiative (GRI). This is what you are now reading now. In the intervening period, we have developed our sustainability strategy further and steadfastly expanded the TOI TOI & DIXI Group's sustainability management systems and processes.

In its core, our business is sustainable by definition: it's based on the product rental model, meaning that our capital investment decisions are naturally geared towards maximizing the longevity of our products. And what product is more sustainable than one that has a life cycle spanning many decades?

That is not to say that we're content to rest on our laurels. That is simply not an option, especially given that we are a fast-growing international company. Instead, we are using every lever at our disposal to ensure that our sparing use of resources and the environmental compatibility of our processes remain a core part of

what makes our group of companies successful. Only then can we remain pioneers.

One of our central action areas in this regard is our focus on reducing our CO<sub>2</sub> emissions. We are reviewing all relevant processes across our entire value chain and deploying carefully targeted measures and innovations to reduce our carbon footprint. Our top priority in this is to progressively transition our entire vehicle fleet to zero-carbon alternative powertrain technologies. Our own vehicle technology experts are working closely with leading commercial vehicle manufacturers to find intelligent solutions for the electrification of our fleet of service vehicles. We reached our first milestone along this path at the end of 2022 when we started using fully electric service vehicles.

The other key environmental focus areas of our sustainability strategy alongside CO<sub>2</sub> reduction are: reduction of water consumption, waste management, and the responsible use of chemical cleaning agents.

As the global market leader in mobile sanitation solutions, we are committed to the twin objectives of strengthening our market position and driving innovation in sustainable products and services. We are pursuing these objectives through rigorously aligned investment strategies and by constantly optimizing our processes and developing ever more sustainable products. For example, we are currently producing new portable toilets made using a much greater proportion of recycled material – without in any →

## GRI 2-22

way compromising on the superior standards of quality and hygiene for which our products and services have always been known and valued.

We are equally uncompromising in our responsible treatment of our employees. As an agile company, we are available to our customers 24/7. That is a big promise, and we can only deliver on it if we have highly motivated, loyal, and productive employees. The caliber of our employees is equally vital to our ability to meet our ambitious sustainability targets. And it is because we know the value of our people that we offer them well-paid, fair and safe work and a wide range of further training measures for their personal and professional development.

Certain sustainability tasks are a work in progress that will continue to occupy us for a few years to come. Chief among these is the ongoing challenge of collecting and refining key sustainability data from across all our business

processes. Mastering this challenge will require technology solutions and new organizational structures. This is extremely important, because without robust and comprehensive data we cannot analyze the environmental and social impacts of our business activities in any detail, let alone evaluate them properly and make sound strategic decisions on further optimization measures. We will therefore be redoubling our efforts in this regard over the coming months.

The present report documents the progress made and the challenges faced in the implementation of our sustainability strategy. Our purpose in providing these comprehensive and transparent insights into our organization is also to strengthen and honor our stakeholders' trust in the future of our business model.

**Sincerely,**  
**The TOI TOI & DIXI managing directors**



**Dr. Holger Wirtz**  
Chief Technology Officer

**Frank Feuerstacke**  
Chief Operating Officer

**Torsten Jagdt**  
Chief Financial Officer

**Max Teichner**  
Chief Executive Officer

GRI 2-1, 2-2, 2-6

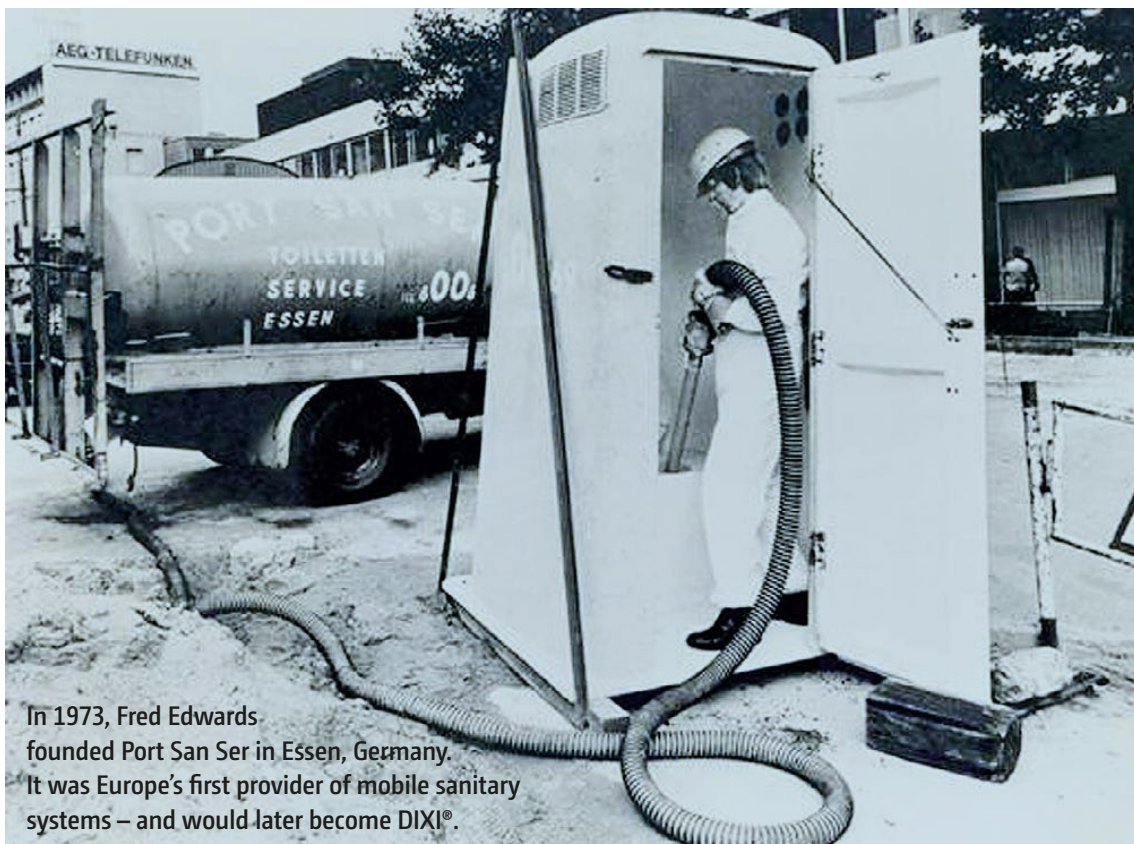
# The TOI TOI & DIXI Group

The TOI TOI & DIXI Group is the world market leader for rental mobile sanitary units, and offers an encompassing service. Talking in numbers, this translates into a turnover of 655.6 million euros and a workforce of 5,320 in 2022. The national operating companies fully consolidated in this report accounted for 67.1 percent of total group turnover, and 60.9 percent of the group's total workforce.\* This scope of consolidation has been chosen for reasons of practicality.

## Our 50-year success story

We are a globally acting group serving customers in 30 countries across Europe, the USA, and Asia. Our corporate headquarters are located in Germany, and our production facilities for portable toilets and vehicles are located there, as well as in Italy and the USA.

Germany was in fact the first market for our group's pioneering services. Our success story began there 50 years ago and is reflected in multiple "brand of the century" awards. The →



In 1973, Fred Edwards founded Port San Ser in Essen, Germany. It was Europe's first provider of mobile sanitary systems – and would later become DIXI®.

\* The TOI TOI & DIXI Group turnover and employee figures cited include increases from the takeover of the Italian firms Sebach and Armal in 2022. The employee numbers in the individual countries covered by this report are as follows: Germany: 2,114 / Poland: 652 / Czech Republic: 183 / Switzerland: 137 / Spain: 156

GRI 2-1, 2-2, 2-6

amalgamation of the two sanitary service providers DIXI® and TOI TOI® in 1997 was a key milestone on our path to becoming the international market leader – a position we have maintained and expanded ever since, thanks to continued innovation and extension of service offerings.

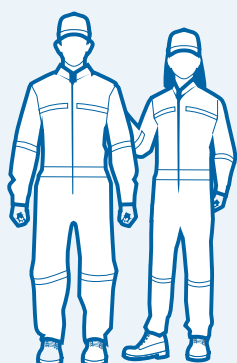
Our growth over recent years has also been driven by judicious acquisitions – such as when the private equity firm Apax Partners took a majority stake in the group in 2019. New financial resources of this kind open up new avenues for long-term growth and enable us to strengthen our portfolio and realize international synergies and development opportunities. Similarly, in the fourth quarter of 2022, the TOI TOI & DIXI Group grew its presence on the European and

American continent especially by taking over the companies Sebach and Armal in Italy, France and the USA.

**Our core business**

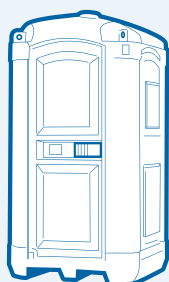
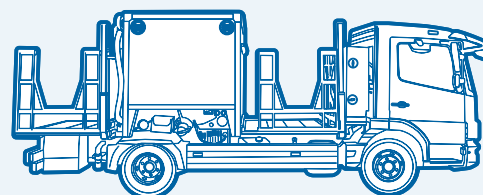
The TOI TOI & DIXI Group develops portable infrastructure and service solutions for efficient and hygienic environments and spaces. Our service portfolio covers requirements planning, delivery, setup, scheduled cleaning, collection, final cleaning, and disposal of waste. Our core customer segments are the construction and events industries, although we also provide services to the manufacturing and agricultural sectors, municipalities, local authorities, clubs, private individuals, and military and aid organizations. →

**KEY FIGURES FOR THE GROUP FOR THE YEAR 2022**



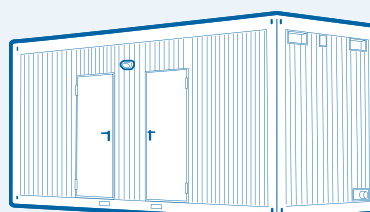
2,212  
service drivers

2,703  
service vehicles



425,943  
portable toilets

30,887  
containers



GRI 2-23

## What drives us

Driven by our passion for hygiene, we are committed to being wherever we are needed. Whether in temporary or long-term use, and whether in public spaces, at places of work, or at events, our solutions are tailored to each specific situation and meet the highest standards of hygiene at all times.

Never complacent about the widely acknowledged quality of our products and services and our excellent stakeholder relationships, we are constantly working on further optimizations in the service of our customers, our partners, our employees, and sustainability.

## OUR GUIDING PRINCIPLES



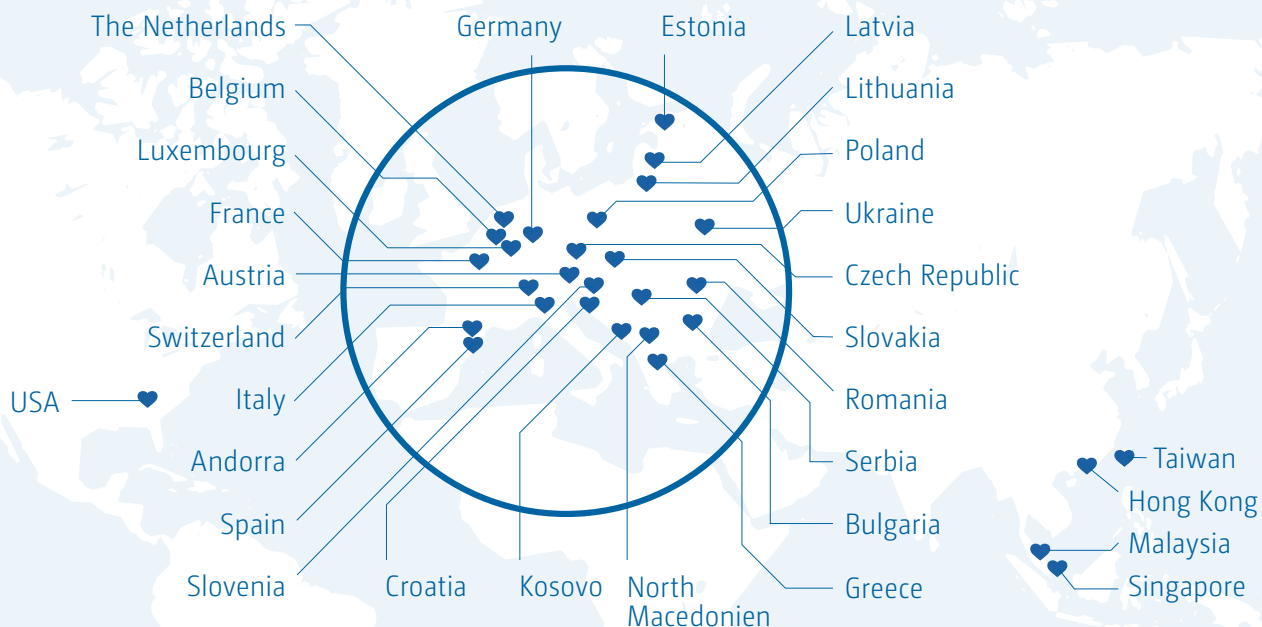
Our guiding principles are more than aspirations; they are a true reflection of how we work with each other and for our customers. They provide clarity for our employees and focus us on the needs of our various key stakeholders.

