



#zukunftsleister

Sustainability Report 2023



Klüh Service Management GmbH is an international multiservice provider based in Düsseldorf, Germany. Founded in 1911, the family-owned company has many decades of experience in the area of infrastructure services.



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We intend to take an innovative and sustainable approach to pursuing the growth trajectory we have embarked on.

Josef Klüh, Chairman of the Advisory Board

The coronavirus pandemic greatly changed the way we work together and the shift to a new way of working is continuing. As a result, the requirements relating to buildings and the associated services are also changing. Everything must be more flexible, smarter and more sustainable. As a multiservice provider, we are used to actively addressing such pivotal future issues and developing the necessary solutions. That is why we also consider ourselves to be #zukunftsleister – the service innovator.

In the 2023 business year, our turnover exceeded one billion euros for the first time. This very successful result is evidence that we again more than fulfilled our role as a solution provider last year. You will find the figures in the financial section of this Sustainability Report. To ensure our success in pursuing our growth trajectory in the future as well, we took a number of steps in 2023. These included enlarging our Advisory Board. The three new members – Ahlem Sehili-Klüh, Dr. Karl Hans Arnold and Uwe Baust – will contribute their specific expertise and experience to enabling the company to master the growing challenges of its increasingly dynamic markets.

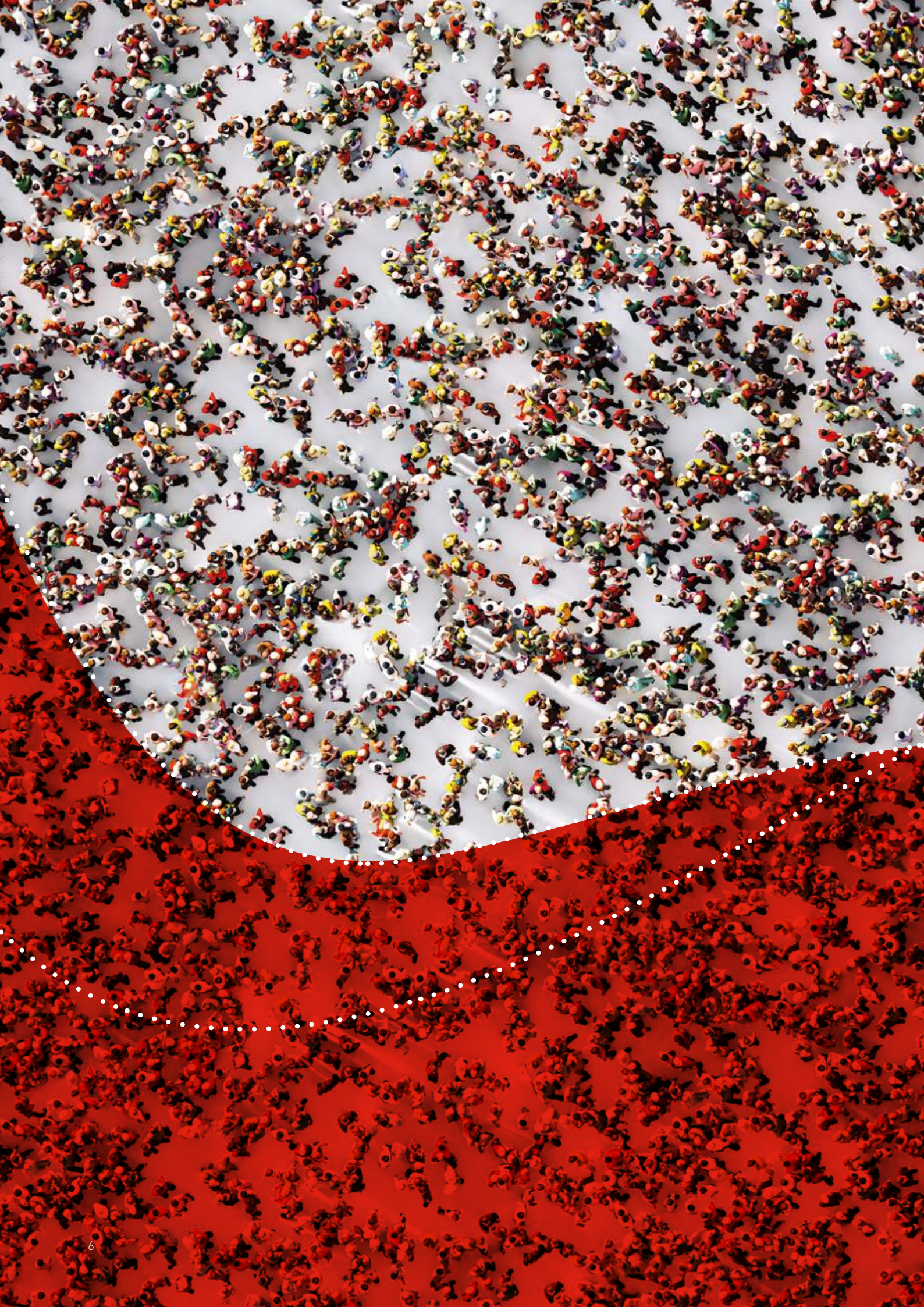
We are aware that commercial success is increasingly tied to sustainable management. Moreover, most of our clients are sharpening their focus on sustainability. Since our corporate philosophy has always been based on our passion for delivering services to our clients, we therefore strengthened our sustainability activities in 2023 and

systematically pursued the sustainability strategy we implemented in 2022. This Sustainability Report describes what we have already achieved and the goals we have set for the future.

As we are a labour-intensive service provider, social aspects are as important to us as environmental issues. We provide our employees with perspectives and assume social responsibility. Each year, we support selected charitable organisations and projects via the 'Wir für Düsseldorf' donation initiative. In addition, the Klüh Foundation provides generous annual funding for science – in both key medical and environmental fields.

I am pleased to present our Sustainability Report 2023 and hope you enjoy reading it.

Josef Klüh
Chairman of the Advisory Board





About us



1911

Josef Klüh (the grandfather) establishes a cleaning company that occasionally employs up to five people.



1962

Elisabeth Klüh-Thron passes the business to her just 20-year-old son Josef. The company's success develops rapidly. In 1964, thanks to his skilful marketing and passion, Klüh has become one of the market leaders in the region in and around Düsseldorf and soon too throughout North Rhine-Westphalia.



1991

The company expands with the targeted acquisition of WSD (Wach- und Sicherheitsdienst GmbH Co. Zentrale KG). The foundation stone for Klüh Security is laid.

2000

International expansion begins with a contract for the newly constructed airport in Athens.

1938

Josef Klüh (the father) takes over the company. Following his death in Vitebsk (now in Belarus) in 1943, his widow Elisabeth Klüh-Thron and grandmother Maria Klüh courageously restart the business in 1946.

1976

Klüh already employs 3,000 people. Klüh Clinic Service is founded to provide services to the healthcare sector.



1992

Outsourcing developments in the healthcare sector lead to the establishment of Klüh Catering.



A successful family-owned company since 1911

For more than 100 years, the 58,604 employees of the Klüh Group have delivered infrastructure services from 20 locations across Germany and six international branches. Our seven divisions – Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport Service and Integrated Services – offer both individual

services and multiservice concepts. The company has always been characterised by quality and innovation. Expanding the use of digital technologies is as natural to Klüh as its efforts to increase sustainability – both in its services for clients and within the organisation itself.



2014

Josef Klüh is honoured as Düsseldorf's Citizen of the Year in the entrepreneur category.



2018

Klüh subsidiary Berkeley is named 'Cleaning company of the year' in Dubai.



2020

The coronavirus has the world firmly in its grasp, resulting in the creation of new ways of working and living together. Throughout the year, Klüh is in great demand to provide support in many areas and in its role as a hygiene specialist.

2023

The Klüh Group's turnover tops one billion euros for the first time.

2011

Klüh turns 100 and already employs 41,000 people in eleven countries.



2017

Klüh Catering celebrates its 25th anniversary. Klüh Service Management Nederland B.V., the market leader in aircraft cleaning at Amsterdam's Schiphol Airport, celebrates its 15th anniversary.



2019

Klüh wins prestigious awards for customer confidence and customer satisfaction and as an employer. The company also continues its growth trajectory, making an acquisition to strengthen its footprint across Germany.



2022

Company owner Josef Klüh celebrates his 80th birthday in January. This special birthday coincides with another anniversary: 111 years of Klüh.





Netherlands

Poland

Germany

Turkey

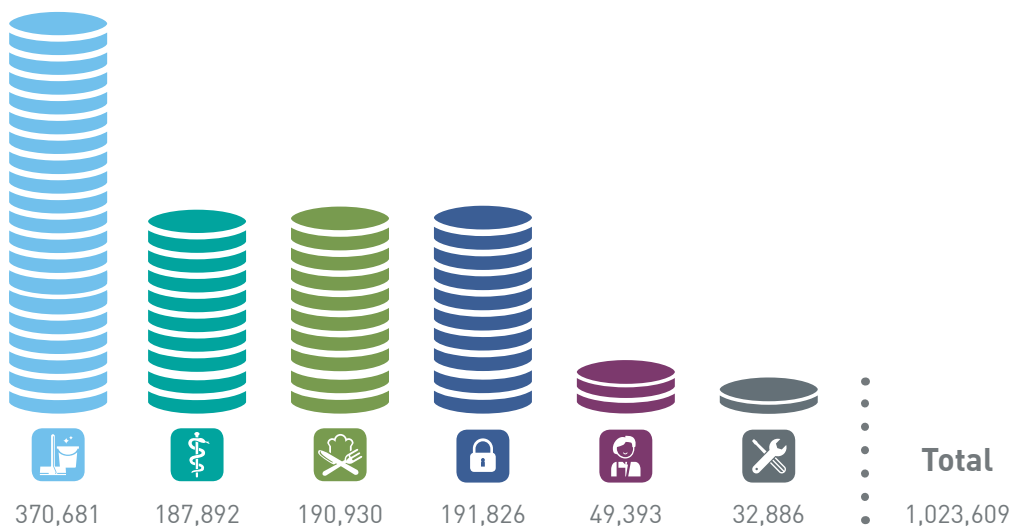


Our 2023 business year

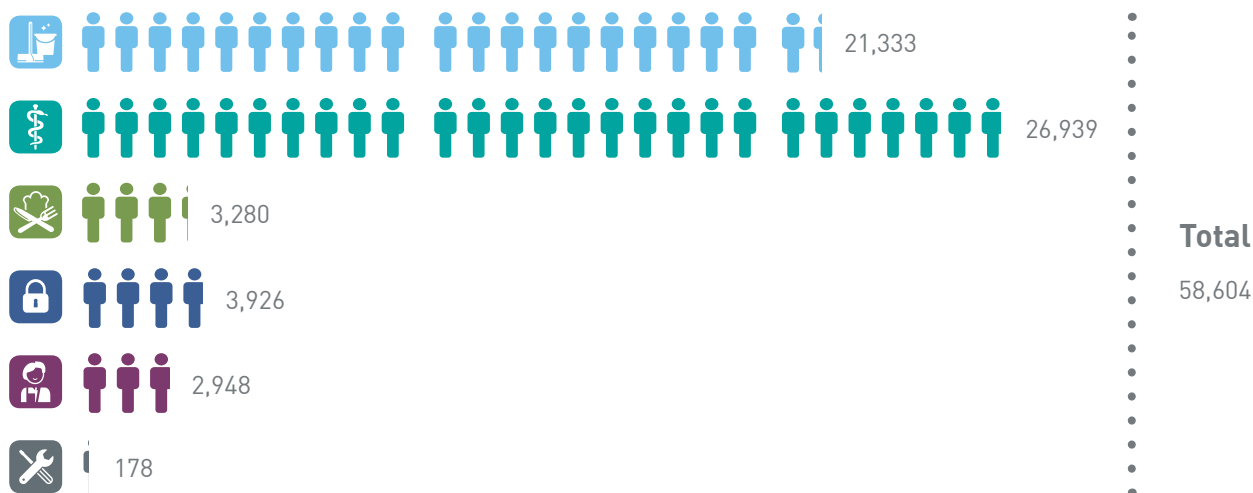


Turnover in 2023

thousand euros



Employees in 2023



Turnover exceeds one billion euros for the first time

2023 was a particularly successful business year for the Klüh Group with turnover topping one billion euros for the first time in the company's history. All business areas and divisions contributed to this success.



Cleaning

Using alternative technologies, reconditioned equipment and increasingly biodegradable cleaning agents, Klüh Cleaning ensures hygienic cleanliness in its clients' buildings in Germany and abroad. To continuously improve the quality of its services, the division is focusing strongly on digitalisation. This is helping Klüh transition its services to on-demand models and enabling clients to reduce the use of valuable resources. In 2023, this strategy was a key enabler in attracting new clients and growing turnover by 12.2%.



Catering

For more than 30 years, Klüh Catering has been committed to innovative catering concepts and delivering good food to its clients' diners. Today, there is a growing focus on alternative menus, regional ingredients, the reduced use of resources and animal welfare. In 2023, new concepts such as 'We love green' and our AI-based waste management system helped the division to attract new clients and grow its business by 7.6%.



Security

This Klüh division makes an important contribution to security in Germany and beyond. Its long-standing clients include many highly security-relevant organisations such as airports, utility companies and healthcare facilities. Klüh Security has a reputation for its customised high-quality security concepts and well-trained employees who receive advanced training at the Klüh Security School. In 2023, the division grew its turnover by 11.0% which was attributable to an increased appetite for travel and an upswing in all aviation-related services following the coronavirus pandemic.



Airport Service

Klüh does not report Airport Service turnover separately but includes it in the figures for the Cleaning and Security divisions. The company provides customised security solutions to clients such as airports, airlines and ground handling companies. When it comes to aircraft cleaning, Klüh satisfies the high standards of hygiene specified by the industry.



Clinic Service

This division is the hygiene specialist for healthcare facilities such as hospitals, rehabilitation centres and homes for the elderly. The Klüh Clinic Service portfolio covers the cleaning and disinfection of surfaces, hygienic bed preparation and the sterilisation of medical products, satisfying the particularly high standards specified by DIN 13063. In 2023, the division saw turnover increase by 6.3%. This was due in part to the success of service companies operated in conjunction with various clinics and university hospitals.



Personnel Service

As the specialist for temporary staff placement, direct placement and personnel recruitment, this division supports clients in the public sector, trade and industry and private companies when they face short-term staffing issues. The very strong growth in turnover of 62.0% in 2023 was achieved solely by Klüh's international companies. In Germany, the business was discontinued due to the shortage of qualified labour.



Integrated Services

This division takes over when a client wishes to use more than one of Klüh's services. In a modular approach, clients choose which services they want Klüh to provide. Integrated Services can also fully manage all infrastructure services on the clients' behalf. This division's turnover declined by a slight 5.1% in 2023; it is reported in the turnover of Facility Management.



Targets



Sustainable management



Improved data recording



Increased certification



Our sustainability approach



The path to sustainable management

Klüh can look back with pride on more than 111 years of success. Throughout this time, the company's philosophy has been based on a passion for delivering services to its clients. Klüh has summarised its key values in a Code of Conduct. Sustainability has always been an important part of the company's DNA and one aspect of its long-term corporate focus. As a labour-intensive service provider with a long tradition, Klüh is committed to acting in the interest of

people and to sustainably preserving the value of their environment. To Klüh as a multiservice provider, sustainable management means, above all:

- Increasing value for clients
- Maintaining a culture of innovation
- Being an attractive employer
- Preserving resources – both within the company and in the services provided to clients

Klüh's path to sustainable management

The contributors to sustainability – an interdisciplinary concept for the entire organisation



Sustainability strategy implemented in 2022 provides direction

With the establishment of the CSR team in 2022, Klüh embarked on a structured sustainability pathway. The interdisciplinary team includes the Management Board and specialists from Quality Management. It plays a key role in implementing Klüh's sustainability strategy because it is responsible for ensuring the better evaluation of all necessary data relating to the consumption of electricity, energy, fuel and water, the use of chemicals and waste volumes.

In his role as Head of Sustainability, Thomas Keßeler manages, implements and ensures our sustainability activities and leads the CSR team which meets regularly and receives training from the Centre for Sustainable Corporate Management at Witten/Herdecke University (ZNU). The members of the CSR team provide information to Klüh's managers. Targets and specific measures are defined by the holding company and divisions and reviewed by Quality Management. In this way, Klüh ensures that sustainable management is taken seriously

and implemented continuously throughout the organisation. 'One goal of the chosen pathway is certification in accordance with the *ZNU Standard – driving sustainable change*,' explains Keßeler.

The ZNU sustainability review in 2022 showed that Klüh was on track to establishing an adequate sustainability management system. Klüh went on to analyse the expectations of its stakeholder groups and performed product and hotspot screening. In this way, the company identified the sustainability risks and benefits as well as the key sustainability issues. The materiality matrix reflects the company's focus on people. The satisfaction of its clients and employees are material aspects of Klüh's business operations. Targets were allocated to the relevant issues and measures defined for each division to achieve these targets. In preparation for its CSRD reporting obligations, Klüh has purchased leadity's software to optimise data collection and performed a CSRD gap analysis in October 2023.



A structured
sustainability pathway
since 2022

Thomas Keßeler,
Head of Sustainability



Client satisfaction ensures our future viability

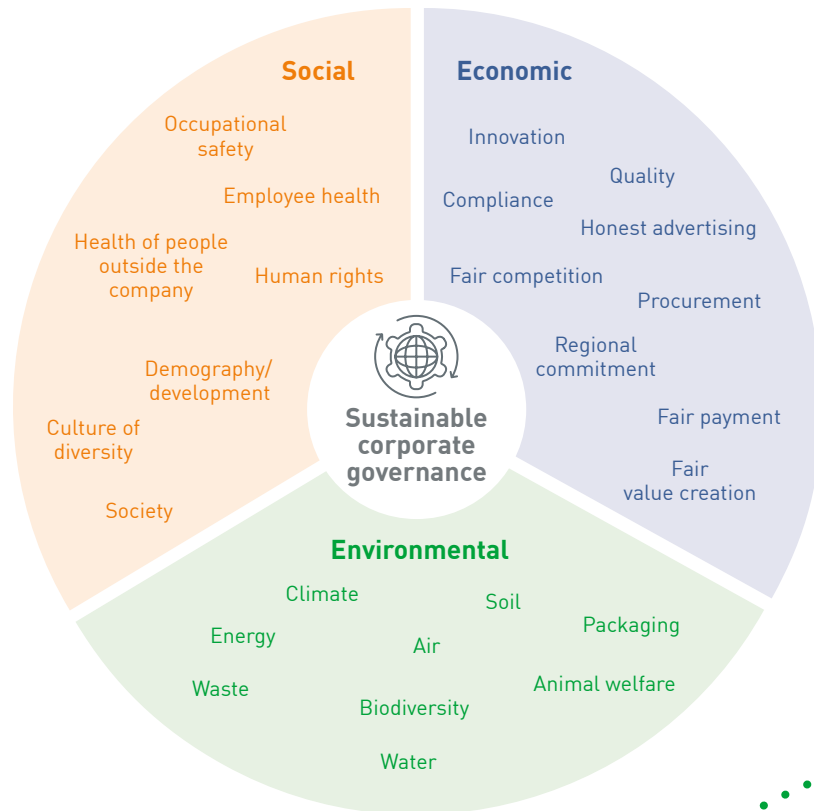
Every day, our employees deploy their Klüh-specific expertise to contribute to clients' satisfaction and thus ensure the company's future viability. Thanks to them, Klüh is able to offer excellent service backed by decades of experience. This ensures the company's proximity to its clients – the ideal basis for good client relations. Quality and client proximity allow Klüh to grow and, in the long term, secure and expand its commercial success and market position. In this way, Klüh can make a significant contribution to creating and preserving jobs. Thanks to its innovations, to which the Center of Digital Excellence makes a substantial contribution, Klüh is addressing the key future issues of sustainability and digitalisation in the market. You can read more in Chapter 'Our digital transformation pathway'.