By living and breathing these principles, we have built up a key strength – our ability to respond swiftly to individual customer requirements and provide tailored

solutions. What’s more, we are always striving to develop even better solutions for our customers and all key stakeholders. That’s why our research and development activities are constantly generating new ideas for a more environmentally friendly future. And in everything we do, we are committed to shouldering our responsibilities to our customers, our employees, and our environment.

GRI 2-2, 2-6, 2-7

## WE HAVE 5,320 EMPLOYEES IN 30 COUNTRIES



Various responsible individuals at different locations ensure the future viability of the TOI TOI & DIXI Group - and they do so with great passion.



**Boris Volmajer**  
Slovenia



**Yasmin Engesser**  
Switzerland



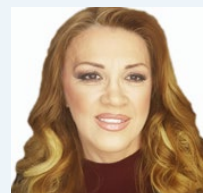
**Jozef Szabo**  
Slovakia



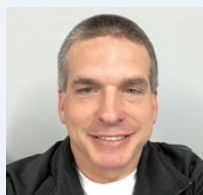
**Eliana Marzini**  
Italy



**Bruce Chan**  
Hong Kong



**Sonja Janevska**  
North Macedonia



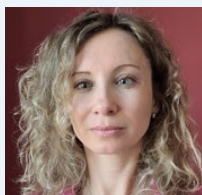
**Jon Claxton**  
USA



**Liesbeth Notaerts**  
Belgium/Luxemb.



**Karl Hohle**  
Austria



**Milena Czyszewska**  
Poland



**Jan Zeman**  
Czech Republic



**Patrik Stout**  
Netherlands



# About this report

The TOI TOI & DIXI Group's first sustainability report was in short form, published in the fall of 2022. In that document, we announced that the next report detailing our sustainability strategy and implementation measures would be prepared in accordance with the internationally recognized standards of the Global Reporting Initiative (GRI). The present report gives effect to that announcement.

This report is the latest milestone in our ongoing reporting journey. By releasing regular publications in this format, we will continue to provide our stakeholders with transparent information about relevant challenges and developments in the implementation of the TOI TOI & DIXI Group's sustainability strategy.

By referring to and using the GRI framework, we are ensuring that our reporting delivers year-on-year comparability and is highly readable for a broad range of key stakeholders. In addition, this report is structured in a way that allows us to provide information on various sustainability topics specific to our business model and industry that are not covered by the GRI standards.

The quantitative information in the present report primarily relates to the 2022 financial year. In terms of content, its focus is on the imple-

mentation of our sustainability strategy in the operational processes of our five highest-turnover European national operating companies, namely our companies in Germany, the Czech Republic, Poland, Spain, and Switzerland.\* By delimiting the scope of consolidation in this way, we are able to ensure that our reporting is both detailed and representative. The present report also includes information from the current calendar year up until the copy close date in May 2023.

In preparing the present report, we enlisted the expert support of an independent consulting firm. No further external audits or checks were undertaken. The report is published in both German and English and is available in PDF format on our corporate website at [www.toitoidixi.com/sustainability](http://www.toitoidixi.com/sustainability)

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## CONTACT

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**Sustainability Manager**  
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**[Dustin.Klueger@toitoidixi.com](mailto:Dustin.Klueger@toitoidixi.com)**

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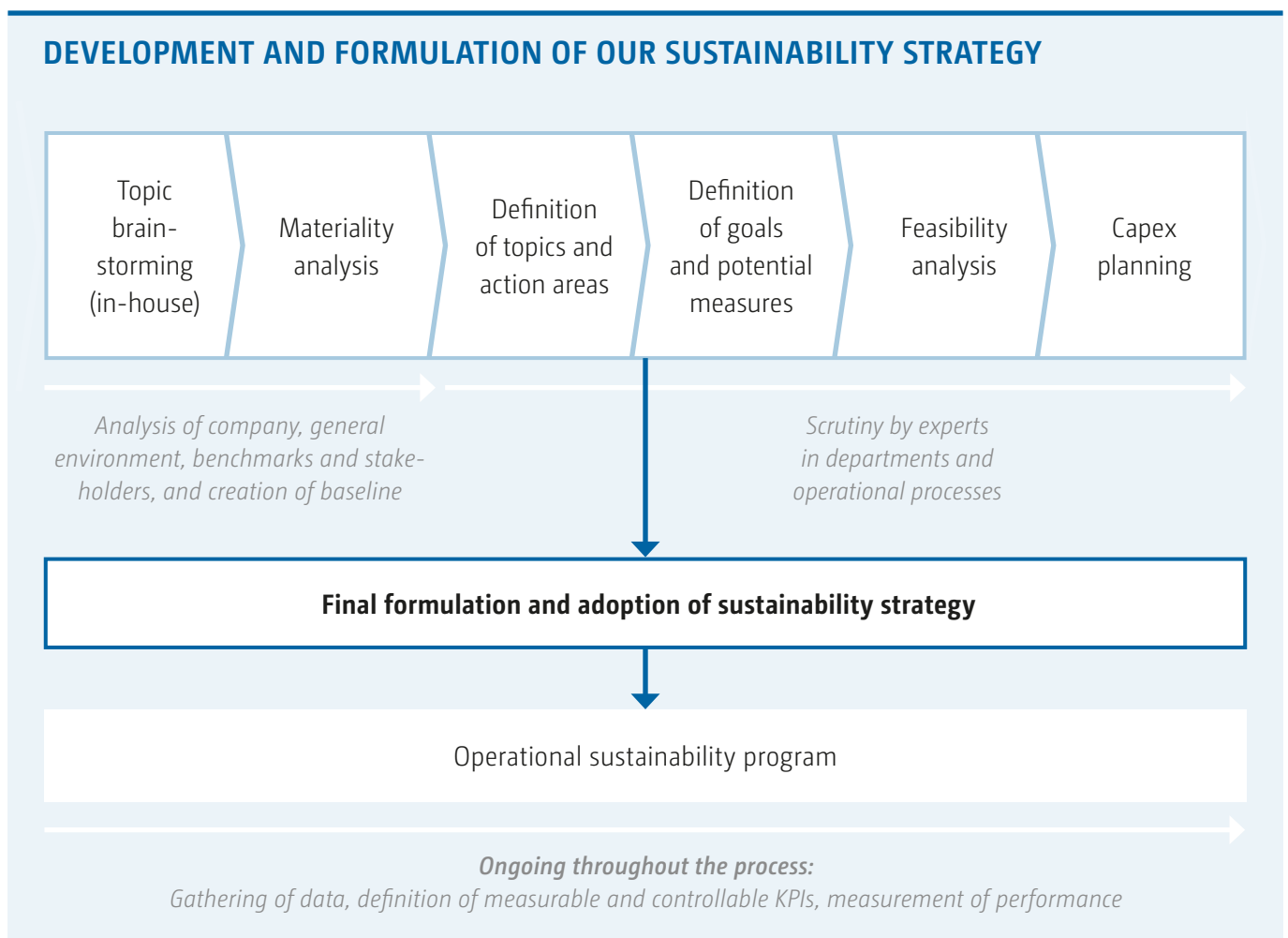
\* Approximately 67.2 % of the group's total turnover in 2022 was generated in Germany, the Czech Republic, Poland, Spain, and Switzerland.

GRI 2-22

# Sustainability strategy

The process of developing and formulating our sustainability strategy took several months and involved multiple stages. We always knew we would have to be thorough in our approach because a sustainability strategy can only be successfully implemented if it is aligned with our company’s overall strategy. Moreover, it is also first necessary to define and adopt material topics, clear goals, realistic measures, and controllable KPIs for continuous performance monitoring.

Hence, back at the start of 2022, we partnered with an external consulting firm to undertake a materiality analysis and to define the scope, material sustainability topics and corresponding action areas for our group of companies (see “Materiality analysis,” p. 23). We then assigned priorities to the topics, defined preliminary goals, and weighed up various measures for achieving those goals. →



GRI 2-22, 3-2

Next, we re-assessed the interim outcomes of this development process and undertook a feasibility analysis. This was based on a number of key criteria. Firstly, we took into account the latest developments, including future regulatory settings. Secondly, our analysis and decision-making drew on the expertise of our employees in the relevant departments across the business operating units. This involved analysis of the opportunities and risks in each of the action areas, as well as strengths and weaknesses. And

finally, we closely analyzed the feasibility of the potential measures, including the timeframes necessary for realization, and ultimately derived time horizons for the measures.

These development steps yielded our current sustainability strategy. The strategy sets clearly defined goals that we and our stakeholders can use to measure our sustainability performance over the coming years.

Strategic pillar	Action area	Goal
Products & Services	Hygiene	Use germicidal materials in 50% of annual production of new portable toilets
		In markets with no mandatory plumbed-in handwashing facilities, give all customers access to handwashing solutions
	Sustainable products & materials	Increase recycled raw material content (at start of lifecycle) in standard portable toilets to 50% (recycling rate)
		Increase the “reuse” recycling rate for portable toilets to 100%
Environment	CO <sub>2</sub> emissions, energy, water, waste	Reduce CO <sub>2</sub> emissions
		Reduce consumption of water from drinking water network
	Chemicals	Use biocide-free sanitary chemicals in 20% of all portable-toilet orders in countries of the consolidation scope
Employees	Occupational health & safety	Reduce the accident rate
	Training and professional development	Provide more and improved in-house training
	Diversity, respect & integration	Conduct regular surveys of employee satisfaction

\* Implementation of this strategy is on the basis of a clearly defined timeline and is detailed in our operational sustainability program (See “Operational sustainability program,” p. 24).

GRI 2-23, 2-27, 406-1

# Corporate governance

**A**t all management and organizational levels, we strive to create value in a way that is both economically viable and environmentally and socially sustainable. To deliver on this commitment and achieve the sustainability goals prescribed by our strategy in a coherent manner across all operating units, we are constantly scrutinizing and developing our leadership and corporate governance structures.

Our strong and long-standing ethical values and principles are paired with an extended corporate governance system that ensures proper control of our business activities by reference to social and environmental standards both within our organization and across our value chain (*see “Management systems and approaches,” p. 15*).

In this regard, the important new developments of 2022 include the creation of a sustainability oversight position at the top parent company level and the establishment of a cross-departmental sustainability committee (*see “Sustainability team & organization,” p. 13*).

In addition, the executive officers of the national operating companies receive regular updates on the group’s decisions and activities relating to sustainability management. They are also required to report specific facts and figures on sustainability within their own operating business using a defined reporting structure.

It is imperative that we also take due account of differing local cultural practices, standards, and legal requirements. Compliance with laws

## TRANSPARENCY: A MATTER OF PRINCIPLE

Transparent reporting on the development and implementation of our sustainability strategy is another core part of our corporate governance system, as are our various guidelines, policies, and in-house rules. Our Code of Conduct, for example, is available in all languages relevant for our workforce and gives all leadership personnel, staff and partners across the entire group clear guidance and unambiguous definitions regarding ethical and sustainable conduct. We have also developed a diversity, non-discrimination and non-harassment policy, which has been in place groupwide since 2022. The policy ensures a common understanding of what is acceptable and what is not and sets out mandatory rules of conduct.



Available in  
30 languages:  
Our Code  
of Conduct

and regulations is fundamental to running a sustainable, successful business and is closely monitored by our Compliance department (*see “Compliance, p. 17 and risk management,” p. 19*). In addition, the leadership team responsible for corporate governance ensures a common understanding of sustainability and defines standards that apply across the entire group. These are the ways in which our organization is driving and facilitating transparent and efficient decision-making on sustainable value creation – at both the national and international level.

GRI 2-14

# Sustainability management

- 13 Sustainability team & organization
- 15 Management systems & approaches
- 21 Stakeholder engagement
- 23 Materiality analysis
- 24 Operational sustainability program

## Sustainability team & organization

At TOI TOI & DIXI, sustainability is no mere box-ticking exercise. It's about pursuing a clear strategy and implementing carefully chosen measures to continuously optimize our products and services and hence ensure they are economically, socially and environmentally sustainable.