Employee diversity from around 122 countries

Klüh is a signatory to Germany's corporate Diversity Charter and maintains an organisational culture that is characterised by mutual respect and esteem. The company employs people from around 122 different countries – people with different skin colours, ethnicities, cultures and religions. Acceptance and tolerance are therefore part of the corporate culture at Klüh. Its employees' diverse experiences are key to Klüh's success in offering a wide range of services to many sectors worldwide. To avoid the effects of the growing shortage of qualified labour, Klüh offers its employees extensive training and development opportunities coupled with occupational health management. The multiservice provider is firmly anchored in society and is committed to social issues. You can read more in Chapter 'Our responsibility as an employer'.



Sustainability issues at Klüh



Reduced use of resources

Klüh's materiality matrix shows that environmental aspects are to be found in climate and waste issues in all divisions, in water consumption by Cleaning and in animal welfare in Catering. The company is cutting its use of resources wherever possible. Specifically, this means reducing the use of cleaning agents and water in the Cleaning division and cutting food waste in Catering. Whereas data collection in respect of cleaning agents and food waste is well advanced at Klüh, measuring water consumption is proving a challenge because this resource is used at clients' premises and its consumption is measured there. You can read more in Chapter 'Our handling of natural resources'.



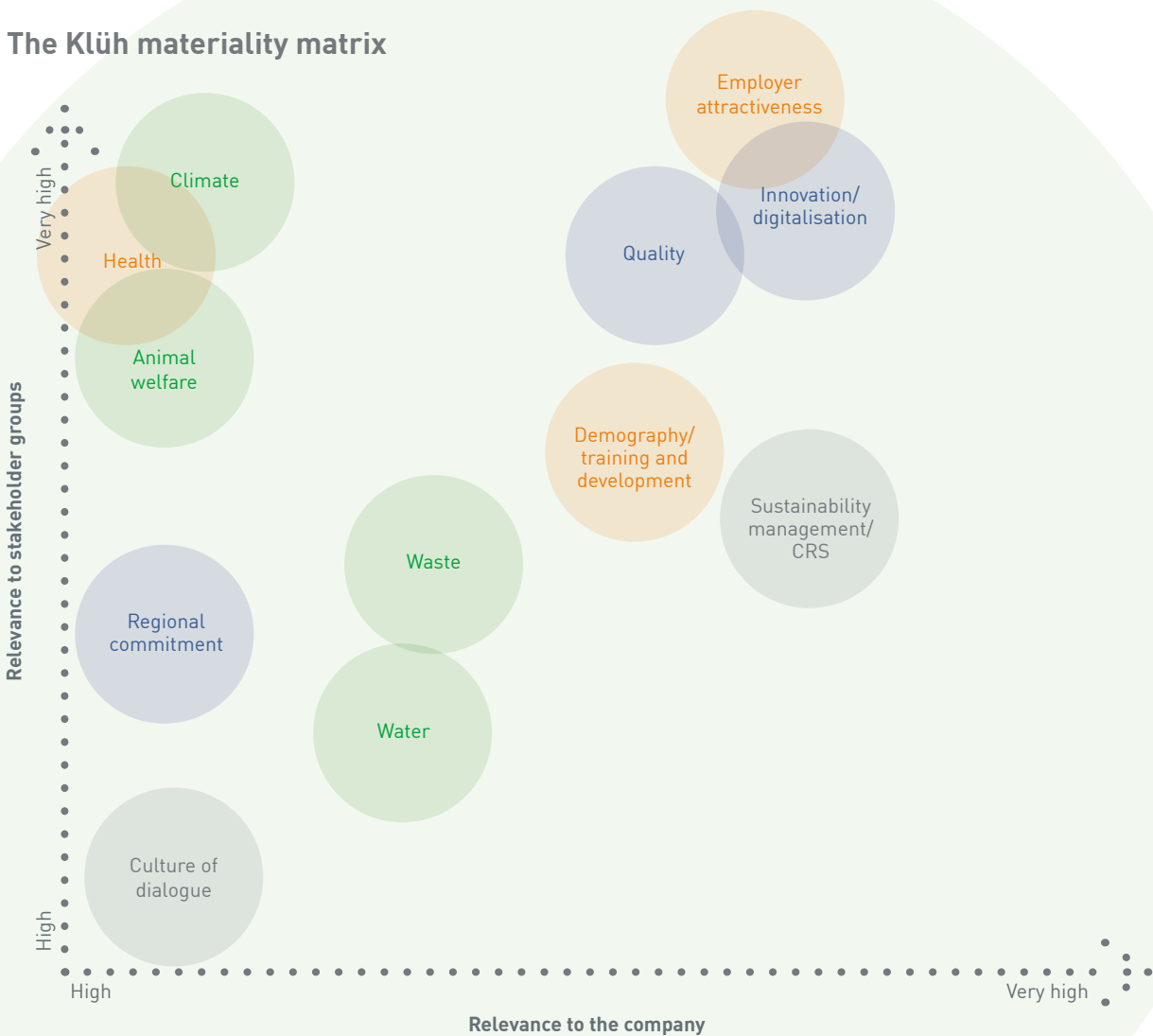
Compliance with standards guaranteed

Klüh uses various management systems for quality, health, environmental protection, energy and safety. These systems are recertified at regular intervals in accordance with standards such as DIN EN ISO 9001, 13549, 14001, 50001 and 45001, SCC regulations, DIN 77200-1-2017 and DIN 130063-2021-09. Klüh has also satisfied the requirements of Germany's Supply Chain Due Diligence Act by implementing an appropriate risk management system. The measures taken include creating the Supply Chain Due Diligence Act Working Group and appointing a Human Rights Officer who reports directly to the Management Board and provides regular updates about the status of activities. In addition,

Klüh has established a whistleblower system that can be used by the company's own employees, people who work elsewhere in the supply chain and anyone else who becomes aware of possible breaches to report human rights and environmental risks.

The following chapters provide further information about the various measures taken by the Klüh Group on its path towards sustainable management and describe individual projects in the Catering, Cleaning and Security divisions that contribute particularly to achieving our sustainability strategy.

The Klüh materiality matrix



Social, environmental, economic, sustainable corporate governance

WE SUPPORT



In January 2023, Klüh became a participant in the UN Global Compact, the worldwide network of more than 21,000 companies and public sector, government and academic organisations. On the basis of its Ten Principles and Sustainable Development Goals, the network aims to enhance the social and environmental compatibility of globalisation, thereby ensuring a more inclusive and sustainable future.

As a labour-intensive service provider with a long tradition, we are committed to acting in the interest of people and to sustainably preserving the value of their environment.

Thomas Keßeler, Head of Sustainability



Client satisfaction, digitalisation and employee retention are targets that are all connected with sustainability.

Frank Theobald, Management Board Chairman

Future viability – our duty as a family-owned company

Frank Theobald and Christian Frank are the managing directors of Klüh Service Management GmbH and manage the Klüh Group. In an interview, we talked about what sustainability means to them and how Klüh is moving towards a sustainable management system.


The megatrend of sustainability is on everyone's lips. Last year, you implemented a sustainability strategy. As a service provider, what is your take on sustainable management?

Christian Frank: 'I'm a great believer in the definition of sustainability that originated in forestry in the early 18th century. We should only take as much from nature as it can sustain. This applies equally to all sectors and, in the case of a labour-intensive company like Klüh, especially in respect of our clients and employees. We want to be a good employer, one that people like to work for and stay with for a long time, ensuring our clients' long-term satisfaction.'

Frank Theobald: 'We are active in areas where the sparing use of resources is important. For example, I find it concerning if food is thrown away or employees wear clothing that has been made by children. For this reason, Klüh has always been committed to sustainability – not just since the EU decided to introduce its reporting obligations. As a family-owned company, we have the obligation to think several generations ahead.'

Is this what gave you the idea of #zukunftsleister as a guiding principle?

Frank Theobald: 'Yes. We are providing our employees a future with our company and facilitating new approaches and services for our clients' sustainable management. #zukunftsleister demonstrates our deep awareness for the future which we are already addressing today. As delivering services is our core business, we want this to be reflected in our guiding principle without including the word 'serve' which tends to be viewed rather ambivalently.'



We aim to provide our clients with data enabling them to analyse their own consumption and reduce this in the long term.

Christian Frank, Managing Director

Compared with its other strategic targets, how important is sustainability to Klüh?

Frank Theobald: 'Everything we do can be viewed under the aspect of sustainability. Client satisfaction, digitalisation and employee retention are targets that are all connected with sustainability. This is an important aspect of our strategy.'

Christian Frank: 'Sustainable management indeed contributes to achieving our targets. As far as I'm concerned, it is currently the main issue. I get irritated when various sustainability targets compete and the legislator leaves companies alone to deal with this. Take the example of electric vehicles. Using them is good for our carbon footprint but obtaining the raw materials for their batteries is controversial in sustainability terms. As a result, it's not always easy for us to do the right thing when it comes to sustainability.'