Needless to say, success in all of this hinges on our employees – on highly motivated people who are willing to perform their tasks responsibly and thus contribute to sustainability.

Appropriate organizational structures are key to enabling this. That's why we decided in 2022 to consolidate all our ongoing sustainability activities and put them under the control of a newly established sustainability manager position in our lead holding company. This position is charged with managing these activities systematically and in close consultation with the operating units. →

### DUSTIN KLÜGER, SUSTAINABILITY MANAGER

Dustin Klüger has been our sustainability manager here at TOI TOI & DIXI since August 2022. Holding a master's degree in environmental science and having worked as a sustainability consultant in various industries, he brings a wealth of valuable experience to our organization.

” The purpose of my position as sustainability manager is to coordinate and facilitate the TOI TOI & DIXI Group's sustainability initiatives so that it can continue as a role model for our industry. This is important, because without sustainable practices there can be no future – for the environment, or for our company.”



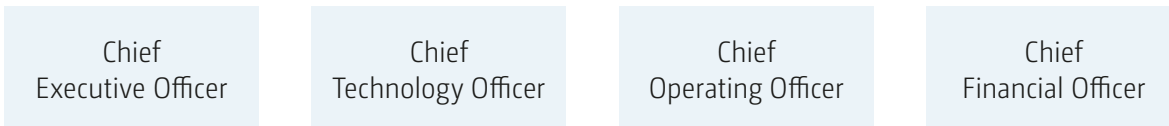
GRI 2-9, 2-14

In 2022, to ensure efficient oversight and control of our sustainability activities, we also established a cross-departmental sustainability committee. This committee holds weekly meetings on relevant sustainability topics and reports monthly to company management on progress

made on the implementation of our sustainability strategy. In addition, at the start of 2023 we established mandatory reporting lines for material sustainability data and information from the group’s national operating companies.

### THE TOI TOI & DIXI GROUP’S SUSTAINABILITY COMMITTEE

#### TOP-LEVEL MANAGEMENT



#### CORE TEAM SUSTAINABILITY MANAGEMENT



#### INTERNATIONAL SUSTAINABILITY COMMUNITY\*



\* Current scope of consolidation for cross-group sustainability indicators

#### CORE TEAM +



## Management systems and approaches

In 2022, we expanded our cross-border and cross-departmental sustainability management system with the support of in-house and external experts. As part of this, we integrated various pre-existing, proven management systems into the new structure. These include our management systems for HR, occupational health and safety, compliance, risk, suppliers, waste disposal, quality, energy, data protection, and IT security.

In many instances, these management systems are developed and implemented on a groupwide basis. However, where more appropriate, we use location-specific systems so as to accommodate location-specific requirements. This is the case, for example, with our ISO 14001-certified environmental management system. This system was certified by local auditors at nine international locations during the 2022 reporting period. For each location, it documents our environmental achievements and challenges as well as our goals and plans for improving our local environmental performance.

For many years, we have also been using ISO standards – in this case, ISO 9001 – for our quality management system. This system was in use at 17 locations during the reporting year. Certified by an independent body, it gives our customers assurance that we adhere at all times to defined standards of quality in the provision and ongoing development of our products and services.



Our certification as a waste management operator is specific to our industry and particular business model. It is also specific to Germany,

and certifies that our products and services comply with the requirements for waste water and fecal waste disposal mandated by the Regulations on Specialized Waste Management Companies (EfbV) under the German Circular Economy Act (KrWG). This legislation encompasses all the requirements for businesses involved in waste collection, transportation, storage, treatment, and removal, and has a strong focus on environmentally sustainable disposal.



We are constantly expanding and developing the role of specific sustainability criteria in our long-standing and groupwide management systems. In the report sections that follow, we outline the systems we consider to be highly relevant for the implementation of our sustainability strategy in our defined action areas. We also describe additional management approaches that we are developing through our centrally controlled sustainability management framework.

### Management of sustainability data

To implement and measure the success of our sustainability strategy, we need a properly functioning data management system. Accordingly, we use existing reporting structures of various areas of our business and calculate specific key figures for the sustainability topics that we defined in the course of our materiality analysis (see "Materiality analysis," p. 23). →

## GRI 3-3

We use this data to create baselines and a series of key performance indicators to enable comparability with future years.

The first step in developing this system was taken in 2022, when we assessed various off-the-shelf sustainability reporting software applications. In light of what we learned from that experience, we decided to develop our own tailored solution based on our existing data management architecture. We commenced the international implementation of this solution on schedule in the final quarter of 2022.

This solution allows us to import relevant information and data from a range of departments into the system used by our centrally controlled sustainability management framework. Hence, for example, the reporting system yields monthly data from HR management on employee numbers, churn rate, sick days, and training and professional development measures (see “Employees,” p. 48-52).

Similarly, we use existing reporting lines to gather weekly data and information on container and portable toilet inventory and utilization, our service vehicle numbers, the number of service runs conducted, and the number of kilometers driven by our own and leased vehicles.

This data is typically supplied by the operating units in the form of classic Excel spreadsheets and is then collated, analyzed and evaluated by our central sustainability department using its own sustainability criteria.

Furthermore site-specific environmental data (on electricity consumption, heating energy, water consumption, and waste output) is collected in order to calculate our environmental footprint and CO<sub>2</sub> emissions. To enable this,

questionnaires are sent to the operating companies well in advance of the reporting date so that they can start gathering the data.

Responsibility for collecting and forwarding this data rests with the CEOs or designated employees in the operating companies concerned. Much of the data relevant to sustainability management is first checked by Accounting and Controlling as part of month-end closing processes and then undergoes regular plausibility checks and further analysis in close cooperation with the central sustainability manager.

This systematic and comprehensive approach to managing sustainability data is still relatively new at TOI TOI & DIXI. Therefore, we will be scrutinizing the functionality and robustness of the reporting structures and data flows closely over the coming years so that we can make improvements where required. To facilitate this, our sustainability manager and the members of the sustainability committee (see p. 14) perhaps gather internal feedback on a regular basis and coordinate closely with the operating companies. Their focus is currently on networking with the data controllers of the five national operating companies that supply the bulk of the quantitative sustainability data for the present report. Alongside this, we are constantly developing and refining our management of sustainability data at the group level.

In addition to these organizational measures, we will continue to investigate technical solutions and options for optimizing our sustainability reporting. While we have been unable to find a suitable turnkey solution for our sustainability data management needs on the market, we are determined, in the medium term, to move from the current Excel-based solution to a software-based, automated data collection →



GRI 3-3, 205-2, 308-1

solution. In this regard, we are currently looking at developing our own platform solution for the groupwide collection of environmental data.

## Compliance management

For us, compliance means much more than observance of laws, rules and regulations. That's because our core ethos and our success as an employer and service provider are predicated on living up to values and standards of behavior that are not subject to external regulation or defined by law – values and behaviors like honesty, integrity, reliability, and authenticity.

What's more, for us, compliance also means fostering a common understanding of sustainability at the process level and following through by meeting the necessary criteria and standards in our day-to-day work.

For TOI TOI & DIXI, legal compliance is a given – it's part of who we are. Of course, this is not without its challenges, especially given the increasingly complex regulatory settings around business sustainability at both the local and international level. To remain sure-footed in the face of these challenges, we ensure that our Compliance department works closely with our national operating companies as well as with our central sustainability manager and our sustainability committee. We also apply a compliance management system developed on the basis of the "Principles of Proper Auditing of Compliance Management Systems" published by the German Institute of Public Auditors (IDW) in audit standard PS980.

This systematic compliance program comprises aspects and mechanisms outlined in the paragraphs that follow.

## GLOBAL COMPLIANCE PRINCIPLES



Our corporate compliance principles are set out in our Code of Conduct, which is publicly available and has been translated into multiple languages. In connection with this, our employees, customers, suppliers and other stakeholders can use our "Let us know!" whistleblower system to report any suspected compliance violations.

## Prevention

We have measures in place that ensure effective prevention of non-compliance across our value chains. We also have a compliance policy that summarizes the industry-specific and cross-industry laws and regulations that are relevant to our business model. Observance of these laws and regulations is mandatory for all employees.

We also conduct regular communication and information activities to deepen our common understanding of compliance matters and keep everyone up to date with changes in the law. As well as target group-specific courses on compliance, which have been part of our continuing training syllabus for years, we send out a regular Legal & Compliance Newsletter. →

GRI 3-3, 308-1

Not that our communications on compliance matters are confined to in-house audiences. External stakeholders, such as customers, suppliers, business partners, and potential employees, get informed about our systematic approach to the regulatory and ethical fundamentals of our business. We do this using the Compliance page on our website, where we publish our Code of Conduct in several languages and share other key information

### Whistleblower system

Should any internal or external stakeholders have any concerns regarding compliance with the TOI TOI & DIXI Code of Conduct or with any other applicable laws and rules, they can report the matter to our compliance team using our dedicated compliance hotline. This “Let us know!” whistleblower system is designed to make reporting potential non-compliances easy. Tip-offs are confidential, can be made at any time of day or night from any location worldwide, and can be made with complete anonymity if so desired.

The system allows us to address potential problems in a timely and targeted manner and hence avoid or minimize harm to the company and our stakeholders.

### Sanctions

All potential violations of our Code of Conduct, of laws, regulations, or of any sustainability standards we subscribe to, are investigated by our compliance team – thoroughly, discreetly, and in accordance with applicable whistleblower laws and data privacy regulations.

The approach taken varies depending on the nature and severity of the alleged violation. The first step is always for our compliance team to assess the relevance of the reported allegation

## ONLY TWO NON-COMPLIANCES IN 2022

In 2022, ten potential instances of non-conformity with laws, regulations, our own Code of Conduct and other rules and policies were investigated. Of these, only two were found by thorough investigations to be non-compliances and were sanctioned accordingly.

and investigate the circumstances that gave rise to it. This can involve interviews with affected parties, relevant supervisors, or HR managers. Appropriate measures are then taken based on the findings of a thorough examination of all the ascertained facts. Depending on the circumstances, these measures can take the form of spot audits on site, legal opinions from local experts, or disciplinary measures such as suspensions, warnings, or dismissals.

We have only had to investigate a very small number of non-compliances over the years, and we’ve used them all as opportunities for learning and for improving our prevention measures so that we can avoid repeat non-compliances.

### Internal and external audits

As part of our risk management system (*see “Risk Management,” p. 19*), our internal compliance management system and organizational structures and processes undergo regular checks by our Internal Audit department. This enables us to detect potential risks and take preventive measures in a timely manner.

The structure and practices of the Internal Audit department are based on generally accepted standards, such as the International Profes- →

GRI 3-3, 205-2

sional Practices Framework (IPPF) promulgated by the Institute of Internal Auditors (IIA) and the recommendations of the German Institute for Internal Audit (DIIR).

In addition, we had our compliance management system externally audited by an international business consultancy at the start of 2022. We then set about implementing the resulting optimization recommendations, completing about 80 percent of the optimization work by the end of 2022. These optimizations include additional measures for the prevention of bribery and corruption.

### Data protection and IT security management

TOI TOI & DIXI takes a comprehensive approach to data security, with a whole range of mandatory safeguards and policies and a highly sophisticated IT system in place to ensure maximum protection. And being a global corporate group, we comply both with local legislative regimes and with international standards. One of the ways we ensure compliance is through a groupwide information security management system aligned with the international ISO/IEC 27001 information security management standard.



Responsibility for the proper oversight and continuous improvement of this information security management system rests with our head of information security at corporate head office. The proper implementation and use of this system is also certified at regular intervals by an independent auditor.

Our Compliance department is responsible for compliance with data protection requirements relating to the processing of personal data, and coordinates the associated activities. The department uses a standardized data protection management system comprising the necessary SOPs (specification and verification documents), a data protection manual, and the associated training documents.

We have also appointed an external data protection officer for our companies in Germany and Austria. In addition, our national operating companies and subsidiaries each have local data protection coordinators.

### Risik management

Increasingly, companies are required to incorporate environmental and social criteria into their corporate objectives and business processes and to report on material non-financial risks that relate to their activities, business relationships, products, and services.

Potential risks are taken very seriously by us. We therefore incorporate material environmental and social criteria into our risk management system in order to better monitor key factors →

GRI 3-3, 308-1

affecting the implementation of our strategy on a groupwide basis and to integrate them into our management and control processes. Failure to do so would increase our business risk.