Without Klüh's services, a lot of organisations in Germany wouldn't be able to function. What is guiding you on your path to a more sustainable future?

Christian Frank: 'All our services contribute to greater sustainability in their own way. Cleaning maintains buildings and helps to preserve their value, which also benefits the people who work there. Catering ensures healthy nutrition in company canteens and hospitals. And Security enables the feeling of security that is very relevant to society and without which it could not function sustainably. During the coronavirus pandemic, the systemic relevance of our services became very evident. Unfortunately, that now seems to have been forgotten somewhat.'

Where do you see the biggest opportunities for reconciling clients' requirements with sustainability?

Frank Theobald: 'I no longer see any contradiction here. Clients' requirements are moving increasingly in that direction. Our clients want verification and we can help them to cut their use of resources. Of course, it is not always the most sustainable service provider that gets the contract but the issue has been gaining traction since the pandemic, which is a good thing.'

Christian Frank: 'We are working hard to collect our own and our clients' environmental data in connection with climate change. We aim to provide our clients with water consumption and waste data enabling them to analyse their own consumption and reduce it in the long term. This is our understanding of a sustainability-aligned client focus.'

Could digitalisation help here?

Frank Theobald: 'It plays a key role in the collection and evaluation of data. Moreover, it helps us to work more efficiently and improve quality. However, it is only the means to an end. Our business will never be possible without people. We are always seeking to achieve a balance between people and technology.'

As a service provider, are you affected by the shortage of skilled labour and what are you doing about it?

Christian Frank: 'We always need to innovate when it comes to our employees and potential employees. It's something that has always set us apart. And it's something we have to do if we are to fulfil our ambition as an attractive employer. In addition to providing work, we must also ensure a sense of community and facilitate personal development.'



SERVICE
powered by Klüh



DIGICONCEPT
powered by Klüh



DIGICLEAN®
powered by Klüh

Targets



Developing digital innovations



Aligning our services with clients' needs



Improving quality and reducing the use of resources by our clients



Our digital transformation pathway



How a room is displayed in DigiClean®

Commercial success, digitalisation and sustainability go hand in hand

Alongside service quality and client satisfaction, innovation is a key factor in Klüh's economic growth. The focus is always on client benefit. To ensure that a service is always aligned with its clients' needs, Klüh maintains a culture of innovation and a healthy employee culture that foster ideas. So that the company can successfully bring innovations to market, it evaluates promising new developments, makes the necessary investment and provides the resources needed.

In an era of growing digitalisation, innovation in this area especially will ensure future viability. Therefore, in recent years, Klüh has strengthened its focus on the

digital transformation – for its own operations and for clients. Established in 2018, the Center of Digital Excellence (CoDE) is the in-house partner to Klüh's divisions. By way of Digital Innovation Days held regularly for the individual divisions, Klüh fosters awareness of digital options and potential across the company. The CoDE coordinates the development of digital solutions for all the divisions and brings them to market. It identifies innovative topics and trials pioneering digital technologies such as the Internet of Things (IoT), artificial intelligence, digital twins, virtual reality, robotics and assistance systems. In this way, new digital services and solutions are developed for Klüh's divisions and their clients.

On-demand services tailored precisely to clients' requirements

The Klüh Group attaches great importance to up-to-date business data and is convinced that thorough analysis is essential to enabling an active response to change. On the basis of the analysed data, Klüh is able to improve its services continuously and adapt them precisely to meet clients' increasingly varying requirements. The trend towards working from home has meant fluctuating usage of offices, meeting rooms, sanitary facilities and canteens which requires the highest degree of flexibility in terms of room occupancy, heating, cleaning and catering. Via personalised dashboards and reports, clients can access this information autonomously and in real time to determine their needs.

This form of smart data collection and processing provides Klüh the basis for optimising processes, increasing efficiency and ensuring seamless communication with its clients. In this way, Klüh is able to deliver services precisely and on demand. Algorithm-based artificial intelligence and machine learning technologies enable us to identify aspects such as usage frequency which can be used in data-driven decision-making and thus in optimising services, facility management and energy consumption. One example of such technology is the Klüh Eco System for Smart Services.



Data become information which in turn becomes knowledge that helps to create sustainable value.

Frank Theobald, Management Board Chairman

Tangible reductions in the use of valuable resources

Thanks to digital solutions, Klüh is not only able to collect data about the consumption of cleaning agents, water, food and energy, but can also reduce the use of resources with no loss of quality in most instances. This means that the digital transformation at Klüh is contributing almost automatically to sustainability and, at the same time, ensuring the company's own competitiveness. With its solutions, Klüh is adding value for its clients by cutting the use of resources, as well as by contributing to the sustainable development of the industry as a whole.





Taking building-related services to a new level

Further development thanks to the Klüh Eco System for Smart Services

Innovations in all divisions are crucial to Klüh's growth and positive development. To offer these to its clients, the company has been investing in new ideas for many years, analysing trends and focusing on innovative product developments in all of its divisions. The Center of Digital Excellence (CoDE) is responsible for digital innovation and serves as the internal partner for the digital transformation. 'At a very early stage, we at Klüh had the foresight to recognise that the digital

transformation can only be successful by taking a holistic approach that covers the entire company. We can only make it in our dynamic world if we are agile,' explains Felix Fiedler, Head of IT & CoDE, with conviction.

In his opinion, digitalisation and sustainability at Klüh go hand in hand. A good example of this is the company's 360-degree concept – the Eco System for Smart Services. This enables Klüh to adapt services optimally to meet clients' requirements.

The technology has already enabled Klüh's Cleaning and Clinic Service divisions to increase cleaning quality and efficiency and implement resource-saving processes. With its new EcoServ offering, Klüh is making its clients' buildings smart and adapting the cleaning process to meet clients' individual needs. As a result, rigid and inflexible cleaning schedules are a thing of the past. One of the goals is to expand on-demand cleaning.



Smart applications of the Klüh Eco System



Each month, we and our clients perform more than 11,000 quality controls using DigiClean®.

Felix Fiedler, Head of IT & CoDE



To facilitate this flexibility, the Eco System for Smart Services consists of various components:

- Sensors at the client’s premises deliver information about current cleaning requirements.
- Klüh’s DigiService customer service portal can be used by clients to communicate complaints, ad-hoc requirements or queries.
- The company’s proprietary Internet of Things framework uses software to immediately create a digital twin from the information received from sensors, SmartButtons and the customer service portal.
- All the information processed is transmitted in real time with explanatory videos to the tablet computers issued to Klüh’s on-site cleaning specialists, enabling them to deliver services on demand.
- The data are also used in a range of reports and forecasts.



You can find out more on our website.

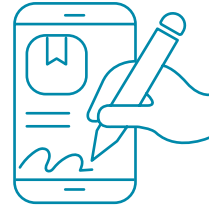
Sensors are important suppliers of data

The information chain starts with the sensors located at the client’s premises. These are either installed by Klüh or are already used by the client. They are fitted in, for example, refrigerators, cleaning machines, doors and rooms. Owing to stringent data protection requirements, the sensors are not equipped with cameras. However, they react to moisture, CO₂, pressure, heat and light and are thus able to detect how intensively parking spaces, rooms or toilet facilities are used. The sensors in sanitary facilities record the filling levels of dispensers as well as the frequency of use, facilitating the optimisation of cleaning intervals.

‘Today, the trend for working from home means that better analysis is needed to identify how many people are in which rooms on site and when, how many visitors are expected and which parking spaces are in use and when,’ explains Fiedler. Knowledge is what makes smart buildings possible. It also has knock-on effects for the other divisions of the Klüh Group, for example, for Catering. Knowing how many people have entered a company’s premises on any one day makes it possible to estimate how many meals will be needed that day. The air conditioning can be switched off in unused rooms, thus saving energy. Thanks to the Eco System for Smart Services, Klüh can increase the efficiency of all services relating to the building and its operation. As the data are documented immediately, they ultimately make an important contribution to sustainability reporting.