We verify risk areas across our corporate structures and identify potential risks in close cooperation with the department heads and CEOs of our operating companies. Based on this, we further develop our audit methodology, which we apply in a standardized manner in internal audits at all of our locations and which we are continuously improving.

These audits are conducted by means of our central risk management system in the Internal Audit department as well as at local level in the national operating companies. For each company, the internal auditor draws up a tailored schedule of measures in close consultation with the company's CEO and implements it in cooperation with the relevant local managers.

Our expectation going forward is that sustainability criteria will take on a much more important role in risk management. That being so, we will also be subjecting upstream and downstream processes to greater risk scrutiny. Here too, cooperation with our international locations and the operating companies will be essential.

## Supply chain management

We are proactively addressing the sustainability challenges affecting our value and supply chains and aligning our management structures accordingly. In 2022, our Purchasing, Legal, Com-

pliance, and Internal Audit departments and our sustainability manager began an overhaul of our supply chain management aimed at incorporating material sustainability criteria.

This is a major opportunity for us. By leveraging our own sustainability management system to gain an understanding of the complexities of the sustainability risks affecting our value and supply chains, we will be in a position to compare our own internal practices for managing social and environmental standards with those of our strategic partners and hence achieve synergies.

In other words, thanks to sustainability developments within our own organization, we have the robust methodologies needed to effectively manage our supply chain in a sustainable manner. Going forward, the big challenge here will lie in planning the resources needed for thorough risk analysis and documentation across our supply chains and in ongoing monitoring and auditing of optimization measures taken by our business partners.

Here too, we will work with external solution providers, although we already know that external providers will be unable to meet all our requirements. We will therefore also need to develop our own tailored solutions for auditing social and environmental sustainability across our network of suppliers and partners.

Reflecting on our cross-departmental collaboration in developing our sustainable supply chain management system, we feel encouraged not just to keep pace with regulatory and market developments, but also to ensure best practice in our value and supply chains.



GRI 2-29, 3-3

## Occupational health and safety management

Our HR management system records all key figures relating to employees. We then incorporate the sustainability-relevant elements of this data into our sustainability management system and our external-facing reporting. This data includes facts and figures on occupational health and safety management (see “Employees,” p. 48-52).

The data is collected and analyzed in close cooperation with the sustainability management team to identify any scope for improvement in our core processes.

In this way, the sustainability management team supports our process safety managers, whose job it is to continually reassess potential work hazards and, where necessary, put in place additional safeguards and ensure that our employees receive appropriate instruction.

The pleasing trend in our health and safety statistics highlights the effectiveness of the occupational health and safety management measures we have implemented over the years.

## Stakeholder engagement

We cannot implement our sustainability strategy without engaging with our internal and external stakeholders. This is because our sustainability challenges extend across departmental boundaries and beyond our physical company premises.

In 2022, as part of our sustainability management activities, we identified and ranked TOI TOI & DIXI’s sustainability-relevant internal and external stakeholders from the point of view of the various parts of our organization. Based on this analysis, our stakeholder community is made up of nine distinct groups, as shown in the chart on the next page.

In the 2022 reporting year, we also compiled a survey of specific sustainability topics and used it to poll our external stakeholders. Next, we

enlisted the support of an independent consulting firm to carry out an objective analysis of the responses. We then used the results of the survey to define and verify the TOI TOI & DIXI Group’s material sustainability topics and action areas (see “Materiality analysis,” p. 23).

However, our stakeholder engagement is not a one-way street – nor indeed a one-off activity. We will therefore engage with our stakeholders on an ongoing basis, jointly analyzing specific sustainability topics with them, so that we can identify further topics, build a common understanding of sustainability, and hence take action in a consistent and coherent manner across our value chain.

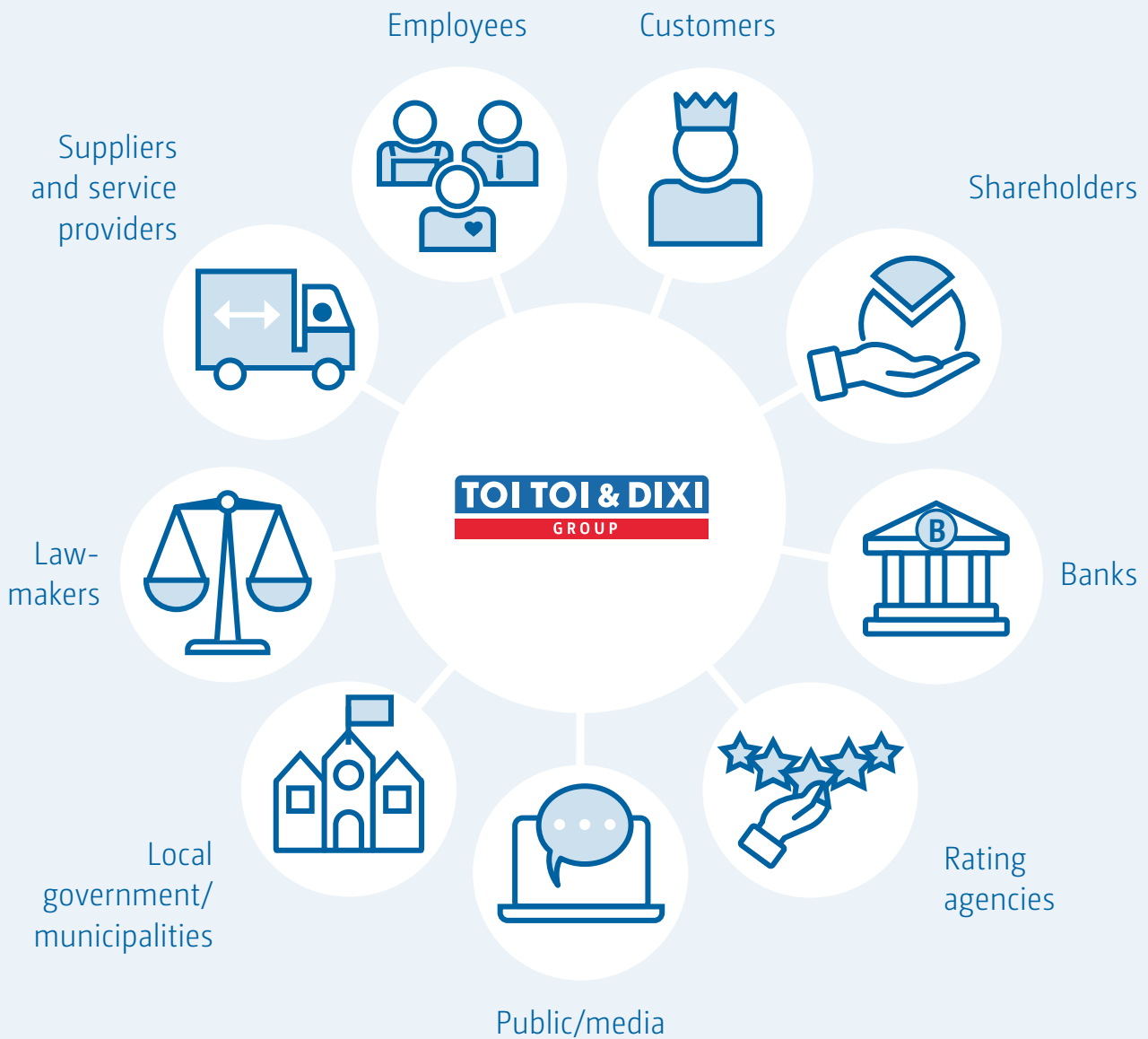
Going forward, we will continue to respond to external requirements while also proactive- →

GRI 2-29

ly and strategically fostering sustainability by seeking out and actively listening to the aspirations, expectations, concerns and ideas of our diverse stakeholder community. In other words,

we are committed to stepping out of our comfort zone in order to learn about the impacts of our commercial activities.

### THE TOI TOI & DIXI GROUP'S STAKEHOLDER COMMUNITY



## Materiality analysis

In the 2022 reporting year, we began a systematic analysis to determine the material sustainability topics for the TOI TOI & DIXI business model. The initial results of this form the basis of our sustainability strategy.

Our materiality analysis is an ongoing process that takes into account multiple perspectives. Factors with a decisive bearing on materiality include our commercial decisions on operating and capital expenditure (OpEx/CapEx); acquisitions and changing organizational structures; new business areas; regulatory developments; and the changing expectations of our internal and external stakeholders.

On top of this, the concept of materiality is changing amid the debate surrounding corporate sustainability reporting, with the internationally recognized frameworks that we are currently using for voluntary reporting, as well as those that will become mandatory in the future, all prescribing a materiality analysis. In this sense, a materiality analysis identifies the topics which, based on an organization's business model, are most important for external reporting. The analysis dimensions comprise the following:

- the impacts of the organization's business activities on the environment and society (e.g., negative effects such as reduction of biodiversity, and positive effects such as funding for local communities from business tax revenues)
- the significance of external issues for the company's (financial) position and outlook (e.g., shortages of raw materials, increasing regulatory requirements, and physical climate risks)

This is the concept of double materiality: viewing sustainability topics from both an outside-in and an inside-out perspective. In addition, there is the classic analysis of the significance of individual sustainability topics in terms of the opinions and decisions of external stakeholders.

Our materiality analysis to date has been a key step towards being even more focused and effective in our use of resources as we set about realizing opportunities for greater sustainability across our entire business model and value chain. The analysis is especially important given that we have been pursuing various sustainability activities for several years, and the various parts of our organization have their own perspectives and assessments regarding specific topics and action areas.

The systematic materiality analysis therefore scrutinized in detail the topics raised by the individual business units as well as potential measures and resources for further optimizing sustainability performance. As a next step, the topics identified were included in the survey sent out to external (*vgl. „Stakeholder engagement,“ p. 21*). These internal and external assessments regarding material sustainability topics ultimately resulted in the definition of our strategic and operational action areas. The latter are described in more detail in the next section.

GRI 3-2, 301-1, 301-2, 306-2

## Operational sustainability program

To work, a sustainability strategy needs a well-structured implementation program. This means setting clearly defined objectives and responsibilities in the context of clearly defined action areas. It also means taking the necessary implementation measures with judgment and courage, setting realistic timeframes for their implementation, and managing their performance using quantifiable performance indicators.

The operational sustainability program presented in this section of the report is our timetable for achieving our sustainability goals in our material action areas. It ensures the structured implementation of our sustainability strategy and the ongoing documentation of our progress. In the years ahead, we will measure ourselves – and be measured by others – against its quantitative and qualitative goals.

Products & Services					
Goal	Area	Measures	KPIs	Reference values	Time horizon*
<b>Hygiene</b>					
Use germicidal materials in 50% of internal annual production of new portable toilets	Production	<ul style="list-style-type: none"> <li>Use germicidal “Hygiene+” materials**</li> </ul>	<ul style="list-style-type: none"> <li>These portable toilets as a % of total internal production p.a</li> </ul>	<ul style="list-style-type: none"> <li>Number of portable toilets with germicidal materials delivered p.a.</li> <li>Total number of internally delivered portable toilets p.a.</li> </ul>	2028
In markets with no mandatory plumbed-in handwashing facilities, give all customers access to handwashing solutions	Production, operating companies	<ul style="list-style-type: none"> <li>Build all new portable toilets with pre-installed wash basins and/or sanitizer dispensers</li> <li>Retrofit existing portable toilets with wash basins and/or sanitizer dispensers</li> </ul>	<ul style="list-style-type: none"> <li>Portable toilets with wash basins and/or sanitizer dispensers as a % of total portable toilet inventory</li> </ul>	<ul style="list-style-type: none"> <li>Number of portable toilets with wash basins and/or sanitizer dispensers</li> <li>Number of portable toilets with no wash basins or sanitizer dispensers</li> </ul>	2028
<b>Sustainable products &amp; materials</b>					
Increase recycled raw material content (start of lifecycle) in standard portable toilets to 50% (recycling rate)	Production, R&D	<ul style="list-style-type: none"> <li>Use old fishing gears</li> <li>Use old portable toilets (our own and purchased)</li> <li>Develop/open up new sources</li> </ul>	<ul style="list-style-type: none"> <li>% recycling in production of new portable toilets</li> <li>Medium term: recycled content/ total inventory</li> </ul>	<ul style="list-style-type: none"> <li>kg/conventional portable toilets (existing)</li> <li>kg/new portable toilets</li> <li>recycled content in production of new portable toilets</li> </ul>	2025
Increase the portable toilet “reuse” recycling rate of our service companies to 100%	Production, R&D, operating companies	<ul style="list-style-type: none"> <li>Cooperate with recycling partners</li> <li>Invest in own circular/ recycling processes</li> </ul>	<ul style="list-style-type: none"> <li>Return rate/ total no. of portable toilets disposed of</li> <li>portable toilets sent to recycling partners/ total no. of portable toilets disposed of</li> </ul>	<ul style="list-style-type: none"> <li>kg of plastic/portable toilet</li> <li>kg of reused portable-toilet plastic</li> <li>kg of recycled plastic used for portable toilet production</li> <li>kg of plastic waste from portable toilet</li> </ul>	2025

\* Starting in 2024, progress on the individual measures will also be reported here. The specified time periods refer to the earliest possible point of achievement. \*\* Hygiene+= additive mixed in with the plastic during production. It reduces the number of germs on component surfaces by >99% over the entire life of the portable toilet.



GRI 3-2, 302-4, 305-1, 305-2, 305-3, 305-5

## Environment

Goal	Area	Measures	KPIs	Reference values	Time horizon*
<b>CO<sub>2</sub>, energy, water, waste</b>					
Reduce CO <sub>2</sub> emissions**	Service fleet	<ul style="list-style-type: none"> <li>Route optimizations: Reduce Ø distance between stops by 5%</li> </ul>	<ul style="list-style-type: none"> <li>kg CO<sub>2</sub>e/portable toilet</li> <li>kg CO<sub>2</sub>/service run</li> <li>kg CO<sub>2</sub>/km</li> </ul>	<ul style="list-style-type: none"> <li>Liters of fuel filled</li> <li>Kilometers traveled</li> <li>Number km/unit (where unit = portable toilet per vehicle)</li> </ul>	2025
		<ul style="list-style-type: none"> <li>Switch at least 50% of all new trucks to alternative drive technologies</li> </ul>	<ul style="list-style-type: none"> <li>Trucks with alt. drive technologies as a % of total fleet</li> </ul>	<ul style="list-style-type: none"> <li>Number of newly purchased trucks with alternative drives</li> <li>Number of all new trucks</li> </ul>	2028
	Buildings	<ul style="list-style-type: none"> <li>Purchase certified renewable energy (power and heating)</li> </ul>	<ul style="list-style-type: none"> <li>Renewable energy as share of total energy purchased for buildings</li> </ul>	<ul style="list-style-type: none"> <li>Renewable energy consumption in buildings in kWh</li> <li>Total energy consumption in buildings in kWh (effective kWh consumption as at year end)</li> </ul>	2025
Reduce use of fresh water**	Portable toilets	<ul style="list-style-type: none"> <li>Use service water as reserve and for flushing</li> </ul>	<ul style="list-style-type: none"> <li>Liters of water saved per service compared with prior year</li> </ul>	<ul style="list-style-type: none"> <li>m<sup>3</sup> of fresh water used</li> <li>m<sup>3</sup> of service water used</li> </ul>	2029
<b>Chemicals</b>					
Use biocide-free sanitary chemicals in 20% of all portable-toilet orders in countries of the consolidation scope	Research & Development; Operating companies	<ul style="list-style-type: none"> <li>Systematically test alternatives to commonly used sanitary chemicals</li> <li>Supply biocide-free sanitary concentrates</li> </ul>	<ul style="list-style-type: none"> <li>Biocide-free chemicals as a % of total sanitary chemical use</li> </ul>	<ul style="list-style-type: none"> <li>Number of standard sachets*** purchased</li> <li>Number of biocide-free sachets purchased</li> <li>Quantity of biocide-free sanitary chemicals purchased</li> <li>Number of services sold with standard sachets</li> <li>Number of services sold with biocide-free sachets</li> <li>Quantity of biocide-free sanitary chemicals purchased</li> </ul>	2025

\* Starting in 2024, progress on the individual measures will also be reported here. The specified time periods refer to the earliest possible point of achievement. \*\*Quantitative targets analogous to the other strategic targets will follow as soon as an exact and transparent collection of the relevant data is ensured. (Cf. „Appendix,“ page 55), \*\*\* Standard sachet: a standardized quantity of hygiene/deodorizing agents for portable toilets, packed in a sachet made of water-soluble bioplastics.

GRI 2-7, 3-2

Employees					
Goal	Area	Measures	KPIs	Reference values	Time horizon*
<b>Occupational health &amp; safety</b>					
Reduce the accident rate	Entire work-force	<ul style="list-style-type: none"> <li>Collect data on and analyze causes of accidents</li> <li>Preventive measures for blue-collar employees: Streamlined loading and unloading solutions, lightweight portable toilets to reduce strain on service employees, personal protective equipment</li> <li>Ensure minimum number of safety training courses in countries of the consolidation scope</li> </ul>	<ul style="list-style-type: none"> <li>Accidents/ hours worked x 1,000,000</li> <li>Accidents/ hours worked x 1,000,000 by employee category</li> </ul>	<ul style="list-style-type: none"> <li>Total number of employees</li> <li>Number of hours worked</li> <li>Number of work-related injuries (fatal/non-fatal)</li> <li>Number of reportable work-related injuries</li> <li>Injuries caused by accidents on the way to/from work</li> </ul>	ongoing
<b>Training and professional development</b>					
Provide more and improved in-house training	Entire work-force	<ul style="list-style-type: none"> <li>Provide digital training courses via central learning platforms</li> <li>Have central recording of internal training hours</li> <li>Tailor internal courses to individual employee needs</li> </ul>	<ul style="list-style-type: none"> <li>Number of courses/ employee</li> <li>Number of courses/ employee category</li> <li>Number of courses/ gender (all categories)</li> </ul>	<ul style="list-style-type: none"> <li>Total number of employees</li> <li>Number of employees in each category</li> <li>Total number of training hours overall</li> <li>Number of training hours per category</li> </ul>	2023
<b>Diversity, respect &amp; integration</b>					
Conduct regular surveys of employee satisfaction	Entire work-force	<ul style="list-style-type: none"> <li>Half-yearly systematic survey of employees</li> <li>Use survey results to develop measures to improve employee satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Average satisfaction rating on an X-point satisfaction scale</li> <li>Internal Net Promoter Score</li> </ul>	<ul style="list-style-type: none"> <li>Number of survey participants</li> <li>Employee satisfaction score on a specific scale</li> </ul>	2025

\* Starting in 2024, progress on the individual measures will also be reported here. The specified time periods refer to the earliest possible point of achievement.

# Action areas in our core business

- 28 Products & services
  - Hygiene
  - Sustainable products & materials
- 35 Environment
  - CO<sub>2</sub> emissions & energy
  - Water & waste
  - Chemicals
- 43 Employees
  - Occupational health & safety management
  - Training & professional development
  - Diversity, respect & integration

On the basis of the sustainability topics identified in the materiality analysis process (see p. 23), we defined a number of action areas, which we

assigned to three strategic pillars (see “Sustainability strategy,” p. 10 and “Operational sustainability program,” p. 24).

## Products & Services

The “Products & Services” pillar focuses on our core business and the specific sustainability challenges arising from it.



## Environment

The “Environment” pillar traces material topics from classic environmental management across the entire span of the group’s operational business.



## Employees

The “Employees” pillar covers sustainability-relevant topics from the point of view of human resources development.



In the following pages, we present specific examples of the sustainability activities we carried out in various operating units and departments,

both during 2022 and in the current year up to the copy close date, as well as the specific challenges we face going forward.

# Products & Services

The “Products & Services” pillar is focused on action areas in which we manage and monitor sustainability challenges and goals in our core operating business. We are constantly working on optimizing our performance, and on developing new and innovative products and services.



# Hygiene

Excellent hygiene standards are what drives us and forms the basis of our business model. We define the provision of hygienic sanitary systems as a sustainability initiative of high social relevance, given that our products and services safeguard the health of many people, at many different locations.

We are often a step ahead of regulatory and market-driven changes. For example, we are pushing ahead to meet the increasing demand for portable toilets with pre-installed wash basins and sanitizer dispensers by producing new portable toilets with these facilities and by retrofitting our existing inventory.

During 2022, we further increased the number of portable toilets with pre-installed wash basins across all our core markets. By December 2022, they accounted for 43.5% of all delivered portable toilets (2021: 37%). →



“Every retrofitted wash basin is another contribution to improved hygiene and health. And for us, that’s another win for sustainability!”

**Michael Fretz, Caretaker**

# 87.6 %

of all portable toilets delivered to core markets in 2022 are equipped with a wash basin.



Another milestone achieved during 2022 was the market launch of the TOI® HYGIENE+ series. We concluded production of the pilot series in the first half of the year and started delivering the product to customers soon afterwards. In view of the successful market launch, we have now set ourselves the goal of producing and supplying a further 5,000 portable toilets in this series by the end of 2023.

The unique feature of this innovation is that the toilet's plastic contact surfaces are treated with an antimicrobial additive that reduces the microbe count by 99.9%. This means extra protection against infection for users. The product's antimicrobial action has been confirmed by two highly respected and independent research in-

stitutions (> *QualityLabs BT GmbH* and > *Ostthüringische Materialprüfgesellschaft für Textil- und Kunststoffe mbH*).

Our service activities include cleaning our portable toilets at regular intervals. And while this involves delivering hygiene to our customers, it also goes hand-in-hand with hygiene for our employees, because protecting the health and wellbeing of our people has equally high priority. Measures towards this objective include providing hygiene products at all our locations, issuing personal protective equipment to safeguard against infections, and offering our employees regular medical checkups and vaccinations (*further details on "Occupational health & safety" can be found on p. 48*).

## 99.9% FEWER MICROBES – SCIENTIFICALLY PROVEN

All surfaces that users may come into contact with are treated with an antimicrobial additive that reduces the microbe count by 99.9%.



GRI 301-1

# Sustainable products & materials

Here at TOI TOI & DIXI, we have defined our own production activities as one of our material action areas. These activities comprise the in-house manufacture, recycling and refurbishment of long-life, sustainable products. We want our products to remain robust and serviceable well into the future. We also want to increase the proportion of recycled and recyclable materials used in our product portfolio. Our development and manufacturing activities are therefore resource-efficient, geared towards long product service lives, and incorporate innovative up-cycling and recycling concepts.

**Modular construction:** Modular construction makes it easy to replace individual components of our products. If only some parts of a toilet unit have become worn or damaged, they can simply be replaced, restoring the unit to full functionality. Major repairs can also be carried out in this way. The superstructures of our service vehicles also consist of individually replaceable components. This makes our processes more flexible, extends the service life of our vehicles, and conserves valuable resources.

**Less material. Less weight. Less fuel consumption:** The less plastic we use in our products, the lighter they are, and the less fuel we use in our service vehicle journeys. We are therefore constantly working on new solutions for reduced use of plastic, including optimizing the



design of our toilets' roofs and other components. All new TOI® series portable toilets produced since the fourth quarter of 2022 feature a low-weight roof design.

**Long product life and reuse:** Once beyond repair or refurbishment, our toilets and toilet components are a valuable source of reusable materials. However, we generate only a very limited number of end-of-life products at any given time because our TOI TOI & DIXI portable toilets have such a long service life – 20 years on average – and compromising on this quality and longevity is definitely not an option. →

## GRI 301-2

For this reason, we also manufacture new portable toilets with used materials purchased from external partners. Similarly, we are strengthening our partnerships with waste disposal and recycling operators and developing our own methods for recycling plastics. This approach also makes good economic sense, with costs for recycled materials in 2022 sitting at around 1.20 euros per kg, as compared with about 2.40 euros for new materials.

### Research & development

Our Research & Development department is our innovation driver. Working closely with all relevant operating units, the R&D team optimizes existing products and services and develops pioneering new solutions – everything from portable toilets with high levels of recycled content to modern service vehicles with optimized powertrains and superstructures.

When developing new toilets, the department follows a range of criteria aimed at driving greater sustainability. Whenever investigating new materials, for example, the team carries out various installation and adhesive bonding tests and calculates the exact cost impacts before the material is used as standard in production.

Around 10 employees work in the R&D team at TOI TOI & DIXI, including qualified specialists in fields such as engineering, chemistry, and process technology. →



” Long live sustainability! While we are constantly investing in innovative products for growing markets, our strength is also built on tradition. Hence, we will continue our long-standing tradition of making extremely long-life products – because that’s the most effective way to conserve resources.“

**Dr. Holger Wirtz, Chief Technology Officer**



## Innovative upcycling & recycling concepts

During 2022, the further development of our upcycling and recycling concepts resulted in the market launch of a new product series that combines sustainability with outstanding hygiene standards: portable toilets made from 50% recycled materials. At least 30% of those materials is sourced from disused fisheries equipment, fishing nets and lines. By the end of 2022, we had produced 457 units of the pilot series of these portable toilets and were ready to start selling them on the German, Dutch, Belgian, Austrian, and Czech markets.