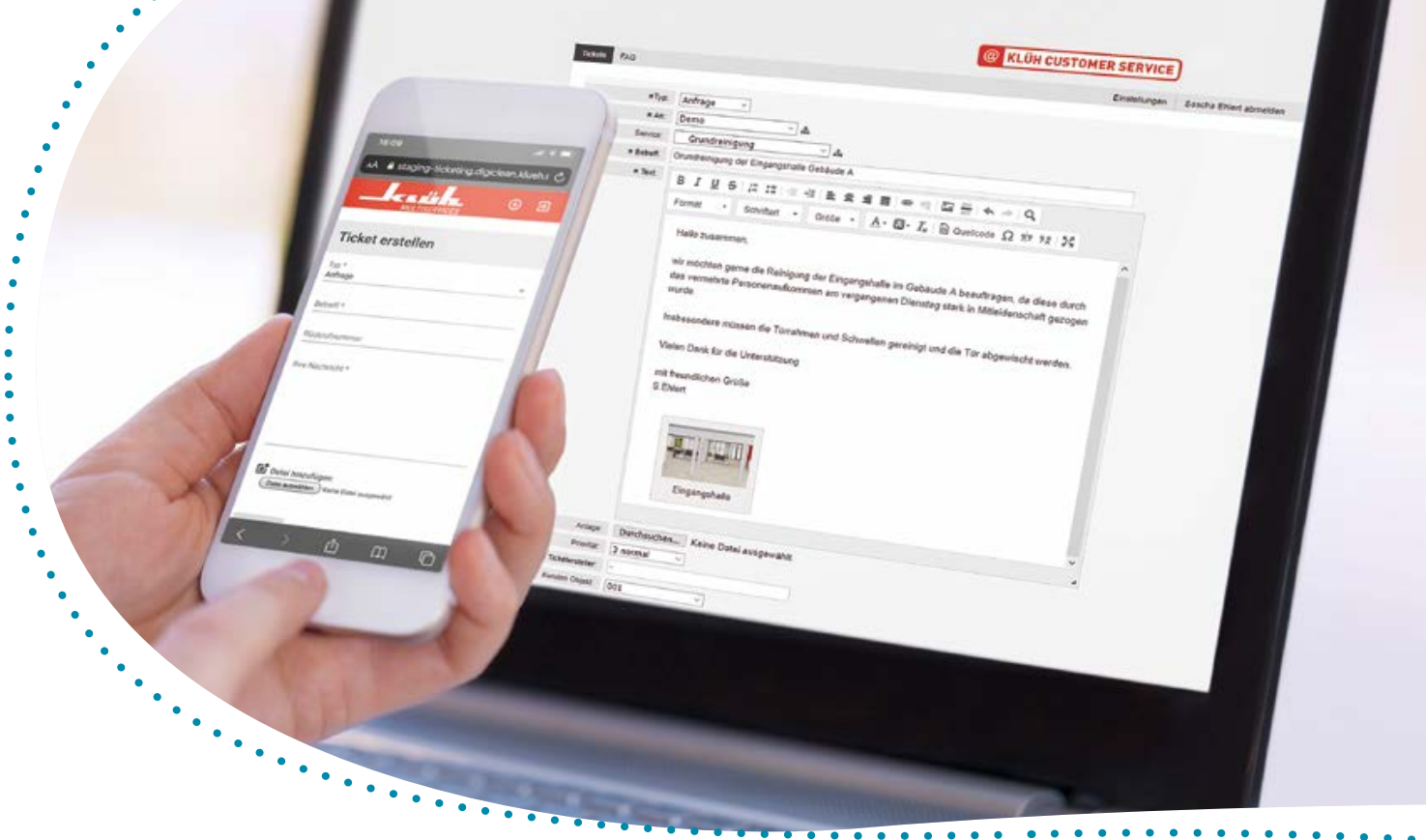
SmartButtons complement sensors

SmartButtons deliver ad-hoc data that activate on-demand cleaning. For example, if a client's employee spills something, they can activate the SmartButton. The cleaning specialist's route and priorities can then be recalculated in real time. This results in maximum flexibility and customisation, satisfying the requirements of an increasingly flexible working world in buildings, warehouses and production facilities. In addition, the cleaning specialist deployed uses the SmartButton to report completion of the service requested. Client satisfaction and the last cleaning operation are shown on an ePaper display.



Real-time management of the cleaning specialist's route





DigiService customer service portal transmits queries to the system

The customer service portal is available around the clock, serving as the central, flexible and transparent platform for communicating with clients. This is where clients can communicate their queries, which are assigned a number. Tickets enable clients to track and influence the processing status and make it possible to react to changing client requirements at any time during the ongoing process. Thanks to functionalities that measure client satisfaction and manage process and service level agreements (SLAs), Klüh is able to measure and optimise its services on an ongoing basis.

The nerve centre: Klüh's Internet of Things framework

Klüh's Internet of Things (IoT) framework is at the heart of the Eco System for Smart Services and is used by Klüh to connect physical reality with the virtual world. It is hosted in the company's own data centre which applies the highest security standards. Encrypted data transfer and a finely balanced role and rights management system protect against unauthorised use.



We make buildings smart and adapt the cleaning process to the client's requirements.

Frank Theobald, Management Board Chairman



Digital transmission of all data

In Klüh's Cleaning division, data are transmitted automatically and in real time to the DigiClean® digital run sheet on the cleaning specialist's tablet computer. This guides the cleaning specialist through their 'territory' – the area they are responsible for cleaning. To start with, the digital assistant guides them to the right floor of the building and then through each room individually. With so many people working from home, not all rooms need cleaning every day. Increasingly, Klüh is using DigiClean® with visual displays of the rooms that are to be cleaned, thus providing its employees with the best possible digital support in their daily work. In addition, explanatory videos are available for the cleaning operations required to help employees understand exactly what needs to be cleaned.

The Security division uses the DigiControl tool on smartphones in place of written security logs. In the Catering division, DigiSupply includes the option of recording menu choices. Clients also benefit from the automatic consideration of permitted meals, food intolerances or medical requirements, something that is extremely important for hospitals especially. DigiSupply makes it possible to send orders to suppliers entirely automatically. The program also holds some 8,000 tried-and-tested recipes.

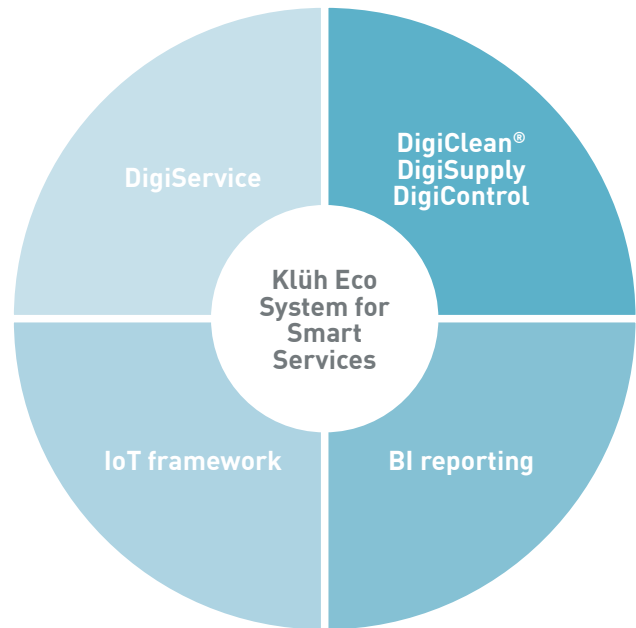
Despite all the technology, people are our focus

'The Klüh Eco System for Smart Services is a novel system of interoperating components. We are unique in offering this level of complexity,' says Fiedler in summary. Klüh can integrate many existing smart building solutions into the system. However, the technology enthusiast is also aware that, despite all the technology developed and deployed by Klüh, it is the company's employees that ultimately deliver the actual services.

Therefore, the success factors here are providing training for the company's employees and aligning the technology with their needs. 'When we were developing the Klüh Eco System for Smart Services, we had our employees test the tools and aligned them specifically with their needs,' emphasises Fiedler.

Saving time thanks to seamless communication

The result is pioneering. Thanks to its proprietary development, Klüh guarantees seamless communication and a direct response on site. Long communication channels or phone calls are a thing of the past. In facility management, this represents a massive time-saving and frees up capacities for other tasks. Moreover, the individual service raises satisfaction at the workplace which is a not insignificant factor given the shortage of qualified labour.



With our proprietary Eco System for Smart Services, we are unique in offering the market a solution of this complexity.

Felix Fiedler, Head of IT & CoDE

How does a smart sanitary facility work?

Sensors gather information at various locations. The sensors at the door to the facility and in the individual cubicles record the frequency of use and count how many people use the facility on an entirely anonymous basis that does not allow individuals to be identified. The sensors on the paper towel and soap dispensers

measure the respective filling levels. If anything needs refilling, the cleaning specialist assigned to the building is notified immediately via their tablet computer. They confirm completion of the task via a SmartButton. Feedback panels are used to measure client satisfaction with the cleaning services.



Targets



Climate neutrality
without offset payments
by 2040



25% reduction of
food waste



Reduced water consumption
through the acquisition of modern
cleaning equipment with water
treatment and metering technology



Our handling of natural resources



We love green – Klüh Catering relaunches its vegetarian product line

'I' is now 'we'. Klüh Catering has relaunched its vegetarian product line, first introduced in 2016, changing its name from 'I love green' to 'We love green'.

'With the relaunch, we are making clear that we can only achieve our sustainability targets by working together,' says Robin Krielke, Head of Business Development and Marketing at Klüh Catering. 'Society is undergoing a major change when it comes to nutrition and we are taking a great step forwards with our revised product line.'

With its new offering, Klüh Catering remains committed to culinary excellence, freshness and regional and seasonal ingredients, with a focus on delivering fine cuisine coupled with healthy nutrition and,

of course, sustainability. The new feature of all 45 'We love green' dishes is that they are guaranteed climate-friendly, indicated to diners by the green CO₂ cloud in the Klüh Catering app.

As well as indicating the carbon footprint, the app provides other information such as the sustainability values of the various dishes served in the company canteens operated by Klüh – water consumption, Vita Score, animal welfare and rainforest destruction. The system was developed by Eaternity, a Swiss company specialises in calculating ecobalances.

'We love green' was rolled out at the end of September 2023. During a two-week launch campaign, some 90 company canteens cut CO₂

emissions by 15 tonnes with 25,000 meals sold. Since then, the product line has become a firm feature of Klüh's menus. Not only the diners have been impressed. 'We love green' was placed among the top three in the 'Food Creation' category of the Caterer of the Year Award 2023 organised by German catering industry journal Cooking + Catering Inside.



Find out more about 'We love green' (German only)



Reducing CO₂ emissions, waste and water consumption

Our approach to reducing CO₂ – the path to climate neutrality

Klüh quality management currently records all the data needed to calculate a reliable carbon footprint. Data for direct (Scope 1) and indirect (Scope 2) emissions are already available. In 2023, Klüh decided to join the Science Based Targets initiative in order to define a scientifically validated target that will enable the company to be even more sustainable in its operations. The target is to achieve climate neutrality by 2040, if possible without the need for offset payments. The CO₂ management plan is in line with the 1.5 degree goal and consists of two key levers for reducing CO₂ emissions: avoidance and reduction.