But we are still not satisfied with this recycling rate, and we have set ourselves the ambitious target of increasing the proportion of recycled material in all new standard portable toilets to 50% by 2025. To make that possible, over the next few years we will be looking to identify and tap into new sources of recyclable materials. →



“It’s great that our doubly sustainable DIXI® GREEN units are such a hit with our customers! I say ‘doubly sustainable’ because they protect the environment by virtue both of their long service life and the recycled material that goes into them.”

**Jana Dölle, Production Employee**



# 50%

That’s the recycling rate we aim to achieve for all new standard portable toilets by 2025. The recycled materials will, among other things, include disused fisheries equipment, fishing nets and ropes.

At the same time, we are also gradually increasing the proportion of recycled material in our existing portable toilet inventory by means of component substitution. For example, by year end 2022, the side panels of our DIXI® PLUS portable toilets consisted of around 67% recycled material.

### State-of-the-art production facilities

Our processes have become more sustainable with the introduction of the latest of our five machines for the production of portable toilets. That's because the new machine runs on elec-

tricity rather than gas and is significantly more energy-efficient than its older counterparts. We will continue to invest in energy-efficient production facilities.

Our latest production machine features a much higher level of automation and efficiency. Some of the benefits from this state-of-the-art robotic rotational casting machine are as follows:

- approx. 30% less energy consumption
- approx. 3 times longer tool life
- 3-4x increase in work productivity
- higher quality and reproducibility of components produced
- break-even time of around 3.3 years (total capital investment: 2.7 million euros)

# Environment

The “Environment” pillar encompasses all material topics and action areas in which we are able to measure, analyze and – ideally – minimize the environmental impacts of our activities. Waste generation and water consumption are core items on our sustainability management agenda. Here, our priority remains to collect reliable data so that we can develop and implement appropriate sustainability measures.

One material action area here involves reducing the greenhouse gas emissions of our operational processes. Another, and one that involves a number of special challenges, relates to the responsible use of the chemicals employed in our cleaning services.



GRI 302-4, 305-5

## CO<sub>2</sub> emissions & energy

Reducing anthropogenic greenhouse gas emissions is currently one of the most urgent challenges facing policymakers, society and industry – and will doubtless remain so for many decades to come. We have therefore defined CO<sub>2</sub> reduction as one of our highest strategic sustainability priorities.

We acknowledge our responsibilities with respect to climate change and are examining a range of options for minimizing resource consumption and CO<sub>2</sub> emissions across all operations of the TOI TOI & DIXI Group. Our approach here centers primarily around avoidance and reduction. While we are also currently looking at improving our carbon footprint through voluntary offsetting of unavoidable emissions, this is not a priority.

**Building management:** A not insignificant proportion of the CO<sub>2</sub> emissions for which we are directly responsible originates from the operation of the buildings we use. These vary considerably in size and function – from office →



“In all my six years as a service driver, I’ve never generated as little CO<sub>2</sub> from my service runs as I do now. We’ve definitely shifted up a gear or two in our commitment to sustainability.”

**Fabian Haller, Service Driver**

# 56

households could cover their annual electricity needs with the five photovoltaic systems operated by the TOI TOI & DIXI Group in Poland.



## GRI 302-4, 305-5

buildings to warehouses and production factories. Moreover, because of our international market presence, they are located in a range of different climatic regions.

Our most effective lever for reducing our operational CO<sub>2</sub> emissions is the purchase of certified green heat and electrical energy, although it is difficult to make comparisons and develop internal benchmarks here as energy certification standards differ from location to location.

Alongside this, we also want to play a part in generating clean, renewable energy ourselves. To this end, we have to date commissioned photovoltaic systems at 5 locations in Poland with a total capacity of around 179 kWp. In addition, we have plans to install further photovoltaic plants at selected locations, and we are pushing ahead with low-energy building refurbishment. However, given that in many cases we only lease the buildings we use, these sorts of projects are often at the discretion of the building owners.

In our production buildings, we are also reducing our energy consumption and CO<sub>2</sub> emissions through the use of more energy-efficient production equipment and operating resources (*see p. 34*).

**Fleet management:** Switching our vehicle fleet to alternative powertrain technologies will definitely have a positive impact on our carbon footprint. Our passenger car fleet is relatively small – just 529 vehicles – so the potential leverage effect is low. Our main focus is therefore on our service fleet, which, at 2,700 vehicles and almost 78 million vehicle kilometers travelled, last year accounted for the majority of our total carbon footprint.



# 2,703

vehicles travelled 78 million kilometers last year

We have been working on route optimization for our service vehicle journeys for more than 20 years, and in that time we have succeeded in reducing the average distance between stops to a minimum. Our plan is to continue along these lines to further reduce our fuel consumption and continuously reduce our CO<sub>2</sub> emissions. We have set ourselves a further ambitious target in this regard – namely, we aim to reduce the distance between stops by a further 5% in the near-term future using intelligent management and telematics systems.

Another highly ambitious goal that we have set ourselves is to have at least 50% of all new goods vehicles entering our service fleet powered by alternative drive technologies by 2028. →

Our vehicle technology experts are working closely with a number of van and truck manufacturers to achieve this goal. The major challenges to be addressed include reducing total vehicle weight and increasing vehicle range.

An initial milestone on this path was reached at the end of 2022. We purchased our first

all-electric standard, commercially available service vehicle. This vehicle, fitted with a special superstructure, provides zero-emission transport and service support for portable toilet cleaning operations through its all-electric drive and auxiliary drive systems. A further benefit of the new technology is a marked reduction in the noise emissions of our cleaning processes.



# 50%

of all new service vehicles entering our fleet are to be powered by alternative drive technologies by 2028.

GRI 303-5

## Water & waste

Among the major environmental challenges to be addressed by our business model are water consumption and waste generation. We need to raise our game in both these areas. But as always, little will be achieved by action for action's sake, in either the short or the long term. Instead, if we are to effectively reduce our footprint in these two areas, we must devise specific, meticulously planned measures and take multiple different aspects into account.

Water consumption: Water clearly plays a key role in our core business. This valuable resource is essential for the use and cleaning of our portable toilets. We have therefore been working for many years on optimizing our water consumption, and we are committed to making further progress in this regard. In certain regions, water is scarce because of increasingly alarming periods of low rainfall and drought – a problem that will only be further exacerbated in coming years by climate change. In these regions in →



Our sanitary containers, too, can be installed at all sorts of locations, with or without a waste water connection. To ensure environmentally responsible and efficient waste water disposal in such situations, we have a fleet of state-of-the-art suction vehicles.

## GRI 303-5

particular, we are committed to playing our part by developing and implementing further optimization measures in areas within our scope of influence.

Our primary objective is to reduce our use of water from the drinking water network. In terms of the use of our portable toilets, one option for achieving this is to use rainwater. We continue to develop alternative solutions, and we are working with our partners to achieve effective improvements across our entire value chain.

Recent years have also seen reductions in the use of drinking water for cleaning our portable toilets. This applies both to processes at our service locations and to our mobile service operations. These reductions were achieved by conducting a comprehensive analysis of the water requirement for each process and then designing standardized filling mechanisms accordingly. We have also reduced the water consumption of our pressure washers to a minimum. In the case of our mobile services, this had an added benefit in the form of fuel savings from lighter loads carried by our service vehicles. →

## RAINWATER PILOT PROJECT

Going forward, we intend to scale up our collection, treatment and use of rainwater for service processes at selected service centers. To this end, we have started planning a pilot project at our location in Emmering, Bavaria.

Our goal is to generate between 1,600 and 2,440 liters of treated rainwater per working day (depending on the weather conditions) for use in our processes at Emmering. This water is to be collected from the roof surfaces of our administration building. The monthly water requirement for all services carried out at Emmering is around five million liters, based on 21 operating days per month.

The available daily volume of water from rainwater collection is estimated to equal the daily consumption of two service vehicles. This could potentially save 33,600 liters of drinking water monthly in our process-

es. Using special pumps and hoses, it would take just ten minutes to fill one service vehicles with 800 liters of rainwater. The rainwater retention tanks and treatment plant would be frost-resistant. Water drawn from the regular drinking water network would be the alternative source of supply on days with insufficient precipitation. All the required plant and equipment would be installed above ground, avoiding any need for earthworks.

As well as investigating the construction permit requirements and the skilled trades input needed for the installation of the collection and treatment systems, during 2022 we also drew up a capital investment budget for the project. The decision on further implementation is expected to be made in 2023, subject to factors such as renewing the lease for the administrative building.



## GRI 303-5, 306-2, 306-5

In terms of reducing consumption in our administration buildings, the solutions available are in many cases relatively simple. But here again, we are carefully reviewing exactly what measures will actually deliver the required outcome. For example, we are currently considering the installation of water-saving faucets and aerators, which reduce water use through the admixture of air. The savings achievable by this method may be modest, but so too is the expense involved.

**Waste water disposal:** Our job doesn't end with setting up and cleaning portable toilets, for there is another key task area that also demands a high degree of environmental responsibility: waste water disposal.

We are absolutely committed to meeting all environmental standards in this regard. In our core market of Germany, we are a certified, externally audited waste management operator under the German Circular Economy Act (KrWG). Similarly, our waste water disposal operations at all other locations worldwide use official disposal channels and are conducted in accordance with the highest quality standards.

We maintain strict compliance with stringent regulatory requirements, and we ensure there are no unnecessary impacts on the natural environment. We are also reviewing options for ensuring and optimizing the quality and environmental compatibility of our services that go beyond mere compliance with legal requirements.

**Waste management:** We are taking the most effective waste-avoidance measures right at the production stage by making long-life portable toilets that can be used for many years →



„My suction truck packs a mighty punch. Together, we can handle even the biggest of jobs. We pump out sanitary containers and septic tanks at large construction sites so everything can be disposed of in an environmentally sustainable manner.”

**Massimo Trainito,  
Suction Truck Driver**



Our locations are audited by various certification bodies and receive certificates confirming their compliance with international standards. We can therefore be confident of meeting the highest quality standards and providing first-class services to our customers.

## GRI 306-2, 306-5

before needing to be recycled or, alternatively, be disposed of as waste (see “Products & services,” p. 31).

Making products with long life cycles by design avoids the problems of premature scrapping and needless waste generation. We also avoid waste by reducing material use and reusing parts.

As well as these group-wide measures, our waste generation and management practices are optimized at the operating unit level. Any waste generated is sorted into categories, subject to the feasibility and commercial viability of professional waste disposal at the location in question. For example, at our locations in Ger-

many, we have implemented strict sorting of waste by component materials, and disposal by local municipal providers.

Our objective is to complete the implementation of a systematic waste management system in our business processes by 2025. But in order to define quantifiable milestones, we first need to have a reliable baseline to work from – because to be better tomorrow, we have to know where we are today. For this purpose, we plan to collect volumetric data for all categories of waste (paper, light packaging and recyclable materials, hazardous materials, non-recyclable waste, etc.) generated in the relevant processes and calculate equivalent weight figures. →

## LEARNING FROM EXPERIENCE

We have already recognized the many challenges to be faced in the area of waste management. The aim now is to share knowledge and learn from each other within the group. Building on insights from the data gathered in 2022, we will hold a series of workshops on the topic of waste management in summer 2023. The workshop will involve all the data controllers from the countries included in the TOI TOI & DIXI Group’s sustainability reporting scope of consolidation in the next reporting cycle.

The workshop participants will debate the challenges arising at the various locations and work together to identify solutions in all areas in which we have a direct influence on data collection and the reduction of waste.

However, we also know from experience that the quest for solutions in this area is not restricted to the em-

ployees of TOI TOI & DIXI. For example, some of our service locations are on multi-tenant leased sites where other tenants or the landlords themselves also generate waste and collect it via a shared container system. In such cases, we have to rely on partnerships with other stakeholders in improving our waste management outcomes.

Similarly, we often have to work with municipal or commercial waste disposal operators who may not always provide reliable data and information, particularly as regards volume-to-weight calculations and the different disposal channels. Switzerland is a very positive outlier in this context because of its particularly strict laws on commercial waste. At other locations, our work over the coming months will very much involve constructive cooperation with our stakeholders and partners alongside our own activities.