To reduce CO₂ emissions continuously by 2040, Klüh has set itself the following targets:

- The successive transition of the Klüh fleet to electric vehicles, the reduction in the number of kilometres driven and greater incentives for employees to use public transport
- The gradual transition by all branches to 100% green electricity
- The increased use of non-animal products and higher minimum levels for seasonal and regional food products in the Catering division
- The use of CO₂-free cleaning processes in all the buildings served by the Cleaning division





A Klüh Fleet Policy is helping us to leverage the great CO₂ reduction potential of our vehicle fleet.

Rainer Schultes, Head of Quality Management

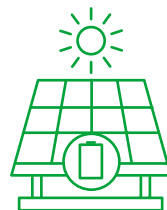
Changing mobility

With a fleet of around 800 vehicles that harbours great potential for reducing CO₂ emissions, Klüh has set itself the task of developing a fleet strategy. The goal in 2024 is to specify the period over which the company will increase the proportion of electric vehicles in its fleet.

Another option for changing the company's approach to mobility is to increase employees' use of public transport. An employee with a rail discount card who used the train instead of a diesel car to travel 60,000 kilometres in 2023 cut CO₂ emissions by some eight tonnes. Around 1.5 hectares of woodland would be necessary to absorb this amount of CO₂. Another employee who used the train just for some journeys was able to reduce CO₂ emissions by 1.2 tonnes in just five months. Klüh is therefore looking at whether company tickets for certain employee groups like trainees could encourage the greater use of public transport.

Switch electricity consumption

Klüh is gradually switching to green electricity. It has already installed two photovoltaic units with a total output of 25 kWp on the roof of its headquarters building in Düsseldorf. They cover about 33% of the building's electricity requirement. In addition, Klüh has switched all the lights in and around its headquarters building to LED technology. Moreover, the company's laundries are supplied by their own solar thermal power plants. The transition to green electricity at company headquarters in Düsseldorf was completed in 2023. Other branches and operations will follow successively.



33%
of the electricity needed
by headquarters is supplied
by photovoltaic units

New menu concepts

To achieve a reduction in the consumption of animal products and increase the use of seasonal and regional foods, the Catering division reviewed and analysed its menus in 2023. It developed new ideas for greater seasonality and less meat in its dishes. With the new 'We love green' meat-free range, for example, Klüh has cut one kilogram of CO₂ from every dish. Moreover, the introduction of the Eaternity app has made the carbon emissions transparent for consumers.

Klüh's communication activities raise the awareness of cooks especially and include training and the deployment of gastronomic ambassadors. Another contribution to cutting CO₂ comes from Klüh's special waste management system for Catering.



A single plant-based dish can emit as much as 50% less CO₂.

Robin Krielke, Head of Business Development and Marketing, Klüh Catering



1 kg CO₂
is the average saving per
meat-free dish





31 tonnes of CO₂
cut by using recycled
cleaning containers

CO₂-free cleaning

The Cleaning division is reducing its CO₂ emissions through the use of modern and sustainable cleaning agents. For one thing, Cleaning is increasingly turning to recycled materials when selecting rubbish bags, containers, mops, cleaning carts and vacuum cleaners. For example, Klüh purchases highly concentrated cleaning products in one-litre bottles and ten-litre canisters. Unfortunately, larger containers made from recycled materials are unable to withstand the pressure of water. By switching to recycled cleaning containers, Klüh has already cut CO₂ by more than 31 tonnes.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

The Science Based Targets initiative (SBTi) is a collaboration between CDP, the United Nations Global Compact, the World Resources Institute and the World Wide Fund for Nature. Since 2015, more than 1,000 companies have joined the initiative with the aim of setting themselves scientifically validated climate targets. Using the Corporate Carbon Footprint, SBTi calculates emission reduction target pathways based on a company's total emissions. This information is then used to define specific roadmaps and action plans.



Chemical-free destruction of bacteria, fungi and viruses

Klüh Cleaning uses sustainable cleaning processes with ozone

'It was long considered impossible to clean without using chemicals,' says Markus Gaudlitz, Head of Organisation at Klüh Cleaning. The specialist for cleaning and hygiene management also recalls that all cleaning agents contained perfumes. 'They were expected to smell of cleaning.' Attitudes have changed fundamentally in recent years. Today, there is growing de-

mand for cleaning products that do not contain tensides, perfumes, colourants or preservatives. 'This is where the environmentally friendly ozone cleaning process comes in,' explains Gaudlitz.

This process requires an ozone generator which partially deionises cold tap water to stabilise the ozone. Inside the generator, electricity con-

verts ambient oxygen into ozone for direct use in the cleaning process. Since the ozone is produced where it is needed, there is no need to transport or store large quantities of cleaning agents in bottles. The larger generators are usually hung on the wall in the basement while the smaller units are hand held, comparable in size to a spray bottle.

Ozonated water remains effective for up to 24 hours

'The generators are equipped with cartridges to regulate the ozone concentration. The lower this concentration is, the faster the ozone evaporates,' explains Julia Jurk, a sustainability intern for Klüh Cleaning. Depending on clients' individual needs, the ozone can be preserved in water for between four and 24 hours. The duty cleaning specialist can then soak ten to 12 cloths with ozonated water for use throughout the day. This process is deployed in office buildings and hotels in particular. 'Ozonated water is not used directly on sensitive items such as telephones or computers but is applied with a cloth. It has absolutely no corrosive effect,' says Jurk. The manufacturer of the ozone generator takes back the cartridges and can regenerate the resin they contain up to seven times.





There are two convincing arguments for the use of ozonated water – it kills bacteria, viruses and fungi rather than just masking them and it forms no residues because the ozone evaporates.

Markus Gaudlitz, Head of Organisation, Klüh Cleaning



Just water and oxygen are left behind

'Although ozone was already being used in cleaning 20 years ago, the process has been really hyped in recent years,' says Gaudlitz, describing the current trend. This is because ozonated water kills bacteria, viruses and fungi rather than just masking them. 'It is a sustainable alternative to chemicals because it evaporates from the water and forms no residues, leaving behind just water and oxygen,' explains Jurk. Moreover, the process requires no labelling and has no impact on the health of Klüh's employees.



Sustainable and economical

Klüh Catering deploys artificial intelligence in company canteens

At the top of Klüh Catering's agenda is reducing food waste as much as possible and making the company canteens it operates more sustainable. Since 2016, the company has been active in the field of waste management and, as a member of the United Against Waste initiative, is developing new ideas for practical solutions.

But how much waste is actually generated in canteens? To find this out, food waste initially had to be weighed and documented manually. In 2021, Klüh Catering initiat-

ed a pilot project in three canteens using a solution based on artificial intelligence (AI) in the plate return area. The system functions simply. A camera equipped with AI-based image recognition technology identifies all food waste on the plates. In just 0.2 seconds, the web-based waste analysis tool identifies what and how much has been left on the plate – whether it is schnitzel, peas or salad. The data are evaluated and displayed clearly in a dashboard, making it possible to define measures to optimise menus and reduce the amount of product used.

'Since starting the pilot of the AI-based system two years ago, we've made great progress and are now in the final stages of the pilot phase in five canteens. Our goal is to use fully automated measurement and extensive monitoring to reduce food waste as much as possible. Up to 25% is quite achievable in this way,' explains Robin Krielke, Head of Business Development and Marketing for Klüh Catering.



Using technology from start-up Orbisk, Klüh Catering has integrated artificial intelligence into the stock management systems at some of its clients. In this video, Managing Director Thorsten Greth outlines the advantages of this approach for company canteens.



AI-based sales forecasts

A pilot project is also being carried out in the area of sale forecasting. Klüh Catering has integrated artificial intelligence into the stock management systems at a number of its clients. 'Although the canteen employees know how much food to order, it's been found that the AI-based forecasts are more accurate than the human estimates,' explains Krielke, who is a trained chef and business graduate.

AI suggests an order on the basis of historical data, at the same time answering the question of whether too much or too little was purchased in the past. In addition, the

software draws on information such as the events calendar and weather forecasts. 'People eat differently depending on the weather. When it's hot, they prefer cold dishes but choose things like soups in cold weather. AI has an advisory role here and makes suggestions,' says Robin Krielke.

The vision for the future at Klüh Catering is to operate sustainably with the support of smart solutions. Therefore, our goal is to make company canteens and kitchens even smarter and continue to improve system connectivity.



**25% reduction
in food waste**

Four key measures for reducing waste

Using a service screening process, Klüh has examined the issues of pollution and waste in the Cleaning and Catering divisions. In the case of Catering, the issue is mainly relevant in upstream processes, i.e. avoiding waste by optimising portion sizes and menu design.

In Cleaning, by contrast, the issue plays a role in downstream processes especially. Many cleaning products are subject to the provisions of the EU Chemicals Regulation (REACH). Klüh has therefore developed an operating procedure for handling substances of concern, including the disposal of batteries. Reducing the use of cleaning agents, packaging waste and food waste has been identified as the most efficient lever for avoiding environmental pollution. In this connection, Klüh has implemented a number of measures:

- Use of alternative and more sustainable cleaning agents
- Use of alternative packaging such as water-soluble wrappers and recyclable materials
- Use of alternative methods such as ozone and osmosis cleaning
- Avoidance of food waste using AI waste management



Granule sticks are **100% recycled**

A new generation of cleaning agents and processes

Klüh uses granular products for spray cleaning. These have been developed by the manufacturer for use in spray bottles made from 100% recycled material. Three grams of granules yield 500 millilitres of sanitary cleaner and descaler or all-purpose cleaner. The granule sticks dissolve entirely in water and the wrapper is compostable, thereby avoiding packaging waste. Moreover, the highly concentrated variant allows accurate metering so that only the quantity actually needed is used. In general, Klüh has developed strict metering instructions for its employees.

Klüh uses cleaning agents that are at least 99.8% biodegradable. The company utilises ozone for cleaning surfaces in offices and the osmosis process to clean glass. The latter process makes it possible to clean windows with water alone. As pure water contains no minerals, it soaks up dirt and dust and simply washes them away.

When selecting cleaning equipment, Klüh gives preference to low-noise variants. In addition, the multiservice provider leases its cleaning machines so it can always deploy the most state-of-the-art and sustainable equipment.



99.8%
biodegradable
cleaning agents

Reduced packaging waste

It is difficult for Klüh to record packaging waste volumes because this material is disposed of by its clients. Therefore, the lever for reducing waste is the requirement issued to suppliers to use recyclable or biodegradable packaging.

At its headquarters, Klüh uses washable and reusable rubbish bags as well as compostable packaging in order to reduce packaging waste. Catering has introduced a deposit system based on reusable containers.

Klüh Catering cooperates with Vytal for containers for takeaway meals. The non-deposit multiuse system provides bowls and cups for food and beverages that can be picked up or delivered without packaging waste. These products significantly exceed the climate balance of disposable tableware after just eight uses. In 2021, Vytal was awarded the Blue Angel environmental label from Germany's Environment Ministry. By the end of 2023, Klüh's clients had already replaced 137,419 disposable packaging units with reusable containers from Vytal.



Avoiding packaging waste is a focus of the Catering division.

Steven Kuppe, Product Manager Sustainable Food, Klüh Catering

Successively increasing the use of recycled materials by Cleaning

Whereas Klüh Catering focuses on avoiding food waste, the Cleaning division is looking to increase its use of recycled materials. Recyclable vacuum cleaners, cleaning agent packaging, microfibre cloths, mop covers and recycled mops are the products Klüh is using to successively increase its use of recycled materials. In 2023, for example, the Cleaning division switched all cleaning pads to recycled variants.



When it comes to the circular economy, increasing the use of recycled materials by the Cleaning division is a major lever.

Julia Jurk, sustainability intern, Klüh Cleaning



137,419

disposable packaging units replaced with reusable containers from Vytal



For many years, Klüh's Catering division has been a partner in the United Against Waste initiative, making sustainable contributions to managing food waste. The goal is to avoid food waste before meals are produced.

Measures to reduce water pollution and consumption

To avoid the unnecessary pollution of water, Klüh has developed an operating procedure on handling water for its employees. As far as possible, the Cleaning division aims to work without chemicals or to use biodegradable products.

The volumes of water used can only be measured exactly at the company's own locations where, by way of feasibility analyses, Klüh can establish whether water

consumption can be reduced by utilising waste water or by construction measures. The idea of reducing water consumption by fitting sensors to taps proved to make no sense ecologically. By contrast, an improvement was achieved by fitting water meters in sculleries. Klüh's washing machines are already equipped with automatic weighing systems which meter water, detergent and disinfectant precisely.

Possible calculation of water consumption by clients

In the future, Klüh wants to achieve greater accuracy in measuring the water it uses to deliver services to clients – without actually making readings on site. This is theoretically possible by, for example, extrapolating the amount of cleaning agent used in relation to the manufacturers' metering instructions.

Klüh Cleaning has already been able to reduce water consumption on site by deploying state-of-the-art cleaning equipment. One example is the i-Mop machine which has a dirty water tank fitted with a filter system

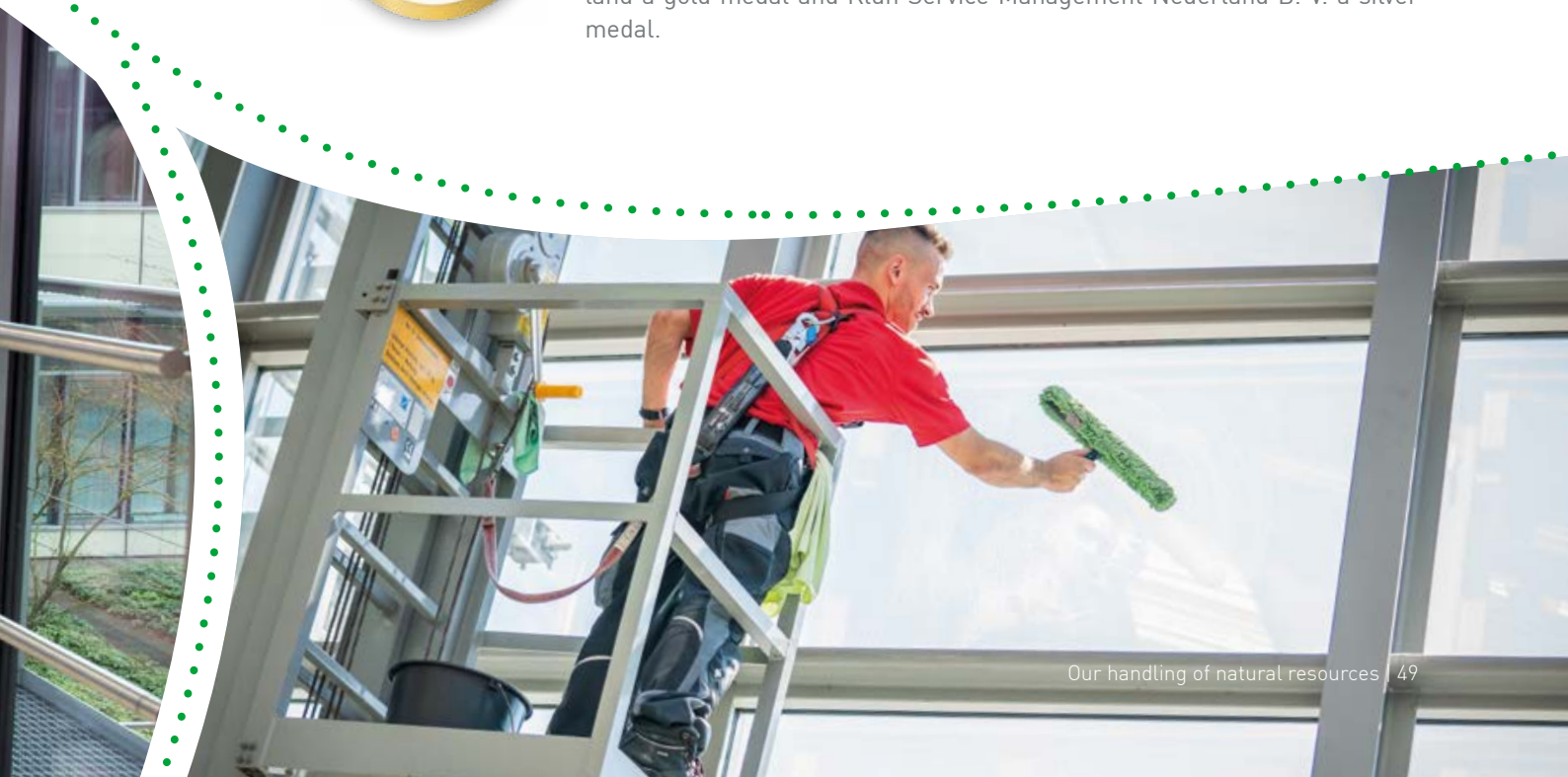
and a float valve which automatically closes the tank to prevent the overflow of water, thus greatly reducing water consumption. We receive a certificate from the manufacturer verifying the water saving achieved. Our cleaning machines also save water thanks to a special treatment technology. With their integrated water treatment system, our cleaning robots use a third as much water.

In the future, Klüh plans to include the protection of water resources in its Supplier Code of Conduct.





Since it was established in 2007, EcoVadis has become the world's largest provider of corporate sustainability ratings. It uses medals and badges to honour customers who have completed the assessment process and been verified to have a relatively strong management system. EcoVadis medals are awarded to the top 35% of the companies it assesses. In 2023, Klüh Security GmbH received a silver medal, Klüh Facility Services Sp. z o.o. in Poland a gold medal and Klüh Service Management Nederland B. V. a silver medal.





Targets



Launch of the new employer branding campaign



Expanding recruitment, onboarding concepts and personnel development



Fostering employee volunteering



Our responsibility as an employer



Sustainable employee development

Social sustainability is a core issue at Klüh. The company is doing everything it can to be an attractive employer with measures that include recruiting, training and development in the Klüh Academy and extensive occupational health and safety. Equality and diversity also play a key role for the international company.

New employer branding campaign

The current shortage of qualified labour is a core issue for personnel-intensive industries. Finding employees for Klüh's five areas of operations is a major challenge that the company is mastering successfully. In 2023, Klüh worked hard on its new employer branding campaign which is based on the Management Board's strategic direction and ideas, the results of market research and the feedback from a great many employee interviews and surveys. The new campaign is being launched in 2024 via all digital and analogue personnel marketing channels.

Prize-winning recruitment measures

2023 showed that Klüh is already successful in its recruitment efforts. The company received the Best Recruiters award from career Institut & Verlag for innovative candidate management in the facility services and security sectors. Klüh was recognised for the optional WhatsApp process introduced in 2022 to simplify and accelerate applications. The company received the German Brand Award 2023 from the German Brand Institute for the same process.



The award of the Best Recruiter quality label underscores the importance attached by Klüh to treating potential new employees with respect. We see this award as recognition of our efforts to continuously upgrade our quality standards.

Viktoria Kaiser, Head of Human Resources

Responsibility as a training establishment

Alongside its extensive recruitment measures, Klüh hires trainees each year. In 2023, 49 young people were receiving professional training as office assistants, cleaning specialists and catering specialists. In order to attract suitable young people for the years ahead as well, Klüh participated in various nationwide careers events and job fairs, as well as a speed dating event at which participants got to know each other from the passing gondolas of a big wheel named the Wheel of Vision.