## GRI 306-2

We will then be able to analyze the causes of our waste generation and implement optimization measures. Naturally, this will include obvious improvements such as recycling, reduction, and avoiding the use of packaging. But another important step in our waste management journey will be to conduct a precise analysis and classification of waste disposal channels (recycling, thermal treatment, thermal disposal, landfill) at the various locations.

A further challenge in this context will be the fact that waste management systems and reg-

ulations differ from country to country, and in some cases even from city to city within countries. This will make it difficult to compare and standardize our waste management operations.

We will continue our active efforts to address these complex waste management challenges in the coming months, because there can be no doubt that in future years waste generation will become a significant cost and risk factor for businesses in our industry and also in many other industries. The same applies to our management of water resources.

# Chemicals

While the use of disinfectants and cleaning agents is essential for effective hygiene, we are determined to balance this with the needs of the environment. We are therefore constantly striving for solutions to reduce our use of chemical substances to an absolute minimum.

Every TOI TOI & DIXI Group hygiene solution is designed and produced with maximum attention to environmental considerations. A good example of this is the sachets used in our portable toilets. These ensure hygiene and reduce odors while at the same time complying with environmental standards. We are also conducting research into the use of biocide-free sanitary solutions that use bacteria and enzymes to compete with intestinal bacteria, providing a more eco-friendly alternative to conventional biocides. These are supplemented by agents that act via the air to neutralize odors.

In this action area also, we have, naturally, set ourselves a number of strategic goals. We aim to increase our use of biocide-free sanitary chemicals to the point where we are deploying alternative substances in 20% of all orders for portable toilets in our core markets. In the medium term we will therefore actively market biocide-free sanitary concentrates – and in doing so, actively meet the growing customer demand for alternative sanitary cleaning solutions. →



By 2025, we aim to increase the use of alternative substances, as a proportion of all agents used across all portable toilet orders in focus countries, to

20%

In order to attain these ambitious goals, we are assessing a number of commercially available alternatives to conventional sanitary chemicals. In 2022, for example, we tested the practical viability of a microbe-based alternative sold on the Netherlands market. A final decision is yet to be made because introducing new substances involves working through a multitude of critical factors.

We carefully determine what disinfectants are required to prevent bacteria and viruses from spreading and becoming a public health hazard. Before any cleaning agent or disinfectant can be used by TOI TOI & DIXI, it must meet a number of criteria, including the following:

- Effectiveness and performance
- Protection of employees' and customers' health
- Standardized properties for optimal use, dosage levels, and dilution
- Environmental compatibility and breakdown properties (e.g., hydrogen peroxide for disinfection of container tanks and pipelines)



“ The DIXI® GREEN unit in combination with biocide-free sanitary concentrate is doing well with our customers. We’ve also had positive feedback from users – including when we’re servicing the units on site here in Munich’s wonderful Isarauen nature reserve.“

**Franz Zacher, Service Driver**

GRI 2-7

# Employees

Under the “Employees” strategic pillar, we manage the sustainability topics that relate to the people who work for TOI TOI & DIXI. These material topics are structured into the following action areas: “Occupational health & safety,” “Training & professional development,” and “Diversity, respect & integration.”



Daniel Herling,  
Service Driver

GRI 2-7, 401-1

# The cornerstone of our success: our people

There can be no doubt that our people are critical to the success of our business. We thrive because we have people who enjoy working here at TOI TOI & DIXI, who identify with the company, and who are passionate about supporting their team – just as the team will return that support whenever it's needed.

And for us, as for any business, our best employees are those who stay with us. Like any other company, we are therefore committed to keeping staff turnover as low as possible – not just because we hate losing good people, but also because of the costs involved. Because one thing is clear: we owe our success in business first and foremost to our loyal employees.

**Human resources development:** In view of our plans for ongoing growth, thorough and comprehensive HR planning is clearly of the essence. At all levels and across all departments, we will continue to need highly qualified and motivated employees. We therefore regularly review our human resource capacity across all company sectors and departments, making targeted staffing adjustments wherever and whenever required.



“In our experience, our colleagues are at their most motivated when they feel they are being treated like partners. By showing them trust and letting them take responsibility for their work, we're making an active contribution to their ongoing professional development.”

**Anita Weldner, Head of Human Resources and Member of the TOI TOI & DIXI Sustainability Committee**

GRI 2-7, 401-1, 403-6

## WORKFORCE IN FIGURES\*

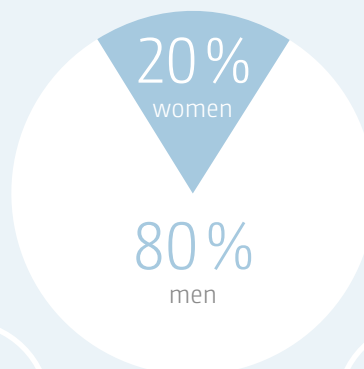
Total employees



Avg. age\*\*

41.2 years

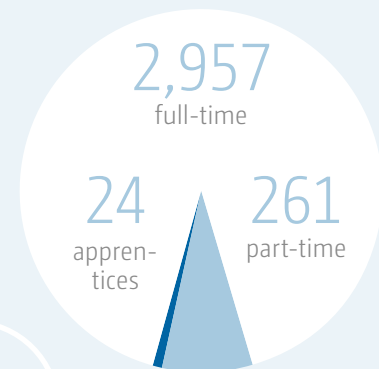
Gender ratio\*\*



Avg. length of service\*\*

6.5 years

Breakdown by employment type\*\*



\* as at December 31, 2022. \*\* in the focus countries.

# Occupational health & safety management

The “Occupational health & safety management” action area has many facets at TOI TOI & DIXI and is therefore a key element in our company’s success. After all, healthy employees enjoy their work and produce the best results.

TOI TOI & DIXI therefore applies a holistic approach in this area and looks at each individual’s needs and requirements. We endeavor to make each person’s specific work situation as conducive to good health as possible, and also

to encourage our employees to have a healthy lifestyle, with plenty of exercise and a healthy diet.

We have implemented a range of in-house measures to minimize any risk of health hazards and further optimize occupational safety. These are based on identification and analysis of potential risks in our core processes. Our sustainability management system also supports our process safety managers, whose job it is to continually reassess potential work hazards →



GRI 2-7, 403-5, 403-6, 403-9, 403-10

and, where necessary, put in place additional safeguards and ensure that our employees receive appropriate instruction.

The pleasing trend in our health and safety statistics highlights the effectiveness of the occupational health and safety management measures we have implemented over the years. The sickness ratio at TOI TOI & DIXI during the past reporting cycle totaled 10.7% across all countries within the reporting scope. The average number of sick days per employee during 2022 in the countries within the reporting scope was about five. There were no work-related fatalities during the 2022 year. The injury rate was 6.3%\*.

We will continue to give the “Occupational health & safety management” action area top priority. This includes taking all necessary steps to safeguard the health of our employees and offer them a work environment in which they are protected against risks and hazards.

To ensure we meet our high standards of occupational health and safety, we work very closely and in a tightly coordinated manner with all our employees. We run precisely targeted prevention and training programs to avoid accidents and occupational illnesses. Our key day-to-day health and safety measures for those of our staff who carry out physical work in our service operations include simplified loading and unloading solutions, lighter portable toilets, and personal protective equipment.



” The training that I provide turns staff into full-fledged occupational safety officers – it goes far beyond the usual occupational health and safety precautions. That makes our organization safer, across all companies in the group.“

**Thomas Bartos,**  
Team Leader Health & Safety and  
Quality Management

Other prevention measures include training courses in occupational health and safety and fire safety for all TOI TOI & DIXI employees. Going forward, we will be increasing the minimum required number of these vitally important courses in all countries of the consolidation scope.

\* In countries of the consolidation scope

GRI 2-7, 404-1

# Training & professional development

Ongoing training and professional development across all departments and units is the key to a skilled and motivated workforce. Expanding the range of further training and professional development programs and increasing the number of professional development hours for TOI TOI & DIXI Group employees therefore feature among our strategic goals in this action area.

The average number of professional development hours in the 2022 year taken across all departments and units and aggregated for all reporting countries was 4.9 hours. We plan to increase that number in future, particularly in areas where a specific need is identified. Department managers conduct regular interviews to determine the training and development needs of individual employees. They also coordinate closely on these needs at workforce level with the general managers of their operating companies. This systematic, consultative approach enables us to identify our employees' strengths and interests, develop their abilities, and utilize their skills even more effectively.

The initiatives that we intend to extend further include digital training courses provided via a central learning platform. Some of these courses are included as compulsory or optional elements in our further training and professional development syllabus. The learning platform is already available online for employees in 20 countries and is structured so that specific training



“Not even the software developers here at TOI TOI & DIXI think of their colleagues as just another number. I'm proud to be part of a company in which every person is valued for who they are and the talents they possess.”

**Maurice Hailovic, Student in the dual studies program Business Informatics**

courses can be assigned to individual employees. Our ultimate aim here is for every employee to be able to follow exactly the training programs that are relevant to their needs, their work area, and their duties. →

## GRI 2-7

## Talent management at TOI TOI & DIXI

We promote talented employees, so that they in turn will one day be able to promote the fortunes of our business. To this end, we have put in place processes that enable us to identify the talents and strengths of our dual-track students, working students and apprentices with a view to helping these promising young people along their way into their chosen specialist or leadership careers.

In practice, this means offering young talent extra one-on-one time with our leadership personnel and giving them opportunities to attend industry events and take special training courses – all with the aim of kindling their interest in our company so that they feel motivated to stay.

Our talent management system embodies our philosophy that success happens when talented and motivated employees are given freedom to act and allowed to take responsibility and contribute their own ideas.



Whenever starting a new venture, we believe in getting it right from the outset. The TOI TOI & DIXI Group Academy, for example, gained official certification as an education provider immediately after its establishment in 2022. We are currently engaged in designing specific training courses and programs. The academy has a clearly defined mission: to enable jobseekers to enter (or re-enter) the labor market, and to offer skilled training programs to allow them to obtain employment in attractive and skilled work environments – ideally as drivers or service employees for the TOI TOI & DIXI Group.



GRI 2-7, 2-19, 405-1, 406-1

# Diversity, respect & integration

**D**iversity and showing respect for one another are part of our TOI TOI & DIXI corporate culture, lived and practiced every day. To ensure these values are communicated to all our employees right from their first day on the job, we have included principles to this effect as an integral part of our code of conduct.

Being an international group, TOI TOI & DIXI encompasses a wide range of nationalities. We attach great importance to ensuring that our everyday dealings with one another are based on mutual respect at all times, regardless of gender, ethnic origin, religion or cultural background. Our strength is built both on what we have in common and on what makes us different from each other.

#### Clear rules:

- Compliance with our code of conduct is mandatory for all managers and employees.
- When putting teams together, we ensure that different generations are represented, and that all members are respectful in their dealings with one another.
- We encourage active and open knowledge-sharing between our employees.
- Experienced employees act as mentors for junior employees.

Diversity, respect and integration have always been high on the TOI TOI & DIXI agenda. Equal treatment for all employees is continuously monitored and safeguarded by our HR and compliance management system. Moreover, it is a clearly stated rule at TOI TOI & DIXI that no



” What’s the secret to our repeated success in driving innovation? The fact that we work in diverse teams and are always open, respectful and constructive in our dealings with one another.”

**Stephanie Eisoldt, Engineer**

dimension of diversity (gender, nationality, ethnic origin, religion and world view, disability, age or sexual orientation or identity) shall cause any employee to be disadvantaged in terms of the duties they are given or the remuneration they are paid.

To ensure that our rules are applied by all employees throughout the group structure, our regular employee satisfaction surveys will from now on include questions on these aspects of diversity, respect and integration.

GRI 2-28

# Appendix

53	Social engagement & initiatives
55	Key performance indicators “Products & Services” “Environment” “Employees”
60	GRI Content Index
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## Social engagement & initiatives

**A**s a business enterprise, TOI TOI & DIXI conducts its activities in accordance with a clearly defined business purpose. Our sustainability activities generally also tie in directly with our core business. But at the same time, our organization is a part of society. That means we listen to the concerns of various stakeholders and support local communities – regardless of any direct commercial purpose. Moreover, as a taxpayer, we also make an important indirect contribution to the social development initiatives of local municipalities.