Successful onboarding events

New beginnings are always tough, especially if it is a new job. For this reason, Klüh provides its new employees with an informative and respectful introduction to their roles. In 2023, the company organised full-day events for all employees who had joined Klüh within the past three months. It gave the 'newbies' the opportunity to share their experiences and get to know various departments and colleagues within the company. The event was such a success that it is being repeated in 2024.

Professional and personal development

The certified Klüh Academy offers employees a wide range of development opportunities that include classroom-based courses and e-learning programs via the DigiLearn tool that has received the prestigious Comenius EduMedia Award for many of its modules.

'Promotion over recruitment' is the motto of the special development programmes planned by Klüh in 2024 for high-potential managers in the Cleaning, Catering and Security Divisions.

Diversity in practice

Klüh is international, employing people from 122 nations, irrespective of their origin, religion, world view or values. Proof of this diversity in practice is provided by the fact that employees come together to celebrate the festivals of their various religions. One example of this is the Hindu Onam festival celebrated by the company's employees in Dubai in August.

Klüh is committed to ensuring a respectful and prejudice-free working environment in line with the requirements of Germany's General Act on Equal Treatment. For example, one in five management positions is now held by a woman. Klüh is committed to equal participation and intergenerational collaboration at all levels of the company.

Klüh is one of the first companies to receive certification in accordance with the new ISO 37301 standard for its successful compliance management system. With this certification, TÜV Austria verified that Klüh has implemented a suitable management system to ensure the ethical and lawful conduct of the entire company. The whistleblower system is part of Klüh's compliance culture. The contact at Klüh is the Compliance Officer, who receives and processes all reports.





**International
Labour
Organization**

Klüh is committed to ensuring compliance with fundamental ILO (International Labour Organization) employment rights throughout its supply chain. Today, 85% of the company's supply agreements reflect ILO requirements.



charta der vielfalt

As a signatory to Germany's corporate Diversity Charter since 2021, Klüh is setting an example for diversity in the working world.

Occupational health and safety

Klüh takes responsibility for the health and safety of its employees, operating extensive management systems that are subject to regular internal and external audits and offering occupational health seminars via the Klüh Academy. The company also conducts general analyses of psychological stress. In addition, Klüh offers benefits such as the Klüh company pension and the Klüh Plus-Card, a top-up health insurance for employees.

Other benefits



Mobile working



Flexible working time models



Bike leasing



Employee discounts



Company pension options





Sustainable perspectives for employees

Klüh Security is committed to developing employees in its own Security School

Offering employees a perspective is the focus of Klüh's Security School. Klüh is the only company in Germany that provides advanced protection and security training for all its employees, preparing them for Chamber of Industry and Commerce examinations. This offers real added value to the company's security staff. 'We provide sustainable support to our employees. They all have the option of completing the qualification that will enable them to advance their careers within our company,' says Pierre Tamke, Head of the Security School. Klüh pays the costs of the ten-month training course – with the exception of the examination fee. Acceptance of the qualification offering is proved by the numbers, with around 200 employees currently on the training course.

Distance learning as the key to success

The Klüh Security School can look back on more than 40 years of success. When it started, it was the only security training establishment approved by the Central Office for Distance Learning (ZFU) that offered a civilian security training qualification in accordance with Germany's Vocational Training Act. 'We have always seen it as our task to give career changers guidance and a perspective in the security industry,' explains Pierre Tamke. In 2002, it added a three-year vocational training course for security specialists based on the uniform nationwide training schedule specified by the German Chamber of Industry and Commerce. Integrated learning methods are deployed to teach the course's varied content – a mix of online training, classroom learning and paper-based teaching materials.

Award-winning e-learning programs

The Klüh Security School also leads the way in e-learning and is continuing to expand its broad range of learning options. Current issues such as Germany's General Act on Equal Treatment or sustainability within the company are fixed aspects of this offering. The content of these courses is tailored to the participants' professional needs, ranging from compliance training for managers and guard tests for civilian security staff deployed with the German armed forces to basic occupational safety training.

'Our DigiLearn e-learning platform allows participants to learn remotely whenever and wherever they want. We can also tailor our courses to meet our clients' needs and focuses,' explains Axel Hartmann, Managing Director of Klüh Security. 'The fact that we received the prestigious Comenius EduMedia Award for the seventh time in succession in 2023 demonstrates that we are on the right track with our expansion,' he adds.



Germany's most attractive employer

In 2023, for the fourth time in succession, Klüh Multiservices was honoured in the area of infrastructure services, making it one of the most attractive employers in Germany's facility management sector.



Klüh won the Comenius EduMedia Award for the seventh time in succession which has been presented by the Gesellschaft für Pädagogik, Information und Medien e.V. (GPI) since 1995. With this award, an expert jury honours outstanding digital educational media for use in professional training, schools, and cultural and leisure facilities.

Klüh subsidiary Rheinische Akademie für Sicherheit und Wirtschaft GmbH (RASW) is also committed to providing training, development and e-learning opportunities. It became part of the Klüh family in 2022 and provides modern qualification solutions in the areas of aviation security, aviation, freight and hazardous substances.



Social commitment at its own location and beyond

Klüh was founded in Düsseldorf in 1911 and its headquarters remain there. Firmly rooted in the city, the company has a long tradition of supporting a wide range of sports, arts and cultural projects in the region. Each year, the 'Wir für Düsseldorf' donation initiative established by Josef Klüh supports selected charitable organisations and projects. In 2023, it focused on clubs and initiatives that help people living in poverty.

In addition, Klüh supported the 15th reading festival organised by the Düsseldorfer Leseband(e). Founded in 2007 by committed reading sponsors as a programme and project of Düsseldorf's Pro Ausbildung foundation, the Leseband(e) has since become an important contributor to promoting reading.



Klüh Foundation funds innovation in science and research

Established by Josef Klüh in 1987, the Klüh Foundation provides generous funding each year. In recent years, it has supported a wide range of medical research projects. In 2023, Professor Tanja N. Fehm was recognised for her research in the field of gynaecological oncology. In the environmental field, Klüh sponsored climate re-

searcher Antje Boetius, Professor for Geomicrobiology at the University of Bremen, back in 2021. The director of the Bremerhaven-based Alfred Wegener Institute (AWI), a Helmholtz centre for polar and marine research, is researching the impact of climate change on the Arctic Ocean and deep ocean biodiversity.

With our new online magazine, we are reaching a broad readership and demonstrating what sets Klüh and its services apart. One particular focus is our commitment in the areas of sustainability and digitalisation.

Sarah Latton, Head of Marketing & Communications

Volunteering

Klüh's employees are involved in many areas of volunteering – either as examiners for the Chamber of Industry and Commerce, as volunteer fire fighters, as disaster relief volunteers or as trainers in sports clubs – something which we as an employer expressly support.

Communication via all channels

Klüh maintains a constant dialogue with its employees, clients and business partners. Internal and external communication uses various channels such as the company's website, social media, newsletters and the in-house magazine for employees. Launched in 2022, the Catering podcast – discussions at the Klüh Catering kitchen table – was continued successfully in 2023.

In addition, the new online magazine Klüh4all launched at the start of 2023 is a mix of corporate blog and online magazine that delivers news and exciting insights. Background reports and interviews describe what the Klüh team does in its various areas of expertise.



Antje Boetius, director of the Alfred Wegener Institute (AWI), a Helmholtz centre for polar and marine research, received sponsorship from the Klüh Foundation in 2021.



Threatened? Harassed? Molested?

Klüh Security cooperates with VfL Bochum 1848 to provide anti-discrimination support

March 2023 saw the launch of the contact point named 'ACHTZEHN ACHTUNG! VIERZIG'. Together, VfL Bochum 1848 and Klüh Security have introduced an open assistance programme at the Vonovia Ruhr Stadium for anyone who feels unsafe, threatened or harassed. 'We've been working with VfL Bochum for many years and this anti-discrimination project was born from our long-standing partnership. In this way, we are demonstrating that we don't look away but want to take action and help,' explains Axel Hartmann, Managing Director of Klüh Security GmbH. Klüh particularly liked the idea of taking a stand against the trivialisation of unacceptable behaviour, discrimination and violent attacks.

The project works as follows. Anyone who feels harassed can go to the contact point or use the dedicated mobile phone number, SMS or Messenger. They can either enter the easy codeword 'LUIISA' or ask one of Klüh's employees in the stadium for directions to the contact point. VfL Bochum 1848 has publicised the offering on posters in the toilet facilities and at the entrances to the stands as well as on business cards.

'Since the launch, we make all our employees deployed at the stadium aware of the offering, the procedures and the conduct expected,' says Hartmann. Between 500 and 600 Klüh Security employees are deployed at the stadium on a match

day. 'All of them have completed additional training in line with German Football Association standards and are certified accordingly,' explains Leif Rösner, Klüh's project team lead and branch manager of Trade Fairs and Events in North Rhine-Westphalia. The new project enables Klüh employees to contribute actively to providing direct help against discrimination to people throughout the stadium.

Immediate protection for victims

Since the project started, two incidents were recorded at 13 home matches and those affected were helped directly. 'The contact point provides a safe space and takes a victim-centred approach,' emphasises Rösner. However, it is not designed to conduct investigations. Two VfL volunteers – who have been trained by Wildwasser e.V. Bochum to deal with traumatised and very emotionally stressed people – look after victims in the safe room and also monitor the mobile phone number. If a victim decides to press charges or report a violation of stadium rules, the volunteers call on the support of Klüh Security or contact the police directly.



Posters at the stadium and business cards publicise the support offering.

At the stadium, our employees guarantee the safety of the fans and, since March 2023, help to provide the victims of discrimination with rapid and open access to support.

Axel Hartmann, Managing Director, Klüh Security

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