For us, being a market leader goes beyond competing with other companies. It encompasses taking responsibility both for the positive transformation of our industry and for fair competition that rewards investment in sustainable technologies and business models. That is why, for example, we are a long-standing member of the Federal Association of the German Waste Management, Water and Environmental Service Industries (BDE), where we will in future be pushing even more forcefully for positive transformation.

We are also actively involved in various associations, initiatives and organizations in many other countries. The paragraphs that follow touch on just a few examples of these.

**Poland.** Our national operating company in Poland is a member of the Polish Chamber of Commerce, where it is actively involved in a working group dedicated to safeguarding the rights and representing the interests of workers in the waste management and sanitation industries. This body also has legislative input in various areas relating to the waste management industry, including protection against unfair competition, and anti-discrimination initiatives for employees.

Our colleagues in Poland are also committed to sustainability in other ways. For example, they regularly take part in drives for the collection and proper disposal of disused mobile telephones via a specialist e-waste company.

**Austria.** Our colleagues at TOI TOI Mobile Sanitärsystem in Austria last year supple- →

GRI 2-28, 305-5

mented our group-wide CO<sub>2</sub> reduction measures with their own CO<sub>2</sub> offsetting initiative. In 2022 alone, they offset over 900 tons of CO<sub>2</sub> by investing in Gold Standard-certified climate protection projects in cooperation with a respected carbon offsetting partner.

**The Netherlands.** Our company in the Netherlands has a similar outlook and likewise engages in carbon offsetting. The company is also a member of “Logistiek 010,” an initiative promoting cleaner, more efficient urban logistics in the interests of making the city of Rotterdam cleaner and healthier. The initiative’s membership is made up of transportation companies, government representatives, research institutes and educational institutions – all of them committed to a clearly defined goal: zero inefficient journeys, zero emissions, and zero traffic congestion in Rotterdam.

Our colleagues in the Netherlands are also actively involved in a research project initiated and spearheaded by Wageningen University. The objective of the project is to identify potential solutions for increasing the recycling and reuse of waste water.

**Czech Republic.** Our colleagues at our national operating company in the Czech Republic are members of various organizations in which they have opportunities to push for greater sustainability. These include the music festival association FESTAS – festivalová asociace z.s. – and the construction industry association Svaz podnikatelů ve stavebnictví.

**USA.** In the USA, our company is a member of PSAI (Portable Sanitation Association International), an organization that provides information and transparency for the portable sanitation industry and that is increasingly also focusing on sustainability issues.

In 2022, the TOI TOI & DIXI central sustainability management team once again learned a great deal about the social engagement activities of their colleagues around the world. This engagement and active involvement in social initiatives often goes far beyond mere duty and compliance with national laws. Looking ahead, we intend to foster greater group-wide dialog regarding the various examples of social engagement and involvement in social initiatives in our operating companies. Our purpose in this is to identify and share best practices within our group and to harness the energy of mutual inspiration to raise our corporate sustainability game

# Key performance indicators

The race is on, and companies in all industries are currently busy formulating corporate sustainability strategies and setting targets. However, sustainability strategies – and efforts to manage a business in alignment with them – can only be as good as the data used to develop and steer them.

That is not to say that data, on its own, is any guarantee of success. Success in transitioning our entire business model toward greater sustainability will ultimately come down to the specific measures taken – concrete steps to reduce waste and the consumption of heat energy, electricity, and water.

But it all has to start with numbers, with data. We need to know exactly what we are consuming and what externalities we are generating before we can begin to identify causes and implement countermeasures. That's easier said than done, because while the collection of financial data is a time-hallowed practice followed assiduously by all good business enterprises, the management of sustainability data is a new discipline that is still being developed. This is the path we are on right now – a path that we are pursuing with single-minded determination.

Specifically, this means we are educating our data controllers at our various locations: making them aware of the relevance of sustainability performance indicators and giving them the necessary guidance and tools. We are making them part of the solution.

These are of course challenges that we share with many other companies. But we are also doing something that, so far as we can tell, few other companies are doing: being absolutely transparent about what our data covers and what it does not. We have taken this approach for two reasons. Firstly, we want – even at this early stage – to give our stakeholders a complete picture of where we stand. And secondly, we want to demonstrate that we are very serious about our sustainability path and are therefore constantly refining it as we go along.

In this spirit, the information that follows documents current state of our data collection in the five countries included in this report's scope of consolidation. We will build on this in future years as we steadily build up our baseline.

In the individual countries, the information covers all locations for which data is collected by our central Controlling department. This comprises 102 locations in Germany, 34 in Poland, 5 in the Czech Republic, 14 in Switzerland, and 9 in Spain. At this stage, not all locations report robust sustainability data to our central Controlling department and sustainability management function. The corresponding coverage ratios are shown in the tables that follow.

For reasons of comparability and internal benchmarking, we have used standard emission factors.

GRI 301-1, 301-2

## KPIs for the “Products & Services” strategic pillar

Internally produced and delivered toilet cabins						
	Germany	Poland	Czech Republic	Switzerland	Spain	Total
Number of portable toilets (PTs) delivered	15,253	712	862	1,232	1,462	19,521
Number of TOI HYGIENE+	2,262	0	44	0	0	2306
Number of PTs with wash basins	12,213	690	352	418	1462	15,135
thereof, number of wash basins retrofit kits	2,868	0	510	0	0	3,378
number of DIXI® PLUS PTs <sup>1</sup>	4,594	0	0	506	0	5,100
number of DIXI® GREEN PTs with at least 50% recycled material	382	0	0	0	0	382

1) DIXI® PLUS are marketed under the following names by the following national operating companies: TOI® PLUS.



## GRI 302-1

## KPIs for the “Environment” strategic pillar

Electricity						
	Germany	Poland	Czech Republic	Switzerland	Spain	Total
Electricity (kWh)	3,660,126	784,970	187,105	266,664	109,606	5,008,471
Number of locations <sup>1</sup>	102	34	5	14	9	164
thereof, locations already reporting (coverage ratio)	75%	44%	83%	79%	100%	71%
locations that heat with electricity <sup>2</sup>	22	1	5	9	9	46
locations with all-inclusive rent <sup>3</sup>	19	18	1	3	0	41

In 2022, the electricity consumption included in this report's scope and recorded to date accounted for 2,179 metric tons of CO<sub>2</sub> emissions. Emission factor: 0.435 kg CO<sub>2</sub>/kWh.

(Source: German Environment Agency (UBA), reference value for CO<sub>2</sub>/kWh in Germany's electricity mix in 2022)

- 1) Locations in each reporting country that are material for reporting and for which data is collected centrally by Controlling
- 2) The electricity requirement figures for the reporting countries Spain and Switzerland appear disproportionately high due to the high rate of electricity-based heating
- 3) In the case of leased locations with all-inclusive rent, we are currently unable to provide accurate water data for the reporting period because our landlords generally did not provide any data by the copy close date

Heat energy from gas and fuel oil						
	Germany	Poland	Czech Republic	Switzerland	Spain	Total
Heat energy (kWh) (natural gas and fuel oil, excl. electricity)	9,737,251	1,285,120	123,414	61,016	0	11,206,801
thereof, natural gas (kWh)	1,263,590	153,950	0	60,390	0	1,477,930
thereof, fuel oil (kWh)	8,473,661	1,131,170	124,414	626	0	9,729,871
Number of locations <sup>1</sup>	102	34	5	14	9	164
thereof, locations already reporting (coverage ratio)	61%	42%	100%	40%	0%	53%
locations that heat with electricity <sup>2</sup>	22	1	3	9	9	44
locations with all-inclusive rent <sup>3</sup>	19	18	3	3	0	43

In 2022, the natural gas consumption included in this report's scope and recorded to date accounted for 298 metric tons of CO<sub>2</sub> emissions. Emission factor: 0.202 kg CO<sub>2</sub>/kWh.

(Source: German Environment Agency (UBA), CO<sub>2</sub> Emission Factors for Fossil Fuels, 2022 Update)

In 2022, the fuel oil consumption included in this report's scope and recorded to date accounted for 2,588 metric tons of CO<sub>2</sub> emissions. Emission factor: 0.266 kg CO<sub>2</sub>/kWh.

(Source: German Environment Agency (UBA), CO<sub>2</sub> Emission Factors for Fossil Fuels, 2022 Update)

- 1) Locations in each reporting country that are material for reporting and for which data is collected centrally by Controlling
- 2) The non-electricity-based heating figures for the reporting countries Spain and Switzerland appear disproportionately low due to the high rate of electricity-based heating
- 3) In the case of leased locations with all-inclusive rent, we are currently unable to provide accurate water data for the reporting period because our landlords generally did not provide any data by the copy close date

303-5, 305-3

### Diesel (service vehicles)

	Germany	Poland	Czech Republic	Switzerland	Spain	Total
Diesel <sup>1</sup> (liters)	5,766,003	3,148,520	810,832	528,127	400,499	10,653,981
Number of locations <sup>2</sup>	102	34	5	14	9	164
thereof, locations already reporting (coverage ratio)	100%	100%	100%	100%	100%	100%

In 2022, the diesel consumption included in this report's scope and recorded to date accounted for 32,580 metric tons of CO<sub>2</sub> emissions. For reasons of comparability and internal benchmarking, we have used the standard emission factor of 3.058 kg CO<sub>2</sub>/kWh (well to wheel). (Source: GEMIS 5.0 and German Environment Agency (UBA) 2022).

1) Service vehicle diesel consumption was calculated using the vehicle-kilometers-traveled data, as recorded by Accounting, and the average consumption of the vehicle types used. This figures do not include diesel consumption attributable to mobile service processes (e.g., high-pressure cleaning at customer sites) powered by the vehicles' engines. From Q4/2023 on, data on the actual number of liters filled will be captured thanks to the universal introduction of fuel cards.

2) Locations in each reporting country that are material for reporting and for which data is collected centrally by Controlling

### Water

	Germany	Poland	Czech Republic	Switzerland	Spain	Total
Water (m <sup>3</sup> )	102,184	0	9,083	8,168	7,508	126,943
Number of locations <sup>1</sup>	102	34	5	14	9	164
thereof, locations already reporting (coverage ratio)	76%	0%	100%	82%	56%	60%
locations with all-inclusive rent <sup>2</sup>	19	18	0	3	0	40

In 2022, the water consumption included in this report's scope and recorded to date accounted for 27 metric tons of CO<sub>2</sub> emissions.

Emission factor: 0.2167 kg CO<sub>2</sub>/kWh.

(Source: GEMIS 5.0). The reporting here covers only the upstream processes (collection, extraction, treatment, transport), not downstream processes (waste water disposal, etc.)

1) Locations in each reporting country that are material for reporting and for which data is collected centrally by Controlling

2) In the case of leased locations with all-inclusive rent, we are currently unable to provide accurate water data for the reporting period because our landlords generally did not provide any data by the copy close date

GRI 401-1, 403-9, 403-10, 404-1

## KPIs for the “Employees” strategic pillar

Employees						
	Germany	Poland	Czech Republic	Switzerland	Spain	Total
<b>Number of employees</b>	2,114	652	183	137	156	3,242
thereof, men	1,679	532	145	121	127	2,604
thereof, women	435	120	38	16	29	638
<b>Employees, by employment type</b>						
full-time	1,766	618	167	127	152	2,830
part-time	122	5	9	10	4	150
apprentices	24	0	0	0	0	24
dual-track students	14	0	0	0	0	14
mini-job	81	0	5	0	0	86
inactive <sup>1</sup>	107	29	2	0	0	138
temporary employees/full-time	27	6	0	26	3	62
temporary employees/part-time	0	0	0	0	0	0
<b>Avg length of service in years</b>	8.25	6.15	8.32	5.66	4.12	7.5
<b>Avg age</b>	42.18	39.9	40.56	39.96	35.5	41.2
<b>Number of injuries</b>	127	26	20	31	0	204
thereof, on the way to/from work	7	1	0	0	0	8
Fatalities	0	0	0	0	0	0
<b>Number of training courses</b>	1,357	20	11	11	172	1571
Training hours	14,609	152	58	166	1,018	16,003

1) Employees in a valid employment relationship who are not available to the company due to long-term illness, maternity leave, parental leave or a release from work

# GRI Content Index

The TOI TOI & DIXI Group Sustainability Report is based on the Sustainability Reporting Standards of the Global Reporting Initiative (GRI) for the 2022 reporting cycle. The GRI content index

refers to the respective information in the inner part of the report with reference to the standards of the GRI and using the corresponding nomenclature.

GRI 1 used: GRI 1: Foundation 2021

GRI Standards	pages / other references	comment
<b>GRI 2: General Disclosures 2021</b>		
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